

PUBLIC UTILITIES COMMISSION
Complaints Received - December 2016

Complaints against GPL

Complaint Category	2011		2012		2013		2014		2015		as at December 2016	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Allegation of Tampering	64	0	24	0	79	0	160	0	70	1	106	45
Application for Service	33	0	40	0	17	0	40	0	6	0	20	10
Billing Query	195	0	164	0	85	0	65	0	14	0	24	6
Change of Tenancy	8	0	2	0	7	0	4	0	4	0	2	1
Claim for Compensation	8	0	12	0	11	0	10	0	4	1	2	2
Capital Contribution	0	0	0	0	0	0	0	0	0	0	0	0
Disconnection	26	0	36	0	24	0	47	0	11	1	9	3
Tariff Issue	7	0	6	0	1	0	2	0	0	0	2	0
Technical Issue	31	0	39	0	27	0	32	0	16	0	34	5
Transfer of Service	0	0	0	0	1	0	0	0	0	0	0	0
TOTAL	372	0	323	0	252	0	360	0	125	3	199	72

Complaints against GWI

Complaint Category	2011		2012		2013		2014		2015		as at December 2016	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	7	0	7	0	6	0	3	0	1	0	2	0
Billing Query	48	0	43	0	33	0	27	0	9	0	16	6
Change of Tenancy	1	0	0	0	0	0	1	0	0	0	0	0
Compensation	0	0	2	0	0	0	0	0	0	0	0	0
Disconnection	16	0	19	0	8	0	13	0	1	0	3	0
Tariff Issue	1	0	1	0	0	0	0	0	0	0	1	0
Technical Issue	10	0	13	0	9	0	4	0	1	0	9	1
Tampering	0	0	1	0	0	0	0	0	0	0	0	0
Misc	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	83	0	86	0	56	0	48	0	12	0	31	7

Complaints against GT&T

Complaint Category	2011		2012		2013		2014		2015		as at December 2016	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	6	0	8	0	6	0	15	1	10	0	14	2
Billing Query	2	0	10	0	12	0	3	0	2	0	7	2
Disconnection	2	0	0	0	1	0	4	0	1	0	5	0
Tariff Issue	0	0	0	0	0	0	0	0	0	0	0	0
Technical Issue	33	0	87	0	88	0	111	0	179	0	429	39
Transfer of Service	3	0	7	0	6	0	5	0	6	0	9	1
Compensation	1	0	0	0	0	0	0	0	0	0	0	0
Misc	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	47	0	112	0	113	0	138	0	198	0	464	44

Complaints against Digicel

Complaint Category	2011		2012		2013		2014		2015		as at December 2016	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Billing Query	1	0	2	0	2	0	5	0	3	0	2	0
Technical Issue	0	0	3	0	0	0	1	0	1	0	1	0
Misc	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	1	0	5	0	2	0	6	0	4	0	3	0

Total Complaints Received

Utility Organisation	2011		2012		2013		2014		2015		as at December 2016	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
GPL	372	0	323	0	252	0	360	0	125	3	199	72
GWI	83	0	86	0	56	0	48	0	12	0	31	7
GTT	47	0	112	0	113	0	138	0	198	0	464	44
DIGICEL	1	0	5	0	2	0	6	0	4	0	3	0
TOTAL	503	0	526	0	423	0	552	0	339	3	697	123