



**COMPLAINT FORM**  
**Complaint before**  
**The Energy and Water Utilities Regulatory Authority**

**For Authority's Use Only**

**Complaint No.....of.....**

\_\_\_\_\_ vs. \_\_\_\_\_

**Complainant** **Service Provider/Operator/Dealer**

**PLEASE PRINT:**

**(1) Information about Complainant:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Physical Address \_\_\_\_\_

City: \_\_\_\_\_

Home Telephone: \_\_\_\_\_

Office Telephone: \_\_\_\_\_

Mobile Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

**(2) Person/company (Licencee, dealer) against whom complaint filed:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Physical Address \_\_\_\_\_

City: \_\_\_\_\_

Home Telephone: \_\_\_\_\_

Office Telephone: \_\_\_\_\_

Mobile Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

**(3) What is the Complaint (describe problem):**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(4) Has complainant tried to resolve the Complaint directly with the Licencee?

Yes

No

If yes, explain steps taken and results:

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(5) Has the Complainant sought legal redress from any other organ? (e.g. EWURA CCC/Ordinary Court)

Yes

No

If yes, provide details about the body and copy of documents submitted to the body:

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(6) Any other relevant information:

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(7) Have copies of all relevant documents been attached?

Yes

No

If yes, itemize the list: (You may attach a separate sheet)

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(8) I hereby declare that all the facts and information given in the application are correct to the best of my knowledge.

\_\_\_\_\_

Date: \_\_\_\_\_

**Signature of the  
Complainant**

**Date      Month      Year**

**For Registrar's Use Only**

Date Received: \_\_\_\_\_ File# \_\_\_\_\_

Date Resolved: \_\_\_\_\_

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