

THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY (CONSUMER COMPLAINTS SETTLEMENT PROCEDURE) RULES, GN. No. 10/2013

(Made under Rule 4(1))

Form No. 100a

COMPLAINT FORM

(1) **Details of the Complainant:**

Name:
Name of Representative (where applicable):
Address:
Customer Account Number (where applicable):
Physical Address:
City:
Telephone:
Mobile Telephone:
E-mail:
(2) Details of the Respondent:
Name:
Address:
Physical Address
City:
Office Telephone:
Mobile Telephone:
E-mail:

(3) Nature of the Complaint (a sepa	rate sheet may be used):
(4) Reliefs sought	
(1) Reners sought	
(5) Has the Complainant tried to re	solve the complaint directly with the Respondent?
Yes	No
If yes, explain steps taken and results:	
(6) Has the Complainant sought leg	al redress from any other institution?
Yes	No
If yes, provide the name of the institute be used):	ation and details of the redress sought (a separate sheet may

(7) Have the copies of all relevant documents been attached?				
Yes			No	
If yes, itemize the	e list: (a separate sl	heet may be used	1)	
(8) Any other re	elevant informatio	n:		
(9) I hereby deci		ects and informa	ation given in the application are correct to	
		Compla	Signature of the inant/Principal Officer of the Complainant	
Date			-	
Day	Month	Year		
For Authority's	Use Only			
Date Received:				