

Annex 1: Complaint Lodging Form

COMPLAINT REGISTRATION FORM - MERA		Ref. No
1	CUSTOMER'S (COMPLAINANT) CONTACT DETAILS	
	Surname :..... Name :..... Physical Address:..... Tel No :. Fax No :. Cell No :. E-mail Address :.....	
2	FILING OF COMPLAINTS AT LICENSEE'S (DETAILS)	
	Name of Energy provider complained against: Names of offices/ people liaised with at Licensee..... Date..... ... (IF YOU HAVE NOT APPROACHED THE LICENSEE PLEASE DO SO FIRST AND WRITE YOUR COMPLAINT TO IT)	
3	CAPACITY OF COMPLAINANT	
	Indicate if you are acting on behalf of another person, company or organization	

4	COMPLAINT DETAILS
	Please describe your complaint in detail
5	SUPPORTING DOCUMENTATION
	Please attach and provide supporting document(s) of the complaint to this form
6	SIGNATURES
	For the Complainant: Complainant's Signature:..... Date:
	For MERA: Receiver's signature:..... Date:.....