

NATIONAL ENERGY REGULATOR OF SOUTH AFRICA (NERSA)

COMPLAINT FORM

Please note that it is important that you lodge your complaint with the supplier **first** before submitting it to the Energy Regulator for consideration. If you have lodged your complaint with your supplier and you are still not happy with the way your complaint was dealt with, please go ahead and complete this form.

HOW TO LODGE A COMPLAINT

Customer's (Complainant) contact details

Name:

Surname:

Address:

Tel no:

Fax no:

Cell no:

Email address:

The supplier's details

Name of the supplier:

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Details of the complaint

Briefly type/write the details of your complaint: (Please be as brief as possible and ensure that you provide details of events leading up to your complaint, if applicable. Provide relevant dates and give names of the people whom you liaised with at your supplier).

If the space is insufficient, please attach additional information.

How did you hear about NERSA? Please tick the appropriate line.

- TV _____
- Radio _____
- Newspaper _____
- Brochure _____
- Word of mouth _____
- Customer Communication Forum/Customer Education/Licensees _____
- Other _____

Submission details

NERSA
PO Box 40343
Arcadia
Pretoria
0007

Fax No: 012 401 4700
Email address: complaints@nersa.org.za