



PUBLIC UTILITIES COMMISSION

106 New Garden Street, Queenstown, Georgetown,
Guyana, South America

Complaint Form

You should contact the utility company against which you have a complaint before seeking the PUC's Intervention. If you are not satisfied with the outcome, the PUC will be pleased to investigate your complaint.

Our Reference: PUC/.....:/..... (Official Use Only)

Date:

Complainant Information

Name of Complainant:

Address of Complainant:

Contact Telephone:

Alternative telephone Number:

Email Address:

Service Information

Does this complaint concern your home or business?

Home

Business

Name of Service Provider:

Nature of Problem:

Account Name:

Address:

Account No.:

Telephone No:

Complainant's relationship to Account Holder:

Please state name of the Utility representative you spoke with, date of contact and outcome of discussion.

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Complaint Details

Please set out your complaint briefly:

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Do you have documents/supplementary information to support your complaint? Please specify and attach copies:

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How did you learn about the PUC?

- Advertisement: Newspaper/ Radio/ Television
- Previous Complainant
- News: Newspaper/ Radio/ Television
- Relative
- Other

- Friend
- Programmes: Radio/ Television
- Referred by a Utility
- Staff of the PUC

By signing this form, I hereby acknowledge that I (or the Account Holder) remain responsible for any current charges which are due to the Utility against which I have this grievance and all the contents of this document are true and correct.

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SIGNATURE OF COMPLAINANT

Georgetown Office

Lot 106, New Garden Street, Queenstown, Georgetown
Tele #: 592 226 7042/ 592 227 2182 – Fax: 592 227 3534
Website: www.puc.org.gy

Berbice Office

Lot AV, Free yard, Port Mourant, Berbice
Tele #/ Fax: 592 336 6077
592-336-6192