



**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:

(Official Use Only)

Date:

**COMPLAINANT INFORMATION**

Name of Complainant

Address of Complainant

Contact Telephone

Alternative telephone

-

Email Address:

-

**SERVICE INFORMATION**

Does this complaint concern your home or business?

Home

Business

/

Name of Service Provider:

GPL

GWI

GTT

DIGI

E-NET

GREEN GIBRALTOR

Nature of Problem

Account Name

Address

Account No.

Customer No.

Meter Number

Complainant’s relationship to Account Holder

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

COMPLAINT DETAILS

Please set out your complaint briefly:

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

How did you learn about the PUC?

- ☐ Advertisement: Newspaper/Radio/Television
- ☐ / Friend
- ☐ Previous Complainant
- ☐ Programmes: Radio/Television
- ☐ Relative
- ☐ Referred by Utility
- ☐ News: Newspaper/Radio/Television
- ☐ Staff of the PUC
- ☐ Other

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.

SIGNATURE OF COMPLAINANT

**Georgetown Office**  
Lot 106, New Garden Street, Queenstown, Georgetown  
Tele #: 592 226 7042/ 592 227 2182  
WhatsApp # 592 623 3222  
Website: [www.puc.org.gy](http://www.puc.org.gy)

**Berbice Office**  
Lot AV, Free yard, Port Mourant, Berbice  
Tele #: 592 336 6077/592 336 6192  
WhatsApp # 592 623 3222