



# PUBLIC UTILITIES COMMISSION

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

## Enquiries 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/.....: ..... /E..... (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.: ..... Customer No.: .....

Meter Number: ..... Telephone No: .....

Potential Complainant's relationship to Account Holder:  
.....

Brief Statement/ Concern of Potential Complainant.  
.....  
.....  
.....  
.....

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

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

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

Actions by the P.U.C:

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

By signing this form, I hereby acknowledge that I have read or explained the procedure and contents of this query to the potential Complainant.

.....  
**SIGNATURE OF PUC**

**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](http://www.puc.org.gy)

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