



# 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