

ELECTRICITY REGULATORY AUTHORITY

ECC REPORT OCT 2008 – MARCH 2009

Makindye Division

NATURE OF COMPLAINTS	NO. OF COMPLAINTS	COMPLAINTS RESOLVED	COMPLAINTS NOT YET RESOLVED.
Erroneous Billing	2	2	0
Delayed Maintenance / Service Delivery	2	2	0
Service interruptions.	7	5	2
New Connection	2	1	1
Illegal connection/Trespass	-	-	-
Corruption	-	-	-
Disconnection	-	-	-
Total No. of Complaints	13	10	3