

ELECTRICITY REGULATORY AUTHORITY

ECC REPORT OCT 2008 – MARCH 2009

Nakawa Division

NATURE OF COMPLAINTS	NO. OF COMPLAINTS	COMPLAINTS RESOLVED	COMPLAINTS NOT YET RESOLVED.
Erroneous Billing	23	14	9
Delayed Maintenance / Service Delivery	9	6	3
Service interruptions.	22	14	8
New Connection	8	6	2
Illegal connection/Trespass	1	-	1
Disconnection	7	5	2
Total No. of Complaints	70	45	25