

ELECTRICITY REGULATORY AUTHORITY

ECC REPORT OCT 2008 – MARCH 2009

Walukuba/Masese Division

NATURE OF COMPLAINTS	NO. OF COMPLAINTS	COMPLAINTS RESOLVED	COMPLAINTS NOT YET RESOLVED.
Erroneous Billing	39	36	3
Delayed Maintenance Service Delivery	21	14	7
Service interruptions.	57	41	16
New Connection	12	9	3
Illegal Connection / Un metered Services	1	1	0
Disconnection	10	6	4
Total No. of Complaints	140	107	33