

**NATIONAL ENERGY REGULATOR OF SOUTH AFRICA (NERSA)**

**COMPLAINT FORM**

Please note that it is important that you lodge your complaint with the supplier **first** before submitting it to the Energy Regulator for consideration. If you have lodged your complaint with your supplier and you are still not happy with the way your complaint was dealt with, please go ahead and complete this form.

**HOW TO LODGE A COMPLAINT**

**Customer's (Complainant) contact details**

Name: Deon

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Surname: Viljoen

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Address: 211 Malachite Crescent, Brettenwood Estate,

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Sheffield Beach, 4420

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Tel no:

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Fax no:

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Cell no: 0825588788

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Email address: deov@docrra.co.za ; deonpviljoen@gmail.com

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**The supplier's details**

Name of the supplier: KwaDukuza Municipality

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**Details of the complaint**

Briefly type/write the details of your complaint: (Please be as brief as possible and ensure that you provide details of events leading up to your complaint, if applicable. Provide relevant dates and give names of the people whom you liaised with at your supplier).

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I submit this complaint both in my personal capacity as a customer of the KwaDukuza Municipality and on behalf of all KORA members, see attached letter for detailed information and the nature of the complaint.

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If the space is insufficient, please attach additional information.

**How did you hear about NERSA? Please tick the appropriate line.**

- TV \_\_\_\_\_
- Radio \_\_\_\_\_
- Newspaper \_\_\_\_\_
- Brochure \_\_\_\_\_
- Word of mouth \_\_\_\_\_
- Customer Communication Forum/Customer Education/Licensees \_\_\_\_\_
- Other  \_\_\_\_\_

**Submission details**

NERSA  
PO Box 40343  
Arcadia  
Pretoria  
0007

Fax No: 012 401 4700  
Email address: [complaints@nersa.org.za](mailto:complaints@nersa.org.za)