

REF NO: \_\_\_\_\_



8th Floor, Premium House, Nasser Road P O Box 37631 Lusaka Zambia Tel: 260-211-258844  
Fax: 260-211-258853 - E-mail: [erb@erb.org.zm](mailto:erb@erb.org.zm)

# Consumer Complaint Form

## Personal Details

First Name(s) : \_\_\_\_\_

Email Address : \_\_\_\_\_

Telephone Business : \_\_\_\_\_ Mobile No: \_\_\_\_\_

Business Name : \_\_\_\_\_

Contact Person : \_\_\_\_\_

Physical Address : \_\_\_\_\_

\_\_\_\_\_

Postal Address : \_\_\_\_\_

District : \_\_\_\_\_ Province: \_\_\_\_\_

## Complaint Details

Company Complained Against : \_\_\_\_\_

Complaint Title : \_\_\_\_\_

Complaint Details : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Billing Account No: \_\_\_\_\_

Attach any additional Pages

Energy Regulation Board. We Safeguard Your Interests