

How the ERA will respond to your Complaint

On receipt of your completed Complaint Form and any other documentation you provided relating to the complaint, the Electricity Regulatory Authority (ERA) will photocopy and date the documents. A copy will be returned to you, within two (2) working days, as confirmation that your complaint has been received. At that time you will also be given an indication of the time frame in which the complaint will be addressed and when you can expect a written response to your complaint.