



Complaint Form

Identification Code

Full Name*

Name of the Legal Person*

If this complaint is filed by a legal person

Address of the Customer filing the complaint *

City *

Telephone/Mobile no. *

Email Address *

The Email address is required to inform about the handling of the complaint. The complainant authorizes ERE to use this Email address, for the purpose of informing the customer about their rights, according to Law no. 43/2015 "On Power Sector", as amended, as well as Law no. 102 / 2015 "On Natural Gas Sector" as amended.

Identification of the party complained against: (Name of the institution, the company that is considered to be responsible for the issue treated in the complaint)

Have you filed a complaint towards the party complained against?

Yes

No

Are you currently receiving the supply service?

Yes

No

Have you previously obtained a response from the licensee for the same complaint?

Yes

No

Object of the complaint

(*Fill in more than one box if necessary)

- Overcharged invoice of Electricity/Natural Gas
- Undercharged invoice of Electricity/Natural Gas
- Out of technical condition meters
- Interruption of Electricity/Natural Gas

- Non-payment of the invoice
- Fictitious invoice of Electricity/Natural Gas
- Request for New Connections
- Request for a new Electricity / Natural gas supply contract
- Inaccurate Electricity/Natural Gas invoicing
- Unmeasured energy/ Economic Damage
- Fixed rate Electricity/Natural Gas invoicing / reference values
- Electricity invoicing with replacement reference value
- Request for testing the metering equipment
- Fictitious supply contract
- Other.

Description of the Complaint

Describe your complaint in detail. Be sure to include accurate data regarding the dates and facts, or anything else that might help to resolve the issue) *



Submit

DOCUMENTS ATTACHED TO OR SUBMITTED WITH THE COMPLAINT:

- Copy of the Electricity/ Natural Gas payment booklet
- Minutes/ Records
- Collection Mandate
- Copy of the ID Card
- Electricity/Natural Gas invoice
- Invoice history
- Other.

Additional Documents

(Describe the additional documents submitted at ERE.





THIS COMPLAINT IS SUBMITTED THROUGH:

- Official mail
- Electronic mail (E-mail)

ERE is not authorized to use the data available above, for purposes other than those related to the only purpose for which they were provided. These data are protected by the law "On personal data protection".

Energy Regulatory Authority

Customer Protection, Performance and Standard Directory

Complainant

Note: The tariff for receiving this service is 0 (ALL).