

## Online Consumer Complaints Form

### Instructions:

1. Fill up the form below.
2. Press the submit button. Confirmation will appear and receipt will be sent to your email.
3. Download the Verification and Certification of Non- Forum Shopping. Send the accomplished and notarized copy to the Consumer Affairs Service, ERC, Pacific Center, Ortigas Center, Pasig City, 1600. A Case Number will be assigned to the complaint and sent to your email when ERC has received Certification.
4. Send Copy of complaint resolution from Respondent's Consumer Welfare Desk (CWD) with the Verification and Certification of Non-Forum Shopping.

### Complaints

First Name: \_\_\_\_\_ M.I: \_\_\_\_ Last Name: \_\_\_\_\_

Age: \_\_\_\_

Sex:  Male  Female

Status:  Single  Married  Widow

Phone: \_\_\_\_\_

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

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

Respondent (Name of Utility/Subject of Complaint)

Company: \_\_\_\_\_

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

Respondent's Notice/Letter to the Complainant

Date of Notice: \_\_\_\_\_ Date of Received: \_\_\_\_\_

Title of Notice: \_\_\_\_\_

Info. in the Notice: \_\_\_\_\_

**Cause/s of Action of the Complainant**

- Erroneous meter reading
- Erroneous billing/high billing / Overbilling
- illegal disconnection of electric service
- Allegation of tampered meter

Type/Nature:

- Claim for billing adjustment or differential billing
- Allegation of outside connection
- Allegation of use of jumper

Type/Nature:

- Refusal to provide electric service connection
- Others: \_\_\_\_\_

Complaint/s already brought the matter to the appropriate Consumer Welfare Desk/ Branch/Office of the Respondent for settlement and/or resolution as evidenced by the attached communication from said Consumer Welfare Desk/ Branch/ Office of the Respondents.

- Yes       No

Said Consumer Welfare Desk/ Branch/ Office of the Respondent was able to resolve said complaint.

- Yes       No

Documents Attached:

Please Specify: \_\_\_\_\_