



All personal details remain CONFIDENTIAL
Complaints will be acknowledged within 7 days and resolution within 60 days

No	Description	Enter Here
1.	Name of Person Making Complaint	
2.	Physical/Postal Address	
3.	Email	
4.	Contact Phone Number(s)	
5.	Name of Respondent (person against whom the complaint is Lodged)	
6.	Address of the respondent	
7.	Complaint Details	
Date:		Time:
Location of Incident		
What is the subject of your complaint		
Summary of Complaint and Relief Sought:		
8.	Signature	
9.	Date:	

Attach on this complaint form the following documents

- 1) *All correspondence with the respondent (clearly showing dates);*
- 2) *Copies of forms that were filled;*
- 3) *Copies of bills in dispute (if applicable); and*
- 4) *Any other relevant information*

Lodge the Complaint using the details given below or visit our Offices or website.

ZIMBABWE ENERGY REGULATORY AUTHORITY (ZERA)

14th Floor Century Towers, 45 S/Machel Avenue, Harare.

P.O Box CY308 Causeway, Harare, Zimbabwe

Tel: +263 780010, 253461, Fax: +263 250696

E-Mail: admin@zera.co.zw

www.zera.co.zw

Mutare Office, 6th floor Fidelity Life Centre, CBD

Bulawayo office, Stand No K11-K12 Giraffe Rd (ZITF) Gate 4

Gweru Office, CABS Building, Corner Fifth Street & Robert Mugabe Way, CBD

Harare, 2 Corner Frank Johnson & Carruthers Avenues, Eastlea

Details of Damage/Loss Suffered as a result of the event giving rise to the complaint (If any)