



LESOTHO ELECTRICITY AND WATER AUTHORITY

**GENERAL NOTICE TO ELECTRICITY WATER and SEWERAGE SERVICES CONSUMERS ON
CORRECT COMPLAINTS FILING PROCEDURES**

The Lesotho Electricity and Water Authority (LEWA) would like to remind the electricity, water and sewerage services consumers and the general public that in terms of the LEWA complaints resolution procedure, a consumer who has a complaint (a Complainant) on any matter pertaining to the provision of the above-mentioned services should first lodge the same to either Lesotho Electricity Company (LEC) (for electricity services) or Water and Sewerage Company (WASCO) (for water and sewerage services) before lodging the complaint with the Authority.

These steps are meant to expedite resolution of complaints by the Authority.

The Authority's rules pertaining to customer complaints resolution make it obligatory for both utilities to respond and attend to complaints within a reasonable amount of time. A complainant may approach LEWA for intervention if the complaint has not been addressed by the concerned utility. Exceptions to such cases would be emergency cases such as a burst water or sewer pipe or low hanging electricity lines that may pose a danger to life and property.

In order for the Authority to expeditiously resolve complaints, it is advisable that complaints submitted to either LEC or WASCO be in writing and responses thereto be retained. The supporting documents must be forwarded to the Authority when a complaint is lodged.

The Authority has further made arrangements with the District Administrators to receive complaints on behalf of LEWA at their offices for the consumers who may not be able to forward their complaints to the LEWA offices – 7th floor Moposo House, Kingsway Street, Maseru. Where possible complaints may be faxed complaints to: **number 22315094** or e-mailed to: secretary@lewa.org.ls

LEWA, 28 May 2014