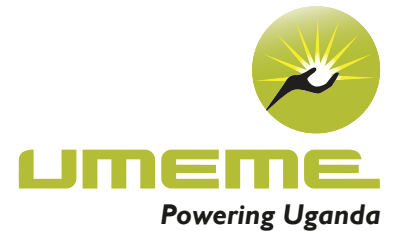


Complaint handling process



We strive to provide all our customers with an excellent customer experience. If you have a complaint or query, please follow the steps below:

Reporting	<p>Report or send your complaint or query through:</p> <ul style="list-style-type: none">• Umeme offices during working hours between 8.00am - 4.00pm Monday - Friday, 9.00am - 1.00pm on Saturdays.• Contact centre by website, social media, telephone or e-mail 24 hours.
Acknowledgement	<p>You will be provided with a system generated reference number after your query/complaint is received.</p>
Handling and Resolution	<ul style="list-style-type: none">• Responses to queries on bills and/or account balance will be provided promptly through your preferred channel of contact• Non-technical complaints will be resolved within 7 days. Where a complaint exceeds 7 days, a customer will be provided updates on progress until resolution, which must be within 30 days• Technical problems will be resolved within 12 hours from the time of reporting. However, exceptional cases such as transformer related complaints shall be resolved not later than 7 days after reporting• Emergency cases shall be given priority over other complaints
Escalation	<p>A customer dissatisfied with the way a complaint has been resolved has a right to appeal to the following:</p> <ol style="list-style-type: none">1. District Manager2. Regional Manager3. Head of Customer Service4. The Electricity Regulatory Authority (ERA) 0200 506 000 / 0312 260 166, info@era.or.ug. Plot 15 Shimoni road, Kampala, Uganda5. The Electricity Disputes Tribunal (EDT) 0414 232 987, 0772 321 847. 2nd floor, Amber House, Speak Road, Kampala, Uganda

Please report bad customer service to customerservice@umeme.co.ug