



## ECG PREPAID VENDING CHALLENGES COMPLAINT FORM



*Following the prepaid vending issues experienced by ECG customers nationwide, PURC & ECG is issuing this questionnaire to identify consumers who were impacted by the challenge during the period. Please note that you are not eligible if you were not affected by the vending challenges in any way*

1. Region: \_\_\_\_\_
2. District: \_\_\_\_\_
3. Name of Customer: \_\_\_\_\_
4. Ghana Card Number (NIA Number): \_\_\_\_\_
5. Account Number/ Supply Point Number (SPN): \_\_\_\_\_
6. Type of Customer: Residential/ Non- Residential (*underline*)
7. Type of Prepaid Meter: \_\_\_\_\_
8. Digital Address/ GPS Coordinates: \_\_\_\_\_
9. Geo Code: \_\_\_\_\_
10. Email Address: \_\_\_\_\_
11. Phone number: \_\_\_\_\_
12. Date of last purchase before vending problem: \_\_\_\_\_
13. Amount last purchased before vending problem (GHs): \_\_\_\_\_
14. What is your average monthly electricity consumption? (GHs): \_\_\_\_\_
15. What is your average monthly electricity consumption in Units? (kWH): \_\_\_\_\_
16. Did you attempt to buy prepaid credit following vending challenges within the period of 27th September 2022 to 3rd October 2022? Yes/No (*Underline*)
  - a. If yes, on which date did you first attempt to buy prepaid credit? \_\_\_\_\_
  - b. On which date were you successful in buying prepaid credit? \_\_\_\_\_
  - c. Did your power supply go off due to inability to purchase prepaid credit? Yes/ No (*Underline*)
  - d. On which date did your power supply go off due to inability to purchase prepaid credit? \_\_\_\_\_
  - e. On which date were you able to buy prepaid credit to restore your power supply? \_\_\_\_\_
  - f. Did you have to queue for a long period of time? Yes/ No/ Not really (*Underline*)
  - g. How long were you in a queue to purchase prepaid credit? (hours): \_\_\_\_\_

***Thank you! ECG will investigate your complaint and update you accordingly***