

Got a complaint or query?

FOLLOW THE SIMPLE STEPS BELOW:

 <p>Reporting</p>	<p>Report or send your complaint or query:</p> <ul style="list-style-type: none">• During working hours at Umeme offices: 8am - 4pm Monday - Friday 9am - 1pm Saturday• 24/7 to our Contact Centre via website, social media, telephone or e-mail
 <p>Acknowledgement</p>	<p>You will be provided with a system generated reference number after your query or complaint is received.</p>
 <p>Handling & Resolution</p>	<ul style="list-style-type: none">• Responses to queries on bills 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, we will provide updates until resolution, which must be within 30 days.• Technical complaints will be resolved within 12hrs of the time of reporting. However, exceptional cases such as transformer related complaints will be resolved within 7 days of reporting.• Emergency cases will be given priority.
 <p>Escalation</p>	<p>If you are dissatisfied with the way a complaint has been resolved, you have a right to appeal to the following:</p> <ol style="list-style-type: none">1. District Manager2. Regional Manager3. Head of Customer Service4. Electricity Regulatory Authority (ERA) 0200 506 000 / 0312 260 166, info@era.or.ug. Plot 15 Shimoni Road, Kampala, Uganda.5. The Electricity Disputes Tribunal (EDT) 0414 232 987 / 0772 321 847, 2nd floor, Amber House, Speke Road, Kampala Uganda

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