

D.M.A.P. Dissanayake
4/A/5
Wathumulla Udugampola

Engineer in charge
The Electricity board
Gampaha Branch
29.06.2020

Dear sir,

Re: Irresponsible way of acting towards a request to prevent life threatening incident by the Electricity board (Acc. 4910252207)

I have brought my issue to your attention before and submitted an application with a letter via ES(Mr. Dangalla) **(CR /211)** and personally informed ES regarding the issue. I got my power supply 10 yrs ago and since then the supply was given without any safety measures.(Please refer the following pictures for better understanding) Actually ES accepted this is an issue and accepted the fault is with CEB at that time.

Though I was informed by ES that the issue would be rectified within 2 days, the issue has not been rectified even after 2 weeks. I have given call after calls and I was informed each and every time that they are attending to it the same day of the call. Therefore I had to cancel my daily plans hoping they would turn up.

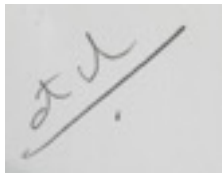
As this was not rectified I made 2 complaints (2017807684 and 2017906483) to CEB over the phone, the result was the same.

As a customer of CEB for more than 30yrs I am frustrated about the services provided by you. I am overtly concerned about the safety of my family.

Here I have attached evidence for my complaints.

Thank you

Regards



Dr.D.M.A.P.Dissanayake

Copy to 1.Ministry of Power and renewable energy
 2. CEB online complaints



