



**ENUGU STATE ELECTRICITY REGULATORY COMMISSION**

**BEFORE THE CUSTOMER COMPLAINT RESOLUTION DESK OF THE ENUGU  
ELECTRICITY REGULATORY COMMISSION HOLDING IN EERC OFFICE AT NO 2  
FOREST CLOSE, OFF FOREST CRESENT, GRA, ENUGU, ENUGU STATE, ON FRIDAY  
22<sup>ND</sup> AUGUST 2025**

**COMPLAINT NO:**

**A00174**

**IN THE MATTER OF:**

**NOTICE OF NEGLIGENCE FROM MAINPOWER ELECTRICITY DISTRIBUTION  
LIMITED**

**IN THE PRESENCE OF:**

<b>Engr Chinedum Ukabiala</b>	<b>CCRD Presiding Member</b>
<b>Mr Chukwuka Adibe</b>	<b>CCRD Member</b>
<b>Nennaya Ugwu</b>	
<b>Mrs Henrietta Ene</b>	

**BETWEEN:**

Tenant of Umunshognene Umuchigbo Iji-Nike Enugu	COMPLAINANT
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**APPEARANCES:**

COMPLAINANT	RESPONDENT (Mainpower)
<b>Mr Eze John</b> <b>Ugwueze Cajetan</b> <b>Mr Monday Okwor</b> <b>Mama Chidera</b>	<b>Nnenna Obi- Ubaka</b> <b>Kingsley Oba</b> <b>Ojo Jeffrey</b> <b>Ekenechukwu Blessing</b>

**GROUND RULES FOR HEARING PROCEEDINGS AT CCRD OFFICE**

Parties (complainant and respondent) have affirmed the ground rules of the hearing proceedings of the Enugu Forum as follows:

1. All participants shall abide by the provisions of the EERC Regulations relating to the resolution of their disputes.
2. All Parties must provide verifiable and true documents as evidence for your case.
3. All Parties are to note timelines of decisions reached as effective date to commence monitoring is the hearing date.
4. No Interjection when a party, the CCRD Presiding Member or CCRD member is speaking.
5. All parties must conduct themselves in a modest and professional manner.
6. Parties must use polite words while presenting their evidence or making submission.
7. All representatives must show evidence of an authorization letter giving him/her the authority to stand instead of the complainant.
8. Any person or organization aggrieved by a decision reached by the forum consistent with the Customer Complaint Resolution Desk (CCRD) may seek an appeal against such a decision by the Commission within a period of ten (10) working days from the date of the decision, in such form and manner as may be directed by the Commission.

**FACTS OF THE MATTER:**

- 1)The Complainant in their submission to CCRD complained of negligence from Mainpower Electricity distribution Limited.
- 2) That the tenants were disconnected from power supply despite meeting up with their payments on March 21, 2025.
- 3)That a second account previously suspended since 2021 was reactivated by Mainpower and used to generate and impose an additional bill for the residents to pay.

**COMPLAINANT`S SUBMISSIONS:**

- 1) That they have always been billed under a single account for their compound, and their payments are up to date. They contend that being disconnected despite payment of their legitimate bill violates their rights as customers
- 2)They were disconnected in March after they were issued with a bill from an account suspended since 2021. They rejected the bill and based on that they were disconnected from power supply on the 21<sup>st</sup> of March 2025.
- 3) Their engagements with the feeder manager and the marketer to discontinue the issuance of the second bill from the suspended account yielded no result.
- 4) That despite the disconnection from power supply in March Mainpower was still issuing bills on the two accounts for the months of May, June, and July 2025.

**PRAYERS:**

- 1)They are requesting that the CCRD kindly directs their prompt reconnection to power supply.
- 2)Allow them to continue with billing under their original single account,
- 3) Direct Mainpower to reconcile all overbilling arising from arbitrary billing not in line with the approved CAP.

### **RESPONDENT SUBMISSION:**

Mainpower explained that its inspection of the premises revealed the existence of two separate buildings within the compound. On this basis, it reactivated the previously suspended account to separately bill what it considered to be consumption from both buildings.

They said that the building is being considered for the ongoing MAP scheme to solve the billing problems at once.

### **FINDINGS:**

- 1) The complainants have been consistent in paying electricity bills under their main account and were not in default at the time of disconnection in March 2025.
- 2) The additional account reactivated by the Mainpower had been suspended since 2021 and was reinstated without due customer engagement
- 3) Mainpower's reason for the reactivation of the suspended account was that the compound contains two separate buildings and this indicates an increase in electricity consumption.
- 4) There is a communication gap between the billing units and the disconnection units as bills were still issued to the tenants while they were disconnected from power supply.
- 5) There was evidence of arbitrary billing above the approved CAP observed from the bills presented during hearing.
- 6) According to the tenants the second building belong to the Landlord who is late, and the house is not occupied by anyone.

### **CCRD'S DECISION:**

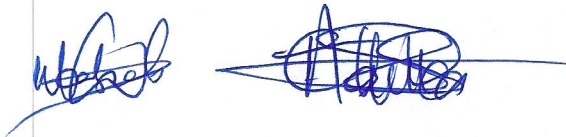
- 1) Mainpower should reconnect the tenants to power supply.
- 2) The two original accounts should be maintained for the two buildings occupied by the tenant. Sequel to the commitment of the business manager, MAP Scheme should be facilitated to ensure the accounts are metered within one month from the date of this CCRD Decision. This is in consideration that the tenants have agreed to que into the MAP Scheme.

3) Mainpower should disconnect electricity supply from the building occupied by the late landlord. Reconnection can only be affected when a new occupant takes over the premises and requests for reconnection from Mainpower.

4) Mainpower should reconcile the original account to reflect the period of disconnection, using the approved cap and submit the reconciliation result to the Commission within five working days from the date of the CCRD Decision.

**SPECIFIC REGULATORY INSTRUMENTS RELIED UPON:**

**Section 26(3) and Section 31(2) of EERC Customer Service Standards and Protection Regulations.**

Two handwritten signatures in blue ink, one on the left and one on the right, both appearing to be stylized and illegible.

**Given under the hand and seal of the CCRD Office**

**Dated 4<sup>th</sup> day of September 2025.**