



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
August 22,2025**

COMPLAINT NO:

A00188

IN THE MATTER OF:

REMINDER OF THE APPLICATION LETTER SUBMITTED TO YOUR OFFICE ON
27/5/2025 TO REDUCE OUR BILL/ STOP BILLING 6 BILL IN ONE AND 2 BILLS PER
FLOOR OF 6 TENANTS (COSTLY 210,00 PER MONTH)

IN THE PRESENCE OF:

Engr Chinedum Ukabiala	CCRD Presiding Member
Mr Chukwuka Adibe	CCRD Member
Nennaya Ugwu	
Mrs Henrietta Ene	

BETWEEN:

Tenant No. 8 Nenwe street Achara layout Enugu	COMPLAINANT
Mainpower Electricity Distribution Limited (Mainpower)	RESPONDENT

APPEARANCES:

COMPLAINANT	RESPONDENT (Mainpower)
Kelvin Onyebuchi Doris Offordile Uju Omumu	Nnenna Obi- Ubaka Nomeh Lucy Agueze Arthur Agozina Uchenna

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 resides in a Three story residential building comprising Eighteen (18) tenants, six (6) on each floor.
- 2)Initially, Mainpower Distribution Electricity Ltd issued one consolidated electricity bill per floor, which the tenants found affordable for their electricity needs.
- 3)Following a complaint, the bills were reviewed and adjusted downward. However, in recent months, the monthly bill for the entire building escalated significantly to about ₦140,000 per floor, which the complainant considers unjustifiable and excessive.

COMPLAINANT'S SUBMISSIONS:

- 1)The complainant in their submission to the CCRD maintains that the issuance of two bills per floor presents a huge financial burden to them. According to them majority of the occupants of the building are students.
- 2)That Five (5) years ago, Main Power Electricity Distribution Limited had sought the tenants' consent to create additional accounts for the building, which the tenants declined. Despite this, Mainpower increased the number of bills issued from three (3) to six (6), without the occupants' agreement.
- 3)They request that Mainpower revert to one consolidated bill per floor, which they believe reflects a fair cost of the electricity they consume.
- 4)The complainant further contends that the recent bill of almost ₦140,000 per floor, monthly for the whole building is unreasonably high and should be reviewed downward.

PRAYERS: They are requesting to continue with their initial single bill for each of the floors, disregarding the second bill issued to them per floor.

RESPONDENT SUBMISSION:

Mainpower Electricity Distribution Ltd explained that the creation of additional accounts and the subsequent increase in the bill is because of the high number of tenants residing in the building, which translates into higher consumption of electricity.

They said that the tenants were approached and were offered to be metered to ensure billing strictly on actual consumption, but they allegedly declined the metering option and that is why they are still on estimated billing.

FINDING:

- 1)The building accommodates a significant number of tenants, which reasonably indicates high energy demand.
- 2)That Mainpower Electricity Distribution Ltd altered the billing pattern of the residence without proper consultation or agreement with the tenants by creating an extra account and bill for each floor.
- 3)Some of the bills reviewed during the hearing were arbitrary and not in line with the approved CAP.

CCRD'S DECISION:

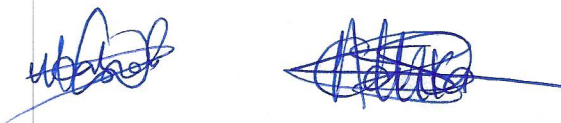
1. Main Power Electricity Distribution Ltd is required to engage with the tenants of No. 8 Nenwe Street Achara layout Enugu to conduct a proper load assessment of the building. This will establish the actual energy demand which ensures that subsequent billing reflects accurate consumption levels and should guide the number of bills to be issued to the tenants to ensure equity in the interim.
- 2) MainPower Electricity Distribution should work towards metering the building within the next 3 months from the date of this CCRD Decision.

3) Tenants of No. 8 Nenwe Street Achara layout Enugu are directed to cooperate with the metering initiative as this is the only sustainable solution for ensuring accuracy in billing.

4) Main Power Electricity Distribution should reconcile the bills with the Commission's approved Cap and submit the reconciliation result to the Commission within five (5) working days from the date of this CCRD Decision.

SPECIFIC REGULATORY INSTRUMENTS RELIED UPON:

Section 26(3) 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 4th day of September 2025.