



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
THURSDAY 18TH SEPTEMBER 2025.**

COMPLAINT NO:

A00200

IN THE MATTER OF:

**ESCALATION OF PETITION AGAINST BULK BILLING IN IVA VALLEY, ENUGU
NORTH LGA**

IN THE PRESENCE OF:

Engr Chinedum Ukabiala	CCRD Presiding Member
Mr Chukwuka Adibe	CCRD Member
Nennaya Chioma P Ugwu	
Mrs Henrietta Eneh	

BETWEEN:

Emmanuel Didigwu Close Iva Valley Central Community	COMPLAINANT
Main Power Electricity Distribution limited	RESPONDENT

APPEARANCES:

COMPLAINANT	RESPONDENT (Mainpower)
Emma Didigwu Owube George Chidera Agu Onyekachi Bonaventure Chibuike Rufus Nwaeke Damian	Nnenna Obi- Ubaka Iwuagwu Nelson Offor Chinaza Onyekachi Amoha

GROUND RULES FOR HEARING PROCEEDINGS AT CCRD OFFICE

Parties (claimant 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 Forum Presiding Member or Forum 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:

The Complainants representing four communities sharing one transformer complained of constant disconnection from power supply due to bulk billing. They explained that the shared billing system makes collection difficult as some residents fail to pay, resulting in blanket disconnection even for customers who have paid.

They further reported that they had made several written requests to Mainpower for debulking and metering, without success.

The complainants also alleged inaccurate billing, caused by a faulty meter, which produced charges inconsistent with their usual bills.

In addition, they raised concern over the arrears of ₦44,000,000, stating that efforts to secure an account reconciliation from Mainpower to determine the actual indebtedness have been unsuccessful.

COMPLAINANT'S SUBMISSIONS:

1. Debulk and meter individual customers in their community to prevent blanket disconnecting arising from bulk billing.
2. Reconcile their account for the period affected by the faulty meter, to ensure that only accurate bills are charged.
- 3) Reconcile the outstanding arrears of ₦44,000,000 to ascertain the true indebtedness of the community.

PRAYERS:

- 1) Implement debulking and metering for individual customers.
- 2) Reconcile their account for the period when the meter was faulty.
- 3) Conduct a full reconciliation of the outstanding ₦44,000,000 arrears to determine the actual balance

RESPONDENT SUBMISSION:

- 1) The District Business Manager (DBM) stated that he only recently assumed office in the district. While he is aware of the challenges in the community, he noted that he has not received any formal communication from the community requesting debulking.
- 2) On the issue of disconnection, the DBM acknowledged that the community has generally been cooperative. However, he explained that the most recent disconnection was carried out due to underpayment of their current bill considering the total amount due.

3) Regarding the arrears, the DBM clarified that the community has never been pressured to settle the outstanding ₦44,000,000. He stated that billing and collections have been based only on their current consumption. He further explained that he has deliberately suspended consideration of the arrears until all issues raised by the community in their earlier communications are resolved. Thereafter, he intends to reconcile the arrears and provide appropriate advice to the community.

FINDINGS BASED ON CCRD 'S INVESTIGATION

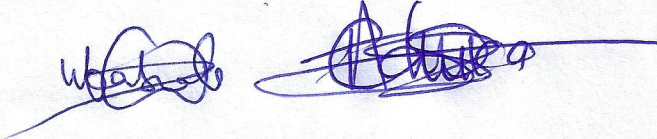
- 1) The complainants are indeed constantly disconnected because of bulk billing of the four communities sharing a transformer and have requested for debulking and metering to avoid blanket disconnection of paying customers.
- 2) That the complainants are also concerned over inaccurate billing caused by a faulty meter and their request for reconciliation of accounts during the period affected.
- 3) That the complainants' concern regarding the arrears of ₦44,000,000 and their repeated efforts to have the account reconciled have not been addressed by Mainpower.
- 4) That the District Business Manager (DBM), admitted awareness of the challenges but stated that he has not received any formal communication from the community requesting debulking, but was advised by the CCRD that it does not require the request from a community to be debulk considered that it is an exact order from the regulator that bulk bill is prohibited.
- 5) On disconnection, Mainpower explained that while the community has generally been cooperative, the most recent disconnection was due to underpayment of their current bill.
- 6) On arrears, the Respondent stated that the community has not been pressured to settle the ₦44,000,000 arrears, and that collections have been based only on current consumption.

CCRD`S DECISION:

1)Mainpower Distribution Company is directed to carry out debulking and provide individual meters to customers in the affected community. This exercise is with immediate effect at no cost to the customers.

2)Mainpower shall reconcile the complainants' accounts for the period affected by the faulty meter and make the necessary adjustments. This exercise shall be concluded within seven (7) days from the date of this decision.

3)Mainpower shall reconcile the alleged arrears of ~~N~~44,000,000 to establish the actual indebtedness. This process shall be completed within thirty (30) days.



Given under the hand and seal of the CCRD Office

Dated 24th day of September 2025