



ENUGU STATE ELECTRICITY REGULATORY COMMISSION

BEFORE THE CUSTOMER COMPLAINT RESOLUTION DESK OF THE ENUGU STATE ELECTRICITY REGULATORY COMMISSION, HOLDING IN EERC OFFICE AT NO 2 FOREST CLOSE, OFF FOREST CRESENT, GRA, ENUGU, ENUGU STATE, ON FRIDAY, 23rd January 2026.

COMPLAINT NO:

A00265

IN THE MATTER OF:

PETITION OF ILL TREATMENT DONE ON ME BY MAINPOWER/EEDC.ABAKPA DISTRICT OFFICE.

IN THE PRESENCE OF:

Engr. Chukwuka Adibe	CCRD Presiding Member
Nennaya Chioma P Ugwu	CCRD Member

BETWEEN:

OGBU PETER UCHENNA	COMPLAINANT
Main Power Electricity Distribution Limited (Subsidiary of EEDC)	RESPONDENT

--	--

APPEARANCES:

COMPLAINANT	RESPONDENT (Mainpower)
OGBU PETER UCHENNA	Nnenna Obi- Ubaka Okochi Gloria Amalu Emmanuel Chibuike Polycarp.C. Ojo Jeffrey Nwabunwanne Victoria Asogwa Chinenye

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 in 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 authorisation letter giving him/her the authority to stand instead of the complainant.
8. Any person or organisation 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 complainant reported that he was disconnected on the 5th of November 2025 on the grounds that his meter clip/internal seal was broken.

The complainant further explained that he wrote to Abakpa district for more clarification and investigation. Abakpa metering department assigned their meter engineer named Emmanuel Amalu to further investigate and his observations were that the meter is in good state, and that there is no bypass on the meter and the meter is functioning very well.

COMPLAINANT'S SUBMISSIONS:

1. He was disconnected because of broken internal seals which he was not aware of.
2. Mainpower charged him to pay One hundred and ten thousand naira (N110,000) for the broken internal seal.
3. That the Commission should expunge the penalty of (N110,000) given to him for the broken internal seal.

PRAYERS:

1. That the Commission should compel Mainpower to reconnect him
2. That the Commission should compel Mainpower to remove the penalty given to him for the broken internal seal.

RESPONDENT SUBMISSION:

1. MainPower confirmed that the internal seal of the meter was broken.
2. Mainpower also confirmed that the meter is in good state, that there is no bypass on the meter and the meter is functioning very well.
3. MainPower, however, confirmed that they have already reconnected the customer

FINDINGS BASED ON CCRD'S INVESTIGATION

1. The customer was disconnected on the 5th of November on the offence of a broken internal meter seal.
2. MainPower admitted to the broken internal seal and the meter is in good state.
3. There is no record of meter bypass and loss of revenue for the internal broken seal.
4. There's no evidence that indicates that the customer broke the internal meter seal, because there was no proof or evidence that the seal was there at the point of installation of the meter.

CCRD`S DECISION:

The CCRD from their findings resolved:

1. Considering that the meter is not by passed and working well. Mainpower is advised to replace the meter within one month from the date of the decision, if he is no longer willing to use the meter. However, if he continues to use the meter, proof of seal replacement should be submitted to the commission once done.
2. Mainpower Distribution limited should withdraw the charge of N110,000.00 because the meter is working well, no evidence of bypass and there is no proof that the seal was tampered with.



Given under the hand and seal of the CCRD Office

Dated 29th day of January 2026