



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 23rd January 2026.

COMPLAINT NO:

A00270

IN THE MATTER OF:

COMPLAINT ABOUT HIGH BILLING

IN THE PRESENCE OF:

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

BETWEEN:

Pastor Nwosu Hilary	COMPLAINANT
Main Power Electricity Distribution limited	RESPONDENT

APPEARANCES:

COMPLAINANT	RESPONDENT (Mainpower)
Pastor Nwosu Hilary Elder Chidi. E. Odo	Nnenna Obi- Ubaka Nweke Udochukwu Akpa Uchenna Mogor U.G

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 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:

The complainant reported that he discovered over billing on his account Band C. Last year, he wrote to mainpower and they affected the change and reconciled his account.

After a month they went back to overbilling him again and he wrote to Mainpower again and they reverted to the correct billing for the second time. Only for Mainpower to overbill him again the third time.

COMPLAINANT'S SUBMISSIONS:

1. He was overbilled and he wrote to mainpower on the 24th of June 2025. his letter was received, acknowledged and his bill was adjusted
2. Mainpower over billed him the next month and he wrote the second letter to Mainpower on the 4th of September 2025, and his bill was adjusted again.
3. In his December bill they brought in January, he was overbilled up to 500kwh again.

PRAYERS:

1. Direct MainPower to bill him in accordance with his appropriate cap
2. Mandate MainPower to always bill him according to his appropriate cap.

RESPONDENT SUBMISSION:

1. MainPower confirmed that the customer was being over billed in error
2. The company apologized for all the inconvenience it caused the customer
3. Mainpower agreed to always bill the customer correctly in accordance with the appropriate cap.

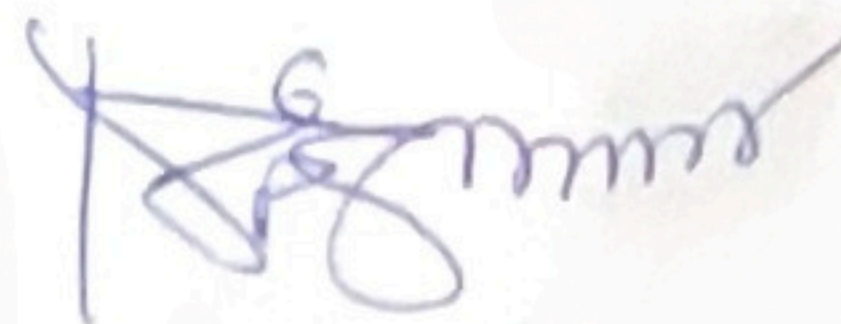
FINDINGS BASED ON CCRD 'S INVESTIGATION

1. The complainant was overbilled twice by two different marketers.
2. The customer complained to mainpower twice and his bill was reverted
3. MainPower acknowledged they overbilled the customer and are willing to bill the customer correctly going forward.

CCRD'S DECISION:

the CCRD from their findings resolved:

1. MainPower Distribution Company shall reconcile the overbilling and bill the customer according to its appropriate cap.
2. Further overbilling errors on the customer account shall be sanctioned in line with the provision of section 46 (4) d of Customer Service Standards Protection Regulation (CSS&PR).



Given under the hand and seal of the CCRD Office

Dated 29th day of January 2026