



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 23<sup>rd</sup> January 2026.

COMPLAINT NO:

A00194

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:

Comrade Marcel Enechi	COMPLAINANT
Main Power Electricity Distribution limited	RESPONDENT

## APPEARANCES:

COMPLAINANT	RESPONDENT (Mainpower)
Marcel. O. Enechi Okon Henry Nkwa Patience	Nnenna Obi- Ubaka Okochi Gloria Nwabunwanne Victoria

## 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 the outrageous bills they receive every month from Mainpower. The complainant was disconnected on the 15<sup>th</sup> of December 2024 for non-payment by their service provider Mainpower. The complainant tariff band was upgraded from “Band C” to “Band A”.

**COMPLAINANT’S SUBMISSIONS:**

1. The Complainant raised concerns regarding excessive billing by Mainpower
2. MainPower should reconcile the account to determine the correct balance.

**PRAYERS:**

1. Direct MainPower to remove the unverified arrears given to them.
2. Mandate MainPower to reconcile his account and determine the actual outstanding sum.

**RESPONDENT SUBMISSION:**

1. MainPower confirmed that the customers’ consumption was computed from their postpaid meter.
2. The company explained that following the reported fault in the customer’s postpaid meter as of June 2024, the customer was billed based on the applicable stored average of three month “273”.
3. MainPower reconciled the account using the customer’s three-month stored average of 273, resulting in a credit adjustment of ₦181,662.5.

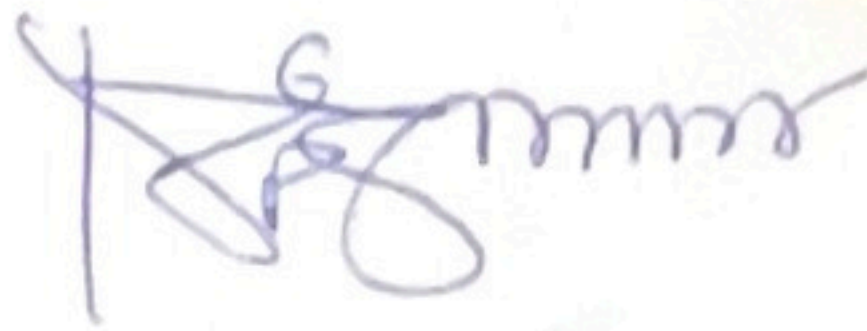
**FINDINGS BASED ON CCRD ‘S INVESTIGATION**

1. Mainpower migrated the customer from Band C to Band A.
2. MainPower billed the customer based on the stored average during the period and the meter was faulty.
3. Mainpower used the three-month storage average to reconcile the customer account

**CCRD'S DECISION:**

the CCRD from their findings resolved:

1. The customer shall employ the provision of Map meter acquisition and Mainpower shall install the meter and reconnect the customer within 10 days after payment.
2. After (1) above, payment of agreed initial payment on the accumulated debt on the account. Mainpower should install the meter, reconnect the customer and recover the balance of the debt for prepaid meter customers.
3. A reconciliation report shall be submitted to the Commission within seven (7) working days from this date.



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

**Dated 29th day of January 2026**