



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:

A00273

IN THE MATTER OF:

PETITION AGAINST EEDC, OVER THEIR BILLINGS AT OUR SMALLCOLD ROOM AT 368 AGBANI ROAD, GARRIKI AWK. ENUGU.

IN THE PRESENCE OF:

Engr. Chukwuka Adibe	CCRD Presiding Member
Anene Omeje	CCRD Member

BETWEEN:

UDOKA MADUKA	COMPLAINANT
Main Power Electricity Distribution limited	RESPONDENT

**APPEARANCES:**

COMPLAINANT	RESPONDENT (Mainpower)
UDOKA MADUKA	Ijeoma Ogudebe Nnenna Obi- Ubaka Nsofor Bright Ufondu Amarachi Ukam Gloria Benson Ndidiamaka Agueze Arthur

**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 outrageous bills being brought to him in his cold room. The complainant inherited an account of Pastor Emeka Mba which was already in debt. The Complainant cleared the debt of one hundred and fifteen thousand naira (N115,000).

The complainant requested a meter, but Mainpower informed them that meters were not yet available, so they were placed on estimated billing.

The customer paid for a prepaid meter, and Mainpower completed its installation on 20 November 2025.

**COMPLAINANT'S SUBMISSIONS:**

1. Complainant reported that he requested a meter but was placed on estimated billing. Which kept increasing outrageously over the month.
2. Complainant made an official complaint to Mainpower regarding his outrageous increase in his estimated bills over the month.
3. The Complainant stated that he has two cooling systems for operating his cold room business, but Mainpower assumes he is a heavy consumer; however, he does not operate both systems simultaneously.
4. Complainant reported that after Mainpower installed the meter on the 20<sup>th</sup> of November 2025, he was given a bill of one million seven hundred and forty-five-thousand-five-hundred-and forty-five-naira, Two Kobo (N1,745,545.02) in December for energy used in November.

**PRAYERS:**

1. The complainant is disputing the estimated bill totaling One Million, Seven Hundred and Forty-Five Thousand, Five Hundred and Forty-Five Naira, Two Kobo (N1,745,545.02) and requests that his estimated bill be reviewed, investigated, and adjusted as necessary, with any corrections reflected in the reconciliation of his account.

**RESPONDENT SUBMISSION:**

1. Mainpower reported that the customer's meter was installed on 20 November 2025, and the customer consumed electricity worth N300,000 within four days of use.

2. Mainpower explained that the bill presented to the customer after the meter was installed on 20 November 2025 covered electricity consumed before the installation, between 1 November and 19 November 2025.
3. Mainpower reported that a load clamping exercise showed 39A on the red phase, 21A on the blue phase, 20A on the green phase, and 0.36A on the neutral, and the monthly bill was issued based on this calculation. The company, however, noted that the meter was installed on 20 November 2025 and stated that the customer's bill requires adjustment, which has not yet been carried out.

#### **CCRD 'S FINDING**

1. The installed meter showed the customer's actual consumption within the 4 days of metered consumption which was higher than the customer's expectation.
2. The customer's expectation was not managed very well by Mainpower staff managing the customer.

#### **CCRD'S DECISION:**

The CCRD from their findings resolved as follows:

1. The customer shall initiate meter verification by NEMSA immediately. If the meter is certified ok by NEMSA, Mainpower shall use a three-month average consumption record to reconcile the account from the time the overbilling complaint was initially lodged by the customer in December.
2. If NEMSA's meter verification concludes that the meter is faulty, Mainpower shall immediately provide a replacement at no cost for the customer.
3. The cost of meter paid by the customer should be refunded by Mainpower but not in cash payment.



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

**Dated 18<sup>th</sup> day of February 2026**