



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:

A00275

IN THE MATTER OF:

OVER BILLING BY MAINPOWER ELECTRICITY DISTRIBUTION LIMITED ENUGU

IN THE PRESENCE OF:

Engr. Chukwuka Adibe	CCRD Presiding Member
Anene Omeje	CCRD Member

BETWEEN:

Dr. Nnaemeka B. Udejinta	COMPLAINANT
Main Power Electricity Distribution limited	RESPONDENT

**APPEARANCES:**

COMPLAINANT	RESPONDENT (Mainpower)
Dr. Nnaemeka B. Udejinta	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 stated that the Inyi-Mgbowo village community is being overbilled by Mainpower Electricity Distribution Limited.

The Inyi-Mgbowo community complained that Mainpower's electricity supply often lasts only 8 to 10 hours daily, with certain days experiencing total interruptions.

The complainants have raised objections to the seven-million-naira (₦7,000,000) arrears billed by Mainpower.

**COMPLAINANT'S SUBMISSIONS:**

1. The complainant alleged that the community has been bulk billed, resulting in a rise in the electricity bill from ₦80,000 in December 2024 to ₦404,000 in January 2025.
2. They complained that there are no industrial facilities in the village to justify the high electricity consumption, and that less than 100 buildings are connected to the public grid.
3. An official complaint was made to Mainpower Electricity Distribution Limited on 12th February 2025; however, the community continued to receive disproportionately high bills.

**PRAYERS:**

1. The ₦7,000,000 arrears should be reconciled by MainPower in line with the customer's verified energy consumption
2. MainPower should enhance the reliability and availability of electricity supply to the community.

**RESPONDENT SUBMISSION:**

1. MainPower stated that they acknowledged the customers' complaints and inspected the transformer but noted that the community has been without a meter for two years.

2. Mainpower discovered that the community had been underbilled and explained that they conducted a load assessment, based on which the accurate bill was calculated and issued to the community.
3. Mainpower indicated that, following their enumeration, about 385 community members are connected to the Mainpower supply network.
4. Mainpower stated that the community is connected to a Band D feeder, which delivers 12 hours of electricity supply per day.

#### **FINDINGS BASED ON CCRD 'S INVESTIGATION**

1. The Community Inyi-Mgbowo is being bulk billed by mainpower.
2. The absence of a bulk meter at the transformer has led to the community being billed more arbitrarily on an estimate.
3. Although the community is on Band D, the Commission's approved Energy Cap for unmetered Mainpower customers specifies that their feeder should be categorized under Band E.

#### **CCRD`S DECISION:**

the CCRD from their findings resolved as follows:

1. Mainpower shall debulk the Inyi-Mgbowo community within six (6) months from the date of this decision and create individual accounts for every customer in the Community.
2. Following the debulking of the community by MainPower, users who opt for the MAP Scheme shall have their meters installed without delay, whereas users who do not participate shall continue to be billed on approved estimated bills until metered by Mainpower.



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

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