



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 WEDNESDAY 1st APRIL 2026.

COMPLAINT NO:

A00263

IN THE MATTER OF:

DEMAND FOR RE-CONNECTION OF ELECTRICITY IN METER NO 0422786636

IN THE PRESENCE OF:

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

BETWEEN:

Okechukwu Stephen Chinenye	COMPLAINANT
MainPower Electricity Distribution limited	RESPONDENT

APPEARANCES:

COMPLAINANT	RESPONDENT (Mainpower)
Okechukwu Stephen Chinenye	Nnenna Obi- Ubaka Ernest Ozoemena Ukam Gloria

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:

On 17th November 2025, an inspection team of the Respondent from Awkunanaw District visited the residence of the Complainant located at No. 14 Achina Street, Idaw River Layout, Enugu.

Following the inspection, the Complainant was disconnected on the allegation of meter tampering. The disconnection notice issued to the Complainant indicated an "80% deviation."

Subsequently, the Complainant petitioned the Commission seeking intervention, denying any act of meter tampering.

Upon receipt of the complaint, the Commission directed the Respondent to provide credible evidence substantiating the allegation of meter tampering

COMPLAINANT'S SUBMISSIONS:

The Complainant submitted that:

- 1.He did not tamper with the meter installed at his premises.
- 2.The disconnection was wrongful and unjustified.
- 3.The allegation of "80% deviation" was not explained nor supported with verifiable proof.
- 4.He suffered inconvenience and loss of electricity supply due to the disconnection from power supply.

PRAYERS:

- 1.Declare the disconnection unlawful; and
- 2.Direct the Respondent to restore power supply to his residence.

RESPONDENT SUBMISSION:

Mainpower submitted that:

- 1.The disconnection was carried out based on suspected meter tampering observed during inspection.
- 2.A deviation of 80% was recorded, which informed their action to disconnect the customer from power supply.
- 3.Video evidence was forwarded to the Commission to support the allegation.

FINDINGS BASED ON CCRD 'S INVESTIGATION

Following a review of all materials before it, including the video evidence submitted by Mainpower and its inability to provide additional or conclusive evidence when requested by the CCRD, the Commission finds as follows:

- 1.The video evidence provided by the Respondent did not establish any act of meter tampering.
- 2.All meter seals were observed to be intact in the submitted footage.
- 3.The Respondent failed to provide any further evidence despite being given the opportunity to do so.
- 4.The allegation of "80% deviation" was not substantiated with technical or documentary proof.
- 5.During the hearing, no credible evidence was presented to support the claim of meter tampering.

Accordingly, the Commission finds that the allegation of meter tampering against the Complainant was not proven.

CCRD'S DECISION:

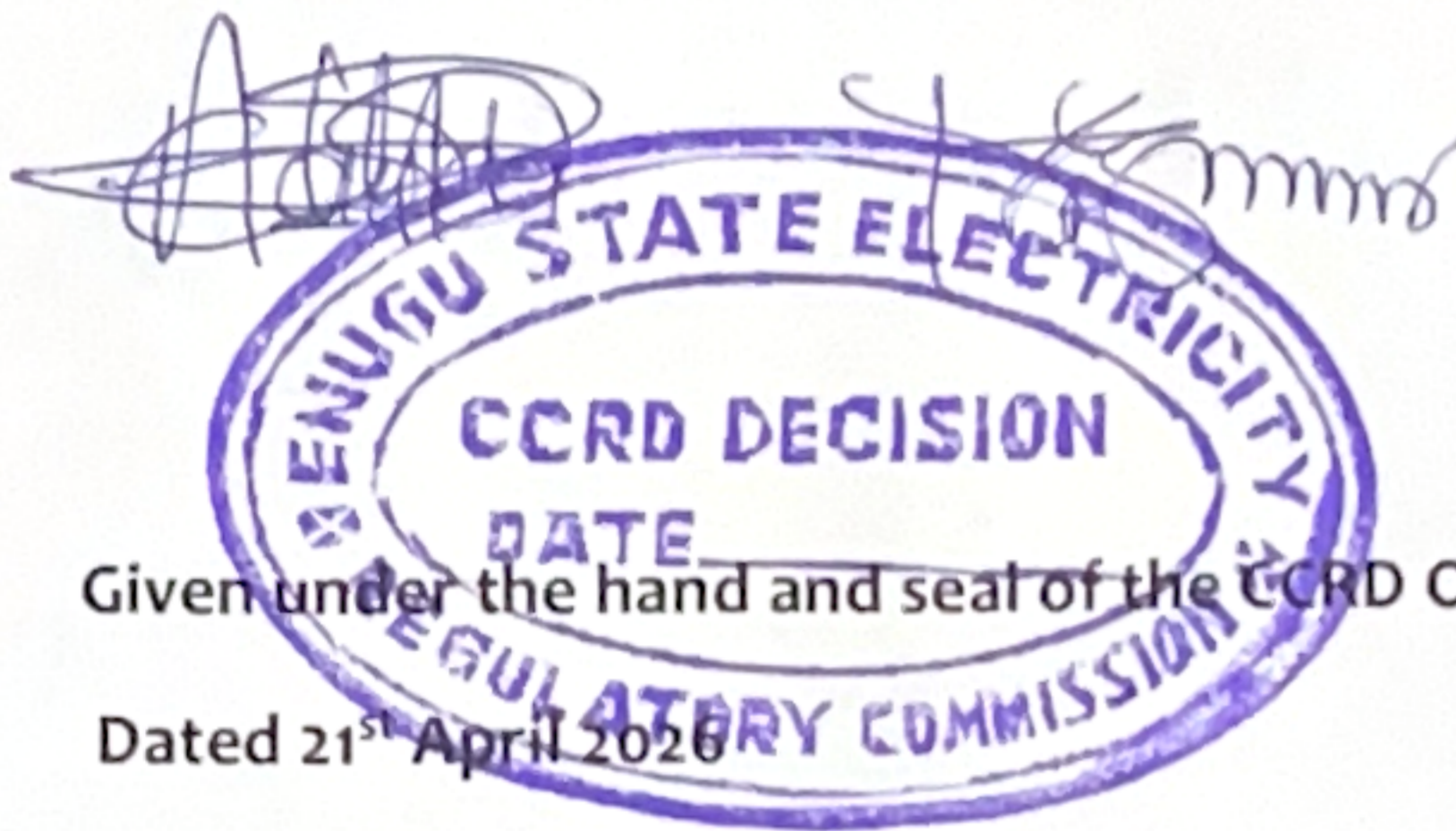
Mainpower shall reimburse the Complainant for 101 days being the period of wrongful disconnection, in accordance with the provisions of the Commission's Customer Service Standards & Protection Regulations, 2024,

SPECIFIC REGULATORY INSTRUMENTS RELIED UPON:

Section 24 (1 & 2) of Customer Service Standards & Protection Regulations

1) Customers that are disconnected in contravention of these Regulations shall be compensated by the Service Provider.

(2) Customers shall be compensated with energy credits that are equivalent to their average daily consumption computed on the basis of their consumption or bills for the last 3 months, for each day the wrongful disconnection lasts.



Given under the hand and seal of the CCRD Office

Dated 21st April 2020