



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 THURSDAY 21ST NOVEMMBER 2025.

COMPLAINT NO:

A00229

IN THE MATTER OF:

REQUEST FOR CANCELLATION OF BASELESS OUTSANDING ELECTRICTY BILL-
NEKE OGHE COMMUNITY

IN THE PRESENCE OF:

Engr. Chukwuka Adibe	CCRD Presiding Member
Nennaya Chioma P Ugwu	CCRD Member
Mrs Henrietta Eneh	

BETWEEN:

CHIEF NDU OLIVER (NEKE OGHE COMMUNITY)	COMPLAINANT
MainPower Electricity Distribution limited	RESPONDENT

APPEARANCES:

COMPLAINANT	RESPONDENT (Mainpower)
Chief Ndu Oliver (Neke Oghe Community)	Nnenna Obi- Ubaka Obidinma Ogechukwu Ugwu Augustine

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 Forum 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 Commission received a petition from Neke Oghe Community regarding outstanding electricity arrears attributed to a group of 120 consumers within the community. The complainants allege that the arrears are inaccurate and do not reflect actual consumption or the true number of valid consumers in the area.

They maintain that even though each household already operates its own account, Mainpower frequently disconnects the community as a collective unit when there is a default in bill payment by an individual household.

In addition, they raised concern over the arrears of ₦31,155,284. stating that efforts to secure an account reconciliation from Mainpower to determine the actual indebtedness have been unsuccessful.

The community was disconnected from power supply in January 2025 and Mainpower was still sending bills to them.

The Monthly bills were not distributed by the marketer in charge as expected Instead she handed the bills to members of the community's electricity committee, who in turn mobilized payments from households and remitted the total amount to Mainpower as a lump-sum payment.

COMPLAINANT'S SUBMISSIONS:

During the hearing, the community representatives submitted that the arrears presented by the respondent are fundamentally flawed. They stated that:

1. Three (3) non-existent individuals were included in the list of 120 people allegedly owing arrears.
2. Six (6) vacant buildings, which have been unoccupied for an extended period, were wrongly captured and billed as active consumers.
3. Nine (9) individuals were duplicated on the arrears list, resulting in double billing.
4. These discrepancies significantly inflated the total arrears recorded for the community.
5. The community therefore requests a thorough review, reconciliation of the ₦31,155,284 arrears and where necessary, reduce or cancel the disputed arrears.

PRAYERS:

1. A comprehensive review and reconciliation of the arrears attributed to the community.
2. Removal of the three non-existent individuals from the debt list.
3. Removal of the six vacant buildings wrongly included as active consumers.

4. Correction of the nine duplicated entries to prevent double billing.
5. Conduct a full reconciliation of the outstanding ₦31,155,284 arrears to determine the actual balance.
6. Dealing with each household as a separate unit for bill distribution and payment.

RESPONDENT SUBMISSION:

Mainpower acknowledged receipt of the community's complaint and stated that:

1. The arrears were generated based on the community's consumption as records show the community were constantly underpaying their monthly bills.
2. They acquiesced to possible data-capture inconsistencies during enumeration of the community, hence the errors noted in the list presented to the community.
3. They are not aware that the marketer was not distributing the bills to each household individually and promised to rectify the anomaly.
4. They said that the community was semi-bulked, hence the joint disconnection of power supply during instances of underpayment because the payments were often received as a lump-sum.
5. In the light of the discoveries, they are willing to review the arrears and reconcile where required.

FINDINGS BASED ON CCRD 'S INVESTIGATION

Following the Commission's review of documents, hearing submissions, and an independent CCRD verification exercise, the following findings were established:

1. **Duplicate Bills for Single Household:**

Multiple buildings were discovered to have two separate bills. This duplication indicates inaccurate customer enumeration and possible improper billing set up.

2. **Bill Issued Unoccupied and Abandoned Houses:**

Late Mrs. Gold Ndu residence with acct no (8548503583), Mr. Fidelis Ibekwe residence with acct no (5515875481), Mr Ozo Hilary Ibekwe residence with acct no (5096623124), Mrs Rose Ndu residence with acct no (1681427112),

Engr. Vincent Okoloekwe residence with acct no (4544360786), Hon Joseph Obiekwe residence with acct no (5348901902) that have been empty since 2015 with no occupants were still being issued monthly bills. These buildings also showed no load activity and no visible service connection from the pole to the hose, confirming that the charges are unjustified.

3. Bills for uncompleted houses without electrical connections:

Mr. Fidelis Ibekwe resident with acct no (5515875481), Mr Ozo Hilary Ibekwe residence with acct no (5096623124) with no visible step-down /service from the pole, no evidence of supply was found to have two active bills assigned to them. This further reinforces the presence of systemic billing errors. Below is the picture of the uncompleted building.



4. Community has individual bills but is still bulk billed:

Although the community has individual billing accounts for different households, Mainpower still bulk bills the entire community. This situation was created and sustained by the marketer's dereliction of her duty in distributing the monthly bills to respective households. Bulk bills are outlawed and when combined with individual billing creates inconsistency which contradicts proper billing procedures and creates room for inflated arrears.

5. DT Meter not read:

The meter at the Distribution Transformer is not being read regularly, while DT metering helps your company to audit and monitor your loss. Failure to read the DT meter prevents accurate energy accounting and makes it difficult

to reconcile actual community consumption with billed energy. However, it **MUST** be emphasized that it should not be used for billing in perpetuity. Below is the picture of the DT meter.



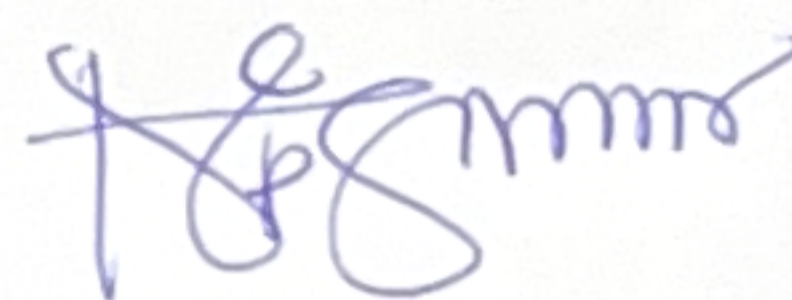
CCRD`S DECISION:

the CCRD from their findings resolved:

1. Mainpower is directed to immediately remove these three (3) non-existent customers from the arrears list.
 - a. Pastor E.O. Nwodu residence with acct no (5474317371),
 - b. Mr Edwin Chidiobu residence with acct no (4594818125),
 - c. Mr. Anechobu Cletus residence with acct no (6658911774)

2. The six vacant buildings belonging to the following consumers listed below shall be excluded from the arrear's computation for the disputed period.
 - a. Late Mrs.Gold Ndu residence with acct no (8548503583),
 - b. Mr. Fidelis Ibekwe residence with acct no (5515875481),
 - c. Mr. Ozo Hilary Ibekwe residence with acct no (5096623124),
 - d. Mrs. Rose Ndu residence with acct no (1681427112),
 - e. Engr. Vincent Okoloekwe residence with acct no (4544360786),
 - f. Hon Joseph Obiekwe residence with acct no (5348901902)

3. The underlisted nine (9) duplicated entries, shall be corrected, and all instances of double billing are to be reversed.
 - a. Mr. Ozo Okechukwu residence with acct no (6080741262)
 - b. Engr. Oliver Ndu residence with acct no (8421816034)
 - c. Hon Joseph Obiekwe residence with acct no (5348901902),
 - d. Mrs. Mercy Ndu residence with acct no (9318443341),
 - e. Mr. Igbokwe Innocent residence with acct no (8439438082),
 - f. Mr. Elias Agu residence with acct no (1177300275),
 - g. Hon. JST.J.G.O. Aneke residence with acct no (1697981404),
 - h. Mr. Eugene Oyibo residence with acct no (3665639911),
 - i. Mr. Cletus Ogbuagu residence with acct no (9067465160).
4. Mainpower Distribution Company is directed to update the community's enumeration records (customer database) with the noted observation within five (5) days from the date of this mail and notify the Commission immediately after the update.
5. Mainpower shall reconnect power supply to the community immediately, with the defaulter disconnected. The defaulter should be reconnected after the reconciliation is made
6. Mainpower shall reconcile the alleged arrears of ₦31,155,284. to establish the actual indebtedness. This process shall be completed within thirty (30) days.



Given under the hand and seal of the CCRD Office

Dated 26th day of November 2025