



**ENUGU STATE ELECTRICITY REGULATORY COMMISSION**

**BEFORE THE CUSTOMER COMPLAINT RESOLUTION DESK OF THE ENUGU STATE ELECTRICITY REGULATORY COMMISSION, HOLDING IN EERC OFFICE AT NO 2 FOREST CLOSE, OFF FOREST CRESENT, GRA, ENUGU, ENUGU STATE, ON FRIDAY, 17<sup>TH</sup> OCTOBER 2025.**

**COMPLAINT NO:**

**A00215**

**IN THE MATTER OF:**

**PETITION AGAINST ENUGU ELECTRICITY DISTRIBUTION COMPANY (EEDC)**

**IN THE PRESENCE OF:**

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

**BETWEEN:**

GAB OFORMA AGBO & CO	COMPLAINANT
----------------------	-------------

Main Power Electricity Distribution Limited (Subsidiary of EEDC)	RESPONDENT
------------------------------------------------------------------	------------

**APPEARANCES:**

COMPLAINANT	RESPONDENT (Mainpower)
GAB OFORMA AGBO & CO	Nnenna Obi- Ubaka Agueze Arthur Agoziem Uchenna

**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 in 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 authorisation letter giving him/her the authority to stand in the stead of the complainant.
8. Any person or organisation 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 that he was unable to recharge his prepaid meter despite successful vending transactions that yielded no token or energy value. Upon investigation, he discovered that his meter account was in a debit balance of ₦342,000.

The complainant further alleged foul play in the sharing formula deployed by MainPower in determining the portion of debt assigned to individual consumers during the debulking of a previously installed bulk meter shared by 241 customers. He asserted that the outstanding ₦84 million from the former bulk meter was not shared transparently or equitably.

MainPower, in its submission, admitted that the ₦84 million debt was shared among 241 consumers who were later migrated to individual prepaid meters.

**COMPLAINANT'S SUBMISSIONS:**

1. The ₦342,000 debit reflected on his prepaid meter is irregular and not based on any transparent computation.
2. There was foul play in the sharing formula used by MainPower in apportioning the ₦84 million debt.
3. That the Commission should investigate the entire debt-sharing exercise to ensure that every consumer formerly on the bulk meter arrangement bears a fair and equal portion of the outstanding amount.
4. His vending access should be restored to enable him to recharge his meter.

**PRAYERS:**

1. That his vending access be restored, so that he can have electricity supply in his residence.
2. That the Commission compels Mainpower to conduct a full review and verification of the sharing formular of the debt sum of N84,000,000

incurred with the previously installed bulk meter before debulking, to ensure transparency and fairness.

3. That any unsubstantiated portion of the N342,000 debit be reversed.

#### **RESPONDENT SUBMISSION:**

1. MainPower confirmed that the ₦84 million debt accrued on the former installed bulk meter was shared among 241 consumers who were later debulked and assigned individual prepaid meters.
2. The company stated that the ₦342,000 on the complainant's account represents his apportioned share of the ₦84 million debt.
3. MainPower, however, did not present a clear formula, computation record, or communication to the affected customers regarding the basis of the sharing.

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

1. The ₦342,000 debit on the complainant's prepaid account emanated from the ₦84 million debt apportioned to 241 consumers during the debulking exercise.
2. MainPower admitted to sharing the ₦84 million but failed to demonstrate that the distribution was based on a verifiable or transparent computation model.
3. There is no record of official notification to the affected consumers explaining the sharing formula or individual debt allocation.
4. The vending restriction on the complainant's meter resulted from the system's automatic 50% recovery from every vending carried out by the customer.

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

The CCRD from their findings resolved:

1. MainPower Distribution Company is directed to conduct an immediate audit and verification of the ₦84 million shared among the 241 customers previously under the bulk meter arrangement.
2. The audit must establish that the ₦84 million was shared equitably and that each consumer under the bulk arrangement was allocated a fair and corresponding portion of the outstanding amount.

3. The result of the audit should be submitted to the Commission within fourteen (14) working days from the date of this resolution, for review and further directive.
4. The complainant's vending access shall be restored under a 50% vending arrangement, such that 50% of each vending provides energy value while the remaining 50% is applied to offset the outstanding balance pending conclusion of the audit.



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

**Dated 27<sup>th</sup> day of October 2025**