



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, 17TH OCTOBER 2025.

COMPLAINT NO:

A00216

IN THE MATTER OF:

REQUEST FOR BILL REVIEW

IN THE PRESENCE OF:

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

BETWEEN:

Okenwa Donapaschal	COMPLAINANT
--------------------	-------------

Main Power Electricity Distribution limited	RESPONDENT
---	------------

APPEARANCES:

COMPLAINANT	RESPONDENT (Mainpower)
Okenwa Donapaschal	Nnenna Obi- Ubaka Didigu P.Nnamdi Onoh ThankGod Florence

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 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 that a debit balance from his former postpaid account was transferred into his prepaid meter account.

He stated that each time he vends, the value of the token is automatically deducted against the transferred arrears, leaving no usable energy credit.

He maintained that the arrears were not reconciled before the transfer and may not represent his actual indebtedness.

COMPLAINANT'S SUBMISSIONS:

1. The transferred arrears are unverified and should be reviewed.
2. MainPower should reconcile the account to determine the correct balance.
3. Only verified charges should remain after reconciliation.

PRAYERS:

1. Direct MainPower to remove the unverified arrears transferred into his prepaid account.
2. Mandate MainPower to reconcile his account and determine the actual outstanding sum, if any.

RESPONDENT SUBMISSION:

1. MainPower confirmed that the debit was carried over from the complainant's postpaid account.
2. The company explained that this is standard procedure during customer migration.
3. MainPower agreed to reconcile the account to verify the accuracy of the amount transferred.

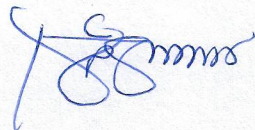
FINDINGS BASED ON CCRD 'S INVESTIGATION

1. The complainant was migrated from postpaid to prepaid without verifiable reconciliation of the former account.
2. The transferred debit was not supported by documentary billing evidence.
3. The complainant's can vend, but vended tokens are offset by the transferred arrears.
4. MainPower acknowledged the need for reconciliation.

CCRD'S DECISION:

The CCRD from their findings resolved:

1. MainPower Distribution Company shall reconcile the complainant's account within seven (7) working days of this decision.
2. Any arrears not supported by verifiable billing records shall be expunged from the prepaid account.
3. A reconciliation report shall be submitted to the Commission and communicated to the complainant upon completion.



Given under the hand and seal of the CCRD Office

Dated 23rd day of October 2025