



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 December 23, 2025.**

COMPLAINT NO:

A00233

IN THE MATTER OF:

COMPLAINTS OF ILLEGAL DISCONNECTION & OVERBILLING

IN THE PRESENCE OF:

Engr. Chinedum Ukabiala	CCRD Presiding Member
Nennaya Chioma P Ugwu	CCRD Member

BETWEEN:

Osita Attama	COMPLAINANT
MainPower Electricity Distribution limited	RESPONDENT

APPEARANCES:

COMPLAINANT	RESPONDENT (Mainpower)
Osita Attama	Nnenna Obi- Ubaka

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 is in receipt of a letter from Mr. Osita Attama of Plot 381, Nike Lake Road, Trans-Ekulu, Enugu, he is requesting the Commission to investigate an allegation of meter bypass leveled against the tenants occupying the premises and the consequent penalty imposed by MainPower Electricity Distribution Limited .

The Complainant stated that all tenants within the premises are paired in threes (3) on eight (8) on prepaid meters. He alleged that MainPower officials disconnected the entire premises from power supply and imposed fines for meter bypass without identifying the specific tenant responsible for the alleged infraction.

Following the complaint, MainPower submitted video evidence purportedly showing instances of meter bypass at the premises. However, the evidence did not identify or link the bypass to any specific meter or tenant.

COMPLAINANT'S SUBMISSIONS:

The Complainant submitted that:

- 1)Each tenant in the premises is in a group of three with duly installed prepaid meter.
- 2)None of the tenants engaged in meter bypass or energy diversion.
- 3)MainPower failed to identify the actual offender, before disconnecting supply to all tenants.
- 4)The collective disconnection and imposition of penalties on all tenants amount to unfair treatment and a breach of regulatory standards.
- 5)The penalty imposed for the alleged bypass is unjustified and should be set aside.

PRAYERS:

- 1.That the Commission to set aside the allegation of meter bypass.
2. Reverse the penalties imposed and restore electricity supply.

RESPONDENT SUBMISSION:

In response, MainPower Electricity Distribution Limited submits that:

- 1) Its enforcement team discovered instances of meter bypass within the premises during an inspection exercise.
2. Video evidence was forwarded to the Commission showing the existence of bypass connections within the building.
3. Based on the discovery of bypass, the premises was disconnected, and penalties were imposed in accordance with industry practice.

However, MainPower did not provide evidence conclusively linking the bypass to any specific meter or tenant within the premises.

FINDINGS BASED ON CCRD 'S INVESTIGATION

Following a review of submissions, evidence presented, and its investigation, the Customer Complaints Resolution Department (CCRD) finds as follows:

1. The video evidence submitted by MainPower indicates the presence of irregular wiring suggestive of meter bypass but does not clearly identify or attribute the bypass to any specific meter or tenant.
2. The evidence further reveals that the installation of meters and the general wiring of the premises do not fully comply with industry standards and best practices.
3. MainPower failed to demonstrate compliance with due process by disconnecting all tenants and imposing collective penalties without establishing the culprit(s)
4. The tenants' assertion that they did not engage in meter bypass could not be conclusively disproved based on the evidence of meter bypass and energy diversion presented.
5. Responsibility for wiring up to the point of supply rests with MainPower, while wiring beyond that point is the responsibility of the consumers.

CCRD'S DECISION:

The CCRD from their findings resolved:

1. MainPower Electricity Distribution Limited is directed to clean up, regularize, and properly rewire the electrical installations up to the point of supply where its responsibility ends, in full compliance with industry standards.
2. The tenants are equally directed to clean up and regularize their internal wiring beyond the point of supply.
3. Upon completion of the clean-up exercise, MainPower shall conduct proper technical checks and verification to determine, if any, the specific tenant(s) responsible for meter bypass.
4. Pending the conclusion of this process, all penalties or charges arising from the alleged meter bypass are hereby placed on hold.
5. After reconnection and verification, accounts shall be reconciled to accurately determine actual load, any proven diversion or bypass.
6. MainPower is directed to conclude the entire clean-up, verification, and reconciliation process within a period of three (3) weeks from the date of this decision and report compliance to the Commission.



Given under the hand and seal of the CCRD Office

Dated 8th January 2026