



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:

A00249

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:

Udoka Chukwunweike	COMPLAINANT
MainPower Electricity Distribution limited	RESPONDENT

APPEARANCES:

COMPLAINANT	RESPONDENT (Mainpower)
Udoka Chukwunweike	Nnenna Obi- Ubaka Offor Chinaza Engr. Nath Folorunsho

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 Mr. Udoka Chukwunweike, captioned complaint of illegal disconnection and overbilling.

The customer claims that some Mainpower officials visited the premises for inspection two years ago, after which they told him that his meter was faulty and needs to be changed. He was connected to power supply directly pending the replacement of the meter.

Customer said that based on their instruction he applied for a meter and has not been issued with one.

Mainpower refuted the customer claims saying that the visit was not carried out by their officials as there was no evidence of that, especially as he was not billed.

MainPower Electricity Distribution Company Limited made repeated attempts to access the premises for the purpose of conducting a meter review and inspection but could not gain access to the premises.

Upon accessing the Complainant's premises, it was discovered that the Complainant was on a direct connection to the electricity supply, the meter was not functional, and the customer had not paid electricity bills for a period exceeding one (1) year.

Subsequently, the customer was issued a loss of revenue invoice for unpaid consumption for the sum of ₦946,225 only.

The Complainant is disputing this assessment and requested the Commission's intervention based on the fact the meter and its card still have some unused credits.

COMPLAINANT'S SUBMISSIONS:

The Complainant submitted that:

1. Mainpower officials visited the premises 2 years ago and they told him that his meter was faulty and he should apply for a new one.
2. He duly applied for a meter but has not been provided with one by Mainpower
3. He did not authorize or initiate the direct connection to the electricity supply.

4.The direct connection was carried out by officials of Mainpower two (2) years ago, when they visited the premises, they told him that his meter was faulty and he should apply for a new one.

5.He still has units in the old prepaid meter and its card and would like these units to be transferred to the new meter.

6.He did not deny the Mainpower officials access as there is usually no one at home, that is why the gate is always locked.

6.He is requesting the Commission to review the sum of ₦946,225. billed against him.

PRAYERS:

1. He is requesting the Commission to review the sum of ₦946,225. billed against him.
2. And Request Mainpower to reconnect him to Power supply.

RESPONDENT SUBMISSION:

Mainpower submitted that:

- 1.The Complainant persistently denied its officials access to the premises for meter inspection and review over a prolonged period.
- 2.Upon eventual access, the Complainant's premises/house was found to be on a direct connection.
- 3.Electricity supply was consumed without corresponding billing or payment for over one (1) year
- 4.The loss of revenue assessment of ₦946,225 was calculated for the period of unbilled electricity usage,
- 5.The Complainant is therefore liable for unauthorized access to Mainpower Electricity Distribution Limited network. and the attendant loss of revenue charges.

FINDINGS BASED ON CCRD 'S INVESTIGATION

Upon reviewing all documents and hearing submissions by the Customer Complaints Resolution Department (CCRD) the following findings were established:

1. The Complainant's premises/house was indeed connected directly to the network of MPEDL with the meter bypassed and enjoyed power supply without payment for a prolonged period.
2. The Complainant's denial of access to the Respondent materially impeded routine meter inspection and regulatory compliance.
3. Regardless of who initiated the direct connection, the Complainant benefited from and utilized electricity without payment, thereby incurring liability for MPEDL.
4. Mainpower established a valid claim of loss of revenue.
5. Mainpower was negligent in the discharge of their duties, this is exemplified in the poor monitoring exhibited in this case. The premises was not inspected for more than two years; this enabled the customer to consume electricity without a proper bill.
6. MPEDL did not carry out due process in the connection of the Complaint's premises and violated some provisions of the Distribution Code, and NESIS Regulations and EERC Customer Service Standards and Protection Regulations on connections to customers
6. Under Schedule 2 of the Customer Service Standards and Protection Regulation (CSSPR) 2024, recovery for loss of revenue in cases of unauthorized or illegal connection is limited to an average of three (3) months' consumption from the date the offense was detected, rather than the full period of non-payment, Connection fee five thousand Naira (N5,000.00) and there is no provision for Administrative fee.

CCRD'S DECISION:

The CCRD from their findings resolved:

That the customer should be fined, in accordance with the applicable fees as outlined in Schedule 2 (2,4 & 5) of the Commission's Customer Service Standards & Protection Regulation, 2024, which provides:

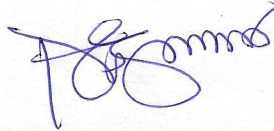
2. Reconnection Charge: Five Thousand Naira (N5,000:00)

4, Un authorized access

5. Meter Tampering and illegal Connections shall, in addition, attract Loss of Revenue Charge of not more than three months from the date the incident occurred.

The Commission's regulation makes no provisions for the imposition of administrative fee.

Mainpower shall report back to the Commission on how the customer is being penalized within seven (7) working days,



Given under the hand and seal of the CCRD Office

Dated 30th December 2025