



**ENUGU STATE ELECTRICITY REGULATORY COMMISSION**

# **CUSTOMER SERVICE STANDARDS AND PROTECTION REGULATION**

**September 2024**

**REGULATION NO EERC-R-005 -2024**

**ENUGU STATE ELECTRICITY REGULATORY COMMISSION**

In exercise of the powers conferred on the Enugu State Electricity Regulatory Commission (the Commission or EERC) by sections 35 of Enugu State Electricity Law 2023 and other enabling powers, the Commission makes the Regulation for Customer Service Standards and Protection 2024.

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## CHAPTER 1 GENERAL

1.
  - a) These Regulations shall come into force on the date it is approved by a resolution of the Commission.
  - b) The Regulations shall be signed by the Chairman of the Commission who shall cause the seal of the Commission to be affixed thereon.
2. The Objectives of the Regulations are to provide a regulatory framework pursuant to the Law for –
  - a) The reinforcement of frameworks for the protection of end-use customers in Enugu State.
  - b) The promotion of electricity access in Enugu State.
  - c) The preparation of customer service standards in Enugu State to conform with international best practices.
  - d) The protection of the rights of end-use customers of distribution and energy retail licensees by specifying the minimum standards of service delivery.
3. These Regulations shall apply to all licensees and holders of mini-grid permits that have been issued licences/permits/authorisation to distribute/supply/retail electricity to end-use customers and end-use customers that have contracted for the receipt of electricity supply from distribution/retail licensees.
4. Where any difficulty arises in giving effect to any of the provisions of these Regulations, the Commission may direct the Service Provider to take any action, not being inconsistent with the Law, which appears necessary or expedient for the purpose of removing the said difficulty.
5. The Commission may issue orders or directions, subject to the provisions of the Law, on the implementation of these Regulations.
6. These Regulations may be cited as the Enugu State Electricity Regulatory Commission – Customer Service Standards and Protection Regulations 2024.
7. (1) Unless otherwise specified in these Regulations –
  - a) Words importing any one gender include the other gender and the singular includes the plural and vice versa.

- b) Words or expressions used in these Regulations but not defined herein shall have the same meanings respectively assigned to them in the Law.
  - c) Any reference to a statute, statutory provision or regulatory instrument includes a reference to that provision as amended re-enacted or replaced and any regulatory instruments under such provisions from time to time.
  - d) If the date on which an event is scheduled to occur in these Regulations is a day which is not a business day, then the event shall be deemed to occur on the next business day.
- (2) In these Regulations, unless the context otherwise requires –

**“Acceptable Identification”** means any government issued means of identification or other means of identification acceptable to a Service Provider.

**“Appropriate Authority”** means the areas within which a Service Provider is authorized by its license or permit to supply electricity.

**“Bill”** means the statement issued by a Service Provider of the amount owed by a customer for electricity supplied by the service provider and shall contain the details set forth in these Regulations.

**“Commission”** means the Enugu State Electricity Regulatory Commission.

**“Commercial Customer”** means a customer other than one who uses the premises for residential purposes, including but not limited to a business, school, factory, government or other institutional purposes.

**“Complainant”** means a customer of a service provider or any other person authorised by him in writing to file a complaint against a Service Provider.

**“Complaint”** means a customer's statement of dissatisfaction with the services/actions of a Service Provider.

**“Complaints Officer”** means the officer of the Customer Complaints Unit of the Service Provider responsible for handling customer complaints in the Customer Complaints Unit.

**“Credit Management”** means the process of granting credit to customers, setting payment terms and conditions to enable customers pay their bills fully and timeously, recovering payments, and ensuring customer compliance with the Service Provider’s credit policy.

**“Credit Management Policy”** means a set of guidelines developed by the Service Provider regulating its credit management terms for customers.

**“Customer”** means any person registered by a Service Provider for the contracted supply of electricity to the person’s premises.

**“Customer Complaints Unit”** means the department of the Service Provider that is dedicated to the receipt and resolution of complaints for customers.

**“Customer Dispute”** means a dispute that arises where Service Provider disagrees or contests the complaint lodged by a customer.

**“Defect”** means any fault, imperfection or shortcoming in quality, quantity, standard of service, equipment or material which is required to be maintained by or under any law or regulation for the time being in force or under any contract, express or implied, or as is claimed by the customer in relation to electricity service provided by the Service Provider.

**“Deficiency”** means any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of service which is required to be maintained by or under any law or regulation for the time being in force or has been undertaken to be performed by a Service Provider in relation to the supply of electricity to customers.

**“Distribution Company”** means a company licensed by the Commission to operate and maintain a distribution system for the supply of electricity to Retail Companies and/or end-use customers.

**“Electricity Service”** means the supply of electricity and all other incidental and ancillary services that are required to be performed by a Service Provider for the supply of electricity to end-use customers.

**“Energy Retail Company (ERC)”** means a company licensed by the Commission to operate and maintain an 11Kv or lower system for supply of electricity to end-user customers as provided in Section 25 of the Law.

**“Energy Theft”** includes illegal stealing of electrical energy through bypass of meter and connection to the network of a Service Provider without approval of the Service Provider.

**“Exceptional Circumstances”** include circumstances where the Service Provider is unable to access the meter of a customer due to fire, natural disaster, locked premises or civil unrest.

**“Government”** means the federal, state or local government of Nigeria or any agency of the federal, state or local government.

**“Law”** means the Enugu State Electricity Law 2023.

**“Maximum Demand Customer”** means a customer with a loading capacity of 45kVA and above supply from a Service Provider.

**“Meter Reading”** means the process of reviewing or interrogating an installed electricity meter to determine the electricity consumption by a customer, for billing or planning purposes.

**“Meter Tampering”** means a situation where a meter has been illegally altered through meter bypassing, use of magnets to slow the meter recording and broken meter seals.

**“Minor Fault”** means any electrical fault that can be repaired, resolved or rectified within twenty-four hours of notification to the Service Provider.

**“Month”** means a period of 30 calendar days.

**“NEMSA”** means Nigerian Electricity Management Service Agency established under the Electricity Act 2023.

**“Service Provider”** means any entity licensed or permitted or authorised by the Commission to carry out distribution, retail, integrated utilities, off-grid, mini-grid or any other electricity supply service obligation to end-use customers in Enugu State.

**“Security Deposit”** means an amount to be paid by a customer to an escrow account of the Service Provider and required from customers with questionable credit history.

## CHAPTER II

### PROCEDURES FOR THE CONNECTION AND DISCONNECTION OF ELECTRICITY SERVICES

8.
  - (1) An electricity connection to the premises of a customer shall be either by overhead or underground networks.
  - (2) The process of connection shall comprise of the connection of residences or premises to public supply (the service line) and the installation of a meter and associated accessories provided that –
    - a) All low voltage overhead connection to a public supply shall comprise of PVC coated aluminum wire, a miniature circuit breaker ("MCB"), cut out fuse and pin insulator; and
    - b) Meter and meter accessories are as specified in the Metering Code.
9.
  - (1) Service Providers shall offer the following connection options to customers –
    - a) Single phase overhead network.
    - b) Three phase overhead networks.
    - c) Single phase underground network.
    - d) Three phase underground network.
    - e) Extra service (where the customer's location is further than the nearest available supply).
    - f) 11kV link-up high tension supply.
    - g) 33kV link-up high tension supply.
  - (2) Approval shall be obtained from the Commission where a Service Provider proposes other connection options apart from those listed in Section 9(1) above.
10.
  - (1) The materials required to effect connections including meters and accessories from the nearest voltage network for each connection design stipulated under these Regulations shall be the responsibility of the Service Provider.

- (2) The size and quality of the connection materials required to effect connection are dependent on the connection design and the distance of the customer's premises to the nearest available electricity supply point.
11.
  - (1) All connections shall be in compliance with the procedures stipulated in these Regulations.
  - (2) The Service Provider shall be responsible for the provision of connection materials in accordance with its standards and also responsible for the connection from the available supply to the customer's metering point.
12. The Service Provider shall not charge any fees for the inspection, survey, testing and commissioning of electricity supply to the premises of Customers. These costs shall be borne by the Service Provider.
13. All Service Providers shall file the connection manuals with the Commission for approval. The connection manual shall contain the terms and conditions and shall stipulate the procedures for effecting the different connection designs specified in these Regulations and shall serve as a guide to installers and inspectors in the execution of their duties.
14. A customer that requires to be connected to electricity supply at a premises that has existing supply shall –
  - a) File an application in his name in the format specified by the Service Provider.
  - b) The Service Provider shall supply the Service Provider's terms and conditions for supply within 48 hours of application.
  - c) Accept the Service Provider's terms and conditions for the supply of electricity.
  - d) Make arrangements for connection of the premises to electricity supply in compliance with these Regulations.
  - e) Provide the Service Provider with acceptable identification and information necessary for the supply of electricity to the premises.
15. The Service Provider shall –
  - a) Provide the customer with the written terms and conditions approved by the Commission that shall govern the supply of electricity to the customer's premises.

- b) Connect the customer for the supply of electricity at the address designated by the customer not later than 48 hours after the customer files an application for connection in accordance with these Regulations.
  - c) Ensure that all bills for electricity supplied to the premises are issued in the name of the customer.
16. A customer that requires to be connected to electricity supply at a premises where there is no existing connection to the distribution system shall –
- a) File an application for electricity supply, in the name of the Registered Owner, in the format specified by the Service Provider.
  - b) Provide a declaration of supply requirements completed by an appropriate authority in a format required by the Service Provider.
  - c) Provide the Service Provider with acceptable identification and information necessary for the supply of electricity to the address.
  - d) Make arrangements for connection of the premises to electricity supply in compliance with these Regulations.
17. The Service Provider shall make an appointment with the customer to install a meter and connect electricity supply to the premises within the period stipulated in these Regulations where –
- a) The customer's electrical installations comply with technical standards approved by the Commission.
  - b) The applicant has accepted the written terms and conditions that shall govern the supply of electricity to the premises.
  - c) The applicant has agreed for the issuance of electricity bills in his name.
  - d) The Service Provider agrees to connect the applicant's premises to its network and the customer has paid the approved processing fees as approved by the Commission.
- 18.
- (1) A Service Provider may disconnect supply to a customer's premises when the customer fails to pay the amount billed by the payment date stated on the bill or breaches other terms and conditions agreed with the Service Provider.

- (2) The following conditions must be fulfilled before the Service Provider can exercise their rights to disconnect customers for failure to pay their bills by the specified payment date.
    - a) The payment date must be clearly stated on the bill.
    - b) The payment date must be at least 10 days from the date of the delivery of the bill to the customer. Bills may be delivered physically to the customer's premises or by some other electronic means, including text messages or electronic mail, as agreed with the customer.
    - c) The period between the payment date and date of scheduled disconnection for nonpayment is not less than 2 working days after the payment date.
    - d) The Service Provider must verify from its records that payment has not been made by the customer.
  - (3) Any bill correcting a previous inaccurate bill shall have a payment date which is at least 10 days from the date of delivery of the corrected bill to the customer.
19. Without prejudice to the provisions of Section 18, a Service Provider may disconnect a customer's electricity supply without notice on the following grounds:
- a) Where the customer is connected to the Service Provider's network in an unauthorised manner.
  - b) Where the customer's connection is considered to be dangerous to the integrity of the network and affects the quality of supply to other customers.
  - c) Where the Service Provider is not granted access to read a meter that is located within the customer's premises.
20. A Service Provider may refuse a customer's request for supply of electricity where the customer refuses to provide an acceptable means of identification and/or refuses to pay the security deposit requested by the Service Provider.
- 21.
- (1) Whenever a customer requests a Service Provider to disconnect electricity supply to his premises, the Service Provider shall disconnect the supply after confirming that the customer's request will not impact on other customers in the premises that require continued supply.
  - (2) The Service Provider shall ensure that it is able to monitor consumption in the premises of the customer that has requested a disconnection and was not

effected due to the impact on other customers in the premises, to assess the customer's consumption.

- (3) A Service Provider shall not bill a customer for any period after the date on which electricity supply should have been disconnected in accordance with Section 22(1).
22. Whenever a Service Provider disconnects electricity supply to a customer's premises, the Service Provider shall leave a written notice of disconnection advising the customer of the following –
  - a) The date and time of disconnection.
  - b) The reason for the disconnection.
  - c) The actions to be taken by the customer for the reconnection of supply.
  - d) The contact address and telephone number of the team at the Service Provider that will be responsible for the reconnection.
23.
  - (1) The Service Provider shall not disconnect a customer's supply of electricity for non-payment where –
    - a) the customer has paid the amount billed.
    - b) the customer has entered into a payment arrangement with the Service Provider and payments are being made in accordance with that arrangement.
    - c) the customer has filed a complaint on the unpaid bill in accordance with the Commission's customer complaints procedure and the complaint remains unresolved.
  - (2) A Service Provider shall not disconnect electricity supply to any premises where it is aware that a life support machine is in use. Customers that have life support machines installed at the premises shall notify the Service Provider and shall enter into an acceptable arrangement with the Service Provider for the settlement of their bills and the Service Provider may seek to recover any debt due from these customers by other legal means.
24.
  - (1) Customers that are disconnected in contravention of these Regulations shall be compensated by the Service Provider.

- (2) Customers shall be compensated with energy credits that are equivalent to their average daily consumption computed on the basis of their consumption or bills for the last 3 months, for each day the wrongful disconnection lasts.
25. (1) A Service Provider shall reconnect electricity supply to a customer's premises within the period stipulated in these Regulations in the following circumstances:
- a) Where a customer disconnected for non-payment of electricity bill pays all the Service Provider's charges as approved by the Commission or the customer enters into a mutually acceptable payment arrangement with the Service Provider.
  - b) Where a customer disconnected for unauthorised access to the distribution network regularises the electricity supply arrangements to his premises to the satisfaction of the Service Provider and pays all charges assessed by the Service Provider for the unauthorised access or enters into a payment arrangement with the Service Provider.
  - c) Where a customer that was disconnected on the ground that his electrical installation constitutes a danger to the distribution network or security of supply to other customers rectifies the problem associated with the connection to the reasonable satisfaction of the Service Provider.
  - d) Where a customer disconnected for failure to provide access to the meter in his premises provides access and pays the reconnection fees assessed by the Service Provider.

### CHAPTER III

#### METER READING, BILLING, CASH COLLECTION AND CREDIT MANAGEMENT FOR ELECTRICITY SERVICES

26.

- (1) Every Service Provider shall obtain, through its authorised representatives, an actual reading of meters within its area of operations every month but not later than once in every three months.
- (2) Whenever a Service Provider is unable to obtain a meter reading at a Customer's premises, it shall leave in the premises, a notice explaining its inability to obtain a meter reading.
- (3) In exceptional circumstances where a Service Provider estimates a customer's consumption of electricity, it shall ensure that the estimate accurately reflects the customer's expected usage for the period based on prior consumption over the preceding 3 (three) months and shall not under any circumstances artificially inflate it.
- (4) The exceptional circumstances in Section 26(3) above shall not exceed one month.

27.

- (1) A Customer shall request his Service Provider to undertake a final reading of his meter at the time of vacating his premises and the reading shall be used to calculate his final electricity usage in the premises.
- (2) Upon being notified of a customer's request for a final meter reading, the Service Provider shall make an appointment with the Customer to read the meter.
- (3) Where a Service Provider keeps the appointment but is unable to carry out the meter reading due to the fault of the Customer, the Service Provider shall disconnect supply to the premises and assess a final bill on the customer. The customer shall remain liable for the debt and it shall be the responsibility of the Service Provider to recover the debt from him. Under no circumstances shall this debt be transferred to a new customer that occupies the premises.
- (4) Where a Service Provider fails to keep the appointment made with the customer, that Customer shall only be liable for the electricity usage up to the date they were scheduled to vacate the premises in the notice issued to the Service Provider.

- (5) A new occupant of a premises shall contact the Service Provider upon moving into the premises. The Service Provider shall make arrangements to reconnect supply to the premises and the occupant of the premises shall be liable for payment of electricity bills on the premises from the date of reconnection.
- (6) The only recognised customer of a Service Provider, for the purposes of billing and bill settlement, shall be the registered owner of the property or any person authorised by the registered owner to use and settle electricity bills on the premises.

28.

- (1) A Service Provider or a Customer may request that a meter reading be obtained to check a previously obtained meter reading which appears to be incorrect or where the meter appears to be recording inaccurately.
- (2) Where a special meter reading is requested, a Service Provider shall make an appointment with the Customer to obtain the reading.
- (3) Where a Service Provider is unable to obtain the reading despite the appointment, it shall leave in the Customer's premises a notice explaining that it was unable to obtain a meter reading and requesting the Customer to contact it to reschedule the appointment.
- (4) Where a Customer requests the special meter reading but fails to provide access, the Service Provider shall advise the Customer in writing that no further attempts to obtain a special meter reading shall be made and that the meter reading questioned by the Customer shall be deemed by the Service Provider to be accepted as correct by the Customer.

29.

- (1) Every Service Provider shall issue bills for electricity consumed by customers at regular intervals approved by the Commission.
- (2) A Service Provider may not issue more than one routine bill to any customer during the same billing period.
- (3) All electricity bills shall be in a format easily understood by customers and shall contain the information specified in Schedule 1 to these Regulations.

30.

- (1) Upon the notification of the registered owner or any person authorized by him in that behalf, a Service Provider shall produce a final bill in accordance with these Regulations to determine amounts owed by customers or tenant or persons that are moving from the supply address.

- (2) A Service Provider shall not under any circumstances bill a customer for any charges for a supply address after a final bill has been produced for the customer at the supply address.

31.

- (1) A Service Provider shall use the meter reading taken at the time of disconnection to bill a customer who is disconnected for non-payment and the bill shall show the total value of all charges owed by the customer up to the time of disconnection.
- (2) Whenever a supply address has been disconnected for non-payment and a bill has been produced representing consumption at the time of disconnection, the Service Provider shall not bill for any additional charges in respect of that supply address until after it has reconnected electricity supply to that address.

32.

- (1) A Service Provider may under special circumstances bill a customer a supplementary bill during the billing period.
- (2) The special circumstances referred to in sub-section (1) include situations where it is necessary to amend an earlier incorrect bill and where a special request for a supplementary bill is made by a customer.

33.

- (1) A Service Provider shall review a customer's bill when requested to do so by a customer.
- (2) While the review referred to in sub-section (1) is ongoing, the customer shall pay an amount equal to the average amount of the customer's bills at the current supply address over the previous twelve months. Where the customer has not been at the supply address for twelve months, the amount shall equal the average amount of the customer's bills for the period that he has been a customer at the supply address.
- (3) Where the review covers more than one billing period, the customer shall pay an amount in accordance with sub-section (2) based on bills rendered during the period of the review.
- (4) Where the bill under review is found to be correct, the customer shall either accept that the bill is correct and pay any balance outstanding or request a meter test in accordance with the EERC Metering Code or nationally adopted Metering Code.

- (5) Where the testing of the customer's meter by NEMSA or any authorised test center confirms that the meter complies with the criteria set out in the EERC Metering Code or nationally adopted Metering Code, the customer shall pay the amount outstanding on the bill and the fee to NEMSA or to the authorized test center.
- (6) Where the review indicates that the bill issued by the Service Provider is incorrect, the Service Provider shall amend the bill accordingly.
- (7) Where a Service Provider has overcharged a customer, it shall advise the customer in writing, within five working days of it becoming aware of the error and it shall repay the amount by crediting the exact amount overcharged to the customer's next bill.
- (8) Where a Service Provider has not charged a customer in error, it shall be entitled to recover the amount uncharged from the customers at the next bill provided that the Service Provider notifies the customer in writing of the error that led to the customer being uncharged.
- (9) A Service Provider shall –
  - a) not inflate the recoverable amount in any manner or charge the customer interest on the amount uncharged.
  - b) offer the customer time to pay the amount uncharged in a payment arrangement over a period that is not less than the period over which the uncharged to be recovered occurred.

34.

- (1) A Service Provider shall as a minimum accept payment by a customer using any of the following methods of payment namely –
  - a) cash paid at any of the Service Provider's offices unless otherwise restricted by the Commission.
  - b) bank draft paid at any of the Service Provider's offices.
  - c) payment made through any bank authorised by the Service Provider to accept payment on its behalf.
  - d) Any other means of payment stated in the Service Provider Credit Management Policy approved by the Commission.
- (2) A Service Provider may accept any payment made by a customer in advance of receiving a bill.

- (3) Where a Customer makes a payment to a Service Provider, the Service Provider shall issue to the Customer a receipt for the full value of the payment made containing –
  - a) the customer's name.
  - b) the supply address for which payment is made.
  - c) the customer's account number.
  - d) the full amount paid.
  - e) Any other information that the Service Provider may deem necessary.

35.

- (1) Every Service Provider shall prepare a Credit Management Policy on their approach to credit management.
- (2) All Credit Management Policies shall be filed with the Commission for approval.

36.

- (1) A Service Provider may request a credit metered customer to deposit a sum calculated in accordance with these Regulations as security for future electricity bills. A Service Provider may only request for security deposits from existing customers that have a recurring history of non-payment of electricity bills.
- (2) The security deposit that a Service Provider may request from a customer shall not exceed the customer's average consumption for a period of two months.
- (3) A Service Provider may review the security deposit payable on the anniversary of the initial deposit. Where the security deposit held is found to be less than the customer's average consumption for two months, the Service Provider may request an additional payment from the customer as security deposit but not exceeding amount specified in sub-section (2).
- (4) Where the deposit is found to be more than the value of an average of two months' bills for a customer, the Service Provider shall within ten days of the review, advise the customer in writing and refund the excess amount held.

37.

- (1) Notwithstanding the provisions of sub-section (4) of Section 36, a Service Provider may retain a customer's security deposit until the customer vacates the premises

for which the security deposit is held to allow the Service Provider to reconcile the customer's bill and produce a final account.

- (2) Where offsetting the security deposit against the final bill results in a credit balance, the Service Provider shall notify in writing and refund the balance to the customer no later than ten days after the issuance of the final bill.
- (3) Where offsetting the security deposit against the final bill results in a debit balance, the Customer shall settle in full the amount payable by the due date shown on the bill and no later than ten days from the date on which the bill is delivered to the customer.

38.

- (1) Whenever a customer anticipates difficulty in fully paying an electricity bill by the due date, the customer shall immediately contact the Service Provider in respect of the inability to comply with the terms of providing service. The Service Provider shall determine the customer's capacity to pay the outstanding bill and offer the customer a payment arrangement, unless the customer had earlier failed to comply with an arrangement to pay agreed bills in the previous six months.
- (2) An arrangement to pay may either be for the customer to clear an existing bill and to pay future bills by the due date or for the customer to clear an existing bill and include advance payments for one or more future bills.
- (3) In calculating the amount of the payment under an arrangement which includes advance payment for future bills, a Service Provider shall not under any circumstances inflate the value of the payments above the amount the customer would ordinarily be expected to pay.
- (4) An arrangement to pay between a Service Provider and a customer shall include a notice in writing to the customer, the amount and date of each installment, the number of installments and the details of the bills covered by the payment arrangement.

## CHAPTER IV

### CUSTOMER COMPLAINT HANDLING STANDARDS AND PROCEDURES.

39. (1) A Service Provider shall establish customer complaints units (CCU) across its operational area to ensure ease of access to all customers. The CCUs shall be primarily responsible for receiving and resolving customer complaints.
- (2) All CCUs shall be headed by a senior officer of the Service Provider designated as the Complaints Officer and staffed by employees of the Service Provider. The overall responsibility for ensuring that complaints are satisfactorily resolved and that a Service Provider's operational procedures are improved upon for better customer service rests with the Chief Executive Officer.
- (3) The Service Provider shall ensure that all complaints are handled in accordance with its written complaint procedures. All Service Providers shall file their written complaint procedures with the Commission for approval.
- (4) All customer complaints shall first be made by the customer or his/her representative to the CCU of the Service Provider. All complaints shall be acknowledged by the Service Provider in a manner that allows for traceability.
- (5) Customers may also lodge complaints through phone call, SMS, email or any other medium established by the Service Provider for the receipt of customer complaints including call centers and social media platforms. The Service Provider shall widely publish within its operating area, its phone numbers, email, address, social media handles and other contact channels for the receipt and resolution of customer complaints.
- (6) Where a complainant is for any reason unable to write, the complaint shall be made to the Customer Complaints Officer who shall record it and insert a statement indicating that the complaint was recorded by him and read to the complainant, who agreed to the content thereof.
- (7) All complaints shall be resolved in accordance with these Regulations. The complaint shall be resolved expeditiously but no later than 15 days of being received by the CCU except where the complaint concerns meter accuracy and reconciliation of bills in which case the complaint shall be resolved within a billing cycle of one month.
- (8) Where the complaint is not resolved within the first 15 days, the Service Provider shall notify the customer in writing with reason(s) and request for no more than 15 days only during which period the complaint shall be resolved

unless the resolution requires, by its nature, such as construction works, a longer period.

- (9) A customer dissatisfied with the outcome of the handling of his complaint(s) by the CCU of the Service Provider may refer his complaint(s) to the Commission's Customer Complaints Resolution Desk (CCRD) at the expiration of the maximum allowable period of 30 days.
- (10) Where the Service Provider and the customer are unable to agree on a resolution to a complaint either party may refer the complaint to the Commission's Customer Complaints Resolution Desk.

40.

- (1) The Commission's CCRD shall be responsible for hearing and resolving unresolved complaints from either the customers or the Service Providers in Enugu State.
- (2) In resolving the complaint, the CCRD may hold meetings/hearings and conduct inspections at any location within the defined operational area of the Service Provider as specified by the Commission.
- (3) The Commission shall consider the volume of complaints handled by the CCRD in the context of ensuring that all complaints are resolved no later than one month from the date of receipt at the CCRD.
- (4) All Service Providers shall embark on enlightenment campaigns on the existence and workings of the CCU and the CCRD to customers in their operational areas.
- (5) The Service Providers shall widely make available to their customers copies of the procedure for lodging complaints with them at no cost to the customers.
- (6) The contact details of the Commission's CCRD and the customer complaint handling procedure shall be published periodically by the Service Providers in the media.
- (7) All electricity bills issued by Service Providers to customers shall contain the address, post office box number (where available), telephone number and email address of the Commission's CCRD and shall carry the following statement:

**"A Customer whose complaint is not satisfactorily addressed by the Customer Complaints Unit of the Service Provider may approach the Commission's CCRD established by the Enugu State Electricity Regulatory Commission for resolving customer complaints"**

- (8) These Regulations shall be easily accessible and downloadable from the website of all Service Providers and copies made available to their business units and undertakings. Service Providers may also translate these Regulations into Igbo language or Pidgin English in their areas of operation.
41. (1) All complaints to the Commission's CCRD shall be filed in writing by the complainant in accordance with the format specified in Schedule 3 and 4 of these Regulations.
- (2) A complaint may also be lodged by email to the CCRD's email address or may also be forwarded in writing.
42. (1) Upon receipt of a complaint, the CCRD shall register the complaint and record the date and time of receipt.
- (2) The CCRD shall send an acknowledgement to the complainant within three (3) working days of the receipt of a complaint.
- (3) Where a registered consumer organisation or non-governmental organisation file a complaint on behalf of a customer, the complaint must be filed along with the customer's written mandate for the representation.
43. (1) The CCRD shall:
- (a) refer a copy of a complaint to the Complaints Officer of the CCU of the Service Provider directing him to submit their defence within a period of ten (10) working days or such extended period not exceeding five (5) working days as may be granted by the CCRD.
- (b) fix a date for the hearing and notify both the complainant and the Complaints Officer.
- (2) Where the Complaints Officer on receipt of a copy of the complaint referred to him under paragraph (a) of sub-section (1) of this section, disputes the allegation contained in the complaint, or omits or fails to take any action to present the case within the time given by the CCRD, the CCRD shall proceed to hear the complaint of the customer:
- (a) on the basis of evidence brought to its notice by the complainant and the Complaints Officer of the Service Provider, where the Service Provider disputes the allegations contained in the complaint; or

- (b) *ex-parte* on the basis of evidence brought to its notice by the complainant where the Complaints Officer fails to take any action to present the case within the time given by the CCRD.
  - (3) Where the complainant fails to appear before the CCRD on the date of hearing, the CCRD may either strike out the complaint for default of appearance; consider it on the merit or, where the circumstances for the absence are reasonable, the hearing of that complaint may be adjourned. The CCRD may also conduct virtual meetings and hearings where necessary.
44. (1) Every complaint shall be heard expeditiously and a decision reached within a maximum period of two months from the date of receipt of a complaint by the CCRD.
- (2) Adjournment may be granted by the CCRD where sufficient cause is shown and the reasons for granting the adjournment have been recorded by the CCRD.
  - (3) Where a decision is not reached within the maximum period specified in subsection (1) of this section, the complainant shall be informed in writing of the reasons for the delay.
  - (4) Where a complaint has been referred to the CCRD and they deem it necessary to make an interim decision, such interim decision shall be based on justifiable grounds and subject to the condition that the complaint shall be decided within the maximum timeframe of two months.
45. (1) Upon conclusion of the proceedings by the CCRD, and review of the findings, if the CCRD is satisfied that any of the allegations contained in the complaint are proven, it shall communicate its decision in writing to both the complainant and the Service Provider. The CCRD, in reaching its decisions, may make the following or other necessary orders:
- (a) refund to the complainant of any undue charges paid;
  - (b) removal of the defects or deficiencies in the subject of the complaint;
  - (c) redress of the root cause of any hardship; or
  - (d) withdrawal of any hazardous electrical services being offered.
- (2) Where the CCRD rules that the complaint lacks merit, it shall dismiss the complaint and notify both the complainant and Service Provider in writing.

- (3) All decisions of the CCRD shall be in writing and signed by officer in charge of the CCRD.
  - (4) The proceedings and decisions of the CCRD along with the time allowed for compliance shall be recorded and communicated to the complainant and the Service Provider.
  - (5) The Service Provider shall implement the decisions of the CCRD within the time specified in the ruling. The Service Provider shall also report, to the the Commission, its compliance with the directives of the CCRD, or the reasons for any delay in complying with such directives, within five working days.
46. (1) Any person that is not satisfied with a decision of the CCRD may file an appeal to the Commission within ten working days from the date of the decision, in such form and manner as may be directed by the Commission.
- (2) The Commission may entertain an appeal after the expiry of the said period of ten working days where it is satisfied that there is sufficient grounds for not filing the appeal within the specified period.
  - (3) The Commission shall not entertain an appeal from a complainant who is, by the decision of the CCRD, required to pay an amount to a Service Provider, unless the amount prescribed has been paid by the complainant.
  - (4) Where the CCRD's ruling has not been appealed against, any default in implementing the decision within the stipulated timeline by the Service Provider shall attract the following administrative charges for breach of obligations arising from the terms and conditions of the licence of the Service Provider until the decision is implemented:
    - (a) Connection, reconnection, disconnection and access: N20,000 per day.
    - (b) Metering (new, replacement/check meters/repair/bypass): N30,000 per day.
    - (c) Transformers (repair/upgrade/voltage/ replacement): N50,000 per day.
    - (d) Billing (payment, reconciliation, etc.): N20,000 per day.
    - (e) Customer classification contrary to the provisions of the applicable tariff order: N20,000 per day.
    - (f) Safety issues: N20,000 per day.

47. The CCRD shall prepare a monthly report on the number of complaints received, decided and pending in the format specified in Schedule 4.

## CHAPTER V

### CUSTOMER SERVICE STANDARDS

48.

- (1) Where a Service Provider is notified by a Customer during working hours that electricity supply to his premises has gone off, an authorised official from the Service Provider shall visit the Customer's premises within twenty-four hours of being notified by the Customer to determine the cause of the problem. Where the cause of the outage is a failure or defect with the Service Provider's equipment, one of the following standards shall be applied –
  - (a) **failure of the Service Providers fuse:** the fuse shall be replaced and the electricity supply reconnected within twenty-four hours of the notification of the outage.
  - (b) **minor fault in the Service Provider's equipment:** the fault shall be rectified and the electricity supply reconnected within twenty-four hours of the notification of the outage.
  - (c) **any other fault in the Service Provider's equipment:** the fault shall be rectified and the electricity supply reconnected within forty-eight hours of the notification of the outage.
- (2) A Service Provider shall be exempt from the service standards specified in subsection (1) of this section in the following circumstances –
  - (a) the customer failed to notify the Service Provider.
  - (b) the outage was caused by the customer's electrical installation.
  - (c) due to the nature of the fault, it is impracticable for the Service Provider to restore the supply within the specified period.

49. Where a customer requests for a new or additional connection at his premises, the Service Provider shall take measures to install a meter and connect power supply to the premises within ten working days of receiving the request provided that the Service Provider has inspected and approved the electrical installation.

50. Where a planned outage is required by a Service Provider for purposes of maintenance and repairs, the customer shall be notified of the planned outage at least three working days before the planned outage.

51. Where a customer reports a complaint to a Service Provider which indicates that electricity is being supplied at a voltage outside the limits prescribed in the Distribution Code (e.g. lights are dim, lights too bright or equipment burnout), an authorised official of the Service Provider shall visit the Customer's premises within twenty-four hours of the report. Where a resolution cannot be provided at the time of the visit, any safety hazard that may arise from supplying electricity outside prescribed voltage limits shall be resolved immediately.
52. Where a customer reports a complaint to a Service Provider which indicates the electricity meter used to record energy consumption at the customer's premises is recording incorrectly, an authorised official of the Service Provider shall visit the customer's premises to check the meter within three (3) working days of the report and a resolution provided within five working days of the visit. Where the meter is found to be faulty, the meter shall be replaced by the Service Provider.
53. Where a customer whose premises was disconnected by a Service Provider for non-payment of electricity charges either pays all outstanding charges including reconnection charges or enters into a payment arrangement with the Service Provider for the outstanding debt and reconnection charges and has complied with the terms of payment arrangement, requests the reconnection of electricity supply, the customer shall be reconnected within twenty-four hours of his request for reconnection.
54. Where a customer requests for the repositioning of an electricity meter; and pays the costs for the repositioning to the Service Provider, the repositioning of the meter shall be completed within five (5) working days where the Service Provider has agreed to reposition the meter and the repositioning shall be in the same premises.
55. (1) Where a Service Provider is notified by a customer during working hours that his prepayment meter is not operating properly, an authorised official from the Service Provider shall –
  - (a) visit the customer's premises within twenty-four hours, to inspect the meter.
  - (b) where possible, fix or replace the meter unless the cause of damage is as attributed to a willful act of the customer.(2) The Service Provider shall be exempt from the provisions of sub-section (1) above of this section in the following circumstances.
  - (a) Where the prepayment meter is found to be operating correctly.
  - (b) Where the Service Provider's representative is denied access to the meter.

- (3) A meter shall be deemed to be faulty and not in compliance with the Distribution Metering Code ("DMC") where it is discovered that any part of the metering system fails to comply with the DMC. Where a metering system fault occurs, the Service Provider shall provide urgent metering services to repair or replace the metering system within 2 working days of being notified of the fault by the customer.
  - (4) Where a prepayment meter is programmed to operate in credit mode, the customer should be notified prior to installation of the meter and the Service Provider shall be allowed to recover for the negative meter reading at the next vending.
  - (5) Where a prepayment meter reads in a credit mode without being programmed to do so and without the knowledge of the customer, the customer shall not be billed for the negative meter reading.
  - (6) Where a prepayment meter reads in a credit mode without being programmed to do so and without the knowledge of the customer, the meter shall be considered faulty and shall be replaced in line with the provisions of the DMC.
  - (7) Where a newly installed meter is pre-programmed with preset energy credit, a Service Provider shall notify the customer of the pre-programmed energy units to be recovered at the next vending.
61. All Service Provider shall obtain through authorised representatives an actual reading of postpaid meters in all supply addresses every month but not later than once in every three months. The authorised agent of the Service Provider shall, at the time of the meter reading, inspect the premises for possible meter tampering and bypass.
62. (1) Without prejudice to other exceptions, the following are exceptional circumstances which may make it impossible for a Service Provider to comply with service standards where –
- (a) the customer informs the Service Provider that he no longer requires the Service Provider to take the actions previously requested.
  - (b) information required to be provided by the customer to the Service Provider is not provided.
  - (c) the customer has failed to pay charges due to the Service Provider and that undertaking the work requested is dependent on the customer making such payment.

- (d) it is not reasonably practicable for the Service Provider to take the actions required in the specified time because of –
  - (i) severe weather condition.
  - (ii) industrial action by the Service Provider’s employees.
  - (iii) the inability of the Service Provider to gain access to the customer's premises and or any premises to which access is required for the Service Provider to undertake the work required to comply with the standard of service.
  - (iv) technical problems that could not have been reasonably foreseen, which prevented the Service Provider from achieving the standard.
  - (v) taking the action required by the Customer, the Service Provider would be in breach of its license or any law for the time being in force.
  - (vi) circumstances of an exceptional nature beyond the control of the Service Provider.

63. (1) All Service Providers shall monitor its performance against each of the Customer Service Standards of Service detailed in these Regulations.

(2) A Service Provider shall submit to the Commission on a monthly basis, a summary of its performance against each of the Customer Service Standards of Service in these Regulations.

(3) The format of the monthly report shall be as provided in Schedule 5 of these Regulations and shall be filed with the Commission within ten working days of the end of each calendar month.

(4) The Commission shall publish on a regular basis the performance of all Service Providers in relation to compliance with customer service standards.

64. (1) All Service Providers shall –

- a) Bring to the notice of its customers, by public notice, the existence and details of all customer service standards.
- b) Shall publish these customer service standards on its website and shall make printed copies available for free to its customers.

**SCHEDULE 1  
BILL DETAILS**

1. Customer's Name.
2. Customer's account number.
3. The supply address to which the bill refers.
4. A bill delivery address, if different from the supply address.
5. The meter number of the meter recording the electricity usage at the supply address. Where there is more than one meter all meter numbers must be shown.
6. The date of production of the bill.
7. The period covered by the bill.
8. The relevant tariff/tariffs on which the bill is based.
9. The previous and present meter readings.
10. Dates of previous and present meter readings.
11. An indicator to show whether the current and previous readings were actual or estimated meter readings (where applicable).
12. The total amount (kWh) of electricity used in the period covered by the bill.
13. The total value (Naira) of electricity used in the period covered by the bill.
14. Details and value of any charges applied to the period covered by the bill. All such charges must be shown separately and must not be aggregated.
15. The amount of any arrears/credits brought forward from the previous bill.
16. The total amount of the current bill. This must include any arrears/credit brought forward from the previous bill.
17. The due date for payment.
18. A telephone number for billing and payment enquiries.
19. Details of the Service Provider's complaint handling process.
20. A summary of methods of payment and payment arrangement options. This must include details of payment.
21. Customer Class assigned to the Customer.
22. A Service Provider may include additional information on its bills either in a pre-printed or computer-printed format but under no circumstance shall this be included to the exclusion of the information listed above.

**SCHEDULE 2  
CHARGES/FEES**

1. Application Processing fee: Five Thousand Naira (N5,000:00)
2. Reconnection Charge: Five Thousand Naira (N5,000:00)
3. Repositioning of Meter Charge: Twenty-Five Thousand Naira (N25,000:00)
4. Unauthorized Access (meter tampering and Illegal Connections) Charge:
  - a. Single Phase Meter: One Hundred thousand Naira (N100,000:00) or two times the average monthly bill, whichever is higher.
  - b. Three Phase Connection: Two hundred thousand Naira or two times the average monthly bill, whichever is higher.
  - c. Maximum Demand (MD) Customer: one Million Naira or three times the average monthly bill, whichever is higher.
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.

**SCHEDULE 3**

**CUSTOMER COMPLAINT FORM**

Form 1

Registration of Grievance

Complaint No: ..... (To be provided by office)

Reg. No. Complaint at the CCU: (Service Provider/CCU/Code No:

Date: .....

1. Name and Address of Complainant:
2. Telephone Number(s) of Complainant:
3. Complaint Details:

Nature of Complaint	Interruption (1)	Voltage (2)	Load Shedding (3)	Meter (4)	Billing (5)	Disconnection (6)	Delay in New Connection (7)	Others (8)

4. Brief description of Complaint:
5. Any other relevant information:
6. Date of Complaint: \_\_\_\_\_ Signature of Complainant: \_\_\_\_\_

..... Complainant's Copy.....

**To be completed by CCU and retained by Consumer**

Complaint No. & Date: ..... (To be provided by office)

Consumer No: ..... (To be provided by office)

1. Name of Consumer:
2. Brief description of complaint:
3. Target date to resolve complaint:  
(To be provided by office)

## SCHEDULE 4

### Form 2 Monthly Complaints Reports \*

Month & Year

Monthly report on complaints received

Service Provider Name	Sub-division office	Complaints at the beginning of the month (No)	No of complaints received during the month (No)	Time duration for resolving complaint during the month (Maximum/Average/Minimum)	Complaints under column C that are resolved (No)	Complaints under column D that are resolved (No)	No of complaint pending at the end of the month (by category of complaint)					Remarks (including reasons for non-redressal of complaints)	
							More than 6 Months	3 – 6 months	1 – 3	For 1 month	Total		
A	B	C	D	E	F	G	H	I	J	K	L	M	N
							1						
							2						
							3						
							4						
							5						

\* Form 2 to be used by Service Providers.

#### Category of complaint:

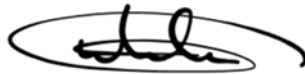
- 1) Interruption
- 2) Voltage
- 3) Load Shedding
- 4) Meter
- 5) Billing
- 6) Disconnection
- 7) Delay in new connection
- 8) Others

**SCHEDULE 5  
MONTHLY STANDARD MONITORING FORM**

<b>Standards of Service – Monthly monitoring</b>							
<b>Description</b>	<b>Standard</b>	<b>Total During Month</b>		<b>Number where Standard Achieved</b>	<b>% of Total</b>	<b>Number where Standard Not Achieved</b>	<b>% of Total</b>
		<b>Customer Request</b>	<b>Service Provider Action (Unsolicited)</b>				
1. Where no Electricity Supply to a Customer's Premises	Respond within 24 hours						
(a) Supplier's Fuse Fails	Restore supply within 24 hours						
(b) Minor Fault	Restore supply within 24 hours						
(c) Other Faults	Restore supply within 48hours						
2. Providing Supply with Meter.	Within 10 Working Days of Request.						
3. Notice of Planned Supply Interruption	Minimum of 3 working days' notice						
4. Voltage Complaints	Visit within 24 hours of report						
	Substantive reply within 5 working days of visit						
5. Meter Disputes	Visit within 3 Working days of Report						
	Substantive reply within 5 working days of visit						
6. Reconnection	24 hours of payment of						

of Supply after Disconnection, due to Non-Payment	amount due or entering into payment arrangement with Service Provider.						
7. Repositioning of Meter	Visit within 5 Working days of reconfiguration of wiring at the connection point.						
8. Responding to Faults with Prepayment Meters	Visit within 24 hours of Request.						
9. Meter Reading Frequency	At least every 3 Months						

The common seal of the Enugu Electricity Regulatory Commission was affixed pursuant to the Order of the Commission on 27<sup>th</sup> day of September, 2024.



.....  
Chijioke M. Okonkwo  
Chaiman/Chief Executive Officer