



**ENUGU STATE ELECTRICITY REGULATORY COMMISSION**

**BEFORE THE CUSTOMER COMPLAINT RESOLUTION DESK  
ENUGU STATE ELECTRICITY REGULATORY COMMISSION  
HOLDEN AT THE COMMISSION'S OFFICE AT ENUGU, ENUGU STATE  
ON FRIDAY 17<sup>TH</sup> JANUARY 2025**

**COMPLAINT NO:**

**A00012**

**IN THE MATTER OF:**

**REQUEST FOR CANCELLATION OF TWO BILLS AND OVER BILLING / REPORT ON  
THE DISTURBING CHARACTER OF MAINPOWER WORKERS**

**IN THE PRESENCE OF:**

<b>ENGR CHINEDUM UKABIALA</b>	<b>CCRD PRESIDING MEMBER</b>
<b>MR. CHUKWUKA ADIBE</b>	<b>CCRD MEMBER</b>

**BETWEEN:**

<b>TENANTS OF NO. 6 KINGSWAY ROAD, GRA ENUGU</b>	<b>COMPLAINANTS</b>
<b>AND</b>	
<b>MAINPOWER ELECTRICITY DISTRIBUTION LIMITED (MAINPOWER)</b>	<b>RESPONDENT</b>

## APPEARANCES:

COMPLAINANTS	RESPONDENT (MAIN POWER)
AGU MICHEAL IFEANYI	IJEOMA OGUDEBE
ODINAKACHI EMMANUEL	CHUKWU CHIMEZIE
JULIUS CHINEMEZE	NNENNA OBI-UBAKA
PATIENCE ASUGWO	OKALA O. UCHE
AGUNWA UZOMA	NELSON IWUAGWU
UDENWEZE IKECHUKWU	OSIGBO OLUCHI
CHUKWUDI MBAH	DIDIGU PETER NNAMDI

### 1. GROUND RULES FOR HEARING PROCEEDINGS AT CCRD OFFICE

Parties (Complainant and Respondent) have affirmed to comply with the ground rules of the hearing proceedings of the Commission's Customer Complaints Resolution Desk (CCRD) as follows:

- (a) All participants shall abide by the provisions of the EERC Regulations relating to the resolution of their disputes.
- (b) All Parties must provide verifiable and true documents as evidence for their case.
- (c) All Parties are to note timelines of decisions reached as the effective date to commence monitoring is the hearing date.
- (d) No interjection when a party, the CCRD Presiding Member or CCRD member is speaking.
- (e) All parties must conduct themselves in a modest and professional manner.
- (f) Parties must use polite words while presenting their case or making submissions.
- (g) All representatives must show evidence of an authorization letter giving him/her the authority to stand in the stead of the complainant.
- (h) Any person or organization aggrieved by a decision reached by the CCRD may appeal against such a decision to 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.

## **2. FACTS OF THE MATTER:**

The Complainants in their submission complained of outrageous bills and bad behavior of the staff of the Mainpower Electricity Distribution Limited (Main Power). They complained that when they complained to the Nigerian Electricity Regulatory Commission (NERC) the marketer added more outrageous bills to them, and that they had been struggling and making efforts to pay because they were being threatened with disconnection if they did not pay. It was confirmed that they were being given an extra bill by Main Power. Also during their previous meetings with EERC's Customer Complaints Resolution Desk (CCRD), the billing system was adequately explained to them, and it showed that they were not being outrageously billed, but that the marketer did not properly explain to them the estimated billing caps that had been established by NERC. They were then advised to write against the bad behaviors of the staff of Main Power.

## **3. COMPLAINANTS' SUBMISSION:**

- (a) The Complainant in their submission stated that they were given three bills and were also told that areas in the building had accumulated bills which they knew nothing about. Out of desperation, they decided to pay what they were given to clear the outstanding and continue using the light, as evidenced by their payment receipt. They indicated that at first the bill did not carry arrears, until when the second bill came, and they began to see the same arrears in their bills.
- (b) Doubted that their compound belongs to ACHIKE MICHAEL, because there was a previous single bill they had received from the caretaker of the property which bore a different name, TILUCHE PROPERTIES LTD, with Account number 51/47/91/0660-01, Meter number 96663990 And even the number of the compound differs too, as can be seen in certain mails received.
- (c) The Complaint also wanted to find out what happened to the accounts that were suspended as highlighted in the EEDC mail to EERC. Why were they suspended and the time when they reactivated and for what reasons?

- (d) When NERC asked Mr. Peter to make sure they were on cap and he promised to bring their bills down but never did from month to month, why was NERC instructions not followed by reducing the high bills?
- (e) It is pertinent to note that there are three (3) structures, but four (4) usages in the compound. One is a leased hotel/guest house. Two is the Redeemed Church, and third is their tenanted building, which has Dominion City church underground. These other structures mentioned above have been issued meters, as they have been separated from the main building and became light-independent. They suspect that it was while giving these people meters that those accounts were suspended, and instead of reactivating one bill when they came, the entire compound bill got reactivated again as if others hadn't disengaged from it.
- (f) **PRAYERS:**
1. Main Power should investigate multiple accounts it has generated by.
  2. Install meter to the block with appropriate account number
  3. Close all duplicate accounts

**4. RESPONDENT'S SUBMISSION:**

- (a) The accounts serving the block are billed on estimation and were opened in October 2019 and Jan 2020.
- (b) The accounts were billed for two months and were suspended until October 2023, when the first account 5276545099 was reactivated. It was discovered that the four accounts are used by 18 occupied rooms and 4 room boy's quarters (a total of 22 rooms)
- (c) The four accounts were opened during the same time in 2019 and were all suspended subsequently for reasons that are under investigation. We learnt that the facility was used as a hotel previously.
- (d) The accounts all received various adjustments amounts in February 2024 above N122,287.00 in each account. These are refunds for all over-billing or wrong billing of the accounts.

- (e) All the accounts are currently active since the period of reactivation with consistent payments till November 2024 thus confirming that the marketer's decision to reactivate the abandoned accounts in this place was not based on vendetta.
- (f) The marketer denied the allegation of wrongful conduct during her visits to the premises, and alleged that the customers became increasingly frustrated due to the increase in tariff and tried to vent their anger on her as being the cause of their high capped bills. Notwithstanding the marketer's submission, we have taken steps to ensure a more cordial relationship between the marketer and the customers.
- (g) Given the above, we do not have any duplicated accounts to be closed as directed. We have scheduled the customers to be metered under the MAF program on or before the end of February 2025

#### **5. FINDING BASED ON CCRD'S INVESTIGATION**

- (1) There are primarily three (3) blocks in the compound.
- (2) Two (2) of the blocks have prepaid meters and one of the blocks belongs to a church.
- (3) The block the complainants occupy has no meter and is supplied from one source in the generator house, which suggests that suspended accounts were reactivated to punish the customers with accounts that have old debts because they reported to NERC.
- (4) There was an old and abandoned meter at the generator house which is not in use, but which may have been used before.
- (5) The wiring in the generator house is very untidy and could constitute a safety hazard.

#### **6. CCRD'S DECISION:**

- (a) Main Power should meter the four (4) accounts already in place. One Meter on each floor within three (3) from 22<sup>nd</sup> January 2025.

- (b) Main Power should meter any willing occupant in block separately through the map program and refund the occupant appropriately.
- (c) Main Power should investigate No. 6 Kingsway Road, GRA Enugu. Main Power should find the location to confirm that it is different and report to the Commission within three (3) weeks from 22<sup>nd</sup> of January 2025.
- (d) Main Power should submit to the Commission the detailed written procedure for account opening, suspension and closing for the Commission's review and approval within three (3) weeks from 22<sup>nd</sup> January 2025.
- (e) Since the feeder manager and marketer have apologized to the customers for being rude and they have accepted, we hereby close the case of rudeness/bad behavior of the staff of Main Power. We also advise that Main Power should train their staff on how they treat customers even when they are under pressure.

**SPECIFIC REGULATORY INSTRUMENTS RELIED UPON:**

Section 46 (4) of EERC Customer Service Standards and Protection Regulations.

**Given under the hand of the Commission's  
Customer Complaints Resolution Desk (CCRD) this 22<sup>nd</sup> day of January 2025**

Two handwritten signatures in blue ink are present. The signature on the left is more legible, appearing to start with 'Udeh'. The signature on the right is more stylized and less legible.