



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 FRIDAY
11th JULY 2025**

COMPLAINT NO:

A00157

IN THE MATTER OF:

**REPORT OF POOR SERVICE, OVERBILLING, POOR INFRASTRUCTUES AND
EXPLOITATION BY MAINPOWER ELECTRICITY DISTRIBUTION COMPANY**

IN THE PRESENCE OF:

Engr Chinedum Ukabiala	CCRD Presiding Member
Mr Chukwuka Adibe	CCRD Member
Nennaya Chioma P	
Mrs Henrietta Eneh	

BETWEEN:

Landlord Association ES Sunrise Estate, Emene Enugu.	COMPLAINANT
Main Power Electricity Distribution limited	RESPONDENT

APPEARANCES:

COMPLAINANT	RESPONDENT (Mainpower)
Rev Nwadike Jonathan Madueke Anthony Nnaemeka Tony Elder Daniel Odoh Echetabu Kevin Evaristus Ovags	Ijeoma Ogudebe Nnenna Obi- Ubaka Okochi Gloria Ezeh Philomena C Ugwu Stephen

GROUND RULES FOR HEARING PROCEEDINGS AT CCRD OFFICE

Parties (claimant and respondent) have affirmed the ground rules of the hearing proceedings of CCRD 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 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 Complainants in their submission complained of Poor quality of power supply. They said the voltage is very low and can only light energy bulbs, which led to the destruction of electrical appliances in their various residences. Also, they reported that the estate is on a load shedding supply scheme (2 days on, 1 day off) and this load shedding scheme is not being adhered to by Mainpower, as they are always without power supply and do not get up 6 hours of daily power supply. They also mentioned the state of poor cables and a transformer that is incapable of meeting their electricity needs as an estate. The estate was initially placed on Band B and was recently upgraded to Band A in May 2025, which has led to increased billing despite the low quality of power supplied and inadequate electricity supply hours.

COMPLAINANT'S SUBMISSIONS:

- a) The Complainants in their submission stated that the quality of power supply was very poor, the voltage was very low and can only light energy bulbs, which has led to the destruction of electrical appliances in their various residences.
- b) The estate is on a load shedding supply scheme (2 days on, 1 day off) and this load shedding scheme was not being adhered to by Mainpower, as they were always without power supply and do not get up to average of 6 hours daily power supply.
- c) That they were also concerned about the poor standard of the cables and a faulty transformer that is incapable of meeting the electricity needs of the estate and demand that Mainpower replace these cables with strong and adequate ones.
- d) That the estate was initially placed on Band B and was recently upgraded to Band A in May 2025 which has led to increased billing despite the low quality of power supplied and insufficient electricity hours. They want to be placed on Band C since they do not enjoy more than a daily average of six (6) hours of electricity supply.

PRAYERS:

- 1) Mainpower should provide quality light that will serve the estate better
- 2) That the underrated transformer and weak cables should be replaced
- 3) That the estate should be downgraded from Band A to Band C pending the improvement of power supply
- 4) Mainpower should reconcile their various accounts and refund all the excesses accrued over the years because of overbilling.

RESPONDENT SUBMISSION:

- 1) The Feeder Manager stated that he was aware of the poor quality of power supply to the estate, which he escalated to the network manager, for a change of circuit. This is also inconsideration of the challenge of running low voltage cable under a high voltage line.
- 2) That they have solved the load shedding and the low voltage supply situation by connecting the estate to a relief transformer to balance the low quality, electricity supply.
- 3) They were upgraded to Band A because the feeder that serves the area was upgraded to Band A without proper approval from the commission.

FINDINGS BASED ON CCRD 'S INVESTIGATION

- 1) The estate has indeed not received adequate power supply because of the load shedding. This was confirmed by the feeder manager who said he was aware of the situation in the estate.
- 2) The estate had 3 transformers in place but is been load shedded because of inadequate infrastructure in the area.
- 3) The residents of the estate were upgraded to Band A without the approval of the commission
- 4) That the residents were wrongly billed, while being load shedded.

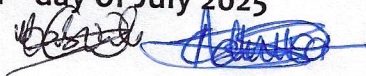
CCRD'S DECISION:

The CCRD from their findings resolved:

- 1) Since the load shedding and low voltage situation has been resolved, Mainpower shall ensure that the estate does not experience a repeat of this situation.
- 2) The residents' accounts shall be reconciled and adjusted from October 2024 to date based on the correct band/CAP and subsequently credit the affected residents account with energy equal to the amount overbill and present the report of the reconciliation to the Commission on or before 30th of July 2025.
- 3) The estate shall, with immediate effect, be downgraded to Band B. Upgrade can only be made with the approval of EERC as agreed with Mainpower.

Given under the hand and seal of the CCRD Office

Dated 11th day of July 2025



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