



ENUGU STATE ELECTRICITY REGULATORY COMMISSION

Public Notice

The Enugu State Electricity Regulatory Commission (the Commission) has received several complaints that MainPower Electricity Distribution Limited (MainPower) is indiscriminately creating new accounts for customers who already have existing accounts without providing dedicated meters to these customers. Consequently, subjecting such customers to pay additional estimated bills.

Pursuant to Section 35(1)(f) of the Enugu State Electricity Law 2023, and other extant rules of the Commission, this is to inform the public of the following provisions of Regulations 8(2), 10(1), and 11(1) of the Commission's Customer Service Standard and Protection Regulations (CSSPR) 2024 as it concerns new connections (new service):

Regulation 8(2):

“The process of connection shall comprise of the connection of residences or premises to public supply (the service line) and the installation of 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 as specified in the Metering Code.”***

Regulation 10(1):

- 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.”***

Regulation 11(1):

- 1) “All connections shall be in compliance with the procedures stipulated in these Regulations.”***

The Commission has accordingly notified MainPower that it should not create a new account on an existing account without providing meter to the new account.

Sequel to the above provisions, customers of MainPower are hereby notified that new accounts created by MainPower in existing customer name(s) without meter, is in violation of these regulatory provisions, and should be reported to the Commission via email at info@eerc.en.gov.ng, or by phone call on: 09122642755 for necessary enforcement action.

The Commission also wishes to urge willing new and existing customers who are not metered to subscribe to the Meter Asset Provider (MAP) Scheme, especially for new connections. Under the MAP scheme, funds are advanced to a Service Provider by a customer for meter procurement, and these funds are to be refunded to the customer under an agreement approved by the Commission.

Signed:

The Commission