



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
WEDNESDAY 1ST JULY 2026.**

COMPLAINT NO:

A00367

IN THE MATTER OF:

**COMPLAINT ON REFUSAL TO REPLACE FOUR (4) BURNT METERS THAT WAS
INSTALLED IN FEBRUARY 2026**

IN THE PRESENCE OF:

Nennaya Chioma P Ugwu	CCRD Presiding Member
Engr Chukwuka Adibe	CCRD Member

BETWEEN:

Greyham A. Ekejiuba, Esq	COMPLAINANT
--------------------------	-------------

BETWEEN:

Greyham A. Ekejiuba, Esq	COMPLAINANT
MainPower Electricity Distribution Limited	RESPONDENT

APPEARANCES:

COMPLAINANT	RESPONDENT (MainPower)
Greyham A. Ekejiuba, Esq	Nnenna Obi- Ubaka Amalu Emmanuel Ezurike Joy Okochi Gloria Oko Henley Nath Osariemen. A

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 complaint from Mr Geryham Ekejiuba Esq the solicitor to Mr Desmond Ohume Ifeanyi of 28 Airport Hillview Thinkers Corner Enugu, concerning four burnt meters installed at the premises in February, 2026 by Mainpower Electricity Distribution Limited.

The Complainant lodged a complaint with Mainpower regarding four burnt prepaid meters installed at the premises. Mainpower investigated the incident and concluded that water had entered the meters through improperly fixed water pipes, resulting in the damage. Dissatisfied with the outcome of the investigation and the refusal to replace the meters, the Complainant escalated the matter to the CCRD.

COMPLAINANT'S SUBMISSIONS:

The Complainant stated that the four prepaid meters became burnt and disputed Mainpower's conclusion that the damage resulted from water ingress through improperly fixed water pipes.

The Complainant further submitted that, before the meters were installed, he had informed Mainpower's installation team that water pipes were already located at the proposed installation point. According to him, the officials nevertheless insisted that the location was suitable for the installation.

The Complainant also alleged that the meters were installed without circuit breakers, which he believes contributed to the incident.

PRAYERS:

That Mainpower be directed to replace the burnt meters without any financial obligation on the customer.

RESPONDENT SUBMISSION:

Mainpower submitted that its investigation attributed the damage to water entering the meters through improperly fixed water pipes at the customer's premises.

However, during the hearing, the Head of Metering acknowledged that the investigation was not conclusive. He also advanced additional possible causes of the incident, most of which were not contained in the investigation report or the correspondence previously issued to the customer.

Mainpower further agreed that, as the customer had subscribed to the Meter Asset Provider (MAP) Scheme, the four burnt meters would be replaced at no cost to the customer. Mainpower also undertook to conduct a comprehensive feasibility assessment of the premises, including an assessment of the electrical load and other relevant technical factors, to prevent a recurrence of the incident.

FINDINGS BASED ON CCRD 'S INVESTIGATION

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

The CCRD observed that Mainpower's investigation did not conclusively establish the cause of the damage to the meters. During the hearing, the Head of Metering confirmed that the investigation was not factually conclusive.

The CCRD further found that the customer had duly participated in the MAP Scheme. In view of the inconclusive investigation and the agreement reached during the hearing, it was considered appropriate that the meters be replaced without any cost to the customer.

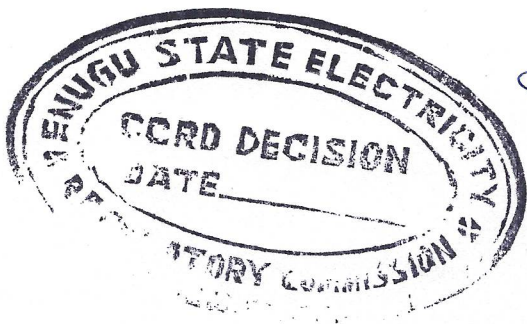
CCRD'S DECISION:

The CCRD from their findings decided that:

1. MainPower shall replace the four burnt prepaid meters at no cost to the Complainant within 30 days of receipt of this decision.

2. MainPower shall conduct a comprehensive feasibility assessment of the customers' installation, including an assessment of the building's electrical load and any other relevant technical factors, to identify the actual cause of the meter failure and implement appropriate preventive measures.
3. The Complainant shall provide MainPower with reasonable access to the premises to facilitate the replacement of the meters and the feasibility assessment.

Given under the hand and seal of the CCRD Office



Dated: 8th July 2026