



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 12TH AUGUST 2026.**

COMPLAINT NO:

A00378

IN THE MATTER OF:

**PETITION AGAINST WRONGFUL DISCONNECTION OF MY ELECTRICITY SUPPLY
AND ALLEGATION OF ILLEGAL CONNECTION WITHOUT EVIDENCE**

IN THE PRESENCE OF:

Nennaya Chioma P Ugwu	CCRD Presiding Member
Engr Chukwuka Adibe	CCRD Member
Engr Ejike Ugwu	
Malachy Ugwuanyi Esq	

BETWEEN:

Eze Emmanuel	COMPLAINANT
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APPEARANCES:

COMPLAINANT	RESPONDENT (MainPower)
Emmanuel Eze	Nnenna Obi- Ubaka Okochi Gloria Eboh Loveth Kingsley Mba Agu Henry Chukwudi Amalu Emmanuel Igwe Okechukwu

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 Emmanuel Eze of 98 Akubueze Layout Abakpa Nike Enugu, concerning his disconnection from power supply and the allegation of a meter bypass levied against him by the Abakpa District of Mainpower Electricity Distribution Limited.

The Complainant disputed the allegation of meter bypass and maintained that he did not bypass his electricity meter.

The matter was consequently brought before the Commission for hearing and determination

COMPLAINANT'S SUBMISSIONS:

The Complainant submitted that he did not carry out any meter bypass and denied responsibility for the alleged interference with the metering installation.

He maintained that the disconnection of his electricity supply was unjustified and requested the Commission to intervene in the matter.

PRAYERS:

1. Review the circumstances surrounding his disconnection from electricity supply.
2. Direct MainPower to restore him back to electricity supply.
3. Discard the LOR issued for the infraction.

RESPONDENT SUBMISSION:

The Respondent, MainPower Electricity Distribution Limited, through its Abakpa District, maintained the allegation of meter bypass against the Complainant.

They presented evidence in support of the allegation, including video evidence showing a bypass arrangement on the customer's metering installation.

They maintained that the observed bypass warranted the application of the applicable regulatory provisions relating to Loss of Revenue (LOR).

FINDINGS BASED ON CCRD 'S INVESTIGATION

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

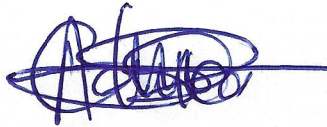
1. The Complainant was disconnected from electricity supply by Mainpower following an allegation of meter bypass.
2. The Complainant denied carrying out any meter bypass and maintained his position throughout the proceedings.
3. During the hearing session, Mainpower presented video evidence showing a bypass arrangement on the customer's metering installation.
4. The video evidence was shown to the Complainant, and the evidence was explained to him during the hearing. The Commission also engaged the Complainant through several discussions and explanations regarding the nature and implications of the evidence presented.
5. Having considered the evidence presented and the totality of the circumstances surrounding the complaint, the Commission finds that the allegation of meter bypass is substantiated.
6. Consequently, the Complainant's denial of the bypass allegation is not sufficient to displace the evidence presented by Mainpower.

CCRD'S DECISION:

The CCRD from their findings decided that:

1. The allegation of meter bypass against Mr. Emmanuel Eze is upheld, based on the video evidence presented by Mainpower during the hearing session.
2. The Complainant is liable to the applicable regulatory consequences arising from the established meter bypass as prescribed in schedule 2 of the CSS&P Regulation 2024.
3. Mainpower Electricity Distribution Limited is directed at charging the Complainant for Loss of Revenue (LOR) strictly in accordance with Schedule 2 of the Commission's CSS&P Regulation 2024.

4. Mainpower shall ensure that the LOR assessment is properly computed and supported by the relevant records and evidence.
5. The parties are hereby advised to comply with this decision of the Commission.



Given under the hand and seal of the CCRD Office

Dated: 17th August 2026

