



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:

A00380

IN THE MATTER OF:

**COMPLAINT ON ILEGAL DISCONNECTION OF LIGHT, FALSE ACCUSATION,
FRAMING, BLACKMAIL, EXTORTION AND INTIMIDATION BY FIELD STAFF OF
EEDC**

IN THE PRESENCE OF:

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

BETWEEN:

HON DCN ANIOKE MC BAR. ANTHONY NWAFOR	COMPLAINANT
Mainpower Electricity Distribution Limited	RESPONDENT

APPEARANCES:

COMPLAINANT	RESPONDENT (MainPower)
HON DCN ANIOKE MC BAR. ANTHONY NWAFOR	Nnenna Obi- Ubaka Okochi Gloria Kingsley Mba Amalu Emmanuel

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 Deacon Aneke Mavis, through his solicitors, Toniben Associates, he complained against Mainpower Electricity Distribution Company Ltd over the disconnection of electricity supply to his premises at No. 2B Mavis Avenue, Cooperative Layout, Abakpa, Enugu, on the allegation of meter bypass.

The Complainant denied bypassing the meter and stated that, despite several engagements with Mainpower, he was unable to resolve the allegation. Following the complaint, the Commission requested Mainpower to provide the video evidence upon which the allegation was based, they did not immediately provide the evidence and subsequently indicated the need to obtain further evidence from an inspection of the premises.

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. Grant such other reliefs as the Commission may deem appropriate.

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.

FINDINGS BASED ON CCRD 'S INVESTIGATION

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

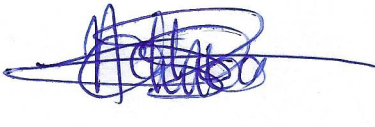
1. The Complainant was disconnected from electricity supply by MainPower following an allegation of meter bypass.
2. The Complainant denied carrying out any meter bypass and maintained his position throughout the proceedings.
3. During the hearing session, MainPower presented video evidence showing a bypass arrangement on the customer's metering installation.
4. Mainpower's evidence of meter bypass allegation presented before the Commission did not sufficiently substantiate their allegations levied on the customer.
5. The first video evidence presented by Mainpower did not establish the alleged bypass, while the second video was equally inconclusive. Consequently, the CCRD is unable to make a definitive finding that the Complainant bypassed the meter.

CCRD'S DECISION:

The CCRD from their findings decided that:

1. Mainpower should immediately reconnect the Complainant's premises to electricity supply.
2. Mainpower shall as proposed conduct a forensic investigation of the Complainant's consumption pattern and historical electricity usage to determine whether the alleged bypass can be established.

3. The outcome of the forensic investigation shall be communicated to the Commission and the Complainant.
4. Where the investigation establishes, on credible and verifiable evidence, that the Complainant committed meter bypass, Mainpower may proceed with the assessment of the applicable penalty or charge in accordance with the relevant regulatory provisions.
5. Where the investigation fails to establish the alleged bypass, the allegation shall be deemed unsubstantiated and any liability arising therefrom shall be withdrawn.

Given under the hand and seal of the CCRD Office

Dated: AUGUST 24, 2026

