



**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 12<sup>TH</sup> AUGUST 2026.**

**COMPLAINT NO:**

**A00359**

**IN THE MATTER OF:**

**PETITION FOR INTERVENTION IN A DISPUTE BETWEEN THE OCCUPANBTS OF  
NO.9 STEPHEN OBI-OKWUBANEGO STREET, OFF KEN NNAMDI DRIVE,  
CORRIDOR LAYOUT, ENUGU AND MAINPOWER ELECTRICITY DISTRIBUTION  
LIMITED.**

**IN THE PRESENCE OF:**

|                      |                       |
|----------------------|-----------------------|
| Engr. Chukwuka Adibe | CCRD Presiding Member |
| Engr. Ejike Ugwu     | CCRD Member           |
| Malachy Ugwuanyi Esq |                       |

**BETWEEN:**

|                                            |             |
|--------------------------------------------|-------------|
| ESV Shedrack Onwuegbuzina                  | COMPLAINANT |
| MainPower Electricity Distribution Limited | RESPONDENT  |

#### **APPEARANCES:**

| COMPLAINANT                                                                  | RESPONDENT (MainPower)                                                            |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| ESV Shedrack Onwuegbuzina<br>Chikani Nnamdi Esq<br>ESV Nnamani Uchechuwu. R. | Nnenna Obi- Ubaka<br>Nathaniel Folorunsho<br>Offor Chinaza<br>Ukwueze Chukwudi. H |

#### **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 Chikani Nnamdi Esq, through his Estate Caretaker, ESV Shedrack Onwuegbuzina, he complained against Mainpower Electricity Distribution Company Ltd over the disconnection of electricity supply to his premises at No. 9 Stephen Obi-Okwubanego Street, off Ken Nnamdi Drive, Corridor Layout, Enugu, on the allegation of meter tampering.

The Complainant denied tampering the meter and stated that Mainpower officials always visit the premises for inspections, meter readings, accessing the internal security seals and other official activities over the years, without raising any concern regarding meter tampering.

**COMPLAINANT'S SUBMISSIONS:**

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

The electricity supply to the premises was disconnected on the 23<sup>rd</sup> of April 2026 following an allegation that the meter serving the property had been tampered with since 2019 which is false, thereafter a bill exceeding one million Naira was imposed on the property.

**PRAYERS:**

1. Revisit the circumstances surrounding the disconnection from electricity supply.
2. The Commission should give a fair Judgement.

**RESPONDENT SUBMISSION:**

The Respondent, MainPower Electricity Distribution Limited maintained the allegation of meter tampering against the Complainant.

A detailed inspection confirmed that his meter was tampered with, as the internal security seals were broken and removed. During testing, the clamp meter recorded a load of 3.12A and the available meter unit was 24.67 kWh and failed to deplete after 35minutes. This confirms the meter was not accurately registering energy usage.

**FINDINGS BASED ON CCRD'S INVESTIGATION**

Upon a review of the documents submitted by the parties, the evidence presented during the hearing, and the submissions of both the Complainant and

MainPower Electricity Distribution Company, the Customer Complaints Resolution Desk (CCRD) made the following findings:

1. **Disconnection of Electricity Supply**

The Complainant's electricity supply was disconnected by MainPower on **23 April 2026** following an allegation of meter tampering.

2. **Complainant's Position**

The Complainant denied any involvement in the alleged tampering of the meter and maintained this position throughout the complaint resolution proceedings and hearing.

3. **Evidence of Meter Performance**

During the hearing, MainPower presented video evidence showing that the meter recorded a current load of approximately **3.12A for a period of 35 minutes**. Despite the recorded load, the meter reading remained at **24.67 kWh**, and the available credit units did not deplete during the period observed. It was also observed that the meter seals had been broken.

4. **Findings from Physical Examination of the Meter**

Following the presentation of the evidence, MainPower and the Complainant jointly proceeded to open and physically examine the meter. During the examination, modifications to the internal components of the meter were observed. Specifically, it was established that a **resistor within the meter panel had been replaced**, and the **follow-current relay had also been replaced**.

5. **Condition of Meter and Internal Components**

The physical examination therefore confirmed that the meter had undergone alterations to some of its internal components. The condition observed was consistent with the presence of components that were not in their original configuration. However, the physical findings, in themselves, do not establish the identity of the person responsible for the alterations.

6. **Assessment of the Evidence**

Based on the video evidence presented by MainPower and the subsequent physical examination of the meter, the CCRD finds that there were significant irregularities associated with the operation and internal configuration of the meter. The evidence indicates that the meter was recording electrical load without a corresponding depletion of credit units, while its internal components had also been altered.

## CCRD'S DECISION

1. Based on the totality of the evidence before the CCRD, the allegation of meter tampering against the Complainant is hereby substantiated. The Complainant is therefore held liable for the unauthorized interference with the electricity meter serving the premises.

MainPower shall assess and impose the applicable charge on the Complainant in accordance with the Customer Service Standards and Protection Regulation, specifically Schedule 2(4) – Unauthorized Access (Meter Tampering and Illegal Connections). b) Three Phase Connection: Two hundred thousand Naira or two times the average monthly bill, whichever is higher. 5) Meter Tampering and illegal Connection shall, in addition, attract loss of Revenue Charge of not more than three months from the date the incident occurred.

2. MainPower shall communicate the implementation of this decision to the Commission and provide the CCRD with evidence of compliance, including the outcome of the penalty assessment and the status of reconnection.

The image shows a handwritten signature in blue ink above an official stamp. The stamp is circular with a double border. The outer border contains the text 'KENYA STATE ELECTRICITY REGULATORY COMMISSION' in a circular arrangement. The inner part of the stamp contains the text 'CCRD DECISION' and 'DATE' followed by a line for the date. The stamp is partially obscured by the signature and the text below it.

Given under the hand and seal of the CCRD Office

Dated: September 10, 2026