



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 April 2026.

COMPLAINT NO:

A00264

IN THE MATTER OF:

PETITION AGAINST THE UNDUE DISCONNECTION OF OUR CLIENT LIGHT BY OFFICERS OF MPEDL COMPANY WITHOUT NOTICE DEMAND FOR ITS IMMEDIATE RECONNECTION.

IN THE PRESENCE OF:

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

BETWEEN:

Chief Alex Amujiogu & Co	COMPLAINANT
MainPower Electricity Distribution limited	RESPONDENT

APPEARANCES:

COMPLAINANT	RESPONDENT (Mainpower)
Alex Amujiogu (Ejike & Isioma Okpalaeké)	Nnenna Obi- Ubaka Ukam Gloria Ernest Ozoemena

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:

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The Commission received a petition From Amujiogu legal counsel to Mr & Mrs Ejike and Isioma Okpalaeké, over the disconnection of a customer by Mainpower Electricity Distribution Company on allegations of meter tampering

The customer disputed the allegation of meter tampering maintaining that the disconnection was unjustified. According to the customer, no prior notice of inspection, visitation, or disconnection was issued before the disconnection took place. The customer further stated that several petitions were made to Mainpower regarding the questionable disconnection without any response.

Following the customer's petition, the Commission requested Mainpower to forward evidence supporting the allegation of meter tampering, including video evidence of the inspection and findings.

Upon initial review of the submitted evidence, the Commission directed Mainpower to carry out a further and more detailed investigation supported by a comprehensive video clearly showing:

1. A tampered seal.
2. Direct customer connection to power supply tampering the meter.
3. Evidence of soldering iron or hot material use.
4. Clamped incoming wire from the pole.
5. Clamped outgoing wire.
6. Meter CIU correlation.

COMPLAINANT'S SUBMISSIONS:

The Complainant submitted that:

1. That no notice of disconnection was issued after the disconnection
2. That the disconnection was carried out without just cause
3. That several petitions were made to Mainpower regarding the issue without any response

4. That Mainpower only began attempting to justify the disconnection after the customer petitioned the Commission.

5. That the allegation of meter tampering was unfounded and should be set aside.

PRAYERS:

1. He is requesting the Commission to cancel the meter tampering allegations against him.
2. And Request Mainpower to reconnect him to Power supply.

RESPONDENT SUBMISSION:

Mainpower submitted that after the initial discovery of meter tampering by the customer, they carried out a second review in line with the Commission's directive.

For investigation purposes, the customer was reconnected through the meter. Clamp readings showed 1.4 amperes, while meter query showed 82.6 amperes, revealing a significant discrepancy.

Further checks showed that opening the tamper cover did not trigger tamper mode. Physical signs of tampering were also observed behind the meter, suggesting the use of hot material or soldering to gain access.

The meter also failed to record consumption during the test period and displayed false readings inconsistent with the actual load. Mainpower therefore concluded that the meter had been tampered with and was no longer fit for billing.

FINDINGS BASED ON CCRD 'S INVESTIGATION

Upon reviewing all documents, videos and hearing submissions by the Customer Complaints Resolution Department (CCRD) the following findings were established:

1. There were significant discrepancies between clamp readings and meter query.
2. The meter failed to trigger tamper mode.
3. Physical evidence of tampering was observed.
4. The meter displayed false current readings and failed to record consumption.

5. The retrieved meter, upon reinstallation and further testing, confirmed evidence of interference and unlawful bypass.

These findings confirmed meter tampering by the customer.

CCRD'S DECISION:

The allegation of meter tampering was upheld, and the customer was found liable for meter tampering.

The customer should be fined in accordance with the applicable fees as outlined in Schedule 2 (2,4 & 5) of the Customer Service Standards & Protection Regulation, 2024.

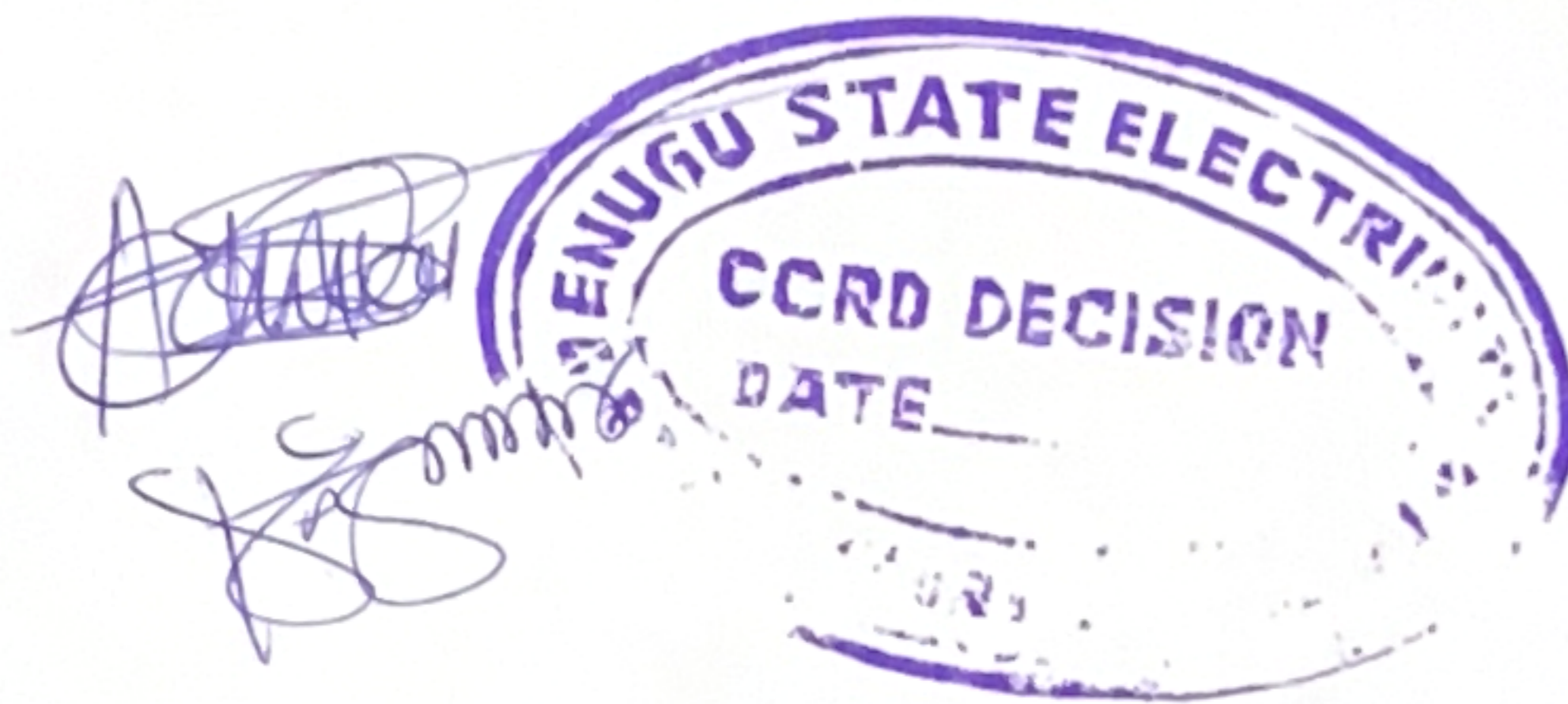
SPECIFIC REGULATORY INSTRUMENTS RELIED UPON:

Schedule 2 (2,4 & 5) of the Customer Service Standards & Protection Regulation.

2. *Reconnection Charge: Five Thousand Naira (N5,000:00)*

4, *Un authorized access*

5. *Meter Tampering and illegal Connections shall, in addition, attract Loss of Revenue Charge of not more than three months from the date the incident occurred.*



Given under the hand and seal of the CCRD Office

Dated 23rd April 2026