



MainPower Electricity Distribution limited	RESPONDENT
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**APPEARANCES:**

COMPLAINANT	RESPONDENT (Mainpower)
Enechi Kennedy Uzoigwe Anthonia Chinonso Igwenagu	Nnenna Obi- Ubaka Ijeoma Ogudebe Ebere Ngwu Peter Didigu Chinenye Ogbu

**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 customers residing at No. 46 Onukwube Street, Maryland, Enugu South, concerning irregular billing, wrongful disconnection, and excessive reconnection charges by MainPower Electricity Distribution Limited.

The customer stated that there are four meters in the compound, three of which had previously been suspended. A newly posted marketer visited the premises, observed that there was electricity supply in areas linked to the suspended meters, and reactivated the suspended accounts despite explanations from the tenants that bulbs were connected from active supply points due to the large number of occupants in the compound.

Following this, additional bills were issued for February, as result of which the customers couldn't pay for supply, the premises was disconnected, and the customer was allegedly asked to pay ₦50,000.00 as reconnection fee instead of the approved ₦5,000.00 charge.

The customer further complained that the February bill was unusually high and that three additional bills were issued without prior notice.

**COMPLAINANT'S SUBMISSIONS:**

The Complainant submitted that:

1. Three meters within the compound had been suspended prior to the incident.
2. The newly posted marketer wrongfully assumed unauthorized usage because electricity bulbs were connected within the compound.
3. The suspended accounts were reactivated without proper investigation.
4. Additional bills were subsequently issued for the month of February.
5. The electricity bill issued was excessively high compared to previous consumption patterns.
6. Three extra bills were issued without prior notice to the residents.

7. Electricity supply to the premises was disconnected when the residents could not immediately settle the bills.
8. The marketer demanded the sum of ₦50,000.00 as reconnection fees instead of the approved ₦5,000.00 charge.
9. The customer requested a review of the billing, metering arrangement, and reconnection charges.

**PRAYERS:**

The complainant prayed to the Commission to:

1. Review of the actions of MainPower regarding the reactivation of the suspended accounts.
2. Direct MainPower to review and correct the February bill.
3. Review the ₦50,000.00 reconnection fee demanded by the marketer.
4. Ensure proper assessment of the metering arrangement within the premises.

**RESPONDENT SUBMISSION:**

MainPower Electricity Distribution Limited stated that the additional billing arose following observations made by its field marketer during a visit to the premises. According to the respondent, electricity supply was observed in areas linked to suspended accounts, which raised concerns regarding possible unauthorized usage or irregular connection practices within the compound.

The respondent maintained that the suspended accounts were reactivated based on the observations made during the inspection and that the subsequent billing reflected energy believed to have been consumed within the premises.

**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. Three accounts in the premises had previously been suspended based on customer inability to pay for power supply.
2. There was insufficient evidence of deliberate energy theft by the customer.

3. The suspended accounts were reactivated without proper technical investigation.
4. The ₦50,000.00 reconnection is inconsistent with approved regulatory charges.

**CCRD'S DECISION:**

The CCRD from their findings decided that:

1. MainPower shall meter all accounts within the compound as a matter of priority.
2. Pending the installation of the meters, the customers shall only be billed for two billing cycles to compensate for usage before meter installation.
3. The installation of all meters shall be completed on or before the end of June 2026.
4. The sum of ₦50,000.00 collected by or paid into Mrs Ebere Heneritta account should be credited into the customer's account to reduce the customer's outstanding indebtedness to MainPower.
5. MainPower shall also review the February bill and make necessary adjustments where overbilling is established.



Given under the hand and seal of the CCRD Office

Dated 21<sup>st</sup> May 2026

