

NIGERIAN ELECTRICITY REGULATORY COMMISSION

BEFORE THE NIGERIAN ELECTRICITY REGULATORY COMMISSION

**ORDER TO DISTRIBUTION COMPANIES TO HOLD SENSITIZATION WORKSHOP ON
CUSTOMER SERVICE MILESTONES**

The Nigerian Electricity Regulatory Commission (NERC) in carrying out its objectives in accordance with the Section 32 (1) of the Electric Power Sector Reform (EPSR) Act, 2005 is specifically mandated under Section 32 (1) (b) & (d) respectively, to maximize access to electricity services, by promoting and facilitating consumer connections to distribution systems in both rural and urban areas as well as to ensure that the prices charged by licensees are fair to consumers, sufficient to allow the licensees to finance their activities and allow for reasonable earnings for efficient operation.

Section 96 of the EPSR Act further empowers the Commission to make regulations prescribing all matters which by the Act are required or permitted to be prescribed or which, in the opinion of the Commission, are necessary or convenient to be prescribed for carrying out or giving effect to the Act.

Pursuant to the above provisions and in response to the significant number of customer complaints received regarding issues related to Estimated Billing, Metering and Connection Charge, the Commission, in accordance with Section 41 of the EPSR Act, 2005, during its 8th Emergency Meeting, which held on October 29, 2012 considered and agreed that each

Distribution Company shall organize and convene a Sensitization Workshop on Customer Service Milestones.

THEREFORE, THE COMMISSION HEREBY ORDERS AS FOLLOWS:


1. A Sensitization Workshop shall be organized and convened by each Distribution Company for its Business Managers and Customer Service Officers on a date to be proposed by the Distribution Company before the end of November, 2012 on:
 - Billing Estimation Methodology;
 - Sensitization on Metering Plans and targets on closing the present Metering Gaps within 18 months from the date of commencement of MYTO II, i.e. June 1, 2012;
 - Regulation on Connection Charge.

2. Notice of the date fixed for the Workshop, an invitation to attend and any documentation required for the Workshop shall be sent to the Commission within seven (7) working days of receipt of this Order.

BY ORDER OF THE COMMISSION

Signed this ²⁹~~30~~ day of October 2012


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Dr. Sam. Amadi
Chairman


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Dr. Abba Ibrahim
Commissioner, Government and
Consumer Affairs