

Stakeholders

Highlights from the survey

- ▶ Engaging with key stakeholders is increasingly important, especially in matters of financial viability for utilities and affordability for customers.
- ▶ Balancing stakeholder expectations with the obligation of ensuring reliable and secure energy supply is a priority for utilities.
- ▶ Good communication with stakeholders is at the heart of public acceptance and awareness.

Electricity utilities need to show the important role they are playing in society. In other words, they need to show how they are positively contributing to society. They must show awareness about their stakeholders' needs and deliver on these requirements or provide explanations to stakeholders as to why their expectations cannot be met.

The primary responsibility for utilities is to ensure reliable and secure electricity supply. This requires a long-term view and a strategy for activities, investments and technological developments. To be successful, utilities have to establish a dialogue with all stakeholders and develop a shared purpose with society that brings about buy-in, trust and, as much as possible, common action to address challenges that are facing communities and utilities themselves.



Dr Sam Amadi
Chairman and
Chief Executive Officer
Nigerian Electricity
Regulatory
Commission, Nigeria

“Sustaining an efficient and competitive electricity market in Nigeria from the ruins of a public monopoly that could only generate a mere 4500MW at best times is an exciting challenge. If we succeed in this challenge, we will be unleashing the creative potential of more than 170 million people and realising the hope of becoming an economic power that can end extreme poverty in Africa’s largest population and economy. For me, succeeding means: (1) increasing capacity in a sustainable manner; (2) enhancing clarity and efficiency of market structure; and (3) expanding access to millions of the unserved population.”

My conviction that a sufficient but sustainable electricity supply is both possible and essential in the world and Nigeria in particular, has been strengthened since my induction as a GEI (Industry Leaders’ Advisory Board) member and my subsequent interaction and identification with the WEC thematic objectives.

By devising and deploying contextualised and pragmatic smart regulations, Nigerian Electricity Regulatory Commission (NERC) under my stewardship, has been able to create a market structure that is efficient and investor-friendly. My strategic vision is premised on the fact that, through making the Nigerian electricity industry a most attractive global investment spot, we will be able to have the luxury of choices. It is through the availability of options that can enable us to wean the industry off fossil and other unsustainable, environmentally-unfriendly energy sources. This statement attests to my unflinching support to the GEI/WEC objectives and my determination to inculcate sustainability and diversity in the new Nigerian electricity sector which we regulate.”