



REPORTING OF SAFETY ISSUES AND/OR SUCH ISSUES THAT COULD LEAD TO POWER INTERRUPTIONS ON DISTRIBUTION NETWORK

The Nigerian Electricity Regulatory Commission (NERC) in carrying out its objectives in accordance with Section 32(1) of the Electric Power Sector Reform (EPSR) Act, 2005 is specifically mandated under Section 32(1)(b) & (e) 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 the safety, security, reliability and quality of service in the production and delivery of electricity to consumers.

Section 81(b) of the EPSR Act further empowers the Commission to develop in consultation with licensees and other interested parties, such technical codes and manuals as may be required for the safe, reliable, and efficient operation of the distribution system.

Pursuant to the above provisions and in response to the significant number of customer complaints received regarding issues related to safe delivery of electricity supply to customers, especially to clusters, the Commission considered it necessary to create a platform for monitoring and ensuring the quick resolution of such complaints through enforcement of extant Regulations as mandated.

Consequently, the Commission wishes to give the following guidance to Communities with issues of safety that may hinder the smooth delivery of electricity supply.

1. Communities that experience power supply challenges on safety grounds (*e.g. Sagged Conductors, Tilted Poles, Unfenced Substations/Exposed Feeder Pillars, wrongful use of Solid Link fuses, Vegetation on Lines & Substation, Partial Contact/Arcing on Joints, Cobwebs, etc.*), except if informed by the Disco, should immediately contact the Distribution Company through the following Safety Officers of various Discos (as applicable) for resolution. This should be followed by writing the Customer Complaint Unit (CCU) and acknowledged by the Distribution Company.

COMPANY	NUMBER
Abuja Disco	08033585934
Benin Disco	08037440921
	08074614100

Eko Disco	09085672343
Enugu Disco	08159824301
Ibadan Disco	07032064435
Ikeja Disco	08099445063
Jos Disco	08036065651
Kaduna Disco	08036485610
Kano Disco	08093468431
Port Harcourt Disco	08035447018
Yola Disco	08037502204

2. If the Disco delays/fails to clear the fault, the affected communities shall reach out to the **nearest NERC Forum Office** to escalate their concerns. There are presently thirty (30) Forum Offices located basically in State Capitals as shown below.

NERC Forum Offices:

ABAKALIKI Forum Office No. 3 Ezekuna Crescent, Off Nsugbe Street, Abakaliki, Ebonyi State. Telephone No: 09037808590 Email : abakalikiforum@nerc.gov.ng	ABUJA Forum Office No.14, Road 131, Gwarinpa, Abuja Telephone No: 08146862225 Email: abujaforum@nerc.gov.ng	ASABA Forum Office Dennis Osadebe Way (Opp. NNPC Filling Station, Asaba Delta State. Telephone No: 09062277247 Email: asabaforum@nerc.gov.ng	AWKA Forum Office Plot 80, Aroma Junction Layout, Awka - Onitsha Express, Opposite CBN, Awka, Anambra State. Telephone: 09037808594 Email: awkaforum@nerc.gov.ng
BAUCHI Forum Office No. 41 Old Jos Road, GRA, Bauchi Telephone No: 09062924607 Email: bauchiforum@nerc.gov.ng	BENIN Forum Office No. 34, Akpakpava Street, Benin City Telephone No: 09037808592 Email: beninforum@nerc.gov.ng	BIRNIN-KEBBI Forum office No 8 Ahmadu Bello Way (Opp. Kebbi State Government House), B/Kebbi Phone: 09062863161 Email: birinikebbiforum@nerc.gov.ng	CALABAR forum Office Plot 109, MCC Road by Ibok Street, Calabar - Cross River State Phone: 09062863159 Email: calabarforum@nerc.gov.ng
EKO Forum Office Email address: Eko No 61 Odunlami Street, Off Marina, Lagos Island. Telephone No: 08106807261 Email: ekoforum@nerc.gov.ng	ENUGU Forum Office John Anichukwu Close Plot 7 Mkpokiti Pocket Layout Ogui New Layout, Enugu. Telephone No: 08146862230 Email: enuguforum@nerc.gov.ng	GOMBE Forum Office Government Layout GDP/2, Along Ministry of Education Road, Gombe, Gombe State. Telephone: 08140440079 Email: gombeforum@nerc.gov.ng	GUSAU Forum Office No 2 Canteen Daji, J.B. Yakubu Road, Gusau, Zamfara State. Phone: 0906283163 Email: gusauforum@nerc.gov.ng
IBADAN Forum Office Jibowu Street, Opposite Magara Police Station, Iyaganku G.R.A. Ibadan, Oyo State. Telephone No: 08146862252 Email address: ibadanforum@nerc.gov.ng	IKEJA Forum Office Novel House, Plot 3, Block J, Otunbajobifele Way, Alausa CDA, Ikeja Telephone No: 08106807298 Email: ikejaforum@nerc.gov.ng	ILORIN Forum Office No. 30 Stadium Road, Off Taiwo Road, Ilorin, Kwara State. Telephone No: 09062924603 Email: ilorinforum@nerc.gov.ng	JIGAWA Forum Office Dutse GRA, Dutse, Jigawa State Telephone: 07031704827 Email: jigawaforum@nerc.gov.ng
JOS Forum Office No. 5a Rayfield Road, Jos. Plateau State Telephone No: 09037808597 Email address: josforum@nerc.gov.ng	KADUNA Forum Office Wema Bank Building No. 13. Bida Road by High Court, Kaduna. Telephone No: 08106807299 Email: kadunaforum@nerc.gov.ng	KANO Forum Office No.2, Miller Road, Bompai, Nassarawa G.R.A, Kano, Kano State. Telephone No: 08146862222 Email: kanoforum@nerc.gov.ng	KATSINA Forum Office No. 7 Abuja Crescent, Off Hassan Usman Katsina Road. Telephone: 07031704821 Email: katsinaforum@nerc.gov.ng
LAFIA Forum Office Nacwyka Street, Opposite Zenith International School, Off Shendam Road, Lafia, Nasarawa State. Telephone No: 09062924601 Email: lafiaforum@nerc.gov.ng	LOKOJA Forum Office Hassan Katsina Road, Opposite State Civil Service Commission, Zone 8, Police Headquarters, Lokoja, Kogi State. Telephone No: 09062924599 Email: lokojaforum@nerc.gov.ng	MAKURDI Forum Office Hepzibah Plaza, Atom Kpera Road, Opposite Makurdi International School, Makurdi, Benue State Telephone No: 09062277249 Email: makurdiforum@nerc.gov.ng	OSOGBO Forum Office No. 51 IsiakaAdeleke Way, AlongOkefia-Alekuwuodo Road, Osogbo, Osun State. Telephone: 09062924605 Email: osogboforum@nerc.gov.ng
OWERRI Forum Office Prof. C. B. Anyanwu Avenue, Opp. Chike Udenwa Estate, New Owerri, Imo State. Telephone No: 09062277245 Email: owerriforum@nerc.gov.ng	PORT HARCOURT ForumOffice No. 15 Okuru Road, Off Ordinance Road, Port Harcourt, Rivers State. Telephone No: 08106807289 Email: phforum@nerc.gov.ng	SOKOTO Forum office No. 9 Garba Duba Road, Sokoto. Phone: 09062863157 Email: sokotoforum@nerc.gov.ng	UMUAHIA forum Office No 80 Aba Road, Umuahia, Abia State Telephone No: 09062277251 Email: umuahiaforum@nerc.gov.ng
UYO Forum Office No. 63 Osongama Road Off Oron Road, Uyo, Akwalbom State Phone: 09062863165 Email: uyoforum@nerc.gov.ng	YOLA Forum Office No. 5 Nguroje Street, Karewa Extension, Jimeta/Yola, Adamawa State. Telephone No: 09037808535 Email: volaforum@nerc.gov.ng		

Subsequently, calls can be made to any of the following numbers to further escalate the complaint(s).

A		B	
S/N	PHONE CONTACTS	S/N	PHONE CONTACTS
1	09062924669	1	09062924662
2	09062924670	2	09062924663
3	09062924671	3	09062924664
4	09062924672	4	09090022887
5	09062924673	5	09062924666
6	08106807161	6	09062924667
7	09062924675	7	07064019522
8	09062924676		

Signed: **MANAGEMENT**