

METER ASSET PROVIDER - FREQUENTLY ASKED QUESTIONS (FAQS)

This factsheet answers some of the most commonly asked questions about the Meter Asset Provider (MAP) Framework.

Note that while this document will provide greater clarity on the MAP implementation, it is not a conclusive technical or legal guide.

1. What does MAP mean?

MAP, an acronym for Meter Asset Provider, means a legal person granted a permit by the Commission to provide metering services.

2. What is the MAP Regulation and why is it necessary?

The MAP Regulations provide for the licensing of Meter Asset Providers (MAPs) by the Commission to competitively provide metering services that includes the financing, procurement, installation, maintenance and replacement of electronic meters for end-users of electricity.

3. When did the MAP regime become effective?

The MAP Regulations came into effect on March 8, 2018 but its implementation and meter roll-out commenced on May 1, 2019.

4. What does MAP mean for customers who have meters already prior to MAP?

They will continue to use their meters until the end of its lifespan or certified faulty by Nigerian Electricity Management Services Agency (NEMSA).

5. How do I qualify for a meter under the MAP metering scheme?

Every customer of a DisCo who does not have a meter installed, is qualified under the MAP metering scheme.

6. What is the cost of a meter under the MAP framework?

The final cost of a meter depends on the meter-type and distribution company where it is to be installed subject to a maximum charge of ₦36,991.50 for a single-phase meter and ₦67,055.85 for a three-phase meter exclusive of VAT. These prices were arrived at following a competitive procurement conducted by Discos and supervised by the Commission using independent Tender Auditors. The cost of the meter is inclusive of supply, installation, maintenance and replacement costs of the meter over a 10-year period.

7. How can I pay for a meter?

There are two options for payment under the MAP scheme:

- i. Amortization, i.e. a long term financing option up to a maximum of ten (10) years where meters will be installed.
- ii. Upfront payment by customers, i.e. an option where a customer pays the full price of the meter immediately and gets a meter installed in his/her premises within ten (10) working days.

8. Do I need to pay for the cost of installation of my meter?

The meter cost is inclusive of supply, installation, maintenance, replacement (where it is not as a result of willful damage by customer) and VAT over its technical life. No additional payment is expected for installation.

9. Why should I pay for a meter under the MAP Framework if Meters were installed free of charge by the DisCo prior to the coming into effect of the MAP Regulations?

Customers have always paid a meter fee which was inbuilt in the tariff.

10. What safeguards are in place to protect the customer if an installed meter develops a fault?

The MAP shall repair or replace faulty meters within two (2) working days of being notified of the fault at no additional cost to the customer. Where a MAP fails to repair or replace a

meter within two (2) working days of a report by the customer or Distribution Licensee, the customer shall not be liable for the payment of the metering service charge for the billing period unless such delays were as a result of inaccessibility to the customer's premises.

11. What happens where it is established that a meter is willfully damaged by a customer?

Where it is established that the damage was as a result of the willful action of the customer, the MAP shall replace the meter based on an upfront payment by the customer or other mutually agreed terms of payment. Where a dispute arises on the responsibility for the damage of a meter, the customer has the right to fair resolution in line with the Metering Code and other applicable Regulations and the MAP shall provide a meter pending the resolution of the dispute.

12. How will my consumption be measured if I do not receive a replacement meter for my faulty meter within a billing period?

Where the MAP is unable to provide a replacement meter within a billing period, an average of the last three (3) months billing/vending shall be applied for the purpose of determining customer's energy consumption.

13. If I relocate within the same franchise area, and my new home does not have a meter, who will provide the meter?

All meters under the MAP framework are provided by the MAP on behalf of the Distribution Company operating in the franchise area, in accordance with the Meter Service Agreement contracted by both parties as contained in the MAP Regulations.

14. Can I transfer my meter in the event of relocation?

No, meters cannot be transferred by a customer once installed in a premises. Meters becomes part of the property. It is always advisable for landlords to procure the meters for their properties.

Where a tenant with the agreement of the landlord procures a meter for a property, he/she should agree with the landlord on the mode of compensation since he cannot move the meter.

15. Are there additional payments to be made by the customer to either the MAP, DisCo or their agents (installers) after payment for the approved cost of meter?

No. After the payment of the full cost of the meter under the up-front payment option or the monthly MSC under the MAP financed option, no additional payment should be made in respect of meters or meter installment.

16. Who is responsible for the safety of the meter installed in my premises? Am I obligated to allow staff or agents of the DisCo and MAP access to my premises for monitoring, meter reading and any other related duties?

The customer is responsible for the safety of the meter and shall not tamper with or remove it, nor permit access to the meter by anyone other than duly authorized staff or agents of the MAP or Distribution Licensee.

The customer shall provide access to their premises for the provision of meters in line with the installation requirements of the Distribution Licensee. A customer shall be denied service by a Distribution Licensee on account of refusal to allow for the installation of a meter by a MAP.

17. If a customer pays for a meter upfront, does the requirement for the payment of a monthly Meter Service Charge still apply?

No. Where full payment is made upfront for a meter, the payment of a monthly meter charge does not apply.

18. What are the components of the Metering Service Charge?

The Metering Service Charge covers for the financing, procurement, installation, maintenance and replacement of meters over the technical life of the asset. The Metering

Service Charge appears as a line item on the customer's monthly bill and is paid by the customer.

19. If I do not purchase electricity during a billing cycle, will I still be obligated to pay a Metering Service Charge for that cycle?

The payment of a monthly metering charge applies to all customers metered under the amortization option. Therefore, where a customer does not vend, i.e. purchase electricity in any given month during the tenure of the financing contract, the cumulative metering charge shall be deducted upon subsequent payment/purchase/vending of electricity.

20. Will my outstanding electricity debts be erased under the MAP scheme?

All proven outstanding debts shall be paid by the customer in full or in installments over a period of time as agreed by the DisCo and the Customer in writing.

Where an outstanding electricity debt as presented by the DisCo is disputed by a Customer, the customer has the right to a fair resolution of the disputed debt in line with applicable regulations and shall continue to pay for current energy use until the dispute is resolved.

21. Will I continue to pay my bills to the DisCo, having been metered by a MAP or is there now a different arrangement for electricity bill payment?

Electricity bills shall continue to be paid to the DisCo.

22. Who owns the meter under the MAP framework?

In all cases meters are owned by the Distribution Licensee. However, where the MAP finances the meter asset via the amortization option, it retains legal ownership of the installed meter until fully paid.