



NIGERIAN ELECTRICITY REGULATORY COMMISSION

INVITATION TO CONSULTATIONS ON THE REVIEW OF CUSTOMER CARE REGULATIONS & ENLIGHTENMENT ON THE NEW METERING REGULATIONS

The Nigerian Electricity Regulatory Commission has the mandate to protect stakeholders' interests in the Nigerian Electricity Supply Industry (NESI). To this end, the Commission approved some regulations to protect electricity customers' rights and specify their obligations. Some of these regulations are:

- A. Customer Complaints Handling Standard and Procedures Regulations, 2006.
- B. Meter Reading, Billing, Cash Collections and Credit Management for Electricity Supplies Regulations, 2007.
- C. Customer Service Standard of Performance for Distribution Companies, 2007.
- D. Connection and Disconnection Procedures for Electricity Services, 2007.
- E. Methodology for the Determination of Connection Charges for Electricity Supply Regulations 2012.

New development in the Nigeria Electricity Supply Industry (NESI) has necessitated a review of the above Regulations to reflect current realities.

Also, as part of its commitment to close the wide metering gap in NESI and working with other stakeholders, the Commission has announced a new Meter Asset Provider - National Mass Metering Programme Regulations.

As indicated below, a consultation will hold on the benefits of the metering regulations and review the customer protection regulations. Expected at these meetings are consumer advocacy groups, electricity customers' associations, small and medium enterprises, customer care regulatory officers of DisCos and the general public.

Equally, customers of Kano Electricity Distribution Company are invited to the complaints resolution meetings as follows:

Venue:	THE AFFICIENT CENTER 74 Sultan Road Nassarawa GRA Kano
Date:	STAKEHOLDERS ENGAGEMENT November 15 – 16, 2021
	CUSTOMER COMPLAINTS RESOLUTION November 15 – 17, 2021
Time:	10. 00am - 4.00pm daily

For online participation for the November 15 and 16 events, please register in advance for each day of this meeting using the link below:

<https://us06web.zoom.us/meeting/register/tZwrfuyrrTMvGNFwhHlr8eHMGSTiCam-9jsM>

After registration, you will receive a confirmation email containing information about joining the meeting.

Signed:
Management