



## NIGERIAN ELECTRICITY REGULATORY COMMISSION

Plot no. 1387, Cadastral Zone, A00, Central Business District, Abuja  
Website: [www.nerc.gov.ng](http://www.nerc.gov.ng) e-mail: [info@nerc.gov.ng](mailto:info@nerc.gov.ng)

### 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. To this end, the Commission approved some regulations to protect electricity customers' rights and specify their obligations. These regulations include:

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

Development in the Nigeria Electricity Supply Industry (NESI) has necessitated a review of these Regulations to reflect the current reality.

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 Regulation. A consultation will hold on the benefits of the new regulations as indicated below. Expected at these meetings are consumer advocacy groups, electricity customers' associations, customer care, and regulatory officers and stakeholders in NESI.

Venue :	<b>EKO</b>	<b>IKEJA</b>
	BWC Hotel Ltd, Plot 1228, Ahmadu Bello Way, opposite Eko Atlantic City Victoria Island, Lagos	The Summit 5 NERDC road, off Asabi Cole, beside new African Shrine, Alausa, Lagos
Date	23rd-24th Novemeber, 2021	25th -26th November, 2021
Time:	10:00 -4:.00pm daily	10-00 am- 4.00pm daily

**For online participation, please register in advance for this meeting: (23<sup>rd</sup> Nov,2021)**

[https://us06web.zoom.us/meeting/register/tZUqde2rqDIpHtXoxwUJ\\_DUoZKqDsWS43nQ7](https://us06web.zoom.us/meeting/register/tZUqde2rqDIpHtXoxwUJ_DUoZKqDsWS43nQ7);

**Link for 24<sup>th</sup> Nov,2021 below:**

[https://us06web.zoom.us/meeting/register/tZUqde2rqDIpHtXoxwUJ\\_DUoZKqDsWS43nQ7](https://us06web.zoom.us/meeting/register/tZUqde2rqDIpHtXoxwUJ_DUoZKqDsWS43nQ7)

**Link for 25<sup>th</sup> Nov, 2021 below:**

<https://us06web.zoom.us/meeting/register/tZAsc-igpzMrG9MHNliUDBSkTH8Oui7Fp0Pk>;

**Link for 26<sup>th</sup> Nov, 2021 below:**

<https://us06web.zoom.us/meeting/register/tZAsc-igpzMrG9MHNliUDBSkTH8Oui7Fp0Pk>

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

**Signed:  
Management**