



NIGERIAN ELECTRICITY REGULATORY COMMISSION

**CUSTOMER PROTECTION REGULATIONS
2023**

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REGULATION NO: NERC-R-001-2023

NIGERIAN ELECTRICITY REGULATORY COMMISSION

In exercise of the powers conferred on the Nigerian Electricity Regulatory Commission (the "Commission") by sections 80 and 96 of the Electric Power Sector Reform Act (the "Act") and other enabling powers, the Commission makes the following regulations –

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Chapter I General

1. (1.) These Regulations shall come into force on the date it is approved by a resolution of the Commission.

(2.) The Regulations shall be signed by the Chairman of the Commission who shall cause the seal of the Commission to be affixed thereon.
2. (1.) The objectives of the Regulations are to provide a regulatory framework pursuant to the Act for –
 - (a.) The consolidation of existing regulatory instruments of the Commission on the protection of customers in the Nigerian Electricity Supply Industry (“NESI”) into one regulatory instrument.
 - (b.) The reinforcement of frameworks for the protection of end-use customers in NESI.
 - (c.) The promotion of electricity access in NESI.
 - (d.) The alignment and updating of customer service standards in NESI to conform with international best practice.
 - (e.) The protection of the rights of end-use customers of distribution licensees by specifying the minimum standards of service delivery.
3. These Regulations shall apply to all licensees and holders of mini-grid permits that have been issued licences/permits to distribute/supply electricity to end-use customers; and end-use customers that have contracted for the receipt of electricity supply from distribution licensees.
4. (1.) The following regulatory instruments issued by the Commission are hereby abrogated –
 - (a.) Nigerian Electricity Regulatory Commission Customer Complaints Handling Standards and Procedures.
 - (b.) Nigerian Electricity Regulatory Commission Meter Reading, Billing, Cash Collections and Credit Management for Electricity Supply Regulations.
 - (c.) Nigerian Electricity Regulatory Commission Connection and Disconnection Procedures for Electricity Services.
 - (d.) Nigerian Electricity Regulatory Commission Customer Service Standards of Performance for Distribution Companies.
 - (e.) Nigerian Electricity Regulatory Commission Methodology for the Determination of Connection Charges for Electricity Supply Regulations.

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- (2.) The Commission may amend or abrogate, in whole or in part, the provisions of these Regulations.
5. Where any difficulty arises in giving effect to any of the provisions of these Regulations, the Commission may direct the Distribution Company to take any action, not being inconsistent with the Act, which appears necessary or expedient for the purpose of removing the said difficulty.
6. The Commission may issue orders or directions, subject to the provisions of the Act, on the implementation of these Regulations.
7. These Regulations may be cited as the Customer Protection Regulations 2023.
8. (1.) Unless otherwise specified in these Regulations –
- (a.) Words importing any one gender include the other gender and the singular includes the plural and vice versa.
 - (b.) Words or expressions used in these Regulations but not defined herein shall have the same meanings respectively assigned to them in the Act.
 - (c.) Any reference to a statute, statutory provision or regulatory instrument includes a reference to that provision as amended, re-enacted or replaced and any regulatory instruments under such provisions from time to time.
 - (d.) If the date on which an event is scheduled to occur in these Regulations is a day which is not a business day, then the event shall be deemed to occur on the next business day.

(2.) In these Regulations, unless the context otherwise requires –

“Act” means the Electric Power Sector Reform Act.

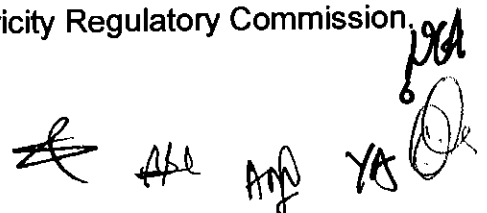
“Acceptable Identification” means any government issued means of identification or other means of identification acceptable to a Distribution Company.

“Appropriate Authority” means any person or official certified or approved by a Distribution Company to assess and approve premises for the purposes of the connection of electricity.

“Area of Supply” means the area within which a Distribution Company is authorized by its license to supply electricity;

“Bill” means the statement issued by a Distribution Company of the amount owed by a customer for electricity supplied by the Distribution Company and shall contain the details set forth in these Regulations.

“Commission” means the Nigerian Electricity Regulatory Commission.

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"Commercial Customer" means a customer other than one who uses the premises for residential purposes, including but not limited to a business, school, factory, government or other institutional purposes.

"Complainant" means a customer of a Distribution Company or any other person authorised by him in writing to file a complaint against a Distribution Company.

"Complaint" means a customer's statement of dissatisfaction with the services/actions of a Distribution Company.

"Complaints Officer" means the officer of the Customer Complaints Unit of the Distribution Company responsible for handling customer complaints in the Customer Complaints Unit.

"Credit Management" means the process of granting credit to customers, setting payment terms and conditions to enable customers pay their bills fully and timeously, recovering payments, and ensuring customer compliance with the DISCO's credit policy.

"Credit Management Policy" means a set of guidelines developed by the DISCO's regulating its credit management terms for customers.

"Customer" means any person registered by a Distribution Company for the contracted supply of electricity to the person's premises.

"Customer Complaints Unit" means the department of the Distribution Company that is dedicated to the receipt and resolution of complaints from customers.

"Customer Dispute" means a dispute that arises where the Distribution Company disagrees or contests the complaint lodged by a customer.

"Defect" means any fault, imperfection or shortcoming in quality, quantity, standard of service, equipment or material which is required to be maintained by or under any law or regulation for the time being in force or under any contract, express or implied, or as is claimed by the customer in relation to electricity service provided by the Distribution Company.

"Deficiency" means any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of service which is required to be maintained by or under any law or regulation for the time being in force or has been undertaken to be performed by a Distribution Company in relation to the supply of electricity to customers.

"Distribution Company" means a company licensed by the Commission to operate and maintain a distribution system for the supply of electricity to end-use customers.

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“Electricity Service” means the supply of electricity and all other incidental and ancillary services that are required to be performed by a Distribution Company for the supply of electricity to end-use customers.

“Forum” means the dispute resolution panel established by these Regulations for the resolution of disputes arising from these Regulations between Distribution Companies and their customers.

“Government” means the federal, state or local government of Nigeria or any agency of the federal, state or local government.

“Maximum Demand Customer” means grid connected customers that use their premises for purposes other than exclusively as a residence and such customers so defined as Maximum Demand Customers by according to industry usage by Distribution Companies.

“Member” means a member of the Forum and includes the Presiding Member of the Forum.

“Meter Reading” means the process of reviewing or interrogating an installed electricity meter to determine the electricity consumption by a customer, for billing or planning purposes.

“Minor fault” means any electrical fault that can be repaired, resolved or rectified within two hours of notification to the Distribution Company.

“Month” means a period of 30 calendar days.

“NEMSA” means Nigerian Electricity Management Services Agency established by the Nigerian Electricity Management Services Agency Act 2015.

“NESI” means the Nigerian Electricity Supply Industry.

“Presiding Member” means the member of the Forum that presides over meetings/hearings of the Forum.

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CHAPTER II
Procedures for the Connection and Disconnection of Electricity Services

9. (1.) An electricity connection to the premises of a customer shall be either by overhead or underground networks.
- (2.) The process of connection shall comprise of the connection of residences or premises to public supply (the service line) and the installation of a meter and associated accessories; provided that –
- (a.) All low voltage overhead connection to a public supply shall comprise of PVC coated aluminum wire, a miniature circuit breaker (“MCB”), cut out fuse and pin insulator; and
- (b.) Meter and meter accessories are as specified in the Metering Code.
10. (1.) Distribution Companies shall offer the following connection options to customers –
- (a.) Single phase overhead network.
- (b.) Three phase overhead network.
- (c.) Single phase underground network.
- (d.) Three phase underground network.
- (e.) Extra service (where the customer’s location is further than the nearest available supply).
- (f.) 11kV link-up high-tension supply.
- (g.) 33kV link-up high-tension supply.
- (2.) Approval shall be obtained from the Commission where a Distribution Company proposes other connection options apart from those listed in section 10(1) above.
- (3.) The Distribution Company shall seek approval from the Commission by filing an application with full details of the materials required under the tables specified in Schedule 1 of these Regulations.
11. (1.) The materials required to effect connections (excluding meters and accessories) from the nearest voltage network for each connection design stipulated under these Regulations shall be in accordance with Schedule 1 of these Regulations.
- (2.) The size and quality of the connection materials required to effect connection are dependent on the connection design and the distance of the customer’s premises to the nearest available electricity supply point.

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12. (1.) All connections shall be in compliance with the procedures stipulated in these Regulations.
- (2.) Customers requiring connection to their premises shall be responsible for the provision of connection materials in accordance with standards approved by the Distribution Company, while the Distribution Company shall be responsible for the connection from the available supply to the customer's metering point.
- (3.) The mains or installation inspector shall undertake a physical inspection of the customer's premises from the nearest supply point to the metering point to determine the quantity and length of materials required.
13. (1.) The Distribution Company shall within 48 hours of the provision of the requisite materials in the right quantity/quality by the customer, effect connection of supply to the customer's premises.
- (2.) The Distribution Company shall provide the meter and meter accessories upon connection with a view to ensuring proper accounting or billing of the customer's energy consumption.
14. (1.) Distribution Companies shall not charge any fees for the inspection, survey, testing and commissioning of electricity supply to the premises of Maximum Demand Customers. These costs shall be borne by the Distribution Company.
15. All Distribution Companies shall file the connection manuals with the Commission for approval. The connection manual shall stipulate the procedures for effecting the different connection designs specified in these Regulations and shall serve as a guide to installation inspectors in the execution of their duties.
16. (1.) A customer that requires to be connected to electricity supply at a premises that has existing supply shall –
 - (a.) File an application in his name in the format specified by the Distribution Company.
 - (b.) Accept the Distribution Company's terms and conditions for the supply of electricity.
 - (c.) Make arrangements for connection of the premises to electricity supply in compliance with these Regulations.
 - (d.) Provide the Distribution Company with acceptable identification and information necessary for the supply of electricity to the premises.
17. (1.) The Distribution Company shall –
 - (a.) Provide the customer with the written terms and conditions that shall govern the supply of electricity to the customer's premises.

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- (b.) Connect the customer for the supply of electricity at the address designated by the customer not later than 48 hours after the customer files an application for connection in accordance with these Regulations.
 - (c.) Ensure that all bills for electricity supplied to the premises are issued in the name of the customer.
- 18. (1.) A customer that requires to be connected to electricity supply at a premises where there is no existing connection to the distribution system shall —
 - (a.) File an application for electricity supply, in his name, in the format specified by the Distribution Company.
 - (b.) Provide a declaration of supply requirements completed by an appropriate authority in a format required by the Distribution Company.
 - (c.) Provide the Distribution Company with acceptable identification and information necessary for the supply of electricity to the address.
 - (d.) Make arrangements for connection of the premises to electricity supply in compliance with these Regulations.
- 19. (1.) The Distribution Company shall make an appointment with the customer to install a meter and connect electricity supply to the premises within the period stipulated in these Regulations where —
 - (a.) The customer's electrical installations comply with technical standards approved by the Commission.
 - (b.) The customer has accepted the written terms and conditions that shall govern the supply of electricity to the premises.
 - (c.) The customer has agreed for the issuance of electricity bills in his name.
 - (d.) The Distribution Company agrees to connect the customer's premises to its network and the customer has paid the approved connection fees.
- 20. (1.) A Distribution Company may disconnect supply to a customer's premises when the customer fails to pay the amount billed by the payment date stated on the bill or breaches other terms and conditions agreed with the Distribution Company.
- (2.) The following conditions must be fulfilled before Distribution Companies can exercise their rights to disconnect customers for failure to pay their bills by the specified payment date —

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- (a.) The payment date must be clearly stated on the bill.
 - (b.) The payment date must be at least 10 days from the date of the delivery of the bill to the customer. Bills may be delivered physically to the customer's premises or by some other electronic means, including text messages or electronic mail, as agreed with the customer.
 - (c.) The period between the payment date and date of scheduled disconnection for nonpayment is not less than 2 working days after the payment date.
 - (d.) The Distribution Company must verify from its records that payment has not been made by the customer.
- (3.) Any bill correcting a previous inaccurate bill shall have a payment date which is at least 10 working days from the date of delivery of the corrected bill to the customer.
21. (1.) Without prejudice to the provisions of section 20, a Distribution Company may disconnect a customer's electricity supply without notice on the following grounds –
- (a.) Where the customer is connected to the Distribution Company's network in an unauthorised manner.
 - (b.) Where the customer's connection is considered to be dangerous to the integrity of the network and/or affects the quality of supply to other customers.
 - (c.) Where the Distribution Company is not granted access to read a meter that is located within the customer's premises.
22. A Distribution Company may refuse a customer's request for supply of electricity where the customer refuses to provide an acceptable means of identification and/or refuses to pay the security deposit requested by the Distribution Company.
23. (1.) Whenever a customer requests a Distribution Company to disconnect electricity supply to his premises, the Distribution Company shall disconnect the supply after confirming that the customer's request will not impact on other customers in the premises that require continued supply.
- (2.) The Distribution Company shall ensure that it is able to monitor consumption to the premises of the customer, that has requested a disconnection that was not effected due to the impact on other customers in the premises, to assess the customer's consumption.

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- (3.) A Distribution Company shall not bill a customer for any period after the date on which electricity supply should have been disconnected in accordance with section 23(1).
24. (1.) Whenever a Distribution Company disconnects electricity supply to a customer's premises, the Distribution Company shall leave a written notice of disconnection advising the customer of the following –
- (a.) The date and time of disconnection.
 - (b.) The reason for the disconnection.
 - (c.) The actions to be taken by the customer for the reconnection of supply.
 - (d.) The contact address and telephone number of the team at the Distribution Company that will be responsible for the reconnection.
25. (1.) A Distribution Company shall not disconnect a customer's supply of electricity for non-payment where –
- (a.) the customer has paid the amount billed.
 - (b.) the customer has entered into a payment arrangement with the Distribution Company and payments are being made in accordance with that arrangement.
 - (c.) the customer has filed a complaint on the unpaid bill in accordance with the Commission's customer complaints procedure and the complaint remains unresolved.
- (2.) A Distribution Company shall not disconnect electricity supply to any premises where, it is aware, that a life support machine is in use. Customers that have life support machines installed at the premises shall enter into an acceptable arrangement with the Distribution Company for the settlement of their bills and the Distribution Company may seek to recover any debt due from these customers by other legal means.
26. (1.) Customers that are disconnected in contravention of these Regulations shall be compensated by the Distribution Company.
- (2.) Customers shall be compensated with energy credits, that are equivalent to their average daily consumption computed on the basis of their consumption or bills for the last 3 months, for each day the wrongful disconnection lasts.
27. (1.) A Distribution Company shall reconnect electricity supply to a customer's premises within the period stipulated in these Regulations in the following circumstances –

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- (a.) Where a customer disconnected for non-payment of electricity bill pays all the Distribution Company's charges as approved by the Commission or the customer enters into a mutually acceptable payment arrangement with the Distribution Company.
- (b.) Where a customer disconnected for unauthorised access to the distribution network regularises the electricity supply arrangements to his premises to the satisfaction of the Distribution Company and pays all charges assessed by the Distribution Company for the unauthorised access or enters into a payment arrangement with the Distribution Company.
- (c.) Where a customer that was disconnected on the ground that his electrical installation constitutes a danger to the distribution network and/or security of supply to other customers –
 - (i) Rectifies the problem associated with the installation.
 - (ii) Has the installation certified by an appropriate authority.
 - (iii) Pays the charges assessed by the Distribution Company or enters into a mutually acceptable payment arrangement with the Distribution Company.
- (d.) Where a customer disconnected for failure to provide access to the meter in his premises, provides access and pays the reconnection fees assessed by the Distribution Company.

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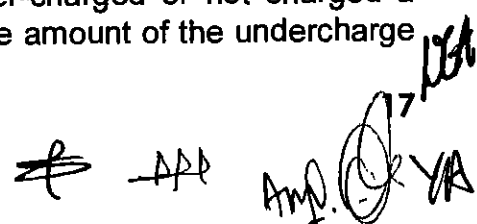
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CHAPTER III
Meter Reading, Billing, Cash Collections and Credit Management for Electricity Services

28. (1.) Every Distribution Company shall obtain, through its authorised representatives, an actual reading of meters within its area of operations every month but not later than once in every three months.
- (2.) Whenever a Distribution Company is unable to obtain a meter reading at a Customer's premises, it shall leave in the premises a notice explaining its inability to obtain a meter reading.
- (3.) In exceptional circumstances where a Distribution Company estimates a customer's consumption of electricity, it shall ensure that the estimate accurately reflects the customer's expected usage for the period based on prior consumption over the preceding 3 (three) months and shall not under any circumstances artificially inflate it.
- (4.) The methodology used by Distribution Companies for estimating a Customer's electricity consumption, in exceptional circumstances, shall be as approved by the Commission.
29. (1.) A Customer shall request his Distribution Company to undertake a final reading of his meter at the time of vacating his premises and the reading shall be used to calculate his final electricity usage in the premises.
- (2.) Upon being notified of a customer's request for a final meter reading, the Distribution Company shall make an appointment with the Customer to read the meter.
- (3.) Where a Distribution Company keeps to the appointment but is unable to carry out the meter reading due to the fault of the Customer, the Distribution Company shall disconnect supply to the premises and assess a final bill on the customer. The customer that consumed the electricity on the premises shall remain liable for the debt and it shall be the responsibility of the Distribution Company to recover the debt from him. In no circumstances shall this debt be transferred to a new customer that occupies the premises.
- (4.) Where a Distribution Company fails to keep to the appointment made with the customer, the Customer shall only be liable for the electricity usage up to the date they were scheduled to vacate the premises in the notice issued to the Distribution Company.
- (5.) A new occupant of a premises shall contact the Distribution Company on their first day of moving into the premises. The Distribution Company shall make arrangements to reconnect supply to the premises and the occupant of the premises shall be liable for payment of bills on the premises from the date of connection.

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- (2.) Whenever a supply address has been disconnected for non-payment and a bill has been produced representing consumption at the time of disconnection, the Distribution Company shall not bill for any additional charges in respect of that supply address until after it has reconnected electricity supply to that address.
34. (1.) A Distribution Company may under special circumstances bill a customer a supplementary bill during the billing period.
- (2.) The special circumstances referred to in sub-section (1) include situations where it is necessary to amend an earlier incorrect bill and where a special request for a supplementary bill is made by a customer.
35. Where there is no electricity meter to record electricity usage at the supply address of a customer, a Distribution Company shall base the bill of the Customer on an estimated energy consumption which shall be calculated in accordance with a method approved by the Commission.
36. (1.) A Distribution Company shall review a customer's bill when requested to do so by a customer.
- (2.) While the review referred to in sub-section (1) is ongoing, the customer shall pay an amount equal to the average amount of the customer's bills at current supply address over the previous twelve months. Where the customer has not been at the supply address for twelve months, the amount shall equal the average amount of the customer's bills for the period that he has been a customer at the supply address.
- (3.) Where the review covers more than one billing period, the customer shall pay an amount in accordance with sub-section (2) based on bills rendered during the period of the review.
- (4.) Where the bill under review is found to be correct, the customer shall either accept that the bill is correct and pay any balance outstanding or request a meter test in accordance with the Metering Code.
- (5.) Where the testing of the customer's meter by NEMSA or any authorised test center confirms that the meter complies with the criteria set out in the Metering Code, the customer shall pay the amount outstanding on the bill.
- (6.) Where the review indicates that the bill issued by the Distribution Company is incorrect, the Distribution Company shall amend the bill accordingly.
- (7.) Where a Distribution Company has overcharged a customer, it shall advise the customer in writing, within five working days of it becoming aware of the error and it shall repay the amount by crediting the exact amount overcharged to the customer's next bill.
- (8.) Where a Distribution Company has under-charged or not charged a customer, it shall be entitled to recover the amount of the undercharge

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from the customer provided that the Distribution Company notifies the customer in writing of the error that led to the customer being undercharged or uncharged and the amount of the undercharge or charge.

- (9.) The amount to be recovered by a Distribution Company pursuant to subsection (8) above shall be as follows –
- (a.) If the undercharge is the fault of the Distribution Company through its failure to bill or correctly bill the customer, it may recover the exact amount undercharged for the established period of the undercharge and the recovery shall not exceed three (3) months.
 - (b.) In all other instances, a Distribution Company may only recover the amount undercharged during the six-month period prior to the date on which it advises the customer of the undercharge.
- (10.) A Distribution Company shall –
- (b.) not inflate the recoverable amount in any manner or charge the customer interest on the amount undercharged.
 - (c.) offer the customer time to pay the amount undercharged in a payment arrangement over a period that is not less than the period over which the undercharge to be recovered occurred.
37. (1.) A Distribution Company shall, as a minimum, accept payment by a customer using any of the following methods of payment namely –
- (a.) cash paid at any of the distribution company's offices unless otherwise restricted by the Commission.
 - (b.) bank draft paid at any of the distribution company's offices.
 - (c.) payment made through any bank authorised by the Distribution Company to accept payment on its behalf.
 - (d.) Any other means of payment stated in the Distribution Company's Credit Management Policy approved by the Commission.
- (2.) A Distribution Company may accept any payment made by a customer in advance of receiving a bill.
- (3.) Where a Customer makes a payment to a distribution company, the Distribution Company shall issue to the Customer a receipt for the full value of the payment made containing -
- (a.) the customer's name.
 - (b.) the supply address for which payment is made.
 - (c.) the account number of the supply address.

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- (d.) the full amount paid.
 - (e.) any other information that the distribution Company may deem necessary.
38. (1.) Every Distribution Company shall prepare a Credit Management Policy on their approach to credit management.
- (2.) All Credit Management Policies shall be filed with the Commission for approval.
39. (1.) A Distribution Company may request a credit metered customer to deposit a sum calculated in accordance with these Regulations as security for future electricity bills. A Distribution Company may only request for security deposits from existing customers that have a recurring history of non-payment of electricity bills.
- (2.) The security deposit that a Distribution Company may request from a customer shall not exceed the customer's average consumption for a period of two months.
- (3.) A Distribution Company may review the security deposit payable on the anniversary of the initial deposit. Where the security deposit held is found to be less than the customer's average consumption for two months, the Distribution Company' may request an additional payment from the customer as security deposit but not exceeding amount specified in sub-section (2).
- (4.) Where the deposit is found to be more than the value of an average of two months' bills for a customer, the Distribution Company shall within ten working days of the review, advise the customer in writing and refund the excess amount held.
40. (1.) Notwithstanding the provisions of sub-section (4) of section 39, a Distribution Company may retain a customer's security deposit until the customer vacates the premises for which the security deposit is held to allow the Distribution Company reconcile the customer's bill and produce a final account.
- (2.) Where offsetting the security deposit against the final bill results in a credit balance, the Distribution Company shall notify in writing and refund the balance to the customer no later than ten working days after the issuance of the final bill.
- (3.) Where offsetting the security deposit against the final bill results in a debit balance, the Customer shall settle in full the amount payable by the due date shown on the bill and no later than ten working days from the date on which the bill is delivered to the customer.
41. (1.) Whenever a customer anticipates difficulty in fully paying an electricity bill by the due date, the customer shall immediately contact the Distribution Company in respect of the inability to comply with the



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terms of providing service. The Distribution Company shall determine the customer's capacity to pay the outstanding bill and offer the customer a payment arrangement, unless the customer had earlier failed to comply with an arrangement to pay agreed bills in the previous six months.

- (2.) An arrangement to pay may either be for the customer to clear an existing bill and to pay future bills by the due date or for the customer to clear an existing bill and include advance payments for one or more future bills.
 - (3.) In calculating the amount of the payment under an arrangement which includes advance payment for future bills, a Distribution Company shall not under any circumstances inflate the value of the payments above the amount the customer would ordinarily be expected to pay.
 - (4.) An arrangement to pay between a Distribution Company and a customer shall include a notice in writing to the customer, the amount and date of each installment, the number of installments and the details of the bills covered by the payment arrangement.
42. Where it is established that a Distribution Company has not complied with the Commission's approved methodology for billing unmetered customers, the Distribution Company shall refund the excess charges to the customer at the next billing cycle.

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CHAPTER IV
Customer Complaint Handling Standards and Procedures

43. (1.) A Distribution Company shall establish customer complaints units ("CCU") across its operational area to ensure ease of access to all customers across the Distribution Company's operational area. The CCUs shall be primarily responsible for receiving and resolving customer complaints.
- (2.) All CCUs shall be headed by a senior officer of the Distribution Company designated as the Complaints Officer and staffed by employees of the Distribution Company. The overall responsibility for ensuring that complaints are satisfactorily resolved and that a Distribution Company's operational procedures are improved upon for better customer service, rests with the Chief Executive Officer.
- (3.) The Distribution Company shall ensure that all complaints are handled in accordance with its written complaint procedures. All Distribution Companies shall file their written complaint procedures with the Commission for approval.
- (4.) All customer complaints shall first be made by the customer or his representative to the CCU of the Distribution Company. All complaints shall be acknowledged by the Distribution Company in a manner that allows for traceability.
- (5.) Customers may also lodge complaints through phone call, SMS, email or any other medium established by the Distribution Company for the receipt of customer complaints including call centers and social media platforms. The Distribution Company shall widely publish within its operating area, its phone numbers, email address, social media handles and other contact channels for the receipt and resolution of customer complaints.
- (6.) Where a complainant is for any reason unable to write, the complaint shall be made to the Customer Complaints Officer who shall record it and insert a statement indicating that the complaint was recorded by him and read to the complainant, who agreed to the content thereof.
- (7.) All complaints shall be resolved in accordance with these Regulations. The complaint shall be resolved expeditiously but no later than 15 days of being received by the CCU except where the complaints concern meter accuracy and reconciliation of bills in which case the complaint shall be resolved within a billing cycle of one month.
- (8.) Where the complaint is not resolved within the first 15 days, the Distribution Company shall notify the customer in writing with reason(s) and request for no more than 15 days only during which period the complaint shall be resolved unless the resolution requires, by its nature, such as construction works, a longer period.

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- (9.) A customer dissatisfied with the outcome of the handling of his complaint(s) by the CCU of the Distribution Company may refer his complaint(s) to the Commission's Forum Office at the expiration of the maximum allowable period of 30 days.
- (10.) Where the Distribution Company and the customer are unable to agree on a resolution to a complaint either party may refer the complaint to the Commission's Forum Office.
44. (1.) The Commission shall establish a Forum Office across the country for the purpose of hearing and resolving customer complaints in the operational area of every Distribution Company.
- (2.) The Forum Offices shall be located within the area of operation of the Distribution Companies. The Commission shall provide the Forum Secretary and administrative/oversight for the proper running of the Forum Office.
- (3.) The Forum shall consist of five part-time members, who shall be reputable persons that are resident in the operational area of the Distribution Company. An employee of a Distribution Company or their relatives shall not be qualified for appointment as members of the Forum.
- (4.) The membership of the Forum shall be composed of –
- a. A legal practitioner, with experience in alternative dispute resolution nominated by the Nigerian Bar Association.
 - b. A financial expert nominated by either Manufacturers Association of Nigeria, Nigerian Association of Chambers of Commerce, Industry, Mines and Agriculture or any other reputable organization.
 - c. A qualified electrical engineer nominated by either the Council for the Regulation of Engineering in Nigeria or the Nigerian Society of Engineers.
 - d. A nominee of the Federal Competition and Consumer Protection Commission ("FCCPC").
 - e. A representative of an NGO based in the Distribution company's operating area nominated by the Commission.
- (5.) Where institutions fail to present representation to the Forum, the Commission may nominate an alternate representation from other reputable institutions.
- (6.) The members of the Forum shall elect the Presiding Member, whose term of office as Presiding Member shall coincide with his term of office as a Forum Member, provided that no person shall be re-elected as Presiding Member for a second term.

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- (7.) Every member of the Forum shall hold office for a term of three years and may be eligible for reappointment for one additional consecutive term of three years and no more.
 - (8.) Three members of the Forum shall form a quorum for meetings. Where the Presiding Member is not present the members present shall elect a member from amongst themselves to preside over that meeting.
 - (9.) Forum members shall be entitled to receive honorariums from the Commission.
 - (10.) The Forum members are independent members of society appointed for the purpose of amicable resolution of disputes arising from these Regulations between customers and Distribution Companies; and they shall not be considered to be employees, agents or independent contractors of the Commission.
 - (11.) The office space and other facilities required for the efficient functioning of the Forum shall be provided by the Commission.
45. (1.) A Member of the Forum shall cease to hold office upon the occurrence of any of the following –
- (a.) Upon being adjudged bankrupt.
 - (b.) Upon conviction for an offence.
 - (c.) Upon acquisition of financial or other interest in the Nigerian Electricity Supply Industry.
 - (d.) Upon being physically or mentally incapable of discharging his functions.
 - (e.) Upon an occurrence of abuse that renders his continuance in office prejudicial to the public.
 - (f.) Upon failure to attend 3 consecutive meetings of the Forum.
- (2.) The Commission may remove any member of the Forum –
- (a.) Where the members of exceed their mandate by considering mandate by considering matters that are outside their jurisdiction.
 - (b.) Where the members of the Forum issue rulings that are inconsistent with the Act or regulatory instruments of the Commission.
 - (c.) Where his continued stay would be inconsistent to the overall objectives of the Forum.

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46. (1.) The Forum shall have jurisdiction to entertain customer complaints within the entire operational area of the Distribution Company and to hold meetings/hearings and conduct inspections at any location within the defined operational area of the Forum as specified by the Commission.
- (2.) The Forum shall neither have jurisdiction to consider complaints arising from sections 93 and 94 of the Act nor have jurisdiction to make awards as to damages.
- (3.) The number of Forum Offices established within a Distribution Company's operational area shall be as determined by the Commission.
- (4.) The Commission shall consider the volume of complaints handled by each Forum in the context of ensuring that all complaints are resolved no later than two months from the date of receipt at the Forum Office.
47. (1.) All Distribution Companies shall embark on enlightenment campaigns on the existence/workings of the CCU and Forum Office to customers in their operational area.
- (2.) The Distribution Company shall widely make available to its customers copies of the procedure for lodging complaints to all customers at no cost to the customers.
- (3.) The contact details of Forum Offices and the customer complaint handling procedure shall be published periodically by the Distribution Company in the media.
- (4.) All electricity bills issued by Distribution Companies to customers shall contain the address, post office box number, telephone number and email address of the Forum Office and shall carry the following statement –
- “A Customer whose complaint is not satisfactorily addressed by the Customer Complaints Unit of the Distribution Company may approach the Forum Office established by the Nigerian Electricity Regulatory Commission for resolving customer complaints”*
- (5.) These Regulations shall be easily accessible and downloadable from the website of all Distribution Companies and copies made available to its business units and undertakings. Distribution Companies shall also translate the Regulations into widely spoken local languages in the area of their operations.
48. (1.) All complaints must be filed in writing by the complainant and addressed to the chairman of the Forum in accordance with the format specified in Schedule 4 of these Regulations.
- (2.) A complaint may also be lodged by email to the respective Forum's email address or may also be forwarded in writing.

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49. (1.) Upon the receipt of a complaint, the Forum Secretary shall register the complaint and record the date and time of receipt.
- (2.) The Forum secretary shall send an acknowledgement to the complainant within 3 working days of the receipt of a complaint.
- (3.) Where a registered consumer organisation or non-governmental organisation files a complaint on behalf of a customer, the complaint must be filed along with the customer's written mandate for the representation.
- (4.) The Forum shall make an initial determination on whether to hear or reject the complaint within 10 working days from the date of filing the complaint at the Forum Office.
- (5.) Where the Forum makes a determination to hear the complaint, it may proceed with the determination of the complaint in the manner provided in these Regulations.
- (6.) The Forum may refuse to hear a complaint where it considers it to be frivolous, vexatious or lacking in merit.
- (7.) Where a complaint is rejected, the complainant shall be informed in writing within 5 working days of the decision to reject the complaint giving reasons why the complaint was rejected and providing to the complainant a further opportunity to explain his case. The complainant shall also be advised of his right to appeal the decision of the Forum to the Commission.
50. (1.) The Forum shall –
- (a.) refer a copy of a complaint to the Complaints Officer of the CCU of the Distribution Company directing him to present the case within a period of ten working days or such extended period not exceeding five working days as may be granted by the Forum.
- (b.) where the Complaints Officer on receipt of a copy of the complaint, referred to him under paragraph (a) of sub-section (1) of this section, disputes the allegation contained in the complaint, or omits or fails to take any action to present the case within the time given by the Forum, the Forum shall proceed to hear the complaint of the customer –
- (i) on the basis of evidence brought to its notice by the complainant and the Complaints Officer of the Distribution Company, where the Distribution Company disputes the allegations contained in the complaint; or
- (ii) ex-parte on the basis of evidence brought to its notice by the complainant where the Complaints Officer fails to take

any action to present the case within the time given by the Forum;

- (c.) fix a date for the hearing and notify both the complainant and the Complaints Officer.
 - (d.) where the complainant fails to appear before the Forum on the date of hearing, the Forum may either strike out the complaint for default of appearance; consider it on the merit or, where the circumstances for the absence are reasonable, the hearing of that complaint may be adjourned. The Forum may also conduct virtual meetings and hearings where as necessary.
- (2.) Every complaint shall be heard expeditiously and a decision reached within a maximum period of two months from the date of receipt of a complaint by the Forum.
 - (3.) Adjournment may be granted by the Forum where sufficient cause is shown and the reasons for granting the adjournment have been recorded by the Forum.
 - (4.) Where a decision is not reached within the maximum period specified in subsection (2) of this section, the complainant shall be informed in writing of the reasons for the delay.
 - (5.) Where a complaint has been referred to the Forum and they deem it necessary to make an interim decision, such interim decision shall be based on justifiable grounds and subject to the condition that the complaint shall be decided within the maximum timeframe of two months.
 - (6.) All proceedings of the Forum shall be presided over by the Presiding Member and the members with records of the proceedings taken by the Secretary. Where a member, for any reason, is unable to be present at the entire proceeding, the Presiding Member and the other members shall conclude such proceeding.
51. (1.) Upon conclusion of proceedings, if the Forum is satisfied that any of the allegations contained in the complaint are proven, it shall communicate its decision in writing to both the Distribution Company and the complainant. The Forum in reaching decisions may rule on –
- (a.) refunding the complainant any undue charges paid.
 - (b.) removing the defects/deficiencies in the subject of the complaint.
 - (c.) Addressing the root cause of hardship.
 - (d.) withdrawing any hazardous electrical services being offered.

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- (2.) Where the Forum rules that the complaint lacks merit, then it shall dismiss the complaint and notify both the complainant and Distribution Company in writing.
 - (3.) All decisions of the Forum shall be on the basis of a majority vote of the members present. In the event of equality of votes and a tie, the Presiding Member shall have the casting vote.
 - (4.) All decisions of the Forum shall be in writing and signed by all members that conducted the proceedings.
 - (5.) The proceedings and decisions of the Forum along with the time allowed for compliance shall be recorded and communicated to the complainant, the Distribution Company and the Commission.
 - (6.) The Distribution Company shall implement the decisions of the Forum within the time specified in the ruling. The Distribution Company shall also report, to the Forum and the Commission, its compliance with the directives of the Forum, or the reasons for any delay in complying with such directives, within five working days.
52. (1.) Any person that is not satisfied with a decision of the Forum may file an appeal to the Commission within ten working days from the date of the decision, in such form and manner as may be directed by the Commission.
- (2.) The Commission may entertain an appeal after the expiry of the said period of ten working days where it is satisfied that there is sufficient grounds for not filing the appeal within the specified period.
 - (3.) The Commission shall not entertain an appeal from a complainant who is, by the decision of the Forum, required to pay an amount to a Distribution Company, unless the amount prescribed has been paid by the complainant.
 - (4.) Where the Forum ruling has not been appealed, any default in implementing the decision within the stipulated timeline by the Distribution Company shall attract the following administrative charges for breach of obligations arising from the terms and conditions of the distribution licence issued to the Distribution Company, until the decision is implemented –
 - (a) Connection, reconnection, disconnection and access: ₦10,000 per day.
 - (b) Metering (New, replacement/check meters/repair/bypass): ₦10,000 per day.
 - (c) Transformers (repair/upgrade/voltage/ replace): ₦10,000 per day.
 - (d) Billing (payment, reconciliation, etc): ₦10,000 per day.

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(e) Customer classification fine/compensation in line with the provisions of the applicable tariff order: ₦10,000 per day.

(f) Safety issues: ₦10,000 per day.

53. The Forum shall submit quarterly reports to the Commission on the number of complaints received, decided and pending in the format specified in schedule 5.

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CHAPTER V
Customer Service Standards

54. (1.) Where a Distribution Company is notified by a Customer during working hours that electricity supply to his premises has gone off, an authorised official from the Distribution Company shall visit the Customer's premises within twenty-four hours of being notified by the Customer to determine the cause of the problem. Where the cause of the outage is a failure or defect with the Distribution Company's equipment, one of the following standards shall be applied –
- (a.) failure of the Distribution Company's fuse: the fuse shall be replaced and the electricity supply reconnected within twenty-four hours of the notification of the outage
 - (b.) minor fault in the Distribution Company's equipment: the fault shall be rectified and the electricity supply reconnected within twenty-four hours of the notification of the outage.
 - (c.) any other fault in the Distribution Company's equipment: the fault shall be rectified and the electricity supply reconnected within forty-eight hours of the notification of the outage.
- (2.) A Distribution Company shall be exempt from the service standards specified in sub-section (1) of this section in the following circumstances:
- (a.) the customer failed to notify the Distribution Company.
 - (b.) the outage was caused by the customer's electrical installation.
 - (c.) due to the nature of the fault, it is impracticable for the Distribution Company to restore the supply within the specified period.
55. (1.) Where a customer requests for a new or additional connection at his premises, the Distribution Company shall take measures to install a meter and connect power supply to the premises within ten working days of receiving the request provided that –
- (a.) the Distribution Company has inspected and approved the electrical installation; and
 - (b.) the Distribution Company has agreed to connect the Customer to its network.
56. Where a customer requests a Distribution Company to provide specification of materials for connecting his premises to the Distribution Company's network, the Distribution Company shall provide the list of materials within five working days.
57. Where a planned outage is required by a Distribution Company for purposes of maintenance and repairs, the customer shall be notified of the planned outage at least three working days before the planned outage.

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58. Where a customer reports a complaint to a Distribution Company which indicates that electricity is being supplied at a voltage outside the limits prescribed in the Distribution Code (e.g lights are dim, lights too bright or equipment burnout), an authorised official of the Distribution Company shall visit the Customer's premises within twenty-four hours of the report. Where a resolution cannot be provided at the time of the visit, any safety hazard that may arise from supplying electricity outside prescribed voltage limits shall be resolved immediately.
59. Where a customer reports a complaint to a Distribution Company which indicates the electricity meter used to record energy consumption at the customer's premises is recording incorrectly, an authorised official of the Distribution Company shall visit the customer's premises to test the meter within three working days of the report and a resolution provided within five working days of the visit. Where the Distribution Company decides that it is necessary to install a check meter to verify the accuracy of the main meter, the Distribution Company shall provide a response to the customer as soon as sufficient data has been obtained.
60. Where a customer whose premises was disconnected by a Distribution Company for non-payment of electricity charges either pays all outstanding charges including reconnection charges or enters into a payment arrangement with the Distribution Company for the outstanding debt and reconnection charges and has complied with the terms of payment arrangement, requests the reconnection of electricity supply, the customer shall be reconnected within twenty-four hours of his request for reconnection.
61. Where a customer requests for the repositioning of an electricity meter; and pays the costs for the repositioning to the Distribution Company, the repositioning of the meter shall be completed within 5 working days where the Distribution Company has agreed to reposition the meter and the repositioning shall be in the same premises.
62. (1.) Where a Distribution Company is notified by a customer during working hours that his prepayment meter is not operating properly, an authorised official from the Distribution Company shall –
- (a.) visit the customer's premises within twenty-four hours, to inspect the meter;
 - (b.) where possible, fix or replace the meter unless the cause of damage is as attributed to a willful act of the customer.
- (2.) The Distribution Company shall be exempt from the provisions of subsection (1) above of this section in the following circumstances –
- (a.) Where the prepayment meter is found to be operating correctly.
 - (b.) Where the Distribution Company's representative is denied access to the meter.

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- (3.) A meter shall be deemed to be faulty and not in compliance with the Distribution Metering Code ("DMC") where it is discovered that any part of the metering system fails to comply with the DMC. Where a metering system fault occurs, the Distribution Company shall provide urgent metering services to repair or replace the metering system within 2 working days of being notified of the fault by the customer.
 - (4.) Where a prepayment meter is programmed to operate in credit mode, the customer should be notified prior to installation of the meter and the Distribution Company shall be allowed to recover for the negative meter reading at the next vending.
 - (5.) Where a prepayment meter reads in a credit mode without being programmed to do so and without the knowledge of the customer, the customer shall not be billed for the negative meter reading.
 - (6.) Where a prepayment meter reads in a credit mode without being programmed to do so and without the knowledge of the customer, the meter shall be considered faulty and shall be replaced in line with the provisions of the DMC.
 - (7.) Where a newly installed meter is pre-programmed with preset energy credit, a Distribution Company shall notify the customer of the pre-programmed energy units to be recovered at the next vending.
63. All Distribution Companies shall obtain through authorised representatives an actual reading of postpaid meters in all supply addresses every month but not later than once in every three months. The authorised agent of the Distribution Company shall, at the time of the meter reading, inspect the premises for possible meter tampering and bypass.
64. (1.) Without prejudice to other exceptions, the following are exceptional circumstances which may make it impossible for a Distribution Company to comply with service standards where —
- (a.) the customer informs the Distribution Company that he no longer requires the Distribution Company to take the actions previously requested.
 - (b.) information required to be provided by the customer to the Distribution Company is not provided.
 - (c.) the customer has failed to pay charges due to the Distribution Company and that undertaking the work requested is dependent on the customer making such payment.
 - (d.) it is not reasonably practicable for the Distribution Company to take the actions required in the specified time because of —
 - (i.) severe weather condition.
 - (ii.) industrial action by the Distribution Company's employees.

- (iii.) the inability of Distribution Company to gain access to the customer's premises and or any premises to which access is required for the Distribution Company to undertake the work required to comply with the standard of service.
 - (iv.) technical problems that it could not have reasonably foreseen, which prevent the Distribution Company from achieving the standard.
 - (v.) taking the action required by the Customer, the Distribution Company would be in breach of its license or any law for the time being in force.
 - (vi) circumstances of an exceptional nature beyond the control of the Distribution company.
65. (1.) All Distribution Companies shall monitor its performance against each of the Customer Service Standards of Service detailed in these Regulations.
- (2.) A Distribution Company shall submit to the Commission on a monthly basis, a summary of its performance against each of the Customer Service Standards of Service in these Regulations.
- (3.) The format of the monthly report provided in Schedule 6 of these Regulations and shall be filed with the Commission within ten working days of the end of each calendar month.
- (4.) The Commission shall publish on a regular basis the performance of all Distribution Companies in relation to compliance with customer service standards.
66. (1.) All Distribution Companies shall –
- (a.) Bring to the notice of its customers, by public notice, the existence and details of all customer service standards.
 - (b.) Every Distribution Company shall publish these customer service standards on its website and shall make printed copies available for free to its customers.

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SCHEDULE 1

1. Overhead Networks – Single Phase Supply

| | Materials | Unit | Quantity |
|----|--|-------|--|
| 1. | 16mm ² PVC coated aluminum wire | Meter | To be determined by the mains/installation inspector after inspection. |
| 2. | 30 ampere miniature circuit breaker (MCB)-TP | No. | 1 |
| 3. | Pin Insulator | No. | 1 |
| 4. | Board | No. | 1 |
| 5. | 60 ampere cut out fuse | No. | 1 |

2. Overhead Networks – Three Phase Supply

| | Materials | Unit | Quantity |
|----|--|-------|--|
| 1. | 16mm ² PVC coated aluminum wire | Meter | To be determined by the mains/installation inspector after inspection. |
| 2. | 60 ampere miniature circuit breaker (MCB)-TP and N | No. | 1 |
| 3. | Pin insulator | No. | 2 |
| 4. | Board | No. | 1 |
| 5. | 60 ampere cut out fuse | No. | 3 |

3. Underground Networks – Single Phase Supply

| | Materials | Unit | Quantity |
|----|--|-------|--|
| 1. | 2 x 16mm ² copper armored cable (SWA) | Meter | To be determined by the mains/installation inspector after inspection. |
| 2. | 16mm ² cable socket | No. | 8 |
| 3. | 60 ampere cut-out fuse | No. | 1 |
| 4. | 30 ampere miniature circuit breaker (MCB) | No. | 1 |
| 5. | Board | No. | 1 |
| 6. | Bimetallic line tap | No. | 2 |

4. Underground Networks – Three Phase Supply

| | Materials | Unit | Quantity |
|----|--|-------|--|
| 1. | 4 x 25mm ² copper armored cable (SWA) | Meter | To be determined by the mains/installation inspector after inspection. |
| 2. | 25mm ² cable socket | No. | 8 |

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|----|---|-----|---|
| 3. | 60 ampere cut-out fuse | No. | 1 |
| 4. | 30 ampere miniature circuit breaker (MCB) | No. | 1 |
| 5. | Board | No. | 1 |
| 6. | Bimetallic line tap | No. | 4 |

5. Extra Service Materials (1 Span of 45 Meters)

| | Materials | Unit | Quantity |
|-----|---|-------|----------|
| 1. | 8.6m reinforced concrete pole | No. | 1 |
| 2. | 150mm ² aluminum alloy conductor | Meter | |
| 3. | Stay rod | No. | 1 |
| 4. | Stay wire | Meter | 10m |
| 5. | Stay block | No. | 1 |
| 6. | Stay insulator | No. | 1 |
| 7. | Shackle insulator | No. | 8 |
| 8. | D-Iron | No. | 4 |
| 9. | Stud | No. | 4 |
| 10. | 5/8 by 9 Bolt/Nut | No. | 8 |
| 11. | Washer | No. | 16 |
| 12. | Extension Strap | Pairs | 4 |

6. High Tension Supply - 11kV Link Up (1 Span of 50 Meters)

| | Materials | Unit | Quantity |
|-----|---|-------|----------|
| 1. | 10.6m reinforced concrete pole | No. | 2 |
| 2. | 6ft channel iron | No. | 2 |
| 3. | 150mm ² aluminum conductor | Meter | 165m |
| 4. | Disc insulator | No. | 6 |
| 5. | 6 bolt snail clamp | No. | 6 |
| 6. | Adaptor clevis ball | No. | 6 |
| 7. | Adapter clevis socket | No. | 6 |
| 8. | J-Hook | No. | 6 |
| 9. | Stay wire | Meter | 30m |
| 10. | Stay block | No. | 2 |
| 11. | Stay rod | No. | 2 |
| 12. | 11kV stay insulator | No. | 2 |
| 13. | 5/8 x 12 Bolt/Nut | No. | 4 |
| 14. | 5/8 x 9 Bolt/Nut | No. | 4 |
| 15. | 5/8 x 4 Bolt/Nut | No. | 4 |
| 16. | 5/8 x 2 Bolt/Nut | No. | 6 |
| 17. | 35mm ² 11kV single core XLPE cable | Meter | 45m |
| 18. | Terminating kits | Set | 2 sets |

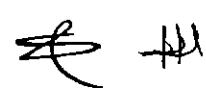

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7. High Tension Supply – 33kV Link Up (1 Span of 50 Meters)

| | Materials | Unit | Quantity |
|-----|--|-------------|-----------------|
| 1. | 10.6m reinforced concrete pole | No. | 2 |
| 2. | 9ft channel iron | No. | 2 |
| 3. | 33kV ganged isolator switch | Set | 1 |
| 4. | Disc insulator | No. | 18 |
| 5. | 6 bolt stain clamp | No. | 6 |
| 6. | Adaptor socket tongue | No. | 6 |
| 7. | Adapter socket clevis | No. | 6 |
| 8. | J-Hook | No. | 8 |
| 9. | Terminating strap | No. | 6 |
| 10. | 5/8 x 12 Bolt/Nut | No. | 6 |
| 11. | 5/8 x 11 Bolt/Nut | No. | 4 |
| 12. | 5/8 x 9 Bolt/Nut | No. | 4 |
| 13. | 5/8 x 4 Bolt/Nut | No. | 4 |
| 14. | 5/8 x 2 Bolt/Nut | No. | 6 |
| 15. | 70mm ² bare copper wire | Meter | 15m |
| 16. | 150mm ² Aluminum Conductor | Meter | 160m |
| 17. | Stay wire | Meter | 30m |
| 18. | Stay rod | No. | 2 |
| 19. | 33kV stay insulator | No. | 2 |
| 20. | Stay block | No. | 2 |
| 21. | 150mm ² 33kV single core XLPE cable | Meter | 90m |
| 22. | Terminating kits | Set | 2 |
| 23. | 33kV tie straps | Pair | 2 |

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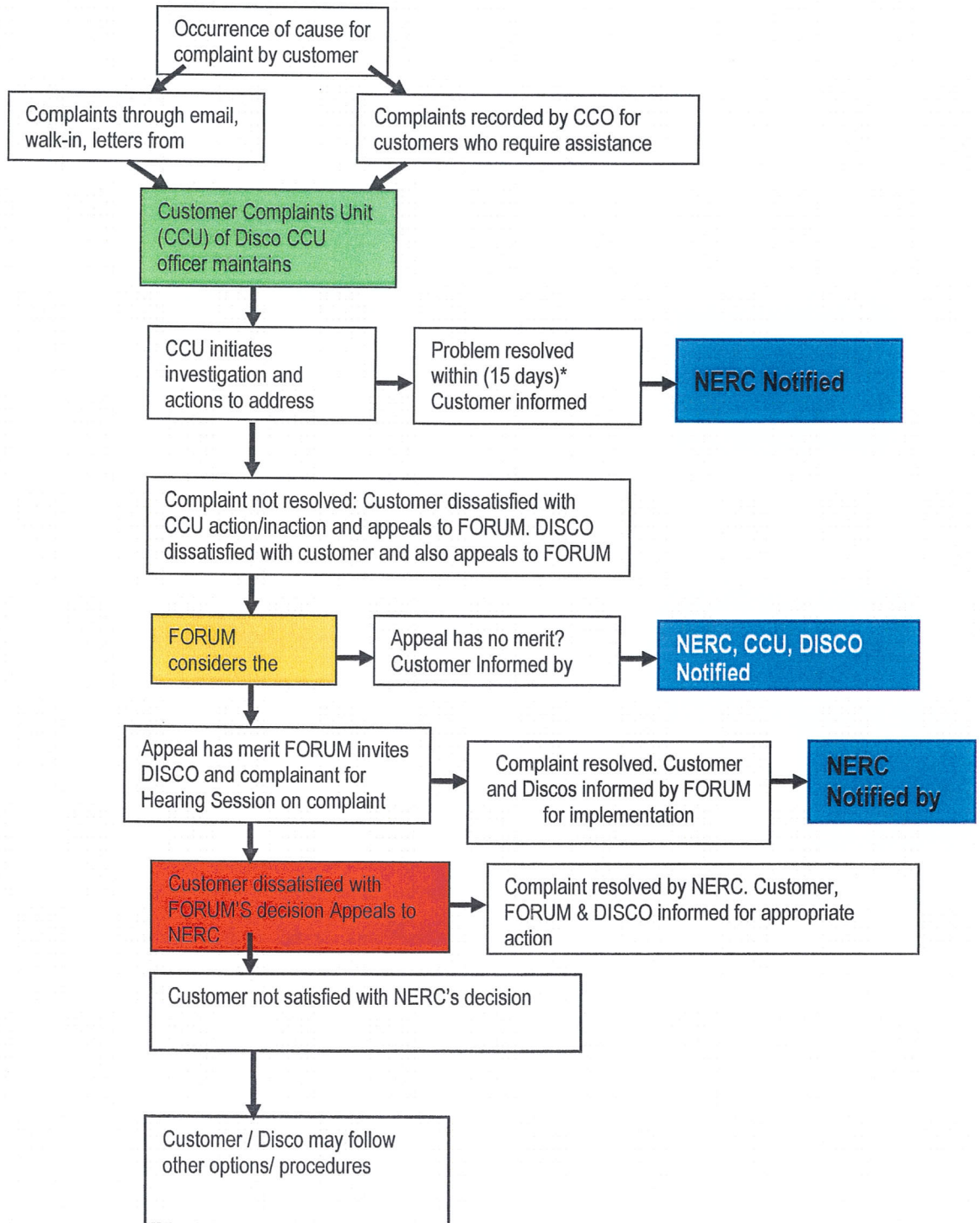
SCHEDULE 2 Bill Details

1. Customer's Name.
2. Customer's account number.
3. The supply address to which the bill refers.
4. A bill delivery address if different from the supply address.
5. The meter number of the meter recording the electricity usage at the supply address. Where there is more than one meter all meter numbers must be shown.
6. The date of production of the bill.
7. The period covered by the bill.
8. The relevant tariff/tariffs on which the bill is based.
9. Where a multiplier (meter constant) is applied, the value of the multiplier.
10. The previous and present meter readings.
11. Dates of previous and present meter readings.
12. An indicator to show whether the current and previous readings were actual or estimated meter readings.
13. The total amount (kWh) of electricity used in the period covered by the bill.
14. The total value (Naira) of electricity used in the period covered by the bill.
15. Details and value of any charges applied to the period covered by the bill. All such charges must be shown separated and must not be aggregated.
16. The amount of any arrears/credits brought forward from the previous bill.
17. The total amount of the current bill. This must include any arrears/credit brought forward from the previous bill.
18. The due date for payment.
19. A telephone number for billing and payment enquiries.
20. Details of the Distribution Company's complaint handling process.
21. A summary of methods of payment and payment arrangement options. This must include details of payment.
22. Feeder Nomenclature assigned to the feeder assigned to the customer.
23. Tariff Band assigned to the Customer (A – E)
24. A Distribution Company may include additional information on its bills either in a pre-printed or computer-printed format but under no circumstance shall this be included to the exclusion of the information listed above.

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SCHEDULE 3 Customer Complaints Flowchart



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**SCHEDULE 4
Complaint Form 1**

SCHEDULE 1

Form 1

Registration of Grievance

Complaint No.: _____
 Complaint No.: _____
 Reg No. Complainant at the CCU: (Disco)/CCU/Code No.: _____
 Date: _____

(To be provided by office)
 (To be provided by office)

1. Name and address of Complainant
2. Telephone number(s) of Complainant:

| 3. Type of Problem: | Interruption(1) | Voltage (2) | Load Shedding (3) | Meter (4) | Billing(5) | Disconnection(6) | Delay in New Connection(7) | Other(8) |
|---------------------|-----------------|-------------|-------------------|-----------|------------|------------------|----------------------------|----------|
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

4. Brief Description of grievance:
 5. Any other relevant information:
 6. Date of Complaint
- Signature of Complainant

..... Tear from here.....
 To be retained by Consumer
 Complaint No. & Date: _____
 Consumer No.: _____

(To be provided by office)
 (To be provided by office)

- 1-Name of Consumer:
 - 2- Brief description of complaint:
 - 3- Target date to resolve grievance:
- (To be provided by office)
 Signature of staff receiving the application

Designation & Seal
 (Please provide your complaint number in any future communications)

Form 2

Monthly Complaints Reports *

Month & Year

Monthly report on complaints received

| Distribution Company Name | Sub-division office | Complaints at the beginning of month (No) | No of complaints received during the month (No) | Time duration for resolving complaint during the month (Maximum/Average/Minimum) | Complaints under column C that are resolved (No) | Complaints under column D that are resolved (No) | No of complaints pending at the end of the month (by category of complaint): | | | | | Remarks (including non-redressal of complaints) | |
|---------------------------|---------------------|---|---|--|--|--|--|-------------------|----------|------------------|------------|---|---|
| | | | | | | | H More than 6 months | I 3 - 6 months | J 1-3 | K For 1 month | L Total | | M |
| A | B | C | D | E | F | G | H | I | J | K | L | M | N |
| | | | | | | | 1 | | | | | | |
| | | | | | | | 2 | | | | | | |
| | | | | | | | 3 | | | | | | |
| | | | | | | | 4 | | | | | | |
| | | | | | | | 5 | | | | | | |
| | | | | | | | 6 | | | | | | |
| | | | | | | | 7 | | | | | | |
| | | | | | | | 8 | | | | | | |

* Form 2 to be used by both the forum and the Distribution Company

Category of complaint:

- (1) Interruption
- (2) Voltage
- (3) Load Shedding
- (4) Meter
- (5) Billing
- (6) Disconnection
- (7) Delay in new Connection
- (8) Others


(Handwritten signatures and initials)

SCHEDULE 6

Monthly Monitoring Form

| Standards of Service Monthly Monitoring | | | | | | | |
|---|---|--------------------|-----------------------------|--------------------------------|------------|------------------------------------|------------|
| Description | Standard | Total During Month | | Number where Standard Achieved | % of Total | Number where Standard Not Achieved | % of Total |
| | | Customers' Request | DisCos Action (Unsolicited) | | | | |
| 1. Where no Electricity Supply to a Customers' Premises | Respond within 24 hours | | | | | | |
| (a) Suppliers' Fuse Fail | Restore supply within 24 hours | | | | | | |
| (b) Minor Fault | Restore supply within 24 hours | | | | | | |
| (c) Other Faults. | Restore supply within 48 hours | | | | | | |
| 2. Providing Supply with Meter | Within 10 working days of request | | | | | | |
| 3. Estimation of Connection Charge | Standard pricing - within 3 working days of request Other - within 5 working days of request | | | | | | |
| 4. Notice of Planned Supply Interruption. | Minimum of 3 working days' notice | | | | | | |
| 5. Voltage Complaints. | Visit within 24 hours of report. | | | | | | |
| | Substantive reply within 5 working days of visit. | | | | | | |
| 6. Meter Disputes | Visit within 3 working days of report. | | | | | | |
| | Substantive reply within 5 working days of visit. | | | | | | |
| 7. Reconnection of Supply after Disconnection Due to Non-Payment. | 24 hours of payment of amount due or entering into payment arrangement with DisCo. | | | | | | |
| 8. Repositioning of Meter | Visit within 5 working days of reconfiguration of wiring at the connection point. | | | | | | |
| 9. Responding to Faults with Prepayment Meters | Visit within 24 hours of request. | | | | | | |
| 10. Meter Reading Frequency | At least every 3 Months. | | | | | | |

The common seal of the Nigerian Electricity Regulatory Commission was affixed pursuant to the Order of the Commission on 29th day of March 2023.



Sanusi Garba
Chairman