



NIGERIAN ELECTRICITY REGULATORY COMMISSION

THREE DAY TOWNHALL/CUSTOMER COMPLAINTS RESOLUTION MEETING

In line with Section 96 (2) (c) & (d) of the Electric Power Sector Reform Act 2005 (Act No. 6 of 2005), The Nigerian Electricity Regulatory Commission is mandated to make the regulations for the handling of customer complaints in the Nigerian Electricity Supply Industry.

The regulations made by the Commission apply to all electricity distribution companies to ensure an efficiently managed electricity supply industry that meets the desire of Nigerians for a safe, adequate and reliable electricity supply. To ensure quality service delivery, it is pertinent that electricity customers know their rights and obligations.

In light of this, the Nigerian Electricity Regulatory Commission is inviting all customers of Yola Electricity Distribution Company to a "Town Hall/Customer Complaints Resolution Meeting" with the theme "Understanding NERC Regulatory Tools for Seeking Redress."

The meeting will hold as follows:

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Date: May 9-11, 2023

Venue: Fadfatis Restaurant, Eatery and Event Center.
No 15, Olusegun Obasanjo Street (NEPA Road) opposite NEXIM Bank
Jimeta -Yola, Adamawa state

Time: 10-4 pm daily

Please come to the meeting with evidence of your complaints (photocopy) for immediate resolution. Members of civil society groups, consumer advocacy groups, manufacturers' associations, and the media are also invited.

**Management
Announcer**