



**Nigerian
Electricity
Regulatory
Commission**

NERC Service Charter

Table of Contents

Forward	3
Background	4
Introduction	4
Vision	4
Mission	4
Objectives	4
Core Values	5
Functions of NERC	5
NERC Stakeholders	6
Performance Targets	7
Obligations of the Commission	7
Correspondences	8
Stakeholders Participation in Service Delivery	8
Rights of electricity customers	9
Obligations of electricity consumers	10
Customer Service Standards	10
NERC Customer Complaints Handling Procedure	13
Redress Mechanism	14
List of NERC Forum Offices	15
Provision for Persons with Special Needs	17
Existing Limitations	17
Monitoring and Review of the Charter	17

Forward

Service Compact (“SERVICOM”) is an initiative of the Federal Government of Nigeria to promote effective and efficient service delivery in all Ministries Departments and Agencies (MDAs) of the FGN and to ensure customer satisfaction on service delivery.

Nigerian Electricity Regulatory Commission (“NERC” or the “Commission”) was established by the Electricity Act 2023 as an independent regulatory body with the mandate to regulate the Nigerian Electricity Supply Industry (NESI).

The mission of the Commission is to promote and ensure an investor friendly industry and efficient market structure to meet the needs of Nigeria for safe, adequate, reliable and affordable electricity and the vision is *“Electricity on Demand”*.

The success of any regulatory body is determined by its ability to regulate the activities of regulated entities within its purview. This is mainly achieved through compliance with regulatory instruments.

The **NERC Service Delivery Charter** is a holistic and practical compendium that defines the service expectation of stakeholders in engaging with the Commission. The charter summarises the mutual expectations of the Commission and the NESI stakeholders by detailing service levels, rights, obligations and redress mechanisms. It also serves as a quick reference for vital information on NERC Forum Offices, Contact Centre and the Commission’s approach to issues regarding persons with special needs.

On behalf of all my colleagues at NERC, I present the NERC Service Delivery Charter to all electricity industry stakeholders to serve as a guide and a statement of commitment that the Commission shall continue to ensure efficient and effective service delivery to all its stakeholders.

Sanusi Garba
Chairman

Background

The Federal Government created SERVICOM on 21st March 2004 where a Service Compact was agreed with all Nigerians. The main purpose of the Service Compact was to ensure that basic services which citizens of Nigeria are entitled to are provided in a timely, fair, honest, effective and transparent manner.

Consequently, the Federal Government directed all Ministries, Departments and Agencies (“MDAs”) to establish SERVICOM Units and Committees as internal first line of contact to ensure service improvements.

Section 33(1) of the Electricity Act (“EA”), 2023 establishes the Nigerian Electricity Regulatory Commission (“NERC” or the “Commission”). Section 33(3) makes the Commission the apex regulator of the Nigerian Electricity Supply Industry (“NESI”) and Section 34(1) (a - k) specifies the Commission’s functions.

The Nigerian Electricity Regulatory Commission in compliance with the Federal Government’s directive, established the SERVICOM Standing Committee with representatives from all Divisions. The Committee developed the NERC Service Delivery Charter which shall be reviewed periodically on a needs basis to ensure continual improvement.

Introduction

This Service Charter provides service level standards that will guide the Commission in discharging its responsibilities to both its internal and external stakeholders.

Vision

Electricity on Demand

Mission

Promote and ensure investor friendly industry and efficient market structure to meet the needs of Nigeria for: Safe, Adequate, Reliable and Affordable Electricity.

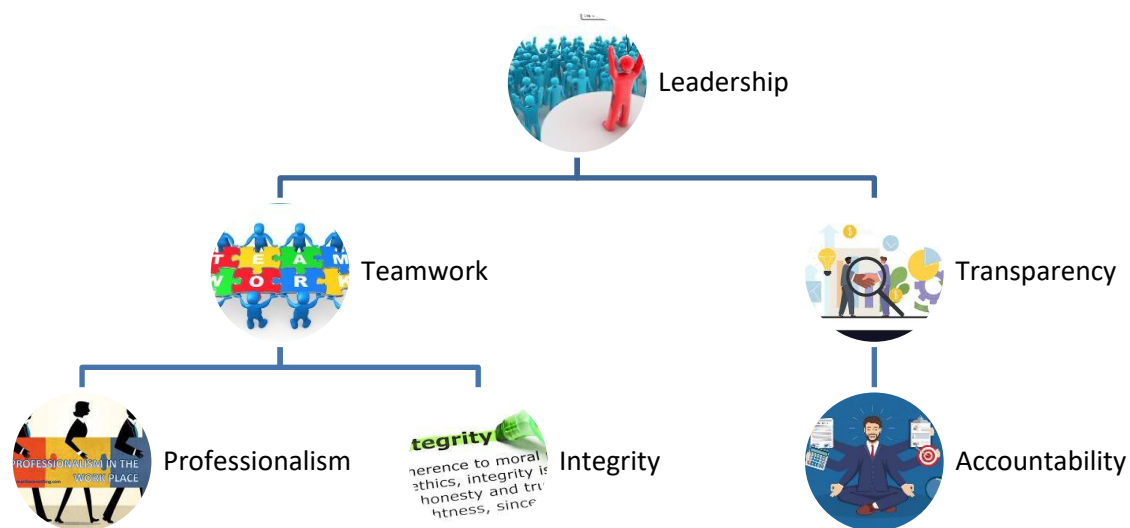
Objectives

- (a) To create, promote, and preserve efficient industry and market structures, and to ensure the optimal utilisation of resources for the provision of electricity services;
- (b) To maximise access to electricity services, by promoting and facilitating consumer connections to distribution systems in both rural and urban areas;
- (c) To ensure that an adequate supply of electricity is available to consumers

- (d) To ensure that the prices charged by licensees are fair to consumers and are sufficient to allow the licensees to finance their activities and to allow for reasonable earnings for efficient operation;
- (e) To ensure the safety, security, reliability, and quality of service in the production and delivery of electricity to consumers;
- (f) To ensure that regulation is fair and balanced for licensees, consumers, investors, and other stakeholders; and
- (g) To present quarterly reports to the President and National Assembly on its activities.

Core Values

NERC shall endeavour to uphold the following key values in the delivery of services to all our customers and stakeholders:



Functions of NERC

As the regulator of the Nigerian Electricity Supply Industry (NESI) section 34 (2) of the Electricity Act empowers the Commission to perform the following functions:

- (a) Promote competition and private sector participation, when and where feasible;
- (b) Establish or, as the case may be, approve appropriate operating codes and safety, security, reliability, and quality standards;

- (c) Establish appropriate consumer rights and obligations regarding the provision and use of electric services;
- (d) License and regulate persons engaged in the generation, transmission, system operation, distribution, and trading of electricity;
- (e) Approve amendments to the market rules;
- (f) Monitor the operation of the electricity market and sanction licensees in deserving circumstances
- (g) Intervene in the management and control of the affairs of its licensees and permit holders which it considers has failed, is failing or in crisis
- (h) Seal and enter the premises of persons operating without a license or suspected to have committed an offence under this Act; and
- (i) Carry out examination, inquiry and inspect all books, records, accounts and documents required to be kept by a licensee.

NERC Stakeholders

External

- Electricity Consumers
- Generation Companies
- Transmission Company of Nigeria
- Distribution Companies
- Nigerian Bulk Electricity Trading Company Plc
- Independent Power Producers
- Other Government Agencies
- The Presidency
- The National Assembly
- Federal Ministry of Power
- Contractors and Consultants
- All other Licensees and Permit Holders
- The General Public/ End - Use Customers

Internal

- Employees
- The Commissioners
- Ad-hoc Staff

Performance Targets

This charter is a commitment by NERC to provide high quality services to all its customers and stakeholders. The Commission will endeavour to serve all its stakeholders effectively, in a timely manner with due diligence and professionalism. The Commission shall uphold the utmost integrity in the delivery of our services.

The Commission affirms its commitment to ensure a fair and firm regulatory environment devoid of inconsistencies. The Commission intends to drive improvements and growth within the Commission as an institution and the NESI through the realisation of the following targets:

- i. Fair & Balanced Regulation of NESI
- ii. Creation of a financially viable market
- iii. Customer Protection
- iv. Fair Pricing of Electricity Services
- v. Maximise Access to Electricity Services
- vi. Ensure Adequate Supply of Electricity to customers
- vii. Ensure the safety, security, reliability and quality of electricity production & delivery services
- viii. Creation of a World Class Organization

Obligations of the Commission

The Commission is committed to providing its stakeholders with efficient, reliable, affordable, safe, competitive market environment at each point of service delivery. We commit ourselves to:

- Provide innovative, memorable and inspiring experiences to our clientele in the delivery of our services.
- Demonstrate superior customer service at all times; we shall be polite, helpful and professional in all our dealings with our clients.
- Use all opportunities available to inform you about the current Regulations, Orders and Directives developed.
- Anticipate customer demands and create new and exciting opportunities for the delivery of our services.
- Demonstrate technical/professional competence by all staff serving in NERC.

- Advocate and practice a culture of continuous improvement of systems and processes.
- Ensure all clients are treated fairly and with the utmost respect. We shall at all times, wherever possible, try to provide different ways to deliver our services to meet the needs of individual clients.
- Showcase thorough knowledge and expertise of all our Regulations, Orders, Codes and Directives.
- Answer your calls within 3 rings.
- Acknowledge and respond to your correspondence within 10 working days either by post or via an email

Correspondences

The Commission encourages all our stakeholders to forward complaints, suggestions or comments to:

The Chairman/CEO
 Nigerian Electricity Regulatory Commission
 Plot 1387 Cadastral Zone A00
 Central Business District
 P.M.B. 136, Garki,
 Abuja, FCT
info@nerc.gov.ng
complaints@nerc.gov.ng
 +234 201 344 4331
 +234 908 899 9244

- We guarantee confidentiality and privacy in respect to all complaints made.
- We affirm to acknowledge receipt and respond to all complaints made within 10 working days.
- If the matter requires more investigation and time to be resolved, we shall inform you of the intended course of action and time frame of response.

Stakeholders Participation in Service Delivery

Stakeholders are invited on periodic basis to attend Commission's engagements such as Customer Town Hall and Customer Complaints Resolution Meetings held at various locations in all the operational areas of Distribution Companies. These engagements

are used for disseminating information on the activities of the Commission such as review of regulations, rights and obligations of customers and health and safety tips.

Stakeholders are encouraged to provide inputs such as comments and memoranda to regulatory instruments when reviews are initiated by the Commission from time to time in line with the Business Rules of the Commission, such inputs would be taken into consideration before any review is finalized by the Commission.

PART XIII, Section 119 of the Electricity Act mandates the Commission to develop in consultation with licensees and relevant stakeholders' regulations on customer service standards. The Commission also conducts regular and periodic stakeholder engagements and participation in its operations and has continued to engage with its stakeholders through the following:

- Town hall meetings for customer enlightenment/education
- Consultations to ensure regulations are fit for purpose
- Customer complaints resolution meetings

For better service delivery experience, the Commission expects the following from all its stakeholders:

- Treating NERC staff with courtesy and deference.
- Abiding by the regulations governing the operations at NERC.
- Provide accurate information and complete documentation where applicable to ensure efficient and faster service.
- Suggest ways of improving our services at NERC.
- Provide NERC with adequate feedback on service delivery through various channels e.g., our website, emails and suggestion boxes.
- Adapt energy efficient behaviour.

Rights of electricity customers

- ✓ Right to electricity supply in a safe and reliable manner.
- ✓ Right to a properly installed and functional meter.
- ✓ Right to properly informed and educated on the electricity service.
- ✓ Right to transparent electricity billing.

- ✓ Right of unmetered customers to be billed based on NERC's Amended Order on Capping of Estimated bills.
- ✓ Right to be notified ahead of disconnection of electricity service by the DisCo serving the customer in line with NERC's guidelines.
- ✓ Right to refund when over billed.
- ✓ Right to file complaints and to the prompt investigation of complaints.
- ✓ Right to contest any electricity bill.
- ✓ The replacement of infrastructural items like transformers, poles and other electrical equipment is strictly the responsibility of Discos and customers are not expected to pay for them.

Obligations of electricity consumers

- ✓ Pay bills for electricity consumed
- ✓ Provide access/make the premises ready for connection in line with the Commission's Regulations.
- ✓ Protect all electrical installations within the customers premises.
- ✓ Be cordial and respectful towards electricity workers.
- ✓ Ensure that metering and other electrical equipment within your premises belonging to the DisCo not tampered with, or by-passed.
- ✓ Notify the DisCo serving you of any tampering or bypass of electricity installations.
- ✓ Notify the DisCo serving you of any outstanding electricity bill before moving into new premises.

Customer Service Standards

S/N	SERVICE STANDARD	CAUSE	STANDARD FOR RESOLUTION	RESPONSIBILITY
1	RESTORING SUPPLY TO A CUSTOMER'S PREMISES When notified of a fault leading to Loss of Electricity, The Distribution Company is obligated to visit the premises within 24 Hours to	Fuse	Replace and reconnect within 24 Hours of notification	Disco
		Minor Equipment fault	Repair and reconnect within 24 Hours of notification	Disco
		Any other fault	Repair and reconnect within	Disco

S/N	SERVICE STANDARD	CAUSE	STANDARD FOR RESOLUTION	RESPONSIBILITY
	determine the Cause. If outage is caused by:		48 Hours of notification	
2	PROVIDING A NEW CONNECTION Whenever a Customer makes a request to a Distribution Company for a new or additional connection to his premises (Fill form 74), the Disco shall take measures to fit the meter and connect the power supply within ten (10) working days of receiving the request provided that:	New or additional Connection	Inspect and approve the electrical installation.	Disco
		New or additional Connection	Agrees to Connect Supply	Disco
		New or additional Connection	Provides necessary items for connection of new meter	Customer
3	ELECTRICITY SERVICES This includes connection charge to the Discos Low Voltage network and service interruptions for maintenance:	Estimate of Connection Charge	Estimates to be provided within 3 (Three) working Days	Disco
		Notice of Planned Supply Interruptions	Disco shall provide the Customer with a minimum of 3 (Three) working days' notice of the planned interruption.	Disco
		Repositioning of Meter. (Customer to bear Cost)	Disco to accede to request within 5 (Five) working days provided meter	Disco

S/N	SERVICE STANDARD	CAUSE	STANDARD FOR RESOLUTION	RESPONSIBILITY
			repositioned in same premises	
		Response to Faults with Prepayment Meters	Disco to visit within 24 Hours to inspect Meter and Fix immediately.	Disco
		Meter Reading Frequency	Disco to obtain actual reading Once a Month	Disco
4	VOLTAGE COMPLAINTS Whenever a Customer reports a problem to a Distribution Company that would suggest to the Distribution Company that the cause of the problem is that the electricity supply is being delivered at a voltage outside the limits prescribed in the distribution code, the following applies:-	Lights too High or Dim	An Official of the Disco to visit within <u>24 hours</u> of problem being reported.	Disco
		Electrical Appliances are burnt	An Official of the Disco to visit within <u>24 hours</u> of problem being reported.	Disco
5	METER DISPUTE Where a Customer reports a problem to a Disco that would suggest that the cause of the problem is the electricity meter used to record usage at the Customer's premises is recording incorrectly, such as	Billing (Meter not recording properly)	An Official of the Disco to visit within <u>3 Days</u> of problem being reported. Within <u>3 Days</u>. <u>5 Days</u> is the standard if it is necessary to install a Check	Disco

S/N	SERVICE STANDARD	CAUSE	STANDARD FOR RESOLUTION	RESPONSIBILITY
	that an electricity bill is too high or too low compared to normal monthly bills for the same Customer or premises, the following applies: -		Meter to monitor Consumption	
6	RECONNECTION OF SUPPLIES DISCONNECTED FOR NON PAYMENT Where a Customer either pays all outstanding charges including reconnection charges or enters into a payment arrangement with the Disco for outstanding debt	Reconnection of disconnected supply	Reconnects Customer within <u>24 Hours upon</u> payment of debt and reconnection Charge.	Customer/Disco

NERC Customer Complaints Handling Procedure

The Commission has put in place a Customer Complaints Handling Procedure to address the grievances of dissatisfied customers. The process is outlined below:

1. When a customer is dissatisfied with a service rendered by an electricity distribution company ("Disco"), he/she should complaint to the Customer Complaints Unit ("CCU") at the Business Unit of the Disco which serves him.
2. The CCU is obligated to investigate and resolve the complaint. If this complaint is amicably resolved, the customer is notified.
3. If the customer is not satisfied with the resolution, the NERC Customer Complaints Handling: Standards and Procedures provides that any person dissatisfied with the outcome of the handling of his complaints by the CCU may refer his complaint to the Forum. The Forum is a body set up by the Commission to hear and resolve customer complaints in the operational area of every Disco.

- a. The Forum is mandated to consider and resolve the matter within the provisions of the NERC Customer Complaint Handling: Standards and Procedures.
- b. If the Customer/Disco is not satisfied with the Forum's decision, either may appeal to the Commission, within 10 working days from the date of the decision.

Redress Mechanism

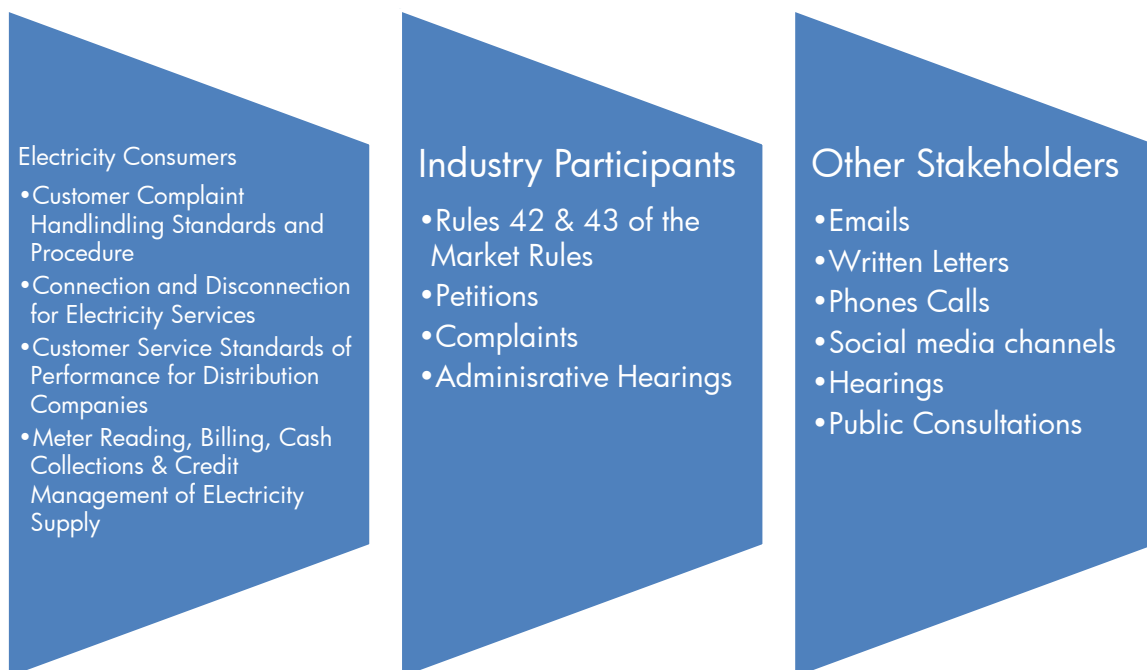
The Commission has put in place institutions, instruments, methods, and processes by which a resolution to a grievance is sought and provided. A number of mechanisms are available to both external and internal aggrieved parties to access redress.

1. Internal Stakeholders

The Commission affirms to ensure that any issue affecting the rights and obligations of its Commissioners, employees, ad-hoc staff is duly addressed in accordance with the NERC Staff Handbook and other appropriate laid down rules and procedures.

2. External Stakeholders

Depending on the party and the type of issue, external stakeholders may access redress through any of the following means -



List of NERC Forum Offices

List of NERC Forum Offices

FORUM OFFICE	CONTACT DETAILS	FORUM OFFICE	CONTACT DETAILS
Abakaliki	No. 3 Ezekuna Crescent, Off Nsugbe Street, Abakaliki, Ebonyi State. Telephone No: 09037808590 Email address: abakalikiforum@nerc.gov.ng	Jigawa	Plot 16/17, Sani Abacha Way, Mai Goro House, Dutse, Jigawa State. Telephone: 07031704827 Email address: jigawaforum@nerc.gov.ng
Abuja	No.14, Road 131, Gwarinpa, Abuja Telephone No: 08146862225 Email address: abujaforum@nerc.gov.ng	Jos	No. 22, Fwawwei - Zaramaganda Road, Rayfield, Jos, Plateau State. Telephone No: 09037808597 Email address: josforum@nerc.gov.ng
Asaba	No. 1, Chief Lois Ndukwe Close, Opposite Liberty Estate (behind Sam Obi's house), G.R.A. Asaba, Delta State. Telephone No: 09062277247 Email address: asabaforum@nerc.gov.ng	Kaduna	No. 21A, Degel 2 Road, By Gobir Road, Unguwar Rimi, Kaduna, Kaduna State. Telephone No: 08106807299 Email address: kadunaforum@nerc.gov.ng
Awka	Alexander-Davids place, Plot 479, Zik Avenue, Awka, Anambra State. Telephone: 09037808594 Email address: awkaforum@nerc.gov.ng	Kano	No.2, Miller Road, Bompai, Nassarawa G.R.A, Kano, Kano State. Telephone No: 08146862222 Email address: kanoforum@nerc.gov.ng
Bauchi	No. 41 Old Jos Road, GRA, Bauchi, Bauchi State Telephone: 09062924607 Email Address: bauchiforum@nerc.gov.ng	Katsina	No. 17, Hassan Usman Katsina Road, Adjacent to the Nigerian Midstream & Downstream Petroleum Regulatory Authority, G.R.A. Katsina, Katsina State. Telephone: 07031704821 Email address: katsinaforum@nerc.gov.ng
Benin	No. 34, Akpakpava Street, Benin City Telephone No: 09037808592 Email address: beninforum@nerc.gov.ng	Lafia	Manyi Street, Off Jos Road, Bukan-Sidi, Lafia, Nasarawa State. Telephone: 09062924601 Email Address: lafiaforum@nerc.gov.ng
Birnin Kebbi	No 8 Ahmadu Bello Way, Opp. Kebbi State Government House Birini Kebbi - Kebbi State Phone: 09062863161 Email address: birinikebbiforum@nerc.gov.ng	Lokoja	Hassan Katsina Road, Opposite State Civil Service Commission, Zone 8, Police Headquarters, Lokoja, Kogi State. Telephone: 09062924599 Email Address: lokojaforum@nerc.gov.ng

FORUM OFFICE	CONTACT DETAILS	FORUM OFFICE	CONTACT DETAILS
Calabar	Plot 109, MCC Road by Ibok Street, Calabar - Cross River State Phone: 09062863159 Email address: calabarforum@nerc.gov.ng	Makurdi	A1 - J.A. Shindi Estates, No. 399 Hilary Ikima Street, Lobi Quarters, Makurdi, Benue State. Telephone No: 09062277249 Email address: makurdiforum@nerc.gov.ng
Eko	4th Floor, Niger House, 48/50 Odunlami Street, Off Marina, Lagos Island, Lagos State. Telephone No: 0810680726 Email address: ekoforum@nerc.gov.ng	Osogbo	No. 51 Isiaka Adeleke Way, Along Okefia - Alekuwodo Road, Osogbo, Osun State. Telephone: 09062924604 Email Address: osogboforum@nerc.gov.ng
Enugu	John Anichukwu Close Plot 7 Mkpokiti Pocket Layout Ogui New Layout Enugu State. Telephone No: 08146862230 Email address: enuguforum@nerc.gov.ng	Owerri	Prof. C.B. Anyanwu Avenue, Opposite Achike Udenwa Estate, New Owerri, Imo State Telephone No: 09062277245 Email address: owerriforum@nerc.gov.ng
Gusau	No 2 Canteen Daji, J.B. Yakubu Road, Gusau, Zamfara State. Telephone: 0906283163 Email address: gusauforum@nerc.gov.ng	Port Harcourt	No. 9 Iwori-Gosu Close, Adjacent to Ultimate Specialist Hospital, Royal Avenue Estate, Peter Odili Road, Port-Harcourt, Rivers State. Telephone No: 08146862223 Email address: phforum@nerc.gov.ng
Gombe	Government Layout GDP/2, Along Ministry of Education Road, Gombe, Gombe State. Telephone: 08140440079 Email address: gombeforum@nerc.gov.ng	Sokoto	No. 9 Garba Duba Road, Sokoto Phone: 09062863157 Email address: sokotoforum@nerc.gov.ng
Ibadan	Jibowu Street, Opposite Magara Police Station, Iyaganku, G.R.A. Ibadan, Oyo State. Telephone No: 08146862252 Email address: ibadanforum@nerc.gov.ng	Umuahia	House 9B, Adelabu Street, Amaokwe Housing Estate, Umuahia Ibeku, Abia State. Telephone No: 09062277251 Email address: umuahiaforum@nerc.gov.ng
Ikeja	Novel House, Plot 3, Block J, Otunba Jobifele Way, Alausa CDA, Ikeja, Lagos State Telephone No: 08106807298 ikejaforum@nerc.gov.ng	Uyo	No. 63 Osongama Road, Off Oron Road, Uyo Akwa Ibom State Telephone: 09062863165 Email address: uyoforum@nerc.gov.ng

FORUM OFFICE	CONTACT DETAILS	FORUM OFFICE	CONTACT DETAILS
Ilorin	No. 30 Stadium Road, Off Taiwo Road, Ilorin, Kwara State. Telephone: 09062924603 Email Address: ilorinform@nerc.gov.ng	Yola	No. 5 Nguroje Street, Karewa Extension Jimeta/Yola, Adamawa State Telephone No: 09037808535 Email address: yolaforum@nerc.gov.ng

Provision for Persons with Special Needs

The Commission upholds to interact with persons with physical difficulty or difference that may require more assistance or specialized services in such manner that portrays diversity, equity and inclusion. In order to ensure satisfactory treatment of persons with special needs, the Commission has put in place the following –

- i. Adequate provision to overcome the inadequacies in language barrier through translation of relevant documents from English to Hausa, Igbo and Yoruba Languages.
- ii. Provided packing facilities and customer lounges for wheelchair users, physically challenged, pregnant women and elderly persons.

Existing Limitations

There are adequate legal and regulatory frameworks put in place to ensure access to electricity supply and consumption in Nigeria. However, there are a number of challenges adversely affecting the regulation of the NESI which include:

- a. Lack of adequate metering
- b. Fluctuations in macroeconomic indices
- c. Inadequate generation to meet electricity demand
- d. Threats of insecurity to electricity infrastructure

Monitoring and Review of the Charter

Considering the ever-changing consumer environment and emerging electricity market trends, this charter may be reviewed when the arises with a view to improving the Commission's service delivery. The Commission intends to review this charter in the 4th quarter of 2025.

Therefore, we solicit your comments and suggestions in helping us improve our services while we endeavour to monitor the adherence to the commitments made in this charter.

For more information, please contact:

