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**NIGERIAN ELECTRICITY  
REGULATORY COMMISSION**

**NERC SERVICE CHARTER**



# **NIGERIAN ELECTRICITY REGULATORY COMMISSION**







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## FORWARD

Service Compact (“SERVICOM”) is a service agreement between the Federal Government of Nigeria (“FGN”) and all Nigerians. It 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 to ensure customer satisfaction on service delivery.

Nigerian Electricity Regulatory Commission (“NERC” or the “Commission”) is established by the Electric Power Sector Reform Act 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 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 control the activities of regulated entities within its purview. This control is mainly achieved through compliance with regulatory instruments. The Commission is mindful of the huge and onerous responsibilities placed on it to reform the power sector.

The NERC Service Charter is a holistic and practical compendium that defines the service experience stakeholders will have in engaging with the Commission.





The NERC Service Charter has summarised the mutual expectations of the Commission and the NESI stakeholders by detailing service levels, rights, obligations and redress mechanisms. It can also serve as a quick reference for vital information on NERC Forum Offices, existing limitations of NERC and also addresses subtle issues regarding persons with special needs as well as monitoring and review of the Charter. On behalf of all my colleagues at NERC, I present the NERC Service Charter to all electricity industry stakeholders to serve as a guide and a statement of commitment that the Commission will 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.

The Nigerian Electricity Regulatory Commission (“NERC” or the “Commission”) was established by the Electric Power Sector Reform (EPSR) Act 2005 to regulate the Nigerian Electricity Supply Industry (NESI).

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 Charter which will be reviewed on needs basis to ensure continual improvement.





## **Introduction**

This Service Charter provides service 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**

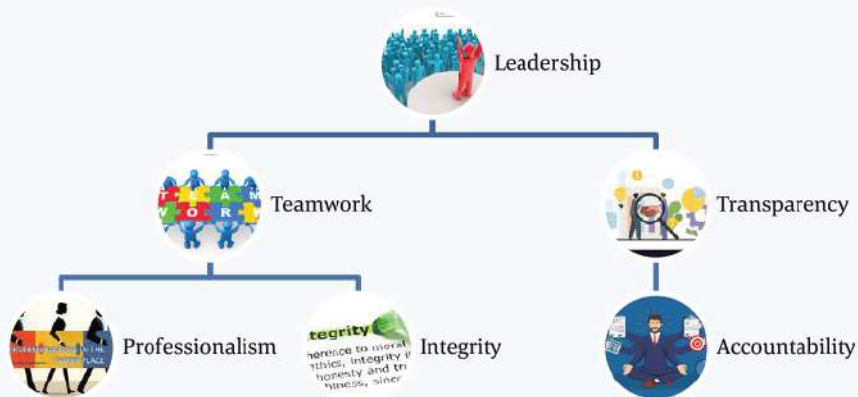
- (a) To create, promote, and preserve efficient industry and market structures, and to ensure the optimal utilisation of resources for the provision of electricity services;
- (b) To maximise access to electricity services, by promoting and facilitating consumer connections to distribution systems in 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 32 (2) of the EPSR 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
- (e) Undertake such other activities which are necessary or convenient for the better carrying out of or giving effect to the objects of the Commission.

## **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
- Ministry of Power
- Contractors and Consultants
- All other Licensee and Permit Holders
- The General Public

## **Internal**

- Employees
- 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 Regulation, 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.

### **Correspondence**

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  
+234 9 4621400

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.

The Commission in a bid to ensure stakeholder engagements and participation in its operations 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





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

- Treating NERC staff with courtesy and respect.
- 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 be 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.





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### **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 are 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	<b>RESTORING SUPPLY TO A CUSTOMER'S PREMISES</b> When notified of a fault leading to Loss of Electricity, The Distribution Company is obligated to visit the premises within <b>24 Hours</b> to determine the Cause. If outage is caused by:	Fuse	Replace and reconnect within <b>24 Hours</b> of notification	Disco
		Minor Equipment fault	Repair and reconnect within <b>24 Hours</b> of notification	Disco
		Any other fault	Repair and reconnect within <b>48 Hours</b> of notification	Disco
2	<b>PROVIDING A NEW CONNECTION</b> 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 <b>within ten (10) working days</b> of receiving the request provided that:	New or additional Connection	Inspect and approve the electrical installation.	Disco
3	<b>PROVIDING A NEW CONNECTION</b> 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 <b>within ten (10) working days</b> of receiving the request provided that:	New or additional Connection	Agrees to Connect Supply	Disco
		New or additional Connection	Provides necessary items for connection of new meter	Customer





4	<b>ELECTRICITY SERVICES</b> This includes connection charge to the Discos Low Voltage network and service interruptions for maintenance:	Estimate of Connection Charge	Estimates to be provided within <b>3 (Three)</b> working Days	Disco
		Notice of Planned	Disco shall provide the Customer with a minimum of <b>3 (Three)</b>	Disco
		Supply Interruptions	working days' notice of the planned interruption.	
		Repositioning of Meter. (Customer to bear Cost)	Disco to accede to request within 5 (Five) working days provided meter is repositioned in same premises	Disco
		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
5	<b>VOLTAGE COMPLAINTS</b> 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 <b>24 hours</b> of problem being reported.	Disco
		Electrical Appliances are burnt	An Official of the Disco to visit within <b>24 hours</b> of problem being reported.	Disco





6	<b>METER DISPUTE</b> 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 that an electricity bill is too high or too low compared to normal monthly bills for the same Customer or premises, the following applies: -	Billing (Meter not recording properly)	An Official of the Disco to visit within <b>3 Days</b> of problem being reported. Within <b>3 Days</b> .	Disco
			<b>5 Days</b> is the standard if it is necessary to install a Check Meter to monitor Consumption	
7	<b>RECONNECTION OF SUPPLIES DISCONNECTED FOR NON PAYMENT</b> 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 <b>24 Hours upon</b> 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 interests of its Commissioners, employees or 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 -

#### Electricity Consumers

- Customer Complaint Handling Standards and Procedure
- Connection and Disconnection for Electricity Services
- Customer Service Standards of Performance for Distribution Companies
- Meter Reading, Billing, Cash Collections & Credit Management of Electricity Supply

#### Industry Participants

- Rules 42 & 43 of the Market Rules
- Petitions
- Complaints
- Administrative Hearings

#### Other Stakeholders

- Emails
- Written Letters
- Phone Calls
- Social media channels
- Hearings
- Public Consultations





## 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: <a href="mailto:abakalikiforum@nerc.gov.ng">abakalikiforum@nerc.gov.ng</a>	Jigawa	Dutse GRA, Dutse, Jigawa State Telephone: 07031704827 Email address: <a href="mailto:jigawaforum@nerc.gov.ng">jigawaforum@nerc.gov.ng</a>
Abuja	No.14, Road 131, Gwarinpa, Abuja Telephone No: 08146862225 Email address: <a href="mailto:abujaforum@nerc.gov.ng">abujaforum@nerc.gov.ng</a>	Jos	No. 5a Rayfield Road, Jos. Plateau State Telephone No: 09037808597 Email address: <a href="mailto:josforum@nerc.gov.ng">josforum@nerc.gov.ng</a>
Asaba	Dennis Osadebe Way, After Asaba Scan Center, Beside Mobil Filling Station, Opposite NNPC Filling Station, Asaba Delta State Telephone No: 09062277247 Email address: <a href="mailto:asabaforum@nerc.gov.ng">asabaforum@nerc.gov.ng</a>	Kaduna	Wema Bank Building No. 13. Bida Road by High Court, Kaduna, Kaduna State. Telephone No: 08106807299 Email address: <a href="mailto:kadunaforum@nerc.gov.ng">kadunaforum@nerc.gov.ng</a>
Awka	Plot 80, Aroma Junction Layout, Awka - Onitsha Express, Opposite CBN, Awka, Anambra State. Telephone: 09037808594 Email address: <a href="mailto:awkaforum@nerc.gov.ng">awkaforum@nerc.gov.ng</a>	Kano	No.2, Miller Road, Bompai, Nassarawa G.R.A, Kano, Kano State. Telephone No: 08146862222 Email address: <a href="mailto:kanoforum@nerc.gov.ng">kanoforum@nerc.gov.ng</a>
Bauchi	No. 41 Old Jos Road, GRA, Bauchi, Bauchi State Telephone: 09062924607 Email Address: <a href="mailto:bauchiforum@nerc.gov.ng">bauchiforum@nerc.gov.ng</a>	Katsina	No. 7 Abuja Crescent, Off Hassan Usman Katsina Road, Katsina, Katsina State. Telephone: 07031704821 Email address: <a href="mailto:katsinaforum@nerc.gov.ng">katsinaforum@nerc.gov.ng</a>
Benin	No. 34, Akpakpava Street, Benin City Telephone No: 09037808592 Email address: <a href="mailto:beninform@nerc.gov.ng">beninform@nerc.gov.ng</a>	Lafia	Manyi Street, Off Jos Road, Bukan-Sidi, Lafia, Nasarawa State. Telephone: 09062924601 Email Address: <a href="mailto:lafiaforum@nerc.gov.ng">lafiaforum@nerc.gov.ng</a>
Birnin Kebbi	No 8 Ahmadu Bello Way, Opp. Kebbi State Government House Birini Kebbi - Kebbi State Phone: 09062863161 Email address: <a href="mailto:birinkebbiforum@nerc.gov.ng">birinkebbiforum@nerc.gov.ng</a>	Lokoja	Hassan Katsina Road, Opposite State Civil Service Commission, Zone 8, Police Headquarters, Lokoja, Kogi State. Telephone: 09062924599 Email Address: <a href="mailto:lokojaforum@nerc.gov.ng">lokojaforum@nerc.gov.ng</a>
Calabar	Plot 109, MCC Road by Ibok Street, Calabar - Cross River State Phone: 09062863159 Email address: <a href="mailto:calabarforum@nerc.gov.ng">calabarforum@nerc.gov.ng</a>	Makurdi	Hepzibah Plaza, Atom Kpera Road, Opposite Makurdi International School, Makurdi, Benue State Telephone No: 09062277249 Email address: <a href="mailto:makurdiforum@nerc.gov.ng">makurdiforum@nerc.gov.ng</a>
Eko	No 61 Odunlami Street, Off Marina, Lagos Island Telephone No: 0810680726 Email address: <a href="mailto:ekoforum@nerc.gov.ng">ekoforum@nerc.gov.ng</a>	Osogbo	No. 51 Isiaka Adeleke Way, Along Okefia - Alekuwuodo Road, Osogbo, Osun State. Telephone: 09062924604 Email Address: <a href="mailto:osogboforum@nerc.gov.ng">osogboforum@nerc.gov.ng</a>
Enugu	John Anichukwu Close Plot 7 Mkpokiti Pocket Layout Ogui New Layout Enugu State. Telephone No: 08146862230 Email address: <a href="mailto:enuguforum@nerc.gov.ng">enuguforum@nerc.gov.ng</a>	Owerri	Prof. C.B. Anyanwu Avenue, Opposite Achike Udenwa Estate, New Owerri, Imo State Telephone No: 09062277245 Email address: <a href="mailto:owerriforum@nerc.gov.ng">owerriforum@nerc.gov.ng</a>



FORUM OFFICE	CONTACT DETAILS	FORUM OFFICE	CONTACT DETAILS
Gusau	No 2 Canteen Daji, J.B. Yakubu Road, Gusau, Zamfara State. Telephone: 0906283163 Email address: <a href="mailto:gusauforum@nerc.gov.ng">gusauforum@nerc.gov.ng</a>	Port Harcourt	No. 15 Okuru Road, Off Peter Odili Road, Adjacent Golf Estate, Off Ordinance Road, Port Harcourt, Rivers State Telephone No: 08146862223 Email address: <a href="mailto:phforum@nerc.gov.ng">phforum@nerc.gov.ng</a>
Gombe	Government Layout GDP/2, Along Ministry of Education Road, Gombe, Gombe State. Telephone: 08140440079 Email address: <a href="mailto:gombeforum@nerc.gov.ng">gombeforum@nerc.gov.ng</a>	Sokoto	No. 9 Garba Duba Road, Sokoto Phone: 09062863157 Email address: <a href="mailto:sokotoforum@nerc.gov.ng">sokotoforum@nerc.gov.ng</a>
Ibadan	Jibowu Street, Opposite Magara Police Station, Iyaganku, G.R.A. Ibadan, Oyo State. Telephone No: 08146862252 Email address: <a href="mailto:ibadanforum@nerc.gov.ng">ibadanforum@nerc.gov.ng</a>	Umuahia	No 80 Aba Road, Umuahia, Abia State Telephone No: 09062277251 Email address: <a href="mailto:umuahiaforum@nerc.gov.ng">umuahiaforum@nerc.gov.ng</a>
Ikeja	Novel House, Plot 3, Block J, Otunba Jobifele Way, Alausa CDA, Ikeja, Lagos State Telephone No: 08106807298 Email address: <a href="mailto:ikejaforum@nerc.gov.ng">ikejaforum@nerc.gov.ng</a>	Uyo	No. 63 Osongama Road, Off Oron Road, Uyo Akwa Ibom State Telephone: 09062863165 Email address: <a href="mailto:uyoforum@nerc.gov.ng">uyoforum@nerc.gov.ng</a>
Ilorin	No. 30 Stadium Road, Off Taiwo Road, Ilorin, Kwara State. Telephone: 09062924603 Email Address: <a href="mailto:ilorinforum@nerc.gov.ng">ilorinforum@nerc.gov.ng</a>	Yola	No. 5 Nguroje Street, Karewa Extention Jimeta/Yola, Adamawa State Telephone No: 09037808535 Email address: <a href="mailto:yolaforum@nerc.gov.ng">yolaforum@nerc.gov.ng</a>





## 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. Fluctuation in macroeconomic indices
- c. Inadequate supply of electricity
- d. Nationwide Insecurity





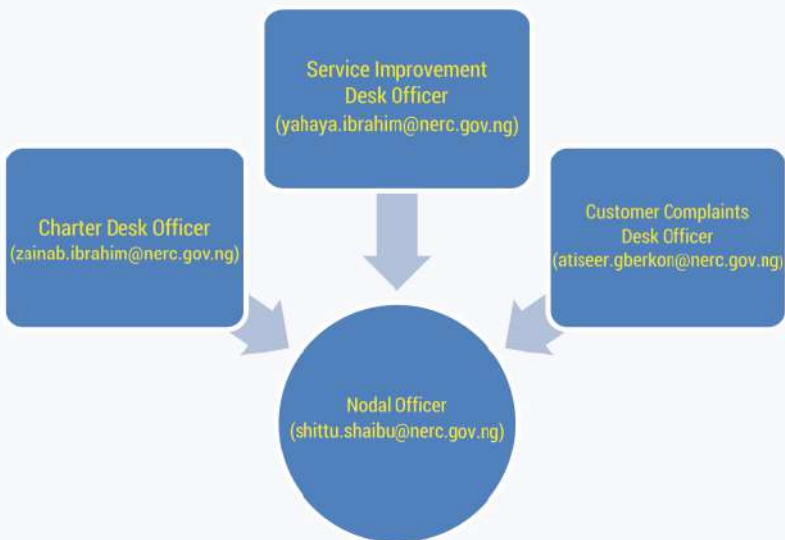
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## Monitoring and Review of the Charter


Considering the ever-changing consumer environment and emerging electricity market trends, this charter may be reviewed when the need arises with a view to improving the Commission's service delivery. The Commission intends to review this charter in the 4<sup>th</sup> quarter of 2024.

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:



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 Nigerian Electricity Regulatory Commission

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