



ORDER NO: NERC/2026/025

**BEFORE THE NIGERIAN ELECTRICITY REGULATORY COMMISSION AMENDED ORDER
ON THE REIMBURSEMENT OF METER COSTS FOR METERS PROCURED UNDER THE
METER ASSET PROVIDER AND NATIONAL MASS METERING REGULATIONS 2021**

TITLE

1. This regulatory instrument may be cited as the **AMENDED ORDER ON THE REIMBURSEMENT OF METER COSTS**.

COMMENCEMENT

2. This Order shall take effect from 1 March 2026 and amends Order No: NERC/2023/001 (Order on the Reimbursement of Meter Costs for Meters Procured under the Meter Asset Provider and National Mass Metering Regulations, 2021) that was issued by the Nigerian Electricity Regulatory Commission ("NERC" or the "Commission") on 20 March 2023.

BACKGROUND

3. Pursuant to the provisions of section 226 of the Electricity Act (the "Act") which empowers NERC to make regulations prescribing all matters which, in the opinion of the Commission, are necessary or convenient to be prescribed for carrying out or giving effect to the Act, the Commission issued the *Meter Asset Provider and National Mass Metering Regulations 2021* ("MNMMR") that provided guidelines for the provision of meters to customers of successor distribution licensees ("DisCo").

4. Section 8(1)(f) of the MNMMR, mandates DisCos to reimburse customers that procure and pay for meters under the MAP framework, through equal instalments of energy credit, at the time of vending, representing the amortised cost of the meter over a maximum period of 36 months. The MNMMR further prescribes that the reimbursement schedule shall be approved by the Commission, having regard to an evaluation of the financial standing of the DisCo.

5. As part of the evaluation of the financial standing of the DisCos and in recognition of the fact that the average useful life of meters is 10 years as well as the repayment period allowed for DisCos under the major metering interventions in NESI, in 2023, the Commission issued the Order on the Reimbursement of Meter Costs for Meters Procured

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under the MNMMR which reviewed the reimbursement period from 36 months to 120 months effective from 1st April 2023.

6. In February 2026, the Commission reviewed the level of compliance of DisCos with the expected reimbursement to customers that have paid for meters under the MAP framework. The review highlighted that DisCos have an outstanding amount of NGN20.33billion to reimburse customers, for meters procured under the MAP framework as at 31st December 2025.

7. The result of the analysis is further corroborated by the volume of complaints concerning delays and deficiencies in the implementation of the reimbursement of the meter cost to customers that have been received by the Commission.

CONTEXT

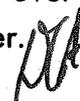
This Order seeks to:

8. Optimise the process of reimbursement and customer notification, thereby preventing repeated implementation delays and strengthening sector credibility and customer confidence.

9. Establish a timeline and process for the fast-tracked reimbursement of the accumulated outstanding meter costs to customers that procured meters under the MAP framework.

THE COMMISSION HEREBY ORDERS as follows -

- A. All reimbursements to customers for meters procured under the MAP Framework shall be fully automated on customer accounts. DisCos shall ensure that the total cost of a MAP meter is recognised as credit on the customer's account upon activation of the meter and disbursed automatically as monthly credits over the approved amortisation period.
- B. In giving effect to the provisions of paragraph A, DisCos shall NOT offset meter reimbursement credits against customer legacy debts; the items must be treated separately.
- C. For customers with pre-paid meters, no later than the 4th day of every month, the DisCo's billing system will automatically generate a token with energy value equivalent to the monthly reimbursement which the customer is due to receive over the 120-month amortisation period based on prevailing tariff for the customer.

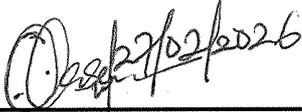
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- D. The token shall be sent to the telephone number and email address that are registered to the account. In addition to the monthly token, the communication sent to the customer shall also contain the initial cost of the meter purchased, the gross value of reimbursed credits applied to their accounts till date and the outstanding balance on the cost of the meter.
- E. For post-paid customers, the monthly reimbursement of the cost of a MAP meter shall appear as a distinct credit line item which is expected to be subtracted from the customer's total payable for the month. The monthly reimbursement shall be represented in absolute Naira terms based on the 120-month amortisation schedule.
- F. The monthly bill issued to the post-paid customers shall also contain the initial cost of the meter purchased, the gross value of reimbursed credits applied to their accounts till date and the outstanding balance on the cost of the meter.
- G. To recover the sum of NGN20.33billion that was not re-imbursed to customers as at 31st December 2025, DisCos shall accelerate the rate of recovery for the affected customers over a 12 (twelve) month period commencing from 1st March 2026.
- H. To give effect to the provision contained in paragraph F for pre-paid customers, DisCos shall amortise the under-reimbursement to the affected customers in 12 equal installments which will be sent to the affected customers as additional tokens i.e. affected customers shall receive 2 (two) tokens from their DisCo over the 12 (twelve) month period.
- I. To give effect to the provision contained in paragraph F for post-paid customers, DisCos shall amortise the under-reimbursement to the affected customers in 12 equal installments which will be deducted from the monthly bill i.e. the monthly bill for affected customers over the 12 (twelve) month period shall contain two lines of MAP reimbursement deduction.
- J. All DisCos shall file monthly reports with the Commission detailing the total monetary value of the reimbursement to customers through energy credit, in accordance with the template approved by the Commission.

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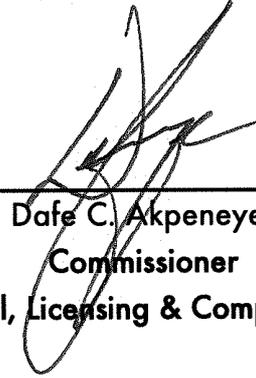
- K. All DisCos shall establish a dedicated email address for the receipt of complaints from customers who have not received MAP meter cost reimbursements. Details of such complaints, including the status of their resolution, shall form part of the monthly compliance reports submitted to the Commission.

Dated this 27th Day of February 2026



A handwritten signature in black ink, appearing to read 'Musiliu Oseni', with the date '27/02/2026' written over it.

Musiliu Oseni
Chairman



A handwritten signature in black ink, appearing to read 'Dafe C. Akpeneye', written over a horizontal line.

Dafe C. Akpeneye
Commissioner
Legal, Licensing & Compliance