



METERING INTERVENTIONS IN THE NESI



MAP Scheme

Since 2018

Private Meter Asset Providers close the gap. This allows customers to pay upfront for their meter and be refunded through energy credits.



NMMP

2021 - 2024

National Mass Metering Programme, introduced alongside MAP under the 2021 Regulations to accelerate mass metering.



MAF

Meter Acquisition Fund

Helps DisCos secure long-term financing. Meters procured and installed under MAF (Tranches A & B) come at no cost to customers.



DISREP - IPF

World Bank-backed

Runs alongside MAP, NMMP and MAF to further accelerate closure of the metering gap and protect DisCo revenue. IPF (Investment Project Financing) is the component that funds bulk procurement of meters for DisCos.



PMI

Presidential Metering Initiative

Starts in 2027 with 750,000 meters to help close the metering gap.

YOUR RIGHTS ON METERING, BILLING & DISCONNECTION



Installation

Paid upfront under MAP? Your meter must be installed within 10 days of full payment.



Reconnection

Once you have resolved a connection dispute and paid the relevant fees, your DisCo must restore power immediately.



No Cost for Installation

You should never pay to have your meter installed. Meters under MAF and DISREP are free, and anyone who pays for a MAP meter is reimbursed in full.



No Fee for Wrongful Disconnection

If your DisCo disconnected you without following proper procedure, they cannot charge you a reconnection fee.



Repairs

A faulty meter must be repaired or replaced within 48 hours of being reported.



Compensation for Wrongful Disconnection

Wrongfully disconnected customers will receive electricity credits for each day of disconnection, based on their average daily consumption over the preceding three months.



Automatic Meter Reimbursement

Paid for your MAP meter? You are refunded in full via energy credits, generated automatically every month, spread over 120 months. Credits cannot be offset against old debts.



Relocating?

Notify your DisCo, request for a final bill and settle any outstanding bill before you move.
Check the existing balance and clarify it with your DisCo before moving in to a new place.



Estimated Billing Limits

DisCos can only estimate your bill when they cannot read your meter. Unmetered customers are protected by strict capping rules.

DISPUTE RESOLUTION



1 Complain to Your DisCo

Log the issue with the Customer Complaints Unit (CCU) of your DisCo and ensure your complaint is acknowledged.



2 Escalate to the Forum

Not resolved? Escalate to your nearest NERC Forum Office after 15 days.



3 Escalate to NERC

Not satisfied with the Forum Resolution? Appeal to NERC HQ.



For both NERC and SERC states



For Transitioned States: Steps 2 & 3 go to your State Electricity Regulatory Commission (SERC) instead of NERC. Find your SERC: www.nerc.gov.ng/resources/sercs



Visit NERC Online

www.nerc.gov.ng

Read the full regulations and orders, find your SERC and get in touch with us.