



NIGERIAN ELECTRICITY REGULATORY COMMISSION

Plot 1387 Cadastral Zone A00, CBD, Abuja www.nerc.gov.ng; info@nerc.gov.ng

INVITATION TO CONSULTATIONS ON THE REVIEW OF CUSTOMER CARE REGULATIONS & ENLIGHTENMENT ON THE NEW METERING REGULATIONS

The Nigerian Electricity Regulatory Commission has the mandate to protect stakeholders' interests in the Nigerian Electricity Supply Industry (NESI). To this end, the Commission approved some regulations to protect electricity customers' rights and specify their obligations. Some of these regulations are:

- A. Customer Complaints Handling Standard and Procedures Regulations, 2006.
- B. Meter Reading, Billing, Cash Collections and Credit Management for Electricity Supplies Regulations, 2007.
- C. Customer Service Standard of Performance for Distribution Companies, 2007.
- D. Connection and Disconnection Procedures for Electricity Services, 2007.
- E. Methodology for the Determination of Connection Charges for Electricity Supply Regulations 2012.

New development in the Nigeria Electricity Supply Industry (NESI) has necessitated a review of the above Regulations to reflect current realities.

Also, as part of its commitment to close the wide metering gap in NESI and working with other stakeholders, the Commission has announced a new Meter Asset Provider - National Mass Metering Programme Regulations.

As indicated below, a consultation will hold on the benefits of the metering regulations and review the customer protection regulations. Expected at these meetings are consumer advocacy groups, electricity customers' associations, SMEs, customer care, and regulatory officers of DisCos and general public.

Venue: Golden Royale Hotel, 10 Bisalla Road, Independence Layout, Enugu
Date: October 28th and 29th, 2021
Time: 10.00 am

Signed:
Management