



# NIGERIAN ELECTRICITY REGULATORY COMMISSION

PLOT 1099, FIRST AVENUE, OFF SHEHU SHAGARI WAY, CBD, ABUJA

## PUBLIC NOTICE ON ELECTRICITY CUSTOMER RIGHTS AND OBLIGATIONS

The Nigerian Electricity Regulatory Commission (NERC) is empowered by the Electric Power Sector Reform (EPSR) Act, 2005 to ensure an efficiently managed electricity supply industry that meets the yearnings of Nigerians for stable, adequate and safe electricity supply. The Act mandates the Commission to ensure that electricity investors recover costs on prudent investment and provide quality service to customers.

To ensure quality service delivery, it is pertinent that electricity customers know their rights and obligations.

### THESE ARE YOUR RIGHTS AS ELECTRICITY CUSTOMER

- It is your **Right** to electric service and accurate electric meter/billing.
- All new electric connections must be done strictly on the basis of metering before connection. That is, no new customer should be connected without a meter first being installed.
- Customer who elects to procure meter under the Credited Advance Payment for Metering Implementation (CAPMI) Scheme must be metered within 60 days, failure in which the electricity customer will neither be billed nor disconnected by the electricity distribution company.
- It is your **Right** to transparent electricity Billing. Umetered customer should be issued electricity bills strictly based on NERC's Estimated Billing Methodology.
- It is your **Right** to contest any electricity bill. Any unmetered customer who is disputing his/her estimated bill has the Right not to pay the disputed bill, but pay only the last undisputed bill as the contested bill go through the dispute resolution process of NERC.
- It is your **Right** to be notified in writing ahead of disconnection of electricity service by the electricity distribution company serving you.
- It is your **Right** to prompt investigation of complaints arising from your electricity service.
- It is not the responsibility of electricity customer or community to buy, replace or repair electricity transformers, poles and related equipment used in supply of electricity.
- All complaints on your electricity supply and other billing issues are to be sent to your nearest Business Unit of the electricity company serving your premises. If your complaint is not satisfactorily addressed you can forward your complaint to the **NERC Forum Office** within the coverage area of your electricity distribution company. Electricity customers also have the right to appeal the decision of the Forum at the Commission (NERC).

➤ The Forum offices for electricity complaints are located as follows:

**Abuja Forum Office**  
No.14, Road 131, Gwarinpa, Abuja  
Telephone No: 08146862225  
Email: abujaforum@nercng.org  
Email: beninform@nercng.org

**Benin Forum Office**  
No. 34, Akpakpava Street  
Benin City.  
Telephone No: 09038852499

**Eko Forum Office**  
No 61 Odunlami Street, Off Marina,  
Lagos Island  
Telephone No: 08106807261  
Email: ekoforum@nercng.org

**Enugu Forum Office**  
No. 27 Ogui Road, Enugu,  
Enugu State.  
Telephone No: 08146862230  
Email: enuguforum@nercng.org

**Ikeja Forum Office**  
No. 199, Obafemi Awolowo Way  
Alausa, Ikeja, Lagos.  
Telephone No: 08106817298  
Email: ikejaforum@nercng.org  
Email: ibadanforum@nercng.org

**Ibadan Forum Office**  
Jibowu Street, Opposite Magara,  
Police Station, Iyaganku  
G.R.A. Ibadan. Oyo State.  
Telephone No: 08146862252

**Jos Forum Office**  
No. 5a Rayfield Road, Jos. Plateau State  
Telephone No: 09038852912  
Email: josforum@nercng.org

**Kano Forum Office**  
No.2, Miller Road, Bompai,  
Nassarawa G.R.A, Kano, Kano State  
Telephone No: 08146862222  
Email: kanoforum@nercng.org

**Kaduna Forum Office**  
No.22, Ahmadu Bello Way,  
Opposite NNDC Building, Kaduna,  
Kaduna State.  
Telephone No: 08106807299  
Email: kadunaforum@nercng.org

**Port-Harcourt Forum Office**  
Sasun Hotel,  
Plot 206 Trans Amadi Industrial  
Layout, Port Harcourt, Rivers State  
Telephone No: 08146862223  
Email: phforum@nercng.org

**Yola Forum Office**  
No. 5 Nguroje Street, Karewa Extension  
Jimeta/Yola, Adamawa State  
Telephone No: 09037808535  
Email address: yolaforum@nercng.org

### NERC ZONAL OFFICES ARE AS LISTED BELOW:

**South East Zonal Office**  
22 Bishop Unaegbu Street  
Work Layout, Owerri, Imo State


**South West Zonal Office**  
72 Secretariat Road, beside FCMB Plc  
Ado Ekiti, Ekiti State.

**South South Zonal Office**  
Davandy House  
Muhammad Way  
Calabar, Cross River State.

**North Central Zonal Office**  
Plot 796961, off David mark Bypass 43, Murtala  
Makurdi, Benue State

**North East Zonal Office**  
2, Government House Road  
Gombe, Gombe State

**North West Zonal Office**  
1 Garba Duba Street  
Sokoto, Sokoto State.

For more details on your rights and obligations, please log into [www.nercng.org](http://www.nercng.org), you can also follow like us on  and visit our website

**MANAGEMENT**