



PRESTIGE

welcome to
ie prestige

a commitment
to reliable
power supply





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overview



IE Prestige is a power supply service that provides a minimum of **20 hours** electricity daily to contracted customers, based on a mutually agreed tariff. Our commitment is hinged on excellent customer service and an enforceable service level agreement backed by a Power Purchase Agreement.





benefits



Minimum of 20 hours power supply daily from dedicated feeders



Preventive maintenance backed by a Service Level Agreement on supply lines (low voltage and high voltage)



Multiple accessible payment channels for easy and convenient purchase of energy tokens.



Accelerated response to faults via our dedicated technical clearing teams.



Dedicated Relationship Manager and access to 24-hr customer service





customer service



customer service

One of the cornerstones of IE Prestige is our promise to deliver excellent customer service. You have access to our 24/7 Customer Service care lines where you can speak to any of our representatives to resolve issues concerning our services.

Our 24/7 customer service platforms are available via live chat, via our walk-in centers at the undertaking offices and business units; via telephone on our dedicated contact numbers - **01-7000929, 09087940826**; or via an e-mail to **ieprestige@ikejaelectric.com**

Be rest assured that there is always someone happy to serve you.



supply



Under the Power Purchase Agreement, Ikeja Electric is committed to supplying a minimum of 20 hours of quality power at required voltage levels per day which translates to an aggregate of 600 - 620 hours in a month (except the month of February which has 28-29 days).

In the unlikely event that Ikeja Electric fails to supply a cumulative total of up to 600-620 hours (subject to the provision of the contract) of Premium Power over a one (1) month period, Ikeja Electric will grant a damages of up to 0.50 kWh and customers will be refunded via energy credit.

**Note that IE Prestige customers who are caught bypassing or tampering with Ikeja Electric's installations or assets shall not be entitled to any liquidated damages.*

maintenance



preventive maintenane

Ikeja Electric will carry out preventive maintenance twice a month on all technical assets. The pre-emptive maintenance is to forestall any breakdown, increase assets uptime and consequently improve energy consumption and revenue assurance. This will be carried out between the period of 11:00am and 4:00pm on select days.

Ikeja Electric shall notify customers forty-eight (48) hours prior to carrying out a scheduled maintenance which shall not exceed three (3) hours of the 20 hours of minimum premium power supply.



fault clearing

IE's commitment to preventive maintenance allows us to avoid frequent faults thus delivering on our promise of reliable power supply. However, in cases of location specific faults where you do not have supply but other residents do, kindly contact us immediately. Such cases are often caused by faults on your transformer or service connections. Other cases such as broken poles, faulty transformer, burning transformer, burnt meter, fluctuating power supply, low/high voltage, house shocking, J&P fuse, jumper cut should also be reported to us immediately they are discovered. Kindly contact **IEPrestige@ikejaelectric.com** or **01-7000929, 09087940826** for prompt resolution.



grid collapse

Power supply is dependent on the stability of the National Grid and in some circumstances, this is beyond the control of Ikeja Electric. When a grid collapse occurs, there will be power outages beyond our control. IE Prestige customers will be duly notified of any service disruptions at the grid level or any force majeure event that may have an adverse effect on the supply.

metering



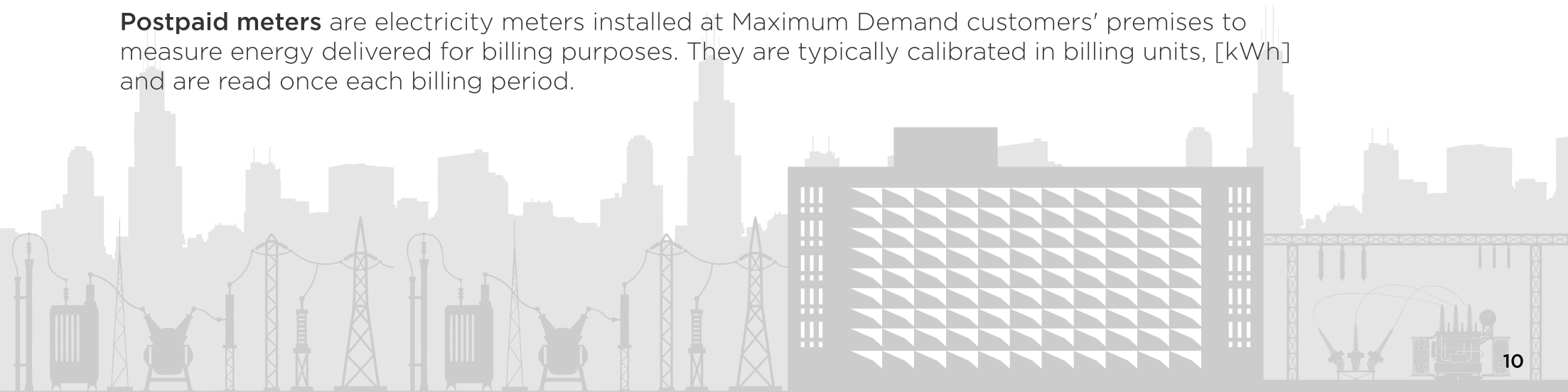
energy accounting

To ensure that customers only pay for what they consume, all IE Prestige customers must be metered. Our non-maximum demand customers will be provided with pre-paid meters while our maximum demand customers will be provided with a postpaid meter. All meters are smart meters.

metering categories

Prepaid meters require customers to pay for energy before using it. This is done via a smartcard or token that can be topped up by an agent or electronically. Energy is credited to your account, and the meter uses this credit until it runs out.

Postpaid meters are electricity meters installed at Maximum Demand customers' premises to measure energy delivered for billing purposes. They are typically calibrated in billing units, [kWh] and are read once each billing period.



meter types

A smart meter is an electronic device that records the consumption of energy and communicates the information to Ikeja Electric for monitoring and billing. Smart meters enable two-way communication between the meter and the central system. It also allows us to determine your consumption pattern, load changes over time and detect energy theft from our back-end.

The following meters are installed for IE Prestige customers:

1. Hexcel Meter
2. Mommas Meter
3. Unistar Meter
4. Mojec Meter
5. EDM I Meter
6. Clou Meter

In line with our recommended meter types and in compliance with extant regulations, meters that do not meet our energy accounting requirements may be replaced by Ikeja Electric

meter activation

Question: How do I know my meter has been activated?

Answer: An SMS will be sent to your registered telephone number within 48hours.



Question: After the SMS is sent, what do I do next?

Answer: On your UIU (User Interface Unit), input your meter number as shown on the meter card given to you and press “enter”. The display should read “successful”. You can proceed to input the activation token sent on your mobile. After this, you can buy energy using our various vending platforms

Question: What if I do not receive an SMS?

Answer: Please contact the dedicated customer service line.

In line with our core values and objective of improving our customer service delivery, Ikeja Electric has introduced meter activation tokens on its website on

<http://www.ikejaelectric.com/keychange/> Just follow these steps:

- Log in to IE portal **<http://www.ikejaelectric.com/keychange/>**
- Input your meter number.
- Click the submit bottom.
- Activation token will be displayed instantly.
- *This can be done on your phone.

troubleshooting

Question: I can't load my token, what should I do?

Answer: This can occur when the meter has not been paired with the UIU or when your activation token has not been inputted.

Question: How do I pair my UIU with my meter?

Answer: To pair the meter, carry out the steps below until the UIU displays “Connect” which confirms the pairing is successful.

METER	WHAT TO DO
Hexcel Meter	Type “00” and press “Enter”
Mommas Meter	Type “5609-7869-4675” and press “Enter”, after “SUCCEED” is displayed, enter the meter number and press “OK”
Conlog Meter	Insert the meter number and press “Enter”
Unistar Meter	Automatic, so no need to manually pair
Mojec Meter	Type the meter number and press “Enter”
EDMI Meter	Type “755204” and press “Enter”. After, input the last 9 digits of meter number, finally press  key. Pairing is done
Clou Meter	Input 1593570 + meter number e.g. 15935700000056644 and press “Enter”

Please note that you cannot be on any alternative supply while trying to pair meter

Question: How do I input my activation token?

Answer: You will receive a set of 40 digits, input the first 20 digits and press “enter” then continue with the last 20 digits and press “Enter” (display will read “SUCCESS” which means the activation was successful)

Question: My UIU is not communicating with my meter?

Answer: Please ensure your UIU is plugged to a socket that is not connected to an alternative power supply. Also note that if you have run out of energy on the meter, kindly power the UIU with a battery.

Question: How do I check my balance?

Answer: Please find below how the steps to be taken to check and confirm your balance based on your meter type:

How To Check and Confirm	Mojec Meter	EDMI Meter	Conlog Meter	Mommas Meter
Unit Balance Check	SP&TP: Type “009”, on the UIU and you will see the unit available displayed on meter	SP: Type “10”, TP: Type “01” on the UIU and you will see the unit available displayed on meter	SP&TP: Type “009”, on the UIU and you will see the unit available displayed on meter	SP&TP: Type “801”, on the UIU and you will see the unit available displayed on meter

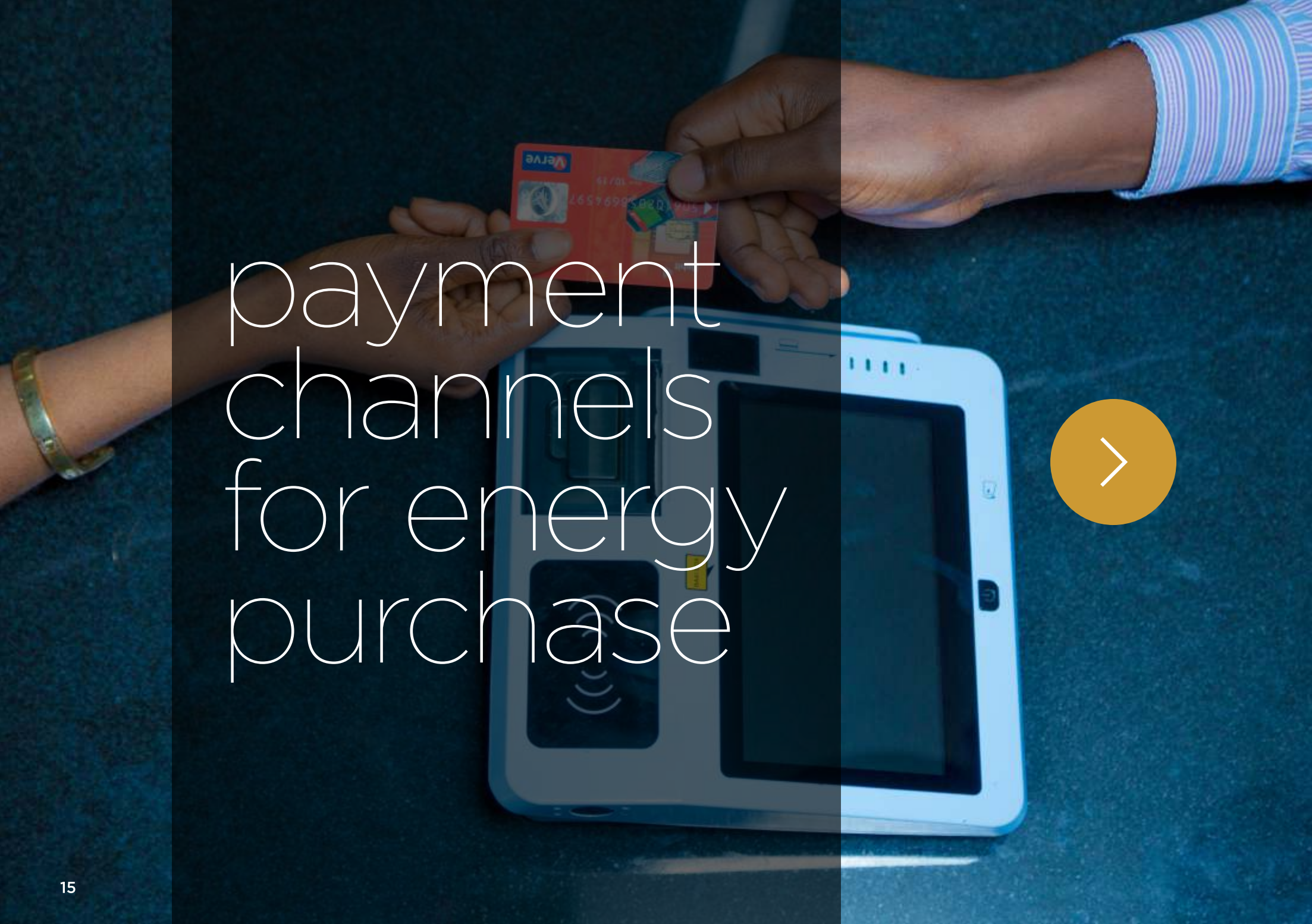
SP - Single phase
TP - Three phase

Question: What should I do if my meter goes blank or stop working?

Answer: Immediately this is detected, call the dedicated helpline or send an email.

Question: Does the meter become inactive or dormant, if not credited over a period of time?

Answer: No. However, if a meter has not been put into use for a year and above, the possibility of going into factory mode is high. In this case, a factory reset may be required.

A hand is holding a red card with a blue chip and a logo that says 'Wave' over a payment terminal. The terminal has a tablet attached to it. The background is a dark, textured surface.

payment channels for energy purchase



Under IE Prestige, energy tokens can be purchased from any of the payment channels:

- USSD Code ***565*6*13#**
- Internet banking or via your bank's mobile application (bill payments, utility, electricity, DisCos)
- Ikeja Electric website at www.ikejaelectric.com (select the online payment option or enter the web address **<http://ie-payments.com>**);
- The Quickteller application, select the prepaid option and input your meter number; and account number (**www.quickteller.com**)
- Payment agents for this platform ITEX, ETOP, BAXIBOX, PAWAKAD, IEPINS are also available for bill payments.





safety



Please be aware of the following safety standards IE Prestige customers are to comply with:

- Please ensure your premises have the proper standard of earthing in accordance with the Nigerian Electricity Supply and Installation Standards (NESIS) Regulations, to avoid electrical accidents and hazards.
- Avoid erecting structures or carrying out activities within the power line right-of-way (ROW)
- Do not plant vegetation that encroach power lines
- Do not enter our facilities to fix any technical issues
- Avoid engaging illegal technicians or tampering with electrical installations.
- Do not give Ikeja Electric staff any money (cash or cash value) to provide you with any services.
- Report all unsafe network conditions or practices to **hse@ikejaelectric.com** or via the **iSafe** Mobile App **<https://play.google.com/store/apps/details?id=com.ikejaelectric.isafe>**



penalties

Any customer who gains unauthorized access to electricity by tampering with the meter or bypassing same shall pay cost for reconnection.		
Class of Customer	First Incident (NGN)	Subsequent Incident (NGN)
Single Phase Residential	50,000.00	75,000.00
Three Phase Residential	100,000.00	150,000.00
Single Phase Commercial	50,000.00	75,000.00
Three Phase Commercial	100,000.00	100,000.00
Maximum Demand	300% of the last authorized recorded monthly consumption of the customer	450% of the last authorized recorded monthly consumption of the customer

All customers shall be liable to pay administrative charges in addition to the reconnection costs stated above:

Class of Customer	Administrative Charge
Single Phase Residential	1,500.00
Three Phase Residential	3,000.00
Single Phase Commercial	3,000.00
Three Phase Commercial	6,000.00
MD LV Residential	7,500.00
MD HT Residential	7,500.00
MD LV Commercial/Industrial	7,500.00
MD HT Commercial/Industrial	15,000.00

Other Charges Back-Billing

1. In addition to the reconnection and administrative costs above, DisCos are empowered to charge the affected customer for the loss of revenue occasioned to the DisCos by the illegal consumption of electricity by way of back billing.
2. The back billing shall be for the established period of the unauthorized access and at the customer's prevailing tariff rate.

Under section 1(10) of the Miscellaneous Offences Act, any person who commits any act of unauthorized access (illegal connection, illegal reconnection, meter tampering or bypass) may face a penalty of 21 years imprisonment upon conviction.

consumer rights

As an IE Prestige Customer you have the right to complain and provide feedback. Please do not hesitate to contact our 24/7 dedicated Customer Care line - **01-7000929** or **09087940826**, if you have any issues or complaints about our services.

communication channels

At Ikeja Electric, we welcome feedback. Everything you tell us about our service matters and we appreciate all feedback as they will only help us serve you better.

Kindly send feedback to **IEPrestige@ikejaelectric.com**

Facebook - Ikeja Electric Plc

Twitter - @ikejaelectric

Instagram - @ikejaelectric

whistleblowing policy

Ikeja Electric has zero-tolerance to unethical practices and misconduct in general.

If you observe or experience any act of fraud, bribery, extortion or energy theft, please send a report via any of the underlisted whistleblowing channels independently managed by Deloitte. You can make reports in English, Igbo, Hausa, Yoruba or French through the:

- Toll-free hotline **0800TIPOFFS (0800 847 6337)**
- E-mail - **expressyourself@ikejaelectric.com**
- Deloitte Tip-offs Anonymous Mobile App available on the Google Play Store or iTunes Store.

The whistleblowing channels are accessible 24-hours a day, 7 days a week, so you can report all illegal and unethical activities in a safe, confidential, secure and anonymous manner.





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www.ikejaelectric.com

