



**NIGERIA ELECTRICITY REGULATION COMMISSION**  
**CONNECTION AND DISCONNECTION PROCEDURES FOR ELECTRICITY SERVICES, 2007.**

**In exercise of the powers conferred upon it by section 96 of the Electric Power Sector Reform Act and all other power enabling it in that behalf, THE NIGERIAN ELECTRICITY REGULATORY COMMISSION hereby makes the following regulations:**

1. Whenever a Customer desires the supply of electricity to an existing supply address, the Customer shall;
  - (a) Submit to a Distribution Company, an application in his or its name, in a format required by the Distribution Company and approved by the Commission ;
  - (b) Accept the terms and conditions of the supply of the Distribution Company, approved by the Commission ;
  - (c) Pay any connection charge and or security deposit required by the Distribution Company and approved by the Commission ;
  - (d) Provide the Distribution Company with acceptable identification and all information necessary to enable the Distribution Company to arrange to provide electricity supply to the address.
  
2. A Distribution Company shall –
  - (a) Provide its Customer, in writing, with its terms and conditions of supply, approved by the Commission;
  - (b) connect the Customer’s supply address as soon as practicable, but not later than 48 hours after the Customer applies for connection in accordance with regulation 1 of this Regulation ; and
  - (c) Unless otherwise agreed with the Customer, ensure that all future Electricity Bills for the address are issued in the name of the Customer.
  
3. Whenever a Customer desires to obtain electricity supply from a Distribution Company to premises where no connection to the distribution system is, the Customer shall –
  - (a) Submit an application for electricity supply in a format required by the Distribution Company and approved by the Commission ;
  - (b) provide a declaration of supply requirements completed by an appropriate authority in a format required by the Distribution Company and approved by the Commission ;
  - (c) provide the Distribution Company with acceptable identification and all information necessary to enable it to arrange to provide supply to the address ; and

- (d) Pay any capital contribution, connection charge and security deposit requested by the Distribution Company and approved by the Commission.
4. A Distribution Company shall make an appointment with the Customer to fit a meter and connect electricity supply to the supply address within the period stipulated in the Commission's Customer Service Standards of Performance:  
PROVIDED that –
- (a) The Customer's electrical installation comply with the technical standards approved by the Commission ;
  - (b) The Distribution Company provides the Customer, in writing, with its terms and conditions of supply, approved by the Commission ;
  - (c) Unless otherwise agreed, that all future electricity bills for the supply address shall be issued in the name of the Customer ;
  - (d) The Distribution Company agrees to connect the supply to its network ; and
  - (e) The Customer has paid to the Distribution Company all charges approved by the Commission.
5. (1) A Distribution Company may only disconnect supply to a Customer's address when the Customer has not paid the amount correctly billed for that supply address by the relevant payment date;  
PROVIDED that –
- (a) Payment date is clearly shown on the bill ;
  - (b) Payment date is at least 10 working days from the date of delivery of the bill to the supply address or a delivery address provided by the Customer, which is acceptable to the Distribution Company ;
  - (c) Payment date has not been superseded by a subsequent payment date issued to the same Customer for the same supply address ;
  - (d) Period between the payment date and the date of disconnection is not less than 3 months ;
  - (e) Distribution Company has verified from its records that the bill has not been paid ; and
  - (f) Distribution Company has given the Customer a written warning that the electricity supply shall be disconnected if payment is not made by the payment date and the warning contains ;
    - (i) The date of its delivery to the supply address or any other address provided by the customer "and"
    - (ii) A telephone number and or address acceptable to the Distribution Company where the customer request assistance for paying the outstanding bill.
- (2) Any bill correcting a previous inaccurate bill shall have a payment date which is at least 10 working days from the date of delivery of the corrected bill to the supply address or delivery address provided by the Customer which is acceptable to the Distribution Company.

6. Without prejudice to the provisions of sub-regulation (1) of regulation 5, a Distribution Company may disconnect a Customer's electricity supply in the following manner;
  - (a) Without notice, where the Customer is connected to the Distribution Company's network illegally;
  - (b) Without notice, where the Distribution Company considers a Customer's installation to be dangerous to the health and or integrity of the network and /or the quality of supply to other Customers;
  - (c) Where, due to any act or omission of a Customer, a meter located in his premises is inaccessible to be read for a period of three consecutive bills;PROVIDED that the Distribution Company:
  - (i) Informs the Customer by written notice or telephone contact of the inaccessibility of the meter and request him to provide access arrangement and he fails to do so ;
  - (ii) Gives the Customer a written warning that unless he provides access by a given date (which shall not be less than 10 working days to enable the Customer provide reasonable access arrangement) electricity supply to the Customer shall be disconnected.
  
7. A Distribution Company may refuse a Customer's request for supply of electricity where the Customer refuses to provide a form of identification acceptable to the Distribution Company and/or refuses to pay security deposit requested by the Distribution Company;

PROVIDED that;

  - (a) The Distribution Company gives the Customer at least 10 working days' notice in writing that the supply may be disconnected if he fails to provide the necessary form of identification and/or payment of the security deposit ; and
  - (b) The Customer fails to provide the required form of identification and/or security deposit within the period stipulated in the notice of disconnection.
  
8. (1) Whenever a Customer request a Distribution Company to disconnect electricity supply to his premises, the Distribution Company shall disconnect the supply in accordance with the request ;

Provided that the Distribution Company has conducted investigations and confirmed that the consent of the other occupants (if any) of the premises has been obtained.

  - (2) A Distribution Company shall not bill a Customer for any period after the date on which the electricity supply to the Customer's premises should have been disconnected in accordance with the provisions of sub-regulation (1) of this regulation, provided however that the Customer does not cancel the request.
  
9. Whenever a Distribution Company disconnect supply to a Customer's premises, the Distribution Company shall leave a written notice of disconnection advising the Customer of the following;
  - (a) The date and time of disconnection;
  - (b) The reason for disconnection;
  - (c) The actions to be taken by the Customer to have the electricity supply reconnected; and
  - (d) The contact address and telephone number of the Distribution Company.
  
10. (1) A Distribution Company shall not disconnect a Customer's supply of electricity for non-payment where;

- (a) The Customer has paid the amount billed ; or
- (b) The Customer has entered into a payment arrangement with the Distribution Company and payments are being made in accordance with that arrangement ; or
- (c) The amount owed by the Customer is less than the value of his one month's usage ; or
- (d) The Customer has made a complaint concerning the unpaid bill in accordance with the Commission's Customer Complaints Procedure, and the complaint remains unresolved ; or
- (e) The Customer has applied for assistance from the Power Consumer Assistance Fund or some other Customer welfare mechanism recognized by the Commission, and a decision on the application has not been made ; or
- (f) The only charge which the Customer has not paid is charge other than for the sale of energy, such as meter maintenance charge.

(2) A Distribution Company shall not disconnect electricity supply to any premises where, it is aware, that a life support machine is in use.

11. Any Distribution Company which disconnects electricity supply to a Customer's premises in violation of this Regulation commits an offence and is liable on conviction to pay the Customer a penalty as stipulated in the below for each, or part of a day that the supply is wrongfully disconnected.

<b>Customer Classification</b>	<b>Penalty (Naira per day/part of a day)</b>
<b>Residential</b>	<b>1,000</b>
<b>Commercial</b>	<b>1,500</b>
<b>Industrial</b>	<b>2,000</b>
<b>Special</b>	<b>2,000</b>

12. (1) Every Distribution Company shall reconnect electricity supply within the period stipulated in the Customer Service Standards of Performance in the following circumstances;

- (a) Whenever a Customer, disconnected for non-payment of electricity bill pays all the Distribution Company's charges approved by the Commission or whenever the Customer enters into an acceptable payment arrangement with the Distribution Company ;
- (b) Whenever a Customer, disconnected for non-payment is eligible for assistance under the Power Consumers Assistance Fund or some other customer welfare mechanism approved by the Commission, has applied for assistance ;

- (c) Whenever a Customer, disconnected for theft of electricity or for illegal connection to the distribution network, formalizes his electricity supply arrangements to the satisfaction of the Distribution Company and pays all charges by the Distribution Company approved by the Commission or enters into an acceptable payment arrangement to pay the charges;
- (d) Whenever a Customer disconnected on the ground that his electrical installation constitutes a danger to the health and/or integrity of the distribution network and or security of supply to other Customers rectifies the problem associated with the installation, and the installation is certified by an appropriate authority in accordance with the Company's requirements, approved by the Commission, and pays all charges of the Distribution Company approved by the Commission or enters into an acceptable payment arrangement for the payment of the charges;
- (e) Whenever a Customer, disconnected for failure to provide access to the meter in his premises, provides access or makes reasonable access arrangement and pays necessary reconnection fee approved by the Commission;
- (f) Wherever a Customer, disconnected for failure to provide acceptable identification or for failure to pay a security deposit, provides suitable identification and or pays a security deposit and necessary reconnection fee approved by the Commission.