



NIGERIA ELECTRICITY REGULATION COMMISSION

CUSTOMER SERVICE STANDARD OF PERFORMANCE FOR DISTRIBUTION COMPANIES, 2007.

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

1. (1) Whenever a Distribution Company is informed by a Customer during working hours that electricity supply to his premises has gone off, an authorized official from the Distribution Company shall visit the Customer's premises within 24 hours of being notified by the Customer to determine the cause of the problem, and where the cause of the outage is a problem with the Distribution Company's equipment, one of the following standards shall be applied, that is, in the case of –
 - (a) Failure of the Distribution Company's fuse – the fuse shall be replaced and the electricity supply reconnected within 24 hours of the original notification of the outage;
 - (b) Minor fault in the Distribution Company's equipment – the fault shall be rectified and the electricity supply reconnected within twenty four hours of the original notification of the outage;
 - (c) Any other fault in the Distribution Company's equipment – the fault shall be rectified and the electricity supply reconnected within forty eight hours of the original notification of the outage.(2) A Distribution Company shall be exempted from this regulation in the following circumstances, that is to say, where –
 - (a) it is found that the Customer did not inform the Distribution Company; or
 - (b) the problem or fault is found to be from the Customer's electrical installation; or
 - (c) due to the nature of the fault, it is impracticable for the Distribution Company to restore the supply to the Customer's premises with the period stipulated in this regulation.
2. Whenever a Customer makes a request to a Distribution Company for a new or additional connection to his premises, the Distribution Company shall take measures to fit the meter and connect the power supply within ten working days of receiving the request:
Provided that –
 - (a) The Distribution Company shall inspect and approve the electrical installation;
 - (b) The Distribution Company agrees to connect the supply; and
 - (c) The Customer has paid any approved charges.
3. Whenever a Customer request a Distribution Company to provide an estimate of the cost of connecting his premises to the Distribution Company's low voltage distribution network, and the work to be undertaken is the subject of standard pricing, the Distribution Company shall provide an estimated within three working days and in all other cases, the Distribution Company shall provide an estimated within five working days.
4. Whenever a Distribution Company is to discontinue the supply to a Customer's premises in order to undertake planned maintenance to its equipment, the Distribution Company shall provide the Customer with a minimum of three working days notice of the planned interruption.

5. Whenever a customer reports a problem to a Distribution Company that would suggest to the Distribution Company that the cause of the problem is that the electricity supply is being delivered at a voltage outside the limits prescribed in the distribution code, example of which are , the lights are too dim or too bright or that an electrical appliance has burnt out , an authorized official of the Distribution Company shall visit the Customer's premises within twenty four hours of the problem being reported and , where an official response cannot be given at the time of the visit, it shall be provided within twenty four of the visit.

6. Whenever a Customer reports a problem to a Distribution Company that would suggest to the Distribution Company that the cause of the problem is that the electricity meter used to record usage at the Customer's premises is recording incorrectly, such as that an electricity bill is too high or too low compared to normal monthly bills for the same Customer or premises, an authorized official of the Distribution Company shall visit the Customer's premises and, where appropriate, test the meter within three working days of the problem being reported and if an official reply cannot be given at the time of the visit it shall be provided within five working days of the visit:

Provided that if the Distribution Company decides that it is necessary to install a check meter to check the accuracy of the main meter and the Distribution Company undertakes to provide the Customer with an official reply as soon sufficient data is available, the Distribution Company shall be exempted from complying with this regulation.

7. Whenever a Customer whose premises have been disconnected by a Distribution Company for non-payment of electricity charges either pays all outstanding charges including reconnection charges or enters into a payment arrangement with the Distribution Company for the outstanding debt and reconnection charges, request the reconnection of his electricity supply, the Customer shall have his electricity supply, the Customer shall have his electricity supply reconnected within twenty four hours following the request for reconnection.

8. Wherever a Customer –
 - (a) Request a Distribution Company to reposition an electricity meter; and
 - (b) Pays the cost of carrying out the repositioning, the Distribution Company shall undertake the work within five working days of the request: Provided that the Distribution Company agrees to the Customer's request to move the meter, and the old and proposed meter positions remain in the same premises.

9. (1) Whenever a Distribution Company is informed during working hours by a Customer that his prepayment meter is not operating properly, an authorized official from the Distribution Company shall –
 - (a) Visit the Customer's premises within twenty four hours, inspect the meter: and
 - (b) If appropriate, fix or replace the meter.

(2) The Distribution Company shall be exempted from the provisions of sub-regulation (1) of this regulation in the following circumstances;

 - (a) Where the prepayment meter is found to be operating correctly; or
 - (b) Where the Distribution Company's representative is unable to gain access to the meter.

10. (1) Every Distribution Company shall obtain, through its authorized representatives, an actual reading of all meters in all supply addresses within its areas of supply every month but not later than once in every three months.

(2) The provisions of sub-regulation (1) of this regulation shall be inapplicable where –

 - (a) A Customer has been provided with an unmetered supply by the Distribution Company; or

(b) The Customer has a pre-payment meter.

11. Without prejudice to the other exceptions contained in this Regulation, the following are exceptional circumstances which may make it impossible for a Distribution Company to comply with these standards, that is to say, where –
- (a) The Customer informs the Distribution Company that he no longer requires the Distribution Company to take the actions previously requested;
 - (b) Information is required to be provided by the Customer to the Distribution Company and either this information is not provided or it is not provided to the address required by the Distribution Company;
 - (c) The Customer has failed to pay charges due to the Distribution Company and that undertaking the work requested is dependent on the Customer making such payment.
 - (d) It is not reasonably practicable for the Distribution Company to take the action required in the specified time because of either:
 - (i) Severe weather condition, or
 - (ii) Industrial action by the Distribution Company's employees, or
 - (iii) The inability of the Distribution Company to gain access to the Customer's premises and any premises to which access is required for the Distribution Company to undertake the work required to comply with the standard of service, or
 - (iv) When trying to undertake the work requested, the Distribution Company encounters technical problems that it could not have reasonably foreseen, which prevent it from achieving the standard, or
 - (v) If by taking the action required by the Customer, the Distribution Company would be in breach of its license or any law for the time being in force, or
 - (vi) Circumstances of an exceptional nature beyond the control of the Distribution Company,
12. (1) Every Distribution Company shall monitor its performance against each of the Customer Service Standards of service detailed in regulations 1 to 10 of this Regulation.
- (2) Every Distribution Company shall submit to the Commission, on a monthly basis, a summary of its performance against each of the Customer Service Standards of Service detailed in regulations 1 to 10 of this Regulation.
- (3) The format of the monthly report is provided in the Schedule to this Regulation and shall be submitted to the Commission within ten working days of the end of each calendar month.