



PRESTIGE

welcome to ie prestige

Ikeja Electric's **Bilateral Power** Service

what is bilateral power?

Bilateral Power is an initiative of Ikeja Electric Plc to supply a minimum of 20 hours of uninterrupted power supply to customers.

Bilateral Power is aimed at providing exclusive services to customers who are willing to pay for stable electricity supply at a premium.





value proposition

TECHNICAL



Supply of power at an average of **20 hours per day** which translates to a minimum of 600 hours in a 720-hour month.



Supply of **quality power** at the required voltage levels.



Routine preventive maintenance of power assets (transformers, feeders etc.) will be carried out to prevent fault occurrences and ensure that the agreed availability is achieved.



Provision of **dedicated fault clearing crews** to ensure that technical faults are cleared within the stipulated time contained in the SLA.

CUSTOMER SERVICE



Availability of easily accessible **24/7 payment channels** for ease of vending.



Availability of **dedicated contact numbers** and email address to cater for complaints from Premium Power customers.



Outage Notification - Notification of power interruption will be served via email/SMS 24 hours before each planned maintenance.



Provision of **dedicated Key Accounts Management team** to resolve all issues within stipulated timelines per the SLAs.

METERING



Provision of **AMI meters** to all customers.



Provision of **meter maintenance services** and **immediate meter replacement** for faulty meters.



Provision of **energy management tips**



how will ikeja electric deliver premium power?

Ikeja Electric has a strategic alliance with Egbin Power Plant, which gives Ikeja Electric exclusive access to 100mW bilateral power from Egbin Power Plant, which is transmitted through the National Grid.

conditions for application

For Estates:

- Duly functional association
- Letter of Interest from the Estate Association (Corporate entities and Estates)
- Registration with the Corporate Affairs Commission (CAC)
- Execution of a Bilateral Power Purchase Agreement
- Board Resolution of Trustees

For Maximum Demand Customers:

- Execution of a Bilateral Power Purchase Agreement
- Board Resolution
- No default on bill payment

FAQs

With Bilateral Power, how many hours of electricity will I be supplied daily?

Minimum of 20 hours daily (600 hours monthly)

Can I be a bilateral power customer without a meter?

Yes, however before connection, a meter will be installed under the Meter Asset Provider (MAP) program.

How long will it take to be connected to Bilateral Power?

The go-live date is as stated in the Power Purchase agreement.

Will I be paying extra cost for this service?

As this is a willing buyer- willing seller power supply arrangement, Bilateral Power customers will pay a premium tariff.

For enquiry, kindly call the Bilateral Power dedicated line **01-7000929**

Or send an email to:
IEPrestige@ikejaelectric.com

www.ikejaelectric.com

