



## Rights and Obligations of Electricity Customers in the Nigerian Electricity Supply Industry (NESI)

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# CUSTOMER BILL OF RIGHTS AND OBLIGATIONS



Rights and Obligations of Electricity Customers in the Nigerian Electricity Supply Industry (NESI)

**A Customer's Complete Guide to Understanding Electricity Supply Service**

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## BACKGROUND

The Nigerian Electricity Regulatory Commission (NERC) was established by the Federal Government through an Act of the Parliament in 2005. The enabling Act was the Electric Power Sector Reform Act (EPSRA), 2005 under which the Commission derived its powers. The EPSRA has however been repealed and replaced by the Electricity Act (EA), 2023.

The Nigerian Electricity Regulatory Commission (NERC) is the body responsible for regulating service providers for the provision of reliable, adequate, safe, and affordable electricity supply.

The Customer Protection Regulations NERC-R-001-2023 (“CPR 2023”) provides a regulatory framework for:

- The protection of end-use customers’ rights through minimum standards of service delivery.
- The promotion of access to electricity by clearly specifying connection processes and procedures.
- Ensuring that the Nigerian Electricity Supply Industry (NESI) customer service standards conform with international best practices.
- The reinforcement of framework for the protection of end-user customers.

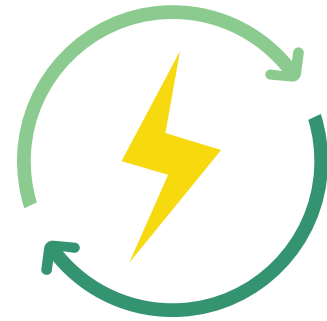
## OBJECTIVES

This document aims to provide clear and accessible information about customer rights and obligations in the Nigerian Electricity Supply Industry (NESI). It aims to ensure fair treatment of customers and enhancement of customer satisfaction in the delivery of electricity service

Electricity customer’s rights refer to the entitlements and protections afforded to individuals or entities that consume electricity. These rights include:

**ACCESS TO ELECTRICITY**

The right to access reliable and quality electricity supply on demand.



**METERING**



The right to a functional and accurate meter.

**TRANSPARENCY AND INFORMATION**

The right to receive clear and transparent information about electricity rates, billing, terms and conditions of the electricity supply agreement, and any changes to the service



**FAIR AND NON-DISCRIMINATORY TREATMENT**

The right to be treated fairly and without discrimination by electricity providers.



**BILLING ACCURACY**



The right to have accurate electricity bills, with a clear breakdown of charges and usage details.

**COMPLAINT RESOLUTION**

All customers have the right to file complaints, and to the prompt investigation of the complaints.



## RELIABLE SERVICE

The right to reliable electricity service, with prompt resolution of power outages and service interruptions.



## PRIVACY AND DATA PROTECTION



The right to have personal information and data safeguarded by electricity providers, with clear guidelines on data collection and usage.

## EDUCATION AND CONSUMER AWARENESS

The right to consumer education and awareness programmes that promote understanding of electricity usage and conservation



## PROTECTION FROM UNFAIR PRACTICES

The right to be protected from fraudulent, deceptive, or unauthorized practices by electricity providers.



## CONTRACT CLARITY



The right to clear terms and conditions when entering into agreements with electricity providers.

## SAFETY AND QUALITY STANDARDS



The right to receive electricity services that meet safety and quality standards.

## ELECTRICITY CUSTOMERS: GENERAL OBLIGATIONS

Electricity customers have obligations and responsibilities to ensure the efficient and safe use of electrical power. These obligations are outlined in contracts or agreements with DisCos and are designed to promote safety, reliability, and fair usage of the electrical grid. Electricity customer obligations include but are not limited to:

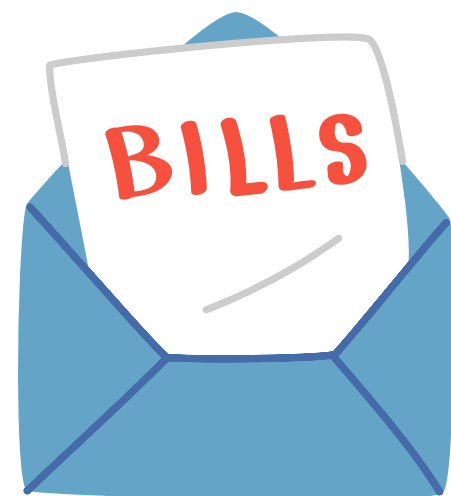
### LIABILITY ON PREMISES



Customers are obliged to inquire about unpaid bills for electricity (if any) before moving into new premises.

### PAYMENT OF FINAL BILLS

Customers are also obliged to pay the final bill assessed on the premises by DisCo before vacating the premises, and they remain liable for that bill until it is paid.



## ELECTRICITY CUSTOMERS: GENERAL OBLIGATIONS

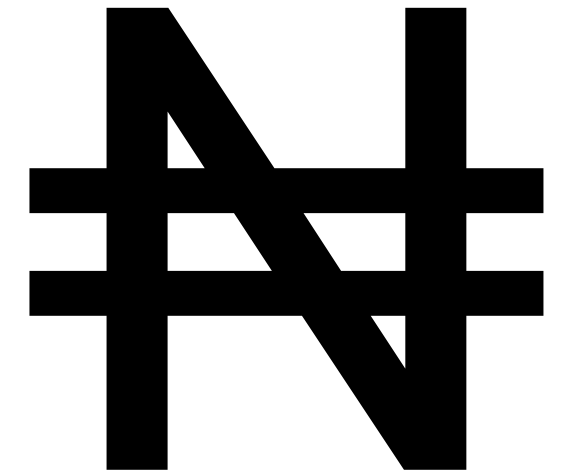


### ACCURATE INFORMATION

Customers are required to provide accurate and up-to-date information to their respective DisCos. This includes contact information and any changes in electrical load or usage

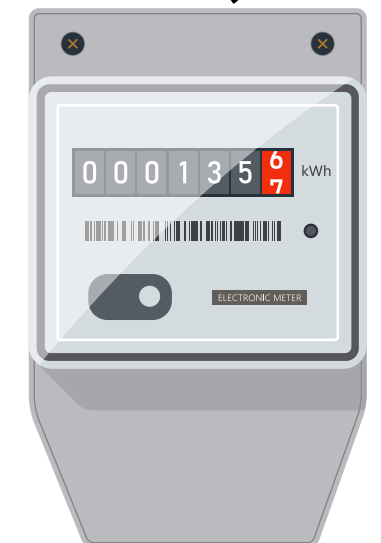
### PAYMENT OF BILLS

Customers are obligated to pay their electricity bills on time i.e., within 10 days of delivery of bills. Failure to do so may result in service disconnection or other penalties.



### ACCESS FOR METER INSTALLATION, READING, AND MAINTENANCE

Customers are required to provide DisCo staff and any authorized personnel access to their premises for meter installation, reading, and maintenance purposes.



## COMPLIANCE WITH REGULATIONS

Customers must adhere to the Customer Protection Regulations regarding electricity usage. This includes compliance with safety standards, environmental regulations, and any other laws governing the use of electrical power.



## SAFETY MEASURES

Customers are responsible for implementing and maintaining safety measures within their premises. This includes proper wiring, installation of safety devices, adherence to electrical codes and standards, and reporting illegal activities such as vandalization



## COMMUNICATION

Customers are encouraged to communicate with their respective DisCos regarding any complaints, concerns, or questions they may have.



## ENERGY CONSERVATION

Electricity customers are encouraged to use energy efficiently. This involves adopting energy efficient appliances, practicing responsible energy consumption, and participating in demand response programmes



## REQUIREMENTS FOR CONNECTING TO DISTRIBUTION NETWORKS

Customers are responsible for providing materials required for connection as stipulated by NERC and their respective DisCos.



## CORDIALITY TOWARDS ELECTRICITY

Customers are required to cooperate and be courteous towards DisCo staff during meter checks, bill distribution and other lawful duties



**INCIDENT REPORT**

Customers are required to report incidences such as power outages, faulty equipment, and environmental hazards to ensure public safety, and timely intervention.



**NOTIFICATION OF DEPARTURE FROM OR COMMENCEMENT OF OCCUPANCY OF PREMISES**



Customers are required to notify their DisCo before they leave or start occupying a premises

**UNAUTHORISED USE AND METER TAMPERING**

Customers are prohibited from unauthorized use of electricity and tampering with meters or bypassing meters. Such actions are not only illegal but may result in service disconnection, and legal consequences including criminal prosecution, conviction, and imprisonment.

The rights contained in this bill collectively aim to empower electricity consumers, ensure their protection and satisfaction, and promote a fair and transparent electricity market. It is essential for customers to be aware of their rights and responsibilities, to make informed decisions about their electricity consumption, and to hold providers accountable for any breach of these rights.

Understanding and fulfilling the obligations contained herein is essential for a smooth and reliable electricity supply.

This further helps in creating a collaborative and responsible relationship between electricity service providers and customers, contributing to the overall efficiency and safety of the power supply network