



NIGERIAN ELECTRICITY REGULATORY COMMISSION

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INVITATION TO CUSTOMER COMPLAINTS RESOLUTION MEETING

The Electric Power Sector Reform Act 2005 mandates the Nigerian Electricity Regulatory Commission (NERC) to protect stakeholders' interests across the value chain. In fulfilment of this mandate, the Commission invites electricity customers with complaints on estimated billing, capping of estimated bill, metering, quality of service, or any other issues on electricity supply to a complaints resolution meetings with the Abuja Electricity Distribution Company (AEDC) as follows:

Date: 25th - 27th October, 2021
Time: 10:00am to 4:00pm daily
Venue: Sheraton Abuja Hotel, Ladi Kwali Way, Abuja.

Expected at these meeting dates are electricity customers, customer care and regulatory officers of AEDC. Customers with complaints are advised to come to the meeting venue with all relevant documents to support their claims.

Similarly, industry stakeholders, consumer advocacy groups, civil society groups and members of the public are invited to a consultation on the review of the five Customers Care regulations and enlightenment session on the new National Mass Metering Programme/Meter Asset Provider Regulations which will take place as follows:

Date: Monday 25th and Tuesday 26th, October 2021
Venue: Sheraton Hotel, Ladi Kwali Street, Abuja
Time: 10: 00am

Interested members of the public can participate online in the review of the customer care regulations using the zoom link below:

Meeting ID: 871 0874 4154

Passcode: 484192

SIGNED:

MANAGEMENT