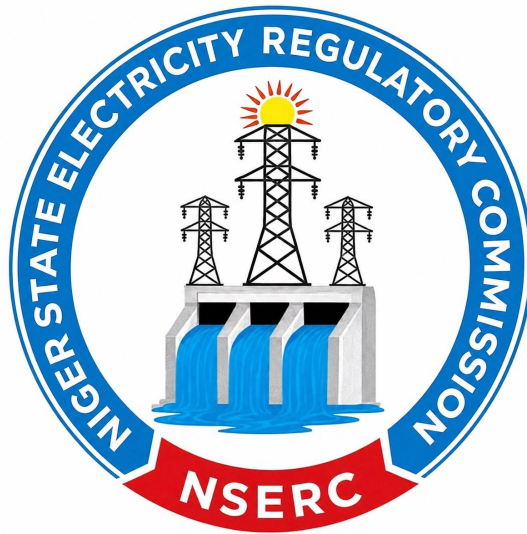




NIGER STATE ELECTRICITY REGULATORY COMMISSION

CUSTOMER SERVICE STANDARDS AND PROTECTION REGULATION 2026

REGULATION NO. NSERC-R_____ 2026

These Regulations are made by the Niger State Electricity Regulatory Commission (NSERC) pursuant to the powers conferred on it by Section 11(1)(f) of the Niger State Power Sector Law 2024.

The primary purpose of these Regulations is to safeguard the rights and interests of electricity consumers across Niger State during the historic transition from federal electricity regulation to the localized, state-regulated Niger State Electricity Market.

Key Provisions and Benefits for Customers:

1. **Universal Protection:** These Regulations apply to all electricity customers in Niger State, whether they are served by the primary grid distribution company, localized mini-grids, off-grid systems, or integrated utilities.
2. **Guaranteed Response Times:** The Regulations establish strict, legally enforceable timelines for essential customer services. This includes a mandatory 24-hour limit for resolving outage reports, fuse failures, minor faults, and prepayment meter issues, as well as a 10-day limit for installing new customer connections.
3. **Protection from Wrongful Disconnection:** Service Providers are strictly prohibited from disconnecting any customer based on a bill that is the subject of an active, unresolved complaint.
4. **Independent Dispute Resolution:** Where a customer is dissatisfied with a Service Provider's handling of a complaint, they have a right to escalate the dispute to NSERC's independent Consumer Affairs Office.
5. **Disputes are heard by a balanced panel** featuring independent representatives from the Nigerian Bar Association (NBA), the Manufacturers Association of Nigeria (MAN), and other local consumer interest groups.
6. **Clear Financial Compensation:** If a Service Provider wrongfully disconnects a customer or violates key service timelines, they are legally required to compensate the customer automatically—principally through direct energy credits applied to the customer's account.
7. **Local Language Accessibility:** To ensure no citizen is left behind, Service Providers are legally mandated to conduct consumer education and publish essential customer rights in English, Nupe, Hausa, Gbagyi, and Pidgin English.

For further inquiries or to file a complaint, customers may contact their Service Provider's Customer Complaints Unit (CCU) or escalate directly to the NSERC Consumer Affairs Office.

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PREAMBLE & ENACTING CLAUSE

In exercise of the powers conferred on the Niger State Electricity Regulatory Commission (the Commission or NSERC) by Section 11(1)(f) of the Niger State Power Sector Law 2024 and all other enabling powers, the Commission hereby makes the following Regulations for Customer Service Standards and Protection in the Niger State Electricity Market.

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PART I – INTERPRETATION

In these Regulations, unless the context otherwise requires—

"Act" or "Law"

means the Niger State Power Sector Law 2024.

"Bypass"

means any unauthorized connection, alteration, diversion, or manipulation of a meter installation, service line, or associated equipment that allows electricity to flow or be consumed without being recorded, fully measured, or accurately billed by the Service. Provider's approved meter.

"Commission" or "NSERC"

means the Niger State Electricity Regulatory Commission established under the Law.

"Consumer Affairs Office" or "CAO"

means the administrative dispute resolution body established by the Commission pursuant to Section 10 of these Regulations to hear, investigate, and resolve escalated customer complaints independently of Service Providers.

"Customer" or "End-use Customer"

means any person, household, business, institution, or entity that receives, applies to receive, or is billed for electricity supply or customer service within Niger State.

"Customer Complaints Unit" or "CCU"

means the dedicated unit established by a Service Provider to receive, document, investigate, and resolve customer complaints in the first instance.

"Digital Complaint Management System"

means the automated electronic database and tracking system maintained by a Service Provider under Section 8 of these Regulations to register complaints, issue unique reference numbers, track status, and report performance to the Commission.

"Estimated Billing"

means the method of calculating and issuing electricity bills to unmetered customers, or customers with faulty or inaccessible meters, based on an assessed consumption methodology approved by the Commission rather than actual physical meter readings.

"Force Majeure"

means any extreme, unforeseen, and unavoidable event or circumstance beyond the reasonable control of the Service Provider or customer—including but not limited to severe weather, natural disasters, acts of God, war, civil insurrection, or lawful strikes—which temporarily prevents the execution of service standards or compliance obligations under these Regulations.

"Life-Support Customer"

means any customer who has registered with the Service Provider and provided valid medical certification demonstrating that a person residing at the premises relies on life-support equipment requiring a continuous and uninterrupted supply of electricity.

"Service Band" or "Tariff Band"

means the specific service level classification of an electricity supply point or feeder, categorized by the minimum daily hours of electricity supply committed to or actually delivered by the Service Provider to customers on that line.

"Service Provider"

means any person, company, or entity licensed, permitted, exempted, or otherwise authorized by the Commission to distribute, supply, retail, generate and distribute, or operate a mini-grid, off-grid system, or integrated utility service to end-use customers within Niger State.

"Vulnerable Customer"

means a customer who, due to advanced age, physical or cognitive disability, severe ill health, low literacy, financial hardship, or geographic isolation, requires specialized assistance, accessible communication formats, or distinct administrative protections to ensure fair access to electricity service.

CHAPTER I - GENERAL

1. Commencement

- (a) These Regulations shall come into force on the date they are approved by a resolution of the Commission or such other date as may be specified by the Commission in a commencement order.
- (b) These Regulations shall be signed by the Chairman of the Commission and authenticated by the official seal of the Commission.

2. Citation

These Regulations may be cited as the Niger State Electricity Regulatory Commission (Customer Service Standards and Protection) Regulations 2026.

3. Objectives

The objectives of these Regulations are to establish a state-level customer protection framework for the Niger State Electricity Market, including to—

- (a) reinforce the protection of end-use customers in Niger State;
- (b) promote safe, reliable, fair, and transparent access to electricity;
- (c) align customer service standards in Niger State with applicable Nigerian regulatory requirements and international best practices;
- (d) protect the rights and interests of end-use customers of distribution, retail, mini-grid, off-grid, and integrated utility service providers;
- (e) establish clear rules and standards for connection, disconnection, metering, billing, cash collection, credit management, and complaint handling;
- (f) establish measurable customer service standards, reporting obligations, and enforceable remedies for non-compliance; and
- (g) support the transition from federal regulation to state-level regulation in a manner that safeguards customer rights and ensures continuity of electricity services.

4. Application

- (a) These Regulations shall apply to all persons licensed, permitted, exempted, or otherwise authorized by the Commission to distribute, supply, retail, generate and distribute, operate a mini-grid, operate an off-grid system, or provide any electricity supply service to end-use customers within Niger State.
- (b) These Regulations shall apply to all customers who receive, apply to receive, or are billed for electricity service within Niger State.
- (c) Where a Service Provider operates across more than one regulatory jurisdiction, these Regulations shall apply to all electricity service activities and customer interfaces within Niger State, subject to any valid transitional or inter-regulatory arrangement recognized by the Commission.

5. Domestication and State Market Adaptation

- (a) The Commission shall implement these Regulations in a manner that reflects the structure and realities of the Niger State Electricity Market, including urban feeders, rural networks, mini-grid areas, isolated systems, embedded distribution networks, public sector supply points, agricultural clusters, commercial clusters, and vulnerable communities.
- (b) A Service Provider shall not rely on any inherited practice, legacy billing arrangement, or federal market transition issue as a basis to reduce customer protection standards under these Regulations, except where expressly authorized by the Commission in writing.
- (c) The Commission may issue guidelines, orders, or service-specific directions to adapt these Regulations to particular market segments, provided that no such guideline, order, or direction shall remove the core customer rights established under these Regulations.

6. Power to Remove Difficulties

- (a) Where any difficulty arises in giving effect to these Regulations, the Commission may direct a Service Provider to take any action, not being inconsistent with the Law, that appears necessary or expedient for the purpose of removing the difficulty.

7. Orders and Directions

- (a) The Commission may issue orders, guidelines, circulars, codes, or directions for the implementation of these Regulations.
- (b) Complaints relating to meter accuracy, billing reconciliation, or technical investigation shall be resolved within one billing cycle, unless the Commission approves a longer period due to the nature of the complaint.

- (c) Where a complaint cannot be resolved within 15 days, the Service Provider shall notify the customer in writing, state the reason for the delay, and request an extension not exceeding 15 additional days through the fastest available means.
- (d) A Service Provider shall not disconnect supply on the basis of a bill that is the subject of an unresolved complaint filed in accordance with these Regulations.

8. Digital Complaint Management System

- (a) Every Service Provider shall maintain a Digital Complaint Management System capable of registering complaints, issuing unique reference numbers, tracking status, recording actions taken, storing supporting documents, generating reports, and preserving audit trails.
- (b) Complaint records shall be retained for a minimum period of six years or such longer period as may be directed by the Commission.
- (c) The Digital Complaint Management System shall support monthly reporting to the Commission in the format prescribed in Schedule 5 of these Regulations.

9. Escalation to Consumer Affairs Office

- (a) A customer dissatisfied with the outcome of a complaint filed with the Service Provider's Customer Complaints Unit (CCU) shall refer the complaint to the Commission's Consumer Affairs Office at the expiration of 15 days from the date the complaint was filed, or earlier where the Service Provider issues a final written position.
- (b) Where the Service Provider and the customer are unable to agree on a resolution, either party may refer the matter to the Consumer Affairs Office of the Commission for administrative dispute resolution.

10. Establishment and Status of Consumer Affairs Office

- (a) The Commission shall establish one or more Consumer Affairs Offices or panels for the hearing and resolution of customer complaints in Niger State.
- (b) The Consumer Affairs Office shall be an administrative dispute resolution mechanism of the Commission and shall exercise its functions independently of Service Providers.
- (c) The Commission may designate Consumer Affairs Secretaries, case officers, technical advisers, or panels to support the fair and efficient resolution of complaints.
- (d) The Consumer Affairs Office may hold physical hearings, virtual hearings, settlement meetings, technical inspections, and site visits as may be necessary for the resolution of a complaint.

11. Complaint Filing at Consumer Affairs Office

- (a) Complaints to the Consumer Affairs Office shall be filed in writing, electronically, or in any customer-friendly format approved by the Commission.
- (b) The Consumer Affairs Office shall acknowledge receipt of a complaint within three working days and make an initial determination within ten working days on whether to hear or reject the complaint.
- (c) Where a complaint is rejected on the grounds of being frivolous, vexatious, or lacking in merit, the complainant shall be informed in writing within five working days, stating the reasons for such rejection and providing information on the right of appeal to the Commission.

12. Membership, Quorum, Qualification, Nomination, and Tenure

(a) Membership and Quorum

- (i) The Panel shall consist of five (5) members, of whom three (3) members shall constitute a quorum for the purpose of conducting the business of the Panel.
- (ii) Two (2) members shall be staff of the Commission, one of whom shall serve as the Secretary to the Panel.
- (iii) The remaining three (3) members shall be external members nominated as follows:
 - (1) One (1) member nominated by the Manufacturers Association of Nigeria (MAN); and
 - (2) Two (2) members nominated by Legal, Consumer, or Civil Society Organizations, including the Nigerian Bar Association (NBA), LACAN, or the Chamber of Commerce.
- (iv) The Chairman of the Panel, who shall serve as the Forum Officer, shall be a non-staff member of the Commission appointed by the Chairman of the Commission.

(b) Qualification of Panelists

- (i) The external panelists shall be part-time members and shall be reputable persons resident or practicing within the relevant service area in Niger State.
- (ii) No employee of a Service Provider or person having a direct commercial or familial relationship with a Service Provider shall be qualified to serve as a member of the Panel.
- (iii) The three (3) external members shall be selected to ensure the following expertise is represented on the Panel:
 - (1) At least one (1) Legal Practitioner with demonstrable knowledge of Alternative Dispute Resolution (ADR); and
 - (2) Two (2) members from MAN, LACAN, the Chamber of Commerce, or any other reputable consumer-interest organization.

(c) Nomination and Tenure

- (i) Where a nominating organization fails or refuses to nominate a member within seven (7) days of receiving a written request from the Commission, the Commission may appoint any reputable person it deems fit to represent the interests of that sector or organization.
- (ii) Nominated members shall hold office for a period of one (1) year and may be eligible for re-appointment for one further term only.

13. Hearing and Decision

- (a) Upon receipt of a complaint, the Consumer Affairs Office shall refer a copy of the said complaint to the Complaints Officer of the Service Provider and direct a response within ten (10) working days, or an extended period not exceeding five (5) working days where justified.
- (b) The Consumer Affairs Office may hear the complaint based on the evidence submitted by the parties or, where the Service Provider fails to respond within the stipulated time, hear the matter ex parte based on evidence submitted by the complainant.
- (c) Every complaint shall be heard expeditiously, and a final decision shall be reached within one (1) month from the date of receipt by the Consumer Affairs Office.
- (d) Where the nature of the complaint requires an interim decision, the matter shall be finally decided within a maximum period of two (2) months.
- (e) Decisions of the Consumer Affairs Office shall be in writing, signed by the authorized officer, and formally communicated to both the customer and the Service Provider.

14. Powers of Consumer Affairs Office

- (a) Where a complaint is proven, the Consumer Affairs Office may order any redress consistent with these Regulations, including but not limited to:
 - (i) a refund of overcharged amounts or unapproved fees;
 - (ii) the correction of bills and billing records;
 - (iii) the immediate reconnection of electricity supply;
 - (iv) the removal of service defects or deficiencies;
 - (v) the withdrawal of hazardous services;
 - (vi) specific metering actions, including installation, repair, or testing;
 - (vii) customer compensation as prescribed in Schedule 7 of these Regulations; and

(viii) periodic compliance reporting by the Service Provider.

- (b) The Service Provider shall implement the decision within the specific timeframe directed by the Consumer Affairs Office.
- (c) The Service Provider shall report compliance to the Commission within five (5) working days of implementation or, in the event of a delay, notify the Commission of the reasons for such delay.

15. Appeals

- (a) Any person dissatisfied with a decision of the Consumer Affairs Office may appeal to the Commission within ten (10) working days from the date of the communication of such decision.
- (b) The Commission may, at its discretion, entertain a late appeal where the appellant demonstrates sufficient reason or showing of good cause for the delay.
- (c) In determining an appeal, the Commission may:
 - (i) stay the execution of the decision;
 - (ii) vary the terms of the decision;
 - (iii) confirm the decision in its entirety; or
 - (iv) set aside the decision and make such other orders as it deems necessary for the fair resolution of the matter.

CHAPTER II - CUSTOMER SERVICE STANDARDS

16. Minimum Customer Service Standards

- (a) Every Service Provider shall comply with the minimum customer service standards for electricity supply as prescribed in these Regulations.
- (b) The timeframe for addressing specific service issues shall be as follows:
 - (i) Outage reports: authorized officials shall visit the premises within 24 hours of notification during working hours, subject to emergency and safety prioritization;
 - (ii) Service Provider fuse failure: the fuse shall be replaced and supply reconnected within 24 hours of notification;
 - (iii) Minor equipment faults: repairs and reconnection shall be completed within 24 hours of notification;
 - (iv) Other equipment faults: repairs and reconnection shall be completed within 48 hours, unless exceptional circumstances apply and the customer is notified;
 - (v) New or additional connections: the Service Provider shall install the meter and connect supply within ten (10) working days after inspection approval and the customer's completion of requirements;
 - (vi) Planned outages: the Service Provider shall notify affected customers at least three (3) working days before the outage, except in emergency or safety-critical cases;
 - (vii) Voltage complaints: a visit shall be conducted within 24 hours, safety hazards resolved immediately, and a correction plan provided if network work is required;
 - (viii) Meter accuracy complaints: a visit shall be conducted within three (3) working days, and a resolution provided within five (5) working days of the visit;
 - (ix) Reconnection after payment: reconnection shall be completed within 24 hours, or the applicable period approved by the Commission for technically constrained areas;
 - (x) Meter repositioning: the task shall be completed within five (5) working days after approval and payment of the approved charge; and
 - (xi) Prepayment meter faults: a visit shall be conducted within 24 hours, and the meter shall be repaired or replaced within two (2) working days where the customer is not responsible for the damage.

17. Exceptional Circumstances

- (a) A Service Provider shall be exempt from a service standard prescribed in Section 16 only where performance is prevented by:
 - (i) failure of the customer to provide necessary access or information;
 - (ii) unpaid approved charges that are a condition precedent to the service;
 - (iii) severe weather or force majeure;
 - (iv) industrial action or legal restrictions;
 - (v) unforeseen technical problems or public safety risks; or
 - (vi) other circumstances of an exceptional nature beyond the Service Provider's control.
- (b) A Service Provider relying on exceptional circumstances shall:
 - (i) document the specific reason for the failure to meet the standard;
 - (ii) notify affected customers where practicable; and
 - (iii) file evidence of such circumstances with the Commission upon request.

18. Monitoring and Publication

- (a) Every Service Provider shall monitor its performance against the customer service standards prescribed in these Regulations.
- (b) Every Service Provider shall submit monthly performance reports to the Commission within ten (10) working days of the end of each calendar month.
- (c) The performance reports referred to in subsection (b) shall be in the format prescribed in Schedule 6 of these Regulations.
- (d) The Commission may publish comparative performance reports and customer service rankings of Service Providers to promote transparency and competition in service delivery.

19. Publication of Standards

- (a) Every Service Provider shall publish these customer service standards in a manner that ensures maximum accessibility to customers, including:
 - (i) publication on its official website;
 - (ii) prominent display in all customer service offices and payment centers;
 - (iii) inclusion of summaries in customer education materials; and
 - (iv) making printed copies available to customers free of charge upon request.
- (b) The standards shall be communicated in English and, where applicable, in Nupe, Hausa, Gbagyi, Pidgin English, or other dominant languages within the service area.
- (c) Service Providers shall ensure that translations into local languages accurately reflect the content and intent of the English version of these Regulations.

CHAPTER III - COMPLIANCE, ENFORCEMENT, CONSUMER EDUCATION AND REDRESS

20. Compliance Audits

- (a) The Commission may conduct routine or special audits of a Service Provider's activities to evaluate compliance with these Regulations.
- (b) Audits conducted under subsection (a) may include, but are not limited to, reviews of:
 - (i) customer protection compliance and billing practices;
 - (ii) complaint, metering, and disconnection records;
 - (iii) customer education activities; and
 - (iv) service standard performance.
- (c) A Service Provider shall provide all records and information requested by the Commission for the purpose of an audit within the timeframe specified in the request.

21. Corrective Action Orders

- (a) Where the Commission determines that a Service Provider has breached these Regulations, it may issue a corrective action order.
- (b) A corrective action order issued under subsection (a) may require the Service Provider to:
 - (i) remedy the specific breach within a stipulated period;
 - (ii) compensate affected customers in accordance with Schedule 7 of these Regulations;
 - (iii) file evidence of compliance with the Commission; and
 - (iv) implement specific measures to prevent the recurrence of the breach.
- (c) A corrective action order may apply to a single customer, a customer class, a feeder, a community, a mini-grid area, a billing cycle, or the entire service area of the Service Provider.

22. Administrative Charges and Penalties

- (a) Without prejudice to any other sanction available under the Law, failure to comply with a Consumer Affairs Office decision or a Commission directive shall attract administrative charges until full compliance is achieved.
- (b) The administrative charges prescribed in Schedule 7 shall apply unless the Commission, by order, prescribes higher charges having regard to:
 - (i) the gravity and recurrence of the breach; and
 - (ii) the impact of the breach on the affected customer or group of customers.
- (c) Repeated or serious breaches of these Regulations may lead to further sanctions permitted under the Law, including but not limited to:
 - (i) customer restitution orders;
 - (ii) the official publication of the Service Provider's default;
 - (iii) the suspension of approved charges;
 - (iv) the restriction of new customer connections; or
 - (v) a recommendation for the review, suspension, or revocation of a license or permit.

23. Customer Compensation and Restitution

- (a) A customer affected by a breach listed in Schedule 7 of these Regulations shall be entitled to the remedies prescribed therein, including for:
 - (i) wrongful disconnection or delayed reconnection;
 - (ii) unjust refusal or delay of connection;
 - (iii) billing overcharges; or
 - (iv) failure to implement a Consumer Affairs Office decision.
- (b) Compensation under these Regulations may be made through:
 - (i) energy credits;
 - (ii) cash refunds or bill adjustments;
 - (iii) free reconnection of service;

- (iv) the waiver of unapproved charges; or
 - (v) any other remedy as may be directed by the Commission.
- (c) The provision of compensation to a customer shall not prevent the Commission from imposing additional enforcement measures where the breach is determined to be systemic, deliberate, or repeated.

24. Consumer Education Plan

- (a) Every Service Provider shall prepare and file with the Commission an annual Customer Education Plan within sixty (60) days of the commencement of these Regulations, and thereafter not later than 31st January of each calendar year.
- (b) The Customer Education Plan shall address critical customer engagement themes, including:
- (i) customer rights and obligations;
 - (ii) complaint escalation pathways;
 - (iii) estimated billing rules and protections;
 - (iv) meter access, meter testing, and meter tampering consequences;
 - (v) tariff classification and bands;
 - (vi) life-support customer registration and safety protections;
 - (vii) payment channels and credit management;
 - (viii) customer service standards and performance metrics; and (ix) specialized support for vulnerable customers.
- (c) The Plan shall specify tailored outreach and engagement methodologies for urban, rural, mini-grid, commercial market, public-institution, and vulnerable customer groups.
- (d) The annual Customer Education Plan submitted under this section shall satisfy the minimum required content and guidelines prescribed in Schedule 8 of these Regulations.

25. Local Language and Accessibility

- (a) A Service Provider shall translate and make key customer protection materials available in English and in the dominant local languages within its specific service area, including Nupe, Hausa, Gbagyi, and any other language as may be directed by the Commission.

- (b) A Service Provider shall adopt accessible, inclusive, and customer-friendly communication formats to reach customers with literacy limitations, physical or cognitive disabilities, limited internet connectivity, or other distinct vulnerabilities.
- (c) The accessible communication formats referred to in subsection (b) may include:
 - (i) oral explanations and simplified-language notices;
 - (ii) pictorial guides, diagrams, and visual aids;
 - (iii) audio messages and local radio announcements; and
 - (iv) community town halls and stakeholder engagement meetings.

26. Data Protection and Confidentiality

- (a) A Service Provider shall protect and preserve the confidentiality of all customer information obtained in the course of service delivery, including data collected for:
 - (i) connection applications;
 - (ii) billing and payment history;
 - (iii) complaints and dispute resolution;
 - (iv) life-support customer registration;
 - (v) payment plans or credit management arrangements; and
 - (vi) vulnerable customer support programs.
- (b) Customer information or personal data collected under these Regulations shall not be disclosed to any third party except:
 - (i) with the express written consent of the customer;
 - (ii) where necessary for the primary purpose of providing electricity service to the customer;
 - (iii) for the purpose of regulatory compliance or reporting to the Commission;
 - (iv) pursuant to a lawful order of a court of competent jurisdiction; or
 - (v) as otherwise permitted or mandated by applicable data protection laws in Nigeria.

27. Transitional Implementation

- (a) Within ninety (90) days from the commencement of these Regulations, every Service Provider shall prepare and file with the Commission for review and approval its:
- (i) connection manual and guidelines;
 - (ii) complaint handling procedures and Customer Complaints Unit (CCU) charter;
 - (iii) credit management and debt recovery policy;
 - (iv) annual Customer Education Plan;
 - (v) implementation plan for its Digital Complaint Management System; and
 - (vi) service standards reporting template.
- (b) The Commission may, upon written application, grant a time-bound extension for the implementation of any specific requirement under these Regulations, where a Service Provider demonstrates genuine operational, technical, or financial constraints.
- (c) Notwithstanding any extension granted under subsection (b) of this section, no Service Provider shall be exempt from, nor shall the Commission suspend, core customer rights including:
- (i) the right to fair complaint resolution;
 - (ii) protection against wrongful disconnection; and
 - (iii) the right to prompt billing correction and reconciliation.

SCHEDULES

Schedule 1 - Connection Tables

No.	Connection Category	Minimum Material/Approval Requirement
1	Overhead network - single phase supply	PVC coated aluminium wire, MCB, pin insulator, board, cut-out fuse, and any approved safety accessory.
2	Overhead network - three phase supply	PVC coated aluminium wire, three-phase MCB, pin insulators, board, cut-out fuses, and approved safety accessories.
3	Underground network - single phase supply	PVC copper armoured cable, cable sockets, cut-out fuse, MCB, board and approved accessories.
4	Underground network - three phase supply	PVC copper armoured cable, cable sockets, MCB, board, bimetallic line tap and approved accessories.
5	Extra service materials	Reinforced concrete pole, aluminium alloy conductor, stay rod, stay wire, stay block, stay insulator, shackle insulator, D-iron, studs, bolts, nuts, washers and extension straps.
6	High tension supply - 11kV link-up	Commission-approved 11kV materials including poles, conductors, insulators, stay materials, bolts, cables and terminating kits.
7	High tension supply - 33kV link-up	Commission-approved 33kV materials including poles, channel iron, ganged insulator switch, conductors, insulators, clamps, stay materials, bolts, cables and terminating kits.
8	Mini-grid/off-grid connection	Materials and metering design approved in the mini-grid or off-grid service charter, subject to safety, metering and customer protection requirements.

Schedule 2 - Bill Details

- Customer name
- Customer account number
- Supply address
- Bill delivery address where different from supply address
- Meter number(s)
- Date of production of bill
- Billing period
- Relevant tariff/tariff band and customer classification
- Previous and present meter readings
- Dates of previous and present readings
- Indicator showing whether readings are actual or estimated
- Total kWh used in the billing period
- Total value of electricity used in Naira
- Details and value of all charges applied
- Arrears and credits
- Payment due date
- Disconnection warning where applicable
- Approved payment channels
- Complaint channels and unique complaint reference process
- Contact details of the Service Provider CCU and NSERC Consumer Affairs Office

Schedule 3 - Charges/Fees

No.	Charge/Fee	Approved Amount/Rule
1	Application processing fee	N5,000 or such other amount as approved by the Commission.
2	Reconnection charge	N5,000 or such other amount as approved by the Commission.
3	Repositioning of meter charge	N25,000 or such other amount as approved by the Commission.

4	Unauthorized access - single phase meter	N100,000 or two times the average monthly bill, whichever is higher, subject to Commission review.
5	Unauthorized access - three phase connection	N200,000 or two times the average monthly bill, whichever is higher, subject to Commission review.
6	Unauthorized access - maximum demand customer	N1,000,000 or three times the average monthly bill, whichever is higher, subject to Commission review.
7	Loss of revenue charge for meter tampering/illegal connection	Not more than three months from the date the incident occurred, except where the Commission approves a different recovery period on evidence.

Schedule 4 - Customer Complaint Form

The following structured form layout is approved for escalating customer complaints to the NSERC Consumer Affairs Office (CAO) after exhausting first-level remedies at the Service Provider's Customer Complaints Unit (CCU):

Form Field Section	Complainant Entry / Verification Fields
Section 1: Complainant Details	Full Customer Name: Account Number: Supply Address: Phone Number: Email Address: Service Band (A/B/C/D/E):
Section 2: Service Provider Details	Name of Service Provider: Original CCU Complaint Lodged Date: Unique CCU Reference Number: Original CCU Decision Date (or attach written final position):
Section 3: Complaint Specifics	Complaint Category (Select: Billing / Metering / Disconnection / Voltage / New Connection / Other): Summary of Complaint Details (Describe briefly): Specific Redress or Compensation Sought by Customer:

Section 4: Required Attachments Checklist	☐ Disputed Bill Copies ☐ Copy of Original CCU Complaint Receipt ☐ Service Provider CCU Decision Letter (if any) ☐ Payment Receipts ☐ Other Supporting Documents
Section 5: Mode of Hearing & Affirmation	Preferred Hearing Mode (Select: Physical Hearing / Virtual Hearing / Written Submissions) Customer Signature/Affirmation: _____ Date of Escalation: _____

Schedule 5 - Monthly Complaints Report

No.	Metric	Required Reporting
1	Total complaints received	Number by complaint category and service area.
2	Complaints acknowledged within standard	Number and percentage.
3	Complaints resolved within 15 days	Number and percentage.
4	Complaints requiring extended resolution	Number, reason and average days.
5	Complaints unresolved after 30 days	Number and reason.
6	Complaints escalated to Consumer Affairs Office	Number, category and outcome status.
7	Billing complaints	Number, value disputed, value refunded/credited.
8	Disconnection complaints	Number, wrongful disconnections, compensation paid.
9	Metering complaints	Number, faulty meters, meters repaired/replaced.

10	Consumer education actions taken	Events, locations, languages, media channels.
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Schedule 6 - Monthly Service Standards Monitoring Form

S/N	Service Standard Performance Area	Regulation Reference	Total Cases Reported	Cases Within Standard	Cases Outside Standard	Compliance Rate (%)	Primary Reason for Failure	Corrective Action Taken
1	Outage response (Premises visit)	Sec 16(b)(i)						
2	Service Provider fuse replacement	Sec 16(b)(ii)						
3	Minor equipment fault repair	Sec 16(b)(iii)						
4	Other equipment fault repair	Sec 16(b)(iv)						
5	New or additional connection	Sec 16(b)(v)						
6	Planned outage notification	Sec 16(b)(vi)						
7	Voltage complaints resolution	Sec 16(b)(vii)						
8	Meter accuracy complaints	Sec 16(b)(viii)						
9	Reconnection after	Sec 16(b)(ix)						

	payment/plan							
10	Meter repositioning completion	Sec 16(b)(x)						
11	Prepayment meter faults	Sec 16(b)(xi)						

Schedule 7 - Customer Compensation and Redress Table

Breach/Failure	Customer Remedy
Wrongful disconnection	Immediate reconnection and energy credit equal to average daily consumption for each day of wrongful disconnection, plus waiver of reconnection charge.
Delayed reconnection after payment or valid payment arrangement	Energy credit or bill adjustment for each day of delay after the applicable reconnection standard.
Unjust refusal or delay of connection after customer compliance	Connection without further unapproved charge and credit/administrative redress as directed by the Commission.
Billing overcharge	Refund or credit of full overcharged amount at next billing cycle; interest or additional remedy may be ordered for systemic breach.
Failure to implement Consumer Affairs decision	Administrative charge per day until compliance, customer restitution, and possible publication or licence action.
Faulty meter not repaired/replaced within standard	Estimated billing protection, bill adjustment and meter repair/replacement order.
Unapproved payment demand or personal-account payment request	Refund, disciplinary reporting, customer protection breach report and possible enforcement action.

Failure to give planned outage notice	Customer notification breach report and corrective customer communication order; compensation may apply for repeated or deliberate breach.
Life-support customer wrongful disconnection	Immediate reconnection, priority investigation, customer compensation, mandatory incident report to the Commission and possible enhanced enforcement action.

Schedule 8 - Customer Education Plan Requirements

Topic	Minimum Required Content
Customer rights and obligations	Rights to safe supply, accurate billing, complaint resolution, non-discriminatory service, privacy and lawful disconnection.
Billing and tariffs	Tariff class, tariff band, estimated billing rules, unmetered billing methodology and bill dispute process.
Metering	Meter access, meter testing, prepayment meter issues, meter tampering consequences and replacement process.
Complaint escalation	CCU process, complaint reference number, 15-day resolution, escalation to Consumer Affairs Office after 30 days.
Safety	Reporting hazards, voltage issues, unsafe connections, fallen wires, overloaded installations and emergency contacts.
Energy theft	Meaning of bypass, meter tampering, illegal connection, penalties and community impact.
Life-support and vulnerable customers	Registration process, protections against disconnection, special communication arrangements and payment support process.
Local language outreach	Communication in English, Nupe, Hausa, Gbagyi, Pidgin English and other relevant languages in the service area.

**THE COMMON SEAL OF
THE NIGER STATE ELECTRICITY REGULATORY COMMISSION**

was affixed pursuant to the Order of the Commission

Dated This ____ Day Of _____ 2026

ENGR. MOHAMMED SHARU, FNSE
CHAIRMAN/CHIEF EXECUTIVE OFFICER