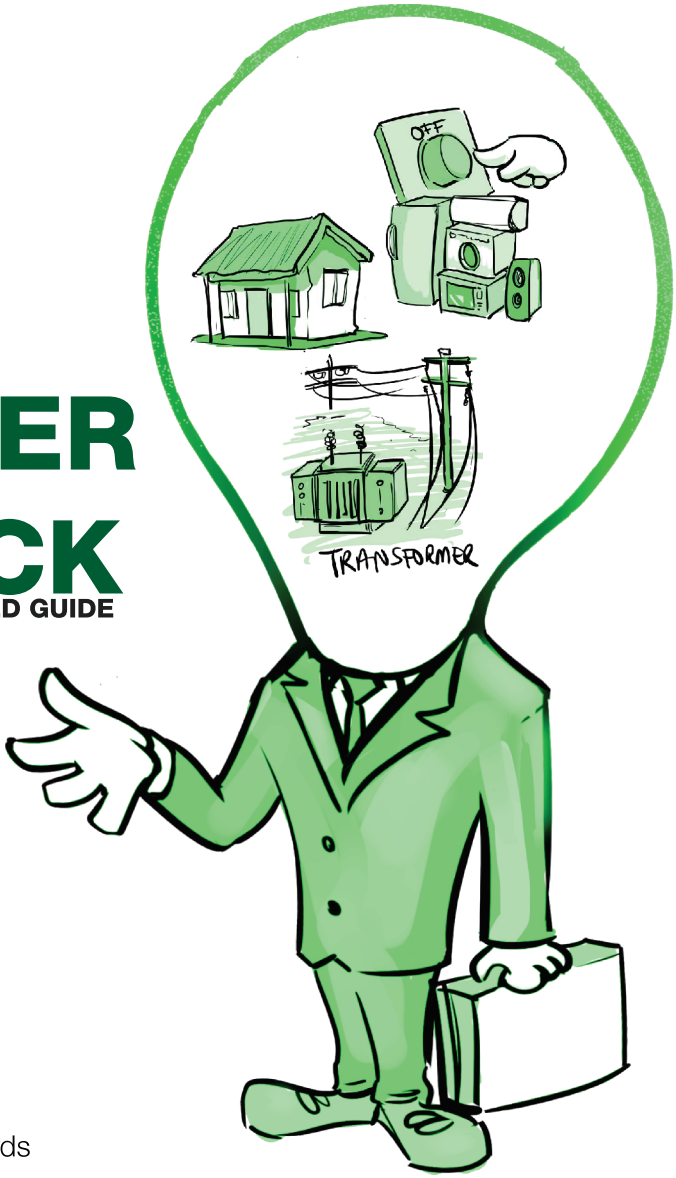
THE CONSUMER INSTITUTE

(An educational initiative of the Consumer Protection Council)

THE POWER PACK

AN ILLUSTRATED GUIDE



WHAT'S INSIDE

- The Power Journey
- Consumer Safeguards
- Energy Saving Tips

THE POWER PACK

AN ILLUSTRATED GUIDE

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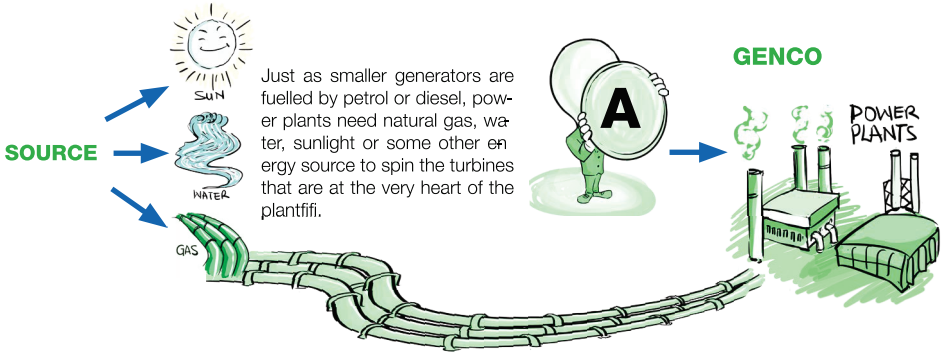
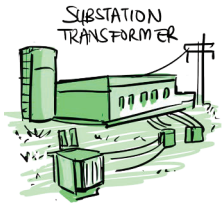
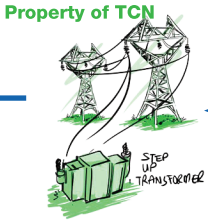
The Power Journey



Just as smaller generators are fuelled by petrol or diesel, power plants need natural gas, water, sunlight or some other energy source to spin the turbines that are at the very heart of the plantfifi.

Once the Electricity is generated in the turbines and leaves the power plant, it flows through the transmission lines to the **Step up Transformer**...



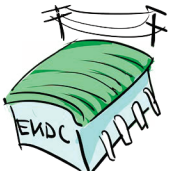


TRANSMISSION

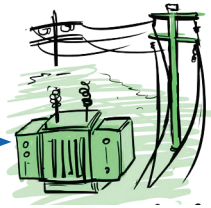
The electric current then runs through the transmission grid to the Substation Transformer where pressure is lowered...

Step up Transformer raises the voltage pressure so it can travel long distances...

DISTRIBUTION



DISCO Transmitted



Stepdown Transformer

Along the way, the distribution wires that carry electricity to your home or office from the distribution station, goes through another transformer that reduces the voltage pressure even more...

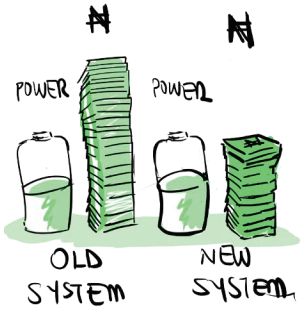
The electricity is then taken through the distribution lines to the distribution substation...

From here electricity comes into homes through a service box, where your meter is located to measure how much you use and need to pay.

CONSUMER SAFEGAURDS

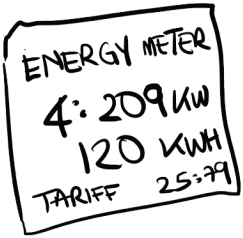
METERING & CONSUMER CLASSIFICATION

Know why you pay what you pay.



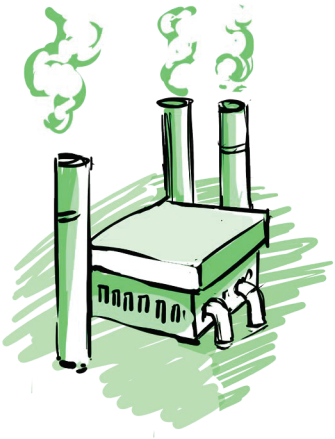
FIXED CHARGE REMOVED

consumption now matches billing



All new connections must be metered.
All meters must be fixed within 60 days upon application.

AFTER 60 DAYS, no meter?
- New tariff not applicable
- No disconnection



Industrial

Special (Church/Mosque)

CONSUMER SAFEGAURDS
METERING & CONSUMER CLASSIFICATION

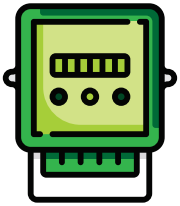
Residential

Commercial

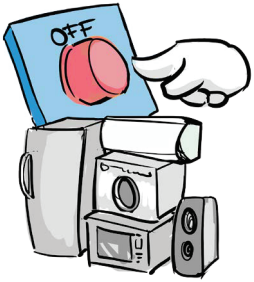
Street Lighting

Energy Saving Tips

You can reduce your consumption with some of these energy savng tips.



1. Ensure your house has a meter (see PROVISION 18, MYTO 2015)



2. Switch off and disconnect all electrical appliances when not in use

3. Use energy saving bulbs and appliances

4. Unplug appliances and devices once they are fully charged

DID YOU KNOW THAT AS AN ELECTRICITY CONSUMER YOU HAVE THE FOLLOWING RIGHTS AND OBLIGATIONS?

As an Electricity Consumer, #KnowYourRights

1. You have a right to complain to a DisCo about any electricity issue. The DisCos have a duty to resolve your complaints within 15days.

2. You have a right to a 10 days prior notice of planned power interruptions or disconnection.

3. Upon payment of outstanding bills, DisCos have a duty to reconnect you within 24 hours.

4. DisCos have a duty to visit your location within 24 hours of a complaint about voltage, metering or related problems.

5. All requests for new connections must be addressed within 10 days.

6. You have a right to contest your bill.

7. Unmetered customers have a right to withhold payment of disputed bills and pay only the last agreed bill pending resolution by NERC.

8. You have a right to refund of any overpayments.

9. You have a right to a properly installed and functional meter.

10. You have a duty to pay your bills promptly.

11. You have a duty to protect meters and other electricity installations.

12. You have a duty to immediately notify DisCos of any tampering or interference with electrical installations.

FREQUENTLY ASKED QUESTIONS

1. How do I make a complaint on electricity supply or faults in my locality?

Ans : Each Distribution Company (Disco) has a Business Unit /Customer Complaints Unit (BU /CCU).

The first place to complain is the BU/CCU of the DisCo supplying your locality.

2. The BU/CCU in my locality has not handled my complaints satisfactorily. What should I do?

Ans: If dissatisfied with the outcome or there are delays/failure with the handling of complaint(s) by the BU/CCU, you can complain to the NERC Consumer Forum Office (CFO).

If either party (Customer or DisCo) is dissatisfied with the decision of the CFO, a petition may then be submitted to the NERC.

You may also file a complaint with the Consumer Protection Council (CPC).

3. What is Consumer Forum Office (CFO)?

Ans: The CFO is established by NERC to adjudicate appeals from decisions of BU/CCU of DisCos.

4. How can I file a complaint with the CFO?

Ans: A CFO exists in the operational areas of the DisCos. Complaints proceed to the CFO after the decision of the BU/CCU.
If dissatisfied with the outcome or handling of your complaints by the BU/CCU escalate to the CFO.

5. How may I complain to CPC?

Ans: CPC has multiple platforms for receiving complaints:

- contact@cpc.gov.ng,

  Social media platforms;

- : @cpcng,
- : facebook.com/cpcng
- 08056002020, 08056003030

IV. Physically file a complaint at any of the Council's offices.

6. How does CPC address my complaint?

Ans: CPC uses many tools under prevailing laws to address complaints. The most probable will be to engage the DisCo and NERC to ensure resolutions of complaints.

7. When do I get reconnected after I have paid my outstanding electricity bills?

Ans: DisCos have a duty to reconnect you within 24 hours after payment of outstanding bills.

FREQUENTLY ASKED QUESTIONS

8. My electricity bill seems incorrect! What should I do?

Ans: You have a right to contest a bill if you feel there are discrepancies. Contact the BU/CCU in your area.

9. What is the process to resolve discrepancy?

Ans: The BU/CCU has an obligation to investigate and reconcile disputed bills. If dissatisfied follow the escalation process described earlier.

10. I have been overcharged; do I have a right to refund?

Ans: Yes. NERC regulations require customer refunds when overbilling is established. CPC's law also requires remedy when consumers are exploited.

11. How and when do I get the refund? Ans: Refunds should reflect in the next billing cycle or subsequent bill as credit.

12. I don't have a prepaid meter. Should I still pay my electricity bills?

Ans: Under NERC's “No meter, No bills” Directive, only Maximum Demand Customers (MDC) who do not have meters are exempted from paying estimated bills.

As such, other consumers are obligated to pay their estimated bills. Efforts are ongoing to meter all consumers.

13. Who is a Maximum Demand Consumer (MDC)?

Ans: Maximum Demand Consumers (MDCs) are customers whose electricity consumption is 45kVA and above.

They are usually large establishments with high demand, many people and many appliances.

14. If I am not a Maximum Demand Consumer must I pay when I don't have a meter?

Ans: Unmetered customers other than MDCs must pay their bills.

However, DisCos must adhere to the NERC's approved estimation methodology in accordance with the Estimated Billing Methodology Regulation.

15. What is estimated billing?

Ans: This is a method used to determine energy consumption of consumers who do not have prepaid meters.

16. How is estimated billing determined?

Ans: NERC has provided guidance to DisCos on calculating estimated bills. It is The Estimated Billing Methodology Regulations.

FREQUENTLY ASKED QUESTIONS

17. How long must I remain without a meter?

Ans: There is no specific timeline. However NERC, DisCos and the Federal Government are working hard to meter all consumers as soon as possible.

18. When an estimated bill is disputable or "crazy", what are my rights?

Ans: You may complain and dispute a "crazy bill". NERC Customer Service Standards of Performance requires DisCos to address such complaint.

19. How do I enforce those rights?

Ans: Contact your BU/CCU or file a complaint to the CFO. You may also file your complaint to the CPC

20. What is planned interruption?

Ans: This occurs when electricity supply is interrupted in order to undertake pre-planned maintenance, upgrade, and connections/installations.

21. Should I be notified before a planned interruption?

Ans: NERC Customer Service Standards Regulation provides that consumers must be given 10 days prior notice of planned power interruptions.

22. Are there unplanned power interruptions?

Ans: Yes, interruptions are unplanned for various reasons due to major faults, load shedding and unforeseen circumstances.

23. What are my rights with respect to unplanned power interruptions?

Ans: There are no clearly established rights when interruption is unplanned and beyond the control of DisCos.

However DisCos are obligated to work quickly to restore supply.

24. Do I have a right to prior notice of disconnection in the event of unpaid bills?

Ans: Yes, the law provides that a written warning from the DisCo stating that electricity supply will be disconnected if payment is not made by due date.

25. Can a DisCo disconnect me when an unpaid bill is being disputed?

Ans: DisCos should not disconnect service when a disputed bill is under the formal dispute process. However consumers must pay outstanding undisputed bill.

FREQUENTLY ASKED QUESTIONS

26. What are my rights when I am co-located with another consumer(s) whose bills are unpaid while mine is paid?

Ans: When service connection is inextricably linked, consumers have joint and several obligations to ensure bills are paid to avoid disconnection.

27. What happens when electrical wiring, fixtures, fittings, installation or equipment fail due to power outage, fluctuation or surge?

Ans: Complain to the BU/CCU notifying them of the damage.
The DisCo is mandated to assess the damage within 24hours and thereafter carry out a thorough investigation.

28. What are my rights when such failure results in loss of property, injury or death?

Ans: Where it is the fault of the Disco, you are entitled to compensation by the Disco according to the NERC regulations after thorough investigation.

In addition, the CPC's law has provisions to ensure consumers are duly compensated for such loss or injury when liability is established.

29. Who is responsible for repair or replacement when installations or equipment fail?

Ans: The DisCo is responsible for the repair and replacement of damaged installation.

30. What should I do when Disco officials demand gratification?

Ans: That is a crime. Report such conduct to the DisCo, NERC or CPC with details such as identity of the staff and any evidence of the demand.

31. What kind of identity or authorization should Disco officials have to gain access to my home or facility?

Ans: All DIsCo officials should provide official identity cards that sufficiently identify them and the DisCo they work for.

Contact

We are here to help and you can find us everywhere...

Phone: 0805-600-2020 0805-600-3030

Website : www.cpc.gov.ng

Email: contact@cpc.gov.ng

Twitter: @cpcng

Facebook: cpcng

Instagram: @cpc.ng

Addresses of Lagos and Zonal Offices

Lagos: Lagos Liason Office

18 Ilupeju Bye Pass ,
Opposite Sweet Sensation,
Ilupeju, Lagos State.
Mail: lagos@cpc.gov.ng
Phone: 08147170730

Minna: North Central Zonal Office

1st Floor Abdullahi Kure House,
Muazu Mohammed Road,
Minna, Niger State.
Mail: northcentral@cpc.gov.ng
Phone: 08147170734

Bauchi: North East Zonal Office

Off Adamu Jumba Road,
Adjacent Local Goverment
Pension Board,
GRA, Bauchi, Bauchi State
Mail: northeast@cpc.gov.ng
Phone: 08147170735

Katsina: North West Zonal Office

Mamman Nasir House,
No 6 Usman Ngogo Road
GRA, Katsina, Katsina State
Mail: northwest@cpc.gov.ng
Phone:

Awka: South East Zonal Office

Opposite Goverment House,
Enugu-Onitsha Expressway,
Awka, Anambra State.
Mail: southeast@cpc.gov.ng
Phone: 08147170731

PortHarcourt: South South Zonal Office

No 8 Abuja Lane, Off Emekuku Street,
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Muazu Mohammed Road, Minna.
Mail: southsouth@cpc.gov.ng
Phone: 08147170732

Oshogbo: South West Zonal Office

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Phone: 08147170733

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