



PUBLIC CONSULTATION DOCUMENT FOR CONSUMER PROTECTION REGULATIONS OF THE ANAMBRA STATE ELECTRICITY REGULATORY COMMISSION.

1. INTRODUCTION AND LEGAL BASIS

The Anambra State Electricity Regulatory Commission (ASERC) is established under Section 4(1) of the Anambra State Electricity Law (the Law), and saddled with the responsibility for the implementation of the Law as provided under Section 4(3) of the Law and developing the Anambra State Electricity Market (ASEM) by regulating the generation, transmission, distribution, trading and supply of electricity in an efficient, effective and transparent manner.

2. Part of the functions of ASERC as provided under Section 28 of the Law is to develop, in consultation with the licensees and other stakeholders, the following:
 - i. Consumer protection and standards of performance including but not limited to the consumer service standards, consumer complaint handling standards and procedure, quality of service and supply standards, procedures for disconnecting consumers in default of paying Bills,
 - ii. Ensure quality, continuity and reliability of electricity supply,
 - iii. Protect the interests of consumers;
 - iv. Promote transparency, efficiency and accountability in the power in the ASEM.
 - v. Furthermore, Section 78(2) of the Law empowers the Commission to make regulations that may provide for customer-related matters such as complaint handling procedures, practices

concerning customers with difficulty paying bills, connection and disconnection procedures

3. Accordingly, the Commission has prepared the Draft Consumer Protection Regulations for the Anambra State Electricity Market, 2026 (hereinafter referred to as “Draft Regulations” and places the same in the public domain for stakeholder consultation.
4. This consultation paper is issued to invite comments and suggestions from stakeholders before the finalization of the proposed Regulation.

2. RELEVANCE OF THE DRAFT REGULATION

Despite the measured improvements and changes to policy, regulatory and operational landscapes in the Nigeria Electricity Supply Industry (NESI) since the privatization of the Nigerian electricity sector, there are still reservations expressed in the areas of:

- i. Billing disputes and transparency;
- ii. Interruption of supply and outages;
- iii. Disconnection and reconnection practices;
- iv. Consumer grievance redress timelines, etc.

The Draft Regulations seek to align the Consumer protection framework with technological developments and evolving consumer expectations.

3. OBJECTIVES OF THE DRAFT REGULATIONS:

The primary objectives include:

- i. To strengthen consumer rights and service standards.
- ii. To define measurable performance benchmarks for distribution licensees.
- iii. To ensure timely and effective grievance redress process.
- iv. To promote transparency in billing, metering and supply interruptions.

4. APPLICABILITY OF THE REGULATIONS

These Regulations shall apply to:

- i. All distribution licensees operating within Anambra State

- ii. Franchisees (where applicable)
- iii. Consumers of all categories.

5. KEY FEATURES OF THE DRAFT REGULATIONS

5.1 Standards of Performance

The Draft Regulations specify time-bound standards for:

- i. Resolution of billing and other complaints.
- ii. Meter installations and replacement.
- iii. Restoration of supply after rectification of faults.
- iv. Notification of planned interruptions.

5.2 METERING AND BILLING TRANSPARENCY

- i. Meter reading
- ii. Billing.
- iii. Estimated Billing practices.
- iv. Unmetered electricity Consumers.

5.3 PROCEDURES FOR CONNECTION AND DISCONNECTION.

The Regulations provide for:

- i. Connection procedures for electricity services
- ii. Disconnection of electricity supply
- iii. Conditions for disconnection of electricity supply
- iv. Notice of disconnection of electricity supply
- v. Minimum notice period prior to disconnection;
- vi. Redress for wrongful disconnection
- vii. Reconnection of electricity supply
- viii. Time-bound reconnection upon payment

5.4 CONSUMER COMPLAINTS REDRESS MECHANISM

The Draft Regulations provides for a 3-tier dispute resolution process

- i. The Customer Complaints Unit (CCU) of the Disco.
- ii. The Forum Office of ASERC.
- iii. Appeals to ASERC, if necessary.

6. INVITATION FOR PUBLIC CONSULTATION

1. The Commission specifically invites comments and suggestions from stakeholders, including licensees, utilities, consumers, industry associations and the general public on any aspects of the Draft Regulations.
2. Stakeholders may submit their responses in writing, clearly indicating the name of the stakeholder, Organization, contact details (phone, email and address), relevant regulation number/clause number being commented upon, suggested modification with justification. The last day for submission of comments shall be two weeks from the date of this publication.
3. Responses may be submitted by e-mail to:

info@aserc.anambrastate.gov.ng

Or

delivered by Post, Courier or Hand delivered to:

Anambra State Electricity Regulatory Commission (ASERC),
ASERC Complex,
Old Government House,
Enugu-Onitsha Expressway,
Awka, Anambra State.

The draft Consumer Protection Regulations 2026, can be found on the Commission's website on: www.aserc.anambrastate.gov.ng

At the end of the Consultation, the Commission's decision shall be published.

4. Details regarding the date, time and venue of the public consultation shall be notified separately on the Commissions website:
www.aserc.anambrastate.gov.ng

7. Disclaimer

This Public Consultation Paper is intended to facilitate stakeholder participation. The Commission reserves the right to modify, amend or revise the Draft Regulations based on stakeholder feedback and its own assessment, without being bound by any submissions received.



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