



**RELEASE**

## **“OBSOLETE METERS”: VIOLATION OF CONSUMERS RIGHTS WILL HAVE STIFF CONSEQUENCES**

Pursuant to Sections 17(j), (l) (s), 116 (2), 124, 125, 138 and 155 of the Federal Competition and Consumer Protection Act (FCCPA) 2018

**Wednesday, November 13, 2024:** The Federal Competition and Consumer Protection Commission (FCCPC) notes with concern recent rumours that its directive to Ikeja and Eko electricity distribution companies (IKEDC and EKEDC) to immediately cease all activities related to the planned replacement of Unistar meters may be flouted. The directive remains in full force, and any attempt by these DisCos to proceed in contravention of it will attract severe consequences.

Contrary to recent rumours, the approval of new meter prices by the Nigerian Electricity Regulatory Commission (NERC) has no connection with the proposed replacement of Unistar meters by IKEDC and EKEDC. The planned replacement has been invalidated by both the FCCPC and NERC, and there is no indication that the affected DisCos have breached our directives.

It is essential to clarify that Ikeja and Eko DisCos cannot proceed with the withdrawal or replacement of the Unistar meters unless they fully comply with NERC’s Order on Structured Replacement of Faulty and Obsolete End-user Customer Meters in the Nigerian Electricity Supply Industry (Order No. NERC/246/2021).

The order mandates that meter replacements must be prompt, without disrupting service and at no cost to the consumer; and ensuring that consumers are not subjected to estimated billing due to delayed installations.

The FCCPC's position remains clear: non-compliance with these directives by Ikeja and Eko DisCos will not be tolerated. Any breach of this directive will attract stiff penalties in line with the provisions of existing consumer protection laws.

Consumers are advised to contact the FCCPC on the Commission's line, 08119877785, dedicated to electricity issues, should they encounter any attempts by Ikeja or Eko DisCos to disobey this directive.

The FCCPC remains unwavering in its commitment to safeguarding the rights of Nigerian consumers against unfair practices by service providers.

**Ondaje Ijagwu**

Director, Corporate Affairs