

Draft



**FEDERAL MINISTRY OF POWER, WORKS & HOUSING
(POWER SECTOR)**

CUSTOMER CARE HANDBOOK

2018

**POWER HOUSE,
14, ZAMBEZI CRESCENT,
MAITAMA,
FCT, ABUJA**

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CHAPTER ONE

FEDERAL MINISTRY OF POWER, WORKS AND HOUSING (POWER SECTOR)

The Power Sector of the Federal Ministry of Power, Works & Housing exists to monitor and superintend the generation, distribution and transmission of electricity from the national grid to the customers as contained in our mission statement. This responsibility is enshrined in the concurrent legislative list of the 1999 Constitution of the Federal Republic of Nigeria particularly on item 13.

The Power Sector of the Ministry formulates policies for the Federal Government on matters dealing with the provision of electricity. The Ministry is mandated to develop and facilitate the implementation of policies for the provision of adequate and reliable power supply to drive the socio-economic development of the nation. In discharging the mandate, the Ministry is guided by the provisions of National Electric Power Policy (NEPP) of 2001, the Electric Power Sector Reform (EPSR) Act of 2005 and the Roadmap for Power Sector Reforms of August, 2010. The recently approved Rural Electrification Implementation Strategy and Plan, and the Investment Guidelines among others.

MANDATE

“Initiate and coordinate policies and strategies for the sustainable development of reliable power supply; robust federal road network and adequate and affordable housing”

VISION

“To be a key enabler of community and economic growth by facilitating delivery of functional, affordable and reliable power, road and housing infrastructure assets and associated services”

MISSION

“Expedite national development by providing policies, functional and cost effective power, roads and housing infrastructure assets and services that meet the needs of all”

CORE VALUES

Our Core Values are;

- Stewardship
- Integrity
- Accountability
- Transparency and
- Mutual Trust

GRIEVANCE REDRESS MECHANISM (GRM)

Customers are expected to exhaust all means of resolving grievances via DisCos within their localities before approaching the Ministry (Power Sector)

Contacts

Honourable Minister,

Federal Ministry of Power, Works and Housing (Power Sector)

Power House,

14, Zambezi Crescent

P.M.B 278, Maitama, Abuja.

www.pwh.gov.ng

Babatunde.Fashola@pwh.gov.ng

Honourable Minister of State II,
 Federal Ministry of Power, Works and Housing (Power Sector)
 Power House,
 14, Zambezi Crescent
 P.M.B 278, Maitama, Abuja.
www.pwh.gov.ng

	Email Address	Web site	Phone Number
Federal Ministry of Power, Works and Housing, (Power Sector)	Info@power.gov.ng	www.pwh.gov.ng	Glo to Glo 07058890058, MTN to MTN 08039780337.
Permanent Secretary (Power)	Louis.edozien@power.gov.ng		
Director, Reform Coordination & Service Improvement Department	Babajide.Oyelayo@power.gov.ng		
Director, Human Resources Management Department	chubado.jado@fedcs.gov.ng		
Director, Energy Resources Department	Olatunji.ajayi@fedcs.gov.ng		
Director, Finance & Account Department	oladipo.adebowale@pwh.gov.ng		
Director, Transmission Services Department	Anthony.Umuenyen@pwh.gov.ng		
Director, Planning, Research and Statistics Department	Drdolatito.Obisesen@phw.gov.ng		

Director, Distribution Systems Department	Briskilla.sapke@fedcs.gov.ng		
Director, Procurement Department	ahmed.abdu@pwh.gov.ng		
Ag. Director, Renewable & Rural Access Department	Faruk.Umar@pwh.gov.ng		
Director, Investment & Sector Development Department	emontonghan.osaisai@fedcs.gov.ng		
Director, General Services Department	Abubakar.dangaladima@pwh.gov.ng		
Director, Legal Services Unit	Adetutu.a.shoetan@fedcs.gov.ng		
Ag. Director/Head of Press & Public Relations Unit	etore.thomas@pwh.gov.ng		
Head, Internal Audit Unit	yawal.yawagari@fedcs.gov.ng		
Head, Public Private Partnership (PPP)	markinmuko@yahoo.com		
Head, Anti-Corruption & Transparency Unit (ACTU)	mgbenudaniel@yahoo.com		

CHAPTER TWO

RURAL ELECTRIFICATION AGENCY (REA)

The Rural Electrification Agency (REA) was established under Part IX, Sections 88-91 of the Electric Power Sector Reform Act (EPSRA) 2005. It commenced operations on 16th March, 2006 with a Corporate Headquarters located in Abuja and six zonal offices at Lokoja (NC), Bauchi (NE), Dutse (NW), Enugu (SE), Calabar (SS), Oshogbo (SW) and a Liaison Office in Lagos.

MANDATE

The Agency's mandates are as follows:-

- Promote Rural Electrification in the Country;
- Co-ordinate the Rural Electrification Programmes in the Country;
- Administer the Rural Electrification Fund (REF) to promote, support and provide rural electrification through Public and Private Sector Participation

VISION STATEMENT

"REA Vision is committed to providing electricity in all the rural communities of Nigeria for improved living conditions, enhanced agricultural, commercial, industrial and domestic activities"

MISSION STATEMENT

"To provide access to reliable electric power supply for rural dwellers irrespective of where they live and what they do, in a way that would allow for reasonable return on investment through appropriate tariff that is economically responsive and supportive of the average rural customer"

GRIEVANCE REDRESS MECHANISM (GRM)

Customers are encouraged to approach any of the listed contacts for addressing any challenge;

Contacts

CORPORATE HEADQUARTERS

No 22, Freetown Street, Wuse 2,
Abuja, FCT, Nigeria.

Info@rea.gov.ng

www.rea.gov.ng

LAGOS LIAISON OFFICE

Mr. Olayinka Adepetu

2nd Floor, 21 Opebi Road,
Ikeja, Lagos

08036229385

<u>Zonal Offices</u>			
North West Mr. M.D. Bala Plot 132, Takur Adua bypass, Dutse, Jigawa State.	magaji.dambatta@rea.gov.ng		08060772412
North East Engr. Sani Daura NIDB Building Maiduguri road, Bauchi, Bauchi State.	sani.daura@rea.gov.ng		07063192453
North Central Mr. Salau Mohammed Along Okene-Kabba road, Lokoja, Kogi State.	mohammed.salau@rea.gov.ng		08034592563
South South Engr. Thomas Inegbedion No 63, Asari Eso Street, Calabar, Cross River State	inegbedionthomas@rea.gov.ng		07088611409

<p>South East Mr. Uba Patrick 128 Independent Layout, Enugu, Enugu State.</p>	<p>uba.patrick@rea.gov.ng</p>		<p>08037446154</p>
<p>South West Mr. Aliyu Abdulaziz Western bye-pass ring road, Oshogbo, Osun State.</p>	<p>aliyu.abdulazeez@rea.gov.ng</p>		<p>08057301597</p>

CHAPTER THREE

NIGERIAN ELECTRICITY REGULATORY COMMISSION (NERC)

The Nigerian Electricity Regulatory Commission (NERC) was established by the Electricity Power Sector Reform (EPSR) Act 2005 to provide for the licensing and regulation of the Generation, Transmission, Distribution and Supply of electricity; to enforce such matters as performance standards, consumer rights and obligations; to provide for the determination of tariffs; and to provide for related matters.

Vision Statement

Electricity on Demand

Mission Statement

Promote and ensure investor friendly industry and efficient market structure to meet the needs of Nigeria for: Safe, Adequate, Reliable and Affordable Electricity

Note

Customers are advised to contact any of the address closest to their location for prompt attention;

Contacts

CORPORATE HEADQUARTERS

Chairman/CEO
NERC Headquarters
Adamawa Plaza,
Plot 1099, First Avenue
Off Shehu Shagari Way, Central Business District
P.M.B 136, Garki, Abuja.

info@nerc.gov.ng

www.nercng.org +234-09-462-1400,
09-462-1410

NERC Forum Offices

S/N	FORUM SECRETARY	OFFICE/LOCATION		PHONE NO
1	Ezeocha Ifeanyi	Abakaliki Forum Office No. 3 Ezekuna Crescent, Off Nsugbe Street, Abakaliki, Ebonyi State	abakalikiforum@nerc.gov.ng	09037808590
2.	Grace Ekpenyong	Abuja Forum Office No. 14, Road 131, Gwarimpa, Abuja	abujaforum@nerc.gov.ng	08146862225
3.	Sampson Osi Onu	Asaba Forum Office Dennis Osadebe Way, after Asaba Scan Center, Beside Mobil Filling Station, Opposite NNPC Filling Station, Asaba Delta State	asabaforum@nerc.gov.ng	09062277247
4.	Agwu Princess	Awka Forum Office Plot 80, Aroma Junction Layout, Awka – Onitsha Express, opposite CBN, Awka, Anambra State	awkaforum@nerc.gov.ng	09037808594

5.	Eboehi Benjamin	Benin Forum Office No. 34, Akpakpava Street, Benin City, Edo State	beninform@nerc.gov.ng	09037808592
6.	Temitope Odubiyi	Eko Forum Office No. 61 Odunlami Street, Off Marina, Lagos State.	ekoforum@nerc.gov.ng	08106807261
7.	Henrietta Ene	Enugu Forum Office No. 27 Ogui Road, Enugu, Enugu State	enuguforum@nerc.gov.ng	08146862230
8.	Surhyel Mshelbwala	Gombe Forum Office Government Layout GDP/2, Along Ministry of Education Road, Gombe, Gombe State.	gombeforum@nerc.gov.ng	08140440079
9.	Lola Olaniun	Ikeja Forum Office No. 199, Obafemi Awolowo way, Alausa, Ikeja, Lagos.	ikejaforum@nerc.gov.ng	08106807298
10.	Abe Olaiya	Ibadan Forum Office Jibowu Street, Opposite Magara Police Station, Iyaganku, G.R.A Ibadan, Oyo State.	ibadanforum@nerc.gov.ng	08146862252
11.	Kabiru U. Musa	Jigawa Forum Office Dutse GRA, Dutse, Jigawa State	jigawaforum@nerc.gov.ng	07031704827
12.	Nguuma Samuel Andzenge	Jos Forum Office No. 5a Rayfield Road, Jos, Plateau State	josforum@nerc.gov.ng	09037808597
13.	Sa'adatu Zaria	Kaduna Forum Office No. 22, Ahmadu Bello way, Opposite NNDC Building, Kaduna, Kaduna State.	kadunaforum@nerc.gov.ng	08106807299
14.	Ja'afar Ibrahim	Kano Forum Office No. 2, Miller Road, Bompai, Nassarawa G.R.A, Kano, Kano State	kanoforum@nercng.org	08146862222
15.	Abubakar Kabir Kurna	Katsina Forum Office No. 7 Abuja Crescent, Off Hassan Usman Katsina Road, Katsina, Katsina State	katsinaforum@nerc.gov.ng	07031704821
16.	Palema Ishaya	Makurdi Forum Office Hepzibah Plaza, Atom Kpera Road, Opposite Makurdi International School,	makurdiforum@nerc.gov.ng	09062277249

		Makurdi, Benue State.		
17.	Afaoma Ubani	Owerri Forum Office No. 1 C.B. Anyanwu Road, Housing Area B, Exclusive Garden by Achike Udenwa Estate, Owerri, Imo State.	owerriforum@nerc.gov.ng	09062277245
18.	Pamela Akubue	Port-Harcourt Forum Office Vhelberg Imperial Hotel, Plot 112 and 112A, Bank Anthony Avenue, Off Ordinance Road, Port Harcourt, Rivers State.	phforum@nerc.gov.ng	08106807289
19.	Chioma Maryann Okechukwu	80 Aba Road Umuahia, Abia State		09062277251
20.	Mutari Aliyu	Yola Forum Office No. 5 Nguroje Street, Karewa Extension, Jimeta/Yola, Adamawa State.		09037808535
21.		Birnin Kebbi Office No 8 Ahmadu Bello Way Opp. Kebbi State Government House, Birnin Kebbi Kebbi State	birninkebbiforum@nerc.gov.ng	
22.		Calabar Forum Office Plot 109, MCC Road by Ibok Street, Calabar Cross River State	calabarforum@nerc.gov.ng	
23.		Gusau Forum Office No 2 Canteen Daji, J.B. Yakubu Road Gusau, Zamfara State	gusauforum@nerc.gov.ng	

CHAPTER FOUR

NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY (NEMSA)

The Nigerian Electricity Management Services Agency is established to carry out the functions of Enforcement of Technical Standards and Regulations, Technical Inspection, Testing and Certification of All categories of Electrical Installations, Electricity Meters, and Instruments, to ensure the Efficient Production and Delivery of Safe, Reliable and Sustainable Electricity Power Supply and Guarantee Safety of Lives and Property in the Nigerian Electricity Supply Industry, and other allied industries/workplaces.

In line with the provisions of the NEMSA Act 2015 and Statutory Regulations, it is mandatory that All Electrical Installations in Power Plants / Stations, Transmission Networks / Systems, Distribution Networks/Systems, and other Allied Industries and Workplaces where Electricity is used; as well as all Electricity Meters and Instruments to be deployed in NESI, are duly Inspected, Tested and Certified fit and safe by electrical inspectors (Engineers and Technologists) of NEMSA and the NEMSA National Meter Test Stations before they can be put to use in Nigeria.

VISION STATEMENT:

To be an efficient world class technical enforcement Agency that ensures standardisation, specification, quality, safety and competence for the competitive Nigeria Electricity Supply Industry.

MISSION STATEMENT:

To ensure efficient, stable, safe and reliable networks for electricity supply; safety of lives and property in the Nigeria Electricity Supply Industry and Allied Industries, through appropriate and innovative technology employing a well-motivated workforce.

Contacts

Inspectorate Field Offices, National Meter Test Stations, Engineering and Chemical Laboratory, Stores, etc. locations and addresses: www.nemsa.gov.ng

S/ N	Zonal Office Location	Location/Address	State Covered	Head Area Inspecting Engineer	E-mail	Phone No.
1	Abuja	Plot 1213 Birao Street, Ademola Adetokunbo Crescent, Wuse II, Abuja	FCT& Niger State	Engr. U. Momoh	nemsaabujazonal@gmail.com , or u_momoh@yahoo.com	08033494940 ,
2	Abeokuta	Federal Secretariat, P.M.B. 2078, Abeokuta, Ogun State	Ogun State	Engr. Oyegunle M. Akanji	mayoyebox@gmail.com	08037141867
3	Akure	Federal Secretariat, P.M.B. 702, Akure, Ondo State	Ondo and Ekiti State	Engr. Fayose Bamidele O.	olusolaval@yahoo.com	08033683492
4	Benin	Federal Secretariat Complex, Opp. Aduwawa Quarters, P.M.B. 1319, Benin City, Edo State	Edo & Delta State	Engr. Jimoh Alaba Quadry	halabarma@yahoo.com	08033519956
5	Enugu	Federal Secretariat, P.M.B. 1110, Enugu, Enugu State	Anambra, Enugu, Imo, Ebonyi & Abia State	Engr. Richard Nwaneri	nwerichard@gmail.com	08067194150
6	Ibadan	Ministry Of Energy Building, Beside Nitel Hqtrs, Inside Oyo State Secretariat, Agodi P.M.B. 5028, Ibadan, Oyo State	Oyo, Osun	Engr. Nelson Obiukwu	cassellngx@yahoo.com	08034972623
7	Ilorin	4 Salamotu Olatundun Street, Off Ahmadu Bello	Kwara & Kogi	Engr. Muyiwa T. Alabi	naotoy42@yahoo.com	07031722076

		Way,Opp. Sharia Court, G. R. A. Ilorin, Kwara State				07010033613
8	Jos	Club Road, P.M.B. 2099, Jos, Plateau State	Plateau, Benue & Nasarawa	Engr. Gideon Nanjwan	gdnanjwan@gmail.com	08036703317, 08095495698
9	Kaduna	6, Yakubu Gowon Way, Hospital Road P.M.B. 2119, Kaduna	Kaduna	Engr. E. Aloba	ejaalobo@yahoo.com	07035866004
10	Kano	Federal Secretariat, P.M.B. 3477, Kano, Kano State	Kano, Jigawa & Katsina	Engr. M. Kunduga	Mgmkunduga2233@yahoo.com	08035968534
11	Lagos - Eko Area	Glass House, Block D FMWH Premises, TBS, Moloney Street, Lagos	Lagos State (Eko DisCo)	Engr. Daniel Owan	owandaniel@yahoo.com	08182698430, 08083085054
12	Lagos - Ikeja Area	NMTS (Oshodi), Alasia Bus Stop, Agege Motor Road, Near YTK Petrol Station	Lagos State (Ikeja DisCo)	Engr. Oyinlade Adewale	best_oyinlade@yahoo.com	08034417901, 08034888394
13	Maiduguri	3, Lake Chad Nurs. Str. Near Lake Chad, P.M.B. 1032 Maiduguri, Borno State	Borno & Yobe	Engr. James Bata Sani	jamesbatasani@yahoo.com	08099640301, 08034483670
14	Owerri	Behind FERMA Zonal Office, Federal Secretariat Complex, Imo State	Imo & Abia State	Engr. Kalu. O. Ikpo	kaluiyke1965@yahoo.com	08037442084, 08079209354
15	Port-Harcourt	Federal Secretariat, Aba Road, Port Harcourt, Rivers State	Rivers, Cross Rivers, Bayelsa & Akwa Ibom	Engr. Yusuf S. Jamila	jamisky4real@yahoo.com or gnoharu@yahoo.com	08035750837
16	Sokoto	EIS Building Complex, Near Kangiwa Square P.M.B. 2291, Sokoto, Sokoto State	Sokoto, Kebb & Zamfara	Engr. Ekpontuen Anthony Ntuen	clergytony@gmail.com	08037039351

					or tonyntuen2010@yahoo.com	
17	Yola	29a, Mubi Road, P.M.B. 2094, Yola Adamawa State	Taraba & Adamawa	Engr. Ugadu Silas	esugadu@yahoo.com	07031317412, 08059687499

Other NEMSA Facilities

S/N	Units	Location(s)	Head	E-mail	Phone No.
1	National Meter Test Stations	Lagos/Oshodi	Engr. Olusegun M. Adesayo	segadesh@yahoo.com	08033054765, 08093154654
		Port-Harcourt	Engr. Isa Adamu A.	meetabini64@gmail.com	08033325784, 07032244015
		Kaduna	Mr. Edward Agbo	nemsanmtskd@gmail.com	08160111557
2	Central Storage and Logistic Unit	Lagos	Adelabu S. A (Mrs)	comdep2014csl@gmail.com	08023229493
		Port-Harcourt	Ahmadu Haruna A.	hkahmadu56@yahoo.com	08033409110
		Kaduna	Engr. Ezegbo	comdep2014csl@gmail.com	08034009497
3	Clinic	Abuja	Dr. Siaka Abdulfatia	phatausiaka@yahoo.com	08064959409
4	Chemical and Engineering Labs	Lagos/Ijora	Mrs. Folami E. Patience	patiencefolami@yahoo.com	08062700463, 08035636490
5	Transformer Repairs Workshop	Lagos/Ijora	Mrs. Rebacca U. Amade	becky.amade@yahoo.com	08033771401, 08033480063

CHAPTER FIVE

NIGERIA BULK ELECTRICITY TRADING PLC (NBET)

The Nigerian Bulk Electricity Trading (NBET) PLC is the central pooling agent ('The Pool') in the Nigerian electricity supply industry (NESI). The first in sub-Saharan Africa; it was incorporated on the 29th day of July 2010 and is 100% owned by the Federal Government of Nigeria.

NBET purchases electricity by Power Purchase Agreement (PPAs) from generators who inject their supplies from locations across the grid and are centrally dispatched from the National Control Centre (NCC) located at Oshogbo in Southern Nigeria. NBET resells the electricity it purchases to its customers who take electricity directly from the transportation system at 132/32 kv.

Our customers include generation companies who were created at the time of privatization from the assets of the former vertically integrated and government owned monopoly, the Power Holding Company of Nigeria (PHCN); Independent Power Producers (IPPs); distribution companies and large general service customers.

MANDATE

NBET purchases electricity from Generation Companies through Power Purchase Agreements (PPAs); and uses Vesting Contracts (VC) to resell to Distribution Companies and other large general service customers who take electricity from the transmission system. The Generation Companies include the 6 that were created out of the assets of the former government owned and vertically integrated monopoly utility - the Power Holding Company of Nigeria (PHCN); 10 companies that make up the National Integrated Power Project (NIPP) under a holding company – the Niger Delta Power Holding Company (NDPHC); existing Independent Power Producers (IPPs) such as Ibom Power, Okpai, FIPL, & Shell and new IPPs.

We also maintain regional customer relationships through two interconnectors, one in the North Western part and another in the south Western part of the country.

VISION STATEMENT

“To create a financially viable electricity market”

MISSION STATEMENT

“To be an efficient & effective catalyst for investment into the Nigeria electricity market by ensuring transparency & guaranteeing payment”

Contact

All enquiries and complaints should be directed to the address below.

Contact Person	Henrietta Ighomrore Head Corporate Communications
Address	8 th Floor Bank of Industry Building, Off Herbert Macaulay Way, Central Business District, Abuja.
Phone Number	234- 946 05630, 234- 704 5027688
E-mail	info@nbet.com.ng communications@nbet.com.ng
Website	www.nbet.com.ng

CHAPTER SIX

NIGERIA ELECTRICITY LIABILITY MANAGEMENT LTD/GTE (NELMCO)

The Nigeria Electricity Liability Management Ltd/Gte is an agency under the supervision of the Federal Ministry of Power which was created under the Electricity Power Sector Reform (EPSR)Act 2005 with the mandate to assume and administer the Electricity Power Sector Reform stranded debts and assets of PHCN pursuant to the provisions of the EPSR Act 2005; assume and manage the pension liabilities of employees of PHCN; hold the non-core assets of PHCN; sell or dispose of or deal in any manner for the purpose of financing the payment of debts or other related matters. Other very important aspects of NELMCO's mandate is to take over the management and settlement of PHCN's Power Purchase Agreement (PPA) debts as may be determined by the National Council on Privatisation (NCP) from time to time; sell, mortgage, dispose of, deal in any manner of the property or assets of the company as may be expedient with a view to promoting its objectives; as well as do all such other things as are incidental or may be thought expedient to the attainment of the above objectives or any of them.

In pursuance of the above mandate, NELMCO is saddled with the responsibility of developing and facilitating the implementation of policies for the settlement of all PHCN liabilities following the Power Sector Reforms.

VISION STATEMENT

To be a world –class manager of liabilities and stranded assets in a transitional electricity market.

MISSION STATEMENT

To ensure sanctity of contracts and the settlement of pension and third party liabilities.

GRIEVANCE REDRESS MECHANISM (GRM)

Customers are encouraged make use of the under listed contacts for complaints and enquiries;

Contact

Plot 1300 Funmilayo Ransome Kuti Street,
Garki 11, P. M. B. 500, Garki – Abuja

website: www.nelmcong.org

E-mail: info@nelmcong.org

Contact Persons	E-mail
MD/CEO	bayofagbemi@nelmco.gov.ng
Executive Director Liability Management	chinedum.orisakwe@nelmco.gov.ng
Executive Director Asset Management	adazekalu@nelmco.gov.ng
Executive Director Corporate Services	
General Counsel	ugochukwu.ogbonna@nelmco.gov.ng
Assistant General Manager Corporate Strategy and Planning	pondeig@nelmco.gov.ng
Assistant General Manager, Administration	kigbinoba@nelmco.gov.ng
Assistant General Manager, Procurement	makkiyalleman@nelmco.gov.ng
Assistant General Manager, Liability Management	toluabejirin@nelmco.gov.ng
Assistant General Manager, Human Resources	nseedokpayi@nelmco.gov.ng
Assistant General Manager, Internal Audit	sagboeze@nelmco.gov.ng

CHAPTER SEVEN

TRANSMISSION COMPANY OF NIGERIA (TCN)

The Transmission Company of Nigeria (TCN) Plc is one of the successor companies of the defunct National Electric Power Authority (NEPA)/Power Holding Company of Nigeria (PHCN) incorporated on the 11th day of November 2005 under the Companies and Allied Matters Act 1990. Similarly two licenses namely Electricity Transmission License NERC/LC/104 and Electricity System Operations License NERC/LC/105 for TCN were issued by the Nigeria Electricity Regulatory Commission (NERC) pursuant to the Electric Power Sector Reform (EPSR) Act 2005.

MANDATE

The mandate of TCN includes the following:-

- To carry out reliable and efficient business of Transmission of electricity, System Operation and Market Operation
- Manage the high voltage transmission system, system operations as well as generation dispatch functions.
- Grid construction, operation and maintenance of Transmission Lines in Nigeria and a Transmission System connecting Nigeria with neighboring countries.
- To administer the wholesale electricity market including settlement payment in accordance with the market rules

VISION STATEMENT

The vision statement of TCN is “To be a world class Electricity Transmission Company”

MISSION STATEMENT

The Mission statement of TCN is “To plan, build, operate and maintain a reliable and efficient grid”

GRIEVANCE REDRESS MECHANISM (GRM)

Customers are encouraged to approach the under listed contacts for addressing any challenge;

Contact

Head Office:

14 Zambezi Crescent, Maitama Abuja

www.tcnorg.com

nfo@tcnng.org

Contact Person	Usman Gur Mohammed Interim MD/CEO Transmission Company of Nigeria
Address	
Phone Number	234- 946 05630, 234- 704 5027688
E-mail	info@tcnng.org
Website	www.tcnorg.com

TRANSMISSION SERVICE PROVIDER (TSP)

Regional, Sub-regional and Work Center Locations

	REGION	COVERAGE AREA	OFFICES	LOCATION	ADDRESS	CONTACT NUMBERS
1.	Bauchi	Bauchi, Gombe, Plateau, Taraba, Adamawa, Yobe and Boronu States.	Bauchi Regional Office	Bauchi	Railway Road by KIA Motors	08096173343
			Gombe Sub-Region	Gombe	Along Federal Medical Road, Potiskun, Bauchi State.	
			Jos Work Centre	Jos	Along Dukku Road, Jos	

			Maiduguri Work	Maiduguri	Along Baga Road, Maiduguri	
2.	Benin	Edo, Delta. Ondo, parts of Kogi and Ondo States.	Benin Regional office	Benin-city	Sapele Road, Benin city.	08023122225
			Benin Sub-Region	Benin-city	Sapele Road, Benin city.	
			Ajaokuta Work Centre	Ajaokuta	Ajaokuta -Anyingba Road, Kogi State.	
			Delta Work Centre	Ughelli	By Delta Power Station, Delta State.	
			Sapele Work Centre	Sapele	Sapele Power Station, Delta State.	
3.	Enugu	Enugu, Ebonyi, Abia, Anambra and Imo States.	Enugu Regional Office	Enugu	56 Ekwulumili Street, New Haven Enugu.	08038313426
			Enugu Sub-Region	Enugu	Ekwulumili Street, New Haven, Enugu.	
			Apir Sub-region	Markurdi	Km 16, Markurdi-Aliade Road, Markurdi, Benue State.	
			Onitsha Sub Region	Onitsha	AwadaObosi, Onitsha Anambra State	
4.	Kaduna	Kaduna, Kano, Jigawa, Katsina and Zamfara States	Kaduna Regional Office	Kaduna	Mando Rd, Kaduna, Kaduna state.	08033254660
			Kano Sub-Region	Kano	Off Kumbutso Town Road, Kano State.	
			Kaduna Work Centre	Kaduna	Mando Rd, Kaduna, Kaduna State.	
			Dutse Work Centre	Dutse	Igbo Road, Gusau, Zamfara State.	
5.	Lagos	Lagos and Oyo states.	Lagos Regional Office	Lagos	By Ijora Power Station, Ijora Lagos.	08033326060
			Ikeja West Sub-Region	Lagos	IpajaAyobo Road, Ipaja, Lagos.	
			Ikeja West Sub-Region	Lagos	IpajaAyobo Road, Ipaja, Lagos.	
			Aja Work Centre	Lagos	Lekki – Epe Express Road, Ajah Lagos.	
			Akangba Work Centre	Lagos	Adelabu Street, Surulere, Lagos.	
			Egbin Work Centre	Lagos	By Egbin Power Station, Ijede Lagos.	
			Olorunsogo Work	Lagos	By Olorunsogo Power Station.	

6.	Oshogbo	Osun, Oyo, Ekiti, Ondo and Kwara States.	Osogbo Regional Office	Osogbo	KM 5, New Ikirun Rd, OsogboOsun state.	08037021430
			Ayede Sub-Region	Ibadan	No. 10 Akinyemi Way, Off Ring Road, Ibadan Oyo State.	
			Osogbo Sub Region	Osogbo	KM 4, New Ikirun Road, Osogbo, Osun State.	
			OmoshoSub Region	Omosho	By Omotoso Power Station, Omotosho, Ondo State.	
			Ganmo Work Centre	Ganmo	Afon Road, Ganmo, Kwara State	
7.	Port-Harcourt	Rivers, Bayelsa, Cross River, Akwa Ibom, Abia, Imo, Baylsa and part of Ebonyi States	Port Harcourt Regional Office	Port-Harcourt	Rumuobaikani, Trans Amadi, Port Harcourt.	08023079043 08059620080
			Aba Sub-Region	Aba	Along Aba Port Harcourt Expressway.	
			Afam Work Centre	Afam	By Afam power Station, Afam, Rivers State.	
			Port Harcourt Work Centre	Port-Harcourt	Rumuobaikani, Trans Amadi, Port-Harcourt, Rivers State.	
			Calabar Work Centre	Calabar	Off floor mill junction, Calabar Highway, Calabar, Cross-Rivers State.	
			Owerri Work Centre	Owerri	Along Owerri/umuahia Rd. Egbu Town,Imo State.	
8.	Shiroro	Niger, Kebbi, Zamfara, Sokoto, Nasarawa, Plateau, parts of Kogi States, part of Kaduna, Part of Kwara, FCT and Niger Republic	Shiroro Regional Office	Shiroro	By Shiroro Power Station, Shiroro, Niger	08037021430
			Abuja Sub-Region	Abuja	Apo Garki, Abuja.	
			Jebba Sub-Region	Jebba	Jebba Power Station, Jebba, Niger State	
			BirninKebbi Work Centre	BirninKebbi	Jega Road, BirninKebbi, Kebbi State.	
			Kainji Work Centre	kainji	Kilometer 15, Mokwa-New Busa Road, Kainji, Niger State.	
			Shiroro Work Centre	Shiroro	By Shiroro Power Station, Shiroro,	

					Niger State.
		Nasarawa Work Centre	Lafia		
9.	Abuja	Newly Created			Being set up

INDEPENDENT SYSTEM OPERATOR (ISO)
REGIONAL CONTROL CENTERS NATIONWIDE

S/N	REGION	COVERAGE AREA	OFFICE	CONTACT NUMBER	LOCATION	ADDRESSES
1.	National Control Centre	The grid	NCC Oshogbo	08036744641	Oshogbo	Ikirun Road, Osogbo – Osun State
2.	Osogbo	Osun, Kwara, Oyo Ogun, Parts of Ondo and Ekiti	National Control Centre (NCC)	08129458580	Osogbo	Ikirun Road, Osogbo – Osun State
3.	Shiroro	Niger, Kebbi, Sokoto States and FCT.	Supplementary National Control Centre (SNCC)	08129458617	Shiroro	By Shiroro Power Station. Shiroro, Niger State
4.	Benin	Edo, Delta and Kogi	Regional Control Centre (RCC)	08094298669	Benin	Sapele Road, Benin City, Edo State
5.	Lagos	Lagos, Oyo and Parts of Ogun States	Regional Control Centre (RCC)	08129458532	Ikeja West	Ipaja-Ayoba Road, Ipaja-Lagos State
6.	Kano	Kano, Kaduna, Jigawa and Katsina States	Regional Control Centre (RCC) Kano	08072803674	Kumbotse	Mando Rd, Kaduna, Kaduna State
7.	Gombe	Plateau, Adamawa, Bauchi and Gombe	Regional Control Centre (RCC)	08151699199	Gombe	Duukku Rd, Gombe, Gombe State

8.	Enugu	Enugu, Anambra, Ebonyi, Parts of Delta and Benue	Regional Control Centre (RCC)	08129458508	Enugu	56 Ekwulumili Street, New Haven Enugu State.
9.	Port-Harcourt	Bayelsa, Rivers, Abia, Imo, Cross Rivers and Akwa Ibom States	Regional Control Centre (RCC)	08033291380	Port-Harcourt	Rumuobaikani, Trans Amadi, Port-Harcourt Along Aba Port-Harcourt Express Way.
10.	Abuja	Newly created				Being set up

CHAPTER EIGHT

NATIONAL POWER TRAINING INSTITUTE OF NIGERIA (NAPTIN)

The National Power Training Institute of Nigeria (NAPTIN) is an Institute of the Federal Government of Nigeria, established on 23rd of March 2009, to provide capacity building and coordinate training needs of the Nigerian Power Sector and beyond. NAPTIN has a vision “to be a centre of excellence for human capital development in the power sector” and a mission “to provide skilled workforce and professionals for the power sector through training, research, and development in partnership with National and International Public and Private entities”. NAPTIN presently has its Corporate Head office in Abuja and Eight (8) Regional Training Centers (RTC) designated to offer different specialized and common technical courses that meets the needs of Power Sector Generation, Transmission and Distribution utilities including Non-technical courses for other Agencies providing supporting service within the Power Sector. NAPTIN has trained about Twelve thousand (12,000) professionals cutting across all professions in the entire electricity value chain across all Agencies and Utilities in the Power Sector since its inception in 2009. Recently, NAPTIN was certified as a **Centre of Excellence (CoE) in training for the power sector in Africa** by the Association of Power Utilities of Africa (APUA) and thus admitted into the membership of the African Network of Centres of Excellence in Electricity (ANCEE).

Vision Statement

“To be a centre of excellence for human capital development in the power sector”

Mission Statement

“To provide skilled workforce and professionals for the power sector through training, research, and development in partnership with National and International Public and Private Entities”

Contact

Headquarters:

Plot 21, Cadastral Zone,
Idu Industrial Area, Mbora District, Near Wupa Sewage Plant,
FCT Abuja, Nigeria

Phone Number	07067777559, 08033543304
E-mail	info@naptin.gov.ng or support@naptinportal.com
Website	www.naptin.gov.ng
Chairman, Academic Board:	08037863182
Desk Officer	08033225966

CHAPTER NINE

CUSTOMER CARE UNITS FOR ALL DISTRIBUTION COMPANIES (DISCOS)

DISCOS	States	WEB SITE	E-MAIL ADDRESS	TELEPHONE
Eko DisCO	Lagos	ekedp.com	customercare@ekedp.com	07080655555 08129928282-3
Ikeja DisCo	Lagos	ikejaelectric.com	customercare@ikejaelectric.com	0170000250; 014483900; 07000225543
Benin DisCo	Edo, Ekiti, Ondo, Delta	bedcpoer.com	customercomplaints@bedcpower.com	08039012323 24hrs
Ibadan DisCo	Oyo, Osun, Ogun, Kwara, Niger (Mokwa, New Busa Ibi, Jebba North) and Ekiti (Efon-Alaye, Iwaji-Ekiti, Ijowa Ekiti, Irele-Ekiti, Orile-Imesi)	ibedc-ng.com	customercaremolete@ibedc.com customercareojoo@ibedc.com customercareijeun@ibedc.com customercareosogbo@ibedc.com customercarechallenge@ibedc.com customercare@ibedc.com	09053698864, 09053698867, 09053698859, 09053698869, 09053698855, 09059000065 HQRTS
Yola DisCo	Adamawa, Borno, Taraba and Yobe	yedc.com.ng	customercare@yedc.com.ng	09038853308 HQRTS
PH DisCo	Cross-River, Rivers, Akwa-bom, Bayelsa	Phed.com.ng	callcentre@Phed.com.ng customercare@Phed.com.ng	07002255743 HQRTS
Kano DisCo	Kano, Katsina and Jigawa	kedco.ng	customercare@kedco.ng	07005555111
Kaduna DisCo	Kaduna, Kebbi, Sokoto and Zamfara	Kadeco.ng	info@kadunaelectric.com contract@kadunaelectric.com	08023335731 08174035711
Jos DisCo	Plateau, Bauchi, Gombe and Benue	Kedplc.com	customercare@jedplc.com	07069403531

Abuja DisCo	FCT, Kogi, Niger and Nassarawa	abujaelectricity.com	info@abujaelectricity.com	08150181818, 08150191919
Enugu DisCo	Enugu, Anambra, Imo, Abia and Ebonyi	enugudisco.com	Customerservice@engudisco.com	08121020423 HQRTS

ACRONYMS AND MEANINGS

ACTU	Anti-Corruption and Transparency Unit
APUA	Association of Power Utilities of Africa
ANCEE	African Network of Centres of Excellence in Electricity
DisCos	Distribution Companies
EPSR	Electric Power Sector Reform
GenCos	Generation Companies
GRM	Grievance Redress Mechanism
ICPC	Independence Corrupt Practices and other related offences Commission
ICRC	Infrastructure Concession Regulatory Commission
ISD	Investment and Sector Development
IPPs	Independent Power Producers
JICA	Japan International Cooperation Agency
MDA	Ministry, Department and Agency
MO	Market Operator
NAPTIN	National Power Training Institute of Nigeria
NBET	Nigeria Bulk Electricity Trading PLC
NCC	National Control Centre
NCP	National Council on Privatisation
NDPHC	Niger Delta Power Holding Company of Nigeria
NELMCO	Nigeria Electricity Liability Management Company

NEMSA	Nigeria Electricity Management Services Agency
NESP	Nigeria Energy Support Programme
NEPP	National Electric Power Policy
NERC	Nigeria Electricity Regulatory Commission
NESI	Nigerian electricity supply industry
NIPP	National Integrated Power Project
PHCN	Power Holding Company of Nigeria
PSR	Public Service Reform
PPAs	Power Purchase Agreements
PRS	Planning, Research and Statistics
REA	Rural Electrification Agency
REF	Rural Electrification Fund
RFP	Request for Proposal
RRD	Renewable and Rural Power Access
RTC	Regional Training Centers
RCC	Regional Control Centre
SO	System Operator
SON	Standard Organization of Nigeria
TCN	Transmission Company of Nigeria
WAPP	West Africa Power Pool
ISO	Independent System Operator
TSP	Transmission Service Provider
CoE	Centre of Excellence
VC	Vesting Contracts