



NERC's IT Tools for Handling and Tracking Complaints

NARUC/NERC PARTNERSHIP



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National
Association of
Regulatory
Utility
Commissioners

OUTLINE

- Introduction and Background
- Overview of consumer redress procedure
- Overview of consumer complaints handling solution
- Implementation challenges
- Next steps

Introduction and Background

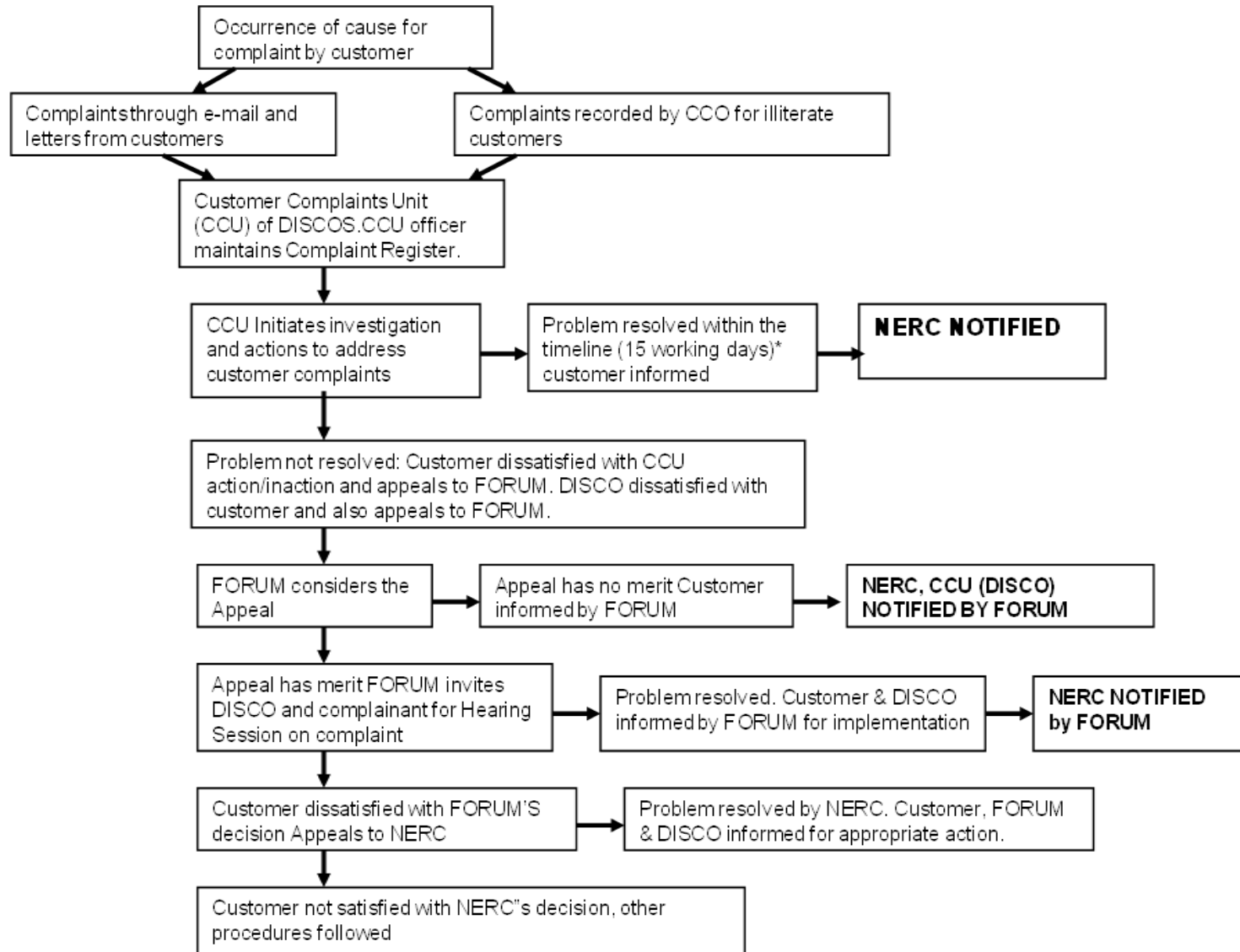
Part VI - Consumer Protection and Licensee Performance Standards (EPSR Act)

- Develop customer service standards
- Develop Customer complaints handling standards and procedures
- Develop procedures for applying for electricity service
- Develop procedures for disconnecting non-paying customers or for those in breach of other terms and conditions of an applicable tariff or contract

Overview of consumer complaints handling procedure

- First point of contact for any complaint is the Customer Complaints Unit of the utility (DISCO)
- Consumer Forum – Next level of complaint upon dissatisfaction of either customer or utility
- NERC hearing – If either party is dissatisfied with the action of the an appeal may be initiated to NERC

Disco Customer Complaints Procedure



** The timeline depends on the nature of the complaint*

Overview of consumer complaints handling solution

- Enable customers make complaints
- Solution was developed to automate parts of the consumer complaints procedure
- Improve tracking of complaints through its life-cycle
- Improve reporting and performance analysis

Overview of consumer complaints handling solution

- Solution based on the customer complaints workflow
- Notification timelines were based on the customer service standards of performance for distribution companies
- Database is built Microsoft SQL Server
- Development Language – C#
- Platform - .Net Framework
- Webserver - IIS

Overview of consumer complaints handling solution

Security Architecture

- Secure Sockets Layer(SSL) Encryption
- User Access Control List (ACL)
- Microsoft AD compatible

Communication Architecture

- HTTP, HTTPs
- Representational State Transfer (REST) API
- WEB API
- Java Script Object Notation (JSON)


Overview of consumer complaints handling solution

Main modules

- User Management
- Complaint Management
- Organisation and Business Management
- Utility
- Messaging and Notification
- Customer Management
- Document upload and Download

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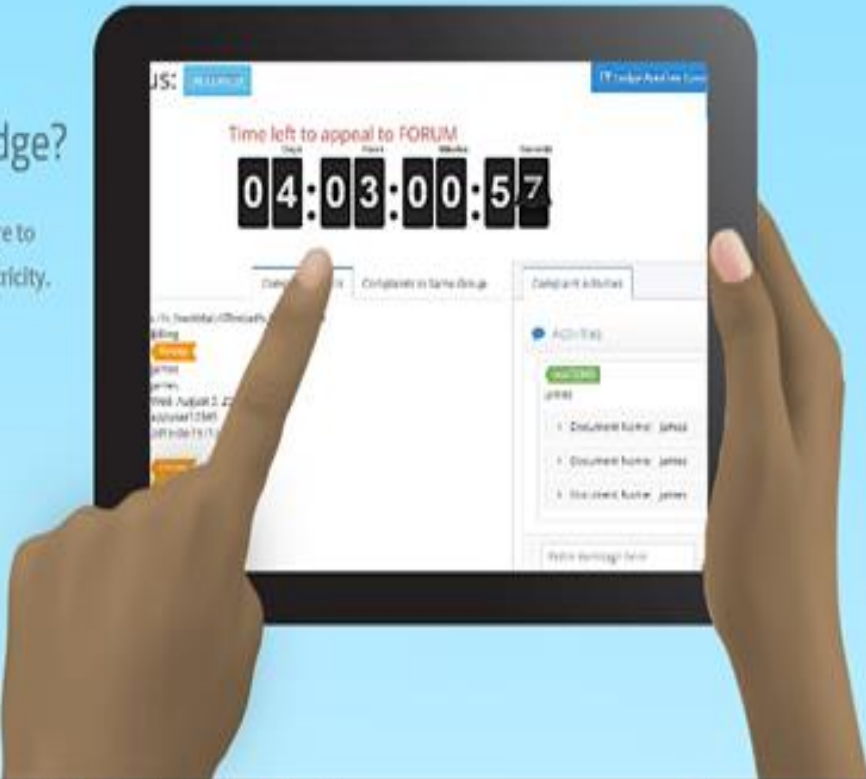
 **NIGERIAN ELECTRICITY REGULATORY COMMISSION**
ELECTRICITY ON DEMAND

Home Services About Contact

Have a complaint to lodge?

The NERC complaint handling system is here to help you lodge your complaints about electricity.

Login Signup




The tablet screen displays the following information:

- Time left to appeal to FORUM: 04:03:00:57
- Buttons: Complaints in Name, Complaints in Name, Complaints in Name
- Buttons: Add, Add, Add
- Buttons: Add, Add, Add
- Buttons: Add, Add, Add


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 **NIGERIAN ELECTRICITY
REGULATORY COMMISSION**


New User Registration


Enter your details to begin:

Email 
Email

First Name 
First Name

Last Name 
Last Name

Password 
Password

Phone No. 
Phone Number

☐ I accept [Terms](#) and [Privacy](#)

[Reset](#) [Sign Up →](#)

Windows taskbar: 11:12 AM 11/17/2015



NIGERIAN ELECTRICITY
REGULATORY COMMISSION



Please Login

Username or Email



Username or Email

Password



Password

Login



[← I forgot my password](#)

[I want to register →](#)

© 2015 - NERC - Complaint Handling System

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  Welcome, James Akinnirame

Dashboard | **Home:** You are logged in as the super administrator. You can access records [all in the system]


Complaints | **Admin**

Welcome » James Akinnirame

Showing records of  Tuesday, November 17, 2015 [Click to see other days](#)

No complaint was created on Tuesday, November 17, 2015




NERC Complaint Handling System © 2015

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 **Dashboard** | **Complaints** | Create Complaint | All My Complaints | Complaints Am Watching | All Complaints | Extension Requests | Forward Complaints | Unassigned Complaints | Unaccepted Complaints | Created By NERC | Forwarded By NERC | Admin

Complaint » Lodge Complaint

Lodge Complaint AS : Me

Complaint Category: Select Complaint Category

Complaint Sub Category: Select Complaint Sub Category

State: Select State Where Complaint Occured


Local Government Area: Select LGA Where Complaint Occured

Select Area: Select Area Where Complaint Occured
[Can't find your area? Click here to add](#)

Complaint Subject:

Complaint Description:

House Number: e.g Plot 437



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Welcome, James Akinniram

Dashboard

Complaints

Create Complaint

All My Complaints

Complaints Am Watching

All Complaints

Extension Requests

Forward Complaints

Unassigned Complaints

Unaccepted Complaints

Created By NERC

Forwarded By NERC

Admin

Home:

You are logged in as the super administrator. You can access records [all in the system]

My Complaints

View Complaint

All My Complaints

Complaint Id	Status	Date Create	Complaint C	State	Organization	LGA	Area	Subject	Description	House	Street	Meter Num
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

View Complaint(s)

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Page 1 of 0

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No records to view

NERC Complaint Handling System © 2015

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Implementation challenges

- Project scope
- Building a synergy with the utilities
- The vision of the customer complaints unit and practical implementation of the solution
- Methodology for outreach
- Strategy for launch

Next steps

- Test run internally by logging physical complaints
- Integration of databases of the website and complaint portal
- Integration with call centre and sms
- Integration with social media

THANK YOU

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Abuja**

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E-mail: info@nercng.org