

Public Outreach and Education: Nigeria Perspectives

Consumer and Stakeholders Education & Outreach

Government & Consumer Affairs



Introduction

The EPSR Act in;

- ***S 32(3)*** states that in the discharge of its functions, the Commission shall consult, from time to time, and to the extent the Commission considers appropriate, such persons or groups of persons who may or are likely to be affected by the decisions or orders of the Commission including but not limited to licensees, consumers, potential investors, and other interested parties.
- ***S 80(1) g*** charges the Commission with the responsibility of working out the modalities of information to be provided to consumers and the manner of dissemination.



Consumer & Stakeholders Education/Outreach

- National Sensitization and Consumer Awareness Campaign
- Power Consumer Assembly
- Conferences, Seminars and Workshops (First Electricity Stakeholders Conference, Governors Workshop, etc)
- Participation in Energy Exhibitions; Expos; Trade Fair etc
- Press briefings, Television appearances, Radio programs etc
- Stakeholders meeting with Utilities (Distribution Companies, Transmission Company and Generating Companies).



Benefits

- EPSR Act, the role and importance of the Regulator
- Rights and the obligations of the Consumer/Customer
- Functions and Obligations of the operator
- Private Participation in the Power Sector



Other Information/Educative Strategies

NERC Consumer Information (Publications)

- Customer Complaints Handling: Standards & Procedures
- Customer Service Standards of Performance For Distribution Companies
- Connections & Disconnections Procedures For Electricity Services
- Meter Reading, Billing, Cash Collection & Credit Management For Electricity Supplies
- And others on Health & Safety, etc



Sources of Information Dissemination

Consumer information mentioned above are circulated through:

- The Commissions Website (*www.nercng.org*)
- Booklets
- Pamphlets
- Fliers



The Commissions Website

NERC's Website has a Consumer/Citizens' Corner with information and publication on;

- Consumer Publications
- Send us a suggestion/Feedback
- Lodge a Complaints
- Consumer Forum



Thank you for listening

