



# CONSUMER BILL OF RIGHTS AND QUALITY OF SERVICE DELIVERY OF ELECTRICITY SUPPLY COMPANIES IN PORT HARCOURT

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## ABSTRACT

*This paper seeks to examine the extent to which the consumer bill of rights affects the quality of service delivery of electricity supply companies in Port Harcourt. Since these rights were intended to bring about quality service delivery, the observation of these rights will no doubt improve service delivery as well as customer satisfaction. The study adopted a random sampling technique in selecting 400 electricity service consumers in Abuloma, Diobu, Elekahia, Trans Amadi, Ogbunabali, Rumuola, D-line, and Rumuomasi areas of Port Harcourt. It also relied solely on descriptive analysis of the primary data collected from a structured questionnaire rated on a 5-point Likert scale. It was found that out of the 15 rights of electricity consumers, only the right to transparent electricity billing (5) and the right to complaints on electricity supply and other billing issues (10) are marginally observed. The result reveals that the right of electricity consumers in Port Harcourt is not observed to a large extent. It is also an indication of poor quality service delivery of electricity supply company in Port Harcourt. The study suggests the creation of consumer rights awareness programs using various mass media, establishing consumers' rights monitoring units to check the activities of service operators, and imposing appropriate disciplinary measures against defaulting operators.*

## 1. BACKGROUND OF THE STUDY

A constant power supply is a major criterion for a nation's economic growth. To supply constant electricity for Nigeria's economic growth, adequate power must be generated, transmitted to all parts of the country, and efficiently distributed to Nigerian business firms and citizens for business and personal consumption (Sambo, Garba, Zarma, & Gaji, 2010). Electricity service providers must do everything possible to make their customers happy, and satisfied and ensure they get the best value for their money to experience the numerical and financial growth their business desires as well as contribute to the nation's economic growth (Oladejo, 2010). The provision of constant, affordable, and efficient electricity is very vital for economic growth, prosperity, national security as well as the rapid pace of industrialization in any nation. Any nation that desires to develop and advance speedily will not ignore its power sector as its source of peril. One main infrastructure deficit in the Nigerian economy is inadequate electricity supply. Electricity supply has been so epileptic that the Nigerian economy has been described as a generator economy (Ekpo, 2009).

In a bid to improve the quality-of-service delivery of electricity supply in Nigeria, efforts toward privatizing the power sector commenced in 2005 with the passage of the Power Reform Act, 2005. However, it was during then President Goodluck Jonathan's administration that concerted efforts were made to privatize the power sector to provide regular power supply in Nigeria. To facilitate the privatization of Nigeria's power sector, the Federal Government divided the then Power Holding Company of Nigeria (PHCN) into six generations and eleven distribution firms and sold them separately to private investors on November 31, 2013 (Bello, 2013; Njoku, 2016). The electricity generation firms include Afam Power Plc., Afam Rivers State, Egbin Power Plc., Egbin Ikorodu, Kainji Hydro Electric Plc., New Bussa, Niger State, Sapele Power Plc, Sapele, Delta State, Shiroro Hydro Electric Plc., Shiroro, Niger State, and Ughelli Power Plc, Ughelli, Delta State while the electricity distribution firms include Abuja Electricity Distribution Company Plc, Benin Electricity Distribution Company Plc, Eko Electricity Distribution Company Plc, Enugu Electricity Distribution Company Plc, Ibadan Electricity Distribution Company Plc, Ikeja Electricity Distribution Company Plc, Jos Electricity Distribution Company Plc, Kano Electricity Distribution Plc, Kaduna Electricity Distribution Plc, Port Harcourt Electricity Distribution Plc, and Yola Electricity Distribution Plc (Bello, 2013).



The major source of energy in Nigeria and indeed most nations of the world is electricity. Commercial organizations, non-commercial organizations, manufacturing concerns, industries, house-hold, schools, hospitals, and indeed all other concerns that require energy for their activities depend on electricity for their energy needs. The economic development and industrialization of Nigeria, depend on her ability to generate and deliver enough electricity. Regrettably, the country has fared very poorly in terms of its ability to generate and deliver adequate electricity over the years. While the projected demand for electricity is in the region of 160 MW by the year 2030, the maximum that has ever been generated is about 6 MW. The electricity demand in 2016 was 15.7 MW and this is projected to grow to 41.13 MW by 2018, and 88.28 MW by 2020 (Salau, 2016). The provision of electricity to various users is made possible after the generation of electricity by the generating company, the transmission of electricity to and through the national grid to the distribution companies who then distribute the electricity to the various consumers.

The distribution companies interface with electricity consumers. Distribution companies are expected to deliver quality service to consumers. While the number of kilowatts of electricity generated is critical in meeting the needs of the consumers, the service quality and delivery are also very important. The service must be delivered at the right time when needed in such a way as to meet and satisfy the needs of the customer without causing any damage to his/her equipment. In terms of service delivery, how well have the various distribution companies in the country fared? Since services constitute or contribute over 50% to the gross domestic product (GDP) of the nation, good service delivery will impact the nation's development.

Several studies have been carried out on electricity supply in Nigeria but few exist on consumer bills of rights and quality of service delivery of electricity supply companies in Port Harcourt. This study filled this gap in knowledge by investigating the influence of the consumer bill of rights on qua Despite the privatization efforts made by the government to boost the power supply in Nigeria, poor power supply persists in the country. This is because the electricity distribution firms do not generate enough megawatts to supply electricity to Nigerians for business and household use. Customers of electricity service providers complain frequently of inadequate power supply, high electricity tariffs, delays in the provision of pre-paid meters, and poor handling of customers' complaints and suggestions (Usman, 2013). Nigerians are charged with high tariffs for electricity and yet still do not enjoy regular power supply for the money they pay (Anyaka & Edokobi, 2014). The inability of the power sector to provide constant electricity in Nigeria increases the cost of doing business which in turn affects the price of goods and services. Some multinational corporations and local businesses in Nigeria are being forced to close down their business operations due to the high rate of power failure. In addition, foreign investors are not willing to come and set up business operations in the country due to poor power supply (Anyaka & Edokobi, 2014).

Service organizations like Port Harcourt Electricity Distribution Company (PHEDC) depend not only on the service quality of their services but also on the quality of service delivery if they must achieve their business objectives and have a good market share. Services delivery is critical to any nation's social-economic development. Quality service delivery will make for a better Nigeria. The objective of this paper is to examine the extent to which consumer bills or rights are observed by PHEDC in Port Harcourt City and therefore the level of quality service delivery of Electricity.

## 2. STATEMENT OF PROBLEMS

Despite the privatization efforts made by the government to boost the power supply in Nigeria, poor power supply persists in the country. This is because the electricity distribution firms do not generate enough megawatts to supply electricity to Nigerians for business and household use. Customers of electricity service providers complain frequently of inadequate power supply, high electricity tariffs, delays in the provision of pre-paid meters, and poor handling of customers' complaints and suggestions (Usman, 2013). Nigerians are charged with high tariffs for electricity and yet still do not enjoy regular power supply for the money they pay (Anyaka & Edokobi, 2014). The inability of the power sector to provide constant electricity in Nigeria increases the cost of doing business which in turn affects the price of goods and services. Some multinational corporations and local businesses in Nigeria are being forced to close down their business operations due to the high rate of power failure. In addition, foreign investors are not willing to come and set up business operations in the country due to poor power supply (Anyaka & Edokobi, 2014). Consumers continuously blame the government despite not knowing their rights. Therefore the study seeks to examine the extent to which the consumer bill of rights affects the quality of service delivery of electricity supply companies in Port Harcourt.



### 3. AIM & OBJECTIVES OF THE STUDY

This study aims to investigate the effect of the consumer bill of rights on the quality of service delivery of electricity supply companies. The specific objective of the study is to determine to what extent the rights of electricity consumers are observed in Port Harcourt.

### 4. SCOPE OF THE STUDY

This study covers areas of consumer bill of rights and quality of service delivery. Geographically, this study will encompass 8 areas in Port Harcourt and these areas include Abuloma, Diobu, Elekahia, Trans Amadi, Ogbunabali, Rumuola, D-line, and Rumuomasi.

### 5. LITERATURE REVIEW

Power generation, transmission, and distribution are the three processes of delivering electricity to consumers in residential, industrial, and commercial areas (Sule, 2010; (Kadiri, Alimi, & Alabi, 2015). Corruption and mismanagement of funds in the power sector, vandalism of oil and gas pipelines and exploration facilities, the kidnapping of foreign and indigenous professionals that man oil and gas facilities in Nigeria, the inability of the government to partner with multinational oil companies to fully utilize gas, poorly planned maintenance culture, and indebtedness on the part of consumers affects electricity generation, transmission, and distribution in Nigeria (Sule, 2010).

Electricity can be generated in hydro, thermal, wind, and solar generating stations. There are two methods of generating electricity namely, the conventional method and the non-conventional method. The conventional method makes use of prime movers such as petrol engines, diesel engines, and steam turbines, while the non-conventional method makes use of magneto hydrodynamic (MHD) generators, solar cells, fuel cells, wind, and thermoelectric generators. Most electricity generators are three phase-ac generators known as synchronous generators or alternators. They use rotating rectifiers called brushless excitation systems to maintain the generator voltage and control the reactive power flow at 30KV, 50Mw to 1500 Mw capacities (Hadi, 2004).

#### Consumer Bill of Right

Before discussing the rights of a consumer, let's first identify who a consumer is. A consumer is someone who consumes or uses a wide range of goods and services. While goods comprise both consumable products (such as wheat flour, salt, sugar, fruits, and so on) and durable consumer goods (such as televisions, refrigerators, toasters, mixers, bicycles, and so on), services consist of electricity, telephone service, transportation service, theatre service, and other services, (Oishika, 2022). A consumer is someone who purchases products or services to be utilized or consumed by themselves or by someone else on their behalf.

There are two types of consumers, consumers of goods and consumers of service. A consumer of goods is a frequent term that is used in our everyday lives, confusion gathers when we talk about services and what comprises the same, (Amzat, 2012). Transportation services, such as when we hire a cab or auto-rickshaw, travel by public bus, or travel by rail to visit any location, are examples of services that we purchase for our benefit. If you own a bicycle, scooter, or motorcycle, it may require maintenance, which you can obtain at a repair shop. You are responsible for paying for the repair person's services, (Omenazu, 2010). As a result, you are a service user. Electricity and telephones, which we use daily at home or work, are two examples of services for which we pay. A movie show seen in a theatre for entertainment is also an example of service. The significant differences between the consumption of goods and that of services include:

- The major distinction between commodities and services used is that the quality of goods can be physically inspected before purchase, whereas the reliability and regularity of services cannot. For example, you can have a demonstration of a television's operation, picture quality, sound, and so on, but you can't guarantee that the voltage of power supplied will be stable all the time
- products purchased can be consumed immediately or over time. Cereals can be stored for a week or a month, and a refrigerator can be used for several years with minor repairs. However, we are unable to do so in the case of transportation, maintenance, electricity, telephone service, or a film screening.

Consumers today are confronted with a variety of issues as a result of market competition, deceptive advertising, the availability of low-quality goods and services, and so on. As a result, consumer protection has become a top priority for the government and other public institutions. The government has recognized certain consumer rights to protect their interests. In other words, if consumers are to be protected from being exploited or defrauded, they must be given specific rights that enable them to ensure that sellers of goods and service providers treat them with



greater care, (Sabha, 2019). One of the rights of consumers is the right to choose. If you are aware of this right, you may ask the merchant to show you other versions of the same product so that you can choose what you want. Consumers are enshrined to take advantage of chances to learn about and be educated about consumer issues to exercise their right to be heard. Consumers must take all precautions to buy the correct goods at the right price and learn how to use the items to avoid injury or loss to exercise their right to seek redress of complaints. Thus along with rights, responsibilities play an equally important role in ensuring consumer protection from malpractices and unfair trade tactics of the seller, (Saiki, 2019).

### Consumerism

Consumerism is the latest development in consumer awareness of, and insistence on, their rights as consumers“ lack of satisfaction from the use of goods and services breeds grievances, frustration, and criticisms from consumers thereby giving rise to consumerism. Consumerism has been defined by (Agbonifoh, Ogwo, & Nnolim, 2007) as the organized efforts of consumers aimed at promoting, protecting, and enforcing the rights of consumers in their exchange relationships with all organizations and individuals. Ibeh, (1999) defines consumerism as an organized effort of concerned citizens, businesses, and government to equate the balance of power between parties to exchange and redress and remedy injustices done to the consumers in the pursuit of a standard of living. Consumerism as an organized effort is relatively new in Nigeria. Most of the protections have come from the government. Our traditional societies frowned at false measurements, abnormal pricing, and the selling of fake or adulterated goods. Such acts were always visited with severe sanctions. In the words of Ogbe (2001) “Today, millions of Nigerians suffer from the consumption of adulterated goods, defective products and expired food items and drugs. The total effect of all these on our people is injuries, losses, and damages. Over the years, organized actions of individuals, groups, and governments to protect the interest of Nigerian consumers have been halfhearted and hence less productive until today. Some traces of consumer activities have been noticed in different parts of Nigeria. A consumer movement called the Consumer Protection Association of Nigeria (CPAN) was formed in 1980 with the objectives of:

1. Promoting and stimulating consumers’ interest and awareness in the goods and services they buy;
2. Ensuring that goods and services sold to consumers are merchantable and of the right quality;
3. Providing a better forum for dialogue between consumers, the government, manufacturers, and middlemen;
4. Co-operating with the government and associations so that the interests of consumers could be better served, and
5. Serving as a clearing house for consumer complaints and assisting them to seek redress where there are disputes regarding goods and services purchased.

According to Agbonifoh, et al., (2007) “not only have their activities been restricted to their local bases but they have not embarked on nor received adequate publicity”. The tempo of consumerism in Nigeria is still very low because of the low level of literacy, the seller’s market structure, the absence of concerned citizens to lead or sponsor a consumer awareness campaign, and mass poverty. In recent times, there has been an increase in awareness of consumers, high incomes, and changing but favorable legal and political scene. Therefore it is not surprising that many of the consumerist activities that have taken place in Nigeria originated from University students, Academic Staff Union of Universities (ASUU), Trade Unions, unemployed graduates, and city dwellers.

### The Rights of Electricity Consumers

The Nigerian Electricity Regulatory Commission (NERC) has the mandate to ensure an efficiently managed electricity industry in the country. It is saddled with the responsibility of securing an electricity supply industry that meets the yearnings of Nigerians for a stable, adequate, and safe electricity supply. The commissions’ powers are drawn from the electric power sector reform (EPSR) act, 2005. One of the measures the commission has taken to ensure quality service delivery to consumers is to identify and state consumer rights, believing that it is pertinent for consumers to know their rights as well as their obligations.

The rights of the consumers as stated by the electric power reform act, 2005 are:

- All new electricity connections must be done strictly based on metering before connection. No customer should be connected by a Disco without a meter first being installed on the premises.
- All customers have a right to electricity supply safely and reliably.
- All customers have a right to a properly installed and functional meter.
- All customers have a right to be properly informed and educated on the electricity service.
- All customers have a right to transparent electricity billing.
- All un-metered customers should be issued electricity bills strictly based on NERC’s estimated billing methodology.





- It is the customer's right to be notified in writing ahead of the disconnection of electricity service by the Disco serving the customer in line with NERC guidelines.
- All customers have a right to a refund when overbilled.
- All customers have a right to file complaints and to the prompt investigation of complaints.
- All complaints on electricity supply and other billing issues are to be sent to the nearest business unit of the Disco serving the customer.
- If a complaint is not satisfactorily addressed, customers have a right to escalate the issue to the NERC forum office within the coverage area of the Disco.
- Customers have the right to appeal the decision of the NERC forum office by writing a petition to the commission.
- It is the customer's right to contest any electricity bill.
- Any un-metered customer who is disputing his or her estimated bill has the right not to pay the disputed bill, but to pay only the last undisputed bill as the contested bill goes through the dispute resolution process of NERC.
- It is not the responsibility of the electricity customer or community to buy, replace or repair electricity transformers, poles, and related equipment used in the supply of electricity.

The questions to answer are: to what extent do electricity consumers know their rights? Are there measures put in place to enforce the consumers' rights when they are abridged? Have the electricity consumers been able to enforce their rights? The Discos enforce payment of the bills for electricity consumed by disconnecting consumers. The Discos go to the premises of their customers with policemen to disconnect the electricity supply from the premises of those who have not settled their bills. Are such customers notified in writing ahead of the disconnection of electricity service in line with NERC guidelines?

### **Concept of Service Delivery**

The service concept relates to the characteristics of the service provided to the target market. (Ponsignon, Smart & Maull, 2011). The service concept has also been described as the bundle of goods and services sold to the customer and the relative importance of each component to the customer. The effectiveness of the service delivery will depend on the processes as well as the service delivery framework or the service delivery system. The delivery process can be conceptualized as a special process describing a complete and integrated approach for performing a specific type of task, describing a complete life cycle of the process. Effective service delivery processes should be concerned with how the service concept is provided to the customer.

Service quality can be defined as how well a service delivers within or beyond customers' expectations. Optimum service delivery by any service provider lures customers not only to its services but also to keep patronizing the business and telling others about their consumption experience (Adeleke & Aminu, 2012). Service quality is influenced by customers' expectations, process quality, and output quality. In other words, service quality is defined by customers who have experienced such service as well as used their experience and feelings to form a judgment (Chen, Chen, & Chen, 2001). The commitment of employees, as well as support from all levels of management in a business firm to provide quality service, will go a long way in meeting and satisfying the needs of customers to a large extent. Hence, keeping a close track of employees' performance as regards the quality of service provided will help an organization to satisfy and improve its level of customer satisfaction and also attract new customers (Aigbedo & Parameswaran, 2004).

According to Lovelock & Wright, (2002), after making a purchase, customers compare the service expected to what is received. Customers decide how satisfied they are with service delivery and outcomes, and they also make judgments about quality. Although service quality and customer satisfaction are related concepts, they are not the same. Many researchers believe that customers' perceptions about the quality are based on long-term, cognitive evaluations of an organization's service delivery, whereas customer satisfaction is a short-term emotional reaction to a specific service experience. Following service encounters, customers may evaluate their levels of satisfaction or dissatisfaction and may use this information to update their perceptions of service quality. Customers must experience a service before they can be satisfied or dissatisfied with the outcome.

### **Consumer Bill of Rights and Quality of Service Delivery**

Ramdhani, Mnyamana, & Karodia, (2017) investigated the impact of service delivery on consumer satisfaction at Ford. An increasing amount of businesses and organizations in recent times are realizing that being capable of providing acceptable levels of customer service delivery may, be the deciding factor of whether or not they will exist in the future. In this modern age of technology, competition has increased dramatically because the internet



can bring many options into the hands of the consumer and has increased the pace of globalization. Therefore, consumers have more bargaining power than ever before and, are aware of all the information options available to them to make informed decisions.

Several researchers have dealt with service quality in public services. According to (Gowan, Seymour, Ibarreche, & Lackey, 2001), service provision is more complex in the public sector because it is not simply a matter of meeting expressed needs, but of finding out unexpressed needs, setting priorities, allocating resources, and publicly justifying and accounting for what has been done. In addition, (Caron & Giauque, 2006) pointed out that public sector employees are currently confronted with new professional challenges arising from the introduction of new principles and tools inspired by the shift to new public management. Using the SERVQUAL approach, (Wisniewski, 2001) carried out a study to assess customer satisfaction within the public sector across a range of Scottish Councils' services. In the library service, the analysis of gap scores revealed that tangibles and reliability had negative gaps which indicates that customer expectations were not met. On the other hand, responsiveness and assurance were positive implying that customer expectations were exceeded by the service provided. Furthermore, (Donnelly, Kerr, & Rimmer, 2006) carried out a study to explore the application of the SERVQUAL approach to access the quality of service of Strathclyde Police in Scotland. The survey captures customers' expectations of excellent police service and compares these with their perceptions of the service delivered by Strathclyde Police.

## 6. METHODOLOGY

The survey method was adopted with a well-structured questionnaire to elicit information from electricity consumers in Port Harcourt which is the fourth most popular city in Nigeria. Random sampling was adopted in selecting 400 electricity service consumers in the city of Port Harcourt. To ensure adequate spread and representation of electricity service customers in Port Harcourt, 50 customers were selected from eight major areas (Abuloma, Diobu, Elekahia, Trans Amadi, Ogbunabali, Rumuola, D-line, and Rumuomasi). A 5-point Likert summated rating scale was adopted and data collected were measured by the descriptive analysis, which consists of frequency, percentage ratio, and weighted average.

## 7. ANALYSIS OF THE RESULTS

The Nigerian electricity regulatory commission (NERC) is empowered by the electric power sector reform (EPSR) act, of 2005 to ensure an efficiently managed electricity supply industry that meets the yearnings of Nigerians for stable, adequate, and safe electricity supply. The Act is to ensure that electricity Operators recover costs on prudent investment and provide quality service to customers. This study assessed the extent of observation of the consumer right of electricity consumers in Port Harcourt, Nigeria using the 15 rights of consumers as proposed by The Nigerian electricity regulatory commission (NERC) act (2005). The consumers' rights were rated on a 5-point Likert scale ranging from Strongly Agree (SA), Agree (A), Mutual (M), Disagree (D), and Strongly Disagree (SD). Out of the 400 questionnaires distributed, 364 copies representing 91% were filled and returned. However, only 336 copies which represent 84% were used for the analyses.

### Descriptive Statistics

All new electricity connections must be done strictly based on metering before connection

	N	Minimum	Maximum	Mean
I was given a meter immediately after payment	336	1.00	5.00	2.0808
My meter was installed before I was connected	336	1.00	5.00	2.1654
My meter was in a working condition before I was connected	336	1.00	5.00	2.1269
Valid N (listwise)	336			

SPSS output, Version 26

### Descriptive Statistics

All customers have a right to electricity supply in a safe and reliable manner.

	N	Minimum	Maximum	Mean
My electricity supply serves me at the right time	336	1.00	5.00	2.2923
My electricity supply is adequate for my uses	336	1.00	5.00	2.4154
The connection of my electricity is safe for use	336	1.00	5.00	2.2654
Valid N (listwise)	336			

SPSS output, Version 26



**Descriptive Statistics**

All customers have a right to a properly installed and functional meter

	N	Minimum	Maximum	Mean
I have a Meter installed	336	1.00	5.00	3.6038
My meter is working well	336	1.00	5.00	3.1654
I am charged according to my meter reading	336	1.00	5.00	3.3962
Valid N (listwise)	336			

SPSS output, Version 26

**Descriptive Statistics**

All customers have a right to be properly informed and educated on the electricity service

	N	Minimum	Maximum	Mean
I am informed by PHEDC when they are about to disconnect my light	336	1.00	5.00	1.8692
I am informed by PHEDC when there is a problem in electricity supply	336	1.00	5.00	2.4885
I am informed by PHEDC when there is going to be a change in tariff	336	1.00	5.00	2.0846
Valid N (listwise)	336			

SPSS output, Version 26

**Descriptive Statistics**

All customers have a right to transparent electricity billing

	N	Minimum	Maximum	Mean
My bill is according to my meter reading	336	1.00	5.00	2.3538
My bill is not tampered with PHEDC	336	1.00	5.00	2.5192
My bill is adequately and timely distributed	336	1.00	5.00	2.4385
Valid N (listwise)	336			

SPSS output, Version 26

**Descriptive Statistics**

All Unmetered customers should be issued with electricity bills strictly based on NERC's estimated billing methodology.

	N	Minimum	Maximum	Mean
Estimated bills are given arbitrarily without reasons	336	1.00	5.00	2.8038
Estimated bills are fair and reasonable	336	1.00	5.00	2.2423
Estimated bill are based on electrical appliance I use	336	1.00	5.00	2.3692
Valid N (listwise)	336			

SPSS output, Version 26

**Descriptive Statistics**

It is the customer's right to be notified in writing ahead of disconnection of electricity service

	N	Minimum	Maximum	Mean
I am notified through writing of the intention to discontnet my electricity service	336	1.00	5.00	1.6731
I am notified in writing if I have contravened any rule that may lead to my disconnection	336	1.00	5.00	2.5615
I have always been informed in writing if my transformer will be disconnected when there is a fault	336	1.00	5.00	2.4308
Valid N (listwise)	336			

SPSS output, Version 26

**Descriptive Statistics**

All customers have a right to refund when over billed.

	N	Minimum	Maximum	Mean
My account is credited with the excess payment when I over pay my bills	336	1.00	5.00	2.4308
My bill is corrected whenever I am overbilled	336	1.00	5.00	2.8538
The excess of my bill is always expunged from my bill after investigation	336	1.00	5.00	1.0385
Valid N (listwise)	336			

SPSS output, Version 26



**Descriptive Statistics**

All customers have a right to file complaints and to the prompt investigation of complaints

	N	Minimum	Maximum	Mean
The management of PHEDC always show concern over my complaint	336	1.00	5.00	1.9346
My complaints is always investigated by PHEDC	336	1.00	5.00	1.8692
My complaint is attended to on time	336	1.00	5.00	2.0308
Valid N (listwise)	336			

SPSS output, Version 26

**Descriptive Statistics**

All complaints on electricity supply and other billing issues are to be sent to the nearest business unit

	N	Minimum	Maximum	Mean
I usually report fault to the PHEDC business unit	336	1.00	5.00	2.1885
I usually report billing issues to the PHEDC business unit	336	1.00	5.00	2.2077
I usually call or go to the nearest PHEDC to make my complaint	336	1.00	5.00	2.2654
Valid N (listwise)	336			

SPSS output, Version 26

**Descriptive Statistics**

If a complaint is not satisfactorily addressed, customers have a right to escalate the issue to the NERC Forum Office

	N	Minimum	Maximum	Mean
I know NERC Forum	336	1.00	5.00	1.1269
I always report unattended complaint to NERC Forum	336	1.00	5.00	1.9962
NERC Forum have assisted me to resolve my complaint	336	1.00	5.00	1.3308
Valid N (listwise)	336			

SPSS output, Version 26

**Descriptive Statistics**

Customers have the right to appeal the decision of the NERC Forum Office by writing a petition to the Commission

	N	Minimum	Maximum	Mean
I have appealed to the commission before	336	1.00	5.00	2.1741
The commission have intervene in my issues with PHEDC	336	1.00	5.00	2.2591
The commission intervention was useful in resolving my problem	336	1.00	5.00	2.2348
Valid N (listwise)	336			

SPSS output, Version 26

**Descriptive Statistics**

It is the customer's right to contest any electricity bill

	N	Minimum	Maximum	Mean
I have contested my electricity bill before	336	1.00	5.00	2.3603
PHEDC responded to my contested bill	336	1.00	5.00	2.2227
The response to my contested bill was favourable	336	1.00	5.00	2.5506
Valid N (listwise)	336			

SPSS output, Version 26

**Descriptive Statistics**

Any un-metered customer who is disputing his or her estimated bill has the right not to pay the disputed bill, but pay only the last undisputed bill

	N	Minimum	Maximum	Mean
PHEDC agreed that I should not pay on a disputed bill	336	1.00	5.00	2.3441
PHEDC did not disconnect me because of a disputed bill	336	1.00	5.00	2.3239
PHEDC did not harass or threaten to disconnect me over a disputed bill	336	1.00	5.00	2.9332
Valid N (listwise)	336			

SPSS output, Version 26





### Descriptive Statistics

It is not the responsibility of electricity customer or community to buy, replace or repair electricity transformers, poles and related equipment used in the supply of electricity.

	N	Minimum	Maximum	Mean
I don't buy or contribute for the replacement of a faulty transformer	336	1.00	5.00	2.5628
I don't buy or contribute for the replacement of a faulty cables	336	1.00	5.00	1.4615
I don't buy or contribute for the replacement of a fallen or bad poles	336	1.00	5.00	2.8502
Valid N (listwise)	336			

SPSS output, Version 26

### 8. CONCLUSION

The research finding shows clear evidence of poor electricity services in Port Harcourt despite the rights that were designed to improve the quality-of-service delivery. It becomes expedient to ensure the enforcement of consumer rights which will invariably improve the quality of service delivery, economic activities, and ultimately the quality of life of the consumers as well as national development.

### 9. RECOMMENDATIONS

Based on the findings, we recommend that:

- the Nigerian electricity regulatory commission (NERC) should create awareness of the consumer bill of rights to electricity consumers through various media and also educate them on the roles in ensuring the observations of these rights.
- NERC should not hesitate to impose appropriate sanctions on operators who fail to comply with these rights to serve as a deterrent to others who may want to involve in violation of these rights.
- PHEDC should partake in enlightening customers about their rights by having consumer awareness workshops.

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