



# **Liberia Electricity Regulatory Commission**

**Liberia Electricity Corporation Distribution Service Area  
(Bomi-Cape Mount- Margibi Counties)**

## **Customer Service Inspection Report**

*Submitted by:*

**The Technical Regulations Directorate (TRD)**

**March 2025**

### Acronyms

<b>LERC</b>	Means the Liberia Electricity Regulation Commission
<b>LEC</b>	Means Liberia Electricity Corporation
<b>KPI</b>	Means Key Performance Indicators
<b>CSQOS</b>	Customer Service and Quality of Supply Regulations
<b>REG</b>	Means <b>Regulation</b> . This indicates that the document is part of the regulatory framework established by LERC.
<b>ELL</b>	Means the 2015 Electricity Law of Liberia
<b>BOC</b>	Means the Board of Commissioners
<b>EDCL</b>	Means Electricity Distribution Code of Liberia

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## **1.0 Introduction**

The Liberia Electricity Regulatory Commission conducted an inspection exercise in the Liberia Electricity Corporation customer service centers in Bomi, Grand Cape Mount, and Margibi Counties from February 24-26, 2025, February 27-28, 2025, and March 17-20, 2025, respectively.

This inspection is in support of the 2015 Electricity Law of Liberia, sections 3.3A (5, 6, 8 & 10) and 3.3B (1&3). These sections mandate the LERC to establish technical standards, performance safety, and customer care standards, monitor & enforce compliance, and take appropriate steps in case of non-compliance.

Pursuant to this mandate, in August 2021, the LERC approved the Customer Service and Quality of Supply Regulations (CSQSR 2021), which set forth performance benchmarks for electricity service providers. These regulations aim to ensure that customers receive safe, adequate, and reliable electricity services. The CSQSR outlines specific standards for service delivery, including timely notification of outages, accuracy in billing, and responsiveness to customer complaints. Compliance with the ELL and CSQSR is crucial for maintaining high service quality and ensuring customer satisfaction.

Following the BOC's approval of the CSQSR 2021, the Technical Regulations Directorate engaged the electricity distribution service providers to provide an understanding of the Regulations, implement the provisions of the regulations, and monitor compliance with the minimum and guaranteed service levels. The inspections are meant to verify the monthly KPIs received from the service provider to ascertain these reports.

The Inspection is based on the identified indexes and Regulatory Compliance Score Card outlined in Table 1.0 and Table 2.0.

## 1.1 Objectives of the Inspection

The Inspection exercise included LEC customer service outlets, Mobile Money agents, and Libanco agents, as well as door-to-door interviews with end users from diverse communities, including local leaders, elders, women, students, and business owners, to gather feedback on LEC electricity services.

The inspection aimed to:

- Assess LEC's compliance with the 2015 Electricity Law and Customer Service and Quality of Supply Regulations (CSQSR 2021).
- Identify service delivery gaps affecting reliability, adequacy, and safety.
- Verify Key Performance Indicators (KPIs) against actual customer experiences.
- Evaluate vending and metering services, including installation and activation.
- Review revenue protection measures to detect power theft and inefficiencies.
- Assess LEC's complaint resolution mechanisms.
- Recommend corrective actions to improve service delivery and compliance.

**Table 1.0: Regulatory Compliance Score Card**

No.	Compliance Status	Grading (%)	Rating	Risk level	Description	Action
1	Compliance (High)	95-100	1	Insignificant	Still operable.	<b>No Action-</b> capture that the asset is still in excellent working condition
2	Compliance (Medium)	85-94	2	Low	Still operable with reduced performance.	<b>Noteworthy-</b> capture in the next inspection cycle and adjust ranking as needed.
3	Compliance (Low)	75-84	3	Medium	Still operable with degraded performance.	<b>Caution-</b> important action required to address identified issues.
4	Non-compliance	60-74	4	High	Almost inoperable, poor performance.	<b>Urgent-</b> Action required
5	Significantly non-compliant	0-59	5	Very high/ Already failed	Inoperable.	<b>Critical-</b> immediate action required.

**Table 2.0: Inspection Index**

<b>No.</b>	<b>Inspection Index</b>
1.	Awareness
2.	Complaints Resolution and Responsiveness
3.	Access to Vending Platform
4.	Metering Installation and Activation
5.	Customer Accessibility to Service Platforms / Hotline
6.	Revenue Protection Initiatives
7.	LEC Customer Service Outlets
8.	Mobile Money and Libanco Agents

## 2.0 Methodology

The inspection was participatory and collaboratively conducted by representatives from the LERC and LEC. Below is the detailed methodology for the inspection exercise.

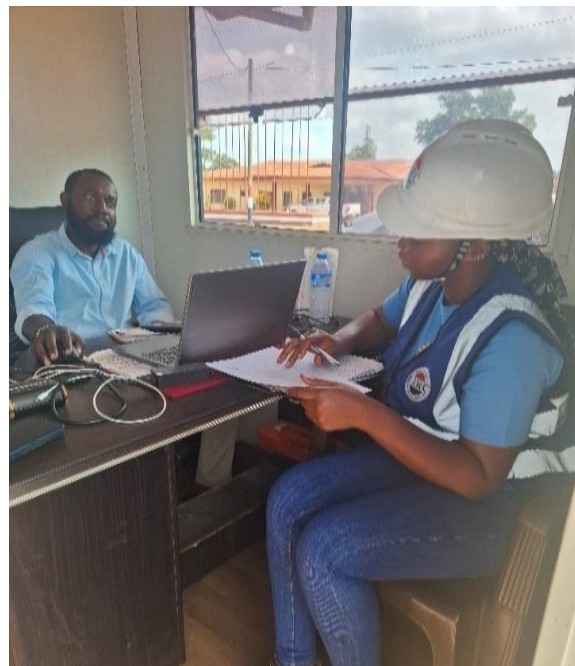
- **Preliminary Meeting:** The inspection commenced with an opening meeting between LERC and LEC teams.
- **Customer Service Outlet Inspection Template:** A structured assessment template was used to evaluate LEC customer service outlets.
- **Field Inspections & Customer Interviews:** Door-to-door interviews were conducted with diverse community members to assess service experiences.
- **Regulatory Compliance Score Card:** Findings were categorized based on compliance ratings (High, Medium, Low, Non-compliance, and Significantly Non-compliance).

## 3.0 Inspection Index Findings

This report presents findings from the Bomi and Margibi customer service outlets, as well as results from door-to-door interviews conducted in the corridors of Bomi, Cape Mount, and Margibi counties.

- ✓ **The Tubmanburg Customer Service Outlet** is the only vending station and customer service center for the Liberia Electricity Corporation (LEC) in Tubmanburg. It is managed by Christian P. Peters, who oversees both vending and customer service operations. The Tubmanburg outlet serves customers from the areas of Gbar, Clay, Kanghkangh, Tienii, Nagbena, and Bo-Waterside. It operates only on weekdays and is closed at weekends. Christian recommends relocating the Tubmanburg customer service outlet to a larger space that can accommodate seating for customers. Additionally, he suggests adding features such as a hotline for customer complaints (as he currently receives these calls on his personal number), providing LEC brochures for customers, and including a washroom facility.

- ✓ **The Kakata Customer Service Outlet**, also the sole vending facility and customer service center, is located at the New Kakata Administrative Building and is managed by James P. Grigs. The Kakata outlet serves customers from Gbofehla, Gio Quarter, Mandigo Quarter, ELWA Junction, Kakata Main Street, and Morris's Farm. Customers from Kingsville Number 7 Township recharge at locations such as Redlight, GSA Road, or Duport Road Junction, while customers from



Kakata Customer Service Outlet



Konola recharge at Weala. Similarly, James recommends relocating the Kakata outlet to either Kakata Main Street or the substation to reduce the distance for customers, and he also suggests that the new outlet should include a washroom. The Kakata outlet, like the Tubmanburg outlet, is only open on weekdays and is closed on weekends.

- ✓ As of this report, there is no customer service outlet for LEC in Cape Mount County.

LEC is stable in the Bomi and Cape Mount corridors, where customers have expressed appreciation for the network's expansion and reliable power supply. They highlighted the positive impact this has had on their communities. However, customers in the Margibi corridor have reported frequent power outages and have requested a more stable power supply that lasts longer than three hours. Additionally, various challenges persist across the three counties. Below are the issues identified from the door-to-door interviews that need to be addressed:

**Bomi County:**

- ✓ Limited access to vending sites.
- ✓ Customers are required to travel long distances to purchase tokens.
- ✓ Many customers lack knowledge about using mobile money for token purchases.
- ✓ There is no hotline number or code available for submitting complaints, which hinders timely responses.
- ✓ New connections are needed for households that were not included during the World Bank meter installation process.
- ✓ A Libanco agent imposes additional charges to compensate for low profit margins, resulting in higher costs for customers in RobertSPORT-Kru Town.

**Cape Mount County:**

- ✓ limited access to vending sites.
- ✓ Low-profit margins for mobile money agents have led to the closure of token purchase services.
- ✓ A high rate of power theft is causing significant revenue losses for the Liberia Electricity Corporation (LEC).
- ✓ Many Wasion Meters installed by the World Bank are inactive due to a lack of activation, which prevents customers from purchasing tokens.
- ✓ A large number of damaged streetlights need repair or replacement.
- ✓ New household connections are necessary for homes that were not included during the World Bank meter installation process.
- ✓ Customers lack sufficient awareness about tariffs, including fixed charges, Goods and Services Tax (GST), and meter usage.
- ✓ There is no hotline number or code available for submitting complaints, making it challenging to ensure timely responses.
- ✓ There is a high incidence of stolen meters.
- ✓ There are no LEC customer service outlets available.
- ✓ Power supply interruptions occur when the weaver makes contact with the lines.

- ✓ Customers are required to travel long distances to purchase tokens

**Margibi County:**

- ✓ There is a high incidence of stolen meters.
- ✓ Connections and meter installation were only made at households visible in front view.
- ✓ New household connections are necessary for homes that were not included during the meter installation process.
- ✓ There is no hotline number or code available for submitting complaints, making it challenging to ensure timely responses.
- ✓ Lack of notification for planned outages prevents customers from being informed in advance.

**Table 3.0:** Summary of Bomi County Regulatory Compliance Score Card

No.	Inspection Index	Compliance Status				
		1	2	3	4	5
1	Awareness			✓		
2	Complaints Resolution and Responsiveness				✓	
3	Access to Vending Platform		✓			
4	Metering Installation and Activation			✓		
5	Customer Accessibility to Service Platforms / Hotline					✓
6	Revenue Protection Initiatives				✓	
7	LEC Customer Service Outlets		✓			
8	Mobile Money and Libanco Agents			✓		

**Table 4.0:** Overall Regulatory Compliance Score for Bomi County

No.	Inspection Index	Compliance Status				
		1	2	3	4	5
1	<b>Overall Compliance</b>			✓		

The overall Compliance status of LEC for the Bomi County distribution service area is compliance (low), has a medium risk level, and is still operable with degraded performance.

**Table 5.0:** Summary of Grand Cape Mount County Regulatory Compliance Score Card

No.	Inspection Index	Compliance Status				
		1	2	3	4	5
1	Awareness				✓	
2	Complaints Resolution and Responsiveness				✓	
3	Access to Vending Platform					✓
4	Metering Installation and Activation				✓	
5	Customer Accessibility to Service Platforms / Hotline					✓
6	Revenue Protection Initiatives				✓	
7	LEC Customer Service Outlets					✓
8	Mobile Money and Libanco Agents				✓	

**Table 6.0:** Overall Regulatory Compliance Score for Cape Mount County

No.	Inspection Index	Compliance Status				
		1	2	3	4	5
1	<b>Overall Compliance</b>				✓	

The overall Compliance status of LEC for the Grand Cape Mount County distribution service area is compliance (Non-compliance), has a High-risk level, and is almost inoperable with poor performance.

**Table 7.0:** Summary of Margibi County Regulatory Compliance Score Card

No.	Inspection Index	Compliance Status				
		1	2	3	4	5
1	Awareness			✓		
2	Complaints Resolution and Responsiveness				✓	
3	Access to Vending Platform		✓			
4	Metering Installation and Activation			✓		
5	Customer Accessibility to Service Platforms / Hotline					✓
6	Revenue Protection Initiatives				✓	
7	LEC Customer Service Outlets		✓			
8	Mobile Money and Libanco Agents				✓	

**Table 8.0:** Overall Regulatory Compliance Score for Grand Cape Mount County

No.	Inspection Index	Compliance Status				
		1	2	3	4	5
1	<b>Overall Compliance</b>			✓		

The overall Compliance status of LEC for the Bomi County distribution service area is compliance (low), has a medium risk level, and is still operable with degraded performance.

#### **4.0 Recommendations**

LEC is expected to achieve full regulatory compliance in the distribution service areas of Bomi County, Grand Cape Mount County, and Margibi County. Below are key recommendations for consideration and action:

##### **a) Improve Access to Electricity Vending**

- Establish additional vending locations in underserved areas to reduce long travel distances.
- Deploy mobile vending units or community-based vending agents.
- Partner with local businesses to act as vending agents.
- Negotiate with mobile money providers to lower service fees and increase agent profitability.
- Provide incentives and training for mobile money agents to enhance service delivery.

##### **b) Enhance Customer Service and Complaint Resolution**

- Establish a dedicated regional customer service hotline.
- Train local representatives to handle inquiries in local languages.
- Set up local service centers with technical teams for prompt issue resolution.
- Deploy field teams in remote areas for direct support.
- Introduce a digital complaint system via SMS, WhatsApp, or an online portal.

##### **c) Expand and Activate Meter Connections**

- Identify and connect households excluded from the World Bank meter installation process.
- Establish a dedicated task force to complete meter activation.
- Ensure all new meter installations are immediately activated upon setup.
- Provide clear usage guidelines for customers.

##### **d) Strengthen Revenue Protection and Reduce Theft**

- Increase field inspections to detect and prevent illegal connections.
- Launch community awareness campaigns on power theft consequences.
- Install secure enclosures and tracking systems for meters to prevent theft and tampering.

##### **e) Improve Public Awareness on Tariffs and Usage**

- Conduct public information campaigns on tariffs, including fixed charges and GST.
- Distribute user-friendly guides on meter usage, tariff structures, and payment options.
- Organize community workshops on electricity costs and efficient power consumption.

**f) Enhance Communication and Planned Outage Notifications**

- Implement an automated SMS alert system for planned outages.
- Use radio, social media, and community meetings to disseminate outage information.

**g) Maintain and Improve Street Lighting for Safety**

- Audit damaged streetlights and develop a repair plan with specific timelines.
- Implement a preventative maintenance schedule.

**h) Ensure Fair and Inclusive Meter Installations**

- Reassess previously installed meters to identify excluded households.
- Develop clear installation guidelines to prevent service discrimination.

## 5.0 Conclusion

LEC has demonstrated low compliance in Bomi and Margibi Counties and is non-compliant in Grand Cape Mount County. While improvements have been noted in power supply stability, service gaps remain in vending access, complaint resolution, revenue protection, and customer outreach.

LEC must urgently implement corrective measures to meet regulatory requirements, improve service delivery, and enhance customer trust. Within ten (10) days of receiving this report, LEC is required to submit an action plan with schedules and methodologies for resolving the identified deficiencies.

### *Appendix A*

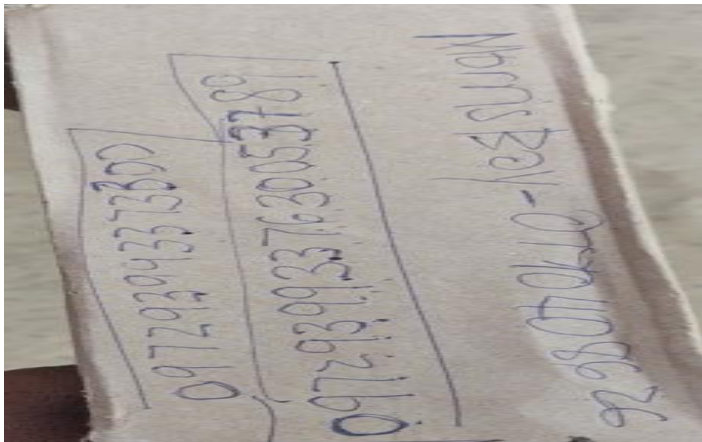
#### *Punch List of Defects, Actions Required, and Timeline for Curing Defects*

No.	Location	Defect	Action Required	Completion Date
1	Kanghkanh, Wangekor, Kpenegi, Nyiela, Tienii, Nagbena, Gohnzodua, Weilor, and Bo-Waterside and Margibi corridors, Robertsport-Kru Town, Bo-Waterside, and Tienii.	Limited vending access & High mobile money fees.	Establish more vending sites, introduce mobile vending, and negotiate lower fees with service providers.	August 2025
2	Bomi, Cape Mount, and Margibi Corridors.	Lack of dedicated customer service & Poor complaint resolution.	Implement a hotline, train local representatives, establish a technical team, and deploy them to underserved areas to address and resolve complaints.	July 2025
3	Kakata, Gohnzodua, Tienii-Estate, Wangekor, Kpenegi, Nyiela, Kanghkanh, Nagbena, Bo-Waterside, Wangekor, and Sinje.	Excluded households from connections & Inequitable meter installations	Conduct a field reassessment of installed meters to find excluded households and survey those not included in the World Bank meter installation.	October 2025
4	Sinje, Gohnzodua, and Wangekor,	Inactive meters	Activate meters, inform customers	May 2025
5	Weilor, Sinje, Gohnzodua, Tienii, Nagbena, Wangekor,	Illegal connections & Frequent meter theft	Initiate inspections, raise awareness, secure enclosures	November 2025



	Kpenegi, Nyiela, Kanghkangh, Bo-Waterside, Sass town, Gbah, Robertsport, Tubmanburg and Kakata.		with seals, and implement a tracking system for stolen meter deactivation.	
6	Kanghkangh, Kpenegi, and Nagbena	Non-functional / damaged streetlights	Audit, repair, and maintain maintenance schedule streetlights	December 2025
7	Kakata, Bomi, and Cape Mount counties.	Low tariff awareness	Public campaigns, and distribution guides.	June 2025
8	Kakata, Bomi, and Cape Mount.	Poor outage communication or notification	Implement SMS alerts, and radio and improve the use of social media.	April 2025
9	Gohnzodua, Wangekor, and Kanghkangh	Power supply interruptions occur when overgrown vegetation makes contact with the lines	Implement aggressive vegetation clearing management and use of chemicals to suppress rapid growth of reef that come into contact with the lines.	September 2025

## From the field (Exhibit 1)



**Purchased Token Unused-Sass Town**



**Wood shop engaged in power theft in Grand Cape Mount County**



**Interview with an Elder-Kanghkanh**



**LERC Technical team interacts with LEC customers in Sasstown, Bomi County**



**Technical team inspects meter**