



Liberia Electricity Regulatory Commission

JUNGLE ENERGY POWER (JEP)

GBARNGA, BONG COUNTY DISTRIBUTION SERVICE AREA *CUSTOMER SERVICE AND OPERATIONAL PERFORMANCE*

Submitted by:

The Technical Regulations Directorate (TRD)

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Acronyms

LERC	Means the Liberia Electricity Regulation Commission
JEP	Means Jungle Energy Power
KPI	Means Key Performance Indicators
CS&QSR	Customer Service and Quality of Supply Regulations
REG	Means Regulation . This indicates that the document is part of the regulatory framework established by LERC.
ELL	Means the 2015 Electricity Law of Liberia
BOC	Means the Board of Commissioners
EDCL	Means Electricity Distribution Code of Liberia

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Executive Summary

The Liberia Electricity Regulatory Commission (LERC), through the Technical Regulations Directorate (TRD), conducted a follow-up Inspection of Jungle Energy Power's (JEP) distribution operations in Gbarnga City, Bong County. The follow-up inspection was conducted to verify the status of corrective actions arising from the October 2025 regulatory inspection and determine JEP's current compliance with applicable regulatory requirements.

The follow-up inspection confirmed partial progress in complaint handling and response time, customer access to the service hotline, and vegetation management along portions of the Suakoko–Phebe–Cottingham corridor. However, several previously identified defects remain unresolved, including inadequate service-drop connections, meter installations without household wiring, reported unethical conduct by technical staff, inadequate customer information and IEC materials at the customer service center, poor vegetation-management along distribution corridors and households located within energized network areas that remain unconnected, increasing the risk of unauthorized connections and potential revenue losses.

The updated Regulatory Compliance Scorecard rates JEP-Bong at **Low Compliance with Medium Risk**, indicating that operations remain functional, but performance is degraded and corrective action is required.

JEP management is therefore required to cure all outstanding defects within forty (40) working days from the date of official submission of this report. JEP shall submit a consolidated corrective-action plan identifying the outstanding defects, responsible persons, corrective measures, and proposed completion dates within three (3) working days of receipt of the report.

1.0 Introduction

The Liberia Electricity Regulatory Commission (LERC), through the Technical Regulations Directorate (TRD), conducted a follow-up inspection of Jungle Energy Power's (JEP) customer service and distribution operations in Gbarnga, Bong County. The verification forms part of the Commission's regulatory monitoring activities following the previous full-scale Inspection conducted in October 2025.

The follow-up Inspection covered JEP's distribution Customer service center and operational performance within the Gbarnga operational areas. It focused on the areas previously identified for corrective action.

The verification was undertaken with reference to the Punch List of Defects previously issued by the Commission, as well as JEP's Action Plan and Timeline submitted to the Commission.

The inspection was based on the Regulatory Compliance Scorecard and the identified inspection indices outlined in Table 1.0 and Table 2.0, respectively, which provide the framework for evaluating JEP's compliance with applicable regulatory service standards.

2.0 Legal and Regulatory Basis

The follow-up inspection was guided by the following regulatory instruments:

- Electricity Law of Liberia (2015)
- Customer Service and Quality of Supply Regulations (CSQSR, 2021)
- Electricity Distribution Code of Liberia (EDCL)
- Punch List of Defects, Actions Required, and Timelines issued by LERC to JEP following the previous inspection (2025)
- Key Performance Indicators (KPIs) submitted monthly by JEP
- LERC's Regulatory Compliance Scorecard (High, Medium, Low Compliance, Non-Compliance, and Significant Non-Compliance)
- LERC Penalties Regulations (2025 – Regulation 009) governing enforcement actions for regulatory violations.

3.0 Objectives of the Follow-Up Inspection

The follow-up inspection aimed at:

- Verify the implementation status of corrective measures issued following the previous regulatory inspection.
- Confirm the activation and proper functionality of previously installed inactive meters.
- Assess improvements in electricity vending accessibility and customer recharge services.
- Evaluate the establishment and effectiveness of customer complaint handling mechanisms.
- Review the implementation of revenue protection initiatives addressing meter theft and illegal connections.
- Assess customer awareness and communication initiatives regarding electricity services.
- Evaluate improvements in vegetation management and network maintenance.
- Reassess the overall regulatory compliance performance of JEP using the Regulatory Compliance Scorecard.

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

Table 2.0: Inspection Index

	Inspection Index
1.	Notification to customers in advance of Planned outages
2.	Customers' Timely accessibility to service Provider customer service Platforms
3.	Billing Computation and Accuracy
4.	Complaints Resolution and Responsiveness
5.	Revenue Protection Initiative
6.	Access to Vending Platform
7.	New Customers connection rate
8.	Postpaid Meter reading and Bill delivery

4.0 Methodology

The follow-up inspection adopted a structured verification approach comprising:

- Review of previous inspection findings, Punch List of Defects, and compliance timelines
- Field verification across previously inspected service corridors
- Physical inspection of customer service centers and infrastructure
- Stakeholder engagement through interviews with customers and community representatives
- Technical assessment of distribution networks, metering systems, and vegetation conditions
- Verification of vending platform accessibility and functionality
- Application of the Regulatory Compliance Scorecard to assess performance levels

5.0 UPDATED REGULATORY COMPLIANCE SCORECARD

This section presents the updated regulatory compliance status of JEP's customer service and operational performance in Gbarnga, Bong County, based on the follow-up assessment and the LERC Regulatory Compliance Scorecard.

5.1 Gbarnga, Bong County Fellow Up Assessment Score

Table 3.0: Gbarnga, Bong Corridors 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	JEP Customer Service Outlets		✓			

Table 4.0: Overall Regulatory Compliance Score for Gbarnga, Bong County

No.	Inspection Index	Compliance Status				
		1	2	3	4	5
1	Overall Compliance			✓		

The overall Compliance status of JEP for the Gbarnga, Bong County distribution service area is Compliance (Low), has a medium risk level, and is still operable with degraded performance.

5.2 Gbarnga Customer Service Centers-Bong County

Table 5.0: Gbarnga Customer Service Outlets Regulatory Compliance Score Card

No.	Customer Service Center Inspection Index	Compliance Status				
		1	2	3	4	5
1	Information education communication (IEC) materials, including Customer Charter, CCD Policy & Service Brochures					✓
2	Washroom Facilities (Staff & Customers)		✓			
3	Customer Seating / Waiting Area				✓	
4	Working Conditions (Furniture, Lighting, AC, Workspace Ergonomics)					✓
5	Signage / Visibility of Outlet				✓	
6	Staffing (Single Staff, Weekday Only Operations)		✓			

Table 6.0: Overall Regulatory Compliance Score for Gbarnga Customer Service Outlets

	Inspection Index	Compliance Status				
		1	2	3	4	5
1	Overall Compliance			✓		

The overall Compliance status of JEP for the Gbarnga Customer Service Outlets distribution service area is Compliance (Low), has a medium risk level, and is still operable with degraded performance.

6.0 Recommendations

JEP management shall submit a revised Action Plan within three (3) working days of receipt of this report, incorporating all outstanding items identified in the follow-up Inspection, with responsible people, corrective measures, and completion dates. JEP shall implement the revised Action Plan and cure all outstanding defects within forty (40) working days from the date of submission of the revised Action Plan to the Commission. Upon completion of all outstanding corrective actions, JEP shall notify the Commission and submit supporting evidence for the Commission's verification.

7.0 Conclusion

The follow-up assessment confirmed partial progress; however, outstanding deficiencies remain within JEP's Gbarnga, Bong County operations. The updated Regulatory Compliance Scorecard rates the operations Low Compliance with Medium Risk.

The outstanding deficiencies constitute violations of applicable regulatory requirements under the CSQSR (2021) and the Electricity Law of Liberia (2015) and fall within the applicable provisions of Regulations 13 and 14 of the LERC Penalties Regulations (2025 – Regulation 009).

Failure to cure the outstanding deficiencies within the prescribed forty (40) working-day period may result in applicable administrative penalties and further enforcement action in accordance with the LERC Penalties Regulations (2025 – Regulation 009).

8.0 APPENDIX A

PUNCH LIST OF DEFECTS, ACTIONS REQUIRED, AND TIMELINE FOR CURING DEFECTS

No.	Location	Defect	Action Required	Completion Date	Status
1	All Bong Corridors	Inadequate service, drop connection, and Meter installation without household wiring.	These meters and service lines should be retrieved and installed at no cost when the customer's household is connected.	November 2025	Non-Compliant
2	All Bong Corridors	Lack of a hotline for easy accessibility	Establish a hotline as a customer service code that will enable customers to channel their complaints freely and easily, and promote awareness about it through posters, receipts, social media, public announcements, and talk shows. the JEP and customer shall be consummated to affect the process.	January 2026	Compliant
3	S.K.T. and Central Gbarnga	Unethical conduct of technical staff	Enforce a zero-tolerance policy against unofficial payments by JEP technical team staff. Provide ethics and professionalism training to all technical staff in the field. Establish a confidential whistleblower system for customers to report field staff misconduct.	January 2026	Non-Compliant
4	Happy Town- Suakoko and S.K. T	Poor Vegetation Management	Cut the vegetation along the lines for service quality and safety.	January 2026	Non-Compliant
5	Gbarnga Service Center	Lack of Customer Information, Information and communication (IEC) Materials.	Ensure the availability of key documents, the JEP Customer Charter, the Customer Contribution to Development Policy, and JEP brochure are available.	January 2026	Non-Compliant
6	Happy Town- Suakoko and S.K. T	Insufficient public awareness about third-party theft and risks from poor vegetation management.	Run quarterly public awareness campaigns to educate customers about avoiding third-party services and inform them about the risks associated with poor vegetation management. This will enable customers in underserved areas to allow the JEP team to carry	February 2026	Compliant

			out vegetation cutting along the lines.		
7	All Bong Corridor	Low Voltage	Initiate Network upgrades and system reinforcements to improve voltage quality	February 2026	Compliant
8	Happy Town- Suakoko, Far East, Jennepleta Town, Gbaota Town, Millionaire Quarter, Kokoyah, Chief Compound, FrankJoe, Dark Forest, Executive Drive, One Plus One, and Progress Road.	Poor New Customers connection rate	Initiate a payment plan for potential customers who want to get connected to the network but cannot afford connection fees at once.	February 2026	Non-Compliant

From the field (Exhibit)

