Regulated Service Provider
LIBENERGY

First Quarter Customer Service Performance Report

January to March -2025

Contents

Acronyms

LERC	Means Liberia Electricity Regulatory Commission
ELL	Means Electricity Law of Liberia -2015
CSQSR	Means Customer Service and Quality of Supply Regulations - 2021
TRD	Means Technical Regulations Directorate
LIBENERGY	Means LIBENERGY-Maryland & Grand Gedeh Grid
KPI	Means Key Performance Indicator
BOC	Means Board of Commissioners

1. Background

The 2015 Electricity Law of Liberia (ELL) establishes a regulatory framework for the electricity sector aimed at promoting safe, reliable, and sustainable electricity services. ELL per section 3.3 (A)(5) mandates the Liberia Electricity Regulatory Commission to oversee the sector, ensuring that service providers adhere to technical and performance standards. Key objectives include enhancing access to electricity, fostering competition, and protecting consumer and service providers' rights. 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 customer satisfaction. Adhering to established standards helps.

Following the BOC's approval of the CSQSR 2021, the Technical Regulations Directorate engaged the electricity distribution service providers to provide understanding of the Regulations, implement the provisions of the Regulations, and monitor compliance with the minimum and guaranteed service levels.

2. Objective

The objectives of this report are:

- To assess the level of compliance of the LIBENERGY with the 2015 ELL and the CSQSR 2021.
- To highlight issues that have the propensity to adversely impact LIBENERGY system reliability, supply adequacy, safety, and quality of service.
- Provide recommendations for improvement where required and recommend measures to sustain the gains where performance is satisfactory.

3. Reporting Period

This report covers the performance of LIBENERGY for the first quarter of the fiscal year 2025, specifically from January 1 to March 31, 2025. The assessment focuses on the customer service performance indicators as stipulated in the Customer Service and Quality of Supply Regulations. The quarterly analysis provides insights into compliance levels, service delivery, and operational efficiency during this period.

4. Methodology

The assessment of customer service performance for LIBENERGY was conducted in alignment with the standards set forth in the Customer Service and Quality of Supply Regulations (CSQSR 2021). The following steps were undertaken to ensure a comprehensive evaluation:

Definition of Key Performance Indicators: A total of 33 customer service indicators were identified from Schedule 2 of the CSQSR 2021, which outlines the Minimum Service Levels for electricity distribution. These indicators serve as benchmarks for assessing performance.

Data Collection: Monthly performance data was collected from LIBENERGY-Maryland & Grand Gedeh grids reports submitted to LERC. This data encompassed indicators related to customer service and operational effectiveness.

Data Analysis: The monthly scores for eight KPIs (Maryland & Grand Gedeh grids) were averaged over the three months of the reporting period (January, February, and March 2025) to derive quarterly performance results. This quantitative analysis provided a clear overview of LIBENERGY's adherence to the established service standards.

Performance Reporting: The selected KPIs (Maryland and Grand Gedeh grids) were summarized into a more concise set of eight indicators (**see table 1**), facilitating easier interpretation of the results. These indicators reflect crucial aspects of customer service, including notification of planned outages, complaint resolution, and billing accuracy.

Compliance Assessment: The performance data was then evaluated against the compliance rating system established by the LERC, categorizing results into five compliance statuses ranging from "Compliant (HIGH)" to "Significantly Non-compliant." This systematic approach allowed for a clear understanding of LEC’s performance relative to regulatory expectations.

This methodology ensures a robust and transparent evaluation of LIBENERGY's customer service performance, providing actionable insights into improvement.

5. Customer Service Key Performance Indicator

Table 1.0

No.	Customer Service -KPI
1	Notification to customers in advance of Planned outages
2	Customers timely access to service provider's customer service platform
3	Billing Computation and Accuracy
4	Complaints resolution and responsiveness
5	Postpaid meter reading and bill delivery
6	Revenue protection initiative
7	Access to vending platform
8	New customers connection rate

6. Score Card

Compliance rating is based on the card below:

Table 2.0

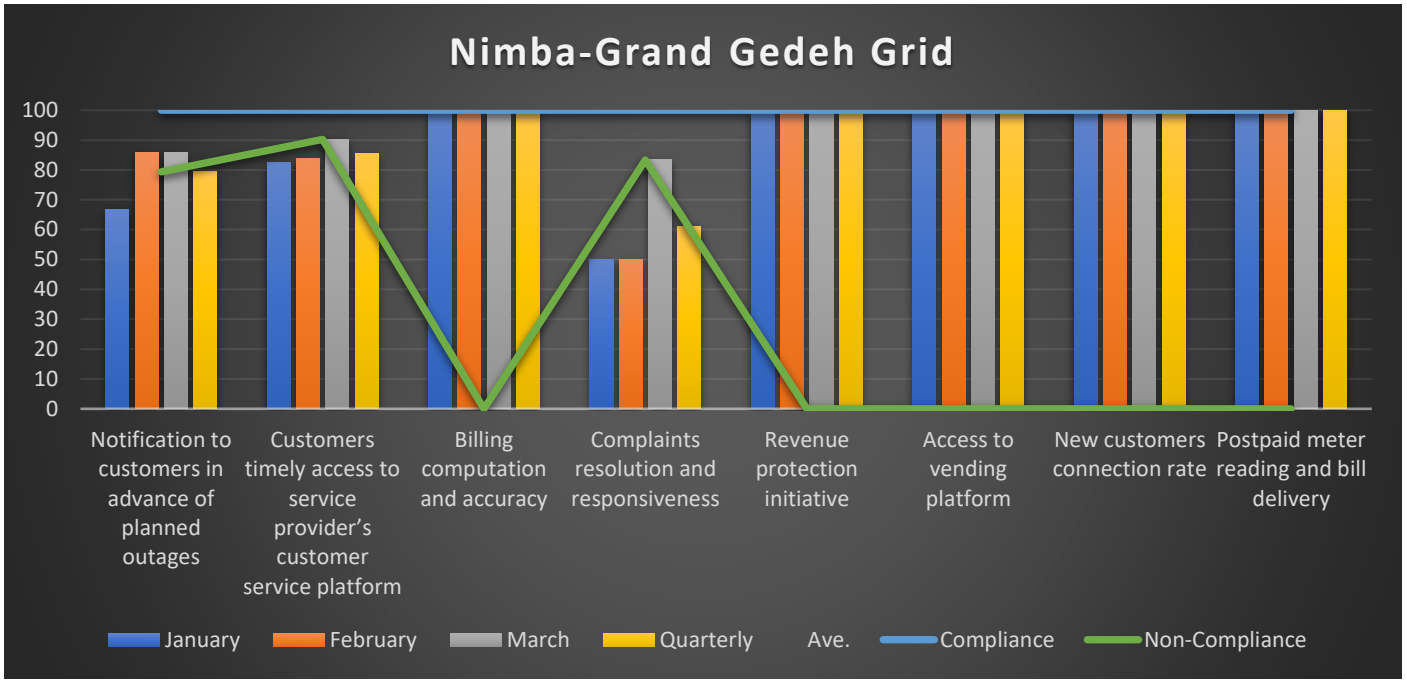
No.	Compliance Status	Grading (%)	Rating	Description of compliance
1	Compliant (HIGH)	95-100	1	Compliant with no further action required to maintain compliance
2	Compliant (MEDIUM)	85-94	2	Compliant apart from minor or Immaterial action required to maintain compliance
3	Compliant (LOW)	75-84	3	Compliant with major or materials recommendations to improve the strength of internal controls to maintain compliance
4	Non-compliant	60-74	4	Does not meet minimum requirements.
5	Significantly non- compliant	0-59	5	Significant weakness and/or serious action required.

7. Key Findings for Nimba-Grand Gedeh Grid

Table 3

No.	Customer Service KPI	SCORE CARD				
		January 2025 (%)	February 2025 (%)	March 2025 (%)	Quarterly Ave. (%)	Compliance status
1	Notification to customers in advance of planned outages	66.66	85.71	85.71	79.36	3
2	Customers timely access to service provider's customer service platform	82.35	83.67	90.22	85.41	2
3	Billing computation and accuracy	100	100	100	100	1
4	Complaints resolution and responsiveness	50	50	83.33	61.11	4
5	Revenue protection initiative	100	100	100	100	1
6	Access to vending platform	100	100	100	100	1
7	New customers connection rate	100	100	100	100	1
8	Postpaid meter reading and bill delivery	100	100	100	100	1
	COMPLIANCE IS (MEDIUM) APART FROM MINOR OR IMMATERIAL ACTION REQUIRED TO MAINTAIN COMPLIANCE					2

8. Scorecard Graph



The graph illustrates the overall customer service performance of LIBENERGY for the Nimba-Grand Gedeh Grid during Q1 2025, evaluated across key performance indicators. It presents the monthly compliance rates for January (87.42%), February (89.73%), and March (90.39%), along with the quarterly average. These results reflect a medium level of compliance with regulatory standards, demonstrating consistent efforts toward service quality, though certain areas still require targeted improvement.

The green trend line on the graph represents non-compliance levels and reveals month-to-month fluctuations in LIBENERGY's ability to meet the minimum service benchmarks. Significant spikes in non-compliance were observed in:

- Delay in the restoration of power during routine maintenance
- Delay in customers' timely access to the service provider's customer service platform
- Delay in complaint resolution and responsiveness

These trends highlight critical service delivery gaps that must be addressed to achieve full compliance. To reduce these deficiencies, the following targeted improvements are recommended:

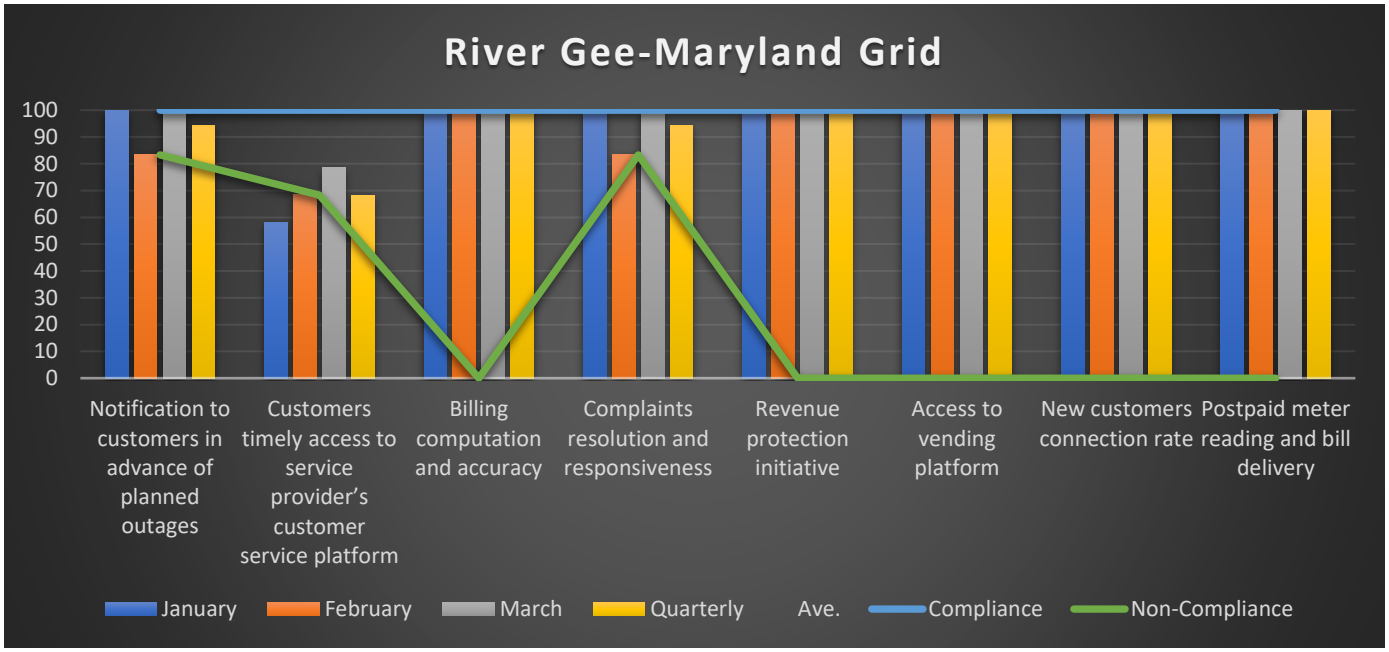
- Issuing a timely power restoration after maintenance within 8 hours.
- Improving access to the customer service platform, ensuring calls are answered within 30 seconds,
- Enhancing billing computation and accuracy, particularly ensuring that billing estimates are resolved within six months.

9. Key Findings River Gee-Maryland Grid

Table 4

No.	Customer Service KPI	SCORE CARD				
		January 2025 (%)	February 2025 (%)	March 2025 (%)	Quarterly Ave. (%)	Compliance status
1	Notification to customers in advance of planned outages	100	83.33	100	94.44	2
2	Customers timely access to service provider's customer service platform	58.13	68.40	78.50	68.34	4
3	Billing computation and accuracy	100	100	100	100	1
4	Complaints resolution and responsiveness	100	83.33	100	94.44	2
5	Revenue protection initiative	100	100	100	100	1
6	Access to vending platform	100	100	100	100	1
7	New customers connection rate	100	100	100	100	1
8	Postpaid meter reading and bill delivery	100	100	100	100	1
	COMPLIANCE IS (MEDIUM) APART FROM MINOR OR IMMATERIAL ACTION REQUIRED TO MAINTAIN COMPLIANCE					2

10. Scorecard Graph



The graph illustrates the overall customer service performance of LIBENERGY for the River Gee–Maryland Grid in Q1 2025, evaluated across key performance indicators. The monthly compliance rates are shown as January (90.70%), February (87.97%), and March (90.41%), along with the quarterly average. These figures represent a medium level of compliance each month, indicating moderate adherence to regulatory benchmarks and pointing to specific areas requiring improvement.

The green trend line on the graph highlights the non-compliance levels, revealing significant fluctuations in LIBENERGY's ability to meet service standards consistently. Each month shows jumps in non-compliance, with scores falling significantly below the compliance threshold. This impacts the overall performance for those months, particularly in these areas:

- Delays in timely access to the service platform for customers
- Delays in the restoration of power within 8 hours for routine maintenance
- Delays in complaint resolution and responsiveness

Despite these fluctuations, compliance was generally achieved in most key performance indicators. These results emphasize the importance of continuous monitoring and targeted interventions to reduce recurring non-compliance. Recommendations include:

- Restoring power within 8 hours for any planned maintenance
- Improving customer access speed to the service platform, aiming for a response time of within 30 seconds
- Resolving billing computation and accuracy issues, ensuring corrections are made within six months.

As indicated in **Table 3**, the overall customer service and regulatory compliance status of LIBENERGY customer service for the first quarter of 2025 is MEDIUM-compliant, apart from minor or Immaterial action

required to maintain compliance.

Performance Analysis and Recommendations for LIBENERGY (Nimba–Grand Gedeh and River Gee–Maryland Grids)

LIBENERGY's operational performance across its two grid areas, Nimba, Grand Gedeh, and River Gee–Maryland, continues to face key challenges related to customer service and operational responsiveness. Specifically, both grids recorded non-compliance in three critical areas:

- Delay in timely access to the service platform for customers,
- Delay in restoration of power within 8 hours following routine maintenance, and
- Delay in resolution and responsiveness to customer complaints.

Despite a general increase in non-compliance in these areas, the River Gee–Maryland grid outperformed the Nimba–Grand Gedeh grid in two of the three indicators. For instance, River Gee–Maryland achieved a 94.44% compliance rate for both Timely Access to the Service Platform and Complaint Resolution and Responsiveness, compared to 79.36% and 61.11%, respectively, for Nimba–Grand Gedeh.

Conversely, the Nimba–Grand Gedeh grid demonstrated stronger performance in Restoration of Power within 8 Hours for Routine Maintenance, scoring 85.41%, significantly higher than the 68.34% recorded for River Gee–Maryland.

This mixed performance suggests the need for continuous monitoring and interventions across both grids. The following recommendations are therefore applicable to both service areas, with a focus on achieving full compliance with regulatory standards:

Access to Customer Service Platform:

Goal: Improve the accessibility and responsiveness of LIBENERGY's customer service platform by ensuring all customer calls are answered within 30 seconds, in line with regulatory standards.

Analysis: Both the Nimba–Grand Gedeh and River Gee–Maryland grids exhibited challenges in ensuring timely customer access. While River Gee–Maryland performed relatively better, achieving 94.44%, Nimba–Grand Gedeh lagged significantly with a score of 79.36%, still below the regulatory benchmark of 95%. To bridge this performance gap, it is recommended that LIBENERGY implement targeted staff training focused on improving response times. This training should be aligned with the Minimum Service Levels outlined in the *Customer Service and Quality of Supply Regulations*, which mandate customer service responses within 30 seconds. Additionally, **Grand Gedeh Grid** should assign dedicated staff to customer service centers during both weekdays and weekends to ensure accessibility and responsiveness.

Target: Grand Gedeh Grid should achieve a minimum of 95% accessibility to the customer service platform across all grid areas by Q2 2025.

Actions: Provide staff training focused on timely responsiveness and improve the user interface based on customer feedback

Recommendation:
To ensure customers can access assistance promptly, **Grand Gedeh Grid** should establish staff training,

procure additional telephones and personnel to answer incoming calls, and the implementation of a customer feedback mechanism.

Delays in Restoration of Power Within 8 Hours (Routine Maintenance)

Goal: Ensure restoration of electricity within 8 hours for all routine maintenance activities, in compliance with *Customer Service and Quality of Supply Regulations.*

Analysis: Nimba–Grand Gedeh performed comparatively better in this area with a score of 85.41%, whereas River Gee–Maryland underperformed at 68.34%. Both areas, however, remain below the 95% compliance standard. Delayed power restoration causes significant disruptions for customers and may damage confidence in the utility's reliability and service management. Key contributing factors may include inadequate dispatch coordination, limited availability of maintenance teams, and logistical challenges in remote areas.

Target: Attain at least 95% restoration compliance for routine maintenance activities by the end of Q2 2025.

Actions:

- Develop a Detailed Work Plan**:** Break down the maintenance tasks with clear time estimates for each phase (shutdown, repair, testing, restoration).

- Assign and Brief Teams**:** assign a cooperative and qualified team for the job, brief them on the task plan, and confirm their availability on the scheduled date.

Recommendation:
The Commission underscores the importance of timely power restoration during planned outages, as it directly affects customer satisfaction and compliance with regulatory standards. LIBENERGY is strongly advised to review and strengthen its internal operational procedures and scheduling for planned outages. Restoring power within the mandated 8-hour timeframe must be treated as a top operational priority to maintain customer trust, improve service delivery, and avoid non-regulatory adherence.

Delays in Complaint Resolution and Responsiveness

Goal: Resolve 95% of customer complaints within the established timeframe of 5 working days.

Analysis: While River Gee–Maryland performed well with a score of 94.44%, Nimba–Grand Gedeh recorded a low performance of 61.11%, pointing to delays in complaint tracking and resolution workflows. Inconsistent follow-up mechanisms and underutilized feedback channels were observed as major gaps.

Target: Achieve 95% compliance in complaint resolution efficiency across the Grand Gedeh grid by Q2 2025.

Actions:

- Implement a centralized complaint management system.
- Conduct regular training on customer engagement and case resolution.
- Establish key performance indicators (KPIs) for resolution timelines.

Recommendation:
To close the performance gap and ensure timely resolution of complaints, the LIBENERGY - Grand Gedeh grid must resolve complaints within five working days and implement follow-up mechanisms.

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10. Appendix 1

Minimum Service Levels-Distribution

No	Service measure	Standard	
1	Notification of customer in advance of a planned interruption	At least 3 business days written notice ahead of the interruption specifying expected date, time and duration of interruption.	95% of the time
2	Telephone services	24 hrs. fault receiving and emergency service Seven days a week	100%
3	Time to respond to telephone calls	85% within 30 seconds	95% of the time
4	Time to respond to written enquiries	95% within 5 business days	95% of the time
5	customer bill contestation complaint	(a) Response within 5 business days (b) Resolution within 5 business days.	100%
6	Time to respond to voltage complaint	1. LV reply within 12hrs 2. MV reply within 12hrs	1. 90% 2. 95%
7	Timeliness of rectification of faults and restoration of supply following voltage complaints	Within 24 hrs.	90%
8	Timeliness of appointment to visit customer premises	No later than 60 minutes of agreed time	95% of the time
9	Response to customer initial request for connection application (Provision of guidelines for application)	Within 24 hrs.	100% of the time

10	Timeliness of provision of new connection estimates to customer	**Description of service** ***Meter installation and supply only*** 1 day (urban) 1 week (rural) ***Service Connection on existing LV network*** 1 week(urban) ***2*** weeks(rural) ***Connection requiring LV works*** 2 weeks(urban) ***3*** weeks(rural) ***Connection requiring MV works*** 4 weeks(urban) 6 weeks (rural)	95% of the time
11	Timeliness of connection and activation of new service after payment	**Description of service** ***Meter installation and supply only*** 1 week (urban) 3 weeks (rural) ***Service Connection on existing LV network*** 2 weeks (urban) 4 weeks (rural) ***Connection requiring LV works*** 6 weeks(urban) 8 weeks(rural) ***Connection requiring MV work*** 3 months(urban) 6 months(rural)	95% of the time
12	Maximum period allowed for estimated billing used for customer	Not more than 6 months *(NB: Estimate based on historical consumption)*	100%
13	Disconnection for meter tampering or illegal connection (Power Theft)	Immediately following detection	100%
14	Timeliness of resolving	Within 48 hours	95%
	vending faults reported		
15	Timeliness for repositioning customer service line/meter request.	(a) Within 5 business days to submit assessments/charges (b) within 5 business days to rectify upon payment of charges.	90%

16	Timeliness for the replacement of active operational meters over 20 yrs. old.	Not more than a year	90%
17	Credit Meter reading cycle	Once every month.	100%
		Once in 3 months (guaranteed)	100%
18	Timing of Credit meter	Time from billing to due date: 14 days	95%
	Billing and bill delivery	Billing cycle: once per month	100%
19	Bill payment	Within 14 days after the due date (within which bill should have been delivered)	95%
20	Notice of disconnection due to non-payment	1.· Notice of warning: 14 days after the due date for payment. 2. Notice of disconnection - Disconnection effected after 7 days. 3. Disconnection not to be carried out: - after 2hrs before normal closing time of pay-point; and - over the weekend - day before public holidays	80%
21	Timeline for response to meter accuracy check service request	Within 15 days after receipt of payment of related charges for service	95%
22	Notice of Meter inspection by utility	The Licensee reserves the right to conduct spot checks as deemed expedient where tampering or theft is detected.	100%
23	Customer Meter Installation location	Customer meter must be enclosed and located at a designated area readily accessible for reading and maintenance by the Licensee and readily accessible for reading and security by the customer.	100%

24	Availability of prepayment meter credit vending facility	At least: (a) Within 2-5 Km radius of prepayment meter customer or (b) Sufficient to reduce queuing time to less than 10 minutes (c) Minimum of 8 hrs. daily for six days each week	90%
25	Timeliness of reconnection of disconnected service due to **non-payment**	Within a maximum of: 6hrs (City/Industrial) 12hrs (urban) 18hrs(rural) after settlement of bill (plus any charges)	**(i)70%:** ≤ 60km radius distance **ii) 50%:** > 60km radius distance **from district or regional office**
26	Timeliness of reconnection of disconnected service due to tampering or illegal connection (Power Theft)	Not later than 2 days following regularization of connection and settlement of penalties/charges.	80%
27	Timeliness of response to account query request	Within 5 working days following the request.	90%
28	Timeliness of response to a faulty meter complaint	(i) Within 48 hours maximum where customer has not lost supply to premises.	95%
		(ii) Within 24 hours maximum where customer has lost supply to the premises	
29	Timeliness of response to a faulty meter complaint	(i) Within 48 hours maximum where customer has not lost supply to premises. (ii) Within 24 hours the maximum where customer has lost supply to the premises	95%

30	Timeliness of replacement of defective meter following establishment of a Faulty meter complaint	Within 48 hours	75% /year
31	Time to respond and resolve	General complaints received: a) by telephone, internet or in person – should be handled without referral within 3 days. b) in writing – respond within 3 days and resolve in 5 days	90% /year
32	Time to respond to enquiries	Enquiries for information/advice received: a) by telephone, internet or in person – should be handled without referral within 1 day. b) and requiring investigative work – respond within 3 weeks	90% /year
33	Load shedding period	(a) triggered by **Distribution transformer** overload shall not exceed 10 days (b) Triggered by forced outage of generating units shall not affect a customer or category of customers for more than 15days	75% /year