



Liberia Electricity Regulatory Commission
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REGULATED SERVICE PROVIDER CUSTOMER SERVICE PERFORMANCE REPORT

Jungle Energy Power Second Quarter Customer Service Performance Report:
April to June -2025.

Contents

Acronyms	3
1. Background.....	4
2. Objective	4
3. Reporting Period.....	4
4. Methodology	5
5. Customer Service Key Performance Indicator.....	6
6. Score Card	6
7. Key Findings	7
8. Scorecard Graph	8
9. Observations	Error! Bookmark not defined.
10. Conclusion.....	12
11. Appendix 1	13

Acronyms

LERC	Means the 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
JEP	Means Jungle Energy Power
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 ensuring customer satisfaction.

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 Jungle Energy Power (JEP) with the 2015 ELL and the CSQSR 2021.
- To highlight issues that have the propensity to adversely impact JEP 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 the JEP for the second quarter of the fiscal year 2025, specifically from April 1, 2025, to June 30, 2025. The assessment focuses on the customer service performance indicators as stipulated in the Customer Service and Quality of Supply Regulations. The quarterly analysis aims to provide insights into compliance levels, service delivery, and operational efficiency during this period.

4. Methodology

The assessment of customer service performance for the JEP 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 JEP's reports submitted to LERC. This data encompassed indicators related to customer service and operational effectiveness.

Data Analysis: The monthly scores for eight KPIs were averaged over the three months of the reporting period (April, May, and June 2025) to derive quarterly performance results. This quantitative analysis provided a clear overview of JEP's adherence to the established service standards.

Performance Reporting: The selected KPIs 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 JEP's performance relative to regulatory expectations.

This methodology ensures a robust and transparent evaluation of JEP's customer service performance, providing actionable insights for 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

The compliance rating is based on the card below:

Table 2.0

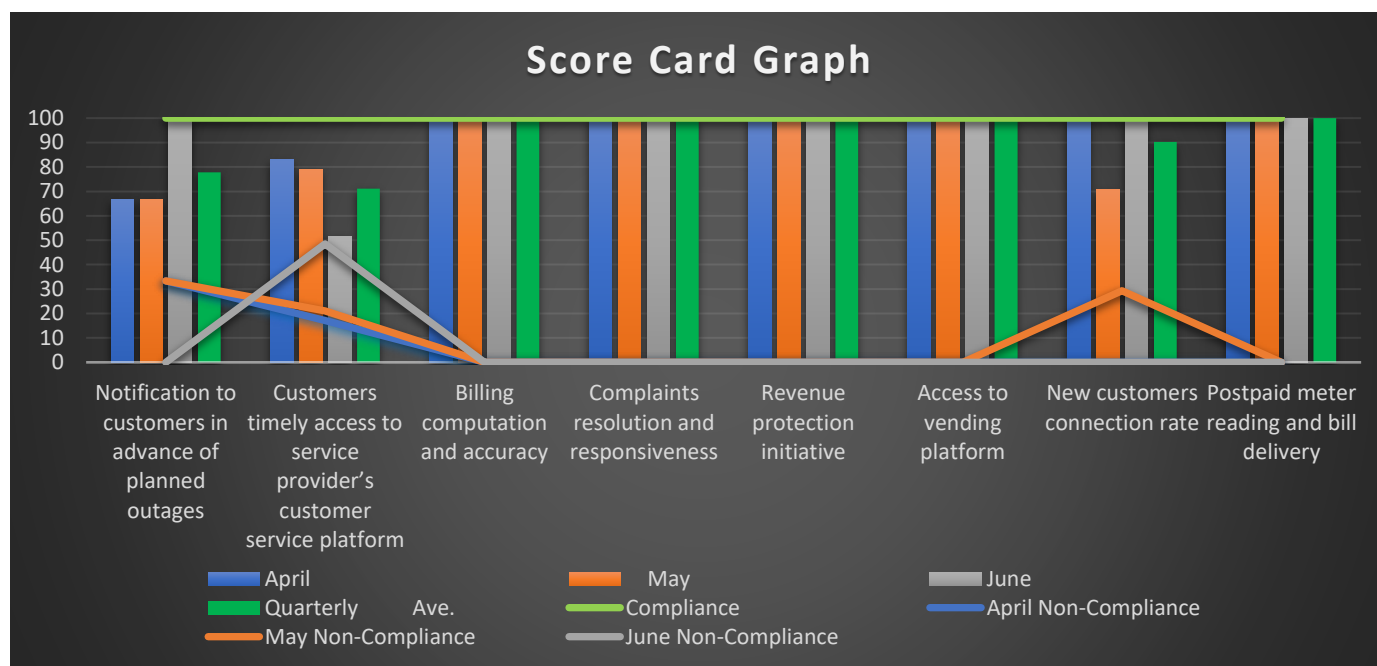
No.	Compliance Status	Grading (%)	Rating	Description of compliance
1	Compliant (HIGH)	95-100	1	Compliant with no further action required to maintain compliance
2	Compliant (MEDIUM)	85-94	2	Compliant apart from minor or Immaterial action required to maintain compliance
3	Compliant (LOW)	75-84	3	Compliant 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

Table 3.0

No.	Customer Service KPI	SCORE CARD				
		April 2025 (%)	May 2025 (%)	June 2025 (%)	Quarterly Ave. (%)	Compliance status
1	Notification to customers in advance of planned outages	66.66	66.66	100	77.77	3
2	Customers timely access to service provider's customer service platform	82.92	78.94	51.51	71.12	4
3	Billing computation and accuracy	100	100	100	100	1
4	Complaints resolution and responsiveness	100	100	98.94	99.64	1
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	70.68	100	90.22	2
8	Postpaid meter reading and bill delivery	100	100	100	100	1
COMPLIANCE IS (MEDIUM) COMPLIANT APART FROM MINOR OR IMMATERIAL ACTION REQUIRED TO MAINTAIN COMPLIANCE.						2

8. Scorecard Graph



The graph illustrates the overview of Jungle Energy Power's (JEP) customer service and operational performance for the second quarter of 2025. It shows line and bar segments representing monthly compliance and non-compliance for April, May, and June.

The bar segments illustrate JEP compliance scores, showing how closely their performance aligns with regulatory standards, while the line segments highlight non-compliance levels, indicating the degree to which they fall short of full compliance (100%), represented by the green compliance line.

In April, May, and June 2025, JEP achieved compliant (MEDIUM) ratings of 93.69%, 89.53%, and 93.80%, indicating adherence to regulatory standards, with compliance, apart from minor or Immaterial action required to maintain compliance.

The quarterly average reflects overall performance across the three months. The green compliance trend highlights areas where JEP met or closely aligned with regulatory benchmarks, while the red non-compliance trend identifies challenges related to new customer connections, planned outage notifications, and customer access to service platforms.

These performance gaps underscore the need for stronger internal monitoring of meter connection expansion, timely notification of planned outages, and improved customer access to service platforms. Strengthening these areas will help ensure consistent regulatory compliance and enhance overall customer satisfaction.

As indicated in **Table 3**, the overall customer service and regulatory compliance status of JEP customer service for the Second quarter of 2025 is MEDIUM-compliant apart from minor or Immaterial action required to maintain compliance.

The key issues identified during the performance monitoring process are summarized below:

Customers' Access to Customer Service Platform:

Goal:

Improve the accessibility and responsiveness of the customer service platform.

Analysis: During the review period (April–June 2025), a total of 109 customer calls were received through the platform. Monthly performance is summarized below:

Month	Total Calls Received	Calls Answered Within 30 Secs	Calls Answered Beyond 30 Secs	Compliance Rate (%)
April	24	17	7	70.8
May	53	41	12	77.4
June	32	16	16	50.0
Total / Average	109	74	35	66.9

The overall compliance score of 66.9% indicates that only about two-thirds of customer calls were answered within the targeted 30 seconds. The decline in June, where only 50% of calls were answered within the target, highlights a downward trend and noncompliance with expected service levels.

This deviation suggests underlying operational and systemic challenges, including:

- Slow response times and frequent delays in handling customer calls.
- High call volumes without sufficient staff capacity or coverage.
- Inefficient shift management, resulting in understaffing during peak periods.

Recommendations:

1. Provide targeted staff training on efficient call handling and customer engagement.
2. Increase staffing levels during peak hours to ensure adequate coverage for high call volumes.
3. Provide targeted staff training on efficient call handling and customer engagement.

New Customer Connection Rate:

Goal:

Implement a flexible connection payment plan for potential customers who have completed their internal house wiring but are unable to pay the full \$50 connection fee and initial vending amount upfront. This initiative will facilitate network expansion by enabling more customers to access electricity. Additionally, strengthen the meter application process by encouraging the provision of multiple contact details to ensure timely communication and avoid delays in meter installation and connection.

Analysis: During the period under review (April–June 2025), a total of 555 applications for new customer connections were received by Jungle Energy Power (JEP). The connection performance details are presented below:

Month	Applications Received	Connections Completed	Connections Pending / Not Done	Compliance Rate (%)
April	265	265	0	100
May	290	205	85	70.69
June	0	0	0	0

In April, all 265 applications were successfully connected. In May, out of 290 applications, only 205 (70.69%) were connected, leaving 85 pending. JEP indicated that these delays were primarily due to inability to reach customers through the contact information provided, resulting in postponed meter installations. No new applications were received in June. The pending connections leading to delays and low connection rate highlight systemic issues affecting service delivery, including:

- Insufficient or inaccurate customer contact information, leading to delays in scheduling meter installations.
- Financial barriers for customers unable to pay the full connection fee and initial vending upfront.

Recommendations:

1. Implement a Connection Payment Plan
 - Introduce a flexible payment scheme allowing customers to pay the \$50 connection fee and initial vending in installments.
 - This approach will expand access for financially constrained customers and accelerate connection growth.
2. Enhance Customer Contact Information Collection
 - During meter application, require additional contact information (secondary phone numbers, email, or alternative contacts) to reduce delays.
 - Establish proactive follow-up protocols to confirm installation appointments.

Notification to customers in advance of planned outages:

Goal:

Notify customers of planned outages at least three business days in advance to prevent abrupt power interruptions to avoid disruption in production and reduce the risk of damage to customer appliances.

Analysis:

During the period under review (April–June 2025), planned outages for routine maintenance were conducted as follows:

- April: One planned outage was executed, and customers were notified within the stipulated time. However, the outage duration exceeded 8 hours, longer than expected.
- May: One planned outage was conducted with prior notification, but again the implementation extended beyond 8 hours.
- June: No planned outages were conducted, as routine maintenance activities were carried out earlier in the period.

Prolonged outages can inconvenience customers, disrupt business operations, and increase dissatisfaction.

Recommendations:

1. Improve Outage Planning and Scheduling
 - Ensure maintenance activities are carefully planned to minimize outage duration.
2. Enhance Customer Communication
 - Continue providing at least three business days' notice for all planned outages.
 - Utilize multiple communication channels (SMS, email, social media, or local announcements) to reach all affected customers.
3. Monitor and Optimize Maintenance Execution
 - Train technical teams on efficient execution and rapid restoration techniques to reduce downtime.
4. Introduce Contingency Measures
 - Where feasible, schedule maintenance during low-demand periods to minimize the impact on customers.

9. Conclusion

Notable performance of JEP in Q2 2025 over Q1 2025 is summarized below:

Table 4

No.	Customer service key performance indicators	1st Quarter 2025 %	2nd Quarter 2025 %	Percentage change 2025 %	Comment
1	Notification to customers in advance of planned outages	44.44	77.77	75	Increase
2	Customers timely access to service provider's customer service platform	80.11	71.12	11.22	Decrease
3	Billing computation and accuracy	100	100	0	No change
4	Complaints resolution and responsiveness	98.94	99.64	0.70	Increase
5	Revenue protection initiative	100	100	0	No change
6	Access to vending platform	100	100	0	No change
7	New customers connection rate	100	90.22	9.78	Decrease
8	Postpaid meter reading and bill delivery	100	100	0	No change

The second quarter's performance was generally better than the first quarter, mainly due to improved advance notification of planned outages and slightly enhanced complaint resolution. However, the gains were partly offset by declines in timely customer access to service platforms and new connection rates. Overall, Q2 showed stronger communication and service reliability despite some operational challenges.

10. Appendix 1

Minimum Service Levels-Distribution

Item no	Service measure	Standard	
1	Notification to 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 <i>Meter installation and supply only</i> 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 <i>Meter installation and supply only</i> 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 <i>(NB: Estimate based on historical consumption)</i>	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%: \leq 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 hoursmaximum 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