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REGULATED SERVICE PROVIDER CUSTOMER SERVICE PERFORMANCE REPORT

Jungle Energy Power Third Quarter Customer Service Performance Report:
July to September -2025.

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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. 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 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 first quarter of the fiscal year 2025, specifically from July 1, 2025, to September 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 (July, August, and September 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

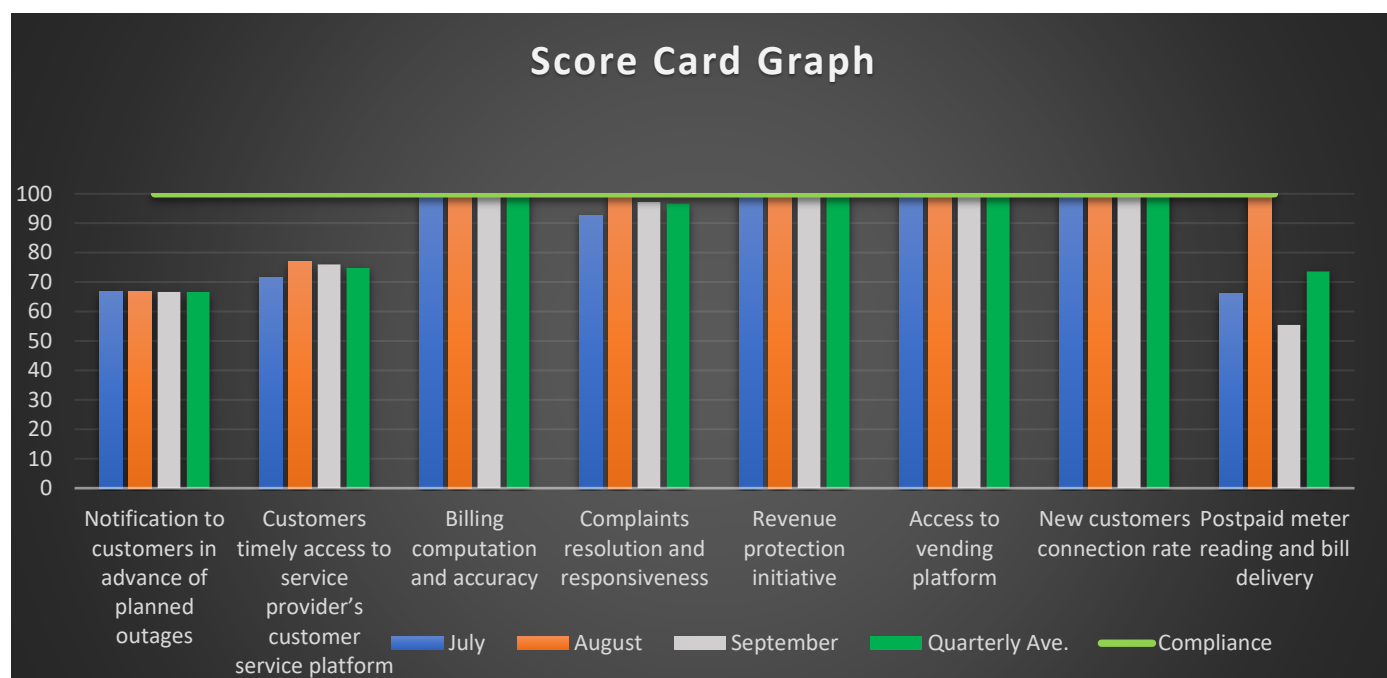
No.	Compliance Status	Grading (%)	Rating	Description of compliance
1	Compliant (HIGH)	95-100	1	Compliant with no further action required to maintain compliance
2	Compliant (MEDIUM)	85-94	2	Compliant apart from minor or Immaterial action required to maintain compliance
3	Compliant (LOW)	75-84	3	Compliant 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				
		July 2025 (%)	August 2025 (%)	September 2025 (%)	Quarterly Ave. (%)	Compliance status
1	Notification to customers in advance of planned outages	66.66	66.66	66.66	66.66	4
2	Customers timely access to service provider's customer service platform	71.57	76.92	76	74.83	4
3	Billing computation and accuracy	100	100	100	100	1
4	Complaints resolution and responsiveness	92.66	100	97.20	96.62	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	100	100	100	1
8	Postpaid meter reading and bill delivery	65.97	99.31	55.47	73.58	4
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 Third quarter of 2025. It shows monthly compliance levels across key performance indicators (KPIs): July (blue), August (orange), and September (gray). Additionally, the overall Quarterly Average is represented in forest green, while compliance trend is illustrated in lime green, respectively.

In July, August, and September 2025, JEP achieved compliant (MEDIUM) ratings of 87.10%, 92.86%, and 86.91%, indicating adherence to regulatory standards, with compliance, apart from minor or Immaterial action required to maintain compliance.

The quarterly average illustrates JEP's overall performance across the three-month period. The lime green compliance trend specifies areas where JEP met or closely aligned with regulatory benchmarks. However, the graph shows that JEP experienced challenges in the following areas for the reporting periods: advance notification to customers regarding planned outages, timely customer access to service platforms, and postpaid meter reading and bill delivery.

These performance gaps underscore the need to improve customer access to service platforms and enhance the Notification to customers in advance of planned outages, Postpaid meter reading and bill delivery processes. Strengthening these areas will help ensure consistent regulatory compliance and enhance overall customer satisfaction.

As indicated in **Table 3.0**, the overall customer service and regulatory compliance status of JEP customer service for the Third 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:

To improve the accessibility and responsiveness of the customer service platform.

Analysis: During the review period (July–September 2025), a total of 231 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 (%)
July	79	52	27	65.82
August	83	56	27	67.46
September	71	47	24	66.19
Total / Average	233	155	78	66.52

The overall compliance score of 66.52% indicates that only about two-thirds of customer calls were answered within the targeted 30 seconds. The data in the above table indicates that over 65% of the calls received were answered within the target. However, the overall score 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. Increase customer service staff work hours to enhance efficiency.

New Customer Connection Rate:

Goal:

Continue to implement the connection payment plan for potential customers and apply other strategies to keep the customer connection rate high. These strategies will facilitate network expansion by enabling more customers to access electricity. Moreover, continue to strengthen the meter application process by including multiple contact details on the application form if applicable, to ensure timely communication with customers. Continue to equip the metering crew with adequate material supply during field operation and avoid delays in meter installation and connection.

Analysis: During the period under review (July–September 2025), a total of 1,465 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 (%)
July	502	502	0	100
August	502	502	0	100
September	461	461	0	100

In July, August, and September, all new connection applications received were successfully addressed, with no pending connection.

Recommendations:

1. Connection Payment Plan Continuation

- Continue to apply the flexible connection payment plan to interest potential customers.
- This approach as reflected in this report will accelerate connection growth and generally expand the network.

2. Enhance Customer Information Collection

- Keep both primary and secondary phone numbers, email, or alternative contact active to continuously reduce delays.
- Continue to enhance the follow-up strategy with new customers, ensuring that installation appointments are genuinely confirmed for implementation.

3. Empower Metering Crew

- Continue to ensure that metering crew are adequately prepared and equipped with the appropriate materials during meter installation

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 (July–September 2025), planned outages for routine maintenance were conducted as follows:

- July: One planned outage was executed, and customers were notified within the stipulated time. However, the outage duration exceeded 8 hours, longer than expected.
- August: One planned outage was conducted with prior notification in compliance with the regulation, but the implementation extended beyond 8 hours.
- September: Similarly, this month, the service provider executed one planned outage with prior notification sent to customers. However, the implementation prolonged beyond 8 hours.

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

Recommendations:

4. Improve Outage Planning and Scheduling
 - Ensure maintenance activities are adequately planned to minimize outage duration.
5. Enhance Customer Notification
 - 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.
6. Monitor and Optimize Maintenance Execution
 - Train technical teams in efficient execution and rapid restoration techniques to reduce downtime.
 - Design effective maintenance execution strategy to meet up with stipulate timeline in compliance with the regulation.
7. Introducing Contingency Measures
 - Where feasible, schedule maintenance during low-demand periods to minimize the impact on customers.

9. Conclusion

Notable performance improvement of JEP in Q3 2025 over Q2 2025 is summarized below:

Table 4

No.	Customer service key performance indicators	2nd Quarter 2025 %	3rd Quarter 2025 %	Percentage change 2025 %	Comment
1	Notification to customers in advance of planned outages	77.77	66.66	14.286	Decrease
2	Customers timely access to service provider's customer service platform	71.12	74.83	5.21	Increase
3	Billing computation and accuracy	100	100	0	No change
4	Complaints resolution and responsiveness	99.64	96.62	3.03	Decrease
5	Revenue protection initiative	100	100	0	No change
6	Access to vending platform	100	100	0	No change
7	New customers connection rate	90.22	100	10.84	Increase
8	Postpaid meter reading and bill delivery	100	73.58	26.42	Decrease

The second quarter's performance was generally better than the third quarter, mainly due to performance reduction in advance notification of planned outages, complaints resolution and responsiveness, and Postpaid meter reading and bill delivery. During the third quarter as illustrated in **Table 04**, JEP experienced a slight increment in two KPI items, the timely customer access to service platforms and new customers connection rate. However, the gains were partly offset by declines in complaints resolution and responsiveness, notification to customers in advance of planned outages, and postpaid meter reading and bill delivery. Additionally, billing computation and accuracy, revenue protection initiative, and access to vending platform remained unchanged with no further increment nor decrement in performance. Overall, Q2 report demonstrates better improvement than Q3. Q2 report illustrates stronger communication and service reliability regardless of some operational challenges compared to Q3.

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	No later than 60 minutes of agreed time	95% of the

	premises		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	<u>Description of service</u> <i>Meter installation and supply only</i> 1 day (urban) 1 week (rural) <i>Service Connection on existing LV network</i> 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	<u>Description of service</u> <i>Meter installation and supply only</i> 1 week (urban) 3 weeks (rural) <i>Service Connection on existing LV network</i> 2 weeks (urban) 4 weeks (rural) Connection requiring LV works 6 weeks(urban) 8 weeks(rural) Connection requiring MV work 3 months(urban)	95% of the time

		6 months(rural)	
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	<p>1. Notice of warning: 14 days after the due date for payment.</p> <p>2. Notice of disconnection - Disconnection effected after 7 days.</p> <p>3. Disconnection not to be carried out:</p> <ul style="list-style-type: none"> - 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%: $\leq 60\text{km}$ radius distance ii) 50%: $> 60\text{km}$ 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	<p>(a) triggered by Distribution transformer overload shall not exceed 10 days</p> <p>(b) Triggered by forced outage of generating units shall not affect a customer or category of customers for more than 15days</p>	75% /year
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