



Liberia Electricity Regulatory Commission  
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## REGULATED SERVICE PROVIDER CUSTOMER SERVICE PERFORMANCE REPORT

Libenergy- Maryland & Grand Gedeh Grids third Quarter Customer Service Performance  
Report: July to September -2025

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## 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 CSQSR2021.
- 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 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 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 (July, August, and September 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

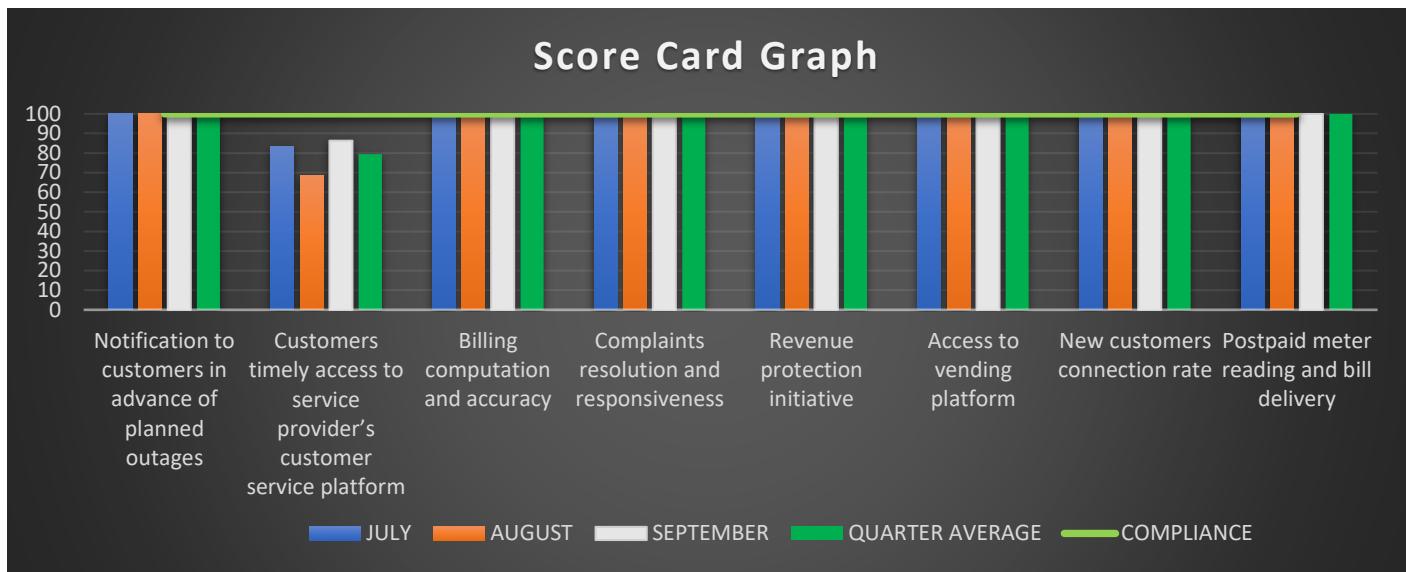
No.	Compliance Status	Grading (%)	Rating	Description of compliance
1	Compliant (HIGH)	95-100	1	Compliant with no further action required to maintain compliance
2	Compliant (MEDIUM)	85-94	2	Compliant apart from minor or immaterial action required to maintain compliance
3	Compliant (LOW)	75-84	3	Compliant 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				
		July 2025 (%)	August 2025 (%)	September 2025 (%)	Quarterly Ave. (%)	Compliance status
1	Notification to customers in advance of planned outages	100	100	100	100	1
2	Customers timely access to service provider's customer service platform	83.44	68.66	86.27	79.45	3
3	Billing computation and accuracy	100	100	100	100	1
4	Complaints resolution and responsiveness	100	100	100	100	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	100	100	100	100	1
COMPLIANCE IS (HIGH) APART FROM MINOR OR IMMATERIAL ACTION REQUIRED TO MAINTAIN COMPLIANCE						1

## 8. Scorecard Graph



This graph illustrates the overview of Libenergy-Grand Gedeh's 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). The overall quarterly average is represented in gold, while compliance and non-compliance trends are illustrated in green and red, respectively.

In July and August 2025, Libenergy-Grand Gedeh achieved compliant (HIGH) ratings of 97.93% and 96.08%, indicating adherence to regulatory standards, with compliance, apart from minor or Immaterial action required to maintain compliance. September achieved a Compliance (HIGH) rating of 97.43%, indicating compliance with no further action required to maintain compliance.

The quarterly average reflects overall performance across the three months. The green compliance trend highlights areas where Grand Gedeh aligned with regulatory benchmarks, while the red non-compliance trend identifies challenges related to planned outage notifications, customer access to service platforms, and complaint resolution.

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 and effectiveness.

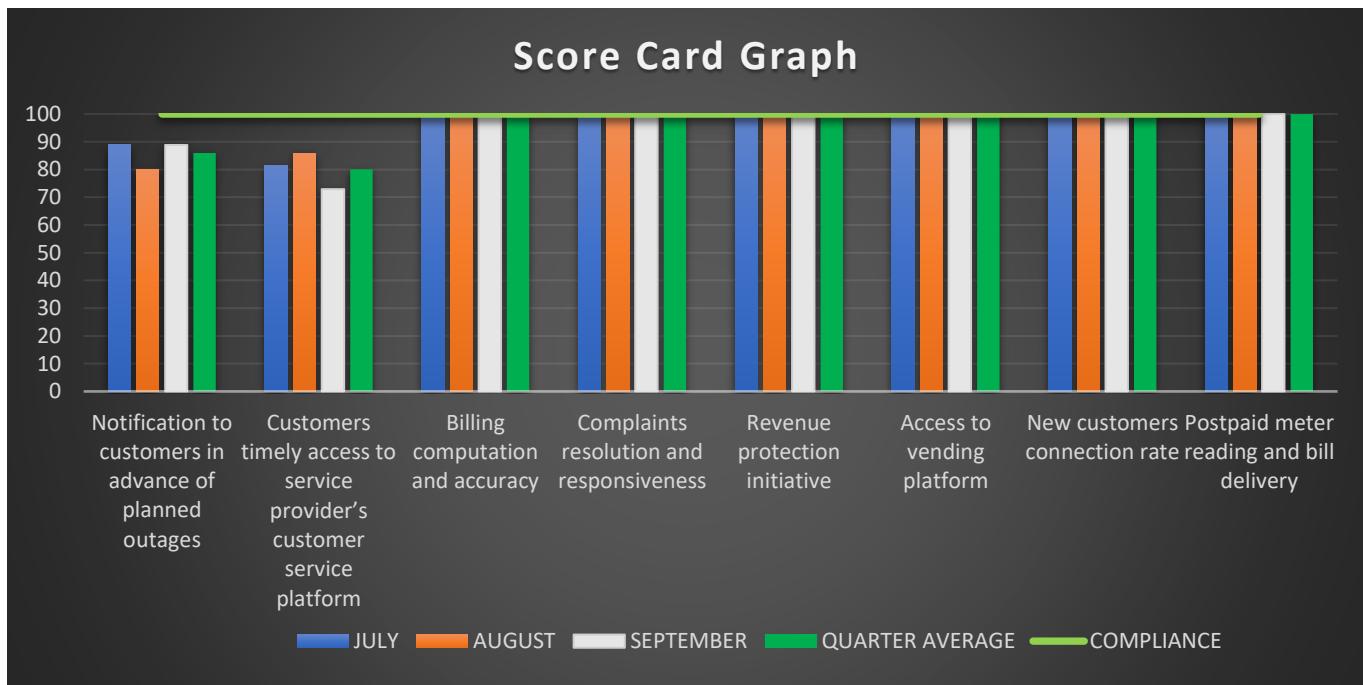
As indicated in **Table 3**, the overall customer service and regulatory compliance status of Grand Gedeh customer service for the third quarter of 2025 is HIGH-compliant apart from minor or Immaterial action required to maintain compliance.

## 9. Key Findings River Gee-Maryland Grid

Table 4

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	88.88	80	88.88	85.92	2
2	Customers timely access to service provider's customer service platform	81.44	85.83	72.96	80.07	3
3	Billing computation and accuracy	100	100	100	100	1
4	Complaints resolution and responsiveness	100	100	100	100	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	100	100	100	100	1
COMPLIANCE IS (HIGH) APART FROM MINOR OR IMMATERIAL ACTION REQUIRED TO MAINTAIN COMPLIANCE						1

## 10. Scorecard Graph



This graph illustrates the overview of River Gee- Maryland 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). The overall quarterly average is represented in gold, while compliance and non-compliance trends are illustrated in green and red, respectively.

In July 2025, Maryland-River Gee achieved compliant (HIGH) ratings of 96.29%, indicating compliance, apart from minor or Immaterial action required to maintain compliance.

In August and September, compliance also achieved compliant (HIGH) rating of 95.72% and 95.74% respectively, indicating Compliant with no further action required to maintain compliance.

The quarterly average reflects overall performance across the three months. The green compliance trend highlights areas where Maryland aligned with regulatory benchmarks, while the red non-compliance trend identifies challenges related to 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 LIBENERGY customer service for the third quarter of 2025 is HIGH compliance, apart from minor or Immaterial action required to maintain compliance.

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

### **Access to Customer Service Platform:**

**Goal:** Enhance the accessibility and responsiveness of LIBENERGY's customer service platform to ensure that all customer calls are answered within 30 seconds, in compliance with regulatory standards.

**Analysis:** Both Libenergy Maryland and Grand Gedeh experience similar challenges in meeting this service standard. There remains a minor gap in effectively responding to customer calls as required under the minimum service levels. Addressing this gap is essential to improve customer response timeliness, enhance satisfaction, and strengthen overall service delivery performance.

### **Recommendation:**

- Recruit or reassign additional customer service agents during peak call hours to ensure prompt response times.
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### **Customers Timely accessibility to service Provider customer service Platforms**

**Goal:** Ensure all routine maintenance activities, in compliance with the Customer Service and Quality of Supply Regulations.

**Analysis:** While both the Maryland and River Gee grid are performing relatively well in most Key Performance Indicators (KPIs), there remains a minor gap in meeting Customers timely access to service provider's customer service platform and the timeliness requirements for planned outage notifications. Strengthening adherence to these timelines will enhance customer satisfaction and regulatory compliance.

### **Recommendations:**

- Strengthening planning and coordination between the operations and customer service departments to ensure timely issuance of outage notifications at least three business days before maintenance.
- Develop and enforce a maintenance schedule tracking system to monitor compliance with the 8-hour maintenance completion.
- Improve communication channels (SMS, radio, social media, and community announcements) to ensure customers are adequately informed of planned outages.

### **Delays in Complaint Resolution and Responsiveness**

**Goal:** Ensure resolution of customer complaints within the established timeframe of five (5) working days.

**Analysis:** While the River Gee–Maryland corridor performed exceptionally well, achieving 100% compliance in complaint resolution and responsiveness, the Nimba–Grand Gedeh corridor recorded a HIGH compliance rate of 100%, showing a significant improvement compared to the 83.33% recorded in the second quarter.

## 11 Conclusion

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

**Table 5**

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	88.88	100	12.51	Increase
2	Customers timely access to service provider's customer service platform	83.90	79.45	5.30	decrease
3	Billing computation and accuracy	100	100	0	No change
4	Complaints resolution and responsiveness	83.33	100	20	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	100	0	No change
8	Postpaid meter reading and bill delivery	100	100	0	No change

The third quarter demonstrated stronger performance than the second quarter. There were notable improvements in notifying customers in advance of planned outages and Complaints resolution and responsiveness. In Customers timely access to service provider's customer service platform there was a decline. While all other service areas including billing accuracy, revenue protection, access to vending platforms, new customer connections, and postpaid meter reading and bill delivery remained consistently strong. These results indicate overall enhanced customer service performance, with significant gains in communication and complaint handling.

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

**Table 6**

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	83.33	85.92	3.11	Increase
2	Customers timely access to service provider's customer service platform	82.81	80.07	3.31	decrease
3	Billing computation and accuracy	100	100	0	No change
4	Complaints resolution and responsiveness	100	100	0	No change
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	100	0	No change
8	Postpaid meter reading and bill delivery	100	100	0	No change

The third quarter showed stronger performance in most areas like the second quarter. Improvement was observed in notification to customers in advance of planned outages and there was a decline in Customers timely access to service provider's customer service platform. All other service areas including billing accuracy, revenue protection, access to vending platforms, new customer connections, and postpaid meter reading and bill delivery remained consistently strong. These results indicate that overall customer service performance in the third quarter was generally good.

## 10. Appendix 1

### Minimum Service Levels-Distribution

Item 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	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	<p><b><u>Description of service</u></b> <i>Meter installation and supply only</i></p> <p>1 day(urban)</p> <p>1 week(rural)</p> <p><b><i>Service Connection on existing LV network</i></b></p> <p>1 week(urban)</p> <p><b><i>Connection requiring LV works</i></b></p> <p>2 weeks(rural)</p> <p>2 weeks(urban)</p> <p><b><i>Connection requiring MV works</i></b></p> <p>3 weeks(rural)</p> <p>4 weeks(urban)</p> <p>6 weeks (rural)</p>	95% of the time
11	Timeliness of connection and activation of new service after payment	<p><b><u>Description of service</u></b> <i>Meter installation and supply only</i></p> <p>1 week(urban)</p> <p>3 weeks (rural)</p> <p><b><i>Service Connection on existing LV network</i></b></p> <p>2 weeks (urban)</p> <p><b><i>Connection requiring LV works</i></b></p> <p>4 weeks (rural)</p> <p>6 weeks(urban)</p> <p><b><i>Connection requiring MV work</i></b></p> <p>8 weeks(rural)</p> <p>3 months(urban)</p>	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 (PowerTheft)	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 7days. 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	<p>At least:</p> <p>(a) Within 2-5 Km radius of prepayment meter customer or</p> <p>(b) Sufficient to reduce queuing time to less than 10minutes</p> <p>(c) Minimum of 8 hrs. daily for six days each week</p>	90%
25	Timeliness of reconnection of disconnected service due to <b>non-payment</b>	Within a maximum of: 6hrs (City/Industrial) 12hrs (urban) 18hrs(rural) after settlement of bill (plus any charges)	<p><b>(i) 70%:</b> <math>\leq 60\text{km}</math> radius distance</p> <p><b>ii) 50%:</b> <math>&gt; 60\text{km}</math> radius distance</p> <p><b>from district or regional office</b></p>
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 therequest.	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 thepremises	
29	Timeliness of response to a faulty meter complaint	(i) Within 48 hoursmaximum where customer has not lost supply to premises. (ii) Within 24 hoursthe maximum where customer has lost supply to thepremises	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, internetor in person – should be handled without referral within 3days.  b) in writing – respond within 3 days and resolve in 5days	90% /year
32	Time to respond to enquiries	Enquiries for information/advice received:  a) by telephone, internetor in person – should be handled without referral within 1day.  b) and requiring investigative work – respond within 3 weeks	90% /year

33	Load shedding period	<p>(a) triggered by <b>Distribution transformer</b> 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 15 days</p>	75% /year
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