



Liberia Electricity Regulatory Commission

Liberia Electricity Corporation -Tariffs Verification Report for Margibi, Bomi and Grand Cape Mount Counties.

Submitted by:

The Economic Regulations Directorate (ERD)

March 2026

Tariff Verification Report

| LEC Tariff Verification Report | | Signature | Date |
|--------------------------------|---|-----------|------|
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1. Introduction

Between February 24, 2026, and March 2, 2026, the Economic Regulation Department (ERD) participated in the Commission's follow-up inspection exercise. The exercise was held in the Liberia Electricity Corporation (LEC) operational areas in Bomi, Grand Cape Mount, and Margibi Counties.

The follow up verification was predicated upon the faults observed during the previous inspection exercise. These faults were highlighted in the field verification report conducted to assess the state of the public knowledge of the tariff calculation process and standards expected of vendors. The report was shared with relevant stakeholders, including LEC, with an anticipation that these defaults would be cured.

The ERD's part of the inspection was to verify that these defaults at the vending stations were cured and to observe the implementation of the approved tariff and quality of service offered during the sale of electricity to customers. The verification was part of the general LERC follow-up inspection on the grid network and customer service activities in the three counties.

2. Highlights from Previous Inspection

Table 1 below summarizes the findings from the previous tariff verification exercise carried out in March 2025 for which the follow up verification was authorized.

Table 1: Breakdown Findings from Previous Inspection

| Vendors' location | Tariff Schedule Displayed? | Opening & Closing time displayed | Understanding steps in energy calculation | Understanding fixed Charge deduction | Extra fees for service <=/\$5 | Reason for extra fees |
|--|----------------------------|----------------------------------|---|--------------------------------------|-------------------------------|--|
| Margibi | | | | | | |
| Weala - God Fearing Business Centre 2 | ✓ | 1 ✗ | 0 ✗ | 0 ✗ | 0 ✓ | 1 internet data, receipt papers, printer |
| Kakata - LEC Vendor | ✓ | 1 ✗ | 0 ✓ | 1 ✓ | 1 ✗ | 0 |
| Kakata - Family Effort One (Cox) | ✓ | 1 ✗ | 0 ✗ | 0 ✓ | 1 ✗ | 0 |
| Kakata - Family Effort (Abraham) | ✓ | 1 ✓ | 1 ✗ | 0 ✗ | 0 ✗ | 0 |
| Bomi | | | | | | |
| Tubmanburg - LEC Vendor | ✓ | 1 ✓ | 1 ✓ | 1 ✗ | 0 ✗ | 0 no |
| Gbah (Libango) | ✗ | 0 ✗ | 0 ✗ | 0 ✗ | 0 ✗ | 0 no |
| Grand Cape Mount | | | | | | |
| Modern Electrification Sinjeh (Mobile Money) | ✗ | 0 ✗ | 0 ✗ | 0 ✓ | 1 ✗ | 0 |
| Bo Waterside (Mobile Money) | ✗ | 0 ✗ | 0 ✗ | 0 ✗ | 0 ✗ | 0 |
| Robertsoprt (Libango) | ✗ | 0 ✗ | 0 ✗ | 0 ✓ | 1 ✓ | 0 To Cover transportation cost for the deposit of Libango's revenue; Mobile money cost; and exchange rate depreciation |

****Note: One (1) or the green swoosh equals “Yes”; zero (0) or the red X equals “No”**

3. Follow Up Tariff Verification Exercise

The follow up verification exercise was conducted in the three Counties, beginning in Margibi and followed by Bomi and Grand Cape Mount Counties respectively. We were accompanied by a few staff from the Liberia Electricity Corporation (LEC) national office in Monrovia and supported by LEC staff in the counties where the inspections were held.

4. Field Verification Exercise Schedule

During the exercise, we visited LEC’s eight vending stations in Margibi, Bomi and Grand Cape Mount Counties. We interviewed staff assigned at the vending stations as well as a few customers we met at the vending points. We also took note of materials that should be posted at the vending stations.

The Verification began in Margibi County followed by Bomi and Grand Cape Mount Counties respectively. Table 2 below shows the verification schedule.

Table 2: Planned Verification Schedule

| Schedule for the Follow Up Verification Exercise (Feb. 24-March 2,2025) | | |
|---|-----------|--|
| Date | County | Vending Stations |
| Feb. 25-26,2026 | Margibi | God Fearing Business Centre Weala Family Effort 1 (Cox)- Kakata City Family Effort 2 (Abraham) |
| Feb. 27-28,2027 | Bomi | S. M. Bah Tubmanburg Mohammed Libango Gbah |
| March 1,2026 | Capemount | Libango Robertsport Modern Electrification- Senjeh |

5. Findings

In furtherance with the goals of the follow-up verification exercise outlined in the introduction of this document, the following were the main areas of inquiry:

- Display of the Tariff Schedule
- Display of opening & closing time
- Understanding the steps in energy calculation
- Understanding the reason for fixed charge deduction
- Whether extra fees are charged for providing service to customers
- Reason(s) for extra fees

These inquiries were mainly targeted at the vending officers with few customers interviewed to validate the information. Table 3 below provides an in-depth breakdown of the inquiries by vending station and the responses and observation at each center.

Table 3: Findings Broken-down by Location

| MARGIBI COUNTY | | | | | |
|-----------------------------------|---------------------------|------------------------------------|--|---|-----------------------------|
| Vendor's Location | Displayed Tariff Schedule | Displayed Opening and Closing Time | Understanding the steps in electricity price calculation | Abolish the charging of extra fees for providing service to customers | Accepting sales below 5 USD |
| God Fearing Business Center-Weala | X0 | ✓1 | ✓1 | ✓1 | ✓1 |
| Family Effort one-Cox | ✓1 | ✓1 | ✓1 | ✓1 | ✓1 |
| Family Effort- Abraham | ✓1 | ✓1 | ✓1 | ✓1 | ✓1 |
| BOMI COUNTY | | | | | |
| SN Bah Liberia. Inc. | ✓1 | ✓1 | X0 | ✓1 | ✓1 |
| Gbah- Libango | X0 | ✓1 | X0 | ✓1 | ✓1 |
| CAPEMOUNT COUNTY | | | | | |
| Robertsport Libango | X0 | xo | X0 | ✓1 | ✓1 |
| Modern Electrification-Sinje | X0 | xo | X0 | ✓1 | ✓1 |
| Bo Waterside | X0 | xo | X0 | ✓1 | ✓1 |

****Note: One (1) or the green swoosh equals “Yes”; zero (0) or the red X equals “No”**

The key insights from Table 3 are:

1. LEC has abolished vending services at the customer service centers in Kakata, Margibi County and Tubmanburg, Bomi Counties.
2. The vending centers in Margibi County were very responsive to our inquiries. However, the Weala vending center didn't have the current tariff rate sheet posted on its building.
3. The vending officers in Tubmanburg and Gbah, Bomi County did not understand the steps in the electricity price calculation while the Gbah LIBANGO vending center did not display the tariff schedule.
4. In Grand Cape Mount County there was no tariff schedule displayed at the three centers. Additionally, they did not post the opening and closing time at their center and they weren't responsive to our inquiries about understanding the steps in the electricity pricing calculations.
5. All the vending centers in the three counties, have abolished the charging of extra fees for providing service to customers.
6. The vending centers in the three counties are accepting purchases below five United States Dollars.

6. Other Issues Observed

- a. **Inaccurate Receipt:** During vending, it is a requirement for vending officers to issue receipts to customers, and those receipts should detail the breakdown of the different cost deductions. However, a receipt obtained from the Gbah LIBANGO vending center in Bomi County, showed an improper calculation.
- b. **Bypassed meters:** Most of the meters in Bomi and Grand Cape Mount Counties are bypassed and not vending. According to the only LIBANGO vending officer in Robertsport, during the connection process, LEC did not activate the meters before leaving so when the minimum units placed in the meters got finished, their power went off. They made several attempts, but LEC has not rectified the problem. Even during the public hearings in October and



November 2025, many citizens from these counties raised these concerns and LEC promised to remedy the situation. At one instance, an LEC staff member on the inspection took a customer meter number and called their customer service center in Monrovia and confirmed that the meter wasn't activated.

- c. **Inadequate customer service:** LEC assigned a very large number of staff in Bomi and Grand Cape Mount counties. The low staff turnover in these counties has led to a very long time in resolving customer complaints, especially when the complaints request must be channeled through their national hotlines in Monrovia. The inadequate customer service has led to several meters being bypassed and enabling other non-LEC staff to operate on the grid.

7. Public Awareness

On the way to inform the citizens about the follow up inspection process the team participated in three radio talk shows in the counties. During the talk shows, we provided information on the general inspection process. We also mentioned that the follow up inspection was due to faults observed from the March 2025 inspection.



8. Conclusion

The follow up verification exercise shows that vending officers are not adhering to regulatory best practice especially in Bomi and Grand Cape Mount Counties. Not a single vendor in these two counties understand the steps in the calculation of the pricing methods which is the foundation for the sale of electricity.

9. Recommendations

1. The LEC, through LIBANGO, should supply the current tariff rate sheet to all vending stations and conduct training for vendors in its operational areas. We believe that the

training would resolve the problems associated with the lack of understanding of energy charges.

2. The Commission should stamp its regulatory obligation to enable LEC to deploy more staff for adherence to customer service activities in the three counties, namely Margibi, Bomi and Grand Cape Mount.