

FREQUENTLY ASKED QUESTIONS

S/N	QUESTIONS	ANSWERS
1 a	I need a pre-paid meter, no I have to pay a processing fee while applying for a meter? What is the processing fee used for?	No, you don't have to pay processing fees, Please Visit our customer service unit in any of our offices closest to you to apply for a prepaid meter or you can apply online by logging into our website. www.abapower.com
2a	I have not had light for days. Who should I complain to and how can I locate the office?	Check your electricity bill for your customer relationship persons number transformer and the feeder name, then call our customer service number at the back of your bill. Obtained name and number of APLE staff spoke to, note the time You can also write a letter to the customer service manager if your issues are not resolved by these channels.
3b	I am always billed on estimation which always gives me "crazy" bills even when there is no light, why?	We understand that this may be a legacy issue with the former service provider In Aba and Ariaria. APLE has since its resumption on February 16, 2022 complied with the NERC Regulation on capping for unmetered customers based on availability of electricity through their feeders. Call our customer service center if you need further explanation.
4	The payment I made did not reflect in my bill, what do I do?	Kindly visit/call our customer care offices nearest to you and provide your evidence of payment for the billing period.
5	Where can I pay my bills?	You can buy or pay for your electricity through the following channels: <ul style="list-style-type: none"> 1. Check the USSD codes provided at the back of your bill for instruction 2. on how to pay bills with your mobile phone 3. Direct transfer into APLE bank account, 4. through APLE authorized agents,

		<p>5. online through Aba power website</p> <p>6. you may visit our cash offices nearest to you.</p>
6a	Is it the responsibility of customers to provide materials or repair transformers that are faulty?	<p>No, it is the duty of the utility to provide transformers. However, utilities may enter into project agreement with electricity consumers and customers who want to expedite the procurement of a transformer. The project Agreement will specify the amortization period to repay the consumers for the cost of the transformer.</p> <p>Regarding repairing, it is the utilities responsibility to repair their own equipment's not customers. it is illegal for consumers to tamper with a utility's infrastructure</p>
7	I have a meter problem, who do I call?	Kindly call our customer care unit at the number at the back of your bill to report meter defects. you will be required to provide some information that will facilitate the resolution of the issue.
8	Incase my name or my tariff class is wrong what do I do?	Please call our customer service number at the back of your bill to lodge your complaints. you may also submit your complaints in writing and to our Customer service manager. You may also email your complaints to info@abapower.com .
9	I want to connect supply to my new resident how do I go about it?	<p>If you submitted your building plan to APLE prior to construction, APLE will have all the information required to establish an account for you once your building construction is completed and ready for connection</p> <p>If you did not submit your building plan before commencement of building, Visit our customer service unit closest to you. you will be directed to fill a form for new connection. You can also fill the form online on our website www.abapower.com</p>
10	I will be out of town for a long period of time what do I do to stop the billing?	Kindly visit Our Customer Care unit with a written letter requesting for temporary disconnection pending your return. However, you may be required to pay administrative fee for disconnection and reconnection.
16	Who do I contact for illegal activities on APLE network?	For any illegalities in your area, kindly alert the Monitoring, investigation and Recovery (MIR) Group on the following phone numbers -08150824467, 08150824457, 08150824882 and 08150825076 or send a WhatsApp message to – 09162788075

19	Can I transfer my meter?	No, Meters are the property of the utility and cannot be transferred from one customer to the other.
20	I moved into a new flat with outstanding debts from the prior occupants, am I to pay?	No, you do not pay for energy you did not consume. Please contact our customer service unit to establish a customer account in your name at the address.
21	Our voltage is very high/ Very low, what do we do?	Kindly call the customer service phone number 070022276937 ABAPOWER to report this situation and they will arrange for the appropriate technical response team. This customer service number is also at the back of your bill.
25	We were informed that Geometric has taken over and we are seeing ABA POWER. How are they related?	Aba Power Limited Electric company APLE is the licensed distribution project company of Geometric power Limited (GPL). Aba Power is an Identifier of APLE and Aba Independent Power Project (Aba IPP).
26	Does APLE have plans to replace transformers that failed during EEDC era?	Yes, APLE has already commenced replacing failed transformers. APLE has a multi-year program for infrastructure improvement that included substation transformers and reticulation of low voltage and high voltage distribution infrastructure.
27	What is the fate of former EEDC customers in Aba and Ariaria who paid for meters under the Meter Asset Providers program and are yet to get the meters?	APLE has received the meters and is reconfiguring them to be able to vend in the APLE's billing platform.
28	What are your plans to resolve pending cases of customers? credit/debit adjustments with EEDC?	APLE will review each case based on verifiable facts and data.
29	Will our bills increase when we get 24hours power?	APLE's tariff is regulated by NERC and customers are billed based on the NERC approved service-based tariff segregated by bands. Customers at a lower band in APLE will Move to a hire band when power is available for 24hours. Customers will be enlightened on energy saving mechanism.
31	Will APLE meter all customers?	Yes, APLE has a seven-year metering plan that ensures that all customers will be metered.

32	<p>What are your plans to expand your network to Ukwia West and East and other rural areas? that has not seen supply for over 3years and abandoned by EEDC.</p>	<p>APLE has plans to expand its network to all the rural communities and any other area within the nine local Government Area of the Aba Ring fence.</p>
35	<p>What is APLE plan for prompt response to power and other customer related issues at night, on weekends and public holidays</p>	<ul style="list-style-type: none"> • APLE has established hotlines these numbers (070022276937) are shown on the back of the bill. • APLE has 24hours call center and dispatch to respond to outages at night, weekends and public holidays. • APLE will establish customer service centers in all the nine LGA it serves in Abia State.