LIBERIA ELECTRICITY REGULATORY COMMISSION

D-1436 Tubman Boulevard, Adjacent NASSCORP
24th Street Sinkor, Monrovia Liberia

Service Delivery Charter

OUR VISION

To harness the best talents in the pursuit of an excellent regulator, driven by transparency, accountability and good governance

OUR MISSION

To maintain a conducive regulatory environment, attractive to private sector investment, to accelerate universal access to affordable, reliable, and safe electricity services for consumers in a competitive market, ensuring adequate supply of electricity for sustained economic growth and enhanced quality of life.

OUR CORE VALUES

- **Consistency:** We are committed to ensuring uniformity, predictability, and coherence.
- **Accountability:** We are committed to performing our duties in a manner that shows readiness to take full responsibility for our actions and decisions.
- **Proportionality:** We embrace the principles of fairness and consistency in our regulatory and enforcement decisions.
- **Innovation:** We are committed to embracing positive change and enhancing creativity and innovation.
- **Transparency:** We are committed to operating fairly and openly without prejudice and equally accommodate the interest of all stakeholders.
- **Excellence:** We are committed to pursuing effectiveness and efficiency in the execution of our mandates to the fullest satisfaction of our stakeholders.

OUR KEY SERVICES

SERVICE	ELIGIBILITY	COST	TIMELINE	CONTACT POINT
Grant Permit to Micro Utility	Submission and approval application	**Application Fee:** Between $100 - $250 USD (Based on generation & distribution threshold) Issuance Fee: Between $1,875 - $15,000 USD	60 working days	Cllr. Minnie Paegar-Kallon - +231 776 004 350 mkallon@lerc.gov.lr
Grant License to Large Utility	Submission and approval application	**Application Fee:** Between $ 100 - $1,500 USD (Based on generation, transmission, distribution, input/export) Issuance Fee: Between $2,500 - $50,000 USD	90 working days	Cllr. Minnie Paegar-Kallon - +231 776 004 350 mkallon@lerc.gov.lr
Review, Set & Approve Tariff	Permit holder or Licensee	Zero Cost	30 working days	Jamel Dugbeh +231 778 500 428 jdugbeh@lerc.gov.lr
Customer Service & Dispute Resolution	File a formal complaint	Zero Cost	Within 30 working days for the entire process	Cllr. Minnie Paegar-Kallon - +231 776 004 350 mkallon@lerc.gov.lr

We Commit to:

- Provide timely, efficient, and professional services.
- Acknowledge and resolve your complaints
- Provide equitable access to services for all citizens.

How You Can Reach Us:

We value your feedback and are committed to improving our services.

- In Person: Visit our Customer Service Desk at D-1436 Tubman Boulevard, Adjacent NASSCORP, 24th Street Sinkor, Monrovia Liberia.
- Phone: +231 776004350 / +231 881 135610
- Email: info@lerc.gov.lr
- Suggestion Box: Available at our office.
- Online: www.lerc.gov.lr
  Facebook Link: https://www.facebook.com/share/p/1A42QaYCeH/?mibextid=oFDknk