



Liberia Electricity Regulatory Commission

Totota Electric Cooperative Distribution Service Area (Totota) Customer Service Inspection Report

Submitted by:

The Technical Regulations Directorate (TRD)

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Acronyms

LERC	Means the Liberia Electricity Regulation Commission
TEC	Means Totota Electric Cooperative
KPI	Means Key Performance Indicators
CSQOS	Customer Service and Quality of Supply Regulations
REG	Means Regulation . This indicates that the document is part of the regulatory framework established by LERC.
ELL	Means the 2015 Electricity Law of Liberia
BOC	Means the Board of Commissioners
EDCL	Means Electricity Distribution Code of Liberia

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Executive Summary

This report summarizes the findings of the customer service inspections conducted by the Liberia Electricity Regulatory Commission (LERC) at the Totota Electric Cooperative's (TEC) distribution corridor in Totota. The inspection took place from October 20 to 21, 2025, and evaluated TEC's quality of customer service delivery and operational performance against established service levels as dictated in the 2015 Electricity Law of Liberia and the 2021 Customer Service and Quality of Supply Regulations.

The findings indicate that the TEC is Compliance (MEDIUM), with low-risk levels, still operable with reduced performance, and Noteworthy action required in the next inspection cycle to adjust ranking as needed.

Despite confirmations of a stable power supply and effective complaint resolution, several key issues were identified. These include a shortage of meters, poor public awareness of the meter application apps available for monitoring consumption, resetting meters, and checking balances, as well as the installation of undersized meters and the absence of information education communication (IEC) materials at the Totota customer service center.

To address these gaps, the report provides recommendations for upgrading infrastructure, improving customer satisfaction, enhancing community engagement, and increasing information dissemination. TEC is required to submit a comprehensive action plan within ten days of receiving this report to implement the recommendations in the inspected corridors.

1.0 Introduction

The Liberia Electricity Regulatory Commission (LERC) conducted inspections of the Totota Electric Cooperative's (TEC) customer service center and operational activities. This Inspection exercise evaluates customer satisfaction with the electricity supply, identifies service delivery challenges, and provides actionable recommendations to improve the quality of service. The inspections took place across the TEC's operational areas in Totota.

The inspection complies with the 2015 Electricity Law of Liberia, sections 3.3A (5, 6, 8 & 10) and 3.3B (1&3) that mandate the LERC to monitor, enforce compliance, and take appropriate steps in case of non-compliance. Additionally, as set forth in August 2021, LERC approved the Customer Service and Quality of Supply Regulations (CSQSR 2021). The inspections are meant to verify the monthly KPIs received from the service provider to ascertain compliance with minimum and guaranteed service levels, which are crucial for maintaining high service quality and ensuring customer satisfaction.

The Inspection is based on the identified indices and Regulatory Compliance Score Card outlined in Table 1.0 and Table 2.0.

1.1 Objectives of the Inspection

The inspection exercise involved evaluation of Totota Electric Cooperative's customer service center and operational performance, with a focus on assessing customer satisfaction with the electricity supply.

The inspection aimed at:

- Assessing TEC's compliance with the 2015 Electricity Law and Customer Service and Quality of Supply Regulations (CSQSR 2021).
- Identifying service delivery gaps affecting reliability, adequacy, and safety.
- Verifying Key Performance Indicators (KPIs) against actual customer experiences.
- Evaluating metering services, including installation and activation.
- Reviewing revenue protection measures to reduce power theft and aggregate commercial and technical losses.
- Assessing TEC's complaint resolution mechanisms for improvement.
- Recommending corrective actions to improve service delivery and compliance.

Table 1.0: Regulatory Compliance Score Card

No.	Compliance Status	Grading (%)	Rating	Risk level	Description	Action
1	Compliance (High)	95-100	1	Insignificant	Still operable.	No Action- capture that the asset is still in excellent working condition
2	Compliance (Medium)	85-94	2	Low	Still operable with reduced performance.	Noteworthy- capture in the next inspection cycle and adjust ranking as needed.
3	Compliance (Low)	75-84	3	Medium	Still operable with degraded performance.	Caution- important action required to address identified issues.
4	Non-compliance	60-74	4	High	Almost inoperable, poor performance.	Urgent- Action required
5	Significantly non-compliant	0-59	5	Very high/ Already failed	Inoperable.	Critical- immediate action required.

Table 2.0: Inspection Index

No.	Inspection Index
1.	Notification to customers in advance of Planned outages
2.	Customers' Timely accessibility to service Provider customer service Platforms
3.	Billing Computation and Accuracy
4.	Complaints Resolution and Responsiveness
5.	Revenue Protection Initiative
6.	Access to Vending Platform
7.	New Customers connection rate
8.	Postpaid Meter reading and Bill delivery

2.0 Methodology

The inspection was participatory and collaboratively conducted by representatives from the LERC and TEC. Below is the detailed methodology for the inspection exercise.

- **Opening Meeting:** The inspection commenced with an opening meeting between LERC and TEC teams held at the TEC office in Totota, October 20, 2025.
- **Customer Service Center Inspection Template:** A structured assessment template was used to evaluate TEC customer service outlets.
- **Field Inspections & Customer Interviews:** Door-to-door interviews were conducted with diverse community members to assess service experiences.
- **Regulatory Compliance Score Card:** Findings were categorized based on compliance ratings (High, Medium, Low, Non-compliance, and Significantly Non-compliance).

3.0 Inspection Findings

This report presents the findings from the inspection of the Totota Electric Cooperative (TEC) Customer Service Center and feedback obtained from door-to-door interviews conducted across various communities within the distribution service area. The inspection exercise revealed several positive developments, including a stable power supply, the establishment of a Memorandum of Understanding (MoU) as outlined in the TEC Customer Agreement Form, Part Two Electricity Customer Bill of Rights (Sections 4, 5, 6, 7 & 8), which addresses Termination Rights, Termination with Notice, Termination without Notice, Special Circumstances, Property Damage, and Unauthorized Use of Electricity or Theft.

Detailed below are observations made during the team's inspection tour of selected TEC's customer service center and interactions with customers:

3.0.1 Totota Customer Service Center

The Totota Electric Cooperative (TEC) Customer Service Center operates from Monday to Friday, between 8:00 a.m. and 5:00 p.m., and on Saturday from 8:00 a.m. to 12:00 p.m. The Center is staffed by three customer service personnel responsible for addressing customer-related issues within Totota.

TEC has established dedicated customer service contact numbers (0775372804 and 0881424491) through which all customer complaints are received and managed by designated service agents. The Cooperative's metering system consists of Spark brand meters, including Spark Single Phase (5A, 16A, and 60A) and Spark Three Phase meters. It was observed that the Spark Single Phase meters are more susceptible to faults, resulting in a higher number of customer complaints.

Customer complaints received by TEC are categorized under the following classifications: meter consuming, open relay, meter reset, check balance, faulty meter, connector off, and cable loss. These categories represent the most frequent challenges faced by customers across the service area.

TEC currently provides one category of meter installation service, with a connection fee of USD 150. However, the Customer Service Office is experiencing a roof leak, which has caused damage to the ceiling and created uncomfortable working conditions for staff.

To promote workplace safety and operational efficiency, TEC conducts monthly safety meetings. Despite these efforts, the inspection noted that the Customer Service Center lacks several essential operational and customer engagement documents, including:

- The TEC Brochure,
- Customer Charter, and
- Customer Contribution to Development Policy.

3.0.2 Challenges Identified Through Door-to-Door Interviews Affecting Reliable Electricity Service Delivery.

The following challenges were identified through door-to-door interviews with customers within Bong County during the field Inspection:

- **Limited Awareness of TEC Mobile Application:** Most customers are unaware of the TEC mobile application, which allows users to reset meters, check balances, and monitor consumption. The app serves as the Customer Interface Unit (CIU) since the Spark meters do not come with a physical CIU. However, many customers within TEC's operational areas do not own smartphones, compelling them to visit the TEC office in person or call to check balances, reset meters, and monitor consumption.
- **Undersized Meter Installations:** Several customers have been provided with 5A meters, which are undersized to power all household appliances. As a result, these customers experience frequent fluctuations or breaker tripping when the load exceeds the breaker's capacity. Once tripped, the meter requires a manual reset before resuming operation.
- **Lack of Customer Awareness on Meter Capacity:** Customers are not informed of their meter capacity (amperage) during the application or installation process. During the inspection, it was observed that customers only became aware of their meter capacity after experiencing issues and reporting them to TEC.
- **Meter Shortage and Third-Party Connection (MoU):** Due to ongoing material shortages, TEC has implemented a temporary agreement through a legally binding Memorandum of Understanding (MoU), allowing existing customers to share electricity with potential customers who are unable to connect to the grid. This MoU remains valid only until TEC acquires the necessary materials to facilitate independent connections for such customers.
- **Unawareness of Application Upgrade:** Although TEC has upgraded its mobile application, most of the few existing users are unaware of this update. Consequently, their current application versions are non-functional, preventing them from accessing the service.
- **Inadequate Safety Gear and Tools for Technicians:** TEC technicians lack essential safety materials such as boots, reflective vests, helmets, safety gloves, and goggles. They also lack basic tools, including screwdrivers and testers, which are vital for safe and efficient field operations.
- **Network Reliability Risk Due to Vegetation:** Some customers reported service fluctuations caused by distribution lines passing through or near coconut trees. One notable case involved a tree whose owner refused to permit its removal, leading to line interference during thunderstorms or heavy winds.
- **Limited Awareness of Mobile Vending Services:** Customers residing in areas with mobile vending agents are largely unaware of their services.
- **Limited Awareness of Customer Service Contact Information:** Some customers are unaware of TEC's official customer service numbers, resulting in frequent in-person visits to the Customer Service Center to lodge complaints.
- **Long Travel Distance to Service Centers:** Customers in remote communities incur transportation costs ranging from LRD 100 to LRD 150 to purchase electricity tokens at TEC offices.
- **Absence of Street Lighting:** Several underserved communities within TEC's operational areas have no streetlights installed, contributing to insecurity and limited night-time visibility.
- **Lack of Notification on Planned Outages:** Customers reported that planned outages are not communicated in advance, resulting in inconvenience, disruption of business activities, and customer dissatisfaction.

- **Inadequate Vegetation Management:** Field inspections revealed overgrown vegetation and trees along service lines, posing significant risks to network reliability, safety, and uninterrupted electricity supply.

3.1

Table 3.0: Summary of Totota Corridors Regulatory Compliance Score Card

No.	Inspection Index	Compliance Status				
		1	2	3	4	5
1	Notification to customers in advance of Planned outages		✓			
2	Customers' Timely accessibility to service Provider customer service Platforms		✓			
3	Billing Computation and Accuracy	✓				
4	Complaints Resolution and Responsiveness	✓				
5	Revenue Protection Initiative	✓				
6	Access to Vending Platform		✓			
7	New Customers connection rate			✓		

Table 4.0: Overall Regulatory Compliance Score for Totota Corridors

No.	Inspection Index	Compliance Status				
		1	2	3	4	5
1	Overall Compliance		✓			

The compliance status of TEC for the Totota Corridor distribution service area is Compliance (MEDIUM), with low-risk levels, still operable with reduced performance, and Noteworthy action required in the next inspection cycle to adjust ranking as needed.

4.0 Recommendations

It is expected that TEC will work to achieve the attainment of full regulatory compliance at its customer service center in the Totota corridors inspected. It is therefore recommended that TEC shall submit a comprehensive action plan within ten days of receipt of this report to address the issues outlined in the punch lists attached as an appendix A to this report.

5.0 Conclusion

The Totota Electric Cooperative (TEC) has exhibited compliance (Medium) within its corridor. While improvements in power supply and complaint resolution are acknowledged, significant service delivery gaps persist in the following key areas:

- Use of multiple digital contact numbers (Lonestar and Orange) for customer service, posing an extra cost to the customers,
- Installation of undersized meters that cannot adequately power all household appliances,
- Limited customer awareness of TEC services,
- Inability of many customers to use the TEC mobile app due to a lack of smartphones,
- Poor vegetation management in certain areas,
- Extra charges imposed by some mobile vending agents,
- Lack of essential tools and safety gear for technicians,
- Water leakage at the Customer Service Office and
- Absence of Information, Education, and Communication (IEC) materials for customers.

These gaps undermine regulatory standards and erode customer trust.

APPENDICES:

APPENDIX A

PUNCH LIST OF DEFECTS, ACTIONS REQUIRED, AND TIMELINE FOR CURING DEFECTS

No.	Location	Defect	Action Required	Completion Date
1	Totota Customer Service Center	Lack of Customer Information Materials.	Ensure the availability of key documents, the TEC Customer Charter, the Customer Contribution to Development Policy, and TEC brochure are available.	December 2025
2	Biokai's Town, Sanoyea Junction,	Inadequate notification of planned outages	Initiate bulk messaging and radio to inform customers of planned power outages during scheduled maintenance.	November 2025
3	Biokai's Town, Sanoyea Junction	Lack of awareness of mobile vending agents in underserved areas	Conduct an awareness in both English and the native vernacular to inform the customers of your mobile vending agents and their areas of stationed.	December 2025
4	Totota Customer Service Office	Leakage Ceiling	Repair the leakage ceiling of the customer service office	January 2025
5	All Corridors	Limited Awareness of TEC Mobile Application	Conduct customer awareness about the TEC mobile application, which allows users to reset meters, check balances, and monitor consumption. The app serves as the	December 2025

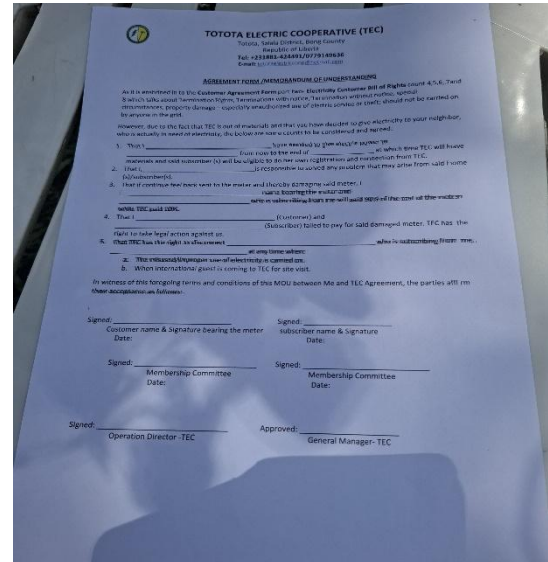
			Customer Interface Unit (CIU) since the Spark meters do not come with a physical CIU.	
6	All Corridors	Lack of a hotline for easy accessibility	Establish a hotline as a customer service code that will enable customers to channel their complaints freely and easily, and promote awareness about it through posters, receipts, social media, public announcements, and talk shows.	February 2026
7	All Corridors	Lack of streetlight installation	Implement the streetlights installation to improve safety and security.	July 2026
8	All Corridors	Undersized Meter Installations	Replace customers' undersized meters with accurate meter size based on their consumption history and make sure customers are inform of their meter capacity before or during installation.	March 2025
9	All Corridors	Unawareness of Application Upgrade	Conduct awareness on application update	December 2025
10	Boakai's Town	Poor Vegetation Management	Cut the vegetation along the lines for service quality and safety.	November 2025
11	TEC Technicians	Inadequate Safety Gear and Tools for Technicians	Procure safety materials such as boots, reflective vests, helmets, safety gloves, and goggles and basic tools, including	December 2025

			screwdrivers and testers, which are vital for safe and efficient field operations.	
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From the field (Exhibit 1)



Legal Third-Party Due to Material Shortage from TEC Stock.



TEC Memorandum of Understanding for Third-Party Connections



A service line passing through a is causing fluctuations during coconut tree thunderstorms or strong winds.



Inspection with the customer revealed an undersized 5A meter, which prevents all his appliances from coming on.



Household with an undersized meter (5A)



Inspection with the customer