



NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY (NEMSA)

SERVICE CHARTER



TABLE OF CONTENTS

Foreword	3
Introduction	5
Mandate	5
Vision Statement	7
Mission Statement	7
Core Values	8
NEMSA Quality Policy	8
Purpose of the Charter	8
Working Days/Hours	9
List of Customers/Stakeholders (Intra, Inter, and Public)	9
Service Delivery and Provision	12
Performance Monitoring of Activities	16
Obligations of Customers	16
Right of Customers	17
Grievance Redress Mechanism/Contacts	18
Stakeholders Participation	24
Existing Limitations	25
Date of Next Review	25
Appendix	26

FOREWORD

The Nigerian Electricity Management Services Agency (NEMSA) is delighted to present this Service Charter as a testimony to our unwavering commitment to delivering exceptional customer service. We believe that providing reliable electricity management services goes beyond enforcement of technical standards and regulations, but also about building lasting relationships, meeting customer expectations, and ensuring their satisfaction.

As an organization entrusted with the critical task of ensuring the efficient production and delivery of safe, reliable, and sustainable electricity power supply and assuring the safety of lives and property in the Nigerian Electricity Supply Industry, and other allied industries/workplaces, we recognize the significance of our role in your daily lives.

Our Integrated Service Charter is developed in consultation with the relevant stakeholders and contains the various Electricity Management Services offered by NEMSA and the procedures of receiving them. It reflects our determination to continuous improvement on the level of the services rendered to satisfy the needs of our customers. Furthermore, in carrying out our services, we assure all Customers of our responsiveness, transparency and accountability while also treating them with respect, fairness, and equity always.

From the process of accessing our services to the resolution of complaints, we firmly believe that open communication is key to building trust and fostering strong relationships with our customers. As part of this commitment, we have established multiple channels for you to engage with us, seek assistance, and provide feedback. We value your opinions, suggestions, and concerns, as they help to guide our continuous improvement efforts.

I present with pleasure therefore, the Nigerian Electricity Management Services Agency (NEMSA)'s Integrated Service Charter which will serve as a tool to solidify our commitment and determination to improve our services to always provide customers with Quality Service Delivery.

Sincerely,

Engr. Aliyu Tukur Tahir, *FNIFE*
Managing Director/CEO &
Chief Electrical Inspector of the Federation

1.0 INTRODUCTION

The Nigerian Electricity Management Services Agency (NEMSA) is established to carry out the functions of Enforcement of Technical Standards and Regulations, Technical Inspection, Testing and Certification of All categories of Electrical Installations, Electricity Meters, and Instruments, to ensure the Efficient Production and Delivery of Safe, Reliable and Sustainable Electricity Power Supply and Guarantee Safety of Lives and Property in the Nigerian Electricity Supply Industry (NESI), and other Allied Industries/Workplaces and premises.

In essence, NEMSA is responsible for ensuring safety, reliability, and quality of electrical installations, networks, and systems in Nigeria.

In line with the provisions of the NEMSA Act 2015 and Statutory Regulations, it is mandatory that All Electrical Installations in Power Plants/Stations, Transmission Networks/Systems, Distribution Networks/Systems, and other Allied Industries and Workplaces where electricity is used; as well as Electricity Meters and Instruments to be deployed in NESI, are duly Inspected, Tested and Certified fit and safe before they can be used in Nigeria.

2.0 MANDATE

The Mandate of Nigerian Electricity Management Services Agency (NEMSA), which is extracted from the Functions,

Powers, and Responsibilities in Part 2, Section 6 of NEMSA Act, 2015 amongst others include:

- i. To ensure that: –
 - electrical materials/equipment/instruments used in NESI are of the right quality, standards, and specifications.
 - the power systems and networks put in place have been well planned, properly designed and executed before use to ensure that such systems are capable of delivering safe, reliable and regular power supply to consumers nationwide.
 - the safety of lives and properties within the NESI and off-grid networks (residential, commercial etc.) is assured.
 - electricity meters and instruments used in NESI are of the right type, class, and accuracy for proper accountability of energy supplied, transmitted, delivered, and utilized by the customers in the entire power supply value chain.
- ii. Processing and issuance of Competency Certificates to qualified Electrical Installation Contractors and Practitioners/personnel engaged in the practice of electrical installations works along the power value

chain and utilization in NESI and other allied industries and workplaces.

- iii. Providing other professional technical services in NESI including Engineering/Chemical Laboratory Analysis and Tests, R & D, Transformer Testing/Repairs, Electricity Information Management Systems (EIMS), Specialized Trauma/Healthcare Services, etc.
- iv. Providing data, information and library services for stakeholders, investors, researchers, academia, etc. through the Electricity Information Management Systems (EIMS).

3.0 VISION STATEMENT

To be an efficient world class technical enforcement agency that ensures standardization, specification, quality, safety and competence for the competitive Nigerian Electricity Supply Industry, other Allied Industries and Premises.

4.0 MISSION STATEMENT

To ensure efficient, stable, safe, and reliable networks for electricity supply; safety of lives and property in the Nigerian Electricity Supply Industry and Allied Industries, through appropriate and innovative technology employing a well-motivated workforce.

5.0 CORE VALUES

- Quality Service and Safety;
- Honesty and Integrity;
- Leadership and Collaboration.

6.0 NEMSA QUALITY POLICY

- Nigerian Electricity Management Services Agency is committed to Quality Enforcement of Technical Standards and Regulations to assure safety of lives and property in Nigeria.
- We are committed to continually improve our Quality Management System Process and satisfy applicable requirements.
- We shall make available to all relevant interested parties and ensure that it is communicated, understood, and applied within NEMSA.

7.0 PURPOSE OF THE SERVICE CHARTER

The main objective of the NEMSA Customer Service Charter is to define the services provided by the Agency, provide a framework for defining the service delivery standards, the rights of customers/stakeholders, and how complaints from customers/stakeholders will be handled. This charter seeks to enhance customer education on the services and activities of NEMSA and the difference between NEMSA

activities and those of other service providers in the Nigerian Electricity Supply Industry.

8.0 WORKING DAYS/HOURS

NEMSA operates a five-day working week Monday-Friday, 8am-5pm. Stakeholders with suggestions or complaints are allowed in between 10am and 2pm daily.

9.0 LIST OF CUSTOMERS/STAKEHOLDERS

Customers/stakeholder engagement in NEMSA's activities, cut across every sector of the economy of Nigeria. These include:

9.1 INTRA CUSTOMERS

Some of the Intra Customers of the Agency includes:

- Federal Ministry of Power (FMP)
- Nigerian Electricity Regulatory Commission (NERC)
- National Power Training Institute (NAPTIN)
- Rural Electrification Agency (REA)
- Niger Delta Power Holding Company (NDPHC)
- Nigeria Electricity Liability Management Company (NELMCO)
- Transmission Company of Nigeria (TCN)
- Power Generation Companies (GenCos)
- Power Distribution Companies (DisCos)
- Nigerian Bulk Electricity Trading Company (NBET)
- Standards Organisation of Nigeria (SON)
- Federal Competition and Consumer Protection Commission (FCCPC)

- Licensed Electrical Contractors Association of Nigeria (LECAN)
- The Nigeria Police Force (NPF)
- Federal Fire Service
- Petroleum Trust Development Fund (PTDF)
- Bureau of Public Procurement (BPP)
- Infrastructure Concession and Regulatory Commission (ICRC)
- Federal Ministry of Finance, Budget and National Planning
- Office of the Accountant General of the Federation
- Office of the Auditor General of the Federation
- Financial Regulation Council of Nigeria
- Central Bank of Nigeria (CBN)
- Bureau of Public Enterprise (BPE)
- News Agency of Nigeria (NAN)

9.2 INTERNAL CUSTOMERS

The internal customers serviced within the Agency include:

- Office of the Managing Director/CEO & Chief Electrical Inspector of the Federation
- Technical Inspectorate Services
- Technical Standards & System Planning
- Metering and Laboratory Services Department
- Regulatory, Safety and Certification
- Finance and Accounts Department
- Procurement Unit
- Public Affairs Unit

- ICT Unit
- Legal Services Unit
- Audit Unit
- Human Resources Department
- Administration Unit
- Electricity Information Management System Unit
- Inspectorate Field Offices
- National Meter Test Stations
- Warehousing, Clinic and Non-core Assets
- Business Development & Investment Unit
- Registry Unit
- SERVICOM Unit

9.3 EXTERNAL CUSTOMERS

External Customers serviced by the Agency are as follows:

- Companies and Individuals involved in Electrical Installations.
- Government Contractors.
- Domestic and Commercial Electricity Consumers.
- International Oil Companies (IOCs) operating on/offshore.
- All other Allied Industries/Premises.

10.0 SERVICE DELIVERY AND PROVISION

SERVICE CATEGORIES	SERVICE RENDERED	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION	DELIVERY TIMELINE
Technical Inspectorate Services	Certification of all categories of electrical projects/installations	<ul style="list-style-type: none"> • GenCos, • TCN, • DisCos, • Contractors, • Solar mini grid Developers, etc 	i. Submission of request letter for inspection with all relevant documents. ii. Ensure payment of statutory inspection fees. iii. Ensure compliance to minimum Technical Standards, codes, specifications, Extant Regulations, and comply with recommendations of the outcome in the inspection report. Visit NEMSA website on www.nemsa.gov.ng for further information	Issuance of certificate upon fulfilment of statutory requirements within 7 working days.
	Certification of manufacturer's of electrical concrete poles	Concrete pole manufacturer	i. Submission of request letter for inspection with all relevant documents. ii. Ensure payment of statutory inspection fees. iii. Ensure compliance to minimum Technical Standards, codes, specifications, Extant Regulations, and comply with recommendations of the outcome in the inspection report. Visit NEMSA website on www.nemsa.gov.ng for further information	Issuance of certificate upon fulfilment of statutory requirements within 7 working days.

*NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY (NEMSA)
SERVICE CHARTER*

	Certification of electrical materials and equipment to ensure that they are of right quality, standards, and specifications	<ul style="list-style-type: none"> • Importers/D ealers of electrical materials • Equipment manufactur ers. 	i. Submission of request letter for inspection with all relevant documents. ii. Ensure payment of statutory inspection fees. iii. Ensure compliance to minimum Technical Standards, codes, specifications, Extant Regulations, and comply with recommendations of the outcome in the inspection report. Visit NEMSA website on www.nemsa.gov.ng for further information	Issuance of certificate upon fulfilment of statutory requirements within 7 working days.
	Acknowledge customer complaints against Utility companies, bad and unsafe networks, Right of Way (ROW) issues, etc.	<ul style="list-style-type: none"> • Customers, • General public, etc. 	Letter of complaint	72 hours
Competency Certification of Electrical Installation Personnel/ Contractor	Issuance/ Renewal of Competency Certificates	<ul style="list-style-type: none"> • Electrical Installation Personnel • Contractor s, etc. 	Fulfilment of applicable requirements stipulated in NEMSA Certification Schemes guidelines. Visit NEMSA website on www.nemsa.gov.ng for further information	6 Weeks upon fulfillment of statutory requirements and payment of certification fees

NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY (NEMSA)
SERVICE CHARTER

Metering and Laboratory Services	Issuance and reissuance of type test certificate	All stakeholder in the power sector and the nation at large	Certificate will be issued upon fulfilling all the requirements as stipulated in <ul style="list-style-type: none"> • Electricity Act 2023, • Nigeria Metering Code Version 02 and • Other extant regulations 	21 working days
	Issuance of routine test result	All stakeholder in the power sector and the nation at large	Routine test certificate will be issued upon fulfilling all the requirements as stipulated in <ul style="list-style-type: none"> • Electricity Act 2023, • Nigeria Metering Code Version 02 and, • Other extant regulations 	7 working days
	Issuance of recertification /dispute test result	All electricity consumer that consumes power nationwide	Test result will be issued upon fulfilling all the requirements as stipulated in: <ul style="list-style-type: none"> • Electricity Act 2023, • Nigeria Metering Code Version 02 and, • Other extant regulations 	7 working days
	Issuance and reissuance of calibration/verification certificate of reference standard/handheld equipment/multi-meters.	<ul style="list-style-type: none"> • All meter manufacturers /assemblers • Handheld equipment /multi-meters users 	Calibration/verification certificate will be issued upon complying with the requirements as stipulated by <ul style="list-style-type: none"> • Electricity Act 2023, • Nigeria Metering Code Version 02 and, • Service/operational manual of the reference standard. 	14 working days

NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY (NEMSA)
SERVICE CHARTER

		<ul style="list-style-type: none"> • Other stakeholders 		
	Issuance and reissuance of electricity meters and instrument factory inspection certificate	All local meters and instrument manufacturers and assemblers	Certificate will be issued upon fulfilling all the requirements as stipulated in <ul style="list-style-type: none"> • Electricity Act 2023, • Nigeria Metering Code Version 02 and, • Other extant regulations 	21 working days
	Issuance and reissuance of transformer oil and lubrication oil test result	All stakeholders in the power sector and the nation at large	Test results will be issued upon fulfilling all the requirements as stipulated in <ul style="list-style-type: none"> • Electricity Act 2023, • IEC 60296, • ASTM D3487, • IP Standards and, • Other extant regulations. 	7 working days
Warehousing & Logistics Services	Lease/Rent of Warehousing & Logistics Facilities for the storage of Electrical and other materials /equipment	Customers in NESI and allied Industry	Execution of lease/rent agreement and payment of Lease/rent fees	3 working days

See the appendix on page 26 for the approved chargeable fees for our services.

11.0 PERFORMANCE MONITORING ACTIVITIES

The Agency carries out the performance monitoring and evaluation of its activities through the following means:

- i. Quarterly analysis of customers' feedback through complaints, comment cards, and redress activities.
- ii. Quarterly reports to Management on SERVICOM activities.
- iii. Performance of annual customer satisfaction survey on service delivery and analysis of results.
- iv. Quarterly assessment of the Agency's performance using SERVICOM Self-assessment Rating Checklist
- v. Quarterly NEMSA Parastatal SERVICOM Committee meetings to discuss and appraise service delivery in all outstations.

12.0 OBLIGATIONS OF CUSTOMERS

Customers are expected to:

- i. Periodically visit the Agency's website to obtain updated information.
- ii. Read and understand the instructions outlined on the website and any hard copy manuals provided by the Agency.

- iii. Apply for inspection of new electrical projects/installations in good time and pay all necessary fees.
- iv. Apply timely for the certification of electrical installation contractors/personnel, provide all necessary information, and appear for competency examination/interview.
- v. Sit for electrical contractors' examination and wait patiently for issuance of certificate in line with the approved timelines.
- vi. Ensure that all electrical projects/installations are duly tested and certified by NEMSA before being energised.
- vii. Report all structurally observed anomalies in the NESI to NEMSA for quick resolution of such defects.
- viii. Demand for proof of tested electricity meters before they are deployed in their premises.
- ix. Ensure that only NEMSA certified electrical installation personnel/contractors are used for their electrical installations.
- x. Report electrical incidents to NEMSA for investigation.
- xi. Report observed networks defect/constituting risks/danger to lives and property.

13.0 RIGHTS OF CUSTOMERS

The customers have right to the following:

- i. Right to be served right.

- ii. Right to prompt inspections of electrical project/installations.
- iii. Right to free access to information on standards and regulations of the Nigerian Electricity Supply Industry.
- iv. Right to timely release of competency certificates.
- v. Right to quality service.

14.0 COMPLAINTS/GRIEVANCE REDRESS MECHANISM (GRM)

NEMSA has developed various methods by which grievances can be registered and processed as quickly as possible. On the NEMSA website, www.nemsa.gov.ng, various modes of reporting observations are available to the general public and they include: a phone help desk; i-report, quick contacts phone number, contact address and email of the Headquarters, all Field Inspecting Offices, National Meter Test Stations, Engineering and Chemical Laboratory, etc; Facebook and Twitter handles.

Such complaints or grievances shall be processed as outlined below:

- Issuance of acknowledgement letter within (3) working days.
- Closure of written grievances within twenty-one (21) working days from the date of receipt.
- Appeal/reaction from petitioner within ten (10) working days from when the grievance was closed; and

- Final closure of cases within (60) working days from the date the appeal was received.

Grievance(s) against an office or services of the Nigerian Electricity Management Services Agency can also be forwarded to:




The Managing Director/CEO &
Chief Electrical Inspector of the Federation
Nigerian Electricity Management Services Agency,
4, Dar Es Salaam Crescent,
Off Aminu Kano Crescent,
Wuse II, Abuja.

CC: The Agency's Nodal Officer,

Nigerian Electricity
Management Services Agency,
4, Dar Es Salaam Crescent, Off
Aminu Kano crescent, Wuse II,
Abuja.

mildred.imoukhuede@nemsa.gov.ng

Customers can also call directly or reach out to the agency through our social media handles as follows:

- Twitter:  @nemsang
- Facebook:
- Instagram:  NemsaNigeria
- Email:  nemsaNigeria
- WhatsApp: info@nemsang.gov.ng
- Phone:  07068681566
☎ 08178771884

14.1 Out Stations

NEMSA has nineteen (19) Inspectorate Field Offices spread across the nation, four (4) National Meter Test Stations at Oshodi-Lagos, Kaduna and Port Harcourt; Chemical & Engineering Laboratory, Transformer Repair/Testing Centre in Ijora-Lagos; and three (3) Central Stores located in Oshodi-Lagos, Kaduna and Port Harcourt, which bring the services of the Agency very close to stakeholders. The locations and addresses are as follows:

S/N	ZONAL OFFICE LOCATIO N	ADDRESS	STATES COVERED	CONTACT PERSON	EMAIL	PHONE
1	Abeokuta	Federal Secretariat Complex, P.M.B 2078, Abeokuta, Ogun State	Ogun State	Engr. Abubakar Momoh	abeokutaifo@nemsang.gov.ng	08055235210
2	Abuja	House 12, 611 Road, 7 th Avenue, Off Anwar Auwalu Street, Gwarinpa, Abuja.	FCT & Niger State	Engr. Muktar M. Abbas	abujaifo@nemsang.gov.ng	08034644000

*NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY (NEMSA)
SERVICE CHARTER*

3	Akure	Federal Secretariat Complex, P.M.B 702, Akure, Ondo State	Ondo & Ekiti State	Engr. Adura Tundun	akureifo@nems.gov.ng	08064430414
4	Bauchi	RM 85 & 86, 4 th Floor, Federal Secretariat Complex, Bauchi, Bauchi State	Bauchi & Gombe State	Engr. Edward Micah Maku	bauchiifo@nems.gov.ng	08034644000
5	Benin	Federal Secretariat Complex, Opposite Aduwawa Quarters, P.M.B 1319, Benin City, Edo State	Edo & Delta State	Engr. Quadry A. Jimoh	beninifo@nems.gov.ng	08033519956
6	Enugu	Federal Secretariat Complex, P.M.B 1110, Enugu, Enugu State	Anambra, Enugu & Ebonyi State	Engr. Nelson Obiukwu	enuguifo@nems.gov.ng	08059687499
7	Ibadan	Ministry of Energy Building, Beside NITEL HQ, Inside Oyo State Secretariat, Agodi, P.M.B 5028, Ibadan Oyo State	Oyo & Osun State	Engr. Sakariyau Bamidele	ibadanifo@nems.gov.ng	07032276293
8	Ilorin	Sir Kashim Ibrahim Road, Behind Governor's House, P.M.B 1580, Ilorin, Kwara State	Kwara & Kogi	Engr. Ntuen Ekpontuen Anthony	ilorinifo@nems.gov.ng	08037039351
9	Jos	Club Road, P.M.B 2099, Jos, Plateau State	Plateau, Benue & Nassarawa	Engr. Kalu Ochu Ikpo	josifo@nems.gov.ng	08037442084
10	Kaduna	6, Yakubu Gowon Way, Hospital Road, P.M.B 2119, Kaduna, Kaduna State	Kaduna State	Adeolu Taiwo	kadunaifo@nems.gov.ng	08063149226

*NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY (NEMSA)
SERVICE CHARTER*

11	Kano	Federal Secretariat Complex, P.M.B 3477, Kano Kano State	Kano, Jigawa & Katsina State		kanoifo@nems.gov.ng	
12	Lagos – Eko Area	Glass House, Block D, FMW&H premises, TBS, Moloney Street, Lagos State	Lagos State (Eko)	Engr. Salami Afeez Oladokun	ekoifo@nems.gov.ng	07068881040
13	Lagos – Ikeja Area	NMTS (Oshodi), Alasia Bus Stop, Agege Motor Road, Near YTK Petrol Station	Lagos State (Ikeja)	Engr. Oyinlade Adewale	ifo.ikeja@nems.gov.ng	08034417901
14	Maiduguri	3, Lake Chad, Nurs, P.M.B 1032, Maiduguri, Borno State	Borno & Yobe State	Engr. James Bata sani	maiduguriifo@nems.gov.ng	08099640301
15	Owerri	Behind FERMS, Federal Secretariat Complex, Owerri, PH Road, Owerri, Imo State	Imo & Abia State	Engr. Gerald Ene	owerriifo@nems.gov.ng	08161330625
16	Port Harcourt	21, Industry (MP) Road, Port Harcourt, Rivers State	Rivers & Bayelsa State	Engr. (Mrs.) Jamila Yusuf	portharcourtifo@nems.gov.ng	08035750837
17	Sokoto	EIS Building Complex, Near Kangiwa Square, P.M.B 2291, Sokoto, Sokoto State.	Sokoto, Kebbi & Zamfara State	Engr. Bello Armiya'u	sokotoifo@nems.gov.ng	08036815555
18	Uyo	Federal Secretariat Complex, Abak Road, Uyo, Akwa-Ibom State	Akwa-Ibom & Cross River State	Engr. Lucky Igweh	uyoifo@nems.gov.ng	0806713570
19	Yola	29A, Mubi Road, P.M.B 2094, Yola, Adamawa State	Taraba & Adamawa State	Engr. Fayose Bamidele	yolaifo@nems.gov.ng	08033683492

*NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY (NEMSA)
SERVICE CHARTER*

Other NEMSA Facilities

S/N	UNITS	ADDRESS	CONTACT PERSON	EMAIL	PHONE
1	National Meter Test Stations	National Meter Test Station, Alasia Bus Stop, Agege Motor Road, Near YTK Petrol Station, (Formerly BECO), Oshodi, Lagos State	Engr. Sadike Liyasu Umar	nmtsoshodi@nems.gov.ng	08065453697 09026374769
		National Meter Test Station, Port Harcourt, 21, Industry Road, Port Harcourt, Rivers State	Engr. Koproda Cyriacus	nmtsph@nems.gov.ng	08136842194
		National Meter Test Station, Kaduna, P.M.B 2231, Behind Power Station, Kaduna, Kaduna State	Mr. Edward Agbo	nmtskd@nems.gov.ng	08160111557
		National Meter Test Station, Enugu, 33, Abakaliki Road, G.R.A, Enugu, Enugu State	Kumokou Ditari Timothy	nmtsenuqu@nems.gov.ng	08038881629
2	Warehouses	Lagos	Mrs. Adelabu S. A.	comdep.csl@nems.gov.ng	08023229493
		Port Harcourt	Mrs. Vivian J. Manilla	comdep.csp@nems.gov.ng	08033409110

*NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY (NEMSA)
SERVICE CHARTER*

		Kaduna	Donald Bitrus	comdep.csk@nemsa.gov.ng	08034009497
3	Chemical & Engineering Laboratory	Beside TCN Regional Headquarters, Ijora, Olopa, Lagos State	Mrs. Evelyn Ndekwa	chemicallab@nemsa.gov.ng	08023024655

15.0 STAKEHOLDERS PARTICIPATION

Stakeholders' participation is very important for effective and efficient delivery of NEMSA's services to achieve the goal of the Agency, as such numerous avenues/windows have been created through which stakeholders can participate/patronize the Agency's services. The Stakeholders are invited and encouraged to attend the yearly stakeholders' forum where their views, inputs, and contributions as well as complaints (if any) are discussed and addressed.

The Stakeholders are also encouraged to attend/witness bid openings during procurement process; call-in during our weekly radio programs with Federal Radio Corporation of Nigeria (FRCN) where their views, suggestions, and complaints (if any) will be heard to help us improve our service delivery.

Also, NEMSA has developed and signed MOUs with other Government Agencies, local and International Partners with the view of maximizing the opportunities available for efficient and effective technical service delivery to customers.

16.0 EXISTING LIMITATIONS

The Agency is hindered by the following in carrying out its mandate:

- i. Operational equipment and manpower constraints.
- ii. Financial constraints.
- iii. Lack of prompt resolution of identified defects in the power network by utility companies.
- iv. Delay in access to accident premises.

17.0 DATE OF NEXT REVIEW

As part of our commitment to continuous improvement, we conduct a comprehensive review of our Service Charter every two years. This review ensures that our commitments and standards align with evolving customer needs and industry best practices.

We collect feedback, evaluate performance, benchmark against industry standards, and collaborate with stakeholders to make all necessary revisions and updates. At NEMSA, our Service Charter remains a reflection of our dedication to exceptional customer service.

We welcome and thank our customers for their continued support and feedback.

***Managing Director/CEO NEMSA &
Chief Electrical Inspector of the Federation
September, 2023.***

APPENDIX

APPROVED CHARGEABLE FEES FOR NEMSA SERVICES

A TECHNICAL INSPECTORATE SERVICES						
TABLE 1: CHARGEABLE FEES FOR TRANSFORMERS ACROSS GENERATION, TRANSMISSION, AND DISTRIBUTION						
S/NO	TRANSFORMERS CAPACITIES	PRIMARY VOLTAGE LEVELS				
		0.4KV	11KV	33KV	132KV	330KV
1	1kVA up to and including 25kVA	10,000.00	10,000.00	15,000.00	Nil	Nil
2	Exceeding 25kVA up to and including 50kVA	20,000.00	20,000.00	25,000.00	Nil	Nil
3	Exceeding 50kVA up to and including 100kVA	30,000.00	30,000.00	35,000.00	Nil	Nil
4	Exceeding 100kVA up to and including 500kVA	40,000.00	40,000.00	50,000.00	Nil	Nil
5	Exceeding 500kVA up to and including 1000kVA (1MVA)	70,000.00	70,000.00	20,000.00	Nil	Nil
6	Exceeding 1000kVA up to and including 2500kVA (2.5MVA)	100,000.00	100,000.00	150,000.00	Nil	Nil
7	Exceeding 2500KVA up to and including 5000kVA	150,000.00	150,000.00	175,000.00	Nil	Nil
8	Exceeding 5000kVA up to and including 15000kVA (15MVA)	200,000.00	200,000.00	250,000.00	Nil	Nil
9	For each 2000kVA in excess of 15MVA or thereof	10,000.00	10,000.00	10,000.00	Nil	Nil
10	Rural Electrification fixed charge in addition to charges for Transformers, HT, Lines and LT Lines	50,000.00	50,000.00	50,000.00	Nil	Nil
Note: Re-inspection Fee attracts 50% of the Original Inspection Fees						

NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY (NEMSA)
SERVICE CHARTER

TABLE 2: CHARGEABLE FEES FOR TRANSMISSION & TRANSMISSION LINES, SUBSTATION EQUIPMENT OTHER THAN TRANSFORMER						
	LINES AND EQUIPMENT	0.4KV	11KV	33KV	132KV	330KV
1	For each kilometers or fractional parts of power lines	5,000.00	6,000.00	7,000.00	8,000.00	9,000.00
IN DOOR EQUIPMENT						
2	Control Room Building	3,000.00	Nil	5,000.00	8,000.00	9,000.00
3	Control Panel/Each	2,500.00	3,000.00	5,000.00	10,000.00	9,000.00
Gas Insulated Substation (GIS)						
1	CT, VT, CB	Nil	Nil	10,500.00	10,500.00	10,500.00
OUT DOOR EQUIPMENT						
1	RMU	Nil	5,000.00	5,000.00	Nil	Nil
2	CT, VT	Nil	Nil	3,500.00	4,000.00	4,000.00
3	Auto-Reclosers	Nil	5,000.00	5,000.00	Nil	Nil
4	Breakers	Nil	Nil	5,000.00	10,000.00	10,000.00
5	Feeder Pillars	3,000.00	Nil	Nil	Nil	Nil
6	Control Panels & Switch Gears	Nil	3,000.00	5,000.00	5,000.00	5,000.00
7	Isolator Switches	Nil	3,000.00	3,000.00	4,000.00	4,000.00
Note: Re-inspection Fee Attracts 50% of the Original Fees						
TABLE 3: CHARGEABLE FEE FOR MANUFACTURING OF ELECTRICAL MATERIALS AND EQUIPMENT						
1	Insulators	30,000.00	37,000.00	112,500.00	150,000.00	300,000.00
Electrical Materials other than Insulators						
1	Cables and Conductors	100,000.00	150,000.00	200,000.00	300,000.00	450,000.00
2	Special HT Electric Concrete Poles, e.g. 12m +	-	325,000.00	325,000.00	-	-
3	HT Electric Concrete Poles, e.g. 10.32m, 10.36m, 10.38m +	-	250,000.00	250,000.00	-	-
4	LT Concrete Poles, e.g. 8.52m, 8.54m, 8.56m +	150,000.00	-	-	-	-
5	Manufacturing of Cross Arms	-	50,000.00	100,000.00	-	-
6	Step Down Transformers	-	300,000.00	500,000.00	1,000,000.00	1,500,000.00
7	Step up Transformers	150,000.00	350,000.00	500,000.00	-	-
8	Instrument Transformer	-	150,000.00	300,000.00	500,000.00	500,000.00

NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY (NEMSA)
SERVICE CHARTER

9	Control Panels and Switch Gear	150,000.00	150,000.00	150,000.00	150,000.00	150,000.00
10	Special Power Equipment and Engineering Services	50,000.00	100,000.00	150,000.00	250,000.00	300,000.00

TABLE 4: CHARGEABLE FEES FOR ELECTRICITY GENERATORS

	GENERATOR CAPACITIES	PRIMARY VOLTAGE LEVELS			
		230V	0.4KV	11KV	16KV
1	5kVA up to and including 25kVA	10,000.00	10,000.00	Nil	Nil
2	Exceeding 25kVA up to and including 50kVA Nil	Nil	20,000.00	Nil	Nil
3	Exceeding 50kVA up to and including 100kVA	Nil	30,000.00	Nil	Nil
4	Exceeding 100kVA up to and including 500kVA	Nil	40,000.00	Nil	Nil
5	Exceeding 500kVA up to and including 1000kVA (1MVA)	NIL	70,000.00	Nil	Nil
6	Exceeding 1000kVA up to and including 2500kVA (2.5MVA)	Nil	100,000.00	150,000.00	150,000.00
7	Exceeding 2500kVA up to and including 5000kVA (5MVA)	Nil	150,000.00	200,000.00	200,000.00
8	Exceeding 5000kVA up to and including 15000kVA (15MVA)	Nil	200,000.00	250,000.00	250,000.00
9	For each complete 2000kVA or thereof in excess of 15000kVA	Nil	10,000.00	10,000.00	10,000.00

Note: Re-inspection Fee Attracts 50% of the Original Inspection Fees

TABLE 5: CHARGEABLE FEES FOR ELECTRICAL INSTALLATIONS AT RESIDENTIAL/COMMERCIAL BUILDINGS

S/N	INSPECTION OF ELECTRICAL INSTALLATION IN RESIDENTIAL BUILDINGS/PREMISES	INSPECTION/CERTIFICATION OF NEW BUILDING/PREMISES FEE (₦)	INSPECTION/CERTIFICATION OF OLD BUILDING/PREMISES (₦)
1	Bungalow (Studio Flat, 1 – 2 Bedroom)	20,000.00	10,000.00
2	Bungalow (3 – 4 Bedroom)	25,000.00	15,000.00
3	Bungalow (5 Bedroom and Above)	30,000.00	15,000.00
4	Duplex (3 – 4 Bedroom) Residential	40,000.00	20,000.00
5	Duplex (5 – 6 Bedroom) Residential	50,000.00	20,000.00
6	1 – 2 Bedroom Block of Flats (Condominium)	10,000.00/Flat	10,000.00
7	3 – 4 Bedroom Block of Flats (Condominium)	20,000.00/Flat	20,000.00
8	Residential (Commercial Shops)	30,000.00	20,000.00
9	Commercial/Plazas	40,000.00	25,000.00
10	Special Installations		

NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY (NEMSA)
SERVICE CHARTER

11	High Rise Building Complexes/Plazas/Shopping Malls (5 Floors & Above)	1,800,000.00	1,500,000.00
12	Building Complexes/Plazas/Shopping Malls (2 – 4 Floors)	1,200,000.00	1,000,000.00
13	Building Complexes/Plazas/Shopping Malls (One Storey Building and Below)	800,000.00	600,000.00
14	Warehouse (Bungalow)	100,000.00	50,000.00
15	Warehouse (Storey Building)	200,000.00	100,000.00

Note: Re-inspection Fee Attracts 50% of the Original Inspection Fees

TABLE 6: CHARGEABLE FEES FOR ELECTRICAL INSTALLATIONS AT MARKETS/SHOPS

1	Markets Lock-up Shops Less than 20	5,000.00/Lock-up Shop	2,500/Lock-up Shop
2	Markets with Lock-p Shops Exceeding 20 and Less than 50	4,000.00/Lock-p Shop	2,000.00/Lock-up Shop
3	Markets with Lock-up Shops Exceeding 50 and Less than 100	3,000.00/Lock-up Shop	1,500.00/Lock-up shop
4	Markets with Lock-up Shops Exceeding 100 and Less than 500	2,500.00/Lock-up Shop	1,250.00/Lock-up Shop

Note: Re-Inspection Fee Attracts 50% of the Original Inspection Fees

	COLD ROOMS, HEAT PUMPS, BOLIERIS AND OTHER EQUIPMENT	VOLTAGE LEVELS	
		230V	0.4V
1	Chillers	1,500.00/Each	2,000.00/Each
2	Cold Rooms	1,500/Each	2,500.00/Each
3	Heat Pumps	1,500.00/Each	2,000.00/Each
4	Boilers	2,500.00/Each	3,000.00/Each
5	Furnace	2,500.00/Each	3,000.00/Each
6	Industrial Extractor Fans	1,000.00/Each	1,500.00/Each
7	Conveyors	2,000.00/Each	3,000.00/Each
8	Elevators/Lift	2,000/Each	3,000.00/Each
9	Data Centres	Nil	10,000.00/Each
10	Telecommunication Mast/VSAT	Nil	20,000.00/Each
11	Street Lightings	500.00/Each	500.00/Each

TABLE 8: CHARGEABLE FEES FOR ELECTRICAL INSTALLATIONS AT FACTORIES, PUBLIC PLACES AND HAZARDOUS LOCATIONS, ETC.

	INSPECTION OF ELECTRICAL INSTALLATION IN FACTORIES (E.G. STEEL, FOOD LEATHER COMPANIES, ETC.	FIXED CHARGES TO BE ADDED TO CAPACITIES (₦)	ANNUAL FEES
1	Steel factories (Large/Medium/Small)	250,000.00/150,000.00/ 100,000.00	50% of Inspection Fee
2	Food/Beverages factories (Large/Medium/Small)	250,000.00/150,000.00/ 100,000.00	50% of Inspection Fee

NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY (NEMSA)
SERVICE CHARTER

3	Chemical Factories (Large/Medium/Small)	250,000.00/150,000.00/ 100,000.00	50% of Inspection Fee
4	Agro-processing Factories (Large/Medium/Small)	150,000.00/150,000.00/ 50,000.00	50% of Inspection Fee
5	Auto-mobile Factories (Large/Medium/Small)	300,000.00/200,000.00/ 150,000.00	50% of Inspection Fee
6	Building Materials Factories (Large/Medium/Small)	250,000.00/150,000.00/ 100,000.00	50% of Inspection Fee
7	Milling Factories (e.g. Paper, Stationery, etc.)	150,000.00	100,000.00
Hazardous Locations			
8	Filling & Gas Stations	10,000.00 per Pump	5,000.00 per Pump
9	Fuel/Oil Depots	100,000.00 per Tank	50,000.00 per Tank
10	Refineries	1,000,000.00	500,000.00
11	IOCs On-Land Facilities	1,000,000.00	500,000.00
12	IOCs Off-Shore Facilities	1,000,000.00	500,000.00
Public Places Other Than Market			
13	Inspection of Electrical Installation in Public Places, e.g. Town Halls, Conference Halls, Event Centers, Worship Centers, etc.	80,000.00	40,000.00
14	Electrical Installation of Cinematograph, Theatre, etc. In addition to capacity charge	40,000.00	20,000.00
15	Special Installations, e.g. Caravan, Swimming Pools, Farms, Amusement Parks, etc.	50,000.00	25,000.00
TABLE 9: CHARGEABLE FEES FOR RENEWABLE ENERGY FOR ELECTRICITY GENERATION (SOLAR, WIND, BIOMASS OR HYBRID)			
S/N O	FIXED CHARGE FOR INSPECTION OF RENEWABLE ENERGY FOR ELECTRICITY GENERATION (SOLAR, WIND, BIOMASS OR HYBRID)	INSPECTION/CERTIFI CATION FEE (₦)	RE-INSPECTION FEE (₦)
1	Less than 5kW	15,000.00	50% of Inspection Fee
2	Exceeding 5kW up to and including 10kW	30,000.00	50% of Inspection Fee
3	Exceeding 10kW up to and including 50kW	52,500.00	50% of Inspection Fee
4	Exceeding 50kW up to and including 75kW	150,000.00	50% of Inspection Fee
5	Exceeding 75kW up to and including 100kW	225,000.00	50% of Inspection Fee
6	Exceeding 100kW up to and including 500kW	375,000.00	50% of Inspection Fee

NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY (NEMSA)
SERVICE CHARTER

7	For each fractional part 100kW in excess of 500kW	15,000.00	50% of Inspection Fee
8	Residential Buildings connected to Mini-Grids in Rural Areas	2,500.00	50% of Inspection Fee
9	Solar Streetlight	5,000.00/Pole	50% of Inspection Fee
Note: Re-inspection Fee Attracts 50% of the Original Inspection Fees			

B	CERTIFICATION OF ELECTRICAL INSTALLATIONS CONTRACTORS			
S/NO	ACTIVITY DESCRIPTION	CERTIFICATE FEE (₦)	RENEWAL FEE (₦)	REMARK
ELECTRICAL INSTALLATION CONTRACTORS' CERTIFICATION				
1	Corporate	100,000.00	50,000.00	Every Year
2	Category A	50,000.00	25,000.00	Every Year
3	Category B	35,000.00	12,000.00	Every Year
4	Category C	15,000.00	5,000.00	Every Year
5	Category D	10,000.00	4,000.00	Every Year
ELECTRICAL TECHNICAL PERSONNEL CERTIFICATION				
1	Category A	50,000.00	25,000.00	Every Year
2	Category B	35,000.00	15,000.00	Every Year
3	Category C	20,000.00	7,500.00	Every Year
RENEWABLE ENERGY FOR ELECTRICITY GENERATION CONTRACTORS				
1	Corporate	100,000.00	50,000.00	Every Year
2	Category I (Individual)	50,000.00	25,000.00	Every year
3	Category II (Individual)	35,000.00	12,000.00	Every Year
ELECTRICITY METERING INSTALLATION PRACTITIONERS				
CORPORATE CERTIFICATION				
1	Category 1	300,000.00	150,000.00	Every Year
2	Category 2	200,000.00	100,000.00	Every Year
INDIVIDUAL CERTIFICATION				
1	Category 1	50,000.00	25,000.00	Every Year
2	Category 2	30,000.00	10,000.00	Every Year
NOTE:				
1. Processing Fees: - <ul style="list-style-type: none"> Corporate - ₦4,000.00 Individual - ₦2,000.00 2. Late Renewal: - Failure to renew within Ninety days (90) of expiration of the certificate shall attract additional 50% of the Renewal Fee.				

NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY (NEMSA)
SERVICE CHARTER

C	NATIONAL METER TEST STATIONS (NMTS) SERVICES		
S/NO	SERVICES	FEES (₦)	
TYPE TEST CERTIFICATION		*L.M	*I & S
1	Single Phase	195,000.00	325,000.00
2	Poly Phase (Three Phase)	260,000.00	390,000.00
3	Trivector	325,000.00	520,000.00
4	Trivector Grid	350,000.00	550,000.00
5	Current Transformer (Outdoor/Oil Type/Resin Cast)	260,000.00	390,000.00
6	Current Transformer (Ring Type LT Only)	91,000.00	130,000.00
7	Meter Box (Single Phase)	65,000.00	104,000.00
8	Meter Box (Three Phase)	104,000.00	143,000.00
9	Data Concentrator Unit	260,000.00	390,000.00
ROUTINE TEST CERTIFICATION			
1	Single Phase	4,240.00	5,042.00
2	Poly Phase	6,640.00	7,408.00
3	Trivector	8,554.00	9,928.00
4	Trivector Grid	10,514.40	11,543.00
5	Current Transformer (Outdoor/Oil Type/Resin Cast)	15,000.00	20,000.00
6	Current Transformer (Ring Type LT)	3,120.00	4,056.00
RE-CERTIFICATION			
1	Single Phase		17,740.00
2	Poly Phase		29,560.00
3	Trivector		41,510.00
4	Trivector Grid		44,150.00
ACCEPTANCE TEST			
1	Single Phase	15,660.00	21,060.00
2	Poly Phase	27,260.00	36,660.00

NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY (NEMSA)
SERVICE CHARTER

3	Trivector	30,160.00	40,320.00
4	Trivector Grid	50,840.00	69,480.00
5	Current Transformer (Outdoor/Oil Type/Resin Cast)	120,000.00	130,000.00
6	Current Transformer (Ring Type LT)	14,240.00	18,720.00
7	Meter Box (Single Phase)	25,000.00	30,000.00
8	Meter Box (three Phase)	29,567.00	33,100.00
POWER FACTOR METER			
1	Single Phase	25,000.00	27,000.00
2	Poly Phase	30,000.00	32,000.00
3	Ohm Meter	18,000.00	23,000.00
4	Frequency Meter	18,000.00	1,300.00
5	Multimeter	13,720.00	17,836.00
6	Functionality Test	39,200.00	50,960.00
7	Tamper Detection Test	39,200.00	50,960.00
INSTRUMENT CALIBRATION			
1	Equipment Type A: Dielectric Oil Tester, Dielectric Tester, Insulation/DC Insulation Tester (5kV & above), Transformer Oil Tester, High Voltage Oil Test Set, Savo AC/DC Hipot Tester, Portable Oil Tester, HV Operable DC Test Set	171,600.00	
2	Equipment Type B: Erath Resistance Tester, Insulation Megger, Insulation/DC Insulation Tester (Below 5kV), Clamp-on Multimeter, Earth Test Set, Earth Leakage Clamp, Insulation Resistance Tester, High Resolution Ground Resistance Tester	92,950.00	

NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY (NEMSA)
SERVICE CHARTER

3	Equipment Type C: Reference Meters (Stationary Test Bench)	218,400.00	
FACTORY INSPECTION FEES			
S/NO	CATEGORY	NEW FACTORY (₦)	RENEWAL FOR OLD FACTORY (₦)
1	Provisional/Full Manufacturing	975,000.00	650,000.00
2	Provisional/Full Assembly	1,300,000.00	975,000.00
METER GENERATION MUSEUM/GALLERY FEES (ENTRANCE FEES)			
1	School Children in Uniform (Individuals)	1,000.00	
2	Adult/Researchers/Tourists/ (Individual)	2,000.00	
GROUP VISITS			
1	Family (5 in number)	10,000.00	
2	Schools (30 in Number)	20,000.00	
3	Organisations (20 in Number)	25,000.00	
NOTE:			
<ul style="list-style-type: none">• The sealing charge per meter is ₦400.00• For Routine, 10% of total consignments are tested/charged while the balance 90% are sealed at ₦400.00 per Meter• *L.M – Local Manufacturers• *I.S – Importers & Suppliers.• All prices are exclusive of 7.7% VAT			

D	CHEMICAL AND ENGINEERING LABORATORY SERVICES		
TEST AND ANALYSIS FOR IN-SERVICE TRANSFORMER OIL			
S/NO	TEST & ANALYSIS FOR IN-SERVICE TRANSFORMER OIL	CODES/TEST METHODS	UNIT COST PER SAMPLE (₦)
1	Dielectric Strength (Break Down Voltage-BDV)	ASTM D877, ASTM D1816/IP 295	15,000.00

NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY (NEMSA)
SERVICE CHARTER

2	Acidity or Neutralization Number	ASTM D664/IP 1	15,00.00
3	Moisture Content by Karl Fischer Titration	ASTM D1533	15,000.00
4	Colour & Appearance	ASTM D1500	5,000.00
5	Viscosity at 40 ⁰ C	ASTM D445/IP 71	10,000.00
6	Flash Point	ASTM D93/IP 34	10,000.00
7	Density at 15 ⁰ C	ASTM D1298	5,000.00
8	Interfacial Tension (ITF)	ASTM D971	15,000.00
9	Combination of On-site Sampling (from Power Transformer) and Comprehensive Analysis, all Parameters Inclusive in the Lab		100,000.00
10	Comprehensive Analysis, all Parameters Inclusive for Transformers ≤ 30MVA		60,000.00
11	Comprehensive Analysis, all Parameters Inclusive for Transformers ≥ 30MVA		80,000.00
TEST ANALYSIS FOR NEW TRANSFORMER OIL			
S/N	TEST & ANALYSIS FOR NEW TRANSFORMER OIL	CODES/TEST METHODS	UNIT COST PER SAMPLE
	TEST ANALYSIS		
1	Dielectric Strength (Break Down Voltage-BDV)	ASTM D877, ASTM D1816/IP 295	20,000.00
2	Acidity Neutralization Number	ASTM D664/IP 1	20,000.00
3	Moisture Content by Karl Fischer Titration	ASTM D1533	20,000.00
4	Colour & Appearance	ASTM D1500	5,000.00
5	Viscosity at 40 ⁰ C	ASTM D445/IP 71	10,000.00
6	Flash Point	ASTM D93/IP 34	10,000.00

NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY (NEMSA)
SERVICE CHARTER

7	Density at 15 ⁰ C	ASTM D1298	5,000.00
8	Interfacial Tension (ITF)	ASTM D971	20,000.00
9	Sampling/Sample Collection Cost		10,000.00
10	Comprehensive Analysis, all Parameters Inclusive for New Oil (excluding sampling)		100,000.00
11	Comprehensive Analysis, all Parameters Inclusive for New Oil (including sampling)		120,000.00
TEST AND ANALYSIS FOR LUBRICATING OIL			
S/N	TEST & ANALYSIS FOR LUBRICATING OIL	CODES/TEST METHODS	UNIT COST FOR SAMPLE (₦)
TEST & ANALYSIS			
1	Acidity or Neutralization Number	ASTM D664/IP 1	20,000.00
2a	Moisture Content by Crackle Test Method	IP 74	10,000.00
2b	Moisture Content by Karl Fischer	ASTM D1533	20,000.00
3	Colour Appearance	ASTM D1500	5,000.00
4	Viscosity at 40 ⁰ C	ASTM D445/IP 71	10,000.00
5	Viscosity at 100 ⁰ C	ASTM D445/IP 71	10,000.00
6	Viscosity Index	ASTM D445/IP 71	5,000.00
7	Flash Point	ASTM D93/IP 34	10,000.00
8	Density at 15 ⁰ C	ASTM D1298	5,000.00
9	Sampling/Sample Collection Cost	ASTM	10,000.00
10	Comprehensive Analysis, all Parameters inclusive with moisture content by crackle		70,000.00

NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY (NEMSA)
SERVICE CHARTER

	test method (excluding sampling)		
11	Comprehensive Analysis, all Parameters inclusive with moisture content by crackle test method (including sampling)		80,000.00
12	Comprehensive Analysis, all Parameters inclusive with moisture content by Karl Fischer Titration method (excluding sampling)		80,000.00
13	Comprehensive Analysis, all Parameters inclusive with moisture content by Karl Fischer Titration method (including sampling)		90,000.00

TESTING OF CONCRETE POLE

S/N	TEST	CODES/TEST METHODS	UNIT COST PER SAMPLE (₦)
1	• Cube Strength Test	ASTM C39	20,000.00

E	NEMSA COMMERCIAL SERVICES		
S/N	WAREHOUSE	DAILY RATES (₦)	SPACE AVAILABLE (SQ. M)
LAGOS			
1	Area Daily Rate for Indoor Space	80.00	3,283.00
2	Area Daily Rate for Outdoor Paved	65.00	14,685.17
3	Area Daily Rate for Outdoor Unpaved		
PORT HARCOURT			

NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY (NEMSA)
SERVICE CHARTER

1	Area Daily Rate for Indoor Space	80.00	1,419.00
2	Area Daily Rate for Outdoor Paved	65.00	2,159.00
3	Area Daily Rate for Outdoor Unpaved	60.00	10,683.00
KADUNA			
1	Area Daily Rate for Indoor Space	80.00	2,868.70
2	Area Daily Rate for Outdoor Paved	65.00	3,283.00
3	Area Daily Rate for Outdoor Unpaved	60.00	28,081.10