

Dear Customer,

In order to ensure we obtain your feedback on the service we deliver, kindly use any of the contact channels below to reach the Customer Complaints Unit (CCU) or you can visit any of the **Customer Complaints Centers (CCC)** listed below for Enquiries, Requests and Complaints.

BEDC CUSTOMER COMPLAINT CENTERS			
S/N	LOCATION	LOCATION ADDRESS	EMAIL ADDRESS
EDO STATE			
1	HEAD OFFICE	5, Akpakpava Street, Benin City.	ccoheadoffice@bedcpower.com
2	AUCHI	Jattu/Auchi Road, By Jattu Junction, Behind Afemai Line, Auchi	ccoauchi@bedcpower.com
3	ETETE	13, Omoragbon- Agho Street, Off Sapele road, Etete, Benin City	ccoetete@bedcpower.com
4	EVBUOTUBU	No. 198 Ekenwan Road, Benin City	ccoevbuotubu@bedcpower.com
5	IKPOBA HILL	2, Benin - Auchi Road, Oregbeni, Benin City	ccoikpobahill@bedcpower.com
6	GRA	Central Road, Beside Police Headquarters, GRA, Benin City	ccogra@bedcpower.com
7	SOKPONBA	15, Ikpema Street, Benin City	ccosokponba@bedcpower.com
8	UGBOWO	46, Textile Mill Road, Benin City	ccougbowo@bedcpower.com
9	EVBUORIARIA	KM 9 Benin/Sapele Road (Cowries Paint Building), Benin city	ccoevbuoriaria@bedcpower.com
10	UROMI	Ilushi Road, Uromi.	ccouromi@bedcpower.com
11	OKADA	NIPP Injection Sub-station, Benin - Lagos Express way, Benin City	ccookada@bedcpower.com
EKITI STATE			
12	ADO EKITI	55, Ajilosun Road, Ado Ekiti	ccoadoekiti@bedcpower.com
13	IDO EKITI	Beside Faalex filling station Ifaki road, Ido Ekiti.	ccoidoekiti@bedcpower.com
DELTA STATE			
14	AGBOR	1 old Warri/Uromi rd, Uromi Junction Agbor	ccoagbor@bedcpower.com
15	ASABA	Extract Layout Phase 1, Block 11b, Core Area, Illah Anwai Road, Asaba, Delta State	ccoasaba@bedcpower.com
16	WARRI	25, Warri/Sapele Road, Warri, Delta State	ccowarri@bedcpower.com
17	SAPELE	AT&P Quarters, By Seplat, Sapele/Warri Road, Sapele, Delta State.	ccosapele@bedcpower.com
18	PTI	207, PTI Road, Effurun, Delta State	ccopti@bedcpower.com
19	OTOR UDU	NIPP Eketi Injection Substation along DSC Express Road, Delta State.	ccootuodo@bedcpower.com

20	EFFURUN	2, Omamomo Ologitere Street, Off High Court Road, behind Total Filling station, Effurun, Delta State	ccoeffurun@bedcpower.com
21	OBIARUKU	88, New Sapele / Agbor Road, Obiaruku Delta State.	ccoobiaruku@bedcpower.com
22	UGHELLI	326, Ughelli / Patani Express Way, Ughelli Delta State.	ccoughelli@bedcpower.com
ONDO STATE			
23	ONDO	74, Abogbo-Oke, Yaba, Ond State	ccoondo@bedcpower.com
24	OWO	3, Old Owo Benin Road, Owo	ccoowo@bedcpower.com
25	AKURE	1, Adekunle Ajasin Road, Akure	ccoakure@bedcpower.com
26	IGBARA OKE	174, Oyemekun Road,Akure	ccoigbaraoke@bedcpower.com

Customers that are not satisfied with CCU's actions or inaction, can escalate their complaints to:

The Benin Forum Office at 34, Akpakpava Street, Benin City , 0903 780 8592 or beninforum@nercng.org for further review.

BEDC Contact Channels

Head Office – No 5 Akpakpava Street, Benin City

Phone in – Speak with a call Agent on 0803 901 2323

Walk in – Speak with a Customer Care Officer at any of our Customer Complaint Centers

Email - customercomplaints@bedcpower.com

Website – www.bedcpower.com

Follow us - @bedcpower.com