

An Assessment of the Privatization of the Power Sector in Nigeria: A Study of Karu Local Government of Nasarawa State

Adoyi Matthew Omale

*Department of International Relations and Diplomacy
Baze University, Abuja*

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Abstract

This paper discusses the impact of privatization of power sector on Nigeria, with Karu local government of Nasarawa state as a case study, it uses the theory of economic development to give a theoretical explanation of the Privatization of the power sector in Nigeria which is based on capitalist ideology, orientation and assumption. The study seeks to assess the impact of the privatization of the power sector on communities, specifically, Karu local government of Nasarawa state. The work used both quantitative and qualitative method in its analysis and primary data was sourced through questionnaires and oral structured interviews. the study found out that the power sector privatization in Nigeria has only succeed in entrusting the collective wealth of the people in the hands of the few elites, retrenchment of workers, high electricity bills without commensurate service and above all epileptic power supply in Karu local government among other negative impact. The paper concluded that the privatization of the power sector has not led to significant improvement in power supply in Nigeria with its devastating impact on the economy and households. It therefore recommended that there is need for a level playing field for more competent investors to come into the industries, also the regulatory body need to check the excesses of the new distribution companies by regulating tariffs and quality services this will go a long way in improving the situation as well improving and updating distribution facilities and providing Meters to consumers to check the problem of estimated billing.

Keywords: *Privatization, Power sector*

Corresponding Author: Adoyi Matthew Omale

Background to the Study

The privatization and commercialization of the power sector in Nigeria was carried out from the 90s following government divestment from owing public corporations to enhance the efficiency and service delivery of most public corporations in the country such as the Power Holden company of Nigeria (PHCN) formerly National Electric power Authority (NEPA) and other public corporations that have become drain pipe on scarce government resources, The idea of privatization is therefore the outcome of effort by liberal to emphasize the virtues of private initiatives and the superiority of its management principle.

Nigeria has privatized the power sector with the hope of improving supply of electricity to Nigerians, however privatization have produced little results with about 60million Nigerians spending #1.6 billion on generators annually (this day live November 5 2013), the granting of licenses to independent power producers (IPP), the unbundling of state owned power entity into generation, transmission and distribution companies to create a competitive market for electricity in Nigeria has not helped matters as the process contradicted the transparency required. The critics of the privatization argued that it only succeeded in entrusting the collective wealth of the people in the hands of a few elites who used their resources to acquire these power companies. Lack of sufficient electricity remains one of the major impediments to Nigeria quest to become one of the largest economy in the world by 2030. Nigeria energy needs is put at 160,000MW for a population of about 200 million people, infarct the government target of 40MW by 2020 was not met as it was only able to to generate a paltry 3.6MW, transmission capacity of 5.8 MVA, distribution capacity of 8.4 MVA and tariff collection of 70% (Akanonu, 2020).

The main objective of this paper is to assess the privatization programme of the Nigerian government on the power sector in Nigerian, with a case study of Karu Local government of Nasarawa state.

Conceptual Clarification

The “word” privatization can be defined in many ways. It can means returning public owned asset to the private sector, usually where control of an activity is pass from the public sector to the private sector by means of an issue of shares. The United Nation Development Programmed (UNDP), Guidelines on privatization (1991) define it as the marketization of the public sector activity, that is the subjection of micro-economic decision making to market forces, since this is a features of profit oriented private sector activity. Section 14, decree no. 25 of 1988 define privatization as the transfer of government owned share holding in designate enterprises to private shareholders.

Ezeani (2004:24) on his own part define it's as a deliberate government policy of stimulating economic growth and efficiency by reducing the scope of private sector activity through one or all of the following strategies, transfer of state-owned asset to private owned assets, encouraging private sector involvement in formal public activity and shifting decision making to agent operating in accordance with market indicators. All the argument or definition above, point the fact that privatization is all about government withdrawal from economic activities, in order to confine itself to its tradition function of maintenance of law and order, though creating enable environment for business to flourish.

Power sector

The power sector is the sector of the Nigerian government system that deals with the production, transmission and distribution of electricity in Nigeria. This includes the regulatory agencies; the electricity management bodies and industries in the electricity sectors.

Karu Local Government

Karu local government is in Nasarawa state and share border with the federal capital territory Abuja, because of its proximity to the federal capital city many of its residents work in the federal capital city of Abuja. Karu local government consists of 11 council wards as follows. Agada/Bagaji, Aso/Kodape, Gitata, Gurku/ Kabusa, Kafin Shanu/Betti, Karshi 1, Karshi II, Karu, Panda/Kare, Tattara/Kondoro and Uke.

Objectives of Study

1. To Assess the impact of the privatization programme Nigeria
2. To identify the challenges of providing stable power supply by privatized companies

Theoretical Framework of Analysis

This paper adopts the theory of economic development, propounded by scholars such as W. W Rostow in 1950s, Micheal Todaro, young –shiek lee and other development economists. According to them economic development is the progressive transformation of an economy in the area of growth, distribution and innovation especially with developing countries, it sees the process of development as an innovative approach by describing the process of development as multidimensional and through an evolutionary process. The theory contends that economic development occurs with the elimination of poverty, inequality and unemployment within a growing economy, it takes a critical look at economic development in a society over time, barriers to growth and how it can be overcome and how government can induce, sustain and accelerate with relevant development programmes and policies. According to Solow economic growth and development depends on the quantity and quality of resources and technology available to a country.

Government and state is instrument used to protect and promote capitalist economic programme of private ownership of means of production or free market economy.

Applying this theory to this analysis of privatization, especially in relation to the power sector in Nigeria, it can observe that privatization is a product of the sifting emphasizes of international capitalism from the state ownership of the means of production to that of private ownership with the sole aim of enhancing the quality and quantity of power to Nigerians for the overall improvement of the Nigerian economy.

However, the privatization represent a strategy by government and its policy makers to increase the efficiency and profit pursuit by the power sector industries for the overall development of the sector in Nigeria which have been grappling with epileptic power supply and low power generation, the privatization policy it is reasoned will turnaround the [power

sector in Nigeria however it has led to massive retrenchment of labour, hike in the price of goods and service beyond the reach of most working class and has not led to much needed improvement in power supply to industries and homes.

Overview of Privatization of Power Sector in Nigeria

With the return of civil rule in 1999, the federal government of Nigeria embarked on the power sector reform. This culminated in the electric power sector reform (EPSR) act 2005. This is contained in the federal government of Nigeria Gazette and it stipulated the reforming the electricity power sector and how they are to be implemented. The power sector reform was embarked upon on March, 2005 due to the inadequate supply of electricity, high demand and to issue with bills. The main goal of the reform is to accomplish full deregulation of the electricity supply industries (ESI) in two years after its implementation, The objective includes making of electricity generation and supply available to consumer's making the sector investor friendly and dismantling NEPA monopoly. This was achieved through the passage of the electric power sector reform. Act which came into being on the 11th of March, 2005. introducing of competition in the industries as a means of improving industries efficiencies that will result in improving industries lower energy price to end user lack of price transparency in utility operation hence consumer and regular demand price transparency and declaration of cross subsidies among different user like many other public owned institution, corruption inefficiency and manageable incompetence prevailed and the electricity industry showed inconsistency policy direction and lack of strategies framework for its sustainability development, policy decision by past government in the ESI were base on political or administrative interest instead of efficient resource allocation and the last recovery necessary our economic development and the strategy policy our the country was never implemented

The 2005 act further provide for the establishment of the Nigeria electricity regulatory commission (NERC) which is change with the following

1. Regulate tariff and quality service
2. Oversee the activities of the industry for efficiency institution and development of the regulation require increasing of generation, distribution, transmission and trading companies that result from the unbundling of NEPA
3. Legislative authority to include special conditions in licenses provision relating to policy interest in relation to fact supply, environmental laws, energy, promotion of renewable energy and publication of report and statistics.
4. Providing a legal basis with necessary enabling provisions for establishing charging, enforcing and regulating technical rules, market rules and standards.

In November, 2005 Nigeria Electricity Regulatory Commission was inaugurated and look fall responsibility. Other aspect of the reforms provides for the (REA), The National Electric Liability Management Company (NELMCO) which is a special purpose entity created to manage the residential assets and liabilities of the distinct NEPA after privatization of the unbundled companies. The Act also provide for the establishment of a power consumer Assurances Fund to subsidize under privileged electricity consumer.

However, in spite of these efforts, the problem of the power sector continues until November, 2013 when PHCN was formerly handed to the new investors.

Research Methodology

This paper used quantitative and qualitative Research methods to assess the privatization of the power sector in Nigeria a case study of Karu Local Government of Nasarawa state. The study utilized both Quantitative and qualitative research methods, primary and secondary sources of data collections. The researcher embarked on this research by administering questionnaire and conducting interviews with relevant electricity consumers in the local government. Questionnaires containing Eighteen questions (18) were constructed and administered on electricity consumers in Karu local government of Nasarawa State selected randomly from the 11 council wards of the Karu local government with a total population of 216,, 230 according to the 2006 population census. (National population census)

Four hundred questionnaires were administered out of which three hundred and fifty was returned. The analysis of the data reflects the assumption given in the course of the field work. In other to communicate the findings clearly, simple percentages technique adopted for the given item in the questionnaire. Differences in opinion are seen by the amount of variation in position taken by respondents on the issues. To calculate the percentages of both the positive and negative responses, each of the position was placed over the expected total number of respondents and then multiplied by 100.

The Formula

$$N \times 100 \dots \dots EQU (1)$$

NT 1

When N = Number of responses

NT = Total number of responses.

Data Presentation Analysis and Summary of Findings

The data are presented and analysed as follows

Table 1: Sex of respondents

Sex	Frequency	Percentage
Male	260	74.3
Female	90	25.8
Total	350	100

Sources: Author’s field work 2020

Note: Sources of data presented in this table and in subsequent table of this research work are from field work, unless indicated otherwise. From the above table, it shows that 260respondents representing 74.3% are male while 90 respondents representing 25.8% are female. We can say that the males were more accessible and willing to respond than the females.

Table 2: Age Distribution of Respondents

Age Range: Years	Frequency	Percentage
25 – 35	125	35.7
36 – 40	93	26.6
41 and above	132	37.7
Total	350	100

Sources: Author’s field work 2020

The above table shows that age groups between 41 and above has 132 respondents, representing 37.7% are having the highest of respondents of the population. Those between the ages of 36 – 40 years were 93 respondents representing 26.6%, those between 25 – 35 were 125 respondents representing 35.7%.

Table 3: Marital Status of Respondents

Status	Frequency	Percentage
Married	175	50.0
Single	124	35.5
Divorce	31	8.8
Widow/widower	20	5.7
Total	350	100

Sources: Author’s field work 2020

From the above table 175 respondents representing 50.0% are married, 124 respondents representing 35.5% are single, meaning the highest number of the total population are married, 31 respondents representing 8.8% are divorcees, 20 respondents representing 5.7% are widows and widowers.

Table 4: Occupational Distributions of Respondents

Occupation	Frequency	Percentage
Students	81	23.1
Civil Servants	92	26.2
Businessmen/women	99	28.2
Past/present Government officials	47	14.4
Others	31	8.1
Total	350	100

Sources: Author’s field work 2020

Students, civil servants, government officials, business men and women and others constitute a proportional sizable representation as seen in the above table, the study as presented revealed that 81 respondents representing 23.1% are students, 92 respondents representing 26.2% are civil servants, 99 respondents representing 28.2% are businessmen and women, and 47 respondents representing 14.4% are Past and present government officials while 31 respondents representing 8.1% are others.

Table 5: Perception of Respondents on whether the privatization of the power sector in Nigeria, was transparently done

Opinion	Frequency	Percentage
Strongly agree	70	20.0%
Agree	62	17.7%
Strongly Disagree	188	53.7%
Disagree	30	8.6%
TOTAL	350	100%

Source: Author's field work 2020

The table indicated that 70 respondents representing 20.0% strongly agree that the privatization of power sector was properly done, 62 respondents representing 17.7% agree, while 188 respondents representing 53.7% strongly disagree and 30 respondents representing 8.6% disagree with the assertion the privatization was transparently done.

Table 6: Perception on whether privatization has led to improved power supply

Opinion	Frequency	Percentage
Strongly agree	62	17.7
Agree	70	20.0
Strongly disagree	140	40.0
Disagree	78	22.3
TOTAL	350	100

Source: Author's field work 2020

The table indicated that 62 respondents representing 17.7% strongly agree that the privatization led to improved power supply, 70 respondents representing 20.0% agree, 140 respondents representing 40.0% strongly disagree and expressed the view that the privatization has not led to improved power supply in Karu local government, while 78 respondents representing 22.3% equally disagree.

Table 7: Perception on whether respondents were fully aware of the privatization process.

Opinion	Frequency	Percentage
Strongly Agree	72	20.5
Agree	50	14.3
Strongly Disagree	146	41.7
Disagree	82	23.5
Total	350	100

Source: Author's field work 2020

The table above show that 72 respondents representing 20.5% Strongly agree that they had enough knowledge of the privatization process, 50 respondents representing 14.3% agree, while 146 representing 41.7% Strongly disagree and 82 respondents representing 23.5%

strongly disagree that they were aware of the entire privatization process. These clearly show that many of the people at the grassroots lacks basic information about the privatization process.

Table 8: Perceptions on whether service delivery to customers has improved since the privatization of power sector

Opinion	Frequency	Percentage
Strongly Agreed	45	12.9
Agreed	41	11.7
Disagreed	112	32.0
Strongly disagreed	140	40.0
Undecided	12	3.4
TOTAL	350	100

Source: Author's field work 2020

From the Table 140 respondents representing 40.0% strongly disagreed that service delivery to customers has improved after privatization, 41 respondents representing 11.7% agreed, 112 respondents representing 32.0 strongly disagreed while 45 respondents representing 12.9% strongly agreed and 12 respondents representing 12.9% undecided.

Table 9: Perception on whether the privatization should be reviewed or not

Opinion	Frequency	Percentage
Strongly Agree	172	49.1
Agree	59	16.9
Strongly Disagree	65	18.6
Disagree	32	9.1
Undecided	22	6.3
TOTAL	350	100

Source: Author's field work 2020

From the table, 65 respondents representing 18.6% strongly disagree that the privatization programme should be reviewed by government, 32 respondents representing 9.1% disagree, 172 respondents representing 49.1% strongly agree that the entire process should be reviewed, 59 respondents representing 16.9% equally disagree while 22 respondents representing 6.3% were undecided.

Table 10: Perception on Challenges faced by privatized Companies

Opinion	Frequency	Percentage
Gas and water shortages	42	12.0
Vandalization of facilities	150	42.8
Obsolete equipments	134	38.3
High cost of operation	24	6.9
TOTAL	350	100

Source: Author's field work 2020

From the table 42 respondents representing 12.0% were of the view that gas and water shortages were hampering generation capacity, 150 respondents representing 42.8% were of the opinion that vandalization of power facilities, 134 respondents representing 38.3% are of the view that obsolete equipments is one of the key challenges faced by the companies, while 24 respondents representing 6.9% are of the view that high cost of operation.

Table 11: Perception on whether the management of the privatized power sector has improved

Opinion	Frequency	Percentage
Agree	50	14.3
Strongly Agree	34	9.7
Disagree	75	21.4
Strongly Disagree	188	53.7
Undecided	3	0.9
TOTAL	350	100

Source: Author's field work 2020

From the table above, 50 respondents representing 14.3% agree that overall management of the power companies has improved with privatisation, 34 respondents representing 9.7% strongly agree, 75 respondents representing 21.4% disagree, 188 respondents representing 53.7% strongly disagree while 3 respondents representing 0.9% are undecided

Table 12: Suggestions on how the privatization can be more beneficial to Nigerians

Opinion	Frequency	Percentage
Eradication of Corruption	135	38.6
Installation of Pre-paid meters	93	26.5
Overhaul of distribution facilities	86	24.6
Reduction in tariff	36	10.3
TOTAL	350	100

Source: Author's field work 2020

From the above table, 135 respondents representing 38.6% are of the view that corruption still persist and it should be eradicated, 93 respondents representing 26.5% are of the view that pre paid meters should be made available to all consumers, 86 respondents representing 24.6% suggested a total overhaul of distribution facilities, while 36 respondents representing 10.3% said tariff reduction will make Nigerians enjoy the benefits of privatization better.

Table 13: Perception on which specific area/sector has the privatization improved the power sector

Opinion	Frequency	Percentage
Customer services	70	20
Power supply	38	10.8
Power generation	134	38.3
Transmission	51	14.6
Management	43	12.3
Undecided	14	4.0
TOTAL	350	100

Source: Author's field work 2020

The table above shows that 70 respondents representing 20% are of that privatization improved customer services, 134 respondents representing 38.3% said power generation improved, 38 respondents representing 10.8% said power supply, 51 respondents representing 14.6% said transmission, 43 respondents representing 12.3% said management of power companies, while 14 respondents representing 4.6% respondents were undecided.

Table 14: Perception on reasons why privatization power sector is struggling

Opinion	Frequency	Percentage
Poor Policy Implementation	106	30.3
Corruption	113	32.3
Poor Planning/Vision	62	17.7
Lack of effective monitoring by NERC	40	11.4
Nepotism/ Arbitrariness	29	8.3
TOTAL	350	100

Source: Author's field work 2020

In the table above, 106 respondents representing 30.3% are of the view that poor policy implementation is responsible poor performance of privatized companies, 113 respondents representing 32.3% said Corruption was responsible, 62 respondents representing 17.7% said poor planning and vision, 40 respondents representing 11.4% are of the view that lack of effective monitoring of economic programme, while 29 respondents representing 8.3% said Nepotism/arbitrariness.

Table 15: Suggest ways in which Privatization Policies can be made more successful

Opinion	Frequency	Percentage
Government support	80	23.0
Review of the process	107	30.5
Effective monitoring	116	33.1
visionary Policies	47	13.4
TOTAL	350	100

Source: Author's field work 2020

In the table above, 80 respondents representing 23.0% are of the view that continued government support will enhance the privatization of the power sector, 107 respondents representing 30.5% said a review of the process, 116 respondents representing 33.1% said effective monitoring and 47 respondents representing 13.4% are of the view that visionary policies put in place will help.

Discussion on Findings

Privatization process

The process of the privatization of the power holding company was fraught with a lot of inadequacies as attested to by respondents on table 5, the companies were sold out at giveaway price to favored investors as the total sale figure of both Gencos and Discos at a paltry \$2.525 billion dollars with Gencos went for \$1.269 billion and Discos for \$1.256 billion. The buyers include Amperion Limited owners of Geregu has Femi Otedola as chairman with 57% of total equity, Ugelli power plant has Transcorps/Woodrock consortium with Tony Elumelu as chairman and for Kainji and Jebba generation companies Sani Bello is Chairman (Ise Olasunkami 2014). The failure of this process according to Noi polls conducted in the second quarter of 2013 revealed that about 130 million Nigerians representing 81% out of 160 million Nigerians generated their own electricity through alternative sources to make up for persistent irregular power supply despite the privatization of the sector. The lack of transparency in the privatization process especially government over bearing influence constitute a major aberration in the implementation of liberal economic ideas in Nigeria, meaning that what is called the private sector in Nigeria can at best be described as an extension of government as government still injects a lot of funds into privatized companies. The Bureau for public enterprises through the chairman Alex Okoh recently announced plans by government to assist non-performing privatized firms, some of the palliatives include waivers and the adjustment of other fiscal and monetary policies that are capable of fast tracking their performance. He stated that 37% of the 142 firms privatized in Nigeria by successive government under the privatization programme are in a state of inactivity, the philosophy behind the palliatives was the desire of the Federal Government in the privatization and commercialization exercise had not been achieved. (The Guardian newspaper Tuesday July 24 2018).

Management of the power sector

The Gencos, Discos and transmission companies has been grappling with a lot of challenges and had not in most cases improved service delivery to electricity consumer according to Gambo Akawu a resident of Karu local government interviewed in September 2020 , the privatization of the power sector has not lead to improvement in service delivery by the privatized company in the local government, bills are still arbitrarily computed and served to customers with impunity and customer care services are very poor. This position was also corroborated by Esther Okojoku other residents who frown at the continued non unprofessional attitude of staff of Abuja electricity distribution companies in the discharge of their duties little has changed from the PHCN days as residents are still told to contribute to fix fallen electricity poles and spoiled transformers which it was thought would have ended with privatization. Augustine Edeh a resident of one-man village stated that he has been looking forward to getting pre paid meter for more than two years now without success, many residents

of Karu do not have pre-paid meters contrarily to promises by the distribution companies before takeover of the companies. Emeka onwuka a trader at the popular building material market in mararaba area said the residents of Karu local government has not felt the impact of the privatization of the power sector as the area is mostly in darkness without power, he wondered what was the need for privatization if he still spends heavily to produce power through generator to do his business and called on government to completely over haul the privatization programme.

On his part Shehu Kabir a resident of Masaka stated with the privatization power supply has been fluctuating, , before the privatization there used to be rationing two days on and two days off , but there is some stability for some time and then it relapsed back to what it used to be, he said he is one of the lucky one to have prepaid mete which stopped working and he has been trying to get them to fix it to no avail, he lamented the poor service delivery of the Abuja distribution company in the area, he wondered why they had to contribute to repair the spoilt transformer in the area to him privatizatioin has not changed the orientation of the electricity company in any way and called on government to review the entire process. These views is in tandem with the majority of the respondent views in table 11 that the privatization has not led to improved management of the power companies nor service delivery as indicated in table 8.

Poor regulation by NERC

The Nigerian electricity regulatory commission has been blamed for the poor performance of the privatized power companies this is because it has not effectively, carried out its oversights on their activities, some respondents frown at the type of persons appointed into the NERC for example they cited the nomination of a lawyer Sam Amadi who was the pioneer chairman that superintended the take off of the privatized company as one of the reason why the NERC could not regulate effectively the activities of the privatized companies.

The NERC has not been able to stabilize the raise of electricity tariff without commensurate electricity supply. The ordinary consuming masses are incurring huge electricity bills as the new distribution companies' tariffs have continued to go up and leaving huge dent in the tariffs and outright deregulation are part of the consequence of the privatization of PHCN which the NERC appear helpless. NERC has not promptly addressed inability of power companies to address customers complaint on irregular billing, lack of supply prepaid meters, arbitrary billing and poor supply of electricity to consumers.

Challenges of the Power Sector

Many of the respondents identified corruption as a major challenge to proper functioning of the privatized companies, as staff still engage in collecting tolls to fix broken down power infrastructure as indicated on table 14, other challenges include shortages of gas supply occasioned by weak gas infrastructure and vandalism as most generation companies depend for Over 80% of grid capacity, Akanonu (2020), there is also the issue of liquidity crisis, where by generation and distribution companies are unable to recover costs to service huge debts from banks they are indebted to the tune of over \$780 million to Nigerian banks, which is making the banks unwilling to extend further credit facilities to them. Akanonu (2020). There is also the issue low electricity pricing an anonymous staff of Abuja distribution company

stated that the multi-year tariff order (MYTO) is too low to cover the cost of the power companies due to increase in the cost of power generation, transmission and distribution and finally the issue of vandalism of power installation has been a major challenge as stated by respondents on table 10. In an interview with Philip Alu of new karu he stated that their transformer has been vandalized three times between 2019 to mid 2020 even during the covid 19 nationwide lock down of 2020.

Some Notable Achievements of the Privatization

The privatization has brought about some modest achievements as seen on table 13 most of respondents stated that there was improvement in generation of electricity as at 2019 the generation peaked at 5000MW and additional 1000MW was added from the National independent power producers (NIPP). Olusokanmi (2020). There is also a lot of expansion in transmission network through the Nigeria transmission expansion project some of the project concluded or ongoing include 330 KV double circuit quad transmission lines, the 138km Aloji- onotsha and 125km Delta –Benin, the 204km Kaduna -Kano and 330/132kv substation at Zaria and millinium city amongst others (www.projectportal.afdb.org). Remarkable increase in provision of pre-paid metres to many residents of urban settlements this was attested to by many of the persons interviewed in Karu local government of Nasarawa state, however the majority of consumers are still not able to get the pre-paid meters.

Conclusion

This paper has examined the impacts of privatization of power sector in Nigeria using Karu Local government Area of Nasarawa state as case study, using theory of economic development It notes that Nigeria experience so far with privatization of the power sector has not been palatable as the privatization has not led to improve power supply and improved service delivery by the privatized power companies in Karu local government of Nasarawa state. The study found that the privatization of the power sector was based on patronage rather than merit, as well as inability of privatized companies to improve power supply and distribution to homes despite the enormous hope put on them by the public and government. Power still remains epileptic, service delivery still remains poor and extortion of consumer is still prevalent.

Recommendations

That the power sector has failed to deliver to the expectation of Nigeria is not an understatement as found out in this research of Karu Local government of Nasarawa State. The colossal amount of money expended on the sector is not in tandem with the current poor performance of the sector. It is therefore imperative to reform the sector for better performance. To this end, the following recommendation will suffice thus:

1. There is need for more investors with technical expertise to come into the industry, this mean that the entire privatization process should be reviewed by the federal government, this will ensure that better services is rendered to consumers at affordable rates.
2. The Nigeria electricity regulatory commission (NERC) needs to enhance its capacity to regulate the activities of the power companies to ensure that better services are

- rendered to power consumer. In this regards competent and experienced electrical engineers should be appointed to head the NERC instead of non electrical engineers.
3. The privatized companies must ensure that proper customer service desks are established to respond quickly and efficiently to customer's complaints these should be done in each ward in the local government.
 4. Electricity meters should be provided to all consumers to eliminate the complaint of arbitrary billing to customers in the local government and other areas.
 5. Obsolete power distribution installation such as transformers and cables should be replaced periodically throughout the local government.
 6. Complaints of Discos staff requesting for customers to bear cost of replacing those equipments should be investigated and prosecuted.
 7. The federal government should encourage the power companies to exploit other sources of power generation such as coal, solar, and wind to complement hydro and gas power plants to address the incessant shortages of gas.
 8. Electricity installation vandals apprehended should be prosecuted and jailed while those who patronized stolen item should be tracked through intelligence, arrested and prosecuted. throughout the local government and beyond.
 9. Traditional rulers, opinion leaders and town unions should be encouraged by the power companies to organize vigilantes and youths to protect power installations across the local government.

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