



RURAL ELECTRIFICATION AGENCY

ENERGY = EMPOWERMENT = EFFICIENCY

FRAMEWORK FOR RURAL ELECTRICITY USERS' COOPERATIVE SOCIETY

JUNE 2021



REA Mission

The Nigerian Rural Electrification Agency (REA) is the Implementation Agency of the Federal Government of Nigeria tasked with electrification of rural and unserved communities. It provides access to reliable electric power supply for rural dwellers irrespective of where they live and what they do, in a way that would allow for a reasonable return on investment through appropriate tariff that is economically responsive and supportive of the average rural customer.

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LIST OF ACRONYMS

REA – Rural Electrification Agency

REUCS – Rural Electricity Users Cooperative Society

EPSRA- Electric Power Sector Reform Act

IPPs- Independent Power Producers

NERC- Nigeria Electricity Regulatory Commission

IMC- Influential member(s) of community

O&M- Operation and Maintenance

ICICE- Information Consult, Involve, Collaboration and Empower

SDGs- Sustainable Development Goals

REF- Rural Electrification Fund

GRM- Grievance Redress Mechanisms

KPI- Key Performance Indicators

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COMMUNITY ENGAGEMENT

Effective and inclusive community consultation and engagement in all stages of the implementation of the mini grid project cycle is essential for the success of the projects. This community involvement is not only valuable in the case of community ownership of the mini grid but also makes economic sense when other business models are used. When communities feel ownership for the mini-grid and local authorities are adequately involved, more customers tend to be connected to the mini-grid, resulting in lower operating and maintenance costs. Therefore, the system is more likely to be economically sustainable. The community inhabitants are the end users of the power generated. Thus, their buy-in and understanding of the project cannot be over emphasized, especially in the provision of land for the construction of the mini grid, security, and the assurance of payment for power.

Pursuant to the Federal Government of Nigeria's Policy of expanding and providing electricity access to rural communities to stimulate socio-economic development, the Rural Electrification Agency (REA) was established under Part IX Sections 88-92 of the Electric Power Sector Reform Act (EPSRA), 2005.

In pursuit of its vision and mandate of achieving universal access to affordable and sustainable electricity, thereby improving the quality of life and economic opportunities for unserved and underserved communities, the Agency carries out community engagement exercises and campaigns to mobilize and sensitize rural communities across the country to form Rural Electricity Users Cooperative Society (REUCS).

The Rural Electricity Users Cooperative Society (REUCS) is an initiative of the REA aimed at mobilizing benefiting communities to achieve sustainability of electrification projects.

For solar mini grids, solar home systems and solar streetlights deployed under appropriation act, rural communities are expected to Own, Operate and Maintain their electricity networks with trainings from technical experts and REA on the effective and efficient operation of such systems. This document outlines the REUCS concept and expectations.

FUNCTIONS OF REUCS

The functions of the REUCS initiative are to create a forum and a platform that will achieve the following:

1. Enable community members to learn about productive usage of electricity.
2. Ensure community members work together to protect electricity equipment against theft and vandalization.
3. Encourage all relevant stakeholders to work together to solve community electricity related problems.
4. Educate community members about energy conservation and efficiency.
5. Educate and train communities in the operation, maintenance, and safety of the facility.
6. Ensure prompt payment of electricity bills by members and through the cooperative society (where applicable).
7. To partner with Electricity Distribution Companies and Independent Power Producers (IPPs) in their localities for the provision of electricity at an affordable price.
8. To facilitate purchase of electricity from distribution companies, IPPs and other Power promoters.
9. To promote community participation in rural electrification projects through ownership, operation, and maintenance.
10. To encourage communities to raise capital through micro-finance and bank loans and ensure repayment compliance.

- 11.To mediate between the communities and relevant stakeholders in the electricity industry.
- 12.To collaborate with Rural Electrification Agency (REA) and Nigerian Electricity Regulatory Commssion (NERC) and other stakeholders in the Electricity sector in setting appropriate tariff/service charge.

ORGANIZATIONAL STRUCTURE OF REUCS

According to the REUCS Byelaw, the following will be tenured members as shown in the Figure 1 consisting of President, Vice President, General Secretary, Assistant General Secretary, Treasurer, Assistant Treasurer, Financial Secretary as well as an Internal Auditor.

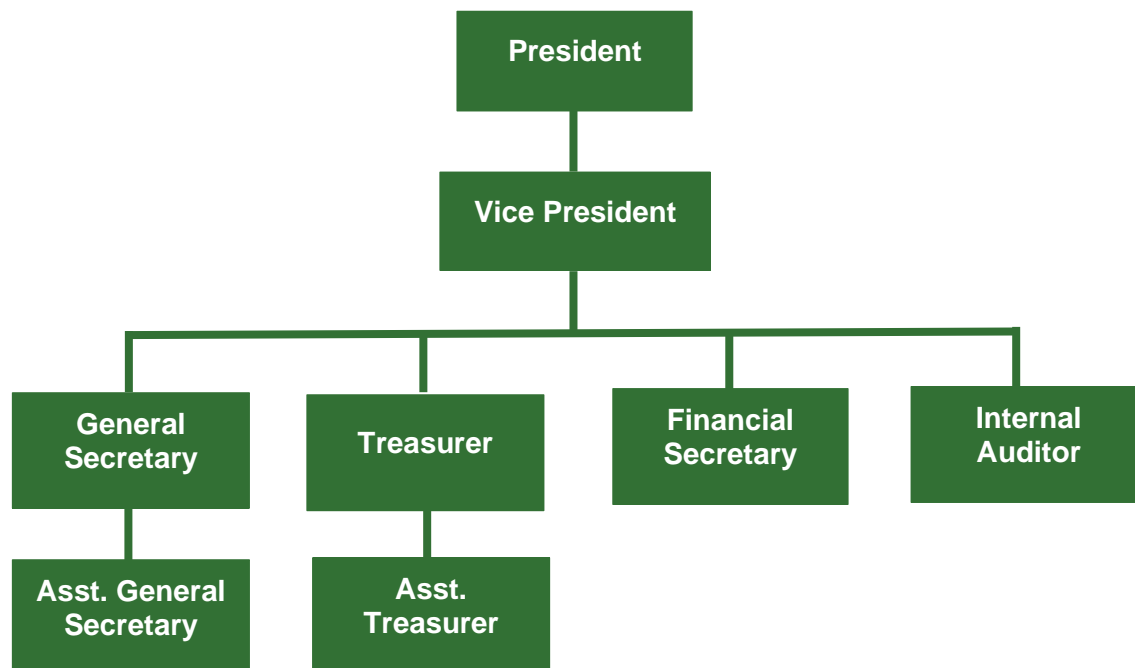


Figure 1: Rural Electricity Users Cooperative Society Organizational Structure

In addition, the O&M guideline document permits the inclusion of members to serve specific purposes in the O&M Committee. **The O&M Committee shall constitute of not more than five (5) members and not less than three (3):** members will include an **Influential Member(s) of Community (IMC)**, **Operations and Maintenance (O&M) Developer** and the **REA (Directorate of Promotions, Information and Outreach)** as depicted in Figure 2. These members are not tenured based or elected but appointed.

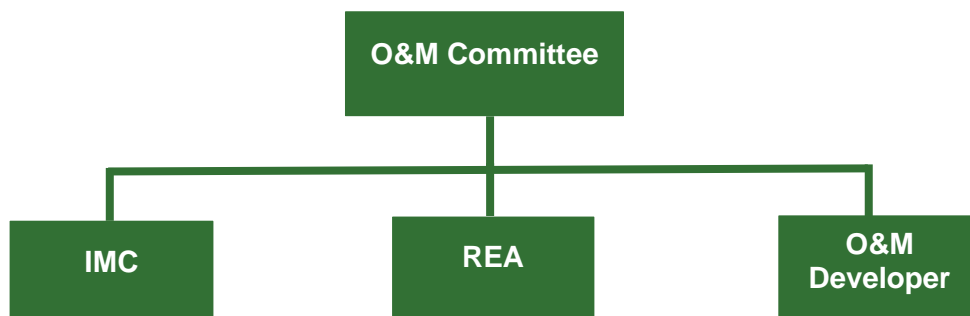


Figure 2: The O&M Committee Structure

The O&M Committee shall comprise of a Chairman being an Influential Member of the Community and a member of REUCS, O&M Manager as the Secretary, REA Staff as a member and any other two (2) persons.

The O&M Committee's principal functions:

1. Legal: Ensure the legal processes of the cooperative is adhered to.
2. Act in Trust: Act in the best interest of the community.
3. Resources: Assure the availability of basic resources, including personnel, power, compliance, and revenue, in accordance with the community size and needs.

COMMUNITY ENGAGEMENT METHODOLOGY

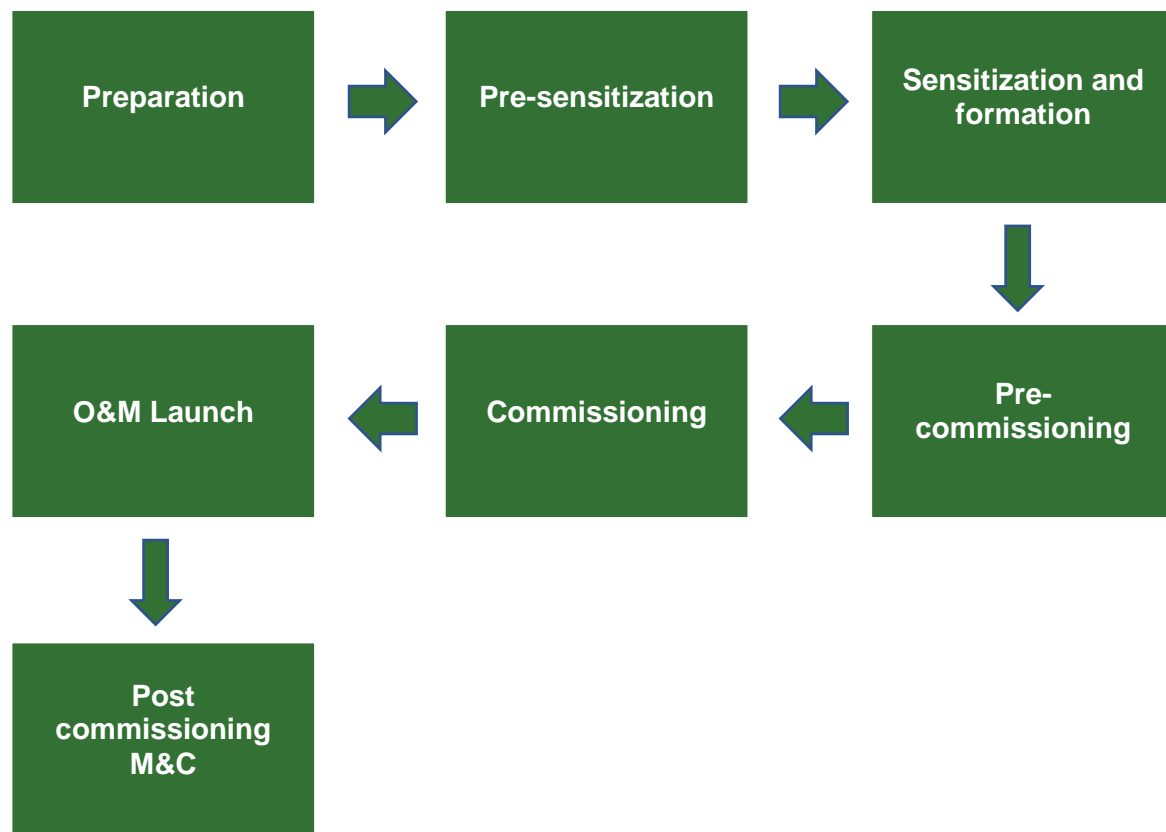


Figure 3: Community Engagement Methodology Structure

To ensure successful sensitization engagement, the following methodology is executed:

1. Introductory meeting with the State Government Energy working groups (Ministries of Energy, Works, Community & Social Welfare, Information, Local Governments, and Secretary to State Government's Office), NGOs.
2. Introductory meeting with community gatekeepers including social leaders and State/Local Government representatives.
3. Choose an O&M Committee.
4. Town crier to go round the community a day before and on day of exercise.

5. Community Town hall Engagement using face to face interaction (with total adherence to health and safety protocols).
6. Project briefing in details.
7. State Government/Energy working group contributions.
8. Community Discussions - Sustainability (Operation and Maintenance) model, Revenue/Financial model, Electricity benefits, role of Community/ Private Developers/Contractor or Discos, environmental, social and safety guidelines, grievance redress mechanisms, gender/female participation, community support, REUCS Formation, REUCS Bye Laws etc.
9. Presentation of enlightenment materials and by-law for registration of REUCS at state and local government community development offices.
10. Question & Answer Session.
11. Prepare the necessary legal documentation and initiate the incorporation process.
12. Exchanging of Mobile contact numbers and email addresses.
13. Fixing of date for follow up visit.
14. Signing of Attendance Sheet.
15. Communications survey.

The INFORMATION, CONSULT, INVOLVE, COLABORATE and EMPOWER (ICICE) strategy is embedded in the implementation of community engagement. Table 1 provides a brief explanation on the ICICE strategy for engaging the Rural Electricity Users Cooperative Society.

Table 1: ICICE Strategic Messaging.

KEYWORD	STRATEGY
INFORM	<p>Provide balanced and objective information to assist the community in understanding all aspects of the project, including possible prospects, problems/issues.</p> <p>Keep the community informed through all stages of development, including issues and delays.</p> <p>SENSITIZATION</p> <ul style="list-style-type: none"> • Ensuring full publicity in accessible and visible forms. • Provision of support for attendance. • Ensure the right format of event/program.
CONSULT	<ul style="list-style-type: none"> • Obtain feedback from the community on plans, options and/or decisions, listen and acknowledge suggestions and concerns. • Ascertain community buy in, willingness and ability to pay for services.
INVOLVE	<ul style="list-style-type: none"> • Ensure community concerns and aspirations are consistently understood and considered. • Work directly with the community throughout all stages of the project.
COLLABORATE	<ul style="list-style-type: none"> • Partner with the community in each aspect of planning, development, and decision-making, including the development of alternatives and the identification of the preferred solution.
EMPOWER	<ul style="list-style-type: none"> • Community to lead the development of the projects and be able to make decisions.

THE REA GENDER MAINSTREAMING PROGRAMME

(INTEGRATION OF GENDER EQUALITY WITHIN THE REUCS FRAMEWORK)

Women face the highest level of vulnerability to social inclusion in rural communities. Multiple dimensions of inequality inhibit women from participating equally with men in decision making processes, as well as benefiting from productive resources available to them within their communities. Empowering them is essential, not only for the well-being of individuals, families, and rural communities, but also for overall economic productivity.

The principle of “Leaving No One Behind” guides every goal of the 2030 Agenda for Sustainable Development. The focus on gender equality and women empowerment is clearly stated throughout the Sustainable Development Goals [SDGs], and as a dedicated goal on Gender Equality [SDG5].

To enhance sustainability, it is important for women to be part of REUCS in every community. Thus, adopting a gender-responsive approach during community engagements can be beneficial in assuring equal access to productive resources, which leads to achieving more sustainable and equitable results.

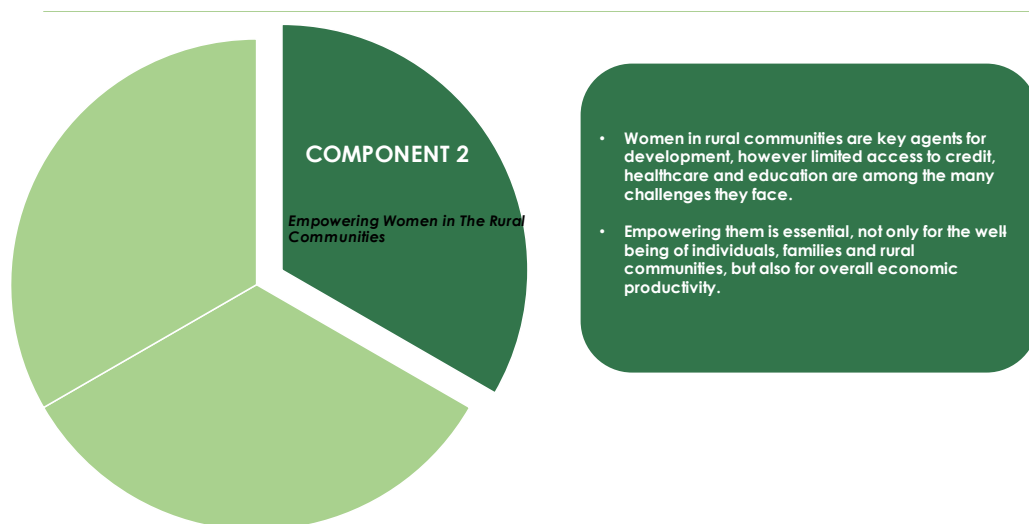


Figure 4: Gender mainstreaming component

GOOD PRACTICES FOR ENGAGING WOMEN WITHIN RURAL COMMUNITIES

The following guidelines identify gender-responsive approaches and key action steps, based on existing evidence and lessons learned from many development programmes worldwide, that can be employed in engaging and integrating women in rural communities.

- Ascertain how meetings are conducted in the community. Are women and men allowed to meet together?
- Women should be engaged separately to have women-focused group discussions.
- Adopt a needs-based approach using verbal communication and where possible, surveys to identify the ability, initiatives, and main economic source of income for women in the community.
- Encourage women to join the REUCS to share benefits made from their collective effort.
- Provide technical advice, commercial and legal awareness for potential entrepreneurs on rights and obligations.
- Given how closely women's gendered responsibilities within the home are connected to their under-recognised role as energy consumers and producers (as well as entrepreneurs), mini-grid operators can have an incentive to enhance their participation in mini-grid operations to increase sustainability of operations.
- Financial advisory and trainings activities on electricity sustainability

Component 2: Empowering Women in The Rural Communities

	Key Action Steps	Schedule Timeline	Expected Outcome	Resource Requirement	Responsible Parties
Engagement plan	<ul style="list-style-type: none"> Develop strategic programme plan for community engagement Focus: economic empowerment, training and skills development Considerations: <ul style="list-style-type: none"> gender inequalities Discriminating effects Cultural and religious sensitivities Predominant local economic activities 	Ongoing	<ul style="list-style-type: none"> 30,000+ women to be expected to be empowered 	<ul style="list-style-type: none"> List of REA powered sites Zonal Officers 	<ul style="list-style-type: none"> GIT SHS, Minigrid developers
Selecting communities	<ul style="list-style-type: none"> Identify and select communities from within locations powered by REA project Ensure communities selected for pilot, spread across geopolitical zones 	Ongoing	<ul style="list-style-type: none"> 300,000+ households to be potentially impacted directly 		<ul style="list-style-type: none"> GIT REAHQ/ Zonal offices SHS, Minigrid developers
Community Engagement /survey	<ul style="list-style-type: none"> Adopt a needs -based approach using verbal communication and surveys to identify the ability, initiatives and main economic source of income for women in the community Women-focused group discussions Encourage women to join the EUCs / form themselves into cooperative, to share benefits made from their collective effort. 	Ongoing	<ul style="list-style-type: none"> Increased number of business start-ups 	<ul style="list-style-type: none"> Travel and logistics Creatives 	<ul style="list-style-type: none"> REA Promotions Department / Zonal offices Minigrid developers Community leaders

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Component 2: Empowering Women in The Rural Communities contd.....

	Key Action Steps	Schedule Timeline	Expected Outcome	Resource Requirement	Responsible Parties
Facilitating and enabling cooperatives	<ul style="list-style-type: none"> Assess understanding of regulations and documentation required for setting up cooperatives Provide technical advice, commercial and legal awareness for potential entrepreneurs on rights and obligations Create database that facilitate licensing /legal documentation process Establish one-stop shops to reduce number of institutions to be contacted by potential entrepreneur seeking legal documentation for their business 	Ongoing	<ul style="list-style-type: none"> Improved standard of living Increased transformation of Micro and Small Enterprises (MSEs) from the informal to the formal sector Increased aggregate demand for minigrid power 	<ul style="list-style-type: none"> External consultancies Creatives Travel logistics 	<ul style="list-style-type: none"> REAHQ/ Zonal offices Development partners
Facilitating acquisition Productive Use Appliances	<ul style="list-style-type: none"> Engage potential equipment suppliers Identify energy efficient equipment processing suppliers Verify technical specification of equipment to ensure they are energy efficient and easy to maintain Suppliers to provide warranty and training on how to use machines to the rural women. 	TBC	<ul style="list-style-type: none"> Improved knowledge on use of equipment Improved earning power and related standard of living Increased aggregate demand for minigrid power 	<ul style="list-style-type: none"> Equipment Lease and/ or purchase logistics 	<ul style="list-style-type: none"> NEP Energy Access/Equipment lease companies Minigrid developers REA Zonal Officers Donor/Partners
Sustainability Plan	<ul style="list-style-type: none"> Sustainability Plan Financial advisory and entrepreneurship trainings Methodology : from business opportunity workshops to full-suite entrepreneurship training courses. Scope : Bookkeeping, marketing surveys, production process management, business plans, costing and pricing strategy and confidence in managing own assets 	Ongoing	<ul style="list-style-type: none"> Improved business performance of women-owned MSEs REA minigrid to be sustainable due to increase in economic activity (stable funding) 	<ul style="list-style-type: none"> Travel and Logistics External consultancy/trainers/ Facilitators Training equipment /materials 	<ul style="list-style-type: none"> REAHQ Funding partners Minigrid developers

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Figure 5a & b: Strategies for female empowerment in rural communities.

STAKEHOLDER AWARENESS CAMPAIGN

PUBLIC AWARENESS CHANNELS

Conducting sensitization and formation of REUCS requires the use of effective medium of communication such as the production of promotional pamphlets, posters, electronic and print media and production of other essential promotional items.

COMMUNICATION CHANNELS

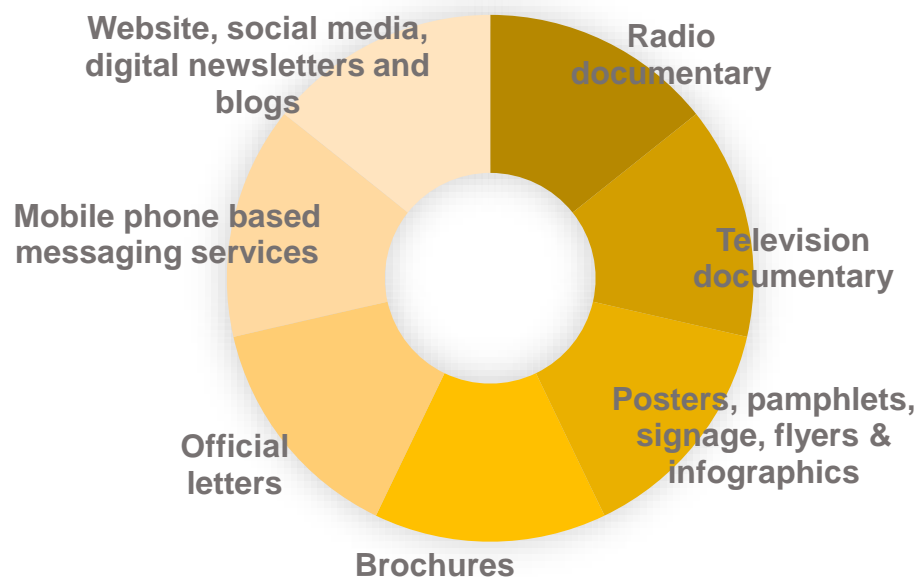


Figure 6: Communication Channels Chart

Public sensitization campaigns will be conducted to educate the public when necessary and according to project milestones and activities.

Various media advocacy and communication channels will include:

1. Social media (including WhatsApp)

2. Radio
3. Television
4. Print media
5. Email
6. REA website
7. Events
8. Bulk SMS
9. Production of enlightenment materials
10. Technical Advisory Services
11. Capacity building

COMMUNICATION PRODUCTS

Several products will be utilized to deliver messaging to the target stakeholders.

The tools will include:

1. Project reports/briefs
2. Short videos
3. E-newsletter
4. Newspaper articles
5. Newspaper advertorials
6. Communiques
7. E-Flyers
8. Brochures
9. Presentations
10. Infographics
11. Production of enlightenment materials

12. Procurement of Enlightenment Equipment (Vehicles, Public Address System, etc.)

COMMUNICATION CHAMPIONS

Project champions and third-party advocates are central to messaging delivery as well as attaining and sustaining project credibility. Depending on project objectives, project ambassadors who are credible individuals (within and outside of the Federal Government) will be identified whose role is to advocate and educate stakeholders. Champions will participate in various engagements, media events, television, radio, social media, and print campaigns, when necessary. The proposed champions are:

1. Social media influencers
2. On-air personality
3. Women and youth advocates within beneficiary communities Beneficiaries
4. Government representatives (particularly National Assembly)

SOLAR MINI GRIDS COMMUNICATION INITIATIVES

The solar mini grids communication initiatives are discussed below in Table 2.

Table 2: Explanation of solar mini grid communication initiatives.

S/N	INITIATIVES	COMMUNICATION PRODUCT
1.	Social media face & champion of mini grids 'Hajiya Fatima's thoughts' (Testimonials).	<ul style="list-style-type: none">▪ Social media videos of 'Hajiya Fatima's thoughts.'▪ Identify a Mini Grid champion - 'Hajiya Fatima' who records monthly video testimonials on how solar has improved her mini food and provision store (a very raw and organic testimonial from her perspective).▪ Photo e-flyer of 'Hajiya Fatima' attending to customers in her store. "Business has improved. My customers are very comfortable, thanks to the solar

		that is powering our fans. We can now serve cold drinking water to our customers."
2.	Endorsement statement from community leaders (stakeholders)	<ul style="list-style-type: none"> ▪ Short video endorsements, photo testimonials on social media. For example, short videos of a traditional leader, religious leader, women leader, youth leader, etc. Speaking of mini grid benefits.
3.	Feature chronicles of project activities and milestones	<ul style="list-style-type: none"> ▪ Featured articles through the course of project implementation. ▪ Print media interviews with project beneficiaries, contractors, component heads, MD, etc.
4.	Photo chronicles of project activities and milestones	<ul style="list-style-type: none"> ▪ Photo stories in state and national newspapers & international energy magazines and blogs.
5.	REA photography coverage (milestones & time lapse photography)	<ul style="list-style-type: none"> ▪ To be used for social media flyers, website update, inclusions in e-newsletters and REA presentation. ▪ Time lapse photos and time lapse presentation capturing installation progression.
6.	REA video coverage (milestones)	<ul style="list-style-type: none"> ▪ Short 1-2-minute videos to be posted to social media to communicate project progress & project promotion. ▪ Videos can also be used at REA events. ▪ Time lapse photos & videos to be on social media, events, and website.
7.	Development of creatives to help communicate project achievement, objectives, data, and milestones	<ul style="list-style-type: none"> ▪ Banners, brochures, pamphlets, factsheets, project milestone infographics, power point presentations, event creatives. ▪ To be posted on social media, websites and events as needed.

ALIGNMENT, INFORMATION ACCESS & TRANSPARENCY

Stakeholder alignment, transparency and effective access to information comprises of periodic reports, presentations, and email updates, to name a few. Their frequency will be determined based on project activities.

1. Project Website: The Rural Electrification Agency website www.rea.gov.ng will serve as the central point of public information. The REUCS will have a dedicated webpage for updated information on progress, events, and activities.
2. Communication Products: Various communication products will be circulated (newsletter, e-flyer, communiques, etc.) among project owners and relevant stakeholders as a channel for information, transparency, and critical alignment on the project.
3. Feedback: Stakeholder feedback is critical for inclusion and the collaboration required for the success of the communications strategy and, by extension, the project. A survey will be conducted with communities and other relevant stakeholders as well as the establishment of various feedback channels (social media, dedicated phone number, email, workshops, townhall meetings, etc.)

IMPLEMENTATION PLAN

The implementation plan will be activity driven based on the project milestones as well as dedicated communications initiatives and stakeholder engagements outlined in the communications strategy.

Table 3: Communication and Outreach Products

S/N	ACTIVITY	COMMUNICATION PRODUCT
1	Electrification Verification/Energy Audit	<ul style="list-style-type: none"> ▪ Infographics ▪ Social media
2	Community Engagement	<ul style="list-style-type: none"> ▪ Communications survey ▪ Photography, Videography ▪ Pamphlets, Banners ▪ Solar demo videos ▪ Community engagement report gift items ▪ E-flyer communique press release photography and videography ▪ Social media promotions REA E-news article
3	REUCS Stakeholders Workshop (State government, REUCS executives, private developers, development partners etc.)	<ul style="list-style-type: none"> ▪ Invitation letters/emails e-flyer ▪ Communique press release photography ▪ Videography/video testimonials and information products ▪ Banners ▪ Social media promotions REA E-news article

MONITORING AND EVALUATION

Monitoring and evaluation are key to determining communications and project impact. To this end, methods to ensure impact assessment and efficacy of the project communications will be deployed. These include:

1. Media monitoring and engagement
2. Extensive and periodic stakeholder consultations
3. Communication surveys and Key Performance Indicators (KPI) to determine stakeholder perception, identify communications gaps and revise messaging/communications as required.

Feedback Mechanism

1. Develop a customer care desk possibly using a toll free call-in line for customer feedback on the productive usage effectiveness and efficiency of the Project. Develop a customized smart information gathering Template that will be used across various user groups for Data collection and Upload.
2. Create a customer forum between the USERS – O&M DEVELOPERS – REA for amicable dispute resolutions etc.

PRE-PROJECT IMPLEMENTATION REUCS ACTIVITY

Promotion activities before project implementation (knowing locations for the proposed annual projects) (see annex 2).

POST-PROJECT IMPLEMENTATION REUCS ACTIVITY

Promotion activities after project implementation (known locations where projects are implemented) (see annex 2).

REUCS PROJECT ACTIVITY CYCLE

The promotional activity cycle (starting from Pre-Project to Post-Project Implementation) to the point of monthly or quarterly evaluation to ensure sustainability clarity and good reference of REA projects (see annex 2).

STAKEHOLDERS IN THE RURAL ELECTRIFICATION SPACE

A. Internal Stakeholders - Rural Electrification Agency

The Agency's project life cycle requires collaboration and synergy between directorates, departments and units. Table 4 shows the relevant stakeholders within REA and their respective responsibilities to ensure successful projects execution, community engagement and sustainability of projects.

Table 4: Roles and responsibilities of stakeholders within the REA.

S/N	STAKEHOLDERS	ROLES AND RESPONSIBILITIES
1.	Rural Electrification Agency	<ul style="list-style-type: none"> ▪ Approvals for projects and activities implementation in line with the Agency's mandate ▪ Awarding of contracts for capital projects, signing of term sheets for NEP and Grant agreements for REF ▪ Sourcing of Funds
2.	Directorate of Promotion, Information and Outreach	<ul style="list-style-type: none"> ▪ Planning and execution of community engagement ▪ Registration and establishment of REUCS. ▪ Follow up visits to communities ▪ Documentation of REUCS report and feed backs from communities
3.	Directorate of Planning, Research and Development	<ul style="list-style-type: none"> ▪ Site Verification Visits ▪ Equipment and materials verification
4.	Rural Electrification Fund	<ul style="list-style-type: none"> ▪ Planning of projects under the Rural Electrification Fund (REF). ▪ Sourcing of Funds in line with REF Operational Guidelines.
5.	Procurement Directorate	<ul style="list-style-type: none"> ▪ Ensure an early completion of Procurement Processes to enable timely completion of the awarded projects.
6.	Directorate of Finance and Accounts	<ul style="list-style-type: none"> ▪ Disbursement of funds for projects execution, ensuring that projects are carried out in line with the signed contract agreement.
7.	Projects Directorate	<ul style="list-style-type: none"> ▪ Energy Audit Surveys. ▪ Preparation of unpriced Bill of Quantity. ▪ Execution of capital projects and mini grids funded by capital appropriation.

8.	Performance Directorate	<ul style="list-style-type: none"> ▪ Monitoring and evaluation of projects to ensure standards.
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B. External Stakeholders

Table 5 details the essential external stakeholders and their respective responsibilities.

Table 5: Roles and responsibilities of external stakeholders.

S/N	Stakeholders	Roles and Responsibilities
1.	Federal Government	<ul style="list-style-type: none"> ▪ Policies
2.	State Government	<ul style="list-style-type: none"> ▪ Collaboration
3.	Local Government	<ul style="list-style-type: none"> ▪ Collaboration
4.	DISCOS	<ul style="list-style-type: none"> ▪ Operation and maintenance of projects under capital appropriation
5.	Private Developer	<ul style="list-style-type: none"> ▪ Execution of projects under the Rural Electrification Fund and Nigeria Electrification Project (Solar Mini Grids, Solar Home Systems (SHS), Solar Street Lights
6.	Contractors	<ul style="list-style-type: none"> ▪ Execution of projects under capital appropriation (Grid extension, Solar Mini Grids, Solar Home Systems (SHS), Solar Street Lights
7.	O&M Developers	<ul style="list-style-type: none"> ▪ Operation and maintenance of infrastructure
8.	Donors and Development Partners	<ul style="list-style-type: none"> ▪ Loans and grants ▪ Support for implementation ▪ Collaboration
9.	NAPTIN, GIZ, etc.	<ul style="list-style-type: none"> ▪ Training facilitation

ANNEX 1: PROJECT AND CUSTOMER CLASSIFICATION

S/N	Project	Customer Classification	Expectations	REUCS Methodology	Type of Communication	Communication Products	Feedback Mechanism
1.	Mini Grid Funded by Capital Appropriation	Productive Users Household Users	Understanding of project and infrastructure. Understanding of roles and responsibilities Registration of REUCS Training on Operation and maintenance mini grid Source for funding either by contribution through REUCS or external funding Plan for expansion	Ownership of infrastructure Franchising	Community engagement Interface with REUCS Executives Follow up visits to communities	Brochures Flyers Posters Bye laws	<p>Manual Reporting</p> <ul style="list-style-type: none"> • Report to your REUCS Secretary • If you are not satisfied, please report to the Community Chief • If the problem is unresolved, the REUCS Secretary will inform REA (through the Zonal Office) and your problem will be resolved quickly • Follow up visits to communities (as may be required) <p>Electronic Reporting</p> <ul style="list-style-type: none"> • e-feedback mechanism will be developed where community members can log complaints and it will be treated as appropriate.
2.	Rural Electrification Fund (REF)	Productive Users Household Users	Understanding of project and infrastructure Understanding of roles and responsibilities	Partnership with private developer	Community engagement Interface with REUCS Executives		<p>Manual Reporting</p> <ul style="list-style-type: none"> ▪ Report to your REUCS Secretary ▪ If you are not satisfied, please report to the Community Chief

			<p>Registration of REUCS</p> <p>Training on Operation and maintenance mini grid</p> <p>Source for funding either by contribution through REUCS or external funding</p> <p>Plan for expansion</p>		Follow up visits to communities		<ul style="list-style-type: none"> ▪ If the problem is unresolved, the REUCS Secretary will inform REA (through the Zonal Office) and your problem will be resolved quickly ▪ Follow up visits to communities (as may be required) <p>Electronic Reporting</p> <ul style="list-style-type: none"> ▪ e-feedback mechanism will be developed where community members can log complaints and it will be treated as appropriate
3.	Capital Projects Grid Extension	Productive Users Household Users	<p>Understanding of project and infrastructure</p> <p>Understanding of roles and responsibilities</p> <p>Registration of REUCS</p> <p>Training on Operation and maintenance mini grid</p> <p>Source for funding either by</p>	Collaboration with DISCO	<p>Community engagement</p> <p>Interface with REUCS Executives</p> <p>Follow up visits to communities</p>		<p>Manual Reporting</p> <ul style="list-style-type: none"> ▪ Report to your REUCS Secretary ▪ If you are not satisfied, please report to the Community Chief ▪ If the problem is unresolved, the REUCS Secretary will inform REA (through the Zonal Office) and your problem will be resolved quickly

			<p>contribution through REUCS or external funding</p> <p>Plan for expansion</p>				<ul style="list-style-type: none"> ▪ Follow up visits to communities (as may be required) <p>Electronic Reporting</p> <ul style="list-style-type: none"> ▪ e-feedback mechanism will be developed where community members can log complaints and it will be treated as appropriate.
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	Nigeria Electrification Project	Productive Users Household Users	Understanding of roles and responsibilities Registration of REUCS Training on Operation and maintenance mini grid Source for funding either by contribution through REUCS or external funding Plan for expansion	Partnership with private developer	Community engagement Interface with REUCS Executives Follow up visits to communities		<p>Manual Reporting</p> <ul style="list-style-type: none"> ▪ Report to your REUCS Secretary ▪ If you are not satisfied, please report to the Community Chief ▪ If the problem is unresolved, the REUCS Secretary will inform REA (through the Zonal Office) and your problem will be resolved quickly ▪ Follow up visits to communities (as may be required) <p>Electronic Reporting</p> <ul style="list-style-type: none"> ▪ e-feedback mechanism will be developed where community members can log complaints and it will be treated as appropriate
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ANNEX 2: COMMUNITY ENGAGEMENT PLAN

PHASE 1: PREPARATION FOR MOBILISATION OF COMMUNICATIONS TEAM	
Engagement Type	<ul style="list-style-type: none"> ▪ Training workshop for Staff.
Engagement Objective	<ul style="list-style-type: none"> ▪ Sensitize Officers on community engagement objectives of solar mini grid ▪ Train communications and Promotional Officers on workshop implementation ▪ Sensitize Officers on community engagement objectives of the solar mini grid ▪ Train Officers on workshop implementation
Target Audience	<ul style="list-style-type: none"> ▪ Promotional Officers ▪ Communications team
Engagement Messaging	<ul style="list-style-type: none"> ▪ How the mini grid will impact community life. ▪ Benefits of the mini grid to the communities ▪ Environmental and social concerns (GRM, community consent, provision of land, labour) ▪ Role of private developers ▪ Communities will have to pay for electricity ▪ Health and safety issues ▪ Electricity payment ▪ Productive use of electricity ▪ Safeguarding mini grid equipment ▪ Energy efficiency ▪ Frequently asked questions
Communications Channel/Product	<ul style="list-style-type: none"> ▪ Face to face discussions with community leaders ▪ Briefing note for communications and Promotional Officers ▪ Baseline survey questionnaires/app ▪ Distribution of literature materials (pamphlet with graphics etc.) ▪ Show solar mini grid educational videos
ENGAGEMENT WITH COMMUNITY LEADERS (PRE-SENSITIZATION)	
Engagement Type	<ul style="list-style-type: none"> ▪ Meeting with Community leaders

Engagement Objective	<ul style="list-style-type: none"> ▪ Develop an understanding of the local community i.e., demographic profile, livelihood sources, community power dynamics, and gender dynamics. ▪ Obtain information about land lease ▪ Sensitize for broad community consent ▪ Sensitize on land transfer consent ▪ Obtain town hall engagement date ▪ Sensitize on Electricity Users Cooperative ▪ Conduct baseline survey (Based on questionnaires) ▪ Identify, engage, and obtain contact number of town crier
Target Audience	<ul style="list-style-type: none"> ▪ Community leader ▪ Community counsel of chiefs ▪ Women leader ▪ Youth leader ▪ Physically challenged leader ▪ Religious leaders
Engagement Messaging	<ul style="list-style-type: none"> ▪ All about the mini grid project <ul style="list-style-type: none"> - What is a mini grid? - How will the mini grid impact your community/life? ▪ Benefits of the mini grid ▪ How can the community be involved? (Consent, provision of land, job creation) ▪ Role of private developers ▪ Communities will have to pay for electricity
Communications Channel/Product	<ul style="list-style-type: none"> ▪ Training session ▪ Training manual ▪ Training video
PHASE 2: COMMUNITY-WIDE SENSITIZATION AND ENGAGEMENT	
Engagement Type	<ul style="list-style-type: none"> ▪ Town hall meeting
Engagement Objective	<ul style="list-style-type: none"> ▪ Community-wide sensitization on mini grids, benefits. ▪ Obtain broad community consent ▪ Form Electricity Users Cooperative and obtain consent signature from each leader ▪ MOU consent signed by community leaders ▪ Pre-engagement training for communications and Promotional Officers. This includes steps for formation of Electricity Users Cooperatives.

Target Audience	<ul style="list-style-type: none"> ▪ Host community
Engagement Messaging	<ul style="list-style-type: none"> ▪ All about the mini grid project ▪ What is a mini grid? ▪ How will the mini grid impact your community/life? ▪ Benefits of the mini grid ▪ How can the community be involved? (Consent, provision of land, job creation and project security) ▪ Role of private developers ▪ Communities will have to pay for electricity ▪ Grievance Redress Mechanisms (GRM)
Communications Channel/Product	<ul style="list-style-type: none"> ▪ Infographics ▪ Flyers ▪ Posters ▪ SMS message ▪ Radio ▪ Town crier ▪ Live demo and video of solar power ▪ MOU for signature ▪ Community concept document for signature (EUC) ▪ Town hall Q&A
PHASE 3: PRE-CONSTRUCTION PHASE	
Engagement Type	Community Workshop
Engagement Objective	<ul style="list-style-type: none"> ▪ Conduct message reinforcement (mini grid benefits, role of the community, electricity, etc.) ▪ Sensitization on environmental, safety and health issues (waste management, etc.) ▪ Re-enforce Sensitization on Grievance Redress Mechanisms (GRM) ▪ Re-enforce the role of Electricity Users Cooperatives ▪ Re-enforce community Developer relation guidelines ▪ Conduct third survey
Target Audience	<ul style="list-style-type: none"> ▪ Host Community

Engagement Messaging	<ul style="list-style-type: none"> ▪ About the Developer (Introduction to the Developer's team) ▪ 2. Project overview ▪ 3. Community and Developer relations guidelines ▪ 4. How to lodge a complaint (GRM Infographic) ▪ 5. How EUCS can empower the community
Communications Channel/Product	<ul style="list-style-type: none"> ▪ Face-to-face interaction ▪ Workshop materials ▪ Flyers ▪ Posters ▪ Mini grid site billboard
PHASE 4: PRE-COMMISSIONING SENSITIZATION	
Engagement Type	Community Workshop
Engagement Objective	<ul style="list-style-type: none"> ▪ Conduct message reinforcement (mini grid benefits, role of the community, electricity, etc.) ▪ 2. Sensitization on environmental, safety and health issues (waste management, etc.) ▪ 3. Re-enforce Sensitization on Grievance Redress Mechanisms (GRM) ▪ 4. Re-enforce the role of Electricity Users Cooperatives ▪ 5. Re-enforce community Developer relation guidelines ▪ 6. Conduct third survey
Target Audience	<ul style="list-style-type: none"> ▪ Host Community
Engagement Messaging	<ul style="list-style-type: none"> ▪ Power is here to improve your lives and socio-economic activities ▪ Core message reinforcement (mini grid benefits, role of the community, electricity, etc.) ▪ Solar electricity users guide ▪ How to maintain the mini grids (by Developers) ▪ How to dispose of the batteries (by Developers) ▪ Safety and guarding against vandalization ▪ Community and developer relations guidelines ▪ How to buy your electricity, how much you are paying, etc. (by Developers)
Communications Channel/Product	<ul style="list-style-type: none"> ▪ Face-to-face interaction ▪ Workshop materials ▪ Flyers ▪ Posters ▪ Mini grid site billboard

PHASE 5 & 6: COMMISSION & O&M COMMISSION SENSITIZATION	
Engagement Type	Project Launch
Engagement Objective	<ul style="list-style-type: none"> ▪ Communicate project success ▪ Communicate the potential in mini grids ▪ Communicate investment opportunities
Target Audience	<ul style="list-style-type: none"> ▪ Media ▪ Government officials (Local, State and Federal) ▪ Developers ▪ Funders ▪ NGOs ▪ CSOs
Engagement Messaging	<ul style="list-style-type: none"> ▪ Power is here to improve your lives ▪ Core message reinforcement (mini grid benefits, role of the community, electricity, etc.) ▪ Productive uses of power ▪ Investment opportunities in off grid sector
Communications Channel/Product	<ul style="list-style-type: none"> ▪ Print and Electronic media ▪ Social media ▪ Town criers ▪ Flyers ▪ Billboard ▪ Community testimonials (Videos, Quotes) ▪ Project endorsements (NGOs, Developers, CSOs, Media)