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ELECTRICITY
REGULATORY
COMMISSION



Electricity on Demand

QUARTERLY REPORT

SECOND QUARTER 2018

NIGERIAN ELECTRICITY REGULATORY COMMISSION

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NERC quarterly report is prepared in compliance with Section 55(3) of the Electric Power Sector Reform (EPSR) Act 2005, which mandates the Commission to submit the quarterly reports of her activities to the President and the National Assembly. The report analyses the state of the Nigerian electricity industry (covering both the operational and commercial performance), regulatory functions, consumer affairs as well as the Commission's finance and staff development. The report is directed at a wide spectrum of readers including energy economists, electrical engineers, financial and market analysts, potential investors, government officials and institutions, the private sector as well as general readers.

NERC quarterly report is freely available to the stakeholders of the Nigerian Electricity Supply Industry, government agencies and corporations. Individuals, on request, can obtain any particular issue without a charge. Please direct all inquiries, comments and suggestions on the report to

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LIST OF ABBREVIATIONS

ADR	Alternative Dispute Resolution
AEDC	Abuja Electricity Distribution Company plc
ANAN	Association of National Accountants of Nigeria
ATC&C	Average Technical, Commercial & Collection Losses
BCR	Business Continuity Regulations
BEDC	Benin Electricity Distribution Company
BPE	Bureau of Public Enterprises
CAPEX	Capital Expenditure
CAPMI	Credited Advance Payment for Metering Implementation
CEB	Beninois Electricity Community
DisCos	Distribution Companies
DSOs	Distribution System Operators
EEDC	Enugu Electricity Distribution Company plc
EKEDC	Eko Electricity Distribution Company plc
EPSR	Electric Power Sector Reform Act
GenCo	Generation Companies
GWh	GigaWatt hour
IBEDC	Ibadan Electricity Distribution Company
ICAN	Institute of Chartered Accountants of Nigeria
IEDN	Independent Electricity Distribution Network
IKEDC	Ikeja Electricity Distribution Company plc
JEDC	Jos Electricity Distribution Company plc
KEDC	Kaduna Electricity Distribution Company plc
KNEDC	Kano Electricity Distribution Company plc
MAP	Meter Asset Provider
MO	Market Operator
MW	Megawatt
MWh	Megawatt hour
MYTO	Multi Year Tariff Order
NBET	Nigerian Bulk Electricity Trader plc
NERC	Nigerian Electricity Regulatory Commission
NESI	Nigerian Electricity Supply Industry
NICE	Notices of Intention to Commence Enforcement
NIGELEC	Nigerien Electricity Society
NIM	Nigerian Institute of Management
NIPP	National Integrated Power Project
NSE	Nigerian Society of Engineers
PHEDC	Port Harcourt Electricity Distribution Company
REC	Regulation on Eligible Customers
TCN	Transmission Company of Nigeria plc
TLF	Transmission Loss Factor
YEDC	Yola Electricity Distribution Company plc

1. EXECUTIVE SUMMARY

SUMMARY

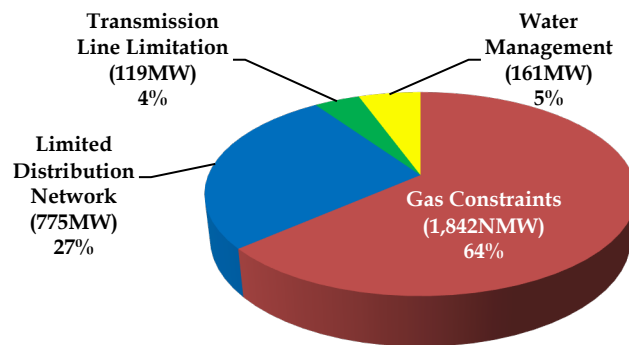
STATE OF THE INDUSTRY:

Total electricity generated in 2018Q2 was 8,350,174 MWh - 1.9% less than the generation in 2018Q1.

In 2018Q2, average capacity utilisation rate declined by 2.6% from the first quarter.

Operational Performance: The Nigerian Electricity Regulatory Commission (the “Commission”) continues the monitoring of the operational and commercial performance of the Nigerian Electricity Supply Industry (NESI) in line its mandates derived from the Electric Power Sector Reform (EPSR) Act 2005. During the second quarter 2018, the total electric energy generated was 8,350,174MWh – 1.9% less than the level of generation in the preceding quarter. The industry recorded a highest daily peak generation of 5,162MW on the 1st day of May 2018. Despite the increase in the peak generation in the second quarter, however, the utilisation of the total available generation capacity declined by 2.6% due to insufficient gas supply, limited transmission line, poor distribution networks and water management at the hydro power stations. As presented in Figure A, insufficient gas supply constituted the biggest constraint responsible for the stranded generation capacity during the quarter. This is followed by poor distribution networks which accounted for 27%.

Figure A: Stranded Generation Capacity by Constraints in 2018/Q2



As stated in the preceding quarterly report, the resolution of the aforementioned technical and operational constraints in the industry remains as a top priority of the Commission. The Commission continued to monitor the implementation of the payment assurance facility for generation companies by the Nigerian Bulk Electricity Trading plc. The Commission is also committed to utilising a more robust process for thorough technical assessment of DisCos’ utilisation of capital expenditure allowances for relevance and cost efficiency. This process is in line with the regulatory imperative of ensuring that consumers to not pay for inefficiencies of the utilities. The Commission continued with its role of tariff reviews to adequately promote optimal

performance by TCN and DisCos and significantly enhance the quality of service to customers.

Two (2) partial system collapses occurred in 2018Q2 but no total system collapse occurred in the same period.

A summary of the performance of the national grid during the first and the second quarters of 2018 is indicated in Table A. The report indicates that the electricity industry recorded a significant improvement in the stability of the grid network during the quarter under review with just one (1) incidence of total system collapse (i.e., total blackout nationwide), unlike in the preceding quarter where six (6) total system collapses were recorded. Similarly to the total system collapse incidence, only one (1) partial system collapse (i.e., failure of a section of the grid) was recorded in the second quarter. The greater improvement in grid stability in the second quarter is attributable to the Commission's support to TCN towards the enforcement of free governor at all generation companies. To sustain the improvement in grid stability recorded in subsequent quarters and beyond, the Commission shall intensify its monitoring and supervision effort to ensure strict compliance with the System Operator's directives to generators on free governor and frequency control mode in line with the provisions of the extant operating codes in the industry. Furthermore, the Commission shall continue to work with TCN on the efficient and competitive procurement of adequate ancillary services to ensure effective stability management of the grid system.

Table A: System Collapse in 2018/Q1 & 2018/Q2

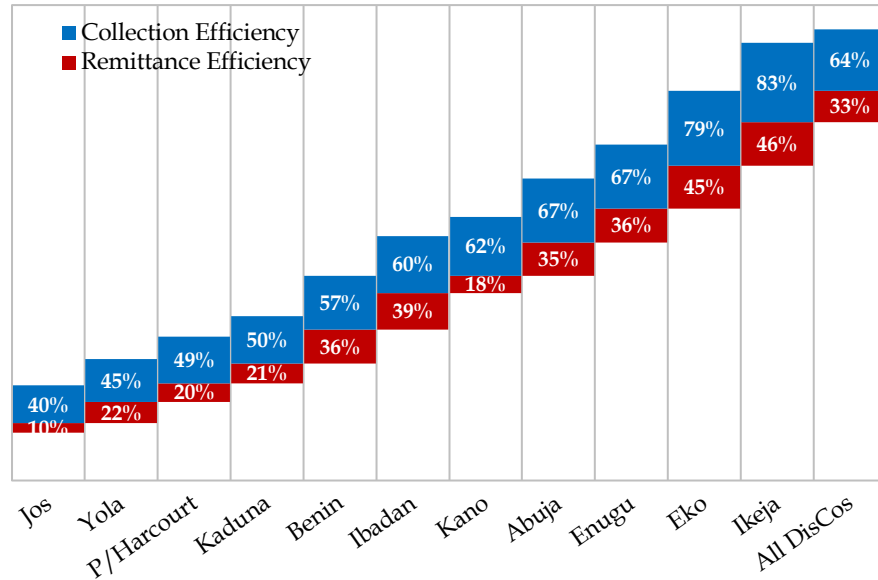
	2018 Q2	2018 Q1
Number of Partial Collapses	1	0
Number of Total Collapses	1	6

Commercial Performance: Financial illiquidity remains one of the most significant challenges threatening the sustainability of the power industry. The liquidity challenge is partly attributed to the non-implementation of cost-reflective tariffs, high technical and commercial losses exacerbated by energy theft, and consumers' apathy to payments under the widely prevailing practice of estimated billing. The total billing to electricity consumers by the eleven DisCos was ₦173.7billion in the second quarter of 2018 but only a sum of ₦111.5billion was the aggregate collection representing 64.2% collection efficiency. The

DisCos' collection efficiency stood at 64.2% while remittance to NBET and MO was just 33.3%.

collection efficiency indices indicate that a sum of ₦3.58 out of every ₦10 worth of electricity sold during the second quarter remains uncollected, as and when due. The liquidity challenge in NESI was further reflected in the DisCos' remittances to NBET's and MO's relative to associated energy invoices.

Figure B: Collection and Remittance (%) by DisCos in 2018/Q2



In the second quarter of 2018, the eleven DisCos were issued a total invoice in the sum of ₦161.4billion for energy received from NBET and for service charge by MO, but only ₦53.7billion (33.3%) was settled by DisCos, creating a significant deficit of ₦107.7billion in the market. The DisCos' collection efficiency and remittance performance in the second quarter of 2018 is indicated in Figure B. Whereas the collection efficiency range from 40% (Jos DisCo) to 83% (Ikeja), remittance performance range between 10% (Jos) and 46% (Ikeja). In the period under review, the total invoice issued to international customers (CEB/SAKETE and NIGELEEC) and special customer (Ajaokuta Steel Company Ltd) stood at ₦13.3billion. However, no payment was received from these customers. The Nigerian government has continued to engage the governments of neighbouring countries benefitting from the supply to ensure timely payments for the electricity purchased.

Although the low settlement rate by DisCos to NBET and MO is partly attributable to tariff shortfall, the DisCos must improve on their technical and commercial efficiencies for an improvement on the payment obligation to the market thereby improving sector liquidity.

A major initiative towards improving revenue collection in the Nigerian electricity industry is the provision of meters to all registered end-use consumers of electricity. To this end, the Commission has continued to monitor DisCos' process of procuring Meter Asset Providers (MAP) in line with MAP Regulations. The MAP Regulations issued by the Commission in March 2018 aims at fast-track meter roll-out through the engagement of third-party investors as meter asset providers. The Commission is also finalising the framework that will ensure a fair and equitable distribution of market revenues as a further initiative towards addressing the fragile financial standing of the electricity market.

REGULATORY FUNCTIONS:

Regulations and Orders: Although no new regulation was issued during the quarter under review, the Commission continued to monitor the implementation of existing regulations. In particular, the Commission monitors procurement process of the Meter Asset Providers Regulations approved on the 8th March 2018 as a key strategy of fast tracking a closure of the metering gap in the industry.

During the quarter under review, the Commission issued the under-listed Orders:

- 1.) NERC's Order NERC/179/2018 suspending the acceptance of new unsolicited generation licence applications, issued on 20 June 2018 based on the Commission's resolution of April 19, 2018. The objective of the Order is to discontinue the procurement of, often expensive, unsolicited generation capacity and transition the industry towards competitive procurement of wholesale energy.
- 2.) NERC's Order NERC/180/2018 prescribing a deadline of 31 October, 2018 for DisCos to conclude the procurement process for the engagement of the Meter Asset Providers in line with the MAP Regulations. The Order was issued on 13 June 2018.
- 3.) NERC's Order NERC/181/2018 suspending the executive and non-executive directors on the board of Ibadan DisCo as well as the Chief Accounting Officer/Head of Accounts of the company. The Order was issued on the 19 June 2018.

Licensing and Permits: During the second quarter of 2018, the Commission, after satisfactory evaluation, issued five (5) on-grid, five (5) off-grid and three (3) embedded generation licences. The total nameplate capacity of the licences summed up to 3,454.8MW. Also, one (1) captive power generation permit with a total capacity of 15MW was

5 on-grid, 5 off-grids and 3 embedded licences application with a total nameplate capacity of 3,454.8MW were issued in 2018Q2.

issued to the University of Benin. In the quarter under review, the Commission approved the certification of six (6) Meter Service Providers for installation and importer categories. The Commission continued the technical evaluation of Eligible Customer applications from eleven (11) applicants namely, Inner Galaxy Ltd, Young Xing Steel Ltd, KAM Industrial Ltd, KAM Integrated Steel Ltd, Abuja Steel Ltd, Crown Flour Mills Ltd, Lord's Mint Ltd, Vita Products Ltd, Phoenix Steel Ltd, Prism Steel Mills Ltd and Edo State Government.

Public Consultations and Engagements: No new public consultations on proposed regulations were made during the quarter under review. However, the Commission continued to engage consumers through town hall meetings and consumer assembly – see the details below under consumer education and enlightenment .

Compliance and Enforcement: The Commission investigated and continued enforcement actions against violations, breaches, and infractions by some licensees. These include violations of regulations and Orders, failure to provide required data within a stipulated timeline, electric accidents and electrocution cases. As earlier reported, the Commission vide its Order NERC/181/2018 suspended the executive and non-executive directors on the board of Ibadan DisCo as well as the Chief Accounting Officer/Head of Accounts of the company. As at the end of the second quarter of 2018, there were fifteen (15) enforcement cases before the Commission. These include both new and existing enforcement cases commenced in the previous quarters. As part of the enforcement process of the Commission, Notices of Intention to Commence Enforcement (NICE) were issued to Eko, Enugu, Ikeja, Kaduna, Kano, Port-Harcourt DisCos and TCN among others.

Health and Safety: The Commission received a total of 81 accident reports from industry operators during the second quarter of 2018. The accidents resulted in 30 deaths and 11 injuries of various degrees involving both employees of the companies and the third parties. In comparison to the first quarter of 2018 where 27 deaths were recorded, there was a decline in the health and safety performance of the operators in the second quarter of 2018. Consequently, the Commission has initiated various safety programmes aiming at addressing the increasing rate of accidents in the industry. The safety programs being implemented by the Commission include, but not limited to,

In 2018Q2, electrical accidents resulted in 30 deaths and 11 injuries of various degrees involving both employees of the companies and the third parties.

standardisation of Protective Equipment, public enlightenment on safe use of electricity, engagement of Government agencies on Right of Way (ROW) violation and a review of operational procedure for Distribution System Operators (DSO) on fault clearing.

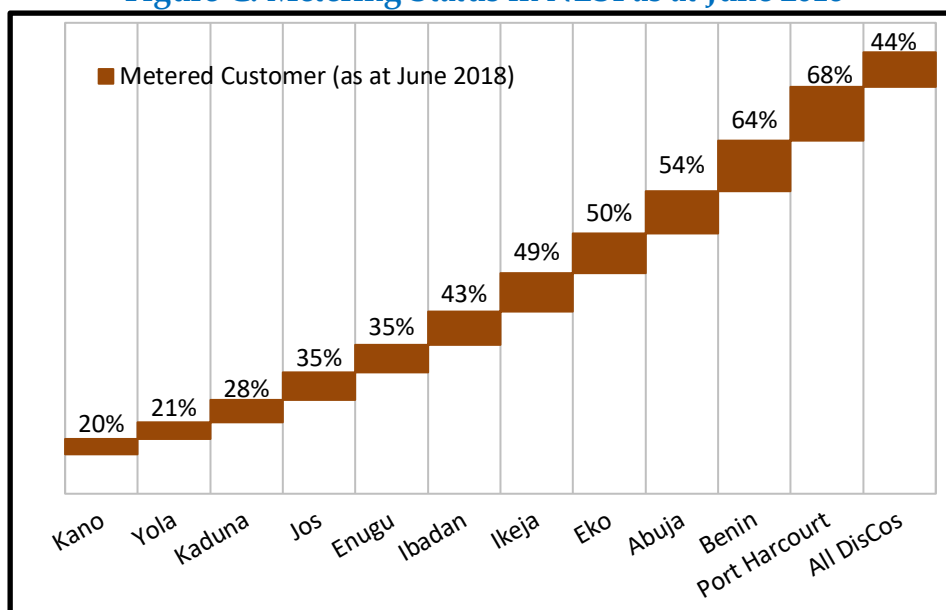
CONSUMER AFFAIRS:

Consumer Education & Enlightenment: As part of the effort to continuously educate customers on their rights and obligations, and other general service delivery issues, the Commission monitored the DisCos' compliance to the directives issued to organise periodic customer enlightenment programmes. On its part, the Commission organised a town-hall meeting with consumers in Awka, Anambra State on the 31st May 2018. The meeting was well attended by different customers groups and industry operators. The participants were educated on customer' rights and obligations, complaints redress mechanism, health and safety, estimated billing, outstanding metering gaps and the efforts being made to address it.

Metering: Metering remains a key challenge facing the electricity industry. The records of the Commission indicate that, of the 7,973,876 registered electricity customers, only 3,574,129 (about 45%) have been metered as at the end of the 2018 second quarter. Thus, the majority of customers (~ 55%) are still on estimated billing thus contributing to customer apathy towards payment for electricity. In comparison to the first quarter of 2018, the population of registered customers increased by 9.32% while the metered customers increased by 3.3%. The observed increase in registered customer population was a consequence of the ongoing customer enumeration exercise by DisCos, which has helped the companies to properly register individuals who had previously consumed electricity through illegal connection to the networks. A review of the customer enumeration data in Figure C indicates that only Port Harcourt, Benin, Abuja and Eko DisCos had metered at least 50% of their customers as at the end of June 2018. The Commission has therefore launched a monitoring scheme for DisCos' implementation of the provisions of the MAP regulations in order to fast-track meter roll-out and close the metering gap in NESI within the target of three (3) years.

Only 4 DisCos had metered about 50% of its registered electricity customers as at the end of 2018Q2

Figure C: Metering Status in NESI as at June 2018

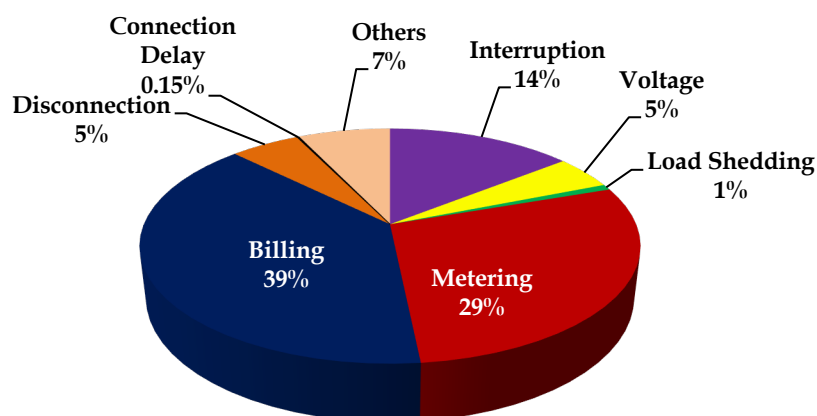


Customer Complaints: In 2018/Q2, DisCos received a total of 153,227 complaints from consumers (41% more than complaints recorded in 2018/Q1) and resolved a total of 93,697 (61%) with Benin and Enugu DisCos recording the worst performance in resolving customers’ complaints. Whereas other DisCos resolved more than 80% of their customer complaints in the period under review, Benin and Enugu DisCos resolved only 27% and 28% of the complaints received respectively. Kano and Yola reached a commendable record of 97% resolution during the period under review. The Commission is following up with Benin and Enugu DisCos investigating the reasons for their poor response to customer care.

A review of customer complaints data indicates that metering, estimated billing and service interruption were the most significant concerns of consumers, among others. The chart in Figure D indicates that metering and billing dominated the customer complaints, accounting for 103,636 (i.e., 68%) of the total complaints in the second quarter of 2018. In an effort to address customer care issues, the Commission continued to monitor and audit the complaint handling and resolution process by DisCos. Furthermore, the Commission, on a continuous basis, monitored the operation of its Forum Offices set up to adjudicate on consumers’ complaints that have not been adequately resolved to the satisfaction of customers by the responsible DisCos.

Metering and estimated billing dominated the customer complaints, accounting for 68% of the total complaints in 2018Q2

Figure D: Category of Complaints Received by DisCos in 2018/Q2



Alternative Dispute Resolution: The Commission handled the under-listed five (new and existing) disputes between operators and customers during the second quarter of 2018.

- YouthLead Nigeria vs. AEDC;
- Grace Ekpenyong vs. AEDC;
- Afam community youth and elders vs. PHEDC;
- Nigerian Army vs. PHEDC; and
- City Global Hotel vs. EEDC.

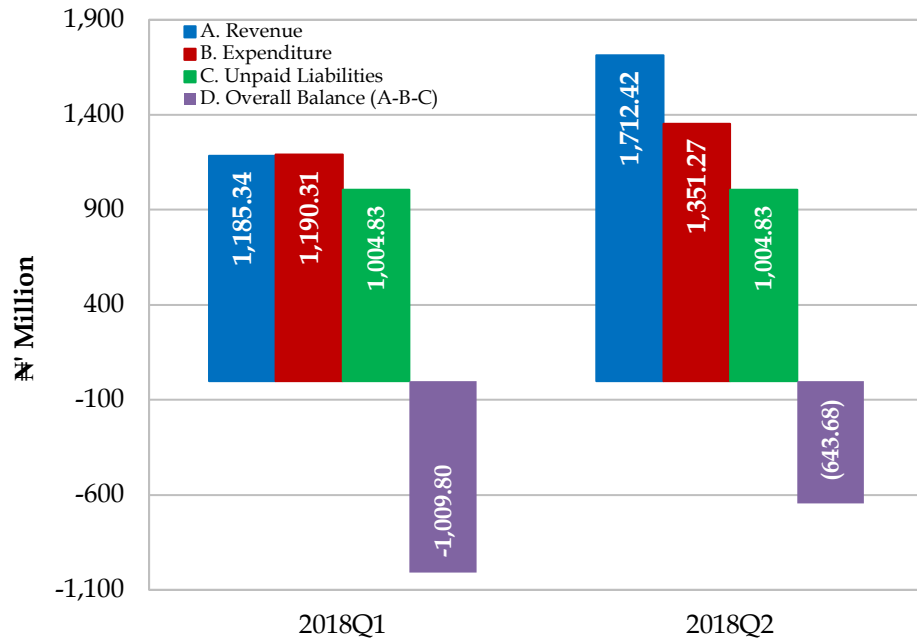
Litigation: During the second quarter of 2018, the Commission had seven (7) new litigations bordering on illegal disconnection, wrong customers' classification, land trespass, suspension of Ibadan DisCo Board and granting of Eligible Customers status among others. The Commission also continued with twenty-six (26) other existing court cases reported in the previous quarters which are yet to be resolved.

THE COMMISSION:

Financial Report: During the second quarter of 2018, the total revenue realised by the Commission was ₦1.712billion comprising of ₦1.464billion from operational levy (i.e., market charges) and ₦248.805million from other sources (e.g., licensing). The revenue realised during the quarter under review was 44% higher than the revenue recorded in the preceding quarter. On the other hand, as shown in Figure E, the total expenditure of the Commission stood at ₦1.351billion as against ₦1.190billion in the first quarter of 2018. A comparison of revenue and expenditure of the Commission in the second quarter of 2018 showed a positive net cash flow of ₦361.15million. However, taking account of its unpaid liabilities of ₦1.004billion as at the end of the second quarter 2018, the Commission had a total deficit balance of ₦641.68million.

The unpaid liabilities as at the end of 2018Q2 was ₦1.004billion while revenue exceeded actual expenditure by ₦361.15million

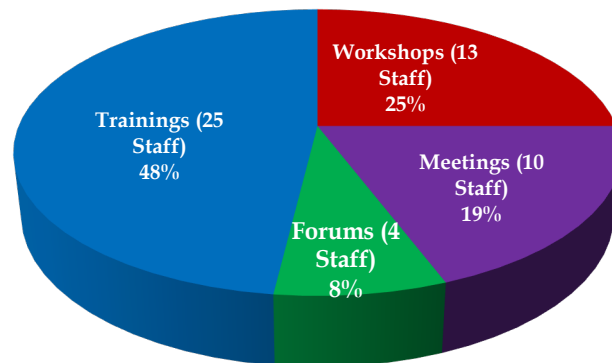
Figure E: Commission’s Revenue and Expenditure 2018/Q2



Training: To bridge skill gap within the Commission, a total of 52 members of staff were trained during the quarter under review. While some were sponsored to attend various regulatory related workshops, others attended professional conferences, international forums and meetings. Figure F provides summary statistics on trainings, workshop and regulatory forum attended by the Commission’s staff during the second quarter of 2018.

Some members of staff were trained while successful staff were also promoted during the quarter upon completion of promotion exercise.

Figure F: Category of Training and Number of Staff Attended in 2018



Promotion: The Commission conducted promotion exercise for eligible staff during the quarter under review. At the end of the exercise, members of staff who were adjudged to have satisfied the stipulated requirements for promotion were duly promoted.

2. STATE OF THE INDUSTRY

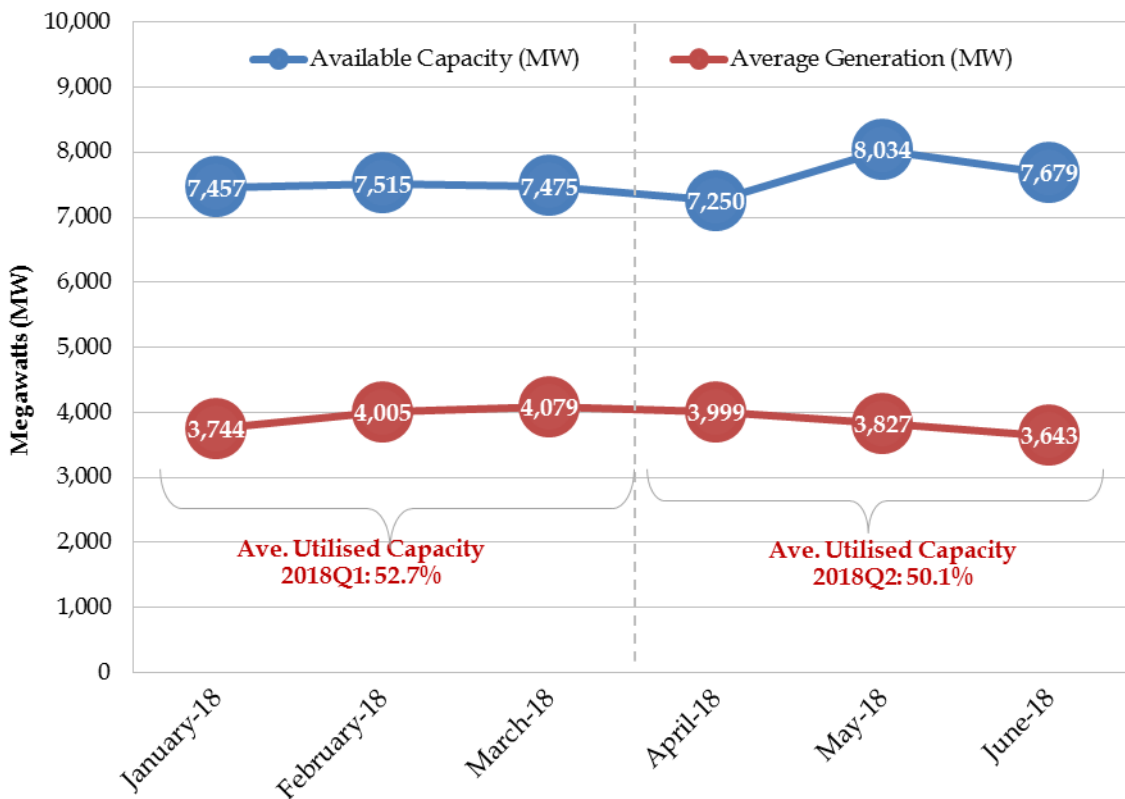
2.1. Operational Performance

2.1.1. Electricity Generation

In line with the mandate derived from the Electric Power Sector Reform (EPSR) Act 2005, the Commission, on a continuous basis, monitors the operational and commercial performance of its licensees. The industry highest peak daily generation of 5,162MW for the second quarter of 2018 was recorded on the 1st May 2018. During the same period, available generation capacity rose by 2.3% to 7,654MW relative to the first quarter of 2018. This increase in available capacity is attributable to the increase in the number of available generation units after maintenance and overhaul of plant generation units. On average, 79 plant generation units were available in the second quarter compared to 78 generation units available during the first quarter of 2018. However, due to some factors highlighted below, the increase in the available capacity did not translate into an increase in output as total electricity generated during the second quarter of 2018 decreased by 1.9% from 8,511,481MWh recorded in the first quarter of 2018.

Figure 1 presents both the daily average generation and available capacity (in MW) from the first quarter (January – March) of 2018 to the second quarter (April – June) of 2018. The Figure indicates that 50.1% of the available capacity was utilised during the second quarter of 2018 – 2.6% less than the capacity utilisation during the first quarter of 2018. By implication, about half of the total available capacity during the quarter was redundant owing to a combination of factors including inadequate gas supply, water management, transmission line limitation, and limited distribution networks.

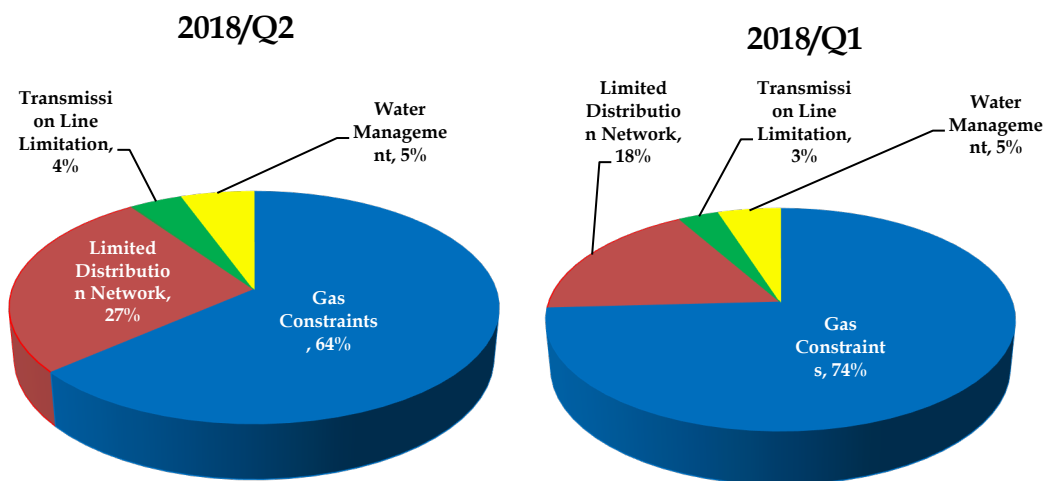
Figure 1: Average Daily Generation and Available Capacity 2018/Q1-Q2



Further analysis of the generation constraints indicates that transmission and distribution networks and the water management constraints worsened during the quarter under review. As indicated in Figure 2, the stranded generation capacity due to transmission line limitation, water management constraint and limited distribution network increased to 1,19MW, 161MW and 775MW respectively in the second quarter 2018.

Although the stranded generation attributed to gas constraint declined in the second quarter of 2018, its contribution is still very significant when compared to the capacity constraints attributed to other factors during the same period. Gas constraint accounted for about 64% (i.e., 1,842MW) of daily average stranded generation capacity in the second quarter of 2018.

Figure 2: Average Daily Stranded Generation Capacity by Type of Constraints



Resolving both the technical and operational challenges in electricity generation remains one of the top priorities of the Commission. While continuing to monitor the implementation of the payment assurance facility for power generators to resolve the issue related to inadequate gas supply, the Commission has also commenced consultations with relevant stakeholders to develop lasting solutions to the gas impasse in the power industry. Furthermore, the Commission is already executing a number of actionable items identified in its 2017-2020 Strategic Plan towards addressing constraints related to transmission limitation and distribution networks. The planned strategy includes a thorough technical assessment of DisCos' utilisation of its capital expenditure allowances for relevance and cost efficiency, evaluation of the investments required by TCN and DisCos at all TCN/DisCos interface points, and a tariff review in order to stimulate investments in network infrastructure and ensure customers get value for money.

2.1.2. Availability Factor and Average Generation of Power Plants

The availability factor, defined as the number of hours that a power plant is able to produce electricity over a certain period relative to the number of hours in the period under consideration, recorded a decrease of 2.69% from the 63.38% recorded in 2018Q1. On average, generation plants were available 60.68% of the time in 2018Q2,

indicating that the proportion of operational time that a plant actually operated increased slightly from the previous quarter. As shown in Figure 3, among the power plants in operation during the second quarter, four (4) of them recorded 100% availability factor. Moreover, Azura IPP plant, which underwent commissioning testing during the first quarter of 2018, was fully operational during the quarter under review and achieved about 74% available factor. Due to several factors, however, four (4) of the power plants (i.e., AES, ASCO, Afam I-V and Calabar NIPP) recorded numbers below 25%. Specifically, AES had been short down since 2016 due to several issues including high differential pressure at air inlet, ASCO units were out of operation for most of the period under review on various issues including low gas pressure, leakages in the furnace, and operational maintenance.

Figure 3: Plant Availability Factor (%) in 2018/Q2

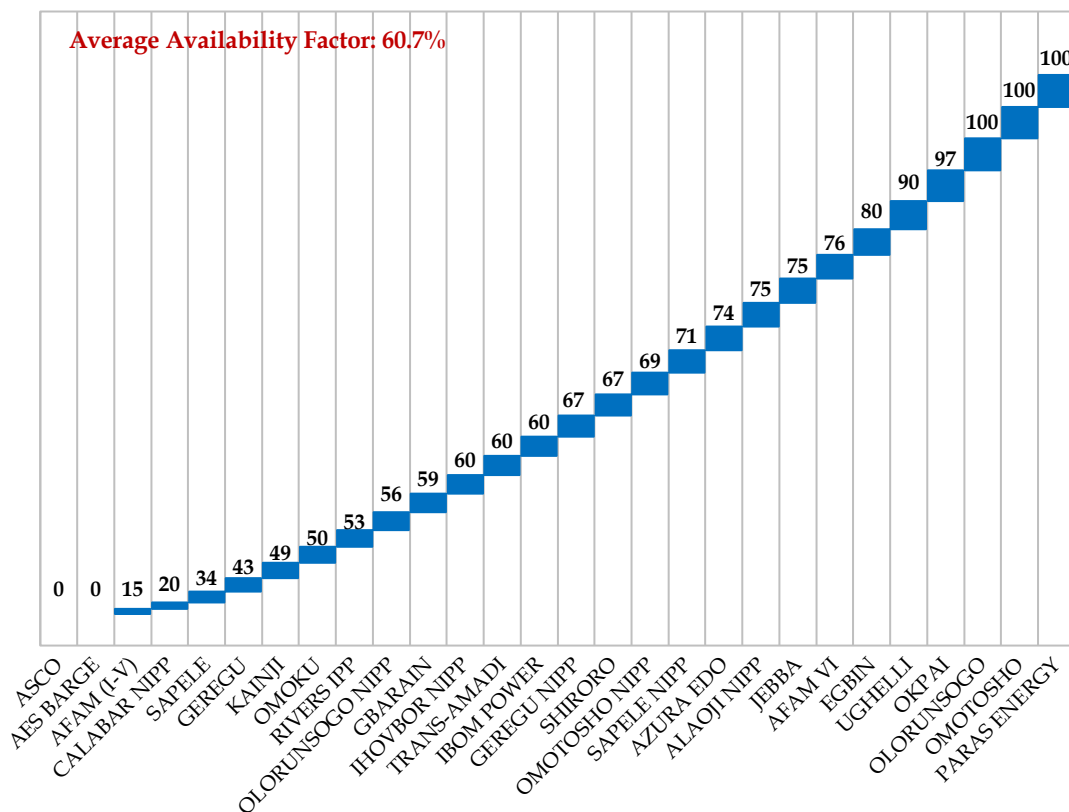
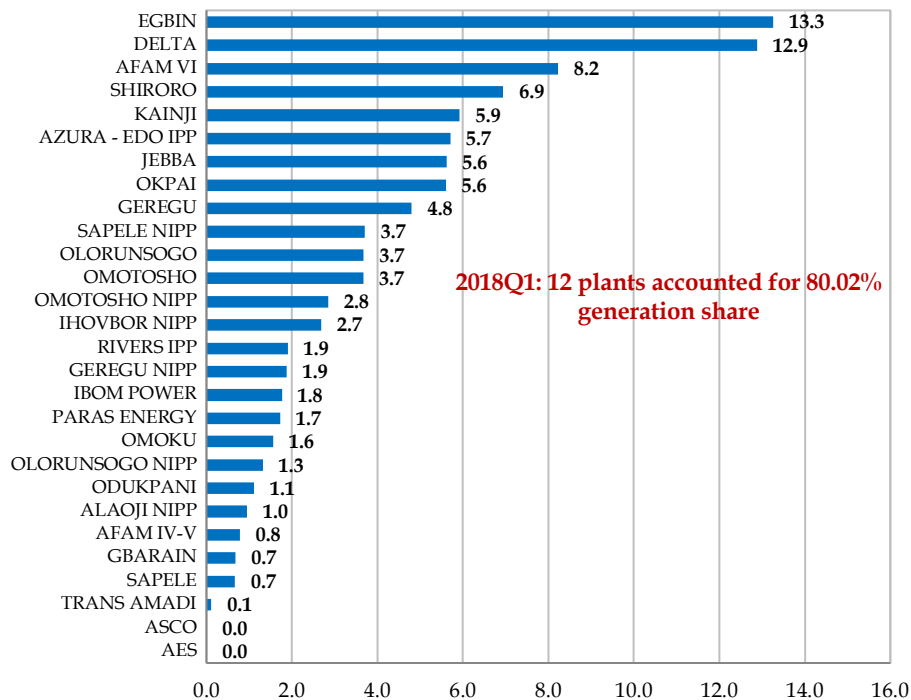


Figure 4 presents the relative contribution of the individual power plant to the total energy generated during the quarter under review. Twelve (12) of the twenty-eight (28) power plants accounted for 80% of the total energy generated. The Figure shows clearly that energy generation in the country heavily depends on a few of the power plants, as eight (8) of the 28 operating plants accounted for 64% of the total industry energy output during the second quarter. This suggests that the industry may be vulnerable to the risk of electricity supply as the reliability of the grid depends on the performance of the eight plants. Specifically, the (over)reliance of the grid on the energy supplied from just eight power plants may pose a risk to the industry because downtime in any of them may result in grid instability if there are no adequate proactive measures such as adequate spinning reserves. In order to mitigate the risk to grid stability that may arise from inadequate generation from any of the eight major plants, the Commission has approved for TCN to competitively procure ancillary reserves. This is to guarantee adequate spinning reserves for proper management of the grid by the System Operator.

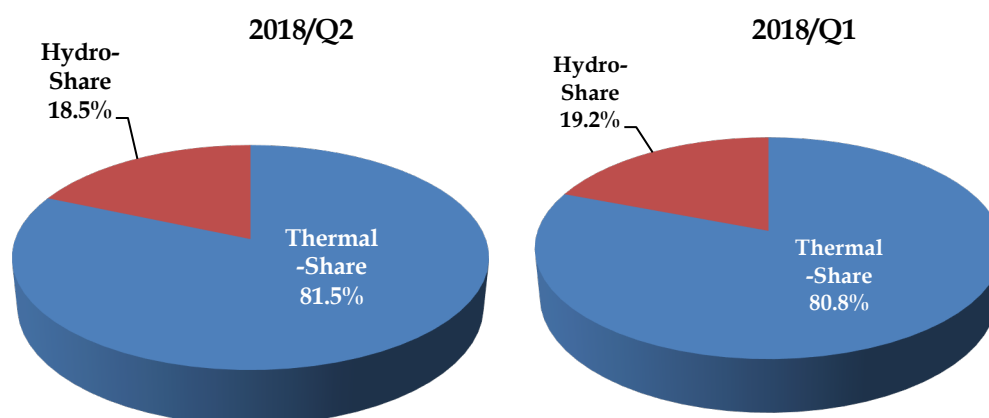
Figure 4: Share (%) of Generation Output by Plants in 2018/Q2



2.1.3. Generation Mix

The shares of electricity generation by sources of fuel for the second and the first quarters of 2018 are represented in Figure 5. As expected, gas dominated the electricity generation mix accounting for 81.5% of the energy generated in the second quarter. This implies that about 8.2kWh of every 10kWh of electricity generated in Nigeria during the second quarter of 2018 comes from gas. The slight decrease in electricity generated from hydro during the quarter under review is attributed to relative decrease in rainfall. Nonetheless, the Commission note with concern the security of supply implication of over-dependence on gas fired plants as acts of vandalism of gas pipelines could result in serious grid instability, as witnessed in the year 2016.

Figure 5: Quarterly Share (%) of Electricity Generated by Fuel Sources



To increase generation fuel mix, the Commission continues to work with other key stakeholders in the Nigerian Electricity Supply Industry to unfold regulatory and policy interventions for actualisation of improved energy mix through coal-to-power generation and on-and-off-grid renewables. In this regard, the Commission's engagement with the Rural Electrification Agency (REA) indicates that potential investors are taking advantage of the opportunities created by the Mini-Grid Regulations.

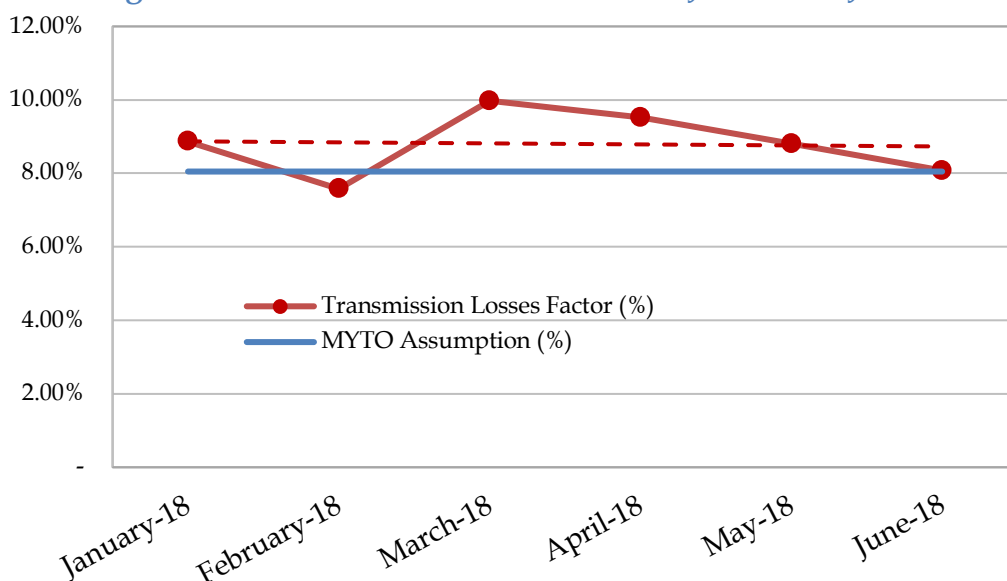
2.1.4. Grid Performance

To assess the performance of the grid, the Commission focuses on four Key Performance Indicators (KPIs) that relate to power transmission. These include the transmission loss factor, incidence of system collapse, the stability of grid frequency and voltage fluctuation.

Transmission Losses Factor

During the second quarter of 2018, there was a noticeable improvement in Transmission Loss Factor (TLF) – as measured by the proportion of the difference between the total energy sent out by power stations and energy delivered to all DisCos by TCN relative to the total energy sent out. As shown in Figure 6, the transmission loss factor which rose in the preceding quarter declined from 9.98% in March to 8.05% by June. Although the second quarter average transmission loss factor of 8.79% is still higher than the 8.05% industry (MYTO) reference loss factor, it indicates an improvement in the transmission network when compared with the preceding quarter average TLF of 8.81%. The decrease in the average TLF in 2018/Q2 can be attributed to improved efficiency in transmission network.

Figure 6: Transmission Loss Factor from Jan. 2018 – Jun. 2018



System Collapse

The industry recorded a significant improvement in the stability of the grid network during the second quarter of 2018. Table 1 shows the incidences of system collapse experienced in the first quarter and the second quarter of 2018.

Table 1: System Collapse in 2018/Q1 and 2018/Q2

	2018/Q1	2018/Q2
Number of Partial Collapses	0	1
Number of Total Collapses	6	1
Number of Partial and Total Collapses	6	2

The industry recorded one (1) total system collapse (i.e., total blackout nation-wide) during the quarter under review, unlike in the first quarter when six (6) total system collapse were experienced. However, there was a slight increase in partial system collapse (i.e., failure of a section of the grid) from zero (0) in the first quarter to one (1) incidence in the second quarter of 2018.

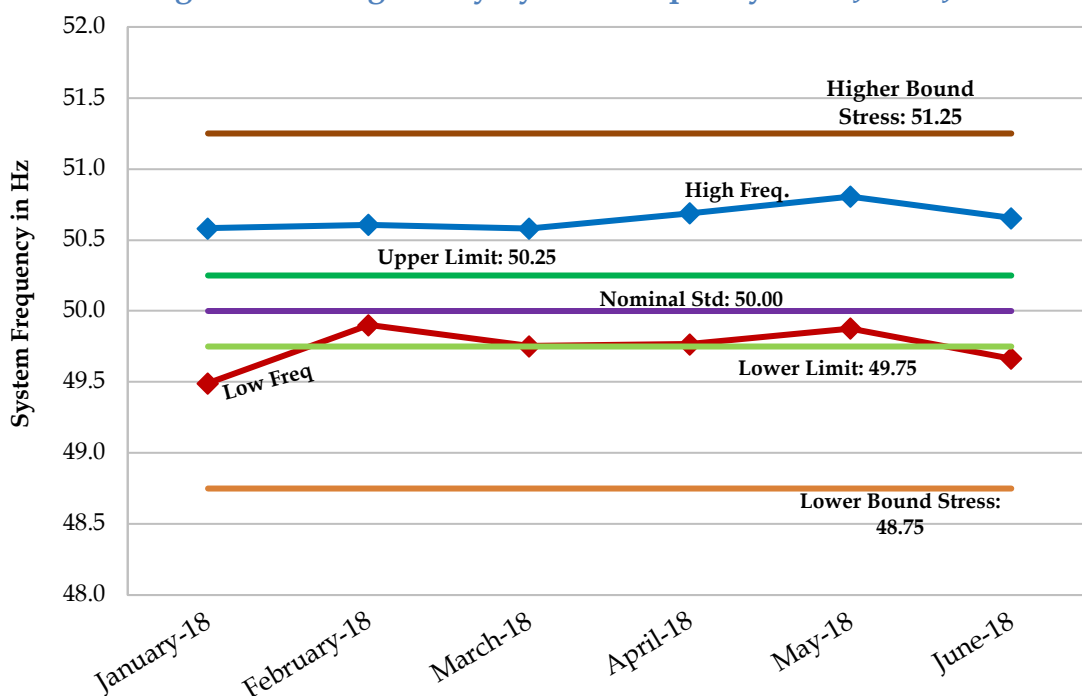
The improvement in the grid stability achieved in the second quarter of 2018 is attributed to the Commission's and TCN's commitment to ensuring stable electricity supply. This is done through tighter enforcement and adherence to the provisions of the grid code which mandates free governor control at grid-connected power plants.

To sustain the improvement in grid stability recorded in this quarter, the Commission will intensify its monitoring and supervision efforts in order to ensure strict compliance to the Commission's directives that Generators should be on free governor and frequency control mode in line with the provisions of the subsisting rules in the industry.

Grid Frequency and Voltage

Based on the provisions of the Grid Code, the system frequency, under normal circumstances, is expected to be between a lower limit of 49.75Hz and an upper limit of 50.25Hz. The Grid Code, however, provides for grid frequency to operate between 48.75Hz - 49.75Hz (lower stress boundary) and 50.25Hz - 51.25Hz (upper stress boundary) when the grid is stressed. The system frequency pattern from January 2018 to June 2018 is shown in Figure 7. The system low frequency was very close to the lower statutory limit most of the time, especially, in the second quarter of 2018. On the contrary, the system high frequency was above the upper statutory limits by an average of 0.42Hz. At the end of the second quarter of 2018, however, the high system frequency was converging towards the statutory levels indicating improvement in the system frequency.

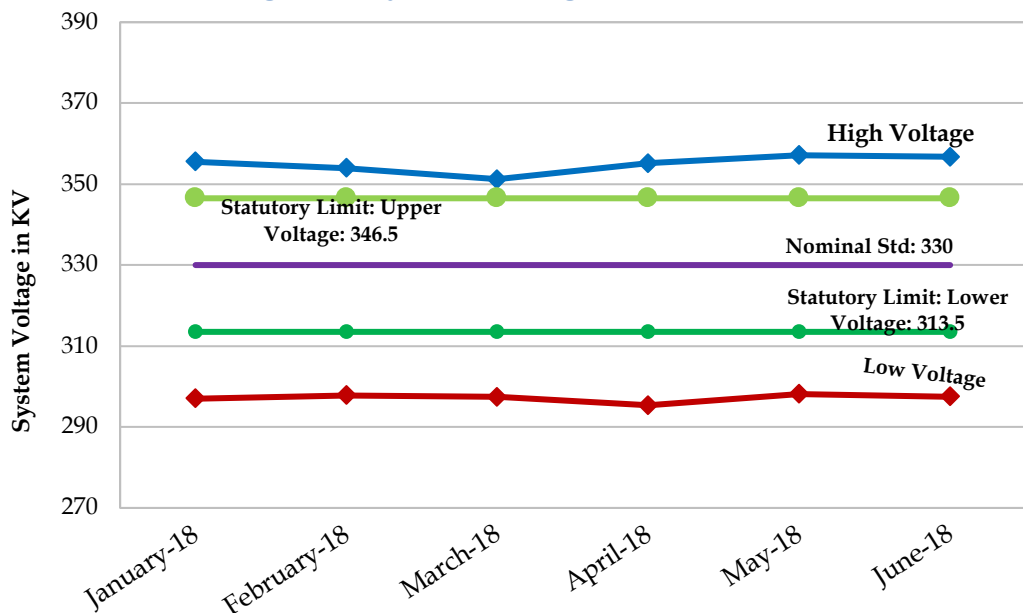
Figure 7: Average Daily System Frequency from Jan. - Jun. 2018



Similar to the frequency pattern, the industry Grid Code allows for voltage fluctuation between a lower boundary of 313.5kV an upper boundary of 346.5kV. Although there was a relative improvement in the actual lower voltage during the second quarter of

2018 relative to the first quarter of 2018, both the high and low system voltages were outside the normal statutory boundaries throughout the period under review as presented by Figure 8. Frequency fluctuation and other harmonic distortion will result in poor power quality that could damage sensitive industrial machinery and equipment that are connected at a high voltage level. To minimise the frequency fluctuation, the Commission will continue to work with TCN and other relevant stakeholders to ensure that system voltage and frequencies operate within the statutory limits in order to ensure safe and reliable electricity supply.

Figure 8: System Voltage from Jan. - Jun., 2018



2.2. Commercial Performance

2.2.1. Energy Received and MYTO Load Allocation

The amount of energy received by the distribution companies (DisCos) at their trading points decreased in the second quarter of 2018. Specifically, the second quarter decreased by 4.08% from the 6,815 GWh recorded in the first quarter of 2018 to 6,537GWh in the second quarter. This decrease is a reflection of the decline in the total energy generated in the second quarter relative to the first quarter of 2018.

Table 2 presents the amount of energy received and billed by DisCos during the first and second quarters of 2018. The table indicates an improvement in DisCos' billing efficiency during the second quarter. Out of the 6,537GWh total energy received by all DisCos in the second quarter, 5,500GWh (84%) was billed to the end users, implying technical losses of about 16%. The billing efficiency for all DisCos in the first quarter was 80%. Despite the slight improvement in billing efficiency in the second quarter, the Commission is concerned about the high technical losses in the distribution networks. The level of billing efficiency shows that for every 10kWh of energy received by DisCos from the Transmission System Provider (TSP), about 1.4kWh is lost due to technical constraint and energy theft. In other words, for every ₦10 worth of electricity received by all DisCos, ₦1.40 is lost due to poor distribution infrastructure.

The performance of the DisCos in Table 2 shows that Ikeja DisCo had the highest billing efficiency of 99% in the second quarter, while Kaduna DisCo recorded the lowest billing efficiency of 66%. On the basis of relative improvement from the preceding quarter, Ikeja DisCo also recorded the highest improvement in billing efficiency, moving from 88% in the first quarter to 99% in the second quarter while Enugu and Kaduna DisCos' billing efficiency worsened by 3% and 5% respectively.

Table 2: Energy Received and Billed by DisCos in 2018/Q1 & 2018/Q2

DisCos	Total Energy Received (GWh)		Total Energy Billed (GWh)		Billing Efficiency (%)	
	2018/Q1	2018/Q2	2018/Q1	2018/Q2	2018/Q1	2018/Q2
Abuja	928	900	748	771	81	86
Benin	627	635	522	546	83	86
Eko	809	801	718	756	89	94
Enugu	591	535	431	376	73	70
Ibadan	894	850	715	728	80	86
Ikeja	855	857	756	853	88	99
Jos	347	288	247	207	71	72
Kaduna	524	511	374	335	71	66
Kano	466	487	389	410	84	84
Port Harcourt	526	455	368	359	70	79
Yola	248	218	164	160	66	73
All DisCos	6,815	6,537	5,433	5,500	80	84

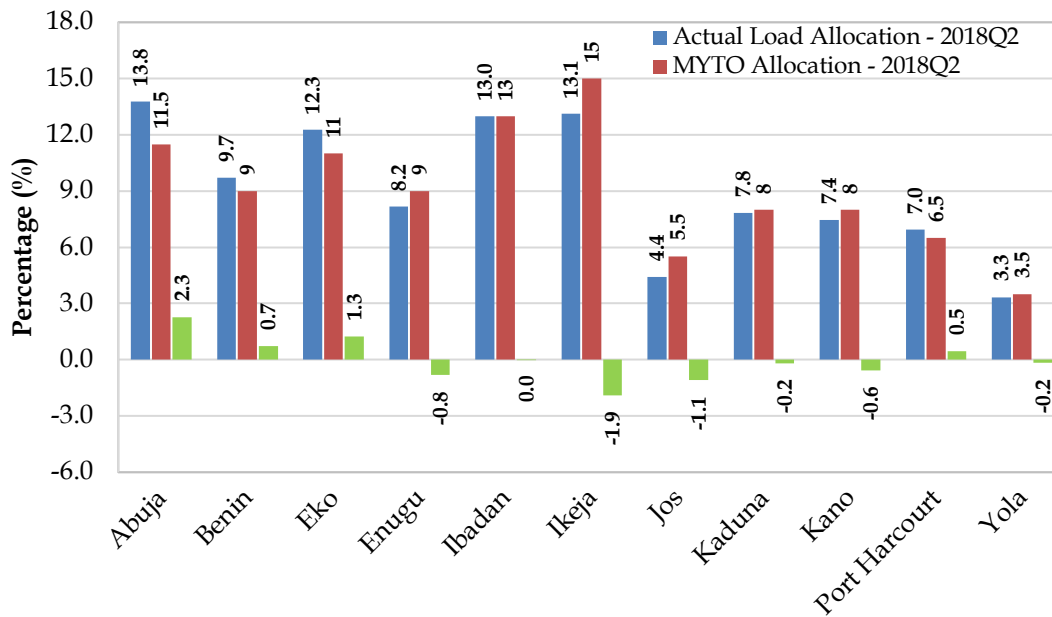
Pursuant to the commitment of the Commission to address technical inefficiency, a capital expenditure review process is proposed whereby investments by DisCos would be thoroughly reviewed and optimised for prudence and relevance to achieving goals of the utility. A revenue adjustment mechanism is to be adopted in subsequent tariff reviews, to claw back any returns allowed on previously proposed investments that were not eventually executed by the DisCos. This action is expected to improve DisCos' commitment to their network upgrade and subsequently reduce technical losses.

To address commercial losses, the Commission is monitoring the DisCos' asset mapping and tagging under the framework of the ongoing customer enumeration in order to identify illegal consumers and bring same onto the billing platform. Furthermore, the Commission is closely monitoring the DisCos' procurement of Meter Asset Providers for compliance with the requirements of the Meter Asset Providers (MAP) Regulations.

Figure 9 compares the MYTO load allocation with the share of the total energy received by DisCos during the second quarter of 2018. Similar to the preceding

quarter, Enugu, Ikeja, Jos, Kaduna, Kano and Yola received less energy than their MYTO allocation, reflecting the technical limitation of their networks.

Figure 9: Energy Off-take by DisCos vs. MYTO Load Allocation in 2018/Q2



2.2.2. Revenue and Collection Efficiency

The total aggregate collection by 11 DisCos from customers in the second quarter of 2018 stood at ₦111.5billion out of the total billing of ₦173.7billion and thus a 4.5% increase in total collection when compared to ₦106.6billion collected in the first quarter of 2018. The slight increase in revenue collection during the quarter under review was due to an increase in the amount of energy billed and the collection efficiency.

Table 3: Revenue Performance of DisCos in 2018/Q1 and 2018/Q2

DisCos	Total Billings (₦'Billion) 2018/Q2	Revenue Collected (₦'Billion) 2018/Q2	Collection Efficiency (%)	
			2018/Q1	2018/Q2
Abuja	25.6	17.1	67.0	66.8
Benin	19.4	11.0	55.3	56.8
Eko	22.5	17.8	82.2	78.8
Enugu	14.0	9.4	62.1	67.1
Ibadan	21.6	13.0	63.0	60.0
Ikeja	22.8	19.0	82.6	83.3
Jos	7.4	3.0	37.8	39.8
Kaduna	10.5	5.2	41.0	49.9
Kano	12.5	7.7	52.0	62.0
Port Harcourt	13.0	6.3	45.9	48.7
Yola	4.4	2.0	48.7	45.0
All DisCos	173.7	111.5	62.3	64.2
All DisCos Average	15.8	10.1	58.0	59.8

Notes: DisCos are electricity distribution companies

As shown in Table 3, the collection efficiency for all DisCos increased to 64.2% in the second quarter of 2018 representing a 1.9% rise in collection efficiency compared to the preceding quarter. In simpler terms, the collection efficiency implies that for every ₦10 billed to customers by DisCos, ₦3.58 remains unrecovered, as and when due, from consumers. In this regard, the DisCos' collection efficiency remains below par as only approximately 64% of the revenue billed was recovered during the quarter. The poor collection efficiency by the DisCos has adversely impacted on the financial liquidity of the industry, which in turn, has led to reduced investment in the Nigerian Electricity Supply Industry.

In appraising individual performances, Ikeja DisCo had the highest collection efficiency of 83.3% followed by Eko DisCo with 78.8%. On the contrary, Jos DisCo recorded the lowest collection efficiency of 39.8%. It is noteworthy that the three companies retained the same ranking in the preceding quarter.

On a quarter-on-quarter basis, Kano DisCo recorded the highest improvement in collection efficiency moving from 52.0% to 62.0%. Other DisCos that recorded

improvement in their collection efficiency between the two quarters are Benin, Enugu, Ikeja, Jos, Kaduna and Port-Harcourt. Noting that a major factor contributing to low collection efficiency is customers' dissatisfaction with estimated billing which often resulted in an unwillingness to pay, the Commission had continued to monitor the procurement of meter asset providers by DisCos in line with the guidelines of the Meter Asset Providers (MAP) Regulations. MAP Regulation was issued by the Commission to fast-track the roll-out of meters through third party financing by potential investors under a bankable commercial structure.

2.2.3. Aggregate Technical, Commercial and Collection (ATC&C) Losses

The aggregate technical, commercial and collection (ATC&C) losses of the industry, as indicated in Table 4, is the combined index of losses due to technical, billing and collection inefficiencies in the industry. The average ATC&C for all of the DisCos in the second quarter of 2018 declined by 0.77% from the 55.01% recorded during the first quarter of 2018. Although the decrease in the ATC&C is an indication of marginal improvement in the performance of the DisCos, the ATC&C losses are still substantially greater than the expected industry average of 21.42%, the allowable ATC&C losses provided in the MYTO for the year 2018.

The high ATC&C losses reflect low investments in distribution networks aggravated by the low level of metering of end-use customers thus creating the current liquidity challenge to the industry. The implication of the level of ATC&C losses in the second quarter of 2018 is that, on average, as much as ₦5.42 in every ₦10 worth of energy received by a DisCo was unrecovered due to a combination of energy theft, inefficient distribution networks, management effort in revenue collection and low willingness to pay by customers.

Table 4: ATC&C Losses (%) for DisCos in 2018/Q1 and 2018/Q2

DisCos	MYTO Target (%) for 2018	Actual ATC&C (%)	
		2018/Q1	2018/Q2
Abuja	22.33	44.52	47.19
Benin	23.91	54.99	52.37
Eko	11.23	26.23	30.12
Enugu	20.56	56.92	56.21
Ibadan	19.67	51.29	51.67
Ikeja	10.81	34.63	32.96
Jos	39.12	73.95	72.07
Kaduna	12.47	70.95	68.70
Kano	22.06	57.45	50.70
Port Harcourt	29.70	66.88	64.21
Yola	23.71	67.29	70.39
All DisCos		51.46	50.33
All DisCos Average:			
MYTO Level	21.42	-	-
Average ATC&C losses	-	55.01	54.24

Notes of the table:

1. DisCos are the electricity distribution companies
2. MYTO is Multi Year Tariff Order

The individual performance of the distribution companies as presented in Table 4 shows that Eko DisCo maintained the lowest level of ATC&C losses of 30.12% in the second quarter, compared with the preceding quarter of the year. The worst performing DisCos were Jos and Yola DisCos with the ATC&C losses of 72.07% and 70.39% respectively in the second quarter of 2018. On the basis of relative improvement from the first quarter of 2018, Kano DisCo recorded the highest progress in reducing ATC&C losses, decreasing from 57.45% to 50.70% in the second quarter. Other DisCos that recorded relative progress in their ATC&C loss reduction are Benin, Enugu, Ikeja, Jos, Kaduna and Port-Harcourt.

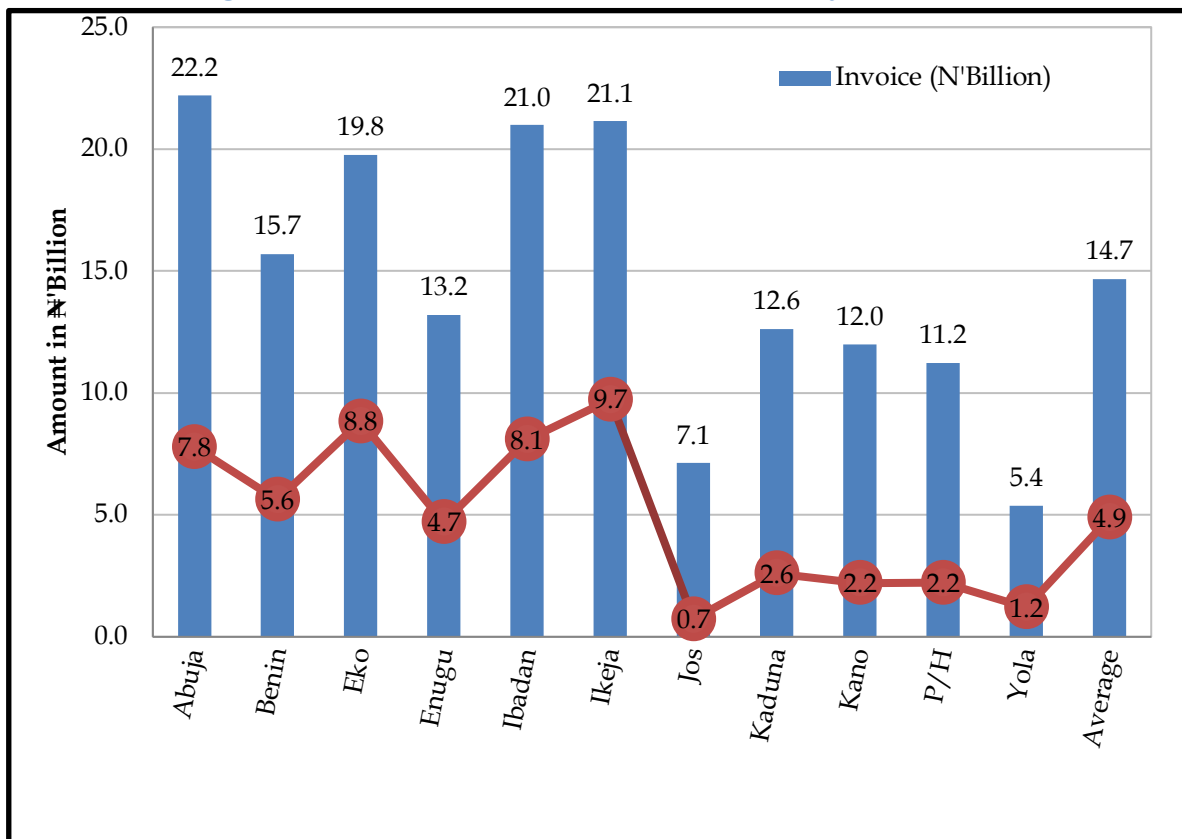
2.2.4. Market Remittance

The liquidity challenge in the Nigerian electricity supply industry continued to manifest during the period under review. This is evidenced in the DisCos' level of remittances to NBET and the Market Operator, as compared with the invoices

received for energy purchased from NBET and those received for administrative services from the Market Operator (MO).

During the second quarter of 2018, the DisCos were issued a total invoice of ₦161.4billion for energy received from NBET and for the administrative services by MO, but only a sum of ₦53.7billion of the invoice was settled, creating a total deficit of ₦107.7billion. The chart in Figure 10 shows a comparative analysis of market performance by DisCos in the second quarter of 2018 indicating an overall settlement rate of only 30% of the market invoice. It is noted that, as reported in the 2018/Q1 report, none of the DisCos exceeded a threshold settlement of 50% of its market invoices in 2018/Q2. Jos recorded the worst remittance performance of 10% and the Commission is currently reviewing the viability of the DisCO as a going concern.

Figure 10: Market Invoice and Remittance by DisCo in 2018/Q2



The collection efficiency of the DisCos increased from 62% to 64% in the second quarter when compared with the preceding quarter and overall remittance to NBET (Table 5) for the second quarter of 2018 was 32% of the total energy invoice, a marginal increase of 3% from the remittance performance for the first quarter of 2018. Similarly, the Market Operator received 43% of the invoice payable to service providers during the same period.

The total market (NBET's and MO's) invoices issued to international customers comprise of Communauté Electrique du Bénin (CEB) and Société Nigérienne d'électricité (NIGELEEC) and Ajaokuta Steel Co. Ltd (classified as special customer) during the second quarter of 2018 increased to ₦13.3billion from the ₦12.2billion recorded in the first quarter of 2018. However, no payment was received from the international and special customers during the quarter under review.

Table 5: DisCos Quarterly Remittances to NBET and MOs in 2018/Q1-Q2

DisCos	NBET (₦Billion)		Remittance Performance (%)		Market Operator (₦Billion)		Remittance Performance (%)	
	Inv.	Remit.			Inv.	Remit.		
	2018 Q2	2018 Q2	2018 Q2	2018 Q1	2018 Q2	2018 Q2	2018 Q2	2018 Q1
Abuja	18.79	6.49	34.51	37.08	3.40	1.30	38.3	37.1
Benin	13.29	4.17	31.37	34.40	2.40	1.44	60.0	63.7
Eko	16.74	6.71	40.10	40.00	3.03	2.12	70.0	76.5
Enugu	11.19	4.00	35.76	38.20	2.02	0.70	34.6	29.1
Ibadan	17.77	6.88	38.72	27.36	3.22	1.20	37.4	33.2
Ikeja	17.92	7.78	43.45	42.32	3.23	1.94	60.0	60.0
Jos	6.04	0.55	9.11	9.64	1.09	0.17	15.5	17.1
Kaduna	10.69	2.19	20.51	11.02	1.94	0.40	20.6	15.1
Kano	10.17	1.91	18.74	14.76	1.84	0.30	16.3	18.8
P/Harcourt	9.51	1.82	19.11	17.50	1.72	0.40	23.5	26.2
Yola	4.56	0.55	12.02	11.19	0.83	0.66	80.0	73.2
All DisCos	136.66	43.04	31.50	29.30	24.73	10.64	43.0	42.4
Ajaokuta	0.25	0.00	0.00	0.00	0.05	0.0	0.0	0.0
NIGELEEC	2.52	0.00	0.00	0.00	1.04	0.0	0.0	0.0
CEB	8.00	0.00	0.00	0.00	1.44	0.0	0.0	0.0

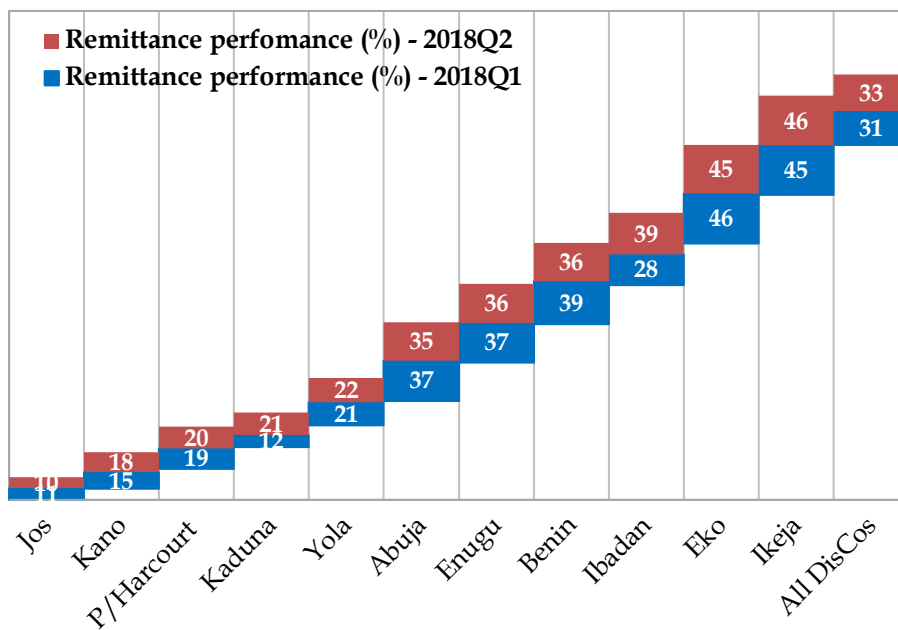
Notes of the table:

1. DisCos, NBET, MOs, CEB and NIGELEEC
2. ₦Billion is billions of Nigerian Naira.

The challenge of poor remittance remained a serious concern to the Commission as it is one of the main causes of the liquidity crisis facing the Nigerian electricity supply industry. Low remittance adversely affects the ability of NBET to honour its obligations to GenCos while service providers (TSP, MO, NBET and NERC) struggle with paucity of funds impacting their capacity to perform their statutory obligations.

The individual performance of six (6) of the eleven (11) DisCos recorded an increase in remittance performance during the quarter under review with the chart in Figure 11 shows the proportion of the market invoice settled by individual DisCo for the first and second quarters of 2018. None of the DisCos remitted up to 50% of their market invoice and the aggregate combined invoice settlement rate for all DisCOs was 33%. The Eko DisCo recorded the highest remittance efficiency (45%) in the first quarter of the year while Ikeja DisCo marginal surpassed the remittance performance in the second quarter of 2018 at 46%. The Jos and Kano DisCos had the lowest remittance performance of 10% and 18% respectively in the second quarter despite the marginal improvement of 3% and 1% over the preceding quarter.

Figure 11: Market Remittance by DisCos in 2018/Q1-Q2



The Commission notes that tariff deficit is partly responsible for poor remittance in the industry but all the DisCos are being steered to rapidly improve on their revenue collection from customers in order to fulfil their remittance obligations and mitigate the financial distress in the industry. To address the poor remittance by DisCos, the Commission has commenced enforcement actions against DisCos found to have engaged in unacceptably low remittances to NBET and MO, factoring in all the parameters embedded in the tariff model. In this regard, the Commission is working on a framework which ensures transparency and equity in the disbursement of market funds for the benefit of all market participants in the industry.

3. REGULATORY FUNCTIONS

3.1. Regulations and Orders of the Commission

The Commission issued no new regulations during the second quarter of 2018 but the Commission continued the monitoring and enforcement of the existing regulations and orders. In particular, the Commission monitored the implementation of the Meter Asset Providers (MAP) regulations, which became effective on the 3rd April 2018. The Commission also issued three (3) new Orders during the quarter under review. Details of the Orders as follows:

- 1) NERC Order NERC/179/2018 on the suspension of new unsolicited licence application, issued on 20 June 2018 based on the Commission's resolution of April 19, 2018. The objective of the Order is to discontinue the procurement of (expensive) unsolicited generation capacity and begins transition towards competitive procurement.
- 2) NERC Order NERC/180/2018 setting the deadline for DisCos for the conclusion of the procurement process for the engagement of the Meter Asset Providers in line with the MAP Regulations. The Order was issued on 13 June 2018.
- 3) NERC Order NERC/181/2018 suspending the executive and non-executive members of the board of Ibadan DisCo as well as the chief accounting officer/head of accounts of the company. The Order was issued on the 19 June 2018.

3.2. Licencing and Permits

The licences and permit issued by the Commission during the second quarter of 2018 are indicated in Table 6. The Commission, after due consideration, issued five (5) on-grid, five (5) off-grid and three (3) embedded licences during the quarter under review with a total nameplate capacity of 3,469.8MW including a 15MW captive power generation permit to the University of Benin, Benin.

Table 6: Generation Licences and Permit Issued in 2018/Q2

S/N	Applicants	License Type	Capacity (MW)
	On-Grid License granted:		
1.	Cummings Power Generation Nigeria Limited	On-grid	1.75
2.	BCS Energy Nigeria Limited	On-grid	1,000
3.	Anambra Gas-Fired IPP Company Limited	On-grid	100
4.	Ahoada Port Harcourt	On-grid	150
5.	Pacific Energy Company Limited	On-grid	2,145
	Sub-total capacity		3,396.75
	Off-Grid License granted:		
6.	Welbeck Electricity Distribution Limited	Off-grid	5.5
7.	Cummings Power Generation Nigeria Limited	Off-grid	5.25
8.	NBC Owerri	Off-grid	2.00
9.	Golden Tulip Festac	Off-grid	5.30
10.	RIDA National Plastic	Off-grid	2.00
	Sub-total capacity		20.05
	Embedded License granted:		
11.	Ariaria IPP Limited,	Embedded	9.5
12.	Ladol Services Free Zone Enterprise	Embedded	24
13.	BU Power Limited	Embedded	4.5
14.	Ariaria IEDN	IEDN	
15.	Ladol Integrated Logistics FZE	IEDN	
	Sub-total capacity		38
	Captive Power Generation Permit granted:		
16.	University of Benin		15
	Grand Total Capacity		3,469.8

3.2.1. Certification of Metering Service Providers

During the second quarter of 2018, the Commission certified six (6) Meter Service Providers (i.e. Meter Installer and Importer) following the satisfactory evaluation of their applications. Table 7 presents the names of the successful applicants and their certification class.

Table 7: Certification of Meter Service Providers in 2018/Q2

S/N	Name of Applicant	Certification Class
1.	Metawatts Utilities	Installer
2.	Carlin Concepts International Limited	Installer
3.	Hiious Technologist Limited	Installer
4.	Global Utilities Management Company Limited	Installer
5.	Lafred Engineering Limited	Installer
6.	Afro-Chinese Infrastructure Investment Limited	Importer

3.2.2. Eligible Customer Applications under Evaluation

There were eleven (11) Eligible Customer applications under evaluation by the Commission during the second quarter of 2018. The followings are the details of the applications.

1. Applicants: Inner Galaxy Limited, Abia State
Power required: 25MW.
Proposed supplier: Mainstream Energy Solution
Proposed tariff: ₦27/per KWh
Application Status: Eligible Customer status yet to be approved due to lack of executed TUOS and there is no evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.

2. Applicants: KAM Industrial Limited, Ilorin, Kwara State
Power required: 15MW.
Proposed supplier: Mainstream Energy Solution
Proposed tariff: ₦27/per KWh
Application Status: Eligible Customer status yet to be approved due to lack of executed TUOS and there is no evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.

3. Applicants: KAM Integrated Steel Limited, Ilorin, Kwara State
Power required: 60MW.
Proposed supplier: Mainstream Energy Solution
Proposed tariff: ₦27/per KWh
Application Status: Eligible Customer status yet to be approved due to lack of executed TUOS and there is no evidence of excess capacity

that the plant can sell to the eligible customer beyond the already contracted capacity.

4. Applicants: Young Xing Steel Limited, Benin, Edo State
Power required: 60MW.
Proposed supplier: Mainstream Energy Solution
Proposed tariff: ₦27/per KWh
Application Status: Eligible Customer status yet to be approved due to lack of the executed TUOS and there is no evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.
5. Applicants: Crown Flour Mills Limited, Ilorin, Kwara State
Power required: 3MW.
Proposed supplier: Mainstream Energy Solution
Proposed tariff: ₦27/per KWh
Application Status: Eligible Customer status yet to be granted due to lack of the executed TUOS and there is no evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.
6. Applicants: Lord's Mint Limited, Abeokuta, Ogun State
Power required: 3MW.
Proposed supplier: Mainstream Energy Solution
Proposed tariff: ₦27/per KWh
Application Status: Eligible Customer status yet to be granted due to lack of the executed TUOS and there is no evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.

7. Applicants: Abuja Steel Limited, Suleja, Federal Capital Territory
 Power required: 10MW
 Proposed supplier: Paras Energy Limited
 Proposed tariff: ₦38.01/per KWh
 Application Status: Eligible Customer status yet to be granted due to lack of the executed TUOS, and letter of no indebtedness from AEDC.
8. Applicants: Prism Steel Mills Limited, Oshogbo, Osun State
 Power required: 20MW.
 Proposed supplier: Mainstream Energy Solution
 Proposed tariff: N/A
 Application Status: Eligible Customer status yet to be granted due to lack of the following: executed TUOS, evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity and evidence of Bilateral /Project agreement with TCN for the construction, installation and operation of the transmission system.
9. Applicants: Phoenix Steel Mills, Sagamu, Ogun State
 Power required: 20MW.
 Proposed supplier: Mainstream Energy Solution
 Proposed tariff: N/A
 Application Status: Eligible Customer status yet to be granted due to lack of executed TUOS and evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.
10. Applicants: Edo State Government, Benin City, Edo State
 Power required: 5MW.
 Proposed supplier: Ossiommo Power Company Limited (Embedded)
 Proposed tariff: ₦41/per KWh

Application Status: Eligible Customer status yet to be granted due to lack of executed project agreement or DUOS, and letter of non-indebtedness from BEDC.

11. Applicants: Vita Products Limited, Ogba-Ikeja, Lagos State

Power required: 2MW.

Proposed supplier: Geogrid Lightec Limited

Proposed tariff: ₦47.28/per KWh

Application Status: Eligible Customer status yet to be granted due to lack of evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.

3.2.3. Public Consultation on Regulations

No new public consultations on regulations were made during the quarter under review. However, the Commission continued customer engagement through town hall meetings, radio programmes and consumer assembly.

3.3. Compliance and Enforcement

To ensure compliance to the industry rules and regulations, the Commission continued its enforcement actions against a number of operators for violations of rules and infractions. These include the violations of regulations and Orders, failure to provide required data within a timeline, accidents and electrocution cases, failure to adhere to forum decisions among others.

A. The Commission, via its Order NERC/181/2018, suspended the executive and non-executive members of the board of Ibadan DisCo and the Chief Accounting Officer/Head of Accounts of the company, for their failure to recover the sum of N5.7billion being the balance on the unauthorised free interest loan granted to their core investor.

During the quarter under review, the Commission also issued new and follow-up with the existing Notice of Intention to Commence Enforcement (NICE) to the following licensees:

- B. North South Power Limited, Sapele PLC, Sepco-Pacific Energy Partners Limited (Olorunsogo), Omotosho Electric Energy Limited and Ibom Power PLC for noncompliance with the Commission's directive to publish their annual reports and audited accounts.
- C. Kano DisCo for non-adherence to the Forum's decision of 9 November 2017.
- D. Kano DisCo for failure to install transformers and reconnect Wacoda community to the grid and refusal to enlighten customers on the methodology for estimated billing and MYTO.
- E. Kaduna and Kano DisCos for failure to provide information on new connections (from February 2016 when MYTO 2015 became effective) to June 2017 and failure to meter new customers before connection.
- F. Eko DisCo for failure to provide meters before connecting new customers to electricity.
- G. Enugu DisCo for failure to respond to the issue of high estimated billing and illegal connection.
- H. Ikeja DisCo for failure to implement the decision of the Ikeja Forum office within the time specified and refusal to convey reasons for noncompliance contrary to sections 63 and 71(5) of EPSRA and S. 11(6) of NERC Customer Complaints Handling Standards and Procedures (CCHSP) Regulations 2006.
- I. Port Harcourt DisCo for noncompliance with NERC Order on timelines for facilitation of DisCo Grid connection.
- J. Transmission Company of Nigeria (TCN) for noncompliance with grid code on efficient operations and maintenance procedures.
- K. Transmission Company of Nigeria (TCN) for noncompliance and refusal to restore electricity supply to customers on Ikire/Wasimi and Sekona Gbongan

feeders after 8 weeks of TCN's undertaking to do so, contrary to S.63 of EPSRA and Conditions 4&30 of the T&C of TCN's Electricity Transmission Licence.

At the end of the second quarter of 2018, the Commission had handled a total of fifteen (15) enforcement cases including those carried from the previous quarters.

3.4. Litigation

During the quarter under review, the Commission was involved in seven (7) new litigations either instituted against the Commission or against a licensee. The litigations both on reabsorbing of previous employees/aides of the Commission, illegal disconnection, wrong customers' classification, land trespass, suspension of members of the board of the Ibadan DisCo and granting of Eligible Customers status among others. The Commission also continued with twenty-six (26) other existing litigations reported in the previous quarters which are yet to be resolved.

3.5. Health and Safety

The safety of all electricity providers and electricity users in Nigeria remains one of the key priorities of the Commission. During the second quarter of 2018, the Commission received a total of eighty-one (81) health and safety reports from twenty-nine (29) licensees. These reports were used for monitoring and evaluation of health and safety performance of licensees in order to ensure that operators keep up to their responsibility of delivering safe electricity services to consumers in line with the provisions of Section 32 1(e) of the Electric Power Sector Reform Act (2005).

Table 8 gives the summary of the accidents experienced in the Nigerian Electricity Supply Industry during the first and second quarters of 2018. The health and safety performance of the operators declined in the second quarter of 2018 as the number of deaths increased by three (3) from the number recorded in the preceding quarter.

Table 8: Health and Safety (H&S) Reports in 2018/Q1-2018/Q2

Item	Frequency	
	2018/Q1	2018/Q2
Number of H&S Reports	83	81
Number of Deaths (employees & third parties)	27	30
Number of Injuries	13	11
Number of Enforcement Actions Taken	12	14

To prevent future occurrence, the Commission has commenced enforcement actions on some of the incidences involving various health and safety breaches during the quarter under review. Moreover, in line with its 2017-2020 strategic goals, the Commission has intensified efforts in developing various safety programmes aiming at eliminating accidents in the industry. Among the safety programs being implemented by the Commission include but not limited to standardisation of Protective Schemes, public enlightenment on safety, engagement of Government agencies on Right of Way violation and a review of operational procedure for Distribution System Operators on fault clearing.



4. CONSUMER AFFAIRS

4.1. Consumer Education and Enlightenment

To ensure continuous customers' education on their rights and obligations, the Commission directed all the eleven (11) DisCos to submit their schedules for customer enlightenment programmes for the period under review. As part of its efforts also, the Commission dialogued with some consumers via a town hall meeting held in Awka, Anambra State on the 31st May 2018. The town-hall meeting recorded an impressive customer turn out. Participants were educated on customers' rights and obligations, customer' redress mechanism, estimated billing, outstanding metering gaps and strategy, among other issues. The Commission also recommenced its airing of a dedicated radio program on Radio Nigeria to engage and enlighten electricity consumers.

For the rest of 2018, the Commission has also developed a schedule of consumer awareness programmes to be organised. The subjects for discussion at the proposed programmes will include but not limited to customer rights, customer redress mechanism, metering progress, curtailing estimated billing and safety.

4.2. Metering of End-use Customers

The metering of end-use customers has continued to be a priority of the Commission and the status of metering as at the end of June 2018 is provided in Table 9. Of the total of 7,973,867, registered active electricity customers, only 3,547,129 (44.5%) have been metered thus, 55.5% of end-use customers are still on estimated billing. In comparison to the preceding quarter, the number of registered customers increased by 9.32%, while the percentage of metered customers increased by 3.29% indicating a greater increase in the registered customer population relative to the meter roll-out. The increase in the number of registered customers is attributable to the ongoing

enumeration exercise by DisCos during which illegal consumers of electricity are captured on the billing platform of the DisCos nationwide.

Table 9: Customers Metering Status by DisCos as of June 2018

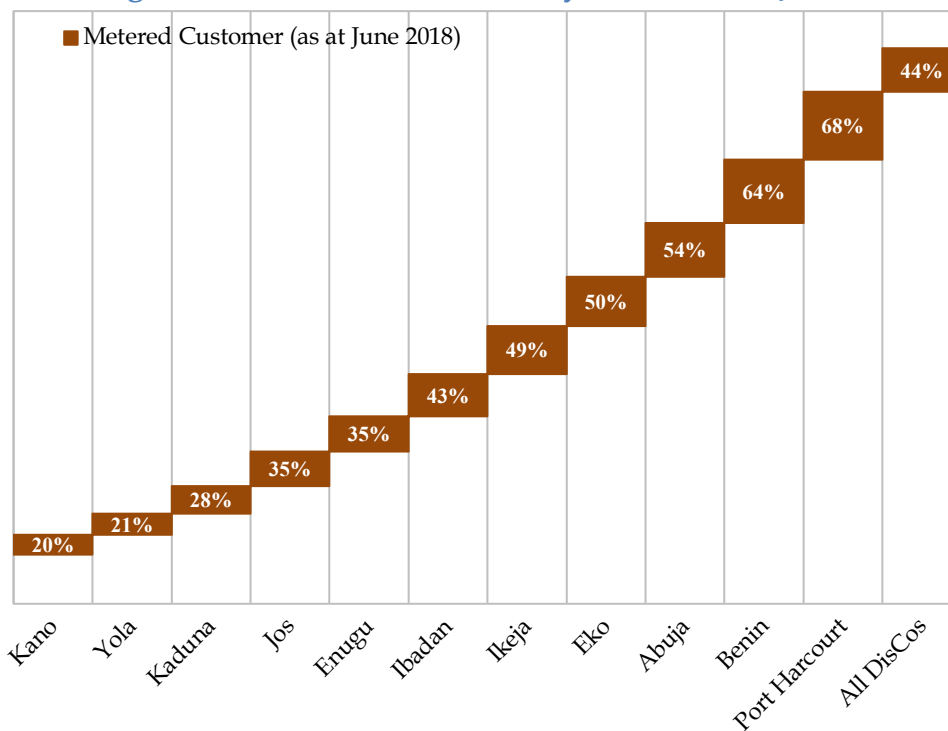
DisCos	Registered Customers as at June 2018	Metered Customers as at June 2018	Metering Progress (%) as at June 2018	Metering Gap (%) as at June 2018
Abuja	967,667	526,120	54.4	45.6
Benin	856,292	548,261	64.0	36.0
Eko	470,766	235,038	49.9	50.1
Enugu	884,992	312,385	35.3	64.7
Ibadan	1,613,635	687,652	42.6	57.4
Ikeja	910,338	447,299	49.1	50.9
Jos	486,198	170,409	35.0	65.0
Kaduna	484,310	136,037	28.1	71.9
Kano	508,640	101,732	20.0	80.0
Port Harcourt	453,818	310,616	68.4	31.6
Yola	337,220	71,580	21.2	78.8
Overall DisCos	8,893,577	3,547,129	44.5	55.5

Notwithstanding the growth in the number of the metered customers, the total meters deployed by DisCos during the second quarter of 2018 are significantly lower than the expected quarterly metering deployment under the Performance Agreement for the privatisation transaction. Whereas the performance agreement with Bureau of Public Enterprises envisaged deployments of 1,640,411 per annum (i.e., quarterly average of 410,103), only 113,126 meters were installed by DisCos during the quarter under review.

The percentage of metered customers by each DisCo as at the end of the second quarter is presented in Figure 12 and it is evident that only four DisCos (namely Abuja, Benin, Eko and Port-Harcourt) had metered not less than 50% of their registered customers as at the end of the second quarter of 2018. Metering of end user remains as a top priority to the Commission. To this end, the Commission continues to monitor

the DisCos to ensure total compliance with the Meter Asset Provider (MAP) regulations that was recently launched.

Figure 12: Customers Metered by DisCos as of June 2018



4.3. Customers Complaints

The summary statistics of complaints received by DisCos in the second quarter of 2018 are presented in Table 10. The eleven (11) DisCos nationwide received a total of 153,227 complaints as against 108,871 complaints received in the first quarter of 2018. With the increase in the number of complaints received, the proportion of the number of complaints resolved by DisCos reduced to 61.2% from the 66.9% recorded in the first quarter of 2018. Benin DisCo had the highest number of complaints followed by Ikeja DisCo. On the other hand, Yola DisCo recorded the lowest number of complaints. Yola, Kano, Jos and Abuja DisCos, in this order, recorded a higher rate (over 90%) of complaints resolved, reflecting better performance in dealing with customer complaints compared to other distribution companies. Further details of the

categories of complaints received by DisCos in the second quarter of 2018 are presented in Table VI of the appendix while Figure 13 shows the summary.

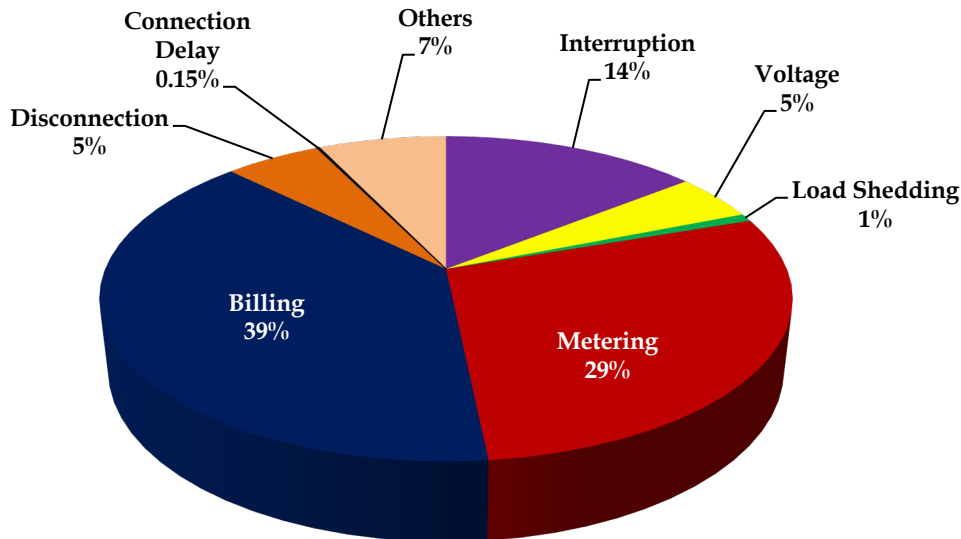
Table 10: Quarterly Complaints Received and Resolved by DisCo

DisCos	2018/Q2				2018/Q1	
	Complaints:				Complaints:	
	Total Received	Total Resolved	Total Unresolved	% Resolved	Total Received	% Resolved
Abuja	12,486	11,319	1,167	90.65	11,525	90.83
Benin	42,948	11,533	31,415	26.85	30,680	25.61
Eko	11,063	9,118	1,945	82.42	4,143	82.36
Enugu	23,610	6,685	16,925	28.31	12,288	78.56
Ibadan	9,236	7,840	1,396	84.89	7,912	99.27
Ikeja	26,537	22,117	4,420	83.34	11,619	86.83
Jos	3,519	3,245	274	92.21	1,617	92.27
Kaduna	10,001	8,823	1,178	88.22	10,315	82.47
Kano	5,326	5,168	158	97.03	1,747	99.20
Port Harcourt	5,519	4,950	569	89.69	12,363	58.77
Yola	2,982	2,899	83	97.22	4,662	96.83
Total	153,227	93,697	59,530	61.15	108,871	66.91

The customer complaints centred on service interruption, poor voltage, load shedding, metering, estimated billing, disconnection, delayed connection, among others. Majority of the DisCos received huge number of complaints on each of the afore-mentioned key issues. The exception being Jos and Kano DisCos which received just one complaint each on load shedding, and Jos and Yola DisCos with just one complaint each on delayed connection.

The summary presented in Figure 13 shows that metering and billing still dominate the customer complaints, accounting for 68% (i.e., 103,636) of the total complaints received during the period under review. This implies that, on average, about 1152 customers complained about metering and billing per day. Another issue of serious concern is service interruption, accounting for 14% (i.e. 21,976) of the total customer complaints received.

Figure 13: Category of Complaints Received by DisCos in 2018/Q2



To address customers' complaints, the Commission, on a continuous basis, monitors the complaint handling and resolution process adopted by DisCos. Specifically, between May and June 2018, the Commission conducted an audit exercise of the eleven (11) DisCos' compliance to service standards in line with the extant rules on Customer Service Standards. The reports are being review following which necessary actions will be undertaken to further improve customers' service delivery.

Similarly, the Commission continuously strives to improve on the operation of its Forum Offices which are set up to adjudicate on consumers' complaints that are not adequately resolved to the satisfaction of consumers by the responsible DisCos. As at the end of the second quarter of 2018, the Commission had established twenty-five (25) Forum Offices for effective adjudication of customer complaints. In addition, as part of its 2017-2020 strategic plan, the Commission has launched and is monitoring the implementation of the Meter Asset Provider Regulation which is designed to address the metering gap and eliminate estimated billing in NESI.

4.4. Forum Offices

In line with the Commission's mandate on Customer Protection, NERC Forum Offices are set up pursuant to section 80(1) (d) of the EPSR Act 2005 to hear and resolve customer complaints not satisfactorily resolved at the DisCos' Customer Complaints Units. It performs the Commission's quasi-judiciary functions in redressing customers and operators unresolved disputes as enshrined in the NERC's Customer Complaints Handling Standards and Procedures Regulation. As at the end of second quarter of 2018, the Commission had twenty-five (25) operational Forum Offices in twenty-four (24) states and the Federal Capital Territory, Abuja while an effort is being made to meet the Commission's objective of establishing at least one Forum Office in each state of the federation. The names, addresses and contacts of the Commission's Forum Offices are presented in Table VII of the Appendix.

During the second quarter of 2018, the Forum Offices received two thousand two hundred and seventy-two (2,272) complaints from customers who were unsatisfied with DisCos' decisions. These exclude the one thousand, six hundred and seventy-seven (1,677) complaints carried over from the first quarter of 2018. Out of the complaints lodged at Forum Offices, about 37% were resolved with or without a formal hearing, which is about 23% more than the complaints resolved during the first quarter of 2018. Twelve (12) of the complaints were withdrawn by the complainants while the remaining one thousand four hundred and thirteen (1,413) have been slated for resolution in the third quarter. Notwithstanding, the Commission continues to intensify effort on its respective Forum Offices to resolve all outstanding complaints during the rest of the year 2018. Table VIII of the appendix presents further details on the number of complaints resolved and outstanding by Forum Offices.

4.5. Alternative Dispute Resolution

The Commission handled a total of five (5) (new and ongoing) dispute resolutions between operators and customers within the second quarter of 2018 indicated below:

1. Subject matter: Disruption of activities/operations of AEDC in Minna by YouthLead Nigeria

Date: Commenced on the 22nd May 2018.

Disputant: YouthLead vs. AEDC and Niger State Government

Resolution: The Commission initiated a committee to follow up on the matter with the Niger State government with a view to ascertain if the resolutions have been carried through.

Status: The Committee exercise is still ongoing.

2. Subject matter: AEDC's alleged meter bypass by Grace Ekpenyong

Date: Commenced on the 22nd May 2018.

Disputant: Grace Ekpenyong vs. AEDC.

Resolution: AEDC requested to present more convincing proof of the suspected bypass by Grace Ekpenyong when the seal of the meter supplied installed by it was intact and was broken by AEDC staff while on the inspection. The Commission accepted AEDC request to present the seal number and status of the meter at the point of supply of the meter by its meter service provider.

Status: The exercise is still ongoing as the Commission awaits the evidence from AEDC

3. Subject matter: Total shutdown of Afam Transmission Station by youths and elders of Afam and refusal to pay for power on grounds of being the host community.

Date: N/A

- Disputant: Afam community youth and elders vs. PHEDC
- Resolution: The Commission has requested PHEDC to ascertain the precise indebtedness and disaggregate the legacy debts from the actual debts owed to them by Afam community.
- Status: The exercise is still ongoing as the Commission awaits the requested details from PHEDC.
4. Subject matter: Unlawful invasion of corporate headquarters of PHEDC.
- Date: N/A
- Disputant: The Nigerian Army vs. PHEDC
- Resolution: The Commission has directed PHEDC to write a formal letter of complaints to the Nigerian Army headquarters.
- Status: The exercise is still ongoing as the Commission awaits the update from PHEDC.
5. Subject matter: City Global Hotel's appeal against the Forum decision with respect to the case of high estimated billing by EEDC for applying the wrong estimated billing method.
- Date: Commenced on the 22nd of June 2018.
- Disputant: City Global Hotel vs. EEDC.
- Resolution: The dispute resolutions committee that was set up by the Commission has drafted recommendations and will be presented to the Commission for its review and approval.
- Status: The case is still on-going

5. THE COMMISSION

5.1. Financial Report

Table 11 presents the summary of the Commission's revenue and expenditure in the first and second quarters of 2018. In the second quarter, the total revenue realised by the Commission was ₦1.712billion comprising ₦1.464billion from operational levy (i.e., market charges) and ₦248.805million from other sources (such as licensing). The realised revenue was about 44% greater than the revenue recorded in the first quarter of 2018. The total expenditure of the Commission in the second quarter of 2018 rose to ₦1.351billion from ₦1.190billion in the first quarter of 2018.

Table 11: Monthly Revenue & Expenditure of the Commission in 2018/Q2

Description	Summary for 2018/Q2 (₦' Million)			Total 2018/Q2 (₦'million)	Total 2018/Q1 (₦'Million)
	Apr.	May.	Jun.		
A. Revenue					
Operating Levy (MC)	598.14	399.53	465.95	1,463.62	1,018.48
Other income	98.46	82.43	67.92	248.80	166.86
Total Revenue	696.60	481.95	533.87	1,712.42	1,185.34
B. Expenditure					
Personnel Cost	217.70	344.30	426.21	988.21	1,035.19
Regulatory Expenses	60.52	115.59	134.47	310.58	44.30
Admin. & General Maintenance	15.96	15.35	21.17	52.48	110.82
Total Expenditure	294.18	475.25	581.84	1,351.27	1,190.31
Net Cash Flow (A-B)	402.42	6.71	(47.97)	361.15	(4.97)
C. Outstanding Liabilities as at the end of 2nd Quarter				1,004.83	
D. Overall Balance (A-B-C)				(643.68)	

Notes of the table: MC is Market Charges; IGR internal Generated Revenue and A & G is Admin and General

A comparison of revenue and expenditure of the Commission in the second quarter 2018 shows an improvement in the fiscal balance of the Commission relative to the first quarter of 2018. The revenue realised during the second quarter was higher than expenditure by ₦361.15million. However, taking into account its unpaid liabilities as at the end of the second quarter 2018, the Commission has overall deficit of

₦643.68million. Table IX of the appendix presents further details on the revenue and expenditure of the Commission during 2018Q1 and 2018Q2.

5.2. Training and Promotion

The Commission takes the quality of its staff seriously as the quality of personnel has significant impacts on its performance. During the quarter under review, the Commission sponsored a total of 52 members of staff to attend various trainings and workshops on subjects that are beneficial to the Commission's statutory responsibilities. Table 12 presents the details of the training and workshops attended by staff of the Commission during the quarter under review. Many staff of the Commission were also sponsored to attend annual conferences of their different professional associations, including but not limited to ICAN, NIM, ANAN and NSE. A robust training plan for the rest of 2018 has also been mapped out based on the identified skill gaps of the Commission.

Lastly, the Commission conducted the 2018 promotion exercise for eligible staff during the quarter under review. At the end of the exercise, staff who were adjudged to have satisfied the stipulated requirements were duly promoted.

Table 12: Trainings and Workshops Attended in 2018/Q2

S/N	Type	Number of Staff in Attendance
	Training:	
1	Executive Leadership in Action	1
2	Building Leadership Core Competencies	1
3	Arbitration and Mediation	2
4	Enhanced Performance and Strategic Management	1
5	Strategic Planning at London Corporate Training	2
6	Fundamentals of Utility Management & Institutional Strengthening	3
7	Strategic Planning	2
8	Regulatory Impact Analysis	1
9	Leading a Project Team	1
10	Public Finance Management	1
11	Utility Regulation & Strategy and Leadership Workshop	4
12	HRM Skills and Knowledge Management	1

13	Leadership for Optimum Organizational Performance	1
14	Knowledge Management & Managing Organizational Learning	1
15	Instructional Techniques for Occupational Safety	1
16	Arbitration and Dispute Resolution	1
	Workshop:	
17	West Africa Regional Power Market Programme	4
18	Workshop on the Development of Renewable Energy Power Purchases	1
19	Power Purchase Agreement Workshop	8
	Forum:	
20	UK - Nigeria Trade and Investment Forum	3
21	Off-Grid Investor Forum organised by the African-EU Renewable Energy Cooperation (RECP)	1
	Meeting:	
22	Power System Research Centre Industry Advisory Board Meeting	1
23	ERERA's Task Force for the Review of the Procedures for Access to the WAPP Transmissions Service	1
24	ERERA Meeting	3
25	Nigerian Mission to World Bank HQ Part for Ease of Doing Business Intervention	1
26	17th OPEC Statistical Meeting	1
27	Evaluation of Anti-Theft Metering System	3

Appendix

Table I: Quarterly Energy Received and Billed by DisCos in 2018/Q1 & Q2

DisCos	Total Energy Received (GWh)						Total Energy Billed (GWh)						Billing Efficiency (%)					
	2018Q1			2018Q2			2018Q1			2018Q2			2018Q1			2018Q2		
	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jan.	Feb.	Mar.	Apr.	May	Jun.
Abuja	257	239	252	270	263	238	284	304	341	329	305	265	90.4	78.7	74.0	82.1	86.1	89.7
Benin	182	185	155	174	194	178	233	186	208	224	208	203	77.9	99.3	74.7	77.7	93.0	87.5
Eko	257	227	234	267	260	229	255	256	298	295	256	250	101	88.6	78.5	90.6	101	91.5
Enugu	161	142	128	130	122	124	206	184	201	180	188	167	78.1	77.1	63.7	72.3	64.7	74.4
Ibadan	245	238	233	246	242	240	303	289	302	296	291	262	80.9	82.2	77.2	82.9	83.2	91.7
Ikeja	247	251	258	287	296	270	265	274	316	302	288	267	93.4	91.6	81.6	94.8	103	101
Jos	89	83	75	76	68	63	124	111	112	95	98	95	71.5	74.6	67.1	79.6	69.4	66.3
Kaduna	129	125	120	111	119	105	180	162	182	169	178	163	71.5	77.2	66.1	65.5	66.7	64.3
Kano	144	126	119	131	142	137	152	149	165	175	166	146	94.7	84.8	72.2	75.0	85.4	93.7
PH	152	124	92	124	117	119	175	184	167	158	152	145	87.1	67.2	55.3	78.2	76.9	82.0
Yola	59	52	53	60	53	47	77	80	90	80	71	67	76.3	64.7	58.8	74.6	75.0	70.1
All DisCos	1922	1791	1720	1876	1876	1749	2254	2179	2381	2305	2202	2030	85.3	82.2	72.2	81.4	85.2	86.1
All DisCos Ave.	175	163	156	171	171	159	205	198	216	210	200	185	83.9	80.5	69.9	79.4	82.3	82.9

Notes of table:

1. DisCos are the electricity distribution companies
2. GWh is Giga-watts hour

Table II: Quarterly Revenue Performance by DisCos in 2018/Q1-Q2

DisCos	Total Billings (₦Billion)						Revenue Collected (₦Billion)						Collection Efficiency (%)					
	2018Q1			2018Q2			2018Q1			2018Q2			2018Q1			2018Q2		
	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jan.	Feb.	Mar.	Apr.	May	Jun.
Abuja	8.2	7.7	8.2	8.9	8.7	7.9	5.1	5.0	6.0	6.3	5.7	5.2	62.5	64.9	73.5	70.1	65.2	65.0
Benin	6.3	6.4	5.6	6.2	6.9	6.3	3.4	3.4	3.4	3.5	3.9	3.6	53.2	52.1	61.4	56.3	56.4	57.8
Eko	7.6	6.9	7.1	8.0	7.7	6.8	6.0	5.8	5.9	6.2	6.1	5.4	78.6	84.3	83.9	77.6	79.3	79.5
Enugu	5.9	5.3	4.8	4.9	4.6	4.5	3.2	3.3	3.3	3.2	3.2	2.9	54.6	63.2	70.0	65.7	71.0	64.5
Ibadan	6.9	6.9	6.9	7.3	7.2	7.2	4.2	4.4	4.5	4.4	4.5	4.0	60.7	63.3	65.1	60.6	62.9	56.5
Ikeja	7.1	7.0	7.1	7.9	7.2	7.7	5.6	5.7	6.2	6.3	6.6	6.1	79.3	81.6	87.0	80.1	91.7	78.8
Jos	3.1	2.9	2.7	2.7	2.4	2.3	1.1	1.1	1.0	0.8	1.0	1.2	35.7	38.5	39.5	29.5	40.6	51.3
Kaduna	3.9	3.9	3.7	3.5	3.7	3.3	1.5	1.3	1.9	1.5	2.0	1.7	39.3	34.3	49.8	43.4	53.8	52.2
Kano	4.2	3.8	3.6	4.0	4.3	4.2	1.8	2.1	2.1	2.6	2.7	2.4	43.9	54.4	58.8	66.9	62.3	56.9
P/H	5.4	4.5	3.4	4.5	4.2	4.3	2.2	1.9	2.0	2.0	2.1	2.2	40.0	42.3	60.2	45.5	50.8	50.1
Yola	1.5	1.4	1.4	1.6	1.4	1.3	0.7	0.7	0.8	0.6	0.7	0.6	44.1	48.9	53.6	38.9	52.0	45.0
All DisCos	60.1	56.6	54.4	59.6	58.3	55.8	34.8	34.6	37.2	37.6	38.6	35.3	57.9	61.2	68.4	63.1	66.1	63.2
All DisCos Ave.	5.5	5.1	4.9	5.4	5.3	5.1	3.2	3.1	3.4	3.4	3.5	3.2	53.8	57.1	63.9	57.7	62.4	59.8

Notes of table:

1. DisCos are the electricity distribution companies
2. ₦Billion is Billions of Nigeria Currency

Table III: DisCos Monthly Invoices & Remittances to NBET in 2018/Q1

DisCos	Invoice (₦' Billion)			Remittance (₦' Billion)			Balance (₦' Billion)			Remittance Performance (%)		
	Jan-18	Feb-18	Mar-18	Jan-18	Feb-18	Mar-18	Jan-18	Feb-18	Mar-18	Jan-18	Feb-18	Mar-18
Abuja	5.656	6.191	6.871	2.052	2.493	2.397	3.604	3.698	4.475	36.276	40.268	34.881
Benin	4.633	3.796	4.190	1.182	2.049	1.111	3.452	1.747	3.079	25.502	53.973	26.510
Eko	5.065	5.225	6.014	0.000	4.116	2.406	5.065	1.109	3.609	0.000	78.775	40.000
Enugu	4.103	3.755	4.054	1.700	1.500	1.350	2.403	2.255	2.704	41.428	39.951	33.304
Ibadan	6.029	5.894	6.083	0.000	3.773	1.154	6.029	2.122	4.929	0.000	64.006	18.971
Ikeja	5.263	5.591	6.376	0.000	4.742	2.551	5.263	0.849	3.826	0.000	84.808	40.000
Jos	2.475	2.268	2.255	0.225	0.225	0.225	2.250	2.043	2.030	9.090	9.919	9.978
Kaduna	3.018	3.303	3.662	0.000	0.500	0.600	3.018	2.803	3.062	0.000	15.139	16.383
Kano	3.591	3.032	3.338	0.000	0.800	0.670	3.591	2.232	2.668	0.000	26.387	20.071
Port Harcourt	3.478	3.758	3.368	0.698	0.556	0.601	2.780	3.201	2.766	20.077	14.808	17.854
Yola	1.539	1.632	1.819	0.232	0.000	0.326	1.307	1.632	1.493	15.065	0.000	17.939
All DisCos	44.851	44.444	48.032	6.089	20.754	13.391	38.762	23.691	34.641	13.575	46.696	27.879
All DisCos Average	4.077	4.040	4.367	0.554	1.887	1.217	3.524	2.154	3.149	13.404	38.912	25.081
Ajaokuta Steel	0.082	0.083	0.082	0.000	0.000	0.000	0.082	0.083	0.082	0.000	0.000	0.000
NIGELEC	0.560	0.670	0.853	0.000	0.000	0.000	0.560	0.670	0.853	0.000	0.000	0.000
CEB (SAKETE)	2.317	2.510	2.836	0.000	0.000	0.000	2.317	2.510	2.836	0.000	0.000	0.000
All DisCos & Others	47.811	47.707	51.803	6.089	20.754	13.391	41.722	26.953	38.412	12.735	43.502	25.849

Notes of table:

1. DisCos, NBET, CEB and NIGELEC are electricity Distribution Companies, Nigeria Bulk Electricity Trader, Beninois Electricity Community and Nigerian Electricity Society respectively.

2. ₦' Billion is billions of Nigeria Currency.

Table III Cont'd: DisCos Monthly Invoices & Remittances to NBET in 2018/Q1-Q2

DisCos	Invoice (₦ Billion)			Remittance (₦ Billion)			Balance (₦ Billion)			Remittance Performance (%)		
	Apr-18	May-18	Jun-18	Apr-18	May-18	Jun-18	Apr-18	May-18	Jun-18	Apr-18	May-18	Jun-18
Abuja	6.713	6.371	5.710	2.685	1.600	2.200	4.028	4.771	3.510	40.000	25.113	38.528
Benin	4.574	4.347	4.368	1.213	1.265	1.692	3.361	3.082	2.676	26.510	29.100	38.733
Eko	6.008	5.347	5.387	2.403	2.139	2.171	3.605	3.208	3.216	40.000	40.000	40.302
Enugu	3.666	3.932	3.588	1.700	1.300	1.000	1.966	2.632	2.588	46.377	33.059	27.869
Ibadan	6.045	6.075	5.645	2.008	3.514	1.357	4.038	2.561	4.288	33.209	57.838	24.048
Ikeja	6.166	5.998	5.751	2.466	2.399	2.918	3.700	3.599	2.833	40.000	40.000	50.735
Jos	1.947	2.045	2.044	0.200	0.150	0.200	1.747	1.895	1.844	10.271	7.335	9.783
Kaduna	3.456	3.720	3.517	0.000	1.307	0.886	3.456	2.412	2.631	0.000	35.145	25.189
Kano	3.566	3.465	3.135	0.650	0.624	0.632	2.916	2.841	2.503	18.226	18.000	20.151
Port Harcourt	3.233	3.165	3.117	0.539	0.647	0.633	2.694	2.518	2.484	16.667	20.429	20.312
Yola	1.640	1.474	1.443	0.255	0.147	0.145	1.385	1.327	1.297	15.548	10.000	10.076
All DisCos	47.014	45.939	43.705	14.119	15.092	13.834	32.895	30.848	29.871	30.031	32.851	31.654
All DisCos Average	4.274	4.176	3.973	1.284	1.372	1.258	2.990	2.804	2.716	26.073	28.729	27.793
Ajaokuta Steel	0.082	0.085	0.081	0.000	0.000	0.000	0.082	0.085	0.081	0.000	0.000	0.000
NIGELEC	0.835	0.849	0.836	0.000	0.000	0.000	0.835	0.849	0.836	0.000	0.000	0.000
CEB (SAKETE)	2.348	2.864	2.786	0.000	0.000	0.000	2.348	2.864	2.786	0.000	0.000	0.000
All DisCos & Others	6.713	6.371	5.710	2.685	1.600	2.200	4.028	4.771	3.510	40.000	25.113	38.528

Notes of table:

1. DisCos, NBET, CEB and NIGELEC are Distribution Companies, Nigeria Bulk Electricity Trader, Beninois Electricity Community and Nigerien Electricity Society respectively.
2. ₦ Billion is billions of Nigeria Currency.

Table IV: DisCos Monthly Invoices & Remittances to MO in 2018Q1-Q2

DisCos	Invoice (₦' Billion)			Remittance (₦' Billion)			Balance (₦' Billion)			Remittance Performance (%)		
	Jan-18	Feb-18	Mar-18	Jan-18	Feb-18	Mar-18	Jan-18	Feb-18	Mar-18	Jan-18	Feb-18	Mar-18
Abuja	1.078	1.209	1.220	0.300	0.300	0.700	0.778	0.909	0.520	27.836	24.823	57.360
Benin	0.883	0.741	0.744	0.618	0.445	0.447	0.265	0.297	0.298	70.000	60.000	60.000
Eko	0.966	1.021	1.069	0.773	0.817	0.748	0.193	0.204	0.321	80.000	80.000	70.000
Enugu	0.782	0.733	0.720	0.300	0.250	0.100	0.482	0.483	0.620	38.353	34.095	13.884
Ibadan	1.153	1.155	1.085	0.346	0.346	0.434	0.807	0.808	0.651	30.000	30.000	40.000
Ikeja	1.001	1.089	1.130	0.600	0.653	0.678	0.400	0.436	0.452	60.000	60.000	60.000
Jos	0.473	0.444	0.402	0.075	0.075	0.075	0.398	0.369	0.327	15.855	16.888	18.669
Kaduna	0.686	0.647	0.653	0.100	0.100	0.100	0.586	0.547	0.553	14.571	15.463	15.323
Kano	0.575	0.591	0.592	0.100	0.100	0.130	0.475	0.491	0.462	17.405	16.907	21.944
Port Harcourt	0.664	0.735	0.599	0.211	0.166	0.147	0.453	0.569	0.452	31.803	22.584	24.527
Yola	0.294	0.320	0.325	0.236	0.192	0.260	0.059	0.128	0.065	80.000	60.000	80.000
All DisCos	8.555	8.685	8.539	3.659	3.444	3.818	4.896	5.240	4.721	42.770	39.658	44.716
All DisCos Average	0.778	0.790	0.776	0.333	0.313	0.347	0.445	0.476	0.429	42.348	38.251	41.973
Ajaokuta	0.422	0.441	0.517	0.000	0.000	0.000	0.422	0.441	0.517	0.000	0.000	0.000
NIGELEC	0.218	0.255	0.337	0.000	0.000	0.000	0.218	0.255	0.337	0.000	0.000	0.000
CEB (SAKETE)	0.016	0.015	0.016	0.000	0.000	0.000	0.016	0.015	0.016	0.000	0.000	0.000
All DisCos & Others	18.543	18.870	18.724	7.650	7.201	7.984	10.893	11.669	10.740	41.257	38.162	42.638

Notes of table:

1. DisCos, MOs, CEB and NIGELEC are electricity Distribution Companies, Market Operators, Beninois Electricity Community and Nigerien Electricity Society respectively.
2. ₦' Billion is billions of Nigeria Currency

Table IV Cont'd: DisCos Monthly Invoices & Remittances to MO in 2018/Q1-Q2

DisCos	Invoice (₦' Billion)			Remittance (₦' Billion)			Balance (₦' Billion)			Remittance Performance (%)		
	Apr-18	May-18	Jun-18	Apr-18	May-18	Jun-18	Apr-18	May-18	Jun-18	Apr-18	May-18	Jun-18
Abuja	1.204	1.154	1.039	0.500	0.500	0.300	0.70	0.65	0.74	41.521	43.331	28.873
Benin	0.821	0.788	0.795	0.492	0.473	0.477	0.33	0.32	0.32	60.000	60.000	60.000
Eko	1.079	0.969	0.981	0.755	0.679	0.687	0.32	0.29	0.29	70.000	70.000	70.000
Enugu	0.658	0.712	0.653	0.400	0.100	0.200	0.26	0.61	0.45	60.809	14.035	30.620
Ibadan	1.089	1.104	1.031	0.435	0.409	0.361	0.65	0.70	0.67	40.000	37.000	35.000
Ikeja	1.103	1.084	1.044	0.662	0.650	0.626	0.44	0.43	0.42	60.000	60.000	60.000
Jos	0.350	0.371	0.373	0.050	0.050	0.070	0.30	0.32	0.30	14.272	13.460	18.764
Kaduna	0.622	0.676	0.642	0.100	0.100	0.200	0.52	0.58	0.44	16.077	14.797	31.156
Kano	0.639	0.627	0.570	0.100	0.100	0.100	0.54	0.53	0.47	15.643	15.946	17.542
Port Harcourt	0.581	0.574	0.568	0.116	0.145	0.144	0.46	0.43	0.42	20.000	25.292	25.273
Yola	0.295	0.268	0.264	0.236	0.214	0.211	0.06	0.05	0.05	80.000	80.000	80.000
All DisCos	8.441	8.328	7.960	3.847	3.420	3.376	4.594	4.909	4.584	45.579	41.061	42.406
All DisCos Average	0.767	0.757	0.724	0.350	0.311	0.307	0.418	0.446	0.417	43.484	39.442	41.566
Ajaokuta	0.016	0.015	0.014	0.000	0.000	0.000	0.02	0.02	0.01	0.000	0.000	0.000
NIGELEC	0.346	0.353	0.345	0.000	0.000	0.000	0.35	0.35	0.34	0.000	0.000	0.000
CEB (SAKETE)	0.427	0.517	0.492	0.000	0.000	0.000	0.43	0.52	0.49	0.000	0.000	0.000
All DisCos & Others	18.439	18.299	17.495	8.045	7.150	7.058	10.394	11.149	10.437	43.629	39.075	40.343

Notes of table:

1. DisCos, MOs, CEB and NIGELEC are Distribution Companies, Market Operators, Beninois Electricity Community and Nigerien Electricity Society respectively.
2. ₦' Billion is billions of Nigeria Currency

Table V: DisCos Monthly Invoices & Remittances to NBET and MO in 2018/Q1-Q2

DisCos	Invoice (₦' Billion)			Remittance (₦' Billion)			Balance (₦' Billion)			Remittance Performance (%)		
	Jan-18	Feb-18	Mar-18	Jan-18	Feb-18	Mar-18	Jan-18	Feb-18	Mar-18	Jan-18	Feb-18	Mar-18
Abuja	6.734	7.399	8.092	2.352	2.793	3.097	4.382	4.606	4.995	34.926	37.745	38.271
Benin	5.516	4.537	4.935	1.800	2.494	1.557	3.717	2.044	3.377	32.626	54.958	31.562
Eko	6.031	6.246	7.083	0.773	4.933	3.154	5.258	1.313	3.929	12.812	78.975	44.528
Enugu	4.886	4.488	4.774	2.000	1.750	1.450	2.886	2.738	3.324	40.936	38.994	30.374
Ibadan	7.183	7.049	7.168	0.346	4.119	1.588	6.837	2.930	5.580	4.816	58.435	22.153
Ikeja	6.264	6.680	7.506	0.600	5.395	3.228	5.663	1.285	4.278	9.584	80.764	43.010
Jos	2.948	2.713	2.657	0.300	0.300	0.300	2.648	2.413	2.357	10.176	11.060	11.292
Kaduna	3.704	3.949	4.315	0.100	0.600	0.700	3.604	3.349	3.615	2.700	15.192	16.223
Kano	4.165	3.623	3.931	0.100	0.900	0.800	4.065	2.723	3.131	2.401	24.839	20.353
Port Harcourt	4.142	4.493	3.967	0.909	0.722	0.748	3.232	3.770	3.219	21.957	16.080	18.862
Yola	1.834	1.952	2.144	0.467	0.192	0.586	1.366	1.760	1.558	25.494	9.832	27.333
All DisCos	53.406	53.129	56.570	9.747	24.198	17.209	43.658	28.931	39.362	18.252	45.545	30.420
All DisCos Average	4.855	4.830	5.143	0.886	2.200	1.564	3.969	2.630	3.578	18.039	38.807	27.633
Ajaokuta	0.504	0.524	0.598	0.000	0.000	0.000	0.504	0.524	0.598	0.000	0.000	0.000
NIGELEC	0.778	0.925	1.190	0.000	0.000	0.000	0.778	0.925	1.190	0.000	0.000	0.000
CEB (SAKETE)	2.333	2.525	2.852	0.000	0.000	0.000	2.333	2.525	2.852	0.000	0.000	0.000
All DisCos & Others	66.354	66.577	70.526	13.739	27.955	21.374	52.615	38.622	49.152	20.705	41.989	30.307

Notes of table:

1. DisCos, NBET, MOs, CEB and NIGELEC are Distribution Companies, Nigeria Bulk Electricity Trader, Market Operators, Beninois Electricity Community and Nigerian Electricity Society respectively.
2. ₦ Billion is billions of Nigeria Currency.

Table V Cont'd: DisCos Monthly Invoices & Remittances to NBET and MO in 2018/Q1-Q2

DisCos	Invoice (₦ Billion)			Remittance (₦ Billion)			Balance (₦ Billion)			Remittance Performance (%)		
	Apr-18	May-18	Jun-18	Apr-18	May-18	Jun-18	Apr-18	May-18	Jun-18	Apr-18	May-18	Jun-18
Abuja	7.918	7.525	6.749	3.185	2.100	2.500	4.732	5.425	4.249	40.231	27.907	37.042
Benin	5.395	5.134	5.163	1.705	1.737	2.169	3.690	3.397	2.994	31.605	33.840	42.008
Eko	7.087	6.317	6.368	3.158	2.817	2.858	3.929	3.499	3.510	44.566	44.604	44.878
Enugu	4.323	4.645	4.241	2.100	1.400	1.200	2.223	3.245	3.041	48.573	30.141	28.293
Ibadan	7.134	7.179	6.676	2.443	3.922	1.718	4.691	3.257	4.958	34.245	54.632	25.739
Ikeja	7.269	7.082	6.795	3.128	3.050	3.544	4.141	4.032	3.251	43.036	43.061	52.159
Jos	2.297	2.416	2.417	0.250	0.200	0.270	2.047	2.216	2.147	10.881	8.277	11.169
Kaduna	4.078	4.396	4.159	0.100	1.407	1.086	3.978	2.988	3.073	2.452	32.016	26.110
Kano	4.206	4.092	3.705	0.750	0.724	0.732	3.456	3.368	2.973	17.833	17.685	19.750
Port Harcourt	3.814	3.739	3.685	0.655	0.792	0.777	3.159	2.947	2.908	17.174	21.176	21.076
Yola	1.935	1.742	1.706	0.491	0.362	0.356	1.444	1.380	1.350	25.387	20.772	20.877
All DisCos	55.456	54.267	51.665	17.966	18.511	17.210	37.489	35.756	34.455	32.398	34.111	33.310
All DisCos Average	5.041	4.933	4.697	1.633	1.683	1.565	3.408	3.251	3.132	28.726	30.374	29.918
Ajaokuta	0.098	0.100	0.095	0.000	0.000	0.000	0.098	0.100	0.095	0.000	0.000	0.000
NIGEELEC	1.181	1.202	1.181	0.000	0.000	0.000	1.181	1.202	1.181	0.000	0.000	0.000
CEB (SAKETE)	2.775	3.381	3.278	0.000	0.000	0.000	2.775	3.381	3.278	0.000	0.000	0.000
All DisCos & Others	7.918	7.525	6.749	3.185	2.100	2.500	4.732	5.425	4.249	40.231	27.907	37.042

Notes of table:

1. DisCos, NBET, MOs, CEB and NIGEELEC are electricity Distribution Companies, Nigeria Bulk Electricity Trader, Market Operators, Beninois Electricity Community and Nigerian Electricity Society respectively.
2. ₦ Billion is billions of Nigeria Currency.

Table VI: Categories of Customer Complaints by Discos in 2018/Q2

Complaints Categories	DisCos										
	Abuja	Benin	Eko	Enugu	Ibadan	Ikeja	Jos	Kaduna	Kano	Yola	Port Harcourt
Interruption	3671	3902	1253	2083	608	3518	1240	2733	747	1020	1201
Voltage	1426	669	461	274	159	691	477	1698	119	778	332
Load Shedding	139	107	19	373	86	343	1	42	2	17	39
Metering	2252	10911	624	17190	2776	4314	186	1793	2825	431	589
Billing	3226	25038	2685	5701	3794	14264	927	998	890	78	2144
Disconnection	624	759	1334	160	90	2191	383	1639	414	336	273
Connection Delay	18	6	127	19	3	12	1	9	15	1	18
Others	1130	1556	1111	1259	1720	1204	304	1089	314	321	923
Total	12486	42948	7614	27059	9236	26537	3519	10001	5326	2982	5519

Notes of table:

DisCos are the electricity distribution companies

Table VII: Lists and Addresses of NERC Forum Offices as at June 2018

S/N	Forum Office	Location	Telephone	Email
1	Abakaliki	3, Ezekuna Crescent, Off Nsugbe Street, Abakaliki Ebonyi State	09037808590	abakalikiforum@nerc.gov.ng
2	Abuja	14, Road 131, Gwarinpa, Federal Capital Territory, Abuja	08146862225	abujaforum@nerc.gov.ng
3	Asaba	Denis Osadebe Way, Besides Mobil Filling Station, Asaba, Delta State	09062277247	asabaforum@nerc.gov.ng
4	Awka	Plot 80, Aroma Junction Layout, Opp. CBN, Awka, Anambra State	09037808594	awkaforum@nerc.gov.ng
5	Benin	34, Akpakpava Street, Benin City, Edo State	09037808592	beninforum@nerc.gov.ng
6	Birnin Kebbi	8, Ahmadu Bello Way, Opp. Kebbi State Government House, Kebbi State		birninkebbiforum@nerc.gov.ng
7	Calabar	Plot 109, MCC Road by Ibok Street, Calabar, Cross River State		calabarforum@nerc.gov.ng
8	Eko	61, Odunlami Street, Off Marina, Lagos Island, Lagos State	08106807261	ekoforum@nerc.gov.ng
9	Enugu	John Anichukwu Close, Plot 7 Mkpokiti Pocket Layout, Enugu, Enugu State	08146862230	enuguforum@nerc.gov.ng
10	Gombe	Government Layout GDP/2, Along Ministry of Education Road, Gombe State	08140440079	gombeforum@nerc.gov.ng
11	Gusau	2 Canteen Daji, J. B. Yakubu Road, Gusau, Zamfara State		gusauforum@nerc.gov.ng
12	Ibadan	Jibowu Street, Opp. Magara Police Station, Iyaganku, G.R.A, Ibadan, Oyo State	08146862252	ibadanforum@nerc.gov.ng
13	Ikeja	199, Obafemi Awolowo Way, Alausa, Ikeja, Lagos State	08106807298	ikejaforum@nerc.gov.ng
14	Jigawa	Dutse G.R.A, Dutse, Jigawa State	07031704827	jigawaforum@nerc.gov.ng
15	Jos	5a, Ray-field Road, Jos, Plateau State	09037808597	josforum@nerc.gov.ng
16	Kaduna	22, Ahmadu Bello Way, Opposite NNDC Building, Kaduna, Kaduna State	08106807299	kadunaforum@nerc.gov.ng
17	Kano	2, Miller Road, Bompai, Nassarawa G.R.A, Kano, Kano State	08146862222	kanoforum@nerc.gov.ng
18	Katsina	7, Abuja Crescent, Off Hassan Usman Katsina Road, Katsina, Katsina State	07031704821	katsinaforum@nerc.gov.ng
19	Makurdi	Hepzibah Plaza, Atom Kpera Road, Opp. Makurdi Int'l School, Benue State		makurdiforum@nerc.gov.ng
20	Owerri	1, C.B Anyanwu Road, Housing Area B, Exclusive Garden, Owerri, Imo State		owerriforum@nerc.gov.ng
21	Port Harcourt	The Vhelberg Imperial Hotel, Plot 122 and 122a, Bank Anthony Avenue Off Ordinance Road, Port Harcourt, River State	0814686223	phforum@nerc.gov.ng
22	Sokoto	1, Garba Duba Road, Sokoto, Sokoto State		sokotoforum@nerc.gov.ng
23	Umuahia	80, Aba Road, Umuahia, Abia State	09062277251	umuahiaforum@nerc.gov.ng
24	Uyo	63, Osongama Road, Off Oron/Uyo Airport Road, Uyo, Akwa Ibom State		uyoforum@nerc.gov.ng
25	Yola	5, Nguroje Street, Karewa Extension, Jimeta, Yola, Adamawa State	09037808535	yolaforum@nerc.gov.ng

Table VIII: Complaints Received and Resolved by Forum Offices in 2018/Q1-Q2

S/N	Forum Offices	2018Q1 Complaints:				2018Q2 Complaints:			
		Received	Resolved	Unresolved	% Resolved	Received	Resolved	Unresolved	% Resolved
1	Abakaliki	17	0	17	0%	15	4	9*	27%
2	Abuja	101	0	101	0%	170	91	79	54%
3	Asaba	79	2	77	3%	73	70	3	96%
4	Awka	56	0	56	0%	73	33	40	45%
5	Benin	64	0	64	0%	37	-	37	0%
6	Birnin Kebbi	0	0	0	-	1	1	-	100%
7	Calabar	14	9	5	64%	16	10	6	63%
8	Eko	191	95	96	50%	329	76	253	23%
9	Enugu	170	0	170	0%	111	97	14	87%
10	Gombe	22	3	19	14%	9	3	6	33%
11	Gusau	12	6	6	50%	11	9	2	82%
12	Ibadan	263	20	243	8%	556	87	469	16%
13	Ikeja	670	56	614	8%	605	206	399	34%
14	Jigawa	9	4	5	44%	4	-	4	0%
15	Jos	11	0	11	0%	3	1	2	33%
16	Kaduna	14	0	14	0%	3	-	3	0%
17	Kano	12	4	8	33%	8	8	-	100%
18	Katsina	1	1	0	100%	2	-	0*	0%
19	Makurdi	11	5	6	45%	13	5	2*	38%
20	Owerri	31	0	31	0%	34	8	26	24%
24	Port Harcourt	122	63	59	52%	91	68	23	75%
21	Sokoto	12	4	8	33%	8	3	3*	38%
22	Umuahia	34	0	34	0%	50	39	11	78%
23	Uyo	36	16	20	44%	37	19	18	51%
25	Yola	17	4	13	24%	13	9	4	69%
	All Forum Offices	1,969	292	1,677	15%	2,272	847	1,425	37%

Note of table: * indicates that the reported value excludes complaints withdrawn for out of Forum settlement.

Table IX: Monthly Revenue & Expenditure of the Commission in 2018/Q1-Q2

Description	Summary for 2018Q1 (₦ Million)				Summary for 2018Q2 (₦ Million)				Changes in Total Revenue & Expenditure 2018Q2-2018Q1
	Jan.	Feb.	Mar.	2018Q1 Total	Apr.	May.	Jun.	2018Q2 Total	
A. Revenue									
Operating Level (MC)	256	412.29	350.19	1,018.48	598.14	399.53	465.95	1,463.62	445.14
Other IGR	16.22	43.31	107.33	166.86	98.46	82.43	67.92	248.80	81.94
Total Revenue	272.22	455.6	457.52	1,185.34	696.60	481.95	533.87	1,712.42	527.08
B. Expenditure									
Personnel Cost	366.65	222.6	445.94	1,035.19	217.70	344.30	426.21	988.21	(46.98)
Regulatory Expenses	14.41	5.82	24.07	44.30	60.52	115.59	134.47	310.58	266.28
Admin.& General Maintenance	36.93	41	32.89	110.82	15.96	15.35	21.17	52.48	(58.34)
Total Expenditure	417.99	269.42	502.9	1,190.31	294.18	475.25	581.84	1,351.27	160.96
Surplus/Deficit (A-B)	(145.77)	186.18	(45.38)	(4.97)	402.42	6.71	(47.97)	361.15	366.12
C. Outstanding Liabilities as at the Specified Quarters				(1,004.83)				(1,004.83)	0.00
Overall Surplus/Deficit (A-B-C)				(1,009.80)				(643.68)	366.12

Notes of table:

MC is Market Charges; IGR internal Generated Revenue and A & G is Admin and General



NIGERIAN ELECTRICITY REGULATORY COMMISSION
PLOT 1387 | CADASTRAL ZONE A00 | CENTRAL BUSINESS DISTRICT |
P.M.B. 136 | GARKI | ABUJA