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ELECTRICITY
REGULATORY
COMMISSION



Electricity on Demand

QUARTERLY REPORT

THIRD 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 its 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 finances 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 stakeholders of the Nigerian Electricity Supply Industry (NESI), government agencies and corporations. Individuals can also access any particular issue freely from the Commission's Website. 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 Plc
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
GenCo	Generation Companies
GWh	Giga Watts hour
IBEDC	Ibadan Electricity Distribution Company Plc
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	Metering Asses Provider
MOs	Market Operators
MW	Megawatts
MWh	Megawatts 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 Projects
NSE	Nigerian Society of Engineers
PHEDC	Port Harcourt Electricity Distribution Company Plc
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:

Operational Performance: In line with its mandates derived from the Electric Power Sector Reform (EPSR) Act, the Nigerian Electricity Regulatory Commission (the Commission) continued the function of regulating the operational and commercial performance of the Nigerian Electricity Supply Industry (NESI). During the third quarter of 2018, the total electric energy generated was 8,077,483MWh – 3.3% less than the level of generation in the second quarter. The industry recorded a highest daily peak generation of 5,053MW on the 19th day of September 2018. The available plant generation units rose to 81 from the daily average of 79 recorded in the second quarter. However, despite the increase in the available generation units in the third quarter, the utilisation of the total available generation capacity declined by 4.2% due to insufficient gas supply, limited distribution networks, water management at the hydro power stations and limited transmission line capacity and associated infrastructure.

Total electric energy generated in 2018/Q3 was 8,077,174 MWh – 3.3% less than the generation in 2018/Q2. Similarly, average capacity utilisation rate declined by 2.6% in 2018/Q3.

The resolution of the highlighted technical and operational constraints in the electricity 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 consistent with the regulatory imperative of ensuring that consumers do not pay for inefficiencies of the utilities. The Commission continued with its role of tariff reviews and resolve to adequately promote optimal performance by TCN and DisCos and significantly enhance the quality of service to customers.

The summary of the performance of the national grid during the first, second and third quarters of 2018 is indicated in Table A. The report indicates that the industry recorded a slight decline in the stability of the grid network during the quarter under review with three (3) incidences of total system collapse (i.e., total blackout nationwide), unlike in the second quarter where just one (1) total system collapse was recorded. However, no incidence of partial system collapse (i.e., failure of a section of the grid) was recorded in the third quarter. The

Three (3) total system collapses occurred in 2018/Q3 but no partial system collapse occurred in the same period.

slight decline in grid stability during the quarter under review is attributed to declining level of compliance to the directives on free governor and frequency control mode by some generators, and lack of adequate ancillary generation capacity. To prevent further decline in grid stability in subsequent quarters and beyond, the Commission, in collaboration with TCN, shall intensify its monitoring and supervision efforts 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 has approved the proposal by TCN to competitively procure adequate ancillary services to ensure effective management of the grid system.

Table A: System Collapse in 2018/Q1-Q3

	2018/Q3	2018/Q2	2018/Q1
Number of Partial Collapses	0	1	0
Number of Total Collapses	3	1	6

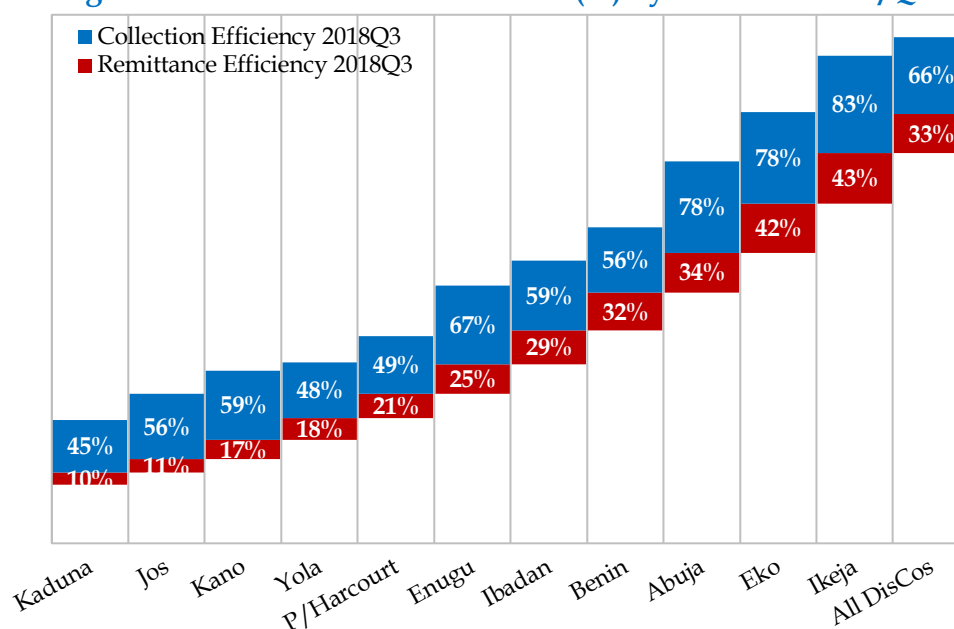
Commercial Performance: The financial viability of the NESI remains as the most significant challenge threatening the sustainability of the power industry. As reported in the preceding quarterly report, the liquidity challenge is partly attributed to the non-implementation of cost-reflective tariffs, 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 (11) DisCos was ₦172.9billion in the third quarter of 2018 but only a total collection of ₦106.7billion representing 65.5% collection efficiency. The collection efficiency indices indicate that a sum of ₦3.45 out of every ₦10 worth of electricity sold during the third quarter remains uncollected as and when due. A good indicator of the severity of the liquidity challenge in the NESI was further reflected in the settlement rate of NBET's and MO's energy invoices issued to DisCos.

DisCos' collection efficiency stood at 65.5% while remittance to NBET and MO was 33.3%.

During the third quarter of 2018, the eleven (11) DisCos were issued a total invoice of ₦162.5billion for energy received from NBET and for service charge by the MO, but only a sum of ₦54.1billion (33.3%) was settled by DisCos, creating a significant deficit of ₦108.4billion in the Market. The DisCos' collection efficiency and remittance performance

in the third quarter of 2018 is indicated in Figure A. Whereas the collection efficiency ranges from 45% (Kaduna) to 83% (Ikeja), remittance performance ranges from 10% (Kaduna) to 43% (Ikeja). In the period under review, the invoices issued to international customers (CEB/SAKETE and NIGELEC) and the Ajaokuta Steel Company Ltd (as special customer) were ₦12.109billion and ₦316million respectively. However, only a payment of ₦1million was received from Ajaokuta Steel Company Ltd. The Nigerian government has continued to engage governments of neighbouring countries benefitting from the export supply to ensure timely payments for the electricity purchased from Nigeria.

Figure A: Collection and Remittance (%) by DisCos in 2018/Q3



While the low remittance by DisCos to NBET and MO is partly due to tariff shortfall, the DisCos must improve on their technical and commercial efficiencies for improvements on the payment obligation to the market thereby improving sector liquidity. A major initiative towards improving revenue collection in the electricity industry is the provision of meters to all registered end-use consumers of electricity. To this end, the Commission continues to monitor DisCos' process of procuring Meter Asset Providers (MAP) in compliance with the provisions of the MAP Regulations. The MAP Regulations issued by the Commission in March 2018 aims at fast-track the roll-out of end-use meters through the engagement of third-party investors for the financing, procurement, supply, installation and maintenance of

electricity meters. The Commission is also finalising a framework that would 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: During the third quarter of 2018, no new Regulations or Orders were issued. The Commission continued the process of gazetting the Nigerian Electricity Supply and Installation Standards (NESIS) Regulations. The Commission also continued to monitor the implementation of the extant regulations. In particular, the Commission intensified the monitoring of the process of procuring the Meter Asset Providers by DisCos in line with the MAP Regulations which was developed as a key strategy to swiftly bridge the metering gap in the industry. To this end, the Commission followed up on the NERC Order/180/2018 setting the deadline for DisCos for the conclusion of the procurement process for the engagement of the MAPs in line with the MAP Regulations.

Licensing and Permits: The Commission, after satisfactory evaluation, issued two (2) on-grid and one (1) off-grid generation licences during the third quarter of 2018 with a total nameplate capacity of 605.5MW. Also, four (4) captive power generation permits with a total capacity of 10.5MW were issued during the period under review. During the same quarter, the Commission approved the certification of six (6) Meter Service Providers for manufacturer, importer, vendor and installer categories. The Commission also continued the technical evaluation of two (2) applications for Embedded Generation, two (2) Independent Electricity Distribution Network (IEDN), and fourteen (14) Eligible Customer applications during the third quarter of 2018.

Compliance and Enforcement: The Commission investigated and continued with enforcement actions against violations, breaches and infractions of regulations, orders and technical codes of the NESI by some licensees. These include failure to provide required data within a stipulated timeline, electric accidents and electrocution cases. As at the end of the third quarter of 2018, there were twenty-one (21) enforcement cases before the Commission. These include both new and existing enforcement cases commenced in the preceding quarters. As part of the enforcement process of the Commission, Notices of Intention to Commence Enforcement (NICE) were issued to

Two (2) on-grid and one (1) off-grid licence applications with a total nameplate capacity of 605.5MW were approved in 2018/Q3.

Mainstream Energy Solutions Ltd, TCN, Abuja, Enugu and Jos DisCos for various infractions in the industry.

Litigation: During the third quarter of 2018, the Commission was not involved in new litigations but continued with the thirty-three (33) ongoing cases reported in the previous quarters which are yet to be resolved. The on-going cases relate to ‘illegal’ disconnection by DisCos, wrong customers’ classification, land trespass, suspension of Ibadan DisCo Board, and granting of Eligible Customer status among many others.

Health and Safety: The Commission received a total of 79 accident reports from the operators during the third quarter of 2018. The accidents resulted in 31 deaths and 3 injuries of various degrees involving both employees of the companies and the third parties. In comparison to the second quarter where 30 deaths were recorded, there was a decline in the health and safety performance of the operators in the third quarter of 2018. Consequently, the Commission has intensified the implementation of various safety programmes aiming at drastically reducing accidents in the electricity industry. The safety programs being implemented by the Commission include, but not limited to, the standardisation of protective schemes, public enlightenment on safe use of electricity, engagement of agencies on Right of Way (ROW) violation and a review of operational procedure for Distribution System Operators (DSO) on fault clearing.

In 2018/Q3, electrical accidents resulted in 31 deaths and 3 injuries of various degrees involving both employees of the companies and the third parties.

CONSUMER AFFAIRS:

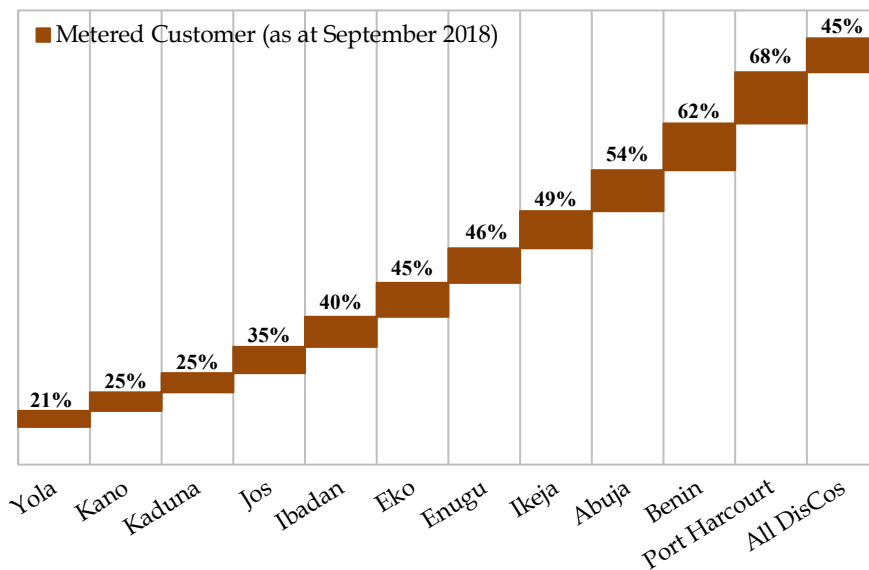
Consumer Education and Enlightenment: As part of the effort to continuously educate customers on their rights and obligations, and other general service delivery issues, the Commission monitored the DisCos’ compliance to the directives to organise periodic customer enlightenment programmes. On its part, the Commission organised town-hall meetings with consumers in Benin, Edo State on the 21st day of September 2018. The meeting was well attended by different customer groups and industry operators. The participants were educated on customers’ rights and obligations, complaints redress mechanism, health and safety, estimated billing, outstanding metering gaps and the efforts being made to address it.

Metering gap for end-use customers still remains a key challenge facing the electricity industry. The records of the Commission indicate that, of the 8,310,408 registered electricity customers, only 3,704,302

Only 3 DisCos had metered about 50% of its registered electricity customers as at the end of 2018/Q3

(about 45%) have been metered as at the end of the third quarter of 2018. Thus, the majority of customers (~ 55%) are still on estimated billing thus contributing to customer apathy towards payment for electricity. In comparison to the second quarter of 2018, the population of registered customers increased by 4.2% while the metered customers increased by a relatively higher proportion of 4.4%. The observed increase in registered customers was a consequence of the on-going enumeration exercise by DisCos, which has helped DisCos to properly register individuals who had previously consumed electricity through illegal connection to the networks. A review of the customer population data in Figure B indicates that only Abuja, Benin and Port Harcourt DisCos had metered more than 50% of their customers as at the end of September 2018. The Commission therefore has intensified its monitoring of DisCos' implementation of and compliance to the provisions of the MAP regulations in order to fast-track meter roll-out and close the metering gap in NESI within three (3) years.

Figure B: Metering Status in NESI as at September 2018

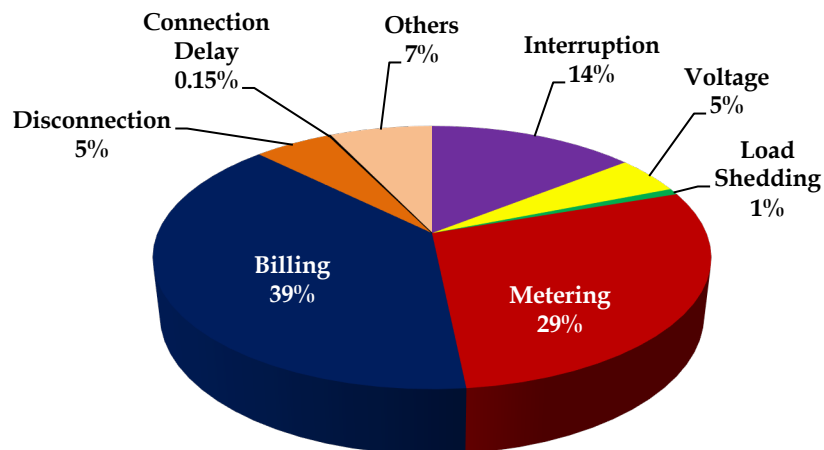


The number of customer complaints reduced by 16% in the third quarter of 2018.

Customer Complaints: In 2018/Q3, the eleven (11) DisCos received a total of 128,791 complaints from consumers (~16% less than complaints received in 2018/Q2) and resolved a total of 97,343 (~76%). Although this represents an improvement in the third quarter, Benin DisCo still had the worst performance in resolving customers' complaints. Whereas other DisCos resolved up to 75% of their customer complaints in the period under review, Benin DisCo resolved only 47.3% of the customers' complaints received. Eko and

Yola reached a commendable record of 98% resolution during the period under review. The Commission continued to investigate the reasons for poor customer complaints resolution by all DisCos recording a resolution rate of less than 75%. A review of customer complaints statistics in Figure C indicates that metering, estimated billing and service interruption still remain the most significant areas of concerns for customers.

Figure C: Category of Complaints Received by DisCos in 2018/Q3



Metering and estimated billing still dominated the customers' complaints, accounting for 53% of the total complaints in 2018/Q3.

Metering and billing dominated the customer complaints accounting for 68,749 (i.e., 53%) of the total complaints in the third quarter of 2018. In an effort to ensure improved customer service, the Commission has continued to monitor and audit the complaint handling and resolution process by DisCos. Besides, the Commission, on a continuous basis, monitors the operation of its Forum Offices set up to adjudicate on consumers' complaints not adequately resolved to the customers' satisfaction by the responsible DisCos.

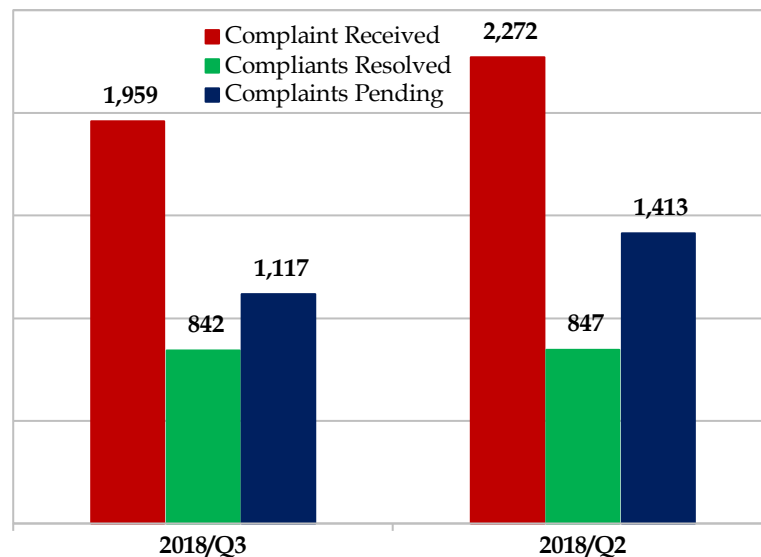
As at the end of 2018/Q3, the Commission had 25 operational Forum Offices in 24 States & FCT and has finalised the plan to open 5 new Forum Offices in 2018/Q4

Forum Offices perform the Commission's quasi-judiciary functions in redressing customers' and utilities' unresolved disputes, as enshrined in the Commission's Customer Complaints Handling Standards and Procedures Regulation. As at the end of the third quarter of 2018, the Commission had twenty-five (25) operational Forum Offices in twenty-four (24) states and the Federal Capital Territory, Abuja. Also, in a bid to achieving the objective of establishing at least one Forum Office in each state of the federation, the Commission is scheduled to open five (5) new Forum Offices in five (5) States capital - Bauchi

(Bauchi), Ilorin (Kwara), Lafia (Nassarawa), Lokoja (Kogi) and Osogbo (Osun) – in the fourth quarter of 2018.

A review of customer complaints data in Figure D shows that, during the quarter under review, the Forum Offices received a total of 1,959 complaints from customers who were dissatisfied with DisCos' attempt at resolving their lodged complaints. These exclude 1,413 complaints carried forward from the second quarter of 2018. Of the complaints lodged at Forum Offices, 43% were resolved with or without hearings, showing an increase from the 37% recorded in the preceding quarter. Nonetheless, the Commission has directed all its respective Forum Offices to resolve all outstanding complaints without further delay.

Figure D: Complaints Received by Forum Offices in 2018/Q2-Q3



Alternative Dispute Resolution: The Commission handled the under-listed four (4) new and existing disputes between operators and customers during the third quarter of 2018.

- a) YouthLead Nigeria vs. AEDC;
- b) Grace Ekpenyong vs. AEDC;
- c) DSP Waziri Yakubu vs. AEDC; and
- d) City Global Hotel vs. EEDC.

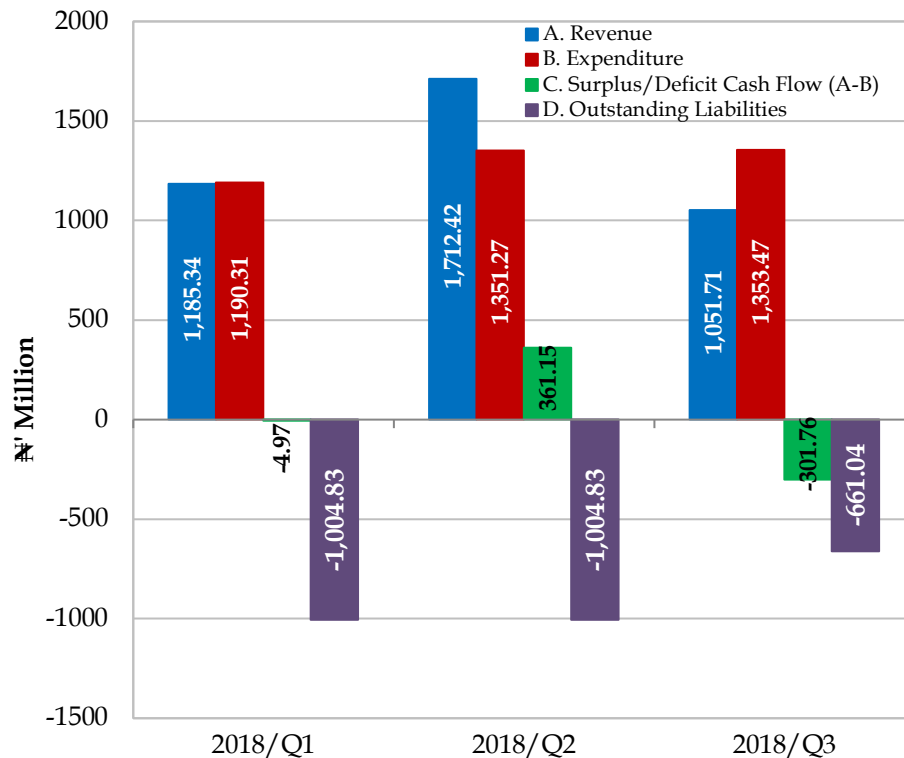
THE COMMISSION:

Financial Report: During the third quarter of 2018, the total revenue realised by the Commission was ₦1.052billion – 38.6% lower than the revenue realised in the second quarter. The decline in the revenue was largely due to decline in the operational levy (i.e. market charges). As

As at the end of 2018/Q3, the accumulated unpaid liabilities had reduced to ₦962.80 million (including ₦301.76 million deficit during the quarter).

shown in Figure E, however, the total expenditure of the Commission in the third quarter stood at ₦1.353billion compared to ₦1.351billion in the preceding quarter. A comparison of the revenue and expenditure of the Commission within the third quarter showed a negative net cash flow of ₦301.76million. Furthermore, taking account of the unpaid liabilities as at the end of the third quarter of 2018, the Commission had a total deficit balance of ₦962.80million.

Figure E: Commission's Cash Flows (₦' m) in 2018/Q1-Q3



Capacity Development: The Commission continued with its commitment to staff development and sponsored a total of twenty-four (24) staff to various regulatory, leadership and management trainings abroad. Similarly, twenty-seven (27) staff were sponsored to attend workshops, conferences and international meetings on issues beneficial to the Commission's statutory responsibilities.

Having conducted the 2018 promotion exercise in the previous quarter, the Commission is planning to conduct the 2019 promotion exercise for the eligible staff in the first quarter of 2019. As a way of recognising staff's efforts and contributions to its performance, the Commission organised long service and outstanding performance award ceremony for members of staff of the Commission during the

quarter under review. This was the first of its kind in the 12-year history of the Commission.

2. STATE OF THE INDUSTRY

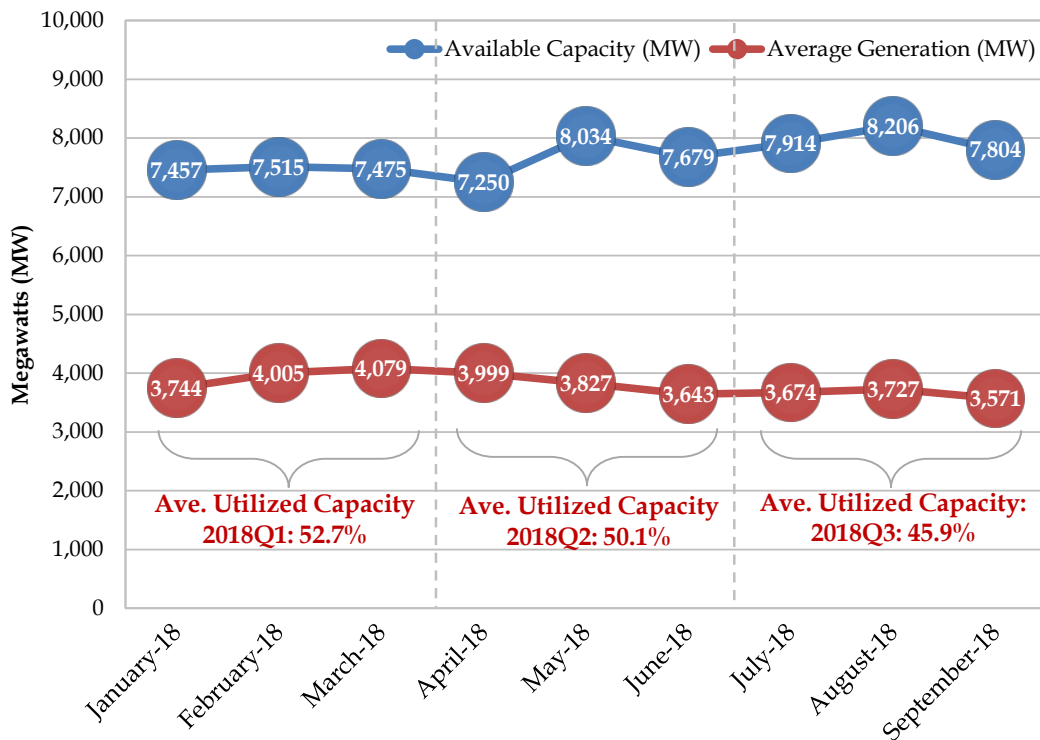
2.1. Operational Performance

2.1.1. Electricity Generation

In line with the mandate derived from the Electric Power Sector Reform (EPSR) Act 2005, the Commission continues the monitoring of the operational and commercial performance of the Nigerian Electricity Supply Industry (NESI). The industry's highest peak daily generation of 5,162MW for the third quarter of 2018 was recorded on the 19th September 2018. During the same period, available average generation capacity rose by 4.2% to 7,975MW relative to the second 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 some plant generation units. On average, 81 plant generation units were available in the third quarter compared to 79 generation units available during the second quarter. 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 third quarter of 2018 decreased by 3.3% from 8,350,174MWh recorded in the second quarter.

A review of both the daily average generation and available capacity (in MW) from the first quarter (January - March) of 2018 to the third quarter (July - September) of 2018 are represented in Figure 1. The Figure indicates that 45.9% of the available capacity was utilised during the third quarter of 2018 - 4.2% less than the capacity utilisation during the second quarter of 2018. By implication, about 54% of the total available capacity during the quarter under review was redundant owing to a combination of factors including insufficient gas supply, limited transmission line, water management at the hydro power stations and limited distribution networks (affecting the ability of DisCos to wheel out energy to consumer).

Figure 1: Average Daily Generation and Available Capacity 2018/Q1-Q3



Resolving both the operational and technical challenges in electricity generation remains as 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 and distribution networks. As stated in the previous quarterly reports, 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.

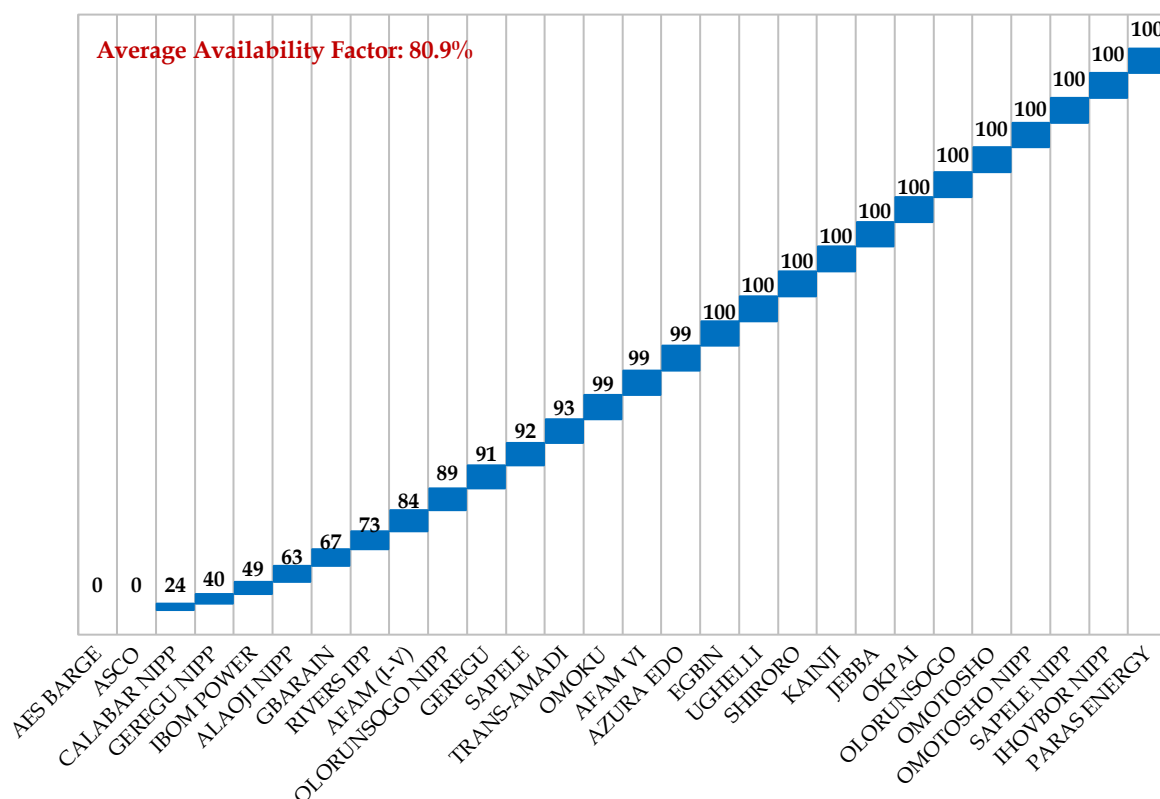
2.1.2. Availability Factor and Average Generation of Power Plants

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 an increase of 20.2 percentage points (i.e., 33.3%) from the 60.7% recorded in 2018/Q2. On average, generation plants were available 80.9% of the time in 2018/Q3, indicating that the proportion of operational time that a plant actually operated increased significantly from the previous quarter.

As represented in Figure 3, among the power plants in operation during the third quarter, twelve (12) of them recorded 100% availability factor. Moreover, Azura IPP plant, which went through commissioning testing during the first quarter of 2018, was fully operational during the third quarter of 2018 and achieved about 99% availability factor. Due to some factors, however, three (3) of the power plants (i.e., AES, ASCO, and Calabar NIPP) recorded availability factors ranging between zero (0) and 24%. 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.

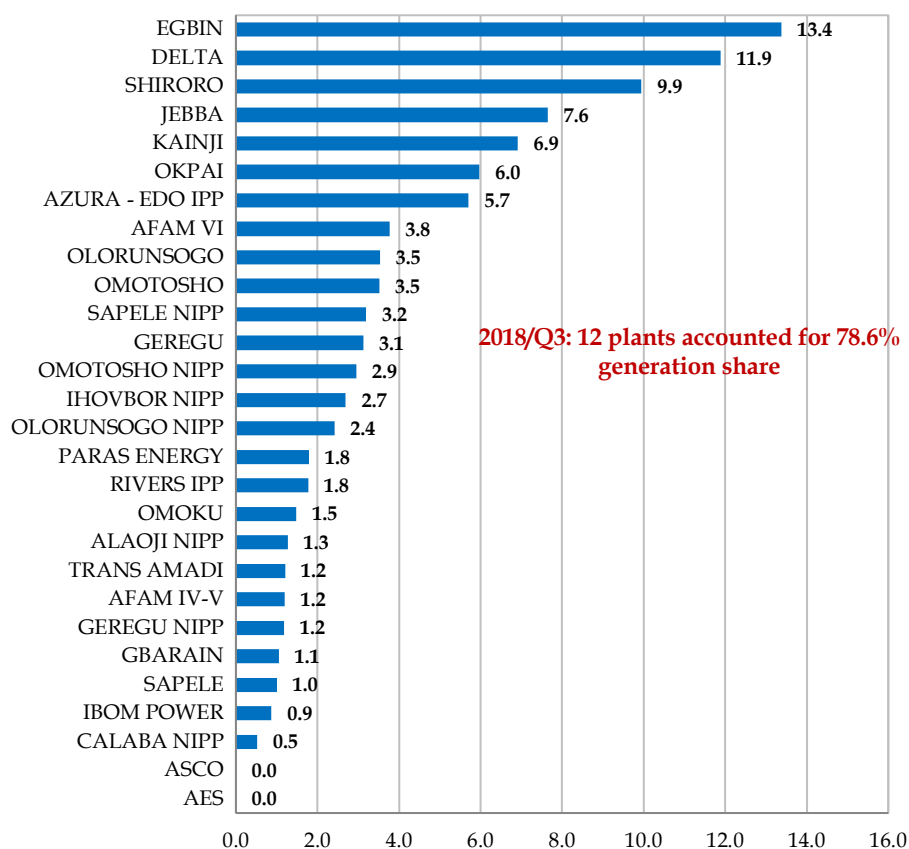
The contribution of the individual power plant to the total energy generated during the third quarter 2018 is represented in Figure 2. Twelve (12) of the twenty-eight (28) power plants accounted for 78.6% of the total energy generated.

Figure 2: Plant Availability Factor (%) in 2018/Q3



Like the preceding quarters, Figure 4 shows clearly that energy generation in Nigeria heavily depends on a few number of plants, as six (6) of the operating plants accounted for 55.8% of the total industry energy output during the quarter under review. 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 six plants. Specifically, the (over)reliance of the grid on the energy supplied from just six 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 six major plants, the Commission has approved the extra-ordinary application by TCN to competitively procure spinning reserves. This is to guarantee adequate spinning reserves for proper management of the grid by the Operator.

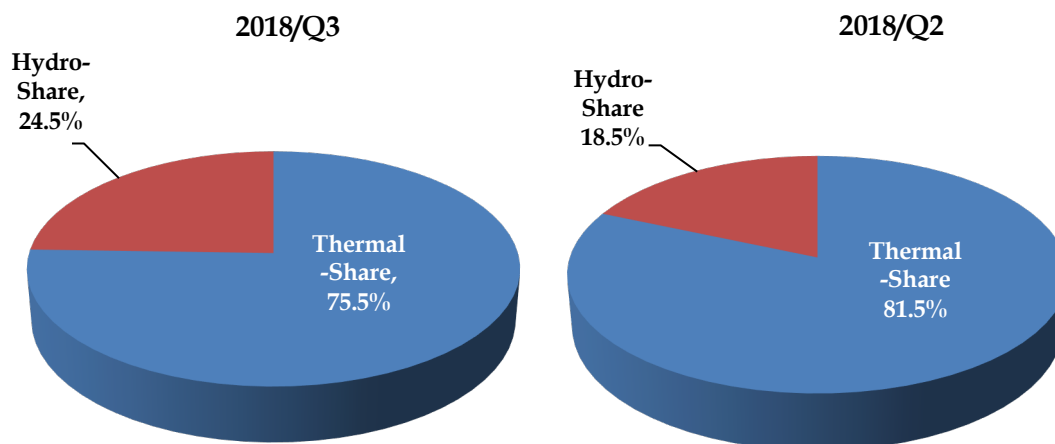
Figure 3: Share (%) of Generation Output by Plants in 2018/Q3



2.1.3. Generation Mix

The shares of electricity generation by sources of fuel for the third and the second quarters of 2018 are represented in Figure 4. Notably, gas dominated the electricity generation mix accounting for 75.5% of the electricity generated in the third quarter. This implies that approximately 7.6kWh of every 10kWh of electricity generated in Nigeria during the third quarter of 2018 came from gas. There is a 6 percentage point (i.e., 32.4%) improvement in the share of electricity generated from hydro which is attributed to relative increase in rainfall during the quarter under review. The Commission, however, notes with concern the security of supply implication of the continuous 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 4: Quarterly Share (%) of Electricity Generated by Fuel Sources



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

2.1.4. Grid Performance

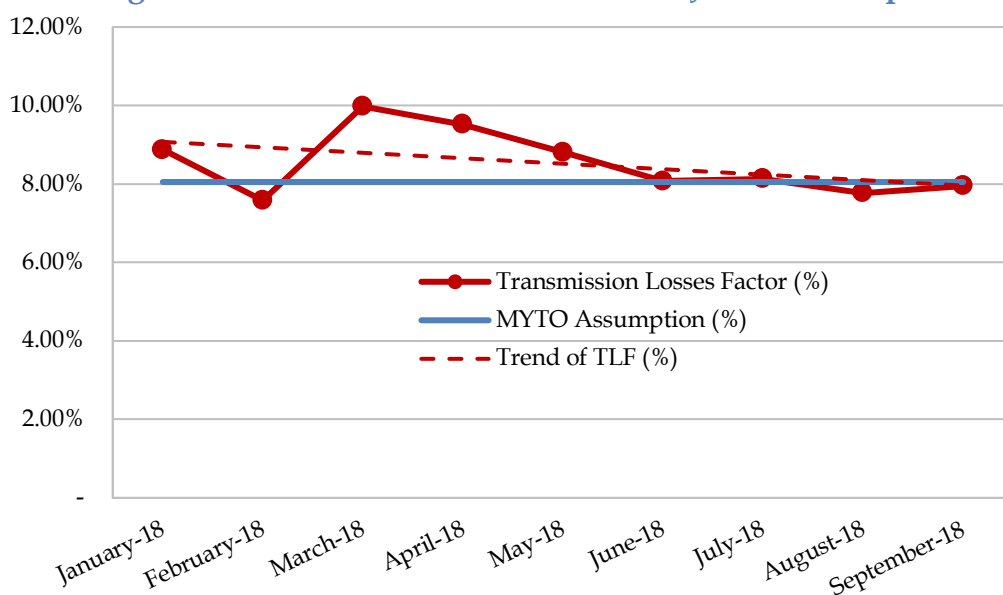
To assess the performance of the grid, the Commission focuses on four Key Performance Indicators (KPIs) that relate to power transmission. These include the transmission loss factor, incidence of system collapse, the stability of grid frequency and voltage fluctuation.

Transmission Losses Factor

During the third quarter of 2018, there was a significant improvement in the 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 represented in Figure 5, the transmission loss factor declined from 9.98% in March to 7.95% in September. The

third quarter average transmission loss factor of 7.97% is lower than the 8.05% industry (MYTO) reference loss factor and it shows a laudable improvement in the transmission network when compared with the preceding quarter average TLF of 8.80%. The decrease in the average TLF in 2018/Q3 can be attributed to improved efficiency in transmission network.

Figure 5: Transmission Loss Factor from Jan. 2018 – Sep. 2018



System Collapse

The industry recorded a slight decline in the stability of the grid network during the third quarter as against the second quarter of 2018. Table 1 presents the number of system collapse experienced in the first, second and third quarters of 2018.

Table 1: System Collapse in 2018/Q1-Q3

	/Q3	/Q2	/Q1
Number of Partial Collapses	0	1	0
Number of Total Collapses	3	1	6

The industry recorded three (3) total system collapse (i.e., total blackout nationwide) during the quarter under review, unlike in the second quarter where one (1)

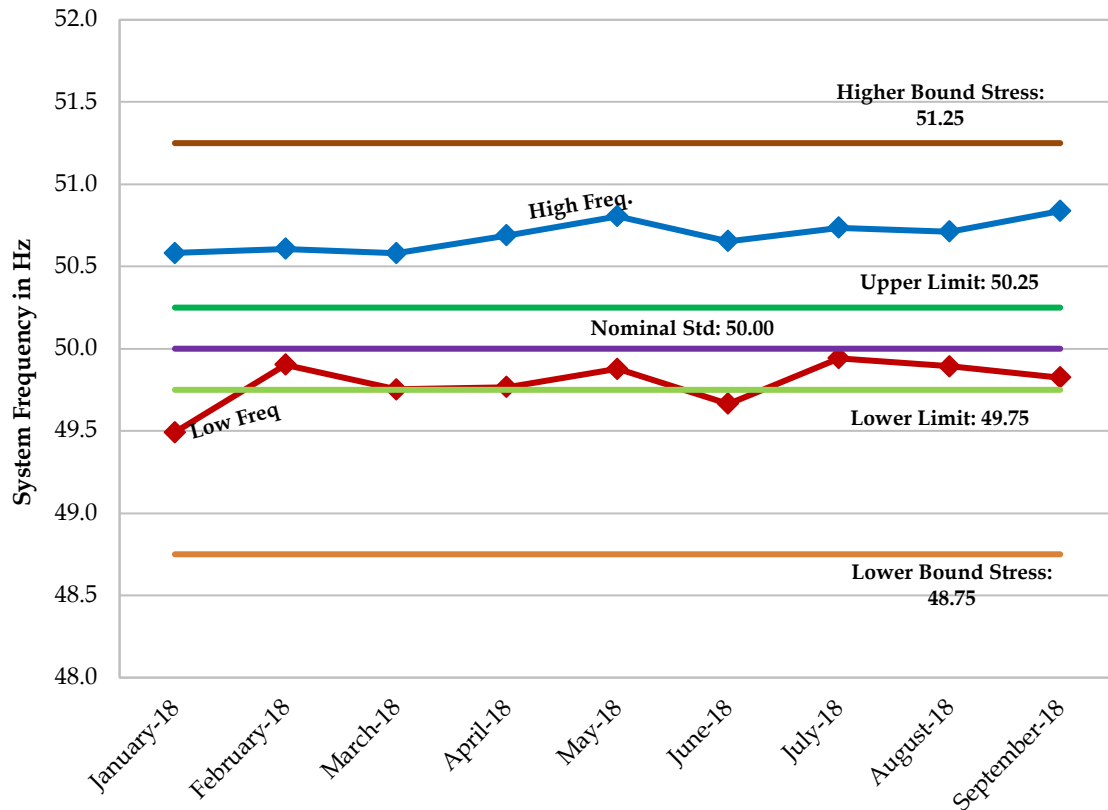
total system collapse was experienced. However, there was no incidence of partial system collapse (i.e., failure of a section of the grid) during the quarter under review, unlike in the second quarter when one (1) partial system collapse was recorded.

To prevent further decline in the grid stability in subsequent quarters and beyond, the Commission in collaboration with the Transmission Company of Nigeria (TCN) 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 subsisting operating codes in the industry. Furthermore, the Commission has approved the extra-ordinary application by TCN to competitively procure spinning reserves. This is to guarantee adequate spinning reserves for proper management of the grid by the System Operator.

Grid Frequency and Voltage

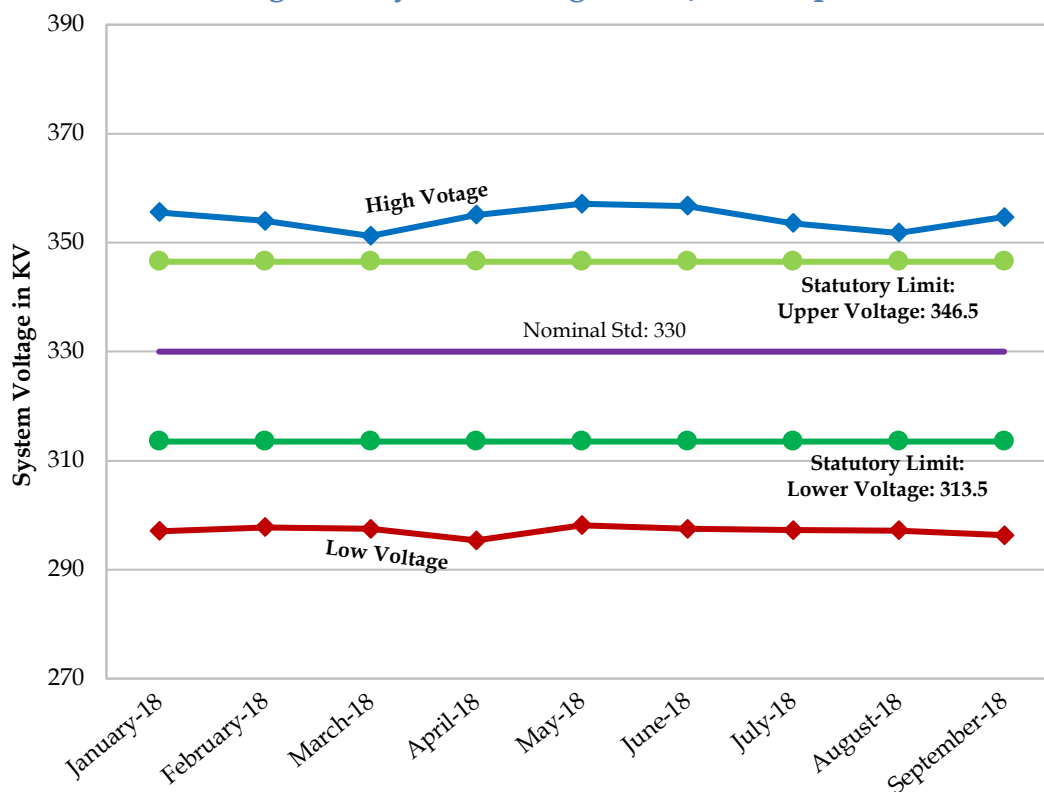
Based on the provisions of the Grid Code, the system frequency, under normal circumstances, is expected to be between a lower limit of 49.75Hz and an upper limit of 50.25Hz. The Grid Code, however, provides for grid frequency to operate between 48.75Hz - 49.75Hz (lower stress boundary) and 50.25Hz - 51.25Hz (upper stress boundary) when the grid is stressed. The system frequency pattern from January 2018 to September 2018 is represented in Figure 6. During the period under review, the system low frequency was very close to the lower statutory limit most of the time, especially, in September 2018. On the contrary, the system high frequency was above the upper statutory limit by an average of 0.51Hz.

Figure 6: Average Daily System Frequency from Jan. - Sep. 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 third quarter of 2018, both the high and low system voltages were outside the normal statutory boundaries throughout the period as represented by Figure 7. As stated in the preceding quarterly report, 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 Transmission Company of Nigeria 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 7: System Voltage from Jan. - Sep., 2018



2.2. Commercial Performance

2.2.1. Energy Received and MYTO Load Allocation

The amount of energy received by the electricity distribution companies (DisCos) at their trading points decreased in the third quarter of 2018. Specifically, the third quarter energy received decreased by 2.46% from the 6,537GWh recorded in the second quarter of 2018 to 6,376GWh. This decrease is reflective of the decline in the total energy generated in the third quarter as compared to the second quarter.

The amount of energy received and billed by DisCos during the second and third quarters of 2018 are represented in Table 2. The table indicates a slight decline in DisCos’ billing efficiency during the third quarter. Out of the 6,376GWh total energy received by all DisCos in the third quarter, 5,160GWh (~81%) was billed to the end users, implying technical losses of about 19%. Meanwhile, the billing efficiency for

all DisCos in the second quarter was 84%. The Commission is concerned about the decline in billing efficiency and high technical losses at the distribution network. The level of billing efficiency shows that for every 10kWh of energy received by DisCos from the Transmission System Provider (TSP), about 1.9kWh is lost due to technical constraint and energy theft. In other words, for every ₦10 worth of electricity received by DisCos, ₦1.90 is lost due to poor distribution infrastructure and energy theft.

The performance of the DisCos in Table 2 shows that Ikeja DisCo had the highest billing efficiency of 94% in the third quarter, while Jos DisCo recorded the lowest billing efficiency of 64%. On the basis of relative improvement from the preceding quarter, Kaduna DisCo had the highest improvement in billing efficiency, moving from 66% in the second quarter to 72% in the third quarter while the remaining DisCos' billing efficiency worsened except Benin DisCos which remained constant.

Table 2: Energy Received and Billed by DisCos in 2018/Q2-Q3

DisCos	Total Energy Received (GWh)		Total Energy Billed (GWh)		Billing Efficiency (%)	
	2018/Q3	2018/Q2	2018/Q3	2018/Q2	2018/Q3	2018/Q2
Abuja	837	900	671	771	80	86
Benin	625	635	538	546	86	86
Eko	747	801	679	756	91	94
Enugu	539	535	357	376	66	70
Ibadan	840	850	689	728	82	86
Ikeja	856	857	801	853	94	99
Jos	285	288	183	207	64	72
Kaduna	503	511	362	335	72	66
Kano	460	487	375	410	82	84
Port Harcourt	455	455	357	359	78	79
Yola	229	218	148	160	65	73
All DisCos	6,376	6,537	5,160	5,500	81	84

Notes of the table: DisCos are the electricity distribution companies

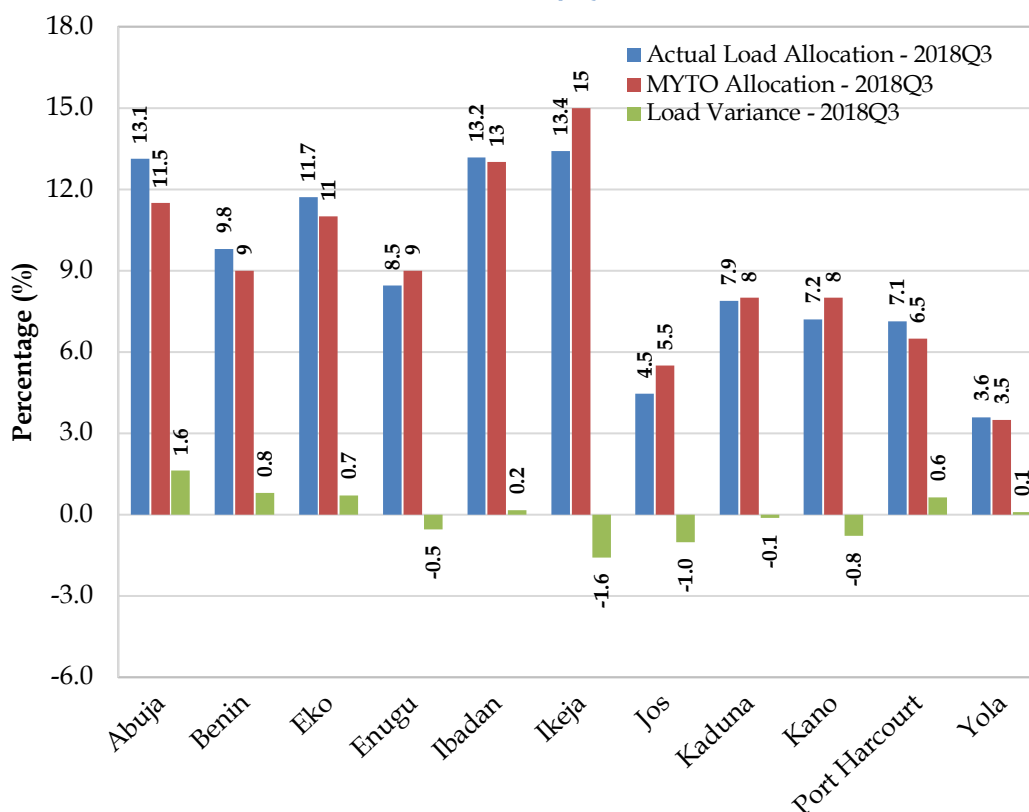
Pursuant to the strong commitment of the Commission to address DisCos' technical inefficiency (e.g., poor distribution network), a capital expenditure process is being

considered whereby investments by DisCos would be thoroughly reviewed and optimised for prudence and relevance to achieving goals of the licensee. A revenue adjustment mechanism is to be adopted in subsequent tariff reviews, to claw back any return 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 (i.e., energy theft), the Commission has continued to monitor 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. Moreover, the Commission is closely monitoring the DisCos' procurement of Meter Asset Providers for compliance with the requirements of the Meter Asset Providers (MAP) Regulations. Finally, the Commission is closely working with the National Assembly to ensure timely conclusion of the Energy Theft Bill.

Figure 8 compares the MYTO load allocation with the share of the total energy received by DisCos during the third quarter of 2018. Similar to the preceding quarter, Enugu, Ikeja, Jos, Kaduna, and Kano received less energy than their MYTO allocation during the third quarter of 2018, reflecting the technical limitation of their networks.

Figure 8: Energy Off-take by DisCos vs. MYTO Load Allocation in 2018/Q3



2.2.2. Revenue and Collection Efficiency

The total revenue collected by eleven (11) DisCos from customers in the third quarter of 2018 stood at ₦107billion out of the total billing of ₦163.2billion. This represents a 3.9% decrease in total collection when compared to ₦115.5billion collected in the second quarter of 2018. The slight decrease in revenue collection in the quarter under review is jointly attributed to a decrease in the amount of energy received by DisCos and lower billing efficiency relative to the second quarter.

As shown in Table 3, the overall collection efficiency for all DisCos increased to 65.6% in the third quarter of 2018 representing a 2.2% rise in collection efficiency compared to the second quarter. In other words, the collection efficiency implies that for every ₦10 worth of energy billed to customers by DisCos, ₦3.45 remains unrecovered from customers as and when due. In this regard, the DisCos' collection

efficiency remains below par as only approximately 66% of the revenue billed was recovered during the quarter under review. 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 83.4% followed by Abuja DisCo with 78.2%. On the contrary, Kaduna DisCo recorded the lowest collection efficiency of 44.6%. It is noteworthy that Ikeja DisCos retained the same ranking in 2018/Q2.

Table 3: Revenue Performance of DisCos in 2018/Q2-Q3

DisCos	Total Billings (₦Billion)		Revenue Collected (₦Billion)		Collection Efficiency (%)	
	2018/Q3	2018/Q2	2018/Q3	2018/Q2	2018/Q3	2018/Q2
Abuja	21.9	25.6	17.2	17.1	78.2	66.8
Benin	19.1	19.4	10.6	11.0	55.5	56.8
Eko	20.5	22.5	16.0	17.8	78.0	78.8
Enugu	13.1	14.0	8.8	9.4	66.9	67.1
Ibadan	20.9	21.6	12.4	13.0	59.5	60.0
Ikeja	22.5	22.8	18.8	19.0	83.4	83.3
Jos	6.7	7.4	3.7	3.0	55.7	39.8
Kaduna	10.3	10.5	4.6	5.2	44.6	49.9
Kano	11.4	12.5	6.7	7.7	59.0	62.0
Port Harcourt	12.8	13.0	6.3	6.3	49.1	48.7
Yola	3.9	4.4	1.9	2.0	47.6	45.0
All DisCos	163.2	173.7	107.0	111.5	65.6	64.2
All DisCos Ave.	14.8	15.8	9.7	10.1	61.6	59.8

Notes of the table:

DisCos are the electricity distribution companies

On a quarter-on-quarter basis, Jos DisCo recorded the highest improvement in collection efficiency moving from 39.8% to 55.7%. Other DisCos that recorded improvement in their collection efficiency between the two quarters are Abuja, Port-Harcourt and Yola. 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 Meter Asset Providers (MAP) Regulations. Moreover, the Commission has commenced the process of engaging procurement auditors for more effective monitoring of DisCos' procurement processes' compliance with MAP regulations. The 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 third quarter of 2018 declined to 51.91% from the 54.24% recorded during the second 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 lingering liquidity challenge to the industry. The implication of the level of the ATC&C losses in the third quarter of 2018 is that, on average, as much as ₦5.19 in every ₦10 worth of energy received by a DisCo was unrecovered due to a combination of energy theft, inefficient distribution networks, weak management effort in revenue collection and low willingness to pay by customers.

Table 4: ATC&C Losses (%) for DisCos in 2018/Q2-Q3

DisCos	MYTO Target (%) for 2018	Average ATC&C (%)	
		2018/Q3	2018/Q2
Abuja	22.33	36.63	47.19
Benin	23.91	52.84	52.37
Eko	11.23	30.77	30.12
Enugu	20.56	54.68	56.21
Ibadan	19.67	51.62	51.67
Ikeja	10.81	30.56	32.96
Jos	39.12	63.77	72.07
Kaduna	12.47	67.05	68.70
Kano	22.06	50.92	50.70
Port Harcourt	29.70	63.60	64.21
Yola	23.71	68.57	70.39
All DisCos Average:			
MYTO Level	21.42	-	-
Average ATC&C losses	-	51.91	54.24

Notes of the table:

DisCos are the electricity distribution companies; MYTO is Multi Year Tariff Order

In appraising the individual performances of the distribution companies as presented in Table 4, Ikeja DisCo maintained the position of being the most technically and commercially efficient DisCo by recording the lowest level of ATC&C losses of 30.56% in the third quarter of 2018. The worst performing DisCos during the third quarter of 2018 were Jos, Kaduna and Yola DisCos with the ATC&C losses of 63.77%, 67.04% and 68.57% respectively.

On the basis of relative improvement from the preceding quarter, Abuja DisCo recorded the highest progress in reducing ATC&C losses, decreasing from 47.19% to 42.78% in the third quarter. Other DisCos, excluding Benin, Eko, and Kano, also recorded relative progress in their ATC&C loss reduction.

2.2.4. Market Remittance

The liquidity challenge in the Nigerian electricity industry has continued to manifest during 2018/Q3. This is evidenced in the DisCos’ level of remittances to NBET and the Market Operator (MO), as compared with the invoices received for energy purchased from NBET and those received for administrative services from MO. During the third quarter of 2018, DisCos were issued a total invoice of ₦162.5billion for energy received from NBET and for the administrative services by MO, but only a total of ₦55.1billion of the invoice was settled, creating a total deficit of ₦108.4billion. The chart in Figure 9 shows a comparative analysis of market invoice performance by DisCos in the third quarter of 2018 indicating an average settlement rate per DisCo of only 29% of the market invoice. It is noted that, as previously reported in 2018/Q1 and 2018/Q2 reports, none of the DisCos exceeded a settlement of 50% of its market invoices in 2018/Q3. Kaduna DisCo recorded the worst remittance performance of 10% followed by Jos DisCo (11%). The Commission is currently reviewing the viability of the DisCos as a going concern.

Figure 9: Market Invoice and Remittance by DisCo in 2018/Q3

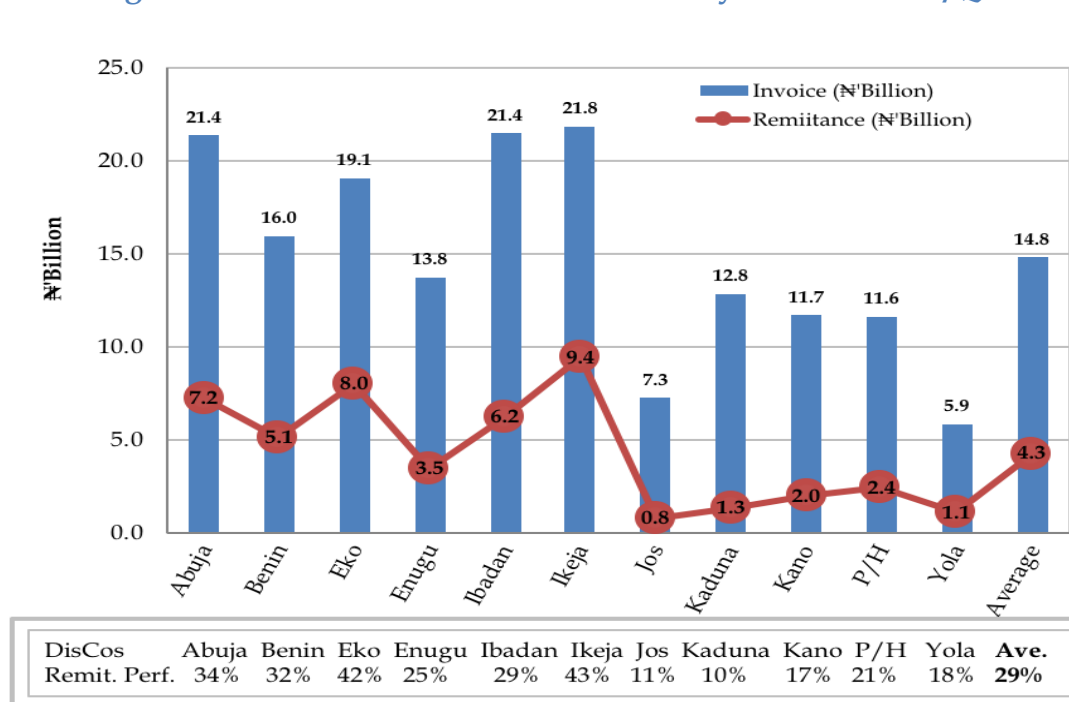


Table 5 presents the statistics on the DisCos' remittances to NBET and MO for energy and service charge respectively. Although the collection efficiency of the DisCos increased from 64.2% in the preceding quarter to 65.5% in the third quarter, the remittance to NBET Plc declined to 27.5% from 31.5% remittance rate recorded in the third quarter of 2018. Similarly, the Market Operator received just 36.4% of the invoice payable to service providers during the same period.

The total market (NBET's and MO's) invoices issued to Ajaokuta Steel Co. Ltd (classified as special customer) and the international customers (i.e., Communauté Electrique du Benin (CEB) and Societe Nigerienne d'électricite - NIGELEC) during the third quarter of 2018 were respectively ₦316million and ₦12.11billion. However, while ₦1million was received from Ajaokuta Steel Co. Ltd no payment was received from the international customers.

Table 5: DisCos Quarterly Remittances to NBET and MOs in 2018/Q2-Q3

DisCos	NBET				MO			
	Inv.	Remit.	Remittance		Inv.	Remit.	Remittance	
	(₦Billion)		Performance (%)		(₦Billion)		Performance (%)	
	2018 /Q3	2018 /Q3	2018 /Q3	2018 /Q2	2018 /Q3	2018 /Q3	2018 /Q3	2018 /Q2
Abuja	18.09	6.20	34.27	34.51	3.28	1.00	30.5	38.3
Benin	13.51	3.99	29.55	31.37	2.45	1.13	46.0	60.0
Eko	16.15	6.02	37.26	40.10	2.93	1.98	67.8	70.0
Enugu	11.65	2.88	24.73	35.76	2.11	0.60	28.4	34.6
Ibadan	18.15	5.26	29.00	38.72	3.30	0.94	28.6	37.4
Ikeja	18.49	7.65	41.41	43.45	3.34	1.75	52.5	60.0
Jos	6.16	0.64	10.39	9.11	1.12	0.17	15.2	15.5
Kaduna	10.86	1.10	10.13	20.51	1.97	0.23	11.7	20.6
Kano	9.92	1.65	16.63	18.74	1.80	0.30	16.7	16.3
P/Harcourt	9.84	1.97	19.96	19.11	1.78	0.43	24.3	23.5
Yola	4.96	0.53	10.60	12.02	0.90	0.55	61.5	80.0
All DisCos	137.79	37.89	27.50	31.50	24.97	9.10	36.4	43.0
Ajaokuta	0.27	0.001	0.37	0.00	0.05	0.00	0.00	0.00
NIGELEC	2.61	0.000	0.00	0.00	1.02	0.00	0.00	0.00
CEB	7.20	0.000	0.00	0.00	1.28	0.00	0.00	0.00

Notes of the table:

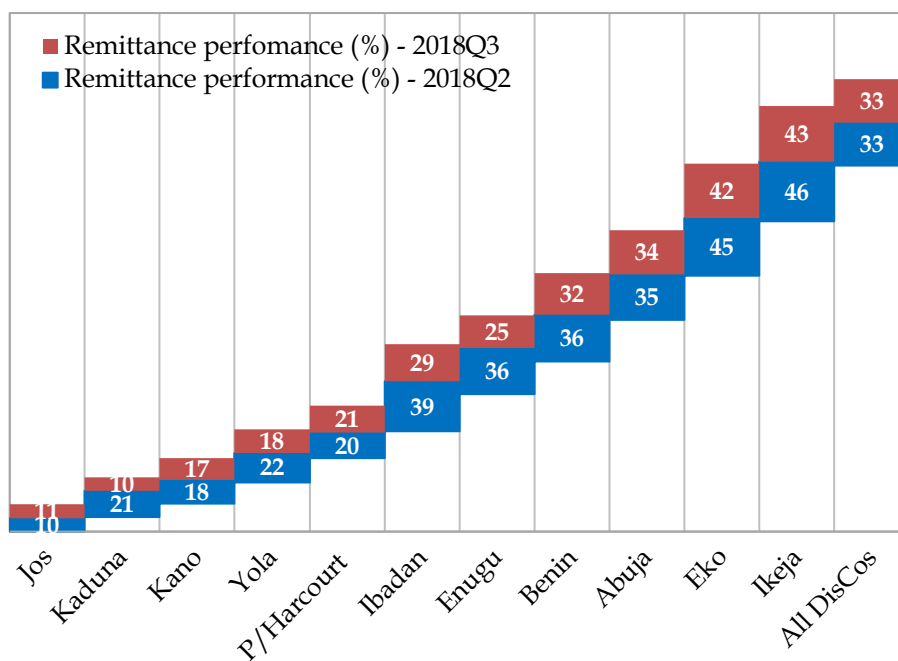
1. DisCos, NBET, MOs, CEB and NIGELEC are electricity Distribution Companies, Nigeria Bulk Electricity Trader, Market Operators, Beninois Electricity Community and Nigerien Electricity Society respectively.

2. ₦ Billion is billions of Nigeria Currency.

The challenge of poor remittance has 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 and NERC) struggle with paucity of funds impacting their capacity to perform their statutory obligations.

The individual performance indicates that only two (2) of the eleven (11) DisCos recorded an increase in remittance performance in the third quarter of 2018 with the chart in Figure 10 shows the proportion of the market invoice settled by individual DisCo for the second and third 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%. Ikeja DisCo recorded the highest remittance efficiency (43%) in the third quarter of 2018, followed by Eko DisCo with 42%. Kaduna and Jos DisCos had the lowest performance of 10% and 11% respectively in the third quarter of 2018. Of particular concern is the significant drop in Kaduna DisCo’s remittance rate from 21% in the second quarter to just 10% in the third quarter.

Figure 10: Market Remittance by DisCos in 2018/Q2-Q3



To address the aforementioned issue with Kaduna DisCos and as part of review of DisCos' viability as a going concern, the Commission has scheduled a meeting with Kaduna DisCo to discuss as a prelude to asking them to submit their comprehensive strategy towards addressing their operational challenges. A similar meeting has been held with Jos DisCo to review their performances.

As stated in the preceding quarterly report, the Commission notes that tariff deficit is partly responsible for poor remittance in the industry but all the DisCos are being steered continually to rapidly improve on their revenue collection from customers in order to fulfil their remittance obligations and mitigate financial distress in the Nigerian electricity supply 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 finalising a framework which ensures transparency and equity in the disbursement of market funds for the benefit of all participants in the industry.

3. REGULATORY FUNCTIONS

3.1. Regulations and Orders of the Commission

During the third quarter of 2018, no new regulations and orders were issued but the Commission commenced the review of the Nigerian Electricity Supply and Installation Standards (NESIS) Regulations in collaboration with the Nigerian Federal Ministry of Justice, for the purpose of gazetting.

As with the preceding quarters, the Commission continued the enforcement of the existing regulations. In particular, the Commission continued the monitoring of the implementation of the Meter Asset Providers (MAP) regulations which was approved on the 8th day of March 2018 to swiftly bridge the existing metering gap in the industry. Specifically, the Commission followed up on the NERC Order/180/2018 which sets 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.

3.2. Licencing and Permits

A summary of all licences and permit issued by the Commission during the third quarter of 2018 is presented in Table 6. The Commission, after due consideration, issued two (2) new on-grid and one (1) new off-grid licences in the third quarter of 2018 with a total nameplate capacity of 605.5MW. The Commission also approved the issuance of four (4) new captive power generation permits with a total nameplate capacity of 10.5MW. This brings the total nameplate capacities of licences and permits issued by the Commission during the quarter under review to 616WM.

Table 6: Generation Licences and Permit Issued in 2018/Q3

S/N	Applicants	License Type	Capacity (MW)
On-Grid Licence			
.	Banner Abasi Power Plant Limited	On-grid	500 MW
2.	APLED Power Limited	On-grid	100MW
	Sub-total capacity		600MW
Off-Grid Licence			
3.	Welbeck Electricity Distribution Limited	Off-grid	5.5MW
	Sub-total capacity		5.5MW
Captive Power Generation Permit			
4.	Reliance Chemical Products Limited	CPG	2.7MW
5.	Airtel Networks: Abuja Data Center	CPG	3.6MW
6.	Airtel Networks: Oyin Jolayemi Center	CPG	3.6MW
7.	Asiko Power Limited	CPG	0.6MW
	Sub-total capacity		10.5MW
	Grand Total Capacity		616MW

3.3. Certification of Metering Service Providers

During the third quarter of 2018, the Commission certified six (6) Meter Service Providers (i.e., meter manufacturer, importer, vendor and installer) following the satisfactory evaluation of their applications. The names of the successful applicants and their certification class are presented in Table 7.

Table 7: Certification of Meter Service Providers in 2018/Q3

S/N	Name of Applicant	Certification Class
1.	Sky-run Electric Smart Metering Systems and Solutions Nigeria Limited	Manufacturer
2.	Chris-Ejik International Agencies Limited	Importer
3.	Global Utilities Management Company Limited	Vendor
4.	Lafred Engineering Limited	Installer
5.	Global Utilities Management Company Limited	Installer
6.	Adams Construction Company Limited	Installer

3.4. Applications under Evaluation

- IEDN and Embedded Applications under Evaluation**

The Commission continued the technical evaluation of two (2) Independent Electricity Distribution Network (IEDN) and two (2) embedded generation applications with sub-total nameplate capacities of 9.732MW and 90MW respectively. Details of the IEDN and embedded applications under evaluation by the Commission during the third quarter of 2018 are presented in Table 8.

Table 8: Electricity Generation Applications under Evaluation in 2018/Q3

S/N	Applicants	Type of Application	Capacity (MW)
	IEDN Application		
1.	Lekki Utilities, Lekki , Lagos State	IEDN	4.866MW
2.	Sapio Utilities, Lekki Lagos State	IEDN	4.866MW
	Sub-total capacity		9.732MW
	Embedded Application		
3.	Green Energy international Ltd, Port Harcourt, Rivers State	Embedded	40MW
4.	Notore Power Limited, Maitama, Abuja	Embedded	50MW
	Sub-total capacity		90MW
	Grand Total Capacity		99.732MW

- Eligible Customer Applications under Evaluation**

Similarly, a total of fourteen (14) Eligible Customer applications comprising of three (3) new and eleven (11) existing applications were under technical evaluation by the Commission during the quarter under review. The details of the applications are

- 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 granted as the Commission awaits evidence of excess capacity that the

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

2. Applicants: KAM Industrial Limited, Ilorin, Kwara State
Power required: 15MW.
Proposed supplier: Mainstream Energy Solution
Proposed tariff: ₦27/per KWh ras
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.

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 not yet granted as the Commission awaits evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity with NBET.

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 executed TUOS and 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 approved 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.

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 approved 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.

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 yet to be issued due to lack of 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 approved 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.

- 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 approved 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: Ossiomomo Power Company Limited (Embedded)
Proposed tariff: ₦41/per KWh
Application Status: Eligible Customer status yet to be granted due to lack of evidence of mandatory executed project agreement between the proposed supplier and 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 not yet issued by the Commission due to incomplete documentation by the applicant.
- 12. Applicants:** Ashaka Cement Plc
Power required: 15MW.
Proposed supplier: Main Stream Energy Solution
Proposed tariff: N/A
Application Status: Eligible Customer status yet to be approved due to lack of evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.

13. Applicants: Livestock Ltd
Power required: 2MW.
Proposed supplier: Tower Energy Solutions & Systems
Proposed tariff: ₦82/per KWh
Application Status: Undergoing evaluation.
14. Applicants: Viathan Engineering LTD on behalf of NATCOM, Union Bank and Sura Market.
Power required: 7.955MW.
Proposed supplier: Island Power Limited
Application Status: Eligible Customer status yet to be approved by the Commission due to incomplete documentation.

3.5. 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.

3.6. 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, and the failure to adhere to forum decisions among others.

In addition to the continuation of the existing enforcement actions, the Commission issued the under-listed six (6) new Notices of Intention to Commence Enforcement (NICE) to the following licensees and operators:

- A. EEDC for failure to implement/respond to Akwa Forum decision within stipulated timeline.
- B. EEDC for failure to implement/respond to Umuahia Forum decision within stipulated timeline.
- C. AEDC for non-compliance with the Abuja Forum decision in the case of Alabe Rasaan Adewale within the stipulated timeline.
- D. JEDC for non-compliance with KYL guidelines for change of the Chief Executive Officer and Aydem Elektrik Technical Partners.
- E. Transmission Company of Nigeria (TCN) for non-compliance with the provisions of the Eligible Customer Regulations and other extant laws.
- F. Mainstream Energy Solutions Ltd for non-compliance with the provisions of the Eligible Customer Regulations and other extant laws.

At the end of the third quarter of 2018, the Commission had handled a total of twenty-one (21) enforcement cases including those brought forward from the previous quarters.

3.7. Litigation

The Commission was not involved in new litigation during the third quarter 2018. The Commission however continued with the thirty-three (33) existing litigations reported in the previous quarters which are yet to be resolved. These litigations both on wrong customers' classification, land trespass, illegal disconnection, suspension of members of the board of the Ibadan DisCo Plc and granting of Eligible Customers status among others.

3.8. 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 third quarter of 2018, the Commission received a total of seventy-nine (79) 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). The summary of the accidents experienced in the Nigerian electricity industry during the first, second and third quarters of 2018 is presented in Table 9. The health and safety performance of the operators slightly worsened in the third quarter relative to 2018/Q2 as the number of deaths increased by one (1).

Table 9: Health and Safety (H&S) Reports in 2018/Q1-Q3

Item	Frequency		
	2018/Q3	2018/Q2	2018/Q1
Number of H&S Reports	79	81	83
Number of Deaths (employees & third parties)	31	30	27
Number of Injuries	3	11	13
Number of Enforcement Actions Taken	4	14	12

To ensure licensees' commitment to safe energy delivery, 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. As stated in the preceding quarter reports, 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 during the period under review. The Commission also interacted with some consumers through a town hall meeting held in Awka, Anambra State on the 31st May 2018. The meeting recorded an impressive customer participation. Participants were educated on various issues including customers' rights and obligations, customer' redress mechanism, estimated billing, outstanding metering gaps and the strategy being adopted by the Commission to bridge the metering gap in NESI. The Commission also continued the airing of a dedicated radio program on FRCN to engage and enlighten electricity consumers.

Lastly, for the rest of 2018, the Commission has developed a schedule of consumer awareness programmes to be organised. The subjects for discussion at the proposed programmes 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 September 2018 is provided in Table 10. Of the total of 8,310,408 registered active electricity customers, only 3,704,302 (44.6%) have been metered thus, 55.4% of end-use customers are still on estimated billing. In comparison to the preceding quarter however, the number of registered customers and the metered customers grew by 4.2% and 4.3% respectively during the third quarter. The increase in the number of registered customers is attributable to the ongoing enumeration exercise by DisCos through which illegal consumers of electricity are brought onto the billing platform of the DisCos.

Table 10: Customers Metering Status by DisCos as of September 2018

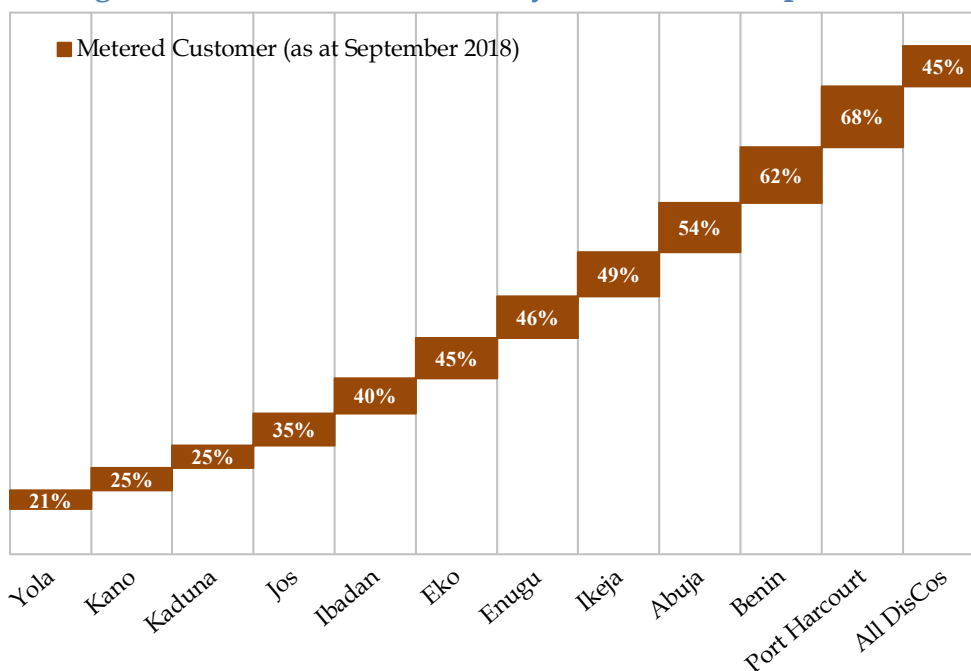
DisCos	Registered Customer as at Sept. 2018	Metered Customer as at Sept. 2018	Metering Progress (%) as at Sept. 2018	Metering Gap (%) as at Sept. 2018
Abuja	973,926	527,900	54.2	45.8
Benin	888,143	548,261	61.7	38.3
Eko	496,442	222,344	44.8	55.2
Enugu	938,311	429,623	45.8	54.2
Ibadan	1,693,346	669,105	39.5	60.5
Ikeja	910,465	447,299	49.1	50.9
Jos	486,580	170,409	35.0	65.0
Kaduna	543,654	136,037	25.0	75.0
Kano	508,943	126,539	24.9	75.1
Port Harcourt	524,255	355,205	67.8	32.2
Yola	346,342	71,580	20.7	79.3
Overall DisCos	8,310,408	3,704,302	44.6	55.4

Notes of the table: DisCos are the electricity distribution companies

Notwithstanding the increase in the number of the metered customers as compare to the preceding quarter, the total meters deployed by DisCos during the third quarter of 2018 are significantly lower than the expected quarterly metering performance under the Performance Agreement for the privatisation transaction. Whereas the performance agreement with the Bureau of Public Enterprises (BPE) envisaged average deployments of 1,640,411 meters per annum (i.e., quarterly average of 410,103), only 157,173 (i.e. 38.3%) meters were installed by DisCos during the quarter under review.

The percentage of metered customers by each DisCo as at the end of the third quarter of 2018 is represented in Figure 11. It is evident that only three DisCos (namely Abuja, Benin and Port-Harcourt) had metered not less than 50% of their registered customers as at the end of the third 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 to fast-track the roll-out of meters.

Figure 11: Customers Metered by DisCos as of September 2018



4.3. Customers Complaints

The complaints received by DisCos in the third quarter of 2018 are presented in Table 11. The eleven (11) DisCos nationwide received a total of 128,791 complaints as against 153,227 complaints received in the second quarter of 2018. With the decrease in the number of complaints received, the proportion of the number of complaints resolved by DisCos also improved to 75.6% from the 61.2% recorded in the second quarter of 2018. Similarly to the second quarter, Benin DisCo had the highest number of complaints followed by Ikeja DisCo, while Yola DisCo recorded the lowest customer complaints. In terms of complaint resolution, Eko DisCo had the highest resolution rate (98.9%) followed by Yola DisCo (97.9%) and Jos (90.1%), 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 third quarter of 2018 are presented in Table VI of the appendix while Figure 12 shows the summary.

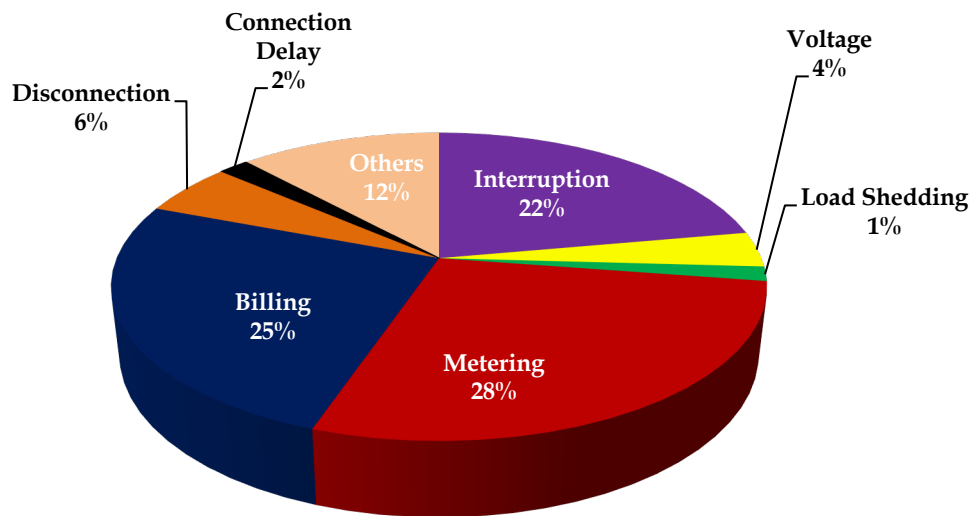
Table 11: Complaints Received and Resolved by DisCo in 2018/Q2-Q3

DisCos	2018/Q3				2018/Q2	
	Complaints:				Complaints:	
	Total Received	Total Resolved	Total Pending	% Resolved	Total Received	% Resolved
Abuja	16,371	14,552	1,819	88.9	12,486	90.7
Benin	33,682	15,942	17,740	47.3	42,948	26.9
Eko	3,881	3,837	44	98.9	11,063	82.4
Enugu	15,548	11,613	3,935	74.7	23,610	28.3
Ibadan	8,222	7,370	852	89.6	9,236	84.9
Ikeja	27,485	24,270	3,215	88.3	26,537	83.3
Jos	3,680	3,315	365	90.1	3,519	92.2
Kaduna	7,838	5,891	1,947	75.2	10,001	88.2
Kano	5,507	4,731	776	85.9	5,326	97.0
Port Harcourt	4,116	3,414	702	82.9	5,519	89.7
Yola	2,461	2,408	53	97.9	2,982	97.2
Total	128,791	97,343	31,448	75.6	153,227	61.2

The customer complaints centred on service interruption, poor voltage, load shedding, metering, estimated billing, disconnection, delayed connection, among others. Majority of the DisCos received several numbers of complaints on each of the afore-mentioned key issues. The exception being Ikeja DisCo which received no complaint on delayed connection.

The number of complaints on metering and billing reduced in the second quarter of 2018 but still dominates the customer complaints. The summary presented in Figure 13 shows that metering and billing accounted for 53% (i.e., 68,749) of the total complaints received during the third quarter of 2018 as against 68% (i.e., 103,636) recorded in the second quarter. This implies that, on average, about 747 customers complained about metering and billing per day in the third quarter of 2018. Another issue of serious concern is service interruption, accounting for 22% (i.e. 28,567) of the total customer complaints received.

Figure 12: Category of Complaints Received by DisCos in 2018/Q3



To address customers' complaints, the Commission, on a continuous basis, monitors the complaint handling and resolution process adopted by DisCos. Specifically, the Commission followed-up on the audit exercise of the eleven (11) DisCos' compliance to service standards that were conducted during the second quarter, by reviewing the reports of the exercise. The Commission is set to communicate their resolutions to the DisCos for necessary actions to 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 third 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)(b) 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. Also, in a bid to achieving its objective of establishing at least one Forum Office in each state of the federation, the Commission is scheduled to open five (5) new Forum Offices in Bauchi, Ilorin, Lafia, Lokoja and Osogbo in the next quarter. The details including names, addresses and contacts of the Commission's existing Forum Offices are presented in Table VII of the Appendix.

During the third quarter of 2018, the Forum Offices received one thousand, nine hundred and fifty-nine (1,959) complaints from customers who were unsatisfied with DisCos' decisions. These exclude the one thousand, four hundred and thirteen (1,413) outstanding complaints carried over from the preceding quarter. Out of the complaints lodged at Forum Offices during the quarter under review, about 43% were resolved (with or without a hearing) as against 37% of the complaints resolved during the second quarter of 2018. Notwithstanding, the Commission has continued to intensify effort on its respective Forum Offices to resolve all outstanding complaints during the rest of the year 2018. Further statistics on the complaints resolved and outstanding by Forum Offices for 2018/Q1 - Q3 are presented in Table VIII of the appendix.

4.5. Alternative Dispute Resolution

The Commission handled the under-listed four (4) new and ongoing dispute resolutions between operators and customers during the third quarter of 2018.

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: Both parties adhere to the resolutions of the Commission as calm had returned to the area and no more disruptions in the operations of AEDC. On its part, AEDC has engaged most of the YouthLead members as electricity bill recovery agents/consultants within the affected communities.

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: 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

4. Subject matter: Electric fire incident involving the residence of DSP Waziri Yakubu.

Date: N/A

Disputant: DSP Waziri Yakubu vs. AEDC

Resolution: The Commission allowed AEDC to conclude its on-going negotiation with DSP Waziri towards a final settlement and to revert back upon conclusion.

Status: The exercise is still ongoing as the Commission awaits the negotiation update from AEDC.



5. THE COMMISSION

5.1. Financial Report

Table 12 presents the summary of the Commission's revenue and expenditure in the second and third quarters of 2018. During the quarter under review, the total revenue realised by the Commission was ₦1.051billion, i.e., 38.6% lower than the revenue realised in the second quarter. The noted decline in the revenue was mainly due to the decline in the operational levy (i.e., market charges) realised by the Commission. The operational levy, which stood at ₦856.48million in the third quarter of 2018, was 41.5% lower than the amount realised in the second quarter of 2018. Other sources of revenue to the Commission (e.g., licensing fee) also recorded a decline of 21.5% in the third quarter. On the other hand, the total expenditure of the Commission in the third quarter of 2018 rose marginally to ₦1.353billion from ₦1.351billion incurred in the second quarter of 2018.

Table 12: Quarterly Revenue & Expenditure of the Commission in 2018/Q2-Q3

Description	Monthly Reports for 2018/Q3 (₦' Million)			Quarterly Reports (₦' Million)	
	Jul.	Aug.	Sep.	2018/Q3	2018/Q2
A. Revenue					
Operating Levy (MC)	286.34	315.26	254.88	856.48	1463.62
Other IGR	74.98	57.19	63.06	195.228	248.80
Total Revenue	361.32	372.44	317.94	1,051.71	1712.42
B. Expenditure					
Personnel Cost	266.11	209.58	412.05	887.75	988.21
Regulatory Expenses	200.33	65.83	112.48	378.65	310.58
A & G Maintenance	25.10	19.15	42.83	87.08	52.48
Total Expenditure	491.54	294.56	567.37	1,353.47	1351.27
Net Cash Flow (A-B)	(130.21)	77.89	(249.43)	(301.76)	361.15
C. Outstanding Liabilities as at the end of Stated Quarters				661.04	1,004.83
D. Overall Balance (A-B-C)				(962.80)	(643.68)

Notes of the table:

1. 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 third quarter of 2018 showed a negative net cash flow of ₦301.8million. Although, part of the unpaid liabilities of ₦1.005billion from the previous quarters was offset during the third quarter, the total balance of the Commission is still in deficit of ₦962.8million as at the end of the third quarter of 2018. Further details on the quarterly revenue and expenditure of the Commission for 2018/Q1 – Q3 are presented in Table IX of the appendix.

5.2. Capacity Development

During the third quarter, the Commission continued with its commitment to staff development and sponsored a total of twenty-four (24) staff to attend various regulatory, management and leadership trainings abroad. In addition, twenty-seven (27) staff were sponsored to attend workshops, conferences and international meetings on issues beneficial to its statutory responsibilities. Table 13 presents the details of the trainings, workshops and international meetings attended by staff of the Commission during the third quarter of 2018.

Having conducted the 2018 promotion exercise in the second quarter of 2018, the Commission is planning to conduct the 2019 promotion exercise for the eligible staff in the first quarter of 2019, in order to avoid unnecessary delay in staff promotions. Also, As a means of rewarding performance, the Commission organised a long service and outstanding performance award ceremony for members of staff of the Commission during the quarter under review. This is the first of its kind in the 12-year history of the Commission.

Table 13: Trainings and Workshops Attended in 2018/Q3

S/N	Type	No. of Staff in Attendance
	Training:	
1	Best Practices in Team Building & Management	1
2	Change Management for Higher Productivity	1
3	City & Guilds 9848-03 Coal/Oil Fired Power Plant Operations	1
4	Effective Financial Planning, Forecasting and Budgeting & Financial Analysis	1
5	Effective Reward & Compensation System for Organisations	1
6	Energy Pricing & Benchmarking Infrastructure Operation	2
7	Forensic Auditing & Accounting	1
8	Global Best Practice in Corporate Governance	1
9	High Impact Leadership	1
10	Intermediate Financial Modelling	3
11	Introduction to Energy Regulation	4
12	Leadership for Effective Management	1
13	Mastering Records Management System	1
14	MCSA: Windows Server 2016	2
15	Project Finance Agreements Schools	1
16	Project Identification, Preparation, Budgeting & Cost Control	1
17	Public Private Partnership & Infrastructure Finance for Lawyers	1
18	Public Sector Procurement for Works & Consultancy Services	1
19	Regulating Quality of Service	1
20	Result Oriented Project Monitoring & Evaluation	1
21	Strategic HR Management	1
22	Strategic Public Relations Management	3
23	The Development of Renewable Energy Power Purchases	1
24	Value Based Leadership	1
	Workshop:	
25	2018 Power System Engineering Research Centre Workshop	1
26	A Peer to Peer Study Tour on Mini-Grid Development	1
27	Regulatory Communication & Stakeholder Engagement	6
28	Summer Workshop	1
	Conference:	
29	59th Annual Regulatory Studies Program	1
30	Annual Global User Conference	2
31	Power Week Africa	4
	Meeting:	
32	African Energy Market Place	1
33	Meeting with Scottish Govt. Team, OFGEM & TSL Officials	1
	Total	51

Appendix

Table I: Quarterly Energy Received and Billed by DisCos in 2018/Q1-Q3

DisCos	2018/Q1			2018/Q2			2018/Q3			Total
	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	
Total Energy Received (GWh)										
Abuja	284	304	341	329	305	265	280	284	273	2,665
Benin	233	186	208	224	208	203	211	220	194	1,888
Eko	255	256	298	295	256	250	257	259	231	2,357
Enugu	206	184	201	180	188	167	178	186	176	1,665
Ibadan	303	289	302	296	291	262	288	299	253	2,583
Ikeja	265	274	316	302	288	267	284	294	277	2,567
Jos	124	111	112	95	98	95	98	97	90	921
Kaduna	180	162	182	169	178	163	169	168	166	1,538
Kano	152	149	165	175	166	146	149	157	154	1,412
PH	175	184	167	158	152	145	157	151	147	1,436
Yola	77	80	90	80	71	67	78	81	70	695
All DisCos	2,254	2,179	2,381	2,305	2,202	2,030	2,150	2,197	2,030	19,728
All DisCos Ave.	205	198	216	210	200	185	195	200	185	1,793
Total Energy Billed (GWh)										
Abuja	257	239	252	270	263	238	218	227	226	2,190
Benin	182	185	155	174	194	178	173	178	187	1,605
Eko	257	227	234	267	260	229	226	227	226	2,153
Enugu	161	142	128	130	122	124	109	123	125	1,164
Ibadan	245	238	233	246	242	240	214	230	245	2,132
Ikeja	247	251	258	287	296	270	255	270	277	2,410
Jos	89	83	75	76	68	63	62	59	62	637
Kaduna	129	125	120	111	119	105	109	127	126	1,071
Kano	144	126	119	131	142	137	122	123	130	1,174
PH	152	124	92	124	117	119	115	123	120	1,085
Yola	59	52	53	60	53	47	44	52	52	472
All DisCos	1922	1791	1720	1876	1876	1749	1,645	1,739	1,776	16,093
All DisCos Ave.	175	163	156	171	171	159	150	158	161	1,463
Billing Efficiency (%)										
Abuja	90.4	78.7	74.0	82.1	86.1	89.7	77.8	79.9	82.9	82.2
Benin	77.9	99.3	74.7	77.7	93.0	87.5	81.8	80.8	96.5	85.0
Eko	101.1	88.6	78.5	90.6	101.4	91.5	87.8	87.5	98.0	91.3
Enugu	78.1	77.1	63.7	72.3	64.7	74.4	61.4	66.2	71.1	69.9
Ibadan	80.9	82.2	77.2	82.9	83.2	91.7	74.3	76.9	96.8	82.5
Ikeja	93.4	91.6	81.6	94.8	103.0	101.0	89.5	91.8	99.8	93.9
Jos	71.5	74.6	67.1	79.6	69.4	66.3	63.3	60.6	69.0	69.2
Kaduna	71.5	77.2	66.1	65.5	66.7	64.3	64.6	75.5	76.1	69.7
Kano	94.7	84.8	72.2	75.0	85.4	93.7	81.7	78.5	84.8	83.1
PH	87.1	67.2	55.3	78.2	76.9	82.0	72.9	81.3	81.4	75.5
Yola	76.3	64.7	58.8	74.6	75.0	70.1	56.2	64.3	74.1	67.9
All DisCos	85.3	82.2	72.2	81.4	85.2	86.1	76.5	79.1	87.5	81.6
All DisCos Ave.	83.9	80.5	69.9	79.4	82.3	82.9	73.8	76.7	84.6	79.1

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-Q3

DisCos	2018/Q1			2018/Q2			2018/Q3			Total
	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	
Total Billings (₦'Billion)										
Abuja	8.2	7.7	8.2	8.9	8.7	7.9	7.2	7.4	7.4	72
Benin	6.3	6.4	5.6	6.2	6.9	6.3	6.1	6.4	6.6	57
Eko	7.6	6.9	7.1	8.0	7.7	6.8	6.8	6.9	6.9	65
Enugu	5.9	5.3	4.8	4.9	4.6	4.5	4.0	4.5	4.6	43
Ibadan	6.9	6.9	6.9	7.3	7.2	7.2	6.4	7.1	7.4	63
Ikeja	7.1	7.0	7.1	7.9	7.2	7.7	7.2	7.6	7.7	67
Jos	3.1	2.9	2.7	2.7	2.4	2.3	2.2	2.3	2.2	23
Kaduna	3.9	3.9	3.7	3.5	3.7	3.3	3.2	3.3	3.9	32
Kano	4.2	3.8	3.6	4.0	4.3	4.2	3.7	3.8	3.9	35
PH	5.4	4.5	3.4	4.5	4.2	4.3	4.1	4.4	4.3	39
Yola	1.5	1.4	1.4	1.6	1.4	1.3	1.2	1.4	1.4	13
All DisCos	60.1	56.6	54.4	59.6	58.3	55.8	52.1	54.9	56.2	508
All DisCos Ave.	5.5	5.1	4.9	5.4	5.3	5.1	4.7	5.0	5.1	46
Revenue Collected (₦'Billion)										
Abuja	5.1	5.0	6.0	6.3	5.7	5.2	5.8	5.8	5.6	50
Benin	3.4	3.4	3.4	3.5	3.9	3.6	3.7	3.7	3.3	32
Eko	6.0	5.8	5.9	6.2	6.1	5.4	5.4	5.4	5.2	51
Enugu	3.2	3.3	3.3	3.2	3.2	2.9	2.8	3.2	2.8	28
Ibadan	4.2	4.4	4.5	4.4	4.5	4.0	4.1	4.3	4.1	39
Ikeja	5.6	5.7	6.2	6.3	6.6	6.1	6.3	6.4	6.1	55
Jos	1.1	1.1	1.0	0.8	1.0	1.2	1.3	1.2	1.2	10
Kaduna	1.5	1.3	1.9	1.5	2.0	1.7	1.6	1.7	1.3	15
Kano	1.8	2.1	2.1	2.6	2.7	2.4	2.4	2.4	1.9	20
PH	2.2	1.9	2.0	2.0	2.1	2.2	2.1	2.2	2.0	19
Yola	0.7	0.7	0.8	0.6	0.7	0.6	0.6	0.7	0.5	6
All DisCos	34.8	34.6	37.2	37.6	38.6	35.3	36.2	36.9	33.9	325
All DisCos Ave.	3.2	3.1	3.4	3.4	3.5	3.2	3.3	3.4	3.1	30
Collection Efficiency (%)										
Abuja	62.5	64.9	73.5	70.1	65.2	65.0	80.5	77.9	76.3	70.4
Benin	53.2	52.1	61.4	56.3	56.4	57.8	60.1	57.5	49.4	55.9
Eko	78.6	84.3	83.9	77.6	79.3	79.5	80.2	78.8	75.2	79.7
Enugu	54.6	63.2	70.0	65.7	71.0	64.5	69.7	70.1	61.4	65.2
Ibadan	60.7	63.3	65.1	60.6	62.9	56.5	64.1	60.2	54.8	60.8
Ikeja	79.3	81.6	87.0	80.1	91.7	78.8	87.2	84.6	78.7	83.1
Jos	35.7	38.5	39.5	29.5	40.6	51.3	58.5	54.2	54.6	43.7
Kaduna	39.3	34.3	49.8	43.4	53.8	52.2	51.0	52.7	32.7	45.0
Kano	43.9	54.4	58.8	66.9	62.3	56.9	64.6	62.7	49.9	57.7
PH	40.0	42.3	60.2	45.5	50.8	50.1	51.5	49.9	46.1	47.9
Yola	44.1	48.9	53.6	38.9	52.0	45.0	54.1	51.6	37.9	47.1
All DisCos	57.9	61.2	68.4	63.1	66.1	63.2	69.4	67.2	60.4	64.0
All DisCos Ave.	53.8	57.1	63.9	57.7	62.4	59.8	65.6	63.6	56.1	59.7

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-Q3

DisCos	2018/Q1			2018/Q2			2018/Q3			Total
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.	
Invoice (₦ Billion)										
Abuja	5.656	6.191	6.871	6.713	6.371	5.710	6.283	5.988	5.820	55.604
Benin	4.633	3.796	4.190	4.574	4.347	4.368	4.740	4.637	4.137	39.421
Eko	5.065	5.225	6.014	6.008	5.347	5.387	5.766	5.464	4.921	49.198
Enugu	4.103	3.755	4.054	3.666	3.932	3.588	3.978	3.912	3.755	34.743
Ibadan	6.029	5.894	6.083	6.045	6.075	5.645	6.454	6.293	5.404	53.924
Ikeja	5.263	5.591	6.376	6.166	5.998	5.751	6.372	6.197	5.916	53.631
Jos	2.475	2.268	2.255	1.947	2.045	2.044	2.194	2.051	1.918	19.198
Kaduna	3.018	3.303	3.662	3.456	3.720	3.517	3.779	3.545	3.536	31.536
Kano	3.591	3.032	3.338	3.566	3.465	3.135	3.333	3.310	3.281	30.051
Port Harcourt	3.478	3.758	3.368	3.233	3.165	3.117	3.521	3.185	3.139	29.963
Yola	1.539	1.632	1.819	1.640	1.474	1.443	1.754	1.705	1.498	14.503
All DisCos	44.85	44.44	48.03	47.01	45.94	43.71	48.17	46.29	43.33	411.77
Ajaokuta Steel	0.082	0.083	0.082	0.082	0.085	0.081	0.093	0.091	0.085	0.763
NIGELEC	0.560	0.670	0.853	0.835	0.849	0.836	0.845	0.868	0.894	7.210
CEB (SAKETE)	2.317	2.510	2.836	2.348	2.864	2.786	2.636	2.229	2.333	22.859
Remittance (₦ Billion)										
Abuja	2.052	2.493	2.397	2.685	1.600	2.200	2.000	2.000	2.200	19.627
Benin	1.182	2.049	1.111	1.213	1.265	1.692	1.351	1.321	1.321	12.503
Eko	0.000	4.116	2.406	2.403	2.139	2.171	2.305	1.991	1.722	19.253
Enugu	1.700	1.500	1.350	1.700	1.300	1.000	1.580	0.500	0.800	11.430
Ibadan	0.000	3.773	1.154	2.008	3.514	1.357	2.463	0.818	1.984	17.070
Ikeja	0.000	4.742	2.551	2.466	2.399	2.918	3.288	2.000	2.366	22.730
Jos	0.225	0.225	0.225	0.200	0.150	0.200	0.200	0.200	0.240	1.865
Kaduna	0.000	0.500	0.600	0.000	1.307	0.886	0.500	0.300	0.300	4.393
Kano	0.000	0.800	0.670	0.650	0.624	0.632	0.600	0.350	0.700	5.025
Port Harcourt	0.698	0.556	0.601	0.539	0.647	0.633	0.628	0.637	0.700	5.639
Yola	0.232	0.000	0.326	0.255	0.147	0.145	0.175	0.170	0.180	1.632
All DisCos	6.09	20.75	13.39	14.12	15.09	13.83	15.09	10.29	12.51	121.17
Ajaokuta Steel	0.082	0.083	0.082	0.000	0.000	0.000	0.000	0.000	0.001	0.001
NIGELEC	0.560	0.670	0.853	0.000	0.000	0.000	0.000	0.000	0.000	0.000
CEB (SAKETE)	2.317	2.510	2.836	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Remittance Performance (%)										
Abuja	36.28	40.27	34.88	40.00	25.11	38.53	31.833	33.403	37.800	35.298
Benin	25.50	53.97	26.51	26.51	29.10	38.73	28.494	28.493	31.934	31.717
Eko	0.00	78.78	40.00	40.00	40.00	40.30	39.978	36.435	35.000	39.135
Enugu	41.43	39.95	33.30	46.38	33.06	27.87	39.714	12.781	21.305	32.898
Ibadan	0.00	64.01	18.97	33.21	57.84	24.05	38.153	13.000	36.705	31.655
Ikeja	0.00	84.81	40.00	40.00	40.00	50.74	51.602	32.274	40.000	42.383
Jos	9.09	9.92	9.98	10.27	7.34	9.78	9.117	9.750	12.515	9.715
Kaduna	0.00	15.14	16.38	0.00	35.15	25.19	13.230	8.463	8.483	13.931
Kano	0.00	26.39	20.07	18.23	18.00	20.15	18.001	10.575	21.332	16.723
Port Harcourt	20.08	14.81	17.85	16.67	20.43	20.31	17.837	20.000	22.301	18.821
Yola	15.07	0.00	17.94	15.55	10.00	10.08	10.00	10.00	12.00	11.25
All DisCos	13.56	46.70	27.88	30.03	32.85	31.65	31.32	22.23	28.88	29.43
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.000	0.000	1.179	0.131
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00	0.000	0.000	0.000	0.000
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00	0.000	0.000	0.000	0.000

Notes of table:

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

Table IV: DisCos Monthly Invoices & Remittances to MO in 2018/Q1-Q3

DisCos	2018/Q1			2018/Q2			2018/Q3			Total
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.	
Invoice (₦' Billion)										
Abuja	1.078	1.209	1.220	1.204	1.154	1.039	1.097	1.110	1.068	10.179
Benin	0.883	0.741	0.744	0.821	0.788	0.795	0.828	0.860	0.760	7.220
Eko	0.966	1.021	1.069	1.079	0.969	0.981	1.008	1.014	0.904	9.010
Enugu	0.782	0.733	0.720	0.658	0.712	0.653	0.695	0.726	0.689	6.369
Ibadan	1.153	1.155	1.085	1.089	1.104	1.031	1.131	1.171	0.995	9.914
Ikeja	1.001	1.089	1.130	1.103	1.084	1.044	1.110	1.147	1.083	9.791
Jos	0.473	0.444	0.402	0.350	0.371	0.373	0.384	0.382	0.353	3.532
Kaduna	0.686	0.647	0.653	0.622	0.676	0.642	0.662	0.659	0.651	5.898
Kano	0.575	0.591	0.592	0.639	0.627	0.570	0.582	0.613	0.602	5.392
Port Harcourt	0.664	0.735	0.599	0.581	0.574	0.568	0.616	0.592	0.577	5.505
Yola	0.294	0.320	0.325	0.295	0.268	0.264	0.307	0.317	0.276	2.667
All DisCos	8.555	8.685	8.539	8.441	8.328	7.960	8.419	8.592	7.959	75.478
Ajaokuta Steel	0.422	0.441	0.517	0.016	0.015	0.014	0.016	0.016	0.016	0.140
NIGELEC	0.218	0.255	0.337	0.346	0.353	0.345	0.346	0.338	0.338	2.876
CEB (SAKETE)	0.016	0.015	0.016	0.427	0.517	0.492	0.466	0.407	0.410	4.099
Remittance (₦' Billion)										
Abuja	0.300	0.300	0.700	0.500	0.500	0.300	0.500	0.100	0.400	3.600
Benin	0.618	0.445	0.447	0.492	0.473	0.477	0.378	0.374	0.374	4.078
Eko	0.773	0.817	0.748	0.755	0.679	0.687	0.705	0.647	0.633	6.443
Enugu	0.300	0.250	0.100	0.400	0.100	0.200	0.200	0.200	0.200	1.950
Ibadan	0.346	0.346	0.434	0.435	0.409	0.361	0.283	0.351	0.309	3.274
Ikeja	0.600	0.653	0.678	0.662	0.650	0.626	0.666	0.479	0.609	5.624
Jos	0.075	0.075	0.075	0.050	0.050	0.070	0.050	0.050	0.070	0.565
Kaduna	0.100	0.100	0.100	0.100	0.100	0.200	0.100	0.050	0.080	0.930
Kano	0.100	0.100	0.130	0.100	0.100	0.100	0.100	0.050	0.150	0.930
Port Harcourt	0.211	0.166	0.147	0.116	0.145	0.144	0.142	0.148	0.144	1.363
Yola	0.236	0.192	0.260	0.236	0.214	0.211	0.184	0.190	0.179	1.903
All DisCos	3.659	3.444	3.818	3.847	3.420	3.376	3.308	2.639	3.148	30.660
Ajaokuta Steel	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
NIGELEC	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
CEB (SAKETE)	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Remittance Performance (%)										
Abuja	27.84	24.82	57.36	41.52	43.33	28.87	45.58	9.01	37.45	35.37
Benin	70.00	60.00	60.00	60.00	60.00	60.00	45.60	43.50	49.26	56.48
Eko	80.00	80.00	70.00	70.00	70.00	70.00	70.00	63.78	70.00	71.50
Enugu	38.35	34.10	13.88	60.81	14.04	30.62	28.78	27.55	29.01	30.62
Ibadan	30.00	30.00	40.00	40.00	37.00	35.00	25.00	30.00	31.00	33.02
Ikeja	60.00	60.00	60.00	60.00	60.00	60.00	60.00	41.75	56.23	57.45
Jos	15.86	16.89	18.67	14.27	13.46	18.76	13.02	13.11	19.83	15.99
Kaduna	14.57	15.46	15.32	16.08	14.80	31.16	15.11	7.58	12.29	15.77
Kano	17.41	16.91	21.94	15.64	15.95	17.54	17.19	8.15	24.92	17.25
Port Harcourt	31.80	22.58	24.53	20.00	25.29	25.27	23.06	25.00	25.00	24.76
Yola	80.00	60.00	80.00	80.00	80.00	80.00	60.00	60.00	65.00	71.36
All DisCos	42.77	39.66	44.72	45.58	41.06	42.41	39.29	30.72	39.56	40.62
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Notes of table:

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

Table V: DisCos Invoices & Remittances to NBET and MO in 2018/Q1-Q3

DisCos	2018/Q1			2018/Q2			2018/Q3			Total
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.	
Invoice (₦' Billion)										
Abuja	6.734	7.399	8.092	7.918	7.525	6.749	7.380	7.098	6.888	65.783
Benin	5.516	4.537	4.935	5.395	5.134	5.163	5.568	5.497	4.897	46.641
Eko	6.031	6.246	7.083	7.087	6.317	6.368	6.774	6.478	5.824	58.208
Enugu	4.886	4.488	4.774	4.323	4.645	4.241	4.673	4.638	4.444	41.113
Ibadan	7.183	7.049	7.168	7.134	7.179	6.676	7.586	7.464	6.400	63.838
Ikeja	6.264	6.680	7.506	7.269	7.082	6.795	7.482	7.344	7.000	63.422
Jos	2.948	2.713	2.657	2.297	2.416	2.417	2.578	2.433	2.271	22.730
Kaduna	3.704	3.949	4.315	4.078	4.396	4.159	4.441	4.204	4.187	37.434
Kano	4.165	3.623	3.931	4.206	4.092	3.705	3.915	3.923	3.883	35.443
Port Harcourt	4.142	4.493	3.967	3.814	3.739	3.685	4.137	3.777	3.716	35.468
Yola	1.834	1.952	2.144	1.935	1.742	1.706	2.061	2.022	1.774	17.170
All DisCos	53.41	53.13	56.57	55.46	54.27	51.67	56.59	54.88	51.28	487.25
Ajaokuta Steel	0.504	0.524	0.598	0.098	0.100	0.095	0.108	0.108	0.101	0.903
NIGELEC	0.778	0.925	1.190	1.181	1.202	1.181	1.190	1.206	1.233	10.086
CEB (SAKETE)	2.333	2.525	2.852	2.775	3.381	3.278	3.103	2.635	2.742	26.959
Remittance (₦' Billion)										
Abuja	2.352	2.793	3.097	3.185	2.100	2.500	2.500	2.100	2.600	23.227
Benin	1.800	2.494	1.557	1.705	1.737	2.169	1.728	1.695	1.695	16.581
Eko	0.773	4.933	3.154	3.158	2.817	2.858	3.011	2.637	2.355	25.696
Enugu	2.000	1.750	1.450	2.100	1.400	1.200	1.780	0.700	1.000	13.380
Ibadan	0.346	4.119	1.588	2.443	3.922	1.718	2.745	1.169	2.292	20.343
Ikeja	0.600	5.395	3.228	3.128	3.050	3.544	3.954	2.479	2.976	28.355
Jos	0.300	0.300	0.300	0.250	0.200	0.270	0.250	0.250	0.310	2.430
Kaduna	0.100	0.600	0.700	0.100	1.407	1.086	0.600	0.350	0.380	5.323
Kano	0.100	0.900	0.800	0.750	0.724	0.732	0.700	0.400	0.850	5.955
Port Harcourt	0.909	0.722	0.748	0.655	0.792	0.777	0.770	0.785	0.844	7.003
Yola	0.467	0.192	0.586	0.491	0.362	0.356	0.360	0.361	0.359	3.535
All DisCos	9.75	24.20	17.21	17.97	18.51	17.21	18.40	12.93	15.66	151.83
Ajaokuta Steel	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.001
NIGELEC	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
CEB (SAKETE)	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Remittance Performance (%)										
Abuja	34.93	37.75	38.27	40.23	27.90	37.04	33.88	29.59	37.74	35.31
Benin	32.63	54.96	31.56	31.61	33.84	42.01	31.04	30.84	34.62	35.55
Eko	12.81	78.98	44.53	44.57	44.60	44.88	44.44	40.72	40.43	44.15
Enugu	40.94	38.99	30.37	48.57	30.14	28.29	38.09	15.09	22.50	32.54
Ibadan	4.82	58.44	22.15	34.25	54.63	25.74	36.19	15.67	35.82	31.87
Ikeja	9.58	80.76	43.01	43.04	43.06	52.16	52.85	33.75	42.51	44.71
Jos	10.18	11.06	11.29	10.88	8.28	11.17	9.70	10.28	13.65	10.69
Kaduna	2.70	15.19	16.22	2.45	32.02	26.11	13.51	8.32	9.07	14.22
Kano	2.40	24.84	20.35	17.83	17.69	19.75	17.88	10.20	21.89	16.80
Port Harcourt	21.96	16.08	18.86	17.17	21.18	21.08	18.61	20.78	22.72	19.74
Yola	25.49	9.83	27.33	25.39	20.77	20.88	17.46	17.85	20.25	20.59
All DisCos	18.25	45.55	30.42	32.40	34.11	33.31	32.51	23.56	30.54	31.16
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.99	0.11
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Notes of table:

DisCos, NBET, MO, CEB and NIGELEC are electricity Distribution Companies, Nigeria Bulk Electricity Trader, Market Operators, Beninois Electricity Community and Nigerien Electricity Society respectively; ₦' Billion is billions of Nigeria Currency.

Table VI: Categories of Customer Complaints by Discos in 2018/Q3

Complaints Categories	DisCos										
	Abuja	Benin	Eko	Enugu	Ibadan	Ikeja	Jos	Kaduna	Kano	Yola	Port Harcourt
Interruption	2215	3330	1203	2714	1254	10992	1617	2854	682	480	1226
Voltage	731	989	223	268	211	568	409	810	60	185	309
Load Shedding	388	649	27	380	266	37	6	52	34	20	96
Metering	5807	8807	344	5506	2169	8345	344	1582	1858	522	589
Billing	2214	13504	1882	3080	2560	5920	793	1061	493	87	1282
Disconnection	498	691	164	1893	352	695	348	1007	935	386	177
Connection Delay	100	1348	25	37	168	0	4	4	165	413	3
Others	4418	4364	13	1670	1242	928	159	468	1280	368	434
Total	16371	33682	3881	15548	8222	27485	3680	7838	5507	2461	4116

Notes of table:

DisCos are the electricity distribution companies

Table VII: Lists and Addresses of NERC Forum Offices as at September 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 Capita 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	beninform@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	Hephzibah 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-Q3

S/N	Forum Offices	2018/Q1				2018/Q2				2018/Q3			
		Customers' Complaints:				Customers' Complaints:				Customers' Complaints:			
		Received	Solved	Pending	% solved	Received	Solved	Pending	% solved	Received	Solved	Pending	% solved
1	Abakaliki	17	0	17	0%	15	4	9*	27%	45	30	15	67%
2	Abuja	101	0	101	0%	170	91	79	54%	214	106	108	50%
3	Asaba	79	2	77	3%	73	70	3	96%	115	76	39	66%
4	Awka	56	0	56	0%	73	33	40	45%	51	26	25	51%
5	Benin	64	0	64	0%	37	-	37	0%	50	26	24	52%
6	Birnin Kebbi	0	0	0	-	1	1	-	100%	0	0	0	0%
7	Calabar	14	9	5	64%	16	10	6	63%	30	7	23	23%
8	Eko	191	95	96	50%	329	76	253	23%	173	4	169	2%
9	Enugu	170	0	170	0%	111	97	14	87%	86	38	48	44%
10	Gombe	22	3	19	14%	9	3	6	33%	12	4	8	33%
11	Gusau	12	6	6	50%	11	9	2	82%	4	2	2	50%
12	Ibadan	263	20	243	8%	556	87	469	16%	375	246	129	66%
13	Ikeja	670	56	614	8%	605	206	399	34%	380	66	314	17%
14	Jigawa	9	4	5	44%	4	-	4	0%	6	6	0	100%
15	Jos	11	0	11	0%	3	1	2	33%	8	7	1	88%
16	Kaduna	14	0	14	0%	3	-	3	0%	21	6	15	29%
17	Kano	12	4	8	33%	8	8	-	100%	25	21	4	84%
18	Katsina	1	1	0	100%	2	-	0*	0%	8	2	6	25%
19	Makurdi	11	5	6	45%	13	5	2*	38%	18	3	15	17%
20	Owerri	31	0	31	0%	34	8	26	24%	34	23	11	68%
24	Port Harcourt	122	63	59	52%	91	68	23	75%	171	93	78	121%
21	Sokoto	12	4	8	33%	8	3	3*	38%	11	2	9	18%
22	Umuahia	34	0	34	0%	50	39	11	78%	40	15	25	38%
23	Uyo	36	16	20	44%	37	19	18	51%	77	31	46	40%
25	Yola	17	4	13	24%	13	9	4	69%	5	2	3	40%
All Forum Offices		1,969	292	1,677	15%	2,272	847	1,413	37%	1,959	842	1,117	43%

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-Q3

Description	(₦' Million)				(₦' Million)				(₦' Million)			
	Monthly for 2018/Q1			Total	Monthly for 2018/Q1			Total	Summary for 2018/Q3			Total
	Jan.	Feb.	Mar.	2018/Q1	Apr.	May	Jun.	2018/Q2	Jul.	Aug.	Sep.	2018/Q3
A. Revenue												
Operating Levy (MO)	256	412.29	350.19	1,018.48	598.14	399.53	465.95	1,463.62	286.34	315.26	254.88	856.48
Other IGR	16.22	43.31	107.33	166.86	98.46	82.43	67.92	248.80	74.98	57.19	63.06	195.228
Total Revenue	272.22	455.6	457.52	1185.34	696.60	481.95	533.87	1712.42	361.32	372.44	317.94	1,051.71
B. Expenditure												
Personnel Cost	366.65	222.6	445.94	1,035.19	217.70	344.30	426.21	988.21	266.11	209.58	412.05	887.75
Regulatory Expenses	14.41	5.82	24.07	44.30	60.52	115.59	134.47	310.58	200.33	65.83	112.48	378.65
A & G Maintenance	36.93	41	32.89	110.82	15.96	15.35	21.17	52.48	25.10	19.15	42.83	87.08
Total Expenditure	417.99	269.42	502.9	1190.31	294.18	475.25	581.84	1351.27	491.54	294.56	567.37	1,353.47
Net Cash Flow (A-B)	(145.77)	186.18	(45.38)	(4.97)	402.42	6.71	(47.97)	361.15	(130.21)	77.89	(249.43)	(301.76)
C. Unpaid Liabilities as at the end of Stated Quarters				1,004.83				1,004.83				661.04
Overall Surplus/Deficit (A-B-C)				(1,009.80)				(643.68)				(962.80)

Notes of table:

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



NIGERIAN ELECTRICITY REGULATORY COMMISSION
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