

NIGERIAN
ELECTRICITY
REGULATORY
COMMISSION



Electricity on Demand

QUARTERLY REPORT

FIRST QUARTER 2019

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 2004, 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 Advanced 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
GenCos	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	Meter Assets Provider
MOs	Market Operators
MW	Megawatts
MWh	Megawatts hour
MYTO	Multi Year Tariff Order
NBET	Nigerian Bulk Electricity Trading 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 first quarter of 2019, the total electric energy generated was 8,951,869 MWh – 0.8% more than the level of generation during the fourth quarter of 2018. During the quarter, the industry recorded the peak generation of 5,375MW. However, the available plant generation units declined to 61 from the daily average of 72 recorded in the last quarter of 2018. Despite the decline in the available generation units in the first quarter, the total energy generation rose by 0.8% with 8.9 percentage points increase in generation capacity utilisation arising from the reduction in the constraints of insufficient gas supply, transmission and distribution networks, and water management at the hydropower stations. Despite this marginal improvement in sector performance during the quarter under review, the aforementioned industry constraints continue to pose major technical and operational challenges to the industry.

Total electric energy generated in 2019/Q1 was 8,951,869 MWh – 0.8% more than the generation in 2018/Q4. Similarly, average capacity utilisation rate increased by 8.9 percentage points in 2018/Q4.

Nonetheless, the complete resolution of the highlighted technical and operational constraints in the Nigerian electricity industry remains as one of the top priorities of the Commission. In this regard, the Commission has continued to work on addressing the DisCo–TCN interface bottlenecks with the aim of freeing up the generation capacity constraint by addressing the constraints inhibiting the flow of energy. The Commission is further committed to utilising a more robust process for the thorough technical assessment of DisCos’ utilisation of capital expenditure allowances for relevance and cost efficiency to ensure that utilities invest on projects critical to addressing the technical and operational challenges bedeviling operational efficiency. Pursuant to this effort, the Commission has formally approved the Performance Improvement Plan (PIP) Guidelines to be issued to DisCos for the preparation of their investment plan. This process is consistent with the regulatory imperative of ensuring that consumers do not pay for inefficiencies of the utilities.

Five (5) incidences of total system collapse were recorded in 2019/Q1 but no partial system collapse occurred in the same period.

A comparative summary of the system stability performance of the national grid for the first quarter of 2019 and the last quarter of 2018 is indicated in Table A. The report indicates that the industry recorded a significant decline in the stability of the grid network during the first quarter of 2019 with five (5) incidences of total system collapse (i.e., total blackout nationwide), unlike in the fourth quarter where two (2) total system collapses were recorded. However, there was no incidence of partial system collapse (i.e., failure of a section of the grid) during the first quarter.

To improve the grid stability and prevent total collapse in subsequent quarters and beyond, the Commission, in collaboration with TCN, shall continue to 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 commenced the review of the outcome of the process of procuring spinning reserves by TCN. The Commission had earlier approved the request by TCN to competitively procure spinning reserves for the industry. This is to guarantee adequate spinning reserves for proper management of the grid by System Operator.

Table A: System Collapse in 2019/Q1 and 2018/Q4

	2019/Q1	2018/Q4
Number of Partial Collapses	0	0
Number of Total Collapses	5	2

DisCos' collection efficiency stood at 64% while remittance to NBET and MO was 27.8%. Adjusted for tariff shortfall, however, the total market remittance stood at 63%.

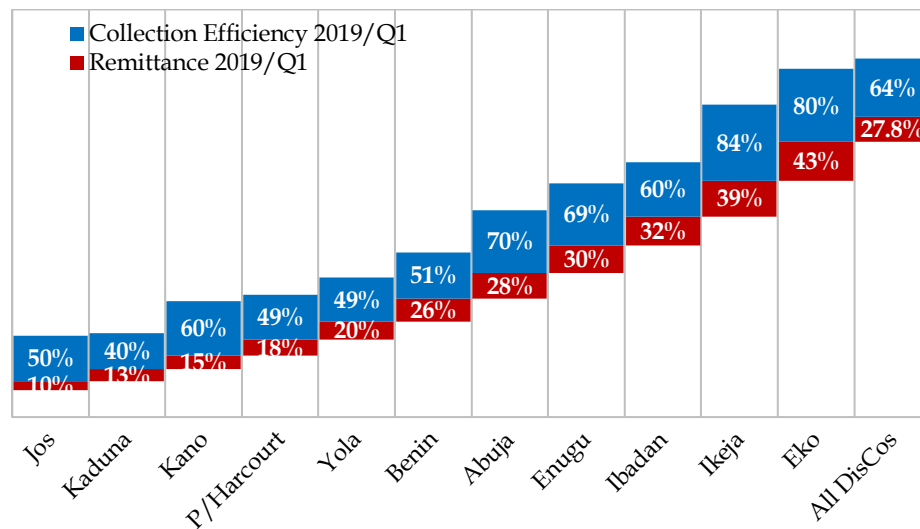
Commercial Performance: The financial viability of the NESI is still the most significant challenge threatening the sustainability of the electricity industry. As reported in the preceding quarterly reports, the liquidity challenge is partly due to the non-implementation of cost-reflective tariffs, high 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 rose to ₦182.8billion in the first quarter of 2019 but only an aggregate collection of ₦116.9billion, representing 64.1% collection efficiency was

achieved, a 4.1 percentage points decrease from the last quarter of 2018. The level of collection efficiency during the quarter under review indicates that a sum of ₦3.6 out of every ₦10 worth of energy sold during the first quarter of 2019 remains uncollected as and when due. The severity of the liquidity challenge in NESI was further reflected in the settlement rate of energy invoices issued by NBET and MO to DisCos, as well as the payment by special and international customers.

During the first quarter of 2019, the eleven (11) DisCos were issued a total invoice of ₦190.1billion for energy received from NBET and for service charge by the MO, but only a sum of ₦52.8billion (~28%) of the total invoice was settled, indicating a significant deficit of ₦137.3billion. The DisCos’ collection efficiency and remittance performance during the first quarter of 2019 are represented in Figure A below. Whereas the collection efficiency ranges from 40% (Kaduna) to 84% (Ikeja), remittance performance ranges from 10% (Jos) to 43% (Ikeja).

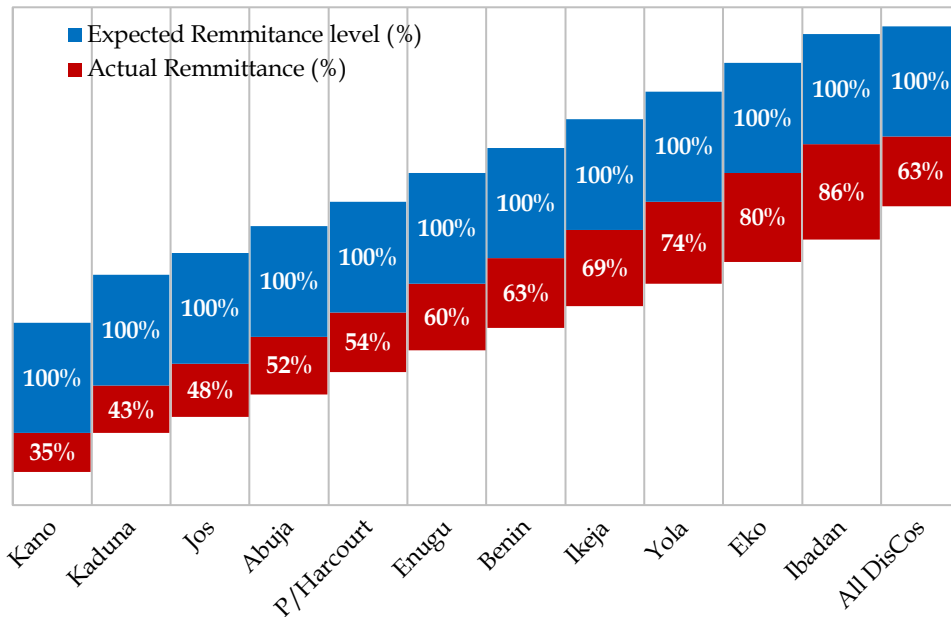
Figure A: Collection and Remittance (%) by DisCos in 2019/Q1



However, It is noteworthy that tariff shortfall may have partly accounted for the observed low remittance by DisCos in Figure A above. Thus, the remittance performances adjusted for tariff shortfall are represented in Figure B. The figure shows that, adjusting for tariff shortfall, DisCos’ total remittance to the market (NBET and MO) during 2019/Q1 averaged 63% and ranged from 35% (for Kano DisCo)

to 86% (for Ibadan DisCo). This clearly indicates that regardless of the prevailing tariff shortfall DisCos’ remittance is still significantly below the expected threshold. To ensure business continuity and improve sector liquidity therefore, DisCos must improve on efforts towards reducing their ATC&C losses.

Figure B: Market Remittance (%) by DisCos Adjusted for Tariff Shortfall - 2019/Q1



During the same period, the invoices issued to Ajaokuta Steel Co. Ltd (designated as special customer) and international customers (i.e., Societe Nigerienne d’electricite - NIGELEC and Communaute Electrique du Benin-CEB) were ₦0.3billion and ₦12.8billion respectively. However, neither NBET nor MO received payments from the special and international customers during the period under review. 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.

While the low remittance by DisCos to NBET and MO is partly attributable to the prevailing tariff shortfall, the DisCos must improve on efforts towards reducing the technical, commercial and collection losses to consequently improve sector liquidity. To address the remittance issue and as part of the review of DisCos’ viability as a going

During 2019/Q1, the international customers (CEB/SAKETE and NIGELEC) made no payment for the total outstanding debt.

concern, the Commission has met with some DisCos to review their performance and respective comprehensive strategy towards addressing their operational challenges. The Commission has extracted obligations undertaken by the DisCos in previous meetings for compliance tracking and further actions. The Commission is also finalising a framework for minimum remittance 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

As noted in the preceding quarterly reports, another major initiative towards improving revenue collection & remittance in the Nigerian electricity supply industry is the provision of meters to all registered end-use consumers of electricity. To this end, the Commission had continued 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 to 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.

REGULATORY FUNCTIONS:

Regulations and Orders: During the first quarter of 2019, 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 enforcement of the provisions of existing regulations. In particular, the Commission intensified the monitoring of the process of procuring the Meter Asset Providers by DisCos in line with the MAP Regulation which was developed as a key strategy to swiftly bridge the metering gap in the industry. To this end, the Commission directed all discos to complete the MAP procurement process by March 31, 2019. . The Commission also conducted surveys on customers' willingness and ability to pay for meters during the quarter.

Following the receipt of a position paper by TCN praying that customers directly connected and supplied on 132/330kV lines be directed to pay directly to MO contrary to the provisions of NERC Order/15/0011 and other related matter which provides for payment

to DisCos., the Commission held a public hearing on the position paper on 27th March 2019. The Hearing Panel comprises three Commissioners appointed to hear the matter. The submissions and representations from the hearing are currently under review by the Hearing Panel of the Commission.

In 2019/Q1, the Commission renewed five (5) Captive Power Generation Permits with a total nameplate capacity of 48.5MW.

Licensing and Permits: During the first quarter, the Commission, after satisfactory evaluation, renewed five (5) Captive Power Generation (CPG) permits with a total nameplate capacity of 48.5MW as well as approved amendment and transfer of two (2) on-grid licences during the same period. Similarly, the Commission approved the certification of four (4) Meter Service Providers for importer and installer category and issued letters of *No Objection* to six (6) Meter Asset Providers. The Commission also continued with the technical evaluation of fourteen (14) Eligible Customer applications during the first quarter of 2019.

Compliance and Enforcement: Enforcement actions against violations, breaches and infractions of regulations, orders and technical codes of the NESI are key mandates of the Commission. Although no new enforcement action was commenced during the first quarter, the Commission continued with the twenty-one (21) enforcement actions brought forward from the preceding quarters against some licensees for violations of rules and infraction. These include failure to submit required data within a stipulated timeline, electric accidents and electrocution cases, and the failure to adhere to forum decisions without filing appeals.

Litigation: During the first quarter of 2019, the Commission was not involved in new litigations but continued with four (4) on-going cases reported in the preceding quarterly reports that are currently at various stages. The on-going cases relate to suspension of Board of Ibadan DisCo, and implementation of MYTO 2015 among many others.

Alternative Dispute Resolution: During the first quarter of 2019, the Commission handled one (1) ongoing dispute between Port Harcourt DisCo and electrocution victims and family. The matter has been concluded – Port Harcourt DisCo complied with the final directive to conclude and settle the matter by 19 March 2019.

**CONSUMER
AFFAIRS:**

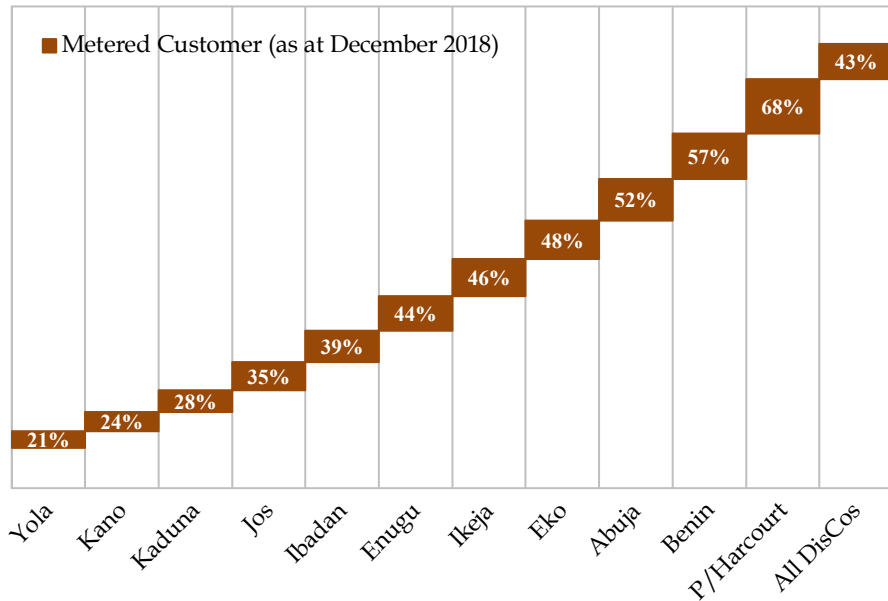
Consumer Education & Enlightenment: To ensure continuous education of customers on their rights and obligations and other general service delivery, the Commission commenced the monitoring of the 2019 customer enlightenment of all the DisCos vis-à-vis their proposed schedules for the year 2019. On its part, the Commission continued the airing of a dedicated weekly radio program titled 'Electricity Spot Light Today' on FRCN with the objective of engaging and enlightening electricity consumers on various issues. The areas the programme focuses on include but not limited to customers' rights and obligations, health and safety, complaints redress mechanism, estimated billing, meter related issues, and the efforts being made to bridge the metering gap in NESI. Lastly, the Commission has finalised plan to commence its 2019 scheduled town hall meetings on consumer awareness and enlightenment. .

The metering gap for end-use customers continues to be a key challenge the electricity industry. The records of the Commission indicate that, of the 8,840,801 registered electricity customers, only 3,793,895 (42.9%) have been metered as at the end of the first quarter of 2019. Thus, 57% of customers are still on estimated billing which has contributed to customer apathy towards payment for electricity. In comparison to the fourth quarter 2018, the number of registered customers increased by 110,261 (representing approximately 1.3% increase). This increase in registered customer population is due to the on-going customer enumeration exercise by DisCos through which illegal consumers of electricity are brought onto the DisCos' billing platform.

A review of the customer population data in Figure C indicates that only Abuja, Benin and Port Harcourt DisCos had metered more than 50% of their registered customers as at the end of March 2019. The Commission, continued to monitor the conclusion of the MAP procurement process by the DisCos' to ensure that successful MAPs commence the roll-out of meters in order to meet the target date of closing the metering gap in the NESI within three (3) years.

Figure C: Metering Status in NESI as at March 2018

Only three (3) DisCos have metered more than 50% of its registered electricity customers as at the end of the first quarter of 2019.

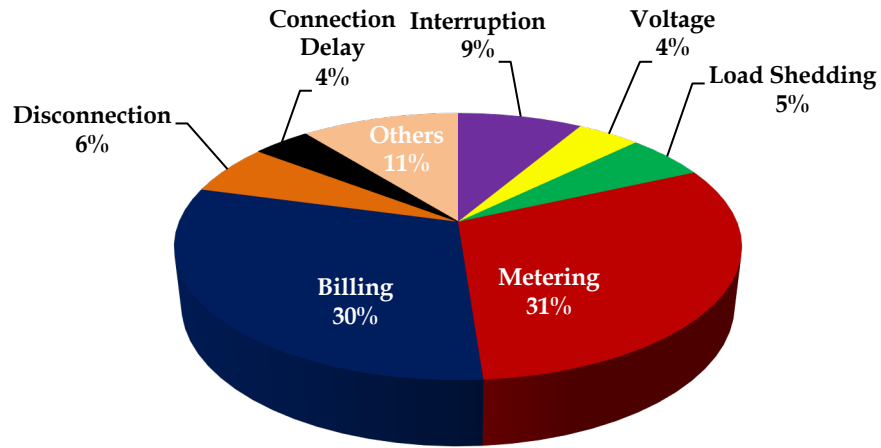


Customer Complaints: During the first quarter of 2019, the eleven (11) DisCos received a total of 151,938 complaints from consumers (~11% more than complaints received during the fourth quarter of 2018) and resolved a total of 118,563 (representing about 78% of all complaints)

A review of customer complaints statistics in Figure D indicates that metering, estimated billing and service interruption remain the most significant areas of concern for customers. Metering and billing accounted for about 61% (i.e., 92,626) of the total complaints in the first quarter of 2019. In an effort to ensure improved customer service delivery, the Commission continued to monitor and audit the complaint handling and resolution process by DisCos. Moreover, the Commission, on a continuous basis, monitors the operation and efficacy of its Forum Offices set up to adjudicate on consumers’ complaints not adequately resolved to the customers’ satisfaction by the responsible DisCos.

Figure D: Category of Complaints Received by DisCos in 2019/Q1

Metering and estimated billing still dominated the customers' complaints, accounting for 61% of the total complaints in 2019/Q1.

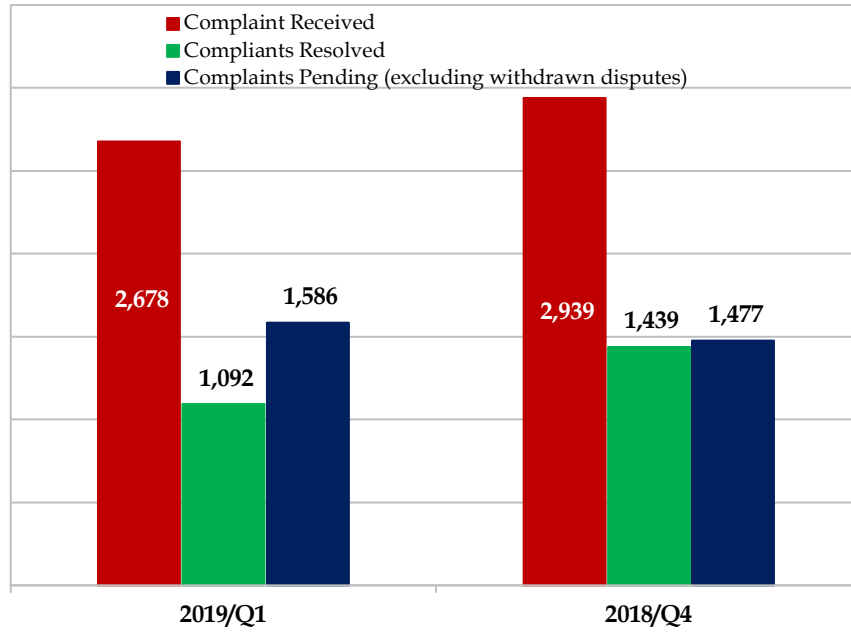


As at the end of 2019/Q1, the Commission had 30 operational Forum Offices in 29 States and the Federal Capital Territory (FCT).

Forum Offices: Forum panels 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 Procedure Regulation. As at the end of the first quarter of 2019, the Commission had thirty (30) operational Forum Offices in twenty-nine (29) states and FCT, Abuja. The Commission is working toward establishing additional Forum Offices in a bid to achieving its objective of establishing at least one Forum Office in each state of the federation.

During the quarter under review, the Forum Offices had a total of 2,678 complaints (including unresolved complaints from the fourth quarter of 2018) from customers who were dissatisfied with DisCos’ effort at resolving their lodged complaints. Of the complaints lodged at Forum Offices, 41% were resolved with or without hearings. Whereas some of the undecided cases are due to incomplete submission and/or abandonment by consumers, the Commission has directed all its respective Forum Offices to quickly resolve all outstanding complaints in line with the operating manual of the Commission. The details of customer complaints handled by all the Forum Offices in 2019/Q1 is indicated in Figure E.

Figure E: Complaints Received by Forum Offices in 2019/Q1 & 2018/Q4



In 2019/Q1, electrical accidents resulted in 10 deaths and 7 injuries of various degrees involving both employees of the companies and the third parties.

Health and Safety: The Commission received a total of 72 accident reports from the operators during the first quarter of 2019. The accidents resulted in 10 deaths and 7 injuries of various degrees involving both employees of the companies and the third parties. In comparison to the 2018/Q4 during which 16 deaths and 2 injuries were recorded, there was a slight improvement in the health and safety performance of the operators in the first quarter of 2019. In line with its mandate to ensure licensees’ commitment to safe energy delivery, the Commission approved six (6) enforcement actions on some of the incidences involving various health and safety breaches and approved appropriate penalties in each case during the quarter under review. Also, the Commission has resolved to develop a more comprehensive penalties and compensation structure for health and safety breaches in NESI for the purpose of stopping the utilities’ discretionary payment of compensations to electrical accident victims or their families. On account of the Commission’s stand for zero tolerance on safety breaches in NESI and, in line with its strategic goals 2017-2020, the Commission shall intensify its monitoring efforts and implementation

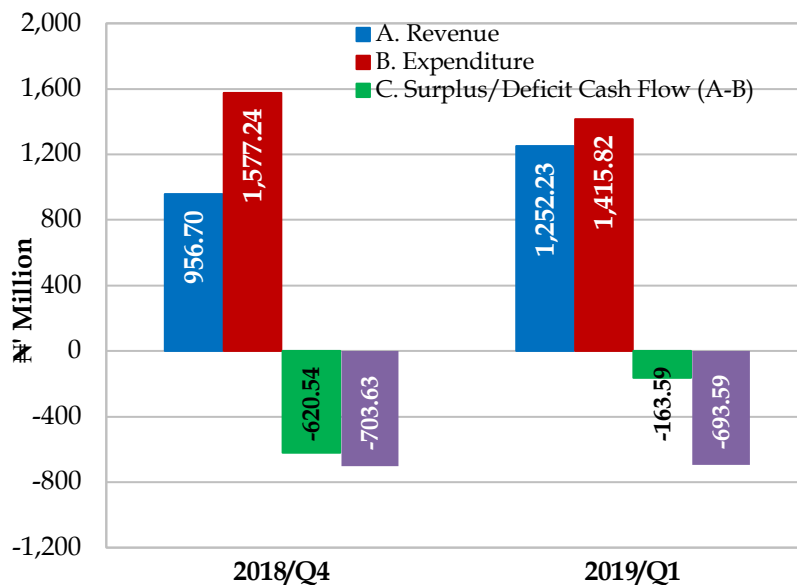
of various safety programmes aimed at drastically reducing accidents in the electricity industry. The safety programs being implemented by the Commission include, but not limited to, the standardisation of system protection schemes, engagement of stakeholders on Right of Way (ROW) violation, public enlightenment on safe use of electricity and a review of an operational procedure for Distribution System Operators (DSO) on fault clearing.

THE COMMISSION:

As at the end of 2019/Q1, the accumulated unpaid liabilities of the Commission had decreased to ₦693.6million (including ₦163.56million deficit during the quarter).

Financial Report: During the first quarter of 2019, the total revenue realised by the Commission was ₦1.252billion, ~30.9% higher than the revenue realised in the last quarter of 2018. The noted increase in the revenue was due to the increase in both the operational levy (i.e., market charges) and internally generated revenue such as licensing fee realised. The chart in Figure F indicates that the Commission incurred a total expenditure (capital and recurrent) of ₦1.416billion which is slightly lower than the ₦1.577billion incurred in the preceding quarter. A comparison of the revenue and expenditure of the Commission within the first quarter showed higher expenditure incurred when compared to actual cash receipts signifying a negative net cash flow of ₦163.6million. In a bid to manage its cash properly, the Commission continued to monitor its liabilities which stood at ₦693.6million – a 1.43% decline from the fourth quarter of 2018.

Figure F: Commission’s Cash Flows (₦ m) in 2018/Q4-2019/Q1



Capacity Development: The Commission continued with its commitment to human capital development during the first quarter of 2019 and sponsored a total of nine (9) staff to various regulatory, leadership and management training programs within and outside Nigeria. During the same quarter under review, additional nine (9) members of staff were sponsored to attend workshops, meetings and conferences on issues beneficial to the Commission's statutory responsibilities. Members of staff of the Commission were also sponsored to attend annual conferences of their respective professional bodies.

Promotion: The Commission began the 2019 promotion exercise during the first quarter of 2019. This exercise is expected to be finalised during the second quarter of 2019 and members of staff who were adjudged to have satisfied the stipulated requirements would be duly promoted.

2. STATE OF THE INDUSTRY

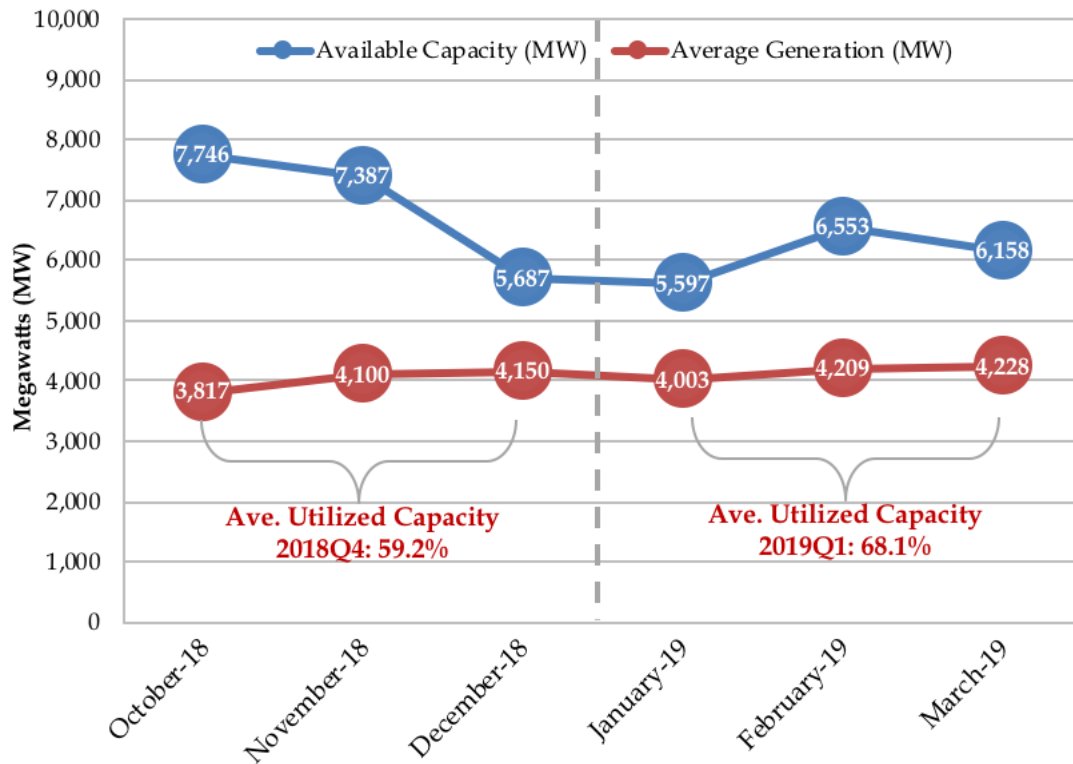
2.1. Operational Performance

2.1.1. Electricity Generation

In line with the mandate derived from the Electric Power Sector Reform (EPSR) Act 2004, 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 5,375MW for the first quarter of 2019 was recorded on the 7th February 2019. Similarly to the preceding quarter, the available average generation capacity declined by 12.1% to 6,103MW. The consecutive decrease in available generation capacity is attributable to the increase in the number of generation units currently undergoing maintenance and overhaul, which made them unavailable for operation. On average, 61 plant generation units were available during the first quarter of 2019 as compared to 72 generation units available in the fourth quarter of 2018. However, due to the continuous improvement in the capacity utilisation, the decrease in the available capacity did not affect the electricity generated as the total electricity generated increased by 0.8% from 8,878,473MWh recorded in 2018/Q4 to 8,951,869MWh in the first quarter of 2019.

A review of both the daily average generation and available capacity (in MW) from the 2018 fourth quarter (October–December) 2019 first quarter (January–March) are represented in Figure 1. The Figure shows that 68.1% of the available capacity was utilised during the first quarter of 2019. This represents 8.9 percentage points higher capacity utilisation than in the last quarter of 2018. Thus, fewer available capacities ~32% were redundant during the first quarter 2019 as compared to ~41% for the last quarter 2018. The increased capacity utilisation is due to slight improvements technical and operational constraints such as insufficient gas supply, water management at the hydropower stations, transmission constraints, and limited distribution networks and commercially induced low load offtake by DisCos.

Figure 1: Average Daily Generation and Available Capacity 2018/Q4-2019/Q1



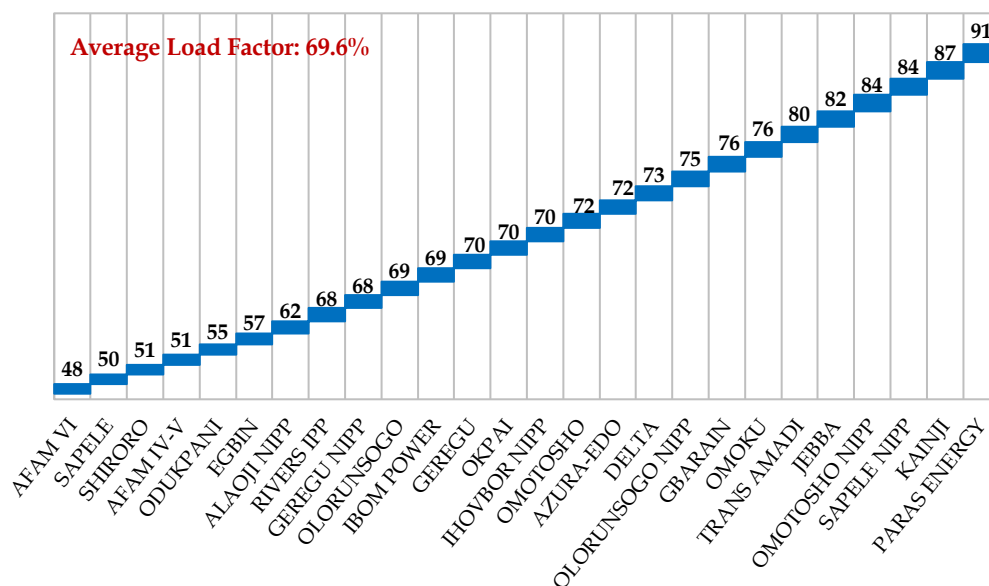
Notwithstanding the highlighted progress made, resolving completely both the operational and technical challenges in electricity generation remains as one of the top priorities of the Commission. The Commission continued consultations with relevant stakeholders to develop lasting solutions to the gas impasse in the power industry. Furthermore, the Commission continues to execute a number of actionable items identified in its Strategic Plan 2017-2020 to completely resolve the technical and operational challenges in NESI. As stated in the preceding quarterly reports, the highlighted strategy includes a continuous and 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. Plant Load Factor and Average Generation of Power Plants

The average load factor (i.e., the dispatch rate) of the generation plants, defined as the amount of energy that a power plant generated over a certain period relative to its **available** capacity for the said period, recorded an increase of 15 percentage points from the 55% recorded in 2018/Q4. As represented in Figure 2, an average dispatch rate (or plant load factor) stood at ~70%, indicating that an average power plant operating during 2019/Q1 had 70% of its available capacity dispatched by the System Operator (SO).

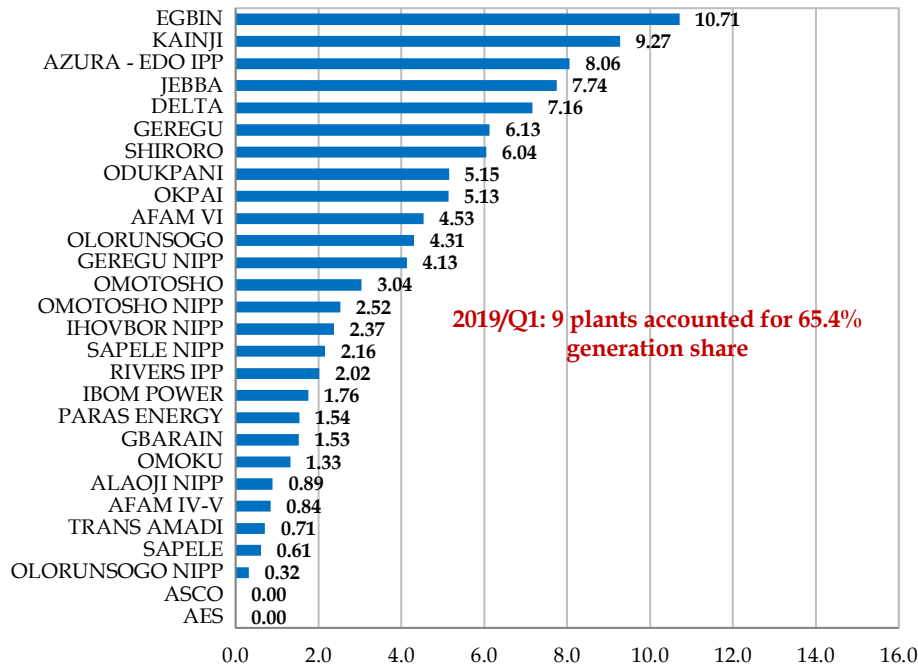
Six of the twenty-six (26) power plants in operation during the quarter under review had at least 80% of their available capacity dispatched by SO. These plants include Trans-Amadi, Jebba, Omotosho NIPP, Sapele, Kainji and Paras Energy. Shiroro hydropower plant which has one of the lowest tariffs recorded just 51% load factor (dispatch rate). The Commission has commenced investigation on the reason for the low dispatch of the (Shiroro) hydro plant by the System Operator. Paras Energy had the highest dispatch rate (load factor) of 91% followed by Kainji which recorded 87% load factor. During the same period, Azura power plant had 72% dispatch rate, just approximately 2 percentage points above the industry average, while Afam-VI recorded the lowest dispatch rate (load factor) of 48%.

Figure 2: Plants Load Factor (%) in 2019/Q1



The contribution of the individual power plant to the total energy generated during the first quarter of 2019 is represented in Figure 3. Nine (9) of the twenty-eight (28) power plants accounted for 65% of the total energy generated during the quarter. Figure 4 shows clearly that energy generation in Nigeria still heavily depends on a few numbers of plant, as seven (7) of the operating plants accounted for 55% of the total electricity output during the quarter.

Figure 3: Share (%) of Generation Output by Plants in 2019/Q1



As previously reported, the implication from Figure 4 is that the seemingly (over)reliance of the grid on the energy supplied from just seven 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 seven major plants, the Commission has reviewed the outcome of the competitive procurement of spinning reserves conducted by TCN. The procurement of adequate spinning reserves is to ensure proper management of the grid by the Operator.

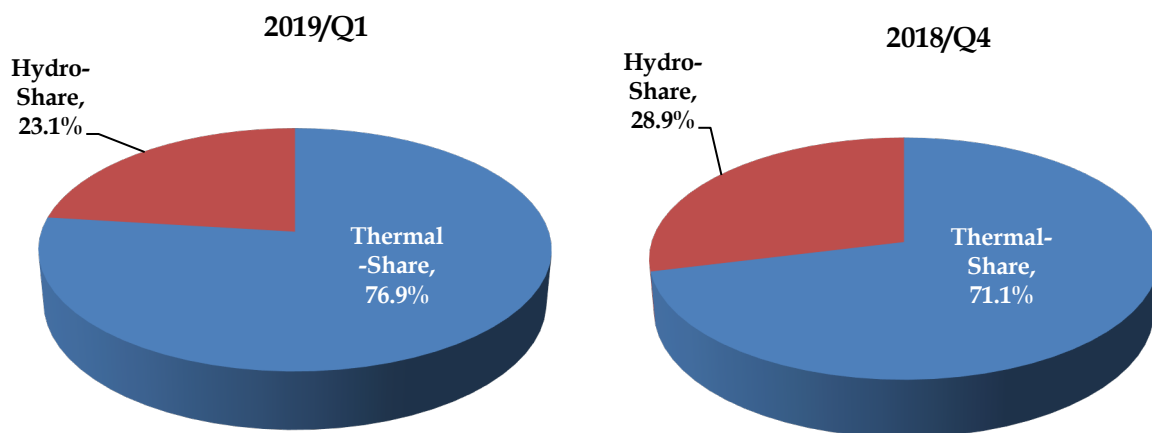
2.1.3. Generation Mix

The shares of electricity generation by sources of fuel for the first quarter of 2019 and the fourth quarter of 2018 are represented in Figure 4. Gas continues to dominate the electricity generation mix accounting for 76.9% of the electricity generated during the first quarter of 2019. On the other hand, hydro share declined by 5.8 percentage points from the preceding quarter and accounted for 23% of the total energy. The decreasing share of hydro generation is attributed to a decrease in rainfall and water management

at the hydropower stations during the first quarter of 2019. The Commission notes with concern the security of supply implication of the recent decline in energy generated from hydro and continued dominance of gas-fired plants as acts of vandalism of gas pipelines could result in serious grid instability, as seen in the year 2016.

In order to maintain the improvement in the generation fuel mix, the Commission shall continue to work with other key stakeholders in the Nigerian electricity supply industry to unfold regulatory and policy interventions for the actualisation of improved energy mix through coal-to-power generation, and on-grid and off-grid renewables. In this regard, the Commission's constant 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.

Figure 4: Quarterly Share (%) of Electricity Generated by Fuel Sources



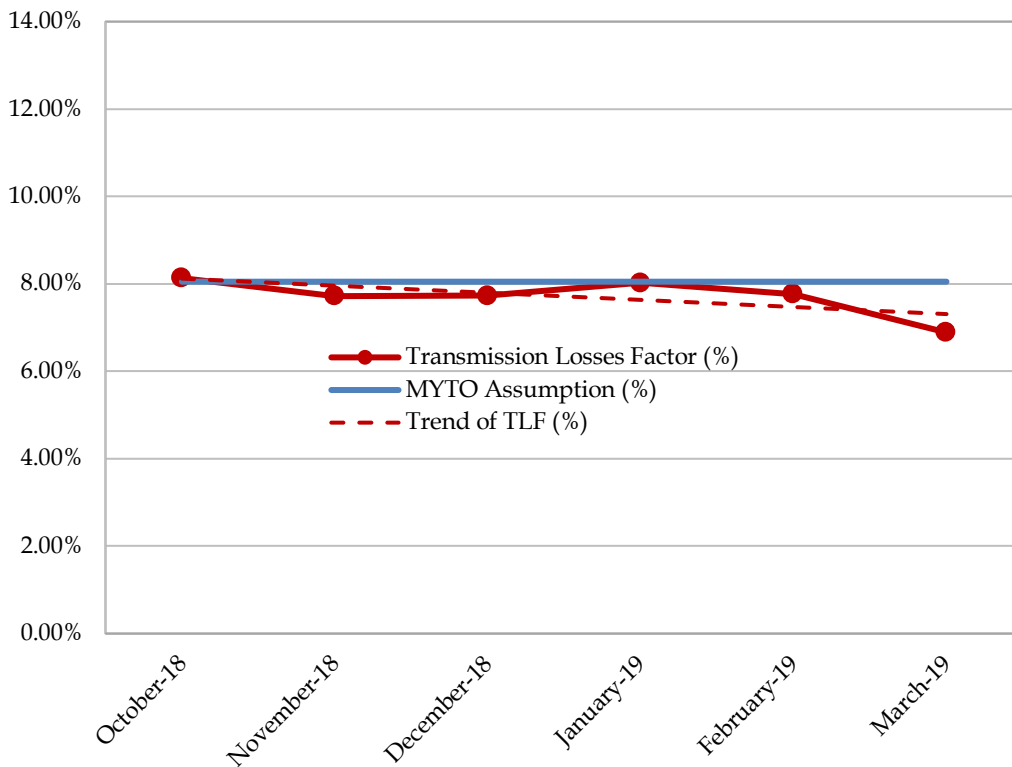
2.1.4. Grid Performance

To assess the performance of the grid, the Commission focuses on four (4) 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

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, further improved during the quarter under review. As represented in Figure 5, the transmission loss factor declined from 7.73% in December to 6.89% in March 2019. The average transmission loss factor of 7.56% recorded in 2019/Q1 is lower than the 8.05% industry (MYTO) reference loss factor. The recorded TLF indicates an improvement in the transmission network when compared with the 2018/Q4 TLF average of 7.86%. The continuous decrease in the average TLF in 2018/Q3 through to 2019/Q1 can be credited to improved efficiency in transmission networks resulting from rising investments in transmission infrastructure.

Figure 5: Transmission Loss Factor from Oct. 2018 – Mar. 2019



System Collapse

The industry recorded a significant decline in the stability of the grid network during the first quarter of 2019 relative to the fourth quarter of 2018. Table 1 presents the number of system collapse experienced during 2019/Q1 and 2018/Q4.

Table 1: System Collapse in 2018/Q4-2019Q1

	2019/Q1	2018/Q4
Number of Partial Collapses	0	0
Number of Total Collapses	5	2

The industry recorded five (5) incidences of total system collapse (i.e., total blackout nation-wide) in the first quarter of 2019 compared to two (2) incidences recorded in the last quarter of 2018. On a positive note, there was no incidence of partial system collapse (i.e., failure of a section of the grid) during the quarter.

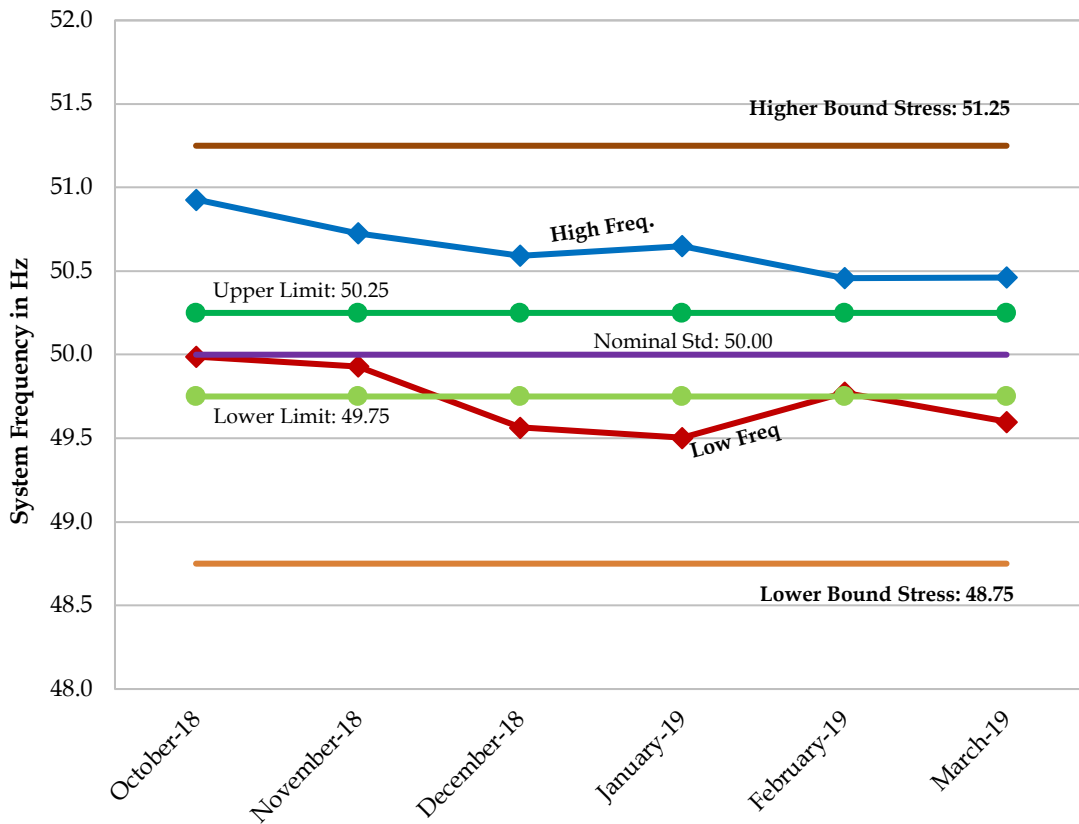
As highlighted in the preceding report, to further improve the grid stability and prevent system collapse in subsequent quarters and beyond, the Commission in collaboration with the Transmission Company of Nigeria (TCN) shall intensify efforts to ensure further improvement in the grid performance. The Commission shall intensify monitoring of strict compliance to 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 electricity industry. Furthermore, the Commission has reviewed the outcome of the competitive procurement of spinning reserves conducted by the TCN. 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 October 2018

to March 2019 is represented in Figure 6. During the period under review, except for March 2019, the system low frequency made considerable progress towards the nominal statutory standard. Similarly, the system high frequency, which hitherto was substantially above the upper statutory limit with a significant margin of the average of 0.50Hz in the fourth quarter 2018, was converging towards the upper limit during the first quarter of 2018 with an average margin of 0.27Hz at the end of March 2019.

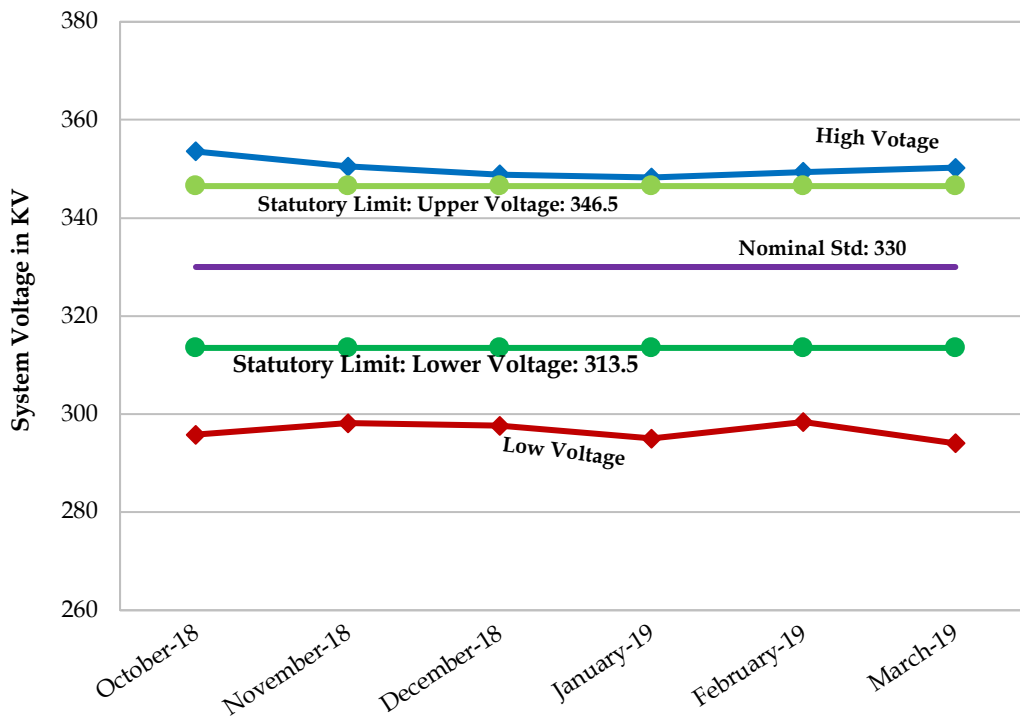
Figure 6: Average Daily System Frequency from Oct. 2018 – Mar. 2019



Similar to the frequency pattern, the industry Grid Code allows for voltage fluctuation between a lower boundary of 313.5kV and an upper boundary of 346.5kV. The system voltage pattern from October 2018 to March 2019 is represented in Figure 7. During the first quarter of 2019, there was an improvement in the actual higher system voltage. However, both the high and low system voltages were outside the normal statutory boundaries throughout the period. As stated in the preceding quarterly reports, frequency fluctuation and other harmonic distortion will result in poor power

quality that could damage sensitive industrial machinery and equipment that are connected at a high voltage level. To minimise the frequency fluctuation, the Commission will continue to work with TCN and other relevant stakeholders to ensure that system voltage and frequencies operate within the statutory limits in order to ensure safe and reliable electricity supply.

Figure 7: System Voltage from Oct. 2018 - Mar. 2019



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 increased in the first quarter of 2019. Specifically, the total energy received by DisCos increased slightly by approximately 1.9% to 7,193GWh in 2019/Q1 from the 7,062GWh recorded in 2018/Q4. This increase is reflective of the rise in the total energy generated in the first quarter of 2019 as compared to the last quarter of 2018.

The amount of energy received and billed by DisCos during the last quarter of 2018 and the first quarter of 2019 are represented in Table 2. The table indicates a significant increase in DisCos' billing efficiency during the first quarter of 2019. Out of the 7,193GWh total energy received by all DisCos in the first quarter, 5,762GWh (~80%) was billed to the end users, implying technical and commercial losses of 20% and 4 percentage points increase in billing efficiency. Notwithstanding the improvement in the DisCos' billing efficiency during this quarter, the Commission is still concerned about the high technical losses at the distribution network, as 20% technical and commercial losses are much above the global standard. The level of DisCos' billing efficiency shows that, for every 10kWh of energy received by DisCos from the Transmission System Provider (TSP), approximately 2kWh is lost due to technical constraint and energy theft. In other words, for every ₦10 worth of electricity received by DisCos during the first quarter of 2019, ₦2.00 is lost due to energy theft and poor distribution infrastructure.

The performance of the DisCos in Table 2 shows that Ikeja DisCo had the highest billing efficiency of 96% in the first quarter while Yola DisCo recorded the lowest efficiency of 61%. It is noteworthy that Ikeja and Yola DisCos retained the same position as during 2018/Q4. On the basis of relative improvement from the preceding quarter, all of the DisCos, except Kaduna DisCo, recorded an improvement in billing

efficiency. In particular, Jos DisCo recorded the highest increase of 8 percentage points moving from 60% in 2018/Q4 to 68% in the first quarter of 2019. On the other hand, Kaduna DisCo 's billing efficiency worsened by 1 percentage point during the same period.

Table 2: Energy Received and Billed by DisCos in 2018/Q4-2019/Q1

DisCos	Total Energy Received (GWh)		Total Energy Billed (GWh)		Billing Efficiency (%)	
	2019/Q1	2018/Q4	2019/Q1	2018/Q4	2019/Q1	2018/Q4
Abuja	1,002	955	782	739	78	77
Benin	680	631	575	517	85	82
Eko	873	856	762	707	87	83
Enugu	609	587	413	370	68	63
Ibadan	879	860	738	660	84	77
Ikeja	930	942	893	850	96	90
Jos	329	324	223	194	68	60
Kaduna	604	595	418	417	69	70
Kano	474	526	396	415	84	79
Port Harcourt	507	504	378	357	75	71
Yola	306	280	185	164	61	58
All DisCos	7,193	7,062	5,762	5,391	80	76

Notes of the table: DisCos are the electricity distribution companies

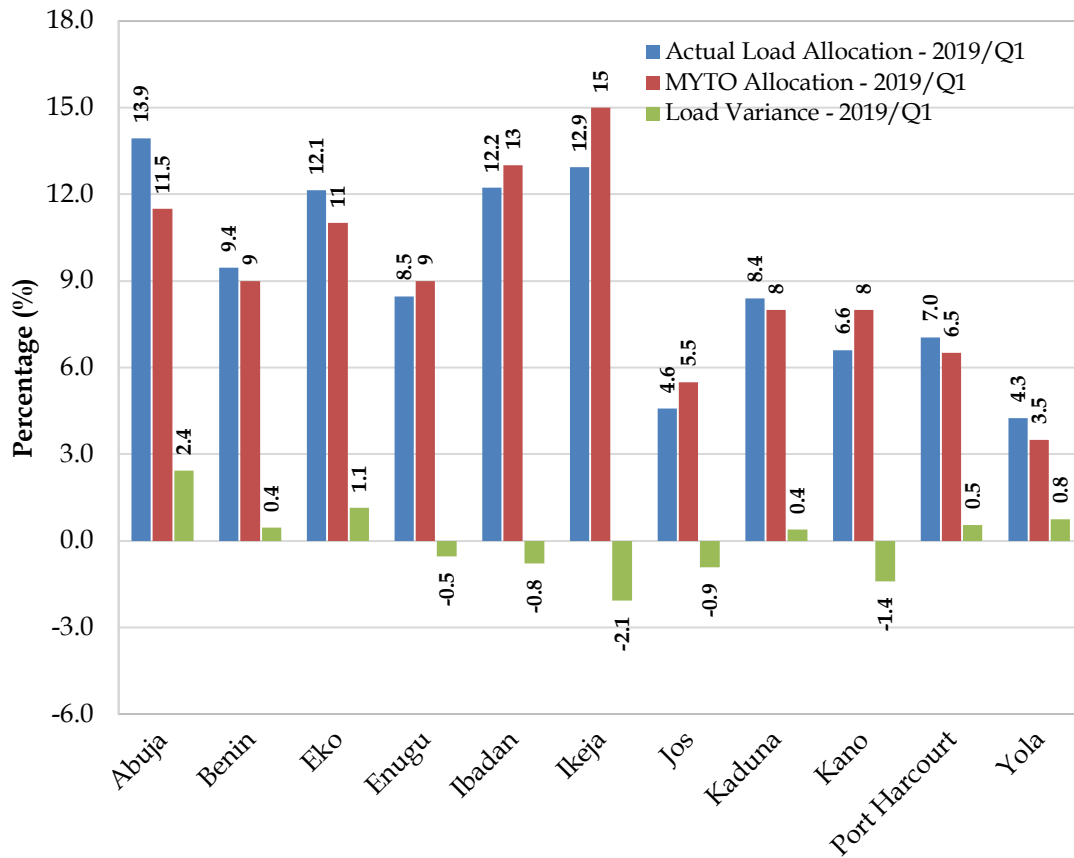
Pursuant to the strong commitment of the Commission to address DisCos' technical inefficiency (e.g., poor distribution network), the Commission has finalised the Performance Improvement Plan (PIP) guidelines to be issued to DisCos in the next quarter for the preparation of their investment plan. Specifically and as highlighted in the preceding report, a capital expenditure process is being considered whereby investments by DisCos would be thoroughly reviewed and optimised for prudence and relevance to service delivery. 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.

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 DisCos' billing platforms. The Commission is closely monitoring the DisCos' procurement of Meter Asset Providers (MAP) for compliance with the requirements of the MAP Regulations. It is also monitoring the roll-out of meters by DisCos that has already procured MAPs. Finally, the Commission continues to work with the National Assembly to ensure the timely conclusion of the Energy Theft Bill.

Figure 8 compares the MYTO load allocation with the total energy share received by DisCos during the first quarter of 2019. Two categories of DisCos emerged from this comparative analysis. The first group comprising of five (5) DisCos received less energy than their MYTO allocation in the first quarter of 2019 due to technical limitation of their networks and commercially induced load management (load rejection). Similar to the preceding quarter, Enugu, Ibadan, Ikeja, Jos and Kano DisCos featured in this group. On the other hand, the remaining six (6) DisCos received more energy than their MYTO share. Benin DisCo that hitherto received less energy share than their MYTO allocation in the preceding quarter received more energy than their MYTO share in 2019/Q1. Other DisCos that received more energy than their MYTO allocation during the same period includes Abuja, Eko, Kaduna, Port Harcourt and Yola.

Figure 8: Energy Off-take by DisCos vs. MYTO Load Allocation in 2019/Q1



2.2.2. Revenue and Collection Efficiency

The total revenue collected by eleven (11) DisCos from customers in the first quarter of 2019 stood at ₦116.9billion out of the total billing of ₦182.8billion. Despite the increase in the amount of energy received by DisCos and a higher billing efficiency recorded relative to the preceding quarter, there is a 0.5% decrease in the total revenue collected by DisCos in the first quarter of 2019 when compared to ₦117.5billion collected in the last quarter of 2018.

As shown in Table 3, the overall collection efficiency for all DisCos decreased to 64% in the first quarter of 2019 representing a 4 percentage point decrease from the 68% collection efficiency recorded in 2018/Q4. The collection efficiency implies that for every ₦10 worth of energy billed to customers by DisCos in the first quarter, ₦4.0 remained unrecovered from customers as and when due. The low collection efficiency

by the DisCos has continued to impact adversely the financial liquidity of the industry, which in turn, has led to low investment in the Nigerian electricity supply industry.

In appraising individual performances, Ikeja DisCo had the highest collection efficiency of 84% followed by Eko DisCo with 80.3%. On the contrary, Kaduna DisCo has the lowest collection efficiency of 39.6%. It is noteworthy that Ikeja and Kaduna DisCos retained the same ranking during the fourth quarter of 2018. On a quarter-on-quarter basis, Eko DisCo recorded the highest improvement in collection efficiency moving from 70.1% to 80.3% (i.e., 10.2 percentage point increase).

Table 3: Revenue Performance of DisCos in 2018/Q4-2019/Q1

DisCos	Total Billings (₦Billion)		Revenue Collected (₦Billion)		Collection Efficiency (%)	
	2019/Q1	2018/Q4	2019/Q1	2018/Q4	2019/Q1	2018/Q4
Abuja	25.7	24.2	17.9	20.5	69.8	84.6
Benin	20.3	18.5	10.4	10.0	51.0	54.3
Eko	23.1	13.5	18.6	9.5	80.3	70.1
Enugu	15.1	21.4	10.4	17.7	68.7	82.6
Ibadan	22.4	20.4	13.5	13.2	60.1	64.5
Ikeja	24.8	23.9	20.9	20.8	84.0	87.0
Jos	8.0	4.6	4.0	2.5	49.9	54.0
Kaduna	12.9	13.7	5.1	5.3	39.6	39.0
Kano	12.0	12.6	7.2	8.0	59.7	63.3
Port Harcourt	13.6	12.9	6.7	6.7	49.2	51.9
Yola	4.8	4.5	2.3	2.3	48.6	52.2
All DisCos	182.8	172.5	116.9	117.5	64.0	68.1
All DisCos Ave.	16.6	15.7	10.6	10.7	60.1	63.7

Notes of the table:

DisCos are the electricity distribution companies

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, during the quarter, continued to monitor the procurement of meter asset providers by DisCos in line with the guidelines provided in the Meter Asset Providers (MAP) Regulations. The MAP Regulation was issued by the Commission in

March 2018 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 the DisCos in the first quarter of 2019 increased to 48.72% from 46.96% recorded in the preceding quarter. This increase in the overall ATC&C was largely due to the increase in collection losses which increased by 4.2 percentage points during the quarter and still account for the largest share of the aggregate losses. Similar to the preceding quarter, the ATC&C losses are still substantially greater than the expected industry average of 26%¹ - the allowable ATC&C losses provided in the MYTO for the year 2019.

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 first quarter of 2019 is that, on average, as much as ₦4.87 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 metering and willingness to pay by customers.

¹ The 2019 is taken as the third year of the Performance Agreement based on the agreement between the Bureau of Public Enterprises (BPE) and DisCos' core investors.

Table 4: ATC&C Losses (%) for DisCos in 2018/Q4-2019/Q1

DisCos	MYTO Target (%) for 2019 ²	Average ATC&C (%)	
		2019/Q1	2018/Q4
Abuja	24	45.20	34.53
Benin	31	56.83	55.48
Eko	14	29.75	42.20
Enugu	29	53.36	47.72
Ibadan	25	49.55	50.34
Ikeja	15	19.18	21.42
Jos	44	66.13	68.61
Kaduna	32	72.73	72.77
Kano	29	49.80	49.97
Port Harcourt	37	63.26	63.08
Yola	28	70.28	69.57
Overall DisCos:			
MYTO Level	26	-	-
Overall Technical, Commercial & Collection losses	-	48.72	47.92
Overall Technical & Commercial losses	-	19.67	23.64
Overall Collection losses	-	35.96	31.79

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 is the most technically and commercially efficient DisCo by recording the lowest level of ATC&C losses of 19.2% in the first quarter of 2019. The worst performing DisCos during the first quarter of 2019 was Kaduna with the ATC&C losses of 72.7% as against the DisCo's target of 32%. It is noteworthy that both Ikeja and Kaduna DisCos held the same position as the most efficient and worst performing DisCos respectively during the fourth quarter of 2018.

On the basis of relative improvement from the preceding quarter, Eko DisCo recorded the highest progress in reducing ATC&C losses, decreasing from 42.2% to 29.8% (i.e., ~12.5 percentage point decrease) in the first quarter of 2019. Other DisCos that recorded relative improvement in their ATC&C losses during the quarter under review are Ibadan, Ikeja, Jos, Kaduna and Kano.

² ATC&C Loss target figures are adjusted for two year non-performance mutually agreed by BPE and DisCos' Core Investors.

2.2.4. Market Remittance

The liquidity challenge in the Nigerian electricity industry has continued to manifest during the first quarter of 2019. This is evidenced in the DisCos, special and international customers’ level of remittances to NBET and MO, as compared with the invoices received for energy purchased from NBET and those received for administrative services from MO. During the quarter under review, DisCos were issued a total invoice of ₦190.1billion for energy received from NBET and for the administrative services by MO, but only a total of ₦52.8billion (i.e., ~28%) of the invoice was settled, creating a total deficit of ₦137.3billion. A comparative analysis of market invoice performance by DisCos in the first quarter represented in Figure 9 indicates an average settlement rate per DisCo of only 28% of the market invoice. As reported in the previous quarters, none of the DisCos exceeded a settlement of 50% of its market invoices during the first quarter of 2019. Jos DisCo recorded the worst remittance performance of ~10% followed by Kaduna DisCos (~13%).

Figure 9: Market Invoice and Remittance by DisCo in 2019/Q1

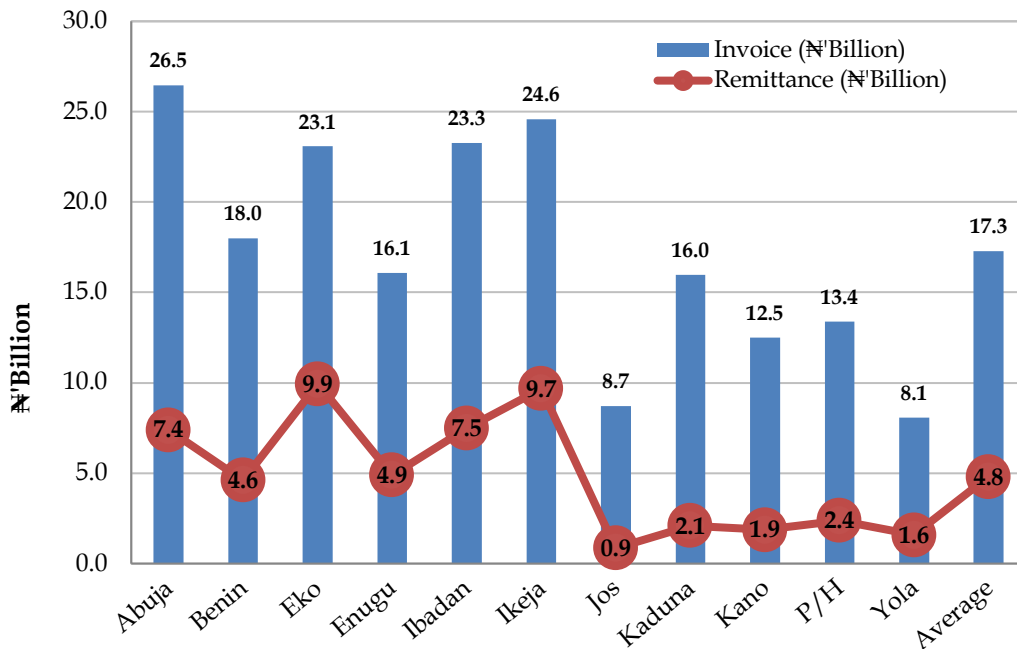


Table 5 presents the statistics on the DisCos' remittances to NBET and MO for energy received and service charge respectively. The remittances of the DisCos to NBET Plc and MO declined by 0.6% and 1.1% points respectively in the first quarter of 2019. This perhaps is partly due to the 4.1% points decline in the collection efficiency of the DisCos during the same period.

On the other hand, the total market (NBET's & MO's) invoices issued to the special customer (Ajaokuta Steel Co. Ltd) and the international customers (i.e., Societe Nigérienne d'électricité - NIGELEC and Communauté Electrique du Bénin - CEB) during the first quarter of 2019 were respectively ₦300million and ₦12.8billion. However, neither NBET nor MO received payments from either or both the special and international customers during the same period.

Table 5: DisCos Quarterly Remittances to NBET and MOs in 2019/Q1

DisCos	NBET				MO			
	Inv. (₦Billion)		Remittance Performance (%)		Inv. (₦Billion)		Remittance Performance (%)	
	2019 /Q1	2019 /Q1	2019 /Q1	2018 /Q4	2019 /Q1	2019 /Q1	2019 /Q1	2018 /Q4
Abuja	22.45	6.50	28.95	29.92	4.01	0.90	22.5	23.8
Benin	15.26	3.62	23.74	26.16	2.71	0.98	36.2	40.3
Eko	19.58	7.50	38.29	37.33	3.49	2.45	70.0	69.0
Enugu	13.66	4.30	31.47	34.75	2.43	0.60	24.7	30.1
Ibadan	19.75	6.36	32.22	29.50	3.52	1.13	32.0	30.7
Ikeja	20.86	7.45	35.73	38.21	3.71	2.23	60.0	65.7
Jos	7.39	0.70	9.47	7.12	1.32	0.15	11.4	14.7
Kaduna	13.56	1.40	10.31	13.75	2.42	0.70	28.9	23.8
Kano	10.61	1.58	14.86	14.22	1.90	0.30	15.8	16.8
Port Harcourt	11.38	1.94	17.02	17.72	2.03	0.44	21.8	19.3
Yola	6.84	0.83	12.19	13.04	1.23	0.74	60.6	62.0
All DisCos	161.35	42.18	26.15	26.82	28.77	10.62	36.9	38.0
Ajaokuta Steel	0.26	0.00	0.00	0.00	0.04	0.00	0.00	0.00
NIGELEC	2.17	0.00	0.00	20.95	0.84	0.00	0.00	21.6
CEB	8.27	0.00	0.00	82.89	1.47	0.00	0.00	215.7

Notes of the table:

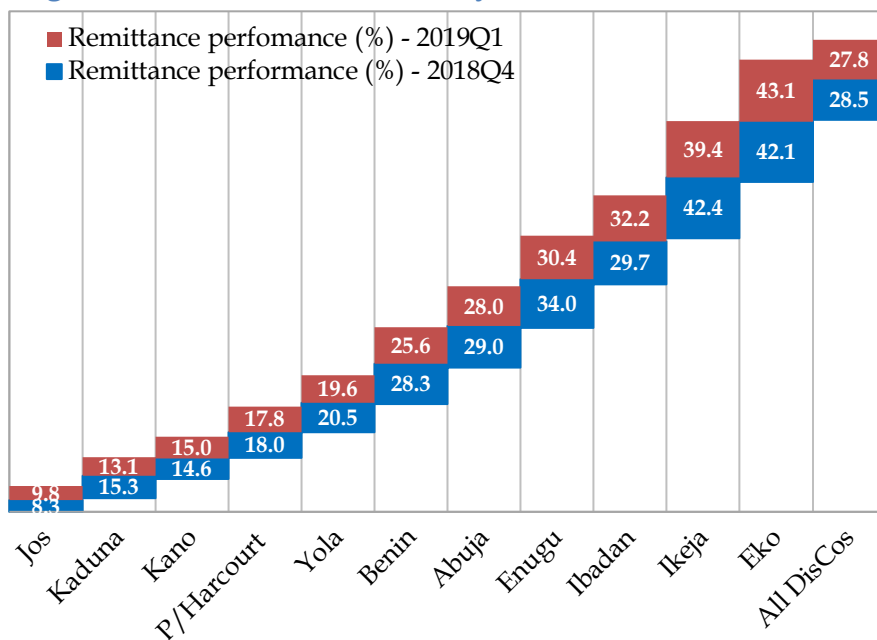
DisCos, NBET, MOs, CEB and NIGELEC are electricity Distribution Companies, Nigeria Bulk Electricity Trader, Market Operators, Beninois Electricity Community and Nigerian Electricity Society respectively; ₦Billion is billions of Nigeria Currency.

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. As highlighted in the preceding quarters, low remittance adversely affects the ability of NBET to honour its financial obligations to GenCos while service providers (TSP, MO and NERC) struggle with the paucity of funds impacting their capacity to perform their statutory obligations.

The individual performance indicates that four (4) DisCos recorded an increase in remittance performance in the first quarter of 2019 as represented in Figure 10A which shows the proportion of the market invoice settled by individual DisCo for the last quarter of 2018 and the first quarter of 2019. None of the DisCos remitted up to 50% of their market invoice and the aggregate combined invoice settlement rate for all DisCos declined to 28%. Eko DisCo recorded the highest remittance efficiency (43%) in the first quarter of 2019 while Jos and Kaduna DisCos had the lowest performance of 9.8% and 13.1% respectively during the same period. Of particular concern are the significant drops in Enugu and Ikeja DisCos’ remittance rate from 34% and 42% in the last quarter of 2018 to 30% and 39% respectively in the first quarter of 2019.

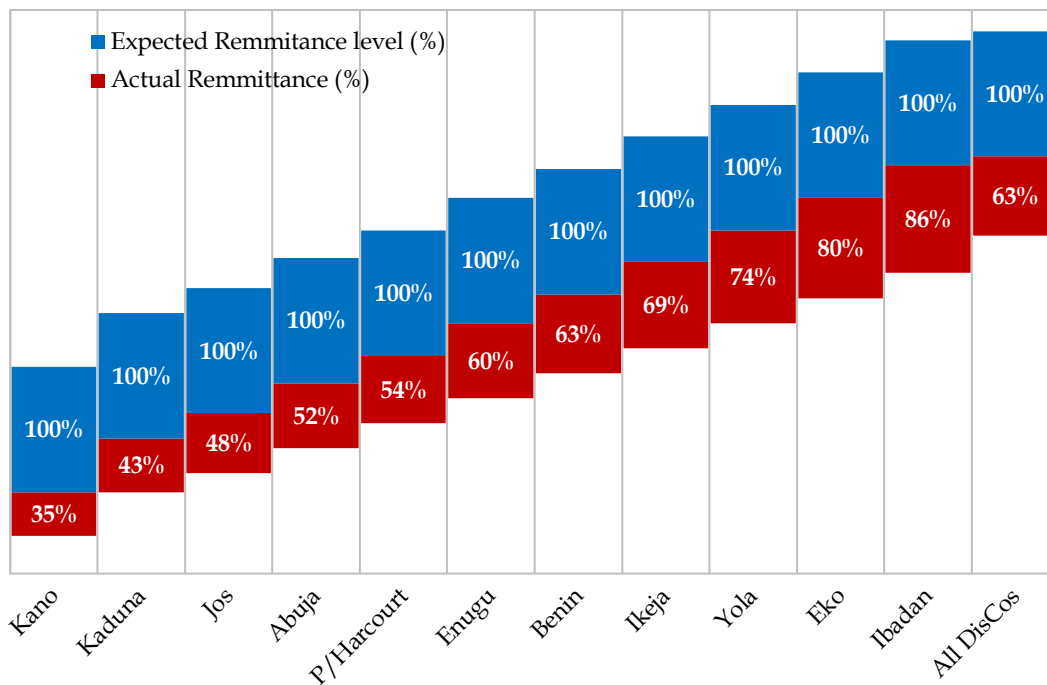
Figure 10: Market Remittance by DisCos in 2018/Q4-2019/Q1



However, It is noted that tariff shortfall may have partly accounted for the observed low remittances by DisCos as represented in Figure 10A above. Thus, the remittance

performances adjusted for tariff shortfall are represented in Figure 10B below. The figure shows that, adjusting for tariff shortfall, DisCos’ total remittance to the market (NBET and MO) during 2019/Q1 averaged 63% and ranged from 35% (for Kano DisCo) to 86% (for Ibadan DisCo). This clearly indicates that regardless of the prevailing tariff shortfall DisCos’ remittance is still significantly below the expected threshold (i.e., 100%). To ensure business continuity and improve sector liquidity therefore, DisCos must improve on efforts towards reducing their ATC&C losses.

Figure 9B: Market Remittances (%) by DisCos Adjusted for Tariff Shortfall - 2019/Q1



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 discretionary remittance, the Commission has finalised an enforceable minimum remittance framework that adjusts for tariff shortfall in DisCos’ remittance obligation. This framework will ensure transparency and equity in the disbursement of market funds for the benefit of all participants in the industry. The Commission shall also

continue to enforce 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.

3. REGULATORY FUNCTIONS

3.1. Regulations and Orders of the Commission

During the first quarter of 2019, no new regulations or orders were issued but the Commission in collaboration with the Nigerian Federal Ministry of Justice continued the review of the Nigerian Electricity Supply and Installation Standards (NESIS) Regulations for the purpose of gazetting. The Commission continued the monitoring of the implementation of the MAP regulations which was approved on the 8th March 2018 to swiftly bridge the existing metering gap in the industry. In this regard, the Commission granted approval for the cost of the meters on *MAP-by-MAP* basis and not as a group in order to ensure that the procurement process is finalised by the end of April 2019. Also, to guide its decision on the final cost of meters, the Commission conducted surveys to determine customers' willingness and ability to pay and their preferences for either single or three phase meters during the same period.

Furthermore, sequel to the issues raised in a position paper by TCN on NERC Order/15/0011 on commencement of the transitional stage electricity market as regards the payment of bills by large customers who are serviced on 132kV/330kV lines, the commission held a public hearing to address the issues on the 27th March 2019. The submissions and representations from the hearing are under review by the Hearing Panel of the Commission.

3.2. Licences and Permits Issued

During the first quarter of 2019, the Commission approved the transfer of two (2) on-grid licences and renewal of five (5) Captive Power Generation (CPG) permits with a total nameplate capacity of about 48.5MW. The details of all permits issued by the Commission during the first quarter of 2019 are presented in Table 6.

Table 6: Generation Licences and Permit Issued in 2019/Q1

S/N	Applicants	License Type	Capacity
A.	Transfer of On-grid Licence:		
1.	Waltersmith Petroman Oil limited <i>to</i> Waltersmith Ugamma Power Company Limited	On-grid Transfer	300MW
2.	Lafarge Africa Plc <i>to</i> Wapsila Nigeria Limited	On-grid Transfer	260MW
	Sub-Total Capacity		560MW
B.	Renewal of Captive Power Generation Permit:		
3.	Watson Bakery Nigeria Limited.	CPG Renewal	1.5MW
4.	Superior Eva Footwear Nigeria Limited	CPG Renewal	5.MW
5.	Standard Plastic Nigeria Limited	CPG Issuance	6MW
6.	Nigeria Spanish Engineering Limited	CPG Renewal	6MW
7.	Lekki Ports LTZ Enterprise	CPG Renewal	30MW
	Sub-Total Capacity		48.5MW

3.3. Certification of Metering Service Providers

During the first quarter of 2019, the Commission certified four (4) Meter Service Providers (MSP) for importer and installer categories following the satisfactory evaluation of their applications. The Commission also issued letters of 'No Objection' to six (6) applicants as Meter Asset Providers (MAP) following the satisfactory evaluation of their applications. The name of the successful MAP and MSP applicants with their certification classes are presented in Table 7.

Table 7: Certification of Meter Service Providers in 2019/Q1

S/N	Name of Applicants	Certification Class Issued
A.	Meter Service Providers:	
1.	Tis & P Dynamics	Importer
2.	Conlog Meter Solutions Nigeria Limited	Importer
3.	Chintech Electro Nigeria Limited	Importer
4.	Pro Legacy Multi Service Nigeria Limited	Installer (A1)
B.	Meter Assets Providers:	
5.	Wire-Teks International Limited	<i>No Objection</i>
6.	Lithos Power Solution Limited	<i>No Objection</i>
7.	Access Poser Systems Engineering Limited	<i>No Objection</i>
8.	Avaner Nigeria Limited	<i>No Objection</i>
9.	Phisbond Nigeria Limited	<i>No Objection</i>
10.	Taj Technologies Limited	<i>No Objection</i>

3.4. Eligible Customer Applications under Evaluation

During the quarter under review, no new eligible customer application was received but the Commission continued with the technical evaluation of fourteen (14) existing Eligible Customer applications with a nameplate capacity of 245.455MW. The under-listed are the details and the updated status of the existing applications.

1. Applicants: Inner Galaxy Limited, Abia State
 Power required: 25MW.
 Proposed supplier: Mainstream Energy Solution Limited (MESL)
 Proposed tariff: ₦27/per KWh excluding competition transaction charge (CTC)
 Application Status: Eligible Customer status yet to be granted by the Commission as it awaits the evidence of the negotiated contractual arrangement between MESL and NBET in line with schedule one (1) of the Eligible Customer Regulation.
2. Applicants: KAM Industrial Limited, Ilorin, Kwara State
 Power required: 15MW.
 Proposed supplier: Mainstream Energy Solution Limited
 Proposed tariff: ₦27/per KWh, excluding CTC
 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, excluding CTC
 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, excluding CTC
Application Status: EC 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, excluding CTC
Application Status: Eligible Customer status yet to be approved as applicant yet to submit customer current source of power supply and the voltage level at which supply is taken and the average load system per month.
6. Applicants: Lord's Mint Limited, Abeokuta, Ogun State
Power required: 3MW.
Proposed supplier: Mainstream Energy Solution
Proposed tariff: ₦27/per KWh, excluding CTC
Application Status: Eligible Customer status yet to be approved as applicant yet to submit customer connection point, trading point and types of meters installed, and tax clearance certificate.
7. Applicants: Abuja Steel Limited, Suleja, Federal Capital Territory
Power required: 10MW
Proposed supplier: Paras Energy Limited
Proposed tariff: ₦38.01/per KWh, excluding CTC
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: Ossiommo Power Company Limited (Embedded)
- Proposed tariff: ₦41/per KWh, excluding CTC
- Application Status: Provisional approval given by the Commission pending the submission of the final bilateral Project Agreement between Ossiommo Power company limited and Benin DisCo Plc.
- 11. Applicants:** Vita Products Limited, Ogba-Ikeja, Lagos State
- Power required: 2MW.
- Proposed supplier: Geogrid Lightec Limited
- Proposed tariff: ₦47.28/per KWh, excluding CTC
- 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, excluding CTC

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 for NATCOM, and Union Bank due to incomplete documentation, while it has been approved for Sura Market following the satisfactory evaluation of its application and in the overriding public interest.

3.5. Public Consultation on Regulations

The Commission did not conduct a public consultation on new regulations during the quarter under review as no new regulations were issued. However, to improve awareness of the existing regulations and customer rights and obligations, the Commission continued customer and stakeholder engagement through town hall meetings, radio programmes and consumer assembly. The Commission, in this regard, conducted a two-day stakeholders' workshop on Regulations on National Content Development for the Power Sector (2014) on the 24th-25th January 2019 at the Commission's headquarters in Abuja. The workshop sensitized the participants on the minimum specification of Nigerian content and requirement for labour in the power sector. There was also an exhibition of local product/services for NESI.

Lastly, the commission has scheduled concurrent public consultations on three (3) regulations - capping of estimated billing of unmetered customers; regulation on electricity distribution franchising; and Competition Transaction Charge (CTC), for the second quarter of 2019.

3.6. Compliance and Enforcement

During the quarter under review, the Commission did not issue new Notice of Intention to Commence Enforcement (NICE) to any of its' licensees as no new serious infractions was identified. However, in a bid to ensure compliance to the industry rules and regulations, the Commission continued with the twenty-one (21) enforcement actions brought forward from the previous quarters 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.

3.7. Litigation

The Commission was not involved in new litigation during the first quarter of 2019. The Commission, however, continued with four (4) on-going litigations reported in the preceding quarters that are currently at various stages. During the same period, the Commission also referred three (3) unassigned suits to reputable law firms for representation. Subsequently, the law firms have entered defence on behalf of the Commission and filed relevant process in the three (3) matters.

The aforementioned litigations, which directly or indirectly involved the Commission, bother on tariff review and implementation, reabsorbing and reinstating of some Commission's staff, granting of Eligible Customers status and suspension of members of the board of the Ibadan DisCo among others.

4.1. Alternative Dispute Resolution

The Commission handled one (1) ongoing dispute resolution between Port Harcourt DisCo and electrocution victims during the first quarter of 2019.

1. Subject matter: Electrocution of Blessing Okon and Elle David John

Date: Commenced on the 22nd of May 2018.

Disputant: Victims Family vs. PHEDC.

Resolution: The Commission directed the DisCo to settle with the victims' family. Consequently, PHEDC and the representatives of the victims settled and sent Settlement Agreement in a letter dated 12 March 2019 to the Commission as evidence.

Status: The matter has been concluded - Port Harcourt DisCo complied with the final directive to conclude and settle the matter by 19 March 2019.



4. CONSUMER AFFAIRS

4.2. Consumer Education and Enlightenment

To ensure continuous customers' education on their rights and obligations, during the first quarter of 2019, the Commission commenced the monitoring of the 2019 customer enlightenment programmes of the eleven (11) DisCos vis-à-vis their submitted proposed schedules for the year 2019. On its part, the Commission continued the airing of a dedicated weekly radio program titled '*Electricity Spot Light Today*' on FRCN to engage and enlighten electricity consumers on various issues. The areas of focus include but not limited to customers' rights and obligations, customer' redress mechanism, health and safety, estimated billing, outstanding metering gaps and the strategy being adopted by the Commission to bridge the metering gap in the Nigerian electricity supply industry.

Lastly, the Commission finalised its 2019 schedule of town hall meetings on consumer awareness and enlightenment starting from the second quarter of 2019. The meeting will be focusing on customer rights, health and safety, customer redress mechanism, metering progress, curbing estimated billing and safety among others for the rest of the year 2019.

4.3. Metering of End-use Customers

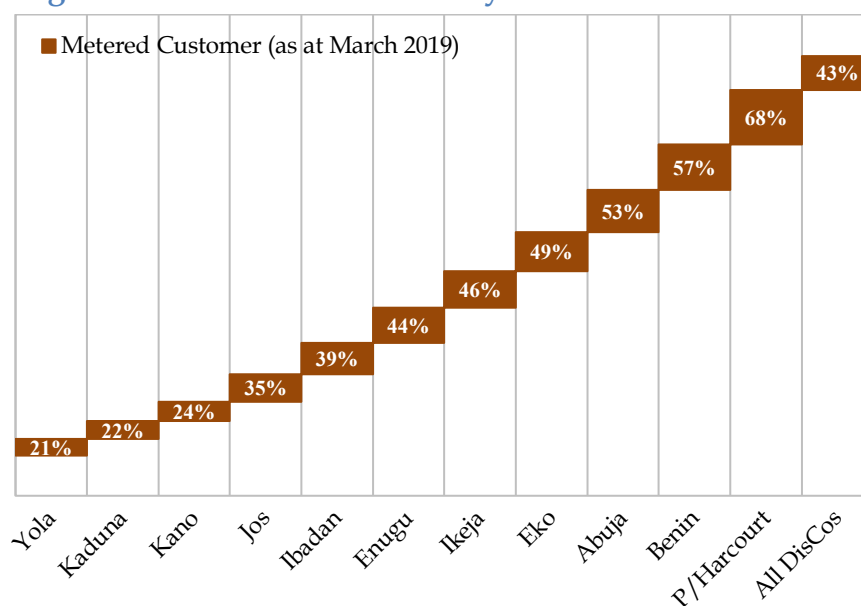
The metering of end-use customers has continued to be a priority of the Commission and the status of metering as at the end of March 2019 is provided in Table 8. Of the total of 8,840,801 registered active electricity customers, only 3,793,895 (42.9%) have been metered thus, 57.1% of end-use customers are still on estimated billing. In comparison to the preceding quarter, the numbers of registered customers increased slightly by 110,261 (indicating 1.3% increase). The increase in the number of registered customers is attributable to the on-going enumeration exercise by DisCos through which illegal consumers of electricity are brought onto the billing platform of the DisCos.

Table 8: Customers Metering Status by DisCos as at December 2018

DisCos	Registered Customer as at Mar. 2019	Metered Customer as at Mar. 2019	Metering Progress (%) as at Mar. 2019	Metering Gap (%) as at Mar. 2019
Abuja	1,080,637	568,180	52.6	47.4
Benin	970,000	548,261	56.5	43.5
Eko	493,639	239,559	48.5	51.5
Enugu	985,112	429,623	43.6	56.4
Ibadan	1,779,751	687,652	38.6	61.4
Ikeja	972,589	447,299	46.0	54.0
Jos	486,198	170,409	35.0	65.0
Kaduna	673,848	149,588	22.2	77.8
Kano	529,114	126,539	23.9	76.1
Port Harcourt	523,693	355,205	67.8	32.2
Yola	346,220	71,580	20.7	79.3
Overall DisCos	8,840,801	3,793,895	42.9	57.1

Notes of the table: DisCos are the electricity distribution companies,

The percentage of metered customers by each DisCo as at the end of the first quarter is represented in Figure 11. Only three DisCos (i.e. Abuja, Benin and Port-Harcourt) had metered not less than 50% of their registered customers as at the end of the first quarter. Metering of end user remains as a top priority to the Commission, as such, the Commission shall continue to monitor the DisCos to ensure total compliance with the MAP regulations that were launched to fast-track the roll-out of meters.

Figure 11: Customers Metered by DisCos as at March 2019

4.4. Customers Complaints

The complaints received by DisCos during the first quarter of 2019 are presented in Table 9. The eleven (11) DisCos nationwide received a total of 151,938 complaints during the first quarter as against 136,393 complaints received in the fourth quarter 2018. Notwithstanding the increase in the number of complaints received, the proportion of the number of complaints resolved by DisCos increased slightly from 86.9% to 87% during the same period. During the same period, Ikeja DisCo had the highest number of complaints, while Yola DisCo recorded the lowest customer complaints. Further details of the categories of complaints received by DisCos in the first quarter of 2019 are presented in Tables VI of the appendix while Figure 12 shows the summary.

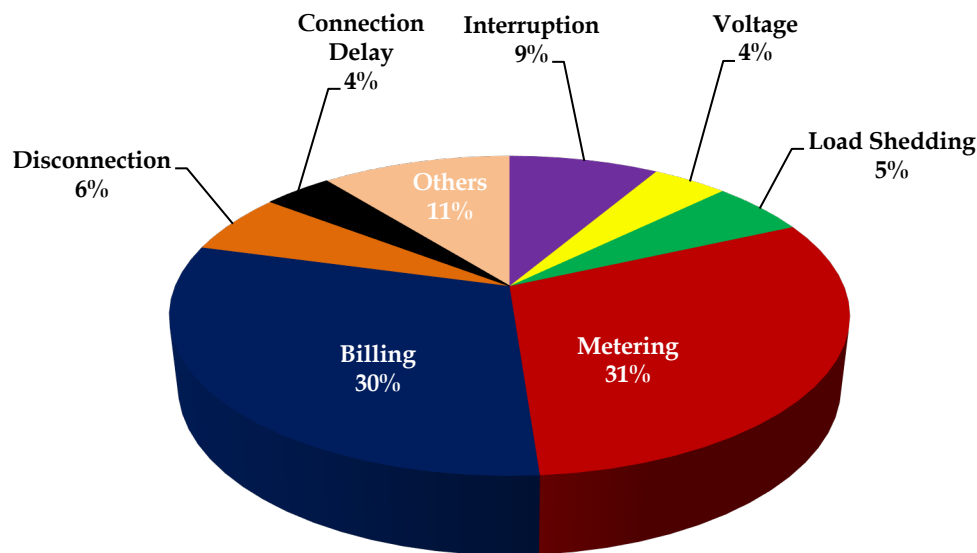
Table 9: Complaints Received and Resolved by DisCo in 2019/Q1

DisCos	2019/Q1				2018/Q4	
	Complaints:				Complaints:	
	Total Received	Total Resolved	Total Pending	% Resolved	Total Received	% Resolved
Abuja	14,168	11,444	2,724	80.8	14,036	92.6
Benin	15,404	11,970	3,434	77.7	12,437	58.1
Eko	26,442	26,333	109	99.6	30,531	99.7
Enugu	21,317	18,832	2,485	88.3	22,608	90.0
Ibadan	9,893	6,564	3,329	66.3	7,154	85.8
Ikeja	30,171	26,475	3,696	87.7	24,943	85.0
Jos	5,464	5,150	314	94.3	5,401	91.2
Kaduna	11,862	9,630	2,232	81.2	8,615	76.3
Kano	5,965	5,681	284	95.2	4,802	85.0
P/Harcourt	9,135	8,082	1,053	88.5	3,405	65.4
Yola	2,117	2,098	19	99.1	2,461	97.9
Total	151,938	132,259	19,679	87.0	136,393	86.93

The DisCos' customer complaints centred on service interruption, poor voltage, load shedding, metering, estimated billing, disconnection, delayed connection, among others. During the quarter under review, all the DisCos received several numbers of complaints on each of the afore-mentioned key issues.

The number of complaints on metering and billing increased during the first quarter of 2019 and still dominates the customer complaints. The summary presented in Figure 12 shows that metering and billing accounted for ~61% (i.e., 92,626) of the total complaints received during the quarter under review as against 47% (i.e., 63,791) recorded in the fourth quarter of 2018. This implies that, on average, one thousand and twenty-nine (1029) customers complained about metering and billing per day in the first quarter of 2019. Another issue of serious concern is service interruption, accounting for 8.5% (i.e. 12,920) of the total customer complaints received during the quarter under review.

Figure 12: Category of Complaints Received by DisCos in 2019/Q1



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 year 2018, by reviewing the reports of the exercise. The Commission has resolved that all DisCos should henceforth submit their customers' complaints reports on a monthly basis. It further directed that the customer complaints handling software being introduced by DisCos should be subjected to a dry run for performance assessment.

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 first quarter of 2019, the Commission had established thirty (30) Forum Offices for effective adjudication of customer complaints. In addition, in line with its 2017-2020 strategic plan, the Commission continue to monitor the implementation of the Meter Asset Provider Regulation which is designed to address the metering gap and eliminate estimated billing in NESI.

4.5. Forum Offices

In line with the Commission's mandate on Customer Protection, NERC Forum Offices are set up pursuant to section 80(1b) of the EPSR Act 2005 to hear and resolve customer complaints not satisfactorily resolved at the DisCos' Customer Complaints Units. The Forum Panels perform the Commission's quasi-judicial 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 March 2019, the Commission had a total of thirty (30) operational Forum Offices in twenty-nine (29) states and the Federal Capital Territory, Abuja. The Commission is working towards establishing additional Forum Offices in a bid to achieve its objective of establishing at least one Forum Office in each state of the federation. The details including names, addresses and contacts of the Commission's Forum Offices are presented in Table VII of the Appendix.

During the quarter under review, the Forum Offices received two thousand, six hundred and seventy-eight (2,678) complaints from customers who were unsatisfied with DisCos' decisions. These include the one thousand, four hundred and seventy-seven (1,477) outstanding complaints (some of which were abandoned by consumers) carried over from the preceding quarter. Out of the complaints lodged at Forum Offices during the quarter under review, about 41% were resolved (with or without a

hearing) – representing 8 percentage points decline from the complaints resolved during the fourth quarter of 2018.

Consequently, the Commission has directed its respective Forum Offices to quickly resolve all outstanding complaints in line with the operating manual of the Commission. Moreover, the Commission has continued to intensify effort to monitor the *day-to-day* activities of the Forum Offices through its performance monitoring mechanism. Further statistics on the complaints resolved and outstanding by Forum Offices for 2018/Q4 and 2019/Q1 are presented in Table VIII of the appendix.

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. The Commission received a total of seventy-two (72) health and safety reports from twenty-nine (29) licensees during the first quarter of 2019. These reports were used in line with the provisions of Section 32 1(e) of the Electric Power Sector Reform Act (2004) 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. The summary of the accidents experienced in the Nigerian electricity supply industry in 2019/Q1 and 2018/Q4 is presented in Table 10. The health and safety performance of the operators improved slightly in the first quarter of 2019 as the number of deaths decreased by six (6). However, the number of injuries recorded increased by five (5) during the same period.

Table 10: Health and Safety (H&S) Reports in 2019/Q1 & 2018/Q4

Item	Frequency	
	2019/Q1	2018 /Q4
Number of H&S Reports	72	80
Number of Deaths (employees & third parties)	10	16
Number of Injuries	7	2
Number of Enforcement Actions Taken	6	-

In line with its mandate to ensure licensees' commitment to safe energy delivery, the Commission took six (6) enforcement actions on some of the incidences involving various health and safety breaches and approved appropriate penalties in each case during the quarter under review. Also, The Commission has resolved to develop a framework for penalties and compensations guidelines in order to avoid the discretionary payment of compensations to victims or victims' families. Moreover, in line with its strategic goals 2017-2020, the Commission has intensified efforts in developing various safety programmes aiming at eliminating accidents in the industry. As stated in the preceding quarterly reports, among the safety programs being implemented by the Commission including but not limited to the standardisation of Protective Schemes, public enlightenment on safety, engagement of Government agencies on Right of Way violation and a review of an operational procedure for Distribution System Operators on fault clearing.



5. THE COMMISSION

5.1. Financial Report

The summary of the Commission's revenue and expenditure during the first quarter of 2019 and last quarter of 2018 is presented in Table 11. During the quarter under review, the total revenue realised by the Commission was ₦1.252billion, i.e., 30.9% higher than the revenue realised in the preceding quarter. The noted increase in the revenue was due to the increase in both the operational levy (i.e., market charges) and internally generated revenue such as licensing fee realised by the Commission. In the same period, the Commission incurred a total expenditure (capital and recurrent) of ₦1.416billion which is slightly lower than the ₦1.577billion incurred in the fourth quarter of 2018.

Table 11: Quarterly Revenue & Expenditure of the Commission in 2019/Q1

Description	Monthly Reports for 2019/Q1 (₦' Million)			Quarterly Reports (₦' Million)	
	Jan.	Feb.	Mar.	2019/Q1	2018/Q4
A. Revenue					
Operating Levy (MC)	318.20	505.68	353.85	1,177.73	889.74
Other IGR	10.37	13.75	50.38	74.50	66.96
Total Revenue	328.57	519.43	404.23	1,252.23	956.70
B. Expenditure					
Personnel Cost	425.47	351.34	459.32	1,236.13	931.80
Regulatory Expenses	27.20	67.25	31.10	125.55	548.44
A & G Maintenance	4.62	17.92	31.60	54.14	97.00
Total Expenditure	457.29	436.51	522.02	1,415.82	1,577.24
Net Cash Flow (A-B)	(128.72)	82.92	(117.79)	(163.59)	(620.54)
MEMO:					
Outstanding Liabilities as at the end of the stated Quarters				693.59	703.63

Notes of the table:

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

The Commission continued to manage its cash flow with proper monitoring of its liabilities which stood at N693.6million as at the end of the quarter versus N703.63 in 4Q2018. Further details on the quarterly revenue and expenditure of the Commission for the period 2018/Q4–2019/Q1 are presented in Table IX of the appendix.

5.2. Capacity Development

The Commission continued its commitment to human capacity development and sponsored a total of nine (9) staff to attend various regulatory, management and leadership trainings within and outside Nigeria during the first quarter of 2019. Furthermore, nine (9) members of staff were sponsored to attend workshops, conferences and meetings on issues beneficial to the Commission’s statutory responsibilities. Many staff of the Commission were also sponsored to attend the annual conference of their different professional associations during the same quarter. Table 12 presents details of the international and local trainings, workshops and meetings attended by staff of the Commission during the first quarter of 2019.

The Commission commenced the 2019 promotion exercises for the eligible staff at the tail end of the first quarter of 2019. This exercise is expected to be finalised during the second quarter of 2019 and members of staff who were adjudged to have satisfied the stipulated requirements would be duly promoted. As a way of recognising staff’s efforts, the Commission revived and reviewed upward overtime pay for secretaries and junior staff that put in extra working hours.

Table 12: Training and Workshops Attended in 2019/Q1

S/N	Title	No. of Staff in Attendance
	Training:	
1	Pre-retirement Training on Executive Leadership in Action	1
2	Japan Counterpart Program, JICA	1
3	MSc Programme in Procurement	1
4	9th ERRA Training: Principles of Economic Regulation	1
5	Authentic Leader Development Training Program	1

6	Senior Executive Course 41, NIPSS Kuru	1
7	FX Bulk Payment Solution	1
8	Sustainable Development Goals	1
9	Procurement & Contract Management	1
	Workshop:	
10	2019 Electricity Regulatory Index (ERI) for Africa	1
11	AfDB/NARUC Regional Workshop on Emerging Issues in Electricity Regulation	1
12	National Workshop on Driver's Safety and Health in Nigeria	1
	Conference:	
13	West Africa Power and Energy Cooperation	1
14	Roundtable Conference by Kano State Government	1
	Meeting:	
15	5th Annual Powering Africa Summit	1
16	3rd Meeting of the Legal and Licensing Worksop Group	1
17	Business Exchange programs on Power Pool Regulations, Operation & Management	1
18	ERRA Tariff/Pricing Committee meeting	
	Total	18

Appendix

Table I: Energy Received and Billed by DisCos in 2018/Q4-2019/Q1

DisCos	2018/Q4:	Oct.	Nov.	Dec.	2019/Q1:	Jan.	Feb.	Mar.
Energy Received (GWh)								
Abuja	955	307	320	328	1,002	326	304	372
Benin	631	200	207	224	680	230	223	226
Eko	856	269	287	300	873	286	275	312
Enugu	587	187	188	212	609	209	187	213
Ibadan	860	266	282	312	879	300	286	292
Ikeja	942	304	310	328	930	306	289	335
Jos	324	98	105	121	329	113	108	108
Kaduna	595	193	203	199	604	206	190	209
Kano	526	166	176	184	474	142	151	181
Port Harcourt	504	158	166	181	507	172	160	175
Yola	280	89	97	95	306	94	94	118
All DisCos	7,062	2235	2342	2,485	7,193	2,383	2,268	2,542
All DisCos Average	642	203	213	226	654	217	206	231
Energy Billed (GWh)								
Abuja	782	233	253	253	771	263	261	258
Benin	575	167	171	179	546	191	195	189
Eko	762	215	240	252	756	265	250	247
Enugu	413	119	124	127	376	142	144	127
Ibadan	738	209	217	234	728	258	245	235
Ikeja	893	267	287	296	853	312	298	283
Jos	223	62	67	65	207	79	70	74
Kaduna	418	143	154	120	335	141	141	136
Kano	396	127	139	149	410	154	118	124
Port Harcourt	378	119	117	121	359	134	126	118
Yola	185	45	55	64	160	63	61	61
All DisCos	5,762	1,706	1,824	1,860	5,500	2,002	1,909	1,852
All DisCos Average	524	155	166	169	500	182	174	168
Billing Efficiency (%)								
Abuja	77.4	75.9	79.1	77.0	78.0	80.7	85.7	69.4
Benin	81.9	83.7	82.6	79.7	84.6	83.1	87.4	83.3
Eko	82.6	79.9	83.6	83.9	87.2	92.8	90.8	79.1
Enugu	63.0	63.7	65.8	60.0	67.8	68.1	77.1	59.5
Ibadan	76.7	78.6	76.9	75.0	83.9	85.8	85.6	80.5
Ikeja	90.3	87.8	92.5	90.4	95.9	101.8	103.0	84.5
Jos	59.8	63.3	63.6	53.7	67.7	69.8	64.9	68.2
Kaduna	70.1	74.1	76.0	60.2	69.2	68.6	74.2	65.2
Kano	78.8	76.5	79.1	80.7	83.5	108.1	78.3	68.6
Port Harcourt	70.9	75.8	70.4	67.1	74.6	78.2	78.6	67.4
Yola	58.5	50.6	56.9	67.5	60.5	67.3	64.7	51.8
All DisCos	76.3	76.3	77.9	74.9	80.1	84.0	84.1	72.9
All DisCos Average	73.6	73.6	75.1	72.3	77.6	82.2	80.9	70.7

Notes of the table:

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

Table II: Revenue Performance by DisCos in 2018/Q4-2019/Q1

DisCos	2018/Q4:	Oct.	Nov.	Dec.	2019/Q1:	Jan.	Feb.	Mar.
Total Billings (₦ billion)								
Abuja	24.23	7.57	8.34	8.31	25.71	8.52	8.64	8.55
Benin	18.47	5.98	6.06	6.43	20.34	6.73	6.94	6.67
Eko	13.55	4.35	4.55	4.65	23.12	8.09	7.57	7.46
Enugu	21.37	6.49	7.23	7.65	15.12	5.19	5.25	4.68
Ibadan	20.42	6.39	6.75	7.28	22.42	7.82	7.42	7.18
Ikeja	23.88	7.55	7.95	8.38	24.83	8.60	8.34	7.89
Jos	6.95	2.20	2.40	2.35	8.01	2.85	2.51	2.65
Kaduna	13.70	4.44	4.75	4.51	12.85	4.32	4.32	4.21
Kano	12.62	3.86	4.24	4.52	12.01	4.52	3.70	3.79
Port Harcourt	12.85	4.23	4.24	4.39	13.58	4.84	4.58	4.16
Yola	4.49	1.31	1.48	1.69	4.80	1.62	1.60	1.57
All DisCos	172.52	54.4	58.0	57.8	182.79	63.11	60.86	58.82
All DisCos Average	15.68	4.94	5.27	5.26	16.62	5.74	5.53	5.35
Revenue Collected (₦ billion)								
Abuja	20.50	6.65	6.76	7.09	17.95	5.55	6.19	6.21
Benin	10.02	3.45	3.09	3.49	10.38	3.49	3.44	3.45
Eko	9.49	3.15	3.11	3.23	18.58	6.40	5.95	6.22
Enugu	17.65	5.66	5.80	6.19	10.39	3.53	3.24	3.63
Ibadan	13.17	4.33	4.32	4.52	13.48	4.61	4.40	4.46
Ikeja	20.78	6.72	6.98	7.08	20.87	7.12	6.68	7.07
Jos	3.58	1.44	1.04	1.10	4.00	1.09	1.15	1.76
Kaduna	5.35	1.65	1.80	1.90	5.09	1.64	1.44	2.00
Kano	7.99	2.72	2.52	2.75	7.17	2.34	2.36	2.47
Port Harcourt	6.66	2.22	2.26	2.18	6.68	2.31	2.16	2.22
Yola	2.34	0.78	0.79	0.78	2.33	0.77	0.78	0.79
All DisCos	117.54	38.8	38.5	38.4	116.9	38.8	37.8	40.3
All DisCos Average	10.69	3.52	3.50	3.50	10.63	3.53	3.44	3.66
Collection Efficiency (%)								
Abuja	84.6	87.8	81.0	85.3	69.8	65.2	71.6	72.6
Benin	54.3	57.7	50.9	54.3	51.0	51.9	49.6	51.7
Eko	70.1	72.5	68.4	69.4	80.3	79.1	78.7	83.4
Enugu	82.6	87.3	80.1	81.0	68.7	68.0	61.6	77.5
Ibadan	64.5	67.7	64.0	62.1	60.1	59.0	59.3	62.1
Ikeja	87.0	89.0	87.9	84.4	84.0	82.8	80.1	89.6
Jos	51.5	65.8	43.2	46.8	49.9	38.1	45.9	66.3
Kaduna	39.0	37.2	37.8	42.1	39.6	37.9	33.4	47.6
Kano	63.3	70.5	59.5	60.8	59.7	51.7	63.9	65.2
Port Harcourt	51.9	52.6	53.4	49.7	49.2	47.7	47.2	53.2
Yola	52.2	59.3	53.1	46.0	48.6	47.2	48.7	50.0
All DisCos	68.1	71.3	66.3	67.0	64.0	61.5	62.1	68.5
All DisCos Average	63.7	67.9	61.8	62.0	60.1	57.1	58.2	65.4

Notes of the table:

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

Table III: DisCos Invoices & Remittances to MO in 2018/Q4-2019/Q1

DisCos	2018/Q4:	Oct.	Nov.	Dec.	2019/Q1:	Jan.	Feb.	Mar.
Invoice (₦' Billion)								
Abuja	3.78	1.20	1.27	1.31	4.01	1.28	1.21	1.52
Benin	2.50	0.78	0.83	0.89	2.71	0.90	0.89	0.93
Eko	3.39	1.05	1.14	1.20	3.49	1.12	1.09	1.28
Enugu	2.32	0.73	0.75	0.84	2.43	0.82	0.74	0.88
Ibadan	3.42	1.04	1.13	1.25	3.52	1.18	1.14	1.20
Ikeja	3.72	1.18	1.23	1.30	3.71	1.20	1.14	1.37
Jos	1.29	0.38	0.42	0.48	1.32	0.44	0.43	0.44
Kaduna	2.36	0.75	0.81	0.80	2.42	0.81	0.76	0.86
Kano	2.08	0.65	0.70	0.73	1.90	0.56	0.60	0.74
Port Harcourt	2.00	0.62	0.66	0.72	2.03	0.67	0.63	0.72
Yola	1.11	0.35	0.39	0.38	1.23	0.37	0.38	0.49
Overall DisCos	27.98	8.73	9.34	9.91	28.77	9.34	9.00	10.43
Ajaokuta Steel Co. Ltd	0.03	0.02	0.01	-	0.04	0.02	0.01	0.02
NIGELEC	0.68	0.37	0.31	-	0.84	0.24	0.25	0.34
CEB (SAKETE)	0.94	0.43	0.51	-	1.47	0.55	0.46	0.46
Remittance (₦' Billion)								
Abuja	0.90	0.30	0.30	0.30	0.90	0.30	0.30	0.30
Benin	1.01	0.32	0.33	0.36	0.98	0.33	0.32	0.33
Eko	2.34	0.50	1.00	0.84	2.45	0.78	0.77	0.90
Enugu	0.70	0.10	0.40	0.20	0.60	0.20	0.20	0.20
Ibadan	1.05	0.31	0.34	0.40	1.13	0.38	0.36	0.38
Ikeja	2.45	0.92	0.74	0.78	2.23	0.72	0.69	0.82
Jos	0.19	0.00	0.12	0.07	0.15	0.05	0.05	0.05
Kaduna	0.56	0.15	0.10	0.31	0.70	0.32	0.18	0.20
Kano	0.35	0.15	0.10	0.10	0.30	0.10	0.10	0.10
Port Harcourt	0.39	0.14	0.10	0.14	0.44	0.14	0.16	0.14
Yola	0.69	0.20	0.23	0.26	0.74	0.22	0.28	0.24
Overall DisCos	10.62	3.10	3.76	3.77	10.62	3.54	3.41	3.67
Ajaokuta Steel Co. Ltd	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEC	0.15	0.00	0.15	0.00	0.00	0.00	0.00	0.00
CEB (SAKETE)	2.02	0.00	2.02	0.00	0.00	0.00	0.00	0.00
Remittance Performance (%)								
Abuja	23.8	25.1	23.5	22.9	22.5	23.5	24.8	19.7
Benin	40.3	41.1	40.0	40.0	36.2	36.5	36.5	35.5
Eko	69.0	47.7	87.5	70.0	70.0	70.0	70.0	70.0
Enugu	30.1	13.7	53.2	23.7	24.7	24.5	27.0	22.8
Ibadan	30.7	29.9	30.0	32.0	32.0	32.0	32.0	32.0
Ikeja	65.7	78.0	60.0	60.0	60.0	60.0	60.0	60.0
Jos	14.7	0.0	28.5	14.5	11.4	11.3	11.7	11.3
Kaduna	23.8	19.9	12.3	39.3	28.9	39.9	23.4	23.3
Kano	16.8	23.2	14.3	13.6	15.8	18.0	16.7	13.5
Port Harcourt	19.3	23.0	15.1	20.0	21.8	20.8	25.0	20.0
Yola	62.0	57.9	59.0	68.8	60.6	60.0	75.0	50.0
Overall DisCos	38.0	35.5	40.2	38.0	36.9	37.9	37.8	35.2
Ajaokuta Steel Co. Ltd	0.0	0.0	0.0	0.0	0.00	0.00	0.00	0.00
NIGELEC	21.6	0.0	47.1	0.0	0.00	0.00	0.00	0.00
CEB (SAKETE)	215.7	0.0	397.0	0.0	0.00	0.00	0.00	0.00

Notes of the table:

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

Table IV: DisCos Invoices & Remittances to NBET in 2018/Q4-2019/Q1

DisCos	2018/Q4:	Oct.	Nov.	Dec.	2019/Q1:	Jan.	Feb.	Mar.
Invoice (₦ Billion)								
Abuja	21.06	6.54	7.09	7.43	22.45	7.63	6.85	7.97
Benin	13.92	4.25	4.59	5.08	15.26	5.39	5.02	4.85
Eko	18.89	5.73	6.36	6.80	19.58	6.68	6.20	6.70
Enugu	12.95	3.98	4.18	4.80	13.66	4.88	4.20	4.58
Ibadan	18.98	5.66	6.26	7.07	19.75	7.03	6.44	6.27
Ikeja	20.77	6.48	6.87	7.43	20.86	7.17	6.50	7.19
Jos	7.16	2.09	2.34	2.74	7.39	2.65	2.43	2.31
Kaduna	13.11	4.11	4.49	4.51	13.56	4.81	4.27	4.48
Kano	11.60	3.53	3.90	4.17	10.61	3.33	3.40	3.88
Port Harcourt	11.13	3.36	3.68	4.09	11.38	4.02	3.60	3.76
Yola	6.18	1.89	2.14	2.15	6.84	2.19	2.12	2.53
Overall DisCos	155.76	47.6	51.9	56.3	161.35	55.78	51.03	54.53
Ajaokuta Steel Co. Ltd	0.27	0.09	0.09	0.09	0.26	0.09	0.08	0.09
NIGELEC	2.40	0.97	0.81	0.62	2.17	0.62	0.67	0.88
CEB (SAKETE)	8.38	2.44	2.89	3.05	8.27	3.06	2.64	2.57
Remittance (₦ Billion)								
Abuja	6.30	1.80	2.70	1.80	6.50	1.80	2.20	2.50
Benin	3.64	1.21	1.21	1.22	3.62	1.21	1.21	1.21
Eko	7.05	2.01	2.32	2.72	7.50	2.34	2.48	2.68
Enugu	4.50	1.70	1.20	1.60	4.30	0.70	1.50	2.10
Ibadan	5.60	0.68	2.80	2.12	6.36	2.04	0.84	3.49
Ikeja	7.94	2.59	2.75	2.60	7.45	2.51	2.07	2.87
Jos	0.51	0.19	0.19	0.13	0.70	0.25	0.25	0.20
Kaduna	1.80	0.50	0.50	0.80	1.40	0.40	0.00	1.00
Kano	1.65	0.50	0.65	0.50	1.58	0.45	0.00	1.13
Port Harcourt	1.97	0.67	0.60	0.70	1.94	0.62	0.00	1.31
Yola	0.81	0.23	0.26	0.32	0.83	0.26	0.32	0.25
Overall DisCos	41.77	12.1	15.2	14.5	42.18	12.59	10.86	18.74
Ajaokuta Steel Co. Ltd	0.001	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEC	0.50	0.00	0.50	0.00	0.00	0.00	0.00	0.00
CEB (SAKETE)	6.95	0.00	6.95	0.00	0.00	0.00	0.00	0.00
Remittance Performance (%)								
Abuja	29.92	27.5	38.1	24.2	28.95	23.6	32.1	31.4
Benin	26.16	28.5	26.4	24.0	23.74	22.5	24.0	24.8
Eko	37.33	35.0	36.6	40.0	38.29	35.0	40.0	40.0
Enugu	34.75	42.7	28.7	33.4	31.47	14.3	35.7	45.9
Ibadan	29.50	12.0	44.8	30.0	32.22	29.0	13.0	55.6
Ikeja	38.21	40.0	40.0	35.0	35.73	35.0	31.8	40.0
Jos	7.12	9.1	8.1	4.7	9.47	9.4	10.3	8.6
Kaduna	13.75	12.2	11.1	17.8	10.31	8.3	0.0	22.3
Kano	14.22	14.1	16.7	12.0	14.86	13.5	0.0	29.0
Port Harcourt	17.72	20.0	16.3	17.1	17.02	15.5	0.0	34.9
Yola	13.04	12.0	12.0	15.0	12.19	12.0	15.0	10.0
Overall DisCos	26.82	25.4	29.3	25.8	26.15	22.6	21.3	34.4
Ajaokuta Steel Co. Ltd	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEC	20.95	0.00	62.4	0.00	0.00	0.00	0.00	0.00
CEB (SAKETE)	82.89	0.00	240.7	0.00	0.00	0.00	0.00	0.00

Notes of the table:

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

Table V: DisCos Invoices & Remittances to NBET & MO in 2018/Q4-2019/Q1

DisCos	2018/Q4:	Oct.	Nov.	Dec.	2019/Q1:	Jan.	Feb.	Mar.
	Invoice (₦ Billion)							
Abuja	24.84	7.73	8.36	8.74	26.46	8.90	8.06	9.50
Benin	16.42	5.03	5.42	5.97	17.98	6.29	5.91	5.78
Eko	22.28	6.78	7.50	8.00	23.08	7.80	7.29	7.98
Enugu	15.28	4.71	4.93	5.64	16.10	5.70	4.94	5.45
Ibadan	22.40	6.70	7.39	8.32	23.27	8.21	7.58	7.48
Ikeja	24.49	7.66	8.11	8.73	24.57	8.37	7.65	8.56
Jos	8.45	2.47	2.76	3.23	8.71	3.09	2.86	2.76
Kaduna	15.47	4.86	5.30	5.31	15.98	5.62	5.03	5.33
Kano	13.68	4.18	4.60	4.90	12.50	3.88	3.99	4.63
Port Harcourt	13.12	3.97	4.34	4.81	13.40	4.69	4.23	4.48
Yola	7.30	2.24	2.53	2.53	8.07	2.56	2.50	3.01
Overall DisCos	183.73	56.3	61.2	66.2	190.12	65.12	60.04	64.96
Ajaokuta Steel Co. Ltd	0.30	0.11	0.10	0.09	0.30	0.10	0.09	0.11
NIGELEC	3.08	1.34	1.12	0.62	3.02	0.86	0.92	1.23
CEB (SAKETE)	9.32	2.87	3.40	3.05	9.74	3.61	3.09	3.04
	Remittance (₦ Billion)							
Abuja	7.20	2.10	3.00	2.10	7.40	2.10	2.50	2.80
Benin	4.65	1.53	1.54	1.58	4.61	1.54	1.53	1.53
Eko	9.39	2.51	3.33	3.56	9.94	3.12	3.24	3.58
Enugu	5.20	1.80	1.60	1.80	4.90	0.90	1.70	2.30
Ibadan	6.65	0.99	3.14	2.52	7.49	2.42	1.20	3.87
Ikeja	10.38	3.51	3.49	3.38	9.68	3.23	2.75	3.70
Jos	0.70	0.19	0.31	0.20	0.85	0.30	0.30	0.25
Kaduna	2.37	0.65	0.60	1.12	2.10	0.72	0.18	1.20
Kano	2.00	0.65	0.75	0.60	1.88	0.55	0.10	1.23
Port Harcourt	2.36	0.81	0.70	0.84	2.38	0.76	0.16	1.46
Yola	1.50	0.43	0.49	0.58	1.58	0.48	0.60	0.50
Overall DisCos	52.39	15.2	18.9	18.3	52.80	16.13	14.26	22.41
Ajaokuta Steel Co. Ltd	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEC	0.65	0.00	0.65	0.00	0.00	0.00	0.00	0.00
CEB (SAKETE)	8.97	0.00	8.97	0.00	0.00	0.00	0.00	0.00
	Remittance Performance (%)							
Abuja	0.29	27.2	35.9	24.0	0.28	23.6	31.0	29.5
Benin	0.28	30.5	28.5	24.4	0.26	24.5	25.9	26.5
Eko	0.42	37.0	44.3	44.5	0.43	40.0	44.5	44.8
Enugu	0.34	38.2	32.5	31.9	0.30	15.8	34.4	42.2
Ibadan	0.30	14.8	42.5	30.3	0.32	29.4	15.9	51.8
Ikeja	0.42	45.9	43.0	38.7	0.39	38.6	36.0	43.2
Jos	0.08	7.7	11.2	6.2	0.10	9.7	10.5	9.1
Kaduna	0.15	13.4	11.3	21.0	0.13	12.9	3.5	22.5
Kano	0.15	15.5	16.3	12.2	0.15	14.2	2.5	26.5
Port Harcourt	0.18	20.5	16.1	17.6	0.18	16.3	3.8	32.5
Yola	0.21	19.1	19.2	23.1	0.20	18.9	24.0	16.4
Overall DisCos	0.29	26.9	30.9	27.6	0.28	24.8	23.8	34.5
Ajaokuta Steel Co. Ltd	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEC	0.21	0.00	58.2	0.00	0.00	0.00	0.00	0.00
CEB (SAKETE)	0.96	0.00	264.1	0.00	0.00	0.00	0.00	0.00

Notes of the table:

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

Table VI: Categories of Customer Complaints by Discos in 2019/Q1

Complaints Categories	DisCos											All DisCos
	Abuja	Benin	Eko	Enugu	Ibadan	Ikeja	Jos	Kaduna	Kano	Port Harcourt	Yola	
Interruption	917	625	1146	1177	1120	2285	83	5223	113	160	71	12920
Voltage	514	339	1447	897	396	1221	194	778	161	371	165	6483
Load Shedding	423	727	2388	1208	1461	888	167	19	169	841	48	8339
Metering	2738	2791	10331	5954	2885	11047	2035	2796	1877	3372	609	46435
Billing	4724	7269	6938	6451	2208	8869	1937	2283	2589	2404	519	46191
Disconnection	254	2413	915	1872	425	1194	161	96	159	1367	470	9326
Connection Delay	13	1104	659	1461	158	1774	111	55	138	243	162	5878
Others	4585	136	2618	2297	1240	2893	776	612	759	377	73	16366
Total	14168	15404	26442	21317	9893	30171	5464	11862	5965	9135	2117	151938

Notes of the table:

DisCos are the electricity distribution companies

Table VII: Lists and Addresses of NERC Forum Offices as at March 2019

No.	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	Bauchi	37, Old Jos Road, GRA, Bauchi, Bauchi State	09062924607	bauchiforum@nerc.gov.ng
6	Benin	34, Akpakpava Street, Benin City, Edo State	09037808592	beninforum@nerc.gov.ng
7	Birnin Kebbi	8, Ahmadu Bello Way, Opp. Kebbi State Government House, Kebbi State	09062863161	birninkebbiforum@nerc.gov.ng
8	Calabar	Plot 109, MCC Road by Ibok Street, Calabar, Cross River State	09062863159	calabarforum@nerc.gov.ng
9	Eko	61, Odunlami Street, Off Marina, Lagos Island, Lagos State	08106807261	ekoforum@nerc.gov.ng
10	Enugu	John Anichukwu Close, Plot 7 Mkpokiti Pocket Layout, Enugu, Enugu State	08146862230	enuguforum@nerc.gov.ng
11	Gombe	Government Layout GDP/2, Along Ministry of Education Road, Gombe State	08140440079	gombeforum@nerc.gov.ng
12	Gusau	2 Canteen Daji, J. B. Yakubu Road, Gusau, Zamfara State	09062863163	gusauforum@nerc.gov.ng
13	Ibadan	Jibowu Street, Opp. Magara Police Station, Iyaganku, G.R.A, Ibadan, Oyo State	08146862252	ibadanforum@nerc.gov.ng
14	Ikeja	199, Obafemi Awolowo Way, Alausa, Ikeja, Lagos State	08106807298	ikejaforum@nerc.gov.ng
15	Ilorin	30, Stadium Road, Off Taiwo Road, Ilorin, Kwara State	09062924603	ilorinforum@nerc.gov.ng
16	Jigawa	Dutse G.R.A, Dutse, Jigawa State	07031704827	jigawaforum@nerc.gov.ng
17	Jos	5a, Ray-field Road, Jos, Plateau State	09037808597	josforum@nerc.gov.ng
18	Kaduna	22, Ahmadu Bello Way, Opposite NNDC Building, Kaduna, Kaduna State	08106807299	kadunaforum@nerc.gov.ng
19	Kano	2, Miller Road, Bompai, Nasarawa G.R.A, Kano, Kano State	08146862222	kanoforum@nerc.gov.ng
20	Katsina	7, Abuja Crescent, Off Hassan Usman Katsina Road, Katsina, Katsina State	07031704821	katsinaforum@nerc.gov.ng
21	Lafia	Nacwkye Street, Opp. Zenith Int'l School, Off Shendam Rd, Lafia, Nasarawa State	09062924599	lafiaforum@nerc.gov.ng
22	Lokoja	Hassan Kastina Rd, Opp. State Civil Service Commission, Zone 8 Police HQ, Lokoja, Kogi State.	09062924601	lokojaforum@nerc.gov.ng
23	Makurdi	Hephzibah Plaza, Atom Kpera Road, Opp. Makurdi Int'l School, Benue State	09062277249	makurdiforum@nerc.gov.ng
24	Osogbo	51, Isiaka Adeleke Way, Along Okefia-Alekuwodo Road, Osogbo, Osun State	09062924604	osogboforum@nerc.gov.ng
25	Owerri	1, C.B Anyanwu Road, Housing Area B, Exclusive Garden, Owerri, Imo State	09062277245	owerriforum@nerc.gov.ng
26	Port Harcourt	The Vhelberg Imperial Hotel, Plot 122 & 122a, Bank Anthony Avenue, Off Ordinance Road, Port Harcourt, River State	08146862223	phforum@nerc.gov.ng
27	Sokoto	1, Garba Duba Road, Sokoto, Sokoto State	09062863157	sokotoforum@nerc.gov.ng
28	Umuahia	House 2, Adelabu Street, Amaokwe Housing Estate, Umuahia Ibeku, Abia State	09062277251	umuahiaforum@nerc.gov.ng
29	Uyo	63, Osongama Road, Off Oron/Uyo Airport Road, Uyo, Akwa Ibom State	09062863165	uyoforum@nerc.gov.ng
30	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 2019/Q1

S/N	Forum Offices	2018/Q4				2019/Q1			
		Customers' Complaints:				Customers' Complaints:			
		Received	Resolved	Pending	% Resolved	Received	Resolved	Pending	% Resolved
1	Abakaliki, Ebonyi State	49	44	5	90%	37	22	15	59%
2	Abuja, FCT	267	105	162	39%	438	214	224	49%
3	Asaba, Delta State	95	30	65	32%	126	80	46	63%
4	Awka, Anambra State	63	46	17	73%	86	41	45	48%
5	Bauchi, Bauchi State	4	0	4	0%	11	9	2	82%
6	Benin, Edo State	48	31	17	65%	52	16	36	31%
7	Birnin Kebbi, Kebbi State	1	0	1	0%	10	6	4	60%
8	Calabar, Cross Rivers State	14	3	11	21%	15	12	3	80%
16	Dutse, Jigawa State	1	1	0	100%	333	70	263	21%
9	Eko, Lagos State	543	174	361*	32%	67	52	15	78%
10	Enugu, Enugu State	73	37	36	51%	10	1	9	10%
11	Gombe, Gombe State	9	8	1	89%	21	3	18	14%
12	Gusau, Zamfara State	1	1	0	100%	223	72	151	32%
13	Ibadan, Oyo State	537	213	324	40%	456	158	298	35%
14	Ikeja, Lagos State	688	414	236*	60%	45	11	34	24%
15	Ilorin, Kwara State	24	8	16	33%	6	-	6	0%
17	Jos, Plateau State	13	6	7	46%	12	2	10	17%
18	Kaduna, Kaduna State	19	2	17	11%	43	27	16	63%
19	Kano, Kano State	7	6	1	86%	87	13	74	15%
20	Katsina, Katsina State	2	0	2	0%	7	1	6	14%
24	Lafia, Nasarawa State	2	0	2	0%	42	32	10	76%
21	Lokoja, Kogi State	6	0	6	0%	23	13	10	57%
22	Makurdi, Benue State	8	4	4	50%	14	9	5	64%
23	Osogbo, Osun State	145	144	1	99%	219	86	133	39%
25	Owerri, Imo State	32	30	2	94%	22	10	12	45%
26	Port Harcourt, Rivers State	148	61	87	41%	131	62	69	47%
27	Sokoto, Sokoto State	5	0	5	0%	28	12	16	43%
28	Umuahia, Abia State	43	31	12	72%	54	20	34	37%
29	Uyo, Akwa Ibom	87	36	51	41%	51	32	19	63%
30	Yola, Adamawa	5	4	1	80%	9	6	3	67%
	All Forum Offices	2,939	1,439	1,454	49%	2,678	1,092	1,586	41%

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

Table IX: Monthly Revenue & Expenditure of the Commission in 2019/Q1

Description	Summary for 2018/Q4 (N' Million)				Summary for 2019/Q1 (N' Million)				Change in total Rev. & Exp. 2019/Q1-2018Q4 (N' Million)
	Oct.	Nov.	Dec.	Total	Jan.	Feb.	Mar.	Total	
A. Revenue									
Operating Levy (MC)	216.44	313.87	359.43	889.74	318.20	505.68	353.85	1,177.73	287.99
Other IGR	31.370	19.580	16.010	66.96	10.37	13.75	50.38	74.50	7.54
Total Revenue	247.81	333.45	375.44	956.70	328.57	519.43	404.23	1,252.23	295.53
B. Expenditure									
Personnel Cost	214.86	333.47	383.47	931.80	425.47	351.34	459.32	1,236.13	304.33
Regulatory Expenses	66.47	133.40	348.57	548.44	27.20	67.25	31.10	125.55	(422.89)
Admin and General Maintenance	28.41	33.82	34.77	97.00	4.62	17.92	31.60	54.14	(42.86)
Total Expenditure	309.74	500.69	766.81	1,577.24	457.29	436.51	522.02	1,415.82	(161.42)
Net Cash Flow (A-B)	(61.93)	(167.24)	(391.37)	(620.54)	(128.72)	82.92	(117.79)	(163.59)	456.95
MEMO: Outstanding Liabilities as at the end of the Stated Quarters				703.63				693.59	(10.04)

Notes of the table: MC is Market Charges and IGR internal Generated Revenue



NIGERIAN ELECTRICITY REGULATORY COMMISSION
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