

NIGERIAN  
ELECTRICITY  
REGULATORY  
COMMISSION



*Electricity on Demand*

## QUARTERLY REPORT

FOURTH QUARTER 2018

**NIGERIAN ELECTRICITY REGULATORY COMMISSION**

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

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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## CONTENT

<b>LIST OF TABLES</b> .....	<b>5</b>
<b>LIST OF FIGURES</b> .....	<b>6</b>
<b>LIST OF ABBREVIATIONS</b> .....	<b>7</b>
<b>1. EXECUTIVE SUMMARY</b> .....	<b>8</b>
<b>2. STATE OF THE INDUSTRY</b> .....	<b>20</b>
2.1. Operational Performance .....	21
2.1.1. Electricity Generation.....	21
2.1.2. Availability Factor and Average Generation of Power Plants .....	24
2.1.3. Generation Mix .....	26
2.1.4. Grid Performance .....	27
2.2. Commercial Performance.....	31
2.2.1. Energy Received and MYTO Load Allocation .....	31
2.2.2. Revenue and Collection Efficiency .....	34
2.2.3. Aggregate Technical, Commercial and Collection (ATC&C) Losses .....	36
2.2.4. Market Remittance.....	38
<b>3. REGULATORY FUNCTIONS</b> .....	<b>43</b>
3.1. Regulations and Orders of the Commission .....	44
3.2. Licences and Permits Issued.....	44
3.3. Certification of Metering Service Providers.....	45
3.4. Eligible Customer Applications under Evaluation.....	45
3.5. Public Consultation on Regulations.....	49
3.6. Compliance and Enforcement .....	49
3.7. Litigation .....	49
4.1. Alternative Dispute Resolution.....	50
<b>4. CONSUMER AFFAIRS</b> .....	<b>51</b>
4.2. Consumer Education and Enlightenment .....	52
4.3. Metering of End-use Customers .....	52
4.4. Customers Complaints.....	54
4.5. Forum Offices .....	57
3.8. Health and Safety .....	58
<b>5. THE COMMISSION</b> .....	<b>59</b>
5.1. Financial Report.....	60
5.2. Capacity Development.....	61

## LIST OF TABLES

Table 1: System Collapse in 2018/Q1-Q4.....	28
Table 2: Energy Received and Billed by DisCos in 2018/Q3-Q4 .....	32
Table 3: Revenue Performance of DisCos in 2018/Q3-Q4.....	35
Table 4: ATC&C Losses (%) for DisCos in 2018/Q3-Q4 .....	37
Table 5: DisCos Quarterly Remittances to NBET and MOs in 2018/Q3-Q4.....	40
Table 6: Generation Licences and Permit Issued in 2018/Q4.....	44
Table 7: Customers Metering Status by DisCos as of December 2018.....	53
Table 8: Complaints Received and Resolved by DisCo in 2018/Q3-Q4.....	55
Table 9: Health and Safety (H&S) Reports in 2018/Q1-Q4 .....	58
Table 10: Quarterly Revenue & Expenditure of the Commission in 2018/Q3-Q4 .....	60
Table 11: Trainings and Workshops Attended in 2018/Q4.....	62
Table I: Quarterly Energy Received and Billed by DisCos in 2018/Q1-Q4 .....	63
Table II: Quarterly Revenue Performance by DisCos in 2018/Q1-Q4 .....	64
Table III: DisCos Monthly Invoices & Remittances to MO in 2018/Q1-Q4 .....	65
Table IV: DisCos Monthly Invoices & Remittances to NBET in 2018/Q1-Q4 .....	65
Table V: DisCos Invoices & Remittances to NBET & MO in 2018/Q1-Q4.....	67
Table VI: Categories of Customer Complaints by Discos in 2018/Q4 .....	68
Table VII: Lists and Addresses of NERC Forum Offices as at December 2018.....	69
Table VIII: Complaints Received and Resolved by Forum Offices in 2018/Q1-Q4 ...	70
Table IX: Monthly Revenue & Expenditure of the Commission in 2018/Q1-Q4 .....	71

## LIST OF FIGURES

Figure 1: Average Daily Generation and Available Capacity 2018/Q1-Q4.....	22
Figure 2: Daily Stranded Capacity by Type of Constraints in 2018/Q1-Q4 .....	23
Figure 3: Plant Availability Factor (%) in 2018/Q4.....	24
Figure 4: Share (%) of Generation Output by Plants in 2018/Q4 .....	25
Figure 5: Quarterly Share (%) of Electricity Generated by Fuel Sources.....	27
Figure 6: Transmission Loss Factor from Jan. 2018 – Dec. 2018.....	28
Figure 7: Average Daily System Frequency from Jan. – Dec. 2018.....	30
Figure 8: System Voltage from Jan. – Dec. 2018 .....	31
Figure 9: Energy Off-take by DisCos vs. MYTO Load Allocation in 2018/Q4.....	34
Figure 10: Market Invoice and Remittance by DisCo in 2018/Q4.....	39
Figure 11: Market Remittance by DisCos in 2018/Q3-Q4 .....	41
Figure 12: Customers Metered by DisCos as of December 2018.....	54
Figure 13: Category of Complaints Received by DisCos in 2018/Q4.....	56

## LIST OF ABBREVIATIONS

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

# 1. EXECUTIVE SUMMARY



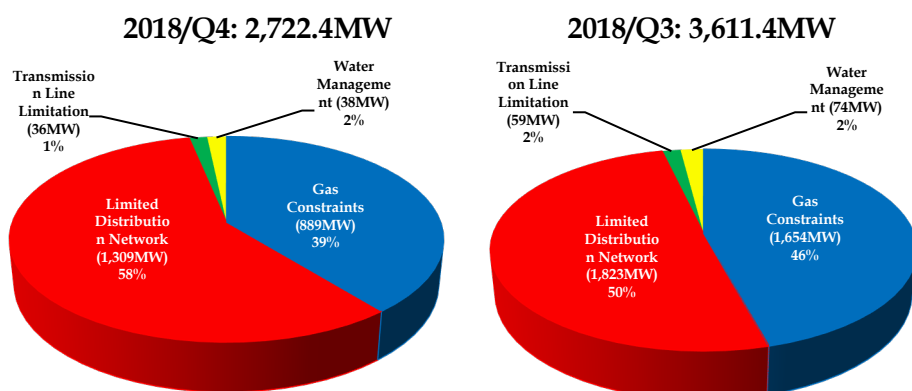
## SUMMARY

### STATE OF THE INDUSTRY:

*Total electric energy generated in 2018/Q4 was 8,878,472 MWh – 9.9% more than the generation in 2018/Q3. Similarly, average capacity utilisation rate increased by 11.4% in 2018/Q4.*

**Operational Performance:** In line with its mandate 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 fourth quarter of 2018, the total electric energy generated was 8,878,472MWh – 9.9% more than the level of generation during the third quarter. The industry recorded a highest daily peak generation of 5,153MW on the 20<sup>th</sup> day of November 2018. However, the available plant generation units declined to 72 from the daily average of 81 recorded in the third quarter. Despite the decline in the available generation units in the fourth quarter, the utilisation of the total available generation capacity rose by 11.4% largely due to the reduction in gas constraint by 765MW power equivalent and the constrained capacity attributed to DisCos’ operation as shown in Figure A. Consequently, the estimated average daily stranded generation capacity during the fourth quarter stood at 2,272.4MW as against 3,611.4MW recorded in the third quarter. Notwithstanding the reduction in gas constraint and a reduction in capacity constraint attributed to poor distribution networks and load management by DisCos, the two factors still account for the highest shares of capacity constraint in the fourth quarter.

**Figure A: Average Daily Stranded Generation Capacity by Constraints**



Complete resolution of the highlighted technical and operational constraints in the Nigerian electricity industry remains a top priority of the Commission. The Commission is working on addressing the

DisCos–TCN interface challenges with the aim of freeing up the generation capacity constraint by addressing the bottlenecks inhibiting the flow of energy. The Commission is also committed to utilising a more robust process for thorough technical assessment of DisCos’ utilisation of capital expenditure allowances for relevance and cost efficiency to ensure that utilities invest on projects critical to addressing their technical and operational challenges. This process is consistent with the regulatory imperative of ensuring that consumers do not pay for inefficiencies of the utilities.

*Two (2) incidences of total system collapse were experienced in 2018/Q4.*

The summary of the system stability performance of the national grid for the year 2018 is indicated in Table A. The report indicates that the industry recorded a moderate improvement in the stability of the grid network during the fourth quarter with 2 incidences of total system collapse (i.e., total blackout nationwide), unlike in the third quarter where three (3) total system collapses were recorded. The improvement in grid stability during the fourth quarter is attributable to the Commission’s support to TCN towards the enforcement of the directives on free governor and frequency control mode at all generation companies.

To sustain the improvement in the grid stability 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 shall continue to work with TCN on the efficient and competitive procurement of adequate ancillary services to ensure effective management of the grid system.

**Table A: System Collapse in 2018/Q1-Q4**

	2018 /Q4	2018/Q3	2018/Q2	2018 /Q1
Number of Partial Collapse	0	0	1	0
Number of Total Collapse	2	3	1	6

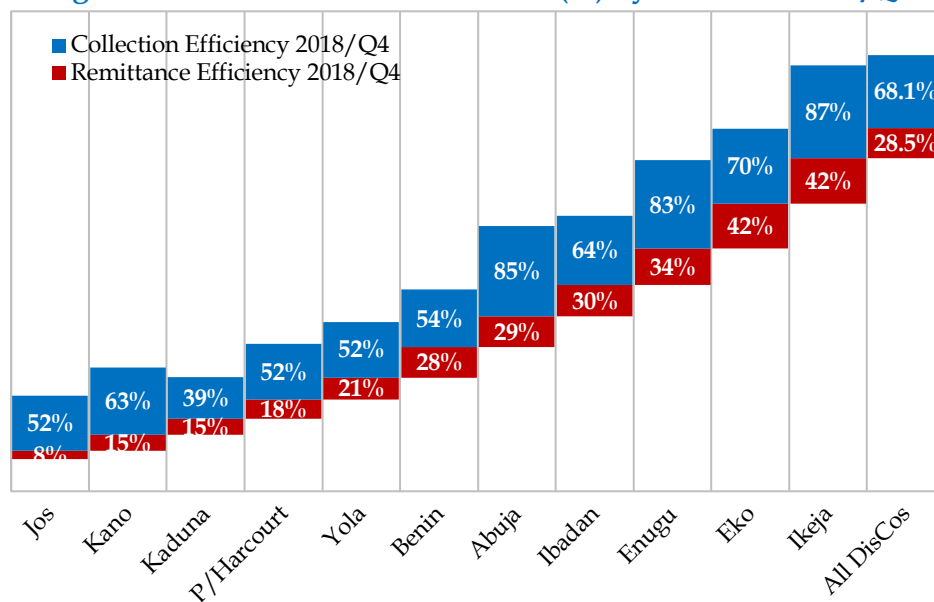
**Commercial Performance:** The financial viability of the NESI is still the most significant challenge threatening the sustainability of the energy industry. As reported in the preceding quarterly reports, the liquidity

*DisCos' collection efficiency stood at 68.1% while remittance to NBET and MO was 28.5%.*

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 was ₦172.5billion in the fourth quarter of 2018 but only a total sum of ₦117.5billion (representing 68.1% collection efficiency) was collected from customers as and when due. Although the collection efficiency increased by 2.5 percentage points from the third quarter of 2018, it indicates that about ₦3.19 out of every ₦10 worth of energy sold during the fourth quarter remained 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.

During the fourth quarter of 2018, the eleven (11) DisCos were issued a total invoice of ₦183.7billion for energy received from NBET and for service charge by the MO, but only a sum of ₦52.4billion (~29%) was settled by DisCos, creating a significant deficit of ₦131.3billion in the Market. The DisCos' collection efficiency and remittance performance during the fourth quarter of 2018 are represented in Figure B below.

**Figure B: Collection and Remittance (%) by DisCos in 2018/Q4**



Whereas the collection efficiency in 2018/Q4 ranges from a low of 39% (Kaduna) to a high of 87% (Ikeja), remittance performance ranges from 8% (Jos) to 42.4% (Ikeja). In the same quarter, the invoices issued

*During 2018/Q4, the international customers (CEB/SAKETE and NIGELEC) made a part payment of \$31.5M (~₦9.618million) from outstanding debts.*

to the Ajaokuta Steel Company Limited (designated as a special customer) and international customers (CEB/SAKETE and NIGELEC) were ₦300million and ₦12.402billion respectively. However, only a payment of US\$31.5million (~₦9.618billion) was received from the international customers as part payment of their total outstanding debts. 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 due to tariff shortfall, the DisCos are required under the Performance Agreement to reduce their technical and commercial losses consequently improving on their payment obligation to the market thereby improving sector liquidity. As highlighted in the preceding report, a major initiative towards improving revenue collection in the Nigerian electricity supply industry is the provision of meters to all registered end-use consumers of electricity. To this end, the Commission 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 at fast-tracking the roll-out of end-use meters through the engagement of third-party investors for the financing, procurement, supply, installation and maintenance of electricity meters. The Commission is also finalising a framework that would ensure a fair and equitable distribution of market revenues as a further initiative towards addressing the fragile financial standing of the electricity market and eliminating discretionary remittance to the market by the DisCos.

## REGULATORY FUNCTIONS:

**Regulations and Orders:** During the fourth quarter of 2018, no new Regulations or Orders were issued. The Commission continued the process of gazetting the Nigerian Electricity Supply and Installation Standards (NESIS) Regulations. The Commission also continued to monitor the enforcement of the 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 Regulations which was developed as a key strategy to swiftly bridge the metering gap in the industry. To this end, the Commission has set

31<sup>st</sup> January 2019 as the deadline for DisCos to conclude the procurement process for the engagement of the MAPs in line with the MAP Regulations.

*In 2018/Q4, the Commission renewed two (2) Captive Power Generation Permits with a total nameplate capacity of 47.78MW.*

***Licensing and Permits:*** During the fourth quarter, the Commission, after satisfactory evaluation, renewed two (2) Captive Power Generation (CPG) permits of NAMPACK Ltd and Gulk Link Ltd with a total capacity of 47.78MW. The Commission also issued a permit to the British American Tobacco to sell excess capacity of 0.9MW to the Ibadan DisCo. Similarly, the Commission approved the certification of one Meter Service Provider for importer category and issued letters of *No Objection* to four (4) Meter Asset Providers. The Commission also continued the technical and commercial evaluation of fourteen (14) Eligible Customer applications during the fourth quarter of 2018.

***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 quarter, the Commission continued with the twenty-one (21) enforcement actions brought forward from the preceding quarter 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.

***Litigation:*** During the fourth quarter of 2018, the Commission was not involved in new litigations but continued with thirty (30) on-going cases reported in the preceding quarterly reports which are yet to be resolved. The on-going cases relate to 'illegal' disconnection by DisCos, wrong customers' classification, land trespass, suspension of Ibadan DisCo Board, and granting of Eligible Customer status among many others.

*Alternative Dispute Resolution:* The Commission handled four (4) existing disputes between operators and customers during the fourth quarter. Two (2) of the disputes were finalised while the others the cases of Grace Ekpenyong vs. AEDC and City Global Hotel vs. EEDC remained as on-going.

## CONSUMER AFFAIRS:

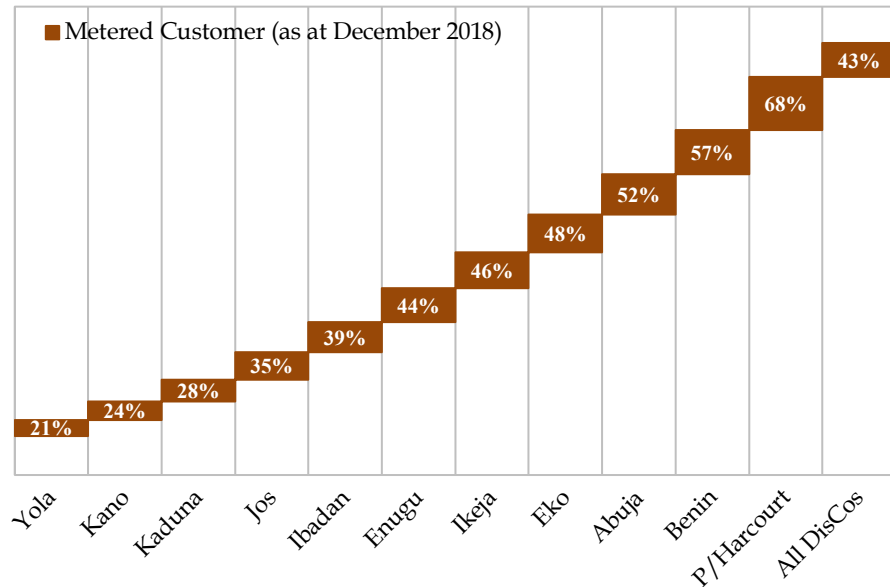
*Consumer Education & Enlightenment:* To ensure continuous education of customers on their rights and obligations, and other general service delivery issues, the Commission directed all the eleven DisCos to submit their proposed schedules for customer enlightenment programmes for the upcoming four (4) quarters in 2019. On its part, the Commission organised town-hall meetings with consumers in Ikeja, Ilorin, Osogbo, Bauchi and Lafia on the 26<sup>th</sup> October, 7<sup>th</sup>, 9<sup>th</sup>, 15<sup>th</sup> and 22<sup>nd</sup> November 2018 respectively. The meetings, which were attended by different customer groups and industry operators, educated participants on customers' rights and obligations, health & safety, complaints redress mechanism, estimated billing, outstanding metering gaps and the efforts being made to address it.

*The Metering* gap for end-use customers is still a key challenge facing the electricity industry. The records of the Commission indicate that, of the 8,731,118 registered electricity customers, only 3,793,895 (43.5%) had been metered as at the end of the fourth quarter of 2018. As such, the majority of customers (~56.5%) are still on estimated billing thus contributing to apathy towards payment for electricity. In comparison to the third quarter 2018, the population of registered customers increased by 5.05% while the metered customers increased by a relatively lower proportion of 2.42%. This increase in registered customer population is as a consequence of 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 also indicates that only Abuja, Benin and Port Harcourt DisCos had metered more than 50% of their registered customers as at the end of December 2018. It is noteworthy that the three DisCos retained the same position in 2018/3Q. The Commission, therefore, has intensified its monitoring of DisCos' implementation of and compliance to the provisions of the MAP Regulations in order to fast-track meter roll-out with a target of closing the metering gap in the NESI within three (3) years.

*Only three (s) DisCos have metered more than 50% of its registered customers as at the end of the fourth quarter of 2018.*

Figure C: Metering Status in NESI as at December 2018



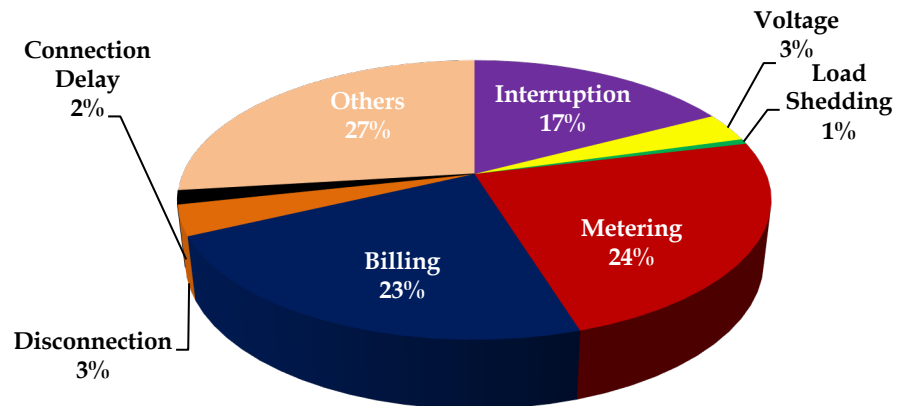
*The number of customer complaints increased by 5.9% during the fourth quarter of 2018.*

**Customer Complaints:** During the fourth quarter of 2018, the eleven (11) DisCos received a total of 136,393 complaints from consumers (5.9% more than complaints received during the third quarter) and resolved a total of 118,563 (86.9%), representing an improved performance from the preceding quarter. The report indicate that Benin and Port Harcourt DisCos had the lowest performance in resolving customers' complaints based on the proportion of unresolved complaints during the period under review. The Commission has continued to investigate the reasons for poor customer complaints resolution by all DisCos recording a resolution rate of less than 75%.

*Metering and estimated billing still dominated the customers' complaints, accounting for 47% of the total complaints in 2018/Q4.*

A review of customer complaints statistics in Figure D indicates that metering, estimated billing and service interruption remain the most significant areas of concerns for customers. Metering and billing accounted for 46.8% (i.e., 63,791) of the total complaints in the fourth quarter. 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.

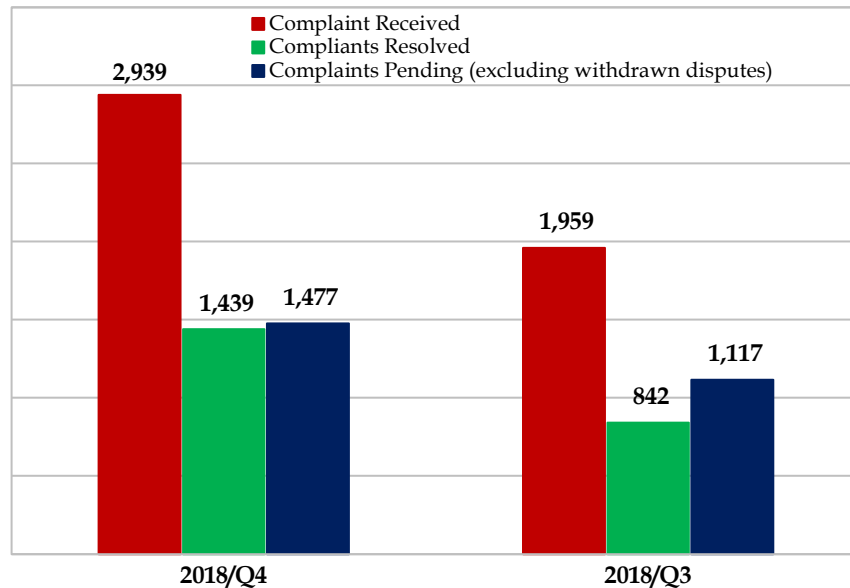
Figure D: Category of Complaints Received by DisCos in 2018/Q4



*As at the end of 2018/Q4, 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. In a bid to achieving its objective of establishing at least one Forum Office in each state of the federation, the Commission opened five (5) new Forum Offices in Bauchi (Bauchi State), Ilorin (Kwara State), Lafia (Nasarawa State); Lokoja (Kogi State) and Oshogbo (Osun State) during the fourth quarter. Thus, as at the end of the fourth quarter, the Commission had thirty (30) operational Forum Offices in twenty-nine (29) states and FCT, Abuja. Figure E represents the statistics of customer complaints handled by the Forum Offices in the quarter under review.



**Figure E: Complaints Received by Forum Offices in 2018/Q3 & Q4**

During the quarter under review, the Forum Offices received a total of 2,939 complaints from customers who were dissatisfied with DisCos' attempt at resolving their lodged complaints. These exclude 1,117 complaints carried forward from the third quarter of 2018. Of the complaints lodged at Forum Offices, 49% were resolved with or without hearings, showing an increase of 6 percentage points from the 43% recorded in the preceding quarter. Nonetheless, the Commission has directed all its respective Forum Offices to resolve all outstanding complaints in line with the operating manual of the Commission.

**Health and Safety:** The Commission received a total of 80 accident reports from the operators during the fourth quarter of 2018. The accidents resulted in 16 deaths and 2 injuries of various degrees involving both employees of the utilities and third parties. In comparison to the third quarter when 31 deaths and 3 injuries were recorded, there was a major improvement in the health and safety performance of the operators in the fourth quarter. Notwithstanding the progress made, the Commission shall intensify its monitoring efforts and implementation of various safety programmes aiming at drastically reducing accidents in the electricity industry. The safety programs being implemented by the Commission include, but not limited to, the introduction of stiffer penalties for health and safety breach by operators, the standardisation of protective schemes, engagement of agencies on Right of Way (ROW) violation, public

*In 2018/Q4, electrical accidents resulted in 16 deaths and 2 injuries of various degrees involving both employees of the companies and the third parties.*

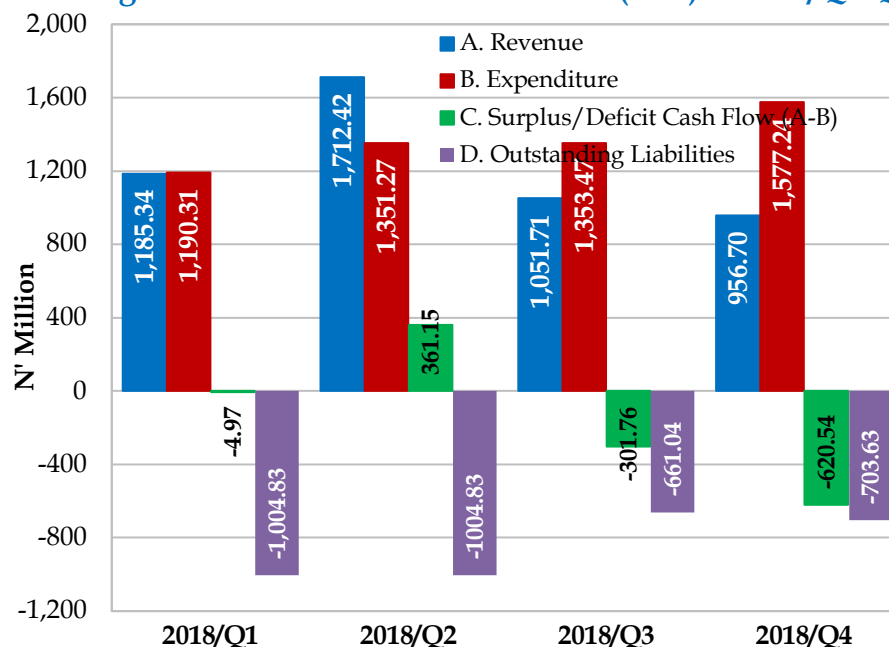
enlightenment on safe use of electricity and a review of operational procedure for Distribution System Operators (DSO) on fault clearing.

### THE COMMISSION:

*During the 2018/Q4, the Commission had a negative cash deficit of ₦620m.*

**Financial Report:** During the fourth quarter of 2018, the total revenue realised by the Commission was ₦956.7million, ~9% lower than the revenue realised in the third quarter. The decline in the revenue was largely due to a decline in internal generated revenue such as licensing fee. The chart in Figure F indicates that the total expenditure (capital and recurrent) of the Commission rose to ₦1.577billion from ₦1.351billion incurred in the preceding quarter. A comparison of the revenue and expenditure of the Commission within the fourth quarter showed a negative net cash flow of ₦620.5million. Although the Commission utilized balance of funds brought forward from previous quarter to settle some of its expenditures, the negative cash flow in 2018/Q4 raised the Commission's unpaid liabilities from ₦661.04million in 2018/Q3 to ₦703.63million as at the end of fourth quarter 2018. On a more positive note, the unpaid liabilities of the Commission had declined from ₦1.004billion in 2018/Q1 to ₦703million as at the end of 2018/Q4.

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



**Capacity Development:** The Commission continued with its commitment to staff development during the fourth quarter of 2018.

In addition to the sixty-three (63) members of staff sponsored to attend various trainings abroad during the previous quarters of 2018, the Commission sponsored eight (8) staff to various regulatory, leadership and management training abroad in the fourth quarter of 2018. Similarly, eight (8) members of staff were sponsored to attend international workshops, meetings and conferences on issues beneficial to the Commission's statutory responsibilities.

**Promotion:** The Commission commenced during the 2018/Q4 the preparations for the conduct of the 2019 promotion exercise for eligible staff in the first quarter of 2019 based on the Commission's decision to conduct regular promotion exercise as and when due. The 2018 promotion exercise was held in the second quarter of year. In pursuit of other measures towards motivating staff and the recognition of staff contributions to the Commission's performance, the Commission organised an *end of the year 2018* award ceremony in recognition of staffs who performed exceptionally during the year to wrap-up its activities for the year.

## 2. STATE OF THE INDUSTRY

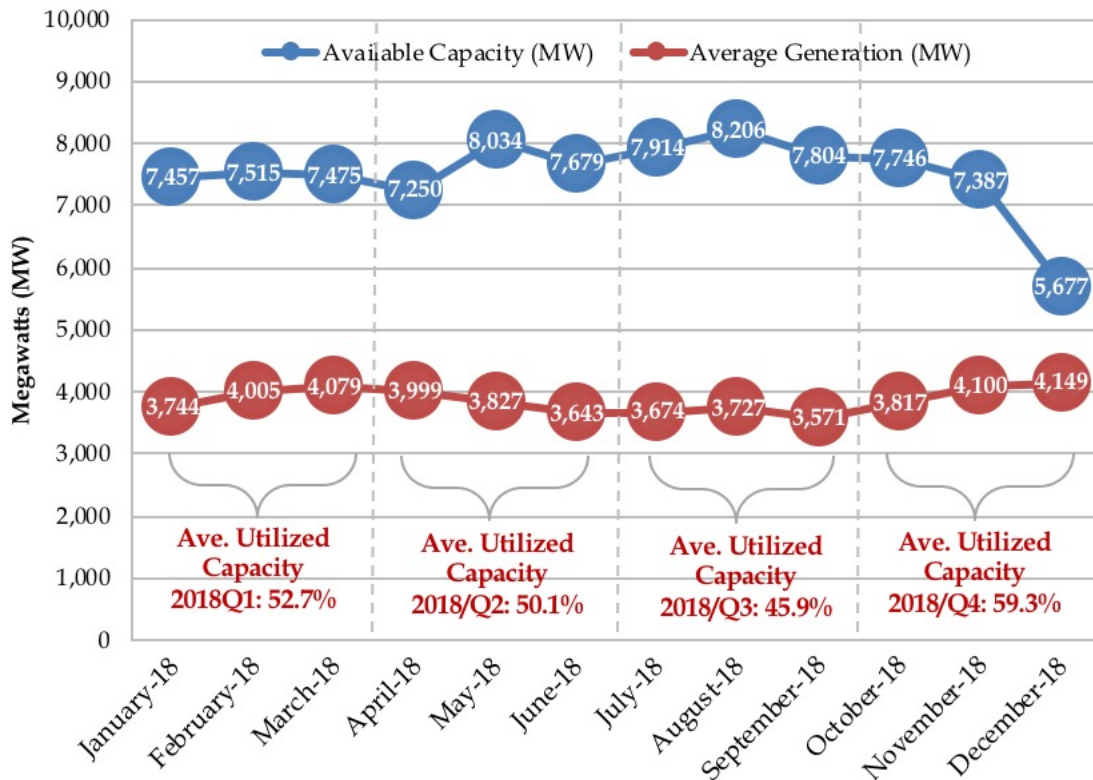
## 2.1. Operational Performance

### 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 5,191MW for the last quarter of 2018 was recorded on the 20<sup>th</sup> November 2018. During the same period, available average generation capacity declined by 13% to 6,937W relative to the third quarter. This 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 electricity generation. On average, 72 plant generation units were available in the fourth quarter compared to 81 generation units available in the third quarter. However, due to an improvement in the capacity utilisation, the total electricity generated increased by 9.9% from 8,077,482MWh recorded in the third quarter to 8,878,473MWh in the fourth quarter.

A review of both the daily average generation and available capacity (in MW) from the first quarter to the fourth quarter of 2018 are represented in Figure 1. The Figure indicates that 59.3% of the available capacity was utilised during the fourth quarter of 2018, 13.4 percentage points higher than the capacity utilisation during the third quarter of 2018. Therefore, fewer available capacities (~41%) were redundant during the fourth quarter of 2018 compared to 54% during the third quarter. The improved capacity utilisation was due to a relative increase in gas availability and improved distribution networks or improvement in load dispatch management by DisCos. Aside gas constraint and limited distribution networks, other factors that account for stranded generation capacity include water management at the hydropower stations and limited transmission networks.

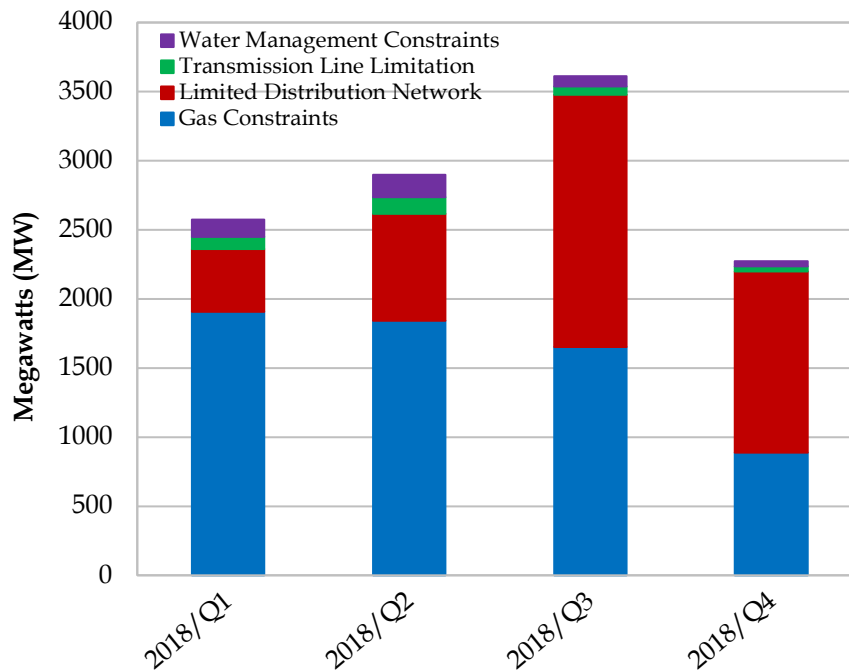
Figure 1: Average Daily Generation and Available Capacity 2018/Q1-Q4



Notably, there was a significant reduction in the daily stranded generation capacity during the fourth quarter which stood at 2,272.4MW relative to 3,611.4MW recorded in the third quarter. A review of the daily stranded capacity in Figure 2 shows that, during the fourth quarter, improved availability of gas accounted for the most significant contribution to the reduction in the daily stranded capacity. Availability of gas reduced stranded generation capacity by 765MW. This is followed by improved distribution networks which accounted for 515MW reduction in the stranded capacity. The reduction in daily stranded generation capacity attributed to improvements in the transmission line and water management at the hydropower stations were 15MW and 2MW respectively.

As represented in Figure 2, limitation in distribution networks remained the biggest constraint to the daily generation capacity utilisation as at the end of the fourth quarter of 2018.

Figure 2: Daily Stranded Capacity by Type of Constraints in 2018/Q1-Q4



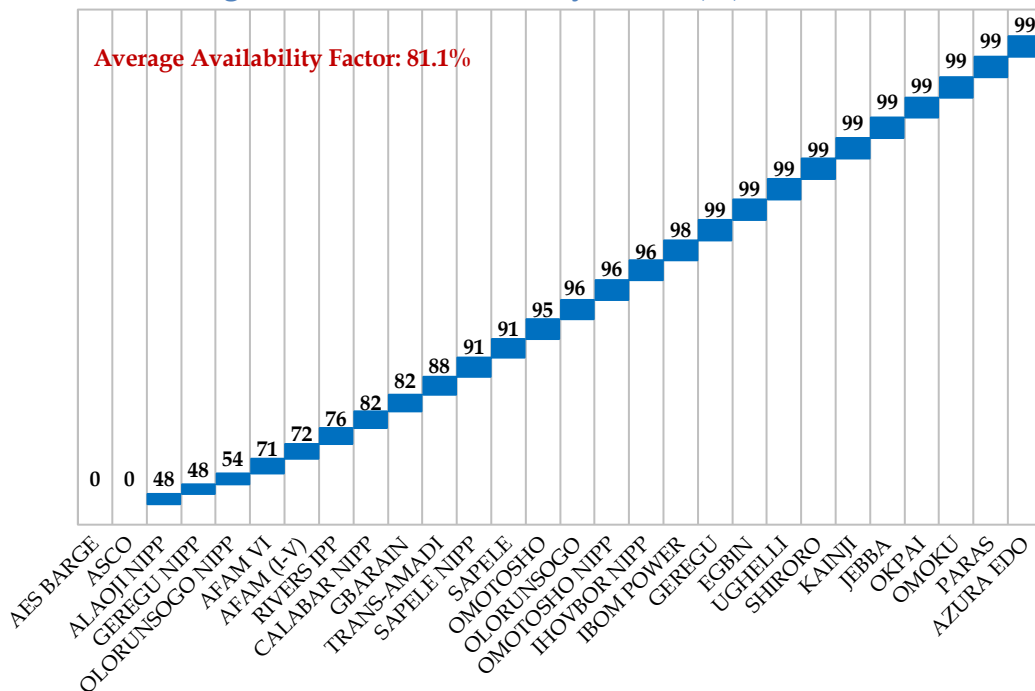
Notwithstanding the highlighted progress recorded in the fourth quarter, complete elimination of both the operational and technical constraints to electricity generation in NESI remains as one of the top priorities of the Commission. While continuing to monitor the implementation of the payment assurance facility for power generators to totally resolve the issue related to inadequate gas supply, the Commission has 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 2017-2020 Strategic Plan to resolve completely the constraints related to transmission and distribution networks. As stated in the preceding quarterly reports, the highlighted strategy includes a thorough technical assessment of DisCos' utilisation of its capital expenditure allowances for relevance and cost efficiency, evaluation of the investments required by TCN and DisCos at all TCN/DisCos interface points, and a tariff review in order to stimulate investments in network infrastructure and ensure customers get value for money.

### 2.1.2. Availability Factor and Average Generation of Power Plants

The availability factor, defined as the number of hours that a power plant is able to produce electricity over a certain period relative to the number of hours in the period under consideration, recorded a slight increase of 0.22 percentage points (i.e., 0.27%) from the 80.9% recorded in 2018/Q3. On average, generation plants were available 81.1% of the time in 2018/Q4, indicating that the proportion of operational time that a plant actually operated in the fourth quarter of 2018 increased slightly from the previous quarter.

As represented in Figure 3, among the power plants in operation during the fourth quarter, ten (10) of them recorded 99% availability factor. Azura IPP plant, which went through commissioning testing during the first quarter of 2018, has been fully operational and among the plants that recorded 99% availability factor during the quarter under review. Furthermore, seventeen (17) plants altogether recorded more than 90% availability factor. However, this does not indicate that the plants operated at full capacity during the period they were available.

**Figure 3: Plant Availability Factor (%) in 2018/Q4**

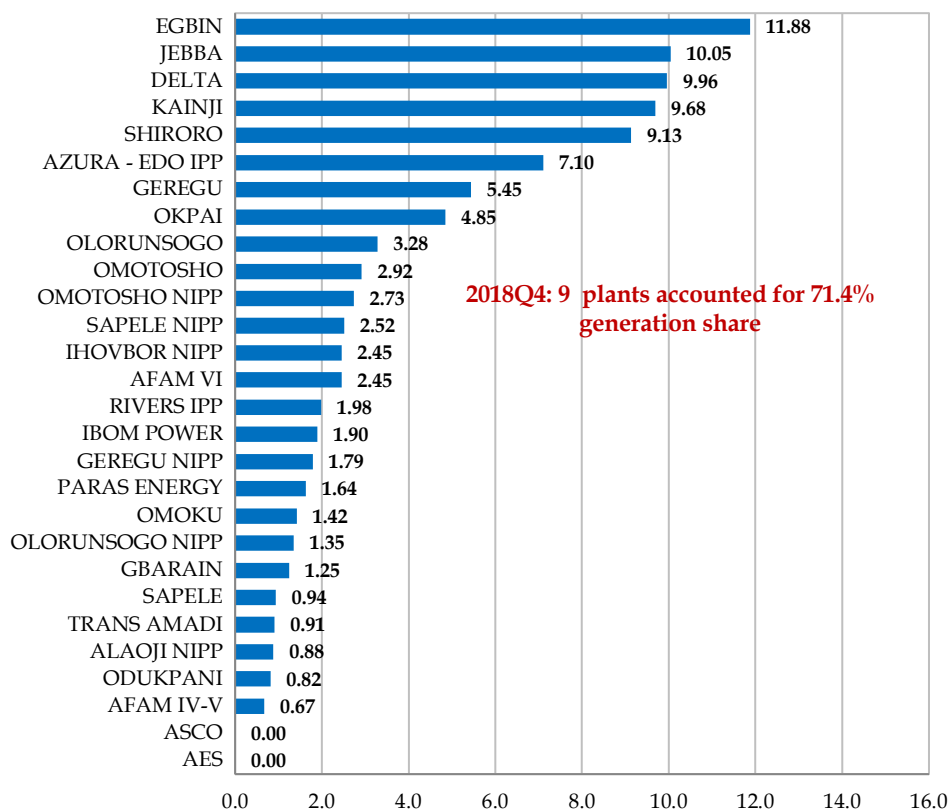




However, Figure 3 further shows that AES and ASCO plants recorded zero (0) availability while OLAOJI NIPP and GEREGU NIPP each recorded 48% availability factor during the fourth quarter of 2018. Specifically, and as mentioned in the preceding reports, AES had been short down since 2016 due to several issues including high differential pressure at air inlet while ASCO units were out of operation for the entire period under review on various issues including low gas pressure, leakages in the furnace, and operational maintenance.

The contribution of the individual power plant to the total energy generated during the fourth quarter of 2018 is represented in Figure 4. Nine (9) of the twenty-eight (28) power plants accounted for 71.4% of the total energy generated. Similar to the preceding quarters, Figure 4 shows clearly that energy generation in Nigeria still heavily depends on a few numbers of plant, as just seven (7) of the operating plants accounted for 63.3% of the total electricity output during the quarter.

**Figure 4: Share (%) of Generation Output by Plants in 2018/Q4**



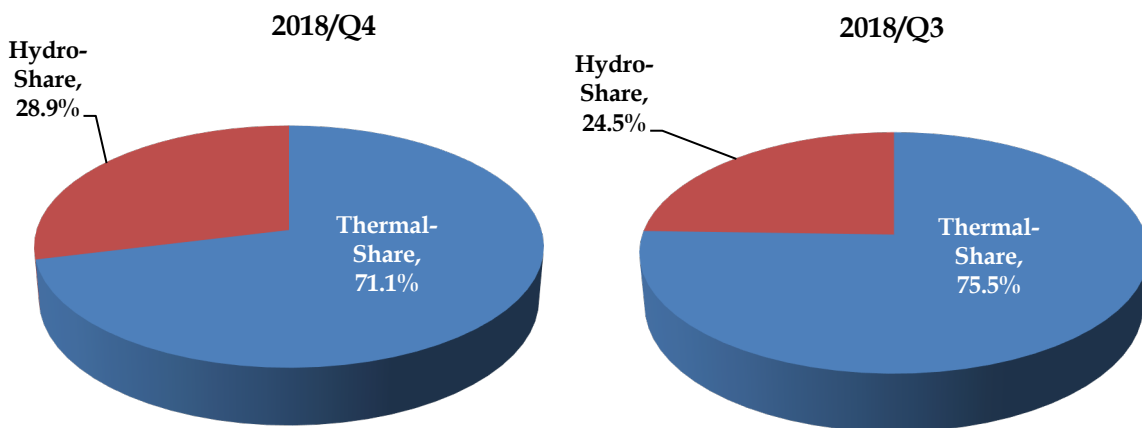
The implication from Figure 4 is that the industry may be vulnerable to the risk of electricity supply as the reliability of the grid depends on the performance of the seven plants. Specifically, the (over)reliance of the grid on the energy supplied from just seven power plants may pose a risk to the industry because downtime in any of them may result in grid instability if there are no adequate proactive measures such as adequate spinning reserves. As previously reported, 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 approved the extraordinary application by TCN to competitively procure spinning reserves. This is to guarantee adequate spinning reserves for proper management of the grid by the Operator.

### **2.1.3. Generation Mix**

The shares of electricity generation by sources of fuel for the fourth and the third quarters of 2018 are represented in Figure 5. Although gas continues to dominate the electricity generation mix accounting for 71.1% of the electricity generated during the fourth quarter, there was a 4.4 percentage point (i.e., 28.1%) improvement in the share of electricity generated from hydro. The increasing share of hydro generation is attributed to relative increase in rainfall and better water management at the hydropower stations during the fourth quarter. The Commission, however, notes with concern the security of supply implication of the 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 5: Quarterly Share (%) of Electricity Generated by Fuel Sources



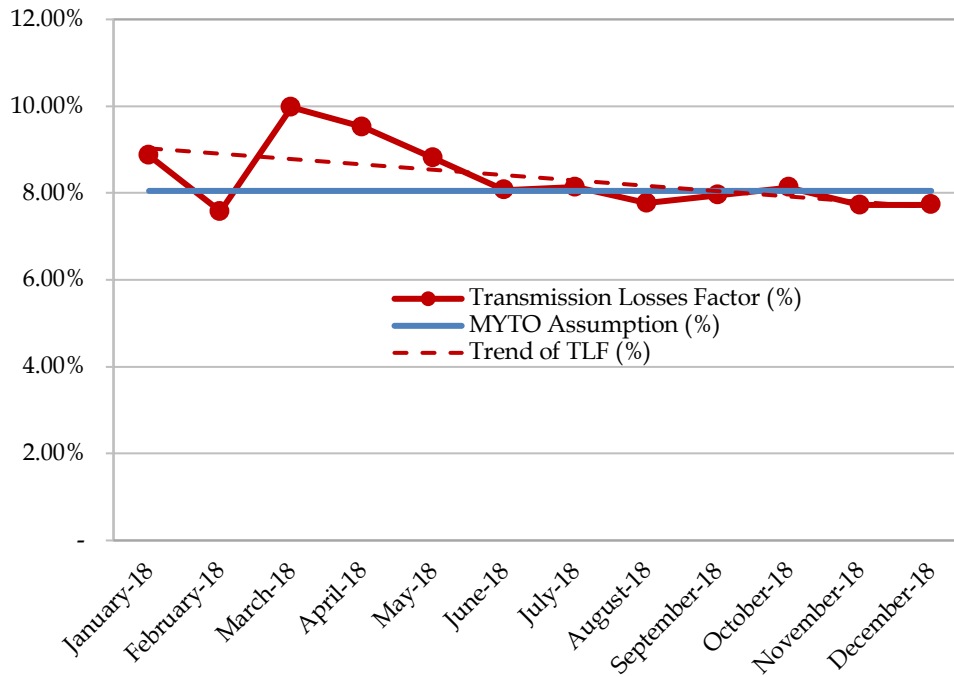
#### 2.1.4. Grid Performance

To assess the performance of the grid, the Commission focuses on four 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 Loss 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, has continued to show a major improvement. As represented in Figure 6, the transmission loss factor declined from 9.98% in March to 7.95% in September and declined further to 7.73% in December 2018. Moreover, the average transmission loss factor of 7.86% for the fourth quarter of 2018 is lower than the 8.05% industry (MYTO) reference loss factor. The recorded TLF indicates an improvement in the transmission networks when compared with the third quarter TLF average of 7.95%. The continuous decrease in the average TLF in 2018/Q3 through to 2018/Q4 can be credited to improved efficiency in transmission networks resulting from rising investments in transmission infrastructure.

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



## System Collapse

The industry recorded a moderate improvement in the stability of the grid networks during the fourth quarter relative to the third quarter of 2018. Table 1 presents the number of system collapse experienced in 2018.

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

	/Q4	/Q3	/Q2	/Q1
Number of Partial Collapses	0	0	1	0
Number of Total Collapses	2	3	1	6

There were two (2) incidences of total system collapse (i.e., total blackout nationwide) during the fourth quarter of 2018 compared to three (3) incidences recorded in the third quarter. Meanwhile, there was no incidence of partial system collapse (i.e., failure of a section of the grid) during the quarter under review.

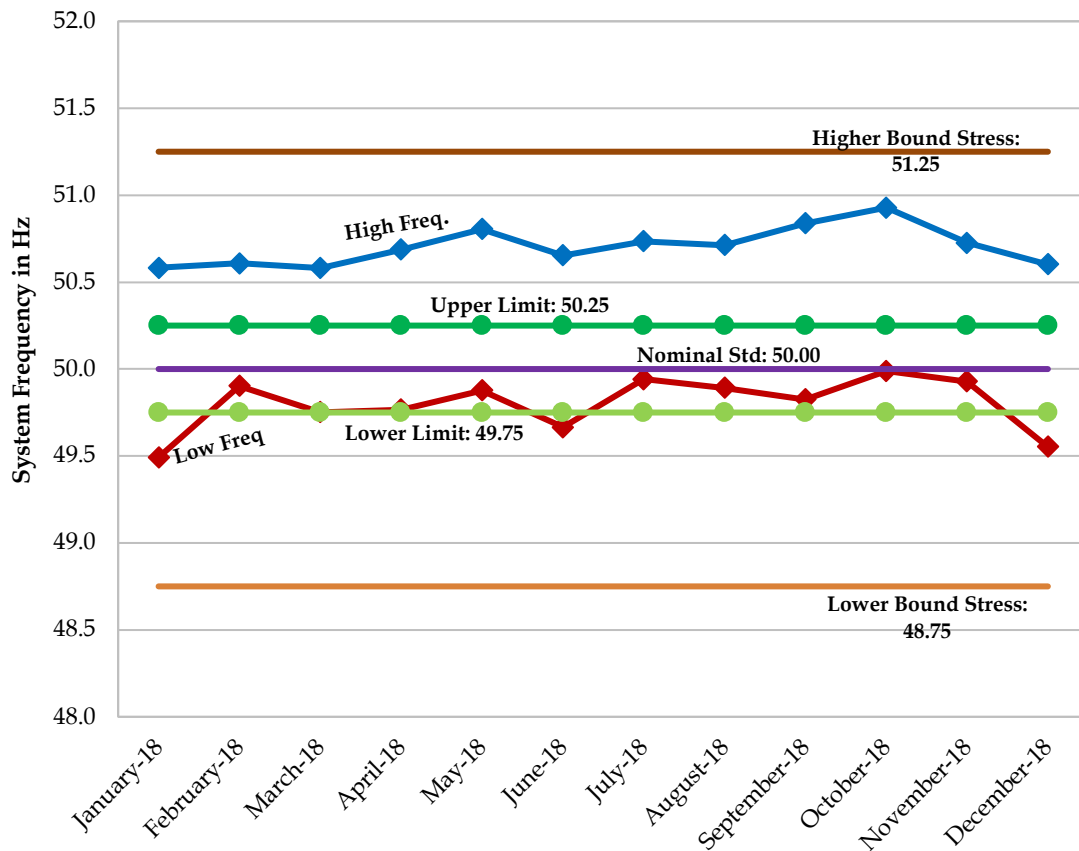
To further improve the grid stability and prevent system collapse in subsequent quarters and beyond, the Commission in collaboration with the Transmission

Company of Nigeria (TCN) shall intensify efforts to ensure further improvement in 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 is monitoring the implementation of the competitive procurement of spinning reserves approved for the TCN in the preceding quarter. This is to guarantee adequate spinning reserves for proper management of the grid by the System Operator.

### **Grid Frequency and Voltage**

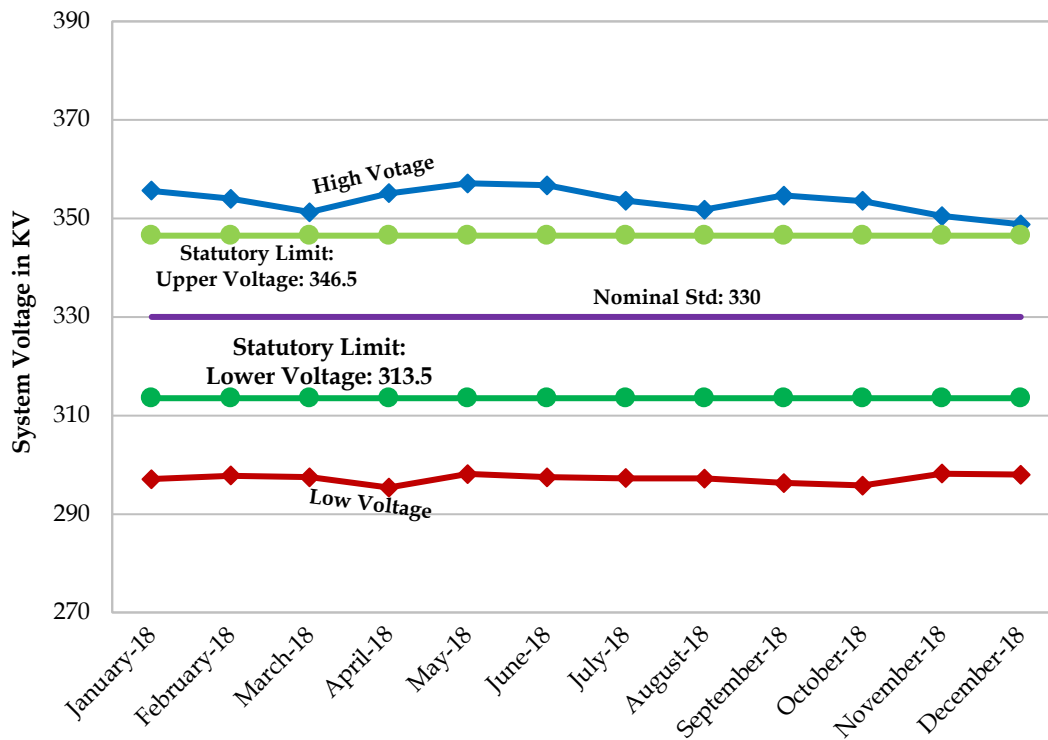
Based on the provisions of the Grid Code, the system frequency, under normal circumstances, is expected to be between a lower limit of 49.75Hz and an upper limit of 50.25Hz. The Grid Code, however, provides for grid frequency to operate between 48.75Hz - 49.75Hz (lower stress boundary) and 50.25Hz - 51.25Hz (upper-stress boundary) when the grid is stressed. The system frequency pattern from January 2018 to December 2018 is represented in Figure 7. During the period under review, except for December 2018, 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 0.51Hz in the third quarter, was converging towards the upper limit during the fourth quarter of 2018 with an average margin of 0.35Hz at the end of December 2018.

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



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. During the fourth quarter of 2018, there was a relative improvement in the actual higher voltage as represented in Figure 8. However, both the high and low system voltages were not within 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 Transmission Company of Nigeria and other relevant stakeholders to ensure that system voltage and frequencies operate within the statutory limits in order to ensure safe and reliable electricity supply.

Figure 8: System Voltage from Jan. - Dec. 2018



## 2.2. Commercial Performance

### 2.2.1. Energy Received and MYTO Load Allocation

The amount of energy received by the electricity distribution companies (DisCos) at their trading points increased in the fourth quarter of 2018. Specifically, the total energy received by DisCos increased by 10.8% from the 6,376GWh recorded in 2018/Q3 to 7,062GWh. This increase is reflective of the increase in the total energy generated in the fourth quarter.

The amount of energy received and billed by DisCos during the third and fourth quarters of 2018 are represented in Table 2. The table indicates a significant decrease in DisCos' billing efficiency during the fourth quarter. Out of the 7,062GWh total energy received by DisCos in the fourth quarter, only 5,391GWh (~76%) was billed to the end users, implying technical and commercial losses of about 24% and 5 percentage points drop in billing efficiency. The Commission is concerned about the

decline in billing efficiency and high technical and commercial losses recorded by the distribution companies. The level of DisCos' billing efficiency shows that, for every 10kWh of energy received by DisCos from the Transmission System Provider (TSP), about 2.4kWh is lost due to technical constraint and energy theft. In other words, for every ₦10 worth of electricity received by DisCos during the fourth quarter, ₦2.40 is lost due to poor distribution infrastructure and energy theft.

The performance of the DisCos in Table 2 shows that Ikeja DisCo had the highest billing efficiency of 90% in the fourth quarter while Yola DisCo recorded the lowest efficiency of 58%. On the basis of relative improvement from the preceding quarter, none of the DisCos recorded an improvement in billing efficiency – their efficiencies rather worsened compared to the preceding quarter. In particular, Eko DisCo recorded the highest decline of about 8 percentage points, while Kaduna DisCo recorded the lowest decline of about 2 percentage points from the previous quarter.

**Table 2: Energy Received and Billed by DisCos in 2018/Q3-Q4**

DisCos	Total Energy Received (GWh)		Total Energy Billed (GWh)		Billing Efficiency (%)	
	2018/Q4	2018/Q3	2018/Q4	2018/Q3	2018/Q4	2018/Q3
Abuja	955	837	739	671	77	80
Benin	631	625	517	538	82	86
Eko	856	747	707	679	83	91
Enugu	587	539	370	357	63	66
Ibadan	860	840	660	689	77	82
Ikeja	942	856	850	801	90	94
Jos	324	285	194	183	60	64
Kaduna	595	503	417	362	70	72
Kano	526	460	415	375	79	82
Port Harcourt	504	455	357	357	71	78
Yola	280	229	164	148	58	65
<b>All DisCos</b>	<b>7,062</b>	<b>6,376</b>	<b>5,391</b>	<b>5,160</b>	<b>76</b>	<b>81</b>

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 networks), actions that are expected to improve

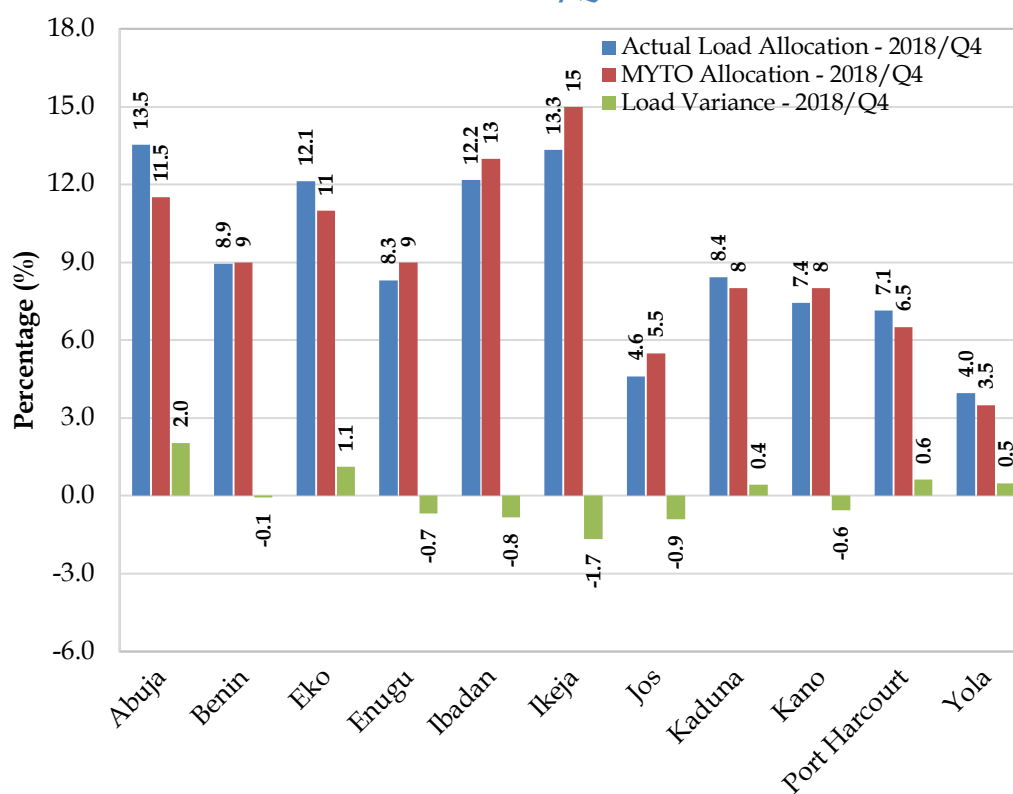


DisCos' commitment to its network upgrade and subsequently reduce technical losses are being considered. Specifically, a capital expenditure process is being considered whereby investments by DisCos would be thoroughly reviewed and optimised for prudence and relevance to service delivery. A revenue adjustment 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. Moreover, the Commission is closely monitoring the DisCos' procurement of Meter Asset Providers (MAP) for compliance with the requirements of the MAP Regulations. Finally, the Commission continues to work with the National Assembly to ensure timely conclusion of the Energy Theft Bill.

Figure 9 compares the MYTO load allocation with the share of the total energy received by DisCos during the fourth quarter of 2018. Two categories of DisCos emerged from this comparative analysis. The first group comprising of Six (6) DisCos received less energy than their MYTO allocation during the fourth quarter of 2018 due to the technical limitation of their networks. Similar to the preceding quarter, Enugu, Ikeja, Jos and Kano DisCos featured in this group while Benin and Ibadan DisCos that hitherto received more energy than their MYTO allocation in the third quarter, received less energy than their MYTO share. On the other hand, Abuja, Eko, Kaduna, Port Harcourt and Yola DisCos belong to the second group indicating a technical improvement in their respective networks for energy delivery during the fourth quarter.

Figure 9: Energy Off-take by DisCos vs. MYTO Load Allocation in 2018/Q4



### 2.2.2. Revenue and Collection Efficiency

The total revenue collected by eleven (11) DisCos from customers in the fourth quarter of 2018 stood at ₦117.5 billion out of the total billing of ₦172.5 billion. This represents a 9.9% increase in the total collection in the fourth quarter when compared to ₦107 billion collected in the third quarter of 2018. The relative increase in revenue collection in the quarter under review is mainly attributed to an increase in the amount of energy received by DisCos.

As shown in Table 3, the overall collection efficiency for all DisCos increased to 68% in the fourth quarter of 2018 representing a 2.4 percentage point increase from the 65.6% collection efficiency recorded in the third quarter. The collection efficiency implies that for every ₦10 worth of energy billed to customers by DisCos in the fourth quarter, ₦3.2 remained unrecovered from customers as and when due. As such, the DisCos' collection efficiency remains below par as only approximately 68%

of the revenue billed was recovered during the quarter under review. Although there has been a consistent improvement collection efficiency, the low collection efficiency by the DisCos has adversely impacted on the financial liquidity of the industry, which in turn, has led to reduced investments in the Nigerian electricity supply industry.

In appraising individual performances, Ikeja DisCo had the highest collection efficiency of 87% followed by Abuja DisCo with 84.6%. On the contrary, Kaduna DisCo has the lowest collection efficiency of 39%. It is noteworthy that Ikeja, Abuja and Kaduna DisCos retained the same ranking during the third quarter of 2018.

**Table 3: Revenue Performance of DisCos in 2018/Q3-Q4**

DisCos	Total Billings (₦Billion)		Revenue Collected (₦Billion)		Collection Efficiency (%)	
	2018/Q4	2018/Q3	2018/Q4	2018/Q3	2018/Q4	2018/Q3
Abuja	24.2	21.9	20.5	17.2	84.6	78.2
Benin	18.5	19.1	10.0	10.6	54.3	55.5
Eko	13.5	20.5	9.5	16.0	70.1	78.0
Enugu	21.4	13.1	17.7	8.8	82.6	66.9
Ibadan	20.4	20.9	13.2	12.4	64.5	59.5
Ikeja	23.9	22.5	20.8	18.8	87.0	83.4
Jos	4.6	6.7	2.5	3.7	54.0	55.7
Kaduna	13.7	10.3	5.3	4.6	39.0	44.6
Kano	12.6	11.4	8.0	6.7	63.3	59.0
Port Harcourt	12.9	12.8	6.7	6.3	51.9	49.1
Yola	4.5	3.9	2.3	1.9	52.2	47.6
<b>All DisCos</b>	<b>172.5</b>	<b>163.2</b>	<b>117.5</b>	<b>107.0</b>	<b>68.1</b>	<b>65.6</b>
<b>All DisCos Ave.</b>	<b>15.7</b>	<b>14.8</b>	<b>10.7</b>	<b>9.7</b>	<b>63.7</b>	<b>61.6</b>

Notes of the table:

DisCos are the electricity distribution companies

On a quarter-on-quarter basis, Enugu DisCo recorded the highest improvement in collection efficiency moving from 66.9% to 82.6% (i.e., 15.7percentage point increase). Other DisCos that recorded improvement in their collection efficiency between the two quarters are Abuja, Ibadan, Ikeja, Kano, Port-Harcourt and Yola. Noting that a major factor contributing to low collection efficiency is customers' dissatisfaction

with estimated billing which often resulted in an unwillingness to pay, the Commission had continued to monitor the procurement of meter asset providers by DisCos in line with the guidelines of Meter Asset Providers (MAP) Regulations. Also, the process of engaging procurement auditors by the Commission is ongoing to ensure more effective monitoring of DisCos' procurement processes' compliance with 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 fourth quarter of 2018 increased to 47.92% from 46.96% recorded in the preceding quarter. The increase in the overall ATC&C was largely due to the increase in billing inefficiencies - a combination of poor technical and commercial performance. Although the collection losses still account for the largest share of the overall ATC&C losses, it improved by 2.5 percentage points as it declined from 34.3% in the third quarter to 31.8% at the end of the fourth quarter. Meanwhile, the technical and commercial inefficiencies worsened from 18.94% to 23.64% during the same period. Furthermore, the ATC&C losses are still substantially greater than the expected industry average of 20% - the allowable ATC&C losses provided in the MYTO for the year 2018.

The high ATC&C losses reflect low investments in distribution networks aggravated by the low level of metering of end-use customers thus, creating lingering liquidity challenge to the industry. The implication of the level of the ATC&C losses in the fourth quarter of 2018 is that, on average, as much as ₦4.79 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.

**Table 4: ATC&C Losses (%) for DisCos in 2018/Q3-Q4**

DisCos	MYTO Target (%) for 2018	Average ATC&C (%)	
		2018/Q4	2018/Q3*
Abuja	22.33	34.53	37.31
Benin	23.91	55.48	52.23
Eko	11.23	42.20	28.97
Enugu	20.56	47.72	55.72
Ibadan	19.67	50.34	51.03
Ikeja	10.81	21.42	21.89
Jos	39.12	68.61	64.15
Kaduna	12.47	72.77	67.48
Kano	22.06	49.97	51.89
Port Harcourt	29.70	63.08	61.46
Yola	23.71	69.57	69.44
<b>Overall DisCos:</b>			
MYTO Level	<b>20.0</b>	-	-
Aggregate Technical Commercial & Collection losses	-	<b>47.92</b>	<b>46.96</b>
Technical & Commercial losses	-	23.64	18.94
Collection losses	-	31.79	34.34

*Notes of the table:*

DisCos are the electricity distribution companies; MYTO is Multi Year Tariff Order; \* indicates the values in the column are different from the values reported in 2018/Q3 report due to adjustment for error in the raw data.

In appraising the individual performances of the distribution companies as presented in Table 4, Ikeja DisCo still held the position of being the most technically and commercially efficient DisCo by recording the lowest level of ATC&C losses of 21.42% in the fourth quarter of 2018. The worst performing DisCos during the fourth quarter of 2018 was Kaduna with the ATC&C losses of 72.77% as against the DisCo's target of 12.47% for 2018.

On the basis of relative improvement from the preceding quarter, Enugu DisCo recorded the highest progress in reducing ATC&C losses, decreasing from 55.72% to 47.72% (i.e., 8.00 percentage point decrease) in the fourth quarter of 2018. Other

DisCos that recorded relative improvement in their ATC&C losses during the quarter under review are Abuja, Ibadan, Ikeja and Kano.

#### **2.2.4. Market Remittance**

The liquidity challenge in the Nigerian electricity industry has continued to manifest during 2018/Q4. This is evidenced in the DisCos' level of remittances to NBET and the Market Operator (MO), as compared with the invoices received for energy purchased from NBET and those received for administrative services from MO. During the fourth quarter of 2018, DisCos were issued a total invoice of ₦183.7billion for energy received from NBET and for the administrative services by MO, but only a total of ₦52.4billion (i.e., ~29%) of the invoice was settled, creating a total deficit of ₦131.3billion. A comparative analysis of market invoice performance by DisCos in the fourth quarter of 2018 represented in Figure 10 indicates an average settlement rate per DisCo of only 29% of the market invoice. As reported in the previous quarters, none of the DisCos exceeded a settlement of 50% of its market invoices during 2018/Q4. Jos DisCo recorded the worst remittance performance of 8% followed by Kaduna and Kano DisCos (15%).

Figure 10: Market Invoice and Remittance by DisCo in 2018/Q4

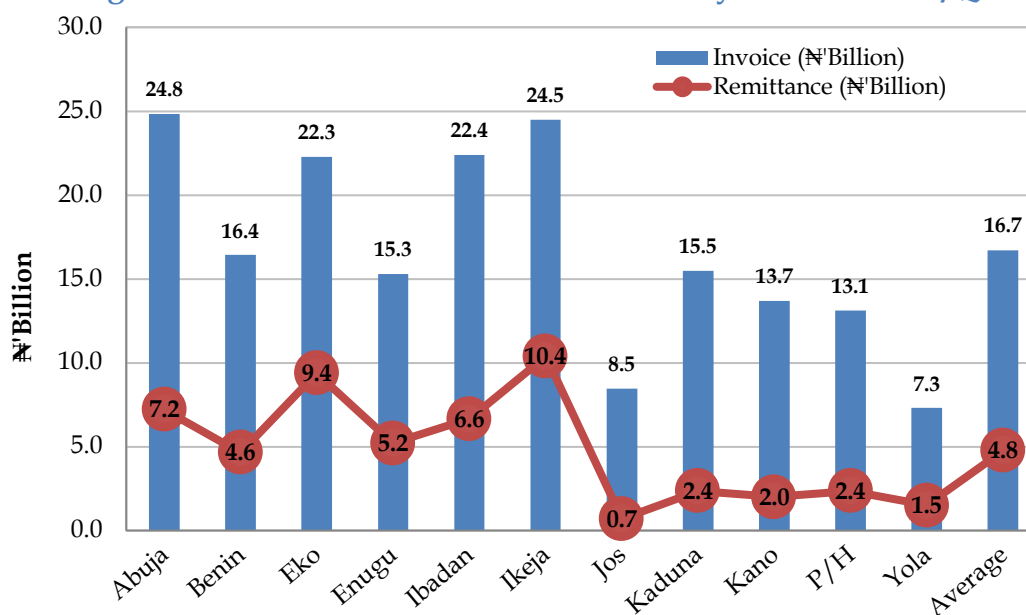


Table 5 presents the statistics on the DisCos' remittances to NBET and MO for energy and service charge respectively. Although the collection efficiency of the DisCos increased from 65.6% in the preceding quarter to 68.1% in the fourth quarter, the remittance to NBET Plc declined to 26.8% from 29.3% remittance rate recorded in the fourth quarter of 2018 while the remittance to MO increased slightly by 1.6 percentage points to 38% of the invoice payable to service providers during the same period.

The total market (NBET's & MO's) invoices issued to the special customer (Ajaokuta Steel Co. Ltd) and the international customers (i.e., Societe Nigerienne d'electricite - NIGELEC and Communaute Electrique du Benin - CEB) during the fourth quarter of 2018 were respectively ₦300million and ₦12.4billion. However, while \$31.5million (~₦9.618million) was received from the international customers as part payment of their total debt no payment was received from the Ajaokuta steel Co. Ltd.

Table 5: DisCos Quarterly Remittances to NBET and MOs in 2018/Q3-Q4

DisCos	NBET				MO			
	Inv.	Remit.	Remittance		Inv.	Remit.	Remittance	
	(₦Billion)		Performance (%)		(₦Billion)		Performance (%)	
	2018	2018	2018	2018	2018	2018	2018	2018
	/Q4	/Q4	/Q4	/Q3	/Q4	/Q4	/Q4	/Q3
Abuja	21.06	6.30	29.92	34.83*	3.78	0.90	23.8	30.5
Benin	13.92	3.64	26.16	29.55	2.50	1.01	40.3	46.0
Eko	18.89	7.05	37.33	37.26	3.39	2.34	69.0	67.8
Enugu	12.95	4.50	34.75	29.88*	2.32	0.70	30.1	28.4
Ibadan	18.98	5.60	29.50	36.08*	3.42	1.05	30.7	28.6
Ikeja	20.77	7.94	38.21	44.00*	3.72	2.45	65.7	52.5
Jos	7.16	0.51	7.12	10.39	1.29	0.19	14.7	15.2
Kaduna	13.11	1.80	13.75	10.13	2.36	0.56	23.8	11.7
Kano	11.60	1.65	14.22	16.63	2.08	0.35	16.8	16.7
Port Harcourt	11.13	1.97	17.72	19.96	2.00	0.39	19.3	24.3
Yola	6.18	0.81	13.04	10.60	1.11	0.69	62.0	61.5
<b>All DisCos</b>	<b>155.76</b>	<b>41.77</b>	<b>26.82</b>	<b>29.29*</b>	<b>27.98</b>	<b>10.62</b>	<b>38.0</b>	<b>36.4</b>
Ajaokuta Steel	0.27	0.00	0.00	0.37	0.03	0.00	0.00	0.00
NIGELEC	2.40	0.50	20.95	0.00	0.68	0.15	21.6	0.00
CEB	8.38	6.95	82.89	0.00	0.94	2.02	215.7	0.00

Notes of the table:

DisCos, NBET, MO, CEB and NIGELEC are electricity Distribution Companies, Nigeria Bulk Electricity Trader, Market Operator, Beninois Electricity Community and Nigerian Electricity Society respectively; ₦ Billion is billions of Nigeria Currency; \* indicates that amounts are more than the original amounts reported in 2018/Q3 report due to the outstanding debt recovered in 2018/Q3.

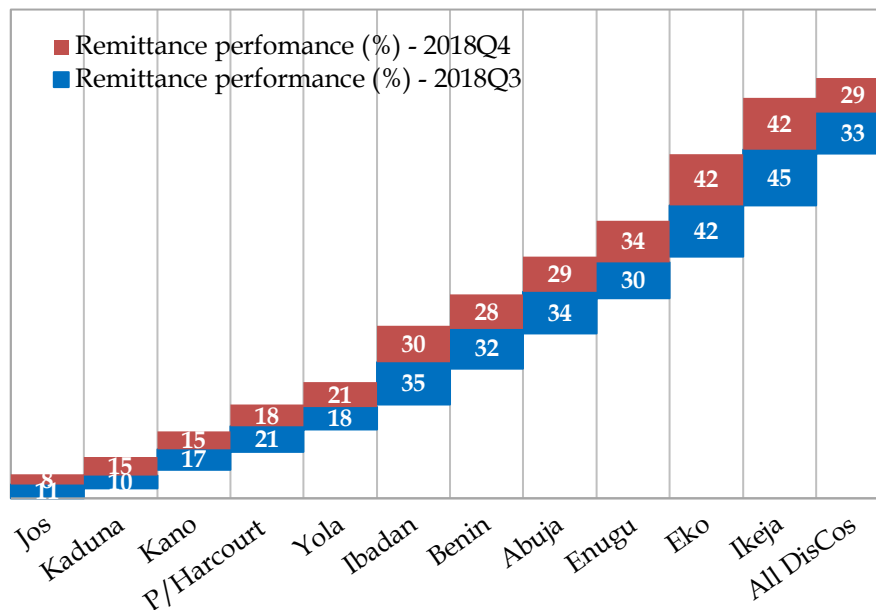
The challenge of poor remittance has remained a serious concern to the Commission as it is one of the main causes of the liquidity crisis facing the Nigerian electricity supply industry. As highlighted in the preceding quarter, low remittance adversely affects the ability of NBET to honour its financial 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 only three (3) DisCos recorded an increase in remittance performance in the fourth quarter as represented in Figure 11 which shows the proportion of the market invoice settled by individual DisCo for the third and fourth quarters of 2018. None of the DisCos remitted up to 50% of their market invoice and the aggregate combined invoice settlement rate for all DisCos declined to 29%. Ikeja DisCo recorded the highest remittance efficiency (42.4%) in the fourth quarter, followed by Eko DisCo with 42.2%. Jos and Kaduna DisCos had the lowest



performance of 8% and 15% respectively in the fourth quarter. Of particular concern are the significant drops in Ibadan and Abuja DisCos' remittance rate from 35% and 34% in the third quarter to 30% and 29% respectively in the fourth quarter.

**Figure 11: Market Remittance by DisCos in 2018/Q3-Q4**



To address the aforementioned issue with Jos and Kaduna DisCos and as part of the review of DisCos' viability as a going concern, the Commission has met with the affected DisCos to review their performances and they have been asked to submit their comprehensive strategy towards addressing their operational challenges.

As stated in the preceding quarterly reports, the Commission notes that tariff deficit is partly responsible for poor remittance in the industry, but all the DisCos are being steered continually to rapidly improve on their revenue collection from customers in order to fulfil their remittance obligations and mitigate financial distress in the Nigerian electricity supply industry. To address the poor remittance by DisCos, the Commission shall 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. In this regard, the Commission is finalising a

framework which ensures transparency and equity in the disbursement of market funds for the benefit of all participants in the industry.

### **3. REGULATORY FUNCTIONS**

### 3.1. Regulations and Orders of the Commission

During the fourth quarter of 2018, no new regulations or orders were issued but the Commission continued the review of the Nigerian Electricity Supply and Installation Standards (NESIS) Regulations in collaboration with the Nigerian Federal Ministry of Justice, for the purpose of gazetting. The Commission continued the monitoring of the implementation of the Meter Asset Providers (MAP) regulations which was approved on the 8<sup>th</sup> March 2018 to swiftly bridge the existing metering gap in the industry. In this regard, the Commission has set January 31<sup>st</sup> 2019 to conclude the procurement process for the engagement of the Meter Asset Providers in line with the MAP Regulations.

### 3.2. Licences and Permits Issued

During the fourth quarter of 2018, the Commission approved the renewal of two (2) Captive Power Generation (CPG) permits with a total nameplate capacity of 47.78MW. The Commission also approved the application by British American Tobacco to sell excess generation capacity of 0.9MW to Ibadan DisCo. The details of all permits issued by the Commission during the fourth quarter are presented in Table 6.

**Table 6: Generation Licences and Permit Issued in 2018/Q4**

S/N	Applicants	License Type	Capacity (MW)
	<b>Three (3) Captive Power Generation Permit:</b>		
1.	Dangote Cement Plc.	CPG Renewal	42.5MW
2.	Lotus Plastics Limited	CPG Renewal	5.28MW
	<b>Grand Total Capacity</b>		<b>48.78MW</b>
	<b>Sale of Excess Capacity</b>		
3.	British American Tobacco to IBEDC		0.9MW

### 3.3. Certification of Metering Service Providers

During the fourth quarter of 2018, the Commission certified Phisbond Nigeria Ltd as a Meter Service Provider (importer category) following the satisfactory evaluation of its application. Following the satisfactory evaluation of their applications, the Commission issued letters of 'No Objection' to four applicants as Meter Asset Providers - Avaner General Services Ltd; Wire Teks Int'l Company Ltd; Access Power Systems Engineering Ltd; Lithos Power System Ltd.

### 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 total capacity of 245.455MW. The details and the updated status of the existing applications are

1. Applicants: Inner Galaxy Limited, Abia State  
 Power required: 25MW.  
 Proposed supplier: Mainstream Energy Solution Limited (MESL)  
 Proposed tariff: ₦27/per KWh excluding competition transition 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: Ossiomo 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 agreement between Ossiomo 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.



### 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 consumer rights and obligations, the Commission continued customer and stakeholder engagement through town hall meetings, radio programmes and consumer assembly. The Commission has scheduled a stakeholders' workshop on the Regulation on National Content Development for the Power Sector (2014) and Eligible Customer Regulations in the first quarter of 2019.

### 3.6. Compliance and Enforcement

During the quarter under review, the Commission did not commence new enforcement actions on any of its' licensees. However, 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 fourth quarter of 2018. The Commission however continued with thirty (30) extant litigations reported in the preceding quarters that are yet to be resolved. These litigations, which directly or indirectly involved the Commission, bother on illegal disconnection, wrong customers' classification, land trespass, 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 the under-listed two (2) on-going dispute resolutions between operators and customers during the fourth quarter of 2018.

1. Subject matter: AEDC's alleged meter bypass by Grace Ekpenyong  
 Date: Commenced on the 22<sup>nd</sup> of May 2018.  
 Disputant: Grace Ekpenyong vs. AEDC.  
 Resolution: AEDC requested to present more convincing proof of the suspected bypass by Grace Ekpenyong when the seal of the meter supplied installed by it was intact and was broken by AEDC staff while on the inspection. The Commission accepted AEDC request to present the seal number and status of the meter at the point of supply of the meter by its meter service provider. And in the interim, AEDC is to allow the customer to vend without payment of the compulsory sum earlier applied pending the final determination of the matter  
 Status: The exercise is still ongoing as the Commission awaits the evidence from AEDC
2. Subject matter: City Global Hotel's appeal against the Forum decision with respect to the case of high estimated billing by EEDC for applying the wrong estimated billing method.  
 Date: Commenced on the 22<sup>nd</sup> of June 2018.  
 Disputant: City Global Hotel vs. EEDC.  
 Resolution: The dispute resolutions committee that was set up by the Commission has drafted recommendations and will be presented to the Commission for its review and approval.  
 Status: The case is still on-going



## 4. CONSUMER AFFAIRS

## 4.2. Consumer Education and Enlightenment

To ensure continuous customers' education on their rights and obligations, the Commission directed all the eleven (11) DisCos to submit their schedules for customer enlightenment programmes for the four (4) quarters of 2019. On its part, the Commission hosted five (5) town hall meetings with some consumers in Ikeja (Lagos state), Ilorin (Kwara State), Oshogbo (Osun State), Bauchi (Bauchi state) and Lafia (Nasarawa state) on the 26th October, 7th, 9th, 15th and 22nd November 2018 respectively. The meetings recorded impressive customer participation. Participants were educated on various issues including customers' rights and obligations, customer' redress mechanism, estimated billing, outstanding metering gaps and the strategy being adopted by the Commission to bridge the metering gap in NESI. The Commission also continued the airing of a dedicated weekly radio program titled '*Electricity Spot Light Today*' on FRCN to engage and enlighten electricity consumers. Lastly, the Commission has developed a schedule of consumer awareness programmes on customer rights, customer redress mechanism, metering progress, curbing estimated billing and safety *etc.* to be organised in 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 December 2018 is provided in Table 7. Of the total of 8,731,118 registered active electricity customers, only 3,793,895 (43.5%) have been metered thus, 56.5% of end-use customers are still on estimated billing. In comparison to the preceding quarter, however, the numbers of registered customers and metered customers increased by 5.06% and 2.4% respectively during the fourth quarter of 2018. 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 7: Customers Metering Status by DisCos as of December 2018**

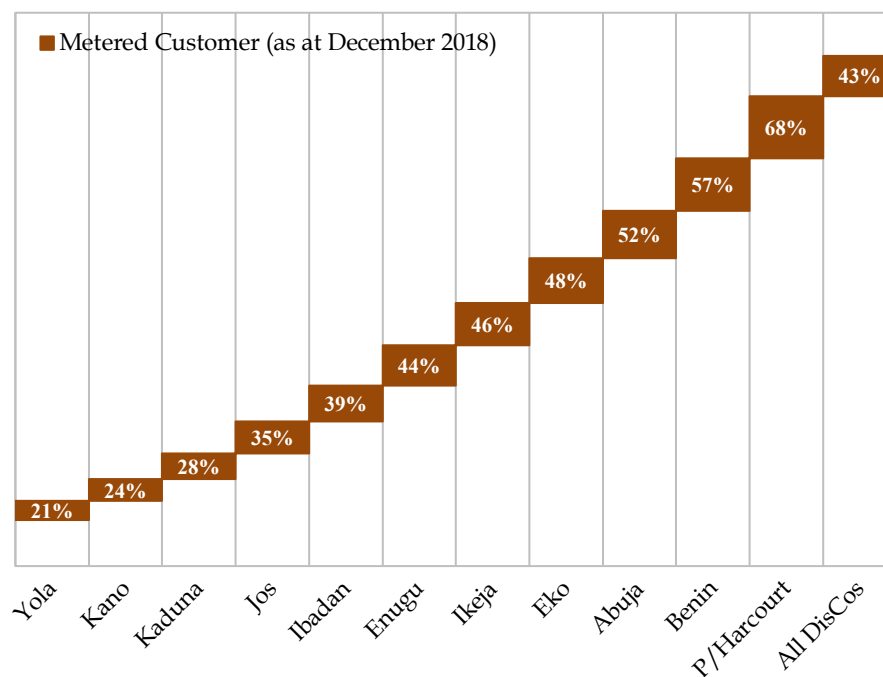
DisCos	Registered Customer as at Dec. 2018	Metered Customer as at Dec. 2018	Metering Progress (%) as at Dec. 2018	Metering Gap (%) as at Dec. 2018
Abuja	1,097,279	568,180	51.8	48.2
Benin	970,000	548,261	56.5	43.5
Eko	496,442	239,559	48.3	51.7
Enugu	985,112	429,623	43.6	56.4
Ibadan	1,779,751	687,652	38.6	61.4
Ikeja	972,589	447,299	46.0	54.0
Jos	486,580	170,409	35.0	65.0
Kaduna	543,654	149,588	27.5	72.5
Kano	529,114	126,539	23.9	76.1
Port Harcourt	524,255	355,205	67.8	32.2
Yola	346,342	71,580	20.7	79.3
<b>Overall DisCos</b>	<b>8,731,118</b>	<b>3,793,895</b>	<b>43.45</b>	<b>56.55</b>

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

Notwithstanding the increase in the number of metered customers as compared to the third quarter of 2018, the total meters deployed by DisCos during the fourth quarter of 2018 are significantly lower than the expected quarterly metering performance agreement with the Bureau of Public Enterprises (BPE). The BPE Performance Agreement for the privatisation transaction envisaged average deployments of 1,640,411 meters per annum (representing a quarterly average of 410,103), only 89,593 (i.e. 21.8%) meters were installed by DisCos during the quarter under review.

The percentage of metered customers by each DisCo as at the end of the fourth quarter of 2018 is represented in Figure 12. It is evident that only two DisCos (namely Abuja, Benin and Port-Harcourt) had metered not less than 50% of their registered customers as at the end of the fourth quarter of 2018. It is noteworthy that the three DisCos retained the same position in 2018/3Q. Metering of end user remains as a top priority to the Commission. To this end, the Commission continues to monitor the DisCos to ensure total compliance with the Meter Asset Providers (MAP) regulations that were launched to fast-track the roll-out of meters.

Figure 12: Customers Metered by DisCos as of December 2018



#### 4.4. Customers Complaints

The complaints received by DisCos during the fourth quarters of 2018 are presented in Table 8. The eleven (11) DisCos nationwide received a total of 136,393 complaints during the fourth quarter as against 128,791 complaints received in the third quarter. Notwithstanding the increase in the number of complaints received, the proportion of the number of complaints resolved by DisCos increase to 83.9% from 75.6% recorded in the third quarter of 2018. During the quarter, Eko DisCo had the highest number of complaints, while Yola DisCo recorded the lowest customer complaints. In terms of complaint resolution, Eko DisCo had the highest resolution rate (99.7%) followed by Yola DisCo (97.9%). Abuja (92.6%) and Jos (90.2%) also recorded commendable resolution rates, reflecting better performance in dealing with customer complaints compared to other distribution companies. Further details of the categories of complaints received by DisCos in the fourth quarter of 2018 are presented in Tables VI and VII of the appendix while Figure 12 shows the summary.

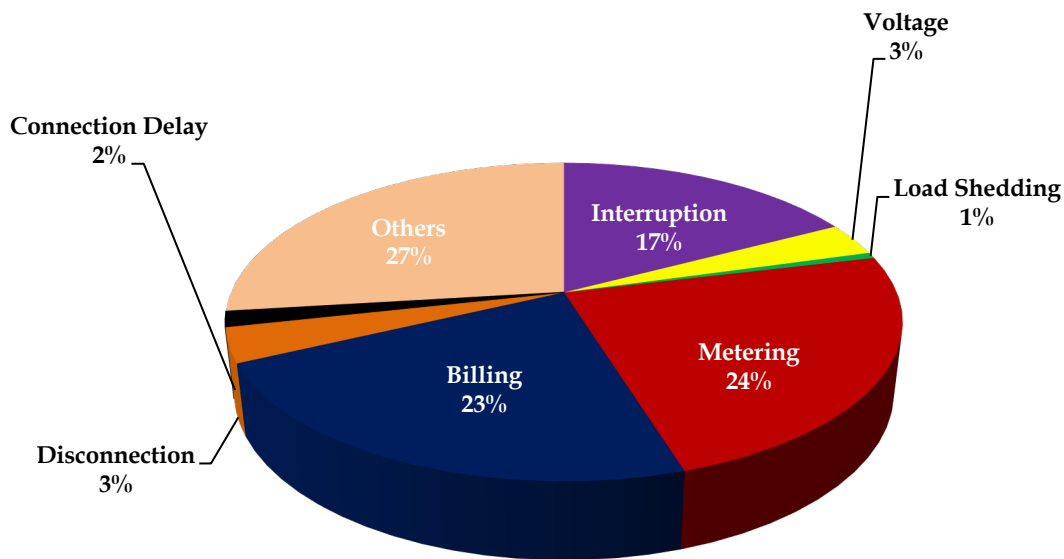
**Table 8: Complaints Received and Resolved by DisCo in 2018/Q3-Q4**

DisCos	2018/Q4				2018/Q3	
	Complaints:				Complaints:	
	Total Received	Total Resolved	Total Pending	% Resolved	Total Received	% Resolved
Abuja	14,036	12,999	1,037	92.6	16,371	88.9
Benin	12,437	7,226	5,211	58.1	33,682	47.3
Eko	30,531	30,436	95	99.7	3,881	98.9
Enugu	22,608	20,352	2,256	90.0	15,548	74.7
Ibadan	7,154	6,139	1,015	85.8	8,222	89.6
Ikeja	24,943	21,199	3,744	85.0	27,485	88.3
Jos	5,401	4,923	478	91.2	3,680	90.1
Kaduna	8,615	6,576	2,039	76.3	7,838	75.2
Kano	4,802	4,080	722	85.0	5,507	85.9
Port Harcourt	3,405	2,225	1,180	65.4	4,116	82.9
Yola	2,461	2,408	53	97.9	2,461	97.9
<b>Total</b>	<b>136,393</b>	<b>118,563</b>	<b>17,830</b>	<b>86.93</b>	<b>128,791</b>	<b>75.6</b>

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.

Although the number of complaints on metering and billing decreased in the fourth quarter of 2018, it still dominates the customer complaints. The summary presented in Figure 13 shows that metering and billing accounted for 47% (i.e., 63,791) of the total complaints received during the quarter under review as against 53% (i.e., 68,749) recorded in the third quarter of 2018. This implies that, on average, six hundred and ninety-three (693) customers complained about metering and billing per day in the fourth quarter of 2018. Another issue of serious concern is service interruption, accounting for 17.3% (i.e. 23,603) of the total customer complaints received during the quarter under review.

Figure 13: Category of Complaints Received by DisCos in 2018/Q4



To address customers' complaints, the Commission, on a continuous basis, monitors the complaint handling and resolution process adopted by DisCos. Specifically, the Commission followed-up on the audit exercise of the eleven (11) DisCos' compliance to service standards that were conducted during the second quarter, by reviewing the reports of the exercise. The Commission is set to communicate their resolutions to the DisCos for necessary actions to be undertaken to further improve customers' service delivery.

Similarly, the Commission continuously strives to improve on the operation of its Forum Offices which are set up to adjudicate on consumers' complaints that are not adequately resolved to the satisfaction of consumers by the responsible DisCos. As at the end of the fourth quarter of 2018, the Commission had established thirty (30) Forum Offices for effective adjudication of customer complaints. In addition, as part of its 2017-2020 strategic plan, the Commission has launched and is monitoring the implementation of the Meter Asset Providers 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(1)(b) of the EPSR Act 2005 to hear and resolve customer complaints not satisfactorily resolved at the DisCos' Customer Complaints Units. It performs the Commission's quasi-judiciary functions in redressing customers and operators unresolved disputes as enshrined in the NERC's Customer Complaints Handling Standards and Procedures Regulation. During the fourth quarter of 2018, the Commission opened five (5) new Forum Offices in Bauchi, Ilorin, Lafia, Lokoja and Osogbo in a bid to achieve its objective of establishing at least one Forum Office in each state of the federation. Therefore, as at the end of the fourth quarter of 2018, the Commission had a total of thirty (30) operational Forum Offices in twenty-nine (29) states and the Federal Capital Territory, Abuja. 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, nine hundred and thirty-nine (2,939) complaints from customers who were unsatisfied with DisCos' decisions. These exclude the one thousand, one hundred and seventeen (1,117) outstanding complaints carried over from the preceding quarter. Out of the complaints lodged at Forum Offices during the quarter under review, about 49% were resolved (with or without a hearing) as against 43% of the complaints resolved during the third quarter of 2018.

Notwithstanding the progress made in addressing consumer's complaints, the Commission has continued to intensify effort to ensure that Forum Offices resolve all outstanding complaints in the first quarter of 2019. Further statistics on the complaints resolved and outstanding by Forum Offices for 2018/Q1 - Q4 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 eighty (80) health and safety reports from twenty-nine (29) licensees during the fourth quarter of 2018. These reports were used in line with the provisions of Section 32 1(e) of the Electric Power Sector Reform Act (2005) 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 industry in 2018/Q1-Q4 is presented in Table 9. The health and safety performance of the operators improved significantly in the fourth quarter relative to the third quarter of 2018 as the number of deaths and those of injuries decreased by fifteen (15) and one (1) respectively.

**Table 9: Health and Safety (H&S) Reports in 2018/Q1-Q4**

Item	Frequency			
	/Q4	/Q3	/Q2	/Q1
Number of H&S Reports	80	79	81	83
Number of Deaths (employees & third parties)	16	31	30	27
Number of Injuries	2	3	11	13
Number of Enforcement Actions Taken		4	14	12

In line with its mandate to ensure licensees' commitment to safe energy delivery, the Commission has commenced enforcement actions on some of the incidences involving various health and safety breaches during the quarter under review. Moreover, in line with its 2017-2020 strategic goals, the Commission has intensified efforts in developing various safety programmes aiming at eliminating accidents in the industry. As stated in the preceding quarterly reports, among the safety programs being implemented by the Commission including but not limited to standardisation of Protective Schemes, public enlightenment on safety, engagement of Government agencies on Right of Way violation and a review of operational procedure for Distribution System Operators on fault clearing.



## 5. THE COMMISSION

## 5.1. Financial Report

The summary of the Commission's revenue and expenditure during the third and fourth quarters of 2018 is presented in Table 10. Despite the increase of 3.9% in the operating levy (i.e., market charges) collected by the Commission, the total revenue realised by the Commission during the last quarter of 2018 stood at ₦956.70million, 9% lower than the total revenue realised in the third quarter. The noted decline in the total revenue was mainly due to the decline in the other internally generated revenue (e.g., licensing fee) of the Commission. The other IGR, which stood at ₦66.96million in the fourth quarter of 2018, was 65.7% lower than the amount realised in the third quarter of 2018. On the other hand, the total expenditure of the Commission in the fourth quarter of 2018 rose significantly to ₦1.577billion from ₦1.353billion incurred in the third quarter of 2018.

**Table 10: Quarterly Revenue & Expenditure of the Commission in 2018/Q3-Q4**

Description	Monthly Reports for 2018/Q4 (₦' Million)			Quarterly Reports (₦' Million)	
	Oct.	Nov.	Dec.	2018/Q4	2018/Q3
<b>A. Revenue</b>					
Operating Levy (MC)	216.44	313.87	359.43	889.74	856.48
Other IGR	31.370	19.580	16.010	66.96	195.228
<b>Total Revenue</b>	<b>247.81</b>	<b>333.45</b>	<b>375.44</b>	<b>956.70</b>	<b>1,051.71</b>
<b>B. Expenditure</b>					
Personnel Cost	214.86	333.47	383.47	931.80	887.75
Regulatory Expenses	66.47	133.40	348.57	548.44	378.65
A & G Maintenance	28.41	33.82	34.77	97.00	87.08
<b>Total Expenditure</b>	<b>309.74</b>	<b>500.69</b>	<b>766.81</b>	<b>1,577.24</b>	<b>1,353.47</b>
<b>Net Cash Flow (A-B)</b>	<b>(61.93)</b>	<b>(167.24)</b>	<b>(391.37)</b>	<b>(620.54)</b>	<b>(301.76)</b>
C. Outstanding Liabilities as at the end of the stated Quarters				703.63	661.04

Notes of the table:

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

A comparison of revenue and expenditure of the Commission in the fourth quarter of 2018 showed a negative net cash flow of ₦620.5million. Although the

Commission utilized existing funds from previous quarters to settle some of its expenditures, the negative cash flow in 4Q2018 has contributed in increasing the Commission's unpaid liabilities by 6.4% from N661.04million in 3Q2018 to N703.63million as at end of fourth quarter 2018. Further details on the quarterly revenue and expenditure of the Commission for the period 2018/Q1-Q4 are presented in Table IX of the appendix.

## 5.2. Capacity Development

During the fourth quarter of 2018, the Commission continued with its commitment to staff development. However, having trained sixty-three (63) staff during the first, second and third quarters of 2018, the Commission sponsored eight (8) staff to attend various regulatory, management and leadership training abroad during the quarter under review. Additionally, eight (8) members of staff were sponsored to attend international workshops, conferences and meetings on issues beneficial to its statutory responsibilities. Many staff of the Commission were also sponsored to attend annual conferences of their different professional associations during the fourth quarter. Table 11 presents details of the training, workshops and international meetings attended by staff of the Commission during the fourth quarter of 2018.

The Commission organised the *end of the year* award ceremony for members of staff of the Commission during which staff with outstanding performance were recognised. Similarly, having conducted the 2018 promotion exercise in the second quarter of 2018, the Commission began preparations for the 2019 promotion exercises slated for the first quarter of 2019.

**Table 11: Trainings and Workshops Attended in 2018/Q4**

S/N	Type	No. of Staff in Attendance
	<b>Training:</b>	
1	Public Financial Management: Issues and Solutions	2
2	Effective Public Sector Corporate Governance	1
3	Service Excellence Exchange programme for Senior Government Officials in MDAs	3
4	Managing Power Sector Reform	1
5	Forensic Auditing and Accounting	1
	<b>Conference:</b>	
6	African Energy Market Place, by the African Investment Forum	2
7	2018 Electricity Exhibition & Conference	1
8	International Off-Grid Renewable Energy Conference	1
	<b>Meeting:</b>	
9	Power African Team	1
10	Energy Subsidy Reform for a brighter tomorrow	2
11	Annual Meeting of AFSEC TC13 During 3rd African Smart Grid Forum	1
	<b>Total</b>	<b>16</b>

## Appendix

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

DisCos	2018/Q1			2018/Q2			2018/Q3			2018/Q4			Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
	<b>Total Energy Received (GWh)</b>												
Abuja	284	304	341	329	305	265	280	284	273	307	320	328	3621
Benin	233	186	208	224	208	203	211	220	194	200	207	224	2519
Eko	255	256	298	295	256	250	257	259	231	269	287	300	3214
Enugu	206	184	201	180	188	167	178	186	176	187	188	212	2252
Ibadan	303	289	302	296	291	262	288	299	253	266	282	312	3444
Ikeja	265	274	316	302	288	267	284	294	277	304	310	328	3510
Jos	124	111	112	95	98	95	98	97	90	98	105	121	1245
Kaduna	180	162	182	169	178	163	169	168	166	193	203	199	2133
Kano	152	149	165	175	166	146	149	157	154	166	176	184	1938
PH	175	184	167	158	152	145	157	151	147	158	166	181	1941
Yola	77	80	90	80	71	67	78	81	70	89	97	95	975
All DisCos	2254	2179	2381	2305	2202	2030	2150	2197	2030	2235	2342	2485	26790
All DisCos Ave.	205	198	216	210	200	185	195	200	185	203	213	226	2435
	<b>Total Energy Billed (GWh)</b>												
Abuja	257	239	252	270	263	238	218	227	226	233	253	253	2929
Benin	182	185	155	174	194	178	173	178	187	167	171	179	2122
Eko	257	227	234	267	260	229	226	227	226	215	240	252	2860
Enugu	161	142	128	130	122	124	109	123	125	119	124	127	1534
Ibadan	245	238	233	246	242	240	214	230	245	209	217	234	2792
Ikeja	247	251	258	287	296	270	255	270	277	267	287	296	3260
Jos	89	83	75	76	68	63	62	59	62	62	67	65	831
Kaduna	129	125	120	111	119	105	109	127	126	143	154	120	1488
Kano	144	126	119	131	142	137	122	123	130	127	139	149	1588
PH	152	124	92	124	117	119	115	123	120	119	117	121	1442
Yola	59	52	53	60	53	47	44	52	52	45	55	64	636
All DisCos	1922	1791	1720	1876	1876	1749	1645	1739	1776	1706	1824	1860	21484
All DisCos Ave.	175	163	156	171	171	159	150	158	161	155	166	169	1953
	<b>Billing Efficiency (%)</b>												
Abuja	90.4	78.7	74.0	82.1	86.1	89.7	77.8	79.9	82.9	75.9	79.1	77.0	80.9
Benin	77.9	99.3	74.7	77.7	93.0	87.5	81.8	80.8	96.5	83.7	82.6	79.7	84.3
Eko	101.1	88.6	78.5	90.6	101.4	91.5	87.8	87.5	98.0	79.9	83.6	83.9	89.0
Enugu	78.1	77.1	63.7	72.3	64.7	74.4	61.4	66.2	71.1	63.7	65.8	60.0	68.1
Ibadan	80.9	82.2	77.2	82.9	83.2	91.7	74.3	76.9	96.8	78.6	76.9	75.0	81.1
Ikeja	93.4	91.6	81.6	94.8	103.0	101.0	89.5	91.8	99.8	87.8	92.5	90.4	92.9
Jos	71.5	74.6	67.1	79.6	69.4	66.3	63.3	60.6	69.0	63.3	63.6	53.7	66.7
Kaduna	71.5	77.2	66.1	65.5	66.7	64.3	64.6	75.5	76.1	74.1	76.0	60.2	69.8
Kano	94.7	84.8	72.2	75.0	85.4	93.7	81.7	78.5	84.8	76.5	79.1	80.7	82.0
PH	87.1	67.2	55.3	78.2	76.9	82.0	72.9	81.3	81.4	75.8	70.4	67.1	74.3
Yola	76.3	64.7	58.8	74.6	75.0	70.1	56.2	64.3	74.1	50.6	56.9	67.5	65.2
All DisCos	85.3	82.2	72.2	81.4	85.2	86.1	76.5	79.1	87.5	76.3	77.9	74.9	80.2
All DisCos Ave.	83.9	80.5	69.9	79.4	82.3	82.9	73.8	76.7	84.6	73.6	75.1	72.3	77.7

Notes of the table:

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

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

DisCos	2018/Q1			2018/Q2			2018/Q3			2018/Q4			Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
	<b>Total Billings (₦Billion)</b>												
Abuja	8.21	7.68	8.15	8.92	8.71	7.93	7.16	7.42	7.37	7.57	8.34	8.31	95.76
Benin	6.32	6.44	5.58	6.24	6.86	6.31	6.14	6.37	6.60	5.98	6.06	6.43	75.33
Eko	7.60	6.86	7.05	7.98	7.73	6.83	6.78	6.87	6.86	4.35	4.55	4.65	78.10
Enugu	5.87	5.25	4.77	4.91	4.56	4.52	4.02	4.51	4.60	6.49	7.23	7.65	64.39
Ibadan	6.95	6.95	6.93	7.31	7.16	7.16	6.36	7.08	7.44	6.39	6.75	7.28	83.77
Ikeja	7.06	6.99	7.14	7.92	7.17	7.71	7.21	7.60	7.73	7.55	7.95	8.38	90.41
Jos	3.14	2.93	2.66	2.73	2.42	2.27	2.21	2.26	2.24	2.20	2.40	2.35	29.81
Kaduna	3.90	3.88	3.72	3.48	3.74	3.27	3.19	3.26	3.88	4.44	4.75	4.51	46.03
Kano	4.15	3.80	3.61	3.96	4.32	4.23	3.71	3.77	3.87	3.86	4.24	4.52	48.05
PH	5.42	4.49	3.36	4.49	4.21	4.30	4.13	4.39	4.27	4.23	4.24	4.39	51.91
Yola	1.52	1.37	1.41	1.63	1.42	1.31	1.19	1.36	1.36	1.31	1.48	1.69	17.05
All DisCos	60.1	56.6	54.4	59.57	58.3	55.8	52.1	54.9	56.2	54.4	58.0	57.8	678.3
All DisCos Ave.	5.47	5.15	4.94	5.42	5.30	5.08	4.74	4.99	5.11	4.94	5.27	5.26	61.66
	<b>Revenue Collected (₦Billion)</b>												
Abuja	5.13	4.98	5.99	6.25	5.68	5.15	5.76	5.78	5.62	6.65	6.76	7.09	70.84
Benin	3.36	3.36	3.43	3.51	3.87	3.65	3.69	3.66	3.26	3.45	3.09	3.49	41.81
Eko	5.98	5.78	5.92	6.20	6.13	5.43	5.44	5.41	5.15	3.15	3.11	3.23	60.93
Enugu	3.20	3.32	3.34	3.23	3.24	2.92	2.80	3.16	2.83	5.66	5.80	6.19	45.69
Ibadan	4.22	4.40	4.51	4.43	4.51	4.04	4.08	4.26	4.08	4.33	4.32	4.52	51.69
Ikeja	5.60	5.70	6.21	6.34	6.57	6.08	6.29	6.43	6.09	6.72	6.98	7.08	76.09
Jos	1.12	1.13	1.05	0.81	0.99	1.17	1.29	1.22	1.22	1.44	1.04	1.10	13.58
Kaduna	1.53	1.33	1.85	1.51	2.01	1.71	1.63	1.72	1.27	1.65	1.80	1.90	19.91
Kano	1.82	2.07	2.12	2.65	2.69	2.41	2.40	2.36	1.94	2.72	2.52	2.75	28.45
PH	2.17	1.90	2.02	2.04	2.14	2.15	2.13	2.19	1.97	2.22	2.26	2.18	25.38
Yola	0.67	0.67	0.75	0.63	0.74	0.59	0.64	0.70	0.52	0.78	0.79	0.78	8.26
All DisCos	34.8	34.6	37.2	37.6	38.6	35.3	36.2	36.9	33.9	38.8	38.5	38.4	442.6
All DisCos Ave.	3.16	3.15	3.38	3.42	3.51	3.21	3.29	3.35	3.08	3.52	3.50	3.50	40.24
	<b>Collection Efficiency (%)</b>												
Abuja	62.5	64.9	73.5	70.1	65.2	65.0	80.5	77.9	76.3	87.8	81.0	85.3	74.0
Benin	53.2	52.1	61.4	56.3	56.4	57.8	60.1	57.5	49.4	57.7	50.9	54.3	55.5
Eko	78.6	84.3	83.9	77.6	79.3	79.5	80.2	78.8	75.2	72.5	68.4	69.4	78.0
Enugu	54.6	63.2	70.0	65.7	71.0	64.5	69.7	70.1	61.4	87.3	80.1	81.0	71.0
Ibadan	60.7	63.3	65.1	60.6	62.9	56.5	64.1	60.2	54.8	67.7	64.0	62.1	61.7
Ikeja	79.3	81.6	87.0	80.1	91.7	78.8	87.2	84.6	78.7	89.0	87.9	84.4	84.2
Jos	35.7	38.5	39.5	29.5	40.6	51.3	58.5	54.2	54.6	65.8	43.2	46.8	45.5
Kaduna	39.3	34.3	49.8	43.4	53.8	52.2	51.0	52.7	32.7	37.2	37.8	42.1	43.2
Kano	43.9	54.4	58.8	66.9	62.3	56.9	64.6	62.7	49.9	70.5	59.5	60.8	59.2
PH	40.0	42.3	60.2	45.5	50.8	50.1	51.5	49.9	46.1	52.6	53.4	49.7	48.9
Yola	44.1	48.9	53.6	38.9	52.0	45.0	54.1	51.6	37.9	59.3	53.1	46.0	48.5
All DisCos	57.9	61.2	68.4	63.1	66.1	63.2	69.4	67.2	60.4	71.3	66.3	67.0	65.0
All DisCos Ave.	53.8	57.1	63.9	57.7	62.4	59.8	65.6	63.6	56.1	67.9	61.8	62.0	60.9

Notes of the table:

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



Table III: DisCos Monthly Invoices &amp; Remittances to MO in 2018/Q1-Q4

DisCos	2018/Q1			2018/Q2			2018/Q3			2018/Q4			Total
	Jan	Feb	Mar	Jul	Aug	Sep	Jul	Aug	Sep	Oct	Nov	Dec	
	<b>Invoice (₦' Billion)</b>												
Abuja	1.08	1.21	1.22	1.20	1.15	1.04	1.10	1.11	1.07	1.20	1.27	1.31	13.96
Benin	0.88	0.74	0.74	0.82	0.79	0.80	0.83	0.86	0.76	0.78	0.83	0.89	9.72
Eko	0.97	1.02	1.07	1.08	0.97	0.98	1.01	1.01	0.90	1.05	1.14	1.20	12.40
Enugu	0.78	0.73	0.72	0.66	0.71	0.65	0.69	0.73	0.69	0.73	0.75	0.84	8.69
Ibadan	1.15	1.15	1.08	1.09	1.10	1.03	1.13	1.17	1.00	1.04	1.13	1.25	13.33
Ikeja	1.00	1.09	1.13	1.10	1.08	1.04	1.11	1.15	1.08	1.18	1.23	1.30	13.51
Jos	0.47	0.44	0.40	0.35	0.37	0.37	0.38	0.38	0.35	0.38	0.42	0.48	4.82
Kaduna	0.69	0.65	0.65	0.62	0.68	0.64	0.66	0.66	0.65	0.75	0.81	0.80	8.26
Kano	0.57	0.59	0.59	0.64	0.63	0.57	0.58	0.61	0.60	0.65	0.70	0.73	7.47
P/H	0.66	0.73	0.60	0.58	0.57	0.57	0.62	0.59	0.58	0.62	0.66	0.72	7.50
Yola	0.29	0.32	0.32	0.30	0.27	0.26	0.31	0.32	0.28	0.35	0.39	0.38	3.78
All DisCos	8.55	8.68	8.54	8.44	8.33	7.96	8.42	8.59	7.96	8.73	9.34	9.91	103.45
Ajaokuta Steel	0.02	0.02	0.02	0.02	0.02	0.01	0.02	0.02	0.02	0.02	0.01	-	0.17
NIGELEC	0.22	0.26	0.34	0.35	0.35	0.34	0.35	0.34	0.34	0.37	0.31	-	3.56
CEB (SAKETE)	0.42	0.44	0.52	0.43	0.52	0.49	0.47	0.41	0.41	0.43	0.51	-	5.04
	<b>Remittance (₦' Billion)</b>												
Abuja	0.30	0.30	0.70	0.50	0.50	0.30	0.50	0.10	0.40	0.30	0.30	0.30	4.50
Benin	0.62	0.44	0.45	0.49	0.47	0.48	0.38	0.37	0.37	0.32	0.33	0.36	5.09
Eko	0.77	0.82	0.75	0.76	0.68	0.69	0.71	0.65	0.63	0.50	1.00	0.84	8.78
Enugu	0.30	0.25	0.10	0.40	0.10	0.20	0.20	0.20	0.20	0.10	0.40	0.20	2.65
Ibadan	0.35	0.35	0.43	0.44	0.41	0.36	0.28	0.35	0.31	0.31	0.34	0.40	4.32
Ikeja	0.60	0.65	0.68	0.66	0.65	0.63	0.67	0.48	0.61	0.92	0.74	0.78	8.07
Jos	0.08	0.08	0.08	0.05	0.05	0.07	0.05	0.05	0.07	0.00	0.12	0.07	0.76
Kaduna	0.10	0.10	0.10	0.10	0.10	0.20	0.10	0.05	0.08	0.15	0.10	0.31	1.49
Kano	0.10	0.10	0.13	0.10	0.10	0.10	0.10	0.05	0.15	0.15	0.10	0.10	1.28
Port Harcourt	0.21	0.17	0.15	0.12	0.15	0.14	0.14	0.15	0.14	0.14	0.10	0.14	1.75
Yola	0.24	0.19	0.26	0.24	0.21	0.21	0.18	0.19	0.18	0.20	0.23	0.26	2.59
All DisCos	3.66	3.44	3.82	3.85	3.42	3.38	3.31	2.64	3.15	3.10	3.76	3.77	41.28
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.15	0.00	0.15
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.02	0.00	2.02
	<b>Remittance Performance (%)</b>												
Abuja	27.8	24.8	57.4	41.5	43.3	28.9	45.6	9.0	37.4	25.1	23.5	22.9	32.2
Benin	70.0	60.0	60.0	60.0	60.0	60.0	45.6	43.5	49.3	41.1	40.0	40.0	52.3
Eko	80.0	80.0	70.0	70.0	70.0	70.0	70.0	63.8	70.0	47.7	87.5	70.0	70.8
Enugu	38.4	34.1	13.9	60.8	14.0	30.6	28.8	27.6	29.0	13.7	53.2	23.7	30.5
Ibadan	30.0	30.0	40.0	40.0	37.0	35.0	25.0	30.0	31.0	29.9	30.0	32.0	32.4
Ikeja	60.0	60.0	60.0	60.0	60.0	60.0	60.0	41.8	56.2	78.0	60.0	60.0	59.7
Jos	15.9	16.9	18.7	14.3	13.5	18.8	13.0	13.1	19.8	0.0	28.5	14.5	15.7
Kaduna	14.6	15.5	15.3	16.1	14.8	31.2	15.1	7.6	12.3	19.9	12.3	39.3	18.1
Kano	17.4	16.9	21.9	15.6	15.9	17.5	17.2	8.2	24.9	23.2	14.3	13.6	17.1
Port Harcourt	31.8	22.6	24.5	20.0	25.3	25.3	23.1	25.0	25.0	23.0	15.1	20.0	23.3
Yola	80.0	60.0	80.0	80.0	80.0	80.0	60.0	60.0	65.0	57.9	59.0	68.8	68.6
All DisCos	42.8	39.7	44.7	45.6	41.1	42.4	39.3	30.7	39.6	35.5	40.2	38.0	39.9
Ajaokuta Steel	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
NIGELEC	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	47.1	0.0	4.1
CEB (SAKETE)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	397.0	0.0	40.1

Notes of the table:

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

Table IV: DisCos Monthly Invoices &amp; Remittances to NBET in 2018/Q1-Q4

DisCos	2018/Q1			2018/Q2			2018/Q3			2018/Q4			Total
	Jan	Feb	Mar	Jul	Aug	Sep	Jul	Aug	Sep	Oct	Nov	Dec	
	<b>Invoice (₦' Billion)</b>												
Abuja	5.66	6.19	6.87	6.71	6.37	5.71	6.28	5.99	5.82	6.54	7.09	7.43	76.66
Benin	4.63	3.80	4.19	4.57	4.35	4.37	4.74	4.64	4.14	4.25	4.59	5.08	53.34
Eko	5.07	5.23	6.01	6.01	5.35	5.39	5.77	5.46	4.92	5.73	6.36	6.80	68.08
Enugu	4.10	3.75	4.05	3.67	3.93	3.59	3.98	3.91	3.75	3.98	4.18	4.80	47.69
Ibadan	6.03	5.89	6.08	6.05	6.07	5.65	6.45	6.29	5.40	5.66	6.26	7.07	72.91
Ikeja	5.26	5.59	6.38	6.17	6.00	5.75	6.37	6.20	5.92	6.48	6.87	7.43	74.41
Jos	2.48	2.27	2.25	1.95	2.04	2.04	2.19	2.05	1.92	2.09	2.34	2.74	26.36
Kaduna	3.02	3.30	3.66	3.46	3.72	3.52	3.78	3.55	3.54	4.11	4.49	4.51	44.65
Kano	3.59	3.03	3.34	3.57	3.47	3.13	3.33	3.31	3.28	3.53	3.90	4.17	41.65
Port Harcourt	3.48	3.76	3.37	3.23	3.17	3.12	3.52	3.18	3.14	3.36	3.68	4.09	41.09
Yola	1.54	1.63	1.82	1.64	1.47	1.44	1.75	1.70	1.50	1.89	2.14	2.15	20.68
<b>All DisCos</b>	<b>44.9</b>	<b>44.4</b>	<b>48.0</b>	<b>47.0</b>	<b>45.9</b>	<b>43.7</b>	<b>48.2</b>	<b>46.3</b>	<b>43.3</b>	<b>47.6</b>	<b>51.9</b>	<b>56.3</b>	<b>567.5</b>
Ajaokuta Steel	0.08	0.08	0.08	0.08	0.08	0.08	0.09	0.09	0.08	0.09	0.09	0.09	1.03
NIGELEC	0.56	0.67	0.85	0.83	0.85	0.84	0.84	0.87	0.89	0.97	0.81	0.62	9.61
CEB (SAKETE)	2.32	2.51	2.84	2.35	2.86	2.79	2.64	2.23	2.33	2.44	2.89	3.05	31.24
	<b>Remittance (₦' Billion)</b>												
Abuja	2.05	2.49	2.40	2.69	1.60	2.20	2.00	2.00	2.30*	1.80	2.70	1.80	26.03
Benin	1.18	2.05	1.11	1.21	1.26	1.69	1.35	1.32	1.32	1.21	1.21	1.22	16.14
Eko	0.00	4.12	2.41	2.40	2.14	2.17	2.31	1.99	1.72	2.01	2.32	2.72	26.30
Enugu	1.70	1.50	1.35	1.70	1.30	1.00	1.58	0.50	1.40*	1.70	1.20	1.60	16.53
Ibadan	0.00	3.77	1.15	2.01	3.51	1.36	2.46	0.82	3.27*	0.68	2.80	2.12	23.95
Ikeja	0.00	4.74	2.55	2.47	2.40	2.92	3.29	2.00	2.85*	2.59	2.75	2.60	31.15
Jos	0.23	0.23	0.23	0.20	0.15	0.20	0.20	0.20	0.24	0.19	0.19	0.13	2.38
Kaduna	0.00	0.50	0.60	0.00	1.31	0.89	0.50	0.30	0.30	0.50	0.50	0.80	6.20
Kano	0.00	0.80	0.67	0.65	0.62	0.63	0.60	0.35	0.70	0.50	0.65	0.50	6.68
Port Harcourt	0.70	0.56	0.60	0.54	0.65	0.63	0.63	0.64	0.70	0.67	0.60	0.70	7.61
Yola	0.23	0.00	0.33	0.25	0.15	0.15	0.18	0.17	0.18	0.23	0.26	0.32	2.44
<b>All DisCos</b>	<b>6.10</b>	<b>20.8</b>	<b>13.4</b>	<b>14.1</b>	<b>15.1</b>	<b>13.8</b>	<b>15.1</b>	<b>10.3</b>	<b>15.0*</b>	<b>12.1</b>	<b>15.2</b>	<b>14.5</b>	<b>165.4</b>
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.001	0.00	0.00	0.00	0.001
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.50	0.00	0.50
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	6.95	0.00	6.95
	<b>Remittance Performance (%)</b>												
Abuja	36.3	40.3	34.9	40.0	25.1	38.5	31.8	33.4	39.5*	27.5	38.1	24.2	33.9
Benin	25.5	54.0	26.5	26.5	29.1	38.7	28.5	28.5	31.9	28.5	26.4	24.0	30.3
Eko	0.0	78.8	40.0	40.0	40.0	40.3	40.0	36.4	35.0	35.0	36.6	40.0	38.6
Enugu	41.4	40.0	33.3	46.4	33.1	27.9	39.7	12.8	37.3*	42.7	28.7	33.4	34.7
Ibadan	0.0	64.0	19.0	33.2	57.8	24.0	38.2	13.0	60.5*	12.0	44.8	30.0	32.9
Ikeja	0.0	84.8	40.0	40.0	40.0	50.7	51.6	32.3	48.1*	40.0	40.0	35.0	41.9
Jos	9.1	9.9	10.0	10.3	7.3	9.8	9.1	9.8	12.5	9.1	8.1	4.7	9.0
Kaduna	0.0	15.1	16.4	0.0	35.1	25.2	13.2	8.5	8.5	12.2	11.1	17.8	13.9
Kano	0.0	26.4	20.1	18.2	18.0	20.2	18.0	10.6	21.3	14.1	16.7	12.0	16.0
Port Harcourt	20.1	14.8	17.9	16.7	20.4	20.3	17.8	20.0	22.3	20.0	16.3	17.1	18.5
Yola	15.1	0.0	17.9	15.5	10.0	10.1	10.0	10.0	12.0	12.0	12.0	15.0	11.8
<b>All DisCos</b>	<b>13.6</b>	<b>46.7</b>	<b>27.9</b>	<b>30.0</b>	<b>32.9</b>	<b>31.7</b>	<b>31.3</b>	<b>22.2</b>	<b>34.6*</b>	<b>25.4</b>	<b>29.3</b>	<b>25.8</b>	<b>29.1</b>
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.18	0.00	0.00	0.00	0.10
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	62.4	0.00	5.24
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	240.7	0.00	22.24

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;

\*indicates that amounts are more than the original amounts reported in the 2018/Q3 report due to the outstanding debt recovered in the 2018/Q3.

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

DisCos	2018/Q1			2018/Q2			2018/Q3			2018/Q4			Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
	<b>Invoice (₦' Billion)</b>												
Abuja	6.73	7.40	8.09	7.92	7.53	6.75	7.38	7.10	6.89	7.73	8.36	8.74	90.62
Benin	5.52	4.54	4.93	5.39	5.13	5.16	5.57	5.50	4.90	5.03	5.42	5.97	63.06
Eko	6.03	6.25	7.08	7.09	6.32	6.37	6.77	6.48	5.82	6.78	7.50	8.00	80.48
Enugu	4.89	4.49	4.77	4.32	4.64	4.24	4.67	4.64	4.44	4.71	4.93	5.64	56.39
Ibadan	7.18	7.05	7.17	7.13	7.18	6.68	7.59	7.46	6.40	6.70	7.39	8.32	86.24
Ikeja	6.26	6.68	7.51	7.27	7.08	6.80	7.48	7.34	7.00	7.66	8.11	8.73	87.92
Jos	2.95	2.71	2.66	2.30	2.42	2.42	2.58	2.43	2.27	2.47	2.76	3.23	31.18
Kaduna	3.70	3.95	4.31	4.08	4.40	4.16	4.44	4.20	4.19	4.86	5.30	5.31	52.91
Kano	4.17	3.62	3.93	4.21	4.09	3.71	3.91	3.92	3.88	4.18	4.60	4.90	49.12
Port Harcourt	4.14	4.49	3.97	3.81	3.74	3.68	4.14	3.78	3.72	3.97	4.34	4.81	48.59
Yola	1.83	1.95	2.14	1.93	1.74	1.71	2.06	2.02	1.77	2.24	2.53	2.53	24.47
<b>All DisCos</b>	<b>53.4</b>	<b>53.1</b>	<b>56.6</b>	<b>55.5</b>	<b>54.3</b>	<b>51.7</b>	<b>56.6</b>	<b>54.9</b>	<b>51.3</b>	<b>56.3</b>	<b>61.2</b>	<b>66.2</b>	<b>671.0</b>
Ajaokuta Steel	0.10	0.10	0.10	0.10	0.10	0.10	0.11	0.11	0.10	0.11	0.10	0.09	1.20
NIGELEC	0.78	0.92	1.19	1.18	1.20	1.18	1.19	1.21	1.23	1.34	1.12	0.62	13.17
CEB (SAKETE)	2.74	2.95	3.35	2.77	3.38	3.28	3.10	2.64	2.74	2.87	3.40	3.05	36.28
	<b>Remittance (₦' Billion)</b>												
Abuja	2.35	2.79	3.10	3.19	2.10	2.50	2.50	2.10	2.70*	2.10	3.00	2.10	30.53
Benin	1.80	2.49	1.56	1.70	1.74	2.17	1.73	1.70	1.70	1.53	1.54	1.58	21.23
Eko	0.77	4.93	3.15	3.16	2.82	2.86	3.01	2.64	2.35	2.51	3.33	3.56	35.09
Enugu	2.00	1.75	1.45	2.10	1.40	1.20	1.78	0.70	1.60*	1.80	1.60	1.80	19.18
Ibadan	0.35	4.12	1.59	2.44	3.92	1.72	2.75	1.17	3.58*	0.99	3.14	2.52	28.28
Ikeja	0.60	5.40	3.23	3.13	3.05	3.54	3.95	2.48	3.45*	3.51	3.49	3.38	39.22
Jos	0.30	0.30	0.30	0.25	0.20	0.27	0.25	0.25	0.31	0.19	0.31	0.20	3.13
Kaduna	0.10	0.60	0.70	0.10	1.41	1.09	0.60	0.35	0.38	0.65	0.60	1.12	7.69
Kano	0.10	0.90	0.80	0.75	0.72	0.73	0.70	0.40	0.85	0.65	0.75	0.60	7.96
Port Harcourt	0.91	0.72	0.75	0.66	0.79	0.78	0.77	0.78	0.84	0.81	0.70	0.84	9.36
Yola	0.47	0.19	0.59	0.49	0.36	0.36	0.36	0.36	0.36	0.43	0.49	0.58	5.03
<b>All DisCos</b>	<b>9.75</b>	<b>24.2</b>	<b>17.2</b>	<b>18.0</b>	<b>18.5</b>	<b>17.2</b>	<b>18.4</b>	<b>12.9</b>	<b>18.1*</b>	<b>15.2</b>	<b>18.9</b>	<b>18.3</b>	<b>206.7</b>
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.001	0.00	0.00	0.00	0.001
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.65	0.00	0.65
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	8.97	0.00	8.97
	<b>Remittance Performance (%)</b>												
Abuja	34.9	37.7	38.3	40.2	27.9	37.0	33.9	29.6	39.2*	27.2	35.9	24.0	33.7
Benin	32.6	55.0	31.6	31.6	33.8	42.0	31.0	30.8	34.6	30.5	28.5	24.4	33.7
Eko	12.8	79.0	44.5	44.6	44.6	44.9	44.4	40.7	40.4	37.0	44.3	44.5	43.6
Enugu	40.9	39.0	30.4	48.6	30.1	28.3	38.1	15.1	36.0*	38.2	32.5	31.9	34.0
Ibadan	4.8	58.4	22.2	34.2	54.6	25.7	36.2	15.7	55.9*	14.8	42.5	30.3	32.8
Ikeja	9.6	80.8	43.0	43.0	43.1	52.2	52.8	33.8	49.4*	45.9	43.0	38.7	44.6
Jos	10.2	11.1	11.3	10.9	8.3	11.2	9.7	10.3	13.7	7.7	11.2	6.2	10.0
Kaduna	2.7	15.2	16.2	2.5	32.0	26.1	13.5	8.3	9.1	13.4	11.3	21.0	14.5
Kano	2.4	24.8	20.4	17.8	17.7	19.7	17.9	10.2	21.9	15.5	16.3	12.2	16.2
Port Harcourt	22.0	16.1	18.9	17.2	21.2	21.1	18.6	20.8	22.7	20.5	16.1	17.6	19.3
Yola	25.5	9.8	27.3	25.4	20.8	20.9	17.5	17.8	20.2	19.1	19.2	23.1	20.6
<b>All DisCos</b>	<b>18.3</b>	<b>45.5</b>	<b>30.4</b>	<b>32.4</b>	<b>34.1</b>	<b>33.3</b>	<b>32.5</b>	<b>23.6</b>	<b>35.3*</b>	<b>26.9</b>	<b>30.9</b>	<b>27.6</b>	<b>30.8</b>
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.99	0.00	0.00	0.00	0.08
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	58.2	0.00	4.94
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	264.1	0.00	24.7

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; \*indicates that amounts are more than the original amounts reported in 2018/Q3 report due to the outstanding debt recovered in the 2018/Q3.

Table VI: Categories of Customer Complaints by Discos in 2018/Q4

Complaints Categories	DisCos											All DisCos
	Abuja	Benin	Eko	Enugu	Ibadan	Ikeja	Jos	Kaduna	Kano	Port Harcourt	Yola	
Interruption	2091	888	1203	3150	1264	9192	1617	2805	717	196	480	23603
Voltage	715	236	223	990	84	568	409	817	61	257	185	4545
Load Shedding	374	43	27	86	55	37	6	26	34	105	20	813
Metering	5090	401	344	11023	2139	7657	344	1712	1869	1573	522	32674
Billing	1956	10194	1887	5632	2785	5720	793	784	536	743	87	31117
Disconnection	397	319	164	484	58	695	348	1710	131	121	386	4813
Connection Delay	100	292	25	130	545	146	249	8	171	30	413	2109
Others	3313	64	26658	1113	224	928	1635	753	1283	380	368	36719
<b>Total</b>	<b>14036</b>	<b>12437</b>	<b>30531</b>	<b>22608</b>	<b>7154</b>	<b>24943</b>	<b>5401</b>	<b>8615</b>	<b>4802</b>	<b>3405</b>	<b>2461</b>	<b>136393</b>

Notes of the table:

DisCos are the electricity distribution companies

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

No.	Forum Office	Location	Telephone	Email
1	Abakaliki	3, Ezekuna Crescent, Off Nsugbe Street, Abakaliki Ebonyi State	09037808590	<a href="mailto:abakalikiforum@nerc.gov.ng">abakalikiforum@nerc.gov.ng</a>
2	Abuja	14, Road 131, Gwarinpa, Federal Capita Territory, Abuja	08146862225	<a href="mailto:abujaforum@nerc.gov.ng">abujaforum@nerc.gov.ng</a>
3	Asaba	Denis Osadebe Way, Besides Mobil Filling Station, Asaba, Delta State	09062277247	<a href="mailto:asabaforum@nerc.gov.ng">asabaforum@nerc.gov.ng</a>
4	Awka	Plot 80, Aroma Junction Layout, Opp. CBN, Awka, Anambra State	09037808594	<a href="mailto:awkaforum@nerc.gov.ng">awkaforum@nerc.gov.ng</a>
5	Bauchi	37, Old Jos Road, GRA, Bauchi, Bauchi State	09062924607	<a href="mailto:bauchiforum@nerc.gov.ng">bauchiforum@nerc.gov.ng</a>
6	Benin	34, Akpakpava Street, Benin City, Edo State	09037808592	<a href="mailto:beninform@nerc.gov.ng">beninform@nerc.gov.ng</a>
7	Birnin Kebbi	8, Ahmadu Bello Way, Opp. Kebbi State Government House, Kebbi State	09062863161	<a href="mailto:birninkebbiforum@nerc.gov.ng">birninkebbiforum@nerc.gov.ng</a>
8	Calabar	Plot 109, MCC Road by Ibok Street, Calabar, Cross River State	09062863159	<a href="mailto:calabarforum@nerc.gov.ng">calabarforum@nerc.gov.ng</a>
9	Eko	61, Odunlami Street, Off Marina, Lagos Island, Lagos State	08106807261	<a href="mailto:ekoforum@nerc.gov.ng">ekoforum@nerc.gov.ng</a>
10	Enugu	John Anichukwu Close, Plot 7 Mkpokiti Pocket Layout, Enugu, Enugu State	08146862230	<a href="mailto:enuguforum@nerc.gov.ng">enuguforum@nerc.gov.ng</a>
11	Gombe	Government Layout GDP/2, Along Ministry of Education Road, Gombe State	08140440079	<a href="mailto:gombeforum@nerc.gov.ng">gombeforum@nerc.gov.ng</a>
12	Gusau	2 Canteen Daji, J. B. Yakubu Road, Gusau, Zamfara State	09062863163	<a href="mailto:gusauforum@nerc.gov.ng">gusauforum@nerc.gov.ng</a>
13	Ibadan	Jibowu Street, Opp. Magara Police Station, Iyaganku, G.R.A, Ibadan, Oyo State	08146862252	<a href="mailto:ibadanforum@nerc.gov.ng">ibadanforum@nerc.gov.ng</a>
14	Ikeja	199, Obafemi Awolowo Way, Alausa, Ikeja, Lagos State	08106807298	<a href="mailto:ikejaforum@nerc.gov.ng">ikejaforum@nerc.gov.ng</a>
15	Ilorin	30, Stadium Road, Off Taiwo Road, Ilorin, Kwara State	09062924603	<a href="mailto:ilorinform@nerc.gov.ng">ilorinform@nerc.gov.ng</a>
16	Jigawa	Dutse G.R.A, Dutse, Jigawa State	07031704827	<a href="mailto:jigawaforum@nerc.gov.ng">jigawaforum@nerc.gov.ng</a>
17	Jos	5a, Ray-field Road, Jos, Plateau State	09037808597	<a href="mailto:josforum@nerc.gov.ng">josforum@nerc.gov.ng</a>
18	Kaduna	22, Ahmadu Bello Way, Opposite NNDC Building, Kaduna, Kaduna State	08106807299	<a href="mailto:kadunaforum@nerc.gov.ng">kadunaforum@nerc.gov.ng</a>
19	Kano	2, Miller Road, Bompai, Nasarawa G.R.A, Kano, Kano State	08146862222	<a href="mailto:kanoforum@nerc.gov.ng">kanoforum@nerc.gov.ng</a>
20	Katsina	7, Abuja Crescent, Off Hassan Usman Katsina Road, Katsina, Katsina State	07031704821	<a href="mailto:katsinaforum@nerc.gov.ng">katsinaforum@nerc.gov.ng</a>
21	Lafia	Nacwkye Street, Opp. Zenith Int'l School, Off Shendam Rd, Lafia, Nasarawa State	09062924599	<a href="mailto:lafiaforum@nerc.gov.ng">lafiaforum@nerc.gov.ng</a>
22	Lokoja	Hassan Kastina Rd, Opp. State Civil Service Commission, Zone 8 Police HQ, Lokoja, Kogi State.	09062924601	<a href="mailto:lokojaforum@nerc.gov.ng">lokojaforum@nerc.gov.ng</a>
23	Makurdi	Hephzibah Plaza, Atom Kpera Road, Opp. Makurdi Int'l School, Benue State	09062277249	<a href="mailto:makurdiforum@nerc.gov.ng">makurdiforum@nerc.gov.ng</a>
24	Osogbo	51, Isiaka Adeleke Way, Along Okefia-Alekuwodo Road, Osogbo, Osun State	09062924604	<a href="mailto:osogboforum@nerc.gov.ng">osogboforum@nerc.gov.ng</a>
25	Owerri	1, C.B Anyanwu Road, Housing Area B, Exclusive Garden, Owerri, Imo State	09062277245	<a href="mailto:owerriforum@nerc.gov.ng">owerriforum@nerc.gov.ng</a>
26	Port Harcourt	The Vhelberg Imperial Hotel, Plot 122 & 122a, Bank Anthony Avenue, Off Ordinance Road, Port Harcourt, River State	08146862223	<a href="mailto:phforum@nerc.gov.ng">phforum@nerc.gov.ng</a>
27	Sokoto	1, Garba Duba Road, Sokoto, Sokoto State	09062863157	<a href="mailto:sokotoforum@nerc.gov.ng">sokotoforum@nerc.gov.ng</a>
28	Umuahia	80, Aba Road, Umuahia, Abia State	09062277251	<a href="mailto:umuahiaforum@nerc.gov.ng">umuahiaforum@nerc.gov.ng</a>
29	Uyo	63, Osongama Road, Off Oron/Uyo Airport Road, Uyo, Akwa Ibom State	09062863165	<a href="mailto:uyoforum@nerc.gov.ng">uyoforum@nerc.gov.ng</a>
30	Yola	5, Nguroje Street, Karewa Extension, Jimeta, Yola, Adamawa State	09037808535	<a href="mailto:volaforum@nerc.gov.ng">volaforum@nerc.gov.ng</a>

Table VIII: Complaints Received and Resolved by Forum Offices in 2018/Q1-Q4

S/N	Forum Offices	2018/Q1				2018/Q2				2018/Q3				2018/Q4			
		Customers' Complaints:				Customers' Complaints:				Customers' Complaints:				Customers' Complaints:			
		Rec.	Solved	Pending		Rec.	Solved	Pending		Rec.	Solved	Pending		Rec.	Solved	Pending	
1	Abakaliki	17	0	17	0%	15	4	9*	27%	45	30	15	67%	49	44	5	90%
2	Abuja	101	0	101	0%	170	91	79	54%	214	106	108	50%	267	105	162	39%
3	Asaba	79	2	77	3%	73	70	3	96%	115	76	39	66%	95	30	65	32%
4	Awka	56	0	56	0%	73	33	40	45%	51	26	25	51%	63	46	17	73%
5	Bauchi	-	-	-	-	-	-	-	-	-	-	-	-	4	0	4	0%
6	Benin	64	0	64	0%	37	-	37	0%	50	26	24	52%	48	31	17	65%
7	Birnin Kebbi	0	0	0	-	1	1	-	100%	0	0	0	0%	1	0	1	0%
8	Calabar	14	9	5	64%	16	10	6	63%	30	7	23	23%	14	3	11	21%
9	Eko	191	95	96	50%	329	76	253	23%	173	4	169	2%	543	174	361*	32%
10	Enugu	170	0	170	0%	111	97	14	87%	86	38	48	44%	73	37	36	51%
11	Gombe	22	3	19	14%	9	3	6	33%	12	4	8	33%	9	8	1	89%
12	Gusau	12	6	6	50%	11	9	2	82%	4	2	2	50%	1	1	0	100%
13	Ibadan	263	20	243	8%	556	87	469	16%	375	246	129	66%	537	213	324	40%
14	Ikeja	670	56	614	8%	605	206	399	34%	380	66	314	17%	688	414	236*	60%
15	Ilorin	-	-	-	-	-	-	-	-	-	-	-	-	24	8	16	33%
16	Jigawa	9	4	5	44%	4	-	4	0%	6	6	0	100%	1	1	0	100%
17	Jos	11	0	11	0%	3	1	2	33%	8	7	1	88%	13	6	7	46%
18	Kaduna	14	0	14	0%	3	-	3	0%	21	6	15	29%	19	2	17	11%
19	Kano	12	4	8	33%	8	8	-	100%	25	21	4	84%	7	6	1	86%
20	Katsina	1	1	0	100%	2	-	0*	0%	8	2	6	25%	2	0	2	0%
24	Lafia	-	-	-	-	-	-	-	-	-	-	-	-	2	0	2	0%
21	Lokoja	-	-	-	-	-	-	-	-	-	-	-	-	6	0	6	0%
22	Makurdi	11	5	6	45%	13	5	2*	38%	18	3	15	17%	8	4	4	50%
23	Osogbo	-	-	-	-	-	-	-	-	-	-	-	-	145	144	1	99%
25	Owerri	31	0	31	0%	34	8	26	24%	34	23	11	68%	32	30	2	94%
26	P/Harcourt	122	63	59	52%	91	68	23	75%	171	93	78	121%	148	61	87	41%
27	Sokoto	12	4	8	33%	8	3	3*	38%	11	2	9	18%	5	0	5	0%
28	Umuahia	34	0	34	0%	50	39	11	78%	40	15	25	38%	43	31	12	72%
29	Uyo	36	16	20	44%	37	19	18	51%	77	31	46	40%	87	36	51	41%
30	Yola	17	4	13	24%	13	9	4	69%	5	2	3	40%	5	4	1	80%
<b>All Forum Offices</b>		<b>1,969</b>	<b>292</b>	<b>1,677</b>	<b>15%</b>	<b>2,272</b>	<b>847</b>	<b>1,413</b>	<b>37%</b>	<b>1,959</b>	<b>842</b>	<b>1,117</b>	<b>43%</b>	<b>2,939</b>	<b>1,439</b>	<b>1,454</b>	<b>49%</b>

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

Table IX: Monthly Revenue &amp; Expenditure of the Commission in 2018/Q1-Q4

Description	(₦' Million)				(₦' Million)			
	Monthly for 2018/Q1			Total /Q1	Monthly for 2018/Q2			Total /Q2
	Jan.	Feb.	Mar.		Apr.	May	Jun.	
<b>A. Revenue</b>								
Operating Levy (MC)	256	412.29	350.19	1,018.48	598.14	399.53	465.95	1463.62
Other IGR	16.22	43.31	107.33	166.86	98.46	82.43	67.92	248.80
<b>Total Revenue</b>	<b>272.22</b>	<b>455.6</b>	<b>457.52</b>	<b>1185.34</b>	<b>696.60</b>	<b>481.95</b>	<b>533.87</b>	<b>1712.42</b>
<b>B. Expenditure</b>								
Personnel Cost	366.65	222.6	445.94	1,035.19	217.70	344.30	426.21	988.21
Regulatory Expenses	14.41	5.82	24.07	44.30	60.52	115.59	134.47	310.58
Admin and General Maintenance	36.93	41	32.89	110.82	15.96	15.35	21.17	52.48
<b>Total Expenditure</b>	<b>417.99</b>	<b>269.42</b>	<b>502.9</b>	<b>1190.31</b>	<b>294.18</b>	<b>475.25</b>	<b>581.84</b>	<b>1351.27</b>
<b>Net Cash Flow (A-B)</b>	<b>(145.77)</b>	<b>186.18</b>	<b>(45.38)</b>	<b>(4.97)</b>	<b>402.42</b>	<b>6.71</b>	<b>(47.97)</b>	<b>361.15</b>
C. Outstanding Liabilities as at the end of Stated Quarters				1,004.83				1,004.83
<b>Overall Surplus/Deficit (A-B-C)</b>				<b>(1,009.80)</b>				<b>(643.68)</b>

Notes of the table:

MC is Market Charges and IGR internal Generated Revenue

Table IX Cont'd: Monthly Revenue &amp; Expenditure of the Commission in 2018/Q1-Q4

Description	(₦ Million)				(₦ Million)				(₦ Million)
	Monthly for 2018/Q3			Total	Monthly for 2018/Q4			Total	Total
	Jul.	Aug.	Sep.	/Q3	Oct.	Nov.	Dec.	/Q4	2018
<b>A. Revenue</b>									
Operating Levy (MC)	286.34	315.26	254.88	856.48	216.44	313.87	359.43	889.74	4,228.32
Other IGR	74.98	57.19	63.06	195.228	31.370	19.580	16.010	66.96	677.85
<b>Total Revenue</b>	<b>361.32</b>	<b>372.44</b>	<b>317.94</b>	<b>1,051.71</b>	<b>247.81</b>	<b>333.45</b>	<b>375.44</b>	<b>956.70</b>	<b>4,906.17</b>
<b>B. Expenditure</b>									
Personnel Cost	266.11	209.58	412.05	887.75	214.86	333.47	383.47	931.80	3,842.95
Regulatory Expenses	200.33	65.83	112.48	378.65	66.47	133.40	348.57	548.44	1,281.96
Admin and General Maintenance	25.10	19.15	42.83	87.08	28.41	33.82	34.77	97.00	347.37
<b>Total Expenditure</b>	<b>491.54</b>	<b>294.56</b>	<b>567.37</b>	<b>1,353.47</b>	<b>309.74</b>	<b>500.69</b>	<b>766.81</b>	<b>1,577.24</b>	<b>5,472.29</b>
<b>Net Cash Flow (A-B)</b>	<b>(130.21)</b>	<b>77.89</b>	<b>(249.43)</b>	<b>(301.76)</b>	<b>(61.93)</b>	<b>(167.24)</b>	<b>(391.37)</b>	<b>(620.54)</b>	<b>(566.12)</b>
C. Outstanding Liabilities as at the end of the Stated Quarters				661.04				703.63	703.63
<b>Overall Surplus/Deficit (A-B-C)</b>				<b>(962.80)</b>				<b>(1,324.17)</b>	<b>(1,269.75)</b>

Notes of the table:

MC is Market Charges and IGR internal Generated Revenue





**NIGERIAN ELECTRICITY REGULATORY COMMISSION**  
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