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ELECTRICITY
REGULATORY
COMMISSION



Electricity on Demand

QUARTERLY REPORT

SECOND QUARTER 2019

NIGERIAN ELECTRICITY REGULATORY COMMISSION

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NERC quarterly report is prepared in compliance with Section 55(3) of the Electric Power Sector Reform (EPSR) Act 2004, which mandates the Commission to submit the quarterly reports of its activities to the President and the National Assembly. The report analyses the state of the Nigerian electricity industry (covering both the operational and commercial performance), regulatory functions, consumer affairs as well as the Commission's finances and staff development. The report is directed at a wide spectrum of readers including energy economists, electrical engineers, financial and market analysts, potential investors, government officials and institutions, the private sector as well as general readers.

NERC quarterly report is freely available to stakeholders of the Nigerian Electricity Supply Industry (NESI), government agencies and corporations. Individuals can also access any particular issue freely from the Commission's Website. Please direct all inquiries, comments and suggestions on the report to:

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LIST OF ABBREVIATIONS

ADR	Alternative Dispute Resolution
AEDC	Abuja Electricity Distribution Company Plc
ANAN	Association of National Accountants of Nigeria
ATC&C	Aggregate Technical, Commercial & Collection Losses
BPE	Bureau of Public Enterprises
CAPEX	Capital Expenditure
CEB	Beninois Electricity Community
CTC	Competition Transaction Charge
DisCos	Distribution Companies
DSOs	Distribution System Operators
EEDC	Enugu Electricity Distribution Company Plc
EKEDC	Eko Electricity Distribution Company Plc
EPSR	Electric Power Sector Reform
GenCos	Generation Companies
GWh	Gigawatts hour
IBEDC	Ibadan Electricity Distribution Company Plc
ICAN	Institute of Chartered Accountants of Nigeria
IEDN	Independent Electricity Distribution Network
IE	Ikeja Electricity Distribution Company Plc
JEDC	Jos Electricity Distribution Company Plc
KDEDC	Kaduna Electricity Distribution Company Plc
KEDC	Kano Electricity Distribution Company Plc
MAP	Meter Assets Provider
MOs	Market Operators
MW	Megawatts
MWh	Megawatts hour
MYTO	Multi-Year Tariff Order
NBET	Nigerian Bulk Electricity Trading Plc
NERC	Nigerian Electricity Regulatory Commission
NESI	Nigerian Electricity Supply Industry
NICE	Notices of Intention to Commence Enforcement
NIGELEC	Nigerien Electricity Society
NIM	Nigerian Institute of Management
NIPP	National Integrated Power Projects
NSE	Nigerian Society of Engineers
PHEDC	Port Harcourt Electricity Distribution Company Plc
ECR	Eligible Customer Regulations
TCN	Transmission Company of Nigeria Plc
TLF	Transmission Loss Factor
YEDC	Yola Electricity Distribution Company Plc



1. EXECUTIVE SUMMARY

SUMMARY

STATE OF THE INDUSTRY:

Total electric energy generated in 2019/Q2 was 8,451,428 MWh – 5.59% less than the generation in 2019/Q1. Similarly, average capacity utilisation rate decreased by 4.34 percentage points in 2019/Q1.

Operational Performance: In line with its mandates derived from the Electric Power Sector Reform (EPSR) Act 2004, 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 second quarter of 2019, the total electric energy generated was 8,451,428MWh – 5.59% less than the level of generation during the first quarter of 2019. During the quarter, the industry recorded a peak generation of 5,348MW. The available plant generation units increased by one (1) from the daily average of 62 units recorded in the preceding quarter. Moreover, despite the slight increase in the available generation units in the second quarter, the total electric energy generated fell by 5.59% with 4.34 percentage points decrease in generation capacity utilisation due to constraints such as insufficient gas supply, transmission and distribution networks, and water management at the hydropower stations. With this decline in operational sector performance in the quarter under review, the aforementioned industry constraints have continued to pose major technical and operational challenges to the industry.

The complete resolution of the highlighted technical and operational constraints in the Nigerian electricity industry remains as one of the top priorities of the Commission. In this regard, the Commission has continued to work on addressing the DisCo-TCN interface bottlenecks with the aim of freeing up part of the stranded generation capacity by addressing the constraints inhibiting the flow of energy. The Commission is further committed to utilising a more robust process for the thorough technical assessment of DisCos’ utilisation of capital expenditure allowances for relevance towards freeing up stranded capacity and cost-efficiency. This is to ensure that utilities invest in projects critical to addressing the technical and operational challenges bedevilling their operational efficiency. Pursuant to this effort, the Commission has formally issued new Performance Improvement Plan (PIP) Guidelines to the DisCos for the preparation of their investment plans covering the period 2020 - 2025. These guidelines are consistent with the regulatory imperative of ensuring that consumers do not pay for inefficiencies of the utilities.

Three (3) incidences of total system collapse were recorded in 2019/Q2 and no partial system collapse occurred in the same period.

A comparative summary of the system stability performance of the national grid for the first and second quarters of 2019 is indicated in Table A. The report indicates a relative improvement in the stability of the grid network during the second quarter of 2019 with three (3) incidences of total system collapse (i.e., total blackout nationwide), unlike in the first quarter where five (5) total system collapses were recorded.

Table A: Summary of System Collapse in 2019/Q1-Q2

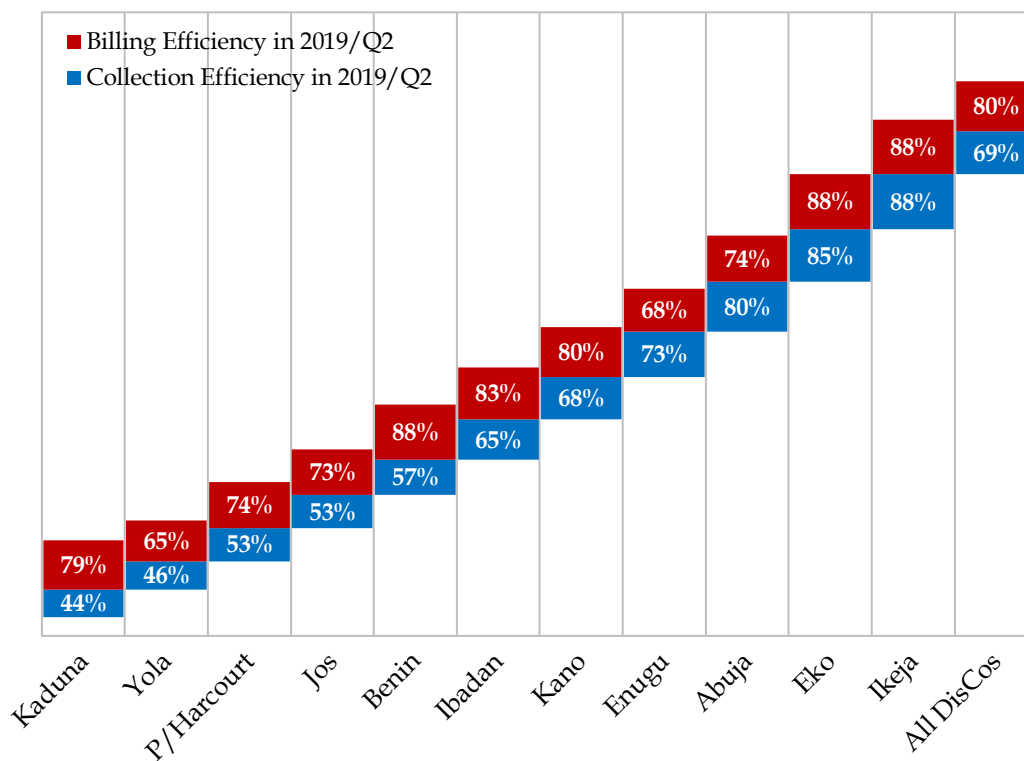
	2019/Q1	2019/Q2
Number of Partial Collapses	0	0
Number of Total Collapses	5	3

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. In addition, the Commission is reviewing the outcome of the process of procuring spinning reserves by TCN. The Commission had earlier approved the request by TCN to competitively procure spinning reserves for the industry. This is to guarantee adequate spinning reserves for proper management of the grid by System Operator.

Commercial Performance: The commercial viability and financial liquidity of the industry continued to be a major challenge with slight improvement in the second quarter of 2019. During the quarter under review, the total billing to electricity consumers by the eleven (11) DisCos rose to ₦186.08billion with a total collection of ₦121.32billion. As represented in Figure A, these denote 80.18% and 69.10% billing and collection efficiency respectively, indicating 0.20% and 5.11% points increases respectively from the first quarter of 2019. The level of collection efficiency during the quarter under review indicates that as much as ₦3.09 out of every ₦10 worth of energy sold during the second quarter of 2019 still remained uncollected as and when due.

DisCos' Billing efficiency of electricity consumers stood at 80.18% while collection was 65.20%.

Figure A. Billing and Collection Efficiency by DisCos in 2019/Q2

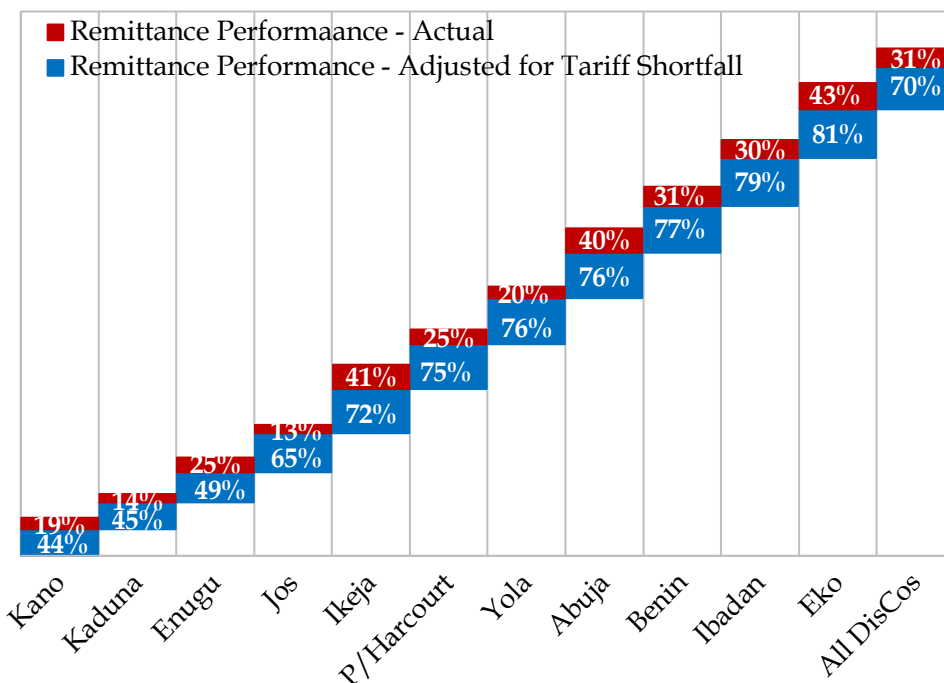


Similarly, during the second quarter of 2019, out of the total invoice of ₦180.08billion issued to the eleven (11) DisCos for energy received from NBET and for service charge by MO, the sum of ₦55.10billion of the total invoice was settled, representing 30.60% remittance performance, and 2.83 percentage points increase from the first quarter of 2019. Individual DisCo remittance performances during the second quarter of 2019 are represented in Figure B below. The average total remittance performance to the market for all DisCos was 30.60% and ranges from 13.12% (Jos) to 43.27% (Eko).

Notwithstanding the slight progress recorded in the second quarter of 2019, the financial viability of the Nigerian Electricity Supply Industry (NESI) is still a major challenge threatening its sustainability. As highlighted in the preceding quarterly reports, the liquidity challenge is partly due to the non-implementation of cost-reflective tariffs, high technical and commercial losses exacerbated by energy theft and consumers’ apathy to payments under the widely prevailing practise of estimated billing. The severity of the liquidity challenge in NESI was reflected in the less than 50% settlement rate of the energy invoice

issued by NBET and MO to each of the DisCos highlighted above, as well as the non-payment by the special and international customers.

Figure B: Actual and Adjusted Remittances by DisCos - 2019/Q2



During 2019/Q2, the international customers (CEB/SAKETE and NIGELEC) made no payment for the total outstanding debt.

DisCos' remittance to NBET and MO was 30.60%, however, adjusting for tariff shortfall, the total market remittance stood at 69.68%.

During the quarter under review, the special and international customers made no payment to NBET and MO. The invoices issued to Ajaokuta Steel Co. Ltd (designated as special customer) and international customers (i.e., Societe Nigerienne d'electricite – NIGELEC and Communaute Electrique du Benin-CEB) stood at ₦0.32billion and ₦10.85billion respectively. 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.

Noting that tariff shortfall may have partly accounted for the noted low remittance by DisCos in Figure B, the remittance performances of the utilities as adjusted for tariff shortfall are presented in Figure B. The figure shows that adjusting for tariff shortfall, DisCos' total average remittance to the market (NBET & MO) during 2019/Q2 was 69.68% and ranged from 43.68% (for Kano DisCo) to 80.80% (for Eko DisCo). This clearly indicates that regardless of the prevailing tariff shortfall, DisCos' remittance is still significantly below the expected threshold. Thus, to ensure business continuity and improve sector liquidity,

DisCos must improve on efforts towards reducing their ATC&C losses to levels commensurate with their Performance Agreements.

In pursuit of addressing low remittance to the market and a review of DisCos' viability as a going concern, the Commission met with the management of some of the utilities to review their performance and related strategy towards addressing their operational and commercial challenges. The Commission has extracted minimum performance obligations from the DisCos and the compliance unit charged with responsibility for tracking and further actions as necessary. The Commission has also finalised a framework for minimum market remittance threshold that would ensure a fair and equitable distribution of market revenues and an intervention towards managing the liquidity and financial challenges of the electricity industry.

As noted in the preceding quarterly reports, another major initiative towards improving revenue collection and remittance in the Nigerian electricity supply industry is the provision of meters to all registered end-use consumers of electricity. To this end, the DisCos' process of procuring Meter Asset Providers (MAP) monitored by the Commission was completed during the quarter under review. The Commission is now monitoring the deployments of meters in compliance with the provisions of the MAP Regulations. The MAP Regulations issued by the Commission in March 2018 aim to fast-track the roll-out of end-use meters through the engagement of third-party investors for the financing, procurement, supply, installation and maintenance of electricity meters.

Regulations and Orders: During the second quarter of 2019, the Commission issued three (3) Orders including NERC/GL/169 directing Abuja DisCo to pay ₦50million in compensation to the family of late Master Mohammed Arafat Jibril, and a fine of ₦250million to the Commission for their infractions on safety of their power infrastructure. However, Abuja DisCo has since taken the Commission to court challenging the validity of the Order with particular reference to the penalties. The second Order NERC/GL/167 was issued to Cummins Power Generation Nigeria Limited (CPGNL) for encroaching on Ikeja Electric distribution networks and tampering with its distribution infrastructure. The third Order NERC/GL/168

REGULATORY FUNCTIONS:

was issued against PIPP LVI DisCo Limited (PIPP) for encroaching on Eko DisCo's networks and tampering with its distribution infrastructure. The Commission also finalised the Consultation Papers on Competition Transaction Charge, Capping of Estimated Billing and Electricity Distribution Sub-Franchising regulations. During the quarter under review, two (2) of the Consultation Papers were subjected to public discussions with key stakeholders including investors, GenCos, DisCos and other network operators, and consumer groups *inter alia*. The Commission continued the process of gazetting its regulations with the latest being the Nigerian Electricity Supply and Installation Standards (NESIS) Regulations. The Commission also continued to monitor the enforcement of the provisions of existing regulations. In particular, the Commission reviewed the completion process of procuring the Meter Asset Providers (MAPs) by DisCos in line with the Meter Asset Provider Regulations culminating in the issuance of Permits to eligible companies.

Licensing and Permits: During the second quarter, the Commission, after satisfactory evaluation, issued two (2) new Captive Power Generation (CPG) permits, two (2) new off-grid and three (3) new embedded generation licences with a total nameplate capacity of 293.14MW. The Commission also approved the issuance of three (3) new independent electricity distribution networks (IEDN) licences during the same period. Moreover, the Commission approved the renewal of one (1) on-grid licence and seven (7) CPGs permits with a total nameplate capacity of 706.38MW. This brings the total nameplate capacities of licences and permits issued and renewed by the Commission during the quarter under review to 859.52MW.

The Commission approved the certification of fourteen (14) Meter Service Providers for manufacturer, importer and installer categories and issued permits to eighteen (18) Meter Asset Providers. The Commission also continued with the technical evaluation of fourteen (14) Eligible Customer applications during the second quarter of 2019.

Compliance and Enforcement: Enforcement actions against violations, breaches and infractions of regulations, orders and technical codes of the NESI are key mandates of the Commission. The Commission continued with the twenty-one (21) enforcement actions brought forward from the preceding quarters against some licensees for

In 2019/Q2, the Commission renewed one (1) on-grid licence and seven (7) Captive Power Generation Permits with a total nameplate capacity of 706.38MW.

violations of rules and infraction. These include failure to submit required data within a stipulated timeline, electrical accidents and electrocution cases, and the failure to adhere to forum decisions without filing appeals.

Litigation: During the second quarter of 2019, the Commission was not involved in new litigations but continued with twelve (12) on-going cases reported in the preceding quarterly reports that are still at various stages in the courts. The ongoing cases relate to suspension of Board of Ibadan DisCo, implementation of MYTO 2015, land dispute and granting of Eligible Customer status *inter alia*.

Alternative Dispute Resolution: During the second quarter of 2019, the Commission did not handle any on-going or new dispute between stakeholders of the industry as none was reported to the Commission.

CONSUMER AFFAIRS:

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

The metering gap for end-use customers is still a key challenge in the industry. The records of the Commission indicate that, of the 8,881,443 registered electricity customers, only 3,811,729 (42.92%) have been metered as at the end of the second quarter of 2019. Thus, 57.08% of registered customers are still on estimated billing which has contributed to customer apathy towards payment for electricity.

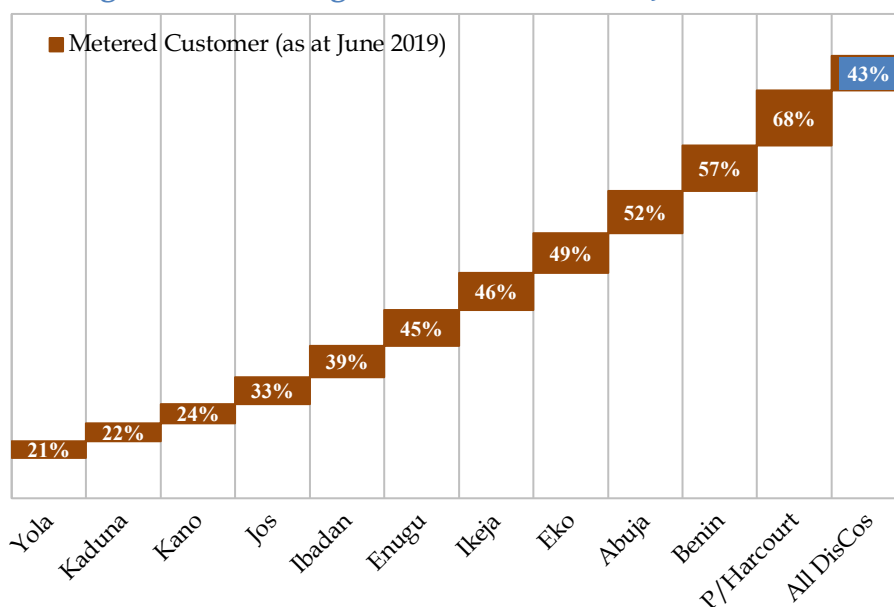
In comparison to the first quarter, the number of registered and metered customers increased by 0.45% and 0.46% respectively. The increase in registered customer population is due to the on-going

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

customer enumeration exercise by DisCos through which illegal consumers of electricity were brought onto the DisCos’ billing platform. Similarly, the increase in metered customers is largely attributed to the gradual roll-out of meters under the Meter Assets Provider (MAP) scheme.

A review of the customer population data in Figure C indicates that only Abuja, Benin and Port Harcourt DisCos had metered more than 50% of their registered customers as at the end of June 2019. The Commission continued its monitoring of DisCos’ implementation of and compliance to the provisions of the MAP Regulations in order to fast-track meter roll-out with the target of closing the metering gap in the NESI within three (3) years.

Figure C: Metering Status in NESI as at June 2019



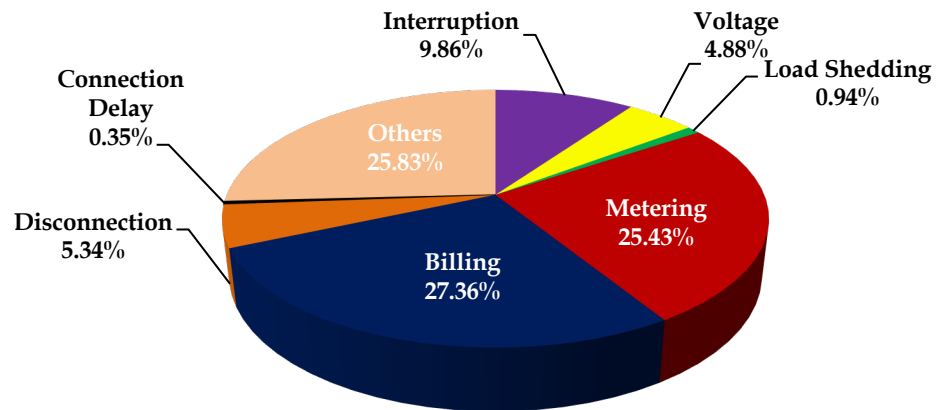
Customer Complaints: During the second quarter of 2019, the eleven DisCos received a total of 145,959 complaints from consumers (3.94% less than complaints received during the first quarter of 2019) and attended to a total of 128,025 (~87.71%) representing a slight increase of 0.7 percentage point from the preceding quarter. The report shows that Ibadan and Abuja DisCos had the lowest customers’ complaints resolution rates based on the proportion of complaints not addressed in the second quarter. Nevertheless, the Commission has continued to probe the reasons for poor customer complaints resolution by all DisCos with low resolution rates.

The number of customer complaints decreased by 3.94% during the first quarter of 2019.

Metering and estimated billing still dominated the customers' complaints, accounting for 52.80% of the total complaints in 2019/Q2.

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 52.80% (i.e., 77,063) of the total complaints in the second quarter of 2019. In an effort to ensure improved customer service delivery, the Commission continued to monitor and audit the complaint handling and resolution process by DisCos. Moreover, the Commission, on a continuous basis, monitors the operation and efficacy of its Forum Offices which were set up to adjudicate on consumers' complaints not adequately resolved to the customers' satisfaction by the responsible DisCos

Figure D: Category of Complaints Received by DisCos in 2019/Q2

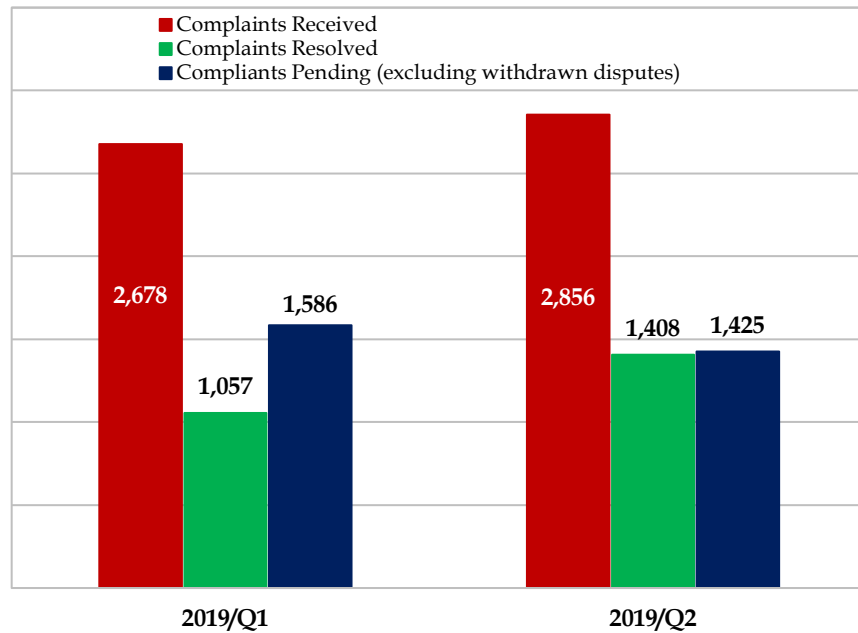


Forum Offices: Forum panels perform the Commission's quasi-judiciary functions in redressing customers' and utilities' unresolved disputes, as enshrined in the Commission's Customer Complaints Handling Standards and Procedure (CCHSP) Regulation. As at the end of the second quarter of 2019, the Commission had thirty (30) operational Forum Offices in twenty-nine (29) states and FCT, Abuja.

As at the end of 2019/Q2, the Commission had 30 operational Forum Offices in 29 States and the Federal Capital Territory (FCT).

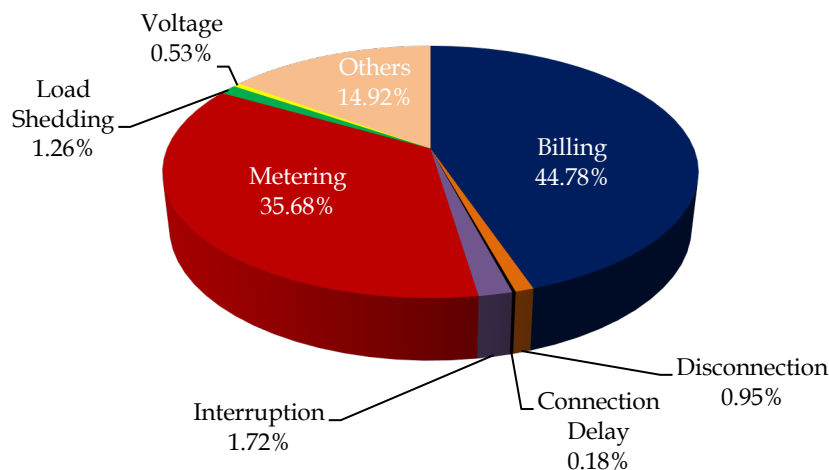
The chart in Figure E indicates that the Forum Offices had a total of 2,856 complaints in the second quarter of 2019 (including 1,586 pending complaints from the first quarter of 2019) from customers who were dissatisfied with DisCos' decision in resolving their lodged complaints. During the quarter under review, the Forum Panels had 65 hearings and resolved 49.23% of the complaints lodged at Forum Offices nationwide, representing 9.83 percentage points increase from the resolution rate recorded in 2019/Q1 and indicates an average resolution of 22 cases per hearing.

Figure E: Complaints Received by Forum Offices in 2019/Q1-Q2



Similar to the categories of complaints received by DisCos, metering and billing issues dominated the category of complaints received by the Forum Offices as represented in Figure F. This shows that billing and metering issues were mostly the complaints not resolved satisfactorily by the DisCos’ Complaints Handling Units in 2019/Q2.

Figure F: Complaints Category Received by Forum Offices, 2019/Q2



Whereas some of the pending cases are due to incomplete submission and/or abandonment by consumers, the Commission has directed all its respective Forum Offices to quickly resolve all outstanding complaints in line with the operating manual of the Commission. To

further improve customer care in NESI, the Commission is working toward establishing additional Forum Offices in a bid to achieving its objective of establishing at least one Forum Office in each state of the federation.

In 2019/Q2, electrical accidents resulted in 37 deaths and 18 injuries of various degrees involving both employees of the companies and the third parties.

Health and Safety: The Commission received a total of 73 accident reports from the operators during the second quarter of 2019. The accidents resulted in 37 deaths and 18 injuries of various degrees involving both employees of the companies and third parties. In comparison to the first quarter of 2019 when 10 deaths and 7 injuries were recorded, there was a significant decline in the health and safety performance of the operators in the second quarter.

In line with its mandate to ensure licensees' commitment to safe energy delivery, the Commission has commenced enforcements on some of the incidences involving various safety breaches during the second quarter. The Commission is also developing a comprehensive penalty and compensation structure for health and safety breaches in NESI to stop the utilities' discretionary payment of compensations to electrical accident victims or their families. On account of the Commission's stand for zero tolerance on safety breaches in NESI and, in line with its strategic goals 2017-2020, the Commission has intensified its monitoring and implementation of various safety programmes aimed at reducing accidents in the industry. The safety programs being implemented by the Commission include, but not limited to, the standardisation of system protection schemes, engagement of stakeholders on Right of Way (ROW) violation, public enlightenment on the safe use of electricity and a review of an operational procedure for Distribution System Operators (DSO) on fault clearing.

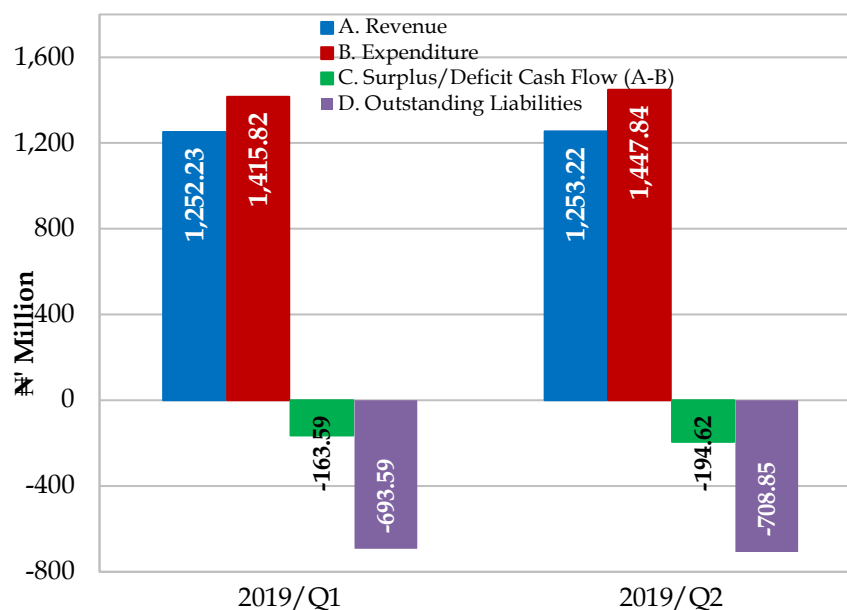
Financial Report: During the second quarter of 2019, the total revenue realised by the Commission was ₦1.25billion, ~0.08% higher than the revenue realised in the preceding quarter. Although there was a 15.35% decrease in operating levies (i.e., market charges), the slight increase in total revenue was due to increase in other internally generated revenue (OIGR), such as licensing and permit fees. The chart in Figure G indicates that the total expenditure of the Commission rose to ₦1.45billion from ₦1.42billion incurred in the preceding quarter. A comparison of the revenue and expenditure of the Commission in the

**THE
COMMISSION:**

As at the end of 2019/Q2, the accumulated unpaid liabilities of the Commission had increased to ₦708.85million (excluding ₦194.62million deficit during the quarter).

second quarter showed higher expenditure incurred when compared to actual cash receipts signifying a negative net cash flow of ₦194.62million. The Commission also has outstanding liabilities of ₦708.85m as at the end of 2019/Q2 (this shows a slight increase of ₦15.3m from 2019/Q1).

Figure G: Commission's Cash Flows (₦' m) in 2019/Q1-Q2



Capacity Development: During the second quarter, the Commission continued with its commitment to human capital development and sponsored some members of staff, based on their job needs, to attend various regulatory, leadership and management training programs. During the quarter, members of staff were also sponsored to attend workshops, meetings and conferences on issues beneficial to the Commission's statutory responsibilities. Members of staff of the Commission were also sponsored to attend the Annual Conferences of their respective professional bodies in line with the provisions of the Staff Handbook.

Promotion: The Commission completed the 2019 promotion exercise in the second quarter of 2019. At the end of the exercise, members of staff who were adjudged to have satisfied the stipulated requirements were duly promoted.

2. STATE OF THE INDUSTRY

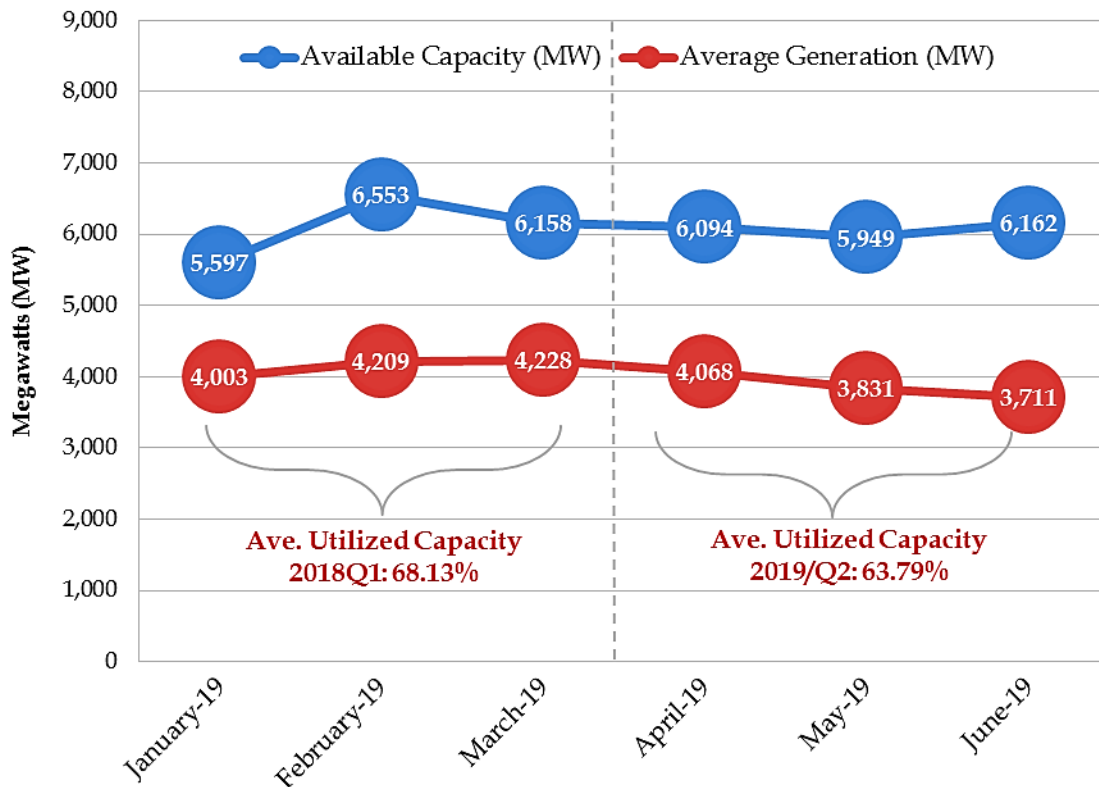
2.1. Operational Performance

2.1.1. Electricity Generation

In line with the mandate derived from the Electric Power Sector Reform (EPSR) Act 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 5,348MW for the second quarter of 2019 was recorded on the 3rd April 2019. The available average generation capacity further declined marginally by 0.56% to 6,069MW in the second quarter of 2019. The consecutive decrease in available generation capacity is attributable to the very high number of generation units currently undergoing maintenance and overhaul, which made them unavailable for electricity generation. Although the average plant generation units available during the quarter under review increased by 1 unit to 62 units, this is significantly lower than the 78 generation units available in 2018. Despite the increase in available generation plant units in the second quarter relative to the first quarter, the electric energy generated declined by 5.59% to 8,451,428MWh from 8,951,869MWh recorded in the first quarter of 2019.

A review of both the daily average generation and available capacity (in MW) from the first quarter (January-March) to the second quarter (April-June) of 2019 is represented in Figure 1. The Figure shows that 63.79% of the available capacity was utilised in the second quarter of 2019, indicating 4.34 percentage points decrease from the capacity utilisation rate during the preceding quarter. The decreased capacity utilisation rate is due to technical and operational constraints such as inadequate gas supply, water management at the hydropower stations, transmission constraints, and limited distribution networks and commercially induced low load off-take by DisCos.

Figure 1: Average Daily Generation and Available Capacity 2019/Q1-Q2



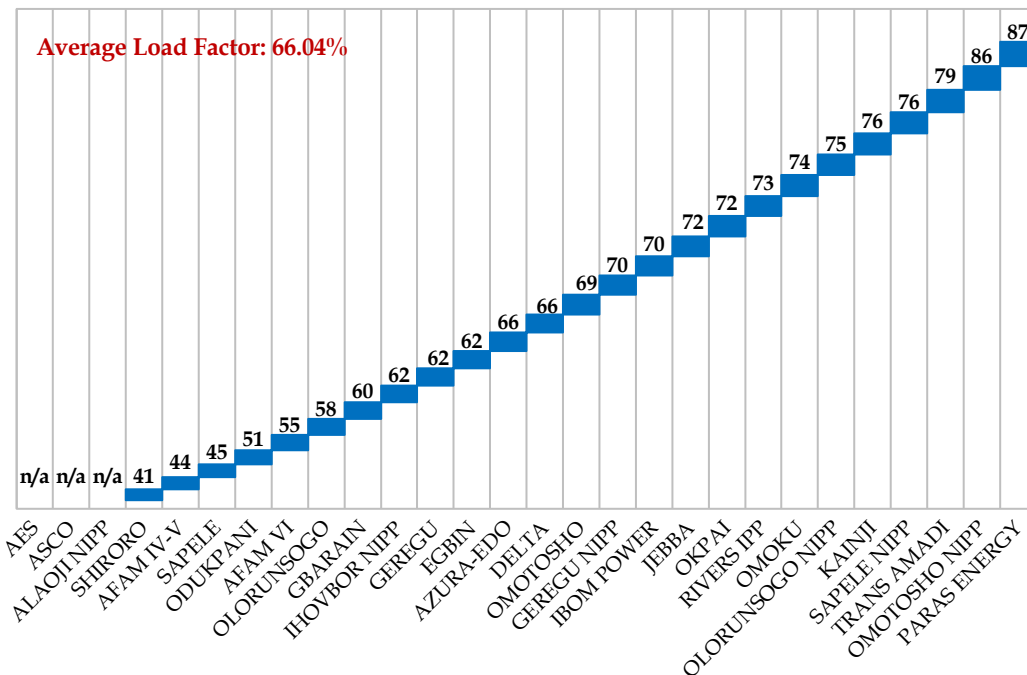
Complete resolution of both the operational and technical challenges in electricity generation remains as one of the top priorities of the Commission. The Commission continued consultations with relevant stakeholders to develop lasting solutions to the gas impasse in the power industry. Furthermore, the Commission continues to execute a number of actionable items identified in its Strategic Plan 2017-2020 to completely resolve the technical and operational challenges in NESI. As stated in the preceding quarterly reports, the highlighted strategy includes a continuous and thorough technical assessment of DisCos’ utilisation of its capital expenditure allowances for relevance and cost efficiency, evaluation of the investments required by TCN and DisCos at all TCN/DisCos interface points, and a tariff review in order to stimulate investments in network infrastructure and ensure customers get value for money at all the time.

2.1.2. Load Factor and Average Generation of Power Plants

The average load factor (i.e., the dispatch rate) of the generation plants, defined as the amount of energy that a power plant generated over a certain period relative to its **available** capacity for the said period, recorded a decline of 3.55 percentage points from the 69.59% recorded during the preceding quarter. As represented in Figure 2, the average dispatch rate (or plant load factor) stood at 66.04% during the second quarter, indicating that an average power plant operating during the second quarter 2019 had just 66.04% of its available capacity dispatched by the System Operator (SO).

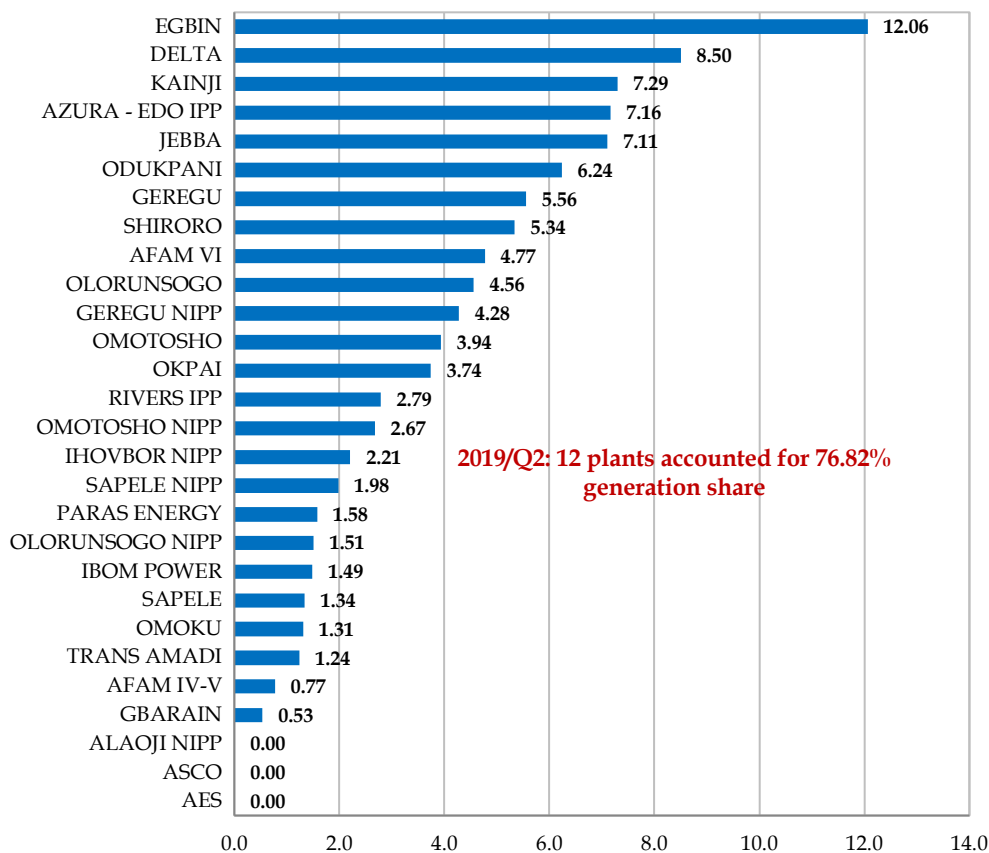
Two of the twenty-five (25) power plants in operation during the quarter under review had at least 80% of their available capacity dispatched by SO. These plants include Omotosho NIPP and Paras Energy. Shiroro hydropower plant which has one of the lowest tariffs recorded the least dispatch rate at 41.24%. To ensure that hydro plants are efficiently dispatched, given their low tariffs and in consideration of safety associated with spilling of water from dams during the raining season, the Commission has issued an Order declaring hydro plants as “must run” by SO. Similar to the preceding quarter, Paras Energy had the highest dispatch rate (load factor) of 87.15% followed by Omotosho NIPP which recorded 86% load factor. During the same period, Azura power plant had 65.95% load factor.

Figure 2: Plants Load Factor (%) in 2019/Q2



The contribution of the individual power plant to the total energy output during the second quarter of 2019 is represented in Figure 3. Eleven (11) of the twenty-five operational power plants accounted for 72.87% of the total electric energy generated during the second quarter. Egbin power plant accounted for 12.06% of the total energy output followed by Transcorp power plant (Delta) which accounted for 8.5% energy share. Gbarain power plant accounted for the least share of output during the quarter with 0.53%. Figure 3 shows clearly that energy generation in Nigeria still heavily depends on a few numbers of plant, as seven (7) of the operating plants accounted for 53.93% of the total electric energy output in 2019/Q2.

Figure 3: Share (%) of Generation Output by Plants in 2019/Q2



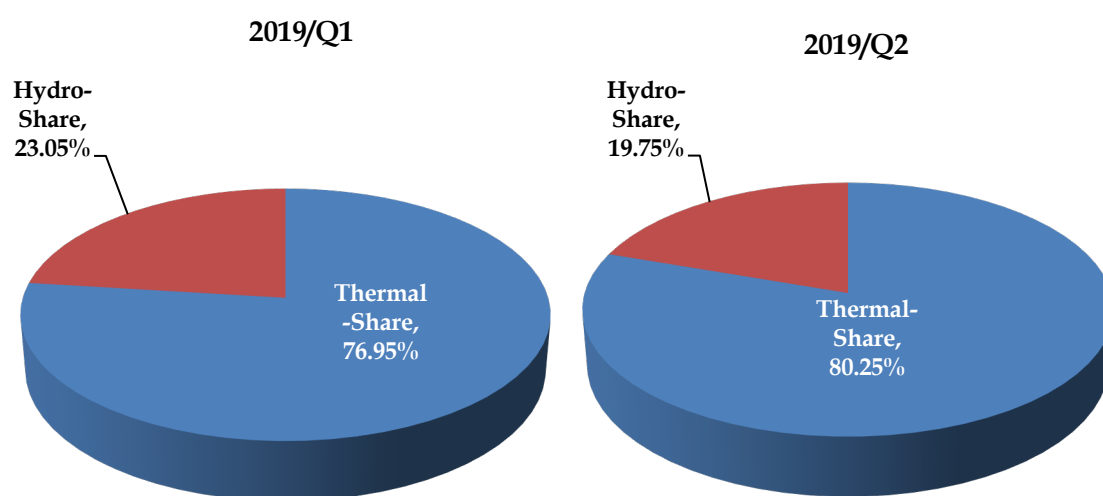
As previously reported, the implication from Figure 3 is that the seemingly (over)reliance of the grid on the energy supplied from just seven (7) power plants may pose a risk to the industry because downtime in any of them may result in grid instability if there are no adequate proactive measures such as adequate spinning reserves. In order to mitigate the risk to grid stability that may arise from inadequate generation from any of the seven (7) major plants, the Commission commenced the evaluation of the outcome of the competitive procurement of spinning reserves conducted by TCN. The procurement of adequate spinning reserves is to ensure proper management of the grid by the System Operator.

2.1.3. Generation Mix

The shares of electricity generation by fuel sources for the first and second quarters of 2019 are represented in Figure 4. Gas continues to dominate the electricity generation

mix accounting for 80.25% of the electricity generated during the second quarter of 2019. On the other hand, hydropower share declined by 3.30 percentage points from the preceding quarter and accounted for 19.75% of the total energy output. The Commission notes with concern the security of supply implication of the consecutive decline in energy generated from hydro and continuous dominance of gas-fired plants as acts of vandalism of gas pipelines could result in serious grid instability, as seen in the year 2016.

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



In order to ensure an 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.

2.1.4. Grid Performance

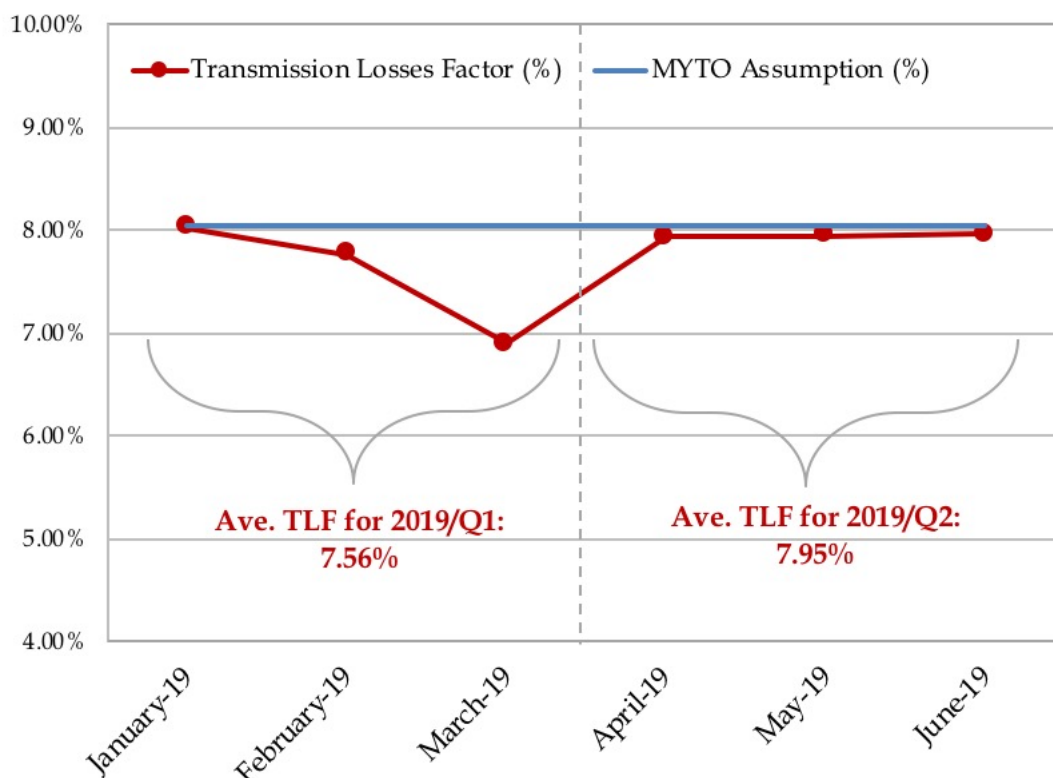
To assess the performance of the grid, the Commission focuses on four (4) Key Performance Indicators (KPIs) that relate to power transmission. These include the

transmission loss factor, incidence of system collapse, the stability of grid frequency and voltage fluctuation.

- **Transmission Losses Factor**

The Transmission Loss Factor (TLF), as measured by the proportion of the difference between the total energy sent out by power stations and energy delivered to all DisCos by TCN relative to the total energy sent out, increased slightly during the quarter under review. As represented in Figure 5, the average transmission loss factor increased by 0.38 percentage points from the average of 7.56% recorded in the preceding quarter, indicating a relatively poor performance in TCN's operation when compared to 2019/Q1. However, the average transmission loss factor of 7.95% recorded in 2019/Q2 is still lower than the 8.05% industry (MYTO) reference loss factor indicating an acceptable level of TLF. Nonetheless, the Commission will ensure that the recent increase in the TLF is short-lived by ensuring increased investments in transmission infrastructure as well as ensuring improved efficiency of the transmission networks. The Commission shall continue to work with other key stakeholders in the NESI, in particular, the TCN to achieve this task.

Figure 5: Transmission Loss Factor from Jan. 2019 - Jun. 2019



- System Collapse**

The industry recorded a moderate improvement in the stability of the grid network during the second quarter of 2019 relative to the preceding quarter. Table 1 presents the number of system collapse experienced during 2019/Q1 - Q2.

Table 1: System Collapse in 2019/Q1-Q2

	2019/Q1	2019/Q2
Number of Partial Collapses	0	0
Number of Total Collapses	5	3

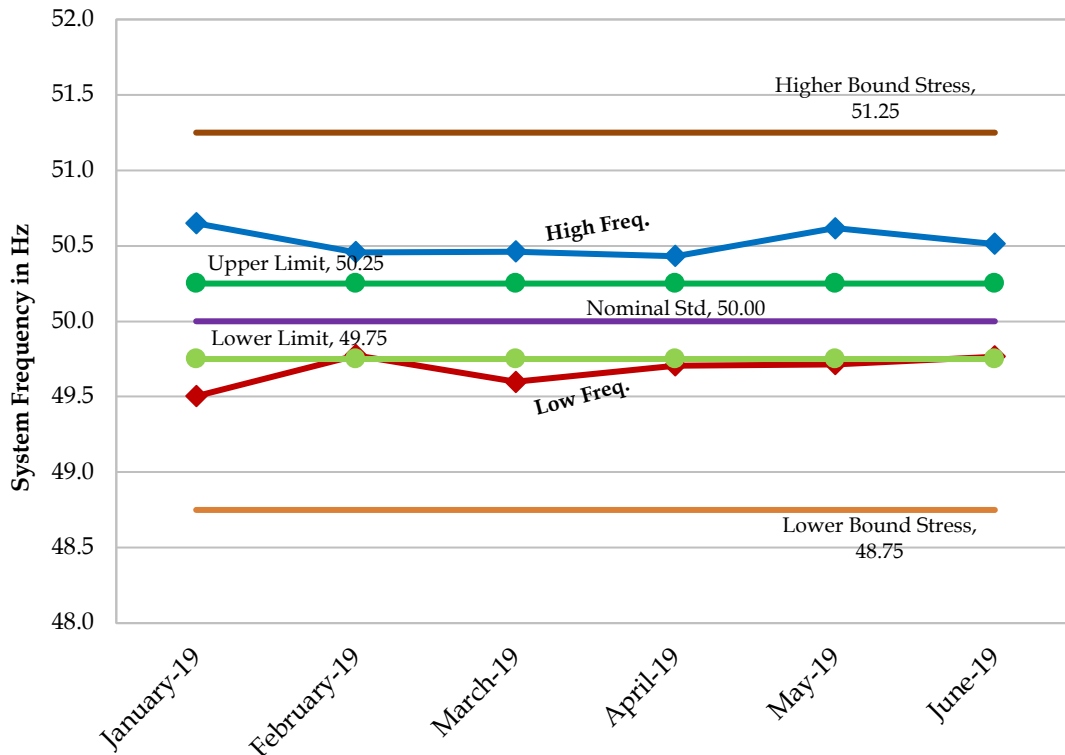
The industry recorded three (3) incidences of total system collapse (i.e. total blackout nation-wide) in the second quarter of 2019 compared to five (5) incidences recorded in the first quarter of 2019. There was no incidence of partial system collapse (i.e., failure of a section of the grid) during the quarter under review.

As highlighted in the preceding reports, to further improve the grid stability and prevent system collapse in subsequent quarters and beyond, the Commission in collaboration with the Transmission Company of Nigeria (TCN) shall intensify efforts to ensure further improvement in the grid performance. The Commission shall intensify monitoring of strict compliance to the System Operator's directives to generators on free governor and frequency control mode in line with the provisions of the subsisting operating codes in the electricity industry. Furthermore, the Commission has reviewed the outcome of the competitive procurement of spinning reserves conducted by the TCN. This is to guarantee adequate spinning reserves for proper management of the grid by the System Operator.

- **Grid Frequency**

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 to June 2019 is represented in Figure 6. During the period under review, the system low frequency made considerable progress towards the nominal statutory standard, 0.17Hz closer to the nominal standard as compared to March 2019. Similarly, the system high frequency made considerable progress except for May 2019. The high frequency, which hitherto was substantially above the upper statutory limit with a significant margin of 0.40Hz in January 2019, converged towards the statutory upper limit during the second quarter of 2018. As at June 2019, High system frequency has converged by 0.14Hz towards the statutory upper limit as compared to January 2019. However, throughout the period under review, the high frequency was still above the upper statutory limit.

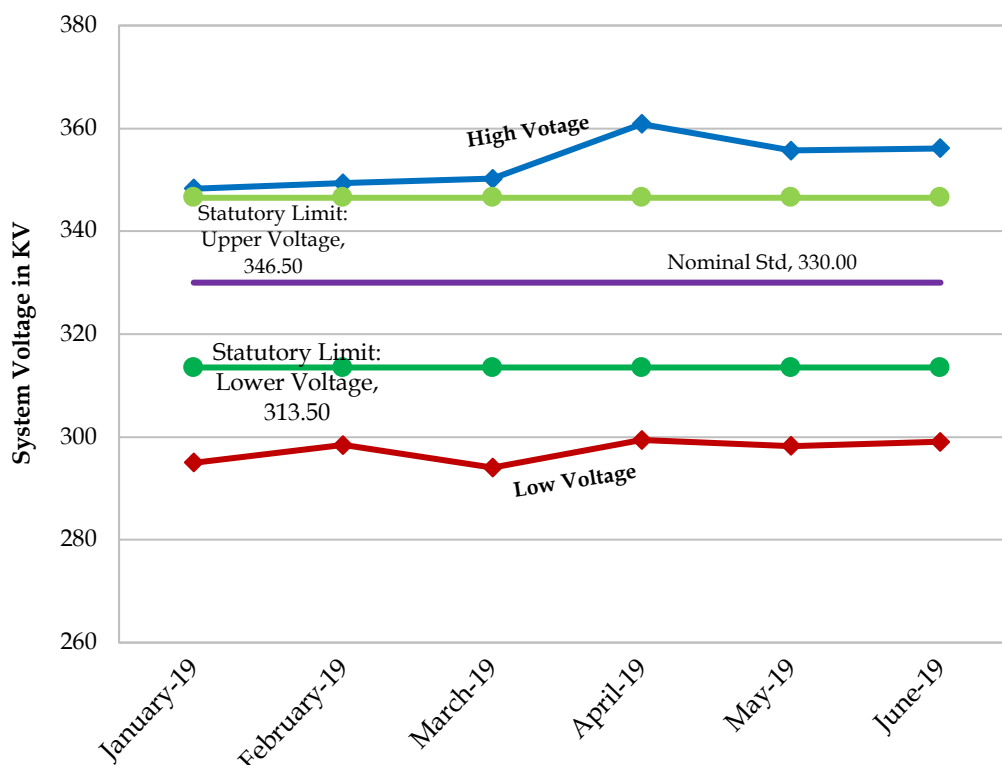
Figure 6: Average Daily System Frequency from Jan. 2018 – Jun. 2019



- Voltage Fluctuation**

Similar to the frequency pattern, the industry Grid Code allows for voltage fluctuation between a lower boundary of 313.50kV and an upper boundary of 346.50kV. The system voltage pattern from January to June 2019 is represented in Figure 7. During the second quarter of 2019, there was a relative improvement in the actual high voltage level. However, both the high and low system voltages were outside the normal statutory boundaries throughout the period. As stated in the preceding quarterly reports, frequency fluctuation and other harmonic distortion will result in poor power quality that could damage sensitive industrial machinery and equipment that are connected at a high voltage level. To minimise the frequency fluctuation, the Commission will continue to work with TCN and other relevant stakeholders to ensure that system voltage and frequencies operate within the statutory limits in order to ensure safe and reliable electricity supply.

Figure 7: Monthly System Voltage from Jan. - Jun. 2019



2.2. Commercial Performance

2.2.1. Energy Received and MYTO Load Allocation

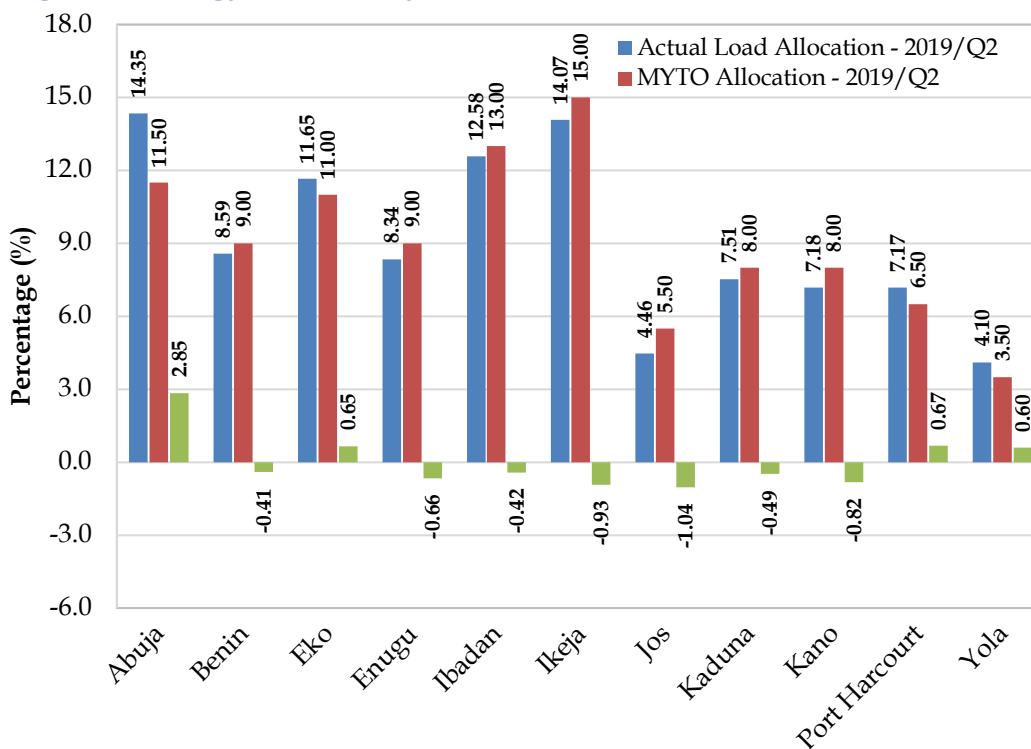
The amount of energy received by the electricity distribution companies (DisCos) at their trading points decreased in the second quarter of 2019. Specifically, the total energy received by DisCos decreased by approximately 4.87% to 6,843GWh in 2019/Q2 from the 7,193GWh recorded in 2019/Q1. This decrease is reflective of the 5.59% decline in the total energy generated in the second quarter of 2019 as compared to 2019/Q1.

For the individual DisCos, the comparison of the MYTO load allocation with the share of energy received by DisCos during the second quarter of 2019 is represented in Figure 8. Two categories of DisCos emerged from this comparative analysis. The first group comprising of seven (7) DisCos received less energy than their MYTO allocation

in the second quarter of 2019 due to technical limitation of their networks and commercially induced low load offtake (load rejection). Similar to the first quarter, Enugu, Ibadan, Ikeja, Jos and Kano DisCos featured in this group. It is also noted that these five DisCos also received less energy than their MYTO allocation in the last two quarters. Moreover, Benin and Kaduna which received more energy share than their MYTO allocation in the first quarter received less energy than their MYTO share in 2019/Q2. On the other hand, the remaining four (4) DisCos including Abuja, Eko, Port Harcourt and Yola received more energy than their MYTO share.

In order to ensure an improvement in energy off-take by DisCos, the Commission is considering regulatory interventions, which may include *take or pay obligation on capacity* equivalent of *MYTO allocation* and/or *adjustment of tariff mechanism*, to discourage commercially induced load rejection and encourage investment in distribution networks.

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



2.2.2. Energy Billed and Billing Efficiency

The amount of energy received, billed and billing efficiency by DisCos during the first and second quarters of 2019 are represented in Table 2. Similar to the preceding quarter, the table indicates a significant increase in DisCos' billing efficiency during the second quarter of 2019. Out of the 6,843GWh total energy received by all DisCos in the second quarter, 5,819GWh (80.18%) was billed to the end-users, implying 0.20 percentage point increase in billing efficiency and lower technical and commercial losses of 19.82% (relative to the first quarter). Notwithstanding the continuous improvement in the DisCos' billing efficiency, the Commission is committed to reducing the technical losses at distribution networks to a minimal level, as 19.82% technical and commercial losses are above the global standard. The level of DisCos' billing efficiency shows that, for every 10kWh of energy received by DisCos from the Transmission System Provider (TSP), approximately 1.98kWh is lost due to technical inefficiencies and energy theft. In other words, for every ₦10 worth of electricity received by DisCos during the second quarter of 2019, ₦1.98 was lost due to energy theft and poor distribution infrastructure.

The performance of the DisCos in Table 2 shows that Eko DisCo had the highest billing efficiency of 88.40% in the second quarter of 2019. Although Yola DisCo achieved slight progress as compared to the first quarter, its 64.98% billing efficiency was the lowest recorded among the DisCos. It is noteworthy that both Eko and Yola DisCos have retained the same position since the fourth quarter of 2018.

Table 2: Energy Received and Billed by DisCos in 2019/Q1-Q2

DisCos	Total Energy Received (GWh)		Total Energy Billed (GWh)		Billing Efficiency (%)	
	2019/Q1*	2019/Q2	2019/Q1*	2019/Q2	2019/Q1*	2019/Q2
Abuja	1,002	973	836	724	83.43	74.41
Benin	676	581	576	511	85.28	87.99
Eko	873	790	767	699	87.86	88.40
Enugu	604	563	413	385	68.38	68.38
Ibadan	874	851	722	707	82.64	83.10
Ikeja	1,043	1,026	895	903	85.81	88.07
Jos	320	300	216	220	67.45	73.46
Kaduna	599	507	427	403	71.29	79.49
Kano	471	486	391	391	82.91	80.44
Port Harcourt	509	489	380	363	74.58	74.23
Yola	304	277	196	180	64.47	64.98
All DisCos	7,275	6,843	5,819	5,487	79.98	80.18

Notes of the table:

1. DisCos are the electricity distribution companies
2. * indicates the values in the column are different from those reported in 2019/Q1 report due to adjustment for error in the raw data

On the basis of relative improvement from the preceding quarter, eight of the DisCos recorded an improvement in billing efficiency. The only exceptions are excluding Abuja, Kano and Port Harcourt which recorded a decline in their billing efficiency during the quarter. In particular, Kaduna DisCo recorded the highest increase of 8.20 percentage points moving from 71.29% in 2019/Q1 to 79.49% in the second quarter of 2019 while Ibadan DisCo recorded the lowest increase of 0.10 percentage point during the same period.

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

adopted in subsequent tariff reviews, to claw back any return allowed on previously proposed investments that were not eventually executed by the DisCos.

To address commercial losses (i.e., energy theft or poor energy accounting), 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. Similarly, the Commission had supervised the DisCos' procurement of Meter Asset Providers (MAP) for compliance with the requirements of the MAP Regulations. It is also monitoring the roll-out of meters by DisCos following the conclusion of the procurement of MAPs.

2.2.3. Revenue and Collection Efficiency

The total revenue collected by eleven (11) DisCos from customers in the second quarter of 2019 stood at ₦121.32billion out of the total billing of ₦186.08billion. Following the increase in billing efficiency recorded in 2019/Q2 relative to the preceding quarter, there was a 3.78% increase in the total revenue collected by DisCos in 2019/Q2 when compared to ₦116.90billion collected in 2019/Q1.

As shown in Table 3, the overall collection efficiency for all DisCos increased to 69.10% in the second quarter of 2019 representing a 5.11 percentage points increase from the 63.99% collection efficiency recorded in 2019/Q1. The collection efficiency implies that for every ₦10.00 worth of energy billed to customers by DisCos in the second quarter, ₦3.09 remained unrecovered from customers as and when due. Although this is an improvement from the preceding quarter, the collection efficiency by the DisCos is still low and has continued to adversely impact the financial liquidity of the industry, which in turn, has led to low investment in NESI.

In appraising individual performances, Ikeja DisCo had the highest collection efficiency of 87.90% followed by Eko DisCo with 84.67%. On the contrary, Kaduna DisCo has the lowest collection efficiency of 43.91%. It is noteworthy that, with the

exception of Benin, Ibadan, Jos and Kano DisCos, all other DisCos retained the same ranking during the first quarter of 2019. On a quarter-on-quarter basis, Abuja DisCo recorded the highest improvement in collection efficiency moving from 69.34% to 79.75% (i.e., 10.41 percentage points increase).

Table 3: Revenue Performance of DisCos in 2019/Q1-Q2

DisCos	Total Billings (₦Billion)		Revenue Collected (₦Billion)		Collection Efficiency (%)	
	2019/Q1*	2019/Q2	2019/Q1*	2019/Q2	2019/Q1*	2019/Q2
Abuja	27.54	24.53	19.09	19.56	69.34	79.75
Benin	20.42	18.25	10.41	10.40	50.97	57.01
Eko	23.22	21.05	18.52	17.82	79.74	84.67
Enugu	15.19	14.33	10.39	10.43	68.41	72.77
Ibadan	22.04	21.93	13.28	14.17	60.25	64.63
Ikeja	25.01	25.38	20.82	22.31	83.25	87.90
Jos	7.79	7.97	4.59	4.24	58.90	53.23
Kaduna	13.65	13.01	5.02	5.72	36.75	43.91
Kano	11.95	12.28	7.39	8.32	61.83	67.79
Port Harcourt	13.44	13.25	6.63	6.99	49.34	52.74
Yola	5.14	4.84	2.49	2.22	48.48	45.81
All DisCos	185.39	176.81	118.63	122.18	63.99	69.10
All DisCos Ave.	16.85	16.07	10.78	11.11	60.66	64.56

Notes of the table:

1. DisCos are the electricity distribution companies
2. * indicates the values in the column are different from those reported in 2019/Q1 report due to adjustment for error in the raw data

Noting that a major factor contributing to low collection efficiency is customers' dissatisfaction with estimated billing which often resulted in an unwillingness to pay, the Commission, during the quarter, commenced the approval of outcome of the procurement of meter asset providers (MAPs) by DisCos in line with the guidelines provided in the Meter Asset Provider (MAP) Regulations. The MAP Regulation was issued by the Commission on March 2018 to fast-track the roll-out of meters through third-party financing by potential investors under a bankable commercial structure.

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

The Aggregate technical, commercial & 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 second quarter of 2019 decreased to 44.5% from 48.7% recorded in the preceding quarter. The noted decrease in the overall ATC&C was due to the decrease in both the technical and commercial losses, and collection losses which decreased by 0.21 and 5.06 percentage points respectively during the quarter. However, the collection losses still account for the largest share of the total losses. Moreover, the ATC&C losses are still substantially greater than the expected industry average of 26%¹ - the allowable ATC&C losses provided in the MYTO for 2019.

The high ATC&C losses reflect low investments in distribution networks aggravated by the low level of metering of end-use customers thus, creating lingering liquidity challenge to the industry. The implication of the level of the ATC&C losses in the second quarter of 2019 is that, on average, as much as ₦4.45 in every ₦10.00 worth of energy received by a DisCo was unrecovered due to a combination of energy theft, inefficient distribution networks, weak management effort in revenue collection, and low metering and willingness to pay by customers.

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

Table 4: ATC&C Losses (%) by DisCos in 2019/Q1-Q2

DisCos	MYTO Target (%) for 2019	Average ATC&C (%)	
		2019/Q1*	2019/Q2
Abuja	24	41.96	40.71
Benin	31	56.52	49.67
Eko	14	29.79	24.96
Enugu	29	53.01	50.09
Ibadan	25	50.18	46.23
Ikeja	15	28.33	22.51
Jos	44	60.13	60.94
Kaduna	32	73.45	65.06
Kano	29	48.50	45.45
Port Harcourt	37	63.14	60.85
Yola	28	68.64	69.91
Overall DisCos:			
MYTO Level	26	-	-
Overall Technical, Commercial & Collection losses	-	48.72	44.53
Overall Technical & Commercial losses	-	20.02	19.81
Overall Collection losses	-	35.90	30.84

Notes of the table:

1. DisCos are the electricity distribution companies; MYTO is Multi-Year Tariff Order
2. ATC&C Loss MYTO target figures are adjusted for a two-year non-performance mutually agreed by BPE and DisCos' Core Investors.
3. * indicates the values in the column are different from the values reported in 2019/Q1 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 is the most technically and commercially efficient DisCo by recording the lowest level of ATC&C losses of 25.93% in the second quarter of 2019. The worst performing DisCos during the same quarter was Yola DisCos with the ATC&C losses of 70.71% as against the MYTO target of 28.00%. This was followed by Kaduna DisCo with an ATC&C losses of 69.62%. It is noteworthy that Ikeja has since 2018/Q4 continued to be the most technically and commercially efficient DisCo.

On the basis of relative improvement from the preceding quarter, Benin DisCo recorded the highest progress in reducing ATC&C losses, decreasing from 65.98% to 59.59% (i.e., ~6.38 percentage point decrease) in the second quarter of 2019. Seven (7) other DisCos, excluding Abuja, Enugu and Yola, also recorded relative improvements in their ATC&C losses during the quarter under review.

2.2.5. Market Remittance

Despite the recent improvement, the liquidity challenge is still a major issue in the Nigerian electricity industry. This is evidenced in the DisCos, international and special customer’ remittances to NBET and MO during the second quarter of 2019, as compared to the invoices received for energy purchased from NBET and those received for administrative services from MO in the same period. During the second quarter, DisCos were issued a total invoice of ₦180.08billion for energy received from NBET and for administrative services by MO, but only a total of ₦55.10billion (i.e., 30.60%) of the invoice was settled, creating a total deficit of ₦124.98billion. A comparative analysis of market invoice performance by DisCos in 2019/Q2 denoted in Figure 9 indicates an average settlement rate per DisCo of 27.28% of the invoice. Similar to the previous quarters, none of the DisCos exceeded a settlement of 50% of its market invoices during the second quarter of 2019. Jos DisCo recorded the worst remittance performance of 13.12% followed by Kaduna DisCos (13.57%).

Figure 9: Market Invoice and Remittance by DisCo in 2019/Q2

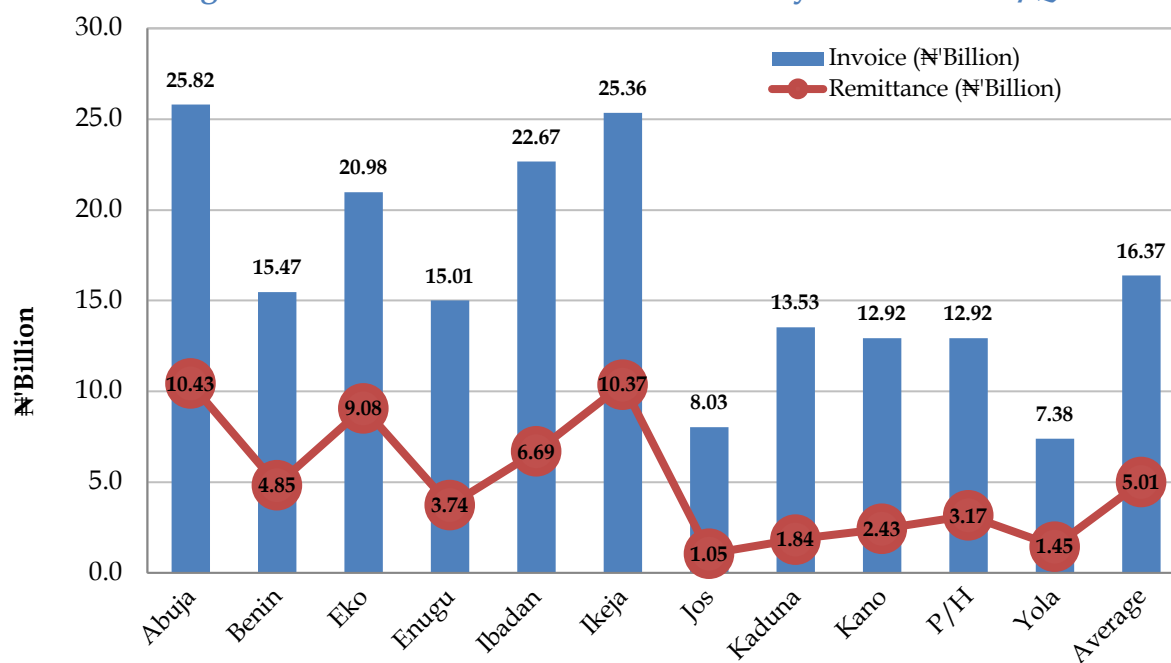


Table 5 presents the statistics on the DisCos' remittances to NBET and MO for energy received and service charge respectively. The remittances of the DisCos to NBET Plc declined by 3.08 percentage points while the remittance to MO increased by 36.60 percentage points in the same period raising the total market remittance (NBET and MO combined) by 2.83 percentage points. The increase in remittance to MO perhaps is attributed to enforcement of payment obligation by the Market Operator in line with the Market Rule.

On the other hand, the total market (NBET's & MO's) invoices issued to the special customer (Ajaokuta Steel Co. Ltd) and the international customers (i.e., Societe Nigerienne d'electricite - NIGELEC and Communauté Electrique du Benin - CEB) during the same period were respectively ₦324.01million and ₦10.85billion. However, neither NBET nor MO received payments from either or both the special and international customers during the same period.

Table 5: DisCos Quarterly Remittances to NBET and MOs in 2019/Q2

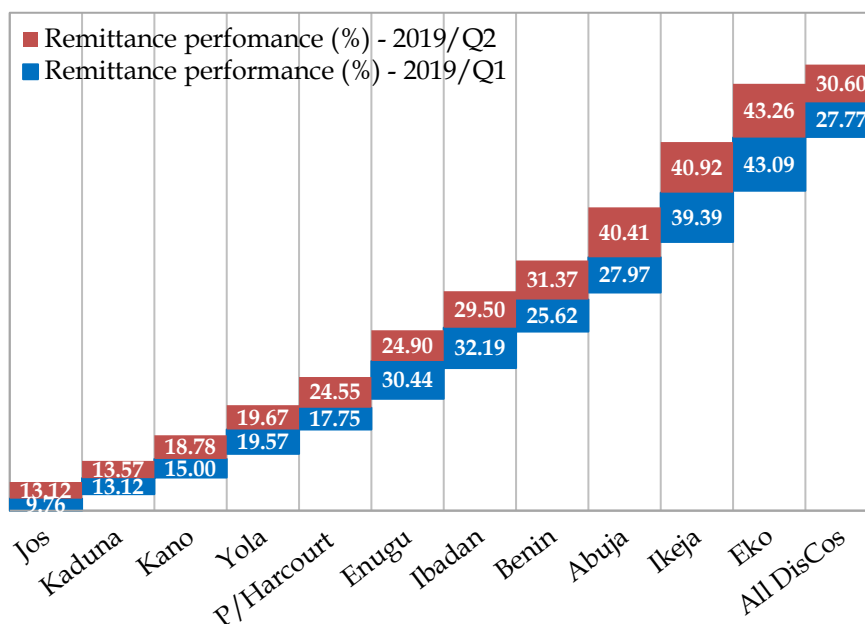
DisCos	NBET				MO			
	Inv. (₦Billion)		Remit. Performance (%)		Inv. (₦Billion)		Remit. Performance (%)	
	2019 /Q2	2019 /Q2	2019 /Q1	2019 /Q2	2019 /Q2	2019 /Q2	2019 /Q1	2019 /Q2
Abuja	21.96	7.50	28.95	34.15	3.86	2.93	22.46	76.06
Benin	13.16	3.05	23.74	23.20	2.31	1.80	36.16	77.90
Eko	17.85	6.26	38.29	35.07	3.13	2.82	70.00	89.96
Enugu	12.77	2.00	31.47	15.66	2.24	1.74	24.66	77.53
Ibadan	19.28	3.95	32.22	20.50	3.39	2.74	32.00	80.70
Ikeja	21.58	7.07	35.73	32.77	3.77	3.30	60.00	87.53
Jos	6.83	0.50	9.47	7.33	1.20	0.55	11.39	46.05
Kaduna	11.51	0.96	10.31	8.35	2.02	0.88	28.87	43.28
Kano	10.99	1.62	14.86	14.73	1.93	0.81	15.82	41.89
Port Harcourt	10.99	1.74	17.02	15.88	1.93	1.43	21.84	73.92
Yola	6.27	0.67	12.19	10.74	1.11	0.78	60.64	70.30
All DisCos	153.19	35.34	26.15	23.07	26.89	19.77	36.90	73.50
Special Customer:								
Ajaokuta Steel	0.28	0.00	0.00	0.00	0.05	0.00	0.00	0.00
NIGELEC	2.63	0.00	0.00	0.00	1.06	0.00	0.00	0.00
CEB	6.06	0.00	0.00	0.00	1.10	0.00	0.00	0.00
All Special Customer	8.97	0.00	0.00	0.00	2.21	0.00	0.00	0.00

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

The challenge of low remittance to the market is still a concern to the Commission as it is one of the main causes of the liquidity crisis facing the Nigerian electricity supply industry. As highlighted in the preceding quarters, low remittance adversely affects the ability of NBET to honour its financial obligations to GenCos while service providers (TSP, MO and NERC) struggle with the paucity of funds impacting their capacity to perform their statutory obligations.

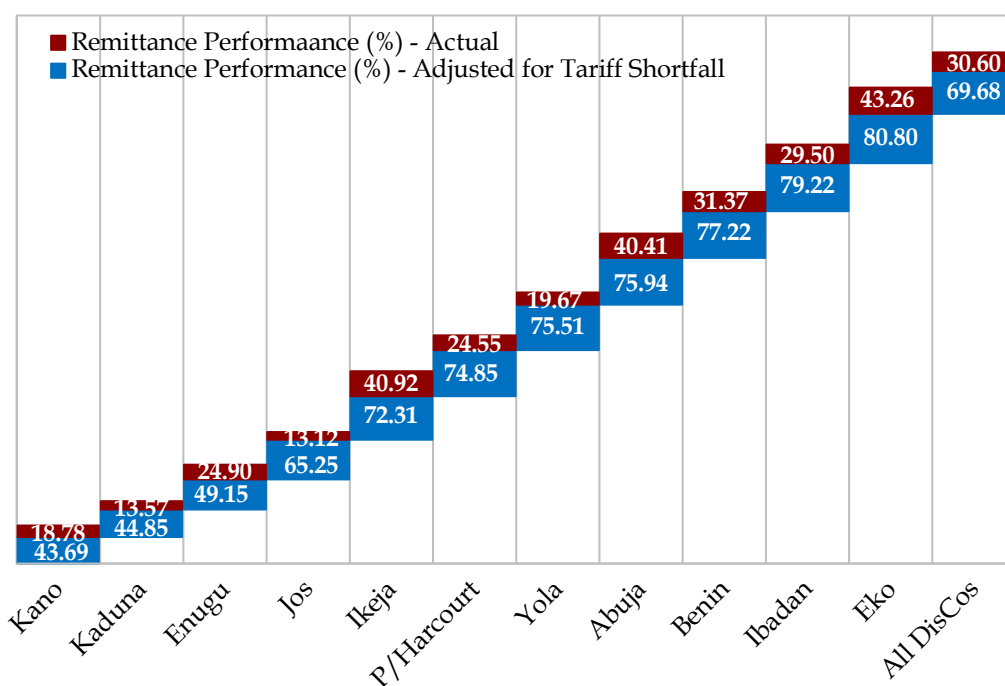
The individual performance indicates that, with the exception of Enugu and Ibadan DisCos, the DisCos recorded increase in their remittance performance in the second quarter of 2019 as represented in Figure 10 which shows the proportion of the market invoice settled by individual DisCo for the first and second quarters of 2019. Also, the aggregate combined invoice settlement rate for all DisCos rose to 30.60%. However, none of the DisCos remitted up to 50% of their market invoice. Eko DisCo recorded the highest remittance performance (43.26%) in the second quarter of 2019 while Jos and Kaduna DisCos had the lowest performance of 13.12% and 13.57% respectively during the same period. Of particular concern is the significant drop in Enugu DisCo's remittance rate from 30.44% in 2019/Q1 to 24.55% in 2019/Q2.

Figure 10: Market Remittance by DisCos in 2019/Q1-Q2



Noting that tariff shortfall may have partly accounted for the low remittances by DisCos as represented in Figure 10, the remittance performances of DisCos adjusted for tariff shortfall are represented in Figure 11. The figure shows that adjusting for tariff shortfall, DisCos’ total remittance performance to the market (NBET & MO) during 2019/Q2 was 69.78% and ranged from 43.69% (for Kano DisCo) to 80.80% (for Eko DisCo). This clearly indicates that regardless of the prevailing tariff shortfall DisCos’ remittance is still significantly below the expected threshold (i.e., 100%) having adjusted for tariff shortfall. To ensure business continuity and improve sector liquidity, therefore, DisCos must improve on efforts towards reducing their ATC&C losses.

Figure 11: Actual and Adjusted Market Remittances by DisCos - 2019/Q2



The Commission notes that tariff deficit is partly responsible for poor remittance in the industry, but all the DisCos are being steered continually to rapidly improve on their revenue collection from customers in order to fulfil their remittance obligations and mitigate financial distress in the Nigerian electricity supply industry. To address discretionary remittance, the Commission has issued minimum remittance Order which stipulates minimum remittance obligation for each DisCos having adjusted for

tariff shortfall. This Order ends the discretionary remittance by DisCos and will ensure transparency and equity in the disbursement of market funds for the benefit of all participants in the industry. The Commission is committed to achieving full compliance to this Order failure to which shall result in licence cancellation. The Commission shall also continue to enforce actions against DisCos found to have previously engaged in unacceptably low remittances to the market, factoring in all the parameters embedded in the tariff model.

3. REGULATORY FUNCTIONS

3.1. Regulations and Orders of the Commission

Regulations

Although no new regulations were issued during the quarter under review, the Commission finalised three Consultation Papers on Capping of Estimated Billing, Competition Transaction Charge and Electricity Distribution Sub-franchising. Two (2) of the Consultation Papers were subjected to public discussions with stakeholders including investors, market participants, and consumer groups among others during the quarter under review. Details on the Consultation Papers are provided in the Subsection on Public Consultations below.

The Commission in collaboration with the Nigerian Federal Ministry of Justice continued the review of the Nigerian Electricity Supply and Installation Standards (NESIS) Regulations for the purpose of gazetting. The Commission also continued the monitoring of compliance to the MAP regulations which was approved on the 8th March 2018 to swiftly bridge the existing metering gap in the industry. Following the conclusion of the procurement process for contracting meter asset providers (MAPs) by the DisCos, the Commission approved the preferred MAP(s) for each of the DisCos, and also approved the regulated costs of meters for the MAPs.

Orders

During the second quarter of 2019, the Commission issued three Orders to three licensees for various infractions. The Orders are as follows.

- NERC's Order NERC/GL/169 directing Abuja DisCo to pay ₦50million in compensation to the family of late Master Mohammed Arafat Jibril, and a fine of ₦250million to the Commission for their infractions. However, Abuja DisCo has since taken the Commission to court to challenge the Order.
- NERC's Order NERC/GL/167 issued on 26th April 2019 against Cummins Power Generation Nigeria Limited (CPGNL) for non-compliance with the EPSR (2004) Act, terms and conditions of CGPNL off-grid electricity generation

licences (NERC/LC/128, NERC/LC/129, NERC/LC/170 and NERC/LC/171) and other regulatory instruments issued by NERC for encroaching on Ikeja Electric distribution network and tampering with its distribution infrastructure, and failure to obtain a licence before supplying and constructing distribution facilities. The objective of the Order is to decommission the distribution infrastructure and suspend unapproved electricity supply to a customer stated in the Order and to compensate Ikeja Electric for loss of revenue for the period during which CPGNL supplied electricity to the customer contrary to the terms of its off-grid generation licence

- NERC's Order NERC/GL/168 issued on 9 May 2019 against PIPP LVI DisCo Limited (PIPP) for non-compliance with the EPSR (2004) Act, terms and conditions of PIPP electricity distribution licence (NERC/LC/145) and other regulatory instruments issued by NERC for encroaching on Eko DisCo's distribution network and tampering with its distribution infrastructure. The objective of the Order is to suspend unapproved electricity supply to the thirteen (13) customers stated in the Order and to compensate Eko DisCo for loss of revenue for each day that electricity was supplied to the thirteen (13) customers by PIPP in contravention of the law.

3.2. Licences and Permits Issued and Renewed

A summary of all licences and permits issued and renewed by the Commission during the second quarter of 2019 is presented in Table 6. The Commission after due consideration issued two (2) new captive power generation permits as well as two (2) new off-grid and three (3) new embedded generation licences with a total nameplate capacity of 293.14MW. The Commission also approved the issuance of three (3) new independent electricity distribution networks during the same period. On the other hand, the Commission approved the renewal of one (1) on-grid licence and seven (7) captive generation permits with a total nameplate capacity of 706.38MW. This brings

the total nameplate capacities of licences and permits issued and renewed by the Commission during the quarter under review to 859.52MW.

Table 6: Generation Licences and Permit Issued and Renewal in 2019/Q2

S/N	Applicants	Location	License Type	Capacity (MW)
A.	Off-grid Licence:			
1.	Cummins Power Generation Nig. Ltd	Oyo	Off-grid	3.50
2.	Cummins Power Generation Nig. Ltd	Lagos	Off-grid	1.75
	Sub-Total Capacity			5.25
B.	Embedded Generation Licence:			
3.	Winners Power Gardens Ltd	Kogi	Embedded	25.00
4.	Gencoatlantic Company Ltd	Lagos	Embedded	75.00
5.	Green Energy International Ltd	Rivers	Embedded	40.00
	Sub-Total Capacity			140.00
C.	IEDN Licence			
6.	Eko Utilities Nig. Ltd	Lagos	IEDN	N/A
7.	Hydrocity Ltd	Kogi	IEDN	N/A
8.	Otakikpo IEDC Ltd	Rivers	IEDN	N/A
D.	Captive Power Generation Permit:			
9.	Homus Industries Ltd	Ogun	CPG	3.65
10.	Homus Industries Ltd	Rivers	CPG	4.24
	Sub-Total Capacity			7.89
D.	Licence and Permit Renewal:			
11.	Ibom Power Company Ltd	Akwa Ibom	On-Grid	685
12.	MTN Nigeria Ltd: Asaba Switch	Delta	CPG	1.20
13.	MTN Nigeria Ltd: Golden Plaza		CPG	1.60
14.	MTN Nigeria Ltd: Ikoyi Switch	Lagos	CPG	1.28
15.	MTN Nigeria Ltd: Maritime House	Lagos	CPG	1.60
16.	MTN Nigeria Ltd: Ojota Switch-EC 1	Lagos	CPG	1.60
17.	MTN Nigeria Ltd: Ojota Switch-EC 2	Lagos	CPG	1.60
18.	MBH Power Ltd	Lagos	CPG	12.50
	Sub-Total Capacity			706.38
	Grand-Total Capacity			859.52

Notes of the table: MW, IEDN, IEDC, CPG, MTN, EC and N/A are acronyms for Mega Watts, Independent Electricity Distribution Network, Independent Electricity Distribution Company, Captive Power Generation, Mobile Telecommunication Network, Energy Centre and Not Applicable respectively

3.3. Certification of Metering Service Providers

During the second quarter of 2019, the Commission certified fourteen (14) Meter Service Providers (MSP) for importer, installer and manufacturing categories following the satisfactory evaluation of their applications. The Commission also issued permits to eighteen (18) applicants as Meter Asset Providers (MAP) following the satisfactory evaluation of their applications. The name of the successful MAP and MSP applicants with their certification classes are presented in Table 7.

Table 7: Certification of Meter Service/Assets Providers in 2019/Q2

S/ N	Name of Applicants	Certification Class Issued
A.	Meter Service Providers (MSP) Certification:	
1	Gas Systek Nigeria Limited	Installer (A1)
2	Hope Engineering Limited	Installer (A1)
3	Afuri Nigeria Limited	Installer (A1)
4	EMDEE Engineering Limited	Installer (A1)
5	Jesom Technologies Limited	Installer (A1)
6	Unistar Hi-Tech Systems Limited	Installer (A1)
7	Gozlink Limited	Installer (A1)
8	Skipower Consult Limited	Installer (A1)
9.	Same Ventures	Installer (A1)
10.	Okojon Engineering Services Limited	Installer (A1)
11	Gospel Digital Technology Limited	Importer
12	CWG Plc	Importer
13.	NG Electro Meter Limited	Manufacturer
14.	Sabrud Consortium Limited	Manufacturer
B.	Meter Assets Providers (MAP) Permit:	
1	CIG Metering Assets Nigeria Limited	NERC/MAP/001
2	Sabrud Consortium Nigeria Limited	NERC/MAP/002
3.	Turbo Energy Limited	NERC/MAP/003
4.	Turbo Energy Limited	NERC/MAP/004
5.	Turbo Energy Limited	NERC/MAP/005
6.	Inlaks Power Solutions Limited	NERC/MAP/006
7.	Armese Consulting Limited	NERC/MAP/007
8.	FLT Energy Systems Limited	NERC/MAP/008
9	New Hampshire Capital Limited	NERC/MAP/009
10	Protogy Global Services Limited	NERC/MAP/010
11.	Bendoriks International Limited	NERC/MAP/011

12.	IRC Integrated Resources Limited	NERC/MAP/012
13	MOMAS Meter Manufacturing Company Limited	NERC/MAP/013
14.	Holley Metering Limited	NERC/MAP/014
15.	Protogy Global Services Limited	NERC/MAP/015
16.	Gunit Engineering Limited	NERC/MAP/016
17	Gospel Digital Technology	NERC/MAP/017
18	Triple Engineering Limited	NERC/MAP/018

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 under-listed are the details and the updated status of the existing applications.

1. Applicants: Inner Galaxy Limited, Abia State
 Power required: 25MW.
 Proposed supplier: Mainstream Energy Solution Limited (MESL)
 Proposed tariff: ₦27/per KWh excluding competition transaction charge (CTC)
 Application Status: Eligible Customer status yet to be granted by the Commission as it awaits the evidence of the negotiated contractual arrangement between MESL and NBET in line with schedule one (1) of the Eligible Customer Regulations.
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 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.

5. Applicants: Crown Flour Mills Limited, Ilorin, Kwara State
Power required: 3MW.
Proposed supplier: Mainstream Energy Solution
Proposed tariff: ₦27/per KWh, excluding CTC
Application Status: Eligible Customer status yet to be approved as applicant yet to submit customer current source of power supply and the voltage level at which supply is taken and the average load system per month.

6. Applicants: Lord's Mint Limited, Abeokuta, Ogun State
Power required: 3MW.
Proposed supplier: Mainstream Energy Solution
Proposed tariff: ₦27/per KWh, excluding CTC
Application Status: Eligible Customer status yet to be approved as applicant yet to submit customer connection point, trading point and types of meters installed, and tax clearance certificate.

7. Applicants: Abuja Steel Limited, Suleja, Federal Capital Territory

- Power required: 10MW
 Proposed supplier: Paras Energy Limited
 Proposed tariff: ₦38.01/per KWh, excluding CTC
 Application Status: Eligible Customer yet to be issued due to lack of executed TUOS and letter of no indebtedness from AEDC.
- 8. Applicants:** Prism Steel Mills Limited, Oshogbo, Osun State
 Power required: 20MW.
 Proposed supplier: Mainstream Energy Solution
 Proposed tariff: N/A
 Application Status: Eligible Customer status yet to be approved due to lack of executed TUOS and evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.
- 9. Applicants:** Phoenix Steel Mills, Sagamu, Ogun State
 Power required: 20MW.
 Proposed supplier: Mainstream Energy Solution
 Proposed tariff: N/A
 Application Status: Eligible Customer status yet to be approved due to lack of executed TUOS and evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.
- 10. Applicants:** Edo State Government, Benin City, Edo State
 Power required: 5MW.
 Proposed supplier: Ossiommo Power Company Limited (Embedded)
 Proposed tariff: ₦41/per KWh, excluding CTC
 Application Status: Provisional approval given by the Commission pending the submission of the final bilateral Project Agreement between Ossiommo Power Company limited and Benin DisCo Plc.
- 11. Applicants:** Vita Products Limited, Ogba-Ikeja, Lagos State
 Power required: 2MW.
 Proposed supplier: Geogrid Lightec Limited

- Proposed tariff: ₦47.28/per KWh, excluding CTC
- Application Status: Eligible Customer status not yet granted by the Commission due to incomplete documentation by the applicant.
- 12. Applicants:** Ashaka Cement Plc
- Power required: 15MW.
- Proposed supplier: Main Stream Energy Solution
- Proposed tariff: N/A
- Application Status: Eligible Customer status yet to be approved due to lack of evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.
- 13. Applicants:** Livestock Ltd
- Power required: 2MW.
- Proposed supplier: Tower Energy Solutions & Systems
- Proposed tariff: ₦82/per KWh, excluding CTC
- Application Status: Undergoing evaluation.
- 14. Applicants:** Viathan Engineering LTD on behalf of NATCOM, Union Bank and Sura Market.
- Power required: 7.955MW.
- Proposed supplier: Island Power Limited
- Application Status: Eligible Customer status yet to be approved for NATCOM, and Union Bank due to incomplete documentation, while it has been approved for Sura Market following the satisfactory evaluation of its application and in the overriding public interest.

3.5. Public Consultation on Regulations

During the second quarter of 2019, the Commission conducted a number of public consultations in line with its operational procedures. Among the public consultations conducted are public consultations on:

- *Capping of Estimated Billing*: Considering the need to mitigate customer apathy for estimated billing during the transitional period of the provision of

meters under the MAP regulations, the Commission, pursuant to Section 31 of the MAP regulations, proposes to develop Regulations that put a cap on estimated bills that DisCos may charge different classes of customers. This is with a view to reducing customer's indifference relating to the challenges of implementing the current estimated billing methodology and to steer the DisCos to fast track the roll-out of meters under the framework of the MAP regulations. Key focuses of this proposed regulation that formed the basis of discussions are:

- 1) To set aside the existing regulations on estimated billing methodology;
 - 2) To provide possible options on the determination of the cap on monthly estimated bills issued to customers taking into account customer classes and other relevant indices
- ***Electricity Distribution Franchising***: Concerned by the inability of the DisCos to satisfactorily meet stakeholders' expectation in the provision of safe and reliable electricity services to customers within their franchise territories, especially those areas that are not considered to be economically viable, the Commission, pursuant to Section 96 (1), proposes to develop regulations that allow sub-franchising of DisCos' operations and coverage areas. This is with a view to improving the quality of electricity supply to customers through third party investment in metering, billing, collection, and rehabilitation and expansion of networks. Key focuses of this proposed regulation that formed the basis of discussion are:
 - 1) To provide a regulatory framework that will guide sub-franchising activities of DisCos' operations and coverage areas;
 - 2) To facilitate the development of favourable business models applied by a DisCo to authorise a third party to provide electric distribution utility services on its' behalf in a particular area that is within its' franchise area.

The Consultation Papers on *Electricity Distribution Franchising* and *Capping of Estimated Billing* were simultaneously presented to stakeholders (including investors, GenCos, DisCos and other network operators, and consumer groups) at public consultations held from 7th May to 15th July 2019 in six (6) geopolitical zones: Abuja, Asaba, Benin, Calabar, Enugu, Ibadan, Ilorin, Jos, Kaduna, Kano, Lagos and Yola. Views and comments received are being analysed by the Commission to develop final regulations that will be representative of the industry interest and public good.

The Commission has also scheduled public consultations on Competition Transaction Charge (details below) to be held across the six (6) geopolitical zones for the third quarter of 2019.

- **Competition Transaction Charge (CTC):** Pursuant to Section 28 of the Electric Power Sector Reform (EPSR) Act 2004 and EC Regulations, the Commission proposed to develop regulations that allow the collection of competition transaction charges from customers and ECs subject to public consultation. This is with a view to allowing DisCos to recover the loss of allowable revenue arising from the exit of EC(s) from their network. Key focuses of the proposed regulations on CTC for the discussions include but not limited to:

- 1) The parameters to be considered in computing CTC an Electricity Distribution Company (DisCo) is entitled to collect outside its normal tariff from an EC to cater for the loss of revenue or its inability to earn the permitted rates of return on its assets arising from the exit of an EC from its network;
- 2) The duration of the CTC charge.

Lastly, to improve awareness of the existing regulations and customer rights and obligations, the Commission continued customer and stakeholder engagement through town hall meetings, radio programmes and consumer assembly.

3.6. Compliance and Enforcement

Aside the aforementioned Orders issued during the 2019/Q2, the Commission did not issue new Notice of Intention to Commence Enforcement (NICE) to any of its' licensees as no new other serious infractions were identified. However, in a bid to ensure compliance to the industry rules and regulations, the Commission continued with the twenty-one (21) enforcement actions brought forward from the preceding 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 involved in one new litigation during the second quarter of 2019. The litigation instituted by Abuja DisCos was subsequent to the Order of the Commission directing the DisCo to pay ₦50million as compensation to the family of a boy electrocuted in Niger State and a fine of ₦250million for the infraction arising from their negligence. The case is pending before an Abuja High Court. The Commission also continued with twelve (12) on-going litigations reported in the preceding quarters. The aforementioned litigations, which directly or indirectly involved the Commission, include a case challenging the sufficiency of consultations conducted by the Commission prior to the implementation of the MYTO 2015 tariff review, suspension of the board of Ibadan DisCo by the Commission, dispute between Enugu DisCo and Ariaria Market Energy Solution Ltd & Others, and granting of Eligible Customers status among others.

3.8. Alternative Dispute Resolution

During the second quarter of 2019, the Commission did not handle any disputes between stakeholders of the industry as there was no pending dispute and no new dispute was reported to the Commission.

4. CONSUMER AFFAIRS

4.1. Consumer Education and Enlightenment

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

Lastly, the Commission approved the timeline for its 2019 scheduled town hall meetings on consumer awareness and enlightenment starting from the third quarter of 2019. The meeting will be focusing on customer rights, customer redress mechanism, metering progress, capping of estimated billing, distribution franchising and health and safety among others for the rest of the year 2019.

4.2. Metering of End-use Customers

The metering of end-use customers has continued to be a priority of the Commission and the status of metering as at the end of June 2019 is provided in Table 8. Of the total of 8,881,443 registered active electricity customers, only 3,811,729 (42.92%) have been metered indicating that 57.08% of the end-use customers are still on estimated billing. In comparison to the first quarter of 2019, the numbers of registered and metered customers increased by 40,642 and 17,834, representing 0.46% and 0.47% increases respectively. The increase in the number of registered customers is attributable to the on-going enumeration exercise by DisCos through which illegal consumers of electricity are brought onto the billing platform of the DisCos.

Table 8: Customers Metering Status by DisCos as of June 2019

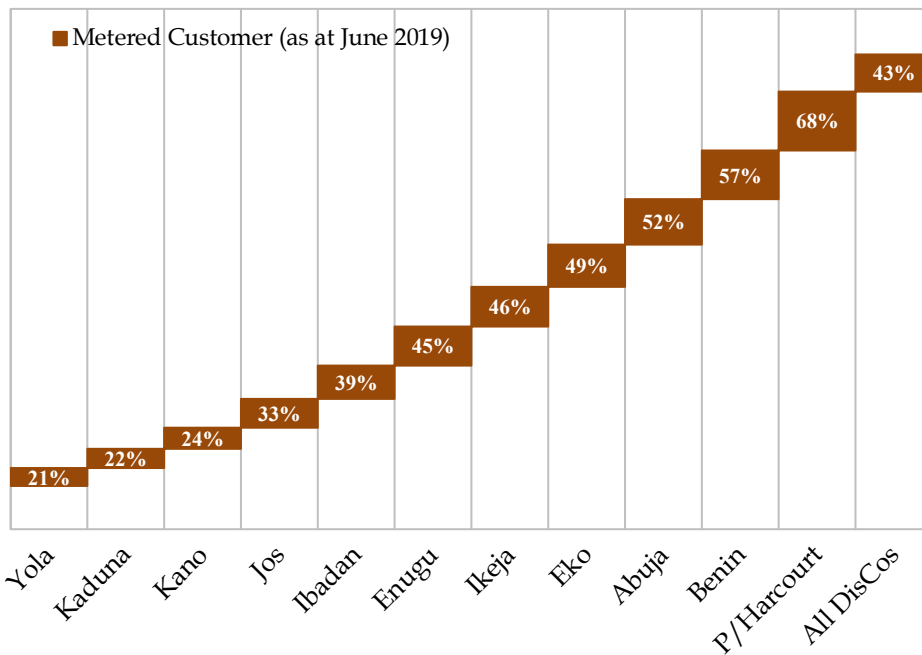
Distribution Companies (DisCos)	Registered Customer as at June 2019	Metered Customer as at June 2019	Metering Progress as at June 2019 (%)	Metering Gap as at June 2019 (%)
Abuja	1,097,279	574,743	52.38	47.62
Benin	970,000	548,261	56.52	43.48
Eko	493,639	239,559	48.53	51.47
Enugu	985,112	438,471	44.51	55.49
Ibadan	1,779,751	687,652	38.64	61.36
Ikeja	972,589	449,639	46.23	53.77
Jos	510,198	170,492	33.42	66.58
Kaduna	673,848	149,588	22.20	77.80
Kano	529,114	126,539	23.92	76.08
Port Harcourt	523,693	355,205	67.83	32.17
Yola	346,220	71,580	20.67	79.33
Overall DisCos	8,881,443	3,811,729	42.92	57.08

Notes of the table: DisCos are the electricity distribution companies

The increase in metered customers is mainly attributed to the roll-out of meters under the Meter Asser Provider (MAP) scheme. Although some DisCos have just finalised their procurement process for the engagement of MAPs in line with the MAP regulations, few DisCos have started metering under the scheme during the quarter under review. The Commission notes with concerns that the additional 17,834 end-use customers' meters installed during the second quarter of 2019 are insufficient to achieving the goal of closing the metering gap in NESI within 3 years considering the current metering gap. The Commission however envisage a significant improvement in meters roll-out when all DisCos' MAPs have got their permits and fully commence meter deployments.

The percentage of metered customers by each DisCo as at the end of the second quarter of 2019 is represented in Figure 11. Only four DisCos (Abuja, Enugu, Ikeja and Jos) metered additional customers while Abuja, Benin and Port Harcourt had metered not less than 50% of their registered customers as at the end of June 2019. Metering of end-user remains as a top priority to the Commission. The Commission shall continue to monitor the DisCos to ensure total compliance with the MAP regulations that were launched to fast-track the roll-out of meters.

Figure 11: Customers Metered by DisCos as at June 2019



4.3. Customers Complaints

The complaints received by DisCos during the first and second quarter of 2019 are presented in Table 9. The eleven (11) DisCos nationwide received a total of 145,959 complaints during the second quarter, indicating 1,603 complaints per day compared to 1,688 complaints received daily in the preceding quarter. Further to the decrease in the number of complaints received, the proportion of the number of complaints resolved by DisCos in the second quarter increased slightly from 87.05% to 87.71%. During the same period, Enugu DisCo received the highest customer complaints while Yola DisCo recorded the lowest customer complaints.

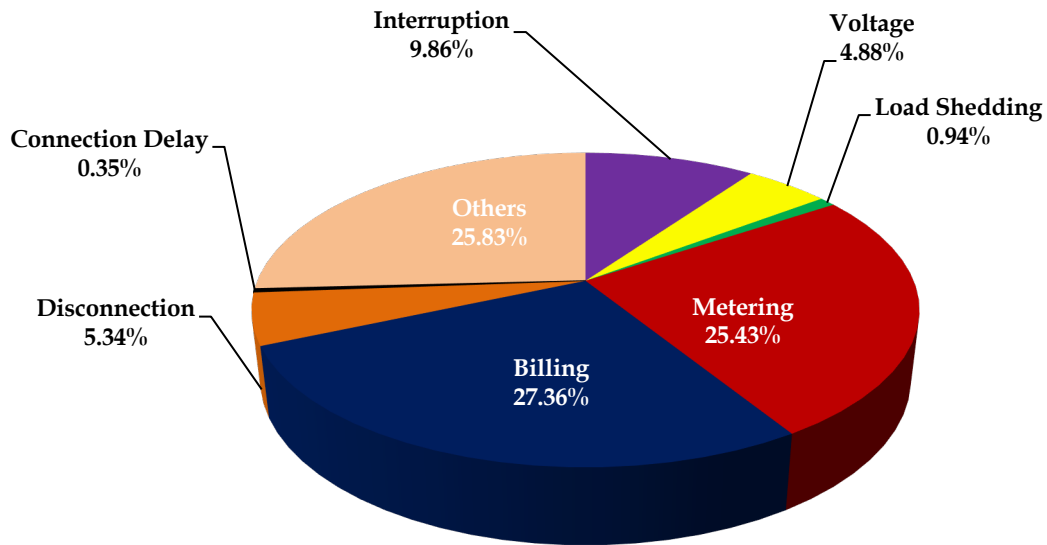
Table 9: Complaints Received and Resolved by DisCo in 2019/Q1-Q2

DisCos	2019/Q1 Complaints:			2019/Q2 Complaints:		
	Total Received	Total Resolved	% Resolved	Total Received	Total Resolved	% Resolved
Abuja	14,168	11,444	80.77	11,959	9,682	80.96
Benin	15,404	11,970	77.71	13,673	11,598	84.82
Eko	26,442	26,333	99.59	17,722	15,821	89.27
Enugu	21,317	18,832	88.34	30,104	28,989	96.30
Ibadan	9,893	6,564	66.35	9,067	6,948	76.63
Ikeja	30,171	26,475	87.75	29,778	25,462	85.51
Jos	5,464	5,150	94.25	5,378	4,841	90.01
Kaduna	11,862	9,630	81.18	9,486	7,790	82.12
Kano	5,965	5,681	95.24	6,065	5,667	93.44
P/Harcourt	9,135	8,082	88.47	10,415	8,941	85.85
Yola	2,117	2,098	99.10	2,312	2,286	98.88
Total	151,938	132,259	87.05	145,959	128,025	87.71

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

The number of complaints on metering and billing decreased significantly during the quarter under review but still dominates the customer complaints. The categories of complaints presented in Table VI of the appendix and the summary represented in Figure 12 shows that metering and billing accounted for 52.80% (i.e., 77,063) of the total complaints received during the second quarter of 2019 as against 60.96% (i.e., 92,626) recorded in the first quarter of 2019. This implies that, on average, eight hundred and forty-seven (847) customers complained about metering and billing per day in the second quarter of 2019. Another issue of serious concern is service interruption, accounting for 9.86% (i.e. 14,396) of the total customer complaints received during the quarter under review.

Figure 12: Category of Complaints Received by DisCos in 2019/Q2



To address customers' complaints, the Commission, on a continuous basis, monitors the complaint handling and resolution process adopted by DisCos. Specifically, the Commission reviewed the reports of the audit exercises of the eleven (11) DisCos' compliance to service standards conducted in 2018. Also, the Commission is strictly monitoring the DisCos' compliance to its directive on monthly submission of their customers' complaints reports to ensure timely regulatory interventions when necessary.

Similarly, the Commission continuously strives to improve on the operation of its Forum Offices which are set up to adjudicate on consumers' complaints that are not adequately resolved to the satisfaction of consumers by the responsible DisCos. As at the end of the second quarter of 2019, the Commission had established thirty (30) Forum Offices for effective adjudication of customer complaints. In addition, in line with its 2017-2020 strategic plans, the Commission continues monitoring of the implementation of the Meter Asset Provider Regulations which is designed to address the metering gap and eliminate estimated billing in NESI.

4.4. Forum Offices

In line with the Commission's mandate on Customer Protection, NERC Forum Offices are set up pursuant to section 80(1b) of the EPSR Act 2004 to hear and resolve customer complaints not satisfactorily resolved at the DisCos' Customer Complaints Units. The Forum Panels perform the Commission's quasi-judicial functions in redressing customers' and operators' unresolved disputes as enshrined in the NERC's Customer Complaints Handling Standards and Procedures (CCHSP) Regulations. As at June 2019, the Commission had 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.

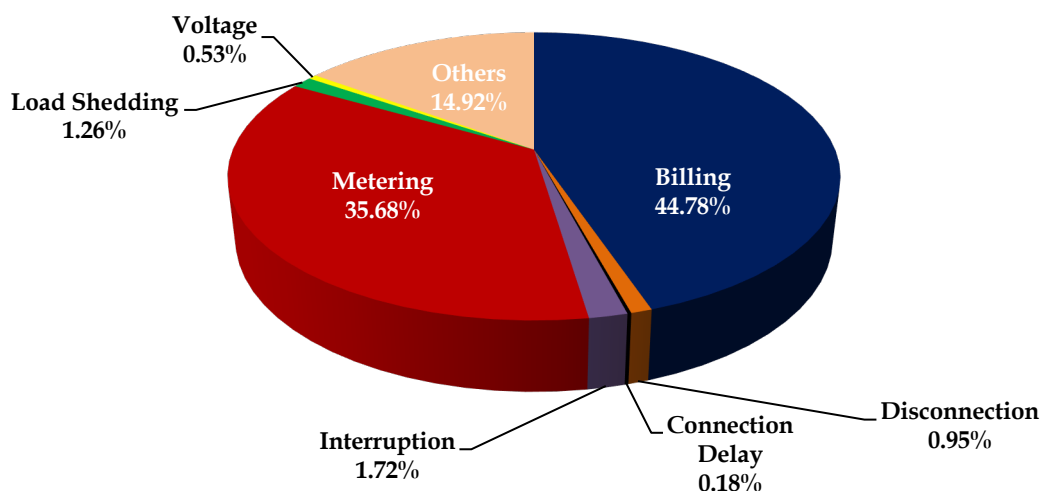
The summary presented in Table 10 indicates that, during the quarter under review, the Forum Offices received a total of 2,856 complaints (including 1,586 pending complaints from the first quarter of 2019) from customers who were dissatisfied with DisCos' effort at resolving their lodged complaints. This shows 6.65% increase from the 2,678 complaints received during the preceding quarter. The Forum Offices in Ibadan DisCo's franchise area received the highest number of complaints. This is not surprising as Ibadan DisCo had the lowest resolution rate (76.63%) of customers' complaints during the same period. On the other hand, Yola Forum Office received the lowest number of complaints during the same period. However, the Forum Offices in Enugu DisCo's franchise were among those that received a large number of complaints despite its (Enugu DisCo's) claim of having 96.30% resolution rate - the second-highest resolution rate among the DisCos.

Table 10: Complaints Handled by Forum Offices in 2019Q2

Forum Offices	Accountable DisCos	Complaint Received	Complaint Resolved	Complaint Pending	No of Sitzings
Abuja, Lafia & Lokoja	Abuja	395	212	173	10
Asaba & Benin	Benin	146	114	32	6
Ikeja	Eko	332	115	217	6
Abakaliki, Akwa, Enugu, Owerri, & Umuahia	Enugu	290	127	163	10
Ibadan, Ilorin & Osogbo	Ibadan	767	391	374	16
Ikeja	Ikeja	637	269	368	8
Bauchi, Gombe, Jos & Makurdi	Jos	27	7	15	1
Gusau, Kaduna, Kebbi & Sokoto	Kaduna	84	33	48	1
Jigawa, Kano & Katsina	Kano	94	78	13	2
Calabar, Port Harcourt & Uyo	P/Harcourt	72	54	18	4
Yola	Yola	12	8	4	1
All Forum Offices	All DisCos	2,856	1,408	1,425	65

The Commission's Forum Offices' Panels had a total of 65 hearings in the second quarter and resolved 49.30% of the total 2,856 complaints before the Forum Offices. This represents 9.83 percentage points increase in the resolution rate recorded in the preceding quarter and indicates that an average of 22 cases were resolved per hearing. Similar to the category of complaints received by the DisCos, billing and metering issues topped the complaints received by the Forum Offices, as represented in Figure 13. This implies that billing and metering issues were mostly the complaints not satisfactorily resolved by DisCos'.

Figure 13: Category of Complaints Received by Forum Offices in 2019/Q2



Whereas some of the undecided cases at the Forum Offices are due to incomplete submission and/or abandonment by the concerned consumers, the Commission has directed its respective Forum Offices to quickly resolve all outstanding complaints in line with the operating manual of the Commission. Moreover, the Commission has continued to intensify effort in monitoring the *day-to-day* activities of the Forum Offices through its performance monitoring mechanism. Also, the Commission is working towards establishing additional Forum Offices in a bid to achieve its objective of establishing at least one Forum Office in each state of the federation and ensure that customer care standards are given adequate attention. Further details on the customers' complaints received, resolved and outstanding by Forum Offices for the first and second quarters of 2019 are presented in Tables VIII and IX of the appendix.

3.9. Health and Safety

The safety of all electricity providers and users in Nigeria remains one of the key priorities of the Commission and it has continued to monitor the health and safety performance of the industry for continuous improvement. The Commission received a total of seventy-three (73) health and safety reports out of the eighty-seven (87) reports expected from the twenty-nine (29) operators in the second quarter of 2019. This represents an increase of 1.4% from the reports received in the preceding quarter

indicating a higher compliance rate. These reports were used in line with the provisions of Section 32 1(e) of the Electric Power Sector Reform Act (2004) for monitoring and evaluation of health and safety performance of licensees in order to ensure that operators keep up to their responsibility of delivering safe electricity services to consumers. The summary statistics on the accidents experienced in the Nigerian electricity industry during the first and second quarter of 2019 is presented in Table 11.

Table 11: Health and Safety (H&S) Reports in 2019/Q1 - Q2

Item	Frequency	
	2019/Q1	2019 /Q2
Number of Expected H&S Reports	87	87
Number of H&S Reports Submitted	72	73
Number of Deaths (employees & third parties)	10	37
Number of Injuries	7	18
Number of Enforcement Actions Taken	6	Under review

The health and safety performance of the operators declines during the second quarter of 2019 as the number of deaths and injuries increased significantly from the preceding quarter. This implies that approximately three (3) persons died of electrocution weekly in the second quarter of 2019. In line with its mandate to ensure licensees' commitment to safe energy delivery, the Commission, during the same period, commenced hearings on some of the incidences involving various health and safety breaches. However, due to the complexity of many of the cases, enforcement actions and appropriate penalties in each case were yet to be finalised during the quarter under review.

On the other hand, the Commission continued to work on a framework for penalties and compensations guidelines in order to stop the utilities' discretionary payment of compensations to victims or victims' families. Moreover, in line with its strategic goals 2017-2020, the Commission has continued to intensify efforts in implementing 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 include but not limited to the standardisation of Protective Schemes, public enlightenment on safety, engagement of Government agencies on Right of Way violation and a review of an operational procedure for Distribution System Operators on fault clearing.



5. THE COMMISSION

5.1. Financial Report

The summary of the Commission's revenue and expenditure in the first and second quarters of 2019 is presented in Table 12. During the quarter under review, the total revenue realised by the Commission was ₦1.25billion, about 0.08% higher than the revenue realised in the preceding quarter. The slight increase in the revenue was mainly due to the increase in other internally generated revenue (IGR) such as licensing and permit fees realised by the Commission. The other IGR (excluding market charges) rose by 243.95% in the second quarter and stood at ₦256.24million. On the contrary, the operating levy (i.e., market charges) recorded a decline of 15.35% in the second quarter of 2019. In the same period, the Commission incurred a total expenditure (capital and recurrent) of ₦1.45billion which is slightly higher than the ₦1.42billion incurred in the first quarter of 2019.

Table 12: Quarterly Revenue & Expenditure of the Commission in 2019/Q2

Description	Monthly Reports for 2019/Q2 (₦' Million)			Quarterly Reports (₦' Million)	
	Apr.	May	June.	2019/Q2	2019/Q1
A. Revenue					
Operating Levy (MC)	280.73	410.74	305.51	996.98	1,177.73
Other IGR	53.61	134.36	68.27	256.24	74.50
Total Revenue	334.34	545.10	373.78	1,253.22	1,252.23
B. Expenditure					
Personnel Cost	287.49	326.61	451.91	1,066.01	1,236.13
Regulatory Expenses	101.78	96.99	109.05	307.82	125.55
A & G Maintenance	24.16	32.74	17.11	74.01	54.14
Total Expenditure	413.43	456.34	578.07	1,447.84	1,415.82
Net Cash Flow (A-B)	(79.09)	88.76	(204.29)	(194.62)	(163.59)
Memo:					
Outstanding liabilities as at the end of the stated quarters				(708.85)	(693.59)

Notes of the table:

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

A comparison of the revenue and expenditure of the Commission within the second quarter of 2019 showed higher expenditure incurred when compared to actual cash receipts, signifying a negative net cash flow of ₦194.62million. Consequently, the Commission's outstanding liabilities which stood at ₦693.59million during the first quarter of 2019 rose by 2.20%. The proper management of the Commission's cash flow remains one of its key financial obligations. Thus, the Commission continued to monitor its expenditure and liabilities while working on the regulatory interventions necessary to improve the liquidity in the industry. Further details on the quarterly revenue and expenditure of the Commission for the period 2019/Q1-Q2 are presented in Table X of the appendix.

5.2. Capacity Development

The Commission continued with its commitment to human capacity development and sponsored some members of staff, based on their job needs, to attend various regulatory, management and leadership trainings during the second quarter of 2019. Furthermore, the Commission also sponsored some members of staff to attend international workshops and to represent the Commission at different meetings and conferences on issues beneficial to the Commission's statutory responsibilities. Many staff of the Commission were sponsored to attend the annual conference of their different professional associations during the same quarter. Table 13 presents titles of the training, workshops, and meetings attended by staff of the Commission during the second quarter of 2019.

Lastly, the Commission completed the 2019 promotion exercise for eligible staff during the second quarter of 2019. Out of the 44 staff that participated in the promotion exercise, 29 of them were adjudged to have satisfied the stipulated requirements to fill available vacancies declared and were duly promoted.

Table 13: Training and Workshops Attended in 2019/Q2

S/N	Title by Category
	Training:
1	Certified Customer Service Training
2	Certified Lean Six Sigma
3	Corporate Leadership Skills for Effective Management
4	Getting Ahead and Staying Ahead: Goal Setting & Techniques for Achievement
5	High Potentials Leadership Program
6	Leadership, Human Resources and Change Management: Attitudes and Behaviours
7	Office Practice, Management & Administration
8	Regulatory Tour of Maharashtra State Electricity Distribution Company Ltd and Skipper Electricals
	Workshop:
9	AFDB/NARUC Regional Workshop on Emerging Issues in Electricity Regulation
10	ERERA Workshop for Heads of Communication in National Regulatory Bodies
11	Grid Code Monitoring & Enforcement Partnership Exchange programme
	Forum/Conference:
12	Renewable Energy Forum
	Meeting:
13	ERRA Tariff/Pricing Committee Meeting
14	The inaugural meeting of the Tariff and Performance Working Group

Appendix

Table I: Energy Received and Billed by DisCos in 2019/Q1-Q2

DisCos	2019/Q1*:	Jan*:	Feb*:	Mar*:	2019/Q2:	Apr.	May	Jun
Energy Received (GWh)								
Abuja	1,002	326	304	372	973	357	313	303
Benin	676	230	222	223	581	212	198	170
Eko	873	285	276	312	790	263	277	251
Enugu	604	208	186	210	563	200	187	176
Ibadan	874	300	285	288	851	281	295	275
Ikeja	1,043	345	325	372	1,026	333	350	343
Jos	320	110	105	105	300	98	99	103
Kaduna	599	205	189	205	507	167	176	164
Kano	471	142	150	179	486	172	160	154
Port Harcourt	509	172	161	176	489	165	168	157
Yola	304	94	94	116	277	103	87	87
All DisCos	7,275	2,418	2,298	2,559	6,843	2,351	2,310	2,183
All DisCos Average	661	220	209	233	622	214	210	198
Energy Billed (GWh)								
Abuja	836	261	258	317	724	275	223	226
Benin	576	195	189	193	511	183	179	149
Eko	767	250	247	270	699	233	239	227
Enugu	413	144	127	142	385	135	129	121
Ibadan	722	245	235	242	707	236	244	227
Ikeja	895	298	283	314	903	297	304	303
Jos	216	70	74	72	220	72	74	75
Kaduna	427	141	136	150	403	123	146	134
Kano	391	118	124	148	391	139	128	125
Port Harcourt	380	126	118	136	363	124	121	117
Yola	196	61	61	74	180	67	57	56
All DisCos	5,819	1,909	1,852	2,058	5,487	1,884	1,844	1,759
All DisCos Average	529	174	168	187	499	171	168	160
Billing Efficiency (%)								
Abuja	83.43	80.06	84.87	85.22	74.41	77.03	71.25	74.59
Benin	85.28	84.78	84.78	86.29	87.99	86.29	90.32	87.40
Eko	87.86	87.72	89.49	86.54	88.40	88.67	86.32	90.41
Enugu	68.38	69.23	68.28	67.62	68.38	67.50	68.98	68.75
Ibadan	82.64	81.61	82.47	83.89	83.10	84.17	82.57	82.57
Ikeja	85.81	86.16	87.12	84.34	88.07	89.18	86.81	88.30
Jos	67.45	63.64	69.92	68.97	73.46	72.85	74.71	72.83
Kaduna	71.29	68.78	71.96	73.17	79.49	73.65	82.95	81.71
Kano	82.91	83.13	82.57	83.03	80.44	80.48	79.91	80.96
Port Harcourt	74.58	72.87	73.62	77.13	74.23	75.49	72.51	74.75
Yola	64.47	64.89	64.89	63.79	64.98	65.05	65.52	64.37
All DisCos	79.98	78.92	80.59	80.44	80.18	80.13	79.83	80.60
All DisCos Average	77.65	76.63	78.18	78.18	78.45	78.21	78.35	78.78

Notes of the table:

1. DisCos are the electricity distribution companies
2. GWh is Giga-watts hour
3. * indicates the values in the column are different from those reported in 2019/Q1 report due to adjustment for errors in the raw data

Table II: Revenue Performance by DisCos in 2019/Q1-Q2

DisCos	2019/Q1*:	Jan*:	Feb*:	Mar*:	2019/Q2:	Apr.	May	Jun.
	Total Billings (₦' billion)							
Abuja	27.54	8.64	8.55	10.35	24.53	9.28	7.60	7.65
Benin	20.42	6.94	6.67	6.82	18.25	6.55	6.27	5.42
Eko	23.22	7.57	7.46	8.19	21.05	7.03	7.17	6.85
Enugu	15.19	5.25	4.68	5.26	14.33	5.03	4.81	4.49
Ibadan	22.04	7.42	7.18	7.44	21.93	7.28	7.59	7.06
Ikeja	25.01	8.34	7.89	8.78	25.38	8.37	8.56	8.45
Jos	7.79	2.51	2.65	2.62	7.97	2.62	2.67	2.69
Kaduna	13.65	4.32	4.21	5.12	13.01	4.33	4.50	4.19
Kano	11.95	3.70	3.79	4.46	12.28	4.33	4.03	3.91
Port Harcourt	13.44	4.58	4.16	4.69	13.25	4.60	4.40	4.25
Yola	5.14	1.60	1.57	1.96	4.84	1.80	1.54	1.49
All DisCos	185.39	60.86	58.82	65.71	176.81	61.23	59.14	56.43
All DisCos Average	16.85	5.53	5.35	5.97	16.07	5.57	5.38	5.13
	Revenue Collected (₦' billion)							
Abuja	19.09	6.19	6.21	6.70	19.56	7.37	5.78	6.42
Benin	10.41	3.44	3.45	3.52	10.40	3.89	3.05	3.46
Eko	18.52	5.95	6.22	6.34	17.82	6.07	5.64	6.11
Enugu	10.39	3.24	3.63	3.53	10.43	3.60	3.21	3.61
Ibadan	13.28	4.40	4.46	4.42	14.17	4.75	4.67	4.75
Ikeja	20.82	6.68	7.07	7.07	22.31	7.46	7.08	7.77
Jos	4.59	1.15	1.76	1.68	4.24	1.34	1.33	1.57
Kaduna	5.02	1.44	2.00	1.57	5.72	1.94	1.73	2.05
Kano	7.39	2.36	2.47	2.56	8.32	2.94	2.66	2.72
Port Harcourt	6.63	2.16	2.22	2.25	6.99	2.44	2.35	2.21
Yola	2.49	0.78	0.79	0.92	2.22	0.68	0.78	0.75
All DisCos	118.63	37.8	40.3	40.6	122.18	42.5	38.3	41.4
All DisCos Average	10.78	3.44	3.66	3.69	11.11	3.86	3.48	3.77
	Collection Efficiency (%)							
Abuja	69.34	71.61	72.62	64.72	79.75	79.37	76.12	83.81
Benin	50.97	49.61	51.68	51.65	57.01	59.32	48.61	63.96
Eko	79.74	78.68	83.38	77.40	84.67	86.29	78.68	89.26
Enugu	68.41	61.60	77.55	67.10	72.77	71.60	66.81	80.47
Ibadan	60.25	59.29	62.12	59.41	64.63	65.26	61.50	67.34
Ikeja	83.25	80.14	89.57	80.53	87.90	89.19	82.63	91.96
Jos	58.90	45.87	66.32	63.85	53.23	51.42	49.83	58.36
Kaduna	36.75	33.37	47.65	30.65	43.91	44.72	38.53	48.86
Kano	61.83	63.92	65.17	57.27	67.79	67.96	66.02	69.42
Port Harcourt	49.34	47.17	53.24	47.99	52.74	52.97	53.30	51.92
Yola	48.48	48.72	49.97	47.09	45.81	37.86	50.39	50.71
All DisCos	63.99	62.10	68.47	61.73	69.10	69.38	64.72	73.39
All DisCos Average	60.66	58.18	65.39	58.88	64.56	64.18	61.13	68.73

Notes of the table:

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

Table III: DisCos Invoices & Remittances to MO in 2019/Q1-Q2

DisCos	2019/Q1:	Jan.	Feb.	Mar.	2019/Q2:	Apr.	May	Jun.
	Invoice (₦ Billion)							
Abuja	4.01	1.28	1.21	1.52	3.86	1.42	1.24	1.20
Benin	2.71	0.90	0.89	0.93	2.31	0.85	0.78	0.67
Eko	3.49	1.12	1.09	1.28	3.13	1.05	1.09	0.99
Enugu	2.43	0.82	0.74	0.88	2.24	0.80	0.74	0.70
Ibadan	3.52	1.18	1.14	1.20	3.39	1.13	1.17	1.09
Ikeja	3.71	1.20	1.14	1.37	3.77	1.18	1.38	1.21
Jos	1.32	0.44	0.43	0.44	1.20	0.40	0.40	0.41
Kaduna	2.42	0.81	0.76	0.86	2.02	0.67	0.70	0.65
Kano	1.90	0.56	0.60	0.74	1.93	0.69	0.63	0.61
Port Harcourt	2.03	0.67	0.63	0.72	1.93	0.65	0.66	0.62
Yola	1.23	0.37	0.38	0.49	1.11	0.42	0.34	0.35
Overall DisCos	28.77	9.34	9.00	10.43	26.89	9.26	9.14	8.49
Ajaokuta Steel Co. Ltd	0.04	0.02	0.01	0.02	0.05	0.01	0.02	0.02
NIGELEC	0.84	0.24	0.25	0.34	1.06	0.36	0.36	0.34
CEB (SAKETE)	1.47	0.55	0.46	0.46	1.10	0.44	0.35	0.31
	Remittance (₦ Billion)							
Abuja	0.90	0.30	0.30	0.30	2.93	0.50	1.24	1.20
Benin	0.98	0.33	0.32	0.33	1.80	0.34	0.78	0.67
Eko	2.45	0.78	0.77	0.90	2.82	0.73	1.09	0.99
Enugu	0.60	0.20	0.20	0.20	1.74	0.30	0.74	0.70
Ibadan	1.13	0.38	0.36	0.38	2.74	0.47	1.17	1.09
Ikeja	2.23	0.72	0.69	0.82	3.30	0.71	1.38	1.21
Jos	0.15	0.05	0.05	0.05	0.55	0.08	0.07	0.40
Kaduna	0.70	0.32	0.18	0.20	0.88	0.20	0.35	0.33
Kano	0.30	0.10	0.10	0.10	0.81	0.10	0.10	0.61
Port Harcourt	0.44	0.14	0.16	0.14	1.43	0.15	0.66	0.62
Yola	0.74	0.22	0.28	0.24	0.78	0.21	0.22	0.35
Overall DisCos	10.62	3.54	3.41	3.67	19.77	3.79	7.81	8.16
Ajaokuta Steel Co. Ltd	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
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Remittance Performance (%)							
Abuja	22.46	23.52	24.85	19.69	76.06	35.14	100.00	100.00
Benin	36.16	36.50	36.50	35.50	77.90	40.00	100.00	100.00
Eko	70.00	70.00	70.00	70.00	89.96	70.00	100.00	100.00
Enugu	24.66	24.49	26.99	22.85	77.53	37.32	100.00	100.00
Ibadan	32.00	32.00	32.00	32.00	80.70	42.00	100.00	100.00
Ikeja	60.00	60.00	60.00	60.00	87.53	60.00	100.00	100.00
Jos	11.39	11.26	11.65	11.28	46.05	19.99	17.70	99.42
Kaduna	28.87	39.94	23.38	23.30	43.28	29.77	50.00	50.00
Kano	15.82	17.99	16.72	13.48	41.89	14.52	15.83	100.00
Port Harcourt	21.84	20.82	25.00	20.00	73.92	22.96	100.00	100.00
Yola	60.64	60.00	75.00	50.00	70.30	50.00	65.00	100.00
Overall DisCos	36.90	37.92	37.83	35.19	73.50	40.94	85.48	96.12
Ajaokuta Steel Co. Ltd	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
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Notes of the table:

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

Table IV: DisCos Invoices & Remittances to NBET in 2019/Q1-Q2

DisCos	2019/Q1:	Jan.	Feb.	Mar.	2019/Q2:	Apr.	May	Jun.
	Invoice (₦' Billion)							
Abuja	22.45	7.63	6.85	7.97	21.96	7.94	7.31	6.71
Benin	15.26	5.39	5.02	4.85	13.16	4.74	4.64	3.78
Eko	19.58	6.68	6.20	6.70	17.85	5.85	6.45	5.55
Enugu	13.66	4.88	4.20	4.58	12.77	4.48	4.37	3.91
Ibadan	19.75	7.03	6.44	6.27	19.28	6.28	6.89	6.10
Ikeja	20.86	7.17	6.50	7.19	21.58	6.58	8.19	6.82
Jos	7.39	2.65	2.43	2.31	6.83	2.23	2.33	2.27
Kaduna	13.56	4.81	4.27	4.48	11.51	3.74	4.11	3.66
Kano	10.61	3.33	3.40	3.88	10.99	3.85	3.74	3.41
Port Harcourt	11.38	4.02	3.60	3.76	10.99	3.64	3.90	3.45
Yola	6.84	2.19	2.12	2.53	6.27	2.31	2.03	1.93
Overall DisCos	161.35	55.78	51.03	54.53	153.19	51.64	53.96	47.58
Ajaokuta Steel Co. Ltd	0.26	0.09	0.08	0.09	0.28	0.09	0.09	0.10
NIGELEC	2.17	0.62	0.67	0.88	2.63	0.87	0.93	0.83
CEB (SAKETE)	8.27	3.06	2.64	2.57	6.06	2.46	1.92	1.68
	Remittance (₦' Billion)							
Abuja	6.50	1.80	2.20	2.50	7.50	3.00	2.50	2.00
Benin	3.62	1.21	1.21	1.21	3.05	1.16	1.14	0.76
Eko	7.50	2.34	2.48	2.68	6.26	2.34	2.26	1.67
Enugu	4.30	0.70	1.50	2.10	2.00	0.00	1.70	0.30
Ibadan	6.36	2.04	0.84	3.49	3.95	2.32	1.38	0.25
Ikeja	7.45	2.51	2.07	2.87	7.07	2.18	2.36	2.53
Jos	0.70	0.25	0.25	0.20	0.50	0.23	0.27	0.00
Kaduna	1.40	0.40	0.00	1.00	0.96	0.00	0.96	0.00
Kano	1.58	0.45	0.00	1.13	1.62	0.77	0.50	0.35
Port Harcourt	1.94	0.62	0.00	1.31	1.74	0.00	1.40	0.34
Yola	0.83	0.26	0.32	0.25	0.67	0.28	0.20	0.19
Overall DisCos	42.18	12.59	10.86	18.74	35.34	12.28	14.67	8.39
Ajaokuta Steel Co. Ltd	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
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Remittance Performance (%)							
Abuja	28.95	23.60	32.11	31.36	34.15	37.77	34.20	29.82
Benin	23.74	22.52	24.00	24.83	23.20	24.50	24.48	20.00
Eko	38.29	35.00	40.00	40.00	35.07	40.00	34.98	30.00
Enugu	31.47	14.34	35.69	45.87	15.66	0.00	38.87	7.67
Ibadan	32.22	29.00	13.00	55.58	20.50	37.00	19.99	4.10
Ikeja	35.73	35.00	31.81	40.00	32.77	33.20	28.86	37.05
Jos	9.47	9.44	10.30	8.65	7.33	10.33	11.58	0.00
Kaduna	10.31	8.31	0.00	22.30	8.35	0.00	23.35	0.00
Kano	14.86	13.52	0.00	28.99	14.73	20.00	13.38	10.26
Port Harcourt	17.02	15.49	0.00	34.92	15.88	0.00	35.91	10.00
Yola	12.19	12.00	15.00	10.00	10.74	12.00	9.99	10.00
Overall DisCos	26.15	22.57	21.28	34.36	23.07	23.79	27.18	17.62
Ajaokuta Steel Co. Ltd	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
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Notes of the table:

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

Table V: DisCos Invoices & Remittances to NBET & MO in 2019/Q1-Q2

DisCos	2019/Q1:	Jan.	Feb.	Mar.	2019/Q2:	Apr.	May	Jun.
	Invoice (₦' Billion)							
Abuja	26.46	8.90	8.06	9.50	25.82	9.37	8.55	7.90
Benin	17.98	6.29	5.91	5.78	15.47	5.59	5.42	4.45
Eko	23.08	7.80	7.29	7.98	20.98	6.89	7.55	6.54
Enugu	16.10	5.70	4.94	5.45	15.01	5.29	5.11	4.61
Ibadan	23.27	8.21	7.58	7.48	22.67	7.41	8.06	7.19
Ikeja	24.57	8.37	7.65	8.56	25.36	7.75	9.57	8.03
Jos	8.71	3.09	2.86	2.76	8.03	2.63	2.73	2.67
Kaduna	15.98	5.62	5.03	5.33	13.53	4.41	4.81	4.31
Kano	12.50	3.88	3.99	4.63	12.92	4.54	4.37	4.02
Port Harcourt	13.40	4.69	4.23	4.48	12.92	4.29	4.56	4.06
Yola	8.07	2.56	2.50	3.01	7.38	2.73	2.37	2.28
Overall DisCos	190.12	65.12	60.04	64.96	180.08	60.90	63.10	56.08
Ajaokuta Steel Co. Ltd	0.30	0.10	0.09	0.11	0.32	0.10	0.11	0.11
NIGELEC	3.02	0.86	0.92	1.23	3.69	1.23	1.29	1.17
CEB (SAKETE)	9.74	3.61	3.09	3.04	7.16	2.90	2.28	1.98
	Remittance (₦' Billion)							
Abuja	7.40	2.10	2.50	2.80	10.43	3.50	3.74	3.20
Benin	4.61	1.54	1.53	1.53	4.85	1.50	1.92	1.43
Eko	9.94	3.12	3.24	3.58	9.08	3.07	3.35	2.66
Enugu	4.90	0.90	1.70	2.30	3.74	0.30	2.44	1.00
Ibadan	7.49	2.42	1.20	3.87	6.69	2.80	2.55	1.34
Ikeja	9.68	3.23	2.75	3.70	10.37	2.89	3.75	3.74
Jos	0.85	0.30	0.30	0.25	1.05	0.31	0.34	0.40
Kaduna	2.10	0.72	0.18	1.20	1.84	0.20	1.31	0.33
Kano	1.88	0.55	0.10	1.23	2.43	0.87	0.60	0.96
Port Harcourt	2.38	0.76	0.16	1.46	3.17	0.15	2.06	0.96
Yola	1.58	0.48	0.60	0.50	1.45	0.49	0.43	0.54
Overall DisCos	52.80	16.13	14.26	22.41	55.10	16.08	22.48	16.55
Ajaokuta Steel Co. Ltd	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
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Remittance Performance (%)							
Abuja	27.97	23.59	31.03	29.49	40.41	37.37	43.72	40.44
Benin	25.62	24.53	25.87	26.54	31.37	26.86	35.41	32.11
Eko	43.09	40.02	44.50	44.82	43.26	44.56	44.39	40.60
Enugu	30.44	15.79	34.39	42.18	24.90	5.67	47.72	21.65
Ibadan	32.19	29.43	15.86	51.78	29.50	37.76	31.60	18.65
Ikeja	39.39	38.57	36.03	43.20	40.92	37.26	39.14	46.56
Jos	9.76	9.70	10.50	9.07	13.12	11.80	12.47	15.08
Kaduna	13.12	12.85	3.51	22.46	13.57	4.53	27.22	7.59
Kano	15.00	14.16	2.50	26.50	18.78	19.17	13.74	23.83
Port Harcourt	17.75	16.26	3.75	32.53	24.55	3.49	45.20	23.64
Yola	19.57	18.90	24.02	16.44	19.67	17.79	17.98	23.67
Overall DisCos	27.77	24.77	23.76	34.50	30.60	26.40	35.62	29.51
Ajaokuta Steel Co. Ltd	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
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Notes of the table:

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

Table VI: Category of Complaints Received by Discos in 2019/Q2

Complaints Categories	Electricity Distribution Companies (DisCos)											All DisCos
	Abuja	Benin	Eko	Enugu	Ibadan	Ikeja	Jos	Kaduna	Kano	Port Harcourt	Yola	
Interruption	694	854	630	4,547	365	1,521	1,356	3,733	240	371	85	14,396
Voltage	635	481	702	1,623	302	1,449	252	711	221	565	177	7,118
Load Shedding	152	141	124	278	72	341	23	23	50	151	19	1,374
Metering	2,837	3,438	3,629	8,562	2,529	9,115	657	2,127	1,772	1,976	481	37,123
Billing	2,922	4,902	6,002	7,441	3,317	6,492	1,211	2,246	1,751	3,269	387	39,940
Disconnection	191	1,001	2,352	1,119	231	578	85	377	86	1,383	388	7,791
Connection Delay	11	49	42	67	103	31	2	37	14	12	148	516
Others	4,517	2,807	4,241	6,467	2,148	10,251	1,792	232	1,931	2,688	627	37,701
Total	11,959	13,673	17,722	30,104	9,067	29,778	5,378	9,486	6,065	10,415	2,312	145,959

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

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

Table VIII: Complaints Received and Resolved by Forum Offices in 2019/Q1-Q2

S/N	Forum Offices	2019/Q1					2019/Q2				
		Customers' Complaints:			No of	Resolution	Customers' Complaints:			No of	Resolution
		Received	Resolved	Pending	Hearings	Rate	Received	Resolved	Pending	Hearings	Rate
1	Abakaliki, Ebonyi State	37	22	15	1	59%	48	31	17	2	65%
2	Abuja, FCT	438	214	224	5	49%	261	148*	110	6	57%
3	Asaba, Delta State	126	80	46	4	63%	62	55	7	2	89%
4	Awka, Anambra State	86	41	45	1	48%	84	33	51	2	39%
5	Bauchi, Bauchi State	11	8*	2	1	73%	5	2	3	0	40%
6	Benin, Edo State	52	16	36	2	31%	84	59	25	4	70%
7	Birnin Kebbi, Kebbi State	10	6	4	0	60%	9	5	4	0	56%
8	Calabar, Cross Rivers State	15	12	3	2	80%	8	1	7	0	13%
9	Dutse, Jigawa State	6	0	6	1	0%	0	0	0	0	-
10	Eko, Lagos State	333	70	263	2	21%	332	115	217	6	35%
11	Enugu, Enugu State	67	52	15	0	78%	48	30	18	3	63%
12	Gombe, Gombe State	10	1	9	0	10%	10	5	5	1	50%
13	Gusau, Zamfara State	21	3	18	0	14%	20	9	11	0	45%
14	Ibadan, Oyo State	223	72	151	11	32%	301	205	96	10	68%
15	Ikeja, Lagos State	456	153*	298	11	34%	637	269	368	8	42%
16	Ilorin, Kwara State	45	11	34	2	24%	58	14*	42	2	24%
17	Jos, Plateau State	12	2	10	0	17%	5	0	5	0	0%
18	Kaduna, Kaduna State	43	23*	16	2	53%	39	11*	25	1	28%
19	Kano, Kano State	87	8*	74	1	9%	82	68*	13	2	83%
20	Katsina, Katsina State	7	1	6	0	14%	12	10*	0	0	83%
24	Lafia, Nasarawa State	42	22*	10	2	52%	77	50*	20	3	65%
21	Lokoja, Kogi State	23	13	10	1	57%	57	14	43	1	25%
22	Makurdi, Benue State	14	0*	5	0	0%	7	0*	2	0	0%
23	Osogbo, Osun State	219	86	133	2	39%	408	172	236	4	42%
25	Owerri, Imo State	22	10	12	2	45%	31	12	19	1	39%
26	Port Harcourt, Rivers State	131	62	69	2	47%	31	20	11	2	65%
27	Sokoto, Sokoto State	28	12	16	0	43%	16	8	8	0	50%
28	Umuahia, Abia State	54	19*	34	2	35%	79	21	58	2	27%
29	Uyo, Akwa Ibom	51	32	19	0	63%	33	33	0	2	100%
30	Yola, Adamawa	9	6	3	0	67%	12	8	4	1	67%
	All Forum Offices	2,678	1,057	1,586	57	39%	2,856	1,408	1,425	65	49%

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

Table IX: Category of Complaints Received by Forum Offices in 2019/Q1-Q2

S/N	Forum Office	2019/Q1 Complaints Category:										2019/Q2 Complaints Category:							
		Bills	Meters	Delay	Voltage	Dis.	Int.	LS	Others	Total	Bills	Meters	Delay	Voltage	Dis.	Int.	LS	Others	Total
1	Abakaliki, Ebonyi State	37	0	0	0	0	0	0	0	37	37	17	0	0	8	0	0	48	
2	Abuja, FCT	326	111	0	0	0	0	0	1	438	326	87	0	7	32	0	23	261	
3	Asaba, Delta State	50	036	0	0	40	0	0	0	126	50	19	0	3	0	4	4	62	
4	Awka, Anambra State	41	34	0	0	11	0	0	0	86	41	27	0	0	0	4	20	84	
5	Bauchi, Bauchi State	8	0	0	0	0	0	0	3	11	8	2	0	0	0	0	0	5	
6	Benin, Edo State	31	12	0	0	5	0	0	4	52	31	23	0	0	6	0	14	84	
7	Birnin Kebbi, Kebbi State	4	6	0	0	0	0	0	0	10	4	3	0	0	0	0	3	9	
8	Calabar, Cross Rivers State	10	2	0	0	0	1	0	2	15	10	4	0	0	0	0	1	8	
9	Dutse, Jigawa State	0	1	0	0	5	0	0	0	6	0	0	0	0	0	0	0	0	
10	Eko, Lagos State	123	54	0	0	34	0	0	122	333	123	112	0	15	0	21	50	332	
11	Enugu, Enugu State	21	36	0	0	10	0	0	0	67	21	19	0	0	0	0	7	48	
12	Gombe, Gombe State	5	3	0	0	1	0	0	1	10	5	5	0	0	0	0	1	10	
13	Gusau, Zamfara State	12	0	0	0	0	0	0	9	21	12	8	0	0	0	0	0	20	
14	Ibadan, Oyo State	74	41	0	0	0	0	6	102	223	74	123	0	0	0	0	7	301	
15	Ikeja, Lagos State	221	143	0	0	90	0	0	2	456	221	211	0	0	0	0	178	637	
16	Ilorin, Kwara State	17	26	0	0	2	0	0	0	45	17	31	0	0	0	0	10	58	
17	Jos, Plateau State	5	0	0	0	0	0	0	7	12	5	0	0	0	0	0	2	5	
18	Kaduna, Kaduna State	26	10	6	0	0	1	0	0	43	26	23	6	0	0	0	0	39	
19	Kano, Kano State	72	7	0	0	2	0	0	6	87	72	32	0	0	3	0	8	82	
20	Katsina, Katsina State	1	0	0	0	1	5	0	0	7	1	4	0	0	0	0	1	12	
24	Lafia, Nasarawa State	30	12	0	0	0	0	0	0	42	30	28	0	5	0	7	16	77	
21	Lokoja, Kogi State	23	0	0	0	0	0	0	0	23	23	19	0	0	0	0	3	57	
22	Makurdi, Benue State	13	0	0	0	0	0	0	1	14	13	2	0	0	0	0	2	7	
23	Osogbo, Osun State	102	78	0	0	0	0	0	39	219	102	143	0	0	0	0	38	408	
25	Owerri, Imo State	8	5	0	0	7	0	0	2	22	8	17	0	0	0	0	2	31	
26	Port Harcourt, Rivers State	81	20	0	0	0	0	0	30	131	81	12	0	3	0	0	9	31	
27	Sokoto, Sokoto State	12	16	0	0	0	0	0	0	28	12	5	0	1	0	0	3	16	
28	Umualhia, Abia State	21	15	0	0	13	0	0	5	54	21	27	0	4	0	0	14	79	
29	Uyo, Akwa Ibom State	36	5	0	0	0	0	0	10	51	36	13	0	2	2	0	5	33	
30	Yola, Adamawa State	6	3	0	0	0	0	0	0	9	6	3	0	0	0	0	5	12	
	All Forum Offices	1416	676	6	0	221	7	6	346	2678	1416	1019	6	15	27	49	36	426	2856

Note of the table: Dis., Int. and LS are used to denote Disconnection, Interruption and Load shedding

Table X: Monthly Revenue & Expenditure of the Commission in 2019/Q2

Description	Summary for 2019/Q1 (₦ Million)				Summary for 2019/Q2 (₦ Million)				Change in total Rev. & Exp. 2019/Q2-2019Q1 (₦ Million)
	Jan.	Feb.	Mar.	Total	Apr.	May	Jun.	Total	
A. Revenue									
Operating Levy (MC)	318.20	505.68	353.85	1,177.73	280.73	410.74	305.51	996.98	(180.75)
Other IGR	10.37	13.75	50.38	74.50	53.61	134.36	68.27	256.24	181.74
Total Revenue	328.57	519.43	404.23	1,252.23	334.34	545.10	373.78	1,253.22	0.99
B. Expenditure									
Personnel Cost	425.47	351.34	459.32	1,236.13	287.49	326.61	451.91	1,066.01	(170.12)
Regulatory Expenses	27.20	67.25	31.10	125.55	101.78	96.99	109.05	307.82	182.27
Admin and General Maintenance	4.62	17.92	31.60	54.14	24.16	32.74	17.11	74.01	19.87
Total Expenditure	457.29	436.51	522.02	1,415.82	413.43	456.34	578.07	1,447.84	32.02
Net Cash Flow (A-B)	(128.72)	82.92	(117.79)	(163.59)	(79.09)	88.76	(204.29)	(194.62)	31.03
Memo: Outstanding Liabilities as at the end of the Stated Quarters				(693.59)				(708.85)	15.26

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



NIGERIAN ELECTRICITY REGULATORY COMMISSION
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