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COMMISSION



Electricity on Demand

QUARTERLY REPORT

THIRD QUARTER 2019

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PLOT 1387 | CADASTRAL ZONE A00 | CENTRAL BUSINESS DISTRICT |

P.M.B. 136 | GARKI | ABUJA

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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:

The Commissioner
Planning, Research and Strategy Division
Nigerian Electricity Regulatory Commission
Plot 1387 Cadastral Zone A00
Central Business District
P.M.B 136, Garki, Abuja
Nigeria
NERC website: www.nerc.gov.ng

Contact Centre:
Tel: +234 (09) 462 1400, +234 (09) 462 1410
Email: info@nerc.gov.ng

EDITORIAL

NERC quarterly report is prepared by the *Planning, Research & Strategy (PRS) Division* of the Commission led by Dr. Musiliu O. Oseni (*Commissioner, PRS*) with support from other divisions overseen by Prof. James Momoh (*NERC Chairman, Office of the Chairman*), Sanusi Garba (*Vice Chairman & Commissioner, Market Competition & Rates*), Prof. Frank N. Okafor (*Commissioner, Engineering, Performance & Monitoring*), Nathan R. Shatti (*Commissioner, Finance & Management Services*), Dafe C. Akpeneye (*Commissioner, Legal, Licencing & Compliance*) and Dr. Moses Arigu (*Commissioner, Consumer Affairs*).

The following are members of the PRS division as at November 2019:

1. Dr. Musiliu O. Oseni	Commissioner, <i>Planning, Research & Strategy</i>
2. Dr. Anthony Akah, mni	General Manager, <i>Research</i>
3. Basse Ayambem	General Manager, <i>Corporate Planning & Strategy</i>
4. Dr. Chikwerem Obi	Assistant General Manager
5. Dr. Abdussalam Yusuf	Assistant General Manager
6. Iko Bulus	Assistant General Manager
7. Zubair B. Zubair	Assistant General Manager
8. Umar Muhammed	Principal Manager
9. Rukaiyattu Sambo	Principal Manager
10. Chigozie Azikwe	Senior Manager
11. Oluseye Akinboyewa	Manager
12. Fatima Abatemi Usman	Manager
13. Aniefiok N. Nyaknno	Assistant Manager
14. Elizabeth B. Adewale	Analyst II
15. Dr. Ibrahim A. Tajudeen	Senior Manager
16. Abdul-Azeez Abdul-Fatai	Junior Technical Assistant

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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
EPSRA	Electric Power Sector Reform Act
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 Electric 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	Megawatt hour
MYTO	Multi-Year Tariff Order
NBET	Nigerian Bulk Electricity Trading Plc
NERC	Nigerian Electricity Regulatory Commission
NESI	Nigeria 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/Q3 was 7,984,685 MWh – 5.52% less than the generation in 2019/Q2 arising from lower capacity utilisation rate.

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 third quarter of 2019, the total electric energy generated was 7,984,685MWh – 5.52% lesser than the level of generation during the second quarter of 2019. During the quarter, the industry recorded the peak generation of 5,093MW. The available plant generation units on bar increased by four (4) from the daily average of 62 units recorded in the preceding quarter. However, despite the increase in the available generation units in the third quarter, the total electric energy generated fell by 5.52% with 9.88 percentage points decrease in generation capacity utilisation due to constraints such as gas supply shortage, 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 resolution of technical and operational constraints in the Nigerian electricity supply 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 technical constraints inhibiting the flow of energy.

The Commission, during the quarter, directed DisCos to finalise and submit their respective Performance Improvement Plans (PIPs) covering the period 2020 – 2025 based on the guidelines provided by the Commission. The overall objective of the PIPs is to ensure that utilities invest in projects critical to addressing the technical and operational challenges affecting their operational efficiency. The evaluation of the PIPs is expected to appraise 1) DisCos’ proposed utilisation of capital and operating expenditure allowances for relevance and cost efficiency, 2) the investments required by DisCos towards addressing distribution networks bottlenecks and free up part of the stranded generation capacities and address other related constraints inhibiting the flow of energy.

One (1) incidence of total system collapse were recorded in 2019/Q3 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, second and third quarters of 2019 is indicated in Table A. The report indicates an improvement in the stability of the grid network during the third quarter of 2019 with one (1) incidence of total system collapse (i.e., total blackout nationwide), unlike in the second quarter where a total of three (3) total system collapses were recorded.

Table A: Summary of System Collapse in 2019/Q1-Q3

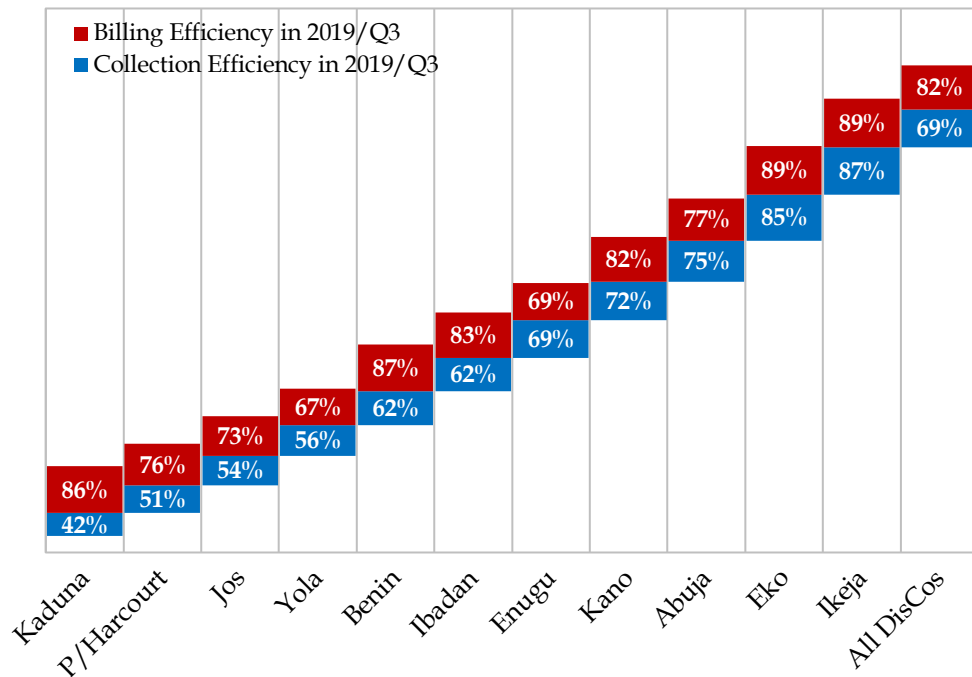
	2019/Q1	2019/Q2	2019/Q3
Number of Partial Collapses	0	0	0
Number of Total Collapses	5	3	1

To sustain the improvement in the grid stability in subsequent quarters and beyond, the Commission, in collaboration with TCN, has intensified 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 Grid Code governing the industry. In addition, the Commission is reviewing the outcome of the competitive process of procuring spinning reserves conducted 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 financial viability and commercial performance of the industry continued to be a major challenge with a slight improvement in the third quarter of 2019. During the quarter under review, the total billing to electricity consumers and total collection from electricity consumers by the eleven (11) DisCos stood at ₦172.90billion and ₦119.29billion respectively. As represented in Figure A, these denote 81.59% and 68.99% billing and collection efficiency respectively, indicating a 1.41% point increase and 0.11% point decrease respectively, when compared with the second quarter of 2019. The level of collection efficiency during the quarter under review indicates that as much as ₦3.10 out of every ₦10 worth of energy sold during the third quarter of 2019 still remained uncollected from consumers as and when due.

DisCos' Billing efficiency of electricity consumers stood at 81.59% while collection efficiency was 68.99%.

Figure A. Billing and Collection Efficiency by DisCos in 2019/Q3



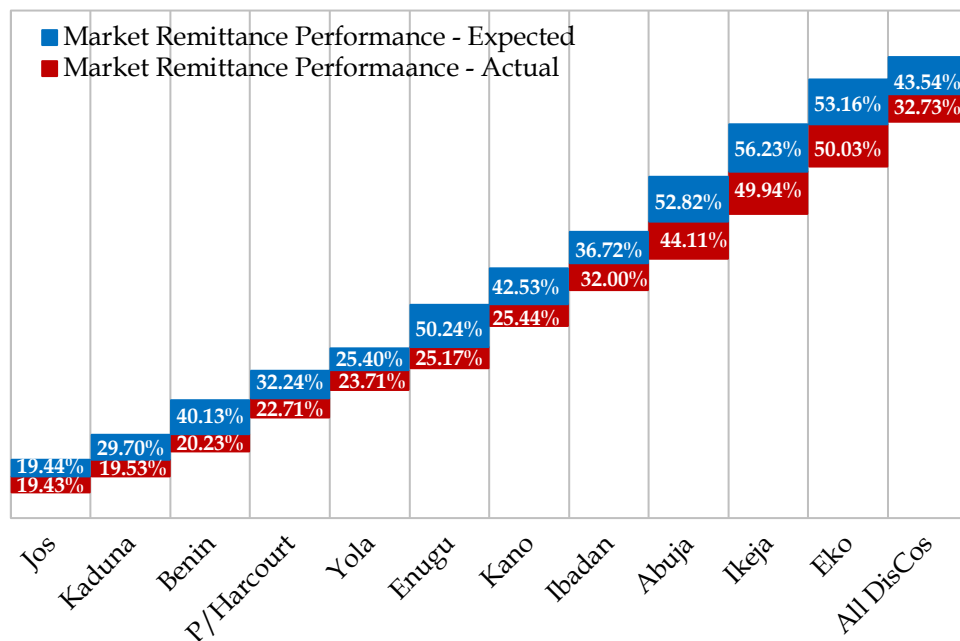
The average total remittance performance to the market for all DisCos rose to 32.73% and ranges from 19.43% (Jos DisCo) to 50.03% (Eko DisCo).

During the third quarter of 2019, a total invoice of ₦179.66billion was issued to the eleven (11) DisCos for energy received from NBET and for service charge by MO, but only a sum of ₦58.81billion of the total invoice was settled, representing 32.73% remittance performance. This represents a 2.13 percentage points increase from the settlement rate recorded in the second quarter of 2019. Individual DisCo's market remittance performances and their expected minimum remittance thresholds for the third quarter of 2019 are represented in Figure B below. Although the Discos fully met the minimum remittance for MO, the average aggregate remittance performance to NBET was 32.73%, with performance level ranging from 19.43% (Jos) to 50.03% (Eko). This is slightly lower than the minimum remittance threshold prescribed in the Orders on minimum remittance issued to all DisCos in July 2019 with Enugu and Ikeja failing to meet their remittance obligation during the period. However, following the Commission's commencement of enforcement of the minimum remittance Order vide the issuance of notice for cancellation of licences, all DisCos have since fully complied with their respective minimum remittance thresholds.

Notwithstanding the slight progress recorded in the third 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 settlement rates of the energy invoices issued by NBET and MO to each of the DisCos as highlighted above, as well as the non-payment by the special and international customers.

Figure B: Expected and Actual Remittances by DisCos – 2019/Q3



The expected minimum remittance threshold adjusted for tariff shortfall stood at 43.54% in 2019/Q3 while DisCos’ actual remittance to NBET & MO during the period is 32.73%

During 2019/Q3, the international customers (CEB/SAKETE and NIGELEC) made no payment for the total outstanding debt.

During the quarter under review, the special and international class of customers made no payment to NBET and MO. The invoice 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 ₦0.21billion and ₦6.38billion respectively. The Nigerian government has continued to engage the governments of neighbouring countries benefitting from the export supply to ensure timely payments for the electricity purchased from Nigeria.

It is noteworthy that tariff shortfall (represented by the difference between rates approved by NERC and actual end-user tariffs) has partly contributed to liquidity challenges being experienced in the industry.

However, the settlement ratio to the expected minimum remittance (prior to enforcement), having adjusted for tariff shortfall, as represented in Figure B indicates that DisCos need to improve on their performance. Whereas DisCos were expected to make an average remittance of 34% to the NBET during 2019/Q3, only 32.73% settlement rate was achieved within the timeline provided in the Market Rules until the Commission commenced enforcement actions on defaulters. This indicates that DisCos' remittance level, regardless of the prevailing tariff shortfall was still below the expected minimum remittance threshold. Thus, to ensure business continuity and improve sector liquidity, DisCos must continue to improve on efforts towards reducing their ATC&C losses to levels commensurate with their performance agreement.

In pursuit of addressing the low remittance to the market and the viability of the DisCos as a going concern, the Commission is reviewing the submitted 2020-2025 performance improvement plans and related strategy towards addressing the operational challenges of DisCos. Moreover, as stated in the preceding report, the Commission has extracted minimum performance obligations from the DisCos and the Commission's Compliance Unit is tracking their performance and would be taking further actions as necessary.

The Commission also issued the *2016-2018 Minor Review of Multi-Year Tariff Order (MYTO) and Minimum Remittance Order for the year 2019* to ensure fair and appropriate application of market revenues as an intervention towards resolving the liquidity and financial challenges of the electricity market.

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. The MAP Regulations issued by the Commission on March 8, 2018 aims to fast-track the roll-out of end-use meters through the engagement of third-party investors for the financing, procurement, supply, installation and maintenance of electricity meters. To this end, the Commission approved and issued permits to the preferred Meter Asset Providers procured by each of the DisCos. In pursuit of ensuring prudence in the industry, the Commission further approved the regulated prices of meters for the

REGULATORY FUNCTIONS:

During 2019/Q3, the Commission continued the review of comments on three Consultation Papers to enrich the quality of the proposed regulatory instruments. Thirteen (13) Orders were issued to the industry operators.

MAPs during the third quarter of 2019. The Commission has further continued to strictly monitor the deployments of meters in compliance with the provisions of the MAP Regulations.

Regulations and Orders: Although no new regulations were issued during the third quarter 2019, the Commission continued with the review of comments received during the public discussions on Consultation Papers on Capping of Estimated Billing (CEB) Order and Electricity Distribution Sub-Franchising (EDS) guidelines. Similarly, the Consultation Paper on Competition Transition Charge was subjected to public discussion with key stakeholders *including* investors, GenCos, DisCos and other network operators, and consumer groups *inter alia*. The Commission continued the process of gazetting some of the existing regulations including the Nigerian Electricity Supply and Installation Standards Regulations. The Commission also continued to monitor the enforcement of provisions of existing regulations *including* the Meter Asset Provider regulations.

On the other hand, the Commission issued thirteen (13) Orders including

1) **NERC/181/2019** on the implementation of Meter Asset Provider (MAP) scheme, which among others, granted approval of ₦36,991.50 and ₦67,055.85 (*excluding* VAT) as prices for single phase and 3-phase end-use meters respectively for customers who elect to pay upfront for the meters in line with MAP regulations.

2) **NERC/182/2019** on the mandatory dispatch of the declared capacity of hydro power plants in the industry which designates the three (3) hydropower plants (*i.e.*, Jebba, Kanji and Shiroro) as “*must-run*” power plants and shall be accorded high priority by the System Operator (SO) in the dispatch of grid connected power plants.

3-13) **NERC/GL/170A, NERC/GL/171A, NERC/GL/172A, NERC/GL/173A, NERC/GL/174A, NERC/GL/175A, NERC/GL/176A, NERC/GL/177A, NERC/GL/178A, NERC/GL/178A and NERC/GL/180A** on the 2016-2018 Minor Review of Multi-Year Tariff Order (MYTO) *and* Minimum Remittance Order for the year 2019 for electricity distribution companies to:

1) reflect the impact of the changes in the minor review variables for 2016-2018;

- 2) determine the cost reflective tariffs for the relevant years; and
- 3) ascertain the tariff deficits and implement a framework to manage future revenue shortfall in the industry with a minimum market remittance requirement to account for tariff shortfalls in the settlement of market invoices issued by NBET & MO.

Licensing and Permits: During the third quarter, the Commission, after satisfactory evaluation, issued seven (7) new Captive Power Generation (CPG) permits as well as one (1) new on-grid and three (3) new off-grid generation licences with a total nameplate capacity of 399.11MW. The Commission also approved the renewal of one (1) off-grid licence and five (5) CPGs permits with a total nameplate capacity of 270.77MW. This brings the total nameplate capacities of licences and permits issued and renewed by the Commission during 2019/Q3 to 669.88MW.

In 2019/Q3, the Commission renewed one (1) on-grid licence and five (5) Captive Power Generation Permits with a total nameplate capacity of 270.77MW.

Furthermore, the Commission approved the certification of thirteen (13) Meter Service Providers for manufacturer, importer and installer categories, and as at the end of third quarter 2019, the Commission has issued permits to nineteen (19) Meter Asset Providers. The Commission also continued with the technical evaluation of fourteen (14) Eligible Customer applications during the third 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. During the quarter under review, the Commission continued with the twenty-one (21) enforcement actions brought forward from the preceding quarters against some licensees for violations of rules and infraction. These include failure to submit required data within a stipulated timeline, electric accidents and electrocution cases, and the failure to adhere to forum decisions without filing appeals.

Litigation: During the third quarter of 2019, the Commission was not involved in new litigations but continued with ten (10) on-going cases reported in the preceding quarterly reports that are currently at various stages. The on-going litigation are cases of Abuja DisCo challenging the Order of the Commission directing it (Abuja 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;

suspension of Board of Ibadan DisCo; implementation of MYTO 2015; land dispute and granting of Eligible Customer status among others.

Alternative Dispute Resolution: During the third 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 with the sponsorship of the airing of a dedicated weekly radio program titled '*Electricity Spot Light Today*' on FRCN with the objective of engaging and enlightening electricity consumers on various issues. The programme focuses on issues including 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.

Following the approved timeline for its 2019 town hall meetings on consumers awareness and enlightenment, the Commission held two (2) town hall meetings on the 5th and 10th Sept., 2019 in *Ikeja* (Lagos) and *Akure* (Ondo) respectively. At the meeting, the Commission discussed and answered questions relating to the *ongoing* customers' enumeration and metering (*i.e.*, MAP) schemes, estimated billing, health and safety, service interruption, and the efforts being made to resolving all outstanding issues.

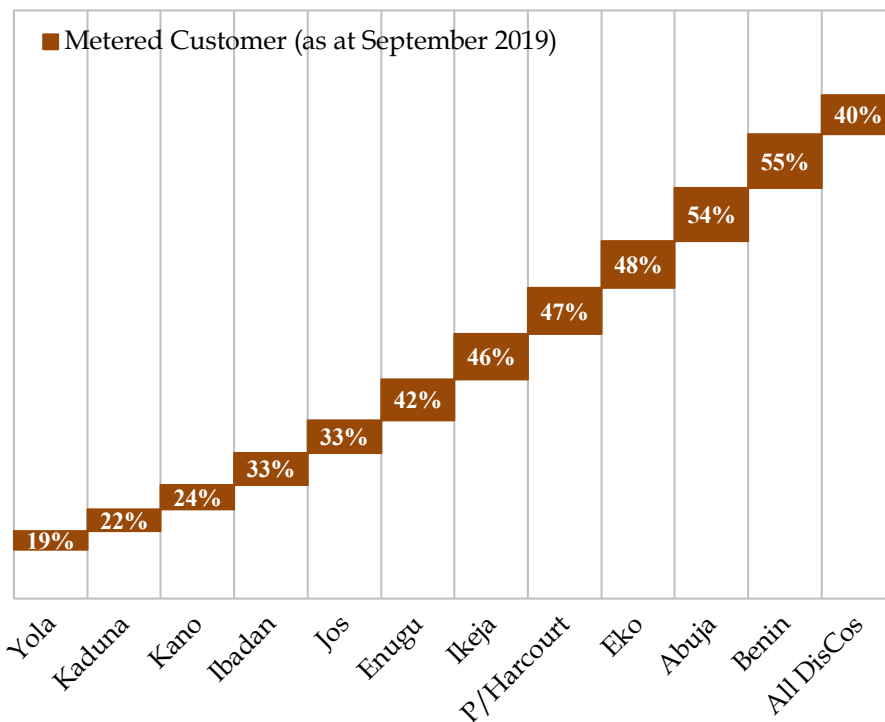
The metering gap for end-use customers is still a key challenge in the industry. The records of the Commission indicate that, of the 9,674,729 registered electricity customers, only 3,895,497 (40.26%) have been metered as at the end of the third quarter of 2019. Thus, 59.74% of the registered electricity customers are still on estimated billing which has contributed to customer apathy towards payment for electricity. In comparison to the second quarter, the numbers of registered and metered customers increased by 8.93% and 1.65% respectively. The increase in registered customer population is due to the on-going customer enumeration exercise by DisCos through which illegal consumers of electricity were brought unto the DisCos' billing platform.

Only two (2) DisCos have metered more than 50% of its registered electricity customers as at the end of the third quarter of 2019.

Similarly, the increase in metered customers is largely attributed to the 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 and Benin DisCos had metered more than 50% of their registered electricity customers as at the end of September 2019. The Commission continued its monitoring of DisCos’ implementation of and compliance with 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 by December 31, 2021. Pursuant to this effort, the Commission approved the preferred MAPs for the DisCos that have finalised their procurement process to contracting MAP(s).

Figure C: Metering Status in NESI as at September 2019



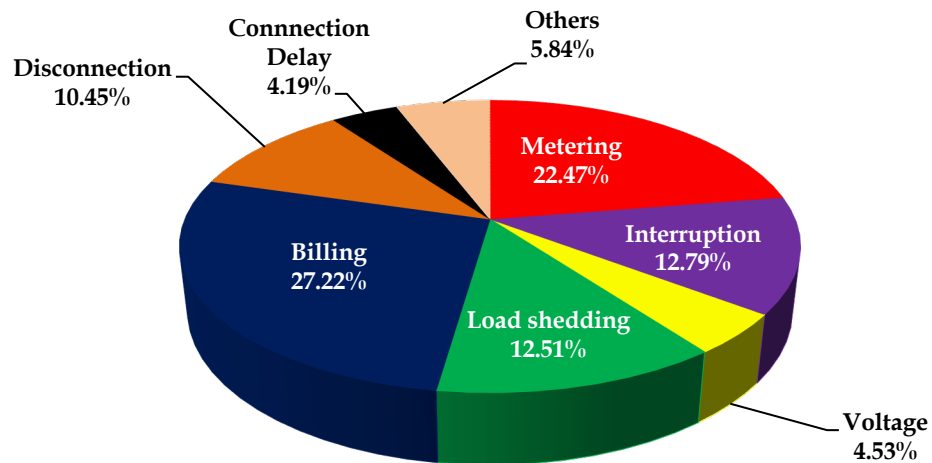
The number of customer complaints increased by 10.41% during the third quarter of 2019.

Customer Complaints: During the third quarter of 2019, the eleven DisCos received a total of 172,833 complaints from consumers (10.41% more than complaints received during the second quarter of 2019) and attended to a total of 146,326 (~84.66%) representing a decrease of 3.05 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 third quarter.

Metering and estimated billing still dominated the customers' complaints, accounting for 49.69% of the total complaints in 2019/Q3.

A review of customer complaints statistics in Figure D indicates that estimated billing, metering and service interruption remain the most significant areas of concerns for customers, accounting for 49.69% (i.e., 85,890) of the total complaints in the third quarter of 2019. In an effort to ensure improved customer service delivery, the Commission continued to monitor and audit customers' complaint handling and resolution process by DisCos. Also, 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/Q3

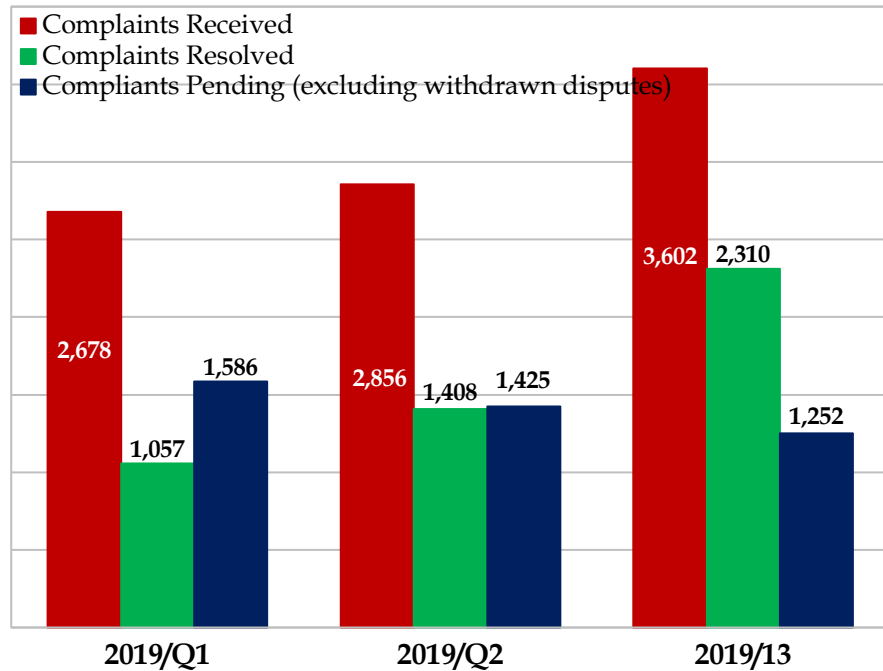


Forum Offices: Forum panels perform the Commission's quasi-judiciary functions in redressing customers' and utilities' unresolved disputes, as enshrined in the Commission's Customer Complaints Handling Standards and Procedure (CCHSP) Regulation. As at the end of the third quarter of 2019, the Commission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

As at the end of 2019/Q3, the Commission had 30 operational Forum Offices in 29 States and the Federal Capital Territory (FCT).

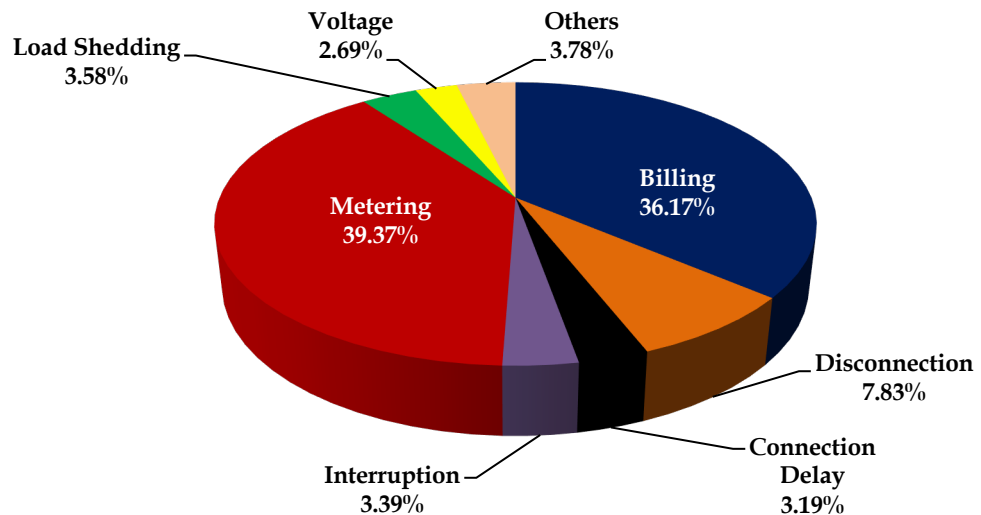
The chart in Figure E indicates that the Forum Offices had a total of 3,602 complaints in the third quarter of 2019 (including 1,038 pending complaints from the second quarter of 2019) from customers who were dissatisfied with DisCos' decision in resolving their lodged complaints. In the same period, the Forum Panels had 72 hearings and resolved 64.13% of the complaints lodged at Forum Offices nationwide, representing 14.83 percentage points increase from the resolution rate recorded in 2019/Q2 and indicates an average resolution of 32 cases per hearing.

Figure E: Complaints Received by Forum Offices in 2019/Q2-Q3



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 satisfactorily resolved by the DisCos’ Complaints Handling Units in 2019/Q3.

Figure F: Complaints Category Received by Forum Offices, 2019/Q3



Whereas some of the pending cases are due to incomplete submission and/or abandonment by consumers, the Commission and its respective

Forum Offices are committed to quickly resolving 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.

Health and Safety: The Commission received a total of 104 accident reports from the licensed operators during the third quarter of 2019. The accidents, however, resulted into 17 deaths and 8 injuries of various degrees involving both employees of the companies and the third parties. In comparison to the second quarter of 2019 when 37 deaths and 18 injuries were recorded, there was a significant improvement in the health and safety performance of the operators in the third quarter of 2019.

In 2019/Q3, electrical accidents resulted in 17 deaths and 8 injuries of various degrees involving both employees of the companies and the third parties.

In line with its mandate to ensure safe and reliable electricity services, the Commission has commenced enforcements on some of the incidences involving various safety breaches during the third 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 electricity industry. The safety programs being implemented by the Commission include, but not limited to, the standardisation of system protection schemes, engagement of stakeholders on Right of Way (ROW) violation, public enlightenment on the safe use of electricity and a review of an operational procedure for Distribution System Operators (DSO) on fault clearing.

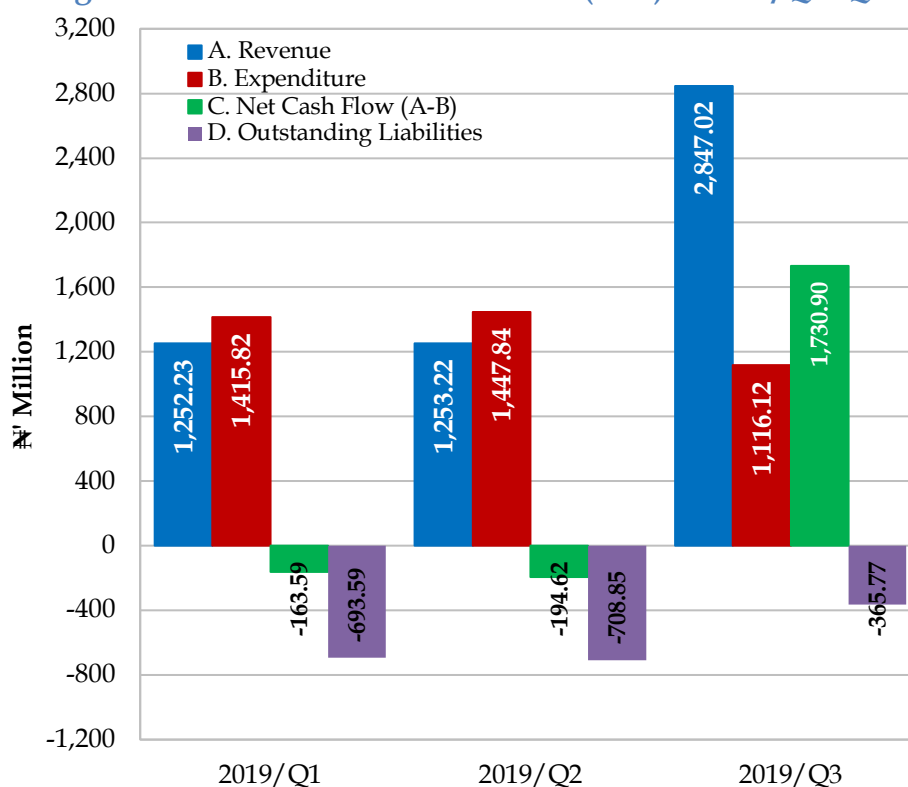
THE COMMISSION:

Financial Report: During the third quarter of 2019, the total revenue realised by the Commission was ₦2.85billion representing an increase of 126.18% over the revenue recorded during the second quarter. The significant increase in the revenue was due to increased remittance to MO by the Discos which consequently improved the amount received as operating levy from the market (i.e., market charges). Other internally

As at the end of 2019/Q3, the Commission's accumulated unpaid fell to ₦365.77million.

generated revenues (OIGR), from licensing and permit fees decreased by 33.35% during the third quarter. The chart in Figure G indicates that the total expenditure of the Commission fell to ₦1.12billion from ₦1.45billion incurred in the preceding quarter. A comparison of the revenue and expenditure of the Commission in the third quarter indicates a positive net cash flow of ₦1.73billion. However, part of the additional cash flow was used to offset existing liabilities thereby reducing total liabilities from ₦708.85million in second quarter to ₦365.77million by the end of third quarter 2019.

Figure G: Commission's Cash Flows (₦' m) in 2019/Q1-Q3



Capacity Development: During the third quarter, the Commission continued with its commitment to human capital development and sponsored some members of staff, based on their job/skills gap needs, to attend various regulatory, leadership and management training programs. During the same quarter, members of staff were sponsored to attend workshops, meetings and conferences on issues beneficial to the Commission's statutory responsibilities. Members of staff of the Commission were also allowed to attend annual conferences of their

different professional bodies to keep them up to date with current developments in their respective professions.

2. STATE OF THE INDUSTRY

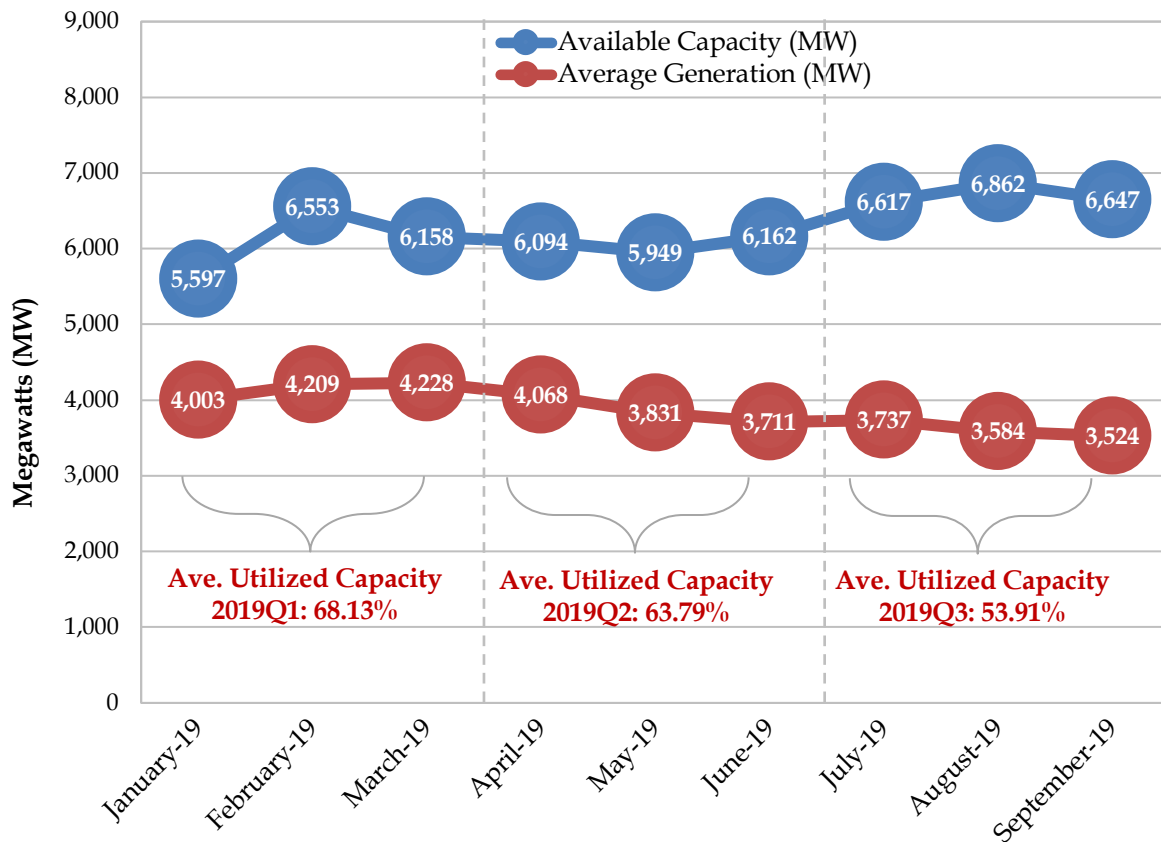
2.1. Operational Performance

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 5,093MW for the third quarter of 2019 was recorded on the 16th July 2019. Available average generation capacity rose by 10.55% to 6,709MW during the third quarter of 2019. This increase in available generation capacity is attributable to the increase in the number of available generation units after completion of maintenance and repair of some plant units. On average, 66 plant generation units were available during the third quarter of 2019 compared to 62 generation units available during the second quarter of 2019. However, due to some factors highlighted below, the increase in available generation capacity did not translate into an increase in output as total electric energy generated declined by 5.52% from 8,451,428MWh recorded in the second quarter of 2019 to 7,984,685MWh during the third quarter of 2019.

A review of both the daily average available capacity and generation (in MW) from the first quarter (January-March) to the third quarter (July-September) of 2019 is represented in Figure 1. The Figure shows that 53.91% of the available capacity was utilised in the third quarter of 2019, indicating 9.88 percentage points decrease from the capacity utilisation rate during the preceding quarter. By implication about 46.09% of the total available capacity during the quarter under review was redundant 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-Q3



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. Pursuant to this effort, the Commission directed DisCos to finalise and submit their Performance Improvement Plans (PIPs) covering 2020 – 2025 using the guidelines provided by the Commission. The overall objective of the PIPs is to ensure that utilities invest in projects critical to addressing the technical and operational challenges affecting their operational efficiency. Engagement of consultants to support the Commission in evaluating the PIPs has since commenced. The evaluation is expected to appraise 1) DisCos’ proposed utilisation of capital and operating expenditure allowances for relevance and cost efficiency, 2) the investments required by DisCos towards

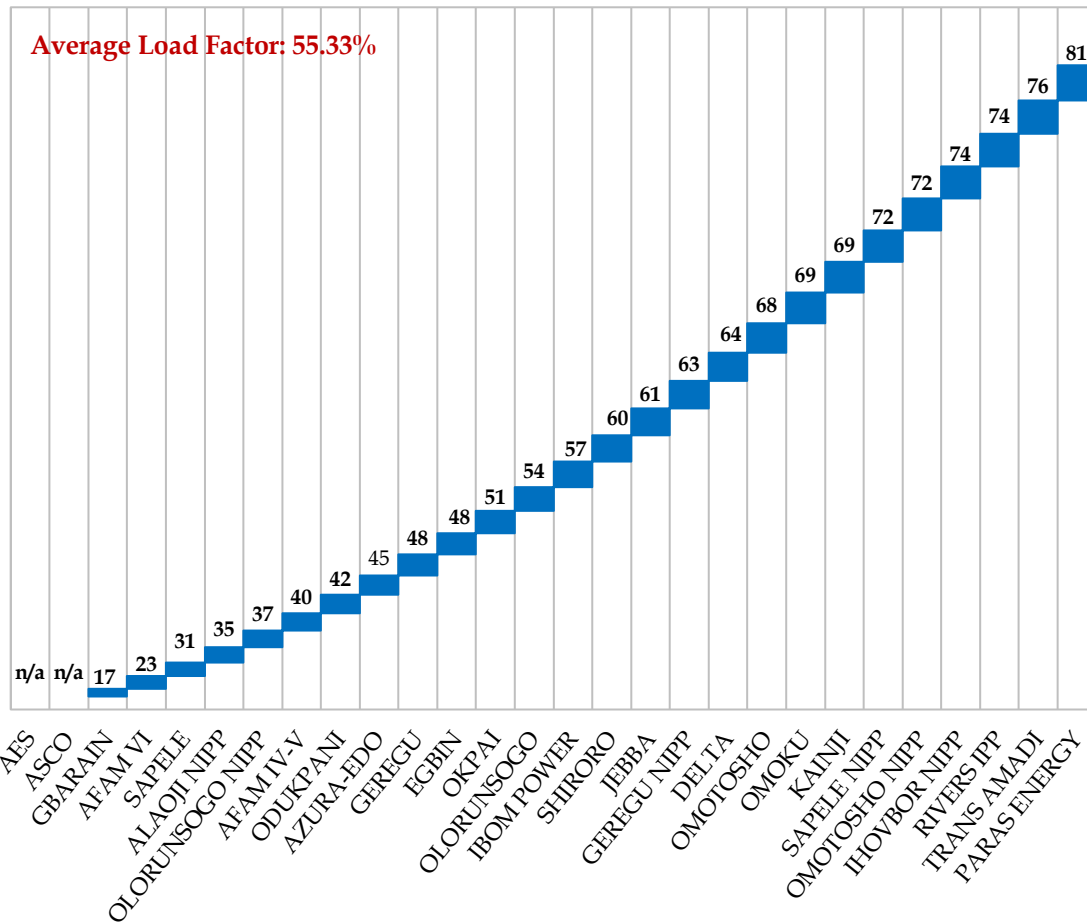
addressing distribution networks bottlenecks and free up part of the stranded generation capacities and address other related constraints inhibiting the flow of energy. During the same period, the Commission approved the 2016–2018 minor review of the Multi Year Tariff Order (MYTO) 2015 to determine the cost reflective tariffs, relevant tariff and market shortfalls and prescribe the minimum remittance thresholds for each DisCo in line with the allowed end-user tariffs payable by customers.

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 10.71 percentage points from the 66.04% recorded during the preceding quarter. As represented in Figure 2, the average dispatch rate (or load factor) stood at 55.33% during the third quarter, indicating that an average power plant operating during the third quarter 2019 had just 55.33% of its available capacity dispatched by the System Operator (SO).

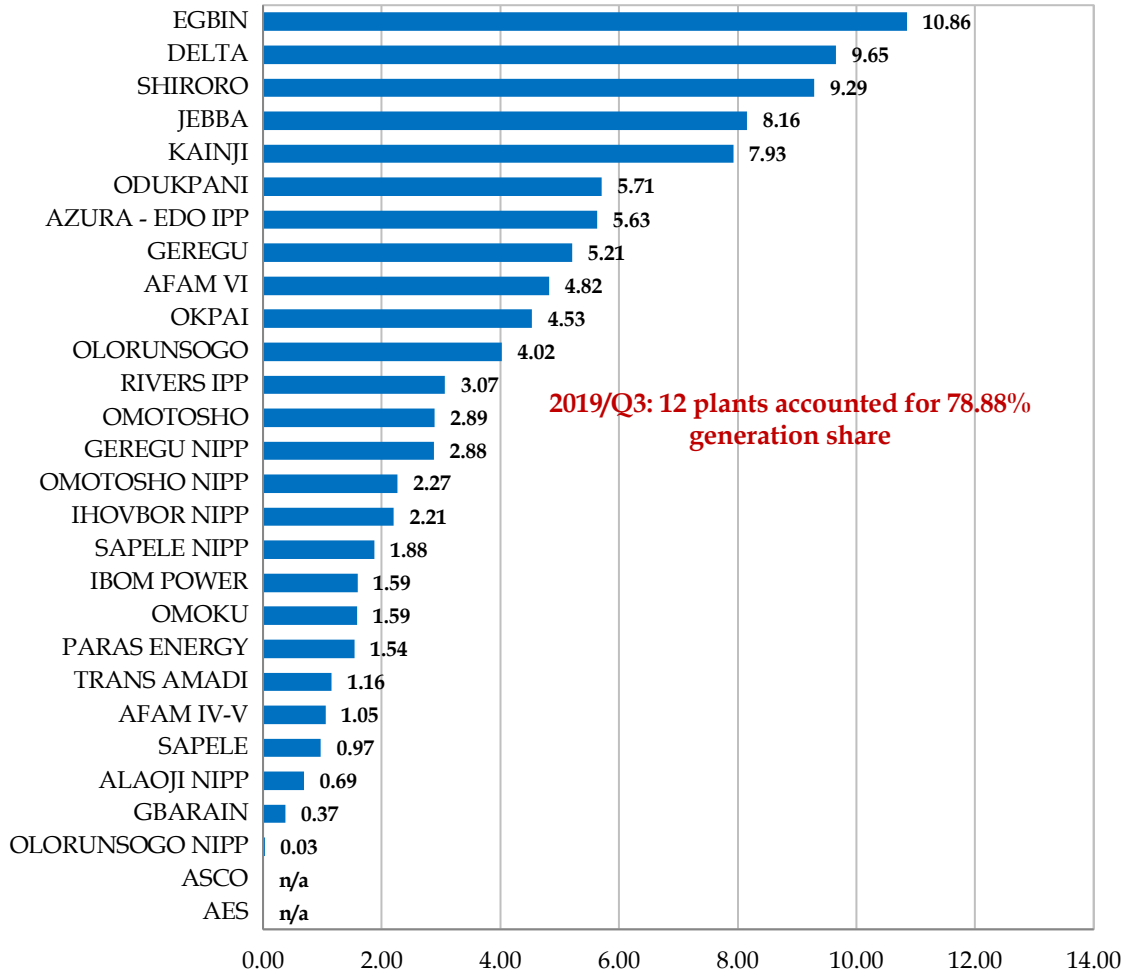
Only one (i.e., Paras Energy) of the twenty-five (25) power plants in operation during the quarter under review had at least 80% of its available capacity dispatched by SO. As represented in Figure 1, Paras Energy has the highest load factor of 80.76% followed by Trans Amadi which recorded 75.76% load factor. During the same period, Azura power plant had 44.88% load factor while hydropower plants had dispatch rates ranging between 60.17% (Shiroro) to 69.35% (Kainji). Towards the end of the quarter (2019/Q3), the Commission issued an Order to the SO declaring hydropower plants as '*must run*' in order 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.

Figure 2: Plants Load Factor (%) in 2019/Q3



The contribution of the individual power plant to the total energy output during the third quarter of 2019 is represented in Figure 3. Twelve (12) of the twenty-six operational power plants accounted for 78.88% of the total electric energy generated during the third quarter. Egbin power plant accounted for the highest share (*i.e.*, 10.86%) of the total energy output followed by Transcorp power plant (Delta) which accounted for 9.65% energy share. Olorunsogo NIPP power plant accounted for the least share of output during the third quarter with 0.03%. 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 57.22% of the total electric energy output during third quarter of 2019.

Figure 3: Share (%) of Generation Output by Plants in 2019/Q3

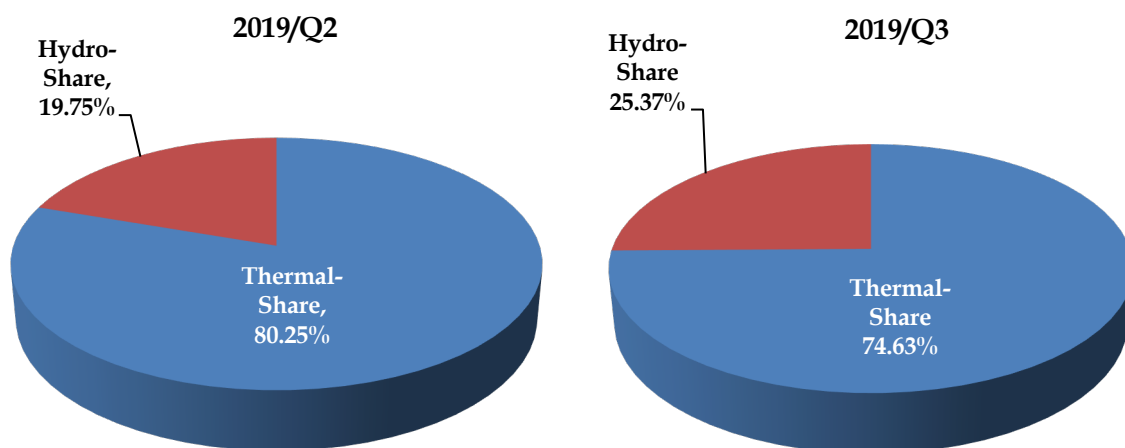


As previously reported, the implication from Figure 3 is that the seemingly (over)reliance of the grid on the energy supplied from just seven (7) power plants may pose a risk to the industry because downtime in any of them may result in grid instability if there are no adequate proactive measures such 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 continued 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 second and third quarters of 2019 are represented in Figure 4. Although gas share declined from the second quarter, it continued to dominate the electricity generation mix accounting for 74.63% of the electricity generated during the third quarter of 2019. This implies that approximately 7.46kWh of every 10kWh of electric energy generated in Nigeria in the third quarter of 2019 came from gas. There is a 5.62 percentage points increase in the share of electric energy generated from hydro accounting for 25.37% of the total energy output. The Commission, however, notes with concern the security of supply implication of the 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



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

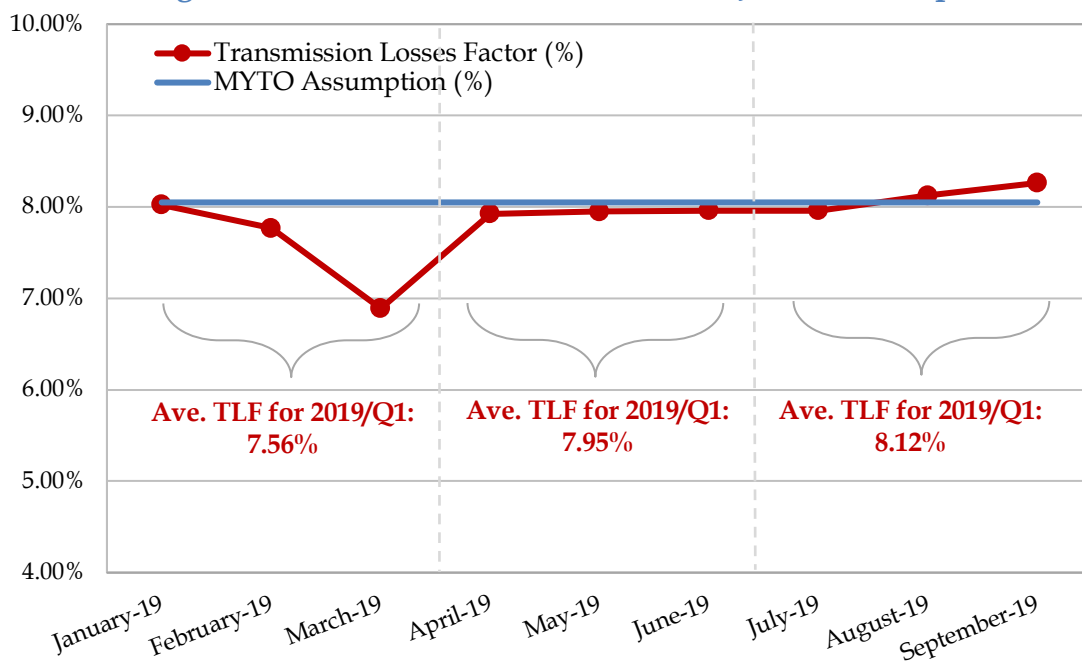
2.1.4. Grid Performance

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 and exported by TCN relative to the total energy sent out, increased during the quarter under review. As represented in Figure 5, the average transmission loss factor increased by 0.17 percentage points from the average of 7.95% recorded in the preceding quarter, indicating a relatively poor performance in TCN’s operation when compared to 2019/Q2. Moreover, the average transmission loss factor of 8.12% recorded in 2019/Q3 is higher than the 8.05% industry Multi-Year tariff Order (MYTO) reference loss factor indicating an unacceptable level of TLF.

Figure 5: Transmission Loss Factor from Jan. 2019 – Sep. 2019



In order to overturn the continuous increase in the TLF, the Commission will ensure 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.

- **System Collapse**

The industry recorded a continuous improvement in the stability of the grid network during the first, second and third quarter of 2019. Table 1 presents the number of system collapse experienced during the afore-mentioned periods.

Table 1: System Collapse in 2019/Q1-Q3

	2019/Q1	2019/Q2	2019/Q3
Number of Partial Collapses	0	0	0
Number of Total Collapses	5	3	1

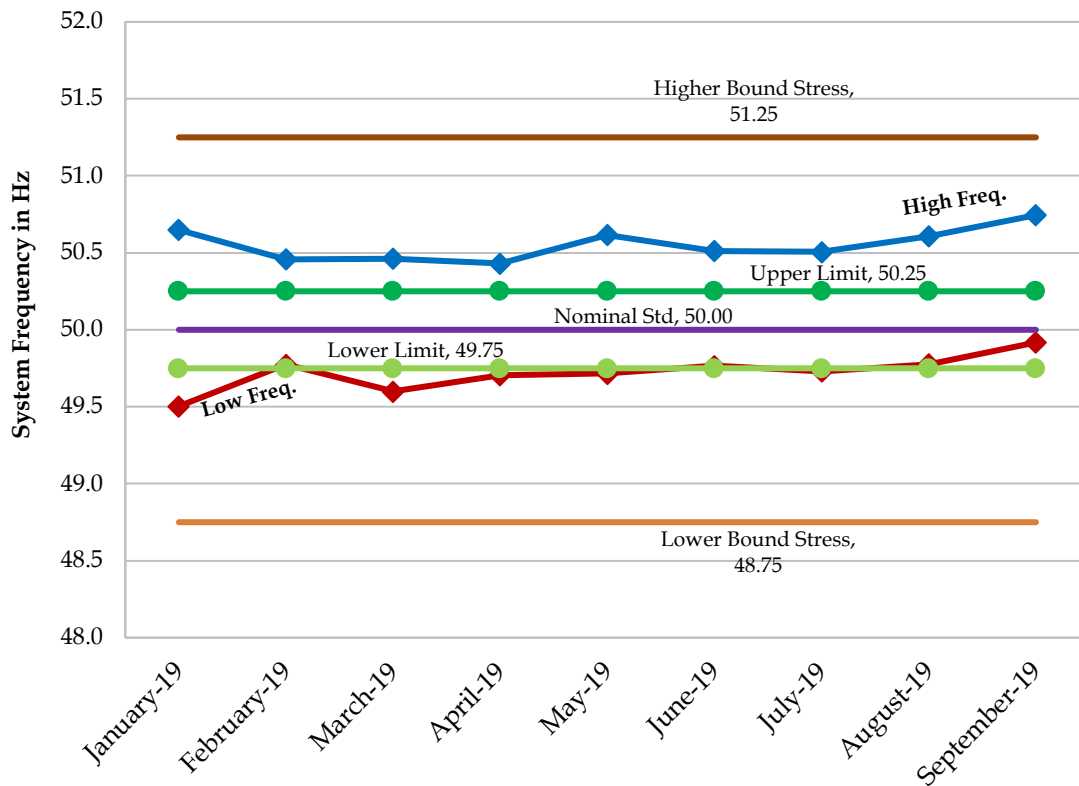
The industry recorded one (1) incidence of total system collapse (*i.e.* total blackout nation-wide) in the third quarter of 2019 compared to three (3) incidences recorded in the second quarter. Like the first and second quarters, there was no incidence of partial system collapse (*i.e.*, failure of a section of the grid) during the third quarter.

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 bound stress) and 50.25Hz – 51.25Hz (upper bound stress) when the grid is stressed. The system frequency pattern from January to September 2019 is represented in Figure 6. During the third quarter, the system low frequency made considerable progress towards the nominal statutory standard, 0.45Hz closer to the nominal standard as compared to June 2019. On the contrary, the system high frequency was significantly above the upper statutory limit during the quarter under review. The system high frequency, which hitherto was converging to the upper statutory limit, diverge from the upper limit by average of 0.37Hz per month during the third quarter of 2019.

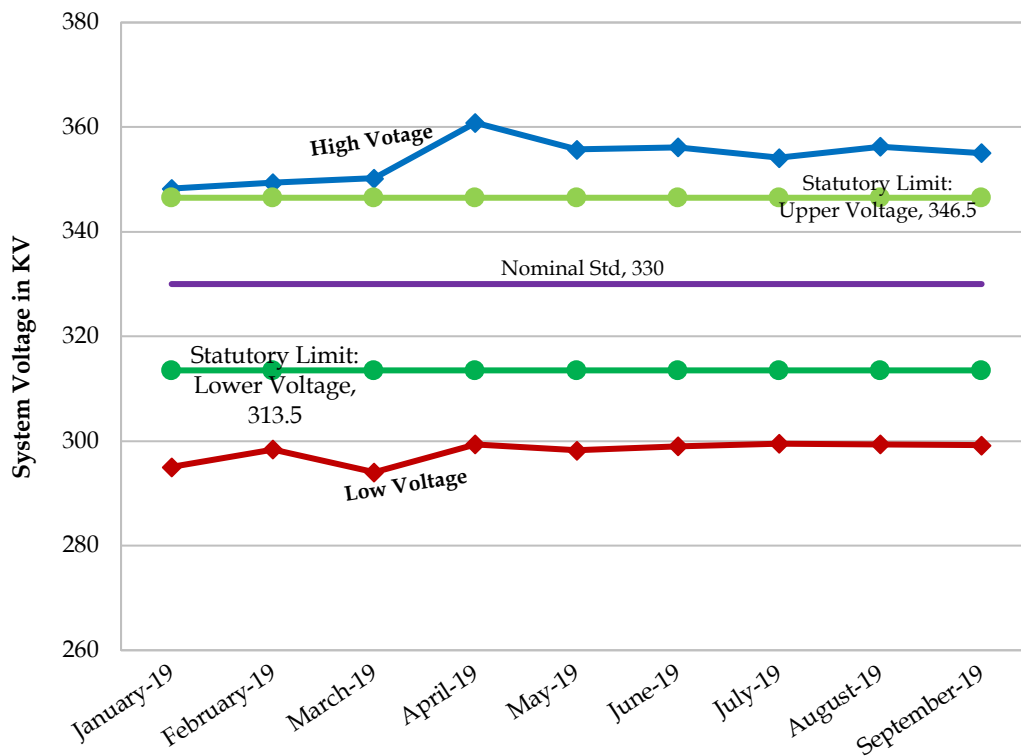
Figure 6: Average Daily System Frequency from Jan. 2018 – Sep. 2019



• **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 September 2019 is represented in Figure 7. Although there has been a continuous improvement in the actual high voltage level from April 2019 to date, 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. - Sep. 2019



2.2. Commercial Performance

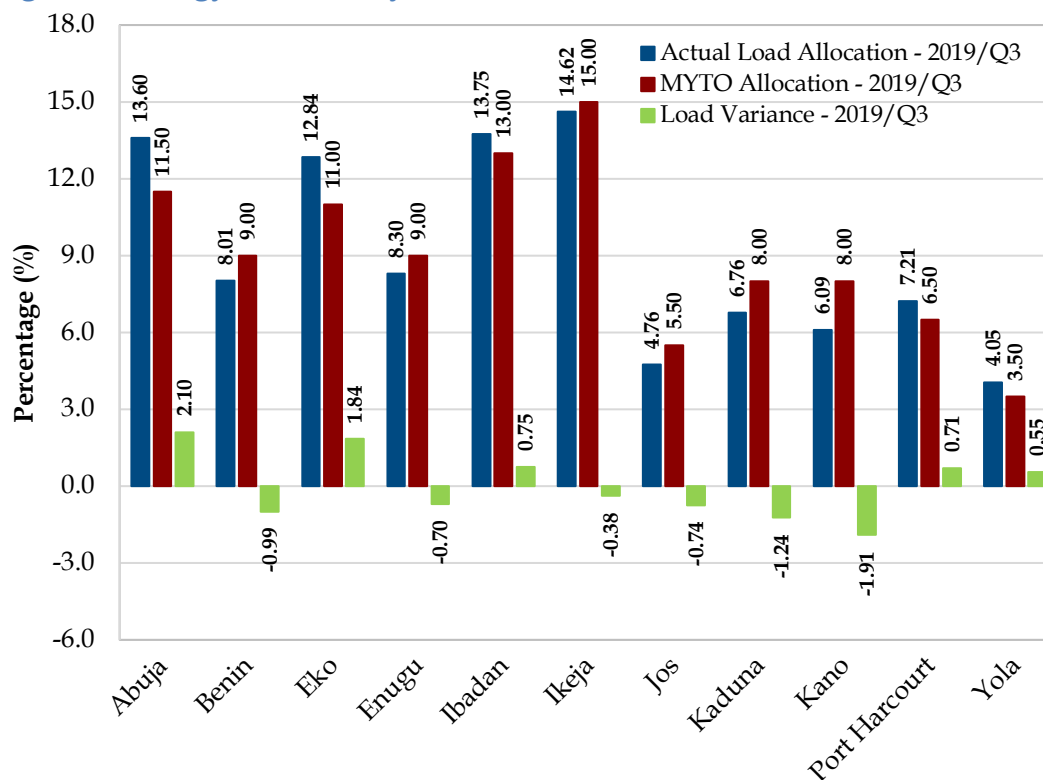
2.2.1. Energy Received and MYTO Load Allocation

The amount of energy received by the electricity distribution companies (DisCos) at their trading points further decreased in 2019/Q3. Specifically, the total energy received by DisCos decreased by approximately 3.15% to 6,627GWh in 2019/Q3 from the 6,843GWh recorded in 2019/Q2. This decrease is reflective of the 5.52% decline in the total energy generated in the third quarter of 2019 as compared to 2019/Q2.

For the individual DisCos, the comparison of the MYTO load allocation with the share of energy received by DisCos during the third quarter of 2019 is represented in Figure 8. Two (2) categories of DisCos emerged from this comparative analysis. The first group comprising of six (6) DisCos received less energy than their MYTO allocation in the third quarter of 2019 due to technical limitation of their networks and commercially induced low load offtake (i.e., *load rejection*). Similar to the second quarter, Benin, Enugu, Ikeja, Jos, Kaduna and Kano DisCos featured in this group. It is also noted that Enugu, Ikeja, Jos, and Kano DisCos have received less energy than their MYTO allocation in the last three quarters. On the other hand, Abuja, Eko, Port Harcourt and Yola received more energy than their MYTO share. Moreover, Ibadan DisCo, which received less energy share than their MYTO allocation in the second quarter, received more energy than their MYTO share in the third quarter of 2019.

As stated in the preceding quarterly reports, 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/Q3



2.2.2. Energy Billed and Billing Efficiency

The amount of energy received, billed and billing efficiency by DisCos during the second and third 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 third quarter of 2019. Out of the 6,627GWh total energy received by all DisCos in the third quarter, 5,407GWh (81.59%) was billed to the end-users, implying 1.41 percentage points increase in billing efficiency and lower technical and commercial losses of 18.41% (relative to the second 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 18.41% 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 1.84kWh is lost due to technical inefficiencies and energy theft. In other words, for every ₦10 worth of electricity

received by DisCos during the third quarter of 2019, ₦1.84 was lost due to energy theft and poor distribution infrastructure.

The performance of the DisCos in Table 2 shows that Ikeja DisCo had the highest billing efficiency of 89.04% during the third quarter of 2019. Although Yola DisCo achieved significant progress as compared to the second quarter, its 67.42% billing efficiency was the lowest recorded among the DisCos. It is noteworthy that Yola DisCo has retained the same position since the fourth quarter of 2018.

Table 2: Energy Received and Billed by DisCos in 2019/Q2-Q3

DisCos	Total Energy Received (GWh)		Total Energy Billed (GWh)		Billing Efficiency (%)	
	2019/Q2	2019/Q3	2019/Q2	2019/Q3	2019/Q2	2019/Q3
Abuja	973	887	724	684	74.41	77.11
Benin	581	523	511	454	87.99	86.80
Eko	790	838	699	742	88.40	88.56
Enugu	563	541	385	375	68.38	69.32
Ibadan	851	898	707	741	83.10	82.61
Ikeja	1,026	1,063	903	946	88.07	89.04
Jos	300	303	220	221	73.46	73.01
Kaduna	507	440	403	379	79.49	86.14
Kano	486	397	391	324	80.44	81.55
Port Harcourt	489	473	363	362	74.23	76.48
Yola	277	264	180	178	64.98	67.42
All DisCos	6,843	6,627	5,487	5,407	80.18	81.59

Notes of the table: DisCos are the electricity distribution companies

On the basis of relative improvement from the preceding quarter, eight (8) of the DisCos recorded an improvement in billing efficiency. The only exceptions are Benin, Ibadan and Jos DisCos which recorded a decline in their billing efficiency during the quarter under review. In particular, Kaduna DisCo recorded the highest increase of 6.65 percentage points moving from 79.49% in 2019/Q2 to 86.14% in the third quarter of 2019 while Eko DisCo recorded the lowest increase of 0.16 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

directed the DisCos to submit their Performance Improvement Plan (PIP) covering 2020-2024 using the criteria stated in the Commission's guideline for the preparation of PIPs. Similarly, the Commission commenced the process of engaging consultants to support in reviewing the Performance Improvement Plans (PIPs). Specifically and as highlighted in the preceding reports, the guidelines include a capital expenditure process for the next five years whereby investments by DisCos would be thoroughly reviewed and optimised for prudence and relevance to service delivery. Also 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, as reported in the preceding quarterly reports, the Commission had supervising 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 third quarter of 2019 stood at ₦117.74billion out of the total billing of ₦170.28billion. Despite the increase in the billing efficiency recorded in 2019/Q3 relative to the preceding quarter, the total revenue collected as a ratio of the total billing by DisCos (*i.e.*, *collection efficiency*) in 2019/Q3 slightly decreased when compared to 2019/Q2. As shown in Table 3, the overall collection efficiency for all DisCos decreased to 68.99% in the third quarter of 2019 representing a 0.86 percentage point decrease from the 69.10% collection efficiency recorded in 2019/Q2. The collection efficiency implies that for every ₦10.00 worth of energy billed to customers by DisCos in the third quarter, ₦3.10

remained unrecovered from customers as and when due. Further to its decline from the preceding quarter, the collection efficiency by the DisCos is 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 86.69% followed by Eko DisCo with 84.82%. On the contrary, Kaduna DisCo has the lowest collection efficiency of 42.44%. It is noteworthy that, six (6) of the DisCos namely Abuja, Eko, Benin, Ibadan, Ikeja and Kaduna retained the same ranking during the second quarter of 2019. On a *quarter-on-quarter* basis, Yola DisCo recorded the highest improvement in collection efficiency increasing from 45.82% with 10.50 percentage points to 56.31%.

Table 3: Revenue Performance of DisCos in 2019/Q2-Q3

DisCos	Total Billings (₦Billion)		Revenue Collected (₦Billion)		Collection Efficiency (%)	
	2019/Q2	2019/Q3	2019/Q2	2019/Q3	2019/Q2	2019/Q3
Abuja	24.53	22.99	19.56	17.29	79.75	75.20
Benin	18.25	16.25	10.40	10.07	57.01	61.97
Eko	21.05	22.45	17.82	19.05	84.67	84.82
Enugu	14.33	14.03	10.43	9.61	72.77	68.51
Ibadan	21.93	22.90	14.17	14.24	64.63	62.18
Ikeja	25.38	26.75	22.31	23.19	87.90	86.69
Jos	7.97	7.65	4.24	4.14	53.23	54.15
Kaduna	13.01	11.72	5.72	4.97	43.91	42.44
Kano	12.28	10.35	8.32	7.40	67.79	71.53
Port Harcourt	13.25	13.04	6.99	6.65	52.74	50.98
Yola	4.84	4.76	2.22	2.68	45.81	56.31
All DisCos	176.81	172.90	122.18	119.29	69.10	68.99

Notes of the table:

DisCos are the electricity distribution companies

Noting that a major factor contributing to low collection efficiency is customers' displeasure with estimated billing which often resulted in an unwillingness to pay, the Commission, during the quarter, continued the monitoring of the operational

performance of the exiting Meter Asset Providers (MAP) and issued permits to newly procured DisCos' MAPs in line with the guidelines provided in the 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 overall average ATC&C for all the DisCos in the third quarter of 2019 decreased to 43.65% from 44.53% recorded in the preceding quarter. The noted decrease in the overall ATC&C was due to the decrease in the overall technical and commercial losses which decreased by 1.41 percentage points during the quarter. In contrast, the collection losses increased in the quarter under review and still account for the largest share of the total losses. Despite the observed decrease in ATC&C losses during the quarter, the overall ATC&C losses are still substantially larger than the expected industry average of approximately 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 third quarter of 2019 is that, on average, as much as ₦4.37 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-Q3

DisCos	MYTO Target (%) for 2019	Average ATC&C (%)		
		2019 /Q1	2019 /Q2	2019 /Q3
Abuja	24	41.96	40.71	41.91
Benin	31	56.52	49.67	46.22
Eko	14	29.79	24.96	24.80
Enugu	29	53.01	50.09	52.42
Ibadan	25	50.18	46.23	48.45
Ikeja	15	28.33	22.51	22.76
Jos	44	60.13	60.94	60.52
Kaduna	32	73.45	65.06	63.07
Kano	29	48.50	45.45	41.64
Port Harcourt	37	63.14	60.85	61.01
Yola	28	68.64	69.91	62.11
Overall DisCos:				
MYTO Level	26	-	-	
Overall Technical, Commercial & Collection losses	-	48.72	44.53	43.65
Overall Technical & Commercial losses	-	20.02	19.81	18.40
Overall Collection losses	-	35.90	30.84	30.95

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.

In appraising the individual performances of the DisCos 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 22.76% in the third quarter of 2019. The worst performing DisCo during the same quarter was Kaduna DisCos with the ATC&C losses of 63.07% as against the MYTO target of 32.00%. This was followed by Yola DisCo with ATC&C losses of 62.11%. 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, Yola DisCo recorded the highest progress in reducing ATC&C losses, decreasing from 69.91% to 62.11% (i.e., ~7.80 percentage point decrease) in the third quarter of 2019. Five (5) other DisCos namely Benin, Eko, Jos, Kaduna and Kano 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 customers' remittances to NBET and MO during the third 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 third quarter, DisCos were issued a total invoice of ₦179.66billion for energy received from NBET and for administrative services by MO, but only a total of ₦58.81billion (i.e., 32.73%) of the invoice was settled as and when due, creating a total deficit of ₦120.85billion. A comparative analysis of market invoice performance by DisCos in 2019/Q3 represented in Figure 9 indicates an average settlement rate per DisCo of 30.21% of the invoice. Only Eko and Ikeja DisCos reached a settlement rate of 50% of its market invoices during the third quarter of 2019. Although Jos DisCo achieved slight progress as compared to the second quarter, its 19.43% remittance performance was the lowest recorded among the DisCos followed by Kaduna DisCos (19.53%).

Figure 9: Market Invoice and Remittance by DisCo in 2019/Q3

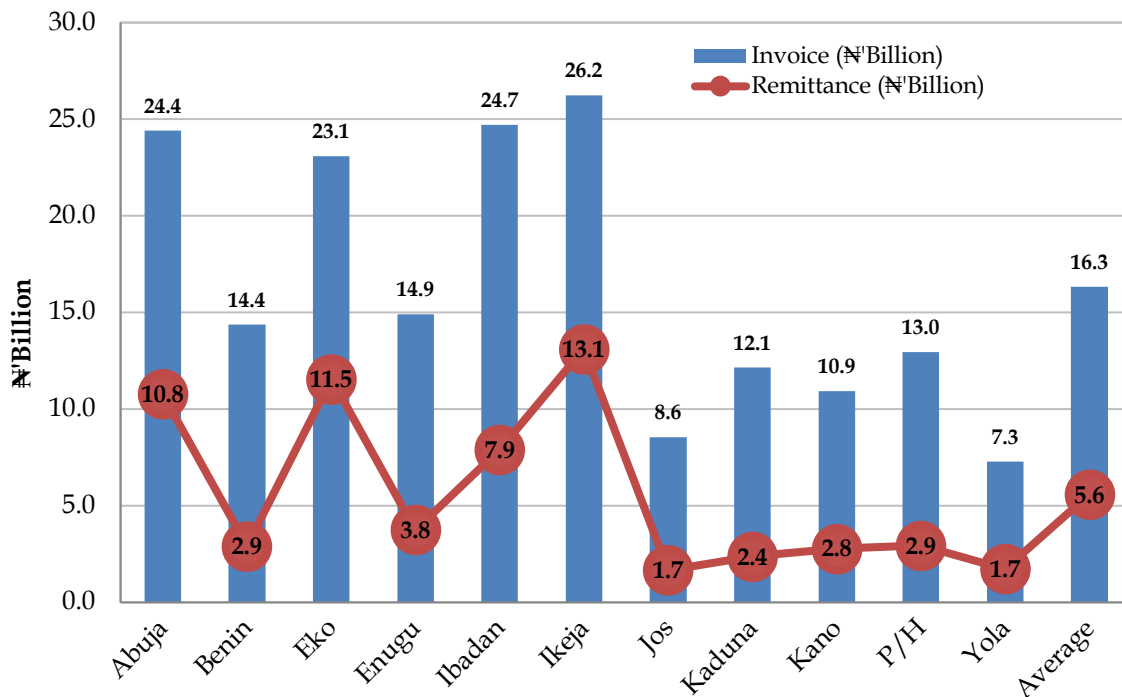


Table 5 presents the statistics on the DisCos' remittances to NBET and MO for energy received and service charge respectively. The remittances of the DisCos to NBET Plc declined by 0.13 percentage points (prior to the enforcement of Minimum Remittance Threshold "MRT" Order) while the remittance to MO increased by 28.76 percentage points in the same period raising the total market remittance (NBET and MO combined) by 2.13 percentage points. The observed increase in remittance to MO may be attributed to enforcement of payment obligation by the Market Operator in line with the Market Rule. It is important to note that following the Commission's commencement of enforcement on the MRT Order, the remittance to NBET rose to the targeted threshold for the quarter following the additional payments by the defaulting DisCos.

On the other hand, the total market (NBET's & MO's) invoices issued to the special customer (Ajaokuta Steel Co. Ltd) and the international customers (i.e., Societe Nigérienne d'électricité - NIGELEC and Communauté Electrique du Bénin - CEB) during the same period were ₦210.23million and ₦6.38billion respectively. 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/Q3

DisCos	NBET				MO			
	Inv.	Remit.	Remittance		Inv.	Remit.	Remittance	
	(₦Billion)		Performance (%)		(₦Billion)		Performance (%)	
	2019 /Q3	2019 /Q3	2019 /Q2	2019 /Q3	2019 /Q3	2019 /Q3	2019 /Q2	2019 /Q3
Abuja	20.95	7.30	34.15	34.85	3.47	3.47	76.06	100.00
Benin	12.34	0.86	23.20	7.00	2.05	2.05	77.90	100.00
Eko	19.80	8.26	35.07	41.75	3.28	3.28	89.96	100.00
Enugu	12.80	1.64	15.66	12.78	2.12	2.12	77.53	100.00
Ibadan	21.19	4.38	20.50	20.69	3.52	3.52	80.70	100.00
Ikeja	22.52	9.39	32.77	41.67	3.72	3.72	87.53	100.00
Jos	7.33	0.44	7.33	6.01	1.22	1.22	46.05	100.19
Kaduna	10.41	0.31	8.35	3.00	1.73	2.06	43.28	118.86
Kano	9.38	0.91	14.73	9.72	1.55	1.87	41.89	120.32
Port Harcourt	11.11	1.17	15.88	10.50	1.84	1.78	73.92	96.32
Yola	6.25	0.69	10.74	11.03	1.04	1.04	70.30	100.00
All DisCos	154.08	35.35	23.07	22.94	25.56	26.13	73.50	102.26
Special Customer:								
Ajaokuta Steel	0.18	0.00	0.00	0.00	0.03	0.00	0.00	0.00
NIGELEC	2.98	0.00	0.00	0.00	1.12	0.00	0.00	0.00
CEB	1.90	0.00	0.00	0.00	0.37	0.00	0.00	0.00
All Special Customer	5.06	0.00	0.00	0.00	1.53	0.00	0.00	0.00

Notes of the table: 1. DisCos, NBET, MO, CEB and NIGELEC are electricity Distribution Companies, Nigeria Bulk Electricity Trader, Market Operator, Beninois Electricity Community and Nigerien Electricity Society respectively; ₦ Billion is billions of Nigeria Currency.

2. The remittance performance of Kaduna, Kano and aggregate DisCos are more than 100% due to payment of outstanding bills in 2019/Q3.

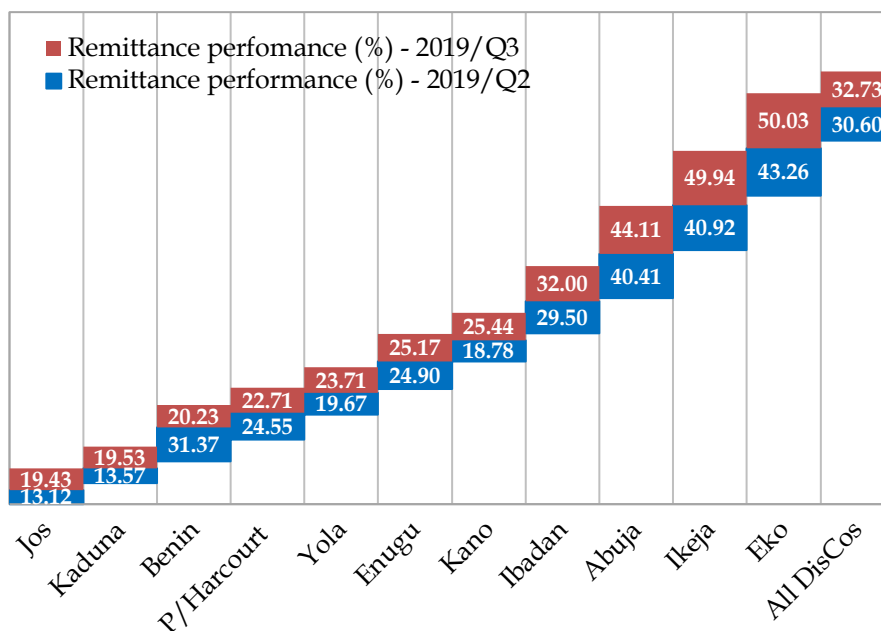
3. The remittances to NBET were based on the performance before enforcement by NERC.

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 remittance performance prior NERC's enforcement indicates that, with the exception of Benin and Port Harcourt DisCos, the DisCos recorded increase in their remittance performance in the third quarter of 2019 as represented in Figure 10 which shows the proportion of the market invoice settled by individual DisCo for the second and third quarters of 2019. Also, the aggregate combined invoice settlement rate for all DisCos rose to 32.73%. Eko DisCo recorded the highest remittance rate (50.03%) in the third quarter of 2019. Although Jos and Kaduna DisCos' settlement rates improved

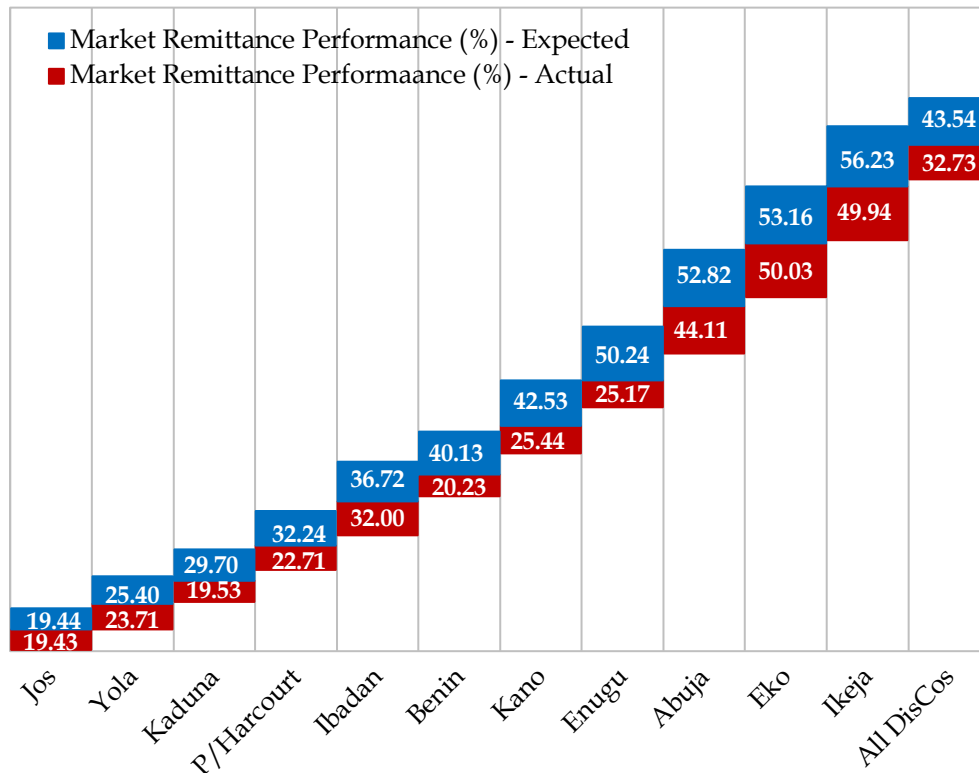
during the third quarter, their remittance rates of 19.43% and 19.53% respectively were the lowest in the third quarter of 2019.

Figure 10: Market Remittance by DisCos in 2019/Q2-Q3



Noting that tariff shortfall may have partly accounted for the low remittances by DisCos as represented in Figure 10, the expected minimum remittance threshold for DisCos adjusted for tariff shortfall are represented in Figure 11. The figure shows that adjusting for tariff shortfall, DisCos' total expected minimum remittance threshold to the market (NBET & MO) during 2019/Q3 was 43.54% and ranged from 19.44% (for Jos DisCo) to 56.23% (for Ikeja DisCo). As at the end of the quarter prior to enforcement by NERC, the actual remittance rate of the individual DisCo, with the exception of Jos DisCo, is clearly lower than the expected minimum remittance threshold for the DisCo. This clearly indicates that regardless of the prevailing tariff shortfall DisCos' remittance was still significantly below the expected minimum threshold 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: Required and Actual Market Remittances by DisCos – 2019/Q3



As reported in the preceding quarterly reports, the Commission notes that tariff deficit is partly responsible for poor remittance in the industry, but all the DisCos are being steered continually to rapidly improve on their revenue collection from customers in order to fulfil their remittance obligations and mitigate financial distress in the Nigerian electricity supply industry. To address discretionary remittance, the Commission issued and continued to enforce the minimum remittance Order which stipulates minimum remittance obligation for each DisCo having adjusted for tariff shortfall. This Order ended the discretionary remittance by DisCos and ensures transparency and equity in the disbursement of market funds for the benefit of all participants in the industry. Following the Commission’s notice for licence cancellation to DisCos that failed to meet their minimum remittance as stipulated in MRT Order, all DisCos have since met their expected minimum remittance threshold for July, August and September 2019 billing cycles.

3. REGULATORY FUNCTIONS

3.1. Regulations and Orders Issued

- **Regulations**

Although no new regulations were issued during the quarter under review, the Commission continued the review of comments and suggestions received during public discussions on Consultation Papers on Capping of Estimated Billing (CEB) and Electricity Distribution Sub-franchising (EDS) to develop the final CEB and EDS Order and guidelines that will be representative of the industry interest and public good. Similarly, the Consultation Paper on Competition Transaction Charge (CTC) was subjected to public discussions with stakeholders *including* investors, market participants, and consumer groups among others during the quarter under review. Details on the CTC Consultation Paper 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 Meter Asset Provider (MAP) Regulations which was approved on the 8th March 2018 to swiftly bridge the existing metering gap in the industry. The Commission also approved the preferred MAPs for the DisCos that recently finalised their procurement process to contracting MAP(s).

- **Orders**

During the third quarter of 2019, the Commission issued the under-listed Orders:

- ***NERC's Order NERC/181/2019*** issued on the 30th day of August 2019 on the implementation of the Meter Assets Provider (MAP) scheme in the industry. The Order granted approval of ₦36,991.50 and ₦67,055.85 (excl. VAT) as prices for 1-phase and 3-phase meters respectively for customers who elect to pay upfront for their meters *and* shall be metered within ten (10) days of making full payment with no extra charge imposed throughout the useful life of the meter. The Order also

approved Monthly Service Charge (MSC) capped at 21% per annum on the approved afore-mentioned prices, for customers who elect to obtain meters through payment by instalment under the MAP scheme.

- *NERC's Order NERC/182/2019* issued on the 18th day of September 2019 on the mandatory dispatch of hydropower plants in the Nigerian Electricity Supply Industry. The Order stipulates that the three (3) hydropower plants (*i.e.*, Jebba, Kanji and Shiroro) in the industry are designated as “*must-run*” power plants and shall be accorded high priority by the System Operator (SO) in the dispatch of grid connected power plants in Nigeria. Moreover, the “*must-run*” status of the said plants shall be implemented in accordance with their daily nominations.
- In addition to the aforementioned Orders, the Commission issued NERC's Orders –*NERC/GL/170A, NERC/GL/171A, NERC/GL/172A, NERC/GL/173A, NERC/GL/174A, NERC/GL/175A, NERC/GL/176A, NERC/GL/177A, NERC/GL/178A, NERC/GL/178A and NERC/GL/180A* on the 19th day of August 2019 on the 2016-2018 Minor Review of Multi-Year Tariff Order (MYTO) and Minimum Remittance Order for the year 2019 for Abuja, Benin, Eko, Enugu, Ibadan, Ikeja, Jos, Kaduna, Kano, Port Harcourt and Yola electricity distribution companies (DisCos) respectively. The objectives of the Orders, among others, are 1) to reflect the impact of the changes in the minor review variables (*i.e.*, the Nigerian and US inflation rates, Naira/USD foreign exchange rates, gas prices and available generation capacity) for the period 2016-2018; 2) to determine the cost reflective tariffs for the relevant years and to ascertain revenue shortfalls in view of the differential between such tariffs and allowed tariffs in the industry; and 3) to determine the historical 2015-2018 tariff deficits and implement a framework to manage future revenue shortfall in the industry including a minimum market remittance requirement that accounts for tariff shortfalls in the settlement of invoices issued by NBET and MO.

3.2. Licences and Permits Issued and Renewed

A summary of all licences and permits issued and renewed by the Commission during the third quarter of 2019 is presented in Table 6. The Commission after due consideration issued one (1) new on-grid and three (3) new off-grid generation licences as well as seven (7) new captive power generation (CPG) permits with a total nameplate capacity of 399.11MW. Similarly, the Commission approved the renewal of one (1) off-grid licence and five (5) CPG permits with a total nameplate capacity of 270.77MW. This brings the total nameplate capacities of licences and permits issued and renewed by the Commission during 2019/Q3 to 669.88MW.

Table 6: Generation Licences and Permit Issued and Renewal in 2019/Q3

S/ N	Applicants	Location	Licence Type	Capacity (MW)
A. On-grid and Off-grid Licence:				
1.	Royal Power Integrated & General Service Ltd	Lagos	On-grid	275.00
2.	Cummins Power Generation Nig. Ltd	Oyo	Off-grid	3.50
3.	Cummins Power Generation Nig. Ltd	Lagos	Off-grid	1.75
4.	Cummins Power Generation Nig. Ltd	Lagos	Off-grid	2.00
	Sub-Total Capacity			282.25
B. Captive Power Generation Permit:				
5.	MTN Nigeria Ltd: Owerri Switch	Delta	CPG	1.20
6.	West African Company Limited	Ogun	CPG	9.00
7.	OBU Cement Company Limited	Edo	CPG	85.21
8.	Nigeria LNG Limited	Rivers	CPG	6.00
9.	Regal Plastic Limited	Ogun	CPG	2.25
10.	R-Marong Limited	Lagos	CPG	3.40
11.	Sunflag Nigeria Limited	Lagos	CPG	9.80
	Sub-Total Capacity			116.86
C. Renewal, Extension & Amendment:				
10.	LR-Aaron Power Limited (<i>Extension</i>)	Abuja	Off-grid	100.00
11.	Standard Metallurgical Company Limited	Lagos	CPG	90.00
12.	African Foundries Limited	Ogun	CPG	50.00

13.	Northern Noodles Limited	Kaduna	CPG	10.97
14.	Nigerian National Petroleum Corporation	Abuja	CPG	4.80
15.	SIAT (Nigeria) Limited (<i>Amendment</i>)	Rivers	CPG	5.10→15.0 0
	Sub-Total Capacity			270.77
	Grand-Total Capacity			669.88

Notes of the table:

CPG is Captive Power Generation

3.3. Certification of Metering Assets/Service Providers

As at the end of third quarter of 2019, the Commission has issued a total of nineteen (19) permits to applicants as Meter Asset Providers (MAP) following the satisfactory evaluation of their applications. During the quarter under review, the Commission also certified thirteen (13) Meter Service Providers (MSP) for importer, installer and manufacturer categories following the satisfactory evaluation of their applications. The name of the successful MAP and MSP applicants with their permits ID (or certification classes) are presented in Tables 7 and 8 respectively.

Table 8: Permits Issued to Meter Assets Providers as at September 2019

S/N	Name of Applicants	Permit Identification Number
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.	IRL 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
19.	Chris-Ejik International Limited	NERC/MAP/021

Table 7: Certification of Meter Service Providers in 2019/Q3

S/N	Name of Applicants	Certification Class Issued
1.	G5 Utilities Solution Limited	A1 Meter Installer
2.	Alletree Ventures Nigeria Limited	A1 Meter Installer
3.	Erasko Energy Limited	A1 Meter Installer
4.	Rivet Engineering limited	A1 Meter Installer
5.	Paulins Engineering Works Nigeria Limited	A1 Meter Installer
6.	Panida Resources Limited	A1 Meter Installer
7.	Hope Engineering Limited	A1 Meter Installer
8.	Afuri Nigeria Limited	A1 Meter Installer
9.	EMDEE Engineering Limited	A1 Meter Installer
10.	Nocus Ventures	C1 Meter Installer
11.	ProtoGY Global Limited	Meter Importer
12.	Paktim Metering Nigeria Limited	Meter Importer
13.	Sabrud Consortium Limited	Meter Manufacturer

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: Ossiomo Power Company Limited (Embedded)
- Proposed tariff: ₦41/per KWh, excluding CTC
- Application Status: Provisional approval given by the Commission pending the submission of the final bilateral Project Agreement between Ossiomo Power Company limited and Benin DisCo Plc.
- 11. Applicants:** Vita Products Limited, Ogba-Ikeja, Lagos State
- Power required: 2MW.
- Proposed supplier: Geogrid Lightec Limited
- Proposed tariff: ₦47.28/per KWh, excluding CTC
- Application Status: Eligible Customer status not yet 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.

3.5. Public Consultation on Regulations

During the third quarter of 2019, the Commission, in line with its operational procedures, conducted public consultations on the Consultation Paper on:

- **Competition Transaction Charge (CTC):** Pursuant to Section 28 of the Electric Power Sector Reform (EPSR) Act 2004 and Eligible Customer (EC) Regulations, the Commission proposed to develop regulations that allow the collection of competition transaction charges from customers and EC(s) 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 that were discussed *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.

The public consultations on CTC with the industry stakeholders *including* investors, GenCos, DisCos and other network operators, consumer groups among others were held between 11th–15th July 2019 and 6th–10th September 2019 in six (6) geopolitical zones: *Abuja* (FCT), *Awka* (Anambra State), *Calabar* (Cross River State), *Jos* (Plateau State), *Kaduna* (Kaduna State), *Kano* (Kano State) and *Ikeja* (Lagos State). Views and comments received are being analysed by the Commission to develop final CTC Regulations that will be representative of the industry interest and public good.

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 2019/Q3, the Commission did not issue new Notice of Intention to Commence Enforcement (NICE) to any of its' licensees as no new 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 not involved in new litigation during the third quarter of 2019. The Commission, however, continued with eleven (11) on-going litigations reported in the preceding quarters that are currently at various stages. The aforementioned litigations, which directly or indirectly involved the Commission, bothers on Abuja DisCo challenging the Order of the Commission directing it (Abuja 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, suspension of the board of Ibadan DisCo by the Commission, the sufficiency of consultations conducted by the Commission prior to the implementation of the MYTO 2015 tariff review, dispute between Enugu DisCo and Ariaria Market Energy Solution Ltd & Others, and granting of Eligible Customers status among others.

3.8 Alternative Dispute Resolution

The Commission did not handle any disputes between stakeholders of the industry as there was no pending dispute and no new dispute reported during 2019/Q3.



4. CONSUMER AFFAIRS

4.1 Consumer Education and Enlightenment

To ensure continuous customers' education on their rights and obligations, during the third quarter of 2019, the Commission continued the monitoring of the 2019 customer enlightenment programmes of the eleven (11) DisCos *vis-à-vis* their submitted 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 industry.

Lastly, following the approved timeline for its 2019 scheduled town hall meetings on consumers awareness and enlightenment, the Commission held two town hall meetings on the 5th and 10th September 2019 in *Ikeja* (Lagos) and *Akure* (Ondo) respectively. At the meetings, the Commission discussed the *ongoing* MAP (*i.e.*, metering) scheme and customers' enumeration exercise, and efforts being made to resolving issues of estimated billing and service interruption.

4.1. Metering of End-use Customers

The metering of end-use customers has continued to be a priority of the Commission and the status of metering as at the end of September 2019 is provided in Table 8. Of the total of 9,674,729 registered active electricity customers, only 3,895,497 (40.26%) have been metered indicating that 59.74% of the end-use customers are still on estimated billing. In comparison to the second quarter of 2019, the numbers of registered and metered customers increased by 793,286 (*i.e.*, 8.93%) and 83,768 (*i.e.*, 1.65%) 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 September 2019

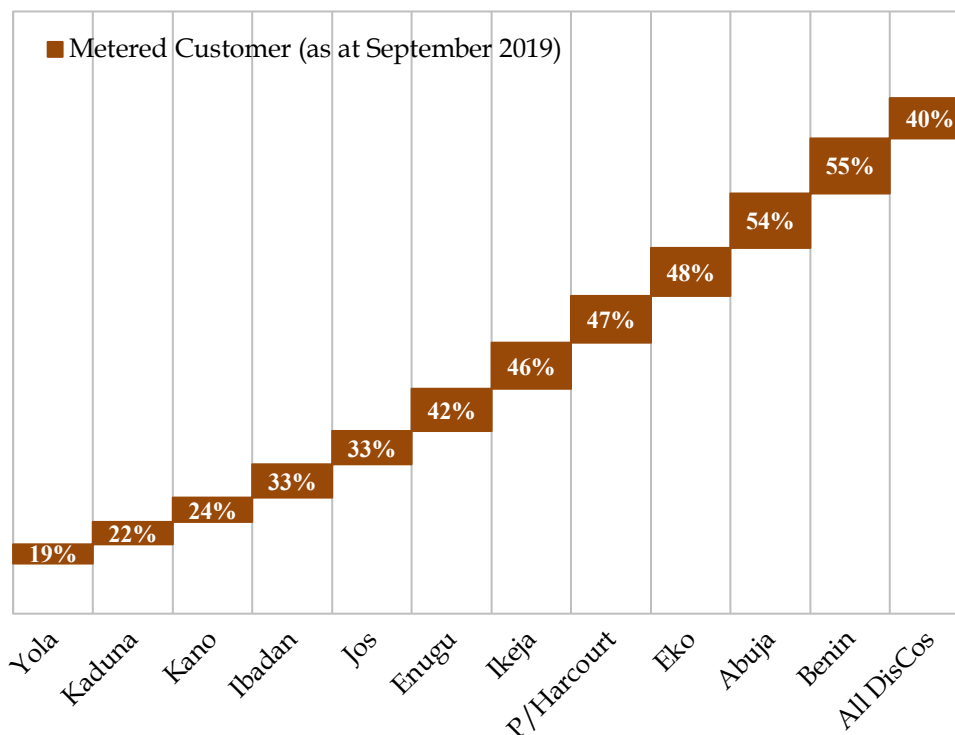
Distribution Companies (DisCos)	Registered Customer as at September 2019	Metered Customer as at September 2019	Metering Progress as at September 2019 (%)	Metering Gap as at September 2019 (%)
Abuja	1,164,748	631,387	54.21	45.79
Benin	1,001,821	549,211	54.82	45.18
Eko	504,225	240,663	47.73	52.27
Enugu	1,075,626	450,632	41.89	58.11
Ibadan	2,090,781	689,123	32.96	67.04
Ikeja	996,769	458,494	46.00	54.00
Jos	512,108	170,492	33.29	66.71
Kaduna	673,848	149,968	22.26	77.74
Kano	516,947	126,539	24.48	75.52
Port Harcourt	761,105	357,408	46.96	53.04
Yola	376,751	71,580	19.00	81.00
Overall DisCos	9,674,729	3,895,497	40.26	59.74

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 the MAPs of some DisCos just received their permits to commence meter roll out, many DisCos have started metering under the scheme during the quarter under review. The Commission notes with concerns that the additional 83,768 end-use customers' meters installed during the third 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 gotten their permits and fully commenced meter deployments.

The percentage of metered customers by each DisCo as at the end of third quarter of 2019 is represented in Figure 11. All the DisCos, with the exception of Jos, Kano and Yola, metered additional customers while Abuja and Benin had metered not less than 50% of their registered customers as at the end of September 2019. 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 September 2019



4.2. Customers Complaints

The complaints received by DisCos during the second and third quarters of 2019 are presented in Table 9. The eleven (11) DisCos nationwide received a total of 172,833 complaints during the third quarter, indicating 1,879 complaints per day compared to 1,603 complaints received daily in the preceding quarter. Further to the increase in the number of complaints received, the proportion of the number of complaints resolved by DisCos in the third quarter decreased from 87.71% to 84.66% (i.e., 3.05 percentage points decline). During the same period, Enugu DisCo received the highest customer complaints while Yola DisCo recorded the lowest customer complaints. It is noteworthy that Enugu and Yola retained the same positions in the second quarter of 2019 as the DisCos that recorded the highest and lowest number of customers' complaints respectively.

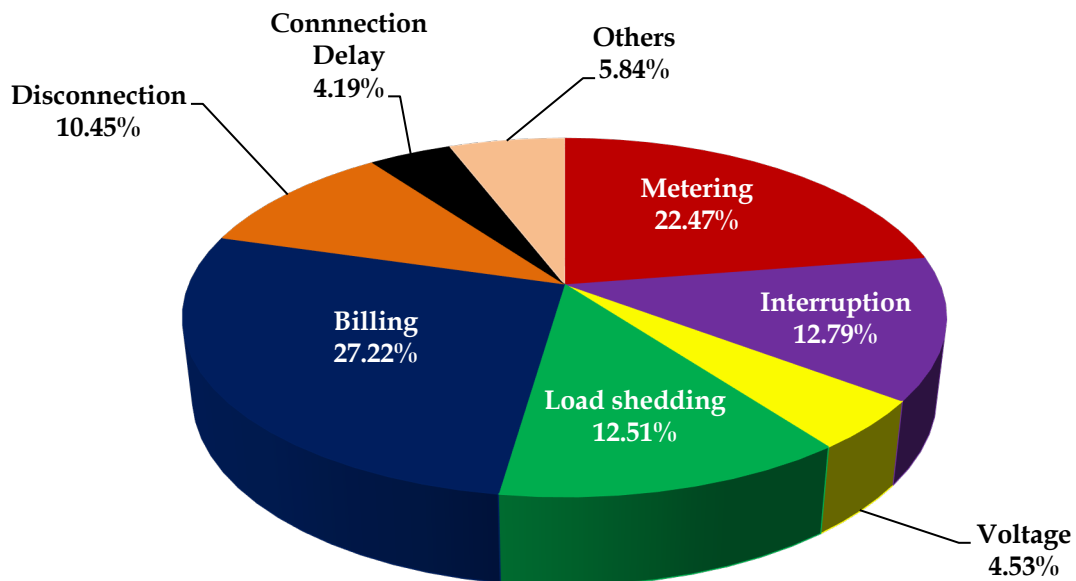
Table 9: Complaints Received and Resolved by DisCo in 2019/Q2-Q3

DisCos	2019/Q2			2019/Q3		
	Complaints:			Complaints:		
	Total Received	Total Resolved	% Resolved	Total Received	Total Resolved	% Resolved
Abuja	11,959	9,682	80.96	16,354	12,165	74.39
Benin	13,673	11,598	84.82	10,517	9,754	92.75
Eko	17,722	15,821	89.27	16,223	13,977	86.16
Enugu	30,104	28,989	96.30	56,249	45,879	81.56
Ibadan	9,067	6,948	76.63	8,657	6,006	69.38
Ikeja	29,778	25,462	85.51	27,853	24,138	86.66
Jos	5,378	4,841	90.01	4,624	4,294	92.86
Kaduna	9,486	7,790	82.12	9,364	9,008	96.20
Kano	6,065	5,667	93.44	4,988	4,684	93.91
P/Harcourt	10,415	8,941	85.85	15,688	14,116	89.98
Yola	2,312	2,286	98.88	2,316	2,305	99.53
Total	145,959	128,025	87.71	172,833	146,326	84.66

The DisCos' customer complaints centred on service interruption, poor voltage, load shedding, metering, estimated billing, disconnection, delayed connection, among others. During the third quarter of 2019, ten (10) DisCos received several numbers of complaints on each of the afore-mentioned key issues. The only exception was Jos DisCo which received no complaint on delayed connection and load shedding.

The number of complaints on metering and billing increased significantly and still dominates the customer complaints during the quarter under review. 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 49.69% (*i.e.*, 85,890) of the total complaints received during the third quarter of 2019 as against 52.80% (*i.e.*, 77,063) recorded in the second quarter of 2019. This implies that, on average, 934 customers complained about metering and billing per day in the third quarter of 2019. Another issue of serious concern is service interruption and load shedding, accounting for 12.79% (*i.e.*, 22,097) and 12.51% (*i.e.*, 21,622) of the total customer complaints received respectively during the quarter under review.

Figure 12: Category of Complaints Received by DisCos in 2019/Q3



To address customers' complaints, the Commission, on a continuous basis, monitors the complaint handling and resolution process adopted by DisCos. Specifically, the Commission has been implementing some of the recommendations from 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 third 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 (MAP) Regulations which is designed to address the metering gap and eliminate estimated billing in NESI.

4.3. 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-judiciary functions in redressing customers' and operators' unresolved disputes as enshrined in the NERC's Customer Complaints Handling Standards and Procedures (CCHSP) Regulations. As at September 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.

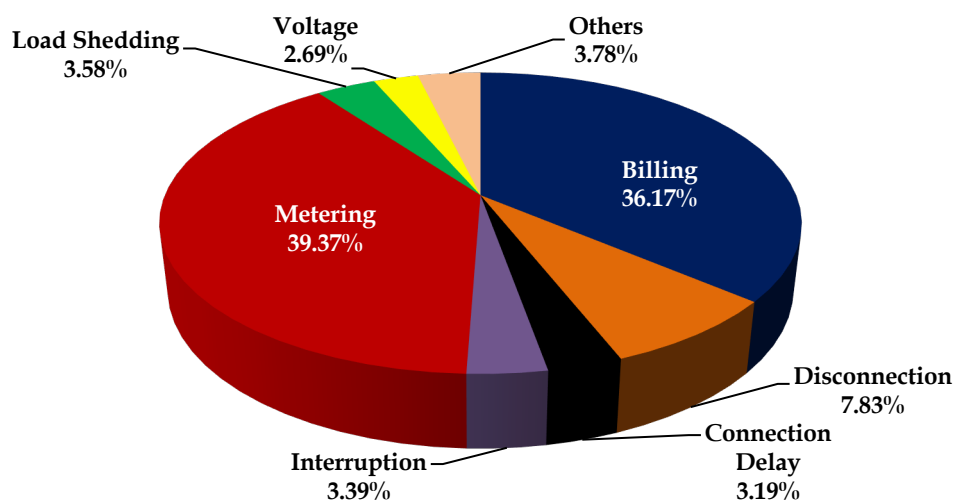
The summary presented in Table 10 indicates that, during the quarter under review, the Forum Offices received a total of 3,602 complaints (including 1,038 pending complaints from the second quarter of 2019) from customers who were dissatisfied with DisCos' effort at resolving their lodged complaints. This shows 26.12% increase from the 2,856 complaints received during the preceding quarter. The Ikeja Forum Office received the highest number of complaints (*i.e.*, 1,193 complaints). This is followed by the Forum Offices in Ibadan DisCo's franchise area which received 1,003 complaints. On the other hand, Yola Forum Office received the lowest number of complaints (*i.e.*, 17 complaints) during the third quarter of 2019.

Table 10: Complaints Handled by Forum Offices in 2019/Q3

Forum Offices	Accountable DisCos	Complaint Received	Complaint Resolved	Complaint Pending	No of Sitzings
Abuja, Lafia & Lokoja	Abuja	332	213	113	4
Asaba & Benin	Benin	185	151	33	7
Eko	Eko	194	162	32	6
Abakaliki, Akwa, Enugu, Owerri, & Umuahia	Enugu	267	174	90	10
Ibadan, Ilorin & Osogbo	Ibadan	1,003	617	378	12
Ikeja	Ikeja	1,193	802	386	21
Bauchi, Gombe, Jos & Makurdi	Jos	42	6	29	0
Gusau, Kaduna, Kebbi & Sokoto	Kaduna	122	36	82	3
Jigawa, Kano & Katsina	Kano	21	10	6	1
Calabar, Port Harcourt & Uyo	P/Harcourt	226	135	90	8
Yola	Yola	17	4	13	0
All Forum Offices	All DisCos	3,602	2,310	1252	72

The Commission's Forum Offices' Panels had a total of 72 hearings in the third quarter and resolved 64.13% of the total 3,602 complaints before the Forum Offices. This represents 14.83 percentage points increase in the resolution rate recorded in the preceding quarter and indicates that an average of 32 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 with 75.54%, as represented in Figure 13. This implies that billing and metering issues were mostly the complaints not satisfactorily resolved by DisCos' CCUs.

Figure 13: Category of Complaints Received by Forum Offices in 2019/Q3



Whereas some of the undecided cases at the Forum Offices are due to incomplete submission and/or abandonment by the concerned consumers, the Commission and its respective Forum Offices are committed to quickly resolving 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, second and third quarters of 2019 are presented in Tables VIII and IX of the appendix.

3.8. Health and Safety

The safety of all electricity providers and users in Nigeria remains as 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 one hundred and four (104) health and safety reports from the operators in the third quarter of 2019. These reports were used in line with the provisions of Section

32 1(e) of the Electric Power Sector Reform Act (2004) for monitoring and evaluation of health and safety performance of licensees in order to ensure that operators keep up to their responsibility of delivering safe electricity services to consumers. The summary statistics on the accidents experienced in the Nigerian electricity industry during the first, second and third quarters of 2019 is presented in Table 11.

Table 11: Health and Safety (H&S) Reports in 2019/Q1-Q3

Item	Frequency		
	2019/Q1	2019/Q2	2019/Q3
Number of Expected H&S Reports	87	87	120*
Number of H&S Reports Submitted	72	73	104
Number of Deaths (employees & third parties)	10	37	17
Number of Injuries	7	18	8
Number of Enforcement Actions Taken	6	<i>Under Review</i>	<i>Under Review</i>

Notes of the table: * indicates that the expected H&S reports increased from the preceding quarters as additional operators are captured in the analysis

There was significant improvement in the health and safety performance of the operators during the third quarter of 2019 as the number of deaths and injuries decreased significantly from the preceding quarter. Approximately one (1) person died of electrocution per week during the third quarter of 2019, unlike the second quarter where roughly three (3) persons died of electrocution weekly. The Commission, in line with its mandate to ensure licensees' commitment to safe energy delivery, commenced hearings on some of the incidences involving various health and safety breaches during the quarter. However, due to the complexity of many of the cases, enforcement actions and appropriate penalties 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 2017-2020 strategic goals, the Commission has continued to intensify efforts at 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 second and third quarters of 2019 is presented in Table 12. During the quarter under review, the total revenue realised by the Commission was ₦2.85billion, about 127.18% higher than the revenue realised in the preceding quarter. The significant increase in the revenue was mainly due to the increase in remittance of administrative fees by Discos to MO which invariably increased the operating levy (*i.e.*, market charges) accruing to the Commission. The operating levy, which stood at ₦2.68billion in the third quarter, was 168.44% higher than the amount realised in the second quarter of 2019. On the contrary, the other internally generated revenue (IGR), such as licensing fee, recorded a decline of 33.35% in the third quarter of 2019. In the same period, the total expenditure (capital and recurrent) of the Commission fell to ₦1.12billion from ₦1.45billion incurred in the second quarter of 2019.

Table 12: Quarterly Revenue & Expenditure of the Commission in 2019/Q3

Description	Monthly Reports for 2019/Q3 (₦' Million)			Quarterly Reports (₦' Million)	
	Jul.	Aug.	Sep.	2019/Q3	2019/Q2
A. Revenue					
Operating Levy (MC)	862.98	989.61	823.66	2,676.25	996.98
Other IGR	52.77	71.74	46.26	170.770	256.24
Total Revenue	915.75	1,061.35	869.92	2,847.02	1,253.22
B. Expenditure					
Personnel Cost	301.75	221.10	176.11	698.96	1,066.01
Regulatory Expenses	133.39	124.69	95.40	353.48	307.82
Admin & General Maintenance	18.25	19.43	26.00	63.68	74.01
Total Expenditure	453.39	365.22	297.51	1,116.12	1,447.84
Net Cash Flow (A-B)	462.36	696.13	572.41	1,730.90	(194.62)
Memo:					
Outstanding liabilities as at the end of the stated quarters				(365.77)	(708.85)

Notes of the table:

1. MC is Market Charges and IGR internal Generated Revenue

A comparison of the revenue and expenditure of the Commission within the third quarter of 2019 showed lesser expenditure incurred when compared to actual cash receipts, signifying a positive net cash flow of ₦1.73billion. However, part of the additional cash flow was used to offset existing liabilities thereby reducing total liabilities from ₦708.85million in second quarter to ₦365.77million by the end of third quarter 2019.

As stated in the previous reports, 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 Q1, Q2 and Q3 2019 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/skills gap needs, to attend various regulatory, management and leadership training programs during the third quarter of 2019. Additionally, members of staff were sponsored to attend international workshops and to represent the Commission at different meetings and conferences on issues beneficial to the Commission's statutory responsibilities. The Commission also sponsored staffs to attend the annual conferences of their different professional associations during the same quarter. This is to ensure that staff members are kept up to date with new developments in their respective professions. Table 13 presents titles of the training, workshops, and meetings attended by staff of the Commission during the third quarter of 2019.

Table 13: Training and Workshops Attended in 2019/Q3

S/N	Title by Category
	Training:
1	Balanced Scorecard Certification Course holding
2	CompTIA N+ & Modern Procurement Techniques & Best Practices
3	Factory Acceptance Test on Smart Meter Communication Module
4	IPU's 14th Annual Advanced Regulatory Studies Program
5	IPU's Annual Regulatory Studies Program
6	Introduction to Energy Regulation
7	Introduction to Python training
8	JICA Training on Energy Policy
9	Master Class in Procurement Planning and Bid Management
10	OSHA Occupational Safety & Health Course
11	Skills for Excellent Communication Programme
12	Strategic Management Training
13	Electrical Load & Energy Forecasting, Planning & Demand Side Mgt.
	Workshop:
14	NARUC programme on Uniform System of Account
	Forum/Meeting/Conference:
15	18th ERRRA Energy Investment Forum
16	24th World Energy Congress
17	Nigeria-USA Business and Investment Forum
18	7 th Tokyo International Conference on Africa Development (TICAD)

Appendix

Table I: Energy Received and Billed by DisCos in 2019/Q1-Q3

DisCos	2019 /Q1	Jan.	Feb.	Mar.	2019 /Q2	Apr.	May	Jun.	2019 /Q3	Jul.	Aug.	Sep.
Energy Received (GWh)												
Abuja	1,002	326	304	372	973	357	313	303	887	310	291	286
Benin	676	230	222	223	581	212	198	170	523	188	171	163
Eko	873	285	276	312	790	263	277	251	838	276	295	267
Enugu	604	208	186	210	563	200	187	176	541	177	188	176
Ibadan	874	300	285	288	851	281	295	275	898	307	314	277
Ikeja	1,043	345	325	372	1,026	333	350	343	1,063	355	364	344
Jos	320	110	105	105	300	98	99	103	303	102	102	100
Kaduna	599	205	189	205	507	167	176	164	440	165	148	127
Kano	471	142	150	179	486	172	160	154	397	144	128	126
Port Harcourt	509	172	161	176	489	165	168	157	473	158	155	161
Yola	304	94	94	116	277	103	87	87	264	84	90	90
All DisCos	7,275	2,418	2,298	2,559	6,843	2,351	2,310	2,183	6,627	2,265	2,246	2,116
Energy Billed (GWh)												
Abuja	836	261	258	317	724	275	223	226	684	241	232	211
Benin	576	195	189	193	511	183	179	149	454	163	149	142
Eko	767	250	247	270	699	233	239	227	742	246	258	238
Enugu	413	144	127	142	385	135	129	121	375	119	131	125
Ibadan	722	245	235	242	707	236	244	227	741	254	259	229
Ikeja	895	298	283	314	903	297	304	303	946	316	324	306
Jos	216	70	74	72	220	72	74	75	221	75	74	72
Kaduna	427	141	136	150	403	123	146	134	379	131	123	125
Kano	391	118	124	148	391	139	128	125	324	119	102	103
Port Harcourt	380	126	118	136	363	124	121	117	362	120	118	124
Yola	196	61	61	74	180	67	57	56	178	56	61	61
All DisCos	5,819	1,909	1,852	2,058	5,487	1,884	1,844	1,759	5,407	1,841	1,831	1,734
Billing Efficiency (%)												
Abuja	83.43	80.06	84.87	85.22	74.41	77.03	71.25	74.59	77.11	77.74	79.73	73.78
Benin	85.28	84.78	84.78	86.29	87.99	86.29	90.32	87.40	86.80	86.60	87.23	86.57
Eko	87.86	87.72	89.49	86.54	88.40	88.67	86.32	90.41	88.56	89.41	87.26	89.13
Enugu	68.38	69.23	68.28	67.62	68.38	67.50	68.98	68.75	69.32	67.23	69.68	71.02
Ibadan	82.64	81.61	82.47	83.89	83.10	84.17	82.57	82.57	82.61	82.76	82.49	82.60
Ikeja	85.81	86.16	87.12	84.34	88.07	89.18	86.81	88.30	89.04	89.14	89.01	88.95
Jos	67.45	63.64	69.92	68.97	73.46	72.85	74.71	72.83	73.01	73.65	72.62	72.73
Kaduna	71.29	68.78	71.96	73.17	79.49	73.65	82.95	81.71	86.14	79.39	83.11	98.43
Kano	82.91	83.13	82.57	83.03	80.44	80.48	79.91	80.96	81.55	82.91	79.79	81.80
Port Harcourt	74.58	72.87	73.62	77.13	74.23	75.49	72.51	74.75	76.48	76.01	76.48	76.94
Yola	64.47	64.89	64.89	63.79	64.98	65.05	65.52	64.37	67.42	66.67	67.78	67.78
All DisCos	79.98	78.92	80.59	80.44	80.18	80.13	79.83	80.60	81.59	81.28	81.54	81.99

Notes of the table:

DisCos are the electricity distribution companies; GWh is Giga-watts hour

Table II: Revenue Performance by DisCos in 2019/Q1-Q3

DisCos	2019 /Q1	Jan.	Feb.	Mar.	2019 /Q2	Apr.	May	Jun.	2019 /Q3	Jul.	Aug.	Sep.
Total Billings (₦ billion)												
Abuja	27.54	8.64	8.55	10.35	24.53	9.28	7.60	7.65	22.99	8.24	7.67	7.08
Benin	20.42	6.94	6.67	6.82	18.25	6.55	6.27	5.42	16.25	5.79	5.31	5.15
Eko	23.22	7.57	7.46	8.19	21.05	7.03	7.17	6.85	22.45	7.47	7.78	7.20
Enugu	15.19	5.25	4.68	5.26	14.33	5.03	4.81	4.49	14.03	4.45	4.97	4.62
Ibadan	22.04	7.42	7.18	7.44	21.93	7.28	7.59	7.06	22.90	7.87	7.94	7.09
Ikeja	25.01	8.34	7.89	8.78	25.38	8.37	8.56	8.45	26.75	9.22	8.98	8.55
Jos	7.79	2.51	2.65	2.62	7.97	2.62	2.67	2.69	7.65	2.72	2.31	2.62
Kaduna	13.65	4.32	4.21	5.12	13.01	4.33	4.50	4.19	11.72	4.05	3.82	3.85
Kano	11.95	3.70	3.79	4.46	12.28	4.33	4.03	3.91	10.35	3.74	3.26	3.35
Port Harcourt	13.44	4.58	4.16	4.69	13.25	4.60	4.40	4.25	13.04	4.33	4.27	4.44
Yola	5.14	1.60	1.57	1.96	4.84	1.80	1.54	1.49	4.76	1.52	1.61	1.63
All DisCos	185.39	60.86	58.82	65.71	176.81	61.23	59.14	56.43	172.90	59.40	57.92	55.58
Revenue Collected (₦ billion)												
Abuja	19.09	6.19	6.21	6.70	19.56	7.37	5.78	6.42	17.29	5.81	5.94	5.54
Benin	10.41	3.44	3.45	3.52	10.40	3.89	3.05	3.46	10.07	3.64	3.10	3.33
Eko	18.52	5.95	6.22	6.34	17.82	6.07	5.64	6.11	19.05	6.34	6.48	6.23
Enugu	10.39	3.24	3.63	3.53	10.43	3.60	3.21	3.61	9.61	2.96	3.21	3.45
Ibadan	13.28	4.40	4.46	4.42	14.17	4.75	4.67	4.75	14.24	4.80	4.61	4.84
Ikeja	20.82	6.68	7.07	7.07	22.31	7.46	7.08	7.77	23.19	7.76	7.76	7.67
Jos	4.59	1.15	1.76	1.68	4.24	1.34	1.33	1.57	4.14	1.39	1.20	1.55
Kaduna	5.02	1.44	2.00	1.57	5.72	1.94	1.73	2.05	4.97	1.82	1.45	1.71
Kano	7.39	2.36	2.47	2.56	8.32	2.94	2.66	2.72	7.40	2.60	2.31	2.49
Port Harcourt	6.63	2.16	2.22	2.25	6.99	2.44	2.35	2.21	6.65	2.10	2.26	2.29
Yola	2.49	0.78	0.79	0.92	2.22	0.68	0.78	0.75	2.68	0.78	0.85	1.05
All DisCos	118.63	37.80	40.27	40.56	122.18	42.49	38.28	41.42	119.29	39.99	39.15	40.12
Collection Efficiency (%)												
Abuja	69.34	71.61	72.62	64.72	79.75	79.37	76.12	83.81	75.20	70.52	77.46	78.18
Benin	50.97	49.61	51.68	51.65	57.01	59.32	48.61	63.96	61.97	62.83	58.46	64.60
Eko	79.74	78.68	83.38	77.40	84.67	86.29	78.68	89.26	84.82	84.83	83.24	86.53
Enugu	68.41	61.60	77.55	67.10	72.77	71.60	66.81	80.47	68.51	66.46	64.53	74.75
Ibadan	60.25	59.29	62.12	59.41	64.63	65.26	61.50	67.34	62.18	60.94	58.00	68.23
Ikeja	83.25	80.14	89.57	80.53	87.90	89.19	82.63	91.96	86.69	84.17	86.45	89.65
Jos	58.90	45.87	66.32	63.85	53.23	51.42	49.83	58.36	54.15	51.21	51.83	59.23
Kaduna	36.75	33.37	47.65	30.65	43.91	44.72	38.53	48.86	42.44	45.05	37.80	44.30
Kano	61.83	63.92	65.17	57.27	67.79	67.96	66.02	69.42	71.53	69.39	71.01	74.43
Port Harcourt	49.34	47.17	53.24	47.99	52.74	52.97	53.30	51.92	50.98	48.44	52.81	51.69
Yola	48.48	48.72	49.97	47.09	45.81	37.86	50.39	50.71	56.31	51.38	52.95	64.21
All DisCos	63.99	62.10	68.47	61.73	69.10	69.38	64.72	73.39	68.99	67.33	67.61	72.22

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-Q3

DisCos	2019 /Q1	Jan.	Feb.	Mar.	2019 /Q2	Apr.	May	Jun.	2019 /Q3	Jul.	Aug.	Sep.
Invoice (₦' Billion)												
Abuja	4.01	1.28	1.21	1.52	3.86	1.42	1.24	1.20	3.47	1.22	1.14	1.11
Benin	2.71	0.90	0.89	0.93	2.31	0.85	0.78	0.67	2.05	0.74	0.67	0.63
Eko	3.49	1.12	1.09	1.28	3.13	1.05	1.09	0.99	3.28	1.09	1.16	1.04
Enugu	2.43	0.82	0.74	0.88	2.24	0.80	0.74	0.70	2.12	0.70	0.74	0.68
Ibadan	3.52	1.18	1.14	1.20	3.39	1.13	1.17	1.09	3.52	1.21	1.23	1.08
Ikeja	3.71	1.20	1.14	1.37	3.77	1.18	1.38	1.21	3.72	1.25	1.27	1.20
Jos	1.32	0.44	0.43	0.44	1.20	0.40	0.40	0.41	1.22	0.41	0.41	0.40
Kaduna	2.42	0.81	0.76	0.86	2.02	0.67	0.70	0.65	1.73	0.65	0.58	0.50
Kano	1.90	0.56	0.60	0.74	1.93	0.69	0.63	0.61	1.55	0.57	0.50	0.49
Port Harcourt	2.03	0.67	0.63	0.72	1.93	0.65	0.66	0.62	1.84	0.62	0.60	0.62
Yola	1.23	0.37	0.38	0.49	1.11	0.42	0.34	0.35	1.04	0.33	0.35	0.35
Overall DisCos	28.77	9.34	9.00	10.43	26.89	9.26	9.14	8.49	25.56	8.80	8.66	8.10
Ajaokuta Steel	0.04	0.02	0.01	0.02	0.05	0.01	0.02	0.02	0.03	0.02	0.01	0.00
NIGELEEC	0.84	0.24	0.25	0.34	1.06	0.36	0.36	0.34	1.12	0.37	0.36	0.40
CEB (SAKETE)	1.47	0.55	0.46	0.46	1.10	0.44	0.35	0.31	0.37	0.29	0.03	0.05
Remittance (₦' Billion)												
Abuja	0.90	0.30	0.30	0.30	2.93	0.50	1.24	1.20	3.47	1.22	1.14	1.11
Benin	0.98	0.33	0.32	0.33	1.80	0.34	0.78	0.67	2.05	0.74	0.67	0.63
Eko	2.45	0.78	0.77	0.90	2.82	0.73	1.09	0.99	3.28	1.09	1.16	1.04
Enugu	0.60	0.20	0.20	0.20	1.74	0.30	0.74	0.70	2.12	0.70	0.74	0.68
Ibadan	1.13	0.38	0.36	0.38	2.74	0.47	1.17	1.09	3.52	1.21	1.23	1.08
Ikeja	2.23	0.72	0.69	0.82	3.30	0.71	1.38	1.21	3.72	1.25	1.27	1.20
Jos	0.15	0.05	0.05	0.05	0.55	0.08	0.07	0.40	1.22	0.41	0.41	0.40
Kaduna	0.70	0.32	0.18	0.20	0.88	0.20	0.35	0.33	2.06	0.98	0.58	0.50
Kano	0.30	0.10	0.10	0.10	0.81	0.10	0.10	0.61	1.87	0.88	0.50	0.49
Port Harcourt	0.44	0.14	0.16	0.14	1.43	0.15	0.66	0.62	1.78	0.62	0.60	0.55
Yola	0.74	0.22	0.28	0.24	0.78	0.21	0.22	0.35	1.04	0.33	0.35	0.35
Overall DisCos	10.62	3.54	3.41	3.67	19.77	3.79	7.81	8.16	26.13	9.45	8.66	8.03
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Remittance Performance (%)												
Abuja	22.46	23.52	24.85	19.69	76.06	35.14	100.00	100.00	100.00	100.00	100.00	100.00
Benin	36.16	36.50	36.50	35.50	77.90	40.00	100.00	100.00	100.00	100.00	100.00	100.00
Eko	70.00	70.00	70.00	70.00	89.96	70.00	100.00	100.00	100.00	100.00	100.00	100.00
Enugu	24.66	24.49	26.99	22.85	77.53	37.32	100.00	100.00	100.00	100.00	100.00	100.00
Ibadan	32.00	32.00	32.00	32.00	80.70	42.00	100.00	100.00	100.00	100.00	100.00	100.00
Ikeja	60.00	60.00	60.00	60.00	87.53	60.00	100.00	100.00	100.00	100.00	100.00	100.00
Jos	11.39	11.26	11.65	11.28	46.05	19.99	17.70	99.42	100.19	100.58	100.00	100.00
Kaduna	28.87	39.94	23.38	23.30	43.28	29.77	50.00	50.00	118.86	149.94	100.00	100.00
Kano	15.82	17.99	16.72	13.48	41.89	14.52	15.83	100.00	120.32	155.77	100.00	100.00
Port Harcourt	21.84	20.82	25.00	20.00	73.92	22.96	100.00	100.00	96.32	100.00	100.00	89.00
Yola	60.64	60.00	75.00	50.00	70.30	50.00	65.00	100.00	100.00	100.00	100.00	100.00
Overall DisCos	36.90	37.92	37.83	35.19	73.50	40.94	85.48	96.12	102.26	107.33	100.00	99.16
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Notes of the table:

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

Table IV: DisCos Invoices & Remittances to NBET in 2019/Q1-Q3

DisCos	2019 /Q1	Jan.	Feb.	Mar.	2019 /Q2	Apr.	May	Jun.	2019 /Q3	Jul.	Aug.	Sep.
Invoice (₦ Billion)												
Abuja	22.45	7.63	6.85	7.97	21.96	7.94	7.31	6.71	20.95	7.17	6.98	6.79
Benin	15.26	5.39	5.02	4.85	13.16	4.74	4.64	3.78	12.34	4.37	4.10	3.87
Eko	19.58	6.68	6.20	6.70	17.85	5.85	6.45	5.55	19.80	6.38	7.09	6.33
Enugu	13.66	4.88	4.20	4.58	12.77	4.48	4.37	3.91	12.80	4.11	4.51	4.17
Ibadan	19.75	7.03	6.44	6.27	19.28	6.28	6.89	6.10	21.19	7.11	7.52	6.56
Ikeja	20.86	7.17	6.50	7.19	21.58	6.58	8.19	6.82	22.52	7.37	7.82	7.33
Jos	7.39	2.65	2.43	2.31	6.83	2.23	2.33	2.27	7.33	2.40	2.49	2.45
Kaduna	13.56	4.81	4.27	4.48	11.51	3.74	4.11	3.66	10.41	3.83	3.56	3.02
Kano	10.61	3.33	3.40	3.88	10.99	3.85	3.74	3.41	9.38	3.33	3.07	2.97
Port Harcourt	11.38	4.02	3.60	3.76	10.99	3.64	3.90	3.45	11.11	3.65	3.70	3.77
Yola	6.84	2.19	2.12	2.53	6.27	2.31	2.03	1.93	6.25	1.95	2.16	2.14
Overall DisCos	161.35	55.78	51.03	54.53	153.19	51.64	53.96	47.58	154.08	51.68	53.01	49.40
Ajaokuta Steel	0.26	0.09	0.08	0.09	0.28	0.09	0.09	0.10	0.18	0.10	0.08	0.00
NIGELEC	2.17	0.62	0.67	0.88	2.63	0.87	0.93	0.83	2.98	0.96	0.95	1.07
CEB (SAKETE)	8.27	3.06	2.64	2.57	6.06	2.46	1.92	1.68	1.90	1.55	0.12	0.22
Remittance (₦ Billion)												
Abuja	6.50	1.80	2.20	2.50	7.50	3.00	2.50	2.00	7.30	1.80	2.44	3.06
Benin	3.62	1.21	1.21	1.21	3.05	1.16	1.14	0.76	0.86	0.00	0.86	0.00
Eko	7.50	2.34	2.48	2.68	6.26	2.34	2.26	1.67	8.26	2.90	2.49	2.87
Enugu	4.30	0.70	1.50	2.10	2.00	0.00	1.70	0.30	1.64	0.00	0.80	0.84
Ibadan	6.36	2.04	0.84	3.49	3.95	2.32	1.38	0.25	4.38	1.86	1.20	1.32
Ikeja	7.45	2.51	2.07	2.87	7.07	2.18	2.36	2.53	9.39	2.95	3.29	3.15
Jos	0.70	0.25	0.25	0.20	0.50	0.23	0.27	0.00	0.44	0.15	0.15	0.15
Kaduna	1.40	0.40	0.00	1.00	0.96	0.00	0.96	0.00	0.31	0.10	0.00	0.21
Kano	1.58	0.45	0.00	1.13	1.62	0.77	0.50	0.35	0.91	0.00	0.46	0.45
Port Harcourt	1.94	0.62	0.00	1.31	1.74	0.00	1.40	0.34	1.17	0.38	0.39	0.40
Yola	0.83	0.26	0.32	0.25	0.67	0.28	0.20	0.19	0.69	0.19	0.22	0.28
Overall DisCos	42.18	12.59	10.86	18.74	35.34	12.28	14.67	8.39	35.35	10.33	12.30	12.72
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Remittance Performance (%)												
Abuja	28.95	23.60	32.11	31.36	34.15	37.77	34.20	29.82	34.85	25.09	35.00	45.00
Benin	23.74	22.52	24.00	24.83	23.20	24.50	24.48	20.00	7.00	0.00	21.06	0.00
Eko	38.29	35.00	40.00	40.00	35.07	40.00	34.98	30.00	41.75	45.40	35.20	45.40
Enugu	31.47	14.34	35.69	45.87	15.66	0.00	38.87	7.67	12.78	0.00	17.73	20.01
Ibadan	32.22	29.00	13.00	55.58	20.50	37.00	19.99	4.10	20.69	26.20	16.00	20.10
Ikeja	35.73	35.00	31.81	40.00	32.77	33.20	28.86	37.05	41.67	40.00	42.00	43.00
Jos	9.47	9.44	10.30	8.65	7.33	10.33	11.58	0.00	6.01	6.05	5.93	6.05
Kaduna	10.31	8.31	0.00	22.30	8.35	0.00	23.35	0.00	3.00	2.63	0.00	7.00
Kano	14.86	13.52	0.00	28.99	14.73	20.00	13.38	10.26	9.72	0.00	15.00	15.13
Port Harcourt	17.02	15.49	0.00	34.92	15.88	0.00	35.91	10.00	10.50	10.50	10.50	10.50
Yola	12.19	12.00	15.00	10.00	10.74	12.00	9.99	10.00	11.03	10.00	10.00	13.00
Overall DisCos	26.15	22.57	21.28	34.36	23.07	23.79	27.18	17.62	22.94	20.00	23.21	25.74
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	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-Q3

DisCos	2019 /Q1	Jan.	Feb.	Mar.	2019 /Q2	Apr.	May	Jun.	2019 /Q3	Jul.	Aug.	Sep.
Invoice (₦ Billion)												
Abuja	26.46	8.90	8.06	9.50	25.82	9.37	8.55	7.90	24.42	8.39	8.12	7.90
Benin	17.98	6.29	5.91	5.78	15.47	5.59	5.42	4.45	14.39	5.11	4.77	4.51
Eko	23.08	7.80	7.29	7.98	20.98	6.89	7.55	6.54	23.08	7.47	8.25	7.37
Enugu	16.10	5.70	4.94	5.45	15.01	5.29	5.11	4.61	14.92	4.81	5.25	4.86
Ibadan	23.27	8.21	7.58	7.48	22.67	7.41	8.06	7.19	24.72	8.33	8.76	7.63
Ikeja	24.57	8.37	7.65	8.56	25.36	7.75	9.57	8.03	26.25	8.62	9.09	8.53
Jos	8.71	3.09	2.86	2.76	8.03	2.63	2.73	2.67	8.55	2.81	2.89	2.85
Kaduna	15.98	5.62	5.03	5.33	13.53	4.41	4.81	4.31	12.15	4.49	4.14	3.51
Kano	12.50	3.88	3.99	4.63	12.92	4.54	4.37	4.02	10.93	3.90	3.58	3.46
Port Harcourt	13.40	4.69	4.23	4.48	12.92	4.29	4.56	4.06	12.96	4.27	4.30	4.39
Yola	8.07	2.56	2.50	3.01	7.38	2.73	2.37	2.28	7.29	2.28	2.52	2.49
Overall DisCos	190.12	65.12	60.04	64.96	180.08	60.90	63.10	56.08	179.66	60.48	61.66	57.50
Ajaokuta Steel	0.30	0.10	0.09	0.11	0.32	0.10	0.11	0.11	0.21	0.11	0.10	0.00
NIGELEC	3.02	0.86	0.92	1.23	3.69	1.23	1.29	1.17	4.11	1.33	1.31	1.47
CEB (SAKETE)	9.74	3.61	3.09	3.04	7.16	2.90	2.28	1.98	2.27	1.84	0.15	0.28
Remittance (₦ Billion)												
Abuja	7.40	2.10	2.50	2.80	10.43	3.50	3.74	3.20	10.77	3.02	3.58	4.17
Benin	4.61	1.54	1.53	1.53	4.85	1.50	1.92	1.43	2.91	0.74	1.53	0.63
Eko	9.94	3.12	3.24	3.58	9.08	3.07	3.35	2.66	11.55	3.98	3.65	3.91
Enugu	4.90	0.90	1.70	2.30	3.74	0.30	2.44	1.00	3.76	0.70	1.54	1.52
Ibadan	7.49	2.42	1.20	3.87	6.69	2.80	2.55	1.34	7.91	3.08	2.44	2.40
Ikeja	9.68	3.23	2.75	3.70	10.37	2.89	3.75	3.74	13.11	4.20	4.56	4.35
Jos	0.85	0.30	0.30	0.25	1.05	0.31	0.34	0.40	1.66	0.56	0.55	0.55
Kaduna	2.10	0.72	0.18	1.20	1.84	0.20	1.31	0.33	2.37	1.08	0.58	0.71
Kano	1.88	0.55	0.10	1.23	2.43	0.87	0.60	0.96	2.78	0.88	0.96	0.94
Port Harcourt	2.38	0.76	0.16	1.46	3.17	0.15	2.06	0.96	2.94	1.00	0.99	0.95
Yola	1.58	0.48	0.60	0.50	1.45	0.49	0.43	0.54	1.73	0.53	0.57	0.63
Overall DisCos	52.80	16.13	14.26	22.41	55.10	16.08	22.48	16.55	58.81	19.78	20.96	20.75
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Remittance Performance (%)												
Abuja	27.97	23.59	31.03	29.49	40.41	37.37	43.72	40.44	44.11	36.0	44.1	52.7
Benin	25.62	24.53	25.87	26.54	31.37	26.86	35.41	32.11	20.23	14.5	32.1	14.1
Eko	43.09	40.02	44.50	44.82	43.26	44.56	44.39	40.60	50.03	53.3	44.3	53.1
Enugu	30.44	15.79	34.39	42.18	24.90	5.67	47.72	21.65	25.17	14.5	29.3	31.3
Ibadan	32.19	29.43	15.86	51.78	29.50	37.76	31.60	18.65	32.00	37.0	27.8	31.4
Ikeja	39.39	38.57	36.03	43.20	40.92	37.26	39.14	46.56	49.94	48.7	50.1	51.0
Jos	9.76	9.70	10.50	9.07	13.12	11.80	12.47	15.08	19.43	19.8	19.2	19.3
Kaduna	13.12	12.85	3.51	22.46	13.57	4.53	27.22	7.59	19.53	24.1	14.1	20.1
Kano	15.00	14.16	2.50	26.50	18.78	19.17	13.74	23.83	25.44	22.6	26.9	27.1
Port Harcourt	17.75	16.26	3.75	32.53	24.55	3.49	45.20	23.64	22.71	23.5	23.1	21.6
Yola	19.57	18.90	24.02	16.44	19.67	17.79	17.98	23.67	23.71	23.1	22.7	25.3
Overall DisCos	27.77	24.77	23.76	34.50	30.60	26.40	35.62	29.51	32.73	32.7	34.0	36.1
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	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/Q3

Complaints Categories	Electricity Distribution Companies (DisCos)											All DisCos
	Abuja	Benin	Eko	Enugu	Ibadan	Ikeja	Jos	Kaduna	Kano	Port Harcourt	Yola	
Billing	5,634	2,993	5,773	9,586	3,048	7,548	1,080	2,819	1,888	5,848	836	47,053
Connection Delay	396	391	996	2,909	378	1,062	-	166	191	614	132	7,235
Disconnection	1,449	814	2,292	4,435	1,254	3,374	102	938	664	2,455	284	18,061
Interruption	1,294	1,331	1,584	6,034	1,031	4,510	2,209	1,890	457	1,530	227	22,097
Load Shedding	505	294	658	18,189	170	610	-	130	135	862	69	21,622
Metering	5,380	3,522	3,793	9,198	2,216	6,310	462	2,580	1,342	3,457	577	38,837
Others	1,219	746	259	3,282	244	3,128	462	247	88	293	125	10,093
Voltage	477	426	868	2,616	316	1,311	309	594	223	629	66	7,835
Total	16,354	10,517	16,223	56,249	8,657	27,853	4,624	9,364	4,988	15,688	2,316	172,833

Table VII: Lists and Addresses of NERC Forum Offices as at September 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	Umuahia, Abia State	House 2, Adelabu Street, Amaokwe Housing Estate, Umuahia 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-Q3

S/N	Forum Offices	2019/Q1: Customers Complaints					2019/Q2: Customers Complaints					2019/Q3: Customers Complaints				
		Received	Resolved	Pending	No of Hearings	Resolution Rate	Received	Resolved	Pending	No of Hearings	Resolution Rate	Received	Resolved	Pending	No of Hearings	Resolution Rate
1	Abakaliki, Ebonyi State	37	22	15	1	59%	48	31	17	2	65%	33	28	5	1	85%
2	Abuja, FCT	438	214	224	5	49%	261	148*	110	6	57%	197	162	35	4	82%
3	Asaba, Delta State	126	80	46	4	63%	62	55	7	2	89%	88	67	21	3	76%
4	Awka, Anambra State	86	41	45	1	48%	84	33	51	2	39%	92	54	38	2	59%
5	Bauchi, Bauchi State	11	8*	2	1	73%	5	2	3	0	40%	6	5	1	0	83%
6	Benin, Edo State	52	16	36	2	31%	84	59	25	4	70%	97	84*	12	4	87%
7	Birnin Kebbi, Kebbi State	10	6	4	0	60%	9	5	4	0	56%	11	4	7	1	36%
8	Calabar, Cross Rivers State	15	12	3	2	80%	8	1	7	0	13%	9	0	9	0	0%
9	Dutse, Jigawa State	6	0	6	1	0%	0	0	0	0	-	2	0	2	0	0%
10	Eko, Lagos State	333	70	263	2	21%	332	115	217	6	35%	194	162	32	6	84%
11	Enugu, Enugu State	67	52	15	0	78%	48	30	18	3	63%	35	14	21	2	40%
12	Gombe, Gombe State	10	1	9	0	10%	10	5	5	1	50%	8	1	7	0	13%
13	Gusau, Zamfara State	21	3	18	0	14%	20	9	11	0	45%	14	7	7	1	50%
14	Ibadan, Oyo State	223	72	151	11	32%	301	205	96	10	68%	236	19*	213	6	8%
15	Ikeja, Lagos State	456	153*	298	11	34%	637	269	368	8	42%	1193	802*	386	21	67%
16	Ilorin, Kwara State	45	11	34	2	24%	58	14*	42	2	24%	137	93*	40	1	68%
17	Jos, Plateau State	12	2	10	0	17%	5	0	5	0	0%	14	0	14	0	0%
18	Kaduna, Kaduna State	43	23*	16	2	53%	39	11*	25	1	28%	65	10*	51	1	15%
19	Kano, Kano State	87	8*	74	1	9%	82	68*	13	2	83%	18	9*	4	1	50%
20	Katsina, Katsina State	7	1	6	0	14%	12	10*	0	0	83%	1	1	0	0	100%
24	Lafia, Nasarawa State	42	22*	10	2	52%	77	50*	20	3	65%	94	49*	39	0	52%
21	Lokoja, Kogi State	23	13	10	1	57%	57	14	43	1	25%	41	2	39	0	5%
22	Makurdi, Benue State	14	0*	5	0	0%	7	0*	2	0	0%	14	0*	7	0	0%
23	Osogbo, Osun State	219	86	133	2	39%	408	172	236	4	42%	630	505	125	5	80%
25	Owerri, Imo State	22	10	12	2	45%	31	12	19	1	39%	29	18	11	1	62%
26	Port Harcourt, Rivers State	131	62	69	2	47%	31	20	11	2	65%	158	124	34	8	78%
27	Sokoto, Sokoto State	28	12	16	0	43%	16	8	8	0	50%	32	15	17	0	47%
28	Umuahia, Abia State	54	19*	34	2	35%	79	21	58	2	27%	78	60*	15	4	77%
29	Uyo, Akwa Ibom	51	32	19	0	63%	33	33	0	2	100%	59	11*	47	0	19%
30	Yola, Adamawa	9	6	3	0	67%	12	8	4	1	67%	17	4	13	0	24%
	All Forum Offices	2,678	1,057	1,586	57	39%	2,856	1,408	1,425	65	49%	3602	2310	1252	72	64%

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-Q3

S/N	Forum Office	2019/Q1 Complaints Category:									2019/Q2 Complaints Category:									2019/Q3 Complaints Category:								
		Billing	Metering	Conn. Delay	Voltage	Disconnection	Interruption	Load shedding	Others	Total	Billing	Metering	Conn. Delay	Voltage	Disconnection	Interruption	Load shedding	Others	Total	Billing	Metering	Conn. Delay	Voltage	Disconnection	Interruption	Load shedding	Others	Total
1	Abakaliki, Ebonyi State	37	0	0	0	0	0	0	0	37	23	17	0	0	8	0	0	48	10	12	0	0	3	8	0	0	33	
2	Abuja, FCT	326	11	0	0	0	0	0	1	438	112	87	0	0	7	32	0	23	261	41	96	14	0	7	32	0	7	197
3	Asaba, Delta State	50	03	0	0	40	0	0	0	126	29	19	0	0	3	0	4	4	62	32	30	3	2	16	0	4	1	88
4	Awka, Anambra State	41	34	0	0	11	0	0	0	86	33	27	0	0	0	0	4	20	84	33	34	10	0	5	0	4	6	92
5	Bauchi, Bauchi State	8	0	0	0	0	0	0	3	11	3	2	0	0	0	0	0	0	5	2	2	0	1	0	0	0	1	6
6	Benin, Edo State	31	12	0	0	5	0	0	4	52	41	23	0	0	0	6	0	14	84	23	50	2	0	9	6	0	7	97
7	B/Kebbi, Kebbi State	4	6	0	0	0	0	0	0	10	3	3	0	0	0	0	0	3	9	6	5	0	0	0	0	0	0	11
8	Calabar, C/Rivers State	10	2	0	0	0	1	0	2	15	3	4	0	0	0	0	0	1	8	5	2	0	0	0	1	0	1	9
9	Dutse, Jigawa State	0	1	0	0	5	0	0	0	6	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	2
10	Eko, Lagos State	123	54	0	0	34	0	0	12	333	134	112	0	0	15	0	21	50	332	69	74	0	7	2	11	21	10	194
11	Enugu, Enugu State	21	36	0	0	10	0	0	0	67	22	19	0	0	0	0	0	7	48	20	10			3			2	35
12	Gombe, Gombe State	5	3	0	0	1	0	0	1	10	4	5	0	0	0	0	0	1	10	2	1	1	0	1	0	0	3	8
13	Gusau, Zamfara State	12	0	0	0	0	0	0	9	21	12	8	0	0	0	0	0	0	20	4	6	0	1	0	0	0	3	14
14	Ibadan, Oyo State	74	41	0	0	0	0	6	10	223	171	123	0	0	0	0	0	7	301	95	103	0	0	8	3	6	21	236
15	Ikeja, Lagos State	221	14	0	0	90	0	0	2	456	248	211	0	0	0	0	0	17	637	412	405	54	51	0	41	76	14	119
16	Ilorin, Kwara State	17	26	0	0	2	0	0	0	45	17	31	0	0	0	0	0	10	58	52	63	0	17	3	0	1	1	137
17	Jos, Plateau State	5	0	0	0	0	0	0	7	12	3	0	0	0	0	0	0	2	5	7	5	0	0	1	0	0	1	14
18	Kaduna, Kaduna State	26	10	6	0	0	1	0	0	43	16	23	6	0	0	0	0	0	39	19	28	6	0	5	2	0	5	65
19	Kano, Kano State	72	7	0	0	2	0	0	6	87	39	32	0	0	0	3	0	8	82	2	0	0	0	3	1	0	12	18
20	Katsina, Katsina State	1	0	0	0	1	5	0	0	7	7	4	0	0	0	0	0	1	12	0	0	0	0	1	0	0	0	1
24	Lafia, Nasarawa State	30	12	0	0	0	0	0	0	42	19	28	0	5	0	0	7	16	77	38	42				12		2	94
21	Lokoja, Kogi State	23	0	0	0	0	0	0	0	23	35	19	0	0	0	0	0	3	57	23	10	0	5	2	0	0	1	41
22	Makurdi, Benue State	13	0	0	0	0	0	0	1	14	3	2	0	0	0	0	0	2	7	5	2	0	0	1	0	2	4	14
23	Osogbo, Osun State	102	78	0	0	0	0	0	39	219	227	143	0	0	0	0	0	38	408	215	317	20	0	56	0	7	15	630
25	Owerri, Imo State	8	5	0	0	7	0	0	2	22	12	17	0	0	0	0	0	2	31	7	20	0	0	1	0	0	1	29
26	P/Harcourt, Rivers State	81	20	0	0	0	0	0	30	131	7	12	0	3	0	0	0	9	31	105	36	0	3	3	0	0	11	158

27	<i>Sokoto, Sokoto State</i>	12	16	0	0	0	0	0	0	28	7	5	0	1	0	0	0	3	16	10	11	5	4	0	0	0	2	32
28	<i>Umuahia, Abia State</i>	21	15	0	0	13	0	0	5	54	34	27	0	4	0	0	0	14	79	28	32	0	4	8	0	3	3	78
29	<i>Uyo, Akwa Ibom State</i>	36	5	0	0	0	0	0	10	51	11	13	0	2	2	0	0	5	33	33	12	0	2	2	5	5	0	59
30	<i>Yola, Adamawa State</i>	6	3	0	0	0	0	0	0	9	4	3	0	0	0	0	0	5	12	5	8	0	0	2	0	0	2	17
	All Forum Offices	141	67	6	0	22	7	6	34	267	127	101	6	15	27	49	36	42	285	130	141	11		28	12	12	13	360
		6	6	6	0	1	7	6	6	8	9	9	6	15	27	49	36	6	6	3	8	5	97	2	2	9	6	2

Table X: Monthly Revenue & Expenditure of the Commission in 2019/Q1-Q3

Description	Summary for 2019/Q1 (₦ Million)				Summary for 2019/Q2 (₦ Million)				Summary for 2019/Q3 (₦ Million)			
	Jan.	Feb.	Mar.	Total	Apr.	May	Jun.	Total	Jul.	Aug.	Sep.	Total
A. Revenue												
Operating Levy (i.e., MC)	318.20	505.68	353.85	1,177.73	280.73	410.74	305.51	996.98	862.98	989.61	823.66	2,676.25
Other IGR	10.37	13.75	50.38	74.50	53.61	134.36	68.27	256.24	52.77	71.74	46.26	170.770
Total Revenue	328.57	519.43	404.23	1,252.23	334.34	545.10	373.78	1,253.22	915.75	1,061.35	869.92	2,847.02
B. Expenditure												
Personnel Cost	425.47	351.34	459.32	1,236.13	287.49	326.61	451.91	1,066.01	301.75	221.10	176.11	698.96
Regulatory Expenses	27.20	67.25	31.10	125.55	101.78	96.99	109.05	307.82	133.39	124.69	95.40	353.48
Admin & General Maintenance	4.62	17.92	31.60	54.14	24.16	32.74	17.11	74.01	18.25	19.43	26.00	63.68
Total Expenditure	457.29	436.51	522.02	1,415.82	413.43	456.34	578.07	1,447.84	453.39	365.22	297.51	1,116.12
C. Net Cash Flow (A-B)	(128.72)	82.92	(117.79)	(163.59)	(79.09)	88.76	(204.29)	(194.62)	462.36	696.13	572.41	1,730.90
Memo:												
Outstanding Liabilities as at the end of the Stated Quarters				(693.59)				(708.85)				(365.77)

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



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