



## **GUIDELINES FOR THE CONTINUITY OF SERVICE IN THE NIGERIAN ELECTRICITY SUPPLY INDUSTRY**

The Nigerian Electricity Regulatory Commission (“the Commission”), has been monitoring the rampaging effects of the COVID -19 pandemic in Nigeria and the world at large. Considering the cardinal role of electric power in sustaining the wellbeing of any nation and particularly in powering critical infrastructure, the Commission is directing all operators in the electricity industry to ensure continuity of service during this difficult period. It has further become expedient to issue the following guidelines:

- (i) All operators shall continue to observe instructions and guidance issued by the Federal Government and the Nigerian Centre for Disease Control towards containing the spread of COVID-19.
- (ii) All operators in the Nigerian Electric Supply Industry have been directed to immediately activate their Business Continuity Plan. The plan shall, at a minimum, cover the following:
  - (a) Minimum manpower requirements to maintain businesses operations;
  - (b) Contingency plans for accommodating essential staff on site;
  - (c) Health and isolation facilities for localized outbreak of COVID -19;
  - (d) Provision of essential resources including food, medical supplies, etc;
  - (e) Plans for sourcing of essential spare parts and consumables;
  - (f) Plans for monitoring of assets and equipment;
  - (g) Continuity arrangement for clearance of faults; and
  - (h) Alternative channels for engaging with customers.
- (iii) Operators in the electricity supply industry are required to comply with social distancing to the extent allowed by the operating environment with formal meetings conducted over any of the available technology platforms.
- (iv) All operators are encouraged to maintain only essential staff in the offices at all times working under the NCDC guidelines of social distancing, regular washing of hands and the use of sanitisers.

- (v) All customer care staff are required to minimize physical contact with members of the public by leveraging on other communication channels.
- (vi) The management of utilities should provide essential accommodation for transmission and distribution operators who may work on longer shifts to reduce the risk of exposure during commuting.
- (vii) Operators are to deploy sufficient technical fault management and resolution methodologies to ensure faults are resolved within manageable periods.
- (viii) Operators are encouraged to adopt a decentralized network management system to ensure early restoration of faults and resolution of technical issues.
- (ix) GenCos are required to closely monitor generating units in service to reduce the incidence of unplanned shutdown.
- (x) The System Operator is required to ensure that generating units not available to provide energy and capacity are reported to both NBET and MO for the purpose of preparing the monthly market settlement statement.
- (xi) All licensees of the Commission are required to ensure sustained communication with the Regulator for a timely report of contingency events that may require urgent intervention.

## **MANAGEMENT**

**March 31, 2020**