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COMMISSION



Electricity on Demand

NERC QUARTERLY REPORT

FIRST QUARTER 2018

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NERC quarterly report is designated for the dissemination of electricity supply information in Nigeria on current basis. 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 finance 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 institutions, the private sector as well as general readers.

Subscription of the NERC quarterly report is available without charge to the stakeholders of the Nigerian Electricity Supply Industry, government agencies and corporations. Individuals, on request, can obtain any particular issue without a charge. Please direct all inquiries, comments and suggestions on the report to

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EDITORIAL

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LIST OF ABBREVIATIONS

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

1. EXECUTIVE SUMMARY

SUMMARY

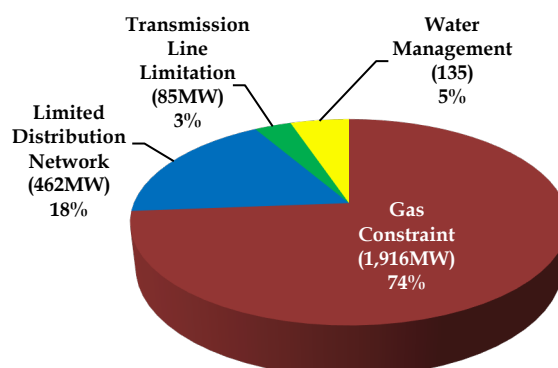
STATE OF THE INDUSTRY:

Total electricity generated in 2018Q1 was 8,511,481 MWh – 2% less than the generation in 2017Q4.

Average capacity utilization rate declined by 1.1% in 2018Q1

Operational Performance: The Commission continues its task of monitoring the operational and commercial performance of the Nigerian electricity industry in fulfilling its mandate contained in the Electric Power Sector Reform (EPSR) Act 2005. During the first quarter of 2018, the total electricity generated was 8,511,481MWh – 2% less than the generation recorded in the last quarter of 2017 despite increase in available generation units. The quarterly industry's daily generation peak of 5,047MW recorded on the 14th day of February 2018 was also less than that of the preceding quarter. With the decrease in generation, not surprisingly, the average utilization rate of the total available generation capacity declined by 1.1% from 54.4% recorded in the last quarter of 2017. As shown in Figure A, gas constraint is largely responsible for stranded capacity that led to the decline in generation. Other factors limiting generation include transmission line and distribution networks limitations and water management.

Figure A: Stranded Capacity by Constraints in 2018Q1



As stated in the 2017Q4 report, resolving these constraints remains as a top priority of the Commission. On its part, the Commission has started executing the actionable items identified in its 2017-2020 Strategic Plan towards addressing constraints in transmission and distribution networks. The Commission has initiated a process for thorough technical assessment of DisCos' utilisation of capital expenditure allowances for relevance and cost efficiency. The Commission is also planning a tariff reset that adequately provides for revenue requirement necessary for TCN and DisCos' optimal performance. Similarly, to resolve the issue related to gas supply

shortage, the government has started the implementation of gas payment assurance facility for power generation to enable GenCos fulfil their payment obligations to gas suppliers.

Six (6) total-system collapse occurred in 2018Q1.

Although no partial system collapse was experienced in the quarter under review, total system collapse worsened, increasing from one (1) recorded in the last quarter of 2017 to six (6) in 2018Q1. Five (5) of the system collapse incidents occurred in January 2018 while one occurred in February 2018. The system collapse was attributed to lack of generation by Egbin, Olorunsogo and Omotosho power plants, among others, due to gas constraints which resulted from the breakdown in the Escravos gas pipeline. This incident confirms the concern that the Commission expressed in the previous reports, on how sudden operational disruption in some plants could affect grid stability given the share of the industry output contributed by those plants.

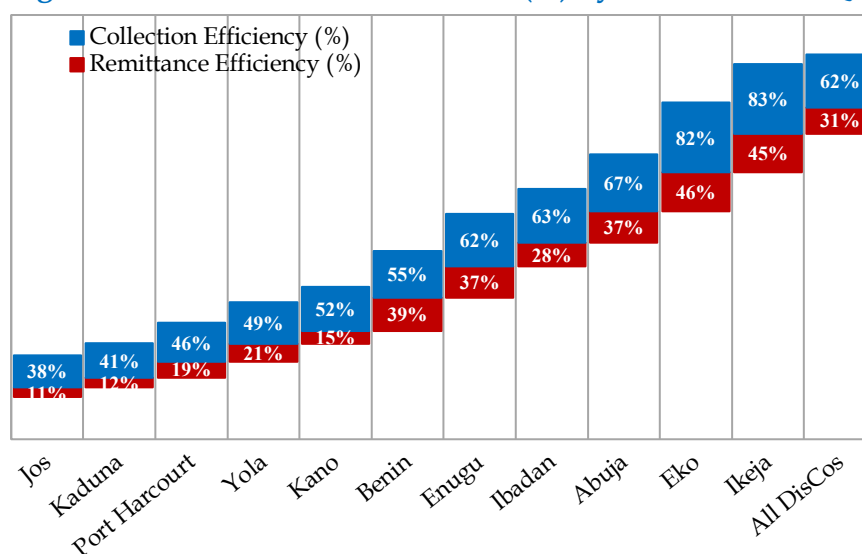
Second, the system collapse incident was also partly attributable to lack of adequate ancillary services which the System Operator could have used to offset the impact on the grid of the plant(s) that suddenly shut down their operation. The Commission is working with TCN on procurement of adequate ancillary capacity in order to forestall frequent system collapse.

DisCos' collection efficiency stood at 62.3% while remittance to NBET and MO was 31.4%.

Commercial Performance: Financial illiquidity remains the most significant challenge affecting the industry's sustainability. This serious liquidity challenge is partly attributed to non-cost-reflective tariffs, and high technical and commercial losses aggravated by consumers' apathy to payment arising from estimated billing and poor quality of supply in most load centres. Out of the ₦171.1billion billed to customers in the first quarter of 2018, only ₦106.6billion was recovered, representing 62.3% collection efficiency. Therefore, out of every ₦10 worth of electricity sold during the quarter under review, ₦3.8 is uncollected. The liquidity challenge in NESI was further reflected in the DisCos' remittances relative to NBET's and MO's invoices. In the first quarter of 2018, whereas DisCos were issued a total invoice of ₦163.1billion for energy received from NBET and for the service charge by MOs, only ₦51.2billion (31.4%) was settled by DisCos, creating a huge shortfall of ₦112.0billion.

In the period under review, the total invoice issued to international customers (CEB/SAKETE and NIGELEC) and special customers (Ajaokuta steel Co. Ltd and environs) stood at ₦12.2billion. However no payment was received from these customers. The Commission notes that the Nigerian government has continued to engage governments of the neighbouring countries to ensure payments for the electricity purchased.

Figure B: Collection and Remittance (%) by DisCos in 2018Q1



Although the low remittance by DisCos to NBET and MOs is partly due to low collection and existing tariff shortfall, the Commission has observed that on their part, the DISCOs seem to have capped their monthly remittance thereby keeping more than their fair share from the market funds. This is evident in Figure B which shows that the DisCos' remittance performances are significantly lower than their collection efficiency.

A major initiative towards improving revenue collection in the Nigerian electricity industry is the provision of meters to all end-use consumers of electricity. As such, the Commission has launched a Meter Asset Provider Regulations which involve the engagement of third party meter providers to work with the DisCos in bridging the metering gap in the industry. Similarly, to address the liquidity hitches, with particular emphasis on the poor remittance by DisCos, the Commission is finalising the framework, initiated in the third quarter of 2017 that will ensure a fair and equitable distribution of market revenues.

THE**COMMISSION:**

*6 new, 3 renewals
and 1 extended
licence application
with a total
nameplate
capacity of
1,839.5MW were
approved in
2018Q1.*

Regulations and Orders: The Commission approved the Meter Asset Providers (MAP) Regulations on the 8th March 2018. As previously reported the last quarter, the regulations aim to ensure speedy deployment of meters. The regulations which mandate all DisCos to engage the services of MAPs became effective on the 3rd of April 2018. The Commission has since commenced the monitoring of DisCos' compliance to the provisions of the regulation.

Licensing and Permits: After satisfactory evaluation, the Commission issued two (2) new on-grid and four (4) off-grid licences. During the quarter, an extension of five years was also granted to one (1) other generation licence. The total nameplate capacity of the licences summed up to 1,464.5MW. Similarly, three (3) permits for a total capacity of 375MW were renewed for captive power generation.

In the same quarter, the Commission approved the following: the transfer of Licences by Mobil Producing Nigeria Limited to Qua Iboe Power Plant Limited, and that of North-South Power Limited to Shiroro Solar Generating Company Limited; the transfer of shares of 4,999,999 from Nova Solar 5 Farms to Azura Katsina Limited. The Commission approved the certification of five (5) Meter Service Providers – installation and importer categories – while the technical evaluation of IEDN applications from Babcock consulting Limited, Hydro City Nigeria Limited, Otakikpo IEDN, Ariaria Market IEDN and Tadabo Electricity Distribution Company was continued.

Public Consultations & Engagements: Two main public consultations were held in the quarter under review. First was a stakeholder consultation on the MAP Regulations to further review the draft regulation. The consultation was held in Lagos from 29th to 30th January 2018. Secondly, at the instance of the Honourable Minister of Power, Works and Housing, a stakeholders meeting was held on 14th February 2018 with the Manufacturers Association of Nigeria (MAN), DISCOs, and GENCOs to discuss how the 2,000MW stranded generation capacity could be utilised through the Eligible Customer (EC) framework.

There were 23 (new and existing) enforcement cases before the Commission in 2018Q1

Compliance and Enforcement: The Commission investigated and continued enforcement actions against violations, breaches and infractions by some licensees. These include violations of regulations, failure to provide required data within a timeline, accidents and electrocution cases. As at the end of the first quarter of 2018, there were twenty-three (23) enforcement cases before the Commission. These include both new and existing enforcements which were commenced in the previous quarters. Upon completion of investigations and verification of claims, Notices of Intention to Commence Enforcement (NICE) were issued to Abuja, Ibadan, Ikeja, Kaduna, Kano, Port-Harcourt and Yola DisCos

In 2018Q1, electrical accidents resulted in 23 deaths and 18 injuries of various degrees involving both employees of operators and third parties.

Health and Safety: The Commission received a total of 67 accident reports from the licensees during the first quarter of 2018. The accidents resulted in 15 deaths and 10 injuries of various degrees involving both employees of the companies and third parties. In comparison to the last quarter of 2017, there was a decline in the health and safety performance of the operators in the first quarter of 2018. Consequently, the Commission has shown improved efforts in developing various safety programmes aiming at eliminating accidents in the industry. Among the safety programs being implemented by the Commission include but not limited to standardisation of Protective Schemes, public enlightenment on safety, engagement of Government agencies on Right of Way violation and a review of operational procedure for Distribution System Operators on fault clearing.

CONSUMER AFFAIRS:

Consumer Education & Enlightenment: For continuous education of customers on their rights and obligations, and other services, the Commission directed the DisCos to submit their schedules for 2018 customer enlightenment programmes. On its part also, the Commission organised a town hall meeting with consumers in Kano on the 1st March 2018. The participants were educated on customer' rights and obligations, complaint redress mechanism, estimated billing, strategies to address metering and other challenges facing the industry.

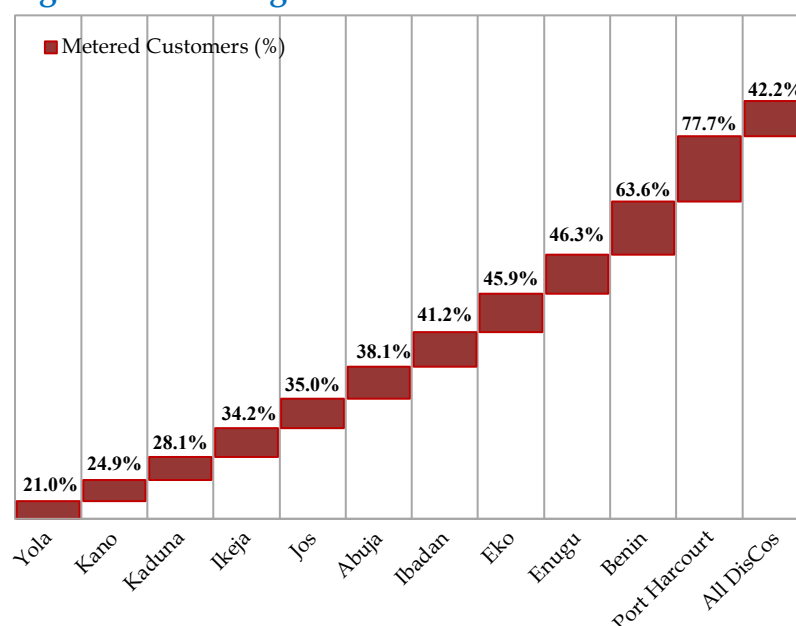
Metering: Metering still remains a key challenge facing the industry. Out of the 8,135,730 registered electricity customers, only 3,434,003 (about 42%) have been metered as at the end of the first quarter of

2018. In comparison with the last quarter of 2017, the registered customers (RC) increased by 2.37% while the metered customers (MC) declined by 3.9%. The increase in the number of registered customers is attributed to the on-going enumeration exercise by DISCOs, which has helped them (DisCos) to discover illegal connection and aptly register some individuals who had previously consumed electricity through illegal connection to their networks.

Only 2 DisCos had metered up to 50% of their registered customers as at 2018Q1.

Only two (2) DisCos including Benin and Port Harcourt had metered up to 50% of their customers as at the end of the first quarter of 2018. Overall, three in every five registered electricity consumers are unmetered. Yola DisCo had the lowest metering rate at 21%. During the quarter under review, the Commission finalised and launched MAP Regulation to fast-track meter roll-out in order to close the metering gap in NESI as soon as possible.

Figure C: Metering Status in NESI as at March 2018



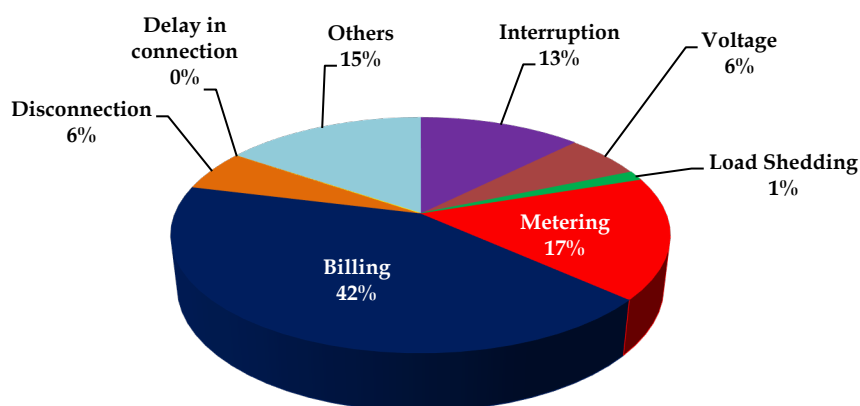
There was 17% decline in customer complaints

Customer Complaints: In 2018Q1, DisCos received a total of 108,874 complaints (17% less than 2017Q4) from their customers, and resolved a total of 72,846, representing 67% of the complaints received. Benin DisCo had the worst performance in resolving customer complaints. Whereas other DisCos resolved at least 60% of the complaints received from their customers during the quarter, Benin DisCo resolved only 26% of the complaints it received. Yola

and Enugu reached a commendable record of 99% resolution during the quarter under review. The Commission has contacted the Benin DisCo to explain the reason for their poor customer care.

Generally, customer complaints were typically on metering, estimated billing and service interruption among others. As shown in Figure D, metering and billing dominated the customer complaints, both accounting for 64,197 (i.e., 59%) of the total complaints in the first quarter of 2018. To reduce customers' complaints, the Commission continues to monitor and audit the complaint handling and resolution process by DisCos. Furthermore, the Commission, on a continuous basis, monitors the operation of its Forum Offices set up to adjudicate on consumers' complaints that are not adequately resolved to the satisfaction of customers by the customer unit of the responsible DisCos.

Figure D: Complaints Category Received by DisCos in 2018Q1



Alternative Dispute Resolution: The Commission handled a total of four (new and existing) disputes between operators and customers within the first quarter of 2018. These include Grey fields vs. AEDC; Crown Estate, Lekki vs. EKEDC; VGC, Lekki vs. EKEDC; and Osun State Government, BEDC and IBEDC. Resolutions have been passed on some of the disputes while others are still on-going.

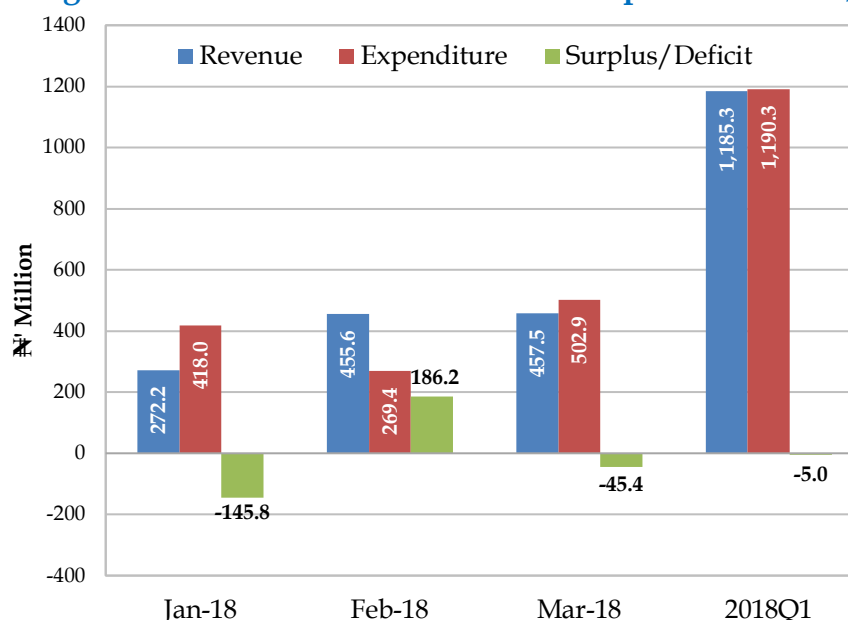
Litigation: During the first quarter of 2018, the Commission had one (1) new case of litigation from Benin DisCo's customers, for an alleged illegal disconnection and estimated billing of ₦2.5million by Benin Distribution Company. Furthermore, the Commission also continued with fourteen (14) other cases earlier reported in the previous quarters which are yet to be concluded.

The Commission:

Some members of staff were trained in Q1 2018 and promotion exercise has been scheduled for Q2 2018.

Financial Report: During the first quarter of 2018, the total revenue accrued to the Commission was ₦1.185billion comprising of ₦1.02billion from operational levy (i.e., market charges) and ₦166.86million from other sources (e.g., licensing). The accrued revenue during the quarter under review was 6% less than the revenue received in the preceding quarter. On the other hand, as shown in Figure E, the total expenditure of the Commission stood at ₦1.19billion as against ₦1.41billion in the last quarter of 2017. A comparison of revenue and expenditure of the Commission in the first quarter 2018 shows an improvement in its financial performance relative to the last quarter of 2017 as deficit reduced to ₦4.97million in 2018Q1.

Figure E: Commission's Revenue and Expenditure 2018Q1



The total accrued revenue to the Commission was ₦1.185billion.

Training and Promotion: The Commission notes the importance of training its staff as the quality of the personnel impacts very significantly on its operation and success. As such, during the first quarter of 2018, some members of staff were trained on Power Purchase Agreement, Strategic Review, and Electricity Regulation Index Study among others. A robust training plan for the rest of 2018 has also been mapped out based on the need assessment of the Commission. The Commission has finalized the plan to conduct promotion exercise for eligible staff at the beginning of the second quarter of 2018.

2. STATE OF THE INDUSTRY

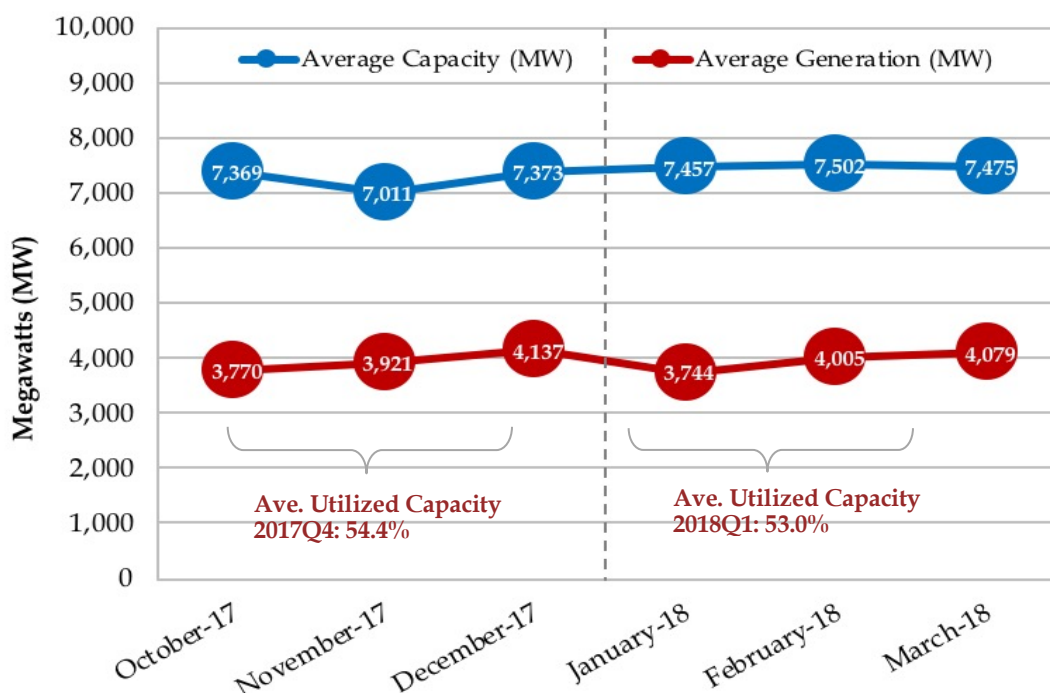
2.1. Operational Performance

2.1.1. Electricity Generation

In line with the mandate derived from the Electric Power Sector Reform (EPSR) Act 2005, the Commission continued to monitor the operational and commercial performance of the industry, and code of corporate governance of its licensees. The industry highest peak daily generation of 5,047MW for the quarter was recorded on the 14th February 2017. During the first quarter of 2018, available generation capacity rose by 3% to 7,477MW relative to the last quarter of 2017. This increase in available capacity is attributed to increase in the number of available generation units after maintenance and overhaul during the first quarter. On average, while 77 plant generation units were available in the last quarter of 2017, the generation units available during the first quarter of 2018 increased by one (1) unit to 78 units. However, due to some factors highlighted below, the increase in the available capacity did not translate into increase in output as total electricity generated during the first quarter of 2018 decreased by 2% from 8,705,606MWh recorded in the preceding quarter.

Figure 1 presents the daily average generation (in MW) and available capacity (in MW) in the last quarter (October – December) of 2017 and the first quarter (January – March) of 2018. The Figure shows that just 53% of the available capacity was utilised during the first quarter, a decrease of 1.4% from the capacity utilisation during the preceding quarter. This implies that approximately 47% of the available capacity was stranded during the first quarter of 2018 due to a combination of factors including inadequate gas supply, limitation in transmission and distribution networks, and water management.

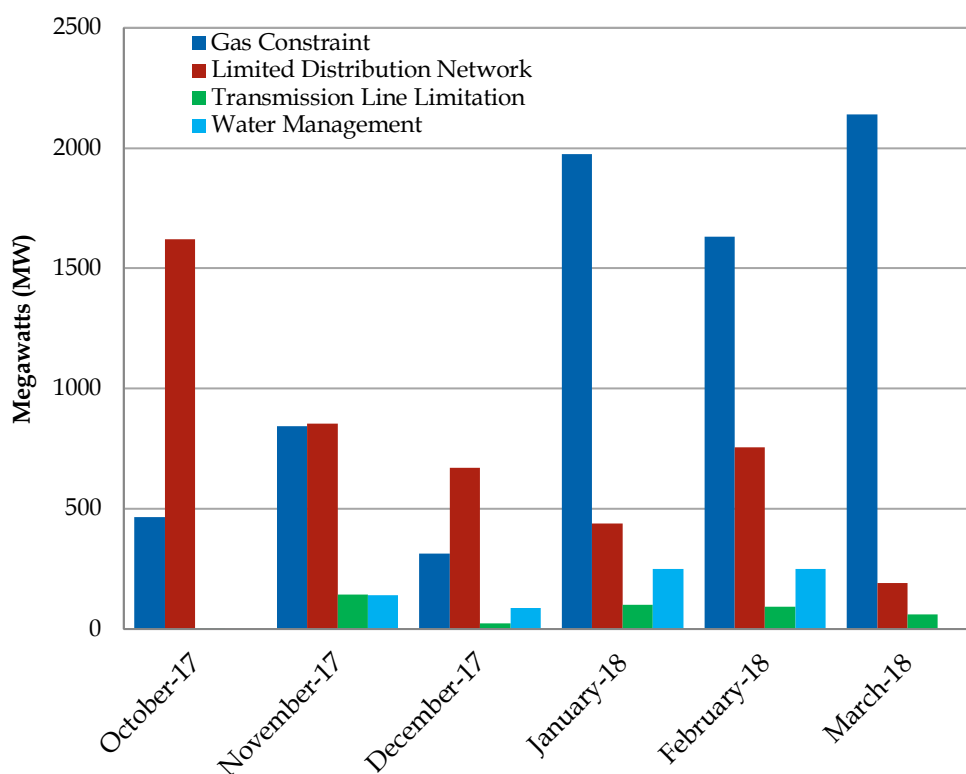
Figure 1: Average Daily Generation and Available Capacity



There was a noticeable increase in gas constraint during the quarter under review relative to the last quarter of 2017. Specifically, according to Figure 2, the generation capacity constraints due to gas supply increased from a daily average of 541MW during the fourth quarter of 2017 to 1,925.4MW in the first quarter 2018. Gas shortage during the first quarter was exacerbated by a fire incident on the Escravos Lagos Pipeline of the Nigerian Gas Processing and Transportation Company (NGC) Limited which affected six thermal power plants, including Egbin, Omotosho and Olorunsogo plants, among others. Also, during the quarter, some GENCOs including Geregu experienced high quantity of condensate in the pipeline, limiting the quantity of usable gas supplied to them.

Noticeably, the decline in electricity generation due to gas constraint was very significant when compared to the constraints attributed to poor transmission and distribution networks. These later factors respectively accounted for 84.3MW and 452.3MW of stranded capacity while water management accounted for 134MW.

Figure 2: Average Daily Stranded Generation Capacity by Type of Constraints



Resolving both the technical and operational challenges facing the industry remains one of the top priorities of the Commission. While the Federal Government of Nigeria has commenced the implementation of payment assurance facility for power generators to resolve the issue related to inadequate gas supply, the Commission has in collaboration with relevant stakeholders intensified efforts towards addressing the gas impasse in the power industry.

The Commission is also finalising plans to implement a number of actionable items identified in its 2017-2020 Strategic Plan towards addressing constraints related to transmission limitation and distribution networks. The planned strategy includes a thorough technical assessment of DisCos' utilisation of its capital expenditure allowances for relevance and cost efficiency, evaluation of the investments required by TCN and DisCos at all TCN/DisCos interface points, and a tariff reset in order to stimulate investments in network infrastructure.

2.1.2. Available Factor and Average Generation of Power Plants

The availability factor, defined as the number of hours that a power plant is able to produce electricity over a certain period relative to the number of hours in the period under consideration, recorded a decrease of 1.2% from the availability factor recorded in 2017Q4. On average, generation plants were available 63.5% of the time in 2018Q1, indicating that the proportion of operational time that a plant actually operated decreased from the previous quarter. As shown in Figure 3, among the power plants in operation during the first quarter, three (3) of them recorded 100% availability factor. Due to some factors, however, five (5) of the power plants (i.e., AES, ASCO, Azura and Afam I-V) were available less than 20% of the time. Specifically, AES had been shut down since 2016 due to several issues including high differential pressure at air inlet, and was only available for few days during the quarter. ASCO was out of operation for most of the period under review on various issues including low gas pressure, leakages in the furnace, and operational maintenance. Azura plant was under construction and only underwent commissioning testing during the period.

Figure 3: Plant Availability Factor (%) in 2018Q1

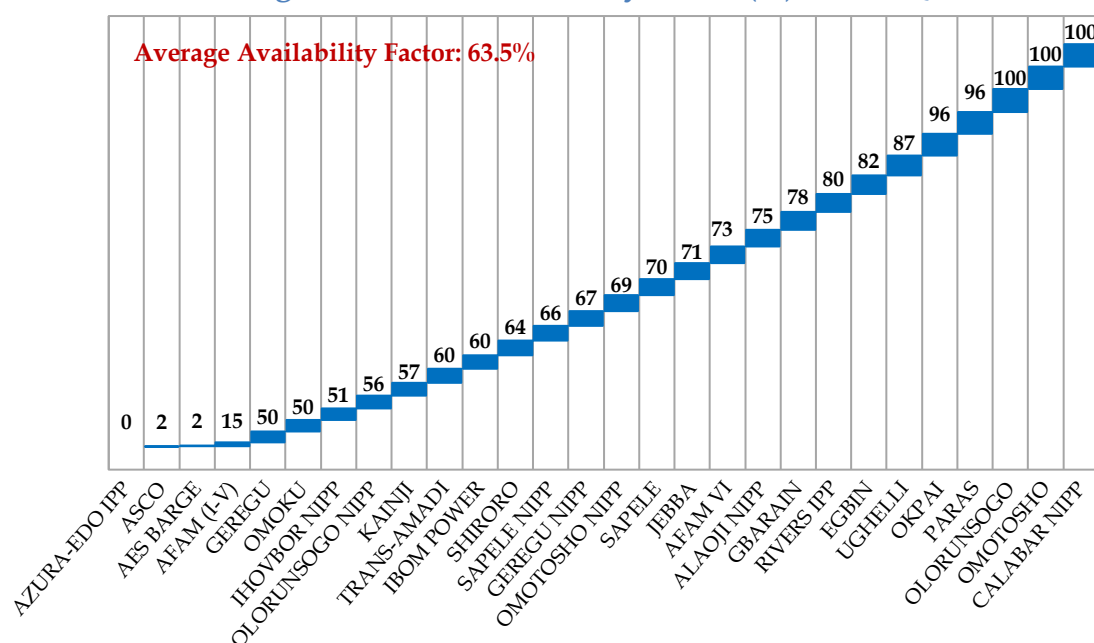
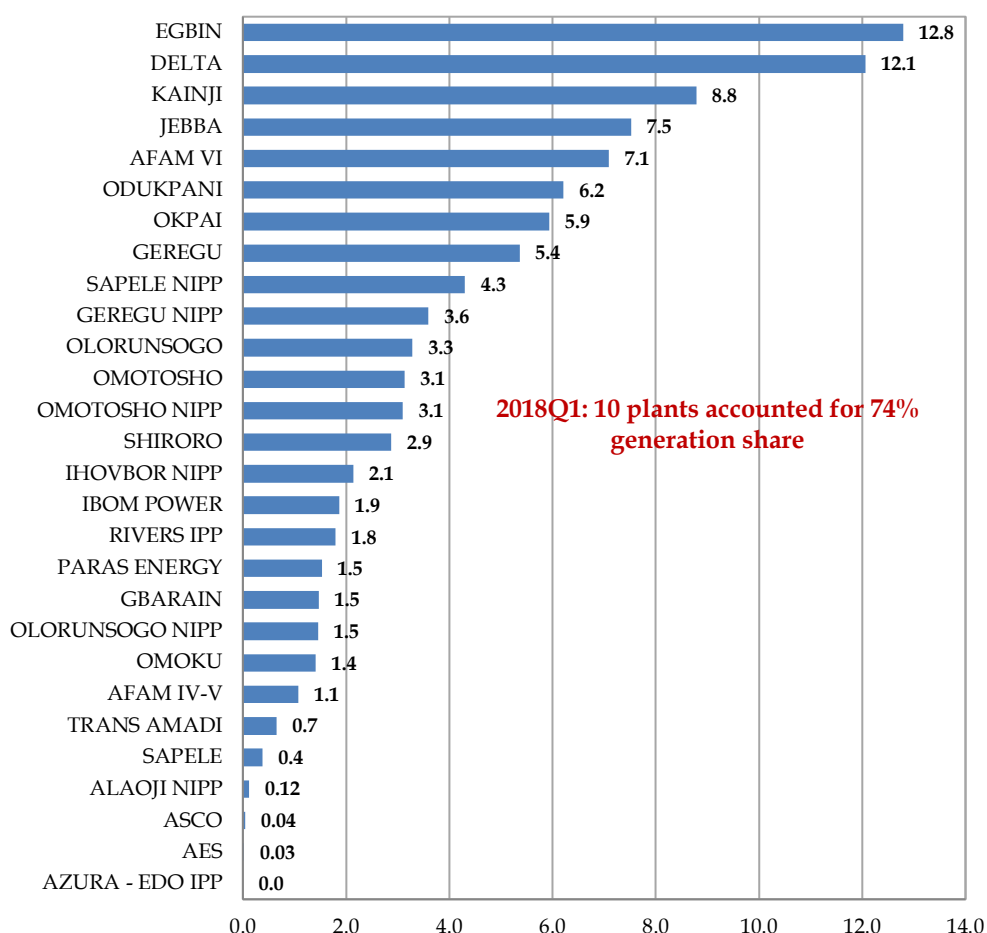


Figure 4 presented the share of output by plant during the first quarter of 2018. AES,

ASCO and Azura power plants contributed less than 0.1% each. Of the 28 power plants, ten (10) plants accounted for 74% of the total energy generated. Five of the ten plants accounted for about 48% of the total industry energy output during the period. The reliance of the grid stability on the energy supplied from the five power plants poses a risk to the industry because downtime in any of them may result in grid instability if there are no adequate proactive measures (e.g., spinning reserves) to offset the impact of their downtime. The loss of Escravos Gas pipeline due to fire incident on January 2, 2018 which resulted in the loss of energy output from Egbin and Olorunsogo NIPP among others resulted in total system collapse.

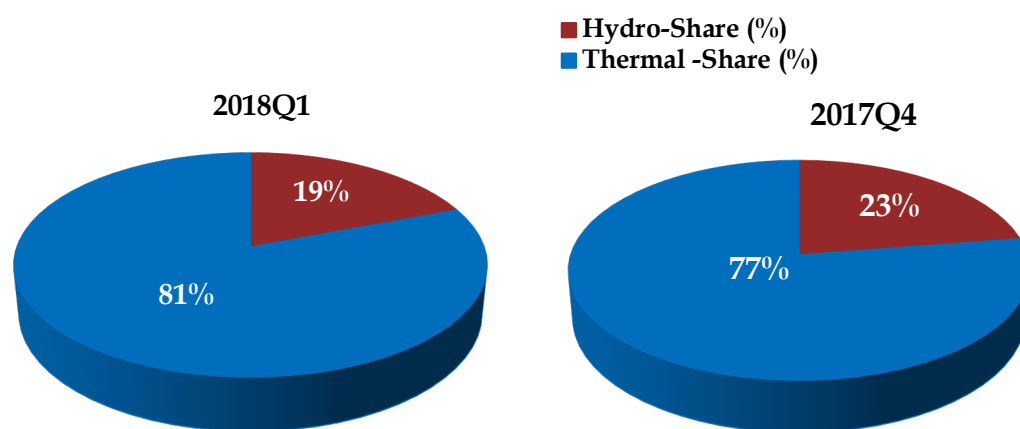
Figure 4: Share (%) of Generation Output by Plants in 2018Q1



2.1.3. Sources of Generation

Figure 5 presents the share of electricity generated by sources of fuel in the first quarter of 2018 and the fourth quarter of 2017. As expected, gas fired thermal plants dominated the electricity generation mix accounting for 81% of the energy generated in the first quarter. This implies that approximately 4kWh of every 5kWh of electricity generated in Nigeria in the first quarter of 2018 came from gas. The share of hydro-generation decreased from 23% to 19% between the two quarters. The recorded decline in electricity generated from hydropower plants is attributed to seasonal factor and turbine pit flooding incident in Shiroro dam. The Commission is concerned that the apparent over-dependence on gas fired thermal plants may pose supply risk for the Nigerian electricity industry as vandalism of gas pipelines could result in total shutdown of the grid.

Figure 5: Quarterly Share (%) of Electricity Generated by Fuel Sources



To improve the fuel mix in the NESI, the Commission in collaboration with other key players in the Nigerian Electricity Supply Industry, is working to unfold regulatory and policy interventions to support the actualisation of energy mix through coal-to-power generation and on-grid renewables.

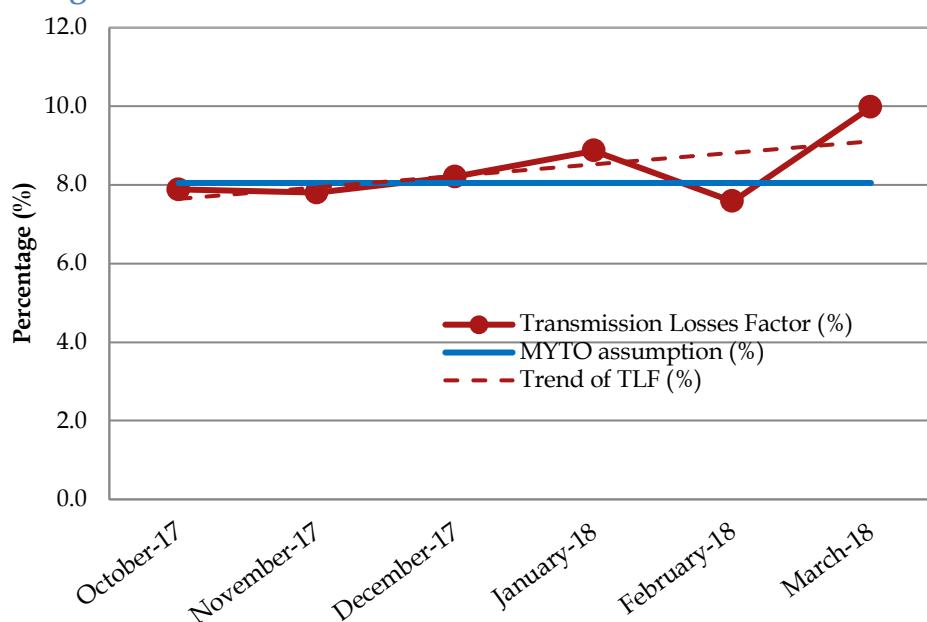
2.1.4. Grid Performance

To assess the grid performance of the Nigerian Electricity Supply Industry, the Commission focuses on four Key Performance Indicators (KPIs) that relate to power transmission. These include the transmission loss factor, system collapse, the grid frequency and the voltage fluctuation.

Transmission Loss Factor

Figure 6 compares the Transmission Loss Factor (TLF) during the fourth quarter of 2017 and the first quarter of 2018. The Transmission Loss Factor (TLF) – the percentage difference between the total energy sent out by power stations and energy delivered to all DisCos by TCN relative to the total energy sent out – worsened during the first quarter. As shown in Figure 6, the transmission loss factor which maintained a downward trend in the preceding quarter rose to circa 10% in the quarter under review.

Moreover, the average transmission loss factor for the quarter was 0.76% higher than the 8.05% industry (MYTO) acceptable loss factor, indicating a decline in the performance of the transmission network from the preceding quarter where the average TLF was 7.96%. The increase in the average TLF in 2018Q1 may be attributable to reduced efficiency in transmission network and/or energy theft among large industrial energy users who are connected to 132kV lines. The Commission has directed TCN to thoroughly investigate this incident and address it.

Figure 6: Transmission Loss Factor from Oct. 2017 – Mar. 2018

System Collapse

The industry recorded a significant decline in the stability of the grid network during the first quarter of 2018. Table 1 shows the number of system collapse experienced in the first quarter of 2018 and the fourth quarter of 2017. The industry recorded six (6) total system collapse (i.e., total black out nation-wide) and no partial system collapse (i.e., failure of a section of the grid) during the period under review. The 2018Q1 witnessed five (5) times more total system collapse than in the last quarter of 2017 where only one (1) total collapse was recorded. In contrast, there was progress in terms of partial system collapse which declined from three (3) in the fourth quarter of 2017 to none in the quarter under review.

Table 1: System Collapse in 2017Q4 and 2018Q1

	2017Q4	2018Q1
Number of Partial Collapse	3	0
Number of Total Collapse	1	6
Average	4	6

Despite the decline in the grid stability in the first quarter, the Commission remains committed to ensuring stable electricity supply. As such, the Commission will ensure tighter enforcement and adherence to the provisions of the grid code, free governor control at grid-connected power plants and increased investment in transmission network. The Commission has commenced a plan to review the pricing of ancillary services (e.g., spinning reserves) in order to encourage adequate provision of such services by generating plants.

Grid Frequency and Voltage

Based on the provisions of the Grid Code, the system frequency, under normal circumstances, is expected to be between a lower limit of 49.75Hz and an upper limit of 50.25Hz. The Grid Code however provides for grid frequency to operate between 48.75Hz – 49.75Hz (lower stress boundary) and 50.25Hz – 51.25Hz (upper stress boundary) when the grid is stressed. The system frequency pattern from week 1 in January to week 13 in March 2018 is shown in Figure 7. The system low frequency was below the lower statutory limit most of the time during the quarter. Similarly, the system high frequency was considerably and consistently above the upper statutory limits with an average of 0.34Hz. At the end of the 13th week, however, the actual system (low and the high) frequencies were converging towards the statutory levels indicating improvement in grid stability.

Figure 7: Average Daily System Frequency from Jan. – Mar., 2018

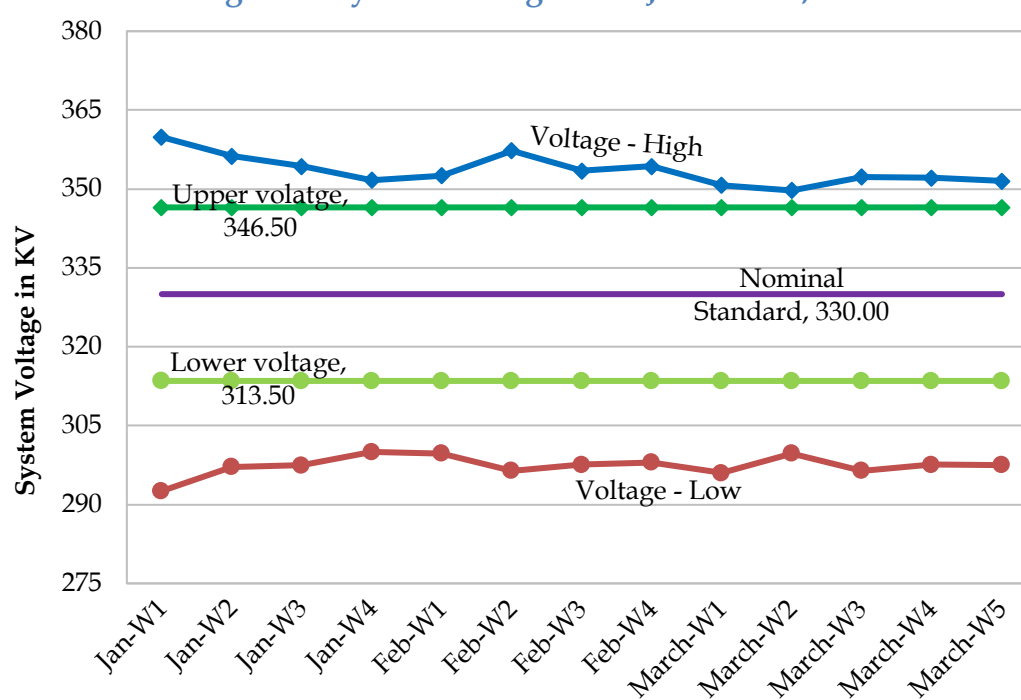


The Commission is determined to provide the necessary regulatory interventions to ensure that the system frequency is kept within the statutory limits in order to ensure stable and safe electricity supply. The Commission has already ordered Generators to be on free governor and frequency control mode in line with the provisions of the subsisting rules in the industry. The Commission is determined to ensure that the Transmission Company Nigeria (TCN) makes sufficient investment to strengthen the networks and procure required ancillary services to support electricity supply. Currently, the Commission is evaluating the adequacy of ancillary services already procured by TCN for sufficiency and to make appropriate provision for ancillary services when reviewing TCN tariff.

Similar to the frequency pattern, the industry Grid Code allows for voltage fluctuation between a lower boundary of 313.5kV and an upper boundary of 346.5kV. Although there were relative improvements during the first quarter of 2018, the system voltage was steadily outside the normal statutory boundaries throughout the period under review, as shown in Figure 8. Frequency fluctuation and other

harmonic distortion will result in poor power quality that could damage sensitive industrial machineries and equipment that are connected at high voltage level. To minimise the frequency fluctuation, the Commission will continue to work with the TCN and other relevant stakeholders to ensure that system voltage and frequencies operate within the statutory limits.

Figure 8: System Voltage from Jan. – Mar., 2018



2.2. Commercial Performance

2.2.1. Energy Received and MYTO Load Allocation

The amount of energy received by the distribution companies (DisCos) at their trading points decreased in the first quarter of 2018 compared to the preceding quarter. Specifically, the energy received during the first quarter stood at 6,815GWh, a decrease of 3.4% from the 7,051GWh recorded in the fourth quarter of 2017. This decrease is reflective of the decline in energy generations and the increase in the transmission losses in the first quarter of 2018 relative to the preceding quarter.

Table 2 presents the amount of energy received and billed by DisCos for the fourth quarter of 2017 and the first quarter of 2018. The billing efficiency rose significantly from 73% in the fourth quarter of 2017 to 80% in the first quarter of 2018. Of the 6,815GWh total energy received by DisCos in the first quarter, 5,433GWh was billed to the end users.

Table 2: Energy Received and Billed by DisCos in 2017Q4 & 2018Q1

DisCos	Total Energy Received (GWh)		Total Energy Billed (GWh)		Billing Efficiency (%)	
	2017Q4	2018Q1	2017Q4	2018Q1	2017Q4	2018Q1
Abuja	914	928	717	748	78	81
Benin	666	627	506	522	76	83
Eko	833	809	687	718	83	89
Enugu	623	591	397	431	64	73
Ibadan	952	894	643	715	68	80
Ikeja	791	855	673	756	85	88
Jos	394	347	251	247	64	71
Kaduna	533	524	315	374	59	71
Kano	504	466	389	389	77	84
Port Harcourt	586	526	396	368	68	70
Yola	255	248	161	164	63	66
All DisCos	7,051	6,815	5,135	5,433	73	80
DisCos Average	641	620	467	494	71	78

Notes of table:

DisCos are the electricity distribution companies

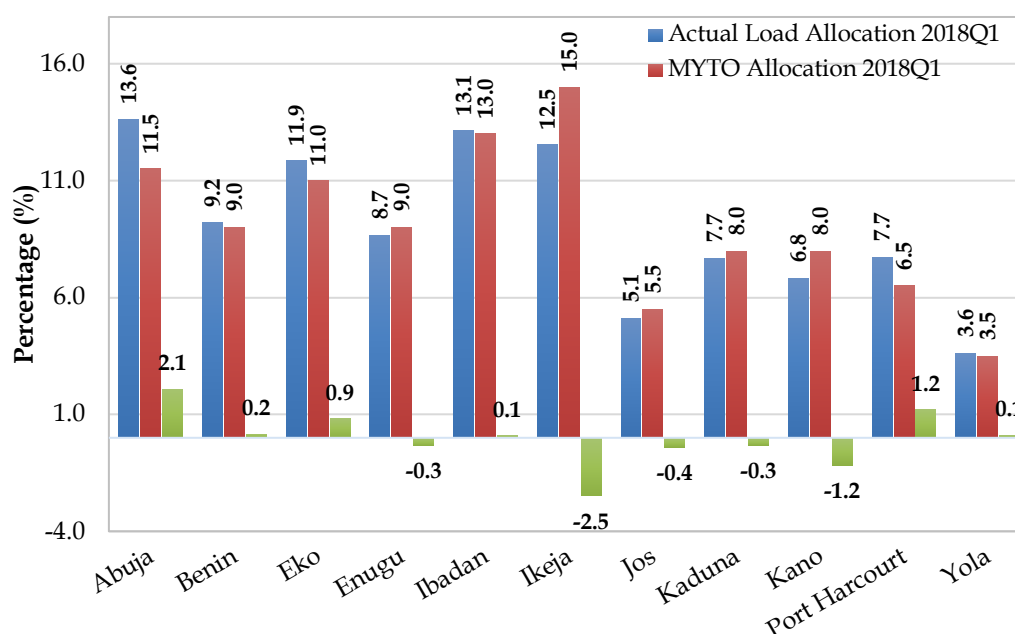
The level of billing efficiency during these quarters shows that for every 10kWh of energy received by a DisCo from the Transmission Service Provider (TSP), approximately 2.2kWh is lost due to technical constraint and energy theft. In other words, for every ₦10 worth of electricity received by DisCos, ₦2.20 is lost due to poor distribution infrastructure and energy theft.

Regarding their individual performance, Table 2 shows that Eko DisCo had the highest billing efficiency of 89% in the first quarter, while Yola DisCo recorded the lowest billing efficiency of 66%. On the basis of relative improvement from the preceding quarter, Ibadan and Kaduna DisCos recorded the highest improvement of 12% in their billing efficiency. The remaining DisCos also recorded relative improvement in their billing efficiency.

To curb the losses attributed to DisCos' technical constraint (poor network), the Commission is developing a framework where actual investments by the DisCos would be thoroughly verified, evaluated and compared with the proposed investments which they had been allowed a return. A mechanism will also be developed to, in the subsequent tariff review, claw back any return received on previously proposed investments that were not eventually executed by DisCos. This action is expected to improve DisCos' commitment to their network upgrade and reduce technical loss. To stop the commercial loss, the Commission has already directed the DisCos to do asset mapping and tagging customer enumeration in order to identify illegal connection and bring them onto their billing platform.

Figure 9 compares the MYTO load allocation with the share of the total energy received by DisCos during the first quarter of 2018. Similar to the preceding quarter, Enugu, Ikeja, Jos, Kaduna and Kano received less energy than their MYTO allocation, possibly reflecting the technical limitation of their network and load rejection during the period under review.

Figure 9: Energy Off-take by DisCos vs. MYTO Load Allocation in 2018Q1



2.2.2. Revenue and Collection Efficiency

The total collection by DisCos from their customers in the first quarter of 2018 stood at ₦106.6billion out of the total bill of ₦171.2billion. This represents a 6% increase when compared to ₦101billion collection in the last quarter of 2017. The slight increase in revenue collection in the quarter under review is attributed to the increase in energy billed. As shown in Table 3, the average collection efficiency in the first quarter of 2018 was 58%, same as recorded in the fourth quarter of 2017. On the average, the collection efficiency indicates that for every ₦10 billed to customers, ₦4.20 remains unrecovered as at when due. Overall, the DisCos' collection efficiency remains abysmally poor as just a little above the half of the revenue billed is recovered as at when due. The poor collection efficiency by the DisCos has negatively impacted on the financial liquidity of the industry, which in turn, has led to reduced investment in the Nigerian Electricity Supply Industry.

Regarding individual performances, Ikeja DisCo had the highest collection efficiency of 82.6% followed by Eko DisCo with 82.2%, while Jos DisCo recorded the lowest collection efficiency of 37.8%. It is noteworthy that these three companies maintained the same positions recorded in the preceding quarter.

On quarter-on-quarter basis, Jos DisCo recorded the highest improvement in collection efficiency, moving from 33.1% to 37.8%. Other DisCos that recorded improvement in their collection efficiency between the two quarters are Benin, Enugu, Kaduna, Kano and Port-Harcourt. Noting that a major factor contributing to low collection efficiency is customers' dissatisfaction with estimated billing which often resulted in unwillingness to pay, the Commission had issued the MAP Regulation to fast-track the roll-out of meters by potential investors under a financially viable and bankable arrangements.

Table 3: Revenue Performance of DisCos in 2017Q4 and 2018Q1

DisCos	Total Billings (₦Billion)		Revenue Collected (₦Billion)		Collection Efficiency (%)	
	2017Q4	2018Q1	2017Q4	2018Q1	2017Q4	2018Q1
Abuja	23.2	24.0	15.5	16.1	66.8	67.0
Benin	17.8	18.3	9.5	10.1	53.3	55.3
Eko	19.9	21.5	16.7	17.7	84.1	82.2
Enugu	14.6	15.9	9	9.9	61.6	62.1
Ibadan	18.9	20.8	13.5	13.1	71.8	63.0
Ikeja	18.8	21.2	16.2	17.5	86.2	82.6
Jos	8.8	8.7	2.9	3.3	33.1	37.8
Kaduna	9.8	11.5	3.7	4.7	37.7	41.0
Kano	11.6	11.6	5.7	6.0	49.3	52.0
Port Harcourt	14.2	13.3	6.2	6.1	44	45.9
Yola	4.3	4.3	2.2	2.1	50.4	48.7
All DisCos	161.8	171.2	101.0	106.6	62.5	62.3
DisCos Average	14.7	15.6	9.2	9.7	58.0	58.0

Notes of table:

DisCos are the electricity distribution companies

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

Aggregate technical, commercial and collection (ATC&C) losses are the combination of losses due to billing and collection inefficiencies in the industry. Table 4 presents the ATC&C losses (%) by DisCos for both the fourth quarter of 2017 and the first quarter of 2018. The average ATC&C for all the DisCos in the first quarter of 2018 declined by 1% from the 56% recorded during the last quarter of 2017. Although the decrease in the ATC&C is a sign of marginal progress towards meeting the target of attaining efficient electricity supply industry, the ATC&C losses are still significantly higher than the industry average of 20% allowed in the MYTO for 2018.

The high ATC&C losses reflect low investments in distribution networks and pose a liquidity challenge to the industry. The implication of the ATC&C losses in the first quarter of 2018 is that as much as ₦5.50 in every ₦10 worth of energy received by DisCos was either unaccounted for or unrecovered, due to a combination of energy theft, inefficient distribution networks, and low willingness to pay by customers.

Table 4: ATC&C Losses for DisCos in 2017Q4 and 2018Q1

DisCos	MYTO Target for 2018	Ave. Quarterly ATC&C	
		2017Q4	2018Q1
Abuja	22.33%	44%	45%
Benin	23.91%	58%	55%
Eko	11.23%	26%	26%
Enugu	20.56%	56%	57%
Ibadan	19.67%	48%	51%
Ikeja	10.81%	33%	35%
Jos	39.12%	77%	74%
Kaduna	12.47%	76%	71%
Kano	22.06%	59%	57%
Port Harcourt	29.70%	68%	67%
Yola	23.71%	66%	67%
DisCos Average:			
2018 MYTO Target	20%	-	-
Actual ATC&C losses	-	56%	55%

Notes of table:

1. DisCos are the electricity distribution companies
2. MYTO is Multi Year Tariff Order

Regarding individual performances, Table 4 shows that Eko DisCo had the lowest ATC&C losses of 26% while Jos (74%) and Kaduna (71%) DisCos recorded the highest ATC&C losses in the first quarter of 2018. On the basis of relative improvement from the last quarter of 2017, Kaduna DisCo recorded the highest improvement in ATC&C losses, decreasing from 76% to 71% in the first quarter of 2018. Other DisCos that recorded relative improvement in their ATC&C losses include Benin, Jos and Port-Harcourt.

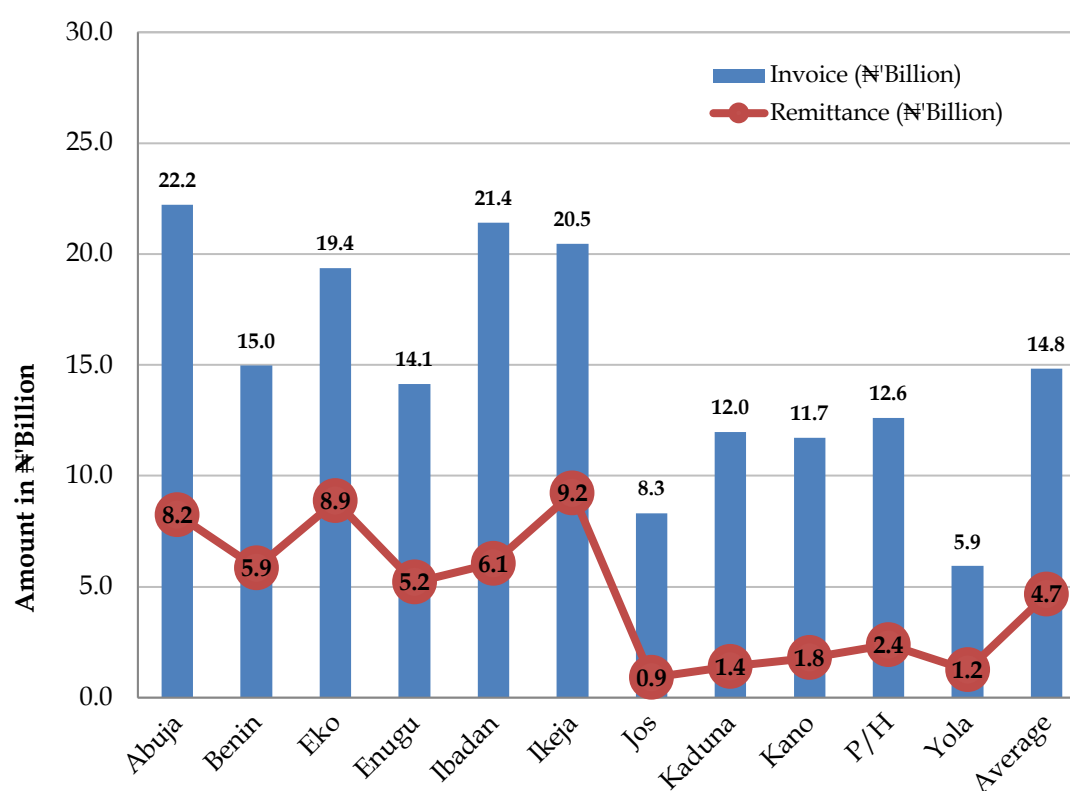
2.2.4. Remittance Performance

The liquidity challenges in NESI continued to manifest in the first quarter of 2018 as shown in the DisCos' remittances relative to the invoices received for energy purchased from NBET and those received for administrative services from MOs. In the period under review, whereas DisCos were issued a total invoice of ₦163.1billion for energy received from NBET and for the services provided by MOs, only ₦51.2billion of the invoice was settled, creating a total deficit of ₦112.0billion. Figure 10 shows the market invoice and remittance by DisCos in the first quarter of 2018. Similar to 2017Q4, none of the DisCos settled up to half of its market invoices in

2018Q1. Only Eko and Ikeja DisCos settled up to 45% of their market invoices, all other DisCos settled below 40% of their invoices.

Although the overall market remittance improved from 24% in 2017Q4 to 31.4% in the first quarter of 2018, the remittance performance is still significantly low. The overall remittance by DisCos to NBET for the first quarter of 2018 was just 29.3% of their total energy invoice, an increase of 8.3 percentage points from the remittance performance in 2017Q4. Similar to the fourth quarter of 2017, Market Operator received 42.4% remittance of the invoice issued to DisCos for service charge during the first quarter of 2018 (see Table 5 and Tables III-IV for details).

Figure 10: Market Invoice and Remittance by DisCo in 2018Q1



DisCos	Abuja	Benin	Eko	Enugu	Ibadan	Ikeja	Jos	Kaduna	Kano	P/H	Yola	Ave.
Remittance	37%	39%	46%	37%	28%	45%	11%	12%	15%	19%	21%	28%

Furthermore, the total NBET's and MO's invoices to international customers (i.e. CEB and NIGELEC) and special customers (Ajaokuta Steel Co. Ltd and environs) during the first quarter of 2018 stood at ₦12.2billion. However, no payment was received from the international and special customers during the quarter under review.

Table 5: DisCos Quarterly Remittances to NBET and MOs in 2017Q4 & 2018Q1

DisCos	NBET: Capacity & Energy (₦Billion)			Relative Performance (%)		Market Operator (₦Billion)			Relative Performance (%)	
	Invoice	Remit.	Bal.			Invoice	Remit.	Bal.		
	2018 Q1	2018 Q1	2018 Q1	2018 Q1	2017 Q4	2018 Q1	2018 Q1	2018 Q1	2018 Q1	2017 Q4
Abuja	18.72	6.94	11.78	37.1	25.5	3.51	1.30	2.21	37.1	25.2
Benin	12.62	4.34	8.28	34.4	20.0	2.37	1.51	0.86	63.7	53.4
Eko	16.30	6.52	9.78	40.0	40.3	3.06	2.34	0.72	76.5	80.0
Enugu	11.91	4.55	7.36	38.2	28.6	2.24	0.65	1.59	29.1	34.9
Ibadan	18.01	4.93	13.08	27.4	22.9	3.39	1.13	2.27	33.2	26.2
Ikeja	17.23	7.29	9.94	42.3	25.1	3.22	1.93	1.29	60.0	56.6
Jos	7.00	0.68	6.32	9.6	7.8	1.32	0.23	1.09	17.1	15.1
Kaduna	9.98	1.10	8.88	11.0	9.1	1.99	0.30	1.69	15.1	19.2
Kano	9.96	1.47	8.49	14.8	5.0	1.76	0.33	1.43	18.8	15.2
P/Harcourt	10.60	1.86	8.75	17.5	9.5	2.00	0.52	1.47	26.2	26.2
Yola	4.99	0.56	4.43	11.2	8.2	0.94	0.69	0.25	73.2	100.0
All DisCos	137.33	40.23	97.09	29.3	21.0	25.78	10.92	14.86	42.4	39.9
DisCos Ave.	12.48	3.66	8.83	25.8	18.4	2.34	0.99	1.35	40.9	41.1
Ajaokuta	0.25	0.00	0.25	0.0	0.0	0.05	0.00	1.38	0.0	0.0
NIGELEC	2.08	0.00	2.08	0.0	0.0	0.81	0.00	0.81	0.0	0.0
CEB	7.66	0.00	7.66	0.0	0.0	1.38	0.00	0.05	0.0	0.0

Notes of table:

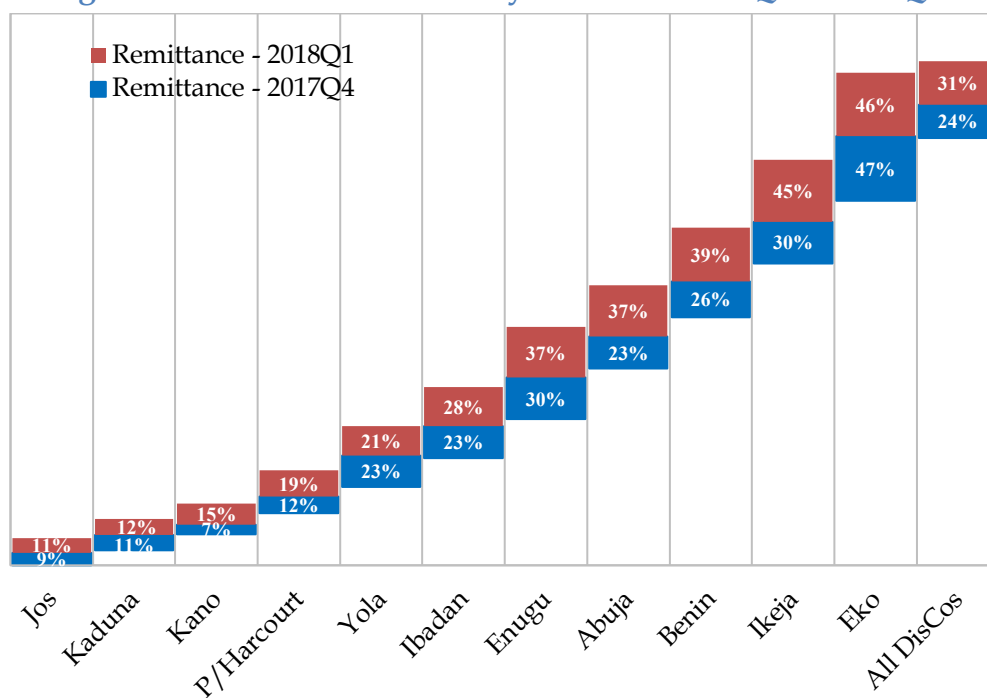
1. DisCos, NBET, MOs, CEB and NIGELEC are electricity Distribution Companies, Nigeria Bulk Electricity Trader, Market Operators, Beninois Electricity Community and Nigerien Electricity Society respectively.

2. ₦Billion is billions of Nigeria Currency.

Although there was no noticeable change in the overall revenue collection efficiency of the DisCos (see Table 4), there was 7.3% increase in total (combined) remittance to NBET and MO in the first quarter of 2018 relative to the last quarter of 2017. DisCos settled about 31.4% of its first quarter's market invoice as against 24.1% settlement performance recorded in the last quarter of 2017. Figure 11 shows the proportion of market invoice settled by DisCo for the fourth quarter of 2017 and the first quarter of 2018. Eko DisCo had the highest remittance of 45%, indicating a 2% drop from its remittance performance in the preceding quarter. On the other hand, Jos and

Kaduna had the lowest performance of 11% and 12% respectively, indicating increases of 2% and 1% respectively from their remittance performance in the preceding quarter.

Figure 11: Market Remittance by DisCos in 2018Q1 & 2017Q4



The Commission has noted that tariff deficit is partly responsible for the poor remittance in the industry. However, the Commission also notes that DisCos need to improve on their remittance as the observed remittance performance did not reflect the level of revenue collection, suggesting that some DisCos might be deliberately reducing their market remittance. To address the poor remittance by DisCos, the Commission continues to enforce actions that ensure an equitable distribution of market revenue under a structured regime. In addition, a framework which ensures transparency in the utilization of market funds to improve the liquidity in the Nigerian electricity supply industry is currently being developed by the Commission.



3. REGULATORY FUNCTIONS

3.1. Regulations and Orders of the Commission

To swiftly bridge the existing metering gap in the industry, the Commission finalised and approved the Meter Asset Providers Regulations on the 8th of March, 2018. The Regulations, which is effective from 3 April 2018, now mandates all Distribution Licensees to engage the services of MAPs in meeting their metering targets and provides rules for such engagement. A copy of this Regulation was uploaded on the Commission's website for the awareness of stakeholders, potential investors and the general public. The Uniform System of Accounting (USoA) Regulations was also issued during the quarter under review. The regulations provide guidelines for all licensees on how the regulatory accounts to be submitted to the Commission should be prepared in order to ensure uniformity in the categorisation and treatment of similar expenditure by licensees.

3.2. Licencing and Permits

Table 6 presents a summary of all licences issued by the Commission during the first quarter of 2018. The Commission issued two (2) new on-grid and four (4) off-grid licences and granted extension for one (1) licensee during the quarter under review. The nameplate capacities of those licences summed up to 1,464.5MW. On the other hand, three (3) permits were renewed for captive power generation with a total capacity of 375MW.

In the same quarter, however, the Commission after due consideration, approved the transfer of Licences from Mobil Producing Nigeria Limited and North South Power Limited Licence to Qua Iboe Power Plant Limited and Shiroro Solar Generating Company Limited respectively. The Commission also approved the transfer of shares of 4,999,999 from Nova Solar 5 Farms to Azura Katsina Limited.

Table 6: Generation Licences and Permit Issues (or Withdrawn) in 2018Q1

S/N	Applicants	Location in Nigeria	Capacity (MW)
	Licence Issued		
1	Cummins Power Generation Nigeria Limited	NBC, Owerri	2.5MW
2	Cummins Power Generation Nigeria Limited	Golden Tulip, Festac, Lagos	5.25MW
3	Cummins Power Generation Nigeria Limited	RIDA plastics Nigeria Limited, Ilupeju	1.75MW
4	Crown Tower Solution	Eleyele Industrial Layout Ibadan	5MW
5	BCS Energy Nigeria Limited	Geregu, Kogi State	1000MW
6	Nigeria Agip Oil Company Limited	Okpai II, Delta State	450MW
	Licence Extended		
7	KVK Power (Nigeria) PVT Limited	Yobo, Sokoto State	100MW
	Captive Power Generation Permit granted (Renewal)		
8	Nigeria LNG Limited	Bonny Island	360MW
9	Frontier Oil Limited	Esit Eket, Akwa Ibom	6MW
10	Proctor and Gamble	Agbara Industrial Estate	9MW

3.2.1. Certification of Metering Service Providers

During the first quarter of 2018, the Commission certified five (5) Meter Service Providers (i.e. Meter Importer and Installer) following the satisfactory evaluation of their applications. Table 7 presents the names of the successful applicants and their certification class.

Table 7: Certification of Meter Service Providers in 2018Q1

S/N	Name of Applicant	Certification Class
1.	ZCET Global Meter Services Limited	Importer
2.	FLT Energy Systems Limited	Importer
3.	BAJIS Limited	Importer
4.	EMPAUL Global Limited	Installer – A1
5.	SAPROPEL Energy Resources Limited	Installer – A1

3.2.2. Licence Application under Evaluation

During the first quarter of 2018, there were two (2) off-grid applications under evaluation by the Commission for issuance of licences and permits as may be applicable. Table 8 presents the details of the applications.

Table 8: Application Being Evaluated in 2018Q1

S/N	Applicants	Category	Capacity (MW)
1	Cummins Power Limited, NBC, Lagos	Off-grid	3.5
2	Cummins Power Limited, NBC, Ikorodu Lagos	Off-grid	1.75

Furthermore, during the first quarter of 2018, the Commission continued the technical evaluation of Independent Electricity Distribution Network (IEDN) applications from the following prospective investors.

- I. ***Ariara Market IEDN***: It is a company incorporated for the sole purpose of providing complete energy solution to the African Market in Aba, Abia state. The IEDN licence is to enable the company evacuate 9.5MW Power to be generated by Ariari Market Limited IPP. The applicant has met all the requirements, site visit was conducted and report submitted to the Legal, Licensing and Compliance Division of the Commission for necessary action.
- II. ***Tadabo Electricity Distribution Company***: The Company is a subsidiary of Kano Hydro and Energy Development Company (KHEDCO) established solely to serve as SPV for the evacuation of the generated Power from Tiga and Challawa hydro power plants. The Power will be distributed to Kano Water Board owned water treatment plants at Tamurwa and Challawa to power the heavy-duty water pumps. The applicant has submitted some of the additional document requested and is being evaluated by the Legal, Licensing and Compliance Division of the Commission.

- III. *Hydro City Nigeria Limited* submitted an application for IEDN to distribute 26MW of Electricity to be generated from the Ofeji Hydro Power Plant by Winners Power Gardens Limited. The application has been reviewed and the applicant met all the requirements. Consequently, site visit has been scheduled by the Commission for first week of May 2018 (i.e., the second quarter of 2018).
- IV. *Otakikpo Independent Electricity Distribution Network* applied for IEDN licence to enable it distributes electricity within Otakikpo Industrial Park in Adoni Local Government area of Port Harcourt, Rivers State. The application has been reviewed and the applicant met all requirements. As such, site visit has been scheduled by the Commission for first week of May 2018 (i.e., the second quarter of 2018).

3.2.3. New Application

In addition to the existing IEDN applications from the previous quarters, the Commission, during the first quarter of 2018, received one (1) new application from Anambra Gas Fired IPP Company for 100MW on-grid generation to be located at Ugbenu, Awka North Anambra.

3.2.4. Captive Power Generation

As at the end of the first quarter of 2018, there were six (6) captive power generation applications before the Commission. All of the applications were received from MTN Nigeria Communication Limited for different Locations. Table 9 presents the details of the proposed captive power generation plants whose applications were being reviewed by the Commission.

Table 9: Application for Captive Power Generation in 2018Q1

S/N	Applicants	Nameplate Capacity (MW)
1	MTN Nigeria Communications Limited Power Plant, KM 129, Benin-Asaba Expressway, Asaba Delta	1.2MW
2	MTN Nigeria Communications Limited Power Plant, Golden Plaza Building, Falomo, Ikoyi Lagos	1.6MW
3	MTN Nigeria Communications Limited Power Plant, No. 4 Aromire Road, Off Kingsway road, Ikoyi Lagos	1.28MW
4	MTN Communications Limited, Maritime House, Oshodi-Apapa expressway, Apapa, Lagos	1.6MW
5	MTN Communications Limited, Ojota Switch Energy Centre 1 KM 15, Ikorodu Road, Ojota, Lagos State	1.6MW
6	MTN Communications Limited, Ojota Switch Energy Centre 2, KM 15, Ikorodu Road, Ojota, Lagos State,	1.6MW

Notes of table:

MTN and KM are acronyms for Mobile Telephone Network and Kilometres respectively

3.2.5. Public Consultation on Regulations

First, public consultations for the Meter Assets Provider Regulation continued in the early period of the quarter under review. The consultation took place at the Sheraton Hotel, Ikeja in Lagos from the 29-30th January 2018. The purpose of the event was to further subject the draft MAP regulations to discussion by selected key stakeholders including financial institution, investors, distribution companies, and consumer groups among others. Secondly, at the instance of the Honourable Minister of Power, Works and Housing, Mr Babatunde Raji Fashola (SAN), a stakeholders meeting was held on 14th February 2018 to discuss how the average 2,000MW stranded generation capacity could be evacuated through Eligible Customer (EC) framework. In attendance were the Manufacturers Association of Nigeria (MAN), TCN, DisCos, GenCos, and NERC among others. At the end of the meeting, a communique was issued highlighting the resolutions passed at the meeting. The resolutions include:

- 1 NERC to follow up on the agreement reached concerning the need to withdraw the pending cases instituted in the law courts by MAN against NERC and other parties;
- 2 NERC to follow up on the agreement that parties concerned should resort to negotiations and dialogue towards the payment of the outstanding debts owed DisCos by MAN. NERC further reminded MAN that the implementation of these resolutions is precedent to granting approval for eligible customer status.

To the Commission knowledge, the parties concerned have reported to the court that they are looking at an out of court settlement for which the court has adjourned till 17th May 2018 for report on out of court settlement agreement.

3.3. Compliance and Enforcements

To ensure compliance to the industry rules, the Commission continued its enforcement actions against a number of operators for violations of rules and infractions. These include the violations of regulations, failure to provide required data within a timeline, accidents and electrocution cases, failure to adhere to forum decisions among others. During the first quarter of 2018, the Commission continued with the enforcement actions reported in the previous quarters namely:

- A. Enugu Disco for violation of Forum decision in the case of Aronu
- B. Enugu Disco for breaches that led to the electrocution of late Mr Patrick Okechukwu at Nsukka
- C. Abuja, Benin, Eko, Enugu, Ibadan, Kano and Port Harcourt DisCos for failure to provide info on customers supplied on 33KV line and above.
- D. Enugu, Jos, and Yola DisCos for failure to provide data on customer enumeration
- E. All DisCos for fallout detected during the 2016 Open Book Review.

At the end of the first quarter of 2018, the Commission had handled a total of twenty-five (25) enforcement cases including those carried forward from the previous quarters. Of the 25 cases, the case on overbilling of Mirage hotels by Enugu Disco was closed because both parties agreed to settle amicably while three cases were concluded upon compliance by DisCos.

3.4. Health and Safety

The safety of all electricity providers and electricity users in Nigeria remains one of the key priorities of the Commission. In the first quarter of 2018, the Commission received a total of sixty-seven (67) health and safety reports from twenty nine (29) licensees. These Reports were used 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 in line with the Provisions of Section 32 1(e) of the Electric Power Sector Reform Act (2005).

More specifically, the reports include a total of Nineteen (19) accidents notification reports. The accident resulted in twenty-three (23) deaths and eighteen (18) injuries of various degrees to both employees of the licensees and the third parties. Table 10 provides the summary statistics of the accidents experienced in the Nigerian Electricity Supply Industry in the first quarter of 2018 relative to the last quarter of 2017.

Table 10: Health and Safety (H&S) Reports in 2017Q4-2018Q1

Item	Frequency		% Change in H&S Reports
	2018Q1	2017Q4	
Number of H&S Reports	67	72	-6.94%
Number of Accidents	19	19	0.00%
Number of Deaths	23	15	53.33%
Number of People Injured	18	10	80.00%
Number of Enforcement Actions Taken	12	14	-14.29%

In comparison to the last quarter of 2017, there was a decline in the Health & Safety performance of the operators in the first quarter of 2018. The number of deaths and injuries in the first quarter of 2018 increased by eight (8) each from the amount recorded in the last quarter of 2017. In this regard, enforcement actions have commenced on twelve (12) incidences involving various health and safety breaches during the quarter under review.

As part of the strategic goal, the Commission has shown improved efforts in developing various safety programmes aiming at eliminating accidents in the industry. Among the safety programs being implemented by the Commission include but not limited to standardisation of Protective Schemes, public enlightenment on safety, engagement of Government agencies on Right of Way violation and a review of operational procedure for Distribution System Operators on fault clearing.

4. CONSUMER AFFAIRS

4.1. Consumer Education and Enlightenment

To ensure continuous customers' education on their rights and obligations, the Commission directed all the eleven (11) DisCos to submit their schedules for 2018 customer enlightenment programmes. As part of its efforts also, the Commission dialogued with some consumers via a town hall meeting held in Kano on the 1st March, 2018 with an impressive customer turn out. The participants were educated on the following issues: customer' rights and obligations, customer' redress mechanism, estimated billing, outstanding metering gaps and efforts being made to resolve it and other issues in the Nigerian Electricity Supply Industry. The Commission also engaged electricity consumers and other stakeholders on radio and TV stations.

For the rest of 2018, the Commission has also developed a schedule of consumer awareness programmes to be organised. The subjects for discussion at the proposed programmes will include but not limited to customer rights, customer redress mechanism, metering progress, curtailing estimated billing and safety.

4.2. Metering of End-use Customers

The summary statistics of metering status as at the end of the first quarter of 2018 are provided in Table 11. Out of the 8,135,730 registered electricity customers, only 3,434,003 (42%) have been metered. Thus, 58% of end-use customers are still on estimated billing. In comparison to the preceding quarter, the number of registered customers increased by 2.37%, while the percentage of metered customers declined by 3.9% indicating greater increase in the registered customer population relative to meter roll-out. The increase in the number of registered customers is attributable to the on-going enumeration exercise being conducted by DISCOs. The exercise has helped DisCos to aptly register those individuals identified as illegal consumers.

Table 11: Customers Metering Status by DisCos as at March 2018

DisCos	Registered Customer as at March 2018	No. of Metered Customer as at March 2018	No. of Metered Customer as at March 2018	Metering Gap (in %) as at March 2018
Abuja	1,129,521	430,098	699,423	38%
Benin	856,292	544,828	311,464	64%
Eko	470,766	215,987	254,779	46%
Enugu	884,992	409,748	475,244	46%
Ibadan	1,613,635	665,609	948,026	41%
Ikeja	910,338	311,332	599,006	34%
Jos	486,198	170,409	315,789	35%
Kaduna	484,310	136,037	348,273	28%
Kano	508,640	126,539	382,101	25%
Port Harcourt	453,818	352,533	101,285	78%
Yola	337,220	70,883	266,337	21%
Total	8,135,730	3,434,003	4,701,727	42%

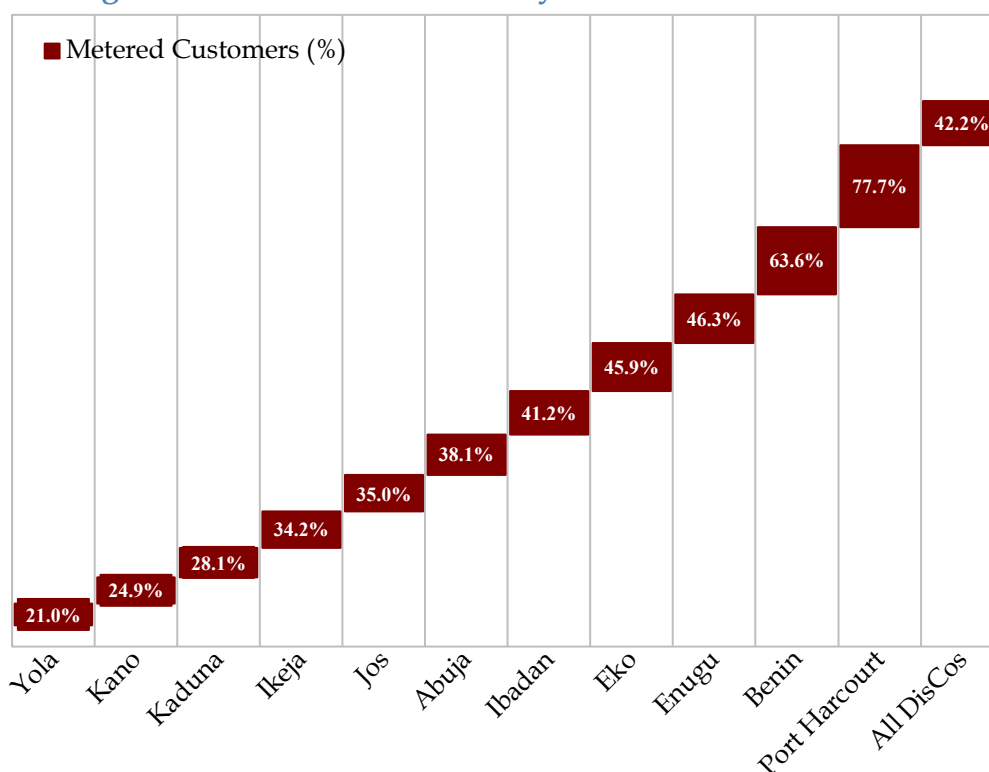
Notes of table:

DisCos are the electricity distribution companies

Notwithstanding the growth in the registered customer population, during the first quarter of 2018, the incremental meter deployment by DisCos is significantly lower than the targeted quarterly metering stated in the performance agreement with the Bureau of Public Enterprises (BPE). Notably, with the exception of Port Harcourt and Benin DisCos, none of the remaining DisCo has metered half of their registered customers.

Furthermore, Figure 12 presents the percentage of registered customers metered by each DisCo as at the end of March 2018. It is evident that only two DisCos (namely Benin and Port-Harcourt) had metered up to 50% of their registered customers as at the end of the first quarter of 2018. To this end, the Commission shall continue to work relentlessly with the DisCos to ensure total compliance with their respective metering target as contained in their Performance Agreement with BPE by enforcing the Meter Asset Provider (MAP) Regulations.

Figure 12: Customers Metered by DisCos as at March 2018



4.3. Customers Complaints

Table 12 presents the complaints received by DisCos in the first quarter of 2018. The DisCos received a total of 108,871 complaints as against 131,669 complaints received in the last quarter of 2017. Despite the reduction in the number of complaints received, the proportion of the number of complaints resolved by DisCos reduced to 67% from the 77% recorded in the last quarter of 2018. Benin DisCo had the highest number of complaints followed by Port Harcourt DisCo. On the other hand, Jos DisCo recorded the lowest number of complaints. Ibadan DisCo recorded the highest rate of complaints resolved, reflecting better performance in dealing with customer complaints compared to other distribution companies. The details of the categories of complaints received by DisCos in the first quarter of 2018 are presented in Table VII of the appendix while Figure 19 presents the summary.

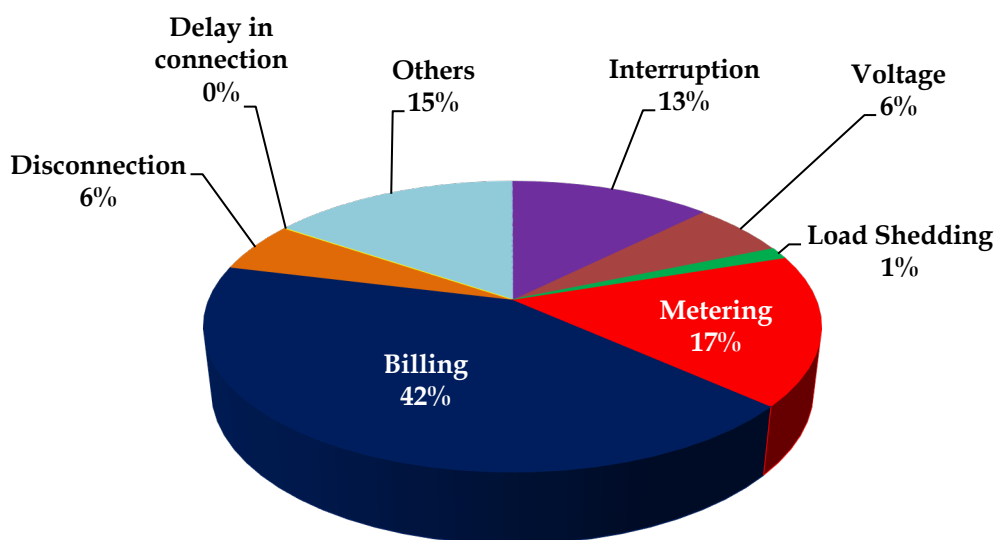
Table 12: Quarterly Complaints Received and Resolved by DisCos

DisCos	2018Q1				2017Q4	
	Complaints:				Complaints:	
	Total Received	Total resolved	Not resolved	% resolved	Total Received	% Resolved
Abuja	11,525	10,468	1,057	90.83	17,749	86.82
Benin	30,680	7,857	22,823	25.61	35,380	57.05
Eko	4,143	3,412	731	82.36	6,621	96.28
Enugu	12,288	9,654	2,634	78.56	12,495	70.00
Ibadan	7,912	7,854	58	99.27	9,233	85.42
Ikeja	11,619	10,089	1,530	86.83	27,617	86.57
Jos	1,617	1,492	125	92.27	3,291	92.37
Kaduna	10,315	8,507	1,808	82.47	8,615	76.33
Kano	1,747	1,733	14	99.20	4,802	84.96
Port Harcourt	12,363	7,266	5,097	58.77	3,405	65.35
Yola	4,662	4,514	148	96.83	2,461	97.85
Total	108,871	72,846	36,025	66.91	131,669	76.59

The customer complaints centre on service interruption, poor voltage, load shedding, metering, estimated billing, disconnection, delayed connection, among others. All the DisCos received complaints on the aforementioned key issues, with the exception of Ibadan, Port Harcourt and Yola DisCos which received no complaint on delayed connection. The summary presented in Figure 13 shows that metering and billing still dominated the customer complaints, accounting for 59% (i.e., 64,197) of the total complaints received during the period under review. This implies that, on average, about 713 customers complained about metering and billing per day. Another issue of serious concern to customers is service interruption, accounting for 13% (i.e., 13,659) of the total customer complaints.

To reduce customers' complaints, the Commission, on continuous basis, monitors the complaint handling and resolution process adopted by DisCos. Also, the Commission continuously strive to improve on the operation of its Forum Offices which are set up to adjudicate on consumers' complaints that are not adequately resolved to the satisfaction of consumers by the responsible DisCos. As at the end of the first quarter of 2018, the Commission had established twenty five (25) Forum Offices for effective customer appeal complaints redress.

Figure 13: Category of Complaints Received by DisCos in 2017Q4



Besides, as part of its strategic plan, the Commission has approved the Meter Asset Provider Regulation, designed to address the metering gap and estimated billing which are of serious concerns to consumers.

4.4. Forum Offices

In line with the Commission's mandate on Customer Protection, the NERC Forum Offices are set up pursuant to section 80(1) (d) of the EPSR Act 2005 to hear and resolve customer complaints not satisfactorily resolved at the DisCos' Customer Complaints Units. It performs the Commission's quasi-judiciary functions in redressing customers and operators unresolved disputes as enshrined in the NERC's Customer Complaints Handling Standards and Procedures Regulation. As at the end of first quarter of 2018, the Commission had opened twenty five (25) Forum Offices in twenty four states and the Federal Capital Territory (Abuja) while effort is being made to meet the Commission's objective of establishing at least one Forum Office in each state of the federation.

As at the end of first quarter of 2018, the Forum Offices had one thousand, nine hundred and sixty-nine (1,969) complaints from customers who were unsatisfied with DisCos' decisions. These include five hundred and ninety-seven (597)

complaints carried over from 2017. Out of the complaints lodged at Forum Offices, 15% were resolved without a hearing, a total of fifty-eight (58) hearings were conducted by the Forum Offices during the quarter.

4.5. Alternative Dispute Resolution

The Commission handled a total of four (4) ongoing dispute resolutions between operators and customers within the first quarter of 2018 as indicated as follow:

1. Subject matter: Electrocution of three (3) persons and injury to six (6) others in Tundun Wada, Lugbe, Abuja.

Date: Commenced on the 2nd July 2016.

Disputant: Grey-fields vs. AEDC

Resolution: Following series of NERC's interventions, AEDC made compensation to families of the three (3) dead persons and four (4) injured persons in various denominations. Payment is being processed for one (1) more injured person as he was not available when the payments were disbursed while the last injured person had proceeded to court and the matter is still ongoing.

Status: AEDC is in compliance by the agreed term of settlement.

2. Subject matter: Case of illegal disconnection of estate by Eko Disco

Date: Commenced on the 24th May 2017.

Disputant: Crown Estate, Lekki vs. EKEDC.

Resolution: ADR hearing was fixed and communicated to parties. Crown estate (via its solicitors – Terra Marine Attorneys) reverted with an appeal to the Commission to allow parties settle albeit with conditions classified as “without prejudice”. Commission accepted and requested a report which is still awaited. Crown estate wrote forwarding their

- letter to EKEDC with regards the need to keep the Commission informed about the terms of settlement.
- Status: Terms of settlement between parties are still awaited.
3. Subject matter: Case of alleged obstruction and denial of access to Eko Disco personnel to install meters.
- Date: Commenced on the 24th April, 2017
- Disputant: VGC, Lekki vs. Eko DisCo.
- Resolution: Parties were invited including NEMSA and a session of ADR was held. It was resolved that NEMSA conducts routine tests on all meters to be installed, VGC to grant access to EKEDC when installation is to recommence and NERC to be notified on all actions carried out.
- Status: The relevant tests have been conducted by NEMSA and EKEDC has notified VGC of its intention to recommence meter installation at VGC. Exercise is ongoing.
4. Subject matter: Request by Osun State government to migrate Owena-Ilesa Area from BEDC to IBEDC's networks and control.
- Date: Commenced on the 14th June 2017.
- Disputant: Osun State government, BEDC & IBEDC.
- Resolution: An ADR session was held and BEDC was mandated to improve service delivery to the communities agitating to be ceded away from its network. BEDC to engage Osun State govt. on how to deal with the investments they have already made towards improving the networks.
- Status: Exercise is still ongoing.

5. THE COMMISSION

5.1. Financial Report

The summary of the Commission's revenue and expenditure in the first quarter of 2018 and the last quarter of 2017 is presented in Table 13. In the first quarter, the total revenue accrued to the Commission was ₦1.185billion comprising ₦1.02billion from operational levy (i.e., market charges) and ₦166.86million from other sources (such as licensing). The accrued revenue was about 6% lower than the revenue recorded in the last quarter of 2017. As with the revenue, the total expenditure of the Commission in the first quarter of 2018 stood at ₦1.190 billion as against ₦1.411 billion in the last quarter of 2017.

A comparison of revenue and expenditure of the Commission in the first quarter 2018 shows an improvement in the fiscal balance of the Commission relative to the last quarter of 2017. In the quarter under review, the total deficit of the Commission reduced by 97% to just ₦4.97million. Thus, the revenue accrued to the Commission during 2018Q1 was close to being enough to cover its expenditure. Table VIII of the appendix presents further details on the quarterly revenue and expenditure of the Commission for the first quarter of 2018 and the last quarter of 2017.

Table 13: Monthly Revenue & Expenditure of the Commission in 2018Q1

Description	Summary for 2018Q1 (₦'Million)			Total 2018Q1 (₦'Million)	Total 2017Q4 (₦'Million)
	Jan.	Feb.	Mar.		
A. Revenue					
Operating Levy (MC)	256	412.29	350.19	1,018.48	1082.60
Other IGR	16.22	43.31	107.33	166.86	186.58
Total Revenue	272.22	455.6	457.52	1185.34	1269.18
A. Expenditure					
Personnel Cost	366.65	222.6	445.94	1,035.19	1009.12
Regulatory Expenses	14.41	5.82	24.07	44.30	351.11
(A&G) Maintenance	36.93	41	32.89	110.82	51.50
Total Expenditure	417.99	269.42	502.9	1190.31	1411.73
Surplus/Deficit (A-B)	(145.77)	186.18	(45.38)	(4.97)	(142.55)

Notes of table: MC is Market Charges; IGR internal Generated Revenue and A & G is Admin and General

5.2. Training and Promotion

The Commission takes the quality of its staff seriously as the quality of personnel impacts significantly on its operation and success. During the quarter under review, the Commission sponsored a number of staff to attend trainings and workshops on Electricity Regulation Index Study, Power Purchase Agreement, and Strategic Review among other. Table 14 presents the details of the training and Workshops attended by staff of the Commission during the quarter under review. Many staff of the Commission were also sponsored to attend annual conferences of their different professional bodies, including but not limited to ICAN, NIM, ICAN, ANAN and NSE. A robust training plan for the rest of 2018 has also been mapped out based on the identified skill gaps of staff.

With regards to promotion, the Commission has concluded the plan to conduct promotion exercise for eligible staff at the beginning of the second quarter of 2018.

Table 14: Training of Staff in 2018Q1

S/N	Training Type	No of Staff Trained
1	AfDB Electricity Regulation Index Study	2
2	ERRA Strategic Review	1
3	VIP Buyers Programme at the Middle East Electricity 2018	3
4	Power Purchase Agreement Workshop	9

Appendix

Figure I: Plant Availability Factor (%) in 2018Q1 and 2017Q4

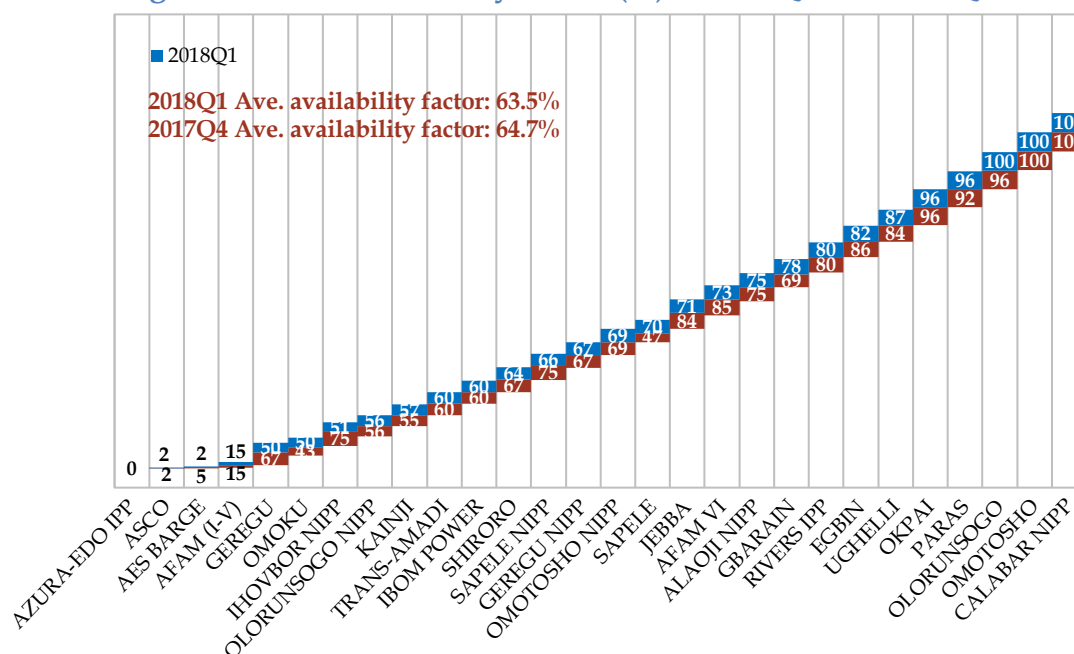


Figure II: Shares of Output (%) by Plants in 2018Q1 and 2017Q4

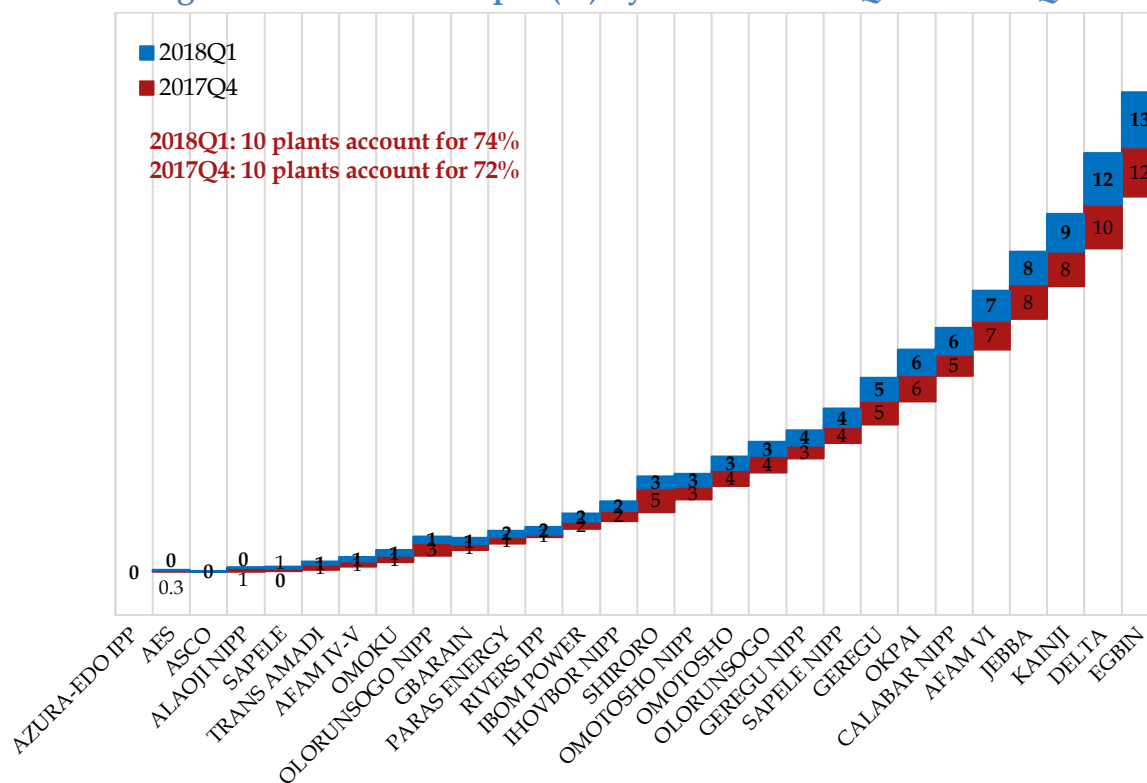


Table I: Energy Received and Billed by Quarter by DisCos in 2017/2018Q1

DisCos	Total Energy Received (GWh)					Total Energy Billed (GWh)					Billing Efficiency (%)				
	2017				2018	2017				2018	2017				2018
	Q1	Q2	Q3	Q4	Q1	Q1	Q2	Q3	Q4	Q1	Q1	Q2	Q3	Q4	Q1
Abuja	816	824	800	914	928	609	687	673	717	748	75	83	84	78	81
Benin	530	539	573	666	627	437	440	425	506	522	83	82	74	76	83
Eko	673	779	707	833	809	578	665	590	687	718	86	85	84	83	89
Enugu	645	547	546	623	591	414	448	405	397	431	64	82	74	64	73
Ibadan	784	826	823	952	894	562	592	597	643	715	72	72	73	68	80
Ikeja	680	687	715	791	855	560	594	654	673	756	82	87	91	85	88
Jos	311	335	345	394	347	215	240	239	251	247	69	72	69	64	71
Kaduna	531	526	426	533	524	362	447	291	315	374	68	85	68	59	71
Kano	410	432	449	504	466	284	392	360	389	389	69	91	80	77	84
PH	490	480	518	586	526	390	372	387	396	368	80	78	75	68	70
Yola	180	181	216	255	248	110	132	148	161	164	61	73	69	63	66
All DisCos	6,050	6,156	6,118	7,051	6,815	4,520	5,008	4,768	5,135	5,433	75	81	78	73	80
DisCos Average	550	560	556	641	620	411	455	434	467	494	74	81	76	71	78

Notes of table:

1. DisCos are the electricity distribution companies

2. GWh is Giga-watts hour

Table II: Quarterly Revenue Performance by DisCos in 2017/2018Q1

DisCos	Total Billings (₦Billion)					Revenue Collected (₦Billion)					Collection Efficiency (%)				
	2017				2018	2017				2018	2017				2018
	Q1	Q2	Q3	Q4	Q1	Q1	Q2	Q3	Q4	Q1	Q1	Q2	Q3	Q4	Q1
Abuja	19.4	22.3	21.5	23.2	24.0	13.1	14.8	13.2	15.5	16.1	67.4	66.3	61.4	66.8	67.0
Benin	14.6	15.5	15.0	17.8	18.3	7.8	9.2	9.0	9.5	10.1	53.7	59.2	59.8	53.3	55.3
Eko	17.2	19.7	18.5	19.9	21.5	13.3	14.6	14.5	16.7	17.7	77.4	74.3	78.3	84.1	82.2
Enugu	14.7	16.5	14.9	14.6	15.9	8.8	8.8	8.5	9	9.9	59.5	53.5	57.1	61.6	62.1
Ibadan	16.7	18.1	17.8	18.9	20.8	10.5	11.3	11.0	13.5	13.1	63.1	62.7	61.7	71.8	63.0
Ikeja	16.1	17.1	18.2	18.8	21.2	13.3	13.5	14.8	16.2	17.5	82.2	78.6	81.2	86.2	82.6
Jos	7.3	8.6	8.4	8.8	8.7	2.8	2.9	3.0	2.9	3.3	38.8	34.0	35.4	33.1	37.8
Kaduna	11.2	13.6	9.1	9.8	11.5	4.1	4.7	3.6	3.7	4.7	36.6	34.3	39.2	37.7	41.0
Kano	8.3	11.7	10.4	11.6	11.6	4.5	5.1	4.6	5.7	6.0	54.1	44.1	44.1	49.3	52.0
P/H	13.3	13.5	13.9	14.2	13.3	6.2	6.2	6.3	6.2	6.1	46.6	46.2	45.2	44	45.9
Yola	2.9	3.6	4.0	4.3	4.3	1.7	1.7	1.9	2.2	2.1	58.6	47.9	47.4	50.4	48.7
All DisCos	141.7	160.1	151.8	161.8	171.2	86.1	92.9	90.3	101	106.6	60.8	58.0	59.5	62.5	62.3
DisCos Average	12.9	14.6	13.8	14.7	15.6	7.8	8.4	8.2	9.19	9.69	58.0	54.6	55.5	58.03	58.0

Notes of table:

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

Table III: DisCos Monthly Invoices & Remittances to NBET in 2018Q1

DisCos	Invoice (₦' Billion)			Remittance (₦' Billion)			Balance (₦' Billion)			Remittance Performance (%)		
	Jan-18	Feb-18	Mar-18	Jan-18	Feb-18	Mar-18	Jan-18	Feb-18	Mar-18	Jan-18	Feb-18	Mar-18
Abuja	5.656	6.191	6.871	2.052	2.493	2.397	3.604	3.698	4.475	36.276	40.268	34.881
Benin	4.633	3.796	4.190	1.182	2.049	1.111	3.452	1.747	3.079	25.502	53.973	26.510
Eko	5.065	5.225	6.014	0.000	4.116	2.406	5.065	1.109	3.609	0.000	78.775	40.000
Enugu	4.103	3.755	4.054	1.700	1.500	1.350	2.403	2.255	2.704	41.428	39.951	33.304
Ibadan	6.029	5.894	6.083	0.000	3.773	1.154	6.029	2.122	4.929	0.000	64.006	18.971
Ikeja	5.263	5.591	6.376	0.000	4.742	2.551	5.263	0.849	3.826	0.000	84.808	40.000
Jos	2.475	2.268	2.255	0.225	0.225	0.225	2.250	2.043	2.030	9.090	9.919	9.978
Kaduna	3.018	3.303	3.662	0.000	0.500	0.600	3.018	2.803	3.062	0.000	15.139	16.383
Kano	3.591	3.032	3.338	0.000	0.800	0.670	3.591	2.232	2.668	0.000	26.387	20.071
Port Harcourt	3.478	3.758	3.368	0.698	0.556	0.601	2.780	3.201	2.766	20.077	14.808	17.854
Yola	1.539	1.632	1.819	0.232	0.000	0.326	1.307	1.632	1.493	15.065	0.000	17.939
All DisCos	44.851	44.444	48.032	6.089	20.754	13.391	38.762	23.691	34.641	13.575	46.696	27.879
DisCos Average	4.077	4.040	4.367	0.554	1.887	1.217	3.524	2.154	3.149	13.404	38.912	25.081
Ajaokuta Steel Co. Ltd	0.082	0.083	0.082	0.000	0.000	0.000	0.082	0.083	0.082	0.000	0.000	0.000
NIGELEEC	0.560	0.670	0.853	0.000	0.000	0.000	0.560	0.670	0.853	0.000	0.000	0.000
CEB (SAKETE)	2.317	2.510	2.836	0.000	0.000	0.000	2.317	2.510	2.836	0.000	0.000	0.000

Notes of table:

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

Table VI: DisCos Monthly Invoices & Remittances to MO in 2018Q1

DisCos	Invoice (₦' Billion)			Remittance (₦' Billion)			Balance (₦' Billion)			Remittance Performance (%)		
	Jan-18	Feb-18	Mar-18	Jan-18	Feb-18	Mar-18	Jan-18	Feb-18	Mar-18	Jan-18	Feb-18	Mar-18
Abuja	1.078	1.209	1.220	0.300	0.300	0.700	0.778	0.909	0.520	27.836	24.823	57.360
Benin	0.883	0.741	0.744	0.618	0.445	0.447	0.265	0.297	0.298	70.000	60.000	60.000
Eko	0.966	1.021	1.069	0.773	0.817	0.748	0.193	0.204	0.321	80.000	80.000	70.000
Enugu	0.782	0.733	0.720	0.300	0.250	0.100	0.482	0.483	0.620	38.353	34.095	13.884
Ibadan	1.153	1.155	1.085	0.346	0.346	0.434	0.807	0.808	0.651	30.000	30.000	40.000
Ikeja	1.001	1.089	1.130	0.600	0.653	0.678	0.400	0.436	0.452	60.000	60.000	60.000
Jos	0.473	0.444	0.402	0.075	0.075	0.075	0.398	0.369	0.327	15.855	16.888	18.669
Kaduna	0.686	0.647	0.653	0.100	0.100	0.100	0.586	0.547	0.553	14.571	15.463	15.323
Kano	0.575	0.591	0.592	0.100	0.100	0.130	0.475	0.491	0.462	17.405	16.907	21.944
Port Harcourt	0.664	0.735	0.599	0.211	0.166	0.147	0.453	0.569	0.452	31.803	22.584	24.527
Yola	0.294	0.320	0.325	0.236	0.192	0.260	0.059	0.128	0.065	80.000	60.000	80.000
All DisCos	8.555	8.685	8.539	3.659	3.444	3.818	4.896	5.240	4.721	42.770	39.658	44.716
DisCos Average	0.778	0.790	0.776	0.333	0.313	0.347	0.445	0.476	0.429	42.348	38.251	41.973
Ajaokuta Steel Co. Ltd	0.016	0.015	0.016	0.000	0.000	0.000	0.422	0.441	0.517	0.000	0.000	0.000
NIGELC	0.218	0.255	0.337	0.000	0.000	0.000	0.218	0.255	0.337	0.000	0.000	0.000
CEB (SAKETE)	0.422	0.441	0.517	0.000	0.000	0.000	0.016	0.015	0.016	0.000	0.000	0.000

Notes of table:

1. DisCos, MOs, CEB and NIGELC are electricity Distribution Companies, Market Operators, Beninois Electricity Community and Nigerian Electricity Society respectively.

2. ₦'Billion is billions of Nigeria Currency

Table VI: DisCos Monthly Invoices & Remittances to NBET and MO in 2018Q1

DisCos	Invoice (₦' Billion)			Remittance (₦' Billion)			Balance (₦' Billion)			Remittance Performance (%)		
	Jan-18	Feb-18	Mar-18	Jan-18	Feb-18	Mar-18	Jan-18	Feb-18	Mar-18	Jan-18	Feb-18	Mar-18
Abuja	6.734	7.399	8.092	2.352	2.793	3.097	4.382	4.606	4.995	34.926	37.745	38.271
Benin	5.516	4.537	4.935	1.800	2.494	1.557	3.717	2.044	3.377	32.626	54.958	31.562
Eko	6.031	6.246	7.083	0.773	4.933	3.154	5.258	1.313	3.929	12.812	78.975	44.528
Enugu	4.886	4.488	4.774	2.000	1.750	1.450	2.886	2.738	3.324	40.936	38.994	30.374
Ibadan	7.183	7.049	7.168	0.346	4.119	1.588	6.837	2.930	5.580	4.816	58.435	22.153
Ikeja	6.264	6.680	7.506	0.600	5.395	3.228	5.663	1.285	4.278	9.584	80.764	43.010
Jos	2.948	2.713	2.657	0.300	0.300	0.300	2.648	2.413	2.357	10.176	11.060	11.292
Kaduna	3.704	3.949	4.315	0.100	0.600	0.700	3.604	3.349	3.615	2.700	15.192	16.223
Kano	4.165	3.623	3.931	0.100	0.900	0.800	4.065	2.723	3.131	2.401	24.839	20.353
Port Harcourt	4.142	4.493	3.967	0.909	0.722	0.748	3.232	3.770	3.219	21.957	16.080	18.862
Yola	1.834	1.952	2.144	0.467	0.192	0.586	1.366	1.760	1.558	25.494	9.832	27.333
All DisCos	53.406	53.129	56.570	9.747	24.198	17.209	43.658	28.931	39.362	18.252	45.545	30.420
DisCos Average	4.855	4.830	5.143	0.886	2.200	1.564	3.969	2.630	3.578	18.039	38.807	27.633
Ajaokuta Steel Co. Ltd	0.098	0.098	0.098	0.000	0.000	0.000	0.504	0.524	0.598	0.000	0.000	0.000
NIGELEEC	0.778	0.925	1.190	0.000	0.000	0.000	0.778	0.925	1.190	0.000	0.000	0.000
CEB (SAKETE)	2.739	2.951	3.353	0.000	0.000	0.000	2.333	2.525	2.852	0.000	0.000	0.000

Notes of table:

1. DisCos, NBET, MOs, CEB and NIGELEEC are electricity Distribution Companies, Nigeria Bulk Electricity Trader, Market Operators, Beninois Electricity Community and Nigerien Electricity Society respectively.

2. ₦'Billion is billions of Nigeria Currency.

Table VII: Complaints by Categories from Discos in 2018Q1

Complaints Categories	DisCos										
	Abuja	Benin	Port Harcourt	Ikeja	Eko	Ibadan	Jos	Kaduna	Yola	Enugu	Kano
Interruption	2,226	1,842	1,102	3,103	924	190	261	2,075	438	1,186	312
Voltage	1,532	306	236	499	530	261	283	1,787	596	435	156
Load Shedding	276	114	3	192	27	197	15	41	4	486	31
Metering	2,423	3,658	368	867	670	3,275	124	1,679	195	3,066	1,876
Billing	2,779	21,747	496	5,511	2,945	4,853	424	1,439	41	4,794	967
Disconnection	669	508	284	269	1,373	128	169	1,608	262	377	434
Connection Delay	13	7	0	11	37	0	1	9	0	21	1
Others	1,607	2,498	1,654	1,836	1,406	2,715	340	1,677	214	1,998	885
Total	11,525	30,680	4,143	12,288	7,912	11,619	1,617	10,315	1,750	12,363	4,662

Notes of table:

DisCos are the electricity distribution companies

Table VIII: Monthly Revenue & Expenditure of the Commission in 2017Q4-2018Q1

Description	Summary for 2017Q4 (₦ Million)				Summary for 2018Q1 (₦ Million)				Changes in Total Revenue & Expenditure 2018Q1-2017Q4
	Oct.	Nov.	Dec.	Total	Jan.	Feb.	Mar.	Total	
A. Revenue									
Operating Level (MC)	350.38	348.53	383.69	1082.60	256	412.29	350.19	1,018.48	(64.12)
Other IGR	77.47	72.62	36.49	186.58	16.22	43.31	107.33	166.86	(19.72)
Total Revenue	427.85	421.15	420.18	1269.18	272.22	455.6	457.52	1185.34	(83.84)
B. Expenditure									
Personnel Cost	163.75	381.65	463.72	1009.12	366.65	222.6	445.94	1,035.19	26.07
Regulatory Expenses	135.41	156.29	59.41	351.11	14.41	5.82	24.07	44.30	(306.81)
Admin.& General Maintenance	18.69	18.69	14.12	51.50	36.93	41	32.89	110.82	59.32
Total Expenditure	317.85	556.63	537.25	1411.73	417.99	269.42	502.9	1190.31	(221.42)
Surplus/Deficit (A-B)	110	(135.48)	(117.07)	(142.55)	(145.77)	186.18	(45.38)	(4.97)	137.58

Notes of table:

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



NIGERIAN ELECTRICITY REGULATORY COMMISSION

PLOT 1387 | CADASTRAL ZONE A00 | CENTRAL BUSINESS DISTRICT |

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