

ORDER/NERC/206/2020

BEFORE THE NIGERIAN ELECTRICITY REGULATORY COMMISSION IN THE MATTER OF THE EXTRAORDINARY REVIEW OF MULTI YEAR TARIFF ORDER 2015 FOR KANO ELECTRICITY DISTRIBUTION PLC

TITLE

 This regulatory instrument may be cited as MULTI YEAR TARIFF ORDER (MYTO) 2020 for Kano Electricity Distribution Plc.

COMMENCEMENT

2. This Order shall take effect from 1st September 2020 and shall cease to have effect on the issuance of a new Minor Review Order or an Extraordinary Tariff Review Order by the Nigerian Electricity Regulatory Commission ("NERC" or the "Commission").

CONTEXT

- 3. The Commission has reviewed an extra-ordinary tariff review application filed by Kano Electricity Distribution Plc ("KEDCO") seeking approval to review its end user tariffs taking into account the impact of inflation, foreign exchange and its investment plan towards improving service to customers.
- 4. The Commission, pursuant to sections 32 and 76 of the Electric Power Sector Reform Act ("EPSRA"), issued the MYTO 2015 Tariff Order in December 2015 to address, amongst other objectives, the provision of cost-reflective tariffs thus ensuring that prices charged by licensees are fair to consumers and are sufficient to allow licensees that operate efficiently to recover the full cost of their activities, including a reasonable return on the capital invested in the business.
- 5. Section 6 of the MYTO Methodology (Amended) provides for the biannual minor review of the tariffs taking into consideration changes in exogenous variables outside the control of operators in the Nigerian Electricity Supply Industry ("NESI"). These variables are the Nigerian and United States inflation rates, NGN/USD foreign exchange rates, gas prices and available generation capacity.
- 6. Section 9(c) of the "Regulations on Procedure for Electricity Tariff Reviews in the Nigerian Electricity Supply Industry" provides the basis upon which the Commission may accept applications for the conduct of extraordinary tariff reviews.
- 7. The Commission has reviewed the application filed by KEDCO taking into consideration the outcome of public consultations held in February March 2020 and approved end-user tariffs for the period 1st September 2020 to 30th June 2025. This Order reflects the impact

of changes in macroeconomic parameters on KEDCO's revenue requirement and a revised tariff design that aligns rates paid by customers with the quality of service as measured by average availability of power supply over a one-month period. This Order takes cognisance of the varying levels of infrastructural development of the utility's network that is directly attributable to the level of investment which results in customers enjoying different levels of supply in the same network and further seeks to incentivise utilities to invest across their entire networks thus ensuring that the rates paid by customers is aligned with service improvements.

- KEDCO is hereby directed to continue engagement with their customers through all mediums of public consultations on guaranteed levels of quality of electricity supply on the basis of monthly average hours of supply per day.
- Pursuant to the objective of incentivising a continuous improvement of service for all 9. customers, there shall be no tariff reviews for customers experiencing an average power supply availability of less than 12-hours per day over a period of one month.
- 10. Unmetered customers within service bands A, B and C thus benefitting from a supply availability in excess of an average of 12hrs per day over a period of one month as affected by this tariff Order shall be protected by the provisions of "Order on the Capping of Estimated Bills in the NESI" and the FGN intervention on accelerated metering of all customers.
- 11. The Commission hereby orders that KEDCO shall continue to maintain the lifeline tariff of NGN4.00/kWhr for all customers consuming less than 50kWHrs of energy per month as a safeguard for the less privileged members of the society.

OBJECTIVES

12. This Order seeks to:

- Ensure that prices charged by KEDCO are fair to customers and are sufficient to allow KEDCO to fully recover the efficient cost of operation, including a reasonable return on the capital invested in the business pursuant to the provisions of Sections 32(d) and 76(2)(a) of EPSRA.
- Provide a path to a transition to fully service-based cost-reflective tariffs by July 2021.
- Reclassify and disaggregate customers and customer clusters on the basis of KEDCO's c. commitment on quality of service to customer clusters.
- Ensure that customer tariffs are commensurate and aligned with the quality and availability of power supply committed to customer clusters by KEDCO.
- Ensure sustained improvement in reliability and quality of supply by incentivising KEDCO to off-take energy in accordance with its Vesting Contract and MYTO load allocation.
- Provide a framework for settlement of imbalances between TCN and KEDCO on delivery and off-take of available energy in accordance with the Market Rules, Vesting Contracts and other industry documents. De MA Mu

- g. Provide a framework that ensures customer tariffs are consistent with the services they receive from KEDCO.
- h. Develop and implement a framework for enforcing market discipline in respect of market remittances and managing future revenue shortfalls in the industry including a minimum market remittance requirement to account for differences between costreflective tariffs and allowed tariffs in the settlement of invoices issued by the Nigerian Bulk Electricity Trading Plc ("NBET") and the Market Operator ("MO").
- Support the interim arrangements for payments to the electricity market and reaffirm the payment securitisation requirement and flow of funds from KEDCO to NBET and MO.

BASIS FOR THE REVIEW

13. Change in Rate Design

Pursuant to the outcome of the public hearings held in February/March 2020 on the extraordinary tariff application filed by KEDCO, the Commission directed the utility to adopt a revised rate design that aligns tariffs with service level experience of customers in different clusters/locations. Upon evaluation of KEDCO's application, the Commission considered and approved five (5) tariff 'Service Bands' representing relative quality of service experience as measured by the committed minimum average hours of supply per day over a period of one month, interruptions (frequency and duration), service voltage levels and a number of other service parameters. These service bands are further subdivided into tariff classes as follows:

- (i) Non-Maximum Demand (Non-MD).
- (ii) Low voltage Maximum Demand (MD 1).
- (iii) Medium/High voltage Maximum Demand (MD 2).
- (iv) Lifeline tariff class (R1) (for consumption of not more than 50kWh/month).

Table -1 below is a comparative analysis of the new and old tariff classes:

Table - 1: KEDCO Tariff Classification

Service Bands	New Tariff Class	Old Tariff Class
Lifeline	R1	R1
A	A - Non-MD	R2, C1, D1, A1 (single and three phase)
(minimum of 20hrs/day)	A - MD 1	R3, C2, D2, A2 Street Light
,	A – MD 2	R4, C3, D3, A3
В	B - Non-MD	R2, C1, D1, A1 (single and three phase)
(minimum of 16hrs/day)	B - MD 1	R3, C2, D2, A2 Street Light
	B - MD 2	R4, C3, D3, A3
C	C - Non-MD	R2, C1, D1, A1 (single and three phase)
(minimum of 12hrs/day)	C – MD 1	R3, C2, D2, A2 Street Light
,	C – MD 2	R4, C3, D3, A3
D	D - Non-MD	R2, C1, D1, A1 (single and three phase)
(minimum of 8hrs/day)	D – MD 1	R3, C2, D2, A2 Street Light
	D - MD 2	R4, C3, D3, A3
E	E - Non-MD	R2, C1, D1, A1 (single and three phase)
(minimum of 4hrs/day)	E – MD 1	R3, C2, D2, A2 Street Light
(and the state of	E – MD 2	R4, C3, D3, A3

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KEDCO shall be liable for service improvements in accordance with commitments under its universal service obligations for providing electricity supply to customers. Attached herewith as Appendix 2 are details of the service improvement commitments made by KEDCO to customers in various tariff bands for the period 1st September 2020 to 31st December 2021.

14. Capital Expenditure ("CAPEX") Plan

KEDCO has applied to the Commission for an upward review of the CAPEX provisions in its tariffs to support the implementation of its Performance Improvement Plans ("PIP") over the next 5 years. Pursuant to the request, the Commission has shared a CAPEX Request Template with KEDCO as a guide for a revised submission to qualify for consideration in the tariffs. Accordingly, the rates as contained in this Order and valid to December 31, 2020 are based on current CAPEX provision as contained in MYTO-2015 Order, with necessary adjustments for changes in relevant macroeconomic indices. Any verified and approved investments beyond the CAPEX allowances during this period shall be recognised and applied in the Tariff Order commencing on 1st January 2021. CAPEX review proposals for the period 2021 – 2025 shall be evaluated and upon approval applied in the Tariff Order commencing on 1st January 2021.

15. MYTO Load Allocation

The current MYTO load allocation to DisCos was presented as a subject matter for consultation during the public hearings in consideration of the applications for extraordinary tariff review. Several DisCos and the Transmission Company of Nigeria Plc ("TCN") consider the current MYTO Load Allocation as sub-optimal, given the changes that have occurred in load growth and capacities of the transmission and distribution networks. However, a full justification for a holistic review of the MYTO load allocation could not be established during this Extra-Ordinary Tariff Review process. Accordingly, the Commission orders that the current MYTO load allocation shall be maintained for the purpose of computing the relevant tariffs of all DisCos.

16. Tariff Assumptions

Pursuant to the provisions of the MYTO Methodology and the Regulation on Procedure for Electricity Tariff Review in NESI, Table 2 below provides the key indices considered in evaluating the tariff application by KEDCO in this Extraordinary Tariff Review process. The projected parameters in this Order shall be reviewed and retrospectively adjusted during the December 2020 Minor Review of Tariffs to align the assumptions with actuals.

- a. Nigerian rate of inflation: The Nigerian rate of inflation for July 2020 as obtained from the National Bureau of Statistics (NBS) was 12.82%. This rate was adopted to project Nigerian inflation rates for year 2020 and beyond.
- b. Exchange Rate: In accordance with the provisions of the MYTO Methodology, CBN official exchange rates were used in this review. The MYTO Methodology provides for a premium of 1% above the CBN rate as transaction cost and this was applied in the current review. The applicable NGN/USD exchange rate for the period

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September 01, 2020 and beyond is computed as NGN380 $\pm 1\%$ premium = NGN383.80.

- c. US rate of inflation: Based on the data obtained from the website of the United States Bureau of Labor Statistics (http://www.bls.gov), the US inflation rate for the month of July 2020 was 1.0%. This rate was adopted for the purpose of this review to project US Inflation rates for year 2020 and beyond.
- d. Gas Price: The price of natural gas for the power sector has been regulated since the inception of MYTO in 2008. The Commission has maintained the gas price of US\$2.50/MMBTU and gas transportation cost of US\$0.80/MMBTU for this review. Other grid connected generation companies with contracted gas prices outside the regulated rates and as provided in their respective Gas Sale Agreements ("GSAs") are also provided for in the MYTO model as a pass-through cost.

Table - 2: Key Indices Considered in Evaluating KEDCO Application

Parameter	Sep - Dec 2020	Jan – Jun 2021	Jul – Dec 2021	Jan - Dec 2022
Nigerian Inflation	12.82%	12.82%	12.82%	12.82%
Exchange Rate (₦/US\$)	383.8	383.8	383.8	383.8
US Inflation	1.00%	1.00%	1.00%	1.00%
Sent out Generation (MWh/h)	4,646	4,974	4,974	5,325
Weighted Generation Price (₦/kWh)	25.6	25.6	25.6	25.6
TCN and Admin Charge (₦/kWh)	7.8	8.3	8.3	8.2
Delivered to KEDCO (MWh/h)	320	344	344	370
ATC&C Losses	22.06%	17.21%	17.21%	17.21%
End-use Cost-reflective Tariffs (\(\frac{\frac{1}{2}}{kWh}\)	55.73	54.31	54.31	54.25
End-use Allowed Tariffs (₦/kWh)	50.05	50.05	54.31	54.25
Tariff Shortfall (₦/kWh)	5.68	4.26		-

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17. Approved End-user Tariffs Effective from 1st September 2020

Pursuant to KEDCO's application for extraordinary tariff review and consistent with paragraph 13 of this Order, the Commission considered and approved the tariffs in Table-3A below with effect from 1st September 2020 and shall remain in force until the issuance of a new Minor Review Order or an Extraordinary Tariff Review Order by the Commission.

Table – 3A: Approved End-user Tariffs (\\mathbf{\psi}/kWh) for KEDCO

Tariff Class	Sep - Dec 2020	Jan – Jun 2021	Jul – Dec 2021	Jan - Dec 2022	Jan – Dec 2023	Jan – Dec 2024	Jan - Dec 2025
Life-line (R1)	4.00	4.00	4.00	4.00	4.00	4.00	4.00
A - Non MD	58.75	58.75	61.62	61.56	61.55	60.14	59.56
A - MD1	65.00	65.00	68.17	68.10	68.10	66.53	65.89
A - MD2	70.14	70.14	73.57	73.49	73.48	71.80	71.10
B - Non MD	56.16	56.16	58.91	58.84	58.84	57.49	56.93
B - MD1	60.96	60.96	63.94	63.87	63.87	62.40	61.79
B - MD2	64.94	64.94	68.11	68.04	68.03	66.47	65.83
C - Non MD	48.09	48.09	50.43	50.38	50.38	49.22	48.74
C - MD1	56.33	56.33	59.08	59.01	59.01	57.66	57.10
C - MD2	60.44	60.44	63.39	63.33	63.32	61.87	61.27
D - Non MD	33.46	33.46	40.62	40.57	40.57	39.64	39.26
D - MD1	40.57	40.57	53.29	53.23	53.23	52.01	51.50
D - MD2	42.08	42.08	56.45	56.39	56.39	55.09	54.56
E - Non MD	31.37	31.37	38.08	38.04	38.04	37.16	36.80
- MD1	38.47	38.47	46.71	46.66	46.66	45.59	45.15
- MD2	39.73	39.73	49.02	48.97	48.97	47.84	47.38

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18. Tariff Freeze for Customers in Bands D and E

Following consultations and directions on tariff policy, the Commission hereby approves a deferment of the applicable tariffs for customers in service bands D and E (that is customers with a service commitment of less than an average of 12-hours supply per day over a period of one month for the period 1st September 2020 to 1st January 2021. Accordingly, KEDCO shall continue to charge customers in Bands D & E the tariffs applied prior to this Order as provided in Table – 3B below and shall only be allowed to charge the approved tariffs in this Order upon investments that improve quality of service experience thus migrating customers to higher service bands or another Order of the Commission.

Table — 3B: Applicable Tariffs for Customers in Bands D and E

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Old Tariff Class	R1	R2A	R2B	R3	R4	C1A	C1B	C2	C3	D1	D2	D3	A1	A2	A3	S1
Rate (N/kWh)	4.00	22.50	29.61	42.63	42.63	23.69	29.62	40.27	40.27	31.98	41.45	41.45	31.98	31.98	31.98	24.87
New Category	Life- Line	Non- MD	Non- MD	MD-1	MD-2	Non- MD	Non- MD	MD-1	MD-2	Non-	MD-1	MD-2	Non-	MD-1	MD-2	MD-1

19. Service Band Adjustment

Where there is a failure to deliver on committed service level by KEDCO over as evaluated over a period of 60 days, rates payable by all customers in the affected load cluster shall be retroactively adjusted in line with the quality of service delivered over the same period, upon verification by the Commission.

20. Minimum Remittance Threshold for September – December 2020:

The Power Sector Recovery Plan ("PSRP") provides for a gradual transition to cost-reflective tariffs with safeguards for the less privileged in the society. The Federal Government, under the PSRP Financing Plan, has committed to fund the revenue gap arising from the difference between cost reflective tariffs determined by the Commission and the actual end-user tariffs during the transition to cost-reflective tariffs. The waterfall of market revenues during the transitional period shall be -

- a. All DisCos are obligated to settle their market invoices in full as adjusted and netted off by applicable tariff shortfall approved by the Commission.
- b. In the determination of compliance with the minimum remittance threshold in this Order, the Commission shall consider verified receivables from MDAs for the settlement period and DisCo's historical collection efficiency for MDAs.
- c. All FGN intervention from the financing plan of the PSRP for funding tariff shortfall shall be applied through NBET and MO to ensure 100% settlement of market invoices as issued by Market Participants.

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- d. Under this framework, the minimum market remittance threshold for KEDCO is determined after deducting the revenue deficit arising from tariff shortfall from the aggregate NBET and MO market invoices. KEDCO shall be availed the opportunity to earn its revenue requirement only upon fully meeting the following payment obligations:
 - i. Repayment of CBN-NEMS facility.
 - ii. 100% settlement of MO's invoice.
 - iii. Full settlement of 73.0% of NBET's monthly invoices being the minimum remittance threshold prescribed in this Order.
- e. KEDCO shall be liable to relevant penalties/sanctions for failure to meet the minimum remittance requirement in any payment cycle in accordance with the terms of its respective contracts with NBET, MO and the provisions of the Market Rules and Supplementary TEM Order.
- f. KEDCO shall maintain an adequate and unencumbered letter of credit covering three (3) months of the minimum payment obligations to NBET and MO in accordance with the provisions of the Market Rules and Market Participation Agreement.
- g. Where KEDCO is unable to comply with its minimum remittance threshold to the market prescribed in this Order from its operations as a utility, the company may seek external financing under the CBN intervention to cover the payment deficit but subject to the following conditions:
 - A submission to the Commission providing details of the market remittance ramp (i) up period, lenders term sheet, draw down period, moratorium (where applicable) and the repayment period of the loan.
 - The terms and conditions for the financing of the remittance shortfall shall be mutually agreed between KEDCO and the lenders and filed with the Commission.
 - (iii) The submission to the Commission, no later than two (2) weeks from the effective date of this Order, of the utility's financial model covering the remittance ramp up period and projections for the repayment of the external financing.

CAPACITY PAYMENT

- 21. The average tariff for KEDCO was determined considering the projected energy offtake of the company based on its percentage load allocation in the Vesting Contract. NBET shall continue to invoice KEDCO for capacity charge and energy based on its load allocation and metered energy respectively in accordance with the December 2019 Minor Review of MYTO-2015 and Minimum Remittance Order for Year-2020.
- 22. Where it is established that TCN is unable to deliver KEDCO's load allocation, TCN shall be liable to pay for the associated capacity charge. Where KEDCO fails to take its entire load allocation due to constraints in its own network, KEDCO shall be liable to pay the capacity charge as allocated in its Vesting contract. Table 4 provides the minimum market remittance threshold for KEDCO, with an effective date of 1st September 2020: Cye ma Me

Table – 4: Minimum Remittance Threshold for September – December 2020

	KEDCO's Minir	num Remitte	ance Table - September 2020 - December 2020
Head	Subhead	N,000,000	Remarks
	NEMSF	508	CBN - Loan
	Genco Invoice	23,952	Projected Generation cost
Revenue Required	TCN & Admin Services	7,240	Projected TCN and Admin Services cost
	Disco	8,896	Approved recovery of capital and operating expenses
	Total	40,596	Total Revenue Required
Allowe	d Recovery	34,129	84% Being Amount recoverable through allowed end-user tariffs of KEDCO in 2020
Tariff	Shortfall	6,467	16% Being the difference between KEDCO's revenue requirement and its allowed recovery
	NEMSF	508	1st - Line Charge on Collection as per loan Agreement
	NBET Minimum Remittance	17,485	Being Minimum Remittance Obligation of 73.0% of NBET's Monthly Invoices for September to December 2020. Full settlement to be supplemented by the FGN intervention funds
Minimum Remittance	MO Minimum Remittance	7,240	Being Minimum Remittance Obligation of 100% of MO's monthly Invoices of September to December 2020.
Obligation	Disco	8,896	Being opportunity availed the DisCo to earn its revenue requirement based on its efficient operations and upon full settlement of the minimum remittances to NEMSF, NBET and MO.
	Total Distribution	34,129	

Dated this 27th day of August 2020

EFFECTIVE DATE

23. This Order shall be effective from 1st September 2020.

James A. Momoh

Chairman

Commissioner

Service Bands	New Tariff Class	Description
Lifeline	R1	Life-Line customers with energy consumption of not more than 50kWh/month
	A - Non-MD	Customers with single or three phase connection located within Band – A Service Level Feeders
A (minimum of 20hrs/day)	A - MD 1	Customers with LV Maximum Demand connection located within Band – A Service Level Feeders
	A – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within Band – A Service Level Feeders
	B - Non-MD	Customers with single or three phase connection located within Band – B Service Level Feeders
B (minimum of 16hrs/day)	B – MD 1	Customers with LV Maximum Demand connection located within Band – B Service Level Feeders
	B – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within Band – B Service Level Feeders
	C - Non-MD	Customers with single or three phase connection located within Band – C Service Level Feeders
C (minimum of 12hrs/day)	C - MD 1	Customers with LV Maximum Demand connection located within Band – C Service Level Feeders
	C – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within Band – C Service Level Feeders
	D - Non-MD	Customers with single or three phase connection located within Band – D Service Level Feeders
D (minimum of 8hrs/day)	D – MD 1	Customers with LV Maximum Demand connection located within Band – D Service Level Feeders
	D – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within Band – D Service Level Feeders
	E - Non-MD	Customers with single or three phase connection located within Band – E Service Level Feeders
E (minimum of 4hrs/day)	E - MD 1	Customers with LV Maximum Demand connection located within Band – E Service Level Feeders
	E – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within Band – E Service Level Feeders

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В	0		00	8	8	A	A	A	A	A	A	. 3	> 3	>	D)	Δ :	Δ :	A	A	A	A	A	A	A	A	A	Service Band	
11KV SABON GARI	11KV DR BALA	TINY BANK ROAD	11KV BANK BOAD	33KV ATM	33KV AJIWA WATER WORKS	33KV AMPRI GLOBAL	33KV MTN	11KV FUNTUA WATER WORKS	33KV HADEJIA	11KV FUNTUA TEXTILE MILL	33KV CBN	33KV IAIVIBURAWA W/WORKS	33NV DR. JAIVIL GWAIVINA	TANK TOWNS OF THE PARTY OF THE	11KV TAMBIIDAWA WATER PLANT	TANK CHAINA COCH COCH	33KV COCA COLA	SSKV SDANISH 2	33KV SPANISH 1	11KV N B C	11KV CERAMIC	11KV DALA FOODS	33KV ANGELS	33KV DANGOTE	33KV DANA	11KV APEX	Feeder Name	
16	16	16	100	16	16	20	20	20	20	20	20	20	20	20	20	07	20	20	00	30	20	20	20	20	20	20	Minimum Duration of Supply (Hrs/Day)	Ser
0.14	0.14	0.14	0.14	014	0 14	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	043	0 13	0.13	0.13	0.13	0.13	0.13	Average Frequency of Interruptions Per Day	Service Level Proposal for Period-1: Sep - Dec 2020
3.2	3.2	3.2	3.2	2.2	2 2	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.2	2.6	2 2 2	27	3.2	3.2	3.2	3.2	Average Duration of Interruptions	osal for Period-1
24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 FIS	24 11	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 113	24 1112	74 055	24 Hrs	24 Hrs	48 Hrs	48 Hrs	Average Response time to resolving complaints	: Sep - Dec 20
11	11	11	33	33	3 8	33	33	11	11	11	33	33	33	11	11	33	33	33	11	11	1	4	33	33	33	11	Service Voltage Level	120
16	16	16	16	16		20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	07	3	20	20	20	20	Minimum Duration of Supply (Hrs/Day)	Se
0.14	0.14	0.14	0.14	0.14	CT.0	0 13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.10	0 13	0.13	0.13	0.13	Average Frequency of Interruptions Per Day	Service Level Proposal for Period-2: Jan - Jun 2021
3 0	3.2	3.2	3.2	3.2	3.2	u c	3 2	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.2	2.6	330	a c	3.7	3.2	Average Duration of Interruptions	osal for Period-2
34 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 113	3/ Has	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 FIS	CHILLS	240 1113	10 Lac	48 Hrs	Average Response time to resolving complaints	: Jan - Jun 20:
1	1	11	33	33	33	33	2	2	<u>-</u>	11	33	33	33	11	11	33	33	33	11	11	11	33	33	3 8	3 1	11	Service Voltage Level	21

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C	C	C	C	0	0	0	2	2	0	2	0	0	0	C	0	0	0	0	C	0	0	C	C	В	В	В	В	B	В	В	8	, ,
11KV SHAGARI	33KV CHALAWA W/WORKS	11KV PANSHEKARA	11KV ZAWACIKI	33KV MAMMAN NASIR	11KV B.C.G.A.	33KV ZARIA ROAD	11KV HAUSAWA	11KV KARKASARA	11KV MARHABA	33KV BATA	11KV SHARADA INDUSTRIAL	11KV N.N.D.C.	11KV HOUSING ESTATE	11KV F.M.C.	11KV MOHD DIKKO	11KV DANDAGORO	11KV LOW COST	11KV G.R.A.	33KV POLYTECHNIC	11KV HASSAN USMAN ROAD	11KV AJASA	33KV BUK	33KV RIJIYAR ZAKI	11KV TOKARAWA	33KV GASKIYA	11KV FANTAI	11KV TARAUNI	11KV BOMPAI	33KV FLOUR MILLS	33KV IDH	11KV AIRPORT ROAD	HINY ABOUNTOND
12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	16	16	16	16	16	16	16	16	16
0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14
4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.2
48 Hrs	48 Hrs	24 Hrs	48 Hrs	48 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	48 Hrs	24 Hrs	48 Hrs	24 Hrs	48 Hrs	48 Hrs	24 Hrs	24 Hrs	24 Hrs	48 Hrs	48 Hrs	27 Hrs	26 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs
1 3	22	11	11	33	11	33	11	11	11	33	11	11	11	11	11	11	11	11	33	11	11	33	33	11	33	11	11	11	33	33	11	11
13 12	13	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	16	16	16	16	16	16	16	16	16
0.14	014	0.14	0.14	0:14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14
4.5	1	Δ	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.2
48 Hrs	24 113	24 Hrs	48 Hrs	48 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	48 Hrs	24 Hrs	48 Hrs	24 Hrs	48 Hrs	48 Hrs	24 Hrs	24 Hrs	24 Hrs	48 Hrs	AS Hrs	27 Hrs	25 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs
33	L	11	1 2	23	11	33	11	11	11	33	11	11	11	11	1 1	1 1	1 1	11	2 5	11	4 6	22 0	2 1	1 6	33 1	1 ;	1 1	1 1	23	33	11	11

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11KV U/UKU	11KV HOTORO	11KV KOFAR NASSARAWA	11KV BELLO DANDAGO	TINV OR I HOPAEDIC	11KV KABUGA	TIN AVINO KANO	110V AND SECRETARIAL	110V FEDERAL GEOGRAPHICA	11KV YANLEMO	TINV SALLARI	TIRVIORONIAWA	33KV KURNA	11KV INDUSTRIAL	33KV NNPC	11KV DANLADI NASIDI	11KV YANKABA	11KV DAKATA	IIKV SANI ABACHA WAY	11KV GOVERNMENT HOUSE DUTSE	11KV IBRAHIM TAIWO	11KV INDEPENDENCE	11KV YUSUF ROAD	11KV MAIMALARI	11KV NOMANSLAND	33KV CLUB	11KV LAMIDO	11KV MURTALA MOHD	11KV AUDU BAKO	11KV BADAWA	11KV RACE COURSE	LIKV AHMADU BELLO	TINY WANTED
12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12
0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14
4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5
48 Hrs	24 Hrs	48 Hrs	48 Hrs	24 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	24 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	24 Hrs	48 Hrs	48 Hrs	48 Hrs
11	11	11	11	11	11	11	11	11	11	11	11	33	11	33	11	11	11	11	11	11	11	11	11	11	33	11	11	11	11	11	11	11
12	13	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12
0.14	0 14	0.14	0.14	0.14	0,14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0:14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14
7 7.0	n (4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4 7	4.5	4.5	A	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5
AS Hrs	40 113	48 Hrs	48 Hrs	24 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	24 Hrs	48 Hrs	48 Hrs	48 Hrs	AS Hrs	48 Hrs	48 Hrs	48 Hrs	AO LL	48 Hrs	40 FIS	AO LIN	48 Hrs	48 Hrs	48 Hrs	48 Hrs	24 Hrs	48 Hrs	48 Hrs	48 Hrs
1	E	1 1	1 1	1	11	11	11	11	11	11	11	23	11	22	4 1	11	1 1	2	11	11 1	2 1	1 1	1 1	2 0	2 1	11 1	1 1	1 1	1 1	1 1	=	11

D		,	9	0	0	0	0		, ,	9 0	, ,	, ,	, ,	, ,	0	0	0	0	0	0	0	0	0	0	0	D	D	D	D	C	0	0	
33KV SMALL SCALE	33KV KAFIN HAUSA	SON BINNIVA	22KV BIBNIMA	11KV LAUTAI	11KV MAJE	33KV BAGAUDA	33KV DANBATTA	33KV MUSAWA	11RV BICHI TOWN	TINV KOPAK PADA	33RV KAZAURE	11KV DANTUNKU	11KV KANTI	11KV DUTSEN REME	11KV GALADIMA	33KV TEXTILE	11KV MAI RUWA	11KV NAKOWA	11KV MUNDADU	11KV CHIRANCI	11KV JAEN	33KV MASHI	11KV DUTSIN SAFE	11KV HOSPITAL ROAD	33KV KAITA	33KV POWER HOUSE	11KV KOFAR MARUSA	11KV ARMY BARRACKS	11KV KANO ROAD	11KV MAJESTIC	11KV FARAWA	11KV MAIDUGURI ROAD	TINV KUNDILA
00	8	oc	0	00	00	00	00	00	00	000	00	00	00	00	00	00	8	00	00	00	00	00	8	00	00	00	00	80	00	12	12	12	12
0.22	0.22	0.22	22.0	0 22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.14	0.14	0.14	0.14
4.5	4.5	4.5	4.5	710	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5
48 Hrs	24 Hrs	48 Hrs	48 Hrs	40 113	AS Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	24 Hrs	48 Hrs	24 Hrs	48 Hrs	48 Hrs	24 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	24 Hrs
33	33	33	11	:	11	33	33	33	11	11	33	11	11	11	11	33	11	11	11	11	11	33	11	11	33	33	11	11	11	11	11	11	11
00	00	00	00	o	0	00	00	00	00	8	00	00	00	80	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	12	12	12	12
0.22	0.22	0.22	0.22	0.22		0.22	0.22	0.22	0.22	0.22	0.22	0.22	0:22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.14	0.14	0.14	0.14
4.5	4.5	4.5	4.5	4.5		Δ Λ	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5
AS Hrs	24 Hrs	48 Hrs	48 Hrs	48 Hrs	10 113	AS Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	24 Hrs	48 Hrs	24 Hrs	48 Hrs	48 Hrs	24 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	24 Hrs
3	ಜ	33	11	11	35	3 6	22	33	11	11	33	11	11	11	11	33	11	11	11	11	11	33	11	11 5	33 6	23 1	11 ;	11 1	11	11	11	11	11

m	m	1 -	п	m	m	m	m	m	m			1 17	1 1	n n	, ,	n n	, ,	1 17	1 1	п	1 17	1 11	1 (11	ım	m	m	т	m	D	D	0	0	, ,
11KV KOFAR NA'ISA	11KV SAGAGI	33KV DAWANAU	1310 DAWA	11KV BACHIBAWA	11KV SANI MAINAGGE	11KV JAKARA	11KV RIMIN KEBE	11KV TUDUN MURTALA	11KV GWAGWARWA	11KV TUDUN WADA	11KV KAURA GOJE	IIKVJAMARE	33KV GUMEL	33KV KWANKWASO	33KV FALGORE	33KV KAKAYE	33KV LAW SCHOOL	11KV TIGA	TIKY CAMPUS	33KV DUTSENMA	11KV MATAZU	33RV DANDUME	11KV JABIRI	33KV MAI ADUA	33KV DAURA	11KV BAYAJIDDA	11KV DAURAMA	33KV KOFAR GUGA	33KV DAN AGUNDI 2	33KV DAN AGUNDI 1	33KV BIRNIN KUDU	11KV SCHOOL OF NURSING	TINA CITA
4	4	4	4		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	00	00	00	00
0.22	0.22	0.22	0.22	22.0	0 22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22
4.5	4.5	4.5	4.5	: 5	2 1	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5
48 Hrs	48 Hrs	48 Hrs	48 Hrs	40 FIS	40 11	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	24 Hrs
11	11	33	11	1		11	11	11	11	11	11	11	33	33	33	33	33	11	11	33	11	33	11	33	33	11	11	33	33	33	33	11	11
4	4	4	4	4		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	00	00	80	00
0.22	0.22	0.22	0.22	0.22	0.22	0.22	0:22	0.22	0.22	0.22	0.22	0.22	0.22	0,22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22
4.5	4.5	4.5	4.5	4.5	4.0	л	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5
48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	40 FIS	10 11	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	24 Hrs
3	11	33	11	11	11	2 1	1	11	11	11	11	11	33	33	33	33	33	11	11	33	11	33	11	33	33	11	11	33	33	33	33	11	11

Demn Alles

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11KV FANISAU	33KV MALUMFASHI	33KV KAISINA ROAD	TING COMM	11KV TOWN	33KV SUMAILA	33KV GARKO	33KV WUDIL	33KV GAYA	11KV K.U.T	11KV MAKAMA	33KV GANO	33KV MAKOLE	11KV TSAMIYA BABBA	11KV TALAMIZ	33KV GEZAWA	33KV DUTSE	11KV TAKUR	11KV GARU	11KV LIMAWA	33KV JAHUN	THAY NOW	TANK CANDIALIAN	11EV GWARAAAA	11VV EACCE	11KV NEW SITE
4	4	4	4		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	. 4	4	4	4	
0.22	0.22	0.22	0.22	22.0	0 22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22
4.5	4.5	4.5	4.5	4.5		4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.0
48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 HrS		48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	40 DIS
11	33	33	11	33	3	33	33	33	11	11	33	33	11	11	11	11	11	11	11	33	11	11	11	11	1.1
4	4	4	4	4	1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
0.22	0.22	0.22	0.22	0.22	22.0	0 33	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22
4.5	4.5	4.5	4.5	4.5	4.5	5 1	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5
AS Hrc	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	10 113	AS Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs	48 Hrs
4	33	33	11	33	33	00	3 8	22	11	11	33	33	11	11	11	11	11	11	11	33	11	11	11	11	11