

NIGERIAN
ELECTRICITY
REGULATORY
COMMISSION



Electricity on Demand

QUARTERLY REPORT

FIRST QUARTER 2020

NIGERIAN ELECTRICITY REGULATORY COMMISSION

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NERC quarterly report is prepared in compliance with section 55(3) of the Electric Power Sector Reform Act (“EPSRA”) 2004, which mandates the Commission to submit the quarterly reports of its activities to the President and the National Assembly. The report analyses the state of the Nigerian Electricity Supply Industry (“NESI”) covering the operational and commercial performance, regulatory functions, consumer affairs as well as the Commission’s finances and staff development. The report is directed at a wide spectrum of readers including energy economists, electrical engineers, financial and market analysts, potential investors, government officials and institutions, the private sector as well as general readers. NERC quarterly report is freely available to stakeholders of NESI, government agencies and corporations. Individuals can also access any particular issue freely from the Commission’s Website.

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LIST OF ABBREVIATIONS

ADR	Alternative Dispute Resolution
AEDC	Abuja Electricity Distribution Company Plc
ANAN	Association of National Accountants of Nigeria
ATC&C	Aggregate Technical, Commercial & Collection Losses
BPE	Bureau of Public Enterprises
CAPEX	Capital Expenditure
CEET	Compagnie Energie Electrique du Togo
CTC	Competition Transition Charge
DisCos	Distribution Companies
DSOs	Distribution System Operators
ECR	Eligible Customer Regulations
EEDC	Enugu Electricity Distribution Company Plc
EKEDC	Eko Electricity Distribution Company Plc
EPSRA	Electric Power Sector Reform Act
GenCos	Generation Companies
GWh	Gigawatt hours
IBEDC	Ibadan Electricity Distribution Company Plc
ICAN	Institute of Chartered Accountants of Nigeria
IEDN	Independent Electricity Distribution Network
IE	Ikeja Electric Plc
JEDC	Jos Electricity Distribution Company Plc
KDEDC	Kaduna Electricity Distribution Company Plc
KEDC	Kano Electricity Distribution Company Plc
MAP	Meter Assets Provider
MO	Market Operator
MW	Megawatt
MWh	Megawatt hours
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	Societe Nigerienne d'electricite
NIM	Nigerian Institute of Management
NIPP	National Integrated Power Projects
NSE	Nigerian Society of Engineers
PHEDC	Port Harcourt Electricity Distribution Company Plc
SBEE	Societe Beninoise d'Energie Electrique
TCN	Transmission Company of Nigeria Plc
TLF	Transmission Loss Factor
YEDC	Yola Electricity Distribution Company Plc

1. EXECUTIVE SUMMARY

SUMMARY

STATE OF THE INDUSTRY:

Total electric energy generated in 2020/Q1 was 8,613,998MWh - 6.33% more than the generation in 2019/Q4.

Operational Performance: In line with its mandates derived from the EPSRA, the Nigerian Electricity Regulatory Commission (“NERC” or the “Commission”) continued the function of regulating the technical, operational and commercial performance of NESI. During the first quarter of 2020, the total electric energy generated was 8,613,998MWh – 6.33% more than the energy generated during the preceding quarter. Within the same quarter, the industry recorded a peak daily generation of 5,268MW. The available plant generation units on bar decreased to 66 from the daily average of 70 units recorded in the preceding quarter. However, despite the decrease in available generation units in the first quarter of 2020, the total electric energy generated increased by 6.33% with 12.17 percentage points increase in generation capacity utilisation. The improved capacity utilisation is attributed to reductions in constraints such as gas supply shortage, and transmission and distribution networks bottlenecks. Notwithstanding the progress recorded during the quarter under review, the aforementioned industry constraints still pose major technical and operational challenges to the industry.

The resolution of technical and operational constraints in NESI remains one of the top priorities of the Commission. To this end, the Commission has continued to work on addressing the *DisCo-TCN* interface bottlenecks to free up part of the stranded generation capacity by addressing the technical constraints inhibiting the flow of energy. The Commission is also finalising the review of the Performance Improvement Plans (“PIPs”) filed by DisCos. The PIPs, which were prepared based on the guidelines issued by the Commission, cover the period 2020-2025 with an overall objective of ensuring that utilities invest in projects critical to addressing technical and other challenges affecting their operational efficiency. The review of the PIPs is expected to among others appraise, 1) DisCos’ proposed utilisation of capital and operating expenditure allowances for relevance and cost efficiency, 2) the investments required by DisCos towards addressing distribution networks bottlenecks to free up part of the stranded generation capacities and address to other related constraints inhibiting the flow of energy to end-use consumers.

During 2020/Q1, no incidence of partial system collapse occurred while only one (1) total system collapse was recorded.

A comparative summary of the system stability performance of the national grid for 2020/Q1 and 2019/Q4 is indicated in Table A. The report shows a slight improvement in the grid network stability during 2020/Q1 relative to 2019/Q4. Although the period Q4/2019 and Q1/2020 recorded one (1) incidence of total system collapse (i.e., *total blackout nationwide*) each, there was no incident of partial system collapse (i.e., *failure of a section of the grid*) during 2020/Q1 as compared to one (1) partial system collapse incident recorded during 2019/Q4.

Table A: Summary of System Collapse in 2020/Q1 & 2019/Q4

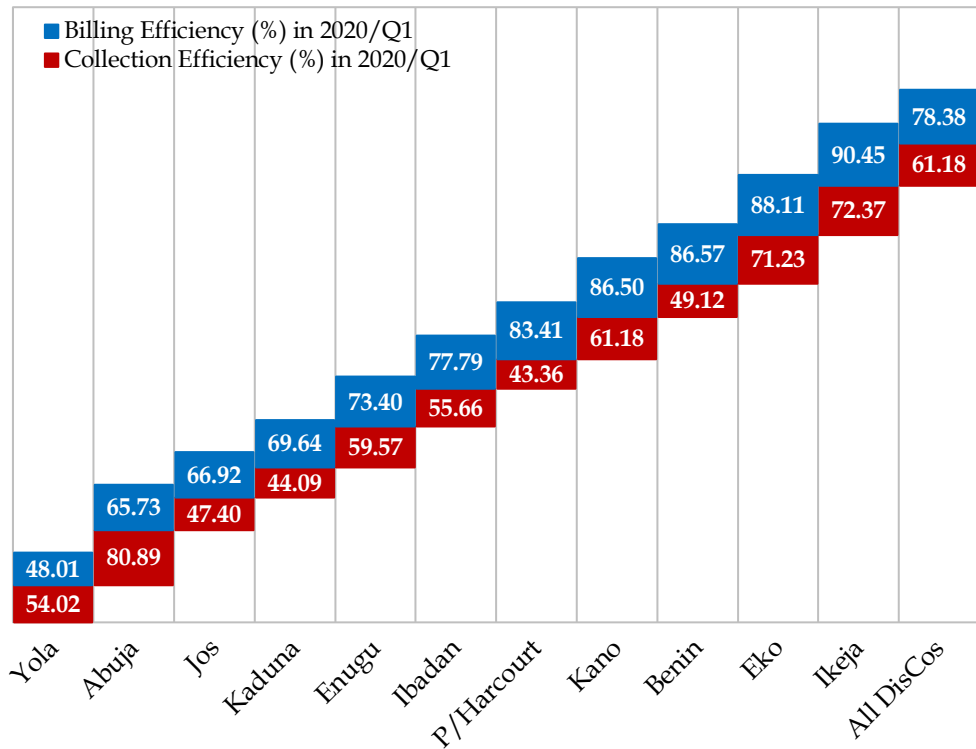
	2020/Q1	2019/Q4
Number of Partial Collapses	0	1
Number of Total Collapses	1	1

As highlighted in preceding reports, to further sustain the improvement in grid stability in subsequent quarters and beyond, the Commission, in collaboration with the Transmission Company of Nigeria PLC (“TCN”), has intensified its monitoring and supervision efforts to ensure strict compliance with the System Operator’s (“SO”) directives to generators on *free governor* and *frequency control mode* in line with the provisions of the Grid Code. The Commission has also completed a review of the outcome of the competitive process of procuring *spinning reserves* conducted by TCN in accordance with the Commission’s earlier approval to TCN. This is to guarantee adequate *spinning reserves* for proper management of the grid by the SO.

Commercial Performance: The financial viability and commercial performance of the industry continued to be a major challenge with a decline in the first quarter of 2020. During the quarter under review, the total billing to and collection from electricity consumers by all the 11 DisCos stood at ₦186.82billion and ₦114.29billion respectively. As represented in *Figure A*, these denote 78.38% and 61.18% billing and collection efficiency respectively, indicating 4.21% and 8.26% points decreases respectively, when compared with the fourth quarter of 2019. The level of collection efficiency during the quarter under review indicates that as much as ₦3.88 out of every ₦10 worth of energy sold during the first quarter of 2020 remained uncollected from consumers.

DisCos’ Billing and collection efficiency declined from the 82.59% and 69.44% respectively in 2019/Q4 to 78.38% and 61.18% respectively in 2020/Q1.

Figure A. Billing and Collection Efficiency by DisCos in 2020/Q1

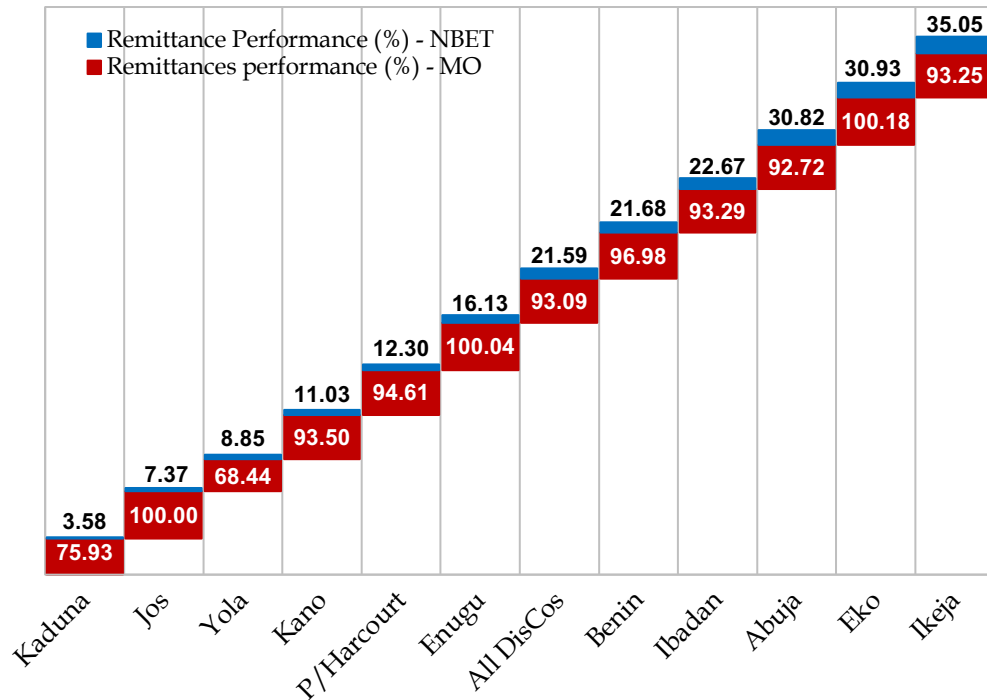


During the first quarter of 2020, a total invoice of ₦185.08billion was issued to the eleven (11) DisCos for energy received from the Nigerian Bulk Electricity Trading PLC (“NBET”) and for service charge by MO, but only a sum of ₦60.20billion of the total invoice was settled, representing 32.53% remittance performance. This represents a 5.79 percentage point decline from the final settlement rate recorded in the fourth quarter of 2019. Individual DisCo’s remittance performances to NBET and MO settlement during the first quarter of 2020 are represented in Figure B.

The average total remittance performance to the market for all DisCos was fell to 32.53% and ranges from 14.16% (Kaduna DisCo) to 43.92% (Ikeja DisCo).

Whereas three (3) DisCos fully met the expected minimum remittance thresholds (“MRTs”) to MO, none of the eleven (11) DisCos fully met the MRTs to NBET. The average aggregate remittance performances to MO and NBET were 93.09% and 27.96% respectively, with performance level ranging from 68.44% (Yola) to 100% (Eko) for MO and 3.58% (Kaduna) to 35.05% (Ikeja) for NBET. Only Jos, Enugu and Eko DisCos met the remittance obligation for MO during the quarter under review.

Figure B: Remittances to MO and NBET by DisCos – 2020/Q1



The financial viability of NESI has remained a major challenge threatening its sustainability. As highlighted in the preceding quarterly reports, the liquidity challenge is partly due to the non-implementation of cost-reflective tariffs, high technical and commercial losses exacerbated by energy theft and consumers' apathy to payments under the widely prevailing practice of estimated billing. It is noteworthy that the payment cycle for March invoices fell within the period of the outbreak of COVID-19 pandemic and the resultant macroeconomic impact of the policies to curtailing its spread in Nigeria have added to the challenge of low remittance to the market. The severity of the liquidity challenge in NESI was reflected in the settlement rates of the service charges and energy invoices issued by MO and NBET respectively to each of the DisCos as highlighted above, as well as the non-payment by the special and international customers for the services rendered by MO.

During the quarter under review, the special customers (Ajaokuta Steel Co. Ltd and its environs) did not make any payment in respect of the ₦0.27billion and ₦0.05billion invoices issued by NBET and MO respectively. A total of ₦4.05billion (US\$13.22million) invoices were issued by MO to international customers (i.e., *Societe Nigérienne*

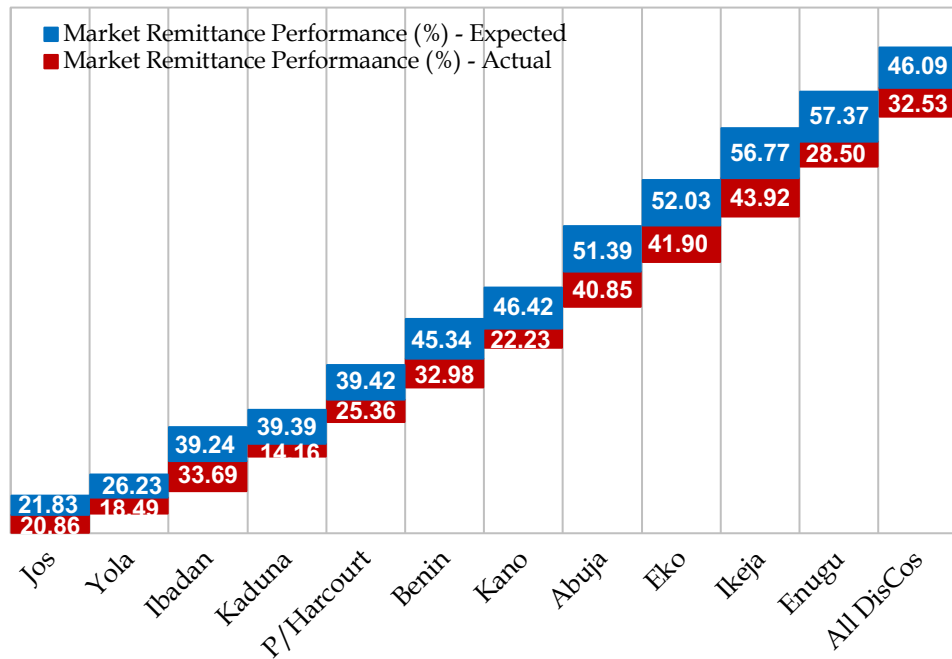
The special customers (Ajaokuta Steel Co. Ltd & environ), and international customer (CEET and NIGELEC, except SBEE), made no payment for the invoices issued to them in 2020/Q1.

d'electricite – NIGELEC, *Societe Beninoise d'Energie Electrique* – SBEE and *Compagnie Energie Electrique du Togo* – CEET). During the quarter, NIGELEC made a payment of ₦1.61billion (US\$5.27million) as part of its outstanding bills for the energy received from NBET and services rendered by MO. Similarly, SBEE paid ₦0.43billion (US\$1.39million) in respect of services received from MO.

The expected minimum remittance threshold adjusted for tariff shortfall stood at 46.09% in 2020/Q1 while DisCos' actual market remittance to NBET & MO during the period was 32.53%.

It is noteworthy that tariff shortfall (represented by *the difference between actual end-user tariffs payable by consumers and the cost-reflective rates approved by NERC*) has partly contributed to liquidity challenges being experienced in the industry. However, the settlement ratio to the expected MRTs, having adjusted for tariff shortfall, as represented in *Figure C* indicates that DisCos need to improve on their performance. Whereas DisCos were expected to make a market remittance of 46.09% during 2020/Q1, only 32.53% settlement rate was achieved within the timeframe provided for market settlement in the Market Rules. Therefore, DisCos' remittance level, regardless of the prevailing tariff shortfall, was still below the expected MRT. Thus, to ensure business continuity and improve sector liquidity, DisCos must continue to improve on effort towards reducing ATC&C losses to levels commensurate with their contractual obligations in the performance agreement. One of the contributory factors to high ATC&C losses, and hence poor liquidity, is non-settlement of energy bills by MDAs across the three tiers of government (i.e. Federal, State and LG). This issue must be urgently addressed as part of the ongoing Federal Government's efforts towards ensuring financial sustainability of NESI.

Figure C: Expected and Actual Remittances by DisCos - 2020/Q1



In pursuit of addressing low market remittances and the viability of the DisCos as going concern entities, the Commission has reviewed DisCos' compliance to meeting the MRT for necessary regulatory intervention. In addition to working towards finalising the review of the 2020-2025 performance improvement plans filed by the DisCos, the Commission commenced the evaluation of the extra ordinary tariff review application filed by the DisCos towards addressing the liquidity and operational challenges in the industry.

As reported in preceding quarterly reports, another major initiative towards improving revenue collection and remittance in NESI is the provision of meters to all registered end-use consumers of electricity. The MAP Regulations issued by the Commission on 8 March 2018, aims to fast-track the roll-out of end-use meters through the engagement of third-party investors for the financing, procurement, supply, installation and maintenance of electricity meters. Although the effective meter roll-out date started in May 2019, the performance has been below targets due to a sudden introduction of a 35% additional importation levy imposed by the Federal Government on fully assembled meters. The Commission is currently working with the Federal Ministry of Finance, Budget and National Planning to address this major challenge. While noting the imperative for encouraging local content in the metering

sector, a case has been made by the Commission for a deferral of the new import levy to allow for the roll out of meters under the framework of the MAP Regulation. In addition, the Commission has continued to review the performance of MAPs with a view to addressing all other challenges affecting meter deployments by DisCos under MAP initiative.

REGULATORY FUNCTIONS:

Regulations and Orders: Although no new regulations were issued in the first quarter of 2020, the Commission continued the process of gazetting some of the existing regulations including the Nigerian Electricity Supply and Installation Standards Regulations. Also, the Commission continued to monitor the enforcement of provisions of existing regulations *including* the MAP regulations. On the other hand, the Commission issued three (3) Orders –

During 2020/Q1, the Commission issued Three (3) Orders to the industry operators.

1) **NERC/196/2020** on the transitional accounting treatment of tariff-related liabilities in the financial records of market participants in NESI. This Order, among others: a) provides a guideline for the transitional accounting treatment of tariff-related liabilities in the financial records of market participants; b) ensures that no new tariff-related liabilities accrue in the financial records of DisCos; and c) the balance sheet of DisCos is not adversely impacted by tariff-related revenue shortfall, for the purpose of raising capital for network improvement and service delivery.

2) **NERC/197/2020** on the Capping of Estimated Bill in NESI to *among others*: a) Provide a framework for the billing of unmetered customers thus reducing the risk of arbitrary billing for unmetered Residential (R2) & Commercial (C1) customers at rates that are largely at variance from their actual consumption; b) Expedite the metering of unmetered R2 & C1 customers in NESI; c) Steer DisCos towards fast tracking meter deployment under MAP Regulations or any other financing plan the Commission approved; d) Improve customer satisfaction in NESI and the willingness of customers to pay for electricity by addressing the pervasive apathy for estimated bills issued to unmetered customers; and e) Reduce the incidence of high collection losses in NESI.

3) **NERC/198/2020** on the transition to cost-reflective tariffs in NESI. This Order, which presents the final decisions reached on the public

hearings of the extraordinary tariff review, stipulates that *among others*: a) There shall be no increase in tariffs of end-use customers on 1st April 2020; and b) The Commission's Orders (*NERC/GL/184/2019 to NERC/GL/194/2019*) titled 'the December 2019 Minor Review of Multi Year Tariff Order (MYTO) 2015 and Minimum Remittance Order for the Year 2020 shall remain in force until 30 June 2020 when a new Minor Review Order shall be issued by the Commission. The Order further provided guidelines for a revised tariff design for DisCos in which customer tariffs are disaggregated and aligned in accordance with the quality of service provided to end users.

During 2020/Q1, the Commission issued five (5) new CPG permits with a total nameplate capacity of 45.00MW.

In addition to these Orders, the Commission continued with the review of comments received during the public discussions on Consultation Papers on Competition Transition Charge ("CTC") and Electricity Distribution Franchising (EDF) to develop final CTC and EDF *guidelines* that adequately consider input from the industry stakeholders.

Licensing and Permits: During the quarter, no generation licence was *issued or renewed* by the Commission. The Commission however, after satisfactory evaluation, *issued* three (3) *new* Captive Power Generation (CPG) permit with a total nameplate capacity of 45.00MW. Also, the Commission approved the certification of seven (7) new Meter Service Providers for manufacturing, installer and importer categories.

Compliance and Enforcement: Enforcement actions against violations, breaches and infractions of regulations, orders and technical codes of NESI are key mandates of the Commission. In this regard, the Commission, during the quarter under review, continued with the enforcement actions brought forward from the preceding quarters against some licensees for violations of rules and infraction. These include failure to submit required data within a stipulated timeline, electricity accidents and electrocution cases, and the failure to adhere to forum decisions without filing appeals within the stipulated timeframe.

Litigation: During the first quarter of 2020, the Commission was not involved in *new* actions but continued with eleven (11) *on-going* cases reported in preceding quarterly reports that are currently at various stages. The *on-going* matters include some claimants seeking declarations: that some provisions of the MAP Regulation (2018) issued by the Commission contravened EPSRA; and that the Commission lacks

the power and authority to issue a notice of intention to cancel licences of erring DisCos; a declaration against the Order of the Commission directing Abuja DisCo to pay ₦50million as compensation to the family of a boy electrocuted in Niger State and a fine of ₦250million for breach of safety standards; the suspension of the board of Ibadan DisCo; implementation of MYTO 2015; land dispute and granting of Eligible Customer status among others.

CONSUMER AFFAIRS:

Consumer Education & Enlightenment: To ensure continuous education of customers on their rights and obligations and other general service delivery, the Commission commenced the monitoring of the 2020 customer enlightenment of all the DisCos relative to their proposed schedules for the year 2020. On its part, the Commission continued with the sponsorship of the airing of a dedicated weekly radio program titled 'Electricity Spot Light Today' on FRCN with the objective of engaging and enlightening electricity consumers on various issues. The programme focuses on issues including but not limited to complaints redress mechanism, customers' rights and obligations, health and safety, estimated billing, meter related issues and the efforts being made to bridge the metering gap in NESI.

During the quarter under review, the Commission conducted public hearings on the extra-ordinary tariff review application filed by eleven (11) successor distribution companies in accordance with the provisions of EPSRA, Business rules of the Commission, and the Regulations on tariff review and procedures. The public hearings were conducted in ten cities in Nigeria spread across the franchise areas of the eleven (11) DisCos. At the public hearings, consumers expressed their opposition to any general across the board tariff increase without commensurate service improvement by the operators. The outcome of the public hearings was expected to form the basis for Commission's decision on the tariff applications filed by the DisCos.

Following the approved timeline for the year 2020 town hall meetings on consumers' awareness and enlightenment, the Commission held one (1) town hall meeting on the 17th March 2020 in Benin, Edo State. At the meeting, the Commission discussed and addressed questions about metering (*i.e.*, MAP scheme), estimated billing, health and safety, service

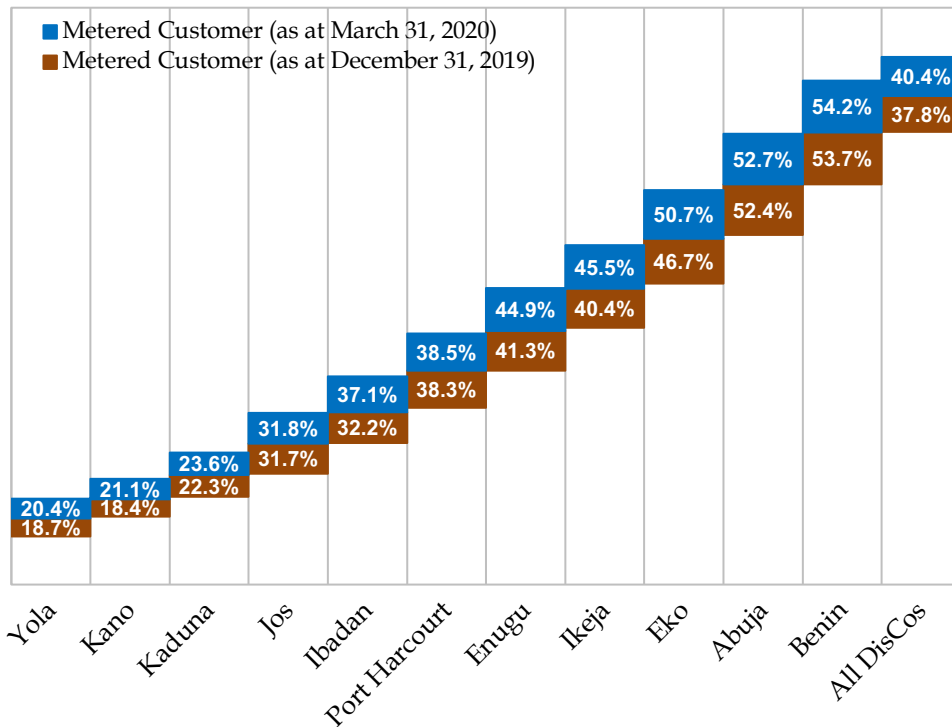
interruption, the ongoing customers' enumeration and the efforts being made to resolving all outstanding issues.

The metering: Although there was a slight improvement during the quarter, the huge metering gap for end-use customers remains a key challenge in the industry. The records of the Commission indicate that, of the 10,477,856 registered electricity customers as at the end of the first quarter of 2020, only 4,231,940 (40.39%) have been metered. Thus, 59.61% of the registered electricity customers are still on estimated billing which has contributed to customer apathy towards payment of electricity bills. In comparison to the fourth quarter of 2019, the number of registered and metered customers increased by 1.00% and 8.00% respectively. The increase in registered customer population was due to the *on-going* customer enumeration exercise by DisCos through which unregistered consumers of electricity were brought unto the DisCos' billing platform. Similarly, the increase in metered customers was attributed to the roll-out of meters under the MAP scheme.

All the DisCos made progress in metering their electricity customers and three (3) DisCos have metered more than 50% of its registered electricity customers as at 31 March 2019.

A review of the customer population data in *Figure D* indicates that all the DisCos recorded progress in the metering of their electricity customers as at 31 March 2020, as compared with 31 December 2019. Abuja, Benin and Eko DisCos had metered more than 50% of their registered electricity customers as at 31 March 2020. To ensure speedy metering of electricity customers in line with the target of closing the metering gap in NESI by 31 December 2021, the Commission continued its monitoring of DisCos' implementation of and compliance with the provisions of the MAP Regulations to fast-track meter roll-out. The Commission during the quarter approved more preferred MAPs for DisCos that had finalised their MAPs procurement process, increasing the total number of approved MAPs to twenty-nine (29) as at the end of the quarter.

Figure D: Metering Status in NESI as at 31 March 2020



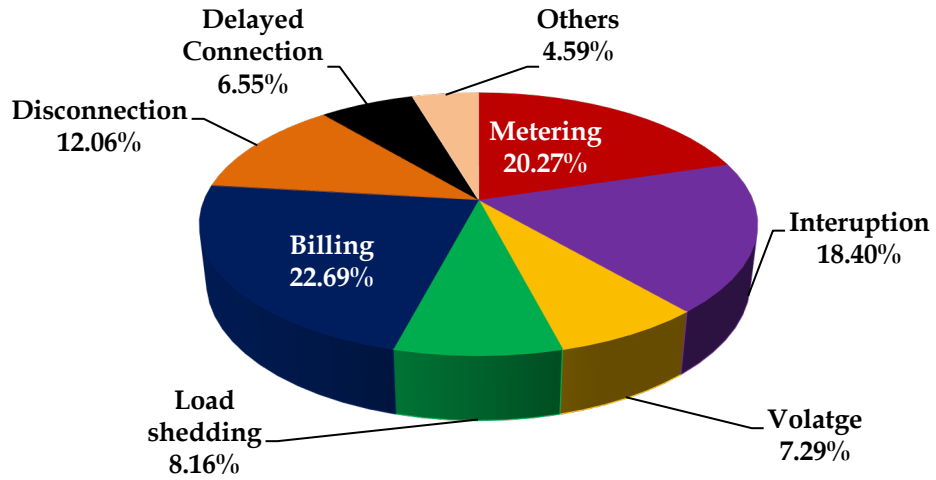
The number of customer complaints increased by 15.02% during the first quarter of 2020.

Customer Complaints: During the first quarter of 2020, the eleven (11) DisCos received a total of 204,506 complaints from consumers, indicating 15.02% more complaints than those received during the fourth quarter of 2019. In total, the DisCos attended to 188,749 complaints representing an increase of 1.84 percentage point from the preceding quarter. The report shows that Ibadan and Port Harcourt DisCos had the lowest customers’ complaints resolution rates based on the proportion of complaints not addressed in the first quarter of 2020.

Metering and estimated billing still dominated the customers’ complaints, accounting for 42.96% of the total complaints in 2020/Q1.

A review of customer complaints statistics in *Figure E* indicates that estimated billing, metering and service interruption remain the most significant areas of concerns for customers, accounting for 61.36% (i.e., 125,485) of the total complaints in the first quarter of 2020. To ensure improved customer service delivery, the Commission continued to monitor and audit customers’ complaint handling and resolution process by DisCos. Also, the Commission continuously monitors the operation and efficacy of its Forum Offices which were set up to redress on consumers’ complaints not adequately resolved to the customers’ satisfaction by the responsible DisCos.

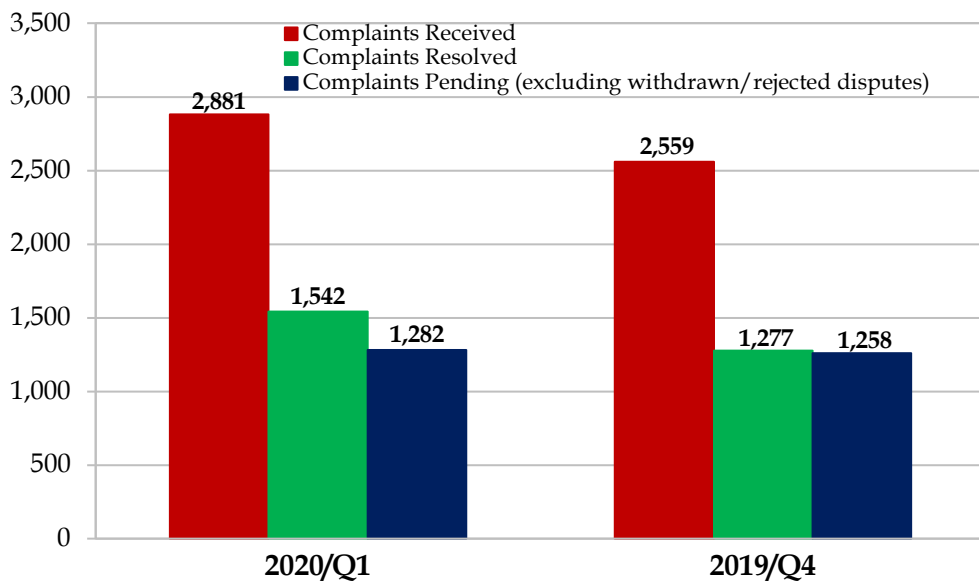
Figure E: Category of Complaints Received by DisCos in 2020/Q1



As at the end of 2020/Q1, the Commission had 30 operational Forum Offices in 29 States and the Federal Capital Territory (FCT).

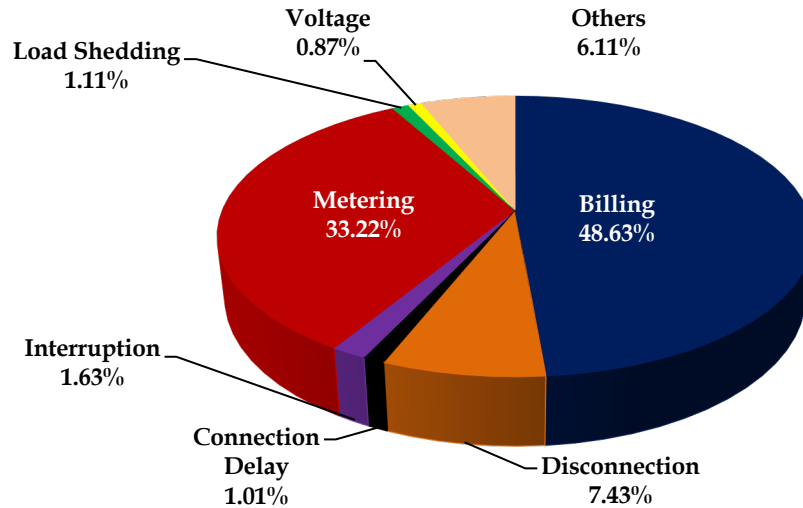
Forum Offices: Forum panels review unresolved disputes, as enshrined in the Commission’s Customer Complaints Handling Standards and Procedure (CCHSP) Regulations. As at 31 March 2020, the Commission had thirty (30) operational Forum Offices in twenty-nine (29) states and the FCT. The chart in *Figure F* indicates that the Forum Offices had a total of 2,881 complaints during the quarter (including 1,258 pending complaints from the fourth quarter of 2019) from customers who were dissatisfied with DisCos’ decision on their lodged complaints. During this period, the Forum Panels held 33 hearings and resolved 53.52% of the complaints lodged at Forum Offices nationwide, representing an average resolution rate of 47 cases per hearing.

Figure F: Complaints Received by Forum Offices in 2020/Q1&2019/Q4



Similar to the categories of complaints received by DisCos, metering and billing issues dominated the category of complaints received by the Forum Offices as represented in *Figure G*. This shows that billing and metering issues were mostly the complaints not satisfactorily resolved by the DisCos' Complaints Handling Units in 2020/Q1.

Figure G: Complaints Category Received by Forum Offices, 2020/Q1



Whereas some of the pending cases are due to incomplete submission *and/or* withdrawal by consumers, the Commission has made and continues to make the under listed efforts to ensure quick resolution of *all outstanding and new* complaints at the Forum Offices in line with its operating manual.

- 1). The Commission has continued to intensify effort in monitoring the *day-to-day* activities of the Forum Offices through its performance monitoring mechanism.
- 2). The Commission established NESI situation room to address customers' complaints and mitigate the impact of service disruptions during the restriction of movement policy announced by the government to curb the spread of pandemic of COVID - 19.
- 3). The Commission is working towards establishing additional Forum Offices to be located in underserved states in a bid to achieve its objective of establishing at least one Forum Office in each state of the federation and ensure that customer care is given adequate attention.

In 2020/Q1, electrical accidents resulted in 9 deaths and 4 injuries of various degrees involving both employees of the companies and the third parties.

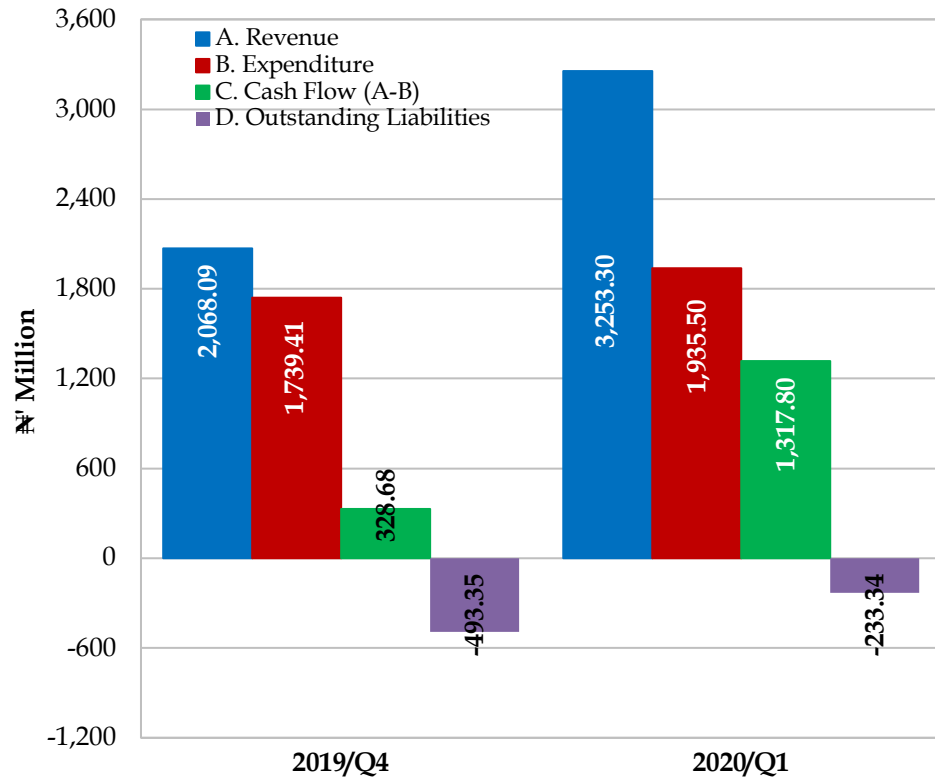
Health and Safety: The Commission received a total of 115 accident reports from the licensed operators during the first quarter of 2020. The accidents, unfortunately, resulted in 9 deaths and 4 injuries of various degrees involving both employees of the companies and the third parties. In comparison with the fourth quarter of 2019 when 13 deaths and 8 injuries were recorded, there was an improvement in the health and safety performance of the operators in the first quarter of 2020.

The Commission, in line with its mandate to ensure safe and reliable electricity services, has commenced enforcement on some of the incidents involving various safety breaches during the quarter. On account of the Commission's stand for zero tolerance on safety breaches in NESI and, in line with its strategic goals 2017-2020, the Commission has intensified its monitoring and implementation of various safety programmes aimed at reducing accidents in NESI. The safety programs being implemented by the Commission include, but not limited to, the standardisation of system protection schemes, public enlightenment on the safe use of electricity, a review of an operational procedure for Distribution System Operators (DSO) on fault clearing and engagement of stakeholders on Right of Way (ROW) violation.

THE COMMISSION:

Financial Report: During the first quarter of 2020, the total revenue realised by the Commission was ₦3.25billion representing an increase of 57.31% from the revenue recorded during the fourth quarter of 2019. The reported increase in the revenue was due to the 58.08% increase in the revenue realised from the operating levy (*i.e., market charges*) and 22.31% increase in other internally generated revenue realised during the first quarter of 2020. The chart in *Figure H* indicates that the total expenditure of the Commission rose to ₦1.94billion from ₦1.74billion incurred in the preceding quarter. A comparison of the revenue and expenditure of the Commission in the quarter under review indicates lesser expenditure incurred when compared to actual cash receipts, showing a positive net cash flow of ₦1.32billion. However, the Commission still has existing liabilities of ₦0.23billion as at the end of the first quarter of 2020.

Figure H: Commission's Cash Flows (₦' m) in 2019/Q4-2020/Q1



Capacity Development: The Commission, in its commitment to human capacity development, sponsored some members of staff, based on their job/skill gaps and the need assessment of the Commission, to attend training on *Strategic Management of Regulatory and Enforcement Agencies* and *Utility Regulation and Strategy* during the first quarter of 2020. During the same quarter, some members of staff were also sponsored to attend the *2020 World Future Energy summit*. However, the Commission has, in compliance with the directives and guidelines issued by the National Centre for Disease Control (CDC) and other government agencies responsible for managing the outbreak of COVID-19 pandemic in Nigeria, reduced physical attendance at all official meetings and leveraged on the use of Information Communication Technology in engaging the industry operators.

2. STATE OF THE INDUSTRY

2.1. Operational Performance

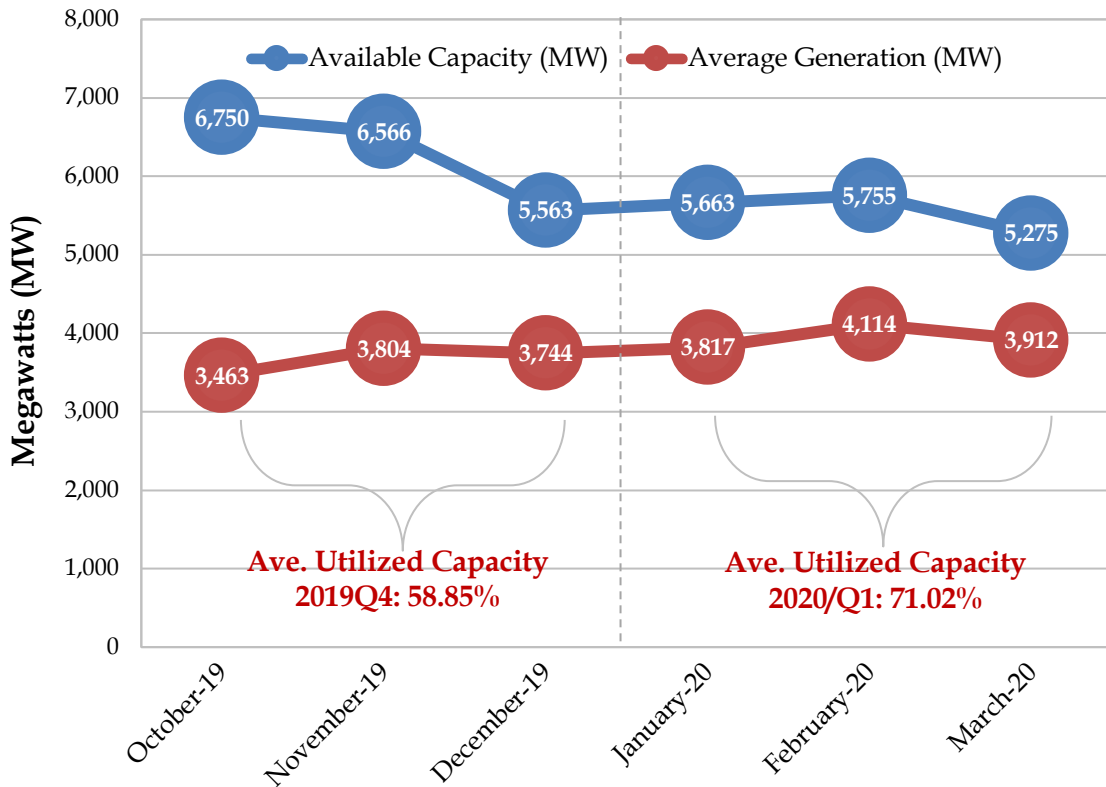
2.1.1. Electricity Generation

In accordance with its statutory mandate, the Commission continues to monitor the operational and commercial performance of NESI. The industry recorded a daily generation peak of 5,268MW, in the first quarter of 2020, on 26 February 2020. Available average generation capacity fell by 11.58% to 5,564MW during the first quarter of 2020. This decrease in available generation capacity is attributable to the increase in the number of generation units currently undergoing maintenance and overhaul, which made them unavailable for operation in the quarter. On average, 66 plant generation units were available during the first quarter of 2020 compared to 70 generation units available during the fourth quarter of 2019. However, due to an improvement in the capacity utilisation, the total electric energy generated increased by 6.33% from 8,101,192.72MWh recorded in the fourth quarter to 8,613,997.79MWh in the first quarter of 2020.

A review of both the daily average available capacity and generation (in MW) from the fourth quarter (October – December) of 2019 to the first quarter (January – March) of 2020 is represented in Figure 1. The Figure shows that 71.02% of the available capacity was utilised in the first quarter of 2020, indicating 12.17 percentage points increase on the capacity utilisation rate recorded in the fourth quarter of 2019. The improved capacity utilisation was due to the reductions in technical and operational constraints relating to an inadequate gas supply, transmission constraints, limited distribution networks, and commercially induced low load off-take by DisCos.¹

¹ The reported values of some of NESI's performance indicators for 2019/Q4 (i.e., the baseline quarter) differ from those reported in 2019/Q4 quarterly reports due to adjustments for omission detected. Where the values are found to be different, the values in this report take precedence.

Figure 1: Average Daily Generation and Available Capacity 2019/Q4-2020/Q1



Complete resolution of both the operational and technical challenges in electricity generation remains as one of the top priorities of the Commission. The Commission continued consultations with relevant stakeholders to develop lasting solutions to the gas impasse in the power industry. Also, as stated in the preceding quarterly reports, the Commission continues to execute a number of actionable items identified in its Strategic Plan 2017-2020 to completely resolve the technical and operational challenges in NESI. Pursuant to this effort, the Commission is currently reviewing the Performance Improvement Plans (“PIPs”) filed by the DisCos. The PIPs, which were prepared in accordance with the Commission’s guidelines, cover the period 2020–2025 and have an overall objective to ensure that utilities invest in projects critical to addressing the technical and operational constraints affecting their operational efficiency. Thus, the review is expected to appraise 1) DisCos’ proposed utilisation of capital and operating expenditure allowances for relevance and cost efficiency, 2) the investments required by DisCos towards addressing distribution networks

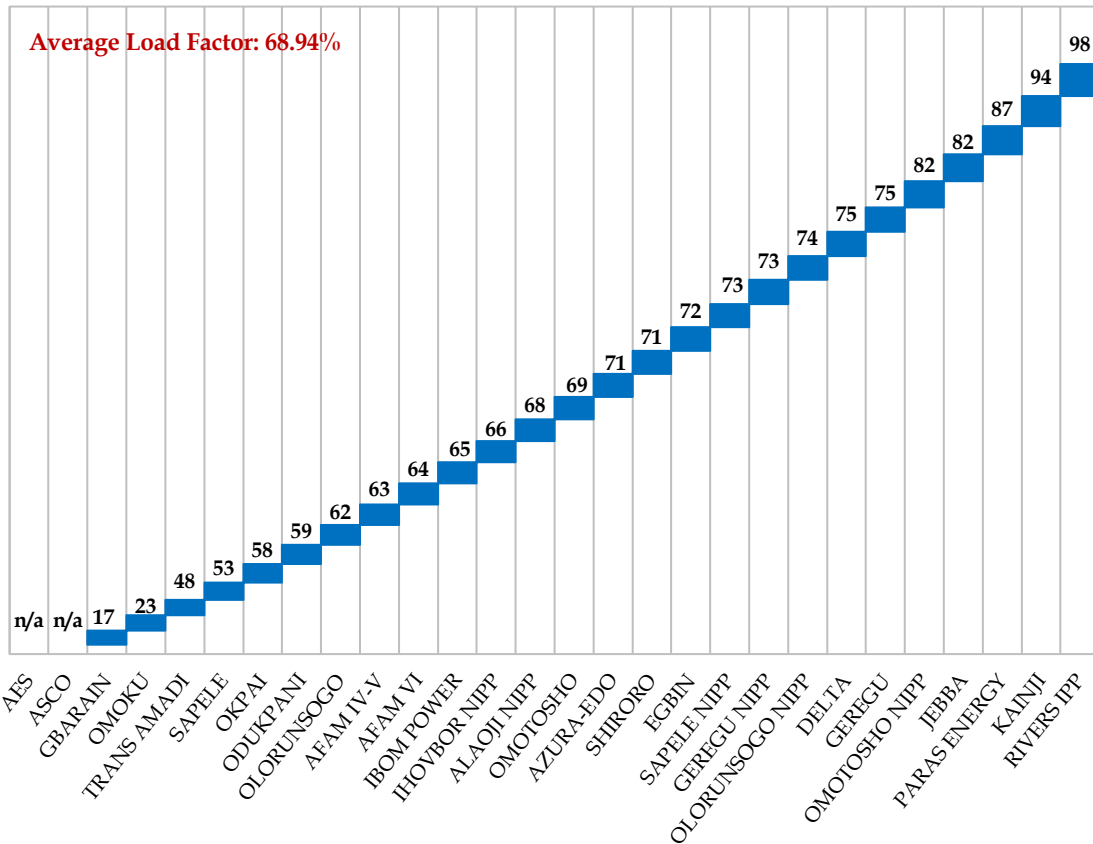
bottlenecks and free up part of the stranded generation capacities and address other related issues inhibiting the flow of energy. The Commission is also proposing *service-based cost-reflective tariffs* in response to feedback received during the public hearings on the consideration of applications filed for extraordinary tariff review by the DisCos for the full implementation of their PIPs.

2.1.2. Load Factor and Average Generation of Power Plants

The average load factor (i.e. the dispatch rate) of the generation plants, defined as the amount of energy that a power plant generated over a certain period relative to its available capacity for the said period, recorded an increase of 15.22 percentage points from the 53.72% recorded in the preceding quarter. As represented in Figure 2, the average dispatch rate (or load factor) stood at 68.94% during the first quarter of 2020, indicating that an average power plant operating during the quarter under review had 68.94% of its available capacity dispatched by the SO.

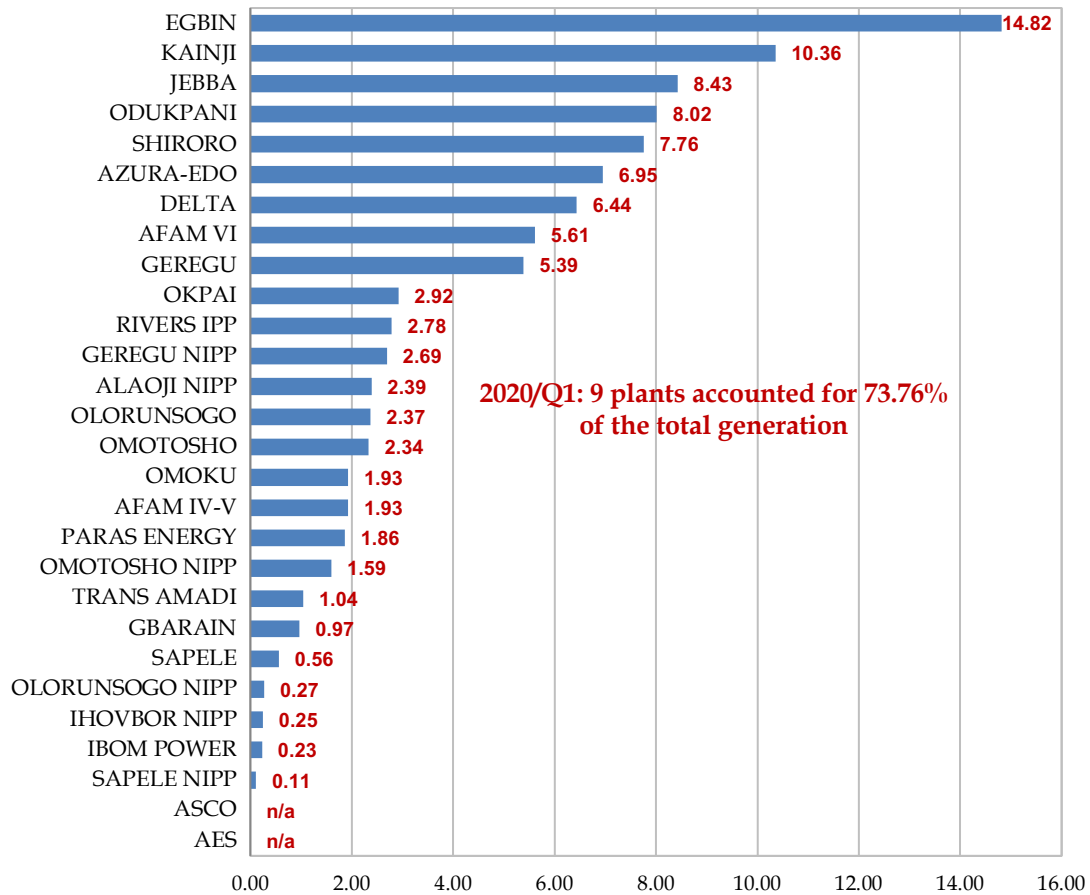
As represented in Figure 2, the hydro plants, Kanji, Jebba and Shiroro, respectively had 94.02%, 81.90% and 71.43% of their available capacities dispatched by SO. The high dispatch rate of the hydro plants was in compliance with the Commission's Order, issued in the third quarter of 2019, declaring hydropower plants as '*must run*' by SO. The Order was to ensure that hydro plants are efficiently dispatched given their low tariffs and safety/environmental concerns with spilling of water from dams during the rainy season. In the same period, the load factor of the Azura power plant rose by 23.58 percentage points to 71.19% while Gbarain NIPP, though improved in its load factor, had the least dispatch rate of 42.91%.

Figure 2: Plants Load Factor (%) in 2020/Q1



The contribution of the individual power plant to the total energy output during the first quarter of 2020 is represented in Figure 3. Twelve (12) of the twenty-six operational power plants accounted for 82.16% of the total electric energy generated during the first quarter of 2020. Due to its highest available capacity, Egbin power plant accounted for the highest share (i.e. 14.82%) of the total energy output followed by Kanji hydropower plant which accounted for 10.36% energy share. During the same period, Sapele NIPP power plant accounted for the least share of output with 0.11%. Figure 3 shows clearly that energy generation in Nigeria still heavily dependent on nine (9) power plants as these plants accounted for 73.76% of the total electric energy output during the first quarter of 2020.

Figure 3: Share (%) of Generation Output by Plants in 2020/Q1



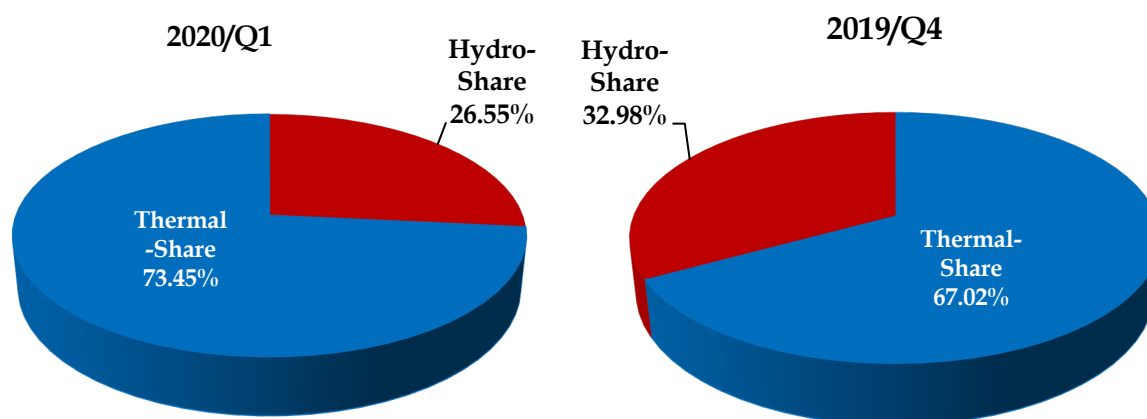
Notwithstanding the slight improvement, the implication from Figure 3 is that the (over) reliance of the grid on the energy supplied by nine (9) power plants may pose a risk to the industry because downtime in any of them may result in grid instability if there are no adequate proactive measures such as adequate spinning reserves.² To guarantee continuous grid stability by ensuring proper management of the grid by SO, the Commission has concluded the evaluation of the outcome of the competitive procurement of spinning reserves conducted by TCN. The Commission's decision has since been communicated to TCN for further action.

² Spinning reserve is the extra generating capacity that is available to the system operator within a short interval of time to meet demand (in case a generator goes down or there is another disruption to the supply) by increasing the power output of generators that is already connected to the power system.

2.1.3. Generation Mix

The share of electricity generation by fuel sources for the first quarter of 2020 and the fourth quarter of 2019 are represented in Figure 4. Gas continues to dominate the electricity generation mix accounting for 73.45% of the electricity generated during the first quarter of 2020. This implies that approximately 7.35kWh of every 10kWh of electric energy generated in Nigeria in the first quarter of 2020 came from gas. Relative to the preceding quarter, there was 6.43 percentage points decrease in the share of electric energy generated from hydro which accounted for 26.55% of the total energy output. The declining share of hydro generation is attributed to low rainfall and water management at the hydropower stations during the quarter. The Commission notes with concern the low security of supply associated with having just two energy mixes significantly dominated by gas fuel as acts of vandalism of gas pipelines could result in serious grid instability, as experienced in 2016.

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



To ensure increase in generation fuel mix, the Commission shall continue to work with other key stakeholders in NESI to develop regulatory interventions and implement policy actions necessary for the actualisation of improved energy mix through *coal-to-power* generation, and on-grid/off-grid renewables. At the off-grid level, the Commission's constant engagement with the Rural Electrification Agency ("REA") indicates that potential investors have continued to take advantages of the opportunities created by the Mini-Grid Regulations.

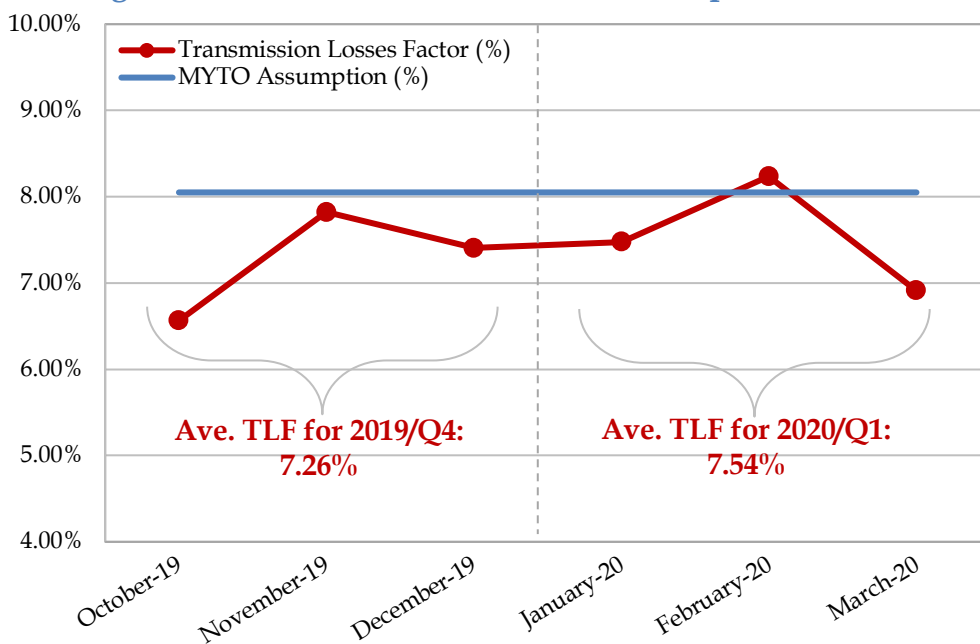
2.1.4. Grid Performance

To assess the performance of the grid, the Commission focuses on four (4) Key Performance Indicators (“KPIs”) that relate to power transmission. These include the transmission loss factor, incidence of system collapse, the stability of grid frequency and voltage fluctuation.

- **Transmission Losses Factor**

The Transmission Loss Factor (“TLF”), as measured by the proportion of the difference between the total energy sent out by power stations and energy delivered to all DisCos and exported by TCN relative to the total energy sent out, increased slightly during the quarter under review. As represented in Figure 5, the average TLF in 2020/Q1 increased by 0.28 percentage point from the average of 7.26% recorded in 2019/Q4, indicating a relatively poor performance in TCN’s operation when compared to 2019/Q4. However, the average TLF of 7.54% recorded in 2020/Q1 is still lower than the 8.05% industry Multi-Year Tariff Order (“MYTO”) reference loss factor indicating an acceptable level of TLF.

Figure 5: Transmission Loss Factor from Sep. 2019 – Mar. 2020



To ensure that the recent increase in the TLF is short-lived, the Commission shall continue to work with TCN to investigate the factors responsible for the relative slight increase in the TLF with a view to reversing the trend.

- **System Collapse**

The industry witnessed a slight improvement in the stability of the grid network during the first quarter of 2020 relative to the fourth quarter of 2019. Table 1 presents the number of system collapse experienced in 2020/Q1 and 2019/Q4. Similar to the preceding quarter, the industry recorded one (1) incident of total system collapse (i.e. *total blackout nation-wide*) during the first quarter of 2020. There was no incident of partial system collapse (i.e. *failure of a section of the grid*) during the first quarter of 2020 as compared to one (1) partial system collapse recorded during the fourth quarter of 2019.

Table 1: System Collapse in 2020/Q1 & 2019/Q4

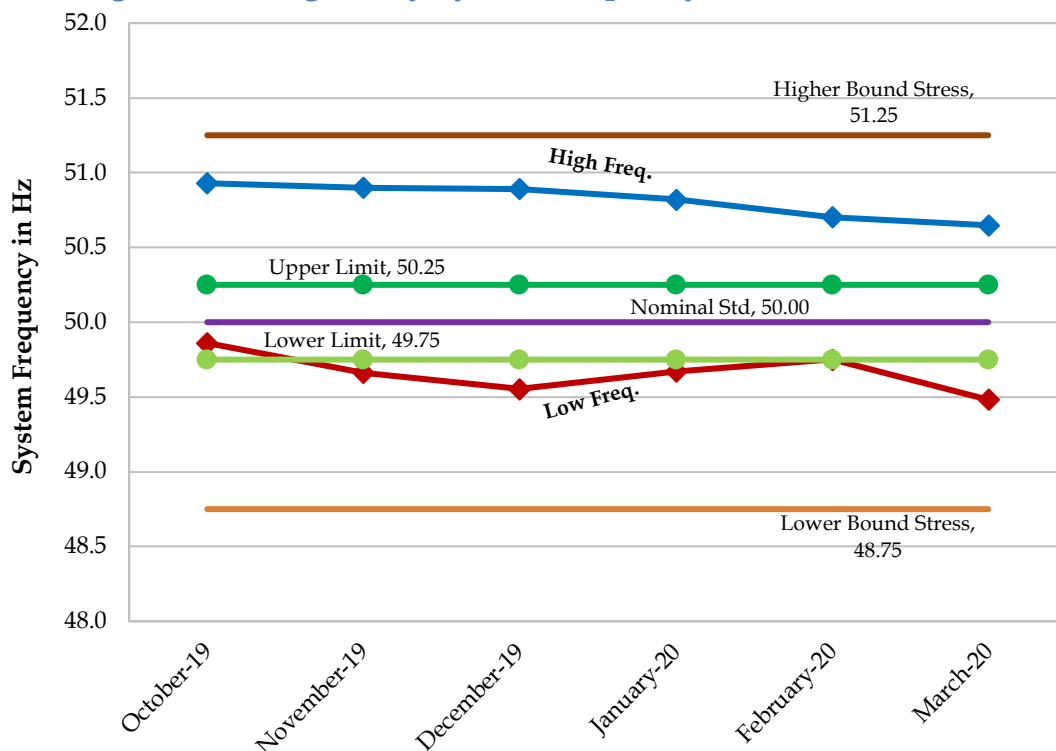
Category	2020/Q1	2019/Q4
Number of Partial Collapses	0	1
Number of Total Collapses	1	1

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

• **Grid Frequency**

Based on the provisions of the Grid Code, the system frequency, under normal circumstances, is expected to be between a lower limit of 49.75Hz and an upper limit of 50.25Hz. The Grid Code, however, provides for grid frequency to operate between 48.75Hz – 49.75Hz (lower bound stress) and 50.25Hz – 51.25Hz (upper bound stress) when the grid is stressed. The system frequency pattern from October 2019 to March 2020 represented in Figure 6 shows improved stability. During the period under review, except for March 2020, the system low frequency made significant progress towards the nominal statutory standard. Similarly, the system high frequency, which hitherto was substantially above the upper statutory limit with a significant margin of the average of 0.66Hz in the fourth quarter 2019, was converging towards the upper limit during the first quarter of 2020 with an average margin of 0.47Hz at the end of March 2020.

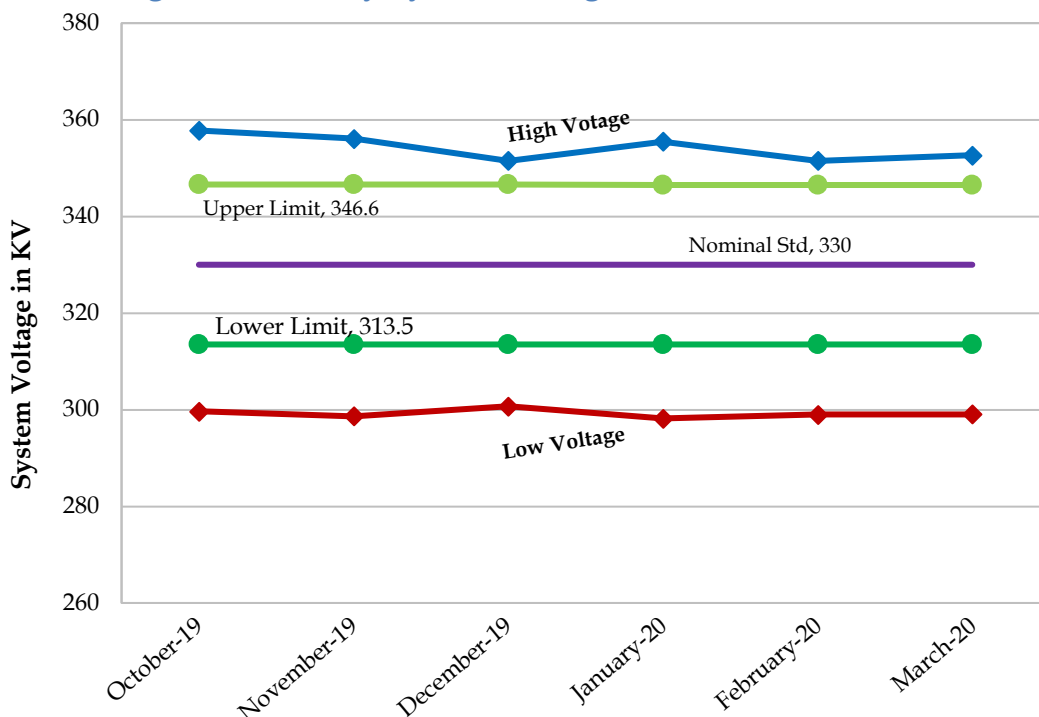
Figure 6: Average Daily System Frequency from Oct. 2019 – Mar. 2020



• **Voltage Fluctuation**

Similar to the frequency pattern, the Grid Code allows for voltage fluctuation between a lower boundary of 313.50kV and an upper boundary of 346.50kV. The system voltage pattern from October 2019 to March 2020 is represented in Figure 7. Although there was a significant improvement in the actual high voltage level between October 2019 and March 2020, both the high and low system voltages were outside the prescribed regulatory boundaries throughout the period. As stated in the preceding quarterly reports, frequency fluctuation and other harmonic distortion will result in poor power quality that could damage sensitive industrial machinery and equipment that are connected at high voltage levels. To minimise the frequency and voltage fluctuations, the Commission shall continue to work with TCN and other relevant stakeholders to ensure that system voltage and frequencies operate within the prescribed regulatory limits in order to ensure safe and reliable electricity supply.

Figure 7: Monthly System Voltage from Oct. 2019 – Mar. 2020



2.2. Commercial Performance

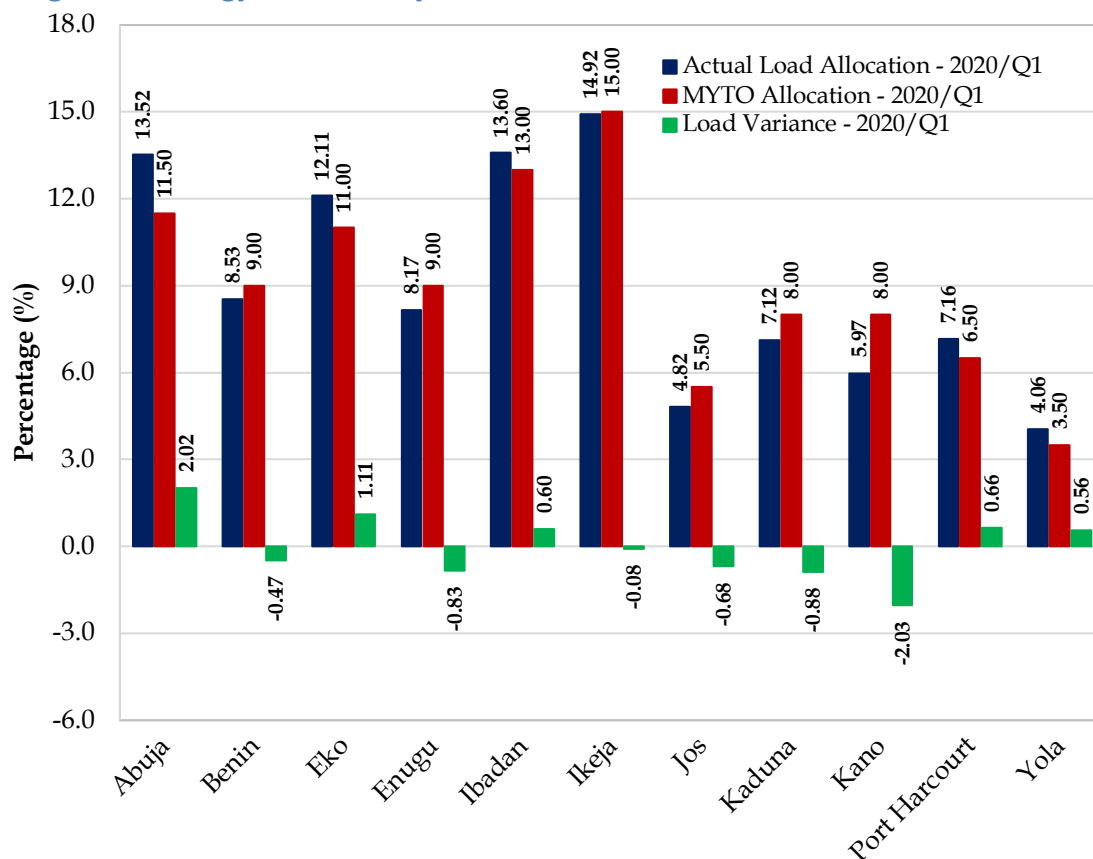
2.2.1. Energy Received and MYTO Load Allocation

The energy received by DisCos at their trading points increased by approximately 3.99% to 7,195 in 2020/Q1 from the 6,918GWh recorded in 2019/Q4. This increase is reflective of the 6.33% increase in the total energy generated during the quarter as compared to 2019/Q4.

The comparison of the MYTO load allocation with the share of energy received by DisCos during the first quarter of 2020 is represented in Figure 8. Two (2) categories of DisCos emerged from this comparative analysis. The first group comprising six (6) DisCos had lesser energy off-take than their MYTO allocation during 2020/Q1 due to technical limitation of their networks and/or commercially induced low load offtake. Benin, Enugu, Ikeja, Jos, Kaduna and Kano DisCos belong to this group. It is also noteworthy that Enugu, Ikeja, Jos, and Kano DisCos have consistently had lower energy offtake than their MYTO allocation in the last five quarters while Benin and Kaduna DisCos joined the group from 2019/Q2. On the other hand, the second group comprising Abuja, Eko, Ibadan, Port Harcourt and Yola DisCos which had consistently had more energy offtake than their MYTO allocation over the same period.

To ensure improvement in energy off-take by DisCos, the Commission has included in the Minor Review Order, effective January 1 2020, a provision for *take or pay obligation* on the capacity equivalent of MYTO load allocation for each DisCo in accordance with the terms of the vesting contracts executed with NBET. This implies a slight modification to retrospective minor tariff review such that the retrospective tariff review maintained the MYTO allocation share of capacity instead of the capacity equivalent of actual energy offtake by an individual DisCo. This is done to discourage low energy offtake by DisCos and improve quality of supply to consumers.

Figure 8: Energy Off-take by DisCos vs. MYTO Load Allocation in 2020/Q1



2.2.2. Energy Billed and Billing Efficiency

The amount of energy received, billed and billing efficiency by DisCos during the first quarter of 2020 and the fourth quarter of 2019 are represented in Table 2. The table indicates a decrease in DisCos' billing efficiency during the first quarter of 2020. Out of the 7,195GWh total energy received by all DisCos in the first quarter of 2020, 5,639GWh (78.38%) was billed to the end-users, implying 4.21 percentage points decrease in billing efficiency and higher technical and commercial losses of 21.62% relative to the fourth quarter of 2019. The 78.38% billing efficiency for 2020/Q1 was the lowest since 2019/Q1.

Table 2: Energy Received and Billed by DisCos in 2020/Q1 & 2019/Q4

DisCos	Total Energy Received (GWh)		Total Energy Billed (GWh)		Billing Efficiency (%)	
	2020/Q1	2019/Q4	2020/Q1	2019/Q4	2020/Q1	2019/Q4
Abuja	966	932	635	712	65.73	76.39
Benin	605	552	524	484	86.57	87.57
Eko	864	857	762	765	88.11	89.30
Enugu	579	561	425	422	73.40	75.22
Ibadan	965	940	751	787	77.79	83.74
Ikeja	1,144	1,117	1,035	1,000	90.45	89.50
Jos	341	318	228	232	66.92	72.91
Kaduna	504	417	351	388	69.64	93.05
Kano	424	422	367	354	86.50	83.83
Port Harcourt	499	510	417	379	83.41	74.33
Yola	302	293	145	192	48.01	65.53
All DisCos	7,195	6,918	5,639	5,714	78.38	82.59

Notes of the table: DisCos are the electricity distribution companies

Concerned with the decline in DisCos' billing performance, the Commission has commenced engagement with DisCos to investigate the factors responsible for the downward trend in billing efficiencies. Furthermore, the Commission is committed to working with DisCos to ensure that distribution losses are significantly reduced as part of the efforts towards steering the industry to financial sustainability.

The level of DisCos' billing efficiency shows that, for every 10kWh of energy received by DisCos from the TSP in 2020/Q1, approximately 2.16kWh was lost to technical inefficiencies and energy theft. In other words, for every ₦10 worth of electricity received by DisCos during the first quarter of 2020, approximately ₦2.16 was lost due to energy theft and poor distribution infrastructure.

The performance of the DisCos in Table 2 shows that Ikeja DisCo had the highest billing efficiency of 90.45% during the first quarter of 2020, followed by Eko DisCo with 88.11%. Yola DisCo recorded the lowest billing efficiency at 48.01%, indicating that the DisCo lost more (i.e., 51.09%) energy to technical inefficiency and energy theft than could be billed in the quarter. Yola DisCo has consistently recorded the lowest billing efficiency since the fourth quarter of 2018.

Based on relative improvement from the preceding quarter, Ikeja, Kano and Port Harcourt DisCos recorded an improvement in billing efficiency. Port Harcourt DisCo recorded the highest increase of 9.08 percentage points moving from 74.33% in 2019/Q4 to 83.41% in 2020/Q1 while Ikeja DisCo recorded the lowest increment of 0.95 percentage point during the same period. Abuja, Benin, Eko, Enugu, Ibadan, Jos, Kaduna and Yola DisCos recorded a decline in their billing efficiencies during the quarter under review.

Pursuant to the commitment of the Commission to address DisCos' technical and commercial inefficiency (e.g. poor distribution network), the Commission has continued to review the 2020-2024 PIPs filed by DisCos. Specifically and as highlighted in the preceding reports, the guidelines include a capital expenditure process for the next five years whereby investments by DisCos would be thoroughly reviewed and optimised for prudence and relevance to service delivery.

To address commercial losses (i.e. energy theft or poor energy accounting), the Commission has continued to monitor the DisCos' asset mapping and tagging under the framework of the *ongoing* customer enumeration in order to identify illegal consumers and bring same onto the DisCos' billing platforms. Similarly, as reported in the preceding quarterly reports, the Commission had supervised DisCos' procurement of Meter Asset Providers (MAP) for compliance with the requirements of the MAP Regulations, and has since commenced the monitoring of the roll-out of meters by DisCos following the conclusion of the procurement of MAPs.

2.2.3. Revenue and Collection Efficiency

The total revenue collected by eleven (11) DisCos from customers in the first quarter of 2020 stood at ₦114.29billion out of the total bill of ₦186.82billion. Similarly to the observed trend in billing efficiency relative to the preceding quarter, the DisCos' collection efficiency (i.e. the total revenue collected as a ratio of the total billing by DisCos) declined in 2020/Q1. As shown in Table 3, the overall collection efficiency

for all DisCos decreased to 61.18% in the first quarter of 2020 representing 8.26 percentage points decrease from the 69.44% collection efficiency recorded in 2019/Q4. The collection efficiency implies that for every ₦10.00 worth of energy billed to customers by DisCos in the first quarter of 2020, approximately ₦3.88 remained unrecovered from customers as and when due. This low collection efficiency combined with billing inefficiency has continued to adversely impact the financial liquidity of the industry, which in turn, has led to low investment in NESI.

Table 3: Revenue Performance of DisCos in 2020/Q1 & 2019/Q4

DisCos	Total Billings (₦Billion)		Revenue Collected (₦Billion)		Collection Efficiency (%)	
	2020/Q1	2019/Q4	2020/Q1	2019/Q4	2020/Q1	2019/Q4
Abuja	22.38	24.32	18.10	19.22	80.89	79.04
Benin	19.40	17.38	9.53	10.32	49.12	59.38
Eko	23.58	23.20	16.79	19.56	71.23	84.28
Enugu	16.40	15.56	9.77	10.46	59.57	67.26
Ibadan	23.95	24.32	13.33	15.70	55.66	64.54
Ikeja	29.61	27.59	21.43	24.10	72.37	87.35
Jos	8.51	8.38	4.03	4.58	47.40	54.64
Kaduna	11.23	12.09	4.95	4.89	44.09	40.44
Kano	11.96	11.40	7.32	8.39	61.18	73.54
Port Harcourt	15.59	13.68	6.76	7.12	43.36	52.02
Yola	4.22	5.18	2.28	2.81	54.02	54.31
All DisCos	186.82	183.10	114.29	127.14	61.18	69.44

Notes of the table: DisCos are the electricity distribution companies

In appraising individual performances, Abuja DisCo had the highest collection efficiency of 80.89% followed by Ikeja DisCo with 72.39%. Port Harcourt DisCo has the lowest collection efficiency of 43.36%. On a quarter-on-quarter basis, only Abuja and Kaduna DisCos recorded an improvement in collection efficiency. In particular, Kaduna DisCo recorded the highest increase of 3.65 percentage points moving from 40.44% in 2019/Q4 to 44.09% in the first quarter of 2020.

Noting that a major factor contributing to low collection efficiency is customers' displeasure with estimated billing which often resulted in an unwillingness to pay, the Commission, during the quarter, issued Order on capping of monthly estimated bill limiting the total volume of energy an unmetered customer can be billed to the average monthly energy use of a typical pre-paid meter customer in the same Business Unit. The Commission also continued the monitoring the operational performance of the existing MAPs and issued a permit to newly procured MAPs by DisCos in accordance with the MAP Regulations.

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

The ATC&C losses of the industry, as indicated in Table 4, is the combined index of losses due to technical, billing and collection inefficiencies in the industry. The overall average ATC&C for all the DisCos in the first quarter of 2020 increased to 51.93% from 42.63% recorded in the 2019/Q4. The noted increase in the overall ATC&C losses is a divergence from the previous downward trends in the ATC&C loss level since 2019/Q1. The observed rise in ATC&C losses was due to the combined increase in both the technical and commercial, and the collection losses which respectively increased by 4.21 and 8.75 percentage points during 2020/Q1. Similar to the observed trends in the preceding quarters, the collection losses accounted for the largest share of the total losses in 2020/Q1, indicating the imperative of the need for DisCos to intensify efforts in revenue collection to improve on their cash flow, operational performance and in meeting their contractual obligations.

Table 4: ATC&C Losses (%) by DisCos in 2020/Q1 & 2019/Q4

DisCos	MYTO Target (%)	Average ATC&C (%)	
	2020	2020/Q1	2019/Q4
Abuja	24	46.10	39.64
Benin	31	57.71	47.84
Eko	14	37.55	24.65
Enugu	29	56.40	49.41
Ibadan	25	56.66	45.80
Ikeja	15	34.55	21.74
Jos	44	68.09	60.15
Kaduna	32	67.93	62.37
Kano	29	46.99	38.39
Port Harcourt	37	64.03	61.30
Yola	28	73.68	64.16
Overall DisCos:			
MYTO Level	26	-	
Total Technical, Commercial & Collection losses	-	51.93	42.63
Technical & Commercial losses	-	21.61	17.40
Collection losses	-	39.30	30.55

Notes of the table: MYTO is Multi-Year Tariff Order; ATC&C Loss MYTO target figures are adjusted for a two-year non-performance mutually agreed by BPE and DisCos' Core Investors.

The overall ATC&C losses in 2020/Q1 are substantially larger than the expected industry average of approximately 26% – the allowable ATC&C losses provided in the MYTO for 2020. Although the high ATC&C losses reflect low investments in distribution networks aggravated by the low level of metering of end-use customers, the current lockdown to curtail the spread of COVID19 pandemic in Nigeria might be partly responsible for the high ATC&C losses, contributing to the lingering liquidity challenge to the industry. This is because the lockdown could hinder DisCos' ability to bill and collect the payment for energy supplied to some of their customers during the month of March – the last month of the quarter under review. The implication of the level of the ATC&C losses in the first quarter of 2020 is that, on average, as much as ₦5.19 in every ₦10.00 worth of energy received by a DisCo was unrecovered due to a combination of inefficient distribution networks, energy theft, weak management effort in revenue collection, low metering and willingness to pay by customers, and the impact of the government's restriction on movement in combating the spread of COVID-19 pandemic.

In appraising the individual performances of the DisCos as presented in Table 4, Ikeja DisCo, though underperformed in reducing its losses relative to the fourth quarter of 2019, was the most technically & commercially efficient DisCo by recording the lowest level of ATC&C losses of 34.55% in the first quarter of 2020. The worst performing DisCo during the same quarter was Yola DisCos with ATC&C losses of 73.68% as against the MYTO target of 28.00%. It is noteworthy that Ikeja has since 2018/Q4 continued to be the most technically and commercially efficient DisCo in the industry.

Based on relative improvement from the preceding quarter, no DisCo recorded improvement in ATC&C losses as all the eleven (11) DisCos recorded increase in ATC&C losses during 2020/Q1. Port Harcourt DisCo's ATC&C losses worsened by 2.72 percentage points (the least margin) from 61.30% in 2019/Q4 to 64.03% in 2020/Q1, while the worst hit DisCo was Eko with 12.9 percentage points increase in ATC&C losses during the same period.

2.2.5. Market Remittance

The liquidity challenge continues to be a major issue in NESI. This is evidenced in the DisCos' and international and special customers' remittances to NBET and MO during the first quarter of 2020, as compared to the invoices received for energy purchased from NBET and those received for administrative services from MO during the same period. Out of the combined invoices of ₦185.08billion for energy and administrative services received from NBET and MO, only a total of ₦60.20billion (representing 32.53%) of the invoice was settled, creating a total deficit of ₦124.88billion (including tariff shortfall). A comparative analysis of market invoice and remittance performance by DisCos in 2020/Q1 represented in Figure 9 indicates an average settlement rate per DisCo of 29.36% of the invoice. With a declining performance from the preceding quarter, no DisCos reached a settlement rate of 50% of its market invoices during the quarter under review. Kaduna DisCo had the lowest settlement rate of 14.16% followed by Yola DisCo with 18.49%.

Figure 9: Market Invoice and Remittance by DisCo in 2020/Q1

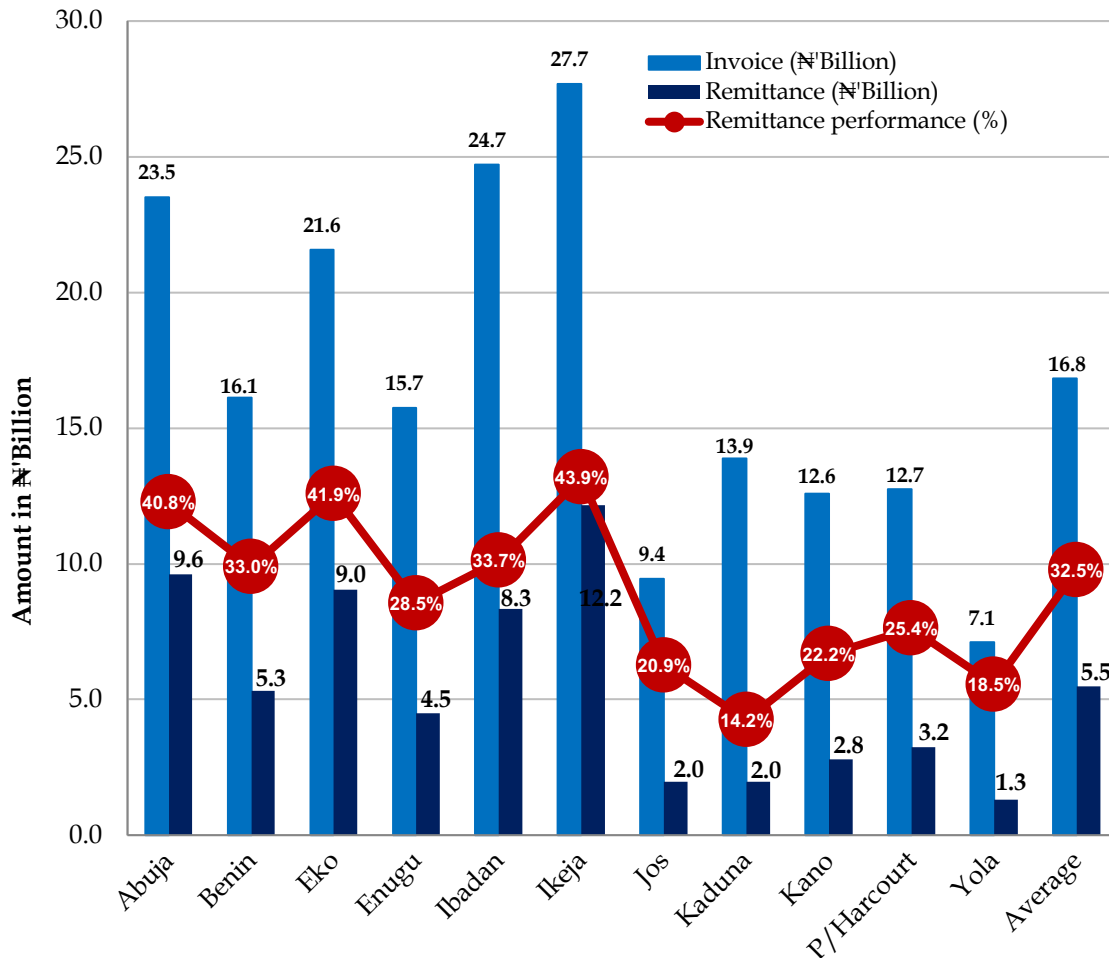


Table 5 presents the statistics on the DisCos’ remittances to NBET and MO for energy received and service charge respectively. The remittances to NBET and MO were respectively lower than the MRTs prescribed by the Commission and the 100% payment obligation for administrative services prescribed by the Commission’s Order. In particular, the remittances of the DisCos to NBET Plc decreased by 6.37 percentage points from 27.96% in 2019/Q4 to 21.59% in 2020/Q1 while the payment by DisCos to MO for administrative services decreased by 7.01 percentage points from 100.10% in 2019/Q4 to 93.09% in 2020/Q1. In light of this, the combined total market remittances to NBET and MO in 2020/Q1 decreased by 5.79 percentage points from the total remittance recorded during 2019/Q4.

Table 5: DisCos Quarterly Remittances to NBET and MOs in 2020/Q1

DisCos	NBET				MO			
	Inv.	Remit.	Remittance Performance		Inv.	Remit.	Remittance Performance	
	(₦Billion)		(%)		(₦Billion)		(%)	
	2020 /Q1	2020 /Q1	2020 /Q1	2019 /Q4	2020 /Q1	2020 /Q1	2020 /Q1	2019 /Q4
Abuja	19.70	6.07	30.82	43.10	3.81	3.53	92.72	100.00
Benin	13.71	2.97	21.68	26.65	2.42	2.35	96.98	100.00
Eko	18.15	5.61	30.93	43.38	3.42	3.42	100.18	100.00
Enugu	13.42	2.17	16.13	16.18	2.32	2.32	100.04	100.00
Ibadan	20.86	4.73	22.67	25.77	3.86	3.60	93.29	100.00
Ikeja	23.46	8.22	35.05	40.67	4.21	3.93	93.25	100.00
Jos	8.07	0.59	7.37	6.05	1.38	1.38	100.00	100.00
Kaduna	11.85	0.42	3.58	9.56	2.03	1.54	75.93	100.00
Kano	10.88	1.20	11.03	19.68	1.71	1.60	93.50	100.00
Port Harcourt	10.72	1.32	12.30	14.50	2.02	1.91	94.61	101.32
Yola	5.95	0.53	8.85	9.39	1.15	0.79	68.44	100.00
All DisCos	156.76	33.84	21.59	27.96	28.32	26.36	93.09	100.10
Special & Int'l Customer:								
Ajaokuta Steel	0.27	0.00	0.00	0.00	0.05	0.00	0.00	0.00
SBEE/PARAS	-	-	-	-	1.43	0.43	29.78	-
CEET/ NDPHC	-	-	-	-	1.03	0.00	0.00	-
NIGELEC/Mainstream	-	-	-	-	1.59	0.00	0.00	-

Notes of the table:

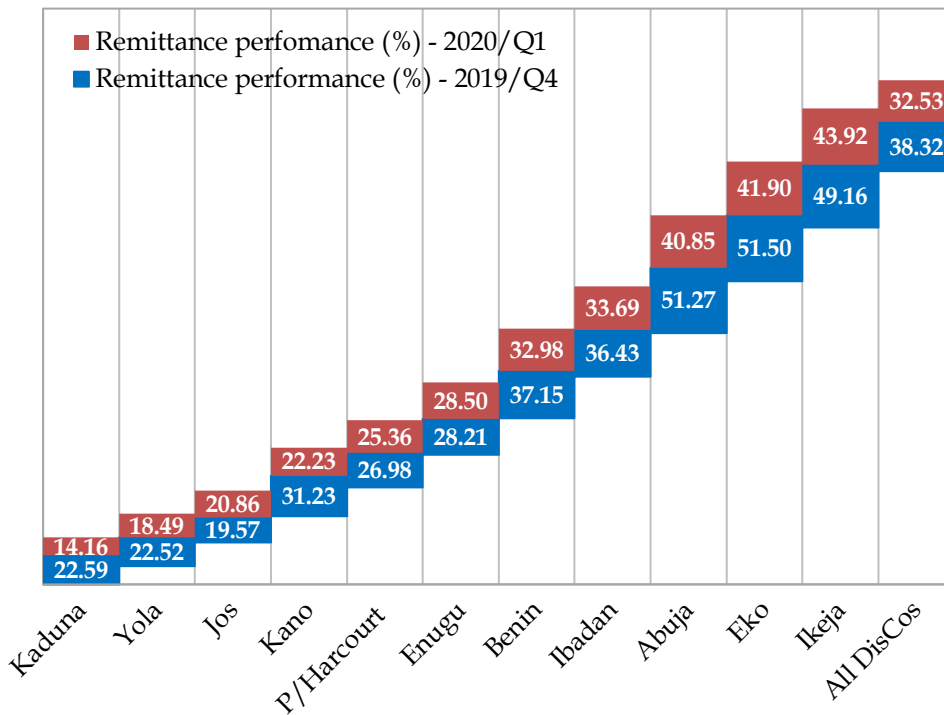
1. NBET, MO, SBEE, CEET and NIGELEC are Nigeria Bulk Electricity Trader, Market Operator, Societe Beninoise d' Energie Electrique, Compagnie Energie Electrique du Togo and Societe Nigerienne d'electricite respectively;
2. Remittance (in %) to MO by Port Harcourt DisCo is more than 100% in 2019/Q4 due to payment of outstanding bills. The same thing can be said of Eko and Enugu DisCo in 2020/Q1;
3. Starting from Jan. 2020, energy sales to the international customers (SBEE, CEET and NIGELEC) were done through bilateral agreements with GenCos directly; thus there is neither invoice nor remittance between the int'l customers and NBET except between int'l customers and MO where invoices are issued for the administrative services rendered

On the other hand, no payment was made by the special customers (Ajaokuta Steel Co. Ltd and its environs) in respect of the ₦0.27billion and ₦0.05billion market invoices received from NBET and MO respectively. Similarly, of the total ₦4.05billion (US\$13.22million) invoice issued by MO to the international customers (i.e., Societe Beninoise d' Energie Electrique – SBEE, Compagnie Energie Electrique du Togo – CEET and Societe Nigerienne d'electricite – NIGELEC) during the same period, SBEE made a payment of ₦0.43billion (US\$1.39million) for the services received from MO. During the quarter under review, NIGELEC made a payment of ₦1.61billion (US\$5.27million) as part of their outstanding bills for the energy received from NBET and services rendered by MO.

The Commission notes with concern the impact of COVID-19 pandemic on collection efficiency, DisCos’ remittance to the market and its attendant impact on the liquidity challenges in the NESI. As highlighted in the preceding quarters, low remittance adversely affects the ability of NBET to honour its financial obligations to GenCos while service providers struggle with the paucity of funds impacting their capacity to perform their statutory roles.

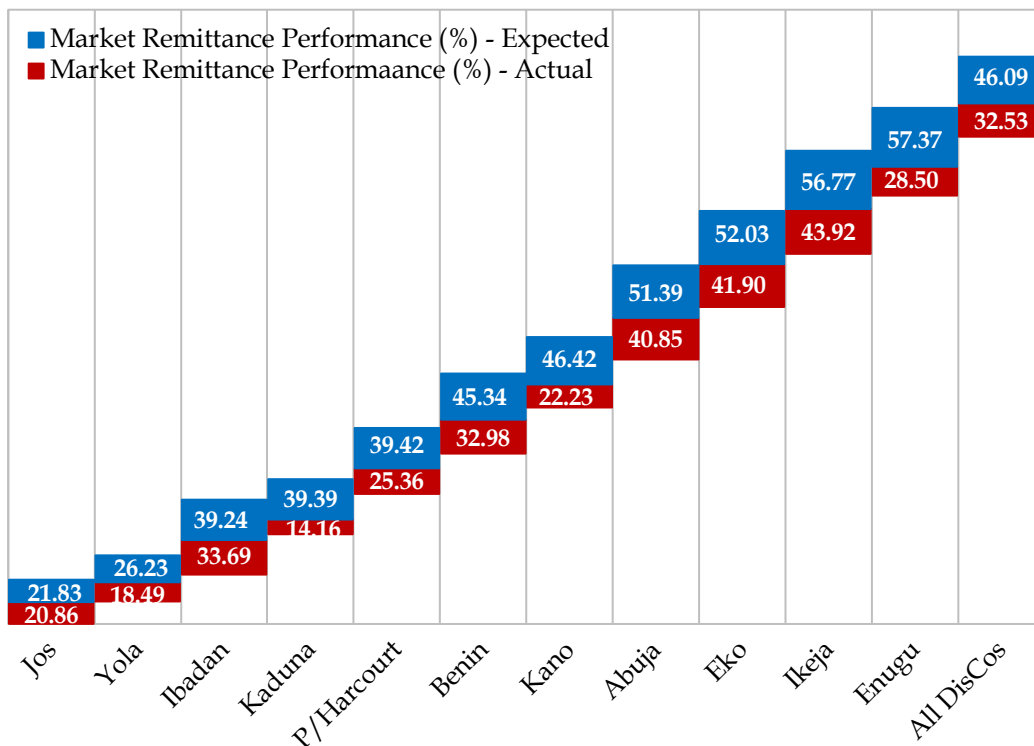
The individual remittance performance indicates that only Jos and Enugu DisCos recorded a slight increase in their remittance performance in the first quarter of 2020 as represented in Figure 10 which shows the proportion of the market invoice settled by individual DisCo for 2020/Q1 and 2019/Q4. The aggregate combined invoice settlement rate for all DisCos fell to 32.53%. Ikeja DisCo, though underperformed in its remittance as compared to 2019/Q4, recorded the highest remittance rate of 43.92% during 2020/Q1 while Kaduna DisCo recorded the lowest remittance rate of 14.16% during the same period.

Figure 10: Market Remittance by DisCos in 2020/Q1 & 2019/Q4



Noting that tariff shortfall may have partly accounted for the low remittances by DisCos as represented in Figure 10, the expected MRTs for DisCos adjusted for tariff shortfall³ vis-à-vis the actual remittances by DisCos are represented in Figure 11. The figure shows that adjusting for tariff shortfall, DisCos’ total expected MRT to the market (NBET & MO) during 2020/Q1 was 46.09% and ranged from 21.83% (for Jos DisCo) to 57.37% (for Enugu DisCo). During 2020/Q1, the actual remittance rate of the individual DisCo was significantly lower than the projected MRT for the DisCos. This indicates that regardless of the prevailing tariff shortfall, DisCos’ remittance was still below the expected MRT having adjusted for tariff shortfall. To ensure business continuity and improve sector liquidity, therefore, DisCos must improve on efforts towards reducing their ATC&C losses.

Figure 11: Required and Actual Market Remittances by DisCos – 2020/Q1



³ As prescribed by the Commission in its Orders NERC/GL/184/2019 – NERC/GL/194/2019, the expected MRT for the services rendered by MO during 2020/Q1 is 100% for each of the DisCos while the MRTs for the energy delivered by NBET for the same period are 42%, 35.7%, 43%, 50%, 28%, 49%, 8.5%, 29%, 38%, 28% and 12% for Abuja, Benin, Eko, Enugu, Ibadan, Ikeja, Jos, Kaduna, Kano, P/Harcourt and Yola DisCos respectively.

As reported in the preceding quarterly reports, the Commission notes that tariff deficit is partly responsible for poor remittance in the industry. Nonetheless, all DisCos are being steered continually to rapidly improve on their revenue collection from customers in order to fulfil their remittance obligations and mitigate financial distress in NESI.

To enforce payment discipline and compliance with the minimum remittance, the Commission has written to NBET to exercise her contractual right on the payment security cover provided by DisCos in accordance with the terms of its vesting contract with the DisCos.

3. REGULATORY FUNCTIONS

3.1. Regulations and Orders Issued

- **Regulations**

During the first quarter of 2020, no *new* regulations were issued. The Commission, however, continued the monitoring of compliance with the provisions of extant regulations and standards governing the industry.

- **Orders**

During the first quarter of 2020, the Commission issued the under-listed Orders:

- **NERC/196/2020** issued on the 28th January 2020 on the Transitional Accounting Treatment of Tariff Related Liabilities in the Financial Records of Participants in NESI. The objectives of this Order, *among others*, are to 1) provide a guideline for the transitional accounting treatment of tariff-related liabilities in the financial records of DisCos; 2) ensure that no new tariff-related liabilities accrue in the financial records of DisCos; and 3) maintain the creditworthiness of the balance sheets of DisCos for the purpose of raising capital for the improvement of electricity network and service delivery.
- **NERC/197/2020** issued on the 20th February 2020 on the Capping of Estimated Bill in NESI. The objectives of this Order, *among others*, are to 1) stop the practice of arbitrary billing of unmetered *R2 and C1* customers at rates that are largely at variance from their actual consumption; 2) expedite the metering of unmetered *R2 and C1* customers in NESI; 3) steer DisCos towards fast tracking meter deployment under MAP Regulations or any other financing arrangement approved by the Commission; 4) improve customer satisfaction in NESI and the willingness of customers to pay for electricity by addressing the pervasive apathy for estimated bills issued to unmetered customers; and 5) to reduce the incidence of high collection losses in NESI.

- **NERC/198/2020** issued on the 31st March 2020 on the Transition to Cost Reflective Tariffs in NESI. This Order was issued sequel to the outcome of the public hearings on the consideration of applications filed for extraordinary tariff review by successor DisCos in NESI. The Order, *among others*, stipulates 1) that there shall be no increase in tariffs of end-use customers on 1 April 2020; and 2) that the Orders of the Commission (**NERC/GL/184/2019 - NERC/GL/194/2019**) titled “the December 2019 Minor Review of Multi Year Tariff Order (MYTO) 2015 and Minimum Remittance Order for the Year 2020” shall remain in force until 30 June 2020 when a new Minor Review Order shall be issued by the Commission.

In addition to the Orders issued, the Commission during the quarter under review continued the review of comments and suggestions received during the *public hearings* on Consultation Papers on Electricity Distribution Franchising (EDF) and Competition Transition Charge (CTC). Electronic copies of the Regulations, Orders, and guidelines issued by the Commission are available on the Commission’s website at www.nerc.gov.ng.

3.2. Licences and Permits Issued and Renewed

During the first quarter of 2020, no licence was *issued* or *renewed* by the Commission. However, the Commission, after due consideration, approved three (3) *new* captive power generation (“CPG”) permits with a total nameplate capacity of 45.00MW. Details of the successful CPG applicants and their locations are presented in Table 6.

Table 6: Captive Generation Permit (CPG) Issued in 2020/Q1

S/N	Applicants	Location (State)	Licence Type	Capacity (MW)
1.	Uraga Power Solutions Limited	Apapa, Lagos	CPG	30.00
2.	Uraga Power Solutions Limited	Ikeja, Lagos	CPG	5.00
3.	African Fertilizer & Chemicals Nigeria Limited	Agbara, Ogun	CPG	10.00
	Grand-Total Capacity			45.00

3.3. Certification of Meter Assets/Service Providers

As at the end of the first quarter of 2020, the Commission had issued a total of twenty-nine (29) permits to applicants as MAPs following the satisfactory evaluation of their applications. The Commission also certified seven (7) Meter Service Providers (“MSP”) for installer, manufacturing and importer category during 2020/Q1. The names of all successful MAP and MSP applicants with the dates of their certification are presented in Tables 7 and 8 respectively.

Table 7: Permits Issued to Meter Assets Providers as at 31 March 2020

S/N	Name of Applicants	DisCo Serving	Date of Issue
1.	Turbo Energy Limited	Abuja	5/7/2019
2.	Mojec Asset Management Company Limited	Abuja	21/10/2019
3.	Meron Nigeria Limited	Abuja	21/10/2019
4.	Sabrud Consortium Nigeria Limited	Benin	5/7/2019
5.	Inlaks Power Solution	Benin	5/7/2019
6.	FLT Energy Systems Limited	Benin	5/7/2019
7.	G-Unit Engineering Limited	Benin	15/7/2019
8.	Turbo Energy Limited	Eko	5/7/2019
9.	Bendoricks International Limited	Eko	9/7/2019
10.	Gospell Digital Technology Limited	Eko	9/7/2019
11.	Integrated Resources Limited	Eko	10/7/2019
12.	Mojec Asset Management Company Limited	Eko	21/10/2019
13.	Protoqy Global Services Limited	Enugu	15/7/2019
14.	Mojec Asset Management Company Limited	Enugu	21/10/2019
15.	Protoqy Global Services Limited	Ibadan	9/7/2019
16.	Momas Electricity Meters Manufacturing Company Limited (MEMMCOL)	Ibadan	10/7/2019
17.	Tinuten Nigeria Limited	Ibadan	12/7/2019
18.	Mojec Asset Management Company Limited	Ibadan	21/10/2019
19.	CWG Plc.	Ibadan	7/1/2020
20.	CIG Metering Assets Nigeria Limited	Ikeja	5/7/2019
21.	New Hampshire Capital Limited	Ikeja	10/7/2019
22.	Triple Seventh Nigeria Limited & Mojec International Limited	Jos	17/7/2019
23.	Cresthill Engineering Limited	Kaduna	21/10/2019
24.	Holley Metering Limited	Kaduna	10/2/2020
25.	Integrated Power Limited	Kaduna	10/2/2020
26.	Cresthill Engineering Limited	Kano	10/2/2020
27.	Armese Consulting Limited	P/Harcourt	5/7/2019
28.	Holley Metering Limited	P/Harcourt	9/7/2019
29.	Chris Ejik International Agencies Limited	Yola	19/8/2019

Table 8: Certification of Meter Service Providers in 2020/Q1

S/N	Name of Applicants	Certification Class Issued
1.	A1 Power Technologies Limited	B1 Meter Installer
2.	Tripple Seventh Nigeria Limited	A1 Meter Installer
3.	Saleswaya Nigeria Limited	C1 Meter Installer
4.	Metering Solutions Manufacturing Services Ltd	Meter Manufacturer
5.	Tripple Seventh Nigeria Limited	Meter Importer
6.	AR – Rahman Technical Service Nigeria Ltd	Meter Importer
7.	Tradark Electric Nigeria Limited	Meter Importer

3.4. Eligible Customer Applications under Evaluation

During the quarter under review, no new eligible customer application was received but the Commission continued with the fourteen (14) pending applications awaiting further submissions from the applicants as requested by the Commission. The pending eligible customer applications have a total capacity of 245.455MW. The under-listed are the details and the updated status of the applications.

- 1. Applicants:** Inner Galaxy Limited, Abia State

Power required: 25MW

Proposed supplier: Mainstream Energy Solutions Ltd (MESL)

Proposed tariff: ₦27/per KWh, excluding competition transition charge (CTC)

Application Status: Eligible Customer status yet to be granted by the Commission as it awaits the evidence of the negotiated contractual arrangement between MESL and NBET in line with *schedule one* (1) of the Eligible Customer Regulation.
- 2. Applicants:** KAM Industrial Limited, Ilorin, Kwara State

Power required: 15MW

Proposed supplier: Mainstream Energy Solutions Ltd

Proposed tariff: ₦27/per KWh, excluding CTC

Application Status: Eligible Customer status yet to be granted due to lack of executed TUOS and evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity with NBET.

3. Applicants: KAM Integrated Steel Limited, Ilorin, Kwara State
Power required: 60MW
Proposed supplier: Mainstream Energy Solutions Ltd
Proposed tariff: ₦27/per KWh, excluding CTC
Application Status: Eligible Customer status not yet granted as the Commission awaits evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity with NBET.
4. Applicants: Young Xing Steel Limited, Benin, Edo State
Power required: 60MW
Proposed supplier: Mainstream Energy Solutions Limited (MESL)
Proposed tariff: ₦27/per KWh, excluding CTC
Application Status: Eligible Customer status yet to be approved due to lack of executed TUOS and evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.
5. Applicants: Crown Flour Mills Limited, Ilorin, Kwara State
Power required: 3MW
Proposed supplier: Mainstream Energy Solutions Limited
Proposed tariff: ₦27/per KWh, excluding CTC
Application Status: Eligible Customer status yet to be approved as applicant is yet to submit customer current source of power supply and the voltage level at which supply is taken and the average load system per month.
6. Applicants: Lord's Mint Limited, Abeokuta, Ogun State
Power required: 3MW
Proposed supplier: Mainstream Energy Solutions Ltd
Proposed tariff: ₦27/per KWh, excluding CTC

- Application Status: Eligible Customer status yet to be approved as applicant is yet to submit customer connection point, trading point and types of meters installed, and tax clearance certificate.
7. Applicants: Abuja Steel Limited, Suleja, Federal Capital Territory
Power required: 10MW
Proposed supplier: Paras Energy Limited
Proposed tariff: ₦38.01/per KWh, excluding CTC
Application Status: Eligible Customer status yet to be issued due to lack of executed TUOS and letter of no indebtedness from AEDC.
8. Applicants: Prism Steel Mills Limited, Osogbo, Osun State
Power required: 20MW
Proposed supplier: Mainstream Energy Solutions Ltd
Proposed tariff: N/A
Application Status: Eligible Customer status yet to be approved due to lack of executed TUOS and evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.
9. Applicants: Phoenix Steel Mills, Sagamu, Ogun State
Power required: 20MW
Proposed supplier: Mainstream Energy Solutions Ltd
Proposed tariff: N/A
Application Status: Eligible Customer status yet to be approved due to lack of evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.
10. Applicants: Edo State Government, Benin City, Edo State
Power required: 5MW
Proposed supplier: Ossiomomo Power Company Limited (Embedded)
Proposed tariff: ₦41/per KWh, excluding CTC
Application Status: Provisional approval given by the Commission pending the submission of the final bilateral project agreement

between Ossiomo Power company limited and Benin DisCo Plc.

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

3.5. Public Consultation on Regulations

During the first quarter of 2020, the Commission, in line with its operational procedures conducted public consultations on

- **Extraordinary Tariff Review (ETR):** In compliance with sections (45) and (47) of ESPRA, Business Rules of the Commission and the Tariff Review Regulations, the Commission conducted public hearings on 1) the applications filed by all DisCos for a review of their respective end-user tariffs as part of a path to financial sustainability; and 2) the application filed by the TCN on the review of rates payable to generation companies that provide the ancillary service of spinning reserve.

The public hearings on the consideration of applications filed for ETR by DisCos were held from 25 February to 9 March 2020 at various locations within the franchise areas of the respective DisCos while that of the TCN was held on 11 March 2020 at the Commission's headquarters in Abuja. The industry stakeholders at the public hearings include consumer groups, intervenors, investors, GenCos, DisCos, TCN and other network operators among others. Views and comments received during the public hearings were analysed by the Commission prior to the issuance of Order [NERC Order/198/2020](#).

During the quarter, the Commission continued stakeholder engagement through town hall meetings, radio programmes and consumer assembly in accordance with the provisions of the EPSRA. The engagements seek, among others, to improve stakeholders' awareness of the existing regulations, and consumer rights and obligations as provided in the industry rules and the EPSRA.

3.6. Compliance and Enforcement

The Commission did not commence new enforcement action during the quarter under review as no new serious infraction by licensees was identified. However, in a bid to

ensure compliance to the industry rules and regulations, the Commission continued with the *existing* enforcement actions brought forward from the preceding quarters against a number of operators for violations of rules and infractions. These include the violations of Regulations and Orders, accidents and electrocution cases, failure to provide required data within a timeline and the failure to comply with forum decisions within the stipulated timeframe.

3.7. Litigation

The Commission was not involved in new litigation during the first quarter of 2020. The Commission, however, continued with *on-going* litigations reported in the preceding quarters. The aforementioned litigations involving the Commission include matters seeking, among others, declarations that; 1) some provisions of the Meter Assets Provider Regulations (2018) as issued by the Commission are ultra vires and in contravention with the EPSRA, and 2) the Commission lack power to issue a notice of intention to cancel licences of erring DisCos; 3) a matter instituted by Abuja DisCo challenging the Order of the Commission directing it (Abuja DisCo) to pay ₦50million as compensation to the family of a boy electrocuted in Niger State and a fine of ₦250million for the infraction arising from their negligence; 4) a court action by IBEDC and its core investor challenging the suspension of the board of Ibadan DisCo by the Commission; 5) a matter instituted by a consumer right advocate challenging the sufficiency of consultations conducted by the Commission prior to the implementation of the MYTO 2015 tariff review in 2016; and 6) the dispute between Enugu DisCo and Ariaria Market Energy Solution Ltd & Others.

3.8. Alternative Dispute Resolution

The Commission did not handle any disputes between stakeholders of the industry as there was no pending dispute and no new dispute reported during 2020/Q1.



4. CONSUMER AFFAIRS

4.1. Consumer Education and Enlightenment

To ensure continuous customers' education on their rights and obligations during the first quarter of 2020, the Commission continued the monitoring of the 2020 customer enlightenment programmes of the eleven (11) DisCos. On its part, the Commission also continued the airing of a dedicated weekly radio program titled '*Electricity Spot Light Today*' on FRCN to engage and enlighten electricity consumers on various issues. The program focuses on but not limited to customers' rights and obligations, customers' redress mechanism, estimated billing, outstanding metering gaps and the strategy being adopted by the Commission to bridge the metering gap in the industry.

In addition to the public hearings conducted during the quarter under review, the Commission held one (1) town hall meeting on 17 March 2020 in Benin, Edo. At the meeting, the Commission discussed the *ongoing* MAP metering implementation, customers enumeration exercise, and efforts being made to resolving issues of estimated billing and service interruption.

4.2. Metering of End-use Customers

The status of end-use customer metering as at 31 March 2020 is presented in Table 9. The table indicates that, though there was progress as compared to 2019/Q4, inadequate metering remains a serious challenge in NESI, with only 4,231,940 (40.39%) of the total customer population of 10,477,856 are metered as at the end of 2020/Q1. With 59.61% of the end-use customers on estimated billing, huge collection losses due to customer apathy have posed a serious challenge to the volatility and sustainability of the industry. In comparison to the fourth quarter of 2020, the numbers of registered and metered customers rose by 3.16% and 2.50% respectively. The increase in the number of registered customers is attributable to the *on-going* enumeration by DisCos through which unregistered consumers of electricity are brought onto the billing platform of the DisCos.

Table 9: Customers Metering Status by DisCos as at 31 March 2020

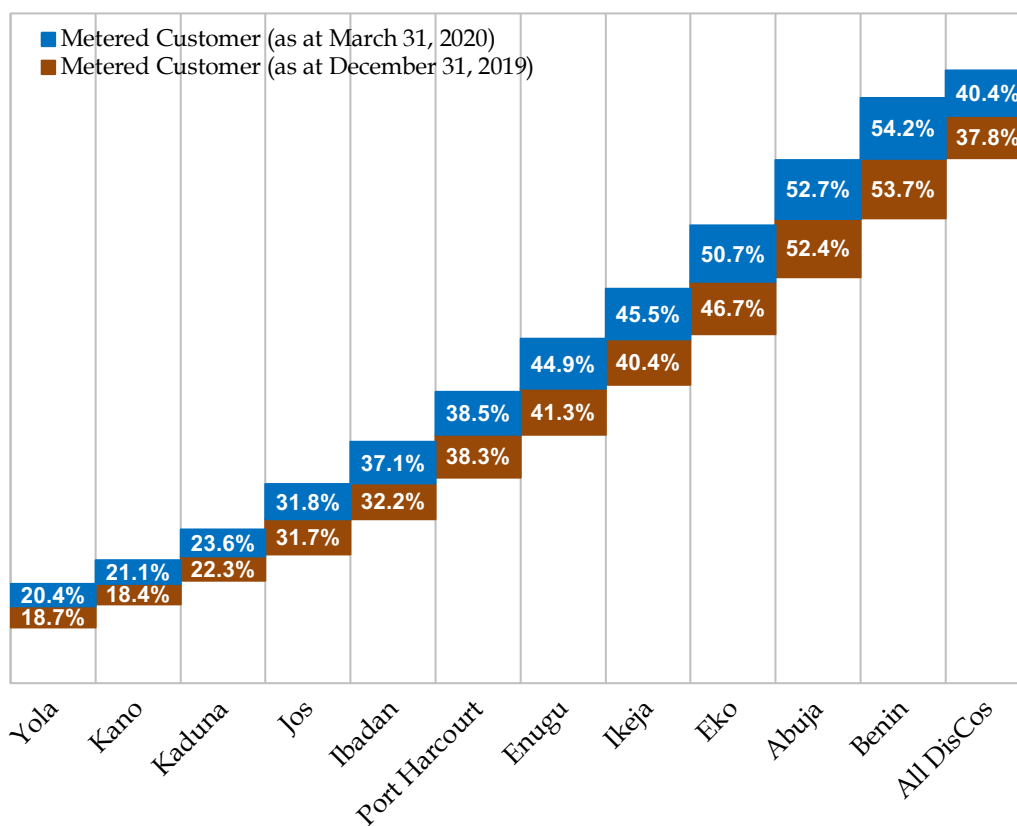
Distribution Companies (DisCos)	Registered Customer as at Mar. 2020	Meters installed by MAPs in 2020/Q1	Metered Customer as at Mar. 2020	Metering Progress (%)	
				as at Mar. 2020	as at Dec. 2019
Abuja	1,271,563	28,747	670,485	52.73	48.29
Benin	1,022,458	1,049	554,443	54.23	54.01
Eko	518,192	6,872	262,752	50.71	48.34
Enugu	1,100,292	16,554	493,509	44.85	34.57
Ibadan	2,139,741	10,258	794,136	37.11	36.43
Ikeja	1,145,622	31,942	520,859	45.47	34.42
Jos	537,726	467	170,989	31.80	31.71
Kaduna	675,059	1,746	159,322	23.60	19.92
Kano	699,618	578	147,682	21.11	21.34
P/Harcourt	985,782	4,936	379,729	38.52	37.82
Yola	381,803	-	78,034	20.44	20.44
All DisCos	10,477,856	103,149	4,231,940	40.39	36.80

Notes of the table: DisCos are the electricity distribution companies

The observed increase in metered customers is mainly attributed to the roll-out of meters under the MAP scheme. It is noteworthy that the additional 103,149 end-use customers' meters installed during the first quarter of 2020 was noticeably more than the 82,623 meters installed during the fourth quarter of 2019.

The percentage of metered customers by DisCos as at 31 March 2020 is represented in Figure 12. Although all the DisCos made progress in metering their customers during the quarter, only Abuja, Benin and Eko DisCos had metered at least 50% of their registered customers as at 31 March 2020.

Figure 12: Customers Metered by DisCos as at 31 March 2020



To sustain the progress in meters roll-out in subsequent quarters, the Commission has conducted the review of factors responsible for the slow progress of meter deployment under MAP initiatives. Further to this, the Commission has approved the upward review of the unit costs of meter to reflect the impact of the recent forex adjustment. The Commission has also secured the approval of the President for temporary suspension of the 35 percentage points increase in import duty on meter components.

4.3. Customers Complaints

The complaints received by DisCos during the first quarter of 2020 and the fourth quarters of 2019 are presented in Table 10. The eleven (11) DisCos received a total of 204,506 complaints during the first quarter, indicating 2,247 complaints per day compared to daily average of 1,933 complaints received in the preceding quarter. Similar to the preceding quarter, Enugu and Yola DisCos received the highest and

lowest number of customer complaints respectively during the first quarter of 2020. It is noteworthy that Yola has continued to record the least customer's complaints since the second quarter of 2019.

Table 10: Complaints Received and Resolved by DisCo in 2020/Q1& 2019/Q4

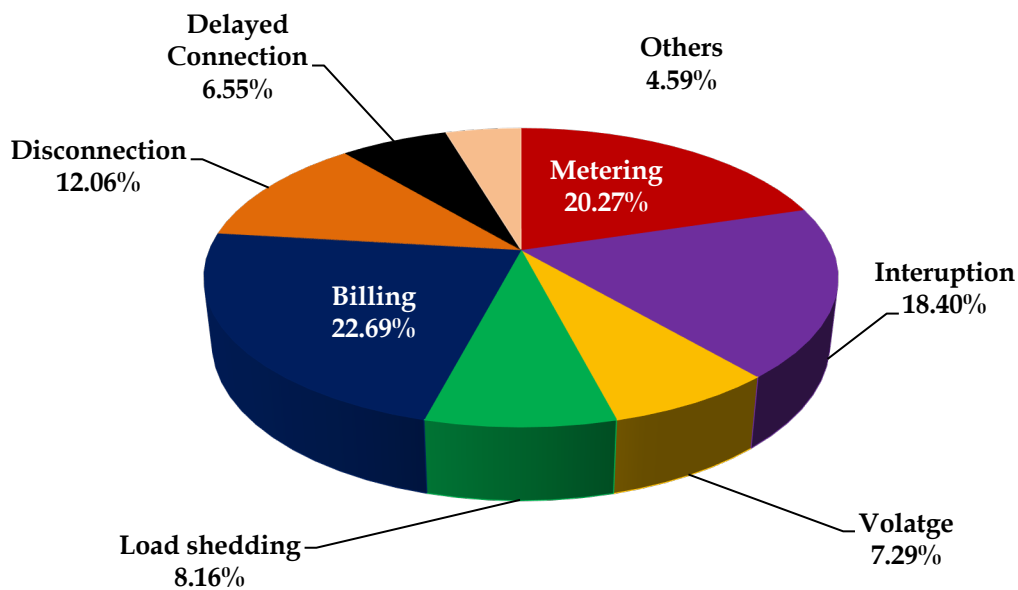
DisCos	2020/Q1 Complaints:			2019/Q4 Complaints:		
	Total Received	Total Resolved	% Resolved	Total Received	Total Resolved	% Resolved
Abuja	27,519	26,860	97.61	19,631	17,106	87.14
Benin	11,604	9,966	85.88	10,665	9,322	87.41
Eko	25,560	22,198	86.85	17,713	14,797	83.54
Enugu	57,835	55,690	96.29	47,209	45,672	96.74
Ibadan	9,021	6,927	76.79	7,772	5,757	74.07
Ikeja	39,415	35,930	91.16	35,256	31,804	90.21
Jos	5,270	4,816	91.39	5,852	5,337	91.20
Kaduna	8,078	7,655	94.76	9,662	9,340	96.67
Kano	6,899	6,711	97.27	6,481	6,242	96.31
P/Harcourt	11,370	10,062	88.50	15,603	13,535	86.75
Yola	1,935	1,934	99.95	1,963	1,930	98.32
Total	204,506	188,749	92.30	177,807	160,842	90.46

The DisCos' customer complaints centred on service interruption, poor voltage, load shedding, metering, estimated billing, disconnection, delayed connection, among others. During the first quarter of 2020, majority of the DisCos received complaints on each of the afore-mentioned key issues. The exception being Kaduna DisCo with no record of customers' complaint on load shedding.

The number of complaints on metering and billing decreased significantly but still dominates the customer complaints during the quarter under review. The categories of complaints presented in Table VI of the appendix and the summary represented in Figure 13 shows that metering and billing accounted for 42.96% (*i.e.*, 87,854) of the total complaints received during the first quarter of 2020 as against 50.49% (*i.e.*, 89,782) recorded in the preceding quarter. This implies that, on average, 965 customers complained about metering and billing per day in the first quarter of 2020. The observed decrease in the rate of customer complaint related to billing and metering

could be attributed to the impact of the Order on capping of estimated bill which caps the monthly volume of energy an unmetered customer can be billed to the average vending of the prepaid customers in the neighbourhood. As represented in Figure 13, another issue of serious concern to customers is service interruption and disconnection which respectively account for 18.40% (*i.e.*, 37,631) and 12.06% (*i.e.*, 24,666) of the total customer complaints during the quarter.

Figure 13: Category of Complaints Received by DisCos in 2020/Q1



To address customers' complaints, the Commission, on a continuous basis, monitors the complaint handling and resolution process adopted by DisCos. Specifically, the Commission has been implementing some of the recommendations from the review of the eleven (11) DisCos' compliance with service standards conducted in 2018. Also, the Commission is strictly monitoring the DisCos' compliance to its directive on monthly submission of their customers' complaints reports to ensure timely regulatory interventions when necessary. The Commission has also commenced the review of its strategy of monitoring DisCos' customers' complaint handling and resolution process with a view to further improve the regulatory oversight of the Commission on DisCos' handling of customer complaints. This includes, but not limited to, the review of the operation of the Commission's Forum Offices which are

set up to redress the customers' complaints that are not adequately resolved by the responsible DisCos.

4.4. Forum Offices

In line with the Commission's mandate on customer protection, NERC Forum Offices are set up pursuant to section 80(1b) of EPSRA to hear and resolve customer complaints not satisfactorily resolved at the DisCos' Customer Complaints Units. The Forum Panels assist in redressing customers' and operators' unresolved disputes as enshrined in the NERC's Customer Complaints Handling Standards and Procedures (CCHSP) Regulations. As at 31 March 2020, the Commission had thirty (30) operational Forum Offices in twenty-nine (29) states and the Federal Capital Territory, Abuja. The details including names, addresses and contacts of the Commission's Forum Offices are presented in Table VII of the Appendix.

The summary presented in Table 11 indicates that, during the quarter under review, the Forum Offices received a total of 1,623 new complaints (in addition to 1,258 pending complaints from the fourth quarter of 2019) from customers who were dissatisfied with DisCos' effort at resolving their lodged complaints. The Forum Offices covering Ibadan DisCo's operation areas had the highest number of complaints (*i.e.*, 894 complaints) during the quarter. This was followed by Forum Offices covering Ikeja DisCo's operation areas which received 750 complaints during the same period. Similar to the preceding quarter, Yola Forum Office had the lowest number of complaints (*i.e.*, 22 complaints) during the first quarter of 2020.

The Commission's Forum Offices' Panels had a total of 33 hearings in 2020/Q1 and resolved 53.52% of the total 2,881 complaints before the Forum Offices. The 33 hearings held during the quarter were lower than the 46 hearings held in 2019/Q4 due to the restriction of movement imposed by the government to curb the spread of COVID19. However, the panels make the best use of the hearings by resolving an average of 47 cases per hearing as compared with the average of 27 cases resolved per

hearing in 2019/Q4. This resolution rate indicates that at least one (1) in every two (2) disputes handled by the Forum Offices during the quarter was resolved.

Table 11: Complaints Handled by Forum Offices in 2020/Q1

Forum Offices	Accountable DisCos	Complaint Received ¹	Complaint Resolved ²	Complaint Pending ³	No of Sitings
Abuja, Lafia & Lokoja	Abuja	169	74	65	2
Asaba & Benin	Benin	102	62	40	2
Eko	Eko	252	137	115	1
Abakaliki, Akwa, Enugu, Owerri, & Umuahia	Enugu	171	80	91	3
Ibadan, Ilorin & Osogbo	Ibadan	894	406	488	3
Ikeja	Ikeja	750	516	232	10
Bauchi, Gombe, Jos & Makurdi	Jos	71	18	35	2
Gusau, Kaduna, Kebbi & Sokoto	Kaduna	179	70	103	4
Jigawa, Kano & Katsina	Kano	66	45	20	0
Calabar, Port Harcourt & Uyo	P/Harcourt	205	122	83	6
Yola	Yola	22	12	10	0
All Forum Offices	All DisCos	2,881	1,542	1,282	33

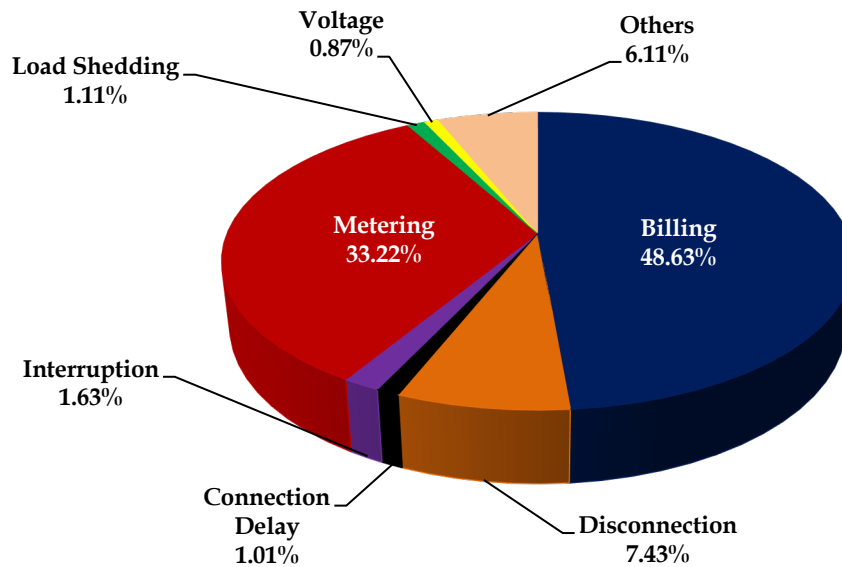
Note of tables: ¹. Complaint received includes 1,258 outstanding complaints from the preceding quarter

². Complaint resolved excludes 57 complaints withdrawn or rejected

³. Complaints are still within the regulatory timeframe of 2 months to resolve

Similar to the category of complaints received by the DisCos, billing and metering issues topped the complaints received by the Forum Offices accounting for 81.85% of the total, as represented in Figure 14. This implies that billing and metering issues were mostly the complaints not satisfactorily resolved by DisCos' CCUs.

Figure 14: Category of Complaints Received by Forum Offices in 2020/Q1



Whereas some of the undecided cases at the Forum Offices are due to incomplete submission *and/or* withdrawal by the concerned consumers, the Commission has commenced the review of the operation of the Forum Offices with a view to ensuring speedy resolution of complaints in line with the Commission's strategic objective of ensuring improvement in customer care standards. The Commission is working towards establishing additional Forum Offices in a bid to achieve its objective of establishing at least one Forum Office in each state of the federation and ensure that customer care is given adequate attention.

Further details on the customers' complaints received, resolved, and outstanding by Forum Offices for the first quarter of 2010 and the fourth quarters of 2019 are presented in Tables VIII and IX of the appendices.

4.5. Health and Safety

As emphasised in the preceding reports, the safety of all electricity providers and users in Nigeria remains as one of the key priorities of the Commission. In accordance with section 32 1(e) of EPSRA, the Commission continued to monitor the health and safety performance of NESI in order to guarantee the delivery of safe and reliable

electricity to Nigerians. During the 2020/Q1, the Commission received a total of one hundred and fourteen (114) health and safety reports from licensees. These reports were analysed in line with the provisions of section 32 1(e) of ESPRA for monitoring and evaluation of health and safety performance of licensees in order to ensure that operators keep up to their responsibility of delivering safe electricity services to consumers. The summary statistics on the accidents experienced in NESI during 2020/Q1 and 2019/Q4 are presented in Table 12.

Table 12: Health and Safety (H&S) Reports in 2020/Q1 & 2019/Q4

Item	Frequency	
	2020/Q1	2019/Q4
Number of Expected H&S Reports	120	120
Number of H&S Reports Submitted	114	115
Number of Deaths (employees & third parties)	9	13
Number of Injuries	4	9

There was a slight improvement in the health and safety performance of the operators during the first quarter of 2020 as the number of deaths and injuries decreased by four (4) and five (5) respectively from the preceding quarter. The statistics showed that an average of three (3) persons died of electrocution per month during the first quarter of 2020 as compared to the monthly average of at least four incidents recorded in the fourth quarter of 2019. The Commission, in line with its mandate to ensure licensees' commitment to safe energy delivery, has reviewed the accident investigation reports on various health and safety incidents recorded during the quarter for proper regulatory interventions.

Moreover, in line with its 2017-2020 strategic goals, the Commission has continued to intensify efforts at implementing various safety programmes aiming at eliminating accidents in the industry. Among the safety programs being implemented by the Commission include but not limited to the standardisation of protective schemes, public enlightenment on safety, engagement of government agencies on *right of way*

violation, and a review of an operational procedure for distribution system operators on fault clearing.



5. THE COMMISSION

5.1. Financial Report

The summary of the Commission's revenue and expenditure during the first quarter of 2020 and the fourth quarter of 2019 is presented in Table 13. During the quarter under review, the total revenue realised by the Commission was ₦3.25billion, 57.31% higher than the revenue realised in the preceding quarter. The noted increase in the revenue was due to the increase in revenue from both the operating levy (*i.e.*, market charges) and other internally generated revenue ("OIGR") such as licensing fee realised by the Commission. The operating levy and OIGR which stood at ₦3.20billion and ₦54.50million respectively in the first quarter of 2020 were respectively 58.08% and 22.31% higher than the amount realised in the preceding quarter. In the same period, the total (capital and recurrent) expenditure of the Commission stood at ₦1.94billion as compared to ₦1.74billion incurred in the fourth quarter of 2019.

Table 13: Quarterly Cash Flow of the Commission in 2020/Q1

Description	Monthly Reports for 2020/Q1 (₦ Million)			Quarterly Reports (₦ Million)	
	Jan.	Feb.	Mar.	2020/Q1	2019/Q4
A. Revenue					
Operating Levy (MC)	1,555.9	828.3	814.6	3,198.80	2,023.53
Other IGR	8.2	15.3	31	54.50	44.56
Total Revenue	1,564.1	843.6	845.6	3253.3	2,068.09
B. Expenditure					
Personnel Cost	517.3	491.6	610.6	1,619.50	1,151.71
Regulatory Expenses	86.7	110.3	65.9	262.90	465.64
Admin & General Maintenance	13.3	16.8	23	53.10	122.06
Total Expenditure	617.3	618.7	699.5	1,935.5	1,739.41
Net Cash Flow (A-B)	946.8	224.9	146.1	1317.8	328.68
Memo:					
Outstanding liabilities as at the end of the stated quarters				(233.34)	(493.35)

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

A comparison of the revenue and expenditure of the Commission within the first quarter of 2020 indicated lesser expenditure incurred when compared to actual cash receipts, showing a positive net cash flow of ₦1.32billion. However, the Commission still has existing liabilities of ₦233.34million as at the end of the first quarter of 2020.

As stated in the previous reports, the proper management of the Commission's cash flow remains one of its key financial obligations. Therefore, the Commission continued to monitor its expenditure and liabilities while working on the regulatory interventions necessary to improve the liquidity in the industry. Further details on the quarterly cash flow of the Commission for the period 2020/Q1 and 2019/Q4 are presented in Table X of the appendix.

5.2. Capacity Development

The Commission, in its commitment to human capacity development, sponsored some members of staff, based on their job/skill gaps and the need assessment of the Commission, to attend training on *Strategic Management of Regulatory and Enforcement Agencies*, and *Utility Regulation and Strategy* during the first quarter of 2020. During the same quarter, some members of staff were also sponsored to attend the *2020 World Future Energy summit*.

However, with the outbreak of COVID-19 pandemic, the Commission, in compliance with the directives and guidance issued by relevant authorities managing the consequential effects of the pandemic in Nigeria, has suspended all official physical group meetings, workshop, conferences, trainings, forum hearings till further notice. Further to her business continuity strategy, the Commission has leveraged on technology in conducting stakeholder engagements.

Appendix

Table I: Monthly Energy Received and Billed by DisCos in 2020/Q1

DisCos	Jan.	Feb.	Mar.	2020/Q1	Oct.	Nov.	Dec.	2019/Q4
Energy Received (GWh)								
Abuja	311	308	347	966	298	322	312	932
Benin	206	209	190	605	164	187	200	552
Eko	295	292	277	864	261	295	301	857
Enugu	197	198	184	579	179	186	196	561
Ibadan	347	302	316	965	284	316	340	940
Ikeja	393	381	369	1,144	340	376	401	1,117
Jos	111	107	123	341	105	104	109	318
Kaduna	135	168	201	504	134	145	138	417
Kano	149	136	139	424	142	139	141	422
Port Harcourt	174	173	153	499	169	161	180	510
Yola	91	103	108	302	105	100	88	293
All DisCos	2,409	2,378	2,408	7,195	2,181	2,332	2,406	6,918
Energy Billed (GWh)								
Abuja	238	202	195	635	228	242	242	712
Benin	186	180	158	524	146	164	173	484
Eko	259	266	237	762	237	259	269	765
Enugu	151	148	126	425	135	142	145	422
Ibadan	290	248	213	751	240	262	285	787
Ikeja	355	355	325	1035	312	336	352	1000
Jos	82	83	63	228	76	76	80	232
Kaduna	120	149	82	351	125	134	129	388
Kano	125	117	124	367	120	115	118	354
Port Harcourt	148	150	118	417	129	126	123	379
Yola	62	38	45	145	64	67	61	192
All DisCos	2,016	1,936	1,686	5,639	1,813	1,924	1,977	5,714
Billing Efficiency (%)								
Abuja	76.53	65.58	56.20	65.73	76.5	75.2	77.6	76.39
Benin	90.15	86.18	83.13	86.57	89.0	87.5	86.5	87.57
Eko	87.65	90.92	85.65	88.11	90.8	87.9	89.3	89.30
Enugu	76.65	74.75	68.48	73.40	75.4	76.3	74.0	75.22
Ibadan	83.61	82.16	67.25	77.79	84.6	83.0	83.8	83.74
Ikeja	90.38	93.04	87.86	90.45	91.8	89.4	87.7	89.50
Jos	74.13	77.37	51.26	66.92	72.9	72.7	73.1	72.91
Kaduna	88.89	88.69	40.80	69.64	93.3	92.4	93.5	93.05
Kano	83.70	86.39	89.62	86.50	84.8	82.7	84.0	83.83
Port Harcourt	85.45	86.72	77.33	83.41	76.3	78.6	68.7	74.33
Yola	68.13	36.89	41.67	48.01	61.0	67.0	69.3	65.53
All DisCos	83.70	81.43	70.04	78.38	83.1	82.5	82.2	82.59

Notes of the table: DisCos are the electricity distribution companies; GWh is Giga-watt hour

Table II: Monthly Revenue Performance by DisCos in 2020/Q1

DisCos	Jan.	Feb.	Mar.	2020/Q1	Oct.	Nov.	Dec.	2019/Q4
Total Billings (N' billion)								
Abuja	8.16	7.17	7.05	22.38	7.84	8.28	8.21	24.32
Benin	6.77	6.78	5.84	19.40	5.27	5.97	6.14	17.38
Eko	7.97	8.23	7.37	23.58	7.16	7.83	8.22	23.20
Enugu	5.77	5.62	5.01	16.40	4.99	5.22	5.35	15.56
Ibadan	9.10	7.92	6.94	23.95	7.43	8.11	8.78	24.32
Ikeja	10.12	9.90	9.58	29.61	8.49	9.25	9.85	27.59
Jos	2.98	3.09	2.43	8.51	2.73	2.77	2.88	8.38
Kaduna	3.71	4.69	2.82	11.23	3.89	4.22	3.98	12.09
Kano	3.95	3.84	4.17	11.96	3.95	3.77	3.68	11.40
Port Harcourt	5.50	5.55	4.54	15.59	4.64	4.56	4.49	13.68
Yola	1.62	1.20	1.41	4.22	1.76	1.80	1.62	5.18
All DisCos	65.66	64.00	57.16	186.82	58.2	61.8	63.2	183.10
Revenue Collected (N' billion)								
Abuja	6.69	6.79	4.62	18.10	6.26	6.85	6.12	19.22
Benin	3.54	3.59	2.39	9.53	3.26	3.49	3.56	10.32
Eko	6.56	6.39	3.85	16.79	6.13	6.42	7.01	19.56
Enugu	3.58	3.69	2.50	9.77	3.34	3.45	3.67	10.46
Ibadan	5.20	5.00	3.13	13.33	5.02	5.27	5.41	15.70
Ikeja	8.56	8.51	4.36	21.43	7.35	8.19	8.56	24.10
Jos	1.43	1.35	1.25	4.03	1.49	1.57	1.51	4.58
Kaduna	1.80	1.70	1.45	4.95	1.60	1.73	1.56	4.89
Kano	2.71	2.62	1.99	7.32	3.02	2.74	2.62	8.39
Port Harcourt	2.52	2.45	1.79	6.76	2.28	2.34	2.50	7.12
Yola	0.83	0.85	0.61	2.28	0.95	0.92	0.95	2.81
All DisCos	43.4	42.9	27.9	114.29	40.7	43.0	43.5	127.14
Collection Efficiency (%)								
Abuja	81.96	94.75	65.54	80.89	79.81	82.74	74.57	79.04
Benin	52.35	52.96	40.94	49.12	61.93	58.48	58.07	59.38
Eko	82.22	77.58	52.26	71.23	85.59	82.01	85.30	84.28
Enugu	61.98	65.72	49.89	59.57	66.94	66.21	68.58	67.26
Ibadan	57.20	63.18	45.05	55.66	67.49	64.95	61.65	64.54
Ikeja	84.55	85.90	45.53	72.37	86.50	88.55	86.95	87.35
Jos	47.87	43.74	51.49	47.40	54.66	56.88	52.45	54.64
Kaduna	48.58	36.20	51.29	44.09	41.20	41.00	39.10	40.44
Kano	68.52	68.06	47.86	61.18	76.49	72.73	71.22	73.54
Port Harcourt	45.81	44.08	39.50	43.36	49.22	51.34	55.61	52.02
Yola	51.27	70.65	43.10	54.02	53.81	51.14	58.37	54.31
All DisCos	66.12	67.08	48.89	61.18	69.99	69.58	68.79	69.44

Notes of the table:

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

Table III: Monthly DisCos Invoices & Remittances to MO in 2020/Q1

DisCos	Jan.	Feb.	Mar.	2020/Q1	Oct.	Nov.	Dec.	2019/Q4
	Invoice (₦' billion)							
Abuja	1.23	1.19	1.39	3.81	1.25	1.28	1.26	3.78
Benin	0.83	0.81	0.78	2.42	0.70	0.75	0.81	2.26
Eko	1.17	1.13	1.12	3.42	1.09	1.17	1.21	3.48
Enugu	0.79	0.77	0.76	2.32	0.76	0.74	0.79	2.30
Ibadan	1.39	1.17	1.29	3.86	1.21	1.26	1.38	3.86
Ikeja	1.40	1.31	1.50	4.21	1.30	1.33	1.46	4.10
Jos	0.46	0.45	0.46	1.38	0.45	0.43	0.46	1.33
Kaduna	0.55	0.66	0.82	2.03	0.57	0.58	0.56	1.72
Kano	0.60	0.53	0.57	1.71	0.60	0.55	0.57	1.73
Port Harcourt	0.69	0.67	0.67	2.02	0.71	0.64	0.72	2.06
Yola	0.36	0.36	0.42	1.15	0.45	0.40	0.36	1.21
All DisCos	9.49	9.05	9.78	28.32	9.10	9.12	9.60	27.81
Ajaokuta Steel	0.02	0.01	0.02	0.05	-	0.02	0.01	0.03
SBEE	0.42	0.55	0.47	1.43	-	-	-	-
CEET	0.21	0.35	0.48	1.03	-	-	-	-
NIGELEC	0.48	0.49	0.62	1.59	0.41	0.35	0.27	1.03
	Remittance (₦' billion)							
Abuja	1.23	1.19	1.11	3.53	1.25	1.28	1.26	3.78
Benin	0.83	0.81	0.70	2.35	0.70	0.75	0.81	2.26
Eko	1.18	1.13	1.12	3.42	1.09	1.17	1.21	3.48
Enugu	0.79	0.77	0.76	2.32	0.76	0.74	0.79	2.30
Ibadan	1.39	1.17	1.04	3.60	1.21	1.26	1.38	3.86
Ikeja	1.42	1.31	1.20	3.93	1.30	1.33	1.46	4.10
Jos	0.46	0.45	0.46	1.38	0.45	0.43	0.46	1.33
Kaduna	0.56	0.33	0.66	1.54	0.57	0.58	0.56	1.72
Kano	0.61	0.53	0.46	1.60	0.60	0.55	0.57	1.73
Port Harcourt	0.69	0.67	0.56	1.91	0.72	0.65	0.72	2.09
Yola	0.36	0.18	0.24	0.79	0.45	0.40	0.36	1.21
All DisCos	9.52	8.54	8.30	26.36	9.11	9.13	9.60	27.83
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
SBEE	0.43	0.00	0.00	0.43	-	-	-	-
CEET	0.00	0.00	0.00	0.00	0.24	0.20	2.00	2.43
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.12	0.43	0.55
	Remittance Performance (%)							
Abuja	100.00	100.00	80.00	92.72	100.00	100.00	100.00	100.00
Benin	100.64	100.00	90.00	96.98	100.00	100.00	100.00	100.00
Eko	100.51	100.00	100.00	100.18	100.00	100.00	100.00	100.00
Enugu	100.00	100.12	100.00	100.04	100.00	100.00	100.00	100.00
Ibadan	100.00	100.00	80.00	93.29	100.00	100.00	100.00	100.00
Ikeja	101.14	100.00	80.00	93.25	100.00	100.00	100.00	100.00
Jos	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Kaduna	100.63	50.00	80.05	75.93	100.00	100.00	100.00	100.00
Kano	100.62	100.00	80.00	93.50	100.00	100.00	100.00	100.00
Port Harcourt	100.00	100.00	83.69	94.61	101.92	102.14	100.00	101.32
Yola	100.00	50.00	57.10	68.44	100.00	100.00	100.00	100.00
All DisCos	100.36	94.38	84.84	93.09	100.15	100.15	100.00	100.10
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
SBEE	102.62	0.00	0.00	29.78	-	-	-	-
CEET	0.00	0.00	0.00	0.00	-	-	-	-
NIGELEC	0.00	0.00	0.00	0.00	0.0	34.7	160.4	53.57

Notes of the table: DisCos, NBET, SBEE, CEET and NIGELEC are Electricity Distribution Companies, Nigeria Bulk Electricity Trader, Societe Beninoise d'Energie Electrique, Compagnie Energie Electrique du Togo and Societe Nigerienne d'electricite respectively; ₦ Billion is billions of Nigeria Currency.

Table IV: Monthly DisCos Invoices & Remittances to NBET in 2020/Q1

DisCos	Jan.	Feb.	Mar.	2020/Q1	Oct.	Nov.	Dec.	2019/Q4
	Invoice (₦ billion)							
Abuja	6.41	6.43	6.86	19.70	6.87	7.50	8.15	22.52
Benin	4.62	4.66	4.43	13.71	3.86	4.38	5.28	13.52
Eko	6.11	6.13	5.91	18.15	6.03	6.87	7.87	20.76
Enugu	4.52	4.54	4.35	13.42	4.21	4.34	5.16	13.71
Ibadan	7.22	6.74	6.90	20.86	6.66	7.38	8.95	22.99
Ikeja	7.77	7.67	8.02	23.46	7.19	7.83	9.52	24.54
Jos	2.69	2.72	2.66	8.07	2.45	2.50	2.96	7.91
Kaduna	3.57	3.95	4.32	11.85	3.15	3.40	3.65	10.20
Kano	3.73	3.58	3.57	10.88	3.33	3.25	3.71	10.29
Port Harcourt	3.59	3.62	3.52	10.72	3.89	3.73	4.68	12.29
Yola	1.91	1.95	2.08	5.95	2.47	2.34	2.32	7.13
All DisCos	52.13	52.01	52.62	156.76	50.10	53.50	62.25	165.85
Ajaokuta Steel	0.09	0.09	0.10	0.27	-	-	-	-
SBEE	-	-	-	-	-	-	-	-
CEET	-	-	-	-	-	-	-	-
NIGELEEC	-	-	-	-	6.87	7.50	8.15	22.52
	Remittance (₦ billion)							
Abuja	2.55	2.40	1.13	6.07	3.09	3.37	3.24	9.70
Benin	1.23	1.32	0.42	2.97	1.17	1.18	1.26	3.60
Eko	2.52	2.18	0.91	5.61	2.74	3.12	3.15	9.01
Enugu	1.06	0.91	0.20	2.17	0.85	0.87	0.50	2.22
Ibadan	2.01	1.69	1.04	4.73	1.75	1.93	2.25	5.92
Ikeja	3.58	3.07	1.58	8.22	3.02	3.29	3.67	9.98
Jos	0.24	0.20	0.15	0.59	0.15	0.15	0.18	0.48
Kaduna	0.30	0.12	0.00	0.42	0.57	0.41	0.00	0.97
Kano	0.70	0.50	0.00	1.20	1.10	0.93	0.00	2.03
Port Harcourt	0.53	0.54	0.25	1.32	0.41	0.39	0.98	1.78
Yola	0.24	0.23	0.05	0.53	0.32	0.05	0.30	0.67
All DisCos	14.96	13.16	5.72	33.84	15.15	15.68	15.53	46.37
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
SBEE	-	-	-	-	-	-	-	-
CEET	-	-	-	-	0.82	0.68	6.87	8.36
NIGELEEC	-	-	-	-	0.00	0.42	1.48	1.90
	Remittance Performance (%)							
Abuja	39.71	37.34	16.41	30.82	45.02	45.00	39.73	43.10
Benin	26.70	28.21	9.59	21.68	30.20	26.91	23.84	26.65
Eko	41.29	35.58	15.41	30.93	45.40	45.40	40.08	43.38
Enugu	23.35	20.00	4.59	16.13	20.19	20.01	9.69	16.18
Ibadan	27.83	25.00	15.00	22.67	26.20	26.20	25.08	25.77
Ikeja	46.04	40.00	19.67	35.05	42.00	42.00	38.58	40.67
Jos	9.03	7.45	5.60	7.37	6.05	6.05	6.05	6.05
Kaduna	8.51	3.04	0.00	3.58	18.00	12.00	0.00	9.56
Kano	18.77	13.98	0.00	11.03	33.00	28.49	0.00	19.68
Port Harcourt	14.78	15.00	7.00	12.30	10.50	10.50	21.00	14.50
Yola	12.68	12.00	2.40	8.85	13.00	2.00	13.00	9.39
All DisCos	28.70	25.30	10.86	21.59	30.24	29.31	24.95	27.96
Ajaokuta Steel	0.00	0.00	0.00	0.00	-	-	-	-
SBEE	-	-	-	-	-	-	-	-
CEET	-	-	-	-	-	-	-	-
NIGELEEC	-	-	-	-	0.00	-	-	183.83

Notes of the table: DisCos, NBET, SBEE, CEET and NIGELEEC are electricity Distribution Companies, Nigeria Bulk Electricity Trader, Societe Beninoise d'Énergie Electrique, Compagnie Energie Electrique du Togo and Societe Nigerienne d'electricite respectively; ₦ Billion is billions of Nigeria Currency

Table V: Monthly DisCos Invoices & Remittances to NBET & MO in 2020/Q1

DisCos	Jan.	Feb.	Mar.	2020/Q1	Oct.	Nov.	Dec.	2019/Q4
	Invoice (₦' billion)							
Abuja	7.64	7.62	8.24	23.51	8.12	8.77	9.41	26.30
Benin	5.45	5.47	5.21	16.13	4.56	5.12	6.10	15.78
Eko	7.28	7.26	7.03	21.56	7.12	8.04	9.08	24.23
Enugu	5.32	5.31	5.11	15.74	4.97	5.08	5.95	16.00
Ibadan	8.61	7.92	8.19	24.72	7.88	8.64	10.34	26.85
Ikeja	9.18	8.98	9.52	27.67	8.49	9.17	10.99	28.64
Jos	3.15	3.17	3.12	9.44	2.89	2.92	3.42	9.24
Kaduna	4.12	4.61	5.14	13.88	3.72	3.98	4.21	11.92
Kano	4.33	4.11	4.15	12.58	3.94	3.80	4.28	12.02
Port Harcourt	4.27	4.29	4.18	12.74	4.59	4.36	5.40	14.35
Yola	2.28	2.32	2.51	7.10	2.92	2.74	2.68	8.33
All DisCos	61.62	61.06	62.41	185.08	59.20	62.62	71.85	193.66
Ajaokuta Steel	0.11	0.10	0.11	0.32	0.00	0.02	0.01	0.03
SBEE	0.42	0.55	0.47	1.43	-	-	-	-
CEET	0.21	0.35	0.48	1.03	0.00	0.00	0.00	0.00
NIGELEC	0.48	0.49	0.62	1.59	1.45	0.35	0.27	2.07
	Remittance (₦' billion)							
Abuja	3.78	3.59	2.23	9.60	4.34	4.65	4.49	13.48
Benin	2.07	2.12	1.13	5.32	1.87	1.92	2.07	5.86
Eko	3.70	3.31	2.03	9.04	3.83	4.29	4.36	12.48
Enugu	1.85	1.68	0.96	4.49	1.61	1.61	1.29	4.52
Ibadan	3.40	2.86	2.07	8.33	2.96	3.19	3.63	9.78
Ikeja	5.00	4.38	2.78	12.15	4.32	4.62	5.14	14.08
Jos	0.70	0.66	0.61	1.97	0.59	0.58	0.64	1.81
Kaduna	0.86	0.45	0.66	1.97	1.14	0.99	0.56	2.69
Kano	1.31	1.03	0.46	2.80	1.70	1.48	0.57	3.75
Port Harcourt	1.22	1.21	0.80	3.23	1.13	1.04	1.70	3.87
Yola	0.61	0.42	0.29	1.31	0.77	0.45	0.66	1.88
All DisCos	24.48	21.70	14.02	60.20	24.26	24.81	25.13	74.20
Ajaokuta Steel	0.000	0.000	0.000	0.00	0.00	0.00	0.00	0.00
SBEE	0.43	0.00	0.00	0.43	-	-	-	-
CEETE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Remittance Performance (%)							
Abuja	49.44	47.11	27.10	40.85	53.46	53.00	47.77	51.27
Benin	37.94	38.82	21.66	32.98	40.92	37.55	34.00	37.15
Eko	50.82	45.61	28.84	41.90	53.79	53.35	48.08	51.50
Enugu	34.81	31.60	18.71	28.50	32.45	31.65	21.75	28.21
Ibadan	39.48	36.12	25.27	33.69	37.57	36.97	35.11	36.43
Ikeja	54.46	48.75	29.19	43.92	50.89	50.42	46.76	49.16
Jos	22.33	20.65	19.59	20.86	20.51	19.75	18.62	19.57
Kaduna	20.85	9.73	12.78	14.16	30.62	24.83	13.38	22.59
Kano	30.20	25.08	11.09	22.23	43.28	38.88	13.34	31.23
Port Harcourt	28.46	28.24	19.23	25.36	24.56	23.85	31.56	26.98
Yola	26.62	17.94	11.62	18.49	26.40	16.30	24.65	22.52
All DisCos	39.73	35.54	22.46	32.53	40.99	39.62	34.97	38.32
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
SBEE	102.62	0.00	0.00	29.78	-	-	-	-
CEETE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Notes of the table: DisCos, NBET, MO, CEB and NIGELEC are electricity Distribution Companies, Nigeria Bulk Electricity Trader, Market Operators, Societe Beninoise d'Énergie Electrique, Compagnie Energie Electrique du Togo and Societe Nigerienne d'electricite respectively; ₦ Billion is billions of Nigeria Currency

Table VI: Category of Complaints Received by Discos in 2020/Q1

Complaints Categories	Electricity Distribution Companies (DisCos)											
	Abuja	Benin	Eko	Enugu	Ibadan	Ikeja	Jos	Kaduna	Kano	Port Harcourt	Yola	All DisCos
Billing	6,704	2,761	4,090	13,526	2,657	8,391	1,120	998	1,927	3,320	905	46,399
Connection Delay	2,580	601	2,665	4,421	333	1,919	70	38	494	217	48	13,386
Disconnection	3,939	1,601	3,727	6,767	860	4,995	390	236	706	1,221	224	24,666
Interruption	4,536	2,083	3,417	10,569	1,613	7,146	1,327	4,308	403	2,080	149	37,631
Load Shedding	2,010	721	2,722	4,710	414	4,207	125	0	1,146	589	36	16,680
Metering	4,428	2,279	4,170	12,607	2,768	8,189	1,727	1,378	900	2,527	482	41,455
Others	1,388	889	1,597	1,764	119	1,863	260	296	378	806	30	9,390
Voltage	1,934	669	3,172	3,471	257	2,705	251	824	945	610	61	14,899
Total	27,519	11,604	25,560	57,835	9,021	39,415	5,270	8,078	6,899	11,370	1,935	204,506

Table VII: Lists and Addresses of NERC Forum Offices as March 2020

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

Table VIII: Complaints Handled by Forum Offices in 2020/Q1&2019/Q4

S/N	Forum Offices	2020/Q1: Customers Complaints					2019/Q4: Customers Complaints				
		Received	Resolved	Pending	No of Hearings	Resolution Rate	Received	Resolved	Pending	No of Hearings	Resolution Rate
1	Abakaliki, Ebonyi State	21	12	9	1	57.14%	37	32	5	3	86.49%
2	Abuja, FCT	70	33	37	2	47.14%	98	80	18	3	81.63%
3	Asaba, Delta State	55	37	18	2	67.27%	77	69	8	3	89.61%
4	Awka, Anambra State	45	24	21	0	53.33%	35	16	19	4	45.71%
5	Bauchi, Bauchi State	14	11	3	0	78.57%	7	5	2	0	71.43%
6	Benin, Edo State	47	25	22	0	53.19%	30	18	12	3	60.00%
7	B/Kebbi, Kebbi State	14	0*	8	1	0.00%	9	1	8	0	11.11%
8	Calabar, C/Rivers State	34	11	23	1	32.35%	16	2	14	0	12.50%
9	Dutse, Jigawa State	1	1	0	0	100.00%	2	1	1	0	50.00%
10	Eko, Lagos State	252	137	115	1	54.37%	171	121	50	2	70.76%
11	Enugu, Enugu State	63	20	43	0	31.75%	56	47	9	3	83.93%
12	Gombe, Gombe State	1	0	1	0	0.00%	16	16	0	0	100.00%
13	Gusau, Zamfara State	23	15	8	1	65.22%	19	4	15	1	21.05%
14	Ibadan, Oyo State	249	187	62	2	75.10%	263	122	141	2	46.39%
15	Ikeja, Lagos State	750	516*	232	10	68.80%	799	398	401	7	49.81%
16	Ilorin, Kwara State	134	104	30	0	77.61%	92	52	39*	1	56.52%
17	Jos, Plateau State	24	6	18	1	25.00%	24	16	8	2	66.67%
18	Kaduna, Kaduna State	109	34	75	1	31.19%	96	31	59*	2	32.29%
19	Kano, Kano State	65	44*	20	0	67.69%	85	43	42	0	50.59%
20	Katsina, Katsina State	0	0	0	0	0.00%	3	3	0	0	100.00%
24	Lafia, Nasarawa State	49	34*	5	0	69.39%	23	5	13*	0	21.74%
21	Lokoja, Kogi State	50	7*	23	0	14.00%	27	7	20	2	25.93%
22	Makurdi, Benue State	32	1*	13	1	3.13%	46	23	11	0	50.00%
23	Osogbo, Osun State	511	115	396	1	22.50%	290	0	290*	0	0.00%
25	Owerri, Imo State	22	14	8	1	63.64%	29	23	6	2	79.31%
26	P/Harcourt, Rivers State	104	96	8	4	92.31%	88	86	2	4	97.73%
27	Sokoto, Sokoto State	33	21	12	1	63.64%	20	3	17	0	15.00%
28	Umuahia, Abia State	20	10	10	1	50.00%	23	21	2	2	91.30%
29	Uyo, Akwa Ibom	67	15	52	1	22.39%	50	15	35	0	30.00%
30	Yola, Adamawa	22	12	10	0	54.55%	28	17	11	0	60.71%
	All Forum Offices	2,881	1,542	1,282	33	53.52%	2,559	1,277	1,258	46	49.90%

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

Table IX: Category of Complaints Received by Forum Offices in 2020/Q1

S/N	Forum Office	2020/Q1 Complaints Category:									2019/Q4 Complaints Category:								
		Billing	Dis-connection	Connection Delay	Interruption	Metering	Load Shedding	Voltage	Others	Total	Billing	Dis-connection	Connection Delay	Interruption	Metering	Load Shedding	Voltage	Others	Total
1	Abakaliki, Ebonyi State	12	0	0	0	9	0	0	0	21	11	5	0	7	9	0	0	5	37
2	Abuja, FCT	36	0	0	0	31	0	0	3	70	62			33	1		2	98	
3	Asaba, Delta State	46	3	0	0	3	0	0	3	55	63	5	0	2	0	0	7	77	
4	Awka, Anambra State	25	20	0	0	0	0	0	0	45	12	1	2	5	7	2	1	5	35
5	Bauchi, Bauchi State	6	0	0	5	3	0	0	0	14	2	0	0	2	2	0	1	7	
6	Benin, Edo State	9	5	2	2	12	5	0	12	47	13	0	0	15	0	0	2	30	
7	B/Kebbi, Kebbi State	4	3	2	2	2	0	0	1	14	8	1	0	0	0	0	0	9	
8	Calabar, C/Rivers State	14	2	0	2	10	2	0	4	34	8	2	0	1	0	0	5	16	
9	Dutse, Jigawa State	0	0	0	0	1	0	0	0	1	0	0	0	2	0	0	0	2	
10	Eko, Lagos State	222	5	0	0	14	0	0	11	252	147	6	0	10	0	0	8	171	
11	Enugu, Enugu State	33	3	3	0	15	3	3	3	63	44	0	7	5	0	0	0	56	
12	Gombe, Gombe State	0	0	0	0	0	1	0	0	1	4	1	1	3	2	0	2	16	
13	Gusau, Zamfara State	8	1	1	0	9	0	1	3	23	12	2	0	3	0	1	1	19	
14	Ibadan, Oyo State	167	15	0	10	41	0	0	16	249	191	11	0	10	35	0	16	263	
15	Ikeja, Lagos State	511	76	6	0	134	6	0	17	750	504	148	0	6	122	0	19	799	
16	Ilorin, Kwara State	35	4			89			6	134	28	1	0	56	0	0	7	92	
17	Jos, Plateau State	9				7	2	2	4	24	14	2	0	1	5	1	1	24	
18	Kaduna, Kaduna State	79	8	0	1	11	1	1	8	109	70		10	0	7	2	1	96	
19	Kano, Kano State	0	33	0	1	15	1	5	10	65	6	38	0	16	0	2	0	85	
20	Katsina, Katsina State	0	0	0	0	0	0	0	0	0	0	2	0	0	1	0	0	3	
24	Lafia, Nasarawa State	17	2		4	16	2	3	5	49	23	0		0	0	0	0	23	
21	Lokoja, Kogi State	7	4	6	7	22	3	0	1	50	17	0	0	8	0	0	2	27	
22	Makurdi, Benue State	9	4	2	2	7		2	6	32	19	1	0	14	5	3	4	46	
23	Osogbo, Osun State	29	10			434			38	511	46	2		204	0	0	38	290	
25	Owerri, Imo State	17	0	0	0	3	0	0	2	22	12	13	0	0	0	0	4	29	
26	P/Harcourt, Rivers State	49	4	0	0	39	3	3	6	104	30	4	6	7	7	9	3	88	
27	Sokoto, Sokoto State	12	1	1	4	7	3	3	2	33	10	1	0	5	1	1	2	20	
28	Umuahia, Abia State	9	2	0	0	4	0	0	5	20	19	0	3	0	0	0	1	23	
29	Uyo, Akwa Ibom State	30	7	4	7	11	0	0	8	67	18	7	0	6	12	0	3	50	
30	Yola, Adamawa State	6	2	2	0	8	0	2	2	22	14	0	3	5	0	0	6	28	
	All Forum Offices	1,401	214	29	47	957	32	25	176	2,881	1,407	253	32	61	586	24	21	175	2,559

Table X: Monthly Cash Flow of the Commission, Sep. 2019 – Mar. 2020

Description	Summary for 2020/Q1 (₦' Million)				Summary for 2019/Q4 (₦' Million)				Change in total Rev. & Exp. 2020/Q1-2019/Q4 (₦' Million)
	Jan.	Feb.	Mar.	Total	Oct.	Nov.	Dec.	Total	
A. Revenue									
Operating Levy (i.e., MC)	1,555.90	828.30	814.60	3,198.80	1,069.66	723.93	229.94	2,023.53	1,175.27
Other IGR	8.20	15.30	31.00	54.50	0.00	30.97	13.59	44.56	9.94
Total Revenue	1,641.10	843.60	845.60	3,253.30	1,069.66	754.90	243.53	2,068.09	1,185.21
B. Expenditure									
Personnel Cost	517.30	491.60	610.60	1,619.50	286.36	500.96	364.39	1,151.71	467.79
Regulatory Expenses	86.70	110.30	65.90	262.90	239.76	114.31	111.57	465.64	(202.74)
Admin & General Maintenance	13.30	16.80	23.00	53.10	32.56	21.40	68.10	122.06	(68.96)
Total Expenditure	617.30	618.70	699.50	1,935.50	558.68	636.67	544.06	1,739.41	196.09
C. Net Cash Flow (A-B)	946.80	224.90	146.10	1,317.80	510.98	118.23	(300.53)	328.68	989.12
Memo: Outstanding Liabilities as at the end of the Stated Quarters				233.34				493.35	(260.01)

Notes of the table: MC is Market Charges; IGR internal Generated Revenue; and A&G is admin and general



NIGERIAN ELECTRICITY REGULATORY COMMISSION
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