

NIGERIAN
ELECTRICITY
REGULATORY
COMMISSION



Electricity on Demand

QUARTERLY REPORT

SECOND QUARTER 2020

NIGERIAN ELECTRICITY REGULATORY COMMISSION

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NERC quarterly reports are 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
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 Plc
EKEDC	Eko Electricity Distribution Plc
EPSRA	Electric Power Sector Reform Act
GenCos	Generation Companies
GWh	Gigawatts hour
IBEDC	Ibadan Electricity Distribution Plc
IEDN	Independent Electricity Distribution Network
IE	Ikeja Electric Plc
JEDC	Jos Electricity Distribution Plc
KDEDC	Kaduna Electricity Distribution Plc
KEDC	Kano Electricity Distribution Plc
MAP	Meter Assets Provider
MO	Market Operator
MW	Megawatts
MWh	Megawatts hour
MYTO	Multi-Year Tariff Order
NBET	Nigerian Bulk Electricity Trading Plc
NERC	Nigerian Electricity Regulatory Commission
NESI	Nigerian Electricity Supply Industry
NICE	Notice of Intention to Commence Enforcement
NIGELEC	Societe Nigerienne d'electricite
NIPP	National Integrated Power Projects
PHEDC	Port Harcourt Electricity Distribution Plc
SBEE	Societe Beninoise d'Energie Electrique
TCN	Transmission Company of Nigeria Plc
TLF	Transmission Loss Factor
YEDC	Yola Electricity Distribution Plc



1. EXECUTIVE SUMMARY

STATE OF THE INDUSTRY:

Total electric energy generated in 2020/Q2 was 8,734,927MWh –1.40% more than the generation in 2020/Q1.

SUMMARY

Operational Performance: The Nigerian Electricity Regulatory Commission (“NERC” or the “Commission”) continued the function of regulating the technical, operational and commercial performance of NESI. During the second quarter of 2020, the total electric energy generated was 8,734,927MWh –1.40% more than the energy generated during the preceding quarter. Within the same quarter, the industry recorded a peak daily generation of 5,316MW. The available plant generation units increased to 73 from the daily average of 66 units recorded in the preceding quarter. Although the increase in the available generation units in the second quarter of 2020 led to 1.40% increase in the total electric energy generated, the capacity utilisation rate fell by 8.16 percentage points during the said period. This reduction was attributable to constraints relating to gas supply shortage, and transmission and distribution networks bottlenecks. The aforementioned industry constraints have continued to 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. The Commission has continued to work on resolving 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 reviewing the Performance Improvement Plans (“PIPs”) filed by DisCos and requested additional information and clarification from some DisCos to enhance the quality of the PIPs. The PIPs, which were prepared in accordance with the Commission’s guidelines, is for the period 2021-2025 with an overall objective of ensuring that utilities invest in projects that are critical to addressing technical and other challenges affecting 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 bottlenecks in the distribution networks to free up part of the stranded generation capacities and address other related constraints inhibiting the flow of energy to end-use customers, and

3) the investments required by DisCos to improve service delivery to end-use customers.

During 2020/Q1, no incidence of partial system collapse occurred while two (2) total system collapse were recorded.

A comparative summary of the system stability performance of the national grid for 2020/Q2 and 2020/Q1 is indicated in Table A. The report shows a slight decline in the grid network stability during 2020/Q2 relative to 2020/Q1. Although no incidence of partial system collapse (i.e. failure of a section of the grid) was recorded, there were two (2) incidents of total system collapse (i.e., total blackout nationwide) during 2020/Q2 as compared to one (1) incident recorded during 2020/Q1.

Table A: Summary of System Collapse in 2020/Q1-Q2

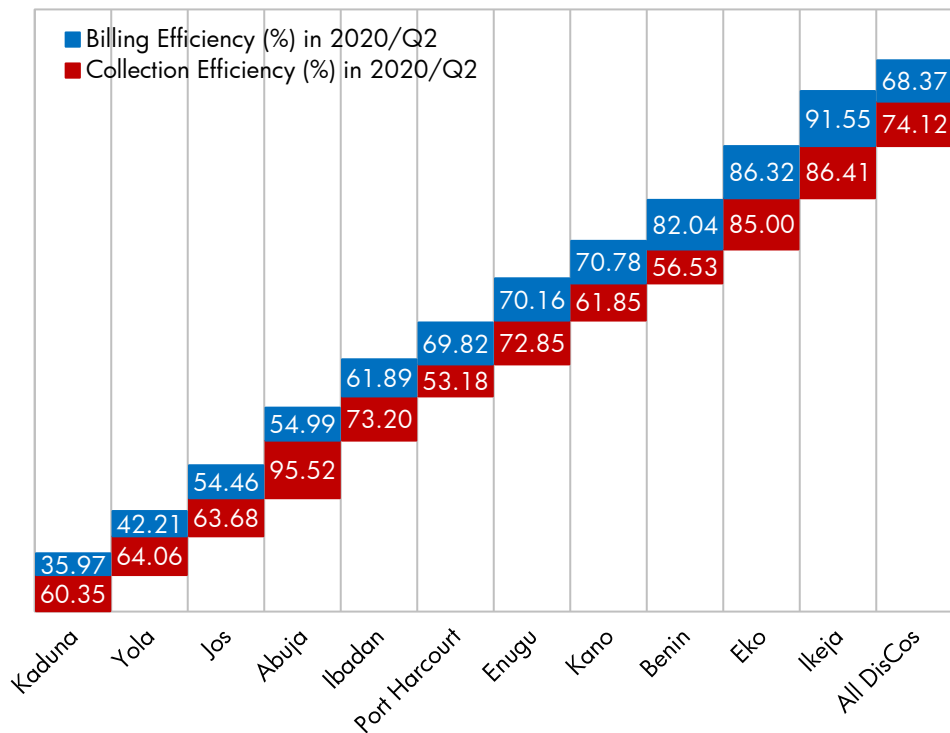
	2020/Q1	2020/Q2
Number of Partial Collapses	0	0
Number of Total Collapses	1	2

To ensure that the relative decline in the grid stability is transitory and to further ensure improvement in subsequent quarters, the Commission has directed the DisCos and TCN to execute service level agreements (SLAs) in order to ensure further grid discipline. The Commission, in collaboration with the System Operator, shall intensify 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.

DisCos' Billing efficiency declined from 78.38% in 2020/Q1 to 68.38% in 2020/Q2 while Collection efficiency increased from 61.18% in 2020/Q1 to 74.12% in 2020/Q2.

Commercial Performance: The financial viability and commercial performance of the industry continued to be a major challenge albeit a slight improvement in 2020/Q2. During the quarter under review, the total billing to and collection from electricity consumers by all the eleven (11) DisCos stood at ₦164.07billion and ₦121.61billion respectively. As represented in Figure A, these denote 68.37% and 74.12% billing and collection efficiency respectively, indicating 10.01% points decrease and 12.95% points increase respectively when compared with the first quarter of 2020. The level of collection efficiency during the quarter under review indicates that as much as ₦2.59 out of every ₦10 worth of energy sold during the second quarter of 2020 remained uncollected from consumers.

Figure A. Billing and Collection Efficiency by DisCos in 2020/Q2



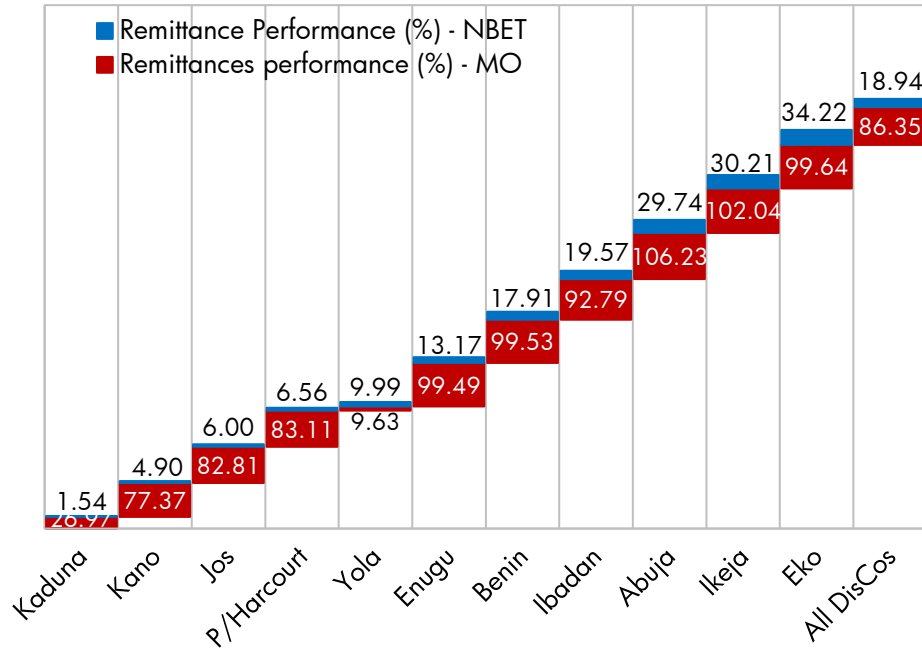
During the second quarter of 2020, a total invoice of ₦222.51 billion was issued to the eleven (11) DisCos for energy received from the Nigerian Bulk Electricity Trading Plc (“NBET”) and for service charge by MO, out of which a sum of ₦62.41 billion was settled, representing a remittance performance of 28.05%. This represents a 4.67 percentage points decline from the final settlement rate recorded in the first quarter of 2020. Individual DisCo’s remittance performances to NBET and MO settlement during the second quarter of 2020 are represented in *Figure B*.

The average total remittance to the market by all DisCos fell by 28.05% and ranges from 5.12% (Kaduna DisCo) to 43.34% (Eko DisCo).

Whereas two (2) 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 86.35% and 18.94% respectively, with performance level ranging from 9.63% (Yola) to 106.23%¹ (Abuja) for MO and 1.54% (Kaduna) to 34.22% (Eko) for NBET. Only Ikeja and Abuja DisCos met the remittance obligation to MO during the quarter under review.

¹ The payment by Abuja DisCos included the outstanding from the preceding quarter.

Figure B: Remittances to MO and NBET by DisCos – 2020/Q2



The financial viability of NESI has remained a major challenge threatening sustainability. As highlighted in preceding quarterly reports, the liquidity challenge is partly due to the non-implementation of cost-reflective tariffs, high technical & commercial losses exacerbated by energy theft and consumers’ apathy to payments under the widely prevailing practice of estimated billing. It is noted that the payment cycle for March to June 2020 fell within the period of the ‘lockdown’ introduced by the Federal Government as a measure to curtail the spread of COVID-19 pandemic, which further affected DisCos’ billing of post-paid customers.

The special customers (Ajaokuta Steel Co. Ltd & the host community) made no payment in 2020Q2 while only one of the international customers (CEET) made payment to the market operator.

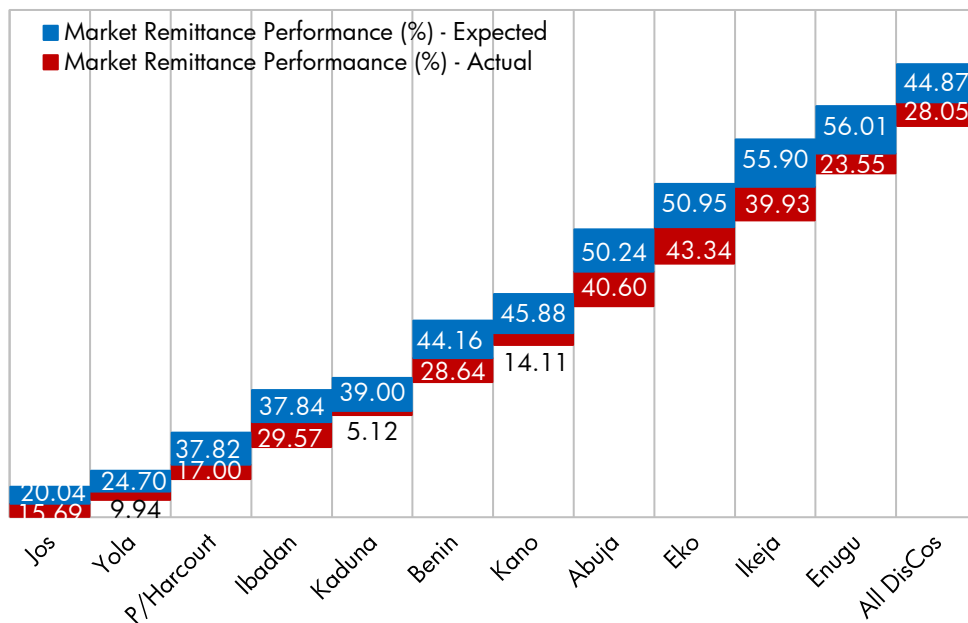
The severity of the liquidity challenge in NESI was reflected in the settlement rates of the service charges and energy invoices issued by MO and NBET respectively to each of the DisCos as highlighted above, as well as the non- and low- payment by the special and international customers respectively for the services rendered by MO. During the quarter under review, the special customers (Ajaokuta Steel Co. Ltd and the host community) did not make any payment in respect of the ₦0.32billion and ₦0.05billion invoices issued by NBET and MO respectively. Of the ₦4.10billion (US\$13.39million) invoice issued by MO to international customers (i.e., Societe Nigerienne d’electricite – NIGELEC, Societe

Beninoise d’Energie Electrique – SBEE and Compagnie Energie Electrique du Togo–CEET) during the quarter, only CEET paid the sum of ₦1.51billion (US\$4.92million) in respect of services it received from MO.

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.² 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 44.87% during 2020/Q2, only 28.05% 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. Without prejudice to the impact of COVID -19 lockdown on DisCos’ operation during the quarter, they must continue to improve on effort towards reducing ATC&C losses to levels commensurate with their contractual obligations in their performance agreements in order to improve sector liquidity.

The expected minimum remittance threshold adjusted for tariff shortfall stood at 44.87% in 2020/Q2 while DisCos’ actual market remittance to NBET & MO during the period was 28.05%.

Figure C: Expected and Actual Remittances by DisCos – 2020/Q2



² Tariff shortfall arises from government’s decision to subsidise electricity tariffs.

As stated in the previous quarterly reports, 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. On its part, to address low market remittance and the viability of the DisCos as going concerns, the Commission continued to review DisCos' compliance to meeting the MRT for necessary regulatory intervention. The Commission has introduced service-based tariffs which are location-based tariffs that tie rate payable by end-users to actual quality of service.

During 2020/Q2, no new regulations or orders were issued by the Commission to the industry operators.

As reported in the 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. The Commission, through its continuous engagement with the relevant agencies of government, has secured a-year deferral of the new import levy to allow for the speedy roll out of meters under the framework of the MAP Regulations. Also, further to the Commission's engagement with the Federal Government, the Mr. President has directed the CBN to intervene in financing mass metering programme in order to ensure quick deployment of meters to all registered electricity consumers in Nigeria.

REGULATORY FUNCTIONS:

Regulations and Orders: Although no new regulations were issued in the second quarter of 2020, the Commission continued to monitor the enforcement and compliance with the provisions of extant regulations, orders and standards governing NESI. Also, the Commission continued with the review of comments received during the public discussions on Consultation Papers on Electricity Distribution Franchising ("EDF") and Competition Transition Charge ("CTC") to develop final CTC and EDF guidelines that adequately consider input from the industry stakeholders. Electronic copies of the extant regulations, orders, and guidelines issued by the Commission are available on the Commission's website at www.nerc.gov.ng.

Licensing and Permits: During the quarter, no generation licence was issued or renewed by the Commission. The Commission however, after satisfactory evaluation, approved the registration of one (1) new Isolated Mini-grid application and issued one (1) new permit for Interconnected Mini-grid. Also, the Commission approved Ziklagsis Network Limited as a MAP for Yola DisCo. The Commission has, as at 30 June 2020, issued permits to thirty (30) MAPs.

Compliance and Enforcement: Enforcement actions against violations, breaches and infractions of regulations, orders and technical codes of the NESI are key mandates of the Commission. 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, electric accidents and electrocution cases, and the failure to adhere to forum decisions without filing appeals within the stipulated timeframe.

Litigation: During the second quarter of 2020, the Commission was involved in five (5) new matters seeking among other:

1. A perpetual injunction restraining the Commission from acting in furtherance with the Commission's ruling on Complaint as contained in [NERC/PHF/079/2018](#) dated 16 August 2018;
2. A declaration that 'an alleged' failure of the Commission to consult with Enugu DisCo before unilaterally increasing the minimum remittance prescribed for Enugu DisCo from 22% to 42% and subsequently to 50%, as contained in NERC's Orders [NERC/GL/173A](#) and [NERC/GL/187B](#) respectively, constitutes denial of the right to fair hearing and violation of the Claimant's rights to be consulted as provided under Section 32(3) of EPSRA and Section 36 of the 1999 Constitution as amended;
3. A declaration that NERC Order [NERC/GL/168](#) dated 9 May 2019 is an abuse of court process, ultra vires and a breach of PIPP's right of fair hearing and made without due process;

4. A declaration that it is the responsibility of the Commission to ensure that the litigant (Hon. Olufemi Adeniregun) is connected to any private electricity or IEDN operator of his choice;
5. An order granting leave to the litigants to apply for judicial review of the decision of the Commission to conduct a forensic audit of the operations of the litigants as communicated vide the Commission's letter dated 20 March 2020.

The Commission also continued with the on-going cases reported in the preceding quarterly reports that are currently at various stages. The on-going matters include some claimants seeking declarations: that some provisions of the MAP Regulations (2018) issued by the Commission contravened the 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; a declaration against the suspension of the board of Ibadan DisCo; and the implementation of MYTO 2015 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 continued 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 & obligations, health and safety, meter related issues and the efforts being made to bridge the metering gap in NESI.

Following the approved timeline for the year 2020 town hall meetings on consumers' awareness and education, the Commission, in partnership with Citizen Connect and Advice Centre, held several virtual town hall

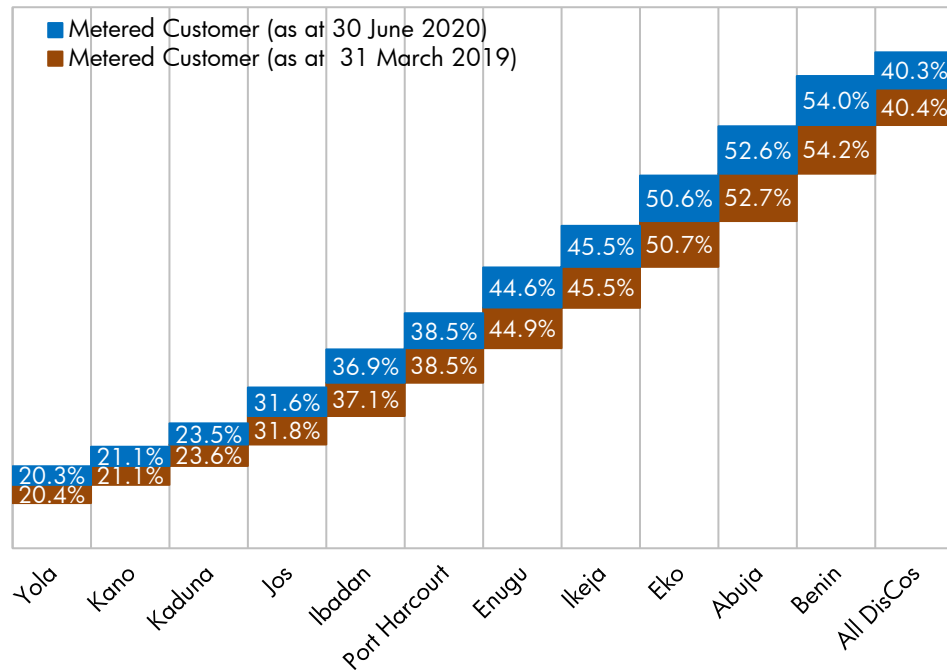
meetings from 14 – 17 June 2020. At the meetings, the Commission discussed and addressed questions about metering (i.e., MAP scheme), estimated billing, ongoing customers' enumeration and investment in electricity infrastructure, customer complaints redress mechanism, and efforts being made to resolving all outstanding issues.

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 10,516,090 registered electricity customers as at 30 June 2020, only 4,234,759 (40.27%) have been metered. Thus, 59.73% of the registered electricity customers are still on estimated billing which has contributed to customer apathy towards payment for electricity bills. In comparison with the first quarter of 2020, the numbers of registered and metered customers increased slightly by 0.36% and 0.07% respectively. The increase in registered customers was, in addition to new connection, due largely 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.

End use customer metering remains one of the key challenges in NESI as only three (3) DisCos had metered more than 50% of its registered customers as at 30 June 2020.

A review of the customer population data in Figure D indicates that Abuja, Benin and Eko DisCos had metered more than 50% of their registered electricity customers as at 30 June 2020. To ensure speedy metering of electricity customers in order to meet the target of closing the metering gap in NESI by 31 December 2021, the Commission, in addition to securing waiver of the levy previously imposed on imported meters, continued its monitoring of DisCos' implementation of and compliance with the provisions of the MAP Regulations to fast-track meter roll-out.

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



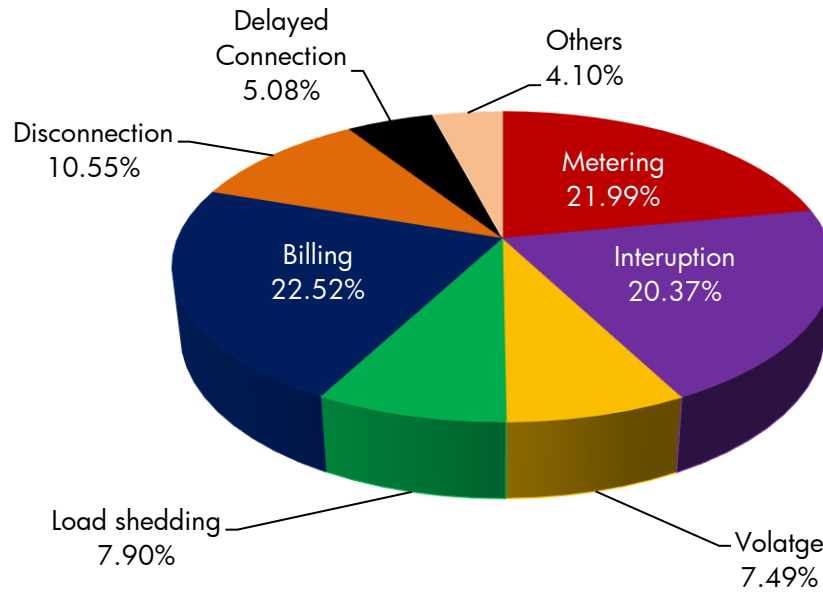
The number of customer complaints decreased by 0.68% during the second quarter of 2020.

Customer Complaints: During the second quarter of 2020, the eleven (11) DisCos received 203,116 complaints from consumers, indicating 0.68% fewer complaints than those received during the first quarter of 2020. In total, the DisCos attended to 189,684 complaints representing an increase of 1.09 percentage points from the preceding quarter. The report shows that Ibadan followed by Benin DisCos had the lowest customers’ complaints resolution rates based on the proportion of complaints not addressed in the second quarter of 2020.

Metering and estimated billing still dominated the customers’ complaints, accounting for 44.51% of the total complaints in 2020/Q2

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 64.88% (i.e., 131,789) of the total complaints in the second quarter of 2020. As stated in the preceding reports, to ensure improved customer service delivery, the Commission, on regular basis, continued to monitor and audit customers’ complaint handling and resolution process by DisCos. The Commission also 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/Q2

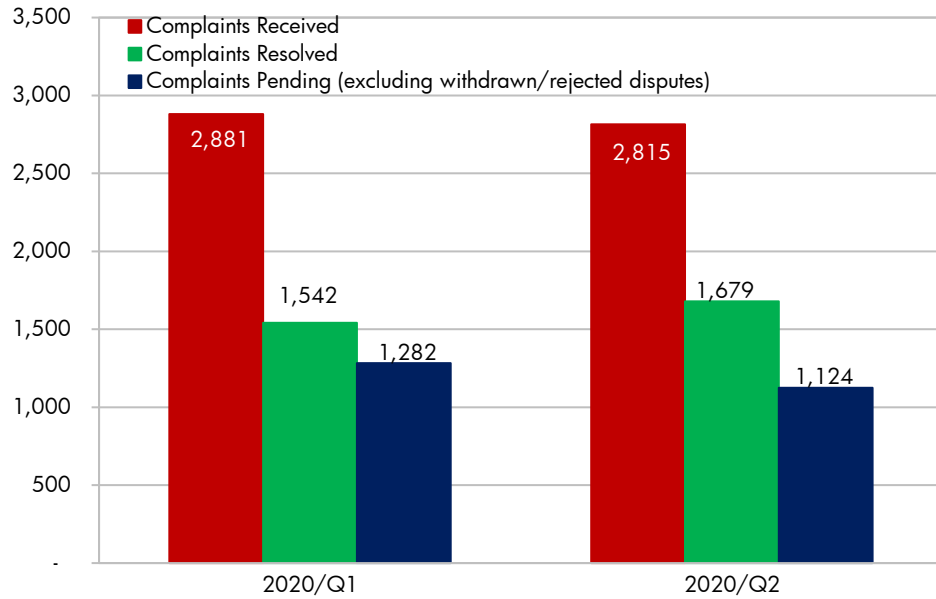


Forum Offices: Forum panels review unresolved disputes, as enshrined in the Commission’s Customer Complaints Handling Standards and Procedure (CCHSP) Regulations. The chart in *Figure F* indicates that the Forum Offices handled a total of 2,815 complaints during 2020/Q2 (including the pending complaints from 2020/Q1) from customers who were dissatisfied with DisCos’ decision on their lodged complaints.

As at the end of 2020/Q2, the Commission had 30 operational Forum Offices in 29 States and the Federal Capital Territory (FCT).

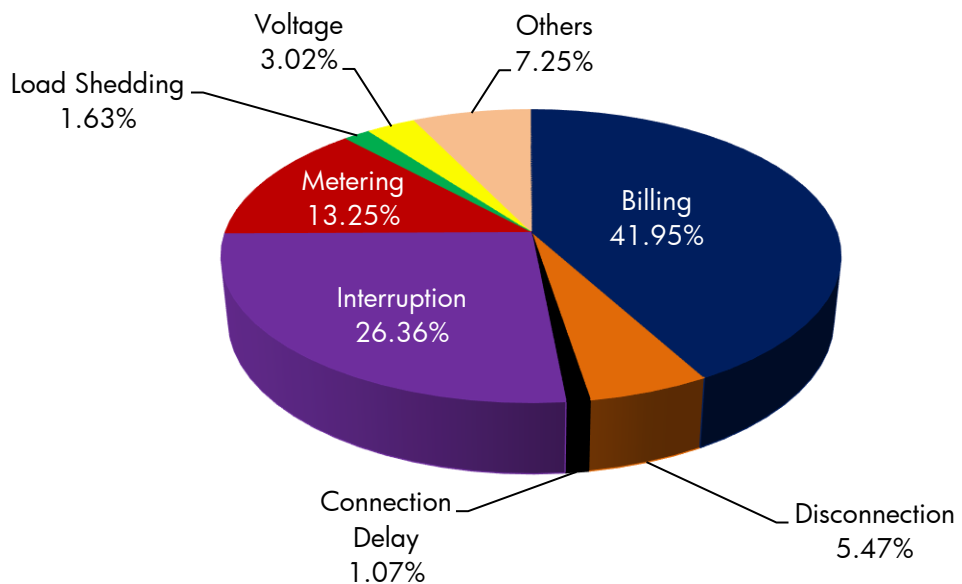
Following the restriction of movement imposed by the government to curtail the spread of COVID-19 and subsequent resolutions of the Commission suspending Forum hearings, the Forum Offices leveraged on technology to communicate customers’ complaints to the respective DisCos for redress. With this approach, 53.52% of the total 2,815 complaints before the Forum Offices were resolved. Only one (1) sitting was held during the quarter under review prior to the lockdown. The resolution rate indicates that approximately three (3) in every five (5) disputes handled by the Forum Offices during the quarter under review was resolved.

Figure F: Complaints Received by Forum Offices in 2020/Q1-Q2



Billing and service interruption issues dominated the category of complaints received by the Forum Offices as represented in *Figure G*. This shows that billing and service interruption issues were mostly the complaints not satisfactorily resolved by the DisCos' Complaints Handling Units in 2020/Q2.

Figure G: Complaints Category Received by Forum Offices, 2020/Q2



In order to further improve on the operational performance of the Forum Offices and to ensure quick resolution of complaints, the Commission has made and continues to make the under listed efforts.

1. Continuous monitoring of the day-to-day activities of the Forum Offices through its performance monitoring mechanism.
2. Continuous operation of NESI situation room to address customers' complaints. The situation room was first established for quick resolution of customer complaints especially as related to service disruptions during the lockdown announced by the government to curb the spread of COVID-19.

Health & Safety: The Commission received a total of 114 accident reports from the licensed operators during the second quarter of 2020. The accidents, unfortunately, resulted in 26 deaths and 12 injuries of various degrees involving both employees of the companies and the third parties. This indicates a significant decline in the health & safety performance of the operators during 2020/Q2 when compared with the first quarter of 2020 when 9 deaths and 4 injuries were recorded.

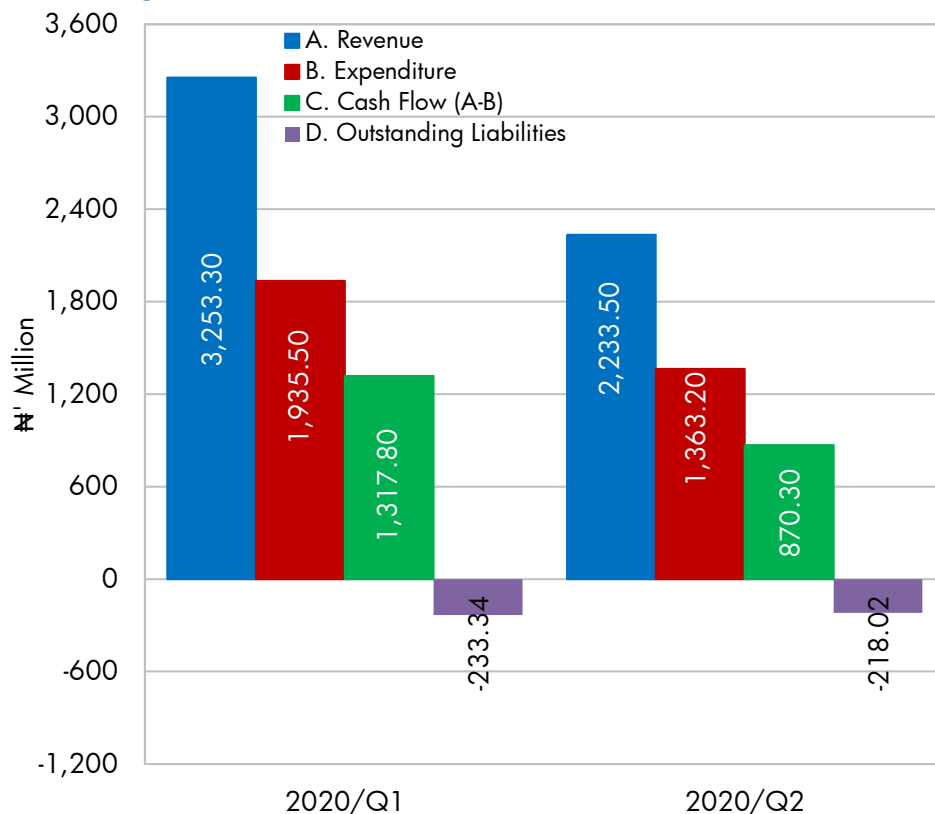
In 2020/Q2, electrical accidents resulted in 26 deaths and 12 injuries of various degrees involving both employees of the companies and the third parties.

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 second quarter of 2020, the total revenue realised by the Commission was ₦2.23billion representing a decrease of 31.35% from the revenue recorded during the first quarter of 2020. The noted decrease in the revenue was due to the 31.37% decrease in the revenue realised from the operating levy (i.e., market charges) and 29.72% decrease in other internally generated revenue realised during the second quarter of 2020. Similarly, the chart in Figure H indicates that the total expenditure of the Commission declined to ₦1.36billion from ₦1.94billion 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 ₦0.87billion with liabilities of ₦218million as at the end of the second quarter of 2020. The slowing in the revenue and expenditure of the Commission is largely due to the National lockdown due to the Corona Virus pandemic that has impacted economic activities in the country.

Figure H: Commission’s Cash Flows (₦’m) in 2020/Q1–Q2



Capacity Development: The Commission, in its commitment to staff safety, capacity development and business continuity during the outbreak of COVID-19 pandemic in Nigeria, continued to leverage on information communication technology (“ICT”) in conducting and attending meetings, forum hearings and engaging industry operators virtually. This allows the Commission to comply with the directive and guidance on physical gathering issued by the Nigeria Centre for Disease Control (“NCDC”) and other government agencies responsible for managing the outbreak of COVID-19 pandemic in Nigeria. The Commission, during the quarter under review, approved a proposed virtual training on Effective Use of NEPLAN Power System Modelling Software Package for some members of staff based on their skill gaps and the need assessment of the Commission. The training which focuses on the effective use of NEPLAN was scheduled for the third quarter of 2020.

2. STATE OF THE INDUSTRY

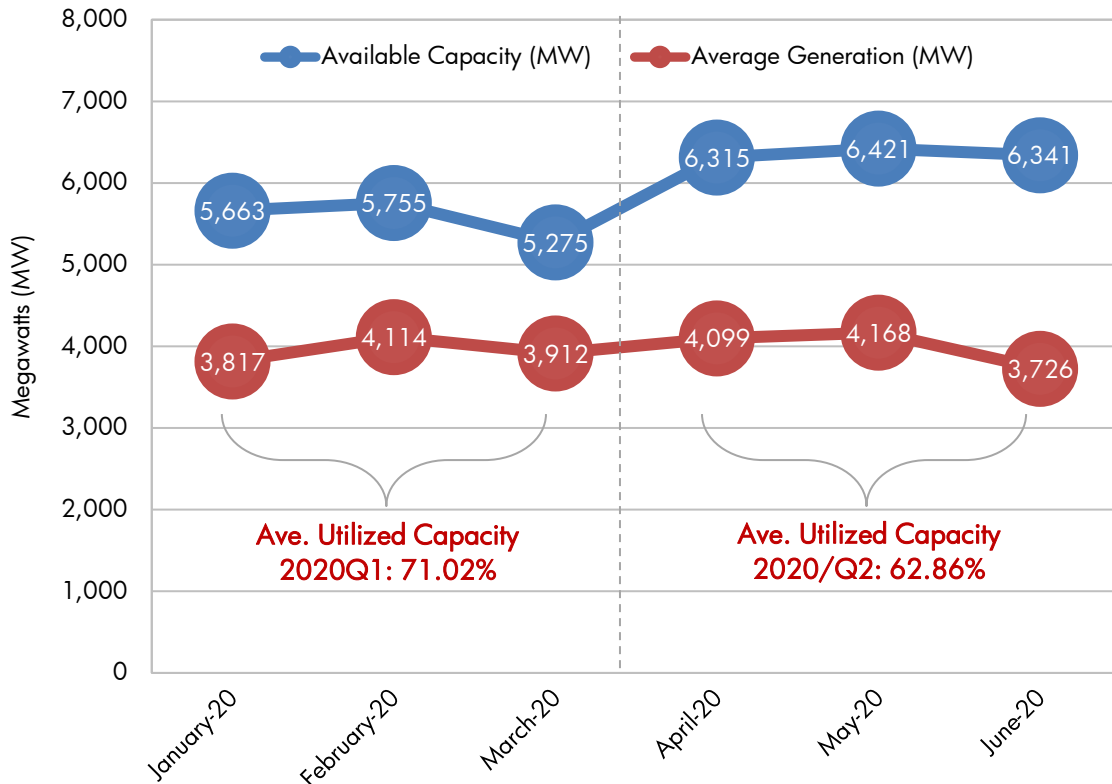
2.1. Operational Performance

2.1.1. Electricity Generation

In line with its statutory mandate in EPSRA, the Commission continues to monitor the operational and commercial performance of NESI. The industry recorded the quarter's daily generation peak of 5,316MW on 20 April 2020. Available average generation capacity rose by 14.28% to 6,359MW. This increase in available generation capacity is attributable to the increase in the number of generation units after completion of maintenance and repair of some plants. On average, 73 plant generation units were available during the second quarter of 2020 compared to 66 generation units available during the first quarter of 2020. With the increase in available generation capacity, the total electric energy generated increased by 1.40% from 8,613,997.79MWh recorded in the first quarter to 8,734,927.04MWh in the second quarter of 2020.

However, a review of both the daily average available generation capacity and actual generation (in MW) from the first quarter (January – March) to the second quarter (April – June) of 2020 represented in Figure 2.1 indicates a decline in capacity utilisation. The Figure shows that 62.86% of the available capacity was utilised in the second quarter of 2020, indicating 8.16 percentage points decrease from the capacity utilisation rate recorded in the first quarter of 2020. By implication, about 37.14% of the total available capacity during the quarter under review was redundant due to the increased technical and operational constraints relating to inadequate gas supply, transmission constraints, limited distribution networks, and commercially induced low load off-take by DisCos.

Figure 1: Average Daily Generation and Available Capacity 2020/Q1-Q2



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 continued the review of PIPs filed by the DisCos and further request for additional information were made to the DisCos in order to improve the quality of the PIPs. The PIPs, which were prepared based on the guidelines provided by the Commission, 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. The review appraised 1) DisCos’ proposed utilisation of capital & operating expenditure allowances for relevance

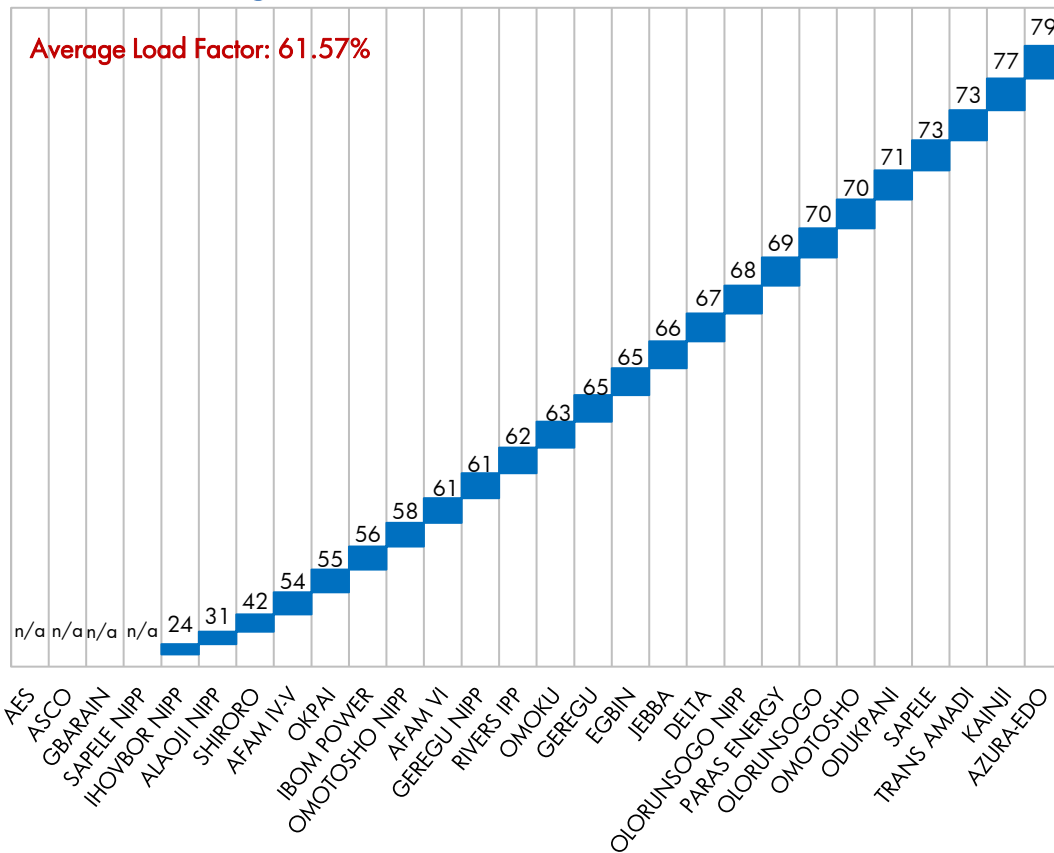
and cost efficiency, and 2) the investments required by DisCos towards addressing distribution networks bottlenecks and free up part of the stranded generation capacities and address other related issues inhibiting the flow of energy. Also, in response to feedback received during the public hearings on the consideration of applications filed for extraordinary tariff review by the DisCos, the Commission has approved service-based tariffs to improve the utilisation of existing capacity and liquidity of the industry.

2.1.2. Load Factor and Average Generation of Power Plants

The average load factor (i.e. the dispatch rate) of the generation plants, defined as the amount of energy that a power plant generated over a certain period relative to its available capacity for the said period, recorded a decline of 7.37 percentage points from the 68.94% recorded in the preceding quarter. As represented in Figure 2, the average dispatch rate (“load factor”) stood at 62.86% during the second quarter 2020, indicating that an average power plant operating during the quarter under review had 62.86% of its available capacity dispatched by the SO.

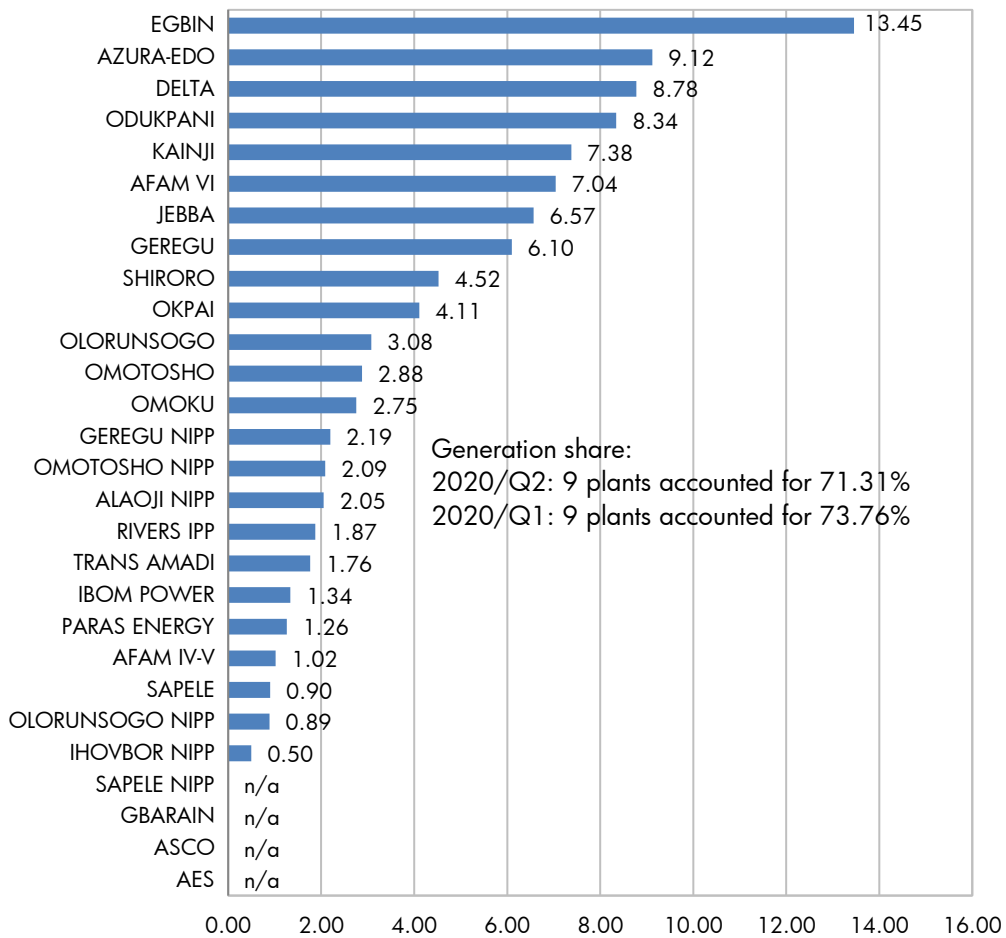
As represented in Figure 2, Kanji, Jebba and Shiroro hydro plants, respectively had 77.28%, 65.72% and 41.75% of their available capacities dispatched by SO. Noting the lower dispatch rates for hydro plants than the prescription in the Order on mandatory dispatch of Hydropower plants issued by the Commission, the Commission has since commenced investigation into why the dispatch by SO in 2020/Q2 was not in full compliance with the Commission’s Order. The Order which was issued in 2019/Q3 declared hydropower plants as ‘must run’ by SO. The Order was to ensure that hydro plants are efficiently dispatched given their low tariffs and in consideration of safety associated with spilling of water from dams during the raining season. During the period under review, Azura power plant had the highest load factor of 79.42% while Ihovbor NIPP had the least dispatch rate of 24.35%.

Figure 2: Plants Load Factor (%) in 2020/Q2



The contribution of the individual power plant to the total energy output during the second quarter of 2020 is represented in Figure 3. Nine (9) of the twenty-four operational power plants accounted for 71.31% of the total electric energy generated during the second quarter of 2020. Due to its size and availability, Egbin power plant accounted for the highest share (i.e. 13.45%) of the total energy output followed by Azura power plant which accounted for 9.12% energy share. During the same period, Ihovbor NIPP power plant accounted for the least share of the output contributing 0.50%. Figure 3 shows clearly that energy generation in Nigeria still heavily depends on nine (9) power plants as these plants accounted for 71.31% of the total electric energy output during the second quarter of 2020.

Figure 3: Share (%) of Generation Output by Plants in 2020/Q2



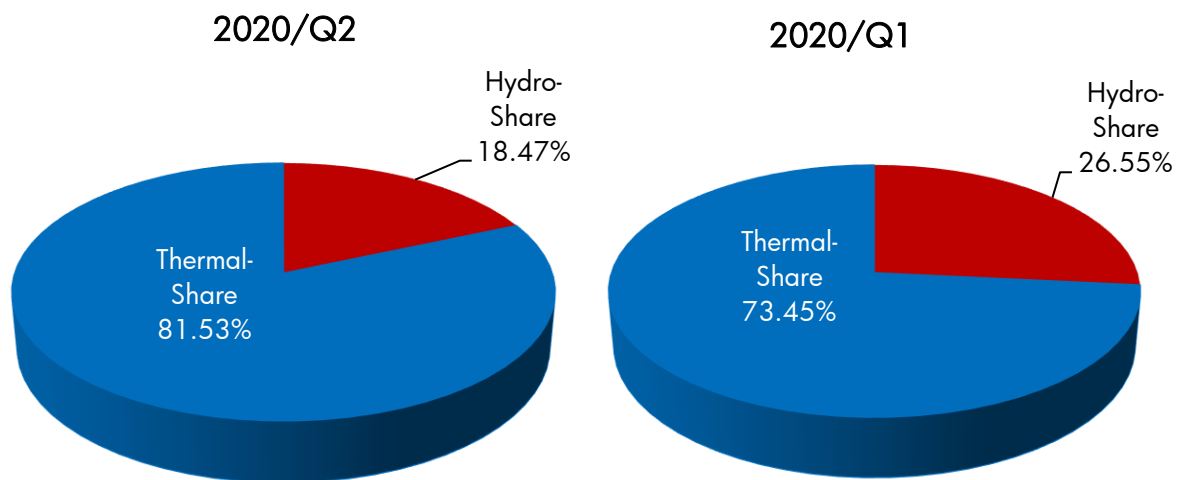
The implication from Figure 3 is that the (over)reliance of the grid on the energy supplied by nine (9) power plants may pose a risk to the industry because downtime in any of them may result in grid instability if there are no adequate proactive measures such as spinning reserve.³ As highlighted in the preceding quarterly report, 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.

³ 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 shares of electricity generation by fuel sources for the first and second quarters of 2020 are represented in Figure 4. Gas continues to dominate the electricity generation mix accounting for 81.53% of the electricity generated during the second quarter of 2020. This implies that approximately 8.15kWh of every 10kWh of electric energy generated in Nigeria in the second quarter of 2020 came from gas. Relative to the preceding quarter, there was 8.08 percentage points decrease in the share of electric energy generated from hydro which accounted for only 18.47% of the total energy output. The Commission notes with concern the low security of supply associated with having just two energy mixes and significant dominance of gas fuel as acts of vandalism of gas pipelines could result in serious grid instability, as was experienced in 2016.

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



To ensure increase in generation 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 clean *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.

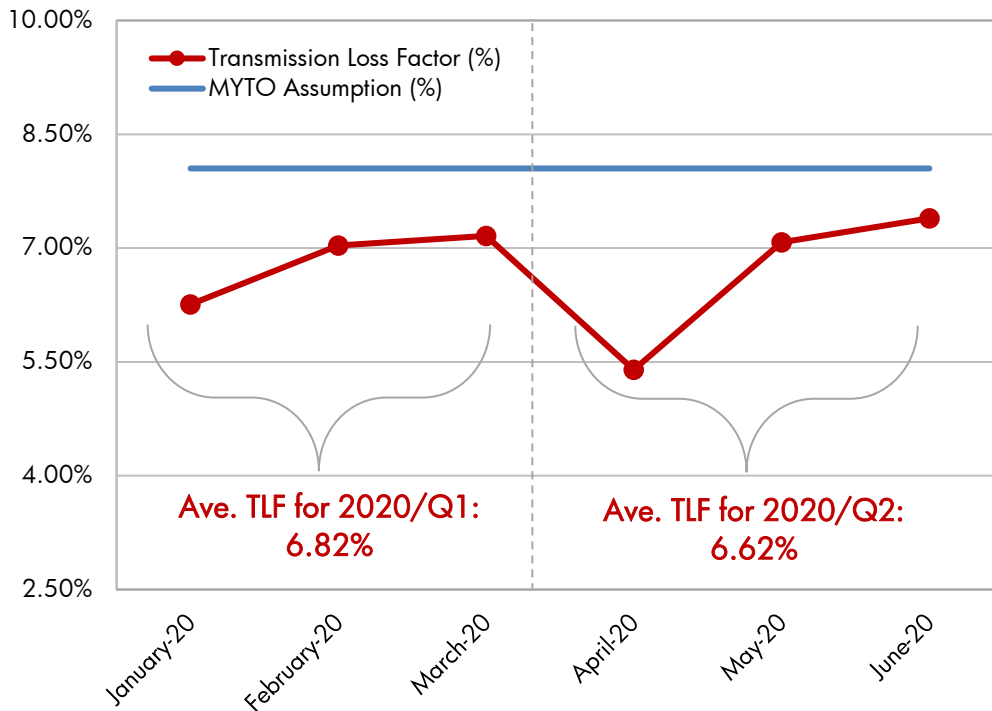
- **Transmission Loss Factor**

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, decreased during the quarter under review. As represented in Figure 5, the average TLF decreased by 0.20 percentage point from the average of 6.82% recorded in 2020/Q1. This decline implies an average TLF of 6.62% in 2020/Q2, which is significantly lower than the 8.05% industry Multi-Year Tariff Order (“MYTO”) reference loss factor. The recorded TLF in 2020/Q2 indicates a relatively improved performance in TCN’s operation when compared with the 2020/Q1 average TLF of 6.82%.⁴

To ensure further improvement in the TLF, the Commission will ensure that investments in transmission networks are targeted to improved efficiency of the transmission system using the necessary regulatory review and approval of TCN’s utilisation of funds in accordance with EPSRA.

⁴The reported value of TLF for 2020/Q1 differs from the figure contained in 2020/Q1 quarterly reports due to adjustments for omission detected. Thus, where the monthly or quarterly values of TLF are found to be different the values in this report take precedence.

Figure 5: Transmission Loss Factor from Jan. 2020 – Jun. 2020



- **System Collapse**

The industry witnessed a slight decline in the stability of the grid network during the second quarter of 2020 relative to the first quarter of 2020. Table 1 presents the number of system collapses experienced in 2020/Q1 and 2020/Q2. Similar to the preceding quarter, there was no incident of partial system collapse (i.e., failure of a section of the grid) during the second quarter of 2020. However, the industry recorded two (2) total system collapse (i.e. total blackout nation-wide) during the second quarter of 2020 as compared to one (1) total system collapse recorded during the first quarter of 2020.

Table 1: System Collapse in 2020/Q1-Q2

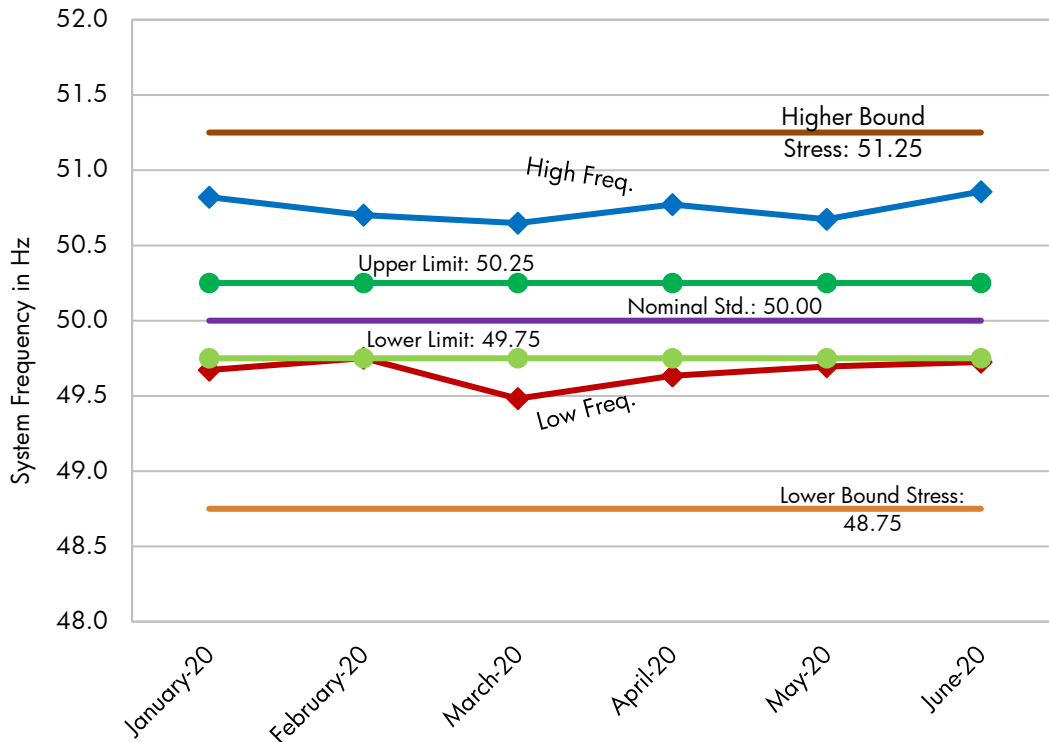
Category	2020/Q2	2020/Q1
Number of Partial Collapses	0	0
Number of Total Collapses	2	1

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 the TCN and its' decision has since been communicated to TCN for further action. 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 January to June 2020 represented in Figure 6 shows slight improvement in stability. During the period under review, the system low frequency made significant progress towards the nominal regulatory standard as it averaged at 49.69Hz. However, the system high frequency, which hitherto was above the upper regulatory limit with a slight margin of the average of 0.47Hz in the first quarter 2020, was diverging further from the upper limit during the second quarter of 2020 with an average margin of 0.52Hz at the end of June 2020.

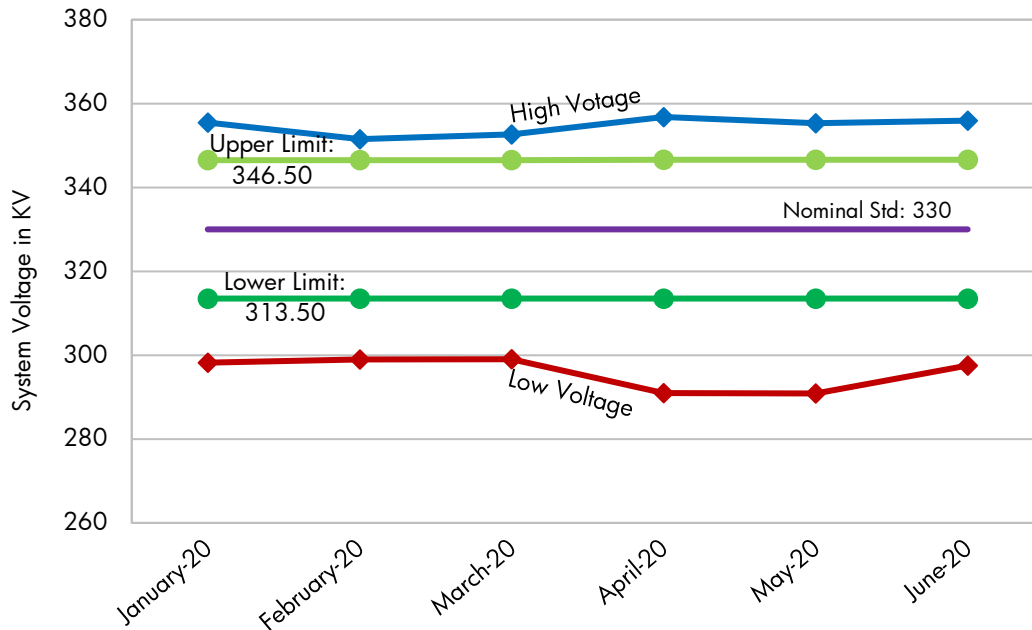
Figure 6: Average Daily System Frequency from Jan. – Jun. 2020



- **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 January to June 2020 is represented in Figure 7. Throughout the period under review, both the High and Low system voltages were outside the prescribed regulatory boundaries. 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 in NESI.

Figure 7: Monthly System Voltage from Jan. – Jun. 2020



2.2. Commercial Performance

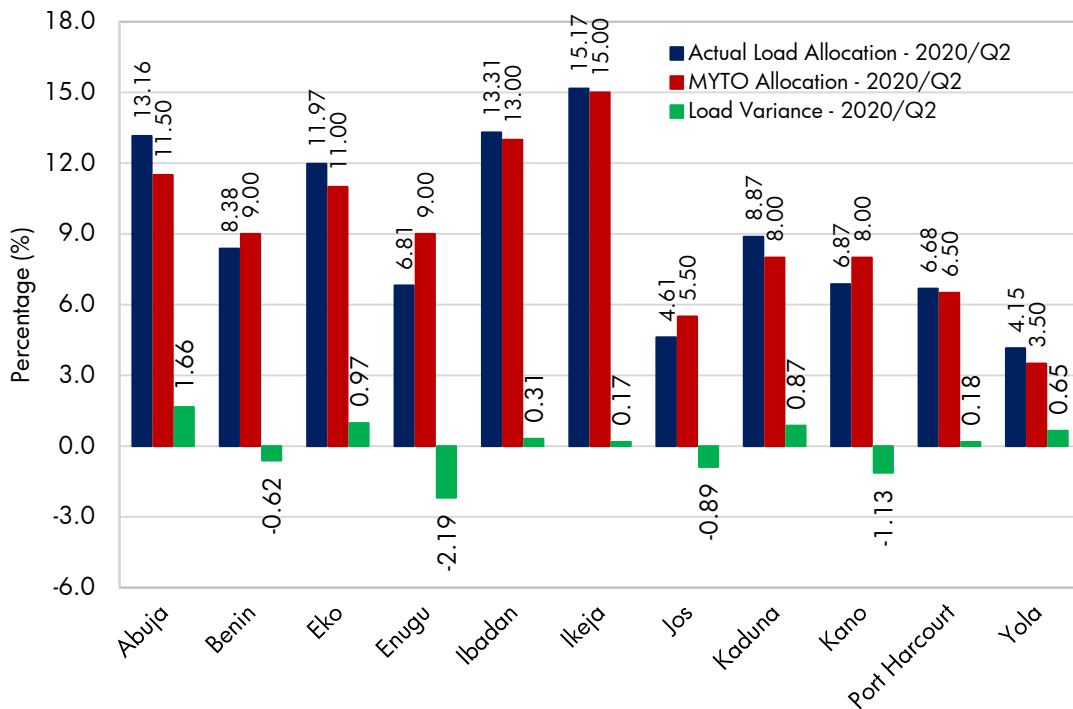
2.2.1. Energy Received and MYTO Load Allocation

The amount of energy received by DisCos at their trading points increased by approximately 1.50% to 7,303GWh in 2020/Q2 from the 7,195GWh recorded in 2020/Q1. This increase is reflective of the 1.40% increase in the total energy generated during the quarter as compared to 2020/Q1. The comparison of the MYTO load allocation with the share of energy received by DisCos during the second quarter of 2020 is represented in Figure 8. Two (2) categories of DisCos emerged from this comparative analysis. The first group comprising four (4) DisCos had lesser energy off-take than their MYTO allocation during 2020/Q2 due to technical limitation of their networks and/or commercially induced low load off-take. Benin, Enugu, Jos and Kano DisCos belong to this group. It is also noteworthy that Enugu, Jos and Kano DisCos had consistently had lower energy off-take than their MYTO allocation in the last six quarters while Benin DisCo joined the group from 2019/Q2. On the other hand, the second

group comprising Abuja, Eko, Ibadan, Ikeja, Kaduna, Port Harcourt and Yola DisCos had more energy offtake than their MYTO allocation over the same period.

As stated in the preceding quarterly reports, 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 contract 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 policy has discouraged low energy offtake as the number of DisCos in the first category decreased consistently since 2020/Q1. The Commission has also directed the DisCos and TCN to executive service level agreements that allocate volumetric risk arising from low load offtake/dispatch to either party, such that TCN takes responsibility for its service failure and vice versa.

Figure 8: Energy Off-take by DisCos vs. MYTO Load Allocation in 2020/Q2



2.2.2. Energy Billed and Billing Efficiency

The amounts of energy received, billed and billing efficiency by DisCos during the first and second quarters of 2020 are represented in Table 2. The table indicates a decrease in DisCos' billing efficiency during the second quarter of 2020. Out of the 7,303GWh total energy received by all DisCos in the second quarter of 2020, 4,993GWh (68.37%) was billed to the end-users, implying 10.01 percentage points decrease in billing efficiency and higher technical and commercial losses of 31.63% relative to the first quarter of 2020. The 68.37% billing efficiency for 2020/Q2 was a consecutive decline from 2019/Q4 and the lowest since 2019/Q1.

Concerned by the decline in DisCos' billing performance, the Commission continues to engage the DisCos to investigate the factors responsible for the observed downward trend in their billing efficiencies since 2020/Q1. 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.

Table 2: Energy Received and Billed by DisCos in 2020/Q1-Q2

DisCos	Total Energy Received (GWh)		Total Energy Billed (GWh)		Billing Efficiency (%)	
	2020/Q2	2020/Q1	2020/Q2	2020/Q1	2020/Q2	2020/Q1
Abuja	971	966	534	635	54.99	65.73
Benin	611	605	501	524	82.04	86.57
Eko	882	864	762	762	86.32	88.11
Enugu	496	579	348	425	70.16	73.40
Ibadan	969	965	600	751	61.89	77.79
Ikeja	1,105	1,144	1,012	1,035	91.55	90.45
Jos	315	341	172	228	54.46	66.92
Kaduna	645	504	232	351	35.97	69.64
Kano	500	424	354	367	70.78	86.50
Port Harcourt	500	499	349	417	69.82	83.41
Yola	308	302	130	145	42.21	48.01
All DisCos	7,303	7,195	4,993	5,639	68.37	78.38

Note of the Table: DisCos are the electricity Distribution companies; GWh is Gigawatt hours

The level of DisCos' billing efficiency shows that, for every 10kWh of energy received by DisCos from the TSP in 2020/Q2, approximately 3.16kWh was lost to technical inefficiencies and energy theft. In other words, for every ₦10 worth of electricity received by DisCos during the second quarter of 2020, approximately ₦3.16 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 91.55% during the second quarter of 2020, followed by Eko DisCo with 86.32%. Yola DisCo recorded the lowest billing efficiency at 42.21%, indicating that the DisCo lost more (i.e., 57.79%) energy to technical inefficiency and energy theft than could be billed in the said quarter. Yola DisCo has consistently recorded the lowest billing efficiency since the fourth quarter of 2018. Based on relative improvement from the preceding quarter, only Ikeja DisCo recorded an improvement in its billing efficiency with an increase of 1.09 percentage points moving from 90.45% in 2020/Q1 to 91.55% in 2020/Q2. The remaining ten (10) DisCos recorded a decline in their billing efficiencies during the quarter under review ranging from a minimum decline of 1.79 percentage points (for Eko DisCo) to a maximum decline of 33.67 percentage points (for Kaduna DisCo).

Pursuant to its' commitment to address DisCos' technical and commercial inefficiency (e.g., poor distribution network), the Commission has reviewed the 2020-2024 PIPs filed by DisCos and awaits additional information or clarification requested from some DisCos for final approval. Specifically, and as highlighted in the preceding reports, the guidelines issued by the Commission for the preparation of the PIPs 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 second quarter of 2020 stood at ₦121.61billion out of the total bill of ₦164.07billion. In contrast 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) improved in 2020/Q2. As shown in Table 3, the overall collection efficiency for all DisCos increased to 74.12% in 2020/Q2 representing 12.95 percentage points increase from the 61.18% collection efficiency recorded in 2020/Q1. Nonetheless, the collection efficiency implies that for every ₦10.00 worth of energy billed to customers by DisCos in the 2020/Q2, approximately ₦2.59 still remained unrecovered from customers. 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.

In appraising individual performances, Abuja DisCo had the highest collection efficiency of 95.52% followed by Ikeja DisCo with 86.41%. Although its performance improved from 2020/Q1, Port Harcourt DisCo has the lowest collection efficiency of 53.18%. On a quarter-on-quarter basis, all the DisCos recorded an improvement in collection efficiency. In particular, Ibadan DisCo recorded the highest increase of 17.54 percentage points moving from 55.66% in 2020/Q1 to 73.20% in 2020/Q2.

Table 3: Revenue Performance of DisCos in 2020/Q1-Q2

DisCos	Total Billings (₦Billion)		Revenue Collected (₦Billion)		Collection Efficiency (%)	
	2020/Q2	2020/Q1	2020/Q2	2020/Q1	2020/Q2	2020/Q1
Abuja	18.53	22.38	17.70	18.10	95.52	80.89
Benin	18.82	19.40	10.64	9.53	56.53	49.12
Eko	23.16	23.58	19.69	16.79	85.00	71.23
Enugu	13.75	16.40	10.02	9.77	72.85	59.57
Ibadan	19.13	23.95	14.01	13.33	73.20	55.66
Ikeja	28.10	29.61	24.28	21.43	86.41	72.37
Jos	6.18	8.51	3.93	4.03	63.68	47.40
Kaduna	8.01	11.23	4.83	4.95	60.35	44.09
Kano	11.41	11.96	7.05	7.32	61.85	61.18
Port Harcourt	13.00	15.59	6.91	6.76	53.18	43.36
Yola	4.00	4.22	2.56	2.28	64.06	54.02
All DisCos	164.07	186.82	121.61	114.29	74.12	61.18

Note of the Table: DisCos are the electricity Distribution companies

Noting that a major factor contributing to low collection efficiency is customers' displeasure with estimated billing which often resulted in an unwillingness to pay, the Commission continued to implement the Order on capping of monthly estimated bill issued in 2020/Q1. The Order limits 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. Similarly, the Commission has approved service-based tariffs applicable from 2020/Q3, among others, to improve the utilisation of existing capacity and ensure customers pay based on the quality of services they enjoy. The Commission also continued the monitoring of the operational performance of the existing MAPs and issued a permit to a newly procured MAP by Yola DisCo in accordance the MAP Regulations. Finally, the Commission, during the quarter, continued engagement with FGN on possible intervention in meter deployment in order to ensure further speedy roll-out of meters in NESI.

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 second quarter of 2020 decreased to 49.16% from 51.93% recorded in the 2020/Q1. The decline in ATC&C losses was mainly due to the decrease in the collection losses which decreased from 39.30% in 2020/Q1 to 25.85% in 2020/Q2. Conversely, the technical and commercial losses rose by 9.89 percentage points and accounted for the largest share of the total losses in 2020/Q2 indicating the imperative of the need for DisCos to combat energy theft and improve their distribution networks and billings to improve on their cash flow, operational performance and in meeting their contractual obligations.

Table 4: ATC&C Losses (%) by DisCos in 2020/Q1-Q2

DisCos	MYTO Target (%) ⁵	Average ATC&C (%)	
	2020	2020/Q2	2020/Q1
Abuja	22.33	47.26	46.10
Benin	23.91	53.58	57.71
Eko	11.23	26.45	37.55
Enugu	20.56	48.91	56.40
Ibadan	19.67	54.61	56.66
Ikeja	10.81	20.91	34.55
Jos	39.12	64.99	68.09
Kaduna	20.12	78.07	67.93
Kano	22.06	55.43	46.99
Port Harcourt	29.70	62.48	64.03
Yola	23.71	72.78	73.68
Overall DisCos:			
MYTO Level	20.30	-	-
Total Technical, Commercial & Collection losses	-	49.16	51.93
Technical & Commercial losses	-	31.50	21.61
Collection losses	-	25.85	39.30

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.

⁵ The figures differ from those reported in 2020/Q1 report due to correction for errors in the 2020/Q1 report.

Despite its improvement, the overall ATC&C losses in 2020/Q2 are substantially larger than the expected industry average of approximately 20.3% – the allowable ATC&C losses provided in the MYTO for 2020. Although the high ATC&C losses reflect energy theft, low investments in distribution networks aggravated by the low level of metering of end-use customer, the restriction on movement imposed by FGN during the period under review to curtail the spread of COVID-19 pandemic in Nigeria is also partly responsible for the high ATC&C losses, contributing to the lingering liquidity challenge to the industry. This is because the restriction hindered the DisCos' distribution of bills and collection of payment for energy supplied to some of their customers during the quarter under review. The implication of the level of the ATC&C losses in 2020/Q2 is that, on average, as much as ₦4.92 in every ₦10.00 worth of energy received by a DisCo was unrecovered due to a combination of inefficient distribution networks, energy theft, low metering and revenue collection, unwillingness to pay by customers, and the impact of the government's restriction on movement during the period under review.

In appraising the individual performances of the DisCos as presented in Table 4, Ikeja DisCo was the most technically and commercially efficient DisCo by recording the lowest level of ATC&C losses of 20.91% in 2020/Q2. The worst performing DisCo during the same quarter was Kaduna DisCo with the ATC&C losses of 78.07% as against the MYTO target of 32.00%. It is noteworthy that Ikeja has since 2018/Q4 continued to be the most technically and commercially efficient DisCo in NESI.

Based on relative improvement from the preceding quarter, Benin, Eko, Enugu, Ibadan, Ikeja, Jos, Port Harcourt and Yola DisCos recorded decrease in ATC&C losses while Abuja, Kaduna and Kano DisCos recorded increase in ATC&C losses during 2020/Q2. Ikeja DisCo recorded the biggest reduction in ATC&C losses by 13.64 percentage points from 34.55% in 2020/Q1 to 20.91% in 2020/Q2, while the worst hit DisCo was Kaduna with 10.15 percentage points increase in ATC&C losses during the same

period. However, none of the DisCos has attained the level of ATC&C loss trajectory embedded in their performance agreement executed by their core investors and BPE.

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 second 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 ₦222.52billion for energy and administrative services received from NBET & MO, only a total of ₦62.41billion (representing 28.05%) of the invoice was settled as and when due, creating a total deficit of ₦160.09billion (including tariff shortfall). A comparative analysis of market invoice and remittance performance by DisCos in 2020/Q2 represented in Figure 9 indicates an average settlement rate per DisCo of 24.32% of the invoice. Kaduna DisCo had the lowest settlement rate of 5.12% followed by Yola DisCo with 9.94%.

Figure 9: Market Invoice and Remittance by DisCo in 2020/Q2

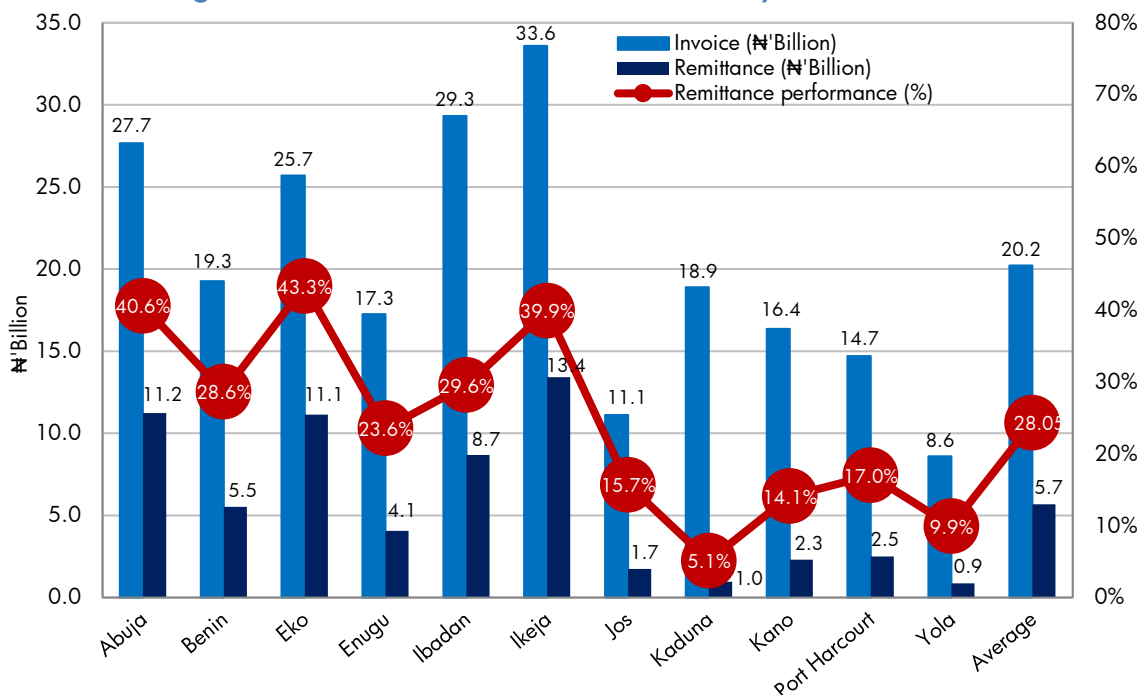


Table 5 presents the statistics on the DisCos' remittances to NBET and MO for energy received and service charge respectively. The remittances to NBET and MO were respectively lower than the MRTs prescribed in the Commission's Order. In particular, the remittances of the DisCos to NBET Plc decreased by 2.87 percentage points from 21.81% in 2020/Q1 to 18.94% in 2020/Q2, while the payment by DisCos to MO for administrative services decreased by 6.74 percentage points from 93.09% in 2020/Q1 to 86.35% in 2020/Q2. In light of this, the combined total market remittances to NBET and MO in 2020/Q2 fell by 4.67 percentage points from the 32.72% total remittance performance recorded during 2020/Q1.

Table 5: DisCos Quarterly Remittances to NBET and MOs in 2020/Q2

DisCos	NBET				MO			
	Inv.	Remit.	Remittance		Inv.	Remit.	Remittance	
	(₦'Billion)		Performance (%)		(₦'Billion)		Performance (%)	
	2020 /Q2	2020 /Q2	2020 /Q2	2020 /Q1	2020 /Q2	2020 /Q2	2020 /Q2	2020 /Q1
Abuja	23.74	7.06	29.74	30.82	3.93	4.18	106.23	92.72
Benin	16.72	2.99	17.91	21.68	2.53	2.52	99.53	96.98
Eko	22.13	7.57	34.22	30.93	3.58	3.57	99.64	100.18
Enugu	15.19	2.00	13.17	17.62*	2.08	2.07	99.49	100.04
Ibadan	25.32	4.95	19.57	22.67	4.01	3.72	92.79	93.29
Ikeja	29.04	8.77	30.21	35.05	4.54	4.64	102.04	93.25
Jos	9.71	0.58	6.00	7.37	1.40	1.16	82.81	100.00
Kaduna	16.24	0.25	1.54	4.84*	2.66	0.72	26.97	75.93
Kano	14.29	0.70	4.90	11.03	2.08	1.61	77.37	93.50
Port Harcourt	12.70	0.83	6.56	12.30	2.01	1.67	83.11	94.61
Yola	7.36	0.74	9.99	8.85	1.24	0.12	9.63	68.44
All DisCos	192.44	36.45	18.94	21.81*	30.07	25.96	86.35	93.09
Special & Int'l Customer:								
Ajaokuta Steel	0.32	0.00	0.00	0.00	0.05	0.00	0.00	0.00
SBEE/PARAS	-	-	-	-	1.10	0.00	0.00	29.78
CEET	-	-	-	-	2.01	1.51	75.08	0.00
NIGELEC	-	-	-	-	0.99	0.00	0.00	0.00

Notes of the table:

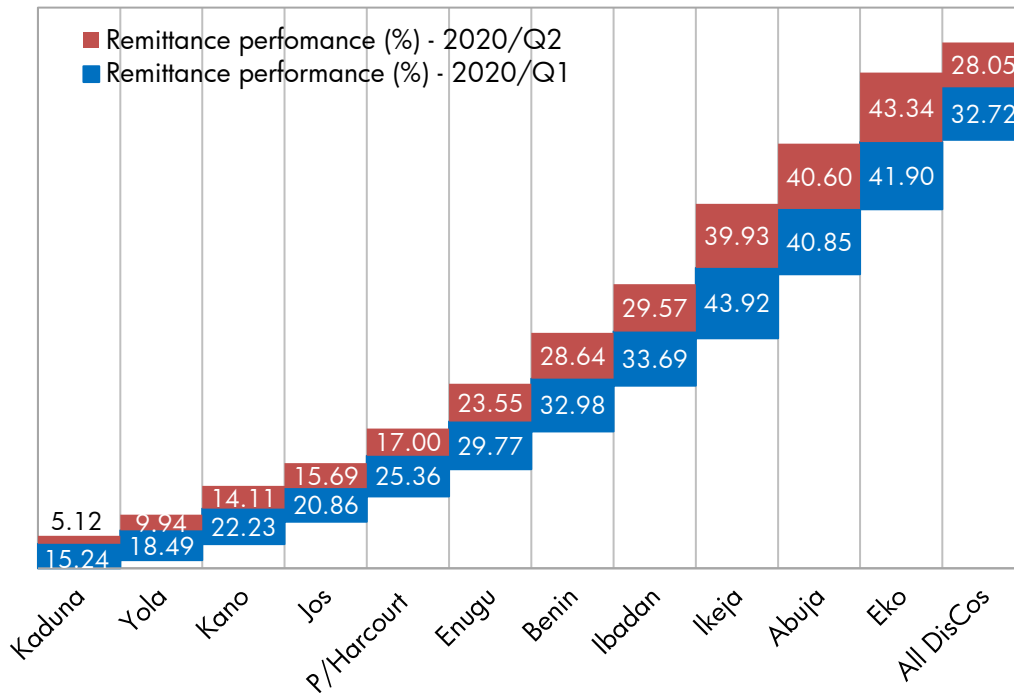
1. NBET, MO, SBEE, CEET and NIGELEC are Nigeria Bulk Electricity Trader, Market Operator, Societe Beninoise d'Energie Electrique, Compagnie Energie Electrique du Togo and Societe Nigerienne d'electricite respectively;
2. * indicates the values in the cell for remittances (in %) to NBET are different from those reported in 2020/Q1 report due to payment for outstanding bills for 2020/Q1 or adjustment for omission detected;
3. Remittance (in %) to MO by Abuja and Ikeja DisCo is more than 100% in 2020/Q2 due to payment of outstanding bills. The same thing can be said of Eko and Enugu DisCos in 2020/Q1;

No payment was made by the special customers (Ajaokuta Steel Co. Ltd and the host community) in respect of the ₦0.32billion and ₦0.05billion market invoices received from NBET and MO respectively. Similarly, of the total ₦4.10billion (US\$13.39million) 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, CEET made a payment of ₦1.51billion (US\$4.92million) for the services received from MO.

The Commission notes with concern the consequential impact of COVID-19 pandemic on DisCos’ operational performance, remittance to the market and its attendant impact on the liquidity challenges in the NESI. 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 Eko DisCo recorded a slight increase in its remittance performance in the second quarter of 2020 as represented in Figure 10 which shows the proportion of the market invoice settled by individual DisCo for 2020/Q2 and 2020/Q1. The aggregate combined invoice settlement rate for all DisCos fell to 28.05%. Eko DisCo, with a slight increase in its remittance performance as compared to 2020/Q1, recorded the highest remittance rate of 43.34% during 2020/Q2 while Kaduna DisCo recorded the lowest remittance rate of 5.12% during the same period.

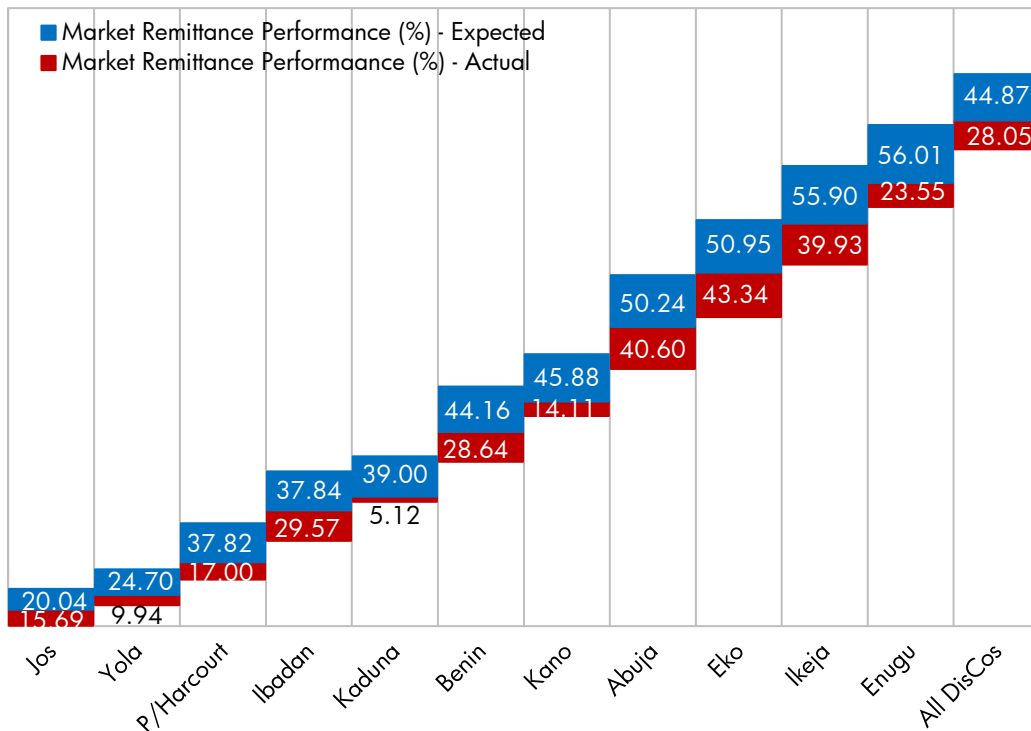
Figure 10: Market Remittance by DisCos in 2020/Q2 & 2020/Q1



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 shortfall⁶ and 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/Q2 was 44.87% and ranged from 20.04% (for Jos DisCo) to 56.01% (for Enugu DisCo). During 2020/Q2, 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.

⁶ As prescribed by the Commission in its Orders NERC/GL/184/2019 – NERC/GL/194/2019 and extended by its Order NERC/198/2020, the expected MRTs for the services rendered by MO during 2020/Q1 and by extension 2020/Q2 is 100% for each of the DisCos while the MRTs for the energy delivered by NBET for the same periods 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.

Figure 11: Required and Actual Market Remittances by DisCos – 2020/Q2



As reported in the preceding quarterly reports, the Commission notes that tariff deficit is partly responsible for poor remittance in the industry thus it has approved *service-based tariffs* which aligned end users’ tariffs to the quality of services received by customers. The service-based tariff is expected to result in improved utilisation of existing capacity for quality service delivery as well as to improve market remittance in the industry. Similarly, all DisCos are being steered continually to rapidly improve on the services being rendered and on their revenue collection from customers in order to fulfil their market obligations and mitigate financial distress in NESI.

To enforce market 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

During the second quarter of 2020, no new regulations or orders were issued. However, the Commission continued the monitoring of compliance with the provisions of extant regulations, orders and standards governing NESI. Also, the Commission during the quarter under review continued the review of comments and suggestions received during the public consultations on Consultation Papers on Electricity Distribution Franchising (“EDF”) and Competition Transition Charge (“CTC”). Electronic copies of the extant 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 second quarter 2020, no licence was issued or renewed by the Commission. However, the Commission, after due consideration, issued one (1) new permit for Interconnected Mini-grid and approved the registration of one (1) new Isolated Mini-grid application following the satisfactory evaluation of the applications. The name of all successful mini-grid applications and their locations are presented in Table 6.

Table 6: Mini-Grid Registrations and Permit Approved During 2020/Q2

S/N	Applicants	Location (State)	Mini-Grid Type	Grant
1.	AY Global Integrated Services	Paikoro LGA, Niger State	Isolated	Registration
2.	GVE Projects Limited	AMAC, FCT Abuja	Interconnected	Permit

3.3. Certification of Meter Assets/Service Providers

The Commission, during the quarter under review, approved Ziklagsis Networks Limited as a MAP for Yola DisCo following the satisfactory evaluation of its application. Therefore, as at 30 June 2020, the Commission had issued a total of thirty (30) permits to applicants as MAPs. The names of all successful MAP applicants with the dates of their certification are presented in Tables 7.

Table 7: Permits Issued to Meter Assets Providers as at 30 June 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.	Protygy Global Services Limited	Enugu	15/7/2019
14.	Mojec Asset Management Company Limited	Enugu	21/10/2019
15.	Protygy 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
30.	Ziklagsis Networks Limited	Yola	7/6/2020

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 CTC
Application Status: Eligible Customer status yet to be granted by the Commission as it awaits the evidence of the negotiated contractual arrangement between MESL and NBET in line with *schedule one* (1) of the Eligible Customer Regulations.
2. Applicants: KAM Industrial Limited, Ilorin, Kwara State
Power required: 15MW
Proposed supplier: Mainstream Energy 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: Yongxing 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: Ossiomo Power Company Limited (Embedded)

Proposed tariff: ₦41/per KWh, excluding CTC

Application Status: Provisional approval given by the Commission pending the submission of the final bilateral project agreement between Ossiomo Power company limited and Benin DisCo Plc.

11. Applicants: Vita Products Limited, Ogba-Ikeja, Lagos State

Power required: 2MW

Proposed supplier: Geogrid Lightec Limited

Proposed tariff: ₦47.28/per KWh, excluding CTC

Application Status: 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.

3.5. Public Consultation on Regulations

The Commission did not conduct public consultations on new regulations during the quarter under review as no new regulations were under consideration. However, to improve awareness of the existing regulations, and consumer rights and obligations, the Commission continued customer and stakeholder engagement through radio programmes, and virtual town hall meetings 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 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 and the failure to comply with forum decisions within the stipulated timeframe.

3.7. Litigation

During the second quarter of 2020, the Commission was involved in five (5) *new* matters:

1. A perpetual injunction restraining the Commission from acting in furtherance with the Commission's proceedings/ruling on Complaint as contained in [NERC/PHF/079/2018](#) dated 16 August 2018.
2. A declaration that the failure of the Commission to consult with Enugu DisCo before unilaterally increasing the prescribed minimum remittance for Enugu DisCo from 22% to 42% and subsequently to 50%, as contained in NERC Orders [NERC/GL/173A](#) and [NERC/GL/187B](#), constitutes denial of the right to fair hearing and violation of the Claimant's rights to be consulted as provided under Section 32(3) of the EPSRA 2004 and Section 36 of the 1999 Constitution as amended.
3. A declaration that NERC Order: [NERC/GL/168](#) dated 9 May 2019 is an abuse of court process, ultra vires, a breach of PIPP's right of fair hearing and made without due process.
4. A declaration that it is the responsibility of the Commission to ensure that the litigant (Hon. Olufemi Adeniregun) is connected to any private electricity or independent electricity distribution network operator of his choice.

5. An order granting leave to the litigants to apply for judicial review (by way of declaration, certiorari, prohibition and injunction) of the decision of the Commission to conduct a forensic audit of the operations of the litigants as communicated vide the Commission's letter dated 20 March 2020.

The Commission also continued with on-going matters reported in the preceding quarters. The aforementioned litigations, which directly or indirectly involved the Commission, include matters seeking, among others, declarations that; 1) some provisions of the MAP 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; and 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.

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/Q2. The Commission, however, approved the appointment of twelve (12) members Dispute Resolution Council Panel for NESI. The appointment of the members is in line with section 42 (1.3) of the Market rules, which empowers the Commission to constitute the Panel and section 42(3.8)(c) of the Market which permits the reappointment of members for a second term.



4. CONSUMER AFFAIRS

4.1. Consumer Education and Enlightenment

To ensure continuous customers' education on their rights and obligations during the second 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 of customers, customers' redress mechanism, estimated billing, outstanding metering gaps and the strategy being adopted by the Commission to bridge the metering gap in the industry.

During the quarter, no public hearing was conducted. However, the Commission, in partnership with Citizen Connect & Advice Centre, held several virtual town hall meetings from 14 - 17 June 2020. At the meetings, the Commission discussed the ongoing MAP metering implementation, customer complaints redress mechanisms, investment in electricity infrastructure, 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 30 June 2020 is presented in Table 8. The table indicates a slight progress as compared to 2020/Q1. However, inadequate metering remains a serious challenge in NESI with only 4,234,759 (40.27%) of the total customer population of 10,516,090 are metered as at 30 June 2020. With 59.73% of the end-use customers on estimated billing, huge collection losses due to customer apathy have posed a serious challenge to the sustainability of NESI. In comparison to 2020/Q1, numbers of registered and metered customers rose slightly by 0.36% and 0.07% respectively.

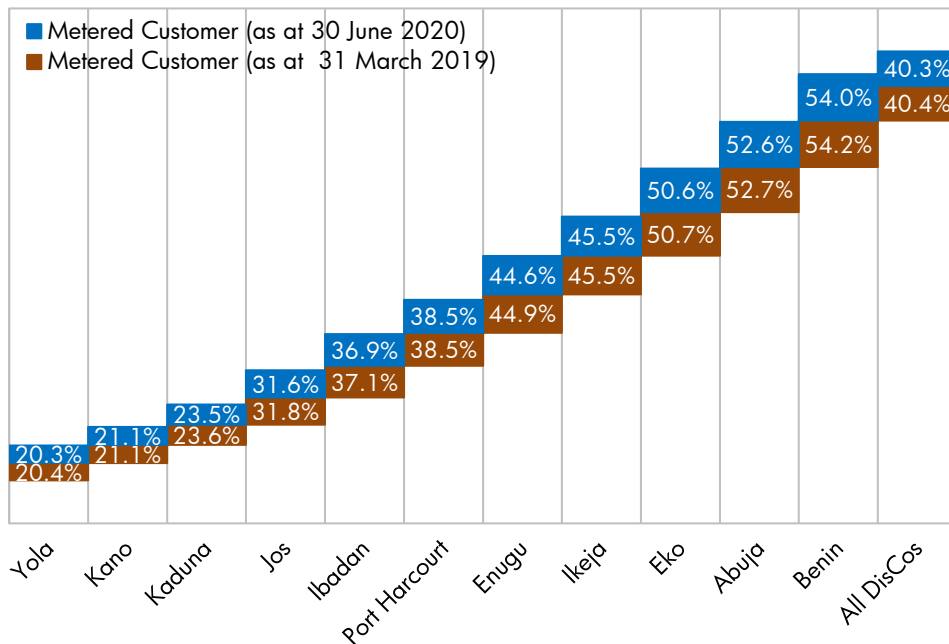
Table 8: Customers Metering Status by DisCos as at 30 June 2020

DisCos	Registered Customer as at Jun. 2020	Metered Customer as at Jun. 2020	Metering Progress (%)	
			as at Jun. 2020	as at Mar. 2020
Abuja	1,277,921	671,822	52.57	52.73
Benin	1,027,570	555,174	54.03	54.23
Eko	520,783	263,503	50.60	50.71
Enugu	1,105,793	493,509	44.63	44.85
Ibadan	2,150,440	794,136	36.93	37.11
Ikeja	1,145,622	520,859	45.47	45.47
Jos	540,415	170,989	31.64	31.80
Kaduna	678,434	159,322	23.48	23.60
Kano	699,618	147,682	21.11	21.11
P/Harcourt	985,782	379,729	38.52	38.52
Yola	383,712	78,034	20.34	20.44
All DisCos	10,516,090	4,234,759	40.27	40.39

The increase in the number of registered customers is attributable to new connection and the on-going customer enumeration by DisCos through which unregistered consumers of electricity are brought onto the billing platform of the DisCos. The observed slight increase in metered customers is mainly attributed to the roll-out of meters under the MAP schemes. The low metering during the quarter under review are attributed to changes in exchange rates and import duty which raised the unit cost of meter, and the restriction of movement imposed by the government to curb the spread of COVID - 19 pandemic during 2020/Q2 which affected the rate of installation.

The percentage of metered customers by DisCos as at 30 June 2020 is represented in Figure 12. Only three DisCos including Abuja, Benin and Eko had metered at least 50% of their registered customers as at 30 June 2020. Yola DisCos, with just 20.34% metering rate, had the lowest meter penetration followed by Kano DisCo with just 21.11%.

Figure 12: Customers Metered by DisCos as at 30 June 2020



To address the issues affecting meter roll-out, the Commission has conducted the review of factors responsible for the slow progress of meter deployment under MAP scheme. Further to this, the Commission has approved the upward review of the unit cost of meter to reflect the impact of forex adjustment. The Commission has also obtained Mr. President's approval for one-year suspension of the 35% increase in import duty on meter components. Sequel to engagements with the government on the need for Federal Government intervention on meter deployment, the President has directed the CBN to intervene by financing mass deployment of meters to customers in NESI.

4.3. Customers Complaints

The complaints received by DisCos during the first and second quarters of 2020 are presented in Table 9. The eleven (11) DisCos received a total of 203,116 complaints during the second quarter, indicating 2,232 complaints per day compared to daily average of 2,247 complaints received in the preceding quarter. Similar to the preceding quarter, Enugu and Yola DisCos respectively received the highest and lowest

number of customer complaints during the second quarter of 2020. It is noteworthy that both Enugu and Yola have consistently recorded the highest and the least customer's complaints respectively since the second quarter of 2019.

Table 9: Complaints Received and Resolved by DisCo in 2020/Q1-Q2

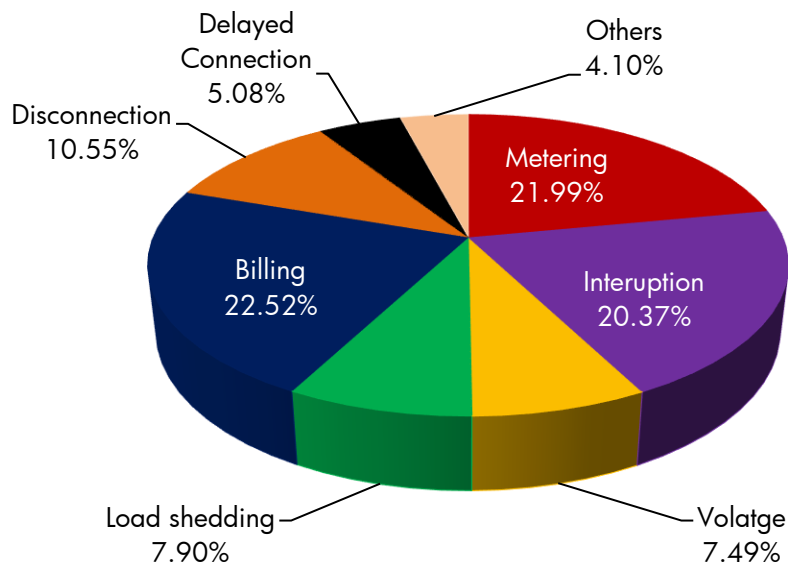
DisCos	2020/Q2			2020/Q1		
	Complaints:			Complaints:		
	Total Received	Total Resolved	% Resolved	Total Received	Total Resolved	% Resolved
Abuja	20,109	19,761	98.27	27,519	26,860	97.61
Benin	9,282	7,751	83.51	11,604	9,966	85.88
Eko	25,441	22,148	87.06	25,560	22,198	86.85
Enugu	63,230	61,460	97.20	57,835	55,690	96.29
Ibadan	7,818	6,324	80.89	9,021	6,927	76.79
Ikeja	37,830	34,471	91.12	39,415	35,930	91.16
Jos	4,460	4,222	94.66	5,270	4,816	91.39
Kaduna	7,529	7,003	93.01	8,078	7,655	94.76
Kano	6,456	6,333	98.09	6,899	6,711	97.27
Port Harcourt	18,606	17,883	96.11	11,370	10,062	88.50
Yola	2,355	2,328	98.85	1,935	1,934	99.95
Total	203,116	189,684	93.39	204,506	188,749	92.30

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

The number of complaints on metering and billing increased and still dominates the customer complaints during the quarter under review. The categories of complaints presented in Table VI of the appendix and the summary represented in Figure 13 shows that metering and billing accounted for 44.51% (*i.e.*, 90,408) of the total complaints received during the second quarter of 2020 as against 42.96% (*i.e.*, 87,854) recorded in the preceding quarter. This implies that, on average, 993 customers complained

about metering and billing per day in the second quarter of 2020. As represented in Figure 13, another issue of serious concern to customers is service interruption and disconnection which respectively account for 20.37% (i.e., 41,381) and 10.55% (i.e., 21,427) of the total customer complaints during the quarter.

Figure 13: Category of Complaints Received by DisCos in 2020/Q2



To address customers' complaints, the Commission, on a continuous basis, monitors the complaint handling and resolution process adopted by DisCos. As reported in the preceding reports, 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 oversights 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 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 the 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 30 June 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 10 indicates that, during the quarter under review, the Forum Offices received a total of 1,883 new complaints (in addition to 932 pending complaints from the first quarter of 2020) 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., 604 complaints) during the quarter. This was followed by Forum Offices covering Ikeja DisCo's operation areas which received 432 complaints during the same period. Similar to the preceding quarter, Yola Forum Office had the lowest number of complaints (i.e., 24 complaints) during the second quarter of 2020.

Following the restriction of movement imposed by the government to curb the spread of COVID19 and subsequent resolution of the Commission suspending Forum hearings, the Forum Offices leveraged on technology to communicate customers' complaints to the respective DisCos for redress. With this approach, 53.52% of the total 2,815 complaints before the Forum Offices were resolved. Only one (1) sitting was held during the quarter under review prior to the lockdown. The resolution rate indicates that

approximately three (3) in every five (5) disputes handled by the Forum Offices during the quarter was resolved.

Table 10: Complaints Handled by Forum Offices in 2020/Q2

Forum Offices	Accountable DisCos	Complaint Received ¹	Complaint Resolved ²	Complaint Pending ³	No of Sitzings
Abuja, Lafia & Lokoja	Abuja	85	46	37	0
Asaba & Benin	Benin	186	107	79	0
Eko	Eko	152	120	32	0
Abakaliki, Akwa, Enugu, Owerri, & Umuahia	Enugu	218	24	194	0
Ibadan, Ilorin & Osogbo	Ibadan	603	422	181	0
Ikeja	Ikeja	432	216	216	0
Bauchi, Gombe, Jos & Makurdi	Jos	89	36	45	0
Gusau, Kaduna, Kebbi & Sokoto	Kaduna	152	69	83	1
Jigawa, Kano & Katsina	Kano	345	313	30	0
Calabar, Port Harcourt & Uyo	P/Harcourt	283	80	203	0
Yola	Yola	270	246	24	0
All Forum Offices	All DisCos	2,815	1,679	1,124	1

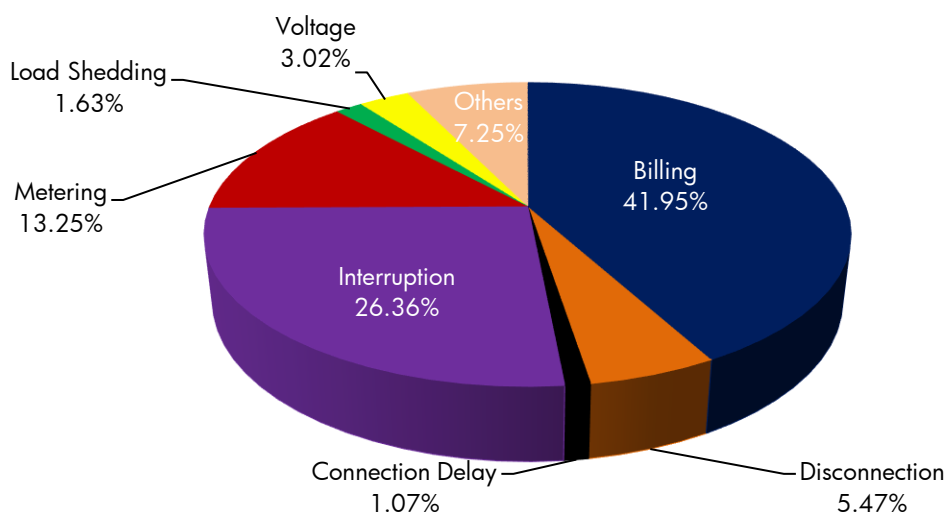
Note of tables: ¹ Complaint received includes 932 outstanding complaints from the preceding quarter

² Complaint resolved excludes 12 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 issue topped the complaints received by the Forum Offices, accounting for 41.95% of the total, as represented in Figure 14. This implies that billing issue was mostly the complaint not satisfactorily resolved by DisCos' CCUs.

Figure 14: Category of Complaints Received by Forum Offices in 2020/Q2



As stated in the preceding quarterly report, while 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 and other customer complaint resolution channels in a bid to increase customers' access to the Commission and ensure that customer care is given adequate attention.

Further details on the customers' complaints received, resolved, and outstanding by Forum Offices for 2020/Q1 & Q2 are presented in Tables VIII and IX of the appendix.

4.5. NESI's Situation Room

In order to ensure electricity customers continue to receive uninterrupted electric power services during the period of the lockdown, the Commission, during the quarter under review, established a NESI Situation Room led by the Commissioners and top management staff of the Commission. The Situation Room leveraged on technology to monitor and coordinate electricity services across the country by gathering data on grid performance across the value chain (including generation, transmission, distribution and end-user level), reports on issues as they arise and provided immediate resolutions.

The summary presented in Table 11 indicates that, during the third quarter of 2020, the NESI's Situation Room, through its sub-committee on Customer Complaints Handling, received a total of 6,538 complaints on service interruption from the DisCos' customers, indicating an average of 73 complaints per day. Abuja and Jos DisCos were respectively accountable for the highest and lowest number of complaints. The NESI's Situation Room tracked daily the customers complaints with the relevant DisCos to ensure expeditious resolution and at the end of 2020/Q3, 55.29% of the 6,538 complaints

were resolved satisfactorily. Many of the service interruption complaints that could not be immediately resolved during the period had to do with issues requiring capital investment such as replacement of faulty transformers. The resolutions of the others were delayed by the DisCos' inability to immediately access the materials required fixing the technical challenges on their networks due to the nature of restriction on movement imposed by some states which limited the movement of DisCos' workers.

Table 11: Interruption Complaints Handled by NESI Situation Room in 2020/Q2

Situation Room	Accountable DisCos	Complaint Received	Complaint Resolved	Complaint Pending	Resolution Rate (%)
NESI Situation Room at NERC Headquarters	Abuja	1,480	1,129	351	76.28
	Benin	419	141	278	33.65
	Eko	503	243	260	48.31
	Enugu	605	252	353	41.65
	Ibadan	978	473	505	48.36
	Ikeja	1,248	755	493	60.50
	Jos	191	125	66	65.45
	Kaduna	289	111	178	38.41
	Kano	207	91	116	43.96
	P/Harcourt	373	182	191	48.79
	Yola	245	113	132	46.12
	All DisCos	6,538	3,615	2,923	55.29

Note of tables: Customers' complaints on service interruption were received from electricity customers through telephone calls, text and WhatsApp messages, and emails; The complaints received, resolved and pending covers the period 4 April – 2 July 2020.

4.6. 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/Q2, the Commission received a total of one hundred and fourteen (114) mandatory 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/Q2 and 2020/Q1 are presented in Table 12.

Table 12: Health and Safety (H&S) Reports in 2020/Q1-Q2

S/N	Item	Frequency	
		2020/Q2	2020/Q1
1.	Number of Expected H&S Reports	120	120
2.	Number of H&S Reports Submitted	114	114
3.	Number of Deaths (employees & third parties)	26	9
4.	Number of Injuries	12	4

There was a significant decline in the health and safety performance of the operators during the second quarter of 2020 as the number of injuries and deaths increased by eight (8) and seventeen (17) respectively from the preceding quarter. The statistics showed that an average of nine (9) persons died of electrocution per month during the second quarter of 2020 as compared to the monthly average of three (3) deaths from electrocution recorded in the first quarter of 2020. The Commission, in line with its mandate to ensure licensees' commitment to safe energy delivery, has commenced the review of 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 and second quarters of 2020 is presented in Table 13. During the quarter under review, the total revenue realised by the Commission was ₦2.23billion, about 31.35% lower than the revenue realised in the preceding quarter. The noted decrease in the revenue was due to the decrease 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 ₦2.20billion and ₦38.30million respectively in the second quarter of 2020 were respectively 31.37% and 29.72% lower than the amount realised in the preceding quarter. In the same period, the Commission incurred a total (capital and recurrent) expenditure of ₦1.36billion which is lower than the ₦1.94billion incurred in the first quarter of 2020.

Table 13: Quarterly Cash Flow of the Commission in 2020/Q2

Description	Monthly Reports for 2020/Q2 (₦' Million)			Quarterly Reports (₦' Million)	
	Apr.	May	Jun.	2020/Q2	2020/Q1
A. Revenue					
Operating Levy (MC)	790.40	525.40	879.40	2,195.20	3,198.80
Other IGR	1.50	7.40	29.40	38.30	54.50
Total Revenue	791.90	532.80	908.80	2,233.50	3253.3
B. Expenditure					
Personnel Cost	294.60	345.20	537.40	1177.20	1,619.50
Regulatory Expenses	27.90	31.70	65.10	124.70	262.90
Admin & General Maintenance	15.50	21.50	24.30	61.30	53.10
Total Expenditure	338.00	398.40	626.80	1363.20	1,935.5
Net Cash Flow (A-B)	453.90	134.40	282.00	870.30	1317.80
Memo:					
Outstanding liabilities as at the end of the stated quarters				(218.02)	(233.34)

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 second quarter of 2020 indicated lesser expenditure incurred when compared to actual cash receipts, showing a positive net cash flow of ₦0.87billion and liabilities of ₦218million as at the end of the second 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. Although the outbreak of COVID-19 pandemic contributed negatively to the liquidity challenge of the industry, the Commission continued to monitor its expenditure and liabilities while continuously 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-Q2 are presented in Table X of the appendix.

5.2. Capacity Development

The Commission, in its commitment to employees' safety while ensuring business continuity in spite of the outbreak of COVID-19 pandemic, continued to leverage on technology in conducting or attending meetings, forum hearings and engaging industry operators. This helps the Commission to comply with the directives and guidance on physical gathering issued by the Nigeria Centre for Disease Control (NCDC) and other government agencies responsible for managing the outbreak and the consequential effects of COVID-19 pandemic in Nigeria.

During the quarter, the Commission approved an online training on Effective Use of NEPLAN Power System Modelling Software Package for some members of staff, based on their skill gaps and the need assessment of the Commission. The training was scheduled for the third quarter of 2020.

Appendix

Table I: Monthly Energy Received and Billed by DisCos in 2020/Q1-Q2

DisCos	Jan.	Feb.	Mar.	2020/Q1	Apr.	May.	Jun.	2020/Q2
	Energy Received (GWh)							
Abuja	311	308	347	966	346	332	293	971
Benin	206	209	190	605	199	215	196	611
Eko	295	292	277	864	304	317	262	882
Enugu	197	198	184	579	161	172	163	496
Ibadan	347	302	316	965	327	339	303	969
Ikeja	393	381	369	1,144	366	390	348	1,105
Jos	111	107	123	341	111	102	102	315
Kaduna	135	168	201	504	225	236	184	645
Kano	149	136	139	424	178	188	134	500
Port Harcourt	174	173	153	499	183	159	157	500
Yola	91	103	108	302	108	107	93	308
All DisCos	2,409	2,378	2,408	7,195	2,508	2,558	2,236	7,303
	Energy Billed (GWh)							
Abuja	238	202	195	635	176	177	181	534
Benin	186	180	158	524	156	179	165	501
Eko	259	266	237	762	263	269	230	762
Enugu	151	148	126	425	114	116	118	348
Ibadan	290	248	213	751	195	204	201	600
Ikeja	355	355	325	1035	332	358	322	1012
Jos	82	83	63	228	60	57	55	172
Kaduna	120	149	82	351	81	78	73	232
Kano	125	117	124	367	152	100	102	354
Port Harcourt	148	150	118	417	122	116	111	349
Yola	62	38	45	145	44	43	43	130
All DisCos	2,016	1,936	1,686	5,639	1,695	1,697	1,601	4,993
	Billing Efficiency (%)							
Abuja	76.53	65.58	56.20	65.73	50.87	53.31	61.77	54.99
Benin	90.15	86.18	83.13	86.57	78.41	83.39	84.26	82.04
Eko	87.65	90.92	85.65	88.11	86.52	84.94	87.77	86.32
Enugu	76.65	74.75	68.48	73.40	70.81	67.44	72.39	70.16
Ibadan	83.61	82.16	67.25	77.79	59.65	60.15	66.26	61.89
Ikeja	90.38	93.04	87.86	90.45	90.71	91.65	92.31	91.55
Jos	74.13	77.37	51.26	66.92	54.37	55.41	53.61	54.46
Kaduna	88.89	88.69	40.80	69.64	36.00	33.05	39.67	35.97
Kano	83.70	86.39	89.62	86.50	85.24	53.29	76.13	70.78
Port Harcourt	85.45	86.72	77.33	83.41	66.61	72.48	70.86	69.82
Yola	68.13	36.89	41.67	48.01	40.74	40.19	46.24	42.21
All DisCos	83.70	81.43	70.04	78.38	67.59	66.32	71.60	68.37

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-Q2

DisCos	Jan.	Feb.	Mar.	2020/Q1	Apr.	May.	Jun.	2020/Q2
	Total Billings (₦ billion)							
Abuja	8.16	7.17	7.05	22.38	6.04	6.09	6.40	18.53
Benin	6.77	6.78	5.84	19.40	5.95	6.67	6.19	18.82
Eko	7.97	8.23	7.37	23.58	7.93	8.16	7.07	23.16
Enugu	5.77	5.62	5.01	16.40	4.46	4.64	4.64	13.75
Ibadan	9.10	7.92	6.94	23.95	6.04	6.59	6.51	19.13
Ikeja	10.12	9.90	9.58	29.61	9.03	9.71	9.36	28.10
Jos	2.98	3.09	2.43	8.51	2.25	1.83	2.09	6.18
Kaduna	3.71	4.69	2.82	11.23	2.80	2.68	2.52	8.01
Kano	3.95	3.84	4.17	11.96	4.61	3.33	3.47	11.41
Port Harcourt	5.50	5.55	4.54	15.59	4.56	4.30	4.13	13.00
Yola	1.62	1.20	1.41	4.22	1.37	1.31	1.31	4.00
All DisCos	65.66	64.00	57.16	186.82	55.05	55.33	53.68	164.07
	Revenue Collected (₦ billion)							
Abuja	6.69	6.79	4.62	18.10	5.97	5.87	5.86	17.70
Benin	3.54	3.59	2.39	9.53	3.07	3.74	3.83	10.64
Eko	6.56	6.39	3.85	16.79	6.58	6.91	6.20	19.69
Enugu	3.58	3.69	2.50	9.77	3.07	3.50	3.45	10.02
Ibadan	5.20	5.00	3.13	13.33	4.05	4.95	5.01	14.01
Ikeja	8.56	8.51	4.36	21.43	7.30	8.35	8.63	24.28
Jos	1.43	1.35	1.25	4.03	1.22	1.31	1.40	3.93
Kaduna	1.80	1.70	1.45	4.95	1.50	1.73	1.60	4.83
Kano	2.71	2.62	1.99	7.32	2.18	2.29	2.59	7.05
Port Harcourt	2.52	2.45	1.79	6.76	2.06	2.36	2.49	6.91
Yola	0.83	0.85	0.61	2.28	0.80	0.90	0.86	2.56
All DisCos	43.4	42.9	27.9	114.29	37.8	41.9	41.9	121.61
	Collection Efficiency (%)							
Abuja	81.96	94.75	65.54	80.89	98.86	96.42	91.50	95.52
Benin	52.35	52.96	40.94	49.12	51.64	56.03	61.77	56.53
Eko	82.22	77.58	52.26	71.23	82.94	84.59	87.79	85.00
Enugu	61.98	65.72	49.89	59.57	68.78	75.34	74.27	72.85
Ibadan	57.20	63.18	45.05	55.66	67.04	75.15	76.95	73.20
Ikeja	84.55	85.90	45.53	72.37	80.91	85.96	92.19	86.41
Jos	47.87	43.74	51.49	47.40	54.31	71.51	66.91	63.68
Kaduna	48.58	36.20	51.29	44.09	53.53	64.53	63.48	60.35
Kano	68.52	68.06	47.86	61.18	47.30	68.82	74.49	61.85
Port Harcourt	45.81	44.08	39.50	43.36	45.14	54.80	60.37	53.18
Yola	51.27	70.65	43.10	54.02	58.15	68.32	66.00	64.06
All DisCos	66.12	67.08	48.89	61.18	68.67	75.73	78.06	74.12

Notes of the table:

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

Table III: Monthly DisCos Invoices & Remittances to MO in 2020/Q1-Q2

DisCos	Jan.	Feb.	Mar.	2020/Q1	Apr.	May.	Jun.	2020/Q2
	Invoice (₦' billion)							
Abuja	1.23	1.19	1.39	3.81	1.47	1.33	1.13	3.93
Benin	0.83	0.81	0.78	2.42	0.89	0.88	0.76	2.53
Eko	1.17	1.13	1.12	3.42	1.30	1.27	1.01	3.58
Enugu	0.79	0.77	0.76	2.32	0.73	0.71	0.63	2.08
Ibadan	1.39	1.17	1.29	3.86	1.44	1.38	1.18	4.01
Ikeja	1.40	1.31	1.50	4.21	1.62	1.58	1.35	4.54
Jos	0.46	0.45	0.46	1.38	0.54	0.46	0.40	1.40
Kaduna	0.55	0.66	0.82	2.03	0.99	0.96	0.72	2.66
Kano	0.60	0.53	0.57	1.71	0.79	0.77	0.52	2.08
Port Harcourt	0.69	0.67	0.67	2.02	0.66	0.74	0.61	2.01
Yola	0.36	0.36	0.42	1.15	0.47	0.43	0.34	1.24
All DisCos	9.49	9.05	9.78	28.32	10.90	10.51	8.66	30.07
Ajaokuta Steel	0.02	0.01	0.02	0.05	0.02	0.02	0.01	0.05
SBEE	0.42	0.55	0.47	1.43	0.37	0.41	0.33	1.10
CEET	0.21	0.35	0.48	1.03	0.64	0.69	0.68	2.01
NIGELEEC	0.48	0.49	0.62	1.59	0.37	0.34	0.27	0.99
	Remittance (₦' billion)							
Abuja	1.23	1.19	1.11	3.53	1.47	1.32	1.39	4.18
Benin	0.83	0.81	0.70	2.35	0.89	0.87	0.76	2.52
Eko	1.18	1.13	1.12	3.42	1.30	1.26	1.01	3.57
Enugu	0.79	0.77	0.76	2.32	0.73	0.70	0.63	2.07
Ibadan	1.39	1.17	1.04	3.60	1.16	1.37	1.20	3.72
Ikeja	1.42	1.31	1.20	3.93	1.29	1.56	1.78	4.64
Jos	0.46	0.45	0.46	1.38	0.29	0.30	0.57	1.16
Kaduna	0.56	0.33	0.66	1.54	0.36	0.00	0.36	0.72
Kano	0.61	0.53	0.46	1.60	0.63	0.45	0.52	1.61
Port Harcourt	0.69	0.67	0.56	1.91	0.33	0.73	0.61	1.67
Yola	0.36	0.18	0.24	0.79	0.07	0.05	0.00	0.12
All DisCos	9.52	8.54	8.30	26.36	8.53	8.60	8.83	25.96
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	0.00	0.00	0.00	0.00
CEET	0.00	0.00	0.00	0.00	1.51	0.00	0.00	1.51
NIGELEEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Remittance Performance (%)							
Abuja	100.00	100.00	80.00	92.72	100.00	98.98	122.85	106.23
Benin	100.64	100.00	90.00	96.98	100.00	98.79	99.85	99.53
Eko	100.51	100.00	100.00	100.18	100.00	98.98	100.00	99.64
Enugu	100.00	100.12	100.00	100.04	100.00	98.52	100.00	99.49
Ibadan	100.00	100.00	80.00	93.29	80.00	98.89	101.30	92.79
Ikeja	101.14	100.00	80.00	93.25	80.00	98.88	132.12	102.04
Jos	100.00	100.00	100.00	100.00	55.00	64.77	140.46	82.81
Kaduna	100.63	50.00	80.05	75.93	36.50	0.00	49.93	26.97
Kano	100.62	100.00	80.00	93.50	80.00	59.26	100.00	77.37
Port Harcourt	100.00	100.00	83.69	94.61	50.00	98.96	100.00	83.11
Yola	100.00	50.00	57.10	68.44	14.83	11.54	0.00	9.63
All DisCos	100.36	94.38	84.84	93.09	78.27	81.87	101.97	86.35
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	0.00	0.00	0.00	0.00
CEET	0.00	0.00	0.00	0.00	233.82	0.00	0.00	75.08
NIGELEEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

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

Table IV: Monthly DisCos Invoices & Remittances to NBET in 2020/Q2

DisCos	Jan.	Feb.	Mar.	2020/Q1	Apr.	May.	Jun.	2020/Q2
	Invoice (₦' billion)							
Abuja	6.41	6.43	6.86	19.70	8.53	8.26	6.95	23.74
Benin	4.62	4.66	4.43	13.71	5.83	5.89	5.00	16.72
Eko	6.11	6.13	5.91	18.15	7.82	7.90	6.40	22.12
Enugu	4.52	4.54	4.35	13.42	5.33	5.30	4.56	15.19
Ibadan	7.22	6.74	6.90	20.86	8.93	8.89	7.50	25.32
Ikeja	7.77	7.67	8.02	23.46	10.16	10.24	8.64	29.04
Jos	2.69	2.72	2.66	8.07	3.54	3.34	2.84	9.71
Kaduna	3.57	3.95	4.32	11.85	5.81	5.85	4.58	16.24
Kano	3.73	3.58	3.57	10.88	5.20	5.19	3.90	14.29
Port Harcourt	3.59	3.62	3.52	10.72	4.28	4.61	3.81	12.70
Yola	1.91	1.95	2.08	5.95	2.66	2.61	2.09	7.36
All DisCos	52.13	52.01	52.62	156.76	68.08	68.09	56.27	192.44
Ajaokuta Steel	0.09	0.09	0.10	0.27	0.12	0.10	0.10	0.32
SBEE	-	-	-	-	-	-	-	-
CEET	-	-	-	-	-	-	-	-
NIGELEC	-	-	-	-	-	-	-	-
	Remittance (₦' billion)							
Abuja	2.55	2.40	1.13	6.07	2.00	2.84	2.22	7.06
Benin	1.23	1.32	0.42	2.97	0.73	1.06	1.20	2.99
Eko	2.52	2.18	0.91	5.61	2.55	2.75	2.27	7.57
Enugu	1.06	0.91	0.20	2.37*	0.80	0.40	0.80	2.00
Ibadan	2.01	1.69	1.04	4.73	1.36	1.69	1.90	4.95
Ikeja	3.58	3.07	1.58	8.22	2.44	2.97	3.37	8.77
Jos	0.24	0.20	0.15	0.59	0.16	0.20	0.23	0.58
Kaduna	0.30	0.12	0.00	0.57*	0.10	0.10	0.05	0.25
Kano	0.70	0.50	0.00	1.20	0.00	0.35	0.35	0.70
Port Harcourt	0.53	0.54	0.25	1.32	0.30	0.21	0.32	0.83
Yola	0.24	0.23	0.05	0.53	0.25	0.29	0.20	0.74
All DisCos	14.96	13.16	5.72	34.19*	10.70	12.84	12.91	36.45
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
SBEE	-	-	-	-	-	-	-	-
CEET	-	-	-	-	-	-	-	-
NIGELEC	-	-	-	-	-	-	-	-
	Remittance Performance (%)							
Abuja	39.71	37.34	16.41	30.82	23.45	34.32	31.99	29.74
Benin	26.70	28.21	9.59	21.68	12.57	18.01	24.00	17.91
Eko	41.29	35.58	15.41	30.93	32.68	34.79	35.39	34.22
Enugu	23.35	20.00	9.19	17.62*	15.01	7.54	17.56	13.17
Ibadan	27.83	25.00	15.00	22.67	15.28	19.00	25.33	19.57
Ikeja	46.04	40.00	19.67	35.05	24.00	28.95	39.00	30.21
Jos	9.03	7.45	5.60	7.37	4.40	5.99	8.00	6.00
Kaduna	8.51	3.04	3.47*	4.84*	1.72	1.71	1.09	1.54
Kano	18.77	13.98	0.00	11.03	0.00	6.74	8.98	4.90
Port Harcourt	14.78	15.00	7.00	12.30	7.00	4.54	8.50	6.56
Yola	12.68	12.00	2.40	8.85	9.40	10.95	9.55	9.99
All DisCos	28.70	25.30	11.53*	21.81*	15.71	18.86	22.94	18.94
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
SBEE	-	-	-	-	-	-	-	-
CEET	-	-	-	-	-	-	-	-
NIGELEC	-	-	-	-	-	-	-	-

Notes of the table: DisCos, NBET, SBEE, CEET and NIGELEC are electricity Distribution Companies, Nigeria Bulk Electricity Trader, Societe Beninoise d'Énergie Électrique, Compagnie Énergie Électrique du Togo and Societe Nigerienne d'électricite respectively; ₦Billion is billions of Nigeria Currency; * indicates the values in the cell for remittances (in ₦ and %) are different from those reported in 2020/Q1 report due to payment for outstanding bills for 2020/Q1 or adjustment for omission detected.

Table V: Monthly DisCos' Invoices & Remittances to NBET & MO in 2020/Q2

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
NIGEELEC	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
NIGEELEC	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
NIGEELEC	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 NIGEELEC are electricity Distribution Companies, Nigeria Bulk Electricity Trader, Market Operators, Societe Beninoise d'Énergie Électrique, Compagnie Énergie Électrique du Togo and Societe Nigerienne d'électricite respectively; ₦'Billion is billions of Nigeria Currency

Table VI: Category of Complaints Received by Discos in 2020/Q2

Complaints Categories	Electricity Distribution Companies (DisCos)											
	Abuja	Benin	Eko	Enugu	Ibadan	Ikeja	Jos	Kaduna	Kano	Port Harcourt	Yola	All DisCos
Billing	2,750	3,833	4,593	16,169	2,457	7,590	781	246	1,617	4,778	932	45,746
Connection Delay	1,215	377	2,734	1,620	321	2,409	-	8	368	1,167	90	10,309
Disconnection	2,052	940	3,738	5,512	658	5,369	96	15	493	2,371	183	21,427
Interruption	3,810	1,121	3,205	15,169	1,492	6,792	1,661	4,960	401	2,571	199	41,381
Load Shedding	1,030	326	2,888	4,861	454	3,768	26	2	1,385	1,219	97	16,056
Metering	7,113	1,664	3,858	14,711	2,174	6,788	1,361	1,063	855	4,368	707	44,662
Others	814	438	1,571	1,543	52	2,200	297	290	334	757	23	8,319
Voltage	1,325	583	2,854	3,645	210	2,914	238	945	1,003	1,375	124	15,216
Total	20,109	9,282	25,441	63,230	7,818	37,830	4,460	7,529	6,456	18,606	2,355	203,116

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

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

Table VIII: Complaints Handled by Forum Offices in 2020/Q1-Q2

S/N	Forum Offices	2020/Q1: Customers Complaints					2020/Q2: Customers Complaints				
		Received	Resolved	Pending	No of Hearings	Resolution Rate	Received	Resolved	Pending	No of Hearings	Resolution Rate
1	<i>Abakaliki</i> , Ebonyi State	21	12	9	1	57.14%	15	11	4	0	73.33%
2	<i>Abuja</i> , FCT	70	33	37	2	47.14%	50	32	18	0	64.00%
3	<i>Asaba</i> , Delta State	55	37	18	2	67.27%	79	0	79	0	0.00%
4	<i>Awka</i> , Anambra State	45	24	21	0	53.33%	32	10	22	0	31.25%
5	<i>Bauchi</i> , Bauchi State	14	11	3	0	78.57%	22	2*	18	0	9.09%
6	<i>Benin</i> , Edo State	47	25	22	0	53.19%	107	107	0	0	100.00%
7	<i>B/Kebbi</i> , Kebbi State	14	0*	8	1	0.00%	10	5	5	0	50.00%
8	<i>Calabar</i> , C/Rivers State	34	11	23	1	32.35%	41	11	30	0	26.83%
9	<i>Dutse</i> , Jigawa State	1	1	0	0	100.00%	4	4	0	0	100.00%
10	<i>Eko</i> , Lagos State	252	137	115	1	54.37%	152	120	32	0	78.95%
11	<i>Enugu</i> , Enugu State	63	20	43	0	31.75%	125	0	125	0	0.00%
12	<i>Gombe</i> , Gombe State	1	0	1	0	0.00%	1	1	0	0	100.00%
13	<i>Gusau</i> , Zamfara State	23	15	8	1	65.22%	8	4	4	0	50.00%
14	<i>Ibadan</i> , Oyo State	249	187	62	2	75.10%	365	259	106	0	70.96%
15	<i>Ikeja</i> , Lagos State	750	516*	232	10	68.80%	432	216	216	0	50.00%
16	<i>Ilorin</i> , Kwara State	134	104	30	0	77.61%	53	35	18	0	66.04%
17	<i>Jos</i> , Plateau State	24	6	18	1	25.00%	30	12	18	0	40.00%
18	<i>Kaduna</i> , Kaduna State	109	34	75	1	31.19%	82	15	67	1	18.29%
19	<i>Kano</i> , Kano State	65	44*	20	0	67.69%	299	268*	29	0	89.63%
20	<i>Katsina</i> , Katsina State	0	0	0	0	0.00%	42	41	1	0	97.62%
24	<i>Lafia</i> , Nasarawa State	49	34*	5	0	69.39%	24	9*	13	0	37.50%
21	<i>Lokoja</i> , Kogi State	50	7*	23	0	14.00%	11	5	6	0	45.45%
22	<i>Makurdi</i> , Benue State	32	1*	13	1	3.13%	36	21*	9	0	58.33%
23	<i>Osogbo</i> , Osun State	511	115	396	1	22.50%	185	128	57	0	69.19%
25	<i>Owerri</i> , Imo State	22	14	8	1	63.64%	26	2	24	0	7.69%
26	<i>P/Harcourt</i> , Rivers State	104	96	8	4	92.31%	101	24	77	0	23.76%
27	<i>Sokoto</i> , Sokoto State	33	21	12	1	63.64%	52	45	7	0	86.54%
28	<i>Umuahia</i> , Abia State	20	10	10	1	50.00%	20	1	19	0	5.00%
29	<i>Uyo</i> , Akwa Ibom	67	15	52	1	22.39%	141	45	96	0	31.91%
30	<i>Yola</i> , Adamawa	22	12	10	0	54.55%	270	246	24	0	91.11%
	All Forum Offices	2,881	1,542	1,282	33	53.52%	2,815	1,679	1,124	1	59.64%

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

Table IX: Category of Complaints Received by Forum Offices in 2020/Q1-Q2

S/N	Forum Office	2020/Q1 Complaints Category:										2020/Q2 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	10	0	0	0	5	0	0	0	15		
2	Abuja, FCT	36	0	0	0	31	0	0	3	70	29	0	0	20	0	0	1	50			
3	Asaba, Delta State	46	3	0	0	3	0	0	3	55	63	4	0	4	0	0	8	79			
4	Awka, Anambra State	25	20	0	0	0	0	0	0	45	19	12					1	32			
5	Bauchi, Bauchi State	6	0	0	5	3	0	0	0	14	15	1	0	1	2	0	3	22			
6	Benin, Edo State	9	5	2	2	12	5	0	12	47	18	1	0	62	10	5	4	107			
7	B/Kebbi, Kebbi State	4	3	2	2	2	0	0	1	14	9	1	0	0	0	0	0	10			
8	Calabar, C/Rivers State	14	2	0	2	10	2	0	4	34	24	2	0	4	3	0	8	41			
9	Dutse, Jigawa State	0	0	0	0	1	0	0	0	1	1	0	0	2	0	0	1	4			
10	Eko, Lagos State	222	5	0	0	14	0	0	11	252	133	2	0	0	12	0	5	152			
11	Enugu, Enugu State	33	3	3	0	15	3	3	3	63	66	5	2	34		11	7	125			
12	Gombe, Gombe State	0	0	0	0	0	1	0	0	1	0	0	0	1	0	0	0	1			
13	Gusau, Zamfara State	8	1	1	0	9	0	1	3	23	8	0	0	0	0	0	0	8			
14	Ibadan, Oyo State	167	15	0	10	41	0	0	16	249	108	9	0	195	21	0	22	365			
15	Ikeja, Lagos State	511	76	6	0	134	6	0	17	750	310	38	0	79	0	0	5	432			
16	Ilorin, Kwara State	35	4			89			6	134	15	4		27			7	53			
17	Jos, Plateau State	9				7	2	2	4	24	21	1	0	0	6	0	2	30			
18	Kaduna, Kaduna State	79	8	0	1	11	1	1	8	109	67	3	0	0	4	0	7	82			
19	Kano, Kano State	0	33	0	1	15	1	5	10	65	16	22	1	153	9	18	80	299			
20	Katsina, Katsina State	0	0	0	0	0	0	0	0	0	4	1	0	36	0	0	1	42			
24	Lafia, Nasarawa State	17	2		4	16	2	3	5	49	12	1	0	3	2	0	5	24			
21	Lokoja, Kogi State	7	4	6	7	22	3	0	1	50	5	0	0	0	3	3	0	11			
22	Makurdi, Benue State	9	4	2	2	7		2	6	32	16	0	0	0	14	0	6	36			
23	Osogbo, Osun State	29	10			434			38	511	79	1	17	11	46	23	8	185			
25	Owerri, Imo State	17	0	0	0	3	0	0	2	22	17	2	0	2	2	0	2	26			
26	P/Harcourt, Rivers State	49	4	0	0	39	3	3	6	104	25	7	6	9	31	8	7	101			
27	Sokoto, Sokoto State	12	1	1	4	7	3	3	2	33	3	2	0	36	0	7	3	52			
28	Umuhia, Abia State	9	2	0	0	4	0	0	5	20	9	5	0	0	4	0	1	20			
29	Uyo, Akwa Ibom State	30	7	4	7	11	0	0	8	67	57	15	4	29	28	0	5	141			
30	Yola, Adamawa State	6	2	2	0	8	0	2	2	22	22	15	0	198	7	0	4	270			
	All Forum Offices	1,401	214	29	47	957	32	25	176	2,881	1,181	154	30	742	373	46	204	2,815			

Table X: Monthly Cash Flow of the Commission, Jan. 2020 – Jun. 2020

Description	Summary for 2020/Q1 (₦' Million)				Summary for 2020/Q2 (₦' Million)				Change in total Rev. & Exp. 2020/Q2-Q1 (₦' Million)
	Jan.	Feb.	Mar.	Total	Apr.	May	Jun.	Total	
A. Revenue									
Operating Levy (i.e., MC)	1,555.90	828.30	814.60	3,198.80	790.40	525.40	879.40	2,195.20	(1,003.60)
Other IGR	8.20	15.30	31.00	54.50	1.50	7.40	29.40	38.30	(16.20)
Total Revenue	1,64.10	843.60	845.60	3,253.30	791.90	532.80	908.80	2,233.50	(1,019.80)
B. Expenditure									
Personnel Cost	517.30	491.60	610.60	1,619.50	294.60	345.20	537.40	1,177.20	(442.30)
Regulatory Expenses	86.70	110.30	65.90	262.90	27.90	31.70	65.10	124.70	(138.20)
Admin & General Maintenance	13.30	16.80	23.00	53.10	15.50	21.50	24.30	61.30	8.20
Total Expenditure	617.30	618.70	699.50	1,935.50	338.00	398.40	626.80	1,363.20	(572.30)
C. Net Cash Flow (A-B)	946.80	224.90	146.10	1,317.80	453.90	134.40	282.00	870.30	(447.50)
Memo: Outstanding Liabilities as at the end of the Stated Quarters				233.34				218.02	15.32

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



NIGERIAN ELECTRICITY REGULATORY COMMISSION

PLOT 1387 | CADASTRAL ZONE A00 | CENTRAL BUSINESS DISTRICT |

P.M.B. 136 | GARKI | ABUJA

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