

NIGERIAN
ELECTRICITY
REGULATORY
COMMISSION



Electricity on Demand

QUARTERLY REPORT

SECOND QUARTER 2021

NIGERIAN ELECTRICITY REGULATORY COMMISSION

PLOT 1387 | CADASTRAL ZONE A00 | CENTRAL BUSINESS DISTRICT |
P.M.B. 136 | GARKI | ABUJA

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NERC quarterly report is prepared in compliance with Section 55(3) of the Electric Power Sector Reform Act ("EPSRA") 2004, which mandates the Commission to submit the quarterly reports of its activities to the President and the National Assembly. The report analyses the state of the Nigerian Electricity Supply Industry ("NESI") covering the operational and commercial performance, regulatory functions, consumer affairs as well as the Commission's finances and staff development. The report is directed at a wide spectrum of readers including energy economists, 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: www.nerc.gov.ng

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CONTENT

QUARTERLY REPORT	1
SECOND QUARTER 2021	1
NIGERIAN ELECTRICITY REGULATORY COMMISSION	1
PLOT 1387 CADASTRAL ZONE A00 CENTRAL BUSINESS DISTRICT 	1
P.M.B. 136 GARKI ABUJA	1
The Commissioner.....	2
NERC website: www.nerc.gov.ng	2
Email: info@nerc.gov.ng	2
CONTENT	3
LIST OF TABLES	4
LIST OF FIGURES	5
LIST OF ABBREVIATIONS	6
1. EXECUTIVE SUMMARY	7
Key facts on NESI Operational Performance in Q2 of 2021	19
2. STATE OF THE INDUSTRY	21
2.1. Operational Performance	22
2.1.1. Electricity Generation.....	22
2.1.2. Load Factor and Average Generation of Power Plants	24
2.1.3. Generation Mix.....	27
2.1.4. Grid Performance.....	28
2.2. Commercial Performance.....	33
3. REGULATORY FUNCTIONS.....	45
4. CONSUMER AFFAIRS.....	50
5. THE COMMISSION	61
Appendix	64

LIST OF TABLES

Table 1: System Collapse in 2021/Q1- Q2	30
Table 2: Energy Received and Billed by DisCos in 2021/Q1-Q2	35
Table 3: Revenue Performance of DisCos in 2021/Q1-Q2	37
Table 4: ATC&C Losses (%) by DisCos in 2021/Q2.....	38
Table 5: DisCos Quarterly Remittances to NBET and MOs in 2021/Q1-Q2	40
Table 9: Customers Metering Status by DisCos as at 30 June 2021	52
Table 10: Complaints Received and Resolved by DisCo in 2021/Q1-Q2	54
Table 11: Complaints Handled by Forum Offices in 2021/Q2.....	57
Table 12: Health and Safety (H&S) Reports in 2021/Q1-Q2.....	60
Table 13: Quarterly Cash Flow of the Commission in 2021/Q2	62
Table I: Monthly Energy Received and Billed by DisCos in 2021Q1-Q2	64
Table II: Monthly Revenue Performance by DisCos in 2021/Q1-Q2	65
Table III: Monthly DisCos Invoices & Remittances to MO in 2021/Q1- Q2	66
Table IV: Monthly DisCos Invoices & Remittances to NBET in 2021/Q1-Q2	68
Table V: Monthly DisCos Invoices & Remittances to NBET & MO in 2021/Q1- Q2..	70
Table VI: Category of Complaints Received by Discos in 2021/Q2	72
Table VII: Lists and Addresses of NERC Forum Offices as June 2021	73
Table VIII: Complaints Handled by Forum Offices in 2021/Q1-Q2	75
Table IX: Category of Complaints Received by Forum Offices in 2021/Q1-Q2	77
Table X: Monthly Cash Flow of the Commission, Jan. – June 2021	78

LIST OF FIGURES

Figure A. Billing and Collection Efficiency by DisCos in 2021/Q2.....	9
Figure B: Remittances to MO and NBET by DisCos - 2021/Q2	10
Figure C: Expected and Actual Remittances to NBET by DisCos - 2021/Q2.....	11
Figure D: Metering Status in NESI as at 30 June 2021	13
Figure E: Category of Complaints Received by DisCos in 2021/Q2.....	14
Figure F: Complaints Received by Forum Offices in 2021/Q1 & Q2	15
Figure G: Complaints Category Received by Forum Offices, 2021/Q2.....	16
Figure H: Commission's Cash Flows (₦' m) in 2021/Q2.....	17
Figure 1: Average Daily Generation and Available Capacity 2021/Q1-2	23
Figure 2: Plants Load Factor (%) in 2021/Q2.....	25
Figure 3: Share (%) of Generation Output by Plants in 2021/Q2	26
Figure 4: Quarterly Share (%) of Electricity Generated by Fuel Sources	27
Figure 5: Transmission Loss Factor from Jan. 2021 - Jun. 2021.....	29
Figure 6: Average Daily System Frequency from Jan. - June, 2021.....	31
Figure 7: Monthly System Voltage from Jan. - June 2021.....	33
Figure 8: Energy Off-take by DisCos vs. MYTO Allocation in 2021/Q2	34
Figure 9: Market Invoice and Remittance by DisCo in 2021/Q2	40
Figure 10: Market Remittance by DisCos in 2021/Q1 & Q2.....	42
Figure 11: Required and Actual Market Remittances by DisCos - 2021/Q2.....	43
Figure 12: Customers Metered by DisCos as at 30 June 2021	53
Figure 13: Category of Complaints Received by DisCos in 2021/Q2	56
Figure 14: Category of Complaints Received by Forum Offices in 2021/Q2.....	58

LIST OF ABBREVIATIONS

ADR	Alternative Dispute Resolution
AEDC	Abuja Electricity Distribution Company Plc
ATC&C	Aggregate Technical, Commercial & Collection Losses
CAPEX	Capital Expenditure
CCU	Customers Complaint Unit
CEET	Compagnie Energie Electrique du Togo
CTC	Competition Transaction Charge
DisCos	Distribution Companies
DSOs	Distribution System Operators
ECR	Eligible Customer Regulations
EEDC	Enugu Electricity Distribution Company Plc
EKEDC	Eko Electricity Distribution Company Plc
EPSRA	Electric Power Sector Reform Act
GenCos	Generation Companies
GWh	Gigawatts hour
IBEDC	Ibadan Electricity Distribution Company Plc
IEDN	Independent Electricity Distribution Network
IE	Ikeja Electric Plc
JEDC	Jos Electricity Distribution Company Plc
KDEDC	Kaduna Electricity Distribution Company Plc
KEDC	Kano Electricity Distribution Company Plc
MAP	Meter Assets Provider
MO	Market Operator
MW	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	Notices of Intention to Commence Enforcement
NIGELEC	Societe Nigerienne d'electricite
NIPP	National Integrated Power Projects
PHEDC	Port Harcourt Electricity Distribution Company Plc
SBEE	Societe Beninoise d'Energie Electrique
TCN	Transmission Company of Nigeria Plc
TLF	Transmission Loss Factor
YEDC	Yola Electricity Distribution Company Plc

1. EXECUTIVE SUMMARY

SUMMARY

STATE OF THE INDUSTRY:

DisCos' Billing efficiency rose from 76.09% to 76.19% while Collection efficiency rose from 68.55% to 68.89%.

Total Electricity generated in 2021/Q2 was, 9,187,337.0 MWh – 3.27% less than the energy generated in 2021/Q1

Operational Performance: The Nigerian Electricity Regulatory Commission (“NERC” or the “Commission”), in line with its mandates derived from the Electric Power Sector Reform Act (EPSRA), continued the function of regulating the technical, operational and commercial performance of NESI. There are currently twenty eight (28) grid connected power stations consisting of eleven (11) privatized legacy power plants, eight (8) Nigerian National Integrated Power Project (NIPP) plants and nine (9) Independent Power Plants. Together the available capacity of these plant stands at 7,771MW with a total of 142 turbine units.

During the second quarter, the average of daily available generation capacity was 5,472.10 MW which implies a decline of 8.1% compared to 5,956.23 MW recorded in the preceding quarter. However, the total electrical energy generated was 9,187,337 MWh – 3.27% less than the 9,498,786 MWh generated during the preceding quarter.

A total of 8,909,910 MWh (96.98% of total generation) was delivered to the grid during the second quarter 2021, implying that the generation stations used 3.02% of their generation. Meanwhile, station's own-use is expected to be within 2% in line with the MYTO assumptions. Finally, due to energy export, energy sold on bilateral contracts and transmission losses, only 7,332,949.05GWh was delivered to the Discos during the quarter.

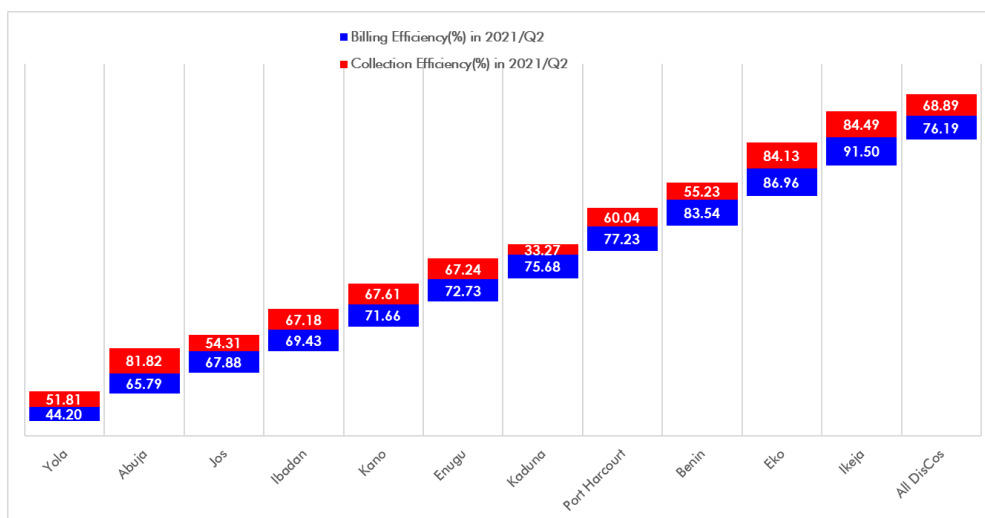
There was a sustained improvement in grid stability during the second quarter of 2021 as there was only a single incidence of Total Collapse (i.e. total blackout nationwide) and no partial collapse (failure of a section of the national grid) during the quarter under review. To sustain the improvement in the grid stability in subsequent quarters, the Commission has continued to enforce and monitor the compliance to its directive to the DisCos and TCN to execute service level agreements (SLAs) in order to ensure further grid discipline.

Commercial Performance: The total billing to and collection from electricity consumers by all the eleven (11) DisCos stood at ₦268.97billion and ₦185.29 billion respectively during the quarter under review, implying a collection efficiency of 68.89%.

The average total remittance performance to the market for all DisCos stood at 50.10% and ranged from 13.68% (Yola DisCo) to 70.93% (Fko

The level of collection efficiency indicates that as much as ₦3.11 out of every ₦10 worth of energy sold during the second quarter of 2021 remained uncollected from consumers. Thus, only a marginal improvement in the collection efficiency is noticeable over the 68.55% recorded in first quarter 2021.

Figure A. Billing and Collection Efficiency by DisCos in 2021/Q2



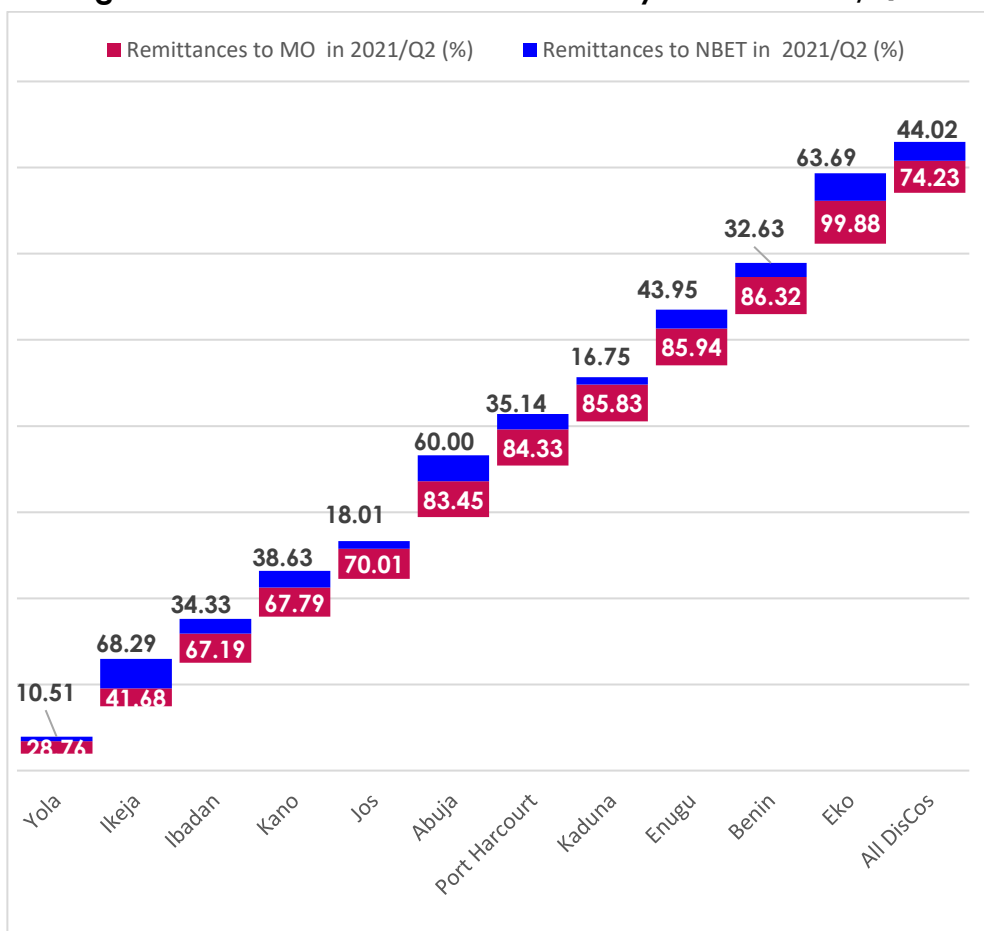
During the second quarter of 2021, a total invoice of ₦259.70billion was issued to the eleven (11) DisCos for energy received from the Nigerian Bulk Electricity Trading Plc (“NBET”) and for service charge by MO, out of which a sum of ₦130.11billion was settled, representing remittance performance of 50.11%. This represents a 1.78 percentage point decrease from the final settlement rate recorded in the first quarter of 2021. Individual DisCo’s remittance performances to NBET and MO settlement during the first quarter of 2021 are represented in Figure B.

Apart from Eko Disco, none of the other DisCos met their expected minimum remittance thresholds (“MRTs”) to NBET in the quarter under review. Over all, the total Disco remittance to NBET was 76% of expected total for the quarter.

The average aggregate remittance performances to MO and NBET decreased by 1.78 percentage points from 51.88% in

2021/Q1 to 50.10% in 2021/Q2. DisCos remittance performance level ranged from 10.51% (Yola) to 63.69% (Eko) for NBET and 28.76% (Yola) to 99.88% (Eko) for MO. Ikeja recorded zero remittance to MO in the months of May and June 2021 as they wait to resolve Service Level Agreement (SLA) dispute.

Figure B: Remittances to MO and NBET by DisCos – 2021/Q2



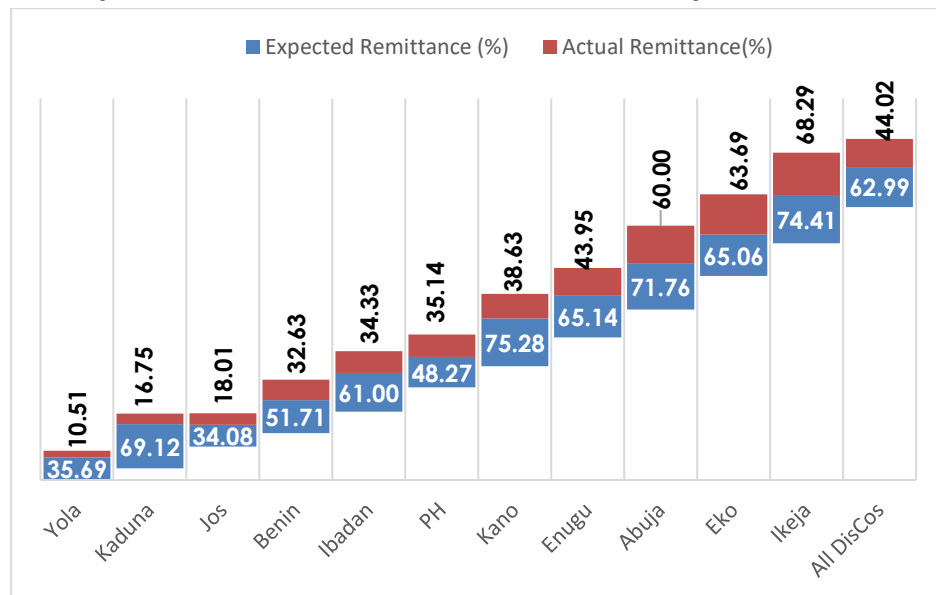
The expected MRT adjusted for tariff shortfall stood at 62.99% in 2021/Q2 while DisCos' actual market remittance to NBET & MO during the period was 50.10%.

During the quarter under review, NBET and MO issued a total ₦0.77billion in respect of energy sold by NBET and services rendered by MO to the special (Ajaokuta Steel Co. Ltd and other bilateral customers) and international customers (Societe Nigerienne d'electricite – NIGELEC, Societe Beninoise d'Energie Electrique – SBEE and Compagnie Energie Electrique du Togo– CEET). No payment was made by these customers during the quarter under review. It is hoped that as the economy of these customers improves post-covid 19 lockdown they will resume the settlement of their bills in full.

The Commission has through the applicable orders set minimum remittance threshold (MRTs) for each Disco having adjusted for their tariff shortfall. Figure C show the settlement ratio to the expected minimum remittance threshold (MRTs) as contained in the Commission's orders. It is obvious from figure C that DisCos need to improve on their performance as none of them met the minimum remittance threshold.

Whereas the Discos were expected to remit ₦130.66billion (62.99%) to NBET in line with the minimum remittance threshold order, they remitted only ₦ 91.31billion (44.02%) out of ₦207.43billion invoice from NBET. Therefore, DisCos' remittance level, regardless of the prevailing tariff shortfall, was still below the expected MRT. Necessary mechanism must be used to nudge the Disco into compliance with the MRT order to avoid a relapse to days of zero remittance from some Discos.

Figure C: Expected and Actual Remittances to NBET by DisCos – 2021/Q2



During the second quarter of 2021, the Commission issued three (2) mini-grid permits

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 Local Government). An urgent resolution of the MDA debt challenge will improve the Disco liquidity and capacity to settle market invoices.

REGULATORY FUNCTIONS:

Regulations and Orders: No new regulations were issued in the second quarter of 2021. The Commission continues to monitor the enforcement and compliance with the provisions of extant regulations, orders and standards governing the industry.

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) Mini-grid application and issued one (1) new Mini-grid permit to Renewvia Solar Nigeria Ltd.

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 2021, the Commission was not involved in new litigations but continued with ten (10) on going cases reported in the preceding quarterly reports that are currently at various stages.

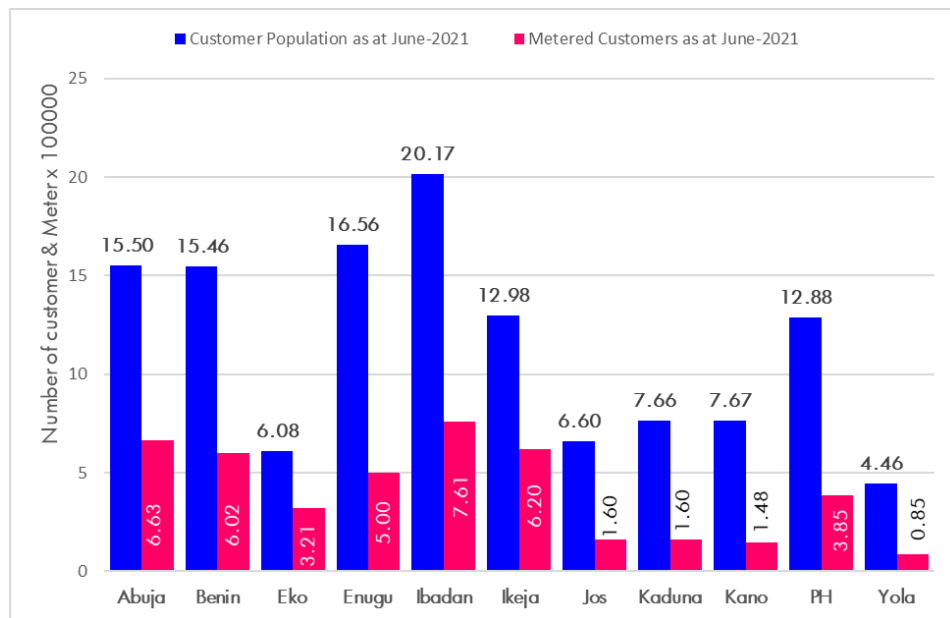
Consumer Education and Enlightenment: To ensure continuous education of customers on their rights and obligations and other general service delivery, the Commission continued the monitoring of the 2021 customer enlightenment of all the DisCos relative to their proposed schedules for the year 2021. On its part, the Commission approved the production of a radio enlightenment program titled "Electricity Update" and is being aired in local radio stations in each of the 36 states and Federal Capital Territory ("FCT") Abuja, to engage and enlighten electricity consumers on various issues.

Customer metering level remains at four out of every ten registered customers nationwide as at 30th June 2021.

The metering: The huge metering gap for end-use customers is still a key challenge in the industry. The records of the Commission indicate that, of the 11,058,939 registered energy customers as at 30 June 2021, only 4,529,497 (40.95%) have been metered. This implies that out of every ten (10) registered electricity customers, six (6) are without meters are a thus on estimated billing.

The Commission has put in place a mechanism to prevent outrageous estimated billing of customer. Using averages three-month consumptions of metered customers on each feeder, maximum allowed energy consumption estimates were computed for each customer category and tariff band. Thus, for each class of customer on a feeder, an energy estimation cap is established to guide the discos and thus protect unmetered customers from being over charged while awaiting appropriate metering.

Figure D: Metering Status in NESI as at 30 June 2021

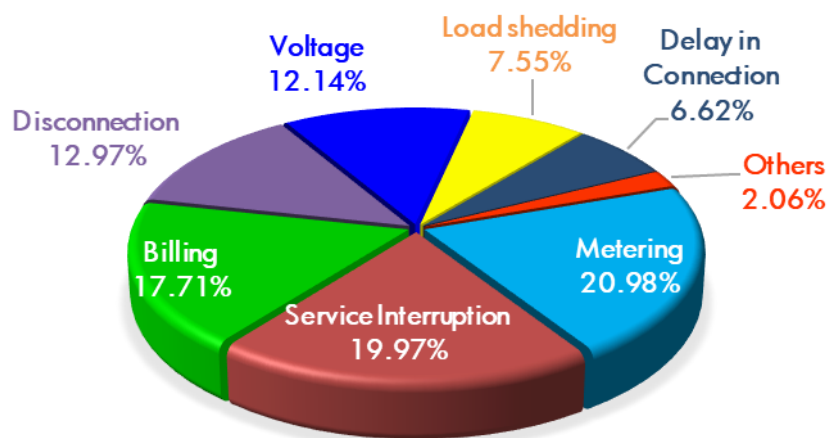


The number of customer complaints increased by 1.91% during the second quarter of 2021.

Customer Complaints: During the second quarter of 2021, the eleven (11) DisCos received 241,476 complaints from consumers, indicating 1.91% more complaints than those received in the first quarter of 2021. This amount to an average of 2,653 complaints per day. In total, the DisCos attended to 230,169 complaints representing an increase of 1.91 percentage point over the preceding quarter.

As shown in Figure E, metering, billing, and service interruption are the prevalent sources of customer complaints, accounting for 58.07% of the total complaints in the second quarter of 2021.

Figure E: Category of Complaints Received by DisCos in 2021/Q2

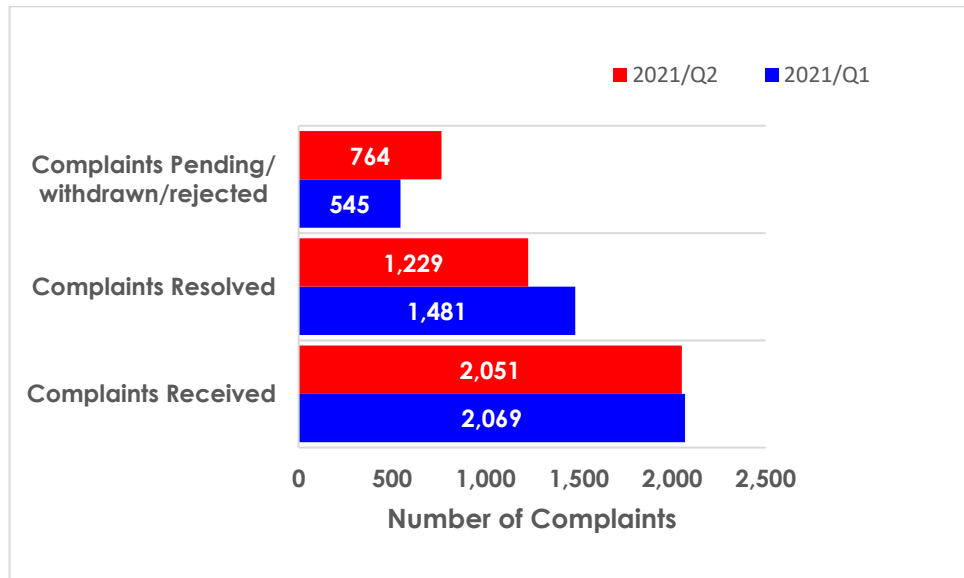


Forum Offices: Forum panels review unresolved disputes, as enshrined in the Commission’s Customer Complaints Handling Standards and Procedure (“CCHSP”) Regulations. The Commission continues to monitor the operation and efficacy of its Forum Offices.

As at the end of 2021/Q2, the Commission had 30 operational Forum Offices in 29 States and the Federal Capital

The chart in Figure F indicates that the Forum Offices had a total of 2,051 complaints during 2021/Q2 (including the pending complaints from 2021/Q1) from customers who were dissatisfied with DisCos’ decision on their lodged complaints. During the period, the Forum Panels held 32 hearings and resolved 1,229 (59.92%) of the complaints lodged at Forum Offices nationwide, representing an average resolution rate of 38 cases per hearing.

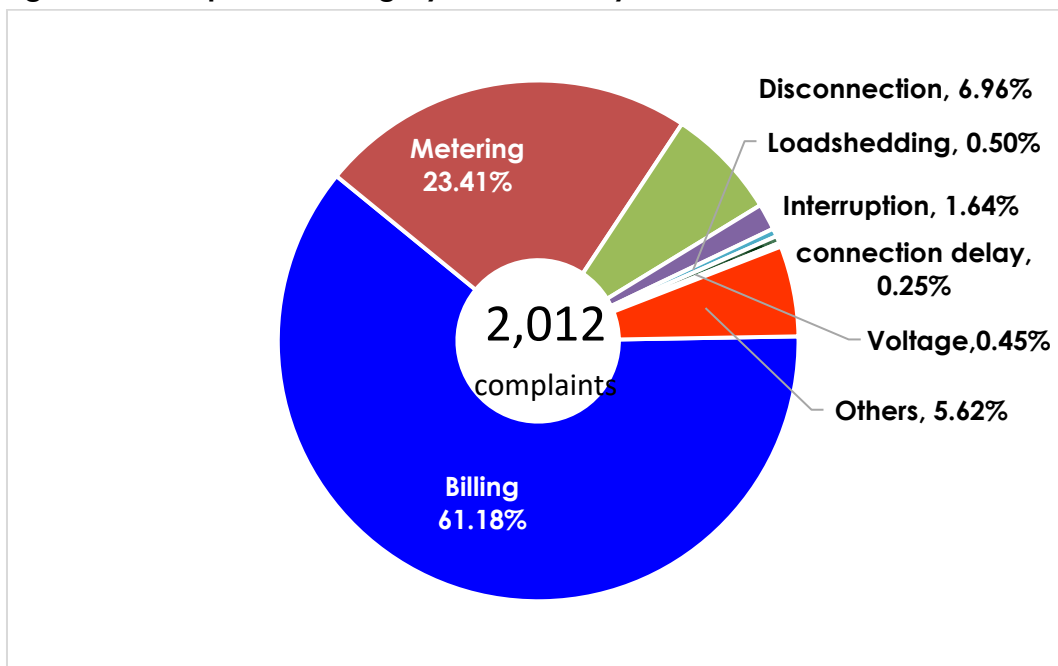
Figure F: Complaints Received by Forum Offices in 2021/Q1 & Q2



Similar to the categories of complaints received by the DisCos, billing and metering issues dominated the category of complaints received by the Forum Offices as represented in Figure G. This implies that billing and metering issue were mostly the complaint not satisfactorily resolved by DisCos' Complaints Handling Units ("CCU") in 2021/Q2.

Figure G: Complaints Category Received by Forum Offices, 2021/Q2

Billing and metering issues constitute 84% of the category of complaints received by the Forum Offices in 2021/Q2



While continuously monitoring the activities of existing forum offices for maximum impact. The Commission is working towards establishing additional Forum Offices to be located in underserved states in a bid to achieve its objective of establishing at least one Forum Office in each state of the federation and ensure that customer care is given full attention.

Health & Safety: The Commission received a total of 86 accident reports from the licensed operators during the first quarter of 2021. The accidents, unfortunately, resulted in twenty-six (26) deaths and thirteen (15) 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 2021-2023, the Commission has continued to intensify 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

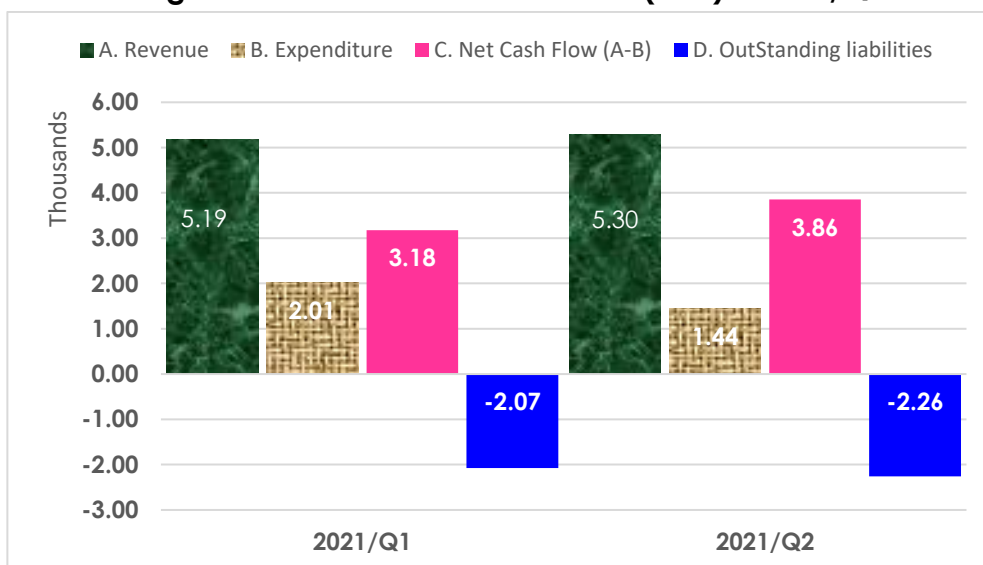
system protection schemes, public enlightenment on the safe use of electricity, a review of an operational procedure for Distribution System Operators (“DSO”) on fault clearing and engagement of stakeholders on Right of Way (“RoW”) violation.

In 2021/Q2, NESI electrical accidents resulted in 26 deaths and 15 injuries of various degrees involving both employees of the companies and the third parties.

Financial Report: The total revenue realised by the Commission in the second quarter of 2021 was ₦5.18 billion representing an increase of 2.16% from the revenue recorded in the preceding quarter. The total expenditure decline by 28.33% to N1.44 billion from ₦2.01 billion recorded in the preceding quarter (see Figure H). The noted increase in the revenue was substantially due to 240% increase in the revenue realised from Other Internally Generated Revenue (“OIGR”) in 2021/Q2 while the decrease in expenditure was due to a 46% decrease in personnel costs.

A comparison of the revenue and expenditure of the Commission in the quarter under review shows lesser expenditure incurred when compared to actual cash receipts, showing a positive net cash flow of ₦3.85 billion with liabilities of ₦2.26 billion as at the end of the second quarter of 2021.

Figure H: Commission’s Cash Flows (₦’m) in 2021/Q2



Capacity Development: The Commission, in its commitment to staff safety, capacity development and business continuity during the

outbreak of COVID-19 pandemic Nigeria, continued to leverage on information communication technology (“ICT”) in conducting and attending meeting and workshop, and engaging industry operators. This allows the Commission to comply with the directive and guidance on physical gathering issued by the National Centre for Disease Control (“NCDC”) and other government agencies responsible for managing the outbreak of COVID-19 pandemic in Nigeria.

Key facts on NESI Operational Performance in Q2 of 2021

5.472 GW	Average available generation capacity during Q2 of 2021 (last quarter: 5.956 GW)
9.187 TWh	The total terawatt-hours of electricity generated by all grid connected power stations from April to June 2021 (3.27% less than Q1)
51	Average of daily number of available generation units (last quarter: 65)
8.909 TWh	Total energy delivered to the TCN networks
7.332 TWh	Total Energy received by the Disco during Q2 of 2021
5.586 TWh	Total energy billed to customers by Disco (last quarter: 6.117 TWh)
₦268.97 billion	Amount Billed to customers by all DisCos during Q2 of 2021 (Last quarter: ₦271.85 billion)
₦185.29 billion	Total collection recorded by Disco in Quarter 2 of 2021 (Last quarter: ₦186.34 billion)
₦259.70 billion	Total market invoice for energy and services to Discos in Q2 of 2021 (Last quarter: ₦260.07 billion)
₦130.11 billion	Total invoice settled by Discos during Q2 of 2021 (Last quarter: ₦134.92 billion)
76.19%	Industry wide billing efficiency representing the proportion of energy received by Discos that was billed to customers in second quarter 2021 (first quarter 75.7%)
68.89%	Over all industry collection efficiency representing the proportion of billed amount that was collected during the second quarter (last quarter 68.55%)

2653	Average number of complaints received by all Discos per day during the second quarter 2021
95.32%	Complaints' resolution rate representing the proportion of all complaints received by all Discos during Q2 of 2021 that were successfully resolved.
15	Total number of injuries from electrical accidents in the NESI during Q2 of 2021 (last quarter:13)
26	Number of fatalities recorded during the second quarter (last quarter: 24)
11.06 million	Total number of registered customers as at the end of June 2021
4.53 million	Number of metered customers as at June 30 2021
315,717	Number of meters added by all Discos during Q2 of 2021 (last quarter:189,226)



2. STATE OF THE INDUSTRY

2.1. Operational Performance

2.1.1. Electricity Generation

In line with its statutory mandate in ESPRA, the Commission continues to monitor the operational and commercial performance of NESI. The industry recorded a 15.45% decline in daily generation peak from 5,801.68MW in 2021/Q1 when compared to 4,905.20 MW during the second quarter of 2021.

A total of 8,909.91 GWh was generated during the quarter at a daily average of 97.80 GW from 65 generating turbine units. This implies a 5.42% fall from the 9,393.88MWh recorded in the first quarter of 2021.

Although the average capacity of available generating units during the quarter was 5,472.10 MW, actual generation was limited to an average of 4,074.30 MW translating to capacity utilisation rate of 74.62%. This implies that, about 25.54% of the total available capacity during the quarter under review was redundant due to technical and operational constraints relating to inadequate gas supply, transmission constraints, limited distribution networks, and commercially induced low load off-take by DisCos.

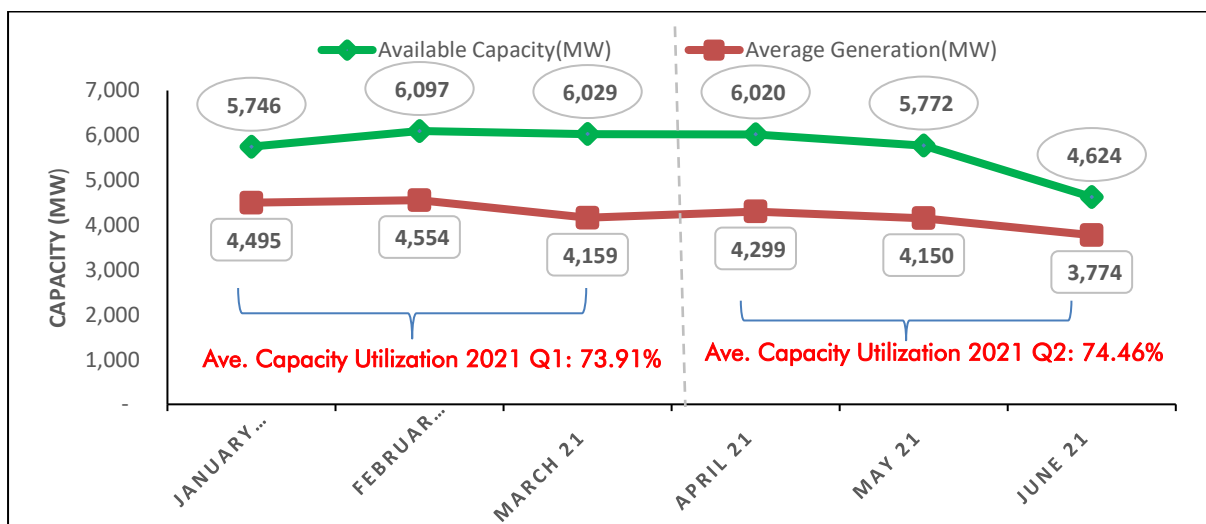
In comparison with the preceding quarter (first quarter of 2021), the average available generation capacity fell by 7.35% while the number of available generating plant units on bar decreased by 3.84%. The decrease in available generation capacity and units on bar is attributable to the increase in the number of generation units currently undergoing maintenance and repairs, which made them unavailable for operation during the quarter.

Some of these units were reported unavailable due to problems related to oil leakage on governor runner head, burnt station service transformer and generator transformer, high thrust bearing temperature, generator winding fault, high rotor vibration, high inlet differential pressure and defective air inlet filter housing.

Similarly, a review of both the daily average available capacity and actual generation (in MW) from the first quarter (Jan – March) and the second quarter (April -June) of 2021 represented in Figure 2.1 indicates an increase in capacity utilisation. The Figure shows that 74.62% of the available capacity was utilised in the second quarter of 2021, indicating 0.75 percentage points increase from the capacity utilisation rate recorded in the first quarter of 2021.

Figure 1: Average Daily Generation and Available Capacity 2021/Q1-2

Complete resolution of both the operational and technical challenges in electricity generation remains 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 2021-2023 to completely resolve the technical and operational challenges in the NESI. Pursuant to this, the Commission is finalising the review of PIPs filed by the DisCos to ensure that the approved PIPs are of Commission's required standards and quality.



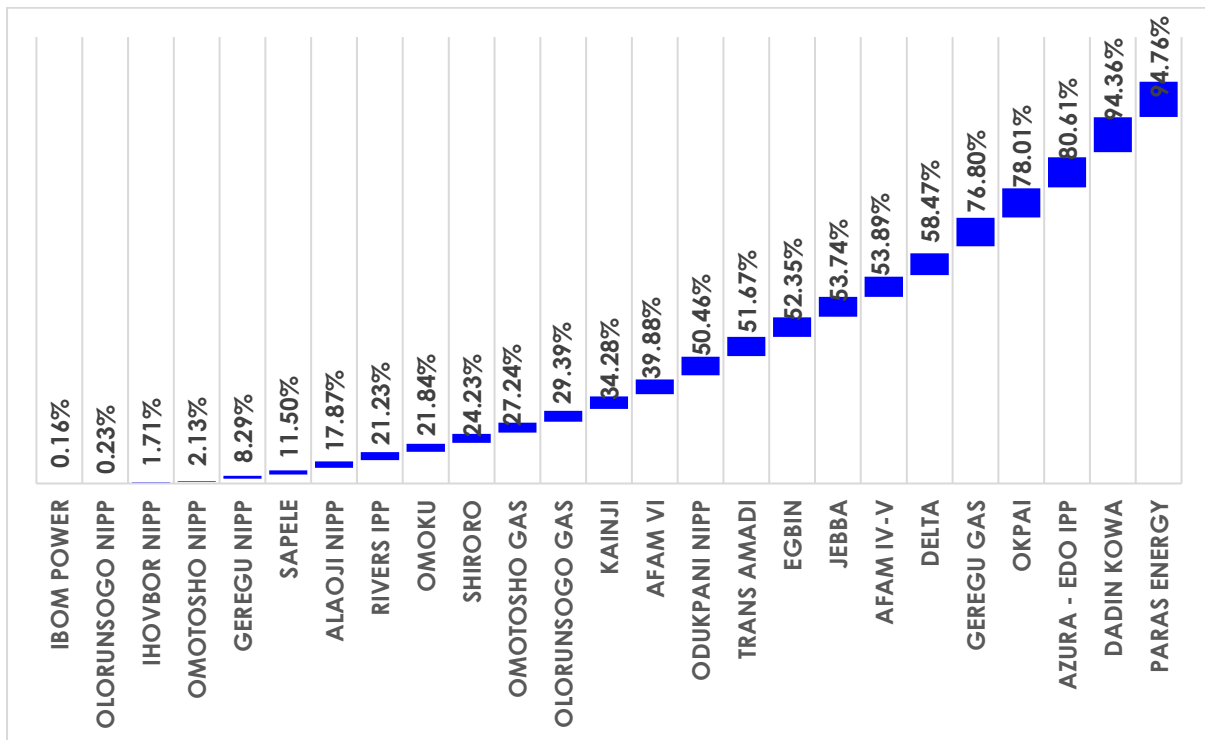
2.1.2. Load Factor and Average Generation of Power Plants

Given that the average available generation capacity and total generation during the quarter were respectively 5,472.1 MW and 8,909,911.6 MWh, the average load factor¹ during the quarter stood at 74.55%. This indicates that a power plant operating during the quarter under review had 74.52% of its available capacity dispatched by the System Operator. This is a marginal improvement of 0.74% above the preceding quarter. Improvement in load factor is an indication of improved capacity utilization and profitability as the fixed costs of generation plants during the quarter are spread across more MWh dispatched compared to the preceding quarter.

As represented in Figure 2, Geregú, Okpai, Olorunsogo, Omotosho, Delta, Egbin, Omoku, Paras Energy, Afam VI and Azura - Edo gas fired IPPs and Kainji, Jebba and Dadin Kowa hydro had over 80% of their available capacity dispatched by the SO during the quarter under review. Thus, the dispatch rates of the Jebba and Kainji hydro plants were in compliance with the Commission's Order NERC/182/2019, declaring hydropower plants as "must run" by SO. The Order was to ensure that hydro plants are efficiently dispatched given their low tariffs and in consideration of safety associated with spilling of water from dams during the raining season. This ensures that cheaper plants get priority dispatch. During the period, Dadin kowa hydro power plant had the highest load factor of 94.36% while Ibom power plants had the lowest load factors.

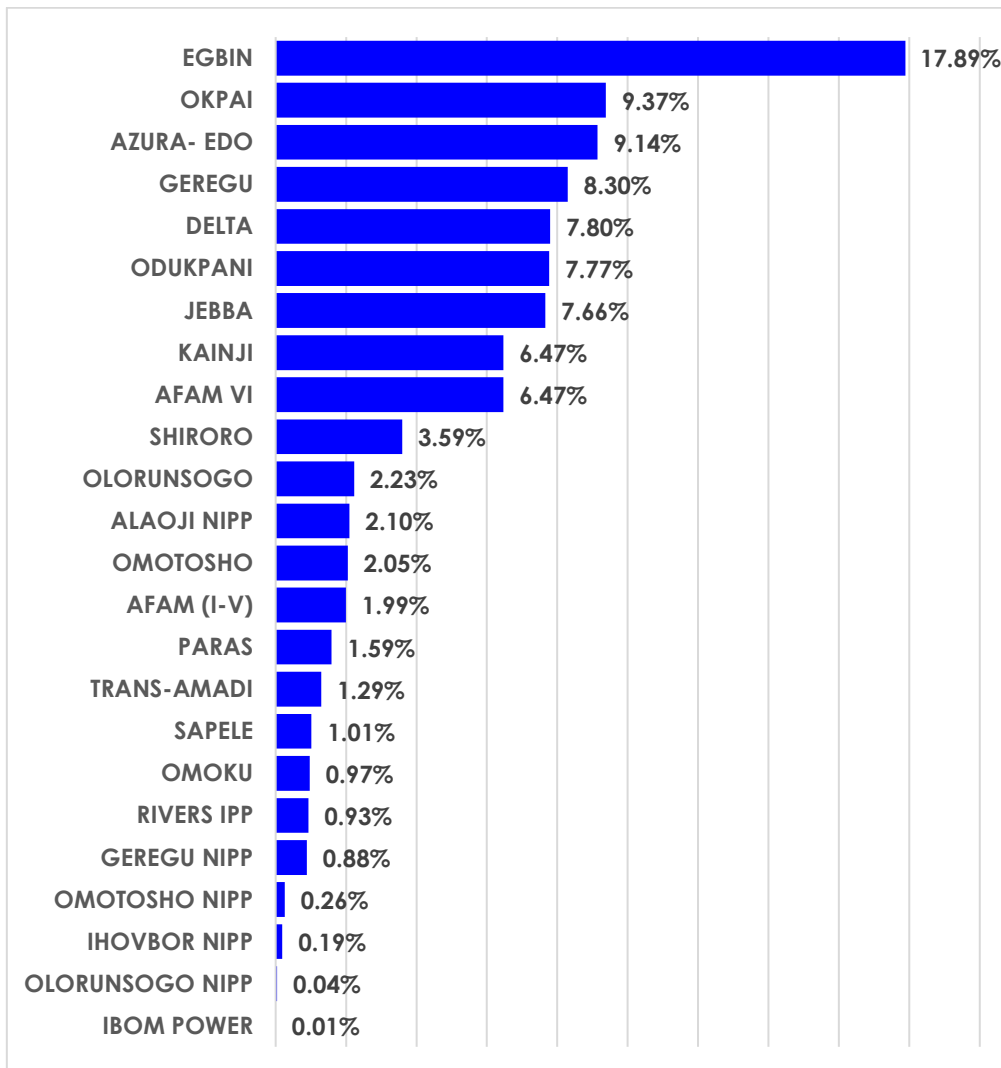
¹ Load Factor here is defined as the amount of energy that a power plant generated over a certain period relative to its available capacity for the said period

Figure 2: Plants Load Factor (%) in 2021/Q2



The contribution of the individual power plant to the total energy output during the second quarter of 2021 is represented in Figure 3. Nine (9) of the twenty-four operational power plants accounted for 80.86% of the total electric energy generated during the second quarter of 2021. Due to its size and availability, Egbin power plant accounted for the largest share (i.e. 17.89%) of the total energy output followed by Okpai and Azura power plants which accounted for 9.37%, 9.14% energy share respectively.

Figure 3: Share (%) of Generation Output by Plants in 2021/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 network stability in event of sudden loss of any of them unless adequate proactive measures such as spinning reserves² are put in place.

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

2.1.3. Generation Mix

The shares of electricity generation by fuel sources for the first and second quarters of 2021 are represented in Figure 4. The share of thermal power plants in the energy mix increased from 76.26% recorded in the first quarter to 82.28% in the second quarter. This implies that approximately 8.23kWh of every 10kWh of electric energy generated in Nigeria in the first quarter of 2021 came from gas. Relative to the preceding quarter, there was 6.03 percentage points decline in the share of electric energy generated from hydro which accounted for 17.72% of the total energy output

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



To ensure continuous improvement 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. In the off-grid space, 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. As at the end of second quarter 2021, 72 mini-grid projects with an aggregate capacity of 5.791MW are in operation serving over 53,000 customers.

2.1.4. Grid Performance

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

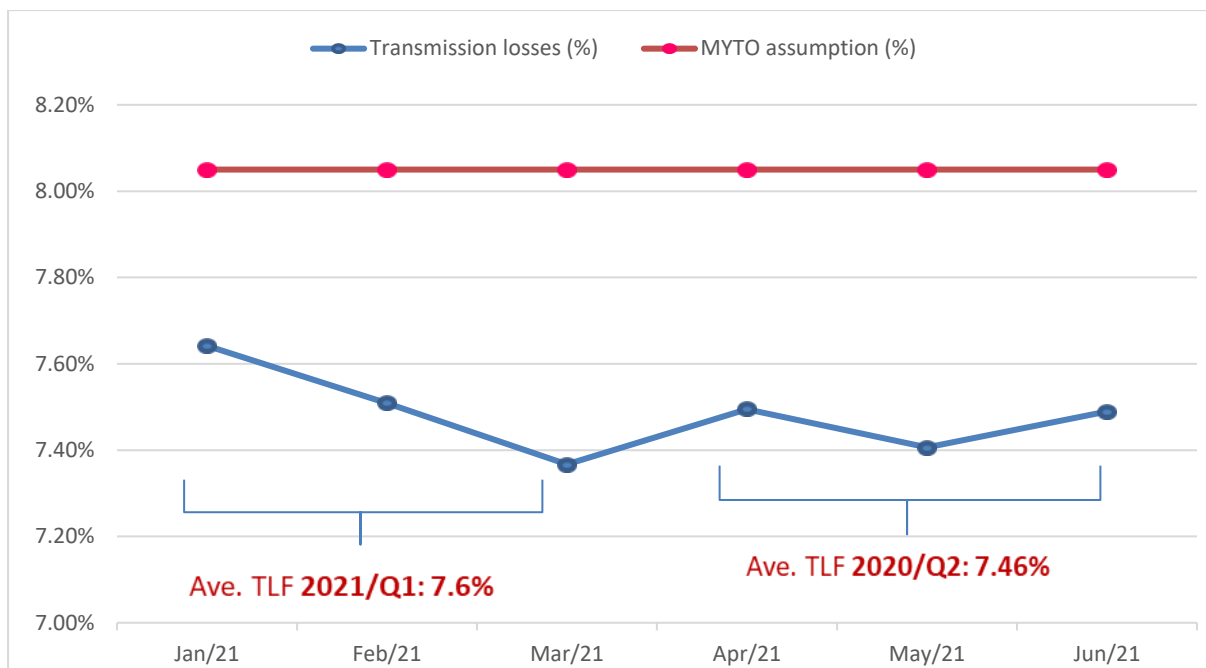
- Transmission Losses Factor

The Transmission Loss Factor (“TLF”), refers to the proportion (in percent) of the total energy sent out by the power plants that was lost in transmission and unaccounted for as delivered to the Disco or exported. As a measure of efficiency of the transmission system, a decline in TLF points to an improvement in transmission efficiency

$$TLF = \frac{\text{Energy Sentout by all Gencos} - (\text{Energy Delivered to all Discos} + \text{Energy Exported})}{\text{Energy Sentout by all Gencos}}$$

As represented in Figure 5, the average TLF declined by 1.96 percentage point from the average of 7.61% recorded in 2021/Q1 to 7.46% in 2021/Q2, indicating an improved performance in TCN's operation. Stated in energy terms, in every 100 MWh of energy injected into grid from the generation stations during the second quarter, 7.46MWh was dissipated in transit as transmission loss. Given that TCN has consistently recorded lower TLF than the 8.05% industry Multi-Year Tariff Order (“MYTO”) reference loss factor over the last five quarters, it may be an indication that a lower TLF target is needed to spur the TCN to an even better performance.

Figure 5: Transmission Loss Factor from Jan. 2021 – Jun. 2021



Shifting the efficiency frontiers will mean increase in the total energy (MWh) delivered to the Discos for onwards distribution to the consumers. The Commission shall 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.

- System Collapse

The grid network remained relatively stable during the second quarter of 2021 except for one total collapse that occurred on 12th May 2021. Table 1 presents the number of system collapses experienced in 2021/Q1- Q2. There was no incident of partial system collapse recorded during the second quarter of 2021 as compared to one (1) partial system collapse recorded in the preceding quarter.

Table 1: System Collapse in 2021/Q1- Q2

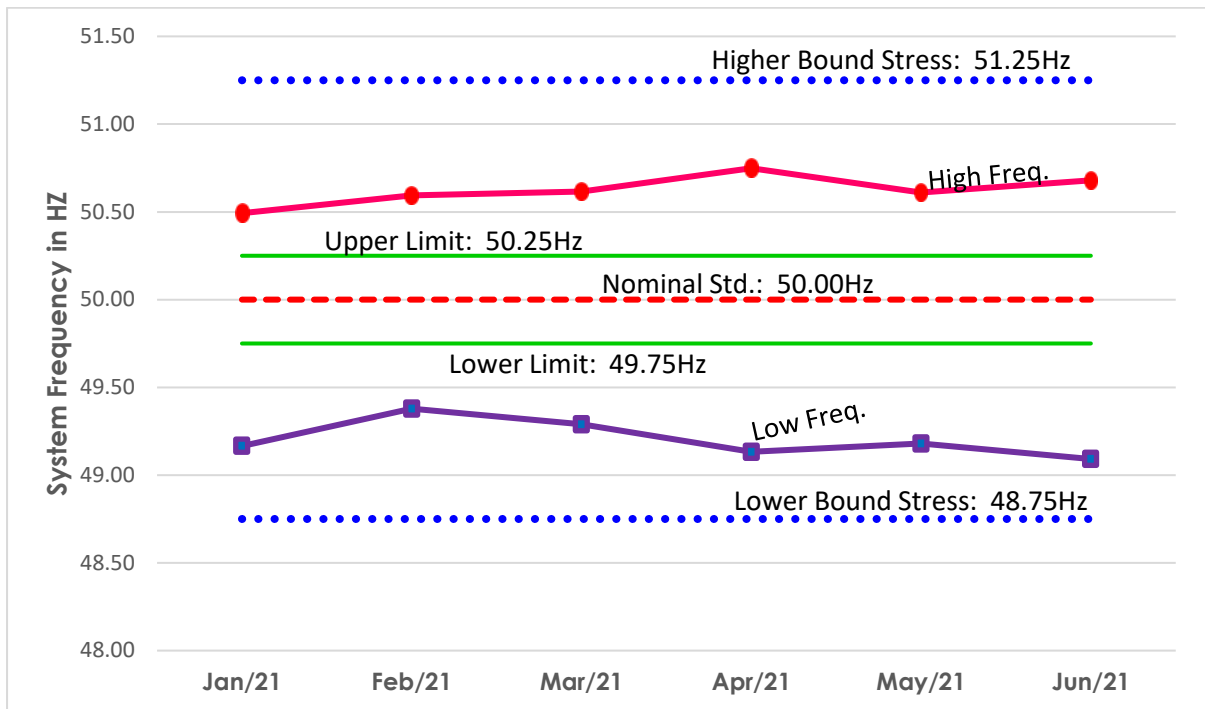
Category	2021/Q1	2021/Q2
Number of Partial Collapses	1	0
Number of Total Collapses	0	1

The Commission, in collaboration with the TCN, shall intensify efforts to maintain the improvement in grid stability and prevent system collapse in subsequent quarters and beyond. The Commission shall intensify the monitoring of strict compliance with 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.

- 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 but may reach an upper bound stress limit of 51.25Hz and a lower bound stress limits of 48.75Hz, when the grid is stressed in extreme circumstances. The system frequency pattern from January to June 2021 represented in Figure 6 shows that the system has remained within the higher and lower bound stress limits. However, the system frequency has not conformed with the statutory limits ($49.75\text{Hz} < \text{frequency} < 50.25\text{Hz}$) set in the grid code. There is urgent need to ensure the grid frequency falls within the statutory limits to attain the envisaged quality of grid electricity and make it acceptable to all consumers.

Figure 6: Average Daily System Frequency from Jan. – June, 2021



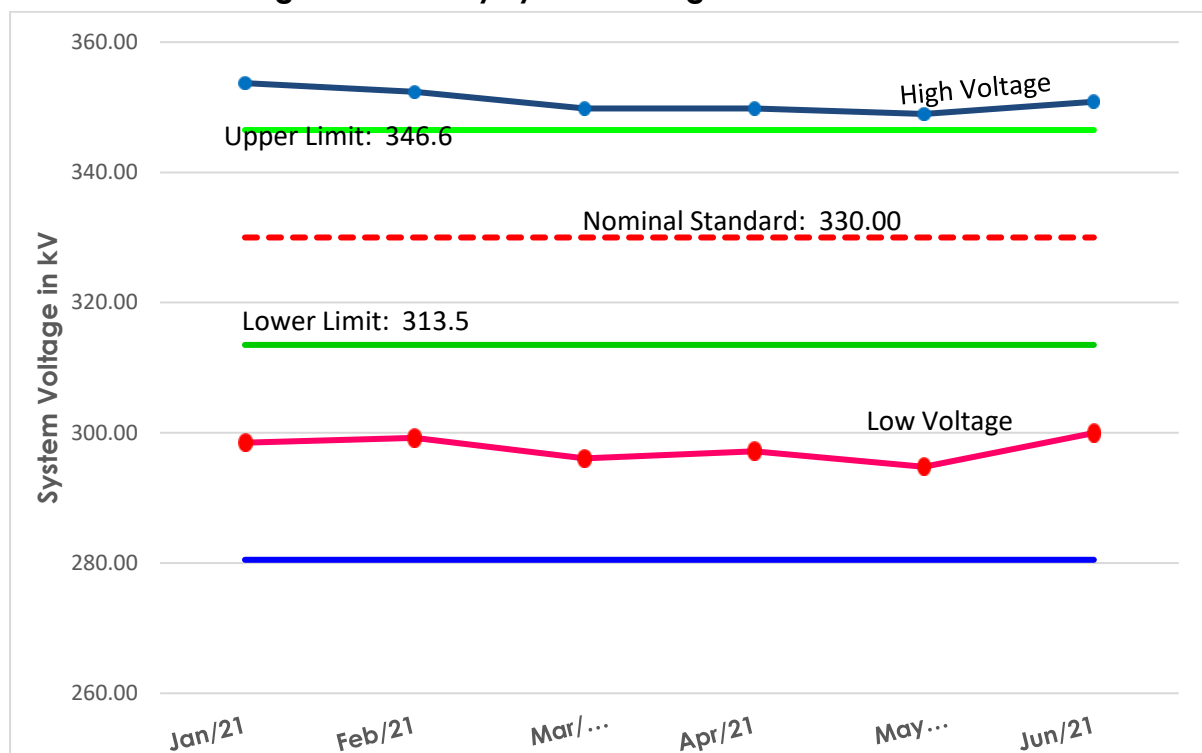
Maintaining a stable grid frequency of 50 Hertz requires instantaneous balance between the amount of electricity fed into the electricity grid and the amount of electricity demanded, since it is not economically feasible to store electricity in large quantities over a long period of time. The system operator ensures that this frequency is sustained at all times within a tolerance threshold of plus or minus 0.050 Hertz. When supply exceed demand the electrical frequency increases and in extreme cases some power plants that are unable to tolerate excessive frequency variation may disconnect from the grid after a period of time leading to possible system collapse. When demand exceeds supply, the frequency drops and unless system operator immediately brings in additional supply or shed off some load, there is the risk of cascading – the switching off of the power plants at very low system frequency leading to a complete collapse of the grid. It is apparent from Fig. 6 that the system frequency has mostly been outside the boundaries recommended in the grid code pointing to the poor quality of the grid power.

It is noteworthy that frequency is a major power quality parameter that consumers (especially industrial customers) are concerned about. Most industrial production assembly lines have machines that are frequency sensitive and would not operate outside the pre-set frequency tolerance limits. Many industrial customers, today avoid using grid power supply for production purposes even when available, due to potential impact of poor quality on their production cycle. Data from Distribution companies indicates that industrial customers' accounts for only 12% of annual energy sales by Discos. In order to increase the patronage of grid electricity by industrial customers who are the MD customers that constitute the highest tariff class, the quality of grid supply to them must improve by ensuring the grid frequency remains within the statutory bounds. Procurement of spinning reserve, and diligent implementation of Service Based Tariff (SBT) and service Level Agreement (SLA) are likely to lead to significant improvement in grid electric quality.

- Voltage Fluctuation

The Grid code specifies a nominal system voltage of 330kV with a tolerance of +/- 5% (i.e. 313.5kV – 346.5kV). The system voltage pattern from January to June 2021 is represented in Figure 7. Although throughout the period under review both the High and Low system voltages were still outside the prescribed regulatory boundaries, they were converging to the limits. Notwithstanding the progress, 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. As highlighted in the preceding quarterly reports, 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 the NESI.

Figure 7: Monthly System Voltage from Jan. - June 2021



2.2. Commercial Performance

2.2.1. Energy Received and MYTO Load Allocation

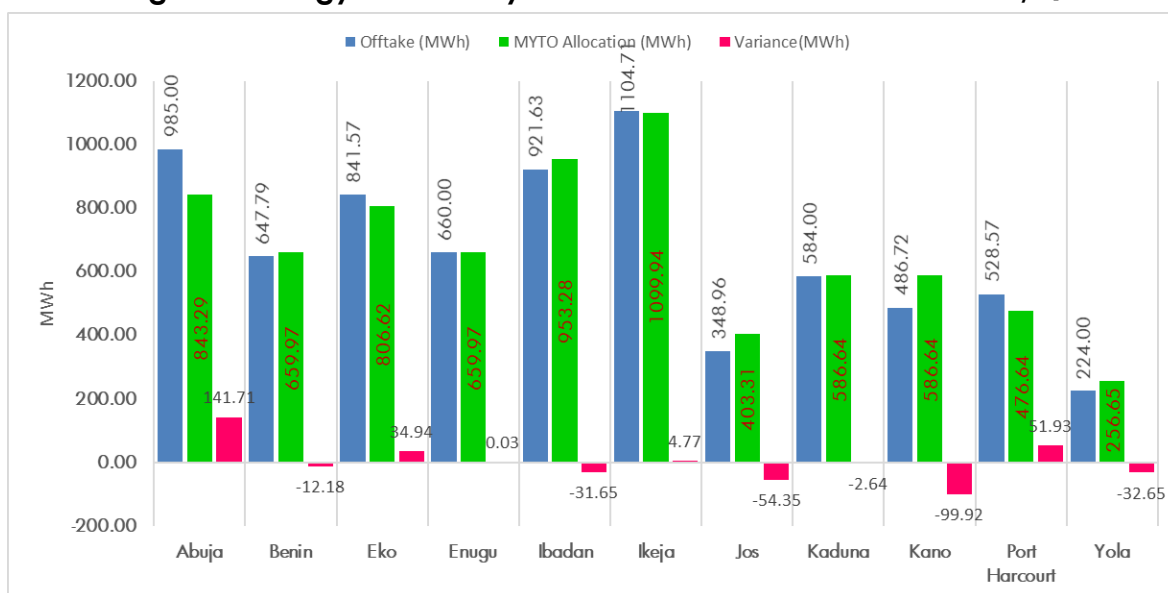
The amount of energy received by DisCos at their trading points decreased by approximately 8.8% to 7332.95 GWh in 2021/Q2 from the 8,003.10 GWh recorded in the first quarter. This decrease is partly reflective of the 5.42% decrease in the total energy generated during the quarter as compared to 2021/Q1.

The comparison of the MYTO load allocation with the share of energy received by DisCos during the second quarter of 2021 is represented in Figure 8. Two (2) categories of DisCos emerged from this comparative analysis. The first group comprising five (5) DisCos took less than their MYTO allocation during 2021/Q1 due to technical limitation of their networks and/or commercially induced low load offtake. Benin, Kaduna, Kano, Jos and Yola DisCos belong to this group.

It is noteworthy that Jos and Kano DisCos had consistently had lower energy offtake than their MYTO allocation in the last nine quarters. On the other hand, the second group comprising Abuja, Ikeja, Ibadan, Eko, Enugu and Port Harcourt DisCos took more energy than their MYTO allocation over the same period.

Meanwhile, the Commission continues to supervised the implementation of its directive to DisCos and TCN to executive Service Level Agreements (“SLAs”) that allocate volumetric risk arising from low load offtake/dispatch to either party, depending whose action or inaction is responsible for the low load offtake.

Figure 8: Energy Off-take by DisCos vs. MYTO Allocation in 2021/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 2021 are represented in Table 2. The table indicates an increase in DisCos' billing efficiency during the second quarter of 2021. Out of the 8,153.78GWh total energy received by all DisCos during the second quarter, 6172.19GWh (75.70%) was billed to the end-users, maintaining

the same billing efficiency as the first 2021. Notwithstanding the progress in the DisCos' billing efficiency, 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 2021/Q1-Q2

DisCos	Total Energy Received (GWh)		Total Energy Billed (GWh)		Billing Efficiency (%)	
	2021/Q1	2021/Q2	2021/Q1	2021/Q2	2021/Q1	2021/Q2
Abuja	1,061.00	985.00	673.00	648.00	63.55	65.79
Benin	702.11	647.79	583.98	541.19	82.70	83.54
Eko	975.56	841.57	869.47	731.85	85.95	86.96
Enugu	783.00	660.00	578.00	480.00	71.62	72.73
Ibadan	1,105.19	921.63	874.24	639.89	76.69	69.43
Ikeja	1,208.56	1,104.71	1,070.72	1,010.80	87.53	91.50
Jos	328.78	348.96	207.47	236.87	62.11	67.88
Kaduna	551.00	584.00	411.00	442.00	75.41	75.68
Kano	506.45	486.72	364.52	348.77	73.10	71.66
Port Harcourt	565.46	528.57	416.78	408.24	75.08	77.23
Yola	253.00	224.00	123.00	99.00	44.89	44.20
All DisCos	8,040.11	7,332.95	6,172.18	5,586.61	76.76	76.19

Notes of the table: DisCos are the electricity distribution companies

Although the volume of energy received by Discos contracted by 10% from 8,154 GWh in 2021/Q1 to 7,333 in 2021/Q2, the level of DisCos' billing efficiency improved marginally by 0.45 percentage points. For every 10kWh of energy received by DisCos from the TSP in 2021/Q2, approximately 2.38kWh 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 2021, approximately ₦2.38k was lost due to energy theft and poor distribution infrastructure.

The performance of the DisCos in Table 2 shows that Ikeja, Eko and Benin DisCos had billing efficiencies above 80% during the second quarter of

2021. These Discos had the least technical and commercial losses during the quarter under review.

Yola DisCo recorded the lowest billing efficiency at 44.20%, indicating that the DisCo lost more (i.e., 55.80%) 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.

To address commercial losses (i.e., poor energy accounting or theft), 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. Also, the Commission continued to monitor 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 2021 stood at ₦185.29 billion out of the total bill of ₦268.97 billion billed to customers. In contrast to the preceding quarter, there was marginal increase of 0.34% in the Discos' collection efficiency (i.e., the total revenue collected by Discos as a ratio of the total billings issued to customers) during the second quarter of 2021. As shown in table 3, overall collection efficiency grew from 68.55% in 2021 Q1 to 68.89% in 2021/Q2 representing 0.34 percentage points increase.

The collection efficiency implies that for every ₦10.00 worth of energy billed to customers by Discos in the 2021/Q2, approximately ₦3.11 still remained unrecovered from customers. Improvement in energy supply induces consumer's willingness to pay thus improves collection efficiency. To sustain collection efficiency improvement and consequently improve market liquidity,

the committed hours of service to each band under the Service Based Tariff regime must be diligently monitored and enforced.

Table 3: Revenue Performance of DisCos in 2021/Q1-Q2

DisCos	Total Billings		Revenue Collected		Collection	
	(₦'Billion)		(₦'Billion)		Efficiency (%)	
	2021/Q1	2021/Q2	2021/Q1	2021/Q2	2021/Q1	2021/Q2
Abuja	35.35	33.60	29.13	27.49	82.42	81.82
Benin	26.12	25.43	13.92	14.05	53.28	55.23
Eko	36.49	33.94	29.83	28.55	81.75	84.13
Enugu	19.73	25.23	17.62	16.96	89.28	67.24
Ibadan	37.77	30.98	21.16	20.81	56.02	67.18
Ikeja	45.36	45.81	36.64	38.71	80.77	84.49
Jos	9.85	11.33	5.52	6.15	56.04	54.31
Kaduna	20.19	22.27	7.39	7.41	36.60	33.27
Kano	16.88	16.78	11.39	11.34	67.50	67.61
Port Harcourt	19.36	19.26	11.28	11.56	58.29	60.04
Yola	4.75	4.35	2.47	2.26	51.89	51.81
All DisCos	271.85	268.97	186.34	185.29	68.55	68.89

Notes of the table: DisCos are the electricity distribution companies

In appraising individual performances in 2021/Q2 collection, Ikeja, Eko and Abuja DisCos had the highest collection efficiency of 84.49%, 84.13% and 81.82% respectively while Kaduna DisCo has the lowest collection efficiency of 33.27%.

In comparison of 2021/Q2 to 2021/Q1, Abuja, Enugu, Jos, Kaduna and Yola recorded decrease in collection efficiency by 0.60%, 22.04%, 1.73%, 3.33% and 0.08% respectively while Ibadan, Ikeja, Eko, Benin, Port Harcourt and Kano had increases of 11.16%, 3.73%, 2.38%, 1.95%, 1.75%, and 0.12% respectively

The overall improvement by 0.34% increase collection efficiency in 2021/Q2 compare to 2021/Q1 in the collection rate may be attributed to the combine effect of the Commission's regulation that places caps on the amount of energy that a customer in a given tariff class or band may be billed on estimation and the mass metering programme. The capping regulation addresses customers' displeasure with estimated billing which often resulted in

an unwillingness to pay, the increased share of customers on prepaid meters reduces the incidences of unpaid bills.

The Commission has continued to monitor the operational performance of MAPs in accordance with the MAP Regulation while working with the CBN on the financing of mass metering programme.

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 during 2021/Q2 was 50.01%. The collection losses accounted for the largest share of the total losses in 2021/Q2 indicating the imperative of the need for DisCos to intensify effort in revenue collection to improve on their cash flow, operational performance and in meeting their contractual obligations.

Table 4: ATC&C Losses (%) by DisCos in 2021/Q2

Discos	MYTO Target for 2021 (%)	Average ATC&C (%)	
		2021/Q1	2021/Q2
Abuja	33.79	46%	48%
Benin	26.17	58%	55%
Eko	38.19	31%	29%
Enugu	20.49	39%	54%
Ibadan	38.43	59%	56%
Ikeja	45.78	30%	27%
Jos	9.93	67%	65%
Kaduna	19.71	72%	76%
Kano	16.61	51%	53%
Port Harcourt	19.01	59%	54%
Yola	5.27	77%	79%
All DisCos			
MYTO Level	22.11		
Total Technical, Commercial & Collection losses	-	49.28%	50.01%
Technical & Commercial losses	-	24.30%	24.25%
Collection losses	-	33.00%	34.00%

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

The overall ATC&C losses (50.01%) in 2021/Q2 are substantially larger than the expected industry average of approximately 22.11% – the allowable ATC&C losses provided in the MYTO for 2021. None of the Discos met the expected ATC& C targets in line with MYTO loss reduction trajectory and IP investment plan. The implication of the level of their ATC&C losses in 2021/Q2 is that, on average, as much as ₦5.01 in every ₦10.00 worth of energy received by a DisCo was unrecovered due to a combination of inefficient distribution networks, energy theft, low revenue collection aggravated by the low level of metering of end-use customer and unwillingness to pay by customers.

In comparison with the others, Eko and Ikeja Discos made significant improvement in reducing its losses relative to 2021/Q1, while Jos, Kaduna and Yola recorded the least loss reduction performance. Statistically speaking the three Disco were away from the mean by more than one standard deviation.

2.2.5. Market Remittance

The combined invoices received from NBET & MO during the second quarter of 2021 was of ₦ 259.70 billion for energy and administrative services. Only a total of ₦ 130.11 billion (i.e. 50.10% of the invoice) was settled as and when due, creating a total deficit of ₦129.59billion (including tariff shortfall). It is noteworthy that data from the Market Operator indicated that Ikeja Disco made no remittance to the Market Operator in the months of May and June due to some dispute over payments related to service level agreement (SLA). As they work towards resolution of the dispute, the final status will be reflected in the third quarter report.

A comparative analysis of market invoice and remittance performance by Discos in 2021/Q1 represented in Figure 9 indicates an average settlement rate per DisCo of 29.40% of the invoice.

Figure 9: Market Invoice and Remittance by DisCo in 2021/Q2

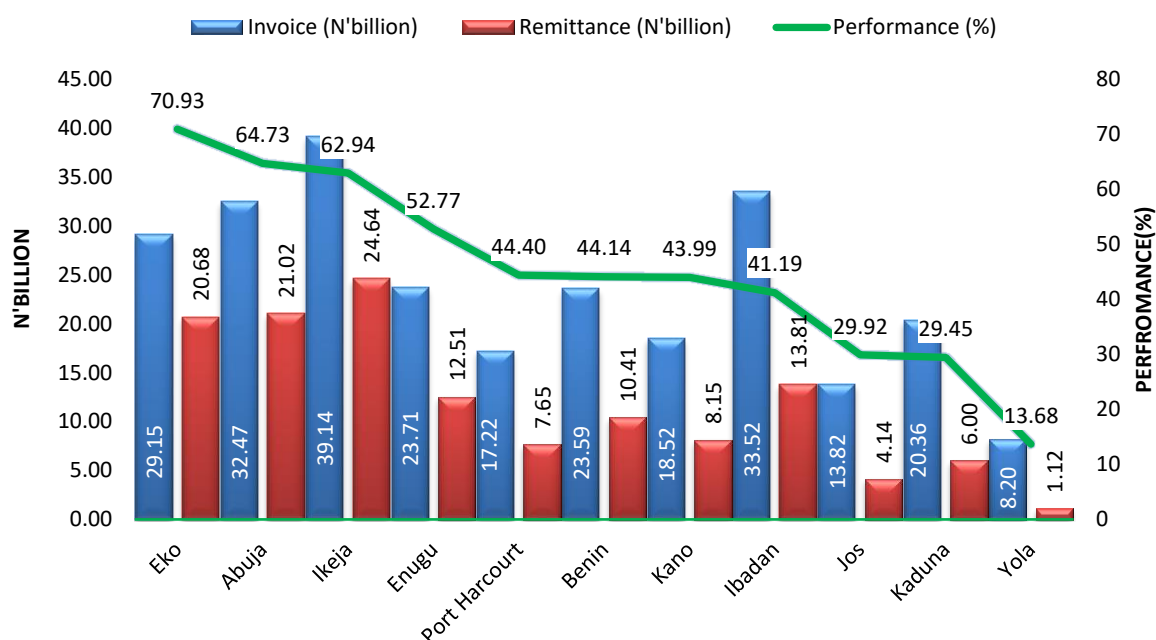


Table 5 presents the statistics on the DisCos' remittances to NBET and MO for energy received and service charge respectively. The remittances to NBET and MO were lower than the MRTs prescribed by the Commission's Order. In particular, the remittances of the DisCos to NBET Plc decreased by 1.23 percentage points from 45.25% in 2021/Q1 to 44.02% in 2021/Q2 while the payment by DisCos to MO for administrative services decreased by 3.59 percentage points from 77.82% in 2021/Q1 to 74.23% in 2021/Q2.

Table 5: DisCos Quarterly Remittances to NBET and MOs in 2021/Q1-Q2

DisCos	NBET			MO				
	Invoice (N'Billion)	Remittance (N'Billion)	Performance (%)	Invoice (N'Billion)	Remittance (N'Billion)	Performance (%)		
	2021/Q2	2021/Q2	2021/Q2	2021/Q2	2021/Q2	2021/Q1		
Abuja	25.92	15.56	60.00	62.25	6.55	5.46	83.45	92.98
Benin	18.53	6.05	32.63	35.02	5.06	4.36	86.32	74.92
Eko	23.32	14.85	63.69	56.85	5.83	5.82	99.88	94.81
Enugu	18.73	8.23	43.95	48.86	4.98	4.28	85.94	80.39
Ibadan	26.52	9.10	34.33	47.17	7.00	4.70	67.19	81.94
Ikeja	31.27	21.36	68.29	60.99	7.87	3.28	41.68	87.75

Jos	10.66	1.92	18.01	23.99	3.17	2.22	70.01	80.02
Kaduna	16.61	2.78	16.75	8.86	3.74	3.21	85.83	13.38
Kano	15.12	5.84	38.63	43.66	3.40	2.31	67.79	76.42
Port Harcourt	13.98	4.91	35.14	38.05	3.24	2.73	84.33	80.06
Yola	6.77	0.71	10.51	9.45	1.43	0.41	28.76	28.62
All DisCos	207.43	91.31	44.02	45.25	52.27	38.80	74.23	77.82
<i>Special and International Customers:</i>								
AJAOKUTA STEEL	0.45	0.00	0.00	0.00	0.10	0.00	0.00	0.00
NIGELEC	0.00	0.0	0.0	0.0	0.00	0.0	0.0	0.0
CEB (SAKETE)	0.00	0.0	0.0	0.0	0.00	0.0	0.0	0.0
<i>Other Bilaterals</i>	0.06	0.0	0.0	0.0	0.77	0.0	0.0	36.17

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;

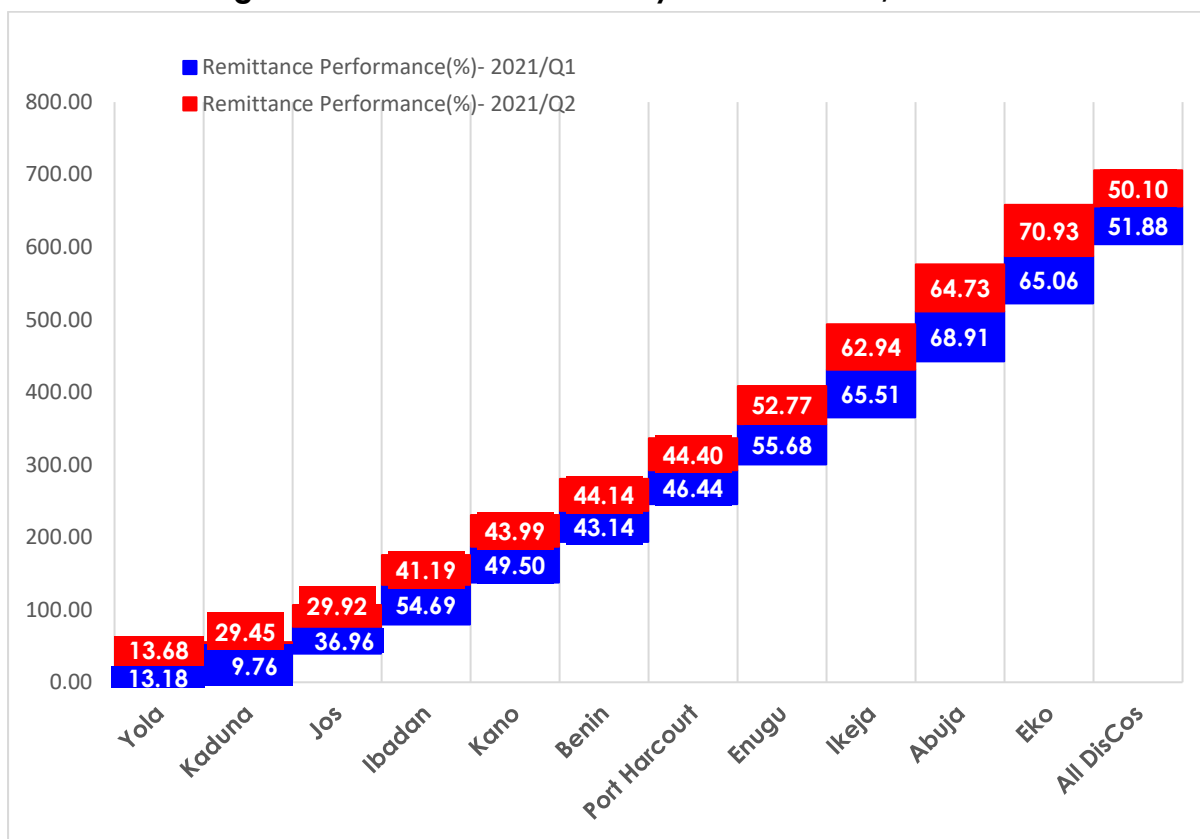
The combined total market remittances to NBET and MO contracted by 1.78 percentage points from the 51.88% total remittance performance recorded during 2021/Q1 to 50.10% total remittance performance in 2021/Q2 (see figure 10).

No payment was made by the special customers (Ajaokuta Steel Co. Ltd and the host community) in respect of the ₦0.45 billion and ₦0.10 billion market invoices received from NBET and MO respectively.

As highlighted in the preceding quarters, low remittance adversely affects the ability of NBET to honour its financial obligations to GenCos while service providers struggle with the paucity of funds impacting their capacity to perform their statutory roles.

The individual remittance performance indicates that Kaduna, Benin and Eko recorded improved remittance performance compared to the preceding quarter.

Figure 10: Market Remittance by DisCos in 2021/Q1 & Q2

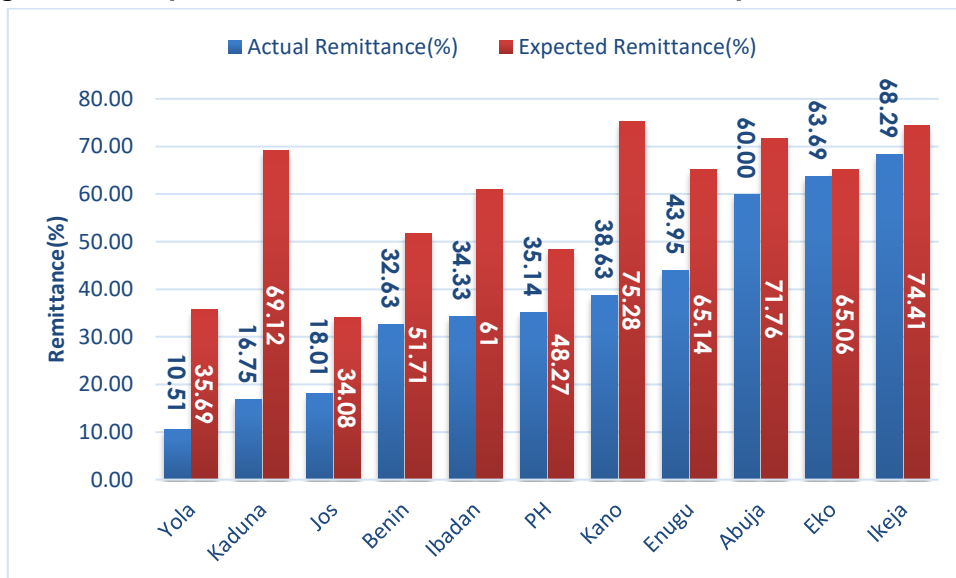


Noting that tariff shortfall may have partly accounted for the low remittances by DisCos as represented in Figure 10, the expected MRTs for DisCos adjusted for tariff shortfall³ vis-à-vis the actual remittances by DisCos are represented in Figure 11. The figure shows that adjusting for tariff shortfall, DisCos' total expected MRT to the market (NBET & MO) during 2021/Q2 was 57.21% and ranged from 30.52% (for Jos DisCo) to 66.28% (for Ikeja DisCo). During 2021/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 and the progress recorded during the quarter, DisCos' remittance was still below the expected MRT having adjusted for tariff shortfall. To ensure

³ As prescribed by the Commission's Orders NERC/GL/184/2019 – NERC/GL/194/2019 and extended by Order NERC/198/2020, the expected MRT for the services rendered by MO during 2021/Q2 for each of the DisCo is 100% while the expected MRTs for the energy delivered by NBET for April-June 2021 are 71.76%, 51.71%, 65.06%, 65.14%, 61.00%, 74.41%, 34.08%, 69.12%, 75.28%, 48.27% and 35.69% for Abuja, Benin, Eko, Enugu, Ibadan, Ikeja, Jos, Kaduna, Kano, Port Harcourt and Yola DisCos respectively.

business continuity and improve sector liquidity, therefore, DisCos must improve on efforts towards reducing their ATC&C losses.

Figure 11: Required and Actual Market Remittances by DisCos – 2021/Q2



As reported in the preceding quarterly reports, the Commission notes that tariff deficit is partly responsible for poor remittance in the industry. During the quarter, the Commission continued to monitor the implementation of the Service Base Tariff and the minimum remittance threshold order. Monitoring Structure has been developed for monitoring all the Discos' 11kV Feeders to determine the level of compliance with the committed Service Levels. To this end, data loggers were deployed to remotely monitor the hours-of-service availability on the 11KV feeders. The output of the evaluation will be used to gauge Discos' investment towards improved service delivery to end-use customers, and assess the possibilities of migrating more customers to higher tariff bands while ensuring that appropriate compensations are paid where necessary. Similarly, all DisCos are being steered continually to rapidly improve on their 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 MRTs, the Commission has ordered 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 2021, 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 the NESI.

3.2. Licences and Permits Issued or Renewed

During the second quarter 2021, the Commission approved the issuance of licences to the under listed firms.

Licensee	Capacity	Type	Location	Fuel Type	Date of Grant
Afam Power Plc	726	On-Grid Generation	Okoloma, Afam, Rivers	Gas	2021-06-23
Bayshore Technologies Limited	2.2	Off Grid Generation	Ikoyi, Lagos	Gas	2021-06-01
Alausa Distribution Limited		IEDN	Alausa, Lagos	NA	2021-04-14
Alausa Power Limited	30	Embedded Generation	Alausa, Lagos	Gas	2021-04-14
Obax Benin Power & Petrochemical Co. Ltd	389	licence amendment	Sapele, Delta	Power ship	2021-04-14
Standard Metallurgical Co. Ltd	90	On-Grid Generation	Sagamu, Ogun	Gas	2021-06-01
Afam Three Fast Power Limited	240	On-Grid Generation	Okoloma, Afam, Rivers	Gas	2021-05-19

3.3. Captive Power Generation Permits

During the quarter, the Commission granted an aggregate capacity of 13MW captive power generation permits to two companies namely:

- 10 MW captive power licence to Nogaps Power Development Limited at Ebele, Ogbia in Bayelsa state
- 3 MW capacity to Nigerian Breweries Plc at Kudenda Industrial Area, in Kaduna state

3.4. Minigrid Operators Registered with the Commission During 2021/Q2

Operator	Size (kW)	Mini-grid Type	Location/community	LGA/State	Authorization type
Cloud Energy Photoelectric Limited	100	Solar Hybrid	Eka-Awoke,	Ikwo /Ebonyi	Permit
POWER GEN Nigeria Assets Limited	23	Solar Hybrid	Ndejiko	Lavun/Niger	Permit
POWER GEN Nigeria Assets Limited	37	Solar Hybrid	Emiworogi	Edati/Niger	Permit
Power Gen Nigeria Assets Limited	66	Solar Hybrid	Ma'agi Bukun	Mokwa/ Niger	Permit
Power Gen Nigeria Assets Limited	74	Solar Hybrid	Ma'agi Igenchi	Mokwa/ Niger	Permit
Power Gen Nigeria Assets Limited	74	Solar Hybrid	Kpanbo	Mokwa/ Niger	Permit
Power Gen Nigeria Assets Limited	74	Solar Hybrid	Gbara	Mokwa/ Niger	Permit
Power Gen Nigeria Assets Limited	42	Solar Hybrid	Nantu	Mokwa/ Niger	Permit
Husk Power Energy System Nigeria Limited	50	Isolated	Idadu, Rukubi	Doma/Nasara wa	Registration
GVE Projects Limited	60	Isolated	Egbeke,	Etche/River	Registration
GVE Projects Limited	234	Isolated	Shimankar	Shendam/Plateau	Permit

3.5. Certification of Meter Assets/Service Providers

The Commission, during the quarter under review issued certificates to the following applicants:

1. Elsewedy Electric Nigeria Limited (Manufacturer Category)
2. Cresthill Engineering Limited (Manufacturer Category)
3. Beacon Energy Development Services Limited (Importer Category)

4. Augix Resources Limited (Importer Category)
 5. Cenave Integrated Services Limited (Importer Category)
 6. Kayz Consortium Limited (Manufacturer Category)
 7. Uni-Star H-tech System Limited (Manufacturer Category)
 8. Quatum (Manufacturer Category)
 9. News Engineering Nigeria Limited (Installer Category)
 10. Afribase Projects Limited (Installer Category)
 11. CMS Global Assets Limited (Installer Category)
 12. EI-Excellar Global Resources Limited (Installer Category)
 13. Alfo Agricultural Alliance Limited (Installer Category)
 14. Arrowhead Limited (Installer Category)
- Engr. Ade Ayileka (Installer Category)
1. Femadec Energy Limited – MSP
 2. Cresthill Engineering Limited MAP (Manufacturer Category)

3.6. Public Consultation and Awareness

The Commission did not conduct public consultations on new regulations during the quarter under review as no new regulations were under consideration. However, the Commission, in collaboration with the Nigerian Energy Support Programme (“NESP”) co-funded by the European Union and German Government, held a webinar titled – Workshop for Mini-grid Projects on Distribution Usage Fee. The virtual workshop seeks to expose investors and other interested stakeholders to the Mini-grid Distribution Usage Fee Computation Tool, a methodology for determining the rates payable to a DisCo for using its distribution assets for mini-grid operation. 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.

3.7. Compliance and Enforcement

The Commission continued with existing enforcement actions brought forward from the preceding quarters against a number of operators for violations of rules & 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.

3.8. 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 2021/Q2.



4. CONSUMER AFFAIRS

4.1. Consumer Education and Enlightenment

To ensure continuous customers' education on their rights and obligations during the second quarter of 2021, the Commission continued with the airing of the recorded radio enlightenment programs 'Electricity Update' across twelve states of the country including the FCT to engage and enlighten electricity consumers on various issues and also proposed a live radio call-in session for customers to express their complaints. The program focuses on, but not limited to Service Based Tariff, customers' rights and obligations, customers' redress mechanism, capping of estimated billing, outstanding metering gaps and the strategy being adopted by the Commission to bridge the metering gap in the industry. In addition to the recorded radio programs, the Commission introduced a live radio session where staff go on air to address key burning issues in the NESI.

The Commission in its efforts to educate the younger generation on the activities of the Nigerian Electricity Supply Industry (NESI), opened the Annual Energy Competition Award for SS2 students across the country for year 2021.

For continuous customer education, the Commission commenced preparation for Town Hall meetings in three locations (Abuja, Kano and Lagos) in order to educate consumers and also resolve some complaints on the spot in collaboration with the Disco.

4.2. Metering of End-use Customers

The status of end-use customer metering as at 2021/Q2 is presented in Table 9. During 2021/Q2 additional 317,717 end-use customers' meters were installed. This is significantly more than the 190,244 meters installed during 2021/Q1. The improved metering in the second quarter of 2021 was due on the one hand to the roll-out of meters under the NMMP and, on the other hand, the Commission's successful effort in reducing the bottlenecks hitherto hampering

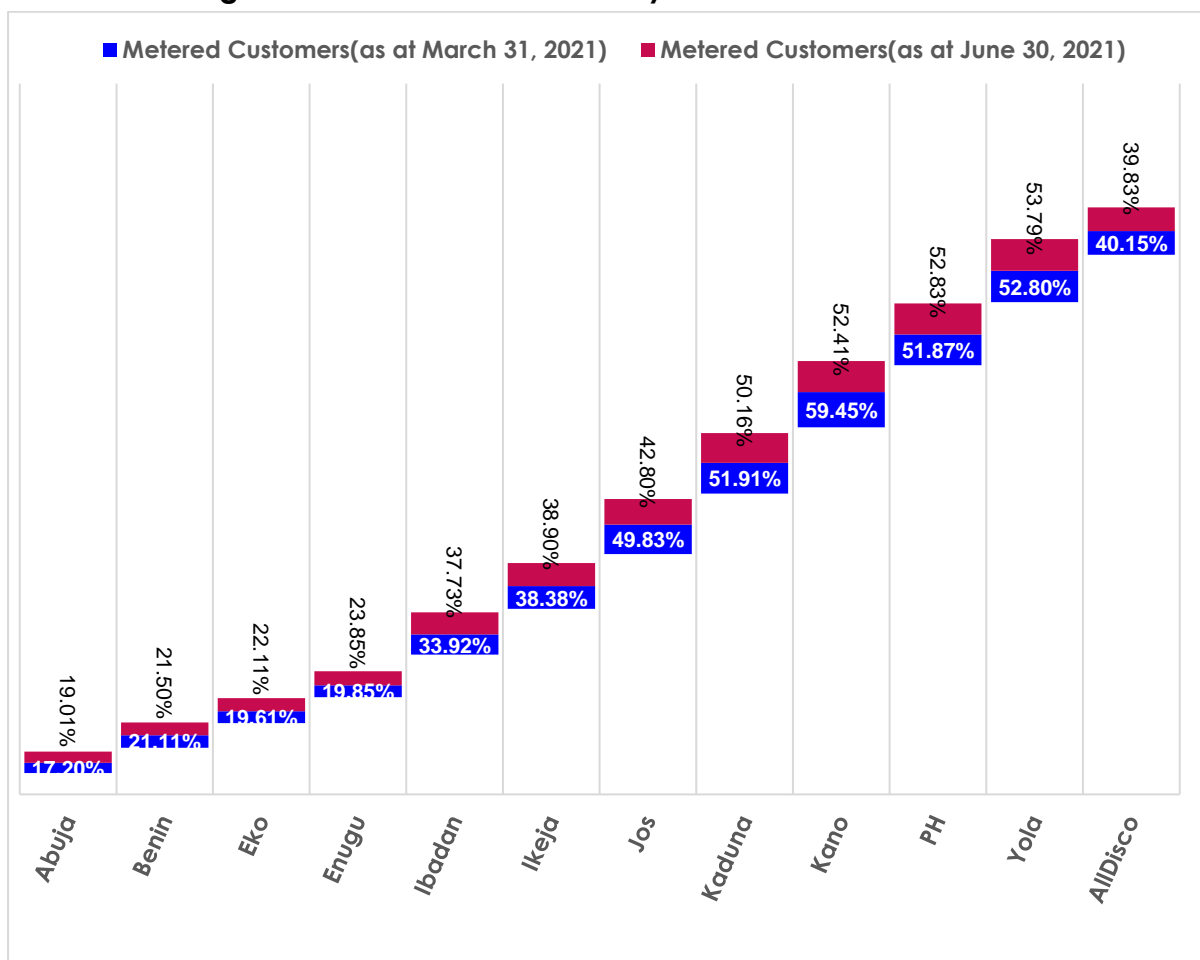
the deployment of meters under the MAP scheme. Specifically, during the quarter under review, 9,509 and 306,208 additional meters were installed under MAP and NMMP respectively.

Notwithstanding the additional meters installed during 2021/Q2, the huge metering gap for end-use customers is still a key challenge in the industry. The records of the Commission in Table 9 indicate that, of the 11,058,939 registered energy customers as at 30 June 2021, only 4,404,013, (39.80%) have been metered. That means, out of every ten registered electricity customers, six are still on estimated billing which has contributed to customer apathy towards payment for electricity bills.

Table 9: Customers Metering Status by DisCos as at 30 June 2021

	Registered Customer as at June. 2021	Metered Customer as at June. 2021	Meters installed under MAP & NMMP in 2021/Q2	Meters installed under MAP in 2021/Q1	Metering Progress (%)	
					as at June. 2021	as at March. 2021
Abuja	1,550,062	663,374	8,448	15,429	42.80	49.83
Benin	1,119,118	601,977	26,015	8,878	53.79	52.80
Eko	608,252	321,335	28,224	9,854	52.83	51.87
Enugu	1,284,548	499,724	35,610	15,803	38.90	38.38
Ibadan	2,017,113	761,094	37,963	27,836	37.73	33.92
Ikeja	1,183,171	620,144	70,770	35,920	52.41	59.45
Jos	671,821	160,204	26,976	15,955	23.85	19.85
Kaduna	743,506	158,921	25,201	17,577	21.37	21.11
Kano	668,707	147,866	22,901	3,529	22.11	19.61
Port Harcourt	766,755	384,611	31,247	36,626	50.16	51.91
Yola	445,886	84,763	2,362	2,837	19.01	17.20
Total	11,058,939	4,404,013	315,717	190,244	39.82	40.15

Figure 12: Customers Metered by DisCos as at 30 June 2021



In continuation of the efforts to intensify the roll-out of meters and close the metering gap in the NESI, the Commission has been monitoring the progress made by Disco in the National Mass metering Program and the Meter asset Provider (MAP) programmes.

It is noteworthy to mention that though meter deployment in the NESI has increased with the concurrent operation of the MAP and NMMP schemes, the Commission has commenced the review of MAP Regulations to allow a smooth implementation of NMMP schemes. This is to ensure that the full benefits of both schemes are obtained to close the metering gap in the NESI on time.

4.3. Customers Complaints

The complaints received by DisCos during the first and second quarter of 2021 are presented in Table 10. The eleven (11) DisCos received a total of 241,476 complaints during the second quarter, indicating 2,653 complaints per day compared to the daily average of 2,632 complaints received in the first quarter. Eko Disco received 54658 customer complaints making the highest number of complaints received by a DisCo during the quarter, while Yola DisCo received 1,712, being the lowest. It is noteworthy that Yola has continued to record the lowest number of customer complaints since 2019/Q2. This is probably due to the security situation in the region that make access to forum offices more difficult, in a Disco with very dispersed customer base and low access to online complaints possibilities.

Table 10: Complaints Received and Resolved by DisCo in 2021/Q1-Q2

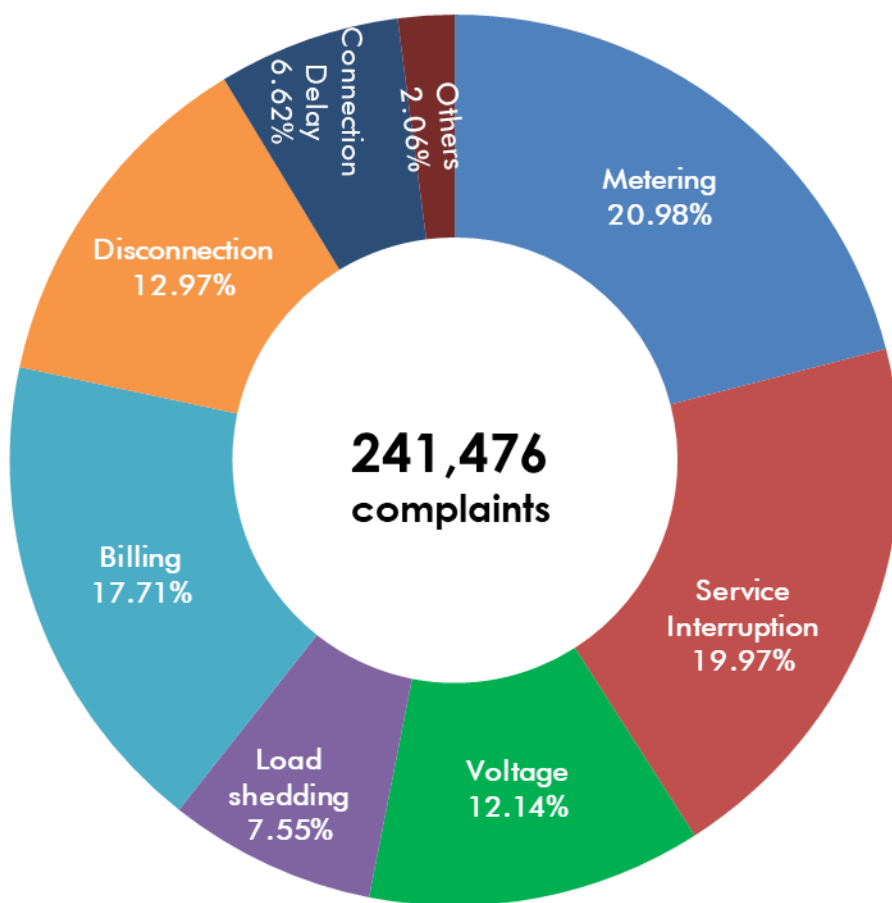
DisCos	2021/Q1:		2021/Q2:	
	Total Complaints Received	Total Complaints Resolved	Total Complaints Received	Total Complaints Resolved
Abuja	27,224	26,643	37,624	36,919
Benin	18,192	16,985	14,795	14,160
Eko	55,200	54,438	54,658	53,895
Enugu	28,072	26,529	29,233	26,525
Ibadan	9,984	8,573	8,581	7,463
Ikeja	37,950	34,533	38,473	35,059
Jos	10,676	10,030	12,825	12,368
Kaduna	8,905	7,795	8,058	7,239
Kano	12,253	12,150	10,592	10,139
Port Harcourt	26,807	26,752	24,925	24,705
Yola	1,676	1,634	1,712	1,697
Total	236,939	226,062	241,476	230,169

The categories of complaints received by all Discos are presented in Table VI of the appendix and summarized in Figure 13. As represented by Figure 13, the three most frequent complaint items reported by the Discos during the second quarter of 2021 were metering, service interruption and wrong billing. The three items accounted for 58.66% of all the complaints received. In other words, a total of 1,556 customer complaints relating to metering, service interruption and wrong billings were received every day by all Discos during the quarter.

As reported in the preceding quarter, these same ticket items (namely: metering, service interruption and wrong billing) dominated the complaints in the second quarter 2021, accounting for 56.02 % of customer complaints.

The observed 1.91 percentage points increase in the rate of customer complaint may not be unconnected to the improved customer awareness following the SBT, capping of estimated tariff and National mass metering programme. The programmes have brought to the fore issues related to service band and the mandatory hours of service availability, universal metering and limits to estimated billings. Other issues of serious concern to customers were service disconnection, voltage fluctuation and load shedding which respectively account for 12.97% (i.e., 31,318), 12.14% (i.e., 29,326), and 7.55% (i.e., 18,228) of the total customer complaints during the quarter.

Figure 13: Category of Complaints Received by DisCos in 2021/Q2



To address customer complaints, the Commission continuously monitors the complaint handling and resolution process adopted by DisCos. As reported in the preceding reports, the Commission is strictly monitoring the DisCos' compliance with 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' customer complaints handling and resolution process with a view to further improve the regulatory oversight of the Commission on DisCos' handling of customer complaints. This includes, but not limited to, the review of the operation of the Commission's Forum Offices which are set up to redress

the customers' complaints that are not adequately resolved by the concerned 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(1)(b) of the EPSRA to hear and resolve customer complaints not satisfactorily resolved at the DisCos' Customer Complaints Units ("DisCos-CCU"). 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 2021, the Commission had thirty (30) operational Forum Offices in twenty-nine (29) states and the FCT, Abuja. The details including names, addresses and contacts of the Commission's Forum Offices are presented in Table VII of the Appendix.

The summary presented in Table 11 indicates that, during the quarter under review, the Forum Offices received a total of 2051 complaints (including the 598 pending complaints from the first quarter of 2021) 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., 519 complaints) during the quarter. This was followed by the Forum Office covering Port Harcourt DisCo's operation areas which received 463 complaints during the same period. Similar to the preceding quarter, Yola Forum Office had the lowest number of complaints (i.e., 14 complaints) during the second quarter of 2021.

Table 11: Complaints Handled by Forum Offices in 2021/Q2

Forum Offices	Accountable DisCos	Complaints Received ¹	Complaints Resolved ²	Complaints Pending ³	No of Sittings
Abuja, Lafia & Lokoja	Abuja	139	78	52	4
Asaba & Benin	Benin	155	152	3	4

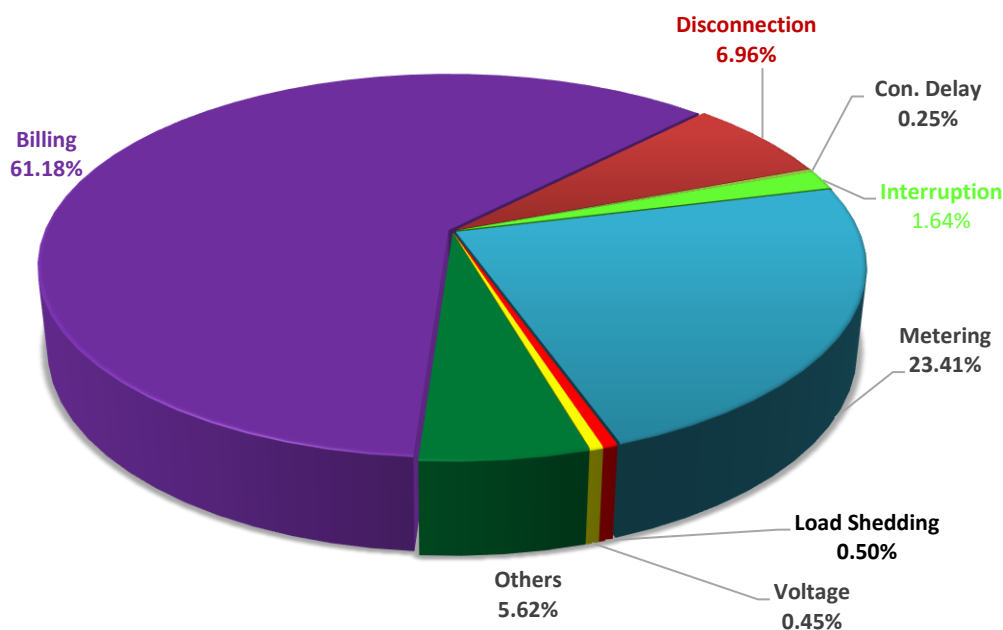
Eko	Eko	163	137	26	2
Abakaliki, Akwa, Enugu, Owerri, & Umuahia	Enugu	317	181	102	9
Ibadan, Ilorin & Osogbo	Ibadan	519	367	151	5
Ikeja	Ikeja	162	60	101	1
Bauchi, Gombe, Jos & Makurdi	Jos	22	12	3	0
Gusau, Kaduna, Kebbi & Sokoto	Kaduna	36	10	26	3
Jigawa, Kano & Katsina	Kano	61	29	29	0
Calabar, Port Harcourt & Uyo	P/Harcourt	463	196	265	4
Yola	Yola	14	7	6	0
All Forum Offices	All DisCos	2,051	1,229	764	32

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

². Complaint resolved excludes complaints withdrawn or rejected

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

Figure 14: Category of Complaints Received by Forum Offices in 2021/Q2



The Forum Offices' Panels had a total of 32 sittings during 2021/Q2, and approximately 59.92% of the total 2,051 complaints before the Forum Offices were resolved either through formal hearings or preliminary engagements between the Forum Secretaries and the DisCos. This resolution rate indicates

that about three (3) in every five (5) disputes that got to the Forum Offices during the second quarter of 2021 were resolved.

As stated in the preceding quarterly reports, while some of the undecided cases at the Forum Offices are due to incomplete submission and/or withdrawal by the concerned consumers, the Commission continued 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 customer care is given adequate attention.

Further details on the customer complaints received, resolved, and pending by Forum Offices for the second quarter of 2021 are presented in Tables VIII and IX of the appendix.

4.5. Health and Safety

As emphasised in the preceding reports, the safety of all electricity providers and users in Nigeria remains 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 second quarter of 2021, the Commission received a total of eighty six 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 the first and second quarters of 2021 are presented in Table 12.

Table 12: Health and Safety (H&S) Reports in 2021/Q1-Q2

<i>Item</i>	<i>2021/Q1</i>	<i>2021/Q2</i>
<i>Number of Expected H&S Reports</i>	87	87
<i>Number of H&S Reports Submitted</i>	82	86
<i>Number of Deaths (employees & third parties)</i>	24	26
<i>Number of Injuries</i>	13	15

Also, in line with its 2021–2023 Strategic Plan, the Commission has intensified efforts at implementing various safety programmes aimed at eliminating accidents in the industry. As reported in the preceding quarterly reports, among the safety programmes being implemented by the Commission include, but not limited to the standardisation of protective schemes, public enlightenment on health & safety, engagement of government agencies on Right of Way (“RoW”) 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 quarter of 2021 is presented in Table 13. During the quarter under review, the total revenue realised by the Commission was ₦5.30 billion, about 2.12% higher than the ₦5.19 billion revenue realised in the preceding quarter. There was a 230% rise in other internally generated revenue ("OIGR") while the operating levy (i.e., market charges) recorded a decline of 3.75%. The higher revenue recorded in 2021/Q2 was partly due to the recovery of outstanding licensing fees and the fund released from the statutory budget for capital project. During the same period, the total (capital and recurrent) expenditure of the Commission stood at ₦1.44 billion which is lower than the ₦ 2.01 billion incurred during the first quarter of 2021

Table 13: Quarterly Cash Flow of the Commission in 2021/Q2

	Summary for 2021/Q2 (₦' Million)			2021/Q2	2021/Q1
	April	May	June		
A. Revenue					
Operating Levy (i.e., MC)	1,715.52	1,901.56	1,251.51	4,868.59	5,061.27
Other IGR	20.23	160.79	250.25	431.27	126.53
Total Revenue	1,735.75	2062.35	1,501.76	5,299.86	5,187.80
B. Expenditure					
Personnel Cost	257.43	254.85	505.6	1,017.88	1,882.58
Regulatory Expenses	95.93	59.3	175.04	330.27	81.02
Admin & General Maintenance	33.77	28.52	31.41	93.7	48.11
Total Expenditure	387.13	342.67	712.05	1,441.85	2,011.71
C. Net Cash Flow (A-B)	1,348.62	1,719.68	789.71	3,858.01	3,176.09
Outstanding Liabilities as at the end of the Stated Quarters				2,255.42	2,073.77

Notes of the table: MC is Market Charges, and IGR internal Generated Revenue comprising generator set importation fee, licence processing fee, licensing fees and registration fees for MSP and MAP, grants etc.

5.2. Capacity Development

The Commission, in its commitment to staff safety, while ensuring business continuity due to COVID-19 pandemic, continued to leverage on information communication technology (“ICT”) in conducting and attending meetings and engaging industry operators.

Appendix

Table I: Monthly Energy Received and Billed by DisCos in 2021Q1-Q2

ENERGY RECEIVED (GWH)						
	2021/Q1			2021/Q2		
	Jan.	Feb.	Mar.	Apr.	May.	Jun.
ABUJA	350.00	338.00	373.00	363.00	341.00	281.00
BENIN	247.96	215.04	239.10	216.98	226.58	204.23
EKO	348.66	316.90	310.00	286.22	294.44	260.91
ENUGU	282.00	252.00	249.00	225.00	227.00	208.00
IBADAN	396.39	354.70	354.10	332.05	323.17	266.41
IKEJA	422.29	391.07	395.20	368.65	385.76	350.29
JOS	104.12	104.12	120.54	114.43	123.78	110.75
KADUNA	182.00	171.00	198.00	208.00	196.00	180.00
KANO	170.77	156.53	179.15	162.98	174.69	149.05
PORT HARCOURT	182.30	195.15	188.01	183.89	162.40	182.28
YOLA	98.00	71.00	84.00	84.00	76.00	64.00
ALL DISCOS	2,784.50	2,565.52	2,690.09	2,545.20	2,530.83	2,256.92
	<i>Energy Billed (GWh)</i>					
	<i>Jan.</i>	<i>Feb.</i>	<i>Mar.</i>	<i>Apr.</i>	<i>May.</i>	<i>Jun.</i>
ABUJA	226.00	229.00	245.00	231.00	211.00	206.00
BENIN	203.85	179.63	202.00	180.99	187.81	172.39
EKO	297.88	271.59	262.00	252.86	249.44	229.55
ENUGU	201.00	184.00	179.00	166.00	163.00	151.00
IBADAN	305.32	268.27	270.25	252.01	207.56	180.32
IKEJA	359.92	351.41	352.70	341.93	346.83	322.04
JOS	69.51	68.39	67.50	70.77	87.78	78.32
KADUNA	138.00	129.00	150.00	156.00	147.00	139.00
KANO	119.82	121.52	132.16	124.99	115.08	108.70
PORT HARCOURT	135.95	138.56	146.38	144.78	135.74	127.71
YOLA	44.00	32.00	36.00	34.00	33.00	32.00
ALL DISCOS	2,101.25	1,973.37	2,042.99	1,955.34	1,884.24	1,747.03
	<i>Billing Efficiency (%)</i>					
	<i>Jan.</i>	<i>Feb.</i>	<i>Mar.</i>	<i>Apr.</i>	<i>May.</i>	<i>Jun.</i>
ABUJA	64.57	67.75	65.68	63.64	61.88	73.31
BENIN	82.21	83.53	84.49	83.41	82.89	84.41
EKO	85.44	85.70	84.52	88.34	84.72	87.98
ENUGU	71.28	73.02	71.89	73.78	71.81	72.60
IBADAN	77.02	75.63	76.32	75.90	64.22	67.69
IKEJA	85.23	89.86	89.25	92.75	89.91	91.94
JOS	66.76	65.69	56.00	61.85	70.92	70.71

KADUNA	75.82	75.44	75.76	75.00	75.00	77.22
KANO	70.16	77.63	73.77	76.69	65.88	72.93
PORT HARCOURT	74.58	71.00	77.86	78.73	83.59	70.06
YOLA	44.90	45.07	42.86	40.48	43.42	50.00
ALL DISCOS	75.46	76.92	75.94	76.82	74.45	77.41

Notes of the table:

1. DisCos are the electricity distribution companies;
2. GWh is Giga-watt hour

Table II: Monthly Revenue Performance by DisCos in 2021/Q1-Q2

TOTAL BILLINGS (₦' BILLION)						
	2021/Q1			2021/Q2		
	Jan.	Feb.	Mar.	Apr.	May.	Jun.
ABUJA	11.32	11.52	12.51	11.98	10.94	10.68
BENIN	9.10	8.17	8.85	8.51	8.77	8.16
EKO	13.00	11.92	11.58	11.82	11.51	10.60
ENUGU	1.05	9.48	9.21	8.58	8.71	7.93
IBADAN	13.21	12.35	12.22	11.99	10.08	8.91
IKEJA	15.47	14.64	15.25	15.27	16.03	14.52
JOS	3.31	3.28	3.26	3.35	4.20	3.78
KADUNA	6.62	6.22	7.34	7.88	7.31	7.09
KANO	5.44	5.44	6.00	5.91	5.55	5.32
PORT HARCOURT	6.13	6.42	6.81	6.94	6.48	5.83
YOLA	1.89	1.32	1.54	1.49	1.48	1.38
ALL DISCOS	86.54	90.75	94.56	93.72	91.05	84.20
Revenue Collected (₦' billion)						
	Jan.	Feb.	Mar.	Apr.	May.	Jun.
ABUJA	8.96	10.05	10.12	9.85	8.76	8.88
BENIN	4.43	4.56	4.92	4.57	4.48	5.00
EKO	10.20	10.18	9.45	9.78	9.58	9.19
ENUGU	5.92	6.06	5.63	5.49	5.71	5.77
IBADAN	6.82	7.28	7.07	7.11	6.60	7.10
IKEJA	11.93	12.87	11.84	12.77	12.93	13.00
JOS	1.58	2.05	1.89	2.11	2.06	1.99
KADUNA	2.42	2.51	2.46	2.33	2.40	2.68
KANO	3.51	3.98	3.90	3.60	3.93	3.81
PORT HARCOURT	3.42	3.92	3.94	3.79	3.90	3.87
YOLA	0.75	0.91	0.80	0.69	0.77	0.80
ALL DISCOS	59.94	64.37	62.03	62.08	61.13	62.08

	Collection Efficiency (%)					
	Jan.	Feb.	Mar.	Apr.	May.	Jun.
ABUJA	79.14	87.26	80.94	82.18	80.09	83.18
BENIN	48.72	55.83	55.61	53.70	51.08	61.29
EKO	78.48	85.44	81.63	82.70	83.27	86.66
ENUGU	566.60	63.93	61.20	63.90	65.52	72.75
IBADAN	51.62	58.93	57.85	59.28	65.51	79.72
IKEJA	77.13	87.91	77.61	83.68	80.71	89.53
JOS	47.69	62.44	58.08	62.85	49.12	52.51
KADUNA	36.52	40.39	33.46	29.55	32.91	37.77
KANO	64.49	73.13	65.12	61.00	70.79	71.63
PORT HARCOURT	55.89	61.02	57.88	54.65	60.14	66.33
YOLA	39.64	69.14	52.18	46.25	51.92	57.72
ALL DISCOS	69.27	70.93	65.60	66.24	67.14	73.73

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 2021/Q1- Q2

	INVOICE (₦' BILLION)					
	2021/Q1			2021/Q2		
	Jan.	Feb.	Mar.	Apr.	May.	Jun.
ABUJA	2.40	2.33	2.38	2.29	2.35	1.90
BENIN	1.50	1.50	1.70	1.61	1.77	1.67
EKO	2.39	2.18	2.05	1.90	1.99	1.94
ENUGU	1.94	1.75	1.70	1.58	1.74	1.66
IBADAN	2.74	2.47	2.46	2.35	2.37	2.28
IKEJA	1.27	2.35	2.72	2.50	2.65	2.72
JOS	0.95	0.96	1.12	1.05	1.09	1.03
KADUNA	1.05	1.31	1.42	1.19	1.18	1.38
KANO	0.94	1.05	1.20	1.05	1.19	1.16
PORT HARCOURT	1.21	0.98	1.22	1.12	1.11	1.02
YOLA	0.68	0.43	0.55	0.53	0.52	0.38
ALL DISCOS	17.06	17.31	18.51	17.17	17.95	17.15
AJAOKUTA STEEL	0.04	0.03	0.04	0.04	0.04	0.03
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00
OTHER BILATERALS	0.25	0.21	0.28	0.26	0.26	0.25
	Remittance (₦' billion)					
	Jan.	Feb.	Mar.	Apr.	May.	Jun.

ABUJA	2.03	2.33	2.25	2.12	1.70	1.65
BENIN	1.50	1.00	1.02	2.32	0.97	1.07
EKO	2.16	2.18	1.93	2.02	1.99	1.82
ENUGU	1.81	1.31	1.21	2.06	1.05	1.17
IBADAN	2.40	2.47	1.41	2.33	1.15	1.23
IKEJA	1.27	2.35	1.94	3.28	0.00	0.00
JOS	0.95	0.96	0.52	1.19	0.56	0.47
KADUNA	0.23	0.28	0.00	2.46	0.11	0.64
KANO	0.94	0.78	0.72	1.17	0.58	0.56
PORT HARCOURT	0.91	0.90	0.93	1.14	0.82	0.78
YOLA	0.18	0.15	0.14	0.17	0.08	0.16
ALL DISCOS	14.38	14.70	12.08	20.24	9.01	9.55
AJAOKUTA STEEL	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00
OTHER BILATERALS	0.00	0.00	0.00	0.00	0.00	0.00
	<i>Remittance Performance (%)</i>					
	<i>Jan.</i>	<i>Feb.</i>	<i>Mar.</i>	<i>Apr.</i>	<i>May.</i>	<i>Jun.</i>
ABUJA	84.56	100.00	94.61	92.32	72.20	86.67
BENIN	100.00	66.40	60.30	144.18	54.71	64.23
EKO	90.63	100.00	94.14	106.33	100.00	93.47
ENUGU	93.18	74.99	71.33	130.37	60.14	70.74
IBADAN	87.77	100.00	57.35	98.91	48.48	53.91
IKEJA	100.00	100.00	71.43	131.00	0.00	0.00
JOS	100.00	100.00	45.96	113.55	51.38	45.44
KADUNA	21.60	21.33	0.00	207.52	9.63	46.37
KANO	100.00	74.13	59.84	111.02	48.67	48.28
PORT HARCOURT	74.89	91.48	75.99	101.46	74.23	76.42
YOLA	26.39	35.11	26.33	31.80	15.93	41.81
ALL DISCOS	84.25	84.96	65.23	117.91	50.17	55.69
AJAOKUTA STEEL	0.0	0.0	0.0	0.0	0.0	0.0
NIGELEC						
CEB (SAKETE)						
OTHER BILATERALS	0.0	0.0	0.0	0.0	0.0	0.0

Notes of the table: 1. DisCos, NBET, SBEE, CEET and NIGELEC are Electricity Distribution Companies, Nigeria Bulk Electricity Trader, Societe Beninoise d'Énergie Electrique, Compagnie Energie Electrique du Togo and Societe Nigerienne d'electricite respectively; ₦ Billion is billions of Nigeria Currency;
2. Where the remittance by a particular DisCo for a given period is more than the invoice received (or the Remittance performance greater than 100%) by the said DisCo it reflects payment for outstanding bills

Table IV: Monthly DisCos Invoices & Remittances to NBET in 2021/Q1-Q2

	INVOICE (₦' BILLION)					
	2021/Q1			2021/Q2		
	Jan.	Feb.	Mar.	Apr.	May.	Jun.
ABUJA	8.66	8.21	8.82	8.98	8.98	7.96
BENIN	6.43	5.77	6.18	6.08	6.45	6.00
EKO	8.47	7.76	7.76	7.71	8.11	7.49
ENUGU	6.91	6.28	6.32	6.21	6.46	6.06
IBADAN	9.82	8.94	9.04	9.06	9.25	8.21
IKEJA	10.85	10.06	10.25	10.24	10.87	10.16
JOS	3.48	3.17	3.42	3.46	3.73	3.46
KADUNA	5.19	4.86	5.29	5.63	5.66	5.33
KANO	5.03	4.66	5.01	4.97	5.33	4.81
PORT HARCOURT	4.59	4.44	4.63	4.69	4.81	4.47
YOLA	2.53	2.07	2.28	2.36	2.32	2.09
ALL DISCOS	71.97	66.22	69.00	69.40	71.98	66.05
AJAOKUTA STEEL	0.18	0.13	0.15	0.15	0.16	0.14
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00
OTHER BILATERALS	0.04	0.03	0.04	0.01	0.04	0.00
	<i>Remittance (₦' billion)</i>					
	Jan.	Feb.	Mar.	Apr.	May.	Jun.
ABUJA	5.13	5.39	5.47	5.95	4.65	4.95
BENIN	2.96	1.76	1.71	2.23	1.82	1.99
EKO	4.91	4.50	4.24	5.02	5.28	4.56
ENUGU	4.08	2.78	2.66	2.91	2.53	2.79
IBADAN	5.28	4.80	3.04	3.35	2.97	2.79
IKEJA	7.30	6.77	4.93	7.62	7.50	6.23
JOS	1.02	0.93	0.46	0.73	0.65	0.54
KADUNA	0.71	0.65	0.00	0.70	0.38	1.71
KANO	2.07	2.33	2.02	2.14	1.95	1.75
PORT HARCOURT	1.96	1.74	1.50	1.54	1.72	1.65
YOLA	0.24	0.22	0.18	0.27	0.13	0.31
ALL DISCOS	35.67	31.87	26.22	32.45	29.60	29.27
AJAOKUTA STEEL	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00
OTHER BILATERALS	0.00	0.00	0.00	0.00	0.00	0.00
	<i>Remittance Performance (%)</i>					

	<i>Jan.</i>	<i>Feb.</i>	<i>Mar.</i>	<i>Apr.</i>	<i>May.</i>	<i>Jun.</i>
ABUJA	59.25	65.60	62.07	66.25	51.81	62.20
BENIN	46.01	30.55	27.74	36.66	28.29	33.22
EKO	57.95	57.95	54.56	65.06	65.06	60.81
ENUGU	59.11	44.32	42.16	46.85	39.17	46.08
IBADAN	53.72	53.72	33.57	36.96	32.06	33.98
IKEJA	67.31	67.31	48.08	74.41	69.05	61.31
JOS	29.37	29.37	13.50	21.06	17.51	15.49
KADUNA	13.61	13.44	0.00	12.43	6.66	32.05
KANO	41.14	49.97	40.33	42.97	36.64	36.35
PORT HARCOURT	42.71	39.07	32.45	32.76	35.83	36.89
YOLA	9.65	10.74	8.06	11.35	5.69	14.92
ALL DISCOS	49.56	48.13	38.00	46.75	41.12	44.31
AJAOKUTA STEEL	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEC						
CEB (SAKETE)						
OTHER BILATERALS	0.00	0.00	0.00	0.00	0.00	0.00

Notes of the table:

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

Table V: Monthly DisCos Invoices & Remittances to NBET & MO in 2021/Q1- Q2

	INVOICE (₦' BILLION)					
	2021/Q1			2021/Q2		
	Jan.	Feb.	Mar.	Apr.	May.	Jun.
ABUJA	11.07	10.54	11.20	11.28	11.33	9.87
BENIN	7.93	7.27	7.87	7.69	8.22	7.67
EKO	10.86	9.94	9.82	9.61	10.10	9.44
ENUGU	8.84	8.02	8.01	7.79	8.20	7.72
IBADAN	12.56	11.41	11.51	11.41	11.62	10.49
IKEJA	12.11	12.42	12.96	12.74	13.52	12.88
JOS	4.43	4.13	4.54	4.51	4.83	4.49
KADUNA	6.24	6.17	6.71	6.81	6.84	6.70
KANO	5.97	5.71	6.21	6.03	6.51	5.98
PORT HARCOURT	5.80	5.42	5.85	5.81	5.92	5.49
YOLA	3.21	2.50	2.82	2.88	2.84	2.47
ALL DISCOS	89.04	83.53	87.51	86.56	89.93	83.20
AJAOKUTA STEEL	0.22	0.16	0.18	0.19	0.19	0.17
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00
OTHER BILATERALS	0.28	0.23	0.31	0.28	0.30	0.25
	<i>Remittance (₦' billion)</i>					
	Jan.	Feb.	Mar.	Apr.	May.	Jun.
ABUJA	7.17	7.71	7.73	8.07	6.35	6.60
BENIN	4.46	2.76	2.74	4.55	2.80	3.07
EKO	7.07	6.68	6.17	7.04	7.27	6.37
ENUGU	5.89	4.09	3.87	4.97	3.58	3.97
IBADAN	7.68	7.27	4.45	5.67	4.11	4.02
IKEJA	8.57	9.13	6.87	10.90	7.50	6.23
JOS	1.97	1.89	0.98	1.92	1.21	1.00
KADUNA	0.93	0.93	0.00	3.16	0.49	2.35
KANO	3.01	3.11	2.74	3.30	2.53	2.31
PORT HARCOURT	2.87	2.63	2.43	2.67	2.54	2.43
YOLA	0.42	0.37	0.33	0.44	0.21	0.47
ALL DISCOS	50.05	46.58	38.29	52.69	38.60	38.82
AJAOKUTA STEEL	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00
OTHER BILATERALS	0.00	0.00	0.00	0.00	0.00	0.00
	<i>Remittance Performance (%)</i>					
	Jan.	Feb.	Mar.	Apr.	May.	Jun.
ABUJA	64.75	73.20	68.99	71.55	56.04	66.92

BENIN	56.22	37.95	34.76	59.15	33.99	39.97
EKO	65.13	67.17	62.83	73.21	71.94	67.54
ENUGU	66.57	51.00	48.34	63.79	43.62	51.38
IBADAN	61.14	63.74	38.66	49.73	35.40	38.32
IKEJA	70.73	73.51	52.97	85.53	55.51	48.37
JOS	44.50	45.82	21.52	42.53	25.17	22.35
KADUNA	14.95	15.12	0.00	46.36	7.17	35.00
KANO	50.43	54.40	44.09	54.84	38.83	38.67
PORT HARCOURT	49.43	48.56	41.52	46.00	43.01	44.21
YOLA	13.20	14.92	11.60	15.08	7.55	19.11
ALL DISCOS	56.21	55.76	43.76	60.86	42.92	46.66
AJAKUTA STEEL	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEC						
CEB (SAKETE)						

Notes of the table:

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

Table VI: Category of Complaints Received by Discos in 2021/Q2

Complaints Categories	Electricity Distribution Companies (DisCos)											All DisCos
	Abuja	Benin	Eko	Enugu	Ibadan	Ikeja	Jos	Kaduna	Kano	P/Harcourt	Yola	
<i>Metering</i>	8,545	2,907	10,340	4,653	2,720	6,273	6,940	1,900	1,948	4,069	364	50,659
<i>Service Interruption</i>	11,630	2,461	12,312	4,714	1,669	4,858	2,216	3,361	1,303	3,346	346	48,216
<i>Voltage</i>	4,764	1700	7,465	3,516	461	6,149	527	696	1413	2,457	178	29,326
<i>Load shedding</i>	1,021	1523	4,338	2,722	478	4,061	153	3	1030	2,859	40	18,228
<i>Billing</i>	5,453	2,768	11,866	5,685	1,015	4,714	2,625	1,594	2,581	3,963	505	42,769
<i>Disconnection</i>	4,714	2,261	4,707	4,214	1,682	7,150	226	187	1,744	4,203	230	31,318
<i>Delay in Connection</i>	1,270	680	2,781	2902	406	4,459	111	5	392	2,939	44	15,989
<i>Others</i>	227	495	849	827	150	809	27	312	181	1,089	5	4,971
<i>Total</i>	37,624	14,795	54,658	29,233	8,581	38,473	12,825	8,058	10,592	24,925	1,712	241,476

Table VII: Lists and Addresses of NERC Forum Offices as June 2021

	Forum Office	Location	Telephone	Email
1	Abakaliki, Ebonyi State	3, Ezekuna Crescent, Off Nsugbe Street, Abakaliki Ebonyi State	9037808590	abakalikiforum@nerc.gov.ng
2	Abuja, FCT	14, Road 131, Gwarinpa, Federal Capital Territory, Abuja	8146862225	abujaforum@nerc.gov.ng
3	Asaba, Delta State	Denis Osadebe Way, Beside Mobil Filling Station, Asaba, Delta State	9062277247	asabaforum@nerc.gov.ng
4	Awka, Anambra State	Plot 80, Aroma Junction Layout, Opp. CBN, Awka, Anambra State	9037808594	awkaforum@nerc.gov.ng
5	Bauchi, Bauchi State	37, Old Jos Road, GRA, Bauchi, Bauchi State	9062924607	bauchiforum@nerc.gov.ng
6	Benin, Edo State	34, Akpakpava Street, Benin City, Edo State	9037808592	beninforum@nerc.gov.ng
7	B/Kebbi, Kebbi State	8, Ahmadu Bello Way, Opp. Kebbi State Govt House, Kebbi State	9062863161	birninkebbiforum@nerc.gov.ng
8	Calabar, C/Rivers State	Plot 109, MCC Road by Ibok Street, Calabar, Cross River State	9062863159	calabarforum@nerc.gov.ng
9	Dutse, Jigawa State	Dutse G.R.A, Dutse, Jigawa State	7031704827	jigawaforum@nerc.gov.ng
10	Eko, Lagos State	61, Odunlami Street, Off Marina, Lagos Island, Lagos State	8106807261	ekoforum@nerc.gov.ng
11	Enugu, Enugu State	John Anichukwu Close, Plot 7 Mkpokiti Pocket Layout, Enugu, Enugu State	8146862230	enuguforum@nerc.gov.ng
12	Gombe, Gombe State	Government Layout GDP/2, Along Ministry of Education Road, Gombe State	8140440079	gombeforum@nerc.gov.ng
13	Gusau, Zamfara State	2 Canteen Daji, J. B. Yakubu Road, Gusau, Zamfara State	9062863163	gusauforum@nerc.gov.ng
14	Ibadan, Oyo State	Jibowu Str, Opp. Magara Police Station, Iyaganku, G.R.A, Ibadan, Oyo State	8146862252	ibadanforum@nerc.gov.ng
15	Ikeja, Lagos State	199, Obafemi Awolowo Way, Alausa, Ikeja, Lagos State	8106807298	ikejaforum@nerc.gov.ng
16	Ilorin, Kwara State	30, Stadium Road, Off Taiwo Road, Ilorin, Kwara State	9062924603	ilorinforum@nerc.gov.ng
17	Jos, Plateau State	5a, Ray-field Road, Jos, Plateau State	9037808597	josforum@nerc.gov.ng
18	Kaduna, Kaduna State	22, Ahmadu Bello Way, Opposite NNDC Building, Kaduna, Kaduna State	8106807299	kadunaforum@nerc.gov.ng
19	Kano, Kano State	2, Miller Road, Bompai, Nasarawa G.R.A, Kano, Kano State	8146862222	kanoforum@nerc.gov.ng
20	Katsina, Katsina State	7, Abuja Crescent, Off Hassan Usman Katsina Road, Katsina, Katsina State	7031704821	katsinaforum@nerc.gov.ng
21	Lafia, Nasarawa State	Manyi Street, Off Jos Road, Bukan Sidi, Lafia, Nasarawa State	9062924599	lafiaforum@nerc.gov.ng
22	Lokoja, Kogi State	Hassan Kastina Rd, Opp. State Civil Service Commission, Zone 8 Police HQ, Lokoja, Kogi State.	9062924601	lokojaforum@nerc.gov.ng
23	Makurdi, Benue State	Hephzibah Plaza, Atom Kpera Road, Opp. Makurdi Int'l School, Benue State	9062277249	makurdiforum@nerc.gov.ng

24	<i>Osogbo, Osun State</i>	51, Isiaka Adeleke Way, Along Okefia-Alekuwodo Rd, Osogbo, Osun State	9062924604	osogboforum@nerc.gov.ng
25	<i>Owerri, Imo State</i>	1, C.B Anyanwu Rd, Housing Area B, Exclusive Garden, Owerri	9062277245	owerriforum@nerc.gov.ng
26	<i>P/Harcourt, Rivers State</i>	The Vhelberg Imperial Hotel, Plot 122 & 122a, Bank Anthony Avenue, Off Ordinance Rd, P/Harcourt	8146862223	phforum@nerc.gov.ng
27	<i>Sokoto, Sokoto State</i>	1, Garba Duba Road, Sokoto, Sokoto State	9062863157	sokotoforum@nerc.gov.ng
28	<i>Umuahia, Abia State</i>	House 2, Adelabu Str., Amaokwe Housing Estate, Umuahia Ibeku, Abia State	9062277251	umuahiaforum@nerc.gov.ng
29	<i>Uyo, Akwa Ibom State</i>	63, Osongama Road, Off Oron/Uyo Airport Road, Uyo, Akwa Ibom State	9062863165	uyoforum@nerc.gov.ng
30	<i>Yola, Adamawa State</i>	5, Nguroje Str., Karewa Extension, Jimeta, Yola, Adamawa State	9037808535	yolaforum@nerc.gov.ng

Table VIII: Complaints Handled by Forum Offices in 2021/Q1-Q2

S/N	Forum Offices	2021/Q1: Customers Complaints					2021/Q2: Customers Complaints				
		Complaints Received	Complaints Resolved	Complaints Pending	No of sittings	Resolution Rate	Complaints Received	Complaints Resolved	Complaints Pending	No of sittings	Resolution Rate
1	Abakaliki, Ebonyi State	22	17	5	1	77.27	19	7	12	1	36.84
2	Abuja, FCT	45	22	23	1	48.89	87	53	34	3	60.92
3	Asaba, Delta State	78	75	3	3	96.15	103	100	3	4	97.09
4	Awka, Anambra State	81	57	24	3	70.37	89	71	18	0	79.78
5	Bauchi, Bauchi State	5	0	5	0	0.00	6	0	6	0	0.00
6	Benin, Edo State	58		58	0	0.00	52	52	0	0	100.00
7	B/Kebbi, Kebbi State	11	9	2	1	81.82	2	0	2	0	0.00
8	Calabar, C/Rivers State	69	35	34	1	50.72	138	98	40	1	71.01
9	Dutse, Jigawa State	4	1	2	0	25.00	4	1	1		25.00
10	Eko, Lagos State	119	93	26	2	78.15	163	137	26	2	84.05
11	Enugu, Enugu State	109	80	24	6	73.39	100	68	11	6	68.00
12	Gombe, Gombe State	15	12	3	0	80.00	11	11	0	0	100.00
13	Gusau, Zamfara State	8	6	2	1	75.00	0	0	0	0	0.00
14	Ibadan, Oyo State	143	99	44	4	69.23	271	153	118	2	56.46
15	Ikeja, Lagos State	366	305	61	2	83.33	162	60	101	1	37.04
16	Ilorin, Kwara State	55	50	5	1	90.91	33	15	17	1	45.45
17	Jos, Plateau State	7	0	7	0	0.00	4	0	4	0	0.00
18	Kaduna, Kaduna State	85	51	32	2	60.00	32	10	22	3	31.25
19	Kano, Kano State	45	39	4	0	86.67	49	27	21	0	55.10
20	Katsina, Katsina State	3	2	1	0	66.67	8	1	7	0	12.50
21	Lafia, Nasarawa State	54	28	18	0	51.85	41	20	12	1	48.78

22	<i>Lokoja, Kogi State</i>	13	6	7	0	46.15	11	5	6	0	45.45
23	<i>Makurdi, Benue State</i>	27	11	5	0	40.74	1	1	-7	0	100.00
24	<i>Osogbo, Osun State</i>	156	141	15	0	90.38	215	199	16	2	92.56
25	<i>Owerri, Imo State</i>	44	32	12	2	72.73	21	15	6	1	71.43
26	<i>P/Harcourt, Rivers State</i>	180	167	11	2	92.78	187	0	185	2	0.00
27	<i>Sokoto, Sokoto State</i>	10	7	3	1	70.00	2	0	2	0	0.00
28	<i>Umuahia, Abia State</i>	82	48	22	4	58.54	88	20	55	1	22.73
29	<i>Uyo, Akwa Ibom State</i>	144	64	80	0	44.44	138	98	40	1	71.01
30	<i>Yola, Adamawa State</i>	31	24	7	0	77.42	14	7	6	0	50.00
31	<i>All Forum Offices</i>	2,069	1,481	545	37	71.58	2,051	1,229	764	32	59.92

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 2021/Q1-Q2

S/N	Forum Office	2021/Q1 Complaints Category:									2021/Q2 Complaints Category:								
		Billing	Disconnection	Con. Delay	Interruption	Metering	Load Shedding	Voltage	Others	Total	Billing	Disconnection	Con. Delay	Interruption	Metering	Load Shedding	Voltage	Others	Total
1	Abakaliki, Ebonyi State	18	0			4	0	0	0	22	19								19
2	Abuja, FCT	24	0	0	0	16	0	0	5	45	20	0	0	0	63	0	0	4	87
3	Asaba, Delta State	64	3	0	0	9	0	0	2	78	90	4	0	0	8	0	0	1	103
4	Awka, Anambra State	64	8	0	0	6	0	0	3	81	69			20					89
5	Bauchi, Bauchi State	3	0	0	0	2	0	0	0	5	2	0	0	0	0	1	0	0	3
6	Benin, Edo State	58	0	0	0					58	13	1	0	0	3	0	0	1	18
7	B/Kebbi, Kebbi State	11	0	0	0	0	0	0	0	11	0	0	0	0	0	0	1	1	2
8	Calabar, C/Rivers State	49	4	0	3	10	0	0	3	69	62	19	1	5	40	1	1	9	138
9	Dutse, Jigawa State	1	1	0	0	2	0	0	0	4	1	0	0	0	2	0	0	1	4
10	Eko, Lagos State	94	3	0	6	11	0	0	5	119	126	5	0	4	20	0	0	8	163
11	Enugu, Enugu State	77	6	0	0	12	1	3	11	110	30	32		10	20	5	3	0	100
12	Gombe, Gombe State	4	3	0	3	5	0	0	0	15	4	3	0	3	1	0	0	0	11
13	Gusau, Zamfara State	8	0	0	0	0	0	0	0	8	0	0	0	0	0	0	0	0	0
14	Ibadan, Oyo State	104	6	0	6	16	0	7	4	143	199	5	0	5	30	0	0	23	262
15	Ikeja, Lagos State	237	32	0	0	87	2	2	6	366	123	0	3	0	32	1	3	0	162
16	Ilorin, Kwara State	23	4			24			4	55	15	3		13				2	33
17	Jos, Plateau State	6	0	0	0	1	0	0	0	7	4	0	0	0	0	0	0	0	4
18	Kaduna, Kaduna State	70	7	0	0	6	0	0	2	85	19	2	0	0	2	0	0	9	32
19	Kano, Kano State	7	4	0	2	25	0	0	7	45	11	19	0	0	10	0	0	9	49
20	Katsina, Katsina State	1	0	0	0	0	0	0	2	3	8	0	0	0	0	0	0	0	8
24	Lafia, Nasarawa State	47	4	0	0	1	0	0	2	54	24	5	0	0	11	0	0	1	41
21	Lokoja, Kogi State	8	0	0	0	4	0	0	1	13	8	1	0	0	1	0	0	1	11
22	Makurdi, Benue State	25							2	27	8								8
23	Osogbo, Osun State	65	9			54		4	24	156	80	1		106			0	28	215
25	Owerri, Imo State	30	4	0	0	6	0	0	4	44	17	2	0	0	0	0	0	2	21
26	P/Harcourt, Rivers State	127	14	5	5	26	3	0	0	180	144	17	0	0	26	0	0	0	187
27	Sokoto, Sokoto State	10	0	0	0	0	0	0	0	10	1	0	0	0	0	1	0	0	2
28	Umuahia, Abia State	63	3	1	0	14	0	0	1	82	65	1	0	0	21	0	0	1	88
29	Uyo, Akwa Ibom State	77	18	0	8	31	0	2	8	144	62	19	1	5	40	1	1	9	138
30	Yola, Adamawa State	12	3	0	9	3	0	2	2	31	7	1	0	1	2	0	0	3	14
	All Forum Offices	1,387	136	6	42	375	6	20	98	2,070	1,231	140	5	33	471	10	9	113	2,012

Table X: Monthly Cash Flow of the Commission, Jan. – June 2021

	Summary for 2021/Q1 (₦ Million)				Summary for 2021/Q2 (₦ Million)			
	Jan	Feb	Mar	Total	April	May	June	Total
A. Revenue								
Operating Levy (i.e., MC)	1,537.8	1,626.68	1896.79	5,061.27	1,715.52	1,901.56	1,251.51	4,868.59
Other IGR	50.8	28.13	47.6	126.53	20.23	160.79	250.25	431.27
Total Revenue	1,588.6	1,654.81	1,944.39	5,187.80	1,735.75	2,062.35	1,501.76	5,299.86
B. Expenditure								
Personnel Cost	606.48	504.60	771.5	1,882.58	257.43	254.85	505.6	1,017.88
Regulatory Expenses	4.09	10.3	66.63	81.02	95.93	59.3	175.04	330.27
Admin & General Maintenance	2.61	17.7	27.8	48.11	33.77	28.52	31.41	93.70
Total Expenditure	613.18	532.6	0	2,011.71	387.13	342.67	712.05	1,441.85
C. Net Cash Flow (A-B)	975.42	1,122.21	1,944.39	3,176.09	1,348.62	1,719.68	789.71	3,858.01
Outstanding Liabilities as at the end of the Stated Quarters				2,073.77				2,255.42

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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