

NIGERIAN
ELECTRICITY
REGULATORY
COMMISSION



Electricity on Demand

QUARTERLY REPORT

FIRST QUARTER 2021

NIGERIAN ELECTRICITY REGULATORY COMMISSION

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

Operational Performance: In line with its mandates derived from the EPSRA, the Nigerian Electricity Regulatory Commission (“NERC” or the “Commission”) continued the function of regulating the technical, operational and commercial performance of NESI. During the first quarter of 2021, the total electric energy generated was 9,498,786 MWh – 1.34% less than the energy generated during the preceding quarter. On a year-over-year basis, the total energy generated during the first quarter of 2021 exceeded that of 2020/Q1 by 10.27%. The number of available generation units on bar decreased to a daily average of 65 units from an average of 71 units recorded in the preceding quarter while available capacity declined by 2.26% to 5,952.23MW. However, despite the decrease in available generation units in this quarter, the total electricity generated rose by 1.08% with 3.40 percentage points due to increased generation capacity utilisation. The improved capacity utilisation is attributed to reductions in the usual constraints, namely, gas supply shortage, water management, transmission and distribution networks limitations. Consequently, the industry recorded a 7.79% reduction in stranded generation capacity compared to the preceding quarter.

Total electric energy generated in 2021/Q1 was 9,498,786 MWh – 1.34% less than the generation in 2020/Q4.

Notwithstanding the progress recorded during the quarter under review, the aforementioned industry constraints still pose major technical and operational challenges to the industry. Hence, the resolution of technical and operational constraints in NESI remains a top priority of the Commission. Towards addressing the technical constraints inhibiting the flow of energy, especially at the DisCo-TCN interface, relevant interface projects have been identified for execution and are currently undergoing procurement process.

The Commission also continues to monitor the implementation of the DisCos’ performance Improvement Plan (PIP) to among other: 1) ensure DisCos’ prudent utilisation of capital and operating expenditure allowances; and 2) ensure that the investments being executed by DisCos are towards addressing distribution networks bottlenecks to free up energy and improve the quality of service to consumers.

From 2020/Q4 to 2021/Q1 DisCos' Billing efficiency rose from 68.37% to 74.78% while Collection efficiency fell from 74.12% to 66.72%.

A comparative summary of the system stability performance of the national grid for 2021/Q1 and 2020/Q4 is indicated in Table A. The report shows an improvement in the grid network stability reported in the last quarter of 2020 was largely sustained during 2021/Q1. During the (first) quarter, there was one incidence of total system collapse (i.e. total blackout nationwide) and no partial collapse (failure of a section of the national grid).

Table A: Summary of System Collapse in 2021/Q1

	2021/Q4	2020/Q1
Number of Partial Collapses	0	1
Number of Total Collapses	1	0

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. The Commission, in collaboration with the Transmission Company of Nigeria ("TCN"), shall intensify its monitoring and supervision efforts to ensure strict compliance with the System Operator's ("SO") directives to generators on free governor and frequency control mode in line with the provisions of the Grid Code.

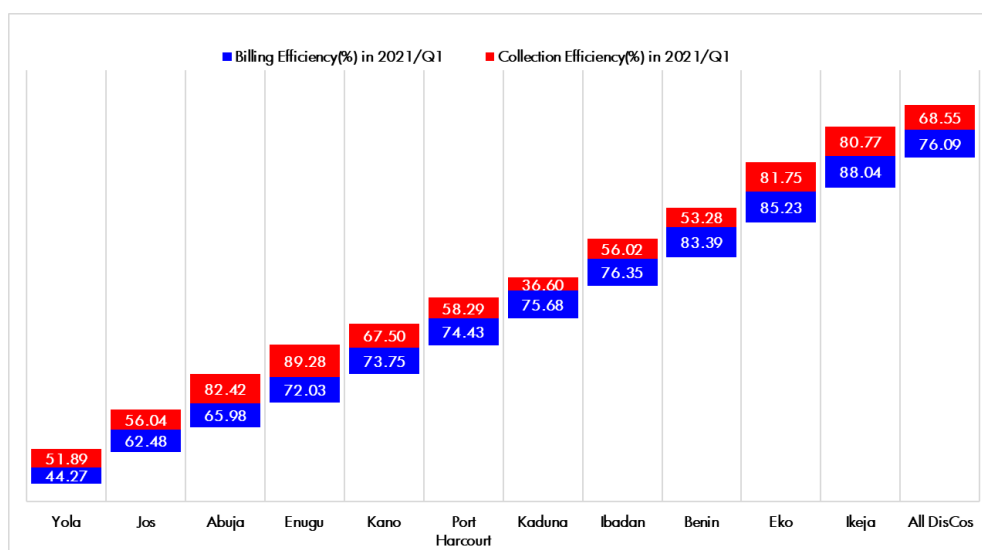
Commercial Performance: The financial viability and commercial performance of the industry recorded a marginal improvement in 2021/Q1. The total billings by all Discos to registered customers during the quarter under review was ₦271.85billion, an increase of 4.6% from the ₦259.90billion recorded in the preceding quarter. However, only ₦186.34 billion (or 68.55%) was collected as compared. In comparison with the preceding quarter which recorded a total billing of ₦269.90billion and collection of ₦169.81 billion (65.34%), there was 3.21% points increase in collection efficiency, as represented in Figure A.

The level of collection efficiency indicates that as much as ₦3.15 out of every ₦10 worth of energy sold during the first quarter of 2021 remained uncollected from consumers as and when due. Thus, only a marginal

The average total remittance performance to the market for all DisCos rose to 29.40% and ranged from 16.52% (Jos DisCo) to 54.36% (Eko DisCo).

improvement in the collection efficiency is noticeable during the first quarter 2021.

Figure A. Billing and Collection Efficiency by DisCos in 2021/Q1



During the first quarter of 2021, a total invoice of ₦260.07billion was issued to the eleven (11) DisCos for energy received from the Nigerian Bulk Electricity Trading Plc (“NBET”) and for service charge by the MO, out of which a sum of ₦134.92billion was settled, representing a remittance performance of 51.88%. This represents a 4.03 percentage points decrease from the final settlement rate recorded in the fourth quarter of 2020. Individual DisCo’s remittance performances to NBET and MO settlement during the first quarter of 2021 are represented in Figure B.

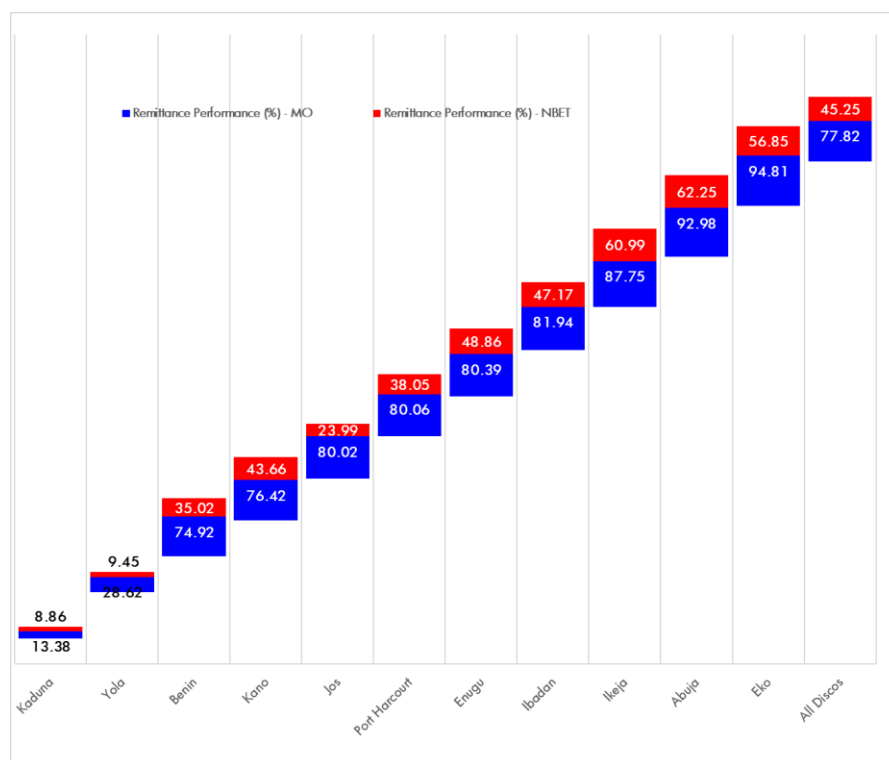
The expected MRT adjusted for tariff shortfall stood at 51.88% in 2021/Q1 while DisCos’ actual market remittance to NBET & MO during the period was 29.04%.

Although none of DisCos met the expected minimum remittance thresholds (“MRTs”) to NBET in the quarter under review, Abuja and Port Harcourt met 90% of their expected remittance. Over all, the total DisCos’ remittance to NBET was 76% of expected total for the quarter.

The average aggregate remittance performances to MO and NBET decreased from 55.91% in 2020/Q4 to 51.88% in 2021/Q1. DisCos

remittance performance level ranged from 13.38% (Kaduna) to 94.81% (Eko) for MO and 8.86% (Kaduna) to 62.25% (Abuja) for NBET.

Figure B: Remittances to MO and NBET by DisCos – 2021/Q1



Although there has been some improvement in the liquidity, the financial viability of NESI has remained a major challenge threatening its sustainability. As highlighted in the preceding quarterly reports, the main cause of market liquidity challenges are non-cost reflectivity of tariffs, high technical and commercial losses exacerbated by energy theft and consumers' apathy to payments under the widely prevailing practice of estimated billing. The Commission continues to address these challenges through (i) the implementation of Service Based Tariff, (ii) introduction and monitoring of MAPs and National Mass Metering programmes and (iii) the implementation of energy cap on estimated billing.

During the quarter under review, NBET and MO issued a total of ₦1.57billion in respect of energy sold by NBET and services rendered by MO to the special customers (Ajaokuta Steel Co. Ltd and other bilateral customers) and international customers (Societe Nigerienne d'electricite – NIGELEC, Societe Beninoise d'Energie Electrique – SBEE and Compagnie

The special customers (Ajaokuta Steel Co. Ltd & the host community), and international customer (NIGELEC), made no payment for the invoices issued to them in 2020/Q4.

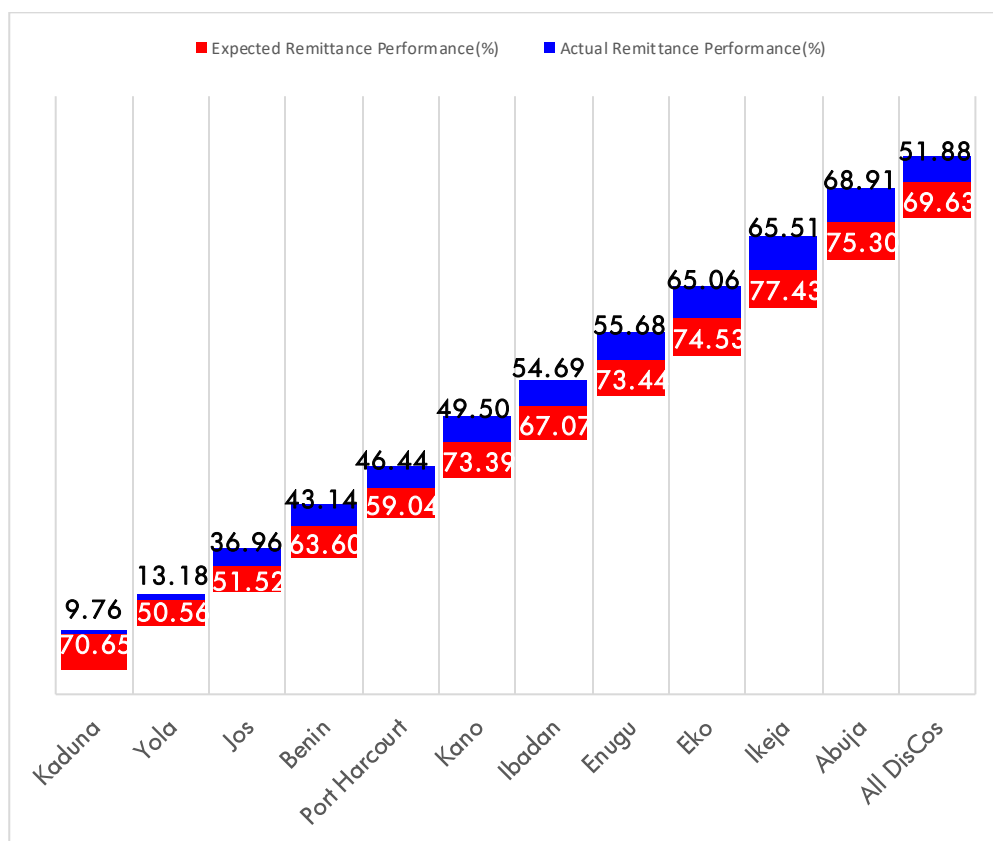
Energie Electrique du Togo–CEET). As at the end of the quarter under review these customers are yet to make any payment for the energy and services received. However, in line with section 28.2 of the Market Rules, they still have sixty (60) days to resolve all payment issues and effect final payment. The low settlement rate has been attributed to the negative impact of the lockdown to curtail the spread of COVID–19 and the consequent fall in production and economic activities.

It is noteworthy that tariff shortfall (represented by the difference between the cost reflective rates approved by NERC and actual end-user tariffs payable by consumers) has a causal relationship to market shortfall (the difference between the total amount of NBET and MO invoices to the Discos and what Discos are able to settle, during the period). While the wholesale cost of power has increased, the tariffs charged by DisCos to end users have remained unchanged, due to government policy directive on subsidy during the quarter. That means the gap between industry revenue requirement and what Discos are allowed to collect based on tariff continue to increase as well as the subsidy burden to cover the gap. Thus, tariff shortfall has partly contributed to liquidity challenges experienced in the industry.¹ The Commission has through the applicable orders set minimum remittance threshold (MRTs) for each Disco having adjusted for their tariff shortfall. Figure C, shows 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 performances. Whereas DisCos were expected to make a market remittance of 67.76% during 2021/Q1, only 51.88% settlement rate was achieved within the timeframe provided for market settlement in the Market Rules. Therefore, DisCos’ remittance level, regardless of the prevailing tariff shortfall, was still below the expected MRT. Without prejudice to the impact of the lockdown to curtail the spread of COVID–19 on DisCos’ operational performance during the quarter, DisCos must continue to improve on effort towards reducing ATC&C losses to levels commensurate with their contractual obligations in the performance

¹ Tariff shortfall arises from government’s decision to subsidise electricity tariffs

agreement in order to improve sector liquidity and ensure business continuity.

Figure C: Expected and Actual Remittances by DisCos – 2021/Q1



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). This issue must be urgently addressed as part of the Federal Government’s ongoing efforts towards ensuring financial sustainability of NESI. On its part, to address low market remittance and the viability of the DisCos; the Commission has introduced service-based tariffs which are location-based tariffs that tie rates payable by end-users to quality of service.

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

During the first quarter of 2021, the Commission issued three (3) Orders to the industry operators.

During the first quarter of 2021, the Commission issued three (3) new CPG permits with a total nameplate capacity of 15MW.

governing the industry. On the other hand, the Commission, during the quarter under review, issued an order delaying the implementation of the December 2020 MYTO minor review to allow the conclusion of consultation between the Federal Government and the Labour Union.

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. In addition, the Commission issued three (3) new Captive Power Generation (“CPG”) permit with a total nameplate capacity of 15MW.

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. 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 infractions. 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 first 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” that will be aired in the 36 states and Federal Capital Territory (“FCT”) Abuja, to engage and enlighten electricity consumers on various issues. The program focuses on issues including but not limited to service-based tariff, capping of

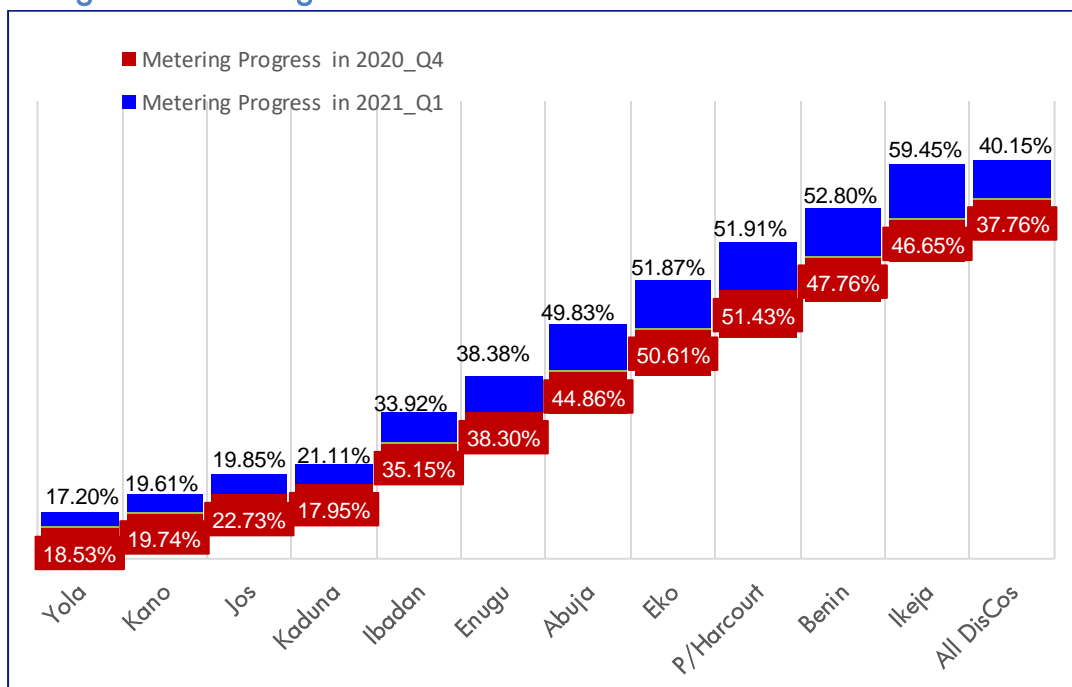
estimated billing complaints redress mechanism, customers’ rights and obligations, health and safety, meter related issues and the efforts being made to bridge the metering gap in NESI.

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 10,776,792 registered energy customers as at 31 March 2021, only 4,326,621 (40.15%) have been metered. Thus, 59.85% of the registered electricity customers are still on estimated billing which has contributed to customer apathy towards payment for electricity bills.

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

Eight (8) DisCos made progress in their metering rates in comparison to 2020/Q4 and (2) DisCos have metered more than 50% of its registered electricity customers as at 31 March 2021.

Figure D: Metering Status in NESI as at 31 March 2021



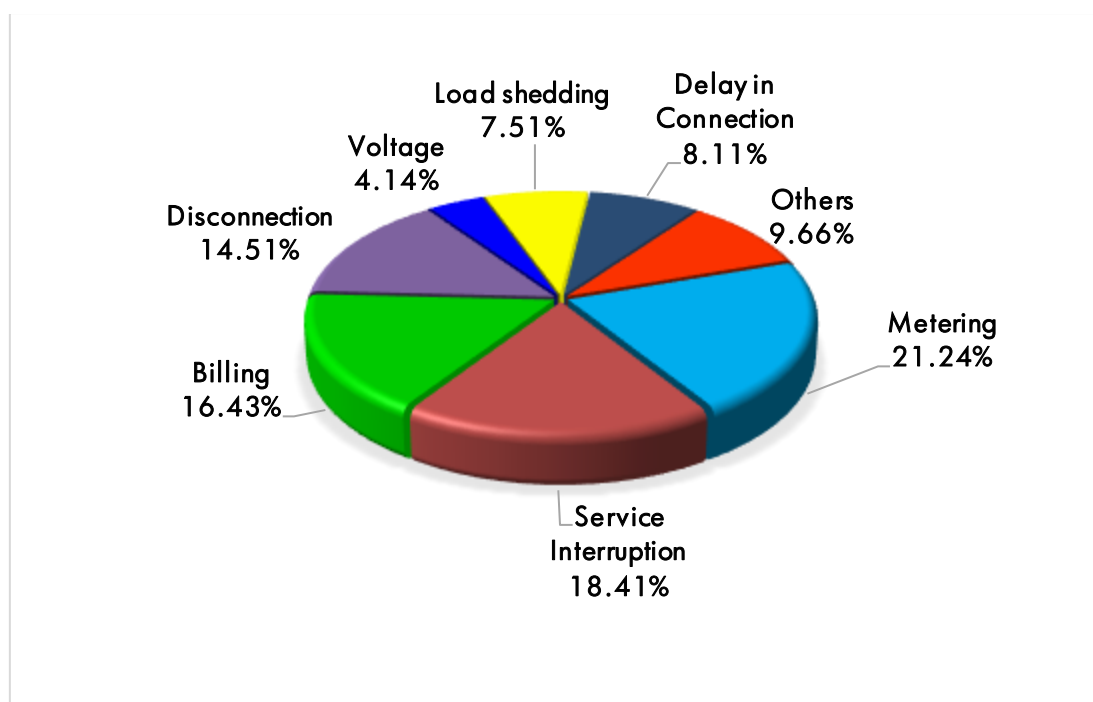
The number of customer complaints increased by 2.79% during the first quarter of 2021.

Customer Complaints: During the first quarter of 2021, the eleven (11) DisCos received 236,939 complaints from consumers, indicating 2.79% more complaints than the 230,497 received in the fourth quarter of 2020. In total, the DisCos attended to 226,062 complaints representing 95.41% of the complaints received. The resolution rate is an increase of 1.72 percentage points over the 93.68% resolution rate recorded in the preceding quarter. The report shows that Ibadan followed by Kaduna DisCo had the lowest customer complaints resolution rates based on the proportion of complaints not addressed in the first quarter of 2021.

A review of customer complaints statistics in Figure E indicates that metering, billing, and service interruption are the most significant areas of concerns for customers, accounting for 56.07% (i.e., 132,859) of the total complaints in the first quarter of 2021.

Relative to the situation in the preceding quarter, there were decline in billing and metering related complaints, both in absolute and percentage point's basis. These reductions can be correlated with the increased deployment of meter under the MAP/National mass Metering Programme. Service interruption related complaints received by Disco however increased by 3.6 percentage point's basis.

Figure E: Category of Complaints Received by DisCos in 2021/Q1



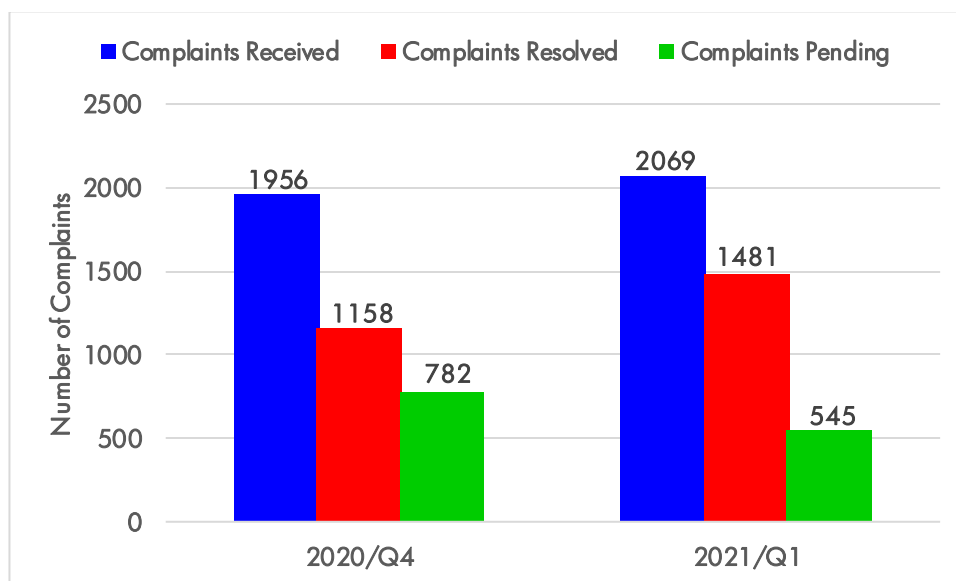
As at the end of 2021/Q1, the Commission had 30 operational Forum Offices in 29 States and the Federal Capital Territory (FCT).

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

The chart in Figure F indicates that the Forum Offices had 2,069 complaints during 2021/Q1 (including the pending complaints from 2020/Q4) from customers who were dissatisfied with DisCos' decision on their lodged complaints. During the period, the Forum Panels held 37 hearings and resolved 1481 (71.58%) of the complaints lodged at Forum Offices nationwide, representing an average resolution rate of 40 cases per hearing. Besides Enugu, Ibadan, Asaba, Awka and Umuahia Forum offices that had at least one seating a month, the remaining forum offices did not record an average of one sitting per month. Thirteen Forum offices did not even sit. These low number of sittings could be attributed

to the impact of COVID-19 restrictions. However, more complaints were resolved during this quarter in spite of fewer number of hearing sittings.

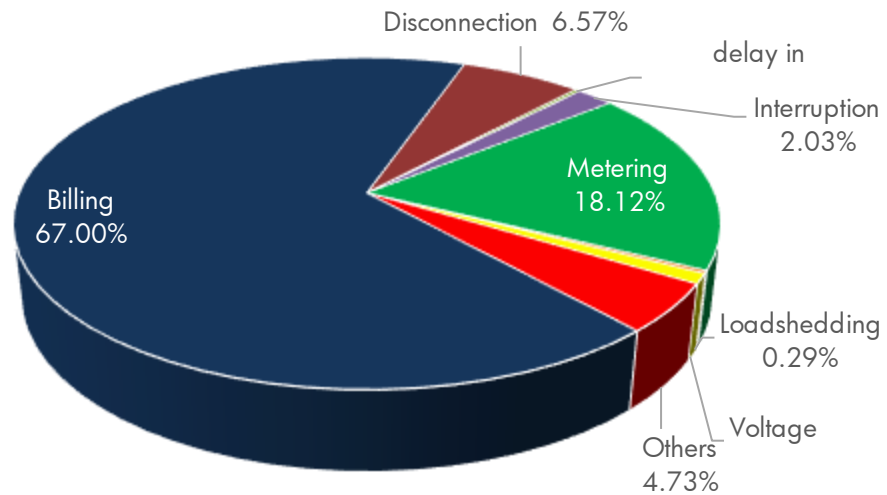
Figure F: Complaints Received by Forum Offices in 2020/Q4-2021/Q1



Billing and metering issues also dominated the category of complaints received by the Forum Offices in 2021/Q1

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 issues were mostly the complaint not satisfactorily resolved by DisCos' Complaints Handling Units ("CCU") in 2021/Q1.

Figure G: Complaints Category Received by Forum Offices, 2021/Q1



As stated in the preceding reports, while some of the pending cases are due to incomplete submission and/or withdrawal by consumers, the Commission has made and continues to make efforts to ensure quick resolution of complaints at the Forum Offices in line with its operating manual. The Commission continues to monitor the day-to-day activities of the Forum Offices through its performance monitoring mechanism. The Commission is working towards establishing additional Forum Offices to be located in underserved states in a bid to achieve its objective of ensuring that customer care is given full attention.

In 2021/Q1, NESI electrical accidents resulted in 24 deaths and 13 injuries of various degrees involving both employees of the companies and the third parties.

Health & Safety: The Commission received 81 accident reports from the licensed operators during the first quarter of 2021. The accidents, unfortunately, resulted in twenty-four (24) deaths and thirteen (13) injuries of various degrees involving both employees of the companies and 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 its zero tolerance on safety breaches in NESI and in line with its strategic

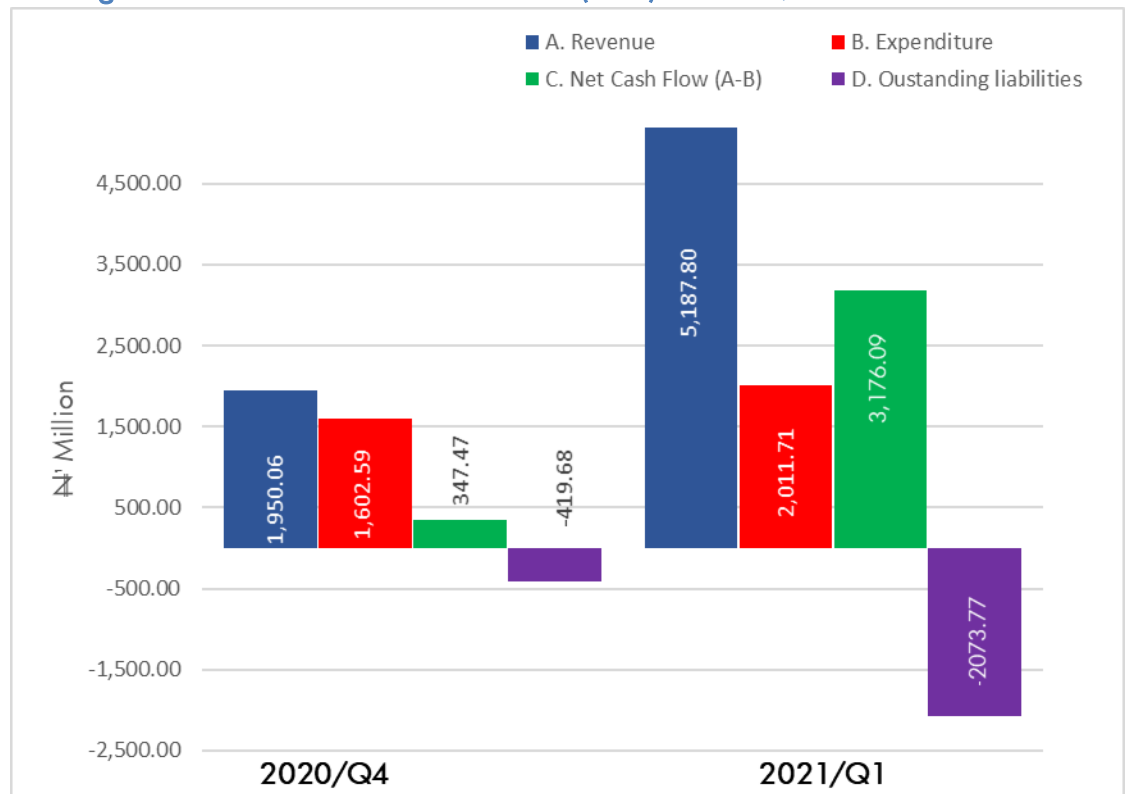
goals 2021-2023, the Commission has continued to intensify its monitoring and implementation of various safety programmes aimed at reducing accidents in NESI. The safety programs implemented by the Commission include, but not limited to, the standardisation of system protection schemes, public enlightenment on the safe use of electricity, a review of an operational procedure for Distribution System Operators (“DSO”) on fault clearing and engagement of stakeholders on Right of Way (“RoW”) violation.

THE COMMISSION:

Financial Report: The total revenue realised by the Commission in the first quarter of 2021 was ₦5.18 billion representing an increase of 166% from the revenue recorded in the preceding quarter. The noted increase in the revenue was respectively due to 174.30% and 20.64% increases in the revenue realised from the operating levy (i.e., market charges) and other internally generated revenue (“OIGR”) in 2021/Q1. The increase in the operating levy is not unconnected with improved market discipline and market remittances sequel to the minimum remittance threshold order.

The chart in Figure H indicates that the total (capital & recurrent) expenditure of the Commission declined to ₦1.05billion from ₦1.36billion incurred in the preceding quarter. 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 ₦1.88billion with liabilities of ₦0.12billion as at the end of the third quarter of 2020.

Figure H: Commission's Cash Flows (₦'m) in 2021/Q1



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 meetings and workshops and engaging industry operators. This allows the Commission to comply with the directive and guidance on physical gatherings issued by the National Centre for Disease Control (“NCDC”) and other government agencies responsible for managing the outbreak of COVID-19 pandemic in Nigeria.



2. STATE OF THE INDUSTRY

2.1. Operational Performance

2.1.1. Electricity Generation

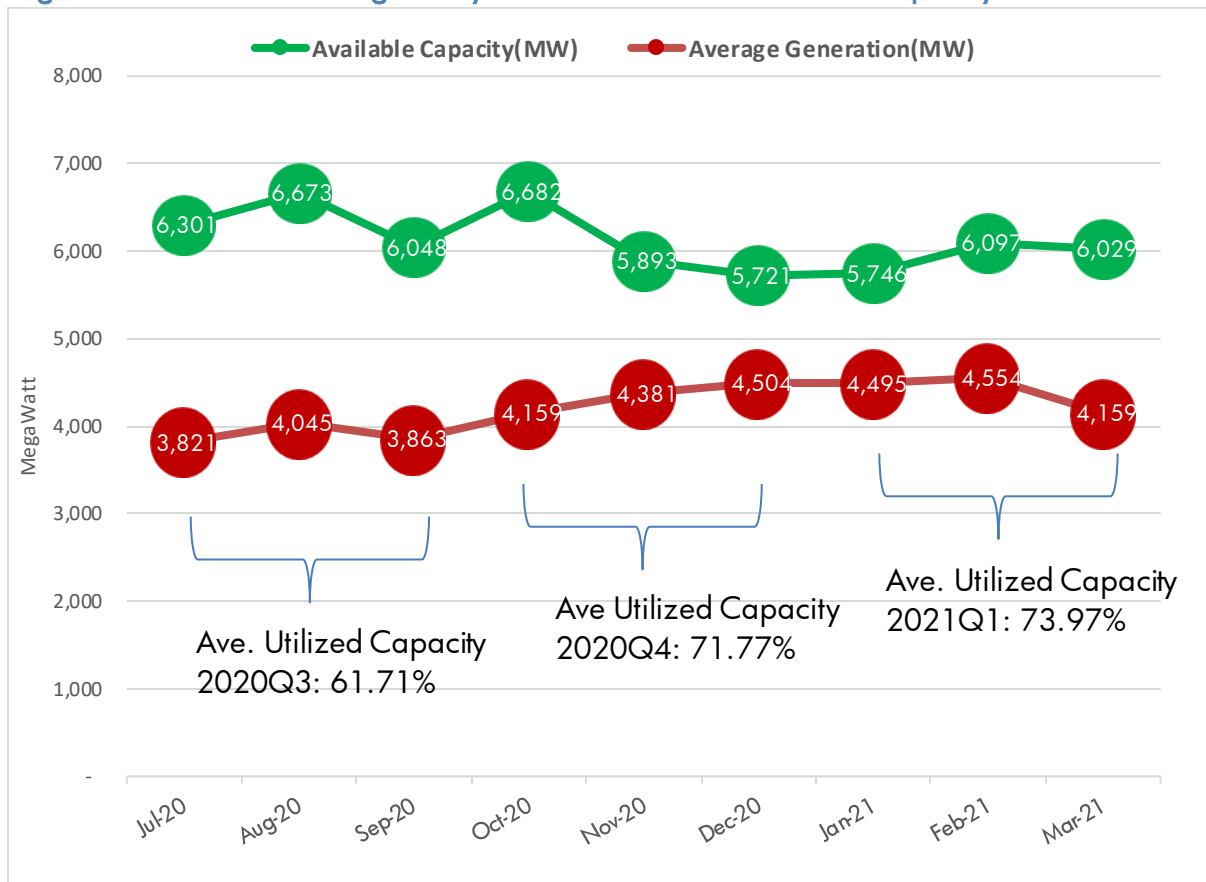
In line with its statutory mandate in ESPRA, the Commission continues to monitor the operational and commercial performance of NESI. The industry recorded an all-time daily generation peak of 5,801.68MW which occurred at 9.30 pm on 01 March 2021. A total of 9,498,786 MWh was generated during the quarter at a daily average of 105,542MWh from 65 generating turbine units in operation during the quarter. This implies a 1.34% fall from the 9,628,203.49MWh recorded in the fourth quarter of 2020.

Although the average capacity of available generating units during the quarter was 5,952.26MW, actual generation was limited to an average of 4,397.59MW translating to capacity utilisation rate of 73.88%. By implication, about 26.12% 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.

The above stated average available generation capacity indicates that during the quarter available capacity was 2.26% below the 6,090.29MW recorded in the preceding quarter (i.e. 2020/Q4) and there also fewer generating units on bar during the quarter.

A review of both the daily average available capacity and actual generation (in MW) in the fourth quarter (October – December) of the year 2020 and the first quarter (January-March) of 2021 represented in Figure 1 indicates an increase in capacity utilisation. The Figure shows that 73.88% of the available capacity was utilised in the first quarter of 2021, indicating 2.43 percentage points increase from the capacity utilisation rate recorded in the fourth quarter of 2020.

Figure 1 : Trends of Average Daily Generation and Available Capacity s



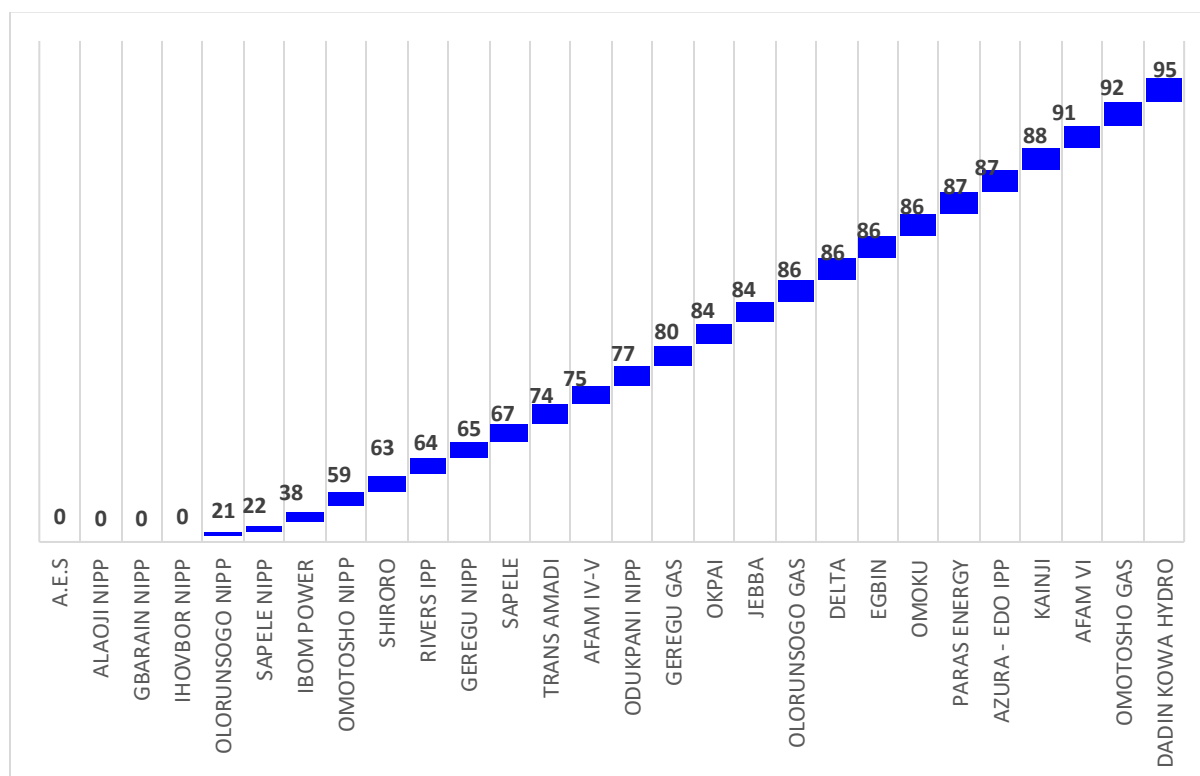
Complete resolution of both the operational and technical challenges in electricity generation remains as one of the top priorities of the Commission. The Commission continued consultations with relevant stakeholders to develop lasting solutions to the gas impasse in the power industry. In addition, 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 NESI. Pursuant to this effort, the Commission continued the review of PIPs filed by the DisCos to ensure value for money and that the proposed projects by DisCos are capable of freeing up stranded capacity and improve quality of supply to consumers.

2.1.2. Load Factor and Average Generation of Power Plants

The average load factor (i.e. the dispatch rate) of the generation plants, defined as the amount of energy that a power plant generated over a certain period relative to its available capacity for the said period, stood at 73.97% during the first Quarter 2021. In other words, this indicates that a power plant operating during the quarter under review had 73.97% of its available capacity dispatched by the System Operator. This performance was a 2.2 percentage points increase over the 71.77% recorded in the preceding quarter and 12.26 percentage points higher than that of 2020/Q3, indicating a general upwards trend.

As represented in Figure 2, Geregu, Okpai, Olorunsogo, Omotosho, Delta, Egbin, Omoku, Paras energy, Afam VI, Azura 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 and ensuring the cheaper plants get priority dispatch. During the period, Dadinkowa hydro power plant had the highest load factor of 95.39% while Olorunshogo NIPP had the least dispatch rate of 21.20%.

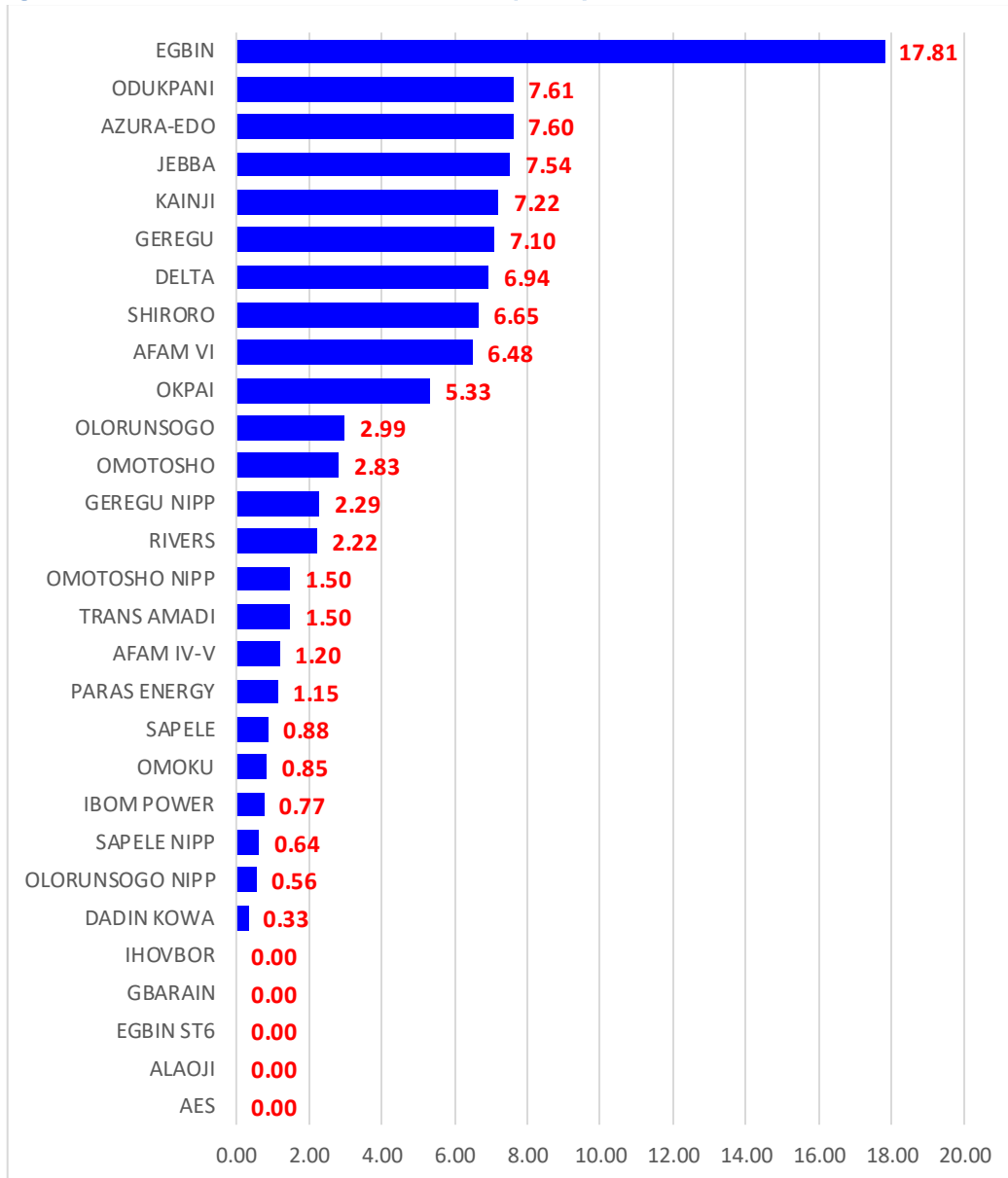
Figure 2: Plants Load Factor (%) in 2021/Q1



The contribution of the individual power plant to the total energy output during the first quarter of 2021 is represented in Figure 3. Nine (9) of the twenty-four (24) operational power plants accounted for 71.39% of the total electric energy generated during the first quarter of 2021. Due to its size and availability, Egbin power plant accounted for the highest share (i.e. 16.87%) of the total energy output followed by Azura power plant, which accounted for 7.28% energy share. In comparison to the preceding quarter, Figure 3 shows clearly that energy generation in Nigeria is still heavily dependent on nine (9) power plants as these plants accounted for 71.39% of the total electric energy output in 2021/Q1 and increased from the 67.08% share recorded for

the same plants in 2020/Q4.

Figure 3: Share (%) of Generation Output by Plants in 2021/Q1



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

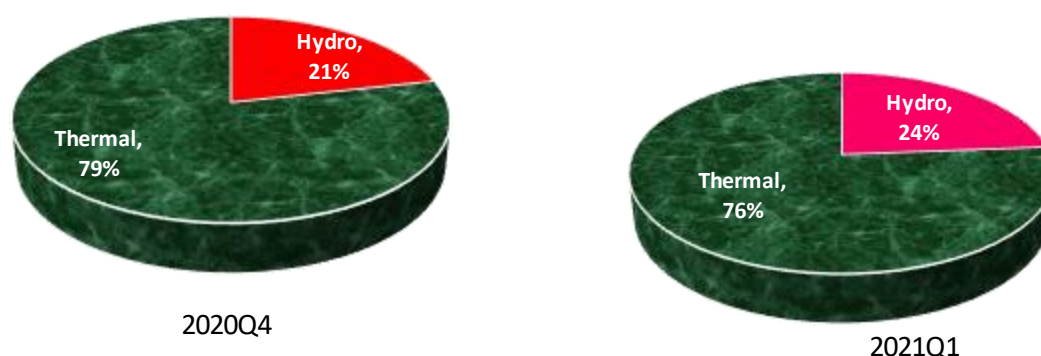
spinning reserves.² It is noteworthy that seven thermal plants (Egbin, Ihobvor Olorunsogo NIPP, Olorunsogo IPP, Omotosho NIPP, Omotosho IPP and Sapele) sum up to approximately 26% of total available capacity. Of course, 36% of available thermal generation capacity are fed from the same Lagos-Escravous pipeline making the entire generation system vulnerable to high impact in the event of vandalism or other supply risks affecting this pipeline.

2.1.3. Generation Mix

The shares of electricity generation by fuel sources for the last quarter of 2020 and first quarters of 2021 are represented in Figure 4. Although thermal share declined from 79% in the preceding quarter, it still dominates the electricity generation mix accounting for 76.25% of the electricity generated during the first quarter of 2021. This implies that approximately 7.63kWh 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 5.08 percentage points increase in the share of electric energy generated from hydro, which accounted for 23.55% of the total energy output. Notwithstanding the progress, the Commission notes with concern the low security of supply associated with having just two energy mixes and significant dominance of gas fuel as acts of vandalism of gas pipelines could result in serious grid instability, as was experienced in 2016.

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.

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 advantage of the opportunities created by the Mini-Grid Regulations.

2.1.4. Grid Performance

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

- Transmission Loss Factor

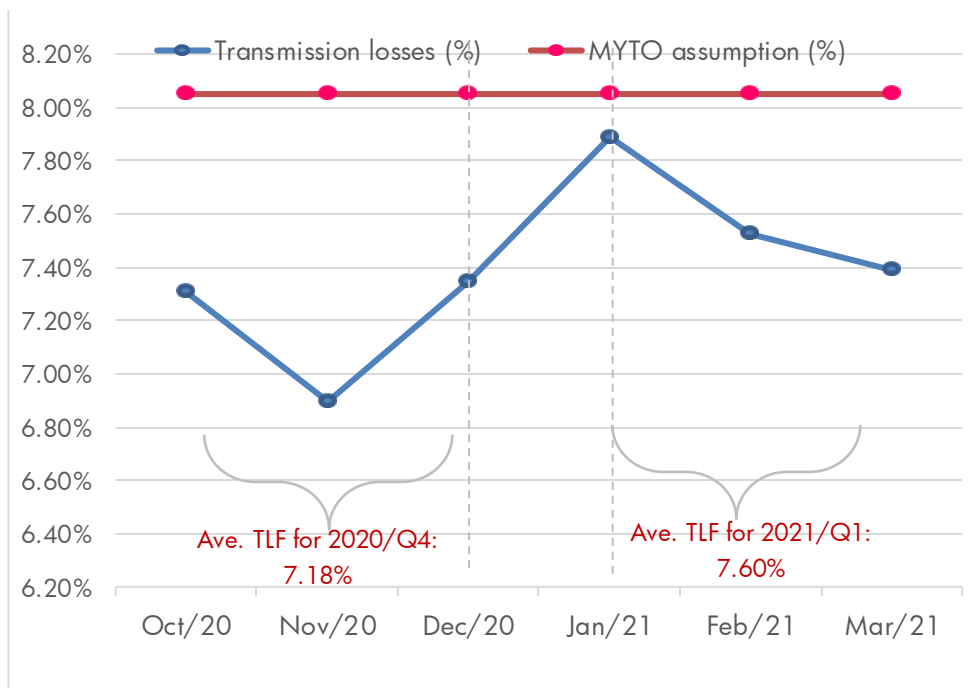
The Transmission Loss Factor (“TLF”), refers to the proportion (in percent) of the total energy sent out by the power plants that was lost in transmission and unaccounted for in the energy offtake of the DisCos or as part of export. As a measure of efficiency of

the transmission system, a decline in TLF points to an improvement in transmission efficiency

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

As represented in Figure 5, the average TLF rose by 0.43 percentage point from the average of 7.18% recorded in 2020/Q4 indicating a relatively low performance in TCN’s operation. Stated in energy terms, in every 100MWh of energy injected into grid from the generation stations during 2021/Q1, 7.61MWh was dissipated as transmission loss. Notwithstanding, the average TLF of 7.61% recorded in 2021/Q1 was still lower than the 8.05% industry Multi-Year Tariff Order (“MYTO”) reference loss factor indicating an acceptable level of TLF.

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



To ensure that the recent increase in the TLF is short-lived, the Commission shall investigate the factors responsible for the increase with a view to reversing the trend. Reported TLF over the past 27 months (Jan 2019 to March 2021) indicates that the TCN

has consistently achieved a TLF lower than 8.05% except for the two months of September 2019 and February 2020. It is therefore justifiable to consider a downward review of the TLF target so that the TCN can make effort to be even more efficient. A trend shifting the efficiency frontiers will mean increase in the total energy (MWh) delivered to the DisCos for onward distribution to 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 first quarter of 2021 except for one partial collapse that occurred on 17th February 2021. Table 1 presents the number of system collapses experienced in 2020/Q4 and 2021Q1. There was no incident of total system collapse (i.e. total blackout nation-wide) recorded during the first quarter of 2021 as compared to one (1) total system collapse recorded in the preceding quarter.

Table 1: System Collapse in 2020/Q4 & 2021Q1

Category	2020/Q4	2021/Q1
Number of Partial Collapses	0	1
Number of Total Collapses	1	0

A year-on-year comparison of system collapses indicates a declining trend of system collapses since 2017 when eight total system collapses were recorded during the first quarter. This points to improvements in system stability over the past four years.

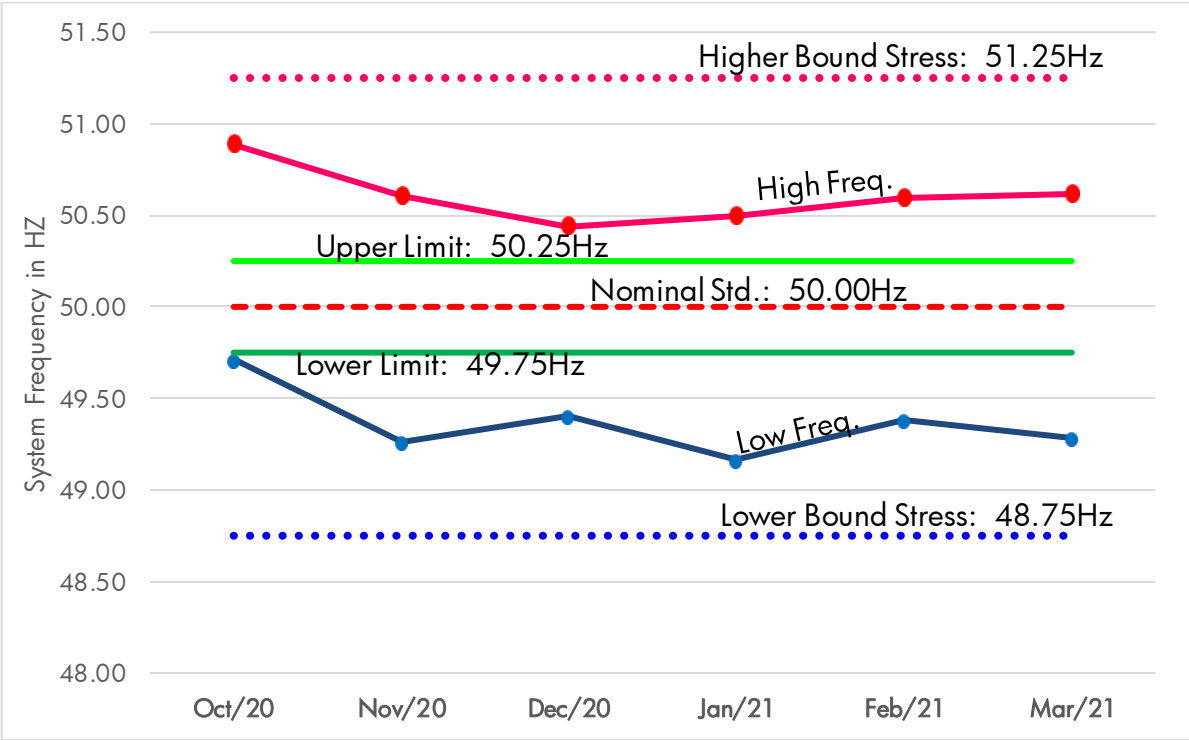
The Commission, in collaboration with the TCN, shall intensify efforts to maintain the improvement in grid stability and prevent system collapse in subsequent quarters and beyond. The Commission shall intensify the monitoring of strict compliance to the SO's directives to generators on free governor and frequency control mode in line with the

provisions of the subsisting operating codes in the electricity industry. As highlighted in the preceding reports, the Commission has reviewed the outcome of the competitive procurement of spinning reserves conducted by the TCN and its' decision has since been communicated to TCN for further action. This is to guarantee adequate spinning reserves for proper management of the grid by the SO.

- **Grid Frequency**

Grid supply in Nigeria is at 50Hz but due to the continuously changing load of the power grid and the generator's reaction to load changes the system frequency is rarely maintained at exactly 50Hz. Based on the provisions of the Grid Code, the system frequency, is allowed to deviate marginally but should be within a lower limit of 49.75Hz and an upper limit of 50.25Hz. However, the system frequency may reach an upper bound stress limit of 51.25Hz and lower bound stress limits of 48.75Hz, when the grid is stressed in extreme circumstances. The system frequency pattern from October 2020 to March 2021 represented in Figure 6 shows sustained improvement in stability. However, both the lower and the upper system frequencies remained outside the normal operational limits. During the period under review, the system low frequency continued to make gradual progress towards the nominal statutory standard as it averaged at 49.28Hz. The system high frequency shows sustained convergence towards the upper limit of 50.25Hz given that it averaged 50.57Hz 2021-Q1 as compared to 50.64Hz in the preceding quarter, indicating a marginal improvement of 0.076Hz.

Figure 6: Average Daily System Frequency from Oct. 2020– March, 2021



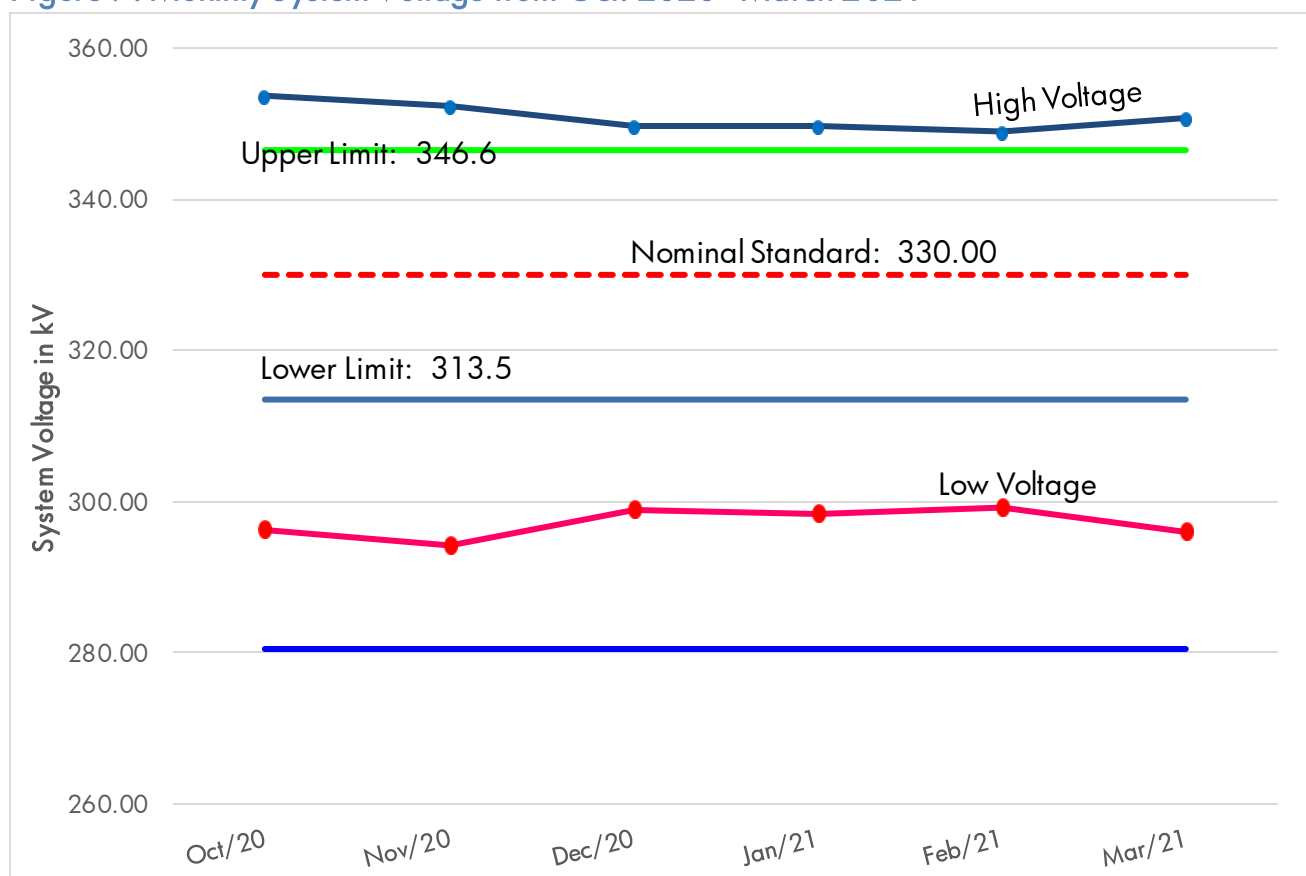
Maintaining an ideal grid frequency of 50Hz depend on the equilibrium between the amount of electricity fed into the electricity grid and the amount of electricity drawn from the grid (including losses). As it is not economically feasible to store electricity in large quantities over a long period, the system operator continuously adjust demand and supply to ensure that this frequency is sustained at all times within a tolerance threshold of plus or minus 0.050 Hz. When demand exceed supply, the frequency drops and unless system operator brings in additional supply or shed off some load, there is the risk of initiating cascading self-protective shutdown of nearby generators leading to a complete collapse of the grid. Plants with speed governors controls may take some corrective action by ramping up its speed and hence the frequency, provided the generator had not been fully loaded up to that point. 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. In order to increase the patronage of grid electricity by industrial customers whose operations are often largely sensitive to grid stability, we must improve the quality of supply by ensuring the grid frequency remains within the statutory bounds.

- **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 October 2020 to March 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 distortions 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 Oct. 2020– March 2021



2.2. Commercial Performance

2.2.1. Energy Received and MYTO Load Allocation

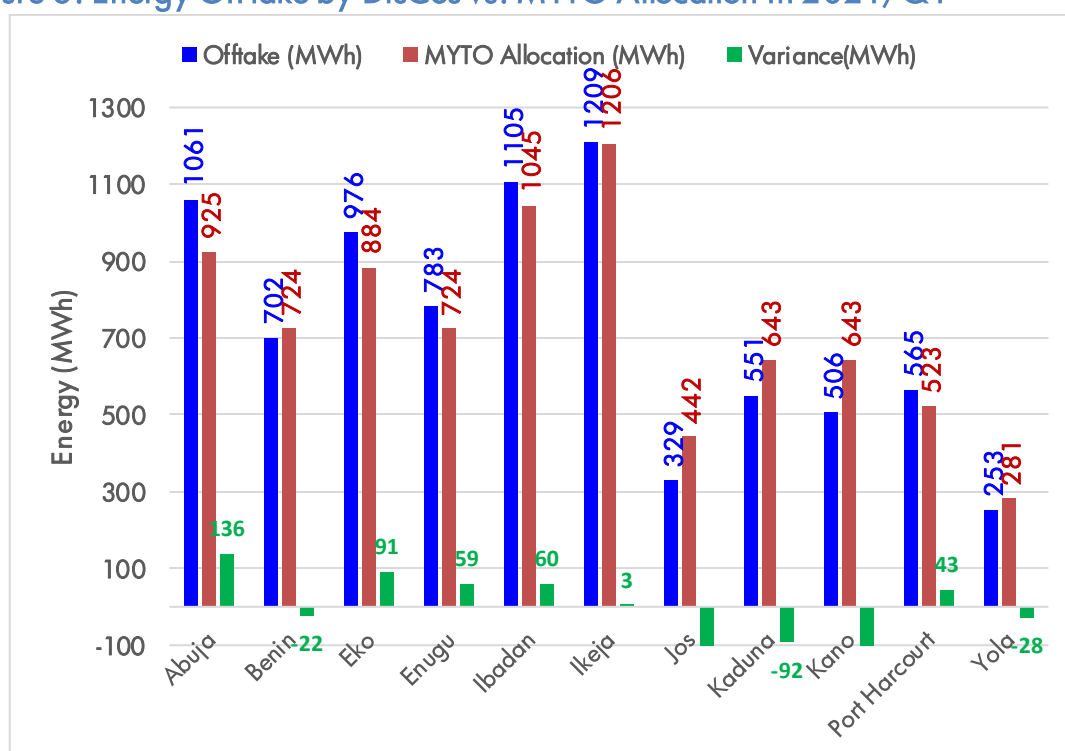
The amount of energy received by DisCos at their trading points decreased slightly by approximately 0.4% to 8,003.10GWh in 2021/Q1 from the 8,035.13GWh recorded in 2020/Q4. This decrease is partly reflective of the 2.43% decrease in the total energy generated during the quarter as compared to 2020/Q4.

The comparison of the MYTO load allocation with the share of energy received by DisCos during 2021/Q1 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 limitations 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 supervise 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/Q1



2.2.2. Energy Billed and Billing Efficiency

The amounts of energy received, billed and billing efficiency by DisCos during the fourth quarter 2020 and first quarter of 2021 are represented in Table 2. The table indicates

an increase in DisCos' billing efficiency during the first quarter of 2021. Out of the 8,153.78GWh total energy received by all DisCos during the first quarter, 6,172.19GWh (75.70%) was billed to the end-users, maintaining the same billing efficiency as the fourth quarter 2020. 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 2020 Q4/2021_Q1

DisCos	Total Energy Received		Total Energy Billed		Billing Efficiency	
	(GWh)		(GWh)		(%)	
	2020/Q4	2021/Q1	2020/Q4	2021/Q1	2020/Q4	2021/Q1
Abuja	973.0	1,059.0	626.00	673.00	64.34	63.55
Benin	666.3	706.2	559.54	583.98	83.97	82.70
Eko	896.3	1,011.6	806.25	869.47	89.96	85.95
Enugu	671.0	807.0	490.00	578.00	73.03	71.62
Ibadan	1,015.3	1,139.9	749.91	874.24	73.86	76.69
Ikeja	1,170.7	1,223.3	1070.52	1070.72	91.45	87.53
Jos	359.3	334.1	197.18	207.47	54.88	62.11
Kaduna	566.0	545.0	461.00	411.00	81.45	75.41
Kano	480.4	498.7	385.75	364.52	80.30	73.10
Port Harcourt	543.3	555.1	418.26	416.78	76.99	75.08
Yola	282.0	274.0	136.00	123.00	48.23	44.89
All DisCos	7,624	8,154	5,900	6,172	77.40	75.70

Notes of the table: DisCos are the electricity distribution companies

The level of DisCos' billing efficiency shows that, for every 10kWh of energy received by DisCos from the TSP in 2021/Q1, approximately 2.43kWh was lost to technical inefficiencies and energy theft. In other words, for every ₦10 worth of electricity received by DisCos during the first quarter of 2021, approximately ₦2.43k 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 first 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 44.89%, indicating that the DisCo lost more (i.e., 55.11%) energy to technical inefficiency and energy theft than could be billed in the said quarter. Yola DisCo has consistently recorded the lowest billing efficiency since the fourth quarter of 2018.

Based on relative improvement from the preceding quarter, only Ibadan and Jos DisCos recorded an improvement in their billing efficiencies during the quarter under review. The overall billing performance fell by 1.7 percentage points from 77.4% in the fourth quarter to 75.7%

Pursuant to the Commission's commitment to address DisCos' technical and commercial inefficiency (e.g., poor distribution network), the Commission is monitoring the implementation of the Performance Improvement Plans towards achieving the overall targets. As highlighted in the preceding reports, the guidelines issued by the Commission for the preparation of the PIPs include CAPEX process for the next 5 years whereby investments by DisCos would be thoroughly reviewed for prudence and relevance to service delivery.

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. In addition, the Commission continued to monitor the rollout of meters by DisCos following the conclusion of the procurement of MAPs.

2.2.3. Revenue and Collection Efficiency

The total revenue collected by eleven (11) DisCos from customers in the first quarter of 2021 stood at ₦183.73billion out of the total bill of ₦273.38billion. In contrast to the preceding quarter, there was marginal improvement in the DisCos' collection efficiency (i.e., the total revenue collected as a ratio of the total billing by DisCos) during the first quarter of 2021. As shown in table 3, overall collection efficiency grew from 63.14% in 2020/Q4 to 67.21% in 2021/Q1 representing 4.41 percentage points increase. The collection efficiency implies that for every ₦10.00 worth of energy billed to customers by DisCos in the 2021/Q1, approximately ₦3.28 remained unrecovered from customers.

Table 3: Revenue Performance of DisCos in 2020/Q4-2021/Q1

DisCos	Total Billings		Revenue Collected		Collection Efficiency (%)	
	(₦'Billion)		(₦'Billion)			
	2020/Q4	2021/Q1	2020/Q4	2021/Q1	2020/Q4	2021/Q1
Abuja	27.34	33.79	24.19	28.71	88.47	84.95
Benin	24.58	26.17	13.07	13.24	53.19	50.61
Eko	31.81	38.19	24.31	30.66	76.42	80.29
Enugu	23.16	20.49	14.29	17.41	61.71	84.96
Ibadan	30.26	38.43	17.78	20.36	58.73	52.98
Ikeja	39.81	45.78	29.90	36.49	75.11	79.70
Jos	8.22	9.93	4.81	5.28	58.49	53.16
Kaduna	23.87	19.71	5.93	7.21	24.85	36.59
Kano	16.36	16.61	10.46	11.21	63.96	67.50
Port Harcourt	17.80	19.01	9.28	10.47	52.15	55.06
Yola	5.47	5.27	3.01	2.70	55.05	51.22
All DisCos	248.69	273.38	157.04	183.737	63.148	67.21

Notes of the table: DisCos are the electricity distribution companies

In appraising individual performances, Enugu, Abuja and Eko DisCos had the highest collection efficiency of 84.96%, 84.95% and 80.29% respectively while Kaduna DisCo has the lowest collection efficiency of 36.59%. On a quarter-on-quarter basis, Benin, Yola, Ibadan, Jos and Ibadan DisCos recorded a decline in collection efficiency, and Enugu DisCo recorded the highest increase of 23.25 percentage points moving from 61.71% in 2020/Q4 to 84.96 in 2021/Q1.

The overall improvement in the collection rate may be attributed to improved DisCos' management efforts and the improvement in end-user metering aided by the National Mass Metering Programme. The improved collection efficiency may also be attributed to the Order on capping of estimated bill issued by the Commission which caps the amount energy an unmetered customer can be billed. The capping Order addresses customers' displeasure with estimated billing which often resulted in an unwillingness to pay.

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 the DisCos decreased during 2021/Q1 from 51.13% in the fourth quarter 2020 to 49.12% in the 2021/Q1. The changes in ATC&C losses were mainly due to a 1.41 percentage points decrease in collection losses. This shows the influence of collection loss on the viability of the market indicating the imperative of intensifying revenue collection by Discos to improve on their cash flow, operational performance and in meeting their contractual obligations.

Table 4: ATC&C Losses (%) by DisCos in 2021/Q1

Discos	MYTO Target	Average ATC&C (%)	
	2021 (%)	2020/Q4	2021/Q1
Abuja	22.33	43.08	46.01

<i>Benin</i>	23.91	55.34	58.14
<i>Eko</i>	20.56	31.26	30.99
<i>Enugu</i>	19.67	54.93	39.15
<i>Ibadan</i>	39.12	56.62	59.37
<i>Ikeja</i>	12.47	31.31	30.24
<i>Jos</i>	22.06	67.90	66.99
<i>Kaduna</i>	11.23	79.76	72.40
<i>Kano</i>	10.81	48.65	50.65
<i>Port Harcourt</i>	29.70	59.85	58.66
<i>Yola</i>	23.71	73.45	77.01
Overall DisCos:			
<i>MYTO Level</i>	22.11	51.13	49.12
<i>Aggregate Technical, Commercial & Collection losses</i>	-	47.14	49.16
<i>Technical & Commercial losses</i>	-	19.85	24.30
<i>Collection losses</i>	-	34.19	32.79

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 (49.16%) in 2021/Q1 are substantially larger than the expected industry average of approximately 19.83% – the allowable ATC&C losses provided in the MYTO for 2021. The implication of the level of the ATC&C losses in 2020/Q1 is that, on average, as much as ₦4.92 in every ₦10.00 worth of energy received by a DisCo was unrecovered. This is due to a combination of inefficient distribution networks, energy theft and low revenue collection aggravated by the low level of metering of end-use customer and unwillingness to pay by customers.

In comparison with others, Ibadan, Abuja, Kano and Benin Discos made significant improvement in reducing their losses relative to 2020/Q4. The three least performing DisCos during the same quarter were Yola, Kaduna and Jos DisCos with the ATC&C losses of over 66.0% as against the MYTO target of 20.00%. However, none of the DisCos has attained the MYTO level ATC&C loss trajectories which were embedded in their performance agreement executed by their core investors and BPE.

2.2.5. Market Remittance

The liquidity challenge continues to be a major issue in NESI. This is evidenced in the DisCos' and international and special customers' remittances to NBET and MO during

the first quarter of 2021, as compared to the invoices received for energy purchased from NBET and those received for administrative services from MO during the same period. Out of the combined invoices of ₦260.07billion for energy and administrative services received from NBET & MO, only a total of ₦134.92billion (i.e. 51.88% of the invoice) was settled as and when due, creating a total deficit of ₦125.16billion (including tariff shortfall). 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 51.88% of the invoice.

Figure 9: Market Invoice and Remittance by DisCos in 2021/Q1

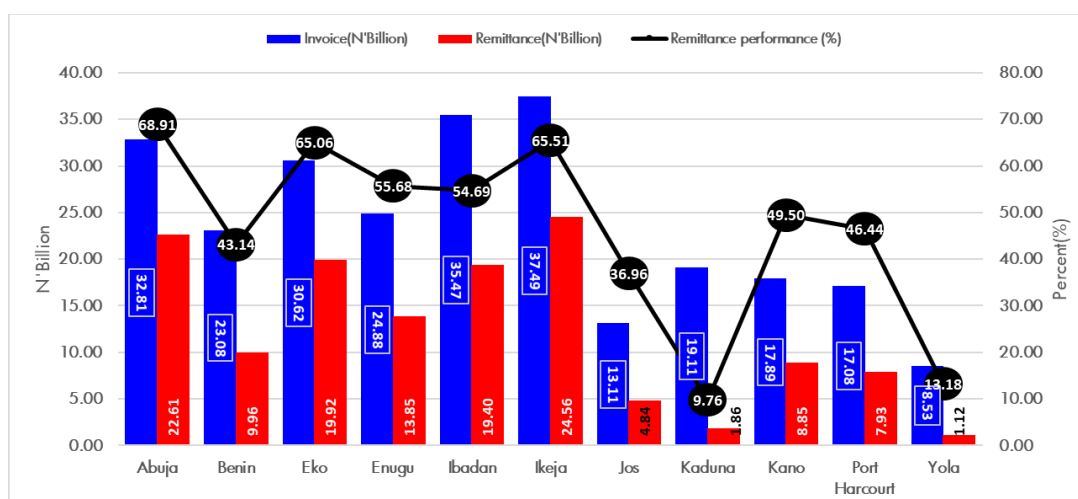


Table 5 presents the statistics on the DisCos' remittances to NBET and MO for energy received and service charge respectively during 2021/Q1. The remittances to NBET and MO were lower than the MRTs prescribed by the Commission's Order, albeit they were an improvement relative to the preceding quarter. In particular, the remittances of the DisCos to NBET increased by 1.5 percentage points from 43.69% in 2020/Q4 to 45.25% in 2021/Q1 while the payment by DisCos to MO for administrative services

decreased by 22.08 percentage points from 99.905% in 2020/Q4 to 77.82% in 2021/Q1.

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

DisCos	NBET				MO			
	Invoice (₦'Billion)	Remittance (₦'Billion)	Performance (%)		Invoice (₦'Billion)	Remittance (₦'Billion)	Performance (%)	
	2021/Q1	2021/Q1	2021/Q1	2020/Q4	2021/Q1	2021/Q1	2021/Q1	2020/Q4
<i>Abuja</i>	25.69	15.99	62.25	51.16	7.11	6.61	92.98	87.90
<i>Benin</i>	18.38	6.44	35.02	36.68	4.70	3.52	74.92	104.44
<i>Eko</i>	24.00	13.65	56.85	55.65	6.62	6.27	94.81	100.00
<i>Enugu</i>	19.50	9.53	48.86	53.43	5.38	4.32	80.39	100.00
<i>Ibadan</i>	27.80	13.11	47.17	38.29	7.67	6.28	81.94	100.00
<i>Ikeja</i>	31.16	19.00	60.99	65.52	6.34	5.56	87.75	100.00
<i>Jos</i>	10.07	2.42	23.99	10.32	3.03	2.43	80.02	114.35
<i>Kaduna</i>	15.34	1.36	8.86	28.04	3.78	0.51	13.38	114.08
<i>Kano</i>	14.70	6.42	43.66	46.29	3.19	2.44	76.42	123.74
<i>P/H</i>	13.67	5.20	38.05	28.73	3.41	2.73	80.06	92.09
<i>Yola</i>	6.87	0.65	9.45	10.60	1.66	0.47	28.62	58.05
<i>All DisCos</i>	207.19	93.76	45.25	43.69	52.89	41.16	77.82	99.90
	Special and International Customers:							
<i>AJAOKUTA STEEL</i>	0.45	0.00	0.00	0.00	0.11	0.00	0.00	0.00
<i>NIGELEC</i>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<i>CEB (SAKETE)</i>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<i>Other Bilaterals</i>	0.10	0.00	0.00	0.00	0.90	0.00	0.00	36.17

Notes of the table:

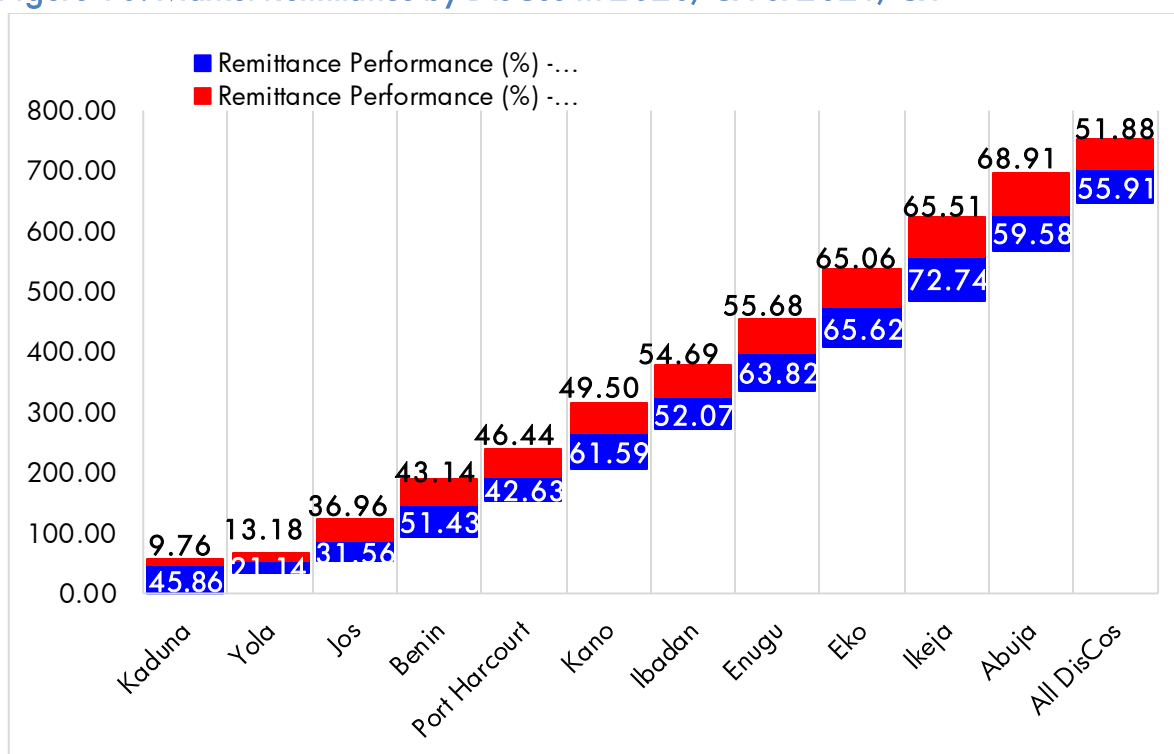
1. NBET, MO, SBEE, CEET and NIGELEC are Nigeria Bulk Electricity Trader, Market Operator, Societe Beninoise d'Energie Electrique, Compagnie Energie Electrique du Togo and Societe Nigerienne d'electricite respectively;

The special customers (Ajaokuta Steel Co. Ltd and the host community) made no payments in respect of the ₦0.16billion and ₦0.03billion 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.

With the exception of Abuja, Jos, Ibadan and PH Discos, the aggregate individual remittance performance, as represented in Figure 10, decreased in the first quarter of 2021. The aggregate combined invoice settlement rate for all DisCos declined from 55.9% in 2020Q4 to 51.88% in Q1. Ikeja DisCo's remittance decreased by 7.2 percentage points relative to 2020/Q4. Abuja DisCo recorded the highest remittance rate of 68.91% while Kaduna DisCo recorded the lowest remittance performance at 9.76%.

Figure 10: Market Remittance by DisCos in 2020/Q4 & 2021/Q1

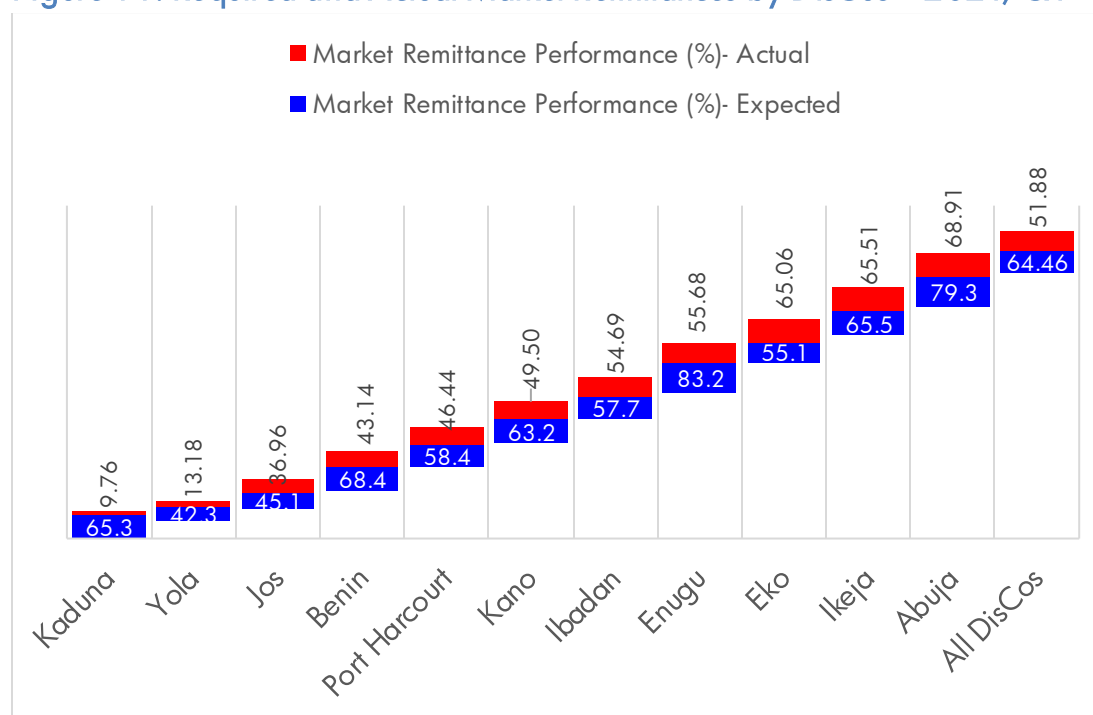


Noting that tariff shortfall may have partly accounted for the low remittances by DisCos as represented in Figure 10, the expected MRTs for DisCos adjusted for tariff shortfall³

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/Q1 for each of the DisCo is 100% while the expected MRTs for the energy delivered by NBET for Jan-Feb 2021

versus 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/Q1 was 51.88% and ranged from 9.76% (Kaduna DisCo) to 68.91% (for Abuja DisCo). During 2021/Q1, the actual remittance rate of the individual DisCo was significantly lower than the projected MRT except in the cases of Eko and Ikeja 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 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/Q1



In order to address the market liquidity challenges, all DisCos are being steered continually by the Commission, through appropriate regulatory oversights, to rapidly

remain as in December 2020. The MRT for the March 2021 are 71.33%, 49.84%, 64.54%, 63.3%, 60.31%, 72.99%, 38.08%, 69.73%, 73.75%, 47.22% and 35.69% for Abuja, Benin, Eko, Enugu, Ibadan, Ikeja, Jos, Kaduna, Kano, Port Harcourt and Yola DisCos respectively.

improve on the services being rendered and on their revenue collection from customers in order to fulfil their market obligations and mitigate financial distress in NESI. To further enforce market discipline and compliance with the MRTs, NBET may need 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

3.1.1.Regulations

During the first quarter of 2021, no new regulations were issued. The Commission, however, continued the monitoring of compliance with the extant regulations, orders and standards governing NESI. In addition, the Commission has commenced the review of the under-listed Regulations.

1. The Nigerian Electricity Regulatory Commission Customer Complaint Handling: Standard and Procedures, 2006
2. The Nigerian Electricity Regulatory Commission's Meter Reading, Billing, Cash Collections and Credit Management for Electricity Supplies Regulations, 2007
3. The Nigerian Electricity Regulatory Commission's Customer Service Standards of Performance for Distribution Companies, 2007
4. The Nigerian Electricity Regulatory Commission's Connection and Disconnection Procedures for Electricity Services, 2007
5. The Nigerian Electricity Regulation Commission Meter Asset Provider Regulations, 2018
6. The Feed-In-Tariff Regulations for renewable energy sourced electricity in Nigeria, 2016

3.1.2.Orders

The Commission issued two orders during the quarter. The first order temporarily suspended the implementation of the December 2020 minor review of MYTO pending the conclusion of further consultation.

3.2. Licences and Permits Issued and Renewed

The Commission did not issue or renew any licences during the first quarter of 2021. However, the Commission approved one (1) Mini-grid registration and issued one (1) new Mini-grid permit to Renewvia Solar Nigeria Limited following the satisfactory evaluation of the applications. In the same period, the Commission approved three (3) Captive power generation (“CPG”) permits with a total nameplate capacity of 15MW. Details of the successful CPG applicants and their locations are presented in Table 6.

Table 6: Captive Power Generation Permit Issued in 2021/Q1

S/N	Applicants	Location (State)	Authorization	Capacity (MW)
1.	Vinyon Footwear Industry Limited	Kano	CPG	6.0
2.	De-United Foods Industries Limited	Otta, Ogun State	CPG	4.6
3.	Palladium Mining Limited	Isiagu Ivo		2.7

3.3. Certification of Meter Service Providers

The Commission, during the quarter under review, certified four (4) Meter Service Providers (“MSP”) for installer and importer category. The names of all successful MSP applicants during the first quarter of 2021/Q1 are presented in Table 7.

Table 7: Certification of Meter Service Provider in 2021/Q1

S/N	Name of Applicants	Certification Class Issued
1	Willares Engineering Certificate	Meter Installer
2	Armese Consulting Limited (renewal)	Meter Installer

3	Helbon Associates Limited (renewal)	Meter Installer
4	Cenave Integrated services Limited	Meter Importer
5	Smart Meter Company Limited	Manufacturer
6	Turbo Energy Limited	Manufacturer
7	Chris Ejik International Limited	Vendor
8	Bendoricks International Limited	Importer

3.4. Meter Assets Providers (MAP)

During the quarter under review, the Commission issued Meter Assets Provider (“MAP”) permit to the applicants listed in table 8. The Commission issued letters of “No Objection” to three (3) applicants namely: KINOD Global Resources Nigeria Limited, Idid Nigeria Limited and Brooks Field Technologies Limited, following the satisfactory evaluation of their applications. The letters of No Objection are to allow the recipients to apply to be MAPs for DisCos that intend to procure new MAPs. The names of all successful MAP applicants with the dates of their certification are presented in Table 8.

Table 8: Permits Issued to Meter Assets Providers as at

S/N	Name of Applicants	DisCo Serving
1.	Turbo Energy Limited	Abuja
2.	Ziklagis Networks Limited	Abuja
3.	Meron Nigeria Limited	Abuja
4.	Ziklagsis Networks Limited	Yola

3.5. Eligible Customer Applications under Evaluation

During the quarter under review, the Commission did not approve any application for eligibility status as none of the applicants met the requirements set out in the Eligible Customer Regulation.

3.6. Minigrid Permits/Registration

During the quarter under review, the following companies were issued authorization (permit and registration) for Minigrid projects of various capacities as indicated in table 9

Table 9: Minigrid Operators Registered with the Commission during 2021/Q1

<i>Applicant</i>	<i>Capacity</i>	<i>Location/Community</i>	<i>LGA/state</i>	<i>Remark</i>	<i>Date Approved</i>
<i>Zylab technologies Nigeria Ltd IBK Service Ltd</i>	33 kW	Orie, Obeagu Isu	Onicha/Ebonyi	Registration	13/01/2021
	30 kW	JinoWard, Bambami,	Baagarawa/Katsina	Registration	29/01/2021
<i>Zylab technologies Nigeria Ltd</i>	66 kW	Umintumuna, Obeagu Isu	Onicha/Ebonyi	Registration	13/01/2021
<i>Cloud Energy Photoelectric Ltd</i>	100 kW	Eka- Awoke,	Ikwo /Ebonyi	Permit	17/03/2021
<i>Cloud Energy Photoelectric Ltd</i>	23 kW	Ndejiko	Lavun/Niger	Permit	
<i>Power Gen Nigeria Assets Ltd</i>	37 kW	Emiworogi	Edati/Niger	Permit	
	66 kW	Ma'agi bukun	Mokwa/Niger	Permit	
	74 kW	Ma'agi Igenchi	Mokwa/Niger	Permit	
	74 kW	Kpanbo	Mokwa/Niger	Permit	
	74 kW	Gbara	Mokwa/Niger	Permit	
	42 kW	Nantu	Mokwa/Niger	Permit	

3.7. Certification of Meter Service/Assets Providers

The Commission, during the quarter under review, approved eight (8) new Meter Service Providers (“MSP”) for the manufacturer, importer, vendor and installer categories following the satisfactory evaluation of their application. The MSP applicants approved during the first quarter of 2021 are presented in Table 8

Table 10: Certification of Meter Service Provider in 2021/Q1

	<i>MAP Applicant</i>	<i>Category</i>
1	Willares Engineering Certificate	Meter Installer
2	Armese Consulting Limited (renewal)	Meter Installer
3	Helbon Associates Limited (renewal)	Meter Installer
4	Cenave Integrated services Limited	Meter Importer
5	Smart Meter Company Limited	Manufacturer
6	Turbo Energy Limited	Manufacturer
7	Chris Ejik International Limited	Vendor
8	Bendoricks International Limited	Importer

3.8. 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.

3.9. Compliance and Enforcement

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

3.10. Litigation

The Commission was not involved in any new litigation during the first quarter of 2021. The Commission, however, continued with the on-going litigations reported in the preceding quarters. The previously mentioned litigations, which directly or indirectly involved the Commission, include;

1. An order granting leave to the litigants to apply for judicial review (by way of declaration, certiorari, prohibition and injunction) of the decision of the Commission to conduct a forensic audit of the operations of the litigants as communicated vide the Commission's letter dated 20 March 2020;
2. A declaration that the failure of the Commission to consult with Enugu DisCo before unilaterally increasing it (Enugu DisCo) 22% baseline remittance to 42% and subsequently to 50% as contained in NERC Orders NERC/GL/173A and NERC/GL/187B respectively constitutes denial of the right to fair hearing and violation of the Claimant's rights to be consulted as provided under Section 32(3) of the EPSRA 2004 and Section 36 of the 1999 Constitution as amended;

3. A perpetual injunction restraining the Commission from acting in furtherance with the Commission's proceeding/ruling on Complaint: NERC/PHF/079/2018 dated 16 August 2018;
4. A declaration that NERC Order: NERC/GL/168 dated 9 May 2019 is an abuse of court process; is ultra vires NERC powers; is a breach of PIPP's right of fair hearing and made without due process;
5. A declaration that it is the responsibility of the Commission to ensure that the litigant (Hon. Olufemi Adeniregun) is connected to any private electricity or independent electricity distribution network operator of his choice;
6. That some provisions of the MAP Regulations (2018) as issued by the Commission are ultra vires and in contravention with the EPSRA;
7. That the Commission lacks powers to issue a notice of intention to cancel licences of erring DisCos;
8. A declaration that the purported declaration and issuance of Eligible Customers ("EC") Regulations and conferment of EC status on certain electricity consumers are null and void and liable to be set aside;
9. A court action by IBEDC and its core investor challenging the suspension of the board of Ibadan DisCo by the Commission;
10. A matter instituted by a consumer right advocate challenging the sufficiency of consultations conducted by the Commission prior to the implementation of the MYTO 2015 tariff review in 2016; and
11. A declaration that the execution of a DUoS agreement between an EC and a supplier is mandatory prior to NERC's approval for energy delivery to the EC.

3.11. 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/Q1.



4. CONSUMER AFFAIRS

4.1. Consumer Education and Enlightenment

To ensure continuous education of customers on their rights and obligations, during the first quarter of 2021, the Commission continued the monitoring of the customer enlightenment programmes of the eleven (11) DisCos. On its part, the Commission, during the quarter, commenced the airing of its pre-recorded radio enlightenment programme titled “Electricity Update” across twelve (12) states and FCT, Abuja, to enlighten electricity consumers on various issues. The programme’s focus includes but not limited to customers’ rights and obligations, customers’ redress mechanism, service-based tariff, capping of estimated billing, metering related issues and the strategy being adopted by the Commission to bridge the metering gap in the industry.

During the same quarter, the Commission in its efforts to enlighten the younger generation on the importance of ensuring safety in the use of electricity concluded the process of grading the scripts of the candidates that participated in the 2020 Annual Electricity Essay Competition. The grand finale of the competition where the winner will be announced has been scheduled for 2021/Q1.

4.2. Metering of End-use Customers

The status of end-use customer metering as at 2021/Q1 is presented in Table 9. Low metering remains a serious challenge in the NESI as more than 50% of the end-use customers are on estimated billing with huge collection losses due to customer apathy, which poses a serious liquidity challenge to the NESI. In comparison to 2020/Q4, the number of registered and metered customers increased by 1.03% and 1.63% respectively. These marginal increase in registered was due to new connection and continuous customer enumeration, while the in metered customers was due to meter roll-out under the NMMP that commenced in the preceding quarter.

Table 11: Customers Metering Status by DisCos as at 31 March 2021

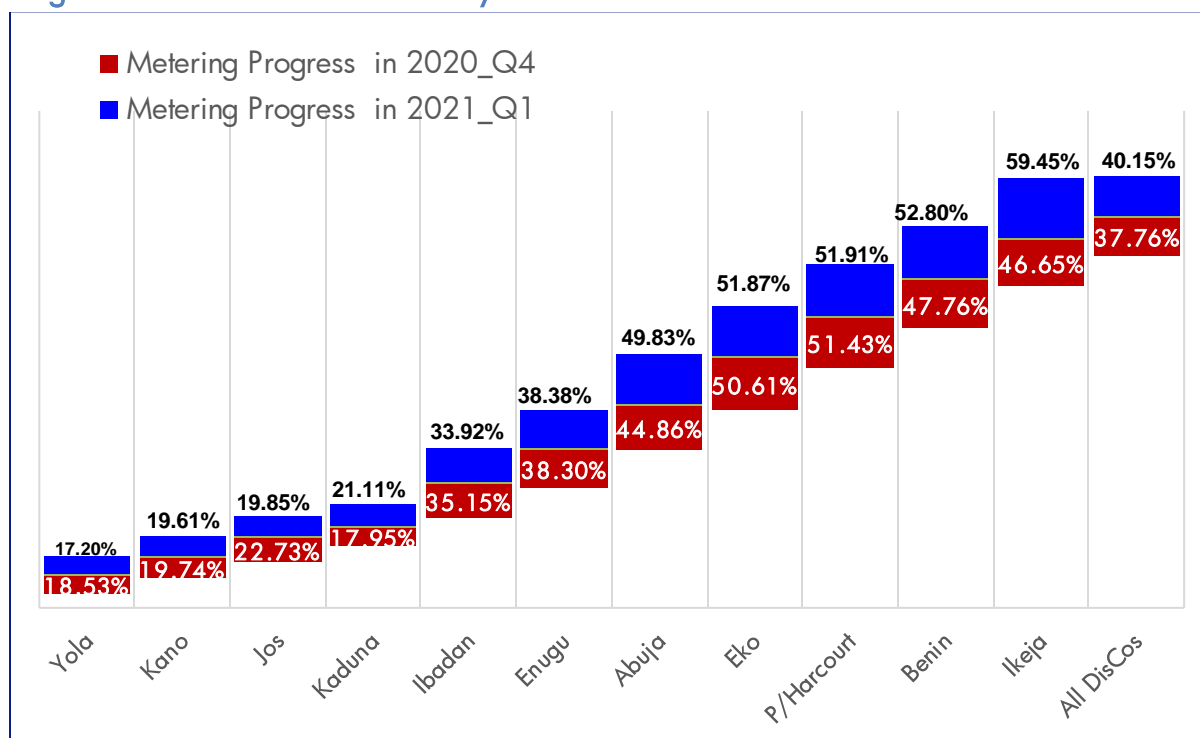
Distribution Companies (DisCos)	Registered Customer as at Mar. 2021	Metered Customer as at Mar. 2021	Meters installed under MAP & NMMP in 2021/Q1	Meters Installed under MAP & NMMP in 2020/Q4	Metering Progress (%)	
					as at Q1. 2021	as at Q4. 2020
Abuja	1,533,401	764,126	15,429	34,997	49.83	44.86
Benin	1,088,812	574,918	8,878	4,454	52.80	47.76
Eko	572,328	296,854	9,854	8,386	51.87	50.61
Enugu	1,250,159	479,799	15,803	13,733	38.38	38.30
Ibadan	1,983,521	672,783	27,836	4,546	33.92	35.15
Ikeja	1,143,431	679,764	35,920	64,058	59.45	46.65
Jos	658,657	130,770	15,955	2,815	19.85	22.73
Kaduna	736,213	155,425	17,577	3,062	21.11	17.95
Kano	668,723	131,113	3,529	717	19.61	19.74
P/Harcourt	705,038	365,980	36,626	20,768	51.91	51.43
Yola	436,509	75,089	2,837	222	17.20	18.53
All DisCos	10,776,792	4,326,621	190,244	157,758	40.15	37.76

Notes of the table: DisCos are the electricity distribution companies, and Meter deployment under NMMP started in October 2020

As shown in table 11, additional 190,244 end-use customers' meters were installed during 2021/Q1 which is an improved performance compared to the 157,758 meters installed during 2020/Q4. The percentage of customer population metered by DisCos as at 31 March 2021 is represented in Figure 12. It indicates that overall metering level has improved from 37.76% in the fourth Quarter 2020 to 40.15% in the first quarter 2021, i.e. the metering gap reduced from 62.24% to 59.85%. As regards the individual DisCo, only Abuja, Benin, Ikeja and Kaduna DisCos made significant progress in

metering their customers at the end of the first quarter of 2021 as compared to the end of the fourth quarter of 2020. Although the overall metering level stands at 40.15%, only four DisCos (Eko, Benin, Ikeja and Port Harcourt) had metered not less than 50% of their registered customers as at 31 March 2021.

Figure 12: Customers Metered by DisCos as at 31 March 2021



4.3. Customers Complaints

The complaints received by DisCos during the fourth quarter of 2020 and first quarter of 2021 are presented in Table 12 which shows that the eleven (11) DisCos received 236,939 complaints during the quarter. This indicates a daily average of 2,632 complaints compared to the daily average of 2,505 complaints received in the fourth quarter of 2020. Enugu and Yola DisCos received the highest and lowest number of customer complaints respectively during the first quarter of 2021. It is noteworthy that both Enugu and Yola had respectively recorded the highest and least customer's complaints since the past eight quarters.

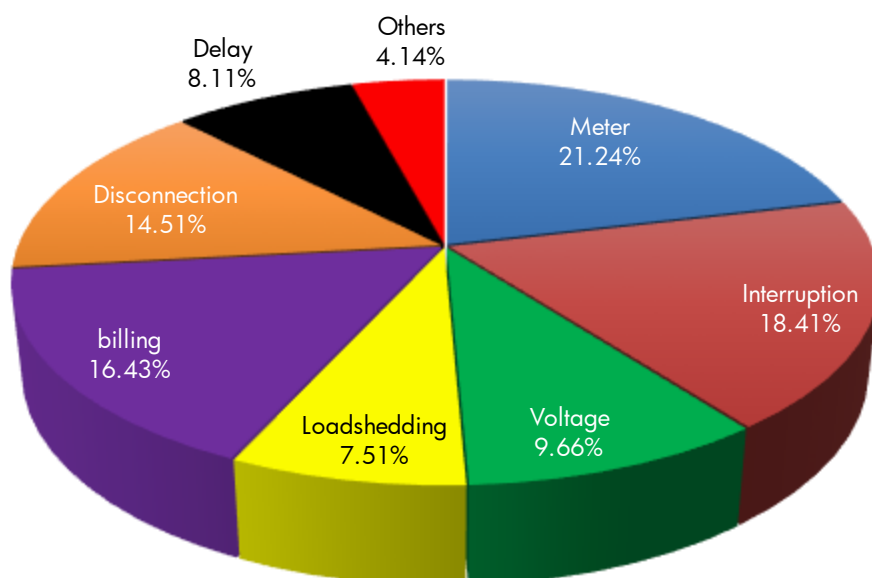
Table 12 Complaints Received and Resolved by DisCo in 2020/Q4 - 2021/Q1

	2020/Q4:			2021/Q1:		
	Complaints Received	Complaints Resolved	% Resolution rate	Complaints Received	Complaints Resolved	% Resolution rate
<i>Abuja</i>	41,841	39,806	95.14%	27,224	26,643	97.87%
<i>Benin</i>	15,140	12,907	85.25%	18,192	16,985	93.37%
<i>Eko</i>	27,177	25,244	92.89%	28,072	26,529	94.50%
<i>Enugu</i>	52,966	52,056	98.28%	55,200	54,438	98.62%
<i>Ibadan</i>	7,708	6,435	83.48%	9,984	8,573	85.87%
<i>Ikeja</i>	35,741	32,100	89.81%	37,950	34,533	91.00%
<i>Jos</i>	11,530	10,635	92.24%	10,676	10,030	93.95%
<i>Kaduna</i>	6,422	5,493	85.53%	8,905	7,795	87.54%
<i>Kano</i>	8,305	8,152	98.16%	12,253	12,150	99.16%
<i>Port Harcourt</i>	22,224	21,706	97.67%	26,807	26,752	99.79%
<i>Yola</i>	1,443	1,406	97.44%	1,676	1,634	97.49%
<i>Total</i>	230,497	215,940	93.68%	236,939	226,062	95.41%

The DisCos' customer complaints centred on service interruption, poor voltage, load shedding, metering, estimated billing, disconnection, delayed connection, among others. Relative to the preceding quarter, the rate of complaints on metering and billing decreased while interruption and disconnection increased during the first quarter of 2021. The categories of complaints presented in Table VI of the appendix and the summary represented in Figure 13 shows that metering and billing accounted for 37.67% of the total complaints received during the first quarter of 2021 as against 48.74% recorded in the preceding quarter. This implies that, on average, 992 customers complained about metering and billing per day in the first quarter of 2021.

The observed decrease in the rate of customer complaints related to billing and metering may not be unconnected with the decreased metering gaps in 2021/Q1 as reported above. Other issues of serious concern to customers are service interruption and disconnection, which respectively accounted for 18.84% (i.e., 34,199) and 8.86% (i.e., 20,414) of the total customer complaints during the quarter.

Figure 13: Category of Complaints Received by DisCos in 2021/Q1



To address customers' complaints, the Commission continuously monitors the complaint handling and resolution process adopted by DisCos. As reported in the preceding reports, the Commission continues to monitor the DisCos' compliance to its directive on monthly submission of their customers' complaints reports to ensure timely regulatory interventions when necessary. The Commission has also commenced the review of its strategy of monitoring DisCos' customers' complaint handling and resolution process with a view to further improve the regulatory oversight of the Commission on DisCos'

handling of customer complaints. The Commission is also reviewing the operation of the Commission's Forum Offices which are set up to redress the customers' complaints that are not adequately resolved by the responsible DisCos.

4.4. Forum Offices

In line with the Commission's mandate on customer protection, NERC Forum offices are set up pursuant to section 80(1)(b) of the EPSRA to hear and resolve customer complaints not satisfactorily resolved by DisCos. 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 31st December 2020, 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 13 indicates that, during the quarter under review, the Forum Offices handled 2,069 complaints (including the 510 pending complaints from the fourth quarter of 2020) from customers who were dissatisfied with DisCos' effort at resolving their lodged complaints. The Forum Offices covering Port Harcourt DisCo's operation areas had the highest number of complaints (i.e., 393 complaints) followed by the Forum Office covering Ikeja DisCo's operation areas which received 366 complaints during the same period. Similar to the preceding quarter, Yola Forum Office had the lowest number of complaints (i.e., 31 complaints) during the quarter.

Table 13: Complaints Handled by Forum Offices in 2021/Q1

<i>Forum Offices</i>	<i>Accountable DisCos</i>	<i>Complaint Received¹</i>	<i>Complaint Resolved²</i>	<i>Complaint Pending³</i>	<i>No of Sitzings</i>
<i>Abuja, Lafia & Lokoja</i>	Abuja	112	56	48	1
<i>Asaba & Benin</i>	Benin	136	75	61	3
<i>Eko</i>	Eko	119	93	26	2
<i>Abakaliki, Akwa, Enugu, Owerri, & Umuahia</i>	Enugu	338	234	87	16
<i>Ibadan, Ilorin & Osogbo</i>	Ibadan	354	290	64	5
<i>Ikeja</i>	Ikeja	366	305	61	2

<i>Bauchi, Gombe, Jos & Makurdi</i>	Jos	54	23	20	0
<i>Gusau, Kaduna, Kebbi & Sokoto</i>	Kaduna	114	73	39	5
<i>Jigawa, Kano & Katsina</i>	Kano	52	42	7	0
<i>Calabar, Port Harcourt & Uyo</i>	P/Harcourt	393	266	125	3
<i>Yola</i>	Yola	31	24	7	0
<i>All Forum Offices</i>	All DisCos	2,069	1,481	545	37

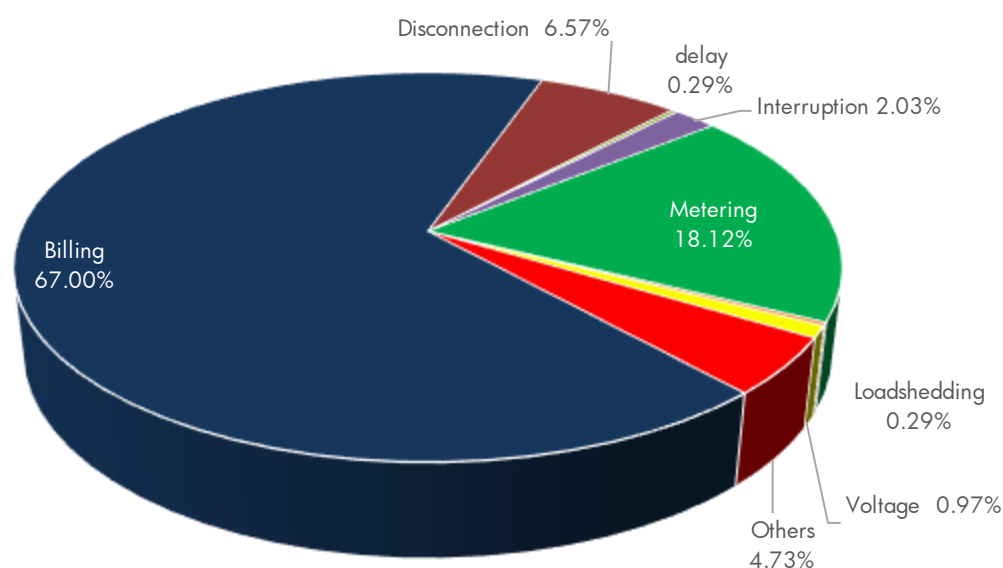
Note of tables: ¹ Complaint received includes 563 outstanding complaints from the preceding quarter

² Complaint resolved excludes 16 complaints withdrawn or rejected

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

Similar to the categories of complaints received by the DisCos, billing and metering issues topped the complaints received by the Forum Offices accounting for 85.12% of the total, as represented in Figure 14. This implies that billing and metering issues were mostly the complaints not satisfactorily resolved by DisCos' CCUs.

Figure 14: Category of Complaints Received by Forum Offices in 2021/Q1



In the first quarter of 2021, the Forum Offices' Panels had 37 sittings, during which 1481 (approximately 72%) of the complaints were resolved either through formal hearings or preliminary engagements between the Forum Secretaries and the DisCos. This resolution rate indicates that about seven (7) in every ten (10) disputes that got to the Forum Offices during the first quarter of 2021 were resolved.

As stated in the preceding quarterly reports, some of the undecided cases at the Forum Offices were 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 channels for customer complaints resolution in a bid to increase customers' access to the Commission and ensure customer care is given adequate attention.

Further details on the customers' complaints received, resolved, and pending by Forum Offices for the first 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 first quarter of 2021, the Commission received eighty-one (81) 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 quarter of 2021 juxtaposed with that of the preceding quarter are presented in Table 14.

Table 14 Health and Safety (H&S) Reports in 2021/Q1

Item	frequency	
	2020/Q4	2021/Q1
Number of Expected H &S Reports	120	87
Number of H &S Reports Submitted	114	81

Number of Deaths (employees & third parties)	22	24
Number of Injuries	13	13

There was a slight decline in the health and safety performance of the operators during the first quarter of 2021 as the number of deaths increased by two (2) from the preceding quarter. The statistics showed that eight (8) persons died of electrocution every month during the first quarter of 2021 compared to the monthly average of seven (7) deaths from electrocution in the fourth quarter of 2020. The Commission, in line with its mission on safe delivery of electricity to consumers commenced investigation to unravel the remote and immediate causes of the accidents for necessary regulatory actions. The Commission is also implementing targeted safety actions, which 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 quarter 2021 and fourth quarter of 2020 is presented in Table 15. During the quarter under review, the total revenue realised by the Commission was ₦5.19 billion, about 166% higher than the revenue realised in the preceding quarter. The increased revenue was due to a 174.30% increase in the revenue realised from the operating levy (i.e., market charges) and 20.64% increase in other internally generated revenue ("OIGR") such as licensing fee. During the same period, the Commission incurred a total (capital and recurrent) expenditure of ₦2.01 billion, leading to a net cashflow of ₦3.176 billion.

Table 15: Quarterly Cash Flow of the Commission in 2021/Q1

Description	Monthly Reports for 2021/Q1 (₦' Million)			Quarterly Reports (₦' Million)	
	Jan.	Feb.	March.	2021/Q1	2020/Q4
<i>A. Revenue</i>					
<i>Operating Levy (MC)</i>	1,537.80	1626.68	1,896.79	5,061.27	1,845.18
<i>Other IGR</i>	50.80	28.13	47.60	126.53	104.88
<i>Total Revenue</i>	1588.60	1654.81	1,944.39	5,187.80	1,950.06
<i>B. Expenditure</i>					
<i>Personnel Cost</i>	606.48	504.60	771.50	1,882.58	1,138.41
<i>Regulatory Expenses</i>	4.09	10.30	66.63	81.02	303.63
<i>Admin & General Maintenance</i>	2.61	17.70	27.80	48.11	160.55
<i>Total Expenditure</i>	613.18	532.60	865.93	2,011.71	1,602.59
<i>Net Cash Flow (A-B)</i>	975.42	1,122.21	1,078.46	3,176.09	347.47
<i>Memo: Outstanding liabilities as at the end of the stated quarter</i>				2,073.77	419.68

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, gr ants etc.

As stated in the previous reports, the proper management of the Commission's cash flow remains one of its key financial obligations. Thus, the Commission continued to monitor its expenditure and liabilities while continuously working on the regulatory interventions necessary to improve the liquidity in the industry. Further details on the cash flow of the Commission for the period 2020/Q4 - 2021/Q1 are presented in Table X of the appendix.

5.2. Capacity Development

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

During the quarter, the Commission sponsored some members of staff, based on their skill gaps and the need assessment, to attend online training on Effective Use of NEPLAN Power System Modelling Software Package. During the same period, the Commission held virtual internal stakeholder engagement on MYTO-2020, and internal presentation on Mini-grid. This was to keep the Commission's staff abreast of the newly introduced service-based tariff as well as present the opportunities and challenges the developments of Mini-grid face in the industry.

Appendix

Table I: Monthly Energy Received and Billed by DisCos in 2020/Q4-2021/Q1

	Oct.	Nov.	Dec.	2020/Q4	Jan.	Feb.	Mar.	2021/Q1
Energy Received (GWh)								
Abuja	327	359	371	1,057	350	338	373	1,061
Benin	221	235	243	699	248	215	239	702
Eko	311	312	346	969	349	317	310	976
Enugu	222	247	273	742	282	252	249	783
Ibadan	350	362	389	1,100	396	355	354	1,105
Ikeja	397	391	410	1,198	422	391	395	1,209
Jos	117	117	126	359	104	104	121	329
Kaduna	186	194	192	572	182	171	198	551
Kano	167	163	171	501	171	157	179	506
Port Harcourt	182	181	178	541	182	195	188	565
Yola	98	93	105	296	98	71	84	253
All DisCos	2,577.82	2,653.54	2,803.77	8,035.13	2,784.50	2,565.52	2,690.09	8,040.10
Energy Billed (GWh)								
Abuja	179	222	218	619	226	229	245	700
Benin	186	195	201	582	204	180	202	585
Eko	266	271	300	837	298	272	262	831
Enugu	167	170	193	530	201	184	179	564
Ibadan	256	281	301	838	305	268	270	844
Ikeja	328	377	359	1,064	360	351	353	1,064
Jos	64	69	70	203	70	68	67	205
Kaduna	156	149	144	449	138	129	150	417
Kano	133	124	123	380	120	122	132	373
Port Harcourt	141	154	142	437	136	139	146	421
Yola	50	46	47	143	44	32	36	112
All DisCos	1,926.26	2,058.42	2,097.57	6,082.25	2,101.25	1,973.37	2,042.99	6,117.61
Billing Efficiency (%)								
Abuja	54.74	61.84	58.76	58.56	64.57	67.75	65.68	65.98
Benin	84.16	83.00	82.46	83.18	82.21	83.53	84.49	83.39
Eko	85.51	86.90	86.71	86.38	85.44	85.70	84.52	85.23
Enugu	75.23	68.83	70.70	71.43	71.28	73.02	71.89	72.03
Ibadan	73.24	77.67	77.32	76.14	77.02	75.63	76.32	76.35
Ikeja	82.50	96.42	87.67	88.82	85.23	89.86	89.25	88.04
Jos	55.12	59.34	55.29	56.55	66.76	65.69	56.00	62.48
Kaduna	83.87	76.80	75.00	78.50	75.82	75.44	75.76	75.68
Kano	79.64	76.08	71.89	75.83	70.16	77.63	73.77	73.75
Port Harcourt	77.47	85.05	80.07	80.86	74.58	71.00	77.86	74.43
Yola	51.02	49.46	44.76	48.31	44.90	45.07	42.86	44.27
All DisCos	74.72	77.57	74.81	75.70	75.46	76.92	75.94	76.09

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 2020Q4/2021Q1

DisCos	Oct.	Nov.	Dec.	2020/Q4	Jan.	Feb.	Mar.	2021/Q1
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									Total Billings (₦' billion)	
Abuja	7.55	10.87	10.95	29.37	11.32	11.52	12.51	35.35		
Benin	6.99	9.15	8.90	25.04	9.10	8.17	8.85	26.12		
Eko	8.62	11.84	13.27	33.73	13.00	11.92	11.58	36.49		
Enugu	6.43	8.80	9.96	25.19	1.05	9.48	9.21	19.73		
Ibadan	8.08	12.09	12.87	33.05	13.21	12.35	12.22	37.77		
Ikeja	11.01	15.16	15.67	41.84	15.47	14.64	15.25	45.36		
Jos	2.50	3.31	3.34	9.14	3.31	3.28	3.26	9.85		
Kaduna	8.35	7.17	6.87	22.39	6.62	6.22	7.34	20.19		
Kano	4.39	5.76	5.72	15.88	5.44	5.44	6.00	16.88		
Port Harcourt	5.30	6.95	6.47	18.71	6.13	6.42	6.81	19.36		
Yola	1.52	1.98	2.06	5.56	1.89	1.32	1.54	4.75		
All DisCos	70.74	93.08	96.09	259.90	86.54	90.75	94.56	271.85		
									Revenue Collected (₦' billion)	
Abuja	7.33	9.28	9.70	26.31	8.96	10.05	10.12	29.13		
Benin	4.55	4.65	4.25	13.45	4.43	4.56	4.92	13.92		
Eko	7.95	9.45	10.28	27.67	10.20	10.18	9.45	29.83		
Enugu	4.85	5.50	5.42	15.77	5.92	6.06	5.63	17.62		
Ibadan	5.66	6.90	6.27	18.82	6.82	7.28	7.07	21.16		
Ikeja	9.53	11.51	11.69	32.72	11.93	12.87	11.84	36.64		
Jos	1.53	1.86	1.65	5.04	1.58	2.05	1.89	5.52		
Kaduna	1.70	2.53	2.28	6.51	2.42	2.51	2.46	7.39		
Kano	3.06	3.99	3.72	10.77	3.51	3.98	3.90	11.39		
Port Harcourt	3.00	3.50	3.13	9.63	3.42	3.92	3.94	11.28		
Yola	0.95	1.11	1.04	3.10	0.75	0.91	0.80	2.47		
All DisCos	50.11	60.27	59.43	169.81	59.94	64.37	62.03	186.34		
									Collection Efficiency (%)	
Abuja	97.07	85.38	88.54	89.57	79.14	87.26	80.94	82.42		
Benin	65.17	50.80	47.76	53.73	48.72	55.83	55.61	53.28		
Eko	92.21	79.80	77.43	82.04	78.48	85.44	81.63	81.75		
Enugu	75.42	62.52	54.45	62.62	56.60	63.93	61.20	89.28		
Ibadan	69.99	57.06	48.68	56.96	51.62	58.93	57.85	56.02		
Ikeja	86.51	75.90	74.59	78.20	77.13	87.91	77.61	80.77		
Jos	61.42	56.15	49.46	55.14	47.69	62.44	58.08	56.04		
Kaduna	20.36	35.31	33.22	29.09	36.52	40.39	33.46	36.60		
Kano	69.67	69.28	65.02	67.85	64.49	73.13	65.12	67.50		
Port Harcourt	56.68	50.33	48.37	51.45	55.89	61.02	57.88	58.29		
Yola	62.76	55.93	50.39	55.74	39.64	69.14	52.18	51.89		
All DisCos	70.85	64.75	61.85	65.34	69.27	70.93	65.60	68.55		

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 2020Q4/2021Q1

DisCos	Oct.	Nov.	Dec.	2020/Q4	Jan.	Feb.	Mar.	2021/Q1
Invoice (₦' billion)								
Abuja	1.30	2.87	2.93	7.11	2.40	2.33	2.38	7.11
Benin	0.90	2.04	1.85	4.79	1.50	1.50	1.70	4.70
Eko	1.24	2.50	2.74	6.48	2.39	2.18	2.05	6.62
Enugu	0.90	2.02	2.17	5.09	1.94	1.75	1.70	5.38

Ibadan	1.41	2.94	3.11	7.47	2.74	2.47	2.46	7.67
Ikeja	1.28	2.57	3.28	7.13	1.27	2.35	2.72	6.34
Jos	0.50	1.24	0.76	2.50	0.95	0.96	1.12	3.03
Kaduna	0.87	1.79	1.28	3.93	1.05	1.31	1.42	3.78
Kano	0.68	1.73	0.98	3.39	0.94	1.05	1.20	3.19
Port Harcourt	0.71	1.45	1.43	3.59	1.21	0.98	1.22	3.41
Yola	0.40	0.76	0.84	2.00	0.68	0.43	0.55	1.66
All DisCos	10.18	21.90	21.37	53.46	17.06	17.31	18.51	52.89
AJAOKUTA STEEL	0.01	0.01	0.00	0.02	0.04	0.03	0.04	0.11
NIGELEC	0.00	0.00	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	0.00	0.00
Other Bilaterals	0.95	1.05	0.21	2.21	0.31	0.25	0.35	0.90
								0.00
Remittance (₦ billion)								
Abuja	1.30	2.07	2.87	6.25	2.03	2.33	2.25	6.61
Benin	0.90	2.04	2.06	5.00	1.50	1.00	1.02	3.52
Eko	1.24	2.50	2.74	6.48	2.16	2.18	1.93	6.27
Enugu	0.90	2.02	2.17	5.09	1.81	1.31	1.21	4.32
Ibadan	1.41	2.94	3.11	7.47	2.40	2.47	1.41	6.28
Ikeja	1.28	2.57	3.28	7.13	1.27	2.35	1.94	5.56
Jos	0.50	1.24	1.12	2.85	0.95	0.96	0.52	2.43
Kaduna	0.87	1.79	1.83	4.48	0.23	0.28	0.00	0.51
Kano	0.68	1.73	1.79	4.19	0.94	0.78	0.72	2.44
Port Harcourt	0.71	1.45	1.14	3.31	0.91	0.90	0.93	2.73
Yola	0.40	0.37	0.39	1.16	0.18	0.15	0.14	0.47
All DisCos	10.18	20.71	22.51	53.41	14.38	14.70	12.08	41.16
AJAOKUTA STEEL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Other Bilaterals	0.42	0.38	0.00	0.80	0.00	0.00	0.00	0.00
								0.00
Remittance Performance (%)								
								0.00
Abuja	100.0	72.1	98.00	87.90	84.56	100.00	94.61	92.98
Benin	100.0	100.0	111.50	104.44	100.00	66.40	60.30	74.92
Eko	100.0	100.0	100.00	100.00	90.63	100.00	94.14	94.81
Enugu	100.0	100.0	100.00	100.00	93.18	74.99	71.33	80.39
Ibadan	100.0	100.0	100.00	100.00	87.77	100.00	57.35	81.94
Ikeja	100.0	100.0	100.00	100.00	100.00	100.00	71.43	87.75
Jos	100.0	100.0	147.30	114.35	100.00	100.00	45.96	80.02
Kaduna	100.0	100.0	143.30	114.08	21.60	21.33	0.00	13.38
Kano	100.0	100.0	182.00	123.74	100.00	74.13	59.84	76.42
Port Harcourt	100.0	100.0	80.10	92.09	74.89	91.48	75.99	80.06
Yola	100.0	48.5	46.9	58.05	26.39	35.11	26.33	28.62

All DisCos	100.00	94.56	105.33	99.90	84.25	84.96	65.23	77.82
AJAOKUTA STEEL	0.0	0.0		0.0	0.0	0.0	0.0	0.00
NIGELEC								0.00
CEB (SAKETE)								0.00
Other Bilaterals	44.10	36.20	0.0	36.20	0.0	0.0	0.0	0.00

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 2020Q4/2021Q1

DisCos	Oct.	Nov.	Dec.	2020/Q4	Jan.	Feb.	Mar.	2021/Q1
Invoice (₦ billion)								
Abuja	7.69	7.93	8.32	23.94	8.66	8.21	8.82	25.69
Benin	5.59	5.64	5.97	17.20	6.43	5.77	6.18	18.38
Eko	7.33	7.17	7.85	22.35	8.47	7.76	7.76	24.00
Enugu	5.60	5.81	6.33	17.73	6.91	6.28	6.32	19.50
Ibadan	8.47	8.44	9.08	25.99	9.82	8.94	9.04	27.80
Ikeja	8.64	8.28	10.00	26.93	10.85	10.06	10.25	31.16
Jos	3.25	3.10	3.37	9.73	3.48	3.17	3.42	10.07
Kaduna	5.20	4.83	5.02	15.05	5.19	4.86	5.29	15.34
Kano	4.59	4.41	4.76	13.75	5.03	4.66	5.01	14.70
Port Harcourt	4.25	4.19	4.34	12.78	4.59	4.44	4.63	13.67
Yola	2.33	2.21	2.45	7.00	2.53	2.07	2.28	6.87
All DisCos	62.95	62.01	67.50	192.45	71.97	66.22	69.00	207.19
AJAOKUTA STEEL	0.05	0.05	0.08	0.18	0.18	0.13	0.15	0.45
NIGELEC	0.00	0.00	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	0.00	0.00
Other Bilaterals	0.01	0.01	0.04	0.06	0.04	0.03	0.04	0.10
								0.00
Remittance (₦ billion)								
Abuja	3.22	3.67	5.35	12.25	5.13	5.39	5.47	15.99
Benin	1.99	2.75	1.57	6.31	2.96	1.76	1.71	6.44
Eko	3.15	4.43	4.86	12.44	4.91	4.50	4.24	13.65
Enugu	2.80	3.96	2.72	9.48	4.08	2.78	2.66	9.53
Ibadan	2.37	4.43	3.16	9.95	5.28	4.80	3.04	13.11
Ikeja	4.23	6.08	7.34	17.65	7.30	6.77	4.93	19.00
Jos	0.28	0.73	0.00	1.00	1.02	0.93	0.46	2.42
Kaduna	1.51	2.71	0.00	4.22	0.71	0.65	0.00	1.36
Kano	1.74	2.85	1.78	6.37	2.07	2.33	2.02	6.42
Port Harcourt	1.19	1.31	1.18	3.67	1.96	1.74	1.50	5.20
Yola	0.00	0.36	0.38	0.74	0.24	0.22	0.18	0.65
All DisCos	22.47	33.27	28.33	84.07	35.67	31.87	26.22	93.76
AJAOKUTA STEEL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CEB (SAKETE)	0.00	0.00	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	0.00	0.00
								0.00
Remittance Performance (%)								
Abuja	41.94	46.37	64.24	51.16	59.25	65.60	62.07	62.25
Benin	35.65	48.68	26.29	36.68	46.01	30.55	27.74	35.02
Eko	42.94	61.86	61.86	55.65	57.95	57.95	54.56	56.85
Enugu	49.93	68.19	42.99	53.43	59.11	44.32	42.16	48.86
Ibadan	27.96	52.42	34.79	38.29	53.72	53.72	33.57	47.17
Ikeja	48.92	73.37	73.37	65.52	67.31	67.31	48.08	60.99
Jos	8.49	23.49	0.00	10.32	29.37	29.37	13.50	23.99
Kaduna	28.96	56.22	0.00	28.04	13.61	13.44	0.00	8.86
Kano	37.94	64.58	37.39	46.29	41.14	49.97	40.33	43.66
Port Harcourt	27.96	31.23	27.09	28.73	42.71	39.07	32.45	38.05
Yola	0.00	16.20	15.66	10.60	9.65	10.74	8.06	9.45
All DisCos	35.70	53.66	41.97	43.69	49.56	48.13	38.00	45.25
AJAKUTA STEEL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEC								0.00
CEB (SAKETE)								0.00
Other Bilaterals	0.00	0.00	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 2020Q4/2021Q1

DisCos	Oct.	Nov.	Dec.	2020/Q4	Jan.	Feb.	Mar.	2021/Q1
Invoice (₦ billion)								
Abuja	8.99	10.80	11.26	31.05	11.07	10.54	11.20	32.81
Benin	6.49	7.68	7.81	21.99	7.93	7.27	7.87	23.08
Eko	8.57	9.66	10.59	28.82	10.86	9.94	9.82	30.62
Enugu	6.50	7.83	8.50	22.82	8.84	8.02	8.01	24.88
Ibadan	9.88	11.38	12.19	33.46	12.56	11.41	11.51	35.47
Ikeja	9.92	10.85	13.28	34.06	12.11	12.42	12.96	37.49
Jos	3.75	4.34	4.13	12.22	4.43	4.13	4.54	13.11
Kaduna	6.07	6.61	6.30	18.98	6.24	6.17	6.71	19.11
Kano	5.27	6.14	5.74	17.14	5.97	5.71	6.21	17.89
Port Harcourt	4.96	5.65	5.77	16.37	5.80	5.42	5.85	17.08
Yola	2.73	2.97	3.29	8.99	3.21	2.50	2.82	8.53
All DisCos	73.13	83.91	88.87	245.91	89.04	83.53	87.51	260.07
AJAKUTA STEEL	0.06	0.06	0.08	0.20	0.22	0.16	0.18	0.57
NIGELEC	0.00	0.00	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	0.00	0.00
Other Bilaterals	0.96	1.06	0.25	2.27	0.34	0.28	0.38	1.00
Remittance (₦ billion)								
Abuja	4.53	5.75	8.22	18.50	7.17	7.71	7.73	22.61
Benin	2.89	4.79	3.63	11.31	4.46	2.76	2.74	9.96
Eko	4.39	6.93	7.59	18.91	7.07	6.68	6.17	19.92
Enugu	3.69	5.98	4.89	14.57	5.89	4.09	3.87	13.85

Ibadan	3.78	7.37	6.27	17.42	7.68	7.27	4.45	19.40
Ikeja	5.51	8.64	10.62	24.77	8.57	9.13	6.87	24.56
Jos	0.77	1.97	1.12	3.86	1.97	1.89	0.98	4.84
Kaduna	2.37	4.50	1.83	8.70	0.93	0.93	0.00	1.86
Kano	2.42	4.57	3.56	10.56	3.01	3.11	2.74	8.85
Port Harcourt	1.90	2.76	2.32	6.98	2.87	2.63	2.43	7.93
Yola	0.40	0.73	0.78	1.90	0.42	0.37	0.33	1.12
+All DisCos	32.65	53.99	50.84	137.48	50.05	46.58	38.29	134.92
AJAOKUTA STEEL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CEB (SAKETE)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Other Bilaterals	0.42	0.38	0.00	0.80	0.00	0.00	0.00	0.00
Remittance Performance (%)								
Abuja	50.37	53.21	73.04	59.58	64.75	73.20	68.99	68.91
Benin	44.53	62.32	46.44	51.43	56.22	37.95	34.76	43.14
Eko	51.21	71.72	71.71	65.62	65.13	67.17	62.83	65.06
Enugu	56.83	76.40	57.57	63.82	66.57	51.00	48.34	55.68
Ibadan	38.27	64.72	51.44	52.07	61.14	63.74	38.66	54.69
Ikeja	55.52	79.67	79.95	72.74	70.73	73.51	52.97	65.51
Jos	20.63	45.34	27.00	31.56	44.50	45.82	21.52	36.96
Kaduna	39.10	68.04	29.06	45.86	14.95	15.12	0.00	9.76
Kano	45.93	74.55	62.11	61.59	50.43	54.40	44.09	49.50
Port Harcourt	38.27	48.92	40.21	42.63	49.43	48.56	41.52	46.44
Yola	14.54	24.43	23.64	21.14	13.20	14.92	11.60	13.18
All DisCos	44.65	64.34	57.21	55.91	56.21	55.76	43.76	51.88
AJAOKUTA STEEL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NIGELEC								0.00
CEB (SAKETE)								0.00
Other Bilaterals	43.56	35.97	0.00	35.22	0.00	0.00	0.00	0.00

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/Q1

<i>Complaints Categories</i>	<i>Abuja</i>	<i>Benin</i>	<i>Eko</i>	<i>Enugu</i>	<i>Ibadan</i>	<i>Ikeja</i>	<i>Jos</i>	<i>Kaduna</i>	<i>Kano</i>	<i>Port Harcourt</i>	<i>Yola</i>	<i>All DisCos</i>
<i>Billing</i>	4,634	2,550	5,664	7,507	1,037	6,024	1,572	1,753	3,407	4,121	651	38,920
<i>Connection Delay</i>	2,105	1587	2,914	4,210	600	4,386	0	8	230	3,131	53	19,224
<i>Disconnection</i>	4,004	2298	4,911	8,911	1975	6,522	120	258	986	4,203	181	34,369
<i>Interruption</i>	7,014	2,984	3,616	12,024	1,980	5,214	1,694	3,758	2029	3,157	141	43,611
<i>Load Shedding</i>	1,908	2,525	2,739	2,062	492	4,201	1	9	873	2,935	47	17,792
<i>Metering</i>	3,970	2,903	3,944	13,872	3,017	6,025	6,970	1,885	2882	4,357	503	50,328
<i>Others</i>	2,959	2246	3,241	3,746	610	4,399	256	696	1,571	3,086	85	22,895
<i>Voltage</i>	630	1,099	1,043	2,868	273	1,179	63	538	275	1,817	15	9,800
<i>Total</i>	27,224	18,192	28,072	55,200	9,984	37,950	10,676	8,905	12,253	26,807	1,676	236,939

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

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

28	Umuhia, Abia State	House 2, Adelabu Street, Amaokwe Housing Estate, Umuhia Ibeku, Abia State	09062277251	umuhiaforum@nerc.gov.ng
29	Uyo, Akwa Ibom State	63, Osongama Road, Off Oron/Uyo Airport Road, Uyo, Akwa Ibom State	09062863165	uyoforum@nerc.gov.ng
30	Yola, Adamawa State	5, Nguroje Street, Karewa Extension, Jimeta, Yola, Adamawa State	09037808535	yolaforum@nerc.gov.ng

Table VIII: Complaints Handled by Forum Offices in 2020/Q4-2021/Q1

S/N	Forum Offices	2021/Q1: Customers Complaints					2020/Q4: Customers Complaints				
		Received	Resolved	Pending	Hearings No of	Resolution Rate	Received	Resolved	Pending	Hearings No of	Resolution Rate
1	<i>Abakaliki</i> , Ebonyi State	22	17	5	1	77.27%	30	23	7	0	76.67%
2	<i>Abuja</i> , FCT	45	22	23	1	48.89%	53	43	10	1	81.13%
3	<i>Asaba</i> , Delta State	78	75	3	3	96.15%	71	69	2	4	97.18%
4	<i>Awka</i> , Anambra State	81	57	24	3	70.37%	49	22	27	1	44.90%
5	<i>Bauchi</i> , Bauchi State	5	0	5	0	0.00%	8	0	8	0	0.00%
6	<i>Benin</i> , Edo State	58		58	0	0.00%	61	61	0		100.00%
7	<i>B/Kebbi</i> , Kebbi State	11	9	2	1	81.82%	9	6	3	0	66.67%
8	<i>Calabar, C/Rivers</i> State	69	35	34	1	50.72%	64	27*	35	1	42.19%
9	<i>Dutse</i> , Jigawa State	4	1	2	0	25.00%	5	1*	2	0	20.00%
10	<i>Eko</i> , Lagos State	119	93	26	2	78.15%	143	119	24	2	83.22%
11	<i>Enugu</i> , Enugu State	109	80	24	6	73.39%	85	47	38	3	55.29%
12	<i>Gombe</i> , Gombe State	15	12	3	0	80.00%	16	13	3	1	81.25%
13	<i>Gusau</i> , Zamfara State	8	6	2	1	75.00%	13	9	4	0	69.23%
14	<i>Ibadan</i> , Oyo State	143	99	44	4	69.23%	226	76*	149	3	33.63%
15	<i>Ikeja</i> , Lagos State	366	305	61	2	83.33%	327	261	66	3	79.82%

16	<i>Ilorin</i> , Kwara State	55	50	5	1	90.91%	82	29	53	3	35.37%
17	<i>Jos</i> , Plateau State	7	0	7	0	0.00%	4	0	4	0	0.00%
18	<i>Kaduna</i> , Kaduna State	85	51	32	2	60.00%	72	38*	31	4	52.78%
19	<i>Kano</i> , Kano State	45	39	4	0	86.67%	25	22	3	0	88.00%
20	<i>Katsina</i> , Katsina State	3	2	1	0	66.67%	3	1	2	0	33.33%
24	<i>Lafia</i> , Nasarawa State	54	28	18	0	51.85%	29	15*	10	1	51.72%
21	<i>Lokoja</i> , Kogi State	13	6	7	0	46.15%	20	18	2	1	90.00%
22	<i>Makurdi</i> , Benue State	27	11	5	0	40.74%	11	4*	5	0	36.36%
23	<i>Osogbo</i> , Osun State	156	141	15	0	90.38%	217	19	198	0	8.76%
25	<i>Owerri</i> , Imo State	44	32	12	2	72.73%	36	19	17	2	52.78%
26	<i>P/Harcourt</i> , Rivers State	180	167	11	2	92.78%	122	111	11	4	90.98%
27	<i>Sokoto</i> , Sokoto State	10	7	3	1	70.00%	15	12	3	0	80.00%
28	<i>Umuahia</i> , Abia State	82	48	22	4	58.54%	55	15*	38	2	27.27%
29	<i>Uyo</i> , Akwa Ibom	144	64	80	0	44.44%	66	50	16		75.76%
30	<i>Yola</i> , Adamawa	31	24	7	0	77.42%	39	28	11	0	71.79%
	All Forum Offices	2,069	1,481	545	37	71.58%	1,956	1,158	782	36	59.20%

S/N	Forum Offices	2021/Q1: Customers Complaints					2020/Q4: Customers Complaints				
		Received	Resolved	Pending	No of Hearings	Resolution Rate	Received	Resolved	Pending	No of Hearings	Resolution Rate
1	<i>Abakaliki</i> , Ebonyi State	22	17	5	1	77.27%	30	23	7	0	76.67%
2	<i>Abuja</i> , FCT	45	22	23	1	48.89%	53	43	10	1	81.13%
3	<i>Asaba</i> , Delta State	78	75	3	3	96.15%	71	69	2	4	97.18%
4	<i>Awka</i> , Anambra State	81	57	24	3	70.37%	49	22	27	1	44.90%
5	<i>Bauchi</i> , Bauchi State	5	0	5	0	0.00%	8	0	8	0	0.00%
6	<i>Benin</i> , Edo State	58		58	0	0.00%	61	61	0		100.00%
7	<i>B/Kebbi</i> , Kebbi State	11	9	2	1	81.82%	9	6	3	0	66.67%
8	<i>Calabar, C/Rivers</i> State	69	35	34	1	50.72%	64	27*	35	1	42.19%
9	<i>Dutse</i> , Jigawa State	4	1	2	0	25.00%	5	1*	2	0	20.00%
10	<i>Eko</i> , Lagos State	119	93	26	2	78.15%	143	119	24	2	83.22%
11	<i>Enugu</i> , Enugu State	109	80	24	6	73.39%	85	47	38	3	55.29%
12	<i>Gombe</i> , Gombe State	15	12	3	0	80.00%	16	13	3	1	81.25%
13	<i>Gusau</i> , Zamfara State	8	6	2	1	75.00%	13	9	4	0	69.23%
14	<i>Ibadan</i> , Oyo State	143	99	44	4	69.23%	226	76*	149	3	33.63%
15	<i>Ikeja</i> , Lagos State	366	305	61	2	83.33%	327	261	66	3	79.82%
16	<i>Ilorin</i> , Kwara State	55	50	5	1	90.91%	82	29	53	3	35.37%
17	<i>Jos</i> , Plateau State	7	0	7	0	0.00%	4	0	4	0	0.00%
18	<i>Kaduna</i> , Kaduna State	85	51	32	2	60.00%	72	38*	31	4	52.78%
19	<i>Kano</i> , Kano State	45	39	4	0	86.67%	25	22	3	0	88.00%
20	<i>Katsina</i> , Katsina State	3	2	1	0	66.67%	3	1	2	0	33.33%
24	<i>Lafia</i> , Nasarawa State	54	28	18	0	51.85%	29	15*	10	1	51.72%
21	<i>Lokoja</i> , Kogi State	13	6	7	0	46.15%	20	18	2	1	90.00%
22	<i>Makurdi</i> , Benue State	27	11	5	0	40.74%	11	4*	5	0	36.36%
23	<i>Osogbo</i> , Osun State	156	141	15	0	90.38%	217	19	198	0	8.76%
25	<i>Owerri</i> , Imo State	44	32	12	2	72.73%	36	19	17	2	52.78%
26	<i>P/Harcourt</i> , Rivers State	180	167	11	2	92.78%	122	111	11	4	90.98%
27	<i>Sokoto</i> , Sokoto State	10	7	3	1	70.00%	15	12	3	0	80.00%
28	<i>Umuahia</i> , Abia State	82	48	22	4	58.54%	55	15*	38	2	27.27%
29	<i>Uyo</i> , Akwa Ibom	144	64	80	0	44.44%	66	50	16		75.76%
30	<i>Yola</i> , Adamawa	31	24	7	0	77.42%	39	28	11	0	71.79%

All Forum Offices	2,069	1,481	545	37	71.58%	1,956	1,158	782	36	59.20%
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Note of the table: * indicates that the reported value excludes complaints rejected and/or withdrawn for out of Forum settlement

Table IX: Category of Complaints Received by Forum Offices in 2020/Q4 & 2021/Q1

S/N	Forum Office	2020/Q4 Complaints Category:								2021/Q1 Complaints Category:								
		Billingconnection	Dis- Delay	Con. Interruption	Metering	Load Shedding	Voltage	Others	Total	Billingconnection	Dis- Delay	Con. Interruption	Metering	Load Shedding	Voltage	Others	Total	
1	Abakaliki, Ebonyi State	30	0	0	0	0	0	0	30	18	0			4	0	0	0	22
2	Abuja, FCT	36	0	0	1	12	0	0	53	24	0	0	0	16	0	0	5	45
3	Asaba, Delta State	54	4	0	0	8	0	0	71	64	3	0	0	9	0	0	2	78
4	Awka, Anambra State	39	6	0	0	2	0	0	49	64	8	0	0	6	0	0	3	81
5	Bauchi, Bauchi State	4	1	0	0	3	0	0	8	3	0	0	0	2	0	0	0	5
6	Benin, Edo State	30	15		6	10	0	0	61	58	0	0	0					58
7	B/Kebbi, Kebbi State	9	0	0	0	0	0	0	9	11	0	0	0	0	0	0	0	11
8	Calabar, C/Rivers State	43	2	0	5	8	0	1	64	49	4	0	3	10	0	0	3	69
9	Dutse, Jigawa State	2	0	0	0	3	0	0	5	1	1	0	0	2	0	0	0	4
10	Eko, Lagos State	119	4	0	1	13	0	0	143	94	3	0	6	11	0	0	5	119
11	Enugu, Enugu State	26	7	0	22	17	5	5	85	77	6	0	0	12	1	3	11	110
12	Gombe, Gombe State	7	0	0	4	3	2	0	16	4	3	0	3	5	0	0	0	15
13	Gusau, Zamfara State	13	0	0	0	0	0	0	13	8	0	0	0	0	0	0	0	8
14	Ibadan, Oyo State	159	4	0	2	37	0	1	226	104	6	0	6	16	0	7	4	143
15	Ikeja, Lagos State	214	18	0	0	88	1	0	327	237	32	0	0	87	2	2	6	366
16	Ilorin, Kwara State	16	11	4	14	22	9	3	82	23	4			24			4	55
17	Jos, Plateau State	4	0	0	0	0	0	0	4	6	0	0	0	1	0	0	0	7
18	Kaduna, Kaduna State	30	1	0	1	27	9	2	72	70	7	0	0	6	0	0	2	85
19	Kano, Kano State	6	8	0	1	2	0	0	25	7	4	0	2	25	0	0	7	45
20	Katsina, Katsina State	1	0	0	0	1	0	0	3	1	0	0	0	0	0	0	2	3
24	Lafia, Nasarawa State	16	2	0	6	2	0	0	29	47	4	0	0	1	0	0	2	54
21	Lokoja, Kogi State	10	1	0	1	2	0	0	20	8	0	0	0	4	0	0	1	13
22	Makurdi, Benue State	9	2	0	0	0	0	0	11	25							2	27
23	Osogbo, Osun State	64	28	15	10	62	13	4	217	65	9			54		4	24	156
25	Owerri, Imo State	23	3	0	0	4	0	0	36	30	4	0	0	6	0	0	4	44
26	P/Harcourt, Rivers State	54	9	0	0	30	9	10	122	127	14	5	5	26	3	0	0	180
27	Sokoto, Sokoto State	15	0	0	0	0	0	0	15	10	0	0	0	0	0	0	0	10
28	Umuahia, Abia State	49	3	0	0	3	0	0	55	63	3	1	0	14	0	0	1	82
29	Uyo, Akwa Ibom State	31	10	0	10	14	0	0	66	77	18	0	8	31	0	2	8	144
30	Yola, Adamawa State	14	1	0	11	12	0	0	39	12	3	0	9	3	0	2	2	31
	All Forum Offices	1,127	140	19	105	385	48	26	1,956	1387	136	6	42	375	6	20	98	2,070

Table X: Monthly Cash Flow of the Commission, 2020/Q4 & 2021/Q1

Description	2020/Q4 (# Million)			2021/Q1 (# Million)			Quarterly Total
	Oct.	Nov.	Dec.	Jan.	Feb.	March.	
A. Revenue							
Operating Levy (i.e., MC)	855.48	0.00	989.70	1,537.8	1,626.68	1,896.79	5,061.27
Other IGR	49.70	20.32	34.86	50.8	28.13	47.6	126.53
Total Revenue	905.18	20.32	1,024.56	1,588.6	1,654.81	1,944.39	5,187.80
B. Expenditure							
Personnel Cost	187.43	423.97	527.01	606.48	504.6	771.5	1,882.58
Regulatory Expenses	98.51	42.27	162.85	4.09	10.3	66.63	81.02
Admin & General Maintenance	20.26	16.75	123.54	2.61	17.7	27.8	48.11
Total Expenditure	306.20	482.99	813.40	613.18	532.6	865.93	2,011.71
C. Net Cash Flow (A-B)	598.98	462.67	211.16	975.42	1,122.21	1,078.46	3,176.09
	As at the end of 2020/Q4			As at the end of 2021/Q1			
Memo: Outstanding Liabilities	(419.68)			(2,073.77)			(2,073.77)

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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