

NIGERIAN
ELECTRICITY
REGULATORY
COMMISSION



Electricity on Demand

QUARTERLY REPORT

THIRD QUARTER 2020

NIGERIAN ELECTRICITY REGULATORY COMMISSION

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NERC quarterly report is prepared in compliance with Section 55(3) of the Electric Power Sector Reform Act (“EPSRA”) 2004, which mandates the Commission to submit the quarterly reports of its activities to the President and the National Assembly. The report analyses the state of the Nigerian Electricity Supply Industry (“NESI”) covering the operational and commercial performance, regulatory functions, consumer affairs as well as the Commission’s finances and staff development. The report is directed at a wide spectrum of readers including energy economists, 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
DSO	Distribution System Operator
ECR	Eligible Customer Regulations
EEDC	Enugu Electricity Distribution Company Plc
EKEDC	Eko Electricity Distribution Company Plc
EPSRA	Electric Power Sector Reform Act
GenCos	Generation Companies
GWh	Gigawatts hour
IBEDC	Ibadan Electricity Distribution Company Plc
IEDN	Independent Electricity Distribution Network
IE	Ikeja Electric Plc
JEDC	Jos Electricity Distribution Company Plc
KDEDC	Kaduna Electricity Distribution Company Plc
KEDC	Kano Electricity Distribution Company Plc
MAP	Meter Assets Provider
MO	Market Operator
MW	Megawatts
MWh	Megawatts hour
MYTO	Multi-Year Tariff Order
NBET	Nigerian Bulk Electricity Trading Plc
NERC	Nigerian Electricity Regulatory Commission
NESI	Nigerian Electricity Supply Industry
NICE	Notice 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

Total electric energy generated in 2020/Q3 was 8,265,418MWh – 5.38% less than the generation in 2020/Q2.

Operational Performance: The Nigerian Electricity Regulatory Commission (“NERC” or the “Commission”) continued the function of regulating the technical, operational and commercial performance of NESI. During the third quarter of 2020, a total of 8,265,418MWh of electric energy was generated – 5.38% less than the energy generated during the preceding quarter. Within the same quarter, the industry recorded a peak daily generation of 5,231.6MW. The available plant generation units decreased to 72 from the daily average of 73 units recorded in the preceding quarter. With the decrease in available generation units, the daily available capacity declined by 0.29% to 6,340MW while the total electric energy generated decreased by 5.38%. The generation capacity was also relatively under-utilised during the quarter as the capacity utilisation rate decline by 1.15 percentage points when compared to the preceding quarter. These slight reductions were attributable to constraints relating to gas supply shortage, transmission and distribution networks bottlenecks. As highlighted in the preceding quarterly reports, the aforementioned industry constraints have continued to pose major technical and operational challenges to the industry.

The resolution of technical and operational constraints in NESI remains one of the top priorities of the Commission. The Commission has continued to work on resolving the DisCo-TCN interface bottlenecks to free up part of the stranded generation capacity by addressing the technical constraints inhibiting the flow of energy. The Commission is also finalising the review of the Performance Improvement Plans (“PIPs”) filed by DisCos. The PIPs, which were prepared in accordance with Commission’s guidelines, is for the period 2021-2025 with an overall objective of ensuring that utilities invest in projects critical to addressing technical and other challenges affecting their operational efficiency. The review of the PIPs, among others, appraises: 1) DisCos’ proposed utilisation of capital and operating expenditure allowances for relevance and cost efficiency, 2) the investments required by DisCos towards addressing distribution networks bottlenecks to free up part of the stranded generation capacities and address other related constraints inhibiting the flow of energy to end-use customers, and 3) the investment required by DisCos to improve service delivery to end-use customers.

During 2020/Q3, neither incident of partial system collapse nor incident total system collapse was recorded.

There was a significant improvement in the grid network stability during the third quarter of 2020 with neither incident of partial system collapse (i.e., failure of a section of the grid) nor incident of total system collapse (i.e., total blackout nationwide) was recorded, as compared to two (2) incidents of total system collapses recorded during the second quarter of 2020. A comparative summary of the system stability performance of the national grid for the first, second and third quarters of 2020 is indicated in Table A.

Table A: Summary of System Collapse in 2020/Q1-Q3

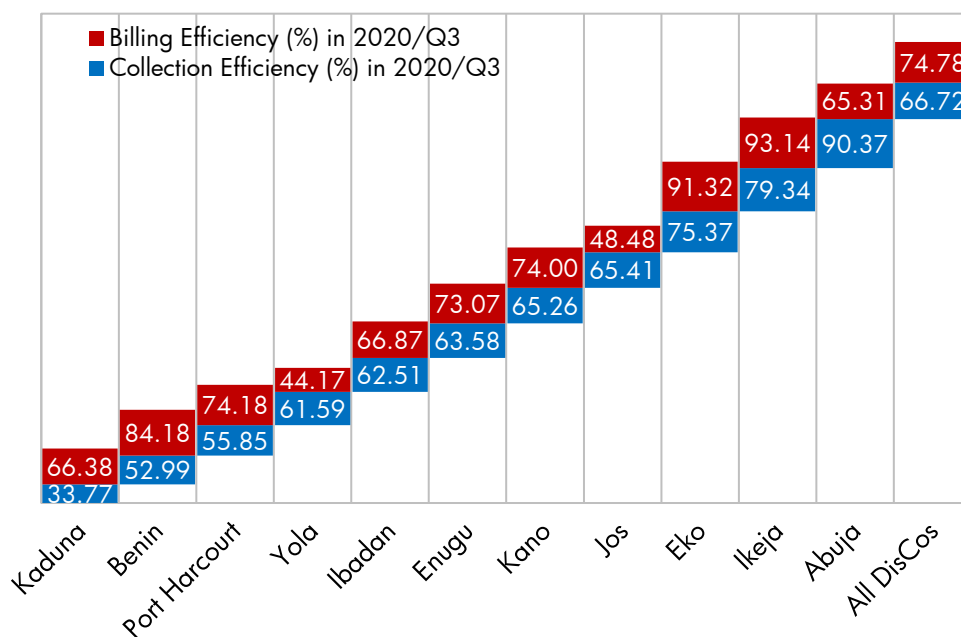
	2020/Q1	2020/Q2	2020/Q3
Number of Partial Collapses	0	0	0
Number of Total Collapses	1	2	0

To sustain the improvement in the grid stability in subsequent quarters, the Commission has ensured that the DisCos and TCN executed service level agreements (SLAs) in order to further promote 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 continued to be a major challenge. During the quarter under review, the total billing to and collection from electricity consumers by all the eleven (11) DisCos stood at ₦205.37billion and ₦137.02billion respectively. As represented in Figure A, these denote 74.78% and 66.72% billing and collection efficiency respectively, indicating 6.41% points increase billing efficiency and 7.41% points decrease in collection efficiency when compared with 2020/Q2. The level of collection efficiency indicates that as much as ₦3.33 out of every ₦10 worth of energy sold during the third quarter of 2020 remained uncollected from consumers as and when due.

During the 2020/Q3, DisCos' Billing efficiency rose from 68.37% to 74.78% while Collection efficiency fell from 74.12% to 66.72%.

Figure A. Billing and Collection Efficiency by DisCos in 2020/Q3



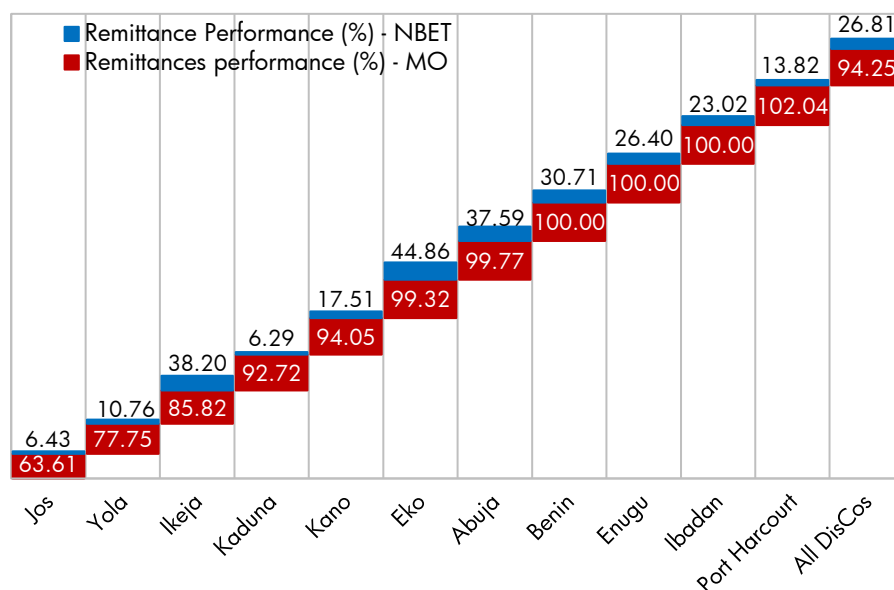
During the third quarter of 2020, a total invoice of ₦219.71 billion was issued to the eleven (11) DisCos for energy received from the Nigerian Bulk Electricity Trading Plc (“NBET”) and for service charge by MO, out of which a sum of ₦64.59 billion was settled, representing remittance performance of 29.40%. This represents a 1.35 percentage point increase from the final settlement rate recorded in the second quarter of 2020. Individual DisCo’s remittance performances to NBET and MO settlement during the third quarter of 2020 are represented in Figure B.

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).

Whereas four (4) DisCos – Benin, Enugu, Ibadan and Port Harcourt DisCos fully met the expected minimum remittance thresholds (“MRTs”) to MO in the quarter under review, none of the eleven (11) DisCos fully met the MRTs for NBET during 2020/Q3. Notwithstanding the inability of the DisCos to meet their MRTs, there was an increase in the average aggregate remittance performances to MO and NBET by 7.90 and 7.87 percentage points respectively from 86.35% and 18.94% in 2020/Q2 to 94.25% and 26.81% respectively in 2020/Q3. DisCos remittance performance level ranged from 63.61% (Jos) to 102.04%¹ (Port Harcourt) for MO and 6.29% (Kaduna) to 44.86% (Eko) for NBET.

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

Figure B: Remittances to MO and NBET by DisCos – 2020/Q3



The expected MRT adjusted for tariff shortfall stood at 57.21% in 2020/Q3 while DisCos' actual market remittance to NBET & MO during the period was 29.04%.

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/Q3.

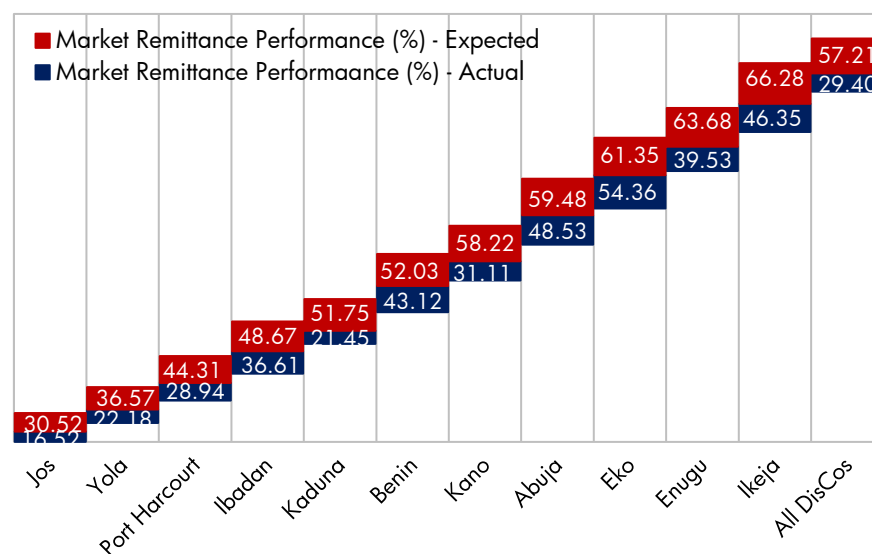
Notwithstanding the recent improvements, the financial viability of NESI has continued to be a major challenge for the industry. As highlighted in the preceding quarterly reports, the liquidity challenge is partly due to the non-implementation of cost-reflective tariffs, high technical and commercial losses exacerbated by energy theft and consumers' apathy to payments under the widely prevailing practice of estimated billing, albeit gradual improvement in customer response to payment due to the capping of estimated billing. Although there has been gradual ease of the lockdown restricting movement and physical gathering to curtail the spread of the COVID19 outbreak in Nigeria, the consequential macroeconomic impact of the lockdown has added to the challenge of low remittance to the market.

In addition to the low settlement rates of the energy invoices and service charges respectively issued by NBET and MO to the DisCos as highlighted above, the severity of the liquidity challenges in the NESI was further aggravated by the non- and low- payment by the special and international customers respectively for services rendered by MO. During the quarter under review, the special customers (Ajaokuta Steel Co. Ltd and the host community) did not make any payment in respect of the ₦0.16billion and ₦0.03billion invoices issued by NBET and MO respectively. Of the ₦3.95billion (US\$12.88million) invoice issued by MO to international customers (i.e., Societe Nigerienne d'electricite – NIGELEC, Societe

Beninoise d’Energie Electrique – SBEE and Compagnie Energie Electrique du Togo–CEET) during the quarter, NIGELEC and CEET paid the sum of ₦1.12billion (USD3.66million) in respect of services rendered by MO.

It is noteworthy that tariff shortfall (which represent the difference between the cost-reflective rates approved by NERC and the actual end-user tariffs payable by consumers) has partly contributed to liquidity challenges being experienced in the industry.² However, the settlement ratio to the expected MRTs, having adjusted for tariff shortfall, still indicates that the DisCos have failed to meet up with the expected performance as represented in Figure C. Whereas DisCos were expected to make a market remittance of 57.21% during 2020/Q3, only 29.40% settlement rate was achieved within the timeframe provided for market settlement in the Market Rules. Thus, DisCos’ remittance level, regardless of the prevailing tariff shortfall, was still below the expected MRT, indicating the imperative for DisCos to improve on their performance to ensure continuity of service. 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 their effort towards reducing ATC&C losses to levels commensurate with their contractual obligations in the performance agreement so as to improve sector liquidity and ensure business continuity.

Figure C: Expected and Actual Remittances by DisCos – 2020/Q3



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

As stated in the previous quarterly reports, one of the contributory factors to high ATC&C losses, and hence poor liquidity, is the 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 ongoing Federal Government's efforts towards ensuring financial sustainability of NESI. On its part, to address low market remittance and the viability of the DisCos as going concern entities, the Commission continued to review DisCos' compliance to meeting the MRTs for necessary regulatory intervention. The Commission has introduced service-based tariffs which are location-based tariff that aligns rate payable by end-users to actual quality of service measured by the average number of hours of supply per day.

Another major initiative of the Commission towards improving revenue collection and remittance in NESI is the provision of meters to all registered end-use consumers of electricity. The Commission, through its continuous engagement with the relevant agencies of government, has secured a year deferral of the additional 35% import levy on fully built meters to allow for the speedy roll-out of meters under the framework of the MAP Regulations. Also, further to the Commission's engagement with the Federal Government, Mr. President has directed the Central Bank of Nigeria ("CBN") to intervene in financing mass metering programme in order to ensure quick deployment of meters to all registered electricity consumers in Nigeria. In line with this directive, the CBN, in collaboration, with the Commission launched the National Mass Metering Program ("NMMP") with a framework to provide low-interest long-term financing to the DisCos to enable them procure and deploy meters to end-use electricity customers.

REGULATORY FUNCTIONS:

Regulations and Orders: No new regulations were issued in the third quarter of 2020. The Commission continued to monitor the enforcement and compliance with the provisions of extant regulations, orders and standards governing the industry. On the other hand, the Commission, during the quarter under review, issued twelve (12) new Orders:

- 1-11). NERC/198/2020, NERC/199/2020, NERC/200/2020, NERC/201/2020, NERC/202/2020, NERC/203/2020, NERC/204/2020, NERC/205/2020,

During the third quarter of 2020, the Commission issued twelve (12) Orders to the industry operators.

NERC/206/2020, NERC/207/2020 & NERC/208/2020 on the Extra Ordinary Review of Multi Year Tariff Order (“MYTO”) 2015 for DisCos. In summary, the Orders seek to among other things: 1) ensure that price charged by DisCos are fair to customers and are sufficient to allow DisCos to fully recover the efficient cost of operation, including a reasonable return on the capital invested in the business; 2) reclassify and disaggregate customers and customer clusters on the basis of DisCos’ commitment on quality of services to customer clusters; 3) ensure that customer tariffs are commensurate and aligned with the quality and availability of power supply committed to customer clusters by DisCos; and 4) develop and implement a framework for enforcing market discipline in respect of market remittances and managing future revenue shortfalls in the industry including minimum market remittance requirements that account for differences between cost-reflective tariffs and allowed tariffs in the settlement of invoices issued by NBET and MO.

- 12). NERC/209/2020 on the 14-Day Suspension of the Extraordinary Review of MYTO 2020 for DisCos. The Order suspended for a period of 14-days, effective from 28 September to 11 October 2020, the MYTO 2020 that was issued to DisCos. It also ordered that all tariffs for end-use customers and market obligations of the DisCos during the 14-day suspension shall be computed on the basis of rates applicable as at 31 August 2020.

The Commission also issued the Guidelines on Electricity Distribution Franchising (“EDF”) and the filing for Competition Transition Charge (“CTC”) by DisCos in accordance with EPSRA and the Eligible Customer Regulations.

During the third quarter of 2020, the Commission issued three (3) new CPG permits with a total nameplate capacity of 15MW.

Licensing and Permits: During the quarter, no new on-grid generation licence was issued or renewed by the Commission. The Commission, however, after satisfactory evaluation, approved the registration of one (1) Mini-grid operation and issued one (1) new Mini-grid permit to Renewvia Solar Nigeria Ltd. Also, the Commission issued three (3) new Captive Power Generation (“CPG”) permit with a total nameplate capacity of 15MW.

The Commission also approved the certification of four (4) new Meter Service Providers for installer and importer categories. The Commission had, as at 30 September 2020, issued permits to thirty (30) MAPs. The Commission continued the technical evaluation of fourteen (14) Eligible Customer applications during the third quarter of 2020.

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

Litigation: During the third quarter of 2020, the Commission was not involved in new litigations but continued with ten (10) ongoing cases reported in the preceding quarterly reports that are currently at various stages. The ongoing matters seeking among others:

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 and Section 36 of the 1999 Constitution as amended;
3. That some provisions of the MAP Regulations (2018) as issued by the Commission are ultra vires and in contravention with the EPSRA;

4. That the Commission lack power to issue a notice of intention to cancel licences of erring DisCos;
5. 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;
6. 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;
7. A declaration that it is the responsibility of the Commission to ensure that the litigant (Hon. Olufemi Adeniregun) is connected to any private electricity or IEDN operator of his choice;
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; and
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.

CONSUMER AFFAIRS:

Consumer Education and Enlightenment: To ensure continuous education of customers on their rights and obligations and other general service delivery, the Commission approved the production of a radio enlightenment program titled "Electricity Update" for airing in the 36 states and Federal Capital Territory ("FCT") Abuja to enlighten electricity consumers on various issues. The program's focus includes 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. During the same quarter, the Commission, in its efforts to educate the younger generation on the importance of ensuring safety in the use of electricity, calls for participation in its 2020 Annual Electricity Essay Challenge Competition for secondary school candidates scheduled for 2020/Q4.

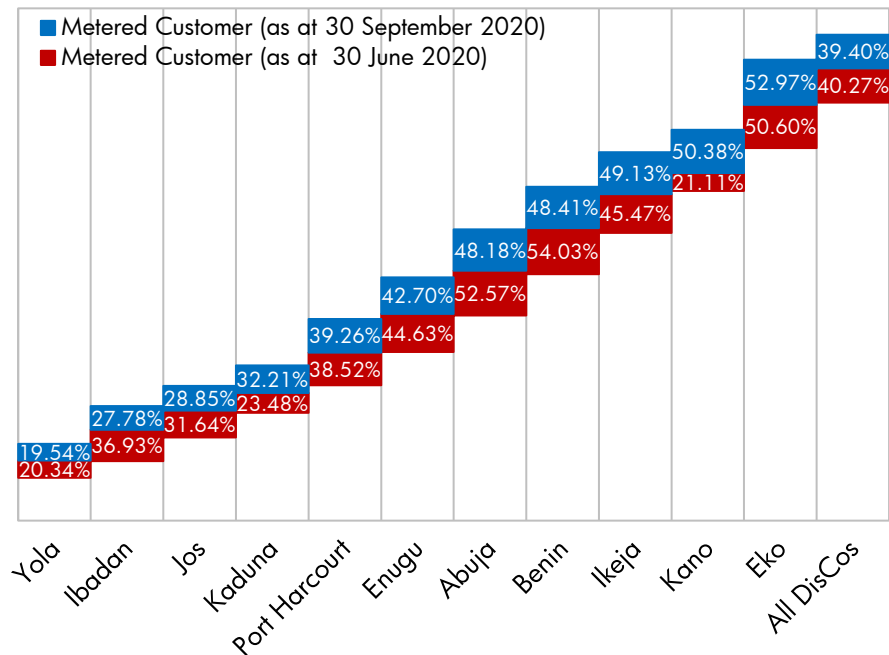
The metering: The huge metering gap for end-use customers continues to be a challenge in the industry. The records of the Commission indicate that, of the 11,841,819 registered energy customers as at 30 September 2020, only 4,666,191 (39.40%) have been metered. Thus, 60.60% of the registered electricity customers are still on estimated billing which has contributed to customer apathy towards payment for electricity bills. Although both the number of registered and metered customers rose by 12.61% and 10.19% respectively in comparison to 2020/Q2, the rate of customers' metering did not keep pace with the growth in registered customers, resulting in 0.87 percentage point increase in the metering gap from 59.73% in 2020/Q2 to 60.60% in 2020/Q3.

The increase in registered customers was, in addition to the new connection, due to the ongoing customer enumeration exercise by DisCos through which unregistered consumers of electricity were brought onto the DisCos billing platform while the 125,474 additional meters installed during the quarter were attributed to the MAP scheme. Thus, a total of 419,574 meters had so far been installed under the MAP scheme as at 30 September 2020.

Five (5) DisCos made progress in their metering rate in comparison to 2020/Q2 and (2) DisCos have metered more than 50% of its registered electricity customers as at 30 September 2020.

A review of the customer population data in Figure D indicates that Eko, Ikeja, Kaduna, Kano and Port Harcourt DisCos recorded progress in the metering rate of their electricity customers as at 30 September 2020, as compared to 31 June 2020. To ensure speedy metering of electricity customers, the Commission, in addition to securing a 1-year waiver of 35% levy previously imposed on fully built imported meters, continued its monitoring of DisCos' implementation of and compliance with the provisions of the MAP Regulations to fast-track meter roll-out. Also, the FGN through CBN and in collaboration with the Commission has launched the National Mass Metering Programme ("NMMP") to provide low-interest long term financing to the DisCos to enable them to accelerate the rate of meter roll-out to end-use customers.

Figure D: Metering Status in NESI as at 30 September 2020



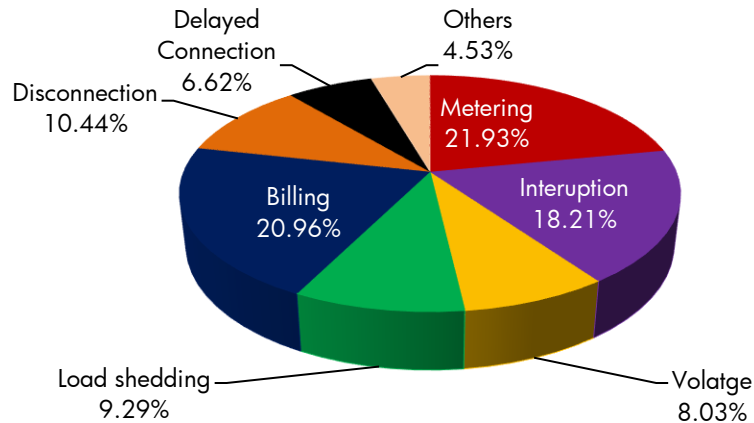
The number of customer complaints increased by 7.81% during the third quarter of 2020.

Customer Complaints: In the third quarter of 2020, the eleven (11) DisCos received 218,989 complaints from their customers, indicating 7.81% more complaints than those received in the second quarter of 2020. In total, the DisCos attended to 204,863 complaints representing an increase of 8.00 percentage points from the preceding quarter. The report shows that Ibadan followed by Benin DisCos had the lowest customers' complaints resolution rates based on the proportion of complaints not addressed in the third quarter of 2020.

Metering and estimated billing still dominated the customers' complaints, accounting for 42.89% of the total complaints in 2020/Q3

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 61.09% (i.e., 133,783) of the total complaints in the third quarter of 2020. As stated in the preceding reports, to ensure improved customer service delivery, the Commission, on regular basis, continued to monitor and audit customers' complaint handling and resolution process by DisCos. The Commission also continuously monitors the operation and efficacy of its Forum Offices which were set up as a redress mechanism for customer complaints not adequately resolved to their satisfaction by the responsible DisCos.

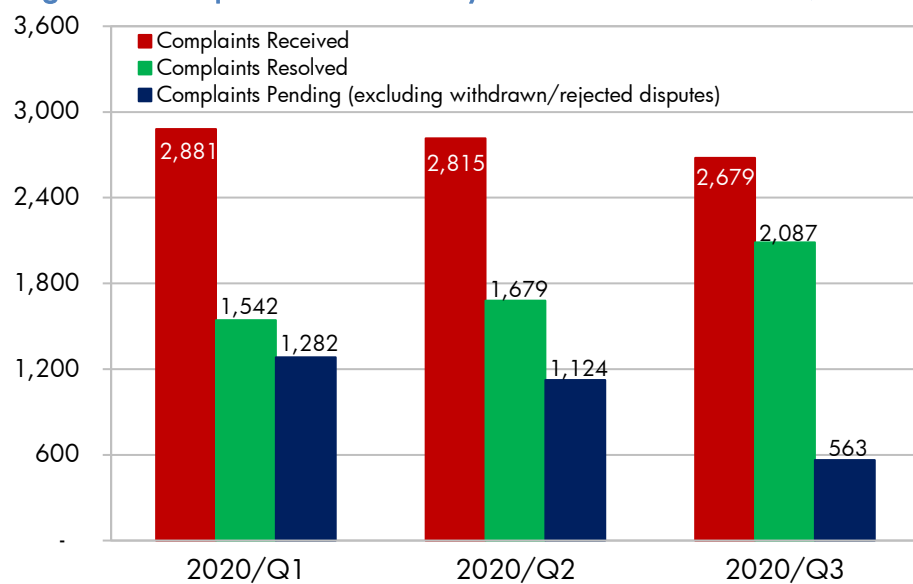
Figure E: Category of Complaints Received by DisCos in 2020/Q3



As at the end of 2020/Q3, the Commission had 30 operational Forum Offices in 29 States and the Federal Capital Territory (FCT).

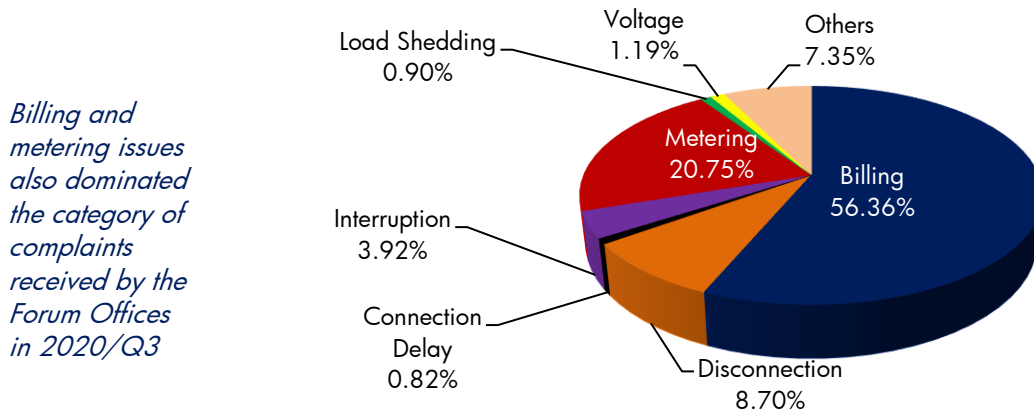
Forum Offices: Forum panels continued to review unresolved disputes between DisCos and customers, as enshrined in the Commission’s Customer Complaints Handling Standards and Procedure (“CCHSP”) Regulations. The chart in Figure F indicates that the Forum Offices had a total of 2,679 complaints during 2020/Q3 (including the pending complaints from 2020/Q2) from customers who were dissatisfied with DisCos’ decision on their complaints. During the period, approximately 77.90% of the total 2,679 complaints lodged at Forum Offices nationwide were resolved either through formal hearings or preliminary engagements between the Forum Secretaries and the concerned DisCos. In total, the Forum Panels had a total of 30 sittings during the quarter.

Figure F: Complaints Received by Forum Offices in 2020/Q1-Q3



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 complaints not satisfactorily resolved by DisCos' Complaints Handling Units ("CCU") in 2020/Q3.

Figure G: Complaints Category Received by Forum Offices, 2020/Q3



Billing and metering issues also dominated the category of complaints received by the Forum Offices in 2020/Q3

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 all outstanding and new complaints at the Forum Offices in line with its operating manual. The Commission, on a continuous basis, intensifies effort in monitoring 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 establishing at least one Forum Office in each state of the federation and ensure that customer care is given full attention.

In 2020/Q3, NESI electrical accidents resulted in 19 deaths and 11 injuries of various degrees involving both employees of the companies and the third parties.

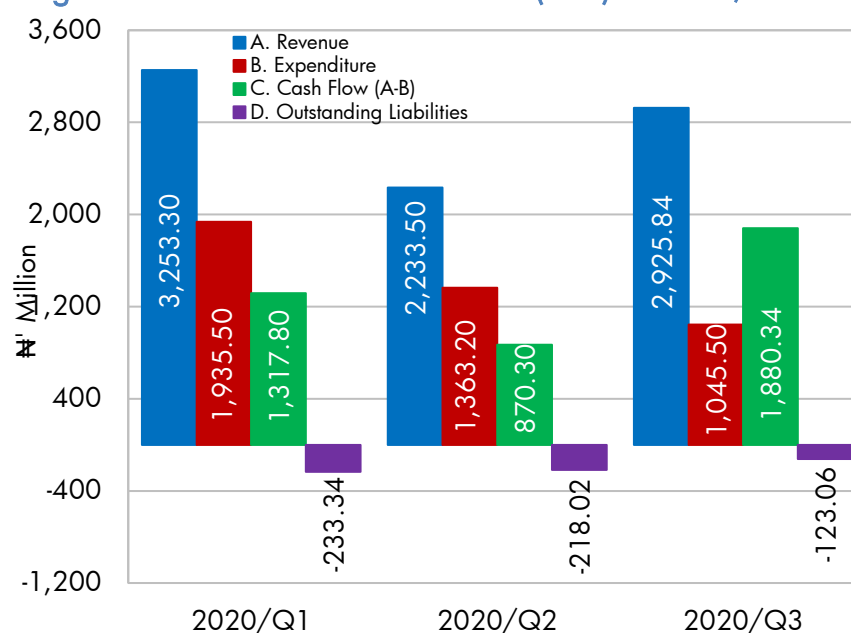
Health & Safety: The Commission received a total of 114 accident reports from the licensed operators during the third quarter of 2020. The accidents, unfortunately, resulted in nineteen (19) fatalities and eleven (11) injuries of various degrees involving both employees of the companies and third parties. This, nonetheless, indicates relative improvement in the health and safety performance of the operators during 2020/Q3 when compared with the second quarter of 2020 when twenty-six (26) fatalities and twelve (12) injuries were recorded.

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

THE COMMISSION:

Financial Report: The total revenue that accrued to the Commission in the third quarter of 2020 was ₦2.93billion representing an increase of 31% from the revenue recorded in the second quarter and a decrease of 10% from the revenues recorded in the first quarter. Notwithstanding the improvement in revenues shown in the Chart in Figure H, the Commission's expenditure declined to ₦1.05billion in the quarter from ₦1.36billion in 2020/Q2 and ₦1.94billion in 2020/Q1. Similarly, liabilities also declined to ₦123million from ₦218million in the preceding quarter.

Figure H: Commission's Cash Flows (₦' m) in 2020/Q1-Q3



The decline in expenditure is due largely to the reduction in operating activities of the Commission as a result of the COVID-19 movement restriction imposed by the government.

Capacity Development: The Commission, in its commitment to staff safety, capacity development and business continuity during the outbreak of COVID-19 pandemic Nigeria, continued to leverage on information communication technology (“ICT”) in conducting and attending meeting and workshop, and engaging industry operators mostly virtual. This afforded the Commission to comply with the directive and guidance on physical gathering issued by the National Centre for Disease Control (“NCDC”) and other government agencies responsible for managing the outbreak of COVID-19 pandemic in Nigeria.

During the quarter, the Commission sponsored some members of staff, based on their skill gaps and the need assessment of the Commission, 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 NERC Academy on Mini-grid.

2. STATE OF THE INDUSTRY

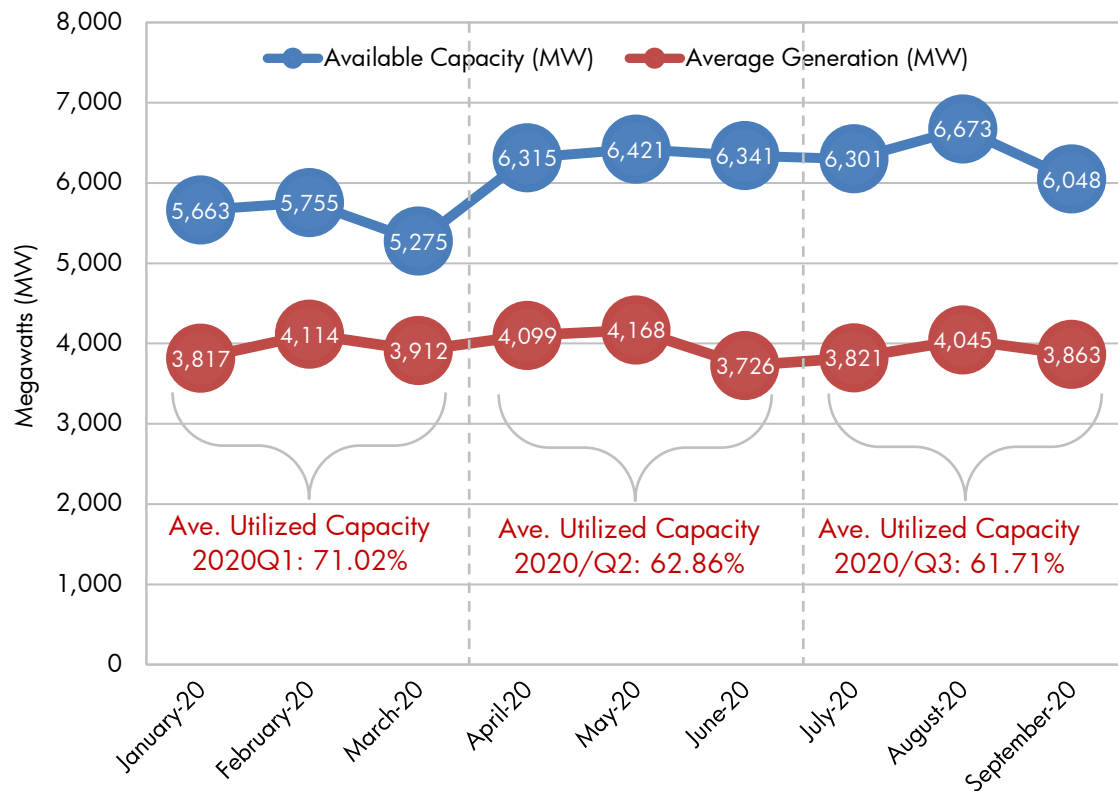
2.1. Operational Performance

2.1.1. Electricity Generation

In line with its statutory mandate as enshrined in ESPRA, the Commission continues to monitor the operational and commercial performance of NESI. The industry recorded the quarter's daily generation peak of 5,231MW on 24 August 2020. Relative to the preceding quarter, however, the average available generation capacity fell by 0.29% to 6,340MW during the third quarter of 2020. The slight decrease in available generation capacity is attributable to the increase in the number of generation units undergoing operational maintenance, which made them unavailable for operation during the quarter. On average, 72 plant generation units were available during the third quarter of 2020 compared to 73 units available during the second quarter of 2020. With the decrease in available generation capacity, the total electric energy generated decreased by 5.38% from 8,734,927.04MWh recorded in the second quarter to 8,265,418.46MWh in the third quarter of 2020.

Similarly, a review of both the daily average available capacity and actual generation (in MW) from the second quarter (April – June) to the third quarter (July-September) of 2020 represented in Figure 2.1 indicates a decline in capacity utilisation. The Figure shows that 61.71% of the available capacity was utilised in the third quarter of 2020, indicating 1.15 percentage points decrease from the capacity utilisation rate recorded in the second quarter of 2020. By implication, about 38.29% of the total available capacity during the quarter under review was redundant due to the increased technical and operational constraints relating to inadequate gas supply, transmission constraints, limited distribution networks, and commercially induced low load off-take by DisCos.

Figure 1: Average Daily Generation and Available Capacity 2020/Q1-Q3



Complete resolution of both the operational and technical challenges in electricity generation remains as one of the top priorities of the Commission. The Commission continued consultations with relevant stakeholders to develop lasting solutions to the gas impasse in the power industry. Also, as stated in the preceding quarterly reports, the Commission continued the execution of a number of actionable items identified in its Strategic Plan 2017-2020 to completely resolve the technical and operational challenges in NESI. Further to this effort, the Commission is finalising the review of PIPs filed by the DisCos to ensure that the approved PIPs target the execution of project critical to improved operational and technical performances of the utilities. The PIPs, which were prepared with the guidelines provided by the Commission, cover the period 2021–2025 with an overall objective to ensure that utilities invest in projects critical to addressing the technical and operational constraints affecting their operational efficiency. The review appraised 1) DisCos proposed utilisation of capital expenditure

("CAPEX") and operating expenditure ("OPEX") allowances for relevance and cost efficiency, and 2) the investments required by DisCos towards addressing distribution networks bottlenecks and free up part of the stranded generation capacities and address other related issues inhibiting the flow of energy. Also, in response to feedback received during the public hearings on the consideration of applications filed for extraordinary tariff review by the DisCos, the Commission during the quarter commenced service-based tariffs to improve the utilisation of existing capacity and liquidity of the industry.³

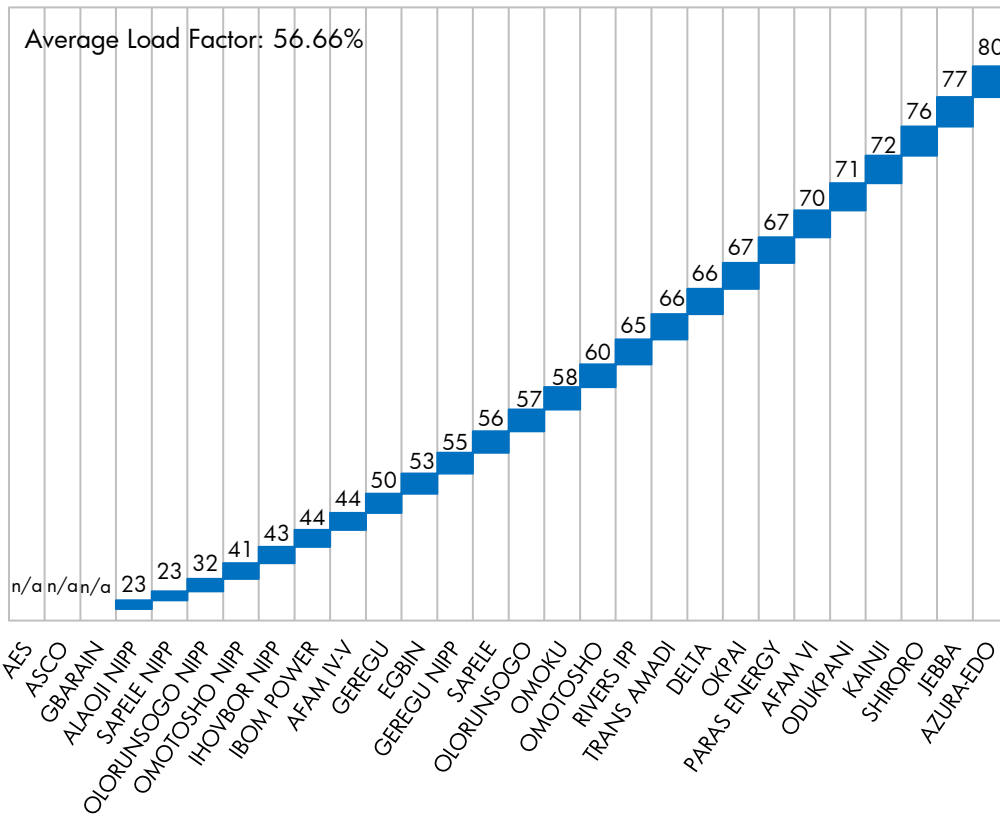
2.1.2. Load Factor and Average Generation of Power Plants

The average load factor (i.e. the dispatch rate) of the generation plants, defined as the amount of energy that a power plant generated over a certain period relative to its available capacity for the said period, recorded a decline of 4.91 percentage points from the 61.57% recorded in the preceding quarter. As represented in Figure 2, the average dispatch rate ("load factor") stood at 56.66% during the third quarter of 2020, indicating that an average power plant operating during the quarter under review had 56.66% of its available capacity dispatched by the SO.

As represented in Figure 2, Jebba, Shiroro and Kanji hydro plants, respectively had 77.15%, 75.90% and 72.07% of their available capacities dispatched by SO and were among the four plants with the highest dispatch rates. Thus, the dispatch rates of the three (3) 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 rainy season. During the period, Azura power plant had the highest load factor of 80.39% while Alaoji NIPP had the least dispatch rate of 23.20%.

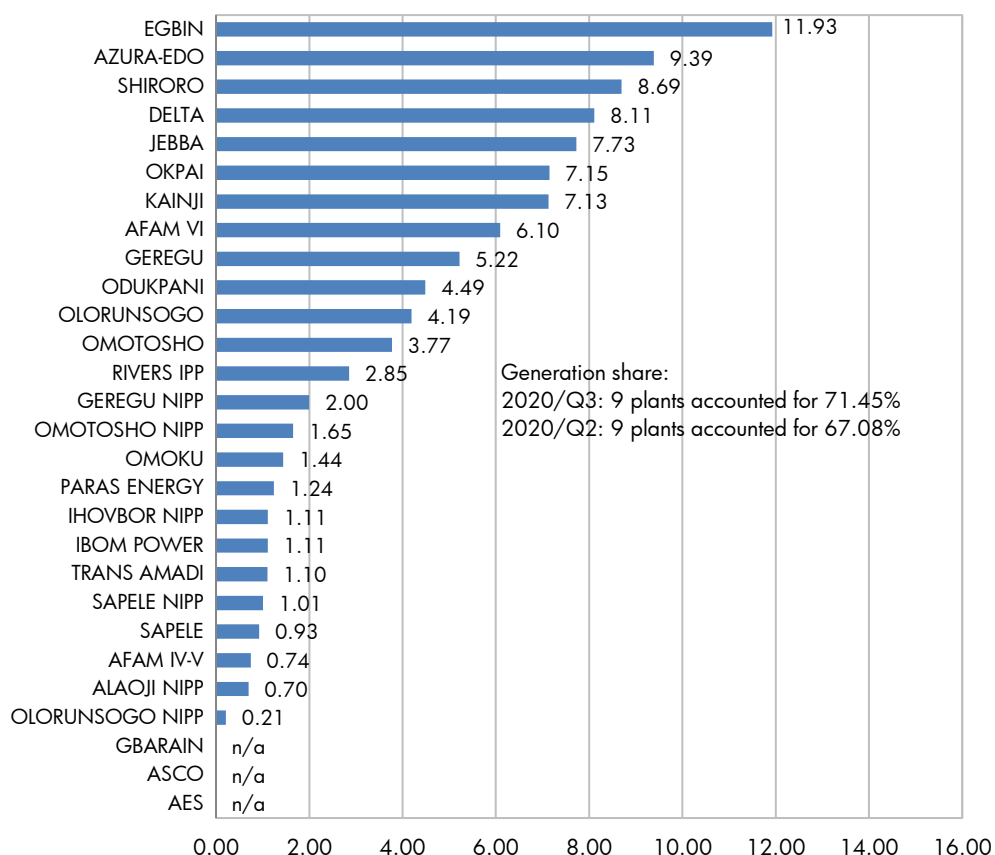
³ The Service-Based Tariff ("SBT") are location-based tariff that ties rate payable by end-users to actual quality of service.

Figure 2: Plants Load Factor (%) in 2020/Q3



The contribution of the individual power plant to the total energy output during the third quarter of 2020 is represented in Figure 3. Nine (9) of the twenty-four operational power plants accounted for 71.45% of the total electric energy generated during the third quarter of 2020. Due to its size and availability, Egbin power plant accounted for the highest share (i.e. 11.93%) of the total energy output followed by Azura power plant which accounted for 9.39% energy share. During the same period, Olorunsogo NIPP power plant accounted for the least share of output contributing 0.21%. In comparison to the preceding quarter, Figure 3 shows clearly that energy generation in Nigeria was still heavily dependent on nine (9) power plants as these plants accounted for 71.45% of the total electric energy output in 2020/Q3 and increased from the 67.08% share recorded for the same plants in 2020/Q2.

Figure 3: Share (%) of Generation Output by Plants in 2020/Q3



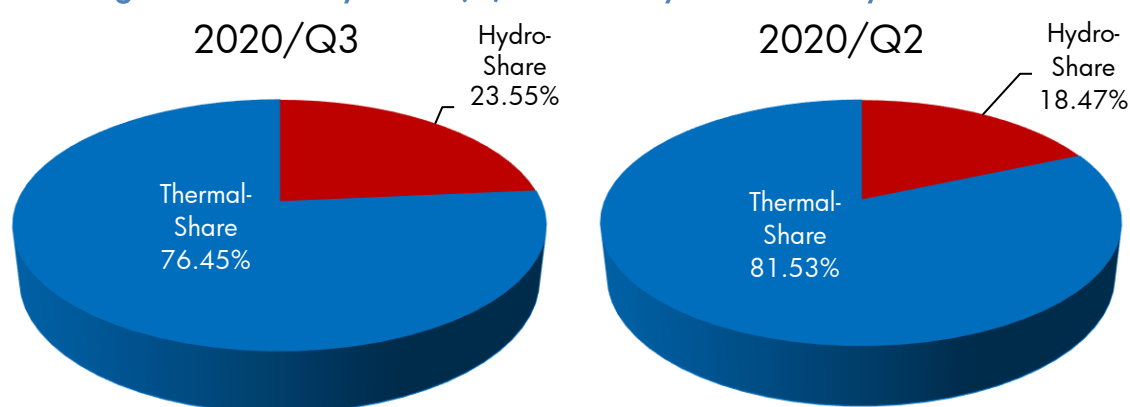
The implication from Figure 3 is that the (over)reliance of the grid on the energy supplied by nine (9) power plants may pose a risk to the industry because downtime in any of them may result in grid instability if there are no adequate proactive measures such as spinning reserves.⁴ As highlighted in the preceding quarterly report, to guarantee continuous grid stability by ensuring proper management of the grid by SO, the Commission has concluded the evaluation of the outcome of the competitive procurement of spinning reserves conducted by TCN. The Commission's decision has since been communicated to TCN for further action.

⁴ Spinning reserve is the extra generating capacity that is available to the system operator within a short interval of time to meet demand (in case a generator goes down or there is another disruption to the supply) by increasing the power output of generators that is already connected to the power system.

2.1.3. Generation Mix

The shares of electricity generation by fuel sources for the second and third quarters of 2020 are represented in Figure 4. Although thermal share declined from the preceding quarter, it still dominated the electricity generation mix accounting for 76.45% of the electricity generated during the third quarter of 2020. This implies that approximately 7.65kWh of every 10kWh of electric energy generated in Nigeria in the third quarter of 2020 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.

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. At the off-grid level, the Commission's constant engagement with the Rural Electrification Agency ("REA") indicates that potential investors have continued to take advantages of the opportunities created by the Mini-Grid Regulations.

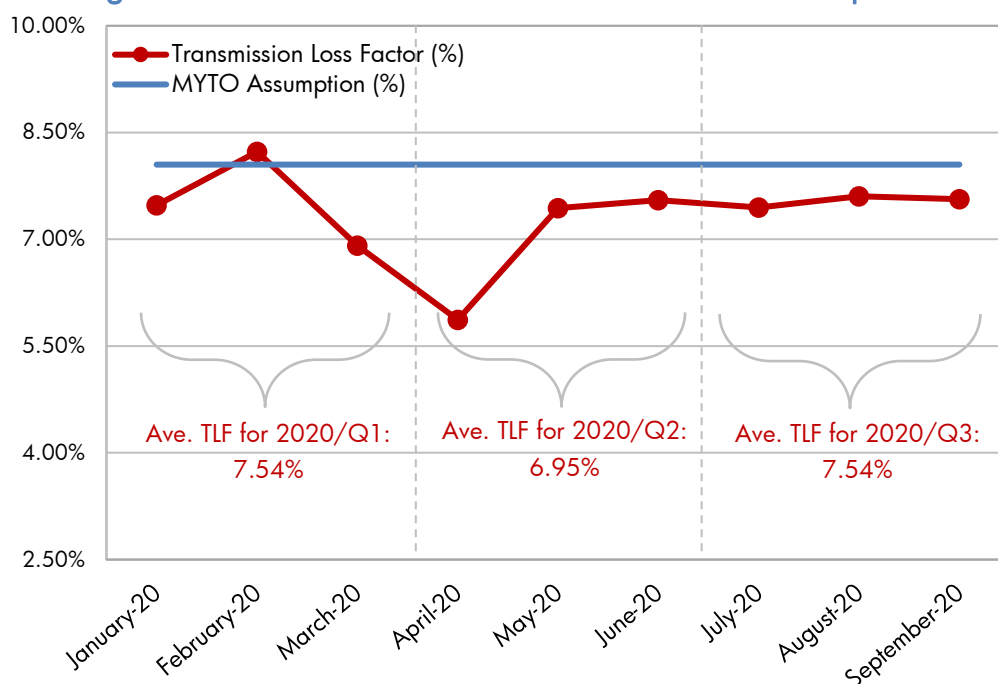
2.1.4. Grid Performance

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

- **Transmission Losses Factor**

The Transmission Loss Factor (“TLF”), as measured by the proportion of the difference between the total energy sent out by power stations and energy delivered to all DisCos and exported by TCN relative to the total energy sent out, increased slightly during the quarter under review. As represented in Figure 5, the average TLF rose by 0.58 percentage point from the average of 6.95% recorded in 2020/Q2 indicating a relatively poor performance in TCN’s operation. Notwithstanding, the average TLF of 7.54% recorded in 2020/Q3 is still lower than the 8.05% industry Multi-Year Tariff Order (“MYTO”) reference loss factor indicating an acceptable level of TLF.

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



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. The Commission shall ensure that investments in transmission networks are targeted to improve the 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 industry witnessed a major improvement in the stability of the grid network during the third quarter of 2020 relative to the second quarter of 2020. Table 1 presents the number of system collapses experienced in 2020/Q1-Q3. There was neither incident of partial system collapse (i.e., failure of a section of the grid) nor incident of total system collapse (i.e. total blackout nation-wide) recorded during the third quarter of 2020 as compared to two (2) incidents of total system collapse recorded in 2020/Q2.

Table 1: System Collapse in 2020/Q1-Q3

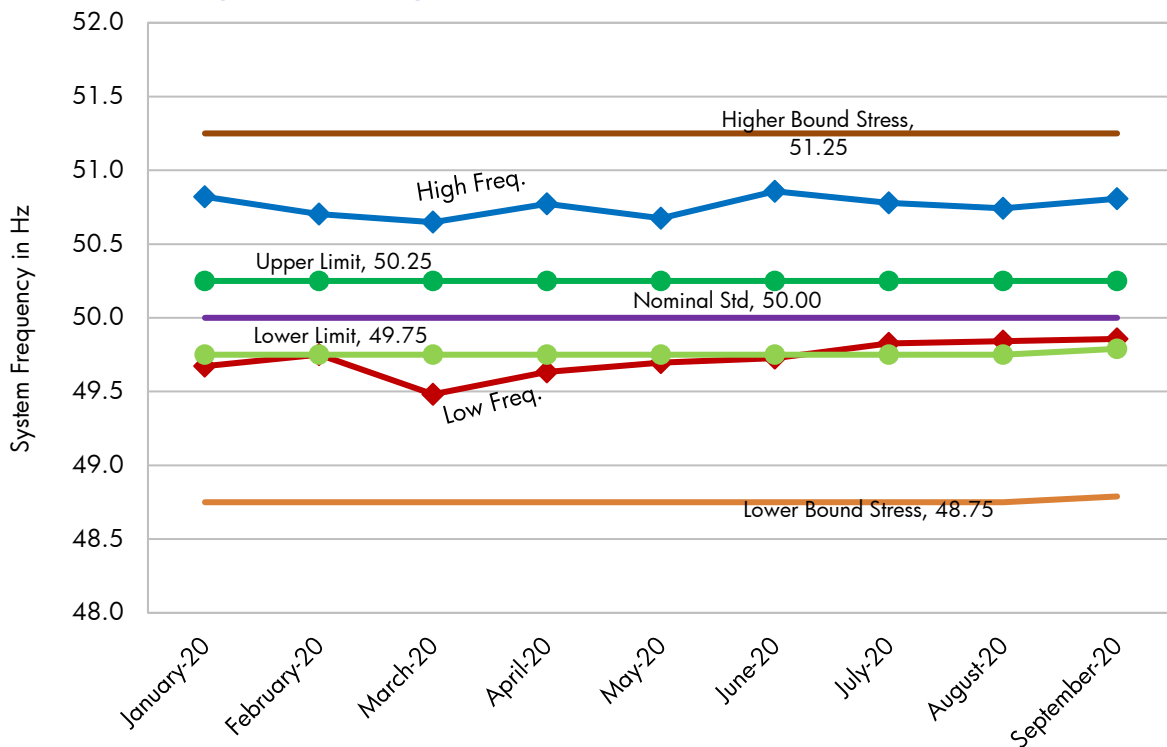
Category	2020/Q3	2020/Q2	2020/Q1
Number of Partial Collapses	0	0	0
Number of Total Collapses	0	2	1

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

Based on the provisions of the Grid Code, the system frequency, under normal circumstances, is expected to be between a lower limit of 49.75Hz and an upper limit of 50.25Hz. The Grid Code, however, provides for grid frequency to operate between 48.75Hz – 49.75Hz (lower bound stress) and 50.25Hz – 51.25Hz (upper bound stress) when the grid is stressed. The system frequency pattern from January to September 2020 represented in Figure 6 shows significant improvement in grid stability. During the period under review, the system low frequency made significant progress towards the nominal statutory standard as it averaged at 49.84Hz. The system high frequency also improved marginally in the third quarter, especially in the first two months, as the deviation from the upper statutory limit reduced from an average margin of 0.52Hz in the second quarter 2020 to an average margin of 0.51Hz at the end of August 2020.

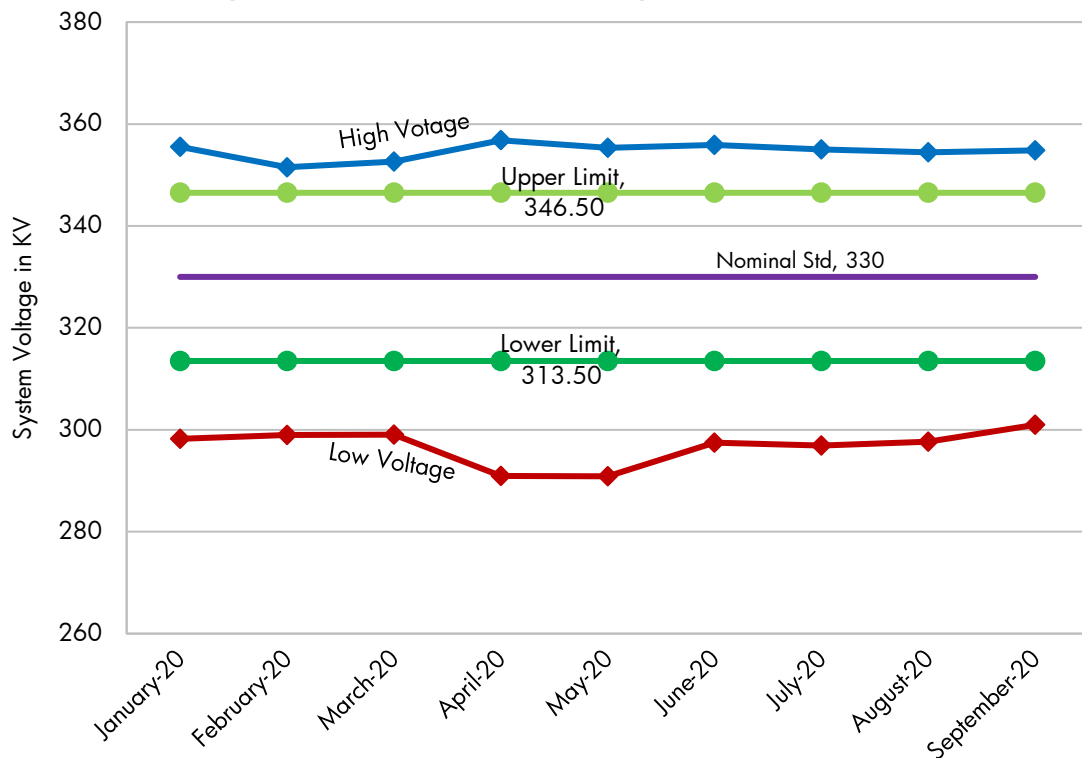
Figure 6: Average Daily System Frequency from Jan. – Sep. 2020



- Voltage Fluctuation

Similar to the frequency pattern, the Grid Code allows for voltage fluctuation between a lower boundary of 313.50kV and an upper boundary of 346.50kV. The system voltage pattern from January to September 2020 is represented in Figure 7. Although throughout the period under review both the High and Low system voltages were still outside the prescribed regulatory boundaries, they were converging to the limits. Notwithstanding the progress, frequency fluctuation and other harmonic distortion will result in poor power quality that could damage sensitive industrial machinery and equipment that are connected at high voltage levels. As highlighted in the preceding quarterly reports, to minimise the frequency and voltage fluctuations, the Commission shall continue to work with TCN and other relevant stakeholders to ensure that system voltage and frequencies operate within the prescribed regulatory limits in order to ensure safe and reliable electricity supply in the NESI.

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



2.2. Commercial Performance

2.2.1. Energy Received and MYTO Load Allocation

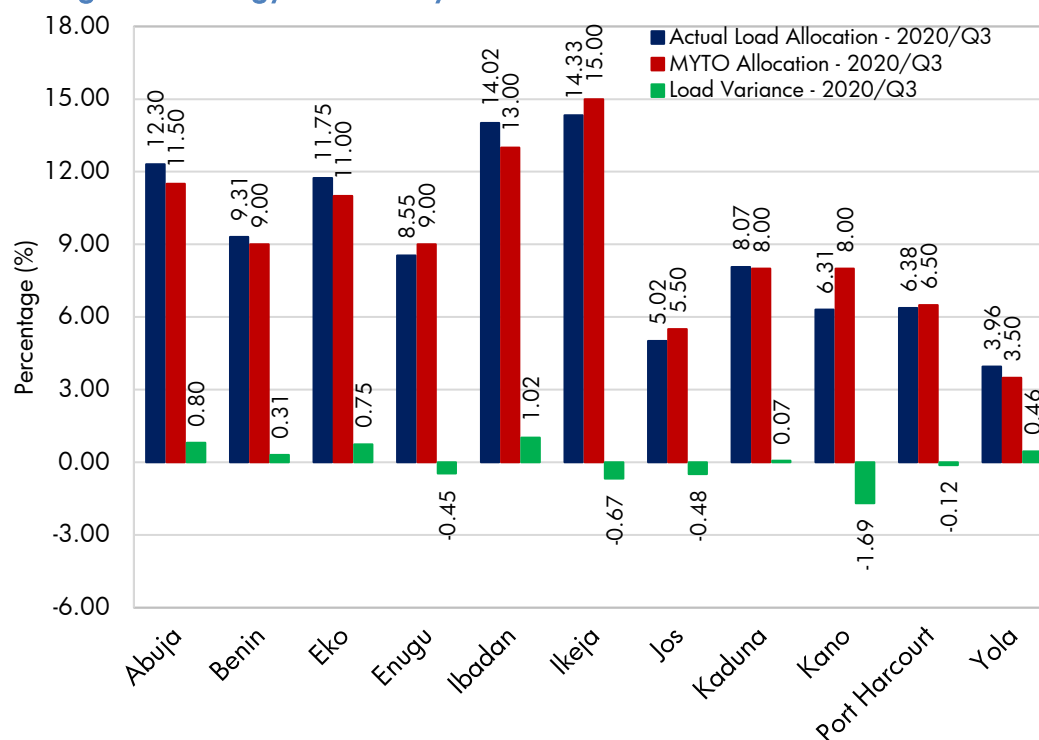
The amount of energy received by DisCos at their trading points decreased slightly by approximately 0.22% to 7,287GWh in 2020/Q3 from the 7,303GWh recorded in 2020/Q2. This decrease is partly reflective of the 5.38% decrease in the total energy generated during the quarter as compared to 2020/Q2.

The comparison of the MYTO load allocation with the share of energy received by DisCos during the third quarter of 2020 is represented in Figure 8. Two (2) categories of DisCos emerged from this comparative analysis. The first group comprising five (5) DisCos had lesser energy off-take than their MYTO allocation during 2020/Q3 due to technical limitation of their networks and/or commercially induced low load offtake. Enugu, Ikeja, Jos, Kano and Port Harcourt DisCos belong to this group. It is noteworthy that Enugu, Jos and Kano DisCos had consistently had lower energy offtake than their MYTO allocation in the last seven quarters. On the other hand, the second group comprising Abuja, Benin, Eko, Ibadan, Kaduna and Yola DisCos had more energy offtake than their MYTO allocation over the same period.

As stated in the preceding quarterly reports, to ensure improvement in energy off-take by DisCos, the Commission has included in the Minor Review Order, effective January 1 2020, a provision for take or pay obligation on the capacity equivalent of MYTO load allocation for each DisCo in accordance with the terms of the vesting contract executed with NBET. This implies a slight modification to retrospective minor tariff review such that the retrospective tariff review maintained the MYTO allocation share of capacity instead of the capacity equivalent of actual energy offtake by the specific DisCo. Also, the Commission is supervising the implementation of its directive to DisCos and TCN for the execution of Service Level Agreements (“SLAs”) that allocate risk arising from

deviation from the merit order dispatch and low load offtake/dispatch to the appropriate party, such that DisCos takes responsibility for its low load offtake and vice versa.

Figure 8: Energy Off-take by DisCos vs. MYTO Allocation in 2020/Q3



2.2.2. Energy Billed and Billing Efficiency

The amounts of energy received, billed and billing efficiency by DisCos during the second and third quarters of 2020 are represented in Table 2. The table indicates an increase in DisCos' billing efficiency during the third quarter of 2020. Out of the 7,287GWh total energy received by all DisCos during the third quarter, 5,449GWh (74.78%) was billed to the end-users, implying 6.41 percentage points increase in billing efficiency and relatively lower technical and commercial losses of 25.22% compared to the second quarter of 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/Q2-Q3

DisCos	Total Energy Received (GWh)		Total Energy Billed (GWh)		Billing Efficiency (%)	
	2020/Q3	2020/Q2	2020/Q3	2020/Q2	2020/Q3	2020/Q2
Abuja	882	971	576	534	65.31	54.99
Benin	664	611	559	501	84.18	82.04
Eko	842	882	769	762	91.32	86.32
Enugu	609	496	445	348	73.07	70.16
Ibadan	999	969	668	600	66.87	61.89
Ikeja	1,134	1,105	1056	1,012	93.14	91.55
Jos	363	315	176	172	48.48	54.46
Kaduna	574	645	381	232	66.38	35.97
Kano	450	500	333	354	74.00	70.78
Port Harcourt	487	500	361	349	74.18	69.82
Yola	283	308	125	130	44.17	42.21
All DisCos	7,287	7,303	5,449	4,993	74.78	68.37

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 2020/Q3, approximately 2.52kWh was lost to technical inefficiencies and energy theft. In other words, for every ₦10 worth of electricity received by DisCos during the third quarter of 2020, approximately ₦2.52k was lost due to energy theft and poor distribution infrastructure.

The performance of the DisCos in Table 2 shows that Ikeja DisCo had the highest billing efficiency of 93.14 during the third quarter of 2020, followed by Eko DisCo with 91.32%. Yola DisCo recorded the lowest billing efficiency at 44.17%, indicating that the DisCo lost more (i.e., 55.83%) 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, ten (10) DisCos except Jos DisCo recorded an improvement in their billing efficiencies during the quarter under review ranging from a maximum increase of 30.41 percentage points (for Kaduna DisCo) to a minimum increase of 1.60 percentage points (for Ikeja DisCo).

Pursuant to Commission's commitment to addressing DisCos' technical and commercial inefficiency (e.g., poor distribution network), the Commission is finalising the review of the 2021–2025 PIPs filed by DisCos to ensure the proposed investments are targeted towards critical infrastructure.

To address commercial losses (i.e., poor energy accounting or theft), the Commission has continued to monitor the DisCos' asset mapping and tagging under the framework of the ongoing customer enumeration in order to identify illegal consumers and bring same onto the DisCos' billing platforms. Also, the Commission has continued to monitor the roll-out of meters by DisCos following the conclusion of the procurement of MAPs and the implementation of a mass metering policy.

2.2.3. Revenue and Collection Efficiency

The total revenue collected by eleven (11) DisCos from customers in the third quarter of 2020 stood at ₦137.02billion out of the total bill of ₦205.37billion. Relative to the preceding quarter, the DisCos' collection efficiency (i.e., the total revenue collected as a ratio of the total billing by DisCos) declined in 2020/Q3.

As shown in Table 3, the overall collection efficiency for all DisCos decreased to 66.72% in 2020/Q3 representing 7.41 percentage points decrease from the 74.12% collection efficiency recorded in 2020/Q2. The collection efficiency implies that for every ₦10.00 worth of energy billed to customers by DisCos in the 2020/Q3, approximately ₦3.33 remained unrecovered from customers. This low collection efficiency combined with billing inefficiency has continued to adversely impact the financial liquidity of the industry, which in turn, has led to low investment in the NESI.

Table 3: Revenue Performance of DisCos in 2020/Q2-Q3

DisCos	Total Billings (₦Billion)		Revenue Collected (₦Billion)		Collection Efficiency (%)	
	2020/Q3	2020/Q2	2020/Q3	2020/Q2	2020/Q3	2020/Q2
Abuja	22.69	18.53	20.51	17.70	90.37	95.52
Benin	22.72	18.82	12.04	10.64	52.99	56.53
Eko	27.20	23.16	20.50	19.69	75.37	85.00
Enugu	19.31	13.75	12.27	10.02	63.58	72.85
Ibadan	25.03	19.13	15.64	14.01	62.51	73.20
Ikeja	33.78	28.10	26.80	24.28	79.34	86.41
Jos	6.78	6.18	4.43	3.93	65.41	63.68
Kaduna	15.52	8.01	5.24	4.83	33.77	60.35
Kano	13.33	11.41	8.70	7.05	65.26	61.85
Port Harcourt	14.49	13.00	8.09	6.91	55.85	53.18
Yola	4.54	4.00	2.79	2.56	61.59	64.06
All DisCos	205.37	164.07	137.02	121.61	66.72	74.12

Notes of the table: DisCos are the electricity distribution companies

In appraising individual performances, Abuja DisCo had the highest collection efficiency of 90.37% followed by Ikeja DisCo with an efficiency index of 79.34%. Both DisCos however experienced a decline in their performances relative to 2020/Q2. Kaduna DisCo has the lowest collection efficiency of 33.77%. On a quarter-on-quarter basis, only Jos, Kano and Port Harcourt DisCos recorded an improvement in collection efficiency with Kano DisCo having the highest increase of 3.41 percentage points moving from 61.85% in 2020/Q2 to 65.26% in 2020/Q3.

Noting that a major factor contributing to low collection efficiency is customers' displeasure with estimated billing which often resulted in an unwillingness to pay, the Commission continued to implement the Order on capping of monthly estimated bill issued on 20 February 2020. The Order aligned the total volume of energy an unmetered customer can be billed to the average monthly energy use of a typical pre-paid meter customer in the same Business Unit. Similarly, the Commission during the third quarter started the implementation of service-based tariffs to, inter alia, improve the utilisation of existing capacity and ensure that the end-user tariffs are aligned with the quality of services. The Commission also continued the monitoring of the operational

performance of MAPs in accordance with the MAP Regulations. Also, further to the Commission's engagement with FGN, Mr President directed the CBN to intervene in financing mass metering programme in order to ensure speedy roll-out of meters in NESI.

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

The ATC&C losses of the industry, as indicated in Table 4, is the combined index of losses due to technical, billing and collection inefficiencies in the industry. The overall average ATC&C for all the DisCos during 2020/Q3 remained at 49.16%. Whereas the technical and commercial losses decreased by 6.31 percentage points, the collection losses worsened by 5.72 percentage points during 2020/Q3, indicating the imperative of the need for DisCos to intensify effort in revenue collection to improve on their cash flow, operational performance and in meeting their contractual obligations.

Table 4: ATC&C Losses (%) by DisCos in 2020/Q1-Q3

DisCos	MYTO Target (%) ⁵	Average ATC&C (%)		
	2020	2020/Q3	2020/Q2	2020/Q1
Abuja	22.33	40.72	47.26	46.10
Benin	23.91	54.98	53.58	57.71
Eko	11.23	29.73	26.45	37.55
Enugu	20.56	52.13	48.91	56.40
Ibadan	19.67	57.43	54.61	56.66
Ikeja	10.81	24.64	20.91	34.55
Jos	39.12	68.14	64.99	68.09
Kaduna	20.12	75.26	78.07	67.93
Kano	22.06	50.48	55.43	46.99
Port Harcourt	29.70	57.70	62.48	64.03
Yola	23.71	71.68	72.78	73.68
Overall DisCos:				
MYTO Level	20.30	-	-	-
Total Technical, Commercial & Collection losses	-	49.16	49.16	51.93
Technical & Commercial losses	-	25.19	31.50	21.61
Collection losses	-	31.56	25.85	39.30

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

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

The overall ATC&C losses of 49.16% in 2020/Q3 are substantially larger than the expected industry average of approximately 20.30% – the allowable ATC&C losses provided in the MYTO Order applicable during the quarter. The implication of the level of the ATC&C losses in 2020/Q3 is that, on average, as much as ₦4.92 in every ₦10.00 worth of energy received by a DisCo was unrecovered due to a combination of inefficient distribution networks, energy theft, low revenue collection aggravated by the low level of metering of the end-use customer and unwillingness to pay by customers. Although there has been gradual ease of movement, the lockdown imposed by the government to curtail the spread of COVID-19 in Nigeria was partly responsible for the high ATC&C losses, contributing to the lingering liquidity challenge to the industry.⁶

In appraising the individual performances of the DisCos as presented in Table 4, Ikeja DisCo, though underperformed in reducing its losses relative to 2020/Q2, was the most technically and commercially efficient DisCo by recording the lowest level of ATC&C losses of 24.64% in 2020/Q3. The worst performing DisCo during the same quarter was Kaduna DisCo with the ATC&C losses of 75.26% as against the MYTO target of 32.00%. It is noteworthy that Ikeja has since 2018/Q4 continued to be the most technically and commercially efficient DisCo in NESI.

Based on relative improvement from the preceding quarter, Abuja, Kaduna, Kano, Port Harcourt and Yola DisCos reduced their ATC&C losses while Benin, Eko, Enugu, Ibadan, Ikeja and Jos DisCos recorded increase in ATC&C losses during 2020/Q3. Abuja DisCo recorded the biggest reduction in ATC&C losses by 6.54 percentage points from 47.26% in 2020/Q2 to 40.72% in 2020/Q3, while Ikeja DisCo had the biggest increase in ATC&C losses by 3.73 percentage points during the same period. However, none of the DisCos has attained the level of ATC&C loss trajectory embedded in their performance agreement executed by their core investors and BPE.

⁶ This is because the restriction hindered the DisCos from billing and collecting payment for energy supplied to some of their customers during the quarter.

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 third quarter of 2020, as compared to the invoices received for energy purchased from NBET and those received for administrative services from MO during the same period. Out of the combined invoices of ₦219.71 billion for energy and administrative services received from NBET & MO, only a total of ₦64.59 billion (i.e. 29.40% of the invoice) was settled as and when due, creating a total deficit of ₦155.12 billion (including tariff shortfall). A comparative analysis of market invoices and remittances by DisCos in 2020/Q3 represented in Figure 9 indicates an average settlement rate per DisCo of 29.40% of the invoice. Jos DisCo, though improved in its remittance performance relative to 2020/Q2, had the lowest settlement rate of 15.52% in 2020/Q43 followed by Kaduna DisCo with 21.45%.

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

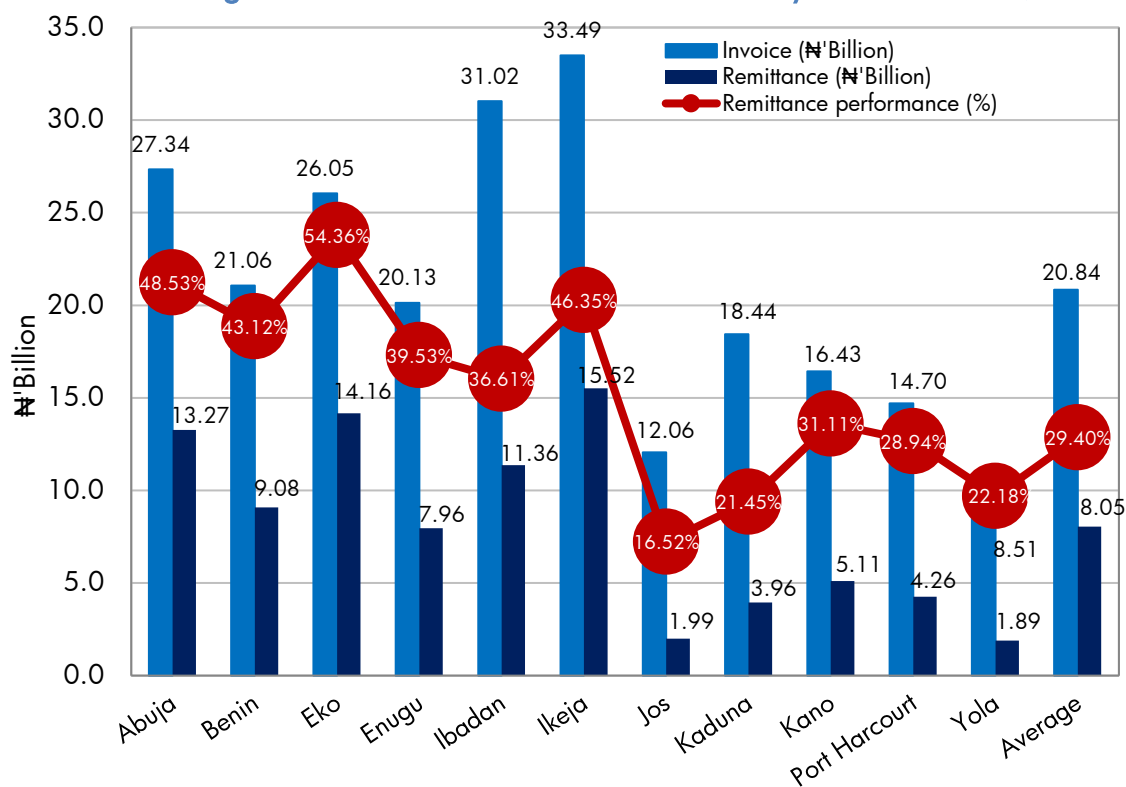


Table 5 presents the statistics on the DisCos' remittances to NBET and MO for energy received and service charge respectively. Although there was an improvement in the remittances to both NBET and MO during 2020/Q3, the remittances were lower than the MRTs prescribed by the MYTO Order for the period. In particular, the remittances of the DisCos to NBET increased by 7.87 percentage points from 18.94% in 2020/Q2 to 26.81% in 2020/Q3 while the payment by DisCos to MO for administrative services increased by 7.90 percentage points from 86.35% in 2020/Q2 to 94.25% in 2020/Q3. The combined total market remittances to NBET and MO rose by 1.35 percentage points from the 28.05% total remittance performance recorded during 2020/Q2 to 29.40% total remittance performance in 2020/Q3.

Table 5: DisCos Quarterly Remittances to NBET and MOs in 2020/Q3

DisCos	NBET				MO			
	Inv.	Remit.	Remittance		Inv.	Remit.	Remittance	
	(₦Billion)		Performance (%)		(₦Billion)		Performance (%)	
	2020 /Q3	2020 /Q3	2020 /Q3	2020 /Q2	2020 /Q3	2020 /Q3	2020 /Q3	2020 /Q2
Abuja	22.53	8.47	37.59	29.74	4.81	4.80	99.77	106.23
Benin	17.29	5.31	30.71	17.91	3.77	3.77	100.00	99.53
Eko	21.51	9.65	44.86	34.22	4.55	4.51	99.32	99.64
Enugu	16.54	4.37	26.40	13.17	3.59	3.59	100.00	99.49
Ibadan	25.55	5.88	23.02	19.57	5.48	5.48	100.00	92.79
Ikeja	27.76	10.61	38.20	30.21	5.73	4.92	85.82	102.04
Jos	9.93	0.64	6.43	6.00	2.13	1.35	63.61	82.81
Kaduna	15.20	0.96	6.29	1.54	3.23	3.00	92.72	26.97
Kano	13.51	2.37	17.51	4.90	2.92	2.75	94.05	77.37
Port Harcourt	12.18	1.68	13.82	6.56	2.52	2.57	102.04	83.11
Yola	7.06	0.76	10.76	9.99	1.45	1.13	77.75	9.63
All DisCos	189.05	50.68	26.81	18.94	40.18	37.87	94.25	86.35
Special and International Customers:								
Ajaokuta Steel	0.16	0.00	0.00	0.00	0.03	0.00	0.00	0.00
SBEE/PARAS	-	-	-	-	1.09	0.00	0.00	0.00
CEET	-	-	-	-	2.10	0.57	27.12	75.08
NIGELEC	-	-	-	-	0.75	0.55	73.18	0.00

Notes of the table:

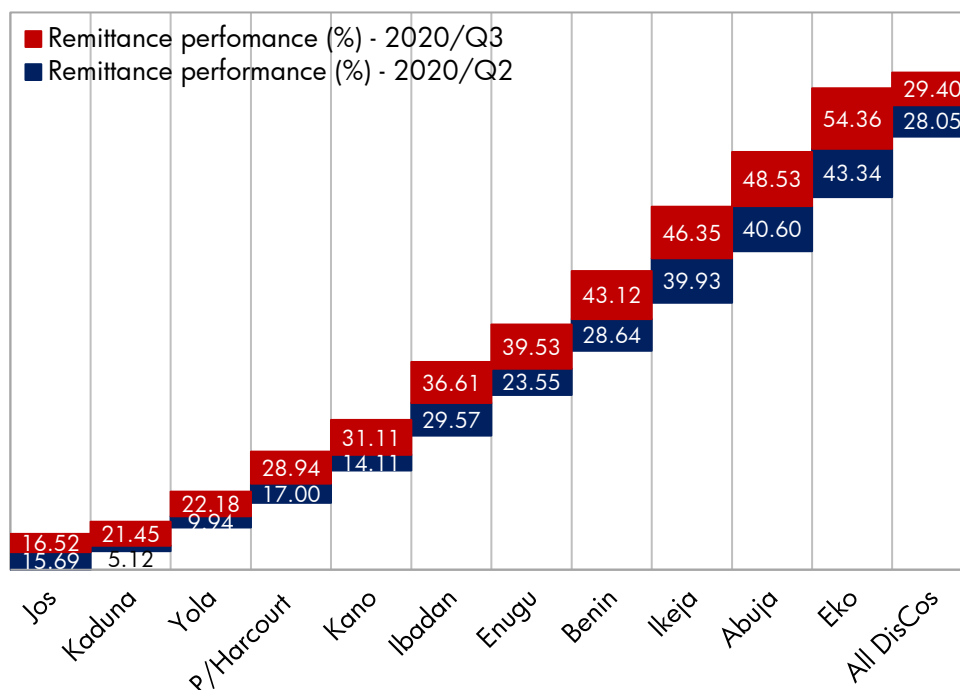
1. NBET, MO, SBEE, CEET and NIGELEC are Nigeria Bulk Electricity Trader, Market Operator, Societe Beninoise d'Energie Electrique, Compagnie Energie Electrique du Togo and Societe Nigerienne d'electricite respectively;
2. Remittance (in %) to MO by Port Harcourt DisCo is more than 100% in 2020/Q3 due to payment of outstanding bills. The same thing can be said of Abuja and Ikeja DisCos in 2020/Q2;

No payment was made by the special customers (Ajaokuta Steel Co. Ltd and the host community) in respect of the ₦0.16billion and ₦0.03billion market invoices received from NBET and MO respectively. Similarly, of the total ₦3.95billion (US\$12.88million) invoice issued by MO to the international customers (i.e., Societe Beninoise d’Energie Electrique – SBEE, Societe Nigerienne d’electricite – NIGELEC and Compagnie Energie Electrique du Togo – CEET) during the same period, CEET and NIGELEC made a total payment of ₦1.12billion (US\$3.66million) for the services received from MO.

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

The individual remittance performance indicates that all the DisCos increased their remittance performance in the third quarter of 2020 as represented in Figure 10 which shows the proportion of the market invoice settled by individual DisCo for 2020/Q2 and 2020/Q3. The increase ranged from a minimum of 0.83 percentage points (for Jos DisCo) to 17.00 percentage points (for Kano DisCo). The aggregate combined invoice settlement rate for all DisCos rose to 29.40%. Eko DisCo, with an increase of 11.02 percentage points in its remittance performance as compared to 2020/Q2, recorded the highest remittance rate of 54.26% during 2020/Q3. Conversely, Kaduna DisCo, with a marginal increase of 0.83 percentage points in its remittance performance as compared to 2020/Q2, recorded the lowest remittance rate of 16.52% during the third quarter.

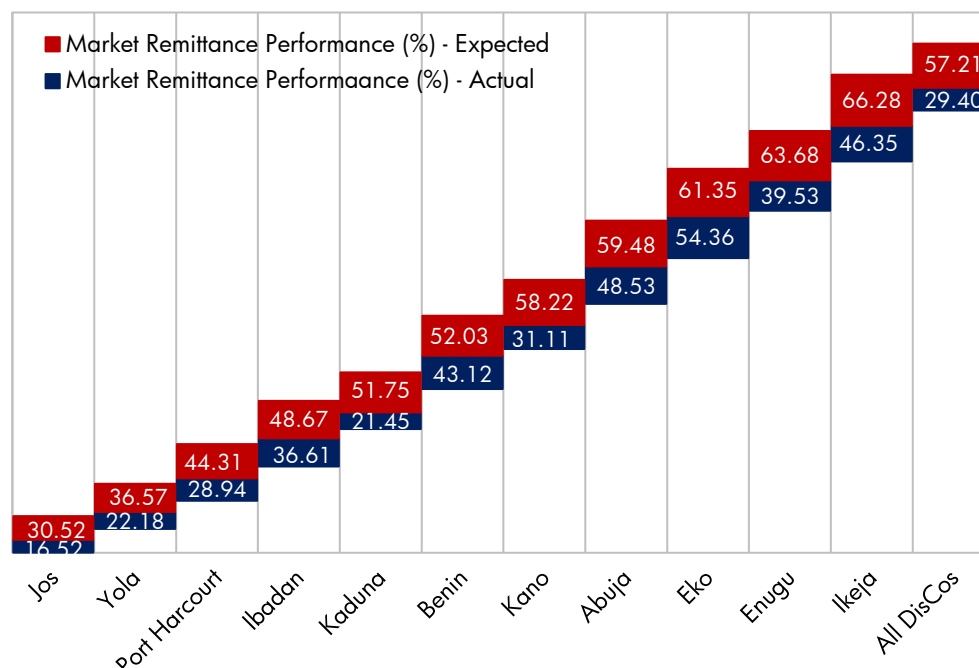
Figure 10: Market Remittance by DisCos in 2020/Q3 & 2020/Q2



Noting that tariff shortfall may have partly accounted for the low remittances by DisCos as represented in Figure 10, the expected MRTs for DisCos adjusted for tariff shortfall⁷ and the actual remittances by DisCos are represented in Figure 11. The figure shows that adjusting for tariff shortfall, DisCos' total expected MRT to the market (NBET & MO) during 2020/Q3 was 57.21% and ranged from 30.52% (for Jos DisCo) to 66.28% (for Ikeja DisCo). During 2020/Q3, the actual remittance rate of the individual DisCo was significantly lower than the projected MRT. 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.

⁷ 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 2020/Q3 for each of the DisCo is 100% while the expected MRTs for the energy delivered by NBET for July-August 2020 are 42%, 35.7%, 43%, 50%, 28%, 49%, 8.5%, 29%, 38%, 28% and 12% for Abuja, Benin, Eko, Enugu, Ibadan, Ikeja, Jos, Kaduna, Kano, Port Harcourt and Yola DisCos respectively, and in the same ordering of the DisCos, the expected MRTs for September 2020 prescribed by Orders NERC/199/2020 – NERC/208/2020 are 37.3%, 25.9%, 45.5%, 26.9%, 31.3%, 43.5%, 14.1%, 15.1%, 19.5%, 21.6% and 20.9% respectively.

Figure 11: Required and Actual Market Remittances by DisCos – 2020/Q3



As reported in the preceding quarterly reports, the Commission notes that tariff deficit is partly responsible for poor remittance in the industry thus, during the quarter under review, the Commission started the implementation of service-based tariffs (“SBT”) which aligned end-users’ tariffs to the quality of services received by customers. The SBT is expected to result in improved utilisation of existing capacity for better quality service delivery and improved market liquidity.⁸ Similarly, all DisCos are being steered continually to rapidly improve on the services being rendered and on their revenue collection from customers in order to fulfil their market obligations and mitigate financial distress in NESI.

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

⁸ It is important to mention that the Commission Orders on the service-based tariffs effective from 1 September 2020 were suspended on the 28 September 2020 for a period of 4 weeks based on a bipartite agreement between the government and the labour unions to, among others, clarify the new tariffs and provide modalities to cushion the effects on workers.

3. REGULATORY FUNCTIONS

3.1. Regulations and Orders Issued

3.1.1. Regulations

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

3.1.2. Orders

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

1-11. NERC's Orders – [NERC/198/2020](#), [NERC/199/2020](#), [NERC/200/2020](#), [NERC/201/2020](#), [NERC/202/2020](#), [NERC/203/2020](#), [NERC/204/2020](#), [NERC/205/2020](#), [NERC/206/2020](#), [NERC/207/2020](#) & [NERC/208/2020](#) issued on the 27th day of August 2020 on the Extraordinary Review of Multi-Year Tariff Order ("MYTO") 2015 for Abuja, Benin, Eko, Enugu, Ibadan, Ikeja, Kaduna, Kano, Jos, Port Harcourt and Yola electricity distribution Companies ("DisCos") respectively. The objective of the Orders, among others, are 1) to ensure that price charged by DisCos are fair to customers and are sufficient to allow DisCos to fully recover the efficient cost of operation, including a reasonable return on the capital invested in the business pursuant to the provisions of Sections 32(d) and 76(2)(a) of ESPRA; 2) to provide a path to a transition to fully service-based cost-reflective tariffs by July 2021; 3) to reclassify and disaggregate customers and customer clusters on the basis of DisCos' commitment on quality of services to customer clusters; 4) to ensure that customer tariffs are commensurate an aligned with the quality and availability of power supply committed to customer clusters by DisCos; 5) to ensure sustained improvement in reliability and quality of supply by incentivising DisCos to off-take energy in accordance with its Vesting Contracts and MYTO load allocations; and 6) to develop and implement a

framework for enforcing market discipline in respect of market remittances and managing future revenue shortfalls in the industry including minimum market remittance requirements that account for differences between cost reflective tariffs and allowed tariffs in the settlement of invoices issued by NBET and MO.

12. [NERC's Order NERC/209/2020](#) issued on the 28th day of September 2020 on the 14-Day Suspension of the Extra Ordinary Review of MYTO 2020 Order for Successor Electricity Distribution Licensees. The Order suspends for a period of 14-days, with effect from 28 September 2020 to 11 October 2020, the MYTO 2020 that was issued to Abuja, Benin, Eko, Enugu, Ibadan, Ikeja, Kaduna, Kano, Jos, Port Harcourt and Yola DisCos respectively. It also ordered that all tariffs for end-use customers and market obligations of the DisCos during the 14-day suspension be computed on the basis of rates applicable as at 31 August 2020.

In addition to the Orders issued, the Commission during the quarter under review issued the Guidelines on the Competition Transaction Charge ("CTC") and Electricity Distribution Franchising ("EDF") by DisCos. Electronic copies of the Regulations, Orders, and Guidelines issued by the Commission are available at www.nerc.gov.ng.

3.2. Licences and Permits Issued and Renewed

The Commission did not issue or renew any licences during the third quarter of 2020. 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 2020/Q3

S/N	Applicants	Location (State)	Licence Type	Capacity (MW)
1.	Ashtavinayak Hydrocarbon Ltd	Ogbe ani, Kwale, Delta	CPG	7.50MW
2.	CEPLAS Industries FZE	Sagamu, Ogun	CPG	6.00MW
3.	UMZA International Farms Ltd	Opp. Tamburawa village, Kano	CPG	1.50MW

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 categories. The names of all successful MSP applicants during the third quarter of 2020/Q3 are presented in Table 7.

Table 7: Certification of Meter Service Provider in 2020/Q3

S/N	Name of Applicants	Certification Class Issued
1.	Omelus Integrated Solutions Limited	Meter Installer
2.	EEL-ESS Global Resources Nigeria Limited	Meter Installer
3.	Goldengate Options Nigeria Limited	Meter Installer
4.	MBH Power Limited	Meter Importer

3.4. Certification of Meter Assets Providers

During the quarter under review, no new Meter Assets Provider (“MAP”) permit was issued. However, the Commission, after due consideration, 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. Since no new MAP permits were issued during 2020/Q3, the total number of MAP permits that the Commission so far issued to the successful applicants since the inception of the scheme stood at thirty (30) as at 30 September 2020. The names of all MAPs with the dates of their certification are presented in Tables 8.

Table 8: Permits Issued to Meter Assets Providers as at 30 September 2020

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

3.5. Eligible Customer Applications under Evaluation

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

1. Applicants: [Inner Galaxy Limited, Abia State](#)
Power required: 25MW
Proposed supplier: Mainstream Energy Solutions Ltd (MESL)
Proposed tariff: ₦27/kWh, excluding CTC
Application Status: Eligible Customer status yet to be granted by the Commission as it awaits the evidence of the negotiated contractual arrangement between MESL and NBET in line with schedule one (1) of the Eligible Customer Regulation.
2. Applicants: [KAM Industrial Limited, Ilorin, Kwara State](#)
Power required: 15MW
Proposed supplier: Mainstream Energy Solutions Ltd
Proposed tariff: ₦27/kWh, excluding CTC
Application Status: Eligible Customer status yet to be granted due to lack of executed TUOS and evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity with NBET.
3. Applicants: [KAM Integrated Steel Limited, Ilorin, Kwara State](#)
Power required: 60MW
Proposed supplier: Mainstream Energy Solutions Ltd
Proposed tariff: ₦27/kWh, excluding CTC
Application Status: Eligible Customer status not yet granted as the Commission awaits evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity with NBET.
4. Applicants: [Yongxing Steel Limited, Benin, Edo State](#)
Power required: 60MW
Proposed supplier: Mainstream Energy Solutions Limited (MESL)
Proposed tariff: ₦27/kWh, excluding CTC

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

5. Applicants: [Crown Flour Mills Limited, Ilorin, Kwara State](#)

Power required: 3MW

Proposed supplier: Mainstream Energy Solutions Limited

Proposed tariff: ₦27/kWh, excluding CTC

Application Status: Eligible Customer status yet to be approved as the applicant is yet to submit the customer current source of power supply and the voltage level at which supply is taken and the average load system per month.

6. Applicants: [Lord's Mint Limited, Abeokuta, Ogun State](#)

Power required: 3MW

Proposed supplier: Mainstream Energy Solutions Ltd

Proposed tariff: ₦27/kWh, excluding CTC

Application Status: Eligible Customer status yet to be approved as the applicant is yet to submit customer connection point, trading point and types of meters installed, and tax clearance certificate.

7. Applicants: [Abuja Steel Limited, Suleja, Federal Capital Territory](#)

Power required: 10MW

Proposed supplier: Paras Energy Limited

Proposed tariff: ₦38.01/kWh, excluding CTC

Application Status: Eligible Customer status yet to be issued due to lack of executed TUOS and letter of no indebtedness from AEDC.

8. Applicants: [Prism Steel Mills Limited, Osogbo, Osun State](#)

Power required: 20MW

Proposed supplier: Mainstream Energy Solutions Ltd

Proposed tariff: N/A
Application Status: Eligible Customer status yet to be approved due to lack of executed TUOS and evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.

9. Applicants: [Phoenix Steel Mills, Sagamu, Ogun State](#)

Power required: 20MW

Proposed supplier: Mainstream Energy Solutions Ltd

Proposed tariff: N/A

Application Status: Eligible Customer status yet to be approved due to lack of evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.

10. Applicants: [Edo State Government, Benin City, Edo State](#)

Power required: 5MW

Proposed supplier: Ossiomo Power Company Limited (Embedded)

Proposed tariff: ₦41/ kWh, excluding CTC

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

11. Applicants: [Vita Products Limited, Ogba-Ikeja, Lagos State](#)

Power required: 2MW

Proposed supplier: Geogrid Lightec Limited

Proposed tariff: ₦47.28/kWh, excluding CTC

Application Status: The Commission yet to grant the Eligible Customer status due to incomplete documentation by the applicant.

12. Applicants: [Ashaka Cement Plc](#)

Power required: 15MW

Proposed supplier: Mainstream Energy Solutions Limited (MESL)

Proposed tariff: N/A

Application Status: Eligible Customer status yet to be approved due to lack of evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.

13. Applicants: [Livestock Ltd](#)

Power required: 2MW

Proposed supplier: Tower Energy Solutions & Systems

Proposed tariff: ₦82/kWh, excluding CTC

Application Status: Undergoing evaluation.

14. Applicants: [Viathan Engineering LTD on behalf of NATCOM, Union Bank Sura Market](#)

Power required: 7.955MW

Proposed supplier: Island Power Limited

Application Status: Eligible Customer status not yet approved for NATCOM and Union Bank due to incomplete documentation.

3.6. Public Consultation and Awareness

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

and consumer assembly in accordance with the provisions of the EPSRA. The engagements seek, among others, to improve stakeholders' awareness of the existing regulations, and consumer rights and obligations as provided in the industry rules and EPSRA.

3.7. 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.

3.8. Litigation

The Commission was not involved in new litigation during the third quarter of 2020. The Commission, however, continued with the ongoing litigations reported in the preceding quarters. The aforesaid litigations, which directly or indirectly involved the Commission, include matters seeking, among others;

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 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;
3. That some provisions of the MAP Regulations (2018) as issued by the Commission are ultra vires and in contravention with the EPSRA;
4. That the Commission lack power to issue a notice of intention to cancel licences of erring DisCos;

5. 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;
6. 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;
7. 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;
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.

3.9. Alternative Dispute Resolution

The Commission did not handle any disputes between stakeholders of the industry as there was no pending dispute and no new dispute reported during 2020/Q3.



4. CONSUMER AFFAIRS

4.1. Consumer Education and Enlightenment

To ensure continuous customers' education on their rights and obligations during the third quarter of 2020, the Commission continued the monitoring of the 2020 customer enlightenment programmes of the eleven (11) DisCos. On its part, the Commission, during the quarter, approved the recording of a radio enlightenment programme titled "Electricity Update" that will be aired in the 36 states and FCT Abuja, to engage and enlighten electricity consumers on various issues. The programme will focus on but not limited to customers' rights and obligations, customers' redress mechanism, service-based tariff, capping of estimated billing, outstanding metering gaps 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 safety in the use of electricity called for participation in the 2020 Annual Electricity Essay Competition for secondary school students. The grand finale of the competition where the winner will be announced was scheduled for 2020/Q4.

4.2. Metering of End-use Customers

The status of end-use customer metering as at 2020/Q3 is presented in Table 9. In comparison to 2020/Q2, the number of registered and metered customers rose by 12.61% and 2.76% respectively. However, the growth in metered customers did not keep pace with the growth in registered customers, resulting in 0.87 percentage point increase in the metering gap from 59.73% in 2020/Q2 to 60.60% in 2020/Q3. Of the total registered customer of 11,841,891, only 4,666,191 (39.40%) had been metered as at 30 September 2020. Thus, low metering remains a serious challenge in 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 challenge to the viability and sustainability of NESI.

Table 9: Customers Metering Status by DisCos as at 30 September 2020

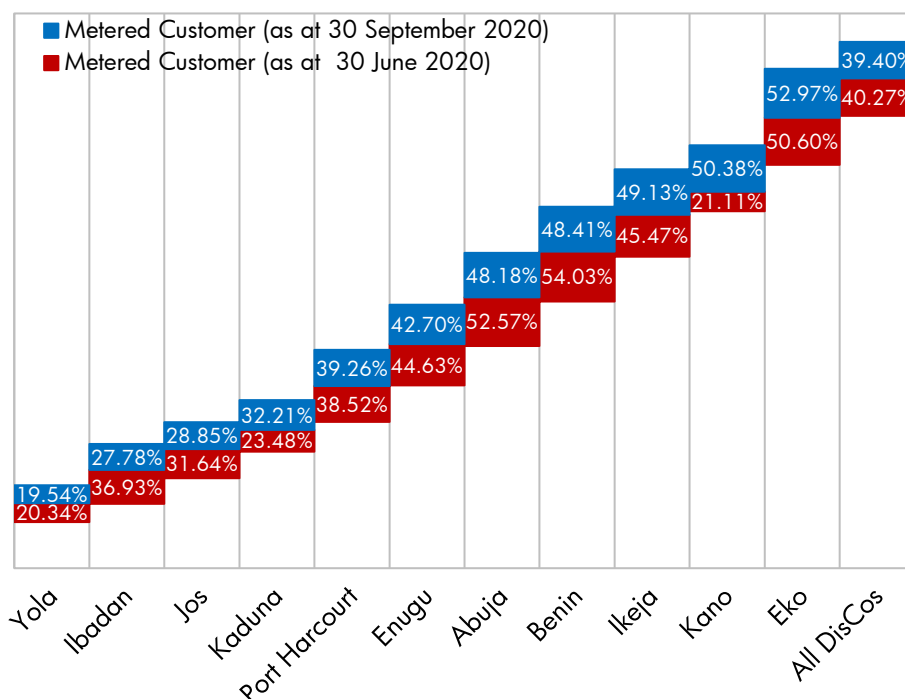
Distribution Companies (DisCos)	Registered Customer as at Sep. 2020	Metered Customer as at Sep. 2020	Meters installed by MAPs in 2020/Q3	Meters installed by MAPs in 2020/Q2	Metering Progress (%)	
					as at Sep.2020	as at Jun.2020
Abuja	1,468,404	707,534	30,687	13,375	48.18	52.57
Benin	1,180,650	571,600	3,141	1,815	48.41	54.03
Eko	541,560	286,847	11,734	5,415	52.97	50.60
Enugu	1,183,093	505,136	11,627	12,692	42.70	44.63
Ibadan	2,907,214	807,573	13,437	5,587	27.78	36.93
Ikeja	1,145,622	562,837	41,987	22,481	49.13	45.47
Jos	598,430	172,627	1,638	1,137	28.85	31.64
Kaduna	721,436	232,405	2,478	929	32.21	23.48
Kano	699,618	352,493	1,315	715	50.38	21.11
P/Harcourt	985,782	387,025	7,267	3,600	39.26	38.52
Yola	410,010	80,114	0	0	19.54	20.34
All DisCos	11,841,819	4,666,191	125,311	67,746	39.40	40.27

Notes of the table: DisCos are the electricity distribution companies

The increase in registered customers was, in addition to the new connection, due largely to on-going enumeration exercise by DisCos through which unregistered consumers of electricity are brought onto the billing platform of the DisCos while the observed increase in metered customers is attributed to the roll-out of meters under the MAP schemes. The additional 125,311 end-use customers' meters installed during the third quarter of 2020 were noticeably more than the 67,746 meters installed during the second quarter of 2020. The improved metering in the third quarter was attributed to Mr President's approval of a 1-year waiver of the 35% import duty on fully assembled meters obtained by the Commission to aid meter roll-out under the MAP scheme.

The percentage of metered customers by DisCos as at 30 September 2020 is represented in Figure 12. Only Eko, Ikeja, Kaduna, Kano and Port Harcourt made progress in metering their customers during the quarter as compared to the second quarter of 2020 while Kano and Eko had metered not less than 50% of their registered customers as at 30 September 2020.

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



In continuation of the efforts to intensify the roll-out of meters, the Commission has 1) secured Mr. President's approval for 1-year suspension of the 35% increase in import duty on meter components in order to accelerate the deployment of meter by MAPs; and 2) secured a directive from Mr. President to the Central Bank of Nigeria ("CBN") to finance mass deployment of meters to customers in NESI. Following the directive, CBN and the Commission have launched the National Mass Metering Program ("NMMP") with Phase 0 designed to provide financing for the deployment of existing meter stocks while under Phase 1 financing support is provided to local meter manufacturers or assemblers to increase meters production.

4.3. Customers Complaints

The complaints received by DisCos during the second and third quarters of 2020 are presented in Table 10. The eleven (11) DisCos received a total of 218,989 complaints during the third quarter, indicating 2,380 complaints per day compared to the daily

average of 2,232 complaints received in the second quarter. Enugu and Yola DisCos received the highest and lowest number of customer complaints respectively during the third quarter of 2020. It is noteworthy that both Enugu and Yola have continued to respectively record the highest and least customer's complaints since 2019/Q2.

Table 10: Complaints Received and Resolved by DisCo in 2020/Q2-Q3

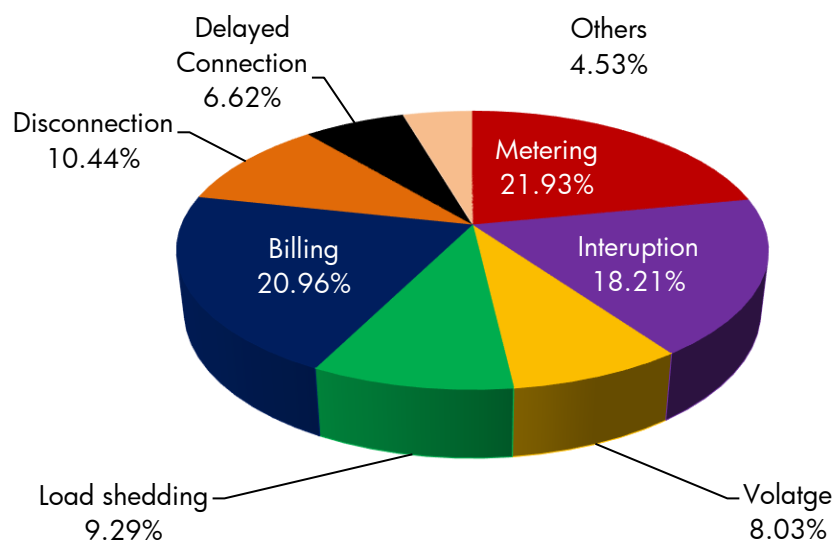
DisCos	2020/Q3: Complaints:			2020/Q2: Complaints:		
	Total Received	Total Resolved	% Resolved	Total Received	Total Resolved	% Resolved
Abuja	23,531	23,035	97.89	20,109	19,761	98.27
Benin	14,929	12,665	84.83	9,282	7,751	83.51
Eko	26,032	23,300	89.51	25,441	22,148	87.06
Enugu	54,223	53,446	98.57	63,230	61,460	97.20
Ibadan	9,717	7,526	77.45	7,818	6,324	80.89
Ikeja	39,831	36,248	91.00	37,830	34,471	91.12
Jos	5,936	5,717	96.31	4,460	4,222	94.66
Kaduna	8,329	7,803	93.68	7,529	7,003	93.01
Kano	7,437	7,279	97.88	6,456	6,333	98.09
Port Harcourt	26,848	25,699	95.72	18,606	17,883	96.11
Yola	2,176	2,145	98.58	2,355	2,328	98.85
Total	218,989	204,863	93.55	203,116	189,684	93.39

The DisCos' customer complaints centred on service interruption, poor voltage, load shedding, metering, estimated billing, disconnection, delayed connection, among others. During the third quarter of 2020, all the eleven (11) DisCos received several numbers of complaints on each of the afore-mentioned key issues.

The rate of complaints on metering and billing decreased slightly but still dominates the customer complaints during the third quarter of 2020. The categories of complaints presented in Table VI of the appendix and the summary represented in Figure 13 shows that metering and billing accounted for 42.89% (*i.e.*, 93,914) of the total complaints received during the third quarter of 2020 as against 44.51% (*i.e.*, 90,408) recorded in the preceding quarter. This implies that, on average, 1,021 customers complained about metering and billing per day in the third quarter of 2020. The observed increase in the rate of customer complaints related to billing and metering may not be

unconnected to the increased metering gaps in 2020/Q3. Another issue of serious concern to customers is service interruption and disconnection which respectively account for 18.21% (*i.e.*, 39,869) and 10.44% (*i.e.*, 22,856) of the total customer complaints during the quarter.

Figure 13: Category of Complaints Received by DisCos in 2020/Q3



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

4.4. Forum Offices

In line with the Commission's mandate on customer protection, NERC Forum offices are set up pursuant to section 80(1)(b) of the EPSRA to hear and resolve customer complaints not satisfactorily resolved at the DisCos' Customer Complaints Units ("CCU"). The Forum Panels assist in redressing customers' and operators' unresolved disputes as enshrined in the NERC's Customer Complaints Handling Standards and Procedures ("CCHSP") Regulations. As at 30 September 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 11 indicates that, during the quarter under review, the Forum Offices received a total of 2,697 complaints (including 1,009 pending complaints from the second quarter of 2020) from customers who were dissatisfied with DisCos' effort at resolving their lodged complaints. The Forum Offices covering Ikeja DisCo's operation areas had the highest number of complaints (i.e., 621 complaints) during the quarter. This was followed by Forum Offices covering Ibadan DisCo's operation areas which received 576 complaints during the same period. Similar to the preceding quarter, Yola Forum Office had the lowest number of complaints (i.e., 56 complaints) during the third quarter of 2020.

Similar to the categories of complaints received by the DisCos, billing and metering issue topped the complaints received by the Forum Offices accounting for 77.12% of the total, as represented in the chart in Figure 14. This implies that billing and metering issues were mostly the complaints not satisfactorily resolved by DisCos' CCUs.

Table 11: Complaints Handled by Forum Offices in 2020/Q3

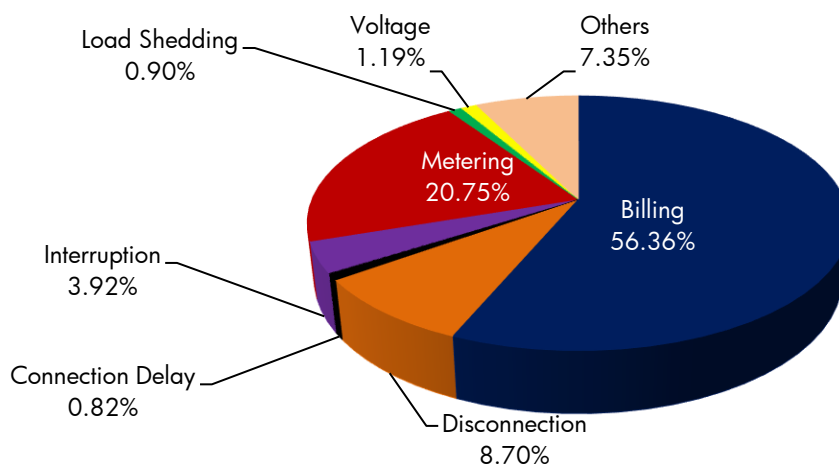
Forum Offices	Accountable DisCos	Complaint Received ¹	Complaint Resolved ²	Complaint Pending ³	No of Sittings
Abuja, Lafia & Lokoja	Abuja	130	71	55	1
Asaba & Benin	Benin	141	141	0	3
Eko	Eko	132	108	24	1
Abakaliki, Akwa, Enugu, Owerri, & Umuahia	Enugu	355	242	108	9
Ibadan, Ilorin & Osogbo	Ibadan	576	481	95	4
Ikeja	Ikeja	621	510	111	5
Bauchi, Gombe, Jos & Makurdi	Jos	58	23	28	0
Gusau, Kaduna, Kebbi & Sokoto	Kaduna	170	125	45	4
Jigawa, Kano & Katsina	Kano	75	65	9	0
Calabar, Port Harcourt & Uyo	P/Harcourt	365	279	74	3
Yola	Yola	56	42	14	0
All Forum Offices	All DisCos	2,679	2,087	563	30

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

² Complaint resolved excludes 12 complaints withdrawn or rejected

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

Figure 14: Category of Complaints Received by Forum Offices in 2020/Q3



The Forum Offices' Panels had a total of 30 Sittings in the third quarter of 2020, and approximately 77.90% of the total 2,679 complaints before the Forum Offices were resolved either through formal Hearings or preliminary engagements between the Forum Secretaries and the DisCos. This resolution rate indicates that about four (4) in every five (5) disputes that got to the Forum Offices during the third quarter of 2020 were resolved.

As stated in the preceding quarterly reports, while some of the undecided cases at the Forum Offices are due to incomplete submission and/or withdrawal by the concerned consumers, the Commission has commenced the review of the operation of the Forum Offices with a view to ensuring speedy resolution of complaints in line with the Commission's strategic objective of ensuring improvement in customer care standards. The Commission is also working towards establishing additional Forum Offices and other customer complaint resolution channels in a bid to increase customers' access to the Commission and ensure customer care is given adequate attention.

Further details on the customers' complaints received, resolved, and outstanding by Forum Offices for the first, second and third quarters of 2020 are presented in Tables VIII and IX of the appendix.

4.5. NESI's Situation Room

The NESI Situation Room, which was established to ensure the continuity of electricity services during the COVID-19 lockdown, continued its operation during the first month of the 2020/Q3. During the month, the Situation Room, through its sub-committee on Customer Complaints Handling, received a total of 14 complaints on service interruption from the customers of Enugu, Port Harcourt and Yola DisCos. Twelve (12) of the 14 complaints were resolved to the satisfaction of the customers while the remaining two complaints could not be finalised during the quarter due to huge capital investments required by the concerned DisCos to address the matter. It is noteworthy to mention that the NESI Situation Room operated only in July during 2020/Q3 as the lockdown was subsequently eased by the government following which the Forum Panels resumed hearings of customer cases.

4.6. 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 third quarter of 2020, the Commission received a total of one hundred and fourteen (114) mandatory health and safety reports from licensees. The 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, second and third quarters of 2020 are presented in Table 12.

Table 12: Health and Safety (H&S) Reports in 2020/Q1-Q3

Item	Frequency		
	2020/Q3	2020/Q2	2020/Q1
Number of Expected H&S Reports	120	120	120
Number of H&S Reports Submitted	114	114	114
Number of Deaths (employees & third parties)	19	26	9
Number of Injuries	11	12	4

There was a slight improvement in the health and safety performance of the operators during the third quarter of 2020 as the number of injuries and deaths decreased by one (1) and seven (7) respectively from the preceding quarter. The statistics showed that approximately six (6) persons died of electrocution every month during the third quarter of 2020 compared to the monthly average of nine (9) deaths from electrocution in the second quarter of 2020. The Commission, in line with its mandate to ensure licensees' commitment to safe energy delivery, has commenced the review of the accident investigation reports on various health and safety incidents recorded during the quarter for proper regulatory interventions.

Moreover, in line with its 2017-2020 strategic plan, the Commission has intensified efforts at implementing various safety programmes aiming at eliminating accidents in the industry. As reported in the preceding quarterly reports, among the safety programmes being implemented by the Commission include but not limited to the standardisation of protective schemes, public enlightenment on safety, engagement of government agencies on Right of Way violation, and a review of an operational procedure for distribution system operators on fault clearing.



5. THE COMMISSION

5.1. Financial Report

The summary of the Commission's revenue and expenditure during the second and third quarters of 2020 is presented in Table 13. During the quarter under review, the total revenue that accrued to the Commission was ₦2.93billion representing an increase of 31% from the revenue recorded in the second quarter and a decrease of 10% from the revenues recorded in the first quarter.

Notwithstanding the improvement in revenues, the Commission's expenditure declined to ₦1.05billion in the quarter from ₦1.36billion in the second quarter and ₦1.94billion in the first quarter. Similarly, liabilities also declined to ₦123million from ₦218million in the preceding quarter. The observed decline in expenditure was due largely to the reduction in operating activities of the Commission as a result of the Covid-19 movement restriction imposed by the government.

Table 13: Quarterly Cash Flow of the Commission in 2020/Q3

Description	Monthly Reports for 2020/Q3 (₦' Million)			Quarterly Reports (₦' Million)	
	Jul.	Aug.	Sep.	2020/Q3	2020/Q2
A. Revenue					
Operating Levy (MC)	855.33	811.40	982.80	2,649.53	2,195.20
Other IGR	71.10	111.11	94.10	276.31	38.30
Total Revenue	926.43	922.51	1,076.90	2,925.84	2,233.50
B. Expenditure					
Personnel Cost	229.50	421.40	192.70	843.60	1177.20
Regulatory Expenses	78.50	48.10	8.30	134.90	124.70
Admin & General Maintenance	21.30	19.90	25.80	67.00	61.30
Total Expenditure	329.30	489.40	226.80	1,045.50	1,363.20
Net Cash Flow (A-B)	597.13	433.11	850.10	1,880.34	870.30
Memo: Outstanding liabilities as at the end of the stated quarters				(123.06)	(233.34)

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

As stated in the previous reports, 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/Q1-Q3 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 the COVID-19 pandemic, continued to leverage on technology in conducting and participating in virtual meetings, workshops, training and engaging industry operators. This has also ensured the Commission complied with the directives and guidance on physical gathering issued by the Nigeria Centre for Disease Control ("NCDC") and other agencies of government 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 of the Commission, 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 NERC Academy on Mini-grid.

Appendix

Table I: Monthly Energy Received and Billed by DisCos in 2020/Q1-Q3

DisCos	Jan.	Feb.	Mar.	2020 /Q1	Apr.	May.	Jun.	2020 /Q2	Jul.	Aug.	Sep.	2020 /Q2
	Energy Received (GWh)											
Abuja	311	308	347	966	346	332	293	971	297	298	287	882
Benin	206	209	190	605	199	215	196	611	216	237	210	664
Eko	295	292	277	864	304	317	262	882	278	291	273	842
Enugu	197	198	184	579	161	172	163	496	181	226	202	609
Ibadan	347	302	316	965	327	339	303	969	341	355	304	999
Ikeja	393	381	369	1,144	366	390	348	1,105	367	384	382	1,134
Jos	111	107	123	341	111	102	102	315	112	126	126	363
Kaduna	135	168	201	504	225	236	184	645	194	194	186	574
Kano	149	136	139	424	178	188	134	500	141	158	151	450
Port Harcourt	174	173	153	499	183	159	157	500	165	142	180	487
Yola	91	103	108	302	108	107	93	308	93	99	91	283
All DisCos	2,409	2,378	2,408	7,195	2,508	2,558	2,236	7,303	2,385	2,510	2,392	7,287
	Energy Billed (GWh)											
Abuja	238	202	195	635	176	177	181	534	183	168	225	576
Benin	186	180	158	524	156	179	165	501	182	198	178	559
Eko	259	266	237	762	263	269	230	762	247	252	269	769
Enugu	151	148	126	425	114	116	118	348	128	164	153	445
Ibadan	290	248	213	751	195	204	201	600	220	236	213	668
Ikeja	355	355	325	1035	332	358	322	1012	345	345	366	1056
Jos	82	83	63	228	60	57	55	172	56	56	64	176
Kaduna	120	149	82	351	81	78	73	232	95	130	156	381
Kano	125	117	124	367	152	100	102	354	102	102	129	333
Port Harcourt	148	150	118	417	122	116	111	349	113	125	123	361
Yola	62	38	45	145	44	43	43	130	42	43	40	125
All DisCos	2,016	1,936	1,686	5,639	1,695	1,697	1,601	4,993	1,714	1,819	1,916	5,449
	Billing Efficiency (%)											
Abuja	76.53	65.58	56.20	65.73	50.87	53.31	61.77	54.99	61.62	56.38	78.40	65.31
Benin	90.15	86.18	83.13	86.57	78.41	83.39	84.26	82.04	84.24	83.51	84.85	84.18
Eko	87.65	90.92	85.65	88.11	86.52	84.94	87.77	86.32	89.10	86.67	98.52	91.32
Enugu	76.65	74.75	68.48	73.40	70.81	67.44	72.39	70.16	70.72	72.57	75.74	73.07
Ibadan	83.61	82.16	67.25	77.79	59.65	60.15	66.26	61.89	64.55	66.39	70.03	66.87
Ikeja	90.38	93.04	87.86	90.45	90.71	91.65	92.31	91.55	93.88	89.95	95.64	93.14
Jos	74.13	77.37	51.26	66.92	54.37	55.41	53.61	54.46	50.64	44.55	50.51	48.48
Kaduna	88.89	88.69	40.80	69.64	36.00	33.05	39.67	35.97	48.97	67.01	83.87	66.38
Kano	83.70	86.39	89.62	86.50	85.24	53.29	76.13	70.78	72.22	64.53	85.58	74.00
Port Harcourt	85.45	86.72	77.33	83.41	66.61	72.48	70.86	69.82	68.47	88.12	68.41	74.18
Yola	68.13	36.89	41.67	48.01	40.74	40.19	46.24	42.21	45.16	43.43	43.96	44.17
All DisCos	83.70	81.43	70.04	78.38	67.59	66.32	71.60	68.37	71.87	72.49	80.08	74.78

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 2020/Q1-Q3

DisCos	Jan.	Feb.	Mar.	2020 /Q1	Apr.	May.	Jun.	2020 /Q2	Jul.	Aug.	Sep.	2020 /Q2
Total Billings (₦ billion)												
Abuja	8.16	7.17	7.05	22.38	6.04	6.09	6.40	18.53	6.53	7.24	8.93	22.69
Benin	6.77	6.78	5.84	19.40	5.95	6.67	6.19	18.82	6.87	7.41	8.44	22.72
Eko	7.97	8.23	7.37	23.58	7.93	8.16	7.07	23.16	7.64	8.21	11.35	27.20
Enugu	5.77	5.62	5.01	16.40	4.46	4.64	4.64	13.75	5.03	6.35	7.93	19.31
Ibadan	9.10	7.92	6.94	23.95	6.04	6.59	6.51	19.13	7.18	7.76	10.09	25.03
Ikeja	10.12	9.90	9.58	29.61	9.03	9.71	9.36	28.10	9.73	10.40	13.64	33.78
Jos	2.98	3.09	2.43	8.51	2.25	1.83	2.09	6.18	2.16	2.19	2.42	6.78
Kaduna	3.71	4.69	2.82	11.23	2.80	2.68	2.52	8.01	3.08	4.08	8.35	15.52
Kano	3.95	3.84	4.17	11.96	4.61	3.33	3.47	11.41	3.50	3.61	6.21	13.33
Port Harcourt	5.50	5.55	4.54	15.59	4.56	4.30	4.13	13.00	4.18	4.76	5.55	14.49
Yola	1.62	1.20	1.41	4.22	1.37	1.31	1.31	4.00	1.25	1.31	1.97	4.54
All DisCos	65.66	64.00	57.16	186.82	55.05	55.33	53.68	164.07	57.16	63.34	84.87	205.37
Revenue Collected (₦ billion)												
Abuja	6.69	6.79	4.62	18.10	5.97	5.87	5.86	17.70	6.40	6.52	7.58	20.51
Benin	3.54	3.59	2.39	9.53	3.07	3.74	3.83	10.64	4.13	4.04	3.87	12.04
Eko	6.56	6.39	3.85	16.79	6.58	6.91	6.20	19.69	6.68	6.91	6.91	20.50
Enugu	3.58	3.69	2.50	9.77	3.07	3.50	3.45	10.02	4.07	4.26	3.94	12.27
Ibadan	5.20	5.00	3.13	13.33	4.05	4.95	5.01	14.01	5.28	5.14	5.22	15.64
Ikeja	8.56	8.51	4.36	21.43	7.30	8.35	8.63	24.28	8.87	9.05	8.87	26.80
Jos	1.43	1.35	1.25	4.03	1.22	1.31	1.40	3.93	1.53	1.48	1.42	4.43
Kaduna	1.80	1.70	1.45	4.95	1.50	1.73	1.60	4.83	1.80	1.75	1.70	5.24
Kano	2.71	2.62	1.99	7.32	2.18	2.29	2.59	7.05	2.61	2.68	3.41	8.70
Port Harcourt	2.52	2.45	1.79	6.76	2.06	2.36	2.49	6.91	2.68	2.63	2.78	8.09
Yola	0.83	0.85	0.61	2.28	0.80	0.90	0.86	2.56	0.94	0.91	0.95	2.79
All DisCos	43.4	42.9	27.9	114.29	37.8	41.9	41.9	121.61	45.0	45.4	46.7	137.02
Collection Efficiency (%)												
Abuja	81.96	94.75	65.54	80.89	98.86	96.42	91.50	95.52	98.15	90.08	84.94	90.37
Benin	52.35	52.96	40.94	49.12	51.64	56.03	61.77	56.53	60.07	54.55	45.86	52.99
Eko	82.22	77.58	52.26	71.23	82.94	84.59	87.79	85.00	87.41	84.17	60.89	75.37
Enugu	61.98	65.72	49.89	59.57	68.78	75.34	74.27	72.85	80.99	67.09	49.72	63.58
Ibadan	57.20	63.18	45.05	55.66	67.04	75.15	76.95	73.20	73.62	66.24	51.73	62.51
Ikeja	84.55	85.90	45.53	72.37	80.91	85.96	92.19	86.41	91.20	86.99	65.04	79.34
Jos	47.87	43.74	51.49	47.40	54.31	71.51	66.91	63.68	70.80	67.56	58.66	65.41
Kaduna	48.58	36.20	51.29	44.09	53.53	64.53	63.48	60.35	58.20	42.73	20.36	33.77
Kano	68.52	68.06	47.86	61.18	47.30	68.82	74.49	61.85	74.38	74.06	54.98	65.26
Port Harcourt	45.81	44.08	39.50	43.36	45.14	54.80	60.37	53.18	64.14	55.28	50.10	55.85
Yola	51.27	70.65	43.10	54.02	58.15	68.32	66.00	64.06	74.68	69.15	48.22	61.59
All DisCos	66.12	67.08	48.89	61.18	68.67	75.73	78.06	74.12	78.71	71.63	54.98	66.72

Notes of the table:

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

Table III: Monthly DisCos Invoices & Remittances to MO in 2020/Q1-Q3

DisCos	Jan.	Feb.	Mar.	2020 /Q1	Apr.	May.	Jun.	2020 /Q2	Apr.	May.	Jun.	2020 /Q2
Invoice (₦ billion)												
Abuja	1.23	1.19	1.39	3.81	1.47	1.33	1.13	3.93	1.22	1.18	2.41	4.81
Benin	0.83	0.81	0.78	2.42	0.89	0.88	0.76	2.53	0.90	0.95	1.93	3.77
Eko	1.17	1.13	1.12	3.42	1.30	1.27	1.01	3.58	1.14	1.15	2.25	4.55
Enugu	0.79	0.77	0.76	2.32	0.73	0.71	0.63	2.08	0.76	0.90	1.93	3.59
Ibadan	1.39	1.17	1.29	3.86	1.44	1.38	1.18	4.01	1.41	1.42	2.65	5.48
Ikeja	1.40	1.31	1.50	4.21	1.62	1.58	1.35	4.54	1.52	1.38	2.83	5.73
Jos	0.46	0.45	0.46	1.38	0.54	0.46	0.40	1.40	0.48	0.47	1.18	2.13
Kaduna	0.55	0.66	0.82	2.03	0.99	0.96	0.72	2.66	0.81	0.78	1.65	3.23
Kano	0.60	0.53	0.57	1.71	0.79	0.77	0.52	2.08	0.60	0.63	1.69	2.92
Port Harcourt	0.69	0.67	0.67	2.02	0.66	0.74	0.61	2.01	0.64	0.64	1.24	2.52
Yola	0.36	0.36	0.42	1.15	0.47	0.43	0.34	1.24	0.38	0.39	0.67	1.45
All DisCos	9.49	9.05	9.78	28.32	10.90	10.51	8.66	30.07	9.85	9.89	20.44	40.18
Ajaokuta Steel	0.02	0.01	0.02	0.05	0.02	0.02	0.01	0.05	0.01	0.01	0.01	0.03
SBEE	0.42	0.55	0.47	1.43	0.37	0.41	0.33	1.10	0.38	0.36	0.36	1.09
CEET	0.21	0.35	0.48	1.03	0.64	0.69	0.68	2.01	0.71	0.69	0.70	2.10
NIGELEC	0.48	0.49	0.62	1.59	0.37	0.34	0.27	0.99	0.20	0.25	0.30	0.75
Remittance (₦ billion)												
Abuja	1.23	1.19	1.11	3.53	1.47	1.32	1.39	4.18	1.22	1.18	2.40	4.80
Benin	0.83	0.81	0.70	2.35	0.89	0.87	0.76	2.52	0.90	0.95	1.93	3.77
Eko	1.18	1.13	1.12	3.42	1.30	1.26	1.01	3.57	1.11	1.15	2.25	4.51
Enugu	0.79	0.77	0.76	2.32	0.73	0.70	0.63	2.07	0.76	0.90	1.93	3.59
Ibadan	1.39	1.17	1.04	3.60	1.16	1.37	1.20	3.72	1.41	1.42	2.65	5.48
Ikeja	1.42	1.31	1.20	3.93	1.29	1.56	1.78	4.64	1.70	1.38	1.83	4.92
Jos	0.46	0.45	0.46	1.38	0.29	0.30	0.57	1.16	0.00	0.47	0.88	1.35
Kaduna	0.56	0.33	0.66	1.54	0.36	0.00	0.36	0.72	0.20	0.62	2.18	3.00
Kano	0.61	0.53	0.46	1.60	0.63	0.45	0.52	1.61	0.00	0.11	2.63	2.75
Port Harcourt	0.69	0.67	0.56	1.91	0.33	0.73	0.61	1.67	0.69	0.64	1.24	2.57
Yola	0.36	0.18	0.24	0.79	0.07	0.05	0.00	0.12	0.51	0.25	0.37	1.13
All DisCos	9.52	8.54	8.30	26.36	8.53	8.60	8.83	25.96	8.50	9.07	20.30	37.87
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
SBEE	0.43	0.00	0.00	0.43	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CEET	0.00	0.00	0.00	0.00	1.51	0.00	0.00	1.51	0.57	0.00	0.00	0.57
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.55	0.00	0.00	0.55
Remittance Performance (%)												
Abuja	100.00	100.00	80.00	92.72	100.00	98.98	122.85	106.23	100.00	100.00	99.54	99.77
Benin	100.64	100.00	90.00	96.98	100.00	98.79	99.85	99.53	100.00	100.00	100.00	100.00
Eko	100.51	100.00	100.00	100.18	100.00	98.98	100.00	99.64	97.29	100.00	100.00	99.32
Enugu	100.00	100.12	100.00	100.04	100.00	98.52	100.00	99.49	100.00	100.00	100.00	100.00
Ibadan	100.00	100.00	80.00	93.29	80.00	98.89	101.30	92.79	100.00	100.00	100.00	100.00
Ikeja	101.14	100.00	80.00	93.25	80.00	98.88	132.12	102.04	112.08	100.00	64.80	85.82
Jos	100.00	100.00	100.00	100.00	55.00	64.77	140.46	82.81	0.00	100.00	74.68	63.61
Kaduna	100.63	50.00	80.05	75.93	36.50	0.00	49.93	26.97	24.71	80.00	132.10	92.72
Kano	100.62	100.00	80.00	93.50	80.00	59.26	100.00	77.37	0.00	17.37	156.37	94.05
Port Harcourt	100.00	100.00	83.69	94.61	50.00	98.96	100.00	83.11	108.05	100.00	100.00	102.04
Yola	100.00	50.00	57.10	68.44	14.83	11.54	0.00	9.63	133.41	63.72	54.39	77.75
All DisCos	100.36	94.38	84.84	93.09	78.27	81.87	101.97	86.35	86.27	91.69	99.34	94.25
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
SBEE	102.62	0.00	0.00	29.78	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CEET	0.00	0.00	0.00	0.00	233.82	0.00	0.00	75.08	79.78	0.00	0.00	27.12
NIGELEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	269.88	0.00	0.00	73.18

Notes of the table: 1. DisCos, NBET, SBEE, CEET and NIGELEC are Electricity Distribution Companies, Nigeria Bulk Electricity Trader, Societe Beninoise d'Electricite, 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 2020/Q3

DisCos	Jan.	Feb.	Mar.	2020 /Q1	Apr.	May.	Jun.	2020 /Q2	Jul.	Aug.	Sep.	2020 /Q3
	Invoice (₦ billion)											
Abuja	6.41	6.43	6.86	19.70	8.53	8.26	6.95	23.74	7.97	7.46	7.10	22.53
Benin	4.62	4.66	4.43	13.71	5.83	5.89	5.00	16.72	5.99	5.91	5.39	17.29
Eko	6.11	6.13	5.91	18.15	7.82	7.90	6.40	22.12	7.51	7.21	6.78	21.51
Enugu	4.52	4.54	4.35	13.42	5.33	5.30	4.56	15.19	5.49	5.76	5.29	16.54
Ibadan	7.22	6.74	6.90	20.86	8.93	8.89	7.50	25.32	9.08	8.69	7.78	25.55
Ikeja	7.77	7.67	8.02	23.46	10.16	10.24	8.64	29.04	10.11	9.22	8.43	27.76
Jos	2.69	2.72	2.66	8.07	3.54	3.34	2.84	9.71	3.40	3.26	3.28	9.93
Kaduna	3.57	3.95	4.32	11.85	5.81	5.85	4.58	16.24	5.39	5.04	4.78	15.20
Kano	3.73	3.58	3.57	10.88	5.20	5.19	3.90	14.29	4.61	4.57	4.32	13.51
Port Harcourt	3.59	3.62	3.52	10.72	4.28	4.61	3.81	12.70	4.31	4.13	3.74	12.18
Yola	1.91	1.95	2.08	5.95	2.66	2.61	2.09	7.36	2.46	2.38	2.22	7.06
All DisCos	52.13	52.01	52.62	156.76	68.08	68.09	56.27	192.44	66.33	63.62	59.10	189.05
Ajaokuta Steel	0.09	0.09	0.10	0.27	0.12	0.10	0.10	0.32	0.06	0.05	0.05	0.16
SBEE	-	-	-	-	-	-	-	-	-	-	-	-
CEET	-	-	-	-	-	-	-	-	-	-	-	-
NIGELEC	-	-	-	-	-	-	-	-	-	-	-	-
	Remittance (₦ billion)											
Abuja	2.55	2.40	1.13	6.07	2.00	2.84	2.22	7.06	1.07	2.80	4.59	8.47
Benin	1.23	1.32	0.42	2.97	0.73	1.06	1.20	2.99	1.56	1.59	2.16	5.31
Eko	2.52	2.18	0.91	5.61	2.55	2.75	2.27	7.57	2.35	2.52	4.77	9.65
Enugu	1.06	0.91	0.40	2.37	0.80	0.40	0.80	2.00	1.10	1.20	2.07	4.37
Ibadan	2.01	1.69	1.04	4.73	1.36	1.69	1.90	4.95	2.45	2.08	1.35	5.88
Ikeja	3.58	3.07	1.58	8.22	2.44	2.97	3.37	8.77	2.85	3.50	4.25	10.61
Jos	0.24	0.20	0.15	0.59	0.16	0.20	0.23	0.58	0.27	0.28	0.09	0.64
Kaduna	0.30	0.12	0.15	0.57	0.10	0.10	0.05	0.25	0.44	0.40	0.12	0.96
Kano	0.70	0.50	0.00	1.20	0.00	0.35	0.35	0.70	0.30	0.00	2.07	2.37
Port Harcourt	0.53	0.54	0.25	1.32	0.30	0.21	0.32	0.83	0.26	0.26	1.17	1.68
Yola	0.24	0.23	0.05	0.53	0.25	0.29	0.20	0.74	0.25	0.25	0.26	0.76
All DisCos	14.96	13.16	6.07	34.19	10.70	12.84	12.91	36.45	12.91	14.89	22.88	50.68
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
SBEE	-	-	-	-	-	-	-	-	-	-	-	-
CEET	-	-	-	-	-	-	-	-	-	-	-	-
NIGELEC	-	-	-	-	-	-	-	-	-	-	-	-
	Remittance Performance (%)											
Abuja	39.71	37.34	16.41	30.82	23.45	34.32	31.99	29.74	13.48	37.55	64.67	37.59
Benin	26.70	28.21	9.59	21.68	12.57	18.01	24.00	17.91	26.00	27.00	40.00	30.71
Eko	41.29	35.58	15.41	30.93	32.68	34.79	35.39	34.22	31.28	34.99	70.44	44.86
Enugu	23.35	20.00	9.19	17.62	15.01	7.54	17.56	13.17	20.03	20.84	39.06	26.40
Ibadan	27.83	25.00	15.00	22.67	15.28	19.00	25.33	19.57	27.00	23.94	17.35	23.02
Ikeja	46.04	40.00	19.67	35.05	24.00	28.95	39.00	30.21	28.22	38.00	50.40	38.20
Jos	9.03	7.45	5.60	7.37	4.40	5.99	8.00	6.00	8.00	8.50	2.75	6.43
Kaduna	8.51	3.04	3.47	4.84	1.72	1.71	1.09	1.54	8.17	7.94	2.44	6.29
Kano	18.77	13.98	0.00	11.03	0.00	6.74	8.98	4.90	6.50	0.00	47.78	17.51
Port Harcourt	14.78	15.00	7.00	12.30	7.00	4.54	8.50	6.56	6.00	6.21	31.22	13.82
Yola	12.68	12.00	2.40	8.85	9.40	10.95	9.55	9.99	10.15	10.52	11.68	10.76
All DisCos	28.70	25.30	11.53	21.81	15.71	18.86	22.94	18.94	19.46	23.40	38.72	26.81
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
SBEE	-	-	-	-	-	-	-	-	-	-	-	-
CEET	-	-	-	-	-	-	-	-	-	-	-	-
NIGELEC	-	-	-	-	-	-	-	-	-	-	-	-

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 2020/Q1-Q3

DisCos	Jan.	Feb.	Mar.	2020 /Q1	Apr.	May.	Jun.	2020 /Q2	Jul.	Aug.	Sep.	2020 /Q3
	Invoice (₦' billion)											
Abuja	7.64	7.62	8.24	23.51	10.00	9.60	8.08	27.67	9.19	8.64	9.52	27.34
Benin	5.45	5.47	5.21	16.13	6.72	6.76	5.77	19.26	6.89	6.85	7.32	21.06
Eko	7.28	7.26	7.03	21.56	9.12	9.17	7.42	25.70	8.65	8.37	9.03	26.05
Enugu	5.32	5.31	5.11	15.74	6.06	6.01	5.19	17.27	6.25	6.66	7.22	20.13
Ibadan	8.61	7.92	8.19	24.72	10.37	10.27	8.68	29.33	10.48	10.10	10.44	31.02
Ikeja	9.18	8.98	9.52	27.67	11.78	11.82	9.98	33.59	11.63	10.60	11.25	33.49
Jos	3.15	3.17	3.12	9.44	4.07	3.80	3.24	11.11	3.87	3.73	4.46	12.06
Kaduna	4.12	4.61	5.14	13.88	6.79	6.81	5.30	18.90	6.20	5.81	6.43	18.44
Kano	4.33	4.11	4.15	12.58	5.99	5.96	4.42	16.37	5.21	5.21	6.01	16.43
Port Harcourt	4.27	4.29	4.18	12.74	4.94	5.35	4.42	14.71	4.95	4.77	4.98	14.70
Yola	2.28	2.32	2.51	7.10	3.13	3.04	2.43	8.61	2.84	2.77	2.89	8.51
All DisCos	61.62	61.06	62.41	185.08	78.98	78.60	64.93	222.51	76.18	73.51	79.54	219.71
Ajaokuta Steel	0.11	0.10	0.11	0.32	0.13	0.12	0.11	0.36	0.06	0.06	0.07	0.19
SBEE	0.42	0.55	0.47	1.43	0.37	0.41	0.33	1.10	0.38	0.36	0.36	1.09
CEET	0.21	0.35	0.48	1.03	0.64	0.69	0.68	2.01	0.71	0.69	0.70	2.10
NIGELEEC	0.48	0.49	0.62	1.59	0.37	0.34	0.27	0.99	0.20	0.25	0.30	0.75
	Remittance (₦' billion)											
Abuja	3.78	3.59	2.23	9.60	3.47	4.15	3.61	11.24	2.29	3.98	7.00	13.27
Benin	2.07	2.12	1.13	5.32	1.62	1.93	1.96	5.51	2.46	2.54	4.08	9.08
Eko	3.70	3.31	2.03	9.04	3.86	4.01	3.28	11.14	3.46	3.68	7.03	14.16
Enugu	1.85	1.68	0.96	4.49	1.53	1.10	1.43	4.07	1.86	2.10	4.00	7.96
Ibadan	3.40	2.86	2.07	8.33	2.52	3.06	3.10	8.67	3.86	3.49	4.00	11.36
Ikeja	5.00	4.38	2.78	12.15	3.73	4.53	5.15	13.41	4.56	4.89	6.08	15.52
Jos	0.70	0.66	0.61	1.97	0.45	0.50	0.79	1.74	0.27	0.75	0.97	1.99
Kaduna	0.86	0.45	0.66	1.97	0.46	0.10	0.41	0.97	0.64	1.02	2.29	3.96
Kano	1.31	1.03	0.46	2.80	0.63	0.80	0.87	2.31	0.30	0.11	4.70	5.11
Port Harcourt	1.22	1.21	0.80	3.23	0.63	0.94	0.93	2.50	0.95	0.90	2.41	4.26
Yola	0.61	0.42	0.29	1.31	0.32	0.34	0.20	0.86	0.76	0.50	0.63	1.89
All DisCos	24.48	21.70	14.02	60.20	19.23	21.45	21.74	62.41	21.41	23.96	43.19	64.59
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
SBEE	0.43	0.00	0.00	0.43	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CEET	0.00	0.00	0.00	0.00	1.51	0.00	0.00	1.51	0.57	0.00	0.00	0.57
NIGELEEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.55	0.00	0.00	0.55
	Remittance Performance (%)											
Abuja	49.44	47.11	27.10	40.85	34.71	43.29	44.70	40.60	24.96	46.08	73.51	48.53
Benin	37.94	38.82	21.66	32.98	24.16	28.49	34.04	28.64	35.64	37.09	55.82	43.12
Eko	50.82	45.61	28.84	41.90	42.29	43.69	44.21	43.34	39.97	43.95	77.81	54.36
Enugu	34.81	31.60	18.71	28.50	25.27	18.29	27.64	23.55	29.76	31.53	55.37	39.53
Ibadan	39.48	36.12	25.27	33.69	24.29	29.74	35.67	29.57	36.81	34.59	38.37	36.61
Ikeja	54.46	48.75	29.19	43.92	31.68	38.29	51.58	39.93	39.16	46.08	54.02	46.35
Jos	22.33	20.65	19.59	20.86	11.06	13.15	24.50	15.69	7.02	20.08	21.79	16.52
Kaduna	20.85	9.73	12.78	14.16	6.77	1.47	7.70	5.12	10.33	17.57	35.69	21.45
Kano	30.20	25.08	11.09	22.23	10.59	13.50	19.70	14.11	5.75	2.12	78.24	31.11
Port Harcourt	28.46	28.24	19.23	25.36	12.77	17.54	21.07	17.00	19.19	18.82	48.32	28.94
Yola	26.62	17.94	11.62	18.49	10.22	11.04	8.22	9.94	26.72	18.06	21.65	22.18
All DisCos	39.73	35.54	22.46	32.53	24.35	27.29	33.48	28.05	28.10	32.59	54.29	29.40
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
SBEE	102.62	0.00	0.00	29.78	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CEET	0.00	0.00	0.00	0.00	233.82	0.00	0.00	75.08	79.78	0.00	0.00	27.12
NIGELEEC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	269.88	0.00	0.00	73.18

Notes of the table:

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

Table VI: Category of Complaints Received by Discos in 2020/Q3

Complaints Categories	Electricity Distribution Companies (DisCos)											
	Abuja	Benin	Eko	Enugu	Ibadan	Ikeja	Jos	Kaduna	Kano	Port Harcourt	Yola	All DisCos
Billing	1,923	5,558	4,184	12,921	2,542	7,831	1,106	396	1,817	6,804	813	45,895
Connection Delay	3,717	550	2,934	1,485	697	2,599	167	134	644	1,474	94	14,495
Disconnection	1,495	750	4,038	5,753	880	5,256	296	306	623	3,287	172	22,856
Interruption	4,340	1,870	3,205	10,912	1,656	6,585	1,575	4,960	592	3,973	201	39,869
Load Shedding	1,206	1,309	2,888	5,961	664	4,433	216	255	1,484	1,829	97	20,342
Metering	8,365	2,978	4,158	11,831	2,620	7,589	1,959	1,063	805	5,996	655	48,019
Others	1,076	529	1,771	1,726	226	2,437	308	270	456	1,107	24	9,930
Voltage	1,409	1,385	2,854	3,634	432	3,101	309	945	1,016	2,378	120	17,583
Total	23,531	14,929	26,032	54,223	9,717	39,831	5,936	8,329	7,437	26,848	2,176	218,989

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

No.	Forum Office	Location	Telephone	Email
1	Abakaliki, Ebonyi State	3, Ezekuna Crescent, Off Nsugbe Street, Abakaliki Ebonyi State	09037808590	abakalikiforum@nerc.gov.ng
2	Abuja, FCT	14, Road 131, Gwarinpa, Federal Capital Territory, Abuja	08146862225	abujaforum@nerc.gov.ng
3	Asaba, Delta State	Denis Osadebe Way, Beside Mobil Filling Station, Asaba, Delta State	09062277247	asabaforum@nerc.gov.ng
4	Awka, Anambra State	Plot 80, Aroma Junction Layout, Opp. CBN, Awka, Anambra State	09037808594	awkaforum@nerc.gov.ng
5	Bauchi, Bauchi State	37, Old Jos Road, GRA, Bauchi, Bauchi State	09062924607	bauchiforum@nerc.gov.ng
6	Benin, Edo State	34, Akpakpava Street, Benin City, Edo State	09037808592	beninforum@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	enuqforum@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	ilorinforum@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	09062924601	lafiaforum@nerc.gov.ng
22	Lokoja, Kogi State	Hassan Kastina Rd, Opp. State Civil Service Commission, Zone 8 Police HQ, Lokoja, Kogi State.	09062924599	lokojaforum@nerc.gov.ng
23	Makurdi, Benue State	Hephzibah Plaza, Atom Kpera Road, Opp. Makurdi Int'l School, Benue State	09062277249	makurdiforum@nerc.gov.ng
24	Osogbo, Osun State	51, Isiaka Adeleke Way, Along Okefia-Alekuwodo Road, Osogbo, Osun State	09062924604	osogboforum@nerc.gov.ng
25	Owerri, Imo State	1, C.B Anyanwu Road, Housing Area B, Exclusive Garden, Owerri, Imo State	09062277245	owerriforum@nerc.gov.ng
26	Port Harcourt, Rivers State	The Vhelberg Imperial Hotel, Plot 122 & 122a, Bank Anthony Avenue, Off Ordinance Road, Port Harcourt, River State	08146862223	phforum@nerc.gov.ng
27	Sokoto, Sokoto State	1, Garba Duba Road, Sokoto, Sokoto State	09062863157	sokotoforum@nerc.gov.ng
28	Umuahia, Abia State	House 2, Adelabu Street, Amaokwe Housing Estate, Umuahia Ibeku, Abia State	09062277251	umuahiaforum@nerc.gov.ng
29	Uyo, Akwa Ibom State	63, Osongama Road, Off Oron/Uyo Airport Road, Uyo, Akwa Ibom State	09062863165	uyoforum@nerc.gov.ng
30	Yola, Adamawa State	5, Nguroje Street, Karewa Extension, Jimeta, Yola, Adamawa State	09037808535	yolaforum@nerc.gov.ng

Table VIII: Complaints Handled by Forum Offices in 2020/Q1-Q3

S/N	Forum Offices	2020/Q1: Customers Complaints					2020/Q2: Customers Complaints					2020/Q3: Customers Complaints				
		Received	Resolved	Pending	No of Hearings	Resolution Rate	Received	Resolved	Pending	No of Hearings	Resolution Rate	Received	Resolved	Pending	No of Hearings	Resolution Rate
1	Abakaliki, Ebonyi State	21	12	9	1	57.14%	15	11	4	0	73.33%	25	17	8	0	68.00%
2	Abuja, FCT	70	33	37	2	47.14%	50	32	18	0	64.00%	61	40	21	1	65.57%
3	Asaba, Delta State	55	37	18	2	67.27%	79	0	79	0	0.00%	70	70	0	3	100.00%
4	Awka, Anambra State	45	24	21	0	53.33%	32	10	22	0	31.25%	55	37	18	3	67.27%
5	Bauchi, Bauchi State	14	11	3	0	78.57%	22	2*	18	0	9.09%	11	0	11	0	0.00%
6	Benin, Edo State	47	25	22	0	53.19%	107	107	0	0	100.00%	71	71	0	0	100.00%
7	B/Kebbi, Kebbi State	14	0*	8	1	0.00%	10	5	5	0	50.00%	19	17	2	1	89.47%
8	Calabar, C/Rivers State	34	11	23	1	32.35%	41	11	30	0	26.83%	59	27	32	0	45.76%
9	Dutse, Jigawa State	1	1	0	0	100.00%	4	4	0	0	100.00%	2	0	2	0	0.00%
10	Eko, Lagos State	252	137	115	1	54.37%	152	120	32	0	78.95%	132	108	24	1	81.82%
11	Enugu, Enugu State	63	20	43	0	31.75%	125	0	125	0	0.00%	186	134*	50	2	72.04%
12	Gombe, Gombe State	1	0	1	0	0.00%	1	1	0	0	100.00%	26	22	4	0	84.62%
13	Gusau, Zamfara State	23	15	8	1	65.22%	8	4	4	0	50.00%	26	22	4	1	84.62%
14	Ibadan, Oyo State	249	187	62	2	75.10%	365	259	106	0	70.96%	259	187	72	2	72.20%
15	Ikeja, Lagos State	750	516*	232	10	68.80%	432	216	216	0	50.00%	621	510	111	5	82.13%
16	Ilorin, Kwara State	134	104	30	0	77.61%	53	35	18	0	66.04%	64	62	2	0	96.88%
17	Jos, Plateau State	24	6	18	1	25.00%	30	12	18	0	40.00%	9	0	9	0	0.00%
18	Kaduna, Kaduna State	109	34	75	1	31.19%	82	15	67	1	18.29%	87	51	36	1	58.62%
19	Kano, Kano State	65	44*	20	0	67.69%	299	268*	29	0	89.63%	70	63*	6	0	90.00%
20	Katsina, Katsina State	0	0	0	0	0.00%	42	41	1	0	97.62%	3	2	1	0	66.67%
24	Lafia, Nasarawa State	49	34*	5	0	69.39%	24	9*	13	0	37.50%	36	25*	7	0	69.44%
21	Lokoja, Kogi State	50	7*	23	0	14.00%	11	5	6	0	45.45%	33	6	27	0	18.18%
22	Makurdi, Benue State	32	1*	13	1	3.13%	36	21*	9	0	58.33%	12	1*	4	0	8.33%
23	Osogbo, Osun State	511	115	396	1	22.50%	185	128	57	0	69.19%	253	232	21	2	91.70%
25	Owerri, Imo State	22	14	8	1	63.64%	26	2	24	0	7.69%	49	42	7	2	85.71%
26	P/Harcourt, Rivers State	104	96	8	4	92.31%	101	24	77	0	23.76%	154	118*	24	2	76.62%
27	Sokoto, Sokoto State	33	21	12	1	63.64%	52	45	7	0	86.54%	38	35	3	1	92.11%
28	Umuahia, Abia State	20	10	10	1	50.00%	20	1	19	0	5.00%	40	12*	25	2	30.00%
29	Uyo, Akwa Ibom	67	15	52	1	22.39%	141	45	96	0	31.91%	152	134	18	1	88.16%
30	Yola, Adamawa	22	12	10	0	54.55%	270	246	24	0	91.11%	56	42	14		75.00%
	All Forum Offices	2,881	1,542	1,282	33	53.52%	2,815	1,679	1,124	1	59.64%	2,679	2,087	563	30	77.90%

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

Table IX: Category of Complaints Received by Forum Offices in 2020/Q1-Q3

S/N	Forum Office	2020/Q1 Complaints Category:									2020/Q2 Complaints Category:									2020/Q3 Complaints Category:								
		Billing	Disconnection	Con. Delay	Interruption	Metering	Load Shedding	Voltage	Others	Total	Billing	Disconnection	Con. Delay	Interruption	Metering	Load Shedding	Voltage	Others	Total	Billing	Disconnection	Con. Delay	Interruption	Metering	Load Shedding	Voltage	Others	Total
1	Abakaliki, Ebonyi State	12	0	0	0	9	0	0	0	21	10	0	0	0	5	0	0	0	15	24	0	0	0	1	0	0	0	25
2	Abuja, FCT	36	0	0	0	31	0	0	3	70	29	0	0	0	20	0	0	1	50	42	0	0	1	13	0	0	5	61
3	Asaba, Delta State	46	3	0	0	3	0	0	3	55	63	4	0	0	4	0	0	8	79	56	8	0	0	6	0	0	0	70
4	Awka, Anambra State	25	20	0	0	0	0	0	0	45	19	12					1	32	31	17			4	0	0	3	55	
5	Bauchi, Bauchi State	6	0	0	5	3	0	0	0	14	15	1	0	1	2	0	0	3	22	9	0	0	0	1	1	0	0	11
6	Benin, Edo State	9	5	2	2	12	5	0	12	47	18	1	0	62	10	5	4	7	107		25	2		36	4	0	4	71
7	B/Kebbi, Kebbi State	4	3	2	2	2	0	0	1	14	9	1	0	0	0	0	0	0	10	17	1	0	0	1	0	0	0	19
8	Calabar, C/Rivers State	14	2	0	2	10	2	0	4	34	24	2	0	4	3	0	0	8	41	37	3	0	8	4	0	0	7	59
9	Dutse, Jigawa State	0	0	0	0	1	0	0	0	1	1	0	0	2	0	0	0	1	4	0	0	0	0	2	0	0	0	2
10	Eko, Lagos State	222	5	0	0	14	0	0	11	252	133	2	0	0	12	0	0	5	152	128	1	0	0	3	0	0	0	132
11	Enugu, Enugu State	33	3	3	0	15	3	3	3	63	66	5	2		34		11	7	125	48	21	12	8	71	12	7	7	186
12	Gombe, Gombe State	0	0	0	0	0	1	0	0	1	0	0	0	1	0	0	0	0	1	7	0	0	0	13	4	0	2	26
13	Gusau, Zamfara State	8	1	1	0	9	0	1	3	23	8	0	0	0	0	0	0	0	8	26	0	0	0	0	0	0	0	26
14	Ibadan, Oyo State	167	15	0	10	41	0	0	16	249	108	9	0	195	21	0	10	22	365	181	6	0	10	35	0	0	27	259
15	Ikeja, Lagos State	511	76	6	0	134	6	0	17	750	310	38	0	0	79	0	0	5	432	407	57	5	0	139	3	0	10	621
16	Ilorin, Kwara State	35	4			89			6	134	15	4			27		7	53	28	1	0	0	33	0	0	2	64	
17	Jos, Plateau State	9				7	2	2	4	24	21	1	0	0	6	0	0	2	30	5	0	0	0	2	0	0	2	9
18	Kaduna, Kaduna State	79	8	0	1	11	1	1	8	109	67	3	0	0	4	0	1	7	82	72	3	0	1	7	0	0	4	87
19	Kano, Kano State	0	33	0	1	15	1	5	10	65	16	22	1	153	9	0	18	80	299	5	5	0	8	1	0	1	50	70
20	Katsina, Katsina State	0	0	0	0	0	0	0	0	0	4	1	0	36	0	0	0	1	42	1	0	0	2	0	0	0	0	3
24	Lafia, Nasarawa State	17	2		4	16	2	3	5	49	12	1	0	3	2	0	1	5	24	20	3	0	1	8	0	0	4	36
21	Lokoja, Kogi State	7	4	6	7	22	3	0	1	50	5	0	0	0	3	3	0	0	11	26	2	0	2	0	0	0	3	33
22	Makurdi, Benue State	9	4	2	2	7		2	6	32	16	0	0	0	14	0	0	6	36	4	4		3	0	0	0	1	12
23	Osogbo, Osun State	29	10			434			38	511	79	1	17	11	46	23		8	185	91	14	0	0	111	0	2	35	253
25	Owerri, Imo State	17	0	0	0	3	0	0	2	22	17	2	0	2	2	0	1	2	26	35	4	0	2	3	0	0	5	49
26	P/Harcourt, Rivers State	49	4	0	0	39	3	3	6	104	25	7	6	9	31	8	8	7	101	101	25	2	0	22	0	1	3	154
27	Sokoto, Sokoto State	12	1	1	4	7	3	3	2	33	3	2	0	36	0	7	3	1	52	30	2	0	0	5	0	0	1	38
28	Umuahia, Abia State	9	2	0	0	4	0	0	5	20	9	5	0	0	4	0	1	1	20	29	5	1	0	2	0	5	3	40
29	Uyo, Akwa Ibom State	30	7	4	7	11	0	0	8	67	57	15	4	29	28	0	3	5	141	39	26	0	28	31	0	10	18	152
30	Yola, Adamawa State	6	2	2	0	8	0	2	2	22	22	15	0	198	7	0	24	4	270	11	0	0	31	4	0	6	4	56
	All Forum Offices	1,401	214	29	47	957	32	25	176	2,881	1,181	154	30	742	373	46	85	204	2,815	1510	233	22	105	556	24	32	197	2,679

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

Description	Summary for 2020/Q1 (₦' Million)				Summary for 2020/Q2 (₦' Million)				Summary for 2020/Q3 (₦' Million)			
	Jan.	Feb.	Mar.	Total	Apr.	May	Jun.	Total	Jul.	Aug.	Sep.	Total
A. Revenue												
Operating Levy (i.e., MC)	1,555.90	828.30	814.60	3,198.80	790.40	525.40	879.40	2,195.20	855.33	811.40	982.80	2,649.53
Other IGR	8.20	15.30	31.00	54.50	1.50	7.40	29.40	38.30	71.10	111.11	94.10	276.31
Total Revenue	1,64.10	843.60	845.60	3,253.30	791.90	532.80	908.80	2,233.50	926.43	922.51	1,076.90	2,925.84
B. Expenditure												
Personnel Cost	517.30	491.60	610.60	1,619.50	294.60	345.20	537.40	1,177.20	229.50	421.40	192.70	843.60
Regulatory Expenses	86.70	110.30	65.90	262.90	27.90	31.70	65.10	124.70	78.50	48.10	8.30	134.90
Admin & General Maintenance	13.30	16.80	23.00	53.10	15.50	21.50	24.30	61.30	21.30	19.90	25.80	67.00
Total Expenditure	617.30	618.70	699.50	1,935.50	338.00	398.40	626.80	1,363.20	329.30	489.40	226.80	1,045.50
C. Net Cash Flow (A-B)	946.80	224.90	146.10	1,317.80	453.90	134.40	282.00	870.30	597.13	433.11	850.10	1,880.34
Memo: Outstanding Liabilities as at the end of the Stated Quarters				233.34				218.02				123.06

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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