

NIGERIAN
ELECTRICITY
REGULATORY
COMMISSION



Electricity on Demand

QUARTERLY REPORT

FOURTH 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/Q4 was 9,628,203MWh – 16.49% more than the generation in 2020/Q3.

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 fourth quarter of 2020, a total of 9,628,203MWh of electric energy was generated – 16.49% more than the energy generated during the preceding quarter. Within the same quarter, the industry recorded a peak daily generation of 5,520.40MW. However, the available plant generation units decreased to 71 from the daily average of 72 units recorded in the preceding quarter. Despite the decrease in available generation units during the quarter, the total electric energy generated increased by 16.49% while generation capacity utilisation rose by 9.46 percentage points. The improved capacity utilisation is attributed to reductions in constraints relating to inadequate gas supply, and transmission and distribution networks bottlenecks. Notwithstanding the progress recorded during the fourth quarter, the aforementioned industry constraints still pose major technical and operational challenges to the industry.

The resolution of technical and operational constraints in NESI remains one of the top priorities of the Commission. As highlighted in the preceding report, 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 line 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 expenditure (“CAPEX”) and operating expenditure (“OPEX”) 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 quality of service delivery to end-use customers.

During 2020/Q4, no incidence of partial system collapse occurred while one (1) total system collapse was recorded.

A comparative summary of the system stability performance of the national grid for the four (4) quarters of 2020 is indicated in Table A. The report shows a slight decline in the grid network stability during the fourth quarter of 2020. Although no incidence of partial system collapse (i.e., failure of a section of the grid) was recorded, there was one (1) incident of total system collapse (i.e., total blackout nationwide) during 2020/Q4 as compared to 2020/Q3 with no incident of system collapse.

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

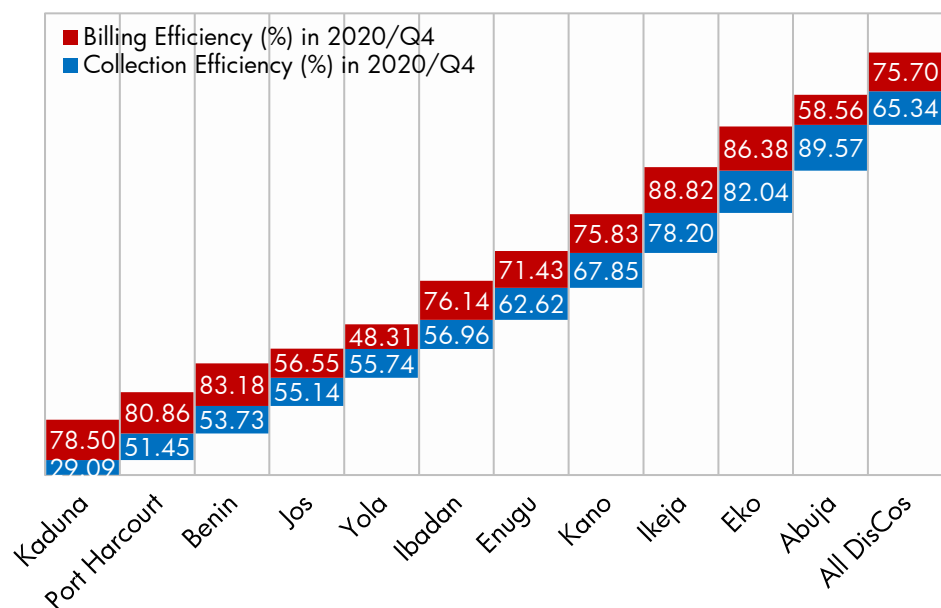
	2020/Q1	2020/Q2	2020/Q3	2020/Q4
<i>Number of Partial Collapse</i>	0	0	0	0
<i>Number of Total Collapse</i>	1	2	0	1

To ensure that the relative decline in the grid stability is transitory and to ensure improvement in the subsequent quarter and beyond, the Commission has continued to monitor the implementation of its directive to DisCos and TCN to execute service level agreements (SLAs) in order to ensure further grid discipline. The Commission, in collaboration with the System Operator ("SO"), shall intensify its monitoring and supervision efforts to ensure strict compliance with the SO's 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 with a decline in Collection efficiency in 2020/Q4. During the quarter under review, the total billing to the registered electricity consumers by all the eleven (11) DisCos stood at ₦259.90 billion of which only ₦169.81 billion was settled leaving a total outstanding balance of ₦90.09bn. As represented in Figure A, these respectively denote 75.70% and 65.34% billing and collection efficiencies, and indicate 0.92% point increase in billing efficiency and 1.38% points decrease in collection efficiency when compared with 2020/Q3. The level of collection efficiency indicates that as much as ₦3.47 out of every ₦10 worth of energy sold during the fourth quarter of 2020 remained uncollected from customers as and when due.

During 2020/Q4, DisCos' Billing efficiency rose from 74.78% to 75.70% while Collection efficiency fell from 66.72% to 65.34%.

Figure A. Billing and Collection Efficiency by DisCos in 2020/Q4



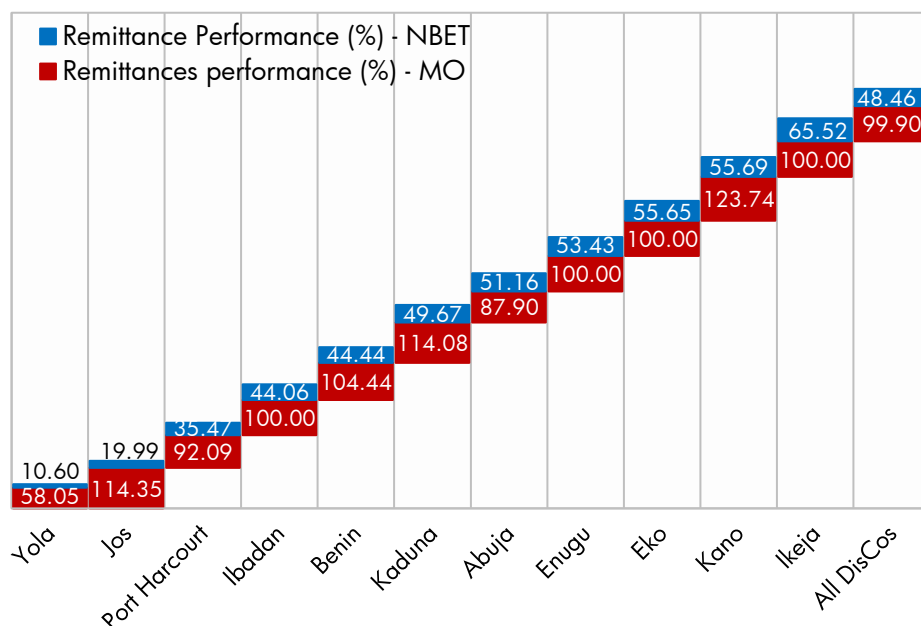
During the fourth quarter of 2020, a total invoice of ₦245.91 billion was issued to the eleven (11) DisCos for energy received from the Nigerian Bulk Electricity Trading Plc (“NBET”) and for service charge by the Market Operator (“MO”), out of which a sum of ₦146.66 billion was settled indicating remittance performance of 59.64%. This represents 30.24 percentage points increase from the final settlement rate recorded in the third quarter of 2020. The individual DisCo’s remittance performances to NBET and MO settlement during the fourth quarter of 2020 are represented in Figure B.

The average total remittance performance to the market for all DisCos rose to 59.64% and ranged from 21.14% (Yola DisCo) to 72.14% (Ikeja DisCo).

The individual performance indicates that Abuja and Yola DisCos did not meet their expected minimum remittance thresholds (“MRTs”) to MO and NBET. Port Harcourt did not meet its MRT to MO while Eko, Enugu and Ibadan did not meet their MRTs to NBET. The combined average remittance performances to MO and NBET increased respectively from 94.25% and 26.81% in 2020/Q3 to 99.99% and 48.46% in 2020/Q4. Also, DisCos’ remittance performance levels ranged from 58.05% (Yola) to 123.74%¹ (Kano) for MO, and 10.60% (Yola) to 65.52% (Ikeja) for NBET.

¹ The payments by Jos, Benin, Kaduna and Kano DisCos to MO included the outstanding from the preceding quarter.

Figure B: Remittances to MO and NBET by DisCos – 2020/Q4

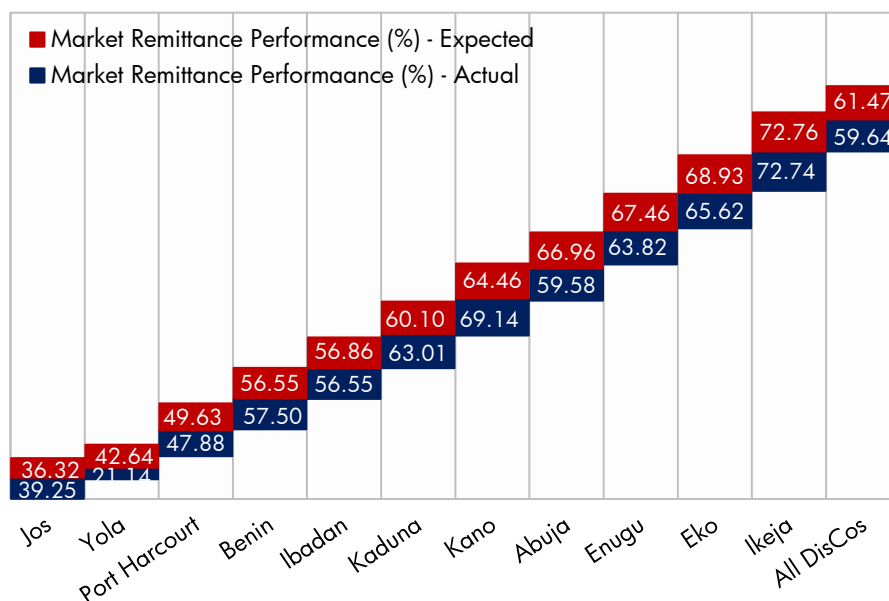


The recent improvement in DisCos remittances is partly linked to the OPEX loan facility offered by NESI Stabilization Strategy Limited (“NESI-SSL”) to DisCos to part-finance solely the DisCos payment obligations to NBET and MO, and DisCos operations arising from low collection under the Service-Based Tariff (“SBT”) regime. It is expected that DisCos will ramp up their collections to meet up subsequent required remittance obligations to NBET and MO, and their OPEX requirement within the tenor of the facility.

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

Similar to the observed improvement in DisCos remittances, there was a noticeable improvement in the settlement rate of service charges issued by MO for the services it rendered to the international customers. During the quarter under review, the international customers (i.e., Societe Nigerienne d’électricite –NIGELEC, Societe Beninoise d’Energie Electrique – SBEE and Compagnie Energie Electrique du Togo–CEET) received a total invoice of ₦4.12billion (US\$ 13.73million) from MO and paid the sum of ₦7.39billion (USD24.12million) for the current and outstanding invoices for the services received from MO. In contrast, the special customers (Ajaokuta Steel Co. Ltd and the host community) did not make any payment in respect of the ₦0.18billion and ₦0.02billion energy invoices and service charges issued by NBET and MO respectively.

Figure C: Expected and Actual Remittances by DisCos – 2020/Q4



Noting that tariff shortfall (represented by the difference between the cost-reflective rates approved by NERC and actual end-user tariffs payable by consumers) has partly contributed to liquidity challenges being experienced in the industry,² the settlement ratio to the expected MRTs adjusted for tariff shortfall is represented in Figure C. The figure shows that adjusting for the prevailing tariff shortfall, the settlement rate achieved by DisCos within the timeframe provided for market settlement in the Market Rules is close to the expected MRT. DisCos actual remittance of 59.64% was just 1.83% points lesser than their expected market remittance of 61.47%.

During 2020/Q4, the DisCos actual market remittance of 59.64% to NBET & MO was just 1.83% points lesser than 61.47% expected MRT adjusted for tariff shortfall

Notwithstanding the recent progress, the financial viability of NESI has remained a major challenge threatening its sustainability. 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. DisCos must continue to improve on effort towards reducing ATC&C losses to levels commensurate with their contractual obligations in the performance agreement to improve sector liquidity and ensure business continuity.

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

Further to this, the non-settlement of energy bills by MDAs across the three tiers of government (i.e., Federal, State and Local Government), which is one of the major contributory factors to high ATC&C losses, and hence poor liquidity, must be urgently addressed as part of the ongoing Federal Government's efforts towards ensuring financial sustainability of NESI.

Regulations and Orders: Although no new regulations were issued in the fourth quarter of 2020, the Commission continues to monitor the enforcement and compliance with the provisions of extant regulations, orders and standards governing the industry. Also, the Commission, during the quarter under review, commenced the process for the review of the underlisted regulations.

- a. Customer Complaint Handling: Standard & Procedures 2006;
- b. Meter Reading, Billing, Cash Collections & Credit Management for Electricity Supplies Regulations, 2007;
- c. Customer Service Standards of Performance for Distribution Companies, 2007;
- d. Connection & Disconnection Procedures for Electricity Services, 2007;
- e. Meter Asset Provider Regulations, 2018.

The Commission, during the quarter under review, issued following Orders:

- 1-11). [NERC/198B/2020 – NERC/208B/2020](#) on the Extra Ordinary Review of Multi-Year Tariff Order (“MYTO”) 2015 for DisCos. The Orders titled “Revised MYTO 2020” repealed the Orders [NERC/198/2020 – NERC/208/2020](#) titled “MYTO 2020” and Order [NERC/209/2020](#) on Suspension of the Extra Ordinary Review of MYTO 2020 for DisCos. The Orders adjusted the tariffs payable by DisCos’ customers in compliance with the policy direction on end-user tariff intervention received from the Minister of Power in accordance with section 33 of ESPRA, and the MRTs in accordance with FGN tariffs policy support. The Orders, among others:
 - 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 based on DisCos’ commitment on the quality of services to customer clusters;
 - 3)

During the fourth quarter of 2020, the Commission issued thirty-four (34) Orders to the industry operators.

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 (“MMRR”) that account for differences between cost-reflective tariffs and allowed tariffs in the settlement of invoices issued by NBET and MO.

- 12-22). [NERC/210/2020 – NERC/220/2020](#) on the Amendment of the Order on the Capping of Estimated Bills for the respective DisCos. The Orders amended Order [NERC/197/2020](#) on the capping of estimated bills in the NESI and, among others, ordered that 1) energy caps of unmetered end-use non-maximum demand customers shall be computed based on the weighted averages of prepaid and postpaid metered end-use customers based on actual consumption data of these customers from feeders and distribution transformers; and 2) the Commission shall review periodically the meter deployment target achieved by the respective DisCo and shall quarterly review the base data on vending records and supply availability to review the energy caps prescribed in this Order
- 23-33). [NERC/221/2020 – NERC/231/2020](#) on the December 2020 Minor Review of MYTO 2020 and Minimum Remittance Orders for the respective DisCos. The Orders, among others: 1) reflect the impact of changes in the projected Minor Review variables (i.e., the Nigerian and US inflation rates, gas prices, NGN/US\$ foreign exchange rates, available generation capacity, MDA losses and CAPEX adjustment) for the period January to December 2021 for the determination of CRT; 2) implement a framework to manage revenue shortfalls for the year 2021 through MMRR to account for differences between CRT and allowed end-user tariffs in the settlement of invoices issued by NBET and MO; 3) establish the interim payment arrangements and reaffirm the payment securitisation requirement and flow of funds from DisCos to NBET and MO; 4) Steer the market to gradual transitioning to CRT and activation of markets contracts in line with the requirements of the Transitional Electricity Market (“TEM”);
- 34). [NERC/232/2020](#) on the December 2020 Minor Review of MYTO 2020 for the Transmission Company of Nigeria Plc (“TCN”). This Order has some similar objectives with Orders [NERC/221/2020 – /231/2020](#) and also seeks to 1) reaffirms the obligation of the SO Division of the TCN

to comply with the Economic Merit Order of Dispatch prescribed in the Order towards ensuring compliance with projected least generation cost; 2) reaffirm the obligation of the Transmission System Provider (“TSP”) under TCN for the payment of generation capacity charge and loss of revenue to DisCos based on the deviation between energy delivered to a DisCo and the MYTO allocation arising from TCN inability to deliver power to the affected DisCo; and 3) reaffirm the obligation of DisCos for the payment of loss of revenue in favour of TCN in accordance with terms of the Service Level Agreement (“SLA”).

Licensing and Permits: During the quarter, the Commission after satisfactory evaluation, issued three (3) new captive power generation (“CPG”) permits as well as one (1) new off-grid and two (2) new embedded generation licences with a total nameplate capacity of 261.70MW. During the same period, the Commission approved the issuance of two (2) new independent electricity distribution networks (“IEDN”). Also, the Commission approved the renewal of three (3) on-grid generation licences with a total nameplate capacity of 346MW. This brings the total nameplate capacities of licences issued and renewed by the Commission during 2020/Q4 to 607.70MW.

During the fourth quarter of 2020, the Commission issued one (1) new off-grid, two (2) new embedded generation licences and three (3) new CPG permits with a total nameplate capacity of 261.70MW.

During the same quarter, the Commission approved the certification of six (6) new Meter Service Providers (“MSP”) for manufacturer, importer, vendor and installer categories. The Commission also certified three (3) new Meter Assets Providers (“MAPs”) for Kaduna (2), and Kano (1) DisCos. Thus, the Commission had, as at 31 December 2020, issued permits to thirty-three (33) 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 NERC. 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 the violations of Regulations and Orders, accidents and electrocution cases and the failure to comply with forum decisions within the stipulated timeframe.

Litigation: During the fourth quarter of 2020, the Commission was not involved in new litigations but continued with ten (10) ongoing cases reported in the preceding quarterly reports. The ongoing litigations include matters seeking among others:

1. 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 a 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;
2. 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;
3. A declaration that NERC Order [NERC/GL/168](#) dated 9 May 2019 is an abuse of court process, ultra vires NERC powers and is a breach of PIPP's right of fair hearing and made without due process. [This matter was struck out on 7 October 2020 in favour of the Commission;](#)
4. A declaration that it is the responsibility of the Commission to ensure that the litigant (Hon. Olufemi Adeniregun) is connected to any private electricity or IEDN operator of his choice. [This matter was struck out on 7 October 2020 in favour of the Commission;](#)
5. That provisions of Chapter IV, Sections 17(3) and 18 of MAP Regulations (2018) as issued by the Commission are ultra vires and in contravention of Section 67(1) and (2) of the EPSRA;
6. That the Commission lack power to issue a notice of intention to cancel licences of erring DisCos;
7. 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;
8. 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;

9. 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; and
10. A declaration that the construction of an IEDN by four (4) Defendants is an act of trespass, illegal and unlawful and seeking an Order of perpetual injunction restraining NERC from granting licence to the four (4) Defendants.

CONSUMER AFFAIRS:

Consumer Education and Enlightenment: To ensure continuous education of customers on their rights and obligations and other general service delivery, the Commission commenced the airing of its pre-recorded radio enlightenment program titled "Electricity Update" across twelve (12) states & Federal Capital Territory ("FCT") Abuja to enlighten electricity consumers on various issues. The focus of the program includes but not limited to service-based tariff, capping of estimated billing, complaints redress mechanism, health and safety, metering issues and the efforts being made to bridge the metering gap in NESI.

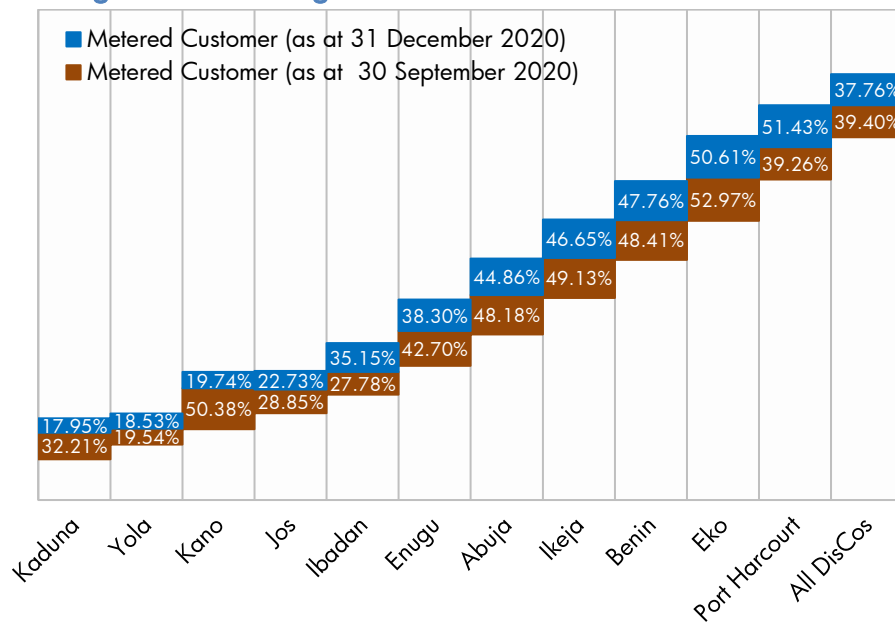
The metering: During quarter under review, additional 157,758 end-use customers' meters were installed. This is noticeably more than the 125,311 meters installed during 2020/Q3. The recorded improvement in metering during the fourth quarter of 2020 was due to the Commission's successful effort in reducing the bottlenecks hitherto hampering the deployment of meters under the MAP scheme and subsequent introduction and deployment of meters under NMMP. Specifically, during the quarter under review, 121,609 and 36,149 new meters were installed under MAP and NMMP respectively.

Notwithstanding the additional meters installed during 2020/Q4, the huge metering gap for end-use customers is still a key challenge in the industry. The records of the Commission indicate that, of the 10,733,509 registered energy customers as at 31 December 2020, only 4,053,043 (37.76%) have been metered. Therefore, 62.24% of the registered electricity customers are still on estimated billing which has contributed to customer apathy towards payment for electricity bills.

Eko and Port Harcourt DisCos have metered more than 50% of its registered customers as at 31 December 2020.

A review of the customer population data in Figure D indicates that only Ibadan and Port Harcourt DisCos recorded progress in the metering rate of their electricity customers as at 31 December 2020, as compared to 30 September 2020. To ensure speedy metering of electricity customers, the Commission, besides securing a 1-year waiver of levy previously imposed on imported meters, continued its monitoring of DisCos' implementation of and compliance with the provisions of the MAP Regulations to fast-track meter roll-out. Following the FGN policy on mass metering, the Commission commenced the monitoring of the deployment of meters under the NMMP. The Commission commenced the review of MAP Regulations in order to provide a regulatory framework for NMMP scheme and fast-track the deployment of meters to close the metering gap in the NESI.

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



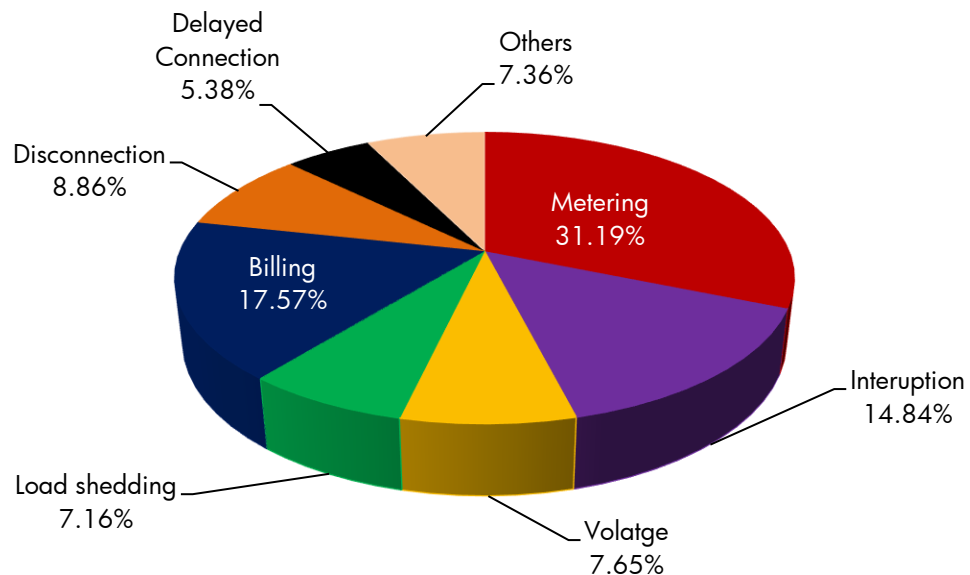
The number of customer complaints increased by 5.26% during the fourth quarter of 2020.

Customer Complaints: During the fourth quarter of 2020, the eleven (11) DisCos received 230,497 complaints from their customers, indicating 5.26% more complaints than those received in the third quarter of 2020. In total, the DisCos attended to 215,940 complaints representing an increase of 5.41 percentage point from the preceding quarter. The report shows that Ibadan, followed by Benin DisCo, had the lowest customers' complaints resolution rates based on the proportion of complaints not addressed in the fourth quarter of 2020.

Metering and estimated billing still dominated the customers' complaints, accounting for 48.76% of the total complaints in 2020/Q4

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 63.60% (i.e., 146,585) of the total complaints in the fourth quarter of 2020. As stated in the preceding reports, to ensure improved customer service delivery, the Commission, on regular basis, continued to monitor and audit customers' complaint handling and resolution process by DisCos. The Commission also continuously monitors the operation and efficacy of its Forum Offices which were set up to redress consumers' complaints not adequately resolved to the customers' satisfaction by the responsible DisCos.

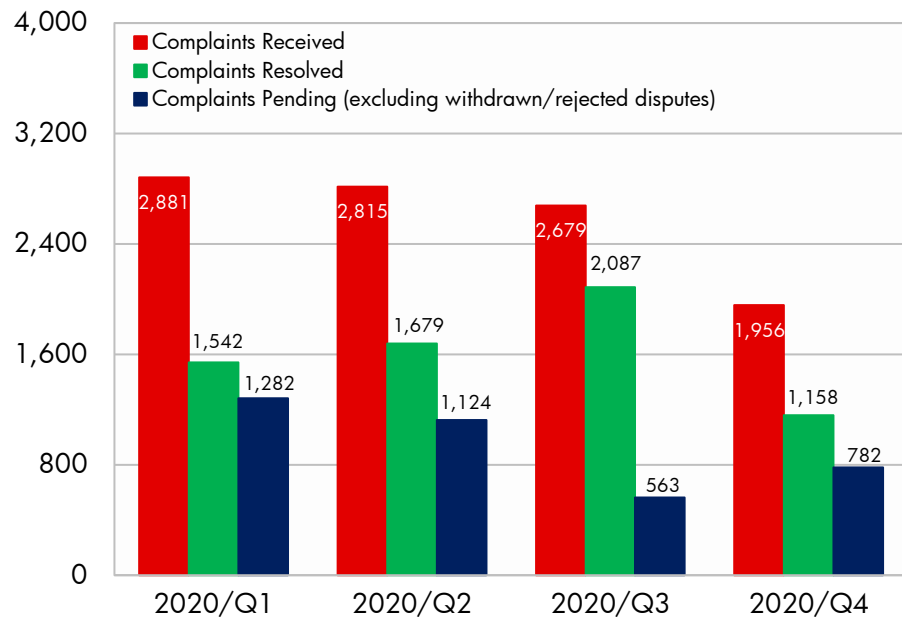
Figure E: Category of Complaints Received by DisCos in 2020/Q4



As at the end of 2020/Q4, the Commission had 30 operational Forum Offices in 29 States and the Federal Capital Territory (FCT).

Forum Offices: Forum panels 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 1,956 complaints during 2020/Q4 (including the pending complaints from 2020/Q3) from customers who were dissatisfied with the decision of DisCos on their lodged complaints. About 59.20% of the 1,956 complaints lodged at Forum Offices were resolved either through formal hearings or preliminary engagements between the Forum Secretaries and the concerned DisCos. The Forum Panels had a total number of 36 sittings during the quarter.

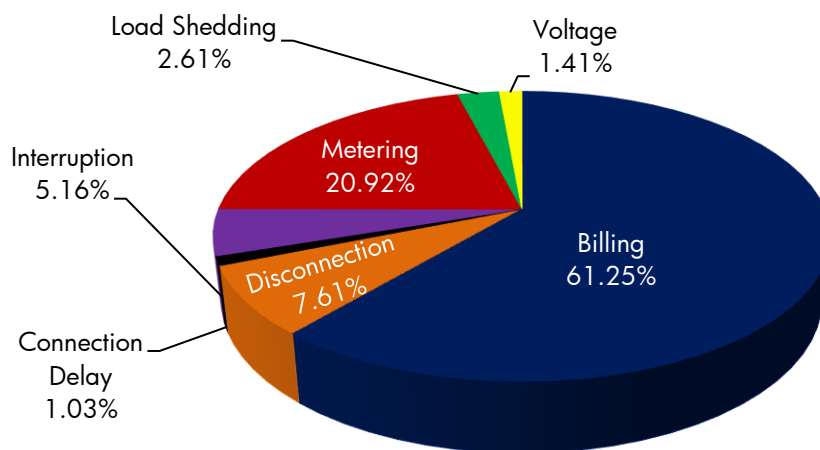
Figure F: Complaints Received by Forum Offices in 2020/Q1-Q4



Billing and metering issues also dominated the category of complaints received by the Forum Offices in 2020/Q4

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/Q4.

Figure G: Complaints Category Received by Forum Offices, 2020/Q4



As stated in the preceding reports, while some of the pending cases are due to incomplete submission and/or withdrawal of complaints 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 continuously 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 ensure improvement in addressing customers concerns and service delivery.

Health & Safety: The Commission received a total of 114 accident reports from the licensed operators during 2020/Q4. The accidents, unfortunately, resulted in twenty-two (22) deaths and thirteen (13) injuries of various degrees involving both employees of the companies and the third parties. This shows a decline in the health and safety performance of the operators during 2020/Q4 when compared with the third quarter of 2020 when nineteen (19) deaths and eleven (11) injuries were recorded.

During 2020/Q4, NESI electrical accidents resulted in 22 deaths and 13 injuries of various degrees involving both employees of the companies and the third parties.

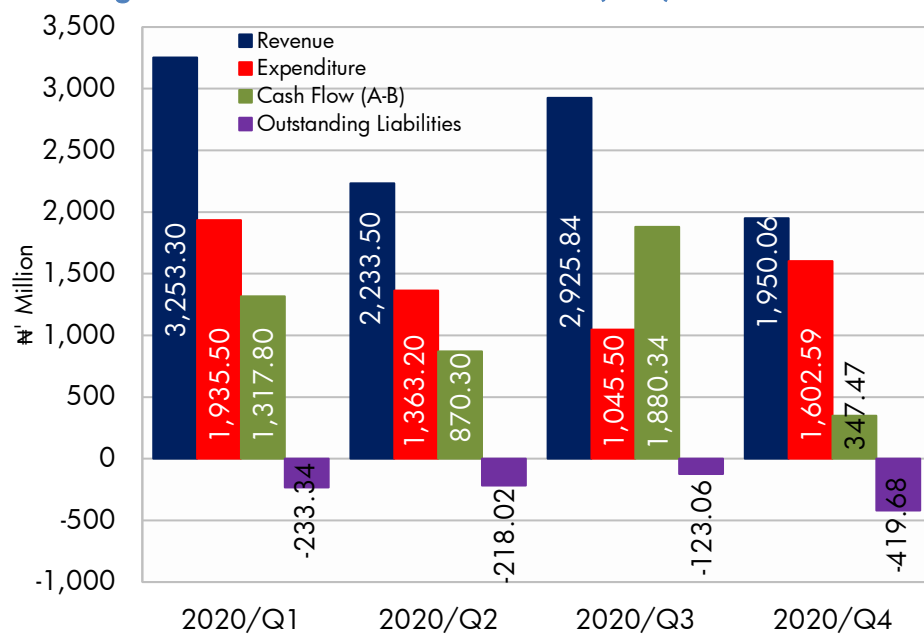
The Commission, in line with its mandate to ensure safe and reliable electricity services, has commenced enforcement on some of the incidents involving various safety breaches during the quarter. On account of the Commission's stand for zero tolerance on safety breaches in NESI and in line with its strategic goals 2017-2020, the Commission has continued to intensify its monitoring and implementation of various safety programmes aimed at reducing accidents in the industry. As stated in the preceding reports, 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 realised by the Commission in the fourth quarter of 2020 was ₦1.95billion representing a decrease of 33.35% from the revenue recorded in the preceding quarter. This decrease is attributable to decline in the revenue realised from the operating levy (i.e., market charges) and other internally generated revenue ("OIGR") during the fourth quarter of 2020 by 30.36% and 62.04% respectively.

The chart in Figure H indicates that the total (capital and recurrent) expenditure of the Commission increased from ₦1.05billion incurred in the preceding quarter to ₦1.60billion during 2020/Q4. A comparison of the revenue and expenditure of the Commission in the quarter under review shows lesser expenditure incurred when compared to actual cash receipts, indicating a positive net cash flow of ₦0.35billion and liabilities of ₦0.42billion as at the end of the fourth quarter of 2020.

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



Capacity Development: The Commission, in its commitment to staff safety, capacity development and business continuity during the outbreak of COVID-19 pandemic in Nigeria, continued to leverage on information communication technology (“ICT”) in conducting and attending meeting and workshop and engaging industry operators. This use of ICT is a key component of the “Project work Smart, Agile, Focused & Efficient (“SAFE”)” embarked by the Commission during 2020/Q3. This project helps the Commission not only 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 but also to optimise its productivity, enable collaboration and work faster and more effectively.

For successful implementation of the Project work SAFE, the Commission continued to train its staff as the needs arise. Accordingly, during the quarter, the Commission held virtual training on Cyber Security Awareness to keep staff abreast of the safety and security of working online. This is in addition to the training of staff on DocStream Proof of Concept (“PoC”) held in 2020/Q3 to digitalize the operations of the Commission.

2. STATE OF THE INDUSTRY

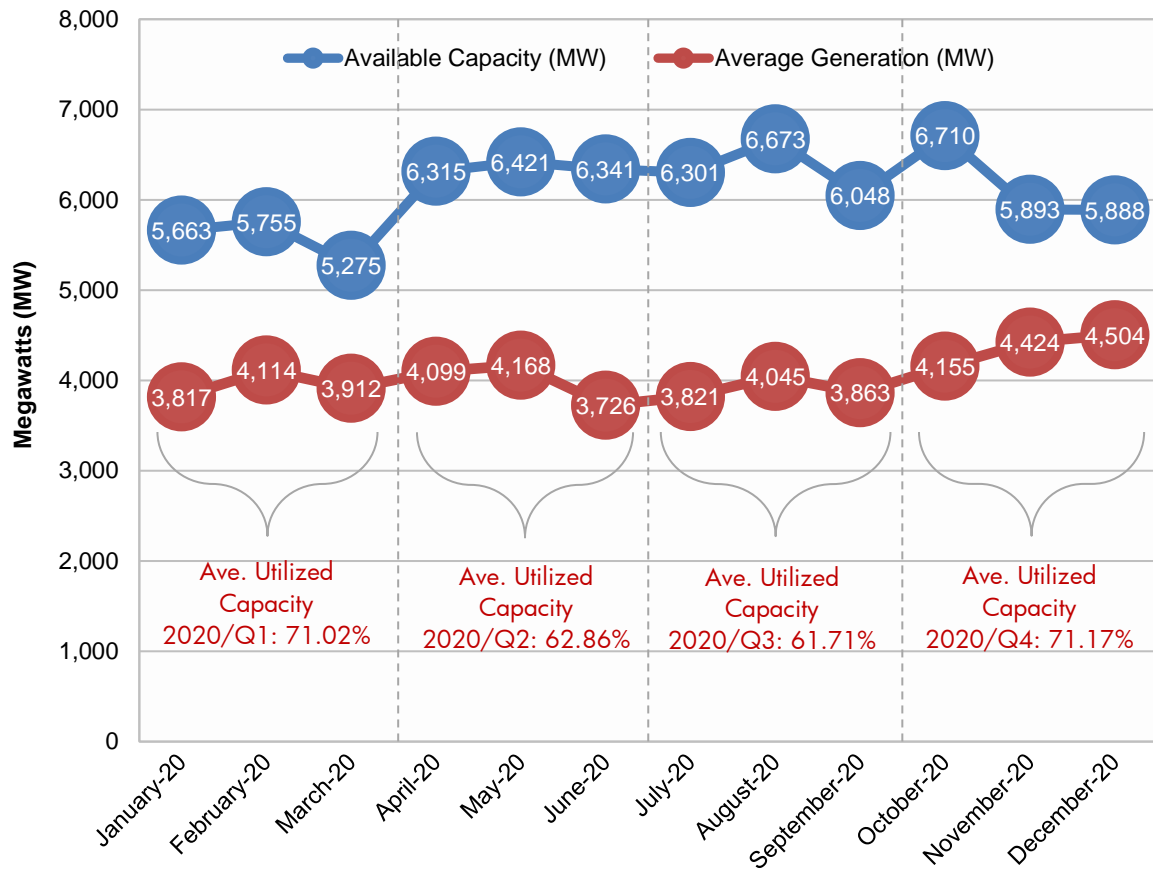
2.1. Operational Performance

2.1.1. Electricity Generation

In line with its statutory mandate as enshrined in EPSRA, the Commission continues to monitor the operational and commercial performance of NESI during the fourth quarter of 2020. The industry recorded the quarter's daily generation peak of 5,520MW on 4 December 2020. Relative to the preceding quarter, however, the average available generation capacity fell by 2.79% to 6,164MW during the fourth quarter of 2020. The 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, 71 plant generation units were available during the fourth quarter of 2020 compared to 72 generation units available during the third quarter of 2020. Due to improvements in capacity utilisation, the total electric energy generated increased by 16.49% from 8,265,418.46MWh recorded in the third quarter of 2020 to 9,628,203.49MWh in the fourth quarter of 2020.

A review of both the daily average available capacity and actual generation (in MW) from the third quarter (July – September) to the fourth quarter (October – December) of 2020 represented in Figure 2.1 indicates a significant increase in capacity utilisation. The Figure shows that 71.17% of the available capacity was utilised in the fourth quarter of 2020, indicating 9.46 percentage points increase from the capacity utilisation rate recorded in the third quarter. The improved capacity utilisation rate recorded during the quarter under review was due to the reduction in 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-Q4



Complete resolution of both the operational and technical challenges in electricity generation remains as one of the top priorities of the Commission. The Commission continued consultations with relevant stakeholders to develop lasting solutions to the gas impasse in the power industry. Also, as stated in the preceding quarterly reports, the Commission continues 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 has finalised the review of PIPs filed by the DisCos³ to ensure the execution of projects critical to improving their operational and technical performances. The PIPs include DisCos’ proposed investments required towards

³ The PIPs cover the period 2021-2025 and prepared with the guidelines provided by the Commission with an overall objective to ensure that utilities invest in projects critical to addressing the technical and operational constraints affecting their operational efficiency.

addressing distribution networks bottlenecks and free up part of the stranded generation capacities and address other related issues inhibiting the flow of energy. The Commission continued the implementation of service-based tariffs to improve the utilisation of existing capacity and liquidity of the industry.⁴

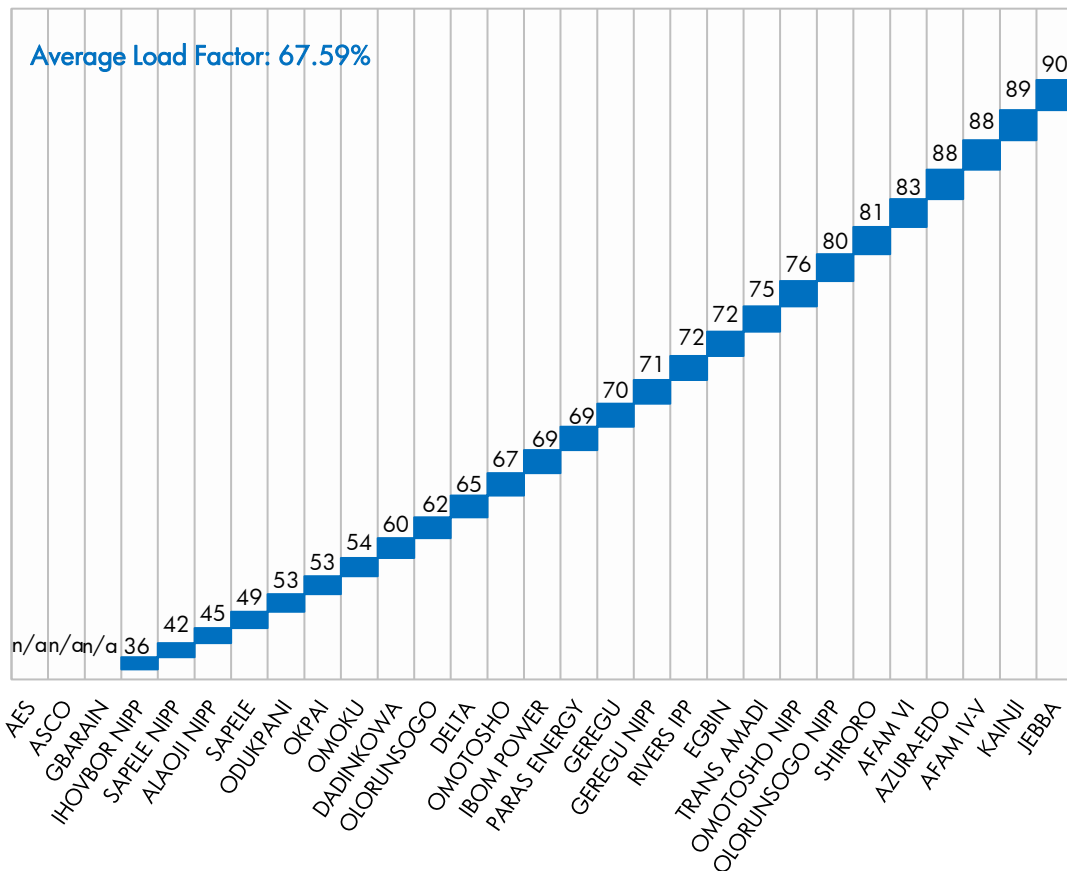
2.1.2. Load Factor and Average Generation of Power Plants

The average load factor (i.e. the dispatch rate) of the generation plants, defined as the amount of energy that a power plant generated over a certain period relative to its available capacity for the said period, recorded an increased to 67.59% from the 56.66% recorded in the preceding quarter. As represented in Figure 2, the average dispatch rate (“load factor”) stood at 67.59% during the fourth quarter of 2020, indicating that an average power plant operating during the quarter under review had 67.59% of its available capacity dispatched by the SO.

As represented in Figure 2, Jebba, Kanji and Shiroro hydro plants, respectively had 90.35%, 88.92% and 81.07% of their available capacities dispatched by SO and were respectively first, second and fifth 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 a load factor of 87.87% while Ihovbor NIPP had the least dispatch rate of 36.06%.

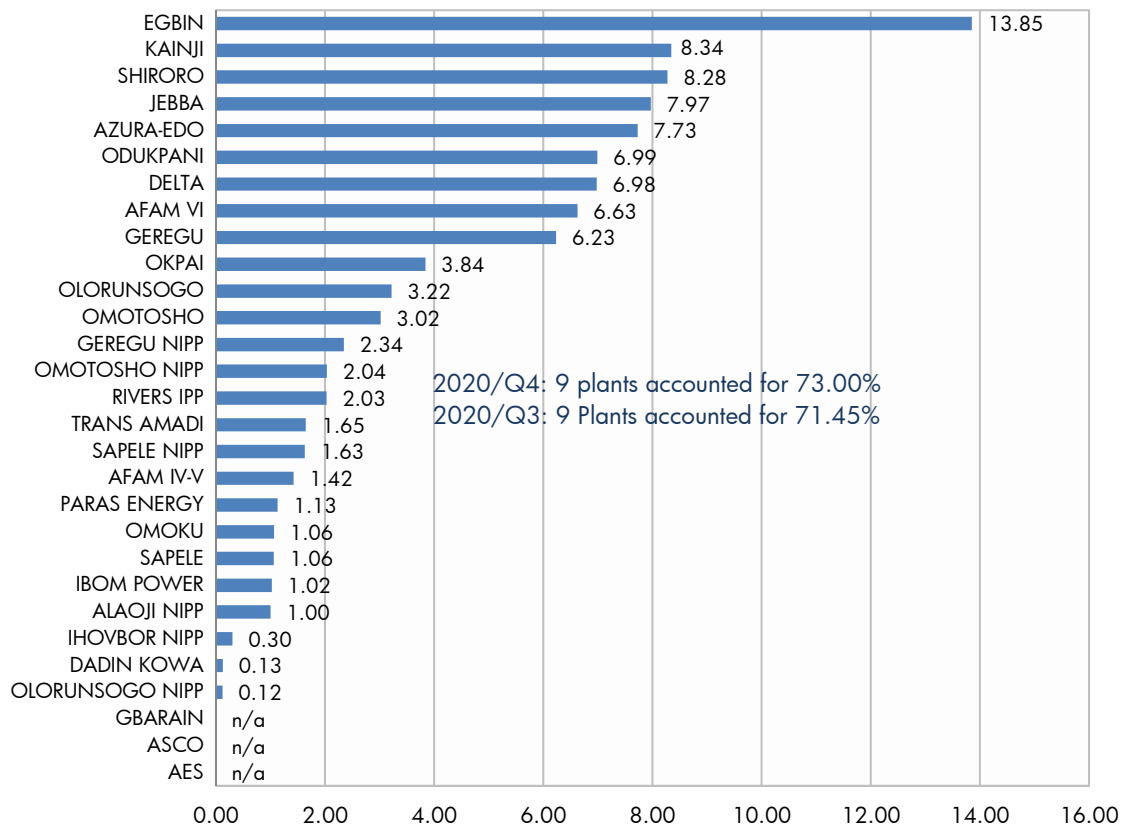
⁴ The Service-Based Tariff (“SBT”) are location-based tariff that ties rate payable by end-users to actual quality of service

Figure 2: Plants Load Factor (%) in 2020/Q4



The contribution of the individual power plant to the total energy output during the fourth quarter of 2020 is represented in Figure 3. Nine (9) of the twenty-six operational power plants accounted for 73.00% of the total electric energy generated during the fourth quarter of 2020. Due to its size and availability, Egbin power plant accounted for the highest share (i.e., 13.85%) of the total energy output followed by Kainji power plant which accounted for 8.34% energy share. During the same period, Olorunsogo NIPP power plant accounted for the least share of output contributing 0.12%. In comparison to the preceding quarter, Figure 3 shows clearly that energy generation in Nigeria is still heavily dependent on nine (9) power plants as these plants accounted for 73.00% of the total electric energy output in 2020/Q4.

Figure 3: Share (%) of Generation Output by Plants in 2020/Q4



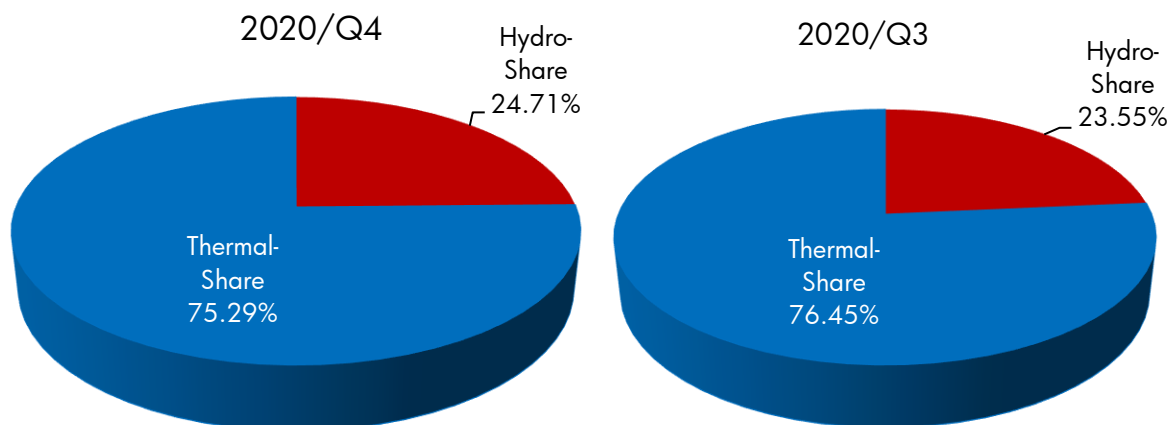
The implication from Figure 3 is that the (over)reliance of the grid on the energy supplied by nine (9) power plants may pose a risk to the industry because downtime in any of them may result in grid instability if there are no adequate reserved capacity from other plants to timely offset adverse impact of any sudden loss of generation from any of the 9 plants. The Commission has commenced the process of gradually activating the industry contracts in order to provide certainty to the minimum volume of energy expected of each generating plant and properly allocate risks among the industry operators. This is expected to lead to incremental growth in power availability and utilisation.

2.1.3. Generation Mix

The shares of electricity generation by fuel sources for the third and fourth 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 75.29% of the electricity generated during the fourth quarter of 2020. This implies that approximately 7.53kWh of every 10kWh of electric energy generated in Nigeria in the fourth quarter of 2020 came from gas. Relative to the preceding quarter, there was a 1.16 percentage point increase in the share of electric energy generated from hydro which accounted for 24.71% of the total energy output. Notwithstanding the marginal increase in hydro contribution to energy output, the Commission notes with concern the low security of supply associated with having just two energy mixes and significant dominance of gas fuel as acts of vandalism of gas pipelines could result in serious grid instability, as was experienced in 2016.

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



To ensure 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.

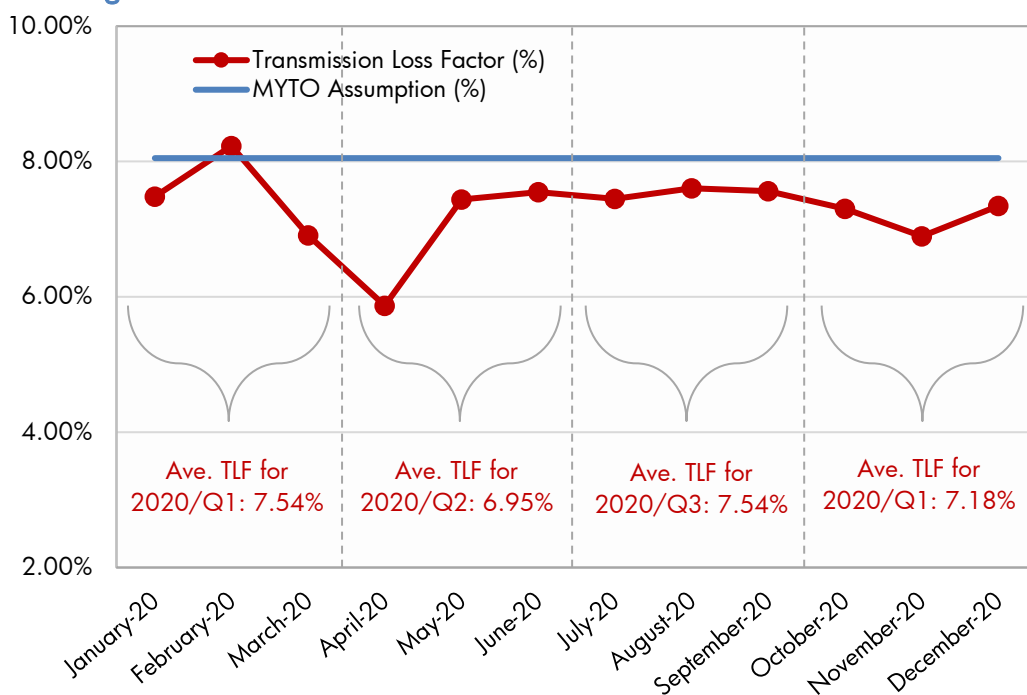
2.1.4. Grid Performance

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, decreased during the quarter under review. As represented in Figure 5, the average TLF fell by 0.36 percentage point from the average of 7.54% recorded in 2020/Q3 indicating relatively improved performance in TCN’s operation. More importantly, the average TLF of 7.18% in 2020/Q4 is significantly lower than the 8.05% industry Multi-Year Tariff Order (“MYTO”) reference loss factor.

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



To ensure further improvement in the TLF, the Commission shall continue to ensure that investments in transmission networks are targeted to improve the efficiency of the transmission system using the necessary regulatory instrument as well as review and approval of TCN's utilisation of funds in accordance with the EPSRA.

- **System Collapse**

The industry witnessed a slight decline in the stability of the grid network during the fourth quarter of 2020 relative to the third quarter of 2020. Table 1 presents the number of system collapses experienced in 2020/Q1-Q4. Similar to the preceding quarter, there was no incident of partial system collapse (i.e., failure of a section of the grid) during the fourth quarter of 2020. However, the industry recorded one (1) total system collapse (i.e., total blackout nationwide) during the fourth quarter of 2020 as compared to 2020/Q3 with neither incident of total collapse nor partial system collapse.

Table 1: System Collapse in 2020/Q1-Q4

<i>Category</i>	<i>2020/Q4</i>	<i>2020/Q3</i>	<i>2020/Q2</i>	<i>2020/Q1</i>
<i>Number of Partial Collapse</i>	0	0	0	0
<i>Number of Total Collapse</i>	1	0	2	1

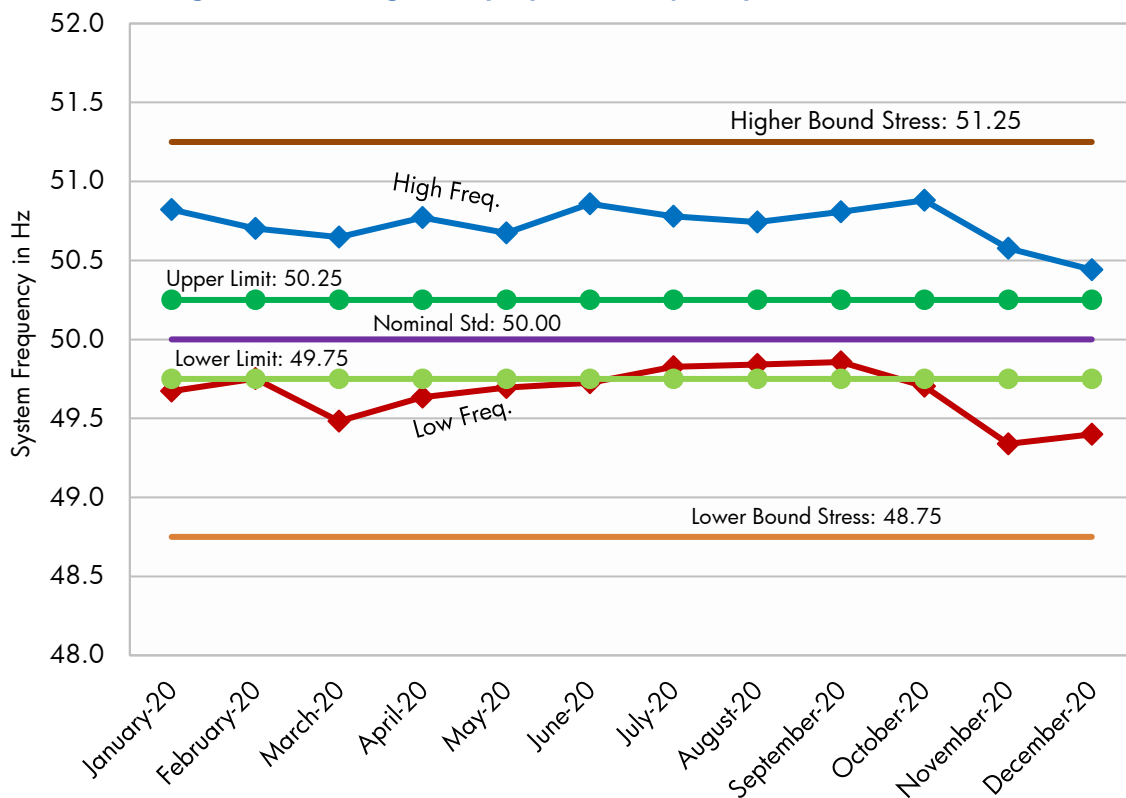
To improve the grid stability and prevent system collapse in subsequent quarters and beyond, the Commission in collaboration with the TCN shall intensify efforts to ensure improvement of grid performance. The Commission shall intensify the monitoring of strict compliance to the SO's directives to generators on *free governor* and *frequency control mode* in line with the provisions of the subsisting operating codes in NESI.

- **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 December 2020 is represented in Figure 6. During the period under review, the system high frequency made significant progress towards the nominal statutory standard as it averaged at 50.63Hz. The system low frequency however declined from the lower limit in the fourth quarter, especially in the last two months, as the deviation from the lower statutory limit increased from an average margin of 0.09Hz in the third quarter 2020 to an average margin of 0.27Hz at the end of December 2020.

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

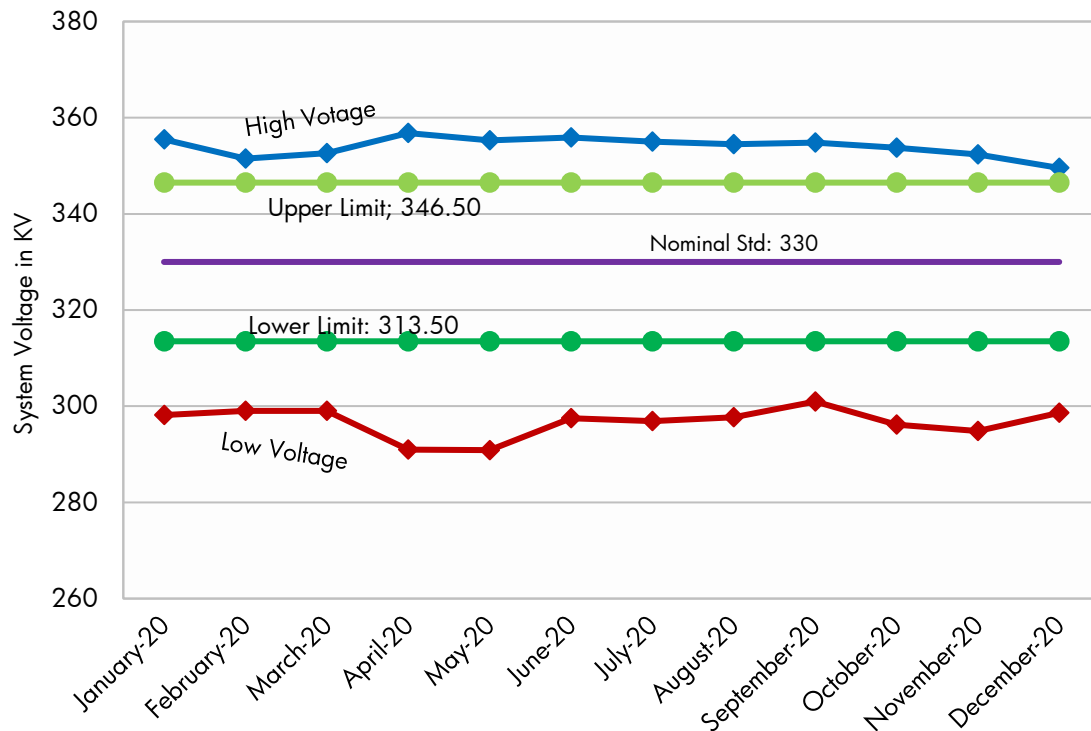


- Voltage Fluctuation

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 December 2020 is represented in Figure 7. Although

throughout the period under review both the High and Low system voltages were outside the prescribed regulatory boundaries, they were converging to the statutory 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. 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. – Dec. 2020



2.2. Commercial Performance

2.2.1. Energy Received and MYTO Load Allocation

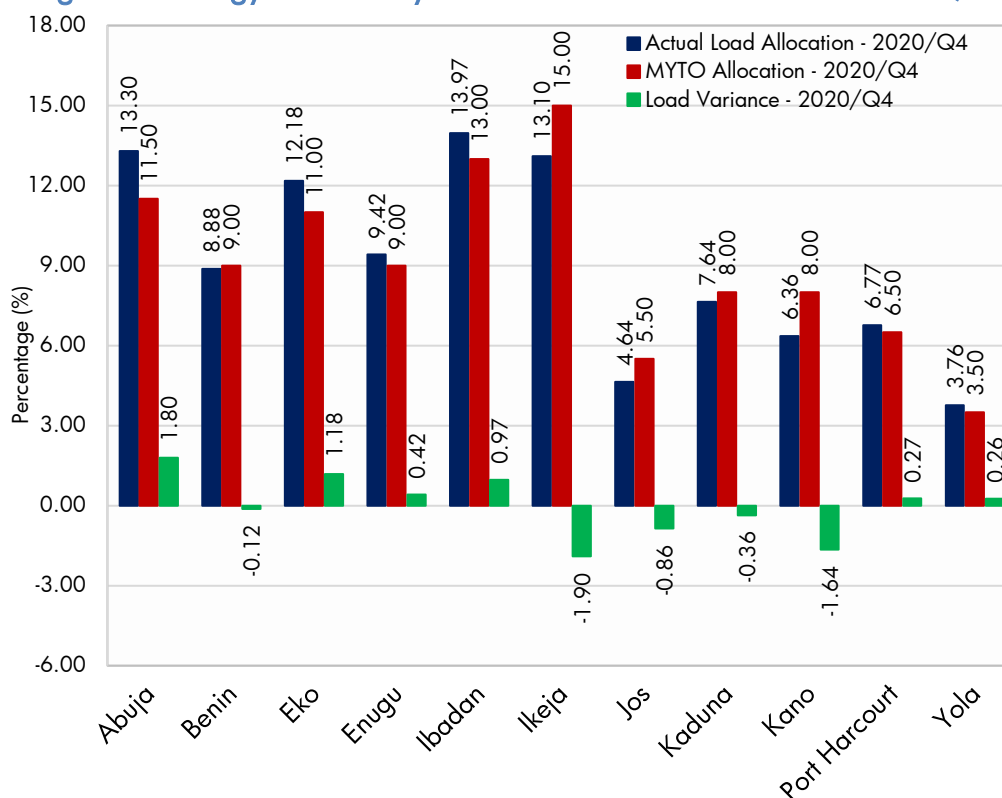
The amount of energy received by DisCos at their trading points increased significantly by approximately 10.27% to 8,035GWh in 2020/Q4 from the 7,287GWh recorded

in 2020/Q3. This increase is reflective of the 5.38% increase in the total energy generated during the quarter as compared to 2020/Q3.

The comparison of the MYTO load allocation with the share of energy received by DisCos during the fourth 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/Q4 due to technical limitation of their networks and/or commercially induced low load offtake. Benin, Ikeja, Jos, Kaduna and Kano DisCos belong to this group. It is noteworthy that Jos and Kano DisCos had consistently had lower energy offtake than their MYTO allocation in the last eight quarters. On the other hand, the second group comprising Abuja, Enugu, Eko, Ibadan, Port Harcourt and Yola DisCos had more energy offtake than their MYTO allocation over the same period.

As stated in the preceding quarterly reports, to ensure improvement in energy off-take by DisCos, the Commission has included in the MYTO 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 approach such that the retroactive 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 monitoring the implementation of the Service Level Agreements (“SLAs”) between DisCos & TCN. SLAs allocate risk arising from deviation of the merit order dispatch and low load offtake/dispatch to 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/Q4



2.2.2. Energy Billed and Billing Efficiency

The amounts of energy received, billed and billing efficiency by DisCos during the third and fourth quarters of 2020 are represented in Table 2. The table indicates an increase in DisCos' billing efficiency during 2020/Q4. Out of the 8,035GWh total energy received by all DisCos during 2020/Q4, 6,082GWh (75.70%) was billed to the end-users, implying 0.92 percentage points increase in billing efficiency and relatively lower technical and commercial losses of 24.30% compared to 2020/Q3. 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/Q3-Q4

DisCos	Total Energy Received (GWh)		Total Energy Billed (GWh)		Billing Efficiency (%)	
	2020/Q4	2020/Q3	2020/Q4	2020/Q3	2020/Q4	2020/Q3
Abuja	1,057	882	619	576	58.56	65.31
Benin	699	664	582	559	83.18	84.18
Eko	969	842	837	769	86.38	91.32
Enugu	742	609	530	445	71.43	73.07
Ibadan	1,100	999	838	668	76.14	66.87
Ikeja	1,198	1,134	1064	1056	88.82	93.14
Jos	359	363	203	176	56.55	48.48
Kaduna	572	574	449	381	78.50	66.38
Kano	501	450	380	333	75.83	74.00
Port Harcourt	541	487	437	361	80.86	74.18
Yola	296	283	143	125	48.31	44.17
All DisCos	8,035	7,287	6,082	5,449	75.70	74.78

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/Q4, 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 ₦2.43k was lost due to energy theft and poor distribution infrastructure.

The performance of the DisCos in Table 2 shows that during the quarter under review, Ikeja followed by Eko DisCo had the highest billing efficiency of 88.82% and 86.38% respectively – however, both DisCos had lower efficiency relative to 2020/Q3. Yola DisCo recorded the lowest billing efficiency at 48.31%, indicating that Yola DisCo lost more (i.e., 51.69%) energy to technical inefficiency and energy theft in 2020/Q4 than the total energy billed to customers during the same quarter. Yola DisCo has consistently recorded the lowest billing efficiency since the fourth quarter of 2018. This might be attributable to insecurity within the franchise which has affected the operational performance of the utility.

Based on relative improvement from the preceding quarter, six (6) DisCos with the exception of Abuja, Benin, Eko, Enugu and Ikeja DisCos recorded an improvement in their billing efficiencies during the quarter under review. The increase in billing efficiencies range from 1.84 percentage points (for Kano DisCo) to 12.12 percentage points (for Kaduna DisCo).

Pursuant to Commission's commitment to addressing DisCos' technical and commercial inefficiency (e.g., poor distribution network), the Commission has finalised the review of the 2021–2025 Performance Improvement Plans ("PIP") filed by DisCos. The PIPs are developed on the directive of the Commission to ensure that the proposed investments are targeted towards critical infrastructure to free up the stranded capacity and improved service delivery.

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

2.2.3. Revenue and Collection Efficiency

The total revenue collected by eleven (11) DisCos from customers in the fourth quarter of 2020 stood at ₦169.81 billion out of the total bill of ₦259.90 billion. 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 during the fourth quarter of 2020/Q4. As shown in Table 3, the overall collection efficiency for all DisCos decreased to 65.34% during the fourth quarter of 2020 representing 1.38 percentage points decrease from the 66.72% collection efficiency by DisCos recorded during the third quarter of 2020.

Table 3: Revenue Performance of DisCos in 2020/Q3-Q4

DisCos	Total Billings (₦' Billion)		Revenue Collected (₦' Billion)		Collection Efficiency (%)	
	2020/Q4	2020/Q3	2020/Q4	2020/Q3	2020/Q4	2020/Q3
Abuja	29.37	22.69	26.31	20.51	89.57	90.37
Benin	25.04	22.72	13.45	12.04	53.73	52.99
Eko	33.73	27.20	27.67	20.50	82.04	75.37
Enugu	25.19	19.31	15.77	12.27	62.62	63.58
Ibadan	33.05	25.03	18.82	15.64	56.96	62.51
Ikeja	41.84	33.78	32.72	26.80	78.20	79.34
Jos	9.14	6.78	5.04	4.43	55.14	65.41
Kaduna	22.39	15.52	6.51	5.24	29.09	33.77
Kano	15.88	13.33	10.77	8.70	67.85	65.26
Port Harcourt	18.71	14.49	9.63	8.09	51.45	55.85
Yola	5.56	4.54	3.10	2.79	55.74	61.59
All DisCos	259.90	205.37	169.81	137.02	65.34	66.72

Notes of the table: DisCos are the electricity distribution companies

The collection efficiency for all DisCos implies that for every ₦10.00 worth of energy billed to customers by DisCos during 2020/Q4, approximately ₦3.47 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.

In appraising individual performances, Abuja DisCo, though underperformed relative to 2020/Q3, had the highest collection efficiency of 89.57% followed by Ikeja DisCo with an efficiency index of 82.04%. Kaduna DisCo has the lowest collection efficiency of 29.09%. On a quarter-on-quarter basis, only Benin, Eko and Kano DisCos recorded an improvement in collection efficiency with Eko DisCo having the highest increase of 6.67 percentage points moving from 75.37% in 2020/Q3 to 82.04% in 2020/Q4.

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 further amended the Order on capping of estimated bills during the fourth quarter 2020. The amended Order aligns 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 feeders as against the Business Unit earlier used in the previous Order. Similarly, the Commission during 2020/Q3 started the implementation of service-based tariffs to, inter alia, improve the utilisation of existing capacity and ensure that end-user tariffs are aligned with the quality of services. The Commission also continued the monitoring of the implementation of the MAP scheme in accordance with the MAP Regulations, and the CBN financing of NMMP to ensure the 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/Q4 declined to 47.14%. Whereas the technical and commercial losses decreased by 5.34 percentage points, the collection losses worsened by 2.63 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. The overall ATC&C losses of 47.14% in 2020/Q4 are substantially larger than the expected industry average of approximately 22.11% – 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/Q4 is that, on average, as much as ₦4.71 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.

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

DisCos	MYTO Target	Average ATC&C (%) 2020:			
	2020 (%)	/Q4	/Q3	/Q2	/Q1
Abuja	22.33	47.34	40.72	47.26	46.10
Benin	23.91	54.53	54.98	53.58	57.71
Eko	11.23	28.23	29.73	26.45	37.55
Enugu	20.56	53.92	52.13	48.91	56.40
Ibadan	19.67	55.59	57.43	54.61	56.66
Ikeja	10.81	30.01	24.64	20.91	34.55
Jos	39.12	68.49	68.14	64.99	68.09
Kaduna	20.12	76.96	75.26	78.07	67.93
Kano	22.06	48.35	50.48	55.43	46.99
Port Harcourt	29.70	58.18	57.70	62.48	64.03
Yola	23.71	72.59	71.68	72.78	73.68
<i>Overall DisCos:</i>					
MYTO Level	22.11	-	-	-	-
Aggregate Technical, Commercial & Collection losses	-	47.14	49.16	49.16	51.93
Technical & Commercial losses	-	19.85	25.19	31.50	21.61
Collection losses	-	34.19	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 Bureau of Public Enterprise ("BPE") and DisCos' Core Investors.

In appraising the individual performances of the DisCos as presented in Table 4, Eko DisCo was the most technically and commercially efficient DisCo by recording the lowest level of ATC&C losses of 28.23% in 2020/Q4. This ended Ikeja DisCo dominance as the most technically and commercially efficient DisCo in the NESI since 2018/Q4. The worst performing DisCo during the same quarter was Kaduna DisCo with the ATC&C losses of 76.96% as against the MYTO target of 20.12%.

Based on relative improvement from the preceding quarter, Benin, Eko, Ibadan and Kano DisCos reduced their ATC&C losses during 2020/Q4 while Abuja, Enugu, Ikeja, Jos, Kaduna, Port Harcourt and Yola DisCos recorded increases in ATC&C losses during the same period. Kano DisCo recorded the biggest reduction in ATC&C losses by 2.12 percentage points from 50.48% in 2020/Q3 to 48.35% in 2020/Q4, while Abuja DisCo had the biggest increase in ATC&C losses by 6.63 percentage points during 2020/Q4. However, none of the DisCos has attained the level of ATC&C loss trajectory embedded in their performance agreement executed by their core investors and BPE.

2.2.5. Market Remittance

The liquidity challenge continued to be a major issue in NESI. This is evidenced in the DisCos' and international and special customers' total remittances to NBET and MO as compared to the invoices received for energy bought from NBET and for administrative services rendered by MO during 2020/Q4. Of the combined invoices of ₦245.91 billion for energy and administrative services received from NBET and MO, only a total of ₦146.66 billion of the invoice was settled as and when due, creating a total deficit of ₦99.25 billion (including tariff shortfall). A comparative analysis of market invoice and remittance performance by DisCos in 2020/Q4 represented in Figure 9 indicates an average settlement rate per DisCo of 59.64% of the invoice. However, this indicates significant progress when compared to the average settlement rate of 29.40% recorded in 2020/Q3. Although it improved in its remittance performance relative to 2020/Q3, Yola DisCo had the lowest settlement rate of 21.14% in 2020/Q4.

Figure 9: Market Invoice and Remittance by DisCo in 2020/Q4

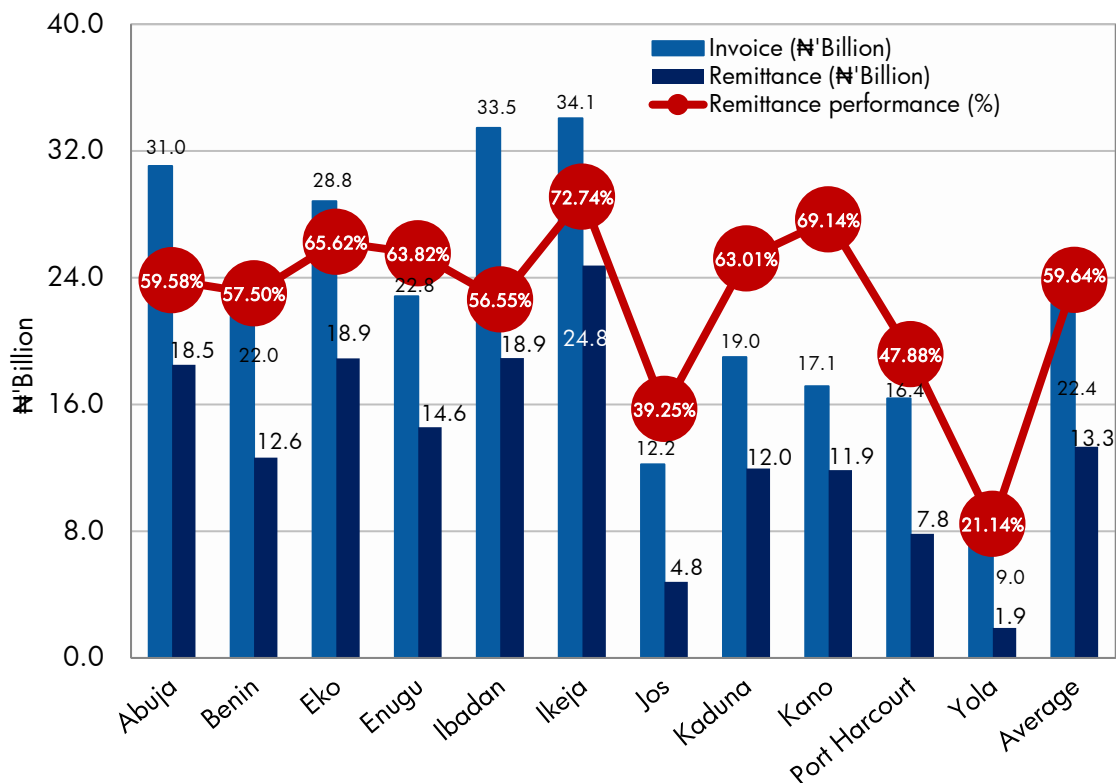


Table 5 presents statistics on the DisCos' separate remittances to NBET for energy received and to MO for service charge. There was a significant improvement in the remittances to both NBET and MO during 2020/Q4, the remittances were just slightly lower than the MRTs prescribed by the MYTO Order for the period. The remittances of the DisCos to NBET increased by 13.83 percentage points from 34.63% in 2020/Q3 to 48.46% in 2020/Q4 while the payment by DisCos to MO for administrative services increased by 12.17 percentage points from 87.73% in 2020/Q3 to 99.90% in 2020/Q4. Thus, the combined total market remittances to NBET and MO rose by 30.24 percentage points from the 29.40% total remittance performance in 2020/Q3 to 59.64% total remittance performance in 2020/Q4

Table 5: DisCos Quarterly Remittances to NBET and MOs in 2020/Q4

DisCos	NBET				MO			
	Inv.	Remit.	Remittance		Inv.	Remit.	Remittance	
	(₦'Billion)	(₦'Billion)	Performance (%)	Performance (%)	(₦'Billion)	(₦'Billion)	Performance (%)	Performance (%)
	2020	2020	2020	2020	2020	2020	2020	2020
	/Q4	/Q4	/Q4	/Q3*	/Q4	/Q4	/Q4	/Q3*
Abuja	23.94	12.25	51.16	39.27	7.11	6.25	87.90	56.72
Benin	17.20	7.64	44.44	35.22	4.79	5.00	104.44	100.00
Eko	22.35	12.44	55.65	46.39	6.48	6.48	100.00	99.32
Enugu	17.73	9.48	53.43	35.68	5.09	5.09	100.00	100.00
Ibadan	25.99	11.45	44.06	35.92	7.47	7.47	100.00	100.00
Ikeja	26.93	17.65	65.52	48.09	7.13	7.13	100.00	103.20
Jos	9.73	1.94	19.99	15.46	2.50	2.85	114.35	77.65
Kaduna	15.05	7.48	49.67	27.12	3.93	4.48	114.08	76.36
Kano	13.75	7.66	55.69	25.58	3.39	4.19	123.74	61.50
Port Harcourt	12.78	4.53	35.47	18.44	3.59	3.31	92.09	102.04
Yola	7.00	0.74	10.60	10.76	2.00	1.16	58.05	52.43
All DisCos	192.45	93.26	48.46	34.63	53.46	53.41	99.90	87.73
<i>Special and International Customers:</i>								
Ajaokuta Steel	0.18	0.00	0.00	0.00	0.02	0.00	0.00	0.00
SBEE/PARAS	-	-	-	-	1.06	3.28	308.90	0.00
CEET	-	-	-	-	0.71	1.47	206.65	73.18
NIGELEC	-	-	-	-	1.97	2.62	132.89	27.12
SBEE/Transcorp	-	-	-	-	0.47	0.03	6.32	-

Notes of the table:

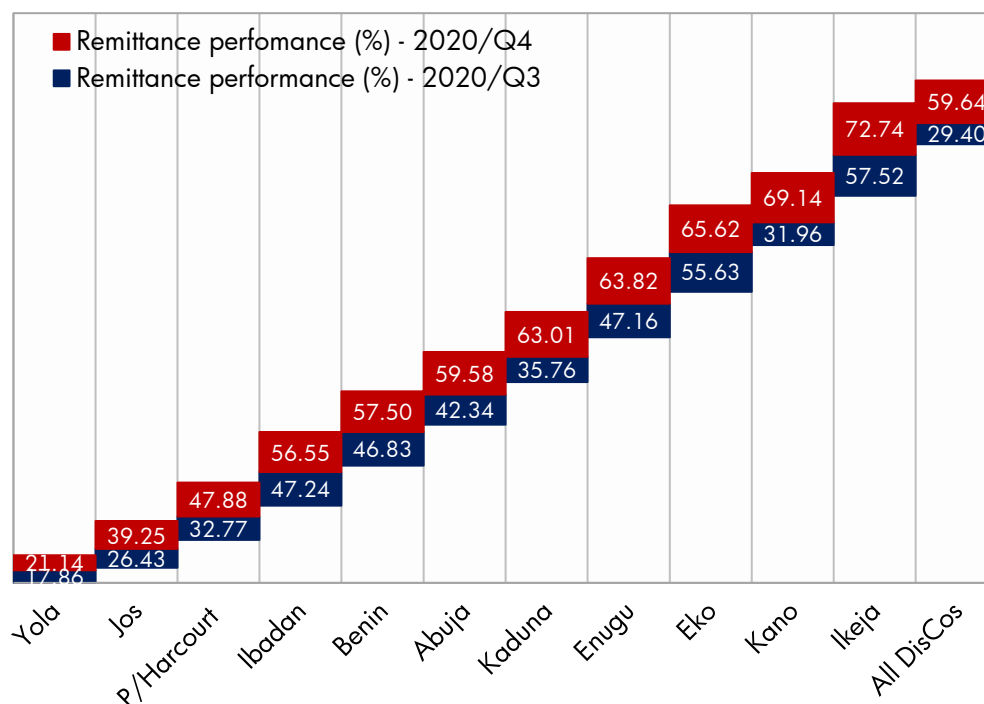
1. NBET, MO, SBEE, CEET and NIGELEC are Nigeria Bulk Electricity Trader, Market Operator, Societe Beninoise d'Énergie Electrique, Compagnie Energie Electrique du Togo and Societe Nigerienne d'electricite respectively;
2. Remittances (in %) to MO by Ikeja and Port Harcourt DisCo are more than 100% in 2020/Q3 due to payment of outstanding bills. The same thing can be said of Benin, Jos, Kaduna and Kano DisCos in 2020/Q4;
3. * Indicates the values in the cell for remittances (in %) to NBET and MO are different from those reported in 2020/Q3 report due to payment for outstanding bills for 2020/Q3 or adjustment for omission error detected;

Similar to the observed improvement in DisCos remittances, there was a noticeable improvement in the settlement rate of invoice issued by MO for the services it rendered to the international customers. During the quarter, the international customers (i.e., Societe Nigerienne d'electricite –NIGELEC, Societe Beninoise d'Energie Electrique – SBEE and Compagnie Energie Electrique du Togo–CEET) received a total invoice of ₦4.12billion (US\$13.73million) from MO and made a total payment of ₦7.39billion (USD24.12million) for the current and unpaid invoices for the services received from MO. In contrast, the special customers (Ajaokuta Steel Co. Ltd and the host community) did not make any payment in respect of the ₦0.18billion and ₦0.02billion energy invoices and service charges issued by NBET and MO respectively

The individual remittance performance also indicates that all the DisCos increased their remittance performance during 2020/Q4 as represented in Figure 10 which shows the proportion of the market invoice settled by individual DisCo for 2020/Q3 & Q4. The increase ranged from a minimum of 3.28 percentage points (for Yola DisCo) to 37.18 percentage points (for Kano DisCo). The aggregate combined invoice settlement rate for all DisCos rose to 59.64%. Ikeja DisCo, with an increase of 15.22 percentage points in its remittance performance as compared to 2020/Q3, recorded the highest remittance rate of 72.74% during 2020/Q4. Yola DisCo, with a marginal increase of 3.28 percentage points in its remittance performance as compared to 2020/Q3, recorded the lowest remittance rate of 21.14% during 2020/Q4.

The recent improvement in DisCos remittances is partly linked to the OPEX loan offered by NESI Stabilization Strategy Limited (“NESI-SSL”) to DisCos to part-finance solely the DisCos’ payment obligations to NBET and MO, arising from DisCos’ low collection, pending improvement in their operational performance. It is envisaged that DisCos will ramp up their collections to meet up subsequent required remittance obligations to NBET and MO, and their OPEX requirement within the tenor of the facility.

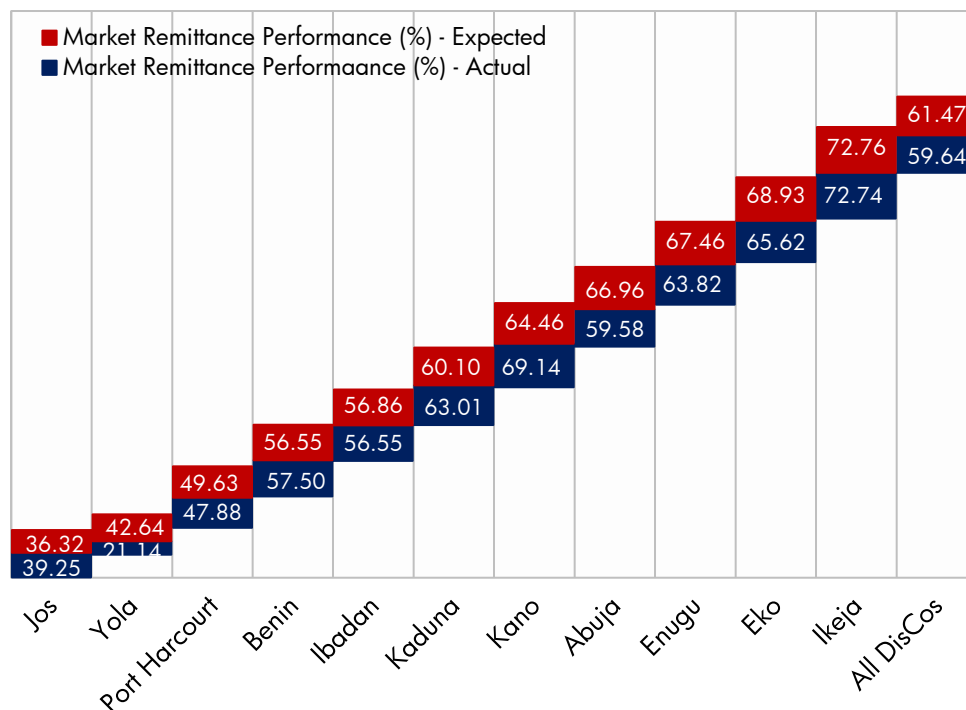
Figure 10: Market Remittance by DisCos in 2020/Q4 & 2020/Q3



Noting that tariff shortfall has partly contributed to liquidity challenges being experienced in NESI, the expected MRTs for DisCos adjusted for tariff shortfall⁵ 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/Q4 was 61.47% and ranged from 36.32% (for Jos DisCo) to 72.76% (for Ikeja DisCo). During the quarter, the actual remittance rate of the individual DisCo was close to the projected MRT. The overall average remittance stood at 59.64%, approximately 1.83% points lesser than the expected MRT of 61.47%. Notwithstanding the progress, DisCos must continue to improve on effort towards reducing ATC&C losses to levels commensurate with their contractual obligations as contained in the performance agreement in order to improve sector liquidity and ensure business continuity.

⁵ The expected MRTs for services rendered by MO during 2020/Q4 for each DisCo is 100%. As reverted by the Order NERC/209/2020 to Orders NERC/GL/184/2019 – NERC/GL/194/2019, the expected MRT for the energy delivered by NBET for October 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 November-December 2020 prescribed by Orders NERC/199B/2020 – NERC/208B/2020 are 64.32%, 48.68%, 68.19%, 61.86%, 52.42%, 73.37%, 25.77%, 60.61%, 64.58%, 39.20% and 33.41% respectively.

Figure 11: Required and Actual Market Remittances by DisCos – 2020/Q4



The Commission notes with concern that tariff deficits and customers’ apathy to payment are partly responsible for low remittances by DisCos and liquidity challenges in NESI. Low remittance adversely affects the ability of NBET to honour its financial obligations to GenCos while service providers struggle with paucity of funds which adversely impact on their ability to optimally discharge their functions. The implementation of service-based tariffs (“SBT”) which aligned end users’ tariffs to the quality of services received by customers is envisaged to partly reduce both the tariff deficits and customers apathy to payment. Similarly, all DisCos are being steered continually to rapidly improve on the services being rendered to 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 its contractual right on the payment security cover provided by DisCos in accordance with the terms of its vesting contract with the DisCos.



3. REGULATORY FUNCTIONS

3.1. Regulations and Orders of the Commission

3.1.1. Regulations

During the fourth quarter of 2020, no new regulations were issued. However, the Commission continued the monitoring of compliance with the provisions of extant regulations and standards governing NESI. Also, having recognised that some of the provisions of its existing regulations are outdated (and in some cases conflicting), the Commission commenced the process for the review of the under-listed Regulations.

1. The Nigerian Electricity Regulatory Commission (NERC) Customer Complaint Handling: Standard and Procedures, 2006
2. The Nigerian Electricity Regulatory Commission's Meter Reading, Billing, Cash Collections and Credit Management for Electricity Supplies Regulations, 2007
3. The Nigerian Electricity Regulatory Commission's Customer Service Standards of Performance for Distribution Companies, 2007
4. The Nigerian Electricity Regulation Commission's Connection and Disconnection Procedures for Electricity Services, 2007
5. The Nigerian Electricity Regulation Commission (NERC) Meter Asset Provider Regulations, 2018

3.1.2. Orders

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

- 1-11. [NERC's Orders – NERC/198B/2020, NERC/199B/2020, NERC/200B/2020, NERC/201B/2020, NERC/202B/2020, NERC/203B/2020, NERC/204B/2020, NERC/205B/2020, NERC/206B/2020, NERC/207B/2020 & NERC/208B/2020](#) issued on the 30th day of October 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 Orders titled "Revised MYTO 2020" revoke & replace the NERC's

Orders [NERC/198/2020–NERC/208/2020](#) titled “MYTO 2020” for the respective DisCos, and NERC’s Order [NERC/209/2020](#) on Suspension of the Extra Ordinary Review of MYTO 2020 for the Electricity Distribution Licensees. The Orders adjust the tariffs payable by DisCos’ customers in compliance with the policy direction on end-user tariff received from the Honourable Minister of Power on the 15th day of October 2020 in accordance with section 33 of ESPRA, and the minimum remittance thresholds in accordance with FGN tariffs policy support. The policy direction proposed the reliefs below for rates payable in 2020/Q4.

- a) Band A: 10% reduction in the marginal increase experienced due to transition to service-based tariff (“SBT”);
- b) Band B: 10.5% reduction in the marginal increase experienced due to transition to SBT;
- c) Band C: 31% reduction in the marginal increase experienced due to the transition to SBT
- d) Bands D & E: No change

The objectives of the MYTO Orders, among others, are to 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 pursuant to provisions of sections 32(d) and 76(2)(a) of ESPRA; 2) provide a path to a transition to fully service-based cost reflective tariffs by July 2021; 3) reclassify and disaggregate customers and customer clusters on the basis of DisCos’ commitment on quality of services to customer clusters; 4) ensure that customer tariffs are commensurate and aligned with the quality and availability of power supply committed to customer clusters by DisCos; 5) ensure sustained improvement in reliability and quality of supply by incentivising DisCos to off-take energy in accordance with their Vesting Contracts and MYTO load allocations; and 6) 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 to account for differences between cost-reflective tariffs (“CRT”) and allowed tariffs in the settlement of invoices issued by NBET and MO.

12-22. NERC’s Orders – [NERC/210/2020](#), [NERC/211/2020](#), [NERC/212/2020](#), [NERC/213/2020](#), [NERC/213/2020](#), [NERC/215/2020](#), [NERC/216/2020](#), [NERC/217/2020](#), [NERC/218/2020](#), [NERC/219/2020](#) & [NERC/220/2020](#) issued on the 30th day of October 2020 on the Amendment of the Order on the Capping of Estimated Bills for Abuja, Benin, Eko, Enugu, Ibadan, Ikeja, Kaduna, Kano, Jos, Port Harcourt and Yola DisCos respectively. The Orders repealed Order [NERC/197/2020](#) on the capping of estimated bills in the NESI and, among others, provides that 1) energy caps of unmetered end-use non-maximum demand customers shall be computed based on the weighted averages of prepaid and postpaid metered end-use customers based on actual consumption data of these customers from feeders and distribution transformers; 2) details of the business unit, feeder/distribution transformer name, tariff class and rates shall be disclosed on all the bills and receipts issued to customers by DisCos; & 3) the Commission shall periodically review the meter deployment target achieved by the respective DisCo and shall quarterly review the base data on vending records and supply availability for the purpose of reviewing the energy caps prescribed in this Order.

23-33. NERC’s Orders – [NERC/221/2020](#), [NERC/222/2020](#), [NERC/223/2020](#), [NERC/224/2020](#), [NERC/225/2020](#), [NERC/226/2020](#), [NERC/227/2020](#), [NERC/228/2020](#), [NERC/229/2020](#), [NERC/230/2020](#) & [NERC/231/2020](#) issued on the 31st day of December 2020 on the December 2020 Minor Review of MYTO 2020 and Minimum Remittance Orders for Abuja, Benin, Eko, Enugu, Ibadan, Ikeja, Kaduna, Kano, Jos, Port Harcourt and Yola DisCos respectively. The Orders, among others, seek to 1) reflect the impact of changes in the projected

Minor Review variables (i.e., the Nigerian and US inflation rates, gas prices, NGN/US\$ foreign exchange rates, available generation capacity, MDA losses and CAPEX adjustment) for the period January to December 2021 for the determination of CRT; 2) implement a framework to manage revenue shortfalls for the year 2021 through minimum market remittance requirements to account for differences between CRT and allowed end-user tariffs in the settlement of invoices issued by NBET and MO; 3) establish the interim payment arrangements and reaffirm the payment securitisation requirement and flow of funds from DisCos to NBET and MO; 4) Steer the market to gradual transitioning to CRT and activation of markets contracts in line with the requirements of the Transitional Electricity Market ("TEM"); and 5) reaffirm the obligation of core investors in DisCos under the Performance Agreement and Share Purchase Agreements executed with the Bureau of Public Enterprises ("BPE").

34. [NERC's Order – NERC/232/2020](#) issued on the 31st day of December 2020 on the December 2020 Minor Review of MYTO 2020 for the Transmission Company of Nigeria Plc ("TCN"). This Order has some similar objectives with the NERC's Orders [NERC/221/2020 – NERC/231/2020](#) and also seeks to 1) reaffirms the obligation of the System Operator ("SO") Division of the TCN to comply with the Economic Merit Order of Dispatch ("EMOD") prescribed in the Order towards ensuring compliance with projected least generation cost; 2) Reaffirm the obligation of the Transmission System Provider ("TSP") under TCN for the payment of "generation capacity charge" and "loss of revenue" to DisCos based on the deviation between energy delivered to a DisCo and the MYTO allocation arising from TCN inability to deliver power to the affected DisCo; and 3) Reaffirm the obligation of DisCos for the payment of "loss of revenue" in favour of TCN in accordance with terms of the Service Level Agreement ("SLA").

3.2. Licences and Permits Issued, Renewed and Transferred

A summary of all licences issued and renewed by the Commission during the fourth quarter of 2020 is presented in Table 6. The Commission, after due consideration, issued three (3) new captive power generation (“CPG”) permits as well as one (1) new off-grid and two (2) new embedded generation licences with a total nameplate capacity of 261.70MW. Also, the Commission approved the issuance of two (2) new independent electricity distribution networks (“IEDN”) licences to distribute the two (2) new approved embedded generations (with a nameplate capacity of 35WM).

Table 6: Generation Licences Issued and Renewal in 2020/Q4

<i>S/N</i>	<i>Applicants</i>	<i>Location (State)</i>	<i>Licence Type</i>	<i>Capacity (MW)</i>
<i>A. New Licence</i>				
1.	LBL Power and gas Company Ltd	RCCG, Obafemi Owode, <i>Ogun State</i>	Embedded	25.00
2.	Kano Hydro & Energy Development Company Ltd	Bebeji LGA, <i>Kano State</i>	Embedded	10.00
3.	Constant Independent Power Distribution Company Ltd	RCCG, Obafemi Owode, <i>Ogun State</i>	IEDN	N/A
4.	Tadabo Electricity Company Ltd	Bebeji LGA, <i>Kano State</i>	IEDN	N/A
5.	Central Electric & Utilities Ltd	Petrolx Oil & Gas City, <i>Ibafun, Ogun State</i>	Off-grid	200.00
6.	Vinylon Footwear Industry Ltd	Dabi District, <i>Jigawa State</i>	CPG	6.00
7.	Viva Metal Ltd	Hadejia Road, <i>Gunduwawa, Kano State</i>	CPG	18.00
8.	Palladium Mining Ltd	Ishiagu Ivo LG, <i>Ebonyi State</i>	CPG	2.70
<i>Sub-total – new capacity</i>				<i>261.70</i>
<i>B. Renewal Licence</i>				
1.	Paras Energy and Natural Resources Ltd (10-year Renewal)	Ogijo, <i>Ogun State</i>	On-grid	96.00
2.	Enerlog Ltd (5-year Renewal)	Gwagwalada, Abuja, <i>FCT</i>	On-grid	100.00
3.	Proton Energy Limited	Ogorode, <i>Delta State</i>	On-grid	150.00
<i>Sub-total – renewed capacity</i>				<i>346.00</i>
<i>Grand total capacity</i>				<i>607.70</i>

Notes of the table: MW, IEDN, CPG, and N/A denote Mega Watts, Independent Electricity Distribution Network, Captive Power Generation and Not Applicable respectively

Also, the Commission approved the renewal of three (3) on-grid generation licences with a total nameplate capacity of 346MW. This brings the total nameplate capacities of licences issued and renewed by the Commission during 2020/Q4 to 607.70MW.

During the same period, the Commission, after due consideration, approved the transfer of ten (10) off-grid generation licences issued to Cummins Power Generation Nigeria Limited (9) and Coronation Utility Iganmu Limited (1) to CPGNL Limited. Similarly, the Commission approved the transfer of shares of Aura Energy Limited (in Jos DisCo) to Highland DisCo Acquisition Limited. Details of the generation licences and company shares approved for transfer are presented in Table 7.

Table 7: Transfer of Licences and Shares Approved in 2020/Q4

<i>S/N</i>	<i>Transfer from</i>	<i>Transfer to</i>	<i>Licence No</i>	<i>Licence Type</i>
<i>A. Transfer of Licences</i>				
1.	Cummins Power Generation (Nig) Ltd	CPGNL Ltd	NERC/LC/128	Off-grid
2.	Cummins Power Generation (Nig) Ltd	CPGNL Ltd	NERC/LC/129	Off-grid
3.	Cummins Power Generation (Nig) Ltd	CPGNL Ltd	NERC/LC/168	Off-grid
4.	Cummins Power Generation (Nig) Ltd	CPGNL Ltd	NERC/LC/170	Off-grid
5.	Cummins Power Generation (Nig) Ltd	CPGNL Ltd	NERC/LC/171	Off-grid
6.	Cummins Power Generation (Nig) Ltd	CPGNL Ltd	NERC/LC/177	Off-grid
7.	Cummins Power Generation (Nig) Ltd	CPGNL Ltd	NERC/LC/188	Off-grid
8.	Cummins Power Generation (Nig) Ltd	CPGNL Ltd	NERC/LC/189	Off-grid
9.	Cummins Power Generation (Nig) Ltd	CPGNL Ltd	NERC/LC/191	Off-grid
10.	Coronation Utility Iganmu Ltd	CPGNL Ltd	NERC/LC/194	Off-grid
<i>B. Transfer of Shares</i>				
1.	Shares of Aura Energy Ltd (in Jos DisCo)	Highland DisCo Acquisition Ltd		Distribution

3.3. Certification of Meter Service/Assets Providers

The Commission, during the quarter under review, certified six (6) new Meter Service Providers ("MSP") for the manufacturer, importer, vendor and installer categories following the satisfactory evaluation of their application. During the same period, the Commission renewed the certification of two (2) existing MSPs in the installer category. The names of all successful (new and renewed) MSP applicants during the fourth quarter of 2020 are presented in Table 8.

Table 8: Certification of Meter Service Provider in 2020/Q4

S/N	<i>Name of Applicants</i>	<i>Certification Class Issued</i>
	<i>A. New Certification</i>	
1.	Smart Meter Company Limited	Meter Manufacturer
2.	Turbo Energy Limited	Meter Manufacturer
3.	Bendoricks International Limited	Meter Importer
4.	Chris Ejik International Limited	Meter Vendor
5.	Willares Engineering Certificate	Meter Installer
6.	Cenave Integrated Services Limited	Meter Installer
	<i>B. Renewal</i>	
7.	Armese Consulting Limited (Renewal)	Meter Installer
8.	Helbon Associates Limited (Renewal)	Meter Installer

During the same quarter, the Commission approved three (3) new Meter Assets Providers (“MAPs”) for Kaduna (2), and Kano (1) DisCos following the satisfactory evaluation of their applications. Therefore, as at 31 December 2020, the Commission had issued a total of thirty-three (33) MAPs permits. The names of all successful MAP applicants with the dates of their certification are presented in Table 9.

Table 9: Permits Issued to Meter Assets Providers as at 30 December 2020

<i>S/N</i>	<i>Name of Applicants</i>	<i>DisCo Serving</i>	<i>Date of Issue</i>
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	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.	Ziklagsis Networks Limited	Kaduna	14/12/2020
27.	Turbo Energy Limited	Kaduna	24/12/2020
28.	Cresthill Engineering Limited	Kano	10/2/2020
29.	Tis & P Dynamics Solution Limited	Kano	29/01/2021
30.	Armese Consulting Limited	P/Harcourt	5/7/2019
31.	Holley Metering Limited	P/Harcourt	9/7/2019
32.	Chris Ejik International Agencies Limited	Yola	19/8/2019
33.	Ziklagsis Networks Limited	Yola	7/6/2020

3.4. Eligible Customer Applications under Evaluation

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

1. Applicants: Inner Galaxy Limited, Abia State

Power required: 25MW

Proposed supplier: Mainstream Energy Solutions Ltd (MESL)

Proposed tariff: ₦27/per KWh, excluding CTC

Application Status: Eligible Customer status yet to be granted by the Commission as MESL is yet to provide evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity with NBET.

2. Applicants: KAM Industrial Limited, Ilorin, Kwara State

Power required: 15MW

Proposed supplier: Mainstream Energy Solutions Ltd

Proposed tariff: ₦27/per KWh, excluding CTC

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

3. Applicants: [KAM Integrated Steel Limited, Ilorin, Kwara State](#)
Power required: 60MW
Proposed supplier: Mainstream Energy Solutions Ltd
Proposed tariff: ₦27/per KWh, excluding CTC
Application Status: Eligible Customer status not yet granted as the Commission awaits evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity with NBET.
4. Applicants: [Yongxing Steel Limited, Benin, Edo State](#)
Power required: 60MW
Proposed supplier: Mainstream Energy Solutions Limited (MESL)
Proposed tariff: ₦27/per KWh, excluding CTC
Application Status: Eligible Customer status yet to be approved due to lack of executed TUOS and evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.
5. Applicants: [Crown Flour Mills Limited, Ilorin, Kwara State](#)
Power required: 3MW
Proposed supplier: Mainstream Energy Solutions Limited
Proposed tariff: ₦27/per KWh, excluding CTC
Application Status: Eligible Customer status yet to be approved as 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/per 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/per KWh, excluding CTC
 Application Status: Eligible Customer status yet to be issued due to lack of executed TUOS and letter of no indebtedness from AEDC.
8. Applicants: [Prism Steel Mills Limited, Osogbo, Osun State](#)
 Power required: 20MW
 Proposed supplier: Mainstream Energy Solutions Ltd
 Proposed tariff: N/A
 Application Status: Eligible Customer status yet to be approved due to lack of executed TUOS and evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.
9. Applicants: [Phoenix Steel Mills, Sagamu, Ogun State](#)
 Power required: 20MW
 Proposed supplier: Mainstream Energy Solutions Ltd
 Proposed tariff: N/A
 Application Status: Eligible Customer status yet to be approved due to lack of evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.
10. Applicants: [Edo State Government, Benin City, Edo State](#)
 Power required: 5MW
 Proposed supplier: Ossiomo Power Company Limited (Embedded)
 Proposed tariff: ₦41/per KWh, excluding CTC

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

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

Power required: 2MW

Proposed supplier: Geogrid Lightec Limited

Proposed tariff: ₦47.28/per KWh, excluding CTC

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

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

Power required: 15MW

Proposed supplier: Mainstream Energy Solutions Limited (MESL)

Proposed tariff: N/A

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

13. Applicants: [Livestock Ltd](#)

Power required: 2MW

Proposed supplier: Tower Energy Solutions & Systems

Proposed tariff: ₦82/per KWh, excluding CTC

Application Status: Undergoing evaluation.

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

Power required: 7.955MW

Proposed supplier: Island Power Limited

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

3.5. Public Consultation and Awareness

The Commission did not conduct public consultations on new regulations as no new regulations were under consideration during the quarter under review. The Commission however continued customer and stakeholder engagement through radio programmes, and virtual town hall meetings and consumer assembly. The engagements seek, among others, to improve stakeholders' awareness of the existing regulations, and consumer rights and obligations as provided in the industry rules and the EPSRA.

3.6. Compliance and Enforcement

The Commission continued with the existing enforcement actions brought forward from the preceding quarters against a number of operators for violations of rules & infractions. These include the violations of Regulations and Orders, accidents and electrocution cases and the failure to comply with forum decisions within the stipulated timeframe.

3.7. Litigation

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

1. A declaration that the failure of the Commission to consult with Enugu DisCo before unilaterally increasing its (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 a 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;

2. 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;
3. A declaration that NERC Order: [NERC/GL/168](#) dated 9 May 2019 is an abuse of court process; is ultra vires; is a breach of PIPP's right of fair hearing and made without due process. [This matter was struck out on 7 October 2020 in favour of the Commission](#);
4. A declaration that it is the responsibility of the Commission to ensure that the litigant (Hon. Olufemi Adeniregun) is connected to any private electricity or independent electricity distribution network operator of his choice. [This matter was struck out on 7 October 2020 in favour of the Commission](#);
5. Olumide Babalola seeking amongst others a declaration that provisions of chapter IV, Sections 17(3) and 18 of MAP Regulations (2018) as issued by the Commission are ultra vires and in contravention of Section 67(1) and (2) of the EPSRA;
6. The Registered Trustees of African Initiative Against Abuse of Public Trust seeking a declaration that the Commission lacks power to issue a notice of intention to cancel licences of erring DisCos;
7. Ibadan DisCo seeking 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;
8. 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;
9. The Registered Trustees of Human Right Foundation seeking 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;

10. Enugu DisCo and Interstate Electrics Limited seeking a declaration that the construction of an IEDN by Ariaia Market Energy Solutions Ltd, Gas and Power Infrastructure Development Ltd, Televeras Group of Companies Ltd and Candesco Ltd is an act of trespass, illegal and unlawful and seeking an Order of perpetual injunction restraining NERC from granting licence to the above four (4) Defendants.

3.8. Alternative Dispute Resolution

The Commission did not handle any disputes between stakeholders of the industry as there was no pending dispute and no new dispute reported during 2020/Q4.



4. CONSUMER AFFAIRS

4.1. Consumer Education and Enlightenment

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

4.2. Metering of End-use Customers

The status of end-use customer metering as at 2020/Q4 is presented in Table 9. During 2020/Q4, additional 157,758 end-use customers’ meters were installed. This is noticeably more than the 125,311 meters installed during 2020/Q3. The improved metering in the fourth quarter of 2020 was due to, on the one hand, the roll-out of meters under the NMMP and, on the other hand, the Commission’s successful effort in reducing the bottlenecks hitherto hampering the deployment of meters under the MAP scheme. Specifically, during the quarter under review, 121,609 and 36,149 additional meters were installed under MAP and NMMP respectively.

Notwithstanding the additional meters installed during 2020/Q4, the huge metering gap for end-use customers is still a key challenge in the industry. The records of the Commission in Table 9 indicate that, of the 10,733,509 registered energy customers as at 31 December 2020, only 4,053,043 (37.76%) have been metered. Therefore, 62.24% of the registered electricity customers are still on estimated billing which has contributed to customer apathy towards payment for electricity bills.

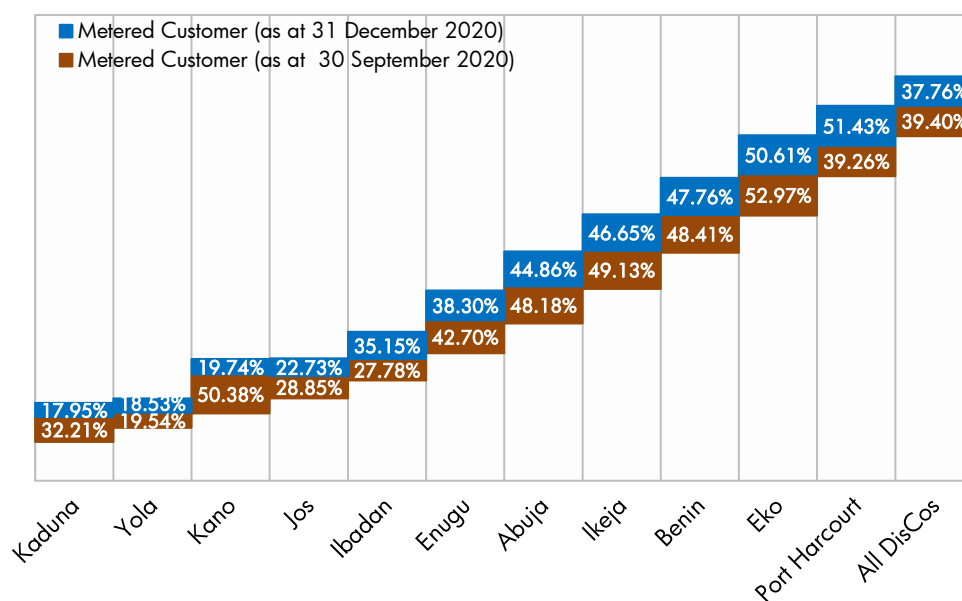
Table 9: Customers Metering Status by DisCos as at 31 December 2020

Distribution Companies (DisCos)	Registered Customer	Metered Customer	Meters installed under MAP & NMMP	Meters installed under MAP	Metering Progress (%)	
	as at Dec. 2020	as at Dec. 2020	in 2020/Q4	in 2020/Q3	as at Dec. 2020	as at Sep. 2020
Abuja	1,517,227	680,588	34,997	30,687	44.86	48.18
Benin	1,195,745	571,089	4,454	3,141	47.76	48.41
Eko	561,268	284,039	8,386	11,734	50.61	52.97
Enugu	1,214,130	464,961	13,733	11,627	38.30	42.70
Ibadan	1,953,171	686,637	4,546	13,437	35.15	27.78
Ikeja	1,105,868	515,851	64,058	41,987	46.65	49.13
Jos	642,999	146,143	2,815	1,638	22.73	28.85
Kaduna	757,146	135,922	3,062	2,478	17.95	32.21
Kano	658,905	130,047	717	1,315	19.74	50.38
P/Harcourt	696,812	358,392	20,768	7,267	51.43	39.26
Yola	430,238	79,734	222	0	18.53	19.54
All DisCos	10,733,509	4,053,403	157,758	125,311	37.76	39.40

Notes of the table: DisCos are the electricity distribution companies, and Meter deployment under NMMP started in October 2020, thus there was no metering under NMMP in 2020/Q3

The percentage of metered customers by DisCos as at 31 December 2020 is represented in Figure 12. Only Ibadan and Port Harcourt DisCos made progress in metering their customers at the end of the fourth quarter of 2020 as compared to the end of the third quarter of 2020 while Eko and Port Harcourt had metered not less than 50% of their registered customers as at 31 December 2020.

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



In continuation of the efforts to intensify the roll-out of meters and close the metering gap in the NESI, the Commission has, among others:

- I. Secured Mr President's approval for 1– year suspension of the 35% increase in import duty on meter components to accelerate the deployment of meter by MAPs; and
- II. Secured a directive from Mr President to the CBN to finance the mass deployment of meters to customers in NESI. Accordingly, CBN and the Commission launched the NMMP in 3 Phases. Phases 0 & 1 were respectively designed to provide CBN financing for the deployment of existing meter stocks (with 3-6months timeline) and to support local meter manufacturers/assemblers to increase meters production. Phase 2 is designed to provide World Bank financing of a global competitive procurement of meters to fill the remaining meter gap.

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

4.3. Customers Complaints

The complaints received by DisCos during the third and fourth quarters of 2020 are presented in Table 10. The eleven (11) DisCos received a total of 230,497 complaints during the fourth quarter, indicating 2,505 complaints per day compared to the daily average of 2,380 complaints received in the third quarter. Enugu and Yola DisCos received the highest and lowest number of customer complaints respectively during the fourth quarter of 2020. It is noteworthy that both Enugu and Yola have continued to respectively record the highest and least customer complaints since 2019/Q2.

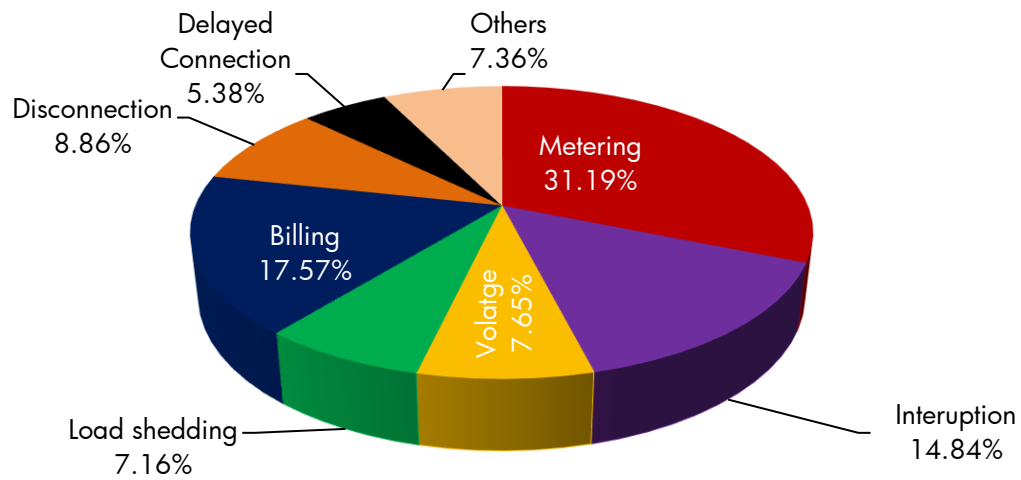
Table 10: Complaints Received and Resolved by DisCo in 2020/Q3-Q4

DisCos	2020/Q4:		2020/Q3:	
	Total Complaints Received	Total Complaints Resolved	Total Complaints Received	Total Complaints Resolved
Abuja	41,841	39,806	23,531	23,035
Benin	15,140	12,907	14,929	12,665
Eko	27,177	25,244	26,032	23,300
Enugu	52,966	52,056	54,223	53,446
Ibadan	7,708	6,435	9,717	7,526
Ikeja	35,741	32,100	39,831	36,248
Jos	11,530	10,635	5,936	5,717
Kaduna	6,422	5,493	8,329	7,803
Kano	8,305	8,152	7,437	7,279
Port Harcourt	22,224	21,706	26,848	25,699
Yola	1,443	1,406	2,176	2,145
Total	230,497	215,940	218,989	204,863

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

The rate of complaints on metering and billing increased and dominates the customer complaints during the fourth 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 31.19% (*i.e.*, 71,897) and 17.57% (*i.e.*, 40,489) respectively of the total complaints received during 2020/Q4 as against 21.93% (*i.e.*, 48,019) and 20.96% (*i.e.*, 45,895) respectively recorded in the preceding quarter. This implies that, on average, 1,222 customers complained about metering and billing per day in the fourth quarter of 2020. The observed 9.26 percentage points increase in the rate of customer complaint related to metering may not be unconnected to the increased metering gaps in 2020/Q4. Other issues of serious concern to customers are service interruption and disconnection which respectively account for 18.84% (*i.e.*, 34,199) and 8.86% (*i.e.*, 20,414) of the total customer complaints during the quarter.

Figure 13: Category of Complaints Received by DisCos in 2020/Q4



To address customer complaints, the Commission continuously monitors the complaint handling and resolution process adopted by DisCos. As reported in the preceding reports, the Commission has been executing 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' customer complaints handling and resolution process with a view to further improve the regulatory oversights of the Commission on DisCos' handling of customer complaints. This includes, but not limited to, the review of the operation of the Commission's Forum Offices which are set up to redress the customers' complaints that are not adequately resolved by the 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 ("DisCos-CCU"). The Forum Panels assist in redressing customers' and operators' unresolved disputes as

enshrined in the NERC’s Customer Complaints Handling: Standards and Procedures (“CCHSP”) Regulations. As at 31 December 2020, the Commission had thirty (30) operational Forum Offices in twenty-nine (29) states and the FCT, Abuja. The details including names, addresses and contacts of the Commission’s Forum Offices are presented in Table VII of the Appendix.

The summary presented in Table 11 indicates that, during the quarter under review, the Forum Offices received a total of 1,956 complaints (including the 563 pending complaints from the third quarter of 2020) from customers who were dissatisfied with DisCos’ effort at resolving their lodged complaints. The Forum Offices covering Ibadan DisCo’s operation areas had the highest number of complaints (i.e., 525 complaints) during the quarter. This was followed by the Forum Office covering Ikeja DisCo’s operation areas which received 327 complaints during the same period. Similar to the preceding quarter, Yola Forum Office had the lowest number of complaints (i.e., 39 complaints) during the fourth quarter of 2020.

Table 11: Complaints Handled by Forum Offices in 2020/Q4

<i>Forum Offices</i>	<i>Accountable DisCos</i>	<i>Complaint Received¹</i>	<i>Complaint Resolved²</i>	<i>Complaint Pending³</i>	<i>No of Sitzings</i>
<i>Abuja, Lafia & Lokoja</i>	Abuja	102	76	22	3
<i>Asaba & Benin</i>	Benin	132	130	2	4
<i>Eko</i>	Eko	143	119	24	2
<i>Abakaliki, Akwa, Enugu, Owerri, & Umuahia</i>	Enugu	255	126	127	8
<i>Ibadan, Ilorin & Osogbo</i>	Ibadan	525	124	400	6
<i>Ikeja</i>	Ikeja	327	261	66	3
<i>Bauchi, Gombe, Jos & Makurdi</i>	Jos	39	17	20	1
<i>Gusau, Kaduna, Kebbi & Sokoto</i>	Kaduna	109	65	41	4
<i>Jigawa, Kano & Katsina</i>	Kano	33	24	7	0
<i>Calabar, Port Harcourt & Uyo</i>	P/Harcourt	252	188	62	5
<i>Yola</i>	Yola	39	28	11	0
<i>All Forum Offices</i>	All DisCos	1,956	1,158	782	36

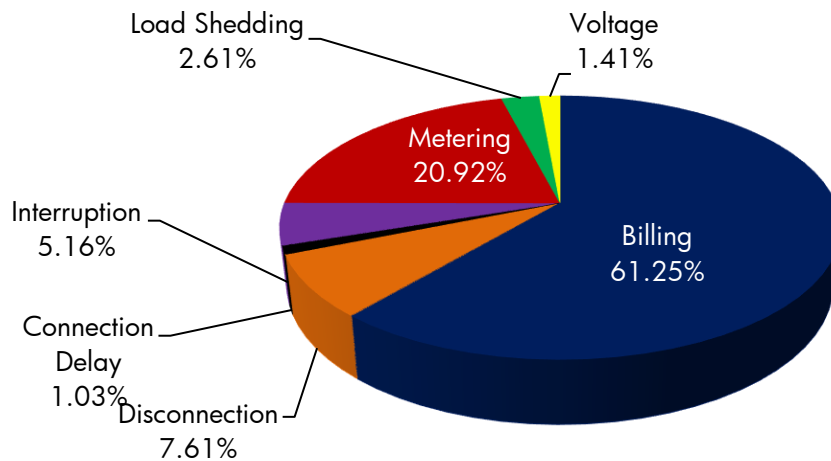
Note of tables: ¹ Complaint received includes 563 outstanding complaints from the preceding quarter

² Complaint resolved excludes 16 complaints withdrawn or rejected

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

Similar to the categories of complaints received by the DisCos, billing and metering issues topped the complaints received by the Forum Offices accounting for 82.17% of the total, as represented in Figure 14. This implies that billing and metering issues were mostly the complaints not satisfactorily resolved by DisCos' CCUs.

Figure 14: Category of Complaints Received by Forum Offices in 2020/Q4



The Forum Offices' Panels had a total of 36 sittings during 2020/Q4, and approximately 59.20% of the total 1,956 complaints before the Forum Offices were resolved either through formal hearings or preliminary engagements between the Forum Secretaries and the DisCos. This resolution rate indicates that about three (3) in every five (5) disputes that got to the Forum Offices during the fourth 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 continued the review of the operation of the Forum Offices with a view to ensuring speedy resolution of complaints in line with the Commission's strategic objective of ensuring improvement in customer care standards. The Commission is working towards establishing additional Forum Offices and other customer complaint resolution channels in a bid to increase customers' access to the Commission and ensure customer care is given adequate attention.

Further details on the customer complaints received, resolved, and pending by Forum Offices for the four quarters of 2020 are presented in Tables VIII and IX of the appendix.

4.5. Service-Based Tariff (“SBT”) Situation Room

Following the introduction of an SBT system that ties rate payable by end-users to the quality of service, the Commission, during the quarter under review, established an SBT Situation Room (“SBT-SR”) comprising of selected members of staff of the Commission. The objectives, among others, are to respond to customers’ enquiries with regards to the rationale for SBT system, the bands/hours of supply approved by the Commission for different localities (i.e., feeders) of the DisCos and tariffs payable. The SBT-SR resolved or referred (where applicable) customers complaints on SBT related issue to the relevant DisCo for resolution. The situation room leveraged on technology (e.g., Email, phone calls, WhatsApp, and Twitter) to receive and monitor the resolution of customers complaints referred to specific DisCos.

The summary presented in Table 11 indicates that, during the fourth quarter of 2020, SBT-SR received a total of 63 complaints on SBT and/or quality of service from the DisCos’ customers, indicating an average of 20 complaints per month. Ikeja DisCo was accountable for the highest number of complaints. SBT-SR responded daily to customers’ complaints and enquiries to ensure expeditious resolution and at the end of 2020/Q4, 50.79% of the complaints were resolved satisfactorily. The pending complaints are those specific to the DisCos and have been referred to the relevant DisCos with clear timeline for resolution. Also, the Commission, through its compliance monitoring team, gather data on the feeders and conduct desktop-review of the level of compliance with SBT in relation to the service level commitments by DisCos as provided for in the MYTO Order.

Table 11: SBT Complaints Handled by SBT's Situation Room in 2020/Q4

<i>Situation Room</i>	<i>Accountable DisCos</i>	<i>Complaint Received</i>	<i>Complaint Resolved</i>	<i>Complaint Pending</i>	<i>Resolution Rate (%)</i>
<i>Abuja</i>		9	5	4	55.56
<i>Benin</i>		3	3	0	100.00
<i>Eko</i>		2	0	2	0.00
<i>Enugu</i>		0	0	0	-
<i>Ibadan</i>		6	3	3	50.00
<i>SBT Situation Room at NERC's Headquarters</i>		32	14	18	43.75
<i>Ikeja</i>		1	1	0	100.00
<i>Jos</i>		3	3	0	100.00
<i>Kaduna</i>		0	0	0	-
<i>Kano</i>		7	3	4	42.86
<i>P/Harcourt</i>		0	0	0	-
<i>Yola</i>		63	32	31	50.79%
<i>All DisCos</i>					

Note of tables: Customers' complaints on SBT were received from electricity customers through telephone calls, text, WhatsApp and Twitter messages, and emails; This report covers the period 24 September – 31 December 2020.

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 fourth quarter of 2020, the Commission received a total of one hundred and fourteen (114) mandatory health and safety reports from licensees. These reports were analysed in line with the provisions of section 32 1(e) of ESPRA for monitoring and evaluation of health and safety performance of licensees in order to ensure that operators keep up to their responsibility of delivering safe electricity services to consumers. The summary statistics on the accidents experienced in NESI during the four (4) quarters of 2020 are presented in Table 12.

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

<i>Item</i>	<i>2020/Q4</i>	<i>2020/Q3</i>	<i>2020/Q2</i>	<i>2020/Q1</i>
<i>Number of Expected H&S Reports</i>	120	120	120	120
<i>Number of H&S Reports Submitted</i>	114	114	114	114
<i>Number of Deaths (employees & third parties)</i>	22	19	26	9
<i>Number of Injuries</i>	13	11	12	4

Also, in line with its 2017–2020 strategic goals, 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 health & safety, engagement of government agencies on Right of Way (“RoW”) violation, and a review of an operational procedure for distribution system operators on fault clearing.



5. THE COMMISSION

5.1. Financial Report

The summary of the Commission's revenue and expenditure during the third and fourth quarters of 2020 is presented in Table 13. During the quarter under review, the total revenue realised by the Commission was ₦1.95billion, about 33.35% lower than the revenue realised in the preceding quarter. Although the higher revenue recorded in 2020/Q3 was partly due to the recovery of outstanding licensing fees, the grant received from Mac-Arthur foundation and the fund released from the statutory budget for capital project, both the operating levy (i.e., market charges) and other internally generated revenue ("OIGR") such as licensing fee charged by the Commission declined significantly during the fourth quarter of 2020. The operating levy and OIGR respectively decline by 30.36% and 62.04% during the fourth quarter of 2020. During the same period, the total (capital and recurrent) expenditure of the Commission stood at ₦1.60billion which is higher than the ₦1.05billion incurred during the third quarter of 2020.

Table 13: Quarterly Cash Flow of the Commission in 2020/Q4

<i>Description</i>	<i>Monthly Reports for 2020/Q4</i>			<i>Quarterly Reports</i>	
	<i>(₦' Million)</i>			<i>(₦' Million)</i>	
	<i>Oct.</i>	<i>Nov.</i>	<i>Dec.</i>	<i>2020/Q4</i>	<i>2020/Q3</i>
<i>A. Revenue</i>					
<i>Operating Levy (MC)</i>	855.48	0.00	989.70	1,845.18	2,649.53
<i>Other IGR</i>	49.70	20.32	34.86	104.88	276.31
<i>Total Revenue</i>	905.18	20.32	1,024.56	1,950.06	2,925.84
<i>B. Expenditure</i>					
<i>Personnel Cost</i>	187.43	423.97	527.01	1,138.41	843.60
<i>Regulatory Expenses</i>	98.51	42.27	162.85	303.63	134.90
<i>Admin & General Maintenance</i>	20.26	16.75	123.54	160.55	67.00
<i>Total Expenditure</i>	306.20	482.99	813.40	1,602.59	1,045.50
<i>Net Cash Flow (A-B)</i>	598.98	-462.67	211.16	347.47	1,880.34
<i>Memo: Outstanding liabilities as at the end of the stated quarters</i>				(419.68)	(123.06)

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.

A comparison of the revenue and expenditure of the Commission within the fourth quarter of 2020 indicated lesser expenditure incurred when compared to actual cash receipts, showing a positive net cash flow of ₦347.47million. However, the total liabilities as at the end of the quarter stood at ₦419.68million.

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

5.2. Capacity Development

The Commission, in its commitment to staff safety, while ensuring business continuity during the outbreak of COVID-19 pandemic, continued to leverage on information communication technology ("ICT") in conducting and attending meetings and engaging industry operators. The use of ICT, which helps the Commission to work faster and more effectively, is a key component of the "Project work Smart, Agile, Focused and Efficient ("S.A.F.E") embarked on by the Commission during 2020/Q3. This project helps the Commission not only to comply with the directives and guidance on physical gathering issued by the Nigeria Centre for Disease Control ("NCDC") and other agencies responsible for managing the outbreak and the consequential effects of COVID-19 pandemic in Nigeria but also to optimise its productivity, enable collaboration and enhance effective communication.

To ensure successful implementation of the Project work SAFE, the Commission continued to train its staff as the needs arise. Accordingly, during the quarter, the Commission held virtual training on Cyber Security Awareness to keep staff abreast of the safety and security of working online. This is in addition to the training of staff on DocStream Proof of Concept ("PoC") held in 2020/Q3 to digitalise the operations of the Commission.

Appendix

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

DisCos	Energy Received (GWh)												
	2020/Q1			2020/Q2			2020/Q3			2020/Q4			2020
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Total
Abuja	311	308	347	346	332	293	297	298	287	327	359	371	3,876
Benin	206	209	190	199	215	196	216	237	210	221	235	243	2,579
Eko	295	292	277	304	317	262	278	291	273	311	312	346	3,558
Enugu	197	198	184	161	172	163	181	226	202	222	247	273	2,426
Ibadan	347	302	316	327	339	303	341	355	304	350	362	389	4,035
Ikeja	393	381	369	366	390	348	367	384	382	397	391	410	4,581
Jos	111	107	123	111	102	102	112	126	126	117	117	126	1,378
Kaduna	135	168	201	225	236	184	194	194	186	186	194	192	2,295
Kano	149	136	139	178	188	134	141	158	151	167	163	171	1,875
Port Harcourt	174	173	153	183	159	157	165	142	180	182	181	178	2,027
Yola	91	103	108	108	107	93	93	99	91	98	93	105	1,189
All DisCos	2,409	2,378	2,408	2,508	2,558	2,236	2,385	2,510	2,392	2,181	2,332	2,804	29,100
	Energy Billed (GWh)												
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Total
Abuja	238	202	195	176	177	181	183	168	225	179	222	218	2,364
Benin	186	180	158	156	179	165	182	198	178	186	195	201	2,165
Eko	259	266	237	263	269	230	247	252	269	266	271	300	3,129
Enugu	151	148	126	114	116	118	128	164	153	167	170	193	1,748
Ibadan	290	248	213	195	204	201	220	236	213	256	281	301	2,857
Ikeja	355	355	325	332	358	322	345	345	366	328	377	359	4,167
Jos	82	83	63	60	57	55	56	56	64	64	69	70	779
Kaduna	120	149	82	81	78	73	95	130	156	156	149	144	1,413
Kano	125	117	124	152	100	102	102	102	129	133	124	123	1,434
Port Harcourt	148	150	118	122	116	111	113	125	123	141	154	142	1,564
Yola	62	38	45	44	43	43	42	43	40	50	46	47	543
All DisCos	2,016	1,936	1,686	1,695	1,697	1,601	1,714	1,819	1,916	1,813	1,924	2,098	21,915
	Billing Efficiency (%)												
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Total
Abuja	76.53	65.58	56.20	50.87	53.31	61.77	61.62	56.38	78.40	54.74	61.84	58.76	60.99
Benin	90.15	86.18	83.13	78.41	83.39	84.26	84.24	83.51	84.85	84.16	83.00	82.46	83.96
Eko	87.65	90.92	85.65	86.52	84.94	87.77	89.10	86.67	98.52	85.51	86.90	86.71	87.96
Enugu	76.65	74.75	68.48	70.81	67.44	72.39	70.72	72.57	75.74	75.23	68.83	70.70	72.05
Ibadan	83.61	82.16	67.25	59.65	60.15	66.26	64.55	66.39	70.03	73.24	77.67	77.32	70.82
Ikeja	90.38	93.04	87.86	90.71	91.65	92.31	93.88	89.95	95.64	82.50	96.42	87.67	90.95
Jos	74.13	77.37	51.26	54.37	55.41	53.61	50.64	44.55	50.51	55.12	59.34	55.29	56.51
Kaduna	88.89	88.69	40.80	36.00	33.05	39.67	48.97	67.01	83.87	83.87	76.80	75.00	61.57
Kano	83.70	86.39	89.62	85.24	53.29	76.13	72.22	64.53	85.58	79.64	76.08	71.89	76.46
Port Harcourt	85.45	86.72	77.33	66.61	72.48	70.86	68.47	88.12	68.41	77.47	85.05	80.07	77.16
Yola	68.13	36.89	41.67	40.74	40.19	46.24	45.16	43.43	43.96	51.02	49.46	44.76	45.67
All DisCos	83.70	81.43	70.04	67.59	66.32	71.60	71.87	72.49	80.08	83.14	82.50	74.81	75.31

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-Q4

DisCos	Total Billings (₦' billion)												
	2020/Q1			2020/Q2			2020/Q3			2020/Q4			2020 Total
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	
Abuja	8.16	7.17	7.05	6.04	6.09	6.40	6.53	7.24	8.93	7.55	10.87	10.95	92.97
Benin	6.77	6.78	5.84	5.95	6.67	6.19	6.87	7.41	8.44	6.99	9.15	8.90	85.97
Eko	7.97	8.23	7.37	7.93	8.16	7.07	7.64	8.21	11.35	8.62	11.84	13.27	107.67
Enugu	5.77	5.62	5.01	4.46	4.64	4.64	5.03	6.35	7.93	6.43	8.80	9.96	74.64
Ibadan	9.10	7.92	6.94	6.04	6.59	6.51	7.18	7.76	10.09	8.08	12.09	12.87	101.16
Ikeja	10.12	9.90	9.58	9.03	9.71	9.36	9.73	10.40	13.64	11.01	15.16	15.67	133.33
Jos	2.98	3.09	2.43	2.25	1.83	2.09	2.16	2.19	2.42	2.50	3.31	3.34	30.60
Kaduna	3.71	4.69	2.82	2.80	2.68	2.52	3.08	4.08	8.35	8.35	7.17	6.87	57.14
Kano	3.95	3.84	4.17	4.61	3.33	3.47	3.50	3.61	6.21	4.39	5.76	5.72	52.57
Port Harcourt	5.50	5.55	4.54	4.56	4.30	4.13	4.18	4.76	5.55	5.30	6.95	6.47	61.79
Yola	1.62	1.20	1.41	1.37	1.31	1.31	1.25	1.31	1.97	1.52	1.98	2.06	18.32
All DisCos	65.66	64.00	57.16	55.05	55.33	53.68	57.16	63.34	84.87	70.74	93.08	96.09	816.15
DisCos	Revenue Collected (₦' billion)												
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Total
	Abuja	6.69	6.79	4.62	5.97	5.87	5.86	6.40	6.52	7.58	7.33	9.28	9.70
Benin	3.54	3.59	2.39	3.07	3.74	3.83	4.13	4.04	3.87	4.55	4.65	4.25	45.66
Eko	6.56	6.39	3.85	6.58	6.91	6.20	6.68	6.91	6.91	7.95	9.45	10.28	84.65
Enugu	3.58	3.69	2.50	3.07	3.50	3.45	4.07	4.26	3.94	4.85	5.50	5.42	47.83
Ibadan	5.20	5.00	3.13	4.05	4.95	5.01	5.28	5.14	5.22	5.66	6.90	6.27	61.80
Ikeja	8.56	8.51	4.36	7.30	8.35	8.63	8.87	9.05	8.87	9.53	11.51	11.69	105.23
Jos	1.43	1.35	1.25	1.22	1.31	1.40	1.53	1.48	1.42	1.53	1.86	1.65	17.44
Kaduna	1.80	1.70	1.45	1.50	1.73	1.60	1.80	1.75	1.70	1.70	2.53	2.28	21.53
Kano	2.71	2.62	1.99	2.18	2.29	2.59	2.61	2.68	3.41	3.06	3.99	3.72	33.84
Port Harcourt	2.52	2.45	1.79	2.06	2.36	2.49	2.68	2.63	2.78	3.00	3.50	3.13	31.39
Yola	0.83	0.85	0.61	0.80	0.90	0.86	0.94	0.91	0.95	0.95	1.11	1.04	10.74
All DisCos	43.42	42.93	27.94	37.80	41.90	41.91	44.99	45.37	46.66	50.11	60.27	59.43	542.73
DisCos	Collection Efficiency (%)												
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Total
	Abuja	81.96	94.75	65.54	98.86	96.42	91.50	98.15	90.08	84.94	97.07	85.38	88.54
Benin	52.35	52.96	40.94	51.64	56.03	61.77	60.07	54.55	45.86	65.17	50.80	47.76	53.11
Eko	82.22	77.58	52.26	82.94	84.59	87.79	87.41	84.17	60.89	92.21	79.80	77.43	78.62
Enugu	61.98	65.72	49.89	68.78	75.34	74.27	80.99	67.09	49.72	75.42	62.52	54.45	64.08
Ibadan	57.20	63.18	45.05	67.04	75.15	76.95	73.62	66.24	51.73	69.99	57.06	48.68	61.10
Ikeja	84.55	85.90	45.53	80.91	85.96	92.19	91.20	86.99	65.04	86.51	75.90	74.59	78.92
Jos	47.87	43.74	51.49	54.31	71.51	66.91	70.80	67.56	58.66	61.42	56.15	49.46	56.99
Kaduna	48.58	36.20	51.29	53.53	64.53	63.48	58.20	42.73	20.36	20.36	35.31	33.22	37.69
Kano	68.52	68.06	47.86	47.30	68.82	74.49	74.38	74.06	54.98	69.67	69.28	65.02	64.37
Port Harcourt	45.81	44.08	39.50	45.14	54.80	60.37	64.14	55.28	50.10	56.68	50.33	48.37	50.81
Yola	51.27	70.65	43.10	58.15	68.32	66.00	74.68	69.15	48.22	62.76	55.93	50.39	58.61
All DisCos	66.12	67.08	48.89	68.67	75.73	78.06	78.71	71.63	54.98	70.85	64.75	61.85	66.50

Notes of the table:

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

Table IV: Monthly DisCos Invoices & Remittances to NBET in 2020/Q4

DisCos	Invoice (₦' billion)												2020 Total
	2020/Q1			2020/Q2			2020/Q3			2020/Q4			
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Total
Abuja	6.41	6.43	6.86	8.53	8.26	6.95	7.97	7.46	7.10	7.69	7.93	8.32	89.91
Benin	4.62	4.66	4.43	5.83	5.89	5.00	5.99	5.91	5.39	5.59	5.64	5.97	64.93
Eko	6.11	6.13	5.91	7.82	7.90	6.40	7.51	7.21	6.78	7.33	7.17	7.85	84.12
Enugu	4.52	4.54	4.35	5.33	5.30	4.56	5.49	5.76	5.29	5.60	5.81	6.33	62.88
Ibadan	7.22	6.74	6.90	8.93	8.89	7.50	9.08	8.69	7.78	8.47	8.44	9.08	97.72
Ikeja	7.77	7.67	8.02	10.16	10.24	8.64	10.11	9.22	8.43	8.64	8.28	10.00	107.19
Jos	2.69	2.72	2.66	3.54	3.34	2.84	3.40	3.26	3.28	3.25	3.10	3.37	37.44
Kaduna	3.57	3.95	4.32	5.81	5.85	4.58	5.39	5.04	4.78	5.20	4.83	5.02	58.34
Kano	3.73	3.58	3.57	5.20	5.19	3.90	4.61	4.57	4.32	4.59	4.41	4.76	52.43
Port Harcourt	3.59	3.62	3.52	4.28	4.61	3.81	4.31	4.13	3.74	4.25	4.19	4.34	48.39
Yola	1.91	1.95	2.08	2.66	2.61	2.09	2.46	2.38	2.22	2.33	2.21	2.45	27.37
All DisCos	52.13	52.01	52.62	68.08	68.09	56.27	66.33	63.62	59.10	62.95	62.01	67.50	730.71
Ajaokuta Steel	0.09	0.09	0.10	0.12	0.10	0.10	0.06	0.05	0.05	0.05	0.05	0.08	0.93
SBEE	-	-	-	-	-	-	-	-	-	-	-	-	-
CEET	-	-	-	-	-	-	-	-	-	-	-	-	-
NIGELEC	-	-	-	-	-	-	-	-	-	-	-	-	-
SBEE/Transcorp	-	-	-	-	-	-	-	-	-	-	-	-	-
DisCos	Remittance (₦' billion)												2020 Total
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	
Abuja	2.55	2.40	1.13	2.00	2.84	2.22	1.07	2.80	4.97	3.22	3.67	5.35	34.23
Benin	1.23	1.32	0.42	0.73	1.06	1.20	1.56	1.59	2.94	1.99	2.75	2.90	19.70
Eko	2.52	2.18	0.91	2.55	2.75	2.27	2.35	2.52	5.10	3.15	4.43	4.86	35.60
Enugu	1.06	0.91	0.40	0.80	0.40	0.80	1.10	1.20	3.60	2.80	3.96	2.72	19.74
Ibadan	2.01	1.71	1.04	1.34	1.69	1.90	2.45	2.08	4.65	2.37	4.43	4.66	30.31
Ikeja	3.58	3.07	1.58	2.44	2.97	3.37	2.85	3.50	6.99	4.23	6.08	7.34	47.99
Jos	0.24	0.20	0.15	0.16	0.20	0.23	0.27	0.28	0.99	0.28	0.80	0.87	4.66
Kaduna	0.30	0.12	0.15	0.10	0.10	0.05	0.44	0.40	3.28	1.51	2.93	3.04	12.42
Kano	0.70	0.50	0.00	0.00	0.35	0.35	0.30	0.00	3.16	1.74	2.85	3.07	13.02
Port Harcourt	0.53	0.54	0.25	0.30	0.21	0.32	0.26	0.36	1.63	1.19	1.64	1.70	8.93
Yola	0.24	0.23	0.05	0.25	0.29	0.20	0.25	0.25	0.26	0.00	0.36	0.38	2.76
All DisCos	14.96	13.18	6.07	10.67	12.84	12.91	12.91	14.99	37.57	22.47	33.89	36.90	229.36
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	0.00
SBEE	-	-	-	-	-	-	-	-	-	-	-	-	-
CEET	-	-	-	-	-	-	-	-	-	-	-	-	-
NIGELEC	-	-	-	-	-	-	-	-	-	-	-	-	-
SBEE/Transcorp	-	-	-	-	-	-	-	-	-	-	-	-	-
DisCos	Remittance Performance (%)												2020 Total
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	
Abuja	39.71	37.34	16.41	23.45	34.32	31.99	13.48	37.55	70.00	41.94	46.37	64.24	38.07
Benin	26.70	28.21	9.59	12.57	18.01	24.00	26.00	27.00	54.50	35.65	48.68	48.68	30.35
Eko	41.29	35.58	15.41	32.68	34.79	35.39	31.28	34.99	75.30	42.94	61.86	61.86	42.32
Enugu	23.35	20.00	9.19	15.01	7.54	17.56	20.03	20.84	68.10	49.93	68.19	42.99	31.40
Ibadan	27.83	25.36	15.00	15.01	19.00	25.33	27.00	23.94	59.70	27.96	52.42	51.32	31.02
Ikeja	46.04	40.00	19.67	24.00	28.95	39.00	28.22	38.00	83.00	48.92	73.37	73.37	44.77
Jos	9.03	7.45	5.60	4.40	5.99	8.00	8.00	8.50	30.10	8.49	25.77	25.77	12.44
Kaduna	8.51	3.04	3.47	1.72	1.71	1.09	8.17	7.94	68.70	28.96	60.61	60.61	21.29
Kano	18.77	13.98	0.00	0.00	6.74	8.98	6.50	0.00	73.00	37.94	64.58	64.58	24.83
Port Harcourt	14.78	15.00	7.00	7.00	4.54	8.50	6.00	8.63	43.60	27.96	39.20	39.20	18.46
Yola	12.68	12.00	2.40	9.40	10.95	9.55	10.15	10.52	11.68	0.00	16.20	15.66	10.10
All DisCos	28.70	25.35	11.53	15.68	18.86	22.94	19.46	23.56	63.56	35.70	54.66	54.67	31.39
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	0.00
SBEE	-	-	-	-	-	-	-	-	-	-	-	-	-
CEET	-	-	-	-	-	-	-	-	-	-	-	-	-
NIGELEC	-	-	-	-	-	-	-	-	-	-	-	-	-
SBEE/Transcorp	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Table V: Monthly DisCos Invoices & Remittances to NBET & MO in 2020/Q1-Q4

DisCos	Invoice (₦' billion)												2020 Total
	2020/Q1			2020/Q2			2020/Q3			2020/Q4			
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	
Abuja	7.64	7.62	8.24	10.00	9.60	8.08	9.19	8.64	9.52	8.99	10.80	11.26	109.57
Benin	5.45	5.47	5.21	6.72	6.76	5.77	6.89	6.85	7.32	6.49	7.68	7.81	78.44
Eko	7.28	7.26	7.03	9.12	9.17	7.42	8.65	8.37	9.03	8.57	9.66	10.59	102.14
Enugu	5.32	5.31	5.11	6.06	6.01	5.19	6.25	6.66	7.22	6.50	7.83	8.50	75.96
Ibadan	8.61	7.92	8.19	10.37	10.27	8.68	10.48	10.10	10.44	9.88	11.38	12.19	118.53
Ikeja	9.18	8.98	9.52	11.78	11.82	9.98	11.63	10.60	11.25	9.92	10.85	13.28	128.80
Jos	3.15	3.17	3.12	4.07	3.80	3.24	3.87	3.73	4.46	3.75	4.34	4.13	44.84
Kaduna	4.12	4.61	5.14	6.79	6.81	5.30	6.20	5.81	6.43	6.07	6.61	6.30	70.20
Kano	4.33	4.11	4.15	5.99	5.96	4.42	5.21	5.21	6.01	5.27	6.14	5.74	62.52
Port Harcourt	4.27	4.29	4.18	4.94	5.35	4.42	4.95	4.77	4.98	4.96	5.65	5.77	58.53
Yola	2.28	2.32	2.51	3.13	3.04	2.43	2.84	2.77	2.89	2.73	2.97	3.29	33.20
All DisCos	61.62	61.06	62.41	78.98	78.60	64.93	76.18	73.51	79.54	73.13	83.91	88.87	882.73
Ajaokuta Steel	0.11	0.10	0.11	0.13	0.12	0.11	0.06	0.06	0.07	0.06	0.06	0.08	1.08
SBEE	0.42	0.55	0.47	0.37	0.41	0.33	0.38	0.36	0.36	0.39	0.33	0.33	4.69
CEET	0.21	0.35	0.48	0.37	0.34	0.27	0.20	0.25	0.30	0.28	0.22	0.22	3.49
NIGELEC	0.48	0.49	0.62	0.64	0.69	0.68	0.71	0.69	0.70	0.71	0.65	0.62	7.67
SBEE/Transcorp	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.03	0.22	0.22	0.47
	Remittance (₦' billion)												
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Total
Abuja	3.78	3.59	2.23	3.47	4.15	3.61	2.29	3.98	5.30	4.53	5.75	8.22	50.91
Benin	2.07	2.12	1.13	1.62	1.93	1.96	2.46	2.54	4.87	2.89	4.79	4.96	33.34
Eko	3.70	3.31	2.03	3.86	4.01	3.28	3.46	3.68	7.35	4.39	6.93	7.59	53.58
Enugu	1.85	1.68	1.16	1.53	1.10	1.43	1.86	2.10	5.53	3.69	5.98	4.89	32.81
Ibadan	3.40	2.88	2.07	2.50	3.06	3.10	3.86	3.49	7.30	3.78	7.37	7.77	50.58
Ikeja	5.00	4.38	2.78	3.73	4.53	5.15	4.56	4.89	9.82	5.51	8.64	10.62	69.60
Jos	0.70	0.66	0.61	0.45	0.50	0.79	0.27	0.75	2.17	0.77	2.04	1.99	11.70
Kaduna	0.86	0.45	0.81	0.46	0.10	0.41	0.64	1.02	4.93	2.37	4.71	4.87	21.64
Kano	1.31	1.03	0.46	0.63	0.80	0.87	0.30	0.11	4.84	2.42	4.57	4.86	22.21
Port Harcourt	1.22	1.21	0.80	0.63	0.94	0.93	0.95	1.00	2.87	1.90	3.10	2.85	18.39
Yola	0.61	0.42	0.29	0.32	0.34	0.20	0.76	0.50	0.26	0.40	0.73	0.78	5.59
All DisCos	24.48	21.72	14.37	19.20	21.45	21.74	21.41	24.06	55.25	32.65	54.60	59.41	370.34
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	0.00
SBEE	0.43	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.28	0.00	3.70
CEET	0.00	0.00	0.00	0.00	0.00	0.00	0.55	0.00	0.00	0.00	1.47	0.00	2.02
NIGELEC	0.00	0.00	0.00	1.51	0.00	0.00	0.57	0.00	0.00	0.00	2.62	0.00	4.69
SBEE/Transcorp	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.03	0.00	0.03
	Remittance Performance (%)												
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Total
Abuja	49.44	47.11	27.10	34.71	43.29	44.70	24.96	46.08	55.73	50.4	53.2	73.0	46.5
Benin	37.94	38.82	21.66	24.16	28.49	34.04	35.64	37.09	66.49	44.5	62.3	63.5	42.5
Eko	50.82	45.61	28.84	42.29	43.69	44.21	39.97	43.95	81.46	51.2	71.7	71.7	52.5
Enugu	34.81	31.60	22.63	25.27	18.29	27.64	29.76	31.53	76.64	56.8	76.4	57.6	43.2
Ibadan	39.48	36.42	25.27	24.06	29.74	35.67	36.81	34.59	69.95	38.3	64.7	63.7	42.7
Ikeja	54.46	48.75	29.19	31.68	38.29	51.58	39.16	46.08	87.27	55.5	79.7	79.9	54.0
Jos	22.33	20.65	19.59	11.06	13.15	24.50	7.02	20.08	48.61	20.6	47.0	48.0	26.1
Kaduna	20.85	9.73	15.69	6.77	1.47	7.70	10.33	17.57	76.73	39.1	71.3	77.4	30.8
Kano	30.20	25.08	11.09	10.59	13.50	19.70	5.75	2.12	80.57	45.9	74.6	84.7	35.5
Port Harcourt	28.46	28.24	19.23	12.77	17.54	21.07	19.19	20.91	57.63	38.3	54.8	49.3	31.4
Yola	26.62	17.94	11.62	10.22	11.04	8.22	26.72	18.06	8.96	14.5	24.4	23.6	16.8
All DisCos	39.73	35.58	23.02	24.32	27.29	33.48	28.10	32.73	69.46	44.6	65.1	66.9	42.0
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	0.00
SBEE	102.62	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	982.80	0.00	78.94
CEET	0.00	0.00	0.00	0.00	0.00	0.00	269.88	0.00	0.00	0.00	673.52	0.00	58.01
NIGELEC	0.00	0.00	0.00	233.82	0.00	0.00	79.78	0.00	0.00	0.00	404.98	0.00	61.22
SBEE/Transcorp	-	-	-	-	-	-	-	-	-	0.00	13.49	0.00	6.32

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 VI: Category of Complaints Received by Discos in 2020/Q4

<i>Complaints Categories</i>	<i>Electricity Distribution Companies (DisCos)</i>											
	<i>Abuja</i>	<i>Benin</i>	<i>Eko</i>	<i>Enugu</i>	<i>Ibadan</i>	<i>Ikeja</i>	<i>Jos</i>	<i>Kaduna</i>	<i>Kano</i>	<i>P/Harcourt</i>	<i>Yola</i>	<i>All DisCos</i>
<i>Metering</i>	5,774	1,056	10,430	30,655	4,017	5,760	5,566	1,345	3,436	3,305	553	71,897
<i>Service Interruption</i>	5,515	1,714	4,549	7,108	464	6,014	1,718	2,840	1,271	2,810	196	34,199
<i>Voltage</i>	5,152	607	2,097	2,055	490	3,257	763	493	703	1,932	74	17,623
<i>Load shedding</i>	6,062	587	1,310	1,446	348	3,560	221	7	526	2,337	94	16,498
<i>Billing</i>	7,885	4,054	3,788	7,398	1,411	6,598	2,927	1,163	1,116	3,820	329	40,489
<i>Disconnection</i>	6,010	867	1,970	1,172	512	5,306	118	180	496	3,682	101	20,414
<i>Delay in Connection</i>	3,521	315	1,737	734	91	2,905	43	1	467	2,519	68	12,401
<i>Others</i>	1,922	5,940	1,296	2,398	375	2,341	174	393	290	1,819	28	16,976
<i>Total</i>	41,841	15,140	27,177	52,966	7,708	35,741	11,530	6,422	8,305	22,224	1,443	230,497

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

No.	Forum Office	Location	Telephone	Email
1	Abakaliki, Ebonyi State	3, Ezekuna Crescent, Off Nsugbe Street, Abakaliki Ebonyi State	09037808590	abakalikiforum@nerc.gov.ng
2	Abuja, FCT	14, Road 131, Gwarinpa, Federal Capital Territory, Abuja	08146862225	abujaforum@nerc.gov.ng
3	Asaba, Delta State	Denis Osadebe Way, Beside Mobil Filling Station, Asaba, Delta State	09062277247	asabaforum@nerc.gov.ng
4	Awka, Anambra State	Plot 80, Aroma Junction Layout, Opp. CBN, Awka, Anambra State	09037808594	awkaforum@nerc.gov.ng
5	Bauchi, Bauchi State	37, Old Jos Road, GRA, Bauchi, Bauchi State	09062924607	bauchiforum@nerc.gov.ng
6	Benin, Edo State	34, Akpakpava Street, Benin City, Edo State	09037808592	beninform@nerc.gov.ng
7	Birnin Kebbi, Kebbi State	8, Ahmadu Bello Way, Opp. Kebbi State Government House, Kebbi State	09062863161	birninkebbiforum@nerc.gov.ng
8	Calabar, Cross Rivers State	Plot 109, MCC Road by Ibok Street, Calabar, Cross River State	09062863159	calabarforum@nerc.gov.ng
9	Dutse, Jigawa State	Dutse G.R.A, Dutse, Jigawa State	07031704827	jigawaforum@nerc.gov.ng
10	Eko, Lagos State	61, Odunlami Street, Off Marina, Lagos Island, Lagos State	08106807261	ekoforum@nerc.gov.ng
11	Enugu, Enugu State	John Anichukwu Close, Plot 7 Mkpokiti Pocket Layout, Enugu, Enugu State	08146862230	enuguforum@nerc.gov.ng
12	Gombe, Gombe State	Government Layout GDP/2, Along Ministry of Education Road, Gombe State	08140440079	gombeforum@nerc.gov.ng
13	Gusau, Zamfara State	2 Canteen Daji, J. B. Yakubu Road, Gusau, Zamfara State	09062863163	gusauforum@nerc.gov.ng
14	Ibadan, Oyo State	Jibowu Street, Opp. Magara Police Station, Iyaganku, G.R.A, Ibadan, Oyo State	08146862252	ibadanforum@nerc.gov.ng
15	Ikeja, Lagos State	199, Obafemi Awolowo Way, Alausa, Ikeja, Lagos State	08106807298	ikejaforum@nerc.gov.ng
16	Ilorin, Kwara State	30, Stadium Road, Off Taiwo Road, Ilorin, Kwara State	09062924603	ilorinform@nerc.gov.ng
17	Jos, Plateau State	5a, Ray-field Road, Jos, Plateau State	09037808597	josforum@nerc.gov.ng
18	Kaduna, Kaduna State	22, Ahmadu Bello Way, Opposite NNDC Building, Kaduna, Kaduna State	08106807299	kadunaforum@nerc.gov.ng
19	Kano, Kano State	2, Miller Road, Bompai, Nasarawa G.R.A, Kano, Kano State	08146862222	kanoforum@nerc.gov.ng
20	Katsina, Katsina State	7, Abuja Crescent, Off Hassan Usman Katsina Road, Katsina, Katsina State	07031704821	katsinaforum@nerc.gov.ng
21	Lafia, Nasarawa State	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 Okafia-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, Amaakwe 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-Q4

S/N	Forum Offices	2020/Q1: Customers Complaints					2020/Q2: Customers Complaints					2020/Q3: Customers Complaints					2020/Q4: 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	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	30	23	7	0	76.67
2	Abuja, FCT	70	33	37	2	47.14	50	32	18	0	64.00	61	40	21	1	65.57	53	43	10	1	81.13
3	Asaba, Delta State	55	37	18	2	67.27	79	0	79	0	0.00	70	70	0	3	100.00	71	69	2	4	97.18
4	Awka, Anambra State	45	24	21	0	53.33	32	10	22	0	31.25	55	37	18	3	67.27	49	22	27	1	44.90
5	Bauchi, Bauchi State	14	11	3	0	78.57	22	2*	18	0	9.09	11	0	11	0	0.00	8	0	8	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	61	61	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	9	6	3	0	66.67
8	Calabar, C/Rivers State	34	11	23	1	32.35	41	11	30	0	26.83	59	27	32	0	45.76	64	27*	35	1	42.19
9	Dutse, Jigawa State	1	1	0	0	100.00	4	4	0	0	100.00	2	0	2	0	0.00	5	1*	2	0	20.00
10	Eko, Lagos State	252	137	115	1	54.37	152	120	32	0	78.95	132	108	24	1	81.82	143	119	24	2	83.22
11	Enugu, Enugu State	63	20	43	0	31.75	125	0	125	0	0.00	186	134*	50	2	72.04	85	47	38	3	55.29
12	Gombe, Gombe State	1	0	1	0	0.00	1	1	0	0	100.00	26	22	4	0	84.62	16	13	3	1	81.25
13	Gusau, Zamfara State	23	15	8	1	65.22	8	4	4	0	50.00	26	22	4	1	84.62	13	9	4	0	69.23
14	Ibadan, Oyo State	249	187	62	2	75.10	365	259	106	0	70.96	259	187	72	2	72.20	226	76*	149	3	33.63
15	Ikeja, Lagos State	750	516*	232	10	68.80	432	216	216	0	50.00	621	510	111	5	82.13	327	261	66	3	79.82
16	Ilorin, Kwara State	134	104	30	0	77.61	53	35	18	0	66.04	64	62	2	0	96.88	82	29	53	3	35.37
17	Jos, Plateau State	24	6	18	1	25.00	30	12	18	0	40.00	9	0	9	0	0.00	4	0	4	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	72	38*	31	4	52.78
19	Kano, Kano State	65	44*	20	0	67.69	299	268*	29	0	89.63	70	63*	6	0	90.00	25	22	3	0	88.00
20	Katsina, Katsina State	0	0	0	0	0.00	42	41	1	0	97.62	3	2	1	0	66.67	3	1	2	0	33.33
24	Lafia, Nasarawa State	49	34*	5	0	69.39	24	9*	13	0	37.50	36	25*	7	0	69.44	29	15*	10	1	51.72
21	Lokoja, Kogi State	50	7*	23	0	14.00	11	5	6	0	45.45	33	6	27	0	18.18	20	18	2	1	90.00
22	Makurdi, Benue State	32	1*	13	1	3.13	36	21*	9	0	58.33	12	1*	4	0	8.33	11	4*	5	0	36.36
23	Osogbo, Osun State	511	115	396	1	22.50	185	128	57	0	69.19	253	232	21	2	91.70	217	19	198	0	8.76
25	Owerri, Imo State	22	14	8	1	63.64	26	2	24	0	7.69	49	42	7	2	85.71	36	19	17	2	52.78
26	P/Harcourt, Rivers State	104	96	8	4	92.31	101	24	77	0	23.76	154	118*	24	2	76.62	122	111	11	4	90.98
27	Sokoto, Sokoto State	33	21	12	1	63.64	52	45	7	0	86.54	38	35	3	1	92.11	15	12	3	0	80.00
28	Umuahia, Abia State	20	10	10	1	50.00	20	1	19	0	5.00	40	12*	25	2	30.00	55	15*	38	2	27.27
29	Uyo, Akwa Ibom State	67	15	52	1	22.39	141	45	96	0	31.91	152	134	18	1	88.16	66	50	16	0	75.76
30	Yola, Adamawa State	22	12	10	0	54.55	270	246	24	0	91.11	56	42	14	0	75.00	39	28	11	0	71.79
	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	1,956	1,158	782	36	59.20

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-Q4

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

Table IX Cont'd: Category of Complaints Received by Forum Offices in 2020/Q1-Q4

S/N	Forum Office	2020/Q3 Complaints Category:										2020/Q4 Complaints Category:									
		Billing	Dis-connection	Con. Delay	Interruption	Metering	Load Shedding	Voltage	Others	Total	Billing	Dis-connection	Con. Delay	Interruption	Metering	Load Shedding	Voltage	Others	Total		
1	Abakaliki, Ebonyi State	24		0	0	1	0	0	0	25	30	0	0	0	0	0	0	0	30		
2	Abuja, FCT	42	0	0	1	13	0	0	5	61	36	0	0	1	12	0	0	4	53		
3	Asaba, Delta State	56	8	0	0	6	0	0	0	70	54	4	0	0	8	0	0	5	71		
4	Awka, Anambra State	31	17			4	0	0	3	55	39	6	0	0	2	0	0	2	49		
5	Bauchi, Bauchi State	9	0	0	0	1	1	0	0	11	4	1	0	0	3	0	0	0	8		
6	Benin, Edo State		25	2		36	4	0	4	71	30	15		6	10	0	0	0	61		
7	B/Kebbi, Kebbi State	17	1	0	0	1	0	0	0	19	9	0	0	0	0	0	0	0	9		
8	Calabar, C/Rivers State	37	3	0	8	4	0	0	7	59	43	2	0	5	8	0	1	5	64		
9	Dutse, Jigawa State	0	0	0	0	2	0	0	0	2	2	0	0	0	3	0	0	0	5		
10	Eko, Lagos State	128	1	0	0	3	0	0	0	132	119	4	0	1	13	0	0	6	143		
11	Enugu, Enugu State	48	21	12	8	71	12	7	7	186	26	7	0	22	17	5	5	3	85		
12	Gombe, Gombe State	7	0	0	0	13	4	0	2	26	7	0	0	4	3	2	0	0	16		
13	Gusau, Zamfara State	26	0	0	0	0	0	0	0	26	13	0	0	0	0	0	0	0	13		
14	Ibadan, Oyo State	181	6	0	10	35	0	0	27	259	159	4	0	2	37	0	1	23	226		
15	Ikeja, Lagos State	407	57	5	0	139	3	0	10	621	214	18	0	0	88	1	0	6	327		
16	Ilorin, Kwara State	28	1	0	0	33	0	0	2	64	16	11	4	14	22	9	3	3	82		
17	Jos, Plateau State	5	0	0	0	2	0	0	2	9	4	0	0	0	0	0	0	0	4		
18	Kaduna, Kaduna State	72	3	0	1	7	0	0	4	87	30	1	0	1	27	9	2	2	72		
19	Kano, Kano State	5	5	0	8	1	0	1	50	70	6	8	0	1	2	0	0	8	25		
20	Katsina, Katsina State	1	0	0	2	0	0	0	0	3	1	0	0	0	1	0	0	1	3		
24	Lafia, Nasarawa State	20	3	0	1	8	0	0	4	36	16	2	0	6	2	0	0	3	29		
21	Lokoja, Kogi State	26	2	0	2	0	0	0	3	33	10	1	0	1	2	0	0	6	20		
22	Makurdi, Benue State	4	4		3	0	0	0	1	12	9	2	0	0	0	0	0	0	11		
23	Osogbo, Osun State	91	14	0	0	111	0	2	35	253	64	28	15	10	62	13	4	21	217		
25	Owerri, Imo State	35	4	0	2	3	0	0	5	49	23	3	0	0	4	0	0	6	36		
26	P/Harcourt, Rivers State	101	25	2	0	22	0	1	3	154	54	9	0	0	30	9	10	10	122		
27	Sokoto, Sokoto State	30	2	0	0	5	0	0	1	38	15	0	0	0	0	0	0	0	15		
28	Umahia, Abia State	29	5	1	0	2	0	5	3	40	49	3	0	0	3	0	0	0	55		
29	Uyo, Akwa Ibom State	39	26	0	28	31	0	10	18	152	31	10	0	10	14	0	0	1	66		
30	Yola, Adamawa State	11	0	0	31	4	0	6	4	56	14	1	0	11	12	0	0	1	39		
	All Forum Offices	1,510	233	22	105	556	24	32	197	2,679	1,127	140	19	105	385	48	26	116	1,956		

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

Description	2020/Q1 (#' Million)			2020/Q2 (#' Million)			2020/Q3 (#' Million)			2020/Q4 (#' Million)			2020 (#' Million)
	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Annual
<i>A. Revenue</i>													
Operating Levy (i.e., MC)	1,555.90	828.30	814.60	790.40	525.40	879.40	855.33	811.40	982.80	855.48	0.00	989.70	1,845.18
Other IGR	8.20	15.30	31.00	1.50	7.40	29.40	71.10	111.11	94.10	49.70	20.32	34.86	104.88
Total Revenue	1,64.10	843.60	845.60	791.90	532.80	908.80	926.43	922.51	1,076.90	905.18	20.32	1,024.56	1,950.06
<i>B. Expenditure</i>													
Personnel Cost	517.30	491.60	610.60	294.60	345.20	537.40	229.50	421.40	192.70	187.43	423.97	527.01	1,138.41
Regulatory Expenses	86.70	110.30	65.90	27.90	31.70	65.10	78.50	48.10	8.30	98.51	42.27	162.85	303.63
Admin & General Maintenance	13.30	16.80	23.00	15.50	21.50	24.30	21.30	19.90	25.80	20.26	16.75	123.54	160.55
Total Expenditure	617.30	618.70	699.50	338.00	398.40	626.80	329.30	489.40	226.80	306.20	482.99	813.40	1,602.59
<i>C. Net Cash Flow (A-B)</i>	946.80	224.90	146.10	453.90	134.40	282.00	597.13	433.11	850.10	598.98	-462.67	211.16	347.47
<i>Memo: Outstanding Liabilities</i>	As at the end of 2020/Q1 (233.34)			As at the end of 2020/Q2 (218.02)			As at the end of 2020/Q3 (123.06)			As at the end of 2020/Q4 (419.68)			(419.68)

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



NIGERIAN ELECTRICITY REGULATORY COMMISSION

PLOT 1387 | CADASTRAL ZONE A00 | CENTRAL BUSINESS DISTRICT |

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