ORDER NO: NERC/295/2021

BEFORE THE NIGERIAN ELECTRICITY REGULATORY COMMISSION
IN THE MATTER OF THE EXTRAORDINARY REVIEW OF MULTI-YEAR TARIFF ORDER (MYTO) FOR ABUJA ELECTRICITY DISTRIBUTION PLC (AEDC)

TITLE

1. This regulatory instrument shall be cited as **MULTI-YEAR TARIFF ORDER – 2022 ("MYTO – 2022")** for Abuja Electricity Distribution Plc ("AEDC").

COMMENCEMENT AND TERMINATION

2. This Order shall take effect from 1st January 2022 and shall only be subordinated to a new Tariff Review Order as may be issued periodically by the Nigerian Electricity Regulatory Commission ("NERC" or the "Commission").

CONTEXT

3. Pursuant to the Extraordinary Tariff Review Application and Performance Improvement Plan ("PIP") filed by AEDC, the Commission approved the MYTO – 2020 "Serviced-Based Tariff" (SBT) effective from 1st September 2020 to ensure that rates paid by customers are in alignment with the quality of service to customer clusters as measured by the daily average availability of power supply on 11kV feeders over a two-month reference period. The Commission in Section 14 of the MYTO – 2020 Order NERC/198/2020 provided for consideration of AEDC's proposed 5-year capital expenditure ("CAPEX") in its PIP after further review and evaluation of the proposal is duly concluded.

4. Consequently, following the approval of AEDC's PIP on 30th April 2021, the Commission issued the MYTO – 2021 Extraordinary Tariff Order effective from 1st July 2021 in consideration of AEDC's CAPEX proposals over a 5-year plan in line with the approved PIP. Accordingly, this MYTO – 2022 Order restates AEDC's approved 5-year CAPEX and relevant assumptions applied to forecast revenue requirements and applicable tariffs for the period 2021 – 2026 in line with the MYTO Methodology and Regulations on

Procedure for Electricity Tariff Reviews in the Nigerian Electricity Supply Industry ("NESI").

5. This MYTO – 2022 Tariff Order further considered a review of the Transmission Loss Factor ("TLF") and applied other periodic (semi-annual) changes to "Minor Review Variables" (indices not within the control of licensees) including inflation rates, the foreign exchange rate (NGN/USD), gas price, available generation capacity, and retroactive claw back of unutilised CAPEX provisions.

OBJECTIVES

6. The objectives of this Order are to –

a. Reflect the impact of changes in the projected Minor Review Variables for the period January to December 2021 for the determination of Cost-Reflective Tariffs (''CRT'').

b. Adjust AEDC's CAPEX for the years 2021 to 2026 in consideration of the approved PIP.

c. Ensure sustained improvement in reliability and quality of supply in line with AEDC's CAPEX proposal and PIP commitment.

d. Ensure that tariffs payable by customers are commensurate and aligned with the quality and availability of power supply committed to customer clusters by AEDC.

e. Ensure that prices charged by AEDC are fair to customers and are sufficient to allow AEDC to fully recover the efficient cost of operation, including a reasonable return on the capital invested in the business, pursuant to the provisions of sections 32(d) and 76 2(a) of Electric Power Sector Reform Act ("EPSRA").

f. Provide appropriate incentives to ensure continuous improvement in the performance of the Transmission Company of Nigeria Plc ("TCN") in reducing its network technical losses.

g. Implement a framework to manage revenue shortfalls for the year 2022 through a minimum market remittance requirement to account for differences between Cost-Reflective Tariffs ("CRT") and allowed end-user tariffs in the settlement of invoices issued by the Nigerian Bulk Electricity Trading Plc ("NBET") and the Market Operator ("MO").

h. Establish the interim payment arrangements and reaffirm the payment securitisation requirement and flow of funds from DisCos to NBET and the MO.

i. Steer the market to gradual transitioning to CRT and activation of market contracts in line with power sector reform objectives.

BASIS FOR THE REVIEW

7. Capital Expenditure ("CAPEX") Programme and Performance Improvement Plan

AEDC applied for an upward review of the CAPEX provisions in its tariffs in November 2019 to support the implementation of its Performance Improvement Plans ("PIP") over a planning period of 5 years. Pursuant to the request, the Commission held Public Hearings to consider AEDC's application in February 2020 and monitored the stakeholders' engagements by AEDC at different locations within its operating area. The Commission, having considered AEDC's PIP and Extraordinary Tariff Review Application in line with the provision of EPSRA and other relevant regulations, approved on 30th April 2021 AEDC's PIP and CAPEX Programme for the period 1st July 2021 to 30th June 2026. Table – 1 below provides the annual approved CAPEX for 5 years, while a summary of the approved projects for Year-1 and Year-2 is provided in Table – 2. The detailed project list for years 3 – 5 shall be considered and approved by the Commission during Year 2 taking into account challenges that may have occurred during the implementation of Year 1 and Year 2 projects.

Table – 1: Approved 5-year PIP and CAPEX Programme for AEDC

Year	2021	2022	2023	2024	2025	Total
	Period – 1	Period – 2	Period - 3	Period - 4	Period - 5	
	N'000,000	N'000,000	N'000,000	N000,000	N'000,000	N'000,000
Annual Approved CAPEX	15,197.41	15,197.41	15,197.41	15,197.41	15,197.41	75,987.03

Table – 2: AEDC's Approved PIP and CAPEX Programme for 2021 and 2022

Approved PIP	2021	2022
	N'000,000	N'000,000
Total CAPEX	15,197.4	15,197.4
Distribution Network Capex	8,545.4	8,903.8
Construction of 33kV Feeders	1,602.0	1,717.0
Rehabilitation of 33kV Feeders	825.8	432.5
Construction of 11kV Feeders	626.8	761.5
Rehabilitation of 11kV Feeders	580.8	547.2
Construction of 0.400kV Feeders	432.7	426.5
Distribution transformers	1,145.1	1,088.3
Substation transformers	3,332.2	3,930.9
ATC&C Loss Reduction Plan (total)	-	-
Customer Service Improvement Plan	20.0	476.9
IT Investments (SCADA+GIS+ERP+HSE)	1,710.2	2,489.0
SCADA	1500.0	1000.0
GIS Improvement	0.0	90.0
ERP System Infrastructure	150.0	445.1
HSE	0.0	333.8
AMI Network Metering	60.2	620.0
Customer Metering Capex	-	-
Network Metering Capex	997.4	1,291.9
Others (Toolkit, Ladders etc.)	3,924.5	2,035.8

Annual Update of CAPEX Programme and PIP

The approval of the CAPEX Programme and PIP mandates AEDC to provide annual updates to the proposed investment programme during Minor Review of Tariffs. The Commission recognises the need for flexibility in the implementation of approved CAPEX and PIP to accommodate possible modifications to AEDC's service improvement objectives and other emerging market conditions. AEDC may therefore, based on its investment plan, front-load its expenditure in any year to achieve its PIP objectives on critical investment needs, subject to the approval of the Commission. Annual CAPEX provisions that are unutilised in line with the approval requirements shall be clawed back during Minor Reviews of Tariffs in accordance with the requirements of Section 7(a) of Regulations on Procedure for Electricity Tariff Reviews in the NESI.

8. MINOR REVIEW INDICES

In line with the subsisting MYTO methodology, the following indices with potential impact on electricity rates were considered. These indices shall be reviewed every 6 months to update the tariffs with changes in the indices as applicable in line with the MYTO Methodology:

a. **Nigerian Inflation Rate:** The Nigerian inflation rate for the month of November 2021 of 15.40% as obtained from the website of the National Bureau of Statistics ("NBS") was adopted to project the Nigerian inflation rates for the period 2022 – 2026. The actual average monthly inflation rate for the period January 2021 to November 2021 of 16.97% was applied for the retroactive review of tariffs for 2021.

b. **Exchange Rate:** The relevant data on the Naira/US. Dollar (₦/$) exchange rate used for this review was based on the "Investors and Exporters ("I and E") FX-Window" of the Central Bank of Nigeria ("CBN"). The closing ₦/$ exchange rate as of 30th November 2021 plus a premium of 1% to result in a ₦415.78/$1 exchange rate was adopted to project ₦/$ exchange rate for the period 2022 – 2026. The average ₦/$ exchange rate for the period 1st January 2021 to 30th November 2021 plus a premium of 1% to result in a ₦412.17/$1 was applied for the retroactive review of tariffs for 2021.

c. **US rate of inflation:** The U.S. inflation rate for the month of November 2021 of 6.8% as obtained from the website of the U.S. Bureau of Labor Statistics was adopted to project the U.S. inflation rates for the period 2022 – 2026. While the actual average monthly inflation rate for the period January 2021 to November 2021 of 4.68% was applied for the retroactive review of tariffs for 2021.

d. **Available Generation Capacity:** In consideration of periodic reports from the System Operator, a projection of average sent-out generation of 5267MWh/h is adopted for the period 1st January 2022 to 30th June 2022.

e. **Gas Price:** The benchmark gas price of US$2.18/MMBTU, gas transportation cost of US$0.80/MMBTU, and contracted gas prices outside Domestic Gas Supply Obligation ("DOMGAS") quantities and based on effective Gas Sale Agreements ("GSAs") approved by the Commission were adopted.

f. **CAPEX Adjustment:** In line with the requirements of Section 7(a) of Regulations on Procedure for Electricity Tariff Reviews in the NESI, adjustments were made to TCN and DisCos' MYTO CAPEX provisions to account for material variances between the actual CAPEX utilisation and MYTO CAPEX provisions.

9. OTHER CHANGES:

a. **Review of Transmission Loss Factor (TLF):**

The Commission, having considered the comments received during the consultation process for the review of the Transmission Loss Factor (TLF) in the NESI, has approved, as part of this Extraordinary Tariff Review, as hereunder:

i. A new benchmark TLF of 7.5% effective from 1st January 2022 to reflect the level of improvement in TLF to support necessary adjustments in the determination of industry tariffs and minimum loss allowances to be considered by generators on the transmission network.

ii. A TLF reduction trajectory of one percentage point over the next five years to incentivise further improved operational efficiency as provided in Table – 3 below:

Table – 3: TLF Improvement Trajectory 2022 – 2026

Year	2022	2023	2024	2025	2026
Regulated Loss	7.50%	7.25%	7.00%	6.75%	6.50%

b. **Suspension of Returns to be earned on FGN's 40% share of investments as at handover date effective from January 2022:**

The Federal and State Governments have elected to temporarily forfeit the earnings of Returns on Investment (ROI and Depreciation) on the 40% share of their investment in AEDC as at handover date for the next 5 years to facilitate smooth transitioning to cost-reflective tariffs in NESI.

c. **Suspension of Return to be earned on FGN's investment in TCN effective from January 2022:**

The Federal Government has elected to temporarily forfeit its earning of Return on Investment (ROI) on its investment in TCN for the next 5 years to facilitate smooth transitioning to cost-reflective tariffs in NESI.

10. Summary of Tariff Assumptions and Results

Table 4 below provides a summary of the actual and projections of the minor review indices.

Table 4: Abuja DisCo's Tariff Assumptions

Parameter	Unit	2021	Jan - 2022	Feb-Dec 2022	2023	2024	2025	2026
PA Effectiveness	PA Year	5	-	-	-	-	-	-
Loss Target	%	22.8%	19.27%	19.27%	19.27%	19.27%	15.87%	13.08%
Nigerian Inflation	%	17.0%	15.40%	15.40%	15.4%	15.4%	15.4%	15.4%
US Inflation	%	4.7%	6.8%	6.8%	6.8%	6.8%	6.8%	6.8%
Exchange Rate N/$	N	412.2	415.8	415.8	415.8	415.8	415.8	415.8
Transmission Loss Factor	%	8.05%	7.50%	7.50%	7.25%	7.00%	6.75%	6.50%
Energy Delivered to DisCo	GWh	4,035	386	4,247	4,832	5,138	5,500	5,903
Energy Delivered to DisCo	MWh/h	461	529	529	552	587	628	674
Generation Cost	N/kWh	25.3	27.5	27.5	28.0	28.5	29.1	29.6
Transmission & Admin Cost	N/kWh	6.3	5.2	5.2	5.3	5.4	5.5	5.5
End-User Cost Reflective Tariff	N/kWh	56.7	55.1	55.1	56.8	58.1	55.9	55.3
End-User Allowed Tariffs	N/kWh	50.8	52.86	55.1	56.8	58.1	55.9	55.3
Tariff Shortfall	N'000,000	18,594	701	0	0	0	0	0
Minimum Remittance	%	81.8%	93.4%	100.0%	100.0%	100.0%	100.0%	100.0%

11. Revenue Requirement

Table – 5 below provides a summary of the key building blocks that summed up to the projected revenue requirement of AEDC for the period 2022 – 2026.

Table 5: Approved Revenue Requirement for AEDC 2022 – 2026

	2022	2023	2024	2025	2026
Load Allocation	11.50%	11.50%	11.50%	11.50%	11.50%
Capacity	63,954	67,667	73,035	79,450	86,721
Opex	65,199	69,770	75,807	82,773	90,896
GenCo cost	129,153	137,437	148,842	162,224	177,617
Opex	5,612	6,346	7,199	8,178	9,300
RO Investment	118	128	161	200	244
Depreciation	11,286	11,702	12,102	12,502	12,902
Transmission cost	17,016	18,176	19,461	20,879	22,446
Opex	3,071	3,266	3,482	3,720	3,981
RO Investment	131	130	139	149	160
System Operation	3,202	3,396	3,621	3,869	4,141
Opex	345	364	385	408	433
RO Investment	15	15	16	17	18
MO	359	379	401	425	451
Ancillary Service	556	671	826	1,023	1,272
Opex	26,155	29,870	34,145	39,066	44,730
RO Investment	18,839	20,039	21,745	23,581	25,501
Depreciation	5,895	6,382	6,837	7,291	7,745
Debt Repayment	4,930	5,085	5,086	424	-
DisCo - Abuja	55,819	61,376	67,812	70,361	77,976
Revenue Required	206,105	221,435	240,963	258,781	283,902

12. Approved End-user Tariffs Effective from 1st January 2022

Pursuant to Section 76(2) of EPSRA and the Regulations on Procedure for Electricity Tariff Review in NESI, the Commission considered and approved for AEDC the tariffs in Table - 6 below with effect from 1st January 2022 and shall remain in force until the issuance of a new Minor Review Order or an Extraordinary Tariff Review Order by the Commission.

Table 6: Approved End-user Tariffs (₦/kWh) for AEDC

Category	Sep - Dec 2021	Jan 2022	Feb - Dec 2022	2023	2024	2025	2026
Life-line	4.00	4.00	4.00	4.00	4.00	4.00	4.00
A - Non MD	51.75	51.75	56.28	56.43	57.75	55.60	55.01
A - MD1	69.70	69.70	68.97	69.83	71.46	68.80	68.06
A - MD2	69.70	69.70	68.97	69.83	71.46	68.80	68.06
A - MD3 C&I Special	55.05	55.05	55.05	61.59	63.03	60.68	60.03
B - Non MD	49.72	49.72	54.13	54.12	55.39	53.33	52.76
B - MD1	66.65	66.65	66.65	66.68	68.24	65.70	64.99
B - MD2	66.65	66.65	66.65	66.68	68.24	65.70	64.99
C - Non MD	45.65	45.65	50.65	51.82	53.03	51.06	50.51
C - MD1	58.03	58.03	62.05	65.63	67.16	64.67	63.97
C - MD2	58.03	58.03	62.05	65.63	67.16	64.67	63.97
D - Non MD	29.70	29.70	33.20	42.88	43.88	42.25	41.80
D - MD1	51.09	51.09	54.59	62.16	63.62	61.25	60.59
D - MD2	51.09	51.09	54.59	62.16	63.62	61.25	60.59
E - Non MD	29.38	29.38	32.88	37.52	38.40	36.97	36.57
E - MD1	51.09	51.09	48.37	61.01	62.44	60.12	59.47
E - MD2	51.09	46.61	48.37	61.01	62.44	60.12	59.47

13. Service Improvement Commitments

a. AEDC shall be held accountable for service improvements per commitments under its universal service obligation in the provision of electricity supply to customers. Details of the service improvement commitments made by AEDC to customers in various tariff Bands for the period February - December 2022 is provided in Appendix-2.

b. In line with the Revised December 2020 Minor Review Order, this Order applied the monthly Economic Merit Order Weighted Average Wholesale Prices for the period January – December 2021, and AEDC's MYTO load allocation based on available generation during the period for the retroactive determination of the applicable revenue requirements and cost-reflective tariffs.

14. Service Band Adjustment and Migration

a. Where there is a failure to deliver on committed service level by AEDC as measured over a period of two consecutive months, rates payable by all customers in the affected load cluster shall be retroactively adjusted in line with the quality of service delivered over the same period, upon verification by the Commission.

b. Migration of feeders/customers across service Bands shall be in accordance with the guidelines and/or Order of the Commission.

15. Capacity Payment

The average tariff for AEDC was determined considering the projected energy offtake of the company based on its percentage load allocation in its Vesting Contract executed with NBET. NBET shall continue to invoice AEDC for capacity charge and energy based on its load allocation and metered energy respectively. Where it is established that TCN is unable to deliver AEDC's load allocation, TCN shall be liable to pay for the associated capacity charge. Where AEDC fails to take its entire load allocation due to constraints in its network, AEDC shall be liable to pay the capacity charge as allocated in its Vesting contract and in line with the provisions of the applicable MYTO Order.

16. Obligation to off-take day ahead nomination

AEDC is obligated to off-take energy per its day ahead nomination and load allocation under its vesting contract with the NBET. Where AEDC fails to offtake its load allocation due to constraints in its network, the company is obligated to compensate the Transmission Company of Nigeria Plc for loss of revenue arising from the stranded capacity. Where it is established that TCN is unable to deliver AEDC's load allocation due to constraints on its (TCN's) network, TCN shall be liable to compensate AEDC for the associated loss of revenue.

17. Minimum Remittance Threshold for 2021 and 2022

The Power Sector Recovery Plan ("PSRP") provides for a gradual transition to cost-reflective tariffs with safeguards for the less privileged electricity consumers in the society. The Federal Government, under the PSRP Financing Plan, has committed to funding the revenue gap

arising from the difference between cost-reflective tariffs determined by the Commission and the actual end-user tariffs during the transition to cost-reflective tariffs. The waterfall of market revenues during the transitional period shall be in line with the following:

a. All DisCos are obligated to settle their market invoices in full as adjusted and netted off by applicable tariff shortfall **subject to "regulatory net-offs"** approved by the Commission and communicated to the Principal Collection Accounts (PCA) Settlement Administrator.

b. **Regulatory Net-offs are specific directives** issued by the Commission to the PCA Settlement Administrator on net-offs (+/-) in a **fixed sum requiring no calculation** applied to AEDC's minimum remittance obligations to the MO or the NBET for specific number of months to accommodate financial offsets by market participants and/or amortization of deferred assets" as approved by the Commission.

c. All FGN intervention from the PSRP Financing Plan and budgetary appropriation for funding tariff shortfall shall be applied through NBET and MO to ensure 100% settlement of market invoices as issued by Market Participants.

d. The Commission has computed and recognised the sum of NGN227.6billion as the tariff shortfall for AEDC for the years 2015 – 2020. The Federal Government is finalising the processes of transferring the accrued liabilities arising from tariff shortfalls in the financial records of AEDC to the Nigeria Electricity Liability Management Company ("NELMCO").

e. All funds retained by AEDC as represented by the excess of market remittance shortfalls over tariff shortfall shall be recovered as a full liability of AEDC, including applicable interest thereon, in line with the provisions of the Supplementary TEM Order, the Market Rules, and respective industry contracts with the Market Operator and NBET.

f. The minimum market remittance threshold for AEDC is determined after deducting the revenue deficit arising from tariff shortfall from invoices issued by NBET for energy delivered to AEDC in line with its Vesting Contract.

g. AEDC shall be availed the opportunity to earn its revenue requirement only upon fully meeting the following payment obligations:

    i. Repayment of CBN-NEMS facility.
    ii. 100% settlement of MO's invoice subject to "regulatory net-offs" approved by the Commission.
    iii. Full settlement of Minimum Remittance Requirement of NBET's monthly invoices being the minimum remittance threshold prescribed in this Order plus/minus "regulatory net-offs" approved by the Commission.

h. AEDC shall be liable to relevant penalties/sanctions for failure to meet the minimum remittance requirement in any payment cycle under the terms of its respective contracts with NBET, MO, and the provisions of the Market Rules and Supplementary TEM Order.

i. AEDC shall maintain an adequate securitisation for energy off-take in line with the provisions of the Market Rules.

j. AEDC shall settle their market invoices under the minimum market remittance thresholds as provided in Table 7 effective1st January 2022. All settlements are subject to regulatory net-offs as may from time to time be issued/communicated to the PCA Administrator by the Commission.

Table 7: AEDC's Minimum Remittance Table

Head	Subhead	2021	Jan 2022	Feb – Dec 2022
		N'000,000	N'000,000	N'000,000
Revenue Required	NEMSF	4,315	411	4,519
	GenCo Invoice	101,970	10,604	116,640
	TCN & Admin Services	25,487	2,003	22,030
	DisCo	44,976	4,158.16	45,740
	Total	176,748	17,175	188,930
Allowed Recovery		158,154	16,474	188,930
Tariff Shortfall		18,594	701	-
Minimum Remittance Obligation	NEMSF	4,315	411	4,519
	NBET Minimum Remittance	83,377	9,902	116,640
	MO Minimum Remittance	25,487	2,003	22,030
	DisCo	44,976	4,158	45,740
	Total Distribution	158,154	16,474	188,930
Minimum remittance to NBET		**81.77%**	**93.4%**	**100.0%**
Minimum remittance to MO		**100%**	**100%**	**100%**

18. Effective Date

This Order shall be effective from 1st January 2022.

Dated this 29th Day of December 2021

Sanusi Garba
Chairman

Musiliu O. Oseni
Vice Chairman

Appendix – 1: AEDC's Customer Classifications

Service Bands	New Tariff Class	Description
Lifeline	R1	Life-Line customers with energy consumption of not more than 50kWh/month
A (minimum of 20hrs/day)	A – Non-MD	Customers with single or three-phase connection located within **Band** – A Service Level Feeders
	A – MD 1	Customers with LV Maximum Demand connection located within **Band** – A Service Level Feeders
	A – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within **Band** – A Service Level Feeders
	A – MD 3	Commercial and Industrial customers with average monthly energy consumption of 6.3MWh/h
B (minimum of 16hrs/day)	B – Non-MD	Customers with single or three-phase connection located within **Band** – B Service Level Feeders
	B – MD 1	Customers with LV Maximum Demand connection located within **Band** – B Service Level Feeders
	B – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within Band – B Service Level Feeders
C (minimum of 12hrs/day)	C – Non-MD	Customers with single or three-phase connection located within **Band** – C Service Level Feeders
	C – MD 1	Customers with LV Maximum Demand connection located within **Band** – C Service Level Feeders
	C – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within **Band** – C Service Level Feeders
D (minimum of 8hrs/day)	D – Non-MD	Customers with single or three-phase connection located within **Band** – D Service Level Feeders
	D – MD 1	Customers with LV Maximum Demand connection located within **Band** – D Service Level Feeders
	D – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within **Band** – D Service Level Feeders
E (minimum of 4hrs/day)	E – Non-MD	Customers with single or three-phase connection located within **Band** – E Service Level Feeders
	E – MD 1	Customers with LV Maximum Demand connection located within **Band** – E Service Level Feeders
	E – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within **Band** – E Service Level Feeders

Appendix – 2: AEDC's Service Level Commitments

Service Level Proposal for Feb - Jun 2022						
TARIFF BAND	**FEEDERS**	**Minimum Duration of Supply (Hrs/Day)**	**Average Frequency of Interruptions Per Day**	**Average Duration of Interruptions**	**Average Response time to calls (in Minutes)**	**Average Response time to resolving complaints (in hrs)**
A	AJAOKUTA_STEEL_PL_PL	23.4	0.9	0.6	0.5	2.7
A	AJAOKUTA_WEST AFRICA CERAMICS_PL_PL	23.4	0.9	0.6	0.5	2.7
A	AT2_9MOBILE FDR_PL_PL	22.9	0.5	1.1	0.5	14.6
A	AT2_GWARINPA FDR_M42_K12	23.4	1.8	0.6	0.5	14.6
A	AT2_GWARINPA FDR_M42_K14	23.4	0.9	0.6	0.5	14.6
A	AT2_GWARINPA FDR_M42_K5	23.4	2.6	0.6	0.5	14.6
A	AT2_GWARINPA FDR_M42_K6	23.1	0.9	0.9	0.5	14.6
A	AT2_GWARINPA FDR_M43_ADKAN	22.7	0.9	1.3	0.5	14.6
A	AT2_JAHI FDR_PL_PL	22.9	1.0	1.1	0.5	17.8
A	AT2_LIFECAMP FDR_PL_PL	23.1	1.8	0.9	0.5	17.8
A	AT5_FDR 6_C4_3A	23.7	0.4	0.3	0.5	5.3
A	AT5_FDR 6_C4_3B	0.0	0.0	24.0	0.5	5.3
A	AT5_FDR 6_C4_5A	23.7	0.4	0.3	0.5	14.6
A	AT2_MBP_C4_M/H	0.0	0.0	24.0	0.5	5.3
A	AT2_MBP_C3_1A	23.4	0.9	0.6	0.5	5.3
A	AT2_MBP_C3_2A	23.4	0.9	0.6	0.5	5.3
A	AT2_MBP_C3_2B	23.4	0.9	0.6	0.5	5.3
A	AT2_MBP_C3_3A	23.4	0.9	0.6	0.5	5.3
A	AT2_MBP_C3_4B	23.4	0.9	0.6	0.5	5.3
A	AT2_MBP_C3_5B	23.4	0.9	0.6	0.5	5.3
A	AT2_WUSE 2 FDR_B5_1A	23.4	0.9	0.6	0.5	10.6
A	AT2_WUSE 2 FDR_B5_1B	23.4	0.9	0.6	0.5	10.6
A	AT2_WUSE 2 FDR_B5_2A	23.4	0.9	0.6	0.5	10.6
A	AT2_WUSE 2 FDR_B5_2B	23.4	0.9	0.6	0.5	10.6
A	AT2_WUSE 2 FDR_B5_3A	23.4	0.9	0.6	0.5	10.6
A	AT2_WUSE 2 FDR_B5_3B	23.4	0.9	0.6	0.5	10.6
A	AT2_WUSE 2 FDR_B5_4A	23.4	0.9	0.6	0.5	10.6
A	AT2_WUSE 2 FDR_B5_4B	23.4	0.9	0.6	0.5	10.6
A	AT2_WUSE 2 FDR_B52_1A	23.4	0.9	0.6	0.5	10.6
A	AT2_WUSE 2 FDR_B52_1B	23.4	0.9	0.6	0.5	10.6
A	AT2_WUSE 2 FDR_B52_2A	23.4	0.9	0.6	0.5	10.6
A	AT2_WUSE 2 FDR_B52_2B	23.4	0.9	0.6	0.5	10.6
A	AT2_WUSE 2 FDR_B52_3A	23.4	0.9	0.6	0.5	10.6
A	AT2_WUSE 2 FDR_B52_3B	23.4	0.9	0.6	0.5	10.6
A	AT2_WUSE 2 FDR_B52_4A	23.4	0.9	0.6	0.5	10.6
A	AT2_WUSE 2 FDR_B52_4B	23.1	0.9	0.9	0.5	10.6

Service Level Proposal for Feb - Jun 2022						
TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in hrs)
A	AT2_WUSE 2_PL_PL	23.4	0.9	0.6	0.5	10.6
A	AT3_H1_G22_1LEFT	23.4	0.9	0.6	0.5	12.9
A	AT3_H1_G22_2LEFT	23.4	0.9	0.6	0.5	12.9
A	AT3_H1_G22_4LEFT	23.4	0.9	0.6	0.5	12.9
A	AT3_H1_G22_7LEFT	23.4	0.9	0.6	0.5	12.9
A	AT3_H1_G22_5&8LEFT	23.4	0.9	0.6	0.5	12.9
A	AT3_H1_G24_FD2	23.4	0.9	0.6	0.5	12.9
A	AT3_H1_G24_FDR 20	23.4	0.9	0.6	0.5	12.9
A	AT3_H1_G24_FD21	23.4	0.9	0.6	0.5	12.9
A	AT3_H1_G24_FDR 22	23.4	0.9	0.6	0.5	12.9
A	AT3_H1_G24_FDR 23	23.4	0.9	0.6	0.5	12.9
A	AT3_H1_G24_FD24	23.4	0.9	0.6	0.5	12.9
A	AT3_H1_G24_FD5	23.4	0.9	0.6	0.5	12.9
A	AT3_H1_G24_FD6	23.4	0.9	0.6	0.5	12.9
A	AT3_H1_G24_FD7	23.4	0.9	0.6	0.5	12.9
A	AT3_H1_G25_FD2	0.0	0.0	24.0	0.5	12.9
A	AT3_H1_G25_FD21	23.4	0.4	0.6	0.5	12.9
A	AT3_H1_G25_FD23	23.4	0.4	0.6	0.5	12.9
A	AT3_H1_G25_FD3	23.4	0.4	0.6	0.5	12.9
A	AT3_H1_G25_FD5	23.4	0.4	0.6	0.5	12.9
A	AT3_H1_G25_FD7	23.4	0.4	0.6	0.5	12.9
A	AT3_H1_PL_PL	23.4	0.9	0.6	0.5	12.9
A	AT3_H2_G32_1B	23.4	0.9	0.6	0.5	12.9
A	AT3_H2_G32_2B	23.4	0.9	0.6	0.5	12.9
A	AT3_H2_G32_3B	23.4	0.9	0.6	0.5	12.9
A	AT3_H2_G32_4A	23.4	0.9	0.6	0.5	12.9
A	AT3_H2_G32_5A	23.4	0.9	0.6	0.5	12.9
A	AT3_H2_G32_5B	23.4	0.9	0.6	0.5	12.9
A	AT3_H2_G32_6A	23.4	0.9	0.6	0.5	12.9
A	AT3_H2_G32_6B	23.4	0.9	0.6	0.5	12.9
A	AT3_H2_G32_7A	23.4	0.9	0.6	0.5	12.9
A	AT3_H2_G32_8B	23.4	0.9	0.6	0.5	12.9
A	AT3_H2_G32_9B	23.4	0.9	0.6	0.5	12.9
A	AT3_H2_G4_1A	23.4	0.9	0.6	0.5	12.9
A	AT3_H2_G4_1B	23.4	0.9	0.6	0.5	12.9
A	AT3_H2_G4_2A	23.4	0.9	0.6	0.5	12.9
A	AT3_H2_G4_2B	23.4	0.9	0.6	0.5	12.9

Service Level Proposal for Feb - Jun 2022						
TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in hrs)
A	AT3_H2_G4_3B	23.4	0.9	0.6	0.5	12.9
A	AT3_H2_G4_4B	23.4	0.9	0.6	0.5	12.9
A	AT3_H2_G4_5A	23.4	0.9	0.6	0.5	12.9
A	AT3_H2_G4_6B	23.4	0.9	0.6	0.5	12.9
A	AT3_H2_G4_7B	23.4	0.9	0.6	0.5	12.9
A	AT3_H2_G4_8A	23.4	0.9	0.6	0.5	12.9
A	AT3_H2_PL_PL	23.4	0.9	0.6	0.5	12.9
A	AT3_H3_R4_FD10	23.4	0.9	0.6	0.5	12.9
A	AT3_H3_R4_FD18	23.4	0.9	0.6	0.5	12.9
A	AT3_H3_R4_FD26	23.4	0.9	0.6	0.5	22.4
A	AT3_H3_R4_FD27	23.4	0.9	0.6	0.5	12.9
A	AT3_H3_R4_FD3	23.1	0.9	0.9	0.5	8.5
A	AT3_H3_R4_FD4	23.4	0.9	0.6	0.5	8.5
A	AT3_H3_R4_FD6	23.4	0.9	0.6	0.5	8.5
A	AT3_H3_R4_FD9	23.4	0.9	0.6	0.5	12.9
A	AT3_H3_R5_1B	23.1	0.9	0.9	0.5	8.5
A	AT3_H3_R5_2B	23.4	0.9	0.6	0.5	8.5
A	AT3_H3_R5_3A	23.4	0.9	0.6	0.5	8.5
A	AT3_H3_R5_4B	23.4	0.9	0.6	0.5	8.5
A	AT3_H3_R5_5A	23.1	0.9	0.9	0.5	8.5
A	AT3_H3_R5_5B	0.0	0.9	24.0	0.5	8.5
A	AT3_H3_R5_6A	23.4	0.9	0.6	0.5	8.5
A	AT3_H3_R5_6B	23.4	0.9	0.6	0.5	8.5
A	AT3_H31_PL_PL	23.4	0.9	0.6	0.5	20.3
A	AT3_H31_S22_4A	22.7	0.9	1.3	0.5	20.3
A	AT3_H31_S22_4B	22.7	0.9	1.3	0.5	20.3
A	AT3_H31_S23_2A	22.7	0.9	1.3	0.5	20.3
A	AT3_H31_S23_2B	23.1	0.9	0.9	0.5	20.3
A	AT3_H31_S23_3B	23.1	0.9	0.9	0.5	20.3
A	AT3_H31_S23_4A	23.1	0.9	0.9	0.5	20.3
A	AT3_H31_S24_FD1	23.1	0.9	0.9	0.5	20.3
A	AT3_H31_S24_FD2	23.1	0.9	0.9	0.5	20.3
A	AT3_H33_PL_PL	23.4	0.9	0.6	0.5	22.4
A	AT3_H35_PL_PL	23.7	0.9	0.3	0.5	20.3
A	AT3_H37_PL_PL	23.1	0.9	0.9	0.5	22.4
A	AT3_H37_S26_BEHIND TRANSMISSION	23.7	0.9	0.3	0.5	22.4
A	AT3_H37_S26_K10	22.7	0.9	1.3	0.5	22.4

Service Level Proposal for Feb - Jun 2022						
TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in hrs)
A	AT3_H37_S26_PARADISE ESTATE	23.7	0.9	0.3	0.5	22.4
A	AT3_H37_S26_TRADEMORE FD	23.7	0.9	0.3	0.5	22.4
A	AT3_H5_R2_FD10	23.4	0.9	0.6	0.5	12.9
A	AT3_H5_R2_FD14	23.4	0.9	0.6	0.5	8.5
A	AT3_H5_R2_FD17	23.4	0.9	0.6	0.5	8.5
A	AT3_H5_R2_FD6	23.4	0.9	0.6	0.5	8.5
A	AT3_H5_R2_FD7	23.4	0.9	0.6	0.5	8.5
A	AT3_H5_R2_FD9	23.4	0.9	0.6	0.5	8.5
A	AT3_H5_R3_1A	23.4	0.9	0.6	0.5	8.5
A	AT3_H5_R3_2A	23.4	0.9	0.6	0.5	8.5
A	AT3_H5_R3_3A	23.4	0.9	0.6	0.5	8.5
A	AT3_H5_R3_3B	23.4	0.9	0.6	0.5	8.5
A	AT3_H5_R3_4A	23.4	0.9	0.6	0.5	8.5
A	AT3_H5_R3_5A	23.4	0.9	0.6	0.5	5.3
A	AT3_H5_R3_6B	23.4	0.9	0.6	0.5	8.5
A	AT3_H5_R6_1B	23.4	0.9	0.6	0.5	8.5
A	AT3_H5_R6_2B	23.4	0.9	0.6	0.5	8.5
A	AT3_H5_R6_3B	23.4	0.9	0.6	0.5	8.5
A	AT3_H5_R6_5A	23.4	0.9	0.6	0.5	8.5
A	AT3_H5_R7_1A	23.4	0.9	0.6	0.5	8.5
A	AT3_H5_R7_1B	23.4	0.9	0.6	0.5	8.5
A	AT3_H5_R7_2A	23.4	0.9	0.6	0.5	8.5
A	AT3_H5_R7_3A	23.4	0.9	0.6	0.5	8.5
A	AT3_H5_R7_4A	23.4	0.9	0.6	0.5	8.5
A	AT3_H5_R7_4B	23.4	0.9	0.6	0.5	8.5
A	AT3_H5_R7_5B	23.4	0.9	0.6	0.5	8.5
A	AT3_H5_R7_6A	23.4	0.9	0.6	0.5	8.5
A	AT4_DAM FDR_K32_FD1	0.0	0.0	24.0	0.5	25.3
A	AT4_DAM FDR_K32_FD2	23.7	0.4	0.3	0.5	25.3
A	AT4_DAM FDR_K32_FD3	23.7	0.4	0.3	0.5	25.3
A	AT4_DAWAKI FDR_PL_PL	0.0	0.0	24.0	0.5	14.6
A	AT4_DAWAKI FDR_T2_FD1	0.0	0.0	24.0	0.5	14.6
A	AT5_FDR2_B33_10A	0.0	0.0	24.0	0.5	10.6
A	AT5_FDR 3_B32_FD1	23.7	0.4	0.3	0.5	10.6
A	AT5_FDR 3_B32_FD2	23.7	0.4	0.3	0.5	10.6
A	AT5_FDR 3_B32_FD3	23.7	0.9	0.3	0.5	10.6
A	AT5_FDR 3_B32_FD4	23.4	0.9	0.6	0.5	10.6

Service Level Proposal for Feb - Jun 2022						
TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in hrs)
A	AT5_FDR 3_B32_FD5	23.4	0.4	0.6	0.5	10.6
A	AT5_FDR 3_B32_FD6	23.7	0.4	0.3	0.5	10.6
A	AT5_FDR 3_PL_PL	0.0	0.9	24.0	0.5	10.6
A	AT5_ FDR4_B33_6A	23.7	0.4	0.3	0.5	10.6
A	AT5_ FDR4_B33_3B	23.4	0.9	0.6	0.5	10.6
A	AT5_ FDR4_B33_8A	0.0	0.0	24.0	0.5	10.6
A	AT5_ FDR4_B33_8B	23.4	0.9	0.6	0.5	10.6
A	AT5_FDR2_B33_6B	23.7	0.9	0.3	0.5	10.6
A	AT5_FDR 5_G2_3B	0.0	0.0	24.0	0.5	12.9
A	AT5_FDR 5_G2_5B	23.4	0.4	0.6	0.5	12.9
A	AT5_FDR 5_G2_7A	23.4	0.4	0.6	0.5	12.9
A	AT5_FDR 5_G2_7B	23.7	0.4	0.3	0.5	12.9
A	AT5_FDR 5_G2_8B	23.7	0.4	0.3	0.5	12.9
A	AT5_FDR 5_G42_FD10	23.7	0.4	0.3	0.5	12.9
A	AT5_FDR 5_G42_FDL1	23.7	0.9	0.3	0.5	12.9
A	AT5_FDR 5_ICC_FD1	23.7	0.4	0.3	0.5	12.9
A	AT5_FDR 5 _ICC_FD2	0.0	0.0	24.0	0.5	12.9
A	AT5_FDR 5_PL_PL	23.7	0.4	0.3	0.5	12.9
A	AT5_FDR2_B33_7A	23.7	0.4	0.3	0.5	12.9
A	AT5_FDR2_B33_1B	23.7	0.4	0.3	0.5	10.6
A	AT5_FDR 6_C2_1B	23.7	0.4	0.3	0.5	5.3
A	AT5_FDR 6_C2_2A	23.7	0.4	0.3	0.5	10.6
A	AT5_FDR 6_C2_2B	23.7	0.4	0.3	0.5	5.3
A	AT5_FDR 6_C2_3A	23.7	0.4	0.3	0.5	5.3
A	AT5_FDR 6_C2_4A	23.7	0.4	0.3	0.5	5.3
A	AT5_FDR 6_C2_4B	23.7	0.4	0.3	0.5	5.3
A	AT5_FDR 6_C2_5A	23.7	0.4	0.3	0.5	5.3
A	AT5_FDR 6_C2_5B	23.7	0.4	0.3	0.5	5.3
A	AT5_FDR 6_C2_6A	23.7	0.4	0.3	0.5	5.3
A	AT5_FDR 6_C2_6B	23.7	0.4	0.3	0.5	5.3
A	AT5_FDR 6_C2_7A	23.7	0.4	0.3	0.5	5.3
A	AT5_FDR 6_C2_7B	23.7	0.4	0.3	0.5	5.3
A	AT5_FDR 6_C2_8A	23.7	0.4	0.3	0.5	5.3
A	AT5_FDR 6_C2_9A	0.0	0.0	24.0	0.5	5.3
A	AT5_FDR 6_C2_9B	23.7	0.4	0.3	0.5	5.3
A	AT5_FDR2_B33_4B	23.7	0.4	0.3	0.5	10.6
A	AT5_FDR 8_M2_2A	0.0	0.0	24.0	0.5	15.9

Service Level Proposal for Feb - Jun 2022						
TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in hrs)
A	AT5_FDR 8_M2_2B	22.7	0.9	1.3	0.5	15.9
A	AT5_FDR 8_M2_3A	22.7	0.9	1.3	0.5	15.9
A	AT5_FDR 8_M2_3B	22.7	0.9	1.3	0.5	15.9
A	AT5_FDR 8_M2_5A	22.7	0.9	1.3	0.5	15.9
A	AT5_FDR 8_M2_5B	22.7	0.9	1.3	0.5	15.9
A	AT5_FDR 8_M2_6A	22.7	0.9	1.3	0.5	15.9
A	AT5_FDR 8_M2_7A	22.7	0.9	1.3	0.5	15.9
A	AT5_FDR 7_PL_PL	0.0	0.0	24.0	0.5	15.9
A	AT5_FDR2_B33_9B	23.7	0.4	0.3	0.5	10.6
A	AT5_FDR2_B33_10B	23.7	0.9	0.3	0.5	15.9
A	AT7_FDR 1(AKWANGA FDR)_PL_PL	0.0	0.0	24.0	0.5	19.1
A	AT8_NASARAWA FDR_PL_PL	0.0	0.0	24.0	0.5	21.8
A	AT9_K1_A22_FD5	23.7	0.9	0.3	0.5	27.0
A	KUKWABA_L33_S25_EYE CLINIC	22.7	0.9	1.3	0.5	15.9
A	KUKWABA_L33_S25_INDOOR	22.7	0.9	1.3	0.5	15.9
A	KUKWABA_L33_S25_STADIUM MAIN	22.7	0.9	1.3	0.5	15.9
A	KUKWABA_L34_B6_2A	23.1	0.9	0.9	0.5	15.9
A	KUKWABA_L34_B6_3A	23.1	0.9	0.9	0.5	15.9
A	KUKWABA_L34_B6_4B	23.1	0.9	0.9	0.5	15.9
A	KUKWABA_L34_B6_5B	23.1	0.9	0.9	0.5	15.9
A	KUKWABA_L34_B6_6A	22.7	0.9	1.3	0.5	15.9
A	KUKWABA_L34_B6_6B	23.1	0.9	0.9	0.5	15.9
A	KUKWABA_L34_PL_PL	0.0	0.0	24.0	0.5	15.9
A	KUKWABA_L34_WUYE1_13B	22.7	0.9	1.3	0.5	15.9
A	KUKWABA_L34_WUYE1_2A	22.7	0.9	1.3	0.5	15.9
A	KUKWABA_L34_WUYE1_3B	22.7	0.9	1.3	0.5	15.9
A	KUKWABA_L34_WUYE1_4B	22.7	0.9	1.3	0.5	15.9
A	KUKWABA_L34_WUYE1_6A	22.7	0.9	1.3	0.5	15.9
A	KUKWABA_L34_WUYE1_6B	22.7	0.9	1.3	0.5	15.9
A	KUKWABA_L34_WUYE1_9A	22.7	0.9	1.3	0.5	15.9
A	KUKWABA_L34_WUYE2_10B	22.7	0.9	1.3	0.5	15.9
A	KUKWABA_L34_WUYE2_1B	23.1	0.9	0.9	0.5	15.9
A	KUKWABA_L34_WUYE2_4B	23.1	0.9	0.9	0.5	15.9
A	KUKWABA_L34_WUYE2_5A	23.1	0.9	0.9	0.5	15.9
A	KUKWABA_L34_WUYE2_6A	23.1	0.9	0.9	0.5	15.9
A	KUKWABA_L34_WUYE2_6B	23.1	0.9	0.9	0.5	15.9
A	KUKWABA_L34_WUYE2_7A	23.1	0.9	0.9	0.5	15.9

Service Level Proposal for Feb - Jun 2022						
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A	KUKWABA_L34_WUYE2_7B	23.1	0.9	0.9	0.5	15.9
A	KUKWABA_L34_WUYE2_8B	23.1	0.9	0.9	0.5	15.9
A	KUKWABA_L34_WUYE2_9A	23.1	0.9	0.9	0.5	20.3
A	LOKOJA_FDR 3 CBN_PL_PL	0.0	0.0	24.0	0.5	28.0
A	MINNA_MAIKUNKELE FDR_MAIKUNKELE_AIRPORT	17.8	0.0	6.2	0.5	15.7
A	AT6_132/11kV MOBITRA_TS_WATERWORKS	22.7	1.8	1.3	0.5	33.8
A	AT6_ABUJA STEEL_PL_PL	23.7	0.7	0.3	0.5	33.8
A	AT6_JIWA FDR_PL_PL	0.0	0.0	24.0	0.5	17.8
A	MINNA_ZARUMAI_ZARUMAI_FD4	20.6	1.0	3.4	0.5	6.7
A	KUKWABA_L34_WUYE1_10A	20.6	1.0	3.4	0.5	6.7
A	AT3_H2_G32_7B	20.6	1.0	3.4	0.5	6.7
A	AT5_ FDR4_B33_4A	20.6	1.0	3.4	0.5	6.7
A	AT4_DAWAKI FDR_M44_FD2	20.6	1.0	3.4	0.5	6.7
A	AT7_FDR 2 (LAFIA)_L14_TAAL	20.6	1.0	3.4	0.5	6.7
A	AT7_FDR 2 (LAFIA)_L16_FULAF	20.6	1.0	3.4	0.5	6.7
A	BIDA_T3_BIDA_FD4	20.6	1.0	3.4	0.5	6.7
A	AT7_FDR 1 (AKWANGA FDR)_A20_Smart UPDATED_FEEDER	20.6	1.0	3.4	0.5	6.7
A	KUKWABA_L34_WUYE1_2B	20.6	1.0	3.4	0.5	6.7
A	KUKWABA_L34_WUYE1_3A	20.6	1.0	3.4	0.5	6.7
A	KUKWABA_L34_WUYE2_3B	20.6	1.0	3.4	0.5	6.7
A	KUKWABA_L34_WUYE2_3A	20.6	1.0	3.4	0.5	6.7
A	KUKWABA_L34_WUYE2_4A	20.6	1.0	3.4	0.5	6.7
A	AT7_FDR 2(LAFIA)_PL_PL	20.6	1.0	3.4	0.5	6.7
A	AT7_FDR 3(WATERBOARD)_PL_PL	20.6	1.0	3.4	0.5	6.7
A	AT3_H3_PL_PL	20.6	1.0	3.4	0.5	6.7
A	AT3_H5_PL_PL	20.6	1.0	3.4	0.5	6.7
A	AT5_FDR 2_PL_PL	20.6	1.0	3.4	0.5	6.7
A	AT5_FDR 4_PL_PL	20.6	1.0	3.4	0.5	6.7
A	AT5_FDR 6_PL_PL	20.6	1.0	3.4	0.5	6.7
A	AT8_KEFFI_PL_PL	20.6	1.0	3.4	0.5	6.7
A	AT4_DAM FDR_PL_PL	20.6	1.0	3.4	0.5	6.7
A	AT4_NIPP FDR_PL_PL	20.6	1.0	3.4	0.5	6.7
A	KUKWABA_L33_PL_PL	20.6	1.0	3.4	0.5	6.7
A	KUKWABA_L35_PL_PL	20.6	1.0	3.4	0.5	6.7
A	AT6_FIELDBASE_PL_PL	20.6	1.0	3.4	0.5	6.7
A	AT6_SULEJA TOWNSHIP_PL_PL	20.6	1.0	3.4	0.5	6.7

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TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in hrs)
A	AT2_GWARINPA FDR_PL_PL	20.6	1.0	3.4	0.5	6.7
A	AT2_MBP_PL_PL	20.6	1.0	3.4	0.5	6.7
A	KONTAGORA_WATERWORKS_PL_PL	20.6	1.0	3.4	0.5	6.7
A	MINNA_M/KUNKELE FDR_PL_PL	20.6	1.0	3.4	0.5	6.7
A	MINNA_POWERHOUSE_PL_PL	20.6	1.0	3.4	0.5	6.7
A	MINNA_ZARUMAI_PL_PL	20.6	1.0	3.4	0.5	6.7
A	BIDA_NEW AGAIE_PL_PL	20.6	1.0	3.4	0.5	6.7
A	AT6_FIELD BASE_FIELDBASE_SULEJA SMART FDR	20.6	1.0	3.4	0.5	6.7
A	AT2_GWARINPA FDR_M43_SETRACO	21.8	0.9	2.2	0.5	14.6
A	AT2_JABI FDR_PL_PL	21.3	1.8	2.7	0.5	15.9
A	AT2_LIFECAMP FDR_T1_LINE B	21.8	0.9	2.2	0.5	17.8
A	AT2_LIFECAMP FDR_T1_LINE C	21.8	0.9	2.2	0.5	17.8
A	AT2_LIFECAMP FDR_T1_LINE D	21.8	0.9	2.2	0.5	17.8
A	AT2_LIFECAMP FDR_T1_LINE E	21.8	0.9	2.2	0.5	17.8
A	AT2_LIFECAMP FDR_T1_LINE F	21.8	0.9	2.2	0.5	17.8
A	AT2_LIFECAMP FDR_T1_LINE H	21.8	1.8	2.2	0.5	17.8
A	AT2_MPAPE FDR_PL_PL	21.8	0.9	2.2	0.5	7.0
A	AT3_H23_PL_PL	21.8	0.9	2.2	0.5	24.3
A	AT3_H31_S23_1A	22.3	0.9	1.7	0.5	20.3
A	AT4_DAWAKI FDR_M44_FD1	22.3	1.8	1.7	0.5	14.6
A	AT4_DAWAKI FDR_T2_FD2	22.3	1.8	1.7	0.5	14.6
A	AT4_KUBWA FDR_PL_PL	21.8	0.9	2.2	0.5	24.1
A	AT5_FDR 8_M2_1B	21.8	0.9	2.2	0.5	15.9
A	AT5_FDR 8_M2_6B	21.3	0.9	2.7	0.5	15.9
A	AT9_K1_PL_PL	20.7	0.9	3.3	0.5	27.0
A	GW_L31_PL_PL	21.8	0.4	2.2	0.5	20.9
A	GW_L36_PL_PL	20.7	0.9	3.3	0.5	20.9
A	KONTAGORA_TOWN_PL_PL	21.8	0.9	2.2	0.5	9.3
A	KUKWABA_L31_PL_PL	22.3	0.9	1.7	0.5	20.9
A	KUKWABA_L33_S25_GV	22.3	0.9	1.7	0.5	20.9
A	KUKWABA_L34_WUYE1_11A	21.3	0.9	2.7	0.5	15.9
A	KUKWABA_L34_WUYE1_5A	21.8	0.9	2.2	0.5	15.9
A	KUKWABA_L36_PL_PL	22.3	0.9	1.7	0.5	20.9
A	MINNA_FUT_PL_PL	21.8	0.0	2.2	0.5	15.7
A	MINNA_NNPC_PL_PL	21.8	0.0	2.2	0.5	33.8
A	TEGINA_KAGARA_PL_PL	21.8	0.9	2.2	0.5	9.3
A	TEGINA_MARIGA_PL_PL	21.8	0.9	2.2	0.5	9.3

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A	AJAOKUTA_ADOGO_PL_PL	17.8	0.9	6.2	0.5	17.5
A	AT2_LIFECAMP FDR_T1_LINE A	20.1	0.9	3.9	0.5	17.8
A	AT9_K3_PL_PL	11.0	0.9	13.0	0.5	38.5
B	AT4_DEIDEI FDR_MOPOL_FD1	21.3	0.9	2.7	0.5	24.1
B	AT4_DEIDEI FDR_MOPOL_FD2	21.3	1.8	2.7	0.5	24.1
B	AT4_DEIDEI FDR_PL_PL	21.3	0.9	2.7	0.5	24.1
B	AT4_KUBWA FDR_K2_FD1	21.8	0.9	2.2	0.5	24.1
B	AT9_K2_PL_PL	21.3	1.8	2.7	0.5	33.4
B	AT9_K5_PL_PL	0.0	0.9	24.0	0.5	40.2
B	GW_L32_PL_PL	21.8	0.4	2.2	0.5	20.9
B	KUKWABA_L32_PL_PL	21.8	0.9	2.2	0.5	20.9
B	OKENE_OKENE FDR_PL_PL	16.5	1.0	7.5	0.5	6.7
B	AT6_JERE FDR_PL_PL	16.5	1.0	7.5	0.5	6.7
B	GW_L35_PL_PL	16.5	1.0	7.5	0.5	6.7
B	AT8_GRA_PL_PL	23.4	0.2	0.6	0.5	10.6
B	AT9_K1_A22_FD2	17.8	0.9	6.2	0.5	27.0
B	AT9_K1_A22_FD3	17.8	0.9	6.2	0.5	27.0
B	AT9_K1_A22_FD4	17.8	0.9	6.2	0.5	27.0
B	BIDA_T3_BIDA_TOWN FDR	17.8	0.9	6.2	0.5	24.0
B	BIDA_T4_BIDA_GRA_FDR	17.8	0.9	6.2	0.5	24.0
B	OKENE_IKARE_PL_PL	20.1	43.8	3.9	0.5	17.5
B	AT3_H21_PL_PL	16.9	0.9	7.1	0.5	24.3
B	AT9_K4_PL_PL	15.9	0.9	8.1	0.5	38.5
C	AT4_BWARI FDR_PL_PL	0.0	0.0	24.0	0.5	25.3
C	AT3_H21_E2_FD22	0.0	0.0	24.0	0.5	24.3
C	AT3_H21_E2_FD5	17.8	0.9	6.2	0.5	24.3
C	AT9_K1_A22_FD1	17.8	0.9	6.2	0.5	27.0
C	AT9_K4_A23_FD2	17.8	0.9	6.2	0.5	38.5
C	AT9_K4_A23_FD8	17.8	0.9	6.2	0.5	38.5
C	AT9_K4_A23_FD9	17.8	0.9	6.2	0.5	38.5
C	BIDA_LEMU/WUSHISHI_WUSHISHI_WUSHISHI FD	17.8	0.9	6.2	0.5	15.7
C	BIDA_LEMU/WUSHISHI_WUSHISHI_ZUNGERU FDR	17.8	0.9	6.2	0.5	15.7
C	BIDA_T3_BIDA_ARMY BARRACK	17.8	0.9	6.2	0.5	24.0
C	KONTAGORA_KONTAGORA TOWNSHIP_KONTAGORA_AY BARRACKS	17.8	0.9	6.2	0.5	9.3
C	KONTAGORA_KONTAGORA_KONTAGORA_GOJE	17.8	0.9	6.2	0.5	9.3
C	KONTAGORA_KONTAGORA TOWNSHIP_KONTAGORA_GRA	17.8	0.9	6.2	0.5	9.3

Service Level Proposal for Feb - Jun 2022						
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C	KONTAGORA_KONTAGORA TOWNSHIP_KONTAGORA_TOWNSHIP	17.8	0.9	6.2	0.5	9.3
C	MINNA_LAPAI_PAIKO_PAIKO FD	17.8	0.9	6.2	0.5	24.0
C	MINNA_MAIKUNKELE FDR_MAIKUNKELE_MAIKUNKELE	17.8	0.0	6.2	0.5	15.7
C	MINNA_MAIKUNKELE FDR_MAIKUNKELE_TUDUN FULANI	17.8	0.0	6.2	0.5	15.7
C	MINNA_POWER HOUSE FDR_POWERHOUSE_BOSSO ROAD	17.8	0.0	6.2	0.5	23.4
C	MINNA_POWER HOUSE FDR_POWERHOUSE_MAITUMBI	17.8	0.0	6.2	0.5	23.4
C	MINNA_POWER HOUSE FDR_POWERHOUSE_PIGGERY	17.8	0.0	6.2	0.5	23.4
C	MINNA_POWER HOUSE FDR_POWERHOUSE_TUNGA	17.8	0.0	6.2	0.5	23.4
C	MINNA_ZARUMAI_ZARUMAI_DUTSEN KURA	17.8	0.0	6.2	0.5	15.7
C	MINNA_ZARUMAI_ZARUMAI_GRA	17.8	0.0	6.2	0.5	15.7
C	MINNA_ZARUMAI_ZARUMAI_HAJJ CAMP	17.8	0.0	6.2	0.5	15.7
C	OKENE_OKENE FDR_OSUWAYA_GRA	17.8	43.8	6.2	0.5	17.5
C	OKENE_OKENE FDR_OSUWAYA_TOWNSHIP	17.8	43.8	6.2	0.5	17.5
C	AT6_JIWA FDR_JIWA_FD1 DEI DEI SABURI	0.0	0.0	24.0	0.5	17.8
C	AT6_JIWA FDR_JIWA_FD2 JIWA	17.8	2.6	6.2	0.5	17.8
C	AT6_JIWA FDR_JIWA_FD3 GWAGWA	0.0	0.0	24.0	0.5	17.8
C	AT4_BWARI FDR_K33_FD3	12.4	1.0	11.6	0.5	6.7
C	AT4_NIPP FDR_NIPP_FDN2	12.4	1.0	11.6	0.5	6.7
C	AT4_NIPP FDR_NIPP_FDN1	12.4	1.0	11.6	0.5	6.7
C	AT4_BWARI FDR_K3_FD2	12.4	1.0	11.6	0.5	6.7
C	AT3_H21_E2_FD2	15.9	0.9	8.1	0.5	24.3
C	AT4_KUBWA FDR_K2_FD2	15.9	2.6	8.1	0.5	24.1
C	AT4_KUBWA FDR_K2_FD3	15.9	2.6	8.1	0.5	24.1
C	AT4_KUBWA FDR_K2_FD4	15.9	2.6	8.1	0.5	24.1
C	AT4_BWARI FDR_K3_FD3	0.0	0.0	24.0	0.5	25.3
D	AT9_K5_J32_FD1	15.9	0.9	8.1	0.5	40.2
D	GW_L36_L5_FD2	13.6	0.9	10.4	0.5	20.9
D	LOKOJA_FDR 2 LOKOJA_LOKOGOMA_GANAJA	16.9	43.8	7.1	0.5	28.0
D	LOKOJA_FDR 2 LOKOJA_LOKOGOMA_OTOKITI	16.9	43.8	7.1	0.5	28.0
D	LOKOJA_FDR 2 LOKOJA_LOKOJA MAIN_FD1	16.9	43.8	7.1	0.5	28.0
D	LOKOJA_FDR 2 LOKOJA_LOKOJA MAIN_FD2	15.9	43.8	8.1	0.5	28.0
D	LOKOJA_FDR 2 LOKOJA_LOKOJA MAIN_FD3	16.9	43.8	7.1	0.5	28.0
D	LOKOJA_FDR 2 LOKOJA_LOKOJA MAIN_FD4	15.9	43.8	8.1	0.5	28.0
D	AT6_T1_T/S_DIKKO	13.6	1.8	10.4	0.5	33.8

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D	AT6_T1_T/S_GAURAKA	13.6	1.8	10.4	0.5	33.8
D	AT6_T1_T/S_MINNA ROAD	13.6	1.8	10.4	0.5	33.8
D	AT6_T1_T/S_NNPC	13.6	1.8	10.4	0.5	33.8
D	AT6_FIELD BASE_FIELDBASE_SULEIMAN BARAU	13.6	1.8	10.4	0.5	33.8
D	AT6_JERE FDR_DIKKO_NASARA FDR	13.6	1.8	10.4	0.5	33.8
D	AT6_SULEJA TOWNSHIP_S3_MADALLA/ZUBA	13.6	1.8	10.4	0.5	33.8
D	AT6_SULEJA TOWNSHIP_S3_RAFINSENYI	13.6	1.8	10.4	0.5	33.8
D	LOKOJA_FDR 1_PL_PL	9.3	1.0	14.7	0.5	6.7
D	MINNA_LAPAI_PL_PL	9.3	1.0	14.7	0.5	6.7
D	LOKOJA_FDR 2_PL_PL	0.0	0.0	24.0	0.5	28.0
D	OKENE_LOKOJA/OKENE_PL_PL	24.0	43.8	0.0	0.5	17.5
D	AT4_BWARI FDR_K3_FD1	21.8	0.9	2.2	0.5	25.3
D	AT8_UKE/MASAKA_PL_PL	0.0	0.0	24.0	0.5	21.8
D	MINNA_BIRIGI_PL_PL	21.8	0.0	2.2	0.5	23.4
D	MINNA_KATAREGI_PL_PL	21.8	0.0	2.2	0.5	23.4
D	MINNA_T4_INJ_CHANCHAGA	19.5	1.0	4.5	1.3	24.0
D	OKENE_ISANLU MAKUTU FDR_PL_PL	0.0	0.0	24.0	0.5	17.0
D	OKENE_OSOSO_PL_PL	21.8	43.8	2.2	0.5	17.5
D	AT6_SULEJA TOWNSHIP_S3_HASSANDALATU	0.0	0.0	24.0	0.5	33.8
D	AJAOKUTA_CONFLUENCE_PL_PL	18.6	0.9	5.4	0.5	28.0
D	MINNA_T4_TS_PARLIAMENTARY	17.8	0.0	6.2	0.5	24.0
D	MINNA_T4_TS_SHIRORO	17.8	0.0	6.2	0.5	24.0
D	AJAOKUTA_ANYIGBA_PL_PL	9.6	0.9	14.4	0.5	2.7
E	AT7_FDR 2 (LAFIA)_L14_FD1	11.0	0.9	13.0	0.5	37.8
E	AT7_FDR 2 (LAFIA)_L15_1B	11.0	0.9	13.0	0.5	37.8
E	AT7_FDR 2 (LAFIA)_L16_1D	9.5	0.9	14.5	0.5	37.8
E	AT8_FDR 2 (KEFFI)_K34_FD1	7.5	0.0	16.5	0.5	21.8
E	AT8_FDR 2 (KEFFI)_K34_FD2	0.0	0.0	24.0	0.5	21.8
E	AT8_FDR 2 (KEFFI)_K34_FD3	21.8	0.9	2.2	0.5	10.6
E	AT9_K4_J22_FD1	12.3	0.9	11.7	0.5	38.5
E	AT9_K4_J22_FD2	12.3	0.9	11.7	0.5	38.5
E	AT9_K4_J22_FD3	12.3	0.9	11.7	0.5	38.5
E	AT9_K4_J22_FD4	12.3	0.9	11.7	0.5	38.5
E	AT9_K5_J32_FD2	11.0	0.9	13.0	0.5	40.2
E	AT9_K5_J32_FD7	11.0	0.9	13.0	0.5	40.2
E	AT9_K5_J32_FD8	11.0	0.9	13.0	0.5	40.2
E	GW_L35_L3_FD2	7.8	0.9	16.2	0.5	32.4

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E	GW_L35_L4_FD2	9.5	0.9	14.5	0.5	32.4
E	GW_L36_L2_FD1	11.0	0.9	13.0	0.5	20.9
E	GW_L36_L2_FD2	11.0	0.9	13.0	0.5	20.9
E	GW_L36_L2_FD3	11.0	0.9	13.0	0.5	20.9
E	GW_L36_L2_FD4	12.3	0.9	11.7	0.5	20.9
E	GW_L36_L5_FD1	12.3	0.9	11.7	0.5	20.9
E	AT8_NASARAWA FDR_K35_FD2	5.2	1.0	18.8	0.5	6.7
E	BIDA_LEMU_PL_PL	5.2	1.0	18.8	0.5	6.7
E	AT7_FDR 2 (LAFIA)_A28_FD1	0.0	0.0	24.0	0.5	37.8
E	AT7_FDR 2(LAFIA FDR)_L15_GOVT. FDR	22.7	0.9	1.3	0.5	37.8
E	AT7_FDR 1 (AKWANGA FDR)_A20_FD1	21.8	0.9	2.2	0.5	19.1
E	AT8_NASARAWA FDR_K35_NAS-TOTO FDR	20.7	0.9	3.3	0.5	21.8
E	BIDA_DOKO_PL_PL	21.8	0.9	2.2	0.5	24.0
E	BIDA_KUTIGI_PL_PL	21.8	0.9	2.2	0.5	24.0
E	SHIRORO_GWADA_PL_PL	21.8	0.0	2.2	0.5	23.4
E	AT7_FDR 1 (AKWANGA FDR)_A20_FD2	13.6	0.0	10.4	0.5	19.1
E	AT7_FDR 2 (LAFIA)_L14_FD2	13.6	0.9	10.4	0.5	37.8
E	AT7_FDR 2 (LAFIA)_L14_FD3	13.6	0.9	10.4	0.5	37.8
E	AT7_FDR 2 (LAFIA)_L15_FD1A	13.6	0.9	10.4	0.5	37.8
E	AT7_FDR 2 (LAFIA)_L16_1C	15.9	0.9	8.1	0.5	37.8