



ORDER NO: NERC/296/2021

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

**TITLE**

1. This regulatory instrument shall be cited as **MULTI-YEAR TARIFF ORDER – 2022 (“MYTO – 2022”)** for Benin Electricity Distribution Plc (“BEDC”).

**COMMENCEMENT AND TERMINATION**

2. This Order shall take effect from 1<sup>st</sup> 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 BEDC, the Commission approved the MYTO – 2020 “Serviced-Based Tariff” (SBT) effective from 1<sup>st</sup> 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 BEDC’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 BEDC’s PIP on 30<sup>th</sup> April 2021, the Commission issued the MYTO – 2021 Extraordinary Tariff Order effective from 1<sup>st</sup> July 2021 in consideration of BEDC’s CAPEX proposals over a 5-year plan in line with the approved PIP. Accordingly, this MYTO – 2022 Order restates BEDC’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 BEDC'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 BEDC'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 BEDC.
  - e. Ensure that prices charged by BEDC are fair to customers and are sufficient to allow BEDC 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

BEDC 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 BEDC’s application in February 2020 and monitored the stakeholders’ engagements by BEDC at different locations within its operating area. The Commission, having considered BEDC’s PIP and Extraordinary Tariff Review Application in line with the provision of EPSRA and other relevant regulations, approved on 30<sup>th</sup> April 2021 BEDC’s PIP and CAPEX Programme for the period 1<sup>st</sup> July 2021 to 30<sup>th</sup> 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 BEDC

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	18,706.50	18,706.50	18,706.50	18,706.50	18,706.50	93,532.70

Table – 2: BEDC’s Approved PIP and CAPEX Programme for 2021 and 2022

Approved PIP	2021	2022
	N’000,000	N’000,000
<b>Total CAPEX</b>	<b>18,706.5</b>	<b>18,706.5</b>
<b>Distribution Network Capex</b>	<b>12,661.3</b>	<b>16,356.9</b>
Construction of 33kV Feeders	1,354.1	469.0
Rehabilitation of 33kV Feeders	2,131.5	2,461.5
Construction of 11kV Feeders	1,156.8	1,562.8
Rehabilitation of 11kV Feeders	427.5	1,354.5
Construction of 0.400kV Feeders	4,689.4	3,851.4
Distribution transformers	1,308.5	1,573.6
Substation transformers	1,593.5	5,084.2
<b>ATC&amp;C Loss Reduction Plan (total)</b>	<b>-</b>	<b>-</b>
<b>Customer Service Improvement Plan</b>	<b>1,068.8</b>	<b>235.4</b>
<b>IT Investments (SCADA+GIS+ERP+HSE)</b>	<b>2,295.8</b>	<b>725.0</b>
SCADA	750.0	250.0
GIS Improvement	0.0	0.0
ERP System Infrastructure	168.5	200.0
HSE Initiatives	277.3	175.0
AMI Network Metering	1100.0	100.0
Customer Metering Capex	-	-
<b>Network Metering Capex</b>	<b>1,876.3</b>	<b>919.2</b>
<b>Others (Toolkit, Ladders etc)</b>	<b>804.4</b>	<b>470.1</b>

## Annual Update of CAPEX Programme and PIP

The approval of the CAPEX Programme and PIP mandates BEDC 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 BEDC's service improvement objectives and other emerging market conditions. BEDC 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 30<sup>th</sup> 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 1<sup>st</sup> January 2021 to 30<sup>th</sup> 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 1<sup>st</sup> January 2022 to 30<sup>th</sup> 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 BEDC 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: Benin DisCo's Tariff Assumptions

Parameter	Unit	2021	Jan - 2022	Feb-Dec 2022	2023	2024	2025	2026
PA Effectiveness	PA Year	5	-	-	-	-	-	-
Loss Target	%	21.7%	17.37%	17.37%	17.37%	17.37%	14.42%	11.97%
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	2,683	302	3,323	3,782	4,021	4,304	4,620
Energy Delivered to DisCo	MWh/h	306	414	414	432	459	491	527
Generation Cost	N/kWh	27.0	27.5	27.5	28.0	28.5	29.1	29.6
Transmission & Admin Cost	N/kWh	6.5	5.2	5.2	5.3	5.4	5.5	5.5
End-User Cost Reflective Tariff	N/kWh	59.2	54.7	54.7	56.8	58.4	56.6	56.4
End-User Allowed Tariffs	N/kWh	44.1	46.33	52.8	56.8	58.4	56.6	56.4
Tariff Shortfall	N'000,000	31,685	2,098	5,453	0	0	0	0
Minimum Remittance	%	56.2%	74.7%	94.0%	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 BEDC for the period 2022 – 2026.

Table 5: Approved Revenue Requirement for BEDC 2022 – 2026

	2022	2023	2024	2025	2026
Load Allocation	9.00%	9.00%	9.00%	9.00%	9.00%
Capacity	50,051	52,956	57,158	62,179	67,868
<u>Opex</u>	<u>51,025</u>	<u>54,603</u>	<u>59,327</u>	<u>64,779</u>	<u>71,136</u>
GenCo cost	101,076	107,559	116,485	126,958	139,005
Opex	4,392	4,967	5,634	6,400	7,278
RO Investment	92	100	126	156	191
<u>Depreciation</u>	<u>8,833</u>	<u>9,158</u>	<u>9,471</u>	<u>9,784</u>	<u>10,097</u>
Transmission cost	13,317	14,225	15,231	16,340	17,566
Opex	2,404	2,556	2,725	2,911	3,116
<u>RO Investment</u>	<u>102</u>	<u>102</u>	<u>109</u>	<u>117</u>	<u>125</u>
System Operation	2,506	2,658	2,834	3,028	3,241
Opex	270	285	301	319	339
<u>RO Investment</u>	<u>12</u>	<u>11</u>	<u>12</u>	<u>13</u>	<u>14</u>
MO	281	296	314	332	353
Ancillary Service	435	525	646	801	995
Opex	22,476	25,755	29,532	33,883	38,896
RO Investment	14,145	15,881	18,005	20,212	22,466
Depreciation	4,746	5,309	5,868	6,427	6,986
<u>Debt Repayment</u>	<u>5,008</u>	<u>5,165</u>	<u>5,166</u>	<u>430</u>	<u>-</u>
DisCo - Benin	46,374	52,109	58,570	60,952	68,348
Revenue Required	163,990	177,373	194,080	208,411	229,508

## 12. Approved End-user Tariffs Effective from 1<sup>st</sup> 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 BEDC the tariffs in Table - 6 below with effect from 1<sup>st</sup> 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 (N/kWh) for BEDC

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	57.82	57.82	60.18	64.98	65.71	63.66	63.49
A - MD1	53.13	53.13	55.54	59.55	59.76	57.89	57.74
A - MD2	52.66	52.66	55.54	59.55	58.27	56.44	56.30
B - Non MD	56.63	56.63	59.22	64.03	63.63	61.63	61.48
B - MD1	52.18	52.18	54.65	59.13	57.89	56.08	55.93
B - MD2	52.18	52.18	54.65	59.13	57.89	56.08	55.93
C - Non MD	50.66	50.66	55.66	62.85	61.54	59.61	59.46
C - MD1	48.05	48.05	53.76	58.28	56.85	55.07	54.93
C - MD2	48.05	48.05	53.76	58.28	56.85	55.07	54.93
D - Non MD	36.80	36.80	40.30	48.38	56.82	55.04	54.90
D - MD1	42.11	42.11	45.61	54.54	56.21	54.45	54.31
D - MD2	42.11	42.11	45.61	54.54	56.21	54.45	54.31
E - Non MD	36.80	36.80	40.30	48.28	52.09	50.46	50.33
E - MD1	42.11	42.11	45.61	52.36	51.11	49.51	49.38
E - MD2	42.11	42.11	45.61	52.36	51.11	49.51	49.38



### **13. Service Improvement Commitments**

- a. BEDC 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 BEDC 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 BEDC’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 BEDC 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 BEDC 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 BEDC for capacity charge and energy based on its load allocation and metered energy respectively. Where it is established that TCN is unable to deliver BEDC’s load allocation, TCN shall be liable to pay for the associated capacity charge. Where BEDC fails to take its entire load allocation due to constraints in its network, BEDC 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**

BEDC is obligated to off-take energy per its day ahead nomination and load allocation under its vesting contract with the NBET. Where BEDC 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 BEDC’s load allocation due to constraints on its (TCN’s) network, TCN shall be liable to compensate BEDC 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 BEDC’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 NGN233.8billion as the tariff shortfall for BEDC 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 BEDC to the Nigeria Electricity Liability Management Company (“NELMCO”).
- e. All funds retained by BEDC as represented by the excess of market remittance shortfalls over tariff shortfall shall be recovered as a full liability of BEDC, 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 BEDC is determined after deducting the revenue deficit arising from tariff shortfall from invoices issued by NBET for energy delivered to BEDC in line with its Vesting Contract.
- g. BEDC 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. BEDC 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. BEDC shall maintain an adequate securitisation for energy off-take in line with the provisions of the Market Rules.
- j. BEDC shall settle their market invoices under the minimum market remittance thresholds as provided in Table 7 effective 1<sup>st</sup> 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: BEDC's Minimum Remittance Table

Head	Subhead	2021	Jan 2022	Feb – Dec 2022
		N'000,000	N'000,000	N'000,000
Revenue Required	NEMSF	4,383	417	4,591
	GenCo Invoice	72,328	8,299	91,284
	TCN & Admin Services	17,426	1,569	17,262
	DisCo	30,125	3,381	37,188
	Total	124,263	13,666	150,324
Allowed Recovery		92,578	11,568	144,871
Tariff Shortfall		31,685	2,098	5,453
Minimum Remittance Obligation	NEMSF	4,383	417	4,591
	NBET Minimum Remittance	40,644	6,200	85,831
	MO Minimum Remittance	17,426	1,569	17,262
	DisCo	30,125	3,381	37,188
	Total Distribution	92,578	11,568	144,871
Minimum remittance to NBET		56.19%	74.7%	94.0%
Minimum remittance to MO		100%	100%	100%

#### 18. Effective Date

This Order shall be effective from 1<sup>st</sup> January 2022.

Dated this 29<sup>th</sup> Day of December 2021

  
Sanusi Garba  
Chairman

  
Musiliu O. Oseni  
Vice Chairman

*Appendix – 1: BEDC'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 <b>Band – A</b> Service Level Feeders
	A – MD 1	Customers with LV Maximum Demand connection located within <b>Band – A</b> Service Level Feeders
	A – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within <b>Band – A</b> Service Level Feeders
B (minimum of 16hrs/day)	B – Non-MD	Customers with single or three-phase connection located within <b>Band – B</b> Service Level Feeders
	B – MD 1	Customers with LV Maximum Demand connection located within <b>Band – B</b> Service Level Feeders
	B – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within <b>Band – B</b> Service Level Feeders
C (minimum of 12hrs/day)	C – Non-MD	Customers with single or three-phase connection located within <b>Band – C</b> Service Level Feeders
	C – MD 1	Customers with LV Maximum Demand connection located within <b>Band – C</b> Service Level Feeders
	C – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within <b>Band – C</b> Service Level Feeders
D (minimum of 8hrs/day)	D – Non-MD	Customers with single or three-phase connection located within <b>Band – D</b> Service Level Feeders
	D – MD 1	Customers with LV Maximum Demand connection located within <b>Band – D</b> Service Level Feeders
	D – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within <b>Band – D</b> Service Level Feeders
E (minimum of 4hrs/day)	E – Non-MD	Customers with single or three-phase connection located within <b>Band – E</b> Service Level Feeders
	E – MD 1	Customers with LV Maximum Demand connection located within <b>Band – E</b> Service Level Feeders
	E – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within <b>Band – E</b> Service Level Feeders



Appendix – 2: BEDC's Service Level Commitments

Service Level Proposal for February 2022 - June 2022							
Tariff Band	Feeder Name	State	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions /Day	Average Response time to calls	Average Response time to resolving complaints
A	AKURE - (2)	Ondo	20	1	3	4 Hrs	6 Hrs
A	PS -(2)	Delta	20	2	3	4 Hrs	6 Hrs
A	ASABA -(2)	Delta	20	1	3	4 Hrs	6 Hrs
A	IHAMA	Edo	20	1	3	4 Hrs	6 Hrs
A	GRA - (2)	Edo	20	1	3	4 Hrs	6 Hrs
A	GRA	Edo	20	1	3	4 Hrs	6 Hrs
A	AIRPORT ((2))	Edo	20	1	3	4 Hrs	6 Hrs
A	EBOH -(2)	Delta	16	1	6	5 Hrs	8 Hrs
A	IKPOBA-HILL -(2)	Edo	12	2	8	6 Hrs	10 Hrs
A	AMUFI -(2)	Edo	12	2	8	6 Hrs	10 Hrs
A	OLUKU - (2)	Edo	20	1	3	4 Hrs	6 Hrs
A	MBH (2)	Edo	12	2	8	6 Hrs	10 Hrs
A	SCHOOL -(2)	Edo	12	2	8	6 Hrs	10 Hrs
A	UJEMEN -(2)	Edo	12	2	8	6 Hrs	10 Hrs
A	ESTATE -(2)	Edo	20	1	3	4 Hrs	6 Hrs
A	OGWASHI-UKU (2)	Delta	20	2	3	4 Hrs	6 Hrs
A	ROYAL - (2)	Ondo	20	1	3	4 Hrs	6 Hrs
A	YABA- (2)	Ondo	20	1	3	4 Hrs	6 Hrs
A	IDSL	EDO	20	2	3	4 Hrs	6 Hrs
A	EASTERN METAL	Delta	20	1	3	4 Hrs	6 Hrs
A	BETA GLASS	Delta	20	1	3	4 Hrs	6 Hrs
A	CEMENT FACTORY	Edo	20	1	3	4 Hrs	6 Hrs
A	ELIZADE	Ondo	20	1	3	4 Hrs	6 Hrs
A	FUTA	Ondo	20	1	3	4 Hrs	6 Hrs
A	GUINNESS	Edo	20	1	3	4 Hrs	6 Hrs
A	OGHARA TEACHING HOSPITAL	Delta	20	1	3	4 Hrs	6 Hrs
A	UNIBEN DEDICATED	Edo	20	1	3	4 Hrs	6 Hrs
A	STEEL COMPANY 1	Edo	20	1	3	4 Hrs	6 Hrs
A	STEEL COMPANY 2	Edo	20	1	3	4 Hrs	6 Hrs
A	OGWASHI-UKU	DELTA	20	2	3	4 Hrs	6 Hrs
A	TOWNSHIP	DELTA	20	1	3	4 Hrs	6 Hrs
A	REFINERY II	DELTA	16	1	6	5 Hrs	8 Hrs
A	ETETE	EDO	20	1	3	4 Hrs	6 Hrs
A	GRA	EDO	20	2	3	4 Hrs	6 Hrs
A	OLUKU	EDO	20	1	3	4 Hrs	6 Hrs

**Service Level Proposal for February 2022 - June 2022**

Tariff Band	Feeder Name	State	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions /Day	Average Response time to calls	Average Response time to resolving complaints
A	KOKO	EDO	20	1	3	4 Hrs	6 Hrs
A	OKADA	EDO	20	1	3	4 Hrs	6 Hrs
A	OBA-ILE/REC	ONDO	20	1	3	4 Hrs	6 Hrs
A	ONDO	ONDO	16	1	6	5 Hrs	8 Hrs
A	ADO	EKITI	20	1	3	4 Hrs	6 Hrs
A	AKURE	ONDO	20	1	3	4 Hrs	6 Hrs
A	IJU	ONDO	16	1	6	5 Hrs	8 Hrs
A	ILAWE/AROMOKO	EKITI	16	1	6	5 Hrs	8 Hrs
A	OTUN	EKITI	12	2	8	6 Hrs	10 Hrs
A	OWO	ONDO	12	2	8	6 Hrs	10 Hrs
B	CABINET	Delta	8	3	12	6 Hrs	10 Hrs
B	GOVT. HOUSE	Delta	16	1	6	5 Hrs	8 Hrs
B	ADEBAYO	EKITI	12	2	8	6 Hrs	10 Hrs
B	BASIRI	EKITI	12	2	8	6 Hrs	10 Hrs
B	IGBATORO	ONDO	12	2	8	6 Hrs	10 Hrs
B	UGBOR	EDO	12	2	8	6 Hrs	10 Hrs
B	BIU	EDO	12	2	8	6 Hrs	10 Hrs
B	GUINNESS FACTORY	EDO	12	2	8	6 Hrs	10 Hrs
B	OPOJI	EDO	12	2	8	6 Hrs	10 Hrs
B	ABAVO	DELTA	16	1	6	5 Hrs	8 Hrs
B	EKUKU-AGBOR	DELTA	16	1	6	5 Hrs	8 Hrs
B	ABRAKA	DELTA	16	2	6	5 Hrs	8 Hrs
B	AGBOR 6	DELTA	16	2	6	5 Hrs	8 Hrs
B	HEAD BRIDGE	DELTA	20	1	3	4 Hrs	6 Hrs
B	PTI	DELTA	20	1	3	4 Hrs	6 Hrs
B	REFINERY I	DELTA	16	2	6	5 Hrs	8 Hrs
B	SAPELE (EFFURUN)	DELTA	20	1	3	4 Hrs	6 Hrs
B	SAPELE (SAPELE)	DELTA	16	2	6	5 Hrs	8 Hrs
B	WARRI	DELTA	16	2	6	5 Hrs	8 Hrs
B	AUCHI IKPESHI	EDO	16	2	6	5 Hrs	8 Hrs
B	EGOR	EDO	16	2	6	5 Hrs	8 Hrs
B	EHOR	EDO	16	2	6	5 Hrs	8 Hrs
B	IGBARA OKE	ONDO	12	2	8	6 Hrs	10 Hrs
B	IKERE	EKITI	12	2	8	6 Hrs	10 Hrs
B	IWOROKO/IKOLE	EKITI	16	2	6	5 Hrs	8 Hrs
B	OKITIPUPA	ONDO	12	2	8	6 Hrs	10 Hrs
B	OWENA	ONDO	16	2	6	5 Hrs	8 Hrs

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**Service Level Proposal for February 2022 - June 2022**

Tariff Band	Feeder Name	State	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions /Day	Average Response time to calls	Average Response time to resolving complaints
B	OSOSO	EDO/ONDO	8	3	12	6 Hrs	10 Hrs
C	MIX&BAKE -VIO -(2)	Delta	12	2	8	6 Hrs	10 Hrs
C	IBUSA BY-PASS	DELTA	16	2	6	5 Hrs	8 Hrs
C	IBUZOR	DELTA	16	2	6	5 Hrs	8 Hrs
C	ISSELE-UKU	DELTA	12	2	8	6 Hrs	10 Hrs
C	OBULUKU	DELTA	12	2	8	6 Hrs	10 Hrs
C	OGBEKNU-UMUOLO	DELTA	12	2	8	6 Hrs	10 Hrs
C	JAMES HOPE	DELTA	20	1	3	4 Hrs	6 Hrs
C	IJAPO	ONDO	12	2	8	6 Hrs	10 Hrs
C	MARBLE HILL	DELTA	8	3	12	6 Hrs	12 Hrs
C	AIRPORT ROAD	DELTA	12	2	8	6 Hrs	10 Hrs
C	AJAMIMOGHA	DELTA	8	3	12	6 Hrs	12 Hrs
C	GRA (WARRI)	DELTA	8	3	12	6 Hrs	12 Hrs
C	AUCHI TOWN	EDO	8	3	12	6 Hrs	12 Hrs
C	GRA -AUCHI	EDO	8	3	12	6 Hrs	12 Hrs
C	SPECIALIST	DELTA	20	1	3	4 Hrs	6 Hrs
C	FEEDER 1	EDO	8	3	12	6 Hrs	12 Hrs
C	FEEDER 2	EDO	8	3	12	6 Hrs	12 Hrs
C	FEEDER 3	EDO	8	3	12	6 Hrs	12 Hrs
C	FEEDER 4	EDO	8	3	12	6 Hrs	12 Hrs
C	JATTU	EDO	8	3	12	6 Hrs	12 Hrs
C	OKO	EDO	8	3	12	6 Hrs	12 Hrs
C	UPPER LAWANI	EDO	12	2	8	6 Hrs	10 Hrs
C	USELU	EDO	12	2	8	6 Hrs	10 Hrs
C	COUNTRY HOME	EDO	8	3	12	6 Hrs	12 Hrs
C	FGGC	EDO	12	2	8	6 Hrs	10 Hrs
C	IHOVBOR	EDO	12	2	8	6 Hrs	10 Hrs
C	IRRUA	EDO	8	3	12	6 Hrs	12 Hrs
C	MICHELLIN	EDO	12	2	8	6 Hrs	10 Hrs
C	NEW BENIN	EDO	4	3	16	6 Hrs	16 Hrs
C	NEW-AUCHI	EDO	4	3	16	6 Hrs	16 Hrs
C	UGBOWO	EDO	12	2	8	6 Hrs	10 Hrs
C	UPPER MISSION	EDO	4	3	16	6 Hrs	16 Hrs
C	Unmanned SSs		12	2	8	6 Hrs	10 Hrs
C	ADEJE	DELTA	12	2	8	6 Hrs	10 Hrs
C	AGBARHO/EKU	DELTA	12	2	8	6 Hrs	10 Hrs
C	EGBA	EDO	12	2	8	6 Hrs	10 Hrs

**Service Level Proposal for February 2022 - June 2022**

Tariff Band	Feeder Name	State	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions /Day	Average Response time to calls	Average Response time to resolving complaints
C	ENERHEN	DELTA	12	2	8	6 Hrs	10 Hrs
C	GSM	DELTA	20	1	3	4 Hrs	6 Hrs
C	ISELE-UKU	DELTA	20	1	3	4 Hrs	6 Hrs
C	MOSOGAR	DELTA	16	2	6	5 Hrs	8 Hrs
C	NEKPENEKPEN	EDO	20	1	3	4 Hrs	6 Hrs
C	OGHARA TOWN	DELTA	16	2	6	5 Hrs	8 Hrs
C	OKPELLA TOWN	EDO	20	1	3	4 Hrs	6 Hrs
C	IHOVBOR TOWN	EDO	16	2	6	5 Hrs	8 Hrs
D	ALAGBAKA	ONDO	8	3	12	6 Hrs	12 Hrs
D	COSTAIN	EDO	8	3	12	6 Hrs	10 Hrs
D	DUMEZ	EDO	8	3	12	6 Hrs	10 Hrs
D	EGUADAIKEN	EDO	8	3	12	6 Hrs	10 Hrs
D	IYANOMO RUBBER RESEACH	EDO	12	2	8	6 Hrs	10 Hrs
D	JAKPA ROAD	DELTA	8	3	12	6 Hrs	15 Hrs
D	OBA-PALACE	EDO	8	3	12	6 Hrs	10 Hrs
D	OKADA	EDO	8	3	12	6 Hrs	10 Hrs
D	OKHORO	EDO	8	3	12	6 Hrs	12 Hrs
D	ONICHA-UKU	DELTA	8	3	12	6 Hrs	12 Hrs
D	OUR LADY'S	DELTA	8	3	12	6 Hrs	12 Hrs
D	OWO TOWN	ONDO	8	3	12	6 Hrs	12 Hrs
D	SAPELE ROAD	DELTA	8	3	12	6 Hrs	12 Hrs
D	UPPER SAPELE	EDO	8	3	12	6 Hrs	10 Hrs
D	USEN	EDO	8	3	12	6 Hrs	10 Hrs
D	UTEH 1	EDO	12	2	8	6 Hrs	10 Hrs
D	UTEH 2	EDO	12	2	8	6 Hrs	10 Hrs
D	ADUWAWA	EDO	8	3	12	6 Hrs	12 Hrs
D	AFOKPELLA	EDO	8	3	12	6 Hrs	12 Hrs
D	AGENEBODE TOWN	EDO	4	3	16	6 Hrs	16 Hrs
D	AJILOSUN	EKITI	4	3	16	6 Hrs	16 Hrs
D	ANDREW-WILSON	EDO	8	3	12	6 Hrs	10 Hrs
D	ARUOGBA	EDO	4	3	16	6 Hrs	16 Hrs
D	ASABA ROAD	EDO	4	3	16	6 Hrs	16 Hrs
D	AWOYEMI	EDO	8	3	12	6 Hrs	10 Hrs
D	BDPA	EDO	4	3	16	6 Hrs	16 Hrs
D	MD (2)	Delta	8	3	12	6 Hrs	10 Hrs
D	OKESHA	EKITI	4	3	16	6 Hrs	16 Hrs

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**Service Level Proposal for February 2022 - June 2022**

<b>Tariff Band</b>	<b>Feeder Name</b>	<b>State</b>	<b>Minimum Duration of Supply (Hrs/Day)</b>	<b>Average Frequency of Interruptions Per Day</b>	<b>Average Duration of Interruptions /Day</b>	<b>Average Response time to calls</b>	<b>Average Response time to resolving complaints</b>
D	ECN	DELTA	4	3	16	6 Hrs	16 Hrs
D	EGBA	EDO	4	3	16	6 Hrs	16 Hrs
D	EGOR	EDO	4	3	16	6 Hrs	16 Hrs
D	EKAE	EDO	4	3	16	6 Hrs	16 Hrs
D	EKIADOLOR	EDO	4	3	16	6 Hrs	16 Hrs
D	EKPOMA TOWN	EDO	4	3	16	6 Hrs	16 Hrs
D	ENWAN	Ekiti	8	3	12	6 Hrs	12 Hrs
D	EVBUOABUOGUN	EDO	8	3	12	6 Hrs	10 Hrs
D	EVBUORIARIA	EDO	8	3	12	6 Hrs	10 Hrs
D	EXPRESS UROMI	EDO	4	3	16	6 Hrs	16 Hrs
D	FACTORY ROAD	EDO	4	3	16	6 Hrs	16 Hrs
D	FEDERAL HOUSING ESTATE	EDO	4	3	16	6 Hrs	16 Hrs
D	IRUEKPEN	EDO	4	3	16	6 Hrs	16 Hrs
D	IVIOGHE	EDO	4	3	16	6 Hrs	16 Hrs
D	MARIA GORRETI	EDO	4	3	16	6 Hrs	16 Hrs
D	RESERVATION	EDO	4	3	16	6 Hrs	16 Hrs
D	OGBA	EDO	4	3	16	6 Hrs	16 Hrs
D	OKE-EDA	ONDO	4	3	16	6 Hrs	16 Hrs
D	ONDO ROAD	ONDO	8	3	12	6 Hrs	10 Hrs
D	SOUTH-IBIE	EDO	4	3	16	6 Hrs	16 Hrs
D	ST. SAVIOUR	EDO	8	3	12	6 Hrs	10 Hrs
D	UBIAJA ROAD	EDO	4	3	16	6 Hrs	16 Hrs
D	UPPER SOKPONBA	EDO	4	3	16	6 Hrs	16 Hrs
D	UROMI TOWN	EDO	4	3	16	6 Hrs	16 Hrs
D	UWANHUMI	EDO	4	3	16	6 Hrs	16 Hrs
D	EKENWAN	EDO	4	3	16	6 Hrs	16 Hrs
D	COLLEGE ROAD	ONDO	4	3	16	6 Hrs	16 Hrs
D	UZEBBA	EDO	8	3	12	6 Hrs	10 Hrs
D	IKARE	ONDO	12	2	8	6 Hrs	10 Hrs
D	ISOKO/KWALE	DELTA	8	3	12	6 Hrs	12 Hrs
D	AGENEBODE	EDO	12	2	8	6 Hrs	10 Hrs
D	ALADJA	DELTA	8	3	12	6 Hrs	12 Hrs
D	EVBUOTUBU	EDO	12	2	8	6 Hrs	10 Hrs
D	EXPRESS	EDO	8	3	12	6 Hrs	12 Hrs
D	OTOVWODO/PATANI	DELTA	8	3	12	6 Hrs	12 Hrs
D	UBIAJA	EDO	12	2	8	6 Hrs	10 Hrs

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**Service Level Proposal for February 2022 - June 2022**

Tariff Band	Feeder Name	State	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions /Day	Average Response time to calls	Average Response time to resolving complaints
E	COMMUNITY ROAD	DELTA	4	3	16	6 Hrs	16 Hrs
E	DUMEZ ROAD	DELTA	4	3	16	6 Hrs	16 Hrs
E	EDJEBBA	DELTA	4	3	16	6 Hrs	16 Hrs
E	EDO-TEX	EDO	4	3	16	6 Hrs	16 Hrs
E	EKETE	DELTA	4	3	16	6 Hrs	16 Hrs
E	EKPAN TOWN	DELTA	4	3	16	6 Hrs	16 Hrs
E	ESTATE	DELTA	4	3	16	6 Hrs	16 Hrs
E	EXPRESS (AGBOR)	DELTA	12	2	8	6 Hrs	10 Hrs
E	EXPRESS (AKURE)	ONDO	4	3	16	6 Hrs	16 Hrs
E	EXPRESS -ASABA	DELTA	8	3	12	6 Hrs	12 Hrs
E	EZENEI	DELTA	8	3	12	6 Hrs	12 Hrs
E	GANA	DELTA	4	3	16	6 Hrs	16 Hrs
E	GOVERNOR	DELTA	12	2	8	6 Hrs	10 Hrs
E	AMUKPE LOCAL	DELTA	8	3	12	6 Hrs	12 Hrs
E	AMUKPE TOWN	DELTA	8	3	12	6 Hrs	12 Hrs
E	ANWAI	DELTA	8	3	12	6 Hrs	12 Hrs
E	ARMY BARRACK	DELTA	8	3	12	6 Hrs	12 Hrs
E	AJEGUNLE	ONDO	4	3	16	6 Hrs	16 Hrs
E	AGAGA LAYOUT	DELTA	4	3	16	6 Hrs	16 Hrs
E	AGRIC/OLOPE	EKITI	4	3	16	6 Hrs	16 Hrs
E	HOUSING COMPLEX	DELTA	4	3	16	6 Hrs	16 Hrs
E	IDANRE ROAD	ONDO	4	3	16	6 Hrs	16 Hrs
E	IDANRE TOWN	ONDO	4	3	16	6 Hrs	16 Hrs
E	IGARA TOWN	ONDO	4	3	16	6 Hrs	16 Hrs
E	IGBE ROAD	EDO	4	3	16	6 Hrs	16 Hrs
E	IGEDE	EKITI	4	3	16	6 Hrs	16 Hrs
E	IGUOSA	EDO	4	3	16	6 Hrs	16 Hrs
E	IJOKA	ONDO	4	3	16	6 Hrs	16 Hrs
E	ILESHEA ROAD	ONDO	8	3	12	6 Hrs	12 Hrs
E	ILLAH	DELTA	4	3	16	6 Hrs	16 Hrs
E	ISE/EMURE	EKITI	4	3	16	6 Hrs	16 Hrs
E	ISELE ASAGBA	DELTA	4	3	16	6 Hrs	16 Hrs
E	ISINKAN	ONDO	4	3	16	6 Hrs	16 Hrs
E	IYOWA	EDO	8	3	12	6 Hrs	12 Hrs
E	KOKO TOWN	DELTA	8	3	12	6 Hrs	12 Hrs
E	KOROBE	DELTA	8	3	12	6 Hrs	12 Hrs
E	LEVENTIS	DELTA	4	3	16	6 Hrs	16 Hrs

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**Service Level Proposal for February 2022 - June 2022**

<b>Tariff Band</b>	<b>Feeder Name</b>	<b>State</b>	<b>Minimum Duration of Supply (Hrs/Day)</b>	<b>Average Frequency of Interruptions Per Day</b>	<b>Average Duration of Interruptions /Day</b>	<b>Average Response time to calls</b>	<b>Average Response time to resolving complaints</b>
E	MARKET ROAD (ONDO)	ONDO	4	3	16	6 Hrs	16 Hrs
E	MARKET ROAD (WARRI)	DELTA	8	3	12	6 Hrs	12 Hrs
E	Mc DERMOTT	DELTA	4	3	16	6 Hrs	16 Hrs
E	OBA-ILE	ONDO	4	3	16	6 Hrs	16 Hrs
E	ODA	ONDO	4	3	16	6 Hrs	16 Hrs
E	ODO-ADO	EKITI	4	3	16	6 Hrs	16 Hrs
E	ODOJOMU	ONDO	4	3	16	6 Hrs	16 Hrs
E	OGORODE TOWN	DELTA	4	3	16	6 Hrs	16 Hrs
E	OGUNU ROAD	DELTA	8	3	12	6 Hrs	12 Hrs
E	OGWA-EBELE	EDO	4	3	16	6 Hrs	16 Hrs
E	OGWASHI-UKU	DELTA	4	3	16	6 Hrs	16 Hrs
E	OKWE	DELTA	4	3	16	6 Hrs	16 Hrs
E	OLD ROAD	DELTA	4	3	16	6 Hrs	16 Hrs
E	ORHUWHORUN ROAD	DELTA	4	3	16	6 Hrs	16 Hrs
E	OSADENNIS	DELTA	8	3	12	6 Hrs	12 Hrs
E	OTEFE	DELTA	8	3	12	6 Hrs	12 Hrs
E	OWA	DELTA	4	3	16	6 Hrs	16 Hrs
E	OWA-ALERO	DELTA	4	3	16	6 Hrs	16 Hrs
E	OYEMEKUN	ONDO	4	3	16	6 Hrs	16 Hrs
E	PALACE	ONDO	4	3	16	6 Hrs	16 Hrs
E	PTI ROAD	DELTA	4	3	16	6 Hrs	16 Hrs
E	RADIO BENDEL	DELTA	4	3	16	6 Hrs	16 Hrs
E	SAPELE/WARRI ROAD	DELTA	4	3	16	6 Hrs	16 Hrs
E	SHELL ROAD	DELTA	4	3	16	6 Hrs	16 Hrs
E	SIO	DELTA	4	3	16	6 Hrs	16 Hrs
E	SPC	DELTA	8	3	12	6 Hrs	12 Hrs
E	TOWN	DELTA	4	3	16	6 Hrs	16 Hrs
E	UBEJI	DELTA	12	2	8	6 Hrs	10 Hrs
E	UDU ROAD	DELTA	4	3	16	6 Hrs	16 Hrs
E	UGBORIKOKO	DELTA	4	3	16	6 Hrs	16 Hrs
E	UGBOROKE	DELTA	4	3	16	6 Hrs	16 Hrs
E	MOSOGAR	DELTA	8	3	12	6 Hrs	12 Hrs
E	ABBI TOWN	DELTA	4	3	16	6 Hrs	16 Hrs
E	ABRAKA TOWN	DELTA	4	3	16	6 Hrs	16 Hrs
E	ABUDU-OGHADA	EDO	4	3	16	6 Hrs	16 Hrs
E	AGBOR-Obi	DELTA	4	3	16	6 Hrs	16 Hrs
E	CAMPUS 3	DELTA	4	3	16	6 Hrs	16 Hrs

**Service Level Proposal for February 2022 - June 2022**

<b>Tariff Band</b>	<b>Feeder Name</b>	<b>State</b>	<b>Minimum Duration of Supply (Hrs/Day)</b>	<b>Average Frequency of Interruptions Per Day</b>	<b>Average Duration of Interruptions /Day</b>	<b>Average Response time to calls</b>	<b>Average Response time to resolving complaints</b>
E	ERINJE/IRELE	ONDO	4	3	16	6 Hrs	16 Hrs
E	EVBUOTUBU/ASORO	EDO	4	3	16	6 Hrs	16 Hrs
E	EXPRESS (UGHELLI)	DELTA	4	3	16	6 Hrs	16 Hrs
E	IGBANKE	EDO	4	3	16	6 Hrs	16 Hrs
E	IGBIDI	DELTA	4	3	16	6 Hrs	16 Hrs
E	IJERO TOWN	EKITI	4	3	16	6 Hrs	16 Hrs
E	IKHUENIRO	EDO	4	3	16	6 Hrs	16 Hrs
E	ISOKO ROAD	DELTA	4	3	16	6 Hrs	16 Hrs
E	KWALE EXPRESS	DELTA	4	3	16	6 Hrs	16 Hrs
E	KWALE TOWN	DELTA	4	3	16	6 Hrs	16 Hrs
E	MARKET (IGBOKODA)	ONDO	4	3	16	6 Hrs	16 Hrs
E	NDC	DELTA	4	3	16	6 Hrs	16 Hrs
E	NDDC	ONDO	4	3	16	6 Hrs	16 Hrs
E	OBIARUKU TOWN	DELTA	4	3	16	6 Hrs	16 Hrs
E	OBINOBA (TIED TO OBIARUKU)	DELTA	4	3	16	6 Hrs	16 Hrs
E	OHA	DELTA	4	3	16	6 Hrs	16 Hrs
E	OKPARA INLAND	DELTA	4	3	16	6 Hrs	16 Hrs
E	OKPORIE	DELTA	4	3	16	6 Hrs	16 Hrs
E	OLEH	DELTA	4	3	16	6 Hrs	16 Hrs
E	OLIHA	EDO	4	3	16	6 Hrs	16 Hrs
E	OLOMORO	DELTA	4	3	16	6 Hrs	16 Hrs
E	OREROKPE TOWN	DELTA	4	3	16	6 Hrs	16 Hrs
E	OTERI	DELTA	4	3	16	6 Hrs	16 Hrs
E	OWHELOGBO	DELTA	4	3	16	6 Hrs	16 Hrs
E	OYE TOWN	EKITI	4	3	16	6 Hrs	16 Hrs
E	TOWNSHIP	ONDO	4	3	16	6 Hrs	16 Hrs
E	UMUNEDE	DELTA	4	3	16	6 Hrs	16 Hrs
E	UPPER OWINA	EDO	4	3	16	6 Hrs	16 Hrs
E	UPPER SILUKO	EDO	4	3	16	6 Hrs	16 Hrs
E	URHUOKOSA	EDO	4	3	16	6 Hrs	16 Hrs
E	UWELU	EDO	4	3	16	6 Hrs	16 Hrs
E	AGBOR IRRUA	DELTA	4	3	16	6 Hrs	12 Hrs