



ORDER NO: NERC/297/2021

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

TITLE

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

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 EKEDC, 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 EKEDC’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 EKEDC’s PIP on 30th April 2021, the Commission issued the MYTO – 2021 Extraordinary Tariff Order effective from 1st July 2021 in consideration of EKEDC’s CAPEX proposals over a 5-year plan in line with the approved PIP. Accordingly, this MYTO – 2022 Order restates EKEDC’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 EKEDC'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 EKEDC'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 EKEDC.
 - e. Ensure that prices charged by EKEDC are fair to customers and are sufficient to allow EKEDC 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

EKEDC 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 EKEDC's application in February 2020 and monitored the stakeholders' engagements by EKEDC at different locations within its operating area. The Commission, having considered EKEDC's PIP and Extraordinary Tariff Review Application in line with the provision of EPSRA and other relevant regulations, approved on 30th April 2021 EKEDC'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 EKEDC

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	18,752.67	18,752.67	18,752.67	18,752.67	18,752.67	93,763.34

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

Approved PIP	2021	2022
	N'000,000	N'000,000
Total CAPEX	18,752.7	18,752.7
Distribution Network Capex	10,629.3	13,496.0
Construction of 33kV Feeders	1,405.3	2,352.2
Rehabilitation of 33kV Feeders	1,557.9	2,545.8
Construction of 11kV Feeders	239.2	211.7
Rehabilitation of 11kV Feeders	3,005.3	1,510.0
Construction of 0.400kV Feeders	-	-
Distribution transformers	1,362.1	1,188.6
Substation transformers	3,059.3	5,687.8
ATC&C Loss Reduction Plan (total)	1,455.6	338.2
Customer Service Improvement Plan	1,087.1	1,149.3
IT Investments (SCADA+GIS+ERP+HSE)	2,964.3	1,386.2
SCADA	0.0	928.0
GIS Improvement	1,806.6	0.0
ERP System Infrastructure	0.0	0.0
HSE Initiatives	1,157.7	458.2
AMI Network Metering	0.0	0.0
Customer Metering Capex	-	-
Network Metering Capex	1,170.1	1,272.7
Others (Toolkit, Ladders etc)	1,446.3	1,110.3

Annual Update of CAPEX Programme and PIP

The approval of the CAPEX Programme and PIP mandates EKEDC 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 EKEDC's service improvement objectives and other emerging market conditions. EKEDC 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 EKEDC 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: Eko DisCo's Tariff Assumptions

Parameter	Unit	2021	Jan - 2022	Feb-Dec 2022	2023	2024	2025	2026
PA Effectiveness	PA Year	5	-	-	-	-	-	-
Loss Target	%	14.7%	14.18%	14.18%	14.18%	14.18%	11.93%	10.03%
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	3,591	369	4,062	4,622	4,915	5,261	5,647
Energy Delivered to DisCo	MWh/h	410	506	506	528	561	601	645
Generation Cost	N/kWh	26.1	27.5	27.5	28.0	28.5	29.1	29.6
Transmission & Admin Cost	N/kWh	6.4	5.2	5.2	5.3	5.4	5.5	5.5
End-User Cost Reflective Tariff	N/kWh	51.8	51.5	51.5	53.3	54.8	54.6	54.8
End-User Allowed Tariffs	N/kWh	43.6	46.44	51.5	53.3	54.8	54.6	54.8
Tariff Shortfall	N'000,000	25,012	1,609	0	0	0	0	0
Minimum Remittance	%	73.3%	84.1%	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 EKEDC for the period 2022 – 2026.

Table 5: Approved Revenue Requirement for EKEDC 2022 – 2026

	2022	2023	2024	2025	2026
Load Allocation	11.00%	11.00%	11.00%	11.00%	11.00%
Capacity	61,174	64,725	69,860	75,996	82,950
<u>Opex</u>	<u>62,364</u>	<u>66,737</u>	<u>72,511</u>	<u>79,174</u>	<u>86,944</u>
GenCo cost	123,537	131,461	142,370	155,170	169,894
Opex	5,368	6,070	6,886	7,823	8,895
RO Investment	112	122	154	191	233
<u>Depreciation</u>	<u>10,795</u>	<u>11,193</u>	<u>11,575</u>	<u>11,958</u>	<u>12,341</u>
Transmission cost	16,276	17,386	18,615	19,972	21,470
Opex	2,938	3,124	3,331	3,558	3,808
<u>RO Investment</u>	<u>125</u>	<u>125</u>	<u>133</u>	<u>143</u>	<u>153</u>
System Operation	3,063	3,249	3,464	3,701	3,961
Opex	330	348	368	390	414
<u>RO Investment</u>	<u>14</u>	<u>14</u>	<u>15</u>	<u>16</u>	<u>17</u>
MO	344	362	383	406	431
Ancillary Service	532	642	790	979	1,216
Opex	27,664	31,609	36,149	41,374	47,391
RO Investment	17,930	19,600	21,751	24,017	26,353
Depreciation	5,548	6,109	6,670	7,230	7,791
<u>Debt Repayment</u>	<u>999</u>	<u>1,030</u>	<u>1,031</u>	<u>86</u>	<u>-</u>
DisCo - Eko	52,142	58,349	65,600	72,708	81,535
Revenue Required	195,894	211,449	231,223	252,935	278,508

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 EKEDC 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 (N/kWh) for EKEDC

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	56.08	56.08	55.55	55.38	56.95	56.71	56.95
A - MD1	58.94	58.94	56.35	60.96	62.69	62.43	62.69
A - MD2	58.94	58.94	56.35	63.36	65.16	64.89	65.16
B - Non MD	51.81	51.81	51.81	55.88	57.46	57.22	57.46
B - MD1	54.81	54.81	54.81	59.14	60.82	60.56	60.82
B - MD2	54.81	54.81	54.81	59.24	60.92	60.67	60.92
C - Non MD	42.44	42.44	47.44	48.25	49.62	49.41	49.62
C - MD1	49.12	49.12	50.88	52.82	54.33	54.10	54.32
C - MD2	49.12	49.12	50.88	59.11	60.79	60.53	60.79
D - Non MD	28.63	28.63	31.75	45.79	47.09	46.89	47.09
D - MD1	40.00	40.00	42.30	50.83	52.28	52.06	52.28
D - MD2	40.00	40.00	42.30	52.47	53.96	53.73	53.96
E - Non MD	28.63	28.63	31.71	40.15	41.29	41.12	41.29
E - MD1	40.00	40.00	42.30	43.45	44.69	44.50	44.69
E - MD2	40.00	40.00	42.30	43.86	45.11	44.92	45.11

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13. Service Improvement Commitments

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

EKEDC is obligated to off-take energy per its day ahead nomination and load allocation under its vesting contract with the NBET. Where EKEDC 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 EKEDC's load allocation due to constraints on its (TCN's) network, TCN shall be liable to compensate EKEDC 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 EKEDC'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 NGN221.3billion as the tariff shortfall for EKEDC 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 EKEDC to the Nigeria Electricity Liability Management Company ("NELMCO").
- e. All funds retained by EKEDC as represented by the excess of market remittance shortfalls over tariff shortfall shall be recovered as a full liability of EKEDC, 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 EKEDC is determined after deducting the revenue deficit arising from tariff shortfall from invoices issued by NBET for energy delivered to EKEDC in line with its Vesting Contract.
- g. EKEDC 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. EKEDC 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. EKEDC shall maintain an adequate securitisation for energy off-take in line with the provisions of the Market Rules.
- j. EKEDC shall settle their market invoices under the minimum market remittance thresholds as provided in Table 7 effective 1st 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: EKEDC's Minimum Remittance Table

Head	Subhead	2021	Jan 2022	Feb – Dec 2022
		N'000,000	N'000,000	N'000,000
Revenue Required	NEMSF	875	83	916
	GenCo Invoice	93,790	10,143	111,569
	TCN & Admin Services	23,033	1,919	21,106
	DisCo	40,920	4,180	45,979
	Total	158,617	16,325	179,570
Allowed Recovery		133,605	14,715	179,570
Tariff Shortfall		25,012	1,609	-
Minimum Remittance Obligation	NEMSF	875	83	916
	NBET Minimum Remittance	68,778	8,533	111,569
	MO Minimum Remittance	23,033	1,919	21,106
	DisCo	40,920	4,180	45,979
	Total Distribution	133,605	14,715	179,570
Minimum remittance to NBET		73.33%	84.1%	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: EKEDC'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
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

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Appendix – 2: EKEDC's Service Level Commitments

Service Level Proposal for Feb - Jun 2022						
Tariff Band	Feeder Name	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints
A	BEECHAM	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	EVANS	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	LEVER BROTHERS	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	GUINEA (BETA) GLASS	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	RYDER GLASS	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	SNAKE ISLAND	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	MAIN ONE	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	ROYAL GARDEN CITY	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	UNILAG 1	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	UNILAG 2	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	1004 EXPRESS	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	MEGA PLAZA	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	NEST OIL	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	NIPOST	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	DPR	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	FEDERAL PALACE EXPRESS	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	GLO WORLD	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	BANANA ISLAND 1	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	BANANA ISLAND 2	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	STATION FEEDER	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	IKOYI HOTEL	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	BRITISH AMERICA TOBACCO	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	GTB (FOWLER)	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	MULLINER TOWER	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	CANTI TOWER	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	MAROKO	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	MOBIL (MAROKO)	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	PALM SHOPPING MALL	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	ROCKY ESTATE	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	ROSE OF SHARON	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	ONIRU 33	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	UBA/UBN	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	AGUNGI	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	CHEVRON 33	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00

AND

Service Level Proposal for Feb - Jun 2022

Tariff Band	Feeder Name	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints
A	ELEGUSHI	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	IGBO EFON	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	IKATE EXPRESS	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	VGC IKOTA	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	VGC ROAD 2	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	VGC ROAD 3	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	VGC ROAD 4	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	BASHORUN OKUSANYA	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	CBC TOWERS	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	LEKKI	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	WOLE OLATEJU	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	TWINLAKE	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	PRIME WATER VIEW	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	TWIN WATER	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	NAFDAC (ISOLO)	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	LUTH COMPLEX	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	NAFDAC (NEW YABA)	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	NAFDAC (NITEL)	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	PTC	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	LASU	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	VOLKSWAGEN	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	IGANMU 1	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	KERNEL	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	BAGCO	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	IGANMU 2	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	NITEL DOMSAT	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	NOVELTY	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	TEXLON	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	FLOUR MILLS	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	FEDERAL MEDICAL STORE	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	FIRRO	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	GTB (KEFFI)	20:00:00	00:00:00	08:00:00	00:15:00	00:15:00
A	LAPAL	20:00:00	00:00:00	08:00:00	00:15:00	00:15:00
A	MOLONEY	20:00:00	00:00:00	08:00:00	00:15:00	00:15:00
A	M&K EXPRESS	20:00:00	00:00:00	08:00:00	00:15:00	00:15:00
A	FEDERAL SECRETARIAT 33	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00

Service Level Proposal for Feb - Jun 2022

Tariff Band	Feeder Name	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints
A	ESTATE (AGBARA)	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	AJEAST	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	ABEOKUTA XI	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	CAUSEWAY 2	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	TEJUOSHO MARKET	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	JACOB MEWS	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	PRINT SERVE	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	1004 1	20:00:00	00:00:00	08:00:00	00:15:00	00:15:00
A	ROAD 12	20:00:00	00:00:00	08:00:00	00:15:00	00:15:00
A	UPDC	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	FREEMAN (AJELE)	20:00:00	00:00:00	08:00:00	00:15:00	00:15:00
A	NEPA 1	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	NEPA 2	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	CSS	20:00:00	00:00:00	08:00:00	00:15:00	00:15:00
A	TBS	20:00:00	00:00:00	08:00:00	00:15:00	00:15:00
A	CORPORATION DRIVE	20:00:00	00:00:00	08:00:00	00:15:00	00:15:00
A	HERITAGE	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	PARKVIEW	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	FEDERAL SECRETARIAT	20:00:00	00:00:00	08:00:00	00:15:00	00:15:00
A	FORESHORE	20:00:00	00:00:00	04:00:00	00:15:00	00:15:00
A	MOBOLAJI JOHNSON	20:00:00	00:00:00	08:00:00	00:15:00	00:15:00
A	OLOGUN AGBAJE	20:00:00	00:00:00	08:00:00	00:15:00	00:15:00
A	OZUMBA MBADIWE	20:00:00	00:00:00	08:00:00	00:15:00	00:15:00
A	KTL	20:00:00	09:36:00	08:00:00	00:15:00	00:15:00
A	PARLIAMENTARY	20:00:00	09:36:00	08:00:00	00:15:00	00:15:00
A	IDOWU MARTINS	20:00:00	09:36:00	08:00:00	00:15:00	00:15:00
A	STATE HOUSE	20:00:00	15:00:00	08:00:00	00:15:00	00:15:00
A	LANDBRIDGE	20:00:00	15:00:00	08:00:00	00:15:00	00:15:00
A	MARKET ROAD	20:00:00	11:00:00	08:00:00	00:15:00	00:15:00
A	PSYCHIATRIC	20:00:00	04:48:00	12:00:00	00:15:00	00:15:00
A	COMMERCIAL	20:00:00	09:36:00	12:00:00	00:15:00	00:15:00
A	PLAZA	20:00:00	09:36:00	12:00:00	00:15:00	00:15:00
A	OLOFIN	20:00:00	09:36:00	12:00:00	00:15:00	00:15:00
A	WAREHOUSE	20:00:00	09:36:00	12:00:00	00:15:00	00:15:00
A	WHARF ROAD	20:00:00	09:36:00	12:00:00	00:15:00	00:15:00
A	AJEGUNLE EXPRESS	20:00:00	09:36:00	12:00:00	00:15:00	00:15:00

AMQ

Service Level Proposal for Feb - Jun 2022

Tariff Band	Feeder Name	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints
A	BROSETTE	20:00:00	09:36:00	12:00:00	00:15:00	00:15:00
A	CENTRAL AVENUE	20:00:00	09:36:00	12:00:00	00:15:00	00:15:00
A	CENSUS	20:00:00	09:36:00	08:00:00	00:15:00	00:15:00
B	ILASAN	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	FATAI ATERE	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	LADIPO	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	OSHODI EXPRESS	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	BERKLEY EXPRESS	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	NATIONAL HALL LOCAL	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	ONIKAN 1	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	AUTOTELEX	16:00:00	00:00:00	04:00:00	00:15:00	00:15:00
B	BADAGRY EXPRESS	16:00:00	00:00:00	04:00:00	00:15:00	00:15:00
B	NAVAL BASE	16:00:00	00:00:00	04:00:00	00:15:00	00:15:00
B	ASPANDA	16:00:00	00:00:00	04:00:00	00:15:00	00:15:00
B	AULIC	16:00:00	00:00:00	04:00:00	00:15:00	00:15:00
B	BALOGUN	16:00:00	00:00:00	04:00:00	00:15:00	00:15:00
B	PROGRESSIVE	16:00:00	00:00:00	04:00:00	00:15:00	00:15:00
B	TRADE FAIR MOTEL	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	CROWN FLOUR MILLS	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	TINCAN PORT	16:00:00	00:00:00	04:00:00	00:15:00	00:15:00
B	PROMENADE	16:00:00	00:00:00	04:00:00	00:15:00	00:15:00
B	CAUSEWAY 1	16:00:00	00:00:00	04:00:00	00:15:00	00:15:00
B	N.B.L	16:00:00	00:00:00	04:00:00	00:15:00	00:15:00
B	NATIONAL ART THEATRE	16:00:00	00:00:00	04:00:00	00:15:00	00:15:00
B	CAPITAL WORKS	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	NRC (AKOKA)	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	UNILAG	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	ADEMOLA 1	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	NTDA	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	POSTE RMU	16:00:00	00:00:00	04:00:00	00:15:00	00:15:00
B	ADEMOLA 2	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	ADEOLA HOPEWELL	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	IDEJO	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	MRS	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	RMU LOCAL	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	ADELEKE ADEDYOIN	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00

Service Level Proposal for Feb - Jun 2022

Tariff Band	Feeder Name	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints
B	ANIFOWOSHE 1	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	ELEKE CRESCENT	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	FEDERAL PALACE 2	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	ICON	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	ANIFOWOSHE 2	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	OPIC	16:00:00	09:36:00	04:00:00	00:15:00	00:15:00
B	KIRIKIRI INDUSTRIAL	16:00:00	09:36:00	08:00:00	00:15:00	00:15:00
B	AKARIGBERI	16:00:00	09:36:00	08:00:00	00:15:00	00:15:00
B	2ND AVENUE	16:00:00	09:36:00	08:00:00	00:15:00	00:15:00
B	INDEPENDENCE	16:00:00	09:36:00	08:00:00	00:15:00	00:15:00
B	MACARTHY	16:00:00	09:36:00	08:00:00	00:15:00	00:15:00
B	OLD NIGER	16:00:00	09:36:00	08:00:00	00:15:00	00:15:00
B	ONIRU	16:00:00	09:36:00	08:00:00	00:15:00	00:15:00
B	MARWA	16:00:00	09:36:00	08:00:00	00:15:00	00:15:00
B	AJIRAN	16:00:00	09:36:00	08:00:00	00:15:00	00:15:00
B	OSAPA	16:00:00	09:36:00	08:00:00	00:15:00	00:15:00
B	SPG	16:00:00	09:36:00	08:00:00	00:15:00	00:15:00
B	FOLA OSHIBO	16:00:00	09:36:00	08:00:00	00:15:00	00:15:00
B	JUBRIL AYINLA	16:00:00	09:36:00	08:00:00	00:15:00	00:15:00
B	VICTORIA AROBIEKE	16:00:00	09:36:00	08:00:00	00:15:00	00:15:00
B	WATER CORPORATION	16:00:00	09:36:00	08:00:00	00:15:00	00:15:00
B	ADMIRALTY	16:00:00	09:36:00	08:00:00	00:15:00	00:15:00
B	JAZZ 38	16:00:00	09:36:00	08:00:00	00:15:00	00:15:00
B	LADI ALAKIJA	16:00:00	09:36:00	08:00:00	00:15:00	00:15:00
B	PROVIDENCE	16:00:00	09:36:00	08:00:00	00:15:00	00:15:00
B	WATER FRONT	16:00:00	09:36:00	08:00:00	00:15:00	00:15:00
B	MAROKO OVERHEAD	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	FALOMO	16:00:00	09:00:00	08:00:00	00:15:00	00:15:00
B	MOORE ROAD	16:00:00	11:00:00	08:00:00	00:15:00	00:15:00
B	MULLINER	16:00:00	00:00:00	08:00:00	00:15:00	00:15:00
B	SHAW ROAD	16:00:00	22:00:00	08:00:00	00:15:00	00:15:00
B	FOWLER LOCAL	16:00:00	14:00:00	08:00:00	00:15:00	00:15:00
B	GLOVER	16:00:00	10:00:00	08:00:00	00:15:00	00:15:00
B	RUMENS	16:00:00	23:00:00	08:00:00	00:15:00	00:15:00
B	AWOLOWO ROAD	16:00:00	19:00:00	08:00:00	00:15:00	00:15:00
B	RAYMOND NJOKU	16:00:00	21:00:00	08:00:00	00:15:00	00:15:00

AMO

Service Level Proposal for Feb - Jun 2022

Tariff Band	Feeder Name	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints
B	ABOYADE COLE	16:00:00	22:00:00	08:00:00	00:15:00	00:15:00
B	ANNEX	16:00:00	05:00:00	08:00:00	00:15:00	00:15:00
B	DIDEOLU	16:00:00	10:00:00	08:00:00	00:15:00	00:15:00
B	ETIM INYANG	16:00:00	14:00:00	08:00:00	00:15:00	00:15:00
B	PALACE ROAD	16:00:00	04:00:00	08:00:00	00:15:00	00:15:00
B	AMUWO EXPRESS	16:00:00	04:48:00	12:00:00	00:15:00	00:15:00
B	BOUNDARY	16:00:00	09:36:00	12:00:00	00:15:00	00:15:00
B	MOBIL (APAPA)	16:00:00	09:36:00	12:00:00	00:15:00	00:15:00
B	SHELL TANK	16:00:00	09:36:00	12:00:00	00:15:00	00:15:00
B	APAPA 2	16:00:00	09:36:00	12:00:00	00:15:00	00:15:00
B	IGANMU 11KV	16:00:00	09:36:00	12:00:00	00:15:00	00:15:00
B	NEPA 11KV	16:00:00	09:36:00	12:00:00	00:15:00	00:15:00
B	MONTGOMERY 2	16:00:00	09:36:00	12:00:00	00:15:00	00:15:00
B	OJUELEGBA	16:00:00	09:36:00	12:00:00	00:15:00	00:15:00
B	ONIKE 2	16:00:00	09:36:00	12:00:00	00:15:00	00:15:00
B	NEW CUSTOMS	16:00:00	09:36:00	12:00:00	00:15:00	00:15:00
B	OSBORNE	16:00:00	09:36:00	08:00:00	00:15:00	00:15:00
B	BAR BEACH	16:00:00	09:36:00	12:00:00	00:15:00	00:15:00
B	NATHAN	16:00:00	09:36:00	12:00:00	00:15:00	00:15:00
B	ARMY CANTONMENT	16:00:00	09:36:00	12:00:00	00:15:00	00:15:00
B	SANYA	16:00:00	09:36:00	12:00:00	00:15:00	00:15:00
B	OYADIRAN	16:00:00	00:00:00	16:00:00	00:15:00	00:45:00
C	AGBARA 33	12:00:00	00:00:00	12:00:00	00:15:00	00:15:00
C	NIMR	12:00:00	04:48:00	12:00:00	00:15:00	00:15:00
C	OBA PALACE	12:00:00	09:36:00	12:00:00	00:15:00	00:15:00
C	VANLEER	12:00:00	09:36:00	12:00:00	00:15:00	00:15:00
C	FESTAC 1 (AMUWO)	12:00:00	09:36:00	12:00:00	00:15:00	00:15:00
C	KIRIKIRI EXPRESS	12:00:00	09:36:00	12:00:00	00:15:00	00:15:00
C	OLODI	12:00:00	09:36:00	12:00:00	00:15:00	00:15:00
C	BEACHLAND	12:00:00	04:48:00	08:00:00	00:15:00	00:15:00
C	AJIWE	12:00:00	09:36:00	08:00:00	00:15:00	00:15:00
C	FREEMAN (NRC)	12:00:00	09:36:00	12:00:00	00:15:00	00:15:00
C	NRC (AKANGBA)	12:00:00	09:36:00	08:00:00	00:15:00	00:15:00
C	SABO EXPRESS	12:00:00	09:36:00	12:00:00	00:15:00	00:15:00
C	PZ	12:00:00	09:36:00	12:00:00	00:15:00	00:15:00
C	FIVE STAR	12:00:00	09:36:00	08:00:00	00:15:00	00:15:00

Service Level Proposal for Feb - Jun 2022

Tariff Band	Feeder Name	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints
C	ATUNRASHE	12:00:00	09:36:00	08:00:00	00:15:00	00:15:00
C	BIRREL	12:00:00	09:36:00	12:00:00	00:15:00	00:15:00
C	MONTGOMERY 1	12:00:00	09:36:00	08:00:00	00:15:00	00:15:00
C	ARMY RESETTLEMENT	12:00:00	09:36:00	12:00:00	00:15:00	00:15:00
C	ALABA (ALABA)	12:00:00	09:36:00	12:00:00	00:15:00	00:15:00
C	FESTAC 1 (OJO)	12:00:00	09:36:00	12:00:00	00:15:00	00:15:00
C	ILUFE	12:00:00	09:36:00	12:00:00	00:15:00	00:15:00
C	SHIBIRI	12:00:00	09:36:00	12:00:00	00:15:00	00:15:00
C	ADISA BASHUA	12:00:00	09:36:00	12:00:00	00:15:00	00:15:00
C	AMUWO	12:00:00	09:36:00	12:00:00	00:15:00	00:15:00
C	ALABA (AMUWO)	12:00:00	00:00:00	16:00:00	00:15:00	00:45:00
C	CARDOSO	12:00:00	00:00:00	16:00:00	00:15:00	00:45:00
C	MBA	12:00:00	00:00:00	16:00:00	00:15:00	00:45:00
C	ODOFIN	12:00:00	00:00:00	16:00:00	00:15:00	00:45:00
C	6TH AVENUE	12:00:00	00:00:00	16:00:00	00:15:00	00:45:00
C	71 ROAD	12:00:00	00:00:00	16:00:00	00:15:00	00:45:00
C	7TH AVENUE	12:00:00	00:00:00	16:00:00	00:15:00	00:45:00
C	HERBERT MACAULAY	12:00:00	00:00:00	16:00:00	00:15:00	00:45:00
C	MURITALA MUHAMMED	12:00:00	00:00:00	12:00:00	00:15:00	00:15:00
C	BABALOLA	12:00:00	00:00:00	12:00:00	00:15:00	00:15:00
C	DANIYAN	12:00:00	00:00:00	12:00:00	00:15:00	00:15:00
C	IDI ARABA	12:00:00	00:00:00	12:00:00	00:15:00	00:15:00
C	CELE	12:00:00	00:00:00	12:00:00	00:15:00	00:15:00
C	ODO ERAN	12:00:00	00:00:00	12:00:00	00:15:00	00:15:00
C	OLOWU	12:00:00	00:00:00	12:00:00	00:15:00	00:15:00
C	ONITIRE	12:00:00	00:00:00	12:00:00	00:15:00	00:15:00
C	ILASAMAJA	12:00:00	00:00:00	12:00:00	00:15:00	00:15:00
C	PAPA AJAO	12:00:00	00:00:00	12:00:00	00:15:00	00:15:00
C	ISHAGA	12:00:00	00:00:00	12:00:00	00:15:00	00:15:00
C	OGUNLANA	12:00:00	00:00:00	12:00:00	00:15:00	00:15:00
C	OKOH	12:00:00	00:00:00	12:00:00	00:15:00	00:15:00
C	CHALLENGE	12:00:00	00:00:00	12:00:00	00:15:00	00:15:00
C	AKINYELE	12:00:00	00:00:00	12:00:00	00:15:00	00:15:00
C	ODUTAYO AGBOYIN	12:00:00	00:00:00	16:00:00	00:15:00	00:45:00
C	ADETOLA	12:00:00	00:00:00	12:00:00	00:15:00	00:15:00
C	IKATE	12:00:00	00:00:00	12:00:00	00:15:00	00:15:00

Service Level Proposal for Feb - Jun 2022

Tariff Band	Feeder Name	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints
C	COKER	12:00:00	00:00:00	16:00:00	00:15:00	00:45:00
C	ALAKIJA	12:00:00	04:48:00	16:00:00	00:15:00	00:45:00
C	COMMUNITY	12:00:00	04:48:00	16:00:00	00:15:00	00:45:00
C	SATELLITE 1 33	12:00:00	00:00:00	16:00:00	00:15:00	00:45:00
C	SATELITE 1	12:00:00	04:48:00	20:00:00	00:15:00	01:00:00
C	BABALOLA EXPRESS	12:00:00	04:48:00	16:00:00	00:15:00	00:45:00
C	ORILE	12:00:00	04:48:00	16:00:00	00:15:00	00:45:00
C	PASSAT	12:00:00	04:48:00	16:00:00	00:15:00	00:45:00
C	IMAM MEMUDU	12:00:00	04:48:00	16:00:00	00:15:00	00:45:00
C	COMFORT OBOH	12:00:00	00:00:00	16:00:00	00:15:00	00:45:00
C	ESTATE (AJAH)	12:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	BADAGRY 33	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	AJARA	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	IJURI	08:00:00	00:00:00	12:00:00	00:15:00	00:15:00
D	OTTO AWORI	08:00:00	00:00:00	12:00:00	00:15:00	00:15:00
D	BADAGRY	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	OKO AFO	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	ARMY SIGNAL	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	ADELEYE	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	AMUKOKO	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	BADIA	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	BADIA 33	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	PLANK MARKET	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	SARI	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	SULE	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	311 ROAD	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	AGBOJU	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	CHEVRON	08:00:00	00:00:00	16:00:00	00:15:00	00:15:00
D	FESTAC 2	08:00:00	00:00:00	12:00:00	00:15:00	00:15:00
D	IJEGUN	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	OGOMBO	08:00:00	00:00:00	12:00:00	00:15:00	00:15:00
D	IBEJU	08:00:00	00:00:00	12:00:00	00:15:00	00:15:00
D	ADDO ROAD	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	BADORE	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	GOLDEN SWAM	08:00:00	00:00:00	12:00:00	00:15:00	00:15:00
D	LANGBASA	08:00:00	00:00:00	12:00:00	00:15:00	00:15:00

AND

Service Level Proposal for Feb - Jun 2022

Tariff Band	Feeder Name	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints
D	EB1	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	OTTO PALACE	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	ABEOKUTA EXPRESS	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	BORNU WAY	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	EB LOCAL	08:00:00	00:00:00	12:00:00	00:15:00	00:15:00
D	AJELE LOCAL	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	ODUNFA	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	TOKUNBOH	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	GBO	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	M&K LOCAL	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	ST. GREGORY	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	ADENIJI ADELE	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	DOLPHIN	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	OBA	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	AGO 33	08:00:00	00:00:00	12:00:00	00:15:00	00:15:00
D	IDI ARABA 33	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	LUTH EXPRESS	08:00:00	00:00:00	12:00:00	00:15:00	00:15:00
D	ADESHINA	08:00:00	00:00:00	12:00:00	00:15:00	00:15:00
D	SMITH	08:00:00	00:00:00	12:00:00	00:15:00	00:15:00
D	AGEGE MOTOR ROAD	08:00:00	00:00:00	12:00:00	00:15:00	00:15:00
D	FADEYI	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	JIBOWU	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	NITEL	08:00:00	00:00:00	12:00:00	00:15:00	00:15:00
D	AKA	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	IGBEDE	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	ILOGBO	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	JAKANDE	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	UNITY (IBA)	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	IBA	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	IJANIKIN	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	SATELITE 2	08:00:00	00:00:00	16:00:00	00:15:00	00:45:00
D	ADELABU	08:00:00	00:00:00	12:00:00	00:15:00	00:15:00
D	AGUDA	08:00:00	00:00:00	12:00:00	00:15:00	00:15:00
D	SHAGAMU	08:00:00	04:48:00	16:00:00	00:15:00	00:45:00
D	321 ROAD	08:00:00	04:48:00	16:00:00	00:15:00	00:45:00
E	512 ROAD	04:00:00	04:48:00	16:00:00	00:15:00	00:45:00

AND

Service Level Proposal for Feb - Jun 2022

Tariff Band	Feeder Name	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints
E	5TH AVENUE	04:00:00	04:48:00	16:00:00	00:15:00	00:45:00
E	SATELLITE 2 33	04:00:00	04:48:00	16:00:00	00:15:00	00:45:00
E	TINCAN	04:00:00	04:48:00	16:00:00	00:15:00	00:45:00
E	AWOYAYA	04:00:00	04:48:00	16:00:00	00:15:00	00:45:00
E	BOGIJE	04:00:00	04:48:00	16:00:00	00:15:00	00:45:00
E	ELEKO	04:00:00	04:48:00	16:00:00	00:15:00	00:45:00
E	LAKOWE	04:00:00	04:48:00	16:00:00	00:15:00	00:45:00
E	SHAPATI	04:00:00	04:48:00	16:00:00	00:15:00	00:45:00
E	ELEMORO	04:00:00	04:48:00	16:00:00	00:15:00	00:45:00
E	ESTATE (IBA)	04:00:00	04:48:00	20:00:00	00:15:00	01:00:00
E	SABO	04:00:00	04:48:00	20:00:00	00:15:00	01:00:00
E	OJO	04:00:00	04:48:00	20:00:00	00:15:00	01:00:00
E	OKOKOMAIKO	04:00:00	04:48:00	20:00:00	00:15:00	01:00:00
E	MOSAFEJO	04:00:00	04:48:00	20:00:00	00:15:00	01:00:00