



ORDER NO: NERC/299/2021

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

**TITLE**

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

**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 IBEDC, 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 IBEDC’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 IBEDC’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 IBEDC’s CAPEX proposals over a 5-year plan in line with the approved PIP. Accordingly, this MYTO – 2022 Order restates IBEDC’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 IBEDC'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 IBEDC'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 IBEDC.
  - e. Ensure that prices charged by IBEDC are fair to customers and are sufficient to allow IBEDC 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

IBEDC 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 IBEDC's application in February 2020 and monitored the stakeholders' engagements by IBEDC at different locations within its operating area. The Commission, having considered IBEDC'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 IBEDC'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 IBEDC

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	18,211.07	18,211.07	18,211.07	18,211.07	18,211.07	91,055.35

Table – 2: IBEDC'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>18,211.1</b>	<b>18,211.1</b>
<b>Distribution Network Capex</b>	<b>13,700.5</b>	<b>17,256.3</b>
Construction of 33kV Feeders	2,277.1	2,095.6
Rehabilitation of 33kV Feeders	821.0	2,634.0
Construction of 11kV Feeders	1,109.3	2,095.7
Rehabilitation of 11kV Feeders	552.9	1,688.8
Construction of 0.400kV Feeders	1,119.2	2,370.5
Distribution transformers	3,633.3	1,985.2
Substation transformers	4,187.8	4,386.5
ATC&C Loss Reduction Plan (total)	420.3	-
Customer Service Improvement Plan	-	-
IT Investments (SCADA+GIS+ERP+HSE)	311.0	-
HSE Initiatives	311.0	0.0
Network Metering Capex	2,185.0	-
Others (Toolkit, Ladders etc)	1,594.3	954.8

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## Annual Update of CAPEX Programme and PIP

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

Parameter	Unit	2021	Jan - 2022	Feb-Dec 2022	2023	2024	2025	2026
PA Effectiveness	PA Year	5	-	-	-	-	-	-
Loss Target	%	18.6%	15.47%	15.47%	15.47%	15.47%	12.94%	10.83%
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	4,096	436	4,800	5,462	5,808	6,217	6,673
Energy Delivered to DisCo	MWh/h	468	598	598	624	663	710	762
Generation Cost	N/kWh	26.4	27.5	27.5	28.0	28.5	29.1	29.6
Transmission & Admin Cost	N/kWh	6.5	5.2	5.2	5.4	5.4	5.5	5.6
End-User Cost Reflective Tariff	N/kWh	58.0	55.2	55.2	57.1	58.8	57.8	57.9
End-User Allowed Tariffs	N/kWh	48.2	51.24	55.2	57.1	58.8	57.8	57.9
Tariff Shortfall	N'000,000	32,525	1,458	0	0	0	0	0
Minimum Remittance	%	70.0%	87.8%	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 IBEDC for the period 2022 – 2026.

Table 5: Approved Revenue Requirement for IBEDC 2022 – 2026

	2022	2023	2024	2025	2026
Load Allocation	13.00%	13.00%	13.00%	13.00%	13.00%
Capacity	72,296	76,493	82,561	89,814	98,032
<u>Opex</u>	<u>73,703</u>	<u>78,870</u>	<u>85,695</u>	<u>93,570</u>	<u>102,752</u>
<u>GenCo cost</u>	145,999	155,363	168,256	183,383	200,784
Opex	6,344	7,174	8,138	9,245	10,513
RO Investment	133	145	182	226	276
<u>Depreciation</u>	<u>12,758</u>	<u>13,229</u>	<u>13,680</u>	<u>14,132</u>	<u>14,585</u>
Transmission cost	19,236	20,547	22,000	23,603	25,373
Opex	3,472	3,692	3,936	4,205	4,500
<u>RO Investment</u>	<u>148</u>	<u>147</u>	<u>157</u>	<u>169</u>	<u>181</u>
System Operation	3,620	3,839	4,094	4,374	4,681
Opex	390	411	435	461	490
<u>RO Investment</u>	<u>17</u>	<u>17</u>	<u>18</u>	<u>19</u>	<u>20</u>
MO	406	428	453	480	509
Ancillary Service	629	758	934	1,157	1,437
Opex	43,198	49,387	56,510	64,711	74,155
RO Investment	20,715	22,307	24,531	26,919	29,421
Depreciation	6,253	6,801	7,346	7,890	8,434
<u>Debt Repayment</u>	<u>4,254</u>	<u>4,387</u>	<u>4,388</u>	<u>366</u>	-
DisCo - Ibadan	74,419	82,882	92,775	99,886	112,011
Revenue Required	244,308	263,818	288,511	312,883	344,796

## 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 IBEDC 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 IBEDC

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	64.33	64.33	64.38	66.65	68.55	67.43	67.59
A - MD1	63.33	63.33	63.27	65.50	67.37	66.27	66.43
A - MD2	61.70	61.70	61.68	63.86	65.68	64.61	64.76
B - Non MD	60.39	60.39	60.88	63.03	64.83	63.77	63.92
B - MD1	59.33	59.33	59.47	61.56	63.32	62.29	62.43
B - MD2	58.33	58.33	58.11	60.16	61.87	60.87	61.01
C - Non MD	50.71	50.71	55.16	57.10	58.73	57.78	57.91
C - MD1	49.99	49.99	53.81	55.71	57.30	56.36	56.50
C - MD2	48.91	48.91	52.64	54.50	56.05	55.14	55.27
D - Non MD	29.81	29.81	31.73	32.85	33.78	33.23	33.31
D - MD1	46.03	46.03	49.01	50.74	52.18	51.33	51.45
D - MD2	46.03	46.03	49.03	50.76	52.20	51.35	51.47
E - Non MD	29.69	29.69	31.56	32.67	33.60	33.05	33.13
E - MD1	46.03	46.03	49.01	50.74	52.18	51.33	51.45
E - MD2	46.03	46.03	49.03	50.76	52.20	51.35	51.47



### 13. Service Improvement Commitments

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

IBEDC is obligated to off-take energy per its day ahead nomination and load allocation under its vesting contract with the NBET. Where IBEDC 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 IBEDC's load allocation due to constraints on its (TCN's) network, TCN shall be liable to compensate IBEDC 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 IBEDC'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 NGN323.1 billion as the tariff shortfall for IBEDC 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 IBEDC to the Nigeria Electricity Liability Management Company ("NELMCO").
- e. All funds retained by IBEDC as represented by the excess of market remittance shortfalls over tariff shortfall shall be recovered as a full liability of IBEDC, 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 IBEDC is determined after deducting the revenue deficit arising from tariff shortfall from invoices issued by NBET for energy delivered to IBEDC in line with its Vesting Contract.
- g. IBEDC 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. IBEDC 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. IBEDC shall maintain an adequate securitisation for energy off-take in line with the provisions of the Market Rules.
- j. IBEDC 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: IBEDC's Minimum Remittance Table

Head	Subhead	2021	Jan 2022	Feb – Dec 2022
		N'000,000	N'000,000	N'000,000
Revenue Required	NEMSF	3,723	355	3,900
	GenCo Invoice	108,288	11,987	131,854
	TCN & Admin Services	26,560	2,280	25,075
	DisCo	54,822	5,738	63,120
	Total	193,393	20,359	223,949
Allowed Recovery		160,868	18,901	223,949
Tariff Shortfall		32,525	1,458	-
Minimum Remittance Obligation	NEMSF	3,723	355	3,900
	NBET Minimum Remittance	75,763	10,528	131,854
	MO Minimum Remittance	26,560	2,280	25,075
	DisCo	54,822	5,738	63,120
	Total Distribution	160,868	18,901	223,949
Minimum remittance to NBET		69.96%	87.8%	100.0%
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: IBEDC'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

Appendix – 2: IBEDC's Service Level Commitments

Service Level Proposal for Feb - Jun 2022							
Tariff Band	Business Hub/District	Feeder Name	Average Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (minutes)	Average Response time to calls (minutes)	Average Response time to resolving complaints (Hours)
A	JEBBA	LIFE CAMP 11KV FEEDER	23.80	0.02	12.00	0.12	0.05
A	JEBBA	LIFE CAMP 33KV-FEEDER	23.82	0.02	10.80	0.12	0.05
A	OTA	SUMO 33KV FEEDER	23.75	0.02	15.00	0.12	0.05
A	OTA	SUN METAL 33KV FEEDER	23.60	0.10	24.00	0.60	0.24
A	OSOGBO	POWERLINE 33KV FEEDER	23.60	0.20	24.00	0.42	0.17
A	IKIRUN	PRISM 33KV FEEDER	23.50	0.07	30.00	0.78	0.31
A	OSOGBO	NMT 33KV FEEDER	23.50	0.25	30.00	0.36	0.14
A	JEBBA	DOGONGERI 33KV FEEDER	23.50	0.03	30.00	0.12	0.05
A	BABOKO	INCOMER T2B 33KV FEEDER	23.30	0.19	42.00	0.54	0.22
A	EDE	RABISH IMAC 33KV FEEDER	23.50	0.01	30.00	0.12	0.05
A	DUGBE	FAN MILK 33KV FEEDER	23.60	0.14	24.00	0.24	0.10
A	ILESA	ILESA 33KV FEEDER FEEDER	23.40	0.12	36.00	2.39	0.96
A	BABOKO	INCOMER T1C 33KV FEEDER	23.50	0.14	30.00	0.36	0.14
A	CHALLENGE	UNILORIN 33KV FEEDER	23.40	0.21	36.00	0.24	0.10
A	CHALLENGE	OLAK 33KV FEEDER	23.40	0.10	36.00	0.18	0.07
A	DUGBE	JERICHO T2B 33KV FEEDER	23.20	0.10	48.00	0.36	0.14
A	ILE IFE	IRON & STEEL 33KV FEEDER	23.20	0.02	48.00	0.24	0.10
A	ILE IFE	IFE TOWNSHIP 33KV FEEDER	23.10	0.10	54.00	1.32	0.53
A	OJOO	IITA 33KV FEEDER	23.50	0.27	30.00	0.18	0.07
A	DUGBE	IYAGANKU 33KV FEEDER	23.30	0.31	42.00	1.85	0.74
A	DUGBE	JERICHO T2A 33KV FEEDER	23.40	0.10	36.00	0.24	0.10
A	JEBBA	JEBBA/BACITA 33KV FEEDER	23.00	0.39	60.00	0.72	0.29
A	BABOKO	INCOMER T1B 33KV FEEDER	23.10	0.27	54.00	0.48	0.19
A	JEBBA	JEBBA PAPER MILL 11KV FEEDER	22.80	0.02	71.87	0.24	0.10
A	CHALLENGE	GRA ILORIN 33KV FEEDER	23.10	0.39	54.00	0.84	0.33
A	OJOO	UI/NISER 33KV FEEDER	23.10	0.50	54.00	1.14	0.45
A	OJOO	ODOGBO 33KV FEEDER	23.50	0.25	30.00	0.48	0.19
A	IJEUN	OWODE LINE II 33KV FEEDER	23.10	0.23	54.00	2.87	1.15
A	OSOGBO	OSOGBO TOWNSHIP 33KV FEEDER	23.20	1.70	48.00	1.14	0.45
A	BABOKO	LUBCON AVE. 33KV FEEDER	23.00	0.17	60.00	0.66	0.26
A	OJOO	IBADAN NORTH 33KV FEEDER	23.40	0.44	36.00	1.20	0.48
A	OMUARAN	LAMODI 33KV FEEDER	23.00	0.08	60.00	0.48	0.19
A	OMUARAN	OFFA 33KV FEEDER	22.90	0.19	66.00	1.02	0.41

**Service Level Proposal for Feb - Jun 2022**

<b>Tariff Band</b>	<b>Business Hub/District</b>	<b>Feeder Name</b>	<b>Average Duration of Supply (Hrs/Day)</b>	<b>Average Frequency of Interruptions Per Day</b>	<b>Average Duration of Interruptions (minutes)</b>	<b>Average Response time to calls (minutes)</b>	<b>Average Response time to resolving complaints (Hours)</b>
A	SAGAMU	MCPHERSON 33KV FEEDER	22.90	0.48	66.00	0.42	0.17
A	DUGBE	ELEYELE 33KV FEEDER	23.00	0.31	60.00	12.56	5.02
A	OTA	TOLL GATE 33KV FEEDER	23.20	0.60	48.00	1.73	0.69
A	DUGBE	EFCO/EVANS 11KV FEEDER	23.03	0.16	58.08	2.57	1.03
A	APATA	APATA 33KV FEEDER	22.80	0.73	72.00	2.03	0.81
A	DUGBE	BANK ROAD 11KV FEEDER	22.93	0.14	64.22	0.72	0.29
A	SAGAMU	OGUNMAKIN/AJEBO 33KV FEEDER	22.90	0.56	66.00	0.42	0.17
A	OYO	ISEYIN 33KV FEEDER	22.80	0.95	72.00	1.85	0.74
A	MOLETE	EXPRESS 33KV FEEDER	22.90	1.02	66.00	1.32	0.53
A	OTA	AR-RASHID 33KV FEEDER	22.26	0.07	104.40	1.61	0.65
A	MOLETE	OLUYOLE 33KV FEEDER	22.70	0.91	78.00	1.26	0.50
A	MOLETE	INTERCHANGE 33KV FEEDER	22.54	0.89	87.60	1.20	0.48
A	CHALLENGE	BASIN 11KV FEEDER	22.65	0.20	80.93	0.78	0.31
A	OTA	ODIGBO/ESTATE 33KV FEEDER	22.50	0.41	90.00	1.61	0.65
A	OLUMO	WATER WORKS OJERE 33KV FEEDER	22.26	0.19	104.40	2.39	0.96
A	DUGBE	AGODI LINE II 33KV FEEDER	22.70	0.56	78.00	1.79	0.72
A	JEBBA	SENIOR STAFF QTRS F20 11KV FEEDER	22.51	0.26	89.63	0.78	0.31
A	JEBBA	JEBBA TOWNSHIP 11KV FEEDER	22.08	0.24	115.39	0.60	0.24
A	OSOGBO	OBELAWO 11KV FEEDER	22.41	0.03	95.14	1.44	0.57
A	SANGO	IJOKO 33KV FEEDER	22.80	2.18	72.00	1.79	0.72
A	MOLETE	FRIGOGLASS 11KV FEEDER	22.40	0.16	96.24	0.36	0.14
A	MOLETE	LIBERTY 33KV FEEDER	22.26	0.95	104.40	1.79	0.72
A	SAGAMU	BABCOCK 33KV FEEDER	22.70	0.05	78.00	0.84	0.33
A	DUGBE	AGODI LINE 1 33KV FEEDER	22.70	0.46	78.00	1.67	0.67
A	ILE IFE	OAU 33KV FEEDER	22.04	0.18	117.60	1.44	0.57
A	DUGBE	SAMONDA 33KV FEEDER	22.04	0.31	117.60	2.03	0.81
A	OLUMO	MIDGAL 33KV FEEDER	22.50	0.12	90.00	0.36	0.14
A	SANGO	DANGOTE 33KV FEEDER	23.00	0.23	60.00	1.14	0.45
A	MOLETE	BEST OIL/ALTAK 11KV FEEDER	22.06	0.43	116.14	0.42	0.17
A	MOLETE	BAT/NEW AGE 11KV FEEDER	22.01	0.52	119.24	0.48	0.19
A	APATA	ERUWA LANLATE 33KV	22.04	1.50	117.60	2.45	0.98
A	JEBBA	SF2 NEW BUSSA 11KV FEEDER	22.40	0.25	96.24	0.66	0.26
A	CHALLENGE	CHALLENGE INDUSTRIAL 33KV FEEDER	22.80	0.58	72.00	1.08	0.43
A	DUGBE	AMI 11KV FEEDER	22.37	0.20	97.87	1.38	0.55
A	SAGAMU	QUANTUM STEELS 33KV FEEDER	22.70	0.64	78.00	0.66	0.26

**Service Level Proposal for Feb - Jun 2022**

Tariff Band	Business Hub/District	Feeder Name	Average Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (minutes)	Average Response time to calls (minutes)	Average Response time to resolving complaints (Hours)
A	OTA	FEDERATED STEEL & MILL LTD 33KV FEEDER	21.18	0.02	169.20	0.12	0.05
A	SAGAMU	METAFRIQUE 33KV FEEDER	23.00	0.68	59.76	0.54	0.22
A	IJEUN	OWODE LINE I 33KV FEEDER	21.82	0.28	130.80	1.50	0.60
A	CHALLENGE	TANKE 11KV FEEDER	22.00	0.06	120.05	0.24	0.10
A	AKANRAN	ADOGBA 33KV FEEDER	22.04	1.25	117.60	0.72	0.29
A	IJEBU ODE	IJEBU ODE 33KV FEEDER	21.61	0.68	143.40	3.05	1.22
A	OSOGBO	SRM 33KV FEEDER	22.00	0.21	120.00	0.54	0.22
A	SAGAMU	CELPLASS 33KV FEEDER	21.72	0.58	136.80	0.72	0.29
A	IJEUN	FUNAAB 33KV FEEDER	21.94	0.31	123.60	1.32	0.53
A	MOLETE	SEVEN UP 11KV FEEDER	21.78	0.34	133.40	1.26	0.50
A	IKIRUN	OSOGBO/IKIRUN 33KV FEEDER	21.94	1.16	123.60	1.26	0.50
A	MOLETE	JOYCE B/RATCON 11KV FEEDER	21.73	0.31	136.15	0.84	0.33
A	ILE IFE	OAUTHC 11KV FEEDER	21.72	0.03	136.61	0.72	0.29
A	OTA	IJAGBA 33KV FEEDER	23.22	0.48	46.80	2.39	0.96
A	OSOGBO	GRA 11KV FEEDER	21.35	0.24	158.96	3.83	1.53
A	OSOGBO	ILESHA RD 11KV FEEDER	21.35	0.24	158.96	3.83	1.53
A	OYO	ADO AWAYE 33KV FEEDER	21.50	0.79	150.00	1.08	0.43
A	MOLETE	BLACK HORSE 11KV FEEDER	21.82	0.45	130.85	0.30	0.12
A	OTA	FARM 11KV FEEDER	21.80	1.22	132.12	1.26	0.50
A	JEBBA	WAWA/KAIMA 33KV FEEDER	22.00	0.62	120.00	1.44	0.57
B	AKANRAN	CROWN 11KV FEEDER	21.49	0.45	150.48	1.02	0.41
B	MOLETE	LINA OIL 11KV FEEDER	21.72	0.48	137.02	0.48	0.19
B	MOLETE	ARAMED 11KV FEEDER	21.66	0.52	140.44	0.72	0.29
B	OLUMO	IMEKO 33KV FEEDER	22.14	0.87	111.60	2.27	0.91
B	JEBBA	MAINSTREAM 11KV FEEDER	21.34	0.07	159.63	0.30	0.12
B	MOLETE	OLUSANYA 11KV FEEDER	21.34	0.38	159.76	2.93	1.17
B	SANGO	WATER WORKS PAPALANTO 33KV FEEDER	20.64	0.11	201.60	1.55	0.62
B	OYO	SAKI 33KV FEEDER	22.14	0.29	111.60	1.85	0.74
B	SANGO	DOLPHIN 33KV FEEDER	22.46	1.48	92.16	0.12	0.05
B	DUGBE	IYAGANKU 11KV FEEDER	21.07	0.27	175.83	3.05	1.22
B	CHALLENGE	IDOFIAN 33KV FEEDER	22.14	0.62	111.60	1.61	0.65
B	JEBBA	MOKWA 33KV FEEDER	22.14	1.12	111.60	0.96	0.38
B	MOLETE	EAGLE FLOUR MILLS 11KV FEEDER	20.94	0.43	183.80	1.14	0.45
B	MOWE	IBAF0 33KV FEEDER	21.07	1.39	175.80	1.73	0.69
B	SANGO	ILARO 33KV FEEDER	22.03	1.85	118.08	1.20	0.48

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**Service Level Proposal for Feb - Jun 2022**

<b>Tariff Band</b>	<b>Business Hub/District</b>	<b>Feeder Name</b>	<b>Average Duration of Supply (Hrs/Day)</b>	<b>Average Frequency of Interruptions Per Day</b>	<b>Average Duration of Interruptions (minutes)</b>	<b>Average Response time to calls (minutes)</b>	<b>Average Response time to resolving complaints (Hours)</b>
B	EDE	EDE WATER WORKS 33KV FEEDER	22.46	0.89	92.16	1.61	0.65
B	OTA	HOMAN 11KV FEEDER	20.71	1.13	197.51	0.66	0.26
B	OTA	SANGO 33KV FEEDER	21.66	1.87	140.11	1.85	0.74
B	CHALLENGE	ASA 11KV FEEDER	20.71	0.04	197.68	0.72	0.29
B	ILE IFE	ORILEOWU 33KV FEEDER	19.67	0.12	259.80	3.23	1.29
B	OSOGBO	WONDERFUL 11KV FEEDER	20.54	0.22	207.53	0.96	0.38
B	OMUARAN	OMU ARAN 33KV FEEDER	21.38	0.42	156.96	1.38	0.55
B	IJEBU ODE	IJEBU INDUSTRIAL 11KV FEEDER	15.48	0.44	511.41	4.54	1.82
B	OSOGBO	AKEJU 11KV FEEDER FEEDER	20.34	0.09	219.84	1.44	0.57
B	ILESA	EFON 33KV FEEDER	19.65	1.06	261.00	3.11	1.24
B	EDE	IWO/EJIGBO 33KV FEEDER	19.67	1.22	259.80	1.44	0.57
B	OYO	OYO 33KV FEEDER	20.95	1.25	182.88	2.27	0.91
B	OGBOMOSO	OGBOMOSO 33KV FEEDER	21.38	1.04	156.96	1.91	0.77
B	OSOGBO	GBONGAN RD 11KV FEEDER	19.40	0.26	275.92	3.53	1.41
B	ILESA	BREWERY 33KV FEEDER	20.09	0.41	234.72	1.61	0.65
B	MOLETE	IMALEFALAFIA 11KV FEEDER	18.80	0.40	312.13	1.79	0.72
B	OLUMO	LAGOS ROAD 33KV FEEDER	20.52	0.96	208.80	3.05	1.22
B	ILESA	IJEBU JESA 33KV FEEDER	19.68	0.50	259.20	2.57	1.03
B	MOLETE	ANFANI 11KV FEEDER	18.66	0.49	320.52	3.41	1.36
B	MOLETE	AJINDE 11KV FEEDER	18.60	0.39	323.72	3.89	1.55
B	AKANRAN	LABO 33KV FEEDER	22.10	0.89	114.00	0.66	0.26
B	MOLETE	ELEBU 11KV FEEDER	18.57	0.49	325.76	1.20	0.48
B	OGBOMOSO	SEMINARY 11KV FEEDER	18.53	1.73	328.45	1.44	0.57
B	OSOGBO	DADA ESTATE 11KV FEEDER	18.35	0.18	339.03	2.03	0.81
B	ILE IFE	IKIRE/WASINMI 33KV FEEDER	20.17	0.55	229.80	2.03	0.81
B	SAGAMU	SAGAMU 33KV FEEDER	22.60	1.14	84.00	1.44	0.57
B	SAGAMU	NNPC/OGIJO 33KV FEEDER	22.60	1.64	84.00	3.77	1.51
B	MOLETE	YEJIDE 11KV FEEDER	17.96	0.40	362.18	3.83	1.53
B	DUGBE	ONIREKE 11KV FEEDER	17.95	0.50	362.78	2.03	0.81
B	SAGAMU	REMO 33KV FEEDER	18.51	0.64	329.31	2.21	0.89
B	SAGAMU	IKENNE 33KV FEEDER	22.50	1.39	90.00	2.21	0.89
B	DUGBE	STATE HOUSE 11KV FEEDER	17.79	1.82	372.64	1.55	0.62
B	MOLETE	MOLETE INDUSTRIAL 33KV FEEDER	18.29	0.57	342.90	1.32	0.53
B	EDE	OFFA 33KV FEEDER	18.12	0.16	352.85	1.61	0.65
B	OMUARAN	EGBE 33KV FEEDER	21.90	0.44	126.00	1.73	0.69





**Service Level Proposal for Feb - Jun 2022**

<b>Tariff Band</b>	<b>Business Hub/District</b>	<b>Feeder Name</b>	<b>Average Duration of Supply (Hrs/Day)</b>	<b>Average Frequency of Interruptions Per Day</b>	<b>Average Duration of Interruptions (minutes)</b>	<b>Average Response time to calls (minutes)</b>	<b>Average Response time to resolving complaints (Hours)</b>
C	AKANRAN	NEW ASEJIRE 33KV FEEDER	21.79	1.35	132.60	1.38	0.55
C	ILE IFE	SEKONA 33KV FEEDER	20.50	2.34	210.00	1.85	0.74
C	DUGBE	EKOTEDO 11KV FEEDER	16.97	0.50	421.86	2.27	0.91
C	OLUMO	LAPELEKE 33KV FEEDER	17.50	0.37	390.26	3.41	1.36
C	OLUMO	CEMENT 33KV FEEDER	17.50	0.44	390.26	3.41	1.36
C	OSOGBO	NCC 11KV FEEDER FEEDER	16.77	0.17	433.95	0.84	0.33
C	OMUARAN	ORO AGO 33KV FEEDER	20.91	0.87	185.40	1.67	0.67
C	AKANRAN	NBL 33KV FEEDER	20.68	1.58	199.20	3.23	1.29
C	MOWE	MOWE 33KV FEEDER	20.66	0.62	200.40	1.91	0.77
C	DUGBE	SECRETARIAT 11KV FEEDER	16.43	0.52	454.25	2.57	1.03
C	OSOGBO	OLUODE 11 KV FEEDER	16.98	0.12	421.39	2.21	0.89
C	MOWE	OWODE EGBA 33KV FEEDER	21.29	0.17	162.79	2.81	1.12
C	ILESA	IPETU-IJESHA 33KV FEEDER	21.07	1.04	175.67	2.81	1.12
C	OSOGBO	IGBONA 11KV FEEDER	15.68	0.21	499.35	1.61	0.65
C	IJEBU ODE	IDOWA 33KV FEEDER	20.70	1.39	197.78	3.71	1.48
C	BABOKO	SOBI/POLY 33KV FEEDER	20.68	0.52	199.03	1.26	0.50
C	CHALLENGE	SABO OKE 11KV FEEDER	15.29	0.08	522.85	0.96	0.38
C	OSOGBO	AYEPE 11KV FEEDER	15.21	0.15	527.30	0.66	0.26
C	OTA	IDIROKO 33KV FEEDER	20.27	1.64	224.03	2.39	0.96
C	BABOKO	OTTE 33KV FEEDER	20.17	0.56	229.80	3.05	1.22
C	AKANRAN	ALAKIA 33KV FEEDER	20.07	1.31	235.87	1.26	0.50
C	EDE	EDE TOWNSHIP 11KV FEEDER	14.99	1.06	540.31	2.33	0.93
C	APATA	OLUYOLE 11KV FEEDER	14.99	2.32	540.58	3.77	1.51
C	IKIRUN	IPETU ILE 11KV FEEDER	14.91	0.32	545.58	1.79	0.72
C	DUGBE	DUGBE INDUSTRIAL 11KV FEEDER	14.89	0.58	546.84	2.75	1.10
C	EDE	COTTAGE 11KV FEEDER	14.73	0.24	555.95	3.41	1.36
C	IKIRUN	IKIRUN TOWNSHIP 11KV FEEDER	14.53	0.13	568.43	2.51	1.00
C	CHALLENGE	MM 11KV FEEDER	14.36	0.10	578.30	0.24	0.10
C	BABOKO	KISHI/IGBETI 33KV FEEDER	19.03	0.47	297.97	2.93	1.17
C	DUGBE	SANGO 11KV FEEDER	14.19	0.57	588.59	3.41	1.36
C	DUGBE	BASORUN 11 KV FEEDER	14.65	0.52	560.97	1.91	0.77
C	DUGBE	OREMEJI 11KV FEEDER	13.98	0.49	601.33	2.87	1.15
C	DUGBE	RAILWAY 11KV FEEDER	13.97	0.61	602.07	3.17	1.27
C	OMUARAN	ISANLU ISIN 33KV FEEDER	18.65	0.62	321.28	0.96	0.38
C	DUGBE	YEMETU 11KV FEEDER	13.86	0.51	608.45	2.69	1.08

**Service Level Proposal for Feb - Jun 2022**

Tariff Band	Business Hub/District	Feeder Name	Average Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (minutes)	Average Response time to calls (minutes)	Average Response time to resolving complaints (Hours)
C	CHALLENGE	SHOPRITE/WATER WORKS 11KV FEEDER	13.76	0.07	614.58	0.12	0.05
C	DUGBE	HOUSING 11KV FEEDER	13.62	1.62	622.96	2.45	0.98
C	EDE	OKUKU TOWNSHIP 11KV FEEDER	13.50	0.05	630.13	2.75	1.10
C	AKANRAN	PAPA 11KV FEEDER	13.35	0.86	638.84	2.27	0.91
C	DUGBE	PREMIER 11KV FEEDER	13.28	0.60	643.42	2.33	0.93
C	EDE	IGBAYE ROAD 11KV FEEDER	13.25	0.47	644.72	3.53	1.41
C	ILESA	IBOKUN 33KV FEEDER	17.56	0.79	386.41	1.97	0.79
D	AKANRAN	OLODE 11KV FEEDER	13.03	0.88	658.32	1.79	0.72
D	DUGBE	OKE BOLA 11KV FEEDER	13.00	0.58	659.79	2.75	1.10
D	CHALLENGE	DANIALU 11KV FEEDER	12.80	0.13	671.83	0.48	0.19
D	DUGBE	IJOKODO 11KV FEEDER	12.57	0.68	685.93	2.45	0.98
D	ILESA	IWOYE 11KV FEEDER	12.33	0.09	700.27	4.60	1.84
D	OTA	LUSADA 33KV FEEDER	16.48	1.45	451.48	2.03	0.81
D	DUGBE	COCOA HOUSE 11KV FEEDER	12.30	0.71	701.94	3.83	1.53
D	MOLETE	CHALLENGE 11KV FEEDER	12.22	0.88	706.71	2.21	0.89
D	DUGBE	OLOGUNERU 11KV FEEDER	12.06	0.75	716.39	3.11	1.24
D	AKANRAN	MONATAN ESTATE 11KV FEEDER	12.03	0.68	718.32	2.63	1.05
D	CHALLENGE	AWOLOWO 11KV FEEDER	11.98	0.15	721.15	1.20	0.48
D	IJEUN	IJEUN GRA 11KV FEEDER	11.86	0.89	728.36	2.75	1.10
D	EDE	ODO ORI 11KV FEEDER	11.86	0.17	728.40	2.81	1.12
D	IJEBU ODE	IJEBU IGBO 33KV FEEDER	15.75	1.25	495.22	2.81	1.12
D	IJEBU ODE	BARRACKS 33KV FEEDER	15.75	1.47	495.22	3.77	1.51
D	AKANRAN	AKOBO 11KV FEEDER	11.74	0.61	735.77	2.33	0.93
D	CHALLENGE	BABA-ODE 11KV FEEDER	11.57	0.20	745.82	0.96	0.38
D	CHALLENGE	KILANKO 11KV FEEDER	11.57	0.20	745.82	0.96	0.38
D	APATA	OWODE 11KV FEEDER	11.54	0.95	747.61	3.95	1.58
D	JEBBA	TSHONGA FDR I 11KV FEEDER	11.53	0.17	747.97	0.96	0.38
D	APATA	ODO ONA ELEWE 11KV FEEDER	11.45	3.47	752.76	4.49	1.79
D	MOLETE	ODO ONA ELEWE 11KV FEEDER	11.42	0.90	754.52	2.63	1.05
D	APATA	APATA ESTATE 11KV FEEDER	11.42	1.83	754.93	2.75	1.10
D	JEBBA	TSHONGA FDR II 11KV FEEDER	11.41	0.00	0.00	0.00	0.00
D	EDE	IWO TOWNSHIP 11KV FEEDER	11.36	0.28	758.46	3.65	1.46
D	CHALLENGE	IREWOLEDE 11KV FEEDER	11.36	0.07	758.69	0.96	0.38
D	DUGBE	OJE 11KV FEEDER	11.33	0.53	759.99	2.69	1.08
D	ILESA	PALACE 11KV FEEDER	11.26	0.25	764.26	2.63	1.05



**Service Level Proposal for Feb - Jun 2022**

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D	APATA	BEMBO 11KV FEEDER	11.25	0.91	765.25	4.66	1.87
D	BABOKO	POLY 11KV FEEDER	11.17	0.54	769.86	1.20	0.48
D	OMUARAN	EGBE 11KV FEEDER	11.14	0.56	771.67	1.91	0.77
D	ILESA	OMI-ASORO/IMO 11KV FEEDER	11.08	0.11	774.99	3.47	1.39
D	DUGBE	IWO ROAD 11KV FEEDER	11.00	0.56	780.22	3.83	1.53
D	CHALLENGE	GANMO 11KV FEEDER	10.95	0.13	783.12	1.20	0.48
D	JEBBA	MOKWA TOWNSHIP 11KV FEEDER	10.84	0.67	789.47	1.38	0.55
D	JEBBA	KAINJI ROAD 11KV FEEDER	10.57	0.72	805.91	1.61	0.65
D	SANGO	OTA INDUSTRIAL 33KV FEEDER	14.09	0.21	594.69	3.77	1.51
D	IKIRUN	IKIRUN ROAD 11KV FEEDER	10.45	0.57	812.96	2.03	0.81
D	BABOKO	SPECIALIST 11KV FEEDER	10.14	0.75	831.62	1.44	0.57
D	IJEUN	LADERIN 11KV FEEDER	10.03	0.21	838.38	0.84	0.33
D	ILE IFE	PARAKIN 11KV FEEDER	9.86	0.12	848.11	3.53	1.41
D	APATA	OLORUNTUMO 11KV FEEDER	9.82	0.96	850.86	3.11	1.24
D	AKANRAN	NEW IFE 11KV FEEDER	9.80	0.84	852.20	2.69	1.08
D	IJEUN	IJAYE 11KV FEEDER	9.78	0.94	853.17	3.77	1.51
D	IKIRUN	ILA TOWNSHIP 11KV FEEDER	9.73	0.47	856.02	2.93	1.17
D	ILESA	IROGBO 11KV FEEDER	9.57	0.13	865.52	3.95	1.58
D	OMUARAN	OMUARAN OWODE 11KV FEEDER	9.30	1.45	882.06	4.37	1.75
D	AKANRAN	SAWMILL 11KV FEEDER	9.28	0.46	883.46	2.03	0.81
D	OMUARAN	AJAS-IPO 11KV FEEDER	9.16	0.63	890.39	1.55	0.62
D	EDE	EJIGBO TOWNSHIP 11KV FEEDER	9.11	0.06	893.29	2.57	1.03
D	ILE IFE	ORONA 11KV FEEDER	9.03	0.17	898.21	3.17	1.27
D	ILE IFE	ITA OSA 11KV FEEDER	9.03	0.17	898.21	3.17	1.48
D	ILE IFE	FAMIA 11KV FEEDER	9.00	0.12	899.97	3.65	1.46
D	IJEBU ODE	FOLAGBADE 11KV FEEDER	9.00	1.39	900.22	3.53	1.41
D	ILESA	IRETIAYO 11KV FEEDER	8.99	0.36	900.32	3.29	1.32
D	BABOKO	UITH 11KV FEEDER	8.93	0.95	903.95	2.21	0.89
D	OMUARAN	OFFA INDUSTRIAL 11KV FEEDER	8.91	1.22	905.20	2.57	1.03
D	OMUARAN	OGS 11KV FEEDER	8.88	0.51	906.94	1.61	0.65
D	OMUARAN	OJOKU 11KV FEEDER	8.84	1.27	909.37	4.13	1.65
D	OMUARAN	IGOSUN 11KV FEEDER	8.84	1.15	909.79	1.79	0.72
D	IJEBU ODE	MOLIPA 11KV FEEDER	8.82	1.34	910.57	4.84	1.94
D	AKANRAN	MONATAN 11KV FEEDER	8.76	1.02	914.69	3.65	1.46
E	ILESA	ISARE 11KV FEEDER	8.68	0.20	918.96	4.78	1.91

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**Service Level Proposal for Feb - Jun 2022**

<b>Tariff Band</b>	<b>Business Hub/District</b>	<b>Feeder Name</b>	<b>Average Duration of Supply (Hrs/Day)</b>	<b>Average Frequency of Interruptions Per Day</b>	<b>Average Duration of Interruptions (minutes)</b>	<b>Average Response time to calls (minutes)</b>	<b>Average Response time to resolving complaints (Hours)</b>
E	OMUARAN	ERIN ILE 11KV FEEDER	8.60	1.30	924.20	2.87	1.15
E	ILE IFE	OPA 11KV FEEDER	8.58	0.10	925.46	4.01	1.60
E	ILESA	ILAJE 11KV FEEDER FEEDER	8.57	0.23	925.64	3.41	1.36
E	ILE IFE	MOKURO RD 11KV FEEDER	8.56	0.11	926.52	3.29	1.32
E	ILE IFE	IBADAN ROAD 11KV FEEDER	8.53	0.14	928.10	4.25	1.70
E	IJEBU ODE	GRA IJEBU 11KV FEEDER	8.44	1.27	933.40	4.07	1.63
E	MOLETE	PODO 11KV FEEDER	8.33	0.92	940.36	2.75	1.10
E	BABOKO	AIRPORT 11KV FEEDER	8.30	1.14	942.28	2.21	0.89
E	BABOKO	ADEWOLE 11KV FEEDER	8.24	1.13	945.53	2.03	0.81
E	OJOO	AGBOWO 11KV FEEDER	8.22	1.37	946.81	2.51	1.00
E	OMUARAN	OFFA 11KV FEEDER	8.20	1.32	948.12	3.35	1.34
E	ILE IFE	LAGERE 11KV FEEDER	8.16	0.19	950.60	4.43	1.77
E	IJEBU ODE	BONOJO 11KV FEEDER	8.13	1.47	952.28	4.19	1.67
E	OJOO	OROGUN 11KV FEEDER	8.04	1.17	957.35	4.25	1.70
E	IJEUN	AKE 11KV FEEDER	8.01	2.01	959.33	2.87	1.15
E	OJOO	BODIJA 11KV FEEDER	7.96	1.17	962.30	2.27	0.91
E	IJEUN	ABIOLA WAY 11KV FEEDER	7.90	0.80	966.00	2.15	0.86
E	OGBOMOSO	AROJE 11KV FEEDER	7.87	2.75	968.08	3.35	1.34
E	BABOKO	TAIWO 11KV FEEDER	7.79	1.10	972.51	1.91	0.77
E	OJOO	SHASHA 11KV FEEDER	7.63	1.14	981.97	3.83	1.53
E	BABOKO	UNITY 11KV FEEDER	7.56	1.06	986.14	2.75	1.10
E	ILE IFE	ITAMERIN 11KV FEEDER	7.37	0.11	997.54	3.23	1.29
E	OGBOMOSO	OKE ADO 11KV FEEDER	7.35	2.90	999.22	3.83	1.53
E	OGBOMOSO	ODO OBA 11KV FEEDER	7.30	3.03	1,001.84	3.71	1.48
E	OTA	TOWER 11VA FEEDER	7.56	0.57	986.24	1.61	0.65
E	ILE IFE	EDUN ABON/IPETU 11KV FEEDER	7.30	0.06	1,001.93	3.83	1.53
E	IJEBU ODE	IJEBU SABO 11KV FEEDER	7.30	1.27	1,002.09	5.02	2.01
E	OGBOMOSO	TAKIE 11KV FEEDER	7.23	2.97	1,006.15	2.45	0.98
E	OGBOMOSO	RANDA 11KV FEEDER	7.21	2.89	1,007.58	2.99	1.20
E	MOLETE	BOLUWAJI 11KV FEEDER	7.20	0.90	1,007.74	3.11	1.24
E	IJEUN	IJEUN TITUN 11KV FEEDER	7.20	0.93	1,008.11	2.21	0.89
E	JEBBA	TSHONGA FDR III 11KV FEEDER	7.02	1.23	1,018.65	5.00	0.74
E	IJEUN	AKINOLUGBADE 11KV FEEDER	6.98	0.37	1,021.09	4.49	1.79
E	BABOKO	BABOKO 11KV FEEDER	6.93	1.09	1,024.04	3.17	1.27
E	OLUMO	BREWERY 11KV FEEDER	6.92	0.38	1,024.70	2.57	1.03
E	MOLETE	SOKA 11KV FEEDER	6.80	0.84	1,032.15	4.84	1.94

**Service Level Proposal for Feb - Jun 2022**

Tariff Band	Business Hub/District	Feeder Name	Average Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (minutes)	Average Response time to calls (minutes)	Average Response time to resolving complaints (Hours)
E	OTA	TOWN 11KV FEEDER	6.76	1.09	1,034.56	2.03	0.81
E	OLUMO	ITA OSHIN 11KV FEEDER	6.75	0.31	1,035.09	3.77	1.51
E	IJEBU ODE	OKE AGBO 11KV FEEDER	6.69	0.72	1,038.85	3.23	1.29
E	BABOKO	PAKATA 11KV FEEDER	6.65	0.71	1,041.10	4.37	1.75
E	IJEBU ODE	IJEBU TOWNSHIP 11KV FEEDER	6.62	0.80	1,042.52	4.66	1.87
E	IJEBU ODE	IGAN 11KV FEEDER	6.62	0.80	1,042.52	4.66	1.87
E	IJEBU ODE	ADEBOYE 11KV FEEDER	6.61	0.89	1,043.36	3.89	1.55
E	OLUMO	SOYOYE/11KV FEEDER	6.60	0.37	1,043.99	4.54	1.82
E	IJEUN	OBANTOKO 11KV FEEDER	6.54	0.87	1,047.64	1.73	0.69
E	IJEUN	OVEDA 11KV FEEDER	6.50	0.86	1,049.76	2.21	0.89
E	OLUMO	JOGA 11KV FEEDER	6.47	0.35	1,051.88	4.25	1.70
E	ILE IFE	GBONGAN/ODE OMU 11KV FEEDER	6.46	0.01	1,052.56	2.51	1.00
E	SAGAMU	SAGAMU SABO 11KV FEEDER	6.40	1.37	1,056.21	5.32	2.13
E	APATA	LANLATE 11KV FEEDER	6.38	0.50	1,057.34	4.31	1.72
E	IJEUN	KOLOBO 11KV FEEDER	6.37	0.43	1,057.55	4.31	1.72
E	OTA	ITELE 11KV FEEDER	6.32	1.15	1,060.71	3.83	1.53
E	OLUMO	OLUMO SABO 11KV FEEDER	6.24	0.37	1,065.51	5.02	2.01
E	OJOO	ODO OBA 11KV FEEDER	6.23	0.62	1,066.47	5.02	2.01
E	OMUARAN	ORO 11KV FEEDER	6.16	0.37	1,070.53	2.15	0.86
E	OTA	LAFENWA 11KV FEEDER	6.10	1.18	1,073.79	2.99	1.20
E	BABOKO	OLOJE 11KV FEEDER	6.10	0.87	1,073.79	4.13	1.65
E	BABOKO	KULENDE 11KV FEEDER	6.04	0.83	1,077.78	2.27	0.91
E	OTA	AKEJA 11KV FEEDER	5.99	0.86	1,080.33	2.39	0.96
E	IJEUN	TOTORO 11KV FEEDER	5.96	0.40	1,082.57	3.83	1.53
E	BABOKO	GAMBARI 11KV FEEDER	5.95	0.92	1,083.28	1.91	0.77
E	OTA	ABEBI 11KV FEEDER	5.89	0.79	1,086.87	2.75	1.10
E	CHALLENGE	GOVT. HOUSE 11KV FEEDER	5.85	0.14	1,089.24	0.12	0.05
E	AKANRAN	OKE OFFA 11KV FEEDER	5.78	0.49	1,093.39	4.19	1.67
E	SAGAMU	IGBOBI 11KV FEEDER	5.73	1.32	1,096.46	4.01	1.60
E	MOLETE	YALE 11KV FEEDER	5.72	0.22	1,096.94	1.61	0.65
E	SAGAMU	SAGAMU INDUSTRIAL 11KV FEEDER	5.56	1.30	1,106.43	3.17	1.27
E	OTA	OSUKE 11KV FEEDER	5.45	1.02	1,113.03	2.81	1.12
E	OTA	OTA ILARO ROAD 11KV FEEDER	5.45	0.58	1,113.03	3.17	1.27
E	BABOKO	OKE OYI 11KV FEEDER	5.41	0.67	1,115.17	1.44	0.57
E	ILE IFE	IKIRE 11KV FEEDER	5.39	0.05	1,116.72	2.87	1.15

**Service Level Proposal for Feb - Jun 2022**

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E	OYO	AWE 11KV FEEDER	5.36	0.05	1,118.30	3.59	1.44
E	OTA	EGAN 11KV FEEDER	5.34	0.94	1,119.57	1.20	0.48
E	OTA	ADO ODO 11KV FEEDER	5.34	0.40	1,119.57	3.83	1.53
E	SAGAMU	SAGAMU EXPRESS 11KV FEEDER	5.31	1.28	1,121.19	6.22	2.49
E	SANGO	SANGO ILARO ROAD 11KV FEEDER	5.23	0.13	1,126.11	1.73	0.69
E	SANGO	OLORUNSOGO 11KV FEEDER	5.12	0.97	1,132.65	1.50	0.60
E	OTA	IYESI 11KV FEEDER	5.12	0.91	1,132.65	3.29	1.32
E	SANGO	IJOKO 11KVA FEEDER	5.19	1.42	1,128.47	2.21	0.89
E	SANGO	ABEOKUTA ROAD 11KV FEEDER	5.01	1.25	1,139.19	2.03	0.81
E	SANGO	IFO 11KVA FEEDER	5.08	0.80	1,135.24	2.75	1.10
E	OYO	ALAAFIN 11KV FEEDER	4.84	0.11	1,149.65	3.11	1.24
E	AKANRAN	AKANRAN 11KV FEEDER	4.82	0.48	1,150.92	3.83	1.53
E	OLUMO	IBEREKODO 11KV FEEDER	4.81	0.29	1,151.52	3.17	1.27
E	OYO	OLUWOLE 11KV FEEDER	4.78	0.13	1,153.32	3.95	1.58
E	OLUMO	MAWUKO 11KV FEEDER	4.77	0.11	1,153.86	3.83	1.53
E	AKANRAN	OLUNDE 11KV FEEDER	4.68	0.52	1,158.98	3.89	1.55
E	OYO	KOSO 11KV FEEDER	4.65	0.11	1,160.79	3.23	1.29
E	OYO	SABO 11KV FEEDER	4.63	0.07	1,162.22	3.29	1.32
E	AKANRAN	OLOMI 11KV FEEDER	4.59	0.49	1,164.37	3.77	1.51
E	SANGO	ILARO TOWNSHIP 11KV FEEDER	4.58	0.77	1,165.35	2.03	0.81
E	SANGO	OKE ELA 11KV FEEDER	4.58	0.77	1,165.35	2.03	0.81
E	SANGO	OTA 11KV FEEDER	4.58	1.36	1,165.35	2.87	1.15
E	AKANRAN	AKANRAN EXPRESS 11KV FEEDER	4.53	0.44	1,168.26	3.65	1.46
E	OYO	SANGO 11KV FEEDER	4.50	0.15	1,170.25	3.59	1.44
E	OYO	BARRACKS 11KV FEEDER	4.44	0.13	1,173.52	2.51	1.00
E	AKANRAN	OGBERE 11KV FEEDER	4.25	0.44	1,185.16	4.54	1.82
E	OYO	ARAROMI 11KV FEEDER	4.24	0.12	1,185.49	3.41	1.36
E	BABOKO	SOBI 11KV FEEDER	4.18	0.59	1,188.92	3.05	1.22
E	OYO	SANGA 11KV FEEDER	4.15	0.14	1,190.84	2.87	1.15
E	OYO	OWODE 11KV FEEDER	4.12	0.17	1,193.05	2.75	1.10
E	OYO	IREPO 11KV FEEDER	4.07	0.08	1,196.02	2.93	1.17
E	OYO	LOW COST 11KV FEEDER	3.95	0.04	1,202.84	2.57	1.03
E	EDE	IFE ODAN 11KV FEEDER	3.21	0.12	1,247.69	2.69	1.08
E	OMUARAN	OMUPO 11KV FEEDER	1.33	0.57	1,360.07	1.61	0.36
E	DUGBE	POLY ROAD 11KV FEEDER	0.45	0.02	1,412.75	3.29	1.32

**Service Level Proposal for Feb - Jun 2022**

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E	ILE IFE	APOMU 11KV FEEDER	0.40	0.05	1,415.74	3.35	1.34
E	JEBBA	SF6/ NASARAWA/SABO 11KV FEEDER	0.18	0.06	1,429.10	0.54	0.22
E	OLUMO	LORDS MINT 33KV FEEDER	0.18	0.06	1,429.10	0.54	0.22
E	IJEUN	KEMTA 11KV FEEDER	0.18	0.06	1,429.10	0.54	0.22
E	EDE	BOWEN UNIVERSITY 33KV FEEDER	0.18	0.06	1,429.10	0.54	0.22
E	MOLETE	P&G 11KV FEEDER	0.18	0.06	1,429.10	0.54	0.22
E	MOLETE	STADIUM 11KV FEEDER	0.18	0.06	1,429.10	0.54	0.22
E	OTA	AFOBAJE 11KV FEEDER	0.18	0.06	1,429.10	0.54	0.22