



ORDER NO: NERC/300/2021

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

**TITLE**

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

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

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

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	24,385.06	24,385.06	24,385.06	24,385.06	24,385.06	121,925.30

Table – 2: IKEDC'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>24,385.1</b>	<b>24,385.1</b>
Distribution Network Capex	16,609.3	20,334.7
Construction of 33kV Feeders	579.1	649.0
Rehabilitation of 33kV Feeders	177.9	64.2
Construction of 11kV Feeders	520.1	933.8
Rehabilitation of 11kV Feeders	374.1	249.8
Construction of 0.400kV Feeders	2,120.0	1,000.0
Distribution transformers	8,489.0	4,960.8
Substation transformers	4,349.1	12,477.1
ATC&C Loss Reduction Plan (total)	807.8	513.0
Customer Service Improvement Plan	5.0	745.5
IT Investments (SCADA+GIS+ERP+HSE)	5,408.9	2,624.4
SCADA	1032.3	2624.4
GIS Improvement	86.4	0.0
ERP System Infrastructure	480.7	0.0
AMI Network Metering	3809.5	0.0
Network Metering Capex	521.0	-
Others (Toolkit, Ladders etc)	1,033.0	167.5

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## Annual Update of CAPEX Programme and PIP

The approval of the CAPEX Programme and PIP mandates IKEDC 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 IKEDC's service improvement objectives and other emerging market conditions. IKEDC 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 IKEDC 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.

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## 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: Ikeja DisCo's Tariff Assumptions

Parameter	Unit	2021	Jan - 2022	Feb-Dec 2022	2023	2024	2025	2026
PA Effectiveness	PA Year	5	-	-	-	-	-	-
Loss Target	%	12.5%	11.37%	11.37%	11.37%	11.37%	9.67%	8.22%
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	4,541	504	5,539	6,303	6,702	7,174	7,700
Energy Delivered to DisCo	MWh/h	518	690	690	720	765	819	879
Generation Cost	N/kWh	26.9	27.5	27.5	28.0	28.5	29.1	29.6
Transmission & Admin Cost	N/kWh	6.5	5.2	5.2	5.3	5.4	5.4	5.5
End-User Cost Reflective Tariff	N/kWh	49.4	47.9	47.9	49.5	50.9	51.0	51.4
End-User Allowed Tariffs	N/kWh	43.2	45.87	47.9	49.5	50.9	51.0	51.4
Tariff Shortfall	N'000,000	24,855	917	0	0	0	0	0
Minimum Remittance	%	79.7%	93.4%	100.0%	100.0%	100.0%	100.0%	100.0%

## 11. Revenue Requirement

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

Table 5: Approved Revenue Requirement for IKEDC 2022 – 2026

	2022	2023	2024	2025	2026
Load Allocation	15.00%	15.00%	15.00%	15.00%	15.00%
Capacity	83,418	88,261	95,263	103,631	113,114
<u>Opex</u>	<u>85,042</u>	<u>91,004</u>	<u>98,878</u>	<u>107,965</u>	<u>118,560</u>
<u>GenCo cost</u>	168,460	179,265	194,142	211,596	231,674
Opex	7,320	8,278	9,390	10,667	12,130
RO Investment	153	167	210	260	318
<u>Depreciation</u>	<u>14,721</u>	<u>15,264</u>	<u>15,785</u>	<u>16,307</u>	<u>16,829</u>
Transmission cost	22,195	23,708	25,385	27,234	29,277
Opex	4,006	4,260	4,542	4,852	5,193
<u>RO Investment</u>	<u>171</u>	<u>170</u>	<u>182</u>	<u>195</u>	<u>209</u>
System Operation	4,177	4,430	4,724	5,046	5,402
Opex	450	475	502	532	565
<u>RO Investment</u>	<u>19</u>	<u>19</u>	<u>20</u>	<u>22</u>	<u>23</u>
MO	469	494	523	554	588
Ancillary Service	725	875	1,077	1,335	1,659
Opex	30,707	35,078	40,108	45,898	52,563
RO Investment	21,953	24,191	27,081	30,122	33,251
Depreciation	6,157	6,886	7,615	8,344	9,073
<u>Debt Repayment</u>	<u>1,795</u>	<u>1,851</u>	<u>1,851</u>	<u>154</u>	-
DisCo - Ikeja	60,611	68,007	76,656	84,518	94,888
Revenue Required	256,637	276,779	302,505	330,284	363,487

## 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 IKEDC 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 IKEDC**

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	55.87	55.87	57.52	59.10	60.63	60.59	57.45
A - MD1	58.59	58.59	60.12	62.08	63.69	63.64	59.41
A - MD2	59.10	59.10	60.75	62.64	64.27	64.22	62.48
A – Bilateral	58.70	58.70	60.33	62.19	63.81	63.76	62.04
B - Non MD	51.23	51.23	53.23	54.01	55.41	55.37	50.37
B - MD1	52.10	52.10	53.90	54.96	56.39	56.34	54.82
B - MD2	58.70	58.70	60.33	62.19	63.81	63.76	62.04
C - Non MD	41.95	41.95	44.74	46.87	48.09	48.05	46.07
C - MD1	46.80	46.80	48.88	54.58	56.00	55.96	49.44
C - MD2	48.75	48.75	52.18	57.69	59.19	59.14	55.04
D - Non MD	27.22	27.22	30.52	40.80	41.86	41.83	42.56
D - MD1	41.74	41.74	44.25	45.18	46.35	46.32	45.06
D - MD2	41.74	41.74	44.25	45.68	46.87	46.83	45.56
E - Non MD	27.22	27.22	30.52	35.14	36.05	36.02	41.38
E - MD1	41.74	41.74	44.28	43.67	44.81	44.77	43.56
E - MD2	41.74	41.74	44.28	44.17	45.32	45.29	44.06



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

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

IKEDC is obligated to off-take energy per its day ahead nomination and load allocation under its vesting contract with the NBET. Where IKEDC 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 IKEDC's load allocation due to constraints on its (TCN's) network, TCN shall be liable to compensate IKEDC 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 IKEDC'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 NGN275.9billion as the tariff shortfall for IKEDC 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 IKEDC to the Nigeria Electricity Liability Management Company ("NELMCO").
- e. All funds retained by IKEDC as represented by the excess of market remittance shortfalls over tariff shortfall shall be recovered as a full liability of IKEDC, 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 IKEDC is determined after deducting the revenue deficit arising from tariff shortfall from invoices issued by NBET for energy delivered to IKEDC in line with its Vesting Contract.
- g. IKEDC 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. IKEDC 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. IKEDC shall maintain an adequate securitisation for energy off-take in line with the provisions of the Market Rules.
- j. IKEDC 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: IKEDC's Minimum Remittance Table

Head	Subhead	2021	Jan 2022	Feb – Dec 2022
		N'000,000	N'000,000	N'000,000
Revenue Required	NEMSF	1,571	150	1,645
	GenCo Invoice	122,174	13,831	152,140
	TCN & Admin Services	29,389	2,603	28,633
	DisCo	43,292	4,803	52,834
	Total	196,425	21,386	235,251
Allowed Recovery		171,570	20,470	235,251
Tariff Shortfall		24,855	917	-
Minimum Remittance Obligation	NEMSF	1,571	150	1,645
	NBET Minimum Remittance	97,318	12,914	152,140
	MO Minimum Remittance	29,389	2,603	28,633
	DisCo	43,292	4,803	52,834
	Total Distribution	171,570	20,470	235,251
Minimum remittance to NBET		79.66%	93.4%	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

  
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 Sanusi Garba  
 Chairman

  
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 Musiliu O. Oseni  
 Vice Chairman

*Appendix – 1: IKEDC's Customer Classifications*

Service Bands	New Tariff Class	Description
Lifeline	R1	Life-Line customers with energy consumption of not more than 50kWh/month
A (minimum of 20hrs/day)	A – Non-MD	Customers with single or three phase connection located within <b>Band – A</b> Service Level Feeders
	A – MD 1	Customers with LV Maximum Demand connection located within <b>Band – A</b> Service Level Feeders
	A – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within <b>Band – A</b> Service Level Feeders
	A – Bilateral	Customers under bilateral agreement for the supply of electricity services
B (minimum of 16hrs/day)	B – Non-MD	Customers with single or three phase connection located within <b>Band – B</b> Service Level Feeders
	B – MD 1	Customers with LV Maximum Demand connection located within <b>Band – B</b> Service Level Feeders
	B – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within <b>Band – B</b> Service Level Feeders
C (minimum of 12hrs/day)	C – Non-MD	Customers with single or three phase connection located within <b>Band – C</b> Service Level Feeders
	C – MD 1	Customers with LV Maximum Demand connection located within <b>Band – C</b> Service Level Feeders
	C – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within <b>Band – C</b> Service Level Feeders
D (minimum of 8hrs/day)	D – Non-MD	Customers with single or three phase connection located within <b>Band – D</b> Service Level Feeders
	D – MD 1	Customers with LV Maximum Demand connection located within <b>Band – D</b> Service Level Feeders
	D – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within <b>Band – D</b> Service Level Feeders
E (minimum of 4hrs/day)	E – Non-MD	Customers with single or three phase connection located within <b>Band – E</b> Service Level Feeders
	E – MD 1	Customers with LV Maximum Demand connection located within <b>Band – E</b> Service Level Feeders
	E – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within <b>Band – E</b> Service Level Feeders

Appendix – 2: IKEDC's Service Level Commitments

Service Level Proposal for Period-3: Feb - June 2022						
Tariff Band	Feeder	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	11-MagodoINJ-T2-CMD	21:00	0.45	4:40:28	0:00:05	4:40:28
A	11-ItireINJ-T2-Amuwo-Ijesha	21:00	0.36	10:17:15	0:01:00	10:17:15
A	11-ItireINJ-T2-Canal	21:00	6.72	5:28:59	0:01:00	5:28:59
A	11-AlimoshoINJ-T8-Alimosho	21:00	0.36	8:31:51	0:01:00	8:31:51
A	11-ShashaINJ-T1-NAF	21:00	0.36	8:08:24	0:01:00	8:08:24
A	11-New AlausaINJ-T4-Siyanbola	21:00	0.36	7:08:04	0:01:00	7:08:04
A	11-SecretariatINJ-T2-Agidingbi	21:00	0.36	9:58:17	0:01:00	9:58:17
A	11-OgbaINJ-T2-Mangoro	21:00	0.36	13:16:16	0:01:00	13:16:16
A	11-New AlausaINJ-T4-Allen	21:00	0.36	11:05:47	0:01:00	11:05:47
A	11-New AlausaINJ-T5-Morrison	21:00	0.36	8:11:56	0:01:00	8:11:56
A	11-New AlausaINJ-T5-Alausa	21:00	0.36	8:22:29	0:01:00	8:22:29
A	11-MarylandINJ-T2-Ojota	21:00	0.36	8:21:12	0:01:00	8:21:12
A	11-New AlausaINJ-T4-Oregon	21:00	0.36	9:31:25	0:01:00	9:31:25
A	11-New AlausaINJ-T6-Ogundana	21:00	0.36	6:54:55	0:01:00	6:54:55
A	11-IlupejuINJ-T1-ATM	21:00	0.36	10:00:00	0:01:00	10:00:00
A	11-IlupejuINJ-T1-Rida Plastic	21:00	0.36	5:33:29	0:01:00	5:33:29
A	11-OdogunyanINJ-T2-Centex	21:00	0.36	5:21:08	0:01:00	5:21:08
A	11-Ilupeju BypassINJ-T1-Bypass	21:00	0.36	8:54:40	0:01:00	8:54:40
A	11-MarylandINJ-T2-Westex	21:00	0.36	4:15:14	0:01:00	4:15:14
A	11-Adeniyi JonesINJ-T1-Adeniyi Jones	21:00	5.72	8:27:07	0:01:00	8:27:07
A	11-Ilupeju BypassINJ-T1-Industrial	21:00	5.72	7:41:40	0:01:00	7:41:40
A	11-Ilupeju BypassINJ-T1-Obanikoro	21:00	5.72	7:16:46	0:01:00	7:16:46
A	11-IlupejuINJ-T3-Coker	21:00	5.72	13:05:00	0:01:00	13:05:00
A	11-IlupejuINJ-T3-Palmgrove	21:00	5.72	6:24:19	0:01:00	6:24:19
A	11-ItireINJ-T1-Okota	21:00	5.72	6:18:08	0:01:00	6:18:08
A	11-MarylandINJ-T3-Sylvia	21:00	5.72	8:55:49	0:01:00	8:55:49
A	11-New AlausaINJ-T5-Kudirat	21:00	5.72	6:59:37	0:01:00	6:59:37
A	11-New AlausaINJ-T6-Awolowo	21:00	5.72	5:10:24	0:01:00	5:10:24
A	11-OguduINJ-T1-Ogudu	21:00	5.72	10:17:07	0:01:00	10:17:07
A	11-PTCINJ-T1-Opebi	21:00	5.72	7:46:55	0:01:00	7:46:55
A	11-SecretariatINJ-T1-Estate	21:00	5.72	13:29:16	0:01:00	13:29:16
A	11-SecretariatINJ-T1-Omole	21:00	5.72	5:50:51	0:01:00	5:50:51
A	11-SecretariatINJ-T2-UAC	21:00	5.72	3:54:21	0:01:00	3:54:21
A	11-IgbobINJ-T3-Railway	21:00	6.72	10:00:00	0:01:00	10:00:00
A	11-MarylandINJ-T2-GRA	21:00	6.72	11:06:17	0:01:00	11:06:17
A	11-MarylandINJ-T3-Demurin	21:00	5.72	9:28:36	0:01:00	9:28:36
A	11-MarylandINJ-T1-Okupe	21:00	5.72	6:52:18	0:01:00	6:52:18
A	11-IlupejuINJ-T4-Ikorodu	21:00	5.72	9:43:14	0:01:00	9:43:14

**Service Level Proposal for Period-3: Feb - June 2022**

Tariff Band	Feeder	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	11-OloworaINJ-T1-UNILAG	21:00	5.72	11:20:28	0:01:00	11:20:28
A	11-AjgunleINJ-T1-Owode Onirin	21:00	5.72	4:59:20	0:01:00	4:59:20
A	33-Oke-AroTCN-NEW IU W/WORKS	21:00	0.25	7:46:19	0:01:00	7:46:19
A	33-Oke-AroTCN-LAMBE	21:00	0.25	17:32:08	0:01:00	17:32:08
A	33-Oke-AroTCN-YIDI	21:00	0.25	14:23:36	0:01:00	14:23:36
A	33-AlimoshoTCN-ADIYAN	21:00	0.25	29:18:09	0:01:00	29:18:09
A	33-AlimoshoTCN-AGEGE	21:00	0.25	10:00:00	0:01:00	10:00:00
A	33-AlausaTCN-ALAUSA	21:00	0.25	7:52:27	0:01:00	7:52:27
A	33-AlausaTCN-OJODU	21:00	0.25	9:26:41	0:01:00	9:26:41
A	33-AlausaTCN-OPEBI	21:00	0.25	10:28:41	0:01:00	10:28:41
A	33-MarylandTCN-M/ALAUSA	21:00	0.25	11:13:23	0:01:00	11:13:23
A	33-MarylandTCN-PTC	21:00	0.25	9:45:24	0:01:00	9:45:24
A	33-OgbaTCN-CISCO	21:00	0.25	5:39:12	0:01:00	5:39:12
A	33-OgbaTCN-PTC DUNLOP	21:00	0.25	10:00:00	0:01:00	10:00:00
A	33-OgbaTCN-PTC EXP.	21:00	0.25	18:01:54	0:01:00	18:01:54
A	33-OgbaTCN-UNIVERSAL STEEL	21:00	0.25	8:54:44	0:01:00	8:54:44
A	33-IkoroduTCN-INDUSTRIAL	21:00	0.25	8:25:41	0:01:00	8:25:41
A	33-IkoroduTCN-PULKIT	21:00	0.25	7:28:52	0:01:00	7:28:52
A	33-IkoroduTCN-SPINTEX	21:00	0.25	6:54:54	0:01:00	6:54:54
A	33-IkoroduTCN-UNTL	21:00	0.25	5:27:00	0:01:00	5:27:00
A	33-OdogunyanTCN-Chiki Chiki	21:00	0.25	5:41:23	0:01:00	5:41:23
A	33-OdogunyanTCN-MEGA STEEL	21:00	0.25	4:55:18	0:01:00	4:55:18
A	33-OdogunyanTCN-ODOGUNYAN	21:00	0.25	4:53:24	0:01:00	4:53:24
A	33-AmuwoTCN-AMUKOKO	21:00	0.25	6:35:23	0:01:00	6:35:23
A	33-AmuwoTCN-HONGXING 1	21:00	0.25	9:52:42	0:01:00	9:52:42
A	33-AmuwoTCN-HONGXING 2	21:00	0.25	6:15:00	0:01:00	6:15:00
A	33-IsoloTCN-AFPRINT	21:00	0.25	7:44:28	0:01:00	7:44:28
A	33-IsoloTCN-AJAO	21:00	0.25	6:10:22	0:01:00	6:10:22
A	33-IsoloTCN-ASWANI	21:00	0.25	9:38:09	0:01:00	9:38:09
A	33-ItireTCN-AGO II	21:00	0.25	8:44:37	0:01:00	8:44:37
A	33-AlausaTCN-MAGODO	21:00	0.25	11:17:28	0:01:00	11:17:28
A	33-OworonshokiTCN-CHEVRON	21:00	0.25	5:02:16	0:01:00	5:02:16
A	33-OworonshokiTCN-IGBOBI	21:00	0.25	6:07:55	0:01:00	6:07:55
A	33-OworonshokiTCN-OGUDU 1	21:00	0.25	7:45:21	0:01:00	7:45:21
A	33-OtaTCN-AMJE	21:00	1.69	10:14:11	0:01:00	10:14:11
A	33-AlausaTCN-OPIC	21:00	1.69	7:04:33	0:01:00	7:04:33
A	33-EjigboTCN-EGBE	21:00	1.69	7:13:39	0:01:00	7:13:39
A	33-ItireTCN-AGO I	21:00	1.69	16:11:02	0:01:00	16:11:02
A	132-EgbinTCN-MARYLAND-LANDCRAFT	21:00	0.25	5:30:07	0:01:00	5:30:07
A	132-EgbinTCN-MARYLAND-OMNIK	21:00	0.25	8:48:55	0:01:00	8:48:55
A	132-EgbinTCN-SAGAMU-TOPSTEEL	21:00	0.25	7:13:51	0:01:00	7:13:51
A	33-OgbaTCN-IJU WATER WORKS	21:00	0.25	10:00:00	0:01:00	10:00:00

**Service Level Proposal for Period-3: Feb - June 2022**

<b>Tariff Band</b>	<b>Feeder</b>	<b>Minimum Duration of Supply (Hrs/Day)</b>	<b>Average Frequency of Interruptions Per Day</b>	<b>Average Duration of Interruptions</b>	<b>Average Response time to calls</b>	<b>Average Response time to resolving complaints</b>
A	33-OgbaTCN-SANKYO	21:00	0.25	7:45:09	0:01:00	7:45:09
A	33-IkoroduTCN-DANGOTE	21:00	0.25	6:00:54	0:01:00	6:00:54
A	33-AmuwoTCN-FESTAC 1	21:00	0.25	9:23:50	0:01:00	9:23:50
A	33-EjigboTCN-AIRPORT	21:00	0.25	7:13:10	0:01:00	7:13:10
A	33-EjigboTCN-SHASHA	21:00	0.25	7:15:32	0:01:00	7:15:32
A	33-IsoloTCN-PTC INTERFACE	21:00	0.25	4:32:44	0:01:00	4:32:44
A	33-IlupejuTCN-ILUPEJU IGBOBI	21:00	0.25	10:21:35	0:01:00	10:21:35
A	33-IlupejuTCN-ILUPEJU BY-PASS	21:00	0.25	7:38:46	0:01:00	7:38:46
A	33-AlimoshoTCN-TOWER IPAJA	21:00	1.69	6:22:57	0:01:00	6:22:57
A	33-AyoboTCN-ABESAN	21:00	1.69	7:00:33	0:01:00	7:00:33
A	33-IkoroduTCN-IGBOGBO	21:00	0.25	5:05:30	0:01:00	5:05:30
A	33-EjigboTCN-OKEAFA 2	21:00	0.25	9:53:28	0:01:00	9:53:28
A	33-EjigboTCN-OKEAFA 1	21:00	0.25	9:35:50	0:01:00	9:35:50
A	33-AyoboTCN-AIYETORO	21:00	1.69	6:00:31	0:01:00	6:00:31
A	11-IjuINJ-T2-Water Works	21:00	5.72	8:57:45	0:01:00	8:57:45
A - Bilateral	11-OjoduINJ-T2-Express	21:00	5.72	4:31:15	0:01:00	4:31:15
A - Bilateral	11-PTCINJ-T3-Oba Akinjobi	21:00	0.45	10:38:31	0:00:05	10:38:31
A - Bilateral	11-PTCINJ-T2-Awuse	21:00	0.45	4:21:18	0:00:05	4:21:18
A - Bilateral	11-PTCINJ-T3-General Hospital	21:00	0.45	7:34:12	0:00:05	7:34:12
A - Bilateral	11-Adekunle FajuyiINJ-T1-Oduduwa	21:00	0.45	12:21:00	0:00:05	12:21:00
A - Bilateral	11-Adekunle FajuyiINJ-T1-Isaac John	21:00	0.45	9:49:59	0:00:05	9:49:59
A - Bilateral	11-MarylandINJ-T1-PTC	21:00	0.45	14:00:13	0:00:05	14:00:13
A - Bilateral	11-MagodoINJ-T2-Bashiru	21:00	0.45	4:50:29	0:00:05	4:50:29
A - Bilateral	11-MagodoINJ-T1-Emmanuel Keshi	21:00	0.45	4:32:28	0:00:05	4:32:28
A - Bilateral	11-MagodoINJ-T1-Shangisha	21:00	0.45	4:18:11	0:00:05	4:18:11
A - Bilateral	11-MagodoINJ-T1-Owulade	21:00	0.45	4:28:30	0:00:05	4:28:30
A - Bilateral	11-OguduINJ-T1-CAC	21:00	0.45	7:48:04	0:00:05	7:48:04
A - Bilateral	11-OjoduINJ-T2-River Valley	21:00	5.72	10:00:00	0:01:00	10:00:00
A - Bilateral	11-HilltopINJ-T1-Hilltop	21:00	0.45	7:51:21	0:00:05	7:51:21
A - Bilateral	11-OguduINJ-T1-Express	21:00	0.45	7:51:21	0:00:05	7:51:21
A - Bilateral	11-Lagos HomsINJ-T1-Estate	21:00	0.25	4:40:28	0:00:05	4:40:28

**Service Level Proposal for Period-3: Feb - June 2022**

<b>Tariff Band</b>	<b>Feeder</b>	<b>Minimum Duration of Supply (Hrs/Day)</b>	<b>Average Frequency of Interruptions Per Day</b>	<b>Average Duration of Interruptions</b>	<b>Average Response time to calls</b>	<b>Average Response time to resolving complaints</b>
A - Bilateral	11-ShashalINJ-T1-Coker Estate	21:00	0.45	7:51:21	0:00:05	7:51:21
A - Bilateral	11-OworoINJ-T3-GTB	21:00	0.45	7:51:21	0:00:05	7:51:21
A - Bilateral	11-ObawoleINJ-T1-Rotimi Williams	21:00	6.72	16:40:17	0:01:00	16:40:17
B	33-IkoroduTCN-OWUTU	17:00	0.25	5:40:51	0:01:00	4:40:28
B	33-MarylandTCN-AJEGUNLE	17:00	1.69	7:06:43	0:01:00	7:06:43
B	33-OgbaTCN-ABEOKUTA EXP.	17:00	1.69	8:43:05	0:01:00	8:43:05
B	33-IkoroduTCN-FAKALE SOURCE	17:00	1.69	11:44:50	0:01:00	11:44:50
B	11-Oke IraINJ-T2-Thomas Salako	17:00	5.72	5:17:41	0:01:00	5:17:41
B	33-EjigboTCN-AGODO	17:00	1.69	6:35:14	0:01:00	6:35:14
B	33-AlimoshoTCN-EKORO	17:00	1.69	6:00:31	0:01:00	6:00:31
B	11-AjaoINJ-T1-Airport Road	17:00	5.72	10:52:06	0:01:00	10:52:06
B	11-IgbobiiINJ-T3-Mushin	17:00	6.72	7:45:56	0:01:00	7:45:56
B	11-AlapereINJ-T1-Araba	17:00	6.72	5:57:39	0:01:00	5:57:39
B	11-OworoINJ-T2-Ladilac	17:00	6.72	8:40:25	0:01:00	8:40:25
B	11-OjoduINJ-T2-Yakoyo	17:00	5.72	7:45:13	0:01:00	7:45:13
B	11-AgegeINJ-T3-Oyemekun	17:00	6.72	2:38:24	0:01:00	2:38:24
B	11-IgbobiiINJ-T1-Apata	17:00	6.72	10:00:00	0:01:00	10:00:00
B	11-MarylandINJ-T1-Ketu	17:00	5.72	6:24:21	0:01:00	6:24:21
B	11-IgbobiiINJ-T2-Market	17:00	5.72	8:49:23	0:01:00	8:49:23
B	11-IjuINJ-T1-Ajuwon	17:00	5.72	9:55:43	0:01:00	9:55:43
B	11-New GwoniINJ-T1-Olorunadaba	17:00	5.72	8:16:10	0:01:00	8:16:10
B	11-OworoINJ-T1-Ifako	17:00	5.72	5:38:16	0:01:00	5:38:16
B	11-IsheriINJ-T1-Bankole	17:00	5.72	8:35:45	0:01:00	8:35:45
B	11-Oke AfaiINJ-T2-Osoto	17:00	5.72	10:27:59	0:01:00	10:27:59
B	11-OguduINJ-T3-Soluyi	17:00	5.72	4:13:09	0:01:00	4:13:09
B	11-Oke IraINJ-T1-Oke Ira	17:00	5.72	6:05:13	0:01:00	6:05:13
B	11-OguduINJ-T3-Kola Adeshina	17:00	5.72	4:43:16	0:01:00	4:43:16
B	11-OjoduINJ-T1-Ojodu	17:00	5.72	3:38:33	0:01:00	3:38:33
B	11-IjuINJ-T1-Galilee	17:00	5.72	8:57:45	0:01:00	8:57:45
B	11-OguduINJ-T2-Alapere	17:00	5.72	9:17:04	0:01:00	9:17:04
B	11-BolorunpeluINJ-T3-Governor	17:00	5.72	4:32:03	0:01:00	4:32:03
B	11-OloworoINJ-T1-Orisha	17:00	5.72	9:24:23	0:01:00	9:24:23
B	11-OworoINJ-T2-Oworo	17:00	5.72	8:47:31	0:01:00	8:47:31
B	11-OgbaINJ-T1-Ijaye	17:00	5.72	6:24:00	0:01:00	6:24:00
B	11-OdogunyanINJ-T1-Agodo	17:00	5.72	73:35:00	0:01:00	73:35:00
B	11-IsheriINJ-T1-Isheri	17:00	5.72	11:30:02	0:01:00	11:30:02
B	11-Oke IraINJ-T2-Kayode	17:00	5.72	6:20:53	0:01:00	6:20:53
B	33-AyoboTCN-ABULE TAYLOR	17:00	1.69	7:18:03	0:01:00	7:18:03
B	33-AyoboTCN-AMIKANLE	17:00	1.69	10:16:08	0:01:00	10:16:08



**Service Level Proposal for Period-3: Feb - June 2022**

Tariff Band	Feeder	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	11-Oke IralINJ-T1-Nob Oluwa	17:00	5.72	8:30:36	0:01:00	8:30:36
B	11-MongoroINJ-T1-New Dopemu	17:00	6.72	10:26:50	0:01:00	10:26:50
B	11-Abule TaylorINJ-T1-Bode Williams	17:00	6.72	7:33:28	0:01:00	7:33:28
B	11-AmikanleINJ-T1-Isoto	17:00	6.72	10:32:10	0:01:00	10:32:10
B	11-Oke IralINJ-T2-Abiodun Jagun	17:00	6.72	5:25:13	0:01:00	5:25:13
B	11-IgbobiiINJ-T3-Ikorodu	17:00	6.72	10:00:00	0:01:00	10:00:00
B	11-AjgunleINJ-T1-Thomas Olaniyan	17:00	5.72	6:07:17	0:01:00	6:07:17
B	11-Adeniyi JonesINJ-T1-Ajao	17:00	5.72	5:40:18	0:01:00	5:40:18
B	11-AlimoshoinJ-T4-FHA	17:00	5.72	8:17:34	0:01:00	8:17:34
B	11-ObawoleINJ-T1-Shonubi	17:00	5.72	10:00:00	0:01:00	10:00:00
B	11-OgbaINJ-T2-Irafo	17:00	5.72	9:07:15	0:01:00	9:07:15
B	11-OgbaINJ-T3-Oba Akran	17:00	5.72	6:29:03	0:01:00	6:29:03
B	11-OpebiINJ-T1-Agbaoku	17:00	5.72	7:44:28	0:01:00	7:44:28
B	11-OpebiINJ-T1-Olusosun	17:00	5.72	4:27:25	0:01:00	4:27:25
B	11-OpebiINJ-T1-Salvation	17:00	5.72	5:57:37	0:01:00	5:57:37
B	11-OworonINJ-T1-Anthony	17:00	5.72	11:10:34	0:01:00	11:10:34
B	11-OworonINJ-T1-Hospital	17:00	5.72	6:20:24	0:01:00	6:20:24
B	11-OworonINJ-T3-Gbagada	17:00	5.72	6:59:49	0:01:00	6:59:49
B	11-PTCINJ-T2-Medical	17:00	5.72	4:17:44	0:01:00	4:17:44
B	11-PTCINJ-T3-Olowu	17:00	5.72	7:17:14	0:01:00	7:17:14
B	11-SecretariatINJ-T1-Lateef Jakande	17:00	5.72	12:45:28	0:01:00	12:45:28
B	11-SecretariatINJ-T2-7Up	17:00	5.72	4:18:25	0:01:00	4:18:25
B	33-OworonshokiTCN-ALAPERRE	17:00	0.45	4:40:28	0:00:05	4:40:28
B	11-AmikanleINJ-T1-Ige	17:00	6.72	16:40:17	0:01:00	16:40:17
B	33-EjigboTCN-IGANDO	17:00	0.25	9:35:50	0:01:00	9:35:50
B	11-Adeniyi JonesINJ-T1-Anifowoshe	17:00	5.72	3:54:21	0:01:00	3:54:21
B	11-ObawoleINJ-T1-Youdeowei	17:00	5.72	3:54:21	0:01:00	3:54:21
B	11-AlimoshoinJ-T8-Wole Omo Osho	17:00	6.72	6:24:13	0:01:00	6:24:13
B	11-AlapereINJ-T1-Bakare	17:00	5.72	3:54:21	0:01:00	3:54:21
B	11-AkokaINJ-T3-Community	17:00	5.72	5:34:04	0:01:00	5:34:04
B	11-Oke AfalINJ-T2-LCHE	17:00	5.72	7:02:19	0:01:00	7:02:19
B	11-AkokaINJ-T3-Akoka	17:00	5.72	4:14:25	0:01:00	4:14:25
B	11-AlajaINJ-T1-Koloba	17:00	6.72	16:40:17	0:01:00	16:40:17
B	33-OworonshokiTCN-NEW OWORO	17:00	0.45	4:40:28	0:00:05	4:40:28
C	33-IkoroduTCN-IBESHE	13:00	1.69	7:55:09	0:01:00	7:55:09
C	11-AjaoINJ-T1-Domino	13:00	5.72	14:03:45	0:01:00	14:03:45
C	11-ItireINJ-T3-Ago	13:00	5.72	11:17:53	0:01:00	11:17:53
C	11-AgegeINJ-T1-Okoko Oba	13:00	5.72	6:00:53	0:01:00	6:00:53
C	11-AjaoINJ-T2-Sholanke	13:00	5.72	5:33:43	0:01:00	5:33:43
C	33-Oke-AroTCN-AKUTE	13:00	6.72	12:10:48	0:01:00	12:10:48
C	11-Abule IrokoINJ-T1-Abule Iroko	13:00	6.72	9:12:07	0:01:00	9:12:07
C	11-Akute INJ-T1-Ishashi	13:00	6.72	6:22:28	0:01:00	6:22:28
C	11-Akute INJ-T1-Oyeyemi	13:00	6.72	10:00:00	0:01:00	10:00:00

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**Service Level Proposal for Period-3: Feb - June 2022**

<b>Tariff Band</b>	<b>Feeder</b>	<b>Minimum Duration of Supply (Hrs/Day)</b>	<b>Average Frequency of Interruptions Per Day</b>	<b>Average Duration of Interruptions</b>	<b>Average Response time to calls</b>	<b>Average Response time to resolving complaints</b>
C	11-Abule IrokoINJ-T1-Alakuko	13:00	6.72	7:05:09	0:01:00	7:05:09
C	11-Ope IluINJ-T1-Adiyan	13:00	6.72	8:20:53	0:01:00	8:20:53
C	11-AlapereINJ-T1-Agboyi	13:00	6.72	10:28:25	0:01:00	10:28:25
C	11-Ijaiye OjokoroINJ-T1-Abeokuta Express	13:00	6.72	16:47:43	0:01:00	16:47:43
C	11-Ope IluINJ-T1-Aboro	13:00	6.72	7:41:04	0:01:00	7:41:04
C	11-ShashaINJ-T1-Foursquare	13:00	6.72	8:00:08	0:01:00	8:00:08
C	11-ShashaINJ-T1-Oguntade	13:00	6.72	5:43:18	0:01:00	5:43:18
C	11-New GowoINJ-T1-Kuwait	13:00	6.72	8:30:09	0:01:00	8:30:09
C	11-YusufiINJ-T2-Agbefa	13:00	6.72	7:42:05	0:01:00	7:42:05
C	11-AgegeINJ-T3-Pen Cinema	13:00	6.72	2:24:20	0:01:00	2:24:20
C	11-AbesanINJ-T1-Ipaja	13:00	6.72	8:04:28	0:01:00	8:04:28
C	11-AmikanleINJ-T1-Aiyetobi	13:00	6.72	6:25:15	0:01:00	6:25:15
C	11-AlimoshoINJ-T6-Shasha	13:00	6.72	10:08:18	0:01:00	10:08:18
C	11-AgegeINJ-T3-Tabon Tabon	13:00	6.72	7:50:50	0:01:00	7:50:50
C	11-MongoroINJ-T1-Sule	13:00	6.72	7:41:22	0:01:00	7:41:22
C	11-Abule TaylorINJ-T1-Walter Anderm	13:00	6.72	9:24:40	0:01:00	9:24:40
C	11-Ago OkotaINJ-T2-Oke Ogbere	13:00	6.72	4:19:12	0:01:00	4:19:12
C	11-IgandoINJ-T2-General Hospital	13:00	6.72	6:33:00	0:01:00	6:33:00
C	11-BolorunpeluINJ-T1-Idimu	13:00	6.72	10:00:00	0:01:00	10:00:00
C	11-MushinINJ-T1-Mushin	13:00	6.72	12:07:49	0:01:00	12:07:49
C	11-MushinINJ-T1-Mushin 2	13:00	6.72	10:12:00	0:01:00	10:12:00
C	11-Oke AfalINJ-T1-Ire-Akari	13:00	6.72	3:14:39	0:01:00	3:14:39
C	11-AdaranijoINJ-T1-NYSC	13:00	5.72	4:03:05	0:01:00	4:03:05
C	11-Agodo EgbeINJ-T1-Kudaki	13:00	5.72	4:13:22	0:01:00	4:13:22
C	11-AdaranijoINJ-T1-Ariganla	13:00	5.72	9:31:00	0:01:00	9:31:00
C	11-IgbobiINJ-T1-Military	13:00	6.72	13:57:08	0:01:00	13:57:08
C	11-OguduINJ-T3-Balogun	13:00	6.72	10:17:56	0:01:00	10:17:56
C	11-AlajaINJ-T1-Fadayomi	13:00	6.72	10:00:00	0:01:00	10:00:00
C	11-Ago OkotaINJ-T2-Lake View	13:00	6.72	4:31:54	0:01:00	4:31:54
C	11-IgbobiINJ-T2-Orthopaedic	13:00	5.72	5:35:03	0:01:00	5:35:03
C	11-AlimoshoINJ-T8-Okunola	13:00	6.72	10:04:39	0:01:00	10:04:39
C	11-OworoINJ-T3-Bariga	13:00	6.72	6:23:28	0:01:00	6:23:28
C	11-BolorunpeluINJ-T3-Liasu	13:00	6.72	6:30:36	0:01:00	6:30:36
C	11-ItireINJ-T3-Apena	13:00	6.72	8:24:52	0:01:00	8:24:52
C	11-AbesanINJ-T2-Abesan	13:00	6.72	10:00:00	0:01:00	10:00:00
C	11-AyatoroINJ-T1-Bada	13:00	6.72	4:11:55	0:01:00	4:11:55
C	11-AlimoshoINJ-T4-Akowonjo	13:00	5.72	5:17:22	0:01:00	5:17:22
C	11-IjuINJ-T2-Agbado 1	13:00	6.72	8:04:16	0:01:00	8:04:16
C	11-AdaranijoINJ-T1-Oyewole	13:00	5.72	5:30:03	0:01:00	5:30:03
C	11-Ipakodo (Ebute)INJ-T1-WAEC	13:00	6.72	10:14:20	0:01:00	10:14:20

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**Service Level Proposal for Period-3: Feb - June 2022**

<b>Tariff Band</b>	<b>Feeder</b>	<b>Minimum Duration of Supply (Hrs/Day)</b>	<b>Average Frequency of Interruptions Per Day</b>	<b>Average Duration of Interruptions</b>	<b>Average Response time to calls</b>	<b>Average Response time to resolving complaints</b>
C	11-Ijaiye OjokoroINJ-T1-Jankara	13:00	6.72	9:37:02	0:01:00	9:37:02
C	11-OgudulINJ-T2-Oriola	13:00	6.72	9:19:01	0:01:00	9:19:01
C	11-AgegeINJ-T2-Abule Egba	13:00	6.72	6:40:11	0:01:00	6:40:11
C	11-BeckleyINJ-T1-Agbe road	13:00	6.72	7:49:39	0:01:00	7:49:39
C	11-AbesanINJ-T2-Shagari	13:00	6.72	24:09:49	0:01:00	24:09:49
C	11-New GowonINJ-T1-Unity	13:00	6.72	6:24:00	0:01:00	6:24:00
C	11-YidiINJ-T1-Osoba	13:00	6.72	7:31:55	0:01:00	7:31:55
C	11-OjodulINJ-T1-Alagbole	13:00	5.72	4:56:52	0:01:00	4:56:52
C	11-AlimoshoINJ-T6-Orelope	13:00	6.72	6:24:13	0:01:00	6:24:13
C	11-AmuwoINJ-T2-Jakande 1	13:00	6.72	8:42:24	0:01:00	8:42:24
C	11-LambeINJ-T1-Jolasco	13:00	5.72	5:33:42	0:01:00	5:33:42
C	11-OworolINJ-T2-Pedro	13:00	6.72	30:11:10	0:01:00	30:11:10
C	11-IjuINJ-T2-Ishaga	13:00	6.72	7:05:35	0:01:00	7:05:35
C	11-OgbaINJ-T2-Agege	13:00	5.72	12:56:23	0:01:00	12:56:23
C	11-AyobolINJ-T1-Ikola	13:00	6.72	10:00:00	0:01:00	10:00:00
C	11-MarylandINJ-T3-Ikosi	13:00	5.72	10:44:40	0:01:00	10:44:40
C	11-OjodulINJ-T1-King Avenue	13:00	5.72	4:38:42	0:01:00	4:38:42
C	11-New OworoINJ-T1-Odunsi	13:00	5.72	7:04:40	0:01:00	7:04:40
C	11-ItireINJ-T1-Ademulegun	13:00	6.72	12:46:57	0:01:00	12:46:57
C	11-BolorunpeluINJ-T1-Isijola	13:00	6.72	10:00:00	0:01:00	10:00:00
C	11-AlimoshoINJ-T4-Oki	13:00	5.72	4:50:31	0:01:00	4:50:31
C	11-BeckleyINJ-T1-Beckley	13:00	6.72	8:17:00	0:01:00	8:17:00
C	11-AmuwoINJ-T2-Jakande 2	13:00	6.72	12:15:22	0:01:00	12:15:22
C	11-SaboINJ-T1-Mary Hill	13:00	5.72	4:27:09	0:01:00	4:27:09
C	11-WasimiINJ-T2-Wasimi	13:00	6.72	8:47:22	0:01:00	8:47:22
C	11-OgbaINJ-T1-Isokoko	13:00	5.72	9:43:47	0:01:00	9:43:47
C	11-New OworoINJ-T1-Finbars	13:00	5.72	8:27:26	0:01:00	8:27:26
C	11-IjuINJ-T1-Asore	13:00	5.72	8:37:52	0:01:00	8:37:52
C	11-AjaolINJ-T2-New Estate	13:00	5.72	4:23:22	0:01:00	4:23:22
C	11-OdogunyanINJ-T2-Ita Oluwo	13:00	5.72	4:13:00	0:01:00	4:13:00
C	11-MushinINJ-Aswani	13:00	5.72	10:09:43	0:01:00	10:09:43
C	11-SaboINJ-T2-Eyita	13:00	5.72	7:34:48	0:01:00	7:34:48
C	11-Ago OkotalINJ-T1-Fasheun	13:00	6.72	7:49:53	0:01:00	7:49:53
C	11-IjuINJ-T1-Grailand	13:00	5.72	7:34:45	0:01:00	7:34:45
C	11-SaboINJ-T1-Ayangburen	13:00	5.72	5:57:53	0:01:00	5:57:53
C	11-Ago OkotalINJ-T1-Amuwo Ind.	13:00	6.72	5:56:28	0:01:00	5:56:28
C	11-LambeINJ-T1-Olambe	13:00	6.72	7:29:11	0:01:00	7:29:11
C	11-OdogunyanINJ-T2-Cantonment	13:00	5.72	12:11:42	0:01:00	12:11:42
C	11-WasimiINJ-T1-Akanimodo	13:00	6.72	10:00:00	0:01:00	10:00:00
C	11-AgegeINJ-T1-Iju Road	13:00	5.72	5:00:19	0:01:00	5:00:19
C	11-IlupejuINJ-T3-L & K	13:00	5.72	8:44:48	0:01:00	8:44:48
C	11-WasimiINJ-T2-Agidi	13:00	5.72	8:13:45	0:01:00	8:13:45
C	11-OdogunyanINJ-T1-Industrial	13:00	5.72	7:10:11	0:01:00	7:10:11

**Service Level Proposal for Period-3: Feb - June 2022**

<b>Tariff Band</b>	<b>Feeder</b>	<b>Minimum Duration of Supply (Hrs/Day)</b>	<b>Average Frequency of Interruptions Per Day</b>	<b>Average Duration of Interruptions</b>	<b>Average Response time to calls</b>	<b>Average Response time to resolving complaints</b>
C	11-WasimiINJ-T1-Araroni	13:00	5.72	4:21:08	0:01:00	4:21:08
C	11-Oke AfaiINJ-T3-Bungalow	13:00	6.72	24:21:38	0:01:00	24:21:38
C	11-AbesanINJ-T1-Baruwa	13:00	6.72	6:01:50	0:01:00	6:01:50
C	11-Agodo EgbeINJ-T1-Abanishe	13:00	5.72	4:20:49	0:01:00	4:20:49
C	11-AyetoroINJ-T1-Itele	13:00	6.72	7:35:39	0:01:00	7:35:39
C	11-Oke AfaiINJ-T2-Ilamoshe	13:00	6.72	9:33:16	0:01:00	9:33:16
C	11-AyoboINJ-T1-Ayobo	13:00	6.72	8:31:07	0:01:00	8:31:07
C	11-Abule IrokoINJ-T1-Books	13:00	6.72	11:37:58	0:01:00	11:37:58
C	11-IgbogboINJ-T2-Agbele	13:00	5.72	13:43:56	0:01:00	13:43:56
C	11-IgbogboINJ-T2-Odofin	13:00	5.72	7:30:46	0:01:00	7:30:46
C	11-OwutuINJ-T1-Ori Okuta	13:00	6.72	5:37:20	0:01:00	5:37:20
C	33-AyoboTCN-AYOBO	13:00	6.72	4:19:12	0:01:00	4:19:12
C	11-IlapoINJ-T1-Ilapo	13:00	6.72	16:40:17	0:01:00	16:40:17
C	11-IjegunINJ-T1-Obalagbe	13:00	6.72	10:29:43	0:01:00	10:29:43
C	11-LambeINJ-T1-Matogun	13:00	6.72	7:29:11	0:01:00	7:29:11
C	11-YusufINJ-T1-Yusuf	13:00	5.72	6:13:08	0:01:00	6:13:08
C	11-SaboINJ-T1-Lasunwon	13:00	5.72	6:09:36	0:01:00	6:09:36
C	11-SaboINJ-T2-Lagos Road	13:00	5.72	9:17:21	0:01:00	9:17:21
C	11-Ijaiye OjokoroINJ-T1-Agbado 2	13:00	6.72	5:50:07	0:01:00	5:50:07
C	11-YusufINJ-T2-Akera	13:00	6.72	13:57:05	0:01:00	13:57:05
C	11-Oke AfaiINJ-T1-Bucknor	13:00	6.72	16:40:17	0:01:00	16:40:17
C	11-Akute INJ-T1-Majente	13:00	6.72	16:40:17	0:01:00	16:40:17
D	11-MongoroINJ-T1-Capitol	9:00	6.72	6:48:39	0:01:00	6:48:39
D	11-YidiINJ-T1-Opeilu	9:00	6.72	8:04:05	0:01:00	8:04:05
D	11-OwutuINJ-T2-Asolo	9:00	6.72	15:38:45	0:01:00	15:38:45
D	11-New YabaINJ-T2-Jibowu	9:00	6.72	12:10:48	0:01:00	12:10:48
D	11-IgbogboINJ-T1-Ofin	9:00	5.72	9:29:59	0:01:00	9:29:59
D	11-ItireINJ-T2-Ibalex	9:00	6.72	5:15:40	0:01:00	5:15:40
D	11-Ipakodo (Ebute)INJ-T1-Abuja	9:00	6.72	7:46:34	0:01:00	7:46:34
D	11-Ipakodo (Ebute)INJ-T1-Ipakodo	9:00	6.72	8:24:15	0:01:00	8:24:15
D	11-SaboINJ-T1-Ijebu Ode	9:00	6.72	10:14:24	0:01:00	10:14:24
D	11-AlasiaINJ-T1-Alasia	9:00	6.72	9:57:00	0:01:00	9:57:00
D	11-AlasiaINJ-T1-Council	9:00	6.72	5:15:02	0:01:00	5:15:02
D	11-AlasiaINJ-T1-Owoseni	9:00	6.72	5:17:43	0:01:00	5:17:43
D	11-EkorINJ-T1-Oke Odo	9:00	6.72	10:21:12	0:01:00	10:21:12
D	11-MafolukuINJ-T1-Makinde	9:00	5.72	15:41:00	0:01:00	15:41:00
D	11-MafolukuINJ-T1-Saubana	9:00	5.72	10:47:23	0:01:00	10:47:23
D	11-AmuwoINJ-T1-Ijesha Express	9:00	6.72	14:48:33	0:01:00	14:48:33
D	33-IkoroduTCN-AGBOWA	9:00	6.72	14:48:33	0:01:00	14:48:33
D	33-IkoroduTCN-IJEDE	9:00	1.69	7:46:02	0:01:00	7:46:02
D	33-OdogunyanTCN-AGBEDE	9:00	1.69	6:15:04	0:01:00	6:15:04
D	11-OwutuINJ-T1-Agric	9:00	5.72	6:00:54	0:01:00	6:00:54

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**Service Level Proposal for Period-3: Feb - June 2022**

<b>Tariff Band</b>	<b>Feeder</b>	<b>Minimum Duration of Supply (Hrs/Day)</b>	<b>Average Frequency of Interruptions Per Day</b>	<b>Average Duration of Interruptions</b>	<b>Average Response time to calls</b>	<b>Average Response time to resolving complaints</b>
D	11-OwutuINJ-T2-Majidun	9:00	6.72	15:11:52	0:01:00	15:11:52
D	11-IjedeINJ-T1-Gberibe	9:00	5.72	9:20:30	0:01:00	9:20:30
D	11-SaboINJ-T2-Ladega	9:00	6.72	14:48:33	0:01:00	14:48:33
D	11-EkoroINJ-T1-Ajasa	9:00	6.72	12:10:48	0:01:00	12:10:48
D	11-SaboINJ-T2-Igbogbo	9:00	6.72	10:52:33	0:01:00	10:52:33
D	11-IjedeINJ-T1-Luwasa	9:00	6.72	8:05:53	0:01:00	8:05:53
D	11-IgandoINJ-T2-Akesan	9:00	6.72	9:06:58	0:01:00	9:06:58
D	11-Oke AfaiINJ-T1-Ejigbo	9:00	6.72	5:46:44	0:01:00	5:46:44
D	11-WasimiINJ-T1-Agiliti	9:00	6.72	12:10:48	0:01:00	12:10:48
D	11-NitelINJ-Challenge	9:00	6.72	16:40:17	0:01:00	16:40:17
D	11-CeleINJ-Adeshina	9:00	6.72	16:40:17	0:01:00	16:40:17
D	11-AmuwoINJ-T1-Old Ojo Road	9:00	6.72	16:40:17	0:01:00	16:40:17
D	11-IgandoINJ-T2-Agric Road	9:00	6.72	16:37:00	0:01:00	16:37:00
D	11-IjegunINJ-T2-Ijegun	9:00	6.72	11:20:14	0:01:00	11:20:14
D	11-IjegunINJ-T2-Isheri Oshun	9:00	6.72	14:41:43	0:01:00	14:41:43
D	11-IjegunINJ-T1-Okerube	9:00	6.72	10:29:43	0:01:00	10:29:43
D	11-BolorunpeluINJ-T1-Abaranje	9:00	6.72	11:10:03	0:01:00	11:10:03
D	11-AbesaniINJ-T1-Aboru	9:00	6.72	12:56:34	0:01:00	12:56:34
D	11-ShashaINJ-T1-Orisunbare	9:00	6.72	6:23:07	0:01:00	6:23:07
D	11-EkoroINJ-T2-Olota	9:00	6.72	5:25:54	0:01:00	5:25:54
D	11-AgegeINJ-T2-Power Line	9:00	6.72	5:04:34	0:01:00	5:04:34
D	11-EkoroINJ-T2-Agbele	9:00	6.72	4:03:48	0:01:00	4:03:48
D	11-AgegeINJ-T2-Orile Agege	9:00	6.72	5:56:22	0:01:00	5:56:22
D	11-OwutuINJ-T2-Isawo	9:00	6.72	8:23:00	0:01:00	8:23:00
D	11-IgbogboINJ-T1-Bayeku	9:00	6.72	392:41:41	0:01:00	392:41:41
D	11-IgandoINJ-T1-Egan	9:00	6.72	12:27:17	0:01:00	12:27:17
D	11-IgandoINJ-T1-New Igando	9:00	6.72	8:25:38	0:01:00	8:25:38
D	11-IgandoINJ-T1-Obadore	9:00	6.72	5:21:00	0:01:00	5:21:00
D	11-IjegunINJ-T1-Ikotun	9:00	6.72	10:00:00	0:01:00	10:00:00
D	11-Oke AfaiINJ-T3-NNPC	9:00	6.72	7:03:47	0:01:00	7:03:47
D	11-New YabaINJ-T1-Fadeyi	9:00	6.72	7:42:56	0:01:00	7:42:56
D	11-IjegunINJ-T2-Pipeline	9:00	6.72	16:40:17	0:01:00	16:40:17
D	33-EjigboTCN-IJEGUN	9:00	6.72	6:48:39	0:01:00	6:48:39
D	11-SaboINJ-T2-Erunwen	9:00	6.72	9:34:30	0:01:00	9:34:30
D	11-Oke AfaiINJ-T3-Ori Oke	9:00	6.72	6:15:05	0:01:00	6:15:05
D	11-Ope iluINJ-T1-Ijoko	9:00	6.72	5:29:08	0:01:00	5:29:08
D	33-OdogunyanTCN-FAKALE MAYA	9:00	6.72	16:40:17	0:01:00	16:40:17
D	11-IgandoINJ-T2-Ikotun Igando	9:00	6.72	16:40:17	0:01:00	16:40:17
D	11-EkoroINJ-T2-Ekoro	9:00	6.72	16:40:17	0:01:00	16:40:17
D	11-IsoloLocalINJ-Abimbola	9:00	6.72	21:16:48	0:01:00	21:16:48
D	33-EgbinTCN-OKE ELETU	9:00	6.72	16:40:17	0:01:00	16:40:17
E	11-IlupejuINJ-T4-Army Cant.	5:00	6.72	6:21:27	0:01:00	6:21:27

*AMJ*

**Service Level Proposal for Period-3: Feb - June 2022**

<b>Tariff Band</b>	<b>Feeder</b>	<b>Minimum Duration of Supply (Hrs/Day)</b>	<b>Average Frequency of Interruptions Per Day</b>	<b>Average Duration of Interruptions</b>	<b>Average Response time to calls</b>	<b>Average Response time to resolving complaints</b>
E	11-EpeINJ-T1-Water Works	5:00	6.72	5:03:08	0:01:00	5:03:08
E	11-EpeINJ-T1-Township	5:00	6.72	4:26:27	0:01:00	4:26:27
E	11-EpeINJ-T1-LASU	5:00	6.72	6:04:03	0:01:00	6:04:03