



ORDER NO: NERC/301/2021

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

**TITLE**

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

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

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

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	N'000,000	N'000,000	N'000,000
Annual Approved CAPEX	9,446.76	9,446.76	9,446.76	9,446.76	9,446.76	47,233.82

Table – 2: JEDC'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>9,446.8</b>	<b>9,446.8</b>
<b>Distribution Network Capex</b>	<b>3,164.8</b>	<b>3,189.6</b>
Construction of 33kV Feeders	163.2	247.3
Rehabilitation of 33kV Feeders	120.4	74.3
Construction of 11kV Feeders	144.9	106.9
Rehabilitation of 11kV Feeders	217.4	132.1
Construction of 0.400kV Feeders	553.9	643.2
Distribution transformers	1,413.0	969.6
Substation transformers	552.0	1,016.2
<b>ATC&amp;C Loss Reduction Plan (total)</b>	<b>715.4</b>	<b>377.3</b>
Customer Service Improvement Plan	4,244.1	4,532.1
<b>IT Investments (SCADA+GIS+ERP+HSE)</b>	<b>412.6</b>	<b>941.0</b>
SCADA	0.0	629.8
GIS Improvement	310.4	219.7
ERP System Infrastructure	0.0	0.0
HSE Initiatives	102.2	91.5
AMI Network Metering	0.0	0.0
Customer Metering Capex	-	-
<b>Network Metering Capex</b>	<b>909.9</b>	<b>406.9</b>

## Annual Update of CAPEX Programme and PIP

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

Parameter	Unit	2021	Jan - 2022	Feb-Dec 2022	2023	2024	2025	2026
PA Effectiveness	PA Year	5	-	-	-	-	-	-
Loss Target	%	36.0%	27.27%	27.27%	27.27%	27.27%	21.74%	17.33%
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	1,403	185	2,031	2,311	2,457	2,630	2,823
Energy Delivered to DisCo	MWh/h	160	253	253	264	281	300	322
Generation Cost	N/kWh	27.0	27.5	27.5	28.0	28.5	29.1	29.6
Transmission & Admin Cost	N/kWh	6.5	5.2	5.2	5.4	5.4	5.5	5.5
End-User Cost Reflective Tariff	N/kWh	74.2	63.3	63.3	65.5	67.4	63.0	61.1
End-User Allowed Tariffs	N/kWh	48.0	50.08	53.4	65.5	67.4	63.0	61.1
Tariff Shortfall	N'000,000	23,574	1,776	14,690	0	0	0	0
Minimum Remittance	%	37.9%	65.0%	73.7%	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 JEDC for the period 2022 – 2026.

Table 5: Approved Revenue Requirement for JEDC 2022 – 2026

	2022	2023	2024	2025	2026
Load Allocation	5.50%	5.50%	5.50%	5.50%	5.50%
Capacity	30,587	32,362	34,930	37,998	41,475
<u>Opex</u>	<u>31,182</u>	<u>33,368</u>	<u>36,255</u>	<u>39,587</u>	<u>43,472</u>
GenCo cost	61,769	65,731	71,185	77,585	84,947
Opex	2,684	3,035	3,443	3,911	4,448
RO Investment	56	61	77	95	117
<u>Depreciation</u>	<u>5,398</u>	<u>5,597</u>	<u>5,788</u>	<u>5,979</u>	<u>6,170</u>
Transmission cost	8,138	8,693	9,308	9,986	10,735
Opex	1,469	1,562	1,665	1,779	1,904
<u>RO Investment</u>	<u>63</u>	<u>62</u>	<u>67</u>	<u>71</u>	<u>77</u>
System Operation	1,531	1,624	1,732	1,850	1,981
Opex	165	174	184	195	207
<u>RO Investment</u>	<u>7</u>	<u>7</u>	<u>7</u>	<u>8</u>	<u>8</u>
MO	172	181	192	203	216
Ancillary Service	266	321	395	489	608
Opex	15,808	18,084	20,703	23,719	27,192
RO Investment	8,747	9,587	10,677	11,828	13,018
Depreciation	2,884	3,169	3,451	3,734	4,016
<u>Debt Repayment</u>	<u>2,690</u>	<u>2,774</u>	<u>2,775</u>	<u>231</u>	-
DisCo - Jos	30,130	33,614	37,606	39,512	44,226
Revenue Required	102,006	110,163	120,418	129,626	142,712

## 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 JEDC 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 JEDC

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	5.00	6.00
A - Non MD	52.73	52.73	56.68	67.14	69.02	64.50	62.63
A - MD1	59.53	59.53	60.77	71.97	73.99	69.14	67.14
A - MD2	62.86	62.86	64.11	75.94	78.06	72.95	70.84
B - Non MD	50.99	50.99	54.05	64.01	65.81	61.50	59.71
B - MD1	57.79	57.79	58.70	69.53	71.48	66.80	64.86
B - MD2	59.83	59.83	62.57	74.11	76.18	71.20	69.13
C - Non MD	47.05	47.05	51.68	63.48	65.26	60.98	59.21
C - MD1	51.74	51.74	56.74	67.20	69.08	64.56	62.69
C - MD2	53.15	53.15	58.15	68.87	70.80	66.16	64.24
D - Non MD	35.74	35.74	39.24	58.83	60.48	56.52	54.88
D - MD1	49.55	49.55	53.05	65.17	66.99	62.61	60.79
D - MD2	49.55	49.55	53.05	65.17	66.99	62.61	60.79
E - Non MD	35.53	35.53	39.03	53.96	55.47	51.84	50.33
E - MD1	49.55	49.55	51.79	63.59	65.37	61.09	59.32
E - MD2	49.55	49.55	53.05	65.17	66.99	62.61	60.79



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

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

JEDC is obligated to off-take energy per its day ahead nomination and load allocation under its vesting contract with the NBET. Where JEDC 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 JEDC's load allocation due to constraints on its (TCN's) network, TCN shall be liable to compensate JEDC 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 JEDC'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 NGN167.1 billion as the tariff shortfall for JEDC 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 JEDC to the Nigeria Electricity Liability Management Company ("NELMCO").
- e. All funds retained by JEDC as represented by the excess of market remittance shortfalls over tariff shortfall shall be recovered as a full liability of JEDC, 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 JEDC is determined after deducting the revenue deficit arising from tariff shortfall from invoices issued by NBET for energy delivered to JEDC in line with its Vesting Contract.
- g. JEDC 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. JEDC 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. JEDC shall maintain an adequate securitisation for energy off-take in line with the provisions of the Market Rules.
- j. JEDC 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: JEDC's Minimum Remittance Table


Head	Subhead	2021	Jan 2022	Feb – Dec 2022
		N'000,000	N'000,000	N'000,000
Revenue Required	NEMSF	2,354	224	2,466
	GenCo Invoice	37,948	5,071	55,785
	TCN & Admin Services	9,136	962	10,578
	DisCo	17,218	2,243	24,677
	Total	66,657	8,500	93,505
Allowed Recovery		43,082	6,724	78,815
Tariff Shortfall		23,574	1,776	14,690
Minimum Remittance Obligation	NEMSF	2,354	224	2,466
	NBET Minimum Remittance	14,374	3,295	41,095
	MO Minimum Remittance	9,136	962	10,578
	DisCo	17,218	2,243	24,677
	Total Distribution	43,082	6,724	78,815
Minimum remittance to NBET		37.88%	65.0%	73.7%
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: JEDC’s Customer Classifications*

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



Appendix – 2: JEDC's Service Level Commitments

Service Level Proposal for FEB - JUN 2022						
TARIFF BAND	FEEDERS	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	FMC STAFF QUARTERS GOMBE	23	0	50	3	3
A	CBN GOMBE	23	0	50	3	3
A	SECRETARIAT	23	0	57	3	4
A	FMC	23	0	59	3	3
A	DOGON DUTSE	23	0	61	3	4
A	GOMBE TOWN	23	0	68	3	4
A	NEW GOVT. HOUSE JOS	23	0	70	3	4
A	ASHAKA	23	0	72	3	2
A	MAKERI	23	0	76	3	4
A	ANGLO JOS	23	0	60	3	4
A	BARRACKS ROAD	23	0	60	3	4
A	JUTH	23	0	60	3	4
A	UNIJOS DEDICATED	23	0	60	3	3
A	IBRAHIM TAIWO	23	0	60	3	3
A	SHONGO	23	1	60	3	5
A	LIBERTY DAM	23	0	60	3	3
A	GURA TOP/MAZ.	23	1	60	3	3
A	WEST OF MINES	23	1	60	3	3
A	RANTYA	23	1	60	3	3
A	FMC GOMBE	23	0	60	3	3
A	STATE LOWCOST	23	1	60	3	3
A	RAYFIELD	23	1	60	3	3
A	WATER WORKS BAUCHI	23	0	60	3	4
A	CBN MAKURDI	23	0	60	3	3
A	TEACHING HOSPITAL	22	0	120	3	3
A	WATER WORKS GOMBE	21	0	159	3	5
A	BCC I	21	0	172	3	3
A	NABORDO	21	0	174	3	5
A	GUBI DAM 1	22	0	120	3	4
A	GUBI DAM 2	22	0	120	3	4
A	BUKURU	21	1	183	3	5
A	DEDICATED (NASCO)	21	1	186	3	3

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**Service Level Proposal for FEB - JUN 2022**

<b>TARIFF BAND</b>	<b>FEEDERS</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	NNPC MAKURDI	21	1	187	3	6
A	DADIN KOWA WATER WORKS	21	0	208	3	4
A	GOVT. HOUSE GOMBE	20	1	216	3	5
A	NNPC DEPOT MAKURDI 3.3KV	20	1	232	3	3
A	INDUSTRIAL JOS	20	1	245	3	3
A	BCC II	22	0	120	3	3
A	JUTH I	22	0	120	3	3
A	JUTH II	22	0	120	3	3
A	NORTH BANK	23	1	41	3	6
A	AIRFORCE BASE BAUCHI	23	0	44	3	4
A	ATBU PERMANENT SITE	23	0	44	3	4
A	NINGI	23	0	50	3	6
A	TUNFURE	23	1	52	3	4
A	NVRI	23	1	59	3	4
A	ATBU	23	0	61	3	5
A	WATER TREATMENT SHEN	23	1	66	3	4
A	PANTAMI	23	1	72	3	4
A	GBOKO ROAD	23	1	76	3	3
A	COCA COLA	23	1	76	3	4
A	GRA/PALACE	23	0	78	3	3
A	WURUKUM	23	1	80	3	4
A	AZARE	23	1	84	3	5
A	NAKA ROAD	22	1	92	3	3
A	DISTRICT	21	1	164	3	5
A	MURTALA MOHAMMED	21	1	167	3	4
A	GOVT. HOUSE BAUCHI	21	1	173	3	3
A	GOMBE STATE UNIVERSITY	20	3	242	3	3
A	KUMO	21	1	243	3	6
A	AIRFORCE BASE	21	1	300	3	3
A	TABRA PUMPING STATION	21	0	300	3	4
A	ASA	20	1	552	3	3
A	HWOLSHE	20	1	360	3	4
A	BSU	21	1	360	3	3
A	HIGH LEVEL	20	1	360	3	4



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A	WUNTI ROAD	21	1	360	3	3
A	OTUKPO TOWN	20	1	360	3	3
A	DADIN KOWA	21	1	480	3	4
A	NIPSS KURU	20	2	480	3	4
A	GOVT. HOUSE MAKURDI	21		736	3	4
A	BUKURU TOWN	20	3	540	3	4
A	TAFAWA BALEWA	20	2	540	3	4
A	GRA MAKURDI	20	1	540	3	4
A	GWALLAMEJI	20	1	540	3	4
A	GADA BIU	21	1	540	3	4
A	KATAKO	21	2	540	3	4
A	ZARIA ROAD 11KV	21	1	540	3	4
A	DILIMI	21	2	600	3	4
A	UTAN	21	1	660	3	4
A	TUDUN SALMANU	21	1	600	3	3
A	NARAGUTA	21	2	600	3	4
A	BAUCHI ROAD TOWNSHIP	21	2	600	3	4
A	INDUSTRIAL MAKURDI	21	1	600	3	5
A	GRA GOMBE	21	0	600	3	5
A	UNIAGRIC	21	1	660	3	3
A	BCGA	20	4	720	3	4
A	STADIUM	20	1	720	3	3
A	AMINU STREET	20	1	720	3	3
A	FED. LOW COST GOMBE	20	1	916	3	4
B	DOMA	21	3	181	3	6
B	YANDEV	21	1	204	3	6
B	ANKPA	21	1	167	3	6
B	ZUMA STEEL 6.6KV	23	0	48	3	6
B	ZARIA ROAD	22	0	98	3	3
B	NNPC DEPOT GOMBE	19	1	324	3	3
B	DASS	18	1	383	3	6
B	RUKUBA BARRACKS	17	0	526	3	4
B	ZAWAN	20	1	480	3	4
B	TUDUN WADA JOS	17	1	540	3	4

**Service Level Proposal for FEB - JUN 2022**

<b>TARIFF BAND</b>	<b>FEEDERS</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	FED. LOW COST BAUCHI	18	1	540	3	4
B	NASARAWA	17	2	600	3	4
B	LAMINGO	17	2	600	3	4
B	RUKUBA ROAD	17	2	600	3	5
B	BAUCHI RING RD	17	2	660	3	4
B	BAPTIST	16	2	660	3	4
B	BBL	18	1	720	3	3
B	BANK ROAD	16	1	660	3	3
B	INDUSTRIAL BAUCHI	16	1	660	3	3
B	BARRACK	18	3	720	3	4
B	OLD ENUGU ROAD	18	2	660	3	3
B	TUDUN WADA GOMBE	16	1	914	3	4
B	OTADA	16	2	920	3	3
C	MAKURDI TOWN	22	1	120	3	5
C	RUKUBA	21	1	180	3	5
C	KATSINA ALA	21	1	200	3	5
C	WUKARI	20	1	251	3	6
C	SRS	21	1	172	3	4
C	DOROWA	19	2	305	3	6
C	OJU I	17	1	420	3	4
C	TARAKU	17	1	420	3	5
C	MAKURDI TOWN 11KV	18	1	360	3	4
C	RIYEL	13	3	660	3	4
C	CONGO	16	2	720	3	4
C	POLO	14	2	600	3	4
C	FOBoR	14		600	3	4
C	MALLAM SIDI	16	2	720	3	6
C	MALLAM INNA	14	1	720	3	5
C	MUDA LAWAL	14	2	660	3	3
C	MANGU TOWN	14	3	720	3	3
C	RAILWAY	14	1	720	3	4
C	RAN ROAD	14	1	720	3	4
C	AZARE TOWN	14	1	720	3	3
C	COE/FIRE SERVICE	14	1	720	3	3

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C	IGBANOMAJE	14	1	924	3	3
D	Gamawa/Dambam	19	1	305	3	6
D	DARAZO 11KV	18	1	352	3	4
D	OJU	17	1	420	3	6
D	OBARIKE TOWN	18	1	360	3	4
D	DAUDU	18	1	360	3	4
D	NNPC JOS	16	1	480	3	5
D	ALIADÉ	15	1	540	3	4
D	YANKARI	14	3	600	3	6
D	OJU II	12	1	732	3	4
D	TORO	13	3	660	3	6
D	NNPC DEPOT JOS 3.3KV	13	1	660	3	3
D	BYPASS	15	3	540	3	4
D	NASME	13	1	660	3	4
D	JAMAARE	10	2	840	3	5
D	PANKSHIN FCE	8	2	660	3	3
D	DARAZO/DUKKU	11	2	791	3	6
D	GBOKO/ADIKPO	12	2	720	3	4
D	MISAU	12	2	720	3	5
D	MISAU TOWN	10	1	850	3	4
D	MADARA/VOM TOWN	10	1	862	3	4
D	VANDEKYA	10	2	867	3	4
D	KALSHINGI TOWN II	10	1	867	3	4
D	BAKIN LADI TOWN	9	2	874	3	4
D	NAFADA TOWN	9	1	897	3	4
D	GRA AZARE	12	1	720	3	3
D	GRA MISAU	9	1	901	3	4
D	FGC/RADIO MONITORING	9	1	904	3	3
D	HARAWA	8	1	944	3	4
D	KUMO TOWN 11KV	8	1	963	3	4
D	JAMAARE 11KV	8	1	966	3	4
D	KALSHINGI TOWN I	8	1	971	3	4
D	BOGORO I	11	3	780	3	3
D	BOGORO II	11	3	780	3	3

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D	TOTAL	8	2	1,064	3	4
D	EMIR PALACE	8	1	1,200	3	4
E	OKPOGA	17	1	420	3	4
E	POLICE STAFF COLLEGE/POLY	11	3	774	3	4
E	SCIENCE SCH. KURU	12	4	720	3	4
E	ZARTEX	10	3	858	3	4
E	PILGANI	10	2	864	3	4
E	BENPOLY	10	1	868	3	4
E	SHIRA-YANA	9	1	888	3	4
E	UGBOKOLO	9	1	892	3	4
E	GINDIRI	9	3	903	3	4
E	GAMES VILLAGE	8		932	3	4
E	J.D. GOMWALK	8	3	934	3	4
E	GENERAL HOSPITAL PANKSHIN	8	2	936	3	4
E	GRA SHENDAM	6	2	1,064	3	4
E	SHENDAM BARRACKS	6	2	1,064	3	4
E	PAJAT	6	2	1,064	3	4
E	KUFFEN	6	2	1,064	3	4
E	WASE GARKUWA	6	2	1,064	3	4
E	WASE PRISON	5	2	1,112	3	4
E	DENGI TOWN	5	2	1,112	3	4