



ORDER NO: NERC/302/2021

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

TITLE

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

COMMENCEMENT AND TERMINATION

2. This Order shall take effect from 1st January 2022 and shall only be subordinated to a new Tariff Review Order as may be issued periodically by the Nigerian Electricity Regulatory Commission (“NERC” or the “Commission”).

CONTEXT

3. Pursuant to the Extraordinary Tariff Review Application and Performance Improvement Plan (“PIP”) filed by KAEDC, the Commission approved the MYTO – 2020 “Serviced-Based Tariff” (SBT) effective from 1st September 2020 to ensure that rates paid by customers are in alignment with the quality of service to customer clusters as measured by the daily average availability of power supply on 11kV feeders over a two-month reference period. The Commission in Section 14 of the MYTO – 2020 Order NERC/198/2020 provided for consideration of KAEDC’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 KAEDC’s PIP on 30th April 2021, the Commission issued the MYTO – 2021 Extraordinary Tariff Order effective from 1st July 2021 in consideration of KAEDC’s CAPEX proposals over a 5-year plan in line with the approved PIP. Accordingly, this MYTO – 2022 Order restates KAEDC’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 KAEDC'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 KAEDC'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 KAEDC.
 - e. Ensure that prices charged by KAEDC are fair to customers and are sufficient to allow KAEDC 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

KAEDC 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 KAEDC's application in February 2020 and monitored the stakeholders' engagements by KAEDC at different locations within its operating area. The Commission, having considered KAEDC's PIP and Extraordinary Tariff Review Application in line with the provision of EPSRA and other relevant regulations, approved on 30th April 2021 KAEDC's PIP and CAPEX Programme for the period 1st July 2021 to 30th June 2026. Table – 1 below provides the annual approved CAPEX for 5 years, while a summary of the approved projects for Year-1 and Year-2 is provided in Table – 2. The detailed project list for years 3 – 5 shall be considered and approved by the Commission during Year 2 taking into account challenges that may have occurred during the implementation of Year 1 and Year 2 projects.

Table – 1: Approved 5-year PIP and CAPEX Programme for KAEDC

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	22,805.11	22,805.11	22,805.11	22,805.11	22,805.11	114,025.54

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

Approved PIP	2021	2022
	N'000,000	N'000,000
Total CAPEX	22,805.1	22,805.1
Distribution Network Capex	14,847.1	18,915.6
Construction of 33kV Feeders	632.8	420.0
Rehabilitation of 33kV Feeders	1,693.3	1,465.3
Construction of 11kV Feeders	465.0	1,240.0
Rehabilitation of 11kV Feeders	1,078.3	2,552.3
Construction of 0.400kV Feeders	2,336.0	2,982.4
Distribution transformers	3,590.8	3,715.8
Substation transformers	5,050.9	6,539.8
ATC&C Loss Reduction Plan (total)	391.5	211.9
Customer Service Improvement Plan	326.2	186.9
IT Investments (SCADA+GIS+ERP+HSE)	2,894.3	2,410.8
SCADA	-	-
Other IT Projects	1,098.3	1,033.2
GIS Improvement	249.5	249.5
ERP System Infrastructure	426.5	568.7
HSE Initiatives	747.0	-
AMI Network Metering	373.0	559.4
Network Metering Capex	3,976.6	1,080.0
Others (Toolkit, Ladders etc)	369.5	

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Annual Update of CAPEX Programme and PIP

The approval of the CAPEX Programme and PIP mandates KAEDC 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 KAEDC's service improvement objectives and other emerging market conditions. KAEDC may therefore, based on its investment plan, front-load its expenditure in any year to achieve its PIP objectives on critical investment needs, subject to the approval of the Commission. Annual CAPEX provisions that are unutilised in line with the approval requirements shall be clawed back during Minor Reviews of Tariffs in accordance with the requirements of Section 7(a) of Regulations on Procedure for Electricity Tariff Reviews in the NESI.

8. MINOR REVIEW INDICES

In line with the subsisting MYTO methodology, the following indices with potential impact on electricity rates were considered. These indices shall be reviewed every 6 months to update the tariffs with changes in the indices as applicable in line with the MYTO Methodology:

- a. **Nigerian Inflation Rate:** The Nigerian inflation rate for the month of November 2021 of 15.40% as obtained from the website of the National Bureau of Statistics ("NBS") was adopted to project the Nigerian inflation rates for the period 2022 – 2026. The actual average monthly inflation rate for the period January 2021 to November 2021 of 16.97% was applied for the retroactive review of tariffs for 2021.
- b. **Exchange Rate:** The relevant data on the Naira/US. Dollar (₦/\$) exchange rate used for this review was based on the "Investors and Exporters ("I and E") FX-Window" of the Central Bank of Nigeria ("CBN"). The closing ₦/\$ exchange rate as of 30th November 2021 plus a premium of 1% to result in a ₦415.78/\$1 exchange rate was adopted to project ₦/\$ exchange rate for the period 2022 – 2026. The average ₦/\$ exchange rate for the period 1st January 2021 to 30th November 2021 plus a premium of 1% to result in a ₦412.17/\$1 was applied for the retroactive review of tariffs for 2021.
- c. **US rate of inflation:** The U.S. inflation rate for the month of November 2021 of 6.8% as obtained from the website of the U.S. Bureau of Labor Statistics was adopted to project the U.S. inflation rates for the period 2022 – 2026. While the actual average monthly inflation rate for the period January 2021 to November 2021 of 4.68% was applied for the retroactive review of tariffs for 2021.
- d. **Available Generation Capacity:** In consideration of periodic reports from the System Operator, a projection of average sent-out generation of 5267MWh/h is adopted for the period 1st January 2022 to 30th June 2022.

- e. **Gas Price:** The benchmark gas price of US\$2.18/MMBTU, gas transportation cost of US\$0.80/MMBTU, and contracted gas prices outside Domestic Gas Supply Obligation ("DOMGAS") quantities and based on effective Gas Sale Agreements ("GSAs") approved by the Commission were adopted.
- f. **CAPEX Adjustment:** In line with the requirements of Section 7(a) of Regulations on Procedure for Electricity Tariff Reviews in the NESI, adjustments were made to TCN and DisCos' MYTO CAPEX provisions to account for material variances between the actual CAPEX utilisation and MYTO CAPEX provisions.

9. OTHER CHANGES:

a. Review of Transmission Loss Factor (TLF):

The Commission, having considered the comments received during the consultation process for the review of the Transmission Loss Factor (TLF) in the NESI, has approved, as part of this Extraordinary Tariff Review, as hereunder:

- i. A new benchmark TLF of 7.5% effective from 1st January 2022 to reflect the level of improvement in TLF to support necessary adjustments in the determination of industry tariffs and minimum loss allowances to be considered by generators on the transmission network.
- ii. A TLF reduction trajectory of one percentage point over the next five years to incentivise further improved operational efficiency as provided in Table – 3 below:

Table – 3: TLF Improvement Trajectory 2022 – 2026

Year	2022	2023	2024	2025	2026
Regulated Loss	7.50%	7.25%	7.00%	6.75%	6.50%

b. Suspension of Returns to be earned on FGN's 40% share of investments as at handover date effective from January 2022:

The Federal and State Governments have elected to temporarily forfeit the earnings of Returns on Investment (ROI and Depreciation) on the 40% share of their investment in KAEDC 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: Kaduna DisCo's Tariff Assumptions

Parameter	Unit	2021	Jan - 2022	Feb-Dec 2022	2023	2024	2025	2026
PA Effectiveness	PA Year	4	5	5	-	-	-	-
Loss Target	%	17.2%	10.65%	10.65%	6.60%	6.60%	6.60%	5.63%
Nigerian Inflation	%	17.0%	15.40%	15.40%	15.4%	15.4%	15.4%	15.4%
US Inflation	%	4.7%	6.8%	6.8%	6.8%	6.8%	6.8%	6.8%
Exchange Rate N/\$	N	412.2	415.8	415.8	415.8	415.8	415.8	415.8
Transmission Loss Factor	%	8.05%	7.50%	7.50%	7.25%	7.00%	6.75%	6.50%
Energy Delivered to DisCo	GWh	2,356	269	2,954	3,362	3,574	3,826	4,107
Energy Delivered to DisCo	MWh/h	269	368	368	384	408	437	469
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	5.4	5.4	5.5	5.5
End-User Cost Reflective Tariff	N/kWh	56.4	50.7	50.7	50.5	52.1	52.7	53.6
End-User Allowed Tariffs	N/kWh	48.0	50.33	50.7	50.5	52.1	52.7	53.6
Tariff Shortfall	N'000,000	16,419	83	0	0	0	0	0
Minimum Remittance	%	74.1%	98.9%	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 KAEDC for the period 2022 – 2026.

Table 5: Approved Revenue Requirement for KAEDC 2022 – 2026

	2022	2023	2024	2025	2026
Load Allocation	8.00%	8.00%	8.00%	8.00%	8.00%
Capacity	44,490	47,072	50,807	55,270	60,327
<u>Opex</u>	<u>45,356</u>	<u>48,536</u>	<u>52,735</u>	<u>57,581</u>	<u>63,232</u>
GenCo cost	89,845	95,608	103,542	112,851	123,560
Opex	3,904	4,415	5,008	5,689	6,469
RO Investment	82	89	112	139	170
<u>Depreciation</u>	<u>7,851</u>	<u>8,141</u>	<u>8,418</u>	<u>8,697</u>	<u>8,975</u>
Transmission cost	11,837	12,644	13,538	14,525	15,614
Opex	2,137	2,272	2,422	2,588	2,769
<u>RO Investment</u>	<u>91</u>	<u>91</u>	<u>97</u>	<u>104</u>	<u>111</u>
System Operation	2,228	2,363	2,519	2,691	2,881
Opex	240	253	268	284	301
<u>RO Investment</u>	<u>10</u>	<u>10</u>	<u>11</u>	<u>11</u>	<u>12</u>
MO	250	263	279	295	313
Ancillary Service	387	467	574	712	885
Opex	19,535	22,383	25,664	29,443	33,796
RO Investment	13,169	15,326	17,799	20,326	22,872
Depreciation	5,239	5,929	6,610	7,292	7,973
<u>Debt Repayment</u>	<u>3,439</u>	<u>3,547</u>	<u>3,547</u>	<u>296</u>	-
DisCo - Kaduna	41,382	47,185	53,621	57,356	64,642
Revenue Required	145,930	158,530	174,074	188,430	207,895

12. Approved End-user Tariffs Effective from 1st January 2022

Pursuant to Section 76(2) of EPSRA and the Regulations on Procedure for Electricity Tariff Review in NESI, the Commission considered and approved for KAEDC the tariffs in Table - 6 below with effect from 1st January 2022 and shall remain in force until the issuance of a new Minor Review Order or an Extraordinary Tariff Review Order by the Commission.

Table 6: Approved End-user Tariffs (₱/kWh) for KAEDC

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	58.31	58.31	55.62	55.42	57.23	57.88	58.88
A - MD1	63.54	63.54	59.74	59.52	61.47	62.16	63.24
A - MD2	68.42	68.42	64.07	63.83	65.92	66.67	67.82
B - Non MD	56.11	56.11	53.42	53.23	54.97	55.59	56.55
B - MD1	60.92	60.92	57.05	56.84	58.70	59.36	60.39
B - MD2	63.48	63.48	59.45	59.23	61.16	61.86	62.93
C - Non MD	47.96	47.96	49.99	49.81	51.44	52.02	52.92
C - MD1	48.74	48.74	51.72	51.53	53.21	53.81	54.74
C - MD2	50.51	50.51	54.30	54.10	55.87	56.50	57.48
D - Non MD	31.13	31.13	34.63	34.50	35.63	36.03	36.66
D - MD1	41.88	41.88	45.38	45.21	46.69	47.22	48.04
D - MD2	41.88	41.88	45.38	45.21	46.69	47.22	48.04
E - Non MD	31.13	31.13	34.63	34.50	35.63	36.03	36.66
E - MD1	41.88	41.88	45.38	45.21	46.69	47.22	48.04
E - MD2	41.88	41.88	45.38	45.21	46.69	47.22	48.04

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13. Service Improvement Commitments

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

KAEDC is obligated to off-take energy per its day ahead nomination and load allocation under its vesting contract with the NBET. Where KAEDC 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 KAEDC's load allocation due to constraints on its (TCN's) network, TCN shall be liable to compensate KAEDC 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 KAEDC’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 NGN230.6billion as the tariff shortfall for KAEDC 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 KAEDC to the Nigeria Electricity Liability Management Company (“NELMCO”).
- e. All funds retained by KAEDC as represented by the excess of market remittance shortfalls over tariff shortfall shall be recovered as a full liability of KAEDC, 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 KAEDC is determined after deducting the revenue deficit arising from tariff shortfall from invoices issued by NBET for energy delivered to KAEDC in line with its Vesting Contract.
- g. KAEDC 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. KAEDC 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. KAEDC shall maintain an adequate securitisation for energy off-take in line with the provisions of the Market Rules.
- j. KAEDC shall settle their market invoices under the minimum market remittance thresholds as provided in Table 7 effective 1st January 2022. All settlements are subject to regulatory net-offs as may from time to time be issued/communicated to the PCA Administrator by the Commission.

Table 7: KAEDC's Minimum Remittance Table


Head	Subhead	2021	Jan 2022	Feb – Dec 2022
		N'000,000	N'000,000	N'000,000
Revenue Required	NEMSF	3,010	287	3,152
	GenCo Invoice	63,347	7,376	81,141
	TCN & Admin Services	15,272	1,396	15,360
	DisCo	28,368	3,101	34,115
	Total	109,997	12,161	133,769
Allowed Recovery		93,578	12,077	133,769
Tariff Shortfall		16,419	83	-
Minimum Remittance Obligation	NEMSF	3,010	287	3,152
	NBET Minimum Remittance	46,928	7,293	81,141
	MO Minimum Remittance	15,272	1,396	15,360
	DisCo	28,368	3,101	34,115
	Total Distribution	93,578	12,077	133,769
Minimum remittance to NBET		74.08%	98.9%	100.0%
Minimum remittance to MO		100%	100%	100%

18. Effective Date

This Order shall be effective from 1st January 2022.

Dated this 29th Day of December 2021


 Sanusi Garba
 Chairman


 Musiliu O. Oseni
 Vice Chairman

Appendix – 1: KAEDC'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: KAEDC's Service Level Commitments

Service Level Proposal for Period-3 : Feb - Jun 2022						
Tariff Band	Feeder	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	11KV NASSARAWA MKR	21	1.05	1.94	2	10
A	33KV AREWA	21	0.83	5.02	2	10
A	KRPC	24	0.83	5.02	2	10
A	11KV GWARI AVENUE	21	0.22	0.80	2	10
A	11KV SUNGLASS	21	0.37	0.70	2	10
A	11KV AREWA BOTTLERS	21	0.73	3.33	2	10
A	33KV PAN	22	0.80	2.51	2	10
A	33KV UNTL (DEDICATED)	22	0.72	3.84	2	10
A	33KV OLAM	22	0.36	3.84	2	10
A	11KV HIGH COST	21	0.60	1.05	2	10
A	33KV NARAYI VILLAGE	22	0.88	5.27	2	10
A	33KV UNGUWAN BORO	22	0.85	3.61	2	10
A	11KV GOVERNMENT HOUSE KD	21	0.44	2.96	2	10
A	11KV POLY ROAD	21	0.10	0.76	2	10
A	11KV LEVENTIS	21	0.77	4.75	2	10
A	33KV MOGADISHU	22	0.49	1.44	2	10
A	11KV WATER RESOURCES RIG	21	0.52	4.75	2	10
A	33KV KINKINAU	22	0.68	3.53	2	10
A	33KV RIGASA	21	0.97	4.30	2	10
A	11KV MC (DEDICATED)	21	0.79	0.90	2	10
A	11KV NTA DKA	21	0.82	1.13	2	10
A	11KV NAFBASE	21	0.38	1.04	2	10
A	33KV NAF	22	1.03	6.70	2	10
A	11KV LEGISLATIVE QUARTERS	21	0.70	1.11	2	10
A	11KV ISA KAITA	21	0.44	1.81	2	10
A	11KV AHMADU BELLO WAY	21	0.33	1.43	2	10
A	33KV ABAKPA	22	0.46	2.01	2	10
A	33KV JAJI	21	0.69	2.00	2	10
A	11KV NACB	21	0.58	0.77	2	10
A	11KV UNGUWAN RIMI	21	1.12	3.57	2	10
A	11KV DAWAKI	21	0.69	0.96	2	10
A	33KV WATER WORKS	22	0.51	2.83	2	10

Service Level Proposal for Period-3 : Feb - Jun 2022

Tariff Band	Feeder	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	11KV TEACHING HOSPITAL DKA	21	0.63	2.39	2	10
A	11KV CONSTITUTION ROAD	21	1.06	1.87	2	10
A	11KV LUGGARD HALL	22	0.28	1.06	2	10
A	33KV DOKA	23	3.01	4.94	2	10
A	11KV CANTEEN	21	1.09	3.05	2	10
A	33KV PZ	22	0.38	6.23	2	10
A	33KV HANWA	21	0.65	4.20	2	10
A	33KV AVIATION	22	0.62	4.00	2	10
A	33KV KOFAN DOKA	21	0.96	6.65	2	28
A	33KV SOBA	21	0.88	3.29	2	10
A	33KV ZARIA WATER WORKS (DEDICATED)	21	0.46	0.06	2	10
A	33KV POWER HOUSE	22	0.40	6.57	2	10
A	33KV NNPC GUSAU	22	0.63	2.54	2	10
A	33KV CCNN	22	0.07	0.93	2	10
A	11KV GRA KBI	21	0.61	4.10	2	14
A	11KV BULASA	21	0.43	0.77	2	14
A	11KV GWADANGWAI	21	0.54	0.85	2	14
A	33KV LABANA (DEDICATED)	22	0.30	1.78	2	14
A	33KV UNIVERSITY (DEDICATED)	22	0.91	2.38	2	14
A	11KV BANK KAFANCHAN	21	0.33	4.30	2	14
A	33KV MAGAMI (NIPP)	13	0.35	1.49	2	28
A	33KV GONIN GORA (PAN)	16	0.44	2.96	2	28
A	33KV KAMBA	13	0.85	2.05	2	14
B	11KV KAKURI	21	0.70	2.18	2	10
B	11KV BARNAWA MKR	21	0.68	2.32	2	10
B	11KV NORTEX	21	0.55	1.39	2	20
B	11KV UNGUWAN YELWA	21	0.92	1.39	2	10
B	11KV FEDERAL HOUSING	21	0.68	2.32	2	10
B	11KV VILLAGE	21	1.49	1.98	2	10
B	11KV PAMA	21	0.82	1.88	2	10
B	11KV YANTUKWANE	21	0.81	2.33	2	10
B	33KV AIRPORT ROAD	22	0.48	0.91	2	28
B	11KV DANKANDE	21	0.68	2.87	2	10
B	11KV ZARIA ROAD	21	0.54	3.51	2	10

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Tariff Band	Feeder	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)
B	11KV STATEHOUSE	21	0.68	3.53	2	20
B	11KV MALALI	21	0.81	4.03	2	20
B	11KV GRA ZAR	21	0.68	3.12	2	10
B	11KV ABU	21	0.43	3.91	2	10
B	11KV NNPC ZAR	21	0.62	4.00	2	20
B	11KV SAMARU	21	0.99	4.57	2	10
B	11KV GASKIYA	21	0.46	2.01	2	20
B	33KV POWER STATION	21	0.82	8.40	2	10
B	33KV TOWNSHIP	22	0.83	6.82	2	10
B	33KV NEW INJECTION	22	0.69	7.95	2	10
B	11KV NASFAT	17	0.52	4.75	2	20
B	11KV GADA BIYU	17	0.57	3.59	2	10
B	11KV GRA ZAM	17	0.67	2.71	2	10
B	11KV INDUSTRIAL ZAM	17	0.47	4.78	2	10
B	11KV DAMBA	17	0.69	1.42	2	10
B	11KV KARA	17	0.51	2.69	2	14
B	11KV GRA ARGUNGU	17	0.59	3.49	2	36
B	33KV ARGUNGU	18	1.15	3.23	2	36
B	33KV NASCO/YELWA	17	0.78	0.90	2	14
C	11KV NDA	21	0.69	2.00	2	28
C	11KV SABON GARIN ZAR	21	0.46	2.01	2	20
C	11KV KADUNA ROAD	21	0.69	1.42	2	10
C	11KV LODGE ROAD	21	0.43	0.37	2	10
C	11KV INDUSTRIAL SOK	21	0.61	0.41	2	20
C	11KV NTA SOK	21	0.68	2.72	2	20
C	33KV KWARE/UNIVERSITY	21	0.50	2.55	2	10
C	33KV YABO/SHAGARI	21	0.51	3.08	2	10
C	11KV KAFANCHAN (TOWNSHIP)	21	0.46	2.01	2	20
C	11KV CHELCO	17	0.53	1.94	2	10
C	11KV NOCACO	17	0.55	5.02	2	10
C	MERA	17	0.55	5.02	2	10
C	ARGUNGU CITY	17	0.55	5.02	2	10
C	11KV MAHUTA	17	0.45	1.98	2	20
C	11KV MANDO ROAD	17	0.41	1.13	2	20
C	11KV TEACHING HOSPITAL ZAR	17	0.60	1.48	2	20

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Tariff Band	Feeder	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	11KV TUDUN WADA ZAM	17	0.69	1.42	2	10
C	11KV ZAMTEX	17	0.43	3.69	2	20
C	11KV FGCC	17	0.62	4.00	2	20
C	11KV MABERA	17	0.81	5.19	2	10
C	11KV ARMY BARRACK	17	0.57	5.75	2	10
C	11KV TOWN	17	0.43	5.84	2	10
C	11KV ARKILLA	17	0.76	3.52	2	10
C	11KV INSTITUTE	17	0.74	2.55	2	10
C	11KV NASSARAWA KBI	17	0.61	4.10	2	20
C	11KV KANTA	17	0.69	1.71	2	36
C	11KV YELWA	17	0.31	2.48	2	14
C	11KV YAURI	17	0.85	0.77	2	14
C	11KV SHIKA	14	0.62	4.00	2	20
C	11KV SULTAN PALACE	16	0.61	2.73	2	20
C	11KV WATERWORKS SOK	14	0.99	2.55	2	20
C	11KV SABON TASHA	14	0.32	1.67	2	28
D	11KV GRA JEGA	21	0.61	2.73	2	0
D	11KV SABON GARIN RIG	17	0.32	1.67	2	20
D	11KV ASIKOLAYE	17	0.35	2.10	2	20
D	33KV TSAFE	18	1.13	2.72	2	28
D	33KV MAFARA	18	1.16	1.60	2	28
D	11KV BADO	17	0.74	0.93	2	20
D	33KV FARFARU	23	0.83	6.87	2	10
D	11KV KURMIN MASHI	16	0.84	5.42	2	28
D	11KV COSTAIN	14	0.65	4.03	2	28
D	11KV WUSASA	14	0.63	1.67	2	20
D	11KV ZARIA CITY	14	0.75	1.98	2	20
D	11KV KOFAN KIBO	14	0.28	3.18	2	20
D	11KV DAM	14	0.97	4.03	2	20
D	11KV BARRACKS ZURU	14	0.66	4.30	2	20
D	11KV RIKOTO/ZURU	14	0.46	2.01	2	20
D	33KV ZURU	16	0.46	1.79	2	36
D	11KV MAKARFI ROAD	15	0.77	4.75	2	20
D	33KV TAMBUWAL	16	1.19	3.49	2	20
D	11KV UNGUWAN MUAZU	13	0.33	1.13	2	28
D	11KV TUDUN WADA KBI	14	0.30	1.78	2	36

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Tariff Band	Feeder	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)
D	33KV JEGA	13	0.62	2.48	2	36
D	11KV KAGORO	13	0.28	3.18	2	36
D	11KV MANCHOK	13	0.30	4.94	2	36
D	11KV KAWO	12	0.82	1.13	2	28
D	11KV RAFIN GUZA	12	0.84	5.42	2	28
D	11KV KATABU	9	0.82	1.13	2	28
D	11KV JAJI	9	0.52	4.75	2	28
D	11KV RABAH ROAD	10	0.69	2.00	2	20
D	11KV HAYIN RIGASA	10	0.82	1.13	2	20
D	11KV TUDUN WADA RIG	10	0.62	2.75	2	28
D	33KV KAFANCHAN	12	1.80	4.65	2	36
D	11KV SABON GARIN ZAM	12	0.79	4.38	2	28
D	33KV KAURAN NAMODA	12	1.11	4.60	2	28
D	11KV DURBAWA	12	0.36	3.49	2	20
D	11KV KUEPPERS	12	0.69	1.42	2	20
D	11KV DIORI HAMMANI	12	0.43	3.69	2	20
D	11KV SARKIN FADA	12	0.37	0.93	2	20
D	11KV ILLELA ROAD	12	0.50	2.55	2	20
E	33KV BAKURA	13	0.36	5.35	2	28
E	11KV BIRNIN GWARI	13	0.82	1.13	2	28
E	33KV BIRNIN GWARI	13	0.95	5.26	2	38
E	33KV ALIERO	13	0.61	2.59	2	36
E	33KV GWANDU	13	1.36	3.67	2	36
E	33KV BUNZA	13	1.16	1.71	2	36
E	33KV JERE	12	0.44	0.79	2	28
E	33KV MARADUN	9	0.81	1.84	2	38
E	33KV ANKA	9	1.38	1.99	2	38
E	33KV TURUNKU	6	0.67	4.63	2	10
E	33KV NGASKI	6	0.67	4.63	2	10
E	33KV GONIN GORA (GWAGWADA LEG)	6	0.67	4.63	2	10
E	33KV KUDAN	6	0.63	4.94	2	28
E	33KV MAKARFI	6	0.69	6.78	2	28
E	33KV NNPC SAMINAKA	6	0.70	2.62	2	28
E	33KV KOKO	6	0.93	7.69	2	36