



ORDER NO: NERC/303/2021

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

TITLE

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

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

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

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	12,611.9	12,611.9	12,611.9	12,611.9	12,611.9	63,059.4

Table – 2: KEDCO’s Approved PIP and CAPEX Programme for 2021 and 2022

Approved PIP	2021	2022
	N’000,000	N’000,000
Total CAPEX	12,611.9	12,611.9
Distribution Network Capex	4,124.8	9,350.5
Construction of 33kV Feeders	737.2	3,529.2
Rehabilitation of 33kV Feeders	744.6	387.9
Construction of 11kV Feeders	120.7	1,670.1
Rehabilitation of 11kV Feeders	503.3	108.1
Construction of 0.400kV Feeders	-	1,468.4
Distribution transformers	1,419.6	422.3
Substation transformers	599.5	1,764.5
ATC&C Loss Reduction Plan (total)	2,926.0	-
Customer Service Improvement Plan	1,500.0	-
IT Investments (SCADA+GIS+ERP+HSE)	2,296.0	562.1
SCADA	733.4	413.7
GIS Improvement	0.0	0.0
ERP System Infrastructure	661.7	0.0
HSE Initiatives	209.6	0.0
AMI Network Metering	691.4	148.4
Customer Metering Capex	-	-
Network Metering Capex	235.2	1,916.9
Others (Toolkit, Ladders etc)	1,529.9	782.4

APD

Annual Update of CAPEX Programme and PIP

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

Parameter	Unit	2021	Jan - 2022	Feb-Dec 2022	2023	2024	2025	2026
PA Effectiveness	PA Year	5	-	-	-	-	-	-
Loss Target	%	18.6%	15.85%	15.85%	15.85%	15.85%	13.24%	11.06%
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	1,942	269	2,954	3,362	3,574	3,826	4,107
Energy Delivered to DisCo	MWh/h	222	368	368	384	408	437	469
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	5.3	5.4	5.4	5.5
End-User Cost Reflective Tariff	N/kWh	55.1	51.0	51.0	52.6	53.9	52.9	52.8
End-User Allowed Tariffs	N/kWh	47.9	50.77	51.0	52.6	53.9	52.9	52.8
Tariff Shortfall	N'000,000	11,328	59	0	0	0	0	0
Minimum Remittance	%	78.4%	99.2%	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 KEDCO for the period 2022 – 2026.

Table 5: Approved Revenue Requirement for KEDCO 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	14,487	16,598	19,029	21,830	25,056
RO Investment	13,133	14,148	15,491	16,914	18,382
Depreciation	4,496	4,906	5,283	5,659	6,036
<u>Debt Repayment</u>	<u>1,732</u>	<u>1,786</u>	<u>1,787</u>	<u>149</u>	-
DisCo - Kano	33,848	37,438	41,589	44,552	49,475
Revenue Required	138,395	148,783	162,042	175,627	192,728

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 KEDCO the tariffs in Table - 6 below with effect from 1st January 2022 and shall remain in force until the issuance of a new Minor Review Order or an Extraordinary Tariff Review Order by the Commission.

Table 6: Approved End-user Tariffs (N/kWh) for KEDCO

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	60.75	60.75	58.24	57.90	59.30	58.24	58.09
A - MD1	67.00	67.00	61.98	61.61	63.11	61.98	61.81
A - MD2	72.14	72.14	64.41	64.03	65.58	64.41	64.24
B - Non MD	58.16	58.16	56.01	55.67	57.02	56.00	55.85
B - MD1	62.96	62.96	58.78	58.43	59.85	58.78	58.62
B - MD2	66.94	66.94	61.69	61.32	62.81	61.69	61.52
C - Non MD	46.51	46.51	46.51	47.93	49.09	48.22	48.09
C - MD1	52.19	52.19	48.40	49.89	51.10	50.18	50.05
C - MD2	55.03	55.03	52.80	52.48	53.76	52.79	52.65
D - Non MD	28.17	28.17	31.30	39.14	40.09	39.38	39.27
D - MD1	44.27	44.27	46.51	51.35	52.60	51.66	51.52
D - MD2	44.27	44.27	46.51	52.47	53.74	52.78	52.64
E - Non MD	28.04	28.04	31.17	36.70	37.59	36.91	36.82
E - MD1	44.27	44.27	46.51	45.02	46.11	45.28	45.16
E - MD2	44.27	44.27	46.51	47.24	48.39	47.52	47.39

13. Service Improvement Commitments

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

KEDCO is obligated to off-take energy per its day ahead nomination and load allocation under its vesting contract with the NBET. Where KEDCO 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 KEDCO's load allocation due to constraints on its (TCN's) network, TCN shall be liable to compensate KEDCO 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 KEDCO'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 NGN169.9billion as the tariff shortfall for KEDCO 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 KEDCO to the Nigeria Electricity Liability Management Company ("NELMCO").
- e. All funds retained by KEDCO as represented by the excess of market remittance shortfalls over tariff shortfall shall be recovered as a full liability of KEDCO, 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 KEDCO is determined after deducting the revenue deficit arising from tariff shortfall from invoices issued by NBET for energy delivered to KEDCO in line with its Vesting Contract.
- g. KEDCO 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. KEDCO 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. KEDCO shall maintain an adequate securitisation for energy off-take in line with the provisions of the Market Rules.
- j. KEDCO 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: KEDCO's Minimum Remittance Table

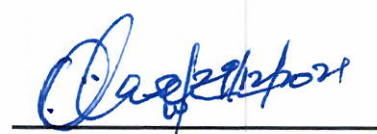
Head	Subhead	2021	Jan 2022	Feb – Dec 2022
		N'000,000	N'000,000	N'000,000
Revenue Required	NEMSF	1,516	144	1,588
	GenCo Invoice	52,403	7,376	81,141
	TCN & Admin Services	12,570	1,389	15,281
	DisCo	20,585	2,623	28,853
	Total	87,075	11,533	126,862
Allowed Recovery		75,747	11,474	126,862
Tariff Shortfall		11,328	59	-
Minimum Remittance Obligation	NEMSF	1,516	144	1,588
	NBET Minimum Remittance	41,075	7,318	81,141
	MO Minimum Remittance	12,570	1,389	15,281
	DisCo	20,585	2,623	28,853
	Total Distribution	75,747	11,474	126,862
Minimum remittance to NBET		78.38%	99.2%	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: KEDCO'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

MD

Appendix – 2: KEDCO's Service Level Commitments

Service Level for Proposal for Feb - Jun 2022						
TARIFF BAND	FEEDERS	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	33KV Ajiwa Water Works	20.00	0.09	4.43	1 min	24 Hrs
A	33KV Ampri Global	20.00	0.01	7.89	1.5 min	48 Hrs
A	33KV Angels	20.00	0.31	1.75	1 min	24 Hrs
A	33KV ATM	20.00	0.05	2.62	1 min	24 Hrs
A	33KV Bata	20.00	0.17	2.47	1 min	24 Hrs
A	33KV BUK	20.00	0.00	0.00	1 min	24 Hrs
A	33KV CBN	20.00	1.50	1.23	24 Hrs	33
A	33KV Challawa Water Works	20.00	0.23	1.11	1 min	24 Hrs
A	33KV Club	20.00	0.18	2.05	1 min	24 Hrs
A	33KV Coca Cola	20.00	0.28	1.42	1 min	24 Hrs
A	33KV Dan Agundi 1	20.00	0.28	1.42	1 min	24 Hrs
A	33KV Dana	20.00	0.00	0.00	1 min	24 Hrs
A	33KV Dangote	20.00	0.52	1.25	1 min	24 Hrs
A	33KV Daura	20.00	0.01	12.34	1 min	24 Hrs
A	33KV Dr Jamil Gwamna	20.00	0.20	3.35	1 min	24 Hrs
A	33KV Dutse	20.00	0.22	2.63	24 Hrs	33
A	33KV Flour Mills	20.00	1.00	1.48	1 min	24 Hrs
A	33KV Gaskiya	20.00	1.37	1.23	1 min	24 Hrs
A	33KV Hadejia	20.00	0.10	2.66	1 min	24 Hrs
A	33KV IDH	20.00	0.61	2.51	1 min	24 Hrs
A	33KV Kafin Hausa	20.00	0.29	2.45	48 Hrs	33
A	33KV Katsina Road	20.00	0.01	2.24	1.5 min	48 Hrs
A	33KV Kofar Guga	20.00	0.20	4.14	1 min	24 Hrs
A	33KV Kurna	20.00	0.20	4.14	1 min	24 Hrs
A	33KV MTN	20.00	0.10	2.41	1 min	24 Hrs
A	33KV NNPC	20.00	1.22	0.94	1 min	24 Hrs
A	33KV Power House	20.00	0.00	0.30	1 min	24 Hrs
A	33KV Rice Mill	20.00	0.00	0.30	1 min	24 Hrs
A	33KV Rijiyar Zaki	20.00	0.04	3.95	24 Hrs	11
A	33KV Small Scale	20.00	0.68	1.77	1 min	24 Hrs
A	33KV Spanish 1	20.00	0.04	0.88	1 min	24 Hrs
A	33KV Spanish 2	20.00	0.18	3.04	1 min	24 Hrs
A	33KV Sule Lamido University	20.00	0.18	3.04	1 min	24 Hrs

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Service Level for Proposal for Feb - Jun 2022

TARIFF BAND	FEEDERS	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	33KV Tamburawa Water Works	20.00	0.60	1.23	1 min	24 Hrs
A	33KV Textile	20.00	0.16	3.57	1 min	24 Hrs
A	33KV Wudil	20.00	0.49	2.23	1.5 min	48 Hrs
A	33KV Zaria Road	20.00	0.58	0.79	1 min	24 Hrs
A	11KV Ahmadu Bello	20.00	0.38	4.26	48 Hrs	11
A	11KV Airport Road	20.00	0.04	3.31	48 Hrs	11
A	11KV Ajasa	20.00	0.09	2.64	48 Hrs	11
A	11KV Apex	20.00	0.01	8.86	1.5 min	48 Hrs
A	11KV Audu Bako	20.00	0.22	3.15	48 Hrs	11
A	11KV Bank Road	20.00	0.30	2.52	24 Hrs	11
A	11KV Bello Dandago	20.00	0.00	2.08	48 Hrs	11
A	11KV Bompai	20.00	0.19	4.10	48 Hrs	11
A	11KV Ceramic	20.00	0.04	5.89	1 min	24 Hrs
A	11KV Challawa Water Plant	20.00	0.02	0.57	1 min	24 Hrs
A	11KV Dala Foods	20.00	0.21	2.14	1 min	24 Hrs
A	11KV Dr Bala	20.00	0.24	4.10	48 Hrs	11
A	11KV Funtua Textile Mill	20.00	0.01	1.74	1 min	24 Hrs
A	11KV Funtua Water Works	20.00	0.02	5.42	1 min	24 Hrs
A	11KV Gwarzo Road	20.00	0.01	8.68	48 Hrs	11
A	11KV Industrial Funtua	20.00	0.04	3.95	1 min	24 Hrs
A	11KV KUT	20.00	0.09	4.41	1.5 min	48 Hrs
A	11KV Maimalari	20.00	0.04	1.84	1 min	24 Hrs
A	11KV Natsinta	20.00	0.04	1.84	1 min	24 Hrs
A	11KV NBC	20.00	0.04	1.84	1 min	24 Hrs
A	11KV New Site	20.00	0.04	1.84	1 min	24 Hrs
A	11KV Sharada Industrial	20.00	0.04	1.84	1 min	24 Hrs
A	11KV Tamburawa Water Plant	20.00	0.01	0.55	1 min	24 Hrs
A	11KV Tarauni	20.00	0.01	0.55	1 min	24 Hrs
A	11KV Tokarawa	20.00	0.01	0.55	1 min	24 Hrs
A	11KV Yusuf Road	20.00	0.10	4.09	48 Hrs	11
B	33KV Birnin Kudu	16.00	1.06	4.61	24 Hrs	33
B	33KV Dan Agundi 2	16.00	1.06	4.61	24 Hrs	33
B	33KV Gagarawa	16.00	1.06	4.61	24 Hrs	33
B	33KV Mamman Nasir	16.00	0.38	6.20	24 Hrs	33
B	11KV Abuja Road	16.00	0.38	6.20	24 Hrs	33

Service Level for Proposal for Feb - Jun 2022

TARIFF BAND	FEEDERS	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	11KV Badawa	16.00	0.25	4.25	48 Hrs	11
B	11KV Bayajidda	16.00	0.05	4.40	48 Hrs	11
B	11KV Dakata	16.00	0.12	6.07	48 Hrs	11
B	11KV Danladi Nasidi	16.00	0.12	2.63	48 Hrs	11
B	11KV Daurama	16.00	0.09	4.10	48 Hrs	11
B	11KV Fantai	16.00	0.06	0.00	48 Hrs	11
B	11KV Government House Dutse	16.00	0.04	5.88	48 Hrs	11
B	11KV Hassan Usman Road	16.00	0.11	6.38	48 Hrs	11
B	11KV Housing Estate	16.00	0.10	3.59	48 Hrs	11
B	11KV Independence	16.00	0.16	3.11	24 Hrs	11
B	11KV Kabuga	16.00	0.23	6.60	48 Hrs	11
B	11KV Kadarko	16.00	0.23	6.60	48 Hrs	11
B	11KV Low Cost	16.00	0.04	8.16	48 Hrs	11
B	11KV Majestic	16.00	0.00	23.47	48 Hrs	11
B	11KV Masarauta	16.00	0.07	3.10	48 Hrs	11
B	11KV Murtala Muhammed	16.00	0.23	3.07	1.5 min	48
B	11KV NNDC	16.00	0.10	3.28	1.5 min	48
B	11KV Nomansland	16.00	0.15	5.26	24 Hrs	11
B	11KV Race Course	16.00	0.26	3.72	48 Hrs	11
B	11KV Sabon Gari	16.00	0.14	4.00	48 Hrs	11
B	11KV Sani Abacha Way	16.00	0.02	3.87	48 Hrs	11
B	11KV Yankaba	16.00	0.09	4.73	48 Hrs	11
C	33KV Dutsenma	12.00	0.20	3.01	24 Hrs	33
C	33KV Gano	12.00	0.20	3.01	24 Hrs	33
C	33KV Kazaure	12.00	0.89	3.96	24 Hrs	33
C	33KV Makole	12.00	0.89	3.96	24 Hrs	33
C	33KV Mashi	12.00	0.21	5.01	24 Hrs	33
C	11KV Aminu Kano	12.00	0.21	5.01	24 Hrs	33
C	11KV GRA	12.00	0.21	5.22	1.5 min	48 Hrs
C	11KV Bachirawa	12.00	0.21	5.22	1.5 min	48 Hrs
C	11KV BCGA	12.00	0.02	4.07	48 Hrs	11
C	11KV Bichi Town	12.00	0.00	2.95	48 Hrs	11
C	11KV Campus	12.00	0.02	3.67	48 Hrs	11
C	11KV City	12.00	0.02	3.67	48 Hrs	11
C	11KV Dantunku	12.00	0.02	1.64	48 Hrs	11

Service Level for Proposal for Feb - Jun 2022

TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints
C	11KV Dutsen Reme	12.00	0.03	3.75	48 Hrs	11
C	11KV Fagge	12.00	0.06	3.50	48 Hrs	11
C	11KV Farawa	12.00	0.33	2.72	48 Hrs	11
C	11KV Federal Secretariat	12.00	0.23	4.65	24 Hrs	11
C	11KV Galadima	12.00	0.05	5.30	48 Hrs	11
C	11KV Garu	12.00	0.03	3.88	48 Hrs	11
C	11KV Hausawa	12.00	0.06	2.86	48 Hrs	11
C	11KV Hotooro	12.00	0.10	3.75	48 Hrs	11
C	11KV Ibrahim Taiwo	12.00	0.20	3.71	48 Hrs	11
C	11KV Jabiri	12.00	0.14	3.27	48 Hrs	11
C	11KV Kano Road	12.00	0.04	4.57	48 Hrs	11
C	11KV Kanti	12.00	0.05	3.58	48 Hrs	11
C	11KV Karkasara	12.00	0.12	3.50	48 Hrs	11
C	11KV Kofar Na'isa	12.00	0.08	5.64	48 Hrs	11
C	11KV Kofar Nassarawa	12.00	0.08	5.64	48 Hrs	11
C	11KV Kundila	12.00	0.14	3.17	48 Hrs	11
C	11KV Lamido	12.00	0.20	4.07	48 Hrs	11
C	11KV Lautai	12.00	0.08	4.69	48 Hrs	11
C	11KV Limawa	12.00	0.03	6.69	48 Hrs	11
C	11KV Maiduguri Road	12.00	0.14	4.18	48 Hrs	11
C	11KV Maje	12.00	0.15	2.84	48 Hrs	11
C	11KV Makama	12.00	0.07	4.11	48 Hrs	11
C	11KV Marhaba	12.00	0.08	2.51	48 Hrs	11
C	11KV Nagogo	12.00	0.08	2.51	48 Hrs	11
C	11KV Nakowa	12.00	0.02	5.24	48 Hrs	11
C	11KV Orthopaedic	12.00	0.09	4.95	48 Hrs	11
C	11KV Panshekara	12.00	0.09	3.45	48 Hrs	11
C	11KV Sallari	12.00	0.09	3.08	48 Hrs	11
C	11KV Sani Mainagge	12.00	0.09	3.08	48 Hrs	11
C	11KV School of Nursing	12.00	0.04	6.15	48 Hrs	11
C	11KV Dandagoro	12.00	0.06	5.06	48 Hrs	11
C	11KV Shagari	12.00	0.12	3.05	48 Hrs	11
C	11KV Takur	12.00	0.01	5.72	48 Hrs	11
C	11KV Town	12.00	0.02	2.98	48 Hrs	11
C	11KV Tukuntawa	12.00	0.15	2.36	48 Hrs	11

Service Level for Proposal for Feb - Jun 2022

TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints
C	11KV Unguwa Uku	12.00	0.18	5.25	48 Hrs	11
C	11KV Yanlema	12.00	0.16	4.82	48 Hrs	11
C	11KV Zawaciki	12.00	0.13	5.12	48 Hrs	11
D	33KV Bagauda	8.00	1.67	1.74	48 Hrs	33
D	33KV Birniwa	8.00	0.37	7.93	48 Hrs	33
D	33KV Gumel	8.00	0.84	2.69	48 Hrs	33
D	33KV Jahun	8.00	0.75	6.15	48 Hrs	33
D	33KV Kaita	8.00	0.18	3.17	24 Hrs	33
D	33KV Law School	8.00	0.80	2.25	48 Hrs	33
D	33KV Malumfashi	8.00	1.30	3.13	24 Hrs	33
D	33KV Musawa	8.00	0.68	3.71	48 Hrs	33
D	33KV Polytechnic	8.00	0.22	6.27	24 Hrs	33
D	33KV Sumaila	8.00	0.22	6.27	24 Hrs	33
D	33KV Yanleman	8.00	0.22	6.27	24 Hrs	33
D	11KV Chiranci	8.00	0.22	2.08	48 Hrs	11
D	11KV Army Barracks	8.00	0.07	10.02	48 Hrs	11
D	11KV Dutsen Safe	8.00	0.04	11.26	48 Hrs	11
D	11KV Fanisau	8.00	0.06	11.90	48 Hrs	11
D	11KV FMC	8.00	0.03	6.24	48 Hrs	11
D	11KV Gwagwarwa	8.00	0.07	2.63	48 Hrs	11
D	11KV Gwammaja	8.00	0.06	5.69	48 Hrs	11
D	11KV Hospital Road	8.00	0.06	5.89	48 Hrs	11
D	11KV Jaen	8.00	0.24	1.85	48 Hrs	11
D	11KV Jakara	8.00	0.24	1.85	48 Hrs	11
D	11KV Jamaare	8.00	0.06	3.40	48 Hrs	11
D	11KV Kaura Goje	8.00	0.08	5.21	48 Hrs	11
D	11KV Kofar Fada	8.00	0.68	0.00	48 Hrs	11
D	11KV Kofar Marusa	8.00	0.04	6.52	48 Hrs	11
D	11KV Koki	8.00	0.04	6.52	48 Hrs	11
D	11KV Makwalla	8.00	0.03	7.05	48 Hrs	11
D	11KV Matazu	8.00	0.01	17.57	48 Hrs	11
D	11KV Muhammed Dikko	8.00	0.07	4.12	48 Hrs	11
D	11KV Mundadu	8.00	0.24	0.00	48 Hrs	11
D	11KV Rimin Kebe	8.00	0.08	3.38	48 Hrs	11
D	11KV Sagagi	8.00	0.08	3.38	48 Hrs	11

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TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints
D	11KV Talamiz	8.00	0.31	3.93	24 Hrs	11
D	11KV Tsamiya Babba	8.00	0.20	4.81	48 Hrs	11
D	11KV Tudun Murtala	8.00	0.03	4.03	48 Hrs	11
D	11KV Tudun Wada	8.00	0.05	5.07	48 Hrs	11
E	33KV Danbatta	4.00	0.15	4.27	24 Hrs	33
E	33KV Dandume	4.00	0.83	4.19	48 Hrs	33
E	33KV Dawanau	4.00	0.83	4.19	48 Hrs	33
E	33KV Falgore	4.00	0.50	3.08	48 Hrs	33
E	33KV Garko	4.00	0.50	3.08	48 Hrs	33
E	33KV Gaya	4.00	0.50	3.08	48 Hrs	33
E	33KV Gezawa	4.00	0.50	3.08	48 Hrs	33
E	33KV Karaye	4.00	0.55	3.40	48 Hrs	33
E	33KV Kwankwaso	4.00	0.55	3.40	48 Hrs	33
E	33KV Mai Adua	4.00	0.50	4.34	48 Hrs	33
E	11KV Mai Ruwa	4.00	0.03	3.61	48 Hrs	11
E	11KV Tiga	4.00	0.06	11.90	48 Hrs	11