



ORDER NO: NERC/304/2021

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

**TITLE**

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

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

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

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	15,102.72	15,102.72	15,102.72	15,102.72	15,102.72	75,513.60

Table – 2: PHED'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>15,102.7</b>	<b>15,102.7</b>
<b>Distribution Network Capex</b>	<b>10,678.4</b>	<b>8,152.0</b>
Construction of 33kV Feeders	2,178.3	205.6
Rehabilitation of 33kV Feeders	1,120.8	123.0
Construction of 11kV Feeders	655.4	804.7
Rehabilitation of 11kV Feeders	839.8	23.4
Construction of 0.400kV Feeders	1,664.0	3,468.5
Distribution transformers	1,036.7	1,719.0
Substation transformers	3,183.4	1,807.8
<b>ATC&amp;C Loss Reduction Plan (total)</b>	<b>1,902.9</b>	<b>2,888.5</b>
<b>Customer Service Improvement Plan</b>	<b>80.0</b>	<b>15.9</b>
<b>IT Investments (SCADA+GIS+ERP+HSE)</b>	<b>604.9</b>	<b>659.4</b>
SCADA	0.0	450.0
GIS Improvement	54.0	15.0
ERP System Infrastructure	450.0	144.0
HSE Initiatives	100.9	50.4
AMI Network Metering	0.0	0.0
Customer Metering Capex	-	-
<b>Network Metering Capex</b>	<b>812.2</b>	<b>1,940.9</b>
<b>Others (Toolkit, Ladders etc)</b>	<b>1,018.3</b>	<b>1,446.0</b>

## Annual Update of CAPEX Programme and PIP

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

Parameter	Unit	2021	Jan - 2022	Feb-Dec 2022	2023	2024	2025	2026
PA Effectiveness	PA Year	5	-	-	-	-	-	-
Loss Target	%	25.8%	21.45%	21.45%	21.45%	21.45%	17.52%	14.31%
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	2,095	218	2,400	2,731	2,904	3,109	3,337
Energy Delivered to DisCo	MWh/h	239	299	299	312	332	355	381
Generation Cost	N/kWh	26.3	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	5.5	5.5
End-User Cost Reflective Tariff	N/kWh	61.6	57.3	57.3	59.4	61.0	58.3	57.5
End-User Allowed Tariffs	N/kWh	46.5	49.21	53.8	59.4	61.0	58.3	57.5
Tariff Shortfall	N'000,000	23,516	1,394	6,630	0	0	0	0
Minimum Remittance	%	57.3%	76.7%	89.9%	100.0%	100.0%	100.0%	100.0%

*Handwritten signature*

## 11. Revenue Requirement

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

Table 5: Approved Revenue Requirement for PHED 2022 – 2026

	2022	2023	2024	2025	2026
Load Allocation	6.50%	6.50%	6.50%	6.50%	6.50%
Capacity	36,148	38,246	41,281	44,907	49,016
<u>Opex</u>	<u>36,851</u>	<u>39,435</u>	<u>42,847</u>	<u>46,785</u>	<u>51,376</u>
GenCo cost	72,999	77,682	84,128	91,692	100,392
Opex	3,172	3,587	4,069	4,622	5,256
RO Investment	66	72	91	113	138
<u>Depreciation</u>	<u>6,379</u>	<u>6,614</u>	<u>6,840</u>	<u>7,066</u>	<u>7,292</u>
Transmission cost	9,618	10,274	11,000	11,801	12,687
Opex	1,736	1,846	1,968	2,102	2,250
<u>RO Investment</u>	<u>74</u>	<u>74</u>	<u>79</u>	<u>84</u>	<u>91</u>
System Operation	1,810	1,920	2,047	2,187	2,341
Opex	195	206	218	231	245
<u>RO Investment</u>	<u>8</u>	<u>8</u>	<u>9</u>	<u>9</u>	<u>10</u>
MO	203	214	226	240	255
Ancillary Service	314	379	467	578	719
Opex	14,286	16,329	18,680	21,387	24,504
RO Investment	11,147	12,503	14,115	15,780	17,469
Depreciation	4,138	4,610	5,062	5,513	5,964
<u>Debt Repayment</u>	<u>3,416</u>	<u>3,523</u>	<u>3,524</u>	<u>294</u>	-
DisCo - Port Harcourt	32,986	36,964	41,380	42,973	47,937
Revenue Required	117,931	127,432	139,248	149,472	164,330

## 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 PHED 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 (₹/kWh) for PHED

Category	Sep - Dec 2021	Jan 2022	Feb - Dec 2022	2023	2024	2025	2026
Life-line	4.0	4.0	4.0	4.0	4.0	4.0	4.0
A - Non MD	57.16	57.16	60.67	65.38	67.19	64.17	63.26
A - MD1	56.79	56.79	59.64	64.95	66.75	63.74	62.85
A - MD2	54.18	54.18	57.94	61.86	63.57	60.71	59.85
B - Non MD	56.79	56.79	59.64	64.95	66.75	63.74	62.85
B - MD1	54.18	54.18	57.89	61.86	63.57	60.71	59.85
B - MD2	53.69	53.69	57.84	61.28	62.97	60.14	59.29
C - Non MD	50.15	50.15	55.15	61.28	62.97	60.14	59.29
C - MD1	48.45	48.45	53.45	58.36	59.97	57.27	56.47
C - MD2	48.45	48.45	53.45	58.36	59.97	57.27	56.47
D - Non MD	35.31	35.31	38.81	54.46	55.96	53.45	52.69
D - MD1	50.72	50.72	54.22	57.66	59.25	56.58	55.79
D - MD2	50.72	50.72	54.22	57.66	59.25	56.58	55.79
E - Non MD	35.08	35.08	38.58	51.71	53.14	50.75	50.04
E - MD1	50.72	50.72	54.22	56.47	58.03	55.42	54.64
E - MD2	50.72	50.72	54.22	56.47	58.03	55.42	54.64



### 13. Service Improvement Commitments

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

PHED is obligated to off-take energy per its day ahead nomination and load allocation under its vesting contract with the NBET. Where PHED 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 PHED’s load allocation due to constraints on its (TCN’s) network, TCN shall be liable to compensate PHED 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 PHED'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 NGN186.2billion as the tariff shortfall for PHED 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 PHED to the Nigeria Electricity Liability Management Company ("NELMCO").
- e. All funds retained by PHED as represented by the excess of market remittance shortfalls over tariff shortfall shall be recovered as a full liability of PHED, 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 PHED is determined after deducting the revenue deficit arising from tariff shortfall from invoices issued by NBET for energy delivered to PHED in line with its Vesting Contract.
- g. PHED 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. PHED 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. PHED shall maintain an adequate securitisation for energy off-take in line with the provisions of the Market Rules.
- j. PHED 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: PHED's Minimum Remittance Table


Head	Subhead	2021	Jan 2022	Feb – Dec 2022
		N'000,000	N'000,000	N'000,000
Revenue Required	NEMSF	2,990	285	3,131
	GenCo Invoice	55,028	5,993	65,927
	TCN & Admin Services	13,606	1,133	12,463
	DisCo	24,106	2,417	26,582
	Total	95,729	9,828	108,103
Allowed Recovery		72,213	8,433	101,474
Tariff Shortfall		23,516	1,394	6,630
Minimum Remittance Obligation	NEMSF	2,990	285	3,131
	NBET Minimum Remittance	31,512	4,599	59,298
	MO Minimum Remittance	13,606	1,133	12,463
	DisCo	24,106	2,417	26,582
	Total Distribution	72,213	8,433	101,474
Minimum remittance to NBET		57.27%	76.7%	89.9%
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: PHED'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: PHED's Service Level Commitments

Service Level Proposal for Period - 3: February - June 2022						
TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions Per Day	Average Response time to calls	Average Response time to resolving complaints
A	ABONEMA	20	5	4	5	6
A	ABULOMA	20	3	4	5	3
A	FIPL - ORDINANCE	20	3	4	5	3
A	GBARAIN	20	3	4	5	3
A	NLNG	20	3	4	5	3
A	RUMUEKPIRIKON A	20	3	4	5	3
A	AMIKA URBAN A	20	3	4	5	3
A	BAO YAO	20	3	4	5	3
A	BOROKIRI	20	3	4	5	3
A	CHAMPION BREWERIES	20	3	4	5	3
A	DIAMOND HILLS	20	3	4	5	3
A	EKET	20	3	4	5	3
A	EKPENUKPA	20	3	4	5	3
A	EPCL	20	3	4	5	3
A	EPZ1	20	3	4	5	3
A	EPZ2	20	3	4	5	3
A	FOUR LANE	20	3	4	5	3
A	GOVT HOUSE	20	3	4	5	3
A	GREATER PH	20	3	4	5	3
A	AIRPORT COMPLEX	20	3	4	5	3
A	IBESIOKPO A	20	3	8	5	3
A	IDONGESIT NKANGA	20	3	4	5	3
A	IKPA ROAD	20	3	4	5	3
A	IGBO ETCHE A	20	3	4	5	3
A	IKOT ABASI (Coconut)	20	3	4	5	3
A	Alscon	20	3	4	5	3
A	IKOT EKPENE	20	3	4	5	3
A	4 POINT SHERATON	20	3	4	5	3
A	INDUSTRIAL (Meter Solution)	20	3	4	5	3
A	LE MERIDIAN	20	3	4	5	3
A	NIGER MILL	20	3	4	5	3
A	NTA	20	3	4	5	3
A	IBENO A	20	5	4	5	6
A	ONNE A	20	5	4	5	6
A	ORON ROAD A	20	3	8	5	3
A	OYIGBO	20	3	4	5	3
A	REFINERY LINE 1	20	3	4	5	3

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

<b>TARIFF BAND</b>	<b>FEEDERS</b>	<b>Minimum Duration of Supply (Hrs/Day)</b>	<b>Average Frequency of Interruptions Per Day</b>	<b>Average Duration of Interruptions Per Day</b>	<b>Average Response time to calls</b>	<b>Average Response time to resolving complaints</b>
A	REFINERY LINE2	20	3	4	5	3
A	RSPUB-1	20	3	4	5	3
A	NVUIGWE	20	3	4	5	3
A	OGBATAI	20	3	4	5	3
A	RUKPOKWU	20	3	4	5	3
A	SHELL ESTATE	20	3	4	5	3
A	RUMUODUMAYA	20	3	4	5	3
A	RUMUOLA A	20	3	4	5	3
A	SECRETARIAT	20	3	4	5	3
A	SILVERBIRD	20	3	4	5	3
A	T1B	20	3	4	5	3
A	TRANS AMADI	20	3	4	5	3
A	RIVOC	20	3	4	5	3
A	WATER WORKS	20	3	4	5	3
A		20	3	4	5	3
A	UNICEM	20	3	4	5	3
A	UST	20	3	4	5	3
A	EAGLE ISLAND	20	3	4	5	3
A	UST	20	3	4	5	3
A	UTC	20	3	4	5	3
A	ABONNEMA WHARF	20	3	4	5	3
A	ACB	20	3	4	5	3
A	WATER BOARD	20	3	4	5	3
B	OZUBOKO	16	3	8	5	3
B	AIRPORT A	16	3	8	5	3
B	AKANI	16	3	8	5	3
B	GLASS FACTORY	16	3	8	5	3
B	OLD ABA ROAD	16	3	8	5	3
B	RUMUIBEKWE	16	3	8	5	3
B	RUMUOGBA	16	3	8	5	3
B	RUMUOROLU	16	3	8	5	3
B	AMIKA URBAN B	16	3	8	5	3
B	ESUKUTAN	16	3	8	5	3
B	FEDERAL HOUSING	16	3	8	5	3
B	FLOUR MILL	16	3	8	5	3
B	EWET	16	3	8	5	3
B	OSONGAMA	16	3	8	5	3
B	SHELTER AFRIQUE	16	3	8	5	3
B	MGBUOBA	16	3	8	5	3
B	BRISTOW	16	3	8	5	3

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

<b>TARIFF BAND</b>	<b>FEEDERS</b>	<b>Minimum Duration of Supply (Hrs/Day)</b>	<b>Average Frequency of Interruptions Per Day</b>	<b>Average Duration of Interruptions Per Day</b>	<b>Average Response time to calls</b>	<b>Average Response time to resolving complaints</b>
B	RAINBOW	16	3	8	5	3
B	ELEKAHIA ESTATE	16	3	8	5	3
B	NEW GRA	16	3	8	5	3
B	OMERELU	16	3	8	5	3
B	RUMUOMOI	16	3	8	5	3
B	WATER LINES	16	3	8	5	3
B	RSTV	16	3	8	5	3
B	RUMOLUMINI	16	3	8	5	3
B	ABACHA ROAD	16	3	8	5	3
B	SHELL INDUSTRIAL	16	3	8	5	3
B	STATE HOUSING	16	3	8	5	3
B	MCC	16	3	8	5	3
B	AMADI SOUTH	16	3	8	5	3
B	TIMBER	16	3	8	5	3
B	FIMIE	16	3	8	5	3
C	JETTY	12	3	12	5	3
C	RUMUEKPIRIKON B	12	3	12	5	3
C	AKAMKPA A	12	3	12	5	3
C	RUMUKALAGBO	12	3	12	5	3
C	AMASOMA	12	3	12	5	3
C	LOCAL GOVERNMENT	12	5	12	5	6
C	NDU	12	3	12	5	3
C	UNICAL	12	3	12	5	3
C	EASTERN BYPASS	12	5	12	5	6
C	IKOT IBIOK	12	5	12	5	6
C	OKON	12	5	12	5	6
C	QUA RIVER	12	3	12	5	3
C	AFAHA UQUA	12	5	12	5	6
C	RCC	12	5	12	5	6
C	8 MILES	12	3	12	5	3
C	INDUSTRIAL	12	3	12	5	3
C	NWANIBA	12	5	12	5	6
C	IBB	12	5	12	5	6
C	UDO-UDOMA	12	5	12	5	6
C	WELLINGTON BASSEY	12	5	12	5	6
C	LOCATION	12	3	12	5	3
C	OHAKWE	12	3	12	5	3
C	AKA ITIAM	12	5	12	5	6
C	BROOKS	12	5	12	5	6
C	ELELENWO	12	5	12	5	6



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

<b>TARIFF BAND</b>	<b>FEEDERS</b>	<b>Minimum Duration of Supply (Hrs/Day)</b>	<b>Average Frequency of Interruptions Per Day</b>	<b>Average Duration of Interruptions Per Day</b>	<b>Average Response time to calls</b>	<b>Average Response time to resolving complaints</b>
C	ZENITH	12	3	12	5	3
C	AMADI AMA	12	3	12	5	3
C	NIGER CAT	12	3	12	5	3
C	NKPOGU	12	5	12	5	6
C	ELIMGBU	12	5	12	5	6
C	RUMUOKWUTA	12	3	12	5	3
C	ADP	12	5	12	5	6
C	MARKET ROAD	8	5	16	5	6
C	OKOH	12	5	12	5	6
C	OKPORO ROAD	12	5	12	5	6
C	R-D ROAD	12	5	12	5	6
C	BORI CAMP	12	5	12	5	6
C	CHURCHILL	12	5	12	5	6
C	NPA	12	3	12	5	3
C	MILE ONE	12	5	12	5	6
C	OLD DIOBU	12	3	12	5	3
C	OWERRI RD	12	5	12	5	6
C	TRANS AMADI RESIDENTIAL	12	3	12	5	3
C	FIRST BANK	12	5	12	5	6
C	MBANO JUNCTION	12	5	12	5	6
C	NDABROS	12	3	12	5	3
C	UPTH	12	3	12	5	3
D	AZUABIE	8	5	16	5	6
D	AGUDAMA	8	5	16	5	6
D	KALA	8	5	16	5	6
D	ELIOPARANWA	8	5	16	5	6
D	AIRPORT B	8	5	16	5	6
D	ANANTIGHA	8	5	16	5	6
D	CAMEROUN	8	5	16	5	6
D	GOLDIE	8	5	16	5	6
D	TARGET	8	3	16	5	3
D	COT GAS	8	5	16	5	6
D	OKRIKA	8	5	16	5	6
D	HAROLD WILSON	8	5	16	5	6
D	MARINE BASE	8	5	16	5	6
D	NEW ROAD	8	5	16	5	6
D	BUGUMA	4	5	20	5	6
D	LEOPARD	8	3	16	5	3
D	EKIM (AKSU)	8	5	16	5	6
D	IBEKWE	8	5	16	5	6



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

<b>TARIFF BAND</b>	<b>FEEDERS</b>	<b>Minimum Duration of Supply (Hrs/Day)</b>	<b>Average Frequency of Interruptions Per Day</b>	<b>Average Duration of Interruptions Per Day</b>	<b>Average Response time to calls</b>	<b>Average Response time to resolving complaints</b>
D	EMUJOHA	8	5	16	5	6
D	ESSIEN TOWN	8	5	16	5	6
D	AKA ROAD	8	5	16	5	6
D	NSASAK	8	5	16	5	6
D	IGBO ETCHE B	8	5	16	5	6
D	GRA	8	5	16	5	6
D	TOWN FEEDER	8	5	16	5	6
D	UKANA	8	5	16	5	6
D	IMIRINGI	8	5	16	5	6
D	ITAM JUNCTION	8	5	16	5	6
D	IDORO ROAD	8	5	16	5	6
D	MBAK	8	5	16	5	6
D	KATSINA ALA	8	5	16	5	6
D	KOM KOM	8	5	16	5	6
D	AFAM ROAD	8	5	16	5	6
D	RAILWAY	8	5	16	5	6
D	BAKERY	8	5	16	5	6
D	EGBELU	8	5	16	5	6
D	OZUOBA	8	5	16	5	6
D	IBENO B	8	5	16	5	6
D	ONNE B	8	5	16	5	6
D	OPOLO	8	5	16	5	6
D	TAP	8	5	16	5	6
D	ELEKAHIA VILLAGE	8	5	16	5	6
D	IGWURUTA RD	8	5	16	5	6
D	PALACE ROAD	8	3	16	5	3
D	OPM	8	3	16	5	3
D	PIPE LINE	8	3	16	5	3
D	SARS ROAD	8	5	16	5	6
D	AKER Road	8	5	16	5	6
D	SCHOOL OF NURSING	8	5	16	5	6
D	ELIOGBOLO	8	5	16	5	6
D	FGC	8	5	16	5	6
D	OBI WALI	8	5	16	5	6
D	OMACHI	12	5	12	5	6
D	RUMUOLA B	8	5	12	5	6
D	BORI	8	5	16	5	6
D	AMADI NORTH	8	5	16	5	6
D	STATION ROAD	8	5	16	5	6
D	NSUKKA	8	5	16	5	6

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

<b>TARIFF BAND</b>	<b>FEEDERS</b>	<b>Minimum Duration of Supply (Hrs/Day)</b>	<b>Average Frequency of Interruptions Per Day</b>	<b>Average Duration of Interruptions Per Day</b>	<b>Average Response time to calls</b>	<b>Average Response time to resolving complaints</b>
D	UDI	8	5	16	5	6
D	TUNGBO	8	5	16	5	6
D	UGEP	8	5	16	5	6
D	ALUU	8	5	16	5	6
D	CHOBA	8	5	16	5	6
D	RUMUEKINE	12	5	12	5	6
D	RUMUEME	8	5	16	5	6
D	WOKOMA	8	5	16	5	6
D	HABOUR ROAD	8	5	16	5	6
D	NAVY	8	5	16	5	6
D	YAHE	8	5	16	5	6
D	FOUR CORNER	8	5	16	5	6
D	IKOM TOWN	8	5	16	5	6
E	ABAK	4	5	20	5	6
E	Golf Estate	4	5	20	5	6
E	ODILI ROAD	4	5	20	5	6
E	OKURU	4	5	20	5	6
E	AGBIA	4	5	20	5	6
E	OKOTIAMA	4	5	20	5	6
E	KOLOBIRI	4	5	20	5	6
E	POLAKU	4	5	20	5	6
E	AFAHA UBE	4	5	20	5	6
E	AHOADA	4	5	20	5	6
E	AKAMKPA B	4	5	20	5	6
E	AMASOMA 2	4	5	20	5	6
E	AMIKA RURAL	4	5	20	5	6
E	CRUTECH	4	5	20	5	6
E	CHAIRMAN'S LODGE	4	5	20	5	6
E	TTC	4	5	20	5	6
E	ESSIEN 1	4	5	20	5	6
E	ETE URBAN	4	5	20	5	6
E	IKOT AKAN	4	5	20	5	6
E	PORT HARCOURT ROAD	4	5	20	5	6
E	ETINAN	4	5	20	5	6
E	IBESIOKPO B	4	5	20	5	6
E	EDEBOM	4	5	20	5	6
E	UYO ROAD	4	5	20	5	6
E	ISIOKPO	4	5	20	5	6
E	MBO	4	5	20	5	6
E	MARITIME	4	5	20	5	6

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

<b>TARIFF BAND</b>	<b>FEEDERS</b>	<b>Minimum Duration of Supply (Hrs/Day)</b>	<b>Average Frequency of Interruptions Per Day</b>	<b>Average Duration of Interruptions Per Day</b>	<b>Average Response time to calls</b>	<b>Average Response time to resolving complaints</b>
E	MARY HARNEY	4	5	20	5	6
E	NDOKI	4	5	20	5	6
E	OBOT OKARA	4	5	20	5	6
E	OKU IBOKU	4	5	20	5	6
E	EBUBU	4	5	20	5	6
E	OGALI	4	5	20	5	6
E	PPMC	4	5	20	5	6
E	REFINERY	4	5	20	5	6
E	ORON ROAD B	4	5	20	5	6
E	OLU OBASANJO	4	5	20	5	6
E	IGWURUTA	4	5	20	5	6
E	AKPAJO	4	3	20	5	3
E	CIRCULAR ROAD	4	3	20	5	3
E	AGIP RD	4	3	20	5	3
E	IWOFE	4	3	20	5	3
E	BARRACKS	4	5	20	5	6
E	IKWERRE ROAD	4	5	20	5	6
E	OFONI	4	5	20	5	6
E	SAGBAMA	4	5	20	5	6
E	OJOTO	4	5	20	5	6