

NIGERIAN
ELECTRICITY
REGULATORY
COMMISSION



Electricity on Demand

QUARTERLY REPORT

THIRD QUARTER 2021

NIGERIAN ELECTRICITY REGULATORY COMMISSION

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NERC quarterly report is prepared in compliance with Section 55(3) of the Electric Power Sector Reform Act (“EPSRA”) 2004, which mandates the Commission to submit the quarterly reports of its activities to the President and the National Assembly. The report analyses the state of the Nigerian Electricity Supply Industry (“NESI”) covering the operational and commercial performance, regulatory functions, consumer affairs as well as the Commission’s finances and staff development. The report is directed at a wide spectrum of readers including energy economists, engineers, financial and market analysts, potential investors, government officials and institutions, the private sector as well as general readers. NERC quarterly report is freely available to stakeholders of NESI, government agencies, and corporations. Individuals can also access any particular issue freely from the Commission’s Website: www.nerc.gov.ng

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LIST OF ABBREVIATIONS

ADR	Alternative Dispute Resolution
AEDC	Abuja Electricity Distribution Company Plc
ATC&C	Aggregate Technical, Commercial & Collection Losses
CAPEX	Capital Expenditure
CCU	Customers Complaint Unit
CEET	Compagnie Energie Electrique du Togo
CTC	Competition Transaction Charge
DisCos	Distribution Companies
DSOs	Distribution System Operators
ECR	Eligible Customer Regulations
EEDC	Enugu Electricity Distribution Company Plc
EKEDC	Eko Electricity Distribution Company Plc
EPSRA	Electric Power Sector Reform Act
GenCos	Generation Companies
GWh	Gigawatts hour
IBEDC	Ibadan Electricity Distribution Company Plc
IEDN	Independent Electricity Distribution Network
IE	Ikeja Electric Plc
JEDC	Jos Electricity Distribution Company Plc
KDEDC	Kaduna Electricity Distribution Company Plc
KEDC	Kano Electricity Distribution Company Plc
kWh	Kilowatts hour
MAP	Meter Assets Provider
MO	Market Operator
MW	Megawatts
MWh	Megawatts hour
MYTO	Multi-Year Tariff Order
NBET	Nigerian Bulk Electricity Trading Plc
NERC	Nigerian Electricity Regulatory Commission
NESI	Nigerian Electricity Supply Industry
NICE	Notices of Intention to Commence Enforcement
NIGELEC	Societe Nigerienne d'electricite
NIPP	National Integrated Power Projects
NMMP	National Mass Metering Program
PHEDC	Port Harcourt Electricity Distribution Company Plc
SBEE	Societe Beninoise d'Energie Electrique
TCN	Transmission Company of Nigeria Plc
TLF	Transmission Loss Factor
YEDC	Yola Electricity Distribution Company Plc



1. EXECUTIVE SUMMARY

1.0 Executive Summary

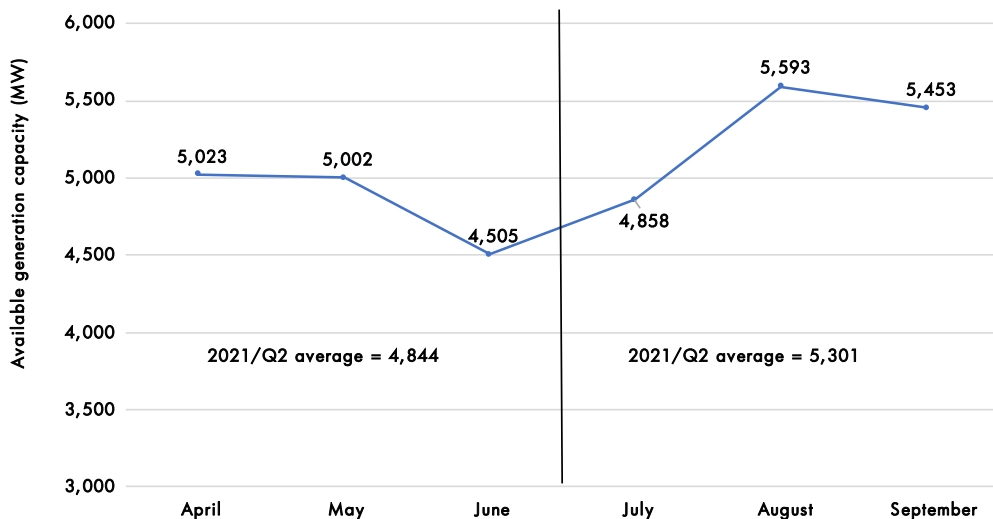
1. Operational Performance

The Nigerian Electricity Regulatory Commission (NERC or the Commission), in line with the mandates derived from the Electric Power Sector Reform Act (“EPSRA”) 2004, continued the function of regulating the technical, operational, and commercial performance of the Nigerian Electricity Supply Industry (“NESI”).

- a. **Available Generation Capacity:** During the third quarter of 2021, there were twenty-six (26) grid-connected power stations consisting of ten (10) privatized legacy power plants, nine (9) National Integrated Power Project (NIPP) plants, and seven (7) Independent Power Plants (IPP). Four (4) of the grid-connected plants were hydropower plants while the rest were gas-fired thermal plants. The available generation capacity for the 26 plants was 5,301.32MW representing a 9.45% increase from 4,843.58MW¹ recorded in 2021/Q2.

Total Electricity generated in 2021/Q3 was 8,693.77GWh as against 8,905.67GWh in 2021/Q2

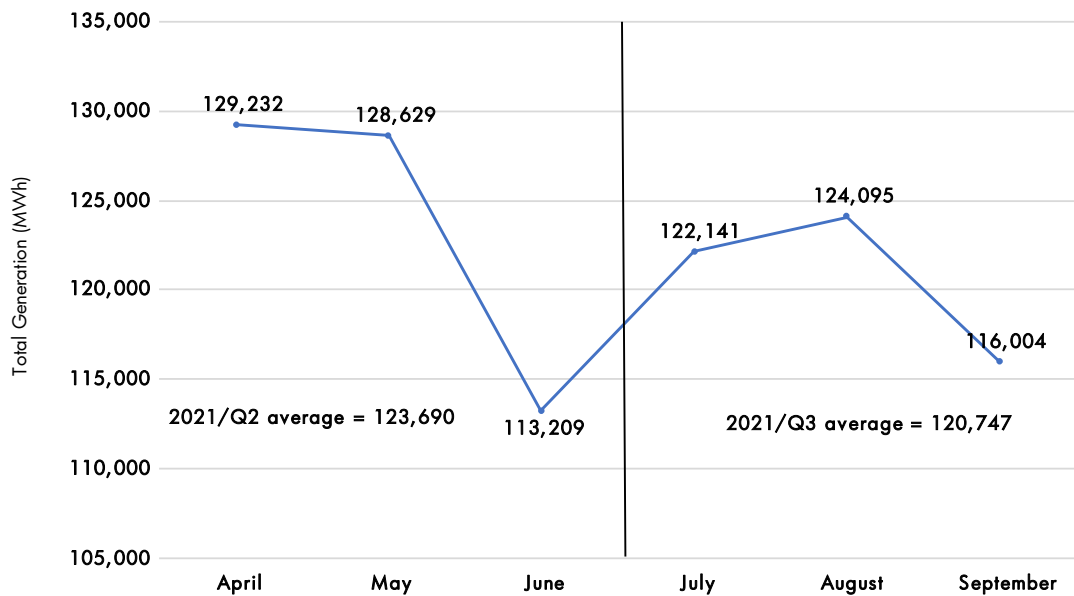
Figure A: Available generation capacity April – September 2021



¹ Haven corrected for the observed error in 2020/Q2 report, the available capacity was 4,843.58MW as against 5,472.10MW published in the preceding report.

- b. **Average Hourly Generation:** The average hourly generation was 3,936.64MWh/h indicating a decrease of 140.25MWh/h (-3.44%) relative to the average hourly generation of 4,076.89MWh/h recorded in 2021/Q2.
- c. **Total Quarterly Generation:** During the quarter under review, the total generation was 8,693.77GWh. This represents a decrease of 211.90 GWh (-2.38%) from 8,905.67GWh² of electric energy generated in 2021/Q2. The energy delivered to the grid in 2021/Q3 also decreased by 204.14GWh (-2.33%) from 8,744.73GWh³ in 2021/Q2 to 8,540.59GWh.

Figure B: Total generation (MWh) April – September 2021



- d. **Grid Performance:** The stability of the grid network declined slightly with one (1) total and (1) partial system collapse that occurred on 28th July and 23rd August 2021 respectively as against one (1) total

² Haven corrected for the observed error in 2020/Q2 report, total generation was 8,905.67GWh in 2021/Q2 as against 9,187.34GWh published in the preceding report.

³ Haven corrected for the observed error in 2020/Q2 report, energy delivered to the grid in 2021/Q2 was 8,744.73GWh as against 8,909.91GWh published in the preceding report.

collapse in 2021/Q2. To improve the grid stability in the subsequent quarter and beyond, the Commission continues to enforce and monitor compliance by DisCos and TCN with respect to the execution of service level agreements (SLAs) to ensure further grid discipline.

2. Commercial Performance

The sum of ₦193.53 billion was collected by the DisCos out of the ₦273.00 billion billed to customers in 2021 Q3

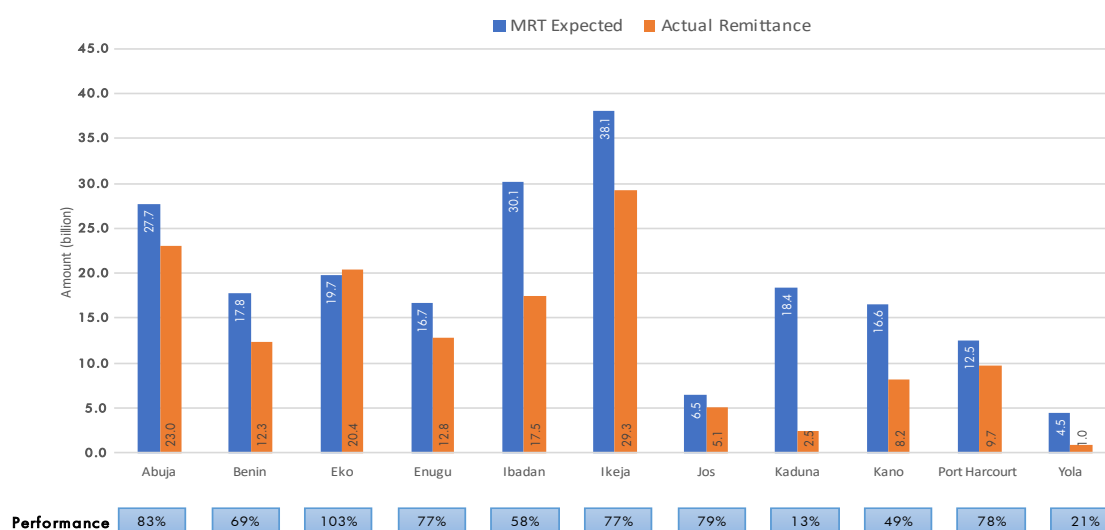
- a. **Billing Efficiency:** The total energy received by all DisCos in 2021/Q3 was 7,157.56GWh while the total energy billed to the end-use customers was 5,492.64GWh. The average billing efficiency which stood at 76.74% represents a marginal increase of 0.55 percentage point from the 76.19% recorded in 2021/Q2.
- b. **Collection Efficiency:** The total revenue collected by all DisCos in 2021/Q3 was ₦193.53 billion out of the ₦273.00 billion billed to customers. This represents a collection efficiency of 70.89% as compared to 68.89% recorded in 2021/Q2. The total revenue collected in 2021/Q3 rose by ₦8.24 billion (+4.45%) from ₦185.29 billion recorded in 2021/Q2. The overall improvement in collection efficiency during the quarter under review could be attributed to the roll-out of meters under both the National Mass Metering Program (NMMP) funded through the Central Bank of Nigeria, and the continuation of the Meter Asset Provider (MAP) scheme.
- c. **Market remittance:** The combined MO invoice and NBET's MRO adjusted invoice to DisCos in 2021/Q3 was ₦208.54 billion for energy and administrative services. Out of this amount, the DisCos collectively remitted a total sum of ₦141.69 billion (₦41.53 billion for MO and ₦100.16 billion for NBET), representing a remittance performance of 67.94% during the quarter, with an outstanding balance of ₦66.85 billion.
 - i. **Remittance to NBET.** Out of the total invoice of ₦197.64 billion issued by NBET to DisCos, NBET was expected to receive ₦153.90 billion under the MRT Order but it received only ₦100.17 billion during the quarter. Overall, the total DisCo remittance performance to NBET was 65.09% of the expected MRT for 2021/Q3 relative to 66.4% recorded in the preceding quarter.

During the quarter, only Eko DisCo surpassed its MRT to NBET by 3%⁴.

- ii. **Remittance to MO:** A 100% remittance to MO was expected for the invoice of ₦54.64 billion issued to all DisCos during the quarter. However, only ₦41.53 billion was received from the DisCos which means that the MO remittance performance for the quarter was 76%. This represents a 2 percentage point increase from the 74% (against an invoice of ₦52.27 billion) recorded in 2021/Q2.

Remittance by Special/International Customers: During the quarter of 2021, NBET and MO issued invoices of ₦0.52 billion and ₦0.12 billion respectively to Ajaokuta Steel Company Limited but as was in the previous quarter, no remittance was made. During the same period, MO issued an invoice of \$11.52 million to bilateral customers (Paras-SBEE, TRANSCORP-SBEE, Mainstream-NIGELEC & Odukpani-CEET) but only \$6.22 million (53.99%) was remitted. MO and NBET must activate the safeguards against continued non-settlement of market obligations by these market participants.

Figure C: DisCo invoices and remittances during 2021/Q3



⁴ Remittance performance above the MRT could be due to retroactive review of minimum remittance or payment of arrears

3. Regulatory Functions

- a. **Regulations and Orders:** As part of ongoing efforts to provide more options for the rapid rollout of customer meters, the Commission issued the updated metering regulation – Meter Asset Provider and National Mass Metering Regulations in August 2021. The Commission continues to monitor the enforcement and compliance with the provisions of extant regulations, orders, and standards governing the industry.
- b. **Licensing and Permits:** During the quarter of 2021, the Commission approved the issuance of six (6) new generation licenses comprising four (4) Off-grid and two (2) On-grid generation licenses with a total nameplate capacity of 940.62MW.
- c. **Compliance and Enforcement:** Enforcement actions against violations, breaches, and infractions of regulations, orders, and technical codes of the NESI are key mandates of the Commission. In this regard, during the quarter under review, the Commission continued with enforcement actions brought forward from the preceding quarters against some licensees for violations of rules and infractions. These include failure to submit required data within stipulated timelines, electric accidents and electrocution cases, and the failure to adhere to forum decisions without filing appeals within the stipulated timeframe.
- d. **Litigation:** During the third quarter of 2021, the Commission was involved in three (3) new litigations and continued with ten (10) ongoing cases reported in the preceding quarters' reports. These cases are at various stages of litigation.

4. Consumer Affairs

- a. **Consumer Education and Enlightenment:** To ensure constant education of customers on their rights and obligations, as well as on other general service delivery matters in the industry, the Commission continued to monitor the 2021 customer enlightenment programs and activities of the DisCos relative to their proposed schedules for the year 2021. On its part, the Commission continued a radio

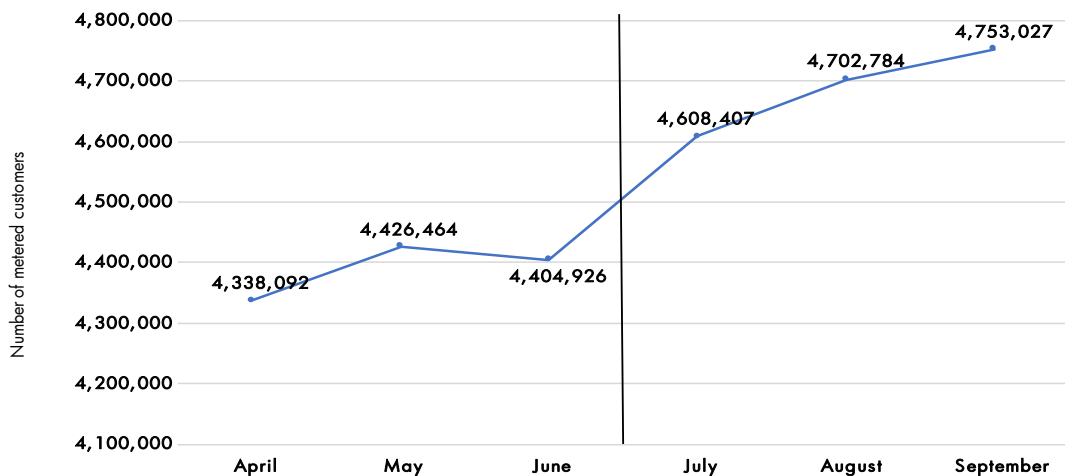
enlightenment program titled “Electricity Update” which is being aired on local radio stations in each of the 36 states and Federal Capital Territory Abuja, to engage and enlighten electricity consumers on various issues.

- b. **Metering:** The huge metering gap for end-use customers remains a key challenge in the industry. A total of 288,431 meters were installed in 2021/Q3 as compared to the 315,717 meters installed in 2021/Q2. The records of the Commission indicate that, of the 11,069,200 registered energy customers as at September 2021, only 4,753,027 (42.93%) have been metered compared to 4,404,013 (39.08%) metered as at June 2021 out of 11,058,939 registered customers.

A total of 288,431 meters were installed in 2021/Q3

As a safeguard against overbilling of unmetered customers via estimated billing, the Commission has set maximum limits to the amount of energy (in kWh) that may be estimated against an unmetered customer on a feeder, depending on the customer category and tariff band. The maximum limits were computed based on three (3) months data of actual consumption records of metered customers according to customer category and tariff band.

Figure D: Number of metered customers April - September 2021



- c. **Customer Complaints:** During the third quarter of 2021, the eleven (11) DisCos received 247,118 complaints from consumers, indicating 5,642 (+2.34%) more complaints than those received in 2021/Q2. In total, the DisCos resolved 237,923 complaints corresponding to a 96.27% resolution rate. Metering, billing, and service interruption are the prevalent sources of customer complaints, accounting for 60.25% of the total complaints during the quarter. These categories of complaints also accounted for 58.66% of the total complaints in 2021/Q2.
- d. **Forum Offices:** Forum Panels review unresolved disputes at DisCos Complaint Handling Units, as enshrined in the Commission's Customer Complaints Handling Standards and Procedure (CCHSP) Regulations. During the third quarter of 2021, the Forum Offices had a total of 2,298 complaints (inclusive of the 764 pending complaints from 2021 Q2) from customers who were dissatisfied with DisCos' decision on their lodged complaints. During the period, the Forum Panels held 50 Hearings and resolved 1,422 (61.87%) of the complaints lodged at Forum Offices nationwide. To ensure improved customer service delivery, the Commission continues to monitor the operation and efficacy of its Forum Offices.
- e. **Health & Safety:** The Commission received a total of 85 accident reports from its licensees in the third quarter of 2021 compared to 86 reports received in 2021/Q2. The accidents, unfortunately, resulted in thirty (30) deaths and nineteen (19) injuries against twenty-six (26) deaths and fifteen (15) injuries reported in 2021/Q2.

The Forum Offices resolved 61.87% of total complaints at 50 sittings

5. The Commission

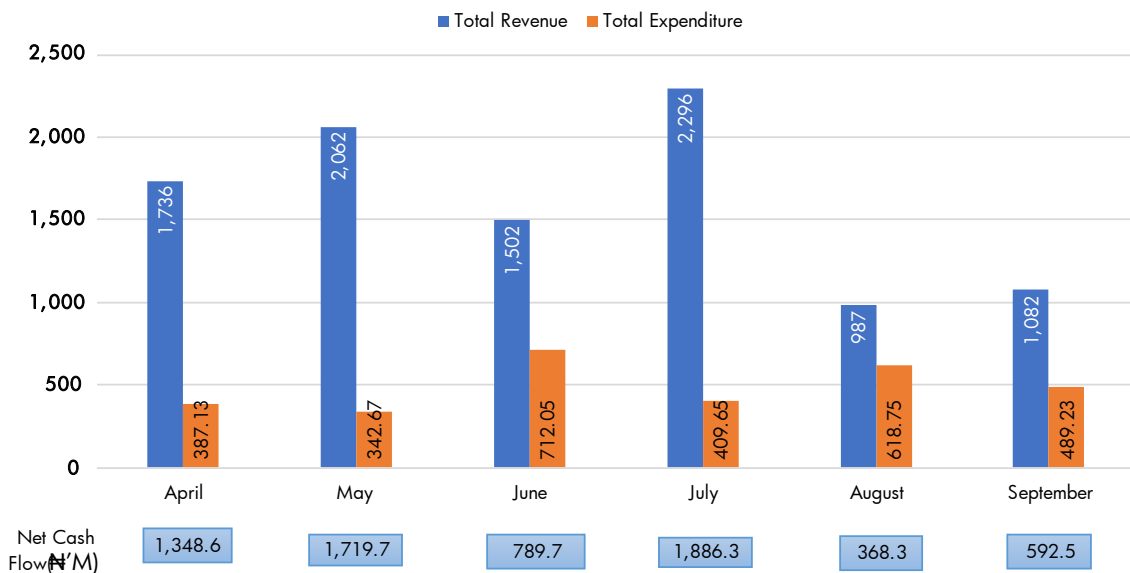
- a. **Financial Report:** The total revenue realized by the Commission in the third quarter of 2021 was ₦4,364.67 million representing a decrease of ₦935.19 million (-17.53%) from the ₦5,299.86 million realized in 2021 Q2. The decrease in the revenue was substantially due to a 95.83% decrease in the revenue realized from Other Internally Generated Revenue (OIGR) in 2021/Q3. During the same period, the total expenditure increased by ₦75.78 million (+5.55%) from ₦1,441.85 million in 2021/Q2 to ₦1,517.63 million. The

In Q3, NERC realised ₦4.36billion and the total expenditure was ₦1.52billion

increase in expenditure was due to a 114.88% increase in regulatory expenses during the period.

A comparison of the revenue and expenditure of the Commission during the quarter under review shows a positive net cash flow of ₦2,847.04 million in 2021/Q3 compared to ₦3,858.01 million in 2021/Q2; this translates to a decrease of ₦1,010.97 million (-26.20%).

Figure E: Commission’s revenue and expenditure April - September 2021



- b. **Capacity Development:** The Commission, in its commitment to staff safety, capacity development and business continuity, continued to leverage information communication technology (ICT) in conducting and attending meetings, trainings and workshops, as well as in engaging industry operators.

Key facts on NESI Performance in Q3 of 2021

5,301.32 MW	Average available generation capacity (9.45% increase compared to Q2 – 4,843.58MW)
8,693.77 GWh	Total quarterly energy generation (2.38% decrease compared to Q2 – 8,905.67GWh)
3,936.64 MWh	Average hourly generation (140.25MWh decrease compared to Q2 – 4,074.89MWh)
74.36%	Load Factor (9.80 percentage points decrease compared to Q2 – 84.16%)
30.39%	Share of Hydro Power plants in the energy mix (12.38 percentage points increase compared to Q2 –18.01%)
6.61%	Transmission loss factor [0.85 percentage point improvement in Q3 compared to Q2 (7.46%) and below MYTO allowance of 8.05%]
7,157.56 GWh	Total energy received by the DisCos (2.32% decrease compared to Q2 – 7,332.95 GWh)
₦193.53 billion	Total revenue collected by the Discos (4.44% increase compared to Q2 – ₦185.29 billion)
₦4.41	Unrecovered amount in every ₦10 worth of energy received by DisCos (11.98% decrease compared to Q2 – ₦5.01)
₦252.28 billion	Combined invoices to DisCos (2.86% decrease compared to Q2 – ₦259.70 billion)
₦141.69 billion	Total amount remitted by DisCos (8.90% increase compared to Q2 – ₦130.11 billion)
288,431	Number of new meters installed (9.22% decrease compared to Q2 – 317,717)
96%	Average complaint resolution rate (1 percentage point increase compared to Q2 – 95%)
30	Number of fatalities (15.38% increase compared to Q2 – 26)
₦4.36 billion	Total revenue realized by NERC (17.65% decrease compared to Q2 – ₦5.30 billion)
₦1.52 billion	Total expenditure by NERC (5.26% increase compared to Q2 – ₦1.44 billion)

2. STATE OF THE INDUSTRY

2.0 State of the Industry

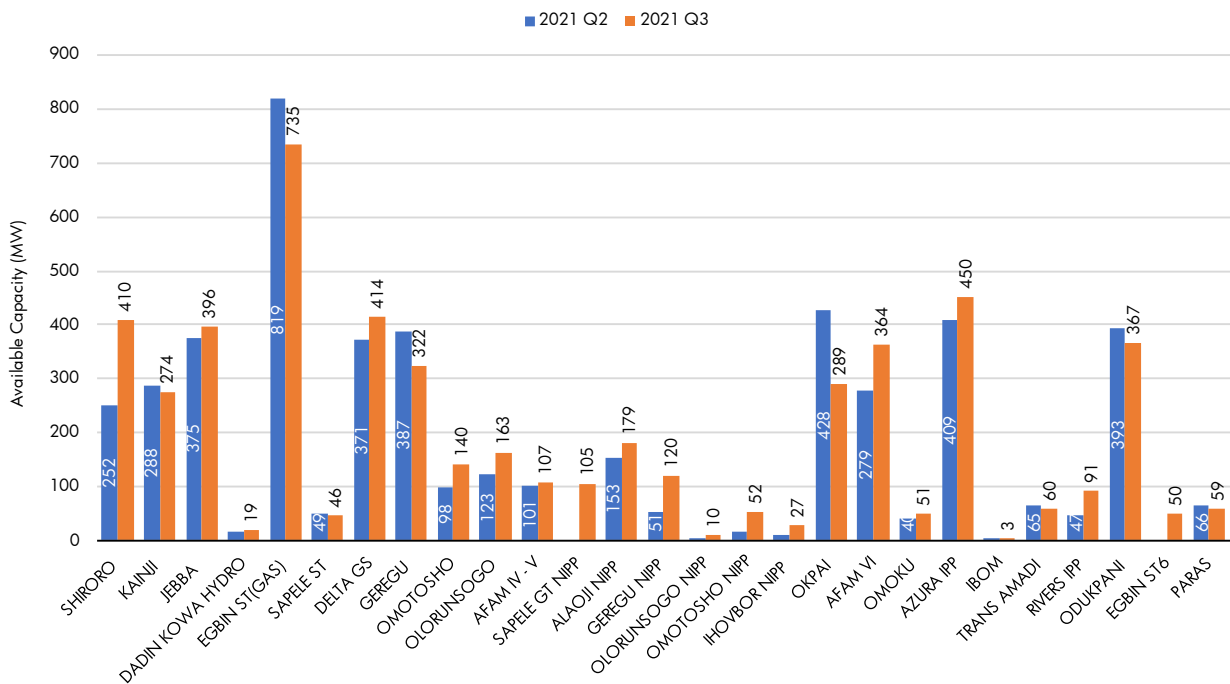
2.1 Operational Performance

The Nigerian Electricity Regulatory Commission (NERC), in line with its statutory mandate continues to monitor the technical, operational, and commercial performance of the Nigerian Electricity Supply Industry (NESI) to ensure the implementation of appropriate regulatory interventions and ultimately to ensure optimum service delivery to electricity consumers.

During the third quarter of 2021, the available generation capacity was 5,301.32MW, the average hourly generation stood at 3,936.64MWh/h, while the total quarterly generation was 8,963.77GWh from the 26 operational generating plants across the country.

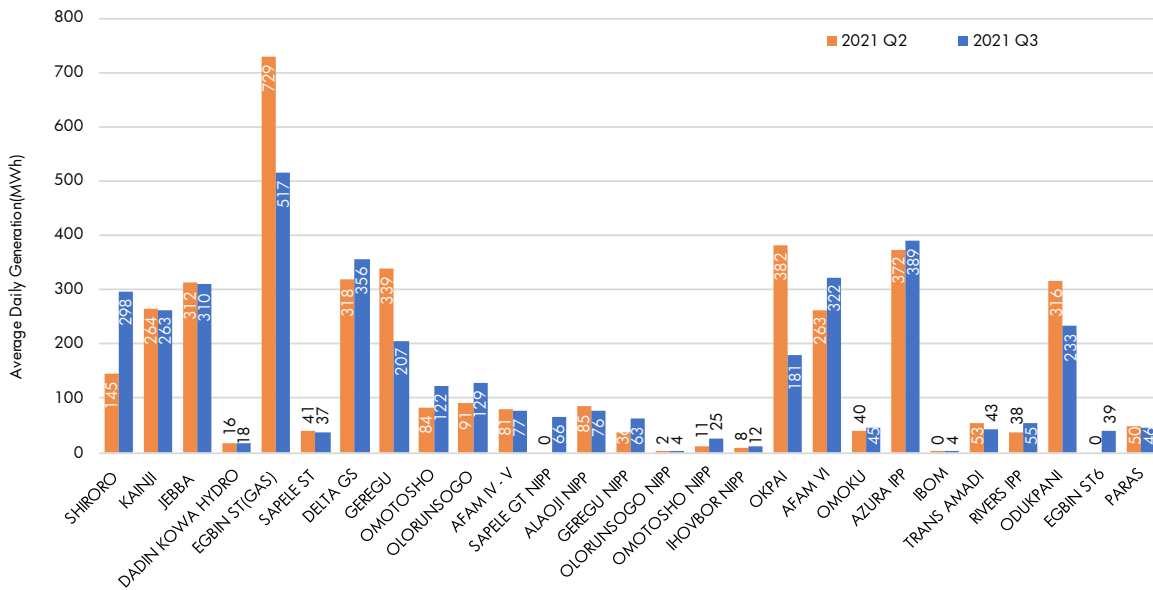
Available Generation Capacity: The available generation capacity rose by 9.45% in 2021/Q3 from 4,843.58MW in 2021/Q2 to 5,301.32MW. As illustrated in Error! Reference source not found., this positive change was driven largely by Shiroro, Omotosho, Olorunsogo and Geregu NIPP power plants that recorded increased generating capacities of 158.36MW (+62.85%), 41.80MW (+42.54%), 39.83MW (+32.27) and 68.98MW (+134.75%) respectively during the period. Egbin, Geregu and Okpai had decreased available capacities of 84.14 MW (-10.27%), 65.03 MW (-16.79%), and 139.59 MW (-32.58%) respectively in 2021/Q3 compared to 2021/Q2.

Figure 1: Plants Available Generation Capacity (MW) 2021 Q2 VS Q3



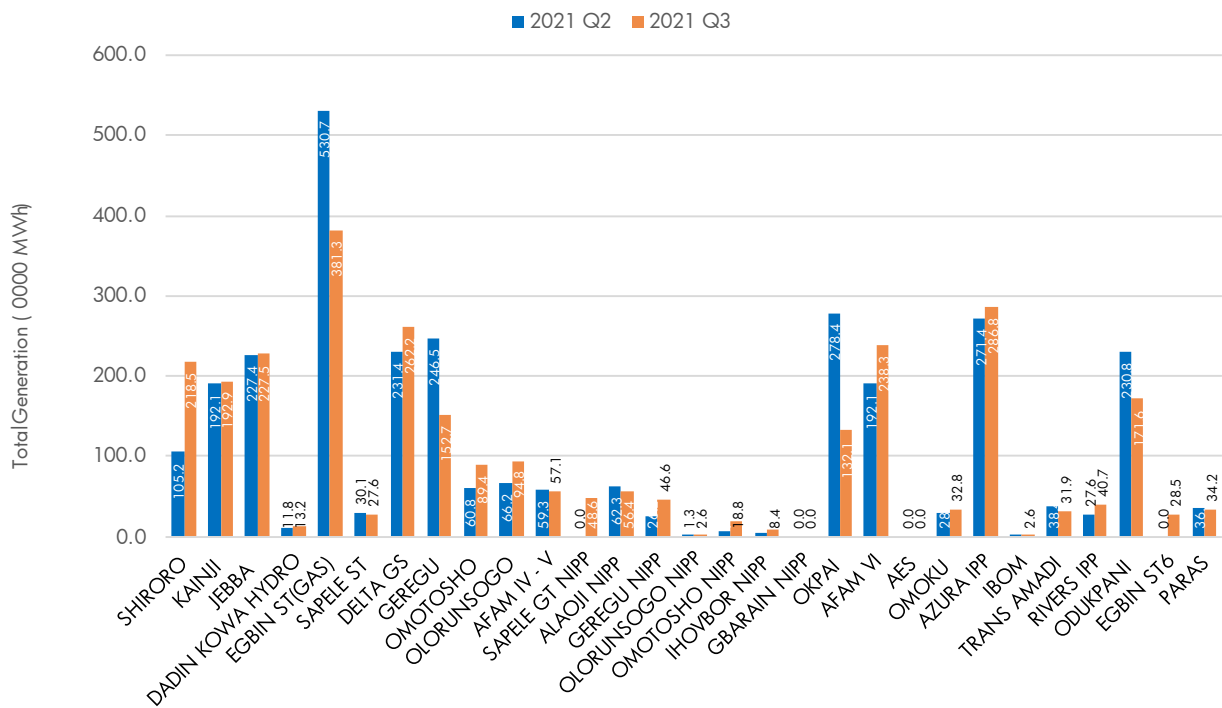
Average Hourly Generation: The average hourly generation in 2021/Q3 decreased by 140.25MWh/h (-3.44%) from 4,076.89MWh/h in 2021/Q2 to 3,936.64MWh/h. Okpai, Odukpani and Geregu gas plants recorded decreased production of 201.52MWh/h (-52.70%), 83.19MWh/h (-26.28%), and 131.97MWh/h (-38.98%) respectively in 2021/Q3 compared to 2021/Q2, while Afam VI, Omotosho, and Shiroro plants had increased generation of 59.05MWh/h (+22.45%), 38.04MWh/h (+45.55%) and 152.90MWh/h (+105.61%) respectively in 2021/Q3 compared to 2021/Q2 as represented in Figure 2.

Figure 2: Plants Average Hourly Generation (MWh/h) 2021/Q2 VS 2021/Q3



Total Quarterly Generation: The total quarterly generation in 2021/Q3 was 8,693,770.03MWh. This is a decrease of 211,903.73MWh (-2.38%) compared to the total generation of 8,905,673.76MWh in 2021/Q2. As shown in **Error! Reference source not found.**, the total generation of Shiroro plant increased appreciably by 113,216MWh (+107.58%) while those of Egbin, Okpai and Geregu gas declined by 149,379.43MWh (-28.15%), 146,275MWh (52.54%) and 93,808.82MWh (-38.06%) respectively compared to 2021/Q2.

Figure 3: Plants' Quarterly Generation (MWh) 2021/Q2 VS 2021/Q3



The decline in operational performance during the third quarter of 2021 can be attributed to the unavailability of some generating units due to faults (oil leakage on governor runner head, high thrust bearing temperature, generator winding fault, high rotor vibration, high inlet differential pressure and defective air inlet filter housing), and maintenance as well as shortages of gas supply. To improve this performance, the Commission continued consultations with relevant stakeholders to develop lasting solutions to gas supply and other challenges that continue to impede capacity utilization and ultimately electricity generation in the NESI. The Commission is also working with the System Operator (SO) towards the creation of spinning reserves to improve the grid’s overall frequency stability.

2.2 Generation Load Factor

Load factor is defined as the amount of energy that a power plant generated over a certain period relative to its available capacity for the same period. The load factor plays an important role in the cost of generation per unit kWh. The higher the load factor of a plant, the better the capacity utilization and profitability as the fixed costs of generation plants are spread across more MWh dispatched.

The formula for Load Factor is represented by Equation 1 below:

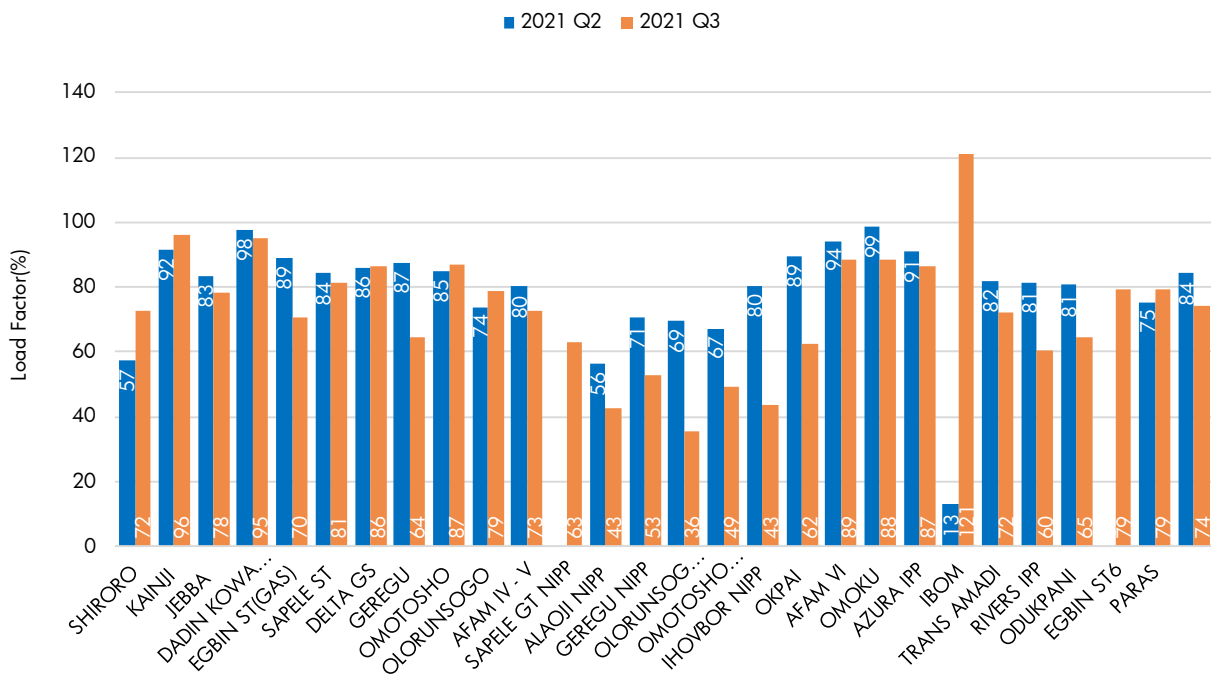
$$\text{Load Factor} = \frac{\text{Total Energy Generated (MWh) in a period}}{\text{Average Available Capacity(MW) * 24 * period (in days)}} \quad (1)$$

The average load factor in 2021/Q3 was 74.36%; this means that up to 25.64% of the available capacity of GenCos in this quarter was not dispatched. This represents a decrease of 9.80 percentage points from the 84.16% average load factor recorded in 2022/Q2.

As represented in Figure 4, Kainji (95.97%), Dadin Kowa (95.21%), Sapele (81.39%), Delta Gas (86.19%), Omotosho (86.81%), Afam VI (88.65%), Omoku (88.41%) and Azura IPP (86.51%) had over 80% of their available capacity dispatched in 2021/Q3. All hydro power plants had over 70% of their available capacity dispatched during the period in compliance with the Commission's Order NERC/182/2019 which ensures that cheaper plants get priority dispatch.

Relative to the previous quarter, Shiroro (+15.04 percentage points), Kainji (+4.30 percentage points), Olorunsogo (+5.41 percentage points), and Paras (+3.83 percentage points) power plants experienced increased load factor performance while Okpai (-26.77 percentage points), Odukpani (-16.08 percentage points) and Egbin (-18.64 percentage points) power plants experienced decreased load factor performance.

Figure 4: Plants Load Factor (%) in 2021 Q2 VS Q3



It is clear that even though generation capacity increased in absolute terms between 2021/Q2 and 2021/Q3, the decline in overall capacity utilisation combined with the persistent poor supply to customers suggests the key driver of low capacity utilisation in the NESI is low offtake by the DisCos (i.e. the reason why GenCos were not dispatched to their maximum capacity was because of low offtake by the DisCos) arising from a combination of commercial reasons and weak infrastructure – which causes regular outages during the rainy season.

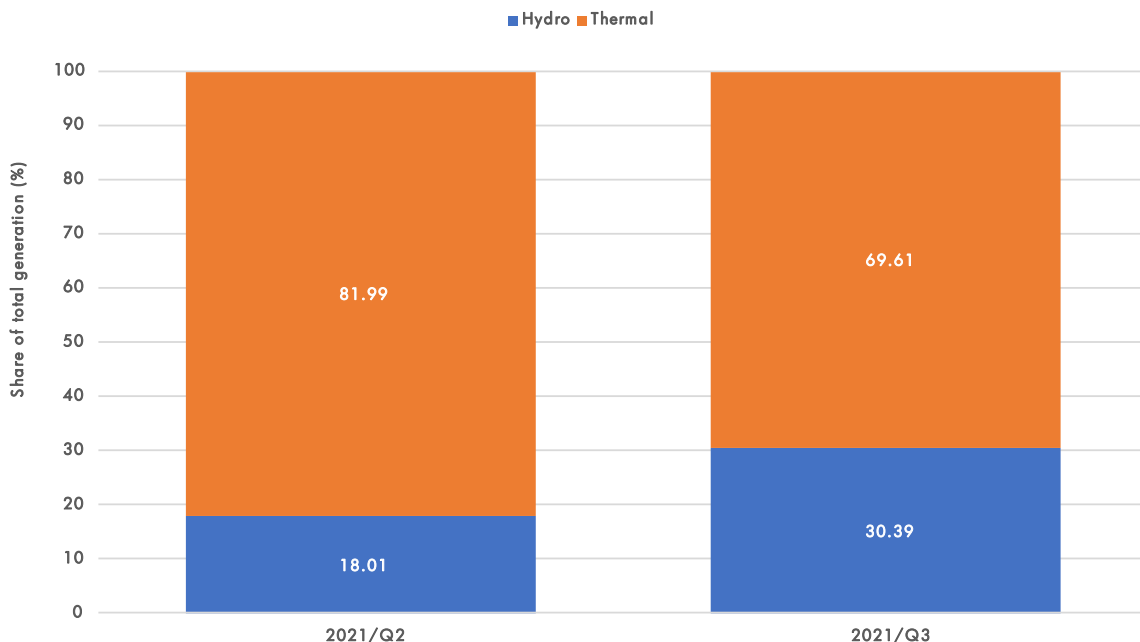
The Commission is committed to driving improvement in load offtake by DisCos to maximise the dispatch of available generation capacity so as to increase supply to the citizens. In this regard, the Commission will continue to supervise the implementation of the DisCos Performance Improvement Plans (PIPs) aimed at reinforcing the resilience of the network to improve delivery to customers. The Commission is also exploring ways of tracking load offtake by DisCos in real-time to ensure that supply to customers is only curtailed when all the available generation capacity has been exhausted.

2.3 Generation Mix

The electricity generation mix refers to the combinations of fuels used to generate electricity over a period of time. The generation mix varies considerably from one country to another depending on the availability of natural resources, government policies, environmental factors, type of generating plants installed, the quantity of energy required, as well as seasonal variations. An appropriate energy mix is important for energy cost reduction, continuous energy generation, and the sustainability of the country's energy supply.

The share of electricity generation by fuel sources in Nigeria for the second and third quarters of 2021 are represented in Figure 5. The share of hydro power plants in the energy mix increased from 1,612.68GWh (18.01%) in 2021/Q2 to 2,998.87GWh (30.39%) in 2021/Q3. The increase is attributable to a higher volume of water in dams during the rainy season. This is consistent with the expectations with regards to Nigeria's energy mix as hydro plants are expected to be dispatched at maximum obtainable capacity during the rainy season (July to February).

Figure 5: Share (%) of Electricity Generated by Fuel Sources in 2021/Q2 and 2021/Q3



The country's current energy mix means that seasonal variation in water volume and uncertainty of gas supply both constitute high-risk factors for electricity supply. While both hydro and thermal (gas) plants being used on the grid are relatively clean sources from an emissions perspective, it is critical for the Commission to monitor the generation mix in furtherance of the Government's climate change mitigation commitments. The Commission will continue to work with key stakeholders in the NESI to develop regulatory interventions and implement policies necessary for the actualization of an improved energy mix. Notable among these interventions is the Commission's constant engagement with the Rural Electrification Agency (REA) which has continued to provide renewable energy sources to underserved communities.

2.4 Grid Performance

To assess the performance of the grid, the Commission focuses on four (4) Key Performance Indicators (KPIs) that relate to power transmission. These are:

1. Transmission loss factor
2. Grid frequency
3. Voltage fluctuation
4. Incidence of system collapse

2.4.1 Transmission Loss Factor

Transmission Loss Factor (TLF) refers to the proportion of the total energy sent out by the power plants that is lost in transmission and unaccounted for as delivered to the DisCos and exported. As a measure of the efficiency of the transmission system, a decline in the TLF indicates an improvement in transmission efficiency.

The formula for TLF is represented by Equation 2 below:

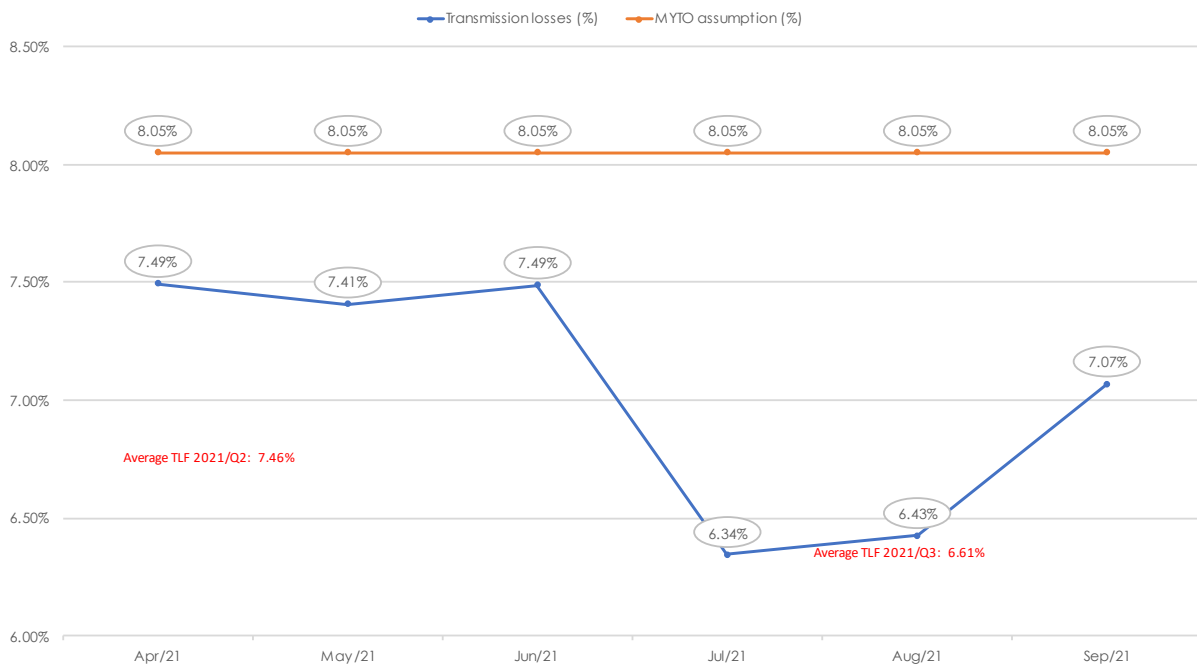
$$TLF = \frac{\text{Energy Sent out by all GenCos} - (\text{Energy Delivered to all DisCos} + \text{Energy Exported})}{\text{Energy Sent out by all GenCos}} \times 100 \quad (2)$$

As shown in Figure 6, the average TLF declined by 0.85 percentage points from the average of 7.46% recorded in 2021/Q2 to 6.61% in 2021/Q3, indicating improved performance in the operations of the Transmission Company of Nigeria (TCN). A 6.61% TLF implies that for every 100MWh of energy injected into the grid from the generation

stations in 2021/Q3, 6.61MWh were dissipated in transit as transmission loss and utilised to power the transmission substation.

Given that TCN has over the last six quarters, consistently recorded lower TLF than the 8.05% industry Multi-Year Tariff Order (MYTO) reference transmission loss factor, the Commission through its regulatory oversight has commenced the process of reviewing the allowed maximum TLF to spur the TCN to an even better performance. Improvements (reductions) in the TLF lower the overall losses that are transferred to end-use customers thereby contributing to a reduction in the cost-reflective tariff.

Figure 6: Transmission Loss Factor (%) VS MYTO Assumption April - September 2021

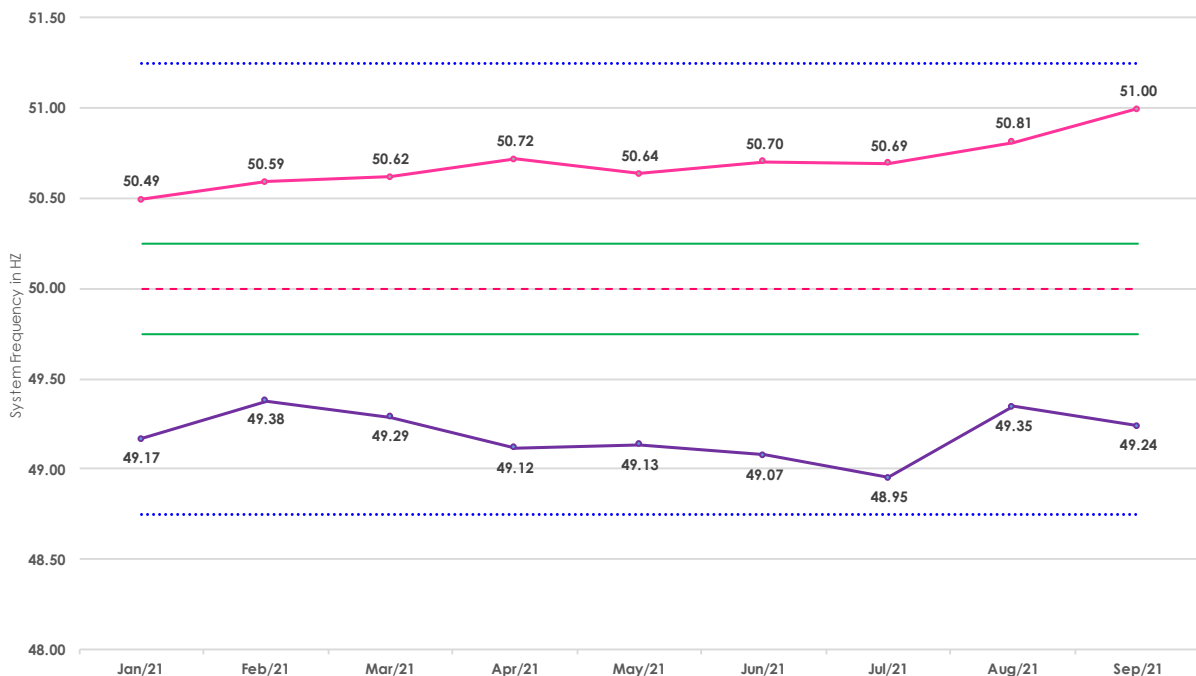


2.4.2 Grid Frequency

Frequency is a major power quality parameter that consumers (especially industrial customers) are concerned about. Most industrial production assembly lines have machines that are frequency sensitive and would not operate outside the pre-set frequency tolerance limits. As specified in the Grid Code, the system frequency under normal circumstances is expected to be between a lower limit of 49.75Hz and an upper limit of 50.25Hz but may reach an upper bound stress limit of 51.25Hz and a lower bound stress limit of 48.75Hz in extreme circumstances.

The system frequency pattern from January to September 2021 represented in Figure 7 shows that the system has remained within the higher and lower bound stress limits throughout the period. Nevertheless, the system frequency has not conformed with the statutory limits (49.75Hz < frequency < 50.25Hz) set in the Grid Code. Hence, there is an urgent need to ensure the grid frequency falls within the statutory limits to attain the envisaged quality of grid electricity and make it acceptable to all consumers. This calls for an improved balancing of load and generation which can be enhanced by improvement in predictability of load patterns of the DisCos by the SO.

Figure 7: Average Daily System Frequency (Hz) from January to September 2021



Many industrial customers avoid using the grid power supply for production purposes even when available, due to the potential impact of poor quality on their production cycle. Data from the DisCos indicates that industrial customers account for 12% of annual energy sales by DisCos and constitute the highest tariff class as well as the class with the lowest commercial losses.

To increase the utilisation of grid electricity by industrial customers, the Commission continues to push that the quality of grid supply to them improves by ensuring the grid frequency remains within the statutory bounds. In the short/medium term, while the infrastructure investments required to improve the reliability and redundancy of the grid

are being done, the Commission will explore options for improved contractual discipline and associated monitoring/evaluation around the quality of energy generated, transported, and delivered along the National grid.

2.4.3 Voltage Fluctuation

To ensure good power quality, the Grid Code specifies a nominal system voltage of 330kV with a tolerance of +/- 5% (between 313.5kV – 346.5kV). Grid voltage fluctuations could manifest in spikes, dips, flickers, brownouts, and blackouts that are detrimental to consumers and have the potential to exacerbate commercial losses. Extreme cases of voltage fluctuations especially at the level of distribution networks, can cause heavy damage to industrial machines and push industrial customers to self-generation rather than depending on the distribution networks.

The system voltage pattern from January to September 2021 is represented in Figure 8. Throughout 2021/Q3, both the High and Low system voltages were outside the prescribed regulatory boundaries.

Figure 8: Monthly system Voltage (KV) from January to September 2021



To minimize the frequency and voltage fluctuations, the Commission continues to work with TCN and other relevant stakeholders to ensure that system voltage operates within the prescribed regulatory limits in order to ensure a safe and reliable electricity supply. Strategies being pursued include the use of battery banks, voltage compensators, and embedded generation at the distribution network.

2.4.4 System Collapse

The national power grid, a network of electrical transmission lines connecting generating stations to loads over the entire country, is designed to operate within certain stability limits in terms of voltage ($330\text{KV}\pm 5\%$) and frequency ($50\text{Hz}\pm 5\%$). Whenever the grid operates out of these stability ranges, the grid will become unstable, power quality decreases and may lead to wide-scale supply disruptions. This disruption could result in the failure of a section of the grid (partial system collapse), or the entire grid (total system collapse) resulting in blackouts in the affected areas.

Maintaining a stable grid frequency of 50Hz requires a sustained balance between the amount of electricity fed into the electricity grid and the amount of electricity off-taken by end-users since it is not economically efficient to store electricity in large quantities over a long period of time. The SO ensures that this frequency is sustained at all times within a tolerance threshold of plus or minus 0.050 Hz.

When supply exceeds demand, the electrical frequency increases and in extreme cases some power plants that are unable to tolerate excessive frequency variation may shut down thereby causing a sudden drop in the available generation on the grid. This exacerbates the frequency imbalance potentially leading to a full/partial system collapse. When demand exceeds supply, the frequency drops, and unless the SO immediately brings in additional supply or shed off some load, there is the risk of cascading (switching off the power plants at very low system frequency) leading to a complete collapse of the grid.

Error! Reference source not found. presents the number of system collapses experienced in 2021/Q2 and 2021/Q3. In 2021/Q3, the stability of the grid network declined slightly with one total collapse that occurred on 28th July 2021 as against zero collapses in 2021/Q2, and a partial collapse on 23rd August 2021 at 13:06Hrs. The events leading to the partial collapse include:

1. Tripping of Delta unit GT20 as several units went on Full Speed No Load (FSNL).

2. Simultaneous tripping of Osogbo/Ihovbor 330kV, Osogbo/Ganmo 330kV, Lokoja/Gwagwalada 330kV line 1, Ikot Ekpene/Ugwuaji 330kV line 2, and Onitsha/Alaoji 330kV line all at 13:06Hrs.

Table 1: System Collapse in 2021 Q2 VS Q3

Category	2021/Q2	2021/Q3
Number of Partial Collapses	0	1
Number of Total Collapses	1	1

The Commission, in collaboration with the TCN, continues to intensify efforts to sustain the improvements in grid stability and prevent system collapses in subsequent quarters. In this regard, the Commission shall continue to strictly monitor compliance with the SO's directives to generators on free governor and frequency control mode in line with the provisions of the subsisting operating codes in the electricity industry. The Commission is also exploring options for the enforcement of an under-frequency load shedding scheme that has been put in place to provide an added layer of security for the grid in the case of a sudden loss of generation.

2.5 Commercial Performance

2.5.1 Energy received and MYTO Allocation

A certain amount of energy generated is lost before reaching the final consumers. This is because part of the energy generated from the power stations is used in-house to power station equipment, offices, and other facilities and the rest is exported via the transmission network. A fraction of the exported energy is again lost in the transmission system (TLF) before it is received at the DisCo's metering point. This energy received by the DisCos is subject to further losses (technical) before reaching the customers.

The summary presented in Table 2 indicates that the amount of energy received by DisCos at their trading points decreased by approximately 2.39% from 7,332.95GWh recorded

in 2021/Q2 to 7,157.56GWh in 2021/Q3. This decrease is partly reflective of the decrease in total energy generated during the quarter compared to 2021/Q2.

Table 2: Quarterly Energy (GWh) received and MYTO Share

<i>DisCos</i>	<i>2021/Q2</i>			<i>2021/Q3</i>		
	Received	MYTO share	Variance	Received	MYTO share	Variance
<i>Abuja</i>	985	843	142	932	823	109
<i>Benin</i>	648	660	-12	640	644	-4
<i>Eko</i>	842	807	35	833	787	46
<i>Enugu</i>	660	660	0	665	644	21
<i>Ibadan</i>	922	953	-31	985	930	55
<i>Ikeja</i>	1,105	1,100	5	1,067	1,074	-7
<i>Jos</i>	349	403	-54	343	394	-51
<i>Kaduna</i>	584	587	-3	562	573	-11
<i>Kano</i>	487	587	-100	417	573	-156
<i>Port Harcourt</i>	529	477	52	505	465	40
<i>Yola</i>	224	257	-33	207	251	-44
<i>All DisCos</i>	7,335	7,335		7,157	7,157	

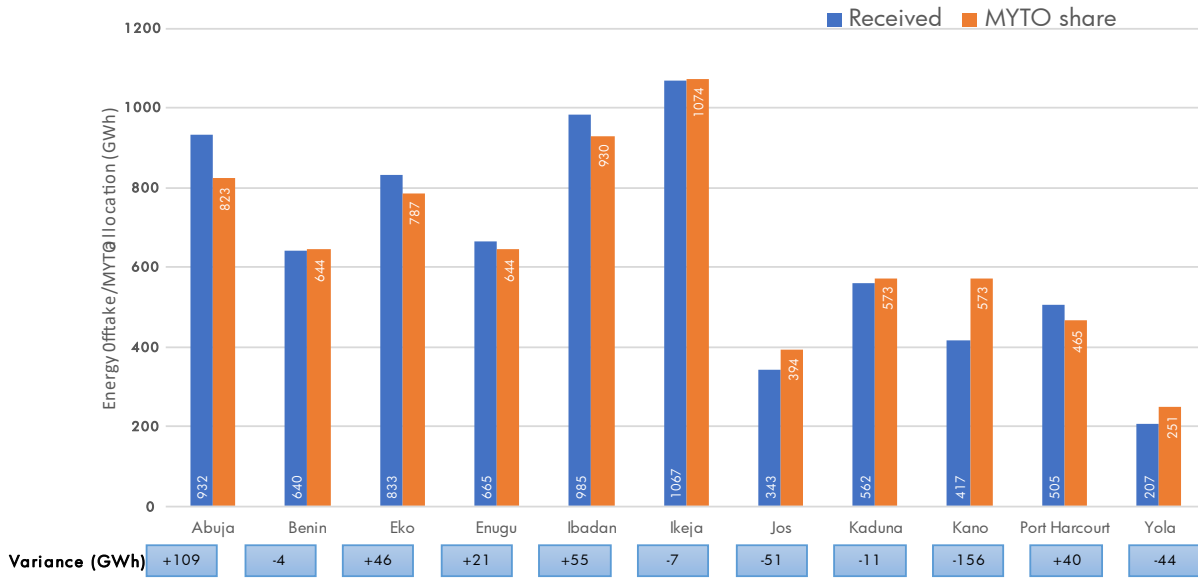
Notes of the table: DisCos are the electricity distribution companies

Since privatisation, the Multi-Year Tariff Order (MYTO) load allocation framework splits the total available generation between the DisCos in percentages⁵. The actual energy offtake by DisCos does not always conform with the MYTO load allocation and is often used to identify load rejection among DisCos.

As represented in Figure 9, Benin, Ikeja, Jos, Kaduna, Kano, and Yola DisCos took less than their MYTO allocation in 2021/Q3 with negative variances of -4GWh, -7GWh, -51GWh, -11GWh, -156GWh and -44GWh respectively, possibly due to technical limitation of their networks and/or commercially induced low load offtake during the period. Conversely, Abuja, Eko, Enugu, Ibadan, and Port Harcourt DisCos took more energy than their MYTO allocation over the same period with positive variances of +109GWh, +46GWh, +21GWh, +55GWh and +40GWh respectively. In 2021/Q3, therefore, relative to their MYTO allocation, Abuja DisCo had the largest positive variance (109GWh; +10%) while Kano DisCo had the largest negative variance (156GWh; -25%).

⁵ The percentages are Abuja (11.50%), Benin (9.00%), Eko (11.00%), Enugu (9.00%), Ibadan (13.00%), Ikeja (15.00%), Jos (5.50%), Kaduna (8.00%), Kano (8.00%), Port Harcourt (6.50%) and Yola (3.50%)

Figure 9: Energy Off-take (GWh) by DisCos vs. MYTO Allocation in 2021/Q3



In an attempt to reduce arbitrary load rejection by the DisCos and consequentially increase energy delivered to end-users, the Commission introduced a capacity charge obligation for each DisCo that is pegged to its expected load offtake based on the MYTO allocation. This means that a DisCo that fails to take its allocation will pay for unutilised capacity which increases its average wholesale energy cost while conversely, any DisCo that takes above its allocation will enjoy a reduction in its average wholesale energy cost. The net benefits or losses accruable from this variation will be enjoyed/borne solely by the DisCos and cannot be transferred to customers through tariffs.

2.5.2 Energy Billed and Billing Efficiency

Billing Efficiency is an indicator of the proportion of energy that has been billed (including metered and unmetered sales) to customers in comparison to the total energy supplied to that area within a given period of time. One of the reasons why DisCos are unable to record a 100% billing efficiency is their inability to identify who consumes all their energy; owing largely to poor customer enumeration, low metering, the presence of inaccurate meters, and energy theft (commercial loss). Energy loss to wires and transformers (technical losses) also contribute to a DisCo’s inability to achieve 100% billing efficiency. Hence,

billing efficiency combines technical and commercial efficiencies. For instance, a 70% billing efficiency means that for every ₦10.00 worth of electricity received by DisCos during a period, ₦3.00 worth of energy is unable to be billed by the DisCos due to reasons ranging from energy theft, poor distribution infrastructure and inadequate customer enumeration.

The formula for Billing Efficiency is represented by Equation 3 below;

$$\text{Billing Efficiency} = \frac{\text{Total units billed (kWh)}}{\text{Total energy received by the Network (kWh)}} \times 100 \quad (3)$$

The summary presented in Table 3 and Appendix II indicate that out of the total energy of 7,157.56GWh received by all DisCos in 2021/Q3, the energy billed was 5,492.64GWh representing an average billing efficiency of 76.74%.

The total energy billed showed a decrease of 94.36GWh (-1.7%) from the 5,587GWh energy billed by DisCos to the end-users in 2021/Q2. This drop could be attributed to a 2.4% drop in total energy received by the DisCos during the period under review as earlier reported. The billing efficiency however showed a marginal increase of 0.55 percentage point from the 76.19% recorded in 2021/Q2.

Table 3: Energy Received and Billed by DisCos in 2021 Q2 and Q3

DisCos	Total Energy Received (GWh)		Total Energy Billed (GWh)		Billing Efficiency (%)	
	2021/Q2	2021/Q3	2021/Q2	2021/Q3	2021/Q2	2021/Q3
Abuja	985.00	931.59	648.00	640.00	65.79	68.70
Benin	647.79	640.40	541.19	538.54	83.54	84.10
Eko	841.57	833.16	731.85	741.78	86.96	89.03
Enugu	660.00	665.46	480.00	481.00	72.73	72.28
Ibadan	921.63	985.32	639.89	624.03	69.43	63.33
Ikeja	1,104.71	1,067.39	1,010.80	979.71	91.50	91.79
Jos	348.96	343.14	236.87	239.92	67.88	69.92
Kaduna	584.00	561.93	442.00	429.00	75.68	76.34
Kano	486.72	416.63	348.77	322.78	71.66	77.47
Port Harcourt	528.57	505.13	408.24	397.87	77.23	78.77
Yola	224.00	207.41	99.00	98.00	44.20	47.25
All DisCos	7,332.95	7,157.56	5,587.00	5,492.64	76.19	76.74

The marginal increase in the billing efficiency was largely driven by Ikeja, Eko and Benin DisCos which had billing efficiencies of 91.79%, 89.03%, and 84.10% respectively during 2021/Q3 (compared to 91.5%, 86.96%, 83.54% respectively in 2022/Q2). In recent quarters, Ikeja, Eko and Benin DisCos have consistently had relatively high billing efficiencies (a combined 2021/Q2 and 2021/Q3 average of 87.82%).

Yola DisCo recorded the lowest billing efficiency at 47.25%, indicating that the DisCo lost more energy (52.75%) to technical inefficiency and energy theft than it could bill during the quarter. Although Yola DisCo made a little improvement over 2021/Q2 (44.2% in Q2), it has consistently recorded the lowest billing efficiency for more than seven consecutive quarters.

Notwithstanding the progress in most of the DisCos' billing efficiency, the Commission is committed to working with DisCos to ensure that distribution losses are significantly reduced as part of the efforts towards steering the industry to financial sustainability. This effort will hinge heavily on improved consumer enumeration by the DisCos to ensure that losses that are due to unauthorised consumption (energy theft) are minimised.

2.5.3 Revenue and Collection Efficiency

Collection efficiency is an indicator of the proportion of an amount that has been collected from customers relative to the amount billed to them by the DisCos. For various reasons, many customers continue to default in payment of their billed amounts resulting in commercial losses.

The formula for Collection Efficiency is represented by Equation 4 below;

$$\text{Collection Efficiency} = \frac{\text{Revenue Collected (₦)}}{\text{Billed Amount (₦)}} \quad (4)$$

A collection efficiency of 70% for instance implies that for every ₦10.00 worth of energy billed to customers by DisCos, approximately ₦3.00 remained unrecovered from the billed customers.

The total revenue collected by all DisCos in 2021/Q3 was ₦193.53 billion out of a total of ₦273.00 billion billed to customers and the collection efficiency stood at 70.89%.

The total revenue collected in 2021/Q3 rose by ₦8.24 billion representing a 4.44% increase in total revenue collected as compared to 2021/Q2 (₦185.29 billion).

The revenue performance for all DisCos in 2021/Q2 and 2021/Q3 summarised in

Table 4 indicates that the average collection efficiency across all DisCos increased from 68.89% in 2021/Q2 to 70.89% in 2021/Q3. The increase was largely driven by Ibadan DisCo with a ₦3.83 billion (+18%) increase from ₦20.81 billion revenue collected in 2021/Q2. Port Harcourt and Benin DisCos also had increases in collection efficiencies from 60.04% and 55.23% to 66.06% and 57.41% respectively, amounting to increase of +₦0.69 billion and +₦2.18 billion respectively between 2021/Q2 and 2021/Q3.

Although the amount collected by Kano Disco was lower in 2021/Q3 compared to 2021/Q2, it recorded a higher collection efficiency in 2021/Q3 because it had a lower billed amount in 2021/Q3 compared to 2021 Q2. During the same period, Yola, Enugu, and Jos DisCos reported the greatest decrease in collection efficiencies from 52%, 67.2%, and 54.3% to 50%, 64.5%, and 50% respectively – these amounted to -₦0.10 billion, -₦0.36 billion and -₦0.40 billion respectively.

Table 4: Revenue Performance (%) of DisCos in 2021/Q2 VS 2021/Q3

DisCos	Total Billings		Revenue Collected		Collection	
	(₦Billion)		(₦Billion)		Efficiency (%)	
	2021/Q2	2021/Q3	2021/Q2	2021/Q3	2021/Q2	2021/Q3
Abuja	33.60	34.27	27.49	29.03	81.82	84.72
Benin	25.43	25.70	14.05	14.76	55.23	57.41
Eko	33.94	35.00	28.55	29.48	84.13	84.23
Enugu	25.23	25.73	16.96	16.60	67.24	64.52
Ibadan	30.98	32.74	20.81	24.64	67.18	75.25
Ikeja	45.81	45.57	38.71	39.55	84.49	86.79
Jos	11.33	13.10	6.15	6.55	54.31	49.98
Kaduna	22.27	22.34	7.41	7.22	33.27	32.33
Kano	16.78	15.69	11.34	11.30	67.61	71.99
Port Harcourt	19.26	18.54	11.56	12.25	60.04	66.06
Yola	4.35	4.32	2.26	2.16	51.81	50.00
All DisCos	268.97	273.00	185.29	193.53	68.89	70.89

The overall improvement in collection efficiency during the quarter could be attributed to the roll-out of meters under both the National Mass Metering Program (NMMP) funded through the Central Bank of Nigeria and the continuation of the Meter Asset Provider (MAP) scheme. The Commission will continue to monitor the operational performance of Meter

Asset Providers (MAP) in accordance with the MAP Regulation while working with the CBN on the commencement of Phase 1 of the NMMP. The commission through its oversight, is also closely monitoring the DisCos' asset mapping and tagging in order to identify illegal consumers and bring same onto the DisCos' billing platforms.

2.5.4 Aggregate Technical, Commercial and Collection Losses (ATC&C)

The Aggregate Technical, Commercial and Collection Losses (ATC&C losses) are the difference between the amount of electricity received by a distribution company from the transmission company and the amount of electricity for which it invoices its customers plus the adjusted collections loss. ATC&C losses are broken into the following 3 components:

1. **Technical Loss** - heat losses due to load flow in electrical lines and transformation loss in transformers.
2. **Commercial loss** - due to discrepancy in meter reading, erroneous billing, unmetered consumption, or energy theft.
3. **Collection losses** - unpaid bills.

The formula for ATC&C losses is represented by Equation 5 below:

$$ATC\&C\ Losses\ (\%) = [1 - (Billing\ Efficiency \times Collection\ Efficiency)] \times 100 \quad (5)$$

As indicated in Table 5, the ATC&C losses in 2021/Q3 was 44.1% - broken up into 22.87% technical and commercial losses and 27.52% in collection loss. The implication of this level of the ATC&C losses is that, on average, as much as ₦4.10 in every ₦10.00 worth of energy received by a DisCo was unrecovered due to a combination of inefficient distribution networks, energy theft, low revenue collection, and the unwillingness of customers to pay their bills.

The overall ATC&C losses of 44.10% in 2021/Q3 are significantly higher than the expected allowable ATC&C losses (21.58%) provided in the MYTO for 2021. However, in comparison with 2021/Q2, the ATC&C loss improved from 49.25% to 44.1% (change by 5.68 percentage points). This improvement was largely driven by Ibadan, Abuja and Kano DisCos which had 10%, 8%, and 6% reductions respectively in their ATC&C losses. Although all DisCos improved in their ATC&C losses between 2021/Q2 and 2021/Q3,

none of them met their expected ATC&C losses target as provided in the MYTO for 2021. The inability of most DisCos to meet their allowed loss targets means they are unable to meet revenue requirements thereby compromising their long-term financial position.

Table 5: ATC&C Losses (%) by DisCos in 2021/Q2 VS 2021/Q3

<i>DisCos</i>	<i>MYTO</i>	<i>Average</i>	
	<i>Target (%)</i>	<i>ATC&C (%)</i>	
	<i>2021</i>	<i>2021/Q2</i>	<i>2021/Q3</i>
<i>Abuja</i>	22.80	48%	40%
<i>Benin</i>	21.71	55%	50%
<i>Eko</i>	14.74	29%	25%
<i>Enugu</i>	19.96	54%	51%
<i>Ibadan</i>	18.55	56%	46%
<i>Ikeja</i>	12.52	27%	21%
<i>Jos</i>	35.98	65%	63%
<i>Kaduna</i>	17.18	76%	73%
<i>Kano</i>	18.65	53%	47%
<i>Port Harcourt</i>	25.85	54%	51%
<i>Yola</i>	29.44	79%	75%
<i>All DisCos</i>			
<i>MYTO Level</i>	21.58		
<i>Total Technical, Commercial & Collection losses</i>	-	49.25%	44.10%
<i>Technical & Commercial losses</i>	-	24.25%	22.87%
<i>Collection losses</i>	-	33.00%	27.52%

Notes of the table: MYTO is Multi-Year Tariff Order; ATC&C Loss MYTO target figures are adjusted for a two-year non-performance mutually agreed by BPE and DisCos' Core Investors.

As indicated in Table 5, collection losses including unpaid bills from sensitive customers, disputed bills, unsettled MDA debts, etc., continue to form a greater part of the ATC&C losses. The Commission will continue to work with stakeholders to reduce incidences of unpaid MDA debts, as well as coordinate more with Federal Government and CBN on National Mass Metering Program (NMMP) to increase the penetration of prepaid meters thereby helping revenue security and reducing collection losses.

2.5.5 Market Remittance

As part of the conditions for the several interventions that the CBN has extended to the DisCos, an escrow agreement was set up. Under this arrangement, all the revenues of the DisCos are escrowed with DisCos only having access to these funds after necessary deductions (VAT payments, repayments of CBN loans, payments to upstream players in the NESI – TCN and NBET) have been made. This escrow mechanism provides visibility into the financial performance of the DisCos with respect to collections.

In June 2020, the remit of the fund manager responsible for the escrow was expanded to include the implementation of the payment waterfall framework which was designed by the Commission to increase upstream market remittance to NBET to cover the cost of energy taken from Generation Companies and MO for transmission and administrative services. Prompt payment of upstream market settlements is critical for securing the availability of generation and transmission capacities. The waterfall regime pushes DisCos to boost their collections because a majority of their allowed revenues rank low in the waterfall.

In the absence of cost-reflective tariffs, the Government undertakes to cover the resultant gap (between the cost-reflective and allowed tariff) in the form of tariff shortfall funding. This funding is applied on the NBET invoices that are to be paid by DisCos. The amount to be covered by the DisCo is based on the allowed tariff determined by the Commission and set out as their Minimum Remittance Obligation (MRO) in the periodic tariff Orders issued by the Commission. The applicable MRO (%), total NBET invoices and final obligation for each DisCo during 2021/Q3 are contained in Table 6.

Table 6: NBET Invoice and MRT Adjusted final Obligation for 2021 Q3

<i>DisCos</i>	<i>NBET Invoice (₦' billion)</i>	<i>MRO (%)</i>	<i>Final Obligation (₦' billion)</i>
<i>Abuja</i>	24.26	89.35	21.67
<i>Benin</i>	17.74	69.90	12.40
<i>Eko</i>	22.40	64.09	14.36
<i>Enugu</i>	18.10	64.01	11.59
<i>Ibadan</i>	26.46	86.00	22.75
<i>Ikeja</i>	29.57	95.04	28.10
<i>Jos</i>	10.15	33.32	3.38
<i>Kaduna</i>	15.65	89.07	13.94
<i>Kano</i>	13.58	95.97	13.03
<i>Port Harcourt</i>	13.43	69.78	9.37
<i>Yola</i>	6.31	52.34	3.30
<i>All DisCos</i>	197.64		153.90

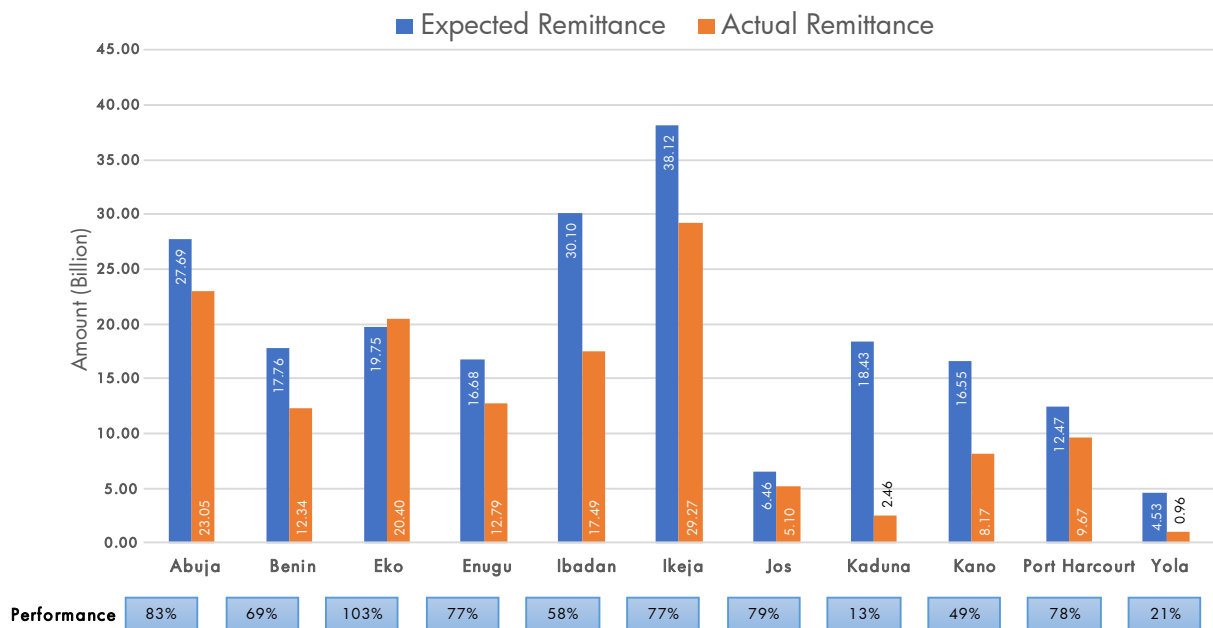
The combined MRO adjusted invoices from NBET & MO to DisCos in 2021/Q3 was ₦208.54 billion for energy and administrative services. Out of this amount, the DisCos collectively remitted a total of ₦141.69 billion (₦100.16 billion for NBET and ₦41.53

billion for MO), creating a total deficit of ₦66.85 billion and translating to a remittance performance of 67.94% during the quarter under review.

Compared to a remittance performance of 50.10% reported in the second quarter of 2021, the total remittance performance improved by 17.84 percentage points in 2021/Q3. The chart represented in Figure 10 indicates that Eko DisCo had notably 103.29% (₦20.40 billion)⁶ overall remittance performance while Abuja, Ibadan, Kano, Ikeja, Kaduna and Yola DisCos had remittance performances of 83.24% (₦23.05 billion), 58.14% (₦17.50 billion), 49.37% (₦8.17 billion), 13.35% (₦2.46 billion) and 21.19% (₦0.96 billion) respectively in 2021/Q3.

This remittance is consistent with relative stability in collections – the escrow mechanism has ensured that as much of the collections as possible is used to meet upstream market obligations.

Figure 10: Market Invoice and Remittance by DisCos in 2021/Q3



⁶ This payment includes outstanding from the preceding quarter

Table 7 : DisCos Remittances and Performance to NBET and MO in 2021/Q3

DisCos	Invoice(₦Billion)		MRT Adjusted Invoice (₦Billion)		Actual Remittance (₦Billion)		Remittance Performance (%)	
	NBET	MO	NBET	MO	NBET	MO	2021/Q2	2021/Q3
Abuja	24.26	6.02	21.67	6.02	16.93	6.12	73%	83.24%
Benin	17.74	5.36	12.40	5.36	7.87	4.47	85%	69.48%
Eko	22.40	5.39	14.36	5.39	15.24	5.16	91%	103.29%
Enugu	18.10	5.09	11.59	5.09	8.62	4.17	73%	76.68%
Ibadan	26.46	7.35	22.75	7.35	11.13	6.37	65%	58.14%
Ikeja	29.57	10.02	28.10	10.02	22.05	7.23	114%	76.80%
Jos	10.15	3.08	3.38	3.08	3.03	2.06	61%	78.79%
Kaduna	15.65	4.49	13.94	4.49	1.80	0.66	39%	13.35%
Kano	13.58	3.52	13.03	3.52	5.83	2.34	35%	49.37%
Port Harcourt	13.43	3.10	9.37	3.10	7.03	2.64	73%	77.55%
Yola	6.31	1.23	3.30	1.23	0.65	0.31	29%	21.19%
All DisCos	197.64	54.64	153.90	54.64	100.16	41.53	50.01%	67.94%

During 2021/Q3, only Abuja had 100% remittance performance (₦6.12 billion) to MO although Benin, Eko, Ibadan, and Port Harcourt DisCos also had high remittance performance of 83.40% (₦4.47 billion), 95.73% (₦5.16 billion), 86.67% (₦6.37 billion) and 85.16% (₦2.64 billion) respectively. Yola and Kaduna DisCos however had significantly low remittance performance of 25.20% (₦0.31 billion), and 14.70% (₦0.66 billion) respectively to MO as represented in

Figure 11 Error! Reference source not found.. Ikeja DisCo had a significant increase of ₦3.95 billion (+120.43%) in remittance to MO between 2021/Q2 and 2021/Q3 while Kaduna decreased by 79.44% (₦2.55 billion) during the same period.



Figure 12 shows remittance performance to NBET. Eko Disco had a notable 103% remittance (N15.24 billion which could be as a result of a retroactive review of MRT or payment of outstanding from previous quarters) in 2021/Q3 while Yola and Kaduna had 19.70% (N0.65 billion) and 12.91% (N1.80 billion) respectively. In comparison with 2021/Q2, Eko, and Jos DisCos had significantly improved remittance performance of +18.06% (N0.39 billion), and +36.80% (N1.11 billion) respectively to NBET while Kaduna Disco decreased by 11.34% (N0.98 billion).

Figure 11: DisCos Remittance Performance (%) to Market Operator in 2021/Q3

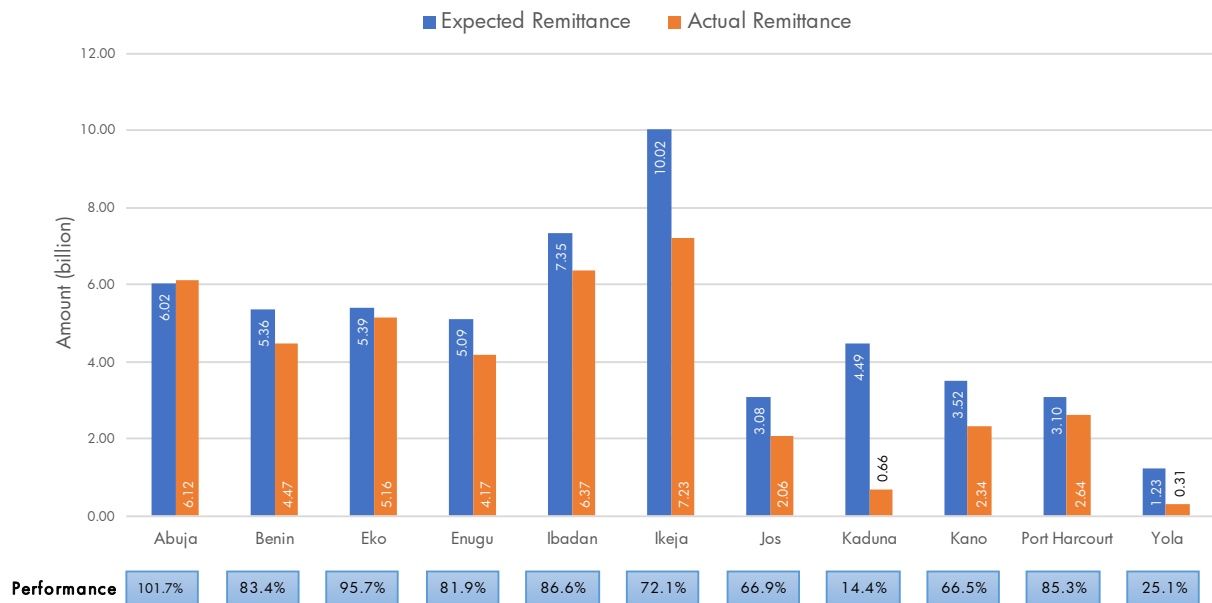
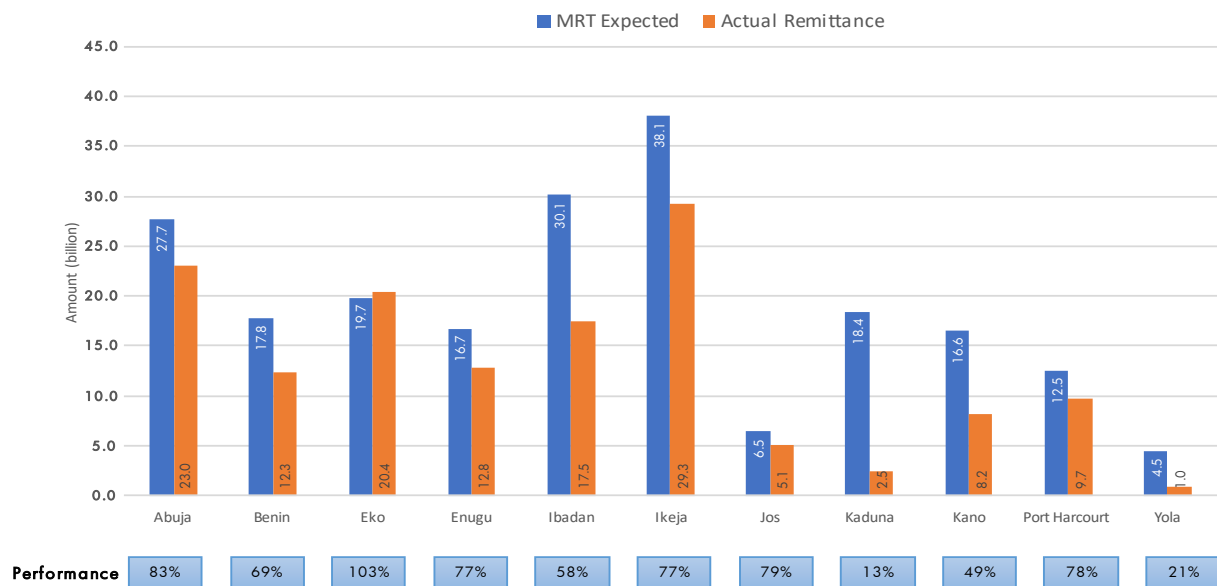


Figure 12: DisCos Remittance Performances (%) to NBET in 2021/Q3



The summary presented in

Table 8 indicates that no payment was made by the special customers (Ajaokuta Steel Co. Ltd and the host community) in respect of the ₦0.52 billion and ₦0.12 billion market

invoices received from NBET and MO respectively in 2021/Q3. During the same period, MO issued an invoice of \$11.52million to bilateral customers (Paras-SBEE, TRANSCORP-SBEE, Mainstream-NIGELEC and Odukpani-CEET) and \$6.22million was remitted indicating a remittance performance of 54.00% as against the zero remittance in 2021/Q2. Low remittances have continued to adversely affect the ability of NBET to honour its financial obligations to GenCos while service providers struggle with the paucity of funds.

Table 8: Special Customer Invoices (₦billion) and Remittances (₦billion)

	NBET				MO			
	Invoice (Billion)	Remittance (Billion)	Performance (%)		Invoice (Billion)	Remittance (Billion)	Performance (%)	
	2021 /Q3	2021 /Q3	2021 /Q3	2021 /Q2	2021 /Q3	2021 /Q3	2021 /Q3	2021 /Q2
<i>Special Customers</i>								
<i>AJOKUTA STEEL(₦)</i>	0.52	0.00	0.00	0.00	0.12	0.00	0.00	0.00
<i>NIGELEC (\$)</i>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<i>CEB (SAKETE) (\$)</i>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<i>Other Bilateral (\$)</i>	0.00	0.00	0.00	0.00	0.12	0.06	54.00	0.00

Notes of the table:

1. NBET, MO, SBEE, CEET and NIGELEC are Nigeria Bulk Electricity Trader, Market Operator, Societe Beninoise d'Electricite, Compagnie Energie Electrique du Togo and Societe Nigerienne d'electricite respectively.

In recognition of the importance of improving market remittances to sustain the operations of the sector, the Commission continues to support DisCos with initiatives on revenue growth. The introduction of the SBT and DisCos' ability to migrate customers upwards by increasing the quality of supply provides a clear pathway for DisCos to boost their revenues without absolute tariff increases. The ongoing infrastructure investments and metering interventions being undertaken by DisCos will increase the volume of reliable energy supplied to customers and revenue assurance which should translate into increased collections and market remittances.

To enforce market discipline and compliance with payment obligations, the Commission has ordered NBET to exercise its contractual right on the payment security cover provided by DisCos in accordance with the terms of its vesting contract with the DisCos.



3. REGULATORY FUNCTIONS

3.0 Regulatory Functions

3.1 Regulations and Orders issued

During the third quarter of 2021, the Commission issued the updated metering regulation - Meter Asset Provider and National Mass Metering (MAP & NMMP) Regulation, as part of ongoing efforts to provide more options for the rapid rollout of customer meters (details of the regulation can be found in section 4.0 Consumer Affairs). In addition, the Commission continued the monitoring of compliance with the provisions of extant regulations, orders and standards governing the NESI.

3.2 Licences and Permits Issued or Renewed

The Commission approved the issuance of generation licences listed in Table 9.

Table 9: List of Generation Licences issued in 2021 Q3

<i>Licensee</i>	<i>Capacity MW</i>	<i>Licence Type</i>	<i>Location</i>	<i>Fuel Type</i>
<i>Globeleq Power Solutions Nigeria Limited</i>	1.54	Off-Grid	Seven Up Bottling Company Limited, Enugu	Gas
<i>Globeleq Power Solutions Nigeria Limited</i>	1.54	Off-Grid	Sagamu, Ogun	Gas
<i>Globeleq Power Solutions Nigeria Limited</i>	6.0	Off-Grid	Oluyole, Ibadan, Oyo	Gas
<i>Ladol Services FZE ("Ladol")</i>		Transfer of Embed licence	Tarkwa Bay	NA
<i>Water Resources Asset Holding Co. Ltd Kwale Genco Limited</i>	30	On-grid	Gurara dam, Kaduna	NA
	900	On-Grid	Kwale, Delta	Gas
<i>Globeleq Power Solutions Nigeria Limited</i>	1.54	Off-Grid	Sagamu	Gas

3.3 Captive Power Generation Permits

The Commission granted two (2) captive generation licences with an aggregate nameplate capacity of 108.9MW:

- 8.9 MW captive power licence to Northern Nigeria Flour Mills Limited at Bompai Industrial Estate, Kano.
- 100 MW capacity to Esso Exploration & Production Nigeria Limited of USAN (OML 138).

3.4 Minigrid Operators Registered with the Commission

No Minigrid permit was approved in 2021/Q3.

3.5 Certification of Meter Assets/Service Providers

The Commission approved and issued certificate to Cresthill Engineering Limited as a Metering Service Provider (MSP).

3.6 Public Consultation and Awareness

The Commission did not conduct public consultations on new regulations in the quarter under review as no new regulations were under consideration. To improve awareness of the existing regulations, consumer rights and obligations, the Commission continued several customer and stakeholder engagements through radio programmes (e.g., Electricity Update). The Commission is committed to sustaining its virtual town hall meetings as well as consumer assembly in accordance with the provisions of the Electric Power Sector Reform Act (EPSRA). The engagements will seek among others, to improve stakeholders' awareness of the existing regulations, and consumer rights and obligations as provided in the industry rules and the EPSRA.

3.7 Compliance and Enforcement

The Commission continued with existing enforcement actions (such as payments of penalties and compensations) brought forward from the preceding quarters against a number of operators for violations of rules and infractions. These include the violations of Regulations and Orders, accidents and electrocution cases, and the failure to comply with Forum decisions within the stipulated time frame.

3.8 Alternative Dispute Resolution

The Commission did not handle any disputes between stakeholders in the industry in the quarter.



4. CONSUMER AFFAIRS

4.0 Consumer Affairs

4.1 Consumer Education and Enlightenment

To ensure continuous customer education on their rights and obligations during the third quarter of 2021, the Commission continued with the airing of the radio enlightenment program 'Electricity Update' across twelve states of the country including the FCT. The program focuses on Service Based Tariff, customers' rights and obligations, customers' redress mechanism, capping of estimated billing and outstanding metering gaps in the industry as well as the strategy being adopted by the Commission to bridge these gaps. In addition to the recorded radio program, the Commission introduced a live radio session where staff of the Commission are on air to address key issues in the NESI. During the same period, the Commission in its efforts to educate the younger generation on the activities of the NESI opened the Annual Energy Competition Award for SS2 students across the country for the year 2021.

4.2 Metering of End-User Customers

The total number of registered customers as of September 2021 was 11,069,200, out of which 4,753,027 have been metered representing 42.94% metering performance as presented in Table 10.

Table 10: Metering Progress (%) as at 2021/Q3

<i>DisCos</i>	<i>Total number of Customers</i>	<i>No of metered customers</i>	<i>Metered % as of 2021 Q3</i>
<i>Abuja</i>	1,575,421	710,563	45.10%
<i>Benin</i>	1,130,366	616,554	54.54%
<i>Eko</i>	1,279,733	553,325	43.24%
<i>Enugu</i>	603,542	334,930	55.49%
<i>Ibadan</i>	2,051,727	772,200	37.64%
<i>Ikeja</i>	1,175,095	751,535	63.96%
<i>Jos</i>	671,192	195,471	29.12%
<i>Kaduna</i>	750,516	163,886	21.84%
<i>Kano</i>	657,561	181,750	27.64%
<i>PH</i>	720,315	394,833	54.81%
<i>Yola</i>	453,732	77,980	17.19%
All DisCos	11,069,200.0	4,753,027	42.94%

Since the Commission rolled out the updated MAP & NMMP (2021) regulation, customer metering continues to progress to ensure that customers pay for the exact energy consumed. During the quarter, an additional 288,431 end-user customer meters were installed. This is a 9% reduction (27,286 installations) compared to the 315,717 meters installed in 2021/Q2 (Table 11).

Across all DisCos, there were a total of 288,431 installations, 281,128 (97.5%) of these customers were metered under the NMMP scheme while only 7,303 (2.5%) customers were metered under the MAP intervention. Abuja, Enugu, Jos, and Kano DisCos recorded increase of 53,587 (+634%), 6,326 (+18%), 8,809 (+33%), and 30,270 (+132%) respectively in 2021/Q3 compared to their respective meter installations in 2021/Q2. In comparison with 2021/Q2, Abuja DisCo had the highest percentage increase in installations of 634% while Yola, Ikeja and Ibadan DisCos declined by 85% (-1,996), 70% (-49,577) and 61% (-23,169) respectively. The primary reason why Ikeja, Kaduna and Ibadan had significant reductions in their installations in 2021/2Q3 compared to 2021/Q2 is due to their early utilisation of their meter allocation under the NMMP.

Table 11: MAP and NMMP Meter Deployment by DisCos in 2021/Q2 VS 2021/Q3

<i>DisCos</i>	<i>Total number of Metered Customers as at 2021/Q3</i>	<i>Customers Metered during 2021/Q2</i>	<i>Customers Metered during 2021/Q3</i>	<i>Change in Metering Performance between 2021/Q2 and 2021/Q3</i>
<i>Abuja</i>	256,720	8,448	62,035	634%
<i>Benin</i>	61,884	26,015	14,669	-44%
<i>Eko</i>	90,281	28,224	16,059	-43%
<i>Enugu</i>	165,362	35,610	41,936	18%
<i>Ibadan</i>	123,782	37,963	14,794	-61%
<i>Ikeja</i>	309,489	70,770	21,193	-70%
<i>Jos</i>	84,623	26,976	35,785	33%
<i>Kaduna</i>	75,700	25,201	12,217	-52%
<i>Kano</i>	82,916	22,901	53,171	132%
<i>PH</i>	128,401	31,247	16,206	-48%
<i>Yola</i>	6,043	2,362	366	-85%
<i>All DisCos</i>	1,385,201	315,717	288,431	-9%

Further details on metering progress under the MAP and NMMP between 2021/2Q2 and 2021/Q3 are presented in appendix XII and XIII respectively. In 2021/Q3 under the MAP intervention, a total of 7,303 meters were installed representing a 23% (2,206) decrease in metering compared to 9,509 installations recorded in 2021/Q2. Port Harcourt DisCo

recorded the highest number of installations (4,775) representing 65.38% of the total number of meters installed under the MAP scheme during the period.

During the same period, a total of 281,128 customers were metered under the NMMP representing an 8.19% (25,080) decline from the 306,208 recorded in 2021/Q2. Except for Abuja, Jos and Kano DisCos, all other DisCos reported a decline in customers metered through NMMP in 2021/Q3 compared to 2021/Q2. Abuja DisCo had a notably 723% (54,195) increase in the number of meters installed under NMMP in 2021/Q3 relative to the preceding quarter.

In August 2021, the Commission issued an updated MAP & NMMP Regulation (2021) as part of ongoing efforts to boost end-user customer metering in the NESI. In addition to the MAP and NMMP programmes, the Commission approved 3 other frameworks for meter financing (Vendor finance, Self-funded by DisCos, and Other external efficient meter financing). Furthermore, the new regulation also provided direction on the process to be followed under the phase 1 of the NMMP.

The MAP is a regulatory initiative towards closing the metering gap of about 10 million meters in the NESI over a period of 3 years. This framework aims to provide for the provision and maintenance of end-user meters as a service by third-party investors on which customers benefitting from such meters pay a Metering Service Charge (MSC) to cover the cost of metering service. The MAP initiative has since its inception metered a total of 591,223 customers.

Similarly, the NMMP is an initiative of the Federal Government of Nigeria launched in 2021 to rapidly bridge the metering gap in the NESI. This is a policy intervention with support from the CBN for the provision of long-term (10-year tenure) single-digit interest loans to DisCos strictly for the provision of meters to customers. This policy provides that only local meter manufacturers or assemblers shall participate in the NMMP. Customers are metered on DisCo's own account without paying for the meters by customers except through end-user tariffs. The NMMP has since its inception metered a total number of 793,978 customers.

Details of the three (3) additional metering frameworks approved in the updated metering regulation are as follow:

1. **Vendor Finance:** This is a mutual agreement between a DisCo and a Local

Meter Manufacturer/Assembler (LMMA) or Meter Asset Provider (MAP) on a deferred payment arrangement where the base cost of meters shall not exceed the regulated price approved by the Commission. Where the cost of financing exceeds the rate approved by CBN, the approval of the Commission will be obtained before the execution of the agreement.

2. **Self-funded by DisCo:** This involves procurement of meters from other sources outside the MAP and NMMP framework. The allowable costs of meters, accessories, installation and warranties should not exceed the regulated pricing approval by the Commission and the terms of supply should not be in conflict with terms of existing MAP and NMMP contracts.
3. **Other External Efficient Meter Financing:** The Commission has also approved other external meter financing that are efficient, cost-effective, and in tune with the terms of existing MAP and NMMP contracts.

4.3 Customers Complaints

The complaints received by DisCos in 2021/Q2 and 2021/Q3 are represented in

Table 12 **Error! Reference source not found.** The total number of complaints received in 2021/Q3 was 247,118 across all DisCos and 237,923 of those were resolved during the period.

Eko DisCo had the highest number of complaints (50,712 representing 20.52% of total complaints) while Yola DisCo had the least number of complaints (1,730 representing 0.70%).

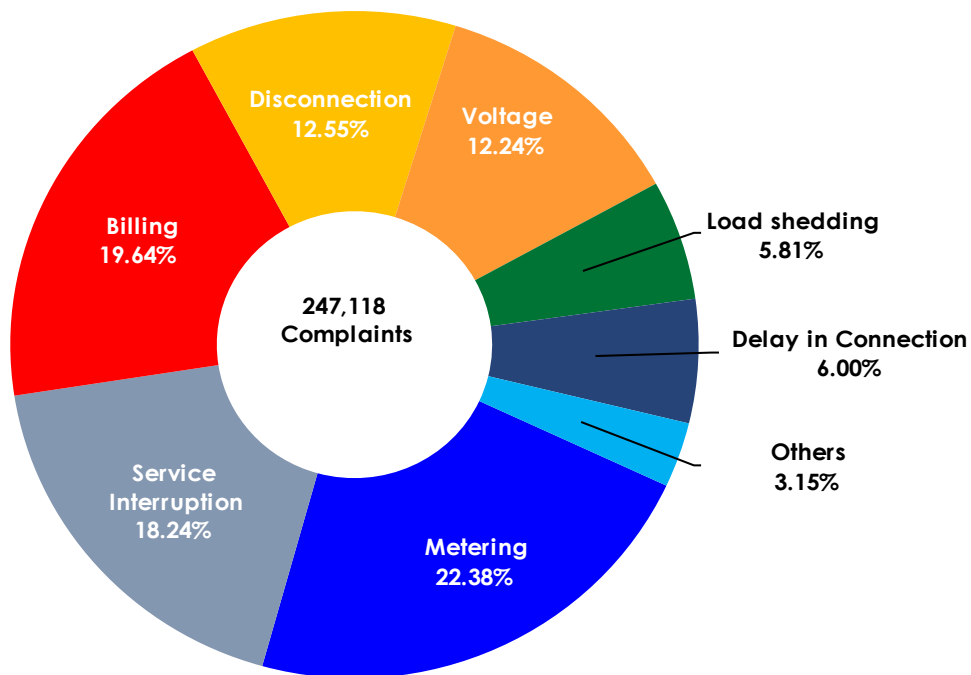
All the DisCos had over 90% resolution rate for the complaints received in 2021/Q3 with Port Harcourt and Eko DisCos having as high as 99% resolution rates. The average resolution rate recorded during the period was 96.28% against 95.32% recorded in 2021/Q2. While most of the DisCos maintained a high-resolution rate between 2021/Q2 and 2021/Q3, Ibadan DisCo notably had an increase in resolution rate from 86.97% in 2021/Q2 to 90.69% in 2021/Q3.

Table 12: Complaints Received and Resolved by DisCo in 2021 Q2 and Q3

<i>DisCos</i>	2021/Q2:			2021/Q3:		
	<i>Complaints Received</i>	<i>Complaints Resolved</i>	<i>Resolution Rate</i>	<i>Complaints Received</i>	<i>Complaints Resolved</i>	<i>Resolution Rate</i>
<i>Abuja</i>	37,624	36,919	98.13%	35,958	35,041	97.45%
<i>Benin</i>	14,795	14,160	95.71%	12,920	12,397	95.95%
<i>Eko</i>	54,658	53,895	98.60%	50,712	50,092	98.78%
<i>Enugu</i>	29,233	26,525	90.74%	20,585	19,341	93.96%
<i>Ibadan</i>	8,581	7,463	86.97%	8,876	8,050	90.69%
<i>Ikeja</i>	38,473	35,059	91.13%	37,964	35,096	92.45%
<i>Jos</i>	12,825	12,368	96.44%	13,193	12,734	96.52%
<i>Kaduna</i>	8,058	7,239	89.84%	8,865	8,051	90.82%
<i>Kano</i>	10,592	10,139	95.72%	19,363	18,970	97.97%
<i>P/Harcourt</i>	24,925	24,705	99.12%	36,952	36,459	98.67%
<i>Yola</i>	1,712	1,697	99.12%	1,730	1,692	97.80%
<i>Total</i>	241,476	230,169	95.32%	247,118	237,923	96.28%

The most frequent complaint categories in 2021/Q3 were metering, service interruption, and billing; they cumulatively accounted for about 60.26% of the total complaints received as presented in Figure 13. This implies that out of the total 247,118 complaints received, 55,305 were on metering, 45,074 were related to service interruption, and 48,534 were billing-related. This set of complaint categories also accounted for 56.02% of the complaints in 2021/Q2 which shows that they continue to be the major concern for customers. In recognition of the above, the Commission has been driving engagements with DisCos to find ways around preventing the issues that cause customers to complain about metering, service interruption and billing.

Figure 13: Category of Complaints Received by DisCos in 2021/Q3



To address customers' complaints, the Commission has continuously monitored the complaint handling and resolution process adopted by all DisCos. The Commission is strictly monitoring the DisCos' compliance with its directive on monthly submission of their customers' complaint reports to ensure timely regulatory interventions when necessary. Also, the strategy adopted for the monitoring is under review with a view to further improve the regulatory oversights. This also includes the strict review of the operations in the Commission's Forum Offices which are set up to redress the customers' complaints that are not adequately resolved by the DisCos.

4.4 Forum Offices

In line with the Commission's mandate on customer protection, Forum Offices were set up pursuant to section 80(1)(b) of the EPSRA to hear and resolve customer complaints not satisfactorily resolved at the DisCos' Customer Complaints Units (DisCos-CCU). The forum office is managed by the Forum Secretariat while the hearings are conducted by 5 Forum Panel members who are not Commission staff and are selected from the following groups/agencies –

1. One representative of Industrial customers to be nominated by the Manufacturers' Association of Nigeria (MAN).
2. One representative of Commercial customers to be nominated by the Nigerian Association of Chambers of Commerce, Industry, Mining and Agriculture (NACCIMA).
3. One representative of household customers to be nominated by the Federal Competition and Consumers Protection Commission (FCCPC).
4. One representative of an NGO based in the DisCos operating area nominated by the Commission.
5. One nominee based in the DisCos operating area who has an electrical engineering background nominated by the Commission.

The Forum Panels assist in adjudicating over customers' and operators' disputes as enshrined in the NERC's Customer Complaints Handling Standards and Procedures (CCHSP) Regulations. As at 30 September 2021, the Commission had thirty (30) operational Forum Offices in twenty-nine (29) states and the FCT, Abuja. The details including names, addresses and contacts of the Commission's Forum Offices are presented in Appendix XIV.

The summary of the complaints across the Forum Offices in 2021/Q3 is presented in Table 13. The total number of new complaints received in the quarter was 2,298 while there were an additional 764 pending complaints which were carried over from 2021/Q2 making a total of 3,062 complaints. The Forum Offices covering Ikeja DisCo's operational areas had the highest number of complaints (515 complaints) in the third quarter. This was followed by the Forum Office covering Ibadan DisCo's operational areas which received 445 complaints during the same period. The Forum Office covering Yola DisCo operational area had the lowest number of complaints (13 complaints) in 2021/Q3.

The Forum Offices' Panels had a total of 50 sittings in 2021/Q3 and approximately 1,422 (61.87%) of the total 2,298 complaints received were resolved. The complaints were resolved either through formal hearings of the Forum Panels or preliminary engagements between the Forum Secretaries and the DisCos. The resolution rate indicates that about three (3) in every five (5) disputes that got to the Forum Offices in 2021/Q3 were resolved.

The Forum Offices covered by Enugu DisCo had the highest number of sittings (16) and those covered by Ibadan DisCo had the highest number (318) of resolved complaints in 2021/Q3. The number of sittings increased from 32 in 2021/Q2 to 50 in 2021/Q3. It

is worthy of note that Forum Offices covered by Benin DisCo had all the 111 complaints received in 2021/Q3 resolved during the period. On average, 47 complaints were resolved per Forum Office.

Table 13: Complaints Handled by Forum Offices in 2021 Q3

<i>Forum Offices</i>	<i>Accountable DisCos</i>	<i>Complaint Received¹</i>	<i>Complaint Resolved²</i>	<i>Complaint Pending³</i>	<i>No of Sitings</i>
<i>Abuja, Lafia & Lokoja</i>	Abuja	128	77	44	4
<i>Asaba & Benin</i>	Benin	111	111	0	4
<i>Eko</i>	Eko	142	112	30	2
<i>Abakaliki, Akwa, Enugu, Owerri, & Umuahia</i>	Enugu	321	162	133	16
<i>Ibadan, Ilorin & Osogbo</i>	Ibadan	445	318	124	8
<i>Ikeja</i>	Ikeja	515	285	230	6
<i>Bauchi, Gombe, Jos & Makurdi</i>	Jos	26	10	14	0
<i>Gusau, Kaduna, Kebbi & Sokoto</i>	Kaduna	130	54	66	3
<i>Jigawa, Kano & Katsina</i>	Kano	64	40	23	1
<i>Calabar, Port Harcourt & Uyo</i>	P/Harcourt	403	247	156	6
<i>Yola</i>	Yola	13	6	7	0
<i>All Forum Offices</i>	All DisCos	2,298	1,422	827	50

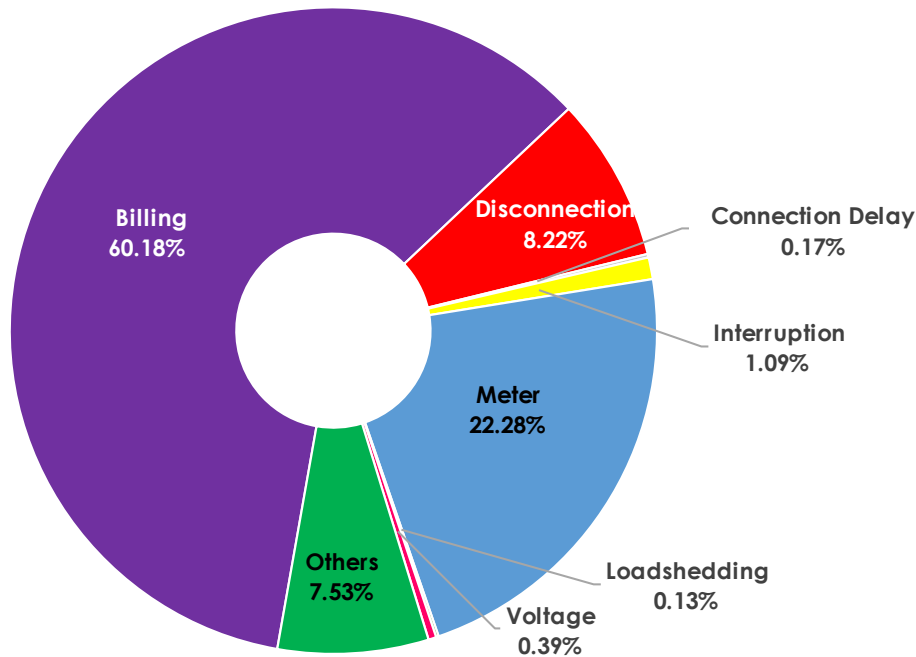
Note of tables: ¹ Complaint received includes outstanding complaints from the preceding quarter

² Complaint resolved excludes complaints withdrawn or rejected

³ Complaints are still within the regulatory timeframe of 2 months to resolve

The different categories of complaints received at the Forum Offices in 2021/Q3 are represented in Figure 14. Billing-related complaints represented a significant portion of cases presented to the Forum Offices accounting for ~60% of the total complaints in the third quarter. Metering and disconnection were also prevalent representing 22.28% and 8.22% respectively of the total complaints received. These 3 complaint categories accounted for >90% of total complaints as they did in the prior quarter. The Commission is working on harmonising its customer service regulations as well as ensuring improved and increased customer education in a bid to reduce complaints along these issues.

Figure 14: Category of Complaints Received by Forum Offices in 2021 Q3



While some of the undecided cases at the Forum Offices were due to incomplete submission and/or withdrawal by the concerned consumers, the Commission continued the review of the operation of the Forum Offices to ensure speedy resolution of complaints in line with the Commission's strategic objective of upholding high customer care standards. The Commission is working towards establishing additional Forum Offices and other customer complaint resolution channels in a bid to increase overall customer complaint management in the NESI.

4.5 Health and Safety

In accordance with section 32 (1)(e) of EPSRA, the Commission continued to monitor the health and safety performance in the NESI in order to guarantee the delivery of safe and reliable electricity to Nigerians. During the third quarter of 2021, the Commission received a total of eighty-five (85) mandatory health and safety reports from licensees. These reports were analysed in line with the provisions of Section 32 (1)(e) of EPSRA for monitoring and evaluating the health and safety performance of licensees in order to ensure that operators abide by their responsibility of delivering safe electricity services to consumers. The

summary statistics on the accidents experienced in the NESI in 2021/Q2 and 2021/Q3 are presented in Table 14.

The industry, unfortunately, recorded more injuries and deaths in 2021/Q3 than the preceding quarter.

Table 14: Health and Safety (H&S) Reports in 2021 Q2 and Q3

Item	2021/Q2	2021/Q3	Net change
Number of Expected H&S Reports	87	87	0
Number of H&S Reports Submitted	86	85	-1
Number of Deaths (employees & third parties)	26	30	+4
Number of Injuries	15	19	+4

Some of the safety programmes implemented by the Commission include the standardisation of protective schemes, public enlightenment on health & safety, engagement of government agencies on Right of Way (RoW) violations, and a review of an operational procedure for distribution system operators on fault clearing.



5. THE COMMISSION

5.0 Commission

5.1 Financial Report

The summary of the Commission's revenue and expenditure during the second and third quarters of 2021 is presented in **Error! Not a valid bookmark self-reference.** In 2021/Q3, the total revenue realised by the Commission was ₦4,364.67 million and a total expenditure of ₦1,517.63 million.

The total revenue in 2021/Q3 was about ₦935.19 million (17.65%) lower than the ₦5,299.86 million revenue realised in the preceding quarter. This decline in revenue could be attributed to the decrease in operating levy (market charges) which declined by ₦521.92 million (10.72%) from ₦4,868.59 million realized in 2021/Q2 to ₦4,346.67 million in 2021/Q3. In addition, other Internally Generated Revenue (OIGR) also reduced from ₦431.27 million in 2021/Q2 to ₦18 million in 2021/Q3 representing a 95.8% decrease (₦431.27 million).

During the same period, the total (capital and recurrent) expenditure of the Commission recorded a ₦75.78 million (5.26%) increment than the ₦1,441.85 million incurred during the second quarter of 2021 attributable to the increased regulatory expenses (+114.88%) during the quarter.

Table 15: Quarterly Cash Flow of the Commission for 2021 Q3

	Monthly Report for 2021/Q3 (₦' Million)			Quarterly Reports (₦' Million)	
	July	August	September	2021/Q3	2021/Q2
A. Revenue					
Operating Levy (i.e., MC)	2,281.79	985.95	1,078.93	4,346.67	4,868.59
Other IGR	14.13	1.11	2.76	18.00	431.27
Total Revenue	2,295.92	987.06	1,081.69	4,364.67	5,299.86
B. Expenditure					
Personnel Cost	201.38	315.33	211.41	728.12	1,017.88
Regulatory Expenses	184.67	280.32	244.70	709.69	330.27
Admin & General Maintenance	23.60	23.10	33.12	79.82	93.7
Total Expenditure	409.65	618.75	489.23	1,517.63	1,441.85
C. Net Cash Flow (A-B)	1,886.27	368.31	592.46	2,847.04	3,858.01
Memo: Outstanding Liabilities as at the end of the Stated Quarters				4,199.41	2,255.42

Notes of the table: MC is Market Charges, and IGR internal Generated Revenue comprising licence processing fee, and registration fees for MSP and MAP, etc.

A comparison of the revenue and expenditure of the Commission within the third quarter of 2021 indicated lesser expenditure incurred when compared to actual cash receipts, showing a positive net cash flow of ₦2.85billion. However, the total outstanding liabilities at the end of the quarter stood at ₦4.20billion.

The proper management of the Commission's cash flow remains one of its key financial obligations. Thus, the Commission continued to monitor its expenditure and liabilities while continuously working on the regulatory interventions necessary to improve the liquidity in the industry.

5.2 Capacity Development

The Commission is highly committed to staff safety and continuity of business operations. In this regard, the Commission in 2021/Q3 continued to explore various avenues provided by Information Communication Technology (ICT) to conduct meetings, seminars, trainings, and engagements with other industry operators in view of restricted in-person participation due to COVID-19 control measures of the Federal Government.

The word "APPENDIX" is centered within a graphic consisting of two overlapping blue rectangular outlines. The word is in a bold, blue, sans-serif font. Below the word, there is a faint, light blue horizontal line.

APPENDIX

Appendix I: Energy generation in 2021 Q2 and Q3

GenCos	Available Capacity (MW)		Actual Daily hourly Generation Capacity (MWh/h)		Average Daily Generation (MWh)		Quarterly Generation (MWh)	
	Q2	Q3	Q2	Q3	Q2	Q3	Q2	Q3
	AES	278.22	364.27	260.46	320.56	6,251.09	7,693.33	575,100.10
Afam_VI	101.37	106.78	81.95	66.74	1,966.70	1,601.64	180,936.60	147,351.20
Afam_IV_V	148.39	179.16	86.82	77.47	2,083.72	1,859.25	191,702.60	171,050.60
Alaoji NIPP	409.78	450.40	372.21	389.23	8,932.92	9,341.42	821,828.90	859,411.00
Azura-Edo IPP	16.66	19.49	16.04	17.73	385.01	425.50	35,420.51	39,145.54
Dadin Kowa	375.03	413.54	324.58	344.46	7,789.82	8,267.08	716,663.80	760,571.00
Delta	819.04	795.33	738.22	607.54	17,717.30	14,581.07	1,629,991.00	1,341,459.00
Egbin	-	755.00	-	469.02	-	11,256.39	-	1,035,588.00
Egbin St-6	-	-	-	-	-	-	-	-
Gbarain NIPP	387.69	318.74	338.24	207.35	8,117.67	4,976.37	746,825.70	457,826.00
Geregu Gas	54.07	120.90	36.01	62.23	864.26	1,493.41	79,512.26	137,394.00
Geregu NIPP	2.53	4.28	0.35	3.45	8.41	82.69	773.51	7,607.90
Ibom Power	9.67	25.11	7.91	11.35	189.95	272.48	17,474.95	25,068.30
Ihovbor NIPP	377.04	393.30	308.43	467.86	7,402.29	11,228.57	681,010.60	1,033,028.00
Jebba	287.60	273.01	238.90	220.07	5,733.69	5,281.78	527,499.70	485,924.00
Kainji	394.15	365.59	317.06	232.42	7,609.40	5,577.97	700,065.00	513,173.70
Odukpani	429.23	283.29	382.31	179.36	9,175.55	4,304.73	844,150.50	396,035.00
Okpai	124.59	161.73	91.15	128.88	2,187.62	3,093.04	201,260.70	284,559.40
Olorunsogo Gas	2.53	8.75	1.75	3.55	42.00	85.21	3,864.10	7,838.90
Olorunsogo NIPP	40.00	50.65	38.46	42.69	923.05	1,024.49	84,920.18	94,252.85
Omoku	97.97	141.17	82.77	121.91	1,986.48	2,925.95	182,756.50	269,187.10
Omotosho Gas	14.51	49.51	10.57	25.58	253.57	613.86	23,328.27	56,475.01
Omotosho NIPP	65.38	58.80	49.49	46.50	1,187.78	1,115.90	109,275.90	102,662.70
Paras Energy	43.13	94.67	37.17	47.47	892.03	1,139.39	82,067.03	104,824.00
Rivers IPP	47.98	44.74	41.91	37.54	1,005.93	900.99	92,545.23	82,891.00
Sapele	-	105.30	-	64.66	-	1,551.82	-	142,767.00
Sapele NIPP	251.98	411.32	142.33	292.22	3,415.97	7,013.38	314,269.00	645,231.00
Shiroro	64.49	61.74	52.60	39.47	1,262.30	947.36	116,131.60	87,157.51
Trans Amadi	278.22	364.27	260.46	320.56	6,251.09	7,693.33	575,100.10	707,786.00
Total	4,843.03	6,056.58	4,057.69	4,527.29	97,384.50	108,655.10	8,959,374.00	9,996,265.00

Appendix II: Monthly Energy Received and Billed by DisCos in 2021/Q1- Q3

	Energy Received (GWh)								
	2021/Q1			2021/Q2			2021/Q3		
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.
Abuja	350.00	338.00	373.00	363.00	341.00	281.00	304	315	312
Benin	247.96	215.04	239.10	216.98	226.58	204.23	223	211	207
Eko	348.66	316.90	310.00	286.22	294.44	260.91	275	296	262
Enugu	282.00	252.00	249.00	225.00	227.00	208.00	230	221	214
Ibadan	396.39	354.70	354.10	332.05	323.17	266.41	326	331	329
Ikeja	422.29	391.07	395.20	368.65	385.76	350.29	361	367	339
Jos	104.12	104.12	120.54	114.43	123.78	110.75	116	116	111
Kaduna	182.00	171.00	198.00	208.00	196.00	180.00	186	192	184
Kano	170.77	156.53	179.15	162.98	174.69	149.05	132	153	131
Port Harcourt	182.30	195.15	188.01	183.89	162.40	182.28	172	175	158
Yola	98.00	71.00	84.00	84.00	76.00	64.00	71	72	65
All Discos	2,784.50	2,565.52	2,690.09	2,545.20	2,530.83	2,256.92	2396.11	2449.38	2312.07
	Energy Billed (GWh)								
	Jan.	Jul.	Aug.	Sep.	May.	Jun.	Jul.	Aug.	Sep.
	Jan.	Jul.	Aug.	Sep.	May.	Jun.	Jul.	Aug.	Sep.
Abuja	226.00	229.00	245.00	231.00	211.00	206.00	206	223	211
Benin	203.85	179.63	202.00	180.99	187.81	172.39	172	188	178
Eko	297.88	271.59	262.00	252.86	249.44	229.55	230	249	263
Enugu	201.00	184.00	179.00	166.00	163.00	151.00	151	168	162
Ibadan	305.32	268.27	270.25	252.01	207.56	180.32	180	219	225
Ikeja	359.92	351.41	352.70	341.93	346.83	322.04	322	334	323
Jos	69.51	68.39	67.50	70.77	87.78	78.32	78	77	84
Kaduna	138.00	129.00	150.00	156.00	147.00	139.00	139	142	148
Kano	119.82	121.52	132.16	124.99	115.08	108.70	109	98	116
Port Harcourt	135.95	138.56	146.38	144.78	135.74	127.71	128	132	138
Yola	44.00	32.00	36.00	34.00	33.00	32.00	32	34	32
All Discos	2,101.25	1,973.37	2,042.99	1,955.34	1,884.24	1,747.03	1747.03	1865.44	1880.17
	Billing Efficiency (%)								
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.
Abuja	64.57	67.75	65.68	63.64	61.88	73.31	67.69	70.77	67.59
Benin	82.21	83.53	84.49	83.41	82.89	84.41	77.41	89.16	86.13
Eko	85.44	85.70	84.52	88.34	84.72	87.98	83.40	84.24	100.37
Enugu	71.28	73.02	71.89	73.78	71.81	72.60	65.61	76.00	75.61
Ibadan	77.02	75.63	76.32	75.90	64.22	67.69	55.39	66.13	68.39
Ikeja	85.23	89.86	89.25	92.75	89.91	91.94	89.31	91.03	95.23
Jos	66.76	65.69	56.00	61.85	70.92	70.71	67.55	66.54	75.92
Kaduna	75.82	75.44	75.76	75.00	75.00	77.22	74.71	74.02	80.42
Kano	70.16	77.63	73.77	76.69	65.88	72.93	82.13	64.13	88.35
Port Harcourt	74.58	71.00	77.86	78.73	83.59	70.06	74.18	75.52	87.38
Yola	44.90	45.07	42.86	40.48	43.42	50.00	45.04	47.42	49.49
All Discos	75.46	76.92	75.94	76.82	74.45	77.41	72.91	76.16	81.32

Notes of the table:

1. DisCos are the electricity distribution companies;
2. GWh is Giga-watt hour

Appendix III: Monthly Revenue Performance by DisCos in 2021/Q1- Q3

	Total Billings (₦' Billion)								
	2021 Q1			2021 Q2			2021 Q3		
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.
Abuja	11.32	11.52	12.51	11.98	10.94	10.68	11.46	11.08	11.73
Benin	9.10	8.17	8.85	8.51	8.77	8.16	8.73	8.43	8.54
Eko	13.00	11.92	11.58	11.82	11.51	10.60	11.33	11.97	11.70
Enugu	1.05	9.48	9.21	8.58	8.71	7.93	8.76	8.45	8.51
Ibadan	13.21	12.35	12.22	11.99	10.08	8.91	10.62	10.61	11.51
Ikeja	15.47	14.64	15.25	15.27	16.03	14.52	15.13	15.50	14.95
Jos	3.31	3.28	3.26	3.35	4.20	3.78	3.84	4.59	4.67
Kaduna	6.62	6.22	7.34	7.88	7.31	7.09	7.10	7.45	7.79
Kano	5.44	5.44	6.00	5.91	5.55	5.32	4.79	5.53	5.37
Port Harcourt	6.13	6.42	6.81	6.94	6.48	5.83	5.98	6.43	6.14
Yola	1.89	1.32	1.54	1.49	1.48	1.38	1.45	1.42	1.45
All Discos	86.54	90.75	94.56	93.72	91.05	84.20	89.18	91.45	92.37
	Revenue Collected (₦' billion)								
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.
	Abuja	8.96	10.05	10.12	9.85	8.76	8.88	10.20	9.32
Benin	4.43	4.56	4.92	4.57	4.48	5.00	4.84	5.13	4.80
Eko	10.20	10.18	9.45	9.78	9.58	9.19	9.72	10.03	9.73
Enugu	5.92	6.06	5.63	5.49	5.71	5.77	5.61	5.51	5.48
Ibadan	6.82	7.28	7.07	7.11	6.60	7.10	9.31	7.62	7.71
Ikeja	11.93	12.87	11.84	12.77	12.93	13.00	13.31	12.91	13.34
Jos	1.58	2.05	1.89	2.11	2.06	1.99	2.48	1.90	2.17
Kaduna	2.42	2.51	2.46	2.33	2.40	2.68	2.46	2.49	2.27
Kano	3.51	3.98	3.90	3.60	3.93	3.81	3.72	3.71	3.86
Port Harcourt	3.42	3.92	3.94	3.79	3.90	3.87	4.22	3.96	4.07
Yola	0.75	0.91	0.80	0.69	0.77	0.80	0.78	0.66	0.73
All Discos	59.94	64.37	62.03	62.08	61.13	62.08	66.64	63.23	63.66
	Collection Efficiency (%)								
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.
	Abuja	79.14	87.26	80.94	82.18	80.09	83.18	89.00	84.16
Benin	48.72	55.83	55.61	53.70	51.08	61.29	55.41	60.79	56.13
Eko	78.48	85.44	81.63	82.70	83.27	86.66	85.83	83.78	83.14
Enugu	566.60	63.93	61.20	63.90	65.52	72.75	63.99	65.23	64.37
Ibadan	51.62	58.93	57.85	59.28	65.51	79.72	87.61	71.86	66.97
Ikeja	77.13	87.91	77.61	83.68	80.71	89.53	87.96	83.28	89.25
Jos	47.69	62.44	58.08	62.85	49.12	52.51	64.59	41.30	46.53
Kaduna	36.52	40.39	33.46	29.55	32.91	37.77	34.66	33.45	29.13
Kano	64.49	73.13	65.12	61.00	70.79	71.63	77.77	67.13	71.86
Port Harcourt	55.89	61.02	57.88	54.65	60.14	66.33	70.70	61.55	66.27
Yola	39.64	69.14	52.18	46.25	51.92	57.72	53.55	46.29	50.07
All Discos	69.27	70.93	65.60	66.24	67.14	73.73	74.73	69.14	68.92

Notes of the table:

1. DisCos are the electricity distribution companies
2. ₦ Billion is Billions of Nigeria Currency

Appendix IV: Monthly DisCos Invoices & Remittances to MO in 2021 Q1- Q3

	INVOICE (₦' BILLION)								
	2021 Q1			2021 Q2			2021 Q3		
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.
<i>Abuja</i>	2.40	2.33	2.38	2.29	2.35	1.90	1.58	2.34	2.09
<i>Benin</i>	1.50	1.50	1.70	1.61	1.77	1.67	1.87	1.82	1.67
<i>Eko</i>	2.39	2.18	2.05	1.90	1.99	1.94	1.46	2.06	1.87
<i>Enugu</i>	1.94	1.75	1.70	1.58	1.74	1.66	1.64	1.84	1.62
<i>Ibadan</i>	2.74	2.47	2.46	2.35	2.37	2.28	2.37	2.57	2.41
<i>Ikeja</i>	1.27	2.35	2.72	2.50	2.65	2.72	4.80	2.82	2.40
<i>Jos</i>	0.95	0.96	1.12	1.05	1.09	1.03	1.05	1.10	0.93
<i>Kaduna</i>	1.05	1.31	1.42	1.19	1.18	1.38	1.66	1.59	1.24
<i>Kano</i>	0.94	1.05	1.20	1.05	1.19	1.16	1.25	1.44	0.83
<i>Port Harcourt</i>	1.21	0.98	1.22	1.12	1.11	1.02	0.87	1.14	1.09
<i>Yola</i>	0.68	0.43	0.55	0.53	0.52	0.38	0.45	0.46	0.33
<i>All Discos</i>	17.06	17.31	18.51	17.17	17.95	17.15	19.01	19.17	16.47
<i>Ajaokuta Steel</i>	0.04	0.03	0.04	0.04	0.04	0.03	0.03	0.06	0.03
<i>Other Bilateral</i>	0.25	0.21	0.28	0.26	0.26	0.25	0.31	0.32	0.32
	Remittance (₦' billion)								
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.
<i>Abuja</i>	2.03	2.33	2.25	2.12	1.70	1.65	2.24	2.00	1.88
<i>Benin</i>	1.50	1.00	1.02	2.32	0.97	1.07	2.40	1.16	0.90
<i>Eko</i>	2.16	2.18	1.93	2.02	1.99	1.82	1.46	2.00	1.70
<i>Enugu</i>	1.81	1.31	1.21	2.06	1.05	1.17	2.06	1.11	1.01
<i>Ibadan</i>	2.40	2.47	1.41	2.33	1.15	1.23	4.20	1.02	1.15
<i>Ikeja</i>	1.27	2.35	1.94	3.28	0.00	0.00	2.56	2.27	2.40
<i>Jos</i>	0.95	0.96	0.52	1.19	0.56	0.47	1.49	0.14	0.43
<i>Kaduna</i>	0.23	0.28	0.00	2.46	0.11	0.64	0.20	0.24	0.23
<i>Kano</i>	0.94	0.78	0.72	1.17	0.58	0.56	1.21	0.68	0.45
<i>Port Harcourt</i>	0.91	0.90	0.93	1.14	0.82	0.78	0.98	0.83	0.83
<i>Yola</i>	0.18	0.15	0.14	0.17	0.08	0.16	0.09	0.11	0.10
<i>All Discos</i>	14.38	14.70	12.08	20.24	9.01	9.55	18.90	11.55	11.07
<i>Ajaokuta Steel</i>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<i>Other Bilateral</i>	0.00	0.00	0.00	0.00	0.00	0.00	1.182	0.00	0.00
	Remittance Performance (%)								
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.
<i>Abuja</i>	84.56	100.00	94.61	92.32	72.20	86.67	141.57	85.43	89.70
<i>Benin</i>	100.00	66.40	60.30	144.18	54.71	64.23	128.31	63.98	54.13
<i>Eko</i>	90.63	100.00	94.14	106.33	100.00	93.47	100.00	96.91	91.13
<i>Enugu</i>	93.18	74.99	71.33	130.37	60.14	70.74	125.84	60.23	62.21
<i>Ibadan</i>	87.77	100.00	57.35	98.91	48.48	53.91	177.19	39.58	47.68
<i>Ikeja</i>	100.00	100.00	71.43	131.00	0.00	0.00	53.36	80.46	100.00
<i>Jos</i>	100.00	100.00	45.96	113.55	51.38	45.44	141.70	12.97	45.72
<i>Kaduna</i>	21.60	21.33	0.00	207.52	9.63	46.37	11.76	15.04	18.29
<i>Kano</i>	100.00	74.13	59.84	111.02	48.67	48.28	96.74	47.01	54.43
<i>Port Harcourt</i>	74.89	91.48	75.99	101.46	74.23	76.42	113.28	72.76	76.05
<i>Yola</i>	26.39	35.11	26.33	31.80	15.93	41.81	20.85	24.98	31.18
<i>All Discos</i>	84.25	84.96	65.23	117.91	50.17	55.69	99.46	60.26	67.23
<i>Ajaokuta Steel</i>	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<i>Other Bilateral</i>	0.0	0.0	0.0	0.0	0.0	0.0	387.1	0.0	0.0

Notes of the table: 1. DisCos is Electricity Distribution Companies, ₦Billion is billions of Nigeria Currency;

2. Where the remittance by a particular DisCo for a given period is more than the invoice received (or the Remittance performance greater than 100%) by the said DisCo it reflects payment for outstanding bills

Appendix V: Monthly DisCos Invoices & Remittances to NBET in 2021 Q1- Q3

	Invoice (₦' Billion)								
	2021 Q1			2021 Q2			2021 Q3		
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.
Abuja	8.66	8.21	8.82	8.98	8.98	7.96	8.32	8.16	7.77
Benin	6.43	5.77	6.18	6.08	6.45	6.00	6.28	5.87	5.60
Eko	8.47	7.76	7.76	7.71	8.11	7.49	7.72	7.73	6.96
Enugu	6.91	6.28	6.32	6.21	6.46	6.06	6.39	6.02	5.69
Ibadan	9.82	8.94	9.04	9.06	9.25	8.21	9.12	8.86	8.47
Ikeja	10.85	10.06	10.25	10.24	10.87	10.16	10.30	10.01	9.26
Jos	3.48	3.17	3.42	3.46	3.73	3.46	3.53	3.40	3.22
Kaduna	5.19	4.86	5.29	5.63	5.66	5.33	5.40	5.28	4.98
Kano	5.03	4.66	5.01	4.97	5.33	4.81	4.57	4.72	4.29
Port Harcourt	4.59	4.44	4.63	4.69	4.81	4.47	4.71	4.57	4.15
Yola	2.53	2.07	2.28	2.36	2.32	2.09	2.20	2.13	1.97
All Discos	71.97	66.22	69.00	69.40	71.98	66.05	68.53	66.74	62.37
Ajaokuta Steel	0.18	0.13	0.15	0.15	0.16	0.14	0.13	0.26	0.13
Other Bilateral	0.04	0.03	0.04	0.01	0.04	0.00	0.01	0.02	0.00
	Remittance (₦' billion)								
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.
	Abuja	5.13	5.39	5.47	5.95	4.65	4.95	5.89	4.93
Benin	2.96	1.76	1.71	2.23	1.82	1.99	3.18	2.62	2.07
Eko	4.91	4.50	4.24	5.02	5.28	4.56	4.95	4.95	5.34
Enugu	4.08	2.78	2.66	2.91	2.53	2.79	3.38	2.32	2.92
Ibadan	5.28	4.80	3.04	3.35	2.97	2.79	4.58	2.86	3.69
Ikeja	7.30	6.77	4.93	7.62	7.50	6.23	7.73	7.51	6.81
Jos	1.02	0.93	0.46	0.73	0.65	0.54	1.17	1.13	0.72
Kaduna	0.71	0.65	0.00	0.70	0.38	1.71	0.47	0.54	0.79
Kano	2.07	2.33	2.02	2.14	1.95	1.75	2.02	1.65	2.16
Port Harcourt	1.96	1.74	1.50	1.54	1.72	1.65	2.51	2.44	2.08
Yola	0.24	0.22	0.18	0.27	0.13	0.31	0.16	0.19	0.31
All Discos	35.67	31.87	26.22	32.45	29.60	29.27	36.03	31.14	32.99
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Other Bilateral	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.02	0.00
	Remittance Performance (%)								
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.
	Abuja	59.25	65.60	62.07	66.25	51.81	62.20	70.80	60.49
Benin	46.01	30.55	27.74	36.66	28.29	33.22	50.60	44.72	36.98
Eko	57.95	57.95	54.56	65.06	65.06	60.81	64.09	64.09	76.77
Enugu	59.11	44.32	42.16	46.85	39.17	46.08	52.83	38.55	51.36
Ibadan	53.72	53.72	33.57	36.96	32.06	33.98	50.21	32.23	43.53
Ikeja	67.31	67.31	48.08	74.41	69.05	61.31	75.05	75.05	73.51
Jos	29.37	29.37	13.50	21.06	17.51	15.49	33.32	33.32	22.48
Kaduna	13.61	13.44	0.00	12.43	6.66	32.05	8.74	10.18	15.84
Kano	41.14	49.97	40.33	42.97	36.64	36.35	44.16	34.94	50.37
Port Harcourt	42.71	39.07	32.45	32.76	35.83	36.89	53.37	53.37	49.99
Yola	9.65	10.74	8.06	11.35	5.69	14.92	7.11	8.75	15.75
All Discos	49.56	48.13	38.00	46.75	41.12	44.31	52.58	46.66	52.90
Ajaokuta Steel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Other Bilateral	0.00	0.00	0.00	0.00	0.00	0.00	100.00	100.00	100.00

Notes of the table:

1. DisCos and NBET are electricity Distribution Companies and Nigeria Bulk Electricity Trader respectively;
2. ₦'Billion is billions of Nigeria Currency;

Appendix VI: Monthly DisCos Invoices & Remittances to NBET & MO in 2021/Q1- Q3

	Invoice (₦' Billion)								
	2021 Q1			2021 Q2			2021 Q3		
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.
<i>Abuja</i>	11.07	10.54	11.20	11.28	11.33	9.91	10.50	9.87	9.87
<i>Benin</i>	7.93	7.27	7.87	7.69	8.22	8.15	7.69	7.27	7.27
<i>Eko</i>	10.86	9.94	9.82	9.61	10.10	9.18	9.79	8.83	8.83
<i>Enugu</i>	8.84	8.02	8.01	7.79	8.20	8.03	7.85	7.32	7.32
<i>Ibadan</i>	12.56	11.41	11.51	11.41	11.62	11.49	11.43	10.88	10.88
<i>Ikeja</i>	12.11	12.42	12.96	12.74	13.52	15.10	12.83	11.66	11.66
<i>Jos</i>	4.43	4.13	4.54	4.51	4.83	4.58	4.50	4.15	4.15
<i>Kaduna</i>	6.24	6.17	6.71	6.81	6.84	7.05	6.87	6.21	6.21
<i>Kano</i>	5.97	5.71	6.21	6.03	6.51	5.82	6.16	5.12	5.12
<i>Port Harcourt</i>	5.80	5.42	5.85	5.81	5.92	5.57	5.71	5.24	5.24
<i>Yola</i>	3.21	2.50	2.82	2.88	2.84	2.65	2.59	2.30	2.30
<i>All Discos</i>	89.04	83.53	87.51	86.56	89.93	87.53	85.91	78.84	78.84
<i>Ajaokuta Steel</i>	0.22	0.16	0.18	0.19	0.19	0.16	0.32	0.15	0.15
<i>Other Bilateral</i>	0.28	0.23	0.31	0.28	0.30	0.32	0.34	0.32	0.32
	Remittance (₦' billion)								
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.
<i>Abuja</i>	7.17	7.71	7.73	8.07	6.35	6.60	8.13	6.94	7.98
<i>Benin</i>	4.46	2.76	2.74	4.55	2.80	3.07	5.58	3.79	2.97
<i>Eko</i>	7.07	6.68	6.17	7.04	7.27	6.37	6.41	6.95	7.04
<i>Enugu</i>	5.89	4.09	3.87	4.97	3.58	3.97	5.44	3.43	3.93
<i>Ibadan</i>	7.68	7.27	4.45	5.67	4.11	4.02	8.78	3.87	4.84
<i>Ikeja</i>	8.57	9.13	6.87	10.90	7.50	6.23	10.29	9.78	9.20
<i>Jos</i>	1.97	1.89	0.98	1.92	1.21	1.00	2.67	1.28	1.15
<i>Kaduna</i>	0.93	0.93	0.00	3.16	0.49	2.35	0.67	0.78	1.01
<i>Kano</i>	3.01	3.11	2.74	3.30	2.53	2.31	3.23	2.33	2.61
<i>Port Harcourt</i>	2.87	2.63	2.43	2.67	2.54	2.43	3.49	3.27	2.91
<i>Yola</i>	0.42	0.37	0.33	0.44	0.21	0.47	0.25	0.30	0.41
<i>All Discos</i>	50.05	46.58	38.29	52.69	38.60	38.82	54.94	42.69	44.06
<i>Ajaokuta Steel</i>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<i>Other Bilateral</i>	0.00	0.00	0.00	0.00	0.00	0.00	0.02	0.00	1.21
	Remittance Performance (%)								
	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.
<i>Abuja</i>	64.75	73.20	68.99	71.55	56.04	66.92	82.11	66.05	80.85
<i>Benin</i>	56.22	37.95	34.76	59.15	33.99	39.97	68.47	49.28	40.91
<i>Eko</i>	65.13	67.17	62.83	73.21	71.94	67.54	69.80	71.00	79.81
<i>Enugu</i>	66.57	51.00	48.34	63.79	43.62	51.38	67.72	43.62	53.76
<i>Ibadan</i>	61.14	63.74	38.66	49.73	35.40	38.32	76.39	33.88	44.45
<i>Ikeja</i>	70.73	73.51	52.97	85.53	55.51	48.37	68.15	76.24	78.96
<i>Jos</i>	44.50	45.82	21.52	42.53	25.17	22.35	58.28	28.36	27.69
<i>Kaduna</i>	14.95	15.12	0.00	46.36	7.17	35.00	9.45	11.31	16.33
<i>Kano</i>	50.43	54.40	44.09	54.84	38.83	38.67	55.48	37.76	51.02
<i>Port Harcourt</i>	49.43	48.56	41.52	46.00	43.01	44.21	62.68	57.23	55.43
<i>Yola</i>	13.20	14.92	11.60	15.08	7.55	19.11	9.43	11.61	17.95
<i>All Discos</i>	56.21	55.76	43.76	60.86	42.92	46.66	62.76	49.70	55.89
<i>Ajaokuta Steel</i>	0.00	0.00	0.00	0.00	0.00	0.00	0.000	0.000	0.000
<i>Other Bilateral</i>	0.00	0.00	0.00	0.00	0.00	0.00	5.62	0.49	380.77

Notes of the table:

1. DisCos, NBET and MO are electricity Distribution Companies, Nigeria Bulk Electricity Trader and Market Operators respectively;
2. ₦Billion is billions of Nigeria Currency

Appendix VII: Category of Complaints Received by Discos in 2021/Q3

Complaints Categories	Electricity Distribution Companies (DisCos)											
	Abuja	Benin	Eko	Enugu	Ibadan	Ikeja	Jos	Kaduna	Kano	P/Harcourt	Yola	All DisCos
<i>Metering</i>	8,424	2,769	9,872	4,634	2,498	6,582	4,273	1,973	5,585	8,073	610	55,293
<i>Service Interruption</i>	8,642	1,672	8,376	2,554	1,858	5,424	3,329	3,837	3,077	6,137	159	45,065
<i>Billing</i>	9,649	2,550	8,817	4,295	1,074	6,008	2,595	1,772	3,980	7,367	435	48,542
<i>Disconnection</i>	3,096	2,298	7,721	3,222	1,711	6,749	98	233	1,852	3,809	230	31,019
<i>Voltage</i>	4,565	956	9,246	1,515	541	3,724	2,833	694	1,822	4,255	84	30,235
<i>Load shedding</i>	590	1,228	2,370	1,694	443	3,891	0	1	1,338	2,677	128	14,360
<i>Delay in Connection</i>	777	955	2,250	1,765	513	4,199	0	11	1,219	3,066	65	14,820
<i>Others</i>	215	492	2,060	906	238	1,387	65	344	490	1,568	19	7,784
<i>Total</i>	35,958	12,920	50,712	20,585	8,876	37,964	13,193	8,865	19,363	36,952	1,730	247,118

Appendix VIII: Complaints Handled by Forum Offices in 2021/Q1- Q3

S/N	Forum Offices	2021/Q1: Customers Complaints					2021/Q2: Customers Complaints					2021/Q3: Customers Complaints				
		Complaints Received	Complaints Resolved	Complaints Pending	No of sittings	Resolution Rate	Complaints Received	Complaints Resolved	Complaints Pending	No of sittings	Resolution Rate	Complaints Received	Complaints Resolved	Complaints Pending	No of sittings	Resolution Rate
1	<i>Abakaliki, Ebonyi State</i>	22	17	5	1	77.27	19	7	12	1	36.84	15	6	9	2	40.00
2	<i>Abuja, FCT</i>	45	22	23	1	48.89	87	53	34	3	60.92	76	51	25	4	67.11
3	<i>Asaba, Delta State</i>	78	75	3	3	96.15	103	100	3	4	97.09	66	66	0	4	100.00
4	<i>Awka, Anambra State</i>	81	57	24	3	70.37	89	71	18	0	79.78	87	59	28	6	67.82
5	<i>Bauchi, Bauchi State</i>	5	0	5	0	0.00	6	0	6	0	0.00	1	0	1	0	0.00
6	<i>Benin, Edo State</i>	58		58	0	0.00	52	52	0	0	100.00	45	45	0	0	100.00
7	<i>Birnin Kebbi, Kebbi State</i>	11	9	2	1	81.82	2	0	2	0	0.00	4	0	4	0	0.00
8	<i>Calabar, C/Rivers State</i>	69	35	34	1	50.72	138	98	40	1	71.01	40	21	19	1	52.50
9	<i>Dutse, Jigawa State</i>	4	1	2	0	25.00	4	1	1		25.00	3	0	3	0	0.00
10	<i>Eko, Lagos State</i>	119	93	26	2	78.15	163	137	26	2	84.05	142	112	30	2	78.87
11	<i>Enugu, Enugu State</i>	109	80	24	6	73.39	100	68	11	6	68.00	85	42	31	4	49.41
12	<i>Gombe, Gombe State</i>	15	12	3	0	80.00	11	11	0	0	100.00	15	10	5	0	66.67
13	<i>Gusau, Zamfara State</i>	8	6	2	1	75.00	0	0	0	0	0.00	4	2	2	0	50.00
14	<i>Ibadan, Oyo State</i>	143	99	44	4	69.23	271	153	118	2	56.46	195	86	109	4	44.10
15	<i>Ikeja, Lagos State</i>	366	305	61	2	83.33	162	60	101	1	37.04	515	285	230	6	55.34
16	<i>Ilorin, Kwara State</i>	55	50	5	1	90.91	33	15	17	1	45.45	45	37	5	1	82.22
17	<i>Jos, Plateau State</i>	7	0	7	0	0.00	4	0	4	0	0.00	4	0	4	0	0.00
18	<i>Kaduna, Kaduna State</i>	85	51	32	2	60.00	32	10	22	3	31.25	112	48	54	3	42.86
19	<i>Kano, Kano State</i>	45	39	4	0	86.67	49	27	21	0	55.10	46	40	5	1	86.96
20	<i>Katsina, Katsina State</i>	3	2	1	0	66.67	8	1	7	0	12.50	15	0	15	0	0.00
21	<i>Lafia, Nasarawa State</i>	54	28	18	0	51.85	41	20	12	1	48.78	40	17	16	0	42.50
22	<i>Lokoja, Kogi State</i>	13	6	7	0	46.15	11	5	6	0	45.45	12	9	3	0	75.00
23	<i>Makurdi, Benue State</i>	27	11	5	0	40.74	1	1	-7	0	100.00	6	0	4	0	0.00
24	<i>Osogbo, Osun State</i>	156	141	15	0	90.38	215	199	16	2	92.56	205	195	10	3	95.12
25	<i>Owerri, Imo State</i>	44	32	12	2	72.73	21	15	6	1	71.43	29	16	13	1	55.17
26	<i>Port Harcourt, Rivers State</i>	180	167	11	2	92.78	187	0	185	2	0.00	224	147	77	4	65.63
27	<i>Sokoto, Sokoto State</i>	10	7	3	1	70.00	2	0	2	0	0.00	10	4	6	0	40.00
28	<i>Umuahia, Abia State</i>	82	48	22	4	58.54	88	20	55	1	22.73	105	39	52	3	37.14
29	<i>Uyo, Akwa Ibom State</i>	144	64	80	0	44.44	138	98	40	1	71.01	139	79	60	1	56.83
30	<i>Yola, Adamawa State</i>	31	24	7	0	77.42	14	7	6	0	50.00	13	6	7	0	46.15
31	<i>All Forum Offices</i>	2,069	1,481	545	37	71.58	2,051	1,229	764	32	59.92	2,298	1,422	827	50	61.88

Appendix IX: Category of Complaints Received by Forum Offices in 2021/Q1- Q3

S/N	Forum Office	2020 Q1								2021 Q2								2021 Q3							
		Billing	Dis-connection	Con. Delay	Interruption	Metering	Load Shedding	Voltage	Others	Billing	Dis-connection	Con. Delay	Interruption	Metering	Load Shedding	Voltage	Others	Billing	Dis-connection	Con. Delay	Interruption	Metering	Load Shedding	Voltage	Others
1	Abakaliki, Ebonyi State	18	0			4	0	0	0	19				0				9	0		2	4	0	0	0
2	Abuja, FCT	24	0	0	0	16	0	0	5	20	0	0	0	63	0	0	4	18	0	0	0	56	0	0	2
3	Asaba, Delta State	64	3	0	0	9	0	0	2	90	4	0	0	8	0	0	1	52	5	0	0	4	0	0	5
4	Awka, Anambra State	64	8	0	0	6	0	0	3	69				20				71	4			8			4
5	Bauchi, Bauchi State	3	0	0	0	2	0	0	0	2	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0
6	Benin, Edo State	58	0	0	0					13	1	0	0	3	0	0	1	38	0	0	0	4	0	1	2
7	B/Kebbi, Kebbi State	11	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	1	0	0	1	1
8	Calabar, C/Rivers State	49	4	0	3	10	0	0	3	62	19	1	5	40	1	1	9	27	7	0	0	4	0	0	2
9	Dutse, Jigawa State	1	1	0	0	2	0	0	0	1	0	0	0	2	0	0	1	1	1	0	0	0	0	0	1
10	Eko, Lagos State	94	3	0	6	11	0	0	5	126	5	0	4	20	0	0	8	93	10	0	2	29	0	0	8
11	Enugu, Enugu State	77	6	0	0	12	1	3	11	30	32		10	20	5	3	0	60	6	0	0	10	1	3	5
12	Gombe, Gombe State	4	3	0	3	5	0	0	0	4	3	0	3	1	0	0	0	7	3	0	2	3	0	0	0
13	Gusau, Zamfara State	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	2	0	1	0
14	Ibadan, Oyo State	104	6	0	6	16	0	7	4	199	5	0	5	30	0	0	23	147	6	0	0	17	0	0	25
15	Ikeja, Lagos State	237	32	0	0	87	2	2	6	123	0	3	0	32	1	3	0	373	17	0	0	113	0	0	12
16	Ilorin, Kwara State	23	4			24			4	15	3			13			2	28	2			13			2
17	Jos, Plateau State	6	0	0	0	1	0	0	0	4	0	0	0	0	0	0	0	3	1	0	0	0	0	0	0
18	Kaduna, Kaduna State	70	7	0	0	6	0	0	2	19	2	0	0	2	0	0	9	95	8	0	0	3	0	0	6
19	Kano, Kano State	7	4	0	2	25	0	0	7	11	19	0	0	10	0	0	9	5	18	0	0	9	0	0	14
20	Katsina, Katsina State	1	0	0	0	0	0	0	2	8	0	0	0	0	0	0	0	7	7	0	0	0	0	0	1
24	Lafia, Nasarawa State	47	4	0	0	1	0	0	2	24	5	0	0	11	0	0	1	20	2	0	3	7	0	0	8
21	Lokoja, Kogi State	8	0	0	0	4	0	0	1	8	1	0	0	1	0	0	1	6	1	0	0	3	0	0	2
22	Makurdi, Benue State	25							2	8							1	0	0	0	5	0	0	0	0
23	Osogbo, Osun State	65	9			54		4	24	80	1			106		0	28	57	10		10	104			24
25	Owerri, Imo State	30	4	0	0	6	0	0	4	17	2	0	0	0	0	0	2	14	9	1	0	2	0	0	3
26	P/Harcourt, Rivers State	127	14	5	5	26	3	0	0	144	17	0	0	26	0	0	0	88	43	0	0	58	0	0	35
27	Sokoto, Sokoto State	10	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	5	2	0	0	0	2	1	0
28	Umuahia, Abia State	63	3	1	0	14	0	0	1	65	1	0	0	21	0	0	1	79	1	3	0	20	0	0	2
29	Uyo, Akwa Ibom State	77	18	0	8	31	0	2	8	62	19	1	5	40	1	1	9	73	21	0	2	33	0	1	9
30	Yola, Adamawa State	12	3	0	9	3	0	2	2	7	1	0	1	2	0	0	3	5	3	0	3	1	0	1	0
	All Forum Offices	1,387	136	6	42	375	6	20	98	1,231	140	5	33	471	10	9	113	1,383	189	4	25	512	3	9	173

Appendix X: Monthly Cash Flow of the Commission between January and September 2021

	Summary for 2021 Q1 (₦' Million)				Summary for 2021 Q2 (₦' Million)				Summary for 2021-Q3 (₦' Million)			
	Jan.	Feb.	Mar.	Total	April.	May	Jun.	Total	Jul.	Aug.	Sep.	Total
A. Revenue												
Operating Levy (i.e., MC)	1,537.8	1,626.68	1,896.79	5,061.27	1,715.52	1,901.56	1,251.51	4,868.59	2,281.79	985.95	1,078.93	4,346.67
Other IGR	50.8	28.13	47.6	126.53	20.23	160.79	250.25	431.27	14.13	1.11	2.76	18.00
Total Revenue	1,588.6	1,654.81	1,944.39	5,187.80	1,735.75	2,062.35	1,501.76	5,299.86	2,295.92	987.06	1,081.69	4,364.67
B. Expenditure												
Personnel Cost	606.48	504.60	771.5	1,882.58	257.43	254.85	505.6	1,017.88	201.38	315.33	211.41	728.12
Regulatory Expenses	4.09	10.3	66.63	81.02	95.93	59.3	175.04	330.27	184.67	280.32	244.70	709.69
A & G Maintenance	2.61	17.7	27.8	48.11	33.77	28.52	31.41	93.70	23.60	23.10	33.12	79.82
Total Expenditure	613.18	532.6	0	2,011.71	387.13	342.67	712.05	1,441.85	409.65	618.75	489.23	1,517.63
C. Net Cash Flow (A-B)	975.42	1,122.21	1,944.39	3,176.09	1,348.62	1,719.68	789.71	3,858.01	1,886.27	368.31	592.46	2,847.04
<i>Outstanding Liabilities as at the end of the Stated Quarters</i>				2,073.77				2,255.42				4,199.41

Notes of the table: MC is Market Charges; IGR internal Generated Revenue; and A&G is admin and general

Appendix XI: Meter installation through the MAP and NMMP intervention in 2021 Q2 and Q3

<i>Discos</i>	<i>DisCo Submission on MAP and NMMP Meter Deployment at September 2021</i>							
	No. of Meters Contracted	No. of Meters Installed from Inception to Q1 2021	No. of Meters Installed in Q2 2021	No. of Meters Installed in Jul. 2021	No. of Meters Installed in Aug. 2021	No. of Meters Installed in Sep. 2021	No. of Meters Installed in Q3 2021	Total No. of Meters Installed
<i>Abuja</i>	1,001,186	186,237	8,448	5,006	39,823	17,206	62,035	256,720
<i>Benin</i>	664,646	21,200	26,015	5,587	1,442	7,640	14,669	61,884
<i>Eko</i>	283,178	45,998	28,224	7,652	4,282	4,125	16,059	90,281
<i>Enugu</i>	713,926	87,816	35,610	21,273	13,962	6,701	41,936	165,362
<i>Ibadan</i>	1,092,912	71,025	37,963	7,932	4,742	2,120	14,794	123,782
<i>Ikeja</i>	1,181,112	217,526	70,770	13,808	4,373	3,012	21,193	309,489
<i>Jos</i>	588,538	21,862	26,976	17,621	10,858	7,306	35,785	84,623
<i>Kaduna</i>	536,957	38,282	25,201	5,423	2,317	4,477	12,217	75,700
<i>Kano</i>	562,747	6,844	22,901	14,780	15,260	23,131	53,171	82,916
<i>Port Harcourt</i>	214,394	80,948	31,247	7,981	5,389	2,836	16,206	128,401
<i>Yola</i>	749,376	3,315	2,362	366	-	-	366	6,043
<i>Total</i>	7,588,972	781,053	315,717	107,429	102,448	78,554	288,431	1,385,201
<i>Average</i>	758,897	97,632	39,465	13,429	12,806	9,819	36,054	173,150

Appendix XII: Meter installation through the MAP intervention in 2021 Q2 and Q3

		<i>DisCo Submission on MAP Meter Deployment at September 2021</i>							
<i>S/No.</i>	<i>Disco</i>	<i>No. of Meters Contracted</i>	<i>No. of Meters Installed from Inception to Q1 2021</i>	<i>No. of Meters Installed in Q2 2021</i>	<i>No. of Meters Installed in Jul. 2021</i>	<i>No. of Meters Installed in Aug. 2021</i>	<i>No. of Meters Installed in Sep. 2021</i>	<i>No. of Meters Installed in Q3 2021</i>	<i>Total No. of Meters Installed</i>
1	Abuja	900,000	155,310	953	313	32	-	345	156,608
2	Benin	573,776	13,390	322	24	5	97	126	13,838
3	Eko	204,000	42,371	1,720	439	322	252	1,013	45,104
4	Enugu	621,545	74,151	479	64	31	14	109	74,739
5	Ibadan	988,915	38,737	-	-	-	-	-	38,737
6	Ikeja	1,074,411	196,107	886	70	302	-	372	197,365
7	Jos	500,000	3,931	-	-	-	-	-	3,931
8	Kaduna	450,000	8,932	494	159	271	133	563	9,989
9	Kano	475,000	3,368	12	-	-	-	-	3,380
10	Port Harcourt	137,324	38,114	4,643	450	2,059	2,266	4,775	47,532
11	Yola	664,000	-	-	-	-	-	-	-
	<i>Total</i>	6,588,971	574,411	9,509	1,519	3,022	2,762	7,303	591,223
	<i>Average</i>	658,897	71,801	1,189	190	378	345	913	73,903

Appendix XIII: Meter installation through the NMMP intervention in 2021 Q2 and Q3

DisCo Submission on NMMP Meter Deployment at September 2021

<i>S/No.</i>	<i>Disco</i>	<i>No. of Meters Contracted</i>	<i>No. of Meters Installed from Inception to Q1 2021</i>	<i>No. of Meters Installed in Q2 2021</i>	<i>No. of Meters Installed in Jul. 2021</i>	<i>No. of Meters Installed in Aug. 2021</i>	<i>No. of Meters Installed in Sep. 2021</i>	<i>No. of Meters Installed in Q3 2021</i>	<i>Total No. of Meters Installed</i>
1	Abuja	101,186	30,927	7,495	4,693	39,791	17,206	61,690	100,112
2	Benin	90,870	7,810	25,693	5,563	1,437	7,543	14,543	48,046
3	Eko	79,178	3,627	26,504	7,213	3,960	3,873	15,046	45,177
4	Enugu	92,381	13,665	35,131	21,209	13,931	6,687	41,827	90,623
5	Ibadan	103,997	32,288	37,963	7,932	4,742	2,120	14,794	85,045
6	Ikeja	106,701	21,419	69,884	13,738	4,071	3,012	20,821	112,124
7	Jos	88,538	17,931	26,976	17,621	10,858	7,306	35,785	80,692
8	Kaduna	86,957	29,350	24,707	5,264	2,046	4,344	11,654	65,711
9	Kano	87,747	3,476	22,889	14,780	15,260	23,131	53,171	79,536
10	Port Harcourt	77,070	42,834	26,604	7,531	3,330	570	11,431	80,869
11	Yola	85,376	3,315	2,362	366	-	-	366	6,043
	<i>Total</i>	1,000,000	206,642	306,208	105,910	99,426	75,792	281,128	793,978
	<i>Average</i>	100,000	25,830	38,276	13,239	12,428	9,474	35,141	99,247

Table XIV: Lists and Addresses of NERC Forum Offices as Sept. 2021

<i>Forum Office</i>	<i>Location</i>	<i>Telephone</i>	<i>Email</i>
1 <i>Abakaliki, Ebonyi State</i>	3, Ezekuna Crescent, Off Nsugbe Street, Abakaliki Ebonyi State	9037808590	abakalikiforum@nerc.gov.ng
2 <i>Abuja, FCT</i>	14, Road 131, Gwarinpa, Federal Capital Territory, Abuja	8146862225	abujaforum@nerc.gov.ng
3 <i>Asaba, Delta State</i>	Denis Osadebe Way, Beside Mobil Filling Station, Asaba, Delta State	9062277247	asabaforum@nerc.gov.ng
4 <i>Awka, Anambra State</i>	Plot 80, Aroma Junction Layout, Opp. CBN, Awka, Anambra State	9037808594	awkaforum@nerc.gov.ng
5 <i>Bauchi, Bauchi State</i>	37, Old Jos Road, GRA, Bauchi, Bauchi State	9062924607	bauchiforum@nerc.gov.ng
6 <i>Benin, Edo State</i>	34, Akpakpava Street, Benin City, Edo State	9037808592	beninforum@nerc.gov.ng
7 <i>B/Kebbi, Kebbi State</i>	8, Ahmadu Bello Way, Opp. Kebbi State Govt House, Kebbi State	9062863161	birinkebbiforum@nerc.gov.ng
8 <i>Calabar, C/Rivers State</i>	Plot 109, MCC Road by Ibok Street, Calabar, Cross River State	9062863159	calabarforum@nerc.gov.ng
9 <i>Dutse, Jigawa State</i>	Dutse G.R.A, Dutse, Jigawa State	7031704827	jigawaforum@nerc.gov.ng
10 <i>Eko, Lagos State</i>	61, Odunlami Street, Off Marina, Lagos Island, Lagos State	8106807261	ekoforum@nerc.gov.ng
11 <i>Enugu, Enugu State</i>	John Anichukwu Close, Plot 7 Mkpokitii Pocket Layout, Enugu, Enugu State	8146862230	enuguforum@nerc.gov.ng
12 <i>Gombe, Gombe State</i>	Government Layout GDP/2, Along Ministry of Education Road, Gombe State	8140440079	gombeforum@nerc.gov.ng
13 <i>Gusau, Zamfara State</i>	2 Canteen Daji, J. B. Yakubu Road, Gusau, Zamfara State	9062863163	gusauforum@nerc.gov.ng
14 <i>Ibadan, Oyo State</i>	Jibowu Str, Opp. Magara Police Station, Iyaganku, G.R.A, Ibadan, Oyo State	8146862252	ibadanforum@nerc.gov.ng
15 <i>Ikeja, Lagos State</i>	199, Obafemi Awolowo Way, Alausa, Ikeja, Lagos State	8106807298	ikejaforum@nerc.gov.ng
16 <i>Ilorin, Kwara State</i>	30, Stadium Road, Off Taiwo Road, Ilorin, Kwara State	9062924603	ilorinforum@nerc.gov.ng
17 <i>Jos, Plateau State</i>	5a, Ray-field Road, Jos, Plateau State	9037808597	josforum@nerc.gov.ng
18 <i>Kaduna, Kaduna State</i>	22, Ahmadu Bello Way, Opposite NNDC Building, Kaduna, Kaduna State	8106807299	kadunaforum@nerc.gov.ng
19 <i>Kano, Kano State</i>	2, Miller Road, Bompai, Nasarawa G.R.A, Kano, Kano State	8146862222	kanoforum@nerc.gov.ng
20 <i>Katsina, Katsina State</i>	7, Abuja Crescent, Off Hassan Usman Katsina Road, Katsina, Katsina State	7031704821	katsinaforum@nerc.gov.ng
21 <i>Lafia, Nasarawa State</i>	Manyi Street, Off Jos Road, Bukan Sidi, Lafia, Nasarawa State	9062924599	lafiaforum@nerc.gov.ng
22 <i>Lokoja, Kogi State</i>	Hassan Kastina Rd, Opp. State Civil Service Commission, Zone 8 Police HQ, Lokoja, Kogi State.	9062924601	lokojaforum@nerc.gov.ng
23 <i>Makurdi, Benue State</i>	Hephzibah Plaza, Atom Kpera Road, Opp. Makurdi Int'l School, Benue State	9062277249	makurdiforum@nerc.gov.ng
24 <i>Osogbo, Osun State</i>	51, Isiaka Adeleke Way, Along Okefia-Alekuwodo Rd, Osogbo, Osun State	9062924604	osogboforum@nerc.gov.ng
25 <i>Owerri, Imo State</i>	1, C.B Anyanwu Rd, Housing Area B, Exclusive Garden, Owerri	9062277245	owerriforum@nerc.gov.ng
26 <i>P/Harcourt, Rivers State</i>	The Vhelberg Imperial Hotel, Plot 122 & 122a, Bank Anthony Avenue, Off Ordinance Rd, P/Harcourt	8146862223	phforum@nerc.gov.ng
27 <i>Sokoto, Sokoto State</i>	1, Garba Duba Road, Sokoto, Sokoto State	9062863157	sokotoforum@nerc.gov.ng
28 <i>Umuahia, Abia State</i>	House 2, Adelabu Str., Amaokwe Housing Estate, Umuahia Ibeku, Abia State	9062277251	umuahiaforum@nerc.gov.ng
29 <i>Uyo, Akwa Ibom State</i>	63, Osongama Road, Off Oron/Uyo Airport Road, Uyo, Akwa Ibom State	9062863165	uyoforum@nerc.gov.ng
30 <i>Yola, Adamawa State</i>	5, Nguroje Str., Karewa Extension, Jimeta, Yola, Adamawa State	9037808535	yolaforum@nerc.gov.ng



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