

*Electricity on Demand*

# 2020 Annual Reports & Accounts

Nigerian Electricity Regulatory Commission  
Plot 1387 Cadastral Zone A00  
Central Business District  
PMB 136, Garki Abuja  
[www.nerc.gov.ng](http://www.nerc.gov.ng)



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NERC Annual Report & Accounts is prepared in compliance with section 55(1) of the Electric Power Sector Reform (EPSR) Act 2004, which mandates the Commission to keep proper accounts and other records relating to such accounts in respect of all the Commission's activities, funds and property, including such particular account and records as the Minister may require. The report presents the regulatory and corporate activities, audited financial statement of the Commission and the analyses of the state of the Nigerian electricity supply industry (covering operational, technical and commercial performance as well as consumer affairs). The Commission being accountable to the public presents this report to a wide spectrum of stakeholders including financial and market analysts, potential investors, government institutions and the private sector.

NERC Annual Report & Account is freely available to the stakeholders of the Nigerian Electricity Supply Industry, government agencies and corporations. Individuals, on request, can also obtain any particular issue without a charge. Please direct all inquiries, comments and suggestions on the report to:

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**The Nigerian Electricity Regulatory Commission** was established by the Electric Power Sector Reform (EPSR) Act 2004, with the principal objects outlined under section 32 to:

1. Create, promote, and preserve efficient industry and market structures, and ensure the optimal utilisation of resources for the provision of electricity services;
2. Maximise access to electricity services, by promoting and facilitating consumer connections to distribution systems in both rural and urban areas;
3. Ensure that an adequate supply of electricity is available to consumers;
4. Ensure that the prices charged by licensees are fair to consumers and are sufficient to allow the licensees to finance their activities and to allow for reasonable earnings for efficient operation
5. Ensure the safety, security, reliability, and quality of service in the production and delivery of electricity to consumers;
6. Ensure that regulation is fair and balanced for licensees, consumers, investors, and other stakeholders and;
7. Present quarterly reports to the President and National Assembly on its activities.





**Mission**

Promote and ensure an investor-friendly industry and efficient market structure to meet the needs of Nigeria for safe, adequate, reliable and affordable electricity.

**Vision**

“Electricity on demand”

**Motto:**

“Keeping the lights on”





### Values

NERC has four (4) guiding values:

1. **Leadership:** excellence, transparency, courage and discipline;
2. **Professionalism:** proficiency, diligence, respect, fairness and accountability;
3. **Teamwork:** creating an environment of loyalty, trust, collaboration, and stakeholder engagement;
4. **Good Governance:** making decisions in a fair, transparent and consistent manner, in compliance with the laws of Nigeria and our regulation.



## CHAIRMAN'S FORWARD

This annual report presents the activities of the Nigerian Electricity Regulatory Commission and performance of the electricity industry for the year ended 31st December 2020 thus providing valuable information to industry participants, investors, electricity customers and the general public.

The Commission's 3-year Strategic Plan covering the years 2017-2020 was developed in alignment with the power sector reform agenda of the Federal Government of Nigeria ("FGN") and therefore formed the basis of the Commission's activities in 2020. Broadly, the plan has the broad objectives of improving quality of service, increasing access to electricity, reinforcing corporate governance and resolving the liquidity challenge in the industry.

The power sector has recorded many strides in the year 2020 despite the several challenges in the industry. The collection efficiency of the electricity distribution companies ("DisCos") has continued to be low consequently creating a significant liquidity challenge in the electricity market. Other key challenges of the industry include infrastructural deficits at the distribution and the transmission segment of the value chain consequently constraining the optimal deployment of available generation capacity to the national grid.

With the resolution of a litigation instituted in 2015 against the Commission constraining tariff reviews, the Commission undertook the first review of end-user tariffs based on the Multi-Year Tariff Order ("MYTO") methodology. The tariff order issued further ushered in a revised rate design and the transition to the Service-Based Tariff ("SBT"). We are pleased to note that the initiative improved market revenues by about ₦20 billion per month thereby improving the financial liquidity of the market and reducing the reliance of the NESI on fiscal support. The SBT regime was designed to not only align rates paid by consumers with quality of service but also to provide an opportunity for segmented investments in load clusters with a view to migrating customers to higher quality of service. In addition, the introduction of the SBT framework improved contractual accountability in the NESI based on the executed Service Level Agreements ("SLA") between the DisCos and the TCN, hence incentivising improved operational performance from all parties.

In addressing the liquidity challenge of the industry, the Commission in collaboration with the Central Bank of Nigeria ("CBN") launched two credit







facilities (Operating Expenditure - “OpEx” and Capital Expenditure - “CapEx”) and the National Mass Metering Project (“NMMP”) in 2020. The OpEx facility was to part-finance the DisCos market obligation to NBET and MO arising from under collection under the SBT regime and in line with the approved ramp-up program of the Commission.

The CapEx facility was utilised to finance critical infrastructural requirements of the DisCos in line with the DisCos’ approved Performance Improvement Plans (“PIPs”). The NMMP on the other hand was launched to rapidly increase meter deployment to end users and thereby close the metering gap in the NESI thereby securing revenue collection for the DisCos and by extension the entire industry.

The break of the COVID-19 pandemic presented the Commission with the challenge of service continuity in the industry. In this regard, we are delighted with the outcome of the NESI Situation Room created to monitor and coordinate the provision and continuity of service. We are happy with the positive feedback received from customers during those difficult times and lessons learnt would be applied to emerging challenges in customer care.

The Commission has sustained the tempo of its customer engagement through a number of initiatives including but not limited to town hall meetings, radio programs and the social media with a focus on customer services, consumer protection, stakeholder engagements, consumer enlightenment and education.

The progress achieved in the industry in the year 2020 notwithstanding, several challenges remain to be resolved. In this regard, the Commission remains steadfast in its commitment to providing the needed regulatory oversight and much-needed interventions that the industry requires to consolidate and successfully transition to a financially sustainable electricity market structure.

On behalf of the Commission, I wish to express our profound gratitude to the Management and staff of the Nigerian Electricity Regulatory Commission for their support, hard work and dedication which contributed to a large extent our achievements in the year 2020. In conclusion, we wish to acknowledge the trust reposed on us in this call to serve the nation as we commit to doing this with utmost sincerity of purpose and in the interest of public good.

Sanusi Garba  
Chairman/CEO  
Nigerian Electricity Regulatory Commission







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## LIST OF ABBREVIATIONS

<b>ADR</b>	Alternative Dispute Resolution
<b>AEDC</b>	Abuja Electricity Distribution Company Plc
<b>ANAN</b>	Association of National Accountants of Nigeria
<b>ATC&amp;C</b>	Average Technical, Commercial & Collection Losses
<b>BCR</b>	Business Continuity Regulations
<b>BEDC</b>	Benin Electricity Distribution Company Plc
<b>BPE</b>	Bureau of Public Enterprises
<b>CA</b>	Consumer Affairs
<b>CAPEX</b>	Capital Expenditure
<b>CAPMI</b>	Credited Advance Payment for Metering Implementation
<b>CEET</b>	Compagnie Energie Electrique du Togo
<b>CPC</b>	Consumer Protection Council
<b>DisCos</b>	Distribution Companies
<b>DSOs</b>	Distribution System Operators
<b>ECN</b>	Electricity Corporation of Nigeria
<b>EEDC</b>	Enugu Electricity Distribution Company Plc
<b>EKEDC</b>	Eko Electricity Distribution Company Plc
<b>EPM</b>	Engineering Performance and Monitoring
<b>EPSR</b>	Electric Power Sector Reform
<b>FCT</b>	Federal Capital Territory
<b>FMS</b>	Financial and Management Services
<b>GenCos</b>	Generation Companies
<b>GWh</b>	Gigawatt's hour
<b>IBEDC</b>	Ibadan Electricity Distribution Company Plc
<b>ICAN</b>	Institute of Chartered Accountants of Nigeria
<b>IEDN</b>	Independent Electricity Distribution Network
<b>IKEDC</b>	Ikeja Electricity Distribution Company Plc
<b>IPP</b>	Independent Power Plant
<b>JEDC</b>	Jos Electricity Distribution Company Plc
<b>KDEDC</b>	Kaduna Electricity Distribution Company Plc
<b>KNEDC</b>	Kano Electricity Distribution Company Plc
<b>LLC</b>	Legal Licencing and Compliance
<b>MAN</b>	Manufacturers Association of Nigeria
<b>MAP</b>	Meter Assets Provider
<b>MCR</b>	Market Competition and Rates
<b>MO</b>	Market Operator
<b>MW</b>	Megawatts





<b>MWh</b>	Megawatt's hour
<b>MYTO</b>	Multi Year Tariff Order
<b>NACCIMA</b>	Nigerian Association of Chambers of Commerce Industry, Mines and Agriculture
<b>NAEE</b>	Nigerian Association for Energy Economics
<b>NBA</b>	Nigerian Bar Association
<b>NBET</b>	Nigerian Bulk Electricity Trading plc
<b>NDA</b>	Niger Dams Authority
<b>NEPA</b>	National Electric Power Authority
<b>NEPP</b>	Nigerian Electric Power Policy
<b>NERC</b>	Nigerian Electricity Regulatory Commission
<b>NESCO</b>	Nigerian Electricity Supply Company Limited
<b>NESI</b>	Nigerian Electricity Supply Industry
<b>NICE</b>	Notices of Intention to Commence Enforcement
<b>NIGELEC</b>	Nigerien Electricity Society
<b>NIM</b>	Nigerian Institute of Management
<b>NIPP</b>	National Integrated Power Project
<b>NSE</b>	Nigerian Society of Engineers
<b>PHCN</b>	Power Holding Company of Nigeria
<b>PHEDC</b>	Port Harcourt Electricity Distribution Company Plc
<b>PRS</b>	Planning Research and Strategy
<b>REC</b>	Regulation on Eligible Customers
<b>SBEE</b>	Société Béninoise d'Energie Electrique
<b>TCN</b>	Transmission Company of Nigeria Plc
<b>TLF</b>	Transmission Loss Factor
<b>YEDC</b>	Yola Electricity Distribution Company Plc



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# PART 1: LEADERSHIP OF THE COMMISSION

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- 
- 1.1 Board of Commissioners
  - 1.2 General Managers of the Divisions
  - 1.3 Secretary of the Commission
  - 1.4 Members of the Management Staff
  - 1.5 Forum Offices Secretaries



## 1.1 Board of Commissioners



### **Engr. Sanusi Garba**

Chairman/CEO

(December 2020 to date)

Vice-Chairman/Commissioner, Market Competition & Rates

(January 2017 – November 2020)

Sanusi Garba obtained his Bachelor of Engineering degree from Ahmadu Bello University ("ABU") where he graduated as the Best Final Year Student in Electrical Engineering. He later obtained a Master of Science degree in Industrial Management from the University of Birmingham, UK.

His professional career started at the design and standards department of the then National Electric Power Authority ("NEPA") headquarters, Lagos where he was posted for the National Youth Service. Prior to his nomination for the position of Chairman/CEO, Engr Sanusi Garba had served as the Vice Chairman/Commissioner, Market Competition & Rates of the Nigerian Electricity Regulatory Commission, Chief Executive of Katsina Steel Rolling Co. Ltd, and Director (Power) in the Federal Ministry of Power ("FMoP") with responsibility for Generation, Transmission and Distribution aspects of the electricity industry.

He has also served as Executive Director (Generation) at the Niger Delta Power Holding Co. Ltd during which he provided technical and commercial leadership for the efficient operation of seven (7) NIPP thermal power plants. Engr Garba has served on many Federal Government Committees including the Presidential Committee on Power Sector Reform (2007/8) and the Presidential Task Force on Power (2009/10).



**Prof. James A. Momoh**  
Chairman/CEO  
(May 2018 – November 2020)

James Momoh, a Professor of Electrical Engineering and Computer Science with Howard University, USA was inaugurated as Chairman/CEO of the Nigerian Electricity Regulatory Commission (NERC) on May 3, 2018.

A native of Igarra, Edo State, James Momoh graduated with a BSc in Engineering and was top of his class. In 1976 he got the Federal Government of Nigeria's Full Scholarship Award to study for his Masters in Electrical Engineering at Carnegie Mellon University, Pittsburgh, and went on to obtain his PhD at Howard University. As part of the testimonies of his outstanding scholarly imprint, he has published nine textbooks on the modern power system and over 300 published journal articles. His research and academic work span numerous aspects of power systems, communication, and computer engineering. Besides his exemplary academic career, Momoh has distinguished himself as an administrator and manager of resources. He was the Site Director of Power Systems Engineering Research Centre (PSERC) and Programme Director of the National Science Foundation (NSF) where he developed a national initiative for designing Electric Power Network Efficiency and Security (EPNES) between NSF and the Office of Naval Research (ONR) which funded over 40 universities in the US across different disciplines.

He attended many professional and developmental courses in Artificial Intelligence, Regulations, Advance Power Systems, Renewable Energy and Policy Studies at MIT, IBM, and Harvard University. He is a recipient of over 30 fellowships, honours and awards such as Fellow of the Nigerian Society of Engineers (NSE); Fellow of the Institute of Electrical and Electronics Engineers (IEEE), Fellow of the Nigeria Academy of Engineering (FAEng) and Fellow of the Academy of Science (FAS), and membership into the 2020 class of NAE with numerous awards and membership of professional associations and societies.



**Oseni O. Musiliu, PhD**

Vice-Chairman/Commissioner, Market Competition & Rates  
(December 2020 to date)

Commissioner, Planning Research & Strategy  
(January 2017- November 2020)

Dr Oseni was, until his appointment as the Vice-Chairman/Commissioner, Market Competition & Rates, the Commissioner, Planning, Research & Strategy of the Nigerian Electricity Regulatory Commission. Prior to his nomination as a Commissioner at NERC, he was a Research Associate in Economics and Finance of the Built Environment at the University College London and was previously a researcher at the Energy Policy Research Group, University of Cambridge, UK.

Musiliu's research interests cut across Energy and Behavioural Economics, and he was involved in several consulting projects for the energy industry and the World Bank. He was also a lecturer at Al-Hikmah University Ilorin, Nigeria, between 2008 and 2011. He is particularly interested in energy issues relating to access, willingness to pay, affordability, pricing, the security of supply, quality of service, and demand-side management. His research has been published in several peer-reviewed journals, including the Energy Journal, Energy Economics, Energy Policy, Renewable and Sustainable Energy Reviews, and the Journal of Energy and Development.

Musiliu holds a PhD in Business/Energy Economics from the University of Cambridge, a Master of Science (distinction) in Energy Economics and Policy from the University of Surrey, UK, and a Bachelor of Science (first class) in Economics from the University of Ibadan, Nigeria. He is currently an honorary research associate at both the Cambridge Energy Policy Research Group (EPRG) and the UCL Faculty of Built Environment. He is a member of the American Economic Association (AEA) and the International Association for Energy Economics (IAEE).

**Prof. Frank N. Okafor**

Commissioner, Engineering Performance & Monitoring  
(January 2017 to date)

Professor Okafor was born in Ogidi, Anambra State. He attended the famous Boys Secondary School, Ogidi (1973-1977), where he passed WAEC in Grade 1 Distinction. He later proceeded to the University of Lagos where he earned three degrees: a B.Sc. (Hons.), Electrical Engineering (1984), M. Phil., Electrical and Electronics Engineering (1987) and a PhD in Electrical Power and Control Engineering (1993).

He started his career at the University of Lagos ("Unilag") as Graduate Assistant between 1985-1988 during which he developed Computer Aided Control System Design Tools for Research and Training. At the peak of the Grid collapse in the 1990s, he developed a two-area control structure for the Nigerian Power System and deployed a robust non-linear controller for Automatic Generation Control (AGC) to improve grid stability.

He was a German Research Foundation Post-Doctoral Fellow at the Technical University of Chemnitz (TUC), Germany, 2000-2001. While there, he designed the fully Controlled Doubly Fed Induction Generator (DFIG) for Wind Energy Conversion, best suited for low, very high wind speeds and emergencies. A foremost Power Software Development Company, DigiSilent GmbH, deployed the scheme as the first standard model for variable speed constant frequency (VSCF) generating Plants based on DFIG. In view of his works, he was appointed staff of Electrical Engineering Faculty at TUC for a brief period. Prof. Okafor was appointed Professor (visiting) at the Technical University Dresden (TUD), Germany (January 2003) with focus on High Voltage Test Techniques for power components.

He was appointed pioneer Scientific Coordinator, High Voltage Technology Centre (HIVOTEC), a Public-Private Partnership involving, UNILAG, ABB Nigeria, NEPA etc. devoted to High Voltage Techniques and Power Engineering. In 2006-2007, he was appointed Project Manager (System Studies) for the National Integrated Power Project (NIPP) where he led an in-house team to successfully perform Integration and Evacuation Studies for the 10 NIPP Power Plants. He was head of the Department of Electrical &





Electronics Engineering, Unilag from 2008 and appointed Director-General of the Dispute Resolution Panel project in 2010, a position he held till January 2017 when he was appointed a Commissioner in the Nigerian Electricity Regulatory Commission (NERC). He has edited several books and conference proceedings and has over 60 publications in learned journals and conference proceedings. He is an accredited consultant in Evacuation Studies, Power Quality and Environmental Impact Assessment.

Prof. Okafor's several awards include the German Research Foundation Fellowship (2000) and Best PhD Thesis Award in Engineering (2011) with his student from National Universities Commission (NUC). He is a registered Engineer, a Fellow of the Nigerian Society of Engineers (2003), a member of IEEE-USA, German Society of Electrical Engineers (VDE) and a fellow of the prestigious Nigerian Academy of Engineering (FAEng).

Prof. Okafor is married to Dr Mrs Ogechi Okafor and the marriage is blessed with children.



**Moses Arigu, PhD**

Commissioner, Planning Research & Strategy  
(December 2020 to date)

Commissioner, Consumer Affairs  
(January 2017- November 2020)

Dr Moses Arigu obtained his Bachelor of Science and Master of Science degrees from the University of Jos and PhD in Computing & Mathematics from Brunel University, UK with specialization in Heat Equations of Partial Differential Equations – Sequential and Parallel Algorithms. He has published many research papers in international Computer and Engineering journals (also refereed numerous research papers for journals). Some of the mathematical methods he developed have been named after him and are being applied by the National Aeronautics and Space Administration (NASA) and the High-Performance Computing Laboratories in the United States.

Dr Arigu has acquired over 25 years of experience in Capital Markets, Technology & Operations, Electricity, Gas and Petroleum industries. He was Assistant Vice President (Credit Suisse and JP Morgan Chase) all in New York. Until his confirmation as a Commissioner at the Nigeria Electricity Regulatory Commission ("NERC"), Dr Arigu was Vice President, GCS Partners at the Royal Bank of Canada.

**Nathan R. Shatti**

Commissioner, Finance & Management Services  
(January 2017 to date)

Before his appointment, Mr Shatti was a Management Consultant based in Abuja. He is an Accountant by training with over twenty-six (26) years of experience in Accounting, Tax, Audit, Finance and Business Management.

He graduated with B.Sc. (Hons.) in Accounting from Ahmadu Bello University Zaria in 1990 following which he received professional training at Akintola Williams Deloitte (Chartered Accountants) and qualified as a Chartered Accountant in 1995.

He joined Mobil Oil Nigeria plc (a subsidiary of Exxon Mobil) and had a career that spans over thirteen years working in Exxon Mobil subsidiaries in Nigeria, Europe and East Africa. He held various positions of responsibility in the Accounting, Financial Reporting, Business Services, Controls, Planning and Finance departments of the company most of which were senior management positions and, in the process, gathered significant international experience in the Oil & Gas industry.

He was a former Commissioner for Finance of Adamawa State where he ensured a well-functioning Public Financial Management System which promotes Fiscal Discipline, Optimal Allocation of Resources and delivered Value for Money through Efficient and Effective Use of Resources in the Implementation of Strategic Priorities of the State Government.

Born in 1967, Mr Shatti is a Fellow of the Institute of Chartered Accountants of Nigeria (ICAN), a member of The Chartered Institute of Taxation of Nigeria (CITN), and an alumnus of INSEAD Business School, France and Lagos Business School (LBS).

He is married with children.

**Dafe C. Akpeneye**

Commissioner, Legal, Licensing & Compliance  
(January 2017 to date)

Dafe C. Akpeneye is the Commissioner that leads the Legal, Licensing and Compliance Division at NERC.

Dafe C. Akpeneye graduated from the Obafemi Awolowo University with a Bachelor of Laws Degree in 2001 and was admitted to the Nigerian Bar in 2003. He worked briefly with the firm of Jude Idigbe & Co. before proceeding to join Ibrahim, Yakubu & Co. in Lokoja for the National Youth Service Corps program. He joined the leading commercial law firm, Ajumogobia & Okeke, upon his return to Lagos in 2004 where he worked until he joined PricewaterhouseCoopers (PwC) global network of firms in December 2005. He led the regulatory services practice at PwC Nigeria and was also the general counsel of the firm in Anglophone West Africa until his resignation on 31 January 2017 to take on the role at NERC following his nomination as a Commissioner by President Buhari.

He is a member of the Nigerian Bar Association, Chartered Institute of Taxation of Nigeria and the Chartered Institute of Arbitrators (UK).

**Mrs Aisha Mahmud**

Commissioner, Consumer Affairs  
(December 2020 to date)

Aisha Mahmud obtained her first degree in 1997 from the prestigious Bayero University, Kano, with B.sc honours in Economics and a Master's degree in Business Administration (MBA) from the same University in the year 2000. Following her NYSC in 1998, she joined the private sector as an 'Officer-Commercial Banking' at the United Bank for Africa Plc (UBA) from September 1998 to May 2001 and then moved over to Karama Industrial Ventures where she served as Administrative Officer from June 2001 to May 2003.

She transited to the public sector following her early stint in the private sector. From 2003 to 2006 she served as an Administrative Officer at the Federal Ministry of Internal Affairs. She has also worked with the Rural Electrification Agency as Assistant Manager in 2007 before moving to NERC later that year where she served as Manager – Market Analysis and Compliance from June 2007 to May 2010, Principal Manager – Tariff & Rates from July 2013 to May 2018, and Assistant General Manager – Head, Tariff & Rates from May 2018 till November 2020.

Aisha Mahmud rose through the ranks in service, gaining experience and expertise in both public and the private sectors, with an array of personal development training cutting across Oil & Gas, Electricity Regulation and Strategy, International Financing Framework and Management, Process Re-engineering, Financial Analysis and Utility Infrastructure Management among others.

She is a Utility Regulator with depth in knowledge and experience in the power sector. An expert in tariff and rates design, with immense familiarity with the Nigerian Electricity Supply Industry. Aisha Mahmud is a dedicated, relentless, and proactive achiever with impeccable track records of performance and commitment.

She is married and blessed with wonderful children.



## 1.2. General Managers of the Divisions

While the overall effective performance and management of the Divisions rest with the Commissioners, each Division has a General (or Deputy General) Manager who coordinates the *day-to-day* activities of the Division and also acts for the Commissioner in his absence. The under-listed staffs are the General Managers of the Divisions as at 31<sup>st</sup> December 2020.

1. Dr Anthony Akah, *mni*<sup>+</sup> GM, *Research, Planning Research & Strategy* (PRS)
2. Mustapha Bukar, *mni*<sup>+</sup> GM, *Internal Audit, Chairman's Office* (CO)
3. Olufunke Dinneh, *mni*<sup>+</sup> GM, *Consumer Affairs* (CA)
4. Bassey N. Ayambem\* GM, *Corporate Planning & Strategy*, PRS
5. Dr Usman Abba-Arabi\* GM, *Public Affairs*, CO
6. Sharfuddeen Mahmud GM, *Market Competition and Rate* (MCR)
7. Abdulkadir Shettima GM, *Finance & Management Services* (FMS)
8. Abdul B. Mohammed GM, *Engineering Performance & Monitoring* (EPM)
9. Zubairu T. Ahmadu DGM, *Legal Licencing & Compliance* (LLC)

## 1.3. Secretary of the Commission

The Secretary of the Commission provides administrative support, and coordinates and records minutes of the meeting of the Board of Commissioners. The Secretary of the Commission as at 31<sup>st</sup> December 2020 is

10. Ada Ozoemena DGM, *Secretariat*, CO

## 1.4. Members of the Management Staff

The General Managers of the Divisions, Secretary of the Commission and the under-listed members of staff made up the Management Staff of the Commission as at 31<sup>st</sup> December 2020.

11. Chinedu Ukabiala DGM, *Generation, EPM*
12. Majiro O. Ahaneku DGM, *Human Resources Development, FMS*
13. Maryam Y. Abubakar DGM, *Procurement, CO*
14. James O. Ewah DGM, *Inspectorate, LLC*

<sup>+</sup> Commenced three (3) months retirement leave from 23<sup>rd</sup> November 2020

\* Following the commencement of the 3 months' retirement leave by Dr Anthony Akah, he assumed the position GM, *Planning Research as Strategy* from 23<sup>rd</sup> November 2020

\* Following the commencement of the 3 months' retirement leave by Olufunke Dinneh, he assumed the position GM, *Consumer Affairs* from 23<sup>rd</sup> November 2020





15. Shittu Shaibu	DGM, <i>Customer Service Standards, CA</i>
16. Abba I. Terab	DGM, <i>Tariff &amp; Rates, MCR</i>
17. Chikwerem Obi	DGM, <i>Research, PRS</i>
18. Tasiu G. Wudil	AGM, <i>Networks, EPM</i>
19. Razak Y. Afolayan	AGM, <i>Generation, EPM</i>
20. Dr Abdussalam Yusuf	AGM, <i>Research, PRS</i>
21. Abdullah Adamu	AGM, <i>Information Communication &amp; Technology, FMS</i>
22. Aisha Mahmud <sup>1</sup>	AGM, <i>Tariff &amp; Rates, MCR</i>
23. Arit Uya	AGM, <i>Consumer Complaints, CA</i>
24. Michael Faloseyi	AGM, <i>Public Affairs, CO</i>
25. Kanneng Gwon	AGM, <i>Customer Service Standards, CA</i>
26. Zubair B. Zubair	AGM, <i>Consumer Enlightenment &amp; Education, CA</i>
27. Iko Bolus	AGM, <i>Internal Audit, CO</i>
28. Ene Effiom	AGM, <i>Compliance &amp; Enforcement, LLC</i>
29. John D. Joseph	AGM, <i>Engineering &amp; Standards, EPM</i>
30. Jonathan Okoronkwo	AGM, <i>Corporate Planning &amp; Strategy, PRS</i>
31. Friday E. Sule	AGM, <i>Market Analysis, MCR</i>
32. Abu Kadiri	AGM, <i>Health Safety &amp; Standards, EPM</i>
33. Chuka Akunne	AGM, <i>Human Resources Development, FMS</i>
34. Mary Anahve	AGM, <i>Public Affairs, CO</i>
35. Rasheed Busari	AGM, <i>General Administration, FMS</i>
36. Edem Effiom Effiong	AGM, <i>Engineering &amp; Standards, EPM</i>
37. Habib Kidaji	AGM, <i>Human Resources Development, FMS</i>
38. Saidu Lawal	AGM, <i>Information Communication &amp; Technology, FMS</i>

### 1.5. Forum Office Secretaries

The daily activities of the Commission's Forum Offices across Nigeria are coordinated by the under-listed members of staff as Forum Secretaries as at 31st December 2020.

1. Ifeanyi P. Ezeocha	Abakaliki Forum Office, <i>Ebonyi State</i>
2. Grace Ekpenyong	Abuja Forum Office, <i>Federal Capital Territory</i>
3. Sampson Osi	Asaba Forum Office, <i>Delta State</i>
4. Princess I. Okenwa	Awka Forum Office, <i>Anambra State</i>
5. Samuel Andzenge	Bauchi Forum Office, <i>Bauchi State</i>

<sup>1</sup> Upon her confirmation as a Commissioner of the Nigerian Electricity Regulatory Commission ("NERC"), she retired as a core staff of NERC in November 2020.







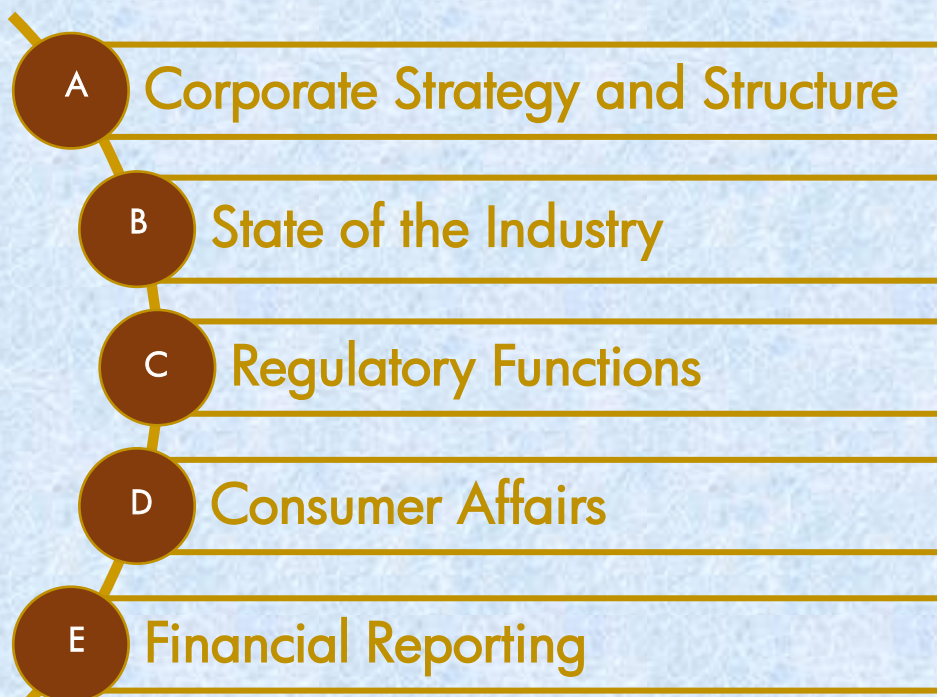
6. Benjamin A. Eboehi	Benin Forum Office, <i>Edo State</i>
7. Ashiru Abdu Na Abdu	Birnin Kebbi Forum Office, <i>Kebbi State</i>
8. Peter Dickson	Calabar Forum Office, <i>Cross River State</i>
9. Temitope Mudasiru	Eko Forum Office, <i>Lagos State</i>
10. Henrietta Ene	Enugu Forum Office, <i>Enugu State</i>
11. Bashir Shuaibu	Gombe Forum Office, <i>Gombe State</i>
12. Ashiru Abdu Na Abdu	Gusau Forum Office, <i>Zamfara State</i>
13. Olaiya O. Abe	Ibadan Forum Office, <i>Oyo State</i>
14. Ibilola A. Olaniun	Ikeja Forum Office, <i>Lagos State</i>
15. Kabir Musa	Ilorin Forum Office, <i>Kwara State</i>
16. Ja'afar Ibrahim	Jigawa Forum Office, <i>Jigawa State</i>
17. Samuel Andzenge	Jos Forum Office, <i>Plateau State</i>
18. Sa'adatu Zaria	Kaduna Forum Office, <i>Kaduna State</i>
19. Ja'afar Ibrahim	Kano Forum Office, <i>Kano State</i>
20. Ja'afar Ibrahim	Katsina Forum Office, <i>Kastina State</i>
21. Abubakar Kurna, Esq	Lafia Forum Office, <i>Nasarawa State</i>
22. Ado Jamilu	Lokoja Forum Office, <i>Kogi State</i>
23. Pamela Zakari	Makurdi Forum Office, <i>Benue State</i>
24. Afaoma Ubani	Owerri Forum Office, <i>Imo State</i>
25. Kabir Musa	Osogbo Forum Office, <i>Osun State</i>
26. Ukongim P. Akubue	Port-Harcourt Forum Office, <i>River State</i>
27. Ashiru Abdu Na Abdu	Sokoto Forum Office, <i>Sokoto State</i>
28. Chioma Okechukwu	Umuahia Forum Office, <i>Abia State</i>
29. Peter A. Dickson	Uyo Forum Office, <i>Akwa Ibom State</i>
30. Mutari Aliyu	Yola Forum Office, <i>Adamawa State</i>



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## PART 2: EXECUTIVE SUMMARY

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3.6



## CORPORATE STRATEGY AND STRUCTURE:

**The Nigerian Electricity Regulatory Commission (NERC or the Commission):** In 2020, the Commission continued the implementation of its 2017- 2020 Strategic Plan focusing on its ten (10) critical goals targeted to addressing the challenges in the Nigerian Electricity Supply Industry (“NESI”). The plan developed in 2017 has overarching objectives of restoration of the sector to financial sustainability, providing adequate and reliable power supply, and improving customer care.

The Commission continues to reposition itself to provide robust regulatory interventions as the sector consolidates the transition from a state-owned monopoly to an unbundled competitive electricity market structure. Several private investors were licensed during the year 2020 to operate alongside the successor companies of the unbundled Power Holding Company of Nigeria (“PHCN”) with clear licensing terms and conditions aimed at improving the quality of electricity service to consumers.

**Corporate Structure:** The Commission maintained the same structure it operated in 2019. However, following the expiration of the tenure of the Chairman/CEO, Professor James Momoh in November 2020, and pursuant to Section 39 and 40(6), Mr President appointed Engr Garba Sanusi (*Vice-Chairman and Commissioner, Market Competition & Rates*), Dr Musiliu Oseni (*Commissioner, Planning, Research & Strategy*) and Mrs Aisha Mahmoud (*AGM, Tariff & Rates*) as the new Chairman/CEO, Vice-Chairman and Commissioner respectively.

The Commission continues to maintain its seven (7) Division structure consisting of – the *Office of the Chairman, Engineering Performance & Monitoring, Finance & Management Services, Consumer Affairs, Market Competition & Rates, Legal, Licensing & Compliance, and Planning, Research & Strategy*. The seven (7) Divisions of the Commission are further sub-divided into a total of twenty-five (25) Units. The Divisions are each headed by a commissioner who is charged with the effective performance and management of the Division. In addition, a management staff not lower than the rank of Deputy General Manager (DGM)

*The Commission has 7 Divisions sub-divided into 25 units*





coordinates the day-to-day activities of each Division and reports to the Commissioner.

**Performance Monitoring System:** The Commission in 2020, reviewed the implementation of the final phase of its three (3) year strategic plan covering the period 2017-2020. The plan is geared towards the realisation of ten (10) critical goals with periodic reviews to ensure timely and appropriate interventions that may be required. There was an ongoing tracking of the timelines for the completion of the initiatives that were mapped out toward the implementation of the strategic goals.

Performance assessments were carried out for all Divisions, Units and staff based on annual evaluation systems that have been standardized for performance monitoring. These assessments formed part of the basis for the 2020 staff promotions and rewards undertaken by the Commission.

**Staff Composition:** As at 31st December 2020, the count of the Commission's total manpower was 161 broken down as follows – seven (7) Commissioners, thirty-seven (37) Management staff, ninety-four (94) non-management staff and twenty-three (23) junior staff spread across the 7 Divisions. The members of staff are a mix of experienced professionals from diverse disciplines ranging from engineering, economics, finance and accounting, social sciences, law, and other fields relevant to the needs of the Commission.

*As at 31 December 2020, the Commission's members of staff consist of 7 Commissioners, 37 Management, 94 Non-Management, & 23 junior staff.*

The Commission's *Management staff cadre* (General Manager, Deputy General Manager and Assistant General Manager) and *Senior Staff cadre* (Principal Manager, Senior Manager, and Manager) account for 71.43% of the total workforce in support of the highly technical work content of the Commission, while the *middle-level cadre* staff (Assistant Manager and Analysts I–III) account for 13.64%. There is fair gender representation across the cadres as indicated in Table 2.1. Excluding the Junior Staff who are mainly drivers, 31.30% of the professional staff of the Commission are female. The Commission is committed to gender balance and shall continue to inspire female representation both within the Commission and in the industry at large.





Table 2.1: Distributions of NERC's Staff by Cadre and Gender

No	Position	Cadre	Total	Male	Female	Female Share
1	General Manager	Mgt. Cadre	8	7	1	0.14
2	Deputy General Manager	"	8	6	2	0.33
3	Assistant General Manager	"	21	17	4	0.24
4	Principal Manager	Senior Cadre	27	17	10	0.59
5	Senior Manager	"	19	11	8	0.73
6	Manager	"	27	19	8	0.42
7	Assistant Manager	Middle Cadre	17	13	4	0.31
8	Analyst I	"	3	0	3	∞
9	Analyst II	"	1	0	1	∞
10	Analyst III	"	0	0	0	-
11	Junior Staff	Junior Cadre	22	22	1	0.05
	Grand Total		154	115	40	0.38

Note: The staff's distribution in this table excludes the Commissioners and six (6) Aides

*In 2020, the Commission sponsored some staff to attend face-to-face or/and virtual trainings on subjects that are beneficial to its statutory responsibilities.*

**Capacity Development, Promotion and Exit:** The Commission places premium on staff capacity development, and on account of this, some members of staff were sponsored to attend regulatory, management and leadership courses in person in various institutions. However, with the outbreak of COVID-19, the Commission resorted to leveraging Information Communication Technology ("ICT") in conducting and attending virtual meetings, training, workshops and engaging with industry operators.

The Commission conducted the 2020 promotion exercise for eligible and qualified staff between November and December 2020. Members of staff who were adjudged to have satisfied the stipulated requirements were duly promoted.

*The Commission fulfilled her reporting obligations in 2020 by submitting 4 quarterly reports to Mr President and National Assembly, and audited her financial statement for the year ended 31st December 2020*

**Reporting Obligation of the Commission:** In compliance with section 55(3) of the EPSR Act 2004, the Commission has submitted the Q1-Q4 2020 reports of its activities to Mr President and the National Assembly. The reports analyse the state of the industry (covering both the technical, operational and commercial performances), regulatory functions, consumer affairs and the Commission's finances and staff development.

Also, in compliance with sections (55) & (56) of the EPSRA, mandating the Commission to keep proper accounts and other records relating to its activities, funds & property, the Commission has prepared its audited financial reports for the year ended 31st December 2020. The reports present the financial position and other national disclosures of the Commission.







## STATE OF THE INDUSTRY:

*In 2020, the total electric energy generated was 35,242,547MWh and the average capacity utilisation rate stood at 66.69%.*

**Operational Performance:** The Commission, in line with its mandates derived from the EPSRA, continued the function of regulating the technical and operational performance of the NESI.

**Available Capacity and Generation:** During the year 2020, the available generation capacity of the twenty-six (26) active plants stood at 6,107MW while the average generation was 4,054MWh (5.97% higher than the generation level in 2019). The industry recorded the highest daily peak generation of 5,520MWh on 30th October 2020. The utilisation of the available generation capacity increased to 66.69% in 2020 from 61.30% recorded in 2019. The improved utilisation was due to a reduction in technical and operational constraints relating to inadequate gas supply, water management at the hydropower stations, limited transmission capacity, limitations on distribution networks and commercially induced load limitation by DisCos.

Complete resolutions of the technical and operational challenges in the NESI remain a top priority of the Commission. As the Payment Assurance Facility for ensuring that GenCos honour their obligation to gas suppliers comes to an end, the Commission is finalising an Escrow Arrangement for the industry, that will provide payment security for GenCos and gas suppliers pending full activation of contract obligations. The Commission continued consultations with relevant stakeholders to develop lasting solutions to the gas impasse in the power industry.

The Commission continued to execute a number of actionable items identified in its strategic plan 2017-2020 to completely resolve the technical, operational and commercial challenges in the NESI. Pursuant to this effort, the Commission has reviewed and approved the relevant and qualified projects of the Performance Improvement Plans ("PIPs") filed by the DisCos for implementation. The PIPs were prepared with the guidelines provided by the Commission, to cover the period 2020–2025 and have an overall objective of ensuring that utilities invest in projects critical to addressing the technical, operational and commercial constraints affecting their efficiency.







The total system collapse declined by 60% in 2020

**National Grid Stability:** A summary of the system stability performance of the national grid for 2018-2020 is contained in Table 2.2. The table shows relative improvement in the stability of the grid network as the number of total system collapses (i.e., *total blackouts nationwide*) declined significantly in 2020 relative to prior years. The industry recorded four (4) total system collapses in 2020 as compared to ten (10) recorded in 2019. There was no incident of partial system collapse (i.e., *failure of a section of the grid*) in 2020 as against one (1) partial collapse in 2019.

**Table 2.2: System Collapse in 2018 – 2020**

Category	2020 Quarterly:				Annually:		
	/Q1	/Q2	Q3	/Q4	2020	2019	2018
No. of Partial Collapse	0	0	0	0	0	1	1
No. of Total Collapse	1	2	0	1	4	10	12

To sustain the improvement in grid stability, the Commission continues to monitor the implementation of its directive to DisCos & TCN to execute Service Level Agreements (“SLAs”) that will ensure grid discipline. The Commission, in collaboration with the System Operator (“SO”), intensified its monitoring and supervision efforts to ensure strict compliance with the SO’s directives to generators on frequency control mode and free governor in line with the provisions of the Grid Code.

**Commercial Performance:** The financial viability of the industry remains a major priority of the Commission.

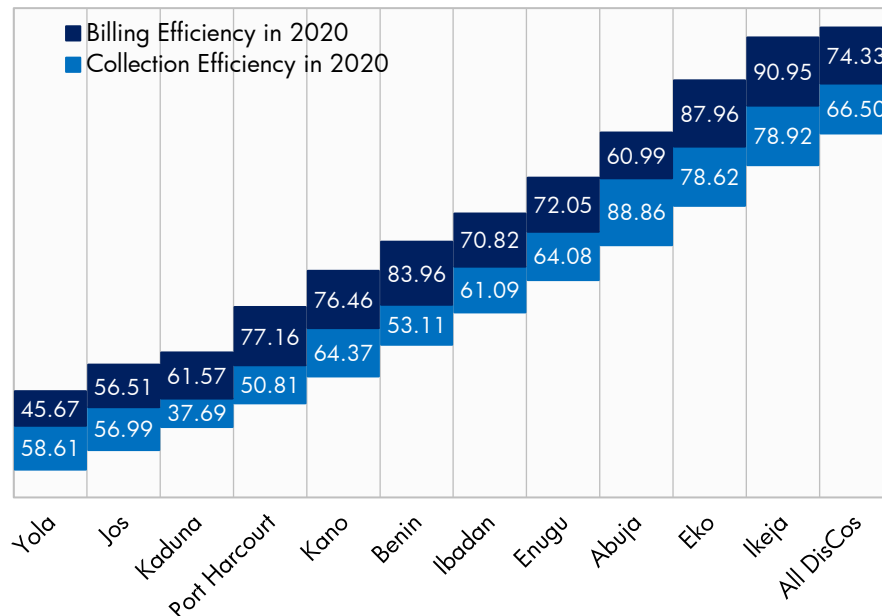
In 2020, DisCos’ billing efficiency stood at 74.3% while collection efficiency was 66.50%.

**Billing and Collection efficiencies:** During the year under review, the total billing to electricity consumers by the eleven (11) DisCos stood at ₦816.16 billion of which only ₦370.34 billion was collected leaving a total outstanding balance of ₦542.73 billion. As represented in Figure 2.1, these respectively denote 74.33% and 66.50% billing and collection efficiencies and respectively indicate 8.44 and 1.34 percentage points decline when compared with 2019. The level of collection efficiency indicates that as much as ₦3.35 out of every ₦10 worth of energy sold during the year 2020 remained uncollected from customers as and when due.





Figure 2.1: DisCos Billing, Collection &amp; Remittance Performance, 2020



**Market Remittance:** The financial viability of the industry is further assessed with the market settlement rate:

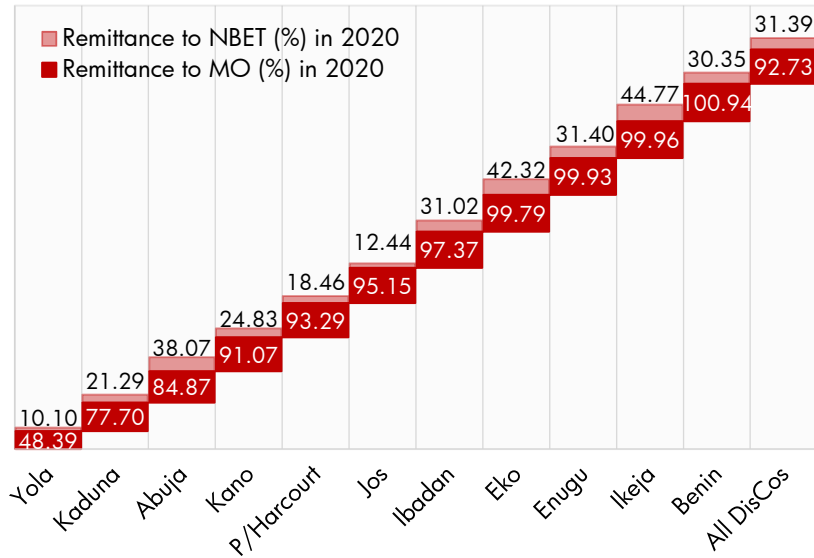
**Remittance to NBET & MO:** During the year 2020, a total invoice of ₦882.73 billion was issued to the eleven (11) DisCos for energy received from Nigerian Bulk Electricity Trading Plc (“NBET”) and for service charge by the Market Operator (“MO”), out of which a sum of ₦370.34 billion was settled by DisCos, leaving a total deficit of ₦512.39 billion in the market. This payment represents 41.95% remittance performance, indicating 6.08 percentage points increase from the final settlement rate recorded in 2019 (35.87%). The individual DisCo’s remittance performances to NBET and MO settlement during 2020 are represented in Figure 2.2.

*In 2020, the average remittance performance to MO and NBET for all DisCos rose respectively to 92.73% and 31.39%.*

The individual performance indicates that Benin and Eko DisCos met the expected Minimum Remittance Obligations (“MROs”) to MO and NBET, Ibadan met its MRT to NBET while Enugu and Ikeja met their MRTs to MO. The average remittance performances to MO and NBET increased respectively from 78.30% and 28.58% in 2019 to 92.73% and 31.39% in 2020. DisCos’ remittance performance levels ranged from 48.39% (Yola) to 100.94% (Benin) for MO, and 10.10% (Yola) to 44.77% (Ikeja) for NBET.



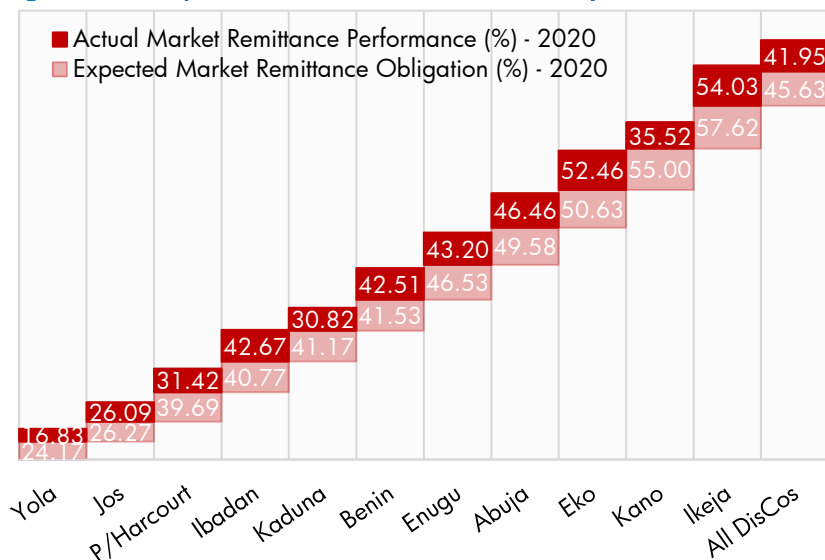
Figure 2.2: Remittances to MO and NBET by DisCos, 2020



During year 2020, the DisCos actual remittance of 41.95% to NBET & MO was just 3.88% points lesser than 45.83% expected MRO adjusted for tariff shortfall

Noting that tariff shortfall (difference between cost-reflective tariff and allowed end-user tariffs payable by consumers) has partly contributed to liquidity challenges being experienced in the NESI, the settlement ratio and the MROs adjusted for tariff shortfall are represented in Figure 2.3. The figure shows that the remittance performance of DisCos within the timeframe provided for market settlement in the Market Rules is close to the expected market remittance adjusted for the prevailing tariff shortfall in 2020. DisCos' actual remittance of 41.95% was just 3.88 percentage points lower than their expected market remittance of 45.83%.

Figure 2.3: Expected and Actual Remittance by DisCos in 2020





The improvement in the DisCos' remittance performance is partly linked to the continuous enforcement of the MRO, and the OpEx loan facility offered by CBN-NESI Stabilization Strategy Limited to DisCos to part-finance the DisCos payment obligations to NBET and MO and their operations to support the transition to the Service-Based Tariff regime. The OpEx loan facility tasks DisCos to ramp up their collections to meet up their subsequent required remittance obligations to NBET and MO, and their OpEx requirement within the tenor of the facility.

*In 2020, the special customers made no payment while the int'l customer made a total payment of ₦10.45 billion for the invoices issued to them by MO in 2020.*

**Remittances by Special and International Customers:** In 2020, the international customers consisting of Societe Beninoise d'Énergie Electrique, *Compagnie Energie Electrique du Togo*, and *Societe Nigerienne d'électricite* received a total invoice of ₦16.31 billion from MO and made a total payment of ₦10.45 billion for the services received from MO. In contrast, no payment was made by the special customers (Ajaokuta Steel Co. Ltd and the host community) in respect of the ₦0.93 billion and ₦0.15 billion invoices received from NBET and MO respectively. MO and NBET must activate the relevant safeguards against continued non-settlement of market obligations by these market participants.

The financial viability of the NESI remained a major challenge threatening its sustainability. The liquidity challenge is due to a combination of non-implementation of cost-reflective tariffs, high ATC&C losses exacerbated by energy theft and consumers' apathy to payments under the prevailing practise of estimated billing. The outbreak of COVID-19 and its consequential impact in 2020 also compounded the liquidity challenge. DisCos must continue to improve on effort toward reducing ATC&C losses to levels commensurate with their contractual obligations in order to improve sector liquidity and ensure business continuity.

Further to this, the non-settlement of energy bills by MDAs across the three tiers of government (i.e., Federal, State and Local Government), which is one of the major contributory factors to high ATC&C losses, and hence poor liquidity, will have to be addressed as part of the ongoing Federal Government's efforts towards ensuring the financial sustainability of the industry.





## REGULATORY FUNCTIONS:

*During the year 2020, the Commission commenced the process for the review five (5) exiting Regulations.*

**Regulations:** No new regulations were issued during 2020. The Commission continued the monitoring of compliance with the provisions of extant regulations, orders and standards governing the industry. The Commission also initiated the review of the following regulations in the year 2020:

- a. Customer Complaint Handling: Standard & Procedures 2006.
- b. Meter Reading, Billing, Cash Collections & Credit Management for Electricity Supplies Regulations, 2007.
- c. Customer Service Standards of Performance for Distribution Companies, 2007.
- d. Connection & Disconnection Procedures for Electricity Services, 2007.
- e. Meter Asset Provider Regulations, 2018.

**Orders:** The Commission issued the underlisted orders in 2020:

1. **NERC/196/2020** on Transitional accounting treatment of tariff-related liabilities in the financial records of market participants in NESI. This Order, among others: a) Provides a guideline for the transitional accounting treatment of tariff-related liabilities in the financial records of the participants; b) Ensures that no new tariff-related liabilities accrue in the financial records of DisCos; and c) Ensures that the balance sheet of DisCos is not adversely impacted by tariff-related revenue shortfall, for the purpose of raising capital for network improvement and service delivery.
2. **NERC/197/2020** on the Capping of Estimated Bill in NESI among others: a) Provide a framework for the billing of unmetered customers thus reducing the risk of arbitrary billing for unmetered Residential (R2) & Commercial (C1) customers at rates that are largely at variance from their actual consumption; b) Expedite the metering of unmetered R2 & C1 customers; c) Steer DisCos towards fast-tracking meter deployment under MAP Regulations or any other financing plan the Commission approved; d) Improve customer satisfaction in NESI and the willingness of customers to pay for electricity by addressing the pervasive apathy for estimated bills issued to unmetered customers, and e) Reduce the incidence of high collection losses in NESI.

*During the year 2020, the Commission issued forty-nine (49) Orders to the industry operators.*





3. **NERC/198/2020** on the Transition to cost-reflective tariffs in NESI. This Order stipulates that among others: a) There shall be no increase in tariffs of end-use customers on 1st April 2020, and b) The Commission's Orders (NERC/GL/184/2019 to NERC/GL/194/2019) titled 'the December 2019 Minor Review of Multi-Year Tariff Order ("MYTO") 2015 and Minimum Remittance Order for the Year 2020 shall remain in force until 30th June 2020 when a new Minor Review Order shall be issued by the Commission. The Order further provided guidelines for a revised tariff design for DisCos in which customer tariffs are disaggregated and aligned in accordance with the quality of service provided to end-users.
- 4-14. **NERC/198/2020 – NERC/208/2020** on the Extra Ordinary Review of Multi-Year Tariff Order ("MYTO") 2015 for DisCos. The Orders seek to among other things: a) Ensure that prices charged by DisCos are fair to customers and are sufficient to allow DisCos to fully recover the efficient cost of operation, including a reasonable return on the capital invested in the business; b) Reclassify and disaggregate customers and customer clusters on the basis of DisCos' commitment on the quality of services to customer clusters; c) Ensure that customer tariffs are commensurate and aligned with the quality and availability of power supply committed to customer clusters by DisCos, and d) Develop and implement a framework for enforcing market discipline in respect of market remittances and managing future revenue shortfalls in the industry including minimum market remittance requirements that account for differences between cost-reflective tariffs and allowed tariffs in the settlement of invoices issued by NBET and MO.
15. **NERC/209/2020** on the 14-Day Suspension of the Extraordinary Review of MYTO 2020 for DisCos. The Order suspends for a period of 14-days, effective from 28th September to 11th October 2020, the MYTO 2020 that was issued to DisCos. It also ordered that all tariffs for end-use customers and market obligations of the DisCos during the 14-day suspension shall be



computed on the basis of rates applicable as at 31st August 2020.

- 16.26. **NERC/198B/2020 – NERC/208B/2020** on the Extra Ordinary Review of Multi-Year Tariff Order (“MYTO”) 2015 for DisCos. The Orders titled “Revised MYTO 2020” repealed the Orders **NERC/198/2020 – NERC/208/2020** titled ‘MYTO 2020’ and Order **NERC/209/2020** on Suspension of the Extra Ordinary Review of MYTO 2020 for DisCos. The Orders adjusted the tariffs payable by DisCos’ customers in compliance with the policy direction on end-user tariff intervention received from the Minister of Power in accordance with section 33 of ESPRA, and the MRTs in accordance with FGN tariffs policy support. The Orders, among others: a) Ensure that prices charged by DisCos are fair to customers and are sufficient to allow DisCos to fully recover the efficient cost of operation, including a reasonable return on the capital invested in the business; b) Reclassify and disaggregate customers and customer clusters based on DisCos’ commitment on the quality of services to customer clusters; and c) Develop and implement a framework for enforcing market discipline in respect of market remittances and managing future revenue shortfalls in the industry including minimum market remittance requirements.
- 27-37. **NERC/210/2020 – NERC/220/2020** on the Amendment of the Order on the Capping of Estimated Bills for the respective DisCos. The Orders amended Order **NERC/197/2020** on the capping of estimated bills in the NESI and, among others, ordered that: a) Energy caps of unmetered end-use non-maximum demand customers shall be computed based on the weighted averages of prepaid and post-paid metered end-use customers based on actual consumption data of these customers from feeders and distribution transformers; and b) The Commission shall review periodically the meter deployment target achieved by the respective DisCo and shall quarterly review the base data on vending records and supply availability to review the energy caps prescribed in this Order.





38-48. **NERC/221/2020 – NERC/231/2020** on the December 2020 Minor Review of MYTO 2020 and Minimum Remittance Orders for the respective DisCos. The Orders, among others: a) Reflect the impact of changes in the projected Minor Review variables (i.e., the Nigerian and US inflation rates, gas prices, NGN/US\$ foreign exchange rates, available generation capacity, MDA losses and CAPEX adjustment) for the period January to December 2021 for the determination of CRT; b) Implement a framework to manage revenue shortfalls for the year 2021 through MMRR to account for differences between CRT and allowed end-user tariffs in the settlement of invoices issued by NBET and MO; c) Establish the interim payment arrangements and reaffirm the payment securitisation requirement and flow of funds from DisCos to NBET & MO; and d) Steer the market to gradual transitioning to CRT and activation of markets contracts in line with the requirements of the Transitional Electricity Market.

49. **NERC/232/2020** on the December 2020 Minor Review of MYTO 2020 for the Transmission Company of Nigeria Plc (“TCN”). This Order has some similar objectives to Orders **NERC/221/2020 – /231/2020** and also seeks to: a) Reaffirm the obligation of the System Operator to comply with the Economic Merit Order of Dispatch prescribed in the Order towards ensuring compliance with projected least generation cost; b) Reaffirm the obligation of the Transmission System Provider (“TSP”) under TCN for the payment of generation capacity charge and loss of revenue to DisCos based on the deviation between energy delivered to a DisCo and the MYTO allocation arising from TCN inability to deliver power to the affected DisCo; and c) Reaffirm the obligation of DisCos for the payment of loss of revenue in favour of TCN in accordance with terms of the Service Level Agreement (“SLA”).

*During the year 2020, the Commission issued two (2) new guidelines for the industry operators.*

In addition to the Orders that were issued, the Commission finalised and issued two (2) new guidelines on **Competition Transaction Charges (“CTC”)** and **Electricity Distribution Franchising (“EDF”)** for the industry. Electronic copies of the new and existing Regulations, Orders and Guidelines for the industry





are freely available on the website of the Commission [www.nerc.gov.ng](http://www.nerc.gov.ng).

**Licensing and Permits:** Following the satisfactory evaluation of their applications, the Commission issued the following licenses, permits and certifications.

*The nameplate capacity of the generation licences and permits issued by Commission totalled 667.70MW in 2020 while 33 MAPs and 17 MSPs were approved and certified respectively.*

- Five (5) new and three (3) renewed generation licences with capacities of 235MW and 346MW respectively. The new licences include on-grid, off-grid and embedded generation.
- Two (2) new Independent Electricity Distribution Network (“IEDN”) Licences.
- Nine (9) new permits for Captive Power Generation (“CPG”) spread across Nigeria with a total capacity of 86.70MW.
- Seven (7) new Meter Assets Providers (“MAPs”) making the total certified MAPs in NESI to be thirty-three (33) as at 2020.
- Seventeen (17) Meter Service Providers (“MSPs”) comprise eight (8) meter installers, five (5) meter importers, three (3) meter manufacturers and one (1) meter vender.

In addition to the licences and permits that were issued during the year 2020, other applications are under evaluation by the Commission for renewal or issuance as may be applicable.

**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, the Commission, during the year, continued with enforcement actions brought forward from the preceding year 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.

*The Commission handled existing enforcement cases brought forward from the preceding year.*

**Litigation:** The Commission was involved in fourteen (14) new and ongoing litigations instituted either directly against the Commission or where the Commission was joined with its licensees. While final judgements have been given on four (4) of these litigations, judgements are yet to be passed on others.





## CONSUMER AFFAIRS:

*In 2020, the Commission organised one (1) physical and several virtual town hall meetings to enlighten and address key issues affecting electricity consumers.*

*Only 39.40% of the registered electricity customers have been metered as at 31 December 2020.*

*Only 2 DisCos had metered more than 50% of its registered electricity customers as at December 2020.*

**Consumer Education and Enlightenment:** To ensure continuous education of customers on their rights and obligations, as well as on other general service delivery matters in the industry, the Commission monitored all the customer enlightenment programs and activities of the DisCos in 2020 relative to their proposed schedules for the year. 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 FCT, Abuja. This is in addition to the virtual town hall meetings held with electricity consumers to educate them on customer rights and obligations, MAP and NMMP schemes, health & safety etc.

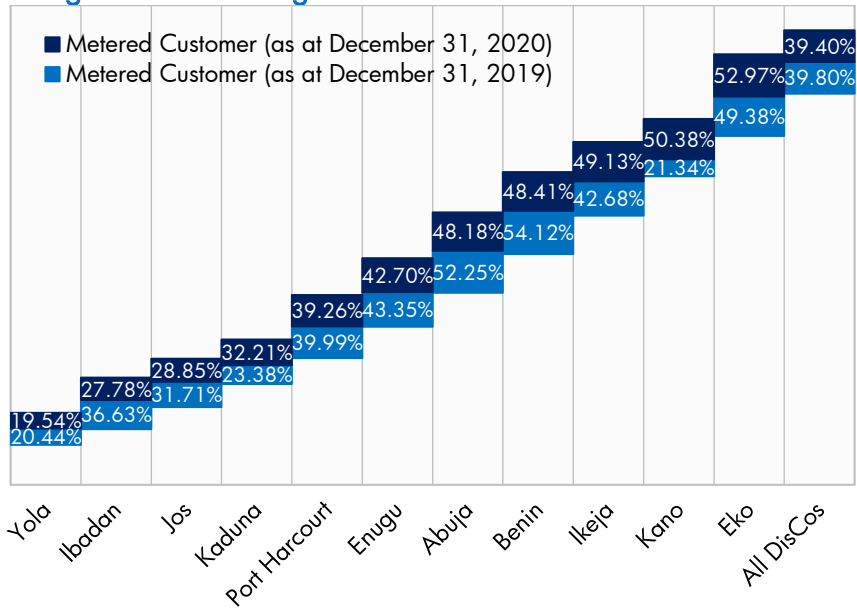
**Metering:** During the year 2020, additional 537,400 end-use customers’ meters were installed. This is significantly greater than the 334,896 meters installed in 2019 (60.47% increase). The recorded improvement in metering in 2020 was due to the Commission’s successful effort in reducing the bottlenecks hitherto hampering the deployment of meters under the MAP scheme and subsequent deployment of meters under NMMP. Despite the huge metering gap for end-use customers is still a key challenge in the industry. The records of the Commission indicate that, of the 11,841,819 registered energy customers as at 31 December 2020, only 4,666,191 (39.40%) have been metered. Therefore, 60.60% of the registered electricity customers are on estimated billing contributing to apathy toward payment for electricity bills.

A review of the customer population data in Figure 2.4 indicates that only Eko, Ikeja, Kano and Kaduna DisCos recorded progress in the percentage of metered customers in 2020 when compared to 2019. As a safeguard against overbilling of unmetered customers, the Commission has set maximum limits to the amount of energy (in kWh) that may be estimated for an unmetered customer on a particular feeder, depending on the customer category and tariff band. The maximum limits were computed based on three-month data of actual consumption records of metered customers according to customer class and tariff band. The Commission also continues monitoring meter deployment under MAP and NMMP.





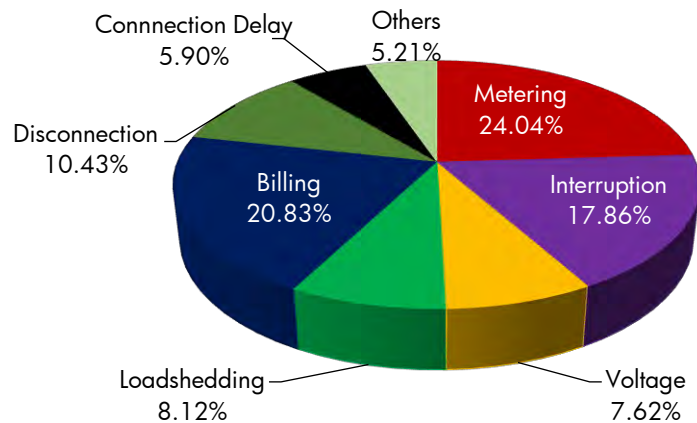
Figure 2.4: Metering Status in NESI as at 31 December 2020



**Customer Complaints:** In 2020, the eleven (11) DisCos received 857,108 complaints from consumers, which is 32.16% more complaints than those received in 2019 (648,537 complaints). This amounts to an average of 2,348 complaints/day. In total, the DisCos attended to 799,236 complaints representing 93.25% resolution rate. Benin, followed by Eko DisCo had the lowest resolution rates of 84.96% and 89.14% respectively based on the proportion of complaints not addressed in 2020. A review of the customer complaints data represented in Figure 2.5 indicates that metering, billing and service interruption are the prevalent sources of customer complaints, accounting for 62.73% (i.e. 537,642) of the total complaints in the year.

*Metering and billing still dominated the customer complaints - accounting for 44.87% of the total complaints received in 2020.*

Figure 2.5: Category of Complaints Received by Discos in 2020

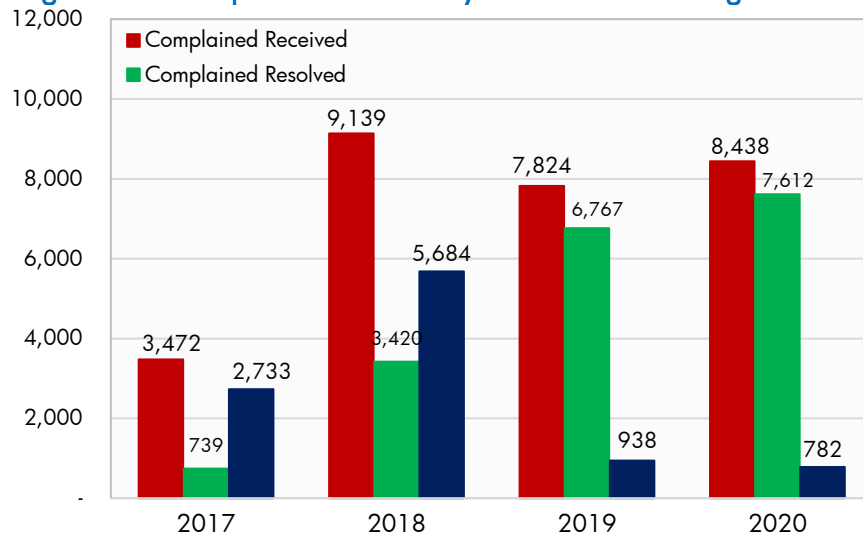




*Like complaints categories of DisCos CCUs, metering and billing dominated customers' complaints at Forum Offices.*

**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. The chart in Figure 2.6 indicates that in 2020 the Forum Offices had a total of 8,438 complaints (plus the pending complaints of 1,258 in 2019) from customers who were dissatisfied with DisCos' decision on their lodged complaints. Billing and metering issues dominated the category of complaints received by the Forum Offices. This implies that billing and metering issues were mostly the complaints not satisfactorily resolved by DisCos' Complaints Handling Units during the year under review.

**Figure 2.6: Complaints Received by Forum Office during 2017-20**



During the period, the Forum panels held 115 Hearings and 7,612 (90.21%) of the complaints lodged at Forum Offices nationwide were resolved either through Hearings or preliminary engagements between the Forum Secretaries and the concerned DisCos – this represents a 45.76 percentage points increase in the resolution rate compared to 44.45% average of the prior 3 years (2017 – 2019). Furthermore, 36 (4.36%) out of the 826 unresolved cases in 2020 were a result of incomplete submission and/or withdrawal of complaints by consumers. The Commission continues to monitor the operation and efficacy of its Forum Offices to ensure quick resolution of all outstanding and new complaints in line with the Forum Offices operating manual.

*Over 90.21% of the cases that got to the Forum Offices in 2020 were resolved.*





*In 2020, there were reported 40 deaths and 76 injuries of various degrees involving both employees of utilities and third parties.*

**Health and Safety:** The Commission received a total of 456 accident reports from industry operators during the year as against 364 reports received in 2019 (92 more complaints received in 2020). The accidents, unfortunately, resulted in 40 deaths and 76 injuries (compared to 42 deaths and 77 injuries in 2019) of various degrees involving both employees of the companies and third parties. On account of the Commission's zero-tolerance on safety breaches in the NESI, the Commission continues to intensify monitoring and implementation of various safety programmes aimed at reducing accidents in the NESI. The programs being implemented include but not limited to, public enlightenment on the safe use of electricity, the standardisation of system protection schemes, a review of operational procedure for Distribution System Operators ("DSO") on fault clearing, and engagement of stakeholders on Right of Way ("ROW") violations.

## FINANCIAL REPORTS:

**Results at a Glance:** The summary of the audited financial statement of the Commission in Table 2.3 indicates that the total revenue the Commission realised from operations in 2020 was ₦14.25 billion compared to ₦12.52 billion realised in 2019 (13.79% increase). Similarly, the total expenditure of the Commission increased by 6.60% from ₦10.42 billion in 2019 to ₦11.10 billion in 2020. A comparison of the revenue and expenditure (excluding the Commission's outstanding liabilities) indicates a positive net cash flow of ₦4.11 billion in 2020 – this represents a 4.43% decrease compared to 2019 (₦4.30 billion). The efficient and prudent management of the Commission's cash flow is a key priority just as its regulatory interventions are to improve industry liquidity.

**Table 2.3: Results at a Glance of the 2020 Auditor's Report**

Description	2020 ₦' 000	2019 ₦' 000	% Change change
Income generated from operations	14,245,028	12,518,662	45
Total expenditure	(11,103,784)	(10,416,720)	44
Surplus for the year	4,114,358	4,304,965	(4)
Amount payable to Rural Electrification Fund (REF)	(3,825,270)	(1,803,267)	112
Total Comprehensive (loss)/income for the year	(114,796)	3,250,470	(104)
Retained earnings	2,872,507	2,708,319	6
Total Reserves	18,837,789	18,952,584	(1)







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## PART 3: CORPORATE ACTIVITIES OF THE COMMISSION

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- 3.1 The Commission
  - 3.2 Strategic Plan and Performance Monitoring
  - 3.3 Staff Composition
  - 3.4 Capacity Development
  - 3.5 Promotion, Awards & Retirement
  - 3.6 Reporting Obligations



### 3.1. The Commission

#### 3.1.1. Background to the Creation of the Commission

Persistent issues (of poor access to electricity, low accessibility, high technical and commercial losses, low power generation capacity, inadequate transmission and distribution facilities, ineffective regulation, non-cost reflective tariff, and inefficient use of electricity by consumers) in the Nigerian Electricity Supply Industry (“NESI”) led to the decision of the Federal Government to embark on power sector reforms. The reforms aim to liberate the power sector from the lingering problems and attract much-needed private sector investment. The Nigerian Electric Power Policy (“NEPP”) released by the Federal Government in March 2001 and subsequently adopted in 2002 kicked off the power sector reform in Nigeria.

A major step taken towards reforming the power sector took place in 2005 with the enactment of the Electric Power Sector Reform Act (“EPSRA” or the “Act”). This was recorded as a critical milestone in the transformation of the Nigerian power sector. The EPSRA gave legal authority and support to the ongoing reform and also repealed all previous legislation on the power sector.

The EPSRA breaks down the business of generation, transmission, and distribution of electricity into 18 separate companies (consisting of six (6) Generation, one (1) Transmission and eleven (11) Distribution companies) to which the assets and liabilities of the Power Holding Company of Nigeria (“PHCN”), the organisation formerly governing the use of electricity in Nigeria, were transferred.

More importantly, Section (31) of the EPSRA provided for the establishment of the Nigerian Electricity Regulatory Commission (“NERC” or the “Commission”). The Commission, which was officially inaugurated on the 31<sup>st</sup> October 2005 with its headquarters in Abuja, serves as an independent watchdog and regulatory body to drive the power sector reform by ensuring fairness, transparency and a level playing field for all investors and the customers.





Since its inception, the Commission has continued to position itself to give robust regulatory intervention as the power sector transits from a state-owned monopoly to a more competitive market structure.

### 3.1.2. Principal Objects of the Commission

The principal objects of the Commission outlined under section 32 (1) of the EPSRA are listed below;

- a) To create, promote, and preserve efficient industry and market structures, and ensure the optimal utilisation of resources for the provision of electricity services;
- b) To maximise access to electricity services, by promoting and facilitating consumer connections to distribution systems in both rural and urban areas;
- c) To ensure that an adequate supply of electricity is available to consumers;
- d) To ensure that the prices charged by licensees are fair to consumers and are sufficient to allow the licensees to finance their activities and to allow for reasonable earnings for efficient operation;
- e) To ensure the safety, security, reliability, and quality of service in the production and delivery of electricity to consumers;
- f) To ensure that regulation is fair and balanced for licensees, consumers, investors, and other stakeholders and;
- g) To present quarterly reports to the President and National Assembly on its activities.

In furtherance to the objects highlighted above, the Commission performs the following functions outlined in Section 32 (2) of the EPSRA as follows:

- a) Promote competition and private sector participation, when and where feasible;
- b) Establish or, as the case may be, approve appropriate operating codes and safety, security, reliability, and quality standards;
- c) Establish appropriate consumer rights and obligations regarding the provision and use of electricity services;





- d) License and regulate persons engaged in the generation, transmission, system operation, distribution, and trading of electricity;
- e) Approve amendments to the market rules;
- f) Monitor the operation of the electricity market; and
- g) Undertake such other activities, which are necessary or convenient for the better carrying out of or giving effect to the objects of the Commission.

Lastly, in compliance with Section 32 (3), the Commission, in the discharge of its functions, consults from time to time, and to the extent, the Commission considers appropriate, such persons or groups of persons who may or are likely to be affected by the decision or orders of the Commission including, but limited to its licensees, consumers, potential investors, and other interested parties.

### 3.1.3. Mission, Vision and Motto of the Commission

**Mission:** Promote and ensure an investor-friendly industry and efficient market structure to meet the needs of Nigeria for safe, adequate, reliable, and affordable electricity.

**Vision:** Electricity on demand

**Motto:** Keeping the lights on

### 3.1.4. Value of the Commission

The Commission has four (4) guiding values:

**Leadership:** Excellence, transparency, courage and discipline;

**Professionalism:** Proficiency, diligence, respect, fairness and accountability;

**Teamwork:** Creating an environment of loyalty, trust, collaboration, and stakeholder engagement; and

**Good Governance:** Making decisions in a fair, transparent and consistent manner, in compliance with the laws of Nigeria and our regulations.





### 3.1.4. Structure of the Commission

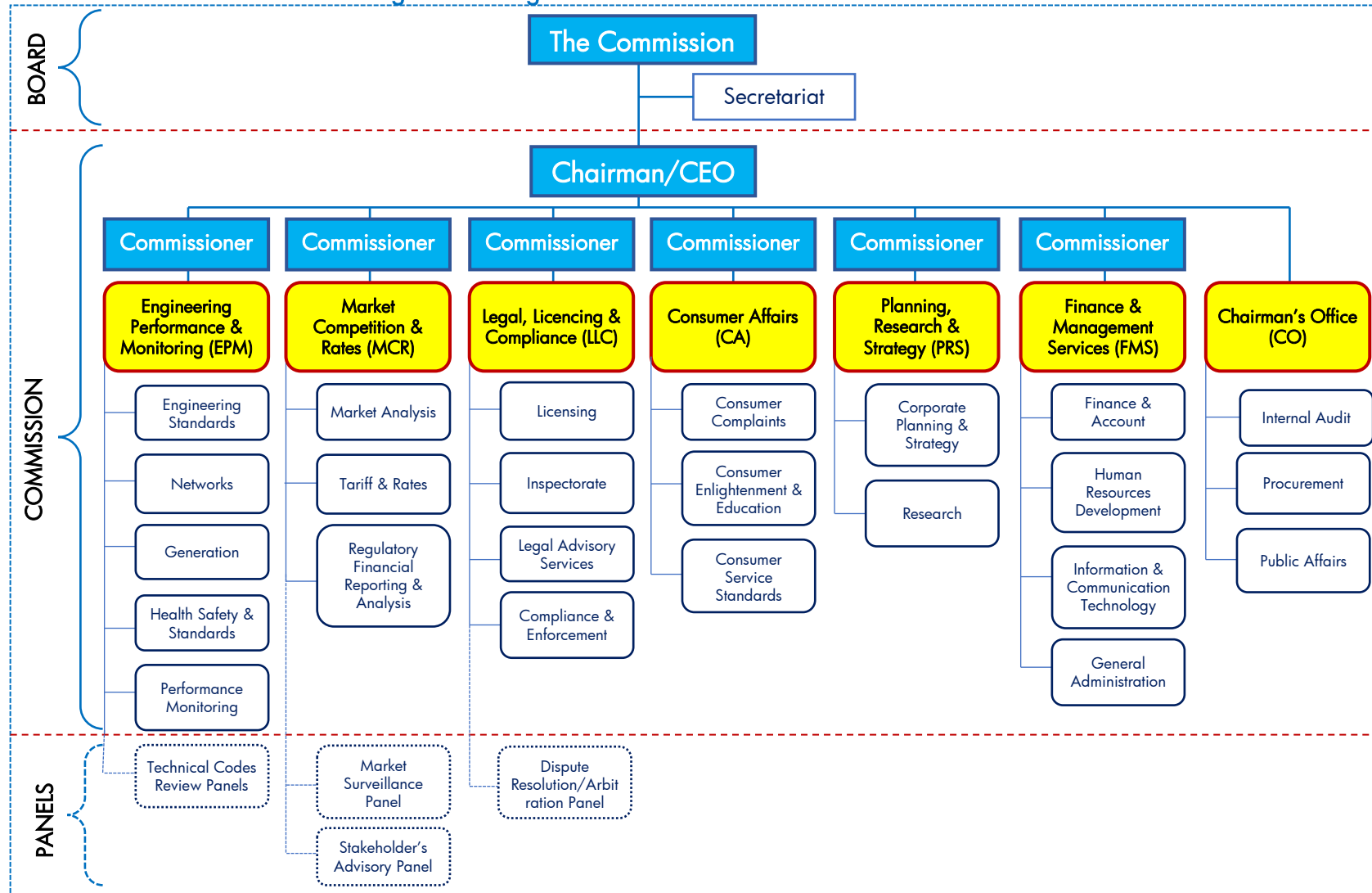
The Commission maintained its organisational structure as in the previous year for the most of 2020. The structure seeks to allow an adequate flow of responsibility and authority along functional lines and staffing with professionally qualified staff that have the requisite skills and experience to carry out their functions appropriately. The structure is made up of seven (7) Divisions which are sub-divided into twenty-five (25) Units.

Following the change in the composition of the Board of the Commissioners in December 2020 upon the exit of Chairman James Momoh, the organisational structure of the Commission was slightly adjusted. The adjustments involved the relocation of the Inspectorate and Tactical Unit (“ITU”) formerly under the Chairman’s Office (“CO”) to the Legal Licencing and Compliance (“LLC”) Division and renamed Inspectorate Unit (“IU”). The Registry Unit (“RU”) formerly under the CO was relocated to a newly created General Administration Unit (“GAU”) domiciled in the Finance and Management Services (“FMS”) Division. The Regulatory Financial Reporting & Analysis Unit (“RFRAU”), which hitherto was under the FMS Division, was relocated to the Market Competition and Rates (“MCR”) Division.

Notwithstanding the restructuring, the current organizational structure of the Commission represented in Figure 3.1 is still made up of seven (7) Divisions which are sub-divided into twenty-five (25) Units.



Figure 3.2: Organisational Structure of NERC as at Dec. 2020







- 1. Board of Commissioners:** The Board is responsible for the leadership of the Commission. It directs the activities of the Commission in line with the provisions of the EPSRA. The Board performs quasi-judicial roles and conducts public hearings on matters of public interest in line with the EPSRA.
- 2. Chairman’s Office (“CO”):** This Division is made up of four (4) units that provide overall governance and coordination of the activities of the Commission. The Units are Secretariat, Public Affairs, Internal Audit, and Procurement.
- 3. Engineering Performance and Monitoring (“EPM”):** This Division is tasked with developing technical standards and monitoring compliance with technical codes & standards by all operators. In addition, the Division is responsible for the technical evaluation of all licence applications submitted to the Commission.
- 4. Legal, Licensing and Compliance (“LLC”):** This Division is responsible for coordinating and evaluating licence applications before the Commission. It provides legal support and advisory services to the Commission. The Division is also in charge of hearings, resolution of disputes through alternative dispute resolution mechanisms, and the enforcement of all Commission’s Orders and decisions.
- 5. Market Competition and Rates (“MCR”):** This Division is responsible for the determination of end-user tariffs. It monitors the electricity market to prevent abuse of market power and conducts commercial evaluations of all licence applications. It is also responsible for the analyses and review of the financial reporting of all licensees in the industry.
- 6. Planning, Research and Strategy (“PRS”):** This Division is responsible for collating and analysing industry data to help the Commission make informed decisions. It is also responsible for the overall planning and strategy of the Commission and monitors the status and emerging trends in



the electricity industry. This is with a view to developing and updating regulatory regimes and policies that would increase and promote investments and access to electricity. The Division also prepares the quarterly and annual reports of the Commission and provides it with the required database and policy instrument to carry out its various activities.

7. **Consumer Affairs ("CA"):** This Division has the responsibility of leading the development of consumer regulations and ensuring that operators meet the minimum service standards provided in the regulations. Moreover, it is responsible for consumer enlightenment programmes and has the mandate of ensuring speedy resolution of customer complaints by DisCos. The Division is also responsible for the management of the Commission's Forum Offices.
8. **Finance and Management Services ("FMS"):** This division provides support services to the Commission in critical areas that include finance and accounts, asset administration, human capital development, and information technology.

### 3.2. Strategic Plan and Performance Monitoring System

The Commission in the year 2020, continued with the implementation of its Strategic Plan which covers 2017 – 2020. The plan is intended to drive improvements and growth within the Commission as an institution and the Nigerian Electricity Supply Industry ("NESI"). Specifically, the plan provides for the realisation of the under-listed ten (10) critical goals with effective performance monitoring systems while ensuring a fair and firm regulatory environment:

- I. Creation of a financially viable electricity market;
- II. Metering for all customers within three years;
- III. Effective compliance monitoring & enforcement;
- IV. Institutionalise code of corporate governance;





- V. Recapitalisation of licensees in the sector;
- VI. Sustained growth in availability & quality of supply;
- VII. Enhancement of the nation's security of supply for electricity;
- VIII. Promotion of local content and manpower development in NESI;
- IX. Enhancement of safety standards;
- X. Development of improved customer care standards.

These goals are not only applicable within the context of the overall objects of the Commission as outlined in Section (32) of the EPSRA but are also consistent with the overarching policy directives issued by the Federal Government of Nigeria in line with Section (33) of the EPSRA. In the year 2020, the Commission continued to strive to achieve these ten (10) critical goals. Table 3.1 presents the details of the progress so far made in implementing actions towards achieving the ten (10) critical goals as at 31st December 2020.



Table 3.1: Summary of Progress Reports on NERC's Strategic Plan 2017-20

Goals	Actionable items to Achieve Goals	Timeline	Achievements/ Actions Taken as at 2020/Q4	Remarks
1. Creation of a financially viable electricity markets	a Forensic audit of collection, disbursement and utilisation of market funds	2017/Q4- 2020/Q4	<ul style="list-style-type: none"> <li>The Commission has concluded the procurement of four suitable firms. However, the commencement of the audit has been stalled by Court action.</li> </ul>	Behind target
	b Development of equitable bases for the appropriation and disbursement of market funds	2018/Q1	<ul style="list-style-type: none"> <li>The Commission introduced the Minimum Remittance Obligation for the DisCos.</li> <li>Also, the Commission has commenced a payment securitization system that escrow all DisCos collection with the CBN and ensures equitable disbursement across the value chain.</li> </ul>	On track
	c Review of MYTO methodology with a view to reducing regulatory lag and accumulation of deficits	2017/Q4- 2018/Q4	<ul style="list-style-type: none"> <li>Since June 2019, the Commission has consistently carried out minor reviews of the MYTO to reflect changes in four key exogenous variables – exchange rate, inflation, gas prices and available capacity. The previous review was delayed by Court action.</li> <li>The last minor review for the year 2020 was done by the Commission in December 2020.</li> <li>The Commission has commenced an extra-ordinary review of MYTO that is based on quality of service</li> </ul>	On track
	d Introduction of Uniform System of Accounting (USoA) for all licensees	2018/Q1	<ul style="list-style-type: none"> <li>The USoA Regulations were issued in 2018/Q1 and are now binding on all licensees.</li> <li>The staff of the Commission and the licensees have been trained on the application of USoA</li> <li>The Commission has consistently been issuing the quarterly report of the USoA</li> </ul>	On track
	e Tariff affordability study in support of tariff design for the industry	2018/Q3- 2018/Q4	<ul style="list-style-type: none"> <li>The commission has finalised the Terms of Reference ("TOR") to engage a consultant that will conduct the study on behalf of the Commission. The study is expected to be finalised by 2021/22</li> </ul>	Behind target



f Comprehensive customer enumeration incl. geotagging to distribution assets	2018/Q4	<ul style="list-style-type: none"> <li>In 2018Q1, all DisCos were mandated to carry out customers' enumeration to identify the metering gap.</li> <li>The exercise is still <i>ongoing</i> as some DisCos requested for an extension to allow the coverage of all unregistered consumers of electricity and brought the same customers onto their billing platform</li> <li>Additional 1,467,240 electricity customers were registered in 2020</li> </ul>	On track
g Detailed and periodic review of revenue requirements of licensees for completeness and prudence	Continuous	<ul style="list-style-type: none"> <li>The PIPs covering the period 2020-2025 submitted by the licensees based on the guidelines issued by the Commission have been approved.</li> <li>The approved PIPs now form the basis of the revenue requirement of the respective licensee for completeness and prudence</li> <li>The Commission will use the approved PIPs as one of the bases for the implementation of the SBT</li> </ul>	On track
h Work with all stakeholders for the development of an integrated resource plan	2019/Q4	<ul style="list-style-type: none"> <li>Reviews of the distribution expansion plan, transmission plan and generation adequacy reports are ongoing.</li> <li>Review of interphase point challenges is ongoing</li> <li>The next phase would follow immediately after the completion of the review</li> </ul>	Behind target
i Development and implementation of a new framework to ensure timely settlement of bills by MDAs	2017/Q4-2018/Q2	<ul style="list-style-type: none"> <li>Concept paper has been presented to Policymakers</li> <li>Several conversations were held with the relevant stakeholders – Ministries of Power and Finance, DisCos, NBET, etc.</li> <li>Comprehensive audit has been carried out to ascertain unsettled MDAs debt</li> <li>Some payments have been processed for disbursement to DisCos and a framework to address outstanding MDSs debt is being finalised.</li> </ul>	Behind target
j Development of PCAF regulations	2017/Q4-2020/Q2	<ul style="list-style-type: none"> <li>Consultant (Messrs CPS consulting) report on PCAF has been reviewed by the tariff committee and recommendation made to the Commission on the way forward in view of the current service-based tariff</li> </ul>	Behind target





	<p>k Design and install data aggregation and revenue assurance system</p>	<p>2018/Q4-2020/Q4</p>	<ul style="list-style-type: none"> <li>• The Commission, with the support of USAID, has developed new data collection templates based on the identified data required for effective regulation</li> <li>• With the help of NIAF, the Commission has migrated some of its historical data into the new templates</li> <li>• The Commission has developed TOR for procurement of consultants to help set up a temporary automated data gathering system pending the installation of a near real-time data aggregation system</li> <li>• The World Bank has started the procurement process for the appointment of consultants for the data aggregation</li> </ul>	<p>Behind target</p>
<p>2. Metering of all customers by 2020</p>	<p>a Enforce the order that no new connection to customers should be made without appropriate meters</p>	<p>Continuous</p>	<ul style="list-style-type: none"> <li>• An Order that all new customers must be metered before connection is in place and being enforced</li> <li>• Also, the Commission has been issuing Orders on the Capping of Estimated Bills to protect customers that are yet to be metered from overbilling</li> </ul>	<p>On track</p>
	<p>b Development of alternative customers metering framework</p>	<p>2018/Q1</p>	<ul style="list-style-type: none"> <li>• The Meter Assets Provider (MAP) Regulations, which allow DisCos to engage a third party to fast-track the roll-out of meters were issued in 2018/Q1.</li> <li>• Meters deployment commenced in 2019/Q1 by the MAPs with permits procured by the DisCos</li> <li>• The FGN in collaboration with CBN and the Commission launched National Mass Metering Project (“NMMP”) in 2020 to increase meter deployment in order to close the metering gap in NESI and ensure the successful implementation of the SBT. Meter deployment under NMMP started in October 2020.</li> <li>• The Commission has finalised the review of the MAP Regulations (2018) into the MAP and NMMP Regulations that provides a framework which allows a smooth and concurrent implementation of both MAP and NMMP schemes. This is to ensure that the full</li> </ul>	<p>On track</p>





			benefits of both schemes are obtained to close the metering gap in the NESI on time	
	c Development of alternative customer metering framework – Community Choice Aggregation Model & Franchising	2018/Q3	<ul style="list-style-type: none"> <li>Guidelines for sub-franchising DisCos operations and coverage areas to a third party for investment in metering, billing, collection, rehabilitation and expansion of networks were released in 2020</li> </ul>	Behind target
3. Effective compliance monitoring & enforcement	a Creation and staffing of compliance units	2017/Q4-2018/Q1	<ul style="list-style-type: none"> <li>The Inspectorate and Compliance units were created in 2017/Q4 and are currently domiciled in the Legal, Licencing &amp; Compliance division of the Commission</li> <li>Following the internal call for applications, some of the vacant positions in the Unit were filled by staff</li> <li>More staff will be recruited to the unit in due course</li> </ul>	Behind target
4. Institutionalise code of corporate governance	a Issuance of code of corporate governance for all licensees	2018/Q1	<ul style="list-style-type: none"> <li>The final draft guidelines incorporating the twenty-eight (28) principles of the National Code of Corporate Governance adapted to the NESI have been prepared and are undergoing review</li> </ul>	Behind target
	b Review of the current status of the key management staff of the licensees in compliance with 'Fit & Proper' regulation	Continuous	<ul style="list-style-type: none"> <li>The Commission continuously reviews the status of the key management staff of the licensees</li> <li>Also, as a continuity plan, the Commission has conducted KYL for potential management staff that may take over from the DisCos' current management staff in the event of force majeure/change of ownership</li> </ul>	On track
	c Development of regulation on procurement – prudence and mitigation of related party transactions	2017/Q4-2018/Q2	<ul style="list-style-type: none"> <li>The draft NESI national code of corporate governance developed by the Commission already incorporated the sector-specific guidelines on procurement</li> </ul>	On track
	d Development of Business Continuity Strategy	2017/Q3-2018/Q2	<ul style="list-style-type: none"> <li>The Commission finalised the Consultation Paper on Business Continuity and subjected same to public consultations with stakeholders including investors, market participants (NBET, GenCos, DisCos, network operators), and consumer groups.</li> <li>The Commission in collaboration with BPE is finalising the strategy</li> </ul>	Behind target



5. <i>Recapitalisation of licensees in the sector</i>	a Review of audited accounts (ended 31 December 2016) of DisCos and other related regulatory filings	2018/Q1	<ul style="list-style-type: none"> <li>DisCos' audited accounts are continuously reviewed</li> <li>The Commission is planning to review of the revenue requirements of the DisCos. This is targeted for 2021 for subsequent implementation upon the expiration of the performance agreement</li> </ul>	Behind target
	b Procurement of management consultants for the review and recommendation of recapitalisation	2018/Q1-2018/Q4	<ul style="list-style-type: none"> <li>This has been scheduled for 2021 upon the expiration of the performance agreement</li> </ul>	Behind target
	c Consultations and issuance of an order for the implementation of recommendations on capital-base	2018/Q4	<ul style="list-style-type: none"> <li>Pending</li> </ul>	Behind target
6. <i>Sustained growth in availability &amp; quality of supply</i>	a Committee of stakeholders to evaluate the investments required by TCN and DisCos at all TCN/DisCo interface points	2017/Q4-2018/Q2	<ul style="list-style-type: none"> <li>Emtech was engaged to evaluate investments required at TCN/DisCos interface points and a committee was then set up to review Emtech reports.</li> <li>The Commission is currently reviewing the findings submitted by the Committee for necessary actions</li> </ul>	Behind target
	b Measurement of availability of electricity nationwide associated quality of service – SAIDI and SAIFI indices	2018/Q2	<ul style="list-style-type: none"> <li>Data loggers have been installed while data collection for baseline study and benchmarking is ongoing</li> <li>Procurement/deployment of additional real-time monitoring devices ongoing</li> </ul>	Behind target
7. <i>Enhancement of the nation's security of supply of electricity</i>	a Develop regulatory guidance and recommended policy support for the realisation of <i>coal-to-power</i> generation and on-grid renewable	2018/Q2	<ul style="list-style-type: none"> <li>Discussion with policymakers ongoing</li> </ul>	Behind target
8. <i>Promotion of local content and manpower development in NESI</i>	a Allow licensees sufficient funding under revenue requirement filling for human capacity development for licensees	2018/Q4	<ul style="list-style-type: none"> <li>Minimum Remittance Obligation allows DisCos to earn revenue requirements subject to efficient performance</li> </ul>	On track
	b Evaluate the capacity gaps within the Commission and identify relevant training and recruitment and placement plan	2017/Q4-2018/Q2	<ul style="list-style-type: none"> <li>Capacity gaps identified.</li> <li>There is continuous training and retraining of staff</li> <li>Through the manning and fitting exercise conducted, the Commission has continued to conduct reallocation and realignment of staff for effective service delivery</li> </ul>	Behind target



	c Review and update the draft regulation on national content in NESI	2018/Q1-2018/Q2	<ul style="list-style-type: none"> <li>In 2019/Q1, the Commission held a 2-day stakeholders' workshop on minimum specification of Nigerian content and requirement for labour in NESI</li> <li>The workshop sensitises stakeholders on the existence of the Regulation of national content development (2014) for NESI</li> <li>The Commission has appointed new members to the Nigerian National Content Consultative Forum (NNCCP) for continuous monitoring and evaluation of local content participation in NESI</li> </ul>	On track
9. Enforcement of safety standard	a Develop a framework to ensure effective enforcement of the safety codes issued to licensees	2018/Q1-2018/Q4	The under-listed were initiated during 2018/Q1-Q4 and work is still ongoing.	Behind target
	<ul style="list-style-type: none"> <li>Standardisation of protective schemes at 11KV &amp; 33KV levels</li> <li>Engagement of government agencies on RoW violation</li> <li>Public Enlightenment on safety</li> <li>Review of operational procedures for DSOs on fault clearing</li> <li>Monitoring of networks for optimal involvement</li> <li>Work with NAPTIN for the certification of distribution and transmission system operators and safety professionals in NESI</li> <li>Push for the rehabilitation of the SCADA system</li> </ul>		<ul style="list-style-type: none"> <li>The Commission is developing a framework for the standardization of the distribution network which will include the protective schemes and the 11KV and 33KV feeders</li> <li>The Commission is about to finalise the framework for the training certification of SOs and DSO and Safety Practitioners in NESI.</li> </ul>	On track
			<ul style="list-style-type: none"> <li>Implementation scheduled for 2021</li> <li>Implementation scheduled for 2021</li> <li>Procurement is ongoing – TCN procurement is ongoing while Disco (Eko) has almost completed testing</li> </ul>	On track
	b Partner with NEMSA to revise design and standards for construction/installations at the distribution level	2018/Q1-2018/Q3	<ul style="list-style-type: none"> <li>The Commission, in collaboration with NEMSA and other stakeholders, is working on a framework that would ensure the standardization of distribution networks, in particular, for constructions/installations</li> </ul>	Behind target





	c Order all distribution licensees to undertake remedial works on their existing feeder lines that are below standard	2018/Q1-2018/Q3	<ul style="list-style-type: none"> <li>The Commission is considering supporting DisCos to receive loans from CBN to facilitate remedial works on DisCos' existing feeders in line with their approved PIPs</li> </ul>	On track
10. Review of standards for customer care	a Review the existing customer care standard for NESI	2018/Q2	<ul style="list-style-type: none"> <li>In 2018/Q1, the Commission set up a committee to handle the review process of the existing customer care standard. The Committee made substantial progress and engaged several stakeholders to make contributions. Further review is ongoing to guide the final decision-making by the Commission.</li> </ul>	Behind target
	b Launch IT platform for monitoring customer complaints handling	2017/Q3-2018/Q2	<ul style="list-style-type: none"> <li>The Commission has successfully developed an IT Complaints Handling System (CHS) which has been test-run. However, for the platform to reflect current realities and be a best practice framework for addressing customer complaints, the Commission requested some modifications from the consultant.</li> <li>The Commission is training its key staff for effective management of the platform.</li> <li>It is expected that this process and the formal launch of the platform would be completed in earnest.</li> </ul>	Behind target
	c Review the roles of the Forum in customer complaint/resolution in order to make Forum Offices more effective	2018/Q1	<ul style="list-style-type: none"> <li>This review is being done continuously</li> </ul>	Behind target



### 3.3. Staff Composition

As at 31st December 2020, the count of the Commission's total manpower was 161 broken down as follows – Chairman/CEO, Vice Chairman, five (5) Commissioners; thirty-seven (37) Management Staff, ninety-four (94) non-Management staff, and twenty-three (23) Junior staff. The Commissioners and members of staff, which collectively, have been able to discharge the needed regulatory duties, are made up of experienced professionals from diverse disciplines ranging from engineering, law, economics, accounting and finance, amongst others. The distribution of staff by Divisions, Cadre, Gender, Positions, Age and Geopolitical Zones is presented below.

- **Distribution by Division:**

Following the restructuring of the Commission's Divisions carried out in 2017 and the subsequent redeployment of a few members of staff in 2018, 2019, and 2020, the distribution of staff across the Divisions is presented in Table 3.2. The Finance & Management Services Division, due to the nature of its activities and the number of Units it oversees, has the highest number of staff followed by the Consumer Affairs Division which coordinates all the Forum Offices. The Market Competition & Rates division, which has three Units, has the least number of staff.

**Table 3.2: Distribution of NERC's Staff by Divisions**

S/N	Divisions	Number of staff	Percentage Share (%)
1	Chairman's office	17	11.04
2	Finance & Management Services (Including Junior Staff)	42	27.27
3	Market, Competition & Rates	9	5.84
4	Consumer Affairs (including Forum Offices)	41	26.62
5	Legal Licensing & Compliance	12	7.79
6	Engineering, Performance & Monitoring	22	14.29
7	Planning, Research & Strategy	11	7.14
	<b>Total</b>	<b>154</b>	<b>100.00</b>

Notes of the table:

The staff's distribution excludes the Chairman, Vice Chairman, 5 Commissioners and 6 Aides.





- **Distribution by Cadre:**

The distribution of staff by cadre presented in Table 3.3 shows that as at 31st December 2020, the Commission has thirty-seven (37) senior management staff (representing 24.03%), seventy-three (73) mid-management staff (representing 47.40%), and forty-four (44) lower level and junior staff (representing 24.55%).

**Table 3.3: Distribution of NERC's Staff by Cadre**

S/N	Position	Number of Staff	Cadre	Percentage share
1	General Manager	8	Mgt. Cadre	24.03%
2	Deputy General Manager	8	"	
3	Assistant General Manager	21	"	
4	Principal Manager	27	Senior Cadre	47.40%
5	Senior Manager	19	"	
6	Manager	27	"	
7	Assistant Manager	17	Middle Cadre	13.64%
8	Analyst I	3	"	
9	Analyst II	1	"	
10	Analyst III	0	"	
11	Junior Staff	23	Junior Cadre	14.91%
	Total	154	All Cadre	100.00%

Notes of the table: The staff's distribution excludes the Chairman, the 6 Commissioners and 6 Aides

- **Distribution by Gender:**

The Commission is committed to diversity and inclusion in its policy as can be seen in the gender representation of its workforce in Figure 3.2. Excluding the junior staff who are mainly drivers, approximately 31.30% of the professional workforce of the Commission were females as at 31st December 2020.

**Figure 3.2: Distribution of NERC's Staff by Gender**

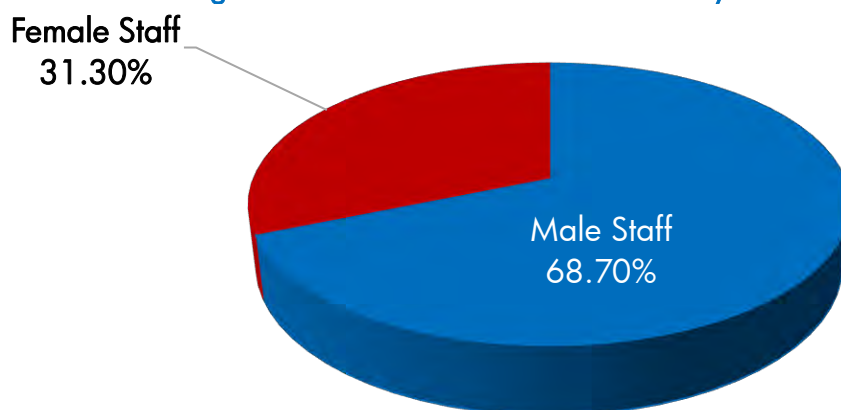




Figure 3.3: Distribution of NERC's Staff by Cadre &amp; Gender

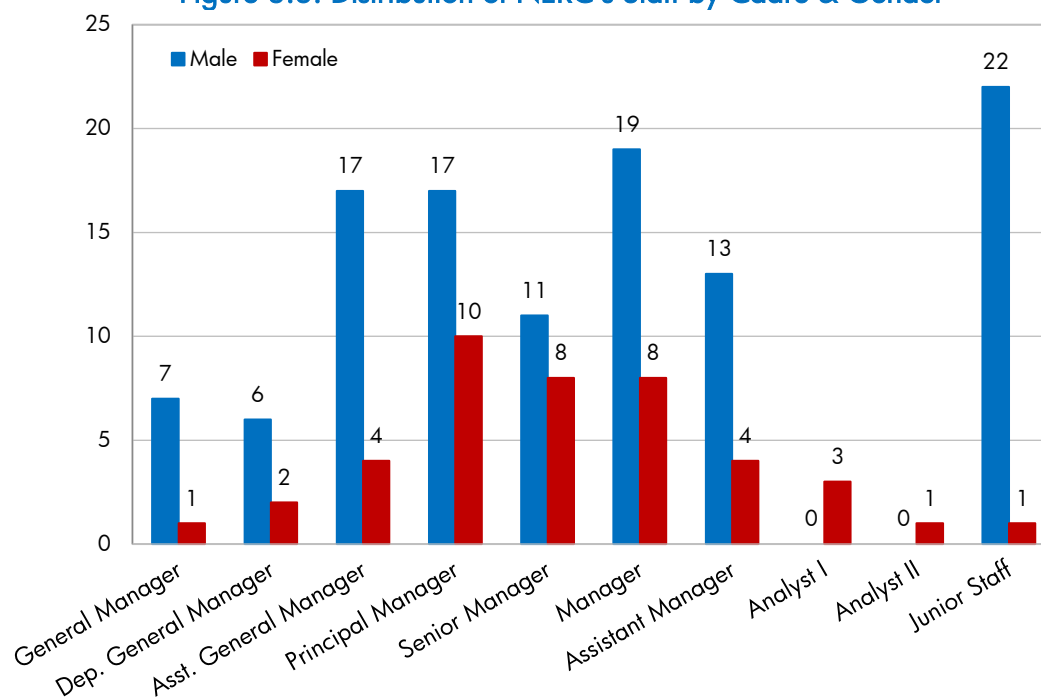


Figure 3.3, which indicates a fair representation of females in each cadre with an average of 36.11% ranging from a minimum of 12.50% (of the General Manager cadre) to a maximum of 100% (of the Analyst cadre), further buttresses the fact that the Commission acknowledges the key role women play in the power sector and it is committed to increasing their participation.

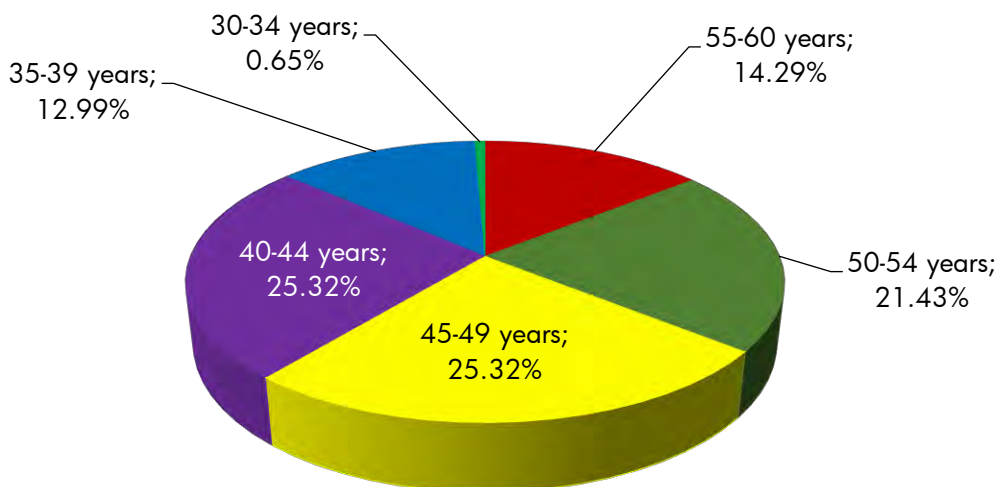
- **Distribution by age:**

The review of the age groups of the staff of the Commission represented in Figure 3.4 indicates that the Commission has only one (1) staff below the age of 35 years and approximately 86.36% of the staff is 40 years above. Based on the 60 years mandatory retirement age for public servants, at least twenty-two (22) staff are to retire within the next 5 years and another thirty-three (33) staff are to retire within 10 years. As highlighted in the preceding Annual Report, the Commission notes the importance of succession planning in the organisation and has developed a strategy for succession which includes the recruitment of suitably qualified Nigerians to join its workforce in due course.





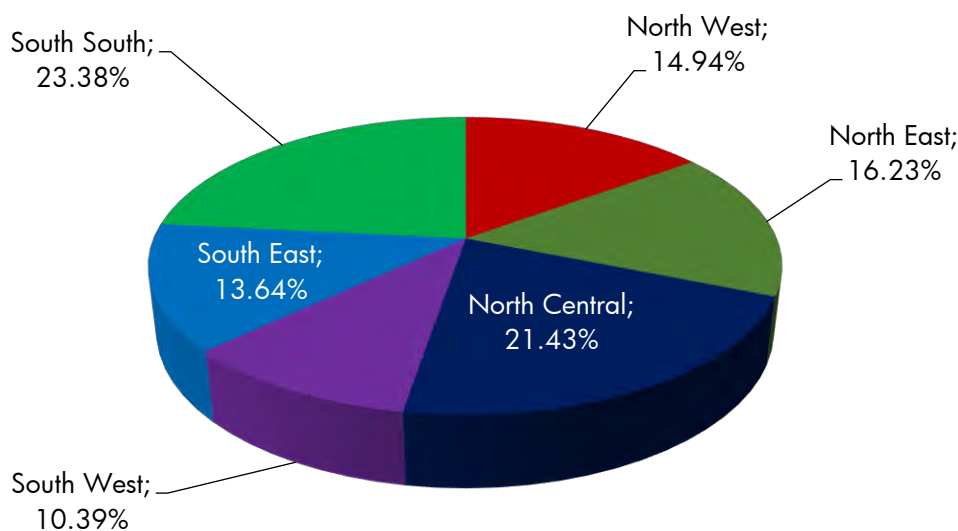
Figure 3.4: Staff Distribution by Age as at 31st December 2020



- Distribution by Geo-political zone:**

The composition of the staff of the Commission by geo-political zone as at 31st December 2020 is represented in Figure 3.5. The Figure shows that 23.38% of the total workforce of the Commission are of South-South origin. This is followed by the North Central region with 21.43%. On the other hand, however, the South West region is the least represented, accounting for 10.39% of the total workforce of the Commission.

Figure 3.5: Staff Distribution (%) by Geo-Political Zone





### 3.4. Capacity Development

The Commission places a high premium on the training and capacity development of its staff as it recognizes that the quality of personnel impacts significantly on its operation and success. Prior to the outbreak of the COVID-19 pandemic and its consequential effects on the country, the Commission sponsored some members of staff, based on their job/skill gaps and needs assessment of the Commission, to training on *Utility Regulation and Strategy*, *Strategic Management of Regulatory and Enforcement Agencies*, and the *2020 World Future Energy summit* during the first quarter of 2020.

Upon the outbreak of COVID-19 within the year, however, the Commission in its commitment to staff safety, while ensuring business continuity during the pandemic and adhering to its long-standing capacity-building principle, leveraged Information Communication Technology ("ICT") in conducting and attending meetings, training, workshops and engaging industry operators. The use of ICT has enabled the Commission to work faster and more effectively and is a key component of the "Project work Smart, Agile, Focused and Efficient ("S.A.F.E") embarked on by the Commission during the third quarter of 2020. This project not only helped the Commission to comply with the directives and guidance on physical gathering issued by the Nigeria Centre for Disease Control ("NCDC") and the Presidential Task Force on COVID-19 pandemic in Nigeria, it also helped to optimise the Commission's productivity, enable collaboration and effective communication. Table 3.3 presents the details of the *face-to-face* and *virtual* training, workshops and meetings attended by staff of the Commission in the year 2020.

In addition to the aforementioned, the Commission organised a number of in-house virtual training and workshops for staff development. Members of staff of the Commission were also sponsored to attend virtual conferences of their respective professional bodies among which include; the Chartered Institute of Personnel Management of Nigeria ("CIPM"), Nigerian Institute of Public Relations ("NIPR"),





Nigerian Institute of Management (“NIM”), Institute of Chartered Accountants of Nigeria (“ICAN”), Association of National Accountants of Nigeria (“ANAN”), Nigerian Society of Engineers (“NSE”) and Nigeria Bar Association (“NBA”).

**Table 3.3: Training, Workshop and Conferences Attended in 2020**

S/N	Category	Mode
<b>A. Training</b>		
1	1 Strategic Management of Regulatory and Enforcement Agencies	<i>In-person</i>
2	2 Utility Regulation and Strategy	<i>In-person</i>
3	3 Effective Use of NEPLAN Power System Modelling Software Package	<i>Virtual</i>
4	4 Cyber Security Awareness for Safety and Security of Working Online	<i>Virtual</i>
5	5 DocStream System to Digitalise the Operations of the Commission	<i>Virtual</i>
<b>B. Summit</b>		
6	1 World Future Energy Summit	<i>In-person</i>

### 3.5. Promotion, Awards and Retirement

The Commission conducted the 2020 promotion exercise for eligible staff between 23rd November and 8th December 2020. This is consistent with the Commission’s policy to conduct transparent and regular promotion exercises for eligible staff. At the end of the exercise, members of staff who were adjudged to have satisfied the stipulated requirements were duly promoted.

Due to the outbreak of COVID-19 pandemic and in compliance with the directives on social gathering issued by relevant authorities managing the consequential effects of the pandemic in Nigeria, no award ceremony was held in 2020.

During the year under review, one (1) member of staff exited the Commission based on voluntary retirement.

### 3.6. Reporting Obligations

#### 3.6.1. Quarterly Reports

Section 55(3) of the EPSRA mandates the Commission to submit quarterly reports on the performance of the electricity industry and the Commission’s activities to both the President and National Assembly. Specifically, the reports contain the





analyses of the state of the Nigerian electricity industry (covering both the operational and commercial performance), regulatory functions, consumer affairs, the Commission's finances, and staff development during a given quarter. The Planning, Research and Strategy ("PRS") Division of the Commission is saddled with the responsibility of preparing the reports using the industry data and input from other Divisions. In compliance with the aforementioned section of the EPSRA, the Commission has submitted its four (4) quarterly reports for 2020 to the President and National Assembly.

### 3.6.2. Financial Reports

The Commission's financial statement for the year ended 31st December 2020 was prepared in compliance with Section 55(1) of the EPSRA, which mandates the commission to keep proper accounts and other records relating to its financial statement in respect of all the Commission's activities, funds and property, including such particular accounts and records as the Minister may require. And in compliance with Section 56(1)-(3) of the EPSRA, which mandates an auditor within six (6) months after the end of each financial year to audit the account of the Commission, Deloitte & Touche Ltd was appointed to audit the account of the Commission for the 2020 financial year. The abridged audited financial statements of the Commission for the year ended 31st December 2020 prepared by the firm are presented in Part 7 of this report.



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## PART 4: STATE OF THE NIGERIAN ELECTRICITY SUPPLY INDUSTRY

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4.1 Operational Performance

4.2 Grid Performance

4.3 Commercial Performance

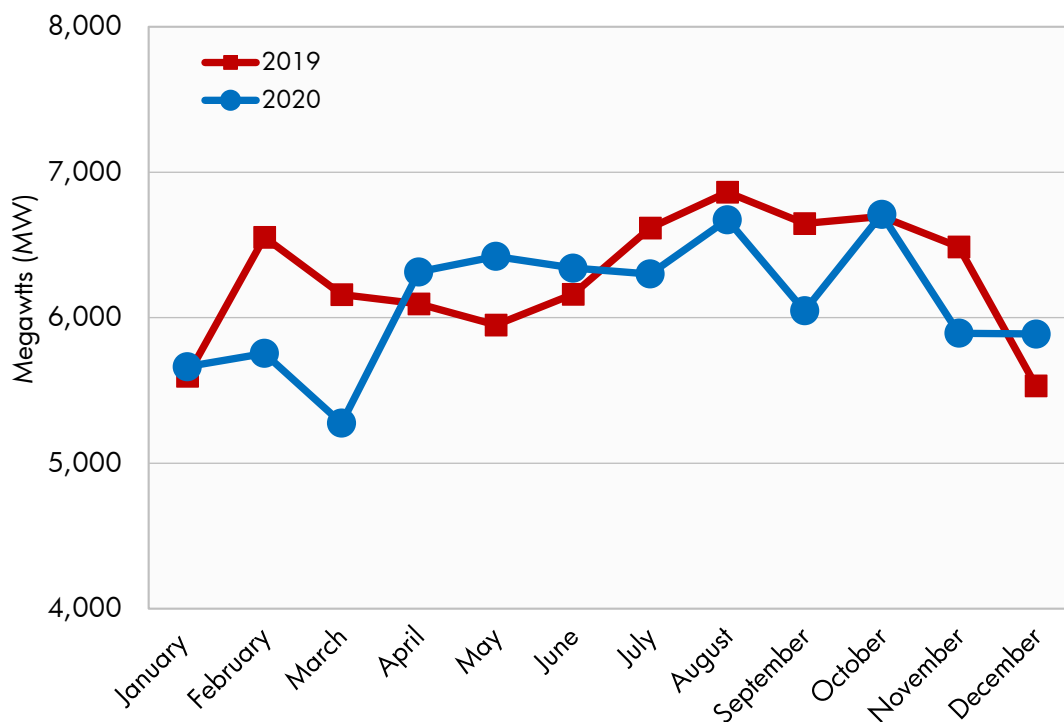


## 4.1. Operational Performance

### 4.1.1. Electricity Generation

In line with the mandate derived from the EPSRA, the Commission continues to monitor the technical, operational and commercial performance of the industry. During the year under review, the average daily available generation capacity stood at 6,107MW. Figure 4.1 shows the summary statistics of the average daily available capacity (MW) for January to December in 2019 and 2020. On a year-on-year basis, the average available capacity fell slightly by 2.75%, declining from 6,227MW in 2019 to 6,107MW in 2020. The decrease in daily available capacity despite the increase in the number of available generation units from 63 in 2019 to 71 in 2020 indicates that the generation units that were undergoing maintenance and overhaul in 2020 (which made them unavailable for operation), are of bigger capacity than those available during the period. Despite the decrease (2.75%) in the available generation capacity in 2020, the total electric energy generated increased by 5.24% from 33,489,175MWh in 2019 to 35,242,547MWh in 2020.

Figure 4.1: Average Daily Available Capacity in 2019 and 2020







The industry's peak daily generation of 5,520MWh/h for the year 2020 was recorded on the 30th day of October. Figure 4.2 presents a summary statistic on the average daily electricity generation in 2019 and 2020. It was noted that, despite the decrease in daily available capacity, the average daily electricity generation in 2020 rose significantly by 5.97% to 4,054MWh/h from 3,826MWh/h recorded in 2019. This positive impact on daily generation is attributed to an improvement in capacity utilisation.

Figure 4.2: Average Daily Generation (MWh/h) in 2019 and 2020

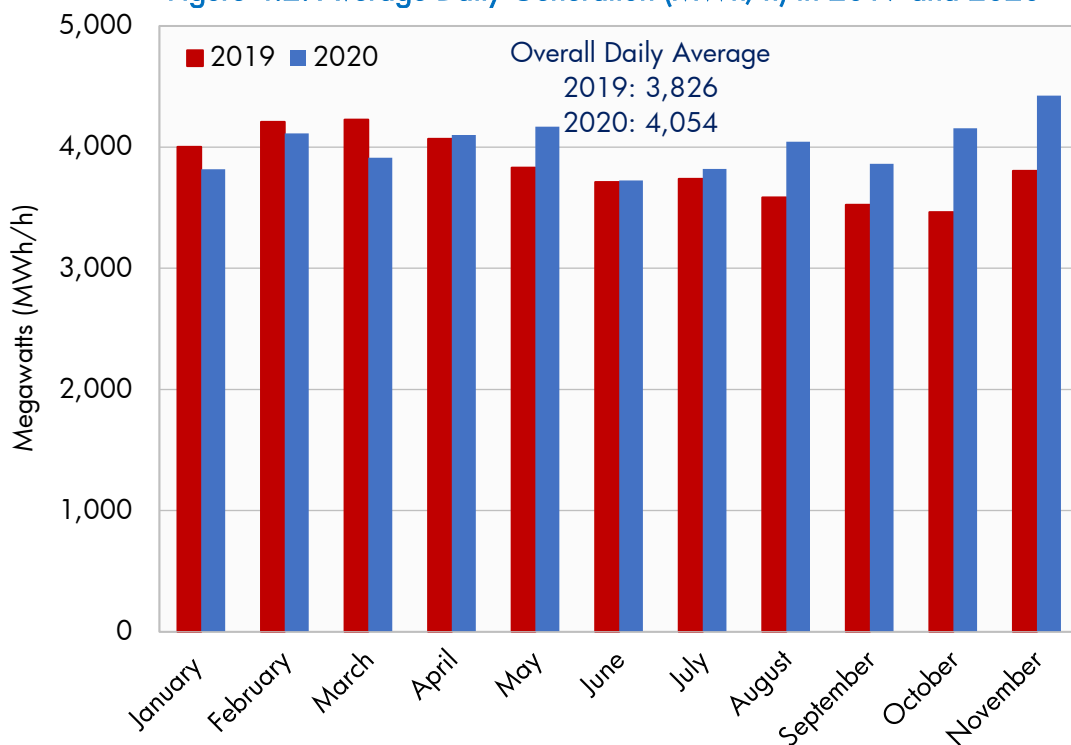
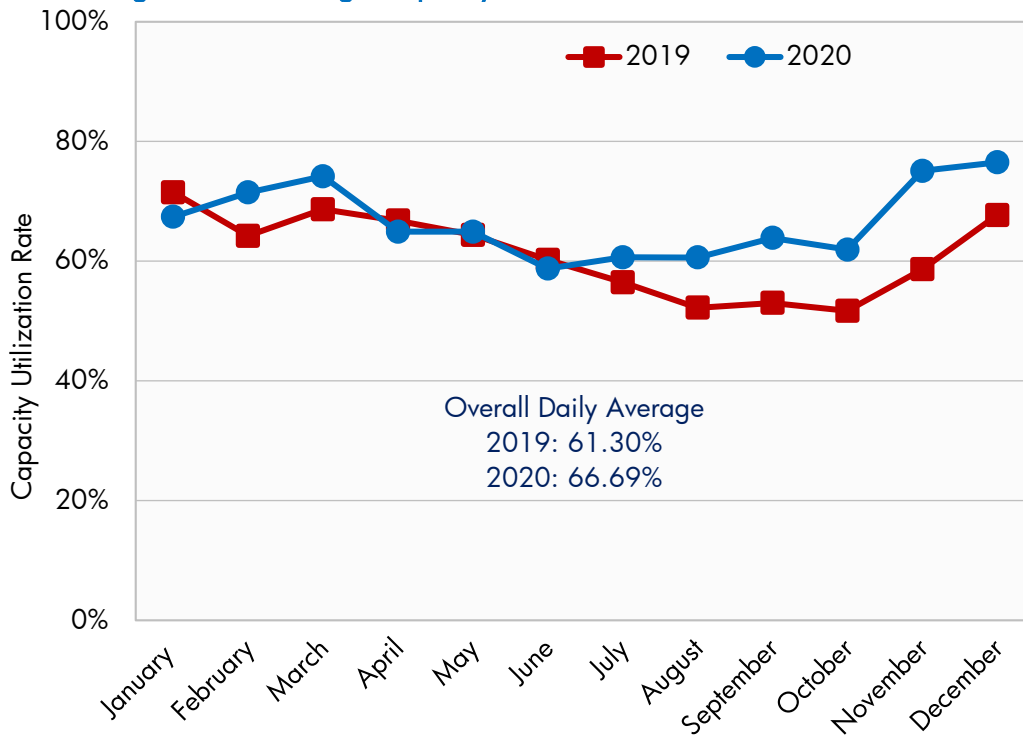


Figure 4.3 represents the available capacity utilisation in 2019 and 2020. The Figure shows that 66.69% of the available capacity was utilised in 2020, indicating 5.39 percentage points increase from the capacity utilisation rate in 2019. By implication, fewer available capacities (~ 33.31%) were redundant in 2020 as compared to 38.70% that were redundant in 2019. The improved capacity utilisation was due to a reduction in technical and operational constraints relating to; gas supply shortage, water management at the hydropower stations, transmission constraints, limited distribution networks, and commercially induced low load off-take by DisCos.



Figure 4.3: Average Capacity Utilisation Rate in 2019 and 2020



Notwithstanding the improvements achieved, the complete resolution of both the technical and operational challenges in NESI remains one of the top priorities of the Commission. The CBN-Payment Assurance Facility (“PAF”) was set up to cover tariff shortfalls thereby helping the Nigerian Bulk Electricity Trading (“NBET”) Plc to meet its obligations to the GenCos who then make payments to gas suppliers. The Commission identified the risk associated with the expiration of this facility with respect to payment to gas suppliers. To this end, the Commission commenced work on a payment securitization framework, the CBN-NEMSF Escrow Arrangement, that will provide payment assurance to GenCos and gas suppliers pending full activation of contract obligations. The Commission also continued consultations with relevant stakeholders to develop lasting solutions to the gas supply challenges affecting the power industry.

The Commission continued the execution of several actionable items identified in its Strategic Plan 2017-2020 to resolve the technical and operational challenges in the NESI. Pursuant to this, the Commission finalised the review and communicated



its decisions on the Performance Improvement Plans (“PIPs”) filed by the DisCos<sup>2</sup> to ensure the execution of projects critical to improving their operational & technical performances. The PIPs include DisCos proposals on:

- I. Utilisation of capital and operating expenditure allowances for relevance and cost-efficiency;
- II. Investments required to address distribution network bottlenecks and free up part of the yet unutilised generation capacities and address other related constraints inhibiting the flow of energy.

In response to feedback received during the public hearings on the consideration of applications filed for extraordinary tariff review by the DisCos, in September 2022, the Commission commenced Service-Based Tariffs (“SBT”) to improve the utilisation of existing capacity and liquidity of the industry.<sup>3</sup> Additionally, the Commission, approved the June and December 2020 minor reviews of the Multi-Year Tariff Order (“MYTO”) 2020 to determine the relevant SBT and market-related shortfalls and prescribe the minimum remittance thresholds for the year 2020 for each DisCo in line with the allowed end-user tariffs payable by customers.

#### 4.1.2. Load Factor and Average Generation of Power Plants

Load factor (i.e., the dispatch rate) 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 dispatched energy. The formula for Plant Load Factor is represented by Eq. 4.1:

$$\text{Load Factor (\%)} = \frac{\text{Total Energy Generated (MWh)}}{\text{Avera Available Capacity(MW)} * 24 * \text{period(in days)}} \times 100 \quad (4.1)$$

<sup>2</sup> The PIPs cover the period 2021-2025 and prepared with the guidelines provided by the Commission with an overall objective to ensure that utilities invest in projects critical to addressing the technical and operational constraints affecting their operational efficiency.

<sup>3</sup> SBT is a location-based tariff that ties rate payable by end-users to actual quality of service.

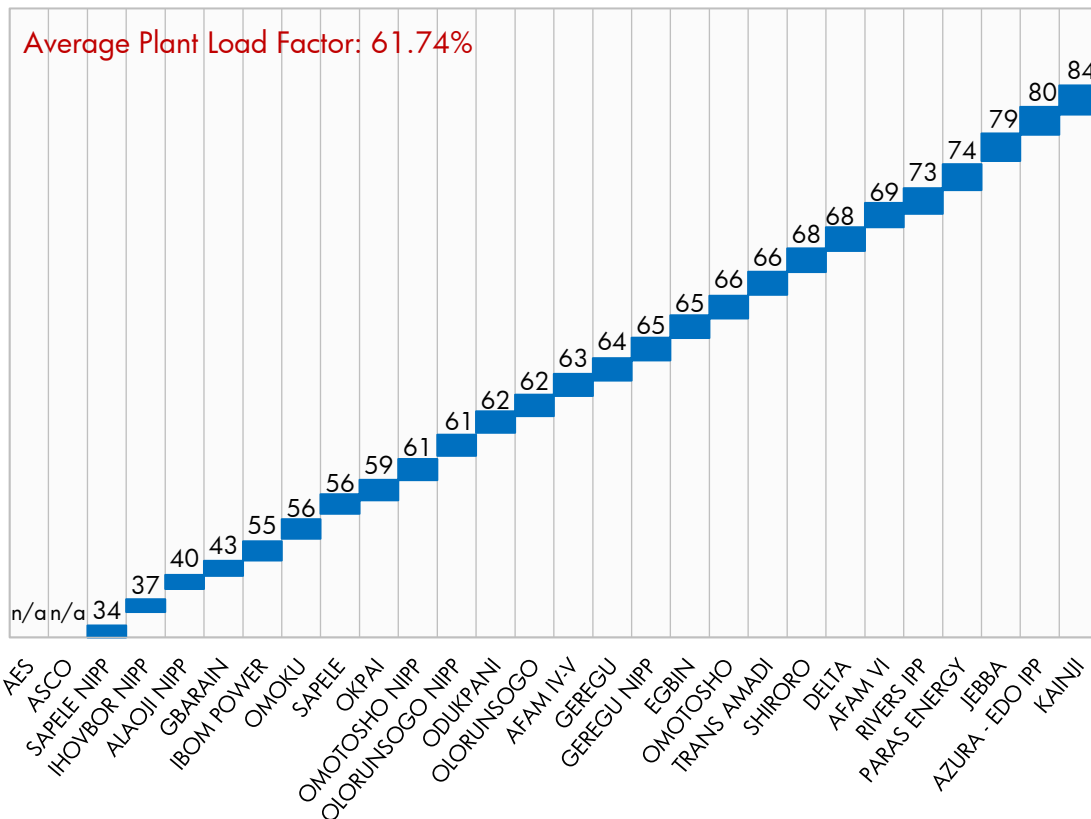




The average load factor across all plants stood at 61.74% in 2020, indicating that an average power plant operating in the year 2020 had 61.74% of its available capacity dispatched by the System Operator (“SO”). This represents a slight increase of 1.06 percentage points from the 60.68% recorded in 2019.

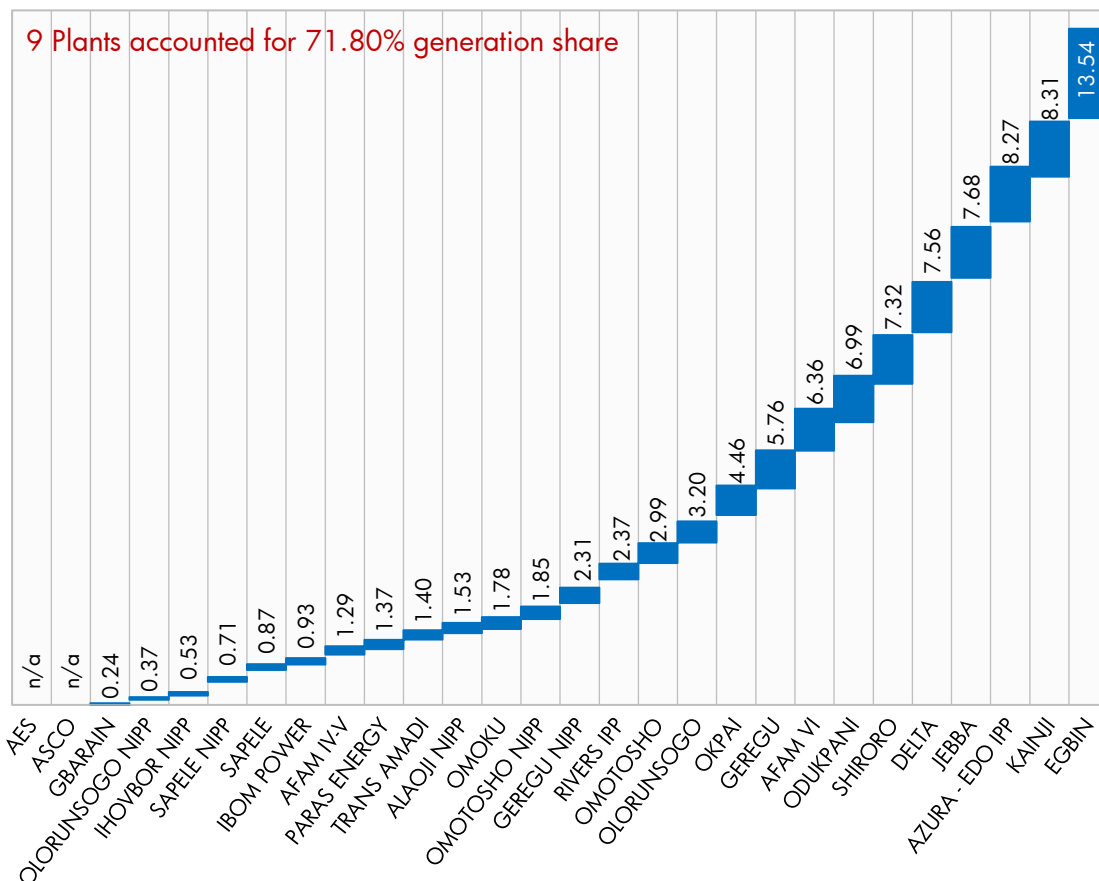
As represented in Figure 4.4, Kanji, Jebba and Shiroro hydro plants, respectively had 83.60%, 78.73% and 67.59% of their available capacities dispatched by the SO and were respectively first, third and eight plants with the highest dispatch rates. Thus, the dispatch rates of the three (3) hydro plants complied with the Commission’s Order [NERC/182/2019](#), declaring hydropower plants as “must-run” by SO. The Order was to ensure that hydro plants are efficiently dispatched, given their low tariffs and in consideration of safety associated with spilling of water from dams during the rainy season. In 2020, Azura power plant had a load factor of 79.74% while Sapele NIPP had the least dispatch rate of 33.71%.

Figure 4.4: Average Plant Availability Factor (%) in 2020



The contribution of the individual power plant to the total energy output in the year 2020 is represented in Figure 4.5. Nine (9)<sup>4</sup> of the twenty-six (26) operational power plants accounted for 71.80% of the total electric energy generated in 2020. Due to its size and availability, Egbin power plant accounted for the highest share (13.54%) of the total energy output followed by Kainji hydropower plant which accounted for 8.31% energy share. Azura Edo, Jebba, Shiroro and Delta were also among the top-six contributors to generation output during 2020. During the same period, Gbarain power plant accounted for the least share of output contributing 0.24%. Compared to 2019, the reliance on the aforementioned 9 power plants increased by 4.54 percentage points as they only accounted for 67.26% of total generation in 2019.

Figure 4.5: Average Share (%) of Generation Output by Plants in 2020



<sup>4</sup> The plants are Egbin, Kainji, Azura-Edo IPP, Jebba, Delta, Shiroro, Odukpani, Afam VI and Geregu with a minimum share of 5.76% each.



The implication from Figure 4.5 is that the (over)reliance of the grid on the energy supplied by nine (9) power plants may pose a risk to the industry because downtime in any of them may result in grid instability if there is no adequate reserved capacity from other plants to timely offset adverse impact of any sudden loss of generation from any of the nine (9) plants. The Commission has commenced the process of gradually activating the industry contracts to provide certainty to the minimum volume of energy expected of each generating plant and properly allocate risks among the industry operators. This is expected to lead to incremental growth in power availability and utilisation.

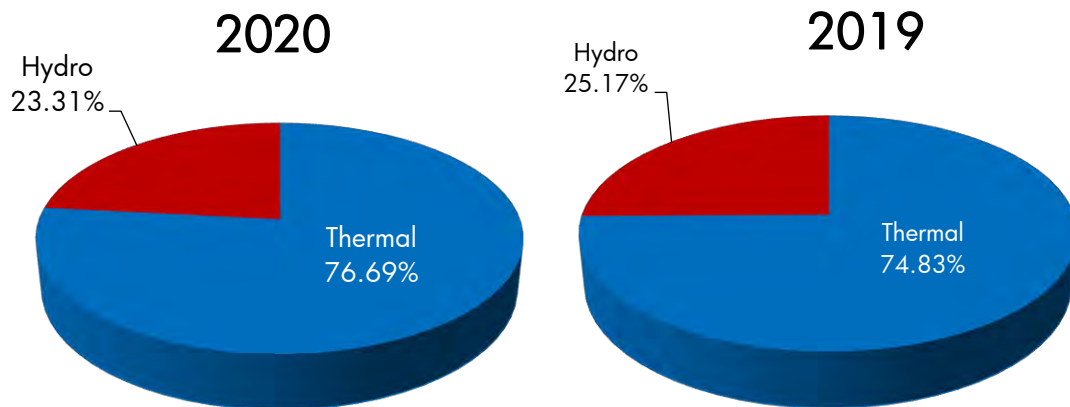
#### 4.1.3. Generation Mix

The electricity generation mix refers to the combination 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 factor, 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 source for the years 2020 and 2019 is represented in Figure 4.6. The share of electric energy generated from gas-fired plants increased in 2020 as compared to 2019 and still dominated the electricity generation mix accounting for 76.69% of the electricity generated in 2020. Compared to 2019 (25.17%), there was a 1.86 percentage point decline in the share of electric energy generated from hydro which accounted for 23.31% of the total energy output. The country's current energy mix means that seasonal variation in water volume and security 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, the Commission remains committed to monitoring the generation mix in furtherance of the Government's climate change mitigation commitments.



Figure 4.6: Share of Output (%) Generated by Fuel Sources



To ensure improvement in the generation mix, the Commission will continue to work with stakeholders in the NESI to develop regulatory interventions and implement policies necessary for the actualisation 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.

#### 4.1.4. Grid Performance

To assess the grid performance of the grid, the Commission focuses on four (4) key performance indicators ("KPIs") that relate to power transmission. These are -

- Transmission loss factor
- Stability of grid frequency
- Voltage fluctuation
- Incidence of system collapse
- **Transmission Loss Factor**

Transmission Loss Factor ("TLF") refers to the proportion of the total energy sent out by the power plants that was lost in transmission and unaccounted for as delivered to the DisCos or exported by the Transmission System Provider ("TSP"). 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 4.2 below:



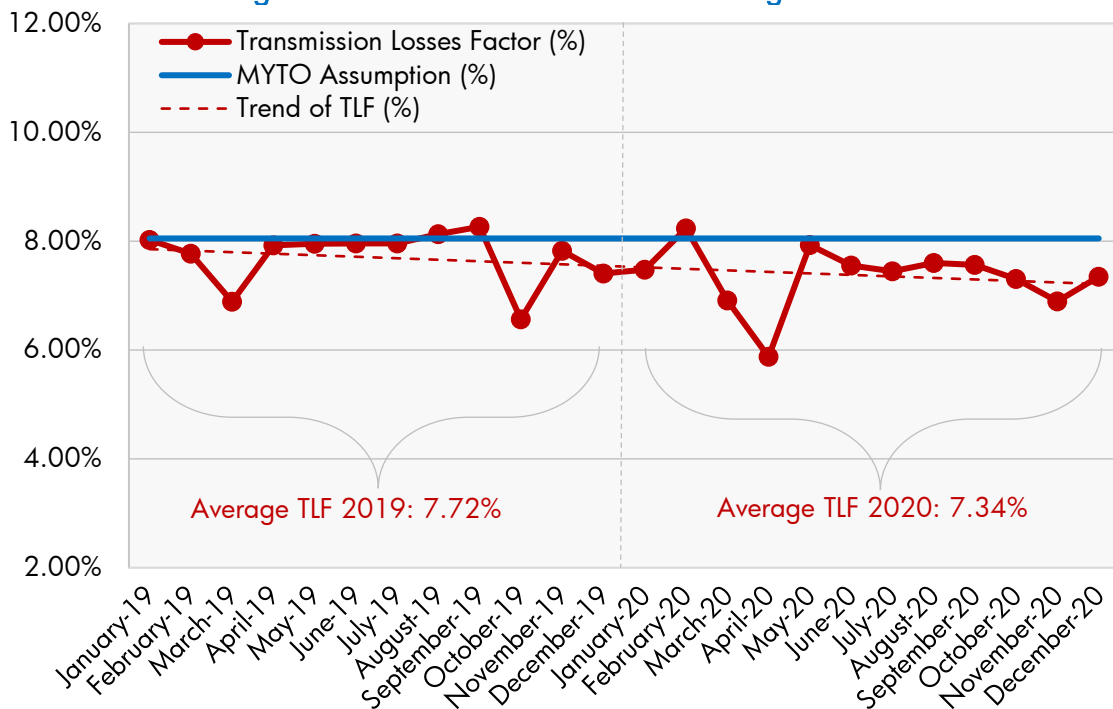


$$TLF(\%) = \frac{\text{Energy Sent out by GenCos} - (\text{Energy Delivered to DisCos and Exported})}{\text{Energy Sent out by GenCos}} \times 100 \quad (4.2)$$

The average TLF decreased significantly in 2020. As represented in Figure 4.7, the transmission loss factor declined by 0.38 percentage points from the average of 7.72% recorded in 2019 to 7.34% in 2020. More importantly, the average TLF of 7.34% in 2020 is significantly lower than the 8.05% industry Multi-Year Tariff Order (“MYTO”) reference loss factor indicating relatively improved performance in TCN’s operation. Improvements (reductions) in the TLF lower the overall losses that are transferred to end-use customers thereby contributing towards a reduction in the cost-reflective tariff.

To spur TCN to an even better performance, the Commission will continue to ensure that investments in the transmission networks are targeted to improve the efficiency of the transmission system using the necessary regulatory instrument.

Figure 4.7: Transmission Loss Factor during 2019 and 2020



• Grid Frequency

Frequency is a major power quality parameter that consumers (especially industrial customers) are concerned about. Most industrial production assembly lines have

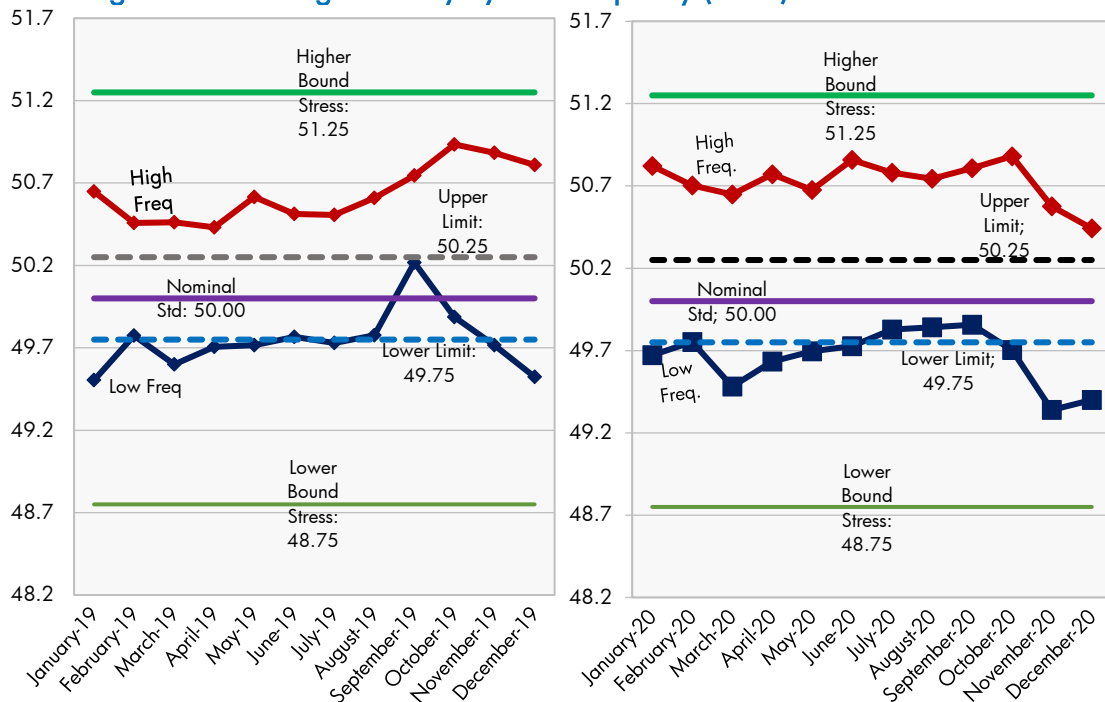




machines that are frequency sensitive and would not operate outside the pre-set frequency tolerance limits. As specified in the Grid Code, the system frequency, under normal circumstances, is expected to be between a lower limit of 49.75Hz and an upper limit of 50.25Hz but may reach an upper bound stress limit of 51.25Hz and a lower bound stress limit of 48.75Hz in extreme circumstances.

A summary of the system frequency pattern in NESI from 2019 to 2020 is represented in figure 4.8. The figure indicates that the grid was moderately stable during 2020 similar to 2019. Except for the last quarter of the year for the low frequency, the actual system (low and the high) frequencies did not deviate significantly from their respective regulatory limits. However, both the low and the high system frequencies were still far from the industry nominal standard (50Hz) by averages of -0.34Hz and 0.73Hz respectively per month. 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 an improvement in predictability of load patterns of the DisCos by the SO.

Figure 4.8: Average Monthly System Frequency (in Hz) in 2019 and 2020





Many industrial customers have stopped using the grid power supply for production purposes even when available, due to the potential impact of poor quality on their production cycle. This is reinforced by data from the DisCos which indicate that industrial customers account for 12% of DisCos' annual energy sales and constitute the highest tariff class as well as the class with the lowest commercial losses.

To increase the patronage of grid electricity by industrial customers, the Commission will continue 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.

- **Voltage Fluctuation**

To ensure good power quality, the Grid Code specifies a nominal system voltage of 330kV with a tolerance of  $\pm 5\%$  (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.

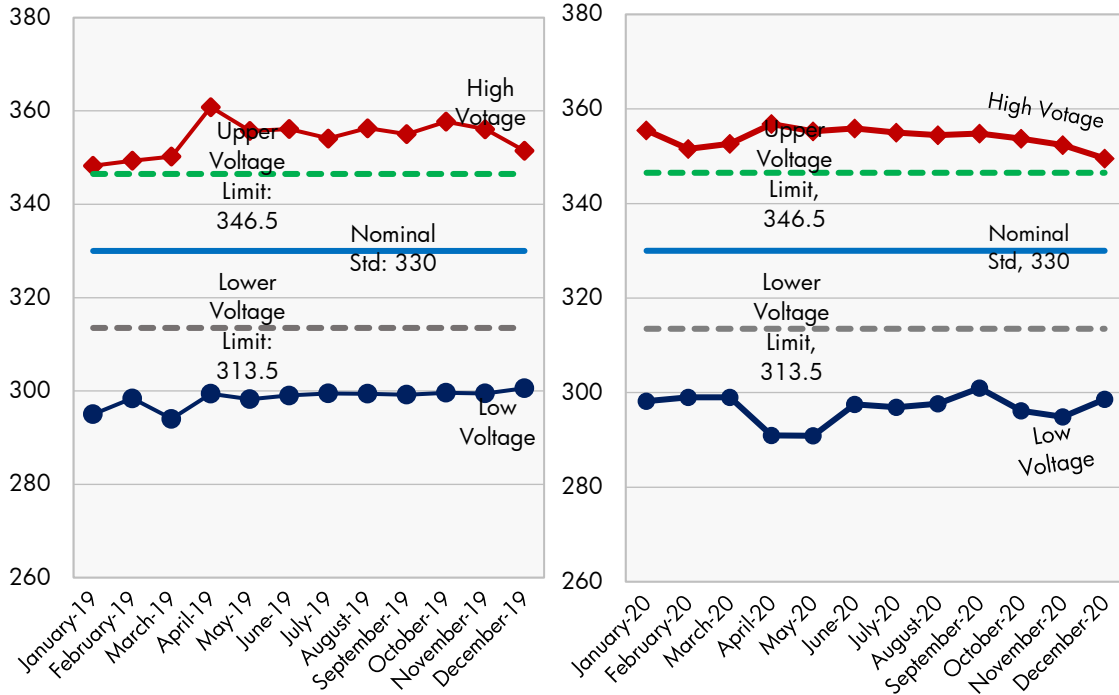
The system voltage pattern for the years 2019 and 2020 is represented in Figure 4.9. Although system voltage has continuously improved from 2019 as the voltage converged towards the lower regulatory limit, both the low and high system voltages were outside the prescribed regulatory boundaries during 2019 and 2020. To minimise the frequency and voltage fluctuations, the Commission continues to work with TCN and other relevant stakeholders to ensure that system voltage and frequencies operate within the prescribed regulatory limits in order to ensure a safe and reliable electricity supply in the NESI. Strategies being pursued





include the use of battery banks, voltage compensators, and embedded generation at the distribution network.

Figure 4.9: System Voltage (in kV) in 2019 and 2020



• 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 ( $330kV \pm 5\%$ ) and frequency ( $50Hz \pm 5\%$ ). 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 (i.e., partial system collapse), or the entire grid (i.e., 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 optimal to store electricity in large quantities over a long period. The SO ensures that this frequency is sustained at all times within a tolerance threshold of plus or minus 0.05Hz.





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 sheds 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.

The stability of the grid network showed improvement in 2020 as the number of total system collapses declined from the previous years. As presented in Table 3.1, the industry recorded four (4) total system collapses in the year 2020 as compared to 2019 where ten (10) total system collapses were experienced. Moreover, there was no incident of partial system collapse in 2020 compared to one (1) partial collapse in 2019.

**Table 4.1: Total and Partial System Collapses in 2020**

Category	Annually:				2020 Quarterly:			
	2017	2018	2019	2020	/Q4	/Q3	/Q2	/Q1
Number of Partial Collapses	9	1	1	0	0	0	0	0
Number of Total Collapses	15	12	10	4	1	0	2	1

The improvement in the grid stability is attributable to the tighter enforcement and adherence to the provisions of the Grid Code which mandates free governor control at grid-connected power plants. To sustain the improvement in grid stability in subsequent years, the Commission will continue to intensify monitoring of strict 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 industry. The Commission is also exploring options for the enforcement of 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.



## 4.2. Commercial Performance

### 4.2.1. Energy Received and MYTO Load Allocation

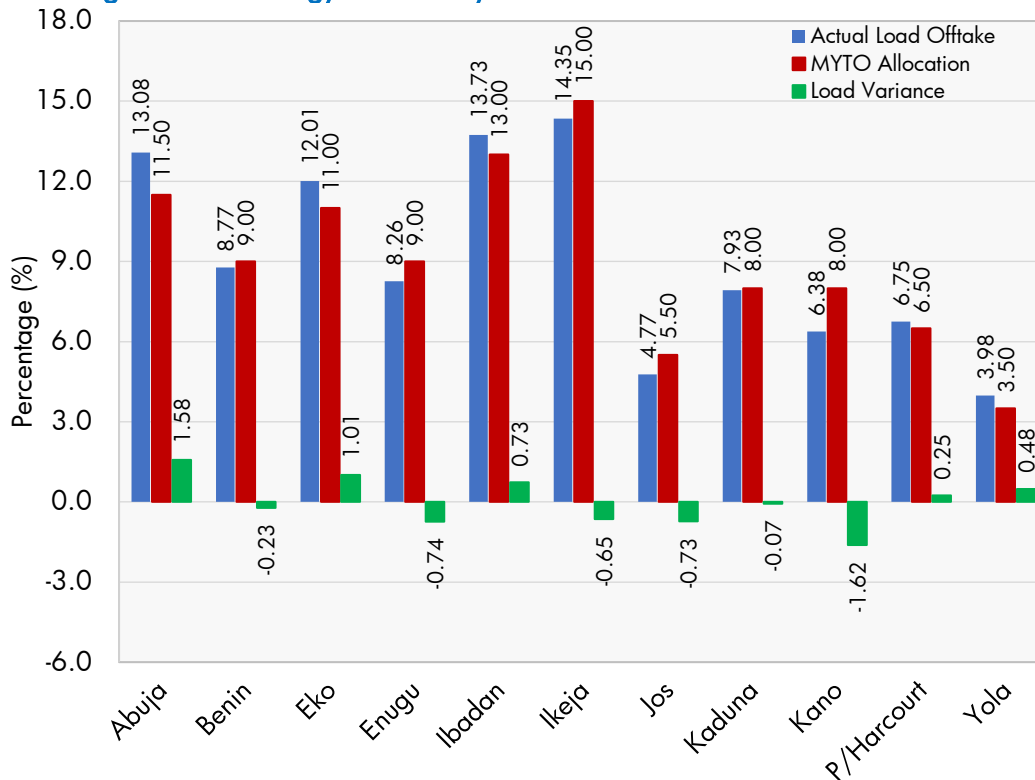
The amount of energy received by DisCos at their trading points increased by approximately 12.59% from the 26,485GWh recorded in 2019 to 29,819GWh in 2020. This increase is partly attributable to the 5.24% increase in the total energy generated in 2020 as compared to 2019.

For the individual DisCos, the comparison of the Multi-Year Tariff Order (“MYTO”) load allocation with the share of energy received by DisCos in 2020 is represented in Figure 4.10. Two (2) categories of DisCos emerged from this comparative analysis. The first group comprising six (6) DisCos (Benin, Enugu, Ikeja, Jos, Kaduna and Kano) had lesser energy off-take than their MYTO allocation in 2020 due to technical limitations of their networks and/or commercially induced low load offtake. It is noteworthy that the six DisCos had consistently had lower energy off-take than their MYTO allocation in the last two (2) years. On the other hand, the second group comprising Abuja, Eko, Ibadan, Port Harcourt and Yola DisCos received more energy than their MYTO allocation in 2020.

To ensure improvement in energy off-take by DisCos, the Commission included in the MYTO Order, effective 1st January 2020, a provision for “take or pay” obligation on the capacity equivalent of MYTO load allocation for each DisCo in accordance with the terms of the vesting contract executed with NBET. The main implication of this obligation is that, unlike in the past when a DisCo was charged energy and capacity for all the energy it offtakes, now, the capacity cost for each DisCo is tied to its MYTO allocation while its energy cost will be tied to actual offtake. 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/losses accruable from this variation will be enjoyed/borne solely by the DisCos and cannot be transferred to customers through tariffs.



Figure 4.10: Energy Off-take by DisCos vs. MYTO Load Allocation in 2020



In addition, the Commission is monitoring the implementation of the Service Level Agreement (“SLA”) between DisCos & TCN. SLAs allocate risk arising from deviation of the merit order dispatch and low load offtake/dispatch to the appropriate party, such that DisCos takes responsibility for its low load offtake and vice versa.

#### 4.2.2. 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 an area within a given period.

The formula for Billing Efficiency is represented by Equation 4.3 below:

$$\text{Billing Efficiency (\%)} = \frac{\text{Total units billed (kWh)}}{\text{Total energy received by the Network (kWh)}} \times 100 \quad (4.3)$$

The amount of energy received, billed and billing efficiency by DisCos in 2019 and 2020 are represented in Table 4.2. The table shows a decline in DisCos’ billing efficiency in 2020. Out of the 29,819GWh total energy received by all





DisCos in 2020, 22,163GWh (74.33%) was billed to the end-users, implying 8.44 percentage points decrease from the billing efficiency in 2019 (82.77%) and a high technical and commercial losses of 25.67% relative to 2019 (17.23%).

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. Other contributory factors to billing inefficiency are - low metering, the presence of inaccurate meters and energy theft (commercial loss). Energy loss to wires and transformers (technical losses) also contribute to DisCos' inability to achieve 100% billing efficiency. Hence, billing efficiency combines technical and commercial efficiencies.

The level of DisCos' billing efficiency shows that, for every 10kWh of energy received by DisCos from the TSP in 2020, approximately 2.56kWh was lost to technical inefficiencies and energy theft. In other words, for every ₦10 worth of electricity received by DisCos in 2020, approximately ₦2.56k was lost due to energy theft and poor distribution infrastructure.

Concerned by the decline in DisCos billing performance, the Commission continues to engage the DisCos to address the factors responsible for the observed downward trend in their billing efficiencies in 2020. Furthermore, the Commission is working with DisCos to ensure that distribution losses are significantly reduced as part of efforts toward steering the industry to financial sustainability.

The performance of the DisCos in Table 4.2 indicates that Ikeja and Eko DisCo had the highest billing efficiency of 90.95% and 87.96% respectively. Yola DisCo recorded the lowest billing efficiency of 45.67%, indicating that Yola DisCo lost more (i.e., 54.33%) energy to technical inefficiency and energy theft in 2020 than the total energy billed to customers during the same year. Yola DisCo has consistently recorded the lowest billing efficiency since 2017. In addition to those factors identified as causes of low billing efficiency in the industry, the state of insecurity within the franchise areas of Yola DisCo can be said to have contributed to the low operational performance of the utility.





Table 4.2: Annual Energy Received and Billed by DisCos for 2020 and 2019

DisCos	Total Energy Received (GWh)		Total Energy Billed (GWh)		Billing Efficiency (%)	
	2020	2019*	2020	2019*	2020	2019
Abuja	3,876	3,794	2,364	2,956	60.99	77.91
Benin	2,579	2,332	2,165	2,025	83.96	86.84
Eko	3,558	3,358	3,129	2,973	87.96	88.53
Enugu	2,426	1,179	1,748	1,121	72.05	95.08
Ibadan	4,035	3,562	2,857	2,958	70.82	83.04
Ikeja	4,581	4,248	4,167	3,744	90.95	88.14
Jos	1,378	1,241	779	890	56.51	71.72
Kaduna	2,295	1,963	1,413	1,597	61.57	81.36
Kano	1,875	1,776	1,434	1,459	76.46	82.15
Port Harcourt	2,027	1,981	1,564	1,483	77.16	74.86
Yola	1,189	1,050	543	715	45.67	68.10
All DisCos	29,819	26,485	22,163	21,921	74.33	82.77
DisCo Average	2,711	2,408	2,015	1,993	71.28	81.61

Note: DisCos are the electricity distribution companies; \* Indicates the values in the cell for Enugu and Yola are different from those reported in the 2019 report due to adjustment for errors detected

Based on relative improvement from the year 2019, only Ikeja and Port Harcourt DisCos recorded improvement of 2.83 and 2.30 percentage points respectively in their billing efficiencies. The decrease in billing efficiency ranges from -0.59 percentage points (Eko DisCo) to -23.03 percentage points (Enugu DisCo).

In its effort to address DisCos' technical and commercial inefficiency, the Commission has finalised the review of the 2021–2025 Performance Improvement Plans ("PIP") filed by DisCos. The PIPs are developed on the directive of the Commission to ensure that the proposed investments are targeted toward critical infrastructure to free up stranded capacity and improve service delivery. Also, a revenue adjustment mechanism that claws back any return allowed on previously proposed investments that were not eventually executed by the DisCos has been adopted in tariff reviews.

To address commercial losses, namely poor energy accounting or theft, the Commission continues to monitor the DisCos' asset mapping and tagging under the framework of the ongoing customer enumeration in order to identify illegal consumers so as to bring them onto the DisCos' billing platforms. Also, the Commission continue to monitor the roll-out of meters by DisCos following the



conclusion of the procurement of MAPs as well as the implementation of the National Mass Metering Programme (“NMMP”).

#### 4.2.3. Revenue and Collection Efficiency

Collection efficiency is an indicator of the proportion of the amount that is collected from customers compared 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 collection losses.

The formula for Collection Efficiency is represented by Equation 4.4 below;

$$\text{Collection Efficiency (\%)} = \frac{\text{Revenue Collected (₦)}}{\text{Billed Amount (₦)}} \times 100 \quad (4.4)$$

The total revenue collection by the eleven (11) DisCos from customers in 2020 stood at ₦542.73 billion out of the total bill of ₦816.16 billion. Relative to the year 2019, the DisCos’ collection efficiency declined during 2020. As shown in Table 4.3, the overall collection efficiency for all DisCos decreased to 66.50% representing 1.34 percentage points decrease from the 67.84% collection efficiency recorded in 2019. For 2020, this implies that for every ₦10.00 worth of energy billed to customers by DisCos, approximately ₦3.35 remained unrecovered from customers. The low collection efficiency combined with billing inefficiency has continued to adversely impact the financial liquidity of the industry, which in turn, has led to low investment in the NESI.

In appraising individual DisCo performances, Abuja and Ikeja DisCos had the highest collection efficiency of 88.86% and 78.92% respectively. Kaduna DisCo had the lowest collection efficiency of 37.69%. It is noteworthy that, three (3) of the DisCos namely Ibadan (6<sup>th</sup>), Jos (8<sup>th</sup>) and Kaduna (11<sup>th</sup>) maintained their 2019 rankings in collection efficiency in 2020. On a year-on-year basis, only Abuja, Jos and Yola recorded an improvement in collection efficiency with Abuja DisCos having the highest increase of 13.23 percentage points moving from 75.64% in 2019 to 88.86% in 2020.



Table 4.3: Annual Revenue Performance of DisCos for 2020 and 2019

DisCos	Total Billings (# Million)		Revenue Collected (# Million)		Collection Efficiency (%)	
	2020	2019*	2020	2019*	2020	2019*
Abuja	92,965	99,381	82,610	75,168	88.86	75.64
Benin	85,971	72,296	45,656	41,199	53.11	56.99
Eko	107,671	89,930	84,655	74,942	78.62	83.33
Enugu	74,638	5,448	47,829	3,957	64.08	72.63
Ibadan	101,159	91,195	61,802	57,389	61.09	62.93
Ikeja	133,330	104,724	105,230	90,412	78.92	86.33
Jos	30,605	31,791	17,442	17,552	56.99	55.21
Kaduna	57,136	50,475	21,534	20,594	37.69	40.80
Kano	52,573	45,981	33,842	31,501	64.37	68.51
Port Harcourt	61,793	53,413	31,394	27,386	50.81	51.27
Yola	18,317	16,864	10,735	8,649	58.61	51.29
All DisCos	816,158	661,497	542,729	448,749	66.50	67.84
DisCo Average	74,196	60,136	49,339	40,795	63.01	64.08

Note: DisCos are the electricity distribution companies; \* Indicates the values in the cell for Enugu and Yola are different from those reported in the 2019 report due to adjustment for errors detected.

A major factor contributing to low collection efficiency is customers' displeasure with estimated billing thereby causing their unwillingness to pay. On this account, the Commission amended the Order on capping of estimated bills during the fourth quarter of 2020. The amended Order aligns the total volume of energy an unmetered customer can be billed to the average monthly energy use of a typical pre-paid meter customer on the same feeders, as against the Business Unit as provided for in the previous Order. The Commission in the third quarter of 2020 also commenced implementation of the service-based tariffs to improve the utilisation of existing capacity and ensure that end-user tariffs are aligned with the quality of services. The Commission also continued the monitoring of the implementation of the MAP scheme in accordance with the MAP Regulations, and the CBN financing of NMMP to ensure the speedy roll-out of meters in NESI.

#### 4.2.4. Aggregate Technical, Commercial and Collection (ATC&C) Losses

The Aggregate Technical, Commercial and Collection ("ATC&C") Losses are the difference between the amount of electricity received by a DisCo from TCN 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:



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

The formula for ATC&C losses is represented by Equation 4.5 below:

$$ATC\&C\ Losses = [1 - (Billing\ Efficiency \times Collection\ Efficiency)] \times 100 \quad (4.5)$$

As indicated in Table 4.4, the overall average ATC&C loss for all the DisCos in 2020 increased to 50.57%.

**Table 4.4: ATC&C Losses for DisCos from 2016 to 2020**

DisCos	MYTO	Average ATC&C Losses				
	Target (%)	(%)				
	2020	2020	2019*	2018	2017	2016
Abuja	22.33	45.80	41.07	40.15	47.58	48.64
Benin	23.91	55.41	50.52	53.24	55.80	55.30
Eko	11.23	30.85	26.22	30.56	17.95	34.26
Enugu	20.56	53.83	30.94	51.68	67.13	61.67
Ibadan	19.67	56.74	47.74	49.96	54.08	50.05
Ikeja	10.81	28.21	23.91	21.82	29.07	44.38
Jos	39.12	67.79	60.40	69.61	76.00	72.46
Kaduna	20.12	76.80	66.81	69.82	74.27	72.84
Kano	22.06	50.78	43.72	51.47	62.32	60.61
Port Harcourt	29.70	60.80	61.62	63.66	66.14	59.90
Yola	23.71	73.24	65.08	68.42	66.46	63.37
Overall DisCos: MYTO Level	22.11					
Aggregate technical, commercial & collection Losses	-	50.57	43.85	47.85	53.90	54.16
Technical & Commercial Losses	-	25.67	17.23	19.81	23.42	18.69
Collection Losses	-	33.50	32.16	34.97	39.80	43.62

Notes of the table: DisCos are the electricity distribution companies; ATC&C loss MYTO targets are adjusted for a two-year non-performance mutually agreed by BPE and DisCos' Core Investors.; \* Indicates the values in the cell for Enugu and Yola are different from those reported in 2019 report due to adjustment for errors detected

The significant rise in ATC&C losses is accounted for by the combined increase in both the technical & commercial and the collection losses which respectively increased by 8.44 and 1.34 percentage points in the year 2020. Similar to the previous years, 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 in 2020. This reinforces the need for DisCos to intensify efforts in



revenue collection to improve their cash flow, thereby allowing them to meet their market obligations.

The overall ATC&C losses of 50.57% in 2020 are substantially higher than the expected allowable ATC&C losses (22.11%) provided in the MYTO Order applicable in 2020. The implication of the higher ATC&C losses in 2020 is that, on average, as much as ₦4.94 in every ₦10.00 worth of energy delivered to DisCos was unrecovered due to a combination of inefficient distribution networks, energy theft, low revenue collection aggravated by the low level of metering of the end-use customer and unwillingness to pay by customers.

In appraising the individual performances of the DisCos as presented in Table 4.4, Ikeja DisCo, despite its underperformance relative to 2019 and deviation from its MYTO target of 10.82% for 2020, was the most technically and commercially efficient DisCo by recording the lowest level of ATC&C losses of 28.21% in 2020. It is noteworthy that Ikeja has since 2018 remained the most technically and commercially efficient DisCo. The least performing DisCos in 2020 was Kaduna with ATC&C losses of 76.80% as against its MYTO target of 20.12%.

Compared to 2019, only Port Harcourt DisCo reduced its ATC&C losses by 0.82 percentage points in 2020, all other DisCos recorded relative increase in their ATC&C losses. The increase in ATC&C losses in 2020 ranges from 4.31% (Ikeja DisCo) to 22.89% (Enugu DisCo). Furthermore, none of the eleven (11) DisCos has attained the level of ATC&C losses trajectory embedded in their performance agreement executed between their core investors and the Bureau of Public Enterprise ("BPE"). 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.

#### 4.2.5. Market Remittance

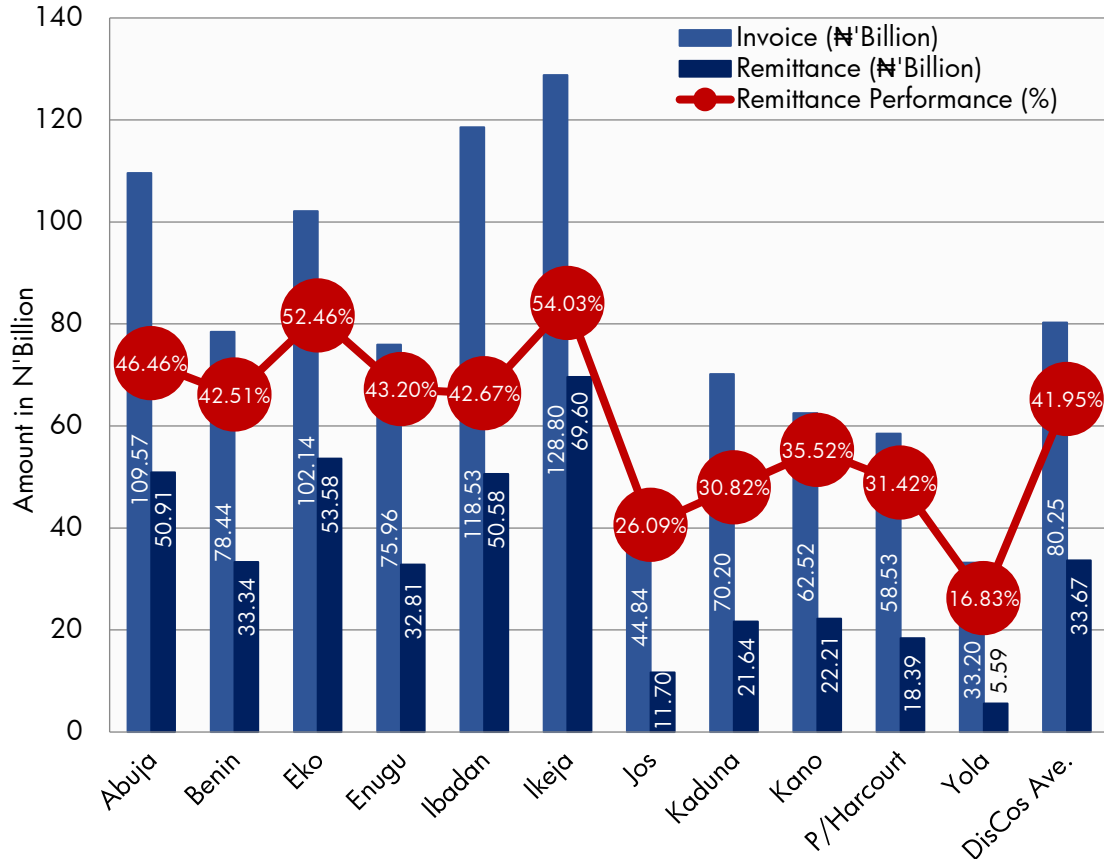
The NESI continued to face challenges with market liquidity. This is evidenced in the DisCos', international and special customers' total remittances to NBET and





Market Operator (“MO”), relative to the invoices received for energy bought from NBET and for administrative services rendered by MO in 2020.

Figure 4.11: Market Invoice and Remittance by DisCos in 2020



Of the combined invoices of ₦882.73 billion for energy and administrative services issued by NBET and MO, only a total of ₦370.34 billion was settled as and when due, creating a total deficit of ₦512.39 billion (including tariff shortfall). A comparative analysis of market invoice and remittance performance by DisCos in 2020 represented in Figure 4.11 indicates an average settlement rate per DisCo of 41.95% of the invoice. This represents significant progress (+6.08 percentage points) when compared to the average settlement rate of 35.87% recorded in 2019. Ikeja and Yola DisCos had the highest and lowest settlement rates of 54.03% and 16.83% respectively in 2020.

The statistics of the DisCos’ separate remittances to NBET and MO are summarised in Table 4.5. There was an improvement in the remittances to both NBET and MO





in 2020. The remittances of the DisCos to NBET increased by 2.81 percentage points from 28.58% in 2019 to 31.39% in 2020 while the payment by DisCos to MO increased by 14.43 percentage points from 78.30% in 2019 to 92.73% in 2020.

In 2020, the international customers (i.e., *Societe Nigerienne d'electricite – NIGELEC*, *Societe Beninoise d'Energie Electrique – SBEE* and *Compagnie Energie Electrique du Togo*) received a total invoice of ₦16.31 billion (US\$53.22 million) from MO and made a total payment of ₦10.45 billion (USD34.09 million) for the current and unpaid invoices for the services received from MO. In contrast, no payment was made by the special customers (*Ajaokuta Steel Co. Ltd* and the *host community*) in respect of the ₦0.93 billion and ₦0.15 billion energy invoices and service charges received from NBET and MO respectively in 2020.

**Table 4.5: Annual Remittance Performance to NBET and MO by DisCos**

DisCos	NBET (₦' Billion)		Remittance Performance (%)		MO (₦' Billion)		Remittance Performance (%)	
	Invoice	Remit.	2020	2019	Invoice	Remit.	2020	2019
<i>Abuja</i>	89.91	34.23	38.07	39.81	19.66	16.68	84.87	73.34
<i>Benin</i>	64.93	19.70	30.35	25.98	13.51	13.64	100.94	75.96
<i>Eko</i>	84.12	35.60	42.32	40.93	18.02	17.99	99.79	89.82
<i>Enugu</i>	62.88	19.74	31.40	23.52	13.08	13.07	99.93	74.30
<i>Ibadan</i>	97.72	30.31	31.02	27.33	20.81	20.27	97.37	78.66
<i>Ikeja</i>	107.19	47.99	44.77	38.40	21.61	21.61	99.96	87.23
<i>Jos</i>	37.44	4.66	12.44	7.19	7.40	7.04	95.15	70.65
<i>Kaduna</i>	58.34	12.42	21.29	15.15	11.86	9.21	77.70	72.22
<i>Kano</i>	52.43	13.02	24.83	24.72	10.10	9.19	91.07	69.26
<i>Port Harcourt</i>	48.39	8.93	18.46	18.68	10.14	9.46	93.29	72.93
<i>Yola</i>	27.37	2.76	10.10	11.28	5.84	2.82	48.39	84.90
<i>All DisCos</i>	730.71	229.36	31.39	28.58	152.03	140.98	92.73	78.30
<i>Special Customer and International Customers:</i>								
<i>Ajaokuta Steel</i>	0.93	0.00	0.00	0.10	0.15	0.00	0.00	0.00
<i>SBEE/PARAS</i>	0.00	0.00	0.00	0.00	4.69	3.70	78.94	0.00
<i>CEET</i>	0.00	0.00	0.00	0.00	3.49	2.02	58.01	0.00
<i>NIGELEC</i>	0.00	0.00	0.00	97.20	7.67	4.69	61.22	61.23
<i>SBEE/Transcorp</i>	0.00	0.00	0.00	0.00	0.47	0.03	6.32	0.00

Notes of the table:

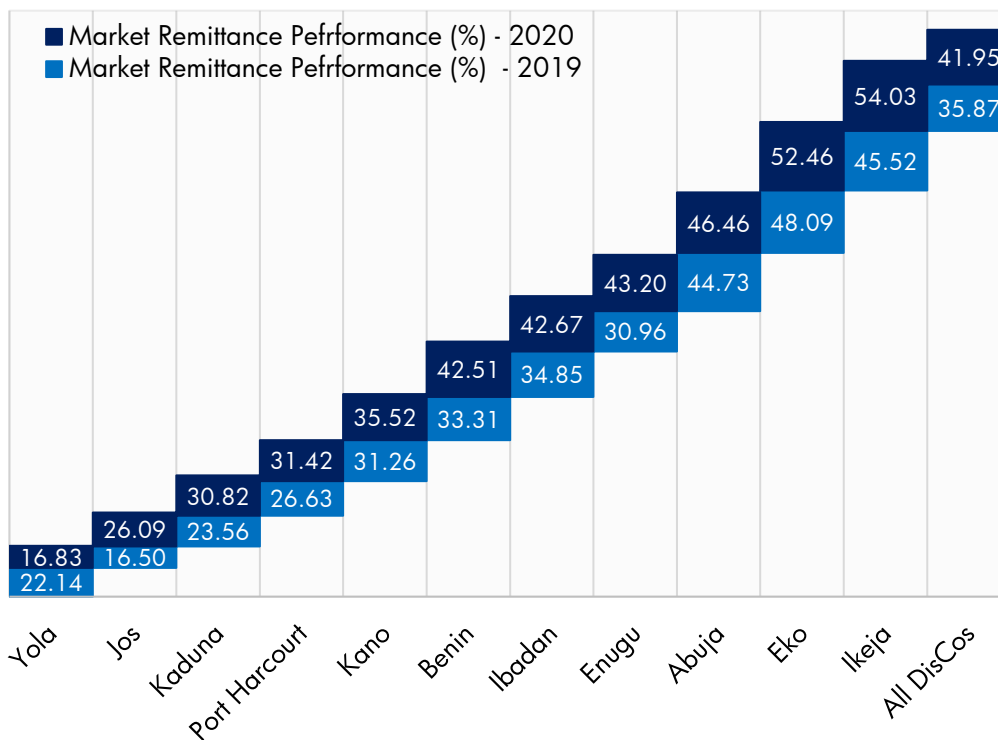
1. NBET, MO, SBEE, CEET and NIGELEC are Nigeria Bulk Electricity Trader, Market Operator, Societe Beninoise d'Energie Electrique, Compagnie Energie Electrique du Togo & Societe Nigerienne d'electricite respectively;
2. Benin DisCo Remitted more than 100% of the invoice to MO in 2020 due to payment of the outstanding MO invoice.





The proportion of the market invoice settled by the individual DisCo (remittance performance) for 2019 and 2020 is represented in Figure 4.12 indicates that, except for Yola DisCo, the individual DisCo increased their remittance performances between 2019 and 2020. The increase ranged from 1.73 percentage points (Abuja) to 12.24 percentage points (Enugu). Ikeja DisCo with the highest remittance rate of 54.03%, recorded an increase of 8.51 percentage points in remittance performance in 2020 as compared to 2019. Yola DisCo with the lowest remittance rate of 16.83% recorded a decrease of 5.31 percentage points in remittance performance in 2020 as compared to 2019 (22.14%).

Figure 4.12: Market Remittance by DisCos in 2019 & 2020



The improvement in DisCos remittances is partly linked to the CBN intervention (OpEx loan) administered by NESI Stabilization Strategy Limited (“NESI-SSL”) for DisCos to part-finance their payment obligations to NBET and MO, pending improvement in their operational performance during the transition to the Service-Based Tariff (“SBT”). It is envisaged that DisCos will ramp up their collections to meet up subsequent required remittance obligations to NBET and MO, and their OpEx requirement within the tenor of the facility.



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 relevant deductions 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 (“GenCos”) and MO for transmission and administrative services. Prompt payment of upstream market settlements is critical for securing the availability of generation and transmission capacities and ultimately addressing the liquidity crisis facing the NESI. The waterfall regime pushes DisCos to boost their collections because the 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 to 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 MYTO issued by the Commission. The applicable MRO (%) for each DisCo to NBET and MO during the year under review is contained in Table 4.6.

The implementation of the MRO sought to end the discretionary remittance by DisCos, ensure transparency and equity in the disbursement of market funds for the benefit of all participants in the industry and ultimately address the liquidity crisis facing the industry.<sup>5</sup>

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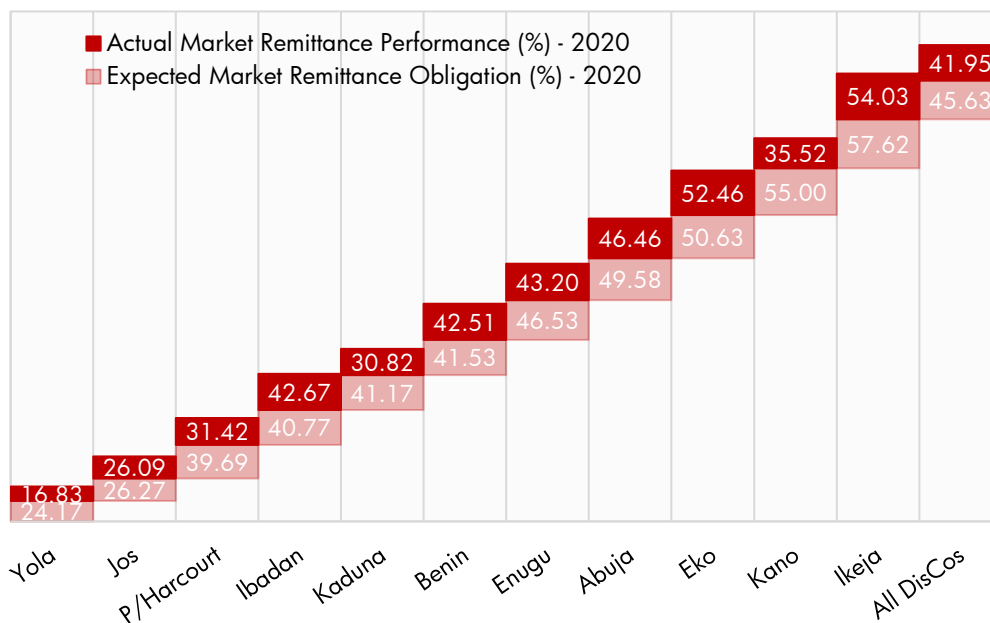
<sup>5</sup> Specifically, low remittance in the industry adversely affects the ability of NBET to honour its financial obligations to GenCos while service providers (i.e., TSP, SO, MO, NBET and NERC) struggle with paucity of funds which adversely impact on their ability to optimally discharge their functions.

Table 4.6: Minimum Remittance Obligation to NBET and MO by DisCos

DisCos	Minimum Remittance Obligation (NBET)	Minimum Remittance Obligation (MO)	Minimum Remittance Obligation (NBET & MO)
Abuja	38.56	100.00	49.58
Benin	29.36	100.00	41.53
Eko	40.05	100.00	50.63
Enugu	35.41	100.00	46.53
Ibadan	28.16	100.00	40.77
Ikeja	49.07	100.00	57.62
Jos	11.69	100.00	26.27
Kaduna	29.21	100.00	41.17
Kano	46.34	100.00	55.00
Port Harcourt	27.06	100.00	39.69
Yola	8.00	100.00	24.17
All DisCos	34.32	100.00	45.63

The comparison between the 2020 MRO and actual remittances by DisCos represented in Figure 4.13 shows that the overall actual remittance was approximately 3.68% less than the expected MRT of 45.63% (after adjusting for tariff shortfall). During the year, the gap between the actual remittance rate and the expected MRT of the DisCos ranged from -19.80% (Kano DisCo) to +1.90% (Ibadan DisCo). DisCos must continue to improve on effort toward reducing their ATC&C losses to levels commensurate with the contractual obligations in their performance agreement in order to improve sector liquidity and ensure business continuity.

Figure 4.13: Expected and Actual Remittance by DisCos in 2020





The Commission is committed to achieving full compliance with MROs for which failure to comply will result in licence cancellation. In this regard, to enforce market discipline and compliance with payment obligations, the Commission has ordered NBET to exercise its contractual rights on the payment security cover provided by DisCos in accordance with the terms of its vesting contract with the DisCos.

Furthermore, 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.



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## PART 5: REGULATORY FUNCTIONS

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## 5.1. Regulations, Orders and Guidelines

### 5.1.1. Regulations

In the year 2020, no new regulations were issued. However, the Commission intensified the monitoring of compliance based on the provision in existing Regulations, Standards and other industry rules governing the Nigerian Electricity Supply Industry ("NESI"). Having recognised that some of the provisions of its existing regulations are outdated (and in some cases conflicting), the Commission commenced the process for the review of the under-listed Regulations -

1. The Nigerian Electricity Regulatory Commission ("NERC") Customer Complaint Handling: Standard and Procedures, 2006.
2. The Nigerian Electricity Regulatory Commission's Meter Reading, Billing, Cash Collections and Credit Management for Electricity Supplies Regulations, 2007.
3. The Nigerian Electricity Regulatory Commission's Customer Service Standards of Performance for Distribution Companies, 2007.
4. The Nigerian Electricity Regulation Commission's Connection and Disconnection Procedures for Electricity Services, 2007.
5. The Nigerian Electricity Regulation Commission ("NERC") Meter Asset Provider Regulations, 2018.

### 5.1.2. Orders

The Commission issued forty-nine (49) new Orders in 2020. Highlights of these Orders are as follows:

1. [NERC/196/2020](#) – issued on 28th January 2020 on the Transitional Accounting Treatment of Tariff Related Liabilities in the Financial Records of Participants in the NESI. The objectives of this Order, among others, are to;  
a) provide a guideline for the transitional accounting treatment of tariff-related liabilities in the financial records of DisCos; b) ensure that no new tariff-related liabilities accrue in the financial records of DisCos and; c) maintain the





creditworthiness of the balance sheets of DisCos for the purpose of raising capital for the improvement of electricity network and service delivery.

2. [NERC/197/2020](#) – issued on 20th February 2020 on the Capping of Estimated Bill in the NESI. The objectives of this Order, among others, are to a) stop the practice of arbitrary billing of unmetered R2 and C1 customers at rates that are largely at variance from their actual consumption; b) expedite the metering of unmetered R2 and C1 customers in the NESI; c) steer DisCos towards fast-tracking meter deployment under the Meter Asset Provider (“MAP”) Regulations or any other financing arrangement approved by the Commission; d) improve customer satisfaction in the NESI and the willingness of customers to pay for electricity by addressing the pervasive apathy for estimated bills issued to unmetered customers and; e) to reduce the incidence of high collection losses in NESI.
3. [NERC/198/2020](#) – issued on 31st March 2020 on the Transition to Cost Reflective Tariffs in the NESI. This Order was issued sequel to the outcome of the Public Hearings on the consideration of applications filed for extraordinary tariff review by successor DisCos in the NESI. The Order, among others, stipulates; a) that there shall be no increase in tariffs of end-use customers on the 1st April 2020, and b) that the Orders of the Commission ([NERC/GL/184/2019](#) – [NERC/GL/194/2019](#)) titled “the December 2019 Minor Review of Multi-Year Tariff Order (“MYTO”) 2015 and Minimum Remittance Order for the Year 2020” shall remain in force until 30th June 2020 when a new Minor Review Order shall be issued by the Commission.
- 4-14. [NERC’s Orders](#) – [NERC/198/2020](#), [NERC/199/2020](#), [NERC/200/2020](#), [NERC/201/2020](#), [NERC/202/2020](#), [NERC/203/2020](#), [NERC/204/2020](#), [NERC/205/2020](#), [NERC/206/2020](#), [NERC/207/2020](#) & [NERC/208/2020](#) issued on 27th August 2020 on the Extraordinary Review of Multi-Year Tariff Order (“MYTO”) 2015 for Abuja, Benin, Eko, Enugu, Ibadan, Ikeja, Kaduna, Kano, Jos, Port Harcourt and Yola electricity distribution Companies (“DisCos”)



respectively. The objective of the Orders, among others, are: a) to ensure that price charged by DisCos are fair to customers and are sufficient to allow DisCos to fully recover the efficient cost of operation, including a reasonable return on the capital invested in the business pursuant to the provisions of Sections 32(d) and 76(2)(a) of EPSRA; b) to provide a path to a transition to fully service-based cost-reflective tariffs by July 2021; c) to reclassify and disaggregate customers and customer clusters on the basis of DisCos' commitment on quality of services to customer clusters; d) to ensure that customer tariffs are commensurate and are aligned with the quality and availability of power supply committed to customer clusters by DisCos; e) to ensure sustained improvement in reliability and quality of supply by incentivising DisCos to off-take energy in accordance with its Vesting Contracts and MYTO load allocations and; f) to develop and implement a framework for enforcing market discipline in respect of market remittances and managing future revenue shortfalls in the industry including minimum market remittance requirements that account for differences between cost reflective tariffs and allowed tariffs in the settlement of invoices issued by Nigerian Bulk Electricity Trader ("NBET") and Market Operator ("MO").

15. [NERC's Order NERC/209/2020](#) issued on 28th September 2020 on the 14-Day Suspension of the Extra Ordinary Review of MYTO 2020 Order for Successor Electricity Distribution Licensees. The Order suspends for a period of 14-days, with effect from 28th September 2020 to 11th October 2020, the MYTO 2020 that was issued to Abuja, Benin, Eko, Enugu, Ibadan, Ikeja, Kaduna, Kano, Jos, Port Harcourt and Yola DisCos respectively. It also ordered that all tariffs for end-use customers and market obligations of the DisCos during the 14-day suspension be computed on the basis of rates applicable as at 31st August 2020.

16-26. [NERC's Orders – NERC/198B/2020, NERC/199B/2020, NERC/200B/2020, NERC/201B/2020, NERC/202B/2020, NERC/203B/2020, NERC/204B/2020, NERC/205B/2020, NERC/206B/2020, NERC/207B/2020 & NERC/208B/2020](#)





issued on 30th October 2020 on the Extraordinary Review of Multi-Year Tariff Order (“MYTO”) 2015 for Abuja, Benin, Eko, Enugu, Ibadan, Ikeja, Kaduna, Kano, Jos, Port Harcourt and Yola Electricity Distribution Companies (“DisCos”) respectively. The Orders titled “Revised MYTO 2020” revoke & replace [Orders NERC/198/2020–NERC/208/2020](#) titled “MYTO 2020” for the respective DisCos, and [Order NERC/209/2020](#) on Suspension of the Extra Ordinary Review of MYTO 2020 for the Electricity Distribution Licensees. The Orders adjust the tariffs payable by DisCos’ customers in compliance with the policy direction on end-user tariff received from the Honourable Minister of Power on the 15th October 2020 in accordance with section 33 of EPSRA, and the minimum remittance thresholds in accordance with FGN tariffs policy support. The policy direction proposed the reliefs below for rates payable in 2020/Q4.

- a) Band A: 10% reduction in the marginal increase experienced due to transition to service-based tariff (“SBT”);
- b) Band B: 10.5% reduction in the marginal increase experienced due to transition to SBT;
- c) Band C: 31% reduction in the marginal increase experienced due to the transition to SBT; and
- d) Bands D & E: No change

The objectives of the MYTO Orders, among others, are to: a) ensure that price charged by DisCos are fair to customers and are sufficient to allow DisCos to fully recover the efficient cost of operation, including a reasonable return on the capital invested in the business pursuant to provisions of sections 32(d) and 76(2)(a) of ESPRA; b) provide a path to a transition to fully service-based cost reflective tariffs by July 2021; c) reclassify and disaggregate customers and customer clusters on the basis of DisCos’ commitment on quality of services to customer clusters; d) ensure that customer tariffs are commensurate an aligned with the quality and availability of power supply committed to customer clusters by DisCos; e) ensure sustained improvement in reliability and quality of supply by incentivising DisCos to off-take energy in accordance with their Vesting



Contracts and MYTO load allocations and; f) develop and implement a framework for enforcing market discipline in respect of market remittances and managing future revenue shortfalls in the industry including minimum market remittance requirements to account for differences between cost-reflective tariffs ("CRT") and allowed tariffs in the settlement of market invoices issued by NBET and MO.

27-37. NERC's Orders – [NERC/210/2020](#), [NERC/211/2020](#), [NERC/212/2020](#), [NERC/213/2020](#), [NERC/213/2020](#), [NERC/215/2020](#), [NERC/216/2020](#), [NERC/217/2020](#), [NERC/218/2020](#), [NERC/219/2020](#) & [NERC/220/2020](#) issued on 30th October 2020 on the Amendment of the Order on the Capping of Estimated Bills for Abuja, Benin, Eko, Enugu, Ibadan, Ikeja, Kaduna, Kano, Jos, Port Harcourt and Yola DisCos respectively. The Orders repealed Order [NERC/197/2020](#) on the capping of estimated bills in the NESI and, among others, provides that: a) energy caps of unmetered end-use non-maximum demand customers shall be computed based on the weighted averages of prepaid and post-paid metered end-use customers based on actual consumption data of these customers from feeders and distribution transformers; b) details of the business unit, feeder/distribution transformer name, tariff class and rates shall be disclosed on all the bills and receipts issued to customers by DisCos and; c) the Commission shall periodically review the meter deployment target achieved by the respective DisCo and shall quarterly review the base data on vending records and supply availability for the purpose of reviewing the energy caps prescribed in this Order.

38-48. NERC's Orders – [NERC/221/2020](#), [NERC/222/2020](#), [NERC/223/2020](#), [NERC/224/2020](#), [NERC/225/2020](#), [NERC/226/2020](#), [NERC/227/2020](#), [NERC/228/2020](#), [NERC/229/2020](#), [NERC/230/2020](#) & [NERC/231/2020](#) issued on 31st December 2020 on the December 2020 Minor Review of MYTO 2020 and Minimum Remittance Orders for Abuja, Benin, Eko, Enugu, Ibadan, Ikeja, Kaduna, Kano, Jos, Port Harcourt and Yola DisCos respectively. The Orders, among others, seek to: a) reflect the impact of changes in the



projected Minor Review variables (i.e., the Nigerian and United States (“US”) inflation rates, gas prices, NGN/US\$ foreign exchange rates, available generation capacity, Ministries, Departments and Agencies (“MDA”) losses and CAPEX adjustment) for the period January to December 2021 for the determination of CRT; b) implement a framework to manage revenue shortfalls for the year 2021 through minimum market remittance requirements to account for differences between CRT and allowed end-user tariffs in the settlement of invoices issued by NBET and MO; c) establish the interim payment arrangements and reaffirm the payment securitisation requirement and flow of funds from DisCos to NBET and MO; d) Steer the market to gradual transitioning to CRT and activation of markets contracts in line with the requirements of the Transitional Electricity Market (“TEM”); and e) reaffirm the obligation of core investors in DisCos under the Performance Agreement and Share Purchase Agreements executed with the Bureau of Public Enterprises (“BPE”).

49. [NERC/232/2020](#) issued on 31st December 2020 on the December 2020 Minor Review of MYTO 2020 for the Transmission Company of Nigeria Plc (“TCN”). This Order has some similar objectives to the [NERC’s Orders NERC/221/2020 – NERC/231/2020](#) and also seeks to: a) reaffirm the obligation of the System Operator (“SO”) to comply with the Economic Merit Order of Dispatch (“EMOD”) prescribed in the Order towards ensuring compliance with projected least generation cost; b) Reaffirm the obligation of the Transmission System Provider (“TSP”) under TCN for the payment of “generation capacity charge” and “loss of revenue” to DisCos based on the deviation between energy delivered to a DisCo and the MYTO allocation arising from TCN inability to deliver power to the affected DisCo; and c) Reaffirm the obligation of DisCos for the payment of “loss of revenue” in favour of TCN in accordance with terms of the Service Level Agreement (“SLA”).



### 5.1.3. Guidelines

In 2020, the Commission finalised and issued two (2) new guidelines for the industry. These are:

1. **Guidelines on Competition Transaction Charge (“CTC”)**: Pursuant to Section 28 of the Act and Eligible Customer (“EC”) Regulations, the CTC guidelines were developed to allow the collection of competition transition charges from customers and EC(s) with a view to allowing DisCos to recover the loss of allowable revenue arising from the exit of EC(s) from their network.
2. **Guidelines on Electricity Distribution Franchising (“EDF”)**: Concerned by the inability of the DisCos to satisfactorily meet stakeholders’ expectations in the provision of safe and reliable electricity services to customers within their franchise territories, especially those areas that are not considered to be economically viable, the Commission, pursuant to section 96 (1), developed the guidelines on EDF that allow franchising of DisCos’ operations and coverage areas. This is with a view to improving the quality of electricity supply to customers through third-party investment in metering, billing, collection and rehabilitation and expansion of networks.

Electronic copies of the new and existing Regulations, Orders and Guidelines for the industry are freely available on the Commission’s website [www.nerc.gov.ng](http://www.nerc.gov.ng).

## 5.2. Licensing and Permits

In pursuit of delivering on its mandate of ensuring an adequate supply of electricity to consumers, the Commission granted licences to qualified applicants in 2020. The on-grid, off-grid and embedded generation licences issued by the Commission in the year are summarised in Table 5.1. The Commission, after due consideration, issued a total of five (5) new generation licences and approved the renewal of three (3) generation licences with nameplate capacities of 235MW and 346MW respectively.







During the same period, the Commission approved two (2) new Independent Electricity Distribution Network (“IEDN”) Licences and transfers of ten (10) off-grid generation licences formerly issued to Cummins Power Generation Nigeria Limited (9) and Coronation Utility Iganmu Limited (1) to CPGNL Limited.

Similarly, the Commission approved the transfer of shares of Aura Energy Limited (in Jos DisCo) to Highland DisCo Acquisition Limited. Further to this, the Commission granted nine (9) new permits for captive power generation located across Nigeria with a total capacity of 86.70MW.

As reported in Table 5.1, the nameplate capacity of the generation licences and permits issued in the year totalled 667.70MW. Further details on the licences and permits granted in 2020 are provided in Tables D.1 and D.2 of the Appendix.

The Commission approved the registration of two (2) new Isolated Mini-Grid applicants and issued two (2) new permits to Interconnected Mini-Grid applicants following the satisfactory evaluation of their applications. The name of all successful Isolated Mini-Grid and Interconnected Mini-Grid applicants and their locations are presented in Table D.3 of the Appendix.

**Table 5.1: Summary of New Licences and Permits Granted in 2020**

<i>S/N</i>	<i>Category</i>	<i>Newly Issued (Qty)</i>	<i>Renewed (Qty)</i>	<i>Total Nameplate Capacity (MW)</i>
<b>A.</b>	<b>Licences:</b>			
1.	On-grid Licence	-	3	346.00
2.	Off-grid Licence	1	-	200.00
3.	Embedded Generation	2	-	35.00
4.	Independent Electricity Distribution Network (“IEDN”) Licence	2	-	N/A
	<b>Sub-total</b>	<b>5</b>	<b>3</b>	<b>581.00</b>
<b>B.</b>	<b>Permits</b>			
5.	Captive Power generation Permit	9	-	86.70
	<b>Grand Total</b>	<b>14</b>	<b>3</b>	<b>667.70</b>



### 5.3. Certification of Meter Assets/Service Providers

As at the end of 2020, the Commission had *issued* a total of thirty-three (33) permits to applicants as Meter Asset Providers (“MAP”) following the satisfactory evaluation of their applications. In addition, following due consideration of their applications, the Commission issued letters of “No Objection” to three (3) applicants namely KINOD Global Resources Nigeria Limited, Idid Nigeria Limited and Brooks Field Technologies. The letters of No Objection are to allow the recipients to apply to be MAPs in any DisCo.

The Commission also certified seventeen (17) Meter Service Providers (“MSPs”) following the satisfactory evaluation of their applications. A summarised breakdown of the certified MSPs is in Table 5.2. The Commission also renewed the certification of two (2) existing MSPs in the installer category. The complete lists of the successful MAPs and MSPs and their certification class are presented in Tables D.4 and D.5 and D.6 of the Appendix respectively.

**Table 5.2: Category of the Certified Meter Service Providers Issued in 2020**

S/N	Meter Service Providers Category	Quantity
A.	<i>Newly Issued</i>	
1.	Meter Manufacturer	3
2.	Meter Importers	5
3.	Meter Installers	8
4.	Meter Vendor	1
B.	<i>Renewal</i>	
5.	Meter Installer	2
	<i>Total MSPs certified and renewed</i>	<i>19</i>

### 5.4. Applications under Evaluation

In 2020, the Commission conducted the technical evaluation of the fourteen (14) Eligible Customer (“EC”) applications. The combined nameplate capacity of the EC applications is 245.46MW. The Commission is awaiting additional information from the applicants to help complete the technical evaluation and issuance of licences (as applicable). Details and the updated status of the applications are as follows:





1. **Applicants:** Inner Galaxy Limited, Abia State  
 Power required: 25MW  
 Proposed supplier: Mainstream Energy Solutions Ltd ("MESL")  
 Proposed tariff: ₦27/per kWh, excluding CTC  
 Application Status: Eligible Customer status is yet to be granted by the Commission as MESL is yet to provide evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity with NBET.
  
2. **Applicants:** KAM Industrial Limited, Ilorin, Kwara State  
 Power required: 15MW  
 Proposed supplier: Mainstream Energy Solutions Ltd  
 Proposed tariff: ₦27/per kWh, excluding CTC  
 Application Status: Eligible Customer status is yet to be granted due to lack of executed TUOS and evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity with NBET.
  
3. **Applicants:** KAM Integrated Steel Limited, Ilorin, Kwara State  
 Power required: 60MW  
 Proposed supplier: Mainstream Energy Solutions Ltd  
 Proposed tariff: ₦27/per kWh, excluding CTC  
 Application Status: Eligible Customer status is not yet granted as the Commission awaits evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity with NBET.
  
4. **Applicants:** Yongxing Steel Limited, Benin, Edo State  
 Power required: 60MW  
 Proposed supplier: Mainstream Energy Solutions Limited ("MESL")  
 Proposed tariff: ₦27/per kWh, excluding CTC



Application Status: Eligible Customer status is yet to be approved due to lack of executed TUOS and evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.

5. Applicants: [Crown Flour Mills Limited, Ilorin, Kwara State](#)  
 Power required: 3MW  
 Proposed supplier: Mainstream Energy Solutions Limited  
 Proposed tariff: ₦27/per kWh, excluding CTC  
 Application Status: Eligible Customer status is yet to be approved as the applicant is yet to submit the customer's current source of power supply and the voltage level at which supply is taken and the average load system per month.
  
6. Applicants: [Lord's Mint Limited, Abeokuta, Ogun State](#)  
 Power required: 3MW  
 Proposed supplier: Mainstream Energy Solutions Ltd  
 Proposed tariff: ₦27/per kWh, excluding CTC  
 Application Status: Eligible Customer status yet to be approved as the applicant is yet to submit customer connection point, trading point and types of meters installed, and tax clearance certificate.
  
7. Applicants: [Abuja Steel Limited, Suleja, Federal Capital Territory](#)  
 Power required: 10MW  
 Proposed supplier: Paras Energy Limited  
 Proposed tariff: ₦38.01/per kWh, excluding CTC  
 Application Status: Eligible Customer status yet to be issued due to lack of executed TUOS and letter of no indebtedness from AEDC.
  
8. Applicants: [Prism Steel Mills Limited, Osogbo, Osun State](#)  
 Power required: 20MW



Proposed supplier: Mainstream Energy Solutions Ltd

Proposed tariff: N/A

Application Status: Eligible Customer status is yet to be approved due to lack of executed TUOS and evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.

9. Applicants: Phoenix Steel Mills, Sagamu, Ogun State

Power required: 20MW

Proposed supplier: Mainstream Energy Solutions Ltd

Proposed tariff: N/A

Application Status: Eligible Customer status is yet to be approved due to lack of evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.

10. Applicants: Edo State Government, Benin City, Edo State

Power required: 5MW

Proposed supplier: Ossiomo Power Company Limited (Embedded)

Proposed tariff: ₦41/per kWh, excluding CTC

Application Status: Provisional approval given by the Commission pending the submission of the final bilateral project agreement between Ossiomo Power company limited and Benin DisCo Plc.

11. Applicants: Vita Products Limited, Ogba-Ikeja, Lagos State

Power required: 2MW

Proposed supplier: Geogrid Lightec Limited

Proposed tariff: ₦47.28/per kWh, excluding CTC

Application Status: The Commission has yet to grant the Eligible Customer status due to incomplete documentation by the applicant.



12. Applicants: Ashaka Cement Plc  
 Power required: 15MW  
 Proposed supplier: Mainstream Energy Solutions Limited (MESL)  
 Proposed tariff: N/A  
 Application Status: Eligible Customer status is yet to be approved due to lack of evidence of excess capacity that the plant can sell to the eligible customer beyond the already contracted capacity.
13. Applicants: Livestock Ltd  
 Power required: 2MW  
 Proposed supplier: Tower Energy Solutions & Systems  
 Proposed tariff: ₦82/per kWh, excluding CTC  
 Application Status: Undergoing evaluation.
14. Applicants: Viathan Engineering LTD on behalf of NATCOM,  
 Union Bank Sura Market  
 Power required: 7.955MW  
 Proposed supplier: Island Power Limited  
 Application Status: Eligible Customer status not yet approved for NATCOM and Union Bank due to incomplete documentation.

### 5.5. Public Consultation and Workshop

The Commission conducted the following public consultation and workshop.

- **Consultation Extraordinary Tariff Review (“ETR”):** In compliance with sections (45) and (47) of EPSRA, Business Rules of the Commission and the Tariff Review Regulations, the Commission conducted Public Hearings on; a) applications filed by all DisCos for a review of their respective end-user tariffs as part of a path to financial sustainability, and b) application filed by the TCN on the review of rates payable to generation companies that provide the ancillary service of spinning reserve.





The public hearings on the consideration of applications filed for ETR by DisCos were held from 25th February to 9th March 2020 at various locations within the franchise areas of the respective DisCos while that of the TCN was held on 11th March 2020 at the Commission's headquarters in Abuja. The industry stakeholders at the Public Hearings included consumer groups, intervenors, investors, GenCos, DisCos, TCN, and network operators among others. Views and comments received during the public hearings were analysed by the Commission prior to the issuance of Order [NERC Order/198/2020](#).

- **Workshop on Distribution Usage Fee ("DUF"):** The Commission, in collaboration with the Nigerian Energy Support Programme ("NESP") co-funded by the European Union and the German Government, held a webinar workshop on Mini-grid Projects on Distribution Usage Fee. The virtual workshop sought to acquaint investors and other interested stakeholders with the Mini-grid Distribution Usage Fee Computation Tool, a methodology for determining the rates payable to a DisCo for using its distribution assets for mini-grid operation.

The Commission also conducted stakeholder engagement through town hall meetings, radio programmes and virtual town hall meetings and consumer assembly in accordance with the provisions of the EPSRA. The engagements sought to improve stakeholders' awareness of the existing regulations, and consumer rights and obligations as provided in the industry rules and in the EPSRA.

## 5.6. Compliance Monitoring and Enforcement

The Commission did not commence new enforcement action in 2020 as no new serious infraction by licensees was identified. However, in a bid to ensure compliance with industry rules and regulations, the Commission continued with the existing enforcement actions brought forward. These include the violations of Regulations and Orders, accidents and electrocution cases, failure to provide required data within a timeline and the failure to comply with Forum decisions within the stipulated timeframe.







## 5.7. Litigation and Alternative Dispute Resolution

### 5.7.1. Litigation

The Commission was involved in new and ongoing litigations. The new and ongoing litigations, which directly or indirectly involved the Commission in 2020 include the following:

1. A declaration that NERC Order: [NERC/GL/168](#) dated 9th May 2019 is an abuse of court process; is ultra vires; is a breach of PIPP's right to a fair hearing and made without due process. [This matter was struck out on 7 October 2020 in favour of the Commission;](#)
2. A declaration that it is the responsibility of the Commission to ensure that the litigant (Hon. Olufemi Adeniregun) is connected to any private electricity or independent electricity distribution network operator of his choice. [This matter was struck out on 7 October 2020 in favour of the Commission;](#)
3. A perpetual injunction restraining the Commission from acting in furtherance with the Commission's proceedings/ruling on Complaint as contained in [NERC/PHF/079/2018](#) dated 16th August 2018;
4. A court action by IBEDC and its' core investor challenging the suspension of the Board of Ibadan DisCo by the Commission;
5. A declaration that the failure of the Commission to consult with Enugu DisCo before unilaterally increasing the prescribed minimum remittance for Enugu DisCo from 22% to 42% and subsequently to 50%, as contained in NERC Orders [NERC/GL/173A](#) and [NERC/GL/187B](#), constitutes a denial of the right to fair hearing and violation of the Claimant's rights to be consulted as provided under Section 32(3) of the EPSRA 2004 and Section 36 of the 1999 Constitution as amended;
6. A matter instituted by a consumer rights advocate challenging the sufficiency of consultations conducted by the Commission prior to the implementation of the MYTO 2015 tariff review in 2016;





7. An order granting leave to the litigants to apply for judicial review (by way of declaration, certiorari, prohibition and injunction) of the decision of the Commission to conduct a forensic audit of the operations of the litigants as communicated vide the Commission's letter dated 20 March 2020;
8. The Registered Trustees of African Initiative Against Abuse of Public Trust seeking a declaration that the Commission lacks the power to issue a notice of intention to cancel licences of erring DisCos;
9. Ibadan DisCo seeking a declaration that the purported declaration and issuance of Eligible Customers ("EC") Regulations and conferment of EC status on certain electricity consumers are null and void and liable to be set aside;
10. The Registered Trustees of Human Right Foundation seeking a declaration that the execution of a DUoS agreement between an EC and a supplier is mandatory prior to NERC's approval for energy delivery to the EC;
11. Enugu DisCo and Interstate Electrics Limited seeking a declaration that the construction of an IEDN by Ariaia Market Energy Solutions Ltd, Gas and Power Infrastructure Development Ltd, Televeras Group of Companies Ltd and Candesco Ltd is an act of trespass, illegal and unlawful and seeking an Order of perpetual injunction restraining NERC from granting licence to the above four (4) Defendants.
12. Olumide Babalola seeking amongst others a declaration that provisions of chapter IV, Sections 17(3) and 18 of MAP Regulations (2018) as issued by the Commission are ultra vires and in contravention of Section 67(1) and (2) of the EPSRA; and
13. A matter instituted by Abuja DisCo challenging the Order of the Commission directing it (Abuja DisCo) to pay ₦50 million as compensation to the family of a boy electrocuted in Niger State and a fine of ₦250million for the infraction arising from their negligence;

While final judgements have been given on some of these litigations, judgements are yet to be passed on others.





### 5.7.2. Alternative Dispute Resolution

The Commission did not handle any disputes between stakeholders of the industry as there was no pending dispute and no new dispute reported in 2020. The Commission however approved the appointment of a twelve (12) members Dispute Resolution Council Panel for the NESI. The appointment of the members is in line with section 42 (1.3) of the Market Rules, which empowers the Commission to constitute the Panel and section 42(3.8)(c) of the Market which permits the reappointment of members for a second term.





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## PART 6: CONSUMER AFFAIRS

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## 6.1 Consumer Education and Enlightenment

To ensure continuous customer education on their rights and obligations, the Commission monitored the customer enlightenment programmes held by the eleven (11) DisCos in 2020. The Commission also conducted several town hall meetings with electricity consumers. Most of the town hall meetings were held virtually due to the outbreak of COVID-19 pandemic and the subsequent lockdown in 2020. Specifically, the Commission conducted one (1) face-to-face town hall meeting with electricity consumers in Benin City, Edo State, on the 17<sup>th</sup> March 2020, and in collaboration with Citizen Connect & Advice Centre ("CCAC"), held several virtual town hall meetings with electricity consumers between 14<sup>th</sup>–17<sup>th</sup> June 2020. The Commission also continued with the airing of the pre-recorded radio enlightenment program 'Electricity Update' across twelve states of the country including the Federal Capital Territory ("FCT"). In addition to the recorded radio program, the Commission introduced a live radio session where the Commission's staff are on air to address key issues in the Nigerian Electricity Supply Industry ("NESI").

Both the radio program and the town hall meetings (physical & virtual) held by the Commission recorded impressive customer participation. These engagements covered Service-Based Tariff ("SBT"), 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. During the same period, the Commission in its efforts to educate the younger generation on the activities of the NESI held the 2020 Annual Electricity Essay Competition for secondary school students 2 ("SS2") across the country and the winners of the competition were awarded appropriate prizes.

## 6.2. Metering of End-use Customers

The status of metering of end-use customers presented in Table 6.1 indicates that the total number of registered customers as at December 2020 was 11,841,819 out of which 4,666,191 have been metered representing 39.40% metering rate.



Table 6.1: Customers Metering Status by DisCos as at December 2020

DisCos	Registered Customer as at 2020	Metered Customer as at 2020	Metered Customer as at 2019	Metering Progress as at 2020	Metering Gap as at 2020
Abuja	1,468,404	707,534	641,738	48.18%	51.82%
Benin	1,180,650	571,600	553,394	48.41%	51.59%
Eko	541,560	286,847	255,880	52.97%	47.03%
Enugu	1,183,093	505,136	476,955	42.70%	57.30%
Ibadan	2,907,214	807,573	783,878	27.78%	72.22%
Ikeja	1,145,622	562,837	488,917	49.13%	50.87%
Jos	598,430	172,627	170,522	28.85%	71.15%
Kaduna	721,436	232,405	157,576	32.21%	67.79%
Kano	699,618	352,493	147,104	50.38%	49.62%
Port Harcourt	985,782	387,025	374,793	39.26%	60.74%
Yola	410,010	80,114	78,034	19.54%	80.46%
<b>Overall DisCos</b>	<b>11,841,819</b>	<b>4,666,191</b>	<b>4,128,791</b>	<b>39.40%</b>	<b>60.60%</b>

Notes of the table: DisCos are the electricity distribution companies

Since the implementation of the Meter Asset Provider (“MAP”) scheme and the National Mass Metering Programme (“NMMP”), customer metering continues to progress. In 2020, an additional 537,400 end-user customer meters were installed. This is a 60.47% increase (202,504 installations) compared to the 334,896 meters installed in 2019.

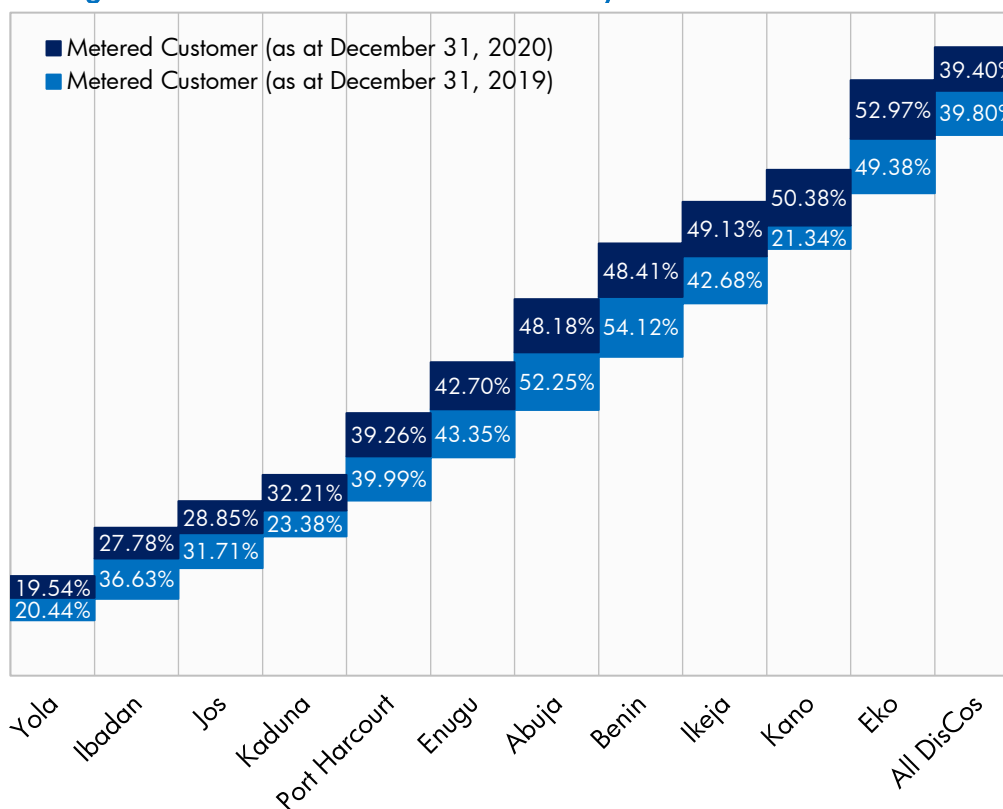
Notwithstanding the additional meters installed in 2020, the huge metering gap for end-use customers is still a key challenge in the industry. The records of the Commission in Table 6.1 indicate that as high as 60.60% of the registered electricity customers are still on estimated billing which has contributed to customer apathy towards payment for electricity bills.

The percentage of metered customers by each DisCo as at 31st December 2020 is represented in Figure 6.1. Only Kaduna, Ikeja, Kano and Eko made progress in metering their customers during the period under review as compared to 2019. While Eko and Kano DisCos have metered 50%+ of their registered customers as at 31st December 2020, Yola, Ibadan and Jos have not metered up to 30% of their customers.





Figure 6.1: Share of Customers Metered by DisCos as at 31 Dec. 2020



The MAP is a regulatory initiative toward 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.

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 Central Bank of Nigeria (“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. Under the NMMP scheme, customers are metered on DisCo’s account without payment for the meters by customers except through end-user tariffs.



It is noteworthy to highlight that though meter deployment in the NESI has increased with the concurrent operation of MAP and NMMP schemes, the Commission has commenced the review of MAP Regulations to incorporate NMMP that will allow for a smooth implementation and ensure that the full benefits of both schemes are realised to close the metering gap in the NESI on time.

As part of this review, the Commission is developing three (3) other frameworks for meter financing (Vendor finance, Self-funded by DisCos, and Other external efficient meter financings). Details of the three (3) more metering frameworks being finalised by the Commission 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 conflict with the terms of existing MAP and NMMP contracts.
- 3. Other External Efficient Meter financings:** The Commission has also approved other external meter financings that are efficient, cost-effective and in tune with the terms of existing MAP and NMMP contracts.



### 6.3. Customers Complaints

The complaints received by DisCos over the period 2018–2020 are presented in Table 6.2. The eleven (11) DisCos nationwide received a total of 857,108 complaints in the year 2020 as against 648,537 complaints received in the year 2019. This indicates approximately 2,348 complaints per day in 2020 compared to the daily average of 1,777 complaints received in 2019. Enugu DisCo received the highest number of customer complaints (228,254), followed by Ikeja DisCo (152,817) while Yola DisCo recorded the least complaints (7,909) as in the previous years.

During the year under review, 93.25% (799,236) of the complaints were reportedly resolved. On a year-on-year basis, Abuja and Ibadan DisCos recorded the highest improvement of 15.73 and 8.00 percentage points respectively in customers' complaints resolution rate in 2020 relative to their 2019 performance. Conversely, Eko and Yola DisCos recorded declines of -1.68 and -0.19 percentage points respectively in customer complaints handling performance in 2020 relative to 2019. Further details of the categories of complaints received by DisCos from 2016 to 2020 are presented in Table E.4 of the Appendix.

**Table 6.2: Complaints Received and Resolved by DisCos, 2017-2020**

	2020		2019		2018		
	Complaints		Complaints		Complaints		
	Total Received	Total Resolved	% Resolved	Total Received	% Resolved	Total Received	% Resolved
<i>Abuja</i>	113,000	109,462	96.87	62,112	81.14	54,418	90.66
<i>Benin</i>	50,955	43,289	84.96	50,259	84.85	119,747	35.54
<i>Eko</i>	104,210	92,890	89.14	78,100	90.82	56,559	91.62
<i>Enugu</i>	228,254	222,652	97.55	154,879	89.99	70,957	63.90
<i>Ibadan</i>	34,264	27,212	79.42	35,389	71.42	36,231	86.77
<i>Ikeja</i>	152,817	138,749	90.79	123,058	87.67	91,253	84.64
<i>Jos</i>	27,196	25,390	93.36	21,318	92.04	14,217	91.26
<i>Kaduna</i>	30,358	27,954	92.08	40,374	88.59	36,769	81.04
<i>Kano</i>	29,097	28,475	97.86	23,499	94.79	20,297	91.11
<i>Port Harcourt</i>	79,048	75,350	95.32	50,841	87.87	17,183	81.48
<i>Yola</i>	7,909	7,813	98.79	8,708	98.98	9,651	97.90
<b>Overall DisCos</b>	<b>857,108</b>	<b>799,236</b>	<b>93.25</b>	<b>648,537</b>	<b>87.50</b>	<b>527,282</b>	<b>72.53</b>

Notes of the table: DisCos are the electricity distribution companies

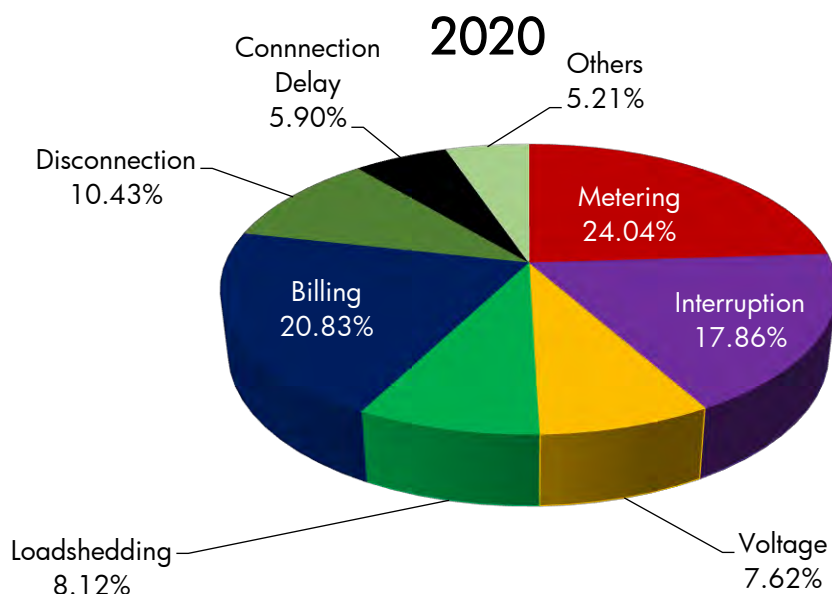


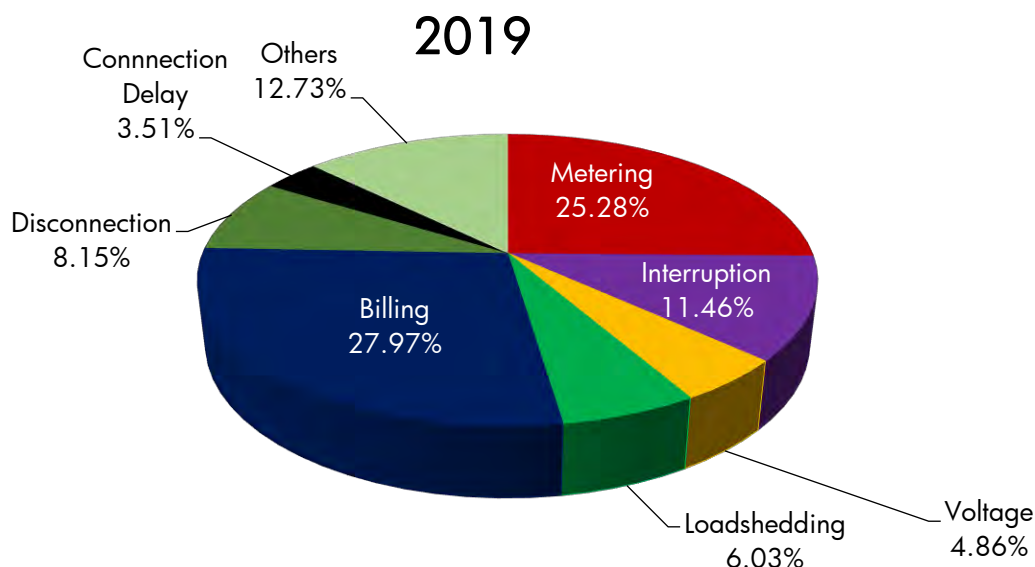


The DisCos' customer complaints centred on service interruption, poor voltage, load shedding, metering, estimated billing, disconnection, and delayed connection among others. In 2020, all the eleven (11) DisCos received several numbers of complaints on each of the aforementioned key issues.

As was in the previous years, the most dominant categories of customer complaints were metering and billing in 2020. The category of complaints presented in Table E.5 of the appendix and the summary represented in Figure 6.2 show that metering and billing accounted for 384,562 (44.87%) of the total complaints received in 2020 as against 345,361 (53.25%) of the total complaints recorded in 2019. This implies that, on average, about 1,051 customers complained about metering and billing per day in 2020. Another issue of serious concern to customers is service interruption and disconnection, which accounted for 17.86% (153,080) and 10.43% (89,363) respectively of the total customer complaints received in the year 2020. On a year-on-year basis, customers' complaints of service interruption increased significantly from 11.46% of the total complaints in 2019 to 17.86% in 2020 (6.40 percentage points increase).

Figure 6.2: Categories of Complaints Received by DisCos





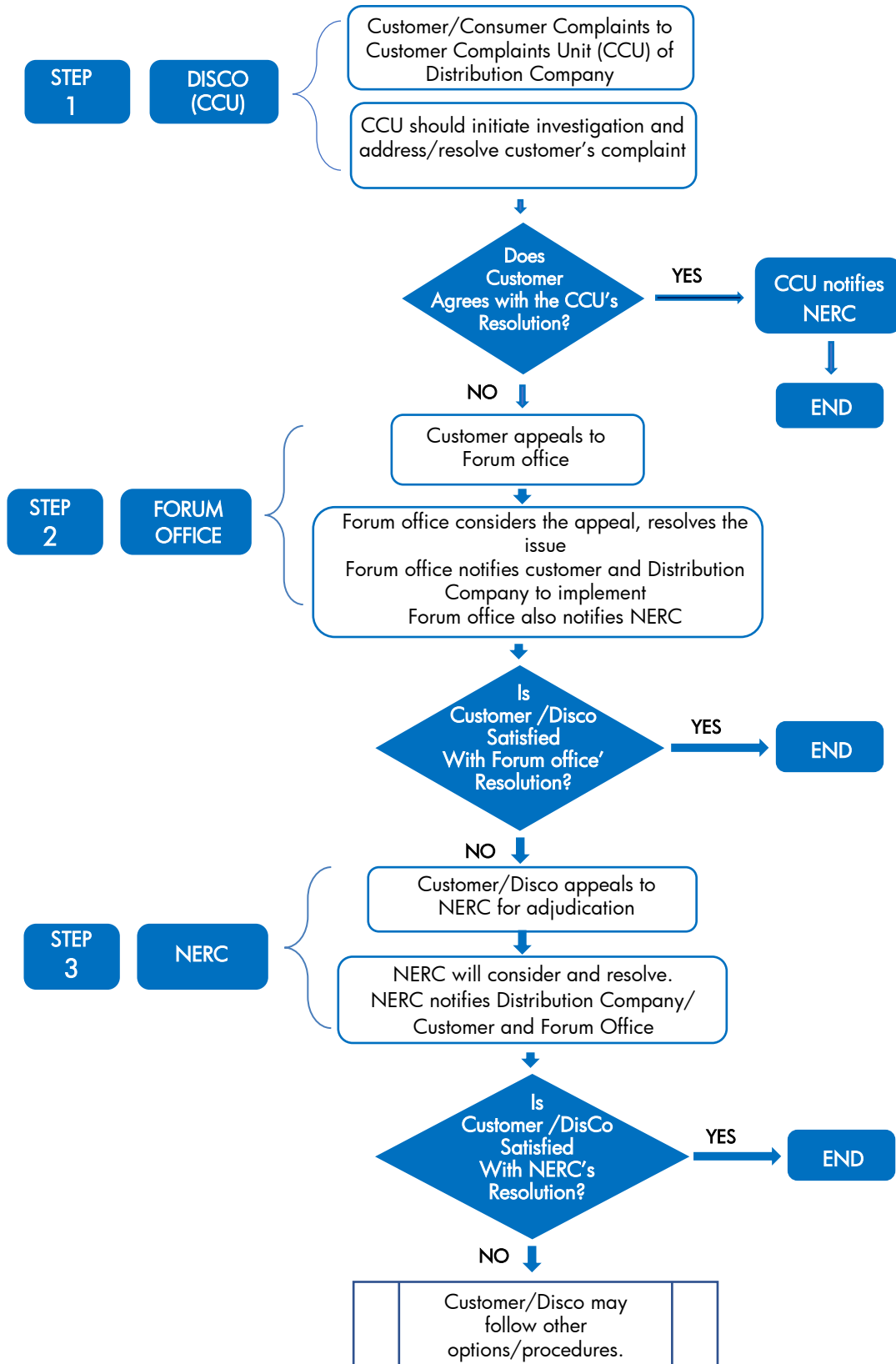
To address and ensure an effective way of handling customer complaints, the Commission has continuously monitored the complaint handling and resolution process adopted by all DisCos. The Commission strictly monitors the DisCos' compliance with its directive on monthly submission of their customers' complaint reports ensuring timely regulatory interventions when necessary. Also, the strategy adopted for the monitoring is under review 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.

#### 6.4. 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 Secretary while hearings are conducted by five (5) Forum Panel in redressing customers' and operators' unresolved disputes as enshrined in the NERC's Customer Complaints Handling Standards and Procedures ("CCHSP") Regulations. Figure 6.3 presents a graphical representation of the customer complaints resolution procedures in the NESI.



Figure 6.3: NERC’s Customer Complaint Flow Chart as at December 2020





As at 30th December 2020, 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. Members of the Forum Panels 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 summary of the complaints across the Forum Offices in 2020 is presented in Table 6.3. The total number of new complaints received in 2020 was 7,180 from customers who were dissatisfied with DisCos' effort at resolving their lodged complaints while there were an additional 1,258 pending complaints which were carried over from 2019 making a total of 8,438 complaints. The Forum Office covering Ibadan DisCo's franchise area had the highest number of complaints (2,092) representing 29.14% of total complaints received at the Forum Offices in 2020. This was followed by the Forum Office covering Ikeja DisCo's franchise area which received 1,571 complaints during the same period. The Forum Office covering Yola DisCo's franchise area had the lowest number of complaints (347) representing 4.11% of total complaints received at the Forum Offices in 2020.

The Forum Offices' Panels had a total of 115 sittings in 2020 as compared to 240 sittings held in 2019. The decline in the Panels' sittings in 2020 was caused by





the restriction of movement imposed by the government to curb the spread of COVID19 and the subsequent resolution of the Commission suspending Forum Hearings for 6 months (from 4th April – 31st September 2020). To compensate for this, the Forum Offices leveraged technology to communicate customers' complaints to the respective DisCos for redress. Approximately 90.21% of the total 8,438 complaints before the Forum Offices were resolved either through formal hearings or preliminary engagements between the Forum Secretaries and the DisCos. This resolution rate indicates that about nine (9) in every ten (10) disputes that got to the Forum Offices in 2020 were resolved.

The Forum Offices covered by Enugu DisCo had the highest number of sittings (29) and those covered by Ibadan DisCo had the highest number of resolved complaints (1,689, 80.74%) in 2020. It is worthy of note that, except for Forum Offices covering Enugu and Ibadan DisCos, the Forum Offices had more than 85% of complaints received in 2020 resolved during the period. The Forum Offices covering Benin DisCo resolved about 99.68% of the complaints received. On average 254 complaints were resolved per Forum Office in 2020. The up-to-date list of the Commission's Forum Offices with the addresses and contacts is presented in Table 6.4.

**Table 6.3: Complaints Handled by Forum Offices in 2020**

<i>Forum Offices</i>	<i>Accountable DisCos</i>	<i>Complaint Received<sup>1</sup></i>	<i>Complaint Resolved<sup>2</sup></i>	<i>Complaint Pending<sup>3</sup></i>	<i>No of Sittings</i>
<i>Abuja, Lafia &amp; Lokoja</i>	Abuja	411	372	22	6
<i>Asaba &amp; Benin</i>	Benin	621	619	2	12
<i>Eko</i>	Eko	508	484	24	4
<i>Abakaliki, Akwa, Enugu, Owerri, &amp; Umuahia</i>	Enugu	690	551	127	29
<i>Ibadan, Ilorin &amp; Osogbo</i>	Ibadan	2,092	1,689	400	14
<i>Ikeja</i>	Ikeja	1,571	1,503	66	19
<i>Bauchi, Gombe, Jos &amp; Makurdi</i>	Jos	142	122	20	1
<i>Gusau, Kaduna, Kebbi &amp; Sokoto</i>	Kaduna	403	360	41	13
<i>Jigawa, Kano &amp; Katsina</i>	Kano	418	405	7	4
<i>Calabar, Port Harcourt &amp; Uyo</i>	P/Harcourt	1,235	1,171	62	13
<i>Yola</i>	Yola	347	336	11	0
<i>All Forum Offices</i>	All DisCos	8,438	7,612	782	115

Note of tables: <sup>1</sup> Complaint received includes outstanding complaints from the preceding year

<sup>2</sup> Complaint resolved excludes 44 complaints withdrawn or rejected

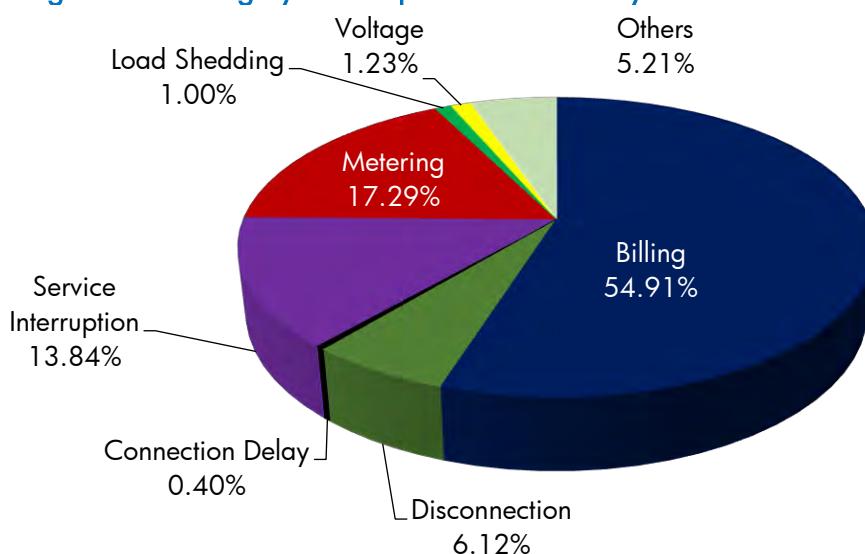
<sup>3</sup> Some of the pending complaints are still within the regulatory timeframe of 2 months to resolve



The different categories of complaints received at the Forum Offices in 2020 are represented in Figure 6.4. Similar to the categories of complaints received by the DisCos, billing and metering issues topped the complaints received by Forum Offices and accounted for approximately 54.91% and 17.29% of the total complaints respectively. This implies that billing and metering issues were mostly the complaints not satisfactorily resolved by DisCos' CCUs. 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 on these issues.

Further details on the customers' complaints received, resolved and outstanding by Forum Offices during the period under review are presented in Table E.6 of the Appendix section.

**Figure 6.4: Category of Complaints Received by Forum Offices in 2020**



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.



Table 6.4: Lists and Addresses of NERC Forum Offices as at December 2020

No.	Forum Office	Location	Telephone	Email
1	Abakaliki, Ebonyi State	3, Ezekuna Crescent, Off Nsugbe Street, Abakaliki Ebonyi State	09037808590	<a href="mailto:abakalikiforum@nerc.gov.ng">abakalikiforum@nerc.gov.ng</a>
2	Abuja, FCT	14, Road 131, Gwarinpa, Federal Capital Territory, Abuja	08146862225	<a href="mailto:abujaforum@nerc.gov.ng">abujaforum@nerc.gov.ng</a>
3	Asaba, Delta State	Denis Osadebe Way, Beside Mobil Filling Station, Asaba, Delta State	09062277247	<a href="mailto:asabaforum@nerc.gov.ng">asabaforum@nerc.gov.ng</a>
4	Awka, Anambra State	Plot 80, Aroma Junction Layout, Opp. CBN, Awka, Anambra State	09037808594	<a href="mailto:awkaforum@nerc.gov.ng">awkaforum@nerc.gov.ng</a>
5	Bauchi, Bauchi State	37, Old Jos Road, GRA, Bauchi, Bauchi State	09062924607	<a href="mailto:bauchiforum@nerc.gov.ng">bauchiforum@nerc.gov.ng</a>
6	Benin, Edo State	34, Akpakpava Street, Benin City, Edo State	09037808592	<a href="mailto:beninforum@nerc.gov.ng">beninforum@nerc.gov.ng</a>
7	Birnin Kebbi, Kebbi State	8, Ahmadu Bello Way, Opp. Kebbi State Government House, Kebbi State	09062863161	<a href="mailto:birninkebbiforum@nerc.gov.ng">birninkebbiforum@nerc.gov.ng</a>
8	Calabar, Cross Rivers State	Plot 109, MCC Road by Ibok Street, Calabar, Cross River State	09062863159	<a href="mailto:calabarforum@nerc.gov.ng">calabarforum@nerc.gov.ng</a>
9	Dutse, Jigawa State	Dutse G.R.A, Dutse, Jigawa State	07031704827	<a href="mailto:jigawaforum@nerc.gov.ng">jigawaforum@nerc.gov.ng</a>
10	Eko, Lagos State	61, Odunlami Street, Off Marina, Lagos Island, Lagos State	08106807261	<a href="mailto:ekoforum@nerc.gov.ng">ekoforum@nerc.gov.ng</a>
11	Enugu, Enugu State	John Anichukwu Close, Plot 7 Mkpokiti Pocket Layout, Enugu, Enugu State	08146862230	<a href="mailto:enuguforum@nerc.gov.ng">enuguforum@nerc.gov.ng</a>
12	Gombe, Gombe State	Government Layout GDP/2, Along Ministry of Education Road, Gombe State	08140440079	<a href="mailto:gombeforum@nerc.gov.ng">gombeforum@nerc.gov.ng</a>
13	Gusau, Zamfara State	2 Canteen Daji, J. B. Yakubu Road, Gusau, Zamfara State	09062863163	<a href="mailto:gusauforum@nerc.gov.ng">gusauforum@nerc.gov.ng</a>
14	Ibadan, Oyo State	Jibowu Street, Opp. Magara Police Station, Iyaganku, G.R.A, Ibadan, Oyo State	08146862252	<a href="mailto:ibadanforum@nerc.gov.ng">ibadanforum@nerc.gov.ng</a>
15	Ikeja, Lagos State	199, Obafemi Awolowo Way, Alausa, Ikeja, Lagos State	08106807298	<a href="mailto:ikejaforum@nerc.gov.ng">ikejaforum@nerc.gov.ng</a>
16	Ilorin, Kwara State	30, Stadium Road, Off Taiwo Road, Ilorin, Kwara State	09062924603	<a href="mailto:ilorinforum@nerc.gov.ng">ilorinforum@nerc.gov.ng</a>
17	Jos, Plateau State	5a, Ray-field Road, Jos, Plateau State	09037808597	<a href="mailto:josforum@nerc.gov.ng">josforum@nerc.gov.ng</a>
18	Kaduna, Kaduna State	22, Ahmadu Bello Way, Opposite NNDC Building, Kaduna, Kaduna State	08106807299	<a href="mailto:kadunaforum@nerc.gov.ng">kadunaforum@nerc.gov.ng</a>
19	Kano, Kano State	2, Miller Road, Bompai, Nasarawa G.R.A, Kano, Kano State	08146862222	<a href="mailto:kanoforum@nerc.gov.ng">kanoforum@nerc.gov.ng</a>
20	Katsina, Katsina State	7, Abuja Crescent, Off Hassan Usman Katsina Road, Katsina, Katsina State	07031704821	<a href="mailto:katsinaforum@nerc.gov.ng">katsinaforum@nerc.gov.ng</a>
21	Lafia, Nasarawa State	Manyi Street, Off Jos Road, Bukan Sidi, Lafia, Nasarawa State	09062924601	<a href="mailto:lafiaforum@nerc.gov.ng">lafiaforum@nerc.gov.ng</a>
22	Lokoja, Kogi State	Hassan Kastina Rd, Opp. State Civil Service Commission, Zone 8 Police HQ, Lokoja, Kogi State.	09062924599	<a href="mailto:lokojaforum@nerc.gov.ng">lokojaforum@nerc.gov.ng</a>
23	Makurdi, Benue State	Hephzibah Plaza, Atom Kpera Road, Opp. Makurdi Int'l School, Benue State	09062277249	<a href="mailto:makurdiforum@nerc.gov.ng">makurdiforum@nerc.gov.ng</a>
24	Osogbo, Osun State	51, Isiaka Adeleke Way, Along Okefia-Alekuwodo Road, Osogbo, Osun State	09062924604	<a href="mailto:osogboforum@nerc.gov.ng">osogboforum@nerc.gov.ng</a>
25	Owerri, Imo State	1, C.B Anyanwu Road, Housing Area B, Exclusive Garden, Owerri, Imo State	09062277245	<a href="mailto:owerriforum@nerc.gov.ng">owerriforum@nerc.gov.ng</a>
26	Port Harcourt, Rivers State	The Vhelberg Imperial Hotel, Plot 122 & 122a, Bank Anthony Avenue, Off Ordinance Road, Port Harcourt, River State	08146862223	<a href="mailto:phforum@nerc.gov.ng">phforum@nerc.gov.ng</a>
27	Sokoto, Sokoto State	1, Garba Duba Road, Sokoto, Sokoto State	09062863157	<a href="mailto:sokotoforum@nerc.gov.ng">sokotoforum@nerc.gov.ng</a>
28	Umuahia, Abia State	House 2, Adelabu Street, Amaokwe Housing Estate, Umuahia Ibeku, Abia State	09062277251	<a href="mailto:umuahiaforum@nerc.gov.ng">umuahiaforum@nerc.gov.ng</a>
29	Uyo, Akwa Ibom State	63, Osongama Road, Off Oron/Uyo Airport Road, Uyo, Akwa Ibom State	09062863165	<a href="mailto:uyoforum@nerc.gov.ng">uyoforum@nerc.gov.ng</a>
30	Yola, Adamawa State	5, Nguroje Street, Karewa Extension, Jimeta, Yola, Adamawa State	09037808535	<a href="mailto:yolaforum@nerc.gov.ng">yolaforum@nerc.gov.ng</a>



## 6.5. NESI Situation Room

During the period of the COVID-19 lockdown in 2020, the Commission established a NESI Situation Room led by the Commissioners and top management staff to ensure electricity customers continue to receive uninterrupted electric power services. The NESI situation lasted for 6 Months (4th April – 31st September 2021) during which the Forum Offices were closed as a result of the national lockdown imposed by the government at the Federal and state levels to curtail the spread of the COVID-19 outbreak in Nigeria. The Situation Room leveraged on technology to monitor and coordinate electricity services across the country by gathering data on grid performance across the value chain (including generation, transmission, distribution and end-user level), reports on issues as they arose and providing immediate resolutions.

The summary presented in Table 6.5 indicates that, during the period 4th April – 31st September 2020, the NESI's Situation Room, through its sub-committee on Customer Complaints Handling, received a total of 6,552 complaints on service interruption from the end-users indicating an average of 36 complaints per day. The end-users under Abuja and Jos DisCos service areas were respectively accountable for the highest and lowest number of complaints. The NESI's Situation Room tracked daily the customers' complaints with the relevant DisCos to ensure expeditious resolution and at the end of September 2020, 55.36% of the total complaints were resolved satisfactorily.

Many of the service interruption complaints that could not be immediately resolved during the period had to do with issues requiring capital investment such as the replacement of faulty transformers. Resolutions of others were delayed by DisCos' inability to immediately access the materials required for fixing the technical challenges on their networks due to the restrictions on movement imposed by some states limiting movement of DisCos' workers.



Table 6.5: Interruption Complaints Handled by NESI Situation Room in 2020

<i>Situation Room</i>	<i>Accountable DisCos</i>	<i>Complaint Received</i>	<i>Complaint Resolved</i>	<i>Complaint Pending</i>	<i>Resolution Rate (%)</i>
	Abuja	1,480	1,129	351	76.28
	Benin	419	141	278	33.65
	Eko	503	243	260	48.31
	Enugu	609	256	353	42.04
	Ibadan	978	473	505	48.36
<i>NESI Situation Room at NERC Headquarters</i>	Ikeja	1,248	755	493	60.50
	Jos	191	125	66	65.45
	Kaduna	289	111	178	38.41
	Kano	207	91	116	43.96
	P/Harcourt	375	184	191	49.07
	Yola	253	119	134	47.04
	<b>All DisCos</b>	<b>6,552</b>	<b>3,627</b>	<b>2,925</b>	<b>55.36</b>

Note of tables: Customers' complaints on service interruption were received from electricity customers through telephone calls, text and WhatsApp messages, and emails; The complaints received, resolved and pending cover the period 4 April – 30 September 2020.

## 6.6. SBT Situation Room

Following the introduction of the service-based tariff ("SBT") that ties the rate payable by end-users to the quality of service committed by the DisCo, the Commission, during the year, established an SBT Situation Room ("SBT-SR").<sup>6</sup> The objectives of the SBT-SR, among others, are to:

- Respond to customers' enquiries with regards to the rationale for the SBT.
- Monitor Customer Bands or Hours of Supply approved by the Commission for different localities (feeders) of the DisCos and tariffs payable.
- Resolve or refer (where applicable) customers' complaints on SBT-related issues to the relevant DisCo for resolution.
- Leverage technology (e.g., Email, phone calls, WhatsApp, and Twitter) to monitor the resolution of customers' complaints referred to specific DisCos.

The summary presented in Table 6.6 indicates that during the period 24th September – 31st December 2020, SBT-SR received a total of 63 complaints on SBT

<sup>6</sup> The SBT system was introduced in September 2020 while the SBT situation room operated between September - December 2020.



and/or quality of service from the end-users, indicating an average of 20 complaints per month. Ikeja DisCo's customers accounted for the highest number of complaints. SBT-SR responded daily to customers' complaints and enquiries to ensure expeditious resolution and at the end of the year 2020, 50.79% of the complaints were resolved satisfactorily. The pending complaints are those specific to the DisCos and have been referred to the relevant DisCos with a clear timeline for resolution. Also, the Commission, through its compliance monitoring team, gathered data on the feeders and assessed the level of compliance with SBT vis-à-vis the service level commitments by DisCos as provided for in the Multi-Year Tariff Orders ("MYTO").

**Table 6.6: SBT Complaints Handled by SBT Situation Room in 2020**

<i>Situation Room</i>	<i>Accountable DisCos</i>	<i>Complaint Received</i>	<i>Complaint Resolved</i>	<i>Complaint Pending</i>	<i>Resolution Rate (%)</i>
<i>Abuja</i>		9	5	4	55.56
<i>Benin</i>		3	3	0	100.00
<i>Eko</i>		2	0	2	0.00
<i>Enugu</i>		0	0	0	-
<i>Ibadan</i>		6	3	3	50.00
<i>Ikeja</i>		32	14	18	43.75
<i>Jos</i>		1	1	0	100.00
<i>Kaduna</i>		3	3	0	100.00
<i>Kano</i>		0	0	0	-
<i>P/Harcourt</i>		7	3	4	42.86
<i>Yola</i>		0	0	0	-
<i>All DisCos</i>		63	32	31	50.79%

*Note of tables:* Customers' complaints on SBT were received from electricity customers through telephone calls, text, WhatsApp and Twitter messages, and emails; This report covers the period 24 September – 31 December 2020.

## 6.7. Health and Safety

The safety of all electricity providers and users in Nigeria remains one of the key priorities of the Commission. In accordance with section 32 (1)(e) of EPSRA, the Commission continued to monitor the health and safety performance of NESI in order to guarantee the delivery of safe and reliable electricity to Nigerians. In 2020, the Commission received a total of four hundred and fifty-six (456) mandatory health and safety reports from licensees.



These reports were analysed in line with the provision of section 32(1)(e) of ESPRA for monitoring and evaluating of 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 between 2016 and 2020 are presented in Table 6.7.

**Table 6.7: Electrical Accident in NESI between 2016 and 2020**

Item	Year				
	2020	2019	2018	2017	2016
<i>Number of Expected H&amp;S Reports</i>	480	480	-	-	-
<i>Number of H&amp;S Reports Submitted</i>	456	364	323	268	317
<i>Number of Injuries</i>	76	77	29	55	77
<i>Number of Deaths (employees &amp; third parties)</i>	40	42	104	116	151

There was a slight improvement in the health and safety performance of the operators between 2019 and 2020 as the number of deaths involving both employees of the operators and third parties declined from 42 to 40 deaths in 2020. Also, the number of injured persons decline from 77 to 76 persons during the same period.

The Commission, in line with its mandate, to ensure licensees' commitment to safe energy delivery commenced Hearings on some of the incidences involving various health and safety breaches in 2020. However, due to the complexity of establishing culpability in many of the cases, enforcement actions and appropriate penalties were yet to be finalised at the end of 2020.

In line with its 2017-2020 strategic goals, the Commission has intensified efforts at implementing various safety programmes aimed at eliminating accidents in the industry. Some of the safety programs being implemented by the Commission include the standardisation of protective schemes, public enlightenment on health and safety, engagement of government agencies on Right of Way ("RoW") violation, and a review of an operational procedure for distribution system operators on fault clearing.





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## PART 7: AUDITED FINANCIAL STATEMENTS

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- 7.1 Result at a Glance
  - 7.2 Report of the Commissioners
  - 7.3 Statement of Commissioners Responsibilities
  - 7.4 Report of the Independent Auditors
  - 7.5 Statement of Income and Expenditure and other Comprehensive Income
  - 7.6 Statement of Financial Position
  - 7.7 Statements of Changes in Accumulated Funds



## 7.1. Result at a Glance

NIGERIAN ELECTRICITY REGULATORY COMMISSION			
<i>Annual Report and Financial Statements - 31 December 2020</i>			
RESULTS AT A GLANCE			
	2020 N'000	2019 N'000	% change change
Income generated from operations	14,245,028	12,518,662	45
Total expenditure	(11,103,784)	(10,416,720)	44
Surplus for the year	4,114,358	4,304,965	(4)
Amount payable to Rural Electrification Fund (REF)	(3,825,270)	(1,803,267)	112
Total comprehensive (loss)/income for the year	(114,796)	3,250,470	(104)
Retained earnings	2,872,507	2,708,319	6
Total reserves	18,837,789	18,952,584	(1)
	Number	Number	
Number of employees (number)	167	169	(2)





## 7.2. Report of the Commissioners

NIGERIAN ELECTRICITY REGULATORY COMMISSION  
*Annual Report and Financial Statements - 31 December 2020*

### REPORT OF THE COMMISSIONERS FOR THE YEAR ENDED 31 DECEMBER 2020

The Commission hereby submit its report together with the audited financial statements of Nigerian Electricity Regulatory Commission (NERC) for the year ended 31 December 2020.

The Commission is to ensure that proper accounts and other records relating to its financial statement are kept in respect of all the Commission's activities, funds and property including such particular accounts and records as the Minister may require in line with Section 55(1), Electric Power Sector Reform Act, 2005.

### STATEMENT OF COMMISSIONERS' RESPONSIBILITIES

The Commission is to:

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent;
- Ensure proper accounts and other records relating to such accounts are kept in respect of all Commission's activities, funds and property, including such particular accounts and records as the Minister may require.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Commission will continue in operation.

The Commissioners confirm that they have complied with the above requirements in preparing the financial statements of the Commission.

The Commissioners are responsible for keeping proper books of account which disclose with reasonable accuracy at any time the financial position of the Commission and to ensure that the financial statement are prepared in accordance with the International Financial Accounting Standards (IFRS) and the provisions of the Electric Power Sector Reform Act 2005. The Commissioners are also responsible for safeguarding fraud and other irregularities.

### REVIEW OF ACTIVITIES AND FUTURE DEVELOPMENTS.

The level of activities during the year and the financial position as at 31 December 2020 were satisfactory. The Commission expects that the present level of activities will be sustained for the foreseeable future.

### RESULTS.

The statement of income and expenditure and other comprehensive income, statement of financial position, statement of changes in accumulated funds and statement of cash flows for the year ended 31 December 2020 are as set out on pages 11 to 14.

### EQUAL EMPLOYMENT OPPORTUNITY.

The Commission pursues an equal employment opportunity policy. It does not discriminate against any person on the ground of race, religion, colour, or physical disability.

### EMPLOYMENT OF PHYSICAL DISABLED PERSONS.

The Commission maintains a policy of giving fair consideration to applications from physically disabled persons, bearing in mind their respective aptitudes and abilities. In the event of members of staff becoming disabled, every effort is made to ensure that their employment with the Commission continues and that the appropriate training is arranged.

### INDUSTRIAL /EMPLOYEES RELATIONS.

The Commission places considerable value on the involvement of its employees and keeps them informed on matters affecting them as employees and the various factors affecting the performance of the Commission. This is achieved through Management's open-door policy and improved communication channels. These channels include, email and an intranet, the revised in-house magazine, the entrenchment of regular Divisional and Executive Management Meetings, interaction with the Joint Consultative Committee (JCC) and Power Consumers Assemblies. The relationship between management and other stakeholders, power consumer assemblies in various States and Local Governments, National Assembly, Industry groups, media, etc remains very cordial. Regular dialogue with the various stakeholders takes place at informal and formal levels.







NIGERIAN ELECTRICITY REGULATORY COMMISSION  
Annual Report and Financial Statements - 31 December 2020

#### TRAINING AND DEVELOPMENT.

The Commission places great emphasis on the training and development of its staff and other stakeholders and believes that its employees are its greatest assets. Training courses are geared towards the development needs of staff and the improvement in their skill sets to face the increasing challenges in the industry. The commission will continue to invest in its human capital to ensure that employees are well motivated and positioned to compete in the industry.

#### COMMISSIONERS.

There was a change in the composition of the board of commissioners during the year.

#### CURRENT COMMISSIONERS.

The following Commissioners were appointed by the Federal Government of Nigeria and were in office when this financial statement were presented, approved and signed:

Professor James Momoh	-	Chairman/Chief Executive Officer (Retired 26 November 2020)
Sanusi Garba	-	Chairman/Chief Executive Officer (Appointed 26 November 2020)
Musiliu Oseni	-	Vice Chairman/ Commissioner, Market Competition & Rates (Appointed 8 December 2020)
Moses Arigu	-	Commissioner (Commissioner, Planning, Research and Strategy)
Dafe Akpeneye	-	Commissioner (Legal, Licensing and Compliance)
Nathan Rogers Shatti	-	Commissioner (Finance and Management Services)
Frank Okafor	-	Commissioner (Engineering, Performance and Monitoring)
Aisha Mahmud	-	Commissioner (Consumer Affairs) (Appointed 8 December 2020)

#### TRANSACTIONS INVOLVING COMMISSIONERS.

There were no contracts in relation to the business of the Commission in which the Commissioners had any interest at any time during the year ended 31 December 2020.

#### EXTERNAL AUDITORS.

The Auditors, Messrs. Deloitte & Touche (Chartered Accountants) will no longer continue in office having come to the end of their 5-year term.

#### IMPACT OF COVID-19

There were no material adjusting events after the reporting period (31/12/2020) that affected the financial statement of the Commission. However, during the year, there was a widespread global uncertainty associated with the COVID-19 pandemic. Beyond the tragic health hazards and human consequences of the pandemic, the economic uncertainties, and disruptions that have resulted, the impact of the outbreak of COVID-19 come at a significant cost to the global economy. The restriction imposed on movement during the lockdown from April to June 2020 impacted negatively on the demand for electricity, payment of bills and collections as most companies were closed during the lockdown period. However, the revenue and expenditure of the Commission were not significantly affected as economic activities resumed gradually after the lockdown.

At the time of this report, the impact of the new variant of the virus is still being assessed but the commissioners do not anticipate it will significantly affect economic activities of the commission.

#### EVENTS AFTER REPORTING PERIOD

There were no material adjusting events after the reporting period (31/12/2020) that affected the financial statement of the Commission.

By Order of the Commission.

.....  
Dafe Akpeneye  
Commissioner (Legal, Licencing & Compliance)  
FRC/2017/NBA/00000017445



### 7.3. Statement of Commissioners' Responsibilities

NIGERIAN ELECTRICITY REGULATORY COMMISSION  
Annual Report and Financial Statements - 31 December 2020

#### Statement of Commissioners' Responsibilities for the preparation and approval of the Financial Statements

The Commissioners of Nigerian Electricity Regulatory Commission are responsible for the preparation of the financial statements that give a true and fair view of the financial position of the Commission as at 31 December 2020 and the results of its operations, cash flows and changes in accumulated funds for the year then ended, in compliance with the applicable financial reporting framework and in the manner required by the Companies and Allied Matters Act of Nigeria and the Financial Reporting Council of Nigeria Act, 2011.

In preparing the financial statements, the Commissioners are responsible for:

- properly selecting and applying accounting policies;
- presenting information, including accounting policies, in a manner that provides relevant, reliable, comparable and understandable information.
- providing additional disclosures when compliance with the specific requirements in IFRSs are insufficient to enable users to understand the impact of particular transactions, other events and conditions on the commission's financial position and financial performance; and
- making an assessment of the commission's ability to continue as a going concern.

#### Going concern:

The Commissioners have made an assessment of the Commission's ability to continue as a going concern and have no reason to believe the Commission will not remain a going concern in the year ahead.

Sanusi Garba  
Chairman  
FRC/2017/COREN/00000017444

Dale Akpeneye  
Commissioner  
(Legal, Licensing and Compliance)  
FRC/2017/NBA/00000017445

Nathan Rogers Shatti  
Commissioner  
(Finance & Management services)  
FRC/2015/ICAN/00000013331





NIGERIAN ELECTRICITY REGULATORY COMMISSION  
Annual Report and Financial Statements - 31 December 2020

#### Certification of financial statements

In accordance with section 405 of the Companies and Allied Act of Nigeria, the Chairman and the Commissioner, Finance and Management Services certify that the financial statements have been reviewed and based on our knowledge, the

- (i) audited financial statements do not contain any untrue statement of material fact or omit to state a material fact, which would make the statements misleading, in the light of the circumstances under which such statement was made, and
- (ii) audited financial statements and all other financial information included in the statements fairly present, in all material respects, the financial condition and results of operation of the company as of and for, the periods covered by the audited financial statements.

We state that management and commissioners:

- (i) are responsible for establishing and maintaining internal controls and have designed such internal controls to ensure that material information relating to the Commission is made known to the officer by other officers of the Commission, particularly during the period in which the audited financial statement report is being prepared,
- (ii) have evaluated the effectiveness of the Commission's internal controls within 90 days prior to the date of its audited financial statements, and
- (iii) certifies that Commission's internal controls are effective as of that date;

We have disclosed:

- (i) all significant deficiencies in the design or operation of internal controls which could adversely affect the Commission's ability to record, process, summarise and report financial data, and has identified for the Commission's auditors any material weaknesses in internal controls, and
- (ii) whether or not, there is any fraud that involves management or other employees who have a significant role in the Commission's internal control; and
- (iii) as indicated in the report, whether or not, there were significant changes in internal controls or in other factors that could significantly affect internal controls subsequent to the date of their evaluation, including any corrective actions with regard to significant deficiencies and material weaknesses.
- (iv) as indicated in the report, whether or not, there were significant changes in internal controls or in other factors that could significantly affect internal controls subsequent to the date of their evaluation, including any corrective actions with regard to significant deficiencies and material weaknesses.

The financial statements of the Commission for the year ended 31 December 2020 were approved by the Commissioners on 6<sup>th</sup> April, 2022.

Signed on behalf of the Commission

Sanusi Garba  
Chairman  
FRC/2017/COREN/00000017444

Lafe Akpeneye  
Commissioner  
(Legal, Licensing and Compliance)  
FRC/2017/NBA/00000017445

Nathan Rogers Shatti  
Commissioner  
(Finance & Management services)  
FRC/2015/ICAN/00000013331





## 7.4. Report of Independent Auditors

# Deloitte.

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Garki  
Abuja  
Nigeria

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Abuja, Nigeria

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### INDEPENDENT AUDITOR'S REPORT

#### TO THE COMMISSIONERS OF NIGERIAN ELECTRICITY REGULATORY COMMISSION

##### Opinion

We have audited the financial statements of Nigerian Electricity Regulatory Commission ("the Commission") set out on pages 11 to 47 which comprise the statement of financial position as at 31 December 2020, the statement of income and expenditure and other comprehensive income, statement of changes in accumulated funds and statement of cash flows for the year then ended, the notes to the financial statements including a summary of significant accounting policies.

In our opinion, the accompanying financial statements give a true and fair view of the financial position of Nigerian Electricity Regulatory Commission as at 31 December 2020 and the financial performance and cash flows for the year ended in accordance with the International Financial Reporting Standards, the Companies and Allied Matters Act, 2020 and the Financial Reporting Council of Nigeria Act, 2011.

##### Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Commission in accordance with the requirements of the International Ethics Standards Board for Accountants (IESBA), International Code of Ethics for professional (including International Independence Standards) (IESBA Code) and other Independence requirements applicable to performing audits of financial statements in Nigeria. We have fulfilled our other ethical responsibilities in accordance with the IESBA Code and other ethical requirements that are relevant to our audit of financial statements in Nigeria.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

##### Key Audit Matter

Key audit matter is the matter that, in our professional judgement, was of most significance in our audit of the financial statements of the current year. This matter was addressed in the context of our audit of the financial statements as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on this matter. The key audit matter below relates to the audit of the financial statements.



The list of Partners and Partner equivalents is available in our office

Associate of Deloitte Africa, a Member of Deloitte Touche Tohmatsu Limited





# Deloitte.

Key Audit Matter	How the matter was addressed in the audit
<p><b>Expected Credit Loss (ECL) on Trade Receivables</b></p> <p>IFRS 9 - Financial Instruments requires the Commission to recognize Expected Credit Loss (ECL) on its trade receivable balances. This has been discussed further in note 14.</p> <p>The commission uses the simplified approach of the expected credit loss model to analyse historical data by risk groups to capture defaults, migration to defaults, collections, etc. for a statistically reasonable number of years.</p> <p>Based on the level of judgements involved in estimating the expected credit and the possibility of management bias in estimating the amount, we have considered expected credit loss on trade receivables a key audit matter.</p>	<p>In addressing this matter, we adopted a substantive approach to the audit of expected credit losses on trade receivables.</p> <p>The procedures adopted included the following:</p> <ol style="list-style-type: none"> <li>1. Updated our understanding of the procedures put in place by management to identify impaired trade receivables.</li> <li>2. Tested the ageing of receivables to confirm that all outstanding receivable balances have been accurately aged.</li> <li>3. Confirmed the appropriateness of the groupings of trade receivables based on the shared credit characteristics for the purpose of determining the loss rate.</li> <li>4. Reviewed and challenged the judgements made by management in estimating the expected credit loss to identify whether indicators of possible management bias exist.</li> <li>5. Reviewed and independently confirmed the accuracy of the forecast macro-economic data and other inputs used in the entity's expected credit loss model.</li> </ol> <p>Based on the procedures performed, we considered the method used and assumptions made by management to be reasonable.</p>

## Other Information

The Commissioners are responsible for the other information. The other information comprises the Commissioners' Report and the Statement of Commissioners' responsibilities, which we obtained prior to the date of this Auditor's report. The other information does not include the financial statements and our Auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

Based on the work we have performed on the other information that we obtained prior to the date of this Auditor's report, if we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

## Responsibilities of the Commissioners for the Financial Statements

The Commissioners are responsible for the preparation of financial statements that give a true and fair view in accordance with International Financial Reporting Standards and the requirements of the Companies and Allied Matters Act, Financial Reporting Council Act, 2011 and for such internal control as the Commissioners determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.





# Deloitte.

In preparing the financial statements, the Commissioners are responsible for assessing the Commission's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Commissioners either intend to liquidate the Commission or to cease operations, or have no realistic alternative but to do so, ensuring proper accounts and other records relating to such accounts are kept in respect of all Commission's activities, funds and property, including such particular accounts and records as the Minister may require.

## Auditor's Responsibilities for the Audit of Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Commission's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Commissioners.
- Conclude on the appropriateness of the Commissioners' use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists relating to events or conditions that may cast significant doubt on the Commission's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Commission to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the Commission's financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Board of Commissioners regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide the Commissioners with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

From the matters communicated with Commissioners, we determine those matters that were of most significance in the audit of the financial statements of the current year and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.





# Deloitte.

## Report on Other Legal and Regulatory Requirements

In accordance with the fifth schedule of the Companies and Allied Matters Act 2020, we expressly state that:

- i) We have obtained all the information and explanation which to the best of our knowledge and belief were necessary for the purpose of our audit.
- ii) The Commission has kept proper books of account, so far as appears from our examination of those books.
- iii) The Commission's financial position and its statement of income and expenditure and other comprehensive income are in agreement with the books of account and returns.

A handwritten signature in black ink, appearing to read "Folorunso Hunga".

Folorunso Hunga, FCA  
FRC/2013/ICAN/00000001709  
For: Deloitte & Touche  
Chartered Accountants  
Abuja, Nigeria  
11 April 2022





## 7.5. Statement of Income & Expenditure and Other Comprehensive Income

NIGERIAN ELECTRICITY REGULATORY COMMISSION  
Annual Report and Financial Statements - 31 December 2020

### STATEMENT OF INCOME AND EXPENDITURE AND OTHER COMPREHENSIVE INCOME

	Notes	31-Dec-20 N'000	31-Dec -19 N'000
Income generated from operations	5	14,245,028	12,518,662
Other income	6	130,889	1,086,493
<b>Total income</b>		<b>14,375,917</b>	<b>13,605,155</b>
Regulatory expenses	7	(3,524,992)	(1,180,715)
Employee benefits expense	8	(5,301,770)	(4,922,576)
Administrative expenses	9	(2,277,022)	(4,313,429)
<b>Total expenditure</b>		<b>(11,103,784)</b>	<b>(10,416,720)</b>
Other gains and losses	10	842,225	1,116,530
<b>Surplus for the year</b>		<b>4,114,358</b>	<b>4,304,965</b>
Amount payable to Rural Electrification Fund (REF)	21.2	(3,825,270)	(1,803,267)
<b>Net Surplus for the year</b>		<b>289,088</b>	<b>2,501,698</b>
Other comprehensive income			
Items that will not be reclassified subsequently to profit or loss			
Remeasurement of defined benefit obligation	18	(403,884)	748,772
<b>Other comprehensive income</b>		<b>(403,884)</b>	<b>748,772</b>
<b>Total comprehensive (loss)/income for the year</b>		<b>(114,796)</b>	<b>3,250,470</b>

The accompanying notes on pages 15 to 44 and other national disclosures on pages 46 and 47 form an integral part of these financial statements.





## 7.6. Statement of Financial Position

NIGERIAN ELECTRICITY REGULATORY COMMISSION  
Annual Report and Financial Statements - 31 December 2020

STATEMENT OF FINANCIAL POSITION			
	Notes	31-Dec-20 N'000	31-Dec-19 N'000
<b>Assets</b>			
<b>Non-current assets</b>			
Property, plant and equipment	12	13,289,709	13,668,522
Intangible asset	13	4,113	11,199
Retirement benefit	20	230,435	208,379
<b>Total non-current assets</b>		<b>13,524,257</b>	<b>13,888,100</b>
<b>Current assets</b>			
Receivables	14	5,390,903	2,505,084
Other assets	15	4,704,129	3,556,227
Cash and bank balances	16	4,307,943	1,274,521
<b>Total current assets</b>		<b>14,402,975</b>	<b>7,335,832</b>
<b>Total assets</b>		<b>27,927,232</b>	<b>21,223,932</b>
<b>Accumulated funds and liabilities</b>			
<b>Reserves</b>			
Grant allocation	17	11,850,695	11,725,795
Other reserves	18	4,114,587	4,518,471
Retained earnings	19	2,872,507	2,708,319
<b>Total reserves</b>		<b>18,837,789</b>	<b>18,952,585</b>
<b>Non-current liabilities</b>			
Retirement benefit	20	-	-
<b>Total non-current liabilities</b>		<b>-</b>	<b>-</b>
<b>Current liabilities</b>			
Trade and other payables	21	9,089,443	2,271,347
<b>Total current liabilities</b>		<b>9,089,443</b>	<b>2,271,347</b>
<b>Total liabilities</b>		<b>9,089,443</b>	<b>2,271,347</b>
<b>Total accumulated funds and liabilities</b>		<b>27,927,232</b>	<b>21,223,932</b>

The financial statements on pages 11 to 47 were approved by the board of Commissioners and authorised for issue on 6th April, 2022 and signed on its behalf by:

  
Sanusi Garba  
Chairman  
FRC/2017/COREN/00000017444

  
Dare Akpeneye  
Commissioner, Legal, Licensing and Compliance  
FRC/2017/NBA/00000017445

  
Nathan Rogers Shatti  
Commissioner (Finance and Management services)  
FRC/2015/ICAN/00000013331

The accompanying notes on pages 15 to 44 and other national disclosures on pages 46 and 47 form an integral part of these financial statements.



## 7.7. Statement of Changes in Accumulated Funds

NIGERIAN ELECTRICITY REGULATORY COMMISSION  
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## STATEMENT OF CHANGES IN ACCUMULATED FUNDS

	Federal Government capital grant allocations N'000	World bank grant allocation N'000	MacArthur Foundation grant allocation N'000	Internally generated revenue capital fund N'000	Employee benefit reserve N'000	Retained earnings N'000	Total N'000
Balance at 1 January 2019	10,656,220	28,524	122,350	3,627,152	142,547	1,125,322	15,702,115
Surplus for the financial year	-	-	-	-	-	2,501,698	2,501,698
Net amount appropriated in/(out) of reserves. (See note 19)	857,401	-	61,300	-	-	(918,701)	-
Other comprehensive income	-	-	-	-	748,772	-	748,772
<b>Balance at 31 December 2019</b>	<b>11,513,621</b>	<b>28,524</b>	<b>183,650</b>	<b>3,627,152</b>	<b>891,319</b>	<b>2,708,319</b>	<b>18,952,585</b>
Net surplus for the financial year	-	-	-	-	-	289,088	289,088
Net amount appropriated in/(out) of reserves. (See note 19).	49,000	-	75,900	-	-	(124,900)	-
Other comprehensive loss	-	-	-	-	(403,884)	-	(403,884)
<b>Balance at 31 December 2020</b>	<b>11,562,621</b>	<b>28,524</b>	<b>259,550</b>	<b>3,627,152</b>	<b>487,435</b>	<b>2,872,507</b>	<b>18,837,789</b>







## 7.8. Notes of the Financial Statements

NIGERIAN ELECTRICITY REGULATORY COMMISSION  
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### NOTES TO THE FINANCIAL STATEMENTS

#### 1. General information

The Nigerian Electricity Regulatory Commission is an independent body, established by the Electric Power Sector Reform Act of 2005 to undertake technical and economic regulation of the Nigerian Electricity Supply Industry. The Commission is to, among others license operators, determine operating codes and standards, establish customer rights and obligations and set cost reflective industry tariffs. The Commission has its headquarters in Abuja. Being an independent regulator of the Nigerian Electricity Industry, the entity is not for profit business but is meant to be a self-financing regulator. The key stakeholders are the Federal Government (National Assembly and the Office of the President), the public and the other key operators in the market (i.e. generating companies, transmission companies and distribution companies). The address of its registered office and principal place of operations are disclosed in the corporate information page.

#### Composition of financial statements

The financial statements comprise:

- Statement of income and expenditure and other comprehensive income
- Statement of financial position
- Statement of changes in accumulated funds
- Statement of cash flows
- Notes to the financial statement

Additional information provided by the management include

- Value added statement
- 5-year financial summary

#### Basis of preparation and measurement

The Financial Statements have been prepared under the historical cost convention except for certain assets that are measured at revalued amounts or fair values as stated in the accounting policies. (For example – Retirement benefit planned asset). Historical cost is generally based on the fair value of the consideration given in exchange for goods and services.

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date, regardless of whether that price is directly observable or estimated using another valuation technique. In estimating the fair value of an asset or a liability, the Commission takes into account the characteristics of the asset or liability if market participants would take those characteristics into account when pricing the asset or liability at the measurement date.

The accounting policies have been applied consistently unless stated otherwise.

#### Financial period

These financial statements cover the financial year from 1 January 2020 to 31 December 2020, with comparative figures for the financial year from 1 January 2019 to 31 December 2019.

#### Functional and presentation currency

The financial statements are drawn up in Naira (N) which is the functional currency of Nigerian Electricity Regulatory Commission and the figures are rounded to the nearest thousands except when stated otherwise.

#### Statement of Compliance

These financial statements have been prepared in accordance with International Financial reporting Standards.

#### Going concern considerations

The Commissioners are of the opinion that the Commission will continue to be in operation in the nearest future without the need or intention on the part of management to liquidate the entity or to significantly curtail its operational activities.



NIGERIAN ELECTRICITY REGULATORY COMMISSION  
Annual Report and Financial Statements - 31 December 2020

## NOTES TO THE FINANCIAL STATEMENTS

## 2 Application of new and revised International Financial Reporting Standards (IFRS)

## 2.1 Accounting standards and interpretations issued and effective

The following revisions to accounting standards and pronouncements were issued and effective during the year.

Pronouncement	Nature of change	Required to be implemented for periods beginning on or after
Interest Rate Benchmark Reform (Amendments to IFRS 9, IAS 39 and IFRS 7)	In September 2019, the IASB issued Interest Rate Benchmark Reform (Amendments to IFRS 9, IAS 39 and IFRS 7). These amendments modify specific hedge accounting requirements to allow hedge accounting to continue for affected hedges during the period of uncertainty before the hedged items or hedging instruments affected by the current interest rate benchmarks are amended as a result of the on-going interest rate benchmark reforms.	1 January 2020
Covid-19-Related Rent Concessions (Amendment to IFRS 16)	In May 2020, the IASB issued Covid-19-Related Rent Concessions (Amendment to IFRS 16) that provides practical relief to lessees in accounting for rent concessions occurring as a direct consequence of COVID-19, by introducing a practical expedient to IFRS 16. The practical expedient permits a lessee to elect not to assess whether a COVID-19-related rent concession is a lease modification. A lessee that makes this election shall account for any change in lease payments resulting from the COVID-19-related rent concession the same way it would account for the change applying IFRS 16 if the change were not a lease modification. The practical expedient applies only to rent concessions occurring as a direct consequence of COVID-19 and only if all of the following conditions are met: a) The change in lease payments results in revised consideration for the lease that is substantially the same as, or less than, the consideration for the lease immediately preceding the change; b) Any reduction in lease payments affects only payments originally due on or before 30 June 2021 (a rent concession meets this condition if it results in reduced lease payments on or before 30 June 2021 and increased lease payments that extend beyond 30 June 2021); and c) There is no substantive change to other terms and conditions of the lease.	1 January 2020
Amendments to References to the Conceptual Framework in IFRS Standards	The amendments include consequential amendments to affected Standards so that they refer to the new Framework. Not all amendments, however, update those pronouncements with regard to references to and quotes from the Framework so that they refer to the revised Conceptual Framework. Some pronouncements are only updated to indicate which version of the Framework they are referencing to (the IASC Framework adopted by the IASB in 2001, the IASB Framework of 2010, or the new revised Framework of 2018) or to indicate that definitions in the Standard have not been updated with the new definitions developed in the revised Conceptual Framework. The Standards which are amended are IFRS 2, IFRS 3, IFRS 6, IFRS 14, IAS 1, IAS 8, IAS 34, IAS 37, IAS 38, IFRIC 12, IFRIC 19, IFRIC 20, IFRIC 22, and SIC-32.	1 January 2020





NIGERIAN ELECTRICITY REGULATORY COMMISSION  
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## NOTES TO THE FINANCIAL STATEMENTS

## 2.1 Accounting standards and interpretations issued and effective (continued)

Pronouncement	Nature of change	Required to be implemented for periods beginning on or after
<b>Definition of a Business (Amendments to IFRS 3)</b>	<p>The amendment is aimed at resolving the difficulties that arise when an entity determines whether it has acquired a business or a group of assets.</p> <p>The amendments in Definition of a Business (Amendments to IFRS 3) are changes to Appendix A Defined terms, the application guidance, and the illustrative examples of IFRS 3 only. They:</p> <ul style="list-style-type: none"> <li>&gt; clarify that to be considered a business, an acquired set of activities and assets must include, at a minimum, an input and a substantive process that together significantly contribute to the ability to create outputs;</li> <li>&gt; narrow the definitions of a business and of outputs by focusing on goods and services provided to customers and by removing the reference to an ability to reduce costs;</li> <li>&gt; add guidance and illustrative examples to help entities assess whether a substantive process has been acquired;</li> <li>&gt; remove the assessment of whether market participants are capable of replacing any missing inputs or processes and continuing to produce outputs; and add</li> <li>&gt; an optional concentration test that permits a simplified assessment of whether an acquired set of activities and assets is not a business.</li> </ul>	1 January 2020
<b>Amendments to IAS 1 and IAS 8 Definition of material</b>	<p>The amendments make the definition of material in IAS 1 easier to understand and are not intended to alter the underlying concept of materiality in IFRS Standards. The concept of 'obscuring' material information with immaterial information has been included as part of the new definition. The threshold for materiality influencing users has been changed from 'could influence' to 'could reasonably be expected to influence'. The definition of material in IAS 8 has been replaced by a reference to the definition of material in IAS 1. In addition, the IASB amended other Standards and the Conceptual Framework that contain a definition of 'material' or refer to the term 'material' to ensure consistency.</p>	1 January 2020

The commissioners have determined that the application of these standards has had no material impact on the disclosures or the amounts recognised in the Company's financial statement.



NIGERIAN ELECTRICITY REGULATORY COMMISSION  
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## NOTES TO THE FINANCIAL STATEMENTS

## 2.2 Accounting standards and interpretations issued but not yet effective

The following revisions to accounting standards and pronouncements were issued but not effective at the reporting period.

Pronouncement	Nature of change	Required to be implemented for periods beginning on or after
IFRS 17 Insurance Contracts	<p>IFRS 17 establishes the principles for the recognition, measurement, presentation and disclosure of insurance contracts and supersedes IFRS 4 Insurance Contracts. IFRS 17 outlines a general model, which is modified for insurance contracts with direct participation features, described as the variable fee approach. The general model is simplified if certain criteria are met by measuring the liability for remaining coverage using the premium allocation approach. The general model uses current assumptions to estimate the amount, timing and uncertainty of future cash flows and it explicitly measures the cost of that uncertainty. It takes into account market interest rates and the impact of policy holders' options and guarantees. In June 2020, the IASB issued Amendments to IFRS 17 to address concerns and implementation challenges that were identified after IFRS 17 was published. The amendments defer the date of initial application of IFRS 17 (incorporating the amendments) to annual reporting periods beginning on or after 1 January 2023. At the same time, the IASB issued Extension of the Temporary Exemption from Applying IFRS 9 (Amendments to IFRS 4) that extends the fixed expiry date of the temporary exemption from applying IFRS 9 in IFRS 4 to annual reporting periods beginning on or after 1 January 2023. IFRS 17 must be applied retrospectively unless impracticable, in which case the modified retrospective approach or the fair value approach is applied. For the purpose of the transition requirements, the date of initial application is the start of the annual reporting period in which the entity first applies the Standard, and the transition date is the beginning of the period immediately preceding the date of initial application.</p>	1 January 2023
Amendments to IFRS 10 and IAS 28 – Sale or Contribution of Assets between an Investor and its Associate or Joint Venture	<p>The amendments to IFRS 10 and IAS 28 deal with situations where there is a sale or contribution of assets between an investor and its associate or joint venture. Specifically, the amendments state that gains or losses resulting from the loss of control of a subsidiary that does not contain a business in a transaction with an associate or a joint venture that is accounted for using the equity method, are recognised in the parent's profit or loss only to the extent of the unrelated investors' interests in that associate or joint venture. Similarly, gains and losses resulting from the remeasurement of investments retained in any former subsidiary (that has become an associate or a joint venture that is accounted for using the equity method) to fair value are recognised in the former parent's profit or loss only to the extent of the unrelated investors' interests in the new associate or joint venture. The effective date of the amendments has yet to be set by the Board; however, earlier application of the amendments is permitted. The directors of the Company anticipate that the application of these amendments may have an impact on Cat Group's consolidated financial statements in future periods should such transactions arise.</p>	1 January 2023





NIGERIAN ELECTRICITY REGULATORY COMMISSION  
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## NOTES TO THE FINANCIAL STATEMENTS

## 2.2 Accounting standards and interpretations issued but not yet effective (continued)

Pronouncement	Nature of change	Required to be implemented for periods beginning on or after
Amendments to IAS 1 – Classification of Liabilities as Current or Non-current	The amendments to IAS 1 affect only the presentation of liabilities as current or non-current in the statement of financial position and not the amount or timing of recognition of any asset, liability, income or expenses, or the information disclosed about those items. The amendments clarify that the classification of liabilities as current or non-current is based on rights that are in existence at the end of the reporting period, specify that classification is unaffected by expectations about whether an entity will exercise its right to defer settlement of a liability, explain that rights are in existence if covenants are complied with at the end of the reporting period, and introduce a definition of 'settlement' to make clear that settlement refers to the transfer to the counterparty of cash, equity instruments, other assets or services. The amendments are applied retrospectively for annual periods beginning on or after 1 January 2023, with early application permitted.	1 January 2023
Amendments to IFRS 3 – Reference to the Conceptual Framework	The amendments update IFRS 3 so that it refers to the 2018 Conceptual Framework instead of the 1989 Framework. They also add to IFRS 3 a requirement that, for obligations within the scope of IAS 37, an acquirer applies IAS 37 to determine whether at the acquisition date a present obligation exists as a result of past events. For a levy that would be within the scope of IFRIC 21 Levies, the acquirer applies IFRIC 21 to determine whether the obligating event that gives rise to a liability to pay the levy has occurred by the acquisition date. Finally, the amendments add an explicit statement that an acquirer does not recognise contingent assets acquired in a business combination. The amendments are effective for business combinations for which the date of acquisition is on or after the beginning of the first annual period beginning on or after 1 January 2022. Early application is permitted if an entity also applies all other updated references (published together with the updated Conceptual Framework) at the same time or earlier.	1 January 2022
Amendments to IAS 16 – Property, Plant and Equipment— Proceeds before Intended Use	The amendments prohibit deducting from the cost of an item of property, plant and equipment any proceeds from selling items produced before that asset is available for use, i.e. proceeds while bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by management. Consequently, an entity recognises such sales proceeds and related costs in profit or loss. The entity measures the cost of those items in accordance with IAS 2 Inventories. The amendments also clarify the meaning of 'testing whether an asset is functioning properly'. IAS 16 now specifies this as assessing whether the technical and physical performance of the asset is such that it is capable of being used in the production or supply of goods or services, for rental to others, or for administrative purposes. If not presented separately in the statement of comprehensive income, the financial statements shall disclose the amounts of proceeds and cost included in profit or loss that relate to items produced that are not an output of the entity's ordinary activities, and which line item(s) in the statement of comprehensive income include(s) such proceeds and cost. The amendments are applied retrospectively, but only to items of property, plant and equipment that are brought to the location and condition necessary for them to be capable of operating in the manner intended by management on or after the beginning of the earliest period presented in the financial statements in which the entity first applies the amendments. The entity shall recognise the cumulative effect of initially applying the amendments as an adjustment to the opening balance of retained earnings (or other component of equity, as appropriate) at the beginning of that earliest period presented. The amendments are effective for annual periods beginning on or after 1 January 2022, with early application permitted.	1 January 2023



## NOTES TO THE FINANCIAL STATEMENTS

## 2.2 Accounting standards and interpretations issued but not yet effective (continued)

Pronouncement	Nature of change	Required to be implemented for periods beginning on or after
Amendments to IAS 37 – Onerous Contracts— Cost of Fulfilling a Contract	The amendments specify that the ‘cost of fulfilling’ a contract comprises the ‘costs that relate directly to the contract’. Costs that relate directly to a contract consist of both the incremental costs of fulfilling that contract (examples would be direct labour or materials) and an allocation of other costs that relate directly to fulfilling contracts (an example would be the allocation of the depreciation charge for an item of property, plant and equipment used in fulfilling the contract). The amendments apply to contracts for which the entity has not yet fulfilled all its obligations at the beginning of the annual reporting period in which the entity first applies the amendments. Comparatives are not restated. Instead, the entity shall recognise the cumulative effect of initially applying the amendments as an adjustment to the opening balance of retained earnings or other component of equity, as appropriate, at the date of initial application. The amendments are effective for annual periods beginning on or after 1 January 2022, with early application permitted.	1 January 2022
Annual Improvements to IFRS Standards 2018–2020	The Annual Improvements include amendments to four Standards. IFRS 1 First-time Adoption of International Financial Reporting Standards. The amendment provides additional relief to a subsidiary which becomes a first-time adopter later than its parent in respect of accounting for cumulative translation differences. As a result of the amendment, a subsidiary that uses the exemption in IFRS 1:D16(a) can now also elect to measure cumulative translation differences for all foreign operations at the carrying amount that would be included in the parent’s consolidated financial statements, based on the parent’s date of transition to IFRS Standards, if no adjustments were made for consolidation procedures and for the effects of the business combination in which the parent acquired the subsidiary. A similar election is available to an associate or joint venture that uses the exemption in IFRS 1:D16(a). The amendment is effective for annual periods beginning on or after 1 January 2022, with early application permitted.	1 January 2022
IFRS 9 Financial Instruments	The amendment clarifies that in applying the ‘10 per cent’ test to assess whether to derecognise a financial liability, an entity includes only fees paid or received between the entity (the borrower) and the lender, including fees paid or received by either the entity or the lender on the other’s behalf. The amendment is applied prospectively to modifications and exchanges that occur on or after the date the entity first applies the amendment. The amendment is effective for annual periods beginning on or after 1 January 2022, with early application permitted.	1 January 2022
IAS 41 Agriculture	The amendment removes the requirement in IAS 41 for entities to exclude cash flows for taxation when measuring fair value. This aligns the fair value measurement in IAS 41 with the requirements of IFRS 13 Fair Value Measurement to use internally consistent cash flows and discount rates and enables preparers to determine whether to use pretax or post-tax cash flows and discount rates for the most appropriate fair value measurement. The amendment is applied prospectively, i.e. for fair value measurements on or after the date an entity initially applies the amendment. The amendment is effective for annual periods beginning on or after 1 January 2022, with early application permitted.	1 January 2022





## 7.9. Other National Disclosures

### 7.9.1. Statement of Value Added

NIGERIAN ELECTRICITY REGULATORY COMMISSION				
<i>Annual Report and Financial Statements - 31 December 2020</i>				
STATEMENT OF VALUE ADDED				
	2020		2019	
	N'000	%	N'000	%
Income generated from operations	14,245,028		12,518,662	
Other income	130,889		1,086,493	
	<u>14,375,917</u>		<u>13,605,155</u>	
<b>Bought in materials and services</b>				
Foreign	-		-	
Local	(4,262,760)		(455,651)	
	<u>10,113,157</u>	<u>100</u>	<u>9,812,658</u>	<u>100</u>
<b>APPLIED AS FOLLOWS:</b>				
<b>To pay employees:</b>				
Salaries, wages, pension and social benefits	5,301,770	52	4,922,576	50
<b>To the government:</b>				
Surplus to Rural Electrification Fund (REF)	3,825,270	38	1,803,267	18
<b>Retained in the business</b>				
Depreciation	689,943	7	577,345	6
Amortization	7,086	-	7,772	-
Surplus for the year	<u>289,088</u>	<u>3</u>	<u>2,501,698</u>	<u>26</u>
	<u>10,113,157</u>	<u>100</u>	<u>9,812,658</u>	<u>100</u>

"Value added" represents the additional wealth, which the Commission has been able to create by its own, and its employees' efforts. This statement shows the creation of that wealth amongst employees, capital providers, government, and that retained for future creation of wealth.



## 7.9.2. Financial Summary

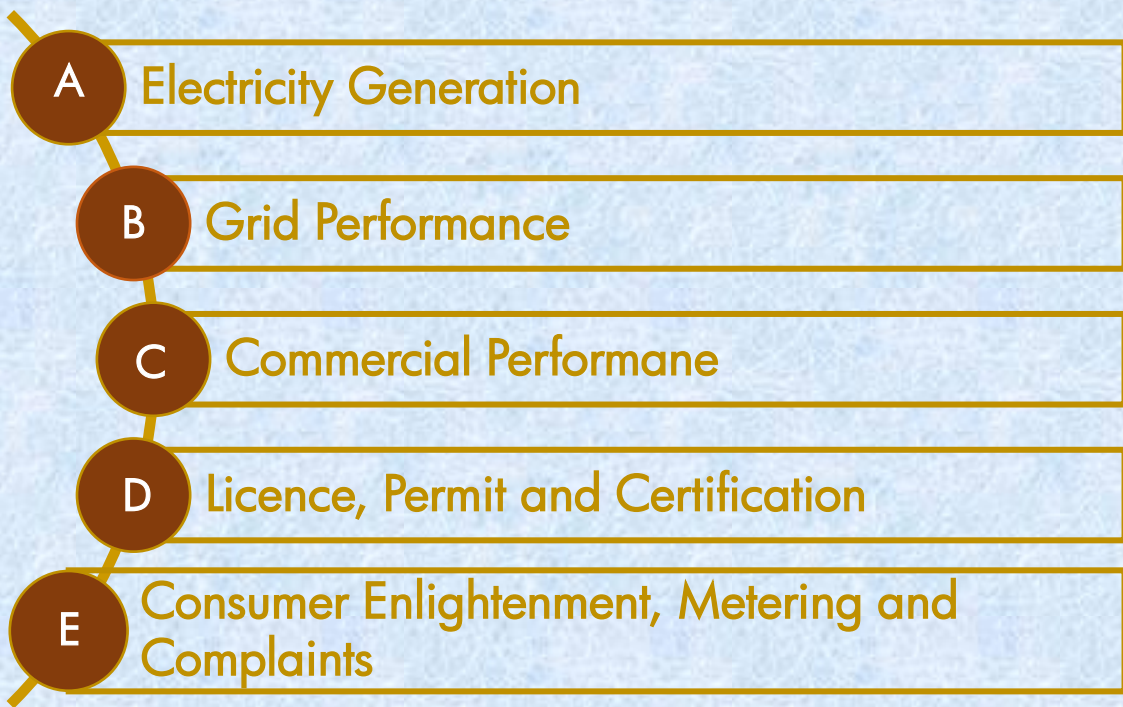
NIGERIAN ELECTRICITY REGULATORY COMMISSION Annual Report and Financial Statements - 31 December 2020					
FINANCIAL SUMMARY					
31 DECEMBER	2020	2019	2018	2017	Restated 2016
	N'000	N'000	N'000	N'000	N'000
<b>Statement of Financial Position</b>					
<b>Assets/Liabilities</b>					
Non-current asset	13,524,257	13,888,100	13,131,268	12,921,570	13,064,612
Current assets	14,402,975	7,335,832	4,488,344	5,195,672	3,492,422
<b>Total assets</b>	<b><u>27,927,232</u></b>	<b><u>21,223,932</u></b>	<b><u>17,619,612</u></b>	<b><u>18,117,242</u></b>	<b><u>16,557,034</u></b>
<b>Accumulated Funds and liabilities</b>					
<b>Liabilities</b>					
Current liabilities	9,089,443	2,271,347	1,652,918	2,069,202	1,993,075
Non-current liabilities	-	-	264,579	33,727	-
<b>Total liabilities</b>	<b><u>9,089,443</u></b>	<b><u>2,271,347</u></b>	<b><u>1,917,497</u></b>	<b><u>2,102,929</u></b>	<b><u>1,993,075</u></b>
<b>RESERVES</b>					
Grant allocation	11,850,695	11,725,795	10,684,744	10,374,785	9,429,035
Other reserves	4,114,587	4,518,471	3,769,699	3,540,850	3,777,423
Retained earnings	2,872,507	2,780,319	1,247,672	2,098,678	1,357,501
<b>Total reserves</b>	<b><u>18,837,789</u></b>	<b><u>18,952,585</u></b>	<b><u>15,702,115</u></b>	<b><u>16,014,313</u></b>	<b><u>14,563,959</u></b>
<b>Total accumulated funds and liabilities</b>	<b><u>27,927,232</u></b>	<b><u>21,223,932</u></b>	<b><u>17,619,612</u></b>	<b><u>18,117,242</u></b>	<b><u>16,557,034</u></b>
<b>Statement of activities</b>					
Income	15,218,142	14,721,685	6,285,339	6,778,382	8,927,110
Expenditure	(11,103,784)	(10,416,720)	(6,826,386)	(5,061,731)	(8,798,480)
	<b><u>4,114,358</u></b>	<b><u>4,304,965</u></b>	<b><u>(541,047)</u></b>	<b><u>1,716,651</u></b>	<b><u>128,630</u></b>



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## APPENDIX: KEY STATISTICS

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4.6

4.7



## A. Electricity Generation

Table A.1: Daily Available Capacity, Plant Units &amp; Units on Bars, 2017-20

Period	Installed Available Capacity (MW)				Number of Available Plant Units				Number of Plant Units on Bars			
	2020	2019	2018	2017	2020	2019	2018	2017	2020	2019	2018	2017
January	5,663	5,597	7,457	6,006	65	58	78	66	56	53	51	38
February	5,755	6,553	7,515	6,301	68	63	78	68	64	55	56	47
March	5,275	6,158	7,475	6,866	65	62	79	72	62	57	56	49
April	6,315	6,094	7,250	6,763	73	61	79	72	63	53	55	45
May	6,421	5,949	8,034	7,107	73	62	81	75	66	53	49	49
June	6,341	6,162	7,679	6,977	73	63	78	74	61	53	48	48
July	6,301	6,617	7,914	7,140	74	67	81	77	61	54	52	50
August	6,673	6,862	8,206	6,961	77	68	82	74	64	55	50	50
September	6,048	6,647	7,804	6,953	71	64	80	76	61	49	48	52
October	6,710	6,697	7,741	7,369	77	66	80	78	65	48	50	55
November	5,893	6,486	7,387	7,011	68	68	77	76	66	51	54	56
December	5,888	5,532	5,687	7,373	68	56	59	78	67	49	56	56
Average Annual	6,107	6,280	7,513	6,907	71	63	78	74	63	52	52	49

Table A.2: Ave. Daily Transmission Capacity, Energy Generated &amp; Sent-Out

Period	Transmission Capacity (MW)				Energy Generated (MW)				Energy Sent Out (MW)			
	2020	2019	2018	2017	2020	2019	2018	2017	2020	2019	2018	2017
January	4,800	4,800	4,800	4,800	3,817	4,003	3,744	3,006	3,732	3,952	3,690	2,952
February	4,800	4,800	4,800	4,800	4,114	4,209	4,005	3,741	4,008	4,148	3,941	3,683
March	4,800	4,800	4,800	4,800	3,912	4,228	4,079	3,832	3,858	4,167	4,011	3,771
April	4,800	4,879	4,800	4,800	4,099	4,068	3,999	3,574	4,031	4,008	3,933	3,521
May	4,800	4,848	4,800	4,800	4,168	3,831	3,827	3,643	4,100	3,774	3,765	3,587
June	4,800	4,818	4,800	4,800	3,726	3,711	3,643	3,525	3,660	3,648	3,588	3,462
July	4,800	4,917	4,800	4,800	3,821	3,737	3,674	3,405	3,757	3,676	3,608	3,350
August	4,800	4,886	4,800	4,800	4,045	3,584	3,727	3,397	3,981	3,526	3,660	3,340
September	4,800	4,856	4,800	4,800	3,863	3,524	3,571	3,484	3,806	3,474	3,514	3,433
October	4,800	4,825	4,800	4,800	4,155	3,463	3,821	3,770	4,088	3,411	3,763	3,719
November	4,800	4,828	4,800	4,800	4,424	3,804	4,100	3,921	4,358	3,751	4,040	3,861
December	4,800	4,713	4,800	4,800	4,504	3,744	4,149	4,137	4,432	3,688	4,093	4,065
Ave. Annual	4,800	4,831	4,800	4,800	4,054	3,826	3,861	3,618	3,984	3,768	3,800	3,561





Table A.3: Daily Stranded Capacity by Type of Constraints, 2016-18

Period	Gas Constraint (MW)			Limited Distribution Network (MW)			Transmission Line Limitation (MW)			Water Management (MW)		
	2018	2017	2016	2018	2017	2016	2018	2017	2016	2018	2017	2016
January	1948.3	2,061.8	1,750.5	425.3	18.7	9.5	99.5	0.0	196.0	239.4	121.9	82.9
February	1640.2	1,491.1	1,752.0	743.6	75.9	13.6	91.8	26.4	207.9	145.0	139.3	17.6
March	2138.8	2,111.7	2,276.1	191.7	211.5	130.9	60.6	12.5	340.4	0.0	67.7	5.5
April	1476.7	2,257.9	2,915.4	698.5	91.0	25.1	90.4	57.9	269.9	158.3	38.3	300.2
May	2076.0	2,053.5	3,555.5	989.0	204.7	4.5	124.6	221.0	334.3	98.1	212.6	491.7
June	1972.5	1,662.1	3,992.8	637.3	666.2	14.5	140.9	174.8	266.2	226.8	0.0	232.8
July	1755.9	893.5	4,126.7	1263.2	1,567.4	11.1	76.5	75.8	288.5	220.6	0.0	0.0
August	2010.1	515.1	3,606.6	1842.0	2,137.5	237.5	51.9	25.5	300.2	0.0	0.0	90.2
September	1196.4	608.3	2,910.6	2368.6	1,947.5	318.7	49.0	0.0	454.8	0.0	0.0	4.1
October	1132.4	465.5	3,076.5	2333.2	1,620.0	194.7	47.9	2.3	336.3	0.0	0.0	0.0
November	1467.1	842.6	3,462.5	1128.4	853.2	92.6	55.3	144.1	131.5	41.5	140.0	0.0
December	85.7	313.7	3,339.2	442.7	669.4	66.9	5.1	24.1	1.3	72.9	87.1	65.2
Ave. Annual	1575.0	1,270.5	3,068.1	1090.2	844.3	93.5	74.2	63.7	260.7	99.8	66.9	107.7

Table A.4: Plant Availability and Load Factor (%) in 2016-2020

GENCOs	Availability Factor (%)				Load Factor (%)			
	2020	2019	2018	2017	2020	2019	2018	2017
AES Barge IPP	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Afam IV-V	60.23	60.23	46.64	15.15	62.84	44.13	55.62	48.42
Afam VI IPP	73.38	73.38	79.64	67.58	68.79	38.13	35.24	50.1
Alaoji NIPP	52.08	52.08	65.27	75.00	40.06	37.26	11.20	36.7
ASCO IPP	0.00	0.00	0.00	27.40	0.00	0.00	0.00	43.10
Azura Edo IPP	99.18	99.18	68.07	0.00	79.74	57.47	57.31	0.00
Delta	88.28	88.28	94.01	87.29	67.77	68.60	75.74	54.8
Egbin	80.56	80.56	90.04	69.29	65.36	56.06	73.45	NA
Gbarain NIPP	59.45	59.45	71.35	47.67	42.91	44.54	47.47	58.46
Geregu	90.79	90.79	70.78	73.68	64.04	57.50	45.75	53.83
Geregu NIPP	77.41	77.41	55.22	32.61	64.84	63.74	26.09	46.25
Ibom Power IPP	51.40	51.40	66.72	70.90	55.02	62.20	65.43	44.97
Ihovbor NIPP	53.49	53.49	76.45	73.03	36.79	66.36	37.31	46.45
Jebba	74.95	74.95	86.24	74.83	78.73	75.04	67.10	56.03
Kainji	54.59	54.59	76.23	54.67	83.60	81.60	74.65	60.14
Odukpani NIPP	98.95	98.95	100.00	100.00	61.62	47.49	35.58	46.42
Okpai IPP	97.17	97.17	97.94	95.18	59.02	58.06	62.43	60.71
Olorunsogo	100.00	100.00	100.00	100.00	61.87	57.90	41.47	49.13
Olorunsogo NIPP	29.29	29.29	63.77	55.80	60.54	66.43	19.16	35.60
Omoku IPP	43.97	43.97	74.45	57.50	55.60	71.39	67.47	47.51
Omotosho	100.00	100.00	100.00	100.00	65.69	67.61	40.02	46.68
Omotosho NIPP	63.25	63.25	83.42	84.33	60.50	69.05	32.55	51.05
Paras Energy IPP	99.45	99.45	98.66	13.97	73.87	83.51	92.01	64.18
Rivers IPP	88.89	88.89	70.57	80.00	72.92	67.77	52.67	51.24
Sapele	23.33	23.33	72.08	43.89	55.98	38.12	35.12	54.62
Sapele NIPP	49.44	49.44	82.04	50.00	33.71	72.23	53.55	56.21
Shiroro	79.46	79.46	82.50	67.63	67.59	59.62	63.77	54.39
Trans-Amadi IPP	68.33	68.33	75.37	60.00	65.98	65.91	47.67	54.47
All GenCos	66.33	66.33	73.12	59.91	61.74	60.26	51.32	50.81





Table A.5: Annual Electricity Output and Share by Fuel Type, 2017-2020

Period	Fuel Type	Total Electricity Output (MW)				Fuel Share of Electricity Output (%)			
		2020	2019	2018	2017	2020	2019	2018	2017
Q1	Thermal	6,327,403.79	7,449,255.20	6,879,599.70	6,743,998.69	73.45	82.28	77.47	77.47
	Hydro	2,286,594.00	1,604,635.45	1,631,881.00	1,961,607.00	26.55	17.72	22.53	22.53
	Aggregate	8,613,997.79	9,053,890.65	8,511,480.70	8,705,605.69	100.00	100.00	100.00	100.00
Q2	Thermal	7,121,437.04	7,128,993.83	6,806,324.08	5,433,026.07	81.53	84.35	71.78	71.78
	Hydro	1,613,490.00	1,322,433.90	1,543,850.00	2,135,465.80	18.47	15.65	28.22	28.22
	Aggregate	8,734,927.04	8,451,427.73	8,350,174.08	7,568,491.87	100.00	100.00	100.00	100.00
Q3	Thermal	6,318,883.46	6,608,096.62	6,097,910.59	6,244,816.82	76.45	82.76	79.84	79.84
	Hydro	1,946,535.00	1,376,588.17	1,979,572.00	1,576,365.00	23.55	17.24	20.16	20.16
	Aggregate	8,265,418.46	7,984,684.79	8,077,482.59	7,821,181.82	100.00	100.00	100.00	100.00
Q4	Thermal	7,248,672.72	6,239,039.30	6,251,827.63	5,528,017.19	75.29	77.01	72.72	72.72
	Hydro	2,379,530.80	1,862,153.42	2,536,433.00	2,073,322.00	24.71	22.99	27.28	27.28
	Aggregate	9,628,203.52	8,101,192.72	8,788,260.63	7,601,339.19	100.00	100.00	100.00	100.00
Annual	Thermal	27,016,397.01	27,425,384.95	26,035,662.00	23,949,858.8	76.69	81.64	75.56	75.56
	Hydro	8,213,819.00	6,165,810.94	7,691,736.00	7,746,759.8	23.31	18.36	24.44	24.44
	Aggregate	35,230,216.01	33,591,195.89	33,727,398.00	31,696,618.6	100.00	100.00	100.00	100.00

Table A.6: Plant Share of Total Electricity Output, 2017-2020

GENCOs	Electricity Output by Plant (MW)				Electricity Output by Plant (%)			
	2020	2019	2018	2017	2020	2019	2018	2017
AES Barge IPP	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Afam IV-V	0.00	288628.59	312815.85	90518.00	1.29	0.86	0.93	0.29
Afam VI IPP	83410.00	1460615.12	1809726.24	2262878.34	6.36	4.35	5.37	7.14
Alaoji NIPP	130427.45	208902.11	270113.79	479049.29	1.53	0.62	0.80	1.51
ASCO IPP	185750.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Azura Edo IPP	250096.09	2269720.09	1561281.44	0.00	8.27	6.76	4.63	0.00
Delta	306094.32	2756916.61	3938311.85	3045025.26	7.56	8.21	11.68	9.61
Egbin	326471.73	3795468.60	4321424.50	3504415.00	13.54	11.30	12.81	11.06
Gbarain NIPP	453119.81	265123.15	376400.94	344839.33	0.24	0.79	1.12	1.09
Geregu	481933.21	1905798.30	1587954.16	1677515.22	5.76	5.67	4.71	5.29
Geregu NIPP	492858.56	1209916.09	715548.05	875606.96	2.31	3.60	2.12	2.76
Ibom Power IPP	539307.26	490624.22	543565.88	490883.17	0.93	1.46	1.61	1.55
Ihovbor NIPP	628273.44	699618.51	838695.27	869628.75	0.53	2.08	2.49	2.74
Jebba	652285.57	2865322.00	2609493.00	2808216.80	7.68	8.53	7.74	8.86
Kainji	814569.00	2971924.50	2652046.00	2701736.00	8.31	8.85	7.86	8.52
Odukpani NIPP	834167.24	1951380.93	735007.05	1443152.15	6.99	5.81	2.18	4.55
Okpai IPP	1054817.71	1357827.30	1881600.71	2349953.50	4.46	4.04	5.58	7.41
Olorunsogo	1128712.29	1392731.76	1160460.44	1180600.08	3.20	4.15	3.44	3.72
Olorunsogo NIPP	1571297.00	215158.90	548439.87	669798.10	0.37	0.64	1.63	2.11
Omoku IPP	2028424.11	505714.99	495269.27	550164.85	1.78	1.51	1.47	1.74
Omotosho	2240288.85	1036133.03	1112907.00	1153332.90	2.99	3.08	3.30	3.64
Omotosho NIPP	2463926.11	806313.50	980051.59	969670.11	1.85	2.40	2.91	3.06
Paras Energy IPP	2579190.00	483269.96	562664.64	521375.20	1.37	1.44	1.67	1.64
Rivers IPP	2663931.01	829886.05	629021.38	30782.90	2.37	2.47	1.87	0.10
Sapele	2705708.00	289330.70	251314.50	321116.80	0.87	0.86	0.75	1.01
Sapele NIPP	2915109.15	590093.95	1154780.16	974803.12	0.71	1.76	3.42	3.08
Shiroro	2928921.00	2616212.50	2430197.00	2236807.00	7.32	7.79	7.21	7.06
Trans-Amadi IPP	4771126.70	328564.44	242594.46	144749.74	1.40	0.98	0.72	0.46
ALL GENCOs	35230216.01	33591195.89	33721685.04	31696618.57	100.00	100.00	100.00	100.00



## B. Grid Performance

Table B.1: Monthly Transmission Loss Factor in 2018-2020

Month/Year	Energy Injected into Grid (GWh)			Energy Delivered to DisCos & Exported (GWh)			Transmission Losses Factor (%)			MYTO Assumption (%)
	2020	2019	2018	2020	2019	2018	2020	2019	2018	2018-2020
January	2,813	2,937	2,750	2,603	2701	2,506	7.48%	8.02%	8.87%	8.05%
February	2,826	2,776	2,658	2,593	2560	2,456	8.23%	7.77%	7.58%	8.05%
March	2,863	3,087	3,008	2,665	2874	2,708	6.91%	6.89%	9.98%	8.05%
April	2,900	2,798	2,884	2,730	2576	2,609	5.87%	7.93%	9.52%	8.05%
May	3,062	2,636	2,783	2,820	2426	2,538	7.93%	7.95%	8.80%	8.05%
June	2,640	2,737	2,562	2,441	2519	2,356	7.55%	7.96%	8.07%	8.05%
July	2,810	2,737	2,689	2,601	2519	2,470	7.45%	7.96%	8.13%	8.05%
August	2,967	2,640	2,720	2,741	2425	2,508	7.60%	8.13%	7.77%	8.05%
September	2,743	2,513	2,533	2,535	2306	2,329	7.56%	8.26%	8.05%	8.05%
October	3,067	2,514	2,783	2,843	2349	2,556	7.30%	6.56%	8.13%	8.05%
November	3,118	2,647	2,904	2,903	2440	2,680	6.90%	7.82%	7.72%	8.05%
December	3,295	2,769	3,052	3,053	2564	2,816	7.34%	7.40%	7.73%	8.05%
Monthly Ave.	2,925	2,733	2,777	2,711	2,522	2,544	7.34%	7.72%	8.36%	8.05%
Total Annual	35,104	32,791	33,325	32,527	30,261	30,533	7.34%	7.72%	8.36%	8.05%

Table B.2: Numbers of System Collapse, 2010-2020

Year	Type	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Total
2010	Total Collapse	0	3	1	0	3	3	3	0	2	2	1	4	22
	Partial Collapse	1	0	0	1	1	3	4	4	3	2	0	1	20
2011	Total Collapse	0	0	0	0	4	3	1	1	1	2	1	0	13
	Partial Collapse	0	1	1	0	0	0	0	1	0	1	2	0	6
2012	Total Collapse	0	0	2	1	5	2	1	0	0	2	2	1	16
	Partial Collapse	0	0	2	3	0	0	0	0	1	0	1	1	8
2013	Total Collapse	0	1	2	2	3	4	1	1	1	1	4	2	22
	Partial Collapse	0	0	0	0	0	0	0	0	2	0	0	0	2
2014	Total Collapse	2	0	0	2	0	3	1	0	0	1	0	0	9
	Partial Collapse	0	0	0	0	1	0	0	0	0	0	2	1	4
2015	Total Collapse	1	0	1	0	2	0	1	0	0	0	1	0	6
	Partial Collapse	0	0	1	0	2	0	0	0	0	1	0	0	4
2016	Total Collapse	0	0	2	3	6	5	0	0	1	1	2	2	22
	Partial Collapse	0	0	1	0	1	3	1	0	0	0	0	0	6
2017	Total Collapse	5	3	0	3	1	1	0	0	1	1	0	0	15
	Partial Collapse	1	0	1	0	0	0	1	0	3	3	0	0	9
2018	Total Collapse	5	1	0	0	0	1	1	0	2	0	0	2	12
	Partial Collapse	0	0	0	1	0	0	0	0	0	0	0	0	1
2019	Total Collapse	4	1	0	1	1	1	0	1	0	0	0	1	10
	Partial Collapse	0	0	0	0	0	0	0	0	0	0	1	0	1
2020	Total Collapse	1	0	0	1	0	1	0	0	0	0	1	0	4
	Partial Collapse	0	0	0	0	0	0	0	0	0	0	0	0	0



Table B.3: Average Daily System Frequency (Hz), 2017-2020

Period	Stress:				Nominal Standard	High Frequency				Low Frequency			
	Upper Limit	Lower Limit	Higher Bound	Lower Bound		2020	2019	2018	2017	2020	2019	2018	2017
January	50.25	49.75	51.25	48.75	50	50.82	50.65	50.58	51.43	49.67	49.50	49.49	48.60
February	50.25	49.75	51.25	48.75	50	50.70	50.46	50.61	51.48	49.75	49.77	49.90	48.76
March	50.25	49.75	51.25	48.75	50	50.65	50.46	50.58	51.56	49.48	49.60	49.75	48.91
April	50.25	49.75	51.25	48.75	50	50.77	50.43	50.69	51.48	49.63	49.71	49.77	48.63
May	50.25	49.75	51.25	48.75	50	50.67	50.62	50.81	51.30	49.70	49.72	49.88	49.06
June	50.25	49.75	51.25	48.75	50	50.86	50.51	50.65	50.69	49.73	49.77	49.66	49.61
July	50.25	49.75	51.25	48.75	50	50.78	50.51	50.74	50.61	49.83	49.73	49.94	49.76
August	50.25	49.75	51.25	48.75	50	50.74	50.61	50.71	50.63	49.84	49.78	49.89	49.73
September	50.25	49.75	51.25	48.75	50	50.81	50.74	50.84	50.67	49.86	50.22	49.82	49.73
October	50.25	49.75	51.25	48.75	50	50.88	50.93	50.93	50.63	49.70	49.89	49.99	49.80
November	50.25	49.75	51.25	48.75	50	50.58	50.88	50.72	50.54	49.34	49.72	49.93	49.95
December	50.25	49.75	51.25	48.75	50	50.44	50.81	50.60	50.55	49.40	49.52	49.55	50.02
Annual	50.25	49.75	51.25	48.75	50	50.73	50.63	50.71	50.96	49.66	49.74	49.80	49.38

Table B.4: Ave. Daily System Voltage (kV), 2017-2020

Period	Upper Voltage (kV)	Lower Voltage (kV)	Nominal Standard (kV)	High Voltage (kV)				Low Voltage (kV)			
				2020	2019	2018	2017	2020	2019	2018	2017
January	346.5	313.5	330.0	355.48	348.26	355.58	357.0	298.19	295.00	297.03	298.0
February	346.5	313.5	330.0	351.52	349.36	354.00	351.6	299.00	298.39	297.79	295.0
March	346.5	313.5	330.0	352.65	350.23	351.23	355.3	299.03	294.03	297.45	295.7
April	346.5	313.5	330.0	356.80	360.83	355.12	355.6	290.97	299.40	295.37	295.2
May	346.5	313.5	330.0	355.29	355.71	357.13	357.1	290.87	298.23	298.13	293.5
June	346.5	313.5	330.0	355.90	356.13	356.73	359.9	297.50	299.03	297.47	293.8
July	346.5	313.5	330.0	355.00	354.13	353.58	359.9	296.93	299.48	297.26	296.0
August	346.5	313.5	330.0	354.47	356.29	351.81	360.0	297.67	299.39	297.16	299.4
September	346.5	313.5	330.0	354.83	355.03	354.67	359.5	300.97	299.20	296.30	295.5
October	346.5	313.5	330.0	353.74	357.73	353.52	355.6	296.16	299.61	295.75	295.3
November	346.5	313.5	330.0	352.37	356.10	350.50	353.6	294.87	299.47	298.17	297.3
December	346.5	313.5	330.0	349.55	351.47	348.81	353.0	298.61	300.58	298.00	299.8
Annual Ave.	346.5	313.5	330.0	353.97	354.27	353.54	355.6	296.73	298.48	297.15	295.4



## C. Commercial Performance

Table C.1: Quarterly &amp; Yearly Energy Received &amp; Billed by DisCos, 2018-20

DisCos	Total Energy Received (GWh)						
	2020 Quarters				Annual		
	/Q1	/Q2	/Q3	/Q4	2020	2019*	2018
Abuja	966	971	882	1,057	3,876	3,794	3,621
Benin	605	611	664	699	2,579	2,332	2,519
Eko	864	882	842	969	3,558	3,358	3,214
Enugu	579	496	609	742	2,426	1,179	2,252
Ibadan	965	969	999	1,100	4,035	3,562	3,444
Ikeja	1,144	1,105	1,134	1,198	4,581	4,248	3,510
Jos	341	315	363	359	1,378	1,241	1,245
Kaduna	504	645	574	572	2,295	1,963	2,133
Kano	424	500	450	501	1,875	1,776	1,938
Port Harcourt	499	500	487	541	2,027	1,981	1,941
Yola	302	308	283	296	1,189	1,050	975
All DisCos Total	7,195	7,303	7,287	8,035	29,819	26,485	26,790
All DisCos Average	654	664	662	730	2,711	2,408	2,435
DisCos	Total Energy Billed (GWh)						
	2020 Quarters				Annual		
	/Q1	/Q2	/Q3	/Q4	2020	2019*	2018
Abuja	635	534	576	619	2,364	2,956	2,929
Benin	524	501	559	582	2,165	2,025	2,122
Eko	762	762	769	837	3,129	2,973	2,860
Enugu	425	348	445	530	1,748	1,121	1,534
Ibadan	751	600	668	838	2,857	2,958	2,792
Ikeja	1035	1012	1056	1064	4,167	3,744	3,260
Jos	228	172	176	203	779	890	831
Kaduna	351	232	381	449	1,413	1,597	1,488
Kano	367	354	333	380	1,434	1,459	1,588
Port Harcourt	417	349	361	437	1,564	1,483	1,442
Yola	145	130	125	143	543	715	636
All DisCos Total	5,639	4,993	5,449	6,082	22,163	21,921	21,484
All DisCos Average	513	454	495	553	2,015	1,993	1,953
DisCos	Billing Efficiency (%)						
	2020 Quarters				Annual		
	/Q1	/Q2	/Q3	/Q4	2020	2019*	2018
Abuja	65.73	54.99	65.31	58.56	60.99	77.91	80.90
Benin	86.57	82.04	84.18	83.18	83.96	86.84	84.25
Eko	88.11	86.32	91.32	86.38	87.96	88.53	89.01
Enugu	73.40	70.16	73.07	71.43	72.05	95.08	68.10
Ibadan	77.79	61.89	66.87	76.14	70.82	83.04	81.09
Ikeja	90.45	91.55	93.14	88.82	90.95	88.14	92.89
Jos	66.92	54.46	48.48	56.55	56.51	71.72	66.72
Kaduna	69.64	35.97	66.38	78.50	61.57	81.36	69.77
Kano	86.50	70.78	74.00	75.83	76.46	82.15	81.96
Port Harcourt	83.41	69.82	74.18	80.86	77.16	74.86	74.32
Yola	48.01	42.21	44.17	48.31	45.67	68.10	65.19
All DisCos Total	78.38	68.37	74.78	75.70	74.33	82.77	80.19
All DisCos Average	76.05	65.47	71.01	73.14	71.28	81.61	77.66

Notes of the table:

1. DisCos are the electricity Distribution Companies and GWh is gigawatt-hours;
2. \* Indicates the values in the cell for Enugu, Yola and total DisCos are different from those reported in the 2019 report due to adjustment for errors detected





Table C.2: Quarterly &amp; Yearly Revenue Performance by DisCos in 2018-20

DisCos	Total Billing (₦ Billion)						
	2020 Quarters				Annual		
	/Q1	/Q2	/Q3	/Q4	2020	2019*	2018
Abuja	22.38	18.53	22.69	29.37	92.97	99.38	95.76
Benin	19.40	18.82	22.72	25.04	85.97	72.30	75.33
Eko	23.58	23.16	27.20	33.73	107.67	89.93	78.10
Enugu	16.40	13.75	19.31	25.19	74.64	5.45	64.39
Ibadan	23.95	19.13	25.03	33.05	101.16	91.20	83.77
Ikeja	29.61	28.10	33.78	41.85	133.33	104.72	90.41
Jos	8.51	6.18	6.78	9.14	30.61	31.79	29.81
Kaduna	11.23	8.01	15.52	22.39	57.14	50.48	46.03
Kano	11.96	11.41	13.33	15.88	52.57	45.98	48.05
Port Harcourt	15.59	13.00	14.49	18.71	61.79	53.41	51.91
Yola	4.22	4.00	4.54	5.56	18.32	16.86	17.05
<b>All DisCos Total</b>	<b>186.82</b>	<b>164.07</b>	<b>205.37</b>	<b>259.90</b>	<b>816.16</b>	<b>661.50</b>	<b>680.61</b>
<b>All DisCos Average</b>	<b>16.98</b>	<b>14.92</b>	<b>18.67</b>	<b>23.63</b>	<b>74.20</b>	<b>60.14</b>	<b>61.87</b>
DisCos	Total Revenue Collected (₦ Billion)						
	2020 Quarters				Annual		
	/Q1	/Q2	/Q3	/Q4	2020	2019*	2018
Abuja	18.10	17.70	20.51	26.31	82.61	75.17	70.84
Benin	9.53	10.64	12.04	13.45	45.66	41.20	41.81
Eko	16.80	19.69	20.50	27.67	84.66	74.94	60.93
Enugu	9.77	10.02	12.27	15.77	47.83	3.96	45.69
Ibadan	13.33	14.01	15.64	18.83	61.80	57.39	51.69
Ikeja	21.43	24.28	26.80	32.72	105.23	90.41	76.09
Jos	4.03	3.93	4.44	5.04	17.44	17.55	13.58
Kaduna	4.95	4.83	5.24	6.51	21.53	20.59	19.91
Kano	7.32	7.06	8.70	10.77	33.84	31.50	28.45
Port Harcourt	6.76	6.91	8.09	9.63	31.39	27.39	25.38
Yola	2.28	2.56	2.79	3.10	10.74	8.65	8.26
<b>All DisCos Total</b>	<b>114.29</b>	<b>121.61</b>	<b>137.02</b>	<b>169.80</b>	<b>542.7</b>	<b>448.75</b>	<b>442.63</b>
<b>All DisCos Average</b>	<b>10.39</b>	<b>11.06</b>	<b>12.46</b>	<b>15.44</b>	<b>49.34</b>	<b>40.80</b>	<b>40.24</b>
DisCos	Collection Efficiency (%)						
	2020 Quarters				Annual		
	/Q1	/Q2	/Q3	/Q4	2020	2019*	2018
Abuja	80.89	95.52	90.37	89.57	88.86	75.64	73.98
Benin	49.13	56.52	52.99	53.73	53.11	56.99	55.50
Eko	71.23	85.00	75.37	82.04	78.62	83.33	78.01
Enugu	59.57	72.85	63.58	62.62	64.08	72.63	70.95
Ibadan	55.66	73.20	62.51	56.96	61.09	62.93	61.71
Ikeja	72.37	86.41	79.34	78.20	78.92	86.33	84.16
Jos	47.40	63.70	65.41	55.14	56.99	55.21	45.55
Kaduna	44.09	60.35	33.77	29.09	37.69	40.80	43.25
Kano	61.18	61.85	65.25	67.84	64.37	68.51	59.22
Port Harcourt	43.36	53.18	55.85	51.45	50.81	51.27	48.89
Yola	54.02	64.06	61.59	55.74	58.61	51.29	48.45
<b>All DisCos Total</b>	<b>61.18</b>	<b>74.12</b>	<b>66.72</b>	<b>65.33</b>	<b>66.50</b>	<b>67.84</b>	<b>65.03</b>
<b>All DisCos Average</b>	<b>58.08</b>	<b>70.24</b>	<b>64.18</b>	<b>62.03</b>	<b>63.01</b>	<b>64.08</b>	<b>60.88</b>

Notes of the table:

1. DisCos are the electricity Distribution Companies and ₦ Billion is billions of Nigeria Currency;
2. \* Indicates the values in the cell for Enugu, Yola and total DisCos are different from those reported in the 2019 report due to adjustment for errors detected



Table C.3: Energy Off-take vs. MYTO Load Allocation by DisCos in 2018-20

DisCos	Load Capacity (MW/Year)			Total Energy Loaded (TWh)			Actual Load Allocation (%)			MYTO Load Allocation (%)	Load Deviation (%)		
	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2020	2019	2018
Abuja	4.03	5.35	4.38	3.87	3.79	3.62	13.08	13.87	13.51	11.50	1.58	2.37	2.01
Benin	3.16	3.29	3.02	2.60	2.34	2.52	8.77	8.56	9.40	9.00	-0.23	-0.44	0.40
Eko	3.86	4.56	3.91	3.56	3.36	3.22	12.01	12.28	12.00	11.00	1.01	1.28	1.00
Enugu	3.16	3.22	3.08	2.45	2.28	2.25	8.26	8.34	8.41	9.00	-0.74	-0.66	-0.59
Ibadan	4.56	5.07	4.43	4.07	3.58	3.45	13.73	13.08	12.85	13.00	0.73	0.08	-0.15
Ikeja	5.26	5.46	3.76	4.25	3.85	3.51	14.35	14.08	13.10	15.00	-0.65	-0.92	-1.90
Jos	1.93	1.80	1.81	1.41	1.27	1.25	4.77	4.64	4.65	5.50	-0.73	-0.86	-0.85
Kaduna	2.80	2.78	2.63	2.35	1.98	2.13	7.93	7.23	7.96	8.00	-0.07	-0.77	-0.04
Kano	2.80	2.52	2.35	1.89	1.78	1.94	6.38	6.52	7.23	8.00	-1.62	-1.48	-0.77
P/H	2.28	2.79	2.72	2.00	1.97	1.94	6.75	7.21	7.24	6.50	0.25	0.71	0.74
Yola	1.23	1.62	1.09	1.18	1.14	0.98	3.98	4.18	3.64	3.50	0.48	0.68	0.14
All DisCos	35.06	38.45	33.17	29.63	27.35	26.81	100.0	100.0	100.0	100.0	0.00	0.00	0.00
DisCos Ave.	3.19	3.50	3.02	2.69	2.49	2.44	9.09	9.09	9.09	9.09	n/a	n/a	n/a
Paras/SBEE	0.59	-	-	0.55	-	-	-	-	-	-	-	-	-
Odukpani/CEET	0.53	-	-	0.42	-	-	-	-	-	-	-	-	-
NIGELEC	1.13	1.37	1.10	1.12	1.06	0.99	-	-	-	-	-	-	-
Transcorp/SBEE	0.06	-	-	0.06	-	-	-	-	-	-	-	-	-
Ajaokuta Steel	3.31	0.05	0.07	0.04	0.04	0.05	-	-	-	-	-	-	-

Notes of the table:

DisCos, CEB and NIGELEC and MYTO are electricity Distribution Companies, Beninois Electricity Community and Nigerian Electricity Society respectively; and Multi-Year Tariff Order

Table C.4: Historical MYTO Targets and ATC&amp;C Losses 2016-2020

DisCos	2020		2019*		2018		2017		2016	
	MYTO Target (%)	ATC&C Losses (%)	MYTO Target (%)	ATC&C Losses (%)	MYTO Target (%)	ATC&C Losses (%)	MYTO Target (%)	ATC&C Losses (%)	MYTO Target (%)	ATC&C Losses (%)
Abuja	22.33	45.80	24.00	41.07	22.33	40.15	24.03	47.58	31.54	48.64
Benin	23.91	55.41	31.00	50.52	23.91	53.24	30.89	55.80	38.62	55.30
Eko	11.23	30.85	14.00	26.22	11.23	30.56	14.20	17.95	38.43	34.26
Enugu	20.56	53.83	29.00	30.94	20.56	51.68	28.71	67.13	30.41	61.67
Ibadan	19.67	56.74	25.00	47.74	19.67	49.96	24.72	54.08	48.32	50.05
Ikeja	10.81	28.21	15.00	23.91	10.81	21.82	15.22	29.07	31.93	44.38
Jos	39.12	67.79	44.00	60.40	39.12	69.61	43.95	76.00	38.20	72.46
Kaduna	20.12	76.80	32.00	66.81	12.47	69.82	20.12	74.27	19.44	72.84
Kano	22.06	50.78	29.00	43.72	22.06	51.47	29.41	62.32	20.82	60.61
Port Harcourt	29.70	60.80	37.00	61.62	29.70	63.66	37.13	66.14	45.00	59.90
Yola	23.71	73.24	28.00	65.08	23.71	68.42	27.51	66.46	32.81	63.37
Overall DisCos:										
MYTO Level	22.11		26.00		20.00		25.00			
ATC&C Losses		50.57		43.85		47.85		53.90		54.16
ATC Losses		25.67		17.23		19.81		23.42		18.69
& C Losses		33.50		32.16		34.97		39.80		43.62

Notes of the table: DisCos are the electricity distribution companies; MYTO is Multi-Year Tariff Order; ATC&C is Aggregate Technical, Commercial and Collection; ATC is aggregate Technical, Commercial and Collection; and C is Collection;

\* Indicates the values in the cell for Enugu, Yola and total DisCos are different from those reported in 2019 report due to adjustment for errors detected.







Table C.5: Annual Invoice from NBET &amp; MO by DisCos, 2016-2020

	Jan20	Feb20	Mar20	Apr20	May20	Jun20	Jul20	Aug20	Sep20	Oct20	Nov20	Dec20	2020	2019	2018	2017	2016
<b>NBET Invoice</b>	Amount in (₦Billion)																
Abuja	6.41	6.43	6.86	8.53	8.26	6.95	7.97	7.46	7.10	7.69	7.93	8.32	89.91	87.88	76.66	65.13	49.67
Benin	4.62	4.66	4.43	5.83	5.89	5.00	5.99	5.91	5.39	5.59	5.64	5.97	64.93	54.28	53.34	44.84	33.69
Eko	6.11	6.13	5.91	7.82	7.90	6.40	7.51	7.21	6.78	7.33	7.17	7.85	84.12	77.99	68.08	58.17	32.11
Enugu	4.52	4.54	4.35	5.33	5.30	4.56	5.49	5.76	5.29	5.60	5.81	6.33	62.88	52.94	47.69	45.76	40.56
Ibadan	7.22	6.74	6.90	8.93	8.89	7.50	9.08	8.69	7.78	8.47	8.44	9.08	97.72	83.21	72.91	65.82	45.84
Ikeja	7.77	7.67	8.02	10.16	10.24	8.64	10.11	9.22	8.43	8.64	8.28	10.00	107.19	89.52	74.41	55.84	46.40
Jos	2.69	2.72	2.66	3.54	3.34	2.84	3.40	3.26	3.28	3.25	3.10	3.37	37.44	29.46	26.36	26.95	19.37
Kaduna	3.57	3.95	4.32	5.81	5.85	4.58	5.39	5.04	4.78	5.20	4.83	5.02	58.34	45.69	44.65	39.04	31.50
Kano	3.73	3.58	3.57	5.20	5.19	3.90	4.61	4.57	4.32	4.59	4.41	4.76	52.43	41.27	41.65	34.93	23.43
Port Harcourt	3.59	3.62	3.52	4.28	4.61	3.81	4.31	4.13	3.74	4.25	4.19	4.34	48.39	45.77	41.09	40.34	32.96
Yola	1.91	1.95	2.08	2.66	2.61	2.09	2.46	2.38	2.22	2.33	2.21	2.45	27.37	26.49	20.68	16.19	9.86
<b>All DisCos Total</b>	<b>52.13</b>	<b>52.01</b>	<b>52.62</b>	<b>68.08</b>	<b>68.09</b>	<b>56.27</b>	<b>66.33</b>	<b>63.62</b>	<b>59.10</b>	<b>62.95</b>	<b>62.01</b>	<b>67.50</b>	<b>730.71</b>	<b>634.47</b>	<b>567.53</b>	<b>493.02</b>	<b>365.36</b>
<b>All DisCos Ave.</b>	<b>4.74</b>	<b>4.73</b>	<b>4.78</b>	<b>6.19</b>	<b>6.19</b>	<b>5.12</b>	<b>6.03</b>	<b>5.78</b>	<b>5.37</b>	<b>5.72</b>	<b>5.64</b>	<b>6.14</b>	<b>66.43</b>	<b>57.68</b>	<b>51.59</b>	<b>44.82</b>	<b>33.21</b>
<b>MO Invoice</b>	Amount in (₦Billion)																
Abuja	1.23	1.19	1.39	1.47	1.33	1.13	1.22	1.18	2.41	1.30	2.87	2.93	19.66	15.11	13.96	12.77	11.36
Benin	0.83	0.81	0.78	0.89	0.88	0.76	0.90	0.95	1.93	0.90	2.04	1.85	13.51	9.33	9.72	8.79	7.59
Eko	1.17	1.13	1.12	1.30	1.27	1.01	1.14	1.15	2.25	1.24	2.50	2.74	18.02	13.38	12.40	11.40	8.62
Enugu	0.79	0.77	0.76	0.73	0.71	0.63	0.76	0.90	1.93	0.90	2.02	2.17	13.08	9.09	8.69	8.98	9.25
Ibadan	1.39	1.17	1.29	1.44	1.38	1.18	1.41	1.42	2.65	1.41	2.94	3.11	20.81	14.29	13.33	12.95	10.39
Ikeja	1.40	1.31	1.50	1.62	1.58	1.35	1.52	1.38	2.83	1.28	2.57	3.28	21.61	15.30	13.51	10.92	11.58
Jos	0.46	0.45	0.46	0.54	0.46	0.40	0.48	0.47	1.18	0.50	1.24	0.76	7.40	5.07	4.82	5.29	4.52
Kaduna	0.55	0.66	0.82	0.99	0.96	0.72	0.81	0.78	1.65	0.87	1.79	1.28	11.86	7.90	8.26	7.69	7.19
Kano	0.60	0.53	0.57	0.79	0.77	0.52	0.60	0.63	1.69	0.68	1.73	0.98	10.10	7.11	7.47	6.84	5.26
Port Harcourt	0.69	0.67	0.67	0.66	0.74	0.61	0.64	0.64	1.24	0.71	1.45	1.43	10.14	7.86	7.50	7.92	7.49
Yola	0.36	0.36	0.42	0.47	0.43	0.34	0.38	0.39	0.67	0.40	0.76	0.84	5.84	4.58	3.78	3.19	2.25
<b>All DisCos Total</b>	<b>9.49</b>	<b>9.05</b>	<b>9.78</b>	<b>10.90</b>	<b>10.51</b>	<b>8.66</b>	<b>9.85</b>	<b>9.89</b>	<b>20.44</b>	<b>10.18</b>	<b>21.90</b>	<b>21.37</b>	<b>152.03</b>	<b>109.03</b>	<b>103.45</b>	<b>96.73</b>	<b>85.51</b>
<b>All DisCos Ave.</b>	<b>0.86</b>	<b>0.82</b>	<b>0.89</b>	<b>0.99</b>	<b>0.96</b>	<b>0.79</b>	<b>0.90</b>	<b>0.90</b>	<b>1.86</b>	<b>0.93</b>	<b>1.99</b>	<b>1.94</b>	<b>13.82</b>	<b>9.91</b>	<b>9.41</b>	<b>8.79</b>	<b>7.77</b>

Notes of the table:

1. NBET and MOs are Nigeria Bulk Electricity Trader and Market Operators respectively.

2. ₦ Billion is billions of Nigeria Currency.

Source: Nigerian Bulk Electricity Trading Plc, and Market Operator.





Table C.6: Annual Remittances to NBET and MO by DisCos, 2016-2020

	Jan20	Feb20	Mar20	Apr20	May20	Jun20	Jul20	Aug20	Sep20	Oct20	Nov20	Dec20	2020	2019	2018	2017	2016
<b>Remittances to NBET</b>	Amount in (₦'Billion)																
Abuja	2.55	2.40	1.13	2.00	2.84	2.22	1.07	2.80	4.97	3.22	3.67	5.35	34.23	34.98	26.03	22.14	15.16
Benin	1.23	1.32	0.42	0.73	1.06	1.20	1.56	1.59	2.94	1.99	2.75	2.90	19.70	14.10	16.15	13.72	8.25
Eko	2.52	2.18	0.91	2.55	2.75	2.27	2.35	2.52	5.10	3.15	4.43	4.86	35.60	31.92	26.30	22.79	14.75
Enugu	1.06	0.91	0.40	0.80	0.40	0.80	1.10	1.20	3.60	2.80	3.96	2.72	19.74	12.45	16.53	14.65	11.03
Ibadan	2.01	1.71	1.04	1.34	1.69	1.90	2.45	2.08	4.65	2.37	4.43	4.66	30.31	22.74	23.95	21.06	14.47
Ikeja	3.58	3.07	1.58	2.44	2.97	3.37	2.85	3.50	6.99	4.23	6.08	7.34	47.99	34.37	31.15	19.78	16.28
Jos	0.24	0.20	0.15	0.16	0.20	0.23	0.27	0.28	0.99	0.28	0.80	0.87	4.66	2.12	2.38	3.56	3.80
Kaduna	0.30	0.12	0.15	0.10	0.10	0.05	0.44	0.40	3.28	1.51	2.93	3.04	12.42	6.92	6.20	5.89	5.70
Kano	0.70	0.50	0.00	0.00	0.35	0.35	0.30	0.00	3.16	1.74	2.85	3.07	13.02	10.20	6.66	4.40	3.88
Port Harcourt	0.53	0.54	0.25	0.30	0.21	0.32	0.26	0.36	1.63	1.19	1.64	1.70	8.93	8.55	7.61	6.87	5.29
Yola	0.24	0.23	0.05	0.25	0.29	0.20	0.25	0.25	0.26	0.00	0.36	0.38	2.76	2.99	2.44	2.48	1.35
<b>All DisCos Total</b>	<b>14.96</b>	<b>13.18</b>	<b>6.07</b>	<b>10.67</b>	<b>12.84</b>	<b>12.91</b>	<b>12.91</b>	<b>14.99</b>	<b>37.57</b>	<b>22.47</b>	<b>33.89</b>	<b>36.90</b>	<b>229.36</b>	<b>181.34</b>	<b>165.40</b>	<b>137.33</b>	<b>99.95</b>
<b>All DisCos Ave.</b>	<b>1.36</b>	<b>1.20</b>	<b>0.55</b>	<b>0.97</b>	<b>1.17</b>	<b>1.17</b>	<b>1.17</b>	<b>1.36</b>	<b>3.42</b>	<b>2.04</b>	<b>3.08</b>	<b>3.35</b>	<b>20.85</b>	<b>16.49</b>	<b>15.04</b>	<b>12.49</b>	<b>9.09</b>
<b>Remittances to MOs</b>	Amount in (₦'Billion)																
Abuja	1.23	1.19	1.11	1.47	1.32	1.39	1.22	1.18	0.33	1.30	2.07	2.87	16.68	11.08	4.50	3.47	3.79
Benin	0.83	0.81	0.70	0.89	0.87	0.76	0.90	0.95	1.93	0.90	2.04	2.06	13.64	7.09	5.09	4.71	4.13
Eko	1.18	1.13	1.12	1.30	1.26	1.01	1.11	1.15	2.25	1.24	2.50	2.74	17.99	12.02	8.78	10.12	6.12
Enugu	0.79	0.77	0.76	0.73	0.70	0.63	0.76	0.90	1.93	0.90	2.02	2.17	13.07	6.76	2.65	2.70	2.18
Ibadan	1.39	1.17	1.04	1.16	1.37	1.20	1.41	1.42	2.65	1.41	2.94	3.11	20.27	11.24	4.32	3.98	4.46
Ikeja	1.42	1.31	1.20	1.29	1.56	1.78	1.70	1.38	2.83	1.28	2.57	3.28	21.61	13.35	8.07	6.72	5.59
Jos	0.46	0.45	0.46	0.29	0.30	0.57	0.00	0.47	1.18	0.50	1.24	1.12	7.04	3.58	0.76	0.81	0.25
Kaduna	0.56	0.33	0.66	0.36	0.00	0.36	0.20	0.62	1.65	0.87	1.79	1.83	9.21	5.70	1.49	1.42	0.94
Kano	0.61	0.53	0.46	0.63	0.45	0.52	0.00	0.11	1.69	0.68	1.73	1.79	9.19	4.92	1.28	1.08	0.75
Port Harcourt	0.69	0.67	0.56	0.33	0.73	0.61	0.69	0.64	1.24	0.71	1.45	1.14	9.46	5.74	1.75	1.81	1.15
Yola	0.36	0.18	0.24	0.07	0.05	0.00	0.51	0.25	0.00	0.40	0.37	0.39	2.82	3.89	2.59	3.06	1.24
<b>All DisCos Total</b>	<b>9.52</b>	<b>8.54</b>	<b>8.30</b>	<b>8.53</b>	<b>8.60</b>	<b>8.83</b>	<b>8.50</b>	<b>9.07</b>	<b>17.68</b>	<b>10.18</b>	<b>20.71</b>	<b>22.51</b>	<b>140.98</b>	<b>85.36</b>	<b>41.28</b>	<b>39.87</b>	<b>30.61</b>
<b>All DisCos Ave.</b>	<b>0.87</b>	<b>0.78</b>	<b>0.75</b>	<b>0.78</b>	<b>0.78</b>	<b>0.80</b>	<b>0.77</b>	<b>0.82</b>	<b>1.61</b>	<b>0.93</b>	<b>1.88</b>	<b>2.05</b>	<b>12.82</b>	<b>7.76</b>	<b>3.75</b>	<b>3.62</b>	<b>2.78</b>

Notes of the table:

1. NBET and MOs are Nigeria Bulk Electricity Trader and Market Operators respectively.
  2. ₦' Billion is billions of Nigeria Currency.
- Source: Nigerian Bulk Electricity Trading Plc, and Market Operator.





Table C.7: Annual Shortfalls to NBET &amp; MO by DisCos, 2016-2020

	Jan20	Feb20	Mar20	Apr20	May20	Jun20	Jul20	Aug20	Sep20	Oct20	Nov20	Dec20	2020	2019	2018	2017	2016
<b>Shortfalls to NBET</b>	Amount in (₦ Billion)																
Abuja	3.86	4.03	5.73	6.53	5.43	4.73	6.89	4.66	2.13	4.46	4.25	2.98	55.68	52.89	50.6	43.00	34.51
Benin	3.39	3.35	4.01	5.10	4.83	3.80	4.44	4.31	2.45	3.60	2.89	3.06	45.22	40.18	37.20	31.12	25.43
Eko	3.58	3.95	5.00	5.26	5.15	4.14	5.16	4.69	1.67	4.18	2.73	3.00	48.52	46.07	41.78	35.38	17.36
Enugu	3.47	3.64	3.95	4.53	4.90	3.76	4.39	4.56	1.69	2.80	1.85	3.61	43.14	40.49	31.16	31.11	29.53
Ibadan	5.21	5.03	5.87	7.59	7.20	5.60	6.62	6.61	3.14	6.10	4.02	4.42	67.41	60.47	48.95	44.76	31.37
Ikeja	4.20	4.60	6.44	7.72	7.28	5.27	7.26	5.72	1.43	4.41	2.21	2.66	59.20	55.14	43.26	36.06	30.12
Jos	2.44	2.52	2.51	3.38	3.14	2.61	3.12	2.98	2.29	2.98	2.30	2.51	32.78	27.34	23.99	23.39	15.57
Kaduna	3.27	3.83	4.17	5.71	5.75	4.53	4.95	4.64	1.50	3.69	1.90	1.98	45.92	38.77	38.45	33.16	25.80
Kano	3.03	3.08	3.57	5.20	4.84	3.55	4.31	4.57	1.17	2.85	1.56	1.68	39.41	31.07	34.98	30.53	19.54
Port Harcourt	3.06	3.08	3.27	3.98	4.40	3.49	4.05	3.77	2.11	3.06	2.55	2.64	39.46	37.22	33.48	33.47	27.67
Yola	1.67	1.72	2.03	2.41	2.32	1.89	2.21	2.13	1.96	2.33	1.85	2.07	24.60	23.50	18.25	13.72	8.51
<b>All DisCos Total</b>	<b>37.17</b>	<b>38.82</b>	<b>46.55</b>	<b>57.40</b>	<b>55.25</b>	<b>43.36</b>	<b>53.42</b>	<b>48.63</b>	<b>21.54</b>	<b>40.48</b>	<b>28.12</b>	<b>30.60</b>	<b>501.35</b>	<b>453.13</b>	<b>402.13</b>	<b>355.68</b>	<b>265.41</b>
<b>All DisCos Ave.</b>	<b>3.38</b>	<b>3.53</b>	<b>4.23</b>	<b>5.22</b>	<b>5.02</b>	<b>3.94</b>	<b>4.86</b>	<b>4.42</b>	<b>1.96</b>	<b>3.68</b>	<b>2.56</b>	<b>2.78</b>	<b>45.58</b>	<b>41.19</b>	<b>36.56</b>	<b>32.34</b>	<b>24.13</b>
<b>Shortfalls to MOs</b>	Amount in (₦ Billion)																
Abuja	0.00	0.00	0.28	0.00	0.01	-0.26	0.00	0.00	2.08	0.00	0.80	0.06	2.97	4.03	9.46	9.30	7.58
Benin	-0.01	0.00	0.08	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	-0.21	-0.13	2.24	4.63	4.08	3.46
Eko	-0.01	0.00	0.00	0.00	0.01	0.00	0.03	0.00	0.00	0.00	0.00	0.00	0.04	1.36	3.62	1.29	2.50
Enugu	0.00	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01	2.34	6.04	6.28	7.07
Ibadan	0.00	0.00	0.26	0.29	0.02	-0.02	0.00	0.00	0.00	0.00	0.00	0.00	0.55	3.05	9.01	8.97	5.93
Ikeja	-0.02	0.00	0.30	0.32	0.02	-0.43	-0.18	0.00	0.00	0.00	0.00	0.00	0.01	1.95	5.44	4.20	5.98
Jos	0.00	0.00	0.00	0.24	0.16	-0.16	0.48	0.00	0.00	0.00	0.00	-0.36	0.36	1.49	4.07	4.49	4.27
Kaduna	0.00	0.33	0.16	0.63	0.96	0.36	0.61	0.16	0.00	0.00	0.00	-0.55	2.64	2.19	6.77	6.27	6.25
Kano	0.00	0.00	0.11	0.16	0.31	0.00	0.60	0.52	0.00	0.00	0.00	-0.80	0.90	2.18	6.19	5.76	4.51
Port Harcourt	0.00	0.00	0.11	0.33	0.01	0.00	-0.05	0.00	0.00	0.00	0.00	0.28	0.68	2.13	5.76	6.11	6.35
Yola	0.00	0.18	0.18	0.40	0.38	0.34	-0.13	0.14	0.67	0.00	0.39	0.45	3.01	0.69	1.19	0.12	1.02
<b>All DisCos Total</b>	<b>-0.03</b>	<b>0.51</b>	<b>1.48</b>	<b>2.37</b>	<b>1.91</b>	<b>-0.17</b>	<b>1.35</b>	<b>0.82</b>	<b>2.76</b>	<b>0.00</b>	<b>1.19</b>	<b>-1.14</b>	<b>11.05</b>	<b>23.66</b>	<b>62.17</b>	<b>56.86</b>	<b>54.91</b>
<b>All DisCos Ave.</b>	<b>0.00</b>	<b>0.05</b>	<b>0.13</b>	<b>0.22</b>	<b>0.17</b>	<b>-0.02</b>	<b>0.12</b>	<b>0.07</b>	<b>0.25</b>	<b>0.00</b>	<b>0.11</b>	<b>-0.10</b>	<b>1.00</b>	<b>2.15</b>	<b>5.65</b>	<b>5.17</b>	<b>4.99</b>

Notes of the table:

1. NBET and MOs are Nigeria Bulk Electricity Trader and Market Operators respectively.

2. ₦ Billion is billions of Nigeria Currency.

Source: Nigerian Bulk Electricity Trading Plc, and Market Operator.





Table C.8: Total Market Invoice, Remittance &amp; Shortfall by DisCos, 2016-20

DisCos	Invoice (₦' Billion)					Remittances (₦' Billion)				
	2020	2019	2018	2017	2016	2020	2019	2018	2017	2016
Abuja	109.57	102.99	90.62	77.91	61.03	50.91	46.07	30.53	25.61	18.95
Benin	78.44	63.61	63.06	53.63	41.28	33.34	21.19	21.23	18.43	12.39
Eko	102.14	91.37	80.49	69.57	40.72	53.58	43.94	35.09	32.91	20.87
Enugu	75.96	62.03	56.39	54.74	49.81	32.81	19.21	19.18	17.35	13.21
Ibadan	118.53	97.50	86.24	78.77	56.23	50.58	33.98	28.28	25.04	18.93
Ikeja	128.80	104.82	87.92	66.76	57.97	69.60	47.72	39.22	26.50	21.87
Jos	44.84	34.52	31.18	32.25	23.89	11.70	5.70	3.13	4.36	4.05
Kaduna	70.20	53.58	52.91	46.73	38.69	21.64	12.62	7.69	7.31	6.64
Kano	62.52	48.38	49.13	41.77	28.69	22.21	15.12	7.96	5.48	4.63
Port Harcourt	58.53	53.63	48.59	48.25	40.45	18.39	14.28	9.36	8.68	6.44
Yola	33.20	31.07	24.47	19.38	12.11	5.59	6.88	5.03	5.54	2.59
All DisCos Total	882.73	743.50	670.98	589.75	450.87	370.34	266.71	206.68	177.20	130.56
All DisCos Ave.	80.25	67.59	61.00	53.61	40.99	33.67	24.25	18.79	16.11	11.87
DisCos	Shortfalls (₦' Billion)					Remittance Performance (%)				
	2020	2019	2018	2017	2016	2020	2019	2018	2017	2016
Abuja	58.66	56.92	60.10	52.30	42.09	46.46	44.73	33.67	32.87	31.04
Benin	45.10	42.42	41.83	35.20	28.89	42.51	33.31	33.67	34.37	30.01
Eko	48.56	47.43	45.40	36.66	19.86	52.46	48.09	43.59	47.30	51.24
Enugu	43.15	42.82	37.21	37.39	36.60	43.20	30.96	34.01	31.69	26.52
Ibadan	67.96	63.52	57.96	53.73	37.30	42.67	34.85	32.79	31.79	33.67
Ikeja	59.21	57.10	48.70	40.26	36.11	54.03	45.52	44.61	39.70	37.72
Jos	33.14	28.82	28.05	27.88	19.84	26.09	16.50	10.04	13.53	16.94
Kaduna	48.57	40.96	45.22	39.43	32.04	30.82	23.56	14.53	15.63	17.17
Kano	40.31	33.25	41.17	36.29	24.05	35.52	31.26	16.19	13.12	16.15
Port Harcourt	40.14	39.35	39.23	39.57	34.01	31.42	26.63	19.26	17.99	15.91
Yola	27.61	24.19	19.43	13.84	9.52	16.83	22.14	20.56	28.59	21.37
All DisCos Total	512.39	476.79	464.30	412.55	320.31	41.95	35.87	30.80	30.05	28.96
All DisCos Ave.	46.58	43.34	42.21	37.50	29.12	38.36	32.51	27.54	27.87	27.07

Notes of the table:

1. NBET and MOs are Nigeria Bulk Electricity Trader and Market Operators respectively;
2. ₦' Billion is billions of Nigeria Currency.

Source: Nigerian Bulk Electricity Trading Plc, and Market Operator.



Table C.9: Summary of Collection and Remittance Performance by DisCos, 2017-20

DisCos	Collection Efficiency (%)				Percentage Point Change in Collection Efficiency (%)			Remittance Performance (%)				Percentage point Change in Remittance Performance (%)		
	2020	2019*	2018	2017	2020-19	2019-18*	2018-17	2020	2019	2018	2017	2020-19	2019-18	2018-17
Abuja	88.86	75.64	73.98	65.46	13.23	1.66	8.52	46.46	44.73	33.67	32.87	1.73	11.06	0.80
Benin	53.11	56.99	55.50	56.42	-3.88	1.49	-0.92	42.51	33.31	33.67	34.37	9.20	-0.36	-0.70
Eko	78.62	83.33	78.01	78.61	-4.71	5.32	-0.6	52.46	48.09	43.59	47.30	4.37	4.5	-3.71
Enugu	64.08	72.63	70.95	57.79	-8.55	1.68	13.16	43.20	30.96	34.01	31.69	12.24	-3.05	2.32
Ibadan	61.09	62.93	61.71	64.94	-1.84	1.22	-3.23	42.67	34.85	32.79	31.79	7.82	2.06	1.00
Ikeja	78.92	86.33	84.16	82.13	-7.41	2.17	2.03	54.03	45.52	44.61	39.69	8.51	0.91	4.92
Jos	56.99	55.21	45.55	35.18	1.78	9.66	10.37	26.09	16.50	10.04	13.53	9.59	6.46	-3.49
Kaduna	37.69	40.80	43.25	36.67	-3.11	-2.45	6.58	30.82	23.56	14.53	15.63	7.26	9.03	-1.10
Kano	64.37	68.51	59.22	47.51	-4.14	9.29	11.71	35.52	31.26	16.19	13.12	4.26	15.07	3.07
PH	50.81	51.27	48.89	45.47	-0.47	2.38	3.42	31.42	26.63	19.26	17.99	4.79	7.37	1.27
Yola	58.61	51.29	48.45	50.60	7.32	2.84	-2.15	16.83	22.14	20.56	28.59	-5.31	1.58	-8.03
All DisCos Total	66.50	67.84	65.03	60.20	-1.34	2.81	4.83	41.95	35.87	30.80	30.05	6.08	5.07	0.75
All DisCos Average	63.01	64.08	60.88	56.43	-1.07	3.20	4.45	38.36	32.51	27.54	27.87	5.85	4.97	-0.33

Notes of the table: DisCos are the electricity distribution companies;

\* Indicates the values in the cell for Enugu, Yola and total DisCos are different from those reported in the 2019 report due to adjustment for errors detected.



## D. Licence, Permit and Certification

**Table D.1: Generation Licences Issued and Renewed in 2020**

S/N	Applicants	Period of Approval	Licence Type	Location	Capacity (MW)
<b>A. Licence Issued</b>					
1	LBL Power and gas Company Ltd	2020/Q4	Embedded	Ogun	25.00
2	Kano Hydro & Energy	"	Embedded	Kano	10.00
3	Constant Independent Power	2020/Q4	IEDN	Ogun	n/a
4	Distribution Company Ltd	"	IEDN	Kano	n/a
5	Central Electric & Utilities Ltd	2020/Q4	Off-grid	Ogun	200.00
<i>Total Licence Issued in 2020</i>					<i>235.00</i>
<b>B. Licence Renewed</b>					
6	Paras Energy and Natural	2020/Q4	On-grid	Ogun	96.00
7	Resources Ltd (10-year Renewal)	"	On-grid	Abuja, FCT	100.00
8	Enerlog Ltd (5-year Renewal)	"	On-grid	Delta	150.00
<i>Total Licence Renewed in 2019</i>					<i>346.00</i>
<b>C. Licence Transferred</b>					
9	Cummins Power Generation (Nig) Ltd	2020/Q4	Off-grid	CPGNL Ltd	1
10	Cummins Power Generation (Nig) Ltd	"	Off-grid	CPGNL Ltd	1
11	Cummins Power Generation (Nig) Ltd	"	Off-grid	CPGNL Ltd	1
12	Cummins Power Generation (Nig) Ltd	"	Off-grid	CPGNL Ltd	1
13	Cummins Power Generation (Nig) Ltd	"	Off-grid	CPGNL Ltd	1
14	Cummins Power Generation (Nig) Ltd	"	Off-grid	CPGNL Ltd	1
15	Cummins Power Generation (Nig) Ltd	"	Off-grid	CPGNL Ltd	1
16	Cummins Power Generation (Nig) Ltd	"	Off-grid	CPGNL Ltd	1
17	Cummins Power Generation (Nig) Ltd	"	Off-grid	CPGNL Ltd	1
18	Coronation Utility Iganmu Ltd	"	Off-grid	CPGNL Ltd	1
19	Shares of Aura Energy Ltd (in Jos DisCo)	"	Distribution	Highland Disco Acquisition Ltd	N/A
<i>Total Licence Transferred in 2020</i>					<i>10</i>
<i>Grand Total Licence Granted &amp; Renewed in 2020</i>					<i>581MW</i>

Notes of the table:

IEDN is an acronym for an Independent Electricity Distribution Network

Source: Nigerian Electricity Regulatory Commission





Table D.2: Grant of Permit for Captive Power Generation Issued in 2020

S/N	Applicants	Licence Type	Location	Capacity (MW)	
A.	<i>Permit Issued</i>				
1	Uraga Power Solutions Limited	2020/Q1	CPG	Lagos	30.00
2	Uraga Power Solutions Limited	"	CPG	Lagos	5.00
3	African Fertilizer & Chemicals Nigeria Limited	"	CPG	Ogun	10.00
4	Ashtavinayak Hydrocarbon Ltd	2020/Q3	CPG	Delta	7.50
5	CEPLAS Industries FZE	"	CPG	Ogun	6.00
6	UMZA International Farms Ltd	"	CPG	Kano	1.50
7	Vinyon Footwear Industry Ltd	2020/Q4	CPG	Jigawa	6.00
8	Viva Metal Ltd	"	CPG	Kano	18.00
9	Palladium Mining Ltd	"	CPG	Ebonyi	2.70
	<b>Total Permit Issued</b>	<b>in 2020</b>			<b>86.70</b>

Notes of the table:

CPG is an acronym for Captive Power Generation

Source: Nigerian Electricity Regulatory Commission

Table D.3: Mini-Grid Registrations and Permits Approved in 2020

S/N	Applicants	Location (State)	Mini Type	Period of Approval	Grant
1.	AY Global Integrated Services	Paikoro LGA, Niger State	Isolated	2020/Q2	Registration
2.	GVE Projects Limited	AMAC, FCT Abuja	Interconnected	"	Permit
3.	Renewvia Solar Nigeria Limited		Isolated	2020/Q3	Registration
4.	Renewvia Solar Nigeria Limited		interconnected	"	Permit

Source: Nigerian Electricity Regulatory Commission



Table D.4: Certification of Meter Assets Providers as at 2020

S/N	Name of Applicants	DisCo Serving	Date of Issue
1.	Turbo Energy Limited	Abuja	5/7/2019
2.	Mojec Asset Management Company Limited	Abuja	21/10/2019
3.	Meron Nigeria Limited	Abuja	21/10/2019
4.	Sabrud Consortium Nigeria Limited	Benin	5/7/2019
5.	Inlaks Power Solution	Benin	5/7/2019
6.	FLT Energy Systems Limited	Benin	5/7/2019
7.	G-Unit Engineering Limited	Benin	15/7/2019
8.	Turbo Energy Limited	Eko	5/7/2019
9.	Bendoricks International Limited	Eko	9/7/2019
10.	Gospell Digital Technology Limited	Eko	9/7/2019
11.	Integrated Resources Limited	Eko	10/7/2019
12.	Mojec Asset Management Company Limited	Eko	21/10/2019
13.	Protyg Global Services Limited	Enugu	15/7/2019
14.	Mojec Asset Management Company Limited	Enugu	21/10/2019
15.	Protyg Global Services Limited	Ibadan	9/7/2019
16.	MOMAS Meters Manufacturing Company Limited	Ibadan	10/7/2019
17.	Tinuten Nigeria Limited	Ibadan	12/7/2019
18.	Mojec Asset Management Company Limited	Ibadan	21/10/2019
19.	CWG Plc.	Ibadan	7/1/2020
20.	CIG Metering Assets Nigeria Limited	Ikeja	5/7/2019
21.	New Hampshire Capital Limited	Ikeja	10/7/2019
22.	Triple Seventh Nigeria Limited & Mojec International Limited	Jos	17/7/2019
23.	Cresthill Engineering Limited	Kaduna	21/10/2019
24.	Holley Metering Limited	Kaduna	10/2/2020
25.	Integrated Power Limited	Kaduna	10/2/2020
26.	Ziklagsis Networks Limited	Kaduna	14/12/2020
27.	Turbo Energy Limited	Kaduna	24/12/2020
28.	Cresthill Engineering Limited	Kano	10/2/2020
29.	Tis & P Dynamics Solution Limited	Kano	29/01/2021
30.	Armese Consulting Limited	P/Harcourt	5/7/2019
31.	Holley Metering Limited	P/Harcourt	9/7/2019
32.	Chris Ejik International Agencies Limited	Yola	19/8/2019
33.	Ziklagsis Networks Limited	Yola	7/6/2020

Source: Nigerian Electricity Regulatory Commission



Table D.5: Certification of Meter Service Providers in 2020

S/N	Applicant	Period of Application	Certification Class
<b>A. Meter Importers</b>			
1	Tripple Seventh Nigeria Limited	2020/Q1	Meter Importer
2	AR – Rahman Technical Service Nigeria Ltd	2020/Q1	Meter Importer
3	Tradark Electric Nigeria Limited	2020/Q1	Meter Importer
4	MBH Power Limited	2020/Q3	Meter Importer
5	Bendoricks International Limited	2020/Q4	Meter Importer
<b>B. Meter Vendors</b>			
6	Chris Ejik International Limited	2020/Q4	Meter Vendor
<b>C. Meter Installers</b>			
7	A1 Power Technologies Limited	2020/Q1	Meter Installer (B1)
8	Tripple Seventh Nigeria Limited	2020/Q1	Meter Installer (A1)
9	Saleswaya Nigeria Limited	2020/Q1	Meter Installer (C1)
10	Omelus Integrated Solutions Limited	2020/Q3	Meter Installer (A1)
11	EEL-ESS Global Resources Nigeria Limited	2020/Q3	Meter Installer (A1)
12	Goldengate Options Nigeria Limited	2020/Q3	Meter Installer (A1)
13	Willares Engineering Certificate	2020/Q4	Meter Installer (A1)
14	Cenave Integrated Services Limited	2020/Q4	Meter Installer (A1)
<b>D. Meter Manufacturers</b>			
15	Metering Solutions Manufacturing Services Ltd	2020/Q1	Meter Manufacturer
16	Smart Meter Company Limited	2020/Q4	Meter Manufacturer
17	Turbo Energy Limited	2020/Q4	Meter Manufacturer
	Total MSP Certified in Nigeria	in 2020	Importers: 5 Vendor: 1 Installer: 8 Manufacturer: 3

Source: Nigerian Electricity Regulatory Commission

Table D.6: Renewal of Meter Service Providers Certifications in 2020

S/N	Applicants	Period of Renewal	Certification Class
1.	Armese Consulting Limited (Renewal)	2020/Q4	Meter Installer
2.	Helbon Associates Limited (Renewal)	"	Meter Installer

Source: Nigerian Electricity Regulatory Commission



## E. Consumer Enlightenment, Metering and Complaints

**Table E.1: Registered, Metered & Unmetered Customers by DisCos, 2017-20**

DisCos	Registered Customers (RC) by DisCos							
	2020Q1: As at 31 March		2020Q2: As at 31 June		2020Q3: As at 31 September		2020Q4: As at 31 December	
	Registered customers	% Share	Registered Customers	% Share	Registered customers	% Share	Registered customers	% Share
Abuja	1,271,563	12.14	1,277,921	12.15	1,468,404	12.40	1,468,404	12.40
Benin	1,022,458	9.76	1,027,570	9.77	1,180,650	9.97	1,180,650	9.97
Eko	518,192	4.95	520,783	4.95	541,560	4.57	541,560	4.57
Enugu	1,100,292	10.50	1,105,793	10.52	1,183,093	9.99	1,183,093	9.99
Ibadan	2,139,741	20.42	2,150,440	20.45	2,907,214	24.55	2,907,214	24.55
Ikeja	1,145,622	10.93	1,145,622	10.89	1,145,622	9.67	1,145,622	9.67
Jos	537,726	5.13	540,415	5.14	598,430	5.05	598,430	5.05
Kaduna	675,059	6.44	678,434	6.45	721,436	6.09	721,436	6.09
Kano	699,618	6.68	699,618	6.65	699,618	5.91	699,618	5.91
Port Harcourt	985,782	9.41	985,782	9.37	985,782	8.32	985,782	8.32
Yola	381,803	3.64	383,712	3.65	410,010	3.46	410,010	3.46
<b>Total DisCos</b>	<b>10,477,856</b>	<b>100.00</b>	<b>10,516,090</b>	<b>100.00</b>	<b>11,841,819</b>	<b>100.00</b>	<b>11,841,819</b>	<b>100.00</b>
DisCos	Metered Customers by DisCos							
	2020Q1: As at 31 March		2020Q2: As at 31 June		2020Q3: As at 31 September		2020Q4: As at 31 December	
	Metered customers	As % of RC	Metered Customers	As % of RC	Metered customers	As % of RC	Metered customers	As % of RC
Abuja	670,485	52.73	671,822	52.57	707,534	48.18	707,534	48.18
Benin	554,443	54.23	555,174	54.03	571,600	48.41	571,600	48.41
Eko	262,752	50.71	263,503	50.60	286,847	52.97	286,847	52.97
Enugu	493,509	44.85	493,509	44.63	505,136	42.70	505,136	42.70
Ibadan	794,136	37.11	794,136	36.93	807,573	27.78	807,573	27.78
Ikeja	520,859	45.47	520,859	45.47	562,837	49.13	562,837	49.13
Jos	170,989	31.80	170,989	31.64	172,627	28.85	172,627	28.85
Kaduna	159,322	23.60	159,322	23.48	232,405	32.21	232,405	32.21
Kano	147,682	21.11	147,682	21.11	352,493	50.38	352,493	50.38
Port Harcourt	379,729	38.52	379,729	38.52	387,025	39.26	387,025	39.26
Yola	78,034	20.44	78,034	20.34	80,114	19.54	80,114	19.54
<b>Total DisCos</b>	<b>4,231,940</b>	<b>40.39</b>	<b>4,234,759</b>	<b>40.27</b>	<b>4,666,191</b>	<b>39.40</b>	<b>4,666,191</b>	<b>39.40</b>
DisCos	Unmetered Customers by DisCos							
	2020Q1: As at 31 March		2020Q2: As at 31 June		2020Q3: As at 31 September		2020Q4: As at 31 December	
	Unmetered customers	As % of RC	Unmetered Customers	As % of RC	Unmetered customers	As % of RC	Unmetered customers	As % of RC
Abuja	601,078	47.27	606,099	47.43	760,870	51.82	760,870	51.82
Benin	468,015	45.77	472,396	45.97	609,050	51.59	609,050	51.59
Eko	255,440	49.29	257,280	49.40	254,713	47.03	254,713	47.03
Enugu	606,783	55.15	612,284	55.37	677,957	57.30	677,957	57.30
Ibadan	1,345,605	62.89	1,356,304	63.07	2,099,641	72.22	2,099,641	72.22
Ikeja	624,763	54.53	624,763	54.53	582,785	50.87	582,785	50.87
Jos	366,737	68.20	369,426	68.36	425,803	71.15	425,803	71.15
Kaduna	515,737	76.40	519,112	76.52	489,031	67.79	489,031	67.79
Kano	551,936	78.89	551,936	78.89	347,125	49.62	347,125	49.62
Port Harcourt	606,053	61.48	606,053	61.48	598,757	60.74	598,757	60.74
Yola	303,769	79.56	305,678	79.66	329,896	80.46	329,896	80.46
<b>Total DisCos</b>	<b>6,245,916</b>	<b>59.61</b>	<b>6,281,331</b>	<b>59.73</b>	<b>7,175,628</b>	<b>60.60</b>	<b>7,175,628</b>	<b>60.60</b>

Notes of the table:

1. RC denotes registered customers; Total DisCos is the eleven (11) electricity distribution companies altogether
2. % Share is the ratio of the registered customer in a month by a DisCo to the registered customers by all DisCos

Source: Computed by the Nigerian Electricity Regulatory Commission based on data sourced from the DisCos





Table E.1: Cont'd: Registered, Metered &amp; Unmetered Customers by DisCos

DisCos	Registered Customers (RC) by DisCos							
	2019Q1: As at 31 March		2019Q2: As at 31 June		2019Q3: As at 31 September		2019Q4: As at 31 December	
	Registered customers	% Share	Registered customers	% Share	Registered customers	% Share	Registered customers	% Share
Abuja	1,080,637	12.22	1,097,279	12.35	1,164,748	12.04	1,228,288	11.84
Benin	970,000	10.97	970,000	10.92	1,001,821	10.36	1,022,458	9.86
Eko	493,639	5.58	493,639	5.56	504,225	5.21	518,192	4.99
Enugu	985,112	11.14	985,112	11.09	1,075,626	11.12	1,100,292	10.61
Ibadan	1,779,751	20.13	1,779,751	20.04	2,090,781	21.61	2,139,741	20.62
Ikeja	972,589	11.00	972,589	10.95	996,769	10.30	1,145,622	11.04
Jos	486,198	5.50	510,198	5.74	512,108	5.29	537,726	5.18
Kaduna	673,848	7.62	673,848	7.59	673,848	6.97	673,848	6.50
Kano	529,114	5.98	529,114	5.96	516,947	5.34	689,304	6.64
Port Harcourt	523,693	5.92	523,693	5.90	761,105	7.87	937,305	9.03
Yola	346,220	3.92	346,220	3.90	376,751	3.89	381,803	3.68
<b>Total DisCos</b>	<b>8,840,801</b>	<b>100.00</b>	<b>8,881,443</b>	<b>100.00</b>	<b>9,674,729</b>	<b>100.00</b>	<b>10,374,579</b>	<b>100.00</b>
DisCos	Metered Customers by DisCos							
	2019Q1: As at 31 March		2019Q2: As at 31 June		2019Q3: As at 31 September		2019Q4: As at 31 December	
	Metered customers	As % of RC	Metered customers	As % of RC	Metered customers	As % of RC	Metered customers	As % of RC
Abuja	568,180	52.58	574,743	52.38	631,387	54.21	641,738	52.25
Benin	548,261	56.52	548,261	56.52	549,211	54.82	553,394	54.12
Eko	239,559	48.53	239,559	48.53	240,663	47.73	255,880	49.38
Enugu	429,623	43.61	438,471	44.51	450,632	41.89	476,955	43.35
Ibadan	687,652	38.64	687,652	38.64	689,123	32.96	783,878	36.63
Ikeja	447,299	45.99	449,639	46.23	458,494	46.00	488,917	42.68
Jos	170,409	35.05	170,492	33.42	170,492	33.29	170,522	31.71
Kaduna	149,588	22.20	149,588	22.20	149,968	22.26	157,576	23.38
Kano	126,539	23.92	126,539	23.92	126,539	24.48	147,104	21.34
Port Harcourt	355,205	67.83	355,205	67.83	357,408	46.96	374,793	39.99
Yola	71,580	20.67	71,580	20.67	71,580	19.00	78,034	20.44
<b>Total DisCos</b>	<b>3,793,895</b>	<b>42.91</b>	<b>3,811,729</b>	<b>42.92</b>	<b>3,895,497</b>	<b>40.26</b>	<b>4,128,791</b>	<b>39.80</b>
DisCos	Unmetered Customers by DisCos							
	2019Q1: As at 31 March		2019Q2: As at 31 June		2019Q3: As at 31 September		2019Q4: As at 31 December	
	Unmetered customers	As % of RC	Unmetered customers	As % of RC	Unmetered customers	As % of RC	Unmetered customers	As % of RC
Abuja	512,457	47.42	522,536	47.62	533,361	45.79	586,550	47.75
Benin	421,739	43.48	421,739	43.48	452,610	45.18	469,064	45.88
Eko	254,080	51.47	254,080	51.47	263,562	52.27	262,312	50.62
Enugu	555,489	56.39	546,641	55.49	624,994	58.11	623,337	56.65
Ibadan	1,092,099	61.36	1,092,099	61.36	1,401,658	67.04	1,355,863	63.37
Ikeja	525,290	54.01	522,950	53.77	538,275	54.00	656,705	57.32
Jos	315,789	64.95	339,706	66.58	341,616	66.71	367,204	68.29
Kaduna	524,260	77.80	524,260	77.80	523,880	77.74	516,272	76.62
Kano	402,575	76.08	402,575	76.08	390,408	75.52	542,200	78.66
Port Harcourt	168,488	32.17	168,488	32.17	403,697	53.04	562,512	60.01
Yola	274,640	79.33	274,640	79.33	305,171	81.00	303,769	79.56
<b>Total DisCos</b>	<b>5,046,906</b>	<b>57.09</b>	<b>5,069,714</b>	<b>57.08</b>	<b>5,779,232</b>	<b>59.74</b>	<b>6,245,788</b>	<b>60.20</b>

Notes of the table:

1. RC denotes registered customers; Total DisCos is the eleven (11) electricity distribution companies altogether
2. % Share is the ratio of the registered customer in a month by a DisCo to the registered customers by all DisCos

Source: Computed by the Nigerian Electricity Regulatory Commission based on data sourced from the DisCos



Table E.1: Cont'd: Registered, Metered &amp; Unmetered Customers by DisCos

DisCos	Registered Customers (RC) by DisCos							
	2018Q1: As at 31 March		2018Q2: As at 31 June		2018Q3: As at 31 September		2018Q4: As at 31 December	
	Registered customers	% Share	Registered customers	% Share	Registered customers	% Share	Registered customers	% Share
Abuja	1,129,521	13.88	967,667	12.14	973,926	11.72	983,496	11.40
Benin	856,292	10.53	856,292	10.74	888,143	10.69	920,190	10.66
Eko	470,766	5.79	470,766	5.90	496,442	5.97	494,888	5.73
Enugu	884,992	10.88	884,992	11.10	938,311	11.29	982,155	11.38
Ibadan	1,613,635	19.83	1,613,635	20.24	1,693,346	20.38	1,779,751	20.62
Ikeja	910,338	11.19	910,338	11.42	910,465	10.96	998,673	11.57
Jos	486,198	5.98	486,198	6.10	486,580	5.86	520,585	6.03
Kaduna	484,310	5.95	484,310	6.07	543,654	6.54	589,810	6.83
Kano	508,640	6.25	508,640	6.38	508,943	6.12	495,522	5.74
Port Harcourt	453,818	5.58	453,818	5.69	524,255	6.31	506,488	5.87
Yola	337,220	4.14	337,220	4.23	346,342	4.17	358,982	4.16
<b>Total DisCos</b>	<b>8,135,730</b>	<b>100.00</b>	<b>7,973,876</b>	<b>100.00</b>	<b>8,310,408</b>	<b>100.00</b>	<b>8,630,540</b>	<b>100.00</b>
DisCos	Metered Customers by DisCos							
	2018Q1: As at 31 March		2018Q2: As at 31 June		2018Q3: As at 31 September		2018Q4: As at 31 December	
	Metered customers	As % of RC	Metered customers	As % of RC	Metered customers	As % of RC	Metered customers	As % of RC
Abuja	430,098	38.08	526,120	54.37	527,900	54.20	482,508*	49.06
Benin	544,828	63.63	548,261	64.03	548,261	61.73	549,789	59.75
Eko	215,987	45.88	235,038	49.93	222,344*	44.79	240,699	48.64
Enugu	409,748	46.30	312,385*	35.30	429,623	45.79	387,758*	39.48
Ibadan	665,609	41.25	687,652	42.62	669,105*	39.51	644,322*	36.20
Ikeja	311,332	34.20	447,299	49.14	447,299	49.13	466,746	46.74
Jos	170,409	35.05	170,409	35.05	170,409	35.02	160,670*	30.86
Kaduna	136,037	28.09	136,037	28.09	136,037	25.02	139,895	23.72
Kano	126,539	24.88	101,732*	20.00	126,539	24.86	135,491	27.34
Port Harcourt	352,533	77.68	310,616*	68.45	355,205	67.75	304,737*	60.17
Yola	70,883	21.02	71,580	21.23	71,580	20.67	70,782*	19.72
<b>Total DisCos</b>	<b>3,434,003</b>	<b>42.21</b>	<b>3,547,129</b>	<b>44.48</b>	<b>3,704,302</b>	<b>44.57</b>	<b>3,583,397*</b>	<b>41.52</b>
DisCos	Unmetered Customers by DisCos							
	2018Q1: As at 31 March		2018Q2: As at 31 June		2018Q3: As at 31 September		2018Q4: As at 31 December	
	Unmetered customers	As % of RC	Unmetered customers	As % of RC	Unmetered customers	As % of RC	Unmetered customers	As % of RC
Abuja	699,423	61.92	1,361,248	45.63	446,026	45.80	500,988	50.94
Benin	311,464	36.37	308,031	35.97	339,882	38.27	370,401	40.25
Eko	254,779	54.12	235,728	50.07	274,098	55.21	254,189	51.36
Enugu	475,244	53.70	572,607	64.70	508,688	54.21	594,397	60.52
Ibadan	948,026	58.75	925,983	57.38	1,024,241	60.49	1,135,429	63.80
Ikeja	599,006	65.80	463,039	50.86	463,166	50.87	531,927	53.26
Jos	315,789	64.95	315,789	64.95	316,171	64.98	359,915	69.14
Kaduna	348,273	71.91	348,273	71.91	407,617	74.98	449,915	76.28
Kano	382,101	75.12	406,908	80.00	382,404	75.14	360,031	72.66
Port Harcourt	101,285	22.32	143,202	31.55	169,050	32.25	201,751	39.83
Yola	266,337	78.98	265,640	78.77	274,762	79.33	288,200	80.28
<b>Total DisCos</b>	<b>4,701,727</b>	<b>57.79</b>	<b>5,346,448</b>	<b>55.52</b>	<b>4,606,106</b>	<b>55.43</b>	<b>5,047,143</b>	<b>58.48</b>

Notes of the table:

1. RC denotes registered customers; Total DisCos is the eleven (11) electricity distribution companies altogether
2. % Share is the ratio of the registered customer in a month by a DisCo to the registered customers by all DisCos
3. \* Indicates that the number of metered customers is less than the number recorded in the preceding quarter due to the decommissioning of faulty, outdated and tempered meters.

Source: Computed by the Nigerian Electricity Regulatory Commission based on data sourced from the DisCos





Table E.1: Cont'd: Registered, Metered &amp; Unmetered Customers by DisCos

DisCos	Registered Customers (RC) by DisCos							
	2017Q1: As at 31 March		2017Q2: As at 31 June		2017Q3: As at 31 September		2017Q4: As at 31 December	
	Registered customers	% Share	Registered Customers	% Share	Registered customers	% Share	Registered customers	% Share
Abuja	913,507	12.10	930,004	12.17	928,393	11.99	966,192	12.16
Benin	789,287	10.45	809,937	10.60	831,943	10.74	853,587	10.74
Eko	447,748	5.93	452,251	5.92	461,183	5.96	471,013	5.93
Enugu	834,908	11.06	825,050	10.80	837,559	10.82	840,208	10.57
Ibadan	1,512,764	20.03	1,546,170	20.24	1,581,767	20.43	1,613,635	20.30
Ikeja	863,408	11.43	885,721	11.59	906,480	11.71	927,672	11.67
Jos	446,994	5.92	466,044	6.10	472,266	6.10	478,698	6.02
Kaduna	462,923	6.13	472,827	6.19	466,122	6.02	500,476	6.30
Kano	492,783	6.53	503,915	6.60	487,898	6.30	506,638	6.38
Port Harcourt	476,893	6.32	429,576	5.62	440,542	5.69	453,818	5.71
Yola	309,645	4.10	319,217	4.18	328,920	4.25	335,184	4.22
<b>Total DisCos</b>	<b>7,550,860</b>	<b>100.00</b>	<b>7,640,712</b>	<b>100.00</b>	<b>7,743,073</b>	<b>100.00</b>	<b>7,947,121</b>	<b>100.00</b>
DisCos	Metered Customers by DisCos							
	2017Q1: As at 31 March		2017Q2: As at 31 June		2017Q3: As at 31 September		2017Q4: As at 31 December	
	Metered customers	As % of RC	Metered Customers	As % of RC	Metered customers	As % of RC	Metered customers	As % of RC
Abuja	386,588	42.32	397,307	42.72	397,966	42.87	462,048	47.82
Benin	476,558	60.38	476,952	58.89	477,539	57.40	478,318	56.04
Eko	234,972	52.48	236,983	52.40	232,515	50.42	232,852	49.44
Enugu	387,928	46.46	389,484	47.21	391,671	46.76	394,497	46.95
Ibadan	608,671	40.24	619,163	40.04	662,348	41.87	676,560	41.93
Ikeja	446,616	51.73	447,019	50.47	449,684	49.61	453,382	48.87
Jos	126,703	28.35	126,703	27.19	126,778	26.84	141,772	29.62
Kaduna	271,428	58.63	277,949	58.78	291,572	62.55	291,592	58.26
Kano	114,041	23.14	119,147	23.64	125,521	25.73	133,315	26.31
Port Harcourt	196,465	41.20	195,243	45.45	214,191	48.62	239,871	52.86
Yola	68,530	22.13	68,636	21.50	68,928	20.96	69,450	20.72
<b>Total DisCos</b>	<b>3,318,500</b>	<b>43.95</b>	<b>3,354,586</b>	<b>43.90</b>	<b>3,438,713</b>	<b>44.41</b>	<b>3,573,657</b>	<b>44.97</b>
DisCos	Unmetered Customers by DisCos							
	2017Q1: As at 31 March		2017Q2: As at 31 June		2017Q3: As at 31 September		2017Q4: As at 31 December	
	Unmetered customers	As % of RC	Unmetered Customers	As % of RC	Unmetered customers	As % of RC	Unmetered customers	As % of RC
Abuja	526,919	57.68	532,697	57.28	530,427	57.13	504,144	52.18
Benin	312,729	39.62	332,985	41.11	354,404	42.60	375,269	43.96
Eko	212,776	47.52	215,268	47.60	228,668	49.58	238,161	50.56
Enugu	446,980	53.54	435,566	52.79	445,888	53.24	445,711	53.05
Ibadan	904,093	59.76	927,007	59.96	919,419	58.13	937,075	58.07
Ikeja	416,792	48.27	438,702	49.53	456,796	50.39	474,290	51.13
Jos	320,291	71.65	339,341	72.81	345,488	73.16	336,926	70.38
Kaduna	191,495	41.37	194,878	41.22	174,550	37.45	208,884	41.74
Kano	378,742	76.86	384,768	76.36	362,377	74.27	373,323	73.69
Port Harcourt	280,428	58.80	234,333	54.55	226,351	51.38	213,947	47.14
Yola	241,115	77.87	250,581	78.50	259,992	79.04	265,734	79.28
<b>Total DisCos</b>	<b>4,232,360</b>	<b>56.05</b>	<b>4,286,126</b>	<b>56.10</b>	<b>4,304,360</b>	<b>55.59</b>	<b>4,373,464</b>	<b>55.03</b>

Notes of the table:

1. RC denotes registered customers; Total DisCos is the eleven (11) electricity distribution companies altogether
2. % Share is the ratio of the registered customer in a month by a DisCo to the registered customers by all DisCos
3. \* Indicates that the number of metered customers is less than the number recorded in the preceding quarter due to the decommissioning of faulty, outdated and tempered meters.

Source: Computed by the Nigerian Electricity Regulatory Commission based on data sourced from the DisCos



Table E.2: Summary of Customers Metering Status by DisCos, 2018-20

DisCos	Registered Customer As at December 2020	Registered Customer As at December 2019	Registered Customer As at December 2018	Metered Customer As at December 2020	Metered Customer As at December 2019	Metered Customer As at December 2018	Metered Customer Pre-Privatization Policy	DisCos /BPE Pledge on Metering per Annum	Metering Pledge Gaps in 2020	Metering Pledge Gaps in 2019	Metering Pledge Gaps in 2018	Total Metering Gap as at December 2020
Abuja	1,468,404	1,228,288	1,097,279	707,534	641,738	568,180	392,488	150,000	84,204	76,442	43,868	760,870
Benin	1,180,650	1,022,458	970,000	571,600	553,394	548,261	425,308	264,000	245,794	258,867	194,057	609,050
Eko	541,560	518,192	496,442	286,847	255,880	239,559	189,542	204,000	173,033	187,679	197,293	254,713
Enugu	1,183,093	1,100,292	985,112	505,136	476,955	429,623	218,718	48,000	19,819	668	12,874	677,957
Ibadan	2,907,214	2,139,741	1,779,751	807,573	783,878	687,652	413,297	217,611	193,916	121,385	206,519	2,099,641
Ikeja	1,145,622	1,145,622	972,589	562,837	488,917	447,299*	391,724	120,000	46,080	78,382	126,083	582,785
Jos	598,430	537,726	486,580	172,627	170,522	170,409	168,046	100,000	97,895	99,887	71,363	425,803
Kaduna	721,436	673,848	543,654	232,405	157,576	149,588*	175,275	187,200	112,371	179,212	329,204	489,031
Kano	699,618	689,304	529,114	352,493	147,104	126,539*	146,329	100,000	(105,389)	79,435	106,776	347,125
Port Harcourt	985,782	937,305	524,255	387,025	374,793	355,205	199,501	252,000	239,768	232,412	136,666	598,757
Yola	410,010	381,803	346,342	80,114	78,034	71,580	61,599	51,600	49,520	45,146	49,470	329,896
<b>Total</b>	<b>11,841,819</b>	<b>10,374,579</b>	<b>8,731,118</b>	<b>4,666,191</b>	<b>4,128,791</b>	<b>3,793,895</b>	<b>2,781,827</b>	<b>1,694,411</b>	<b>1,157,011</b>	<b>1,359,515</b>	<b>1,474,173</b>	<b>7,175,628</b>

Notes of the table:

1. DisCos are Electricity Distribution Companies
2. Total DisCos is the eleven (11) electricity distribution companies altogether
3. BPE is the Bureau of Public Enterprise
4. \* indicates a decline from the preceding year due to decommissioning of faulty and expired meters

Source: Nigerian Electricity Regulatory Commission and Electricity Distribution Companies





Table E.3: Quarterly Complaints Received &amp; Resolved by DisCos, 2016-20

DisCos	2020/Q1			2020/Q2			2020/Q3			2020/Q4			2020		
	Customers' Complaints:			Customers' Complaints:			Customers' Complaints:			Customers' Complaints:			Customers' Complaints:		
	Received	Resolved	Pending	Received	Resolved	Pending	Received	Resolved	Pending	Received	Resolved	Pending	Received	Resolved	Pending
Abuja	27,519	26,860	659	20,109	19,761	348	23,531	23,035	496	41,841	39,806	2,035	113,000	109,462	3,538
Benin	11,604	9,966	1,638	9,282	7,751	1,531	14,929	12,665	2,264	15,140	12,907	2,233	50,955	43,289	7,666
Eko	25,560	22,198	3,362	25,441	22,148	3,293	26,032	23,300	2,732	27,177	25,244	1,933	104,210	92,890	11,320
Enugu	57,835	55,690	2,145	63,230	61,460	1,770	54,223	53,446	777	52,966	52,056	910	228,254	222,652	5,602
Ibadan	9,021	6,927	2,094	7,818	6,324	1,494	9,717	7,526	2,191	7,708	6,435	1,273	34,264	27,212	7,052
Ikeja	39,415	35,930	3,485	37,830	34,471	3,359	39,831	36,248	3,583	35,741	32,100	3,641	152,817	138,749	14,068
Jos	5,270	4,816	454	4,460	4,222	238	5,936	5,717	219	11,530	10,635	895	27,196	25,390	1,806
Kaduna	8,078	7,655	423	7,529	7,003	526	8,329	7,803	526	6,422	5,493	929	30,358	27,954	2,404
Kano	6,899	6,711	188	6,456	6,333	123	7,437	7,279	158	8,305	8,152	153	29,097	28,475	622
P/H	11,370	10,062	1,308	18,606	17,883	723	26,848	25,699	1,149	22,224	21,706	518	79,048	75,350	3,698
Yola	1,935	1,934	1	2,355	2,328	27	2,176	2,145	31	1,443	1,406	37	7,909	7,813	96
DisCos Average	18,591	17,159	1,432	18,465	17,244	1,221	19,908	18,624	1,284	20,954	19,631	1,323	77,919	72,658	5,261
DisCos Total	204,506	188,749	15,757	203,116	189,684	13,432	218,989	204,863	14,126	230,497	215,940	14,557	857,108	799,236	57,872

Notes of the table: Total DisCos is the eleven (11) electricity distribution companies (DisCos) altogether

Source: DisCos.





Table E.3 Cont'd: Quarterly Complaints Received and Resolved by DisCos in 2016-2020

DisCos	2019/Q1			2019/Q2			2019/Q3			2019/Q4			2019		
	Customers' Complaints:			Customers' Complaints:			Customers' Complaints:			Customers' Complaints:			Customers' Complaints:		
	Received	Resolved	Pending	Received	Resolved	Pending	Received	Resolved	Pending	Received	Resolved	Pending	Received	Resolved	Pending
Abuja	14,168	11,444	2,724	11,959	9,682	2,277	16,354	12,165	4,189	19,631	17,106	2,525	62,112	50,397	11,715
Benin	15,404	11,970	3,434	13,673	11,598	2,075	10,517	9,754	766	10,665	9,322	1,343	50,259	42,644	7,618
Eko	26,442	26,333	109	17,722	15,821	1,901	16,223	13,977	2,193	17,713	14,797	2,916	78,100	70,928	7,119
Enugu	21,317	18,832	2,485	30,104	28,989	1,115	56,249	45,879	10,370	47,209	45,672	1,537	154,879	139,372	15,507
Ibadan	9,893	6,564	3,329	9,067	6,948	2,119	8,657	6,006	2,651	7,772	5,757	2,098	35,389	25,275	10,197
Ikeja	30,171	26,475	3,696	29,778	25,462	4,316	27,853	24,138	3,715	35,256	31,804	3,452	123,058	107,879	15,132
Jos	5,464	5,150	314	5,378	4,841	537	4,624	4,294	330	5,852	5,337	515	21,318	19,622	1,696
Kaduna	11,862	9,630	2,232	9,486	7,790	1,696	9,364	9,008	356	9,662	9,340	322	40,374	35,768	4,606
Kano	5,965	5,681	284	6,065	5,667	398	4,988	4,684	304	6,481	6,242	239	23,499	22,274	1,225
P/H	9,135	8,082	1,053	10,415	8,941	1,474	15,688	14,116	1,572	15,603	13,535	2,068	50,841	44,674	6,167
Yola	2,117	2,098	19	2,312	2,286	26	2,316	2,305	14	1,963	1,930	33	8,708	8,619	92
DisCos Average	13,813	12,024	1,789	13,269	11,639	1,630	15,712	13,302	2,405	16,164	14,622	1,546	58,958	51,587	7,370
DisCos Total	151,938	132,259	19,679	145,959	128,025	17,934	172,833	146,326	26,460	177,807	160,842	17,001	648,537	567,452	81,074

Notes of the table: Total DisCos is the eleven (11) electricity distribution companies (DisCos) altogether

Source: DisCos.





Table E.3 Cont'd: Quarterly Complaints Received and Resolved by DisCos in 2016-2020

DisCos	2018/Q1			2018/Q2			2018/Q3			2018/Q4			2018		
	Customers' Complaints:			Customers' Complaints:			Customers' Complaints:			Customers' Complaints:			Customers' Complaints:		
	Received	Resolved	Pending	Received	Resolved	Pending	Received	Resolved	Pending	Received	Resolved	Pending	Received	Resolved	Pending
Abuja	11,525	10,468	1,057	12,486	11,319	1,167	16,371	14,552	1,819	14,036	12,999	1,037	54,418	49,338	5,080
Benin	30,680	7,857	22,823	42,948	11,533	31,415	33,682	15,942	17,740	12,437	7,226	5,211	119,747	42,558	77,189
Eko	11,084	8,431	2,653	11,063	9,118	1,945	3,881	3,837	44	30,531	30,436	95	56,559	51,822	4,737
Enugu	9,191	6,689	2,502	23,610	6,685	16,925	15,548	11,613	3,935	22,608	20,352	2,256	70,957	45,339	25,618
Ibadan	11,619	10,089	1,530	9,236	7,840	1,396	8,222	7,370	852	7,154	6,139	1,015	36,231	31,438	4,793
Ikeja	12,288	9,654	2,634	26,537	22,117	4,420	27,485	24,270	3,215	24,943	21,199	3,744	91,253	77,240	14,013
Jos	1,617	1,492	125	3,519	3,245	274	3,680	3,315	365	5,401	4,923	478	14,217	12,975	1,242
Kaduna	10,315	8,507	1,808	10,001	8,823	1,178	7,838	5,891	1,947	8,615	6,576	2,039	36,769	29,797	6,972
Kano	4,662	4,514	148	5,326	5,168	158	5,507	4,731	776	4,802	4,080	722	20,297	18,493	1,804
P/H	4,143	3,412	731	5,519	4,950	569	4,116	3,414	702	3,405	2,225	1,180	17,183	14,001	3,182
Yola	1,747	1,733	14	2,982	2,899	83	2,461	2,408	53	2,461	2,408	53	9,651	9,448	203
DisCos Average	9,897	6,622	3,275	13,930	8,518	5,412	11,708	8,849	2,859	12,399	10,778	1,621	47,935	34,768	13,167
DisCos Total	108,871	72,846	36,025	153,227	93,697	59,530	128,791	97,343	31,448	136,393	118,563	17,830	527,282	382,449	144,833

Notes of the table: Total DisCos is the eleven (11) electricity distribution companies (DisCos) altogether

Source: DisCos.





Table E.3 Cont'd: Quarterly Complaints Received and Resolved by DisCos in 2016-2020

DisCos	2017/Q1			2017/Q2			2017/Q3			2017/Q4			2017		
	Customers' Complaints:			Customers' Complaints:			Customers' Complaints:			Customers' Complaints:			Customers' Complaints:		
	Received	Resolved	Pending	Received	Resolved	Pending	Received	Resolved	Pending	Received	Resolved	Pending	Received	Resolved	Pending
Abuja	6,944	6,280	664	10,044	8,775	1,269	13,221	11,504	1,717	17,749	15,409	2,340	47,958	41,968	5,990
Benin	23,611	17,327	6,284	36,420	14,489	21,931	34,238	20,553	13,685	35,380	20,183	15,197	129,649	72,552	57,097
Eko	4,443	3,723	720	20,692	3,783	16,909	9,117	6,700	2,417	12,495	8,747	3,748	46,747	22,953	23,794
Enugu	3,370	3,345	25	4,191	4,140	51	4,723	4,666	57	6,621	6,375	246	18,905	18,526	379
Ibadan	6,787	6,116	671	6,651	5,638	1,013	6,925	5,797	1,128	9,233	7,887	1,346	29,596	25,438	4,158
Ikeja	23,187	21,238	1,949	22,868	19,674	3,194	21,082	17,383	3,699	27,617	23,909	3,708	94,754	82,204	12,550
Jos	3,467	3,265	202	2,268	2,213	55	3,060	2,875	185	3,291	3,040	251	12,086	11,393	693
Kaduna	7,561	6,564	997	5,488	4,928	560	6,333	5,561	772	8,615	6,576	2,039	27,997	23,629	4,368
Kano	1,154	1,146	8	2,050	1,992	58	3,745	2,829	916	4,802	4,080	722	11,751	10,047	1,704
P/H	6,210	5,777	433	4,461	4,180	281	3,443	2,870	573	3,405	2,225	1,180	17,519	15,052	2,467
Yola	1,428	1,405	23	1,628	1,508	120	3,161	3,046	115	2,461	2,408	53	8,678	8,367	311
DisCos Average	8,015	6,926	1,089	10,615	6,484	4,131	9,913	7,617	2,297	11,970	9,167	2,803	40,513	30,194	10,319
DisCos Total	88,162	76,186	11,976	116,761	71,320	45,441	109,048	83,784	25,264	131,669	100,839	30,830	445,640	332,129	113,511

Notes of the table: Total DisCos is the eleven (11) electricity distribution companies (DisCos) altogether  
Source: DisCos.







Table E.3 Cont'd: Quarterly Complaints Received and Resolved by DisCos in 2016-2020

DisCos	2016/Q1			2016/Q2			2016/Q3			2016/Q4			2016		
	Customers' Complaints:			Customers' Complaints:			Customers' Complaints:			Customers' Complaints:			Customers' Complaints:		
	Received	Resolved	Pending	Received	Resolved	Pending	Received	Resolved	Pending	Received	Resolved	Pending	Received	Resolved	Pending
Abuja	3,027	2,787	240	6,756	6,417	339	6,556	6,404	152	9,698	9,107	591	26,037	24,715	1,322
Benin	6,516	4,419	2,097	9,144	4,931	4,213	10,332	5,672	4,660	19,377	12,319	7,058	45,369	27,341	18,028
Eko	916	907	9	1,738	1,711	27	2,012	1,917	95	0	0	0	4,666	4,535	131
Enugu	7,521	6,429	1,092	2,038	1,781	257	1,809	692	1,117	2,859	2,838	21	14,227	11,740	2,487
Ibadan	6,198	5,730	468	4,217	3,851	366	4,347	4,053	294	4,592	4,170	422	19,354	17,804	1,550
Ikeja	18,137	16,781	1,356	14,327	12,379	1,948	23,289	20,572	2,717	20,278	16,512	3,766	76,031	66,244	9,787
Jos	3,542	3,346	196	1,680	1,545	135	5,058	4,757	301	0	0	0	10,280	9,648	632
Kaduna	638	635	3	3,619	3,219	400	4,619	4,131	488	0	0	0	8,876	7,985	891
Kano	1,177	1,128	49	1,039	980	59	1,837	1,812	25	1,077	1,017	60	5,130	4,937	193
P/H	2,966	2,798	168	3,111	2,991	120	2,820	2,806	14	5,338	5,127	211	14,235	13,722	513
Yola	331	324	7	0	0	0	713	709	4	1,099	1,079	20	2,143	2,112	31
DisCos Average	4,634	4,117	517	4,334	3,619	715	5,763	4,866	897	5,847	4,743	1,104	20,577	17,344	3,233
DisCos Total	50,969	45,284	5,685	47,669	39,805	7,864	63,392	53,525	9,867	64,318	52,169	12,149	226,348	190,783	35,565

Notes of the table: Total DisCos is the eleven (11) electricity distribution companies (DisCos) altogether  
Source: DisCos.





Table E.4: DisCos' Performance on Complaints Resolved in 2016-20

DisCos	2020:					2019:				
	/Q1	/Q2	/Q3	/Q4	Annual	/Q1	/Q2	/Q3	/Q4	Annual
Abuja	97.61	98.27	97.89	95.14	96.87	80.77	80.96	74.39	87.14	81.14
Benin	85.88	83.51	84.83	85.25	84.96	77.71	84.82	92.75	87.41	84.85
Eko	86.85	87.06	89.51	92.89	89.14	99.59	89.27	86.16	83.54	90.82
Enugu	96.29	97.20	98.57	98.28	97.55	88.34	96.30	81.56	96.74	89.99
Ibadan	76.79	80.89	77.45	83.48	79.42	66.35	76.63	69.38	74.07	71.42
Ikeja	91.16	91.12	91.00	89.81	90.79	87.75	85.51	86.66	90.21	87.67
Jos	91.39	94.66	96.31	92.24	93.36	94.25	90.01	92.86	91.20	92.04
Kaduna	94.76	93.01	93.68	85.53	92.08	81.18	82.12	96.20	96.67	88.59
Kano	97.27	98.09	97.88	98.16	97.86	95.24	93.44	93.91	96.31	94.79
Port Harcourt	88.50	96.11	95.72	97.67	95.32	88.47	85.85	89.98	86.75	87.87
Yola	99.95	98.85	98.58	97.44	98.79	99.10	98.88	99.53	98.32	98.98
All DisCos	92.30	93.39	93.55	93.68	93.25	87.05	87.71	84.66	90.46	87.50
DisCos Average	91.49	92.62	92.86	92.35	92.38	87.16	87.62	87.58	89.85	88.01
DisCos	2018:					2017:				
	/Q1	/Q2	/Q3	/Q4	Annual	/Q1	/Q2	/Q3	/Q4	Annual
Abuja	90.83	90.65	88.89	92.61	90.66	90.4	87.4	87.0	86.8	87.5
Benin	25.61	26.85	47.33	58.10	35.54	73.4	39.8	60.0	57.0	56.0
Eko	76.06	82.42	98.87	99.69	91.62	83.8	18.3	73.5	70.0	49.1
Enugu	72.78	28.31	74.69	90.02	63.90	99.3	98.8	98.8	96.3	98.0
Ibadan	86.83	84.89	89.64	85.81	86.77	90.1	84.8	83.7	85.4	86.0
Ikeja	78.56	83.34	88.30	84.99	84.64	91.6	86.0	82.5	86.6	86.8
Jos	92.27	92.21	90.08	91.15	91.26	94.2	97.6	94.0	92.4	94.3
Kaduna	82.47	88.22	75.16	76.33	81.04	86.8	89.8	87.8	76.3	84.4
Kano	96.83	97.03	85.91	84.96	91.11	99.3	97.2	75.5	85.0	85.5
Port Harcourt	82.36	89.69	82.94	65.35	81.48	93.0	93.7	83.4	65.3	85.9
Yola	99.20	97.22	97.85	97.85	97.90	98.4	92.6	96.4	97.8	96.4
DisCos Average	66.91	61.15	75.58	86.93	72.53	90.9	80.5	83.9	81.7	82.7
All DisCos	80.35	78.26	83.61	84.26	81.45	86.4	61.1	76.8	76.6	74.5
DisCos	2016:									
	/Q1	/Q2	/Q3	/Q4	Annual					
Abuja	92.1	95.0	97.7	93.9	94.9					
Benin	67.8	53.9	54.9	63.6	60.3					
Eko	99.0	98.4	95.3	-	97.2					
Enugu	85.5	87.4	38.3	99.3	82.5					
Ibadan	92.4	91.3	93.2	90.8	92.0					
Ikeja	92.5	86.4	88.3	81.4	87.1					
Jos	94.5	92.0	94.0	-	93.9					
Kaduna	99.5	88.9	89.4	-	90.0					
Kano	95.8	94.3	98.6	94.4	96.2					
Port Harcourt	94.3	96.1	99.5	96.0	96.4					
Yola	97.9	-	99.4	98.2	98.6					
DisCos Average	91.9	88.4	86.2	89.7	89.9					
All DisCos	88.8	83.5	84.4	81.1	84.3					

Notes of the table: Total DisCos is the eleven (11) electricity distribution companies altogether

Source: Computed by the Commission.





Table E.6: Quarterly Complaints Received and Resolved by Forum Offices in 2018-20

S/N	Forum Offices	2020/Q1				2020/Q2				2020/Q3				2020/Q4				2020			
		Customers' Complaints:				Customers' Complaints:				Customers' Complaints:				Customers' Complaints:				Customers' Complaints:			
		Received <sup>1</sup>	Resolved	Pending <sup>2</sup>	Resolution Rate	Received <sup>1</sup>	Resolved	Pending <sup>2</sup>	Resolution Rate	Received <sup>1</sup>	Resolved	Pending <sup>2</sup>	Resolution Rate	Received <sup>1</sup>	Resolved	Pending <sup>2</sup>	Resolution Rate	Received <sup>3</sup>	Resolved	Pending <sup>4</sup>	Resolution Rate
1	Abakaliki	21	12	9	57%	15	11	4	73%	25	17	8	68%	30	23	7	77%	70	63	7	90%
2	Abuja	70	33	37	47%	50	32	18	64%	61	40	21	66%	53	43	10	81%	158	148	10	94%
3	Asaba	55	37	18	67%	79	0	79	0%	70	70	0	100%	71	69	2	97%	185	183	2	99%
4	Awka	45	24	21	53%	32	10	22	31%	55	37	18	67%	49	22	27	45%	138	111	27	80%
5	Bauchi	14	11	3	79%	22	2	18	9%	11	0	11	0%	8	0	8	0%	40	32	8	80%
6	Benin	47	25	22	53%	107	107	0	100%	71	71	0	100%	61	61	0	100%	436	436	0	100%
7	B/Kebbi	14	0	8	0%	10	5	5	50%	19	17	2	89%	9	6	3	67%	51	48	3	94%
8	Calabar	34	11	23	32%	41	11	30	27%	59	27	32	46%	64	27	35	42%	89	52	35	58%
9	Dutse	1	1	0	100%	4	4	0	100%	2	0	2	0%	5	1	2	20%	9	5	2	56%
10	Eko	252	137	115	54%	152	120	32	79%	132	108	24	82%	143	119	24	83%	508	484	24	95%
11	Enugu	63	20	43	32%	125	0	125	0%	186	134	50	72%	85	47	38	55%	276	236	38	86%
12	Gombe	1	0	1	0%	1	1	0	100%	26	22	4	85%	16	13	3	81%	17	14	3	82%
13	Gusau	23	15	8	65%	8	4	4	50%	26	22	4	85%	13	9	4	69%	60	56	4	93%
14	Ibadan	249	187	62	75%	365	259	106	71%	259	187	72	72%	226	76	149	34%	1249	1097	149	88%
15	Ikeja	750	516	232	69%	432	216	216	50%	621	510	111	82%	327	261	66	80%	1571	1503	66	96%
16	Ilorin	134	104	30	78%	53	35	18	66%	64	62	2	97%	82	29	53	35%	290	237	53	82%
17	Jos	24	6	18	25%	30	12	18	40%	9	0	9	0%	4	0	4	0%	49	45	4	92%
18	Kaduna	109	34	75	31%	82	15	67	18%	87	51	36	59%	72	38	31	53%	171	138	31	81%
19	Kano	65	44	20	68%	299	268	29	90%	70	63	6	90%	25	22	3	88%	363	356	3	98%
20	Katsina	0	0	0	0%	42	41	1	98%	3	2	1	67%	3	1	2	33%	46	44	2	96%
24	Lafia	49	34	5	69%	24	9	13	38%	36	25	7	69%	29	15	10	52%	148	121	10	82%
21	Lokoja	50	7	23	14%	11	5	6	45%	33	6	27	18%	20	18	2	90%	105	103	2	98%
22	Makurdi	32	1	13	3%	36	21	9	58%	12	1	4	8%	11	4	5	36%	36	31	5	86%
23	Osogbo	511	115	396	23%	185	128	57	69%	253	232	21	92%	217	19	198	9%	553	355	198	64%
25	Owerri	22	14	8	64%	26	2	24	8%	49	42	7	86%	36	19	17	53%	94	77	17	82%
26	P/Harcourt	104	96	8	92%	101	24	77	24%	154	118	24	77%	122	111	11	91%	477	466	11	98%
27	Sokoto	33	21	12	64%	52	45	7	87%	38	35	3	92%	15	12	3	80%	121	118	3	98%
28	Umuahia	20	10	10	50%	20	1	19	5%	40	12	25	30%	55	15	38	27%	112	64	38	57%
29	Uyo	67	15	52	22%	141	45	96	32%	152	134	18	88%	66	50	16	76%	669	653	16	98%
30	Yola	22	12	10	55%	270	246	24	91%	56	42	14	75%	39	28	11	72%	347	336	11	97%
<b>All Forum Offices</b>		<b>2,881</b>	<b>1,542</b>	<b>1,282</b>	<b>54%</b>	<b>2,815</b>	<b>1,679</b>	<b>1,124</b>	<b>60%</b>	<b>2,679</b>	<b>2,087</b>	<b>563</b>	<b>78%</b>	<b>1,956</b>	<b>1,158</b>	<b>782</b>	<b>59%</b>	<b>8438</b>	<b>7612</b>	<b>782</b>	<b>90%</b>

Note of the table: <sup>1</sup> Reported value includes complaints carried forward from the preceding quarter; <sup>2</sup> Reported value excludes complaints withdrawn during the quarter for private settlement; <sup>3</sup> Reported values are actual complaints received in the current year plus complaints carried forward from the preceding year, and <sup>4</sup> Indicates that the reported value excludes complaints withdrawn for out of Forum settlement during the year.





Table E.6: Cont'd Quarterly Complaints Received and Resolved by Forum Offices in 2018-20

S/N	Forum Offices	2019/Q1				2019/Q2				2019/Q3				2019/Q4				2019			
		Customers' Complaints:				Customers' Complaints:				Customers' Complaints:				Customers' Complaints:				Customers' Complaints:			
		Received <sup>1</sup>	Resolved	Pending <sup>2</sup>	Resolution Rate	Received <sup>1</sup>	Resolved	Pending <sup>2</sup>	Resolution Rate	Received <sup>1</sup>	Resolved	Pending <sup>2</sup>	Resolution Rate	Received <sup>1</sup>	Resolved	Pending <sup>2</sup>	Resolution Rate	Received <sup>3</sup>	Resolved	Pending <sup>4</sup>	Resolution Rate
1	Abakaliki	37	22	15	59%	48	31	17	65%	33	28	5	85%	37	32	5	86%	117	113	5	97%
2	Abuja	438	214	224	49%	261	148	110	57%	197	162	35	82%	98	80	18	82%	625	604	18	97%
3	Asaba	126	80	46	63%	62	55	7	89%	88	67	21	76%	77	69	8	90%	265	271	8	102%
4	Awka	86	41	45	48%	84	33	51	39%	92	54	38	59%	35	16	19	46%	203	144	19	71%
5	Bauchi	11	8	2	73%	5	2	3	40%	6	5	1	83%	7	5	2	71%	24	20	2	83%
6	Benin	52	16	36	31%	84	59	25	70%	97	84	12	87%	30	18	12	60%	173	177	12	102%
7	Birnin Kebbi	10	6	4	60%	9	5	4	56%	11	4	7	36%	9	1	8	11%	32	16	8	50%
8	Calabar	15	12	3	80%	8	1	7	13%	9	0	9	0%	16	2	14	13%	40	15	14	38%
9	Dutse	6	0	6	0%	0	0	0	0%	2	0	2	0%	2	1	1	50%	4	1	1	25%
10	Eko	333	70	263	21%	332	115	217	35%	194	162	32	84%	171	121	50	71%	734	468	50	64%
11	Enugu	67	52	15	78%	48	30	18	63%	35	14	21	40%	56	47	9	84%	144	143	9	99%
12	Gombe	10	1	9	10%	10	5	5	50%	8	1	7	13%	16	16	0	100%	23	23	0	100%
13	Gusau	21	3	18	14%	20	9	11	45%	14	7	7	50%	19	4	15	21%	49	23	15	47%
14	Ibadan	223	72	151	32%	301	205	96	68%	236	19	213	8%	263	122	141	46%	599	418	141	70%
15	Ikeja	456	153	298	34%	637	269	368	42%	1193	802	386	67%	799	398	401	50%	2307	1622	401	70%
16	Ilorin	45	11	34	24%	58	14	42	24%	137	93	40	68%	92	52	39	57%	215	170	39	79%
17	Jos	12	2	10	17%	5	0	5	0%	14	0	14	0%	24	16	8	67%	25	18	8	72%
18	Kaduna	43	23	16	53%	39	11	25	28%	65	10	51	15%	96	31	59	32%	151	75	59	50%
19	Kano	87	8	74	9%	82	68	13	83%	18	9	4	50%	85	43	42	51%	153	128	42	84%
20	Katsina	7	1	6	14%	12	10	0	83%	1	1	0	100%	3	3	0	100%	17	15	0	88%
24	Lafia	42	22	10	52%	77	50	20	65%	94	49	39	52%	23	5	13	22%	132	126	13	95%
21	Lokoja	23	13	10	57%	57	14	43	25%	41	2	39	5%	27	7	20	26%	115	36	20	31%
22	Makurdi	14	0	5	0%	7	0	2	0%	14	0	7	0%	46	23	11	50%	67	23	11	34%
23	Osogbo	219	86	133	39%	408	172	236	42%	630	505	125	80%	290	0	290	0%	1049	763	290	73%
25	Owerri	22	10	12	45%	31	12	19	39%	29	18	11	62%	29	23	6	79%	69	63	6	91%
26	P/Harcourt	131	62	69	47%	31	20	11	65%	158	124	34	78%	88	86	2	98%	334	292	2	87%
27	Sokoto	28	12	16	43%	16	8	8	50%	32	15	17	47%	20	3	17	15%	70	38	17	54%
28	Umuahia	54	19	34	35%	79	21	58	27%	78	60	15	77%	23	21	2	91%	142	121	2	85%
29	Uyo	51	32	19	63%	33	33	0	100%	59	11	47	19%	50	15	35	30%	154	91	35	59%
30	Yola	9	6	3	67%	12	8	4	67%	17	4	13	24%	28	17	11	61%	42	35	11	83%
All Forum Offices		2,678	1,057	1,586	39%	2,856	1,408	1,425	49%	3,602	2,310	1,252	64%	2,559	1,277	1,258	50%	8,074	6,052	1,258	75%

Note of the table: <sup>1</sup> Reported value includes complaints carried forward from the preceding quarter; <sup>2</sup> Reported value excludes complaints withdrawn during the quarter for private settlement; <sup>3</sup> Reported values are actual complaints received in the current year plus complaints carried forward from the preceding year, and <sup>4</sup> Indicates that the reported value excludes complaints withdrawn for out of Forum settlement during the year.





Table E.6: Cont'd Quarterly Complaints Received and Resolved by Forum Offices in 2018-20

S/N	Forum Offices	2018/Q1				2018/Q2				2018/Q3				2018/Q4				2018			
		Customers' Complaints:				Customers' Complaints:				Customers' Complaints:				Customers' Complaints:				Customers' Complaints:			
		Received <sup>1</sup>	Resolved	Pending <sup>2</sup>	Resolution Rate	Received <sup>1</sup>	Resolved	Pending <sup>2</sup>	Resolution Rate	Received <sup>1</sup>	Resolved	Pending <sup>2</sup>	Resolution Rate	Received <sup>1</sup>	Resolved	Pending <sup>2</sup>	Resolution Rate	Received <sup>3</sup>	Resolved	Pending <sup>4</sup>	Resolution Rate
1	Abakaliki	17	0	17	0%	15	4	9	27%	45	30	15	67%	49	44	5	90%	85	78	5	92%
2	Abuja	101	0	101	0%	170	91	79	54%	214	106	108	50%	267	105	162	39%	464	302	162	65%
3	Asaba	79	2	77	3%	73	70	3	96%	115	76	39	66%	95	30	65	32%	243	178	65	73%
4	Awka	56	0	56	0%	73	33	40	45%	51	26	25	51%	63	46	17	73%	122	105	17	86%
5	Bauchi	-	-	-	-	-	-	-	-	-	-	-	-	4	0	4	0%	4	0	4	0%
6	Benin	64	0	64	0%	37	-	37	0%	50	26	24	52%	48	31	17	65%	74	57	17	77%
7	Birin Kebbi	0	0	0	-	1	1	-	100%	0	0	0	0%	1	0	1	0%	2	1	1	50%
8	Calabar	14	9	5	64%	16	10	6	63%	30	7	23	23%	14	3	11	21%	40	29	11	73%
9	Eko	191	95	96	50%	329	76	253	23%	173	4	169	2%	543	174	361	32%	718	349	361	49%
10	Enugu	170	0	170	0%	111	97	14	87%	86	38	48	44%	73	37	36	51%	208	172	36	83%
11	Gombe	22	3	19	14%	9	3	6	33%	12	4	8	33%	9	8	1	89%	19	18	1	95%
12	Gusau	12	6	6	50%	11	9	2	82%	4	2	2	50%	1	1	0	100%	18	18	0	100%
13	Ibadan	263	20	243	8%	556	87	469	16%	375	246	129	66%	537	213	324	40%	890	566	324	64%
14	Ikeja	670	56	614	8%	605	206	399	34%	380	66	314	17%	688	414	236	60%	1016	742	236	73%
15	Ilorin	-	-	-	-	-	-	-	-	-	-	-	-	24	8	16	33%	24	8	16	33%
16	Jigawa	9	4	5	44%	4	-	4	0%	6	6	0	100%	1	1	0	100%	11	11	0	100%
17	Jos	11	0	11	0%	3	1	2	33%	8	7	1	88%	13	6	7	46%	21	14	7	67%
18	Kaduna	14	0	14	0%	3	-	3	0%	21	6	15	29%	19	2	17	11%	25	8	17	32%
19	Kano	12	4	8	33%	8	8	-	100%	25	21	4	84%	7	6	1	86%	40	39	1	98%
20	Katsina	1	1	0	100%	2	-	0	0%	8	2	6	25%	2	0	2	0%	7	3	2	43%
24	Lafia	-	-	-	-	-	-	-	-	-	-	-	-	2	0	2	0%	2	0	2	0%
21	Lokoja	-	-	-	-	-	-	-	-	-	-	-	-	6	0	6	0%	6	0	6	0%
22	Makurdi	11	5	6	45%	13	5	2	38%	18	3	15	17%	8	4	4	50%	27	17	4	63%
23	Osogbo	-	-	-	-	-	-	-	-	-	-	-	-	145	144	1	99%	145	144	1	99%
25	Owerri	31	0	31	0%	34	8	26	24%	34	23	11	68%	32	30	2	94%	63	61	2	97%
26	P/Harcourt	122	63	59	52%	91	68	23	75%	171	93	78	121%	148	61	87	41%	372	285	87	77%
27	Sokoto	12	4	8	33%	8	3	3	38%	11	2	9	18%	5	0	5	0%	16	9	5	56%
28	Umahia	34	0	34	0%	50	39	11	78%	40	15	25	38%	43	31	12	72%	97	85	12	88%
29	Uyo	36	16	20	44%	37	19	18	51%	77	31	46	40%	87	36	51	41%	153	102	51	67%
30	Yola	17	4	13	24%	13	9	4	69%	5	2	3	40%	5	4	1	80%	20	19	1	95%
	All Forum Offices	1,969	292	1,677	15%	2,272	847	1,413	37%	1,959	842	1,117	43%	2,939	1,439	1,454	49%	4,932	3,420	1,454	69%

Note of the table: <sup>1</sup> Reported value includes complaints carried forward from the preceding quarter; <sup>2</sup> Reported value excludes complaints withdrawn during the quarter for private settlement; <sup>3</sup> Reported values are actual complaints received in the current year plus complaints carried forward from the preceding year, and <sup>4</sup> Indicates that the reported value excludes complaints withdrawn for out of Forum settlement during the year







**NIGERIAN ELECTRICITY REGULATORY COMMISSION**  
PLOT 1387 | CADASTRAL ZONE A00 | CENTRAL BUSINESS DISTRICT |  
P.M.B. 136 | GARKI | ABUJA  
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