



ORDER/NERC/2023/024

**BEFORE THE NIGERIAN ELECTRICITY REGULATORY COMMISSION
IN THE MATTER OF THE TARIFF REVIEW APPLICATION BY BENIN ELECTRICITY
DISTRIBUTION PLC**

Title

1. This regulatory instrument shall be cited as the **Multi-Year Tariff Order ("MYTO") 2024 for Benin Electricity Distribution Plc.**

Commencement

2. This Order shall take effect from 1st January 2024 and it shall cease to be effective on the issuance of a new tariff review order for Benin Electricity Distribution Plc ("BEDC") by the Nigerian Electricity Regulatory Commission ("NERC" or the "Commission").

Objectives

3. This Order seeks to:
 - a. Ensure that prices charged by BEDC are fair to customers and are sufficient to allow BEDC to fully recover the efficient cost of operation, including a reasonable return on the capital invested in the business in accordance with section 116 of the Electricity Act 2023 ("EA").
 - b. Reset industry parameters and performance obligations to incentivise improvement of efficiency and service experience of electricity consumers.
 - c. Ensure sustained improvement in meter deployment and quality of supply in line with BEDC's CAPEX proposal and service improvement commitment.
 - d. Ensure that tariffs payable by BEDC's customers are commensurate and aligned with the quality and availability of power supply committed to customer clusters by BEDC.
 - e. Provide a framework for the settlement of imbalances between TCN and BEDC on delivery and off-take of available energy in accordance with the Market Rules, Vesting Contracts and other industry documents.
 - f. Support payment securitisation of market contracts and market discipline.
 - g. Support transition to bilateral contracts and procurements of bulk energy to meet the supply needs of customers.

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Context

4. BEDC applied for the review of its tariffs under section 116 of the EA, given changes to macroeconomic indices and other tariff variables in order to maintain effective business operations. The key highlights of BEDC's application include:
- Changes to the Nigerian and United States inflation and foreign exchange rates in view of significant movement in these indices.
 - A reset of the Aggregate Technical Commercial and Collection ("ATC&C") losses applied in tariff determination to **39.93%** effective from 1st December 2023 to reflect operating realities.
 - Plan to deploy 642,894 end-use customer meters over a 5-year tariff period to eliminate estimated billing.
 - Commitment to execute capital investment projects that will enable the utility to achieve service delivery targets.
 - Revision of operating expenses ("OPEX") to improve responsiveness to fault clearing and customer complaints.
 - Plan the exit of BEDC from NBET's Vesting Contract regime thereby allowing BEDC to procure electricity directly from Generation Companies ("GenCos") through bilateral contracts.
5. The details of the rate application filed by BEDC are summarised in Table 1 below -

Table - 1 Summary of BEDC's Rate Application

	Parameter	BEDC's Request
1	Average Energy offtake (MWh/h)	304MWh/h
2	ATC&C Loss Target	39.93%
3	Annual OPEX (₦' billion)	87.76
4	Annual Meter CAPEX (₦' billion)	4.76
5	Annual Other CAPEX (₦' billion)	27.05
6	Annual Revenue Requirement (₦' billion)	444.59
7	Cost-reflective tariff (₦/ kWh)	277.7
8	Allowed Tariff (₦/ kWh)	277.7
9	Tariff shortfall (₦/ kWh)	0

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Review of the Application

6. Further to the receipt of the BEDC's application for rate review, the Commission, in compliance with the provisions of the EA and extant regulatory instruments, published the Application on its website and issued notices in 4 national newspapers on July 14, 2023, soliciting stakeholder comments and participation in a public hearing on the Rate-Case Application. A total of 54 written and oral submissions were received and considered during and after the public hearing held on 24th July 2023 before making a ruling on the tariff application.
7. The public hearing on the rate-case application was presided over by a panel of 3 commissioners in compliance with the Business Rules of the Commission, with special invitations for the participation of key stakeholders including the Federal Competition and Consumer Protection Commission ("FCCPC"), Consumer Advocacy Groups ("CAGs"), Nigerian Society of Engineers ("NSE"), National Union of Electricity Employees ("NUEE"), Manufacturers Association of Nigeria ("MAN"), Nigerian Association of Chambers of Commerce, Industry, Mines, and Agriculture ("NACCIMA"), the Bureau of Public Enterprises ("BPE"), Transmission Company of Nigeria Plc ("TCN"), registered intervenors and BEDC's customers. The rate case application was subjected to robust interrogation/scrutiny by attendees.
8. The comments received on the application were duly considered by the Commission during the evaluation process. The highlights of the comments made by stakeholders included -
 - a. The need to minimise or delink the exposure of electricity tariffs to fluctuations in exchange rates and the international oil and gas market.
 - b. The slow pace of meter rollout contributing to higher losses and the cost of the operations of the public utility.
 - c. Low quality of services rendered by BEDC and non-adherence to the service-based obligation.
 - d. Need to ensure that the DisCo excludes assets contributed/procured by customers from its revenue requirement.
 - e. Concerns over the prudence of DisCos' historic operating expenses ("OPEX") and capital expenditures ("CAPEX").
 - f. Concerns over corporate governance practices and internal control policies inhibiting service delivery.
9. The review of the application by the Commission duly considered the comments including the impact of changes in macroeconomic variables, prudence in expenditure, and operational efficiency parameters including ATC&C losses, energy offtake requirements and meter rollout plans provided in BEDC's revenue requirement and resultant end-user tariffs.

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10. In reviewing BEDC's application, the varying levels of infrastructural development in the utility's network that is directly attributable to the differential level of supply quality experienced by customers in BEDC's network were considered. Accordingly, this Order reiterates the industry's commitment to Service-Based Tariffs ("SBT") in ensuring that rates paid by customers are in alignment with the quality of service to customer clusters as measured by the daily average availability of power supply on 33kV and 11kV feeders over a 2-month reference period. The Order further seeks to incentivise the public utility to invest across its entire network towards improving access and reduction of losses.
11. Pursuant to the review of the application filed by BEDC and the outcome of the public hearing on the rate-case application, the Commission hereby approves the following key components of BEDC's rate application as summarised in Table 2 below.

Table – 2 Summary of NERC's Decision on BEDC's Application

	Parameter	BEDC's Request	NERC's Approval
1	Nigeria Inflation	28.20 %	
2	United States Inflation	3.10 %	
3	Foreign Exchange (₦/\$)	₦919.39/\$1	
4	Average Energy Offtake (MWh/h)	304MWh/h	325MWh/h
5	ATC&C Loss Target	39.93%	25.00%
6	Annual OPEX (₦' billion)	87.76	30.66
7	Annual Meter CAPEX (₦' billion)	4.76	6.25
8	Annual Other CAPEX (₦' billion)	27.05	3.57
9	Annual Revenue Requirement (₦' billion)	444.59	269.07
10	Cost-reflective tariff (₦/ kWh)	277.7	126.00
11	Allowed Tariff (₦/ kWh)	277.7	60.10
12	Tariff shortfall (₦/ kWh)	0	65.90

Basis for the Decision

12. Section 34(d) of the EA mandates the Commission to ensure that prices charged by licensees are fair to customers and are sufficient to allow the licensees to fully recover the efficient cost of operation, including a reasonable return on the capital invested in the business. Section 116(2)(c) of the EA further provides for approval of tariffs that incentivise continuous improvement of the quality of service. Pursuant to the aforementioned sections of the EA and in line with the subsisting MYTO methodology, the underlisted indices with potential impact on electricity rates were considered in deciding on the BEDC application.

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- a. **Nigerian Inflation Rates:** The Nigerian rate of inflation for November 2023 as obtained from the National Bureau of Statistics ("NBS") was 28.20%. This rate was adopted to project Nigerian inflation rates for the year 2024 and beyond.
- b. **Exchange Rate:** The Naira to the US Dollar exchange rate of ₦919.39/US\$1 representing the average forex rate of ₦911.29/US\$1 during 18 - 22 December 2023 as obtained from the website of the Central Bank of Nigeria ("CBN") plus 1% in line with the MYTO methodology, was adopted to project the Naira to US Dollar exchange rate.
- c. **US Inflation Rates:** Based on the data obtained from the United States Bureau of Labor Statistics (<http://www.bls.gov>), the US inflation rate for November 2023 was 3.10%. This rate was adopted for this review to project US Inflation rates for the year 2024 and beyond.
- d. **Contracted energy offtake:** This Order recognises a revision to BEDC's partially contracted capacity to ensure a minimum energy offtake of 325MWh/h with effect from 1st January 2024. BEDC is obligated by this Order to finalise its bilateral contract negotiations by 30th June 2024.
- e. **Gas Price:** The benchmark gas price of US\$2.18/MMBTU, gas transportation cost of US\$0.80/MMBTU, and contracted gas prices outside Domestic Gas Delivery Obligation quantities and based on effective Gas Sale Agreements ("GSAs") approved by the Commission were adopted.
- f. **CAPEX Adjustment:** Pursuant to the provision of Section 7(a) of Regulations on Procedure for Electricity Tariff Reviews in the NESI, adjustments were made to TCN and DisCos' MYTO CAPEX provisions to account for material variances between the actual CAPEX utilisation and MYTO CAPEX provisions.

13. Aggregate Technical Commercial and Collection Losses

The Performance Agreement ("PA") between BEDC and the Bureau of Public Enterprises ("BPE") provided the minimum performance indices expected of BEDC for the initial years of the privatisation transaction. The expiration of the PA in December 2021 provided the opportunity to reset the performance parameters relative to operating conditions and market realities. BEDC proposed a review to reset its new baseline ATC&C loss levels to **39.93%**. Following the review, the Commission approved a new baseline ATC&C loss level of **25.00%** for BEDC effective from 1st January 2024. The approved ATC&C loss level is considered to be fair and reasonable given current operating conditions and comparable benchmarks within and outside NESI. Table 3 below provides BEDC's proposed and approved ATC&C loss targets for the period 2023 to 2027.

Table-3: ATC&C Loss Target for BEDC 2023 - 2027

Year	2024	2025	2026	2027
BEDC's Reset Request	39.93%	39.93%	33.15%	27.53%
Approved ATC&C Loss Target	<u>25.00%</u>	<u>20.76%</u>	<u>17.23%</u>	<u>14.31%</u>

14. Operating Expenses

BEDC applied for an upward review of its annual operating expenses ("OPEX") to reflect changes in the macroeconomic environment to sustain and improve service delivery to its customers. BEDC's OPEX proposal was reviewed in line with relevant industry benchmarks and peculiarities of BEDC's operating conditions. Table 4 below provides a summary of BEDC's approved OPEX in relation to its application.

Table - 4: Approved Annual OPEX for BEDC

Year	BEDC's OPEX Request	NERC Approved OPEX
	₦' Million	₦' Million
Admin OPEX	0	13,797
Fixed OPEX	68,817	3,066
Variable OPEX	16,946	13,797
Total OPEX	<u>85,763</u>	<u>30,660</u>

15. Meter Rollout Programme

In addition to other sector-led end-user metering initiatives in the NESI, this Order has considered BEDC's proposed end-user customer meter rollout programme to eliminate estimated billing within the next 5 years. Over the tariff review period, BEDC is mandated to install a minimum of 65,000 meters annually over 5 years towards phasing out the use of estimated billing methodologies in its network. Table-5 below provides the details of the meter rollout plan for BEDC from 2023 to 2027.

Table 5: Meter Rollout Programme for BEDC for the period 2024 - 2027

Year	2024	2025	2026	2027
Number of meters	65,000	65,000	65,000	65,000
Amount	<u>₦6.25Billion</u>	<u>₦6.25Billion</u>	<u>₦6.25Billion</u>	<u>₦6.25Billion</u>

16. Aggregate Capital Expenditure ("CAPEX") Plan

In addition to end-user meter rollout, BEDC's rate-case filing included proposed CAPEX for other service improvement initiatives. BEDC may, subject to the approval of the Commission, front-load its expenditure in any year to achieve its service improvement objectives on critical investment needs based on its Performance Improvement Plan ("PIP"). The allowed returns on any unutilised portion of BEDC's annual CAPEX provision shall be clawed back during minor reviews of tariffs in addition to further regulatory sanctions as applicable. Accordingly, the approved rates contained in this Order have allowed limited provisions to finance planned CAPEX programmes as well as applied necessary adjustments to the verified historical investments of BEDC. Table-6 below provides the annual approved aggregate CAPEX (inclusive of meter rollout) provision for BEDC.

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Table-6: BEDC's Aggregate CAPEX Programme for 2024 – 2027

Year	2024	2025	2026	2027
	₦' Million	₦' Million	₦' Million	₦' Million
BEDC's Request	31,809	43,274	43,274	43,274
NERC's Approval	<u>9,818</u>	<u>9,818</u>	<u>9,818</u>	<u>9,818</u>

17. Minimum Energy Offtake and Transition to Bilateral Contracts

The Order recognises a revision to BEDC's partially contracted capacity to ensure a minimum energy offtake of 325MWh/h with effect from 1st January 2024. BEDC is required by this Order to secure adequate bilateral contracts to facilitate a seamless exit from NBET's vesting contract regime. Through bilateral contracts, BEDC is required to mitigate its exposure to volumetric energy risks. Effective January 2024, BEDC shall have no recourse to claim revenue shortfall arising from generation shortfalls. BEDC is required to continually procure additional energy volumes to serve its customers and ensure steady migration of customers to higher service bands on account of improved level of supply. Table-7 below provides the minimum energy offtake requirement of BEDC for the period.

Table-7: Minimum Energy Offtake Requirement of BEDC 2024 – 2027

Year	2024	2025	2026	2027
MWh/h	325	359	360	415

18. Servicing National Mass Metering Programme ("NMMP") Loan of CBN

The Order recognises BEDC's obligation to service CBN's loan (interest and principal) for the National Mass Metering Programme ("NMMP") in line with the terms of the loan agreement and has duly provided same in the BEDC's revenue requirement. The costs shall be updated in subsequent reviews to reflect adjustments applied by the fund managers in line with the terms of disbursement.

19. Contribution to Meter Acquisition Fund

In addition to BEDC's metering plan, this Order makes provision for the accruing of funds to the Meter Acquisition Fund ("MAF") established to support the deployment of end-user customer meters. The MAF shall be centrally managed and used as securitisation for long-term financing to facilitate the rapid closure of the current metering gap in the NESI. Accordingly, a provision of ₦1.185/kWh has been made in the BEDC's revenue requirement as a contribution to the Meter Acquisition Fund. The Commission may review the amount provided for MAF contribution during periodic minor reviews to reflect changes in the administration of the MAF and other macroeconomic variables.

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RESULTS OF THE REVIEW

20. Revenue Requirement

Table 8 below summarises the key building blocks that summed up the projected revenue requirement of BEDC for 2023 - 2027.

Table 8: Approved Revenue Requirement for BEDC 2024 - 2027

		2024	2025	2026	2027
		₦' Million	₦' Million	₦' Million	₦' Million
GenCos Cost	Capacity Cost	79,985	89,010	89,606	104,497
	<u>Opex</u>	<u>104,317</u>	<u>115,738</u>	<u>117,469</u>	<u>135,788</u>
	Total	184,302	204,748	207,075	240,285
TCN and ADMIN Cost	Opex	4,550	6,117	7,642	9,498
	RO Investment	260	271	372	10,120
	<u>Depreciation</u>	<u>7,627</u>	<u>7,950</u>	<u>8,087</u>	<u>7,873</u>
	Total	12,437	14,338	16,102	27,490
System Operations Cost	Opex	2,181	2,524	2,823	3,230
	<u>RO Investment</u>	<u>130</u>	<u>140</u>	<u>161</u>	<u>184</u>
	Total	2,311	2,664	2,984	3,415
Market Operations Cost	Opex	352	366	395	434
	<u>RO Investment</u>	<u>13</u>	<u>23</u>	<u>24</u>	<u>26</u>
	Total	366	389	418	460
Ancillary	Cost	532	761	978	1,464
DisCo Cost	Opex	30,943	38,928	49,133	62,187
	RO Investment	20,954	30,288	32,533	33,673
	Depreciation	8,898	9,207	9,487	9,768
	<u>Debt Repayment</u>	<u>8,322</u>	<u>3,653</u>	<u>269</u>	<u>269</u>
	Total	69,117	82,075	91,423	105,896
Revenue Required		<u>269,065</u>	<u>304,975</u>	<u>318,980</u>	<u>379,011</u>

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21. Summary of Tariff Variables/Assumptions

Table 9 below provides a summary of the key tariff review variables approved for BEDC from 1 January 2024 to 31 December 2027.

Table – 9: Key Tariff Review Variables/Assumptions for BEDC

Parameter	Unit	2023	2024	2025	2026	2027
Loss Target	%	17.37%	25.00%	20.76%	17.23%	14.31%
Nigerian Inflation	%	24.5%	28.2%	28.2%	28.2%	28.2%
US Inflation	%	4.1%	3.1%	3.1%	3.1%	3.1%
Exchange Rate ₦/\$	₦	649.0	919.4	919.4	919.4	919.4
Transmission Loss Factor	%	7.25%	7.00%	6.75%	6.50%	6.50%
Energy Delivered to DisCo	GWh	2,565	2,846	3,145	3,153	3,634
Energy Delivered to DisCo	MWh/h	293	325	359	360	415
Generation Cost	₦/kWh	44.2	63.8	64.1	64.7	65.1
Transmission & Admin Cost	₦/kWh	7.2	6.9	7.2	8.0	10.6
End-User Cost Reflective Tariff	₦/kWh	86.9	126.0	122.4	122.2	121.7
End-User Allowed Tariffs	₦/kWh	60.1	60.1	122.4	122.2	121.7
Tariff Shortfall (Subsidy)	₦million	56,898	140,845*	0	0	0

Notes: *Estimated Annual Subsidy for 2024. The Monthly subsidy from January 2024 is NGN11.74Bn

22. Approved Cost-Reflective and Subsidised Tariffs

Pursuant to Section 116 of the EA and extant regulations, the Commission considered and approved for BEDC the cost-reflective tariffs contained in Table 10 below with effect from 1st January 2024 and shall remain in force subject to automatic monthly adjustments on pass-through indices including Nigerian and US Inflation rates, Naira/US\$ exchange rates and gas to power tariffs.

In line with the policy direction of the FGN on electricity subsidy, the allowed tariffs as contained in Table 10 below are frozen for all customers at the rates payable since December 2022. With this policy, the estimated subsidy benefit for customers under BEDC franchise in 2024 is approximately NGN140.85bn (i.e., NGN11.74bn monthly). The allowed tariff is with effect from 1st January 2024 and shall remain in force, subject to further policy direction of the FGN.

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Table 10: Approved Cost Reflective and Allowed Tariffs (₦/kWh) for BEDC

Category	2023		2024		2025	2026	2027
	Cost-Reflective Tariff	Allowed Tariff	Cost-Reflective Tariff	Allowed Tariff	Cost-Reflective Tariff		
Life-line	4.00	4.00	4.00	4.00	4.00	4.00	4.00
A - Non-MD	99.15	72.19	137.27	72.19	133.29	133.12	132.55
A - MD1	91.51	67.45	135.30	67.45	131.37	131.21	130.64
A - MD2	91.51	67.45	133.14	67.45	129.27	129.11	128.55
B - Non-MD	97.57	68.56	130.97	68.56	127.17	127.01	126.46
B - MD1	90.04	63.88	129.00	63.88	125.25	125.09	124.56
B - MD2	90.04	63.88	126.04	63.88	122.38	122.23	121.70
C - Non-MD	91.71	56.91	124.67	56.91	121.05	120.89	120.38
C - MD1	88.58	54.98	122.70	54.98	119.13	118.98	118.47
C - MD2	88.58	54.98	119.74	54.98	116.26	116.12	115.62
D - Non-MD	66.39	41.20	105.76	41.20	102.69	102.56	102.12
D - MD1	75.15	46.64	103.79	46.64	100.78	100.65	100.22
D - MD2	75.15	46.64	100.83	46.64	97.91	97.78	97.36
E - Non-MD	66.41	41.21	105.76	41.21	102.69	102.56	102.12
E - MD1	75.15	46.64	103.79	46.64	100.78	100.65	100.22
E - MD2	75.15	46.64	100.83	46.64	97.91	97.78	97.36

23. Automatic Monthly Adjustments of Tariffs

This Order provides for the implementation of **Monthly Adjustments** of tariffs arising from changes in exogenous indices, not within the control of licensees in the NESI. Thus, BEDC's revenue requirements and associated tariffs shall be subject to **monthly adjustments** to allow for changes in the inflation rates, Naira/US\$ exchange rates, and gas-to-power prices.

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24. Market Payment Discipline

Effective from the January 2024 market cycle, BEDC is required to pay 100% of its market obligations to NBET, MO, and other bilateral counterparties for energy and market administration services rendered to the utility. BEDC shall provide relevant payment securities in line with the Market Rules and relevant contractual (PPA, Vesting Contracts, etc.) provisions including the posting of bank guarantees and the NESI escrow framework. Thus, effective from 1st January 2024, failure to meet 100% settlement of market invoices shall constitute a breach of Condition 2(5) of BEDC's license and shall attract full enforcement measures in line with Section 75 of the EA.

25. BEDC's Remittance Obligation for 2023 and 2024

The Power Sector Recovery Plan ("PSRP") provides for a gradual transition to cost-reflective tariffs with safeguards for the less privileged electricity consumers in society. The Federal Government, under the PSRP financing plan, has committed to funding the revenue gap arising from the difference between cost-reflective tariffs approved by the Commission and the actual end-user tariffs during the transition to cost-reflective tariffs where applicable. The waterfall of market revenues during the transitional period shall be in line with the following:

- a. NBET shall issue energy invoices to BEDC net of the applicable tariff shortfall approved by the Commission on a monthly basis, while MO shall issue the full transmission and administrative services invoices to BEDC at the applicable tariff;
- b. BEDC shall make full settlement (100%) of the market invoices issued by MO and NBET as provided in Section 25(a) above.
- c. **Regulatory Net-offs are specific directives** issued by the Commission to the Principal Collection Accounts ("PCA") Settlement Administrator on net-offs (+/-) in a **fixed sum requiring no calculation** applied to BEDC's minimum remittance obligations to the MO or the NBET for a specific number of months to accommodate financial offsets by market participants and/or amortization of deferred assets" as approved by the Commission.
- d. FGN intervention from the PSRP financing plan and budgetary appropriation for funding tariff shortfall shall be applied by NBET to ensure 100% settlement of market invoices as issued by generating companies ("GenCos").
- e. BEDC shall be liable to relevant penalties/sanctions for failure to meet the payment obligation in any payment cycle under the terms of its respective contracts with bilateral counterparties including NBET and MO.
- f. BEDC shall maintain adequate securitisation for energy off-take in line with the provisions of the Market Rules and relevant bilateral contracts.
- g. BEDC shall settle its market invoices under the minimum remittance thresholds as provided in Table 11 effective 1st January 2024. All settlements are subject to **regulatory net-offs** as may be issued from time to time by the Commission.




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Table - 11: Remittance Obligation for BEDC, 2023 and 2024

Head	Subhead	2023	2024
		₦'Million	₦'Million
Revenue Required	NEMSF	5,645	5,793
	Meter Acquisition Fund	1,589	2,530
	Unadjusted GenCo Invoice	115,083	181,578
	TCN & Admin Services	15,750	19,547
	DisCo	46,117	59,617
	Total	184,185	269,065
	Allowed Recovery	127,286	128,220
	Tariff Shortfall (Subsidy)	56,898	140,845
	NBET Adjusted Invoice to BEDC	58,185	40,733
DisCo Remittance Obligation	NEMSF	5,645	5,793
	Meter Acquisition Fund	1,589	2,530
	NBET Remittance Obligation	58,185	40,733
	MO Remittance Obligation	15,750	19,547
	DisCo	46,117	59,617
	Total Distribution	127,286	128,220
	DisCo remittance to NBET (Adjusted Invoice)	100%	100%
	DisCo remittance to MO	100%	100%

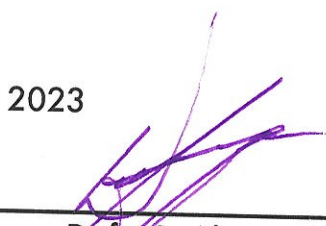
Effective Date

26. This Order shall be effective from 1st January 2024.

Dated this 28^h day of December 2023



 Sanusi Garba
 Chairman



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 Commissioner
 Legal Licence and Compliance

Appendix – 1: BEDC's Customer Classifications

Service Bands	New Tariff Class	Description
Lifeline	R1	Life-Line customers with energy consumption of not more than 50kWh/month
A (Minimum of 20hrs/day)	A – Non-MD	Customers with single or three-phase connections located within Band-A Service Level Feeders
	A – MD 1	Customers with LV Maximum Demand connection located within Band-A Service Level Feeders
	A – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within Band – A Service Level Feeders
	A – Special	Customer under special supply agreement
B (Minimum of 16hrs/day)	B – Non-MD	Customers with single or three-phase connections located within Band-B Service Level Feeders
	B – MD 1	Customers with LV Maximum Demand connection located within Band-B Service Level Feeders
	B – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within Band – B Service Level Feeders
C (Minimum of 12hrs/day)	C – Non-MD	Customers with single or three-phase connections located within Band – C Service Level Feeders
	C – MD 1	Customers with LV Maximum Demand connection located within Band-C Service Level Feeders
	C – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within Band – C Service Level Feeders
D (Minimum of 8hrs/day)	D – Non-MD	Customers with single or three-phase connections located within Band-D Service Level Feeders
	D – MD 1	Customers with LV Maximum Demand connection located within Band-D Service Level Feeders
	D – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within Band – D Service Level Feeders
E (Minimum of 4hrs/day)	E – Non-MD	Customers with single or three-phase connections located within Band-E Service Level Feeders
	E – MD 1	Customers with LV Maximum Demand connection located within Band-E Service Level Feeders
	E – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within Band-E Service Level Feeders

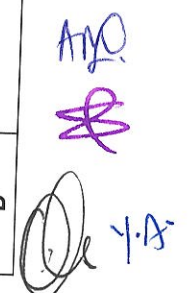
Appendix – 2: BEDC’s Service Level Commitments from January to June 2024

TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
A	AKURE - COMMERCIAL	20.00	0.5	2	1.5 Hrs	3 Hrs	11
A	PS-COMMERCIAL	6.00	0.5	2	1.5 Hrs	3 Hrs	11
A	IHAMA	20.00	0.5	2	1.5 Hrs	3 Hrs	11
A	GRA COMMERCIAL	20.00	0.5	2	1.5 Hrs	3 Hrs	11
A	GRA	20.00	0.5	2	1.5 Hrs	3 Hrs	11
A	AIRPORT (COMMERCIAL)	20.00	0.5	2	1.5 Hrs	3 Hrs	11
A	EBOH-COMMERCIAL	20.00	0.5	2	1.5 Hrs	3 Hrs	11
A	IKPOBA-HILL-COMMERCIAL	20.00	0.5	2	1.5 Hrs	3 Hrs	11
A	SCHOOL-COMMERCIAL	20.00	0.5	2	1.5 Hrs	3 Hrs	11
A	UJEMEN-COMMERCIAL	20.00	0.5	2	1.5 Hrs	3 Hrs	11
A	ESTATE-COMMERCIAL	20.00	0.5	2	1.5 Hrs	3 Hrs	11
A	OGWASHI-UKU COMMERCIAL	20.00	0.5	2	1.5 Hrs	3 Hrs	11
A	IDSL	20.00	0.5	2	1.5 Hrs	3 Hrs	11
A	BETA GLASS	20.00	0.5	2	1.5 Hrs	3 Hrs	11
A	CEMENT FACTORY	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	ELIZADE	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	FUTA	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	GUINNESS	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	OGHARA TEACHING HOSPITAL	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	UNIBEN	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	STEEL COMPANY 1	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	STEEL COMPANY 2	20.00	0.5	2	1.5 Hrs	3 Hrs	33

Handwritten signatures and initials are present at the bottom right of the page, including a large signature and several initials.



TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
A	OGWASHI-LUKU	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	TOWNSHIP	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	ETETE	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	GRA	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	KOKO	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	OKADA	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	OBAILE/REC	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	ONDO	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	ADO	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	AKURE	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	IJU	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	OTUN	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	OWO	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	AMUFI -COMMERCIAL	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	OLUKU - COMMERCIAL	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	MBH COMMERCIAL	20.00	0.5	2	1.5 Hrs	3 Hrs	11
A	YABA - COMMERCIAL	20.00	0.5	2	1.5 Hrs	3 Hrs	11
A	REFINERY 2	20.00	0.5	2	1.5 Hrs	3 Hrs	11
A	OLUKU	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	AMOKPE COMMERCIAL	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	TEACHER TRAINING COMMERCIAL	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	TOWNSHIP	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	ILAWE/ARAMOKO	20.00	0.5	2	1.5 Hrs	3 Hrs	33
		20.00	0.5	2	1.5 Hrs	3 Hrs	33

TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
A	EASTERN METAL	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	GSM	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	WEEWOOD	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	UGHELLI/SHELL	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	EFFURUN	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	KOKA COMMERCIAL	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	ASABA -COMMERCIAL	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	OKOTOMI	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	AKPAKPAVA COMMERCIAL	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	EKEHUAN CAMPUS	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	ROYAL - COMMERCIAL	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	ADEYEMI	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	AGHOR	20.00	0.5	2	1.5 Hrs	3 Hrs	33
A	AFE-BABALOLA	20.00	0.5	2	1.5 Hrs	3 Hrs	33
B	AGBOR 6	20.00	0.5	2	1.5 Hrs	3 Hrs	33
B	HEAD BRIDGE	20.00	0.7	4	2 Hrs	4 Hrs	33
B	PTI	20.00	0.7	4	2 Hrs	4 Hrs	33
B	SAPELE (EFFURUN)	20.00	0.7	4	2 Hrs	4 Hrs	33
B	IWOROKO/IKOLE	20.00	0.7	4	2 Hrs	4 Hrs	33
B	CABINET	16.00	0.7	4	2 Hrs	4 Hrs	33
B	GOVT. HOUSE	16.00	0.7	4	2 Hrs	4 Hrs	11
B	ADEBAYO	16.00	0.7	4	2 Hrs	4 Hrs	11
B	BASIRI	16.00	0.7	4	2 Hrs	4 Hrs	11



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TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
B	IGBATORO	16.00	0.7	4	2 Hrs	4 Hrs	11
B	UGBOR	16.00	0.7	4	2 Hrs	4 Hrs	11
B	OPOJI	16.00	0.7	4	2 Hrs	4 Hrs	11
B	ABRAKA	16.00	0.7	4	2 Hrs	4 Hrs	33
B	REFINERY 1	16.00	0.7	4	2 Hrs	4 Hrs	33
B	SAPELE (SAPELE)	16.00	0.7	4	2 Hrs	4 Hrs	33
B	WARRI	16.00	0.7	4	2 Hrs	4 Hrs	33
B	AUCHI IKPESHI	16.00	0.7	4	2 Hrs	4 Hrs	33
B	EGOR	16.00	0.7	4	2 Hrs	4 Hrs	33
B	EHOR	16.00	0.7	4	2 Hrs	4 Hrs	33
B	IGBARA OKE	16.00	0.7	4	2 Hrs	4 Hrs	33
B	OKITIPUPA	16.00	0.7	4	2 Hrs	4 Hrs	33
B	OWENA	16.00	0.7	4	2 Hrs	4 Hrs	33
B	OSOSO	16.00	0.7	4	2 Hrs	4 Hrs	33
B	IKERE	16.00	0.7	4	2 Hrs	4 Hrs	33
B	BENDEL ESTATE	16.00	0.7	4	2 Hrs	4 Hrs	33
B	AGBEDE	16.00	0.7	4	2 Hrs	4 Hrs	33
B	ALIFIKEDE	16.00	0.7	4	2 Hrs	4 Hrs	33
C	IHOVBOR	16.00	0.7	4	2 Hrs	4 Hrs	33
C	ISELE-UKU	16.00	0.7	4	2 Hrs	4 Hrs	33
C	MOSOGAR	16.00	0.7	4	2 Hrs	4 Hrs	33
C	NEKPENKPEN	16.00	0.7	4	2 Hrs	4 Hrs	33
C	IBUSA BY-PASS	16.00	0.7	4	2 Hrs	4 Hrs	33

TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
C	IBUZOR	16.00	0.7	4	2 Hrs	4 Hrs	33
C	FEEDER 3	16.00	1	5	3 Hrs	6 Hrs	11
C	ADEJE	16.00	1	5	3 Hrs	6 Hrs	33
C	AGBARHO/EKU	16.00	1	5	3 Hrs	6 Hrs	33
C	EGBA	16.00	1	5	3 Hrs	6 Hrs	33
C	OGHARA TOWN	16.00	1	5	3 Hrs	6 Hrs	33
C	OKPELLA TOWN	16.00	1	5	3 Hrs	6 Hrs	33
C	MIX&BAKE -VIO -COMMERCIAL	16.00	1	5	3 Hrs	6 Hrs	33
C	ISSELE-UKU	12.00	1	5	3 Hrs	6 Hrs	33
C	OBULUKU	12.00	1	5	3 Hrs	6 Hrs	11
C	OGBEKNU-UMUOLO	12.00	1	5	3 Hrs	6 Hrs	11
C	JAMES HOPE	12.00	1	5	3 Hrs	6 Hrs	11
C	IJAPO	12.00	1	5	3 Hrs	6 Hrs	11
C	MARBLE HILL	12.00	1	5	3 Hrs	6 Hrs	11
C	AIRPORT ROAD	12.00	1	5	3 Hrs	6 Hrs	11
C	AJAMIMOGHA	12.00	1	5	3 Hrs	6 Hrs	11
C	GRA (WARRI)	12.00	1	5	3 Hrs	6 Hrs	11
C	AUCHI TOWN	12.00	1	5	3 Hrs	6 Hrs	11
C	GRA -AUCHI	12.00	1	5	3 Hrs	6 Hrs	11
C	SPECIALIST	12.00	1	5	3 Hrs	6 Hrs	11
C	FEEDER 1	12.00	1	5	3 Hrs	6 Hrs	11
C	FEEDER 2	12.00	1	5	3 Hrs	6 Hrs	11
C	JATTU	12.00	1	5	3 Hrs	6 Hrs	11



TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
C	OKO	12.00	1	5	3 Hrs	6 Hrs	11
C	UPPER LAWANI	12.00	1	5	3 Hrs	6 Hrs	11
C	USELU	12.00	1	5	3 Hrs	6 Hrs	11
C	COUNTRY HOME	12.00	1	5	3 Hrs	6 Hrs	11
C	FGGC	12.00	1	5	3 Hrs	6 Hrs	11
C	IRRUA	12.00	1	5	3 Hrs	6 Hrs	11
C	NEW BENIN	12.00	1	5	3 Hrs	6 Hrs	11
C	NEW-AUCHI	12.00	1	5	3 Hrs	6 Hrs	11
C	UGBOWO	12.00	1	5	3 Hrs	6 Hrs	11
C	UPPER MISSION	12.00	1	5	3 Hrs	6 Hrs	11
C	ENERHEN	12.00	1	5	3 Hrs	6 Hrs	11
C	IHOVBOR	12.00	1	5	3 Hrs	6 Hrs	11
C	FEEDER 4	12.00	1	5	3 Hrs	6 Hrs	11
C	AGBARHO TOWN	12.00	1	5	3 Hrs	6 Hrs	11
C	INDUSTRIALISED TO GANA	12.00	1	5	3 Hrs	6 Hrs	11
C	JEDO	12.00	1	5	3 Hrs	6 Hrs	11
C	AFIESERE	12.00	1	5	3 Hrs	6 Hrs	11
D	AGENEBODE	12.00	1	5	3 Hrs	6 Hrs	11
D	OBA-PALACE	16.00	1.5	5	3 Hrs	6 Hrs	11
D	RESERVATION	12.00	1.5	6	4 Hrs	6 Hrs	11
D	ISOKO/KWALE	12.00	1.5	6	4 Hrs	6 Hrs	11
D	ALADJA	12.00	1.5	6	4 Hrs	6 Hrs	33
D	OTOVWODO/PATANI	12.00	1.5	6	4 Hrs	6 Hrs	33
				6	4 Hrs	6 Hrs	33

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TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
D	ALAGBAKA	8.00	1.5	6	4 Hrs	6 Hrs	11
D	COSTAIN	8.00	1.5	6	4 Hrs	6 Hrs	11
D	DUMEZ	8.00	1.5	6	4 Hrs	6 Hrs	11
D	EGUADAIKEN	8.00	1.5	6	4 Hrs	6 Hrs	11
D	JAKPA ROAD	4.00	1.5	6	4 Hrs	6 Hrs	11
D	OKADA	20.00	1.5	6	4 Hrs	6 Hrs	11
D	OKHORO	8.00	1.5	6	4 Hrs	6 Hrs	11
D	ONICHA-UKU	8.00	1.5	6	4 Hrs	6 Hrs	11
D	OUR LADY'S	8.00	1.5	6	4 Hrs	6 Hrs	11
D	OWO TOWN	8.00	1.5	6	4 Hrs	6 Hrs	11
D	SAPELE ROAD	8.00	1.5	6	4 Hrs	6 Hrs	11
D	UPPER SAPELE	8.00	1.5	6	4 Hrs	6 Hrs	11
D	USEN	8.00	1.5	6	4 Hrs	6 Hrs	11
D	UTEH 1	8.00	1.5	6	4 Hrs	6 Hrs	11
D	UTEH 2	8.00	1.5	6	4 Hrs	6 Hrs	11
D	ADUWAWA	8.00	1.5	6	4 Hrs	6 Hrs	11
D	AFOKPELLA	8.00	1.5	6	4 Hrs	6 Hrs	11
D	AGENEBODE TOWN	8.00	1.5	6	4 Hrs	6 Hrs	11
D	AJILOSUN	8.00	1.5	6	4 Hrs	6 Hrs	11
D	ANDREW-WILSON	8.00	1.5	6	4 Hrs	6 Hrs	11
D	ARUOGBA	8.00	1.5	6	4 Hrs	6 Hrs	11
D	ASABA ROAD	8.00	1.5	6	4 Hrs	6 Hrs	11
D	AWOYEMI	8.00	1.5	6	4 Hrs	6 Hrs	11

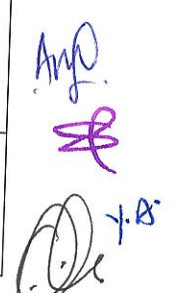



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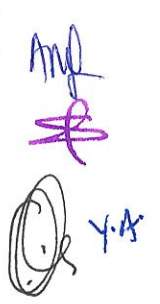
TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
D	BDPA	8.00	1.5	6	4 Hrs	6 Hrs	11
D	MD COMMERCIAL	8.00	1.5	6	4 Hrs	6 Hrs	11
D	OKESHA	8.00	1.5	6	4 Hrs	6 Hrs	11
D	ECN	8.00	1.5	6	4 Hrs	6 Hrs	11
D	EGBA	8.00	1.5	6	4 Hrs	6 Hrs	11
D	EGOR	8.00	1.5	6	4 Hrs	6 Hrs	11
D	EKAE	8.00	1.5	6	4 Hrs	6 Hrs	11
D	EKIADOLOR	8.00	1.5	6	4 Hrs	6 Hrs	11
D	EKPOMA TOWN	8.00	1.5	6	4 Hrs	6 Hrs	11
D	ENWAN	8.00	1.5	6	4 Hrs	6 Hrs	11
D	EVBUOABUOGUN	8.00	1.5	6	4 Hrs	6 Hrs	11
D	EVBUORIARIA	8.00	1.5	6	4 Hrs	6 Hrs	11
D	EXPRESS UROMI	8.00	1.5	6	4 Hrs	6 Hrs	11
D	FACTORY ROAD	8.00	1.5	6	4 Hrs	6 Hrs	11
D	FEDERAL HOUSING ESTATE	8.00	1.5	6	4 Hrs	6 Hrs	11
D	IRUEKPEN	8.00	1.5	6	4 Hrs	6 Hrs	11
D	IVIOGHE	8.00	1.5	6	4 Hrs	6 Hrs	11
D	MARIA GORRETI	8.00	1.5	6	4 Hrs	6 Hrs	11
D	OGBA	8.00	1.5	6	4 Hrs	6 Hrs	11
D	OKE-EDA	8.00	1.5	6	4 Hrs	6 Hrs	11
D	ONDO ROAD	8.00	1.5	6	4 Hrs	6 Hrs	11
D	SOUTH-IBIE	8.00	1.5	6	4 Hrs	6 Hrs	11
D	ST. SAVIOUR	8.00	1.5	6	4 Hrs	6 Hrs	11

TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
D	UBIAJA ROAD	8.00	1.5	6	4 Hrs	6 Hrs	11
D	UPPER SOKPONBA	8.00	1.5	6	4 Hrs	6 Hrs	11
D	UROMI TOWN	8.00	1.5	6	4 Hrs	6 Hrs	11
D	UWANHUMI	8.00	1.5	6	4 Hrs	6 Hrs	11
D	EKENWAN	8.00	1.5	6	4 Hrs	6 Hrs	11
D	COLLEGE ROAD	8.00	1.5	6	4 Hrs	6 Hrs	11
D	UZEBBA	8.00	1.5	6	4 Hrs	6 Hrs	11
D	IKARE	8.00	1.5	6	4 Hrs	6 Hrs	33
D	EVBUOTUBU	8.00	1.5	6	4 Hrs	6 Hrs	33
D	EXPRESS	8.00	1.5	6	4 Hrs	6 Hrs	33
D	UBIAJA	8.00	1.5	6	4 Hrs	6 Hrs	33
E	URHUOKOSA	12.00	2	8	5 Hrs	6 Hrs	33
E	DUMEZ ROAD	8.00	2	8	5 Hrs	7 Hrs	11
E	IGUOSA	8.00	2	8	5 Hrs	7 Hrs	11
E	OLD ROAD	8.00	2	8	5 Hrs	7 Hrs	11
E	ISOKO ROAD	8.00	2	8	5 Hrs	7 Hrs	11
E	COMMUNITY ROAD	4.00	2	8	5 Hrs	7 Hrs	11
E	EDJEBA	4.00	2	8	5 Hrs	7 Hrs	11
E	EDO-TEX	4.00	2	8	5 Hrs	7 Hrs	11
E	EKETE	4.00	2	8	5 Hrs	7 Hrs	11
E	EKPAN TOWN	4.00	2	8	5 Hrs	7 Hrs	11
E	ESTATE	4.00	2	8	5 Hrs	7 Hrs	11
E	EXPRESS (AGBOR)	4.00	2	8	5 Hrs	7 Hrs	11

TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
E	EXPRESS (AKURE)	4.00	2	8	5 Hrs	7 Hrs	11
E	EXPRESS -ASABA	4.00	2	8	5 Hrs	7 Hrs	11
E	EZENEI	4.00	2	8	5 Hrs	7 Hrs	11
E	GANA	4.00	2	8	5 Hrs	7 Hrs	11
E	GOVERNOR	4.00	2	8	5 Hrs	7 Hrs	11
E	AMUKPE LOCAL	4.00	2	8	5 Hrs	7 Hrs	11
E	AMUKPE TOWN	4.00	2	8	5 Hrs	7 Hrs	11
E	ANWAI	4.00	2	8	5 Hrs	7 Hrs	11
E	ARMY BARRACK	4.00	2	8	5 Hrs	7 Hrs	11
E	AJEGUNLE	4.00	2	8	5 Hrs	7 Hrs	11
E	AGAGA LAYOUT	4.00	2	8	5 Hrs	7 Hrs	11
E	AGRIC/OLOPE	4.00	2	8	5 Hrs	7 Hrs	11
E	HOUSING COMPLEX	4.00	2	8	5 Hrs	7 Hrs	11
E	IDANRE ROAD	4.00	2	8	5 Hrs	7 Hrs	11
E	IDANRE TOWN	4.00	2	8	5 Hrs	7 Hrs	11
E	IGARA TOWN	4.00	2	8	5 Hrs	7 Hrs	11
E	IGBE ROAD	4.00	2	8	5 Hrs	7 Hrs	11
E	IGEDE	4.00	2	8	5 Hrs	7 Hrs	11
E	IJOKA	4.00	2	8	5 Hrs	7 Hrs	11
E	ILESHA ROAD	4.00	2	8	5 Hrs	7 Hrs	11
E	ILLAH	4.00	2	8	5 Hrs	7 Hrs	11
E	ISE/EMURE	4.00	2	8	5 Hrs	7 Hrs	11
E	ISELE ASAGBA	4.00	2	8	5 Hrs	7 Hrs	11



TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
E	ISINKAN	4.00	2	8	5 Hrs	7 Hrs	11
E	IYOWA	4.00	2	8	5 Hrs	7 Hrs	11
E	KOKO TOWN	4.00	2	8	5 Hrs	7 Hrs	11
E	KOROBE	4.00	2	8	5 Hrs	7 Hrs	11
E	LEVENTIS	4.00	2	8	5 Hrs	7 Hrs	11
E	MARKET ROAD (ONDO)	4.00	2	8	5 Hrs	7 Hrs	11
E	MARKET ROAD (WARRI)	8.00	2	8	5 Hrs	7 Hrs	11
E	Mc DERMOTT	4.00	2	8	5 Hrs	7 Hrs	11
E	OBA-ILE	4.00	2	8	5 Hrs	7 Hrs	11
E	ODA	4.00	2	8	5 Hrs	7 Hrs	11
E	ODO-ADO	4.00	2	8	5 Hrs	7 Hrs	11
E	ODOJOMU	4.00	2	8	5 Hrs	7 Hrs	11
E	OGORODE TOWN	4.00	2	8	5 Hrs	7 Hrs	11
E	OGUNU ROAD	4.00	2	8	5 Hrs	7 Hrs	11
E	OGWASHI-UKU	4.00	2	8	5 Hrs	7 Hrs	11
E	OKWE	4.00	2	8	5 Hrs	7 Hrs	11
E	ORHUWHORUN ROAD	4.00	2	8	5 Hrs	7 Hrs	11
E	OSADENNIS	4.00	2	8	5 Hrs	7 Hrs	11
E	OTEFE	4.00	2	8	5 Hrs	7 Hrs	11
E	OWA	4.00	2	8	5 Hrs	7 Hrs	11
E	OWA-ALERO	4.00	2	8	5 Hrs	7 Hrs	11
E	OYEMEKUN	4.00	2	8	5 Hrs	7 Hrs	11
E	PALACE	4.00	2	8	5 Hrs	7 Hrs	11



TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
E	PTI ROAD	4.00	2	8	5 Hrs	7 Hrs	11
E	RADIO BENDEL	4.00	2	8	5 Hrs	7 Hrs	11
E	SAPELE/WARRI ROAD	4.00	2	8	5 Hrs	7 Hrs	11
E	SHELL ROAD	4.00	2	8	5 Hrs	7 Hrs	11
E	SIO	4.00	2	8	5 Hrs	7 Hrs	11
E	SPC	4.00	2	8	5 Hrs	7 Hrs	11
E	TOWN	4.00	2	8	5 Hrs	7 Hrs	11
E	UBEJI	4.00	2	8	5 Hrs	7 Hrs	11
E	UDU ROAD	4.00	2	8	5 Hrs	7 Hrs	11
E	UGBORIKOKO	4.00	2	8	5 Hrs	7 Hrs	11
E	UGBOROKE	4.00	2	8	5 Hrs	7 Hrs	11
E	MOSOGAR	4.00	2	8	5 Hrs	7 Hrs	11
E	ABBI TOWN	4.00	2	8	5 Hrs	7 Hrs	11
E	ABRAKA TOWN	4.00	2	8	5 Hrs	7 Hrs	11
E	AGBOR-Obi	4.00	2	8	5 Hrs	7 Hrs	11
E	CAMPUS 3	4.00	2	8	5 Hrs	7 Hrs	11
E	ERINJE/IRELE	4.00	2	8	5 Hrs	7 Hrs	11
E	EVBUOTUBU/ASORO EXPRESS (UGHELLI)	4.00	2	8	5 Hrs	7 Hrs	11
E	IGBIDI	4.00	2	8	5 Hrs	7 Hrs	11
E	IJERO TOWN	4.00	2	8	5 Hrs	7 Hrs	11
E	IKHUENIRO	4.00	2	8	5 Hrs	7 Hrs	11
E	KWALE EXPRESS	4.00	2	8	5 Hrs	7 Hrs	11

TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
E	KWALE TOWN	4.00	2	8	5 Hrs	7 Hrs	11
E	MARKET (IGBOKODA)	4.00	2	8	5 Hrs	7 Hrs	11
E	NDC TIED TO EXPRESS UGHELLI	4.00	2	8	5 Hrs	7 Hrs	11
E	NDDC	4.00	2	8	5 Hrs	7 Hrs	11
E	OBIARUKU TOWN	4.00	2	8	5 Hrs	7 Hrs	11
E	OBINOBA (TIED TO OBIARUKU)	4.00	2	8	5 Hrs	7 Hrs	11
E	OHA	4.00	2	8	5 Hrs	7 Hrs	11
E	OKPARA INLAND	4.00	2	8	5 Hrs	7 Hrs	11
E	OKPORIE	4.00	2	8	5 Hrs	7 Hrs	11
E	OLEH	4.00	2	8	5 Hrs	7 Hrs	11
E	OLIHA	4.00	2	8	5 Hrs	7 Hrs	11
E	OLOMORO	4.00	2	8	5 Hrs	7 Hrs	11
E	OREROKPE TOWN	4.00	2	8	5 Hrs	7 Hrs	11
E	OTERI	4.00	2	8	5 Hrs	7 Hrs	11
E	OWHELOGBO	4.00	2	8	5 Hrs	7 Hrs	11
E	OYE TOWN	4.00	2	8	5 Hrs	7 Hrs	11
E	UMUNEDE	4.00	2	8	5 Hrs	7 Hrs	11
E	UPPER OWINA	4.00	2	8	5 Hrs	7 Hrs	11
E	UPPER SILUKO	4.00	2	8	5 Hrs	7 Hrs	11
E	UWELU	4.00	2	8	5 Hrs	7 Hrs	11
E	OSUTECH	4.00	2	8	5 Hrs	7 Hrs	11
E	AGBOR IRRUA	4.00	2	8	5 Hrs	7 Hrs	11
E	OVA TIED TO EGOR	4.00	2	8	5 Hrs	7 Hrs	11

TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
E	ASORO	4.00	2	8	5 Hrs	7 Hrs	11
E	TOWNSHIP - OKITIPUPA	4.00	2	8	5 Hrs	7 Hrs	11

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