



ORDER/NERC/2023/026

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

Title

1. This regulatory instrument shall be cited as the **Multi-Year Tariff Order ("MYTO") 2024 for Enugu 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 Enugu Electricity Distribution Plc ("EEDC") by the Nigerian Electricity Regulatory Commission ("NERC" or the "Commission").

Objectives

3. This Order seeks to:
 - a. Ensure that prices charged by EEDC are fair to customers and are sufficient to allow EEDC 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 EEDC's CAPEX proposal and service improvement commitment.
 - d. Ensure that tariffs payable by EEDC's customers are commensurate and aligned with the quality and availability of power supply committed to customer clusters by EEDC.
 - e. Provide a framework for the settlement of imbalances between TCN and EEDC 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. EEDC 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 EEDC'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 **42.00%** effective from 1st January 2024 to reflect operating realities.
 - Plan to deploy 998,949 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 EEDC from NBET's Vesting Contract regime thereby allowing EEDC to procure electricity directly from Generation Companies ("GenCos") through bilateral contracts.
5. The details of the rate application filed by EEDC are summarised in Table 1 below -

Table – 1 Summary of EEDC's Rate Application

	Parameter	EEDC's Request
1	Average Energy offtake (MWh/h)	316MWh/h
2	ATC&C Loss Target	42.00%
3	Annual OPEX (₦' billion)	28.60
4	Annual Meter CAPEX (₦' billion)	25.00
5	Annual Other CAPEX (₦' billion)	6.20
6	Annual Revenue Requirement (₦' billion)	313.18
7	Cost-reflective tariff (₦/kWh)	155.0
8	Allowed Tariff (₦/kWh)	155.0
9	Tariff shortfall (₦/kWh)	0

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Review of the Application

6. Further to the receipt of the EEDC'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 25th 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 EEDC'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 EEDC 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 EEDC's revenue requirement and resultant end-user tariffs.

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- 10.** In reviewing EEDC’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 EEDC’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 EEDC and the outcome of the public hearing on the rate-case application, the Commission hereby approves the following key components of EEDC’s rate application as summarised in Table 2 below.

Table – 2 Summary of NERC’s Decision on EEDC’s Application

	Parameter	EEDC’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)	286MWh/h	286MWh/h
5	ATC&C Loss Target	42.00%	25.00%
6	Annual OPEX (₦’ billion)	28.60	25.05
7	Annual Meter CAPEX (₦’ billion)	25.00	6.25
8	Annual Other CAPEX (₦’ billion)	6.20	3.15
9	Annual Revenue Requirement (₦’ billion)	313.18	241.22
10	Cost-reflective tariff (₦/ kWh)	155.0	128.40
11	Allowed Tariff (₦/ kWh)	155.0	59.00
12	Tariff shortfall (₦/ kWh)	0	69.40

Basis for the Decision

- 12.** Section 34(1)(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 EEDC application

- 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 ₦19.39/US\$1 representing the average forex rate of ₦11.29/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 EEDC’s partially contracted capacity to ensure a minimum energy offtake of 286MWh/h with effect from 1st January 2024. EEDC 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/MBTU, gas transportation cost of US\$0.80/MBTU, 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 EEDC and the Bureau of Public Enterprises (“BPE”) provided the minimum performance indices expected of EEDC 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. EEDC proposed a review to reset its new baseline ATC&C loss levels to **42.00%**. Following the review, the Commission approved a new baseline ATC&C loss level of **25.00%** for EEDC 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 EEDC’s proposed and approved ATC&C loss targets for the period 2024 to 2027.

Table–3: ATC&C Loss Target for EEDC 2024 – 2027

Year	2024	2025	2026	2027
EEDC’s Reset Request	42.00%	35.00%	30.00%	27.00%
Approved ATC&C Loss Target	<u>25.00%</u>	<u>21.26%</u>	<u>18.08%</u>	<u>15.38%</u>

14. Operating Expenses

EEDC 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. EEDC’s OPEX proposal was reviewed in line with relevant industry benchmarks and peculiarities of EEDC’s operating conditions. Table 4 below provides a summary of EEDC’s approved OPEX in relation to its application.

Table – 4: Approved Annual OPEX for EEDC

	EEDC’s OPEX Request	NERC’s Approved OPEX
	₦’Million	₦’Million
Admin OPEX	15,998	11,274
Fixed OPEX	1,849	2,505
Variable OPEX	10,748	11,274
Total OPEX	<u>28,596</u>	<u>25,054</u>

15. Meter Rollout Programme

In addition to other sector-led end-user metering initiatives in the NESI, this Order has considered EEDC’s proposed end-user customer meter rollout programme to eliminate estimated billing within the next 5 years. Over the tariff review period, EEDC 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 EEDC from 2024 to 2027.

Table 5: Meter Rollout Programme for EEDC 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, EEDC’s rate-case filing included proposed CAPEX for other service improvement initiatives. EEDC 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 EEDC’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 EEDC. Table-6 below provides the annual approved aggregate CAPEX (inclusive of meter rollout) provision for EEDC.

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

Year	2024	2025	2026	2027
	₦' Million	₦' Million	₦' Million	₦' Million
EEDC's Request	31,198	31,198	31,198	31,198
NERC's Approval	<u>9,402</u>	<u>9,402</u>	<u>9,402</u>	<u>9,402</u>

17. Minimum Energy Offtake and Transition to Bilateral Contracts

The Order recognises a revision to EEDC's partially contracted capacity to ensure a minimum energy offtake of 286MWh/h with effect from 1st January 2024. EEDC is required by this Order to secure adequate bilateral contracts to facilitate a seamless exit from NBET's vesting contract regime. Through bilateral contracts, EEDC is required to mitigate its exposure to volumetric energy risks. Effective January 2024, EEDC shall have no recourse to claim revenue shortfall arising from generation shortfalls. EEDC 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 EEDC for the period.

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

Year	2024	2025	2026	2027
MWh/h	286	316	317	365

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

The Order recognises EEDC'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 EEDC'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 EEDC'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 EEDC'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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20. Review of EEDC's Regulatory Asset Base

Pursuant to the execution of the asset transfer agreement with the Aba Power Limited Electric ("APLE") in 2022, EEDC transferred the ownership, control and operation of the Aba Ring-Fenced Area ("ARFA") to APLE. Accordingly, this Order adjusts the RAB of EEDC to discount the value of the assets ceded to APLE. The sum of NGN3.09Bn being the historical cost of ARFA as contained in the Commission's letter Ref. No. NERC/MCR/11/077 dated 19th February 2013 to BPE, was deducted from the historical RAB of EEDC. This is in line with the regulatory principle of "used & usefulness" in order to ensure that EEDC customers only pay for the assets being used for the delivery of service.

RESULTS OF THE REVIEW

21. Revenue Requirement

Table 8 below summarises the key building blocks that summed up the projected revenue requirement of EEDC for 2024 – 2027.

Table 8: Approved Revenue Requirement for EEDC 2024 – 2027

		2024	2025	2026	2027
		₦' Million	₦' Million	₦' Million	₦' Million
GenCos Cost	Capacity Cost	70,387	78,329	78,853	91,957
	Opex	91,799	101,849	103,373	119,494
	Total	162,186	180,178	182,226	211,450
TCN and ADMIN Cost	Opex	4,004	5,383	6,725	8,358
	RO Investment	229	239	328	8,905
	Depreciation	6,712	6,996	7,117	6,928
	Total	10,944	12,618	14,170	24,191
System Operations Cost	Opex	1,920	2,221	2,484	2,843
	RO Investment	114	123	142	162
	Total	2,034	2,344	2,626	3,005
Market Operations Cost	Opex	310	322	347	382
	RO Investment	12	20	21	23
	Total	322	342	368	405
Ancillary	Cost	468	670	861	1,288
DisCo Cost	Opex	25,303	31,832	40,178	50,853
	RO Investment	21,561	27,195	29,172	30,163
	Depreciation	8,062	8,441	8,709	8,978
	Debt Repayment	8,955	3,983	916	916
	Total	63,881	71,450	78,976	90,910
Revenue Required		239,835	267,602	279,227	331,251

22. Summary of Tariff Variables/Assumptions

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

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

Parameter	Unit	2023	2024	2025	2026	2027
Loss Target	%	11.31%	25.00%	21.26%	18.08%	15.38%
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	2,524	2,505	2,767	2,775	3,198
Energy Delivered to DisCo	MWh/h	288	286	316	317	365
Generation Cost	₦/kWh	44.5	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	80.2	127.7	122.8	122.8	122.4
End-User Allowed Tariffs	₦/kWh	59.0	59.0	122.8	122.8	122.4
Tariff Shortfall (Subsidy)	₦million	47,284	128,917*	0	0	0

Notes: *Estimated Annual Subsidy for 2024. The Monthly subsidy from January 2024 is NGN10.74Bn

23. Approved Cost-Reflective and Subsidised Tariffs

Pursuant to Section 116 of the EA and extant regulations, the Commission considered and approved for EEDC 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 EEDC franchise in 2024 is approximately NGN128.92bn (i.e., NGN10.74bn 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 EEDC

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	96.41	71.00	146.95	71.00	141.36	141.39	140.88
A - MD1	89.85	66.17	152.60	66.17	146.79	146.83	146.30
A - MD2	89.85	66.17	154.54	66.17	148.66	148.70	148.16
B - Non-MD	90.25	66.47	137.33	66.47	132.10	132.13	131.65
B - MD1	85.32	62.84	146.57	62.84	140.99	141.03	140.52
B - MD2	85.32	62.84	146.30	62.84	140.73	140.77	140.26
C - Non-MD	73.03	53.78	125.52	53.78	120.74	120.78	120.34
C - MD1	68.17	50.21	140.73	50.21	135.37	135.41	134.92
C - MD2	68.17	50.21	140.48	50.21	135.13	135.17	134.68
D - Non-MD	49.54	36.49	95.96	36.49	92.31	92.33	92.00
D - MD1	64.93	47.82	120.06	47.82	115.49	115.52	115.10
D - MD2	64.63	47.60	122.48	47.60	117.82	117.85	117.42
E - Non-MD	49.15	36.20	95.33	36.20	91.70	91.73	91.39
E - MD1	64.63	47.60	116.53	47.60	112.10	112.13	111.72
E - MD2	64.55	47.54	119.46	47.54	114.91	114.94	114.53

24. 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, EEDC'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.

25. Market Payment Discipline

Effective from the January 2024 market cycle, EEDC 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. EEDC 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 EEDC's license and shall attract full enforcement measures in line with Section 75 of the EA.

26. EEDC'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 EEDC 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 EEDC at the applicable tariff;
- b. EEDC 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 EEDC'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. EEDC 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. EEDC shall maintain adequate securitisation for energy off-take in line with the provisions of the Market Rules and relevant bilateral contracts.
- g. EEDC 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.

Table – 11: Remittance Obligation for EEDC, 2023 and 2024

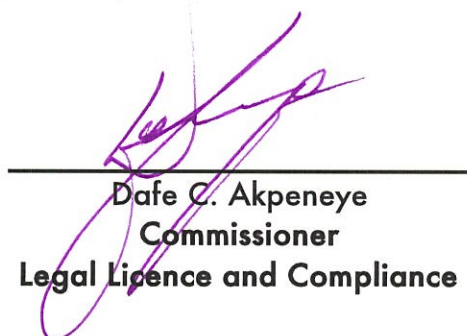
Head	Subhead	2023	2024
		₦'Million	₦'Million
Revenue Required	NEMSF	6,727	6,729
	Meter Acquisition Fund	1,679	2,226
	Unadjusted GenCo Invoice	114,096	159,789
	TCN & Admin Services	15,479	17,222
	DisCo	41,449	53,869
	Total	179,431	239,835
	Allowed Recovery	132,147	110,918
	Tariff Shortfall (Subsidy)	47,284	128,917
	NBET Adjusted Invoice to EEDC	66,813	30,872
DisCo Remittance Obligation	NEMSF	6,727	6,729
	Meter Acquisition Fund	1,679	2,226
	NBET Remittance Obligation	66,813	30,872
	MO Remittance Obligation	15,479	17,222
	DisCo	41,449	53,869
	Total Distribution	132,147	110,918
	DisCo remittance to NBET (Adjusted Invoice)	100%	100%
	DisCo remittance to MO	100%	100%

Effective Date

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

Dated this 28th day of December 2023


 Sanusi Garba
 Chairman


 Dafe C. Akpeneye
 Commissioner
 Legal Licence and Compliance

Appendix – 1: EEDC’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: EEDC’s Service Level Commitments from January to June 2024

Tariff Bands	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (mins)	Average Response time to resolving complaints (Hrs)	Service Voltage Level
A	COCA-COLA 33KV	20.0	0.52	7.68	6.50	43.61	33.00
A	NEW NNPC 33KV	20.0	1.89	2.12	6.50	43.61	33.00
A	UGWOGO 33KV	20.0	2.21	1.81	6.50	43.61	31.00
A	ITUKU OZALLA 33KV	20.0	1.45	2.77	6.50	42.05	31.00
A	UNN 11KV	20.0	0.71	5.63	6.50	42.56	11.00
A	WILSON 11KV	20.0	1.39	2.88	6.50	42.56	11.00
A	E-AMOBI 33KV	20.0	0.77	5.21	6.50	45.49	33.00
A	GCM 11KV	20.0	2.33	1.72	6.50	45.49	11.00
A	ATANI 33KV	20.0	2.22	1.80	6.50	45.49	33.00
A	GOLDEN OIL 33KV	20.0	0.92	4.34	6.50	45.49	11.00
A	INTERFACT 11KV	20.0	2.74	1.46	6.50	45.49	11.90
A	IUNT 11KV	20.0	0.72	5.55	6.50	45.49	11.00
A	OSOMALA 33KV	12.0	2.51	4.77	6.50	45.49	32.00
A	PPI 11KV	20.0	0.58	6.90	6.50	32.49	11.00
A	ABAKALIKI ROAD 11KV	20.0	1.74	2.30	6.50	34.84	11.00
A	GOVERNMENT HOUSE 11KV	20.0	1.21	3.32	6.50	34.84	11.00
A	GOVERNMENT HOUSE 33KV	20.0	1.21	3.32	6.50	34.84	33.00
A	INDEPENDENCE LAYOUT 33KV	20.0	2.31	1.73	6.50	34.84	33.00
A	KINGSWAY LINE 1, 33KV	20.0	2.97	1.35	6.50	34.84	31.00
A	KINGSWAY LINE 2, 33KV	20.0	1.85	2.17	6.50	34.84	31.00
A	OJI WATER WORKS 33KV	20.0	0.83	4.81	6.50	34.84	33.00
A	OWERRI 3, 33KV	20.0	3.81	1.05	6.50	35.63	33.00
A	AFARA 33KV	20.0	1.80	2.23	6.50	39.70	33.00
A	AFIKPO 33KV	20.0	0.73	5.47	6.50	36.49	33.00
A	ALBEN 11KV	20.0	0.79	5.04	6.50	32.49	11.00
A	ARMY BARRACKS 33KV	20.0	1.13	3.54	6.50	32.49	33.00
A	EMENE INDUSTRIAL 1, 33KV	20.0	1.15	3.47	6.50	43.61	33.00

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Tariff Bands	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (mins)	Average Response time to resolving complaints (Hrs)	Service Voltage Level
A	EMENE INDUSTRIAL 2, 33KV	20.0	0.80	5.02	6.50	43.61	33.00
A	NEW GOVERNMENT HOUSE 11KV	20.0	0.46	8.76	6.50	36.49	11.00
A	ONU EBONYI 11KV	20.0	0.80	5.02	6.50	45.49	33.00
A	OCHUDO 33KV	20.0	0.80	5.02	6.50	45.49	33.00
A	TRANS EKULU 33KV	20.0	0.80	5.02	6.50	45.49	33.00
A	COCA-COLA 11KV	20.0	0.80	5.02	6.50	45.49	33.00
A	GARIKI WEST 11KV	20.0	0.80	5.02	6.50	45.49	33.00
A	BASS 11KV	20.0	0.80	5.02	6.50	45.49	33.00
A	HARBOUR INDUSTRIAL 33KV	20.0	0.80	5.02	6.50	45.49	33.00
A	AIRPORT-OGIDI 33KV	20.0	0.80	5.02	6.50	45.49	33.00
A	UNITED INDUSTRIES 11KV	20.0	0.80	5.02	6.50	45.49	33.00
A	KINGSWAY LINE 2 33KV_OGUI	20.0	0.80	5.02	6.50	45.49	33.00
A	SHANGHAI 11KV	20.0	0.80	5.02	6.50	45.49	33.00
B	OBOSI-ORAFITE 33KV	16.0	0.37	10.68	6.50	30.15	33.00
B	ENUGU-UKWU 33KV	16.0	1.09	3.66	6.50	36.02	33.00
B	UGWUAJI GARIKKI 33KV	16.0	1.32	3.03	6.50	42.05	31.00
B	MBUTU LEG 33KV	16.0	7.14	2.80	6.50	54.03	31.00
B	AIRPORT-IHIAGWA 33KV	16.0	5.76	2.78	6.50	33.98	31.00
B	AIRPORT 33KV	16.0	1.84	2.17	6.50	35.63	31.00
B	CBN LEG UMUAHIA 33KV	16.0	2.14	1.87	6.50	39.70	33.00
B	GOLDEN GUINEA 11KV	16.0	1.62	2.46	6.50	39.70	11.00
B	NIKE LAKE 11KV	16.0	1.09	3.66	6.50	43.61	11.00
B	UNIZIK 11KV	16.0	0.72	5.54	6.50	36.02	11.00
B	MBASE 33KV	16.0	6.48	2.47	6.50	54.03	31.00
B	NNEWI INDUSTRIAL 33KV	16.0	0.44	9.18	6.50	30.15	31.00
B	ARMY BARRACKS OGIDI 11KV	16.0	1.95	6.15	6.50	32.49	11.00
B	NICCUS 33KV	16.0	0.57	7.05	6.50	32.49	33.00
B	UMUNYA 33KV	16.0	1.95	6.15	6.50	32.49	11.00
B	ONITSHA ROAD 11KV	16.0	1.42	2.81	6.50	34.84	10.90

Tariff Bands	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (mins)	Average Response time to resolving complaints (Hrs)	Service Voltage Level
B	POWER HOUSE 11KV	16.0	1.86	2.15	6.50	34.84	10.90
B	3-3, 33KV	16.0	0.69	5.81	6.50	29.75	31.00
B	OGUTA ORLU LEG 33KV	16.0	2.67	4.50	6.50	27.95	31.00
B	OGUTA 33KV	16.0	3.95	3.04	6.50	35.63	31.00
B	UBAKALA 33KV	16.0	0.69	5.81	6.50	39.70	33.00
B	CBN LEG NEW OWERRI 33KV	16.0	0.51	7.92	6.50	33.98	33.00
B	ORLU LEG 33KV	16.0	2.94	4.09	6.50	27.95	31.00
B	ORLU 33KV	16.0	1.65	4.85	6.50	35.63	31.00
B	ATANI INDUSTRIAL 11KV	16.0	1.65	4.85	6.50	35.63	31.00
C	AZUYIOKWU 2, 11KV	12.0	0.71	5.67	6.50	36.49	11.00
C	NNEWI-OBA 33KV	12.0	0.82	9.74	6.50	30.15	33.00
C	SECRETARIAT 11KV	12.0	0.94	4.25	6.50	36.02	11.00
C	GOLF 11KV	12.0	1.65	2.42	6.50	34.84	31.00
C	PRESIDENTIAL 11KV	12.0	1.83	2.19	6.50	34.84	11.00
C	INDUSTRIAL ABAKALIKI 11KV	12.0	1.14	3.51	6.50	36.49	11.00
C	CONCORD 11KV	12.0	3.83	2.09	6.50	33.98	11.00
C	PORTHARCOURT NEW OWERRI 11KV	12.0	2.97	1.35	6.50	33.98	11.00
C	IBAGWA 33KV	12.0	2.64	4.54	6.50	42.56	31.00
C	DOZZY 11KV	12.0	0.73	5.45	6.50	45.49	11.00
C	AGULERI 33KV	12.0	1.53	7.84	6.50	32.49	31.00
C	ARTISAN 11KV	12.0	1.24	3.23	6.50	34.84	31.00
C	CHIME AVENUE 11KV	12.0	1.30	3.08	6.50	34.84	11.00
C	NEW HAVEN 11KV	12.0	1.53	2.61	6.50	34.84	11.00
C	RESEARCH 11KV	12.0	0.84	4.75	6.50	39.70	11.00
C	TOWNSHIP ABAKALIKI 11KV	12.0	1.06	3.76	6.50	36.49	11.00
C	AZUYIOKWU 11KV	12.0	1.05	3.81	6.50	36.49	11.00
C	UDEMEZUE 11KV	12.0	1.05	3.82	6.50	36.49	11.00
C	EMENE 1, 11KV	12.0	1.57	2.54	6.50	43.61	11.00
C	PHASE 6, 11KV	12.0	1.48	2.70	6.50	43.61	11.00

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Tariff Bands	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (mins)	Average Response time to resolving complaints (Hrs)	Service Voltage Level
C	ACHARA LAYOUT 11KV	12.0	1.96	4.07	6.50	42.05	11.00
C	AMECHI 33KV	12.0	1.05	3.80	6.50	42.05	31.00
C	ARMY AWKUNANAW 11KV	12.0	1.29	3.10	6.50	42.05	11.00
C	UNEC 11KV	12.0	1.37	2.91	6.50	42.05	11.00
C	AGULU 33KV	12.0	1.75	4.57	6.50	46.98	31.00
C	NENI 33KV	12.0	1.66	4.83	6.50	46.98	31.00
C	NNEWICHI 11KV	12.0	0.88	4.56	6.50	30.15	10.80
C	TEACHING HOSPITAL PRIVATE 11KV	12.0	0.88	4.56	6.50	30.15	10.80
C	EHA - AMUFU 33KV	12.0	0.71	16.92	6.50	42.56	31.00
C	BRIDGE HEAD 11KV	12.0	0.47	8.56	6.50	45.49	11.00
C	PREMIER 11KV	12.0	0.91	4.40	6.50	45.49	11.00
C	WHARF 11KV	12.0	0.54	7.44	6.50	45.49	11.00
C	CHIATULA 11KV	12.0	2.04	9.80	6.50	32.49	10.80
C	ROMANS 11KV	12.0	2.04	9.80	6.50	32.49	10.80
C	HOUSING 11KV	12.0	1.90	4.21	6.50	29.75	11.00
C	GRA OWERRI 11KV	12.0	3.33	2.40	6.50	35.63	11.00
C	IKENEGBU 11KV	12.0	4.70	2.55	6.50	35.63	11.00
C	INDUSTRIAL AWKA 11KV	12.0	0.67	5.95	6.50	36.02	11.00
C	GARIKI EAST 11KV	12.0	1.45	2.75	6.50	42.05	10.50
C	NAFDAC 11KV	12.0	2.10	5.71	6.50	46.98	10.50
C	ALEX/ORJI 33KV	12.0	0.51	7.84	6.50	54.03	33.00
C	ACHI 33KV	12.0	1.55	7.76	6.50	34.84	31.00
C	AKPAKUME NZE, 11KV	12.0	2.15	7.43	6.50	34.84	10.80
C	UGWUOGO LEG 33KV	12.0	2.15	7.43	6.50	34.84	10.80
C	IKENGA-ASANU 11KV	12.0	2.15	7.43	6.50	34.84	10.80
C	UMURU ADAZIANI 11KV	12.0	2.15	7.43	6.50	34.84	10.80
C	IRETE 11KV	12.0	2.15	7.43	6.50	34.84	10.80
C	TEACHING 2.5MVA,33/11KV (HOSPITAL)	12.0	2.15	7.43	6.50	34.84	10.80
C	IBAGWA - ENUGU EZIKE 33KV	12.0	2.15	7.43	6.50	34.84	10.80

Tariff Bands	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (mins)	Average Response time to resolving complaints (Hrs)	Service Voltage Level
C	NICCUS LEG 33KV	12.0	2.15	7.43	6.50	34.84	10.80
C	OGUTA-BISHOP COURT 33KV	12.0	2.15	7.43	6.50	34.84	10.80
C	GREGORY UNIVERSITY 11KV	12.0	2.15	7.43	6.50	34.84	10.80
D	AMECHLAGBANI 33KV	8.0	3.33	4.50	6.50	42.05	31.00
D	ENUGU AGIDI VILLAGE 11KV	8.0	4.37	3.66	6.50	36.02	32.00
D	ORBA NSUKKA 33KV	8.0	2.01	5.98	6.50	42.56	32.00
D	COAL CAMP 11KV	8.0	0.70	5.68	6.50	34.84	10.90
D	YAHE 33KV	8.0	1.23	9.77	6.50	36.49	31.00
D	9TH MILE INDUSTRIAL 11KV	8.0	1.05	3.80	6.50	43.61	11.00
D	DHAMUJA 11KV	8.0	1.19	3.36	6.50	43.61	11.00
D	UDI 33KV	8.0	1.23	9.78	6.50	43.61	31.00
D	AWKA MAIN 11KV	8.0	1.66	4.82	6.50	36.02	11.00
D	ENUGU AGIDI 11KV	8.0	1.41	5.69	6.50	36.02	11.00
D	UDOKA 11KV	8.0	1.53	5.22	6.50	36.02	11.00
D	ORUMBA 33KV	8.0	1.14	7.00	6.50	46.98	31.00
D	TOWNSHIP NSUKKA 11KV	8.0	1.08	3.69	6.50	42.56	11.00
D	ONUUYI 11KV	8.0	2.07	3.87	6.50	42.56	11.00
D	GRA ENUGU 11KV	8.0	1.97	4.06	6.50	34.84	11.00
D	AROCHUKWU 33KV	8.0	0.99	12.17	6.50	39.70	31.00
D	NKWOGWU 33KV	8.0	1.66	7.24	6.50	39.70	31.00
D	TOWNSHIP UMUAHIA 11KV	8.0	1.71	7.00	6.50	39.70	11.00
D	EZILLO 33KV	8.0	1.08	14.81	6.50	36.49	31.00
D	ISHIEKE 33KV	8.0	3.80	4.21	6.50	36.49	31.00
D	ITIGIDI 33KV	8.0	1.69	9.48	6.50	36.49	31.00
D	ABAKPA 1, 11KV	8.0	1.21	3.30	6.50	43.61	11.00
D	ABAKPA 2, 11KV	8.0	1.16	3.45	6.50	43.61	11.00
D	EMENE 2, 11KV	8.0	1.61	4.96	6.50	43.61	11.00
D	EMENE 3, 11KV	8.0	0.90	4.46	6.50	43.61	11.00
D	NOWAS 11KV	8.0	0.95	4.22	6.50	43.61	11.00

Tariff Bands	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (mins)	Average Response time to resolving complaints (Hrs)	Service Voltage Level
D	AMANSEA 11KV	8.0	0.51	7.81	6.50	36.02	11.00
D	IFITE 11KV	8.0	0.56	7.18	6.50	36.02	11.00
D	OKPUNO 11KV	8.0	1.48	5.41	6.50	36.02	10.90
D	SATELLITE 11KV	8.0	0.94	4.27	6.50	42.05	10.50
D	EKE MARKET NRI 11KV	8.0	2.50	6.41	6.50	46.98	10.50
D	NDIOWU 11KV	8.0	2.60	7.68	6.50	46.98	10.50
D	URU NRI 11KV	8.0	2.53	6.31	6.50	46.98	10.50
D	NKWOEDO 11KV	8.0	0.84	9.47	6.50	30.15	11.00
D	OTOLO 11KV	8.0	2.38	5.04	6.50	30.15	10.60
D	AKU (LEJJA) 11KV	8.0	2.13	5.62	6.50	42.56	11.00
D	CAMPUS 11KV	8.0	1.46	5.48	6.50	42.56	11.00
D	UGWUOYE 11KV	8.0	2.71	4.43	6.50	42.56	11.00
D	FEGGE 11KV	8.0	1.64	7.33	6.50	45.49	11.00
D	HOUSING EBH 11KV	8.0	1.85	6.48	6.50	45.49	11.00
D	IYOWA 11KV	8.0	0.92	8.71	6.50	45.49	11.00
D	OKPOKO 11KV	8.0	1.73	6.95	6.50	45.49	11.00
D	UGA 11KV	8.0	1.72	6.96	6.50	45.49	11.00
D	MARYLAND 11KV	8.0	1.56	5.14	6.50	34.84	10.90
D	OJI URBAN 11KV	8.0	1.30	6.17	6.50	34.84	11.00
D	PRISONS 11KV	8.0	1.49	5.38	6.50	34.84	10.90
D	MGBUKA 11KV	8.0	1.25	9.63	6.50	29.75	11.00
D	OMAGBA 11KV	8.0	1.12	10.69	6.50	29.75	11.00
D	UMUAKA 11KV	8.0	1.12	10.69	6.50	29.75	11.00
D	TOWNSHIP OWERRI 11KV	8.0	2.78	3.96	6.50	35.63	10.90
D	AZIKIWE ROAD 11KV	8.0	0.84	10.69	6.50	39.70	10.90
D	UWANA 33KV T-OFF	8.0	0.84	10.69	6.50	39.70	10.90
D	EDDA 33KV T-OFF	8.0	0.84	10.69	6.50	39.70	10.90
D	EZZAMGBO 33KV T-OFF	8.0	0.84	10.69	6.50	39.70	10.90
D	ISU 33KV T-OFF	8.0	0.84	10.69	6.50	39.70	10.90

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Tariff Bands	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (mins)	Average Response time to resolving complaints (Hrs)	Service Voltage Level
D	ONICHA 33KV T-OFF	8.0	0.84	10.69	6.50	39.70	10.90
D	ITIGIDI-IKW0 33KV T-OFF	8.0	0.84	10.69	6.50	39.70	10.90
D	EGEDE 11KV	8.0	0.84	10.69	6.50	39.70	10.90
D	NTA 11KV-SUB	8.0	0.84	10.69	6.50	39.70	10.90
D	EZEAGU-AKAMA 33KV T-OFF	8.0	0.84	10.69	6.50	39.70	10.90
D	AKPUOGA-IDODO 33KV T-OFF	8.0	0.84	10.69	6.50	39.70	10.90
D	NENI - ORAUKWU 33KV	8.0	0.84	10.69	6.50	39.70	10.90
D	NENI - IGBOUKWU 33KV	8.0	0.84	10.69	6.50	39.70	10.90
D	AGULU - AWGBU 33KV	8.0	0.84	10.69	6.50	39.70	10.90
D	AGULU - NANKA 33KV	8.0	0.84	10.69	6.50	39.70	10.90
D	AGULU-ISUOFIA 33KV	8.0	0.84	10.69	6.50	39.70	10.90
D	AGULU - UMUCHU 33KV	8.0	0.84	10.69	6.50	39.70	10.90
D	AGULU - UGA 33KV	8.0	0.84	10.69	6.50	39.70	10.90
D	OKIGWE - IHO/AKABO 33KV	8.0	0.84	10.69	6.50	39.70	10.90
D	MBAlSE -NGURU 33KV	8.0	0.84	10.69	6.50	39.70	10.90
D	POLY TEE OFF ON NAZE 11KV_NEW OWERRI	8.0	0.84	10.69	6.50	39.70	10.90
D	URUAGU BUSINESS 11KV	8.0	0.84	10.69	6.50	39.70	10.90
D	EHA AMUFU - IKEM 33KV	8.0	0.84	10.69	6.50	39.70	10.90
D	ORIE MARKET 11KV	8.0	0.84	10.69	6.50	39.70	10.90
D	AIRPORT-ULAKWO 33KV	8.0	0.84	10.69	6.50	39.70	10.90
D	AMACHI 11KV	8.0	0.84	10.69	6.50	39.70	10.90
E	AMECHI-AWGU 33KV	4.0	2.59	6.57	6.50	42.05	31.00
E	NNEWI - AMICHI 33KV	4.0	2.87	5.58	6.50	30.15	31.00
E	NNEWI - AWKA ETITI 33KV	4.0	4.04	4.95	6.50	30.15	31.00
E	NNEWI - UMUDIM 33KV	4.0	1.85	6.50	6.50	30.15	31.00
E	OBOSI - IHIALA 33KV	4.0	2.87	5.58	6.50	30.15	33.00
E	OBOSI - OZUBULU 33KV	4.0	2.58	6.20	6.50	30.15	32.00
E	OBOSI - ULI 33KV	4.0	3.45	5.80	6.50	30.15	31.00
E	UKPOR - NNEWI 33KV	4.0	4.04	4.95	6.50	30.15	31.00

Tariff Bands	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (mins)	Average Response time to resolving complaints (Hrs)	Service Voltage Level
E	LIMCA OKIGWE 11KV	4.0	1.63	12.26	6.50	27.95	11.00
E	URUALLA CIVC CENTER 11KV	4.0	1.63	12.26	6.50	27.95	11.00
E	OBOWO 33KV	4.0	4.62	3.46	6.50	54.03	31.00
E	3-3, ABATA NSUGBE LEG 33KV	4.0	1.41	8.50	6.50	29.75	33.00
E	NIMO 11KV	4.0	1.92	8.34	6.50	36.02	11.00
E	ATANI WATER WORKS 11KV	4.0	1.16	6.91	6.50	45.49	11.00
E	NTIGHA 33KV	4.0	0.81	9.90	6.50	39.70	31.00
E	ABA WATER SIDE 11 KV	4.0	0.81	9.90	6.50	39.70	31.00
E	ABAKPA 3, 11KV	4.0	0.82	4.85	6.50	43.61	11.00
E	AKPOGA LEG 33KV	4.0	2.01	5.98	6.50	43.61	31.00
E	AMAORJI 11KV	4.0	1.56	5.14	6.50	43.61	11.00
E	EZEAGU LEG 33KV	4.0	3.58	3.36	6.50	43.61	31.00
E	NTA 11KV	4.0	2.04	5.89	6.50	43.61	11.00
E	OKWE 11KV	4.0	1.49	8.04	6.50	43.61	11.00
E	ENUGU-UKWU 11KV	4.0	1.99	8.04	6.50	36.02	10.90
E	NIBO 11KV	4.0	1.54	7.81	6.50	36.02	11.00
E	UKPO 11KV	4.0	2.28	8.79	6.50	36.02	10.90
E	AMECHI UWANI 11KV	4.0	1.48	5.39	6.50	42.05	10.50
E	TOP LAND 11KV	4.0	0.60	6.65	6.50	42.05	10.50
E	AGULUEZECHUKWU 11KV	4.0	2.57	6.23	6.50	46.98	31.00
E	AMUDA 11KV	4.0	0.72	22.11	6.50	46.98	10.50
E	EKWULOBIA MAIN OFFICE 11KV	4.0	2.54	6.29	6.50	46.98	10.50
E	OGBUNKA ROAD 11KV	4.0	1.81	11.03	6.50	46.98	10.50
E	OKO POLY 11KV	4.0	2.41	6.65	6.50	46.98	10.50
E	UMUNZE 11KV	4.0	1.51	10.62	6.50	46.98	10.50
E	OKIGWE MBAISE 33KV T-OFF	4.0	3.40	5.89	6.50	54.03	31.00
E	IBOLO 11KV	4.0	0.83	9.61	6.50	30.15	11.00
E	MGBEMENA 11KV	4.0	1.38	8.71	6.50	32.49	11.00
E	MINAJ 1, 11KV	4.0	1.38	8.72	6.50	32.49	11.00

Tariff Bands	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (mins)	Average Response time to resolving complaints (Hrs)	Service Voltage Level
E	HILL TOP 11KV	4.0	1.82	6.60	6.50	34.84	10.90
E	INLAND 11KV	4.0	1.27	9.46	6.50	29.75	11.00
E	IWEKA 11KV	4.0	0.98	8.15	6.50	29.75	11.00
E	MARKET 11KV	4.0	0.97	8.21	6.50	29.75	11.00
E	NKWELLE 11KV	4.0	1.40	5.72	6.50	29.75	10.80
E	NSUGBE 11KV	4.0	1.46	5.48	6.50	29.75	10.80
E	GRA ONITSHA 11KV	4.0	1.41	8.53	6.50	29.75	11.00
E	WOLIWO 11 KV	4.0	0.78	10.29	6.50	29.75	11.00
E	OKIGWE ORLU 33KV T-OFF	4.0	2.91	5.50	6.50	27.95	31.00
E	EGBEADA 11KV	4.0	3.08	5.20	6.50	35.63	10.40
E	EGBU 11KV	4.0	2.70	5.94	6.50	35.63	10.40
E	FUT 11KV	4.0	3.48	4.60	6.50	35.63	10.40
E	IFAKALA 11KV	4.0	2.16	7.42	6.50	35.63	10.10
E	MBIERI 11KV	4.0	2.13	7.52	6.50	35.63	10.10
E	NAZE 11KV	4.0	2.98	5.36	6.50	35.63	10.10
E	OKIGWE 33KV	4.0	2.14	5.60	6.50	35.63	31.00
E	ABA ROAD 11KV	4.0	1.17	8.52	6.50	39.70	10.90
E	ABIRIBA 11KV	4.0	1.72	9.89	6.50	39.70	10.60
E	AMACHARA 11KV	4.0	2.30	6.95	6.50	39.70	10.90
E	EKENOBIZI 11KV	4.0	2.29	6.97	6.50	39.70	10.90
E	GRA UMUAHIA 11KV	4.0	1.41	8.52	6.50	39.70	10.90
E	NKWOGWU 11KV	4.0	2.87	5.57	6.50	39.70	10.90
E	ABOR LEG 33KV	4.0	0.91	13.13	6.50	43.61	31.00
E	AJALI LEG 33KV	4.0	1.52	7.91	6.50	43.61	31.00
E	ABAGANA 11KV	4.0	0.99	12.08	6.50	36.02	10.90
E	AVUVU 11KV	4.0	2.55	7.83	6.50	54.03	10.60
E	EGBEREDE 11KV	4.0	1.66	12.08	6.50	54.03	10.60
E	MBUTU 11KV	4.0	1.15	13.90	6.50	54.03	10.60
E	NKWOALA 11KV	4.0	2.38	8.42	6.50	54.03	10.60

Tariff Bands	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (mins)	Average Response time to resolving complaints (Hrs)	Service Voltage Level
E	IRETE INDUSTRIAL 11KV	4.0	1.43	2.80	6.50	33.98	10.60
E	NEW OWERRI 11KV	4.0	2.29	5.25	6.50	33.98	10.60
E	OBINZE 11KV	4.0	2.39	6.69	6.50	33.98	10.60
E	WORLD BANK NEW OWERRI 11KV	4.0	1.65	7.28	6.50	33.98	10.60
E	MBANAGU 11KV	4.0	1.84	6.52	6.50	30.15	10.80
E	UBAHU 11KV	4.0	1.75	9.12	6.50	30.15	10.80
E	UMUOFOR 11KV	4.0	2.22	9.03	6.50	30.15	10.80
E	URUAGU 1, 11KV	4.0	1.32	9.12	6.50	30.15	10.80
E	AVENCO 11KV	4.0	1.26	9.50	6.50	32.49	10.80
E	AWADA 11KV	4.0	0.53	7.56	6.50	32.49	11.00
E	EZEIWEKA 11KV	4.0	0.71	11.30	6.50	32.49	11.00
E	IDEMILI 33KV T-OFF	4.0	1.32	12.08	6.50	32.49	31.00
E	MINAJ 2, 11KV	4.0	1.22	9.85	6.50	32.49	11.00
E	NKPOR 11KV	4.0	1.29	9.34	6.50	32.49	11.00
E	NWAZIKI 11KV	4.0	0.84	9.51	6.50	32.49	11.00
E	OGIDI 11KV	4.0	1.25	9.59	6.50	32.49	11.00
E	OJOTO 11KV	4.0	1.82	8.77	6.50	32.49	11.00
E	TOLL GATE 11KV	4.0	1.28	9.38	6.50	32.49	11.00
E	UGWUAGBA 11KV	4.0	1.06	11.30	6.50	32.49	11.00
E	BIDA 11KV	4.0	1.15	10.45	6.50	29.75	11.00
E	AMAIGBO ROAD ORLU 11KV	4.0	2.87	6.96	6.50	27.95	31.00
E	IHIOMA ROAD ORLU 11KV	4.0	2.46	8.13	6.50	27.95	10.60
E	OWERRI ROAD ORLU 11KV	4.0					
E	TOWNSHIP OKIGWE 11KV	4.0	1.55	12.26	6.50	27.95	10.60
E	EMEKUKU 11KV	4.0	4.05	4.20	6.50	35.63	10.60
E	NEW OWERRI 11KV (OWERRI)	4.0	4.69	2.56	6.50	35.63	10.60
E	AMAOGWUGWU 11KV	4.0	3.65	5.48	6.50	39.70	10.60
E	ASAGA 11KV	4.0	0.87	18.34	6.50	39.70	10.60
E	NDUME 11KV	4.0	2.24	5.36	6.50	39.70	10.60

Tariff Bands	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (mins)	Average Response time to resolving complaints (Hrs)	Service Voltage Level
E	OHAFIA BARRACKS 11KV	4.0	2.45	8.16	6.50	39.70	10.60
E	OLD UMUAHIA 11KV	4.0	2.26	5.32	6.50	39.70	10.60
E	OLOKORO 11KV	4.0	2.90	5.52	6.50	39.70	10.60
E	UBAKALA 11KV	4.0	2.19	5.49	6.50	39.70	10.60
E	UMUDIKE 11KV	4.0	2.27	5.28	6.50	39.70	10.60
E	WORLD BANK UMUAHIA 11KV	4.0	1.15	10.46	6.50	39.70	10.60
E	TCN AUXILIARY 33KV	4.0	0.90	4.44	6.50	42.05	33.00
E	EZIOKO 11KV	4.0	2.72	5.88	6.50	46.98	10.60
E	NGODO 11KV	4.0	2.46	8.14	6.50	46.98	10.60
E	LAGWA 11KV	4.0	2.09	8.14	6.50	54.03	10.60
E	UMUHI 11KV	4.0	2.77	6.14	6.50	54.03	10.60
E	OBIANGWU 11KV	4.0	1.97	8.14	6.50	54.03	10.60
E	MBAISE LEG 33KV	4.0	1.97	8.14	6.50	54.03	10.60
E	AMUZU 11KV	4.0	1.97	8.14	6.50	54.03	10.60
E	LORJI 11KV	4.0	1.97	8.14	6.50	54.03	10.60
E	OBOWO-EHIME MBANO 33KV	4.0	1.97	8.14	6.50	54.03	10.60
E	OBOWO-IHITTE UBOMA 33KV	4.0	1.97	8.14	6.50	54.03	10.60
E	OKIGWE - ISIALA MBANO 33KV	4.0	1.97	8.14	6.50	54.03	10.60
E	OKIGWE - AMAIMO/AMARAKU 33KV	4.0	1.97	8.14	6.50	54.03	10.60
E	OBOWO - OBOWO LEG 33KV	4.0	1.97	8.14	6.50	54.03	10.60
E	MBAISE-OKPOFE 33KV	4.0	1.97	8.14	6.50	54.03	10.60
E	MBAISE-UVURU 33KV	4.0	1.97	8.14	6.50	54.03	10.60
E	MBAISE - OGBE 33KV	4.0	1.97	8.14	6.50	54.03	10.60
E	MBAISE - UMUAWADA 33KV	4.0	1.97	8.14	6.50	54.03	10.60
E	OGBEDE 11KV	4.0	1.97	8.14	6.50	54.03	10.60
E	AGULERI 33KV-NITEIE T-OFF	4.0	1.97	8.14	6.50	54.03	10.60
E	AGULERI 33KV-AWKUZU T-OFF	4.0	1.97	8.14	6.50	54.03	10.60
E	FIRST BANK 11KV	4.0	1.97	8.14	6.50	54.03	10.60
E	NEMPI 11KV	4.0	1.97	8.14	6.50	54.03	10.60

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Tariff Bands	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (mins)	Average Response time to resolving complaints (Hrs)	Service Voltage Level
E	ISUOCHI 11KV	4.0	1.97	8.14	6.50	54.03	10.60
E	NINEATO 11KV	4.0	1.97	8.14	6.50	54.03	10.60
E	AWALA ISIEKENESI 11KV	4.0	1.97	8.14	6.50	54.03	10.60
E	DIKENEFAI-ISIEKENESI 11KV	4.0	1.97	8.14	6.50	54.03	10.60
E	ORLU-NKWERRE T-OFF 33KV	4.0	1.97	8.14	6.50	54.03	10.60
E	ORLU 33KV NKUMET OFF	4.0	1.97	8.14	6.50	54.03	10.60
E	ORLU 33KV AKOKWA LEG	4.0	1.97	8.14	6.50	54.03	10.60
E	ORLU 33KV AKOKWA -ARONDIZUOGU LEG	4.0	1.97	8.14	6.50	54.03	10.60
E	OGS 11KV	4.0	1.97	8.14	6.50	54.03	10.60
E	NKWOGWU-ABIRIBA 33KV T-OFF	4.0	1.97	8.14	6.50	54.03	10.60



King



