



ORDER/NERC/2023/029

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

Title

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

Objectives

3. This Order seeks to:
 - a. Ensure that prices charged by JED are fair to customers and are sufficient to allow JED 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 JED's CAPEX proposal and service improvement commitment.
 - d. Ensure that tariffs payable by JED's customers are commensurate and aligned with the quality and availability of power supply committed to customer clusters by JED.
 - e. Provide a framework for the settlement of imbalances between TCN and JED 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. JED 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 JED'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 **40.00%** effective from 1st January 2024 to reflect operating realities.
 - Plan to deploy **605,288** 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 JED from NBET's Vesting Contract regime thereby allowing JED to procure electricity directly from Generation Companies ("GenCos") through bilateral contracts.
5. The details of the rate application filed by JED are summarised in Table 1 below -


Table – 1 Summary of JED's Rate Application

	Parameter	JED's Request
1	Average Energy offtake (MWh/h)	225MWh/h
2	ATC&C Loss Target	40.00%
3	Annual OPEX (₦' billion)	20.32
4	Annual Meter CAPEX (₦' billion)	6.89
5	Annual Other CAPEX (₦' billion)	14.96
6	Annual Revenue Requirement (₦' billion)	193.74
7	Cost-reflective tariff (₦/kWh)	152.44
8	Allowed Tariff (₦/kWh)	133.11
9	Tariff shortfall (₦/kWh)	19.32

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Review of the Application

6. Further to the receipt of the JED'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 26th 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 JED'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 JED 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 JED's revenue requirement and resultant end-user tariffs.

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

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

	Parameter	JED'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)	225MWh/h	225MWh/h
5	ATC&C Loss Target	40.00%	32.72%
6	Annual OPEX (₦' billion)	20.32	21.20
7	Annual Meter CAPEX (₦' billion)	6.89	6.25
8	Annual Other CAPEX (₦' billion)	14.96	2.02
9	Annual Revenue Requirement (₦' billion)	193.74	184.13
10	Cost-reflective tariff (₦/ kWh)	152.44	138.90
11	Allowed Tariff (₦/ kWh)	133.11	60.60
12	Tariff shortfall (₦/ kWh)	19.32	78.30

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 JED application.

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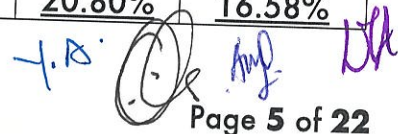
- a. **Nigerian Inflation Rates:** The Nigerian rate of inflation for November 2023 as obtained from the National Bureau of Statistics ("NBS") was 28.20%. This rate was adopted to project Nigerian inflation rates for the year 2024 and beyond.
- b. **Exchange Rate:** The Naira to the US Dollar exchange 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 JED's partially contracted capacity to ensure a minimum energy offtake of **225MWh/h** with effect from 1st January 2024. JED 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 JED and the Bureau of Public Enterprises ("BPE") provided the minimum performance indices expected of JED 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. JED proposed a review to reset its new baseline ATC&C loss levels to **40.00%**. Following the review, the Commission approved a new baseline ATC&C loss level of **32.72%** for JED 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 JED's proposed and approved ATC&C loss targets for the period 2023 to 2027.

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

Year	2024	2025	2026	2027
JED's Reset Request	40.00%	40.00%	31.89%	25.43%
Approved ATC&C Loss Target	<u>32.72%</u>	<u>26.09%</u>	<u>20.80%</u>	<u>16.58%</u>



14. Operating Expenses

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

Table - 4: Approved Annual OPEX for JED

Year	JED's OPEX Request	NERC Approved OPEX
	₦' Million	₦' Million
Admin OPEX	9,203	9,540
Fixed OPEX	1,454	2,120
Variable OPEX	9,661	9,540
Total OPEX	<u>20,317</u>	<u>21,199</u>

15. Meter Rollout Programme

In addition to other sector-led end-user metering initiatives in the NESI, this Order has considered JED's proposed end-user customer meter rollout programme to eliminate estimated billing within the next 5 years. Over the tariff review period, JED 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 JED from 2023 to 2027.

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

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

Year	2024	2025	2026	2027
	₦' Million	₦' Million	₦' Million	₦' Million
JED's Request	21,853	21,853	21,853	21,853
NERC's Approval	<u>8,271</u>	<u>8,271</u>	<u>8,271</u>	<u>8,271</u>

17. Minimum Energy Offtake and Transition to Bilateral Contracts

The Order recognises a revision to JED's partially contracted capacity to ensure a minimum energy offtake of **225MWh/h** with effect from 1st January 2024. JED is required by this Order to secure adequate bilateral contracts to facilitate a seamless exit from NBET's vesting contract regime. Through bilateral contracts, JED is required to mitigate its exposure to volumetric energy risks. Effective January 2024, JED shall have no recourse to claim revenue shortfall arising from generation shortfalls. JED 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 JED for the period.

Table-7: Minimum Energy Offtake Requirement of JED 2024 - 2027

Year	2024	2025	2026	2027
MWh/h	225	249	249	287

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

The Order recognises JED'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 JED'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 JED'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 JED'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 JED for 2023 - 2027.

Table 8: Approved Revenue Requirement for JED 2024 - 2027

		2024	2025	2026	2027
		₦' Million	₦' Million	₦' Million	₦' Million
GenCos Cost	Capacity Cost	55,374	61,622	62,035	72,344
	<u>Opex</u>	<u>72,219</u>	<u>80,126</u>	<u>81,325</u>	<u>94,007</u>
	Total	127,594	141,749	143,360	166,351
TCN and ADMIN Cost	Opex	3,150	4,235	5,291	6,575
	RO Investment	180	188	258	7,006
	<u>Depreciation</u>	<u>5,280</u>	<u>5,504</u>	<u>5,599</u>	<u>5,450</u>
	Total	8,610	9,927	11,147	19,032
System Operations Cost	Opex	1,510	1,747	1,955	2,236
	<u>RO Investment</u>	<u>90</u>	<u>97</u>	<u>112</u>	<u>128</u>
	Total	1,600	1,844	2,066	2,364
Market Operations Cost	Opex	244	253	273	301
	<u>RO Investment</u>	<u>9</u>	<u>16</u>	<u>16</u>	<u>18</u>
	Total	253	269	290	319
Ancillary Cost	368	527	677	1,014	
DisCo Cost	Opex	21,395	26,916	33,973	42,998
	RO Investment	13,548	19,812	21,598	22,614
	Depreciation	5,517	5,776	6,012	6,249
	<u>Debt Repayment</u>	<u>5,245</u>	<u>3,037</u>	<u>899</u>	<u>899</u>
	Total	45,706	55,542	62,482	72,760
Revenue Required		184,131	209,857	220,022	261,839

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21. Summary of Tariff Variables/Assumptions

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

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

Parameter	Unit	2023	2024	2025	2026	2027
Loss Target	%	27.27%	32.72%	26.09%	20.80%	16.58%
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	1,604	1,971	2,177	2,183	2,516
Energy Delivered to DisCo	MWh/h	183	225	249	249	287
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	99.3	138.9	130.4	127.3	124.8
End-User Allowed Tariffs	₦/kWh	60.6	60.6	130.4	127.3	124.8
Tariff Shortfall (Subsidy)	₦million	45,159	103,779*	0	0	0

Notes: *Estimated Annual Subsidy for 2024. The monthly subsidy from January 2024 is NGN8.65bn

22. Approved Cost-Reflective and Subsidised Tariffs

Pursuant to Section 116 of the EA and extant regulations, the Commission considered and approved for JED 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 JED franchise in 2024 is approximately **NGN103.779bn** (i.e., **NGN8.65bn 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 JED

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	5.00	6.00	7.00
A - Non-MD	112.45	68.61	147.58	68.61	133.60	130.36	127.79
A - MD1	119.29	72.78	158.20	72.78	143.22	139.75	136.99
A - MD2	124.90	76.20	166.92	76.20	151.11	147.45	144.55
B - Non-MD	103.68	63.26	140.71	63.26	127.39	124.30	121.85
B - MD1	111.48	68.02	152.83	68.02	138.36	135.01	132.35
B - MD2	117.96	71.97	162.90	71.97	147.47	143.90	141.06
C - Non-MD	86.59	52.83	134.53	52.83	126.32	123.26	120.83
C - MD1	95.08	58.01	147.72	58.01	133.73	130.49	127.92
C - MD2	97.44	59.45	151.38	59.45	137.05	133.73	131.09
D - Non-MD	65.75	40.12	102.15	40.12	117.08	114.24	111.99
D - MD1	88.90	54.24	138.11	54.24	129.68	126.54	124.05
D - MD2	88.90	54.24	138.11	54.24	129.68	126.54	124.05
E - Non-MD	65.40	39.90	101.61	39.90	107.37	104.77	102.70
E - MD1	86.78	52.95	134.83	52.95	126.53	123.47	121.04
E - MD2	88.90	54.24	138.11	54.24	129.68	126.54	124.05

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, JED'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.

24. Market Payment Discipline

Effective from the January 2024 market cycle, JED is required to pay 100% of its market obligations to NBET, MO, and other bilateral counterparties for energy and

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market administration services rendered to the utility. JED 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 JED's license and shall attract full enforcement measures in line with Section 75 of the EA.

25. JED'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 JED 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 JED at the applicable tariff;
- b. JED 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 JED'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. JED 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. JED shall maintain adequate securitisation for energy off-take in line with the provisions of the Market Rules and relevant bilateral contracts.
- g. JED 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 JED, 2023 and 2024

Head	Subhead	2023	2024
		₦'Million	₦'Million
Revenue Required	NEMSF	3,673	3,674
	Meter Acquisition Fund	875	1,571
	Unadjusted GenCo Invoice	72,490	125,708
	TCN & Admin Services	9,873	13,508
	DisCo	28,936	39,670
	Total	115,848	184,131
	Allowed Recovery	70,688	80,352
	Tariff Shortfall (Subsidy)	45,159	103,779
	NBET Adjusted Invoice to JED	27,331	21,929
DisCo Remittance Obligation	NEMSF	3,673	3,674
	Meter Acquisition Fund	875	1,571
	NBET Remittance Obligation	27,331	21,929
	MO Remittance Obligation	9,873	13,508
	DisCo	28,936	39,670
	Total Distribution	70,688	80,352
	DisCo remittance to NBET (Adjusted Invoice)	100%	100%
	DisCo remittance to MO	100%	100%

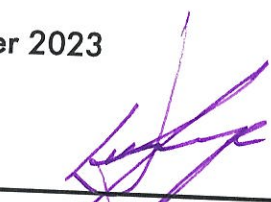
Effective Date

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

Dated this 28th day of December 2023



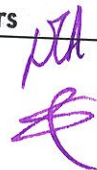
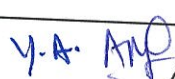

 Sanusi Garba
 Chairman



 Dafe C. Akpeneye
 Commissioner
 Legal Licence and Compliance

Appendix - 1: JED'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: JED's Service Level Commitments for January – June 2024

Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (Mins)	Average Response time to calls (in Mins)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
A	FMC STAFF QUARTERS GOMBE	22.76	0.80	74.29	5.00	4.00	33.00
A	CBN GOMBE	22.76	1.20	74.29	5.00	4.00	33.00
A	SECRETARIAT	22.90	1.00	65.71	5.00	5.00	32.50
A	FMC	22.48	1.00	91.43	5.00	4.00	33.00
A	DOGON DUTSE	21.95	1.50	122.86	5.00	5.00	32.00
A	GOMBE TOWN	22.52	1.10	88.57	5.00	5.00	33.00
A	NEW GOVT. HOUSE JOS	22.71	1.20	77.14	5.00	5.00	32.70
A	ASHAKA	23.50	0.15	30.00	5.00	3.00	132.00
A	MAKERI	22.90	1.30	65.71	5.00	5.00	32.50
A	ANGLO JOS	22.81	2.00	71.43	5.00	5.00	32.50
A	BARRACKS ROAD	22.95	0.70	62.86	5.00	5.00	32.50
A	JUTH	21.95	1.50	123.00	5.00	5.00	32.60
A	UNIJOS DEDICATED	21.29	1.80	162.86	5.00	5.00	32.60
A	IBRAHIM TAIWO	22.84	1.50	69.52	5.00	4.00	10.50
A	SHONGO	22.19	1.60	108.57	5.00	4.00	11.00
A	LIBERTY DAM	22.81	1.80	71.43	5.00	6.00	32.70
A	GURA TOP/MAZ.	22.51	2.00	89.52	5.00	4.00	11.00
A	WEST OF MINES	22.84	2.05	69.52	5.00	4.00	10.60
A	RANTYA	22.86	2.05	68.57	5.00	4.00	10.60
A	FMC GOMBE	22.76	1.00	74.29	5.00	4.00	10.50
A	STATE LOWCOST	22.84	2.05	69.52	5.00	4.00	33.00
A	RAYFIELD	22.05	1.95	117.14	5.00	4.00	10.60
A	WATER WORKS BAUCHI	21.19	1.70	168.57	5.00	4.00	11.00
A	CBN MAKURDI	22.95	1.90	63.00	5.00	5.00	32.50
A	TEACHING HOSPITAL	21.81	1.95	131.43	5.00	4.00	32.50
A	WATER WORKS GOMBE	21.80	1.90	132.00	5.00	3.00	11.00
					5.00	6.00	32.70

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Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (Mins)	Average Response time to calls (in Mins)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
A	DCPI	23.50	1.00	30.00	5.00	3.00	32.80
A	NABORDO	21.00	2.00	180.00	5.00	6.00	32.50
A	BUKURU	21.00	2.00	180.00	5.00	6.00	32.00
A	NASCO Dedicated	21.00	1.60	180.00	5.00	4.00	11.00
A	NNPC MAKURDI	21.29	1.90	162.86	5.00	6.00	31.40
A	YANDEV	19.40	2.60	276.00	5.00	6.00	32.00
A	GOVT. HOUSE GOMBE	21.10	2.60	174.29	5.00	6.00	10.90
A	INDUSTRIAL JOS	21.10	2.00	174.00	5.00	4.00	32.80
A	DCP II	23.50	1.00	30.00	5.00	3.00	32.80
A	JUTH I	21.59	1.50	144.60	5.00	4.00	32.30
A	JUTH II	21.59	1.50	144.60	5.00	4.00	32.30
A	NORTH BANK	20.50	2.30	210.00	5.00	6.00	32.50
A	AIRFORCE BASE BAUCHI	21.05	1.90	177.14	5.00	5.00	31.30
A	ATBU PERMANENT SITE	21.05	2.00	177.14	5.00	5.00	31.30
A	NINGI	21.00	2.00	180.00	5.00	6.00	32.00
A	TUNFURE	20.95	1.97	182.86	5.00	5.00	10.90
A	NVRI	20.80	2.20	192.00	5.00	5.00	10.60
A	ATBU	21.23	2.45	166.20	5.00	6.00	10.90
A	Yakubu Gowon Dam	20.53	2.20	208.20	5.00	5.00	31.40
A	PANTAMI	20.53	2.39	208.20	5.00	5.00	10.80
A	GBOKO ROAD	20.48	2.14	211.43	5.00	4.00	10.60
A	COCA COLA	21.20	1.66	168.00	5.00	5.00	10.90
A	GRA/PALACE	21.62	1.00	142.86	5.00	3.00	32.30
A	WURUKUM	21.00	1.32	180.00	5.00	5.00	10.70
A	WUKARI	20.90	2.52	186.00	5.00	6.00	31.30
A	AZARE	21.40	1.69	156.00	5.00	6.00	32.00
A	NAKA ROAD	20.20	2.48	228.00	5.00	4.00	10.70
A	ZARIA ROAD	20.00	0.47	240.00	5.00	4.00	32.50

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Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (Mins)	Average Response time to calls (in Mins)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
A	DISTRICT	20.25	2.00	224.76	5.00	6.00	10.80
A	MURTALA MOHAMMED	21.60	2.40	144.00	5.00	5.00	10.30
A	GOVT. HOUSE BAUCHI	19.81	2.45	251.43	5.00	4.00	11.00
A	KUMO	21.30	2.00	162.00	5.00	6.00	30.30
A	AIRFORCE BASE MAKURDI	21.29	1.95	162.86	5.00	4.00	31.00
A	ASA	23.00	1.00	60.00	5.00	3.00	31.30
A	HWOLSHE	20.00	1.32	240.00	5.00	5.00	10.90
A	BSU	21.00	1.93	180.00	5.00	4.00	10.80
A	HIGH LEVEL	20.70	1.41	198.00	5.00	5.00	10.80
A	WUNTI ROAD	20.70	1.94	198.00	5.00	4.00	10.70
A	OTUKPO TOWN	20.70	1.66	198.00	5.00	4.00	10.80
A	DADIN KOWA	20.70	2.25	198.00	5.00	5.00	10.80
A	GOVT. HOUSE MAKURDI	21.40	1.49	156.00	5.00	5.00	10.90
A	FED. LOW COST BAUCHI	20.57	2.31	205.80	5.00	5.00	11.00
A	BUKURU TOWN	20.10	4.89	234.00	5.00	5.00	10.60
A	TAFAWA BALEWA	21.00	2.70	180.00	5.00	5.00	10.40
A	GRA MAKURDI	20.60	1.49	204.00	5.00	5.00	31.30
A	GADA BIU	20.40	2.20	216.19	5.00	5.00	10.80
A	KATAKO	20.29	2.90	222.86	5.00	5.00	10.60
A	ZARIA ROAD 11KV	20.80	2.36	192.00	5.00	5.00	10.60
A	TUDUN SALMANU	20.60	2.42	204.00	5.00	5.00	10.90
A	BAUCHI ROAD TOWNSHIP	22.03	2.87	118.10	5.00	4.00	10.50
A	LAMINGO	21.86	3.26	128.57	5.00	5.00	10.50
A	INDUSTRIAL MAKURDI	21.20	2.50	168.00	5.00	5.00	10.80
A	BAUCHI RING ROAD	21.38	2.87	157.14	5.00	6.00	11.00
A	GRA GOMBE	21.62	1.90	142.86	5.00	5.00	10.50
A	UNIAGRIC	21.52	2.40	148.57	5.00	6.00	10.80
A	STADIUM	21.00	1.75	180.00	5.00	4.00	11.00
					5.00	4.00	10.50

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Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (Mins)	Average Response time to calls (in Mins)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
A	AMINU STREET	21.00	1.75	180.00	5.00	4.00	10.50
A	MUDA LAWAL	20.43	2.53	214.29	5.00	4.00	10.50
A	AZARE TOWN	21.00	2.05	180.00	5.00	4.00	10.50
A	COE/FIRE SERVICE	20.80	2.08	192.00	5.00	4.00	11.00
A	GRA AZARE	21.00	2.19	180.00	5.00	4.00	10.50
A	FED. LOW COST GOMBE	20.48	2.32	211.43	5.00	5.00	10.90
A	YUGUDA FARM	21.46	3.00	152.40	5.00	6.00	10.70
A	GUBI	21.90	1.80	125.71	6.00	6.00	32.00
A	DASS	19.00	2.50	300.00	5.00	6.00	31.00
A	GWALLAMEJI	21.00	2.80	180.00	5.00	5.00	10.80
B	MAKURDI TOWN	17.00	2.80	420.00	5.00	6.00	31.00
B	ANKPA	17.50	2.55	390.00	5.00	6.00	31.00
B	KATSINA ALA	19.00	2.03	300.00	5.00	6.00	32.30
B	ZAWAN	17.00	2.35	420.00	5.00	6.00	31.00
B	TARAKU	17.50	2.52	390.00	5.00	5.00	10.70
B	NIPSS KURU	18.50	3.35	330.00	5.00	6.00	31.20
B	DILIMI	17.00	3.12	420.00	5.00	5.00	10.20
B	UTAN	17.00	2.36	420.00	5.00	5.00	10.00
B	NARAGUTA	17.60	2.56	384.00	5.00	5.00	10.00
B	CONGO	17.00	2.87	420.00	5.00	5.00	10.60
B	NASARAWA	17.00	3.07	420.00	5.00	5.00	10.80
B	RUKUBA ROAD	17.00	2.67	420.00	5.00	5.00	10.80
B	BAPTIST	18.00	2.64	360.00	5.00	6.00	10.50
B	BBL	17.50	2.20	390.00	5.00	5.00	10.50
B	RAILWAY	16.70	2.33	438.00	5.00	4.00	10.80
B	OLD ENUGU ROAD	17.40	3.18	396.00	5.00	5.00	10.50
B	OTADA	16.60	2.70	444.00	5.00	4.00	10.90
B	IGBANOMAJE	17.70	2.70	378.00	5.00	4.00	10.50

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Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (Mins)	Average Response time to calls (in Mins)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
B	DOMA	18.60	4.58	324.00	5.00	6.00	32.20
B	RUKUBA	18.60	2.52	324.00	5.00	6.00	10.20
B	DOROWA	18.60	3.46	324.00	5.00	6.00	30.00
B	GOMBE STATE UNIVERSITY	18.00	4.61	360.00	5.00	4.00	32.20
B	RUKUBA BARRACKS	18.00	2.79	360.00	5.00	5.00	32.20
B	OJU	18.00	4.00	360.00	5.00	6.00	32.20
B	MAKURDI TOWN 11KV	18.00	1.27	360.00	5.00	5.00	31.30
B	YANKARI	18.00	4.89	360.00	5.00	5.00	10.60
B	TUDUN WADA JOS	18.00	2.05	360.00	5.00	6.00	31.20
B	FOBUR	19.00	2.70	300.00	5.00	5.00	10.80
B	BCGA	18.90	6.24	305.71	5.00	5.00	0.00
B	POLICE STAFF COLLEGE/POLY	18.25	5.40	344.76	5.00	5.00	10.80
B	DARAZO/DUKKU	19.00	3.38	300.00	5.00	5.00	10.50
B	BANK ROAD	17.95	2.22	362.86	5.00	6.00	30.30
B	INDUSTRIAL BAUCHI	17.38	2.39	397.14	5.00	4.00	10.30
B	SCIENCE SCH. KURU	17.83	6.33	370.48	5.00	4.00	10.30
B	BARRACK	16.10	5.06	474.00	5.00	5.00	10.50
B	FGC/RADIO MONITORING	18.00	2.03	360.00	5.00	5.00	10.50
B	TUDUN WADA GOMBE	17.90	2.40	365.71	5.00	4.00	11.00
B	YELWA	17.00	3.00	420.00	5.00	5.00	10.90
B	NASME	16.00	2.45	480.00	5.00	6.00	10.70
C	POLO	14.00	2.64	600.00	5.00	5.00	10.70
C	MAILAM SIDI	15.00	2.70	540.00	5.00	5.00	10.60
C	VOM	14.00	2.40	600.00	5.00	6.00	29.40
C	SRS	14.30	2.53	582.00	5.00	5.00	10.20
C	Gamawa/Dambam	14.30	4.00	582.00	5.00	5.00	10.50
C	OBARIKE TOWN	14.30	4.20	582.00	5.00	6.00	31.30
C	OJU I	14.30	4.20	582.00	5.00	5.00	30.30
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Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (Mins)	Average Response time to calls (in Mins)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
C	NNPC JOS	14.30	2.52	582.00	5.00	6.00	32.50
C	ALIADÉ	14.60	3.00	564.00	5.00	5.00	10.00
C	OJU II	14.60	4.20	564.00	5.00	5.00	30.20
C	TORO	14.60	4.56	564.00	5.00	6.00	31.30
C	BYPASS	14.60	5.57	564.00	5.00	5.00	9.50
C	RIYEL	14.60	5.68	564.00	5.00	5.00	9.50
C	MALLAM INNA	14.00	2.40	600.00	5.00	6.00	10.80
C	JAMAARE	14.00	2.53	600.00	5.00	6.00	32.80
C	MANGU TOWN	14.00	4.87	600.00	5.00	4.00	9.80
C	GBOKO/ADIKPO	14.00	2.70	600.00	5.00	5.00	29.50
C	MISAU	14.30	3.04	582.00	5.00	6.00	32.90
C	RAN ROAD	14.30	2.45	582.00	5.00	5.00	10.50
C	MISAU TOWN	14.30	3.28	582.00	5.00	5.00	10.80
C	ZARTEX	14.30	5.06	582.00	5.00	5.00	10.00
C	VANDEIKYA	12.00	2.70	720.00	5.00	5.00	30.00
C	BARIKIN LADI TOWN	15.00	3.68	540.00	5.00	5.00	10.30
C	GRA MISAU	15.00	3.30	540.00	5.00	5.00	10.80
C	GINDIRI	15.00	4.67	540.00	5.00	5.00	9.80
C	NINGI TOWN	15.00	4.00	540.00	5.00	5.00	31.50
C	FIKA	15.00	5.00	540.00	5.00	5.00	32.00
C	33KV IKPAYONGU	15.00	4.00	660.00	6.00	6.00	31.50
C	EMIR PALACE JAMAARE	15.00	3.20	966.32	5.00	5.00	10.80
C	FED. LOWCOST JAMAARE	15.00	3.20	966.32	5.00	5.00	10.80
D	Darazo Town	8.60	3.43	351.87	5.00	5.00	10.80
D	DAUDU	10.00	2.48	360.00	5.00	5.00	10.90
D	PANKSHIN FCE	11.41	3.49	755.43	5.00	5.00	10.80
D	KALSHINGI TOWN II	9.54	3.20	867.45	5.00	3.00	10.00
D	NAFADA TOWN	9.05	2.11	896.95	5.00	5.00	10.90
							10.80

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Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (Mins)	Average Response time to calls (in Mins)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
D	J.D. GOMWALK	8.43	4.28	934.33	5.00	5.00	9.70
D	GENERAL HOSPITAL PANKSHIN	8.39	4.19	936.35	5.00	5.00	9.70
D	HARDAWA	8.27	3.40	943.65	5.00	5.00	10.80
D	KALSHINGI TOWN I	7.81	3.20	971.45	5.00	5.00	10.90
D	BOGORO I	10.00	4.22	1037.43	5.00	4.00	11.00
D	BOGORO II	10.00	4.22	1037.94	5.00	4.00	11.00
D	Emir Palace Darazo	8.40	3.43	1200.00	5.00	5.00	10.90
D	KUMO TOWN 11KV	8.00	3.00	960.00	5.00	5.00	10.90
D	EMIR PALACE KUMO 11KV	8.00	3.00	960.00	5.00	5.00	10.90
E	OKPOGA	6.40	3.32	420.00	5.00	5.00	10.90
E	PILGANI	9.60	3.46	864.00	5.00	5.00	29.40
E	BENPOLY	9.53	3.32	868.00	5.00	5.00	9.20
E	SHIRA-YANA	9.20	3.30	888.08	5.00	5.00	30.00
E	UGBOKOLO	9.13	3.32	892.00	5.00	5.00	10.50
E	TOTAL	6.27	3.49	1064.00	5.00	5.00	29.00
E	GRA SHENDAM	6.27	3.52	1064.00	5.00	5.00	9.50
E	Shendam Army Barracks	6.27	3.46	1064.00	5.00	5.00	9.50
E	PAJAT	6.27	3.77	1064.00	5.00	5.00	9.50
E	KUFFEN	6.27	3.94	1064.00	5.00	5.00	9.50
E	WASE GARKUWA	6.27	3.46	1064.00	5.00	5.00	9.50
E	WASE PRISON	5.47	3.46	1112.00	5.00	5.00	9.20
E	DENGI TOWN	5.47	3.46	1112.00	5.00	5.00	9.20
E	GANAWURI (NESCO)	5.47	3.46	1112.00	5.00	5.00	9.20
E	MIANGO 3.3KV	5.47	3.46	1112.00	5.00	5.00	9.20
E	Mbar Town	5.47	3.46	1112.00	5.00	5.00	9.20

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