



ORDER/NERC/2023/031

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

Title

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

Objectives

3. This Order seeks to:
 - a. Ensure that prices charged by KEDCO are fair to customers and are sufficient to allow KEDCO 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 KEDCO's CAPEX proposal and service improvement commitment.
 - d. Ensure that tariffs payable by KEDCO's customers are commensurate and aligned with the quality and availability of power supply committed to customer clusters by KEDCO.
 - e. Provide a framework for the settlement of imbalances between TCN and KEDCO 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.

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- g. Support transition to bilateral contracts and procurements of bulk energy to meet the supply needs of customers.

Context

4. KEDCO 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 KEDCO's application include:
 - a. Changes to the Nigerian and United States inflation and foreign exchange rates in view of significant movement in these indices.
 - b. A reset of the Aggregate Technical Commercial and Collection ("ATC&C") losses applied in tariff determination to **53.07%** effective from 1st January 2024 to reflect operating realities.
 - c. Plan to deploy **1,113,401** end-use customer meters over a 5-year tariff period to eliminate estimated billing.
 - d. Commitment to execute capital investment projects that will enable the utility to achieve service delivery targets.
 - e. Revision of operating expenses ("OPEX") to improve responsiveness to fault clearing and customer complaints.
 - f. Plan the exit of KEDCO from NBET's Vesting Contract regime thereby allowing KEDCO to procure electricity directly from Generation Companies ("GenCos") through bilateral contracts.

5. The details of the rate application filed by KEDCO are summarised in Table 1 below

Table – 1 Summary of KEDCO's Rate Application

	Parameter	KEDCO's Request
1	Average Energy offtake (MWh/h)	268MWh/h
2	ATC&C Loss Target	53.07%
3	Annual OPEX (₦' billion)	31.97
4	Annual Meter CAPEX (₦' billion)	4.11
5	Annual Other CAPEX (₦' billion)	39.27
6	Annual Revenue Requirement (₦' billion)	242.93
7	Cost-reflective tariff (₦/ kWh)	204.91
8	Allowed Tariff (₦/ kWh)	204.91
9	Tariff shortfall (₦/ kWh)	0

Review of the Application

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

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

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

	Parameter	KEDCO'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)	268MWh/h	268MWh/h
5	ATC&C Loss Target	53.07%	25.00%
6	Annual OPEX (₦' billion)	31.97	25.32
7	Annual Meter CAPEX (₦' billion)	4.11	6.25
8	Annual Other CAPEX (₦' billion)	39.27	5.75
9	Annual Revenue Requirement (₦' billion)	242.93	225.74
10	Cost-reflective tariff (₦/ kWh)	204.91	128.20
11	Allowed Tariff (₦/ kWh)	204.91	58.80
12	Tariff shortfall (₦/ kWh)	0	69.40

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 KEDCO application.

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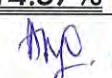

- a. **Nigerian Inflation Rates:** The Nigerian rate of inflation for November 2023 as obtained from the National Bureau of Statistics ("NBS") was 28.20%. This rate was adopted to project Nigerian inflation rates for the year 2024 and beyond.
- b. **Exchange Rate:** The Naira to the US Dollar exchange 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 KEDCO's partially contracted capacity to ensure a minimum energy offtake of **268MWh/h** with effect from 1st January 2024. KEDCO 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 KEDCO and the Bureau of Public Enterprises ("BPE") provided the minimum performance indices expected of KEDCO 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. KEDCO proposed a review to reset its new baseline ATC&C loss levels to **53.07%**. Following the review, the Commission approved a new baseline ATC&C loss level of **25.00%** for KEDCO 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 KEDCO's proposed and approved ATC&C loss targets for the period 2023 to 2027.

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

Year	2024	2025	2026	2027
KEDCO's Reset Request	53.07%	50.42%	42.85%	30.00%
Approved ATC&C Loss Target	<u>25.00%</u>	<u>20.88%</u>	<u>17.45%</u>	<u>14.57%</u>

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14. Operating Expenses

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

Table – 4: Approved Annual OPEX for KEDCO

Year	KEDCO’s OPEX Request	NERC Approved OPEX
	₦’ Million	₦’ Million
Admin OPEX	12,256	11,392
Fixed OPEX	3,824	2,532
Variable OPEX	15,893	11,392
Total OPEX	<u>31,974</u>	<u>25,316</u>

15. Meter Rollout Programme

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

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

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

Year	2024	2025	2026	2027
	₦' Million	₦' Million	₦' Million	₦' Million
KEDCO's Request	43,381	43,381	43,381	43,381
NERC's Approval	<u>12,004</u>	<u>12,004</u>	<u>12,004</u>	<u>12,004</u>

17. Minimum Energy Offtake and Transition to Bilateral Contracts

The Order recognises a revision to KEDCO's partially contracted capacity to ensure a minimum energy offtake of **268MWh/h** with effect from 1st January 2024. KEDCO is required by this Order to secure adequate bilateral contracts to facilitate a seamless exit from NBET's vesting contract regime. Through bilateral contracts, KEDCO is required to mitigate its exposure to volumetric energy risks. Effective January 2024, KEDCO shall have no recourse to claim revenue shortfall arising from generation shortfalls. KEDCO 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 KEDCO for the period.

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

Year	2024	2025	2026	2027
MWh/h	268	296	297	342

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

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

Table 8: Approved Revenue Requirement for KEDCO 2024 – 2027

		2024	2025	2026	2027
		₦' Million	₦' Million	₦' Million	₦' Million
GenCos Cost	Capacity Cost	65,957	73,399	73,890	86,169
	<u>Opex</u>	<u>86,021</u>	<u>95,439</u>	<u>96,867</u>	<u>111,973</u>
	Total	151,978	168,838	170,757	198,142
TCN and ADMIN Cost	Opex	3,752	5,044	6,302	7,832
	RO Investment	214	224	307	8,345
	<u>Depreciation</u>	<u>6,289</u>	<u>6,556</u>	<u>6,669</u>	<u>6,492</u>
	Total	10,255	11,824	13,278	22,669
System Operations Cost	Opex	1,799	2,081	2,328	2,664
	<u>RO Investment</u>	<u>107</u>	<u>115</u>	<u>133</u>	<u>152</u>
	Total	1,906	2,197	2,461	2,816
Market Operations Cost	Opex	291	301	326	358
	<u>RO Investment</u>	<u>11</u>	<u>19</u>	<u>19</u>	<u>21</u>
	Total	301	320	345	380
Ancillary	Cost	439	628	807	1,207
DisCo Cost	Opex	25,550	32,143	40,570	51,348
	RO Investment	19,722	29,096	31,153	32,287
	Depreciation	9,050	9,679	10,022	10,365
	<u>Debt Repayment</u>	<u>6,540</u>	<u>3,482</u>	<u>902</u>	<u>902</u>
	Total	60,862	74,400	82,647	94,901
<u>Revenue Required</u>		<u>225,742</u>	<u>258,206</u>	<u>270,294</u>	<u>320,115</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 KEDCO from 1 January 2024 to 31 December 2027.

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

Parameter	Unit	2023	2024	2025	2026	2027
Loss Target	%	15.85%	25.00%	20.88%	17.45%	14.57%
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	1,914	2,347	2,593	2,600	2,997
Energy Delivered to DisCo	MWh/h	219	268	296	297	342
Generation Cost	₦/kWh	43.9	63.8	64.1	64.7	65.1
Transmission & Admin Cost	₦/kWh	7.2	6.9	7.3	8.1	10.6
End-User Cost Reflective Tariff	₦/kWh	86.0	128.2	125.9	125.9	125.0
End-User Allowed Tariffs	₦/kWh	58.8	58.8	125.9	125.9	125.0
Tariff Shortfall (Subsidy)	₦million	43,845	122,198*	0	0	0

Notes: Estimated annual subsidy for 2024. The monthly subsidy from January 2024 is NGN10.18bn

22. Approved Cost-Reflective and Subsidised Tariffs

Pursuant to Section 116 of the EA and extant regulations, the Commission considered and approved for KEDCO 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 KEDCO franchise in 2024 is approximately **NGN122.20bn** (i.e., **NGN10.18bn** 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 KEDCO

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	102.74	70.23	136.08	70.23	133.54	133.62	132.68
A - MD1	108.34	74.06	142.59	74.06	139.94	140.02	139.03
A - MD2	111.98	76.54	159.13	76.54	156.17	156.25	155.16
B - Non-MD	95.52	65.29	124.88	65.29	122.55	122.62	121.76
B - MD1	99.67	68.13	130.31	68.13	127.88	127.95	127.05
B - MD2	104.02	71.11	136.00	71.11	133.47	133.54	132.60
C - Non-MD	69.59	47.57	100.15	47.57	98.28	98.34	97.65
C - MD1	72.43	49.51	111.28	49.51	109.21	109.26	108.50
C - MD2	79.01	54.01	134.82	54.01	132.31	132.38	131.45
D - Non-MD	46.84	32.02	90.04	32.02	88.36	88.41	87.79
D - MD1	69.60	47.58	93.51	47.58	91.77	91.82	91.18
D - MD2	69.60	47.58	104.98	47.58	103.02	103.08	102.35
E - Non-MD	46.64	31.88	-	31.88	-	-	-
E - MD1	69.60	47.58	-	47.58	-	-	-
E - MD2	69.60	47.58	-	47.58	-	-	-

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, KEDCO'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, KEDCO 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. KEDCO 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 KEDCO's license and shall attract full enforcement measures in line with Section 75 of the Electricity Act.

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

Head	Subhead	2023	2024
		₦'Million	₦'Million
Revenue Required	NEMSF	4,451	4,454
	Meter Acquisition Fund	1,208	2,086
	Unadjusted GenCo Invoice	85,301	149,732
	TCN & Admin Services	11,696	16,181
	DisCo	35,944	53,289
	Total	138,600	225,742
Allowed Recovery		94,755	103,544
Tariff Shortfall (Subsidy)		43,845	122,198
NBET Adjusted Invoice to KEDCO		41,456	27,534
DisCo Remittance Obligation	NEMSF	4,451	4,454
	Meter Acquisition Fund	1,208	2,086
	NBET Remittance Obligation	41,456	27,534
	MO Remittance Obligation	11,696	16,181
	DisCo	35,944	53,289
	Total Distribution	94,755	103,544
DisCo remittance to NBET (Adjusted Invoice)		100%	100%
DisCo remittance to MO		100%	100%

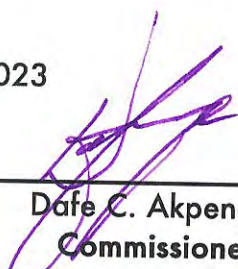
Effective Date

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: KEDCO'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


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Appendix – 2: KEDCO's Service Level Commitments for January – June 2024

Tariff Band	Feeder Name	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints (Hrs)	Service Voltage Level
A	33KV Ajiwa Water Works	24.00	0.09	4.43	1 min	24	33
A	33KV Ampri Global	24.00	0.01	7.89	1.5 min	24	33
A	33KV Angels	24.00	0.31	1.75	1 min	24	33
A	33KV ATM	24.00	0.05	2.62	1 min	24	33
A	33KV Bata	24.00	0.17	2.47	1 min	24	33
A	33KV BUK	0.00	0.00	0.00	0	0	33
A	33KV CBN	24.00	1.50	1.23	0	24	33
A	33KV Challawa Water Works	24.00	0.23	1.11	1 min	24	33
A	33KV Club	24.00	0.18	2.05	1 min	24	33
A	33KV Coca Cola	24.00	0.28	1.42	1 min	24	33
A	33KV Dan Agundi 1	0.00	0.00	0.00	0	0	33
A	33KV Dana	24.00	0.00	0.00	1 min	24	33
A	33KV Dangote	24.00	0.52	1.25	1 min	24	33
A	33KV Daura	24.00	0.01	12.34	1 min	24	33
A	33KV Dr Jamil Gwamna	24.00	0.20	3.35	1 min	24	33
A	33KV Dutse	24.00	0.22	2.63	1 min	24	33
A	33KV Flour Mills	24.00	1.00	1.48	1 min	24	33
A	33KV Gaskiya	24.00	1.37	1.23	1 min	24	33
A	33KV Hadejia	24.00	0.10	2.66	1 min	24	33
A	33KV IDH	24.00	0.61	2.51	1 min	24	33
A	33KV Katsina Road	24.00	0.01	2.24	1.5 min	24	33
A	33KV Kofar Guga	24.00	0.20	4.14	1 min	24	33
A	33KV Kurna	24.00	0.20	4.14	1 min	24	33
A	33KV MTN	24.00	0.10	2.41	1 min	24	33
A	33KV NNPC	24.00	1.22	0.94	1 min	24	33
A	33KV Power House	24.00	0.00	0.30	1 min	24	33

Tariff Band	Feeder Name	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints (Hrs)	Service Voltage Level
A	33KV Rice Mill	0.00	0.00	0.00	0	0	33
A	33KV Rijiyar Zaki	24.00	0.04	3.95	1 min	24	33
A	33KV Small Scale	24.00	0.68	1.77	1 min	24	33
A	33KV Spanish 1	24.00	0.04	0.88	1 min	24	33
A	33KV Spanish 2	24.00	0.18	3.04	1 min	24	33
A	33KV Sule Lamido University	0.00	0.00	0.00	0	0	33
A	33KV Tamburawa Water Works	24.00	0.60	1.23	1 min	24	33
A	33KV Textile	24.00	0.16	3.57	1 min	24	33
A	33KV Wudil	24.00	0.49	2.23	1.5 min	48	33
A	33KV Zaria Road	24.00	0.58	0.79	1 min	24	33
A	11KV Ahmadu Bello	17.00	0.38	4.26	48 Hrs	11	11
A	11KV Airport Road	15.00	0.04	3.31	48 Hrs	11	33
A	11KV Ajasa	16.00	0.09	2.64	48 Hrs	11	11
A	11KV Apex	24.00	0.01	8.86	1.5 min	48	11
A	11KV Audu Bako	17.00	0.22	3.15	48 Hrs	11	11
A	11KV Bank Road	21.00	0.30	2.52	24 Hrs	11	11
A	11KV Bello Dandago	24.00	0.00	2.08	48 Hrs	11	11
A	11KV Bompai	17.00	0.19	4.10	48 Hrs	11	11
A	11KV Ceramic	24.00	0.04	5.89	1 min	24	11
A	11KV Challawa Water Plant	24.00	0.02	0.57	1 min	24	11
A	11KV Dala Foods	24.00	0.21	2.14	1 min	24	11
A	11KV Dr Bala	17.00	0.24	4.10	48 Hrs	11	11
A	11KV Funtua Textile Mill	24.00	0.01	1.74	1 min	24	11
A	11KV Funtua Water Works	24.00	0.02	5.42	1 min	24	11
A	11KV Gwarzo Road	24.00	0.01	8.68	48 Hrs	11	11
A	11KV Industrial Funtua	24.00	0.04	3.95	1 min	24	11
A	11KV KUT	24.00	0.09	4.41	1.5 min	48	11
A	11KV Maimalari	24.00	0.04	1.84	1 min	24	11

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Tariff Band	Feeder Name	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints (Hrs)	Service Voltage Level
A	11KV Natsinta	24.00	0.04	1.84	1 min	24	11
A	11KV NBC	24.00	0.09	4.73	1 min	24	11
A	11KV New Site	24.00	0.04	6.67	48 Hrs	11	11
A	11KV Sharada Industrial	15.00	0.13	2.72	1 min	24	11
A	11KV Tamburawa Water Plant	24.00	0.01	0.55	1 min	24	11
A	11KV Tarauni	16.00	0.16	3.63	48 Hrs	11	11
A	11KV Tokarawa	24.00	0.14	3.82	1 min	24	11
A	11KV Yusuf Road	14.00	0.10	4.09	48 Hrs	11	11
B	33KV Birnin Kudu	24.00	1.06	4.61	24 Hrs	33	33
B	33KV Dan Agundi 2	0.00	0.00	0.00	0	0	33
B	33KV Gagarawa	0.00	0.00	0.00	0	0	11
B	33KV Mamman Nasir	24.00	0.38	6.20	24 Hrs	33	33
B	33KV Kafin Hausa	24.00	0.29	2.45	48 Hrs	33	33
B	11KV Abuja Road	14.00	0.13	4.83	48 Hrs	11	11.00
B	11KV Badawa	16.00	0.25	4.25	48 Hrs	11	11.00
B	11KV Bayajidda	14.00	0.05	4.40	48 Hrs	11	11.00
B	11KV Dakata	16.00	0.12	6.07	48 Hrs	11	11.00
B	11KV Danladi Nasidi	17.00	0.12	2.63	48 Hrs	11	11.00
B	11KV Daurama	14.00	0.09	4.10	48 Hrs	11	11.00
B	11KV Fantai	15.00	0.06	0.00	48 Hrs	11	11.00
B	11KV Government House Dutse	16.00	0.04	5.88	48 Hrs	11	11.00
B	11KV Hassan Usman Road	16.00	0.11	6.38	48 Hrs	11	11.00
B	11KV Housing Estate	15.00	0.10	3.59	48 Hrs	11	11
B	11KV Independence	15.00	0.16	3.11	24 Hrs	11	11
B	11KV Kabuga	14.00	0.23	6.60	48 Hrs	11	11
B	11KV Kadarko	14.00	0.23	6.60	48 Hrs	11	11
B	11KV Low Cost	16.00	0.04	8.16	48 Hrs	11	11
B	11KV Majestic	15.00	0.00	23.47	48 Hrs	11	11






Tariff Band	Feeder Name	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints (Hrs)	Service Voltage Level
B	11KV Masarauta	15.00	0.07	3.10	48 Hrs	11	11
B	11KV Murtala Muhammed	17.00	0.23	3.07	1.5 min	48	11
B	11KV NNDC	15.00	0.10	3.28	1.5 min	48	11
B	11KV Nomansland	14.00	0.15	5.26	24 Hrs	11	33
B	11KV Race Course	16.00	0.26	3.72	48 Hrs	11	11
B	11KV Sabon Gari	14.00	0.14	4.00	48 Hrs	11	11
B	11KV Sani Abacha Way	16.00	0.02	3.87	48 Hrs	11	11
B	11KV Yankaba	16.00	0.09	4.73	48 Hrs	11	11
C	33KV Dutsenma	8.00	0.20	3.01	24 Hrs	33	33
C	33KV Gano	0.00	0.30	0.00	0	0	33
C	33KV Kazaure	24.00	0.89	3.96	24 Hrs	33	33
C	33KV Makole	0.00	0.23	0.00	0	0	33
C	33KV Mashi	8.00	0.21	5.01	24 Hrs	33	33
C	11KV Aminu Kano	0.00	0.13	0.00	0	0	11
C	11KV GRA	16.00	0.11	5.22	1.5 min	48	11.00
C	11KV Bachirawa	0.00	0.18	0.00	0	0	11
C	11KV BCGA	14.00	0.02	4.07	48 Hrs	11	11
C	11KV Bichi Town	24.00	0.00	2.95	48 Hrs	11	11
C	11KV Campus	24.00	0.02	3.67	48 Hrs	11	33
C	11KV City	0.00	0.12	0.00	0	0	11
C	11KV Dantunku	14.00	0.02	1.64	48 Hrs	11	11
C	11KV Dutsen Reme	14.00	0.03	3.75	48 Hrs	11	11
C	11KV Fagge	14.00	0.06	3.50	48 Hrs	11	11
C	11KV Farawa	14.00	0.33	2.72	48 Hrs	11	11
C	11KV Federal Secretariat	14.00	0.23	4.65	24 Hrs	11	11
C	11KV Galadima	14.00	0.05	5.30	48 Hrs	11	11
C	11KV Garu	15.00	0.03	3.88	48 Hrs	11	11






Tariff Band	Feeder Name	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints (Hrs)	Service Voltage Level
C	11KV Hausawa	15.00	0.06	2.86	48 Hrs	11	11
C	11KV Hotoro	15.00	0.10	3.75	48 Hrs	11	11
C	11KV Ibrahim Taiwo	14.00	0.20	3.71	48 Hrs	11	11
C	11KV Jabiri	14.00	0.14	3.27	48 Hrs	11	11
C	11KV Kano Road	16.00	0.04	4.57	48 Hrs	11	11
C	11KV Kanti	14.00	0.05	3.58	48 Hrs	11	11
C	11KV Karkasara	15.00	0.12	3.50	48 Hrs	11	11
C	11KV Kofar Naisa	14.00	0.08	5.64	48 Hrs	11	11
C	11KV Kofar Nassarawa	0.00	0.09	0.00	0	0	11
C	11KV Kundila	15.00	0.14	3.17	48 Hrs	11	11
C	11KV Lamido	16.00	0.20	4.07	48 Hrs	11	11
C	11KV Lautai	15.00	0.08	4.69	48 Hrs	11	11
C	11KV Limawa	15.00	0.03	6.69	48 Hrs	11	11
C	11KV Maiduguri Road	14.00	0.14	4.18	48 Hrs	11	11
C	11KV Maje	15.00	0.15	2.84	48 Hrs	11	11
C	11KV Makama	14.00	0.07	4.11	48 Hrs	11	11
C	11KV Marhaba	15.00	0.08	2.51	48 Hrs	11	11
C	11KV Nagogo	15.00	0.08	2.51	48 Hrs	11	11
C	11KV Nakowa	14.00	0.02	5.24	48 Hrs	11	11
C	11KV Orthopaedic	14.00	0.09	4.95	48 Hrs	11	11
C	11KV Panshekara	15.00	0.09	3.45	48 Hrs	11	11
C	11KV Sallari	15.00	0.09	3.08	48 Hrs	11	11
C	11KV Sani Mainagge	0.00	0.07	0.00	0	0	11
C	11KV School of Nursing	15.00	0.04	6.15	48 Hrs	11	11
C	11KV Dandagoro	16.00	0.06	5.06	48 Hrs	11	11
C	11KV Shagari	15.00	0.12	3.05	48 Hrs	11	11
C	11KV Takur	15.00	0.01	5.72	48 Hrs	11	11
C	11KV Town	14.00	0.02	2.98	48 Hrs	11	11

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Tariff Band	Feeder Name	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints (Hrs)	Service Voltage Level
C	11KV Tukuntawa	15.00	0.15	2.36	48 Hrs	11	11
C	11KV Unguwa Uku	15.00	0.18	5.25	48 Hrs	11	11
C	11KV Yanlemo	15.00	0.16	4.82	48 Hrs	11	11
C	11KV Zawaciki	15.00	0.13	5.12	48 Hrs	11	11
D	33KV Bagauda	24.00	1.67	1.74	48 Hrs	33	33
D	33KV Birniwa	8.00	0.37	7.93	48 Hrs	33	33
D	33KV Gumel	24.00	0.84	2.69	48 Hrs	33	33
D	33KV Jahun	8.00	0.75	6.15	48 Hrs	33	33
D	33KV Kaita	24.00	0.18	3.17	24 Hrs	33	33
D	33KV Law School	24.00	0.80	2.25	48 Hrs	33	33
D	33KV Malumfashi	8.00	1.30	3.13	24 Hrs	33	11
D	33KV Musawa	24.00	0.68	3.71	48 Hrs	33	33
D	33KV Polytechnic	8.00	0.22	6.27	24 Hrs	33	33
D	33KV Sumaila	0.00	0.59	0.00	0	0	11
D	33KV Yanleman	0.00	0.00	0.00	0	0	33
D	11KV Chiranci	15.00	0.22	2.08	48 Hrs	11	33
D	11KV Army Barracks	16.00	0.07	10.02	48 Hrs	11	11
D	11KV Dutsen Safe	16.00	0.04	11.26	48 Hrs	11	11
D	11KV Fanisau	24.00	0.06	11.90	48 Hrs	11	11
D	11KV FMC	16.00	0.03	6.24	48 Hrs	11	11
D	11KV Gwagwarwa	14.00	0.07	2.63	48 Hrs	11	11
D	11KV Gwammaja	14.00	0.06	5.69	48 Hrs	11	11
D	11KV Hospital Road	16.00	0.06	5.89	48 Hrs	11	11
D	11KV Jaen	15.00	0.24	1.85	48 Hrs	11	11
D	11KV Jakara	0.00	0.05	0.00	0	0	11
D	11KV Jamaare	15.00	0.06	3.40	48 Hrs	11	11
D	11KV Kaura Goje	14.00	0.08	5.21	48 Hrs	11	11
D	11KV Kofar Fada	14.00	0.68	0.00	48 Hrs	11	11

Tariff Band	Feeder Name	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints (Hrs)	Service Voltage Level
D	11KV Kofar Marusa	16.00	0.04	6.52	48 Hrs	11	11
D	11KV Koki	0.00	0.11	0.00	0	0	11
D	11KV Makwalla	15.00	0.03	7.05	48 Hrs	11	11
D	11KV Mafazu	14.00	0.01	17.57	48 Hrs	11	11
D	11KV Muhammed Dikko	16.00	0.07	4.12	48 Hrs	11	11
D	11KV Mundadu	15.00	0.24	0.00	48 Hrs	11	11
D	11KV Rimin Kebe	14.00	0.08	3.38	48 Hrs	11	11
D	11KV Sagaji	0.00	0.05	0.00	0	0	11
D	11KV Talamiz	14.00	0.31	3.93	24 Hrs	11	11
D	11KV Tsamiya Babba	14.00	0.20	4.81	48 Hrs	11	11
D	11KV Tudun Murtala	14.00	0.03	4.03	48 Hrs	11	11
D	11KV Tudun Wada	14.00	0.05	5.07	48 Hrs	11	11
E	33KV Danbaita	8.00	0.15	4.27	24 Hrs	33	33
E	33KV Dandume	8.00	0.83	4.19	48 Hrs	33	33
E	33KV Dawanau	0.00	0.50	0.00	0	0	33
E	33KV Falgore	8.00	0.50	3.08	48 Hrs	33	33
E	33KV Garko	0.00	0.42	0.00	0	0	33
E	33KV Gaya	0.00	0.30	0.00	0	0	33
E	33KV Gezawa	0.00	0.44	0.00	0	0	33
E	33KV Karaye	8.00	0.55	3.40	48 Hrs	33	33
E	33KV Kwankwaso	0.00	0.42	0.00	0	0	33
E	33KV Mai Adua	8.00	0.50	4.34	48 Hrs	33	33
E	11KV Mai Ruwa	14.00	0.03	3.61	48 Hrs	11	11
E	11KV Tiga	24.00	0.06	11.90	48 Hrs	11	11

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