



ORDER/NERC/2023/032

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

Title

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

Objectives

- 3.** This Order seeks to:
 - a. Ensure that prices charged by PHED are fair to customers and are sufficient to allow PHED 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 PHED's CAPEX proposal and service improvement commitment.
 - d. Ensure that tariffs payable by PHED's customers are commensurate and aligned with the quality and availability of power supply committed to customer clusters by PHED.
 - e. Provide a framework for the settlement of imbalances between TCN and PHED 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. PHED 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 PHED'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 **39.42%** effective from 1st January 2024 to reflect operating realities.
 - c. Plan to deploy 447,876 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 PHED from NBET's Vesting Contract regime thereby allowing PHED to procure electricity directly from Generation Companies ("GenCos") through bilateral contracts.
5. The details of the rate application filed by PHED are summarised in Table 1 below –

Table – 1 Summary of PHED's Rate Application

	Parameter	PHED's Request
1	Average Energy offtake (MWh/h)	283MWh/h
2	ATC&C Loss Target	39.42%
3	Annual OPEX (₦' billion)	34.10
4	Annual Meter CAPEX (₦' billion)	6.30
5	Annual Other CAPEX (₦' billion)	28.64
6	Annual Revenue Requirement (₦' billion)	254.07
7	Cost-reflective tariff (₦/kWh)	157.88
8	Allowed Tariff (₦/kWh)	118.55
9	Tariff shortfall (₦/kWh)	39.33

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Review of the Application

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

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

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

	Parameter	PHED'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)	283MWh/h	283MWh/h
5	ATC&C Loss Target	39.42%	25.00%
6	Annual OPEX (₦' billion)	34.10	26.63
7	Annual Meter CAPEX (₦' billion)	6.30	6.25
8	Annual Other CAPEX (₦' billion)	28.64	9.34
9	Annual Revenue Requirement (₦' billion)	254.07	236.08
10	Cost-reflective tariff (₦/ kWh)	157.88	127.00
11	Allowed Tariff (₦/ kWh)	118.55	61.40
12	Tariff shortfall (₦/ kWh)	39.33	65.60

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 PHED 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 PHED's partially contracted capacity to ensure a minimum energy offtake of 283MWh/h with effect from 1st January 2024. PHED 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 PHED and the Bureau of Public Enterprises ("BPE") provided the minimum performance indices expected of PHED 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. PHED proposed a review to reset its new baseline ATC&C loss levels to **39.42%**. Following the review, the Commission approved a new baseline ATC&C loss level of **25.00%** for PHED 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 PHED's proposed and approved ATC&C loss targets for the period 2023 to 2027.

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

Year	2024	2025	2026	2027
PHED's Reset Request	39.42%	39.42%	32.19%	26.29%
Approved ATC&C Loss Target	<u>25.00%</u>	<u>20.42%</u>	<u>16.67%</u>	<u>13.62%</u>

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14. Operating Expenses

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

Table – 4: Approved Annual OPEX for PHED

Year	PHED's OPEX Request	NERC Approved OPEX
	₦' Million	₦' Million
Admin OPEX	22,104	11,984
Fixed OPEX	1,835	2,663
Variable OPEX	10,156	11,984
Total OPEX	<u>34,096</u>	<u>26,630</u>

15. Meter Rollout Programme

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

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


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

Year	2024	2025	2026	2027
	₦' Million	₦' Million	₦' Million	₦' Million
PHED's Request	34,937	34,937	34,937	34,937
NERC's Approval	<u>15,587</u>	<u>15,587</u>	<u>15,587</u>	<u>15,587</u>

17. Minimum Energy Offtake and Transition to Bilateral Contracts

The Order recognises a revision to PHED's partially contracted capacity to ensure a minimum energy offtake of 283MWh/h with effect from 1st January 2024. PHED is required by this Order to secure adequate bilateral contracts to facilitate a seamless exit from NBET's vesting contract regime. Through bilateral contracts, PHED is required to mitigate its exposure to volumetric energy risks. Effective January 2024, PHED shall have no recourse to claim revenue shortfall arising from generation shortfalls. PHED 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 PHED for the period.

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

Year	2024	2025	2026	2027
MWh/h	283	313	313	361

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

The Order recognises PHED'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 PHED'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 PHED'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 PHED'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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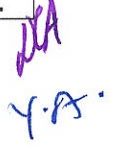
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20. Revenue Requirement

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

Table 8: Approved Revenue Requirement for PHED 2024 – 2027

		2024	2025	2026	2027
		₹' Million	₹' Million	₹' Million	₹' Million
GenCos Cost	Capacity Cost	69,648	77,507	78,026	90,992
	<u>Opex</u>	<u>90,836</u>	<u>100,781</u>	<u>102,289</u>	<u>118,240</u>
	Total	160,484	178,288	180,315	209,232
TCN and ADMIN Cost	Opex	3,962	5,326	6,655	8,270
	RO Investment	226	236	324	8,812
	<u>Depreciation</u>	<u>6,641</u>	<u>6,923</u>	<u>7,042</u>	<u>6,855</u>
	Total	10,829	12,485	14,021	23,938
System Operations Cost	Opex	1,899	2,198	2,458	2,813
	<u>RO Investment</u>	<u>113</u>	<u>122</u>	<u>140</u>	<u>160</u>
	Total	2,013	2,320	2,599	2,973
Market Operations Cost	Opex	307	318	344	378
	<u>RO Investment</u>	<u>11</u>	<u>20</u>	<u>20</u>	<u>23</u>
	Total	318	338	364	401
Ancillary	Cost	463	663	852	1,275
DisCo Cost	Opex	26,877	33,812	42,677	54,015
	RO Investment	19,848	29,923	32,509	34,111
	Depreciation	8,785	9,416	9,862	10,307
	<u>Debt Repayment</u>	<u>6,462</u>	<u>3,612</u>	<u>736</u>	<u>736</u>
	Total	61,973	76,763	85,783	99,168
<u>Revenue Required</u>		<u>236.081</u>	<u>270.857</u>	<u>283.934</u>	<u>336.987</u>

21. Summary of Tariff Variables/Assumptions

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

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

Parameter	Unit	2023	2024	2025	2026	2027
Loss Target	%	21.45%	25.00%	20.42%	16.67%	13.62%
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	2,181	2,478	2,738	2,746	3,165
Energy Delivered to DisCo	MWh/h	249	283	313	313	361
Generation Cost	₦/kWh	44.3	63.8	64.1	64.7	65.1
Transmission & Admin Cost	₦/kWh	7.1	6.9	7.2	8.1	10.6
End-User Cost Reflective Tariff	₦/kWh	87.7	127.0	124.3	124.1	123.3
End-User Allowed Tariffs	₦/kWh	61.4	61.4	124.3	124.1	123.3
Tariff Shortfall (Subsidy)	₦million	45,018	121,949	0	0	0

Notes: * Estimated Annual Subsidy for 2024. The Monthly subsidy from January 2024 is NGN10.16Bn

22. Approved Cost-Reflective and Subsidised Tariffs

Pursuant to Section 116 of the EA and extant regulations, the Commission considered and approved for PHED 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 PHED franchise in 2024 is approximately NGN121.95bn (i.e., NGN10.16bn 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 PHED

Category	2023		2024		2025	2026	2027
	Cost-Reflective Tariff	Allowed Tariff	Cost-Reflective Tariff	Allowed Tariff	Cost-Reflective Tariff		
Life-line	4.0	4.0	4.0	4.0	4.0	4.0	4.0
A - Non-MD	103.78	72.67	142.06	72.67	139.02	138.81	137.88
A - MD1	102.27	71.62	138.45	71.62	135.49	135.29	134.38
A - MD2	99.80	69.88	134.84	69.88	131.95	131.76	130.87
B - Non-MD	98.49	68.96	137.25	68.96	134.31	134.11	133.21
B - MD1	95.93	67.18	134.84	67.18	131.95	131.76	130.87
B - MD2	95.86	67.12	132.43	67.12	129.60	129.41	128.54
C - Non-MD	80.51	56.38	128.29	56.38	125.54	125.36	124.51
C - MD1	78.03	54.64	122.80	54.64	120.18	120.00	119.19
C - MD2	78.03	54.64	122.80	54.64	120.18	120.00	119.19
D - Non-MD	56.65	39.67	100.72	39.67	98.56	98.42	97.76
D - MD1	79.15	55.43	127.28	55.43	124.55	124.37	123.53
D - MD2	79.15	55.43	127.21	55.43	124.49	124.30	123.47
E - Non-MD	56.32	39.44	88.91	39.44	87.01	86.88	86.30
E - MD1	79.15	55.43	127.08	55.43	124.36	124.17	123.34
E - MD2	79.15	55.43	127.08	55.43	124.36	124.17	123.34

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, PHED's revenue requirements and associated tariffs shall be subject to **monthly adjustments** to allow for changes in the inflation rates, Naira/US\$ exchange rates, and gas-to-power prices.

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24. Market Payment Discipline

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

25. PHED'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 PHED net of the applicable tariff shortfall approved by the Commission on monthly basis, while MO shall issue the full transmission and administrative services invoices to PHED at the applicable tariff;
- b. PHED 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 PHED'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. PHED 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. PHED shall maintain adequate securitisation for energy off-take in line with the provisions of the Market Rules and relevant bilateral contracts.
- g. PHED 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 PHED, 2023 and 2024

Head	Subhead	2023	2024
		₦'Million	₦'Million
Revenue Required	NEMSF	4,258	4,259
	Meter Acquisition Fund	1,285	2,203
	Unadjusted GenCo Invoice	97,965	158,113
	TCN & Admin Services	13,389	17,059
	DisCo	33,292	54,447
	Total	150,189	236,081
Allowed Recovery		105,170	114,132
Tariff Shortfall (Subsidy)		45,018	121,949
NBET Adjusted Invoice to PHED		52,947	36,164
DisCo Remittance Obligation	NEMSF	4,258	4,259
	Meter Acquisition Fund	1,285	2,203
	NBET Remittance Obligation	52,947	36,164
	MO Remittance Obligation	13,389	17,059
	DisCo	33,292	54,447
	Total Distribution	105,170	114,132
DisCo remittance to NBET (Adjusted Invoice)		100%	100%
DisCo remittance to MO		100%	100%

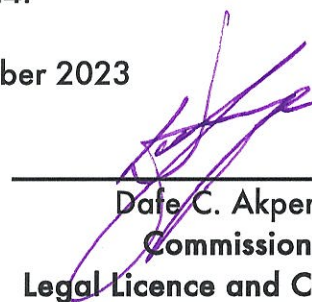
Effective Date

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

Dated this 28^h day of December 2023



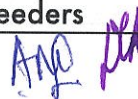




Sanusi Garba
Chairman



Dafe C. Akpeneye
Commissioner
Legal Licence and Compliance

Appendix – 1: PHED'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: PHED's Service Level Commitments for January to June 2024

Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions Per Day (Hrs)	Average Response time to calls (Sec)	Average Response time to resolving complaints (days)	Service Voltage Level
A	AIRPORT COMPLEX	20	1	4	10	15	11
A	IDONGESIT NKANGA	20	1	4	10	15	11
A	IKPA ROAD	20	1	4	10	15	11
A	4 POINT SHERATON	20	1	4	10	15	11
A	NVUIGWE	20	2	5	10	15	11
A	OGBATAI	20	2	6	10	15	11
A	SHELL ESTATE	20	1	6	10	15	11
A	RIVOC	20	2	4	10	15	11
A	WATER WORKS	20	2	5	10	15	11
A	EAGLE ISLAND	20	1	6	10	15	11
A	ABONNEMA WHARF	20	1	7	10	15	11
A	ACB	20	1	6	10	15	11
A	OLD ABA ROAD	20	2	7	10	15	11
A	RUMUIBEKWE	20	2	6	10	15	11
A	LEOPARD A	20	2	4	10	15	11
A	EWET	20	1	4	10	15	11
A	SHELTER AFRIQUE	20	3	9	10	15	11
A	BRISTOW	20	1	6	10	15	11
A	CIRCULAR ROAD	20	1	4	10	15	11
A	SHELL INDUSTRIAL	20	3	8	10	15	11
A	ESUKUTAN	20	2	4	10	15	11
A	OMERELU	20	2	5	10	15	11




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Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions Per Day (Hrs)	Average Response time to calls (Sec)	Average Response time to resolving complaints (days)	Service Voltage Level
A	RUMUOMOI	20	2	8	10	15	11
A	WATER LINES	20	3	8	10	15	11
A	UNICAL A	20	2	5	10	15	11
A	Alscon	20	-	0	10	15	11
A	ABULOMA	20	1	5	10	15	33
A	FIPL NLNG	20	-	1	10	15	33
A	BOROKIRI	20	1	4	10	15	33
A	EKPENUKPA	20	1	3	10	15	33
A	EPCL	20	0	0	10	15	33
A	EPZ1	20	0	0	10	15	33
A	EPZ2	20	1	1	10	15	33
A	FOUR LANE/CORNER	20	-	2	10	15	33
A	GOVT HOUSE	20	1	6	10	15	33
A	GREATER PH	20	1	3	10	15	33
A	IKOT EKPENE	20	1	4	10	15	33
A	INDUSTRIAL (Meter Solution)	20	-	3	10	15	33
A	LE MERIDIAN	20	1	2	10	15	33
A	NIGER MILL	20	-	0	10	15	33
A	NTA	20	1	4	10	15	33
A	OYIGBO	20	1	4	10	15	33
A	REFINERY LINE 1	20	2	5	10	15	33
A	REFINERY LINE2	20	2	2	10	15	33
A	RSPUB-1	20	1	2	10	15	33






Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions Per Day (Hrs)	Average Response time to calls (Sec)	Average Response time to resolving complaints (days)	Service Voltage Level
A	RUKPOKWU	20	1	5	10	15	33
A	SECRETARIAT	20	1	3	10	15	33
A	SILVERBIRD	20	1	6	10	15	33
A	TRANS AMADI	20	1	2	10	15	33
A	UNICEM	20	1	6	10	15	33
A	UST	20	1	3	10	15	33
A	EKET	20	0	1	10	15	33
A	T1B	20	0	1	10	15	33
A	ABONEMA	20	0	4	10	15	33
A	RUMUEKPIRIKON A	20	1	3	10	15	33
A	AKAMKPA URBAN A	20	1	1	10	15	33
A	AMIKA URBAN A	20	1	2	10	15	33
A	BAO YAO	20	0	0	10	15	33
A	CHAMPION BREWERIES	20	1	3	10	15	33
A	DIAMOND HILLS	20	0	1	10	15	33
A	IGBO ETCHE A	20	1	3	10	15	33
A	IBENO A	20	1	3	10	15	33
A	ONNE A	20	1	3	10	15	33
A	ORON ROAD A	20	-	1	10	15	33
A	RSTV	20	1	2	10	15	33
A	RUMUODUMAYA	20	2	7	10	15	33
A	RUMUOLA A	20	1	4	10	15	33
A	AFAHA UBE	20	0	2	10	15	33

Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions Per Day (Hrs)	Average Response time to calls (Sec)	Average Response time to resolving complaints (days)	Service Voltage Level
A	IMIRINGI A	20	2	10	10	15	33
A	RAINBOW	20	1	4	10	15	33
A	UTC	20	1	6	10	15	33
A	FIPL - ORDINANCE	20	-	0	10	15	33
A	KOM KOM A	20	-	1	10	15	33
A	BORI B	8	1	8	10	15	33
A	TRANS AMADI RESIDENTIAL	20	1	2	10	15	33
A	IBESIKPO A	20	1	2	10	15	33
B	OZUBOKO	16	5	13	10	15	11
B	OSONGAMA	16	3	9	10	15	11
B	MGBUOBA	16	4	13	10	15	11
B	ELEKAHIA ESTATE	16	3	9	10	15	11
B	NEW GRA	16	3	11	10	15	11
B	ABACHA ROAD	16	3	12	10	15	11
B	FIMIE	16	2	7	10	15	11
B	OLD DIOBU	16	3	10	10	15	11
B	EASTERN BYPASS	16	2	8	10	15	11
B	UDO-UDOMA	16	2	10	10	15	11
B	NDABROS	16	2	5	10	15	11
B	GLASS FACTORY	16	4	12	10	15	11
B	RUMUOGBA	16	2	10	10	15	11
B	OKOH ROAD	16	4	16	10	15	11
B	RUMUOROLU	16	2	7	10	15	11

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Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions Per Day (Hrs)	Average Response time to calls (Sec)	Average Response time to resolving complaints (days)	Service Voltage Level
B	AKANI	16	0	1	10	15	33
B	FLOUR MILL	16	0	1	10	15	33
B	RUMOLUMINI	16	2	9	10	15	33
B	TIMBER	20	1	7	10	15	33
B	AIRPORT	16	2	10	10	15	33
B	BORI A	20	1	8	10	15	33
B	STATE HOUSING	16	0	0	10	15	33
C	QUA RIVER	12	2	12	10	15	11
C	JETTY	12	5	16	10	15	11
C	8 MILES	12	4	13	10	15	11
C	LOCATION	12	5	15	10	15	11
C	OHAKWE	12	5	15	10	15	11
C	ZENITH	12	3	13	10	15	11
C	AMADI AMA	12	3	12	10	15	11
C	NPA	12	3	11	10	15	11
C	LOCAL GOVERNMENT	12	1	18	10	15	11
C	NDU	12	1	18	10	15	11
C	NWANIBA	12	3	14	10	15	11
C	BARRACKS	12	3	14	10	15	11
C	AKA ITIAM	12	3	12	10	15	11
C	BROOKS	12	4	12	10	15	11
C	ELELENWO	12	3	14	10	15	11
C	BORI CAMP	12	3	12	10	15	11







Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions Per Day (Hrs)	Average Response time to calls (Sec)	Average Response time to resolving complaints (days)	Service Voltage Level
C	ELIMGBU	12	4	15	10	15	11
C	ADP	12	4	16	10	15	11
C	MCC	12	3	12	10	15	11
C	MILE ONE	12	-	0	10	15	11
C	ELIOPARANWA	12	4	15	10	15	11
C	FIRST BANK	12	3	15	10	15	11
C	MBANO JUNCTION	12	3	15	10	15	11
C	FEDERAL HOUSING	12	3	13	10	15	11
C	BAKERY ROAD	12	4	15	10	15	11
C	EGBELU	12	5	15	10	15	11
C	OLU OBASANJO	12	-	0	10	15	11
C	TAP	12	3	13	10	15	11
C	OPM	12	4	16	10	15	11
C	AKER Road	12	3	14	10	15	11
C	OMACHI	12	4	16	10	15	11
C	RUMUEKINI	12	3	17	10	15	11
C	IBB	12	3	14	10	15	11
C	KALA	12	4	15	10	15	11
C	OZUOBA	12	4	16	10	15	11
C	ELEKAHIA VILLAGE	8	4	15	10	15	11
C	MARKET ROAD	12	4	14	10	15	11
C	NIGER CAT	12	3	13	10	15	11
C	NKPOGU	12	3	13	10	15	11





Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions Per Day (Hrs)	Average Response time to calls (Sec)	Average Response time to resolving complaints (days)	Service Voltage Level
C	OWERRI RD	12	3	14	10	15	11
C	PIPE LINE	12	4	15	10	15	11
C	RUMUKALAGBO	12	2	10	10	15	11
C	RUMUOKWUTA	12	3	11	10	15	11
C	WATER BOARD	12	-	2	10	15	33
C	ABAK	12	1	20	10	15	33
C	AKAMKPA URBAN B	12	1	1	10	15	33
C	INDUSTRIAL	20	0	3	10	15	33
C	UPTH	12	2	15	10	15	33
C	OPOLO	12	1	8	10	15	33
C	AMASOMA	12	0	1	10	15	33
C	IMIRINGI B	12	2	10	10	15	33
C	RUMUEKPIRIKON B	12	1	3	10	15	33
D	AGBIA	4	1	17	10	15	11
D	GRA	8	4	17	10	15	11
D	AMADI SOUTH	8	4	15	10	15	11
D	IKOT IBIOK	8	2	14	10	15	11
D	OKON	8	2	16	10	15	11
D	AFAHA UQUA	8	3	14	10	15	11
D	RCC	8	3	15	10	15	11
D	CAMEROUN	8	3	16	10	15	11
D	ESSIEN 1	8	-	0	10	15	11
D	RUMUEME	8	3	16	10	15	11

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Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions Per Day (Hrs)	Average Response time to calls (Sec)	Average Response time to resolving complaints (days)	Service Voltage Level
D	AZUABIE	8	4	15	10	15	11
D	COT GAS	8	3	19	10	15	11
D	OKRIKA	8	3	18	10	15	11
D	HAROLD WILSON	8	4	17	10	15	11
D	MARINE BASE	8	3	15	10	15	11
D	NEW ROAD	8	4	15	10	15	11
D	ESSIEN TOWN	8	3	16	10	15	11
D	NSASAK	8	3	18	10	15	11
D	IGWURUTA RD	8	4	18	10	15	11
D	IDORO ROAD	8	-	4	10	15	11
D	MTAK	8	-	4	10	15	11
D	AFAM ROAD	8	1	6	10	15	11
D	RAILWAY	8	1	6	10	15	11
D	SARS ROAD	8	4	17	10	15	11
D	SCHOOL OF NURSING	8	3	17	10	15	11
D	ELIOGBOLO	8	4	19	10	15	11
D	FGC	8	4	19	10	15	11
D	OBI WALI	8	4	19	10	15	11
D	AMADI NORTH	8	4	17	10	15	11
D	STATION ROAD	8	4	16	10	15	11
D	NSUKKA	8	4	17	10	15	11
D	UDI	8	4	17	10	15	11
D	ALUU	8	4	19	10	15	11

Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions Per Day (Hrs)	Average Response time to calls (Sec)	Average Response time to resolving complaints (days)	Service Voltage Level
D	CHOKA	8	3	18	10	15	11
D	WOKOMA	8	3	17	10	15	11
D	HABOUR ROAD	8	4	17	10	15	11
D	FOUR CORNER	8	1	22	10	15	11
D	IKOM TOWN	8	1	22	10	15	11
D	ANANTIGHA	8	2	18	10	15	11
D	GOLDIE	8	2	17	10	15	11
D	TARGET	8	3	16	10	15	11
D	UNICAL B	8	2	5	10	15	11
D	AKA ROAD	12	3	15	10	15	11
D	WELLINGTON BASSEY	8	3	10	10	15	11
D	TOWN FEEDER	8	3	17	10	15	11
D	UKANA	12	3	17	10	15	11
D	PALACE ROAD	8	4	17	10	15	11
D	OKPORO ROAD	8	5	17	10	15	11
D	LEOPARD B	8	2	4	10	15	11
D	CHURCHILL	8	4	16	10	15	11
D	NAVY	8	3	17	10	15	11
D	MARY HARNEY	8	0	23	10	15	11
D	R-D ROAD	8	5	17	10	15	11
D	MARITIME	8	0	23	10	15	11
D	EKIM (AKSU)	8	1	19	10	15	33
D	GBARAIN	8	0	8	10	15	33

Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions Per Day (Hrs)	Average Response time to calls (Sec)	Average Response time to resolving complaints (days)	Service Voltage Level
D	IBENO B	8	1	3	10	15	33
D	EMUOHA	8	-	3	10	15	33
D	KATSINA ALA	8	1	4	10	15	33
D	IKOT ABASI (Coconut)	8	1	15	10	15	33
D	TUNGBO	8	1	6	10	15	33
D	UGEPI	8	1	7	10	15	33
D	YAHE	8	2	16	10	15	33
D	ITAM JUNCTION	8	1	7	10	15	33
D	AGUDAMA	8	1	9	10	15	33
D	AIRPORT B	8	2	10	10	15	33
D	IGBO ETCHE B	8	1	3	10	15	33
D	ONNE B	8	1	3	10	15	33
D	KOM KOM B	8	-	1	10	15	33
D	RUMUOLA B	8	1	4	10	15	33
D	ETINAN	8	1	10	10	15	33
D	MBO	8	1	13	10	15	33
E	AGIP RD	16	-	0	10	15	11
E	AMASOMA 2	4	1	18	10	15	11
E	CHAIRMAN'S LODGE	4	-	0	10	15	11
E	IGWURUTA	4	-	0	10	15	11
E	IWOFE	4	-	0	10	15	11
E	KOLOBIRI	4	-	0	10	15	11
E	Golf Estate	4	1	15	10	15	11

Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions Per Day (Hrs)	Average Response time to calls (Sec)	Average Response time to resolving complaints (days)	Service Voltage Level
E	ODILI ROAD	4	-	0	10	15	11
E	OKURU	4	3	18	10	15	11
E	CRUTECH	4	-	0	10	15	11
E	OGALI	4	-	0	10	15	11
E	OJOTO	4	-	0	10	15	11
E	ETE URBAN	4	1	20	10	15	11
E	IKOT AKAN	4	-	0	10	15	11
E	PORT HARCOURT ROAD	4	-	0	10	15	11
E	EDEBOM	4	1	22	10	15	11
E	EBUBU	4	-	0	10	15	11
E	OKOTIAMA	4	1	17	10	15	11
E	POLAKU	4	0	6	10	15	11
E	PPMC	4	-	0	10	15	11
E	IKWERRE ROAD	4	-	0	10	15	11
E	OFONI	4	1	20	10	15	11
E	SAGBAMA	4	1	19	10	15	11
E	REFINERY	4	-	0	10	15	11
E	UYO ROAD	4	1	22	10	15	11
E	AKPAJO	4	3	18	10	15	11
E	TTC	4	-	0	10	15	11
E	IBEKWE	4	1	20	10	15	11
E	IBESIKPO B	4	1	2	10	15	33
E	AMIKA GAMMA	4	1	2	10	15	33

Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions Per Day (Hrs)	Average Response time to calls (Sec)	Average Response time to resolving complaints (days)	Service Voltage Level
E	AHOADA	4	0	2	10	15	33
E	OBOT OKARA	4	1	21	10	15	33
E	ISIOKPO	4	-	0	10	15	33
E	NDOKI	4	0	1	10	15	33
E	OKU IBOKU	4	1	6	10	15	33
E	ORON ROAD B	12	-	1	10	15	33
E	AKAMKPA RURAL	4	1	1	10	15	33
E	BUGUMA	4	0	8	10	15	33

