



ORDER/NERC/2023/033

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

**Title**

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

**Commencement**

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

**Objectives**

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

MA

Y.A.

ANG

## Context

4. YEDC 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 YEDC'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 **56.00%** effective from 1st January 2024 to reflect operating realities.
  - Plan to deploy 405,196 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 YEDC from NBET's Vesting Contract regime thereby allowing YEDC to procure electricity directly from Generation Companies ("GenCos") through bilateral contracts.
5. The details of the rate application filed by YEDC are summarised in Table 1 below -


**Table - 1 Summary of YEDC's Rate Application**

	<b>Parameter</b>	<b>YEDC's Request</b>
1	Average Energy offtake (MWh/h)	113MWh/h
2	ATC&C Loss Target	56.00%
3	Annual OPEX (₦' billion)	15.59
4	Annual Meter CAPEX (₦' billion)	23.86
5	Annual Other CAPEX (₦' billion)	9.49
6	Annual Revenue Requirement (₦' billion)	102.43
7	Cost-reflective tariff (₦/ kWh)	219.56
8	Allowed Tariff (₦/ kWh)	101.04
9	Tariff shortfall (₦/ kWh)	118.52

Agg. 7.18 Bk

## Review of the Application

6. Further to the receipt of the YEDC'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 27th 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 YEDC'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 YEDC 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 YEDC's revenue requirement and resultant end-user tariffs.

DA Y.A.  A.M.



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

**Table – 2 Summary of NERC's Decision on YEDC's Application**

	<b>Parameter</b>	<b>YEDC's Request</b>	<b>NERC's Approval</b>
1	Nigeria Inflation	28.20 %	
2	United States Inflation	3.10 %	
3	Foreign Exchange (₦/\$)	₦919.39/\$1	
4	Average Energy Offtake (MWh/h)	113MWh/h	113MWh/h
5	ATC&C Loss Target	56.00%	56.00%
6	Annual OPEX (₦' billion)	15.59	10.60
7	Annual Meter CAPEX (₦' billion)	23.86	6.25
8	Annual Other CAPEX (₦' billion)	9.49	0.36
9	Annual Revenue Requirement (₦' billion)	102.43	93.22
10	Cost-reflective tariff (₦/ kWh)	219.56	214.10
11	Allowed Tariff (₦/ kWh)	101.04	66.00
12	Tariff shortfall (₦/ kWh)	118.52	148.10

### **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 YEDC application.

*Handwritten signature and initials in purple ink.*

- 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 YEDC's partially contracted capacity to ensure a minimum energy offtake of **113MWh/h** with effect from 1<sup>st</sup> January 2024. YEDC 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 YEDC and the Bureau of Public Enterprises ("BPE") provided the minimum performance indices expected of YEDC 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. YEDC proposed a review to reset its new baseline ATC&C loss levels to **56.00%**. Following the review, the Commission approved a new baseline ATC&C loss level of **56.00%** for YEDC effective from 1<sup>st</sup> 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 YEDC's proposed and approved ATC&C loss targets for the period 2023 to 2027.

**Table-3: ATC&C Loss Target for YEDC 2024 - 2027**

Year	2024	2025	2026	2027
YEDC's Reset Request	56.50%	44.00%	29.00%	29.00%
Approved ATC&C Loss Target	<u>56.00%</u>	<u>44.00%</u>	<u>29.00%</u>	<u>23.16%</u>

#### 14. Operating Expenses

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

**Table – 4: Approved Annual OPEX for YEDC**

Year	YEDC's OPEX Request	NERC Approved OPEX
	₦' Million	₦' Million
Admin OPEX	7,742	4,770
Fixed OPEX	1,037	1,060
Variable OPEX	6,816	4,770
<b>Total OPEX</b>	<b><u>15,595</u></b>	<b><u>10,600</u></b>

#### 15. Meter Rollout Programme

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

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

Handwritten signatures and initials: AJO, DA, @, YA.

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

Year	2024	2025	2026	2027
	₦' Million	₦' Million	₦' Million	₦' Million
<b>YEDC's Request</b>	33,353	33,353	33,353	33,353
<b>NERC's Approval</b>	<u>6,610</u>	<u>6,610</u>	<u>6,610</u>	<u>6,610</u>

**17. Minimum Energy Offtake and Transition to Bilateral Contracts**

The Order recognises a revision to YEDC's partially contracted capacity to ensure a minimum energy offtake of **113MWh/h** with effect from 1st January 2024. YEDC is required by this Order to secure adequate bilateral contracts to facilitate a seamless exit from NBET's vesting contract regime. Through bilateral contracts, YEDC is required to mitigate its exposure to volumetric energy risks. Effective January 2024, YEDC shall have no recourse to claim revenue shortfall arising from generation shortfalls. YEDC 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 YEDC for the period.

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

Year	2024	2025	2026	2027
<b>MWh/h</b>	113	125	125	144

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

The Order recognises YEDC'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 YEDC'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 YEDC'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 YEDC'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.

*DK*      *Ang*      *Q*      *Y.B.*

## RESULTS OF THE REVIEW



### 20. Revenue Requirement

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

**Table 8: Approved Revenue Requirement for YEDC 2024 – 2027**

		2024	2025	2026	2027
		₦' Million	₦' Million	₦' Million	₦' Million
<b>GenCos Cost</b>	Capacity Cost	27,810	30,948	31,155	36,333
	<u>Opex</u>	<u>36,270</u>	<u>40,241</u>	<u>40,843</u>	<u>47,212</u>
	<b>Total</b>	<b>64,080</b>	<b>71,189</b>	<b>71,998</b>	<b>83,545</b>
<b>TCN and ADMIN Cost</b>	Opex	1,582	2,127	2,657	3,302
	RO Investment	90	94	129	3,519
	<u>Depreciation</u>	<u>2,652</u>	<u>2,764</u>	<u>2,812</u>	<u>2,737</u>
	<b>Total</b>	<b>4,324</b>	<b>4,985</b>	<b>5,598</b>	<b>9,558</b>
<b>System Operations Cost</b>	Opex	758	878	982	1,123
	<u>RO Investment</u>	<u>45</u>	<u>49</u>	<u>56</u>	<u>64</u>
	<b>Total</b>	<b>804</b>	<b>926</b>	<b>1,038</b>	<b>1,187</b>
<b>Market Operations Cost</b>	Opex	123	127	137	151
	<u>RO Investment</u>	<u>5</u>	<u>8</u>	<u>8</u>	<u>9</u>
	<b>Total</b>	<b>127</b>	<b>135</b>	<b>145</b>	<b>160</b>
<b>Ancillary</b>	<b>Cost</b>	<b>185</b>	<b>265</b>	<b>340</b>	<b>509</b>
<b>DisCo Cost</b>	Opex	10,698	13,459	16,987	21,500
	RO Investment	7,268	10,556	11,662	12,374
	Depreciation	3,049	3,483	3,672	3,861
	<u>Debt Repayment</u>	<u>2,683</u>	<u>1,278</u>	-	-
	<b>Total</b>	<b>23,698</b>	<b>28,775</b>	<b>32,321</b>	<b>37,735</b>
<b>Revenue Required</b>		<b>93,218</b>	<b>106,276</b>	<b>111,441</b>	<b>132,694</b>

AND 

 Y.A. 



## 21. Summary of Tariff Variables/Assumptions

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

**Table – 9: Key Tariff Review Variables/Assumptions for YEDC**

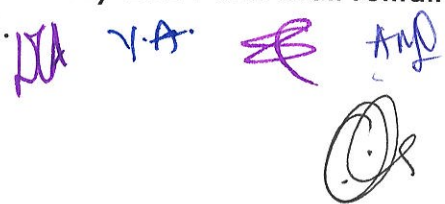
Parameter	Unit	2023	2024	2025	2026	2027
Loss Target	%	60.60%	56.00%	44.00%	29.00%	23.16%
Nigerian Inflation	%	24.5%	28.2%	28.2%	28.2%	28.2%
US Inflation	%	4.1%	3.1%	3.1%	3.1%	3.1%
Exchange Rate ₦/\$	₦	649.0	919.4	919.4	919.4	919.4
Transmission Loss Factor	%	7.25%	7.00%	6.75%	6.50%	6.50%
Energy Delivered to DisCo	GWh	961	990	1,093	1,096	1,264
Energy Delivered to DisCo	MWh/h	110	113	125	125	144
Generation Cost	₦/kWh	44.3	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	187.4	214.1	173.6	143.2	136.7
End-User Allowed Tariffs	₦/kWh	66.0	66.0	157.5	143.2	136.7
Tariff Shortfall (Subsidy)	₦million	45,956	64,482*	9,833	0	0

Notes: Estimated annual subsidy for 2024. The monthly subsidy from January 2024 is NGN5.37bn

## 22. Approved Cost-Reflective and Subsidised Tariffs

Pursuant to Section 116 of the EA and extant regulations, the Commission considered and approved for YEDC the cost-reflective tariffs contained in Table 10 below with effect from 1<sup>st</sup> 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 YEDC franchise in 2024 is approximately **NGN64.48bn (i.e., NGN5.37bn monthly)**. The allowed tariff is with effect from 1<sup>st</sup> January 2024 and shall remain in force, subject to further policy direction of the FGN.

DA Y.A. ~~EA~~ AMO.  


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

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	197.16	69.43	218.70	69.43	160.90	146.25	139.61
A - MD1	204.66	72.07	227.02	72.07	167.02	151.82	144.92
A - MD2	210.98	74.30	234.03	74.30	172.18	156.51	149.40
B - Non-MD	179.82	63.33	214.81	63.33	158.04	143.65	137.13
B - MD1	188.98	66.55	214.81	66.55	158.04	143.65	137.13
B - MD2	195.63	68.89	219.46	68.89	161.46	146.76	140.10
C - Non-MD	149.12	52.51	193.33	52.51	142.23	129.28	123.41
C - MD1	159.93	56.32	193.33	56.32	142.23	129.28	123.41
C - MD2	163.12	57.45	193.33	57.45	142.23	129.28	123.41
D - Non-MD	142.01	50.01	162.26	50.01	119.38	108.51	103.58
D - MD1	155.97	54.93	178.20	54.93	131.11	119.17	113.76
D - MD2	155.97	54.93	178.20	54.93	131.11	119.17	113.76
E - Non-MD	-	-	-	-	-	-	-
E - MD1	-	-	-	-	-	-	-
E - MD2	-	-	-	-	-	-	-

### 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, YEDC'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, YEDC 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. YEDC 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 1<sup>st</sup> January 2024, failure to meet 100% settlement of market invoices shall constitute a breach of Condition 2(5) of YEDC's license and shall attract full enforcement measures in line with Section 75 of the Electricity Act.

## 25. YEDC'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 YEDC 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 YEDC at the applicable tariff;
- b. YEDC 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 YEDC'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. YEDC 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. YEDC shall maintain adequate securitisation for energy off-take in line with the provisions of the Market Rules and relevant bilateral contracts.
- g. YEDC shall settle its market invoices under the minimum remittance thresholds as provided in Table 11 effective 1<sup>st</sup> January 2024. All settlements are subject to **regulatory net-offs** as may be issued from time to time by the Commission.

AYO.  
Y.A.

**Table – 11: Remittance Obligation for YEDC, 2023 and 2024**

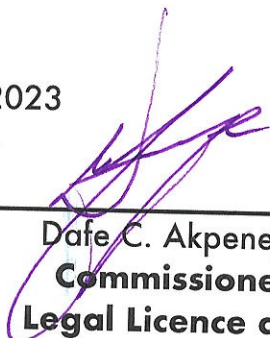
Head	Subhead	2023	2024
		₦'Million	₦'Million
Revenue Required	NEMSF	2,166	2,167
	Meter Acquisition Fund	284	516
	Unadjusted GenCo Invoice	43,166	63,133
	TCN & Admin Services	5,890	6,794
	DisCo	19,437	20,607
	Total	70,943	93,218
	Allowed Recovery	24,987	28,736
	Tariff Shortfall (Subsidy)	40,468	61,239
	NBET Adjusted Invoice to YEDC	2,698	1,894
DisCo Remittance Obligation	NEMSF	2,166	2,167
	Meter Acquisition Fund	284	516
	NBET Remittance Obligation	2,698	1,894
	MO Remittance Obligation	5,890	6,794
	DisCo	13,949	17,365
	Total Distribution	30,475	31,979
	DisCo remittance to NBET (Adjusted Invoice)	100%	100%
	DisCo remittance to MO	100%	100%

**Effective Date**

**26.** This Order shall be effective from 1<sup>st</sup> January 2024.






Dated this 28<sup>th</sup> day of December 2023

  
 Sanusi Garba  
 Chairman

  
 Dafe C. Akpeneye  
 Commissioner  
 Legal Licence and  
 Compliance

## Appendix - 1: YEDC's Customer Classifications

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

**Appendix – 2: YEDC's Service Level Commitments**

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	Service Voltage Level
A	11KV Ali Marami	20	0.01	0.02	0.04	0.15	11
A	11KV GRA (Damaturu)	20	0.09	0.14	0.29	1.13	11
A	11KV Gujuba	20	0.07	0.11	0.23	0.90	11
A	11KV Maiduguri Rd	20	0.07	0.11	0.23	0.90	11
A	11KV Pofiskum Rd	20	0.09	0.14	0.29	1.13	11
A	33KV Damaturu	20	0.06	0.09	0.19	0.75	33
A	11KV ABTI	20	0.03	0.05	0.10	0.38	11
A	11KV Ajiya	20	0.06	0.09	0.19	0.75	11
A	11KV AUN	20	0.12	0.18	0.39	1.51	11
A	11KV FGGC	20	0.13	0.19	0.40	1.56	11
A	11KV FMC	20	0.15	0.22	0.47	1.81	11
A	11KV Futy	20	0.10	0.15	0.33	1.27	11
A	11KV Govt House	20	0.15	0.23	0.49	1.88	11
A	11KV GRA (Jimeta)	20	0.08	0.12	0.25	0.98	11
A	11KV Jambutu	20	0.06	0.09	0.19	0.75	11
A	11KV Karewa	20	0.07	0.10	0.22	0.84	11
A	11KV Malkwoi	20	0.07	0.11	0.24	0.93	11
A	11KV Numan Rd	20	0.12	0.18	0.39	1.51	11
A	11KV Nyibango	20	0.18	0.27	0.58	2.26	11
A	11KV Shinko	20	0.11	0.16	0.34	1.34	11
A	11KV Town	20	0.03	0.04	0.08	0.32	11
A	11KV Yola Rd	20	0.06	0.08	0.18	0.70	11
A	33KV Faro	20	0.12	0.18	0.39	1.52	33
A	33KV Jambutu	20	0.14	0.21	0.44	1.72	33
A	33KV Jimeta	20	0.20	0.30	0.64	2.48	33

Handwritten signatures and initials in blue ink at the bottom right of the page.

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	Service Voltage Level
A	33KV Savannah	20	0.05	0.07	0.15	0.57	33
A	33KV Yola	20	0.12	0.18	0.39	1.51	33
A	11KV ATC I	20	0.26	0.39	0.84	3.27	11
A	11KV ATC II	20	0.06	0.10	0.21	0.80	11
A	11KV Bank	20	0.08	0.12	0.25	0.96	11
A	11KV GRA (Wukari)	20	0.04	0.06	0.14	0.53	11
A	11KV New Comm. Qtrs	20	0.09	0.14	0.29	1.13	11
A	11KV New Era	20	0.06	0.09	0.19	0.75	11
A	11KV Sintali	20	0.08	0.12	0.25	0.98	11
A	11KV Township	20	0.01	0.01	0.02	0.09	11
A	33KV Govt House	20	0.08	0.12	0.25	0.99	33
A	33KV Jalingo	20	0.05	0.07	0.16	0.60	33
A	33KV Mutum Biyu	20	0.11	0.16	0.34	1.33	33
A	11KV Commercial	20	0.05	0.07	0.14	0.56	11
A	11KV Damboa Rd	20	0.05	0.08	0.16	0.63	11
A	11KV Gombole	20	0.01	0.02	0.04	0.17	11
A	11KV GRA (Maiduguri)	20	0.09	0.14	0.29	1.13	11
A	11KV Polo	20	0.07	0.11	0.23	0.90	11
A	11KV Water Treatment	20	0.08	0.13	0.27	1.04	11
A	33KV Bama	20	0.05	0.07	0.16	0.60	33
A	33KV Gombole	20	0.14	0.21	0.44	1.72	33
A	33KV NTA	20	0.14	0.21	0.44	1.72	33
A	33KV Water Treatment Plant	20	0.01	0.02	0.04	0.17	33
A	11KV Industrial	20	0.09	0.14	0.29	1.13	11
A	33KV Campus	20	0.01	0.02	0.04	0.17	33

Handwritten signature/initials in blue ink.

Handwritten signature/initials in purple ink.

Handwritten signature/initials in blue ink.

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	Service Voltage Level
A	33KV University	20	0.06	0.09	0.19	0.75	33
B	33KV Nguru	16	0.06	0.09	0.19	0.75	33
B	11KV Damaturu Rd	16	0.07	0.11	0.23	0.88	11
B	11KV Jos Rd	16	0.07	0.11	0.23	0.88	11
B	11KV Old Kwata	16	0.07	0.11	0.23	0.88	11
B	33KV Potiskum	16	0.08	0.12	0.25	0.98	33
B	11KV Bajabure	16	0.10	0.15	0.33	1.28	11
B	11KV Federal Locus	16	0.09	0.14	0.30	1.17	11
B	11KV Nasarawo	16	0.49	0.74	1.57	6.11	11
B	11KV Wuro Hausa	16	0.12	0.19	0.40	1.54	11
B	33KV Jada	16	0.19	0.28	0.60	2.34	33
B	33KV Biu	16	0.11	0.17	0.36	1.40	33
B	11KV Lagos Street	16	0.11	0.16	0.34	1.33	11
B	11KV Mafoni	16	0.18	0.26	0.57	2.20	11
B	33KV Maiduguri Town	16	0.06	0.10	0.21	0.80	33
B	33KV Benesheik	16	0.13	0.19	0.41	1.60	33
C	33KV Babangida	12	0.09	0.13	0.28	1.09	33
C	11KV Garbi	12	0.02	0.03	0.06	0.23	11
C	11KV Gashua I	12	0.07	0.11	0.23	0.88	11
C	11KV Gashua II	12	0.04	0.06	0.13	0.52	11
C	11KV Nguru Township	12	0.02	0.03	0.07	0.29	11
C	11KV Kano Rd	12	0.06	0.09	0.19	0.75	11
C	11KV New Prison	12	0.09	0.14	0.29	1.13	11
C	11KV Shagotara	12	0.08	0.12	0.25	0.96	11
C	33KV Azare	12	0.11	0.16	0.35	1.36	33
C	33KV Barracks	12	0.12	0.18	0.39	1.51	33

Handwritten signatures and initials: A.T.G., A.P., and a circular stamp.

Handwritten initials: D.B.



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	Service Voltage Level
C	33KV Damagun	12	0.01	0.02	0.03	0.14	33
C	33KV Fika	12	0.12	0.18	0.39	1.51	33
C	11KV Arhan Kunu I	12	0.05	0.08	0.16	0.64	11
C	11KV Arhan Kunu II	12	0.06	0.09	0.18	0.71	11
C	11KV Arhan Kunu III	12	0.05	0.08	0.16	0.64	11
C	11KV Bazza	12	0.05	0.08	0.17	0.67	11
C	11KV COE	12	0.02	0.04	0.08	0.29	11
C	11KV GRA (Mubi)	12	0.04	0.06	0.14	0.53	11
C	11KV Lass I	12	0.06	0.09	0.19	0.75	11
C	11KV Lass II	12	0.00	0.00	0.01	0.02	11
C	11KV Lokuwa	12	0.02	0.03	0.06	0.25	11
C	11KV Mayo Belwa Town	12	0.01	0.02	0.04	0.17	11
C	11KV Numan Town I	12	0.01	0.02	0.04	0.17	11
C	11KV Numan Town II	12	0.01	0.02	0.04	0.17	11
C	11KV Sakuwa	12	0.02	0.03	0.06	0.25	11
C	11KV Uba I	12	0.01	0.02	0.04	0.17	11
C	11KV Uba II	12	0.01	0.02	0.04	0.14	11
C	33KV Garkida	12	0.01	0.01	0.03	0.10	33
C	33KV Mayo Belwa	12	0.01	0.01	0.03	0.11	33
C	33KV Ngurore	12	0.02	0.03	0.06	0.24	33
C	33KV Numan	12	0.01	0.02	0.05	0.24	33
C	33KV Girei	12	0.15	0.19	0.45	2.40	33
C	11KV Donga I	12	0.09	0.14	0.35	1.81	11
C	11KV Donga II	12	0.07	0.11	0.28	1.45	11
C	11KV Wukari Town	12	0.07	0.11	0.28	1.45	11

*Handwritten signature*

*Handwritten initials*

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	Service Voltage Level
C	33KV New Wukari	12	0.09	0.14	0.35	1.81	33
C	33KV Old Wukari	12	0.06	0.09	0.23	1.21	33
C	33KV Zing	12	0.03	0.05	0.12	0.60	33
C	33KV Miringa	12	0.06	0.09	0.23	1.21	33
C	11KV Bulumkutu	12	0.12	0.18	0.47	2.41	11
C	11KV Khaddamari	12	0.13	0.19	0.49	2.50	11
C	11KV Old Maiduguri	12	0.15	0.22	0.56	2.90	11
C	11KV Pomomari	12	0.10	0.15	0.39	2.03	11
C	11KV Teaching Hospital	12	0.15	0.23	0.58	3.02	11
C	33KV Damasak	12	0.08	0.12	0.30	1.57	33
C	33KV Monguno	12	0.06	0.09	0.23	1.21	33
D	33KV Buni Yadi	8	0.07	0.10	0.26	1.34	33
D	33KV Geidam	8	0.07	0.11	0.29	1.48	33
D	11KV Hong Town	8	0.12	0.18	0.47	2.41	11
D	11KV Michika	8	0.18	0.27	0.70	3.62	11
D	33KV Guyuk	8	0.11	0.16	0.41	2.14	33
D	33KV Lamurde	8	0.03	0.04	0.10	0.51	33
D	33KV Fufore	8	0.19	0.30	0.47	2.00	33
D	11KV Takum Barrack	8	0.06	0.08	0.22	1.12	11
D	33KV Takum	8	0.12	0.18	0.47	2.44	33
D	33KV Yantu	8	0.14	0.21	0.53	2.75	33
D	33KV Shani	8	0.20	0.30	0.77	3.96	33
D	11KV Oldwelcome	8	0.05	0.07	0.18	0.91	11
D	33KV Bakassi	8	0.12	0.18	0.47	2.42	33


  
 A.K.