

Electricity on Demand



2023

2ND QUARTER

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The Nigerian Electricity Regulatory Commission (NERC) quarterly report is prepared in compliance with Section 56(3) of the Electricity Act 2023, which mandates the Commission to submit quarterly reports of its activities to the President and the National Assembly. The report analyses the state of the Nigerian Electricity Supply Industry (NESI) covering the operational and commercial performance, regulatory functions, consumer affairs as well as the Commission's finances and staff development. The report is directed at a wide spectrum of readers including energy economists, engineers, financial and market analysts, potential investors, government officials and institutions, the private sector as well as general readers. NERC quarterly report is freely available to stakeholders of NESI, government agencies and corporations. Individuals can also access any issue freely from the Commission's Website: www.nerc.gov.ng

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List of Abbreviations

ADR	Alternative Dispute Resolution
AEDC	Abuja Electricity Distribution Company Plc
ATC&C	Aggregate Technical, Commercial & Collection Loss
BEDC	Benin Electricity Distribution Company Plc
CAPEX	Capital Expenditure
CCU	Customers Complaint Unit
CEET	Compagnie Energie Electrique du Togo
CTC	Competition Transaction Charge
DisCos	Distribution Companies
DSOs	Distribution System Operators
ECR	Eligible Customer Regulations
EEDC	Enugu Electricity Distribution Company Plc
EKEDC	Eko Electricity Distribution Company Plc
EPSRA	Electric Power Sector Reform Act
GenCos	Generation Companies
GWh	Gigawatt hour
IBEDC	Ibadan Electricity Distribution Company Plc
IEDN	Independent Electricity Distribution Network
IE	Ikeja Electric Plc
JEDC	Jos Electricity Distribution Company Plc
KAEDC	Kaduna Electricity Distribution Company Plc
KEDC	Kano Electricity Distribution Company Plc
kWh	Kilowatt hour
MAP	Meter Assets Provider
MDA	Ministries, Departments and Agencies
MO	Market Operator
MTS	MYTO Target Sales
MW	Megawatts
MWh	Megawatt hour
MYTO	Multi-Year Tariff Order
NBET	Nigerian Bulk Electricity Trading plc
NERC	Nigerian Electricity Regulatory Commission
NESI	Nigerian Electricity Supply Industry
NICE	Notices of Intention to Commence Enforcement
NIGELEC	Nigerien Electricity Society
NIPP	National Integrated Power Project
NMMP	National Mass Metering Program
PAC	Partial Activation of Contract
PCC	Partial Contracted Capacity
PHEDC	Port Harcourt Electricity Distribution Company Plc
PP	Percentage points
SBEE	Société Béninoise d'Energie Electrique
TCN	Transmission Company of Nigeria Plc
TLF	Transmission Loss Factor
YEDC	Yola Electricity Distribution Company Plc



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Executive Summary

1.0 SUMMARY

Pursuant to Section 34(1)(e) of the Electricity Act (EA) 2023 which states that "the Commission shall ensure the safety, security, reliability, and quality of service in the production and delivery of electricity to consumers", the Nigerian Electricity Regulatory Commission (NERC) continues to monitor the technical, operational, and commercial performance of the Nigerian Electricity Supply Industry (NESI). Through this regulatory function, the Commission oversees all licensed operators in the NESI in a bid to ensure that they provide stable, reliable, and safe electricity to all consumers.

Operational Performance

The average available generation capacity in 2023/Q2 was 4,387.91MW

The Operational performance parameters reported in 2023/Q2 cover the available generation capacity, quarterly generation performance, load factor and generation mix of the twenty-six grid-connected power plants as well as the grid frequency and voltage during the quarter.

a. Available Generation Capacity: There were twenty-six (26) grid-connected power plants in 2023/Q2 consisting of eighteen (18) gas, four (4) hydro, two (2) steam, and two (2) gas/steam-powered plants. The plants' average available generation capacity during the quarter was 4,387.91MW representing a -4.73% decrease (-217.81MW) compared to 4,605.72MW recorded in 2023/Q1, represented in figure A.



Figure A: Available Generation Capacity (January-June 2023)

The electricity generated in 2023/Q2 was 8,867.05GWh

b. Quarterly Generation Performance: In 2023/Q2, the average hourly generation of available units decreased by 6.33% (-274.47MWh/h) from 4,334.41MWh/h in 2023/Q1 to 4,059.94MWh/h. The total electricity generated in the quarter also declined by -5.17%¹ (-483.19GWh) from the 9,350.24GWh generated in 2023/Q1 to 8,867.05GWh (Figure B). The decline was primarily due to the reduction in available generation capacity of power plants across the grid. Persistent mechanical faults and gas constraints continued to affect the amount of energy generated by gas-fired thermal power plants. Additionally, hydropower plants were significantly affected by unscheduled maintenance, shutdowns, and water management issues caused by the depletion of dam reserves since the end of the rainy season in 2022/Q3.

¹ It is important to note that the percentage change in quarterly total generation vs. quarterly average hourly generation are marginally different due to the difference in number of days in these quarters- 2023/Q1 had 90 days while 2023/Q2 had 91 days.

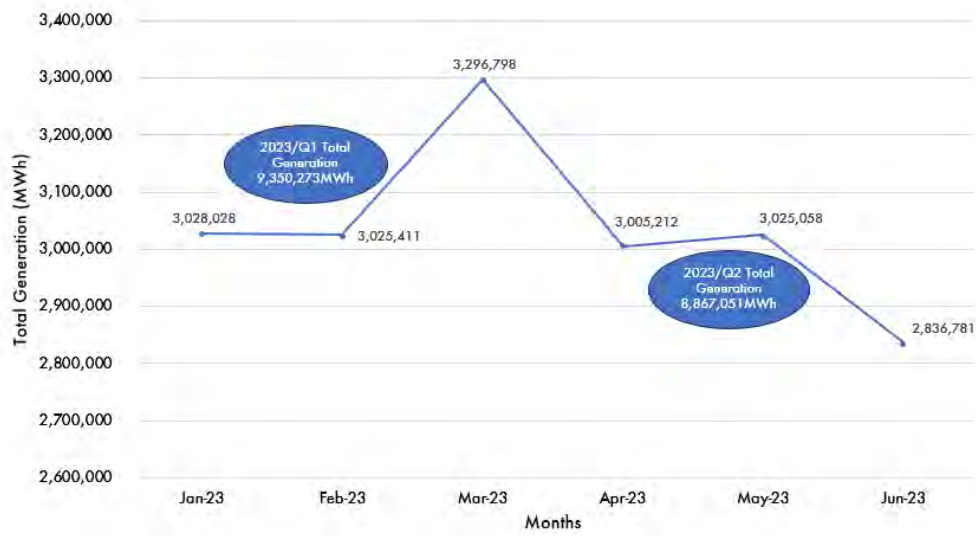


Figure B: Total Generation (January-June 2023)

c. **Grid Performance:** In 2023/Q2 the system frequency (average upper daily; 51.03Hz and average lower daily; 49.04Hz) was outside the normal operating limits (50Hz ± 0.25Hz) but remained within the higher and lower bound stress limits (50Hz ± 1.25Hz). The system voltage (average upper daily; 354.18kV and average lower daily; 297.57kV) was however outside the prescribed regulatory boundaries (330kV ± 16.5kV). The Commission is mindful of the detriment that can arise from continuous operations of the grid outside the set boundaries and therefore continues to monitor the system coordination by the System Operator (SO) to ensure grid operation is maintained within the statutory limits specified in the Grid Code.

There was no incidence of system collapse during the quarter. This marks the third consecutive quarter since 2022/Q4 during which the grid has not experienced any disturbance/collapse. The Commission remains committed to supporting the SO to guarantee grid stability.

Commercial Performance

The commercial performance of 2023/Q2 report covers energy offtake performance, billing efficiency, collection efficiency, aggregate technical, commercial, and collection loss, as well as the market

remittance of relevant market participants. The Commission monitors the financial performance of the NESI to ensure efficient and commensurate cash flow along the value chain for the sustainability of the industry.

a. Energy Offtake Performance: In 2023/Q2, the average energy offtake by DisCos at their trading points was 3,251.31MWh/h which was a decrease of -218.82MWh/h (-6.31%) compared to the 3,470.13MWh/h recorded in 2023/Q1.

b. Billing Efficiency: The total energy received by all DisCos in 2023/Q2 was 7,100.87GWh while the energy billed to end-use customers was 5,789.21GWh, translating into an overall billing efficiency of 81.53%. This represents an increase of 3.56pp relative to the 77.97% recorded in 2023/Q1.

A total of ₦267.86 billion was collected by all DisCos in 2023/Q2 out of the ₦354.61 billion billed to customers.

c. Collection Efficiency: The total revenue collected by all DisCos in 2023/Q2 was ₦267.86 billion out of ₦354.61 billion billed to customers. This translates to a collection efficiency of 75.54% which represents an increase of 6.79pp when compared to 2023/Q1 (68.75%). The increase in collection efficiency can be attributed to the increased metering by DisCos and the implementation of various collection campaigns for improved remittance by post-paid customers.

d. Aggregate Technical, Commercial and Collection (ATC&C) Loss: ATC&C provides a consolidated report of how much revenue a DisCo is able to collect relative to how much it should have collected based on the volume of energy it received (and sold to customers). It is the indicator that evaluates the actual energy and revenue loss in electricity distribution systems.

The ATC&C loss in 2023/Q2 was 38.41% comprising - technical and commercial loss (18.47%) and collection loss (24.46%). The ATC&C loss declined (improved) by 7.98pp compared to 2023/Q1 (46.39%). The decline in ATC&C loss could be largely attributed to the 6.79pp improvement in collection efficiency between 2023/Q2 and 2023/Q1.

2023/Q2 continued the trend of all DisCos failing to achieve the efficient loss targets allowed in their tariffs. This translates into an

inability to collect the revenues that are required to finance the sustainable long-term operations of the business while also providing reasonable returns for investors.

e. Market remittance: In 2023/Q2, the cumulative upstream invoice payable by DisCos was ₦194.69 billion, consisting of ₦154.04 billion for generation costs from NBET and ₦40.65 billion for transmission and administrative services by the Market Operator (MO). Out of this amount, the DisCos collectively remitted a total sum of ₦185.36 billion (₦152.48 billion for NBET and ₦32.88 billion for MO) with an outstanding balance of ₦9.32 billion. This translates to a remittance performance of 95.21% in 2023/Q2 compared to the 67.43% recorded in 2023/Q1. The disaggregated DisCos remittance performance to the market for 2023/Q1 is presented in Figure C.

f. Remittance by Special and Cross-border Customers: In 2023/Q2, out of the four (4) international customers serviced by the MO, only Transcorp-SBEE made a payment of \$1.43 million against an invoice of \$2.13 million issued for services rendered in 2023/Q2. The 3 other international customers did not make any payment against the \$11.97 million invoice issued to them by the MO for services rendered in 2023/Q2². Cumulatively, bilateral customers made a total payment of ₦816.66 million against the cumulative invoice of ₦2,845.08 million issued to them by the MO for services rendered in 2023/Q2³.

² It is important to note that all the international customers made payments during 2023/Q2 for outstanding invoices from previous quarters. The details of these payments are contained in Appendix VI

³ It is also noteworthy that the bilateral customers also made payments during 2023/Q2 for outstanding MO invoices from previous quarters. The details of these payments are contained in Appendix VI.

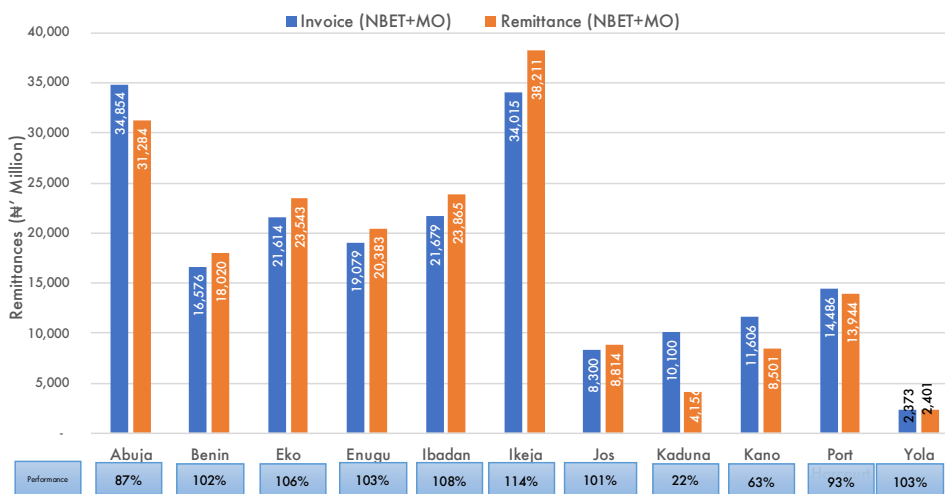


Figure C: MRO adjusted invoices and remittances in 2023/Q2

Regulatory Functions

The EA 2023, section (2)(d), empowers the Commission to regulate the activities of licensees, monitor their performance and enforce compliance with industry standards for a fair, safe, and viable electricity market. Additionally, the Commission regulates market entry or exit by sector players and issues Regulations, Guidelines and Orders that guide the operations of licensees in the sector accordingly.

a. **Regulations/Orders:** The Commission issued two (2) new Orders in 2023/Q2. These Orders are:

- **NERC/2023/002** –Order on the Mandatory Filing of Annual OpEx, Capital Investment Plans and Outcomes of Procurements Conducted by the TCN.
- **NERC/2023/003** –Order on Migration of Customers and Compensation for Service Failure under Service-Based Tariff Framework.

The Commission did not issue any new Regulation in 2023/Q2.

b. **Licensing and Permits:** The Commission issued two (2) new trading licenses in 2023/Q2. It also issued three (3) new captive power generation permits with an aggregate capacity of 20.06MW and ten (10) mini-grid permits. The Commission also certified four (4) Meter

The Commission issued two (2) new Orders in 2023/Q2.

Service Providers and two (2) Meter Asset Providers within the quarter under review.

Consumer Affairs

a. Consumer Education and Enlightenment: The Commission continued to implement customer enlightenment programs within the quarter. This is in line with its commitment to ensure continuous customer education and enlightenment. The programs are also used to inform customers of other general service delivery matters in the industry. Town hall/customer complaints resolution meetings were held in Jos, Yola and Asaba in 2023/Q2.

A total of 178,864 meters were installed in 2023/Q2.

b. Metering: A total of 178,864 meters were installed in 2023/Q2, representing an increase of 3,583 installations (+2.04%) compared to the 175,281 meters installed in 2023/Q1. The new installations resulted in a 0.85pp increase in net end-user metering rate in the NESI between 2023/Q1 (43.31%) and 2023/Q2 (44.16%). During the quarter, 168,397 meters were installed under the MAP framework while 9,302 meters were installed under the NMMP framework. The Vendor and DisCo Financed framework recorded 1,143 and 22 meter installations respectively. The metering by the respective DisCos in the quarter under review is presented in Figure D.

The Commission expects DisCos to utilise any of the five (5) meter financing frameworks that have been provided in the 2021 Meter Asset Provider and National Mass Metering Regulations ([NERC - R - 113 - 2021](#)) to close their respective metering gaps. As a safeguard for customers against exploitation due to the lack of meters, the Commission has continued to issue monthly energy caps for all feeders in each DisCo. This sets the maximum amount of energy that may be billed to an unmetered customer for the respective month based on gross energy received by the DisCo and consumption by metered customers.

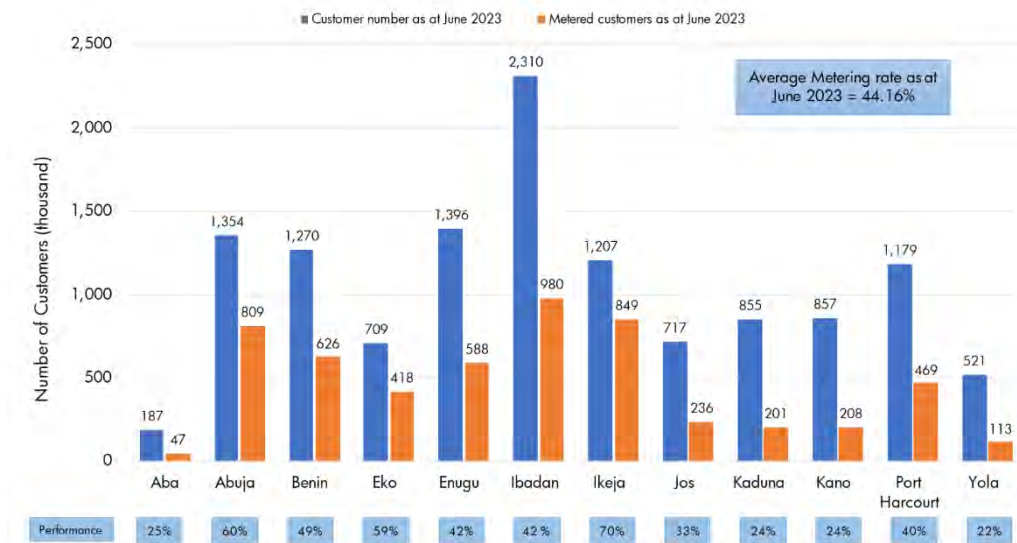


Figure D: Status of Customer metering as of June 2023

c. Customer Complaints: The DisCos cumulatively received 325,898 complaints from consumers in 2023/Q2. This represents an increase of 76,215 (+30.52%) compared to the 249,683 complaints received in 2023/Q1. In total, the DisCos resolved 313,442 complaints corresponding to a 96.18% resolution rate (91.76% recorded in 2023/Q1). Metering, billing, and service interruption were the prevalent issues of customer complaints, accounting for more than 75% of the total complaints during the quarter.

d. Forum Offices: Pursuant to the provisions of its Customer Complaints Handling Standards and Procedure Regulations, the Commission set up forum panels across the country to review unresolved disputes from the DisCos' Complaint Handling Units (DisCos-CCU). The Forum Offices received a total of 1,485 new appeals in 2023/Q2 with 866 pending appeals from 2023/Q1 to give a total of 2,351 appeals from customers who were dissatisfied with DisCos' decision on the complaints lodged at the CCU. During the period, the Forum Panels held seventy-one (71) sittings and resolved 1,379 (58.66%) of the appeals filed at Forum Offices nationwide; the resolution rate was - 5.72pp lower than 64.38% achieved in 2023/Q1.

In 2023/Q2, the Forum Offices resolved 58.66% of the total appeals in seventy-one (71) sittings.

The Commission continues to take measures that will ensure a more efficient customer complaint resolution process starting with

improvements in the quality of complaint resolution at the CCU of the DisCos. Furthermore, additional Forum Offices are to be established across the country while alternative complaint resolution channels have also been introduced.

Investigations have been launched into all reported accidents.

e. Health & Safety: The total number of accidents in 2023/Q2 was fifty-two (52) resulting in 28 injuries and 28 fatalities. The Commission has launched investigations into all the accidents and will continue to work with all sector stakeholders to improve the overall health and safety in the NESI.

The Commission

The Commission realised ₦5.63 billion as revenue and an expenditure of ₦2.46 billion in 2023/Q2.

a. Financial Report: The total revenue realised by the Commission in 2023/Q2 was ₦5,632.40 million representing an increase of ₦903.96 million (+19.12%) compared to the ₦4,728.44 million realised in 2023/Q1. During the same period, the total expenditure of the Commission increased by ₦662.84 million (+36.80%) from ₦1,800.96 million in 2023/Q1 to ₦2,463.80 million.

The Commission recorded a positive net cash flow of ₦3,168.60 million in the quarter. This is the 16th consecutive quarter in which the Commission has recorded a positive cash flow.

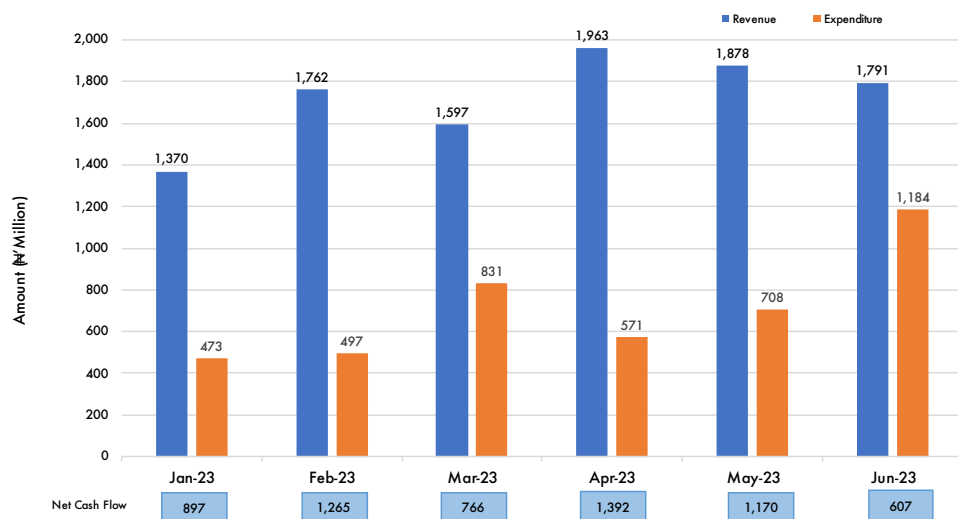
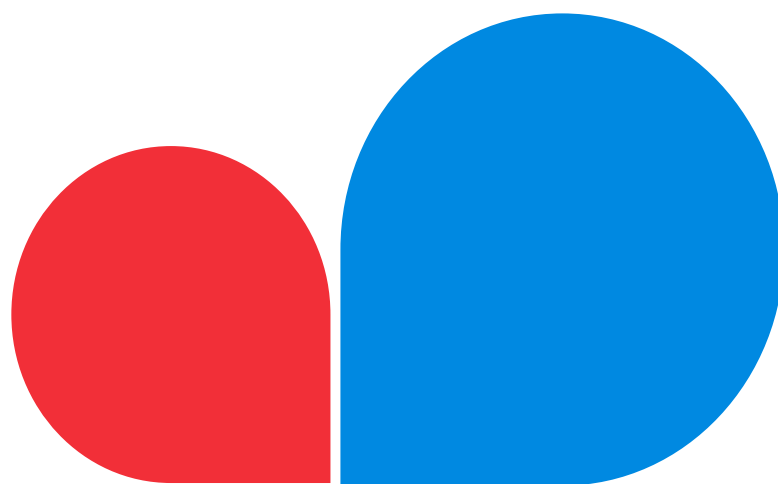


Figure E: Commission’s Revenue and Expenditure (January – June 2023)

Key Facts on NESI Performance in Q2 of 2023

4,387.91MW	Average Available Generation Capacity; -217.81MW (-4.73%) decrease compared to 4,605.72MW in 2023/Q1
8,867.05GWh	Total Quarterly Generation; -483.19GWh (-5.17%) decrease compared to 9,350.24GWh in 2023/Q1
4,059.94MWh/h	Average Hourly Generation; -274.47MWh/h (-6.33%) decrease compared to 4,334.41MWh/h in 2023/Q1
92.53%	Load Factor; 1.46pp decrease compared to 93.99% in 2023/Q1
20.29%	Share of total quarterly generation from Hydropower Plants; -5.06pp decrease compared to 25.35% in 2023/Q1
8.34%	Transmission Loss Factor: 0.43pp increase compared to 7.91% in 2023/Q1 and 1.09pp above the MYTO allowance of 7.25%
3,251.31MWh/h	Total Energy Received by the DisCos; -218.82MWh/h (-6.31%) decrease compared to 3,470.13MWh/h in 2023/Q1
5,789.21GWh	Energy Billed; -55GWh (-0.94%) decrease compared to 5,844.21GWh in 2023/Q1
₦267.86 billion	Total Revenue Collected by the Discos; ₦20.77 billion (8.41%) increase compared to ₦247.09 billion in 2023/Q1
81.53%	Cumulative Billing Efficiency across all DisCos; 3.56pp improvement compared to 77.97% in 2023/Q1
75.54%	Cumulative Collection Efficiency across all DisCos; 6.79pp increase compared to 68.75% in 2023/Q1
38.41%	Aggregate Technical, Commercial and Collection Loss; -7.98pp decrease compared to 46.39% in 2023/Q1

₦194.68 billion	Combined Invoice from NBET (MRO adjusted) and MO to DisCos; ₦58.24 billion (-23.03%) decrease compared to ₦252.92 billion in 2023/Q1
₦185.36 billion	Total Amount Remitted by DisCos; ₦14.77 billion (8.68%) increase compared to ₦170.59 billion in 2023/Q1
95.21%	DisCos' Average Remittance Performance: 27.78pp increase compared to 67.43% in 2023/Q1
178,864	Number of New Meters Installed; 3,583 installations (+2.04%) compared to the 175,281 meters installed in 2023/Q1
96.18%	Average DisCo complaint resolution rate: 4.42pp increase compared to 91.76% in 2023/Q1
58.66%	Forum Office Complaint Resolution Rate: 5.72pp decrease compared to 64.38% in 2023/Q1
28	Number of Fatalities; 11 more deaths compared to 17 in 2023/Q1
28	Number of Injuries; 12 more injuries compared to 16 in 2023/Q1
₦5.63 billion	Total revenue realised by the Commission; ₦0.93 billion (19.12%) increase compared to ₦4.72 billion in 2023/Q1
₦2.46 billion	Total Expenditure by the Commission; ₦0.66 billion (36.80%) increase compared to ₦1.80 billion in 2023/Q1



02

State of the Industry

2.0 STATE OF THE INDUSTRY

Pursuant to Section 34(1)(e) of the Electricity Act (EA) 2023 which states that "the Commission shall ensure the safety, security, reliability, and quality of service in the production and delivery of electricity to consumers", the Nigerian Electricity Regulatory Commission (NERC) continues to monitor the technical, operational, and commercial performance of the Nigerian Electricity Supply Industry (NESI). Through this regulatory function, the Commission oversees all licensed operators in the NESI in a bid to ensure that they provide stable, reliable, and safe electricity to all consumers.

2.1 Operational Performance

In 2023/Q2, the average available generation capacity of the twenty-six (26) grid-connected generating plants was 4,387.91MW. The average hourly generation from the plants stood at 4,059.94MWh/h while the total quarterly generation was 8,867.05GWh.

2.1.1 Available Generation Capacity

The average available generation capacity decreased by -4.73% (-217.81MW) from 4,605.72MW in 2023/Q1 to 4,387.91MW in 2023/Q2. The average available generation capacity of the top seven (7) power plants in 2023/Q1 and 2023/Q2 are presented in Figure 1. Delta GS and Odukpani NIPP recorded increases of 22.34% and 7.89% respectively in 2023/Q2 compared to 2023/Q1. Conversely, Azura and Kainji recorded the highest decreases of -23.95% and -23.11% respectively in 2023/Q2 compared to 2023/Q1. Cumulatively, the remaining nineteen (19) power plants categorised as "OTHERS" recorded a decrease of -4.61% in 2023/Q2 compared to 2023/Q1.

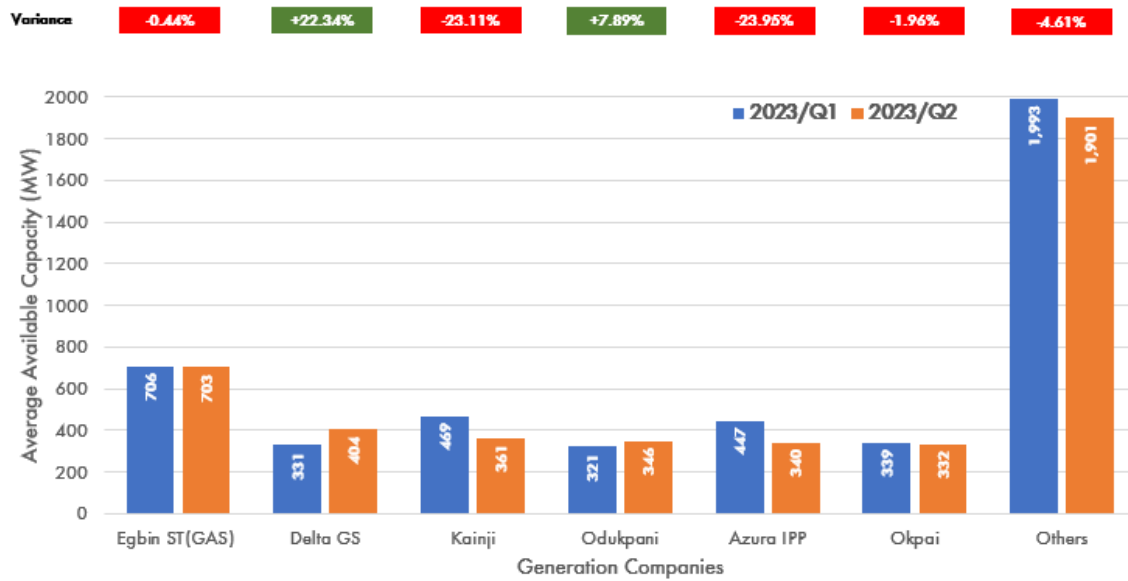


Figure 1: Average Available Capacity (MW) in 2023/Q1 vs. 2023/Q2

2.1.2 Quarterly Generation Performance

The hourly output produced by all the units in a power plant fluctuates based on grid demand, mechanical operability of the unit(s) and the availability of feedstock. Plants are only dispatched when the load on the grid is sufficient to offtake the energy while operating within acceptable technical limits. The factors that determine the dispatch of a plant are:

- Plant availability (mechanical and feedstock)
- Load offtake on the grid
- Financial competitiveness of the plant in the economic merit order dispatch

The average hourly generation on the grid in 2023/Q2 was 4,059.94MWh/h, which translates to a decrease of -6.33% (-274.47MWh/h) from the 4,334.41MWh/h recorded in 2023/Q1. The quarter-on-quarter performance of the seven (7) power plants with the highest average hourly generation in 2023/Q2 is presented in Figure 2. Only 3 of those plants recorded increases in their average hourly generation over the two quarters: Delta GS (+20.94%), Odukpani (+12.25%), and Okpai (+5.53%). Conversely, Kainji (-25.26%), and Azura IPP (-25.01%) had reduced average hourly generation in 2023/Q2 compared to

2023/Q1. Cumulatively, the average hourly generation of the remaining nineteen (19) power plants decreased by -9.17% in 2023/Q2 compared to 2023/Q1.

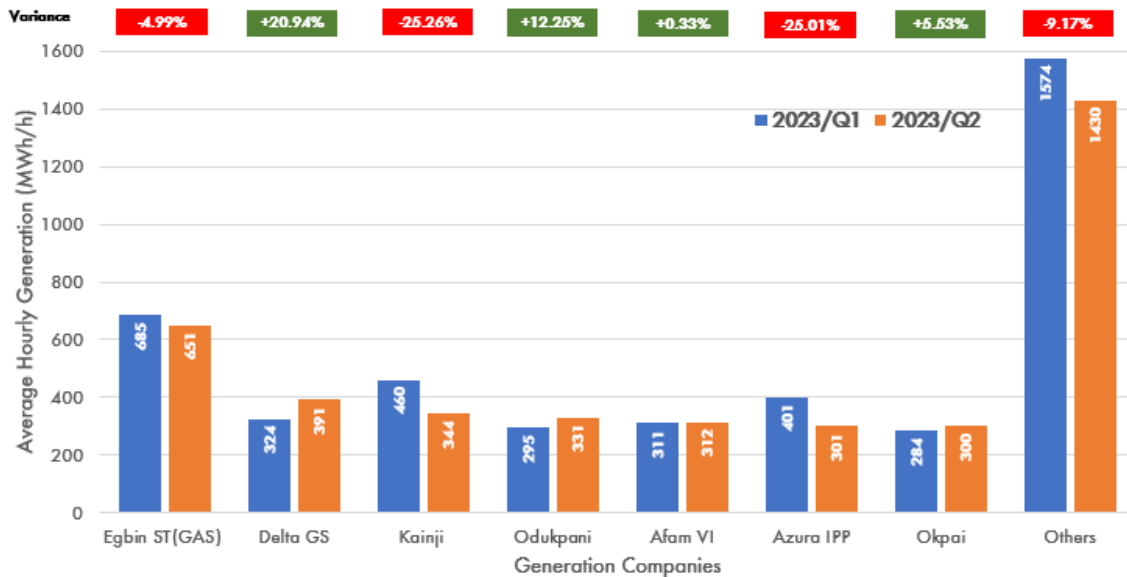


Figure 2: Average Hourly Generation (MWh/h) in 2023/Q1 vs. 2023/Q2

The total electricity generated during the quarter was 8,867.05GWh, which translates to a decrease of -5.17% (-483.19GWh) from 9,350.24GWh generated in 2023/Q1. Sixteen (16) of the twenty-six (26) grid-connected power plants recorded decreases in total generation in 2023/Q2 compared to 2023/Q1 (Table 1). The decrease in electricity generation in 2023/Q2 was due to a decrease in the available capacity of the power plants. Two of the top performing power plants in 2023/Q1 – Olorunsogo and Alaoji NIPP were both unavailable for 84 days (approximately 91% of the quarter) in 2023/Q2 due to gas constraints and mechanical faults.

Furthermore, all the hydropower plants recorded decreases in their average generation in 2023/Q2. Shiroro hydro plant recorded a decrease in generation due to the shutting down of one (1) of its four (4) units/turbines for minor maintenance as well as water management caused by the depletion of its dam reserves since the end of the rainy season in 2022/Q3. Jebba had 50% of its turbines (~289.2MW capacity) shut down in 2023/Q2 to allow them to undergo total overhaul and replacement of key components including generator rotor, winding and Automatic Voltage Regulator (AVR). Dadin Kowa was unavailable for 50% of the time in April and May due to low gross operating head.

Table 1: Total Generation (GWh) in 2023/Q1 vs. 2023/Q2

Plant	Total Generation 2023/Q1 (GWh)	Total Generation 2023/Q2 (GWh)	Net Change (GWh)
Delta GS	700.40	855.43	155.02
Omotosho NIPP	117.56	244.05	126.49
Rivers IPP	6.52	123.49	116.97
Sapele GT NIPP	22.29	134.48	112.20
Odukpani	639.63	722.01	82.39
Okpai	610.55	655.73	45.18
Geregu	434.49	468.51	34.01
Omotosho	256.43	282.71	26.29
Afam VI	663.83	682.39	18.56
Olorunsogo	214.02	231.39	17.37
Paras	136.77	133.47	-3.30
Egbin ST6	4.34	0.00	-4.34
Omoku	104.54	91.70	-12.84
Afam IV - V	94.38	81.15	-13.23
Dadin Kowa	43.18	17.88	-25.30
Ihovbor NIPP	63.02	37.12	-25.90
Ibom	67.97	41.01	-26.96
Trans Amadi	66.27	37.51	-28.75
Sapele ST	204.87	160.55	-44.31
Egbin ST(Gas)	1,479.28	1,422.69	-56.59
Alaoji NIPP	58.15	0.00	-58.15
Geregu NIPP	69.24	6.44	-62.80
Olorunsogo NIPP	97.68	0.00	-97.68
Shiroro	570.95	440.98	-129.97
Jebba	766.67	589.93	-176.74
Azura IPP	867.29	656.40	-210.90
Kainji	989.96	750.04	-239.91
TOTAL	9,350.24	8,867.05	-483.19

2.2. Generation Load Factor

The load factor is a measure of the utilisation of a power plant's capacity, calculated as the ratio of the average electricity generated over a period to the maximum possible generation (assuming all the available capacity is utilised). A higher load factor means there was better capacity utilisation thereby reducing the cost per unit

of energy and increasing profitability, as fixed costs are spread over a larger amount of dispatched energy. The load factor (also known as the dispatch rate) reflects both the demand for energy and a plant's ability to supply it. The formula for load factor is represented by equation 1:

$$\text{Load Factor} = \frac{\text{Total Energy Generated (MWh)}}{\text{Ave. Available Capacity (MW)} \times 24 \text{hrs} \times \text{period (in days)}} \quad (1)$$

The load factor for all grid-connected power plants in 2023/Q2 was 92.53%, meaning that only 7.47% of available capacity was unutilised. The 92.53% load factor recorded in 2023/Q2 represents a decrease of 1.46 percentage points (pp) from the 93.99%⁴ load factor recorded in 2023/Q1.

Sixteen (16) power plants recorded dispatch rates of at least 90% in 2023/Q2. The load factor of the seven (7) power plants with the highest dispatch rates in 2023/Q2 is presented in Figure 3. Omoku (100%), Trans Amadi (100%), and Afam VI (100%) had the highest dispatch rates. All the hydro plants except Dadin Kowa had less than a 90% dispatch rate. This is contrary to the Commission's order ([Order No: NERC/182/2019](#)) on mandatory and priority dispatch of hydro plants. The Order mandates that hydro plants which are the cheapest energy generation source, should be dispatched with priority to reduce wholesale energy costs for consumers. Kainji, Jebba and Shiroro hydro plants had dispatch rates below 90% due to water management and low load demand by DisCos.

The Commission will continue to drive improvements in load offtake by DisCos to maximise the dispatch of available generation. This will increase the utilisation rate of the power plants and the supply of electricity to the citizens.

⁴ The load factor for all grid-connected plants in 2023/Q1 was 93.99%

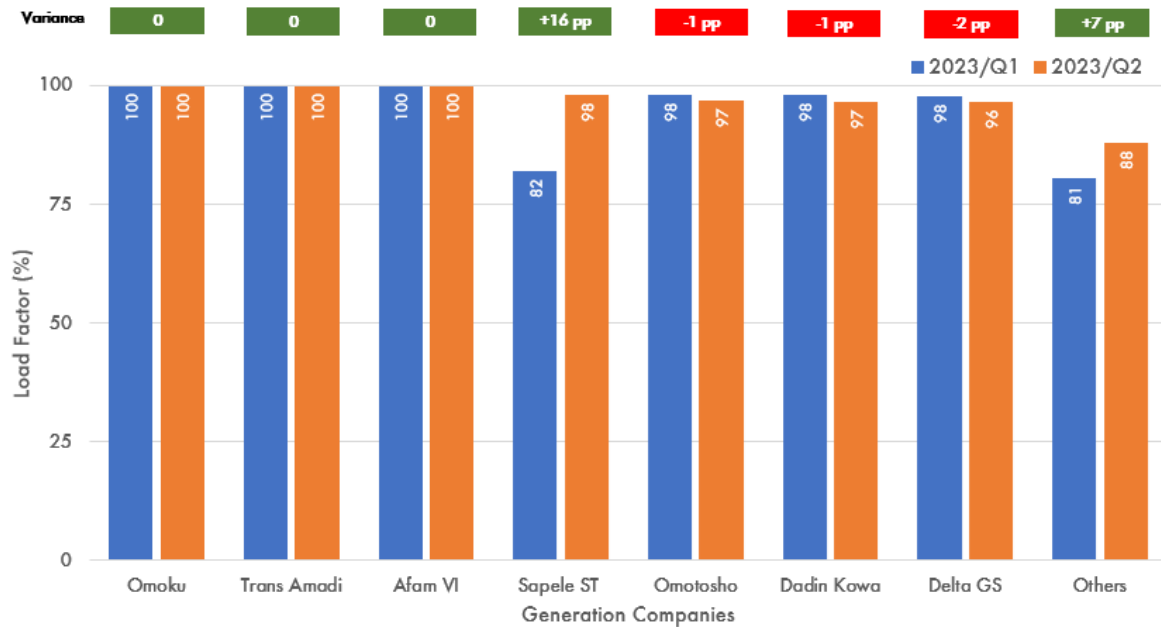


Figure 3: Plants Load Factor (%) in 2023/Q1 vs. 2023/Q2

2.3 Generation Mix

The electricity generation mix refers to the combination of fuel used to generate electricity over a period. The composition of the generation mix varies across countries and is influenced by factors such as natural resource availability, government policies, environmental considerations, type of power plants, energy demand, and seasonal fluctuations. An ideal energy mix must balance the three key objectives of the energy trilemma: cost reduction, reliability, and energy security. The formula for the share of electricity generated by fuel source is given by equation 2:

$$\text{Share of fuel}_i = \frac{\text{Total electricity generated from fuel } i \text{ (MWh)}}{\text{Total electricity generated from all fuel sources (MWh)}} \quad (2)$$

The share of electricity generated from different fuel sources in 2023/Q1 and 2023/Q2 are presented in Figure 4. There was a decrease in hydropower contribution to the energy mix from 25.35% (2,713.43GWh) in 2023/Q1 to 20.29% (1,798.82GWh) in 2023/Q2. Similar to 2023/Q1, the decrease is consistent with expectations regarding Nigeria’s energy mix. Energy generated by

hydropower plants is limited by relative water unavailability between January to July.

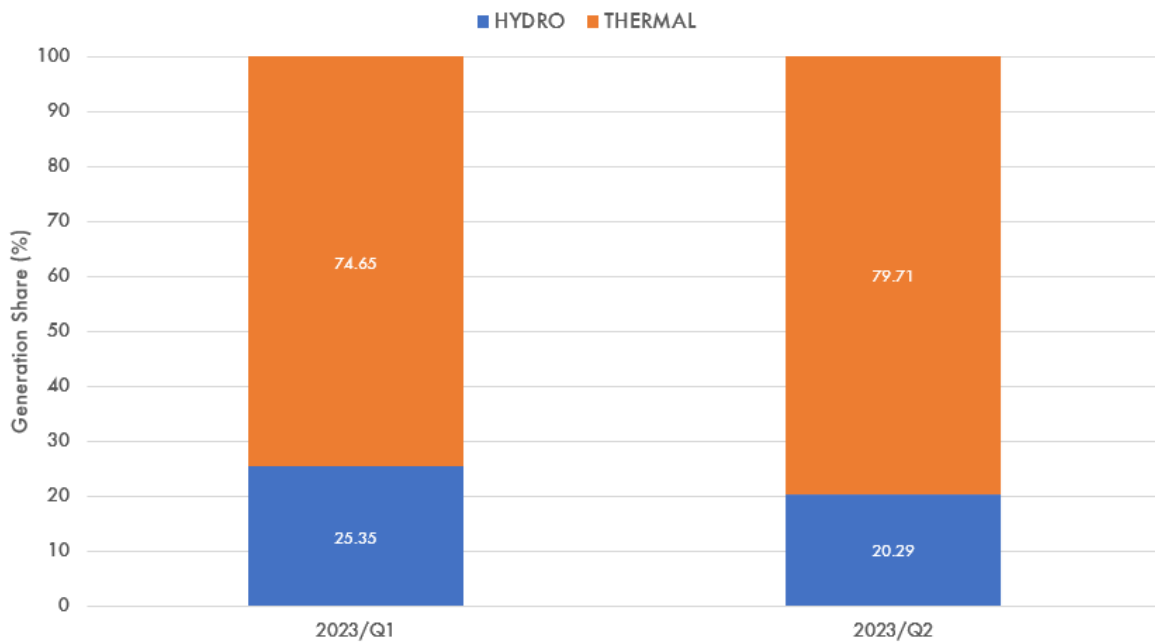


Figure 4: Electricity Generated by Energy Sources 2023/Q1 vs. 2023/Q2

2.4. Grid Performance

The Transmission Company of Nigeria (TCN) which has the responsibility of wheeling energy from power plants to DisCos holds two licenses; Transmission Service Provider (TSP) and System Operator (SO). The TSP owns and maintains the transmission infrastructure while the SO is responsible for maintaining system stability, load balance, load dispatch and undertaking market operations responsibilities. To assess the performance of the grid, the Commission focuses on four (4) Key Performance Indicators (KPI) that relate to power transmission. These are:

- Transmission loss factor
- Stability of grid frequency
- Voltage fluctuation
- Incidence of system collapse

2.4.1 Transmission Loss Factor

Transmission Loss Factor (TLF) refers to the proportion of the total energy sent out by the power plants that was either lost in transmission or utilised in the transmission

station i.e., neither delivered to the DisCos nor exported to international customers. There is an inverse relationship between the TLF and the efficiency of the transmission system; a decline in the TLF indicates an improvement in transmission efficiency. The formula for TLF is represented by equation 3:

$$\text{TLF} = \left(1 - \frac{\text{Energy delivered to all DisCos+Energy Exported}}{\text{Energy Sent out by all GenCos}} \right) \times 100 \quad (3)$$

The average TLF in 2023/Q2 was 8.34% (Figure 5). This represents a negative variance (under-performance) of -1.09pp relative to the MYTO target of 7.25% for the year 2023. The TLF recorded for the quarter (8.34%) also translates to an increase of +0.43pp from the TLF of 7.91% in 2023/Q1, indicating a decline in the TSP's overall operational performance. A TLF of 8.34% indicates that for every 100MWh of energy injected into the grid, 8.34MWh of energy was undelivered to the DisCos and international customers due to losses in the transmission network or consumption by the transmission substations.

The 7.25% TLF target set by the Commission for 2023 represents the maximum efficient loss in transmission that is paid by customers. Exceeding the TLF target means that the TSP will not recover the revenue allowed to it by the regulator for its operations because there is no provision for it to earn revenue from customers for the inefficient losses. The Commission notes with significant concern that the TLF recorded in May was 9.56% which is 2.31pp greater than the allowed TLF (7.25%) and greater than the TLF recorded in any month since 2020. The Commission has directed the TSP to investigate the causes of the extraordinarily high TLF thereby preventing a repeat occurrence. Consistent underperformance of its TLF allowance may erode the long-term financial position of the TSP.

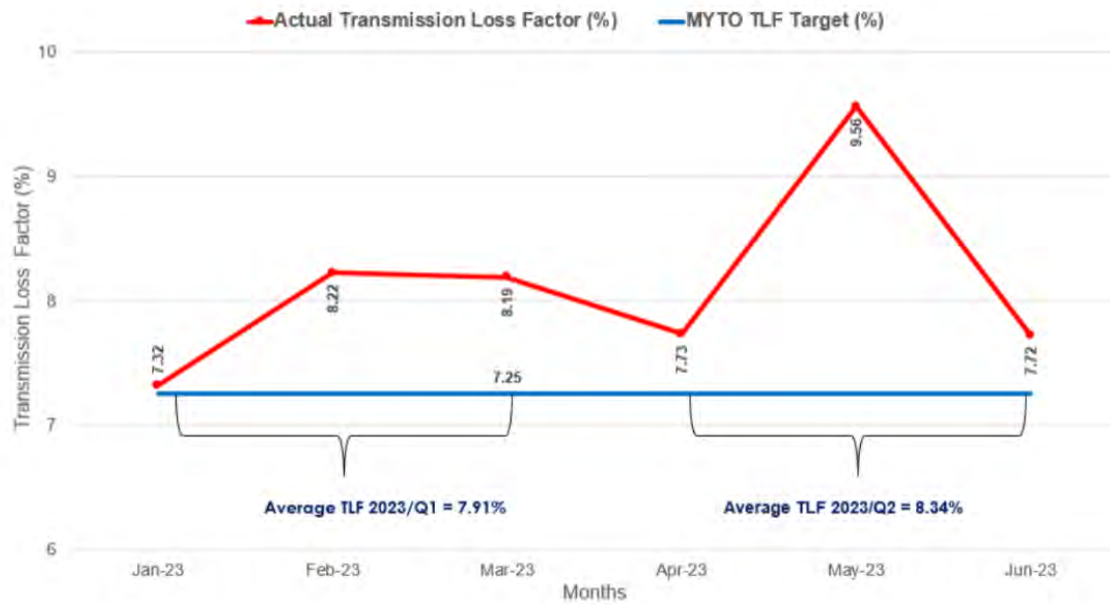


Figure 5: Actual Transmission Loss Factor vs. MYTO TLF Target (%) Jan - June 2023

2.4.2 Grid Frequency

Frequency is a crucial power quality parameter that industrial customers are particularly concerned about due to the sensitivity of industrial machinery. In industrial production assembly lines, the machines often have a low tolerance for frequency fluctuations and are therefore designed to operate only within pre-set frequency tolerance limits. As specified in the Grid Code, the operating range for system frequency under normal circumstances is expected to be between a lower limit of 49.75Hz and an upper limit of 50.25Hz (with an allowance of $\pm 0.5\%$). However, in extreme circumstances, system frequency may reach an upper bound stress limit of 51.25Hz and a lower bound stress limit of 48.75Hz (with an allowance of $\pm 2.5\%$).

The highest and lowest daily system frequency readings in 2023/Q2 were 51.86Hz and 48.67Hz respectively, recorded on 12th April and 1st June respectively. Across 2023/Q2, the average upper daily system frequency was 51.03Hz, while the average lower daily system frequency was 49.04Hz, which translates to a range of 1.99Hz. The average range of frequency during May was 2.02Hz and was the highest during the quarter compared to 1.95Hz and 1.99Hz recorded in April and June respectively. This indicates that May was the month with the worst system operational efficiency in the quarter which is backed up by the TLF discussed above.

Comparatively, in 2023/Q1, the average upper daily system frequency recorded was 50.86Hz, while the average lower daily system frequency was 49.08Hz, with a range of 1.78Hz. A system’s stability is dependent on operating within the normal range specified in the Grid Code. Minimum deviation from the normal range indicates improved system performance. The wider deviation from the normal range recorded in 2023/Q2 compared to 2023/Q1 (average monthly frequency range increased by +11%) indicates a decline in system operation performance during the quarter.

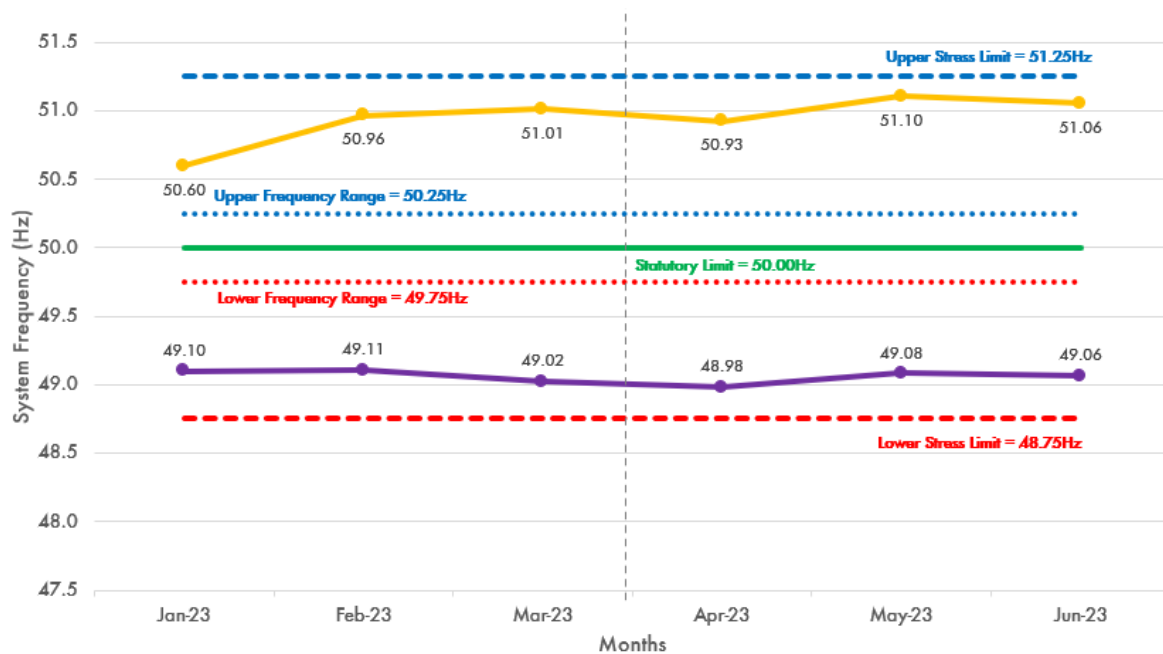


Figure 6: Monthly System Frequency from Jan - June 2023

The upper and lower bounds of the system frequency were all outside the normal operation limits but within the stress limits throughout the quarter (Figure 6). The fluctuation in frequency indicates an imbalance in the supply and demand of electricity on the grid. The SO needs to ensure the grid frequency is maintained within the statutory limits to improve supply quality for all consumers. This will require an improved balancing between load offtake and generation which can be enhanced by improved predictability of GenCos availability and DisCos load offtake respectively. The Commission will continue to monitor the system coordination by the SO to ensure grid frequency is maintained within the statutory limits specified in the Grid Code.

2.4.3 Voltage Fluctuation

To guarantee high-quality power, the Grid Code specifies a nominal system voltage of 330kV with a tolerance range of $\pm 5\%$ (313.5kV to 346.5kV in the lower and upper bounds respectively). Fluctuations in grid voltage, including spikes, dips, flickers, and brownouts, can cause significant harm to consumers and result in substantial commercial losses. Extreme cases of voltage fluctuations, particularly at the distribution network level can cause severe damage to industrial machines thereby compelling the industrial customers to seek alternative sources of power supply.

The system voltage pattern from January to June 2023 is illustrated in Figure 7. The average upper and lower operating voltage bounds for the transmission network in 2023/Q2 were 354.18kV and 297.57kV respectively, with a range of 56.61kV. Both values are outside the respective allowable limits which indicates that the grid performance did not comply with the standard specified in the Grid Code. The average voltage range observed in 2023/Q2 was identical to what was recorded in 2023/Q1 (56.30kV; Upper of 353.78kV and Lower of 297.47kV). The marginally higher range in 2023/Q2 (0.55%) is a reflection of the slightly worse grid performance observed in the quarter as highlighted by the TLF and operational frequency range discussed above.

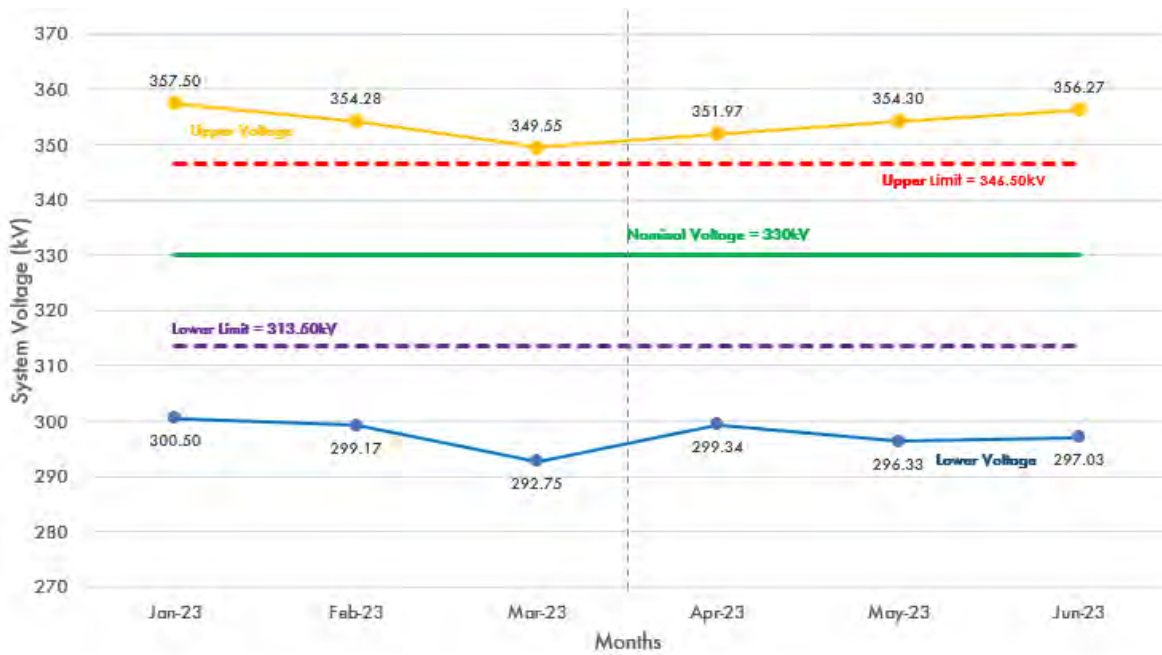


Figure 7: Monthly System Voltage from Jan - June 2023

To ensure that the grid operates under the approved frequency and voltage levels as contained in the Grid Code, the Commission is actively working with TCN and other stakeholders to encourage GenCos compliance with the free governor control operation, TCN installation of capacitor banks at low voltage nodes on the grid, and reactors at high voltage nodes. The Commission through the Situation Room continues to monitor and ensure adherence of GenCos and DisCos to their declared and off-take capacities, respectively.

2.4.4 System Collapse

The national power grid is a vast network of electrical transmission lines that link power stations to customers across the nation. It is designed to function within specific stability boundaries, including voltage (330kV ± 5%) and frequency (50Hz ± 0.5%). Any deviation from these stability ranges can result in decreased power quality and, in severe cases, cause widespread power outages. This can range from a partial collapse of a section of the grid to a full system-wide blackout.

The SO is responsible for ensuring that the frequency remains within a ±0.5% tolerance threshold. When the demand for electricity is higher than the supply, the grid frequency drops, which can cause some power plants to shut down

automatically. This further exacerbates the frequency imbalance and can lead to a partial or full system collapse. Similarly, if supply surpasses demand, the frequency increases, and in severe cases, some power plants may shut down, causing a sudden drop in generation.

In 2023/Q2, there was no incidence of system collapse (neither total nor partial). This marks the third consecutive quarter (following 2022/Q4 and 2023/Q1) during which the grid has not experienced any disturbance/collapse. The Commission will continue to accord all necessary support to the SO to guarantee grid stability.

2.5 Commercial Performance

The commercial performance of the NESI is a measure of the flow of funds from customers to upstream electricity industry players. The financial performance is critical because funds are required to keep all the players along the value chain operational. In evaluating the commercial performance of the NESI for 2023/Q2, the following parameters have been considered:

- Energy offtake performance
- Energy billed and billing efficiency
- Revenue and collection efficiency
- Aggregate Technical, Commercial and Collection (ATC&C) loss
- Remittances to the Market Operator (MO) and the Nigerian Bulk Electricity Trading Company (NBET).

2.5.1 Energy offtake performance

Since July 2022 when the NESI transitioned to the Partial Activation of Contract (PAC) regime, the target volume of energy to be off-taken by DisCos at any time has been defined as their Partially Contracted Capacity (PCC). As explained in prior reports, under the PAC regime, DisCos have take-or-pay obligations on their PCC which means that they must pay for available capacity irrespective of their offtake. This structure is consistent with international best practices for long-term contract-based power procurement and ensures that GenCos earn capacity payments to compensate them for availability. The PAC also mandates GenCos or TCN to compensate DisCos through Liquidated Damages (LD) in the event of capacity shortfalls. Under the single-buyer model being operated in the NESI, when there is

a shortfall in generation, LDs from GenCos are treated as net-offs in the invoices issued to NBET thereby reducing the net payables from DisCos.

When there is sufficient generation capacity, every DisCo will be directed by the SO to offtake its entire PCC. When generation falls below the required target, the SO pro-rates the available capacity among all DisCos based on their respective PCCs – “Available PCC”. The ratio between a DisCo’s energy offtake and the available PCC is known as the “energy offtake performance”. A DisCo’s energy offtake performance is represented by equation 4:

$$\text{Energy Offtake performance (\%)} = \left(\frac{\text{Energy Offtake}}{\text{Available PCC}} \right) \times 100 \quad (4)$$

Considering the large disparity between available capacity and customer demand, it is expected that even at full PCC, DisCos should take maximum load. However, the Commission continues to observe with concern that many DisCos do not take their full PCC due to a combination of technical limitations as well as load rejection by the DisCos largely due to commercial reasons i.e., high losses in certain areas.

To curtail this practice, the Commission included load offtake as a key metric in its KPI Order –Order on Performance Monitoring Framework ([NERC/316-326/2022](#)) which was issued to DisCos effective October 2022. The Order provides that persistent load non-offtake to certain thresholds may trigger regulatory actions against the management of the DisCos. Furthermore, it is noteworthy that when DisCos have offtake ratios below 100%, this means that they incur increased wholesale energy costs as they still have to pay NBET/GenCos for unused capacity for which they have no avenue to recover revenues.

In 2023/Q2, the average energy off-take by DisCos at their trading points was 3,251.31MWh/h, and it shows a decrease of -218.82MWh/h (-6.31%) when compared to 3,470.13MWh/h off-take in 2023/Q1. During the quarter, all the DisCos took less than their available PCC except Eko DisCo which recorded an offtake performance of 116.90% and will therefore benefit from reduced wholesale energy cost.

However, a quarter-on-quarter analysis showed that the overall energy offtake performance of the DisCos increased by 3.18pp in 2023/Q2 (96.60%) relative to the 93.42% performance recorded in 2023/Q1. Eko DisCo was the top performer

with a 23.44pp increase in offtake performance between 2023/Q1 and 2023/Q2 while Jos and Kano DisCos recorded decreases of -3.60pp and -0.54pp respectively over the same period (Table 2).

Table 2: DisCo energy offtake performance in 2023/Q1 vs. 2023/Q2 (MWh/h)

DisCos	2023/Q1			2023/Q2		
	Energy Offtake (MWh/h)	Available PCC (MWh/h)	Offtake Performance %	Energy Offtake (MWh/h)	Available PCC (MWh/h)	Offtake Performance %
Abuja	505.09	538.60	93.78	496.34	527.64	94.07
Benin	294.08	310.81	94.62	297.33	305.85	97.21
Eko	429.17	459.23	93.45	410.71	351.34	116.90
Enugu	296.30	331.78	89.31	282.05	315.34	89.44
Ibadan	396.32	427.95	92.61	374.29	397.09	94.26
Ikeja	532.59	552.28	96.43	518.45	535.03	96.90
Jos	189.55	212.33	89.27	161.05	187.99	85.67
Kaduna	227.78	241.83	94.19	178.11	184.68	96.44
Kano	234.46	242.82	96.56	191.26	199.19	96.02
Port Harcourt	253.62	276.48	91.73	244.05	257.55	94.76
Yola	111.17	120.41	92.33	97.66	103.69	94.18
All DisCos	3,470.13	3,714.54	93.42	3,251.31	3,365.84	96.60

The Commission will utilise its Order on Performance Monitoring Framework to enforce appropriate regulatory actions against DisCos that fail to meet the KPI targets for offtake ratio. Furthermore, the situation room set up by the Commission will continue to undertake a daily analysis of the energy offtake performance of DisCos and intervene with the management of DisCos as required.

2.5.2 Energy Billed and Billing Efficiency

Billing Efficiency measures the proportion of energy billed to customers (including metered and unmetered customers) relative to the total energy supplied to a given area over a period. A major reason for billing losses is the inability of DisCos to identify all energy users, which is caused by factors such as poor customer enumeration, insufficient metering, inaccurate meters, and energy theft (commercial loss).

As a metric, billing efficiency encompasses both technical factors, such as energy loss in distribution lines, and commercial factors discussed above which leads to a DisCo's inability to account for 100% of the energy supplied. For example, a billing efficiency of 70% means that only ₦70.00 worth of electricity is billed out of

₦100.00 worth of electricity received by DisCos. The formula for billing efficiency is represented by equation 5:

$$\text{Billing Efficiency} = \left(\frac{\text{Total energy billed to customers (kWh)}}{\text{Total energy received by the Network (kWh)}} \right) \times 100 \quad (5)$$

The total energy offtake by all DisCos in 2023/Q2 was 7,100.87GWh and the total energy billed was 5,789.21GWh, which translates to a billing efficiency of 81.53%. A billing efficiency of 81.53% implies that for every ₦100 worth of energy received by DisCos in 2023/Q2, ₦18.47 was not billed to end users. Comparatively, the total energy received and billed in 2023/Q1 were 7,495.49GWh and 5,844.21GWh respectively, which translated to a billing efficiency of 77.97%. This means that at the aggregated level, the NESI recorded a 3.56pp improvement in billing efficiency between 2023/Q1 and 2023/Q2.

In 2023/Q2, Ikeja DisCo recorded the highest billing efficiency of 92.17%, while Kaduna DisCo recorded the lowest billing efficiency of 64.16%. All the DisCos, except Benin, recorded improvements in their billing efficiencies in 2023/Q2 relative to 2023/Q1 with the most significant improvements recorded by Yola (11.09pp), Kaduna (9.74pp), and Ikeja (6.66pp). Benin DisCo recorded a -1.55pp reduction in its billing efficiency relative to 2023/Q1 (Table 3).

Table 3: Energy Received and Billed by DisCos in 2023/Q1 vs. 2023/Q2

DisCos	Total Energy Offtake (GWh)		Total Energy Billed (GWh)		Billing Efficiency (%)	
	2023/Q1	2023/Q2	2023/Q1	2023/Q2	2023/Q1	2023/Q2
Abuja	1,091.00	1,084.00	783.00	796.00	71.77	73.43
Benin	635.22	649.36	546.47	548.78	86.03	84.51
Eko	927.00	897.00	824.00	818.00	88.89	91.19
Enugu	640.00	616.00	463.00	453.00	72.34	73.54
Ibadan	856.05	817.46	666.78	675.69	77.89	82.66
Ikeja	1,150.40	1,132.29	983.76	1043.64	85.52	92.17
Jos	409.43	351.74	332.18	292.74	81.13	83.23
Kaduna	492.00	389.00	267.79	249.60	54.43	64.16
Kano	506.44	417.72	367.99	304.05	72.66	72.79
Port Harcourt	547.83	533.01	451.82	444.24	82.47	83.35
Yola	240.12	213.29	157.41	163.47	65.55	76.64
All DisCos	7,495.49	7,100.87	5,844.21	5,789.21	77.97	81.53

DisCos have the responsibility of developing strategies to improve their billing efficiencies including reinforcing DisCos' infrastructure to reduce technical losses, improving consumer enumeration and customer service, improving metering systems, and implementing measures that will drive timely bill payments and the rolling out of initiatives to curb energy theft.

2.5.3 Revenue and Collection Efficiency

Collection efficiency is the ratio of the amount that has been collected from customers relative to the amount billed to them by the DisCos. The significant under-recovery of the invoices issued to customers by DisCos is driven by a lack of willingness to pay, unsatisfactory DisCos' services and inadequate customer metering among other challenges. Collection efficiency of 70% for instance implies that for every ₦100.00 worth of energy billed to customers by DisCos, approximately ₦30.00 remained unrecovered from the billed customers. The formula for collection efficiency is represented by equation 6:

$$\text{Collection Efficiency} = \left(\frac{\text{Total Revenue Collected (₦)}}{\text{Total Billed Amount (₦)}} \right) \times 100 \quad (6)$$

The total revenue collected by all DisCos in 2023/Q2 was ₦267.86 billion out of the ₦354.61 billion that was billed to customers. This translates to a collection efficiency of 75.54%. The DisCos overall collection efficiency increased by 6.79pp from 68.75% recorded in 2023/Q1. While the total collections increased by 8.41% (compared to ₦247.09 billion in 2023/Q1), the total billings declined by -1.33% (compared to ₦359.38 billion in 2023/Q1).

The summary of the revenue collection performance of all DisCos in 2023/Q1 and 2023/Q2 is contained in Table 4. All DisCos except Yola DisCo, recorded improvements in collection efficiency in 2023/Q2 compared to 2023/Q1. The top performing DisCos were Kaduna, Ikeja and Enugu with 15.11pp (44.27% to 59.38%), 7.81pp (87.19% to 95.00%) and 7.74pp (68.55% to 76.29%) increase in collection efficiency respectively, between 2023/Q1 and 2023/Q2. Yola DisCo had a -0.44pp decrease (45.71% vs 45.27%) in collection efficiency across the same period.

Table 4: Revenue Collection Performance (%) of DisCos in 2023/Q1 vs. 2023/Q2

DisCos	Total Billings		Revenue Collected		Collection Efficiency	
	(₦'Billion)		(₦'Billion)		(%)	
	2023/Q1	2023/Q2	2023/Q1	2023/Q2	2023/Q1	2023/Q2
Abuja	51.28	52.77	39.10	43.58	76.25	82.59
Benin	32.57	33.77	19.54	21.81	59.98	64.59
Eko	50.45	49.31	40.96	43.25	81.20	87.71
Enugu	27.77	27.37	19.03	20.88	68.55	76.29
Ibadan	38.74	39.95	24.85	28.09	64.15	70.32
Ikeja	56.90	58.76	49.61	55.82	87.19	95.00
Jos	23.95	20.82	9.72	9.52	40.58	45.71
Kaduna	17.24	13.95	7.63	8.28	44.27	59.38
Kano	22.04	19.33	14.19	12.64	64.36	65.38
Port Harcourt	27.55	27.13	17.48	18.81	63.44	69.32
Yola	10.89	11.46	4.98	5.19	45.71	45.27
All DisCos	359.38	354.61	247.09	267.86	68.75	75.54

The overall increase in collection efficiency in 2023/Q2 could be attributed to the increased metering by the DisCos and the implementation of various collection campaigns to improve remittance from post-paid customers. However, DisCos must continue to evaluate options for improving the optimisation of their energy delivery in line with the Service Based Tariff (SBT) regime to ensure that sufficient energy is supplied to customer groups/clusters with the highest collection efficiencies.

2.5.4 Aggregate Technical, Commercial and Collection (ATC&C) Loss

The Aggregate Technical, Commercial and Collection (ATC&C) loss is a summation of billing losses incurred by a DisCo due to its inability to bill 100% of energy delivered to customers (technical and commercial losses) and the collection losses arising from the DisCo's inability to collect 100% of the invoices issued to customers. The ATC&C loss is a critical performance-setting parameter for tariff determination because it represents the efficient loss which the DisCos are allowed to recover from customers. The MYTO makes allowance for specific ATC&C loss level targets for each DisCo which usually reduces over time as investments are made with a view of reducing the efficient losses. ATC&C loss is made up of the following components:

- a. **Technical Loss:** heat loss due to load flow in electrical lines and transformation loss in transformers.
- b. **Commercial Loss:** due to discrepancy in meter reading, erroneous billing, unmetered consumption, or energy theft;

c. **Collection Loss: unpaid bills.**

The formula for ATC&C loss is represented by equation 7:

$$\text{ATC\&C Loss} = [1 - (\text{billing efficiency} \times \text{collection efficiency})] \times 100 \quad (7)$$

Any DisCo that can outperform its allowed ATC&C (i.e., has a lower actual ATC&C than the target used to compute its cost-reflective tariff) will earn more returns on its set tariffs. Conversely, any DisCo that fails to meet its allowed ATC&C (i.e., has a higher actual ATC&C than the target), will be unable to earn the expected returns on its set tariffs and could risk long-term financial challenges.

The aggregate ATC&C loss recorded across all 11 DisCos in 2023/Q2 was 38.41%, which comprised 18.47% technical and commercial losses, and 24.46% in collection loss (Table 5). This level of ATC&C loss implies that over the course of 2023/Q2, cumulatively, ₦38.41 out of every ₦100.00 worth of energy received by a DisCo was unrecovered due to a combination of inefficient distribution networks, energy theft, low revenue collection and unwillingness of customers to pay their bills.

The ATC&C loss for 2023/Q2 declined by 7.98pp compared to 46.39% recorded in 2023/Q1. This means that the financial performance of the DisCos improved between 2023/Q1 and 2023/Q2. All the DisCos recorded a reduction in ATC&C loss in 2023/Q2 compared to 2023/Q1 with the best performers being Kaduna, Ikeja, Ibadan, Eko and Enugu DisCos which recorded -14.01pp, -13.00pp, -8.16pp, -7.81pp and -6.51pp reductions in ATC&C loss respectively, over the period.

The aggregate ATC&C loss of 38.41% recorded in 2023/Q2 is 18.35pp higher than the allowed efficient loss target (20.06%) applied in the computation of the tariffs in the MYTO. This means that cumulatively, DisCos recorded losses that are 18.35pp higher than what was allowed to be recovered from the customers – these inefficient losses that are not recoverable from customers will directly affect the DisCos bottom-line.

It is noteworthy that none of the DisCos achieved their target ATC&C with the widest gap (actual – target) being recorded by Kaduna (55.30pp), Kano (36.56pp) and Jos (34.68pp). The failure of the DisCos to meet their allowed loss targets means

they are unable to meet revenue requirements, thereby compromising their long-term financial position. The Commission is working with all the DisCos to take remedial actions through customer enumeration and increased revenue assurance to improve their ATC&C loss.

Table 5: ATC&C Loss (%) by DisCos in 2023/Q1 vs. 2023/Q2

DisCo	MYTO Target (%)	ATC&C (%)		Variance (pp)	
	2023	2023/Q1	2023/Q2	2023/Q1	2023/Q2
Abuja	19.27	45.27	39.35	26.00	20.08
Benin	17.37	48.40	45.41	31.03	28.04
Eko	14.18	27.82	20.01	13.64	5.83
Enugu	11.31	50.41	43.90	39.10	32.59
Ibadan	15.47	50.04	41.88	34.57	26.41
Ikeja	11.37	25.44	12.44	14.07	1.07
Jos	27.27	67.08	61.95	39.81	34.68
Kaduna	6.60	75.91	61.90	69.31	55.30
Kano	15.85	53.23	52.41	37.38	36.56
Port Harcourt	21.45	47.68	42.23	26.23	20.78
Yola	60.60	70.04	65.30	9.44	4.70
All DisCos					
MYTO Level	20.06				
Total Technical, Commercial & Collection losses	-	46.39	38.41		
Technical & Commercial losses	-	22.03	18.47		
Collection losses	-	31.25	24.46		

2.5.5 Market Remittance

In 2013, the CBN set up an escrow mechanism as part of the conditions for the Nigerian Electricity Market Stabilisation Facility (NEMSF) intervention that was extended to the DisCos. Under this arrangement, all the revenues of the DisCos are escrowed, with DisCos only having access to these funds after relevant deductions to meet their loans have been made. This escrow mechanism also provided visibility into the financial performance of the DisCos with respect to collections.

In June 2020, the remit of the fund manager responsible for the escrow was expanded to include the implementation of the payment waterfall framework which was designed by the Commission to increase upstream market remittance to NBET

and TCN. This was to cover the cost of energy taken from GenCos, transmission charges (payable to the TSP) and the MO's administrative charges.

Prompt payment of upstream invoices is critical for securing the availability of generation and transmission capacities. The waterfall regime pushes DisCos to boost their collections because most of their allowed revenues rank low in the waterfall.

2.5.5.1 Market Remittance to NBET

In the absence of cost-reflective tariffs, the Government undertakes to cover the resultant gap (between the cost-reflective and allowed tariff) in the form of tariff shortfall funding. This funding is applied to the NBET invoices that are to be paid by DisCos. The amount to be covered by the DisCo is based on the allowed tariff determined by the Commission and set out as their Minimum Remittance Obligation (MRO) in the periodic Tariff Orders issued by the Commission.

The applicable MROs (%), total NBET invoices and final obligation for each DisCo during 2023/Q2 are summarised in Table 6. It is important to note that due to the absence of cost-reflective tariffs across all DisCos, the Government incurred a subsidy obligation of ₦135.23 billion in 2023/Q2, which is an increase of ₦99.21 billion (+275%) compared to the ₦36.02 billion incurred in 2023/Q1; this increase is largely attributable to the Government's policy to harmonise exchange rates⁵. On average, the subsidy obligation incurred by the Government per month was ₦45.08 billion in 2023/Q2. For ease of administration of the subsidy, the MRO is limited to NBET only with the MO being allowed to recover 100% of its revenue requirement from the DisCos.

In 2023/Q2, the MRO-adjusted invoice from NBET to the DisCos was ₦154.04 billion while the total remittance made was ₦152.48 billion, which translates to a 98.99% remittance performance. The remittance performance of DisCos to NBET in 2023/Q2 (98.99%) is a 31.37pp increase compared to the 67.62% remittance performance recorded in 2023/Q1. The significant improvement in remittance performance by DisCos is because a large portion of the NBET invoice is to be covered by the Government in the form of subsidies. The sharp rise in the

⁵ For tariff calculation, the Commission applies the official FX rate as published by the Central Bank of Nigeria. With the harmonisation of rates effective June 2023, the USD-based invoices/expenses for electricity generated from April 2023 were all adjusted to the new FX rate which was at least 50% greater than what was obtainable until end of May 2023.

Government's subsidy obligation meant that in 2023/Q2, DisCos were only expected to cover 53.25% of the total invoice received from NBET.

Table 6: NBET Invoice and MRO Adjusted final Obligation of DisCos for 2023/Q2.

DisCos	NBET Invoice (₦' billion)	MRO (%)	Final Obligation (₦' billion)
Abuja	45.74	62.00	28.36
Benin	26.70	47.80	12.76
Eko	29.72	57.98	17.23
Enugu	26.43	57.97	15.32
Ibadan	34.28	49.55	16.99
Ikeja	46.87	58.83	27.57
Jos	15.42	39.29	6.06
Kaduna	15.87	49.89	7.92
Kano	17.26	53.21	9.18
Port Harcourt	22.21	51.69	11.48
Yola	8.76	13.24	1.16
All DisCos	289.26	53.25	154.04

In 2023/Q2, seven (7) DisCos recorded >100%⁶ remittance performance to NBET (Figure 8). These DisCos include Ikeja (115.21%), Ibadan (112.86%), Benin (111.32%), Eko (111.20%), Enugu (108.52), Jos (108.48%) and Yola (102.44%). All the DisCos had improved remittance to NBET when compared to 2023/Q1 which can be explained based on the exchange-rate harmonisation induced increase in Government subsidy.

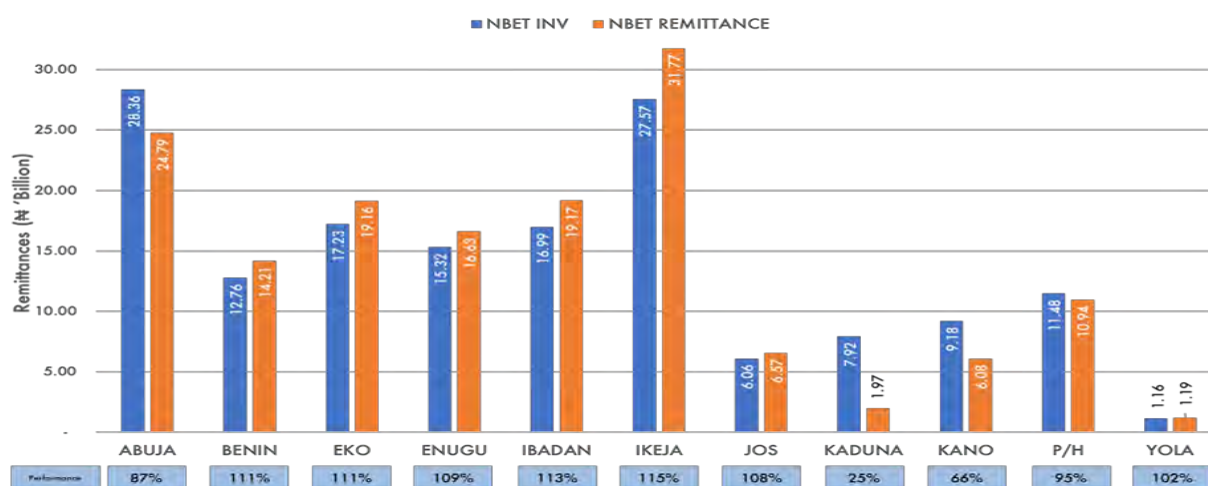


Figure 8: DisCos Remittance Performances to NBET in 2023/Q2

⁶ Remittance performance above 100% is due to payment of arrears.

To sustain power sector operations, the Commission recognises the significance of enhancing market remittances, and is providing DisCos with revenue-boosting initiatives. The introduction of the SBT and opportunities for DisCos to improve customer service through better energy supply quality is a clear path to increased revenue without broad-based tariff increases. The ongoing DisCos investments in infrastructure and metering initiatives will result in a greater volume of reliable energy supplied to customers, improved revenue assurance, collections, and market remittances.

2.5.5.2 Market Remittance to MO

The Market Operator issues invoices to DisCos for energy transmission and administrative services. In 2023/Q2, the DisCos made a total remittance of ₦32.88 billion against the cumulative invoice of ₦40.65 billion issued by the MO. This payment translates to 80.90% remittance performance and is a 14.38pp increase when compared to 66.52% remittance performance recorded in 2023/Q1. On a DisCo-by-DisCo basis, Ikeja and Yola DisCos recorded the highest MO remittance performances with 107.18% and 102.89% respectively while Kaduna had the lowest remittance performance of 13.20% (Figure 9).

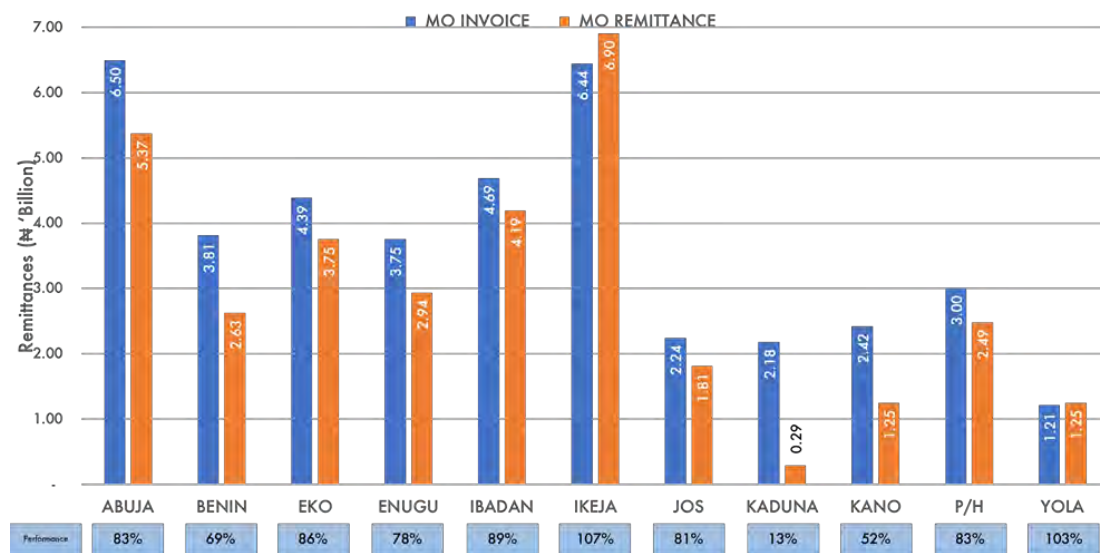


Figure 9: DisCos Remittance Performances to MO in 2023/Q2

Between 2023/Q1 and 2023/Q2, nine (9) DisCos recorded improvements in MO remittance performance with Ibadan (31.23pp), Ikeja (28.91pp) and Port Harcourt

(22.58pp) being the best performers. The DisCos that recorded a decline in MO remittance performance in 2023/Q2 relative to 2023/Q1 were Benin (-16.76pp) and Eko (-0.63pp).

2.5.5.3 Market Remittance to NBET and MO

The cumulative DisCos' remittance to NBET and MO in 2023/Q2 is presented in Table 7.

Table 7: DisCos Remittance Performances to NBET and MO in 2023/Q2

DisCos	MRO Adjusted Invoice (₦' Billion)		Actual Remittance (₦' Billion)		Remittance Performance (%)	
	NBET	MO	NBET	MO	2023/Q1	2023/Q2
	Abuja	28.36	6.50	24.79	5.36	62.20
Benin	12.76	3.81	14.21	2.63	81.85	101.58
Eko	17.23	4.39	19.16	3.75	85.45	106.00
Enugu	15.32	3.75	16.63	2.94	77.00	102.55
Ibadan	16.99	4.69	19.17	4.19	69.15	107.78
Ikeja	27.57	6.44	31.77	6.90	81.87	113.69
Jos	6.06	2.24	6.57	1.81	79.34	101.05
Kaduna	7.92	2.18	1.97	0.29	11.68	22.40
Kano	9.18	2.42	6.08	1.25	39.56	63.15
Port Harcourt	11.48	3.00	10.94	2.49	59.22	92.67
Yola	1.16	1.21	1.19	1.25	89.67	102.67
All DisCos	154.03	40.65	152.48	32.88	67.43	95.21

2.5.5.4 Market Remittance by other Customers

The remittances made by international, bilateral, and special customers for invoices issued in 2023/Q2 by the MO are detailed in Table 8. Out of the four (4) international customers serviced by the MO, only Transcorp-SBEE made a payment of \$1.43 million against an invoice of \$2.13 million issued for services rendered in 2023/Q2. The 3 other international customers did not make any payment against the \$11.97 million invoice issued to them by the MO for services rendered in 2023/Q2. The overall remittance performance for international customers during the quarter is 10.12%. However, it is noteworthy that all the international customers made payments during 2023/Q2 for outstanding invoices from previous quarters. The details of these payments are contained in Appendix VI.

Bilateral customers made a total payment of ₦816.66 million against the cumulative invoice of ₦2,845.08 million issued to them by the MO for services rendered in

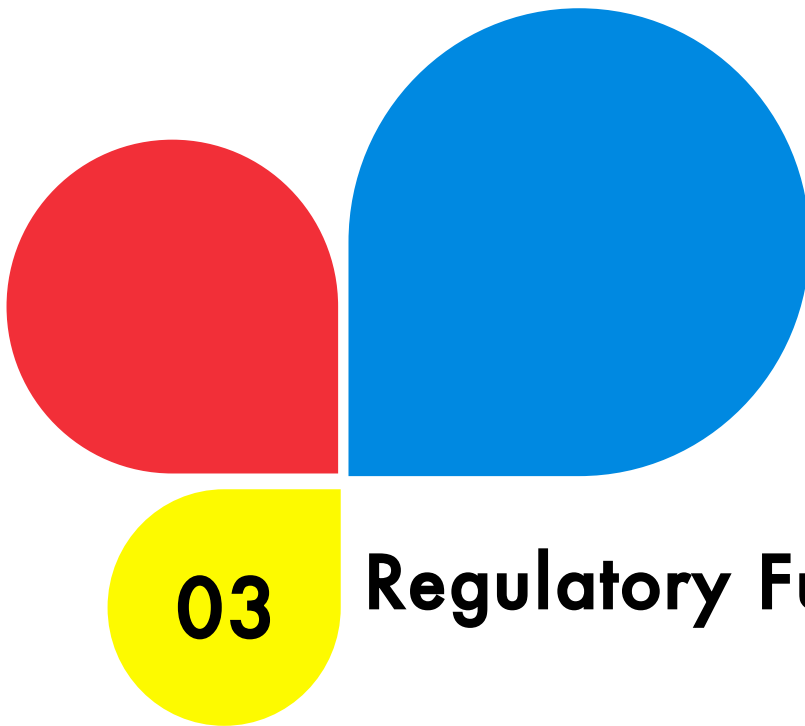
2023/Q2 (Table 8), this translates to a remittance performance of 28.70% for the quarter under review. It is also noteworthy that the bilateral customers made payments during 2023/Q2 for outstanding MO invoices from previous quarters. The details of these payments are contained in Appendix VI.

The special customers (Ajaokuta Steel Co. Ltd and the host community) did not make any payment towards the ₦0.56 billion (NBET) and ₦0.08 billion (MO) invoices received in 2023/Q2. This continues a longstanding trend of non-payment by this customer and the Commission has communicated the need for intervention on this issue to the relevant FGN ministries.

Table 8: Special Customer Invoices and Remittances in 2023/Q2

Customers	NBET			MO		
	Invoice (Million)	Remittance (Million)	Performance (%)	Invoice (Million)	Remittance (Million)	Performance (%)
	2023 /Q2	2023 /Q2	2023 /Q2	2023 /Q2	2023 /Q2	2023 /Q2
International Customers						
PARAS-SBEE (\$)	-	-	-	2.94	0.00	0.00
TRANSCORP-SBEE (\$)	-	-	-	2.13	1.43	67.00
MAINSTREAM-NIGELEC (\$)	-	-	-	5.34	0.00	0.00
ODUKPANI-CEET (\$)	-	-	-	3.69	0.00	0.00
Total	-	-	-	14.10	1.43	10.12
Bilateral Customers						
MSTM/INNER GALAXY (₦)	-	-	-	724.74	257.77	35.57
MSTM/KAM IND. (₦)	-	-	-	37.67	9.16	24.31
MSTM/KAM INT. (₦)	-	-	-	79.11	34.22	43.25
NDPHC/SUNFLAG (₦)	-	-	-	23.19	0.00	0.00
NDPHC/WEEWOOD (₦)	-	-	-	61.16	0.00	0.00
NORTH SOUTH/STAR P (₦)	-	-	-	33.20	0.00	0.00
TRANS AMADI/ OAU (₦)	-	-	-	31.80	0.00	0.00
MSTM/ADFV (₦)	-	-	-	30.84	8.73	28.31
OMOTOSHO II/EKEDC (₦)	-	-	-	1,219.09	415.71	34.10
OMOTOSHO II/PULKIT (₦)	-	-	-	23.71	0.00	0.00
MAINSTREAM/PRISM (₦)	-	-	-	220.48	81.33	36.89
ALAOJI GENCO/APLE (₦)	-	-	-	271.91	0.00	0.00
TAOPEX/KAM STEEL (₦)	-	-	-	58.04	0.00	0.00
MSTM ZEBERCED (₦)	-	-	-	24.63	9.75	39.56
TRANS AMADI (FMPI) (₦)	-	-	-	5.51	0.00	0.00
Total	-	-	-	2,845.08	816.66	28.70
Special Customer						
AJAKUTA STEEL (₦)	555.34	0	0	80.90	0	0

1. NBET, MO, SBEE, CEET and NIGELEC are Nigeria Bulk Electricity Trader, Market Operator, Société Beninoise d'Énergie Electrique, Compagnie Energie Electrique du Togo and Société Nigerienne d'électricite, respectively.



03 Regulatory Functions

3.0 REGULATORY FUNCTIONS

Pursuant to Section 34(2)(d) of the EA 2023, the Commission is empowered to “license and regulate persons engaged in the generation, transmission, system operation, distribution, supply and trading of electricity” in the NESI. Furthermore, Section 227 of the Act empowers the Commission to “make Regulations prescribing all matters which by this Act are required or permitted to be prescribed or which, in the opinion of the Commission, are necessary or convenient to be prescribed for carrying out or giving effect to this Act”.

3.1 Regulations/Orders

Regulations are a set of rules that the Commission may issue from time to time to optimise the performance of licensees to give effect to the object of the EA 2023. Orders are a series of directions/instructions that the Commission issues to Licensees in response to a particular event/situation. While Regulations provide the structure and procedures for enforcing laws, Orders are more situational and immediate in their impact.

In 2023/Q2, the Commission did not issue any new Regulation. The Commission however issued two (2) new Orders during the quarter. The details of these Orders are:

1. Order No: [NERC/2023/002](#) –Order on the Mandatory Filing of Annual OpEx, Capital Investment Plans and Outcomes of Procurements Conducted by the TCN. The Order was issued on the 24th of May 2023 and effective 1st July 2023. The objectives of this Order are to;
 - Ensure that capital investment projects undertaken in the NESI are fully aligned with the PIPs of the TCN and DisCos with no stranded dependencies for providing service.
 - Ensure optimal allocation of limited resources available for capital expenditure in TCN’s procurement process in conformity with global best practices for regulated utilities.
 - Ensure optimal and prudent expenditure of limited resources on operating expenditure by TCN.
 - Ensure prudence and value for money for all network development projects by TCN and DisCos.

2. Order No: [NERC/2023/003](#) –Order on Migration of Customers and Compensation for Service Failure under Service-Based Tariff Framework. The Order was issued on the 26th of May 2023 and effective 1st June of 2023. The objectives of this Order are to;
- Provide processes/procedures for the migration of customers across service bands in alignment with the quality of service provided to customers by DisCos.
 - Provide a framework for customer compensation and feeder service band adjustment to account for DisCos’ failure to deliver on the Service Based Tariff (SBT) committed service levels.

The Commission continued to monitor compliance with the provisions of other existing regulations, orders, and standards governing the NESI.

3.2 Licences and Permits Issued or Renewed

The Commission issues licenses for electricity generation, transmission, distribution, trading and system operations in the NESI, and also issues permit for captive power generation and mini-grid development. The Commission issued two (2) new trading licenses in 2023/Q2 as contained in Table 9.

Table 9: Licences issued in 2023/Q2

SN	Licensee	Capacity (MW)	License Type	Remarks
1	Electric Utility Nigeria Limited	NA	Trading	Initial grant
2	Onction Services Limited	NA	Trading	Initial grant

3.3 Captive Power Generation Permits

Captive power plants are plants owned and maintained by the generating entity for its own consumption and not for sale to a third party. The Commission issued three (3) captive power generation permits in 2023/Q2 with a total nameplate capacity of 20.06MW. Details of the permit holders, location and plant capacities are listed in Table 10.

Table 10: Captive Generation Plants approved in 2023/Q2

S/N	Company Name	Location/State	Capacity (MW)
1	Tower Alloys Industries Limited	Ota Industrial Estate, Ota, Ogun State	10.00
2	Junaid Synergy Limited	Kudirat Abiola Way, Ikeja, Lagos State	1.20
3	Okomu Oil Palm Limited	Okomu, Ovia South, Edo State	8.86
	Total		20.06

3.4 Mini-grid Permits and Registration Certificates

Pursuant to section 165(1)(m) of the EA 2023 which states that the Commission shall “award license of mini-grid concessions to renewable energy companies to exclusively serve a specific geographical location indicating aggregate electricity to be generated and distributed from a site with obligation to serve customers to request service”, the Commission continues to encourage the development and utilisation of renewable energy by issuing permits and registration certificates for mini-grid development. A permit is issued to a mini-grid developer for the construction, operation, maintenance, and where applicable ownership of mini-grids with distribution capacity above 100kW and generation capacity up to 1MW, while a registration certificate is issued to mini-grid developer for one or more system(s) with distribution capacity below 100kW.

Following the satisfactory evaluation of mini-grid applications, the Commission issued ten (10) Mini-grid permits in 2023/Q2. The details of the permits are presented in Table 11.

Table 11: Mini-grid Permits issued in 2023/Q2

	Name	Location	Type	Capacity (kW)
1	Powergen Nigeria Assets Limited	Idanre, Ondo State	Permit	860
2	Darway Coast Nigeria Limited	Ifo, Ogun State	Permit	698
3	Bagaja Renewable Limited	Kumbosto, Kano State	Permit	450
4	Bagaja Renewable Limited	Kumbosto, Kano State	Permit	550
5	Solmenz Engineering Venture Nigeria Limited	Gbako, Niger State	Permit	147
6	A4&T Projects Limited	Fagbo, Ondo State	Permit	169
7	GVE Projects Limited	Bakin Ciyawa, Plateau State	Permit	630
8	GVE Projects Limited	Kwande, Plateau State	Permit	340
9	Everlink Telesat Network Limited	Akugbene, Delta State	Permit	950
10	Everlink Telesat Network Limited	Ogbidubudu, Delta State	Permit	460
	Total			5,254

3.5 Certification of Meter Service Providers/Meter Asset Providers

A Meter Service Provider (MSP) is an entity certified by the Commission as a manufacturer, supplier, vendor, or installer of electric energy meters and/or metering systems. A Meter Asset Provider (MAP) is an entity that is granted a permit by the Commission to provide metering services with roles that may include meter financing, procurement, supply, installation, maintenance, and replacement.

The Commission certified four (4) MSPs – two (2) meter installer companies, one (1) meter manufacturer, and one (1) meter importer in 2023/Q2. In addition, the Commission also granted two (2) MAP permits during the quarter. Details of the certified MSPs and MAPs are contained in Table 12.

Table 12: Meter Asset Providers certified in 2023/Q2

S/N	Name	Authorisation Type
1	Zeetric Engineering Nigeria Limited	Installer A1
2	Morgan Energy Limited	Installer A1
Manufacturer		
3	Pactim Metering Nigeria Limited	Manufacturer
Importer		
4	Maskh Nigeria Limited	Importer
Meter Asset Providers		
1	Kayz Consortium Limited	MAP Permit
2	Crestflow Energy Limited	MAP Permit

Class "A1" Certification authorises a holder to undertake installations of (i) Low Voltage single-phase and three-phase Metering systems for installation exceeding 750 metering Systems/Contract, and (ii) Installations at grid voltages exceeding 5 Metering Systems.¹ Class "C1" Certification authorises a holder to undertake installations of Low Voltage Distribution single-phase and three-phase Metering Systems exceeding 500 Metering Systems/Contract.

3.6 Public Consultation and Awareness

Pursuant to Section 34(2)(c) of the EA 2023, which mandates the Commission to "establish appropriate consumer rights and obligations regarding the provision and use of electricity services", the Commission conducts public awareness and consultations with NESI stakeholders. Public Consultations are intended to educate customers on the Commission's regulations as well as on their rights and obligations. The Commission did not conduct any public consultation during the quarter.

In addition to public consultations, the Commission also engages consumers through public awareness campaigns. The flagship program is the Electricity Update which provides information about activities of the Commission, service-based tariff, new regulations and orders as well as answers to other pertinent stakeholder concerns.

3.7 Compliance and Enforcement

Section 64 (1) of the EA 2023 mandates all licensees to comply with the provisions of their license, regulations, codes, orders and other requirements issued by the Commission from time to time. In furtherance to this, the Commission conducted enforcement actions against licensees in 2023/Q2 for violations of rules and infractions. Some of these enforcement actions included;

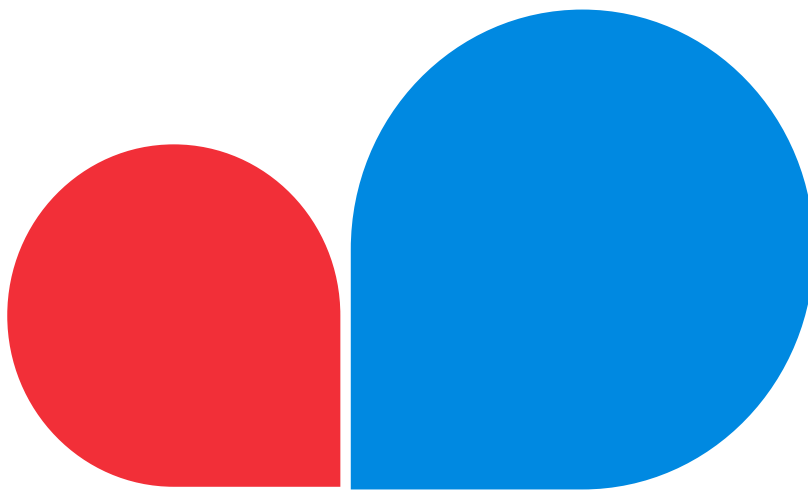
- Notices of Intention to Commence an Enforcement Action (NICE)⁷ were issued to all the DisCos and TCN for breach of statutory obligations to conduct annual compliance audits.
- NICE was also issued to Yola DisCo following its non-compliance with the Commission's directive to refund all customers affected by Yola DisCo's wrongful application of the capping adjustment factor.

3.8 Alternative Dispute Resolution

In accordance with Market Rule 42.3.7, the Commission has established an Alternative Dispute Resolution (ADR) process to resolve disputes between market participants in the NESI. This includes the constitution of a Dispute Resolution Panel (DRP) and the appointment of a Dispute Resolution Counsellor (DRC) to administer the dispute resolution provisions of the Market Rules and Grid Code. No disputes were brought before the DRP during this quarter.

⁷ Notice of Intention to Commence an Enforcement Action (NICE) conforms with the basic principles of fair hearing that allows a licensee to whom the NICE is issued the opportunity to respond, clarify, or defend the issues contained in the NICE.

- a. Where the licensee provides a justifiable or acceptable position for the action being the subject of the NICE, the licensee is exculpated and no further proceeding is proceeded against the licensee.
- b. Where the licensee fails to provide justifiable grounds or even fails to respond to the issues raised in the NICE, the Commission will proceed to commence enforcement action against the licensee.
- c. The enforcement proceedings may result in a warning, payment of fines, cancellation or suspension of a license, removal of the management of the affected licensee, or any other enforcement actions as provided in EA and other enforcement regulations/provisions of the Commission.



04

Consumer Affairs

4.0 CONSUMER AFFAIRS

4.1 Consumer Education and Enlightenment

The Commission's main consumer education and enlightenment mechanisms are town hall/customer complaints resolution meetings. These are used to enlighten consumers on the Commission's activities, regulations, customer rights and obligations as well as to ensure swift resolution of complaints. It is also an avenue for the Commission to get feedback from customers, which will be beneficial to the Commission in its decision-making process.

The Commission held three (3) town hall/customer complaints resolution meetings in 2023/Q2. Details of these engagements are contained in Table 13.

Table 13: Complaint Resolution Meetings held in 2023/Q2

S/N	Date	Venue	Complaints Received
1	18 th -20 th April, 2023	Jos	176
2	9 th -11 th May, 2023	Yola	127
3	23 rd -25 th May, 2023	Asaba	462
	Total		765

4.2 Metering End-Use Customers

As at 30th June 2023, there were 12,561,049 registered electricity customers with 44.16% (5,546,483) of them metered (Table 14). Over the course of 2023/Q2, 178,864 end-user customers were metered which increased the metering rate by 0.85pp relative to the 43.31% recorded in 2023/Q1.

Ikeja, Ibadan, Abuja and Enugu DisCos had the highest number of meter installations in 2023/Q2 accounting for 72.69% of total installations. Relative to 2023/Q1, eight (8) DisCos recorded improvements in the number of meter installations with Benin (+28.40%), Kano (+25.99%), and Eko (+15.85%) recording the greatest improvements. Conversely, Yola (-24.55%), Kaduna (-6.27%), and Enugu (-2.83%) recorded a decline in the number of meters installed compared to 2023/Q1 (Table 15).

Table 14: Metering Progress as of 2023/Q2

DisCos	Total Number of Registered Customers	No of Metered Customers	Metering Rate
Aba	187,274	47,164	25.18%
Abuja	1,353,671	809,268	59.78%
Benin	1,270,157	626,241	49.30%
Eko	708,946	418,437	59.02%
Enugu	1,395,950	588,060	42.13%
Ibadan	2,309,585	980,296	42.44%
Ikeja	1,206,641	849,413	70.39%
Jos	716,774	235,850	32.90%
Kaduna	854,818	201,386	23.56%
Kano	857,109	207,798	24.24%
Port Harcourt	1,179,194	469,073	39.78%
Yola	520,930	113,497	21.79%
Total	12,561,049	5,546,483	44.16%

Table 15: Meter Deployment by DisCos 2023/Q1 vs. 2023/Q2

DisCos	Total Metered Customers as of 2023/Q2	Customers Metered in 2023/Q1	Customers Metered in 2023/Q2	Change in Metering
Abuja	809,268	25,804	26,644	3.26%
Benin	626,241	4,978	6,392	28.40%
Eko	418,437	14,182	16,430	15.85%
Enugu	588,060	23,487	22,822	-2.83%
Ibadan	980,296	32,808	33,470	2.02%
Ikeja	849,413	46,790	47,080	0.62%
Jos	235,850	2,920	3,309	13.32%
Kaduna	201,386	2,488	2,332	-6.27%
Kano	207,798	481	606	25.99%
Port Harcourt	469,073	12,087	12,795	5.86%
Yola	113,497	9,256	6,984	-24.55%
Total	5,546,483	175,281⁸	178,864	2.04%

⁸ Upon data reconciliation, the number of meters installed across all metering schemes in 2023/Q1 was 175,281 as against 171,107 reported in the 2023/Q1 report.

Out of the 178,864 end-use customers metered in 2023/Q2, 94.15% customers were metered under the MAP framework, 5.20% were metered under the NMMP framework, 0.64% under the Vendor Financed, and 0.01% under the DisCo Financed framework⁹.

Further details on the metering progress under the NMMP, MAP as well as Vendor and DisCo finance are presented in appendices VIII, IX and X respectively. Under the MAP framework, a total of 168,397 meters were installed in 2023/Q2 representing a 5.92% increase compared to the 158,992 MAP meter installations recorded in 2023/Q1. Similar to 2023/Q1, Ikeja DisCo recorded the highest number of installations (47,080) representing 27.96% of the total number of customers metered under the MAP framework during the quarter. Yola DisCo did not record any installation under the MAP framework in 2023/Q2.

In 2023/Q2, a total of 9,302 customers were metered under the NMMP framework, representing a decrease of -32.00% from 13,679 customers metered in 2023/Q1. It is noteworthy that Abuja, Ibadan, Ikeja, and Port Harcourt DisCos have exhausted their meter allocations under the NMMP phase 0. There was no change in the number of meter installations by Benin, Enugu, and Kano DisCos while Eko (-1,884), Ibadan (-7), Jos (-185), Kaduna (-29) and Yola (-2,272) DisCos reported a decrease in customer metering under the NMMP in 2023/Q2 compared to 2023/Q1. These decreases are due to the winding down of NMMP Phase 0.

⁹ There are 5 metering frameworks contained in the Commission's updated MAP & NMMP Regulations (NERC-R-113-2021). They are:

- Meter Asset Provider: This framework aims to provide for the provision and maintenance of end-user meters as a service by third-party investors on which customers benefitting from such meters pay a Metering Service Charge (MSC) to cover the cost of metering service.
- National Mass Metering Programme: This is a policy intervention with support from the CBN for the provision of long-term (10-year tenure) single-digit interest loans to DisCos strictly for the provision of locally manufactured/assembled meters to customers.
- Vendor Finance: This is a mutual agreement between a DisCo and a Local Meter Manufacturer/Assembler (LMMA) or Meter Asset Provider (MAP) on a deferred payment arrangement where the base cost of meters shall not exceed the regulated price approved by the Commission.
- Self-funded by DisCos: This involves procurement of meters from other sources outside the MAP and NMMP framework. The allowable costs of meters, accessories, installation and warranties should not exceed the regulated pricing approval by the Commission and the terms of supply should not be in conflict with terms of existing MAP and NMMP contracts.
- Other External Efficient Meter Financing: The Commission has also approved other external meter financing that are efficient, cost-effective, and in tune with the terms of existing MAP and NMMP contracts.

A total of 1,143 customers were metered under the Vendor financed framework in 2023/Q2. Similar to 2023/Q1, Abuja (607) and Benin (536) were the only DisCos that recorded meter installations under this framework in 2023/Q2. This corresponds to a -22.28% and -70.19% decline respectively compared to the 781 and 1,798 installations from the DisCos in 2023/Q1. Since January 2023, only Kaduna DisCo metered customers under the DisCo financed framework (31 in 2023/Q1 and 22 in 2023/Q2).

4.3 Customers Complaints

The number of complaints received and resolved by DisCos in 2023/Q1 and 2023/Q2 are contained in Table 16. The total number of complaints received in 2023/Q2 was 325,898 across all DisCos. Ibadan Disco received the highest number of complaints (55,110 representing 16.91% of total complaints received) while Yola Disco received the least number of complaints (2,662 representing 0.82% of total complaints received).

Out of the 325,898 complaints received in 2023/Q2, 313,442 were resolved translating to a resolution rate of 96.18%. All the DisCos had over 90% resolution rate for the complaints received within the quarter with Kano DisCo recording the highest resolution rate of 99.74%.

Table 16: Complaints Received and Resolved by DisCos in 2023/Q1 vs. 2023/Q2

DisCos	2023/Q1			2023/Q2		
	Complaints Received	Complaints Resolved	Resolution Rate	Complaints Received	Complaints Resolved	Resolution Rate
Abuja	26,104	25,686	98.40%	29,832	29,430	98.65%
Benin	5,871	5,576	94.98%	23,364	22,797	97.57%
Eko	41,582	39,061	93.94%	42,547	39,376	92.55%
Enugu	24,597	22,607	91.91%	48,398	47,104	97.33%
Ibadan	37,987	34,533	90.91%	55,110	52,749	95.72%
Ikeja	28,348	18,746	66.13%	28,773	26,394	91.73%
Jos	14,698	13,806	93.93%	27,731	26,905	97.02%
Kaduna	7,179	6,776	94.39%	7,525	7,040	93.55%
Kano	13,235	13,153	99.38%	11,906	11,875	99.74%
PH	47,777	46,901	98.17%	48,050	47,141	98.11%
Yola	2,305	2,256	97.87%	2,662	2,631	98.84%
Total	249,683	229,101	91.76%	325,898	313,442	96.18%

Compared to 2023/Q1, the number of complaints received, number of cases resolved, and average resolution rate changed by +30.52%, +36.81% and +4.42pp respectively. Only Kano DisCo recorded a decrease in the number of customer complaints received (-10.04%). Conversely, the remaining ten (10) DisCos recorded increases in the number of customer complaints with significant increases recorded by Benin (+297.96%), Enugu (+96.76%) and Jos (+88.67%)¹⁰.

The most frequently reported issues among the 325,898 complaints received by DisCos in 2023/Q2 were metering (46.16%), billing (21.51%), and service interruption (7.61%). These three (3) complaints categories cumulatively accounted for over 75% of the total complaints in the quarter (Figure 10).

In furtherance of its mandate as contained in section 119(1)(c) of the EA 2023 which states that “the Commission shall develop in consultation with licensees, the customer complaints handling standard and procedure”, the Commission monitors complaint handling and resolution processes adopted by DisCos. DisCos submit monthly customer complaints reports which the Commission reviews to identify cases where timely regulatory intervention is necessary. Through the Customer Protection Regulations (CPR) issued by the Commission in March 2023, the customer service standards in the NESI have been updated to conform with international best practices.

Going forward, the Commission will introduce several initiatives geared towards improving customer experience in the NESI. The main solution is the “NESI call centre” being implemented by the Commission which will provide a centralised portal for customers to pass complaints directly to their service providers. The Commission will have near real-time visibility into the filing and resolution of customer complaints by the DisCos which will enhance its monitoring of DisCos’ compliance with customer service standards.

¹⁰ The Commission held townhall/customer complaints resolution meetings in Asaba and Jos during the quarter. This is a contributory factor to the significant increase in the number of complaints recorded by Benin and Jos DisCos.

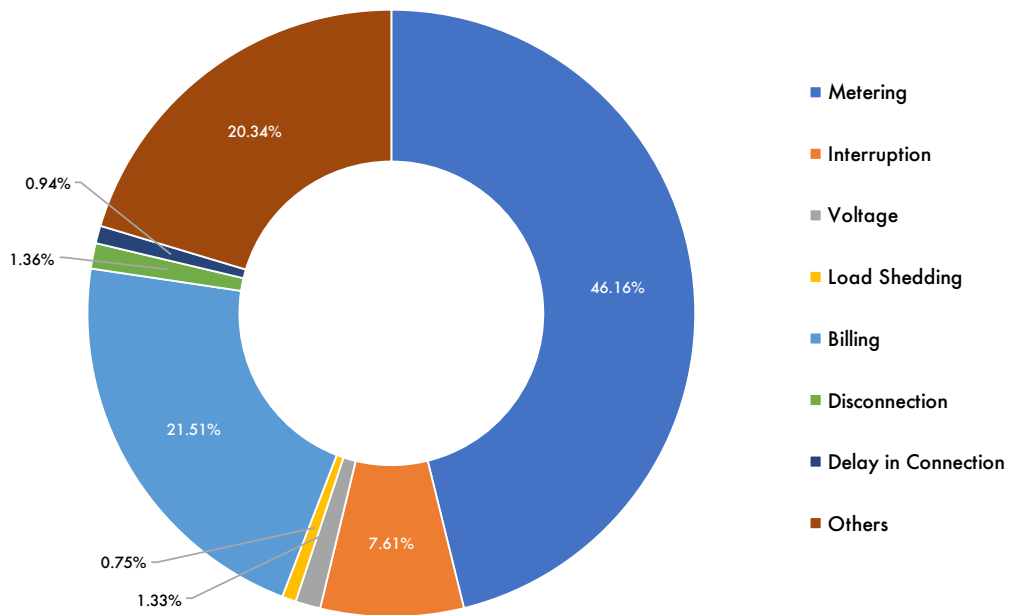


Figure 10: Category of Complaints Received by DisCos in 2023/Q2

4.4 Forum Offices

Pursuant to section 119(1)(c) of the EA 2023 which states that “the Commission shall develop, in consultation with licensees, the customer complaint handling standards and procedures”, the Commission set up forum Offices to hear and resolve customer complaints not satisfactorily resolved at the DisCos’ Customer Complaints Units (DisCos-CCU). As of 30th June 2023, the Commission had thirty-one (31) operational Forum Offices in twenty-nine (29) states and the FCT, Abuja. The details including names, addresses and contacts of the Commission’s Forum Offices are contained in Appendix XII.

The forum office is managed by the forum secretariat while the hearings are conducted by five (5) forum panel members who are not staff of the Commission as stipulated in the CPR 2023. The Forum panels hear and resolve customer complaints in the operational area of DisCos. The composition of the forum panel is as follows:

1. A legal practitioner with experience in alternative dispute resolution nominated by the Nigerian Bar Association (NBA).

2. A financial expert nominated by either the Manufacturers Association of Nigeria, Nigerian Association of Chambers of Commerce, Industry, Mines and Agriculture (NACCIMA) or any other reputable organisation.
3. A qualified electrical engineer nominated by either the Council for Regulation of Engineering in Nigeria (COREN) or the Nigerian Society of Engineers (NSE).
4. A nominee of the Federal Competition and Consumer Protection Commission (FCCPC).
5. A representative of an NGO based in the distribution company's operating area nominated by the Commission.

The summary of the appeals across the Forum Offices is presented in Table 17. A total of 2,351 (1,485 new appeals and 866 pending appeals from 2023/Q1) appeals were received across all Forum Offices in 2023/Q2. This represents a decrease of 8.49% compared to 2,569 appeals in the previous quarter (2023/Q1). The Forum Offices serving Ibadan and Ikeja DisCos received the highest number of new appeals (325 each) while the Forum Office serving Abuja DisCo received the fewest (28). The total number of Forum sittings in 2023/Q2 was 71 compared to 57 sittings in 2023/Q1.

Cumulatively, the Forum Offices resolved 58.66% of the total active appeals in 2023/Q2, which is a decline of -5.72pp from the 2023/Q1 resolution rate (64.38%)¹¹. The Commission will continue its efforts to ensure that the forum panels sit regularly to increase the resolution rate and reduce the number of pending appeals carried over across quarters.

¹¹ The average resolution rate across all Forum Offices decreased in 2023/Q2 despite the increased number of hearings and a lower number of appeals compared to 2023/Q1. This is because the resolution time of cases may vary depending on their complexity

Table 17: Appeals handled by Forum Offices in 2023/Q2

Forum Offices	Accountable DisCos	Appeals Received ¹	Appeals Resolved ²	Appeals Pending ³	No of Sitzings
Abuja, Lafia & Lokoja	Abuja	47	31	16	3
Asaba & Benin	Benin	161	135	26	6
Eko	Eko	73	19	54	1
Abakaliki, Akwa, Enugu, Owerri, & Umuahia	Enugu	346	198	139	15
Ibadan, Abeokuta, Ilorin & Osogbo	Ibadan	497	288	209	17
Ikeja	Ikeja	572	320	252	8
Bauchi, Gombe, Jos & Makurdi	Jos	51	43	5	5
Gusau, Kaduna, Kebbi & Sokoto	Kaduna	74	26	46	1
Jigawa, Kano & Katsina	Kano	101	18	83	2
Calabar, Port Harcourt & Uyo	P/Harcourt	382	277	84	8
Yola	Yola	47	24	23	5
All Forum Offices	All DisCos	2,351	1,379	937	71

¹Complaint received includes outstanding complaints from the preceding quarter. ²Complaint resolved excludes complaints withdrawn or rejected. ³Complaints are still within the regulatory timeframe of 2 months to resolve.

The breakdown of the various categories of appeals received at the Forum Offices in 2023/Q2 is contained in Figure 11. Similar to 2023/Q1, appeals related to billing were the most prevalent, accounting for 68.42% (63.14% in 2023/Q1) of the total appeals received. Appeals related to metering and disconnection represented 17.91% and 6.33% of the appeals, respectively. The Commission is working on interventions to improve the quality of customer complaint resolution at the DisCo-CCU to resolve effectively and reduce the number of appeals filed at the Forum Offices.

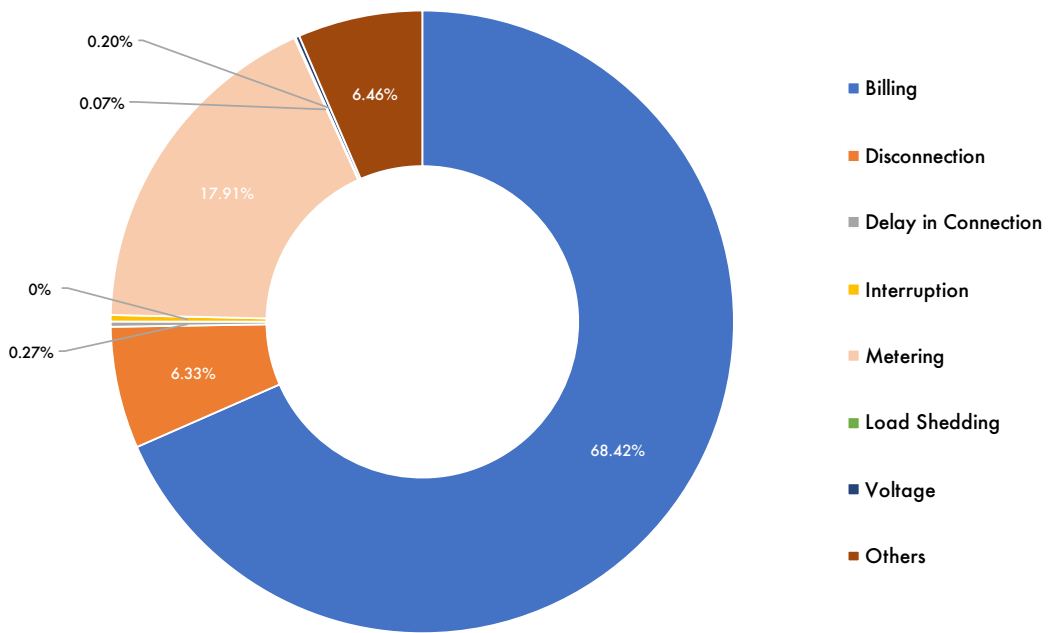


Figure 11: Category of Complaints Received by Forum Offices in 2023/Q2

In addition to establishing additional Forum Offices and other customer complaint resolution channels, the Commission will continue to explore strategies to improve the operational efficiency of Forum Offices.

4.5 Health and Safety

Pursuant to Section 34(1)(e) of the EA 2023 which mandates the Commission to “ensure the provision of safe and reliable electricity to consumers”, the Commission monitors the health and safety performance of the NESI. Out of the 93 mandatory health and safety reports expected to be received in 2023/Q2, 89 reports were received from licensees. Ikeja DisCo had one outstanding report for April 2023 while Dadin Kowa hydropower did not submit any report during the quarter. The Commission has commenced enforcement actions against the licensees that have failed to meet their regulatory reporting requirements.

Statistics of accidents in the NESI in 2023/Q1 and 2023/Q2 are presented in Table 18. In 2023/Q2, the safety performance within the NESI deteriorated with the number of accidents increasing by 57.57% (33 to 52), the number of fatalities

increasing by 64.71% (17 to 28) and the number of injuries increasing by 75% (16 to 28).

Table 18: Health and Safety (H&S) Reports in 2023/Q1 vs. 2023/Q2

Item	2023/Q1	2023/Q2	Net Change
Number of Accidents	33	52	+19
Number of fatalities (employees & third parties)	17	28	+11
Number of Injuries	16	28	+12

Out of the fifty-two (52) accidents reported in the quarter, the licensees with the highest number of accidents were Eko DisCo (11), TCN (8), and Ikeja DisCo (7) which represented 21.15%, 15.38% and 13.46% respectively. Conversely, Egbin and Azura had the least number of accidents (1 each) within the quarter. The casualties resulting from the accidents recorded during the quarter are detailed in Figure 12.

The root causes of accidents reported by the licensees include illegal/unauthorised connections, unsafe conditions/acts, wire snap, vandalism, explosions, and electrocution. The Commission has initiated investigations into all reported accidents and will enforce relevant actions against licensees where necessary.

The Commission oversees settlement processes between licensees and families of accident victims in the NESI. This is to ensure transparency of the settlement process as well as to help the victim's family secure fair compensation for losses suffered through electric accidents. In May 2023, the Commission facilitated the payment of compensation by Jos DisCo to a victim's family.

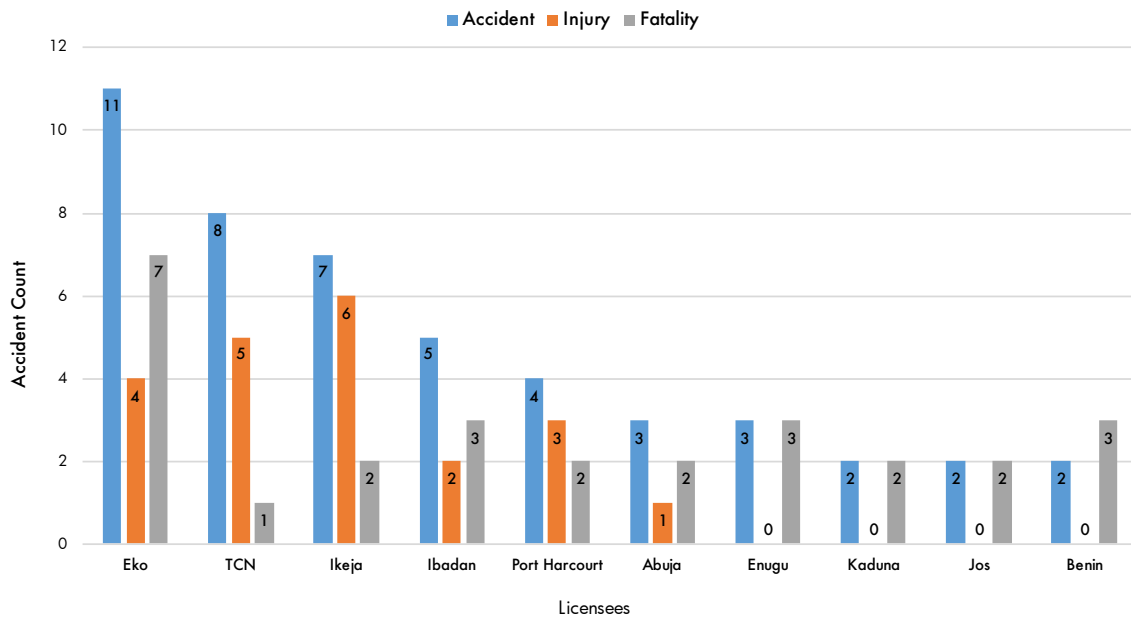
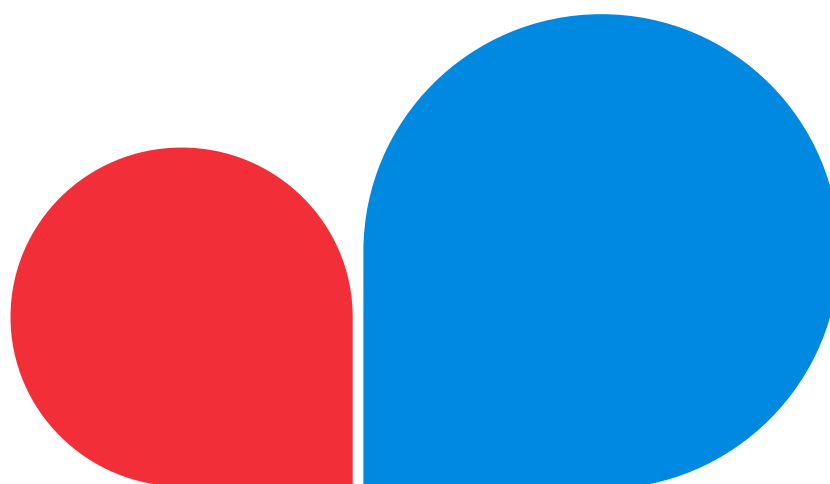


Figure 12: Incidence Report in 2023/Q2

In line with its 2021-2023 strategic plan, the Commission has intensified efforts at implementing various safety programmes aimed at eliminating accidents in the industry. Some of the safety programmes implemented by the Commission include the standardisation of protective schemes, public enlightenment on health & safety, engagement of government agencies on Right of Way (RoW) violations, and a review of an operational procedure for distribution system operators on fault clearing.



05 The Commission

5.0 THE COMMISSION

5.1 Financial Report

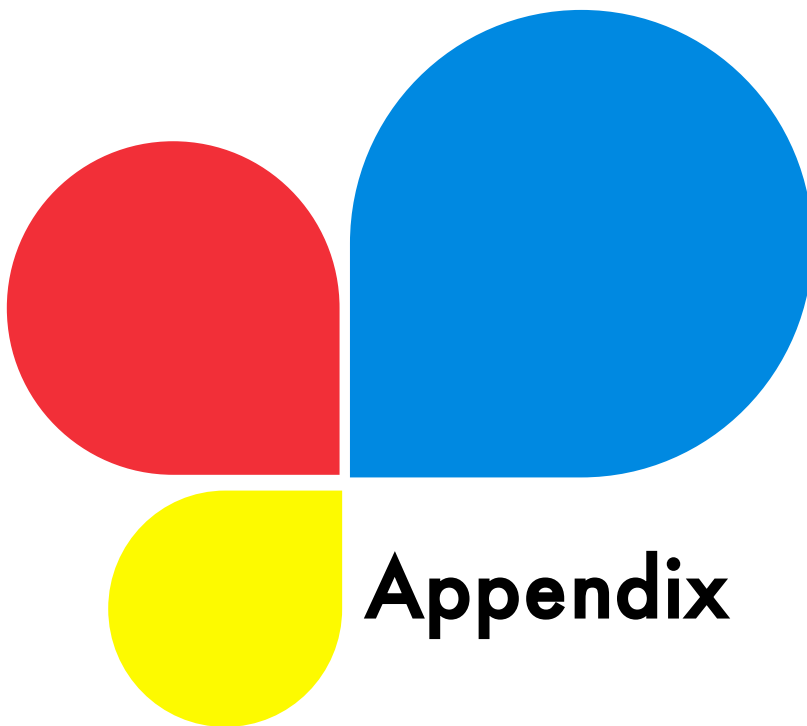
The summary of the Commission's revenue and expenditure in 2023/Q1 and 2023/Q2 is presented in Table 19. The Commission had a total revenue of ₦5,632.40 million and a total expenditure of ₦2,463.80 million in 2023/Q2.

The total revenue in 2023/Q2 was ₦903.96 million (19.12%) higher than the ₦4,728.44 million realised in 2023/Q1. This improvement in revenue is majorly attributable to the significant increase of 164.83% in "Other Internally Generated Revenue" from ₦380.76 million in 2023/Q1 to ₦1,008.36 million in 2023/Q2. Furthermore, there was a marginal increase in operating levy (market charges) which improved by ₦276.36 million (6.36%), from ₦4,347.68 million realised in 2023/Q1 to ₦4,624.04 million in 2023/Q2.

The Commission's total expenditure (capital and recurrent) increased by ₦662.84 million (+36.80%) from ₦1,800.96 million in 2023/Q1 to ₦2,463.80 million in 2023/Q2. This can be attributed to a significant increase in personnel costs and regulatory expenses. However, there was a reduction in administration and general maintenance costs during the quarter. In terms of cash flow, the Commission recorded a +₦3,168.60 million net balance in 2023/Q2 which represents an 8.24% increase compared to the +₦2,927.48 million recorded in 2023/Q1. It is noteworthy that 2023/Q2 makes it the 16th consecutive quarter in which the Commission has recorded a positive quarterly net cash flow position.

Table 19: Quarterly Cash Flow of the Commission in 2023/Q1 vs. 2023/Q2

	Summary for 2023/Q2 (₦' Million)			2023/Q2	2023/Q1
	April	May	June		
A. Revenue					
Operating Levy (MC)	1,815.19	1,313.56	1,495.29	4,624.04	4,347.68
Other IGR	147.72	564.56	296.08	1,008.36	380.76
Total Revenue	1,962.91	1,878.12	1,791.37	5,632.40	4,728.44
B. Expenditure					
Personnel Cost	478.03	443.19	879.32	1800.54	1381.80
Regulatory Expenses	65.54	243.19	273.73	582.46	318.65
Admin & General Maintenance	27.83	21.94	31.03	80.80	100.51
Total Expenditure	571.40	708.32	1,184.08	2,463.80	1,800.96
C. Net Cash Flow (A-B)	1,391.51	1,169.80	607.29	3,168.60	2,927.48



APPENDIX

Appendix I: Energy generation in 2023/Q1 and 2023/Q2

GenCos	Available Capacity (MW)		Average Daily Generation (MWh)		Quarterly Generation (GWh)	
	2023/Q1	2023/Q2	2023/Q1	2023/Q2	2023/Q1	2023/Q2
AES	-	-	-	-	-	-
Afam IV_V	48.32	42.65	1,069.67	887.88	94.38	81.15
Afam _VI	309.23	310.31	7,468.99	7,493.28	663.83	682.39
Alaoji NIPP	27.76	-	625.25	-	58.15	-
Azura-Edo IPP	447.12	340.04	9,634.58	7,224.75	867.29	656.40
Dadin Kowa	20.21	8.51	475.36	197.29	43.18	17.88
Delta	330.63	404.49	7,768.56	9,395.04	700.40	855.43
Egbin	706.23	703.13	16,450.27	15,628.97	1,479.28	1,422.69
Egbin ST-6	-	-	46.63	-	4.34	-
Gbarain NIPP	-	-	-	-	-	-
Geregu Gas	213.31	231.50	4,864.22	5,150.28	434.49	468.51
Geregu NIPP	32.14	3.28	744.51	71.61	69.24	6.44
Ibom Power	45.36	21.30	743.37	448.95	67.97	41.01
Ihovbor NIPP	31.63	22.63	681.38	407.91	63.02	37.12
Jebba	364.56	305.72	8,557.19	6,488.01	766.67	589.93
Kainji	469.14	360.74	11,034.44	8,247.13	989.96	750.04
Odukpani	321.00	346.34	7,075.26	7,941.84	639.63	722.01
Okpai	339.03	332.38	6,818.62	7,195.69	610.55	655.73
Olorunsogo Gas	100.61	110.96	2,372.13	2,544.40	214.02	231.39
Olorunsogo NIPP	45.98	0.00	1,092.21	0.00	97.68	0.00
Omoku	38.71	33.73	1,160.12	1,008.03	104.54	91.70
Omotosho Gas	120.69	133.54	2,837.60	3,106.87	256.43	282.71
Omotosho NIPP	58.23	133.30	1,303.31	2,680.09	117.56	244.05
Paras Energy	66.94	67.41	1,521.53	1,466.66	136.77	133.47
Rivers IPP	4.69	62.47	70.07	1,345.94	6.52	123.49
Sapele GT NIPP	18.35	76.94	242.82	1,477.21	22.29	134.48
Sapele ST	116.76	75.22	2,270.48	1,768.09	204.87	160.55
Shiroro	302.04	246.32	6,346.60	4,849.18	570.95	440.98
Trans Amadi	27.04	15.01	750.53	413.46	66.27	37.51
Total	4,605.72	4,387.91	104,025.75	97,438.54	9,350.24	8,867.05

Appendix II: Monthly energy offtake and energy billed by DisCos in 2023/Q1 and 2023/Q2

DisCos	Energy Offtake (GWh)						Energy Billed (GWh)						Billing Efficiency	
	2023/Q1			2023/Q2			2023/Q1			2023/Q2			2023/Q1 (%)	2023/Q2 (%)
	Jan	Feb	Mar	April	May	June	Jan	Feb	March	April	May	June		
Abuja	347	344	400	361	356	367	245	261	277	254	295	247	71.77	73.43
Benin	210	206	219	214	226	210	185	176	186	182	187	179	86.03	84.51
Eko	295	299	333	288	313	296	262	266	296	255	277	286	88.89	91.51
Enugu	213	219	208	207	203	206	156	158	149	146	167	140	72.34	73.54
Ibadan	278	277	301	282	263	273	214	214	239	220	231	225	77.89	82.66
Ikeja	361	370	420	364	390	378	319	323	342	333	337	374	85.52	92.17
Jos	137	141	132	124	122	105	111	114	108	102	104	88	81.13	83.23
Kaduna	166	162	164	140	132	117	86	90	92	87	82	81	54.43	64.16
Kano	166	157	183	148	149	120	119	114	135	104	104	96	72.66	72.79
Port Harcourt	181	188	179	174	188	171	150	155	146	146	155	144	82.47	83.35
Yola	74	72	94	77	76	60	47	50	60	56	56	51	65.55	76.64
All Discos	2,428	2,435	2,632	2,379	2,418	2,304	1,893	1,920	2,031	1,884	1,995	1,911	77.97	81.53

Appendix III: Monthly revenue performance by DisCos in 2023/Q1 and 2023/Q2

DisCos	Total Billing (₦' Million)						Revenue Collected (₦' Million)						Collection Efficiency	
	2023/Q1			2023/Q2			2023/Q1			2023/Q2			2023/Q1 (%)	2023/Q2 (%)
	Jan	Feb	March	April	May	June	Jan	Feb	March	April	May	June		
Abuja	16,071	17,067	18,137	16,953	19,568	16,249	11,423	14,695	12,981	14,495	15,603	13,486	76.25	82.59
Benin	10,052	11,009	11,511	11,252	11,513	11,005	5,950	7,443	6,145	7,029	7,506	7,276	59.98	64.59
Eko	16,172	16,365	17,911	15,903	17,181	16,227	12,440	15,007	13,514	13,952	15,760	13,540	81.20	87.71
Enugu	9,373	9,518	8,875	8,852	10,110	8,405	5,842	6,802	6,389	6,846	7,839	6,193	68.55	76.29
Ibadan	12,717	12,346	13,675	13,107	13,622	13,216	7,099	9,409	8,341	9,055	10,016	9,018	64.15	70.32
Ikeja	17,900	18,140	20,860	17,843	19,401	21,512	15,568	17,791	16,250	17,697	18,349	19,770	87.19	95.00
Jos	7,919	8,146	7,890	7,321	7,304	6,144	3,113	3,002	3,605	3,175	3,463	2,879	40.58	45.71
Kaduna	5,451	5,784	6,010	5,033	4,524	4,391	2,348	2,837	2,449	2,400	3,152	2,730	44.27	59.38
Kano	7,448	7,259	7,337	6,538	6,711	6,083	4,399	5,074	4,716	4,268	4,155	4,218	64.27	65.38
Port Harcourt	9,159	9,444	8,948	8,888	9,481	8,764	5,523	6,183	5,772	6,164	6,922	5,722	63.44	69.32
Yola	3,229	3,465	4,197	3,930	3,931	3,594	1,408	1,967	1,603	1,765	1,702	1,720	45.71	45.27
All DisCos	115,491	118,543	125,350	115,671	123,346	115,590	75,116	90,208	81,764	86,846	94,466	85,552	68.75	75.54

Appendix IV: Monthly DisCos invoices & remittances to NBET in 2023/Q1 and 2023/Q2

DisCos	Invoice (₦' Billion)						Remittance (₦' Billion)						Remittance Performance	
	2023/Q1			2023/Q2			2023/Q1			2023/Q2			2023/Q1	2023/Q2
	Jan	Feb	March	April	May	June	Jan	Feb	March	April	May	June	(%)	(%)
Abuja	11.14	10.93	12.80	11.16	7.67	9.57	4.58	8.32	7.11	7.89	9.31	7.60	61	87
Benin	6.58	6.45	7.07	5.14	3.57	4.05	4.54	5.31	4.61	5.27	5.09	3.84	81	111
Eko	8.23	7.40	8.38	6.27	4.97	5.99	6.71	5.92	6.85	5.67	8.62	4.87	85	111
Enugu	6.81	6.97	7.03	5.95	4.31	5.06	4.90	5.50	5.32	5.49	6.51	4.63	79	109
Ibadan	8.77	8.77	9.86	6.68	4.86	5.45	5.24	6.37	5.95	6.71	7.42	5.04	71	113
Ikeja	11.40	11.53	13.15	10.92	7.51	9.14	9.81	10.79	9.06	11.27	11.68	8.82	83	115
Jos	4.56	4.42	4.67	2.69	1.71	1.66	2.26	2.45	2.45	2.25	2.78	1.54	81	108
Kaduna	5.23	5.08	5.34	3.48	2.13	2.31	0.53	0.97	0.37	0.64	0.92	0.42	12	25
Kano	5.34	5.09	5.82	4.05	2.59	2.55	2.22	2.30	1.63	2.08	2.06	1.94	40	66
Port Harcourt	5.75	5.93	5.95	4.68	3.26	3.54	3.88	2.73	1.95	4.36	4.67	1.91	59	95
Yola	2.42	2.32	3.11	0.33	0.42	0.41	0.31	0.30	0.28	0.32	0.41	0.46	88	102
All DisCos	76.23	74.91	83.18	61.34	42.96	49.73	44.98	50.95	45.57	51.95	59.46	41.07	68	99
Ajaokuta Steel (₦' M)	117.45	129.37	125.35	129.80	130.23	144.04	0.00	0.00	0.00	0.00	0.00	0.00	0	0

Notes: 1. Where the remittance by a DisCo for a given period is more than the invoice received (Remittance performance >100%), it reflects payment for outstanding bills/arrears
2. 2023/Q2 data are based on MRO

Appendix V: Monthly DisCos invoices & remittances to MO in 2023/Q1 and 2023/Q2

DisCos	Invoice (₦' Billion)						Remittance (₦' Billion)						Remittance Performance	
	2023/Q1			2023/Q2			2023/Q1			2023/Q2			2023/Q1 (%)	2023/Q2 (%)
	Jan	Feb	March	April	May	June	Jan	Feb	March	April	May	June		
Abuja	2.04	1.86	2.28	2.20	1.99	2.30	1.04	1.69	1.53	1.82	1.43	2.13	69	83
Benin	1.30	1.20	1.33	1.29	1.25	1.28	0.87	1.08	1.33	0.93	0.60	1.09	86	69
Eko	1.60	1.40	1.60	1.36	1.40	1.63	1.39	1.20	1.38	1.15	1.19	1.42	86	86
Enugu	1.29	1.25	1.16	1.27	1.21	1.28	0.80	0.94	0.80	0.97	0.80	1.17	69	78
Ibadan	1.73	1.62	1.87	1.58	1.51	1.60	0.88	1.16	1.00	1.87	0.86	1.47	58	89
Ikeja	2.22	2.14	2.40	2.16	2.08	2.20	1.82	1.92	1.54	1.94	1.43	3.54	78	107
Jos	0.90	0.85	0.87	0.80	0.76	0.68	0.57	0.73	0.65	0.72	0.50	0.59	74	81
Kaduna	1.03	0.95	1.02	0.84	0.71	0.63	0.07	0.17	0.03	0.09	0.10	0.09	9	13
Kano	1.04	0.94	1.08	0.91	0.81	0.71	0.45	0.45	0.32	0.41	0.27	0.57	40	52
Port Harcourt	1.10	1.06	1.15	1.08	1.01	0.92	0.92	0.61	0.47	1.25	0.72	0.52	60	83
Yola	0.43	0.37	0.55	0.44	0.42	0.35	0.47	0.37	0.39	0.50	0.40	0.35	91	103
All DisCos	14.68	13.65	15.33	13.92	13.15	13.58	9.28	10.32	9.45	11.65	8.29	12.94	67	81
<i>Ajaokuta Steel (₦' M)</i>	24.46	24.76	26.8	29.88	26.72	24.31	0.00	0.00	0.00	0.00	0.00	0.00	0	0

Notes: 1. Where the remittance by a DisCo for a given period is more than the invoice received (Remittance performance >100%), it reflects payment for outstanding bills/arrears

Appendix VI: Monthly bilateral and international customers invoices & remittances to MO in 2023/Q2

	Apr-23		May-23		Jun-23		2023/Q2		2023/Q2	Other
	Invoice (\$'million)	Remittance (\$'million)	Invoice (\$'million)	Remittance (\$'million)	Invoice (\$'million)	Remittance (\$'million)	Invoice (\$'million)	Remittance (\$'million)	Remittance Performance (%)	Remittances (\$'million)
International Customers										
PARAS - SBEE	1.13	0.00	0.95	0.00	0.86	0.00	2.94	0.00	0.00	0.00
TRANSCORP/SBEE	1.41	1.43	0.41	0.00	0.31	0.00	2.13	1.43	67.00	7.29
MAINSTREAM/NIGELEC	1.93	0.00	1.87	0.00	1.54	0.00	5.34	0.00	0.00	14.26
ODUKPANI/CEET	1.34	0.00	0.97	0.00	1.39	0.00	3.69	0.00	0.00	9.88
Total	5.80	1.43	4.20	0.00	4.10	0.00	14.10	1.43	10.12	31.43
Bilateral Customers										
ALAOJI GENCO/APLE	69.36	0.00	90.38	0.00	112.17	0.00	271.91	0.00	0.00	100.00
MSTM/ADTV	8.73	8.73	11.40	0.00	10.70	0.00	30.84	8.73	28.31	18.11
MSTM/INNER GALAXY	257.77	257.77	245.64	0.00	221.34	0.00	724.74	257.77	35.57	418.76
MSTM/KAM IND.	9.16	9.16	14.34	0.00	14.17	0.00	37.67	9.16	24.31	23.87
MSTM/KAM INT.	34.22	34.22	31.47	0.00	13.43	0.00	79.11	34.22	43.25	62.54
MAINSTREAM/PRISM	78.60	81.33	81.33	0.00	60.55	0.00	220.48	81.33	36.89	216.23
MSTM/ZEBERCED	9.75	9.75	5.49	0.00	9.40	0.00	24.63	9.75	39.56	0.00
NORTH SOUTH/STAR P	13.80	0.00	8.64	0.00	10.76	0.00	33.20	0.00	0.00	0.00
NDPHC/SUNFLAG	10.63	0.00	6.87	0.00	5.69	0.00	23.19	0.00	0.00	9.69
OMOTOSHO II/EKEDC	415.71	415.71	386.96	0.00	416.43	0.00	1,219.09	415.71	34.10	1,410.53
OMOTOSHO II/PULKIT	8.26	0.00	8.36	0.00	7.09	0.00	23.71	0.00	0.00	5.64
NDPHC/WEEWOOD	0.00	0.00	30.41	0.00	30.75	0.00	61.16	0.00	0.00	0.00
TAOPEX/KAM STEEL	12.29	0.00	15.71	0.00	30.03	0.00	58.04	0.00	0.00	84.82
TRANSAMADI/FMPI	0.22	0.00	2.24	0.00	3.06	0.00	5.51	0.00	0.00	58.80
TRANS AMADI/ OAU	10.49	0.00	11.64	0.00	9.67	0.00	31.80	0.00	0.00	31.76
Total	938.98	816.66	950.88	0.00	955.22	0.00	2,845.08	816.66	28.70	2,440.75

Notes: 1. Other payments reflect payments made within 2023/Q2 to settle outstanding invoices from previous quarters

Appendix VII: Meter installation for all Frameworks (MAP, NMMP, Vendor and DisCo Financed)

<i>DisCos</i>	<i>Meters contracted</i>	<i>Meters installed in 2019</i>	<i>Meters installed in 2020</i>	<i>Meters installed in 2021</i>	<i>Meters installed in 2022</i>	<i>Meters installed in 2023/Q1</i>	<i>Meters installed in 2023/Q2</i>	<i>Total number installations</i>
Abuja	1,000,475	63,925	105,253	87,987	83,494	25,804	26,644	393,107
Benin	664,646	1,169	11,154	72,838	6,771	4,978	6,392	103,302
Eko	283,178	5,422	32,353	64,618	44,577	182,14	16,430	177,600
Enugu	713,926	17,410	54,603	96,836	57,751	23,487	22,822	273,159
Ibadan	1,106,294	4,771	38,403	94,309	146,044	32,808	33,470	349,805
Ikeja	1,186,114	22,876	160,469	125,460	145,364	46,790	47,080	548,599
Jos	606,096	15	4,673	88,827	19,190	2,920	3,309	118,028
Kaduna	519,152	43	8,258	17,942	34,385	2,488	2,332	66,249
Kano	562,747	22	3,314	80,969	3,476	481	606	88,868
Port Harcourt	220,044	7,775	36,546	92,543	33,549	12,087	12,795	195,295
Yola	749,376	-	478	5,955	30,386	9,256	6,984	52,669
Total	7,612,048	123,428	455,504	828,284	604,987	175,281	178,864	2,366,681

Appendix VIII: Meter installation through the NMMP Framework as at 2023/Q2

<i>DisCos</i>	<i>Meters contracted</i>	<i>Meters installed in 2019</i>	<i>Meters installed in 2020</i>	<i>Meters installed in 2021</i>	<i>Meters installed in 2022</i>	<i>Meters installed in 2023/Q1</i>	<i>Meters installed in 2023/Q2</i>	<i>Total number installations</i>
Abuja	100,475	-	17,777	82,698	-	-	-	100,475
Benin	90,870	-	-	71,734	6,108	-	-	77,842
Eko	79,178	-	69	56,915	15,694	4,099	2,215	78,996
Enugu	92,381	-	-	91,238	274	-	-	91,512
Ibadan	117,379	-	4,985	93,761	18,626	7	-	117,379
Ikeja	111,703	-	24	111,679	-	-	-	111,703
Jos	96,096	-	-	86,474	8,709	271	86	95,540
Kaduna	69,152	-	1,621	15,175	30,724	46	17	47,583
Kano	87,747	-	11	80,969	2,500	-	-	83,480
Port Harcourt	82,720	-	14,212	68,508	-	-	-	82,720
Yola	85,376	-	88	5,955	30,386	9,256	6,984	52,669
Total	1,013,076	-	38,787	765,106	113,021	13,679	9,302	939,899

Appendix IX: Meter installation through the MAP Framework as at 2023/Q2

DisCos	<i>Meters contracted</i>	<i>Meters installed in 2019</i>	<i>Meters installed in 2020</i>	<i>Meters installed in 2021</i>	<i>Meters installed in 2022</i>	<i>Meters installed in 2023/Q1</i>	<i>Meters installed in 2023/Q2</i>	<i>Total number installations</i>
Abuja	900,000	63,925	87,476	5,289	82,293	25,023	26,037	290,043
Benin	573,776	1,169	11,154	1,104	422	3,180	5,856	22,885
Eko	204,000	5,422	32,298	7,703	28,883	10,083	14,215	98,604
Enugu	621,545	17,212	54,752	5,405	57,372	23,487	22,822	181,050
Ibadan	988,915	4,771	33,418	548	127,418	32,801	33,470	232,426
Ikeja	1,074,411	23,265	160,616	13,781	145,364	46,790	47,080	436,896
Jos	500,000	13	3,769	27	3,317	2,649	3,223	12,998
Kaduna	450,000	129	7,352	2,767	3,565	2,411	2,293	18,517
Kano	475,000	22	3,303	-	976	481	606	5,388
Port Harcourt	137,324	7,775	22,334	24,035	33,549	12,087	12,795	112,575
Yola	664,000	-	-	-	-	-	-	-
Total	6,588,971	123,703	416,472	60,659	483,159	158,992	168,397	1,411,382

Appendix X: Meter installation through Vendor and DisCo Finance Frameworks as at 2023/Q2

DisCos	Vendor Finance					DisCo Finance							
	Meters contracted	Meters installed in 2022	Meters installed in 2023/Q1	Meters installed in 2023/Q2	Total number of installations	Meters contracted	Meters installed in 2019	Meters installed in 2020	Meters installed in 2021	Meters installed in 2022	Meters installed in 2023/Q1	Meters installed in 2023/Q2	Total number of installations
Abuja	-	1,201	781	607	2,589	-	-	-	-	-	-	-	-
Benin	-	241	1,798	536	2,575	-	-	-	-	-	-	-	-
Eko	-	-	-	-	-	-	-	-	-	-	-	-	-
Enugu	-	-	-	-	-	-	106	193	193	105	-	-	597
Ibadan	-	-	-	-	-	-	-	-	-	-	-	-	-
Ikeja	-	-	-	-	-	-	-	-	-	-	-	-	-
Jos	-	-	-	-	-	10,000	-	-	2,326	7,164	-	-	9,490
Kaduna	-	-	-	-	-	-	-	-	-	96	31	22	149
Kano	-	-	-	-	-	-	-	-	-	-	-	-	-
Port Harcourt	-	-	-	-	-	-	-	-	-	-	-	-	-
Yola	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	-	1,442	2,579	1,143	5,164	10,000	106	193	2,519	7,365	31	22	10,236

Appendix XI: Category of complaints received by DisCos in 2023/Q2

DisCos	Complaints Received	Complaints Resolved	Unresolved Complaints	Resolution Rate	Complaint Categories							
					Metering	Interruption	Voltage	Loadshedding	Billing	Disconnection	Delay	Others
Abuja	29,832	29,430	402	98.65%	11,699	1,637	357	1,340	2,152	2,333	-	10,314
Benin	23,364	22,797	567	97.57%	98	910	149	381	1,821	17	7	19,981
Eko	42,547	39,376	3,171	92.55%	35,402	1,969	340	3	2,753	167	230	1,683
Enugu	48,398	47,104	1,294	97.33%	27,804	4,271	217	-	2,831	-	-	13,275
Ibadan	55,110	52,749	2,361	95.72%	2,267	1,161	149	-	49,661	150	-	1,722
Ikeja	28,773	26,394	2,379	91.73%	11,568	1,731	241	540	1,982	964	2,701	9,046
Jos	27,731	26,905	826	97.02%	17,538	1,865	322	145	3,238	150	9	4,464
Kaduna	7,525	7,040	485	93.55%	2,148	4,146	553	1	485	85	1	106
Kano	11,906	11,875	31	99.74%	9,528	892	70	1	1,245	18	-	152
Port Harcourt	48,050	47,141	909	98.11%	30,947	5,517	1,577	-	3,927	507	116	5,459
Yola	2,662	2,631	31	98.84%	1,429	708	358	24	18	26	-	99
All DisCos	325,898	313,442	12,456	96.18%	150,428	23,619	4,222	2,435	53,361	4,694	3,064	66,302

Appendix XII: List and addresses of NERC Forum Offices as at June 2023

S/N	Forum Office	Location	Telephone	Email
1	Abakaliki, Ebonyi State	3, Ezekuna Crescent, Off Nsugbe Street, Abakaliki Ebonyi State	9037808590	abakalikiforum@nerc.gov.ng
2	Abeokuta, Ogun State	33, First Avenue, Ibara Housing Estate, Ibrar GRA, Abeokuta	9139381008	abeokutaforum@nerc.gov.ng
3	Abuja, FCT	14, Road 131, Gwarinpa, Federal Capital Territory, Abuja	8146862225	abujaforum@nerc.gov.ng
4	Asaba, Delta State	Denis Osadebe Way, Beside Mobil Filling Station, Asaba, Delta State	9062277247	asabaforum@nerc.gov.ng
5	Awka, Anambra State	Plot 80, Aroma Junction Layout, Opp. CBN, Awka, Anambra State	9037808594	awkaforum@nerc.gov.ng
6	Bauchi, Bauchi State	37, Old Jos Road, GRA, Bauchi, Bauchi State	9062924607	bauchiforum@nerc.gov.ng
7	Benin, Edo State	34, Akpakpava Street, Benin City, Edo State	9037808592	beninforum@nerc.gov.ng
8	B/Kebbi, Kebbi State	8, Ahmadu Bello Way, Opp. Kebbi State Govt House, Kebbi State	9062863161	birninkebbiforum@nerc.gov.ng
9	Calabar, C/Rivers State	Plot 109, MCC Road by Ibok Street, Calabar, Cross River State	9062863159	calabarforum@nerc.gov.ng
10	Dutse, Jigawa State	Dutse G.R.A, Dutse, Jigawa State	7031704827	jjgawaforum@nerc.gov.ng
11	Eko, Lagos State	61, Odunlami Street, Off Marina, Lagos Island, Lagos State	8106807261	ekoforum@nerc.gov.ng
12	Enugu, Enugu State	John Anichukwu Close, Plot 7 Mkpokiti Pocket Layout, Enugu, Enugu State	8146862230	enuguforum@nerc.gov.ng
13	Gombe, Gombe State	Government Layout GDP/2, Along Ministry of Education Road, Gombe State	8140440079	gombeforum@nerc.gov.ng
14	Gusau, Zamfara State	2 Canteen Daji, J. B. Yakubu Road, Gusau, Zamfara State	9062863163	gusauforum@nerc.gov.ng
15	Ibadan, Oyo State	Jibowu Str, Opp. Magara Police Station, Iyaganku, G.R.A, Ibadan, Oyo State	8146862252	ibadanforum@nerc.gov.ng
16	Ikeja, Lagos State	199, Obafemi Awolowo Way, Alausa, Ikeja, Lagos State	8106807298	ikejaforum@nerc.gov.ng
17	Ilorin, Kwara State	30, Stadium Road, Off Taiwo Road, Ilorin, Kwara State	9062924603	ilorinforum@nerc.gov.ng
18	Jos, Plateau State	5a, Ray-field Road, Jos, Plateau State	9037808597	josforum@nerc.gov.ng
19	Kaduna, Kaduna State	22, Ahmadu Bello Way, Opposite NNDC Building, Kaduna, Kaduna State	8106807299	kadunaforum@nerc.gov.ng
20	Kano, Kano State	2, Miller Road, Bompai, Nasarawa G.R.A, Kano, Kano State	8146862222	kanoforum@nerc.gov.ng
21	Katsina, Katsina State	7, Abuja Crescent, Off Hassan Usman Katsina Road, Katsina, Katsina State	7031704821	katsinaforum@nerc.gov.ng
22	Lafia, Nasarawa State	Manyi Street, Off Jos Road, Bukan Sidi, Lafia, Nasarawa State	9062924599	lafiaforum@nerc.gov.ng
23	Lokoja, Kogi State	Hassan Kastina Rd, Opp. State Civil Service Commission, Zone 8 Police HQ, Lokoja, Kogi State.	9062924601	lokojaforum@nerc.gov.ng
24	Makurdi, Benue State	Hephzibah Plaza, Atom Kpera Road, Opp. Makurdi Int'l School, Benue State	9062277249	makurdiforum@nerc.gov.ng
25	Osogbo, Osun State	51, Isiaka Adeleke Way, Along Okefia-Alekuwodo Rd, Osogbo, Osun State	9062924604	osogboforum@nerc.gov.ng
26	Owerri, Imo State	1, C.B Anyanwu Rd, Housing Area B, Exclusive Garden, Owerri	9062277245	owerriforum@nerc.gov.ng
27	P/Harcourt, Rivers State	The Vhelberg Imperial Hotel, Plot 122 & 122a, Bank Anthony Avenue, Off Ordinance Rd, P/Harcourt	8146862223	phforum@nerc.gov.ng
28	Sokoto, Sokoto State	1, Garba Duba Road, Sokoto, Sokoto State	9062863157	sokotoforum@nerc.gov.ng
29	Umuhia, Abia State	House 2, Adelabu Str., Amaokwe Housing Estate, Umuhia Ibeku, Abia State	9062277251	umuhiaforum@nerc.gov.ng
30	Uyo, Akwa Ibom State	63, Osongama Road, Off Oron/Uyo Airport Road, Uyo, Akwa Ibom State	9062863165	uyoforum@nerc.gov.ng
31	Yola, Adamawa State	5, Nguroje Str., Karewa Extension, Jimeta, Yola, Adamawa State	9037808535	yolaforum@nerc.gov.ng

Appendix XIII: Appeals handled by Forum Offices in 2023/Q1 and 2023/Q2

S/N	Forum Offices	2023/Q1				2023/Q2			
		Appeals Received	Appeals Resolved	Appeals Pending	Resolution Rate	Appeals Received	Appeals Resolved	Appeals Pending	Resolution Rate
1	Abakaliki, Ebonyi State	46	32	14	69.57%	88	8	80	9.09%
2	Abeokuta, Ogun State	76	30	46	39.47%	27	1	26	3.70%
3	Abuja, FCT	47	28	19	59.57%	43	29	14	67.44%
4	Asaba, Delta State	124	66	58	53.23%	86	71	15	82.56%
5	Awka, Anambra State	80	40	40	50.00%	116	87	29	75.00%
6	Bauchi, Bauchi State	5	4	1	80.00%	7	7	0	100.00%
7	Benin, Edo State	0	0	0	-	75	64	11	0.00%
8	Calabar, C/Rivers State	24	6	18	25.00%	41	28	12	68.29%
9	Dutse, Jigawa State	53	47	6	88.68%	15	1	14	6.67%
10	Eko, Lagos State	15	0	15	0.00%	73	19	54	26.03%
11	Enugu, Enugu State	70	38	32	54.29%	89	59	22	66.29%
12	Gombe, Gombe State	124	74	50	59.68%	23	22	1	95.65%
13	Gusau, Zamfara State	16	4	12	25.00%	7	0	7	0.00%
14	Ibadan, Oyo State	31	19	12	61.29%	123	84	39	68.29%
15	Ikeja, Lagos State	137	85	52	62.04%	572	320	252	55.94%
16	Ilorin, Kwara State	793	546	247	68.85%	59	43	16	72.88%
17	Jos, Plateau State	60	53	7	88.33%	9	7	2	77.78%
18	Kaduna, Kaduna State	6	1	5	16.67%	30	26	2	86.67%
19	Kano, Kano State	46	38	8	82.61%	82	16	66	19.51%
20	Katsina, Katsina State	26	13	13	50.00%	4	1	3	25.00%
21	Kebbi, Kebbi State	4	0	4	0.00%	20	0	20	0.00%
22	Lafia, Nasarawa State	21	16	5	76.19%	0	0	0	0.00%
23	Lokoja, Kogi State	0	0	0	-	4	2	2	0.00%
24	Makurdi, Benue State	22	9	13	40.91%	12	7	2	58.33%
25	Osogbo, Osun State	359	286	73	79.67%	288	160	128	55.56%
26	Owerri, Imo State	19	3	16	15.79%	40	34	5	85.00%
27	Port Harcourt, Rivers State	123	84	39	68.29%	170	104	46	61.18%
28	Sokoto, Sokoto State	22	13	9	59.09%	17	0	17	0.00%
29	Umuahia, Abia State	25	20	5	80.00%	13	10	3	76.92%
30	Uyo, Akwa Ibom State	145	61	84	42.07%	171	145	26	84.80%
31	Yola, Adamawa State	50	38	12	76.00%	47	24	23	51.06%
	All Forum Offices	2569	1654	915	64.38%	2,351	1,379	937	58.66%

Appendix XIV: Category of appeals received by Forum Offices in 2023/Q1 and 2023/Q2

Forum Office	2023/Q1								2023/Q2							
	Billing	Disconnection	Con. Delay	Interruption	Metering	Load Shedding	Voltage	Others	Billing	Disconnection	Con. Delay	Interruption	Metering	Load Shedding	Voltage	Others
<i>Abakaliki, Ebonyi State</i>	33	5	0	0	6	0	0	2	32	1	0	0	0	0	0	1
<i>Abeokuta, Ogun State</i>	35	8	0	3	15	1	0	14	17	1	0	1	5	1	0	1
<i>Abuja, FCT</i>	11	0	0	0	33	0	0	3	3	0	0	0	19	0	0	2
<i>Asaba, Delta State</i>	111	3	0	0	10	0	0	0	44	2	0	0	5	0	0	4
<i>Awka, Anambra State</i>	64	5	0	0	11	0	0	0	63	7	0	0	6	0	0	0
<i>Bauchi, Bauchi State</i>	4	1	0	0	0	0	0	0	4	0	0	0	1	0	0	2
<i>Benin, Edo State</i>	0	0	0	0	0	0	0	0	44	8	0	0	11	0	0	2
<i>B/Kebbi, Kebbi State</i>	21	0	0	0	2	0	0	1	15	1	0	0	4	0	0	3
<i>Calabar, C/Rivers State</i>	45	1	0	0	3	0	0	4	0	0	0	0	0	0	0	0
<i>Dutse, Jigawa State</i>	14	0	0	0	0	0	0	1	25	4	0	1	11	0	0	3
<i>Eko, Lagos State</i>	43	3	0	0	21	0	0	3	46	10	0	0	8	0	0	0
<i>Enugu, Enugu State</i>	114	0	0	0	6	0	0	4	4	0	0	0	6	0	0	1
<i>Gombe, Gombe State</i>	8	0	0	0	6	0	0	2	0	0	0	0	0	0	0	0
<i>Gusau, Zamfara State</i>	25	1	0	0	5	0	0	0	57	4	0	1	12	0	1	1
<i>Ibadan, Oyo State</i>	91	6	0	3	6	1	1	29	238	15	1	0	56	0	0	15
<i>Ikeja, Lagos State</i>	481	15	1	2	257	3	0	34	36	0	0	0	12	0	0	5
<i>Ilorin, Kwara State</i>	28	1	0	0	22	0	0	9	6	0	0	0	1	0	1	1
<i>Jos, Plateau State</i>	6	0	0	0	0	0	0	0	12	0	0	0	11	0	0	3
<i>Kaduna, Kaduna State</i>	29	4	0	0	12	0	0	1	67	5	0	1	1	0	0	8
<i>Kano, Kano State</i>	4	1	0	0	10	0	0	11	2	0	0	0	0	0	0	1
<i>Katsina, Katsina State</i>	2	0	0	0	2	0	0	0	3	0	0	0	0	0	0	0
<i>Lafia, Nasarawa State</i>	11	5	0	0	5	0	0	0	0	0	0	0	0	0	0	0
<i>Lokoja, Kogi State</i>	0	0	0	0	0	0	0	0	3	0	0	0	1	0	0	0
<i>Makurdi, Benue State</i>	22	0	0	0	0	0	0	0	8	0	0	0	0	0	0	0
<i>Osogbo, Osun State</i>	196	2	0	0	137	0	0	24	106	2	0	0	54	0	0	8
<i>Owerri, Imo State</i>	10	1	0	0	3	0	0	5	13	1	0	0	5	0	0	5
<i>P/Harcourt, Rivers State</i>	74	20	0	0	19	0	0	10	81	19	3	0	19	0	0	9
<i>Sokoto, Sokoto State</i>	22	0	0	0	0	0	0	0	2	3	0	0	0	0	0	3
<i>Umuahia, Abia State</i>	17	1	0	0	7	0	0	0	8	1	0	0	2	0	0	1
<i>Uyo, Akwa Ibom State</i>	84	17	5	0	20	0	2	17	50	10	0	0	10	0	1	16
<i>Yola, Adamawa State</i>	17	7	0	5	18	0	2	1	27	0	0	1	6	0	0	1
All Forum Offices	1,622	107	6	13	636	5	5	175	1,016	94	4	5	266	1	3	96

Appendix XV: Monthly cash flow of the Commission between January and June 2023

	Summary for 2023/Q1 (₦' Million)				Summary for 2023/Q2 (₦' Million)			
	Jan.	Feb.	Mar.	Total	Apr.	May.	Jun.	Total
A. Revenue								
Operating Levy (i.e., MC)	1,323.48	1,562.03	1,462.17	4,347.68	1,815.19	1,313.56	1,495.29	4,624.04
Other IGR	46.60	199.58	134.58	380.76	147.72	564.56	296.08	1,008.36
Total Revenue	1,370.08	1,761.61	1,596.75	4,728.44	1,962.91	1,878.12	1,791.37	5,632.40
B. Expenditure								
Personnel Cost	416.42	355.43	609.95	1381.8	478.03	443.19	879.32	1,800.54
Regulatory Expenses	40.61	120.84	157.2	318.65	65.54	243.19	273.73	582.46
A & G Maintenance	16.08	20.46	63.97	100.51	27.83	21.94	31.03	80.80
Total Expenditure	473.11	496.73	831.12	1,800.96	571.40	708.32	1,184.08	2,463.80
C. Net Cash Flow (A-B)	896.97	1,264.88	765.63	2,927.48	1,391.51	1,169.80	607.29	3,168.60

Notes: MC is Market Charges; IGR is internally Generated Revenue; and A&G is admin and general.



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