



ORDER/NERC/2024/027

**BEFORE THE NIGERIAN ELECTRICITY REGULATORY COMMISSION
IN THE MATTER OF APRIL 2024 SUPPLEMENTARY ORDER TO THE MULTI-YEAR TARIFF
ORDER 2024 FOR ABUJA ELECTRICITY DISTRIBUTION PLC**

TITLE

1. This regulatory instrument shall be cited as **April 2024 Supplementary Order to the Multi-Year Tariff Order – 2024 (“April 2024 Supplementary Order”)** for Abuja Electricity Distribution Plc (“AEDC”).

COMMENCEMENT AND TERMINATION

2. This Supplementary Order shall take effect from 3rd April 2024 and it shall cease to be effective on the issuance of a new tariff review Order for AEDC by the Nigerian Electricity Regulatory Commission (“NERC” or the “Commission”).

CONTEXT

3. Pursuant to the Tariff Review Application by AEDC, the Commission approved MYTO-2024 effective from 1st January 2024. The Order among others;
 - a. Restated AEDC’s Performance Improvement Plan (“PIP”) and approved a revised 5-year CAPEX provision to finance planned CAPEX projects. The Order further applied regulatory adjustments to the verified historical investments of AEDC;
 - b. Approved a reset of the baseline ATC&C loss level to a new target considered to be fair and reasonable given current operating conditions and comparable benchmarks within and outside the Nigerian Electricity Supply Industry (“NESI”);
 - c. Revised relevant assumptions for the forecast of revenue requirements and applicable tariffs for the period 2024 – 2027;

OBJECTIVE

4. Further to Section 23 of the MYTO-2024, this Supplementary Order seeks to reflect the changes in the pass-through indices outside the control of licensees including inflation rates, ₦/US\$ exchange rate, available generation capacity and gas price for the determination of Cost-Reflective Tariffs (“CRT”).

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BASIS FOR THE REVIEW

5. Minor Review Indices

The underlisted indices with potential impact on electricity rates were considered to determine AEDC's revised revenue requirements and associated tariffs:

- a. **Exchange Rate:** The Naira to the US Dollar exchange rate of ₦1,463.31/US\$1 has been adopted for April – December 2024; this has been determined by adding a 1% transaction cost to the average foreign exchange rate of ₦1,448.82 during the period of 19th - 25th March 2024 as obtained from the website of the Central Bank of Nigeria ("CBN") in line with the MYTO methodology.
- b. **Nigerian Inflation Rate:** The Nigerian inflation rate of 31.70% for February 2024 as published by the National Bureau of Statistics ("NBS") is applied to revise the Nigerian inflation rate projection for 2024.
- c. **US Inflation Rate:** Based on the data published by the United States Bureau of Labor Statistics (<http://www.bls.gov>), the US inflation rate of 3.20% for February 2024 is applied to revise the US Inflation rate projection for 2024.
- d. **Available Generation Capacity:** Considering the periodic reports from the System Operator, the review maintains the January 2024 projection of an average offtake of 611MWh/h by AEDC in 2024.
- e. **Wholesale Gas to Power Prices:**
 - i. The benchmark gas-to-power price of US\$2.42/MMBTU is applied in this Order effective April 2024. This is based on the 2024 revision to the established benchmark price of gas to power from US\$2.18/MMBTU to US\$2.42/MMBTU by the Nigerian Midstream and Downstream Petroleum Regulatory Authority in line with Section 167 of the Petroleum Industry Act ("PIA") 2021.
 - ii. Contracted gas supply and transportation prices outside Domestic Gas Delivery Obligation quantities and based on effective Gas Sale Agreements ("GSAs") approved by the Commission.
 - iii. Benchmark Gas Transportation tariff of US\$0.80/MMBTU.

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6. **Summary of Tariff Assumptions and Results**

Table 1 below summarises the tariff review indices adopted in this Order.

Table - 1: Key Tariff Review Indices/Assumptions for AEDC

| Parameter | Unit | Feb-Mar 2024 | Apr 2024 | May-Dec 2024 |
|------------------------------------|------------|---------------|---------------|---------------|
| Loss Target | % | 25.00% | 25.00% | 25.00% |
| Nigerian Inflation | % | 31.70% | 31.7% | 31.7% |
| US Inflation | % | 3.2% | 3.2% | 3.2% |
| Exchange Rate | ₦/\$ | 1,463.3 | 1463.3 | 1463.3 |
| Transmission Loss Factor | % | 7.00% | 7.00% | 7.00% |
| Energy Delivered to DisCo | GWh | 5,351 | 5,351 | 5,351 |
| Energy Delivered to DisCo | MWh/h | 611 | 611 | 611 |
| Generation Cost | ₦/ kWh | 101.5 | 103.9 | 103.9 |
| Transmission & Admin Cost | ₦/ kWh | 9.0 | 9.1 | 9.1 |
| End-User Cost Reflective Tariffs | ₦/ kWh | 176.9 | 180.2 | 180.2 |
| End-User Allowed Tariffs | ₦/ kWh | 63.24 | 123.51 | 123.51 |
| Monthly Tariff Shortfall (Subsidy) | ₦' Million | 38,005 | 20,134 | 18,947 |

7. **Approved End-User Tariffs Effective from 3rd April 2024**

Pursuant to Section 116 of the EA and extant regulations, the Commission has considered and approved for AEDC, the tariffs in Table 2 below effective 3rd April 2024. The approved tariffs shall remain in force subject to monthly adjustments of pass-through indices including inflation rates, NGN/US\$ exchange rates and gas-to-power prices.

In line with the policy direction of the FGN on electricity subsidy, the allowed tariffs for Bands B – E customer categories shall remain frozen at the rates payable since December 2022 subject to further policy direction by the Government. With this policy, the estimated subsidy benefit for customers under the AEDC franchise in 2024 is approximately ₦18.95bn per month.

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Table - 2: Approved Allowed Tariffs (₹/kWh) for AEDC

| Tariff Class | Jan - Mar 2024 | Apr - Dec 2024 |
|-----------------|----------------|----------------|
| Life-line | 4.00 | 4.00 |
| A - Non-MD | 68.20 | 225.00 |
| A - MD1 | 81.18 | 225.00 |
| A - MD2 | 81.18 | 225.00 |
| A - MD2 Special | 66.95 | 225.00 |
| B - Non-MD | 63.35 | 63.35 |
| B - MD1 | 76.15 | 76.15 |
| B - MD2 | 76.15 | 76.15 |
| C - Non-MD | 51.79 | 51.79 |
| C - MD1 | 63.44 | 63.44 |
| C - MD2 | 63.44 | 63.44 |
| D - Non-MD | 33.95 | 33.95 |
| D - MD1 | 55.82 | 55.82 |
| D - MD2 | 55.82 | 55.82 |
| E - Non-MD | 33.95 | 33.95 |
| E - MD1 | 55.82 | 55.82 |
| E - MD2 | 55.82 | 55.82 |

8. Service Delivery Commitments

AEDC shall be held accountable for service deliveries per commitments under its Service Based Tariff proposals that seek to align end-user tariffs in proportion to the service level enjoyed by customer clusters as measured in average hours of supply per day over a period of one month. Details of the service level commitments made by AEDC to customers in various tariff Bands for the period April to June 2024 are provided in Appendix 2.

9. Monitoring and Evaluation of Compliance to Service Commitment

- a. The Commission shall leverage technology to directly obtain data on the hours of supply on each Band A feeder from the head-end system of AEDC for near real-time monitoring of service.
- b. AEDC shall set up a rapid response team to ensure effective service delivery on the committed minimum hours of supply to each service Band commencing with Band A feeders effective from 3rd April 2024. The team shall ensure timely response to customers' complaints, fault clearing and alignment with TCN regional teams for effective load management and optimised dispatch to respective feeders. AEDC shall publish the contact numbers of the service rapid response team for each customer cluster/business unit on its website and circulate the same to the customers vide bulk SMS, commencing with Band A clusters no later than 12 noon, Friday 5th April 2024.

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- c. AEDC is obligated to publish daily on its website a rolling seven-day average daily hours of supply on each Band A feeder no later than 09:00 am of the next day.
- d. Where AEDC fails to deliver on the committed level of service on a Band A feeder for consecutive two days, AEDC shall on the next day by 10.00 am publish on its website an explanation of the reasons for the failure and update the affected customers on the timeline for restoration of service to the committed service level.
- e. Where AEDC fails to meet the committed service level to a Band A feeder for seven (7) consecutive days, the feeder shall be automatically downgraded to the recorded level of supply pursuant to provisions of Section 6 of Order No. NERC/334/2022 - "Order on Migration of Customers and Compensation for Service Failure under Service-Based Tariff Framework".

10. Service Band Adjustment and Migration

Pursuant to the provisions of the Order on Migration of Customers and Compensation for Service Failure under the Service-Based Tariff Framework, it is hereby ordered that:

- a. Migration of feeders/customers across service bands shall be in accordance with the provisions of Section 5 of the Order on Migration of Customers and Compensation for Service Failure under the Service-Based Tariff Framework.
- b. Where AEDC fails to deliver on committed service levels as measured over a period of one (1) month (excluding instances covered in Part 9e of this Order), the provisions of Section 6 of the Order on Migration of Customers and Compensation for Service Failure under Service-Based Tariff Framework shall apply.
- c. AEDC is mandated to continuously ensure upward migration of customers from the lower service Bands to Band A service level in line with the target on improvement in quality of service as provided in the Order on Key Performance Indicators for AEDC issued from time to time by the Commission.

11. Procurement of Embedded Generation

AEDC is obligated by this Order to procure a minimum of 61MW capacity of embedded generation, being 10% of its 2024 load allocation, to improve the reliability of supply and sustain delivery of a minimum service level under the SBT. A minimum of 30MW (i.e., 50%) of the embedded generation capacity must be sourced from renewable energy sources. The required capacity may be procured in bulk or distributed capacities across AEDC's Franchise area. The capacity to be procured should be ready for dispatch to the AEDC's network by the 1st of April 2025.

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12. AEDC's Remittance Obligation

The FGN policy on subsidy and electricity tariffs provides for a gradual transition to cost-reflective end-user tariffs with safeguards for the less privileged electricity consumers. Accordingly, the Federal Government has committed to funding the revenue gap arising from the difference between cost-reflective tariffs approved by the Commission and the actual end-user tariffs during the transition to cost-reflective tariffs where applicable. The waterfall of market revenues during the transitional period shall be in line with the following:

- NBET shall issue energy invoices to AEDC net of the applicable tariff shortfall approved by the Commission monthly, while MO shall issue the full transmission and administrative services invoices to AEDC at the applicable tariff;
- AEDC shall make full settlement (100%) of the market invoices issued by MO and NBET as provided in Table 3 below.

Table - 3: Monthly DisCo Remittance Obligation for AEDC, 2024

| Head | Sub Head | Feb - Mar 2024 Revision | Apr 2024 Revision | May - Jun 2024 Revision | Jul - Dec 2024 Revision |
|-------------------------------|----------------------------|-------------------------------|-------------------------|-------------------------------|-------------------------------|
| | | ₦'Million | ₦'Million | ₦'Million | ₦'Million |
| Revenue Required | NEMSF | 512 | 512 | 512 | 512 |
| | Meter Acquisition Fund | 396 | 396 | 396 | 396 |
| | Unadjusted GenCo Invoice | 45,267 | 46,350 | 46,350 | 46,350 |
| | TCN & Admin Services | 4,022 | 4,038 | 4,038 | 4,038 |
| | DisCo | 8,959 | 8,959 | 8,959 | 8,959 |
| | Total | 59,156 | 60,255 | 60,255 | 60,255 |
| Allowed Recovery | | 21,150 | 40,120 | 41,308 | 41,308 |
| 2023 Under Recovery B/F | | 800 | 800 | 800 | - |
| Tariff Shortfall (Subsidy) | | 38,805 | 20,934 | 19,747 | 18,947 |
| NBET Adjusted Invoice to AEDC | | 6,462 | 25,416 | 26,603 | 27,402 |
| DisCo Remittance Obligation | NEMSF | 512 | 512 | 512 | 512 |
| | Meter Acquisition Fund | 396 | 396 | 396 | 396 |
| | NBET Remittance Obligation | 6,462 | 25,416 | 26,603 | 27,402 |
| | MO Remittance Obligation | 4,022 | 4,038 | 4,038 | 4,038 |
| | DisCo | 9,758 | 9,758 | 9,758 | 8,959 |
| | Total Distribution | 21,150 | 40,120 | 41,308 | 41,308 |
| DisCo Remittance to NBET | | 100% | 100% | 100% | 100% |
| DisCo Remittance to MO | | 100% | 100% | 100% | 100% |

- FGN intervention from budgetary appropriation and other sources for funding tariff shortfall shall be applied by NBET to ensure 100% settlement of market invoices as issued by generating companies ("GenCos").

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- d. AEDC shall be liable to relevant penalties/sanctions for failure to meet the payment obligation in any payment cycle under the terms of its respective contracts with bilateral counterparties including NBET and MO.
- e. AEDC shall maintain adequate payment securitisation for energy off-take in line with the earlier directive of the Commission and relevant bilateral contracts.
- f. AEDC shall settle its market invoices under the DisCo Remittance Obligation thresholds as provided in Table 3. All settlements are subject to **regulatory net-offs** as may be issued from time to time by the Commission.

13. **Effective Date**

This Supplementary Order shall be effective from 3rd April 2024.

Dated this 28th day of March 2024



Sanusi Garba
Chairman



Dafe C. Akpeneye
Commissioner
Legal Licence and Compliance

Appendix - 1: AEDC's Customer Classifications

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

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

| S/N | Tariff Band | Feeder Name | Feeder Location | Name of major streets served by the Feeder | Minimum Duration of Supply (Hrs/Day) |
|-----|-------------|---|-----------------|---|--------------------------------------|
| 1 | A | 132KV APO T/S_33KV FDR H23_PL_PL | AIRPORT | NICOMSAT, KOREAN SCHOOL, NNAMDI AZIKIWE INT'L AIRPORT, DUNAMIS CHURCH, SHOPRITE | 20 |
| 2 | A | 132KV APO T/S_33KV FDR H37_S26_PARADISE ESTATE | APO | PARADISE ESTATE | 20 |
| 3 | A | 132KV APO T/S_33KV FDR H37_S26_K10 | APO | AEDC REGIONAL OFFICE APO, JIMENTA FILLING STATION, ZONE C DEFENCE QUARTERS, ZONE E EXTENSION | 20 |
| 4 | A | 132KV APO T/S_33KV FDR H37_S26_BEHIND TRANSMISSION | APO | BEHIND TRANSMISSION OFFICE. | 20 |
| 5 | A | 132KV APO T/S_33KV FDR H5_R7_4B | ASOKORO | ALEX IBRU STREET, YORUBA MOSQUE, BABAGANA KINGIBE, HASSAN ADAMU, BOLA IGE STREET, | 20 |
| 6 | A | 132KV APO T/S_33KV FDR H5_R7_4A | ASOKORO | NASIRU ELRUFAI SREET, LARABA DAGASH STREET | 20 |
| 7 | A | 132KV APO T/S_33KV FDR H5_R7_3A | ASOKORO | SANI ZANGO SREET, OLADUNI STREET, AYANGYKU STREET, ISMAILA STREET, GWARZO STREET, BABAGANA KINGIBE STREET | 20 |
| 8 | A | 132KV APO T/S_33KV FDR H5_R7_1B | ASOKORO | NNPC FILLING STATION AND ITS ENVIRONS | 20 |
| 9 | A | 132KV APO T/S_33KV FDR H5_R2_FD6 | ASOKORO | WORLD BANK AND SENATOR OBIORA | 20 |
| 10 | A | 132KV APO T/S_33KV FDR H5_R2_FD10 | ASOKORO | ECOWAS | 20 |

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| S/N | Tariff Band | Feeder Name | Feeder Location | Name of major streets served by the Feeder | Minimum Duration of Supply (Hrs/Day) |
|-----|-------------|--|-----------------|---|--------------------------------------|
| 11 | A | 132KV APO T/S_33KV FDR H5_R6_2B | ASOKORO | ALI AKILU STREET, QUEEN AMINA STREET, SULEIMAN BARAU STREET, IBRAHIM TAYO STREET, DSS QTR, PART OF QUEEN ELIZABETH STREET | 20 |
| 12 | A | 132KV APO T/S_33KV FDR H5_R6_5A | ASOKORO | ASO ROCK | 20 |
| 13 | A | 132KV APO T/S_33KV FDR H5_R3_4A | ASOKORO | DE-WELLS CARLTON APARTMENT | 20 |
| 14 | A | 132KV APO T/S_33KV FDR H5_R3_4A | ASOKORO | STATE HOUSE VILLA | 20 |
| 15 | A | 132KV APO T/S_33KV FDR H5_R3_3A | ASOKORO | YAKUBU GOWON CREST, KANO, SOKOTO, IMO GOVT LODGE, SPDC QTRS, GADO NASKO STREET & PART OF JOSE MARTINS | 20 |
| 16 | A | 132KV APO T/S_33KV FDR H5_R3_2A | ASOKORO | NIA | 20 |
| 17 | A | 132KV APO T/S_33KV FDR 33KV FDR H3_R5_6B | ASOKORO | ARMY WAR COLLEGE | 20 |
| 18 | A | 132KV APO T/S_33KV FDR 33KV FDR H3_R5_5A | ASOKORO | NAOWA SECRETARIAT, DIA AND STATE HOUSE CLINICS | 20 |
| 19 | A | 132KV APO T/S_33KV FDR 33KV FDR H3_R5_4B | ASOKORO | W.U BASSEY BARRACKS EXTENSION AND NIGER BARRACKS | 20 |
| 20 | A | 132KV APO T/S_33KV FDR 33KV FDR H3_R5_3A | ASOKORO | COMMAND GUEST HOUSE AND NAVAL HOLDING LIMITED | 20 |
| 21 | A | 132KV APO T/S_33KV FDR 33KV FDR H3_R5_2B | ASOKORO | DSS HQ | 20 |
| 22 | A | 132KV APO T/S_33KV FDR 33KV FDR H3_R5_1B | ASOKORO | MOGADISHU BARRACK | 20 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

| S/N | Tariff Band | Feeder Name | Feeder Location | Name of major streets served by the Feeder | Minimum Duration of Supply (Hrs/Day) |
|-----|-------------|--|-----------------|---|--------------------------------------|
| 23 | A | 132KV APO T/S_33KV FDR 33KV FDR H3_R4_FD9 | ASOKORO | ASO ROCK | 20 |
| 24 | A | 132KV APO T/S_33KV FDR 33KV FDR H3_R4_FD8 | ASOKORO | NOT IN CIRCUIT | 20 |
| 25 | A | 132KV APO T/S_33KV FDR 33KV FDR H3_R4_FD6 | ASOKORO | NATIONAL ASSEMBLY COMPLEX | 20 |
| 26 | A | 132KV APO T/S_33KV FDR 33KV FDR H3_R4_FD4 | ASOKORO | NJC, SUPREME COURT | 20 |
| 27 | A | 132KV APO T/S_33KV FDR 33KV FDR H3_R4_FD27 | ASOKORO | SGF | 20 |
| 28 | A | 132KV APO T/S_33KV FDR 33KV FDR H3_R4_FD26 | ASOKORO | NATIONAL ASSEMBLY COMPLEX | 20 |
| 29 | A | 132KV APO T/S_33KV FDR 33KV FDR H3_R4_FD18 | ASOKORO | NATIONAL ASSEMBLY COMPLEX | 20 |
| 30 | A | 132KV APO T/S_33KV FDR 33KV FDR H3_R4_FD10 | ASOKORO | NATIONAL ASSEMBLY COMPLEX | 20 |
| 31 | A | 132KV KUBWA T/S_33KV DAM FDR_K32_FD3 | DUTSE | NEW TREATMENT PLANT | 20 |
| 32 | A | 132KV KUBWA T/S_33KV DAM FDR_K32_FD2 | DUTSE | CAMP PUMPING AND STATION PLANT | 20 |
| 33 | A | 132KV KUBWA T/S_33KV DAM FDR_K32_FD1 | DUTSE | LOWER USUMA DAM | 20 |
| 34 | A | 132KV APO T/S_33KV FDR H11_G32_7B | GARKI | GARKI AREA OFFICE OGIDI CLOSE, TREASURY HOUSE, CBN QTR, GARKI MODERN MARKET. | 20 |
| 35 | A | 132KV APO T/S_33KV FDR H11_G32_6A | GARKI | RITA LORI HOTEL, JERE STREET | 20 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

| S/N | Tariff Band | Feeder Name | Feeder Location | Name of major streets served by the Feeder | Minimum Duration of Supply (Hrs/Day) |
|-----|-------------|---|-----------------|---|--------------------------------------|
| 36 | A | 132KV APO T/S_33KV FDR H1_G25_FD7 | GARKI | UNITED NATION, BURKINA FASO, ZAMBIA AND CAMEROON EMBASSIES | 20 |
| 37 | A | 132KV APO T/S_33KV FDR H1_G25_FD5 | GARKI | NIGER, GHANA, UGANDA EMBASSIES | 20 |
| 38 | A | 132KV APO T/S_33KV FDR H1_G25_FD3 | GARKI | TURKISH, SUDAN, EGYPT EMBASSIES | 20 |
| 39 | A | 132KV APO T/S_33KV FDR H1_G25_FD23 | GARKI | NNPC, CATHOLIC CHURCH, BRAZIL, KENYA AND LIBYA EMBASSIES | 20 |
| 40 | A | 132KV APO T/S_33KV FDR H1_G25_FD21 | GARKI | ENVOY HOTEL | 20 |
| 41 | A | 132KV APO T/S_33KV FDR H1_G24_FDR 23 | GARKI | SOUTH AFRICAN, RUSSIAN EMBASSY, ECWA CHURCH, EQUATORIAL EMBASSY, DANTATA AND SAWOE. | 20 |
| 42 | A | 132KV APO T/S_33KV FDR H1_G24_FDR 22 | GARKI | PAKISTAN, INDIA HIGH COMMISSION AND MALI EMBASSIES | 20 |
| 43 | A | 132KV APO T/S_33KV FDR H1_G24_FDR 20 | GARKI | STREET LIGHT | 20 |
| 44 | A | 132KV APO T/S_33KV FDR H1_G24_FD7 | GARKI | MAIMUNA COMMUNICATION | 20 |
| 45 | A | 132KV APO T/S_33KV FDR H1_G24_FD6 | GARKI | OANDO FILLING STATION, THE DOME, NATIONAL PLANNING COMMISSION | 20 |
| 46 | A | 132KV APO T/S_33KV FDR H1_G24_FD5 | GARKI | EUROPEAN UNION | 20 |
| 47 | A | 132KV APO T/S_33KV FDR H1_G24_FD21 | GARKI | NATIONAL HOSPITAL STAFF QTR | 20 |
| 48 | A | 132KV APO T/S_33KV FDR H1_G24_FD2 | GARKI | NATIONAL HOSPITAL | 20 |



Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

| S/N | Tariff Band | Feeder Name | Feeder Location | Name of major streets served by the Feeder | Minimum Duration of Supply (Hrs/Day) |
|-----|-------------|--|-----------------|---|--------------------------------------|
| 49 | A | 132KV APO T/S_33KV FDR H11_G32_5B | GARKI | AIRFORCE QUARTERS, SURVEY GENERAL OFFICE, YALWURI STREET | 20 |
| 50 | A | 132KV APO T/S_33KV FDR H11_G32_5A | GARKI | CBN QTR, BIRNIN KEBBI STREET, FCDA QTRS, DRUM STIX | 20 |
| 51 | A | 132KV APO T/S_33KV FDR H2_G4_6B | GARKI | SAHAD STORES, UNITY HOUSE, LARMODE HOTEL, DAN KANN HOUSE | 20 |
| 52 | A | 132KV APO T/S_33KV FDR H2_G4_4B | GARKI | BALARGY, CRESCENT, INTERGRITY COURT, OBANSANJO ESTATE, LILLY COURT | 20 |
| 53 | A | 132KV APO T/S_33KV FDR H2_G4_3B | GARKI | POLICE CANTONMENT AND EFAB MALL | 20 |
| 54 | A | 132KV APO T/S_33KV FDR H2_G4_2A | GARKI | NESRA, ARMY SECRETARIAT, AROCHUKWU STREET, OKEMESI STREET. | 20 |
| 55 | A | 132KV APO T/S_33KV FDR H2_G4_1A | GARKI | HAWTHORN SUITES | 20 |
| 56 | A | 132KV CENTRAL AREA T/S_33KV FDR 5_G2_3B | GARKI | CHINESE EMBASSY | 20 |
| 57 | A | 132KV CENTRAL AREA T/S_33KV FDR 5_ICC_FD2 | GARKI | INTERNATIONAL CONFERENCE CENTRE | 20 |
| 58 | A | 132KV CENTRAL AREA T/S_33KV FDR 5_G42_FD5 | GARKI | IMO HOUSE, OWENA HOUSE, NACA, ECUMENICAL CENTRE, LABOUR HOUSE | 20 |
| 59 | A | 132KV GIS DAWAKI T/S_33KV FDR D2_M43_SETRACO | GWARINPA | 4TH AVENUE, PART OF 2ND AVENUE, SETRACO GATE AND ENVIRONS | 20 |
| 60 | A | 132KV KUKWABA T/S_33KV FDR L35_PL_PL | IDU | RAILWAY STATION, EFCC HQTRS, COCA-COLA, CWAY, VERITY COURTS & GARDENS, FEDERAL MEDICAL CENTRE | 20 |



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Service Level Proposal: April 2024 - June 2024

| S/N | Tariff Band | Feeder Name | Feeder Location | Name of major streets served by the Feeder | Minimum Duration of Supply (Hrs/Day) |
|-----|-------------|--|-----------------|---|--------------------------------------|
| 61 | A | 132KV KUKWABA T/S_33KV FDR L36_PL_PL | IDU | NILE UNIVERSITY, BASE UNIVERSITY | 20 |
| 62 | A | 132KV KATAMPE T/S_33KV 9MOBILE FDR_PL_PL | LIFECAMP | 9MOBILE | 20 |
| 63 | A | 132KV KUKWABA T/S_33KV FDR L33_S25_STADIUM MAIN | LOKOGOMA | MKO ABIOLA STADIUM | 20 |
| 64 | A | 132KV KUKWABA T/S_33KV FDR L33_S25_INDOOR | LOKOGOMA | INDOOR COMPLEX | 20 |
| 65 | A | 132KV KUKWABA T/S_33KV FDR L33_S25_GV | LOKOGOMA | GAMES VILLAGE | 20 |
| 66 | A | 132KV KUKWABA T/S_33KV FDR L33_S25_EYE CLINIC | LOKOGOMA | EYE CLINIC | 20 |
| 67 | A | 132KV CENTRAL AREA T/S_33KV FDR 6_C4_5A | MAITAMA | NILES STREET, MISSISSIPI STREET | 20 |
| 68 | A | 132KV CENTRAL AREA T/S_33KV FDR 6_C4_3B | MAITAMA | PANAMA STREET, GANGES STREET | 20 |
| 69 | A | 132KV CENTRAL AREA T/S_33KV FDR 6_C4_3A | MAITAMA | EUPHRATES STREET, REAGENT SCHOOL, YORUBA MOSQUE, OAU QTR | 20 |
| 70 | A | 132KV CENTRAL AREA T/S_33KV FDR 6_C2_9B | MAITAMA | CHINESE EMBASSY | 20 |
| 71 | A | 132KV CENTRAL AREA T/S_33KV FDR 6_C2_6A | MAITAMA | ZAMBIA EMBASSY, A.A OIL, CONGO AND ETHIOPIAN EMBASSY | 20 |
| 72 | A | 132KV CENTRAL AREA T/S_33KV FDR 6_C2_5B | MAITAMA | IMANI ESTATE & PRESIDENCY QTRS | 20 |
| 73 | A | 132KV CENTRAL AREA T/S_33KV FDR 6_C2_5A | MAITAMA | IMANI ESTATE AND SHELL ESTATE | 20 |
| 74 | A | 132KV CENTRAL AREA T/S_33KV FDR 6_C2_4A | MAITAMA | NUC | 20 |



Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

| S/N | Tariff Band | Feeder Name | Feeder Location | Name of major streets served by the Feeder | Minimum Duration of Supply (Hrs/Day) |
|-----|-------------|--|-----------------|---|--------------------------------------|
| 75 | A | 132KV CENTRAL AREA T/S_33KV FDR 6_C2_3A | MAITAMA | INEC, NEMA, DSTV, POWER HOUSE | 20 |
| 76 | A | 132KV KATAMPE T/S_33KV MAITAMA FDR_C3_2A | MAITAMA | KATSINA ALA, IG HOUSE, GURARA STREET | 20 |
| 77 | A | 132KV KATAMPE T/S_33KV MAITAMA FDR_C3_1A | MAITAMA | MAITAMA AREA OFFICE, HABIBA PLAZA, OSUN CRESCENT | 20 |
| 78 | A | 132KV CENTRAL AREA T/S_33KV FDR 6_C2_6B | MAITAMA | NCC AND KOREAN EMBASSY | 20 |
| 79 | A | 132KV CENTRAL AREA T/S_33KV FDR 6_C2_2B | MAITAMA | CUSTOM OFFICE, MURJANATU PLAZA | 20 |
| 80 | A | 132KV CENTRAL AREA T/S_33KV FDR 6_C2_8A | MAITAMA | GANA AND USMAN STREETS | 20 |
| 81 | A | 132KV KATAMPE T/S_33KV MAITAMA FDR_C3_5B | MAITAMA | DANUBE EXTENTION AND PART OF MAITAMA EXTENTION | 20 |
| 82 | A | 132KV KATAMPE T/S_33KV MAITAMA FDR_C3_3A | MAITAMA | YOBE STREET, RIO NEGRO STREET, MAITAMA EXTENTION, ZENITH BANK | 20 |
| 83 | A | 132KV SULEJA T/S_33KV FIELD BASE FDR_FIELDBASE_SULEJA SMART FDR | SULEJA | GLOBAL BLOCK INDUSTRY, AHMIS, U.I DANDADA,MTN MAST, OPARA S/S, BLESSED IKD | 20 |
| 84 | A | 132KV CENTRAL AREA T/S_33KV FDR 2_B33_9B | WUSE | TRANSCORP | 20 |
| 85 | A | 132KV CENTRAL AREA T/S_33KV FDR 2_B33_4B | WUSE | NEXIM BANK | 20 |
| 86 | A | 132KV CENTRAL AREA T/S_33KV FDR 2_B33_1B | WUSE | SHERATON HOTEL | 20 |
| 87 | A | 132KV CENTRAL AREA T/S_33KV FDR 2_B33_10B | WUSE | PPPRA | 20 |
| 88 | A | 132KV CENTRAL AREA T/S_33KV FDR 2_B33_10A | WUSE | FEDERAL SECRETARIAT | 20 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

| S/N | Tariff Band | Feeder Name | Feeder Location | Name of major streets served by the Feeder | Minimum Duration of Supply (Hrs/Day) |
|-----|-------------|---|-----------------|--|--------------------------------------|
| 89 | A | 132KV CENTRAL AREA T/S_33KV FDR 4_B33_8A | WUSE | MINISTRY OF HEALTH AND EDUCATION | 20 |
| 90 | A | 132KV CENTRAL AREA T/S_33KV FDR 2_B33_7A | WUSE | MTN MAST | 20 |
| 91 | A | 132KV CENTRAL AREA T/S_33KV FDR 4_B33_8B | WUSE | MINISTRY OF TRANSPORT AND ICAA PLAZA | 20 |
| 92 | A | 132KV KATAMPE T/S_33KV WUSE II FDR_B52_4B | WUSE | KUMASI STREET, AGADEZ STREET, TFC, PART OF DAR ES SALAAM, PART OF AMINU KANO CRESCENT | 20 |
| 93 | A | 132KV KATAMPE T/S_33KV WUSE II FDR_B52_4A | WUSE | BANEX HOTEL | 20 |
| 94 | A | 132KV KATAMPE T/S_33KV WUSE II FDR_B52_3B | WUSE | DENISE HTEL, NJAMENA STREET, GOMBE JEWEL HOTEL, SIEMENS, DABRAS HOTEL, LIBREVILLE STREET, LUNGI STREET, AGAPE HOTEL, FCDA QTR, ILOBE FILLING STATION, UBA, GLO OFFICE | 20 |
| 95 | A | 132KV KATAMPE T/S_33KV WUSE II FDR_B52_3A | WUSE | MONROVIA STREET, PECHEZ HOTEL, HOTEL DE HORIZON | 20 |
| 96 | A | 132KV KATAMPE T/S_33KV WUSE II FDR_B52_2B | WUSE | TULIP PRESS, BUCHANA STREET, TALATU ESTATE, A- CLASS HOTEL, FCDA, MAP U AND FIRST BANK | 20 |
| 97 | A | 132KV KATAMPE T/S_33KV WUSE II FDR_B52_1B | WUSE | MINISTER'S QUARTER MABUSHI AND ITS ENVIRONS | 20 |
| 98 | A | 132KV KATAMPE T/S_33KV WUSE II FDR_B52_1A | WUSE | NEMSA OFFICE & PARAKOU STREET | 20 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

| S/N | Tariff Band | Feeder Name | Feeder Location | Name of major streets served by the Feeder | Minimum Duration of Supply (Hrs/Day) |
|-----|-------------|--|-----------------|---|--------------------------------------|
| 99 | A | 132KV CENTRAL AREA T/S_33KV FDR 4_B33_4A | WUSE | ENERGY COMMISSION, NATIONAL MOSQUE, FRAIZER HOTEL, GRAND SQUARE | 20 |
| 100 | A | 132KV KATAMPE T/S_33KV WUSE II FDR_B5_3B | WUSE | AMIGO SUPERMART, ALBERT FURNITURE, BARCELONA HOTEL, HAMPTON APARTMENTS, DURBAN STREET, OTI CARPET, WUSE AREA OFFICE | 20 |
| 101 | A | 132KV KATAMPE T/S_33KV WUSE II FDR_B5_3A | WUSE | BIG BITE, LOBITO CRESCENT | 20 |
| 102 | A | 132KV KATAMPE T/S_33KV WUSE II FDR_B5_2B | WUSE | OAU QTRS, POLY PLAZA, AP PLAZA & CHICKEN HOUSE | 20 |
| 103 | A | 132KV KATAMPE T/S_33KV WUSE II FDR_B5_2A | WUSE | KODA LINK, MINISTRY OF SOLID MINERALS, GLO SWITCH YARD, CUSTOM QTRS & AL-NUR MOSQUE | 20 |
| 104 | A | 132KV KATAMPE T/S_33KV WUSE II FDR_B5_1A | WUSE | ROCKVIEW HOTEL, CHELSEA HOTEL AND PMU | 20 |
| 105 | A | 132KV CENTRAL AREA T/S_33KV FDR 4_B33_3B | WUSE | TAMARA GUEST, PART OF ZONE 3, FRSC, ABACHA ESTATE, YARADUA CENTER | 20 |
| 106 | A | 132KV KATAMPE T/S_33KV WUSE II FDR_B5_1B | WUSE | AP PLAZA, CHICKEN REPUBLIC, POLY PLAZA, EXCLUSIVE STORES | 20 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

| S/N | Tariff Band | Feeder Name | Feeder Location | Name of major streets served by the Feeder | Minimum Duration of Supply (Hrs/Day) |
|-----|-------------|--|-----------------|---|--------------------------------------|
| 107 | A | 132KV GIS DAWAKI T/S_33KV FDR D2_M42_K14 | GWARINPA | PART OF 5TH AVENUE, FOREIGN AFFAIRS QUARTERS, DIAMOND BANK, KEYSTONE BANK, ZENITH BANK, 3RD AVENUE CORNERSHOP, PRIMARY SCHOOL, MIB PLAZA, ANGLICAN CHURCH ON 3RD AVENUE | 20 |
| 108 | B | 132KV GIS DAWAKI T/S_33KV FDR D2_M42_K6 | GWARINPA | M42 ENVIRON 5TH AVENUE, FIDELITY BANK, POLICE STATION, OANDO FUEL STATION, BONNY-B CORNER SHOP, CLOSE A-N. | 16 |
| 109 | B | 132KV GIS DAWAKI T/S_33KV FDR D2_M42_K12 | GWARINPA | 2ND AVENUE, 14 ROAD, AEDC AREA OFFICE, PART OOF SETRACO, KADO MBIKO VILLAGE, 21 ROAD CORNERSHOP. | 16 |
| 110 | B | 132KV APO T/S_33KV FDR H37_S26_TRADEMORE FD | APO | TRADEMORE ESTATE, CBN QUARTERS, PARTS OF SUNNVALE, YAYALE AHMED ESTATE, EL-RUFAL ESTATE, BRAINS & HAMMERS | 16 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff band | Feeders | Minimum Duration of Supply (Hrs/Day) | Average Frequency of Interruptions Per Day | Average Duration of Interruptions | Average Response time to calls (in Minutes) | Average Response time to resolving complaints (in hrs) | Service Voltage Level |
|-----|-------------|-------------------------------------|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 111 | B | AJAOKUTA_STEEL_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 31.05 |
| 112 | B | AJAOKUTA_WEST AFRICA CERAMICS_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 31.05 |
| 113 | B | AT2_GWARINPA FDR_M42_K5 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.73 |
| 114 | B | AT2_GWARINPA FDR_M43_ADKAN | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.73 |
| 115 | B | AT2_JAHI FDR_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.52 |
| 116 | B | AT2_LIFECAMP FDR_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 117 | B | AT2_MBP_C3_2B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 118 | B | AT2_MBP_C3_4B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 119 | B | AT2_WUSE 2 FDR_B5_4A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.90 |
| 120 | B | AT2_WUSE 2 FDR_B5_4B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.90 |
| 121 | B | AT2_WUSE 2_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 32.80 |
| 122 | B | AT3_H1_G22_1LEFT | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 123 | B | AT3_H1_G22_2LEFT | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 124 | B | AT3_H1_G22_4LEFT | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 125 | B | AT3_H1_G22_7LEFT | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 126 | B | AT3_H1_G22_5&8LEFT | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 127 | B | AT3_H1_G24_FD24 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 128 | B | AT3_H1_G25_FD2 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 129 | B | AT3_H1_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 32.55 |
| 130 | B | AT3_H2_G32_1B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 131 | B | AT3_H2_G32_2B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 132 | B | AT3_H2_G32_3B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 133 | B | AT3_H2_G32_4A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 134 | B | AT3_H2_G32_6B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 135 | B | AT3_H2_G32_7A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 136 | B | AT3_H2_G32_8B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 137 | B | AT3_H2_G32_9B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 138 | B | AT3_H2_G4_1B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 139 | B | AT3_H2_G4_2B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 140 | B | AT3_H2_G4_5A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 141 | B | AT3_H2_G4_7B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 142 | B | AT3_H2_G4_8A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 143 | B | AT3_H2_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 0.00 |
| 144 | B | AT3_H3_R4_FD3 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 145 | B | AT3_H3_R5_5B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 146 | B | AT3_H3_R5_6A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff band | Feeders | Minimum Duration of Supply (Hrs/Day) | Average Frequency of Interruptions Per Day | Average Duration of Interruptions | Average Response time to calls (in Minutes) | Average Response time to resolving complaints (in hrs) | Service Voltage Level |
|-----|-------------|--------------------------|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 147 | B | AT3_H31_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 148 | B | AT3_H31_S22_4A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 149 | B | AT3_H31_S22_4B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 150 | B | AT3_H31_S23_2A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 151 | B | AT3_H31_S23_2B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 152 | B | AT3_H31_S23_3B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 153 | B | AT3_H31_S23_4A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 154 | B | AT3_H31_S24_FD1 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 155 | B | AT3_H31_S24_FD2 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 156 | B | AT3_H33_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 157 | B | AT3_H35_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 158 | B | AT3_H5_R2_FD14 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 159 | B | AT3_H5_R2_FD17 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 160 | B | AT3_H5_R2_FD7 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 161 | B | AT3_H5_R2_FD9 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 162 | B | AT3_H5_R3_1A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 163 | B | AT3_H5_R3_3A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 164 | B | AT3_H5_R3_6B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 165 | B | AT3_H5_R6_1B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 166 | B | AT3_H5_R6_3B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 167 | B | AT3_H5_R7_1A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 168 | B | AT3_H5_R7_2A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 169 | B | AT3_H5_R7_5B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 170 | B | AT3_H5_R7_6A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 171 | B | AT4_DAWAKI FDR_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 32.55 |
| 172 | B | AT4_DAWAKI FDR_T2_FD1 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 173 | B | AT5_FDR 3_B32_FD1 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 174 | B | AT5_FDR 3_B32_FD2 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 175 | B | AT5_FDR 3_B32_FD3 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 176 | B | AT5_FDR 3_B32_FD4 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 177 | B | AT5_FDR 3_B32_FD5 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 178 | B | AT5_FDR 3_B32_FD6 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 179 | B | AT5_FDR 3_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 32.50 |
| 180 | B | AT5_FDR4_B33_6A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 181 | B | AT5_FDR2_B33_6B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 182 | B | AT5_FDR 5_G2_5B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 183 | B | AT5_FDR 5_G2_7A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 184 | B | AT5_FDR 5_G2_7B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 185 | B | AT5_FDR 5_G2_8B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 186 | B | AT5_FDR 5_ICC_FD1 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 187 | B | AT5_FDR 5_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |



Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff band | Feeders | Minimum Duration of Supply (Hrs/Day) | Average Frequency of Interruptions Per Day | Average Duration of Interruptions | Average Response time to calls (in Minutes) | Average Response time to resolving complaints (in hrs) | Service Voltage Level |
|-----|-------------|------------------------------|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 188 | B | AT5_FDR 6_C2_1B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 189 | B | AT5_FDR 6_C2_2A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 190 | B | AT5_FDR 6_C2_4B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 191 | B | AT5_FDR 6_C2_7A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 192 | B | AT5_FDR 6_C2_7B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 193 | B | AT5_FDR 6_C2_9A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 194 | B | AT5_FDR 8_M2_2A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 195 | B | AT5_FDR 8_M2_2B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.31 |
| 196 | B | AT5_FDR 8_M2_3A | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 10.31 |
| 197 | B | AT5_FDR 8_M2_3B | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 10.31 |
| 198 | B | AT5_FDR 8_M2_5A | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 10.31 |
| 199 | B | AT5_FDR 8_M2_5B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.31 |
| 200 | B | AT5_FDR 8_M2_6A | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 10.31 |
| 201 | B | AT5_FDR 8_M2_7A | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 10.31 |
| 202 | B | AT5_FDR 8_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 32.05 |
| 203 | B | AT7_FDR 1(AKWANGA FDR)_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 32.80 |
| 204 | B | AT8_NASARAWA FDR_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 29.57 |
| 205 | B | AT9_K1_A22_FD5 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 206 | B | AT8_GRA_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 10.52 |
| 207 | B | KUKWABA_L34_B6_2A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 208 | B | KUKWABA_L34_B6_3A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 209 | B | KUKWABA_L34_B6_4B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.70 |
| 210 | B | KUKWABA_L34_B6_5B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.70 |
| 211 | B | KUKWABA_L34_B6_6A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.70 |
| 212 | B | KUKWABA_L34_B6_6B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.70 |
| 213 | B | KUKWABA_L34_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 214 | B | KUKWABA_L34_WUYE1_13B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 215 | B | KUKWABA_L34_WUYE1_2A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 216 | B | KUKWABA_L34_WUYE1_3B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 217 | B | KUKWABA_L34_WUYE1_4B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 218 | B | KUKWABA_L34_WUYE1_6A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 219 | B | KUKWABA_L34_WUYE1_6B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 220 | B | KUKWABA_L34_WUYE1_9A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 221 | B | KUKWABA_L34_WUYE2_10B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff band | Feeders | Minimum Duration of Supply (Hrs/Day) | Average Frequency of Interruptions Per Day | Average Duration of Interruptions | Average Response time to calls (in Minutes) | Average Response time to resolving complaints (in hrs) | Service Voltage Level |
|-----|-------------|--|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 222 | B | KUKWABA_L34_WUYE2_1B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.70 |
| 223 | B | KUKWABA_L34_WUYE2_4B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.70 |
| 224 | B | KUKWABA_L34_WUYE2_5A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 225 | B | KUKWABA_L34_WUYE2_6A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 226 | B | KUKWABA_L34_WUYE2_6B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 227 | B | KUKWABA_L34_WUYE2_7A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 228 | B | KUKWABA_L34_WUYE2_7B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 229 | B | KUKWABA_L34_WUYE2_8B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 230 | B | KUKWABA_L34_WUYE2_9A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 231 | B | LOKOJA_FDR 3 CBN_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 32.70 |
| 232 | B | MINNA_MAIKUNKELE FDR_MAIKUNKELE_AIRP ORT | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 233 | B | AT6_132/11kV MOBITRA_TS_WATERW ORKS | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.73 |
| 234 | B | AT6_ABUJA STEEL_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.61 |
| 235 | B | AT6_JIWA FDR_PL_PL | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 29.61 |
| 236 | B | AT2_JABI FDR_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 237 | B | AT2_LIFECAMP FDR_T1_LINE B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 238 | B | AT2_LIFECAMP FDR_T1_LINE C | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 239 | B | AT2_LIFECAMP FDR_T1_LINE D | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 240 | B | AT2_LIFECAMP FDR_T1_LINE E | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 241 | B | AT2_LIFECAMP FDR_T1_LINE F | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 242 | B | AT2_LIFECAMP FDR_T1_LINE H | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 243 | B | AT2_MPAPPE FDR_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 32.55 |
| 244 | B | AT3_H31_S23_1A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 245 | B | GIS DAWAKI_FDR DT_M44_FD1 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.30 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff band | Feeders | Minimum Duration of Supply (Hrs/Day) | Average Frequency of Interruptions Per Day | Average Duration of Interruptions | Average Response time to calls (in Minutes) | Average Response time to resolving complaints (in hrs) | Service Voltage Level |
|-----|-------------|-------------------------------|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 246 | B | AT4_DAWAKI FDR_T2_FD2 | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 10.30 |
| 247 | B | AT4_DEIDEI FDR_MOPOL_FD1 | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 11.00 |
| 248 | B | AT4_DEIDEI FDR_MOPOL_FD2 | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 11.00 |
| 249 | B | AT4_DEIDEI FDR_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 33.00 |
| 250 | B | AT4_KUBWA FDR_K2_FD1 | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 10.80 |
| 251 | B | AT4_KUBWA FDR_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 252 | B | AT5_FDR 8_M2_1B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.31 |
| 253 | B | AT5_FDR 8_M2_6B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.31 |
| 254 | B | AT9_K1_PL_PL | 16.01 | 1.50 | 12.00 | 0.3 | 5.00 | 33.00 |
| 255 | B | AT9_K2_PL_PL | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 33.00 |
| 256 | B | AT9_K5_PL_PL | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 32.50 |
| 257 | B | GW_L31_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 32.00 |
| 258 | B | GW_L32_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 32.50 |
| 259 | B | GW_L36_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 33.00 |
| 260 | B | KONTAGORA_TOWN_P L_PL | 16.01 | 1.50 | 12.00 | 0.3 | 5.00 | 33.00 |
| 261 | B | KUKWABA_L31_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 262 | B | KUKWABA_L32_PL_PL | 16.01 | 1.50 | 12.00 | 0.3 | 5.00 | 33.00 |
| 263 | B | KUKWABA_L34_WUYE1 _11A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 264 | B | KUKWABA_L34_WUYE1 _5A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 265 | B | MINNA_FUT_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 266 | B | MINNA_NNPC_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.50 |
| 267 | B | TEGINA_KAGARA_PL_P L | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 33.00 |
| 268 | B | TEGINA_MARIGA_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 33.00 |
| 269 | B | AJAKUTA_ADOGO_PL _PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 31.85 |
| 270 | B | AT2_LIFECAMP FDR_T1_LINE A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.93 |
| 271 | B | AT9_K1_A22_FD2 | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 11.00 |
| 272 | B | AT9_K1_A22_FD3 | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 11.00 |
| 273 | B | AT9_K1_A22_FD4 | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 11.00 |
| 274 | B | BIDA_T3_BIDA_TOWN FDR | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 10.80 |
| 275 | B | BIDA_T4_BIDA_GRA_FD R | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 11.20 |
| 276 | B | OKENE_IKARE_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 29.61 |
| 277 | B | AT3_H21_PL_PL | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 33.00 |
| 278 | B | AT9_K4_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 32.50 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff band | Feeders | Minimum Duration of Supply (Hrs/Day) | Average Frequency of Interruptions Per Day | Average Duration of Interruptions | Average Response time to calls (in Minutes) | Average Response time to resolving complaints (in hrs) | Service Voltage Level |
|-----|-------------|--|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 308 | B | MINNA_M/KUNKELE FDR_PL_PL | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 33.00 |
| 309 | B | MINNA_POWERHOUSE_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 310 | B | MINNA_ZARUMAI_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 311 | B | BIDA_NEW AGAIE_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 312 | B | AKURBA_FDR A2_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 313 | B | AKURBA_FDR A5_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 314 | B | AT6_INDUSTRIAL FDR_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 315 | B | AT9_K6_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 33.00 |
| 316 | B | DAWAKI_FDR D1_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 317 | B | DAWAKI_FDR D2_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 318 | B | LOKOJA_FDR 2_LOKOJA MAIN_FDR 5 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 319 | B | AT8_AVATAR FDR_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 320 | C | AT4_BWARI FDR_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 32.50 |
| 321 | C | AT3_H21_E2_FD22 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 322 | C | AT3_H21_E2_FD5 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 323 | C | AT9_K1_A22_FD1 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 324 | C | AT9_K4_A23_FD2 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 10.60 |
| 325 | C | AT9_K4_A23_FD8 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 326 | C | AT9_K4_A23_FD9 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 10.60 |
| 327 | C | BIDA_LEMU/WUSHISHI_WUSHISHI_WUSHISHI FD | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 328 | C | BIDA_LEMU/WUSHISHI_WUSHISHI_ZUNGERU FDR | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 329 | C | BIDA_T3_BIDA_ARMY BARRACK | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 10.80 |
| 330 | C | KONTAGORA_KONTAGORA TOWNSHIP_KONTAGORA_AY BARRACKS | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 331 | C | KONTAGORA_KONTAGORA_KONTAGORA_GOJE | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 332 | C | KONTAGORA_KONTAGORA TOWNSHIP_KONTAGORA_GRA | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff band | Feeders | Minimum Duration of Supply (Hrs/Day) | Average Frequency of Interruptions Per Day | Average Duration of Interruptions | Average Response time to calls (in Minutes) | Average Response time to resolving complaints (in hrs) | Service Voltage Level |
|-----|-------------|---|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 333 | C | KONTAGORA_KONTAGORA TOWNSHIP_KONTAGORA_TOWNSHIP | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 334 | C | MINNA_LAPAI_PAIKO_PAIKO FD | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 335 | C | MINNA_MAIKUNKELE FDR_MAIKUNKELE_MAIKUNKELE | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 336 | C | MINNA_MAIKUNKELE FDR_MAIKUNKELE_TUDUNFULANI | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 10.51 |
| 337 | C | MINNA_POWERHOUSE FDR_POWERHOUSE_BOSSO ROAD | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 338 | C | MINNA_POWERHOUSE FDR_POWERHOUSE_MAITUMBI | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 339 | C | MINNA_POWERHOUSE FDR_POWERHOUSE_PIGGERY | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 340 | C | MINNA_POWERHOUSE FDR_POWERHOUSE_TUNGA | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 341 | C | MINNA_ZARUMAI_ZARUMAI_DUTSEN KURA | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 342 | C | MINNA_ZARUMAI_ZARUMAI_GRA | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 343 | C | MINNA_ZARUMAI_ZARUMAI_HAJJ CAMP | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 344 | C | OKENE_OKENE FDR_OSUWAYA_GRA | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 9.89 |
| 345 | C | OKENE_OKENE FDR_OSUWAYA_TOWNSHIP | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 346 | C | AT6_JIWA FDR_JIWA_FD1 DEI DEI SABURI | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 347 | C | AT6_JIWA FDR_JIWA_FD2 JIWA | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 10.81 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff band | Feeders | Minimum Duration of Supply (Hrs/Day) | Average Frequency of Interruptions Per Day | Average Duration of Interruptions | Average Response time to calls (in Minutes) | Average Response time to resolving complaints (in hrs) | Service Voltage Level |
|-----|-------------|---|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 348 | C | AT6_JIWA FDR_JIWA_FD3 GWAGWA | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 10.61 |
| 349 | C | AT3_H21_E2_FD2 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 350 | C | AT4_KUBWA FDR_K2_FD2 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 10.70 |
| 351 | C | AT4_KUBWA FDR_K2_FD3 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 10.80 |
| 352 | C | AT4_KUBWA FDR_K2_FD4 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 10.70 |
| 353 | C | AT4_BWARI FDR_K3_FD3 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 10.80 |
| 354 | C | AT4_BWARI FDR_K33_FD3 | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 11.00 |
| 355 | C | AT4_NIPP FDR_NIPP_FDN2 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 356 | C | AT4_NIPP FDR_NIPP_FDN1 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 357 | C | AT4_BWARI FDR_K3_FD2 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 358 | D | AT7_FDR 2 (LAFIA)_A28_FD1 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 359 | D | LOKOJA_FDR 2_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 360 | D | OKENE_LOKOJA/OKENE_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 30.73 |
| 361 | D | AT4_BWARI FDR_K3_FD1 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 362 | D | AT7_FDR 1 (AKWANGA FDR)_A20_FD1 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 363 | D | AT8_NASARAWA FDR_K35_NAS-TOTO FDR | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 9.99 |
| 364 | D | AT8_UKE/MASAKA_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 30.68 |
| 365 | D | BIDA_DOKO_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 33.00 |
| 366 | D | BIDA_KUTIGI_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 32.00 |
| 367 | D | MINNA_BIRIGI_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 33.50 |
| 368 | D | MINNA_KATAREGI_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 32.50 |
| 369 | D | MINNA_T4_INJ_CHAN CHAGA | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 33.00 |
| 370 | D | OKENE_ISANLU MAKUTU_FDR_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 33.00 |
| 371 | D | OKENE_OSOSO_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 30.73 |
| 372 | D | SHIRORO_GWADA_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 29.61 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff band | Feeders | Minimum Duration of Supply (Hrs/Day) | Average Frequency of Interruptions Per Day | Average Duration of Interruptions | Average Response time to calls (in Minutes) | Average Response time to resolving complaints (in hrs) | Service Voltage Level |
|-----|-------------|-------------------------------------|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 111 | B | AJAOKUTA_STEEL_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 31.05 |
| 112 | B | AJAOKUTA_WEST AFRICA CERAMICS_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 31.05 |
| 113 | B | AT2_GWARINPA FDR_M42_K5 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.73 |
| 114 | B | AT2_GWARINPA FDR_M43_ADKAN | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.73 |
| 115 | B | AT2_JAHI FDR_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.52 |
| 116 | B | AT2_LIFECAMP FDR_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 117 | B | AT2_MBP_C3_2B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 118 | B | AT2_MBP_C3_4B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 119 | B | AT2_WUSE 2 FDR_B5_4A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.90 |
| 120 | B | AT2_WUSE 2 FDR_B5_4B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.90 |
| 121 | B | AT2_WUSE 2_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 32.80 |
| 122 | B | AT3_H1_G22_1LEFT | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 123 | B | AT3_H1_G22_2LEFT | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 124 | B | AT3_H1_G22_4LEFT | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 125 | B | AT3_H1_G22_7LEFT | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 126 | B | AT3_H1_G22_5&8LEFT | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 127 | B | AT3_H1_G24_FD24 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 128 | B | AT3_H1_G25_FD2 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 129 | B | AT3_H1_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 32.55 |
| 130 | B | AT3_H2_G32_1B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 131 | B | AT3_H2_G32_2B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 132 | B | AT3_H2_G32_3B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 133 | B | AT3_H2_G32_4A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 134 | B | AT3_H2_G32_6B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 135 | B | AT3_H2_G32_7A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 136 | B | AT3_H2_G32_8B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 137 | B | AT3_H2_G32_9B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 138 | B | AT3_H2_G4_1B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 139 | B | AT3_H2_G4_2B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 140 | B | AT3_H2_G4_5A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 141 | B | AT3_H2_G4_7B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 142 | B | AT3_H2_G4_8A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 143 | B | AT3_H2_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 0.00 |
| 144 | B | AT3_H3_R4_FD3 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 145 | B | AT3_H3_R5_5B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 146 | B | AT3_H3_R5_6A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff band | Feeders | Minimum Duration of Supply (Hrs/Day) | Average Frequency of Interruptions Per Day | Average Duration of Interruptions | Average Response time to calls (in Minutes) | Average Response time to resolving complaints (in hrs) | Service Voltage Level |
|-----|-------------|--------------------------|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 147 | B | AT3_H31_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 148 | B | AT3_H31_S22_4A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 149 | B | AT3_H31_S22_4B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 150 | B | AT3_H31_S23_2A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 151 | B | AT3_H31_S23_2B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 152 | B | AT3_H31_S23_3B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 153 | B | AT3_H31_S23_4A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 154 | B | AT3_H31_S24_FD1 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 155 | B | AT3_H31_S24_FD2 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 156 | B | AT3_H33_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 157 | B | AT3_H35_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 158 | B | AT3_H5_R2_FD14 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 159 | B | AT3_H5_R2_FD17 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 160 | B | AT3_H5_R2_FD7 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.81 |
| 161 | B | AT3_H5_R2_FD9 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 162 | B | AT3_H5_R3_1A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 163 | B | AT3_H5_R3_3A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 164 | B | AT3_H5_R3_6B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 165 | B | AT3_H5_R6_1B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 166 | B | AT3_H5_R6_3B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 167 | B | AT3_H5_R7_1A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 168 | B | AT3_H5_R7_2A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 169 | B | AT3_H5_R7_5B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 170 | B | AT3_H5_R7_6A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.83 |
| 171 | B | AT4_DAWAKI FDR_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 32.55 |
| 172 | B | AT4_DAWAKI FDR_T2_FD1 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 173 | B | AT5_FDR 3_B32_FD1 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 174 | B | AT5_FDR 3_B32_FD2 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 175 | B | AT5_FDR 3_B32_FD3 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 176 | B | AT5_FDR 3_B32_FD4 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 177 | B | AT5_FDR 3_B32_FD5 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 178 | B | AT5_FDR 3_B32_FD6 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 179 | B | AT5_FDR 3_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 32.50 |
| 180 | B | AT5_FDR4_B33_6A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 181 | B | AT5_FDR2_B33_6B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 182 | B | AT5_FDR 5_G2_5B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 183 | B | AT5_FDR 5_G2_7A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 184 | B | AT5_FDR 5_G2_7B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 185 | B | AT5_FDR 5_G2_8B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 186 | B | AT5_FDR 5_ICC_FD1 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 187 | B | AT5_FDR 5_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff band | Feeders | Minimum Duration of Supply (Hrs/Day) | Average Frequency of Interruptions Per Day | Average Duration of Interruptions | Average Response time to calls (in Minutes) | Average Response time to resolving complaints (in hrs) | Service Voltage Level |
|-----|-------------|------------------------------|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 188 | B | AT5_FDR 6_C2_1B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 189 | B | AT5_FDR 6_C2_2A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 190 | B | AT5_FDR 6_C2_4B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 191 | B | AT5_FDR 6_C2_7A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 192 | B | AT5_FDR 6_C2_7B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 193 | B | AT5_FDR 6_C2_9A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 194 | B | AT5_FDR 8_M2_2A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 195 | B | AT5_FDR 8_M2_2B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.31 |
| 196 | B | AT5_FDR 8_M2_3A | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 10.31 |
| 197 | B | AT5_FDR 8_M2_3B | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 10.31 |
| 198 | B | AT5_FDR 8_M2_5A | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 10.31 |
| 199 | B | AT5_FDR 8_M2_5B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.31 |
| 200 | B | AT5_FDR 8_M2_6A | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 10.31 |
| 201 | B | AT5_FDR 8_M2_7A | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 10.31 |
| 202 | B | AT5_FDR 8_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 32.05 |
| 203 | B | AT7_FDR 1(AKWANGA FDR)_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 32.80 |
| 204 | B | AT8_NASARAWA FDR_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 29.57 |
| 205 | B | AT9_K1_A22_FD5 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 206 | B | AT8_GRA_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 10.52 |
| 207 | B | KUKWABA_L34_B6_2A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 208 | B | KUKWABA_L34_B6_3A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 209 | B | KUKWABA_L34_B6_4B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.70 |
| 210 | B | KUKWABA_L34_B6_5B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.70 |
| 211 | B | KUKWABA_L34_B6_6A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.70 |
| 212 | B | KUKWABA_L34_B6_6B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.70 |
| 213 | B | KUKWABA_L34_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 214 | B | KUKWABA_L34_WUYE1_13B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 215 | B | KUKWABA_L34_WUYE1_2A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 216 | B | KUKWABA_L34_WUYE1_3B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 217 | B | KUKWABA_L34_WUYE1_4B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 218 | B | KUKWABA_L34_WUYE1_6A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 219 | B | KUKWABA_L34_WUYE1_6B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 220 | B | KUKWABA_L34_WUYE1_9A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 221 | B | KUKWABA_L34_WUYE2_10B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff band | Feeders | Minimum Duration of Supply (Hrs/Day) | Average Frequency of Interruptions Per Day | Average Duration of Interruptions | Average Response time to calls (in Minutes) | Average Response time to resolving complaints (in hrs) | Service Voltage Level |
|-----|-------------|--|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 222 | B | KUKWABA_L34_WUYE2_1B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.70 |
| 223 | B | KUKWABA_L34_WUYE2_4B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.70 |
| 224 | B | KUKWABA_L34_WUYE2_5A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 225 | B | KUKWABA_L34_WUYE2_6A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 226 | B | KUKWABA_L34_WUYE2_6B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 227 | B | KUKWABA_L34_WUYE2_7A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 228 | B | KUKWABA_L34_WUYE2_7B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 229 | B | KUKWABA_L34_WUYE2_8B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 230 | B | KUKWABA_L34_WUYE2_9A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 231 | B | LOKOJA_FDR 3 CBN_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 32.70 |
| 232 | B | MINNA_MAIKUNKELE FDR_MAIKUNKELE_AIRPORT | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 233 | B | AT6_132/11kV MOBITRA_TS_WATERWORKS | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.73 |
| 234 | B | AT6_ABUJA STEEL_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.61 |
| 235 | B | AT6_JIWA FDR_PL_PL | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 29.61 |
| 236 | B | AT2_JABI FDR_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 237 | B | AT2_LIFECAMP FDR_T1_LINE B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 238 | B | AT2_LIFECAMP FDR_T1_LINE C | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 239 | B | AT2_LIFECAMP FDR_T1_LINE D | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 240 | B | AT2_LIFECAMP FDR_T1_LINE E | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 241 | B | AT2_LIFECAMP FDR_T1_LINE F | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 242 | B | AT2_LIFECAMP FDR_T1_LINE H | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 243 | B | AT2_MPAPPE FDR_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 32.55 |
| 244 | B | AT3_H31_S23_1A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 245 | B | GIS DAWAKI_FDR D1_M44_FD1 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.30 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff band | Feeders | Minimum Duration of Supply (Hrs/Day) | Average Frequency of Interruptions Per Day | Average Duration of Interruptions | Average Response time to calls (in Minutes) | Average Response time to resolving complaints (in hrs) | Service Voltage Level |
|-----|-------------|----------------------------|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 246 | B | AT4_DAWAKI FDR_T2_FD2 | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 10.30 |
| 247 | B | AT4_DEIDEI FDR_MOPOL_FD1 | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 11.00 |
| 248 | B | AT4_DEIDEI FDR_MOPOL_FD2 | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 11.00 |
| 249 | B | AT4_DEIDEI FDR_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 33.00 |
| 250 | B | AT4_KUBWA FDR_K2_FD1 | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 10.80 |
| 251 | B | AT4_KUBWA FDR_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 252 | B | AT5_FDR 8_M2_1B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.31 |
| 253 | B | AT5_FDR 8_M2_6B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.31 |
| 254 | B | AT9_K1_PL_PL | 16.01 | 1.50 | 12.00 | 0.3 | 5.00 | 33.00 |
| 255 | B | AT9_K2_PL_PL | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 33.00 |
| 256 | B | AT9_K5_PL_PL | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 32.50 |
| 257 | B | GW_L31_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 32.00 |
| 258 | B | GW_L32_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 32.50 |
| 259 | B | GW_L36_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 33.00 |
| 260 | B | KONTAGORA_TOWN_PL_PL | 16.01 | 1.50 | 12.00 | 0.3 | 5.00 | 33.00 |
| 261 | B | KUKWABA_L31_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 262 | B | KUKWABA_L32_PL_PL | 16.01 | 1.50 | 12.00 | 0.3 | 5.00 | 33.00 |
| 263 | B | KUKWABA_L34_WUYE1_11A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 264 | B | KUKWABA_L34_WUYE1_5A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.80 |
| 265 | B | MINNA_FUT_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 266 | B | MINNA_NNPC_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.50 |
| 267 | B | TEGINA_KAGARA_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 33.00 |
| 268 | B | TEGINA_MARIGA_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 33.00 |
| 269 | B | AJAOKUTA_ADOGO_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 31.85 |
| 270 | B | AT2_LIFECAMP FDR_T1_LINE A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 10.93 |
| 271 | B | AT9_K1_A22_FD2 | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 11.00 |
| 272 | B | AT9_K1_A22_FD3 | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 11.00 |
| 273 | B | AT9_K1_A22_FD4 | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 11.00 |
| 274 | B | BIDA_T3_BIDA_TOWN FDR | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 10.80 |
| 275 | B | BIDA_T4_BIDA_GRA_FD R | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 11.20 |
| 276 | B | OKENE_IKARE_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 29.61 |
| 277 | B | AT3_H21_PL_PL | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 33.00 |
| 278 | B | AT9_K4_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 32.50 |



Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff band | Feeders | Minimum Duration of Supply (Hrs/Day) | Average Frequency of Interruptions Per Day | Average Duration of Interruptions | Average Response time to calls (in Minutes) | Average Response time to resolving complaints (in hrs) | Service Voltage Level |
|-----|-------------|--|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 279 | B | AT9_K3_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 32.50 |
| 280 | B | MINNA_ZARUMAI_ZARUMAI_TYPE B | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 11.00 |
| 281 | B | MINNA_ZARUMAI_ZARUMAI_FD4 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 282 | B | KUKWABA_L34_WUYE1_10A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 283 | B | AT3_H2_G32_7B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 284 | B | AT4_DAWAKI FDR_M44_FD2 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 285 | B | BIDA_T3_BIDA_FD4 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 286 | B | AT7_FDR 1 (AKWANGA FDR)_A20_Smart UPDATED_FEEDER | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 287 | B | KUKWABA_L34_WUYE1_2B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 288 | B | KUKWABA_L34_WUYE1_3A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 289 | B | KUKWABA_L34_WUYE2_3B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 290 | B | KUKWABA_L34_WUYE2_3A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 291 | B | KUKWABA_L34_WUYE2_4A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 292 | B | AT7_FDR 2(LAFIA)_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 293 | B | AT7_FDR 3(WATERBOARD)_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 294 | B | AT3_H3_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 295 | B | AT3_H5_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 296 | B | AT5_FDR 2_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 297 | B | AT5_FDR 4_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 298 | B | AT5_FDR 6_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 299 | B | AT8_KEFFI_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 300 | B | AT4_NIPP FDR_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 33.00 |
| 301 | B | OKENE_OKENE FDR_PL_PL | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 33.00 |
| 302 | B | AT6_JERE FDR_PL_PL | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 33.00 |
| 303 | B | AT6_SULEJA TOWNSHIP_PL_PL | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 33.00 |
| 304 | B | AT2_GWARINPA FDR_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 305 | B | AT2_MBP_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 306 | B | GW_L35_PL_PL | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 33.00 |
| 307 | B | KONTAGORA_WATER WORKS_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff band | Feeders | Minimum Duration of Supply (Hrs/Day) | Average Frequency of Interruptions Per Day | Average Duration of Interruptions | Average Response time to calls (in Minutes) | Average Response time to resolving complaints (in hrs) | Service Voltage Level |
|-----|-------------|--|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 308 | B | MINNA_M/KUNKELE FDR_PL_PL | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 33.00 |
| 309 | B | MINNA_POWERHOUSE_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 310 | B | MINNA_ZARUMAI_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 311 | B | BIDA_NEW AGAIE_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 312 | B | AKURBA_FDR A2_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 313 | B | AKURBA_FDR A5_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 314 | B | AT6_INDUSTRIAL FDR_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 315 | B | AT9_K6_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 33.00 |
| 316 | B | DAWAKI_FDR D1_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 317 | B | DAWAKI_FDR D2_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 318 | B | LOKOJA_FDR 2_LOKOJA MAIN_FDR 5 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 319 | B | AT8_AVATAR FDR_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 320 | C | AT4_BWARI FDR_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 32.50 |
| 321 | C | AT3_H21_E2_FD22 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 322 | C | AT3_H21_E2_FD5 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 323 | C | AT9_K1_A22_FD1 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 324 | C | AT9_K4_A23_FD2 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 10.60 |
| 325 | C | AT9_K4_A23_FD8 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 326 | C | AT9_K4_A23_FD9 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 10.60 |
| 327 | C | BIDA_LEMU/WUSHISHI_WUSHISHI_WUSHISHI FD | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 328 | C | BIDA_LEMU/WUSHISHI_WUSHISHI_ZUNGERU FDR | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 329 | C | BIDA_T3_BIDA_ARMY BARRACK | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 10.80 |
| 330 | C | KONTAGORA_KONTAGORA TOWNSHIP_KONTAGORA_AY BARRACKS | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 331 | C | KONTAGORA_KONTAGORA_KONTAGORA_GOJE | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 332 | C | KONTAGORA_KONTAGORA TOWNSHIP_KONTAGORA_GRA | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff band | Feeders | Minimum Duration of Supply (Hrs/Day) | Average Frequency of Interruptions Per Day | Average Duration of Interruptions | Average Response time to calls (in Minutes) | Average Response time to resolving complaints (in hrs) | Service Voltage Level |
|-----|-------------|---|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 333 | C | KONTAGORA_KONTAGORA TOWNSHIP_KONTAGORA_TOWNSHIP | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 334 | C | MINNA_LAPAI_PAIKO_PAIKO FD | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 335 | C | MINNA_MAIKUNKELE_FDR_MAIKUNKELE_MAIKUNKELE | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 336 | C | MINNA_MAIKUNKELE_FDR_MAIKUNKELE_TUDUNFULANI | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 10.51 |
| 337 | C | MINNA_POWERHOUSE_FDR_POWERHOUSE_BOSSO ROAD | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 338 | C | MINNA_POWERHOUSE_FDR_POWERHOUSE_MAITUMBI | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 339 | C | MINNA_POWERHOUSE_FDR_POWERHOUSE_PIGGERY | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 340 | C | MINNA_POWERHOUSE_FDR_POWERHOUSE_TUNGA | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 341 | C | MINNA_ZARUMAI_ZARUMAI_DUTSEN KURA | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 342 | C | MINNA_ZARUMAI_ZARUMAI_GRA | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 343 | C | MINNA_ZARUMAI_ZARUMAI_HAJJ CAMP | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 344 | C | OKENE_OKENE_FDR_OSUWAYA_GRA | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 9.89 |
| 345 | C | OKENE_OKENE_FDR_OSUWAYA_TOWNSHIP | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 346 | C | AT6_JIWA_FDR_JIWA_FD1 DEI DEI SABURI | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 347 | C | AT6_JIWA_FDR_JIWA_FD2 JIWA | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 10.81 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff band | Feeders | Minimum Duration of Supply (Hrs/Day) | Average Frequency of Interruptions Per Day | Average Duration of Interruptions | Average Response time to calls (in Minutes) | Average Response time to resolving complaints (in hrs) | Service Voltage Level |
|-----|-------------|---|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 373 | D | AT6_SULEJA TOWNSHIP_S3_HASSA NDALATU | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.52 |
| 374 | D | AJAOKUTA_CONFLUENCE_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 29.61 |
| 375 | D | MINNA_T4_TS_PARLIAMENTARY | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 376 | D | MINNA_T4_TS_SHIRORO | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 377 | D | AT7_FDR 1 (AKWANGA FDR)_A20_FD2 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 9.99 |
| 378 | D | AKURBA_FDR A2_L16_FD1C | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 9.99 |
| 379 | D | AT9_K5_J32_FD1 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.60 |
| 380 | D | GW_L36_L5_FD2 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 381 | D | LOKOJA_FDR 2 LOKOJA_LOKOGOMA_GANAJA | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.73 |
| 382 | D | LOKOJA_FDR 2 LOKOJA_LOKOGOMA_OTOKITI | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.73 |
| 383 | D | LOKOJA_FDR 2 LOKOJA_LOKOJA MAIN_FD1 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.21 |
| 384 | D | LOKOJA_FDR 2 LOKOJA_LOKOJA MAIN_FD2 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.00 |
| 385 | D | LOKOJA_FDR 2 LOKOJA_LOKOJA MAIN_FD3 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.73 |
| 386 | D | LOKOJA_FDR 2 LOKOJA_LOKOJA MAIN_FD4 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.73 |
| 387 | D | AT6_T1_T/S_DIKKO | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.71 |
| 388 | D | AT6_T1_T/S_GAURAKA | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.73 |
| 389 | D | AT6_T1_T/S_MINNA ROAD | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.73 |
| 390 | D | AT6_T1_T/S_NNPC | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.73 |
| 391 | D | AT6_FIELD BASE_FIELDBASE_SULEIMAN BARAU | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.81 |
| 392 | D | AT6_JERE FDR_DIKKO_NASARA FDR | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.61 |
| 393 | D | AT6_SULEJA TOWNSHIP_S3_MADALLA/ZUBA | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.73 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff band | Feeders | Minimum Duration of Supply (Hrs/Day) | Average Frequency of Interruptions Per Day | Average Duration of Interruptions | Average Response time to calls (in Minutes) | Average Response time to resolving complaints (in hrs) | Service Voltage Level |
|-----|-------------|---|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 348 | C | AT6_JIWA FDR_JIWA_FD3 GWAGWA | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 10.61 |
| 349 | C | AT3_H21_E2_FD2 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 350 | C | AT4_KUBWA FDR_K2_FD2 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 10.70 |
| 351 | C | AT4_KUBWA FDR_K2_FD3 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 10.80 |
| 352 | C | AT4_KUBWA FDR_K2_FD4 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 10.70 |
| 353 | C | AT4_BWARI FDR_K3_FD3 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 10.80 |
| 354 | C | AT4_BWARI FDR_K33_FD3 | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 11.00 |
| 355 | C | AT4_NIPP FDR_NIPP_FDN2 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 356 | C | AT4_NIPP FDR_NIPP_FDN1 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 357 | C | AT4_BWARI FDR_K3_FD2 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 358 | D | AT7_FDR 2 (LAFIA)_A28_FD1 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 359 | D | LOKOJA_FDR 2_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 360 | D | OKENE_LOKOJA/OKEN E_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 30.73 |
| 361 | D | AT4_BWARI FDR_K3_FD1 | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 11.00 |
| 362 | D | AT7_FDR 1 (AKWANGA FDR)_A20_FD1 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 363 | D | AT8_NASARAWA FDR_K35_NAS-TOTO FDR | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 9.99 |
| 364 | D | AT8_UKE/MASAKA_PL PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 30.68 |
| 365 | D | BIDA_DOKO_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 33.00 |
| 366 | D | BIDA_KUTIGI_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 32.00 |
| 367 | D | MINNA_BIRIGI_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 33.50 |
| 368 | D | MINNA_KATAREGI_PL PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 32.50 |
| 369 | D | MINNA_T4_INJ_CHAN CHAGA | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 33.00 |
| 370 | D | OKENE_ISANLU MAKUTU_FDR_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 33.00 |
| 371 | D | OKENE_OSOSO_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 30.73 |
| 372 | D | SHIRORO_GWADA_PL PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 29.61 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff band | Feeders | Minimum Duration of Supply (Hrs/Day) | Average Frequency of Interruptions Per Day | Average Duration of Interruptions | Average Response time to calls (in Minutes) | Average Response time to resolving complaints (in hrs) | Service Voltage Level |
|-----|-------------|------------------------------------|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 394 | D | AT6_SULEJA TOWNSHIP_S3_RAFINS ENYI | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.73 |
| 395 | D | AJAOKUTA_ANYIGBA_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 29.61 |
| 396 | D | AKURBA_FDR A2_L15_FD1B | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 9.99 |
| 397 | D | AT8_FDR 2 (KEFFI)_K34_FD1 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 9.99 |
| 398 | D | AT8_FDR 2 (KEFFI)_K34_FD2 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 9.99 |
| 399 | D | AT8_FDR 2 (KEFFI)_K34_FD3 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 9.99 |
| 400 | D | AT9_K4_J22_FD1 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.82 |
| 401 | D | AT9_K4_J22_FD2 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.82 |
| 402 | D | AT9_K4_J22_FD3 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.82 |
| 403 | D | AT9_K4_J22_FD4 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.60 |
| 404 | D | AT9_K5_J32_FD2 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 405 | D | AT9_K5_J32_FD7 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.60 |
| 406 | D | AT9_K5_J32_FD8 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.60 |
| 407 | D | GW_L35_L3_FD2 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 408 | D | GW_L35_L4_FD2 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 409 | D | GW_L36_L2_FD1 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 410 | D | GW_L36_L2_FD2 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 411 | D | GW_L36_L2_FD3 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 412 | D | GW_L36_L2_FD4 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 413 | D | GW_L36_L5_FD1 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 414 | D | AT8_NASARAWA FDR_K35_FD2 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 415 | D | LOKOJA_FDR 1_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 33.00 |
| 416 | D | BIDA_LEMU_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 33.00 |
| 417 | D | MINNA_IAPAI_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 33.00 |
| 418 | LIFE-LINE | BIDA_AGAIE_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 32.60 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff band | Feeders | Minimum Duration of Supply (Hrs/Day) | Average Frequency of Interruptions Per Day | Average Duration of Interruptions | Average Response time to calls (in Minutes) | Average Response time to resolving complaints (in hrs) | Service Voltage Level |
|-----|-------------|--|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 373 | D | AT6_SULEJA TOWNSHIP_S3_HASSA NDALATU | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.52 |
| 374 | D | AJAOKUTA_CONFLUENCE_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 29.61 |
| 375 | D | MINNA_T4_TS_PARLIAMENTARY | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 376 | D | MINNA_T4_TS_SHIRORO | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 377 | D | AT7_FDR 1 (AKWANGA FDR)_A20_FD2 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 9.99 |
| 378 | D | AKURBA_FDR A2_L16_FD1C | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 9.99 |
| 379 | D | AT9_K5_J32_FD1 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.60 |
| 380 | D | GW_L36_L5_FD2 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 381 | D | LOKOJA_FDR 2 LOKOJA_LOKOGOMA_GANAJA | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.73 |
| 382 | D | LOKOJA_FDR 2 LOKOJA_LOKOGOMA_OTOKITI | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.73 |
| 383 | D | LOKOJA_FDR 2 LOKOJA_LOKOJA_MAIN_FD1 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.21 |
| 384 | D | LOKOJA_FDR 2 LOKOJA_LOKOJA_MAIN_FD2 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.00 |
| 385 | D | LOKOJA_FDR 2 LOKOJA_LOKOJA_MAIN_FD3 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.73 |
| 386 | D | LOKOJA_FDR 2 LOKOJA_LOKOJA_MAIN_FD4 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.73 |
| 387 | D | AT6_T1_T/S_DIKKO | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.71 |
| 388 | D | AT6_T1_T/S_GAURAKA | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.73 |
| 389 | D | AT6_T1_T/S_MINNA ROAD | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.73 |
| 390 | D | AT6_T1_T/S_NNPC | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.73 |
| 391 | D | AT6_FIELD BASE_FIELDBASE_SULEI MAN BARAU | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.81 |
| 392 | D | AT6_JERE FDR_DIKKO_NASARA FDR | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.61 |
| 393 | D | AT6_SULEJA TOWNSHIP_S3_MADALLA/ZUBA | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.73 |



Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff band | Feeders | Minimum Duration of Supply (Hrs/Day) | Average Frequency of Interruptions Per Day | Average Duration of Interruptions | Average Response time to calls (in Minutes) | Average Response time to resolving complaints (in hrs) | Service Voltage Level |
|-----|-------------|--|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 279 | B | AT9_K3_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 32.50 |
| 280 | B | MINNA_ZARUMAI_ZARUMAI_TYPE B | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 11.00 |
| 281 | B | MINNA_ZARUMAI_ZARUMAI_FD4 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 282 | B | KUKWABA_L34_WUYE1_10A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 283 | B | AT3_H2_G32_7B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 284 | B | AT4_DAWAKI FDR_M44_FD2 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 285 | B | BIDA_T3_BIDA_FD4 | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 286 | B | AT7_FDR 1 (AKWANGA FDR)_A20_Smart UPDATED_FEEDER | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 287 | B | KUKWABA_L34_WUYE1_2B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 288 | B | KUKWABA_L34_WUYE1_3A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 289 | B | KUKWABA_L34_WUYE2_3B | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 290 | B | KUKWABA_L34_WUYE2_3A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 291 | B | KUKWABA_L34_WUYE2_4A | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 11.00 |
| 292 | B | AT7_FDR 2(LAFIA)_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 293 | B | AT7_FDR 3(WATERBOARD)_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 294 | B | AT3_H3_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 295 | B | AT3_H5_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 296 | B | AT5_FDR 2_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 297 | B | AT5_FDR 4_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 298 | B | AT5_FDR 6_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 299 | B | AT8_KEFFI_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 300 | B | AT4_NIPP FDR_PL_PL | 16.00 | 1.00 | 8.00 | 0.3 | 3.50 | 33.00 |
| 301 | B | OKENE_OKENE FDR_PL_PL | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 33.00 |
| 302 | B | AT6_JERE FDR_PL_PL | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 33.00 |
| 303 | B | AT6_SULEJA TOWNSHIP_PL_PL | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 33.00 |
| 304 | B | AT2_GWARINPA FDR_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 305 | B | AT2_MBP_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |
| 306 | B | GW_L35_PL_PL | 12.00 | 1.50 | 12.00 | 0.3 | 5.00 | 33.00 |
| 307 | B | KONTAGORA_WATER WORKS_PL_PL | 20.00 | 0.50 | 4.00 | 0.3 | 1.50 | 33.00 |

Appendix - 2: AEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff band | Feeders | Minimum Duration of Supply (Hrs/Day) | Average Frequency of Interruptions Per Day | Average Duration of Interruptions | Average Response time to calls (in Minutes) | Average Response time to resolving complaints (in hrs) | Service Voltage Level |
|-----|-------------|------------------------------------|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 394 | D | AT6_SULEJA TOWNSHIP_S3_RAFINS ENYI | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.73 |
| 395 | D | AJAOKUTA_ANYIGBA_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 29.61 |
| 396 | D | AKURBA_FDR A2_L15_FD1B | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 9.99 |
| 397 | D | AT8_FDR 2 (KEFFI)_K34_FD1 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 9.99 |
| 398 | D | AT8_FDR 2 (KEFFI)_K34_FD2 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 9.99 |
| 399 | D | AT8_FDR 2 (KEFFI)_K34_FD3 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 9.99 |
| 400 | D | AT9_K4_J22_FD1 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.82 |
| 401 | D | AT9_K4_J22_FD2 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.82 |
| 402 | D | AT9_K4_J22_FD3 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.82 |
| 403 | D | AT9_K4_J22_FD4 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.60 |
| 404 | D | AT9_K5_J32_FD2 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 405 | D | AT9_K5_J32_FD7 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.60 |
| 406 | D | AT9_K5_J32_FD8 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 10.60 |
| 407 | D | GW_L35_L3_FD2 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 408 | D | GW_L35_L4_FD2 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 409 | D | GW_L36_L2_FD1 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 410 | D | GW_L36_L2_FD2 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 411 | D | GW_L36_L2_FD3 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 412 | D | GW_L36_L2_FD4 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 413 | D | GW_L36_L5_FD1 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 414 | D | AT8_NASARAWA FDR_K35_FD2 | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 11.00 |
| 415 | D | LOKOJA_FDR 1_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 33.00 |
| 416 | D | BIDA_LEMU_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 33.00 |
| 417 | D | MINNA_LAPAI_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 33.00 |
| 418 | LIFE-LINE | BIDA_AGAIE_PL_PL | 8.00 | 2.00 | 16.00 | 0.3 | 7.00 | 32.60 |