



ORDER/NERC/2024/028

**BEFORE THE NIGERIAN ELECTRICITY REGULATORY COMMISSION
IN THE MATTER OF APRIL 2024 SUPPLEMENTARY ORDER TO THE MULTI-YEAR TARIFF
ORDER 2024 FOR BENIN 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 Benin Electricity Distribution Plc (“BEDC”).

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 BEDC by the Nigerian Electricity Regulatory Commission (“NERC” or the “Commission”).

CONTEXT

3. Pursuant to the Tariff Review Application by BEDC, the Commission approved MYTO-2024 effective from 1st January 2024. The Order among others;
 - a. Restated BEDC’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 BEDC;
 - 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”).

Y.B.

41

BASIS FOR THE REVIEW

5. Minor Review Indices

The underlisted indices with potential impact on electricity rates were considered to determine BEDC'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 325MWh/h by BEDC 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.

AAA

YTB

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 BEDC

| Parameter | Unit | Feb-Mar 2024 | Apr 2024 | May-Dec 2024 |
|------------------------------------|------------|--------------|----------|--------------|
| Loss Target | % | 25.00% | 25.00% | 25.00% |
| Nigerian Inflation | % | 31.7% | 31.7% | 31.7% |
| US Inflation | % | 3.2% | 3.2% | 3.2% |
| Exchange Rate | ₦/\$ | 1463.3 | 1463.3 | 1463.3 |
| Transmission Loss Factor | % | 7.00% | 7.00% | 7.00% |
| Energy Delivered to DisCo | GWh | 2,846 | 2,846 | 2,846 |
| Energy Delivered to DisCo | MWh/h | 325 | 325 | 325 |
| Generation Cost | ₦/kWh | 101.5 | 103.9 | 103.9 |
| Transmission & Admin Cost | ₦/kWh | 9.1 | 9.1 | 9.1 |
| End-User Cost Reflective Tariffs | ₦/kWh | 182.0 | 185.3 | 185.3 |
| End-User Allowed Tariffs | ₦/kWh | 60.1 | 123.4 | 123.4 |
| Monthly Tariff Shortfall (Subsidy) | ₦' Million | 21,694 | 11,675 | 11,010 |

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 BEDC, 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 BEDC franchise in 2024 is approximately ₦11.01bn per month.

Y.S.

[Signature]

Table – 2: Approved Allowed Tariffs (₦/kWh) for BEDC

| Tariff Class | Jan – Mar 2024 | Apr – Dec 2024 |
|--------------|----------------|----------------|
| Life-line | 4.00 | 4.00 |
| A – Non-MD | 72.19 | 225.00 |
| A – MD1 | 67.45 | 225.00 |
| A – MD2 | 67.45 | 225.00 |
| B – Non-MD | 68.56 | 68.56 |
| B – MD1 | 63.88 | 63.88 |
| B – MD2 | 63.88 | 63.88 |
| C – Non-MD | 56.91 | 56.91 |
| C – MD1 | 54.98 | 54.98 |
| C – MD2 | 54.98 | 54.98 |
| D – Non-MD | 41.20 | 41.20 |
| D – MD1 | 46.64 | 46.64 |
| D – MD2 | 46.64 | 46.64 |
| E – Non-MD | 41.21 | 41.21 |
| E – MD1 | 46.64 | 46.64 |
| E – MD2 | 46.64 | 46.64 |

8. Service Delivery Commitments

BEDC 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 BEDC 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 BEDC for near real-time monitoring of service.
- b. BEDC 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. BEDC 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.

Y.B.



- c. BEDC 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 BEDC fails to deliver on the committed level of service on a Band A feeder for consecutive two days, BEDC 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 BEDC 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 BEDC 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. BEDC 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 BEDC issued from time to time by the Commission.

11. Procurement of Embedded Generation

BEDC is obligated by this Order to procure a minimum of **32MW** 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 **16MW** (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 BEDC's Franchise area. The capacity to be procured should be ready for dispatch to the BEDC's network by the 1st of April 2025.

HA

Y.A.

12. BEDC'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 BEDC net of the applicable tariff shortfall approved by the Commission monthly, while MO shall issue the full transmission and administrative services invoices to BEDC at the applicable tariff;
- BEDC 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 BEDC, 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 | 483 | 483 | 483 | 483 |
| | Meter Acquisition Fund | 211 | 211 | 211 | 211 |
| | Unadjusted GenCo Invoice | 24,078 | 24,654 | 24,654 | 24,654 |
| | TCN & Admin Services | 2,150 | 2,158 | 2,158 | 2,158 |
| | DisCo | 5,457 | 5,457 | 5,457 | 5,457 |
| | Total | 32,379 | 32,963 | 32,963 | 32,963 |
| Allowed Recovery | | 10,685 | 21,289 | 21,954 | 21,954 |
| 2023 Under Recovery B/F | | 347 | 347 | 347 | - |
| Tariff Shortfall (Subsidy) | | 22,041 | 12,021 | 11,357 | 11,010 |
| NBET Adjusted Invoice to BEDC | | 2,037 | 12,633 | 13,297 | 13,644 |
| DisCo Remittance Obligation | NEMSF | 483 | 483 | 483 | 483 |
| | Meter Acquisition Fund | 211 | 211 | 211 | 211 |
| | NBET Remittance Obligation | 2,037 | 12,633 | 13,297 | 13,644 |
| | MO Remittance Obligation | 2,150 | 2,158 | 2,158 | 2,158 |
| | DisCo | 5,804 | 5,804 | 5,804 | 5,457 |
| | Total Distribution | 10,685 | 21,289 | 21,954 | 21,954 |
| 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").

Y.A.


TH

- d. BEDC 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. BEDC shall maintain adequate payment securitisation for energy off-take in line with the earlier directive of the Commission and relevant bilateral contracts.
- f. BEDC 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: BEDC'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 |
| 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 |

M.A.

Appendix - 2: BEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff Band | Feeders | Feeder Location | Name of Streets Served by the Feeder | Minimum Duration of Supply (Hrs/Day) |
|-----|-------------|-----------------------|-------------------------------|---|--------------------------------------|
| 1 | A | AGBOR 6 | Agbor Town | Agbor Town, Umunede, Abavo, Igbanke | 20 |
| 2 | A | AKPAKPAVA COMMERCIAL | Akpakpava | Akpakpava Road, Dawson Road, Mission Road, Second East circular, First east circular road, Uwa street road, | 20 |
| 3 | A | OBA-ILE/REC | Akure Town | Alagbaka, Ijapo, Igoba, Akure Town | 20 |
| 4 | A | AGHOR | Auchi Industry Road | Auchi Main, Ebira Camp, Ikpeshi, Agor, Sasarom and Igarra Industrial Site | 20 |
| 5 | A | AKURE - COMMERCIAL | Bank road | Govt house, CBN Road, First Bank, Unity Bank. | 20 |
| 6 | A | ADO | Basiri | Government House, Adebayo Street, Basiri Street, Okesha and Housing | 20 |
| 7 | A | GRA COMMERCIAL | Benin GRA | Sapele road, Ihama, Adesuwa road, Boundary road, Aideyan road, Etete road, pole street | 20 |
| 8 | A | AIRPORT (COMMERCIAL) | Benin GRA | Airport road, Sapele road, Ikpokpan road, Akhiobare street, MM way, Aideyan street. Dennis Osadebe Avenue, Golf Road. | 20 |
| 9 | A | BETA GLASS | Beta glass | Beta glass street | 20 |
| 10 | A | JAMES HOPE COMMERCIAL | Boji Boji | Boji-Boji Agbor, Boji-Boji Owa | 20 |
| 11 | A | LIMIT ROAD COMMERCIAL | Country Home, Off Sapele Road | Country home road, limit road, Ugbor Amagba road, Ogumwenyi road, MTN mast part of First ugbor | 20 |

Y.B.

Appendix - 2: BEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff Band | Feeders | Feeder Location | Name of Streets Served by the Feeder | Minimum Duration of Supply (Hrs/Day) |
|-----|-------------|--------------------------|---------------------------------------|--|--------------------------------------|
| 12 | A | FUTA | Dedicated to FUTA | Federal University of Technology, Akure | 20 |
| 13 | A | OGHARA TEACHING HOSPITAL | Dedicated To Oghara Teaching Hospital | Oghara Teaching Hospital | 20 |
| 14 | A | RUBBER ESTATE | Dedicated to Rubber estate | Rubber estate | 20 |
| 15 | A | WOODLAND | Dedicated To Woodland | Woodland | 20 |
| 16 | A | ELIZADE | Elizade | Oyaregeulen market, elizade, ilara mokin str | 20 |
| 17 | A | ESTATE - COMMERCIAL | Estate Okada | Igbenedion University, Igbenidion estate, Ewaila, prince hotel road | 20 |
| 18 | A | ETETE | Etete | Etete, Country Home, Ugbor, Amagba | 20 |
| 19 | A | GRA | GRA | GRA, Etete, Akenzua, Oba Palace Area, Ihama, Part of Airpirt Road and Ogba | 20 |
| 20 | A | GUINNESS | Guinness factory | Guinness factory | 20 |
| 21 | A | IKERE | Ikere Road | Ise Town, Emure Town and College Road | 20 |
| 22 | A | AKURE | Ilesha Road | Oreta-Obele Road, Awole Road and Ilesha Road | 20 |
| 23 | A | IMONIYAME | Imoniyame | Imoniyame street | 20 |
| 24 | A | GSM | Industrial area | Asaba - Kwale express road | 20 |
| 25 | A | EASTERN METAL | Industrial area | Asaba-Benin expressway | 20 |
| 26 | A | AGENEBODE | Irrua Road | Irrua, Agua, Ewu | 20 |
| 27 | A | ROYAL - COMMERCIAL | Isikan road | Alda Royal hotel rd, Bola Komo str., Oyemejekun road, Isikan rd. | 20 |

Appendix - 2: BEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff Band | Feeders | Feeder Location | Name of Streets Served by the Feeder | Minimum Duration of Supply (Hrs/Day) |
|-----|-------------|------------------------|------------------|--|--------------------------------------|
| 28 | A | ISOKO/KWALE | Isoko Nations | Isoko nations, Isoko/Asaba Rd | 20 |
| 29 | A | INDUSTRIAL | Mechanic Village | Mechanic Village, Shell Road, Sapele-warri Road, Ikihero | 20 |
| 30 | A | MOSOGAR | Mosogar | Amukpe, Jesse, Oben, Mosogar | 20 |
| 31 | A | OGWASHI-UKU | Ogwashi-uku | Ogwashi-Uku and Ibusa Town | 20 |
| 32 | A | OKADA | Okada | Usen, Okada Town, Igbinedion Estate | 20 |
| 33 | A | CEMENT FACTORY | Okpella | Okpella Cement Factory | 20 |
| 34 | A | OGWASHI-UKU COMMERCIAL | Old Lagos road | Obulu-sor rd, Old Lagos rd | 20 |
| 35 | A | AFE-BABALOLA | Poly road | Water works road, aijosun and poly road | 20 |
| 36 | A | SAPELE (SAPELE) | Sapele | Sapele, Ogorode, Ugberikoko, Abigborodo, Oton | 20 |
| 37 | A | NEKPENEKPEN | Sokponba Area | Sokponba Area, Third East Circular, Ogiso, Ekiosa | 20 |
| 38 | A | UGHELLI/SHELL | Ughelli Urban | Urumoko Kwale, Ikakpamre community, Ekiugbo Town | 20 |
| 39 | A | UNIBEN | UNIBEN | Iguosoba, UBTH Estate | 20 |
| 40 | A | UNIBEN COMMERCIAL | Uniben | Uniben Main Campus | 20 |
| 41 | A | AMUKPE COMMERCIAL | Warri/Sapele Rd | New Ogorede Rd, Sapele Rd, Warri Rd, Sapele Urban | 20 |
| 42 | A | EFFURUN | Wayside Road | Wayside and Delta Mall | 20 |

Y.A.

Appendix - 2: BEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

| S/N | Tariff Band | Feeders | Feeder Location | Name of Streets Served by the Feeder | Minimum Duration of Supply (Hrs/Day) |
|-----|-------------|-----------------|-------------------------|--------------------------------------|--------------------------------------|
| 43 | A | STEEL COMPANY 1 | YoungXing Steel Compnay | YoungXing Steel Compnay | 20 |
| 44 | A | STEEL COMPANY 2 | YoungXing Steel Compnay | YoungXing Steel Compnay | 20 |

Y.A.

Appendix - 2: BEDC'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 |
|-----|-------------|-------------------|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 45 | B | MBH COMMERCIAL | 16.00 | 0.5 | 2 | 1.5 Hrs | 3 Hrs | 11 |
| 46 | B | YABA - COMMERCIAL | 16.00 | 0.5 | 2 | 1.5 Hrs | 3 Hrs | 11 |
| 47 | B | KOKA COMMERCIAL | 16.00 | 0.5 | 2 | 1.5 Hrs | 3 Hrs | 11 |
| 48 | B | ADEYEMI | 16.00 | 0.5 | 2 | 1.5 Hrs | 3 Hrs | 11 |
| 49 | B | EHOR | 16.00 | 0.5 | 2 | 1.5 Hrs | 3 Hrs | 33 |
| 50 | B | ABRAKA COMMERCIAL | 16.00 | 0.5 | 2 | 1.5 Hrs | 3 Hrs | 11 |
| 51 | B | ADEBAYO | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 52 | B | AMUFI COMMERCIAL | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 53 | B | ASABA COMMERCIAL | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 54 | B | AVENUE COMMERCIAL | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 55 | B | ABRAKA | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 56 | B | ADEJE | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 57 | B | AGBEDE | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 58 | B | BASIRI | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 59 | B | AUCHI IKPESHI | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 60 | B | EGBA | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 61 | B | COSTAIN | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 62 | B | EKSU | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 63 | B | EBOH - COMMERCIAL | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |

Appendix - 2: BEDC'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 |
|-----|-------------|------------------------|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 64 | B | EKEHUAN CAMPUS | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 65 | B | FGGC | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 66 | B | EXPRESS | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 67 | B | HEAD BRIDGE | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 68 | B | IHOVBOR | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 69 | B | IJU | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 70 | B | GRA | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 71 | B | ILAWE / ARAMOKO | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 72 | B | ISELE-UKU | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 73 | B | IWOROKO/I KOLE | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 74 | B | KOKO | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 75 | B | OGHARA TOWN | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 76 | B | IBUSA BY-PASS | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 77 | B | OKPELLA TOWN | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 78 | B | OLUKU | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 79 | B | ONDO | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 80 | B | OTOVWOD O/PATANI | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 81 | B | IBUZOR | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 82 | B | OWO | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 83 | B | PTI/PMSL | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 84 | B | IDSL | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 85 | B | IHAMA | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 86 | B | IJIGBO COMMERCIAL | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 87 | B | IKPOBA HILL COMMERCIAL | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 88 | B | REFINERY I | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |

Appendix - 2: BEDC'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 |
|-----|-------------|-----------------------------|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 89 | B | ILLAH | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 90 | B | INDUSTRIAL COMMERCIAL | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 91 | B | MD COMMERCIAL | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 92 | B | REFINERY II | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 93 | B | OKOTOMI | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 94 | B | SAPELE (EFFURUN) | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 95 | B | UBIAJA | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 96 | B | OKPANAM COMMERCIAL | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 97 | B | OLUKU - COMMERCIAL | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 98 | B | ONICHA-UKU | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 99 | B | PS COMMERCIAL | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 100 | B | SCHOOL COMMERCIAL | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 101 | B | SPECIALIST | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 102 | B | SWITCHING STATION | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 103 | B | TEACHER TRAINING COMMERCIAL | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 104 | B | UGBOR | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 105 | B | UJEMEN COMMERCIAL | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |

Appendix - 2: BEDC'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 |
|-----|-------------|-----------------------------|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 106 | B | UPPER LAWANI | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 107 | B | USELU | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 108 | B | UTEH 1 | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 109 | B | TOWNSHIP | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 110 | B | WARRI | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 33 |
| 111 | B | UTEH 2 | 16.00 | 0.7 | 4 | 2 Hrs | 4 Hrs | 11 |
| 112 | C | AGBARHO/EKU | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 33 |
| 113 | C | ENERHEN | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 33 |
| 114 | C | FUGAR-BODE | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 33 |
| 115 | C | IGBARA OKE | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 33 |
| 116 | C | OKITIPUPA | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 33 |
| 117 | C | OSOSO | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 33 |
| 118 | C | MIX&BAKE - VIO - COMMERCIAL | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 119 | C | OTUN | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 33 |
| 120 | C | DUMEZ | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 121 | C | AGRIC/OLOPE | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 122 | C | ODO-ADO | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 123 | C | OWENA | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 33 |
| 124 | C | IGBATORO | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 125 | C | BENDEL ESTATE | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 126 | C | FEEDER 3 | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 127 | C | IJAPO | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 128 | C | AIRPORT ROAD | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 129 | C | AUCHI TOWN | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 130 | C | GRA-AUCHI | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 131 | C | FEEDER 1 | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 132 | C | JATTU | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |

Appendix - 2: BEDC'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 |
|-----|-------------|--------------|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 133 | C | UGBOWO | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 134 | C | JEDO | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 135 | C | EGWADAIKE N | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 136 | C | OKADA | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 137 | C | OKHORO | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 138 | C | OUR LADY'S | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 139 | C | SAPELE ROAD | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 140 | C | USEN | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 141 | C | AJILOSUN | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 142 | C | OKESHA | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 143 | C | EKIADOLOR | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 144 | C | EDJEBE | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 145 | C | AGAGA LAYOUT | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 146 | C | IDANRE ROAD | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 147 | C | LEVENTIS | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 148 | C | Mc DERMOTT | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 149 | C | OWA | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 150 | C | PTI ROAD | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 151 | C | TOWN | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 152 | C | OPOJI | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 153 | C | ISSELE-UKU | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 154 | C | OBULUKU | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 155 | C | AJAMIMOG HA | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 156 | C | GRA (WARRI) | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 157 | C | NEW BENIN | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 158 | C | JAKPA ROAD | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 159 | C | AFOKPELLA | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 160 | C | AWOYEMI | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 161 | C | ECN | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |

Appendix - 2: BEDC'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 |
|-----|-------------|---------------------|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 162 | C | EKPOMA TOWN | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 163 | C | ENWAN | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 164 | C | EXPRESS UROMI | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 165 | C | IVIOGHE | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 166 | C | SOUTH-IBIE | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 167 | C | UROMI TOWN | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 168 | C | UHROKOSA | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 169 | C | DUMEZ ROAD | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 170 | C | OLD ROAD | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 171 | C | ESTATE | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 172 | C | IGBE ROAD | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 173 | C | IGEDE | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 174 | C | ISE/EMURE | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 175 | C | IYOWA | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 176 | C | MARKET ROAD (WARRI) | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 177 | C | OGUNU ROAD | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 178 | C | OWA-ALERO | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 179 | C | RADIO BENDEL | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 180 | C | UDU ROAD | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 181 | C | OLIHA | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 182 | C | UMUNEDE | 12.00 | 1 | 5 | 3 Hrs | 6 Hrs | 11 |
| 183 | D | ADUWAWA | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 184 | D | AGBARHO TOWN | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 185 | D | AGBOR-OBI | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 186 | D | AGENEBODE TOWN | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 187 | D | ALAGBAKA | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |

Appendix - 2: BEDC'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 | D | ALADJA | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 33 |
| 189 | D | ALIFIKEDE | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 190 | D | ANWAI | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 191 | D | UZEBBA | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 33 |
| 192 | D | IKARE | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 33 |
| 193 | D | ASABA ROAD | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 194 | D | BDPA | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 195 | D | CABINET | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 196 | D | COLLEGE ROAD | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 197 | D | COUNTRY HOME | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 198 | D | EGBA | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 199 | D | EKETE | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 200 | D | EKPAN TOWN | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 201 | D | EVBUOABU OGUN | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 202 | D | EVBUORIARI A | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 203 | D | EXPRESS - ASABA | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 204 | D | EXPRESS (AGBOR) | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 205 | D | EXPRESS (UGHELLI) | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 206 | D | EZENEI | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 207 | D | FEDERAL HOUSING ESTATE | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 208 | D | FEEDER 2 | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 209 | D | FEEDER 4 | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 210 | D | GOVT. HOUSE | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 211 | D | HOUSING COMPLEX | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |

Appendix - 2: BEDC'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 |
|-----|-------------|------------------|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 212 | D | IGARA TOWN | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 213 | D | IGUOSA | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 214 | D | IJERO TOWN | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 215 | D | IKHUENIRO | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 216 | D | IRRUA | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 217 | D | IRUEKPEN | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 218 | D | ISOKO ROAD | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 219 | D | MARBLE HILL | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 220 | D | NDC | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 221 | D | NEW AUCHI | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 222 | D | OBA-ILE | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 223 | D | OBA-PALACE | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 224 | D | ODA | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 225 | D | OGBA | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 226 | D | OGBEKNU-UMUOLO | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 227 | D | OKE-EDA | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 228 | D | OKO | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 229 | D | OKPORIE | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 230 | D | OKWE | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 231 | D | ORHUWHOR UN ROAD | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 232 | D | OSADENNIS | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 233 | D | OTERI | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 234 | D | OYE TOWN | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 235 | D | SIO | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 236 | D | SPC | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 237 | D | TOWNSHIP | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 238 | D | UBEJI | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 239 | D | UBIAJA ROAD | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 240 | D | UGBOROKE | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |

Appendix - 2: BEDC'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 |
|-----|-------------|-------------------------|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 241 | D | UPPER MISSION EXTENSION | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 242 | D | UWANHUMI | 8.00 | 1.5 | 6 | 4 Hrs | 6 Hrs | 11 |
| 243 | E | RESERVATION | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 244 | E | UPPER SAPELE | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 245 | E | AFIESERE | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 246 | E | OWO TOWN | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 247 | E | ANDREW-WILSON | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 248 | E | ARUOGBA | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 249 | E | EGOR | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 250 | E | EKAE | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 251 | E | FACTORY ROAD | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 252 | E | MARIA GORRETI | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 253 | E | ONDO ROAD | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 254 | E | ST. SAVIOUR | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 255 | E | UPPER SOKPONBA | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 256 | E | EKENWAN | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 257 | E | EVBUOTUBU | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 258 | E | COMMUNITY ROAD | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |

Appendix - 2: BEDC'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 |
|-----|-------------|--------------------|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 259 | E | EDO-TEX | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 260 | E | EXPRESS (AKURE) | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 261 | E | GANA | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 262 | E | GOVERNOR | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 263 | E | AMUKPE LOCAL | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 264 | E | AMUKPE TOWN | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 265 | E | ARMY BARRACK | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 266 | E | AJEGUNLE | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 267 | E | IDANRE TOWN | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 268 | E | IJOKA | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 269 | E | ILESHA ROAD | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 270 | E | ISELE ASAGBA | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 271 | E | ISINKAN | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 272 | E | KOKO TOWN | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 273 | E | KOROBE | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 274 | E | MARKET ROAD (ONDO) | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 275 | E | ODOJOMU | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 276 | E | OGORODE TOWN | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |

Appendix - 2: BEDC'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 |
|-----|-------------|----------------------------|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 277 | E | OTEFE | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 278 | E | OYEMEKUN | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 279 | E | PALACE | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 280 | E | SAPELE/WARRI ROAD | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 281 | E | SHELL ROAD | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 282 | E | UGBORIKOKO | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 283 | E | ABBI TOWN | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 284 | E | ABRAKA TOWN | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 285 | E | CAMPUS 3 | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 286 | E | ASORO | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 287 | E | IGBIDI | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 288 | E | KWALE EXPRESS | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 289 | E | KWALE TOWN | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 290 | E | OBIARUKU TOWN | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 291 | E | OBINOBA (TIED TO OBIARUKU) | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 292 | E | OHA | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 293 | E | OKPARA INLAND | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 294 | E | OLEH | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |

Appendix - 2: BEDC'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 |
|-----|-------------|---------------|--------------------------------------|--|-----------------------------------|---|--|-----------------------|
| 295 | E | OLOMORO | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 296 | E | OREROKPE TOWN | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 297 | E | OWHELOGBO | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 298 | E | UPPER OWINA | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 299 | E | UPPER SILUKO | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 300 | E | UWELU | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |
| 301 | E | AGBOR/IRRUUA | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 33 |
| 302 | E | OVA | 4.00 | 2 | 8 | 5 Hrs | 7 Hrs | 11 |