



ORDER/NERC/2024/030

**BEFORE THE NIGERIAN ELECTRICITY REGULATORY COMMISSION
IN THE MATTER OF APRIL 2024 SUPPLEMENTARY ORDER TO THE MULTI-YEAR TARIFF
ORDER 2024 FOR ENUGU 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 Enugu Electricity Distribution Plc ("EEDC").

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 EEDC by the Nigerian Electricity Regulatory Commission ("NERC" or the "Commission").

CONTEXT

3. Pursuant to the Tariff Review Application by EEDC, the Commission approved MYTO-2024 effective from 1st January 2024. The Order among others;
 - a. Restated EEDC'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 EEDC;
 - 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 EEDC'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 286MWh/h by EEDC 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.



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 EEDC

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	2,505	2,505	2,505
Energy Delivered to DisCo	MWh/h	286	286	286
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	184.2	187.4	187.4
End-User Allowed Tariffs	₦/kWh	59.0	121.6	121.6
Monthly Tariff Shortfall (Subsidy)	₦' Million	19,586	10,888	10,313

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 EEDC, 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 EEDC franchise in 2024 is approximately ₦10.31bn per month.

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Table - 2: Approved Allowed Tariffs (₦/kWh) for EEDC

Tariff Class	Jan - Mar 2024	Apr - Dec 2024
Life-line	4.00	4.00
A - Non-MD	71.00	225.00
A - MD1	66.17	225.00
A - MD2	66.17	225.00
B - Non-MD	66.47	66.47
B - MD1	62.84	62.84
B - MD2	62.84	62.84
C - Non-MD	53.78	53.78
C - MD1	50.21	50.21
C - MD2	50.21	50.21
D - Non-MD	36.49	36.49
D - MD1	47.82	47.82
D - MD2	47.60	47.60
E - Non-MD	36.20	36.20
E - MD1	47.60	47.60
E - MD2	47.54	47.54

8. Service Delivery Commitments

EEDC 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 EEDC 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

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

11. Procurement of Embedded Generation

EEDC is obligated by this Order to procure a minimum of 29MW 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 14MW (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 EEDC's Franchise area. The capacity to be procured should be ready for dispatch to the EEDC's network by the 1st of April 2025.

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Appendix - 1: EEDC'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

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Appendix - 2: EEDC's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

S/N	Tariff Bands	Feeder Name	Feeder Location	Names of major streets served by the Feeder	Minimum Duration of Supply (Hrs/Day)
1	A	NEW GOVERNMENT HOUSE 11KV	ABAKALIKI	NEW GOVERNMENT HOUSE, OCHUDO	20
2	A	AFIKPO 33KV	ABAKALIKI	AZUIYIOKWU, NEW GOVT HOUSE	20
3	A	ABAKPA 3, 11KV	ABAKPA	AMOWELLE, AMOKPO, EZEAMA	20
4	A	AMECHI 33KV	AMECHI	AGBANI & AWGU LGA	20
5	A	ATANI 33KV	ATANI	ATANI ROAD, CREEK ROAD, FEGGE	20
6	A	AGU AWKA 33KV	AWKA	IFITE, UNIZIK, AWKA INDUSTRIAL	20
7	A	UNIZIK 11KV	AWKA	UNIZIK, ROBAN, CBN, GOVT HOUSE	20
8	A	SECRETARIAT 11KV	AWKA	ANAMBRA SECRETARIAT, ABS	20
9	A	EMENE INDUSTRIAL 2, 33KV	EMENE	EMENITE AND ALO ALUMINIUM	20
10	A	INDEPENDENCE LAYOUT 33KV	ENUGU	INDEPENDENCE LAYOUT	20
11	A	KINGSWAY LINE 1, 33KV	ENUGU	SHOPRITE, GOLDEN ROYAL	20
12	A	KINGSWAY LINE 2, 33KV	ENUGU	PSYCHIATRIC HOSPITAL	20
13	A	THINKERS CORNER 33KV	ENUGU	ABAKPA, GRA, EMENE	20
14	A	TRANS EKULU 33KV	ENUGU	TRANS EKULU	20
15	A	POWER HOUSE 11KV	ENUGU	KINGSWAY ROAD, OKPARA AVENUE	20
16	A	TOP LAND 11KV	ENUGU	AMECHI VILLAGE, OBEAGU TOWN	20
17	A	GOLF 11KV	ENUGU	GOLF ESTATE, G.R.A	20
18	A	ONITSHA ROAD 11KV	ENUGU	G.R.A, CBN QUARTERS	20
19	A	ABAKALIKI ROAD 11KV	ENUGU	ZOO ESTATE, ABAKALIKI ROAD	20
20	A	NOWAS 11KV	ENUGU	HOUSING ESTATE, TIMBER SHED	20
21	A	ENUGU-UKWU 33KV	ENUGU-UKWU	GEOGOLD HOTEL, JUHEL INDUSTRIES	20

Appendix - 2: EEDC's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

S/N	Tariff Bands	Feeder Name	Feeder Location	Names of major streets served by the Feeder	Minimum Duration of Supply (Hrs/Day)
43	A	CBN LEG UMUAHIA 33KV	UMUAHIA	FMC, ECA RADIO, CBN COMPLEX	20
44	A	AFARA 33KV	UMUAHIA	GOVT. HOUSE, MADONNA HOSPITAL	20
45	B	EMENE 1, 11KV	EMENE	GO-UNIVERSITY, AIRPORT ROAD	16
46	B	PRESIDENTIAL 11KV	ENUGU	PRESIDENTIAL ROAD	16
47	B	ABAKPA 1, 11KV	ENUGU	UMUAGA STREET, UKWUAKI, LIBERTY	16
48	B	MARYLAND 11KV	ENUGU	MARYLAND	16
49	B	UNN 11KV	NSUKKA	UNIVERSITY OF NIGERIA	16
50	B	3-3, 33KV	ONITSHA	HOUSING, NKWELLE, ABATA NSUGBE	16

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Appendix - 2: EEDC's Service Level Commitments

Service Level Proposal: 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 (Minutes)	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
51	B	GOLDEN GUINEA 11KV	16	1.66	2.41	3.00	12	11.00
52	B	UBAKALA 33KV	16	0.70	5.69	3.00	12	33.00
53	B	RESEARCH 11KV	16	0.86	4.66	3.00	12	11.00
54	B	AWKA MAIN 11KV	16	1.69	4.73	3.00	12	11.00
55	B	NNEWI-OBA 33KV	16	0.84	9.55	3.00	12	33.00
56	B	OBOSI-ORAIFITE 33KV	16	0.38	10.47	3.00	12	33.00
57	B	AWADA 2 33KV	16	0.38	4.73	3.00	12	33.00
58	B	NICCUS 33KV	16	0.58	6.91	3.00	12	33.00
59	B	ATANI INDUSTRIAL 11KV	16	1.68	4.75	3.00	12	11.00
60	B	PREMIER 11KV	16	0.93	4.31	3.00	12	11.00
61	B	OSOMALA 33KV	16	2.57	4.68	3.00	12	32.00
62	B	GCM 33KV	16	2.57	4.68	3.00	12	11.00
63	B	AGULERI 33KV	16	1.56	7.68	3.00	12	31.00
64	B	ARMY BARRACKS 33KV	16	1.15	3.47	3.00	12	33.00
65	B	OGIDI 33KV	16	1.15	3.47	3.00	12	33.00
66	B	ALBEN 11KV	16	0.81	4.94	3.00	12	11.00
67	B	EMENE INDUSTRIAL 1, 33KV	16	1.18	3.40	3.00	12	33.00
68	B	AKPOGA LEG 33KV	16	2.05	5.86	3.00	12	31.00
69	B	NTA 11KV	16	2.08	5.77	3.00	12	11.00
70	B	NIKE LAKE 11KV	16	1.12	3.59	3.00	12	11.00
71	B	UGWUAI GARIKKI 33KV	16	1.35	2.97	3.00	12	31.00
72	B	ARMY AWKUNANAW 11KV	16	1.32	3.04	3.00	12	11.00
73	B	SATELLITE 11KV	16	0.96	4.18	3.00	12	10.50
74	B	WILSON 11KV	16	1.42	2.82	3.00	12	11.00
75	B	GOVERNMENT HOUSE 33KV	16	1.23	3.25	3.00	12	33.00
76	B	GOVERNMENT HOUSE 11KV	16	1.23	3.25	3.00	12	11.00
77	B	SPAR 11KV	16	1.23	3.25	3.00	12	11.00
78	B	NEW HAVEN 11KV	16	1.56	2.56	3.00	12	11.00
79	B	ARTISAN 11KV	16	1.26	3.17	3.00	12	11.00
80	B	KINGSWAY LINE 2 33KV_OGUI	16	0.81	4.92	3.00	12	32.79

Appendix - 2: EEDC's Service Level Commitments

Service Level Proposal: 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 (Minutes)	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
81	B	NEW HAVEN 33KV	16	0.81	4.92	3.00	12	33.00
82	B	CHIME AVENUE 11KV	16	1.32	3.02	3.00	12	11.00
83	B	OJI URBAN 11KV	16	1.32	6.04	3.00	12	11.00
84	B	GRA ENUGU 11KV	16	2.01	3.98	3.00	12	11.00
85	B	OJI WATER WORKS 33KV	16	0.85	4.72	3.00	12	33.00
86	B	AIRPORT 33KV(NEW OWERRI)	16	1.65	7.29	3.00	12	33.00
87	B	AIRPORT 33KV	16	1.88	2.13	3.00	12	31.00
88	B	OGUTA 33KV	16	4.03	2.98	3.00	12	31.00
89	B	SHANGHAI 11KV	16	0.81	4.92	3.00	12	10.75
90	B	OWERRI 3, 33KV	16	3.89	1.03	3.00	12	33.00
91	B	ATANI WATER WORKS 11KV	16	1.18	6.77	3.00	12	11.00
92	B	AMANSEA 11KV	16	0.52	7.66	3.00	12	11.00
93	B	IFITE 11KV	16	0.57	7.04	3.00	12	11.00
94	B	INDUSTRIAL AWKA 11KV	16	0.69	5.83	3.00	12	11.00
95	B	ENUGU AGIDI 11KV	16	1.44	5.57	3.00	12	11.00
96	B	NIBO 11KV	16	1.57	7.65	3.00	12	11.00
97	B	UDOKA 11KV	16	1.57	5.11	3.00	12	11.00
98	B	AGULU 33KV	16	1.79	4.47	3.00	12	31.00
99	B	AGULU - NANKA 33KV	16	1.53	10.48	3.00	48	32.97
100	B	NAFDAC 11KV	16	2.15	5.59	3.00	12	10.50
101	B	NENI 33KV	16	1.69	4.73	3.00	12	31.00
102	B	NNEWI INDUSTRIAL 33kv	16	0.44	9.00	3.00	12	31.00
103	B	AWADA 11KV	16	0.54	7.41	3.00	12	11.00
104	B	MGBEMENA 11KV	16	1.41	8.53	3.00	12	11.00
105	B	UGWUAGBA 11KV	16	1.08	11.08	3.00	12	11.00
106	B	EZEIWEKA 11KV	16	0.72	11.08	3.00	12	11.00
107	B	NWAZIKI 11KV	16	0.86	9.32	3.00	12	11.00
108	B	IYIOWA 11KV	16	0.94	8.53	3.00	12	11.00
109	B	MINAJ 2, 11KV	16	1.24	9.65	3.00	12	11.00
110	B	UMUNYA 33KV	16	1.99	6.02	3.00	12	31.00
111	B	IWEKA 11KV	16	1.00	7.99	3.00	12	11.00

Appendix - 2: EEDC's Service Level Commitments

Service Level Proposal: 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 (Minutes)	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
112	B	WOLIWO 11KV	16	0.79	10.09	3.00	12	11.00
113	B	AZUIYIOKWU 11KV	16	1.07	3.73	3.00	12	11.00
114	B	INDUSTRIAL ABAKALIKI 11KV	16	1.16	3.44	3.00	12	11.00
115	B	TOWNSHIP ABAKALIKI 11KV	16	1.08	3.69	3.00	12	11.00
116	B	UDEMEZUE 11KV	16	1.07	3.75	3.00	12	11.00
117	B	AZUIYIOKWU 2, 11KV	16	0.72	5.55	3.00	12	11.00
118	B	ONUEBONYI 11KV	16	0.81	4.92	3.00	12	32.00
119	B	EMENE 2, 11KV	16	1.64	4.86	3.00	12	11.00
120	B	EMENE 3, 11KV	16	0.92	4.37	3.00	12	11.00
121	B	OKWE 11KV	16	1.52	7.88	3.00	12	11.00
122	B	ABAKPA 2, 11KV	16	1.18	3.39	3.00	12	11.00
123	B	DHAMIIJA 11KV	16	1.22	3.29	3.00	12	11.00
124	B	PHASE 6, 11KV	16	1.51	2.65	3.00	12	11.00
125	B	AMAORJI 11KV	16	1.59	5.04	3.00	12	11.00
126	B	UGWUOGO LEG 33KV	16	1.65	7.29	3.00	12	32.97
127	B	NEW NNPC 33KV	16	1.93	2.08	3.00	12	33.00
128	B	AMECHI UWANI 11KV	16	1.51	5.29	3.00	12	10.50
129	B	GARIKI EAST 11KV	16	1.48	2.70	3.00	12	10.50
130	B	GARIKI WEST 11KV	16	0.81	4.92	3.00	12	11.00
131	B	ACHARA LAYOUT 11KV	16	2.00	3.99	3.00	12	11.00
132	B	UNEC 11KV	16	1.40	2.85	3.00	12	11.00
133	B	ITUKU OZALLA 33KV	16	1.48	2.71	3.00	12	31.00
134	B	ONUIYI 11KV	16	2.11	3.79	3.00	12	11.00
135	B	TOWNSHIP NSUKKA 11KV	16	2.21	3.62	3.00	12	11.00
136	B	BASS 11KV	16	0.81	4.92	3.00	12	10.90
137	B	CAMPUS 11KV	16	1.49	5.37	3.00	12	11.00
138	B	COAL CAMP 11KV	16	0.72	5.57	3.00	12	10.90
139	B	HILL TOP 11KV	16	1.85	6.47	3.00	12	10.90
140	B	OJI RIVER TOWNSHIP 11KV	16	1.65	7.29	3.00	12	11.00
141	B	MBAISE 33KV	16	6.62	2.42	3.00	48	31.00
142	B	AVUVU 11KV	16	2.61	7.67	3.00	48	10.60
143	B	MBUTU LEG 33KV	16	5.83	2.74	3.00	48	31.00

Appendix - 2: EEDC's Service Level Commitments

Service Level Proposal: 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 (Minutes)	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
144	B	MBUTU 11KV	16	1.17	13.62	3.00	48	10.60
145	B	PORTHARCOURT NEW OWERRI 11KV	16	3.03	1.32	3.00	12	11.00
146	B	CONCORD 11KV	16	3.91	2.05	3.00	12	11.00
147	B	ORLU 33KV	16	1.68	4.75	3.00	12	31.00
148	B	GRA OWERRI 11KV	16	3.40	2.35	3.00	12	11.00
149	C	ABA ROAD 11KV	12	1.44	8.35	3.00	12	10.90
150	C	AZIKIWE ROAD 11KV	12	1.15	10.48	3.00	12	10.90
151	C	GRA UMUAHIA 11KV	12	1.44	8.35	3.00	12	10.90
152	C	TOWNSHIP UMUAHIA 11KV	12	1.75	6.86	3.00	12	11.00
153	C	WORLD BANK UMUAHIA 11KV	12	1.17	10.25	3.00	12	10.60
154	C	AROCHUKWU 33KV	12	1.01	11.93	3.00	12	31.00
155	C	ASAGA 11KV	12	0.89	17.97	3.00	48	10.60
156	C	OHAFIA BARRACKS 11KV	12	2.50	7.99	3.00	48	10.60
157	C	NKWOEGWU 33KV	12	1.69	7.10	3.00	12	31.00
158	C	GREGORY UNIVERSITY 11KV	12	1.65	7.29	3.00	12	11.00
159	C	OBOWO 33KV	12	4.72	3.39	3.00	48	31.00
160	C	ABAGANA 11KV	12	1.01	11.83	3.00	12	10.90
161	C	OKPUNO 11KV	12	1.51	5.30	3.00	12	10.90
162	C	AGULU - UGA 33KV	12	1.53	10.48	3.00	48	32.97
163	C	AGULU - UMUCHU 33KV	12	1.53	10.48	3.00	48	32.97
164	C	AGULUEZECHUKWU 11KV	12	2.62	6.10	3.00	48	10.90
165	C	EKWULOBIA MAIN OFFICE 11KV	12	2.59	6.17	3.00	48	10.50
166	C	OKO POLY 11KV	12	2.45	6.52	3.00	48	10.50
167	C	NENI - ORAUKWU 33KV	12	1.53	10.48	3.00	48	32.90
168	C	IKENGA-ASANU 11KV	12	1.65	7.29	3.00	12	10.79
169	C	UMURU ADAZIANI 11KV	12	1.65	7.29	3.00	12	10.90
170	C	URU NRI 11KV	12	2.59	6.19	3.00	48	10.50

Appendix - 2: EEDC's Service Level Commitments

Service Level Proposal: 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 (Minutes)	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
171	C	ORUMBA 33KV	12	1.17	6.86	3.00	12	31.00
172	C	ORUMBA-UFUMA 33KV	12	2.51	7.97	3.00	48	33.00
173	C	NNEWI - UMUDIM 33kV	12	1.88	6.37	3.00	12	31.00
174	C	MBANAGU 11KV	12	1.88	6.39	3.00	12	10.80
175	C	NNEWICHI 11KV	12	1.79	4.47	3.00	12	10.80
176	C	OTOLO 11KV	12	2.43	4.94	3.00	12	10.60
177	C	URUAGU 1, 11KV	12	1.34	8.94	3.00	12	10.80
178	C	URUAGU BUSINESS 11KV	12	1.53	10.48	3.00	48	10.89
179	C	IBOLO 11KV	12	0.85	9.42	3.00	12	11.00
180	C	OBOSI - OZUBULU 33KV	12	2.63	6.08	3.00	48	33.00
181	C	NKWOEDO 11KV	12	0.86	9.28	3.00	12	11.00
182	C	UBAHU 11KV	12	1.79	8.94	3.00	48	10.80
183	C	FEGGE 11KV	12	1.67	7.18	3.00	12	11.00
184	C	HOUSING EBH 11KV	12	1.89	6.35	3.00	12	11.00
185	C	UGA 11KV	12	1.76	6.82	3.00	12	11.00
186	C	OKPOKO 11KV	12	1.76	6.82	3.00	12	11.00
187	C	ARMY BARRACKS OGIDI 11KV	12	1.99	6.02	3.00	12	11.00
188	C	MINAJ 1, 11KV	12	1.40	8.55	3.00	12	11.00
189	C	NKPOR 11KV	12	1.31	9.15	3.00	12	11.00
190	C	OGIDI 11KV	12	1.28	9.40	3.00	12	11.00
191	C	TOLL GATE 11KV	12	1.31	9.19	3.00	12	11.00
192	C	3-3, ABATA NSUGBE LEG 33KV	12	1.44	8.33	3.00	12	33.00
193	C	HOUSING 11KV	12	1.94	4.12	3.00	12	11.00
194	C	NKWELLE 11KV	12	1.43	5.61	3.00	12	10.80
195	C	NSUGBE 11KV	12	1.49	5.37	3.00	12	10.80
196	C	GRA ONITSHA 11KV	12	1.44	8.36	3.00	12	11.00
197	C	INLAND 11KV	12	1.29	9.27	3.00	12	11.00
198	C	MGBUKA 11KV	12	1.27	9.43	3.00	12	11.00
199	C	OMAGBA 11KV	12	1.15	10.48	3.00	12	11.00
200	C	BIDA 11KV	12	1.17	10.24	3.00	12	11.00
201	C	MARKET 11KV	12	0.99	8.05	3.00	12	11.00

Appendix - 2: EEDC's Service Level Commitments

Service Level Proposal: 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 (Minutes)	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
202	C	ISHIEKE 33KV	12	3.88	4.13	3.00	48	31.00
203	C	ABOR LEG 33KV	12	0.93	12.87	3.00	12	31.00
204	C	AJALI LEG 33KV	12	1.55	7.75	3.00	12	31.00
205	C	EGEDE 11KV	12	1.53	10.48	3.00	48	11.00
206	C	EZEAGU LEG 33KV	12	3.65	3.29	3.00	12	31.00
207	C	UDI 33KV	12	1.25	9.58	3.00	12	31.00
208	C	AMECHI-AGBANI 33KV	12	3.63	4.41	3.00	48	31.00
209	C	IBAGWA 33KV	12	2.70	4.45	3.00	12	31.00
210	C	AKU (LEJJA) 11KV	12	2.18	5.51	3.00	12	11.00
211	C	UGWUOYE 11KV	12	2.77	4.34	3.00	12	11.00
212	C	ORBA NSUKKA 33KV	12	2.05	5.86	3.00	12	32.00
213	C	EHA - AMUFU 33KV	12	0.72	16.58	3.00	12	31.00
214	C	PRISONS 11KV	12	1.52	5.27	3.00	12	10.90
215	C	ACHI 33KV	12	1.58	7.61	3.00	12	31.00
216	C	IRETE 11KV	12	1.65	7.29	3.00	12	10.88
217	C	WORLD BANK NEW OWERRI 11KV	12	1.68	7.13	3.00	12	10.60
218	C	OBINZE 11KV	12	2.44	6.56	3.00	48	10.60
219	C	NEW OWERRI 11KV	12	2.33	5.14	3.00	12	10.60
220	C	AMAIGBO ROAD ORLU 11KV	12	2.93	6.82	3.00	48	10.50
221	C	IHIOMA ROAD ORLU 11KV	12	2.51	7.97	3.00	48	10.60
222	C	ORLU LEG 33KV	12	4.49	4.01	3.00	48	31.00
223	C	OWERRI ROAD ORLU 11KV	12	2.50	8.00	3.00	48	10.60
224	C	UMUAKA 11KV	12	1.91	10.48	3.00	48	10.40
225	C	EGBU 11KV	12	2.75	5.82	3.00	48	10.40
226	C	FUT 11KV	12	2.66	4.51	3.00	12	10.40
227	C	IKENEGBU 11KV	12	4.80	2.50	3.00	12	11.00
228	C	OGUTA-BISHOP COURT 33KV	12	1.65	7.29	3.00	12	33.00
229	C	EMEKUKU 11KV	12	4.13	4.11	3.00	48	10.60
230	C	EGBEADA 11KV	12	3.14	5.09	3.00	48	10.40
231	C	OKIGWE 33KV	12	2.19	5.49	3.00	12	31.00
232	C	NAZE 11KV	12	3.04	5.26	3.00	48	10.10

Appendix - 2: EEDC's Service Level Commitments

Service Level Proposal: 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 (Minutes)	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
233	C	NEW OWERRI 11KV (OWERRI)	12	4.78	2.51	3.00	12	10.60
234	C	TOWNSHIP OWERRI 11KV	12	3.10	3.88	3.00	12	10.90
235	D	AMACHARA 11KV	8	2.35	6.81	3.00	12	10.90
236	D	NDUME 11KV	8	2.28	5.26	3.00	12	10.60
237	D	UMUDIKE 11KV	8	2.32	5.18	3.00	12	10.60
238	D	OLD UMUAHIA 11KV	8	2.30	5.21	3.00	12	10.60
239	D	NTIGHA 33KV	8	0.82	9.70	3.00	12	31.00
240	D	AMACHI 11KV	8	1.53	10.48	3.00	48	11.00
241	D	ENUGU-UKWU 11KV	8	2.03	7.88	3.00	48	10.90
242	D	NIMO 11KV	8	1.96	8.17	3.00	48	11.00
243	D	UKPO 11KV	8	2.32	8.61	3.00	48	10.90
244	D	ENUGU AGIDI VILLAGE 11KV	8	4.45	3.59	3.00	48	31.00
245	D	AGULU - AWGBU 33KV	8	1.53	10.48	3.00	48	32.97
246	D	AGULU-ISUOFIA 33KV	8	1.53	10.48	3.00	48	32.97
247	D	EZIOKO 11KV	8	2.78	5.76	3.00	48	10.60
248	D	NENI - IGBOUKWU 33KV	8	1.53	10.48	3.00	48	32.90
249	D	EKE MARKET NRI 11KV	8	2.55	6.28	3.00	48	10.50
250	D	ORUMBA-AJALLI 33KV	8	2.51	7.97	3.00	48	33.00
251	D	ORUMBA-ISULO/ISUOCHI 33KV	8	2.51	7.97	3.00	48	33.00
252	D	ORUMBA-NDIOWU 33KV	8	2.51	7.97	3.00	48	33.00
253	D	ORUMBA-OGBOJI 33KV	8	2.51	7.97	3.00	48	33.00
254	D	AMUDA 11KV	8	0.74	21.67	3.00	48	10.50
255	D	NGODO 11KV	8	2.51	7.97	3.00	48	10.60
256	D	NDIOWU 11KV	8	2.66	7.53	3.00	48	10.50
257	D	OGBUNKA ROAD 11KV	8	1.85	10.81	3.00	48	10.50
258	D	UMUNZE 11KV	8	1.54	10.40	3.00	48	10.50
259	D	NNEATO UMUNNEOCHI	8	2.51	7.97	3.00	48	11.00
260	D	NNEWI - AWKA ETITI 33kv	8	4.12	4.85	3.00	48	31.00

Appendix - 2: EEDC's Service Level Commitments

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S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (Minutes)	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
261	D	NNEWI - AMICHI 33kV	8	2.93	5.47	3.00	48	31.00
262	D	UKPOR - NNEWI 33kV	8	4.12	4.85	3.00	48	31.00
263	D	OBOSI - IHIALA 33KV	8	2.93	5.47	3.00	48	33.00
264	D	UMUOFOR 11KV	8	2.26	8.84	3.00	48	10.80
265	D	AVENCO 11KV	8	1.29	9.31	3.00	12	10.80
266	D	NICCUS LEG 33KV	8	1.65	7.29	3.00	12	32.75
267	D	OJOTO 11KV	8	1.86	8.59	3.00	48	11.00
268	D	AGULERI 33KV-NTEJE T-OFF	8	2.51	7.97	3.00	48	33.00
269	D	CHIATULA 11KV	8	2.08	9.60	3.00	48	10.80
270	D	ROMANS 11KV	8	2.08	9.60	3.00	48	10.80
271	D	IDEMILI 33KV T-OFF	8	1.35	11.84	3.00	48	31.00
272	D	ITIGIDI 33KV	8	1.72	9.29	3.00	48	31.00
273	D	ITIGIDI-IKWO 33KV T-OFF	8	1.53	10.48	3.00	48	33.00
274	D	YAHE 33KV	8	1.25	9.58	3.00	12	31.00
275	D	EZILLO 33KV	8	1.10	14.52	3.00	48	31.00
276	D	EZZAMGBO 33KV T-OFF	8	1.53	10.48	3.00	48	33.00
277	D	UWANA 33KV T-OFF	8	1.53	10.48	3.00	48	33.00
278	D	EDDA 33KV T-OFF	8	1.53	10.48	3.00	48	33.00
279	D	ONICHA 33KV T-OFF	8	1.53	10.48	3.00	48	33.00
280	D	ISU LEG	8	1.53	10.48	3.00	48	33.00
281	D	AKPUOGA-IDODO 33KV T-OFF	8	1.53	10.48	3.00	48	32.89
282	D	EZEAGU-AKAMA 33KV T-OFF	8	1.53	10.48	3.00	48	32.89
283	D	NTA 11KV-SUB	8	1.53	10.48	3.00	48	10.89
284	D	AKAEZE 11KV	8	1.53	10.48	3.00	48	11.00
285	D	AMECHI-AWGU 33kV	8	3.11	6.44	3.00	48	31.00
286	D	IBAGWA - ENUGU EZIKE 33KV	8	1.65	7.29	3.00	12	33.02
287	D	EHA AMUFU - IKEM 33KV	8	1.53	10.48	3.00	48	32.87
288	D	AIRPORT 33KV(MBAISE)	8	2.51	7.97	3.00	48	33.00
289	D	MBAISE - OGBE 33KV	8	2.51	7.97	3.00	48	33.00
290	D	MBAISE -NGURU 33KV	8	1.62	10.48	3.00	48	32.89

Appendix - 2: EEDC's Service Level Commitments

Service Level Proposal: 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 (Minutes)	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
291	D	MBAISE-ENYIOGUGU LEG 33KV	8	2.13	7.98	3.00	48	32.79
292	D	OKIGWE MBAISE 33KV T-OFF	8	3.47	5.77	3.00	48	31.00
293	D	POLY TEE OFF ON NAZE 11KV_NEW OWERRI	8	1.53	10.48	3.00	48	11.00
294	D	LIMCA OKIGWE 11KV	8	1.66	12.01	3.00	48	11.00
295	D	TOWNSHIP OKIGWE 11KV	8	1.66	12.01	3.00	48	10.60
296	D	OKIGWE ORLU 33KV T-OFF	8	3.71	5.39	3.00	48	31.00
297	D	IFAKALA 11KV	8	2.20	7.27	3.00	48	10.10
298	E	NKWOEGWU-ABIRIBA 33KV T-OFF	4	2.51	7.97	3.00	48	33.00
299	E	ABIRIBA 11KV	4	2.06	9.69	3.00	48	10.60
300	E	AMAOGWUGWU 11KV	4	3.72	5.37	3.00	48	10.60
301	E	NKWOEGWU 11KV	4	2.93	5.46	3.00	48	10.90
302	E	EKENOBIZI 11KV	4	2.34	6.83	3.00	48	10.90
303	E	OLOKORO 11KV	4	2.96	5.41	3.00	48	10.60
304	E	UBAKALA 11KV	4	2.23	5.38	3.00	12	10.60
305	E	FIRST BANK 11KV	4	2.23	5.38	3.00	12	11.00
306	E	URUALLA CIVC CENTER 11KV	4	1.66	12.01	3.00	48	11.00
307	E	OBOSI - ULI 33KV	4	3.52	5.68	3.00	48	31.00
308	E	LAGWA 11KV	4	2.13	7.97	3.00	48	10.60
309	E	LORJI 11KV	4	2.51	7.97	3.00	48	11.00
310	E	OBIANGWU 11KV	4	2.01	7.97	3.00	48	10.60
311	E	AMUZU 11KV	4	2.51	7.97	3.00	48	11.00
312	E	MBAISE - UMUAWADA 33KV	4	2.51	7.97	3.00	48	33.00
313	E	MBAISE-OKPOFE 33KV	4	2.51	7.97	3.00	48	33.00
314	E	MBAISE-UVURU 33KV	4	2.51	7.97	3.00	48	33.00
315	E	EGBEREDE 11KV	4	1.69	11.84	3.00	48	10.60
316	E	NKWOALA 11KV	4	2.42	8.25	3.00	48	10.60
317	E	OBOWO-EHIME MBANO 33KV	4	2.51	7.97	3.00	48	33.00

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318	E	OBOWO-IHITTE UBOMA 33KV	4	2.51	7.97	3.00	48	33.00
319	E	OBOWO- OBOWO LEG 33KV	4	2.51	7.97	3.00	48	33.00
320	E	UMUIHI 11KV	4	2.83	6.01	3.00	48	10.60
321	E	OKIGWE - AMAIMO/AMARAKU 33KV	4	2.51	7.97	3.00	48	33.00
322	E	OKIGWE - IHO/AKABO 33KV	4	1.62	10.48	3.00	48	32.94
323	E	OKIGWE - ISIALA MBANO 33KV	4	2.51	7.97	3.00	48	33.00
324	E	AIRPORT-IHIAGWA 33KV	4	7.34	2.72	3.00	48	31.00
325	E	OGUTA ORLU LEG 33KV	4	2.72	4.41	3.00	12	31.00
326	E	ORLU 33KV AKOKWA LEG	4	2.51	7.97	3.00	48	33.00
327	E	ORLU 33KV NKUME T OFF	4	2.51	7.97	3.00	48	33.00
328	E	ORLU-NKWERRE T-OFF 33KV	4	2.51	7.97	3.00	48	33.00
329	E	AIRPORT-ULAKWO 33KV	4	1.91	10.48	3.00	48	33.00
330	E	UMUNEKE NGOR 11KV	4	2.13	7.98	3.00	48	11.00
331	E	MBIERI 11KV	4	2.17	7.37	3.00	48	10.10