



ORDER/NERC/2024/029

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

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

CONTEXT

3. Pursuant to the Tariff Review Application by EKEDP, the Commission approved MYTO-2024 effective from 1st January 2024. The Order among others;
 - a. Restated EKEDP’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 EKEDP;
 - 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 EKEDP'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 513MWh/h by EKEDP 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 EKEDP

Parameter	Unit	Feb-Mar 2024	Apr 2024	May-Dec 2024
Loss Target	%	20.07%	20.07%	20.07%
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	4,493	4,493	4,493
Energy Delivered to DisCo	MWh/h	513	513	513
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	167.4	170.4	170.4
End-User Allowed Tariffs	₦/kWh	59.5	124.5	124.5
Monthly Tariff Shortfall (Subsidy)	₦' Million	32,279	14,905	13,740

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 EKEDP, 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 EKEDP franchise in 2024 is approximately ₦13.74bn per month.

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

Tariff Class	Jan – Mar 2024	Apr – Dec 2024
Life-line	4.00	4.00
A – Non-MD	67.48	225.00
A – MD1	68.30	225.00
A – MD2	68.30	225.00
B – Non-MD	61.00	61.00
B – MD1	64.07	64.07
B – MD2	64.07	64.07
C – Non-MD	48.53	48.53
C – MD1	52.05	52.05
C – MD2	52.05	52.05
D – Non-MD	32.48	32.48
D – MD1	43.27	43.27
D – MD2	43.27	43.27
E – Non-MD	32.44	32.44
E – MD1	43.27	43.27
E – MD2	43.27	43.27

8. Service Delivery Commitments

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

11. Procurement of Embedded Generation

EKEDP is obligated by this Order to procure a minimum of 51MW 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 26MW (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 EKEDP's Franchise area. The capacity to be procured should be ready for dispatch to the EKEDP's network by the 1st of April 2025.

12. EKEDP'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:

- a. NBET shall issue energy invoices to EKEDP net of the applicable tariff shortfall approved by the Commission monthly, while MO shall issue the full transmission and administrative services invoices to EKEDP at the applicable tariff;
- b. EKEDP 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 EKEDP, 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	155	155	155	155
	Meter Acquisition Fund	355	355	355	355
	Unadjusted GenCo Invoice	38,007	38,916	38,916	38,916
	TCN & Admin Services	3,387	3,401	3,401	3,401
	DisCo	8,180	8,180	8,180	8,180
	Total	50,082	51,005	51,005	51,005
Allowed Recovery		17,804	36,100	37,265	37,265
2023 Under Recovery B/F		765	765	765	0
Tariff Shortfall (Subsidy)		33,044	15,670	14,505	13,740
NBET Adjusted Invoice to EKEDP		4,963	23,246	24,411	25,176
DisCo Remittance Obligation	NEMSF	155	155	155	155
	Meter Acquisition Fund	355	355	355	355
	NBET Remittance Obligation	4,963	23,246	24,411	25,176
	MO Remittance Obligation	3,387	3,401	3,401	3,401
	DisCo	8,945	8,945	8,945	8,180
	Total Distribution	17,804	36,100	37,265	37,265
DisCo Remittance to NBET		100%	100%	100%	100%
DisCo Remittance to MO		100%	100%	100%	100%

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- c. 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").
- d. EKEDP 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. EKEDP shall maintain adequate payment securitisation for energy off-take in line with the earlier directive of the Commission and relevant bilateral contracts.
- f. EKEDP 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



Musiliu O. Oseni
Vice-Chairman



Dafe C. Akpeneye
Commissioner
Legal Licence and Compliance

Appendix – 1: EKEDP’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

Appendix - 2: EKEDP's Service Level Commitments

Service Level Proposal for Period: 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	IJORA T/S_AJELE 1_AJELE_NEPA 1	ISLAND	CAMPOS STREET BROAD STREET INNER MARINA STREET	20
2	A	ALAGBON T/S_ADEMOLA 2_ADEMOLA_POSTE RMU	ISLAND	ADEMOLA ADETOKUNBO STREET SANUSI FAFUNWA STREET/IDOWU TAYLOR STREET AKIN ADESOLA STREET/ADEOLA ODEKU STREET	20
3	A	IJORA T/S_AJELE 2_AJELE_CSS	ISLAND	AJELE STREET BROAD STREET/CUSTOM STREET INNER MARINA STREET/MARTINS STREET	20
4	A	IJORA T/S_AJELE 2_AJELE_NEW CUSTOMS	ISLAND	CAMPBELL STREET BAMGBOSHE STREET KING STREET	20
5	A	ALAGBON T/S_FOWLER 3_FOWLER_STATION FEEDER	ISLAND	OLUWA ROAD/THOMPSON AVENUE GLOVER ROAD/LAWRENCE ROAD/ALFRED REWANE ROAD MOSELEY ROAD/AWOLOWO ROAD	20
6	A	ALAGBON T/S_FOWLER 1_FOWLER_IKOYI HOTEL	ISLAND	OLUWA ROAD ALFRED REWANE ROAD IKOYI HOTEL/ALFRED REWANE ROAD	20
7	A	IJORA T/S_AJELE 1_AJELE_NEPA 2	ISLAND	AJELE STREET BROAD STREET KAKAWA STREET/ABIBU OKI STREET	20
8	A	ALAGBON T/S_ADEMOLA 2_ADEMOLA_NTDA	ISLAND	ADEMOLA ADETOKUNBO STREET SANUSI FAFUNWA STREET AKIN ADESOLA STREET/AMODU TIJANI CLOSE	20
9	A	ALAGBON T/S_ADEMOLA 2_NEPA CLOSE_DOVER	ISLAND	NEPA CLOSE AHMADU BELLO WAY SAKA TINUBU STREET	20
10	A	ALAGBON T/S_ADEMOLA 2_NEPA CLOSE_STANDARD CHARTERED BANK	ISLAND	NEPA CLOSE AHMADU BELLO WAY AHMADU BELLO WAY	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	ALAGBON T/S_FOWLER 1_FOWLER_KINGSWAY	ISLAND	OLUWA ROAD/ALFRED REWANE ROAD OLU HOLLOWAY ROAD/THOMPSON AVENUE LUGARD AVENUE/CAMERON ROAD	20
12	A	ALAGBON T/S_ALAGBON LOCAL_ALAGBON LOCAL_MOBOLAJI JOHNSON	ISLAND	OSBORNE ROAD MOBOLAJI JOHNSON ROAD OLU HOLLOWAY ROAD/BAYO KUKU ROAD/CAMERON ROAD	20
13	A	ALAGBON T/S_FOWLER 3_FOWLER_MULLINER TOWER	ISLAND	OLUWA ROAD ALFRED REWANE ROAD MULLINER TOWER	20
14	A	LEKKI T/S_ONIRU_WATERFRONT - TWIN WATER	LEKKI	REMI OLOWUDE STREET BOSUN ADEKOYA STREET OKUNADE BLUEWATERS SCHEME	20
15	A	LEKKI T/S_LEKKI_LEKKI_WOLE OLATEJU	LEKKI	ADMIRALTY WAY ADMIRALTY WAY WOLE OLATEJU/WOLE ARIYO	20
16	A	LEKKI T/S_WATER FRONT_LEKKI_PRIME WATER VIEW	LEKKI	UTOMI AIRIE AVENUE FREEDOM WAY OJULARI ROAD	20
17	A	LEKKI T/S_LEKKI_LEKKI_BASHOR UN OKUSANYA	LEKKI	EMEKA NWEZE STREET BASHORUN OKUSANYA STREET/ADMIRALTY RD OGIDI CRESCENT	20
18	A	LEKKI T/S_ONIRU_WATERFRONT - PROVIDENCE	LEKKI	REMI OLOWUDE STREET ADEWUNMI ADEBIMPE ROAD EMMANUEL ADEBAYO CLOSE/OMORINRE JOHNSON STREET	20
19	A	LEKKI T/S_LEKKI_LEKKI_WATER CORPORATION	LEKKI	UTOMI AIRIE AVENUE MUHAMMED MARWA WAY HUNPONU WUSU ROAD/ENGR. GEORGE ENENMOH CRES	20

Appendix - 2: EKEDP's Service Level Commitments

Service Level Proposal for Period: 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)
20	A	LEKKI T/S_AGUNGI_AGUNGI _OSAPA	LEKKI	MUFUTAU ELETU ROAD MURITALA ELETU WAY AGUNGI/AIRAN ROAD	20
21	A	AKANGBA T/S_SANYA_SANYA _TEXLON	ORILE	APAPA - OSHODI EXPRESS WAY OGUNGBESAN STREET OGUNGBESAN STREET	20



Appendix - 2: EKEPD's Service Level Commitments								
Service Level Proposal for Period: April 2024 - June 2024								
S/N	Tariff Band	Feeders	Min Dur. 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
22	B	BADAGRY EXPRESS	16 hrs	6	08:00:00	00:15:00	06:00:00	33
23	B	OPIC	16 hrs	6	08:00:00	00:15:00	06:00:00	11
24	B	AGBARA 33	16 hrs	6	08:00:00	00:15:00	06:00:00	33
25	B	MOBIL (APAPA)	16 hrs	6	08:00:00	00:15:00	06:00:00	11
26	B	BADIA 33	16 hrs	6	08:00:00	00:15:00	06:00:00	33
27	B	ASPANDA	16 hrs	6	08:00:00	00:15:00	06:00:00	11
28	B	AULIC	16 hrs	6	08:00:00	00:15:00	06:00:00	11
29	B	BALOGUN	16 hrs	6	08:00:00	00:15:00	06:00:00	11
30	B	CROWN FLOUR MILLS	16 hrs	6	08:00:00	00:15:00	06:00:00	11
31	B	TINCAN PORT	16 hrs	6	08:00:00	00:15:00	06:00:00	11
32	B	KIRIKIRI EXPRESS	16 hrs	6	08:00:00	00:15:00	06:00:00	33
33	B	SATELLITE 1 33	16 hrs	6	08:00:00	00:15:00	06:00:00	33
34	B	N.B.L	16 hrs	6	08:00:00	00:15:00	06:00:00	11
35	B	UNILAG	16 hrs	6	08:00:00	00:15:00	06:00:00	33
36	B	APAPA 2	16 hrs	6	08:00:00	00:15:00	06:00:00	11
37	B	IGANMU 11KV	16 hrs	6	08:00:00	00:15:00	06:00:00	11
38	B	NEPA 11KV	16 hrs	6	08:00:00	00:15:00	06:00:00	11
39	B	OJUELEGBA	16 hrs	6	08:00:00	00:15:00	06:00:00	11
40	B	ONIKE 2	16 hrs	6	08:00:00	00:15:00	06:00:00	11
41	B	BERKLEY EXPRESS	16 hrs	6	08:00:00	00:15:00	06:00:00	33
42	B	AKARIGBERI	16 hrs	6	08:00:00	00:15:00	06:00:00	11

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Service Level Proposal for Period: April 2024 - June 2024								
S/N	Tariff Band	Feeders	Min Dur. 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
43	B	SPG	16 hrs	6	08:00:00	00:15:00	06:00:00	11
44	B	ADMIRALTY	16 hrs	6	08:00:00	00:15:00	06:00:00	11
45	B	ILASAN	16 hrs	6	08:00:00	00:15:00	06:00:00	33
46	B	NATHAN	16 hrs	6	08:00:00	00:15:00	06:00:00	11
47	B	ARMY CANTONMENT	16 hrs	6	08:00:00	00:15:00	06:00:00	11
48	B	COMFORT OBOH	16 hrs	6	08:00:00	00:15:00	06:00:00	11
49	B	6TH AVENUE	16 hrs	6	08:00:00	00:15:00	06:00:00	11
50	B	71 ROAD	16 hrs	6	08:00:00	00:15:00	06:00:00	11
51	B	7TH AVENUE	16 hrs	6	08:00:00	00:15:00	06:00:00	11
52	B	COMMUNITY	16 hrs	6	08:00:00	00:15:00	06:00:00	11
53	B	OLODI	16 hrs	6	08:00:00	00:15:00	06:00:00	11
54	B	ESTATE (AJAH)	16 hrs	6	08:00:00	00:15:00	06:00:00	11
55	B	SABO EXPRESS	16 hrs	6	08:00:00	00:15:00	06:00:00	11
56	B	FREEMAN (NRC)	16 hrs	6	08:00:00	00:15:00	06:00:00	11
57	B	BIRREL	16 hrs	6	08:00:00	00:15:00	06:00:00	11
58	B	BABALOLA	16 hrs	6	08:00:00	00:15:00	06:00:00	11
59	B	DANIYAN	16 hrs	6	08:00:00	00:15:00	06:00:00	11
60	B	LUTH EXPRESS	16 hrs	6	08:00:00	00:15:00	06:00:00	11
61	B	IDI ARABA	16 hrs	6	08:00:00	00:15:00	06:00:00	11
62	B	CELE	16 hrs	6	08:00:00	00:15:00	06:00:00	11
63	B	OLOWU	16 hrs	6	08:00:00	00:15:00	06:00:00	11
64	B	ONITIRE	16 hrs	6	08:00:00	00:15:00	06:00:00	11

'Appendix - 2: EKEPD's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Min Dur. 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
65	B	ILASAMAJ A	16 hrs	6	08:00:00	00:15:00	06:00:00	11
66	B	PAPA AJAO	16 hrs	6	08:00:00	00:15:00	06:00:00	11
67	B	ISHAGA	16 hrs	6	08:00:00	00:15:00	06:00:00	11
68	B	OGUNLANA	16 hrs	6	08:00:00	00:15:00	06:00:00	11
69	B	CHALLENGE	16 hrs	6	08:00:00	00:15:00	06:00:00	11
70	B	AKINYELE	16 hrs	6	08:00:00	00:15:00	06:00:00	11
71	B	BABALOLA EXPRESS	16 hrs	6	08:00:00	00:15:00	06:00:00	11
72	B	ORILE	16 hrs	6	08:00:00	00:15:00	06:00:00	11
73	B	IMAM MEMUDU	16 hrs	6	08:00:00	00:15:00	06:00:00	11
74	B	321 ROAD	16 hrs	6	08:00:00	00:15:00	06:00:00	11
75	B	EB LOCAL	16 hrs	6	08:00:00	00:15:00	06:00:00	11
76	B	ST. GREGORY	16 hrs	6	08:00:00	00:15:00	06:00:00	11
77	B	ADELABU	16 hrs	6	08:00:00	00:15:00	06:00:00	11
78	B	AGUDA	16 hrs	6	08:00:00	00:15:00	06:00:00	11
79	B	ESTATE (IBA)	16 hrs	6	08:00:00	00:15:00	06:00:00	11
80	B	ABRAHAM ADESANYA	16 hrs	6	08:00:00	00:15:00	06:00:00	11
81	B	EMBASSY	16 hrs	6	08:00:00	00:15:00	06:00:00	11
82	B	BELLO	16 hrs	6	08:00:00	00:15:00	06:00:00	11
83	B	SABO 33	16 hrs	6	08:00:00	00:15:00	06:00:00	33
84	C	SHAGAMU	12 hrs	8	12:00:00	00:15:00	08:00:00	11
85	C	IJURI	12 hrs	8	12:00:00	00:15:00	08:00:00	10.5
86	C	OBA PALACE	12 hrs	8	12:00:00	00:15:00	08:00:00	11

Appendix - 2: EKEPD's Service Level Commitments								
Service Level Proposal for Period: April 2024 - June 2024								
S/N	Tariff Band	Feeders	Min Dur. 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
87	C	ALABA (AMUWO)	12 hrs	8	12:00:00	00:15:00	08:00:00	11
88	C	CARDOSO	12 hrs	8	12:00:00	00:15:00	08:00:00	11
89	C	MBA	12 hrs	8	12:00:00	00:15:00	08:00:00	11
90	C	ARMY SIGNAL	12 hrs	8	12:00:00	00:15:00	08:00:00	10.5
91	C	ODOFIN	12 hrs	8	12:00:00	00:15:00	08:00:00	11
92	C	NEW MOBIL	12 hrs	8	12:00:00	00:15:00	08:00:00	11
93	C	ADELEYE	12 hrs	8	12:00:00	00:15:00	08:00:00	11
94	C	SULE	12 hrs	8	12:00:00	00:15:00	08:00:00	10.9
95	C	PLANK MARKET	12 hrs	8	12:00:00	00:15:00	08:00:00	10.9
96	C	SARI	12 hrs	8	12:00:00	00:15:00	08:00:00	11
97	C	AMUKOK O	12 hrs	8	12:00:00	00:15:00	08:00:00	11
98	C	512 ROAD	12 hrs	8	12:00:00	00:15:00	08:00:00	11
99	C	5TH AVENUE	12 hrs	8	12:00:00	00:15:00	08:00:00	10.9
100	C	AGBOJU	12 hrs	8	12:00:00	00:15:00	08:00:00	11
101	C	ALAKIJA	12 hrs	8	12:00:00	00:15:00	08:00:00	11
102	C	AJIWE	12 hrs	8	12:00:00	00:15:00	08:00:00	10.5
103	C	OGOMBO	12 hrs	8	12:00:00	00:15:00	08:00:00	11
104	C	ELEMORO	12 hrs	8	12:00:00	00:15:00	08:00:00	11
105	C	ADDO ROAD	12 hrs	8	12:00:00	00:15:00	08:00:00	11
106	C	BADORE	12 hrs	8	12:00:00	00:15:00	08:00:00	10.9
107	C	GOLDEN SWAM	12 hrs	8	12:00:00	00:15:00	08:00:00	10.9
108	C	LANGBAS A	12 hrs	8	12:00:00	00:15:00	08:00:00	10.9
109	C	EB1	12 hrs	8	12:00:00	00:15:00	08:00:00	11
110	C	ABEOKUTA EXPRESS	12 hrs	8	12:00:00	00:15:00	08:00:00	11

Appendix - 2: EKEPD's Service Level Commitments								
Service Level Proposal for Period: April 2024 - June 2024								
S/N	Tariff Band	Feeders	Min Dur. 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	C	BORNU WAY	12 hrs	8	12:00:00	00:15:00	08:00:00	11
112	C	ODUNFA	12 hrs	8	12:00:00	00:15:00	08:00:00	11
113	C	EKO BRIDGE	12 hrs	8	12:00:00	00:15:00	08:00:00	11
114	C	M&K LOCAL	12 hrs	8	12:00:00	00:15:00	08:00:00	11
115	C	DOLPHIN	12 hrs	8	12:00:00	00:15:00	08:00:00	11
116	C	ADENIJI ADELE	12 hrs	8	12:00:00	00:15:00	08:00:00	11
117	C	OBA	12 hrs	8	12:00:00	00:15:00	08:00:00	11
118	C	ODO ERAN	12 hrs	8	12:00:00	00:15:00	08:00:00	11
119	C	AGEGE MOTOR ROAD	12 hrs	8	12:00:00	00:15:00	08:00:00	11
120	C	ALABA (ALABA)	12 hrs	8	12:00:00	00:15:00	08:00:00	11
121	C	ILUFE	12 hrs	8	12:00:00	00:15:00	08:00:00	11
122	C	IMUDE	12 hrs	8	12:00:00	00:15:00	08:00:00	10.9
123	C	SHIBIRI	12 hrs	8	12:00:00	00:15:00	08:00:00	10.5
124	C	AKA	12 hrs	8	12:00:00	00:15:00	08:00:00	10.5
125	C	UNITY (IBA)	12 hrs	8	12:00:00	00:15:00	08:00:00	11
126	C	ILOGBO	12 hrs	8	12:00:00	00:15:00	08:00:00	11
127	C	SABO	12 hrs	8	12:00:00	00:15:00	08:00:00	11
128	C	SATELITE 1	12 hrs	8	12:00:00	00:15:00	08:00:00	11
129	C	OJO	12 hrs	8	12:00:00	00:15:00	08:00:00	11
130	C	SATELITE 2	12 hrs	8	12:00:00	00:15:00	08:00:00	11
131	C	ADETOLA	12 hrs	8	12:00:00	00:15:00	08:00:00	10.9
132	C	PASSAT	12 hrs	8	12:00:00	00:15:00	08:00:00	10.9
133	D	OTTO AWORI	8 hrs	10	16:00:00	00:15:00	08:00:00	11



Appendix - 2: EKEPD's Service Level Commitments								
Service Level Proposal for Period: April 2024 - June 2024								
S/N	Tariff Band	Feeders	Min Dur. 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
134	D	BADAGRY 33	8 hrs	10	16:00:00	00:15:00	08:00:00	11
135	D	AJARA	8 hrs	10	16:00:00	00:15:00	08:00:00	11
136	D	BADAGRY	8 hrs	10	16:00:00	00:15:00	08:00:00	11
137	D	OKO AFO	8 hrs	10	16:00:00	00:15:00	08:00:00	11
138	D	BADIA	8 hrs	10	16:00:00	00:15:00	08:00:00	11
139	D	311 ROAD	8 hrs	10	16:00:00	00:15:00	08:00:00	11
140	D	CHEVRON	8 hrs	10	16:00:00	00:15:00	08:00:00	11
141	D	IJEGUN	8 hrs	10	16:00:00	00:15:00	08:00:00	11
142	D	IBEJU	8 hrs	10	16:00:00	00:15:00	08:00:00	33
143	D	OTTO PALACE	8 hrs	10	16:00:00	00:15:00	08:00:00	11
144	D	IGBEDE	8 hrs	10	16:00:00	00:15:00	08:00:00	11
145	D	JAKANDE	8 hrs	10	16:00:00	00:15:00	08:00:00	11
146	D	IBA	8 hrs	10	16:00:00	00:15:00	08:00:00	11
147	D	OKOKOM AIKO	8 hrs	10	16:00:00	00:15:00	08:00:00	11
148	D	IJANIKIN	8 hrs	10	16:00:00	00:15:00	08:00:00	11
149	D	ELEKO	8 hrs	10	16:00:00	00:15:00	08:00:00	33
150	E	AWOYAYA	4 hrs	12	20:00:00	00:15:00	08:00:00	11