



ORDER/NERC/2024/031

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

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

**CONTEXT**

3. Pursuant to the Tariff Review Application by IBEDC, the Commission approved MYTO-2024 effective from 1<sup>st</sup> January 2024. The Order among others;
  - a. Restated IBEDC'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 IBEDC;
  - 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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*[Signature]*

## BASIS FOR THE REVIEW

### 5. Minor Review Indices

The underlisted indices with potential impact on electricity rates were considered to determine IBEDC'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 19<sup>th</sup> - 25<sup>th</sup> 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 478MWh/h by IBEDC 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 IBEDC**

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	4,186	4,186	4,186
Energy Delivered to DisCo	MWh/h	478	478	478
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	182.2	185.4	185.4
End-User Allowed Tariffs	₦/kWh	62.5	122.6	122.6
Monthly Tariff Shortfall (Subsidy)	₦' Million	31,312	18,279	16,433

## 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 IBEDC, 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 IBEDC franchise in 2024 is approximately ₦16.43bn per month.



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

Tariff Class	Jan – Mar 2024	Apr – Dec 2024
Life-line	4.00	4.00
A – Non-MD	71.32	225.00
A – MD1	73.19	225.00
A – MD2	74.43	225.00
B – Non-MD	67.25	67.25
B – MD1	68.80	68.80
B – MD2	70.41	70.41
C – Non-MD	56.40	56.40
C – MD1	55.02	55.02
C – MD2	53.82	53.82
D – Non-MD	32.44	32.44
D – MD1	50.11	50.11
D – MD2	50.13	50.13
E – Non-MD	32.26	32.26
E – MD1	50.11	50.11
E – MD2	50.13	50.13

**8. Service Delivery Commitments**

IBEDC 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 IBEDC 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 IBEDC for near real-time monitoring of service.
- b. IBEDC 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. IBEDC 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 5<sup>th</sup> April 2024.

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

#### 11. Procurement of Embedded Generation

IBEDC is obligated by this Order to procure a minimum of 48MW 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 24MW (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 IBEDC's Franchise area. The capacity to be procured should be ready for dispatch to the IBEDC's network by the 1st of April 2025.

## 12. IBEDC'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 IBEDC net of the applicable tariff shortfall approved by the Commission monthly, while MO shall issue the full transmission and administrative services invoices to IBEDC at the applicable tariff;
- b. IBEDC 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**

Head	Sub Head	Feb - Mar 2024 Revision			
		₦'Million	₦'	₦'	₦'
Revenue Required	NEMSF	455			
	Meter Acquisition Fund	310			
	Unadjusted GenCo Invoice	35,413	36		
	TCN & Admin Services	3,166	3,		
	DisCo	8,313	8,		
	<b>Total</b>	<b>47,658</b>	<b>48,</b>		
Allowed Recovery		<b>16,346</b>	<b>30,</b>		
2023 Under Recovery B/F		<b>615</b>	<b>6</b>		
Tariff Shortfall (Subsidy)		<b>31,927</b>	<b>18,895</b>	<b>17,048</b>	<b>16,433</b>
NBET Adjusted Invoice to IBEDC		3,486	17,365	19,212	19,827
DisCo Remittance Obligation	NEMSF	455	455	455	455
	Meter Acquisition Fund	310	310	310	310
	NBET Remittance Obligation	3,486	17,365	19,212	19,827
	MO Remittance Obligation	3,166	3,179	3,179	3,179
	DisCo	8,928	8,928	8,928	8,313
	<b>Total Distribution</b>	<b>16,346</b>	<b>30,238</b>	<b>32,085</b>	<b>32,085</b>
DisCo Remittance to NBET		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
DisCo Remittance to MO		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

- 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. IBEDC 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. IBEDC shall maintain adequate payment securitisation for energy off-take in line with the earlier directive of the Commission and relevant bilateral contracts.
- f. IBEDC 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 28<sup>th</sup> day of March 2024



Sanusi Garba  
Chairman



Dafe C. Akpeneye  
Commissioner  
Legal/Licence and Compliance

Appendix - 1: IBEDC'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: IBEDC's Service Level Commitments**

**Service Level Proposal: April 2024 - June 2024**

S/N	Tariff Band	Feeder Name	Description of Feeder Location	Name Of Major Streets Served by The Feeder	Minimum Duration of Supply (Hrs/Day)
1	A	ARAMED 11KV FEEDER	ALONG ALOMAJA AREA	ALOMAJA ROAD	20
2	A	BAT/NEW AGE 11KV FEEDER	ALONG TOLL-GATE,IBADAN	LAGOS -IBADAN ROAD	20
3	A	LINA OIL 11KV FEEDER	CHALLENGE EXPRESS ROAD, IBADAN	CHALLENGE EXPRESS ROAD, IBADAN	20
4	A	OBELAWO 11KV FEEDER	IKIRUN ROAD 1 X 15MVA, 33/11KV	IKIRUN ROAD	20
5	A	OAUTHC 11KV FEEDER	ILESA ROAD	OAUTHC COMPLEX	20
6	A	PRIME ILESA ROAD 11KV FEEDER	ILESA ROAD T2X15MVA		20
7	A	EMIR PALACE 11KV FEEDER	ILORIN OJA-OBA AREA	EMIR PALACE, ILORIN CENTRAL MOSQUE	20
8	A	EAGLE FLOUR 11KV FEEDER	INTERCHANGE ISS	EAGLE FLOUR MILL COMPANY	20
9	A	IYAGANKU 11KV FEEDER	IYAGANKU ISS	OBA ADESIDA, MAGARA, CUSTOMARY COURT, KOBOWU	20
10	A	JEBBA PAPER MILL 11KV FEEDER	JEBBA PAPER MILL ISS	JEBBA PAPER MILL FACTORY	20
11	A	JEBBA TOWNSHIP 11KV FEEDER	JEBBA PAPER MILL ISS	IDI-AGON , STATION ROAD	20
12	A	EVANS/EFCO 11KV FEEDER	JERICHO ISS	JERICHO, MAGAZINE RD, ONIREKE, J ALLEN	20
13	A	BLACK/HORSE 11KV FEEDER	KM 12,OLD LAGOS-ROAD,PODO VILLAGE, IBADAD	ODO-ONA KEKERE, IBADAN	20
14	A	FRIGOGLASS 11KV FEEDER	LAGOS-OJOO EXPRESS	FRIGOGLASS ROAD, IBADAN	20

**Appendix - 2: IBEDC's Service Level Commitments**

**Service Level Proposal: April 2024 - June 2024**

S/N	Tariff Band	Feeder Name	Description of Feeder Location	Name Of Major Streets Served by The Feeder	Minimum Duration of Supply (Hrs/Day)
15	A	STADIUM 11KV FEEDER	LIBERTY ROAD	LIBERTY STADIUM	20
16	A	TOP SUCCESS 11KV FEEDER	MOKOLA ISS	AGO TAPA, MOKOLA HILL, PERLIAMENTARY ROAD	20
17	A	BEST OIL/ALTAK 11KV FEEDER	NEW-GARAGE AREA,IBADAN	NEW-GARAGE ROAD	20
18	A	IJEBU INDUSTRIAL 11KV FEEDER	NIPP ROAD	INDUSTRIAL ROAD	20
19	A	PRIME 11KV FEEDER	ODI-OLOWO 2 X 15MVA, 33/11KV ISS	SAWMILL, ALEKUWODO.	20
20	A	OSOGBO GRA 11kv FEEDER	ODI-OLOWO 2 X 15MVA, 33/11KV ISS	OKEFIA-OLD GARAGE-STATION STATION ROAD	20
21	A	STARTIME 11kv FEEDER	OLOMORE ISS	NTA STARTIMES PREMISES, OKE EGUNYA, AGO OBA, ABEOKUTA	20
22	A	7UP 11KV FEEDER	OLUYOLE	7UP PLANT, MAVINE PLAST, WONDER PLASTIC, KAMADEx	20
23	A	JOYCEB/RATCON 11kv FEEDER	OLUYOLE ESTATE, IBADAN	JOYCE-B ROAD	20
24	A	AGBA/SHOPRITE 11kv	RADIATED FROM AGBA DAM 2 X 15MVA, 33/11KV INJECTION S/S	STATION ROAD, UMARU AUDI ROAD, BASIN ROAD, FATE ROAD, RESERVATION ROAD, FLOWER GARDEN, OFFA ROAD, ALHAJI TUNDE MOHAMMED ROAD	20

**Appendix - 2: IBEDC's Service Level Commitments**

**Service Level Proposal: April 2024 - June 2024**

S/N	Tariff Band	Feeder Name	Description of Feeder Location	Name Of Major Streets Served by The Feeder	Minimum Duration of Supply (Hrs/Day)
25	A	COMMERCIAL 11KV FEEDER	RADIATED FROM NIPP PIPE LINE 2 X 15MVA, 33/11KV INJECTION S/S	PIPE LINE ROAD, AWOLOWO ROAD, TANKE ROAD	20
26	A	AERODROME 11KV FEEDER	SAMONDA ISS	JET LANE,	20
27	A	HOUSING ESTATE 11KV FEEDER	SAMONDA ISS	EXPOYO, NASFAT, CHURCH STREET	20
28	A	AKEJU 11KV FEEDER	TINUMOLA 1 X 7.5MVA, 33/11KV ISS	TINUMOLA-LAMECO STREET	20
29	A	WONDERFUL 11KV FEEDER	TINUMOLA 1 X 7.5MVA, 33/11KV ISS	HALELLUYAH STREET	20
30	A	GENERAL HOSPITAL 11KV FEEDER	UNIVERSITY MAIN CAMPUS ROAD	STATE GENERAL,SCHOOL OF NURSING	20
31	B	TAIWO 11KV FEEDER		EDUN, ITA-AMODU, TAIWO AREA	16
32	B	CROWN 11KV FEEDER	ADOGBA ISS	PREMIER RD, OSHUNTOKUN, ADEYI, AWOLOWO ROAD	16
33	B	STATE HOUSE 11KV FEEDER	AGODI ISS	IKOLABA, KUYE, ROAD 214, ONIKOKO	16
34	B	IMPACT RADIO 11KV FEEDER	AKOBO ISS	AYEGORO	16
35	B	SENIOR STAFF QTRS F20 11KV FEEDER	DOGONGERI ISS	SENIOR CAMP ROAD	16



**Appendix - 2: IBEDC's Service Level Commitments**

**Service Level Proposal: April 2024 - June 2024**

S/N	Tariff Band	Feeder Name	Description of Feeder Location	Name Of Major Streets Served by The Feeder	Minimum Duration of Supply (Hrs/Day)
36	B	SF2 NEW BUSSA 11KV FEEDER	DOGONGERI ISS	IBADAN WAY, WAWA GARAGE ROAD	16
37	B	MAINSTREAM 11KV FEEDER	DOGONGERI ISS	MAINSTREAM	16
38	B	SEMINARY 11KV FEEDER	HIGH-SCHOOL 1X15MVA, 33/11KV ISS, OGBOMOSO	FROM HIGH-SCHOOL AREA TO SEMINARY, RANDA AREA, OLOMI AREA, BOWEN AREA, TAKIE JUNCTION, APAKE AREA, STARLIGHT AREA, SABO AREA, ORITA NAIRA JUNCTION AND TERMINATED AT BODE-ENIAFE SREET	16
39	B	OSUTH 11KV FEEDER	IKIRUN ROAD 1 X 15MVA, 33/11KV	OFF IBOKUN ROAD	16
40	B	BANK ROAD 11KV FEEDER	JERICHO ISS	MAGAZINE ROAD, OBA ADEBIMPE RD, OKE BOLA	16
41	B	AMI 11KV FEEDER	JERICHO ISS	ONIREKE, JERICHO, RAILWAY QUARTERS	16
42	B	ONIREKE 11KV FEEDER	JERICHO ISS	LINK RESERVATION, JOE BERCHORT, OBA AKENSUA	16
43	B	DUGBE AWOLOWO 11KV FEEDER	MOKOLA ISS	OLD BODIJA, SANGO AND VETINARY	16
44	B	OREMEJI 11KV FEEDER	MOKOLA ISS	OBA AKINBIYI, UNCLE JOE, LETMAUK BARRACKS ROAD	16
45	B	FARM 11KV FEEDER	OBASANJO FARM OTA	MAIN OBASANJO FARM.	16
46	B	GBONGAN ROAD 11KV FEEDER	ODI-OLOWO 2 X 15MVA, 33/11KV ISS	GBONGAN-IBADAN ROAD	16

Appendix - 2: IBEDC's Service Level Commitments					
Service Level Proposal: April 2024 - June 2024					
S/N	Tariff Band	Feeder Name	Description of Feeder Location	Name Of Major Streets Served by The Feeder	Minimum Duration of Supply (Hrs/Day)
47	B	P&G 11KV FEEDER	OLUYOLE ESTATE, IBADAN	7UP ROAD, OLUYOLE ESTATE	16
48	B	YALE 11KV FEEDER	OLUYOLE ESTATE, IBADAN	7UP ROAD, OLUYOLE ESTATE	16
49	B	RITE FOOD QUARTERS 11kv FEEDER	OSOSA ISS	RITE FOOD QUARTERS	16
50	B	HOMAN 11KV FEEDER	OTA INDUSTRIAL ESTATE	DARAJU,EAGLE PACKAGES AND NYCIL	16
51	B	GTB 11KV FEEDER	POLY ROAD ISS, ONIKOLOBO	ONLY GTB BANK TRAINING SCHOOL OKE ILEWO ABEOKUTA	16
52	B	GOVERNMENT HOUSE 11KV FEEDER	RADIATED FROM AGBA DAM 2 X 15MVA, 33/11KV INJECTION S/S	AGBA DAM ROAD, UMARU AUDI ROAD, ADELODUN ROAD, ABDULKADIR ROAD, SAAD ALAMU STREET, OFFA ROAD, FLOWER GARDEN, IDIAGBON STREET, SAYOMI STREET 2ND AVENUE STREET	16

**Appendix - 2: IBEDC's Service Level Commitments**

**Service Level Proposal: April 2024 - June 2024**

S/N	Tariff Band	Feeder Name	Description of Feeder Location	Name Of Major Streets Served by The Feeder	Minimum Duration of Supply (Hrs/Day)
53	B	BASIN 11kV FEEDER	RADIATED FROM AGBA DAM 2 X 15MVA, 33/11KV INJECTION S/S	UMARU AUDI ROAD, FATE ROAD, FATE TANKE ROAD, GRA ILORIN, GSS ILORIN, MUBO STRRT, AGRIC ESTATE, SANGO ROAD, ALHAJI TUNDE MOHAMMED ROAD, PANAT, STATION ROAD, CATHMENT ROAD	16
54	B	TANKE 11KV FEEDER	RADIATED FROM AGBA DAM 2 X 15MVA, 33/11KV INJECTION S/S	AGBA DAM ROAD, JOHN OYEWOLE STREET, WESTERN RESERVOIR ROAD, AWOLOWO ROAD, ADEROJU STREET, PEACE STREET, ALAO FARM ROAD, AKATA STREET, OLOWOGADA STREET, GEGE STREET, MFM ROAD, TANKE ROAD, TANKE ILEWE STREET, IGBO OWU STREET, AKOREDE STREET, FATE TANKE ROAD	16
55	B	ASA 11kV FEEDER	RADIATED FROM ASA DAM 1 X 15MVA, 33/11KV INJECTION S/S	ASA DAM, ILORIN	16



**Appendix - 2: IBEDC's Service Level Commitments**

**Service Level Proposal: April 2024 - June 2024**

S/N	Tariff Band	Feeder Name	Description of Feeder Location	Name Of Major Streets Served by The Feeder	Minimum Duration of Supply (Hrs/Day)
56	B	YIDI 11kV FEEDER	RADIATED FROM ASA DAM 1X 15MVA, 33/11KV INJECTION S/S	ASA DAM ROAD, IREWOLEDE ROAD, HIGH MERIT RD	16
57	B	MURITALA MOHAMMED 11kV FEEDER	RADIATED FROM ASA DAM 1X 15MVA, 33/11KV INJECTION S/S	ITC ROAD, AJASE IPO ROAD, MURITALA MOHAMMED WAY, UNITY ROAD, COCA COLA ROAD, CHALLENGE , UMARU AUDI ROAD, OFFA ROAD, LAJORIN, OFFICE ROAD, IPAYE ROAD, POLICE ROAD, ONIKANGA ROAD, PLANTATION ROAD, HIGH COURT	16
58	B	ANFANI 11KV FEEDER	RING ROAD AREA	ANFANI ROAD, IBADAN	16



## Appendix - 2: IBEDC's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

S/N	Tariff Band	Feeder Name	Average Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (minutes)	Average Response time to calls (minutes)	Average Response time to resolving complaints (Hours)	Service Voltage Level (kV)
59	B	CROWN 11KV FEEDER	16.00	0.45	150.48	1.02	0.41	10.50
60	B	LINA OIL 11KV FEEDER	16.00	0.48	137.02	0.48	0.19	10.80
61	B	ARAMED 11KV FEEDER	16.00	0.52	140.44	0.72	0.29	10.80
62	B	IMEKO 33KV FEEDER	16.00	0.87	111.60	2.27	0.91	31.95
63	B	MAINSTREAM 11KV FEEDER	16.00	0.07	159.63	0.30	0.12	10.63
64	B	OLUSANYA 11KV FEEDER	16.00	0.38	159.76	2.93	1.17	10.60
65	B	WATER WORKS PAPALANTO 33KV FEEDER	16.00	0.11	201.60	1.55	0.62	31.50
66	B	SAKI 33KV FEEDER	16.00	0.29	111.60	1.85	0.74	33.03
67	B	DOLPHIN 33KV FEEDER	16.00	1.48	92.16	0.12	0.05	31.95
68	B	IYAGANKU 11KV FEEDER	16.00	0.27	175.83	3.05	1.22	10.80
69	B	IDOFIAN 33KV FEEDER	16.00	0.62	111.60	1.61	0.65	30.21
70	B	MOKWA 33KV FEEDER	16.00	1.12	111.60	0.96	0.38	33.03
71	B	EAGLE FLOUR MILLS 11KV FEEDER	16.00	0.43	183.80	1.14	0.45	10.62
72	B	IBAFO 33KV FEEDER	16.00	1.39	175.80	1.73	0.69	25.45
73	B	ILARO 33KV FEEDER	16.00	1.85	118.08	1.20	0.48	28.63
74	B	EDE WATER WORKS 33KV FEEDER	16.00	0.89	92.16	1.61	0.65	31.80
75	B	HOMAN 11KV FEEDER	16.00	1.13	197.51	0.66	0.26	10.63
76	B	SANGO 33KV FEEDER	16.00	1.87	140.11	1.85	0.74	32.70
77	B	ASA 11KV FEEDER	16.00	0.04	197.68	0.72	0.29	9.78
78	B	ORILEOWU 33KV FEEDER	16.00	0.12	259.80	3.23	1.29	32.04

## Appendix - 2: IBEDC's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

S/N	Tariff Band	Feeder Name	Average Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (minutes)	Average Response time to calls (minutes)	Average Response time to resolving complaints (Hours)	Service Voltage Level (kV)
79	B	WONDERFUL 11KV FEEDER	16.00	0.22	207.53	0.96	0.38	10.34
80	B	OMU ARAN 33KV FEEDER	16.00	0.42	156.96	1.38	0.55	32.07
81	B	IJEBU INDUSTRIAL 11KV FEEDER	16.00	0.44	511.41	4.54	1.82	10.60
82	B	AKEJU 11KV FEEDER FEEDER	16.00	0.09	219.84	1.44	0.57	10.34
83	B	EFON 33KV FEEDER	16.00	1.06	261.00	3.11	1.24	31.65
84	B	IWO 33KV FEEDER	16.00	1.22	259.80	1.44	0.57	32.07
85	B	EBEDI 33KV FEEDER	16.00	1.25	182.88	2.27	0.91	30.22
86	B	OGBOMOSO 33KV FEEDER	16.00	1.04	156.96	1.91	0.77	31.50
87	B	GBONGAN RD 11KV FEEDER	16.00	0.26	275.92	3.53	1.41	10.34
88	B	BREWERY 33KV FEEDER	16.00	0.41	234.72	1.61	0.65	32.04
89	B	IMALEFALAFIA 11KV FEEDER	16.00	0.40	312.13	1.79	0.72	10.14
90	B	LAGOS ROAD 33KV FEEDER	16.00	0.96	208.80	3.05	1.22	31.26
91	B	IJEBU JESA 33KV FEEDER	16.00	0.50	259.20	2.57	1.03	31.26
92	B	ANFANI 11KV FEEDER	16.00	0.49	320.52	3.41	1.36	10.14
93	B	AJINDE 11KV FEEDER	16.00	0.39	323.72	3.89	1.55	10.50
94	B	LABO 33KV FEEDER	16.00	0.89	114.00	0.66	0.26	31.50
95	B	ELEBU 11KV FEEDER	16.00	0.49	325.76	1.20	0.48	9.54
96	B	SEMINARY 11KV FEEDER	16.00	1.73	328.45	1.44	0.57	10.14
97	B	DADA ESTATE 11KV FEEDER	16.00	0.18	339.03	2.03	0.81	10.34
98	B	IKIRE/WASINMI 33KV FEEDER	16.00	0.55	229.80	2.03	0.81	31.01
99	B	SAGAMU 33KV FEEDER	16.00	1.14	84.00	1.44	0.57	31.01



## Appendix - 2: IBEDC's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

S/N	Tariff Band	Feeder Name	Average Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (minutes)	Average Response time to calls (minutes)	Average Response time to resolving complaints (Hours)	Service Voltage Level (kV)
100	B	NNPC/OGIJO 33KV FEEDER	16.00	1.64	84.00	3.77	1.51	31.01
101	B	YEJIDE 11KV FEEDER	16.00	0.40	362.18	3.83	1.53	10.50
102	B	ONIREKE 11KV FEEDER	16.00	0.50	362.78	2.03	0.81	10.90
103	B	REMO 33KV FEEDER	16.00	0.64	329.31	2.21	0.89	31.95
104	B	IKENNE 33KV FEEDER	16.00	1.39	90.00	2.21	0.89	31.95
105	B	STATE HOUSE 11KV FEEDER	16.00	1.82	372.64	1.55	0.62	10.65
106	B	MOLETE INDUSTRIAL 33KV FEEDER	16.00	0.57	342.90	1.32	0.53	30.42
107	B	OFFA 33KV FEEDER	16.00	0.16	352.85	1.61	0.65	31.01
108	B	EGBE 33KV FEEDER	16.00	0.44	126.00	1.73	0.69	31.50
109	C	NEW ASEJIRE 33KV FEEDER	12.00	1.35	132.60	1.38	0.55	33.03
110	C	SEKONA 33KV FEEDER	12.00	2.34	210.00	1.85	0.74	31.95
111	C	EKOTEDO 11KV FEEDER	12.00	0.50	421.86	2.27	0.91	10.65
112	C	LAPELEKE 33KV FEEDER	12.00	0.37	390.26	3.41	1.36	32.40
113	C	CEMENT 33KV FEEDER	12.00	0.44	390.26	3.41	1.36	30.21
114	C	NCC 11KV FEEDER FEEDER	12.00	0.17	433.95	0.84	0.33	10.50
115	C	ORO AGO 33KV FEEDER	12.00	0.87	185.40	1.67	0.67	33.03
116	C	NBL 33KV FEEDER	12.00	1.58	199.20	3.23	1.29	31.50
117	C	MOWE 33KV FEEDER	12.00	0.62	200.40	1.91	0.77	29.87
118	C	SECRETARIAT 11KV FEEDER	12.00	0.52	454.25	2.57	1.03	10.07
119	C	OLUODE 11 KV FEEDER	12.00	0.12	421.39	2.21	0.89	10.07
120	C	OWODE EGBA 33KV FEEDER	12.00	0.17	162.79	2.81	1.12	28.63

## Appendix - 2: IBEDC's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

S/N	Tariff Band	Feeder Name	Average Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (minutes)	Average Response time to calls (minutes)	Average Response time to resolving complaints (Hours)	Service Voltage Level (kV)
121	C	IPETU-JESA 33KV FEEDER	12.00	1.04	175.67	2.81	1.12	31.80
122	C	IGBONA 11KV FEEDER	12.00	0.21	499.35	1.61	0.65	10.07
123	C	IDOWA 33KV FEEDER	12.00	1.39	197.78	3.71	1.48	33.80
124	C	SOBI/POLY 33KV FEEDER	12.00	0.52	199.03	1.26	0.50	32.70
125	C	SABO OKE 11KV FEEDER	12.00	0.08	522.85	0.96	0.38	10.80
126	C	AYEPE 11KV FEEDER	12.00	0.15	527.30	0.66	0.26	10.80
127	C	IDIROKO 33KV FEEDER	12.00	1.64	224.03	2.39	0.96	31.40
128	C	OTTE 33KV FEEDER	12.00	0.56	229.80	3.05	1.22	32.04
129	C	ALAKIA 33KV FEEDER	12.00	1.31	235.87	1.26	0.50	31.40
130	C	EDE TOWNSHIP 11KV FEEDER	12.00	1.06	540.31	2.33	0.93	10.90
131	C	OLUYOLE 11KV FEEDER	12.00	2.32	540.58	3.77	1.51	10.62
132	C	IPETU ILE 11KV FEEDER	12.00	0.32	545.58	1.79	0.72	10.60
133	C	DUGBE INDUSTRIAL 11KV FEEDER	12.00	0.58	546.84	2.75	1.10	10.69
134	C	COTTAGE 11KV FEEDER	12.00	0.24	555.95	3.41	1.36	10.65
135	C	IKIRUN TOWNSHIP 11KV FEEDER	12.00	0.13	568.43	2.51	1.00	10.69
136	C	MURITALA MOHAMMED 11KV FEEDER	12.00	0.10	578.30	0.24	0.10	10.69
137	C	KISHI/IGBETI 33KV FEEDER	12.00	0.47	297.97	2.93	1.17	32.70
138	C	DUGBE SANGO 11KV FEEDER	12.00	0.57	588.59	3.41	1.36	10.48
139	C	BASORUN 11 KV FEEDER	12.00	0.52	560.97	1.91	0.77	10.80
140	C	OREMEJI 11KV FEEDER	12.00	0.49	601.33	2.87	1.15	10.80
141	C	RAILWAY 11KV FEEDER	12.00	0.61	602.07	3.17	1.27	10.48

## Appendix - 2: IBEDC's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

S/N	Tariff Band	Feeder Name	Average Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (minutes)	Average Response time to calls (minutes)	Average Response time to resolving complaints (Hours)	Service Voltage Level (kV)
142	C	ISANLU ISIN 33KV FEEDER	12.00	0.62	321.28	0.96	0.38	30.22
143	C	YEMETU 11KV FEEDER	12.00	0.51	608.45	2.69	1.08	10.76
144	C	SHOPRITE/WATER WORKS 11KV FEEDER	12.00	0.07	614.58	0.12	0.05	9.50
145	C	HOUSING ESTATE 11KV FEEDER	12.00	1.62	622.96	2.45	0.98	10.65
146	C	OKUKU TOWNSHIP 11KV FEEDER	12.00	0.05	630.13	2.75	1.10	10.62
147	C	PAPA 11KV FEEDER	12.00	0.86	638.84	2.27	0.91	10.48
148	C	PREMIER 11KV FEEDER	12.00	0.60	643.42	2.33	0.93	11.01
149	C	IGBAYE ROAD 11KV FEEDER	12.00	0.47	644.72	3.53	1.41	10.42
150	C	IBOKUN 33KV FEEDER	12.00	0.79	386.41	1.97	0.79	31.86
151	D	OLODE 11KV FEEDER	8.00	0.88	658.32	1.79	0.72	10.65
152	D	OKE BOLA 11KV FEEDER	8.00	0.58	659.79	2.75	1.10	10.69
153	D	DANIALU 11KV FEEDER	8.00	0.13	671.83	0.48	0.19	10.55
154	D	IJOKODO 11KV FEEDER	8.00	0.68	685.93	2.45	0.98	10.65
155	D	IWOYE 11KV FEEDER	8.00	0.09	700.27	4.60	1.84	10.69
156	D	LUSADA 33KV FEEDER	8.00	1.45	451.48	2.03	0.81	31.65
157	D	COCOA HOUSE 11KV FEEDER	8.00	0.71	701.94	3.83	1.53	10.71
158	D	CHALLENGE 11KV FEEDER	8.00	0.88	706.71	2.21	0.89	10.50
159	D	OLOGUNERU 11KV FEEDER	8.00	0.75	716.39	3.11	1.24	10.84
160	D	MONATAN ESTATE 11KV FEEDER	8.00	0.68	718.32	2.63	1.05	10.60
161	D	CHALLENGE AWOLOWO 11KV FEEDER	8.00	0.15	721.15	1.20	0.48	10.84
162	D	IJEUN GRA 11KV FEEDER	8.00	0.89	728.36	2.75	1.10	10.70



## Appendix - 2: IBEDC's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

S/N	Tariff Band	Feeder Name	Average Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (minutes)	Average Response time to calls (minutes)	Average Response time to resolving complaints (Hours)	Service Voltage Level (kV)
163	D	ODO ORI 11KV FEEDER	8.00	0.17	728.40	2.81	1.12	10.00
164	D	IJEBU IGBO 33KV FEEDER	8.00	1.25	495.22	2.81	1.12	32.07
165	D	BARRACKS 33KV FEEDER	8.00	1.47	495.22	3.77	1.51	30.20
166	D	AKOBO 11KV FEEDER	8.00	0.61	735.77	2.33	0.93	10.80
167	D	BABA-ODE 11KV FEEDER	8.00	0.20	745.82	0.96	0.38	10.70
168	D	KILANKO 11KV FEEDER	8.00	0.20	745.82	0.96	0.38	10.00
169	D	APATA OWODE 11KV FEEDER	8.00	0.95	747.61	3.95	1.58	10.76
170	D	TSHONGA FDR 1 11KV FEEDER	8.00	0.17	747.97	0.96	0.38	10.40
171	D	ODO ONA 11KV FEEDER	8.00	3.47	752.76	4.49	1.79	10.40
172	D	ODO ONA ELEWE 11KV FEEDER	8.00	0.90	754.52	2.63	1.05	10.70
173	D	APATA ESTATE 11KV FEEDER	8.00	1.83	754.93	2.75	1.10	10.65
174	D	TSHONGA FDR II 11KV FEEDER	8.00	1.83	754.93	2.75	1.10	10.65
175	D	IWO TOWNSHIP 11KV FEEDER	8.00	0.28	758.46	3.65	1.46	10.50
176	D	IREWOLEDE 11KV FEEDER	8.00	0.07	758.69	0.96	0.38	10.60
177	D	OJE 11KV FEEDER	8.00	0.53	759.99	2.69	1.08	10.40
178	D	PALACE 11KV FEEDER	8.00	0.25	764.26	2.63	1.05	10.60
179	D	BEMBO 11KV FEEDER	8.00	0.91	765.25	4.66	1.87	10.50
180	D	POLY 11KV FEEDER	8.00	0.54	769.86	1.20	0.48	10.40
181	D	EGBE 11KV FEEDER	8.00	0.56	771.67	1.91	0.77	10.80
182	D	OMI-ASORO/IMO 11KV FEEDER	8.00	0.11	774.99	3.47	1.39	10.50
183	D	IWO ROAD 11KV FEEDER	8.00	0.56	780.22	3.83	1.53	10.40

## Appendix - 2: IBEDC's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

S/N	Tariff Band	Feeder Name	Average Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (minutes)	Average Response time to calls (minutes)	Average Response time to resolving complaints (Hours)	Service Voltage Level (kV)
184	D	GANMO 11KV FEEDER	8.00	0.13	783.12	1.20	0.48	10.40
185	D	MOKWA TOWNSHIP 11KV FEEDER	8.00	0.67	789.47	1.38	0.55	10.65
186	D	KAINJI ROAD 11KV FEEDER	8.00	0.72	805.91	1.61	0.65	10.50
187	D	OTA INDUSTRIAL 33KV FEEDER	8.00	0.21	594.69	3.77	1.51	31.50
188	D	IKIRUN ROAD 11KV FEEDER	8.00	0.57	812.96	2.03	0.81	10.50
189	D	SPECIALIST 11KV FEEDER	8.00	0.75	831.62	1.44	0.57	10.50
190	D	LADERIN 11KV FEEDER	8.00	0.21	838.38	0.84	0.33	10.80
191	D	PARAKIN 11KV FEEDER	8.00	0.12	848.11	3.53	1.41	10.69
192	D	OLORUNTUMO 11KV FEEDER	8.00	0.96	850.86	3.11	1.24	10.80
193	D	NEW IFE 11KV FEEDER	8.00	0.84	852.20	2.69	1.08	10.80
194	D	IJAYE 11KV FEEDER	8.00	0.94	853.17	3.77	1.51	10.80
195	D	ILA TOWNSHIP 11KV FEEDER	8.00	0.47	856.02	2.93	1.17	10.80
196	D	IROGBO 11KV FEEDER	8.00	0.13	865.52	3.95	1.58	10.58
197	D	OMUARAN OWODE 11KV FEEDER	8.00	1.45	882.06	4.37	1.75	10.42
198	D	SAWMILL 11KV FEEDER	8.00	0.46	883.46	2.03	0.81	10.40
199	D	AJAS-IPO 11KV FEEDER	8.00	0.63	890.39	1.55	0.62	10.07
200	D	EJIGBO TOWNSHIP 11KV FEEDER	8.00	0.06	893.29	2.57	1.03	10.63
201	D	ORONA 11KV FEEDER	8.00	0.17	898.21	3.17	1.27	10.80
202	D	ITA OSA 11KV FEEDER	8.00	0.17	898.21	3.17	1.48	10.60
203	D	FAMIA 11KV FEEDER	8.00	0.12	899.97	3.65	1.46	10.00
204	D	FOLAGBADE 11KV FEEDER	8.00	1.39	900.22	3.53	1.41	10.62

## Appendix - 2: IBEDC's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

S/N	Tariff Band	Feeder Name	Average Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (minutes)	Average Response time to calls (minutes)	Average Response time to resolving complaints (Hours)	Service Voltage Level (kV)
205	D	IRETIAYO 11KV FEEDER	8.00	0.36	900.32	3.29	1.32	10.34
206	D	UITH 11KV FEEDER	8.00	0.95	903.95	2.21	0.89	10.68
207	D	OFFA INDUSTRIAL 11KV FEEDER	8.00	1.22	905.20	2.57	1.03	10.14
208	D	OGS 11KV FEEDER	8.00	0.51	906.94	1.61	0.65	10.42
209	D	OJOKU 11KV FEEDER	8.00	1.27	909.37	4.13	1.65	10.42
210	D	IGOSUN 11KV FEEDER	8.00	1.15	909.79	1.79	0.72	10.14
211	D	MOLIPA 11KV FEEDER	8.00	1.34	910.57	4.84	1.94	10.50
212	D	MONATAN 11KV FEEDER	8.00	1.02	914.69	3.65	1.46	10.50
213	E	ISARE 11KV FEEDER	4.00	0.20	918.96	4.78	1.91	9.54
214	E	ERIN ILE 11KV FEEDER	4.00	1.30	924.20	2.87	1.15	10.14
215	E	OPA 11KV FEEDER	4.00	0.10	925.46	4.01	1.60	10.34
216	E	ILAJE 11KV FEEDER FEEDER	4.00	0.23	925.64	3.41	1.36	10.34
217	E	MOKURO RD 11KV FEEDER	4.00	0.11	926.52	3.29	1.32	10.34
218	E	IBADAN ROAD 11KV FEEDER	4.00	0.14	928.10	4.25	1.70	10.34
219	E	GRA IJEBU 11KV FEEDER	4.00	1.27	933.40	4.07	1.63	10.50
220	E	PODO 11KV FEEDER	4.00	0.92	940.36	2.75	1.10	10.90
221	E	AIRPORT 11KV FEEDER	4.00	1.14	942.28	2.21	0.89	10.65
222	E	ADEWOLE 11KV FEEDER	4.00	1.13	945.53	2.03	0.81	10.65
223	E	AGBOWO 11KV FEEDER	4.00	1.37	946.81	2.51	1.00	10.65
224	E	OFFA 11KV FEEDER	4.00	1.32	948.12	3.35	1.34	10.14
225	E	LAGERE 11KV FEEDER	4.00	0.19	950.60	4.43	1.77	10.34



## Appendix - 2: IBEDC's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

S/N	Tariff Band	Feeder Name	Average Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (minutes)	Average Response time to calls (minutes)	Average Response time to resolving complaints (Hours)	Service Voltage Level (kV)
226	E	BONOJO 11KV FEEDER	4.00	1.47	952.28	4.19	1.67	10.50
227	E	OROGUN 11KV FEEDER	4.00	1.17	957.35	4.25	1.70	11.01
228	E	AKE 11KV FEEDER	4.00	2.01	959.33	2.87	1.15	10.65
229	E	BODIJA 11KV FEEDER	4.00	1.17	962.30	2.27	0.91	10.65
230	E	ABIOLA WAY 11KV FEEDER	4.00	0.80	966.00	2.15	0.86	10.80
231	E	AROJE 11KV FEEDER	4.00	2.75	968.08	3.35	1.34	10.07
232	E	TAIWO 11KV FEEDER	4.00	1.10	972.51	1.91	0.77	10.50
233	E	SHASHA 11KV FEEDER	4.00	1.14	981.97	3.83	1.53	11.01
234	E	UNITY 11KV FEEDER	4.00	1.06	986.14	2.75	1.10	10.50
235	E	ITAMERIN 11KV FEEDER	4.00	0.11	997.54	3.23	1.29	8.48
236	E	OKE ADO 11KV FEEDER	4.00	2.90	999.22	3.83	1.53	10.07
237	E	OGBOMOSO ODO OBA 11KV FEEDER	4.00	3.03	1,001.84	3.71	1.48	10.07
238	E	TOWER 11VA FEEDER	4.00	0.57	986.24	1.61	0.65	10.62
239	E	EDUN ABON 11KV FEEDER	4.00	0.06	1,001.93	3.83	1.53	9.54
240	E	IJEBU SABO 11KV FEEDER	4.00	1.27	1,002.09	5.02	2.01	10.60
241	E	TAKIE 11KV FEEDER	4.00	2.97	1,006.15	2.45	0.98	10.07
242	E	RANDA 11KV FEEDER	4.00	2.89	1,007.58	2.99	1.20	10.07
243	E	BOLUWAJI 11KV FEEDER	4.00	0.90	1,007.74	3.11	1.24	10.90
244	E	IJEUN TITUN 11KV FEEDER	4.00	0.93	1,008.11	2.21	0.89	10.80
245	E	TSHONGA FDR III 11KV FEEDER	4.00	1.23	1,018.65	5.00	0.74	10.80
246	E	AKINOLUGBADE 11KV FEEDER	4.00	0.37	1,021.09	4.49	1.79	10.48

## Appendix - 2: IBEDC's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

S/N	Tariff Band	Feeder Name	Average Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (minutes)	Average Response time to calls (minutes)	Average Response time to resolving complaints (Hours)	Service Voltage Level (kV)
247	E	BABOKO 11KV FEEDER	4.00	1.09	1,024.04	3.17	1.27	10.68
248	E	BREWERY 11KV FEEDER	4.00	0.38	1,024.70	2.57	1.03	10.48
249	E	SOKA 11KV FEEDER	4.00	0.84	1,032.15	4.84	1.94	10.90
250	E	TOWN 11KV FEEDER	4.00	1.09	1,034.56	2.03	0.81	10.62
251	E	ITA OSHIN 11KV FEEDER	4.00	0.31	1,035.09	3.77	1.51	10.60
252	E	OKE AGBO 11KV FEEDER	4.00	0.72	1,038.85	3.23	1.29	10.69
253	E	PAKATA 11KV FEEDER	4.00	0.71	1,041.10	4.37	1.75	10.65
254	E	IJEBU TOWNSHIP 11KV FEEDER	4.00	0.80	1,042.52	4.66	1.87	10.69
255	E	IGAN 11KV FEEDER	4.00	0.80	1,042.52	4.66	1.87	10.69
256	E	ADEBOYE 11KV FEEDER	4.00	0.89	1,043.36	3.89	1.55	10.69
257	E	SOYOYE 11KV FEEDER	4.00	0.37	1,043.99	4.54	1.82	10.48
258	E	OBANTOKO 11KV FEEDER	4.00	0.87	1,047.64	1.73	0.69	10.80
259	E	ODEDA 11KV FEEDER	4.00	0.86	1,049.76	2.21	0.89	10.80
260	E	JOGA 11KV FEEDER	4.00	0.35	1,051.88	4.25	1.70	10.48
261	E	GBONGAN 11KV FEEDER	4.00	0.01	1,052.56	2.51	1.00	10.07
262	E	SAGAMU SABO 11KV FEEDER	4.00	1.37	1,056.21	5.32	2.13	10.76
263	E	LANLATE 11KV FEEDER	4.00	0.50	1,057.34	4.31	1.72	9.50
264	E	KOLOBO 11KV FEEDER	4.00	0.43	1,057.55	4.31	1.72	10.65
265	E	ITELE 11KV FEEDER	4.00	1.15	1,060.71	3.83	1.53	10.62
266	E	OLUMO SABO 11KV FEEDER	4.00	0.37	1,065.51	5.02	2.01	10.48
267	E	OJOO ODO OBA 11KV FEEDER	4.00	0.62	1,066.47	5.02	2.01	11.01

## Appendix - 2: IBEDC's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

S/N	Tariff Band	Feeder Name	Average Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (minutes)	Average Response time to calls (minutes)	Average Response time to resolving complaints (Hours)	Service Voltage Level (kV)
268	E	ORO 11KV FEEDER	4.00	0.37	1,070.53	2.15	0.86	10.42
269	E	LAFENWA 11KV FEEDER	4.00	1.18	1,073.79	2.99	1.20	10.62
270	E	OLOJE 11KV FEEDER	4.00	0.87	1,073.79	4.13	1.65	10.65
271	E	KULENDE 11KV FEEDER	4.00	0.83	1,077.78	2.27	0.91	10.69
272	E	AKEJA 11KV FEEDER	4.00	0.86	1,080.33	2.39	0.96	10.55
273	E	TOTORO 11KV FEEDER	4.00	0.40	1,082.57	3.83	1.53	10.65
274	E	GAMBARI 11KV FEEDER	4.00	0.92	1,083.28	1.91	0.77	10.69
275	E	ABEBI 11KV FEEDER	4.00	0.79	1,086.87	2.75	1.10	10.55
276	E	GOVERNMENT HOUSE 11KV FEEDER	4.00	0.14	1,089.24	0.12	0.05	10.71
277	E	OKE OFFA 11KV FEEDER	4.00	0.49	1,093.39	4.19	1.67	10.50
278	E	IGBOBI 11KV FEEDER	4.00	1.32	1,096.46	4.01	1.60	10.84
279	E	YALE 11KV FEEDER	4.00	0.22	1,096.94	1.61	0.65	10.60
280	E	SAGAMU INDUSTRIAL 11KV FEEDER	4.00	1.30	1,106.43	3.17	1.27	10.84
281	E	OSUKE 11KV FEEDER	4.00	1.02	1,113.03	2.81	1.12	10.70
282	E	OTA ILARO ROAD 11KV FEEDER	4.00	0.58	1,113.03	3.17	1.27	10.00
283	E	OKE OYI 11KV FEEDER	4.00	0.67	1,115.17	1.44	0.57	10.69
284	E	IKIRE 11KV FEEDER	4.00	0.05	1,116.72	2.87	1.15	10.07
285	E	AWE 11KV FEEDER	4.00	0.05	1,118.30	3.59	1.44	10.80
286	E	EGAN 11KV FEEDER	4.00	0.94	1,119.57	1.20	0.48	10.70
287	E	ADO ODO 11KV FEEDER	4.00	0.40	1,119.57	3.83	1.53	10.00
288	E	SAGAMU EXPRESS 11KV FEEDER	4.00	1.28	1,121.19	6.22	2.49	10.76



## Appendix - 2: IBEDC's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

S/N	Tariff Band	Feeder Name	Average Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (minutes)	Average Response time to calls (minutes)	Average Response time to resolving complaints (Hours)	Service Voltage Level (kV)
289	E	SANGO ILARO ROAD 11KV FEEDER	4.00	0.13	1,126.11	1.73	0.69	10.40
290	E	OLORUNSOGO 11KV FEEDER	4.00	0.97	1,132.65	1.50	0.60	10.70
291	E	IYESI 11KV FEEDER	4.00	0.91	1,132.65	3.29	1.32	10.70
292	E	IJOKO 11KVA FEEDER	4.00	1.42	1,128.47	2.21	0.89	10.65
293	E	ABEOKUTA ROAD 11KV FEEDER	4.00	1.25	1,139.19	2.03	0.81	10.65
294	E	IFO 11KVA FEEDER	4.00	0.80	1,135.24	2.75	1.10	10.60
295	E	ALAAFIN 11KV FEEDER	4.00	0.11	1,149.65	3.11	1.24	10.80
296	E	AKANRAN 11KV FEEDER	4.00	0.48	1,150.92	3.83	1.53	10.50
297	E	IBEREKODO 11KV FEEDER	4.00	0.29	1,151.52	3.17	1.27	10.60
298	E	OLUWOLE 11KV FEEDER	4.00	0.13	1,153.32	3.95	1.58	10.40
299	E	MAWUKO 11KV FEEDER	4.00	0.11	1,153.86	3.83	1.53	10.60
300	E	OLUNDE 11KV FEEDER	4.00	0.52	1,158.98	3.89	1.55	10.50
301	E	KOSO 11KV FEEDER	4.00	0.11	1,160.79	3.23	1.29	10.40
302	E	OYO SABO 11KV FEEDER	4.00	0.07	1,162.22	3.29	1.32	10.80
303	E	OLOMI 11KV FEEDER	4.00	0.49	1,164.37	3.77	1.51	10.50
304	E	ILARO TOWNSHIP 11KV FEEDER	4.00	0.77	1,165.35	2.03	0.81	10.40
305	E	OKE ELA 11KV FEEDER	4.00	0.77	1,165.35	2.03	0.81	10.40
306	E	OTA 11KV FEEDER	4.00	1.36	1,165.35	2.87	1.15	10.65
307	E	AKANRAN EXPRESS 11KV FEEDER	4.00	0.44	1,168.26	3.65	1.46	10.50
308	E	OYO SANGO 11KV FEEDER	4.00	0.15	1,170.25	3.59	1.44	10.50
309	E	BARRACKS 11KV FEEDER	4.00	0.13	1,173.52	2.51	1.00	10.50



## Appendix - 2: IBEDC's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

S/N	Tariff Band	Feeder Name	Average Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (minutes)	Average Response time to calls (minutes)	Average Response time to resolving complaints (Hours)	Service Voltage Level (kV)
310	E	OGBERE 11KV FEEDER	4.00	0.44	1,185.16	4.54	1.82	10.50
311	E	ARAROMI 11KV FEEDER	4.00	0.12	1,185.49	3.41	1.36	10.80
312	E	SOBI 11KV FEEDER	4.00	0.59	1,188.92	3.05	1.22	10.69
313	E	SANGA 11KV FEEDER	4.00	0.14	1,190.84	2.87	1.15	10.80
314	E	OYO OWODE 11KV FEEDER	4.00	0.17	1,193.05	2.75	1.10	10.80
315	E	IREPO 11KV FEEDER	4.00	0.08	1,196.02	2.93	1.17	10.80
316	E	LOW COST 11KV FEEDER	4.00	0.04	1,202.84	2.57	1.03	10.80
317	E	IFE ODAN 11KV FEEDER	4.00	0.12	1,247.69	2.69	1.08	10.58
318	E	OMUPO 11KV FEEDER	4.00	0.57	1,360.07	1.61	0.36	10.42
319	E	POLY ROAD 11KV FEEDER	4.00	0.02	1,412.75	3.29	1.32	10.40
320	E	APOMU 11KV FEEDER	4.00	0.05	1,415.74	3.35	1.34	10.07
321	E	SF6/ NASARAWA/SABO 11KV FEEDER	4.00	0.06	1,429.10	0.54	0.22	10.63
322	E	LORDS MINT 33KV FEEDER (ELIGIBLE)	4.00	0.06	1,429.10	0.54	0.22	10.63
323	E	KEMTA 11KV FEEDER	4.00	1.21	543.82	2.7	1.08	10.80
324	E	BOWEN UNIVERSITY 33KV FEEDER	4.00	0.24	55.17	0.6	0.24	32.40
325	E	P&G 11KV FEEDER	4.00	0.46	233.11	5.4	3.69	10.60
326	E	STADIUM 11KV FEEDER	4.00	0.18	1,168.90	5.2	2.07	10.00
327	E	AFOBAJE 11KV FEEDER	4.00	0.22	1,190.72	4.2	1.67	10.62

