



ORDER/NERC/2024/032

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

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

CONTEXT

3. Pursuant to the Tariff Review Application by IE, the Commission approved MYTO-2024 effective from 1st January 2024. The Order among others;
 - a. Restated IE'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 IE;
 - 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 IE'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 603MWh/h by IE 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 IE

Parameter	Unit	Feb-Mar 2024	Apr 2024	May-Dec 2024
Loss Target	%	18.73%	18.73%	18.73%
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	5,281	5,281	5,281
Energy Delivered to DisCo	MWh/h	603	603	603
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	163.8	166.9	166.9
End-User Allowed Tariffs	₦/kWh	56.6	122.5	122.5
Monthly Tariff Shortfall (Subsidy)	₦' Million	38,365	18,705	15,876

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 IE, 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 IE franchise in 2024 is approximately ₦15.88bn per month.

Table – 2: Approved Allowed Tariffs (₹/kWh) for IE


Tariff Class	Jan – Mar 2024	Apr – Dec 2024
Life-line	4.00	4.00
A – Non-MD	69.52	225.00
A – MD1	72.19	225.00
A – MD2	72.83	225.00
A – MD2 Special	72.40	225.00
B – Non-MD	62.48	62.48
B – MD1	63.17	63.17
B – MD2	69.75	69.75
C – Non-MD	45.80	45.80
C – MD1	50.03	50.03
C – MD2	53.41	53.41
D – Non-MD	31.24	31.24
D – MD1	45.29	45.29
D – MD2	45.29	45.29
E – Non-MD	31.24	31.24
E – MD1	45.29	45.29
E – MD2	45.29	45.29

8. Service Delivery Commitments

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

11. Procurement of Embedded Generation

IE is obligated by this Order to procure a minimum of 60MW capacity of embedded generation, being 10% of its 2024 load allocation, to improve the reliability of supply and sustain delivery of a minimum service level under the SBT. A minimum of 30MW (i.e., 50%) of the embedded generation capacity must be sourced from renewable energy sources. The required capacity may be procured in bulk or distributed capacities across IE's Franchise area. The capacity to be procured should be ready for dispatch to the IE's network by the 1st of April 2025.

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12. IE'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 IE net of the applicable tariff shortfall approved by the Commission monthly, while MO shall issue the full transmission and administrative services invoices to IE at the applicable tariff;
- b. IE 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 IE, 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	242	242	242	242
	Meter Acquisition Fund	424	424	424	424
	Unadjusted GenCo Invoice	44,674	45,743	45,743	45,743
	TCN & Admin Services	3,976	3,992	3,992	3,992
	DisCo	9,283	9,283	9,283	9,283
	Total	58,599	59,684	59,684	59,684
Allowed Recovery		20,234	40,979	43,808	43,808
2023 Under Recovery B/F		1,038	1,038	1,038	-
Tariff Shortfall (Subsidy)		39,404	19,743	16,914	15,876
NBET Adjusted Invoice to IE		5,271	25,999	28,829	29,867
DisCo Remittance Obligation	NEMSF	242	242	242	242
	Meter Acquisition Fund	424	424	424	424
	NBET Remittance Obligation	5,271	25,999	28,829	29,867
	MO Remittance Obligation	3,976	3,992	3,992	3,992
	DisCo	10,321	10,321	10,321	9,283
	Total Distribution	20,234	40,979	43,808	43,808
DisCo Remittance to NBET		100%	100%	100%	100%
DisCo Remittance to MO		100%	100%	100%	100%


- 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. IE 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. IE shall maintain adequate payment securitisation for energy off-take in line with the earlier directive of the Commission and relevant bilateral contracts.
- f. IE shall settle its market invoices under the DisCo Remittance Obligation thresholds as provided in Table 3. All settlements are subject to **regulatory net-offs** as may be issued from time to time by the Commission.

13. **Effective Date**

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

Dated this 28th day of March 2024



Sanusi Garba
Chairman



Dafe C. Akpeneye
Commissioner
Legal Licence and Compliance

Appendix - 1: IE's Customer Classifications

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

Appendix - 2: IE'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	11-IjuINJ-T2-Water Works	Abule Egba	WATER WORKS COMPOUND IJU	20
2	A	11-IjuINJ-T1-Galilee	Abule Egba	OLOWOLAJUOGBON , POPOOLA, BEHIND ELLIOT AND PART OF OBAWOLE	20
3	A	11-ShashaINJ-T1-Coker Estate	Akowonjo	COKER ESTATE (SEGUN ADEKOYA AND UNITY STREET)	20
4	A	11-HilltopINJ-T1-Hilltop	Akowonjo	(BOLA DADA, ANJORIN STREETS) HILLTOP ESTAT	20
5	A	11-AlimoshoINJ-T4-Akowonjo	Akowonjo	FAKOYA, ISIBA OLUWO & GORDLOVE	20
6	A	11-AlimoshoINJ-T4-FHA	Akowonjo	5TH AVENUE, 34 RD	20
7	A	11-AlimoshoINJ-T8-Alimosho	Akowonjo	OLUWALOGBON & WILLIAMS ESTATE	20
8	A	11-Adekunle FajuyiINJ-T1-Oduduwa	Ikeja	ADEKUNLE FAJUYI WAY, ODUDUWA WAY, ODUDUWA CRESCENT, SASEGBON STREET, SOBO AROBIODUN STREET, REMI FANI KAYODE AVENUE	20
9	A	11-IlupejuINJ-T4-Ikorodu	Ikeja	APAPA OWORONSHOKI EXPRESS WAY, IKORODU ROAD, ISMAIL ESTATE, IYA OLOYE CRESCENT, IJAOLA STREET, ONIGBONGBO AKERELE STREET, ONIGBONGBO OLAIDE BENSON STREET, ONIGBONGBO	20
10	A	11-PTCINJ-T2-Awuse	Ikeja	TOKUNBO MACAULAY, EMMANUEL KESHI, OGUNYE ZONE	20
11	A	11-OjoduINJ-T1-Ojodu	Ikeja	ISHERI ROAD, OGUNNUSI STREET, AINA STREET, OREMETA STREET	20
12	A	11-Adekunle FajuyiINJ-T1-Isaac John	Ikeja	ISAAC JOHN ROAD, LADOKE AKINTOLA STREET, OBA DOSUMU STREET, AJISAFE STREET	20
13	A	11-OjoduINJ-T2-Express	Ikeja	OMOLE ESTATE, PHASE 1, ISERI ROAD, OMOFEDA STREET, BABATUDE LADEGA STREET	20
14	A	11-OgbaINJ-T1-Ijaye	Ikeja	IJAIYE HOUSING ESTATE, PENCINEMA, OBA OGUNJI ROAD, OGBA, LSDPC ESTATE, AGEGE, DIDEOLU ESTATE, OGBA, IJAIYE	20



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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)
				MEDIUM ESTATE, AGEGE IJAIYE ROAD, AGEGE, AKILO ROAD, OFF IJAIYE ROAD, DAIRY FARM ESTATE, IJAIYE ROAD	
15	A	11-OjodulNJ-T2- River Valley	Ikeja	OMOLE ESTATE, PHASE 1, ISERI ROAD, OMOFEDA STREET, BABATUDE LADEGA STREET	20
16	A	11-MarylandINJ-T1- PTC	Ikeja	IKORODU ROAD, EMMANUEL STREET, MARYLAND, ADEREBIGBE SHITTA STREET, TOLA ADEWUNMI CRESCENT, WASINMI STREET, MOBOLAJI BANK ANTHONY WAY, SHONIBARE ESTATE, G.CAPPA ESTATE, MARYLAND CRESCENT	20
17	A	11-OgbaINJ-T1- Isokoko	Ikeja	ADEYEMI STREET, OGBA, AJIGBOTINU STREET, OJOKORO, AGEGE, SHIABA STREET, AGEGE, OLUSEYE-ARE STREET, ABIOLA MODEL MARKET, OGBA	20
18	A	11-Adeniyi JonesINJ-T1-Adeniyi Jones	Ikeja	ADENIYI JONES STREET, ADEKUNLE FAJUYI CRESCENT, ALLI BALOGUN STREET, AKINOLA COLE CRESCENT, LADIPO OLUWOLE STREET, ASHOGBON STREET	20
19	A	11-PTCINJ-T1-Opebi	Ikeja	POLICE COLLEGE, IKEJA, MOBOLAJI BANK ANTHONY WAY IKEJA, TOYIN STREET, IKEJA, OLA AYINDE STREET, MKO ABIOLA CRESCENT, IKEJA, ESOMO CLOSE, OFF TOYIN STREET, TOKUNBO ALLI STREET, OLUFUNMILOLA OKIKIOLU STREET, ALABI CRESCENT, OFF TOYIN STREET	20
20	A	11-IlupejuINJ-T1- Rida Plastic	Ikeja	RIDA PLASTIC INDUSTRIES, APAPA OWORONSHOKI EXPRESS WAY	20
21	A	11-IlupejuINJ-T1- ATM	Ikeja	ALH ADEJUMO AVENUE ADEYEMI BERO CRESCENT	20
22	A	11-SecretariatINJ- T2-Agidingbi	Ikeja	LATEEF JAKANDE ROAD AGIDINGBI ROAD, IKEJA	20
23	A	11-SecretariatINJ- T2-UAC	Ikeja	BILLINGS WAY, OREGUN, MOBOLAJI JOHNSON AVENUE, ABAYOMI STREET, SANYAOLU STREET, NEW SECRETARIAT ROAD	20



Appendix - 2: IE'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)
24	A	11-SecretariatINJ-T1-Omole	Ikeja	HAKHEEM BALOGUN WAY, JUSTICE G.B.A. COKER ESTATE, ALAUSA, OBAFEMI AWOLOWO WAY, ALAUSA CIPM AVENUE, ALAUSA, CELESTIAL CHURCH STREET, AMARA OLU STREET	20
25	A	11-OgbaINJ-T2-Ifako	Ikeja	ACME ROAD, OGBA, AKILO ROAD, OGBA, AJUMOBI STREET, WEMCO ROAD, OGBA, SURULERE STREET GUINNESS ROAD, OGBA, VANNI CLOSE, OGBA	20
26	A	11-OgbaINJ-T2-Mangoro	Ikeja	AKANNI DOHERTY STREET, HENRY CARR AVENUE, ALH ALLI LANE, OGBA ROAD, AGEGE	20
27	A	11-OgbaINJ-T3-Oba Akran	Ikeja	OBA AKRAN ROAD, SAPARA WILLIAMS STREET	20
28	A	11-OdogunyanINJ-T2-Odokekere	Ikorodu	OLD IKORODU SHAGAMU ROAD, NAZARETH ROAD, AGODO ALARA COMMUNITY, EZE STREET, UNITY ROAD, POWERLINE ROAD, 2ND SAWMILL WOOD MARKET ODOKEKERE, IREAKARI IGBOSORO COMMUNITY, FOKANBALE COMMUNITY, COMFORT CDA.	20
29	A	11-OdogunyanINJ-T1-Centex	Ikorodu	ISOCARE INDUSTRIES ROAD, MATECO INDUSTRIES WEST AFRICA, INDUSTRIAL ESTATE ODONGUYAN.	20
30	A	11-Lagos HomslINJ-T1-Estate	Oshodi	LAGOS HOMES ESTATE ALONG LASU-ISHERI ROAD	20
31	A	11-ItireINJ-T2-Canal	Oshodi	LATEEF ADEGBOYEGA STREET, NIYI ONILARI STREET, AGO PALACE WAY	20
32	A	11-MagodoINJ-T1-Emmanuel Keshi	Shomolu	KOLA AMODU/BASHIRU SHITTU	20
33	A	11-MagodoINJ-T1-Shangisha	Shomolu	TOKUNBO MACAULAY, EMMANUEL KESHI, OGUNYE ZONE	20
34	A	11-MarylandINJ-T1-Okupe	Shomolu	AROWOJOGBE ESTATE, SUNMOLA, IBIRONKE, OKUNOLA AINA, AJOSE	20
35	A	11-MagodoINJ-T1-Owulade	Shomolu	ABAYOMI OWULADE, ADETOROADELAJA	20
36	A	11-IgbobilINJ-T3-Railway	Shomolu	ADESHINA STREET, PART OF TINUBU ROAD, PART OF VONO ROAD, KAYODE	20

Appendix - 2: IE'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)
37	A	11-IgbobiINJ-T2-Igbobi	Shomolu	NATIONAL ORTHOPAEDIC HOSPITAL	20
38	A	11-IgbobiINJ-T2-Market	Shomolu	SHIPEOLU STREET, OGUNTOLU AND EYO STREET.	20
39	A	11-MagodoINJ-T2-Bashiru	Shomolu	BASHIRU SHITTU, OMOLE PHASE 2 ESTATE, CMD ROAD	20
40	A	11-MarylandINJ-T3-Demurin	Shomolu	IKOSI ROAD, ALADELOLA, TAIKE, SOME PART OF KETU BUSSTOP, HASSAN STREET	20
41	A	11-IlupejuINJ-T3-Coker	Shomolu	ASSOCIATION AVENUE, COKER ROAD, OLORUNFUMI STREET, OREMEJI, WILMER ESTATE.	20
42	A	11-Ilupeju BypassINJ-T1-Bypass	Shomolu	ILUPEJU BYPASS, UPPER PART OF OF TOWN PLANNING,	20
43	A	11-Ilupeju BypassINJ-T1-Obanikoro	Shomolu	OLATUNDE AYOOLA, JOF ESTATE, TREM CHURCH, OBANIKORO ESTATE, IKORODU ROAD.	20
44	A	11-IlupejuINJ-T3-Palmgrove	Shomolu	PALMGROOVE ESTATE, IKORODU ROAD, AFOLABI LESSI, OLUSOJI IDOWU.	20
45	A	11-Ilupeju BypassINJ-T1-Industrial	Shomolu	TOWN PLANNING, SURA MOGAJI, ESTHER OSHINYEMI, INDUSTRIAL AVENUE	20
46	B	11-ObawoleINJ-T1-Rotimi Williams	Abule Egba	WILLIAMS STREET, OFF AKUTE ROAD, LAGOS	16
47	B	11-ObawoleINJ-T1-Shonubi	Abule Egba	KAJOLA/VICTOR OLALEYE STREET, LAGOS	16
48	B	11-ObawoleINJ-T1-Youdeowei	Abule Egba	AKUTE/IJU ROAD, IJU LAGOS	16
49	B	11-PTCINJ-T3-Oba Akinjobi	Ikeja	OBA AKINJOBI WAY, GRA, IKEJA REMI FANI KAYODE AVENUE, GRA, IKEJA SOBO AROBIODUN, GRA, IKEJA AYOOLA COKER STREET, GRA, IKEJA ESUGBAYI STREET, GRA, IKEJA ADEYEMO ALAKIJA STREET, GRA, IKEJA MICHAEL OGUN STREET, GRA, IKEJA	16

Appendix - 2: IE'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)
50	B	11-PTCINJ-T3- General Hospital	Ikeja	ODUDUWA CRESCENT, GRA, IKEJA OLADIPO BATAYE STREET, GRA, IKEJA ADEKUNLE FAJUWI WAY, GRA, IKEJA	16
51	B	11-OgbalNJ-T3- Agege	Ikeja	COUNTY ESTATE, PENCINEMA, AGEGE NEW DAIRY FARM ESTATE OYEMEKUN STREET, IFAKO AGEGE OSHOLA STREET, IFAKO AGEGE IBARI STREET, AGEGE SHOWONUOLA STREET, AGEGE ROAD COW LANE, BY OGBA AGEGE ROAD	16
52	B	11-New AlausalNJ- T6-Ogundana	Ikeja	OGUNDANA STREET, OFF ALLEN AVENUE COMMUNITY ROAD ADEBOYE STREET, OFF ALLEN AFOLABI AINA STREET, OFF ALLEN AKIN OSIYEMI STREET, OFF ALLEN	16
53	B	11-SecretariatINJ- T1-Estate	Ikeja	OTUNBA JOBIFELE ROAD DR NURUDEEN OLOWOPOPO DRIVE CBD ROAD AKEEM BALOGUN STREET MKO ABIOLA GARDENS ROAD CIPM ROAD, ALAUSA ASSBIFI ROAD, CBD, ALAUSA ASHABI COLE STREET, ALAUSA	16
54	B	11-New AlausalNJ- T6-Awolowo	Ikeja	OBAFEMI AWOLOWO WAY, IKEJA BALOGUN STREET, OFF AWOLOWO WAY ORITSHE STREET DIPEOLU STREET AROMIRE STREET ALADE AVENUE JOHN AKINJIDE STREET SERIKI ARO STREET ODUTOLA ESTATE, AWOLOWO WAY	16
55	B	11-New AlausalNJ- T5-Alausa	Ikeja	IZE IYAMU STREET BILLINGS WAY, OREGUN ADEBAYO AKANDE STREET KAFI STREET, ALAUSA, IKEJA HOUSE HOLD OF GOD STREET OBAFEMI AWOLOWO WAY, IKEJA ISHOLA BELLO STREET	16



Appendix - 2: IE'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)
56	B	11-New AlausalNJ-T4-Allen	Ikeja	ALLEN AVENUE SOJI ADEBEGBA CLOSE BAMISHELE STREET, OFF ALLEN EMINA CRESCENT LADIPO KUKU STREET, OFF ALLEN ADELEKE STREET, OFF ALLEN OMOTAYO OJO STREET	16
57	B	11-New AlausalNJ-T4-Oregun	Ikeja	KUDIRAT ABIOLA WAY OYELEKE STREET, OFF KUDIRATE ABIOLA WAY BOLAJI STREET, OFF KUDIRATE ABIOLA WAY OJE IMIANVAN STREET, OFF KUDIRATE ABIOLA WAY OLANIJI STREET	16
58	B	11-New AlausalNJ-T5-Kudirat	Ikeja	KUDIRAT ABIOLA WAY, IKEJA BALOGUN STREET, OFF KUDIRAT ABIOLA WAY ODEWALE STREET OYELEKE STREET OREGUN ROAD	16
59	B	11-New AlausalNJ-T5-Morrison	Ikeja	MORRISON CRESCENT, IKEJA PEACE ESTATE, OFF OREGUN ROAD	16
60	B	11-New AlausalNJ-T6-Siyانبola	Ikeja	ADENIYI JONES STREET ABBA JOHNSON CRESCENT TALABI STREET OLUTOYE CRESCENT ALH BANKOLE CRESCENT ALH JIMOH STREET ODEGBAMI STREET SIYANBOLA CLOSE, ADENIYI JONES	16
61	B	11-MarylandINJ-T2- GRA	Ikeja	MOBOLAJI BANK ANTHONY WAY	16
62	B	11-MarylandINJ-T2- Ojota	Ikeja	IGIDI,OLATUNDE SANNI,MENDE VILLA.	16
63	B	11-OdogunyanINJ-T1-Agodo	Ikorodu	SHAGAMU ROAD, ODUPITAN STREET, FIRST GATE OPP. LASPOTECH,OMBO SHOKELU STREET, IKULATAN STREET, OLD IKORODU SHAGAMU ROAD,	16

Appendix - 2: IE'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)
				AKEEB ADEWUMI ROAD, LASPOTECH, OYEWOLE ABIDOYA STREET,	
64	B	11-ItirelNJ-T3-Ago	Oshodi	ALLI DADA STREET, LATEEF AREGBE STREET, AGO PALACE WAY	16
65	B	11-ItirelNJ-T1-Okota	Oshodi	OKOTA ROAD, NWACHUKWU DRIVE, GODMON ROAD	16
66	B	11-ItirelNJ-T2- Amuwo-Ijesha	Oshodi	CANAL ESTATE ROAD, ENOMA ROAD, APENA STREET	16
67	B	11-New OworoINJ- T1-Finbars	Shomolu	ST. FINBARS ROAD, TIJANI ASHOGBON, PART OF ODUNSI, OLANRENWAJU, ILAJE ROAD	16
68	B	11-IsheriINJ-T1- Bankole	Shomolu	BANKOLE ROAD, OLOWORA ROAD, DEJI OMOWO, OLATUNDE SULE	16
69	B	11-IsheriINJ-T1- Isheri	Shomolu	MAGODO ROAD, AWOSHIKA STREET, ISHERI ROAD, PART OF BANKOLE	16
70	B	11-OloworaINJ-T1- UNILAG	Shomolu	UNILAG ROAD, OLOSEYI AWEDA, ASHAFI ESTATE, UNILAG ESTATE, GATEWAY ZONE	16
71	B	11-OguduINJ-T1- Express	Shomolu	OGUDU GRA RAMAT, AND NIYI ADEDEJI, OGUDU ROAD FROM THE PLACE TO RAMAT CRESCENT	16
72	B	11-OguduINJ-T1- Ogudu	Shomolu	OGUDU ROAD, OJOTA AXIS, KUJORE, OLATUNJI, VICTORIA.	16
73	B	11-MarylandINJ-T3- Sylvia	Shomolu	ADEDIRAN AJAO ESTATE, OLORUNLOGBON STREET, ADEJOBI ESTATE	16
74	B	11-OworoINJ-T2- Oworo	Shomolu	NEW GARAGE, JAGUMOLU STREET.	16
75	B	11-OguduINJ-T1- CAC	Shomolu	OGUDU GRA PAKO, OGUDU GRA PHASE 2, OWOROSHONKI EXPRESS FROM CHINA TOWN TO ALAPERI PEDESTRIAN BRIDGE	16
76	B	11-OworoINJ-T3- Anthony	Shomolu	MEDINA ESTATE, MELLINIUM ESTATE, GBAGADA OSHODI EXPRESS AND ATUNRASE ESTATE	16
77	B	11-OworoINJ-T3- Gbagada	Shomolu	LANRE AWOLOKUN, GBAGADA PHASE 1 AND 2	16
78	B	11-OworoINJ-T1- Hospital	Shomolu	IFAKO COMMUNITY, GBAGADA GENERAL HOSPITAL ROAD	16



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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)
79	B	11-AlapereINJ-T1- Araba	Shomolu	KAZEEM STREET,ORIOLA STREET,DOYIN OMOLOLU,DEMURIN ROAD	16
80	B	11-AlapereINJ-T1- Bakare	Shomolu	BALOGUN ILAWE,EZEObI STREET,LAMBO STREET,BAKARE STREET,OYEBANJO SOLARIN STREET.	16
81	B	11-OworolINJ-T3- GTB	Shomolu	GT BANK	16
82	B	11-MagodoINJ-T2- CMD	Shomolu	SHANGISHA VILLAGE	16
83	B	11-MarylandINJ-T2- Westex	Shomolu	SYLVIA STREET,ANTHONY VILLAGE ROAD,BOLA STREET,FARAMOBI AJIKE.	16

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Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints	Service Voltage Level
84	A - Bilateral	11-Adekunle FajuyilNJ-T1-Isaac John	22:00	0.37	00:11	0.00	4.00	11
85	A - Bilateral	11-Adekunle FajuyilNJ-T1-Oduduwa	22:00	0.52	00:12	0.00	8.19	11
86	A - Bilateral	11-HilltopINJ-T1-Hilltop	22:00	1.52	01:12	1.00	0,00	11
87	A - Bilateral	11-MagodoINJ-T1-Emmanuel Keshi	22:00	0.00	00:05	0.00	5.43	11
88	A - Bilateral	11-MagodoINJ-T1-Owulade	22:00	0.00	00:05	0.00	0,00	11
89	A - Bilateral	11-MagodoINJ-T1-Shangisha	22:00	0.05	00:05	0.00	1.73	11
90	A - Bilateral	11-MagodoINJ-T2-Bashiru	22:00	0.01	00:06	135.57	3.54	11
91	A - Bilateral	11-MarylandINJ-T1-PTC	22:00	0.14	00:07	29.81	28.24	11
92	A - Bilateral	11-ObawoleINJ-T1-Rotimi Williams	22:00	0.15	00:13	0.00	0.08	11
93	A - Bilateral	11-OgudulINJ-T1-CAC	22:00	0.00	00:06	19.63	5.99	11
94	A - Bilateral	11-OgudulINJ-T1-Express	22:00	0.00	00:06	0.00	10.97	11
95	A - Bilateral	11-OjodulINJ-T2-Express	22:00	0.53	00:15	207.76	6.90	11
96	A - Bilateral	11-OjodulINJ-T2-River Valley	22:00	0.53	00:13	0.00	8.35	11
97	A - Bilateral	11-OworolINJ-T3-GTB	22:00	0.00	00:12	19.72	0,00	11
98	A - Bilateral	11-PTCINJ-T2-Awuse	22:00	0.51	00:18	0.00	4.40	11
99	A - Bilateral	11-PTCINJ-T3-General Hospital	22:00	0.38	00:16	0.00	1.96	11
100	A - Bilateral	11-PTCINJ-T3-Oba Akinjobi	22:00	0.49	00:19	0.00	12.26	11
101	A - Bilateral	11-ShashalINJ-T1-Coker Estate	22:00	0.36	00:14	2.91	8.00	11
102	B	11-AbesanINJ-T2-Shagari	16.00	1.50	00:44	2.71	0.82	11

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Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints	Service Voltage Level
103	B	11-Abule TaylorINJ-T1-Bode Williams	16.00	1.93	00:41	233.23	4.33	11
104	B	11-AdaranijolNJ-T1-Ariganla	16.00	1.70	00:30	62.67	7.56	11
105	B	11-Adeniyi JonesINJ-T1-Ajao	16.00	0.69	00:25	0.00	0.99	11
106	B	11-Adeniyi JonesINJ-T1-Anifowoshe	16.00	0.69	00:27	2.64	4.51	11
107	B	11-AgegeINJ-T3-Oyemekun	16.00	1.98	00:43	27.26	3.89	11
108	B	11-Ago OkotalINJ-T1-Amuwo Ind.	16.00	2.53	00:46	29.44	10.39	11
109	B	11-Ago OkotalINJ-T1-Fasheun	16.00	2.20	00:46	0.00	0.58	11
110	B	11-Agodo EgbeINJ-T1-Abanishe	16.00	1.14	00:34	0.00	4.99	11
111	B	11-Agodo EgbeINJ-T1-Kudaki	16.00	1.16	00:35	0.00	3.42	11
112	B	11-AjaolNJ-T1-Airport Road	16.00	2.26	00:52	5.99	4.94	11
113	B	11-AjaolNJ-T2-Run View	16.00	2.46	00:56	0.00	0,00	11
114	B	11-AjgunleINJ-T1-Owode Onirin	16.00	1.21	00:48	37.51	9.07	11
115	B	11-AjgunleINJ-T1-Thomas Olaniyan	16.00	1.21	00:48	0.00	9.85	11
116	B	11-AkokalNJ-T3-Akoka	16.00	0.53	00:29	5.78	2.85	11
117	B	11-AkokalNJ-T3-Community	16.00	0.65	00:40	25.68	4.44	11
118	B	11-AlajalNJ-T1-Koloba	16.00	1.53	00:45	23.83	3.63	11
119	B	11-AlaperelNJ-T1-Agboyi	16.00	1.07	00:42	292.69	1.93	11
120	B	11-AlimoshoINJ-T4-Oki	16.00	2.03	00:33	8.87	13.51	11



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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	Average Response time to calls	Average Response time to resolving complaints	Service Voltage Level
121	B	11-AlimoshoINJ-T6-Orelope	16.00	2.94	00:47	189.69	12.36	11
122	B	11-AlimoshoINJ-T6-Shasha	16.00	3.42	00:49	28.12	2.95	11
123	B	11-AlimoshoINJ-T8-Okunola	16.00	2.57	00:26	0.00	2.68	11
124	B	11-AlimoshoINJ-T8-Wole Omo Osho	16.00	3.65	00:49	18.44	10.05	11
125	B	11-AyetoroINJ-T1-Lafenwa	16.00	0.93	00:39	0.00	3.36	11
126	B	11-AyoboINJ-T1-Ikola	16.00	1.54	00:33	0.00	3.02	11
127	B	11-BeckleyINJ-T1-Agbe road	16.00	1.25	00:42	213.09	7.76	11
128	B	11-BeckleyINJ-T1-Beckley	16.00	1.43	00:42	181.69	4.11	11
129	B	11-BolorunpeluINJ-T3-Governor	16.00	1.17	00:30	0.00	1.42	11
130	B	11-BolorunpeluINJ-T3-Liasu	16.00	1.20	00:34	0.00	4.24	11
131	B	11-IgbobilINJ-T1-Apata	16.00	1.08	00:40	151.16	1.94	11
132	B	11-IgbobilINJ-T1-Military	16.00	0.66	00:41	107.74	1.98	11
133	B	11-IgbobilINJ-T2-Orthopaedic	16.00	1.12	00:48	75.79	1.61	11
134	B	11-IgbobilINJ-T2-Adurosakin	16.00	0.94	00:39	0.00	0,00	11
135	B	11-Ijaiye OjokoroINJ-T1-Jankara	16.00	1.14	00:42	0.00	2.33	11
136	B	11-IjuINJ-T1-Ajuwon	16.00	1.16	00:47	0.00	4.49	11
137	B	11-ItireINJ-T1-Ademulegun	16.00	1.88	00:44	6.27	3.05	11
138	B	11-ItireINJ-T3-Apena	16.00	1.62	00:37	115.89	4.63	11
139	B	11-MarylandINJ-T1-Ketu	16.00	0.84	00:14	0.00	2.94	11
140	B	11-MarylandINJ-T3-Ikosi	16.00	0.98	00:22	1.96	7.61	11

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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	Average Response time to calls	Average Response time to resolving complaints	Service Voltage Level
141	B	11-MongoroINJ-T1-New Dopemu	16.00	0.94	00:37	30.36	7.77	11
142	B	11-New GowonINJ-T1-Olorunadaba	16.00	2.31	00:33	0.00	5.34	11
143	B	11-New OworoINJ-T1-Odunsi	16.00	1.01	00:38	0.00	1.89	11
144	B	11-New YabaINJ-T2-Jibowu	16.00	0.48	00:35	86.19	1.75	11
145	B	11-OguduINJ-T2-Alapere	16.00	1.31	00:32	0.00	4.49	11
146	B	11-OguduINJ-T3-Kola Adeshina	16.00	1.21	00:33	0.00	1.11	11
147	B	11-OguduINJ-T3-Soluyi	16.00	1.28	00:34	0.00	5.61	11
148	B	11-OjoduINJ-T1-Alagbole	16.00	1.02	00:40	0.00	2.59	11
149	B	11-OjoduINJ-T1-King Avenue	16.00	1.16	00:35	0.00	1.77	11
150	B	11-OjoduINJ-T2-Yakoyo	16.00	1.12	00:45	127.03	1.18	11
151	B	11-Oke AfalINJ-T2-LCHE	16.00	2.08	00:58	0.00	4.92	11
152	B	11-Oke AfalINJ-T2-Osolo	16.00	2.03	00:57	30.78	5.71	11
153	B	11-Oke IraINJ-T1-Oke Ira	16.00	1.98	00:41	10.87	4.10	11
154	B	11-Oke IraINJ-T2-Kayode	16.00	1.84	00:40	80.89	3.58	11
155	B	11-OloworoINJ-T1-Orisha	16.00	0.63	00:26	0.00	1.75	11
156	B	11-OpebiINJ-T1-Agbaaku	16.00	1.07	00:40	346.72	7.34	11
157	B	11-OpebiINJ-T1-Olusosun	16.00	1.26	00:41	143.23	2.80	11
158	B	11-OpebiINJ-T1-Salvation	16.00	1.20	00:42	0.00	20.11	11
159	B	11-OworoINJ-T1-Ifako	16.00	0.91	00:31	0.00	10.60	11
160	B	11-OworoINJ-T2-Ladilac	16.00	0.92	00:26	6.18	2.31	11
161	B	11-PTCINJ-T2-Medical	16.00	1.24	00:39	0.00	4.95	11

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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	Average Response time to calls	Average Response time to resolving complaints	Service Voltage Level
162	B	11-PTCINJ-T3-Olowu	16.00	1.03	00:38	51.40	3.42	11
163	B	11-SabolNJ-T2-Eyita	16.00	2.09	01:14	0.84	36.49	11
164	B	11-SabolNJ-T2-Lagos Road	16.00	2.17	01:19	21.85	4.62	11
165	B	11-SecretariatINJ-T1-Lateef Jakande	16.00	0.82	00:25	3.53	1.07	11
166	B	11-SecretariatINJ-T2-7Up	16.00	0.76	00:26	56.93	3.02	11
167	B	11-ShashalNJ-T1-Oguntade	16.00	1.43	00:36	110.85	3.31	11
168	B	11-WasimilNJ-T1-Akanimodo	16.00	1.23	00:44	0.00	2.42	11
169	B	11-WasimilNJ-T1-Araroni	16.00	1.06	00:37	218.78	2.55	11
170	B	11-WasimilNJ-T2-Agidi	16.00	0.95	00:26	0.00	2.72	11
171	B	33-AlimoshoTCN-EKORO	16.00	1.52	00:15	229.43	4.07	33
172	B	33-AyoboTCN-ABULE TAYLOR	16.00	0.93	00:13	43.43	3.94	33
173	B	33-AyoboTCN-AMIKANLE	16.00	0.50	00:08	76.49	4.62	33
174	B	33-EjigboTCN-AGODO	16.00	0.47	00:10	280.07	3.85	33
175	B	33-EjigboTCN-IGANDO	16.00	0.31	00:20	104.97	8.99	33
176	B	33-EjigboTCN-IJEGUN	16.00	0.57	00:16	167.93	4.45	33
177	B	33-IkoroduTCN-FAKALE SOURCE	16.00	0.13	00:29	84.16	6.43	33
178	B	33-IkoroduTCN-IBESHE	16.00	0.58	00:53	70.17	6.76	33
179	B	33-IkoroduTCN-IPAKODO	16.00	0.54	00:25	0.00	4.28	33
180	C	11-AbesanINJ-T1-Baruwa	12.00	1.59	00:53	0.00	4.17	11
181	C	11-AbesanINJ-T1-Ipaja	12.00	2.06	00:51	125.36	3.15	11
182	C	11-AbesanINJ-T2-Abesan	12.00	1.66	00:44	19.66	7.80	11



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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	Average Response time to calls	Average Response time to resolving complaints	Service Voltage Level
183	C	11-Abule IrokoINJ-T1-Abule Iroko	12.00	1.72	01:03	0.00	6.16	11
184	C	11-Abule IrokoINJ-T1-Alakuko	12.00	1.70	00:58	37.75	4.72	11
185	C	11-Abule IrokoINJ-T1-Books	12.00	1.53	00:52	96.35	2.73	11
186	C	11-Abule TaylorINJ-T1-Walter Anderm	12.00	1.86	00:44	89.35	4.25	11
187	C	11-AdaranijolINJ-T1-NYSC	12.00	1.85	00:36	0.00	3.76	11
188	C	11-AdaranijolINJ-T1-Oyewole	12.00	1.94	00:33	348.54	4.14	11
189	C	11-AgegeINJ-T1-Iju Road	12.00	2.02	00:57	0.00	7.23	11
190	C	11-AgegeINJ-T1-Oko Oba	12.00	2.17	01:00	29.61	3.42	11
191	C	11-AgegeINJ-T2-Abule Egba	12.00	3.45	00:54	0.00	3.48	11
192	C	11-AgegeINJ-T2-Power Line	12.00	2.52	01:01	23.90	5.80	11
193	C	11-AgegeINJ-T3-Pen Cinema	12.00	2.75	00:56	203.62	2.51	11
194	C	11-AgegeINJ-T3-Tabon Tabon	12.00	2.59	00:56	0.00	4.09	11
195	C	11-Ago OkotalINJ-T2-Lake View	12.00	2.96	01:07	0.00	2.01	11
196	C	11-Ago OkotalINJ-T2-Oke Ogbere	12.00	2.59	00:58	0.00	9.69	11
197	C	11-AjaolINJ-T1-Domino	12.00	2.45	01:08	0.00	1.20	11
198	C	11-AjaolINJ-T2-New Estate	12.00	2.37	01:03	0.00	4.75	11
199	C	11-AjaolINJ-T2-Sholanke	12.00	2.59	01:09	18.70	2.77	11
200	C	11-AkutelINJ-T1-Ishashi	12.00	1.92	00:58	0.00	2.63	11
201	C	11-AkutelINJ-T1-Majente	12.00	1.74	00:56	0.00	4.55	11



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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	Average Response time to calls	Average Response time to resolving complaints	Service Voltage Level
202	C	11-AkuteIINJ-T1-Oyeyemi	12.00	1.88	00:56	0.00	3.37	11
203	C	11-AlajalINJ-T1-Fadayomi	12.00	1.49	00:51	0.00	6.48	11
204	C	11-AlajalINJ-T1-Megida	12.00	1.47	00:55	0.00	2.17	11
205	C	11-AmikanleINJ-T1-Ige	12.00	1.26	01:04	192.33	3.92	11
206	C	11-AmikanleINJ-T1-Isoto	12.00	1.35	01:09	41.93	3.67	11
207	C	11-AmuwolINJ-T2-Jakande 1	12.00	2.09	01:12	0.00	2.69	11
208	C	11-AmuwolINJ-T2-Jakande 2	12.00	2.21	01:16	1.32	1.91	11
209	C	11-AyeteroINJ-T1-Bada	12.00	1.61	00:46	108.78	6.41	11
210	C	11-AyeteroINJ-T1-Itele	12.00	0.72	00:58	1.31	4.71	11
211	C	11-AyoboINJ-T1-Atanla	12.00	1.76	00:47	6.26	2.10	11
212	C	11-AyoboINJ-T1-Ayobo	12.00	1.79	00:45	19.07	3.62	11
213	C	11-BolorunpeluINJ-T1-Idimu	12.00	1.79	00:45	0.00	3.65	11
214	C	11-BolorunpeluINJ-T1-Isijola	12.00	2.12	00:52	11.47	4.92	11
215	C	11-EkoroINJ-T1-Ajasa	12.00	1.69	00:59	117.18	8.12	11
216	C	11-EkoroINJ-T2-Ekoro	12.00	1.70	00:44	19.69	3.92	11
217	C	11-EkoroINJ-T2-Olota	12.00	2.26	00:58	239.62	9.97	11
218	C	11-IgandoINJ-T2-General Hospital	12.00	1.85	01:01	0.00	5.93	11
219	C	11-IgbobilINJ-T3-Ikorodu	12.00	0.98	00:47	0.00	3.64	11
220	C	11-Ijaiye OjokoroINJ-T1-Abeokuta Express	12.00	1.19	00:47	0.00	1.56	11

Appendix - 2: IE's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints	Service Voltage Level
221	C	11-Ijaiye OjokoroINJ-T1-Agbado 2	12.00	1.47	00:47	18.62	1.60	11
222	C	11-IjegunINJ-T1-Obalagbe	12.00	2.29	01:04	0.00	5.63	11
223	C	11-IjulINJ-T1-Asore	12.00	1.37	01:02	22.01	10.25	11
224	C	11-IjulINJ-T1-Grailand	12.00	1.16	00:51	21.19	3.06	11
225	C	11-IjulINJ-T2-Agbado 1	12.00	1.23	00:57	14.73	3.74	11
226	C	11-IjulINJ-T2-Ishaga	12.00	1.24	00:55	2.74	2.88	11
227	C	11-IlapoINJ-T1-Ilapo	12.00	1.24	00:55	2.74	2.88	11
228	C	11-IlupejuINJ-T3-L & K	12.00	1.32	00:48	51.66	2.65	11
229	C	11-IlupejuINJ-T4-Army Cant.	12.00	0.58	01:55	0.00	4.03	11
230	C	11-Ipakodo (Ebute)INJ-T1-Ipakodo	12.00	2.07	00:49	8.79	3.39	11
231	C	11-Ipakodo (Ebute)INJ-T1-WAEC	12.00	1.93	00:43	28.60	5.72	11
232	C	11-ItireINJ-T2-Ibalex	12.00	2.17	00:56	0.00	4.37	11
233	C	11-LambeINJ-T1-Jolasco	12.00	2.19	00:58	15.79	8.28	11
234	C	11-LambeINJ-T1-Matogun	12.00	1.93	00:54	52.89	10.49	11
235	C	11-LambeINJ-T1-Olambe	12.00	2.21	00:56	11.01	6.59	11
236	C	11-MafolukuINJ-T1-Dosunmu	12.00	2.05	00:54	0.00	0,00	11
237	C	11-MafolukuINJ-T1-Makinde	12.00	2.13	00:58	0.00	5.78	11
238	C	11-MongoroINJ-T1-Sule	12.00	1.23	00:45	0.00	1.94	11
239	C	11-MushinINJ-Aswani	12.00	0.47	00:50	0.00	21.04	11
240	C	11-New GwoniINJ-T1-Kuwait	12.00	2.41	00:49	7.06	3.80	11

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Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints	Service Voltage Level
241	C	11-New GowonINJ-T1-Unity	12.00	2.76	00:40	64.61	3.33	11
242	C	11-OdogunyanINJ-T2-Cantonment	12.00	0.86	00:26	17.14	6.30	11
243	C	11-OguduINJ-T2-Oriola	12.00	1.53	00:48	0.00	15.43	11
244	C	11-OguduINJ-T3-Balogun	12.00	1.58	00:51	0.00	3.45	11
245	C	11-Oke AfalINJ-T1-Bucknor	12.00	1.97	01:01	75.77	5.15	11
246	C	11-Oke AfalINJ-T2-Ilamoshe	12.00	2.36	01:04	0.00	4.06	11
247	C	11-Oke AfalINJ-T3-Bungalow	12.00	1.30	01:01	0.00	4.78	11
248	C	11-Oke IralINJ-T1-Ayo Alabi	12.00	1.85	00:44	4.24	2.14	11
249	C	11-Oke IralINJ-T1-Nob Oluwa	12.00	1.85	00:39	0.00	6.97	11
250	C	11-Oke IralINJ-T2-Abiodun Jagun	12.00	1.85	00:40	19.52	1.91	11
251	C	11-Oke IralINJ-T2-Thomas Salako	12.00	1.90	00:38	0.00	2.19	11
252	C	11-Ope IluINJ-T1-Aboro	12.00	1.32	00:51	63.19	4.81	11
253	C	11-Ope IluINJ-T1-Adiyan	12.00	1.37	00:48	163.82	2.17	11
254	C	11-OworolINJ-T2-Pedro	12.00	1.05	00:32	5.79	6.83	11
255	C	11-OworolINJ-T1-Bariga	12.00	1.08	00:35	0.00	1.05	11
256	C	11-OwutulINJ-T1-Agric	12.00	1.68	00:35	0.00	2.97	11
257	C	11-OwutulINJ-T1-Ori Okuta	12.00	1.53	00:33	129.55	3.85	11
258	C	11-OwutulINJ-T2-Asolo	12.00	1.92	00:45	113.74	7.46	11
259	C	11-OwutulINJ-T2-Majidun	12.00	1.90	00:42	0.00	5.44	11
260	C	11-SabolINJ-T1-Ayangburen	12.00	2.06	01:26	11.24	3.12	11
261	C	11-SabolINJ-T1-Lasunwon	12.00	1.74	01:21	2.83	6.21	11

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Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints	Service Voltage Level
262	C	11-SaboINJ-T1-Mary Hill	12.00	1.93	01:24	8.39	3.56	11
263	C	11-ShashalINJ-T1-Foursquare	12.00	1.62	00:38	3.41	4.03	11
264	C	11-ShashalINJ-T1-NAF	12.00	2.86	00:51	0.00	0,00	11
265	C	11-ShashalINJ-T1-Orisunbare	12.00	1.92	00:47	26.87	4.16	11
266	C	11-WasimilINJ-T1-Agiliti	12.00	1.49	00:53	56.07	7.30	11
267	C	11-WasimilINJ-T2-Wasimi	12.00	1.40	00:44	117.97	4.46	11
268	C	11-YidilINJ-T1-Osoba	12.00	1.16	00:37	26.03	3.41	11
269	C	11-YusufINJ-T1-Yusuf	12.00	1.70	00:47	0.00	12.08	11
270	C	11-YusufINJ-T2-Agbefa	12.00	1.97	00:56	0.00	2.87	11
271	C	11-YusufINJ-T2-Akera	12.00	1.69	00:54	0.00	9.07	11
272	C	33-IkoroduTCN-IJEDE	12.00	0.31	00:32	0.00	6.88	33
273	C	33-OdogunyanTCN-AGBEDE	12.00	0.49	00:28	16.34	7.03	33
274	C	33-OdogunyanTCN-FAKALE MAYA	12.00	0.48	00:36	35.44	8.03	33
275	C	33-Oke-AroTCN-AKUTE	12.00	0.60	00:47	85.75	3.92	33
276	D	11-AbesanINJ-T1-Aboru	8.00	2.36	01:07	24.26	5.89	11
277	D	33-EgbinTCN-OKE ELETU	8.00	0.25	00:32	0.00	6.80	33
278	D	11-AgegeINJ-T2-Orile Agege	8.00	2.75	00:57	0.00	2.54	11
279	D	11-AlasialINJ-T1-Alasia	8.00	2.90	01:11	0.00	2.95	11
280	D	11-AlasialINJ-T1-Council	8.00	2.74	01:06	232.71	0.07	11
281	D	11-AlasialINJ-T1-Owoseni	8.00	2.79	01:12	3.65	2.78	11
282	D	11-AmikanleINJ-T1-Aiyetobi	8.00	1.41	01:16	16.84	4.02	11

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Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls	Average Response time to resolving complaints	Service Voltage Level
283	D	11-AmuwolNJ-T1-Ijesha Express	8.00	2.09	01:22	0.00	26.96	11
284	D	11-AmuwolNJ-T1-Old Ojo Road	8.00	2.09	01:23	0.00	1.30	11
285	D	11-BolorunpeluNJ-T1-Abaranje	8.00	2.24	01:13	0.00	5.19	11
286	D	11-CelelNJ-Adeshina	8.00	2.24	01:13	0.00	5.19	11
287	D	11-EkorolNJ-T2-Agbele	8.00	2.51	01:04	119.35	2.07	11
288	D	11-EkorolNJ-T2-Oke Odo	8.00	2.55	01:01	0.00	4.69	11
289	D	11-IgandolNJ-T1-Egan	8.00	2.94	01:32	0.00	4.20	11
290	D	11-IgandolNJ-T1-New Igando	8.00	2.23	01:19	0.00	8.63	11
291	D	11-IgandolNJ-T1-Obadore	8.00	2.17	01:13	0.00	2.43	11
292	D	11-IgandolNJ-T2-Agric Road	8.00	2.95	01:33	0.00	3.70	11
293	D	11-IgandolNJ-T2-Akesan	8.00	2.20	01:18	0.00	5.01	11
294	D	11-IgandolNJ-T2-Ikotun Igando	8.00	2.50	01:24	0.00	16.83	11
295	D	11-IgbobilNJ-T3-Mushin	8.00	1.06	00:55	0.00	2.58	11
296	D	11-IgbogbolNJ-T1-Bayeku	8.00	1.32	00:31	15.92	5.74	11
297	D	11-IgbogbolNJ-T1-Ofin	8.00	1.90	00:35	93.33	5.21	11
298	D	11-IgbogbolNJ-T2-Agbele	8.00	1.53	00:33	0.00	6.18	11
299	D	11-IgbogbolNJ-T2-Agunfoye	8.00	1.95	00:38	4.52	4.39	11
300	D	11-IgbogbolNJ-T2-Odofin	8.00	1.72	00:34	0.00	5.00	11
301	D	11-IjedelNJ-T1-Gberibe	8.00	0.81	00:39	0.00	7.66	11
302	D	11-IjedelNJ-T1-Luwasa	8.00	0.73	00:35	0.00	7.07	11
303	D	11-IjegunlNJ-T1-Ikotun	8.00	2.40	01:04	0.00	2.37	11

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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	Average Response time to calls	Average Response time to resolving complaints	Service Voltage Level
304	D	11-IjegunINJ-T1-Okerube	8.00	1.88	00:52	0.00	6.75	11
305	D	11-IjegunINJ-T2-Ijegun	8.00	2.43	01:25	70.60	11.89	11
306	D	11-IjegunINJ-T2-Isheri Oshun	8.00	2.77	01:23	0.00	11.76	11
307	D	11-IjegunINJ-T2-Pipeline	8.00	2.85	01:28	0.00	5.27	11
308	D	11-Ipakodo (Ebute)INJ-T1-Abuja	8.00	2.04	00:50	93.63	5.01	11
309	D	11-IsoloLocalINJ-Abimbola	8.00	2.04	00:50	93.63	5.01	11
310	D	11-MafolukulINJ-T1-Saubana	8.00	1.98	01:02	12.52	4.56	11
311	D	11-MongoroINJ-T1-Capitol	8.00	1.32	00:54	28.69	11.15	11
312	D	11-MushinINJ-T1-Mushin	8.00	1.83	01:11	0.00	1.09	11
313	D	11-MushinINJ-T1-Mushin 2	8.00	1.75	01:20	0.00	4.37	11
314	D	11-NitelINJ-Challenge	8.00	1.75	01:20	0.00	4.37	11
315	D	11-OdogunyanINJ-T1-Industrial	8.00	0.65	00:29	0.00	5.06	11
316	D	11-OdogunyanINJ-T2-Ita Oluwo	8.00	1.31	00:31	47.73	6.16	11
317	D	11-Oke AfalINJ-T1-Ejigbo	8.00	2.34	01:21	0.00	2.60	11
318	D	11-Oke AfalINJ-T1-Ire-Akari	8.00	2.54	01:21	0.00	3.54	11
319	D	11-Oke AfalINJ-T3-NNPC	8.00	1.50	01:14	0.00	2.83	11
320	D	11-Oke AfalINJ-T3-Ori Oke	8.00	1.36	01:07	0.00	4.96	11
321	D	11-Ope IluINJ-T1-Ijoko	8.00	1.82	01:01	172.26	9.08	11
322	D	11-OwutulINJ-T2-Isawo	8.00	2.52	00:48	0.00	4.55	11
323	D	11-SaboINJ-T1-Ijebu Ode	8.00	2.01	01:28	9.17	7.13	11



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324	D	11-SabonIJ-T2-Erunwen	8.00	2.61	01:23	0.00	8.48	11
325	D	11-SabonIJ-T2-Igbogbo	8.00	2.64	01:34	0.00	8.28	11
326	D	11-SabonIJ-T2-Ladega	8.00	2.24	01:29	25.52	2.42	11
327	D	11-YidiIJ-T1-Opeilu	8.00	2.63	01:00	61.89	4.12	11
328	D	33-IkoroduTCN-AGBOWA	8.00	0.91	01:16	138.54	8.06	33
329	E	11-EpelIJ-T1-LASU	4:00	1.72	01:46	0.00	2.22	11
330	E	11-EpelIJ-T1-Township	4:00	1.84	01:47	509.14	10.82	11
331	E	11-EpelIJ-T1-Water Works	4:00	1.93	01:46	11.35	7.86	11

