



ORDER/NERC/2024/033

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

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

CONTEXT

3. Pursuant to the Tariff Review Application by JED, the Commission approved MYTO-2024 effective from 1st January 2024. The Order among others;
 - a. Restated JED'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 JED;
 - 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 JED'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 225MWh/h by JED 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 JED

Parameter	Unit	Feb-Mar 2024	Apr 2024	May-Dec 2024
Loss Target	%	32.72%	32.72%	32.72%
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	1,971	1,971	1,971
Energy Delivered to DisCo	MWh/h	225	225	225
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	201.0	204.6	204.6
End-User Allowed Tariffs	₦/kWh	60.6	121.5	121.5
Monthly Tariff Shortfall (Subsidy)	₦' Million	15,509	9,578	9,190

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 JED, 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 JED franchise in 2024 is approximately ₦9.19bn per month.

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Table - 2: Approved Allowed Tariffs (N/kWh) for JED

Tariff Class	Jan - Mar 2024	Apr - Dec 2024
Life-line	4.00	4.00
A - Non-MD	68.61	225.00
A - MD1	72.78	225.00
A - MD2	76.20	225.00
B - Non-MD	63.26	63.26
B - MD1	68.02	68.02
B - MD2	71.97	71.97
C - Non-MD	52.83	52.83
C - MD1	58.01	58.01
C - MD2	59.45	59.45
D - Non-MD	40.12	40.12
D - MD1	54.24	54.24
D - MD2	54.24	54.24
E - Non-MD	39.90	39.90
E - MD1	52.95	52.95
E - MD2	54.24	54.24

8. Service Delivery Commitments

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

11. Procurement of Embedded Generation

JED is obligated by this Order to procure a minimum of **22MW** 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 11MW (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 JED's Franchise area. The capacity to be procured should be ready for dispatch to the JED's network by the 1st of April 2025.

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12. JED'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 JED net of the applicable tariff shortfall approved by the Commission monthly, while MO shall issue the full transmission and administrative services invoices to JED at the applicable tariff;
- b. JED 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 JED, 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	306	306	306	306
	Meter Acquisition Fund	131	131	131	131
	Unadjusted GenCo Invoice	16,670	17,068	17,068	17,068
	TCN & Admin Services	1,486	1,492	1,492	1,492
	DisCo	3,612	3,612	3,612	3,612
	Total	22,205	22,609	22,609	22,609
Allowed Recovery		6,696	13,032	13,419	13,419
2023 Under Recovery B/F		171	171	171	-
Tariff Shortfall (Subsidy)		15,680	9,749	9,361	9,190
NBET Adjusted Invoice to JED		990	7,319	7,707	7,878
DisCo Remittance Obligation	NEMSF	306	306	306	306
	Meter Acquisition Fund	131	131	131	131
	NBET Remittance Obligation	990	7,319	7,707	7,878
	MO Remittance Obligation	1,486	1,492	1,492	1,492
	DisCo	3,783	3,783	3,783	3,612
	Total Distribution	6,696	13,032	13,419	13,419
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. JED 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. JED shall maintain adequate payment securitisation for energy off-take in line with the earlier directive of the Commission and relevant bilateral contracts.
- f. JED 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: JED's Customer Classifications

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

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Appendix - 2: JED's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

S/N	Band	Feeder Name	Feeder Location	Name of major streets served by the Feeder	Minimum Hours of Availability
1	A	ASHAKA I	Ashaka/Funakaye	ASHAKA	20.00
2	A	ASHAKA II	Ashaka/Funakaye	ASHAKA CEMENT	20.00
3	A	ATBU PERMANENT SITE	ATBU Permanent site	Bauchi NO.P W 0035 NINGI/KANO	20.00
4	A	ATBU	ATBU Permanent site	Bauchi DASS ROAD BH/MD1/5 ATBU Yelwa Campus	20.00
5	A	AZARE	Azare town	JAMAARE ROAD FEDERAL LOW COST	20.00
6	A	STADIUM	Bauchi town	Near Hajja Filling Station BAYAN GARI	20.00
7	A	WATER WORKS BAUCHI	Bauchi town	FADAMAN MADA AREA BEHIND GGSS	20.00
8	A	GUBI	Bauchi town	GUBI DAM	20.00
9	A	TEACHING HOSPITAL	Bauchi town	Close To Obuna Royal Hotel Bauchi Teaching Hospital Bauchi Specialist	20.00
10	A	WUNTI ROAD	Bauchi town	BEHIND GYMANASIUM WUNTI MARKET AHMADU BELLO WAY	20.00
11	A	MUDA LAWAL	Bauchi town	Mudalawal Market	20.00
12	A	GRA/PALACE	Bauchi town	INDUSTRIAL AREA LAYOUT	20.00
13	A	AIRFORCE BASE BAUCHI	Bauchi town	Odoji area	20.00
14	A	YUGUDA FARM	Bauchi-Dass road	DABO FARM DASS ROAD	20.00
15	A	BSU	Benue state University	Makurdi GBOKO ROAD MAKURDI BENUE STATE UNIVERSITY	20.00

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S/N	Band	Feeder Name	Feeder Location	Name of major streets served by the Feeder	Minimum Hours of Availability
16	A	FMC GOMBE	Gombe town	FMC ADMIN BLOCK VARIOUS DEPARTMENTS	20.00
17	A	FMC STAFF QUARTERS GOMBE	Gombe town	FMC QUARTERS BLOCK (E) FEDERAL TEACHING HOSPITAL	20.00
18	A	WATER WORKS GOMBE	Gombe town	NAYI NAWA WARD	20.00
19	A	FMC	Gombe town	ASHAKA ROAD GOMBE CBN Road	20.00
20	A	GOVT. HOUSE GOMBE	Gombe town	GOOD LUCK JONATHAN WAY	20.00
21	A	TUNFURE	Gombe town	TUNFURE ESTATE YOLA ROAD	20.00
22	A	PANTAMI	Gombe town	GRA BAPPA TREBO QTRS JED OLD OFFICE	20.00
23	A	GRA GOMBE	Gombe town	LONDON MAI DORAWA	20.00
24	A	FED. LOW COST GOMBE	Gombe town	STATE LOW COST	20.00
25	A	IBRAHIM TAIWO	Jos town	2A CLUB COURT CLUB ROAD PRISON BARRACKS	20.00
26	A	JUTH	Jos town	ISHOM AGOM JUTH	20.00
27	A	NASCO DEDICATED	Jos town	YAKUBU GOWON WAY JOS PLATEAU STATE	20.00
28	A	UNIJOS DEDICATED	Jos town	S/S QUARTERS UJ SSQTRS NARAGUTA BAUCHI ROAD CAMPUS JOS, PERMANEBT SITE	20.00

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Service Level Proposal: April 2024 - June 2024

S/N	Band	Feeder Name	Feeder Location	Name of major streets served by the Feeder	Minimum Hours of Availability
29	A	ANGLO JOS	Jos town	DUTSE UKU OLD JUTH GARIYAWAYE STREET	20.00
30	A	MURTALA MOHAMMED	Jos town	NWATU OKONKWO S. S. Murtala Mohammed Way JED Jos Metro Region	20.00
31	A	WEST OF MINES	Jos town	ANNA JABAAM PANYAM STREET AHMADU BELLO WAY	20.00
32	A	STATE LOWCOST	Jos town	FEDERAL LOW-COST	20.00
33	A	INDUSTRIAL JOS	Jos town	GWARANDOK NAMUWAN VILLAGE OLD AIRPORT ROAD	20.00
34	A	HWOLSHE	Jos town	MIANGO ROAD KUFANG OPPOSITE NATIONAL LIBRARY	20.00
35	A	RANTYA	Jos town	ZONE C RANTYA NEW MARKET LODIK RANTYA STATE LOWCOST	20.00
36	A	LIBERTY DAM	Jos town	DOGON KARFE	20.00
37	A	TAFAWA BALEWA	Jos town	BALEWA RD ZIKS AVENUE YANDOKI STREET	20.00
38	A	BUKURU	Kara/Bukuru	BEH JOSSY RAYFIELD ROAD	20.00
39	A	MAKERI	Makeri	Jos DIYE	20.00
40	A	CBN MAKURDI	Makurdi town	OGIRI OKO RD.	20.00
41	A	INDUSTRIAL MAKURDI	Makurdi town	Industrial Layout environs BHD FED.LOW COST NAKA RD NEAR ST JAMES CATHOLIC CHURCH	20.00



Appendix - 2: JED's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

S/N	Band	Feeder Name	Feeder Location	Name of major streets served by the Feeder	Minimum Hours of Availability
42	A	NORTH BANK	Makurdi town	OPP PADOPASS	20.00
43	A	NEW GOVT. HOUSE JOS	Rayfield	Jos KYENG .B.	20.00
44	A	RAYFIELD	Rayfield	Jos RAYFIELD RESORT ROAD KWANG RAYFIELD	20.00
45	A	SECRETARIAT	Secretariat Junction	Jos town Secretariat Junction	20.00
46	A	NVRI	Vom	NO. 34/2 MARRIED QRTS NVRI VOM	20.00
47	A	DCP II	Yandev	DANGOTE CEMENT	20.00
48	A	DCP I	Yandev	DANGOTE CEMENT	20.00
49	B	COE/FIRE SERVICE	Azare town	SHETIMA ESTATE AZARE	16.00
50	B	GRA AZARE	Azare town	BAKIN KASUWA AZARE TSAHAR GSDAU	16.00
51	B	AZARE TOWN	Azare town	UNGUWAN KATSALLE OPP. COMPREHENSIVE DAY SECONDARY AZARE	16.00
52	B	NABORDO	Bauchi town	ANGWAN FADA MIRI VILLAGE	16.00
53	B	TUDUN SALMANU	Bauchi town	Tudun Salmanu Gida Dubu Tirwun, Maiduguri Rd	16.00
54	B	DASS	Bauchi town/Dass/Bogoro	GALAMBI DASS TAFAWA BALEWA, BOGORO	16.00
55	B	NINGI	Bauchi town/Ningi	TASHAN NASARU NINGI KANO ROAD NINGI, EMIR PALACE NINGI	16.00
56	B	DADIN KOWA	Dadin Kowa/Zaramaganda	Jos ZARAMAGANDA DADIN KOWA BOTMANG STREET	16.00

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Service Level Proposal: April 2024 - June 2024

S/N	Band	Feeder Name	Feeder Location	Name of major streets served by the Feeder	Minimum Hours of Availability
57	B	YANDEV	Gboko	OFF IHUGH ROAD WAAPERA	16.00
58	B	CBN GOMBE	Gombe town	CBN GOMBE	16.00
59	B	SHONGO	Gombe town	LOMI WARD	16.00
60	B	GOMBE TOWN	Gombe town	FED LOW COST AREA KUMBIYA KUMBIYA WARD	16.00
61	B	KUMO	Gombe town/Kumo	GWANDUM	16.00
62	B	GURA TOP/MAZ	Jos town	SHIKO ROAD RAYFIELD GURA TOP LAHWOL CHOM GURA TOPP RAYFIELD	16.00
63	B	DOGON DUTSE	Jos town	BEHIND HARIS FILLING STATION DT050	16.00
64	B	COCA COLA	Jos town	MINING ESTATE	16.00
65	B	BARRACKS ROAD	Makurdi town	BARRACKS ROAD	16.00
66	B	GOVT. HOUSE MAKURDI	Makurdi town	GOVT HOUSE	16.00
67	B	NNPC MAKURDI	Makurdi town	BHD IKPAYONGO HIGH COURT	16.00
68	B	AIRFORCE BASE MAKURDI	Makurdi town	AIRFORCE MAKURDI	16.00
69	B	HIGH LEVEL	Makurdi town	ZONE 4	16.00
70	B	GRA MAKURDI	Makurdi town	BEACH LANE OPP MARINE POLICE STATION	16.00
71	B	WURUKUM	Makurdi town	RAILWAY OFF WUKARI STREET	16.00
72	B	NAKA ROAD	Makurdi town	BHD ESKAY ESTATE	16.00
73	B	OTUKPO TOWN	Otukpo	FREEDOM STREET ZONE H/B	16.00
74	B	ZARIA ROAD	Stadium road	Jos KASHIM IBRAHIM ROAD OLD GRA	16.00

Appendix - 2: JED's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

S/N	TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (Minutes)	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
76	B	NAKA ROAD	16.00	2.55	390.00	5.00	6.00	32.30
77	B	WUKARI	16.00	2.80	420.00	5.00	6.00	31.00
78	B	DISTRICT	16.00	2.55	390.00	5.00	6.00	32.30
79	B	GOVT. HOUSE BAUCHI	16.00	2.03	300.00	5.00	6.00	31.00
80	B	FED. LOW COST BAUCHI	16.00	2.35	420.00	5.00	5.00	10.70
81	B	BUKURU TOWN	16.00	2.52	390.00	5.00	6.00	31.20
82	B	GADA BIU	16.00	3.35	330.00	5.00	5.00	10.20
83	B	KATAKO	16.00	3.12	420.00	5.00	5.00	10.00
84	B	ZARIA ROAD 11KV	16.00	2.36	420.00	5.00	5.00	10.00
85	B	BAUCHI ROAD TOWNSHIP	16.00	2.56	384.00	5.00	5.00	10.60
86	B	LAMINGO	16.00	2.87	420.00	5.00	5.00	10.80
87	B	BAUCHI RING ROAD	16.00	3.07	420.00	5.00	5.00	10.80
88	B	UNIAGRIC	16.00	2.67	420.00	5.00	6.00	10.50
89	B	AMINU STREET	16.00	2.64	360.00	5.00	5.00	10.50
90	B	YUGUDA FARM	16.00	2.20	390.00	5.00	4.00	10.80
91	B	DASS	16.00	2.33	438.00	5.00	5.00	10.50
92	B	GWALLAMEJI	16.00	3.18	396.00	5.00	4.00	10.90
93	B	MAKURDI TOWN	16.00	2.80	420.00	5.00	6.00	31.00
94	B	ANKPA	16.00	2.55	390.00	5.00	6.00	32.30
95	B	KATSINA ALA	16.00	2.03	300.00	5.00	6.00	31.00
96	B	ZAWAN	16.00	2.35	420.00	5.00	5.00	10.70
97	B	TARAKU	16.00	2.52	390.00	5.00	6.00	31.20
98	B	NIPSS KURU	16.00	3.35	330.00	5.00	5.00	10.20
99	B	DILIMI	16.00	3.12	420.00	5.00	5.00	10.00
100	B	UTAN	16.00	2.36	420.00	5.00	5.00	10.00
101	B	NARAGUTA	16.00	2.56	384.00	5.00	5.00	10.60
102	B	CONGO	16.00	2.87	420.00	5.00	5.00	10.80
103	B	NASARAWA	16.00	3.07	420.00	5.00	5.00	10.80
104	B	RUKUBA ROAD	16.00	2.67	420.00	5.00	6.00	10.50
105	B	BAPTIST	16.00	2.64	360.00	5.00	5.00	10.50
106	B	BBL	16.00	2.20	390.00	5.00	4.00	10.80
107	B	RAILWAY	16.00	2.33	438.00	5.00	5.00	10.50
108	B	OLD ENUGU ROAD	16.00	3.18	396.00	5.00	4.00	10.90
109	B	OTADA	16.00	2.70	444.00	5.00	4.00	10.50

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S/N	TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (Minutes)	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
110	B	IGBANOMAJE	16.00	2.70	378.00	5.00	4.00	10.50
111	B	DOMA	16.00	4.58	324.00	5.00	6.00	32.20
112	B	RUKUBA	16.00	2.52	324.00	5.00	6.00	10.20
113	B	DOROWA	16.00	3.46	324.00	5.00	6.00	30.00
114	B	GOMBE STATE UNIVERSITY	16.00	4.61	360.00	5.00	4.00	32.20
115	B	RUKUBA BARRACKS	16.00	2.79	360.00	5.00	5.00	32.20
116	B	OJU	16.00	4.00	360.00	5.00	6.00	31.30
117	B	MAKURDI TOWN 11KV	16.00	1.27	360.00	5.00	5.00	10.60
118	B	YANKARI	16.00	4.89	360.00	5.00	6.00	31.20
119	B	TUDUN WADA JOS	16.00	2.05	360.00	5.00	5.00	10.80
120	B	FOBUR	16.00	2.70	300.00	5.00	5.00	0.00
121	B	BCGA	16.00	6.24	305.71	5.00	5.00	10.80
122	B	POLICE STAFF COLLEGE/POLY	16.00	5.40	344.76	5.00	5.00	10.50
123	B	DARAZO/DUKKU	16.00	3.38	300.00	5.00	6.00	30.30
124	B	BANK ROAD	16.00	2.22	362.86	5.00	4.00	10.30
125	B	INDUSTRIAL BAUCHI	16.00	2.39	397.14	5.00	4.00	10.30
126	B	SCIENCE SCH. KURU	16.00	6.33	370.48	5.00	5.00	10.50
127	B	BARRACK	16.00	5.06	474.00	5.00	5.00	10.50
128	B	FGC/RADIO MONITORING	16.00	2.03	360.00	5.00	4.00	11.00
129	B	TUDUN WADA GOMBE	16.00	2.40	365.71	5.00	5.00	10.90
130	B	YELWA	16.00	3.00	420.00	5.00	6.00	10.70
131	B	NASME	16.00	2.45	480.00	5.00	5.00	10.70
132	C	POLO	14.00	2.64	600.00	5.00	5.00	10.60
133	C	MALLAM SIDI	14.00	2.70	540.00	5.00	6.00	29.40
134	C	VOM	14.00	2.40	600.00	5.00	5.00	10.20
135	C	SRS	14.30	2.53	582.00	5.00	5.00	10.50
136	C	Gamawa/Dambam	14.30	4.00	582.00	5.00	6.00	31.30
137	C	OBARIKE TOWN	14.30	4.20	582.00	5.00	5.00	30.30
138	C	OJU I	14.30	4.20	582.00	5.00	5.00	30.30
139	C	NNPC JOS	14.30	2.52	582.00	5.00	6.00	32.50
140	C	ALIADE	14.60	3.00	564.00	5.00	5.00	10.00
141	C	OJU II	14.60	4.20	564.00	5.00	5.00	30.20



Appendix - 2: JED's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

S/N	TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (Minutes)	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
142	C	TORO	14.60	4.56	564.00	5.00	6.00	31.30
143	C	BYPASS	14.60	5.57	564.00	5.00	5.00	9.50
144	C	RIYEL	14.60	5.68	564.00	5.00	5.00	9.50
145	C	MALLAM INNA	14.00	2.40	600.00	5.00	6.00	10.80
146	C	JAMAARE	14.00	2.53	600.00	5.00	6.00	32.80
147	C	MANGU TOWN	14.00	4.87	600.00	5.00	4.00	9.80
148	C	GBOKO/ADIKPO	14.00	2.70	600.00	5.00	5.00	29.50
149	C	MISAU	14.30	3.04	582.00	5.00	6.00	32.90
150	C	RAN ROAD	14.30	2.45	582.00	5.00	5.00	10.50
151	C	MISAU TOWN	14.30	3.28	582.00	5.00	5.00	10.80
152	C	ZARTEX	14.30	5.06	582.00	5.00	5.00	10.00
153	C	VANDEIKYA	12.00	2.70	720.00	5.00	5.00	30.00
154	C	BARIKIN LADI TOWN	15.00	3.68	540.00	5.00	5.00	10.30
155	C	GRA MISAU	15.00	3.30	540.00	5.00	5.00	10.80
156	C	GINDIRI	15.00	4.67	540.00	5.00	5.00	9.80
157	C	NINGI TOWN	15.00	4.00	540.00	5.00	5.00	31.50
158	C	FIKA	15.00	5.00	540.00	5.00	5.00	32.00
159	C	33KV IKPAYONGU	15.00	4.00	540.00	6.00	6.00	31.50
160	C	EMIR PALACE JAMAARE	15.00	3.20	540.00	5.00	5.00	10.80
161	C	FED. LOWCOST JAMAARE	15.00	3.20	540.00	5.00	5.00	10.80
162	D	Darazo Town	8.60	3.43	924.00	5.00	5.00	10.90
163	D	DAUDU	10.00	2.48	840.00	5.00	5.00	10.80
164	D	PANKSHIN FCE	11.41	3.49	755.43	5.00	3.00	10.00
165	D	KALSHINGI TOWN II	9.54	3.20	867.45	5.00	5.00	10.90
166	D	NAFADA TOWN	9.05	2.11	896.95	5.00	5.00	10.80
167	D	J.D. GOMWALK	8.43	4.28	934.33	5.00	5.00	9.70
168	D	GENERAL HOSPITAL PANKSHIN	8.39	4.19	936.35	5.00	5.00	9.70
169	D	HARDAWA	8.27	3.40	943.65	5.00	5.00	10.80
170	D	KALSHINGI TOWN I	7.81	3.20	971.45	5.00	5.00	10.90
171	D	BOGORO I	10.00	4.22	840.00	5.00	4.00	11.00
172	D	BOGORO II	10.00	4.22	840.00	5.00	4.00	11.00
173	D	Emir Palace Darazo	8.40	3.43	936.00	5.00	5.00	10.90

Appendix - 2: JED's Service Level Commitments

Service Level Proposal: April 2024 - June 2024

S/N	TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (Minutes)	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
174	D	KUMO TOWN 11KV	8.00	3.00	960.00	5.00	5.00	10.90
175	D	EMIR PALACE KUMO 11KV	8.00	3.00	960.00	5.00	5.00	10.90
176	E	OKPOGA	6.40	3.32	1056.00	5.00	5.00	29.40
177	E	PILGANI	9.60	3.46	864.00	5.00	5.00	9.20
178	E	BENPOLY	9.53	3.32	868.00	5.00	5.00	30.00
179	E	SHIRA-YANA	9.20	3.30	888.08	5.00	5.00	10.50
180	E	UGBOKOLO	9.13	3.32	892.00	5.00	5.00	29.00
181	E	TOTAL	6.27	3.49	1064.00	5.00	5.00	9.50
182	E	GRA SHENDAM	6.27	3.52	1064.00	5.00	5.00	9.50
183	E	Shendam Army Barracks	6.27	3.46	1064.00	5.00	5.00	9.50
184	E	PAJAT	6.27	3.77	1064.00	5.00	5.00	9.50
185	E	KUFFEN	6.27	3.94	1064.00	5.00	5.00	9.50
186	E	WASE GARKUWA	6.27	3.46	1064.00	5.00	5.00	9.20
187	E	WASE PRISON	5.47	3.46	1112.00	5.00	5.00	9.20
188	E	DENGI TOWN	5.47	3.46	1112.00	5.00	5.00	9.20
189	E	GANAWURI (NESCO)	5.47	3.46	1112.00	5.00	5.00	9.20
190	E	MIANGO 3.3KV	5.47	3.46	1112.00	5.00	5.00	9.20
191	E	Mbar Town	5.47	3.46	1112.00	5.00	5.00	9.20

