



ORDER/NERC/2024/034

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

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

CONTEXT

3. Pursuant to the Tariff Review Application by KAEDC, the Commission approved MYTO-2024 effective from 1st January 2024. The Order among others;
 - a. Restated KAEDC’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 KAEDC;
 - 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 KAEDC'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 258MWh/h by KAEDC 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 KAEDC

Parameter	Unit	Feb-Mar 2024	Apr 2024	May-Dec 2024
Loss Target	%	25.00%	25.00%	25.00%
Nigerian Inflation	%	31.7%	31.7%	31.7%
US Inflation	%	3.2%	3.2%	3.2%
Exchange Rate	₦/\$	1463.3	1463.3	1463.3
Transmission Loss Factor	%	7.00%	7.00%	7.00%
Energy Delivered to DisCo	GWh	2,260	2,260	2,260
Energy Delivered to DisCo	MWh/h	258	258	258
Generation Cost	₦/kWh	101.5	103.9	103.9
Transmission & Admin Cost	₦/kWh	9.1	9.2	9.2
End-User Cost Reflective Tariffs	₦/kWh	186.6	189.9	189.9
End-User Allowed Tariffs	₦/kWh	57.5	120.7	120.7
Monthly Tariff Shortfall (Subsidy)	₦' Million	18,235	10,286	9,761

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 KAEDC, 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 KAEDC franchise in 2024 is approximately ₦9.76bn per month.

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Table – 2: Approved Allowed Tariffs (N/kWh) for KAEDC

Tariff Class	Jan – Mar 2024	Apr – Dec 2024
Life-line	4.00	4.00
A – Non-MD	67.53	225.00
A – MD1	71.74	225.00
A – MD2	76.16	225.00
B – Non-MD	62.63	62.63
B – MD1	66.34	66.34
B – MD2	68.78	68.78
C – Non-MD	51.12	51.12
C – MD1	52.88	52.88
C – MD2	55.52	55.52
D – Non-MD	35.41	35.41
D – MD1	46.40	46.40
D – MD2	46.40	46.40
E – Non-MD	35.41	35.41
E – MD1	46.40	46.40
E – MD2	46.40	46.40

8. Service Delivery Commitments

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

11. Procurement of Embedded Generation

KAEDC is obligated by this Order to procure a minimum of **26MW** 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 **13MW** (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 KAEDC's Franchise area. The capacity to be procured should be ready for dispatch to the KAEDC's network by the 1st of April 2025.

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12. KAEDC'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:

- NBET shall issue energy invoices to KAEDC net of the applicable tariff shortfall approved by the Commission monthly, while MO shall issue the full transmission and administrative services invoices to KAEDC at the applicable tariff;
- KAEDC 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 KAEDC, 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	294	294	294	294
	Meter Acquisition Fund	167	167	167	167
	Unadjusted GenCo Invoice	19,114	19,572	19,572	19,572
	TCN & Admin Services	1,717	1,724	1,724	1,724
	DisCo	5,055	5,055	5,055	5,055
	Total	26,348	26,812	26,812	26,812
Allowed Recovery		8,113	16,526	17,051	17,051
2023 Under Recovery B/F		300	300	300	-
Tariff Shortfall (Subsidy)		18,536	10,587	10,062	9,761
NBET Adjusted Invoice to KAEDC		579	8,985	9,510	9,810
DisCo Remittance Obligation	NEMSF	294	294	294	294
	Meter Acquisition Fund	167	167	167	167
	NBET Remittance Obligation	579	8,985	9,510	9,810
	MO Remittance Obligation	1,717	1,724	1,724	1,724
	DisCo	5,355	5,355	5,355	5,055
	Total Distribution	8,113	16,526	17,051	17,051
DisCo Remittance to NBET		100%	100%	100%	100%
DisCo Remittance to MO		100%	100%	100%	100%

- 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").

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- c. FGN intervention from budgetary appropriation and other sources for funding tariff shortfall shall be applied by NBET to ensure 100% settlement of market invoices as issued by generating companies ("GenCos").
- d. KAEDC 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. KAEDC shall maintain adequate payment securitisation for energy off-take in line with the earlier directive of the Commission and relevant bilateral contracts.
- f. KAEDC 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: KAEDC’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: KAEDC's Service Level Commitments


Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeder	Description of Feeder Location	Availability
1	A	11KV AHMADU BELLO WAY	Abakpa, Sokoto Road , Ahmadu Bello way	20.00
2	A	11KV NAFBASE	Agric Quarters & Nafbase Kaduna	20.00
3	A	33KV AIRPORT ROAD	Airport Road, Eyes Center Kaduna, Mando Road	20.00
4	A	11KV LUGGARD HALL	Alkali Road , Yakube Avenue, Whaff Road, Independence	20.00
5	A	11KV LEGISLATIVE QUARTERS	Anguwan Dosa, Yan Majalisu , Colleague Road , Kudan Street & Kubai Road	20.00
6	A	11KV BANK KAFANCHAN	Bank road Kafanchan	20.00
7	A	11KV NACB	Danburam, Yahaya Road & Nitel Quarters	20.00
8	A	11KV BARNAWA GRA	Highcost , Barnawa Complex	20.00
9	A	11KV ISA KAITA	Isa Kaita Road , Unguwan Sarki, Sultan Road	20.00
10	A	11KV DAWAKI	Jabi East, Kamsilim, Waziri Maccido	20.00
11	A	33KV JAJI	Kawo, Zaria Road and Mararaban Jos, Trade fair Kaduna	20.00
12	A	33KV KRPC (DEDICATED)	KRPC Kaduna	20.00
13	A	33KV LABANA (DEDICATED)	Labana Jega Road Kebbi	20.00
14	A	11KV LEVENTIS	Lagos Street, Yuroba Road, Oriyofata, Gwandu Road	20.00
15	A	11KV NASFAT	Nasfat Village , Farin Gida, Hayin Banki	20.00
16	A	11KV NEW MILLENNIUM CITY	New Milenium City, Nuru Shiraj	20.00
17	A	11KV COMMERCIAL ZAM	NTA Gusau	20.00
18	A	33KV OLAM	Olam, Hybrid Feed Abuja -Kaduna Express Way	20.00
19	A	11KV POLY ROAD	Poly Quarters , Mogasdishu Layout	20.00
20	A	11KV CANTEEN	PZ, River road GRA Zaria, Manchester road GRA Zaria, Park Road , Whaff Road Zaria, Dakacce, & Nagoyi	20.00
21	A	33KV UNIVERSITY (DEDICATED)	University Birnin Kebbi	20.00

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S/N	Tariff Band	Feeder	Description of Feeder Location	Availability
22	A	33KV UNTL (DEDICATED)	UNTL Kakuri , Pan , DECON Kaduna	20.00
23	A	11KV WATER RESOURCES RIG	Water Resources	20.00
24	A	11KV GOVERNMENT HOUSE ZAM	Yankuka, Yariman Bakura Hospital , Government House Gusau	20.00
25	A	33KV WATER WORKS ZARIA	Zaria Dam, Sanyoghurt & Dogarawa	20.00
26	B	11KV TEACHING HOSPITAL DKA	Doctors Qaurters , Shooting Range, Tafawa Balewa, Degil 1&2, Marafa	16.00
27	B	11KV COMMERCIAL DKA	Maiduguri road, Constitution road & Daura Road	16.00



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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 (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
28	B	33KV AREWA	16	0.33	2.01	1	3	10.85
29	B	11KV GWARI AVENUE	16	0.09	0.32	1	3	10.95
30	B	11KV SUNGLASS	16	0.15	0.28	1	3	10.85
31	B	33KV PAN	16	0.32	1.00	1	3	33.00
32	B	11KV HIGH COST	16	0.24	0.42	1	3	10.75
33	B	33KV NARAYI VILLAGE	16	0.35	2.11	1	3	33.00
34	B	11KV GOVERNMENT HOUSE KD	16	0.18	1.19	1	3	10.86
35	B	33KV MOGADIS HU	16	0.20	0.57	1	3	33.00
36	B	33KV RIGASA	16	0.39	1.72	1	3	33.00
37	B	11KV NTA DKA	16	0.33	0.45	1	3	10.64
38	B	11KV STATEHOUSE	16	0.27	1.41	1	6	10.64
39	B	33KV NAF	16	0.41	2.68	1	3	33.00
40	B	33KV ABAKPA	16	0.18	0.80	1	3	33.00
41	B	11KV UNGUWAN RIMI	16	0.45	1.43	1	3	10.33

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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 (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
42	B	11KV MALALI	16	0.32	1.61	1	6	10.33
43	B	33KV WATER WORKS	16	0.21	1.13	1	3	33.00
44	B	11KV CONSTITUTION ROAD	16	0.42	0.75	1	3	10.64
45	B	33KV DOKA	16	1.20	1.98	1	3	33.00
46	B	33KV PZ	16	0.15	2.49	1	3	30.07
47	B	33KV HANWA	16	0.30	1.50	1	3	31.00
48	B	33KV AVIATION	16	0.25	1.60	1	3	30.07
49	B	33KV POWER HOUSE	16	0.16	2.63	1	3	30.07
50	B	33KV NNPC GUSAU	16	0.25	1.01	1	3	30.07
51	B	11KV KADUNA ROAD	16	0.28	0.57	1	3	10.64
52	B	11KV LODGE ROAD	16	0.17	0.15	1	3	10.64
53	B	33KV POWER STATION	16	0.33	3.36	1	3	32.25
54	B	11KV FIFTH CHUKKER	16	0.33	3.36	1	3	32.25

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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 (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
55	B	11KV URBAN SHELTER	16	0.33	3.36	1	3	32.25
56	B	11KV GARAGE KAFANCHAN	16	0.33	3.36	1	3	32.25
57	B	11KV INDUSTRIAL SOK	16	0.24	0.16	1	6	10.64
58	B	33KV TOWNSHIP	16	0.33	2.73	1	3	30.07
59	B	33KV NEW INJECTION	16	0.28	3.18	1	3	30.10
60	B	11KV GRA KBI	16	0.24	1.64	1	2	11.00
61	B	11KV GWADAN GWAJI	16	0.22	0.34	1	2	10.86
62	B	11KV GADA BIYU	16	0.23	1.44	1	3	10.54
63	B	11KV ARKILLA	16	0.30	1.41	1	3	10.67
64	B	11KV INSTITUTE	16	0.30	1.02	1	3	10.67
65	B	33KV FADAMA 1	16	0.30	1.02	1	3	10.67
66	B	33KV FADAMA 2	16	0.30	1.02	1	3	10.67
67	B	33KV FARFARU	16	0.33	2.75	1	3	31.00
68	B	33KV MAGAMI	16	0.14	0.60	1	10	30.97

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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 (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
69	B	33KV GONIN GORA	16	0.18	1.19	1	10	33.00
70	B	33KV KAURAN NAMODA	16	0.44	1.84	1	10	31.07
71	C	11KV KAKURI	12	0.28	0.87	1	3	11.00
72	C	11KV NORTEX	12	0.22	0.55	1	6	11.00
73	C	11KV UNGUWA N YELWA	12	0.37	0.55	1	3	10.86
74	C	11KV FEDERAL HOUSING	12	0.27	0.93	1	3	10.85
75	C	11KV AREWA BOTTLERS	12	0.29	1.33	1	3	10.75
76	C	33KV UNGUWA N BORO	12	0.34	1.44	1	3	33.00
77	C	33KV KINKINAU	12	0.27	1.41	1	3	33.00
78	C	11KV MC (DEDICATED)	12	0.32	0.36	1	3	10.64
79	C	11KV GRAZAR	12	0.27	1.25	1	3	10.64
80	C	11KV SABON GARIN ZAR	12	0.18	0.80	1	6	10.64
81	C	11KV ABU	12	0.17	1.57	1	3	10.54



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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 (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
82	C	11KV NNPC ZAR	12	0.25	1.60	1	6	10.33
83	C	11KV GASKIYA	12	0.18	0.80	1	6	10.54
84	C	33KV KOFAN DOKA	12	0.38	2.66	1	10	30.32
85	C	33KV SOBA	12	0.35	1.32	1	3	30.10
86	C	11KV NTA SOK	12	0.27	1.09	1	6	10.86
87	C	33KV CCNN	12	0.03	0.37	1	3	30.10
88	C	33KV KWARE/U NIVERSITY	12	0.20	1.02	1	3	31.18
89	C	33KV YABO/SHA GARI	12	0.20	1.23	1	3	31.00
90	C	11KV BULASA	12	0.17	0.31	1	2	11.00
91	C	11KV NOCACO	12	0.22	2.01	1	3	11.00
92	C	11KV MANDO ROAD	12	0.16	0.45	1	6	10.54
93	C	11KV GRA ZAM	12	0.27	1.09	1	3	10.64
94	C	11KV FGCC	12	0.25	1.60	1	6	10.89
95	C	11KV ARMY BARRACK	12	0.23	2.30	1	3	11.00
96	C	11KV BADO	12	0.30	0.37	1	6	11.00

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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 (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
97	C	11KV KARA	12	0.20	1.07	1	2	11.00
98	C	11KV GRA ARGUNGU	12	0.24	1.40	1	10	11.00
99	C	33KV ARGUNGU	12	0.46	1.29	1	10	32.67
100	C	33KV YAURI	12	0.45	0.44	1	2	31.00
101	D	11KV BARNAWA MKR	8	0.27	0.93	1	3	10.44
102	D	11KV NASSARA WA MKR	8	0.42	0.77	1	3	10.44
103	D	11KV VILLAGE	8	0.60	0.79	1	3	10.64
104	D	11KV YANTUKW ANE	8	0.32	0.93	1	3	11.00
105	D	11KV DANKANDE	8	0.27	1.15	1	3	10.85
106	D	11KV ZARIA ROAD	8	0.21	1.41	1	3	10.64
107	D	11KV NDA	8	0.28	0.80	1	10	10.85
108	D	11KV SAMARU	8	0.40	1.83	1	3	10.33
109	D	11KV GRA JEGA	8	0.24	1.09	1	3	10.54
110	D	11KV KAFANCHAN	8	0.18	0.80	1	6	10.33

Appendix - 2: KAEDC's Service Level Commitments

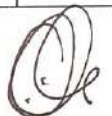
Service Level Proposal for Period: April 2024 - June 2024

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 (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
		(TOWNSHIP)						
111	D	11KV MAHUTA	8	0.18	0.79	1	6	10.54
112	D	11KV TEACHING HOSPITAL ZAR	8	0.24	0.59	1	6	10.54
113	D	11KV TUDUN WADA ZAM	8	0.28	0.57	1	3	10.54
114	D	11KV INDUSTRIAL ZAM	8	0.19	1.91	1	3	10.75
115	D	11KV DAMBA	8	0.28	0.57	1	3	10.75
116	D	33KV MAFARA	8	0.47	0.64	1	10	30.97
117	D	11KV MABERA	8	0.32	2.08	1	3	11.00
118	D	11KV NASSARA WA KBI	8	0.24	1.64	1	6	10.78
119	D	11KV KANTA	8	0.28	0.68	1	10	11.00
120	D	11KV YELWA	8	0.12	0.99	1	2	11.00
121	D	11KV YAURI	8	0.34	0.31	1	2	11.00
122	D	11KV KURMIN MASHI	8	0.34	2.17	1	10	10.89
123	D	11KV COSTAIN	8	0.26	1.61	1	10	11.00

Appendix - 2: KAEDC'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 (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
124	D	11KV WUSASA	8	0.25	0.67	1	6	11.00
125	D	11KV ZARIA CITY	8	0.30	0.79	1	6	11.00
126	D	11KV KOFAN KIBO	8	0.11	1.27	1	6	11.00
127	D	11KV SABON GARIN JEGA	8	0.11	1.27	1	6	11.00
128	D	11KV MERA	8	0.11	1.27	1	6	11.00
129	D	11KV DAM	8	0.39	1.61	1	6	11.00
130	D	11KV SHIKA	8	0.25	1.60	1	6	10.46
131	D	11KV WATERWORKS SOK	8	0.40	1.02	1	8	10.78
132	D	11KV TUDUN WADA KBI	8	0.12	0.71	1	10	11.00
133	D	33KV JEGA	8	0.25	0.99	1	10	32.67
134	D	11KV KAWO	8	0.33	0.45	1	10	10.25
135	D	11KV RAFIN GUZA	8	0.34	2.17	1	10	10.46
136	D	11KV RABAH ROAD	8	0.28	0.80	1	8	10.57



Appendix - 2: KAEDC'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 (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
137	D	33KV KAFANCHAN	8	0.72	1.86	1	10	33.00
138	D	11KV DURBAWA	8	0.14	1.40	1	8	10.78
139	E	11KV PAMA	4	0.33	0.75	1	3	10.54
140	E	11KV CHELCO	4	0.21	0.77	1	3	10.64
141	E	11KV SABON GARIN RIG	4	0.13	0.67	1	6	10.64
142	E	11KV ASIKOLAYE	4	0.15	1.10	1	6	10.70
143	E	33KV TSAFE	4	0.45	1.09	1	10	30.97
144	E	11KV TOWN	4	0.17	2.34	1	3	10.89
145	E	11KV BARRACKS ZURU	4	0.26	1.72	1	6	10.14
146	E	11KV RIKOTO/ZURU	4	0.18	0.80	1	6	10.04
147	E	33KV ZURU	4	0.19	0.72	1	10	10.36
148	E	11KV MAKARFI ROAD	4	0.31	1.90	1	6	10.78
149	E	33KV BAKURA	4	0.14	2.14	1	10	30.97
150	E	11KV SULTAN PALACE	4	0.24	1.09	1	6	10.67

Appendix - 2: KAEDC'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 (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
151	E	33KV TAMBUWAL	4	0.47	1.40	1	8	33.00
152	E	11KV SABON TASHA	4	0.13	0.67	1	10	11.00
153	E	11KV UNGUWAN MUAZU	4	0.13	0.45	1	10	10.78
154	E	11KV BIRNIN GWARI	4	0.33	0.45	1	10	11.00
155	E	33KV BIRNIN GWARI	4	0.38	2.11	1	10	30.97
156	E	33KV KAMBA	4	0.34	0.82	1	2	31.58
157	E	33KV ALIERO	4	0.24	1.04	1	10	32.67
158	E	33KV GWANDU	4	0.54	1.47	1	10	31.58
159	E	33KV BUNZA	4	0.46	0.68	1	10	30.97
160	E	11KV KAGORO	4	0.11	1.27	1	10	10.57
161	E	11KV MANCHOK	4	0.12	1.98	1	10	10.46
162	E	11KV KATABU	4	0.33	0.45	1	10	10.46
163	E	11KV JAJI	4	0.21	1.90	1	10	10.57
164	E	11KV HAYIN RIGASA	4	0.33	0.45	1	6	10.78

Appendix - 2: KAEDC'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 (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
165	E	11KV TUDUN WADA RIG	4	0.25	1.10	1	10	10.67
166	E	33KV JERE	4	0.18	0.31	1	10	32.67
167	E	11KV SABON GARIN ZAM	4	0.32	1.75	1	10	10.80
168	E	33KV MARADUN	4	0.32	0.74	1	10	31.29
169	E	33KV ANKA	4	0.55	0.79	1	10	31.29
170	E	11KV KUEPPERS	4	0.28	0.57	1	8	10.78
171	E	11KV DIORI HAMMANI	4	0.17	1.48	1	8	10.89
172	E	11KV SARKIN FADA	4	0.15	0.37	1	8	10.68
173	E	11KV ILLELA ROAD	4	0.20	1.02	1	8	10.68
174	E	33KV TURUNKU	4	0.27	1.85	1	3	30.97
175	E	33KV KUDAN	4	0.25	1.98	1	10	30.97
176	E	33KV MAKARFI	4	0.28	2.71	1	10	30.97
177	E	33KV NNPC SAMINAKA	4	0.28	1.05	1	10	30.97
178	E	33KV KOKO	4	0.37	3.08	1	10	30.97