



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 (₦/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	23	0.33	2.01	1	3	10.85
29	B	11KV GWARI AVENUE	23	0.09	0.32	1	3	10.95
30	B	11KV SUNGLASS	23	0.15	0.28	1	3	10.85
31	B	33KV PAN	24	0.32	1.00	1	3	33.00
32	B	11KV HIGH COST	23	0.24	0.42	1	3	10.75
33	B	33KV NARAYI VILLAGE	24	0.35	2.11	1	3	33.00
34	B	11KV GOVERNMENT HOUSE KD	23	0.18	1.19	1	3	10.86
35	B	33KV MOGADIS HU	24	0.20	0.57	1	3	33.00
36	B	33KV RIGASA	23	0.39	1.72	1	3	33.00
37	B	11KV NTA DKA	23	0.33	0.45	1	3	10.64
38	B	11KV STATEHOUSE	23	0.27	1.41	1	6	10.64
39	B	33KV NAF	24	0.41	2.68	1	3	33.00
40	B	33KV ABAKPA	24	0.18	0.80	1	3	33.00
41	B	11KV UNGUWA N RIMI	23	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	23	0.32	1.61	1	6	10.33
43	B	33KV WATER WORKS	24	0.21	1.13	1	3	33.00
44	B	11KV CONSTITUTION ROAD	23	0.42	0.75	1	3	10.64
45	B	33KV DOKA	25	1.20	1.98	1	3	33.00
46	B	33KV PZ	24	0.15	2.49	1	3	30.07
47	B	33KV HANWA	23	0.30	1.50	1	3	31.00
48	B	33KV AVIATION	24	0.25	1.60	1	3	30.07
49	B	33KV POWER HOUSE	24	0.16	2.63	1	3	30.07
50	B	33KV NNPC GUSAU	24	0.25	1.01	1	3	30.07
51	B	11KV KADUNA ROAD	23	0.28	0.57	1	3	10.64
52	B	11KV LODGE ROAD	23	0.17	0.15	1	3	10.64
53	B	33KV POWER STATION	23	0.33	3.36	1	3	32.25
54	B	11KV FIFTH CHUKKER	23	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	23	0.33	3.36	1	3	32.25
56	B	11KV GARAGE KAFANCHAN	23	0.33	3.36	1	3	32.25
57	B	11KV INDUSTRIAL SOK	23	0.24	0.16	1	6	10.64
58	B	33KV TOWNSHIP	24	0.33	2.73	1	3	30.07
59	B	33KV NEW INJECTION	24	0.28	3.18	1	3	30.10
60	B	11KV GRA KBI	23	0.24	1.64	1	2	11.00
61	B	11KV GWADAN GWAJI	23	0.22	0.34	1	2	10.86
62	B	11KV GADA BIYU	19	0.23	1.44	1	3	10.54
63	B	11KV ARKILLA	19	0.30	1.41	1	3	10.67
64	B	11KV INSTITUTE	19	0.30	1.02	1	3	10.67
65	B	33KV FADAMA 1	19	0.30	1.02	1	3	10.67
66	B	33KV FADAMA 2	19	0.30	1.02	1	3	10.67
67	B	33KV FARFARU	25	0.33	2.75	1	3	31.00
68	B	33KV MAGAMI	15	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	18	0.18	1.19	1	10	33.00
70	B	33KV KAURAN NAMODA	14	0.44	1.84	1	10	31.07
71	C	11KV KAKURI	23	0.28	0.87	1	3	11.00
72	C	11KV NORTEX	23	0.22	0.55	1	6	11.00
73	C	11KV UNGUWA N YELWA	23	0.37	0.55	1	3	10.86
74	C	11KV FEDERAL HOUSING	23	0.27	0.93	1	3	10.85
75	C	11KV AREWA BOTTLERS	23	0.29	1.33	1	3	10.75
76	C	33KV UNGUWA N BORO	24	0.34	1.44	1	3	33.00
77	C	33KV KINKINAU	24	0.27	1.41	1	3	33.00
78	C	11KV MC (DEDICATED)	23	0.32	0.36	1	3	10.64
79	C	11KV GRAZAR	23	0.27	1.25	1	3	10.64
80	C	11KV SABON GARIN ZAR	23	0.18	0.80	1	6	10.64
81	C	11KV ABU	23	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	23	0.25	1.60	1	6	10.33
83	C	11KV GASKIYA	23	0.18	0.80	1	6	10.54
84	C	33KV KOFAN DOKA	23	0.38	2.66	1	10	30.32
85	C	33KV SOBA	23	0.35	1.32	1	3	30.10
86	C	11KV NTA SOK	23	0.27	1.09	1	6	10.86
87	C	33KV CCNN	24	0.03	0.37	1	3	30.10
88	C	33KV KWARE/U NIVERSITY	23	0.20	1.02	1	3	31.18
89	C	33KV YABO/SHA GARI	23	0.20	1.23	1	3	31.00
90	C	11KV BULASA	23	0.17	0.31	1	2	11.00
91	C	11KV NOCACO	19	0.22	2.01	1	3	11.00
92	C	11KV MANDO ROAD	19	0.16	0.45	1	6	10.54
93	C	11KV GRA ZAM	19	0.27	1.09	1	3	10.64
94	C	11KV FGGC	19	0.25	1.60	1	6	10.89
95	C	11KV ARMY BARRACK	19	0.23	2.30	1	3	11.00
96	C	11KV BADO	19	0.30	0.37	1	6	11.00

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97	C	11KV KARA	19	0.20	1.07	1	2	11.00
98	C	11KV GRA ARGUNGU	19	0.24	1.40	1	10	11.00
99	C	33KV ARGUNGU	20	0.46	1.29	1	10	32.67
100	C	33KV YAURI	18	0.45	0.44	1	2	31.00
101	D	11KV BARNAWA MKR	23	0.27	0.93	1	3	10.44
102	D	11KV NASSARA WA MKR	23	0.42	0.77	1	3	10.44
103	D	11KV VILLAGE	23	0.60	0.79	1	3	10.64
104	D	11KV YANTUKW ANE	23	0.32	0.93	1	3	11.00
105	D	11KV DANKAND E	23	0.27	1.15	1	3	10.85
106	D	11KV ZARIA ROAD	23	0.21	1.41	1	3	10.64
107	D	11KV NDA	23	0.28	0.80	1	10	10.85
108	D	11KV SAMARU	23	0.40	1.83	1	3	10.33
109	D	11KV GRA JEGA	23	0.24	1.09	1	3	10.54
110	D	11KV KAFANCH AN	23	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	19	0.18	0.79	1	6	10.54
112	D	11KV TEACHING HOSPITAL ZAR	19	0.24	0.59	1	6	10.54
113	D	11KV TUDUN WADA ZAM	19	0.28	0.57	1	3	10.54
114	D	11KV INDUSTRIAL ZAM	19	0.19	1.91	1	3	10.75
115	D	11KV DAMBA	19	0.28	0.57	1	3	10.75
116	D	33KV MAFARA	20	0.47	0.64	1	10	30.97
117	D	11KV MABERA	19	0.32	2.08	1	3	11.00
118	D	11KV NASSARA WA KBI	19	0.24	1.64	1	6	10.78
119	D	11KV KANTA	19	0.28	0.68	1	10	11.00
120	D	11KV YELWA	19	0.12	0.99	1	2	11.00
121	D	11KV YAURI	19	0.34	0.31	1	2	11.00
122	D	11KV KURMIN MASHI	18	0.34	2.17	1	10	10.89
123	D	11KV COSTAIN	16	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	16	0.25	0.67	1	6	11.00
125	D	11KV ZARIA CITY	16	0.30	0.79	1	6	11.00
126	D	11KV KOFAN KIBO	16	0.11	1.27	1	6	11.00
127	D	11KV SABON GARIN JEGA	16	0.11	1.27	1	6	11.00
128	D	11KV MERA	16	0.11	1.27	1	6	11.00
129	D	11KV DAM	16	0.39	1.61	1	6	11.00
130	D	11KV SHIKA	16	0.25	1.60	1	6	10.46
131	D	11KV WATERWORKS SOK	16	0.40	1.02	1	8	10.78
132	D	11KV TUDUN WADA KBI	16	0.12	0.71	1	10	11.00
133	D	33KV JEGA	15	0.25	0.99	1	10	32.67
134	D	11KV KAWO	14	0.33	0.45	1	10	10.25
135	D	11KV RAFIN GUZA	14	0.34	2.17	1	10	10.46
136	D	11KV RABAH ROAD	12	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	14	0.72	1.86	1	10	33.00
138	D	11KV DURBAWA	14	0.14	1.40	1	8	10.78
139	E	11KV PAMA	23	0.33	0.75	1	3	10.54
140	E	11KV CHELCO	19	0.21	0.77	1	3	10.64
141	E	11KV SABON GARIN RIG	19	0.13	0.67	1	6	10.64
142	E	11KV ASIKOLAYE	19	0.15	1.10	1	6	10.70
143	E	33KV TSAFE	20	0.45	1.09	1	10	30.97
144	E	11KV TOWN	19	0.17	2.34	1	3	10.89
145	E	11KV BARRACKS ZURU	16	0.26	1.72	1	6	10.14
146	E	11KV RIKOTO/ZURU	16	0.18	0.80	1	6	10.04
147	E	33KV ZURU	18	0.19	0.72	1	10	10.36
148	E	11KV MAKARFI ROAD	17	0.31	1.90	1	6	10.78
149	E	33KV BAKURA	15	0.14	2.14	1	10	30.97
150	E	11KV SULTAN PALACE	18	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	18	0.47	1.40	1	8	33.00
152	E	11KV SABON TASHA	16	0.13	0.67	1	10	11.00
153	E	11KV UNGUWAN MUAZU	15	0.13	0.45	1	10	10.78
154	E	11KV BIRNIN GWARI	15	0.33	0.45	1	10	11.00
155	E	33KV BIRNIN GWARI	15	0.38	2.11	1	10	30.97
156	E	33KV KAMBA	15	0.34	0.82	1	2	31.58
157	E	33KV ALIERO	15	0.24	1.04	1	10	32.67
158	E	33KV GWANDU	15	0.54	1.47	1	10	31.58
159	E	33KV BUNZA	15	0.46	0.68	1	10	30.97
160	E	11KV KAGORO	15	0.11	1.27	1	10	10.57
161	E	11KV MANCHOK	15	0.12	1.98	1	10	10.46
162	E	11KV KATABU	11	0.33	0.45	1	10	10.46
163	E	11KV JAJI	11	0.21	1.90	1	10	10.57
164	E	11KV HAYIN RIGASA	12	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	12	0.25	1.10	1	10	10.67
166	E	33KV JERE	14	0.18	0.31	1	10	32.67
167	E	11KV SABON GARIN ZAM	14	0.32	1.75	1	10	10.80
168	E	33KV MARADUN	11	0.32	0.74	1	10	31.29
169	E	33KV ANKA	11	0.55	0.79	1	10	31.29
170	E	11KV KUEPPERS	14	0.28	0.57	1	8	10.78
171	E	11KV DIORI HAMMANI	14	0.17	1.48	1	8	10.89
172	E	11KV SARKIN FADA	14	0.15	0.37	1	8	10.68
173	E	11KV ILLELA ROAD	14	0.20	1.02	1	8	10.68
174	E	33KV TURUNKU	8	0.27	1.85	1	3	30.97
175	E	33KV KUDAN	8	0.25	1.98	1	10	30.97
176	E	33KV MAKARFI	8	0.28	2.71	1	10	30.97
177	E	33KV NNPC SAMINAKA	8	0.28	1.05	1	10	30.97
178	E	33KV KOKO	8	0.37	3.08	1	10	30.97