



## BASIS FOR THE REVIEW

### 5. Minor Review Indices

The underlisted indices with potential impact on electricity rates were considered to determine KEDCO's revised revenue requirements and associated tariffs:

- a. **Exchange Rate:** The Naira to the US Dollar exchange rate of ₦1,463.31/US\$1 has been adopted for April - December 2024; this has been determined by adding a 1% transaction cost to the average foreign exchange rate of ₦1,448.82 during the period of 19<sup>th</sup> - 25<sup>th</sup> March 2024 as obtained from the website of the Central Bank of Nigeria ("CBN") in line with the MYTO methodology.
- b. **Nigerian Inflation Rate:** The Nigerian inflation rate of 31.70% for February 2024 as published by the National Bureau of Statistics ("NBS") is applied to revise the Nigerian inflation rate projection for 2024.
- c. **US Inflation Rate:** Based on the data published by the United States Bureau of Labor Statistics (<http://www.bls.gov>), the US inflation rate of 3.20% for February 2024 is applied to revise the US Inflation rate projection for 2024.
- d. **Available Generation Capacity:** Considering the periodic reports from the System Operator, the review maintains the January 2024 projection of an average offtake of 268MWh/h by KEDCO 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 KEDCO**

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	2,347	2,347	2,347
Energy Delivered to DisCo	MWh/h	268	268	268
Generation Cost	₦/kWh	101.5	103.9	103.9
Transmission & Admin Cost	₦/kWh	9.1	9.1	9.1
End-User Cost Reflective Tariffs	₦/kWh	184.8	188.1	188.1
End-User Allowed Tariffs	₦/kWh	58.8	122.1	122.1
Monthly Tariff Shortfall (Subsidy)	₦' Million	<b>18,481</b>	<b>10,774</b>	<b>9,682</b>

## 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 KEDCO, 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 KEDCO franchise in 2024 is approximately ₦9.68bn per month.



**Table - 2: Approved Allowed Tariffs (₺/kWh) for KEDCO**

Tariff Class	Jan - Mar 2024	Apr - Dec 2024
Life-line	4.00	4.00
A - Non-MD	70.23	225.00
A - MD1	74.06	225.00
A - MD2	76.54	225.00
B - Non-MD	65.29	65.29
B - MD1	68.13	68.13
B - MD2	71.11	71.11
C - Non-MD	47.57	47.57
C - MD1	49.51	49.51
C - MD2	54.01	54.01
D - Non-MD	32.02	32.02
D - MD1	47.58	47.58
D - MD2	47.58	47.58
E - Non-MD	31.88	31.88
E - MD1	47.58	47.58
E - MD2	47.58	47.58

**8. Service Delivery Commitments**

KEDCO 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 KEDCO 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 KEDCO for near real-time monitoring of service.
- b. KEDCO 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. KEDCO shall publish the contact numbers of the service rapid response team for each customer cluster/business unit on its website and circulate the same to the customers vide bulk SMS, commencing with Band A clusters no later than 12 noon, Friday 5<sup>th</sup> April 2024.

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

#### 11. Procurement of Embedded Generation

KEDCO is obligated by this Order to procure a minimum of 27MW 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 14MW (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 KEDCO's Franchise area. The capacity to be procured should be ready for dispatch to the KEDCO's network by the 1st of April 2025.

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## 12. KEDCO'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 KEDCO net of the applicable tariff shortfall approved by the Commission monthly, while MO shall issue the full transmission and administrative services invoices to KEDCO at the applicable tariff;
- KEDCO 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 KEDCO, 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	371	371	371	371
	Meter Acquisition Fund	174	174	174	174
	Unadjusted GenCo Invoice	19,855	20,330	20,330	20,330
	TCN & Admin Services	1,779	1,786	1,786	1,786
	DisCo	4,930	4,930	4,930	4,930
	<b>Total</b>	<b>27,110</b>	<b>27,592</b>	<b>27,592</b>	<b>27,592</b>
	Allowed Recovery	<b>8,629</b>	<b>16,817</b>	<b>17,910</b>	<b>17,910</b>
	2023 Under Recovery B/F	<b>327</b>	<b>327</b>	<b>327</b>	-
	Tariff Shortfall (Subsidy)	<b>18,808</b>	<b>11,101</b>	<b>10,009</b>	<b>9,682</b>
	NBET Adjusted Invoice to KEDCO	1,047	9,229	10,321	10,648
DisCo Remittance Obligation	NEMSF	371	371	371	371
	Meter Acquisition Fund	174	174	174	174
	NBET Remittance Obligation	1,047	9,229	10,321	10,648
	MO Remittance Obligation	1,779	1,786	1,786	1,786
	DisCo	5,257	5,257	5,257	4,930
	<b>Total Distribution</b>	<b>8,629</b>	<b>16,817</b>	<b>17,910</b>	<b>17,910</b>
	DisCo Remittance to NBET	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
	DisCo Remittance to MO	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

- c. FGN intervention from budgetary appropriation and other sources for funding tariff shortfall shall be applied by NBET to ensure 100% settlement of market invoices as issued by generating companies ("GenCos").
- d. KEDCO 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. KEDCO shall maintain adequate payment securitisation for energy off-take in line with the earlier directive of the Commission and relevant bilateral contracts.
- f. KEDCO shall settle its market invoices under the DisCo Remittance Obligation thresholds as provided in Table 3. All settlements are subject to **regulatory net-offs** as may be issued from time to time by the Commission.

### 13. **Effective Date**

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

Dated this 28<sup>th</sup> day of March 2024

  
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Sanusi Garba  
Chairman

  
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Dafe C. Akpeneye  
Commissioner  
Legal Licence and Compliance

**Appendix – 1: KEDCO’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: KEDCO'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	33KV ZARIA ROAD	AKTH	Na'ibawa, Zaria road	20
2	A	33KV CLUB	BADAWA	CLUB ROAD	20
3	A	33KV SMALL SCALE	BOMPAI	DAKATA	20
4	A	33KV MTN	BOMPAI	INDEPENDENCE BOMPAI	20
5	A	11KV YUSUF ROAD	BOMPAI	Yusuf Road	20
6	A	11KV MAIMALARI	BOMPAI	MAIMALARI BOMPAI	20
7	A	11KV BOMPAI	BOMPAI	BOMPAI ROAD	20
8	A	33KV DAURA	DAURA	Mashi road, Daura	20
9	A	11KV RIJIMA RICE	DAURA	Rijima Rice Daura town	20
10	A	33KV ATM	DORAYI	KUMBOTSO	20
11	A	11KV CERAMIC	DORAYI	Challawa INDUSTRIAL	20
12	A	11KV NBC	DORAYI	challawa INDUSTRIAL	20
13	A	33KV DUTSE	DUTSE	Dutsen Town	20
14	A	33KV TEXTILE	FUNTUA	Mairuwa	20
15	A	33KV KATSINA ROAD	FUNTUA	Katsina road, Funtua	20
16	A	11KV FUNTUA TEXTILE MILL	FUNTUA	Water Board Funtua	20
17	A	11KV FUNTUA WATER WORKS	FUNTUA	Funtua Water Board	20
18	A	11KV INDUSTRIAL	FUNTUA	Funtua Industrial	20
19	A	33KV RICE MILLS	GUMEL	GUJUNGU, JIGAWA RICE MILLS, GAGARAWA	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)
20	A	33KV UNIVERSITY	HADEJIA	HADEJIA, BIRNIWA, UNIVERSITY, GUMEL, KAFIN HAUSA	20
21	A	33KV HADEJIA	HADEJIA	ALONG MALLAM MODORI RD HA HADEJIA, OPPOSITE SHAGARI COMM.SCH HADEJIA, KM2 MMR ROAD BEHIND NEPA POWER ST. HADEJIA, NEAR UMMUL KHAIRI YOGOUT, HADEJIA TWN, NO.3 NGURU ROAD HADEJIA, NEAR TRANSMISSION SUB STATION HADEJIA, NEAR TRANSMISSION SUB STATION HADEJIA, NTA QTRS, ALONG G/GABAS RD, HADEJIA TOWN, ALONG M/MADORI ROAD, HADEJIA TOWN, OPPOSITE SHAGARI COMM.SCH HADEJIA.	20



**Appendix - 2: KEDCO'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)
22	A	33KV DAN AGUNDI 1	KANO CITY	DANAGUNDI INJECTION SUB STATION KANO CITY	20
23	A	33KV KOFAR GUGA	KATSINA CITY	KOFAR GUGA Katsina	20
24	A	11KV NATSINTA	KATSINA CITY	KATSINA CITY	20
25	A	33KV POWER HOUSE	KATSINA URBAN	KATSINA URBAN	20
26	A	33KV AJIWA WATER WORKS	KATSINA URBAN	Dutsinma Area, New Govt House, SSS Office, Inec tourist Lodge	20
27	A	11KV APEX	KATSINA URBAN	HASSAN USMAN ROAD CBN Katsina	20
28	A	33KV GASKIYA	KAWAJI	KAWAJI	20
29	A	11KV TAMBURAWA WATER PLANT	MAIKALWA	TAMBURAWA WATER TREATMENT PLANT	20
30	A	33KV CHALLAWA WATER WORKS	PANSHEKARA	PANSHEKARA	20
31	A	33KV TAMBURAWA WATER WORKS	PANSHEKARA	PANSHEKARA	20
32	A	11KV CHALLAWA WATER PLANT	PANSHEKARA	Water Plant Challawa	20
33	A	33KV RICE FIELD	R/ZAKI	GWARZO ROAD	20
34	A	33KV IDH	SABON GARI	FRANCE ROAD KANO	20
35	A	33KV MAMUDA	SHARADA	Challawa Industrial estate	20
36	A	33KV COCA COLA	SHARADA	Challawa Indutrail Area	20
37	A	33KV DANGOTE	SHARADA	SHARADA Phase 3	20
38	A	11KV DALA FOODS	SHARADA	SHARADA INDUSTRIAL	20
39	A	33KV WUDIL	WUDIL	GAYA ROAD WUDIL	20

Appendix - 2: KEDCO'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)
40	A	11KV WUDIL COMMERCIAL	WUDIL	Wudil Town	20
41	A	33KV SPANISH 1	ZARIA ROAD	SHARADA PHASE 2	20
42	A	33KV SPANISH 2	ZOO ROAD	SHARADA PHASE 2	20
43	A	33KV ANGELS	ZOO ROAD	SHARADA PHASE 2	20
44	B	33KV FLOUR MILLS	BOMPAI		16





## Appendix - 2: KEDCO'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
45	B	11KV TARAUNI	16.00	0.16	3.63	1.5 min	48 Hrs	11
46	B	33KV HADEJIA	16.00	0.10	2.66	1 min	24 Hrs	33
47	B	11KV DR BALA	16.00	0.24	4.10	1.5 min	48 Hrs	11
48	B	33KV CBN	16.00	1.50	1.23	1 min	24 Hrs	33
49	B	33KV BUK	16.00	1.00	1.48	1 min	24 Hrs	33
50	B	33KV KURNA	16.00	1.00	1.48	1 min	24 Hrs	33
51	B	11KV BELLO DANDAGO	16.00	0.00	2.08	1.5 min	48 Hrs	11
52	B	11KV NEW SITE	16.00	0.04	6.67	1.5 min	48 Hrs	11
53	B	33KV DUTSE	16.00	0.22	2.63	1 min	24 Hrs	33
54	B	33KV NNPC	16.00	1.22	0.94	1 min	24 Hrs	33
55	B	11KV AHMADU BELLO	16.00	0.38	4.26	1.5 min	48 Hrs	11
56	B	11KV BANK ROAD	16.00	0.30	2.52	1 min	24 Hrs	11
57	B	11KV TOKARAWA	16.00	0.14	3.82	1 min	24 Hrs	11
58	B	33KV MAMMAN NASIR	16.00	0.38	6.20	1 min	24 Hrs	33
59	B	33KV RIJIYAR ZAKI	16.00	0.04	3.95	1 min	24 Hrs	11
60	B	11KV SABON GARI	16.00	0.14	4.00	1.5 min	48 Hrs	11
61	B	11KV AIRPORT ROAD	16.00	0.04	3.31	1.5 min	48 Hrs	11
62	B	11KV AJASA	16.00	0.09	2.64	1.5 min	48 Hrs	11
63	B	11KV AUDU BAKO	16.00	0.22	3.15	1.5 min	48 Hrs	11
64	B	11KV SANI ABACHA WAY	16.00	0.02	3.87	1.5 min	48 Hrs	11
65	B	11KV FANTAI	16.00	0.06	0.00	1.5 min	48 Hrs	11
66	B	11KV YANKABA	16.00	0.09	4.73	1.5 min	48 Hrs	11
67	B	33KV KAFIN HAUSA	16.00	0.29	2.45	1.5 min	48 Hrs	33
68	B	11KV HASSAN USMAN ROAD	16.00	0.11	6.38	1.5 min	48 Hrs	11
69	B	11KV LOW COST	16.00	0.04	8.16	1.5 min	48 Hrs	11
70	B	11KV DANDAGORO	16.00	0.06	5.06	1.5 min	48 Hrs	11
71	B	11KV DAURAMA	16.00	0.09	4.10	1.5 min	48 Hrs	11



## Appendix - 2: KEDCO'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
72	B	11KV BAYAJIDDA	16.00	0.05	4.40	1.5 min	48 Hrs	11
73	B	11KV MAJE	16.00	0.15	2.84	1.5 min	48 Hrs	11
74	B	11KV SHAGARI	16.00	0.12	3.05	1.5 min	48 Hrs	11
75	B	11KV RACE COURSE	16.00	0.26	3.72	1.5 min	48 Hrs	11
76	B	11KV BADAWA	16.00	0.25	4.25	1.5 min	48 Hrs	11
77	B	11KV ABUJA ROAD	16.00	0.13	4.83	1.5 min	48 Hrs	11
78	B	11KV INDEPENDENCE	16.00	0.16	3.11	1 min	24 Hrs	11
79	B	11KV GWARZO ROAD	16.00	0.01	8.68	1.5 min	48 Hrs	11
80	B	11KV GOVERNMENT HOUSE DUTSE	16.00	0.04	5.88	1.5 min	48 Hrs	11
81	B	11KV DAKATA	16.00	0.12	6.07	1.5 min	48 Hrs	11
82	B	11KV DANLADI NASIDI	16.00	0.12	2.63	1.5 min	48 Hrs	11
83	B	11KV HOUSING ESTATE	16.00	0.10	3.59	1.5 min	48 Hrs	11
84	B	11KV N.N.D.C.	16.00	0.10	3.28	1.5 min	48 Hrs	11
85	B	11KV KARKASARA	16.00	0.12	3.50	1.5 min	48 Hrs	11
86	B	11KV HAUSAWA	16.00	0.06	2.86	1.5 min	48 Hrs	11
87	B	11KV NOMANSLAND	16.00	0.15	5.26	1 min	24 Hrs	11
88	B	11KV IBRAHIM TAIWO	16.00	0.20	3.71	1.5 min	48 Hrs	11
89	B	11KV MAJESTIC	16.00	0.00	23.47	1.5 min	48 Hrs	11
90	B	11KV KABUGA	16.00	0.23	6.60	1.5 min	48 Hrs	11
91	B	11KV YANLEMO	16.00	0.16	4.82	1.5 min	48 Hrs	11
92	B	11KV MASARAUTA	16.00	0.07	3.10	1.5 min	48 Hrs	11
93	B	11KV SHARADA INDUSTRIAL	16.00	0.13	2.72	1 min	24 Hrs	11
94	B	11KV GARU	16.00	0.03	3.88	1.5 min	48 Hrs	11
95	B	11KV TAKUR	16.00	0.01	5.72	1.5 min	48 Hrs	11
96	B	11KV MURTALA MOHD	16.00	0.23	3.07	1.5 min	48 Hrs	11
97	C	33KV KAITA	12.00	0.18	3.17	1 min	24 Hrs	33
98	C	33KV KAZAURE	12.00	0.89	3.96	1 min	24 Hrs	33



## Appendix - 2: KEDCO'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
99	C	33KV POLYTECHNIC	12.00	0.22	6.27	1 min	24 Hrs	33
100	C	33KV GUMEL	12.00	0.84	2.69	1.5 min	48 Hrs	33
101	C	11KV KANTI	12.00	0.05	3.58	1.5 min	48 Hrs	11
102	C	11KV DANTUNKU	12.00	0.02	1.64	1.5 min	48 Hrs	11
103	C	11KV G.R.A.	12.00	0.11	5.22	1.5 min	48 Hrs	11
104	C	11KV KANO ROAD	12.00	0.04	4.57	1.5 min	48 Hrs	11
105	C	11KV MOHD DIKKO	12.00	0.07	4.12	1.5 min	48 Hrs	11
106	C	33KV MAI ADUA	12.00	0.50	4.34	1.5 min	48 Hrs	33
107	C	33KV DUTSENMA	12.00	0.20	3.01	1 min	24 Hrs	33
108	C	11KV ZAWACIKI	12.00	0.13	5.12	1.5 min	48 Hrs	11
109	C	11KV PANSHEKARA	12.00	0.09	3.45	1.5 min	48 Hrs	11
110	C	11KV JAMARE	12.00	0.06	3.40	1.5 min	48 Hrs	11
111	C	11KV FEDERAL SECRETARIAT	12.00	0.23	4.65	1 min	24 Hrs	11
112	C	33KV BIRNIN KUDU	12.00	1.06	4.61	1 min	24 Hrs	33
113	C	11KV F.M.C.	12.00	0.03	6.24	1.5 min	48 Hrs	11
114	C	11KV MARHABA	12.00	0.08	2.51	1.5 min	48 Hrs	11
115	C	11KV NAKOWA	12.00	0.02	5.24	1.5 min	48 Hrs	11
116	C	11KV B.C.G.A.	12.00	0.02	4.07	1.5 min	48 Hrs	11
117	C	11KV GALADIMA	12.00	0.05	5.30	1.5 min	48 Hrs	11
118	C	11KV JABIRI	12.00	0.14	3.27	1.5 min	48 Hrs	11
119	C	11KV LAMIDO	12.00	0.20	4.07	1.5 min	48 Hrs	11
120	C	11KV HOSPITAL ROAD	12.00	0.06	5.89	1.5 min	48 Hrs	11
121	C	11KV DUTSIN SAFE	12.00	0.04	11.26	1.5 min	48 Hrs	11
122	C	11KV TUKUNTAWA	12.00	0.15	2.36	1.5 min	48 Hrs	11
123	C	11KV MUNDADU	12.00	0.24	0.00	1.5 min	48 Hrs	11
124	C	11KV DUTSEN REME	12.00	0.03	3.75	1.5 min	48 Hrs	11
125	C	11KV TOWN	12.00	0.02	2.98	1.5 min	48 Hrs	11



## Appendix - 2: KEDCO'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
126	C	11KV BICHI TOWN	12.00	0.00	2.95	1.5 min	48 Hrs	11
127	C	11KV LAUTAI	12.00	0.08	4.69	1.5 min	48 Hrs	11
128	C	11KV ORTHOPAEDIC	12.00	0.09	4.95	1.5 min	48 Hrs	11
129	C	11KV KOFAR NA'ISA	12.00	0.08	5.64	1.5 min	48 Hrs	11
130	C	11KV FAGGE	12.00	0.06	3.50	1.5 min	48 Hrs	11
131	C	11KV SCHOOL OF NURSING	12.00	0.04	6.15	1.5 min	48 Hrs	11
132	C	11KV LIMAWA	12.00	0.03	6.69	1.5 min	48 Hrs	11
133	C	11KV HOTORO	12.00	0.10	3.75	1.5 min	48 Hrs	11
134	C	11KV U/UKU	12.00	0.18	5.25	1.5 min	48 Hrs	11
135	C	11KV KUNDILA	12.00	0.14	3.17	1.5 min	48 Hrs	11
136	C	11KV MAIDUGURI ROAD	12.00	0.14	4.18	1.5 min	48 Hrs	11
137	C	11KV FARAWA	12.00	0.33	2.72	1.5 min	48 Hrs	11
138	C	11KV MAKAMA	12.00	0.07	4.11	1.5 min	48 Hrs	11
139	C	11KV SALLARI	12.00	0.09	3.08	1.5 min	48 Hrs	11
140	C	11KV AMINU KANO	12.00	1.09	4.08	1.5 min	49 Hrs	12
141	C	11KV BACHIRAWA	12.00	2.09	5.08	1.5 min	50 Hrs	13
142	C	11KV KOFAR NASSARAWA	12.00	3.09	6.08	1.5 min	51 Hrs	14
143	C	11KV CITY	12.00	4.09	7.08	1.5 min	52 Hrs	15
144	C	11KV CAMPUS	12.00	0.02	3.67	1.5 min	48 Hrs	11
145	C	11KV TIGA	12.00	0.06	11.90	1.5 min	48 Hrs	11
146	C	11KV SANI MAINAGGE	12.00	0.07	3.08	1.5 min	48 Hrs	33
147	D	11KV MAKWALLA	8.00	0.03	7.05	1.5 min	48 Hrs	11
148	D	33KV DANBATTI	8.00	0.15	4.27	1 min	24 Hrs	33
149	D	33KV MUSAWA	8.00	0.68	3.71	1.5 min	48 Hrs	33
150	D	33KV MALUMFASHI	8.00	1.30	3.13	1 min	24 Hrs	33
151	D	11KV KOFAR FADA	8.00	0.68	0.00	1.5 min	48 Hrs	11
152	D	33KV BAGAUDA	8.00	1.67	1.74	1.5 min	48 Hrs	33
153	D	11KV ARMY BARRACKS	8.00	0.07	10.02	1.5 min	48 Hrs	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
154	D	11KV KOFAR MARUSA	8.00	0.04	6.52	1.5 min	48 Hrs	11
155	D	33KV MASHI	8.00	0.21	5.01	1 min	24 Hrs	33
156	D	11KV JAEN	8.00	0.24	1.85	1.5 min	48 Hrs	11
157	D	11KV CHIRANCI	8.00	0.22	2.08	1.5 min	48 Hrs	11
158	D	33KV BIRNIWA	8.00	0.37	7.93	1.5 min	48 Hrs	33
159	D	11KV KAURA GOJE	8.00	0.08	5.21	1.5 min	48 Hrs	11
160	D	11KV TUDUN WADA	8.00	0.05	5.07	1.5 min	48 Hrs	11
161	D	11KV GWAGWARWA	8.00	0.07	2.63	1.5 min	48 Hrs	11
162	D	11KV TUDUN MURTALA	8.00	0.03	4.03	1.5 min	48 Hrs	11
163	D	11KV RIMIN KEBE	8.00	0.08	3.38	1.5 min	48 Hrs	11
164	D	11KV GWAMMAJA	8.00	0.06	5.69	1.5 min	48 Hrs	11
165	D	33KV JAHUN	8.00	0.75	6.15	1.5 min	48 Hrs	33
166	D	11KV TSAMIYA BABBA	8.00	0.20	4.81	1.5 min	48 Hrs	11
167	D	11KV KOKI	8.00	5.09	8.08	1.5 min	53 Hrs	16
168	D	11KV TALAMIZ	8.00	0.31	3.93	1 min	24 Hrs	11
169	D	11KV FANISAU	8.00	0.06	11.90	1.5 min	48 Hrs	11
170	D	11KV MATAZU	8.00	0.01	17.57	1.5 min	48 Hrs	11
171	D	11KV JAKARA	8.00	0.05	3.08	1.5 min	48 Hrs	33
172	D	11KV SAGAGI	8.00	0.05	3.08	1.5 min	48 Hrs	33
173	E	11KV MAI RUWA	4.00	0.03	3.61	1.5 min	48 Hrs	11
174	E	33KV DANDUME	4.00	0.83	4.19	1.5 min	48 Hrs	33
175	E	33KV LAW SCHOOL	4.00	0.80	2.25	1.5 min	48 Hrs	33
176	E	33KV KARAYE	4.00	0.55	3.40	1.5 min	48 Hrs	33
177	E	33KV FALGORE	4.00	0.50	3.08	1.5 min	48 Hrs	33
178	E	33KV KWANKWASO	4.00	0.42	3.08	1.5 min	48 Hrs	33
179	E	33KV DAWANAU	4.00	0.50	3.08	1.5 min	48 Hrs	33
180	E	33KV GEZAWA	4.00	0.44	3.08	1.5 min	48 Hrs	33
181	E	33KV MAKOLE	4.00	0.23	3.08	1.5 min	48 Hrs	33
182	E	33KV GANO	4.00	0.30	3.08	1.5 min	48 Hrs	33
183	E	33KV GAYA	4.00	0.30	3.08	1.5 min	48 Hrs	33

## Appendix - 2: KEDCO'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
184	E	33KV GARKO	4.00	0.42	3.08	1.5 min	48 Hrs	33
185	E	33KV SUMAILA	4.00	0.59	3.08	1.5 min	48 Hrs	33

