



ORDER/NERC/2024/036

**BEFORE THE NIGERIAN ELECTRICITY REGULATORY COMMISSION
IN THE MATTER OF APRIL 2024 SUPPLEMENTARY ORDER TO THE MULTI-YEAR TARIFF
ORDER 2024 FOR PORT HARCOURT 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 Port Harcourt Electricity Distribution Plc ("PHED").

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

CONTEXT

3. Pursuant to the Tariff Review Application by PHED, the Commission approved MYTO-2024 effective from 1st January 2024. The Order among others;
 - a. Restated PHED'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 PHED;
 - 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 PHED'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 283MWh/h by PHED 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 PHED

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	2,478	2,478	2,478
Energy Delivered to DisCo	MWh/h	283	283	283
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	183.3	186.6	186.6
End-User Allowed Tariffs	₦/kWh	61.4	121.2	121.2
Monthly Tariff Shortfall (Subsidy)	₦' Million	18,885	10,668	10,126

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 PHED, 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 PHED franchise in 2024 is approximately ₦10.13bn per month.

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Table - 2: Approved Allowed Tariffs (₦/kWh) for PHED

Tariff Class	Jan - Mar 2024	Apr - Dec 2024
Life-line	4.0	4.0
A - Non-MD	72.67	225.00
A - MD1	71.62	225.00
A - MD2	69.88	225.00
B - Non-MD	68.96	68.96
B - MD1	67.18	67.18
B - MD2	67.12	67.12
C - Non-MD	56.38	56.38
C - MD1	54.64	54.64
C - MD2	54.64	54.64
D - Non-MD	39.67	39.67
D - MD1	55.43	55.43
D - MD2	55.43	55.43
E - Non-MD	39.44	39.44
E - MD1	55.43	55.43
E - MD2	55.43	55.43

8. Service Delivery Commitments

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

11. Procurement of Embedded Generation

PHED is obligated by this Order to procure a minimum of **28MW** 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 PHED's Franchise area. The capacity to be procured should be ready for dispatch to the PHED's network by the 1st of April 2025.

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12. PHED'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 PHED net of the applicable tariff shortfall approved by the Commission monthly, while MO shall issue the full transmission and administrative services invoices to PHED at the applicable tariff;
- PHED 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 PHED, 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	355	355	355	355
	Meter Acquisition Fund	184	184	184	184
	Unadjusted GenCo Invoice	20,967	21,468	21,468	21,468
	TCN & Admin Services	1,876	1,883	1,883	1,883
	DisCo	5,015	5,015	5,015	5,015
	Total	28,396	28,905	28,905	28,905
Allowed Recovery		9,511	18,237	18,780	18,780
2023 Under Recovery B/F		373	373	373	-
Tariff Shortfall (Subsidy)		19,259	11,042	10,499	10,126
NBET Adjusted Invoice to PHED		1,708	10,426	10,969	11,342
DisCo Remittance Obligation	NEMSF	355	355	355	355
	Meter Acquisition Fund	184	184	184	184
	NBET Remittance Obligation	1,708	10,426	10,969	11,342
	MO Remittance Obligation	1,876	1,883	1,883	1,883
	DisCo	5,389	5,389	5,389	5,015
	Total Distribution	9,511	18,237	18,780	18,780
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").

- d. PHED 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. PHED shall maintain adequate payment securitisation for energy off-take in line with the earlier directive of the Commission and relevant bilateral contracts.
- f. PHED 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: PHED'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: PHED's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff	Feeder	Description of Feeder Location	Name of major streets served by the Feeder	Minimum Duration of Supply (Hrs/Day)
1	A	EMOHUA	Ahoada	Rumuji Community, Ruakwunde Community, Emohua Cummunity, Oduoha Community, Ogbakiri Community.	20
2	A	ABONEMA	Ahoada	Abonnema, Degema	20
3	A	EPZ1	Calabar	MM Highway, EPZ Complex.	20
4	A	OLAM	Calabar	Olam Grains Complex	20
5	A	TRANSCORP	Calabar	Transcorp	20
6	A	NIGER MILLS	Calabar	Niger Mill Complex.	20
7	A	BAO YAO	Calabar	Bao Yao	20
8	A	EPZ2	Calabar	MM Highway, EPZ Complex.	20
9	A	DIAMOND HILLS	Calabar	Diamond Hill, Essien Town.	20
10	A	EPZ2	Calabar	Esuk Utan	20
11	A	DIAMOND HILLS	Calabar	Leopard Town, Calabar Rd, Mbukpa, Ambo Street.	20
12	A	AMIKA	Calabar	MM Highway, Marian Road, Idundu, Akpabuyo, Essien Town, Spar, Atekon Drive, Mariam road, Eta-Agbor, Unical, Crutech, Atimbo, Bakassi, State Housing, Aka-iffa, Idundun, Oban	20
13	A	IBENO	Eket	Onna Town, Awa Iman, Nkpat Enin, Ikot Abasi, Edem Enya, Marina L.G.A, Ibamo L.G.A	20
14	A	EKPENUKPA	Eket	Afaha Ukwa, RCC, Oron rd	20
15	A	IKOT EKPENE	Ikot Ekpene	Ikot Ekpene Road By Afaha Ube, Enen Afaha, Enen Ikot Abasi,	20
16	A	AKANI	PH	N/A No line load	20

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S/N	Tariff	Feeder	Description of Feeder Location	Name of major streets served by the Feeder	Minimum Duration of Supply (Hrs/Day)
17	A	TRANS AMADI	PH	Trans Amadi Industrial Lay Out, Trans Amadi Gardens, Ordinance Road, Danjuma Drive.	20
18	A	BOROKIRI	PH	Eastern By Pass Road, 2nd & 3rd Avenues, PHED Hqtrs, Borokiri Sand field, Aggrey road, Harold Wilson road, Nigerian Navy Sch., Moscow road	20
19	A	TRANS AMADI	PH	Ordinance, Elf/ Total road, Rivoc road, Redeem road, Jesty and Jenny street, J&C Street, Nka street, Trans Amadi road	20
20	A	TRANS AMADI	PH	Pans Amadi Road, Ordince Road, Danjuma Drive, Somitel, Total Gospel, Doxa Road, Rivoc road, Peter Odili Road	20
21	A	RSPUB 1	PH	Redeem Road, Slaughter Road, Rivoc Road,	20
22	A	RSPUB 1	PH	Alcon Road, Nvuigwe, Woji Estate.	20
23	A	RSPUB 1	PH	YKC area, Woji Village area, Ogbatai area.	20
24	A	SECRETARIAT	PH	Old GRA, PHED Hqtrs. Abana, William Jumbo,	20
25	A	UTC	PH	Kidney Island	20
26	A	UTC	PH	Old GRA, Forces Avenue, Udi Street, Bauchi Street, BMH	20
27	A	UTC	PH	SPAR Shopping Mall, Parts of Old GRA., Industry road, reclamation road, Azikwe road, Old G.R.A-PH club axis	20
28	A	OYIGBO	PH	Aba-Port Harcourt Road, Boskel Road, Obigbo West, School-to-Land	20
29	A	REFINERY LINE 1	PH	Rumukwurushi, Aweto Guest House, Atali, Igwuruta Road, Rumuibekwe-Bori road, Ahoada road, Ogbonda, Aba-Road, Eleme	20

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S/N	Tariff	Feeder	Description of Feeder Location	Name of major streets served by the Feeder	Minimum Duration of Supply (Hrs/Day)
				Junction, Eneka, New-layout Eneka road, Igwuruta-Ali,	
30	A	RUMUOLA	PH	Part of Stadium Road, Oroazi area, Part of Rumuola Road, GRA 2&3, Tombia street, Mummy B road, Oroazi, Madenla Car Wash, Tombia Ext., Psychiatric road, Ohiamini	20
31	A	OYIGBO	PH	Aba-Port Harcourt Road, Elelenwo Community, Boskel Road	20
32	A	AKANI	PH	Old Aba Road, Part of Woji, Rumuibekwe Extension, Victory Estate Elelenwo, Rumuogba, Mr. Sweet, Enugu Street, Victory Estate, Rumuobiakani	20
33	A	RSTV	PH	Elelenwo Sandfill, Nvuigwe community	20
34	A	RAINBOW	PH	Hotel Presidential, Le Meridian Hotel, NDDC Office, Part of GRA 2&3, Parts of Stadium Road, Part of Mummy B Road, New G.R.A, Ordinance road, Mother Cat, Birabi Street-G.R.A	20
35	A	ONNE	PH	Eleme, Alito, Akpajo, Onne NPA, IIPA	20
36	A	FOURLANE	Uyo	Ikot Ekpene road, Ikpa road, oron rd.	20



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Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff	Feeder	Description of Feeder Location	Name of major streets served by the Feeder	Minimum Duration of Supply (Hrs/Day)
37	A	IBESIKPO	Uyo	Ibesikpo, Nung Udoe, Okop Nwa Erong, Afaha-Ube road, Winners Chapel road, Atiku road,	20
38	A	LA MERIDIAN	Uyo	Nsukara Offot, Idu Uruan, Ikot Ekpene Road By De Choice Mall, Ida road, Uwaniba road	20
39	A	IKOT EKPENE	Uyo	4Point Sheraton Complex.	20
40	A	IBESIKPO	Uyo	UNIUYO Town Campus Ikpa Road, Brook Str, Ikot Ekpene Rd, Barracks Str, Govt. house.	20
41	A	IBESIKPO	Uyo	State Secreteriat Complex IBB Way, Abak road, Nsentip Str.	20
42	A	FOURLANE	Uyo	Ewet Housing Estate, Furlane road, Oron road	20.00
43	A	CHAMPIONS BREWERIES	Uyo	Udo Udoma Avenue, Banking Layout, Winners Chapel road, Aka road, IBB road, Community Sch road	20.00
44	B	IMIRINGI	Bayelsa	Tombia Round About, Immiringi Community, Opolo, Okaka, Chinese Road, Azikoro Road, Amarata, Onokpa, Mgbi Road, Swali Round About, Swali Community, Swali Market, Ogbogoro Community, Ogu Community, Fagbi Community, Screteriate, Government House, LGA, FRSC Road, Captain Amangala Street, FMC Road, Sports Complex, Gwegwe, Aritaline, BDGS, Fire Service, Obele, St. Peters, Harbour Road, Down Yenegoa, Oil Mill Road, Imiringi road, Amassoma Rd, Isaac Boro road, Sani Abacha	16.00

Appendix - 2: PHED's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff	Feeder	Description of Feeder Location	Name of major streets served by the Feeder	Minimum Duration of Supply (Hrs/Day)
				road, swuale community, down-Yenegoa, Amarata road	
45	B	AMIKA	Calabar	Satelite Town, Nyaghasang, Atimbo, IBB Way.	16.00
46	B	INDUSTRIAL	Eket	Meter Solution	16.00
47	B	RUKPOKWU	PH	SARS Road, Big Treat Factory, New Airport Road, SARS road, Happybite by Airport road, Eneka road by NNPC Estate	16.00
48	B	IGBO ETCHE	PH	Unity garden estate, Igbo Etche, Rumuwkrushi	16.00
49	B	GREATER PH	PH	New Airport road, Aluu, UPTH, Uniport, Choba, Alakahia, Rumuosi road	16.00
50	B	RSTV	PH	Part of Nvuigwe, Gbalajam, Circular road	16.00
51	B	RUMUOLA	PH	Part of Rumuomasi, NOVOTEL, Rumuomasi, Airforce	16.00
52	B	BORI	PH	OPOBO, Refinery, East west road Onne, Bori, Boro,Ogu,	16.00
53	B	RUKPOKWU	PH	Shell Estate	16.00

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S/N	Tariff	Feeder	Description of Feeder Location	Name of major streets served by the Feeder	Minimum Duration of Supply (Hrs/Day)
54	B	GREATER PH	PH	International Airport Complex, Airport Staff Quarters.	16.00
55	B	FOURLANE	Uyo	Mbiabong, Shelter Afrique Estate, Ikot Udowot, Nung Ette, Uyeh Estate, Sampson Akpan, Timber Market Road By Oron Road, Oron road, Shelter Afrique Estate	16.00



Appendix - 2: PHED'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 Per Day (Hrs)	Average Response time to calls (Sec)	Average Response time to resolving complaints (days)	Service Voltage Level
56	B	EAGLE ISLAND	16	1	6	10	15	11
57	B	RUMUIBEKWE	16	2	6	10	15	11
58	B	OMERELU	16	2	5	10	15	11
59	B	RUMUOMOI	16	2	8	10	15	11
60	B	WATER LINES	16	3	8	10	15	11
61	B	Alscon	16	0	0	10	15	11
62	B	GOVT HOUSE	16	1	6	10	15	33
63	B	NTA	16	1	4	10	15	33
64	B	SECRETARIAT	16	1	3	10	15	33
65	B	SILVERBIRD	16	1	6	10	15	33
66	B	UNICEM	16	1	6	10	15	33
67	B	EKET	16	0	1	10	15	33
68	B	RUMUEKPIRIKON A	16	1	3	10	15	33
69	B	AKAMKPA URBAN A	16	1	1	10	15	33
70	B	RUMUODUMAYA	16	2	7	10	15	33
71	B	AFAHA UBE	16	0	2	10	15	33
72	B	OZUBOKO	16	5	13	10	15	11
73	B	OSONGAMA	16	3	9	10	15	11
74	B	MGBUOBA	16	4	13	10	15	11
75	B	ELEKAHIA ESTATE	16	3	9	10	15	11
76	B	NEW GRA	16	3	11	10	15	11
77	B	ABACHA ROAD	16	3	12	10	15	11
78	B	FIMIE	16	2	7	10	15	11
79	B	OLD DIOBU	16	3	10	10	15	11
80	B	EASTERN BYPASS	16	2	8	10	15	11
81	B	UDO-UDOMA	16	2	10	10	15	11
82	B	NDABROS	16	2	5	10	15	11
83	B	GLASS FACTORY	16	4	12	10	15	11
84	B	RUMUOGBA	16	2	10	10	15	11
85	B	OKOH ROAD	16	4	16	10	15	11
86	B	RUMUOROLU	16	2	7	10	15	11
87	B	AKANI	16	0	1	10	15	33
88	B	FLOUR MILL	16	0	1	10	15	33
89	B	RUMOLUMINI	16	2	9	10	15	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 Per Day (Hrs)	Average Response time to calls (Sec)	Average Response time to resolving complaints (days)	Service Voltage Level
90	B	TIMBER	16	1	7	10	15	33
91	B	AIRPORT	16	2	10	10	15	33
92	B	STATE HOUSING	16	0	0	10	15	33
93	B	ITAM JUNCTION	16	1	7	10	15	33
94	B	OKU IBOKU	16	1	6	10	15	33
95	C	QUA RIVER	12	2	12	10	15	11
96	C	JETTY	12	5	16	10	15	11
97	C	8 MILES	12	4	13	10	15	11
98	C	LOCATION	12	5	15	10	15	11
99	C	OHAKWE	12	5	15	10	15	11
100	C	ZENITH	12	3	13	10	15	11
101	C	AMADI AMA	12	3	12	10	15	11
102	C	NPA	12	3	11	10	15	11
103	C	LOCAL GOVERNMENT	12	1	18	10	15	11
104	C	NDU	12	1	18	10	15	11
105	C	NWANIBA	12	3	14	10	15	11
106	C	BARRACKS	12	3	14	10	15	11
107	C	AKA ITIAM	12	3	12	10	15	11
108	C	BROOKS	12	4	12	10	15	11
109	C	ELELENWO	12	3	14	10	15	11
110	C	BORI CAMP	12	3	12	10	15	11
111	C	ADP	12	4	16	10	15	11
112	C	MCC	12	3	12	10	15	11
113	C	MILE ONE	12	0	0	10	15	11
114	C	ELIOPARANWA	12	4	15	10	15	11
115	C	FIRST BANK	12	3	15	10	15	11
116	C	MBANO JUNCTION	12	3	15	10	15	11
117	C	FEDERAL HOUSING	12	3	13	10	15	11
118	C	BAKERY ROAD	12	4	15	10	15	11
119	C	EGBELU	12	5	15	10	15	11
120	C	OLU OBASANJO	12	0	0	10	15	11
121	C	TAP	12	3	13	10	15	11
122	C	OPM	12	4	16	10	15	11
123	C	AKER Road	12	3	14	10	15	11

Appendix - 2: PHED'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 Per Day (Hrs)	Average Response time to calls (Sec)	Average Response time to resolving complaints (days)	Service Voltage Level
124	C	OMACHI	12	4	16	10	15	11
125	C	RUMUEKINI	12	3	17	10	15	11
126	C	IBB	12	3	14	10	15	11
127	C	KALA	12	4	15	10	15	11
128	C	OZUOBA	12	4	16	10	15	11
129	C	MARKET ROAD	12	4	14	10	15	11
130	C	NIGER CAT	12	3	13	10	15	11
131	C	NKPOGU	12	3	13	10	15	11
132	C	OWERRI RD	12	3	14	10	15	11
133	C	PIPE LINE	12	4	15	10	15	11
134	C	RUMUKALAGBO	12	2	10	10	15	11
135	C	RUMUOKWUTA	12	3	11	10	15	11
136	C	ABAK	12	1	20	10	15	33
137	C	AKAMKPA URBAN B	12	1	1	10	15	33
138	C	INDUSTRIAL	12	0	3	10	15	33
139	C	UPTH	12	2	15	10	15	33
140	C	OPOLO	12	1	8	10	15	33
141	C	AMASOMA	12	0	1	10	15	33
142	C	IMIRINGI B	12	2	10	10	15	33
143	C	RUMUEKPIRIKON B	12	1	3	10	15	33
144	C	NSASAK	12	3	18	10	15	11
145	C	AKA ROAD	12	3	15	10	15	11
146	C	ORON ROAD B	12	0	1	10	15	33
147	D	ELIMGBU	8	4	15	10	15	11
148	D	ELEKAHIA VILLAGE	8	4	15	10	15	11
149	D	AGBIA	8	1	17	10	15	11
150	D	GRA	8	4	17	10	15	11
151	D	AMADI SOUTH	8	4	15	10	15	11
152	D	IKOT IBIOK	8	2	14	10	15	11
153	D	OKON	8	2	16	10	15	11
154	D	AFAHA UQUA	8	3	14	10	15	11
155	D	RCC	8	3	15	10	15	11
156	D	CAMEROUN	8	3	16	10	15	11
157	D	ESSIEN 1	8	0	0	10	15	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 Per Day (Hrs)	Average Response time to calls (Sec)	Average Response time to resolving complaints (days)	Service Voltage Level
158	D	RUMUEME	8	3	16	10	15	11
159	D	AZUABIE	8	4	15	10	15	11
160	D	COT GAS	8	3	19	10	15	11
161	D	OKRIKA	8	3	18	10	15	11
162	D	HAROLD WILSON	8	4	17	10	15	11
163	D	MARINE BASE	8	3	15	10	15	11
164	D	NEW ROAD	8	4	15	10	15	11
165	D	ESSIEN TOWN	8	3	16	10	15	11
166	D	IGWURUTA RD	8	4	18	10	15	11
167	D	IDORO ROAD	8	0	4	10	15	11
168	D	MTAK	8	0	4	10	15	11
169	D	AFAM ROAD	8	1	6	10	15	11
170	D	RAILWAY	8	1	6	10	15	11
171	D	SARS ROAD	8	4	17	10	15	11
172	D	SCHOOL OF NURSING	8	3	17	10	15	11
173	D	ELIOGBOLO	8	4	19	10	15	11
174	D	FGC	8	4	19	10	15	11
175	D	OBI WALI	8	4	19	10	15	11
176	D	AMADI NORTH	8	4	17	10	15	11
177	D	STATION ROAD	8	4	16	10	15	11
178	D	NSUKKA	8	4	17	10	15	11
179	D	UDI	8	4	17	10	15	11
180	D	ALUU	8	4	19	10	15	11
181	D	CHOKA	8	3	18	10	15	11
182	D	WOKOMA	8	3	17	10	15	11
183	D	HABOUR ROAD	8	4	17	10	15	11
184	D	FOUR CORNER	8	1	22	10	15	11
185	D	IKOM TOWN	8	1	22	10	15	11
186	D	ANANTIGHA	8	2	18	10	15	11
187	D	GOLDIE	8	2	17	10	15	11
188	D	TARGET	8	3	16	10	15	11
189	D	UNICAL B	8	2	5	10	15	11
190	D	WELLINGTON BASSEY	8	3	10	10	15	11
191	D	TOWN FEEDER	8	3	17	10	15	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 Per Day (Hrs)	Average Response time to calls (Sec)	Average Response time to resolving complaints (days)	Service Voltage Level
192	D	UKANA	8	3	17	10	15	11
193	D	PALACE ROAD	8	4	17	10	15	11
194	D	OKPORO ROAD	8	5	17	10	15	11
195	D	LEOPARD B	8	2	4	10	15	11
196	D	CHURCHILL	8	4	16	10	15	11
197	D	NAVY	8	3	17	10	15	11
198	D	MARY HARNEY	8	0	23	10	15	11
199	D	R-D ROAD	8	5	17	10	15	11
200	D	MARITIME	8	0	23	10	15	11
201	D	EKIM (AKSU)	8	1	19	10	15	33
202	D	GBARAIN	8	0	8	10	15	33
203	D	IBENO B	8	1	3	10	15	33
204	D	EMUOHA	8	0	3	10	15	33
205	D	KATSINA ALA	8	1	4	10	15	33
206	D	IKOT ABASI (Coconut)	8	1	15	10	15	33
207	D	TUNGBO	8	1	6	10	15	33
208	D	UGEP	8	1	7	10	15	33
209	D	YAHE	8	2	16	10	15	33
210	D	AGUDAMA	8	1	9	10	15	33
211	D	AIRPORT B	8	2	10	10	15	33
212	D	IGBO ETCHE B	8	1	3	10	15	33
213	D	ONNE B	8	1	3	10	15	33
214	D	KOM KOM B	8	0	1	10	15	33
215	D	RUMUOLA B	8	1	4	10	15	33
216	E	ETINAN	4	1	10	10	15	33
217	E	MBO	4	1	13	10	15	33
218	E	AGIP RD	4	0	0	10	15	11
219	E	AMASOMA 2	4	1	18	10	15	11
220	E	CHAIRMANS LODGE	4	0	0	10	15	11
221	E	IGWURUTA	4	0	0	10	15	11
222	E	IWOFE	4	0	0	10	15	11
223	E	KOLOBIRI	4	0	0	10	15	11
224	E	Golf Estate	4	1	15	10	15	11
225	E	ODILI ROAD	4	0	0	10	15	11
226	E	OKURU	4	3	18	10	15	11



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S/N	TARIFF BAND	FEEDERS	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions Per Day (Hrs)	Average Response time to calls (Sec)	Average Response time to resolving complaints (days)	Service Voltage Level
227	E	CRUTECH	4	0	0	10	15	11
228	E	OGALI	4	0	0	10	15	11
229	E	OJOTO	4	0	0	10	15	11
230	E	ETE URBAN	4	1	20	10	15	11
231	E	IKOT AKAN	4	0	0	10	15	11
232	E	PORT HARCOURT ROAD	4	0	0	10	15	11
233	E	EDEBOM	4	1	22	10	15	11
234	E	EBUBU	4	0	0	10	15	11
235	E	OKOTIAMA	4	1	17	10	15	11
236	E	POLAKU	4	0	6	10	15	11
237	E	PPMC	4	0	0	10	15	11
238	E	IKWERRE ROAD	4	0	0	10	15	11
239	E	OFONI	4	1	20	10	15	11
240	E	SAGBAMA	4	1	19	10	15	11
241	E	REFINERY	4	0	0	10	15	11
242	E	UYO ROAD	4	1	22	10	15	11
243	E	AKPAJO	4	3	18	10	15	11
244	E	TTC	4	0	0	10	15	11
245	E	IBEKWE	4	1	20	10	15	11
246	E	IBESIKPO B	4	1	2	10	15	33
247	E	AMIKA GAMMA	4	1	2	10	15	33
248	E	AHOADA	4	0	2	10	15	33
249	E	OBOT OKARA	4	1	21	10	15	33
250	E	ISIOKPO	4	0	0	10	15	33
251	E	NDOKI	4	0	1	10	15	33
252	E	AKAMKPA RURAL	4	1	1	10	15	33
253	E	BUGUMA	4	0	8	10	15	33

