



ORDER/NERC/2024/037

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

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

CONTEXT

3. Pursuant to the Tariff Review Application by YEDC, the Commission approved MYTO-2024 effective from 1st January 2024. The Order among others;
 - a. Restated YEDC'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 YEDC;
 - 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 YEDC'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 113MWh/h by YEDC 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 YEDC

Parameter	Unit	Feb-Mar 2024	Apr 2024	May-Dec 2024
Loss Target	%	56.00%	56.00%	56.00%
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	990	990	990
Energy Delivered to DisCo	MWh/h	113	113	113
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	309.4	315.0	315.0
End-User Allowed Tariffs	₦/kWh	66.0	125.8	125.8
Monthly Tariff Shortfall (Subsidy)	₦' Million	8,833	6,947	6,867

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 YEDC, 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 YEDC franchise in 2024 is approximately ₦6.87bn per month.

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

Tariff Class	Jan - Mar 2024	Apr - Dec 2024
Life-line	4.00	4.00
A - Non-MD	69.43	225.00
A - MD1	72.07	225.00
A - MD2	74.30	225.00
B - Non-MD	63.33	63.33
B - MD1	66.55	66.55
B - MD2	68.89	68.89
C - Non-MD	52.51	52.51
C - MD1	56.32	56.32
C - MD2	57.45	57.45
D - Non-MD	50.01	50.01
D - MD1	54.93	54.93
D - MD2	54.93	54.93

8. **Service Delivery Commitments**

YEDC 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 YEDC 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**

- 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 YEDC for near real-time monitoring of service.
- YEDC 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. YEDC 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.
- YEDC 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.

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

11. Procurement of Embedded Generation

YEDC is obligated by this Order to procure a minimum of 11MW 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 6MW (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 YEDC's Franchise area. The capacity to be procured should be ready for dispatch to the YEDC's network by the 1st of April 2025.

12. YEDC'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

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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 YEDC net of the applicable tariff shortfall approved by the Commission monthly, while MO shall issue the full transmission and administrative services invoices to YEDC at the applicable tariff;
- YEDC 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 YEDC, 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	181	181	181	181
	Meter Acquisition Fund	43	43	43	43
	Unadjusted GenCo Invoice	8,372	8,572	8,572	8,572
	TCN & Admin Services	747	750	750	750
	DisCo	1,885	1,885	1,885	1,885
	Total	11,228	11,431	11,431	11,431
Allowed Recovery		2,395	4,483	4,564	4,564
2023 Under Recovery B/F		(46)	(46)	(46)	-
Tariff Shortfall (Subsidy)		8,301	6,901	6,821	6,867
NBET Adjusted Invoice to YEDC		71	1,671	1,752	1,705
DisCo Remittance Obligation	NEMSF	181	181	181	181
	Meter Acquisition Fund	43	43	43	43
	NBET Remittance Obligation	71	1,671	1,752	1,705
	MO Remittance Obligation	747	750	750	750
	DisCo	1,307	1,839	1,839	1,885
	Total Distribution	2,349	4,483	4,564	4,564
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").
- YEDC 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.

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

Service Level Proposal. April 2024 - June 2024

S/N	Tariff Band	Feeders	Description of Feeder Location	Name of Major streets served by the Feeder	Minimum Duration of Supply (Hrs/Day)
1	A	AUN	American university yola	America University Premises.	20
2	A	Bekaji	bekaji area jimeta	Bekaji Area Jimeta	20
3	A	Faro	Faro company opposite jimeta park	Faro Company	20
4	A	Futy	university	Futy Campus	20
5	A	Government House	Government house	Police Headquarters, Appeal Court, Government House	20
6	A	GRA Wukari	GRA wukari	Abuja Area, Pwadzu, Hospital, Gra.	20
7	A	INEC	inec office jimeta	Inec Office Jimeta	20
8	A	Jalingo	Jalingo Town	Awoniya, Legislative, Investment Qtrs	20
9	A	Jambutu	Jambutu Area	Parts Of Jimeta, Jambutu, Girei Area.	20
10	A	Jimeta	Jimeta Area	Parts Of Jimeta	20
11	A	New Wukari	N/Wukari	Wukari, Ibi And Environs	20
12	A	Savannah	Savannah Sugar Refinery	Savanah Sugar Comp, Gyewana, Dubange.	20
13	A	SPY	polytechnic jimeta	Polytechnic Jimeta	20
14	A	TY Danjuma	TY/Danjuma	Ty Danjuma	20
15	A	Yola	Yola Town	Yola Town, Fufore And Parts Of Jimeta	20
16	B	Abti	American university yola	Mafia Quarters, Muro Cheke, Mbamba.	16
17	B	Govt House	G/House Jalingo	Primary Board, Angwan Barade	16

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Service Level Proposal. April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (Minutes)	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
18	B	33kV Biu	16.00	0.60	15.8	5.00	5.00	33.00
19	B	11kV Numan Road	16.00	0.70	40	5.00	4.00	11.00
20	B	11kV Town Jimeta	16.00	0.90	35.8	5.00	5.00	11.00
21	B	11kV Shagari	16.00	0.90	20.6	5.00	4.00	11.00
22	B	11kV Lagos Street	16.00	0.90	45.9	5.00	3.00	11.00
23	B	11kV Water Treatment	16.00	0.90	10.5	5.00	1.00	11.00
24	B	11kV Khaddamari	16.00	0.90	30.8	5.00	5.00	11.00
25	B	11kV Old Maiduguri	16.00	0.90	40.7	5.00	3.00	11.00
26	B	11kV Damboa Road	16.00	0.90	35.9	5.00	3.00	11.00
27	B	11kV Polo	16.00	0.90	30.9	5.00	4.00	11.00
28	B	11kV Sintali	16.00	0.90	30.1	5.00	3.00	11.00
29	B	11kV New Com. Qtrs	16.00	0.90	30.11	5.00	2.00	11.00
30	B	11kV Jauro Mashi	16.00	0.90	30.12	5.00	3.00	11.00
31	B	11kV ATC	16.00	0.90	30.13	5.00	4.00	11.00
32	B	11kV New Era	16.00	0.90	30.14	5.00	2.00	11.00
33	B	11kV Jalingo Stadium	16.00	0.90	30.15	5.00	1.00	11.00
34	B	11kV Nwonyo	16.00	0.90	30.16	5.00	4.00	11.00
35	B	33kV University	16.00	0.90	35	5.00	3.00	33.00

Appendix - 2: YEDC's Service Level Commitments

Service Level Proposal. April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (Minutes)	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
36	B	33kV Campus	16.00	0.60	30.5	5.00	3.00	33.00
37	B	33KV Bama	12.00	0.80	30.7	5.00	3.00	33.00
38	B	33KV Benesheik	16.00	0.60	30.1	5.00	3.00	33.00
39	B	33KV Water Treatment Plant	16.00	0.30	30.11	5.00	3.00	33.00
40	B	33KV NTA	16.00	0.50	30.12	5.00	3.00	33.00
41	B	33KV Gombole	16.00	0.60	30.13	5.00	3.00	33.00
42	B	33KV Damaturu	12.00	0.50	30.21	5.00	3.00	33.00
43	B	33KV Bakassi	8.00	0.50	30.14	5.00	3.00	33.00
44	B	33KV Potiskum	16.00	0.70	30.28	5.00	3.00	33.00
45	B	33KV Nguru	16.00	0.50	30.29	5.00	1.00	33.00
46	C	11KV FGCC	12.00	0.90	30.17	5.00	5.00	11.00
47	C	11kV Malkohi	12.00	0.90	30.18	5.00	4.00	11.00
48	C	11kV Shinko	12.00	0.90	30.19	5.00	3.00	11.00
49	C	11kV Gombi 1	12.00	0.90	30.2	5.00	3.00	11.00
50	C	11kV College of Education	12.00	0.90	30.21	5.00	3.00	11.00
51	C	11kV Federal Poly Mubi	12.00	0.90	30.22	5.00	3.00	11.00
52	C	11kV Mubi University	12.00	0.90	30.23	5.00	3.00	11.00

Appendix - 2: YEDC's Service Level Commitments

Service Level Proposal. April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (Minutes)	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
53	C	11kV Ganye Town	12.00	0.90	30.24	5.00	3.00	11.00
54	C	11kV Tsakuwa	12.00	0.90	30.25	5.00	3.00	11.00
55	C	11kV Mayo Belwa Town	12.00	0.90	30.26	5.00	3.00	11.00
56	C	11kV Numan Town	12.00	0.90	30.27	5.00	3.00	11.00
57	C	11kV DTB Road	12.00	0.90	30.28	5.00	3.00	11.00
58	C	11kV Wuro Hausa	12.00	0.90	30.29	5.00	3.00	11.00
59	C	11kV Federal Low Cost	12.00	0.90	30.3	5.00	3.00	11.00
60	C	11kV Old Welcome	12.00	0.90	30.31	5.00	3.00	11.00
61	C	11kV Pompomari	12.00	0.90	30.32	5.00	3.00	11.00
62	C	11kV Bulumkutu	12.00	0.90	30.33	5.00	3.00	11.00
63	C	11kV Industrial	12.00	0.90	30.34	5.00	3.00	11.00
64	C	11kV Mafoni	12.00	0.90	30.35	5.00	3.00	11.00
65	C	11kV GRA Town	12.00	0.90	30.36	5.00	3.00	11.00
66	C	11kV Commercial	12.00	0.90	30.37	5.00	3.00	11.00
67	C	11kV Malam Harun	12.00	0.90	30.38	5.00	3.00	11.00

Appendix - 2: YEDC's Service Level Commitments

Service Level Proposal. April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (Minutes)	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
68	C	11kV Hajiya Kumatu	12.00	0.90	30.39	5.00	3.00	11.00
69	C	11kV Nguru Township	12.00	0.90	30.4	5.00	3.00	11.00
70	C	11kV Garbi	12.00	0.90	30.41	5.00	3.00	11.00
71	C	11kV New Prison	12.00	0.90	30.42	5.00	3.00	11.00
72	C	11kV Shago Tara	12.00	0.90	30.43	5.00	3.00	11.00
73	C	11kV Jos Road	12.00	0.90	30.44	5.00	3.00	11.00
74	C	11kV Kano Road	12.00	0.90	30.45	5.00	3.00	11.00
75	C	11kV Old Kwata	12.00	0.90	30.46	5.00	3.00	11.00
76	C	11kV Damaturu Road	12.00	0.90	30.47	5.00	3.00	11.00
77	C	33kV Garkida	8.00	0.90	45	5.00	3.00	33.00
78	C	33kV Mayo Belwa	12.00	0.90	35.8	5.00	3.00	33.00
79	C	33kV Monguno	12.00	0.80	30.6	5.00	3.00	33.00
80	C	33KV Damasak	12.00	0.80	30.8	5.00	3.00	33.00
81	C	33KV Zing	12.00	0.50	30.15	5.00	3.00	33.00
82	C	33KV Baban gida	12.00	0.60	30.22	5.00	4.00	33.00
83	C	33KV Azare	12.00	0.60	30.23	5.00	4.00	33.00
84	C	33KV Damagum	12.00	0.50	30.24	5.00	4.00	33.00
85	C	33KV Fika	12.00	0.70	30.25	5.00	3.00	33.00
86	C	33KV Barrack	12.00	0.70	30.27	5.00	3.00	33.00

Appendix - 2: YEDC's Service Level Commitments

Service Level Proposal. April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (Minutes)	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
87	D	33KV Girei	8.00	0.90	30.48	5.00	3.00	11.00
88	D	11kV Town UBA	8.00	0.90	30.49	5.00	3.00	11.00
89	D	11kV Science School UBA	8.00	0.90	30.5	5.00	3.00	11.00
90	D	11kV Lassa	8.00	0.90	30.51	5.00	3.00	11.00
91	D	11kV Lokuwa	8.00	0.90	30.52	5.00	3.00	11.00
92	D	11kV GRA Mubi	8.00	0.90	30.53	5.00	3.00	11.00
93	D	11kV Mubi Town	8.00	0.90	30.54	5.00	3.00	11.00
94	D	11kV Maiha Road	8.00	0.90	30.55	5.00	3.00	11.00
95	D	11kV Arhan Kunu	8.00	0.90	30.56	5.00	3.00	11.00
96	D	33kV Fufurey	8.00	0.90	30.57	5.00	3.00	11.00
97	D	11kV Town Takum	8.00	0.90	30.58	5.00	3.00	11.00
98	D	11kV Barracks Takum	8.00	0.90	30.59	5.00	3.00	11.00
99	D	11kV Maiduguri Road	8.00	0.90	30.6	5.00	3.00	11.00
100	D	11kV GRA Damaturu	8.00	0.90	30.61	5.00	3.00	11.00
101	D	11kV Potiskum Road	8.00	0.90	30.62	5.00	3.00	11.00
102	D	11kV Gujba Road	8.00	0.90	30.63	5.00	3.00	11.00
103	D	11kV Ali Marami	8.00	0.90	30.64	5.00	3.00	11.00

Appendix - 2: YEDC's Service Level Commitments

Service Level Proposal. April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions (Minutes)	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
104	D	33kV Shani	8.00	0.90	45	5.00	3.00	33.00
105	D	33KV Miringa	8.00	0.90	40	5.00	3.00	33.00
106	D	33KV Town	8.00	0.70	30.9	5.00	3.00	33.00
107	D	33KV Takum	8.00	0.50	30.16	5.00	3.00	33.00
108	D	33KV Yantu	8.00	0.40	30.18	5.00	3.00	33.00
109	D	33KV Buni Yadi	8.00	0.60	30.2	5.00	4.00	33.00
110	D	33KV Geidam	8.00	0.60	30.26	5.00	2.00	33.00