



NIGERIAN ELECTRICITY REGULATORY COMMISSION



ELECTRICITY ON DEMAND

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The Nigerian Electricity Regulatory Commission (NERC) quarterly report is prepared in compliance with Section 56(3) of the Electricity Act 2023, which mandates the Commission to submit quarterly reports of its activities to the President and the National Assembly. The report analyses the state of the Nigerian Electricity Supply Industry (NESI) covering the operational and commercial performance, regulatory functions, as well as consumer affairs. The report is directed at a wide spectrum of readers including energy economists, engineers, financial and market analysts, potential investors, government officials and institutions, the private sector as well as general readers. NERC quarterly report is freely available to stakeholders of the NESI, government agencies and corporations. Individuals can also access any issue freely from the Commission's Website: www.nerc.gov.ng

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List of Abbreviations

ADR	Alternative Dispute Resolution
AEDC	Abuja Electricity Distribution Company Plc
ATC&C	Aggregate Technical, Commercial & Collection Loss
BEDC	Benin Electricity Distribution Company Plc
CAPEX	Capital Expenditure
CCU	Customers Complaint Unit
CEET	Compagnie Energie Electrique du Togo
CTC	Competition Transition Charge
DisCos	Distribution Companies
DSOs	Distribution System Operators
EA	Electricity Act
ECR	Eligible Customer Regulations
EEDC	Enugu Electricity Distribution Company Plc
EKEDC	Eko Electricity Distribution Company Plc
EPSRA	Electric Power Sector Reform Act
GenCos	Generation Companies
GWh	Gigawatt hour
IBEDC	Ibadan Electricity Distribution Company Plc
IEDN	Independent Electricity Distribution Network
IE	Ikeja Electric Plc
JED	Jos Electricity Distribution Company Plc
KAEDC	Kaduna Electricity Distribution Company Plc
KEDCO	Kano Electricity Distribution Company Plc
kWh	Kilowatt hour
MAP	Meter Assets Provider
MDA	Ministries, Departments and Agencies
MO	Market Operator
MTS	MYTO Target Sales
MW	Megawatts
MWh	Megawatt hour
MYTO	Multi-Year Tariff Order
NBET	Nigerian Bulk Electricity Trading plc
NERC	Nigerian Electricity Regulatory Commission
NESI	Nigerian Electricity Supply Industry
NICE	Notices of Intention to Commence Enforcement
NIGELEC	Société Nigerienne d'électricite; Nigerien Electricity Society
NIPP	National Integrated Power Project
NMMP	National Mass Metering Program
PAC	Partial Activation of Contract
PCC	Partial Contracted Capacity
PHED	Port Harcourt Electricity Distribution Company Plc
PP	Percentage points
SBEE	Société Béninoise d'Energie Electrique
TCN	Transmission Company of Nigeria Plc
TLF	Transmission Loss Factor
YEDC	Yola Electricity Distribution Company Plc



01 Executive Summary

1.0 SUMMARY

Pursuant to Section 34(1)(e) of the Electricity Act 2023 which states that "the Commission shall ensure the safety, security, reliability, and quality of service in the production and delivery of electricity to consumers", the Nigerian Electricity Regulatory Commission (NERC or the Commission) continues to monitor the technical, operational, and commercial performance of the Nigerian Electricity Supply Industry (NESI). The Commission publishes quarterly reports to apprise the public on the overall performance of the NESI.

Operational Performance

The Operational performance parameters reported in 2024/Q2 include the available generation capacity, plant availability factor, total quarterly generation, load factor, and generation mix of the twenty-eight (28) grid-connected power plants. Other parameters reported include the frequency, voltage, and overall stability performance of the national grid during the quarter.

a. Available Generation Capacity: In 2024/Q2, the number of grid-connected plants increased by one (1) to twenty-eight (28) as a result of the operationalisation of the Zungeru hydropower plant, which began evacuating power to the grid on 29 April 2024. The twenty-eight (28) grid-connected power plants consist of nineteen (19) gas, five (5) hydro, two (2) steam, and two (2) gas/steam-powered plants. For this quarter, the average available generation capacity of the grid-connected power plants was 4,395.77MW.

The average available generation capacity across the grid-connected plants (excluding Zungeru) decreased from the 4,249.10MW recorded in 2024/Q1 to 4,024.81MW in 2024/Q2 representing a -5.28% decrease (-224.29MW) (Figure A). Twenty (20) power plants recorded decreased available generation capacities in 2024/Q2 compared to 2024/Q1.

The average available generation capacity in 2024/Q2 was 4,395.77MW

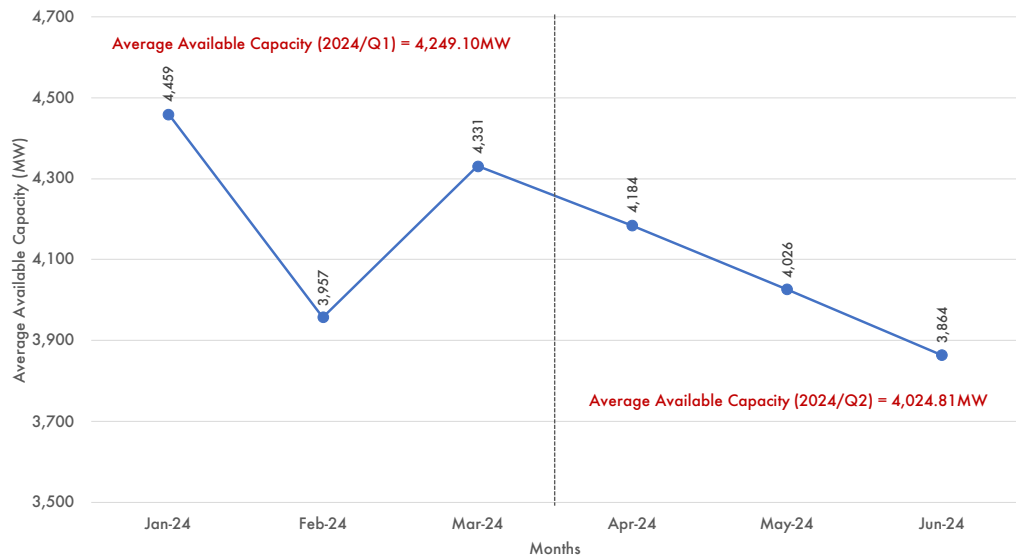


Figure A: Available Generation Capacity (January - June 2024)

b. Average Hourly Generation: The average hourly generation on the grid in 2024/Q2 was 4,018.57MWh/h, which translates to a total generation of 8,776.55GWh over the quarter. The average hourly generation of available power plants (excluding Zungeru) decreased by -9.52% (-387.56MWh/h) from 4,069.57MWh/h in 2024/Q1 to 3,682.02MWh/h (Figure B). The decrease in energy generation during the quarter was primarily due to the decrease in the available generation capacities of the grid-connected power plants compared to 2024/Q1.

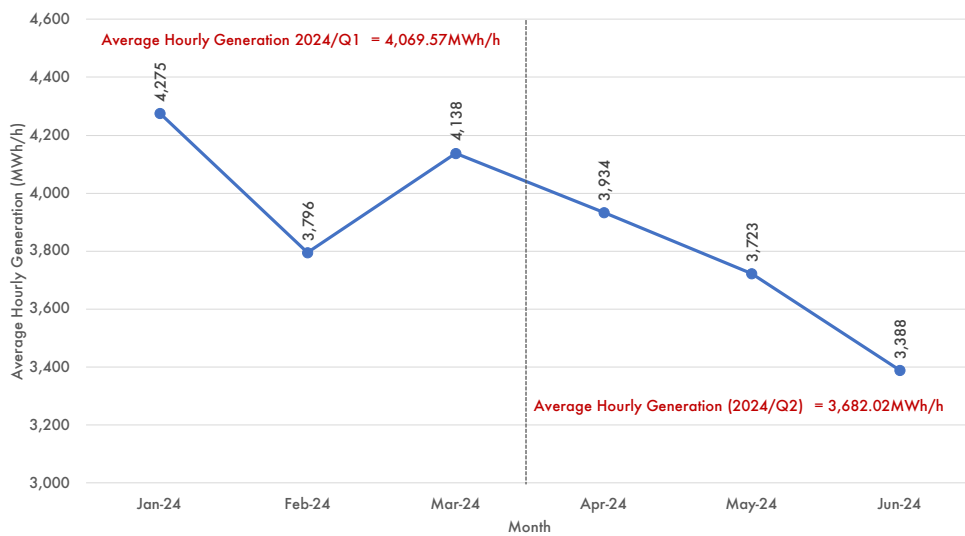


Figure B: Average Hourly Generation (January - June 2024)

c. Grid Performance: In 2024/Q2, the average lower daily (49.13Hz) and average upper daily (50.64Hz) system frequencies were outside the normal operating limits (49.75Hz - 50.25Hz) but remained within the lower and higher bound stress limits (48.75Hz - 51.25Hz). The average lower daily (304.36kV) and average upper daily (355.13kV) system voltages were however outside the prescribed regulatory limits (313.50kV - 346.50kV). The Commission is aware of the system risk posed by the continuous operation of the grid outside the normal operating limits and continues to push the SO to improve its system coordination activities accordingly.

During 2024/Q2, there was one (1) incident of partial collapse on the national grid. The incident occurred on 15 April 2024. In line with section 20.1 of the Grid Code, the SO is expected to submit to the Commission, a detailed report containing the root causes of the incidents along with mitigation plans to avoid future recurrence.

Commercial Performance

The commercial performance of the 2024/Q2 report covers energy offtake performance, billing efficiency, collection efficiency, aggregate technical, commercial, and collection loss, as well as the market remittance of relevant market participants. The Commission monitors

the financial performance of the NESI to ensure efficient and commensurate cash flow along the value chain for the sustainability of the industry.

a. Energy Offtake Performance: In 2024/Q2, the average energy offtake by DisCos at their trading points was 3,165.93MWh/h which was a decrease of -3.59% (-119.9MWh/h) compared to the 3,283.87MWh/h recorded in 2024/Q1.

b. Billing Efficiency: The total energy received by all DisCos in 2024/Q2 was 6,914.39GWh while the energy billed to end-use customers was 5,693.11GWh, translating into an overall billing efficiency of 82.34%. This represents an increase of +1.89pp relative to the 80.45% recorded in 2024/Q1.

c. Collection Efficiency: The total revenue collected by all DisCos in 2024/Q2 was ₦431.16 billion out of ₦543.64 billion billed to customers. This translates to a collection efficiency of 79.31% which represents an increase of +0.20pp when compared to 2024/Q1 (79.11%).

A total of ₦431.16 billion was collected by all DisCos in 2024/Q2 out of the ₦543.64 billion billed to customers.

d. Aggregate Technical, Commercial and Collection (ATC&C) Loss: The Aggregate Technical, Commercial and Collection (ATC&C) loss is a summation of billing losses incurred by a DisCo due to its inability to bill 100% of energy delivered to customers (technical and commercial losses) and the collection losses arising from the DisCo's inability to collect 100% of the bills issued to customers.

The ATC&C loss in 2024/Q2 was 34.70% comprising - technical and commercial loss (17.66%) and collection loss (20.69%). The ATC&C loss improved by -1.66pp compared to 2024/Q1 (36.36%).

In 2024/Q2, Yola was the only DisCo that recorded a lower ATC&C (48.04%) than its target (56.00%). The inability of DisCos to achieve their respective ATC&C targets means that they are not able to recover the full revenues they require to provide returns to investors and in some instances – they may not even fully recover the cost of delivering electricity to the customers. Ultimately, both cases may lead to the erosion of their long-term financial sustainability.

e. Market remittance: In 2024/Q2, the cumulative upstream invoice payable by DisCos was ₦399.53 billion, consisting of ₦343.76 billion for DRO-adjusted generation costs from NBET¹ and ₦55.77 billion for transmission and administrative services by the Market Operator (MO). Out of this amount, the DisCos collectively remitted a total sum of ₦318.65 billion (₦271.87 billion for NBET and ₦46.78 billion for MO) with an outstanding balance of ₦80.88 billion. This translates to a remittance performance of 79.76% in 2024/Q2 compared to the 96.93% recorded in 2024/Q1. The disaggregated DisCos remittance performance to the market for 2024/Q2 is presented in Figure C.

f. Remittance by Special and Bilateral Customers: In 2024/Q2, the four (4) international bilateral customers serviced by the MO made a cumulative payment of \$9.81 million against the \$15.60 million invoice issued to them by the MO for services rendered in 2024/Q2. Similarly, the domestic bilateral customers made a cumulative payment of ₦1,295.90 million against the cumulative invoice of ₦1,991.30 million issued to them by the MO for services rendered in 2024/Q2².

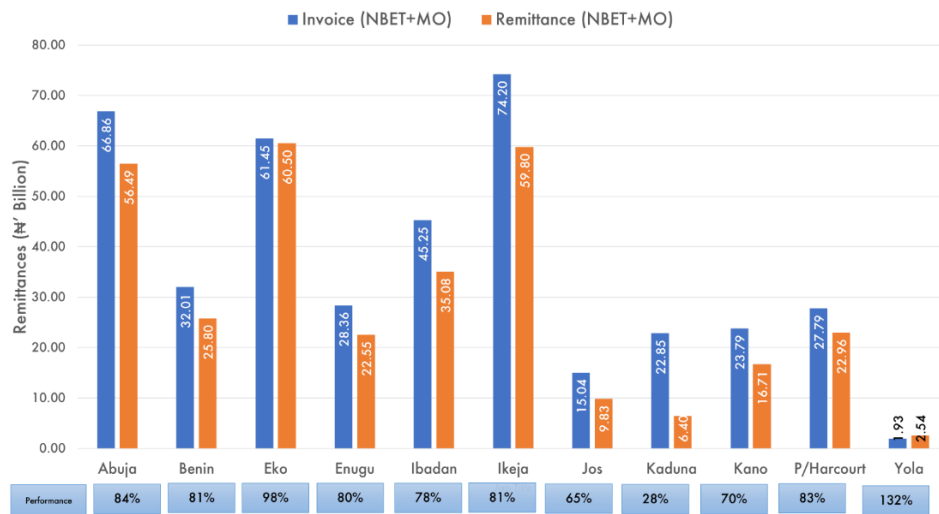


Figure C: DRO adjusted invoices and remittances in 2024/Q2

¹ The NBET invoice payable by the DisCos for 2024/Q2 was only ₦343.76 billion because the FGN has taken responsibility for ~52% (₦380.06 billion) of the total generation costs in the form of subsidies arising from the freezing of end-use customer tariffs at the rates that became effective in December 2022.

² It is noteworthy that both local and international bilateral customers made payments during 2024/Q2 for outstanding MO invoices from previous quarters; the international bilateral customers paid \$16.65 million while the domestic bilateral customers paid ₦1,309.97 million. The details of these payments are contained in Appendix VII.

Regulatory Functions

The EA 2023, section 34(2)(d), empowers the Commission to licence and regulate persons engaged in the generation, transmission, system operation, distribution, supply and trading of electricity in the NESI. Additionally, the Commission regulates market entry or exit by sector players and issues Regulations, Guidelines and Orders that guide the operations of licensees, permit holders and registered operators in the sector.

The Commission issued forty-two (42) new Orders and one (1) directive in 2024/Q2.

a. **Orders and Directives:** The Commission issued forty-two (42) Orders and one (1) directive in 2024/Q2. They include:

- [NERC/2024/027–NERC/2024/037](#) – April 2024 Supplementary Order to the Multi-Year Tariff Order (MYTO) 2024 for the Distribution Companies
- [NERC/2024/039](#) – Transfer of Regulatory Oversight of the Electricity Market in Enugu State from NERC to Enugu State Electricity Regulatory Commission (EERC).
- [NERC/2024/040](#) – Order on the Deregulation of Meter Prices for Meters Deployed under the Meter Asset Provider Scheme.
- [NERC/2024/041](#) and [NERC/2024/042](#) – Transfer of Regulatory Oversight of the Electricity Market in Ekiti State from NERC to the Ekiti State Electricity Regulatory Bureau (EERB).
- [NERC/2024/043](#) – Transfer of Regulatory Oversight of the Electricity Market in Ondo State from NERC to the Ondo State Electricity Regulatory Bureau (OSERB).
- [NERC/2024/044](#) – NESI Interim Order on Transmission System Dispatch Operations, Cross-Border Supply and Related Matters 2024.
- [NERC/2024/045](#) – Order on the Establishment of the Independent System Operator (ISO).
- [NERC/2024/046](#) - [NERC/2024/057](#) – May 2024 Supplementary Order to the Multi-Year Tariff Order for the DisCos.

- [NERC/2024/059](#) - [NERC/2024/068](#), [NERC/2024/070](#) – June 2024 Supplementary Order to the Multi-Year Tariff Order for the DisCos.
- [NERC/2024/072](#) – Order on the operationalisation of Tranche A of the Meter Acquisition Fund (MAF).
- [NERC/2024/073](#) – Transfer of Regulatory Oversight of the Electricity Market in Imo State from NERC to the Imo State Electricity Regulatory Commission (ISERC).
- [NERC/2024/003](#) – Directive to Independent System Operator for the utilisation of Zungeru Hydro Electricity Generation Company Limited for managing grid imbalances caused by insufficient generation.

b. Licences and Permits: The Commission issued eighteen (18) licences, permits and certifications in 2024/Q2. They include:

- Five (5) new off-grid generation licences with a total nameplate capacity of 12.36MW.
- Two (2) on-grid generation licences with a gross capacity of 66MW.
- One (1) new electricity trading licence.
- One (1) system operator licence.
- One (1) captive generation permit with a capacity of 5MW.
- Six (6) certifications for Meter Service Providers and two (2) permits for Meter Asset Providers.

c. Hearings and Public Consultation: The Commission is empowered by EA 2023 to perform a quasi-judicial role towards the resolution of disputes between stakeholders in the NESI. One of the ways by which the Commission performs this role include hearings³. During the quarter (2024/Q2) the Commission conducted three (3) hearings to consider the petitions filed by different stakeholders on issues pertaining to the provision and utilisation of electricity services. Furthermore, the NERC business rules allows the Commission to undertake public consultations

Eighteen (18) licences, permits and certifications were issued by the Commission in 2024/Q2.

³ Hearings are proceedings pursuant to the provisions of the Act through which the Commission seeks additional information on petitions or any matter filed before it by market participants or consumers in order to make a final decision.

through which the Commission aggregates input/opinions on licensee applications and/or regulatory instruments which are being drafted or reviewed.

d. Compliance and Enforcement: The Commission issued five (5) Rectification Directives (RD), five (5) Notices of Intention to Commence Enforcement (NICE) and three (3) fines, to licensees for different breaches/defaults during the quarter.

Consumer Affairs

a. Consumer Enlightenment and Stakeholder Engagement: The Commission's main consumer education and enlightenment mechanisms are town hall meetings and customer complaints resolution meetings. In April 2024, the Commission convened a town hall meeting in Enugu where issues around service-based tariffs, capping, metering, and customer redress mechanisms were discussed.

As part of its routine activities, the Commission also engages relevant stakeholders and the wider public to apprise them of the Commission's activities. The details of these engagements and other educative content on pertinent industry issues are shared with the public via the Commission's social media accounts ([LinkedIn](#), [X](#) and [Instagram](#)).

A total of 49,188 meters were installed in 2024/Q2.

b. Metering: A total of 49,188 meters were installed in 2024/Q2, representing a decrease of -60.86% compared to the 125,664 meters installed in 2024/Q1. The new installations increased the net end-user metering rate in the NESI by 0.64pp between 2024/Q1 (44.79%) and 2024/Q2 (45.43%). During the quarter, 35,985 meters (73.16% of the total installations) were installed under the MAP framework while 264 meters were installed under the NMMP framework. The Vendor Financed framework accounted for 12,843 meter installations while 96 meter installations were recorded under the DisCo Financed framework. The metering by the respective DisCos in the quarter under review is presented in Figure D.

The Commission expects DisCos to utilise a combination of the five (5) meter financing frameworks that have been provided in the 2021 [Meter Asset Provider and National Mass Metering Regulations](#) (NERC – R – 113 – 2021) to close their respective metering gaps. As a safeguard for customers against exploitation due to the lack of meters, the Commission has continued to issue monthly energy caps for all feeders in each DisCo. This sets the maximum amount of energy that may be billed to an unmetered customer for the respective month based on gross energy received by the DisCo and the consumption by metered customers.

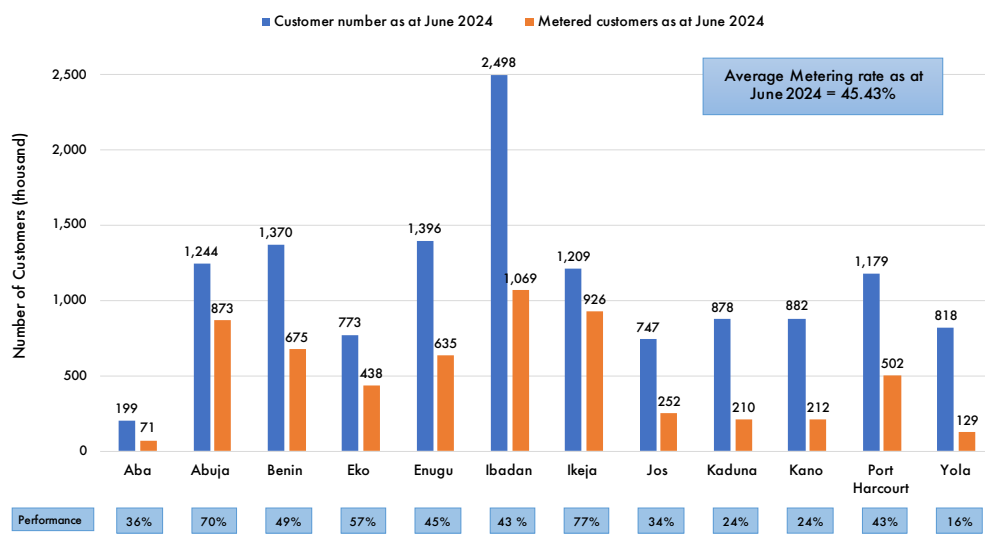


Figure D: Status of Customer metering as of June 2024

c. **Customer Complaints:** The number of complaints received at the NERC-CCU in 2024/Q2 was 4,469 and 1,000 complaints were resolved by DisCos (22.38% resolution rate). The number of complaints received across all DisCo-CCUs was 287,441 which translates to a -1.35% decrease compared to the 291,380 received in 2024/Q1. Metering, billing, service interruption and tariff band complaints were the prevalent issues of customer complaints during the quarter.

d. **Forum Offices:** Pursuant to the provisions of its Customer Protection Regulations 2023 (CPR 2023), the Commission set up Forum Offices across the country to review unresolved disputes from the DisCos’ Complaint Handling Units (DisCos-CCU). The

In 2024/Q2, the Forum Offices resolved 54.90% of the active appeals in seventy-five (75) sittings.

total number of active appeals across the Forum Offices in 2024/Q2 was 2,625 made up of 1,720 new appeals in 2024/Q2 and 905 pending appeals from 2024/Q1. During the period, the forum panels held seventy-five (75) sittings and resolved 1,441 (54.90%) of the appeals filed at Forum Offices nationwide; the resolution rate was 2.65pp lower than the 57.55% achieved in 2024/Q1.

The Commission continues to take measures that will ensure a more efficient customer complaint resolution process starting with improvements in the quality of complaint resolution at the DisCo-CCU. To this end, the CPR 2023 contains updates to the customer service standards expected from the DisCos in line with international best practices.

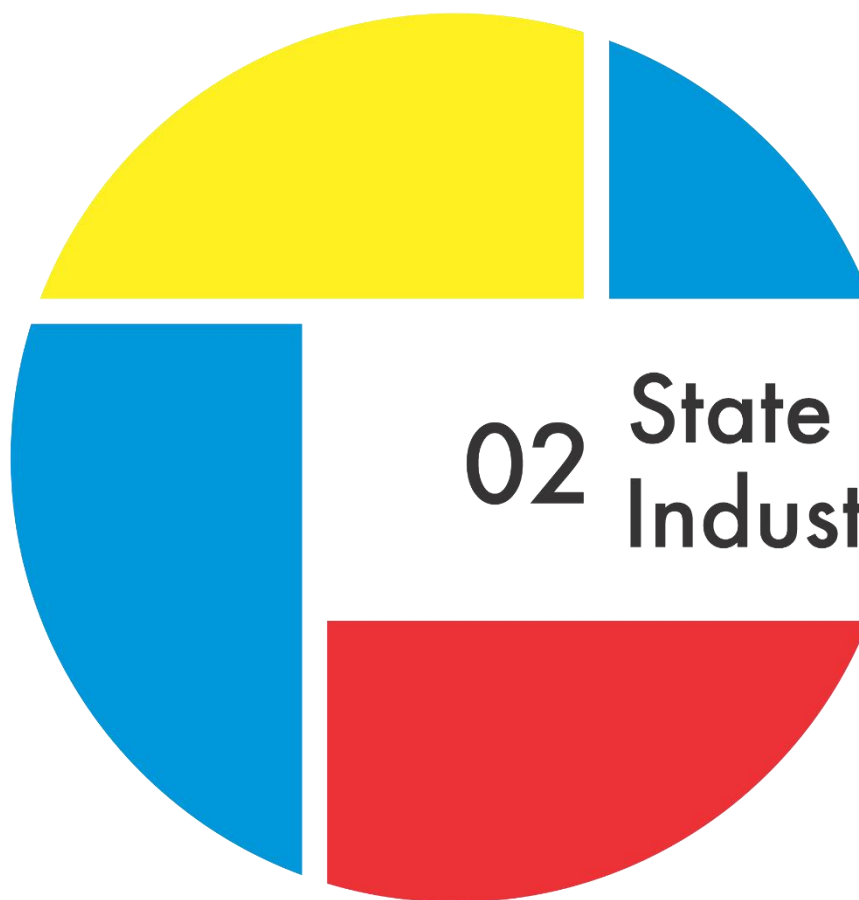
Investigations have been launched into all reported accidents in the NESI.

e. Health & Safety: The total number of accidents in 2024/Q2 was sixty-three (63) which resulted in seventeen (17) injuries and thirty-four (34) fatalities. The Commission has launched investigations into all the accidents and will continue to work with all sector stakeholders to improve the overall health and safety of the NESI.

Key Facts on NESI Performance in Q2 of 2024

4,024.81MW	Average Available Generation Capacity; -224.29MW (-5.28%) decrease compared to 4,249.10MW in 2024/Q1
8,041.50GWh	Total Quarterly Generation; -846.43GWh (-9.52%) decrease compared to 8,887.93GWh in 2024/Q1
3,682.02MWh/h	Average Hourly Generation; -387.56MWh/h (-9.52%) decrease compared to 4,069.57MWh/h in 2024/Q1
91.48%	Load Factor; -4.29pp decrease compared to 95.77% in 2024/Q1
26.98%	Share of total quarterly generation from Hydropower Plants; +1.02pp increase compared to 25.95% in 2024/Q1
7.79%	Transmission Loss Factor; -0.69pp decrease compared to 8.48% in 2024/Q1
3,165.93MWh/h	Total energy received by the DisCos; -117.94MWh/h (-3.59%) decrease compared to 3,283.87MWh/h in 2024/Q1
5,693.11GWh	Energy billed to customers; -76.41GWh (-1.32%) decrease compared to 5,769.52GWh in 2024/Q1
₦431.16 billion	Total Revenue collected by the DisCos; ₦139.54 billion (+47.85%) increase compared to ₦291.62 billion in 2024/Q1
82.34%	Cumulative billing efficiency across all DisCos; +1.89pp increase compared to 80.45% in 2024/Q1
79.31%	Cumulative collection efficiency across all DisCos; +0.20pp increase compared to 79.11% in 2024/Q1
34.70%	Aggregate Technical, Commercial and Collection Loss; -1.66 pp decrease compared to 36.36% in 2024/Q1
₦399.53 billion	Combined invoice from NBET (DRO-adjusted) and MO to DisCos; +₦285.41 billion (+250.10%) increase compared to ₦114.12 billion in 2024/Q1

₦318.65 billion	Total amount remitted by DisCos; + ₦ 208.03 billion (+188.06%) increase compared to ₦110.62 billion in 2024/Q1
79.76%	DisCos' overall remittance performance; -17.47pp decrease compared to 96.93% in 2024/Q1
49,188	Number of new meters Installed; 76,476 fewer installations (-60.86%) compared to the 125,664 meters installed in 2024/Q1
287,441	Total complaints received at the DisCo-CCU; -1.35% decrease compared to 291,280 complaints received in 2024/Q1
54.90%	Forum Office complaint resolution rate; -2.65pp decrease compared to 57.55% in 2024/Q1
34	Number of fatalities; 11 more deaths compared to 23 in 2024/Q1
17	Number of injuries; 14 fewer injuries compared to 31 in 2024/Q1



02 State of the Industry

2.0 STATE OF THE INDUSTRY

Pursuant to Section 34(1)(e) of the Electricity Act 2023 which states that "the Commission shall ensure the safety, security, reliability, and quality of service in the production and delivery of electricity to consumers", the Nigerian Electricity Regulatory Commission (NERC) continues to monitor the technical, operational, and commercial performance of the Nigerian Electricity Supply Industry (NESI).

The Commission's evaluation of the state of the NESI for 2024/Q2 covers the following key areas –

- **Operational performance:** a measure of how effectively available resources are utilised to generate electricity
- **Grid performance:** a measure of the technical performance of the national grid relative to the standards set out in the extant codes
- **Commercial performance:** a measure of the flow of funds from customers to upstream electricity industry players

2.1 Operational Performance

The operational performance of the NESI is a measure of how effectively available resources are utilised to generate electricity. Optimum operational performance is essential to ensure the generation, wheeling, and supply of adequate, affordable and safe electricity. In evaluating the operational performance of the NESI in 2024/Q2, the following Key Performance Indicators (KPIs) were considered:

- Available generation
- Plant availability factor
- Total quarterly generation
- Generation load factor
- Generation mix

2.1.1 Available Generation

In 2024/Q2, the number of grid-connected plants increased by one (1) to twenty-eight (28) as a result of the operationalisation of the Zungeru hydropower plant, which began evacuating power to the grid on 29 April 2024. For this quarter, the

average available generation capacity of the grid-connected power plants was 4,395.77MW.

In comparison to 2024/Q1, the average available generation capacity of the grid-connected power plants (excluding Zungeru⁴) decreased by -5.28% (-224.29MW) from the 4,249.10MW recorded in 2024/Q1 to 4,024.81MW; this was driven by the decrease in the available capacity of twenty (20) grid-connected power plants.

The average available generation capacity of selected power plants in 2024/Q2 relative to 2024/Q1 is presented in Figure 1. The most significant increases in average available capacity were recorded in Egbin ST (Gas) (+52.92%), Rivers IPP (+51.70%), Geregu NIPP (+49.23%), and Sapele ST (+30.47%) power plants. Conversely, significant decreases in average available capacities during the period were recorded in Sapele GT NIPP (-98.64%), Ihovbor NIPP (-97.64%), Olorunsogo NIPP (-78.49%), Dadin Kowa (-74.86%), Afam IV – V (-56.30%) and Geregu (-33.24%) power plants.

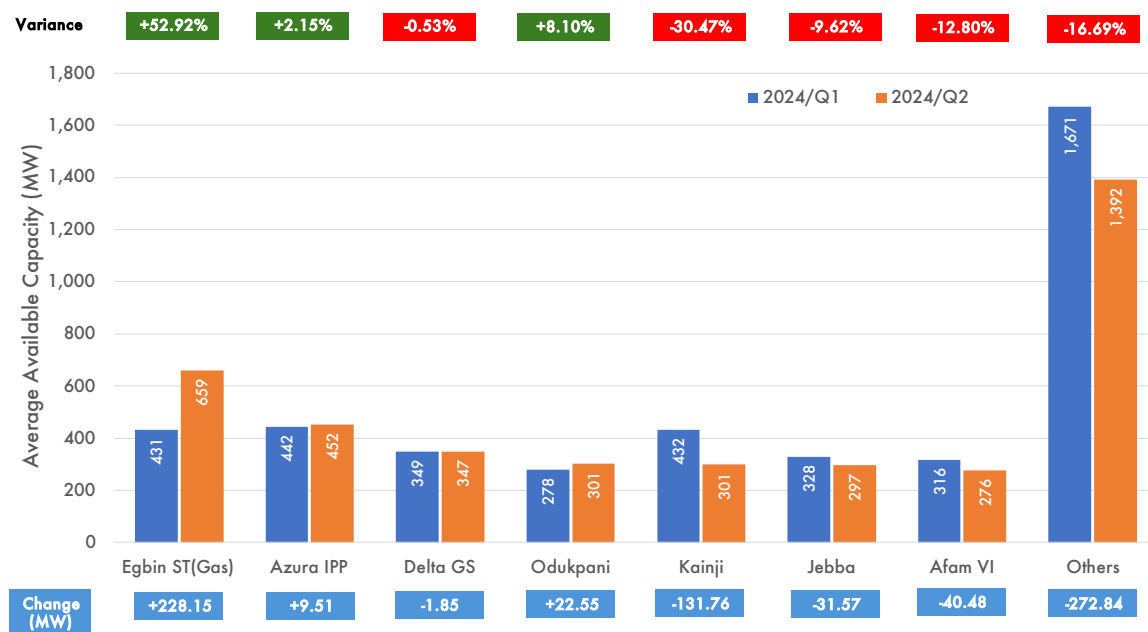


Figure 1: Average Available Capacity (MW) in 2024/Q1 vs. 2024/Q2

⁴ Zungeru has been excluded from the inter-quarterly comparison because it only became operational in 2024/Q2.

2.1.2 Plant Availability Factor

The availability factor of a plant is measured as a ratio of the maximum rated output of the plant declared by the operator (available capacity) relative to the maximum rated output specified by the manufacturer (installed capacity). The available capacity of a plant may change from time to time due to several factors including i) atmospheric conditions at the plant; ii) mechanical availability of the plant (planned and unplanned outages); iii) feedstock availability, etc. The formula for the plant availability factor (PAF) is represented by equation 1:

$$\text{Plant availability factor} = \frac{\text{average available capacity (MW)}}{\text{installed capacity (MW)}} \times 100 \quad (1)$$

The plant availability factor (PAF) is a critical parameter for evaluating the overall health of the upstream segment of the NESI. In 2024/Q2, the average plant availability factor for all grid-connected plants was 32.30% which shows that more than 67% of the installed capacity in the NESI was unavailable.

Overall, only four (4) plants had availability factors above 50% with the Azura IPP plant recording the highest availability factor - 98.05%. On the other end of the spectrum, Omotosho NIPP, Ihovbor NIPP, Alaoji NIPP, and Sapele GT NIPP all recorded 0% PAF in 2024/Q2.

This is the second consecutive quarter where all four (4) power plants; Alaoji NIPP, Ihovbor NIPP, Omotosho NIPP, and Sapele GT NIPP have recorded <5% PAF due to gas issues. As reported in the 2024/Q1 report (section 2.1.2), the management of the Niger Delta Power Holding Company (NDPHC) is working with its gas supplier and other relevant stakeholders to implement measures to resolve the issues hindering gas supply to these power plants.

The PAF of all the grid-connected plants is contained in Table 1. The hydropower plants; Dadin Kowa (-47.80pp), Kainji (-17.34pp), Shiroro (-13.59pp), and Jebba (-5.46pp) recorded decreases in PAF in 2024/Q2 compared to 2024/Q1. The decrease in the PAF of the hydropower plants is consistent with the expected impact of seasonality on river flows. The capacities of hydropower plants are constrained by water availability from January to July every year.

Table 1: Plant Availability Factor (%) in 2024/Q1 vs. 2024/Q2

Plant	Installed capacity (MW)	Average Available Capacity (MW)		Plant Availability Factor (%)	
		2024/Q1	2024/Q2	2024/Q1	2024/Q2
Azura IPP	461	442.49	452.00	95.98	98.05
Paras	95	88.50	92.78	93.16	97.66
Zungeru Hydro	700	0.00	370.96	NA	52.99
Jebba	578	328.24	296.68	56.79	51.33
Egbin ST(Gas)	1,320	431.12	659.27	32.66	49.94
Odukpani	625	278.42	300.96	44.55	48.15
Ibom	190	113.50	91.67	59.74	48.25
Okpai	480	272.54	206.98	56.78	43.12
Afam VI	650	316.20	275.72	48.65	42.42
Geregu NIPP	435	122.80	183.26	28.23	42.13
Kainji	760	432.41	300.65	56.90	39.56
Delta GS	900	349.18	347.33	38.80	38.59
Shiroro	600	306.39	224.89	51.07	37.48
Rivers IPP	180	43.10	65.38	23.94	36.32
Geregu	435	225.30	150.42	51.79	34.58
Taopex Energy	45	9.53	18.78	21.18	41.73
Omoku	150	51.58	46.14	34.39	30.76
Olorunsogo	335	79.91	79.53	23.85	23.74
Omosho	335	84.59	75.97	25.25	22.68
Trans Amadi	100	26.03	18.78	26.03	18.78
Dadin Kowa Hydro	40	25.54	6.42	63.85	16.05
Sapele ST	720	74.41	97.08	10.33	13.48
Afam IV - V	726	43.90	19.19	6.05	2.64
Olorunsogo NIPP	750	66.37	14.28	8.85	1.90
Sapele GT NIPP	500	17.41	0.24	3.48	0.05
Alaoji NIPP	500	0.00	0.18	0.00	0.04
Ihovbor NIPP	500	5.54	0.13	1.11	0.03
Omosho NIPP	500	14.09	0.11	2.82	0.02
Total	13,610	4,249.09	4,395.78	31.22	32.30

*Red PAF <50, Amber PAF 51≤80, Green PAF >80

2.1.3 Total Quarterly Generation

The hourly output produced by all the units in a power plant fluctuates based on grid demand, mechanical operability of the unit(s), and the availability of feedstock. Plants are only dispatched when the load on the grid is sufficient to offtake the energy while operating within acceptable technical limits. The factors that determine the dispatch of a plant include:

- Plant availability (mechanical and feedstock)
- Load offtake on the grid
- Financial competitiveness of the plant in the economic merit order dispatch

The average hourly generation on the grid in 2024/Q2 was 4,018.57MWh/h, which translates to a total generation of 8,776.55GWh (equation 2).

$$\text{Total generation} = \text{Ave. hourly generation (MWh/h)} \times 24\text{hrs} \times \text{number of days in the quarter} \quad (2)$$

Both the hourly generation and total generation of the grid-connected power plants (excluding Zungeru) decreased by -9.52%⁵ respectively in 2024/Q2 compared to generation in 2024/Q1; the hourly generation decreased from 4,069.57MWh/h recorded in 2024/Q1 to 3,682.02MWh/h in 2024/Q2 (-387.56MWh/h) while the total generation decreased from 8,887.93GWh generated in 2024/Q1 to 8,041.50GWh in 2024/Q2 (-846.43GWh). The significant decrease in generation is attributable to the decrease in the available capacity of many power plants during the quarter as explained in section 2.1.1.

The most significant decreases in average hourly generation were recorded in Olorunsogo NIPP (-78.72%), Dadin Kowa Hydro (-75.12%), Afam IV-V (-61.12%), Geregu (-36.58%) and Shiroro (-36.34%) power plants. The average hourly generation of Kainji (-31.82%), Afam VI (-17.40%), Delta GS (-2.98%), and Azura IPP (-0.41%) power plants also decreased in 2024/Q2 compared to 2024/Q1 (Figure 2). Conversely, the average hourly generation of Egbin ST (Gas)

⁵ The percentage change in total generation and average hourly generation is the same across Q2/2024 vs Q1/2024 because the number of days in each of the quarters is the same (92 days). When there is a difference between the number of the days of the quarters being compared, the percentage in total generation will be different from the percentage change in average hourly generation. For ease of comparison with other sections of the report, the average hourly generation is used in the subsequent analyses.

(+48.64%), Geregu NIPP (+28.18%), Rivers IPP (+26.16%) and Paras (+16.55%) increased in 2024/Q2 compared to 2024/Q1.

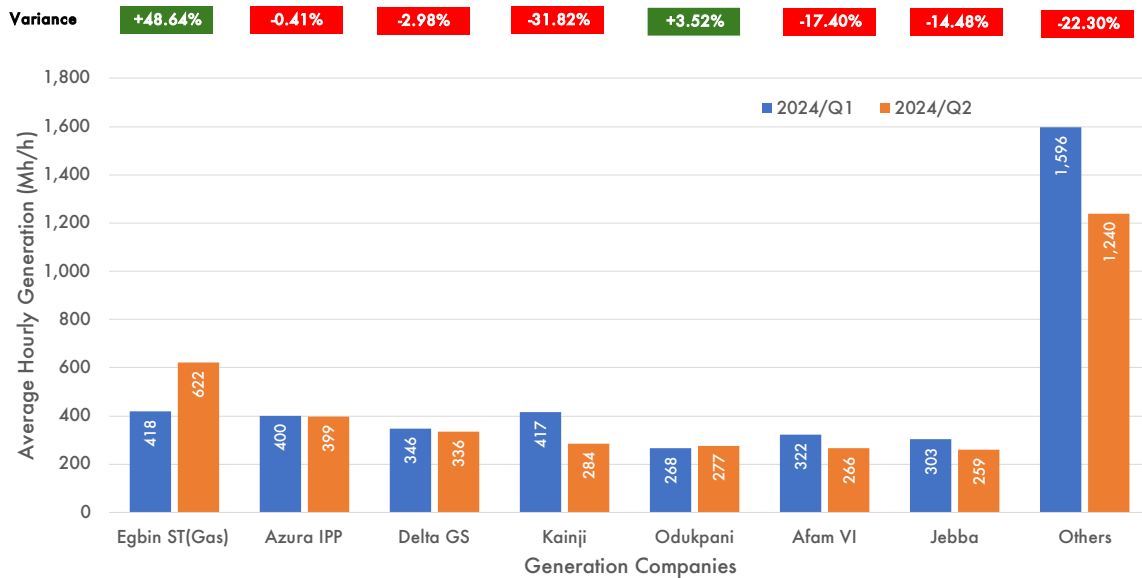


Figure 2: Average Hourly Generation (MWh/h) in 2024/Q1 vs. 2024/Q2

Cumulatively, the average hourly generation of the Jebba, Shiroro, and Kainji hydropower plants reduced by -28.09% (741.28MWh/h in 2024/Q2 relative to 1,030.88MWh/h in 2024/Q1). This decrease is consistent with the expectations associated with seasonal variation which occurs from January to July as explained in Section 2.1.2.

The cumulative average hourly generation from thermal plants also decreased by -2.62% (2,934.46MWh/h in 2024/Q2 relative to 3,013.56MWh/h in 2024/Q1) with sixteen (16) out of the twenty-three (23) thermal plants recording decreases in generation (Table 2).

Average hourly generation from the Olorunsogo NIPP, Afam IV - V, and Geregu power plants dropped to 14.54MWh/h, 16.91MWh/h, and 143.08MWh/h respectively in 2024/Q2, compared to 68.32MWh/h, 43.49MWh/h, and 225.59MWh/h generated in 2024/Q1 (-78.72%, -61.12%, and -36.58% respectively), driven by gas constraints and mechanical faults.

Table 2: Average Hourly Generation (MWh/h) in 2024/Q1 vs. 2024/Q2

Plant	Average Hourly Generation (MWh/h)		Change (MWh/h)	Change (%)
	2024/Q1	2024/Q2		
Egbin ST(Gas)	418.23	621.66	203.44	48.64
Geregu NIPP	122.47	156.98	34.51	28.18
Rivers IPP	43.27	54.59	11.32	26.16
Paras	74.28	86.57	12.29	16.55
Sapele ST	74.19	83.97	9.78	13.18
Odukpani	267.57	276.98	9.41	3.52
Zungeru Hydro	0.00	336.56	336.56	0.00
Alaoji NIPP	0.00	0.00	0.00	0.00
Azura IPP	400.31	398.65	-1.66	-0.41
Taopex Energy	10.79	10.56	-0.23	-2.13
Delta GS	345.85	335.55	-10.30	-2.98
Ibom	65.54	63.57	-1.98	-3.02
Olorunsogo	81.69	77.39	-4.30	-5.27
Omosho	84.62	77.02	-7.60	-8.99
Jebba	302.77	258.93	-43.84	-14.48
Omoku	67.36	55.83	-11.53	-17.12
Afam VI	322.00	265.96	-56.04	-17.40
Okpai	237.28	172.97	-64.31	-27.10
Kainji	417.28	284.49	-132.80	-31.82
Trans Amadi	32.84	21.69	-11.15	-33.95
Shiroro	310.82	197.87	-112.95	-36.34
Geregu	225.59	143.08	-82.51	-36.58
Afam IV - V	43.49	16.91	-26.58	-61.12
Dadin Kowa Hydro	25.16	6.26	-18.90	-75.12
Olorunsogo NIPP	68.32	14.54	-53.79	-78.72
Sapele GT NIPP	11.05	0.00	-11.05	-100.00
Omosho NIPP	11.91	0.00	-11.91	-100.00
Ihovbor NIPP	4.88	0.00	-4.88	-100.00
Total	4,069.57	4,018.57	-51.00	-1.25

2.1.4 Generation Load Factor

The load factor is a measure of the utilisation of a power plant's available capacity, calculated as the ratio of the average electricity generated over a period to the maximum possible generation (assuming all the available capacity is utilised all the time over the period). A higher load factor means better capacity utilisation thereby reducing the cost per unit of energy and increasing profitability, as fixed costs are spread over a larger amount of dispatched energy. The load factor (also known as

the dispatch rate) reflects both the demand for energy and a plant's ability to supply it. The formula for load factor is represented by equation 3:

$$\text{Load Factor} = \frac{\text{Total Energy Generated (MWh)}}{\text{Ave. Available Capacity (MW)} \times 24 \text{hrs} \times \text{period (in days)}} \times 100 \quad (3)$$

The overall load factor for all grid-connected power plants in 2024/Q2 was 91.42%; meaning that on average, 8.58% of available energy (MWh) was not dispatched during the quarter. The load factor of grid-connected plants (excluding Zungeru) was 91.48% which is a -4.29pp decrease compared to the 95.77% load factor recorded in 2024/Q1. When combined with the reduction in the average available capacity of these plants as indicated in section 2.1.1, this indicates a decrease in the utilisation of available capacity and the total energy delivered to the National Grid in 2024/Q2.

The load factors of the seven (7) power plants with the highest dispatch rates in 2024/Q2 are presented in Figure 3. Four (4) power plants (Omoku, Trans Amadi, Olorunsogo NIPP, and Omotosho) recorded dispatch rates of 100% with ten (10) other power plants recording dispatch rates above 90%. While Kainji and Dadin Kowa hydropower plants recorded dispatch rates >90%, Shiroro and Jebba recorded dispatch rates of 87.98% and 87.28% respectively. This is inconsistent with the Commission's Order No: NERC/182/2019⁶ and further investigations are being undertaken by the Commission to determine if sanctions should be issued against relevant market participants.

⁶ The Order stipulates that hydropower plants which are the cheapest energy generation source, should be dispatched with priority to reduce wholesale energy costs for consumers

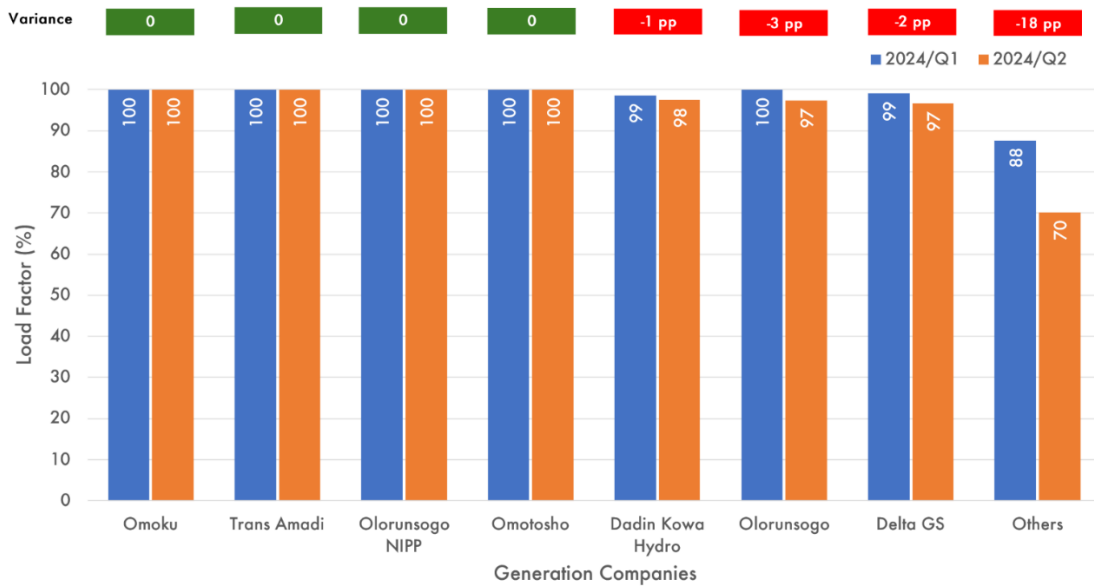


Figure 3: Load Factor (%) in 2024/Q1 vs. 2024/Q2

2.1.5 Generation Mix

The electricity generation mix refers to the combination of fuels used to generate electricity over a period. The composition of the generation mix varies across countries and is influenced by factors such as natural resource availability, government policies, environmental considerations, type of power plants, energy demand, and seasonal fluctuations. An ideal energy mix must balance the three key elements of the energy trilemma: i) Energy Security²; ii) Energy Sustainability³; and iii) Energy Affordability/Equity⁴. The formula for the share of electricity generated by fuel source is given by equation 4:

$$\text{Share of fuel}_i = \frac{\text{Total electricity generated from fuel } i \text{ (MWh)}}{\text{Total electricity generated from all fuel sources (MWh)}} \times 100 \quad (4)$$

The share of electricity generated from different fuel sources in 2024/Q1 and 2024/Q2 are presented in Figure 4. The contribution from hydropower plants to total generation (2,367.68GWh) increased by +2.66% (+61.29GWh) in 2024/Q2 compared to 2024/Q1 (2,306.39GWh). This translated to a +1.02pp increase in the contribution of hydropower to the energy mix over the same period; 25.95% (2,306.39GWh) in 2024/Q1 to 26.98% (2,367.68GWh) in 2024/Q2. The increase in the contribution of hydropower plants to total generation during the quarter, despite decreases in the plant availability factor of the existing hydropower

plants reported in section 2.1.2, can be attributed to the Zungeru hydropower plant which began evacuating power onto the grid on 29 April 2024.

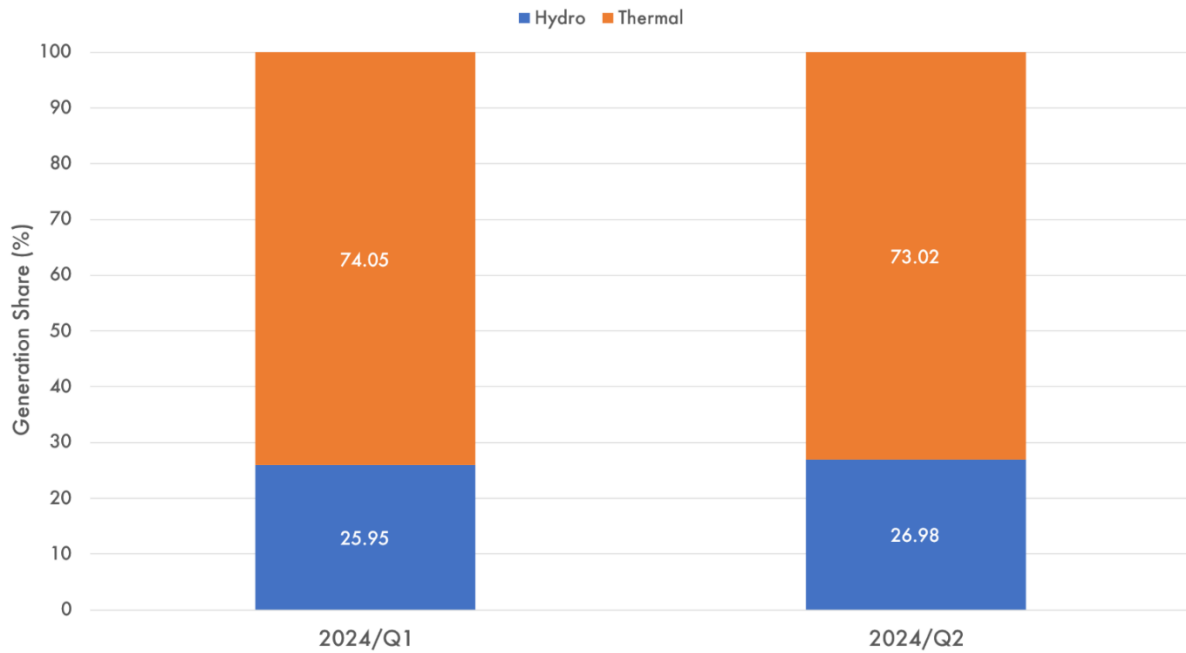


Figure 4: Electricity Generated by Energy Sources in 2024/Q1 vs. 2024/Q2

2.2 Grid Performance

The Transmission Company of Nigeria (TCN) which has the responsibility of transporting energy from power plants to DisCos holds two licenses; Transmission Service Provider (TSP) and System Operator (SO). The TSP owns and maintains the transmission infrastructure while the SO is responsible for maintaining system stability, load balance, load dispatch, and undertaking market operations responsibilities. To assess the performance of the grid, the Commission focuses on the following four (4) Key Performance Indicators (KPIs) that relate to power transmission:

- Transmission loss factor
- Stability of grid frequency
- Voltage fluctuation
- Incidence of system collapse

2.2.1 Transmission Loss Factor

Transmission Loss Factor (TLF) refers to the proportion of the total energy sent out by the power plants that was either lost in transmission or utilised in the transmission station i.e., neither delivered to the DisCos nor exported to international customers. There is an inverse relationship between the TLF and the efficiency of the transmission system; i.e. a decline in the TLF indicates an improvement in transmission efficiency over a given period. The formula for TLF is represented by equation 5:

$$\text{TLF} = \left(1 - \frac{\text{Energy delivered to all DisCos} + \text{Energy Exported}}{\text{Energy Sent out by all GenCos}} \right) \times 100 \quad (5)$$

The average TLF in 2024/Q2 was 7.79%⁷ (Figure 5). A TLF of 7.79% indicates that for every 100MWh of energy injected into the grid, 7.79MWh of energy is undelivered to DisCos and international customers due to losses in the transmission network or consumption at the transmission substations. The TLF recorded in 2024/Q2 represents a decrease (improvement) of -0.69pp relative to the 8.48% recorded in 2024/Q1.

The 7.79% TLF recorded in 2024/Q2 represents an underperformance of 0.79pp relative to the MYTO target for 2024 – 7.00%. The TLF target represents the maximum efficient loss in transmission that is paid by the customers. Exceeding the TLF target means that the Transmission Service Provider (TSP) will not earn its full revenue requirement because there is no provision to recover revenues needed to cover the excess (inefficient) losses.

⁷ This represents the average TLF recorded in April and June only – May has been excluded because of the extraordinarily low TLF recorded in the month as a result of the fact that energy injected into the grid by Zungeru between 29 April to 15 May 2024 was not apportioned to DisCos and thus was used to net off transmission losses on the grid during the period.

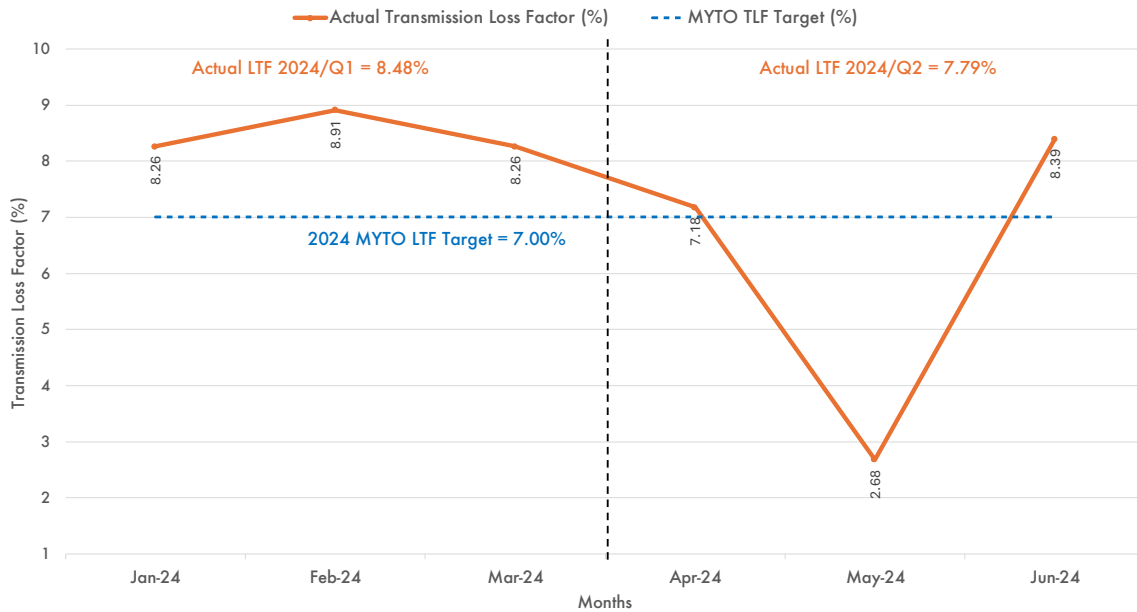


Figure 5: Actual Transmission Loss Factor (%) vs. MYTO TLF Target (%) Jan - June 2024

2.2.2 Grid Frequency

Frequency is a crucial power quality parameter that industrial customers are particularly concerned about due to the sensitivity of their heavy-duty machinery. In industrial production assembly lines, the machines are designed to operate only within pre-set frequency tolerance limits and therefore often have a low tolerance for frequency fluctuations.

As specified in section 10.1.2 of the Grid Code, the standard frequency for operation on the Grid is 50Hz. The code provides that under normal circumstances, the grid can operate within a deviation of $\pm 0.5\%$ i.e. between a lower limit of 49.75Hz and an upper limit of 50.25Hz. Section 10.1.2 of the Grid Code further provides that in extreme circumstances, the grid may operate within a tolerance of $\pm 2.5\%$ i.e. system frequency may reach a lower bound stress limit of 48.75Hz and an upper bound stress limit of 51.25Hz.

A system’s stability over a given period is measured by its ability to operate as close as possible to the 50Hz benchmark set in the Grid Code; this means that the lower the range between the average upper daily system frequency and the average lower daily system frequency, the more stable the system has been.

During 2024/Q2, the average upper daily system frequency was 50.64Hz, while the average lower daily system frequency was 49.13Hz, which translates to a range of 1.51Hz. Comparatively, in 2024/Q1, the average upper daily system frequency was 50.68Hz, while the average lower system frequency was 49.00Hz, with a range of 1.68Hz. The -10.12% (-0.17Hz) decrease in the average quarterly frequency range recorded in 2024/Q2 relative to 2024/Q1 indicates an improvement in the operational performance of the National Grid.

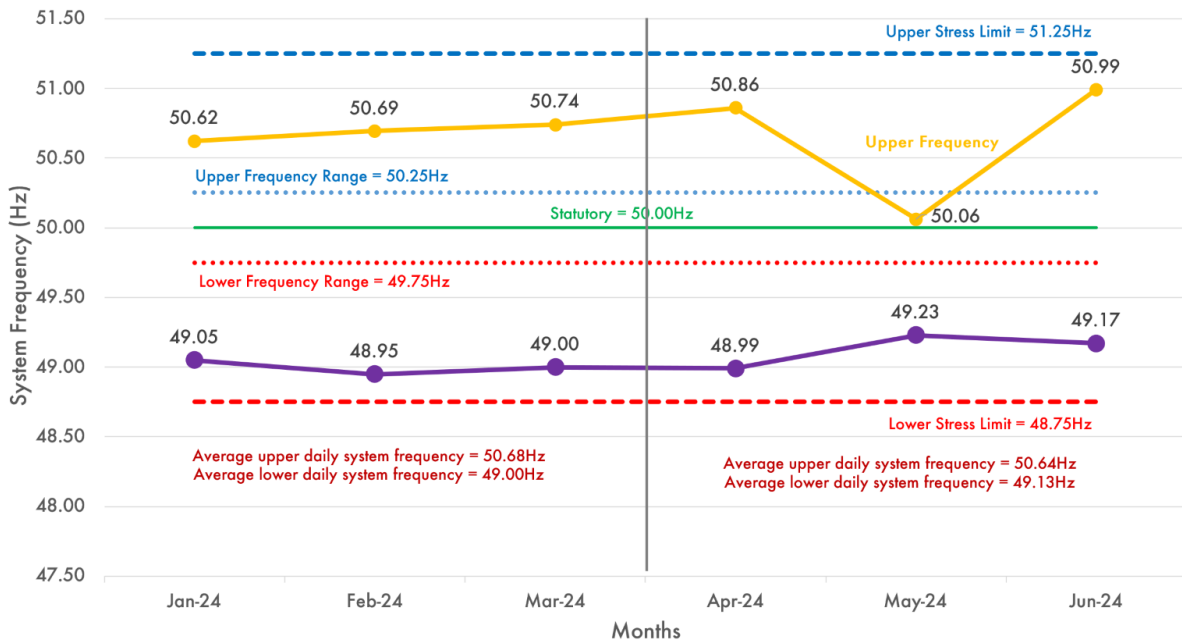


Figure 6: Monthly System Frequency from Jan - June 2024

It is noteworthy that in May, the average upper frequency (50.06Hz) was lower than the upper range allowed in the grid code – this is the first month in over seven (7) years where the national grid has operated at an average upper frequency within 50.25Hz limit for steady-state operation. While the average lower frequency (49.23Hz) was outside of the steady state limit contained in the grid code (49.75Hz), it was the closest average to the target recorded in over five (5) years further verifying the improved performance of the grid in May 2024 (Figure 6).

The operation of the grid outside the normal frequency limits indicates an imbalance in the supply and demand of electricity on the grid. This imbalance is primarily caused by the lack of a Supervisory Control and Data Acquisition (SCADA) system. The System Operator (SO) has invested in an IoT-based solution to improve real-time visibility into the operations of the Grid. However, the inability to remotely operate the entire system as would be possible under the SCADA system continues to pose challenges to the SO's ability to operate the grid within the normal frequency limits provided in the grid code.

2.2.3 Voltage Fluctuation

To guarantee the quality of electricity delivered to end users, the Grid Code specifies a nominal system voltage of 330kV with a tolerance range of $\pm 5\%$ (313.50kV to 346.50kV in the lower and upper bounds respectively). Fluctuations in grid voltage, including spikes, dips, flickers, and brownouts, can cause significant harm to consumers and result in substantial commercial losses. Extreme cases of voltage fluctuations, particularly at the distribution network level can cause severe damage to industrial machines thereby compelling the industrial customers to seek alternative sources of power outside of the National Grid.

The system voltage pattern from Jan - June 2024 is illustrated in Figure 7. The average upper and lower operating voltage bounds for the transmission network in 2024/Q2 were 355.13kV and 304.36kV respectively; both values are outside the respective allowable limits specified in the Grid Code.

By way of comparison, the range between the Grid's average upper and lower operating voltage for 2024/Q2 was 50.77kV which is lower than the 55.58kV (average upper and lower voltages of 353.18kV and 297.60kV respectively) that was recorded in 2024/Q1. This finding confirms the conclusion from section 2.2.2 that there was an improvement in the operational efficiency of the National Grid in 2024/Q2 relative to 2024/Q1.

The Commission continues to engage with TCN and other stakeholders to ensure sustained efforts at keeping the system voltage within the regulated limits, providing a safe and reliable electricity supply to end users.

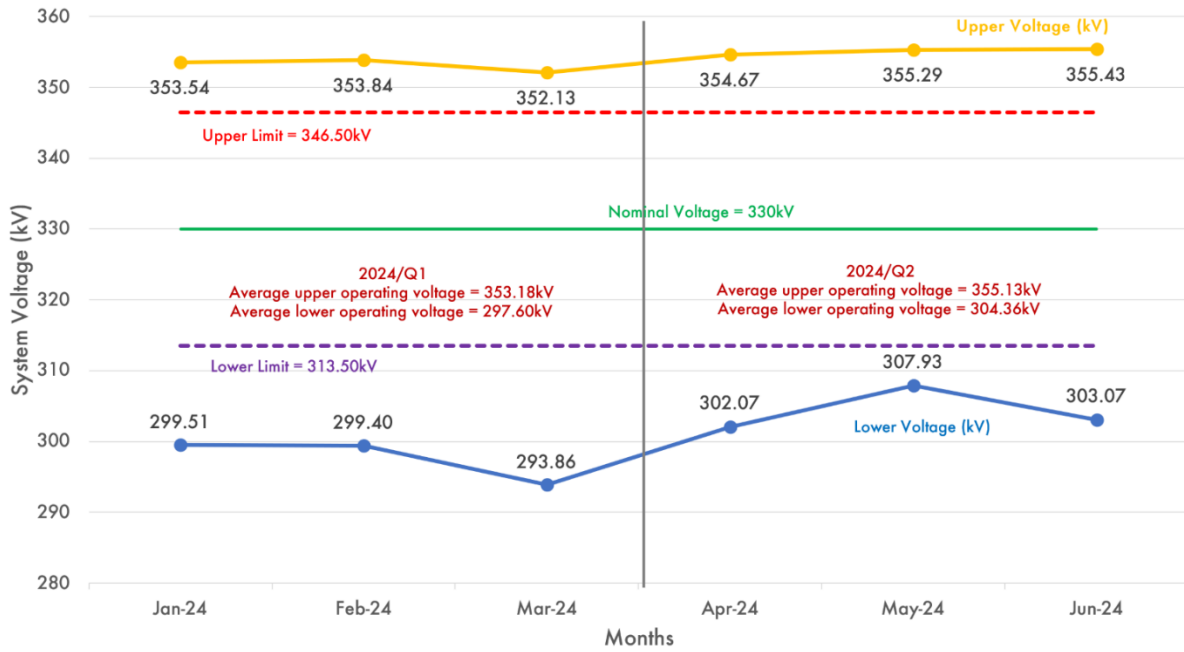


Figure 7: Monthly System Voltage (kV) from Jan - June 2024

2.2.4 System Collapse

The national power grid is a vast network of electrical transmission lines that link power stations to end-use customers across the nation and is designed to function within specific stability boundaries, including voltage ($330\text{kV} \pm 5.0\%$) and frequency ($50\text{Hz} \pm 0.5\%$). Any deviation from these stability ranges can result in decreased power quality and, in severe cases, cause widespread power outages ranging from a partial collapse of a section of the grid to a full system-wide blackout.

While the SO is responsible for ensuring that all parameters are maintained within their respective tolerance thresholds, the primary parameter that the SO tracks to avoid system disturbances is frequency. When the electricity demand is higher than the supply, the grid frequency drops. Conversely, if supply surpasses demand, the frequency increases. In reaction to the grid operating at a frequency outside of the normal operation range (especially when the frequency is too low), safety settings on generation units can cause the units to shut down. This often exacerbates the frequency imbalance on the grid thereby leading even more generation units to shut down causing a full or partial system collapse.

One (1) incident of partial collapse on the national grid occurred in 2024/Q2. The incident happened on 15 April 2024. The details of the events leading to the incident are contained in Table 3.

Table 3: System Collapse in 2024/Q2

SN	Date	Immediate Cause	Remote Cause	Inference
1	15 th April 2024 at 02:41hours	The cascading tripping of generating units at 12 power stations ⁸ caused load-generation imbalance inducing a frequency decline from 50.01Hz to 48.75Hz which led to a Partial system collapse of Island 2 ⁹ .	A fire incident at the Afam Transmission Station caused the tripping of Afam VI and Afam III with a load loss of 305MW and 25MW respectively while also triggering the split of the operations of the grid into two (2) islands - island 1 (Ibom power) and Island 2.	The cause(s) of the fire incident at Afam Transmission Station should be investigated to avert future occurrences. The cause(s) of the cascaded tripping of units on Island 2 should be investigated and rectified to forestall future occurrences.

⁸ The power plants are Delta, Odukpani G.S, Okpai, Olorunsogo Gas, Jebba G.S, Kainji G.S, Geregu gas and NIPP, Sapele steam, Shiroro G.S, Azura, and Paras Energy

⁹ Island 2 consist of Kainji, Jebba, Shiroro, Dadin Kowa, Egbin, Delta, Sapele Steam, Geregu 1, Geregu Nipp, Omotosho 1, Olorunsogo Gas & Nipp, Azura-Edo, Paras Energy, Okpai, Afam Vi, Rivers Ipp, Odukpani, Taopex, Mepp, and Omoku power plants

2.3 Commercial Performance

The commercial performance of the NESI is a measure of the flow of funds from customers to upstream electricity industry players. The financial performance is critical because funds are required to keep all the players along the value chain operational. In evaluating the commercial performance of the NESI for 2024/Q2, the following parameters were considered:

- Energy offtake performance
- Energy billed and billing efficiency
- Revenue and collection efficiency
- Aggregate Technical, Commercial and Collection (ATC&C) loss
- Remittances to the Market Operator (MO) and the Nigerian Bulk Electricity Trading Company (NBET).

2.3.1 Energy offtake performance

The Partial Activation of Contract (PAC) regime, which took effect in July 2022, defines the target volume of energy to be off-taken by DisCos at any time as their Partially Contracted Capacity (PCC). As explained in prior reports, under the PAC regime, DisCos have take-or-pay obligations on their PCC which means that they must pay for available capacity irrespective of their offtake. This structure is consistent with international best practices for long-term contract-based power procurement and ensures that GenCos earn capacity payments to compensate them for availability.

The PAC regime also mandates GenCos or TCN to compensate DisCos through Liquidated Damages (LDs) in the event of capacity shortfalls. Under the single-buyer model being operated in the NESI, when there is a shortfall in generation, LDs from GenCos are treated as net-offs in the invoices issued to NBET thereby reducing the net payables due from DisCos.

When there is sufficient generation capacity, every DisCo will be directed by the SO to offtake its entire PCC. When generation falls below the required target, the SO prorates the available capacity among all DisCos based on their respective PCCs¹⁰

¹⁰Commencing 2023/Q3, the Commission developed a mechanism whereby Abuja, Eko and Ikeja DisCos get their full allocation provided that generation is above 4,100MW which is the minimum grid stability requirement; the rest of the capacity is pro-rated based on PCC for the remaining DisCos. When available generation is below 4,100MW, generation allocation to all the DisCos is pro-rated based on PCC.

- "Available PCC". The ratio between a DisCo's energy offtake and the available PCC is known as the "energy offtake performance". The formula for determining a DisCo's energy offtake performance is represented by equation 6:

$$\text{Energy Offtake performance (\%)} = \left(\frac{\text{Energy Offtake}}{\text{Available PCC}} \right) \times 100 \quad (6)$$

Considering the large disparity between energy on the national grid and customer demand, it is expected that DisCos will offtake 100% of their available PCC at all times. However, the Commission continues to observe with concern that many DisCos do not take their full PCC due to a combination of technical limitations as well as load rejection by the DisCos largely due to commercial reasons i.e., high commercial and collection losses in certain areas.

It is noteworthy that when DisCos have offtake ratios below 100%, this means that they incur increased wholesale energy costs as they still have to pay NBET/GenCos for unused capacity. The tariff methodology utilised by the Commission does not allow DisCos to recover the resultant additional wholesale energy costs (relative to the volume of energy offtaken) from customers.

In 2024/Q2, the average energy offtake by DisCos at their trading points was 3,165.93MWh/h, which represents a decrease of -3.59% (-117.94MWh/h) when compared to 3,283.87MWh/h off-take in 2024/Q1. The reduction in the average energy offtake at trading points was because of the reduction in energy available for offtake (PCC) driven by the reduced generation explained in section 2.1.3.

The cumulative energy offtake performance of DisCos during the quarter was 99.29% which is +6.94pp greater than the 92.35% achieved in 2024/Q1. Disaggregated DisCo performance shows that all the DisCos except Jos DisCo took more than 90% of its PCC during the quarter. Nine (9) DisCos recorded increases in their offtake performances between 2024/Q1 and 2024/Q2 with Port Harcourt, Benin and Eko DisCos recording the most significant improvements of +12.21pp, +9.31pp and +9.00pp respectively. Conversely, Jos and Yola DisCos recorded decreases of -2.57pp and -0.38pp respectively, in their energy offtake performance between 2024/Q1 and 2024/Q2 (Table 4).

Table 4: DisCo energy offtake performance in 2024/Q1 vs. 2024/Q2

DisCos	2024/Q1			2024/Q2		
	Energy Offtake (MWh/h)	Available PCC (MWh/h)	Offtake Performance %	Energy Offtake (MWh/h)	Available PCC (MWh/h)	Offtake Performance %
Abuja	512.36	555.63	92.21	498.63	509.26	97.91
Benin	263.71	287.03	91.88	257.81	254.79	101.19
Eko	433.15	485.76	89.17	431.32	439.35	98.17
Enugu	252.54	270.77	93.27	225.27	235.48	95.66
Ibadan	383.51	398.90	96.14	373.68	364.16	102.61
Ikeja	511.83	555.53	92.13	520.53	516.06	100.87
Jos	181.15	199.79	90.67	152.33	172.91	88.10
Kaduna	203.25	216.09	94.06	202.69	201.31	100.69
Kano	201.61	218.00	92.48	203.45	202.48	100.48
PH	243.14	260.52	93.33	243.24	230.48	105.54
Yola	97.61	106.03	92.06	56.99	62.16	91.68
All DisCos	3,283.87	3,556.05	92.35	3,165.93	3,188.59	99.29

The Commission will continue to undertake regulatory activities that will compel DisCos to improve their operational capacities to facilitate the maximum utilisation of energy that is made available by the GenCos.

2.3.2 Energy billed and billing efficiency

Billing efficiency measures the proportion of energy billed to customers (including metered and unmetered customers) relative to the total energy supplied to a given area over a period. The key drivers of billing losses are i) technical - energy loss in distribution lines; ii) commercial - DisCo's inability to account for 100% of the energy supplied. Commercial losses could either be a result of theft on the part of the customer i.e. a meter bypass, or other factors under the DisCo's control such as poor customer enumeration, and the proliferation of inaccurate meters. A billing efficiency of 70% means that only ₦70.00 worth of electricity is billed out of ₦100.00 worth of electricity distributed by DisCos. The formula for billing efficiency is represented by equation 7:

$$\text{Billing Efficiency} = \left(\frac{\text{Total energy billed to customers (GWh)}}{\text{Total energy received by the Network (GWh)}} \right) \times 100 \quad (7)$$

The total energy offtake by all DisCos in 2024/Q2 was 6,914.39GWh and the total energy billed was 5,693.11GWh, which translates to a billing efficiency of 82.34%.

A billing efficiency of 82.34% implies that for every ₦100 worth of energy received by DisCos in 2024/Q2, ₦17.66 was not billed to end users. Comparatively, the total energy received and billed in 2024/Q1 were 7,171.93GWh and 5,769.52GWh respectively, which translated to a billing efficiency of 80.45%. This means that at the aggregated level, the NESI recorded a +1.89pp increase in billing efficiency between 2024/Q1 and 2024/Q2.

Disaggregated performance of the DisCos shows that Enugu recorded the highest billing efficiency of 95.33%, while Kaduna recorded the lowest billing efficiency of 63.07%. A quarter-on-quarter comparison of billing efficiency showed that six (6) DisCos recorded improvements in their billing efficiencies in 2024/Q2 relative to 2024/Q1 with Enugu, Yola and Kaduna recording the most significant increases of +14.87pp, +7.31pp and +6.41pp respectively. Conversely, five (5) DisCos recorded decreases in billing efficiency with Jos (-3.28pp) DisCo recording the most significant decrease (Table 5).

Table 5: Energy received and billing efficiency by DisCos in 2024/Q1 vs. 2024/Q2

DisCos	2024/Q1			2024/Q2		
	Energy Offtake (GWh)	Energy Billed (GWh)	Billing Efficiency (%)	Energy Offtake (GWh)	Energy Billed (GWh)	Billing Efficiency (%)
Abuja	1,119.00	846.00	75.60	1,089.00	835.00	76.68
Benin	575.95	488.82	84.87	563.05	469.29	83.35
Eko	964.00	849.00	89.75	942.00	845.00	89.70
Enugu	551.55	443.77	80.46	492.00	469.00	95.33
Ibadan	837.59	716.51	85.54	816.11	724.29	88.75
Ikeja	1,117.83	908.33	81.26	1,136.83	937.49	82.47
Jos	395.62	300.84	76.04	332.68	242.05	72.76
Kaduna	443.90	251.51	56.66	442.67	279.20	63.07
Kano	440.32	329.93	74.93	444.34	331.59	74.63
Port Harcourt	531.01	451.40	85.01	531.25	444.02	83.58
Yola	213.19	183.40	86.03	124.46	116.17	93.34
All DisCos	7,171.93	5,769.52	80.45	6,914.39	5,693.11	82.34

DisCos have the responsibility of developing strategies to improve their billing efficiencies. These can include reinforcing DisCos' infrastructure to reduce technical losses, improving consumer enumeration and customer service, improving the metering rate and rolling out initiatives to curb energy theft.

2.3.3 Revenue and collection efficiency

Collection efficiency is the ratio of the amount that has been collected from customers relative to the amount billed to them by the DisCos. The significant under-recovery of the invoices issued to customers by DisCos is driven by a lack of willingness of customers to pay bills when due, unsatisfactory DisCos' services and inadequate customer metering among other challenges. A collection efficiency of 70% for instance implies that for every ₦100.00 worth of energy billed to customers by DisCos, approximately ₦30.00 remained unrecovered from the billed customers. The formula for collection efficiency is represented by equation 8:

$$\text{Collection Efficiency} = \left(\frac{\text{Total Revenue Collected (₦)}}{\text{Total Billed Amount (₦)}} \right) \times 100 \quad (8)$$

The total revenue collected by all DisCos in 2024/Q2 was ₦431.16 billion out of the ₦543.64 billion that was billed to customers. This translates to a collection efficiency of 79.31%. In comparison, the total revenue collected by all DisCos in 2024/Q1 was ₦291.62 billion out of the ₦368.65 billion billed to customers which translated to a 79.11% collection efficiency. The 79.31% collection efficiency recorded in 2024/Q2 is +0.20pp higher than the collection efficiency recorded in 2024/Q1 (79.11%).

The summary of the revenue collection performance of all DisCos is contained in Table 6. Ikeja and Eko DisCos recorded the highest collection efficiencies of 94.67% and 88.03% respectively, conversely, Yola DisCo recorded the lowest collection efficiency of 55.67%. A comparison of DisCos performance in 2024/Q1 and 2024/Q2 showed that six (6) DisCos recorded improvements in collection efficiency in 2024/Q2 when compared to 2024/Q1 with Yola DisCo recording the highest increase of +12.64pp. Conversely, five (5) DisCos recorded declines in collection efficiency with Kaduna having the most significant decrease (-10.04pp) during the period.

Table 6: Revenue Collection Performance (%) of DisCos in 2024/Q1 vs. 2024/Q2

DisCos	2024/Q1			2024/Q2		
	Total Billings (₦' Billion)	Revenue Collected (₦' Billion)	Collection Efficiency (%)	Total Billings (₦' Billion)	Revenue Collected (₦' Billion)	Collection Efficiency (%)
Abuja	58.30	48.60	83.36	84.49	70.19	83.07
Benin	29.40	22.46	76.39	41.24	33.96	82.35
Eko	56.52	48.74	86.24	85.46	75.23	88.03
Enugu	26.40	21.24	80.45	40.88	30.39	74.35
Ibadan	44.79	30.35	67.78	63.01	44.27	70.25
Ikeja	55.86	57.88	103.61	92.28	87.36	94.67
Jos	21.85	13.29	60.81	24.07	15.74	65.37
Kaduna	13.59	9.60	70.66	24.25	14.71	60.62
Kano	21.58	13.62	63.09	37.33	21.92	58.71
Port Harcourt	27.69	20.39	73.66	42.02	32.61	77.59
Yola	12.68	5.46	43.03	8.63	4.78	55.67
All DisCos	368.65	291.62	79.11	543.64	431.16	79.31

The increase in billing efficiency (+1.89pp) and collection efficiency (+0.20pp) recorded in 2024/Q2 compared to 2024/Q1 despite a significant reduction in the energy offtake (-3.59%) continues a trend that has been observed previously. There is an inverse relationship between energy offtake and billing/collection efficiencies whereby a decrease in energy offtake would result in an increase in billing/collection efficiency. One driving factor behind this trend is that when there is lower energy offtake, DisCos often allocate the energy to areas where they record reduced billing and collection inefficiencies.

The most proven method to improve energy accountability and revenue recovery is accurate customer enumeration and the installation of end-use customer meters. The Commission issued the [Order on the Operationalisation of Tranche A of the Meter Acquisition Fund \(MAF\)](#) during the quarter. The Order which became effective on 24th June 2024 directed DisCos to utilise the first tranche of disbursement from the MAF scheme to procure and install meters for unmetered Band A customers within their franchise areas. DisCos are also still expected to continue to utilise one or more metering frameworks provided for in the [NERC MAP and NMMP](#) metering regulation (2021) to improve end-use customer metering in their franchise area. This

will reduce commercial and collection losses thereby improving the flow of funds to upstream market participants in the NESI.

Furthermore, DisCos must continue to evaluate options for improving the optimisation of their energy delivery in line with the Service Based Tariff (SBT) regime to ensure that sufficient energy is supplied to customer groups/clusters with the highest collection efficiencies.

2.3.4 Aggregate Technical, Commercial and Collection (ATC&C) Loss

The Aggregate Technical, Commercial and Collection (ATC&C) loss is a summation of billing losses incurred by a DisCo due to its inability to bill 100% of energy delivered to customers (technical and commercial losses) and the collection losses arising from the DisCo's inability to collect 100% of the bills issued to customers. The ATC&C loss is a critical performance-setting parameter for tariff computation as the MYTO makes allowance for target ATC&C loss levels for each DisCo.

The target ATC&C reflects the efficient operational losses which the DisCo is expected to incur in its operations and this is recoverable from the allowed tariffs. The target ATC&C usually reduces over time as DisCos make investments that are geared towards improving operational efficiency. ATC&C loss is made up of the following components:

- a. Technical Loss: heat loss due to load flow in electrical lines and transformation loss in transformers.
- b. Commercial Loss: due to discrepancy in meter reading, erroneous billing, unmetered consumption, or energy theft;
- c. Collection Loss: unpaid bills.

The formula for ATC&C loss is represented by equation 9:

$$\text{ATC\&C Loss} = [1 - (\text{billing efficiency} \times \text{collection efficiency})] \times 100 \quad (9)$$

Any DisCo that can outperform its allowed ATC&C (i.e., has a lower actual ATC&C than the target used to compute its cost-reflective tariff) will earn more returns on its set tariffs. Conversely, any DisCo that fails to meet its allowed ATC&C (i.e., has a higher actual ATC&C than the target), will be unable to earn the expected returns on its set tariffs and could risk long-term financial challenges.

The aggregate ATC&C loss recorded across all 11 DisCos in 2024/Q2 was 34.70%, which comprised 17.66% in technical and commercial losses, and 20.69% in collection loss (Table 7). The aggregate ATC&C loss of 34.70% recorded in 2024/Q2 is 9.97pp higher than the allowed aggregate efficient loss target (24.73%) applied in the computation of the tariffs in the MYTO. This means that cumulatively, DisCos recorded losses that are 9.97pp higher than what was allowed to be recovered from the customers – these inefficient losses that are not recoverable from customers will adversely affect DisCos' profitability.

The ATC&C loss for 2024/Q2 (34.70%) reduced by -1.66pp compared to 36.36% recorded in 2024/Q1. Eight (8) DisCos recorded improvements in ATC&C loss performance in 2024/Q2 compared to 2024/Q1 with the highest improvements recorded by Yola (-14.32pp) and Enugu (-6.49pp). Conversely, Ikeja (+6.12pp), Kano (+3.46pp) and Kaduna (+1.80pp) DisCos recorded worse ATC&C loss performances in 2024/Q2 compared to 2024/Q1 (Table 7).

Yola DisCo outperformed its allowed ATC&C in 2024/Q2 by achieving an actual ATC&C of 48.04% which is lower than the set target of 56.00%. This means that during the quarter, Yola DisCo was able to earn 100% of its revenue requirement for the period which should allow it to cover all market obligations as well as operational costs. The other DisCos did not achieve their target ATC&C in 2024/Q2 with the widest variance (target – actual) being recorded by Kaduna (-36.76pp) and Kano (-31.19pp). The failure of the DisCos to meet their allowed loss targets means they are unable to meet revenue requirements, thereby compromising their long-term financial position. The Commission is working with all the DisCos to take remedial actions through customer enumeration and increased revenue assurance to improve their ATC&C loss.

Table 7: ATC&C Loss (%) by DisCos in 2024/Q1 vs. 2024/Q2

DisCo	MYTO Target (%)	ATC&C (%)		Variance (pp)	
	2024	2024/Q1	2024/Q2	2024/Q1	2024/Q2
Abuja	25.00	36.98	36.30	-11.98	-11.30
Benin	25.00	35.17	31.36	-10.17	-6.36
Eko	20.07	22.61	21.03	-2.52	-0.96
Enugu	25.00	35.61	29.12	-10.61	-4.12
Ibadan	25.00	42.02	37.66	-17.02	-12.66
Ikeja	18.73	15.81	21.93	2.92	-3.20

DisCo	MYTO Target (%)	AT&C (%)		Variance (pp)	
	2024	2024/Q1	2024/Q2	2024/Q1	2024/Q2
Jos	32.72	53.76	52.44	-21.04	-19.72
Kaduna	25.00	59.96	61.76	-34.96	-36.76
Kano	25.00	52.73	56.19	-27.73	-31.19
Port Harcourt	25.00	37.39	35.15	-12.39	-10.15
Yola	56.00	62.36	48.04	-6.98	7.96
All DisCos					
MYTO Level	24.73				
Total Technical, Commercial & Collection losses	-	36.36	34.70		
Technical & Commercial losses	-	19.55	17.66		
Collection losses	-	20.83	20.69		

2.3.5 Market Remittance

Under the account administration mechanism set up by the CBN in 2013 as part of the Nigerian Electricity Market Stabilisation Facility (NEMSF) intervention, all the collections of the DisCos are escrowed. The DisCos only have access to their revenues after relevant deductions towards their loan obligations have been made. This escrow mechanism also provides visibility into the financial performance of the DisCos with respect to collections.

In June 2020, the remit of the fund manager responsible for the escrow was expanded to include the implementation of the payment waterfall framework which was designed by the Commission to increase upstream market remittance to NBET and TCN. This was to cover the cost of energy taken from GenCos, transmission charges (payable to the TSP) and the MO's administrative charges.

Prompt payment of upstream invoices is critical for securing the availability of generation and transmission capacities. The waterfall regime pushes DisCos to boost their collections because most of their allowed revenues rank below the payment of market obligations in the waterfall.

2.3.5.1 Market Remittance to NBET

In the absence of cost-reflective tariffs, the Government undertakes to cover the resultant gap (between the cost-reflective and allowed tariff) in the form of tariff subsidies. For ease of administration, the subsidy is only applied to the generation

cost payable by DisCos to NBET at source in the form of a DisCo's Remittance Obligation (DRO). The DRO represents the total GenCo invoice that is billed to the DisCos by NBET based on what the allowed DisCo tariffs can cover¹¹.

As explained in the 2024/Q1 report, the DRO regime replaced the Minimum Remittance Obligation¹² (MRO) framework in January 2024 and DisCos are expected to pay 100% of their DROs. The transition to the DRO regime was necessitated by the risk of unpaid tariff subsidy debts encumbering the balance sheets of the DisCos thereby preventing them from raising finance to undertake critical investments. Furthermore, DisCos are expected to remit 100% of the invoices received from the MO for transmission and administrative service costs.

The total NBET invoices and final obligation for each DisCo (based on DRO) during 2024/Q2 are summarised in Table 8. It is important to note that due to the absence of cost-reflective tariffs across all DisCos, the Government incurred a subsidy obligation of ₦380.06 billion (52.51% of total NBET invoice) in 2024/Q2 (average of ₦126.69 billion per month). Between 2024/Q1 and 2024/Q2, the subsidy obligation of the government reduced by - ₦253.24 billion, from ₦633.30 billion (90.57% of total GenCo invoice) to ₦380.06 billion (52.51% of total GenCo invoice). The significant decrease in the subsidy obligation of the FGN is a result of the policy directive of the Government to implement reviews of tariffs charged to Band A customers while the tariffs for Band B-E customers remain frozen at the rates payable since December 2022.

In 2024/Q2, the DRO-adjusted invoice from NBET to the DisCos was ₦343.76 billion¹³ while the total remittance made was ₦271.87 billion, which translates to a 79.09%% remittance performance. Comparatively, in 2024/Q1, the DRO-adjusted invoice from NBET to DisCos was ₦65.96 billion and the total remittance was ₦65.52 billion, which translated to a 99.33% remittance performance. This means that the remittance performance of DisCos to NBET decreased by -20.24pp in

¹¹ The outstanding portion of GenCo invoice not covered by allowed tariffs and thus not billed to the DisCos is to be covered by the FGN in the form of tariff subsidies.

¹² For the MRO framework, DisCos are invoiced 100% of energy cost but only expected to pay MRO share of the invoice. The outstanding balance is only cleared from the DisCo's record when the FGN subsidy is paid to NBET

¹³ Total NBET invoice for 2024/Q2 without adjustment for DRO (total bill issued by GenCos) is ₦723.82 billion

2024/Q2 compared to 2024/Q1; largely attributable to the +₦277.80 billion (+421.16%) increase in the cumulative DisCo obligation between the quarters.

Table 8: Total NBET Invoice and Final Obligation (DRO) of DisCos for 2024/Q2

DisCos	Total NBET Invoice (₦' billion)	Final Obligation (₦' billion)
Abuja	114.05	57.71
Benin	58.43	27.48
Eko	98.57	54.31
Enugu	54.85	24.18
Ibadan	84.01	38.76
Ikeja	117.39	65.06
Jos	36.74	11.88
Kaduna	46.18	19.24
Kano	46.22	20.30
Port Harcourt	53.52	23.73
Yola	13.86	0.88
All DisCos	723.82	343.76

Disaggregated remittance performance of the DisCos to NBET in 2024/Q2 showed that only Yola DisCo recorded a remittance performance $\geq 100\%$, conversely, Kaduna and Jos DisCos recorded the lowest remittance performances of 29.28% and 66.03% respectively (Figure 8). A quarter-on-quarter analysis showed that ten (10) DisCos recorded declines in remittance performance to NBET in 2024/Q2 compared to 2024/Q1. Only Yola (+10.33pp) recorded an improvement in their remittance performance to NBET.

As indicated above, the reduction in the remittance performance (-20.24pp) of DisCos to NBET during the quarter (2024/Q2) is directly attributable to the fact that the DisCos share of the GenCo invoice increased from 9.43% in 2024/Q1 to 47.49% in 2024/Q2.

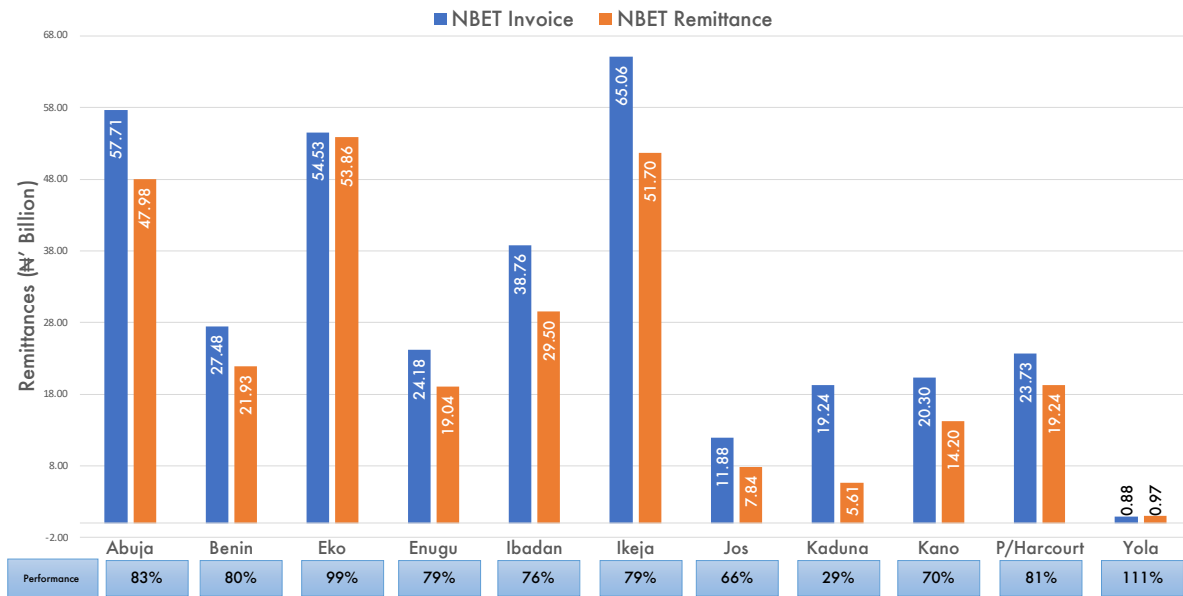


Figure 8: DisCos Remittance Performances to NBET in 2024/Q2

2.4.5.2 Market Remittance to MO

The Market Operator issues invoices to DisCos for energy transmission and administrative services. In 2024/Q2, DisCos made a total remittance of ₦46.78 billion against the cumulative invoice of ₦55.77 billion issued by the MO. This payment translates to 83.88% remittance performance and is a -9.76pp decrease when compared to 93.64% remittance performance recorded in 2024/Q1 where DisCos remitted ₦45.09 billion out of ₦48.16 billion invoice issued by the MO.

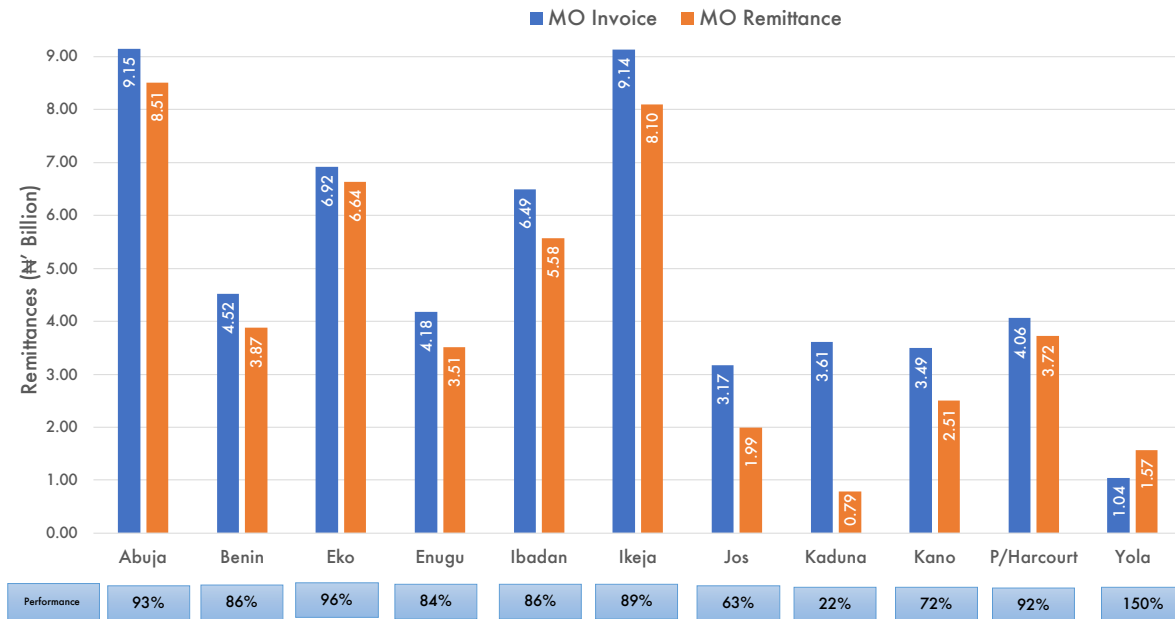


Figure 9: DisCos Remittance Performances to MO in 2024/Q2

Disaggregated remittance performance of the DisCos to MO showed that Yola and Eko DisCos recorded the highest remittance performances of 149.99%¹⁴ and 95.92% respectively while Kaduna had the lowest remittance performance of 21.84% (Figure 9). Between 2024/Q1 and 2024/Q2, only Yola (+103.60pp¹⁵) and Eko DisCos (+0.32pp) recorded improvements in their remittance performances to MO. The remaining nine (9) DisCos recorded declines in MO remittance performance with Jos (-32.77pp), Kaduna (-25.70pp), and Kano (-22.40pp) recording the most significant reductions.

2.4.5.3 Market Remittance to NBET and MO

The cumulative DisCos’ remittance to NBET and MO in 2024/Q2 is presented in Table 9.

¹⁴ Remittances above 100% are due to payment of outstanding invoices from previous quarters

¹⁵ In May 2024, Yola made payment against all outstanding MO invoices from Jan – May 2024

Table 9: DisCos Remittance Performances to NBET and MO in 2024/Q2

DisCos	DRO Adjusted Invoice (₦' Billion)			Actual Remittance (₦' Billion)			Remittance Performance (%)	
	NBET	MO	NBET + MO	NBET	MO	NBET + MO	2024/Q1	2024/Q2
Abuja	57.71	9.15	66.86	47.98	8.51	56.49	99.35	84.49
Benin	27.48	4.52	32.01	21.93	3.87	25.80	96.65	80.61
Eko	54.53	6.92	61.45	53.86	6.64	60.50	98.55	98.45
Enugu	24.18	4.18	28.36	19.04	3.51	22.55	98.06	79.51
Ibadan	38.76	6.49	45.25	29.50	5.58	35.08	100.37	77.52
Ikeja	65.06	9.14	74.20	51.70	8.10	59.80	102.27	80.59
Jos	11.88	3.17	15.04	7.84	1.99	9.83	97.50	65.34
Kaduna	19.24	3.61	22.85	5.61	0.79	6.40	49.54	28.01
Kano	20.30	3.49	23.79	14.20	2.51	16.71	96.52	70.24
P/Harcourt	23.73	4.06	27.79	19.24	3.72	22.96	97.72	82.63
Yola	0.88	1.04	1.93	0.97	1.57	2.54	54.78	131.89
All DisCos	343.76	55.77	399.53	271.87	46.78	318.65	96.93	79.76

2.4.5.4 Market Remittance by Other Customers

The remittances made by bilateral customers (domestic and international) and special customers for invoices issued in 2024/Q2 by the MO are detailed in Table 10. The four (4) international bilateral customers being supplied by GenCos in the NESI made a payment of \$9.81 million against the cumulative invoice of \$15.60 million issued by the MO for services rendered in 2024/Q2, translating to a remittance performance of 62.88% (Table 10). The domestic bilateral customers made a payment of ₦1,295.90 million against the cumulative invoice of ₦1,991.30 million issued to them by the MO for services rendered in 2024/Q2 translating to 65.07% remittance performance (Table 10).

It is however noteworthy that some bilateral customers (both domestic and international customers) made payments during 2024/Q2 for outstanding MO invoices from previous quarters. Cumulatively, the international bilateral customers paid a total of \$16.65 million; Transcorp-SBEE and Mainstream-NIGELEC have made payments towards all outstanding invoices from previous quarters. Similarly, the MO received ₦1,309.97 million from the domestic bilateral customers towards outstanding invoices from previous quarters; Mainstream Energy Solutions has made payment towards all outstanding invoices from previous quarters. The details of these payments are contained in Appendix VII.

The special customer (Ajaokuta Steel Co. Ltd and the host community) did not make any payment towards the ₦1.39 billion (NBET) and ₦0.11 billion (MO) invoices received in 2024/Q2. This continues a longstanding trend of non-payment by this customer and the Commission has communicated the need for intervention on this issue to the relevant FGN authorities. A continuation of the non-payment could trigger total disconnection from the grid.

Table 10: Invoices and Remittances of Other Customers in 2024/Q2

	NBET			MO		
	Invoice (Million) 2024 /Q2	Remittance (Million) 2024 /Q2	Performance (%) 2024 /Q2	Invoice (Million) 2024 /Q2	Remittance (Million) 2024 /Q2	Performance (%) 2024 /Q2
International Customers						
PARAS-SBEE (\$)	-	-	-	4.29	3.06	71.21
TRANSCORP-SBEE (\$)	-	-	-	4.25	4.25	100.00
MAINSTREAM-NIGELEC (\$)	-	-	-	3.59	2.50	69.72
ODUKPANI-CEET (\$)	-	-	-	3.47	0.00	0.00
Total	-	-	-	15.60	9.81	62.88
Bilateral Customers						
MSTM/INNER GALAXY (₦)						
MSTM/KAM IND. (₦)						
MSTM/KAM INT. (₦)						
MAINSTREAM/PRISM (₦)	-	-	-	1,209.77	1,209.77	100.00
MSTM ZEBERCED (₦)						
MSTM/ADFV (₦)						
NDPHC/WEEWOOD (₦)	-	-	-	99.80	0.00	0.00
NORTH SOUTH/STAR P (₦)	-	-	-	31.57	17.69	56.03
TRANS AMADI/ OAU (₦)	-	-	-	34.74	0.73	2.10
TRANS AMADI (FMPI) (₦)						
NDPHC/SUNFLAG (₦)	-	-	-	42.28	0.00	0.00
OMOTOSHO II/PULKIT (₦)	-	-	-	42.28	0.00	0.00
ALAOJI GENCO/APLE (₦)	-	-	-	451.56	0.00	0.00
TAOPEX/KAM INT (₦)						
TAOPEX/KAM STEEL (₦)	-	-	-	106.10	67.71	63.82
SAPELE/PHOENIX						
Total	-	-	-	1,991.30	1,295.90	65.07
Special Customer						
AJAOKUTA STEEL (₦)	1,394.38	0	0	116.11	0	0

1. NBET, MO, SBEE, CEET and NIGELEC are Nigeria Bulk Electricity Trader, Market Operator, Société Beninoise d'Énergie Electrique, Compagnie Energie Electrique du Togo and Société Nigérienne d'électricité

A large decorative graphic consisting of a semi-circle divided into four segments of different colors: yellow (top-left), blue (top-right), blue (bottom-left), and red (bottom-right). The text "03 Regulatory Functions" is overlaid on the right side of the semi-circle.

03 Regulatory Functions

3.0 REGULATORY FUNCTIONS

Section 34 (2)(d) of the EA 2023 provides that the Commission is empowered to “licence and regulate persons engaged in the generation, transmission, system operation, distribution, supply and trading of electricity” in the NESI. In exercising the powers conferred on it by the EA 2023, the Commission primarily engages with participants in the NESI through selected regulatory instruments as prescribed by law. Some of the regulatory instruments utilised by the Commission include –

- **Regulations:** Regulations are detailed legal rules, and bye-laws formulated by the Commission pursuant to sections 46(2), 64, 215 and 226 of the Electricity Act, to govern and conduct operations within the electricity sector, ensure adherence to statutory requirements, and give effect to the implementation of the Act.
- **Orders:** Orders are authoritative commands, legally binding instructions, and directions issued by the Commission pursuant to sections 47, 64 and 215 of the Electricity Act, requiring licensees to perform certain actions, cease, desist from specific activities, or act in a particular way.
- **Directives:** Directives are enforceable instructions issued by the Commission pursuant to sections 64 and 215 of the Electricity Act, to address specific issues, implement policies, or ensure compliance with regulatory objectives.
- **Licences:** Licences are authorisations granted by the Commission pursuant to sections 34(2)(d), 63(1), 64, and 215 of the Electricity Act, that allow entities to operate in activities such as the generation, transmission, trading and distribution of electricity under specified terms and conditions.
- **Permits:** Permits are authorisations issued by the Commission pursuant to sections 63(2), 64 and 215 of the Electricity Act, for specific activities, such as the generation of electricity for own use or authorisation to participate as a meter service provider.

3.1 Regulations, Orders and Directives

3.1.1 Regulations

The Commission did not issue any new Regulation for the NESI in 2024/Q2.

3.1.2 Orders

During the quarter, the Commission issued forty-two (42) Orders to guide the activities of licensees. The details of the Orders are outlined below:

- A. Order Nos: [NERC/2024/027–NERC/2024/037](#) (11 Orders issued to 11 DisCos) – April 2024 Supplementary Order to the Multi-Year Tariff Order (MYTO) 2024 for the Distribution Companies. Pursuant to Section 23 of the MYTO 2024 (details of the MYTO 2024 are contained in section 3.1.2 of the 2024/Q1 report), the April supplementary Orders which became effective on the 3rd of April 2024 sought 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.

Pursuant to Section 116 of the EA and extant regulations, the Commission considered and approved cost-reflective tariffs for DisCos effective 03 April 2024. The approved tariffs were to remain in place subject to monthly adjustments for pass-through indices including inflation rates, NGN/US\$ exchange rates and gas-to-power prices.

However, in line with the policy direction of the FGN on electricity subsidy, the allowed tariffs for Band B-E customer categories remained frozen at the rates payable in December 2022 subject to further policy direction by the government. This implies that, vide the April 2024 supplementary Order, only the Band A customer category experienced changes in their tariffs relative to March 2024.

The April supplementary Orders also obligated DisCos to procure a minimum of 10% of their 2024 load allocation from embedded generation to improve supply reliability and sustain the delivery of Service-Based Tariff (SBT) minimum service level commitments. The Orders further provided that DisCos must source a minimum of 50% of the embedded generation capacity from renewable energy sources.

- B. Order No: [NERC/2024/039](#) – Transfer of Regulatory Oversight of the Electricity Market in Enugu State from the Nigerian Electricity Regulatory Commission to the Enugu State Electricity Regulatory Commission (EERC). The Order became effective on the 1st of May 2024 and has the following objectives;
- i. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Enugu State from the Commission to EERC in accordance with the Constitution of the Federal Republic of Nigeria (CFRN) and EA.
 - ii. Provide a transition plan for the transfer of regulatory oversight for the intrastate electricity market in Enugu State from the Commission to EERC in accordance with the CFRN and the EA.
 - iii. Address ensuing transitional matters arising from the transfer of regulatory oversight for the intrastate electricity market in Enugu State from the Commission to EERC.

The Order mandates Enugu Electricity Distribution Company (EEDC) to incorporate within 60 days, a subsidiary under the Companies and Allied Matters Act (CAMA) for the assumption of its responsibilities for intrastate supply and distribution of electricity in Enugu State.

- C. Order No: [NERC/2024/040](#) – Order on the Deregulation of Meter Prices for Meters Deployed under the Meter Asset Provider Scheme. The Order became effective on the 1st of May 2024 and sought to deregulate the prices of meters deployed under the MAP scheme.

The Order provides that prices of meters under the MAP scheme shall be determined through a competitive bidding process and customers will be provided with a choice of authorised meter vendors. Meters to be deployed under the MAP scheme may include basic electronic meters, Internet of Things (IoT) meters, DIN Rail meters and Current Limiters but are subject to full compliance with the NESI Metering Code and the requirements/specifications of the DisCos.

- D. Order Nos: [NERC/2024/041](#) and [NERC/2024/042](#) – Transfer of Regulatory Oversight of the Electricity Market in Ekiti State from the Nigerian Electricity Regulatory Commission to the Ekiti State Electricity Regulatory Bureau (EERB).

The Orders became effective on the 1st of May 2024 and have the following objectives;

- i. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Ekiti State from the Commission to EERB in accordance with the CFRN and EA.
- ii. Provide a transition plan for the transfer of regulatory oversight for the intrastate electricity market in Ekiti State from the Commission to EERB in accordance with the CFRN and the EA.
- iii. Address ensuing transitional matters arising from the transfer of regulatory oversight for the intrastate electricity market in Ekiti State from the Commission to EERB.

The Orders mandate Benin Electricity Distribution Company (NERC/2024/041) and Ibadan Electricity Distribution PLC (NERC/2024/042) to incorporate within 60 days, a subsidiary each under the CAMA for the assumption of responsibilities for intrastate supply and distribution of electricity in their respective franchise areas in Ekiti State.

E. Order No: [NERC/2024/043](#) – Transfer of Regulatory Oversight of the Electricity Market in Ondo State from the Nigerian Electricity Regulatory Commission to the Ondo State Electricity Regulatory Bureau (OSERB). The Order became effective on the 1st of May 2024 and has the following objectives;

- i. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Ondo State from the Commission to OSERB in accordance with the CFRN and EA.
- ii. Provide a transition plan for the transfer of regulatory oversight for the intrastate electricity market in Ondo State from the Commission to OSERB in accordance with the CFRN and the EA.
- iii. Address ensuing transitional matters arising from the transfer of regulatory oversight for the intrastate electricity market in Ondo State from the Commission to OSERB.

The Order mandates Benin Electricity Distribution Company (BEDC) to incorporate within 60 days, a subsidiary under the CAMA for the assumption of its responsibilities for intrastate supply and distribution of electricity in Ondo State.

- F. Order No: [NERC/2024/044](#) – NESI Interim Order on Transmission System Dispatch Operations, Cross-Border Supply and Related Matters 2024. The Order became effective on the 1st of May 2024 and sought to;
- i. Serve as an interim measure to guide the operations of the System Operator (SO) and the TCN to implement SOPs, operational support tools and other requirements to improve transparency and fairness of grid operations in delivering better services to all customers of the transmission system.
 - ii. Place interim caps on capacities supplied to international customers for 6 months from the effective date of the Order thus minimising the displacement and impact on domestic supply obligations by GenCos and overall risks to the Nigerian Electricity Market, even when there is a limitation in generation.

Following the implementation of the April 2024 Supplementary Order, the Commission observed the sub-optimal grid dispatch operation which compromised DisCo's ability to deliver on the SBT committed service levels. The Commission noted the SO's practice of managing generation availability by limiting DisCos load offtake/allocation while prioritising international off-takers and eligible customers. This Order thus sought to ensure an equitable adjustment to load allocation for all off-takers (DisCos, international customers and eligible customers) in the event of a drop in generation and other under-frequency related grid imbalances necessitating critical grid management.

- G. Order No: [NERC/2024/045](#) – Order on the Establishment of the Independent System Operator (ISO). The Order became effective on the 1st of May 2024 and has the following objectives;
- i. Ensure compliance with the provisions of the EA on the incorporation of the ISO.
 - ii. Provide clear directives on the timelines for the incorporation of the ISO.
 - iii. Outline the procedure for the transfer of the assets and liabilities of the market and system operations portion of the business that currently vests in the TCN to the ISO.

The Order mandates the Bureau of Public Enterprises (BPE) to incorporate a private company limited by shares to carry out market and system operation

functions stipulated in the EA. The name of the company shall be the Nigerian Independent System Operator of Nigeria Limited (NISO) which will manage all assets and liabilities pertaining to market and system operation as well as carry out all market and system operation-related contractual rights and obligations novated to it by the TCN. The initial subscribers to the NISO shall be the BPE and the Ministry of Finance Incorporated (MOFI).

- H. Order Nos: [NERC/2024/046](#) - [NERC/2024/057](#) (11 Orders issued to 11 DisCos) – May 2024 Supplementary Order to the Multi-Year Tariff Order for the DisCos. Pursuant to Section 7 of the April 2024 supplementary Orders which provides for monthly tariff reviews, the May 2024 supplementary Orders which became effective on the 6th of May 2024 sought 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 tariff.

Due to the subsistence of the policy direction of the FGN on electricity subsidy which mandates that tariffs for Band B-E customer categories shall remain frozen at the rates payable in December 2022, subject to further policy direction by the government, only customers in Band A experienced any change in their May tariffs relative to April 2024.

- I. Order No: [NERC/2024/059](#) - [NERC/2024/068](#), [NERC/2024/070](#) (11 Orders issued to 11 DisCos) – June 2024 Supplementary Order to the Multi-Year Tariff Order for the DisCos. Pursuant to Section 7 of the May 2024 supplementary Order which provides for the monthly review of tariffs, the June 2024 supplementary Orders which became effective on the 1st of June 2024 sought to reflect the changes in the pass-through indices outside the control of licensees including inflation rates, NGN/US\$ exchange rate, available generation capacity and gas price for the determination of cost-reflective tariff.

Due to the subsistence of the policy direction of the FGN on electricity subsidy, which mandates that tariffs for Band B-E customer categories shall remain frozen at the rates payable in December 2022, subject to further policy direction by the government, only customers in Band A experienced any change in their June tariffs relative to May 2024.

J. Order No: [NERC/2024/072](#) – Order on the Operationalisation of Tranche A of the Meter Acquisition Fund (MAF). The Order became effective on the 24th of June 2024 and has the following objectives;

- i. Provide a transparent and functional framework for operationalising the first tranche of metering under the MAF scheme.
- ii. Provide the eligibility conditions for access to the first tranche of funding under MAF.
- iii. Provide the terms of payment, monitoring and evaluation, and other conditions for manufacturers and MAPs participating in the scheme.

The Order provided that DisCos shall utilise the first tranche of disbursement from the MAF scheme based on contributions made by DisCos as at the April 2024 market settlement to procure and install meters for unmetered Band A customers within their franchise areas. The Order also specified the reporting requirements of the various parties to the Commission with respect to the operationalisation of the MAF (Table 11).

Table 11: Reporting requirements on the Operationalisation of MAF

Reporting Party	Type of Report	Frequency	Receiving Party
Fund Manager (FM)	Fund Performance Report	Quarterly	NERC
	Risk Management Report	One-off	NERC
DisCo	Meter Deployment Plan	One-off	NERC/FM
	Monthly Meter Deployment Report	Monthly	NERC/FM
MAPs/LMMAs	Meter Installation Report	Weekly	DisCo/FM/NERC

LMMAs - Local meter manufacturer or assembler

K. Order No: [NERC/2024/073](#) – Transfer of Regulatory Oversight of the Electricity Market in Imo State from the Nigerian Electricity Regulatory Commission to the Imo State Electricity Regulatory Commission (ISERC). The Order became effective on the 1st of July 2024 and has the following objectives;

- i. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Imo State from the Commission to ISERC in accordance with the CFRN and EA.

- ii. Provide a transition plan for the transfer of regulatory oversight for the intrastate electricity market in Imo State from the Commission to ISERC in accordance with the CFRN and the EA.
- iii. Address ensuing transitional matters arising from the transfer of regulatory oversight for the intrastate electricity market in Imo State from the Commission to ISERC.

The Order mandates EEDC to incorporate within 60 days, a subsidiary under the CAMA for the assumption of its responsibilities for intrastate supply and distribution of electricity in Imo State.

3.1.3 Directives

In 2024/Q2, the Commission issued one (1) Directive for managing grid imbalances caused by insufficient generation. The details of the Directive are outlined below;

- A. [NERC/2024/003](#) – Directive to Independent System Operator for the utilisation of Zungeru Hydro Electricity Generation Company Limited for managing grid imbalances caused by insufficient generation. The directive was to be effective from 16th May 2024 until 31st August 2024.

The Directive was issued further to the Commission's Order on the Transmission System Dispatch Operation, Cross-Border Supply and Related Matters (NERC/2024/044) and in the overriding public interest of ensuring continuous improvement in electricity supply to Nigerians. The Directive was issued to ensure that the Zungeru power plant continued to inject power to improve service delivery to electricity consumers pending the finalisation of its long-term contractual arrangements with prospective off-takers.

The Commission continued to monitor compliance with the provisions of other existing regulations, orders, and standards governing the NESI during the quarter.

3.2 Licences Issued or Renewed

In 2024/Q2, the Commission issued five (5) new off-grid generation licences (gross capacity of 12.36MW), two (2) on-grid generation licences (gross capacity of 66MW), one (1) new trading licence and one (1) system operator licence (Table 12).

Table 12: Licences issued by the Commission in 2024/Q2

SN	Licensee	Location	Capacity (MW)	License Type	Fuel Type
	New				
1	Auro Nigeria Private Limited	Kaduna State	1.50	Off-grid	Gas
2	Daybreak Power Solutions Limited	Ogun State	2.00	Off-grid	Solar
3	Daybreak Power Solutions Limited	Ogun State	2.25	Off-grid	Solar
4	Daybreak Power Solutions Limited	Ogun State	2.41	Off-grid	Solar
5	Daybreak Power Solutions Limited	Lagos State	4.20	Off-grid	Solar
6	Water Resources Asset Holding Co. Ltd	Taraba State	40.00	On-grid	Hydro
7	Bogi Power Generation Co. Limited	Cross River State	26.00	On-grid	Gas
8	Golden Triangle Electric Power Solutions Co. Ltd	Lagos State	NA	Trading	NA
9	Nigeria Independent System Operator Limited	FCT, Abuja	NA	System Operator	NA

3.3 Captive Power Generation Permits

Captive power generation permits are issued to entities that intend to own and maintain power plants exclusively for their own consumption i.e. no sale of electricity generated from the plant to any third party. The Commission issued one (1) captive power generation permit in 2024/Q2 to Nestle Nigeria in Lagos State with a nameplate capacity of 5MW.

3.4 Mini-grid Permits and Registration Certificates

Pursuant to section 165(1)(m) of the EA 2023 which states that the Commission shall "award licence of mini-grid concessions to renewable energy companies to exclusively serve a specific geographical location indicating aggregate electricity to be generated and distributed from a site with obligation to serve customers to request service", the Commission continues to encourage the development and utilisation of renewable energy by issuing permits and registration certificates for mini-grid development.

A permit is issued to a mini-grid developer for the construction, operation, and maintenance of mini-grids with distribution capacity above 100kW and generation capacity up to 1MW. The Commission also issues registration certificates to a mini-grid developer for one or more systems with distribution capacity below 100kW. The Commission did not issue any mini-grid permit or registration certificate in 2024/Q2.

3.5 Meter Service Providers/Meter Asset Providers

A Meter Service Provider (MSP) is an entity certified by the Commission as a manufacturer, supplier, vendor, or installer of electric energy meters and/or metering systems. A Meter Asset Provider (MAP) is an entity that is granted a permit by the Commission to provide metering services with roles that may include meter financing, procurement, supply, installation, maintenance, and replacement.

The Commission certified six (6) MSPs – three (3) meter installer companies, and three (3) meter manufacturers in 2024/Q2. The Commission also issued 2 (two) permits for MAP. Details of the certified MSPs and MAP are contained in Table 13.

Table 13: Meter Service Providers certified in 2024/Q2

S/N	Name	Authorisation Type
Meter Service Providers		
1	Mojec Meter Asset Management	Installer A1
2	Omelus Integrated Solutions Limited	Installer A1
3	Unistar Hi-Tech Systems Limited	Installer A1
4	Mojec Meter Asset Management Co Limited	Manufacturer
5	MBH Power Limited	Manufacturer
6	Amal Technologies Limited	Manufacturer
Meter Asset Providers		
1	Smart Meters Asset Provider Limited	MAP
2	Deep Vision Business Venturers Limited	MAP

Class "A1" Certification authorises a holder to undertake installations of (i) Low Voltage single-phase and three-phase Metering systems for installation exceeding 750 metering Systems/Contract, and (ii) Installations at grid voltages exceeding 5 Metering Systems. Class "C1" Certification authorises a holder to undertake installations of Low Voltage Distribution single-phase and three-phase Metering Systems exceeding 500 Metering Systems/Contract.

3.6 Hearings and Public Consultations

As part of the conditions of their licences, section 72(2)(c) of the EA requires licensees to “refer disputes to the Commission for arbitration, mediation, or determination by the Commission and file appeal against the decisions of the Commission”. One of the ways by which the Commission performs this quasi-judicial role towards the resolution of disputes between stakeholders is through hearings¹⁶. During the quarter (2024/Q2) the Commission conducted hearings to consider the petitions filed by different stakeholders on issues pertaining to the provision and utilisation of electricity services. The details of the hearings are contained in Table 14. Furthermore, the NERC business rules allow the Commission to undertake public consultations through which the Commission aggregates input/opinions on licensee applications and/or regulatory instruments which are being drafted or reviewed.

Table 14: Hearings conducted by the Commission in 2024/Q2

S/N	Parties	Petition	Date of Hearing	Update
1	CCECC SUK Power Company & SUK Distribution Plc	Petition for a review of fines imposed by the commission for operating undertakings without requisite licensees	8 May 2024	Subjudiced by suite no: FHC/LF/CS/4/2024
2	Manufacturers Association of Nigeria	Petition for the reversal/indefinite suspension of the implementation of the new electricity tariff rate implemented in the Supplementary Multi-Year Tariff Order of 3rd April 2024 and 6th May 2024	23 May 2024	Subjudiced by suite no: FHC/L/CS/881/2024
3	Ibadan DisCo	Petition for a review of April Supplementary Order to MYTO 2024 & non-compliance with the procedure for tariff review	30 May 2024	The ruling has been communicated

¹⁶ Hearings are proceedings pursuant to the provisions of the Act through which the Commission seeks additional information on petitions or any matter filed before it by market participants or consumers in order to make a final decision.

3.7 Compliance and Enforcement

Section 64(1) of the EA 2023 mandates all licensees to comply with the provisions of their licences, regulations, codes, orders and other requirements issued by the Commission. The Commission is responsible for evaluating the compliance of all its licensees/permit-holders and carrying out enforcement actions against infractions based on the provisions of the Act and other extant regulatory instruments.

Pursuant to the provisions of Section 76 of the EA 2023, the Commission issued five (5) Rectification Directives (RD), five (5) Notices of Intention to Commence Enforcement (NICE) and three (3) fines for different breaches/default in 2024/Q2 (full list and further details can be found in Table 15). The Commission is committed to ensuring that all licensees comply with the codes and standards of the NESI as well as the provisions of their respective licences.

3.8 Alternative Dispute Resolution

Pursuant to the provisions of section 42.3.7 of the Market Rule, the Commission has established an Alternative Dispute Resolution (ADR) process to resolve disputes between market participants in the NESI. This includes the constitution of a Dispute Resolution Panel (DRP) and the appointment of a Dispute Resolution Counsellor (DRC). No disputes were brought before the DRP during this quarter.

Table 15: Compliance and Enforcement Actions of the Commission in 2024/Q2

SN	RD/NICE/Fine	Licensee	Date of Issuance	Deadline
	Rectification Directive			
1	Failure to submit the Annual Compliance Report on the 2023 Outage Scheduling Programme	TCN	19 April 2024	03 May 2024
2	Failure to replace faulty prepaid meter	Abuja DisCo	28 March 2024	04 April 2024
3	Directive to reconcile the difference in the amount owed by a customer	Abuja DisCo	07 May 2024	21 May 2024
4	Non-metering of Maximum Demand (MD) customers and estimated billing of MD customers	All DisCos except Kaduna and Kano	31 May 2024	14 June 2024

5	Non-compliance with the Commission's directives regarding Angwan Magaji Community	Abuja DisCo	08 May 2024	22 May 2024
Notice of Intention to Commence Enforcement (NICE)				
6	Failure to comply with the HSE Code and NESIS regulations	Abuja, Eko, Jos and Ikeja DisCos	03 April 2024	16 April 2024
7	Breach of Eligible Customer Regulations 2017	TCN	8 April 2024	22 April 2024
8	Failure to comply with forum decision in favour of New Haven Community	Abuja DisCo	05 April 2024	19 April 2024
9	Health and safety infractions	TCN	03 April 2024	17 April 2024
10	Non-compliance/ health and safety infractions	TCN	21 June 2024	5 July 2024
Fines				
14	A fine of NGN2,250,000 and USD450,000 (or its naira equivalent) for partaking in the NESI without a licence	CCETC SUK Power Limited	03 April 2024	7 May 2025
15	A fine of NGN1,000,000 and USD200,000 (or its naira equivalent) for partaking in the NESI without a licence	SUK Distribution Company Limited	03 April 2024	7 May 2025
16	A fine of NGN200,000,000 for non-compliance with the supplementary Order to the April 2024 MYTO (NERC/2024/027)	Abuja DisCo	25 April 2024	31 July 2024



4.0 CONSUMER AFFAIRS

4.1 Consumer Enlightenment and Stakeholder Engagements

The Commission's main consumer education and enlightenment mechanisms are town hall meetings and customer complaints resolution meetings. These are used to enlighten consumers/stakeholders on the Commission's activities, regulations, consumer rights and obligations as well as to ensure swift resolution of complaints. These fora also provide avenues for the Commission to gather feedback from consumers which is beneficial to the Commission in its decision-making processes.

As part of its routine activities, the Commission also engages relevant stakeholders as well as the wider public to apprise them of the Commission's activities. The main avenues for the interface between the Commission and stakeholders are:

- NESI stakeholder meetings
- Trainings/Workshops
- General stakeholder engagement activities

The details of these engagements are shared with the public via the Commission's social media accounts ([LinkedIn](#), [X](#) and [Instagram](#)). In addition to the update on the engagement activities, the Commission also uses these channels to address relevant issues including:

- Consumer rights and obligations
- Service delivery standards
- NESI performance factsheets
- Regulatory instruments issued by the Commission
- Summary of the statutory reports of the Commission

In 2024/Q2, the Commission held one (1) town hall meeting in Enugu between 18th-20th April 2024. Some of the major issues that were discussed at the town hall meeting include:

- Serviced Based Tariff (SBT) provisions
- Capping of estimated bills for unmetered customers
- Electricity customer rights and obligations
- Electricity customer redress mechanisms

- Unauthorised electricity access
- Metering frameworks and
- Strategies by the Commission to ensure improved overall service delivery to customers.

The Commission also continued to sponsor radio jingles across radio stations throughout the country. These jingles educate customers on complaint redress mechanisms and provide addresses of NERC Forum Offices.

4.2 Metering End-Use Customers

As of 30th June 2024, 5,993,340 (45.43%) out of the 13,192,573 registered electricity customers across the twelve (12) DisCos were metered (breakdown contained in Table 16).

Table 16: Metering Progress as of 2024/Q2

DisCos	Total No. of Registered Customers	No. of Metered Customers	Metering Rate
Aba	198,531	71,135	35.83%
Abuja	1,244,245	873,083	70.17%
Benin	1,369,840	675,092	49.28%
Eko	773,171	438,462	56.71%
Enugu	1,396,440	635,042	45.48%
Ibadan	2,498,224	1,069,201	42.80%
Ikeja	1,208,581	926,272	76.64%
Jos	747,162	251,689	33.69%
Kaduna	877,528	210,229	23.96%
Kano	881,922	212,016	24.04%
Port Harcourt	1,179,194	502,409	42.61%
Yola	817,735	128,710	15.74%
Total	13,192,573	5,993,340	45.43%

* Metering rate: Red <50, Amber 50≤70, Green ≥70

During 2024/Q2, 49,188 end-user customers were metered with Abuja, Ikeja and Aba DisCos recording the highest number of meter installations accounting for 23.85%, 18.45% and 17.86% respectively, of the total installations. Relative to 2024/Q1, this translates to a -60.86% decrease in the total number of customers metered during the quarter (125,664).

Only Kano (+138.19%) and Aba (+12.37%) DisCos recorded improvements in the number of meter installations. All other DisCos recorded a decline in meter installations with Jos (-87.48%), Eko (-82.53%) and Ibadan (-77.19%) DisCos recording the biggest decline in the number of meters installed in 2024/Q2 compared to 2024/Q1 (Table 17).

Table 17: Meter Deployment by DisCos 2024/Q1 vs. 2024/Q2

DisCos	Total No. of metered customers as of 2024/Q2	No. of customers metered in 2024/Q2	No. of customers metered in 2024/Q1	Change in metering (%)
Aba	71,135	8,784	7,817	12.37%
Abuja	873,083	11,733	21,493	-45.41%
Benin	675,092	3,510	10,455	-66.43%
Eko	438,462	810	4,637	-82.53%
Enugu	635,042	4,241	13,932	-69.56%
Ibadan	1,069,201	5,828	25,551	-77.19%
Ikeja	926,272	9,076	27,795	-67.35%
Jos	251,689	457	3,649	-87.48%
Kaduna	210,229	2,450	3,027	-19.06%
Kano	212,016	474	199	138.19%
Port Harcourt	502,409	1,825	6,278	-70.93%
Yola	128,710	-	831	-
Total	5,993,340	49,188	125,664 ¹⁷	-60.86%

Out of the 49,188 end-use customers metered in 2024/Q2, 73.16% of customers were metered under the MAP framework, 26.11% were metered under Vendor Financed framework, 0.54% were metered under the NMMP framework and 0.20% were metered under the DisCo Financed framework¹⁸. Further details on the

¹⁷ Upon data reconciliation, the number of meters installed across all metering schemes in 2024/Q1 was 125,664 as against 123,604 reported in the 2024/Q1 report.

¹⁸ There are 5 metering frameworks contained in the Commission's updated MAP & NMMP Regulations (NERC-R-113-2021). They are:

- Meter Asset Provider: This framework aims to provide for the provision and maintenance of end-user meters as a service by third-party investors on which customers benefitting from such meters pay a Metering Service Charge (MSC) to cover the cost of metering service.
- National Mass Metering Programme: This is a policy intervention with support from the CBN for the provision of long-term (10-year tenure) single-digit interest loans to DisCos strictly for the provision of locally manufactured/assembled meters to customers.

metering progress under the NMMP, MAP as well as Vendor and DisCo financed frameworks are presented in appendices IX, X and XI respectively.

Under the MAP framework, a total of 35,985 meters were installed in 2024/Q2 representing a -68.46% decrease compared to the 114,082 MAP meter installations recorded in 2024/Q1. Abuja (10,717), Ibadan (5,828) and Ikeja (5,732) DisCos recorded the highest number of installations under the MAP framework during the quarter with 29.78%, 16.20% and 15.93% of the total installations respectively.

Since October 2023, only Kaduna DisCo has metered customers under the NMMP framework; 264 customers were metered in 2024/Q2. Abuja, Eko, Ibadan, Ikeja, Jos and Port Harcourt DisCos have exhausted their meter allocations under the NMMP phase 0 and hence have achieved a 100% utilisation rate. Benin, Kaduna and Yola still have significant allocations under the NMMP which they are yet to utilise.

A total of 12,843 customers were metered under the Vendor financed framework in 2024/Q2. Aba, Abuja, Benin and Ikeja are the only DisCos that have taken advantage of this metering framework. During the quarter, Aba and Ikeja DisCos installed 8,483 and 3,344 respectively, under the framework. These correspond to +31.09% and +33.02% change respectively compared to the 6,471 and 2,514 installations in 2024/Q1. Only Kano DisCo (96) recorded meter installations under the DisCo financed framework in 2024/Q2.

4.3 Customer Complaints

In furtherance of its mandate as contained in section 119(1)(c) of the EA 2023 which states that “the Commission shall develop in consultation with licensees, the customer complaints handling standard and procedure”, the Commission provides various

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- Vendor Finance: This is a mutual agreement between a DisCo and a Local Meter Manufacturer/Assembler (LMMA) or Meter Asset Provider (MAP) on a deferred payment arrangement where the base cost of meters shall not exceed the regulated price approved by the Commission.
 - Self-funded by DisCos: This involves procurement of meters from other sources outside the MAP and NMMP framework. The allowable costs of meters, accessories, installation and warranties should not exceed the regulated pricing approval by the Commission and the terms of supply should not be in conflict with terms of existing MAP and NMMP contracts.
 - Other External Efficient Meter Financing: The Commission has also approved other external meter financing that are efficient, cost-effective, and in tune with the terms of existing MAP and NMMP contracts.

channels for customers to lodge complaints against their service providers. The primary channels available for customers to lodge complaints in the NESI are:

A. NERC Customer Complaint Unit (NERC-CCU): This is a unit at the Consumer Affairs Division of the Commission dedicated to the receipt and resolution of complaints received directly from customers. Customers can lodge complaints at the NERC-CCU via emails, letters or phone calls (through the NESI Call Centre).

B. DisCo Customer Complaint Unit (DisCo-CCU): This is a department in a DisCo that is dedicated to the receipt and resolution of complaints from customers. DisCos submit monthly customer complaints reports which the Commission reviews to identify cases where regulatory intervention is necessary.

C. NERC Forum Offices: Forum offices serve as the “court of second instance” for customers not happy with the resolution of their complaints at the DisCo-CCU. The Commission set up Forum Offices to hear and resolve customer complaints not satisfactorily resolved at the DisCo-CCUs. As of 30th June 2024, the Commission had thirty-two (32) operational Forum Offices in thirty (30) states and the FCT, Abuja. The details including names, addresses and contacts of the Commission’s Forum Offices are contained in Appendix XV.

The Forum Office is managed by the forum secretariat while the hearings are conducted by five (5) forum panel members who are not staff of the Commission, as stipulated in the Customer Protection Regulation (CPR) 2023. The forum panels hear and resolve customer complaints in the state in which it is situated, if there is no Forum Office in a state, the Commission determines which neighbouring Forum Office will oversee customer complaints from the state. The composition of the forum panel is as follows:

1. A legal practitioner with experience in alternative dispute resolution nominated by the Nigerian Bar Association (NBA).
2. A financial expert nominated by either the Manufacturers Association of Nigeria, Nigerian Association of Chambers of Commerce, Industry, Mines and Agriculture (NACCIMA) or any other reputable organisation.
3. A qualified electrical engineer nominated by either the Council for Regulation of Engineering in Nigeria (COREN) or the Nigerian Society of Engineers (NSE).

4. A nominee of the Federal Competition and Consumer Protection Commission (FCCPC).
5. A representative of an NGO based in the distribution company's operating area nominated by the Commission.

D. Power Outage Reporting System (PORS): This is a mobile application designed for electricity customers to report outages in real time. The pilot phase for the operationalisation of the PORS has already started with AEDC and there are clear timelines for the extension of the system to other DisCos once the pilot phase is completed.

4.3.1 NERC-CCU

In 2024/Q2, 4,469 complaints were received at the Commission's CCU and 1,000 were resolved corresponding to a 22.38% resolution rate. Customers of Ikeja and Eko DisCos lodged 1,704 and 1,052 complaints accounting for 38.13% and 23.54% respectively of the total complaints lodged at NERC-CCU. Conversely, Aba Power had the lowest number of complaints with 16 (0.36%).

During the quarter, customer complaints about billing constituted 30.90% of the total complaints. Other common issues among the 4,469 complaints received were complaints about tariff band (24.70%), service interruption (17.92%) and metering (17.72%). These four (4) complaints categories cumulatively accounted for 91.25% of the total complaints in the quarter (Figure 10). The complaints on billing that were resolved during the quarter resulted in a credit adjustment on customers' bills to the tune of ₦134,127,040.25 (Appendices XIII and XIV).

The Commission notes the poor resolution rate (22.38%) of complaints lodged at the NERC-CCU in 2024/Q2 and is taking steps to improve the speediness of complaints resolution by DisCos. The complaint resolution meetings organised by the Commission between DisCos and customers provide for "on-the-spot" resolution of customer complaints by DisCos. If the complaints raised at the meetings cannot be resolved on the spot, the Commission provides reasonable timelines for resolution and has put in place a tracking mechanism to monitor DisCos' compliance.

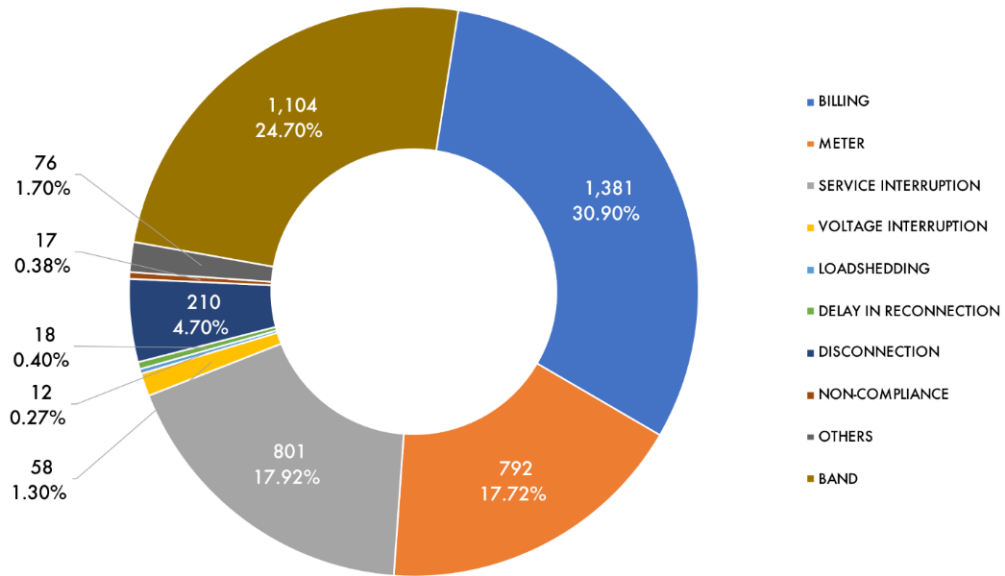


Figure 10: Category of complaints received at the Commission’s CCU in 2024/Q2

4.3.2 DisCo-CCUs

The number of complaints received by DisCos in 2024/Q1 and 2024/Q2 are contained in Table 18. The total number of complaints received in 2024/Q2 was 287,441 across all DisCos; this translates to a -1.35% decrease compared to the 291,380 received in 2024/Q1. Port Harcourt DisCo received the highest number of complaints (56,928) representing 19.81% of total complaints received. Yola DisCo received the least number of complaints (2,038) representing 0.71% of total complaints received.

Table 18: Complaints Received by DisCos in 2024/Q1 vs. 2024/Q2

DisCos	No. of complaints received in 2024/Q1	No. of complaints received in 2024/Q2	Change in No. of complaints received	Change in No. of complaints received (%)
Aba	3,328	4,279	951	28.58%
Abuja	27,476	25,893	-1,583	-5.76%
Benin	6,877	6,020	-857	-12.46%
Eko	47,900	53,377	5,477	11.43%
Enugu	35,584	22,020	-13,564	-38.12%
Ibadan	53,737	51,718	-2,019	-3.76%
Ikeja	22,995	20,536	-2,459	-10.69%

DisCos	No. of complaints received in 2024/Q1	No. of complaints received in 2024/Q2	Change in No. of complaints received	Change in No. of complaints received (%)
Jos	18,931	20,013	1,082	5.72%
Kaduna	6,900	6,546	-354	-5.13%
Kano	11,413	18,073	6,660	58.35%
PH	53,454	56,928	3,474	6.50%
Yola	2,785	2,038	-747	-26.82%
Total	291,380	287,441	-3,939	-1.35%

Kano (+58.35%) and Aba (+28.58%) DisCos recorded the most significant increase in the number of customer complaints received in 2024/Q2 compared to 2024/Q1. Conversely, Enugu (-38.12%) and Yola (-26.82%) DisCos recorded the most significant decrease in the number of customer complaints received.

The most common issues among the 287,441 complaints received by DisCos in 2024/Q2 were metering (48.85%), billing (14.29%), and service interruption (9.80%). These three (3) complaints categories cumulatively accounted for 72.95% of the total complaints in the quarter (Figure 11).

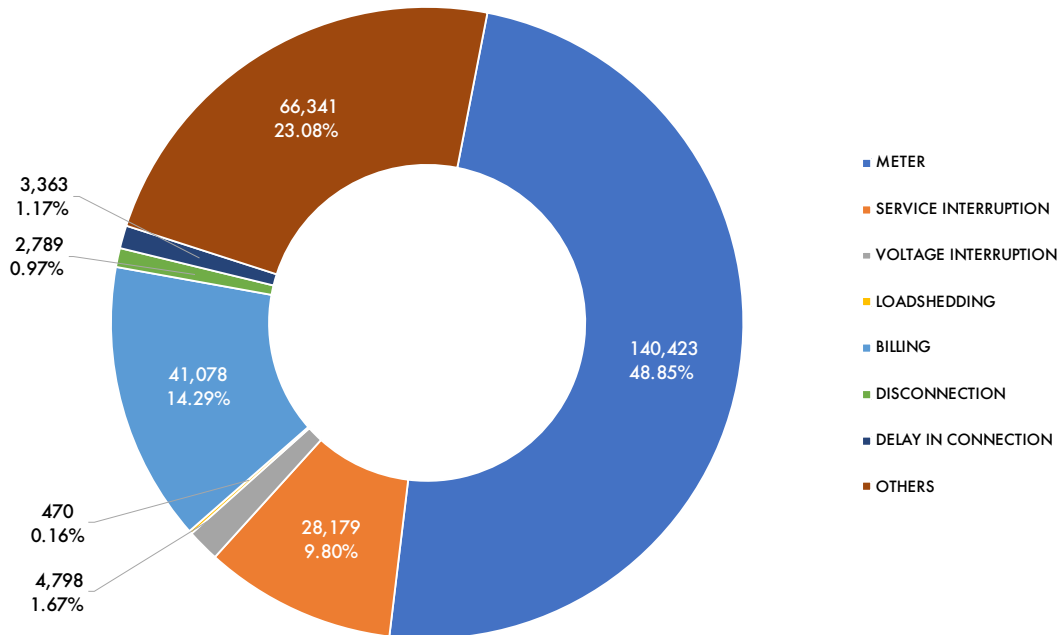


Figure 11: Category of complaints received by DisCos in 2024/Q2

4.3.3 Forum Offices

The summary of the appeals received across the Forum Offices is presented in Table 19. Through 2024/Q2, there were 2,625 active appeals (905 pending appeals from 2024/Q1 and 1,720 new appeals in 2024/Q2) across the 32 Forum Offices. This represents a +8.07% increase compared to the 2,429 active appeals in the previous quarter (2024/Q1). Compared to 2024/Q1, the pending appeals carried over in the quarter (2024/Q2) increased by 129 (+16.62%) while new appeals increased by 67 (+4.05%). The Forum Offices serving Ibadan DisCo have the highest number of active appeals (717) while the Forum Office serving Yola DisCo has the fewest (8) in 2024/Q2.

The total number of Forum sittings in 2024/Q2 increased by +4.17% from 72 sittings in 2024/Q1 to 75. Cumulatively, the Forum Offices recorded a decrease of -2.65pp in appeal resolution rate between 2024/Q1 and 2024/Q2; 57.55% vs. 54.90%. The decrease in complaint resolution rate despite an increase in forum sitting can be attributed to the number of active appeals during the quarter compared to 2024/Q1. The Commission will continue efforts to ensure that the forum panels sit regularly to increase the resolution rate and reduce the number of pending appeals carried over across quarters.

Table 19: Appeals handled by Forum Offices in 2024/Q2

DisCos	Forum Offices	Appeals Received ¹	Appeals Resolved ²	Appeals Pending ³	No. of Sittings
Abuja	Abuja, Lafia & Lokoja	60	37	23	6
Aba	Umuahia	5	2	3	0
Benin	Asaba & Benin	130	98	30	7
Eko	Eko	218	155	63	6
Enugu	Abakaliki, Akwa, Enugu, Owerri, & Umuahia	457	252	154	16
Ibadan	Ibadan, Abeokuta, Ilorin & Osogbo	717	314	328	15
Ikeja	Ikeja	642	320	322	8
Jos	Bauchi, Gombe, Jos & Makurdi	44	24	17	3
Kaduna	Gusau, Kaduna, Kebbi & Sokoto	52	35	6	5
Kano	Jigawa, Kano & Katsina	31	22	3	2

DisCos	Forum Offices	Appeals Received ¹	Appeals Resolved ²	Appeals Pending ³	No. of Sitzings
P/Harcourt	Calabar, Port Harcourt & Uyo	261	180	79	7
Yola	Yola	8	2	6	0
All DisCos	All Forum Offices	2,625	1,441	1,034	75

¹Appeals received include outstanding appeals from the preceding quarter. ²Appeals resolved excludes 63 appeals withdrawn and 87 appeals rejected. ³Appeals are still within the regulatory timeframe of 2 months to resolve.

The breakdown of the various categories of active appeals at the Forum Offices in 2024/Q2 is contained in Figure 12. Similar to 2024/Q1, appeals related to billing were the most prevalent, accounting for 55.93% of the total appeals received (2024/Q1 – 59.59%). Appeals related to metering and disconnection represented 25.23% and 6.22% of the appeals, respectively. The Commission is working on interventions to improve the quality of customer complaint resolution at the DisCo-CCU to resolve effectively and reduce the number of appeals filed at the Forum Offices.

In addition to establishing additional Forum Offices and other customer complaint resolution channels, the Commission will continue to explore strategies to improve the operational efficiency of Forum Offices.

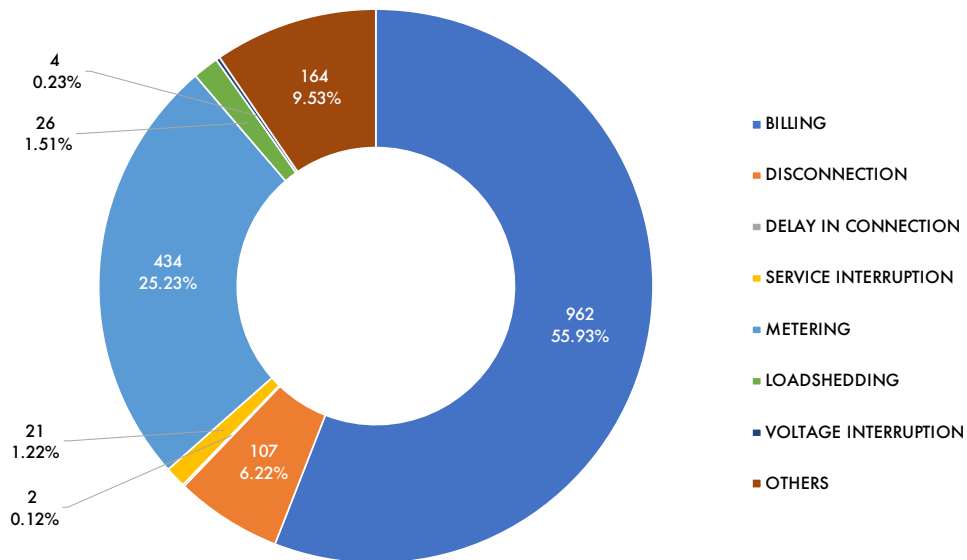


Figure 12: Category of Complaints Received by Forum Offices in 2024/Q2

4.4 Health and Safety

Pursuant to Section 34(1)(e) of the EA 2023 which mandates the Commission to “ensure the provision of safe and reliable electricity to consumers”, the Commission monitors the health and safety performance of the NESI. Licensees are mandated to submit monthly Health and Safety reports to the Commission in accordance with the requirements of their licence. In 2024/Q2, out of the 99 mandatory health and safety reports expected to be received from licensees, only 91¹⁹ reports were received.

The Commission will continue to enforce 100% reporting compliance by licensees as contained in the terms and conditions of their respective licences, and apply sanctions where applicable.

Statistics of accidents in the NESI for 2024/Q2 are presented in Table 20. Relative to 2024/Q1, the number of accidents increased by +14.55% (55 to 63), the number of fatalities increased by +47.83% (23 to 34) but the number of injuries decreased by -45.16% (31 to 17).

Table 20: Health and Safety (H&S) Reports in 2024/Q1 vs. 2024/Q2

Item	2024/Q1	2024/Q2	Net Change
Number of Accidents	55	63	+8
Number of fatalities (employees & third parties)	23	34	+11
Number of Injuries	31	17	-14

During the quarter (2024/Q2), no casualty was recorded among the GenCos while NESCO and Yola were the only DisCos that did not record casualties²⁰. Out of the fifty-one (51) casualties reported in the quarter, the licensees with the highest number of casualties were Ibadan (13), Eko (8), Jos (7) and Enugu (6) which represented 25.49%, 15.69%, 13.73% and 11.76% of the total respectively.

As observed in previous quarters, DisCos continue to account for the majority of the safety challenges experienced in NESI. Cumulatively, they accounted for 100% of

¹⁹ The licensees with outstanding reports are Paras Energy (3), FIPL (2); Benin (1), Ibadan (1) and Jos (1) DisCos

²⁰ Casualty refers to the count of injuries and deaths arising from any safety accident/incident.

casualties recorded in 2024/Q2 having accounted for 98.48% and 96.30% in 2023/Q4 and 2024/Q1 respectively.

Furthermore, TCN (23), Ibadan (2) and Eko (1) recorded damage to property/infrastructure due to explosions, fire outbreaks or acts of vandalism in 2024/Q2. The accident report showing all licensees with casualties during the quarter is detailed in Figure 13.

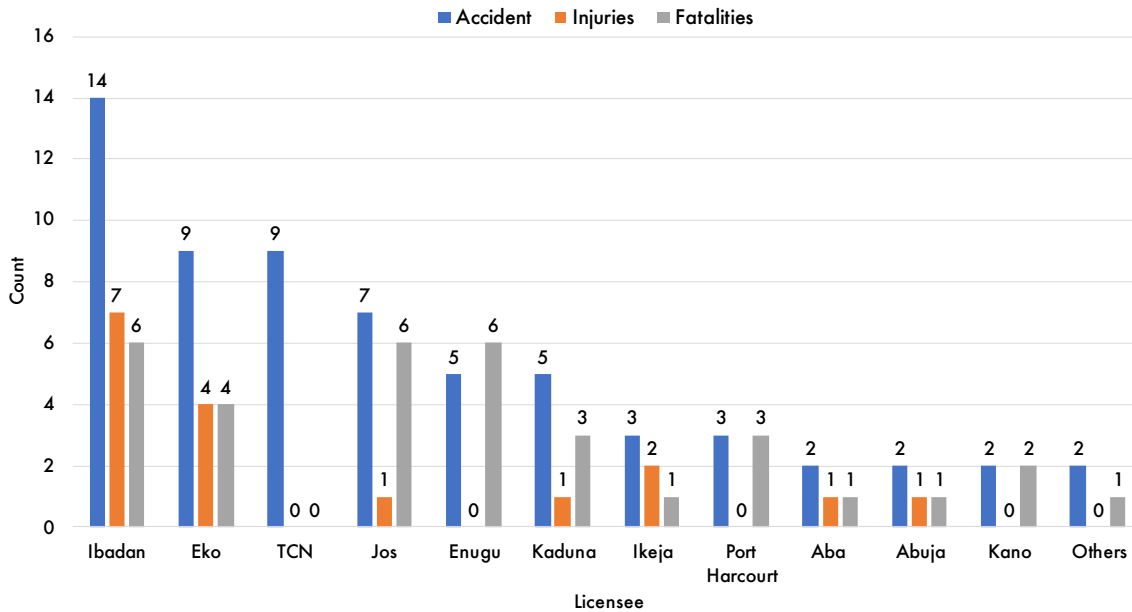


Figure 13: Accident Report for 2024/Q2

The breakdown of the causes of casualties arising from the accidents reported in 2024/Q2 is contained in Table 21.

Table 21: Causes of casualties recorded in 2024/Q2

Cause of Casualty	Number of Fatalities	Number of Injuries
Wire snaps	8	1
Illegal/unauthorised access	11	1
Vandalism	4	0
Unsafe acts/conditions	10	14
Falls from height	0	2

The Commission has initiated investigations into all reported accidents and will enforce appropriate actions against licensees where necessary. Furthermore, the Commission continues to closely monitor the implementation of licensees' accident reduction strategy for the NESI. The Commission also implements various programs aimed at improving the health and safety performance of the NESI.

In June 2024, the biannual Health and Safety Manager's Meeting was held with compliance and regulatory officers of licensees to discuss the reporting obligations of licensees as well as health and safety matters. During the meeting, licensees' scorecards on compliance with health and safety standards, forum office decisions, and key performance indicators were discussed while highlighting areas of improvement. The Commission shall continue to ensure that all licensees comply with the subsisting performance standards in the NESI.

In addition, the Commission oversees settlement processes between licensees and families of accident victims in the NESI. This is to ensure transparency of the settlement process and to help the victim's family secure fair compensation for losses suffered. In 2024/Q2, the Commission oversaw the successful conclusion of three (3) compensation negotiations between licensees and families of victims of accidents.

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05 Appendix

5.0 Appendix

Appendix I: Definition of Terms

Term	Definition
Accident	This is an incident that happens unexpectedly and unintentionally, typically resulting in damage, injury, or fatality
Available Capacity	This is the maximum rated output (MW) of a power plant over a specified period declared by the operator when restricted by factors such as feedstock availability, mechanical availability, environmental conditions, etc.
Bilateral customers	These are customers who purchase electricity directly from GenCos without a middleman (e.g., bulk trader).
Cost-reflective tariff	This is a tariff that if charged to consumers will allow for 100% recovery of the costs incurred in the production, transmission, distribution, and supply of electricity as well as guaranteeing regulatory approved profit margin for the operators.
Energy offtake	This is the process by which distribution companies receive and supply energy to end-use consumers
Feedstock	This refers to the type of fuel (e.g., gas, water) required to power a generating plant
Installed capacity	This is the maximum rated output of a power plant under specific conditions designated by the manufacturer
Load factor	This is a measure of the utilisation of a power plant's capacity, calculated as the ratio of the average electricity generated over a period to the maximum possible generation (assuming all the available capacity is utilised).
Mini-grid	This is an electricity supply system with its own power generation capacity, supplying electricity to more than one customer and which can operate in isolation from or be connected to a distribution network
Orders	A series of directives/instructions issued by the Commission to Licensees in response to a particular event/situation
Plant Availability Factor	This is a parameter that measures the proportion of a plant's installed capacity which is available for the generation of electric energy.
Regulations	A set of rules that the Commission may issue from time to time to optimise the performance of licensees to give effect to the object of the EA 2023
Service-based tariff	Service-based tariff is a pricing system under which consumers are charged varying tariffs dependent on the average number of hours of supply they receive per day.
Total Energy Generated	This refers to the total energy generated (GWh) by a power plant during the period under review

Appendix II: Energy Generation in 2024/Q1 vs. 2024/Q2

GenCos	Available Capacity (MW)		Average Daily Generation (MWh)		Quarterly Generation (GWh)	
	2024/Q1	2024/Q2	2024/Q1	2024/Q2	2024/Q1	2024/Q2
Afam IV - V	43.90	19.19	1,043.75	405.84	94.98	36.93
Afam VI	316.20	275.72	7,727.88	6,383.00	703.24	580.85
Alaoji NIPP	0.00	0.18	0.00	0.00	0.00	0.00
Azura IPP	442.49	452.00	9,607.38	9,567.64	874.27	870.65
Dadin Kowa Hydro	25.54	6.42	603.96	150.24	54.96	13.67
Delta GS	349.18	347.33	8,300.36	8,053.25	755.33	732.85
Egbin ST(Gas)	431.12	659.27	10,037.42	14,919.90	913.40	1,357.71
Gbarain	0.00	0.00	0.00	0.00	0.00	0.00
Geregu	225.30	150.42	5,414.13	3,433.86	492.69	312.48
Geregu NIPP	122.80	183.26	2,939.19	3,767.40	267.47	342.83
Ibom	113.50	91.67	1,573.01	1,525.56	143.14	138.83
Ihovbor NIPP	5.54	0.13	117.24	0.00	10.67	0.00
Jebba	328.24	296.68	7,266.51	6,214.26	661.25	565.50
Kainji	432.41	300.65	10,014.77	6,827.68	911.34	621.32
Odukpani	278.42	300.96	6,421.78	6,647.56	584.38	604.93
Okpai	272.54	206.98	5,694.73	4,151.31	518.22	377.77
Olorunsogo	79.91	79.53	1,960.59	1,857.32	178.41	169.02
Olorunsogo NIPP	66.37	14.28	1,639.76	348.90	149.22	31.75
Omoku	51.58	46.14	1,616.69	1,339.92	147.12	121.93
Omotosho	84.59	75.97	2,031.00	1,848.49	184.82	168.21
Omotosho NIPP	14.09	0.11	285.72	0.00	26.00	0.00
Paras	88.50	92.78	1,782.68	2,077.68	162.22	189.07
Rivers IPP	43.10	65.38	1,038.57	1,310.25	94.51	119.23
Sapele GT NIPP	17.41	0.24	265.17	0.00	24.13	0.00
Sapele ST	74.41	97.08	1,780.49	2,015.23	162.02	183.39
Shiroro	306.39	224.89	7,459.76	4,748.85	678.84	432.15
Taopex Energy	9.53	18.78	258.92	253.41	23.56	23.06
Trans Amadi	26.03	18.78	788.18	520.62	71.72	47.38
Total	4,249.10	4,395.77	97,669.63	96,445.64	8,887.94	8,776.55

Appendix III: Monthly energy offtake and energy billed by DisCos in 2024/Q1 and 2024/Q2

DisCos	Energy Offtake (GWh)						Energy Billed (GWh)						Billing Efficiency	
	2024/Q1			2024/Q2			2024/Q1			2024/Q2			2024/Q1 (%)	2024/Q2 (%)
	Jan	Feb	Mar	Apr	May	June	Jan	Feb	Mar	Apr	May	June		
Abuja	403	329	387	361	399	329	290	277	279	277	276	282	75.66	76.68
Benin	213	174	189	170	202	191	183	145	161	143	167	160	84.87	83.35
Eko	357	262	327	302	353	287	322	236	291	273	314	258	89.73	89.70
Enugu	209	161	182	163	169	160	165	138	141	149	167	153	80.46	95.33
Ibadan	265	291	282	243	310	264	254	220	242	211	276	237	85.54	88.75
Ikeja	414	317	387	373	417	347	321	267	321	308	336	293	81.26	82.47
Jos	137	118	140	114	107	112	111	92	97	83	79	80	76.04	72.76
Kaduna	154	135	155	140	157	146	81	84	86	86	101	93	56.66	63.07
Kano	155	133	152	143	167	134	116	103	111	103	122	106	74.93	74.63
Port Harcourt	195	165	171	171	187	173	163	138	150	144	155	145	85.01	83.56
Yola	75	67	71	48	28	48	66	58	59	46	26	44	86.03	93.94
All DisCos	2,577	2,149	2,444	2,227	2,497	2,190	2,072	1,759	1,938	1,824	2,019	1,851	80.45	82.34

Appendix IV: Monthly revenue performance and collection efficiency by DisCos in 2024/Q1 and 2024/Q2

DisCos	Total Billing (₦' Billion)						Revenue Collected (₦' Billion)						Collection Efficiency	
	2024/Q1			2024/Q2			2024/Q1			2024/Q2			2024/Q1 (%)	2024/Q2 (%)
	Jan	Feb	Mar	Apr	May	June	Jan	Feb	Mar	Apr	May	June		
Abuja	19.03	18.66	20.60	28.70	27.84	27.94	15.55	16.28	16.77	22.92	22.97	24.29	83.36	83.07
Benin	10.89	8.82	9.67	13.29	14.23	13.71	7.61	7.31	7.53	11.03	10.65	12.27	76.39	82.35
Eko	21.25	15.83	19.43	27.41	30.87	27.16	16.30	15.71	16.72	24.93	23.92	26.37	86.24	88.03
Enugu	9.75	8.15	8.48	12.02	15.09	13.75	7.37	6.95	6.90	9.09	10.18	11.11	80.45	74.35
Ibadan	15.28	14.03	15.46	18.27	23.91	20.82	10.03	10.26	10.05	14.50	14.74	15.02	67.76	70.25
Ikeja	20.13	17.08	18.63	29.99	32.31	29.96	17.59	19.58	20.70	29.40	26.92	31.02	103.61	94.67
Jos	8.11	6.68	7.05	8.92	7.15	7.99	3.88	4.88	4.52	6.05	4.71	4.96	60.81	65.37
Kaduna	4.50	4.31	4.77	8.07	8.63	7.54	3.24	3.16	3.19	5.01	4.67	5.01	70.66	60.62
Kano	7.39	6.90	7.28	12.53	13.25	11.54	5.05	4.35	4.19	6.66	6.83	8.41	63.09	58.71
Port Harcourt	10.04	8.50	9.14	14.01	14.36	13.64	6.62	6.52	7.24	10.78	10.35	11.46	73.66	77.59
Yola	4.42	4.04	4.10	3.54	1.98	3.08	1.99	1.95	1.50	1.10	1.81	1.87	43.03	55.67
All DisCos	130.83	113.05	124.66	176.79	189.65	177.18	95.26	97.01	99.33	141.51	137.80	151.83	79.11	79.31

Appendix V: DisCos monthly invoices & remittances to NBET in 2024/Q1 and 2024/Q2

DisCos	Invoice (₦' Billion)						Remittance (₦' Billion)						Remittance Performance	
	2024/Q1			2024/Q2			2024/Q1			2024/Q2			2024/Q1	2024/Q2
	Jan	Feb	Mar	Apr	May	June	Jan	Feb	Mar	Apr	May	June	(%)	(%)
Abuja	5.67	4.62	5.31	18.14	19.76	19.81	5.69	4.62	5.31	15.59	16.20	16.18	100	83
Benin	1.73	1.44	1.56	7.93	9.32	10.23	1.75	1.44	1.56	7.21	6.38	8.32	100	80
Eko	4.63	3.46	4.19	16.59	19.13	18.82	4.64	3.46	4.19	16.59	18.09	19.17	100	99
Enugu	1.02	0.69	0.76	6.77	8.23	9.17	1.04	0.69	0.76	5.21	6.31	7.51	100	79
Ibadan	2.82	2.42	2.60	11.07	13.74	13.95	2.86	2.42	2.60	9.87	9.44	10.18	100	76
Ikeja	4.75	3.66	4.38	20.29	22.38	22.39	4.79	3.66	4.38	16.57	17.04	18.08	100	79
Jos	0.81	0.73	0.81	4.48	3.40	4.00	0.81	0.73	0.81	3.59	2.17	2.08	100	66
Kaduna	0.43	0.40	0.44	5.69	6.63	6.92	0.26	0.27	0.15	1.81	1.81	1.99	54	29
Kano	0.79	0.69	0.76	6.11	7.37	6.82	0.80	0.69	0.74	4.17	4.11	5.92	100	70
Port Harcourt	1.51	1.30	1.39	7.34	7.88	8.50	1.52	1.30	1.39	6.15	6.76	6.32	100	81
Yola	0.06	0.05	0.06	0.80	0.02	0.05	0.66	0.55	0.58	0.27	0.14	0.55	100	111
All DisCos	24.23	19.46	22.26	105.21	117.88	120.67	24.24	19.33	21.95	87.02	88.50	96.34	99	79

Notes: 1. Where the remittance by a DisCo for a given period is more than the invoice received (Remittance performance >100%), it reflects payment for outstanding bills/arrears
2. All data is based on MRO/DRO

Appendix VI: DisCos monthly invoices & remittances to MO in 2024/Q1 and 2024/Q2

DisCos	Invoice (₦' Billion)						Remittance (₦' Billion)						Remittance Performance	
	2024/Q1			2024/Q2			2024/Q1			2024/Q2			2024/Q1 (%)	2024/Q2 (%)
	Jan	Feb	Mar	Apr	May	June	Jan	Feb	Mar	Apr	May	June		
Abuja	2.33	2.29	2.86	3.07	3.54	2.53	2.28	1.77	3.27	2.64	3.95	1.93	98	93
Benin	1.26	1.18	1.48	1.44	1.77	1.31	1.16	0.84	1.62	1.31	1.59	0.97	92	86
Eko	2.10	1.81	2.45	2.64	2.14	2.14	2.01	1.34	2.73	2.55	3.21	0.87	96	96
Enugu	1.23	1.11	1.38	1.38	1.61	1.20	1.18	0.84	1.56	1.06	1.56	0.89	96	84
Ibadan	1.83	1.79	2.15	2.02	2.64	1.83	1.83	1.42	2.52	1.81	2.60	1.18	100	86
Ikeja	2.42	2.15	2.85	3.15	3.53	2.45	2.35	1.64	3.88	2.58	3.67	1.85	106	89
Jos	0.83	0.91	1.09	1.00	1.24	0.94	0.79	0.61	1.23	0.80	0.90	0.21	95	63
duna	0.92	0.93	1.19	1.18	1.40	1.03	0.53	0.49	0.42	0.38	0.31	0.10	48	22
Kano	0.90	0.87	1.16	1.19	1.44	0.87	0.84	0.63	1.28	0.81	1.00	0.70	94	72
Port Harcourt	1.17	1.14	1.37	1.44	1.49	1.13	1.10	0.85	1.54	1.20	1.78	0.74	95	92
Yola	0.88	0.36	0.52	0.40	0.20	0.43	0.89	0.27	0.93	0.13	1.10	0.33	46	150
All DisCos	15.10	14.71	18.50	18.90	21.01	15.86	14.16	10.78	20.16	15.26	21.66	9.86	93	84

Notes: 1. Where the remittance by a DisCo for a given period is more than the invoice received (Remittance performance >100%), it reflects payment for outstanding bills/arrears

Appendix VII: Domestic and international bilateral customers invoices & remittances to MO in 2024/Q2

	April-24		May-24		June-24		2024/Q2		2024/Q2	Other Remittances (million)
	Invoice (million)	Remittance (million)	Invoice (million)	Remittance (million)	Invoice (million)	Remittance (million)	Invoice (million)	Remittance (million)	Remittance Performance (%)	
<i>International Customers</i>										
PARAS-SBEE (\$)	1.21	1.21	1.85	1.85	1.23	0.00	4.29	3.06	71.21	3.73
TRANSCORP-SBEE (\$)	1.96	1.96	1.57	1.57	0.70	0.70	4.25	4.25	100.00	4.45
MAINSTREAM-NIGELEC (\$)	1.20	1.20	1.30	1.30	1.09	0.00	3.59	2.50	69.72	4.71
ODUKPANI-CEET (\$)	1.47	0.00	1.14	0.00	0.85	0.00	3.47	0.00	0.00	3.76
Total	5.86	4.38	5.89	4.75	3.90	0.71	15.60	9.81	62.88	16.65
<i>Bilateral Customers</i>										
MSTM/INNER GALAXY (₦)										
MSTM/KAM IND. (₦)										
MSTM/KAM INT. (₦)										
MAINSTREAM/PRISM (₦)	369.27	369.27	449.20	449.20	391.31	391.31	1,209.78	1,209.78	100.00	1,147.67
MSTM ZEBERCED (₦)										
MSTM/ADFV (₦)										
NDPHC/WEEWOOD (₦)	32.72	0.00	37.45	0.00	29.61	0.00	99.78	0.00	0.00	0.00
NORTH SOUTH/STAR P (₦)	8.18	8.12	13.88	0.00	9.51	9.51	31.57	17.69	56.03	23.55
TRANS AMADI/ OAU (₦)	11.82	0.73	13.47	0.00	9.45	0.00	34.74	0.73	2.10	95.33
TRANS AMADI (FMPI) (₦)										
NDPHC/SUNFLAG (₦)	13.77	0.00	15.59	0.00	12.92	0.00	42.28	0.00	0.00	0.00
OMOTOSHO II/PULKIT (₦)										
ALAOJI GENCO/APLE (₦)	140.45	0.00	169.31	0.00	141.80	0.00	451.56	0.00	0.00	0.00
TAOPEX/KAM INT (₦)	26.39	26.39	41.33	41.33	38.39	0.00	106.11	67.72	63.82	0.00
TAOPEX/KAM STEEL (₦)										
SAPELE/PHOENIX	0.00	0.00	0.00	0.00	15.48	0.00	15.48	0.00	0.00	43.42
Total	602.60	403.78	732.4	490.53	640.81	400.82	1,991.30	1,295.13	65.55	1,309.97

Appendix VIII: Meter installation for all Frameworks (MAP, NMMP, Vendor and DisCo Financed)

DisCos	Meters contracted	Meters installed in 2019	Meters installed in 2020	Meters installed in 2021	Meters installed in 2022	Meters installed in 2023	Meters installed in 2024/Q1	Meters installed in 2024/Q2	Total installations since 2019
Aba	24,000	-	-	-	-	9,917	7,817	8,784	26,518
Abuja	1,000,475	63,925	105,253	87,987	83,494	105,154	21,493	11,733	479,039
Benin	664,646	1,169	11,154	72,838	6,771	34,344	10,455	3,510	140,241
Eko	283,178	5,422	32,353	64,618	44,577	36,484	4,637	810	189,260
Enugu	713,926	17,410	54,603	96,836	57,751	73,256	13,932	4,241	318,279
Ibadan	1,106,294	4,771	38,403	94,309	146,044	139,138	25,551	5,828	477,576
Ikeja	1,186,114	22,876	160,469	125,460	145,364	151,197	27,795	9,076	642,921
Jos	606,096	15	4,673	88,827	19,190	12,937	3,649	457	128,895
Kaduna	519,152	43	8,258	17,942	34,385	10,039	3,027	2,450	76,945
Kano	562,747	22	3,314	80,969	3,476	2,056	199	474	90,510
Port Harcourt	220,044	7,775	36,546	92,543	33,549	48,989	6,278	1,825	227,504
Yola	749,376	-	478	5,955	30,386	19,295	831	-	56,555
Total	7,612,048	123,428	455,504	828,284	604,987	642,806	125,664	49,188	2,854,243

Appendix IX: Meter installation through the NMMP Framework as of 2024/Q2

DisCos	Meters contracted	Meters installed in 2019	Meters installed in 2020	Meters installed in 2021	Meters installed in 2022	Meters installed in 2023	Meters installed in 2024/Q1	Meters installed in 2024/Q2	Total installations since 2020
Aba	-	-	-	-	-	-	-	-	-
Abuja	100,475	-	17,777	82,698	-	-	-	-	100,475
Benin	90,870	-	-	71,734	6,108	2,314	-	-	80,156
Eko	79,178	-	69	56,915	15,694	6,328	-	-	79,010
Enugu	92,381	-	-	91,238	274	-	-	-	91,512
Ibadan	117,379	-	4,985	93,761	18,626	7	-	-	117,379
Ikeja	111,703	-	24	111,679	-	-	-	-	111,703
Jos	96,096	-	-	86,474	8,709	529	-	-	95,765
Kaduna	69,152	-	1,621	15,175	30,724	99	24	264	47,907
Kano	87,747	-	11	80,969	2,500	-	-	-	83,480
Port Harcourt	82,720	-	14,212	68,508	-	-	-	-	82,720
Yola	85,376	-	88	5,955	30,386	16,574	-	-	53,003
Total	1,013,076	-	38,787	765,106	113,021	25,851	24	264	943,110

Appendix X: Meter installation through the MAP Framework as of 2024/Q2

DisCos	Meters contracted	Meters installed in 2019	Meters installed in 2020	Meters installed in 2021	Meters installed in 2022	Meters installed in 2023	Meters installed in 2024/Q1	Meters installed in 2024/Q2	Total installations since 2019
Aba	12,000	-	-	-	-	8,475	1,346	301	10,122
Abuja	900,000	63,925	87,476	5,289	82,293	103,200	21,440	10,717	374,340
Benin	573,776	1,169	11,154	1,104	422	29,181	10,419	3,510	56,959
Eko	204,000	5,422	32,298	7,703	28,883	30,156	4,637	810	110,248
Enugu	621,545	17,212	54,752	5,405	57,372	73,256	13,932	4,241	226,170
Ibadan	988,915	4,771	33,418	548	127,418	125,752	25,551	5,828	323,286
Ikeja	1,074,411	23,265	160,616	13,781	145,364	147,741	25,281	5,732	521,904
Jos	500,000	13	3,769	27	3,317	12,151	1,165	457	20,899
Kaduna	450,000	129	7,352	2,767	3,565	9,887	3,003	2,186	28,889
Kano	475,000	22	3,303	-	976	2,056	199	378	6,934
Port Harcourt	137,324	7,775	22,334	24,035	33,549	48,989	6,278	1,825	144,784
Yola	664,000	-	-	-	-	2,721	831	-	3,512
Total	6,588,971	123,703	416,472	60,659	483,159	593,565	114,082	35,985	1,828,047

Appendix XI: Meter installation through Vendor and DisCo Finance Frameworks as of 2024/Q2

DisCos	Vendor Finance					DisCo Finance							
	Meters installed in 2022	Meters installed in 2023	Meters installed in 2024/Q1	Meters installed in 2024/Q2	Total installations	Meters installed in 2019	Meters installed in 2020	Meters installed in 2021	Meters installed in 2022	Meters installed in 2023	Meters installed in 2024/Q1	Meters installed in 2024/Q2	Total installations since 2019
Aba	-	1,442	6,471	8,483	16,396	-	-	-	-	-	-	-	-
Abuja	1,201	1,954	53	1,016	4,224	-	-	-	-	-	-	-	-
Benin	241	2,849	36	-	3,126	-	-	-	-	-	-	-	-
Eko	-	-	-	-	-	-	-	-	-	-	-	-	-
Enugu	-	-	-	-	-	106	193	193	105	-	-	-	597
Ibadan	-	-	-	-	-	-	-	-	-	13,379	-	-	63,669
Ikeja	-	3,456	2,514	3,344	9,314	-	-	-	-	-	-	-	-
Jos	-	-	-	-	-	-	-	2,326	7,164	257	2,484	-	11,974
Kaduna	-	-	-	-	-	-	-	-	96	53	-	-	149
Kano	-	-	-	-	-	-	-	-	-	-	-	96	96
Port Harcourt	-	-	-	-	-	-	-	-	-	-	-	-	-
Yola	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	1,442	5,840	9,074	12,843	33,060	106	193	2,519	7,365	53	2,484	96	76,485

Appendix XII: Category of complaints received by DisCos in 2024/Q2

DisCos	Complaints Received	Complaint Categories							
		Metering	Interruption	Voltage	Loadshedding	Billing	Disconnection	Delay	Others
Aba	4,279	2,957	83	38	-	500	75	9	617
Abuja	25,893	10,708	2,527	273	301	586	1,271	0	10,227
Benin	6,020	157	633	47	101	1,085	86	9	3,902
Eko	53,377	21,897	7,527	727	0	4,947	0	0	18,279
Enugu	22,020	14,151	2,268	353	7	3,245	224	210	1,562
Ibadan	51,718	30,301	1,463	176	0	17,518	105	0	2,155
Ikeja	20,536	10,599	1,530	241	47	2,492	92	3,011	2,524
Jos	20,013	9,165	2,349	453	1	5,884	150	1	2,010
Kaduna	6,546	1,976	3,493	476	12	347	151	1	90
Kano	18,073	16,719	592	53	0	637	43	0	29
Port Harcourt	56,928	20,655	5,111	1,783	0	3,825	579	122	24,853
Yola	2,038	1,138	603	178	1	12	13	0	93
All DisCos	287,441	140,423	28,179	4,798	470	41,078	2,789	3,363	66,341

Appendix XIII: Category of complaints received at the Commission's CCU in 2024/Q2

DisCos	Complaints Received	Complaints Resolved	Credit Adjustment (₦'000)	Complaint Categories										
				Metering	Interruption	Voltage	Loadshedding	Billing	Disconnection	Delay	Others	Band	Non-compliance	
Aba	0	0	-	0	0	0	0	0	0	0	0	0	0	0
Abuja	137	5	-	10	13	1	1	34	4	0	6	65	3	
Benin	5	0	102,325.54	0	1	0	0	3	0	0	0	0	1	
Eko	1	2	-	0	0	0	0	0	4	0	1	4	1	
Enugu	11	7	1,265.02	0	3	0	0	1	0	0	1	0	6	
Ibadan	20	1	-	3	3	0	0	1	13	0	0	0	0	
Ikeja	17	1	658.38	2	0	0	0	5	2	0	1	3	4	
Jos	1	0	-	0	0	0	0	0	0	0	0	1	0	
Kaduna	2	0	-	0	1	0	0	0	0	0	1	0	0	
Kano	1	0	-	0	0	0	0	0	1	0	0	0	0	
Port Harcourt	3	1	-	1	0	0	0	1	0	0	0	1	0	
Yola	2	1	-	1	0	0	0	0	0	0	0	1	0	
All DisCos	212	18	104,248.96	17	21	1	1	49	20	1	13	72	17	

Appendix XIV: Category of complaints received at the NESI Call Centre in 2024/Q2

DisCos	Complaints Received	Complaints Resolved	Credit Adjustment (₦'000)	Complaint Categories								
				Metering	Interruption	Voltage	Loadshedding	Billing	Disconnection	Delay	Others	Band
Aba	16	5	-	1	4	0	0	5	2	0	0	4
Abuja	714	99	-	31	114	7	0	113	16	1	9	423
Benin	101	22	3,617.59	15	39	5	0	35	4	0	0	3
Eko	1,039	189	3,577.67	216	259	15	1	266	32	3	12	235
Enugu	153	60	1,970.49	27	27	5	1	53	12	1	1	26
Ibadan	250	41	48,734.74	63	48	0	1	62	9	0	6	62
Ikeja	1,688	491	20,663.57	383	201	10	8	731	101	11	31	211
Jos	58	23	-	9	15	4	0	7	1	0	0	22
Kaduna	39	7	-	3	9	1	0	10	1	0	0	15
Kano	18	8	-	3	9	1	0	2	2	0	0	1
Port Harcourt	164	32	-	24	50	8	0	42	9	1	3	27
Yola	17	5	-	0	5	1	0	6	1	0	1	3
All DisCos	4,257	982	29,878.07	775	780	57	11	1,332	190	17	63	1,032

Appendix XV: List and addresses of NERC Forum Offices as of June 2024

S/N	Forum Office	Location	Telephone	Email
1	Abakaliki, Ebonyi State	3, Ezekuna Crescent, Off Nsugbe Street, Abakaliki Ebonyi State	9037808590	abakalikiforum@nerc.gov.ng
2	Abeokuta, Ogun State	33, First Avenue, Ibara Housing Estate, Ibrar GRA, Abeokuta	9139381008	abeokutaforum@nerc.gov.ng
3	Abuja, FCT	14, Road 131, Gwarinpa, Federal Capital Territory, Abuja	8146862225	abujaforum@nerc.gov.ng
4	Ado-Ekiti, Ekiti State	Km 5, Iwokoro Road, Ado Ekiti, Ekiti State	9169978242	ado-ekitiforum@nerc.gov.ng
5	Asaba, Delta State	Denis Osadebe Way, Beside Mobil Filling Station, Asaba, Delta State	9062277247	asabaforum@nerc.gov.ng
6	Awka, Anambra State	Plot 80, Aroma Junction Layout, Opp. CBN, Awka, Anambra State	9037808594	awkaforum@nerc.gov.ng
7	Bauchi, Bauchi State	37, Old Jos Road, GRA, Bauchi, Bauchi State	9062924607	bauchiforum@nerc.gov.ng
8	Benin, Edo State	34, Akpapkava Street, Benin City, Edo State	9037808592	beninform@nerc.gov.ng
9	B/Kebbi, Kebbi State	8, Ahmadu Bello Way, Opp. Kebbi State Govt House, Kebbi State	9062863161	birninkebbiforum@nerc.gov.ng
10	Calabar, C/Rivers State	Plot 109, MCC Road by Ibok Street, Calabar, Cross River State	9062863159	calabarforum@nerc.gov.ng
11	Dutse, Jigawa State	Dutse G.R.A, Dutse, Jigawa State	7031704827	jigawaforum@nerc.gov.ng
12	Eko, Lagos State	61, Odunlami Street, Off Marina, Lagos Island, Lagos State	8106807261	ekoforum@nerc.gov.ng
13	Enugu, Enugu State	John Anichukwu Close, Plot 7 Mkpokiti Pocket Layout, Enugu, Enugu State	8146862230	enuguforum@nerc.gov.ng
14	Gombe, Gombe State	Government Layout GDP/2, Along Ministry of Education Road, Gombe State	8140440079	gombeforum@nerc.gov.ng
15	Gusau, Zamfara State	2 Canteen Daji, J. B. Yakubu Road, Gusau, Zamfara State	9062863163	gusauforum@nerc.gov.ng
16	Ibadan, Oyo State	Jibowu Str, Opp. Magara Police Station, Iyaganku, G.R.A, Ibadan, Oyo State	8146862252	ibadanforum@nerc.gov.ng
17	Ikeja, Lagos State	199, Obafemi Awolowo Way, Alausa, Ikeja, Lagos State	8106807298	ikejaforum@nerc.gov.ng
18	Ilorin, Kwara State	30, Stadium Road, Off Taiwo Road, Ilorin, Kwara State	9062924603	ilorinform@nerc.gov.ng
19	Jos, Plateau State	5a, Ray-field Road, Jos, Plateau State	9037808597	josforum@nerc.gov.ng
20	Kaduna, Kaduna State	22, Ahmadu Bello Way, Opposite NNDC Building, Kaduna, Kaduna State	8106807299	kadunaforum@nerc.gov.ng
21	Kano, Kano State	2, Miller Road, Bompai, Nasarawa G.R.A, Kano, Kano State	8146862222	kanoforum@nerc.gov.ng
22	Katsina, Katsina State	7, Abuja Crescent, Off Hassan Usman Katsina Road, Katsina, Katsina State	7031704821	katsinaforum@nerc.gov.ng
23	Lafia, Nasarawa State	Manyi Street, Off Jos Road, Bukan Sidi, Lafia, Nasarawa State	9062924599	lafiaforum@nerc.gov.ng
24	Lokoja, Kogi State	Hassan Kastina Rd, Opp. State Civil Service Commission, Zone 8 Police HQ, Lokoja, Kogi State.	9062924601	lokojaforum@nerc.gov.ng
25	Makurdi, Benue State	Hephzibah Plaza, Atom Kpera Road, Opp. Makurdi Int'l School, Benue State	9062277249	makurdiforum@nerc.gov.ng
26	Osogbo, Osun State	51, Isiaka Adeleke Way, Along Okefia-Alekuwodo Rd, Osogbo, Osun State	9062924604	osogboforum@nerc.gov.ng
27	Owerri, Imo State	1, C.B Anyanwu Rd, Housing Area B, Exclusive Garden, Owerri	9062277245	owerriforum@nerc.gov.ng
28	P/Harcourt, Rivers State	The Vhelberg Imperial Hotel, Plot 122 & 122a, Bank Anthony Avenue, Off Ordinance Rd, P/Harcourt	8146862223	phforum@nerc.gov.ng
29	Sokoto, Sokoto State	1, Garba Duba Road, Sokoto, Sokoto State	9062863157	sokotoforum@nerc.gov.ng
30	Umuahia, Abia State	House 2, Adelabu Str., Amaokwe Housing Estate, Umuahia Ibeku, Abia State	9062277251	umuahiaforum@nerc.gov.ng
31	Uyo, Akwa Ibom State	63, Osongama Road, Off Oron/Uyo Airport Road, Uyo, Akwa Ibom State	9062863165	uyoforum@nerc.gov.ng
32	Yola, Adamawa State	5, Nguroje Str., Karewa Extension, Jimeta, Yola, Adamawa State	9037808535	yolaforum@nerc.gov.ng

Appendix XVI: Appeals handled by Forum Offices in 2024/Q1 and 2024/Q2

S/N	Forum Offices	2024/Q1				2024/Q2			
		Appeals Received	Appeals Resolved	Appeals Pending	Resolution Rate	Appeals Received	Appeals Resolved	Appeals Pending	Resolution Rate
1	Abakaliki, Ebonyi State	41	17	21	41.46%	66	42	18	63.64%
2	Abeokuta, Ogun State	122	42	33	34.43%	152	14	63	9.21%
3	Abuja, FCT	35	27	8	77.14%	45	30	15	66.67%
4	Ado-Ekiti	16	10	6	62.50%	19	11	8	57.89%
5	Asaba, Delta State	72	50	21	69.44%	51	34	15	66.67%
6	Awka, Anambra State	101	56	45	55.45%	149	103	46	69.13%
7	Bauchi, Bauchi State	6	6	0	100.00%	3	3	0	100.00%
8	Benin, Edo State	55	39	16	0.00%	60	53	7	0.00%
9	Calabar, C/Rivers State	3	3	0	0.00%	26	19	7	73.08%
10	Dutse, Jigawa State	27	17	10	62.96%	4	2	2	50.00%
11	Eko, Lagos State	7	5	2	71.43%	218	155	63	71.10%
12	Enugu, Enugu State	207	159	45	76.81%	204	83	76	40.69%
13	Gombe, Gombe State	201	82	68	40.80%	13	1	12	7.69%
14	Gusau, Zamfara State	12	0	11	0.00%	10	10	0	100.00%
15	Ibadan, Oyo State	8	2	6	25.00%	104	65	39	62.50%
16	Ikeja, Lagos State	142	114	28	80.28%	642	320	322	49.84%
17	Ilorin, Kwara State	537	240	297	44.69%	96	62	34	64.58%
18	Jos, Plateau State	60	26	34	43.33%	17	13	4	76.47%
19	Kaduna, Kaduna State	17	12	5	70.59%	28	17	0	60.71%
20	Kano, Kano State	22	13	7	59.09%	23	17	0	73.91%
21	Katsina, Katsina State	26	15	7	57.69%	4	3	1	75.00%
22	Kebbi, Kebbi State	3	1	2	33.33%	4	2	2	50.00%
23	Lafia, Nasarawa State	8	3	3	37.50%	10	4	6	40.00%
24	Lokoja, Kogi State	10	10	0	100.00%	5	3	2	0.00%
25	Makurdi, Benue State	5	3	2	0.00%	11	7	1	63.64%
26	Osogbo, Osun State	13	5	1	38.46%	365	173	192	47.40%
27	Owerri, Imo State	371	194	177	52.29%	26	18	8	69.23%
28	Port Harcourt, Rivers State	15	9	6	60.00%	83	57	24	68.67%
29	Sokoto, Sokoto State	69	57	8	82.61%	10	6	4	60.00%
30	Umuhia, Abia State	5	2	3	40.00%	12	6	6	50.00%
	Umuhia 2, Abia State	9	5	4	55.56%	5	2	3	40.00%
31	Uyo, Akwa Ibom State	5	4	1	80.00%	152	104	48	68.42%
32	Yola, Adamawa State	176	148	27	84.09%	5	0	5	0.00%
	All Forum Offices	2,429	1,398	904	57.55%	2,625	1,441	1,034	54.90%

Appendix XVII: Category of appeals received by Forum Offices in 2024/Q1 and 2024/Q2

Forum Office	2024/Q1								2024/Q2							
	Billing	Disconnection	Con. Delay	Interruption	Metering	Load Shedding	Voltage	Others	Billing	Disconnection	Con. Delay	Interruption	Metering	Load Shedding	Voltage	Others
Abakaliki, Ebonyi State	25	0	0	0	1	0	0	0	43	0	0	1	1	0	0	0
Abeokuta, Ogun State	48	1	0	1	16	5	0	9	60	2	0	1	22	19	0	15
Abuja, FCT	1	0	0	0	22	0	0	4	4	0	0	0	30	0	0	3
Ado-Ekiti, Ekiti State	10	0	0	0	1	0	0	3	7	0	0	0	5	0	0	1
Asaba, Delta State	19	3	0	0	3	0	0	3	21	0	0	0	5	0	0	4
Awka, Anambra State	68	5	0	0	13	0	0	1	81	6	0	0	17	0	0	0
Bauchi, Bauchi State	4	0	0	0	2	0	0	0	1	0	0	0	2	0	0	0
Benin, Edo State	24	1	0	1	4	0	1	3	36	1	0	0	2	0	0	5
B/Kebbi, Kebbi State	0	0	0	0	1	0	0	2	1	0	0	0	0	0	0	0
Calabar, C/Rivers State	11	1	0	1	4	0	0	3	7	3	0	0	4	0	0	2
Dutse, Jigawa State	3	1	0	0	2	0	0	0	2	0	0	0	0	0	0	0
Eko, Lagos State	53	13	0	5	73	0	1	7	68	10	0	13	65	0	1	16
Enugu, Enugu State	150	5	0	0	19	0	0	1	107	9	0	0	13	3	0	4
Gombe, Gombe State	4	0	0	0	5	0	1	0	0	0	0	0	2	0	0	0
Gusau, Zamfara State	1	2	0	0	0	0	0	1	0	2	1	0	1	0	0	0
Ibadan, Oyo State	60	4	0	1	12	0	0	1	42	7	0	1	23	0	0	3
Ikeja, Lagos State	171	22	1	0	100	2	0	19	171	25	0	1	109	1	1	37
Ilorin, Kwara State	34	3	0	0	11	0	0	5	29	2	0	0	19	1	1	10
Jos, Plateau State	8	0	0	0	4	1	0	4	5	1	0	0	4	1	0	1
Kaduna, Kaduna State	5	5	0	0	1	0	0	2	6	4	0	0	4	0	0	7
Kano, Kano State	4	4	0	6	2	2	0	6	4	4	0	1	1	0	0	6
Katsina, Katsina State	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1
Lafia, Nasarawa State	2	0	0	0	2	0	0	0	7	0	0	0	2	0	0	1
Lokoja, Kogi State	3	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0
Makurdi, Benue State	9	0	0	0	0	0	0	0	10	0	0	0	0	0	0	0
Osogbo, Osun State	158	2	0	0	81	0	0	5	94	7	0	0	70	0	0	17
Owerri, Imo State	6	2	0	0	3	0	0	0	8	7	0	0	3	0	0	2
P/Harcourt, Rivers State	38	5	0	0	13	4	0	4	56	5	0	1	8	1	0	4
Sokoto, Sokoto State	2	0	0	0	0	0	0	0	3	1	0	0	0	0	0	3
Umuahia, Abia State	4	0	1	0	0	0	0	1	5	0	1	0	1	0	0	1
Umuahia 2, Abia State	1	0	0	0	1	0	0	0	1	1	0	0	0	0	0	2
Uyo, Akwa Ibom State	50	16	0	0	19	0	5	21	77	10	0	2	16	0	1	19
Yola, Adamawa State	7	0	0	0	11	0	1	0	3	0	0	0	2	0	0	0
All Forum Offices	985	95	2	15	427	14	9	106	962	107	2	21	434	26	4	164



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