

ORDER/NERC/2024/146

BEFORE THE NIGERIAN ELECTRICITY REGULATORY COMMISSION IN THE MATTER OF DECEMBER 2024 SUPPLEMENTARY ORDER TO THE MULTI-YEAR TARIFF ORDER 2024 FOR PORT HARCOURT ELECTRICITY DISTRIBUTION PLC

TITLE

1. This regulatory instrument shall be cited as December 2024 Supplementary Order to the Multi-Year Tariff Order - 2024 ("December 2024 Supplementary Order") for Port Harcourt Electricity Distribution Plc ("PHED").

COMMENCEMENT AND TERMINATION

2. This Supplementary Order shall take effect from 1st December 2024 and it shall cease to be effective on the issuance of a new tariff review Order for PHED by the Nigerian Electricity Regulatory Commission ("NERC" or the "Commission").

CONTEXT

- Pursuant to the Tariff Review Application by PHED, the Commission approved MYTO-2024 effective from 1st January 2024. The Order among others;
 - a. Restated PHED's Performance Improvement Plan ("PIP") and approved a revised 5-year CAPEX provision to finance planned CAPEX projects. The Order further applied regulatory adjustments to the verified historical investments of PHED;
 - b. Approved a reset of the baseline ATC&C loss level to a new target considered to be fair and reasonable given current operating conditions and comparable benchmarks within and outside the Nigerian Electricity Supply Industry ("NESI");
 - c. Revised relevant assumptions for the forecast of revenue requirements and applicable tariffs for the period 2024 2027;

OBJECTIVE

4. Further to Section 23 of the MYTO-2024, this Supplementary Order seeks to reflect the changes in the pass-through indices outside the control of licensees including inflation rates, ₦/US\$ exchange rate, available generation capacity and gas price for the determination of Cost-Reflective Tariffs ("CRT").



BASIS FOR THE REVIEW

5. Minor Review Indices

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

- a. Exchange Rate: The Naira to the US Dollar exchange rate of ¥1,687.44/US\$1 has been adopted for December December 2024; this has been determined by adding a 1% transaction cost to the average foreign exchange rate of ¥1,670.75 during the period of 1st 25th November 2024 as obtained from the website of the Central Bank of Nigeria ("CBN") in line with the MYTO methodology.
- b. Nigerian Inflation Rate: The Nigerian inflation rate of 33.88% for October 2024 as published by the National Bureau of Statistics ("NBS") is applied to revise the Nigerian inflation rate projection for 2024.
- c. US Inflation Rate: Based on the data published by the United States Bureau of Labor Statistics (http://www.bls.gov), the US inflation rate of 2.60% for October 2024 is applied to revise the US Inflation rate projection for 2024.
- d. Available Generation Capacity: Considering the periodic reports from the System Operator, the review maintains the January 2024 projection of an average offtake of 283MWh/h by PHED in 2024.

e. Wholesale Gas to Power Prices:

- i. The review maintains the benchmark gas-to-power price of U\$\$2.42/MMBTU based on the established benchmark price of gas-to-power by the Nigerian Midstream and Downstream Petroleum Regulatory Authority ("NMDPRA") in line with Section 167 of the Petroleum Industry Act ("PIA") 2021
- ii. Contracted gas supply and transportation prices outside Domestic Gas Delivery Obligation quantities are based on effective Gas Sale Agreements ("GSAs") approved by the Commission.
- iii. Benchmark Gas Transportation tariff of US\$0.80/MMBTU.

6. Regulatory Net-offs for Non-Adherence to the Order on Non-Compliance with Capping of Estimated Bills

Pursuant to the Commission's Order NERC/2024/004 on Non-compliance with the Capping of Estimated Bills and subsequent petition hearings and review of data further provided by PHED, the Commission has approved the deduction of N1.16Bn from the total annual OpEx of PHED effective September 2024, being the 10% of the overbilled amount by PHED for the period covering January–September 2023.

7. Summary of Tariff Assumptions and Results

Table 1 below summarises the tariff review indices adopted in this Order.

Table - 1: Key Tariff Review Indices/Assumptions for PHED

| Parameter | Unit | Oct 2024 | Nov 2024 | Dec 2024 |
|---|-------------------|----------|-------------|-------------|
| Loss Target | % | 25.00% | 25.00% | 25.00% |
| Nigerian Inflation | % | 32.2% | 32.7% | 33.9% |
| US Inflation | % | 2.5% | 2.4% | 2.6% |
| Exchange Rate | ₩/\$ | 1637.1 | 1654.2 | 1687.5 |
| Gas Supply and Transportation Cost | \$/MMBTU | 3.22 | 3.22 | 3.22 |
| Transmission Loss Factor | % | 7.00% | 7.00% | 7.00% |
| Energy Delivered to DisCo | GWh/Year | 2,475 | 2,475 | 2,475 |
| Energy Delivered to DisCo | MWh/h | 282 | 282 | 282 |
| Generation Cost | ₩/kWh | 116.1 | 117.3 | 119.7 |
| Transmission & Admin Cost | ₩ /kWh | 10.6 | 10.7 | 10.9 |
| Weighted Average Cost Reflective Tariff | ₩/kWh | 205.4 | 207.2 | 211.0 |
| Weighted Average Allowed Tariff | N /kWh | 115.0 | 115.0 | 115.0 |
| Monthly Tariff Shortfall (Subsidy) | N 'Million | 13,975 | 14,258 | 14,842 |

8. Approved End-User Tariffs Effective from 1st December 2024

Pursuant to Section 116 of the EA and extant regulations, the Commission has considered and approved for PHED, the tariffs in Table 2 below effective 1st December 2024. The approved tariffs shall remain in force subject to monthly adjustments of pass-through indices including inflation rates, NGN/US\$ exchange rates and gas-to-power prices.

In line with the policy direction of the FGN on electricity subsidy, the allowed tariffs for Bands B - E customer categories shall remain frozen at the rates payable since December 2022 subject to further policy direction by the Government. With this policy, the estimated subsidy benefit for customers under the PHED franchise in 2024 is approximately \$\frac{11}{2484bn}\$ monthly.



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

| Tariff Class | Nov 2024 | Dec 2024 |
|--------------|----------|----------|
| Life-line | 4.00 | 4.00 |
| A - Non-MD | 209.50 | 209.50 |
| A - MD1 | 209.50 | 209.50 |
| A - MD2 | 209.50 | 209.50 |
| B - Non-MD | 68.96 | 68.96 |
| B - MD1 | 67.18 | 67.18 |
| B - MD2 | 67.12 | 67.12 |
| C - Non-MD | 56.38 | 56.38 |
| C - MD1 | 54.64 | 54.64 |
| C - MD2 | 54.64 | 54.64 |
| D - Non-MD | 39.67 | 39.67 |
| D - MD1 | 55.43 | 55.43 |
| D - MD2 | 55.43 | 55.43 |
| E - Non-MD | 39.44 | 39.44 |
| E - MD1 | 55.43 | 55.43 |
| E - MD2 | 55.43 | 55.43 |

9. Service Delivery Commitments

PHED shall be held accountable for service deliveries per commitments under its Service-Based Tariff proposals, which seek to align end-user tariffs in proportion to the service level enjoyed by customer clusters as measured in average hours of supply per day over one month. Details of the service level commitments made by PHED to customers in various tariff Bands for **December 2024** are shown in Appendixes 2-4.

10. Monitoring and Evaluation of Compliance to Service Commitment

- a. The Commission shall continue to leverage technology to directly obtain data on the hours of supply on each Band A feeder from the head-end system of PHED for near real-time monitoring of service.
- b. PHED shall maintain a rapid response team to ensure effective service delivery on the committed minimum hours of supply to each service Band commencing with Band A feeders. The team shall continue to ensure timely response to customers' complaints, fault clearing and alignment with TCN regional teams for effective load management and optimised dispatch to respective feeders. PHED shall maintain the dedicated email and contact numbers of the service rapid response team for each customer cluster/business unit on its website and continue to circulate the same to the customers vide bulk SMS and social media handles.
- c. PHED is obligated to publish a rolling 7-day average daily hours of supply on each Band A feeder daily on its website no later than 09:00 am of the next day.



- d. Where PHED fails to deliver on the committed level of service on a Band A feeder for consecutive two days, PHED shall on the next day by 10.00 am publish on its website an explanation of the reasons for the failure and update the affected customers on the timeline for restoration of service to the committed service level.
- e. Where PHED fails to meet the committed service level to a Band A feeder for seven (7) consecutive days, the feeder shall be automatically downgraded to the recorded level of supply pursuant to provisions of Section 6 of Order No. NERC/334/2022 "Order on Migration of Customers and Compensation for Service Failure under Service-Based Tariff Framework".
- f. PHED is mandated to continuously ensure upward migration of customers from the lower service Bands to Band A service level in line with the target on improvement in quality of service as provided in the Order on Key Performance Indicators for PHED issued from time to time by the Commission

11. Service Band Performance, Migration/Downgrade and Compensation

Pursuant to the provisions of the Order on Migration of Customers and Compensation for Service Failure under the Service-Based Tariff Framework ("Order on Migration") and the Directive to Electricity Distribution Companies on Band A Feeder Performance Monitoring, Upgrade and Downgrade ("Directive for Operationalization of Band A Feeders"), the Commission, based on the feeder performance report for the 1st – 25th of November 2024, hereby orders as follows:

- a. PHED shall downgrade the Band A feeders listed in Appendix 2 to the commensurate level of supply and make appropriate compensation to the affected customers in line with the provisions of the Order on Migration.
- b. PHED shall make appropriate compensation to the affected customers in Band A feeders listed in Appendix 3 for failure to deliver up to 20 hours of average supply but more than 18 hours of average supply in line with the provisions of the Order on Migration while the feeders shall remain as Band A.
- c. PHED has delivered up to 20 hours of average supply from 8 21 November 2024 on the feeders listed in Appendix 4. Thus, the PHED application to upgrade the feeders to Band A effective from 1st of December 2024 is hereby approved.

12. Procurement of Embedded Generation

PHED is obligated by this Order to procure a minimum of **28MW** capacity of embedded generation, being 10% of its 2024 load allocation, to improve the reliability of supply and sustain delivery of a minimum service level under the SBT. A minimum of **14MW** (i.e., 50%) of the embedded generation capacity must be sourced from renewable energy sources. The required capacity may be procured in bulk or distributed capacities across PHED's Franchise area. The capacity to be procured should be ready for dispatch to the PHED's network by the 1st of April 2025.

13. PHED's Remittance Obligation



The FGN policy on subsidy and electricity tariffs provides for a gradual transition to cost-reflective end-user tariffs with safeguards for the less privileged electricity consumers. Accordingly, the Federal Government has committed to funding the revenue gap arising from the difference between cost-reflective tariffs approved by the Commission and the actual end-user tariffs during the transition to cost-reflective tariffs where applicable. PHED shall settle its market invoices under the DisCo Remittance Obligation thresholds as provided in Table 3. All settlements are subject to regulatory net-offs as may be issued from time to time by the Commission.

Table - 3: Monthly DisCo Remittance Obligation for PHED, 2024

| Head | Sub Head | Oct 2024 Revision N'Million | Nov 2024 Revision N'Million | Dec 2024 Revision N'Million |
|--------------------------------|-------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| | NEMSF | 355 | 355 | 355 |
| Required | Meter Acquisition Fund | 183 | 183 | 183 |
| de | Unadjusted GenCo Invoice | 22,950 | 23,224 | 23,692 |
| | ZHEPP Invoice | 989 | 958 | 989 |
|) nue | TCN & Admin Services | 2,189 | 2,205 | 2,239 |
| Revenue | DisCo | 5,100 | 5,124 | 5,174 |
| | Total | 31,766 | 32,049 | 32,633 |
| | Allowed Recovery | 17,791 | 17,791 | 17,791 |
| | 2023 Under Recovery B/F | <u>.</u> | | |
| | Tariff Shortfall (Subsidy) | 13,975 | 14,258 | 14,842 |
| | NBET Adjusted Invoice to PHED | 8,975 | 8,966 | 8,850 |
| | NEMSF | 355 | 355 | 355 |
| 92 | Meter Acquisition Fund | 183 | 183 | 183 |
| itar | NBET Remittance Obligation | 8,975 | 8,966 | 8,850 |
| DisCo Remittance Obligation | ZHEPP Remittance Obligation | 989 | 958 | 989 |
| ပ္ပ | MO Remittance Obligation | 2,189 | 2,205 | 2,239 |
| Dis | DisCo | 5,100 | 5,124 | 5,174 |
| | Total Distribution | 17,791 | 17,791 | 17,791 |
| | DisCo Remittance to NBET | 100% | 100% | 100% |
| | DisCo Remittance to ZHEPP | 100% | 100% | 100% |
| | DisCo Remittance to MO | 100% | 100% | 100% |



- 14. The waterfall of market revenues during the transitional period shall be in line with the following:
 - a. NBET shall issue energy invoices to PHED net of the applicable tariff shortfall approved by the Commission monthly, while MO shall issue the full transmission and administrative services invoices to PHED at the applicable tariff.
 - PHED shall make full settlement (100%) of the market invoices issued by MO (including Zungeru Power Plant) and NBET as provided in Table 3 above.
 - c. FGN intervention from budgetary appropriation and other sources for funding tariff shortfall shall be applied by NBET to ensure 100% settlement of market invoices as issued by generating companies ("GenCos").
 - d. PHED shall be liable to relevant penalties/sanctions for failure to meet the payment obligation in any payment cycle under the terms of its respective contracts with bilateral counterparties including NBET and MO.
 - e. PHED shall maintain adequate payment securitisation for energy off-take in line with the earlier directive of the Commission and relevant bilateral contracts.
 - f. PHED shall settle its market invoices under the DisCo Remittance Obligation thresholds as provided in Table 3. All settlements are subject to regulatory net-offs as may be issued from time to time by the Commission.

15. Effective Date

This Supplementary Order shall be effective from 1st December 2024.

Dated this 29th day of November 2024

Sanusi Garba

Chairman

Commissioner

Planning, Research and Strategy

Appendix - 1: PHED's Customer Classifications

| Service Bands | New Tariff Class | Description |
|--------------------------------|---------------------|--|
| Lifeline | R1 | Life-Line customers with energy consumption of not more than 50kWh/month |
| | A - Non-MD | Customers with single or three-phase connections located within Band-A Service Level Feeders |
| A (Minimum of | A - MD 1 | Customers with LV Maximum Demand connection located within Band-A Service Level Feeders |
| 20hrs/day) | A - MD 2 | Customers with MV/HV Maximum Demand (11/33kV) connection located within Band – A Service Level Feeders |
| | A – Special | Customers under special supply agreement |
| В | B - Non-MD | Customers with single or three-phase connections located within Band-B Service Level Feeders |
| (Minimum of 16hrs/day) | B - MD 1 | Customers with LV Maximum Demand connection located within Band-B Service Level Feeders |
| . 5 5, 44,7 | B – MD 2 | Customers with MV/HV Maximum Demand (11/33kV) connection located within Band – B Service Level Feeders |
| 6 | C – Non-MD | Customers with single or three-phase connections located within Band-C Service Level Feeders |
| C (Minimum of 12hrs/day) | C – MD 1 | Customers with LV Maximum Demand connection located within Band-C Service Level Feeders |
| 1211137 ddy7 | C - MD 2 | Customers with MV/HV Maximum Demand (11/33kV) connection located within Band – C Service Level Feeders |
| 6 | D - Non-MD | Customers with single or three-phase connections located within Band-D Service Level Feeders |
| D (Minimum of 8hrs/day) | D - MD 1 | Customers with LV Maximum Demand connection located within Band-D Service Level Feeders |
| J 5, GG/1 | D - MD 2 | Customers with MV/HV Maximum Demand (11/33kV) connection located within Band – D Service Level Feeders |
| E | E – Non-MD | Customers with single or three-phase connections located within Band-E Service Level Feeders |
| E (Minimum of 4hrs/day) | E – MD 1 | Customers with LV Maximum Demand connection located within Band-E Service Level Feeders |
| 3/ GG/ j | E – MD 2 | Customers with MV/HV Maximum Demand (11/33kV) connection located within Band – E Service Level Feeders |



Appendix 2: Feeders for Downgrade and Compensation of Customers Based on Service Level Performance

| ٥ | (Jr | 4 | ω | 2 | | s/N |
|--|--|--|---|--|--|--|
| RUMUEPIRIKO M A | OSONG AMA | OLAM | IKPA ROAD | ESUK UTAN | AZIKIWE | S/N FEEDER NAME |
| RUMUEPIRIKOM A | UYO | CALABAR | OYU | CALABAR | PH | DESCRIPTION OF FEEDER LOCATION |
| RUMUEPIRIKOM A | OSONGAMA HOUSING ESTATE, OSONGAMA EXTENSION, 4-LANE, SYLVANUS OKON, EDEM AKAI, ITAOBOHO, EDETAKPAN AVENUE. | OLAM GRAINS COMPLEX | UNIUYO TOWN CAMPUS IKPA ROAD, BROOK STREET, IKOT EKPENE ROAD, BARRACKS STREET, GOVT. HOUSE. | ESUK UTAN | OLD GRA, FORCES AVENUE | NAME OF MAJOR STREETS SERVED BY THE FEEDER |
| 15.24 | 17.86 | 11.33 | 17.81 | 14.90 | 17.10 | 1ST - 25TH NOVEMBER CURRENT AVE PERFORMANCE BAND |
| Α | A | Þ | ≯ | ≻ | ➤ | CURRENT BAND |
| DOWNGRADE TO BAND C AND COMPENSATE CUSTOMERS ACCORDINGLY | DOWNGRADE TO BAND B AND COMPENSATE CUSTOMERS ACCORDINGLY | DOWNGRADE TO BAND D AND COMPENSATE CUSTOMERS ACCORDINGLY | DOWNGRADE TO BAND B AND COMPENSATE CUSTOMERS ACCORDINGLY | DOWNGRADE TO BAND C AND COMPENSATE CUSTOMERS ACCORDINGLY | DOWNGRADE TO BAND B AND COMPENSATE CUSTOMERS ACCORDINGLY | REMARK |

Appendix 3: feeders for Upgrade Based On Improved Service Level Performance

| | 4 | ω | N | _ | S/> |
|--|---|---|---|--|--|
| | OMERELU | RUKPOKWU | SILVERBIRD | ELEKAHIA ESTATE | S/N FEEDER NAME |
| | PORT HARCOURT | PORT HARCOURT | PORT HARCOURT | ELEKAHIA ESTATE PORT HARCOURT | DESCRIPTION OF FEEDER LOCATION |
| THE PROPERTY OF THE PROPERTY O | RUMUOGBA COMMUNITY, MINI OKORO, MINI-EWA, PART OF WOJI ROAD, RUMUOBIKANI. ELEJIJI, WOJI | SARS ROAD, BIG TREAT FACTORY, NEW AIRPORT ROAD, SARS ROAD, HAPPYBITE BY AIRPORT ROAD, ENEKA ROAD BY NNPC ESTATE | SILVER BIRD CINEMA, UDI STREET, ABA ROAD BY ISAAC BORO PARK | ELEKAHIA ESTATE., STADIUM ROAD, ABC ROAD | NAME OF MAJOR STREETS SERVED BY THE FEEDER |
| | 22.36 | 20.00 | 20.71 | 21.57 | 8 - 21 NOVEMBER AVE CURRENT |
| | В | ₽ | В | В | CURRENT |
| | APPROVED FOR BAND A | APPROVED FOR BAND A | APPROVED FOR BAND A | APPROVED FOR BAND A | REMARK |

Appendix 4: Feeders for Compensation of Customers Only Due to Failure of Service

| _C | 4 | ω | 2 | 1 | S/N |
|---|-----------------------------|--|--|-----------------------------|---|
| EWEI | EKPENUKPA | CHAMPIONS BREWERIES | BOROKIRI | 4POINT SHERATON | S/N FEEDER NAME |
| UYO | EKET | υγο | PH | UYO | DESCRIPTION OF FEEDER LOCATION |
| EWET HOUSING ESTATE, FOURLANE ROAD, ORON ROAD | AFAHA UKWA, RCC, ORON ROAD | UDO UDOMA AVENUE, BANKING LAYOUT, WINNERS CHAPEL ROAD, AKA ROAD, IBB ROAD, COMMUNITY SCHOOL ROAD | EASTERN BYPASS ROAD, 2ND &3RD AVENUES, PHED HQTRS, BOROKIRI SAND FIELD, AGGREY ROAD, HAROLD WILSON ROAD, NIGERIAN NAVY SCHOOL, MOSCOW ROAD | 4POINT SHERATON COMPLEX. | NAME OF MAJOR STREETS SERVED BY THE FEEDER |
| 18.19 | 19.33 | 19.05 | 19.14 | 18.81 | 1ST - 25TH NOVEMBER CURREN AVE PERFORMANCE BAND |
| ۸ | Α | Α | Þ | > | CURRENT BAND |
| CUSTOMERS TO BE COMPENSATED | CUSTOMERS TO BE COMPENSATED | CUSTOMERS TO BE COMPENSATED | CUSTOMERS TO BE COMPENSATED | CUSTOMERS TO BE COMPENSATED | REMARK |

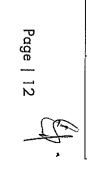
| 22 | 21 | 20 | 19 | | 18 | | - | 17 | 16 | 15 | 14 | 13 | 12 | = | 11 | 10 | 9 | 8 | 7 | 6 | S/N |
|---|---|--|---|--|---|--|--|--|--|-----------------------------------|--|---|-----------------------------|--|-----------------------------------|--|--|--|---|-----------------------------|--|
| UTC | SECRETARIAT | RUMUOLA | RSPUB 1 | | RAINBOW | | | | OGBATAI | NVUIGWE | NDABROS | LA MERIDIAN | INDUSTRIAL | NKANGA | INDONGESIT | IKOT EKPENE | IBESIKPO | IBENO | FOURLANE | FIMIE | FEEDER NAME |
| PH | PH. | PH | PH | ************************************** | PH | | 0 | <u>-</u> | PH | PH | PH PH | UYO | EKET | UYO | | KOT EKPENE | UYO | EKET | UYO | PH | DESCRIPTION OF FEEDER LOCATION |
| SPAR SHOPPING MALL, PARTS OF OLD GRA,INDUSTRY ROAD, RECLAMATION ROAD, AZIKWE ROAD, OLD G.R.A-PH CLUB AXIS | OLD GRA, PHED HQTRS. ABANA, WILLIAM JUMBO | PART OF STADIUM ROAD, PART OF RUMUOLA ROAD, MUMMY B ROAD | REDEEM ROAD, SLAUGHTER ROAD, AND RIVOC ROAD | | PARTS OF STADIUM ROAD, PART OF MUMMY B ROAD, NEW G.R.A, ORDINANCE | HOTEL PRESIDENTIAL, LE MERIDIAN HOTEL, NDDC OFFICE, PART OF GRA 2&3, | URUAN, AFAHA-UBE, UKEMBA STR, IKOT-EKPENE ROAD, NEPA LINE, | OKOBO, ORON ROAD, IFA ATAI, IFA IKOT OKPON, ITUK MBANG, AKPASAK, IDU | YKC AREA, WOJI VILIAGE AREA, OGBATAI AREA. | ALCON ROAD, NVUIGWE, WOJI ESTATE. | TRANS AMADI ROAD , BANK ANTHONY AND RAINBOW CITY | NSUKARA OFFOT, IDU URUAN, IKOT EKPENE ROAD BY DE CHOICE MALL, IDA ROAD, UWANIBA ROAD | ONNA , WEE ENGINEERING, | STATE SECRETERIAL COMPLEX IBB WAY, ABAK ROAD, NSENTIP STREET | | IKOT EKPENE ROAD BY AFAHA UBE, ENEN AFAHA, ENEN IKOT ABASI | IBESIKPO, NUNG UDOE, OKOP NWA ERONG, AFAHA-UBE ROAD, WINNERS CHAPEL ROAD, ATIKU ROAD | ONNA TOWN, AWA IMAN, NKPAT ENIN, IKOT ABASI, EDEM ENYA, MARINA L.G.A, IBAMO L.G.A | IKOT EKPENE ROAD, IKPA ROAD, ORON ROAD. | AEROPLANE DRIVE | NAME OF MAJOR STREETS SERVED BY THE FEEDER |
| 18.52 | 19.52 | 19.95 | 19.71 | | 19.90 | | 17.05 | 10.05 | 19.10 | 19.67 | 18.76 | 19.62 | 19.14 | 18.38 | manufulasty for the more reasons. | 19.76 | 18.52 | 19.57 | 18.90 | 19.14 | 1ST - 25TH NOVEMBER AVE PERFORMANCE |
| Α | D | ≻ | ≻ | | ⊳ | *************************************** | ℷ | • | Α | ≻ | A | > | Α | > | | ⊳ | A | Α | A | ➣ | CURRENT BAND |
| CUSTOMERS TO BE COMPENSATED | CUSTOMERS TO BE COMPENSATED | CUSTOMERS TO BE COMPENSATED | CUSTOMERS TO BE COMPENSATED | | CUSTOMERS TO BE COMPENSATED | | COSTOMERS TO BE COMPENSATED | | CUSTOMERS TO BE COMPENSATED | CUSTOMERS TO BE COMPENSATED | CUSTOMERS TO BE COMPENSATED | CUSTOMERS TO BE COMPENSATED | CUSTOMERS TO BE COMPENSATED | CUSTOMERS TO BE COMPENSATED | | CUSTOMERS TO BE COMPENSATED | CUSTOMERS TO BE COMPENSATED | CUSTOMERS TO BE COMPENSATED | CUSTOMERS TO BE COMPENSATED | CUSTOMERS TO BE COMPENSATED | REMARK |

Appendix 5: PHED's Service Level Commitments for December 2024

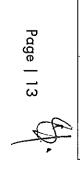
| 10 | 9 | œ | 7 | 6 | ი | 4 | ω | 2 | _ | _ | S/N |
|--|--------------------------|--------------------------|---|--|--|---------|--------------------------------|------------------|-----------------------------------|-------------|--|
| A | Þ | A | ≻ | ≻ | Þ | A | Þ | A | Þ | Þ | BAND |
| LEOPARD | EPZ2 | EPZ1 | DIAMOND HILLS | CIRCULAR ROAD | BRISTOL | BAO YAO | AMIKA | AKAN | AKAMKPA | AFAHA UBE | FEEDER NAME |
| CALABAR | CALABAR | CALABAR | CALABAR | PH | PH | CALABAR | CALABAR | PH | CALABAR | IKOT EKPENE | DESCRIPTION OF FEEDER LOCATION |
| LEOPARD TOWN, CALABAR ROAD, MBUKPA, AMBO STREET. | MM HIGHWAY, EPZ COMPLEX. | MM HIGHWAY, EPZ COMPLEX. | LEOPARD TOWN, CALABAR ROAD, WATT MARKET | PART OF NYUIGWE, GBALAJAM, CIRCULAR ROAD | ABAPORT HARCOURT ROAD, ELELENWO COMMUNITY, BOSKEL ROAD | BAO YAO | MM HIGHWAY, MARIAM ROAD,UNICAL | N/A NO LINE LOAD | LEMNA, ADIABO, AKAMKPA, ODUKPANI. | AFAHA UBE | NAME OF MAJOR STREETS SERVED BY THE FEEDER |
| 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | MIN. SUPPLY DURATION (HRS) |

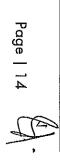
| 16 | OZUBOKO COMMUNITY. | PH | OZUBOKO | В | 48 |
|----------------|--|--------------|-----------------|----|----------|
| 16 | ORON ROAD A | ORON ROAD A | ORON ROAD A | В | 47 |
| 91 | D-LINE | PH | OLD DIOBU | 8 | 46 |
| 16 | OKU IBOKU | OKU IBOKU | OKU IBOKU | В | 45 |
| 16 | PART OF OKPORO ROAD, RUMUOGBA ESTATE, OKPORO PIPE-LINE, NEW ABA ROAD, COACAINE VILLAGE, PIPELINE, OGBONDA NEW LAYOUT, 1ST ARTILLERY JUNCTION, 2ND ARTILLERY JUNCTION | PH | OKOH ROAD | Φ. | 44 |
| 16 | NĪA | NÏA | NĪA | œ | သိ |
| 16 | GRA 2&3, ABA ROAD, MUMMY B ROAD, G.R.A JUNCTION | PH | NEW GRA | m | 42 |
| 91 | MGBUOBA ROAD, ODARAWERE, BACK OF NEPA OFFICE, SAMSUNG, LOCATION JUNCTION | PH | MGBUOBA | В | 4- |
| 16 | KOMKOM A | KOMKOM A | KOMKOM A | В | 40 |
| 16 | ITAM | ITAM | IIAM | ₩. | 39 |
| 16 | IMIRINGI A | IMIRINGI A | MIRINGI A | В | <u>အ</u> |
| 16 | IGBO ETCHE A | IGBO ETCHE A | IGBO ETCHE A | В | 37 |
| 9.6 | NEW AIRPORT ROAD, ALUU, UPTH, UNIPORT, CHOBA, ALAKAHIA, RUMUOSI ROAD | PH | GREATER PH | В | 36 |
| 16 | | GOVT HOUSE | GOVT HOUSE | В | 35 |
| 16 | OGINIGBA COMMUNITY, OKUJIAGU COMMUNITY, SLAUGHTER ROAD. | PH | GLASS FACTORY | В | 34 |
| 16 | FLOUR MILL | FLOUR MILL | FLOUR MILL | В | <u> </u> |
| 16 | EPCL EPCL | EPCL | EPQ1 | В | 32 |
| 91 | EKET | EKET | EKET | Β | = |
| 16 | EASTERN BY PASS AREA, 4TH AVENUE, | 雅 | EASTERN BYPASS | 8 | 30 |
| 16 | EAGLE ISLAND COMMUNITY | PH | EAGLE ISLAND | σ. | 29 |
| 16 | BORI A | BORI A | BORI A | 8 | 28 |
| 16 | AKAMKPA A | AKAMKPA A | AKAMKPA A | В | 27 |
| 16 | AIRPORT | AIRPORT | AIRPORT | œ | 26 |
| 16 | ABULOMA | ABULOMA | ABULOMA | В | 25 |
| 36 | KIDNEY ISLAND | PH | ABONNEMA WHARF | В | 24 |
| 16 | ABONEMA | ABONEMA | ABONEMA | В | 23 |
| 16 | | PH | ABACHA ROAD | В | 22 |
| 20 | | CALABAR | WATERBOARD | Þ | 21 |
| 20 | ORDINANCE, ELF/ TOTAL ROAD, RIVOC ROAD, REDEEM ROAD, JESTY AND JENNY STREET, J&C STREET, NKA STREET, TRANS AMADI ROAD | PH | WATER WORKS | Þ | 20 |
| 20 | TRANSCORP | CALABAR | TRANSCORP | ≻ | 19 |
| 20 | TRANS AMADI INDUSTRIAL LAYOUT, TRANS AMADI GARDENS, ORDINANCE ROAD, DANJUMA DRIVE. | PH | TRANS AMADI | Þ | 8 |
| 20 | ELELENWO SANDFILL, NVUIGWE COMMUNITY | PH | RSTV | ≻ | 17 |
| 20 | TRANS AMADI ROAD, ORDINANCE ROAD, DANJUMA DRIVE, SOMITEL, TOTAL GOSPEL, DOXA ROAD, RIVOC ROAD, PETER ODILI ROAD | 맘 | RIVOC | > | 16 |
| 20 | PARTS OF STADIUM ROAD, RUMUIBEKWE AREA, HARMONY ESTATE, MUMMY B ROAD | PH | REFINERY LINE 2 | ≻ | 15 |
| 20 | ABA-PORT HARCOURT ROAD, BOSKEL ROAD, OYIGBO WEST, SCHOOL-TO-LAND | Hd | OYIGBO | > | 14 |
| 20 | | Hd | ONNE | ➤ | 13 |
| 20 | OLD ABA ROAD, PART OF WOJI, RUMUIBEKWE EXTENSION, VICTORY ESTATE ELELENWO, RUMUOGBA, MR. SWEET, ENUGU STREET, VICTORY ESTATE, RUMUOBIAKANI | PH | OLD ABA ROAD | > | 12 |
| 20 | | CALABAR | NIGER MILLS | A | 1 |
| DURATION (HRS) | NAME OF MAJOR STREETS SERVED BY THE PERDER | LOCATION | | 2 | S/N |





| 12 | OKON KOAU B | CRON ROAD B | CRON ROAD B | | 801 |
|----------------------------|--|--|----------------------|------|-----|
| 12 | OPOLO | OPOLO | OPOIO . | 0 | 107 |
| 12 | GU AKE ROAD, PART ELIOGBOIO, ELIOZU VILIAGE, RUMUNDURU COOMUNITY, RUMUOAUIU, ENEKA ROAD, CULVET-ENEKA | PH | ОРМ | 0 | 106 |
| 12 | OMACHI COMMUNITY, IKWERRE ROAD, ALHAJI ESTATE. | PH | OMACHI | 0 | 105 |
| 12 | MGBUOBA ROAD, OHAKWE STREET, ODARAWERE, BACK OF MGBUOBA MARKET, OKILTON DRIVE, NDDC ESTATE, OGOLOGO STR, OHAKWE BY RUMUIGBO | PH | OHAKWE | 0 | 104 |
| 12 | NWANIBA ROAD, NSKARA OFFOT, IKOT OKU IDIO, MBAK ROAD, UTUK'S LANE, ENIONG OFFOT, VISION ROAD, EKPRI NSUKARA, USE OFFOT. | OYU | NWANIBA | n | 103 |
| 12 | ABAK ROAD, EKPANYA, UDO EDUOK STREET, IBIAM STREET, UDOBIO STREET, NSASAK STREET, URUA EKPA IKPA ROAD. | NSASAK | NSASAK | n | 102 |
| 12 | INDUSTRY ROAD, FLOUR MILLS, OLD G.R.A BY WILLIAM JUMBO, BANK ROAD | PH | NPA | 0 | 101 |
| 12 | NKPOGU TO NWAJA AREA, MOTHER CAT | PH | NKPOGU | n | 100 |
| 12 | PART OF NKPOGU COMMUNITY, AMADI AMA, FIMIE COMMUNITY, ABULOMA ROAD | PH | NIGER CAT | C | 66 |
| 12 | NDU, AMASOMA COMMUNITY. | BAYELSA | NDU | 0 | 86 |
| 12 | STATE HOUSING ESTATE, MARIAN RD, ASARI ESO, MCC ROAD. | CALABAR | MCC | 0 | 97 |
| 12 | TIMBER MARKET, ABUJA IAYOUT, GRACEIAND, MARKET ROAD, MBANO JUNCTION, SCHOOL ROAD, , SATELITE VILLAGE, POULTRY ROAD, GRACEIAND, HAPPY LIFE, UMUSOYA COMMUNITY | PH | MBANO JUNCTION | С | 96 |
| 12 | SARS ROAD, OKPORO ROAD, AKWAKA ROAD, RUMUAGHOLU ROAD, OBIO-AKPOR MARKET, SEVENTH DAY ADVENTIST, RUMUAGHOLU BOROPIT, RUMUAGHOLU TJUNCTION, GBEI WATERSIDE, RUMUAGHOLU DOWN, ROAD 1,2, NDDC ROAD RUMUAGHOLU. | PH | MARKET ROAD | C | 95 |
| 12 | LOCATION ROAD, ADA GEORGE, FARM ROAD, FOUR SQUARE ROAD, NEW ROAD, PART OF EGBELU, MINI- ORLU, AKANIA, CYCLINE ROAD, NTA ROAD, LOCATION BY BANK ROAD, GICC AXIS | РН | LOCATION ROAD | Ω | 94 |
| 12 | AMASOMA COMMUNITY. | BAYELSA | LOCAL GOVERNMENT | n | 93 |
| 12 | WIMPEY, ADA GEORGE | PH | KALA | С | 92 |
| 12 | ABULOMA COMMUNITY. | PH | JETTY | റ | 91 |
| 12 | EKORINIM, IKOT ISHIE, OLD ODUKPANI ROAD, PARLIAMENTARY EXTENSION. | CALABAR | INDUSTRIAL - CALABAR | n | 90 |
| 12 | MIRINGI B | imiringi b | IMIRINGI B | С | 89 |
| 12 | IBB, ATIKU ABUBAKAR WAY, OLD RING ROAD, NKEMBA LANE, IKOT EDIBO, FEDERAL HOUSING ESTATE, ABAK RD, NKEMBA ROAD, MECHANIC VILLAGE, | ОУП | IBB AVENUE | 0 | 88 |
| 12 | ABA ROAD, SEA-SIDE, OBIGBO POLICE, LOCATION ROAD, POLICE ESTATE, OBIGBO EXPRESS, MARKET ROAD, SEA-SIDE ROAD, PIPELINE ROAD | PH | FIRST BANK | Λ | 87 |
| 12 | WINNER'S WAY, MM HIGHWAY, FEDRAL HOUSING ESTATE. | CALABAR | FEDERAL HOUSING | C | 98 |
| 12 | RUMUJI COMMUNITY, RUAKWUNDE COMMUNITY, EMOHUA COMMUNITY, ODUOHA COMMUNITY, OGBAKIRI COMMUNITY. | AHOADA | EMOHUA | C | 85 |
| 12 | elioparanwo, okilton junction, acania | H4 | ELIOPARANWO | 0 | 8.4 |
| 12 | BOSKEL ROAD, ABA-PORT HARCOURT ROAD, RUMUKWURUSHI, PART OF ELELENWO. | Hd | ELELENWO | 0 | 83 |
| 12 | EGBELU RÓAD, EGBELU LOCATION, EGBELU COMMUNITY, OGBOGORO FOREST, OGBOGORO BY ST. JOHN ROAD, OGBOGORO COMMUNITY, OGBOGORO WATERSIDE 1,2, OGBOGORO MARKET, OGBOGORO WATERSIDE 3, PRIMARY SCHOOL. | PH | EGBELU | С | 28 |
| 12 | BROOKS STREET, NWANIBA ROAD, URUA UDOFIA STREET, UTANG STREET, AKPAN ETUK STREET, ETIM OKON USANGA STREET, UDO INWANG STREET. | ΟΥΟ | BROOKS | С | 81 |
| MIN. SUPPLY DURATION (HRS) | NAME OF MAJOR STREETS SERVED BY THE FEEDER | DESCRIPTION OF FEEDER LOCATION | FEEDER NAME | BAND | S/N |
| | a a mana tana pina pina pina pina pina pina pina p | and the same plants of the same and the same | | | |





| | SIMILON NOAD, FART ODDAL NOAD, INVERIM FRISOINS SERVICE-BUINDO | | SIATON ROAD | | 1/4 |
|-------------------------------|--|--|-------------------|----------|-----|
| ο α | STATION BOAD BAST ON IAI BOAD NICESIA BBICONS SESSION SINDII | , and a second s | SCHOOL OF NURSING | | 173 |
| ο α | SARS ROAD, ROAD 20, ROAD 12, 14, 15,16, PIPELINE BY RUMUAHOLU, RUKPOKWU BY AIRPORT ROAD, ALUU BY GREATER EVANGELISM IGWURUTA ROAD, PLANTAIN JUNCTION, RUMUAGHOLU DUST BIN, ORANGE HOTEL, PART OF RUKPOKWU, RUMUAPU ROAD, RUKPOKWU PIPELINE, BACK OF TOTAL RUKPOKWU, SEE FOR EYE BY ALUU ROAD | PH | SARS ROAD | D | 172 |
| 8 | | RUMUOLA B | RUMUOLA B | D | 171 |
| 8 | ADA GEORGE ROAD, IWOFE RIOAD. | PH | RUMUEME | D | 170 |
| 8 | POWER ENCOUNTER, ELIOWHANI, NEW ROAD, BACK OF ADAMAC, KING OF GLORY, OKPORO COMMUNITY, KURUKURU ROAD ALONG RD, RD-ROAD TO EAST WEST ROAD, OVERCOMERS CHURCH | PH | R-D ROAD | D | 169 |
| ω | RCC ROAD, COURT ROAD, OKON EKET. | EKET | RCC | 0 | 168 |
| 8 | HARMONY, AMAKOHIA, PART OF PIPE LINE, HEALTH CENTRE, ODOWO ROAD, ST. SILAS COMMUNITY | PH | RAILWAY | D | 167 |
| 8 | PALACE ROAD ELEIENWO. | PH | PALACE ROAD | D | 166 |
| ω | OKPORO ROAD, ELIOWHANI COMMUNITY, FARM ROAD BY OKPORO ROAD, RUMUNDURU COMMUNITY, EGBELU BY OKPORO ROAD, EAST-WEST ROAD BY RUMUODARA JUNCTION, PURE WATER RUMUNDURU, ABA ROAD. | PH | OKPORO ROAD | D | 165 |
| တ | AKABONG AREA, IDUA, OFERYO, IDUNG INYANG, FOUR TOWN | EKET | OKON | D | 164 |
| 8 | EAST-WEST ROAD, NKPOLU COMMUNITY, OBI WALI ROAD, RUMUODUMAYA COMMUNITY, ECKANKAR CHURCH-RUMUIGBO | PH | OBI WALI | D | 163 |
| œ | MILE 1 DIOBU AREA, IKWERRE ROAD. | PH | NSUKKA | O | 162 |
| 8 | BACK OF COMPREHENSIVE COLLEGE, NEW ROAD AREA, ABIYE SEKIBO STREET | PH | NEW ROAD | D | 161 |
| 8 | MACOBA, NAVY AREA, PART OF IBETO, RECLAMATION ROAD | PH | NAVY | D | 160 |
| 8 | MBAK ITAM, TIMBER MARKET ROAD, NKIM, IKOT EBOM VILLAGE. | EKET | MBAK | D | 159 |
| 8 | MARINE BASE AREA, CALIFORNIA, CIVIL SERVANT ESTATE, BLACK MAN ESTATE, AMA POLO ESTATES, MARINE BASE-WATERFRONT | PH | MARINE BASE | ם | 158 |
| ∞ | LEOPARD TOWN, CALABAR ROAD, MBUKPA, AMBO STREET. | CALABAR | LEOPARD B | D | 157 |
| 8 | KOMKOM B | KOMKOM B | КОМКОМ В | D | 156 |
| æ | ITIGIDI | ITIGIDI | ITIGIDI | D | 155 |
| 8 | EKET ORON ROAD, IKOT USEKONG, IFOYI, IKOT IBIOK, AFAGA ATAI AREA, UKPONG & ARCHIBONG STREETS, PART OF IKOT ODOMA, EKET-ORON ROAD, IKOT-IBIOK ROAD, IKOT-USOEKONG ROAD, USSOI ROAD | OYU | IKOT IBIOK | D | 154 |
| œ | IKOT ENEOBONG | CALABAR | IKOT ENEOBONG | ם | 153 |
| œ | IKOT ABASI | IKOT ABASI | IKOT ABASI | D | 152 |
| 8 | IKOM TOWN. | IKOM | IKOM TOWN | D | 151 |
| œ | eneka, rumuokpuruma, rumu-oweigbun, rumu-owuie, rumu-oji, rumuosita, rumuochuoiu, rumuochara, rumuochuoiu, rumuosunwon, rumu-onyi, rumu-gha | PH | IGWURUTA ROAD | 0 | 150 |
| 8 | IGBO ETCHE B | IGBO ETCHE B | IGBO ETCHE B | D | 149 |
| 8 | IDORO ROAD, ITAM, MBRIBIT ITAM, MISSION ROAD. | EKET | IDORO ROAD | D | 148 |
| 8 | IBENO B | IBENO B | IBENO B | D | 147 |
| ω | SAND FILL AREA, EGBEMA AREA, ETCHE WATER FRONT, NAVY, BAPTIST WATER FRONT, NAVY BARRACKS, POLICE BARRACKS, UPE JUNCTION, BOROKIRI COMPR. SEC SCH, HAROLD WILSON ROAD, REX LAWSON ROAD, ETCHE STREET. | PH | HAROLD WILSON | <u>ס</u> | 146 |
| œ | HABOUR ROAD, BUNDU AREA, IBETO, MOPOL BARRACK-HARBOUR ROAD | PH | HABOUR ROAD | D | 145 |
| MIN. SUPPLY DURATION (HRS) | NAME OF MAJOR STREETS SERVED BY THE FEEDER | DESCRIPTION OF FEEDER LOCATION | FEEDER NAME | BAND | s/N |
| | | | | | |

| 20 | AFAHA UBE | IKOT EKPENE | AFAHA UBE | > | 205 |
|-------------------------------|--|--------------------------------|-------------------|------|-----|
| 4 | IBOM AIRPORT | υγο | WING 3 | ш | 204 |
| 4 | IBOM AIRPORT | UYO | WING 1 | ш | 203 |
| 4 | UYO ROAD, NUNGUDOE COMMUNITY. | OYU | UYO ROAD | m | 202 |
| 4 | POLAKU | BAYELSA | POLAKU | m | 201 |
| 4 | OKURU COMMUNITY | PH | OKURU | m | 200 |
| 4 | OKOTIAMA | BAYELSA | OKOTIAMA | т | 199 |
| 4 | OBOT AKARA | OBOT AKARA | OBOT AKARA | m | 198 |
| 4 | NDOKI | NDOKI | NDOKI | П | 197 |
| 4 | MBO | MBO | MBO | т | 196 |
| 4 | KOLOBIRI | BAYELSA | KOLOBIRI | т | 195 |
| 4 | OYO ROAD, IKOT: EKPENE ROAD, WATERBOARD. | EKET | IKOT AKAN | m | 194 |
| 4 | IBESIOKPO B | IBESIOKPO B | IBESIOKPO B | m | 193 |
| 4 | PART OF IKOT ABASI, IBEKWE. | EKET | IBEKWE | m | 192 |
| 4 | ETINAN | ETINAN | ETINAN | m | 191 |
| 4 | OKON, IKOT ABASI | EKET | ETE URBAN | т | 190 |
| 4 | EDEBOM, OKPOB COMMUNITY | EKET | EDEBOM | m | 189 |
| 4 | BUGUMA | BUGUMA | BUGUMA | m | 188 |
| 4 | AMIKA GAMMA | AMIKA GAMMA | AMIKA GAMMA | m | 187 |
| 4 | CLUBBED TO LOCAL GOVERNMENT FEEDER. | BAYELSA | AMASOMA II | m | 186 |
| 4 | ELIMINIGWE 1-4, OGUGU STREET, AKPAJO JUNCTION ELELENWO. | PH | AKPAJO | т | 185 |
| 4 | AHOADA | AHOADA | AHOADA | m | 184 |
| 8 | YAHE | YAHE | YAHE | D | 183 |
| 8 | PARTS OF MILE 3 DIOBU, PARTS OF MILE 4, ELIOPRANWO, IKWERRE ROAD, UST ROUNDABOUT, AGIP JUNCTION, WHIMPEY ROAD. | PH | WOKOMA | ס | 182 |
| 8 | GIBBS STREET, WELLINGTON BASSEY WAY, UDO STREET, PAUL BASSEY STREET. | UYO | WELLINGTON BASSEY | 0 | 181 |
| Φ | SATELITE TOWN, NYAGHASANG, | CALABAR | UNICAL B | 0 | 180 |
| 8 | ABAK ROAD IKOT EKPENE, IKOT NTUEN ROAD, UKANA IKOT AKPABIO, IKOT-ABASI STR, UDO-UMANA STR, UMUOREN STR, UDOHTONG UBAH STR. | IKOT EKPENE | UKANA | 0 | 179 |
| 8 | MILE 1 DIOBU AREA, IKWERRE ROAD. | PH | UDI | 0 | 178 |
| œ | TUNGBO | TUNGBO | TUNGBO | D | 177 |
| 8 | IKOT EKPENE, CHUBB ROAD, OLD ITU ROAD, IBONG ROAD. | IKOT EXPENE | TOWN FEEDER | 0 | 176 |
| 8 | TARGET, CHARMLY STREET. | CALABAR | TARGET | 0 | 175 |
| MIN. SUPPLY DURATION (HRS) | NAME OF MAJOR STREETS SERVED BY THE FEEDER | DESCRIPTION OF FEEDER LOCATION | FEEDER NAME | BAND | S/N |

