Q4

NIGERIAN ELECTRICITY REGULATORY COMMISSION

QUARTERLY REPORT 2024

ELECTRICITY ON DEMAND

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
EKEDP	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'electricite; 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 of the overall performance of the NESI.

Operational Performance

The operational performance parameters reported in 2024/Q4 include the available generation capacity, plant availability factor, quarterly generation, load factor, and generation mix of the twenty-eight (28)[1] grid-connected power plants. Other parameters reported include the frequency, voltage, and overall stability performance of the national grid during the quarter.

The average available generation capacity in 2024/Q4 was 5,296.98MW

a. Available Generation Capacity: In 2024/Q4, there were twenty-eight (28) grid-connected power plants consisting 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 5,296.89MW.

The average available generation capacity across the grid-connected plants increased by 195.98MW (+3.84%) from the 5,100.90MW recorded in 2024/Q3 to 5,296.89MW in 2024/Q4 (Figure A). Fifteen (15) power plants recorded increased available generation capacities in 2024/Q4 compared to 2024/Q3.

The average hourly generation in 2024/Q4 was 4,207.41MWh/h

b. Quarterly Generation: The average hourly generation on the grid in 2024/Q4 was 4,207.41MWh/h, which translates to a total generation of 9,289.95GWh. The average hourly generation of grid-connected power plants decreased by 72.83MWh/h (-1.70%) from 4,280.24MWh/h in 2024/Q3. The total electricity generated in the quarter also decreased by 160.81GWh (-1.70%) from 9,450.76GWh

[1] AES and Gbarain power plants are not included in the report because they are currently not operational. The Maiduguri Emergency Power Plant (MEPP) is currently not operating in grid-connected mode.

in 2024/Q3 to 9,289.95GWh (Figure B). The decrease in generation during the quarter was primarily due to the decrease in energy offtake by the grid-connected customers (including DisCos) compared to 2024/Q3.

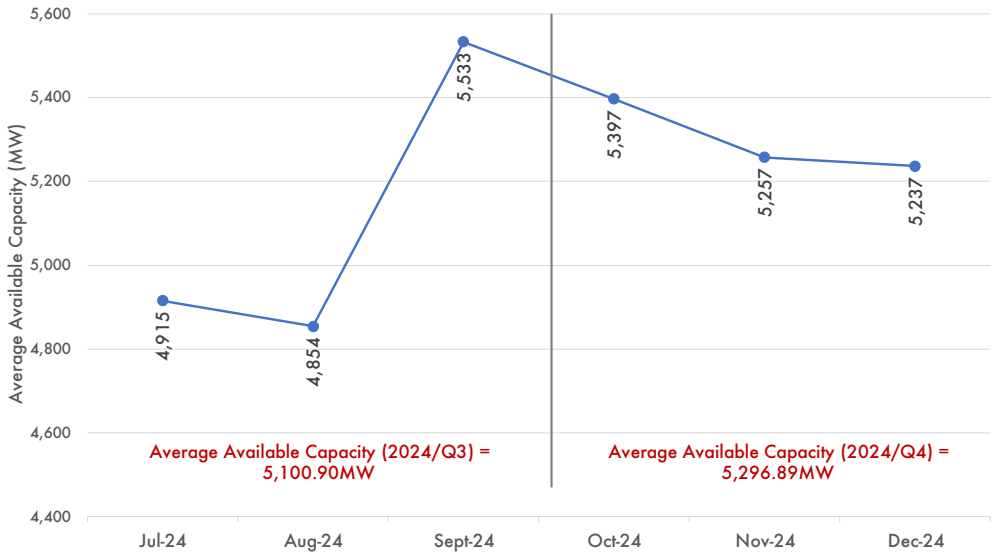


Figure A: Available Generation Capacity (July - December 2024)

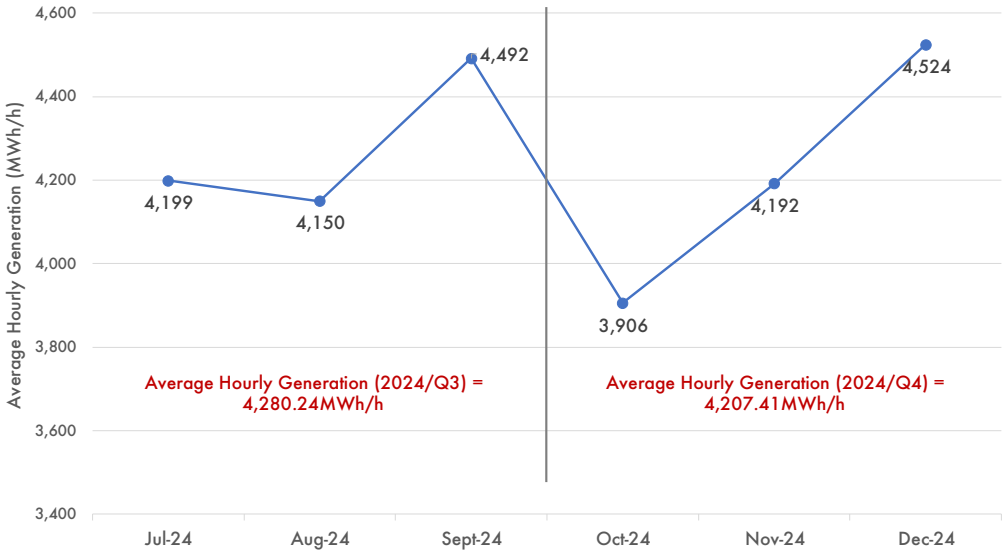


Figure B: Average Hourly Generation (July - December 2024)

c. Grid Performance: In 2024/Q4, the average lower daily (49.39Hz) and average upper daily (50.91Hz) 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 (300.21kV) and average upper daily (349.45kV)

system voltages were however outside the limits prescribed in the grid code (313.50kV - 346.50kV). The Commission continues to push the SO to improve its system coordination activities to avert the system risk posed by the continuous operation of the grid outside the normal operating limits.

Three (3) incidents of total collapse and two (2) incidents of partial collapse occurred on the national grid in 2024/Q4. The partial collapses were recorded on 14 October and 05 November 2024, while the total collapses were recorded on 19 October, 07 November and 11 December 2024, respectively. As contained in 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 leading to the system disruptions and mitigation plans to avoid a recurrence of similar incidents.

Commercial Performance

The review of commercial performance for 2024/Q4 covers energy offtake performance, billing efficiency, collection efficiency, aggregate technical, commercial, and collection loss, and the market remittance of relevant market participants. The Commission monitors the financial performance of the NESI to ensure an efficient flow of cash along the value chain to guarantee the sustainability of the industry.

A total of ₦509.84 billion was collected by all DisCos in 2024/Q4 out of the ₦658.40 billion billed to customers.

a. Energy Offtake Performance: In 2024/Q4, the average energy offtake by DisCos at their trading points was 3,360.77MWh/h out of the available PCC of 3,552.26MWh/h, translating to an overall offtake performance of 94.61%. The energy offtake during the quarter (3,360.77MWh/h) represents a decrease of 84.36MWh/h (-2.45%) compared to the 3,445.13MWh/h recorded in 2024/Q3.

b. Billing Efficiency: The total energy received by all DisCos in 2024/Q4 was 7,420.58GWh, while the energy billed to end-use customers was 6,207.84GWh, translating into an overall billing efficiency of 83.66%. This represents a +1.51pp increase in billing efficiency relative to the 82.15% recorded in 2024/Q3.

c. Collection Efficiency: The total revenue collected by all DisCos in 2024/Q4 was ₦509.84 billion out of ₦658.40 billion billed to customers. This translates to a collection efficiency of 77.44%,

representing an increase of +2.89pp compared to 2024/Q3 (74.55%).

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

The weighted average ATC&C loss across all the DisCo in 2024/Q4 was 35.22%, comprising technical and commercial loss (16.34%) and collection loss (22.56%). The ATC&C loss of 35.22% was +10.44pp higher than the MYTO target (24.78%) and translates to a cumulative revenue loss of ₦139.08 billion across all DisCos. The ATC&C loss decreased by -3.88pp (improved performance) compared to 2024/Q3 (39.10%). Only Yola and Eko DisCos achieved their target ATC&C, as provided in the MYTO during the quarter. The other DisCos failed to achieve their target ATC&C, with Kaduna DisCo recording the worst underperformance relative to the target ATC&C (Actual – 60.65% vs. target – 25.00%) (Figure C).

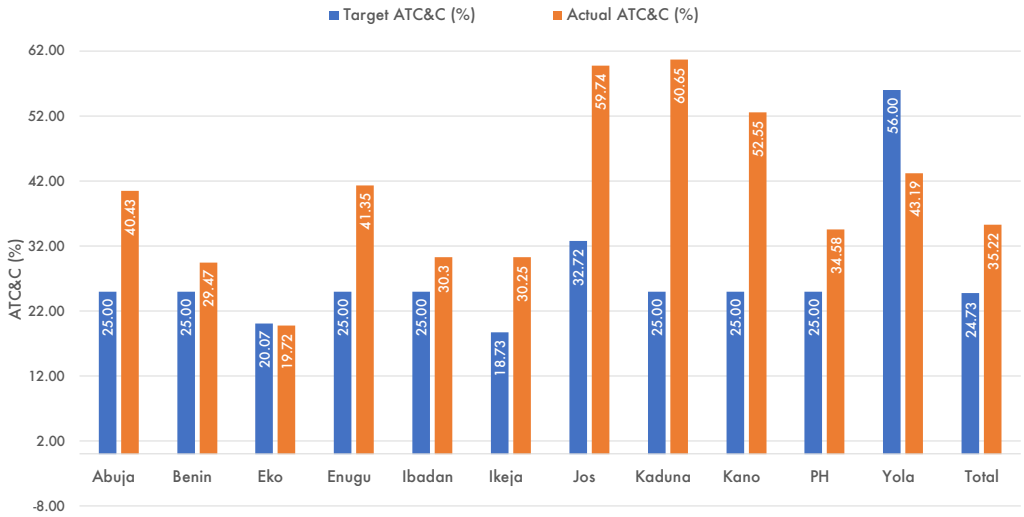


Figure C: Target and Actual ATC&C losses for DisCos in 2024/Q4

e. Market remittance: In 2024/Q4, the cumulative upstream invoice payable by DisCos was ₦408.86 billion, consisting of ₦360.97 billion

for DRO-adjusted generation costs from NBET[2] and ₦47.89 billion for transmission and administrative services by the Market Operator (MO). Out of this amount, the DisCos collectively remitted a total sum of ₦378.93 billion (₦336.63 billion for NBET and ₦42.30 billion for MO) with an outstanding balance of ₦29.92 billion. This translates to a remittance performance of 92.68% in 2024/Q4 compared to the 83.77% recorded in 2024/Q3. The disaggregated DisCo remittance performance to the market for 2024/Q4 is presented in Figure D.

f. Remittance by Special and Bilateral Customers: In 2024/Q4, the six (6) international bilateral customers purchasing power from the grid-connected GenCos made a cumulative payment of $5.21 million against the $14.05 million invoice issued to them by the MO for services rendered in 2024/Q4. Similarly, the domestic bilateral customers made a cumulative payment of ₦1,252.58 million against the ₦1,977.02 million invoice issued to them by the MO for services rendered in 2024/Q4[3].

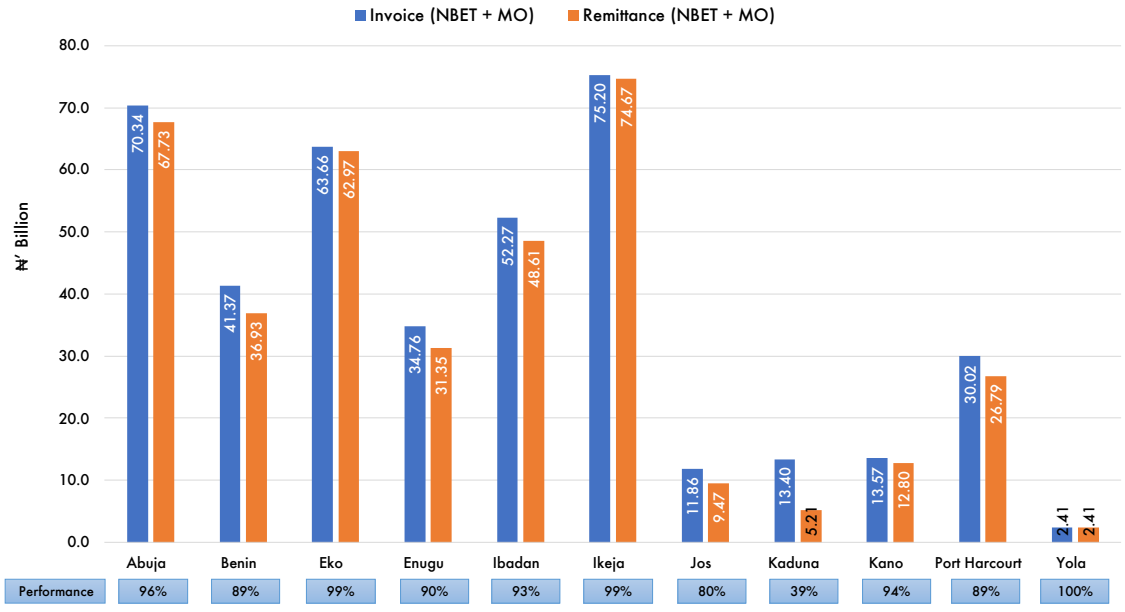


Figure D: DRO adjusted invoices and remittances in 2024/Q4

[2] The NBET invoice payable by the DisCos for 2024/Q4 was only ₦360.97 billion because the FGN has taken responsibility for ~57% (₦471.69 billion) of the total generation costs in the form of subsidies arising from the freezing of end-use customer tariffs at the rates payable in July 2024.

[3] It is noteworthy that both local and international bilateral customers made payments during 2024/Q4 for outstanding MO invoices from previous quarters; the international bilateral customers paid $2.98 million while the domestic bilateral customers paid ₦135.81 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.

The Commission issued thirty-nine (39) new Orders in 2024/Q4.

a. Orders: The Commission issued thirty-nine (39) Orders in 2024/Q4. They include:

- NERC/2024/112 (EKEDP) - Transfer of Regulatory Oversight of the Electricity Market in Lagos State from the Nigerian Electricity Regulatory Commission to the Lagos State Electricity Regulatory Commission (LASERC).
- NERC/2024/113 (IE) - Transfer of Regulatory Oversight of the Electricity Market in Lagos State from the Nigerian Electricity Regulatory Commission to the Lagos State Electricity Regulatory Commission (LASERC).
- NERC/2024/126–NERC/2024/136 – October 2024 Supplementary Order to the Multi-Year Tariff Order for the DisCos.
- NERC/2024/137–NERC/2024/147 – November 2024 Supplementary Order to the Multi-Year Tariff Order for the DisCos.
- NERC/2024/149–NERC/2024/159 – December 2024 Supplementary Order to the Multi-Year Tariff Order for the DisCos.
- NERC/2024/162 – Addendum 1 to the Order on Performance Monitoring Framework for the Distribution Companies, July 2024
- NERC/2024/163 (EKEDP) – Transfer of Regulatory Oversight of the Electricity Market in Ogun State from the Nigerian Electricity Regulatory Commission to the Ogun State Electricity Regulatory Commission (OGERC).
- NERC/2024/164 (IE) – Transfer of Regulatory Oversight of the Electricity Market in Ogun State from the Nigerian Electricity Regulatory Commission to the Ogun State Electricity Regulatory Commission (OGERC).

- NERC/2024/165 (IBEDC) – Transfer of Regulatory Oversight of the Electricity Market in Ogun State from the Nigerian Electricity Regulatory Commission to the Ogun State Electricity Regulatory Commission (OGERC).

Seventy (70) licences, permits and certifications were issued by the Commission in 2024/Q4.

b. Licences and Permits: The Commission issued seventy (70) licences, permits and certifications in 2024/Q4. The breakdown of the licences, permits and certifications issued are as follows:

- One (1) off-grid generation licence with a total nameplate capacity of 2.63MW.
- Three (3) new electricity trading licences.
- Four (4) captive generation permits with a gross capacity of 22.50MW
- Five (5) registration certificates for mini-grids.
- Twenty-four (24) permits for mini-grids.
- Eighteen (18) certifications for Meter Service Providers and fifteen (15) permits for Meter Asset Providers.

c. Hearings and Public Consultation: The Commission is empowered by the EA 2023 to perform a quasi-judicial function towards resolving disputes between stakeholders in the NESI. One of the ways by which the Commission performs this function is through hearings[4]. During the quarter (2024/Q4), the Commission conducted administrative proceedings in the form of a public hearing on Grid Disturbances on 24 October 2024.

Furthermore, the Business Rules of the Commission- NERC-R-0306 allows the Commission to undertake public consultations through which the Commission aggregates input/opinions on licensee applications and regulatory instruments being drafted or reviewed.

d. Compliance and Enforcement: The Commission issued fourteen (14) Rectification Directives (RD) and sixteen (16) Notices of Intention to Commence Enforcement (NICE) to licensees for different breaches/defaults during the quarter.

[4] 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.

Consumer Affairs

a. Consumer Enlightenment and Stakeholder Engagements: The Commission's main consumer education and enlightenment mechanisms are town hall meetings and customer complaints resolution meetings. In 2024/Q4, the Commission convened one (1) town hall meeting in Kaduna between 12-14 December 2024, 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 185,439 meters were installed in 2024/Q4.

b. Metering: A total of 185,439 meters were installed in 2024/Q4, representing an increase of +0.19% compared to the 185,087 meters installed in 2024/Q3. The new installations increased the net end-user metering rate across all the DisCos by +0.42pp between 2024/Q3 (46.15%) and 2024/Q4 (46.57%). During the quarter, 179,064 meters (96.56% of the total installations) were installed under the MAP framework, 4,076 meters were installed under the Meter Acquisition Fund (MAF), 1,924 meters were installed under the Vendor Financed framework, and 374 meters were installed under the DisCo Financed framework. The metering by the respective DisCos in the quarter under review is presented in Figure E.

The Commission expects DisCos to utilise a combination of all available frameworks contained in the 2021 Meter Asset Provider and National Mass Metering Regulations (NERC – R – 113 – 2021) as well as the MAF 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 consumption by metered customers on their respective feeders.

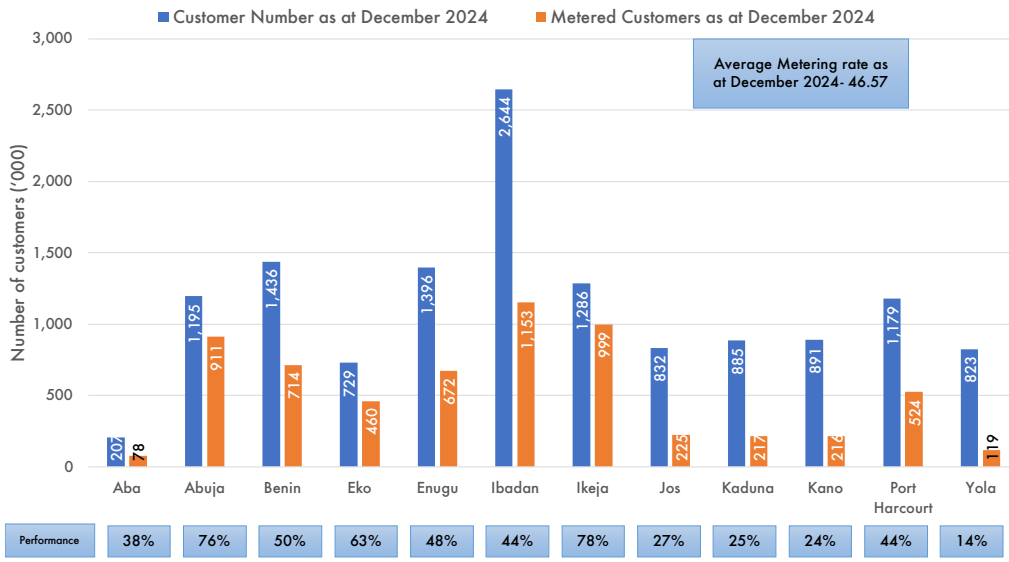


Figure E: Status of Customer metering as of December 2024

c. Customer Complaints: Across the quarter, DisCos only successfully resolved 1,231 out of the 4,180 complaints that were filed at the NERC-CCU; this translates to a resolution rate of 29.45%. The number of complaints received across all DisCo-CCUs was 275,681, which represents a -16.13% decrease compared to the 328,696 received in 2024/Q3. As in previous quarters, metering, billing and service interruption were the prevalent issues of customer complaints during the quarter.

In 2024/Q4, the Forum Offices resolved 67.74% of the active appeals in eighty-four (84) sittings.

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 total number of active appeals across the Forum Offices in 2024/Q4 was 3,267 made up of 2,034 new appeals in 2024/Q4 and 1,233 pending appeals from 2024/Q3. During the period, the forum panels held eighty-four (84) sittings and resolved 2,209 of the appeals filed at Forum Offices nationwide (67.62% resolution rate); the resolution rate was +8.84pp higher than the 58.90% achieved in 2024/Q3.

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.

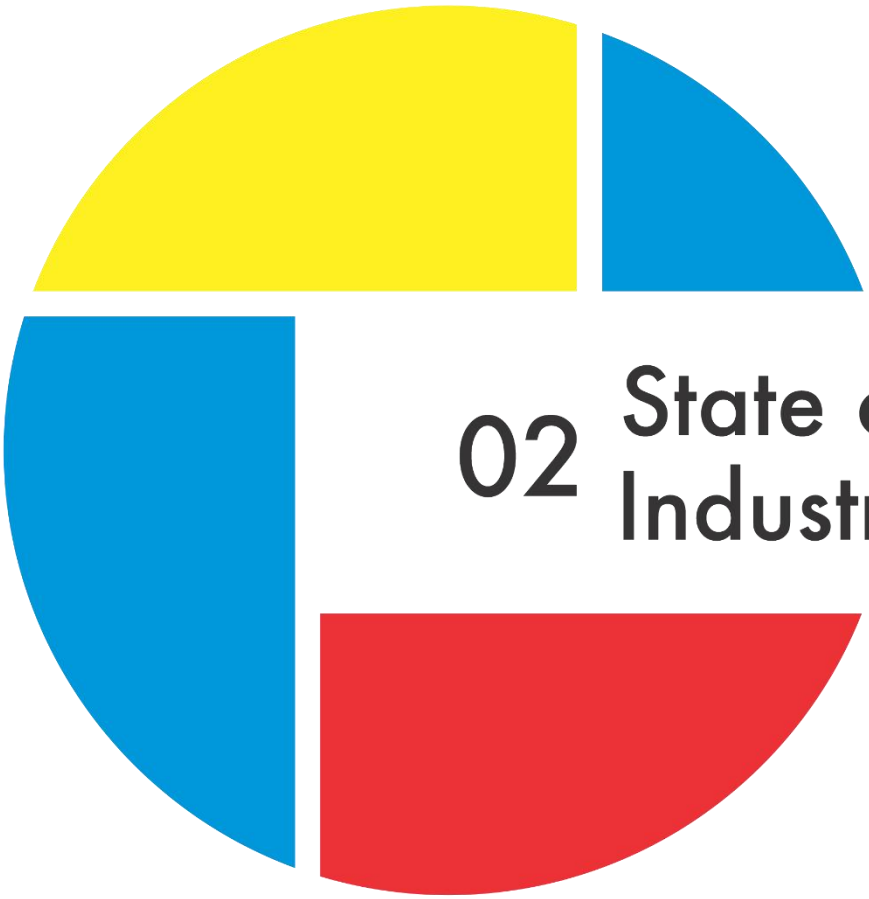
Investigations have been launched into all reported accidents in the NESI.

e. Health & Safety: The total number of accidents in 2024/Q4 was fifty-four (54), which resulted in nineteen (19) injuries and twenty-six (26) 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 Q4 of 2024

5,296.89MW	Average Available Generation Capacity; 195.98MW (+3.84%) increase compared to 2024/Q3 [5,100.90MW]
9,289.95GWh	Total Quarterly Generation; 160.81GWh (-1.70%) decrease compared to 2024/Q3 [9,450.76GWh]
4,207.41MWh/h	Average Hourly Generation; 72.83MWh/h (-1.70%) decrease compared to 2024/Q3 [4,280.24MWh/h]
79.43%	Load Factor; -4.48pp decrease compared to 2024/Q3 [83.91%]
32.61%	Share of total quarterly generation from Hydropower Plants; +0.01pp increase compared to 2024/Q3 [32.60%]
3,360.77MWh/h	Total energy received by the DisCos; 84.36MWh/h (-2.45%) decrease compared to 2024/Q3 [3,445.13MWh/h]
6,207.84GWh	Energy billed to customers; 41.37GWh (-0.66%) decrease compared to 2024/Q3 [6,249.21GWh]
₦509.84 billion	Total Revenue collected by the DisCos; ₦43.15 billion (+9.25%) increase compared to 2024/Q3 [₦466.69 billion]
83.66%	Cumulative billing efficiency across all DisCos; +1.51pp increase compared to 2024/Q3 [82.15%]
77.44%	Cumulative collection efficiency across all DisCos; +2.89pp increase compared to 2024/Q3 [74.55%]
35.22%	Aggregate Technical, Commercial and Collection Loss; 3.88pp better ATC&C performance compared to 2024/Q3 [39.10%]
₦408.86 billion	Combined invoice from NBET (DRO-adjusted) and MO to DisCos; -₦32.81 billion (-7.42%) decrease compared to 2024/Q3 [₦441.67 billion]
₦378.94 billion	Total amount remitted by DisCos to NBET and TCN/MO; ₦8.93 billion (+2.41%) increase compared to 2024/Q3 [₦370.15 billion]
92.68%	DisCos' overall remittance performance; +8.91pp increase compared to 2024/Q3 [83.77%]

185,439	Number of new meters Installed; 352 more installations (+0.19%) compared to the 185,087 meters installed in 2024/Q3
275,681	Total complaints received at the DisCo-CCU; -16.13% decrease compared to 328,696 complaints received in 2024/Q3
67.62%	Forum Office complaint resolution rate; +8.72pp increase compared to 2024/Q3 [58.90%]
54	Number of accidents; 2 fewer accidents compared to 2024/Q3 [56]
45	Number of casualties (injuries and fatalities); 12 fewer casualties compared to 2024/Q3 [57]



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/Q4 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. In evaluating the operational performance of the NESI, the following Key Performance Indicators (KPIs) are considered:

- Available generation capacity
- Plant availability factor
- Quarterly generation
- Generation load factor
- Generation mix

2.1.1 Available generation capacity

In 2024/Q4, the average available generation capacity of the grid-connected power plants increased by 195.98MW (+3.84%) from the 5,100.90MW recorded

in 2024/Q3 to 5,296.89MW; this was driven by the increase in the available capacity of fifteen (15) out of the twenty-eight (28) grid-connected power plants[5].

The most significant increase in plant available generation capacity in 2024/Q4 compared to 2024/Q3 was recorded in Sapele_2 (+270.88%). Notable increases in generation capacity between 2024/Q3 and 2024/Q4 were also recorded in Ihovbor_2 (+46.03%), Odukpani_1 (+45.92%), Omotosho_2 (+42.74%), Kainji_1 (+31.28%), Omotosho_1 (+30.09%), Olorunsogo_1 (+23.45%), and Geregu_2 (+20.98%) power plants (Figure 1).

Conversely, there were significant decreases in the average available capacities of Trans Amadi_1 (-62.93%), Rivers_1 (-55.75%), Afam_2 (-39.68%), and Ibom Power_1 (-36.97%) power plants in 2024/Q4 compared to 2024/Q3.

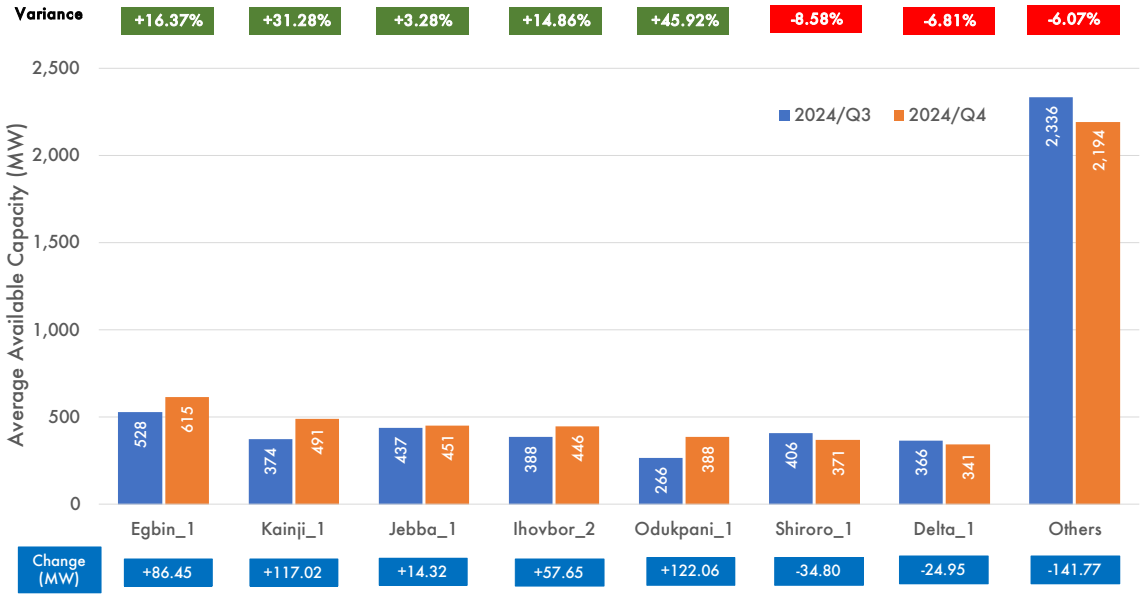


Figure 1: Average Available Capacity (MW) in 2024/Q3 vs. 2024/Q4

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

[5] The nomenclature of generating plants in the NESI has been revised pursuant to Order-NERC/2024/002. The old and new names are contained in Appendix I.

(planned and unplanned outages); iii) feedstock availability, etc. The formula for the plant availability factor (PAF) is represented by equation 1:

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

The plant availability factor (PAF) is a critical parameter for evaluating the overall health of the upstream segment of the NESI. In 2024/Q4, the average plant availability factor for all grid-connected plants was 38.88%; more than 61.12% of the installed capacity across the twenty-eight (28) grid-connected power plants was not available for dispatch onto the grid across the quarter. Overall, eleven (11) power plants had availability factors above 50%, with Ikeja_1 power plant recording the highest availability factor at 99.05%. On the other end of the spectrum, Alaoji_1 recorded a PAF of 0% in 2024/Q4.

The PAF of all the grid-connected plants is contained in Table 1. The gross PAF of 38.88% recorded in 2024/Q4 represents a +1.44pp increase relative to the 37.44% PAF that was recorded in 2024/Q3. Significant increases were recorded in the PAF of many thermal plants, including Odukpani_1 (+19.53pp), Omotosho_1 (+13.13pp), Ihovbor_2 (+12.51pp), Sapele_2 (+12.26pp), Ikeja_1 (+10.43pp) and Olorunsogo_1 (+10.24pp) in 2024/Q4 compared to 2024/Q3.

Conversely, the PAF of Rivers_1 and Afam_2 power plants decreased significantly by –36.07pp and -20.18pp, respectively, between 2024/Q3 and 2024/Q4. Three (3) out of the five (5) grid-connected hydropower plants, Zungeru_1 (-11.40pp), Shiroro_1 (-5.80pp), and Dadin-Kowa_1 (-2.44pp), also recorded decreases in PAF in 2024/Q4 compared to 2024/Q3.

Table 1: Plant Availability Factor (%) in 2024/Q3 vs. 2024/Q4

Plant	Installed capacity (MW)	Average Available Capacity (MW)		Plant Availability Factor (%)	
		2024/Q3	2024/Q4	2024/Q3	2024/Q4
Ikeja_1	110	97.48	108.96	*88.62*	*99.05*
Ihovbor_2	461	388.03	445.68	*84.17*	*96.68*
Dadin-Kowa_1	40	35.72	34.74	*89.29*	*86.85*
Jebba_1	578	436.87	451.20	*75.58*	*78.06*
Kainji_1	760	374.06	491.08	*49.22*	*64.62*
Odukpani_1	625	265.81	387.87	*42.53*	*62.06*
Shiroro_1	600	405.81	371.01	*67.63*	*61.83*
Omotosho_1	335	146.14	190.11	*43.62*	*56.75*
Okpai_1	480	292.09	262.45	*60.85*	*54.68*
Olorunsogo_1	335	146.35	180.66	*43.69*	*53.93*
Geregu_2	435	185.53	224.46	*42.65*	*51.60*

Plant	Installed capacity (MW)	Average Available Capacity (MW)		Plant Availability Factor (%)	
		2024/Q3	2024/Q4	2024/Q3	2024/Q4
Zungeru_1	700	412.58	332.81	*58.94*	*47.54*
Egbin_1	1,320	528.27	614.72	*40.02*	*46.57*
Igbafo_1	45	16.36	19.24	*36.35*	*42.77*
Delta_1	900	366.12	341.17	*40.68*	*37.91*
Afam_2	650	330.61	199.43	*50.86*	*30.68*
Omoku_1	150	54.30	44.27	*36.20*	*29.52*
Rivers_1	180	116.47	51.53	*64.70*	*28.63*
Geregu_1	435	141.24	119.59	*32.47*	*27.49*
Ibom power_1	190	51.47	32.44	*27.09*	*17.08*
Sapele_2	500	22.63	83.95	*4.53*	*16.79*
Olorunsogo_2	750	92.99	109.08	*12.40*	*14.54*
Ihovbor_1	500	44.57	65.09	*8.91*	*13.02*
Sapele Steam_1	720	81.85	63.25	*11.37*	*8.79*
Afam_1	726	54.12	58.18	*7.45*	*8.01*
Omotosho_2	500	8.44	12.04	*1.69*	*2.41*
Trans Amadi_1	100	4.98	1.85	*4.98*	*1.85*
Alaoji_1	500	0.00	0.00	*0.00*	*0.00*
Total	13,625	5,100.90	5,296.89	*37.44*	*38.88*

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

2.1.3 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/Q4 was 4,207.41MWh/h, which translates to a total generation of 9,289.95GWh (equation 2).

Total generation = Ave. hourly generation (MWh/h)×24hrs× number of days in the quarter (2)

Both the hourly generation and the total generation decreased by -1.70% respectively in 2024/Q4 compared to 2024/Q3; the hourly generation decreased from 4,280.24MWh/h generated in 2024/Q3 to 4,207.41MWh/h (-72.83MWh/h), while the total generation decreased from 9,450.76GWh

generated in 2024/Q3 to 9,289.95GWh (-160.81GWh) in 2024/Q4. The decrease in quarterly generation despite an increase in power plants' cumulative available generation capacity (section 2.1.1) indicates a reduced load offtake on the grid in 2024/Q4.

The most significant decreases in average hourly generation were recorded in Trans Amadi_1 (-66.30%), Olorunsogo_2 (-57.66%), Ibom Power_1 (-49.65%), Rivers_1 (-48.77%), Afam_2 (-43.40%) and Sapele Steam_1 (-41.74%) power plants. The average hourly generation of three (3) hydropower plants; Zungeru_1 (-29.42%), Dadin-Kowa_1 (-17.45%), and Shiroro_1 (-8.46%), also decreased in 2024/Q4 compared to 2024/Q3.

Conversely, the average hourly generation of Omotosho_2 (+347.87%), Sapele_2 (+275.80%), and Odukpani_1 (+52.14%) increased significantly in 2024/Q4 compared to 2024/Q3 (Figure 2).

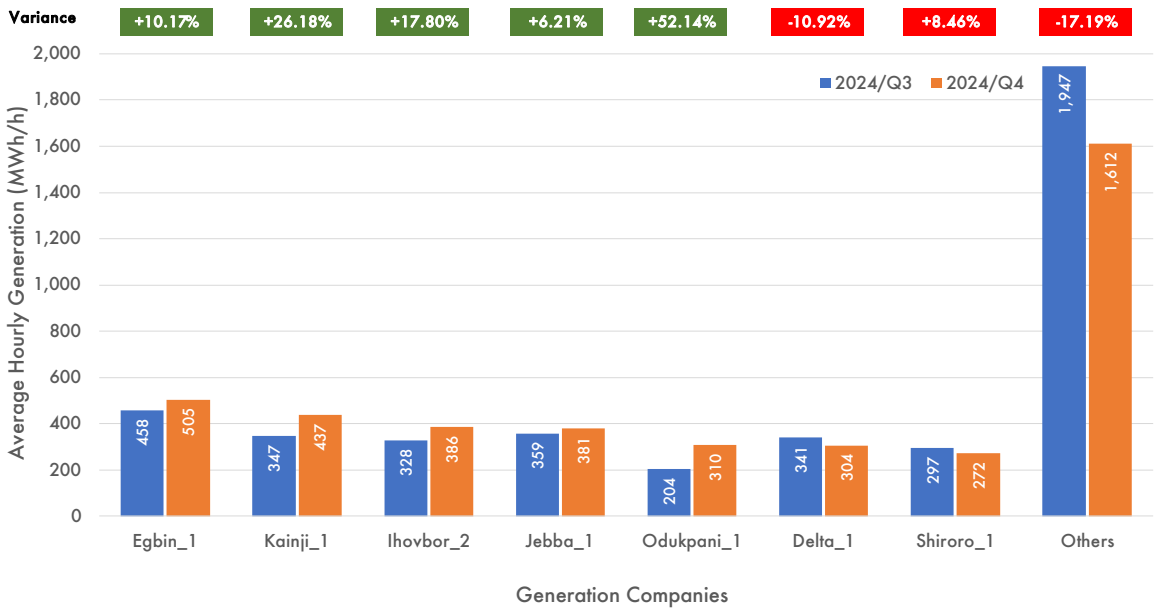


Figure 2: Average Hourly Generation (MWh/h) in 2024/Q3 vs. 2024/Q4

Cumulatively, the average hourly generation of the five grid-connected hydropower plants decreased by 23.50MWh/h (–1.68 %) in 2024/Q4 compared to 2024/Q3. This is due to the decrease in generation of three (3) out of the five hydropower plants in 2024/Q4 compared to 2024/Q3.

Similarly, the cumulative average hourly generation from the grid-connected thermal plants during the quarter also decreased by 49.34MWh/h (–1.71%) compared to 2024/Q3, with eleven (11) out of the twenty-three (23) thermal plants recording decreases in their average hourly generation (Table 2).

Table 2: Average Hourly Generation (MWh/h) in 2024/Q3 vs. 2024/Q4

Plant	Average Hourly Generation (MWh/h)		Change (MWh/h)	Change (%)
	2024/Q3	2024/Q4		
Omotosho_2	1.66	7.44	5.78	347.87
Sapele_2	12.02	45.18	33.16	275.80
Odukpani_1	203.75	309.98	106.23	52.14
Kainji_1	346.67	437.43	90.76	26.18
Omotosho_1	130.37	159.05	28.68	22.00
Ihovbor_2	327.88	386.25	58.37	17.80
Geregu_2	101.38	118.64	17.27	17.03
Olorunsogo_1	143.39	164.92	21.54	15.02
Ikeja_1	86.38	96.21	9.83	11.38
Igbafo_1	17.66	19.50	1.83	10.37
Egbin_1	458.06	504.67	46.60	10.17
Afam_1	49.95	54.86	4.91	9.83
Jebba_1	358.78	381.07	22.28	6.21
Alaoji_1	0.00	0.00	0.00	0.00
Shiroro_1	296.85	271.74	-25.11	-8.46
Delta_1	341.09	303.84	-37.25	-10.92
Ihovbor_1	24.56	20.42	-4.14	-16.86
Okpai_1	250.41	206.98	-43.43	-17.34
Dadin-Kowa_1	35.13	29.00	-6.13	-17.45
Geregu_1	120.12	93.02	-27.09	-22.56
Omoku_1	62.87	46.23	-16.65	-26.48
Zungeru_1	357.92	252.63	-105.29	-29.42
Sapele Steam_1	49.28	28.71	-20.57	-41.74
Afam_2	327.09	185.12	-141.97	-43.40
Rivers_1	75.25	38.55	-36.69	-48.77
Ibom power_1	43.90	22.10	-21.79	-49.65
Olorunsogo_2	50.81	21.51	-29.30	-57.66
Trans Amadi_1	7.01	2.36	-4.65	-66.30
Total	4,280.24	4,207.41	-72.83	-1.70

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/Q4 was 79.43%; meaning that on average, 20.57% of available energy (MWh) was not dispatched during the quarter. The load factor in 2024/Q4 (79.43%) is a -4.48pp decrease compared to the 83.91% load factor recorded in 2024/Q3. A decline in load factor is expected because while the national grid experienced an increase in available generation as shown in section 2.1.1, it also recorded a decline in energy offtake, as explained in section 2.1.3, thereby leading to a reduction in the utilisation of the capacity of the available plants.

The load factors of the seven (7) power plants with the highest dispatch rates in 2024/Q4 are presented in Figure 3. Trans Amadi_1, Omoku_1, and Igbafo_1 recorded dispatch rates of 100%, while three (3) other plants recorded dispatch rates above 90%. All the hydropower plants (Kainji_1, Jebba_1, Dadin-Kowa_1, Zungeru_1, and Shiroro_1) recorded dispatch rates <90% (89.07%, 84.46%, 83.47%, 75.91% and 73.24%, respectively), which is inconsistent with the Commission's Order No: NERC/189/2019[6]. The Commission is conducting further investigations into the root causes of the non-compliance with a view to applying sanctions against the relevant market participants.

2.1.5 Generation mix

The electricity generation mix refers to the combination of fuels used to generate electricity over a period. The electricity 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 Security[2]; ii) Energy Sustainability[3]; and iii) Energy Affordability/Equity[4]. The formula for the share of electricity generated by fuel source is given by equation 4:

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

The share of electricity generated from different fuel sources in 2024/Q3 and 2024/Q4 is presented in Figure 4. The total generation from hydropower plants

[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

(3,029.07GWh) decreased by 51.87GWh (-1.68%) in 2024/Q4 compared to 2024/Q3 (3,080.94GWh). The contribution of hydropower to the energy mix in 2024/Q4 was 32.61% (3,029.07GWh out of 9,289.95GWh), which represents a +1pp change compared to its contribution in 2024/Q3 (32.60%).

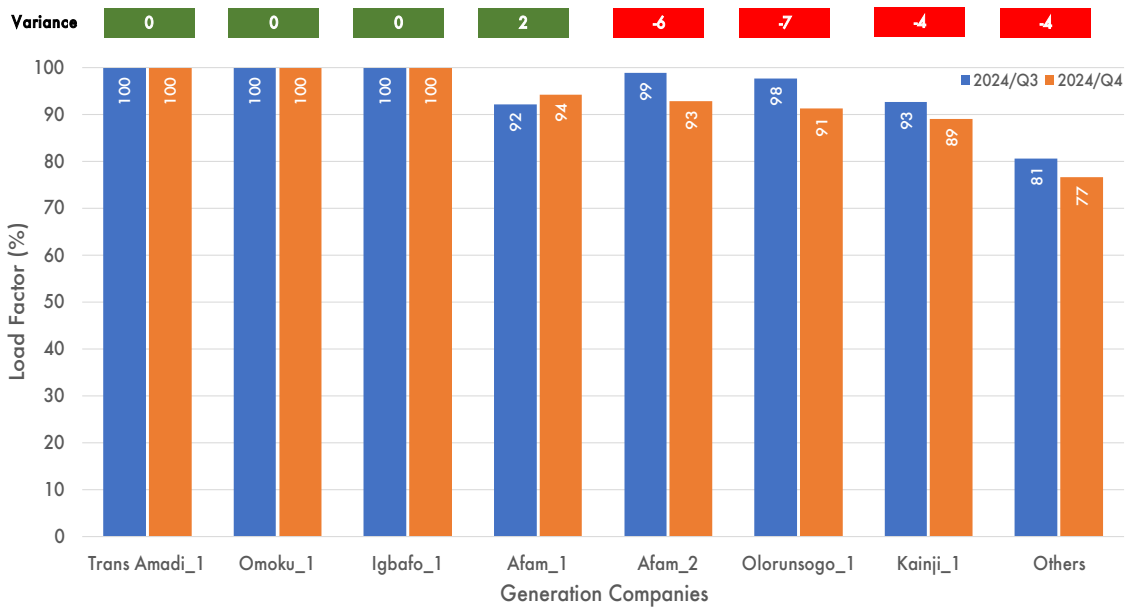


Figure 3: Load Factor (%) in 2024/Q3 vs. 2024/Q4

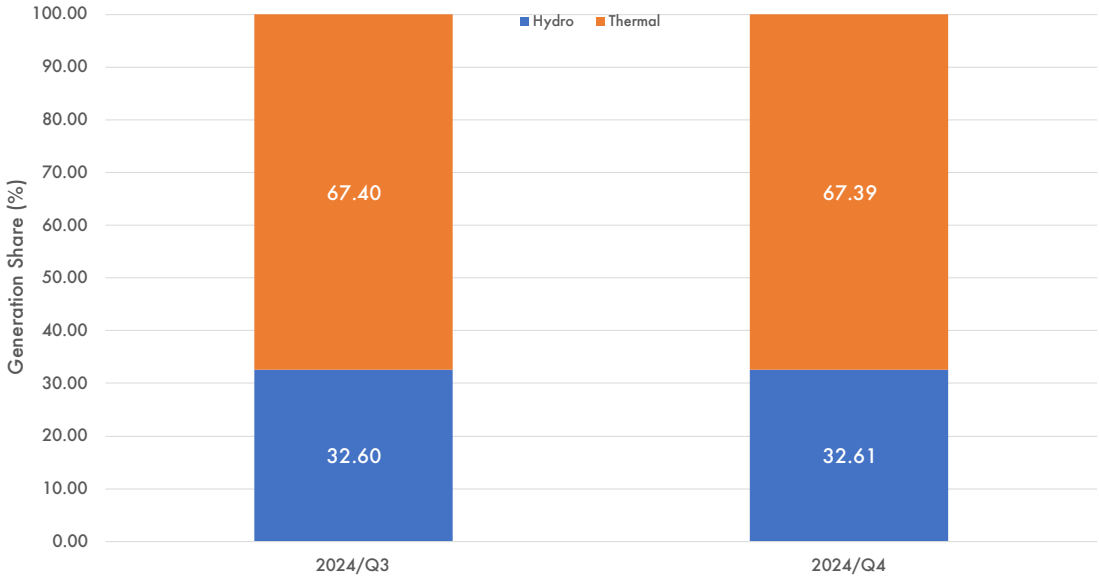


Figure 4: Electricity Generated by Energy Sources (%) in 2024/Q3 vs. 2024/Q4

2.2 Grid Performance

The Transmission Company of Nigeria (TCN) which has the responsibility of transporting energy from power plants to DisCos holds two licences; 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:

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

The average TLF in 2024/Q4 was 9.23% (Figure 5). A TLF of 9.23% indicates that for every 100MWh of energy injected into the grid, 9.23MWh 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/Q4 represents an increase of +0.19pp (decline in performance) relative to the 9.04% recorded in 2024/Q3.

The 9.23% TLF recorded in 2024/Q4 represents an underperformance of +2.23pp relative to the MYTO target for 2024 – 7.00%. The TLF target represents the maximum efficient loss in transmission for which the Transmission Service Provider (TSP)'s revenue requirement allows for recovery from customers. Exceeding the TLF target means that the TSP will not be able to earn its full revenue requirement

because there is no provision to recover the revenues needed to cover the excess (inefficient) losses.

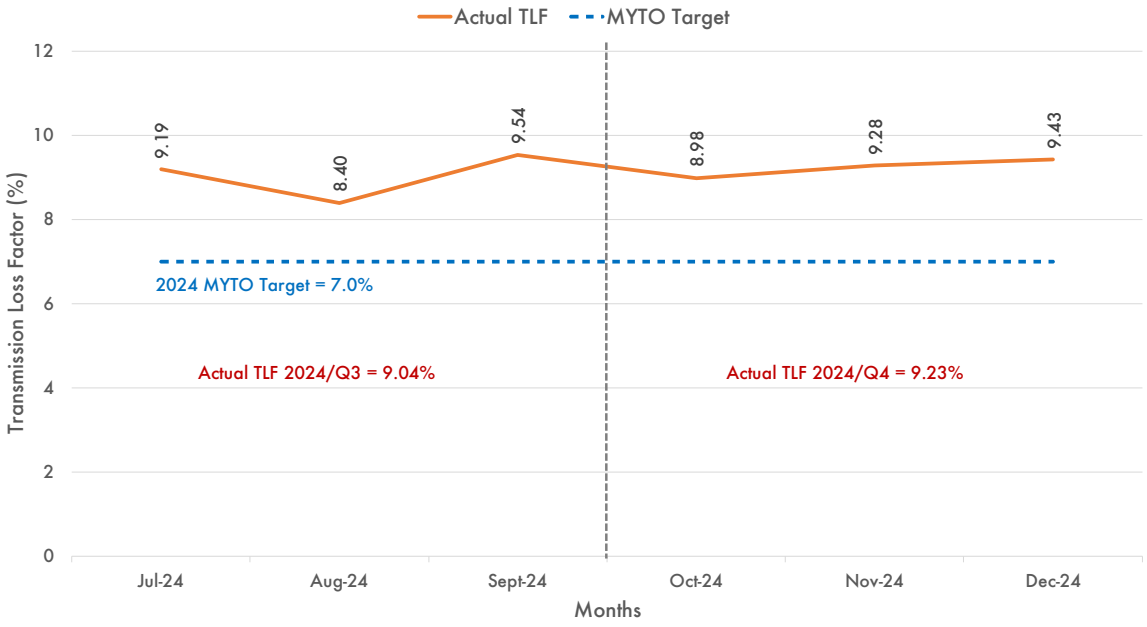


Figure 5: Actual Transmission Loss Factor (%) vs. MYTO TLF Target (%) July-December 2024

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 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 ±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 ±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/Q4, the average lower daily system frequency was 49.39Hz, while the average upper daily system frequency was 50.91Hz, which translates to a range of 1.52Hz (Figure 6). Comparatively, in 2024/Q3, the average lower daily system frequency was 49.56Hz, while the upper daily system frequency was 50.75Hz, which translated to a range of 1.19Hz. The 0.33Hz (+27.73%) increase in the average quarterly frequency range recorded in 2024/Q4 relative to 2024/Q3 indicates a decline in the operational performance of the National Grid.

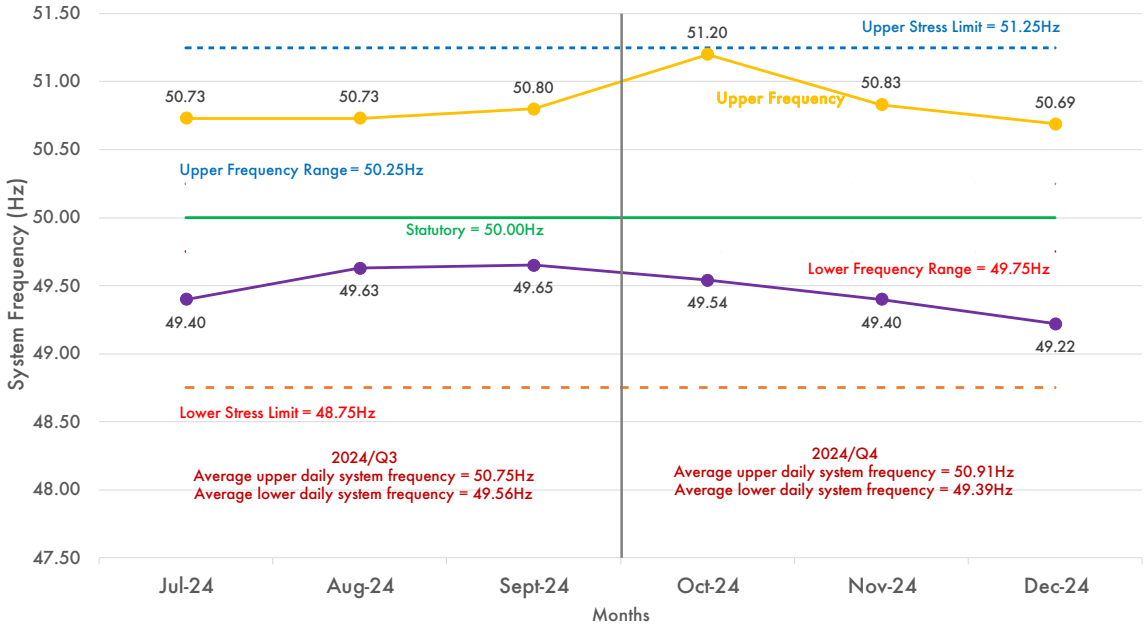


Figure 6: Monthly System Frequency (Hz) from July - December 2024

The average lower and average upper frequencies were outside the frequency range specified in the Grid Code throughout 2024/Q4. 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 ±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 July to December 2024 is illustrated in Figure 7. The average lower and upper operating voltage bounds for the transmission network in 2024/Q4 were 294.37kV and 351.35kV, respectively; both values are outside the respective allowable limits specified in the Grid Code. As explained for frequency in section 2.2.2, the measure of the health of a system over a given period can also be evaluated based on the range between the average upper daily system voltage and the average lower daily system voltage. The lower the range, the more stable the system has been.

By way of comparison, the range between the Grid's average lower and upper operating voltage for 2024/Q4 was 56.98kV which is higher than the 53.04kV (average lower and upper voltages of 299.64kV and 352.68kV respectively) that was recorded in 2024/Q3, further reinforcing the hypothesis reported in section 2.2.2 that there was a decline in grid performance in 2024/Q4.

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

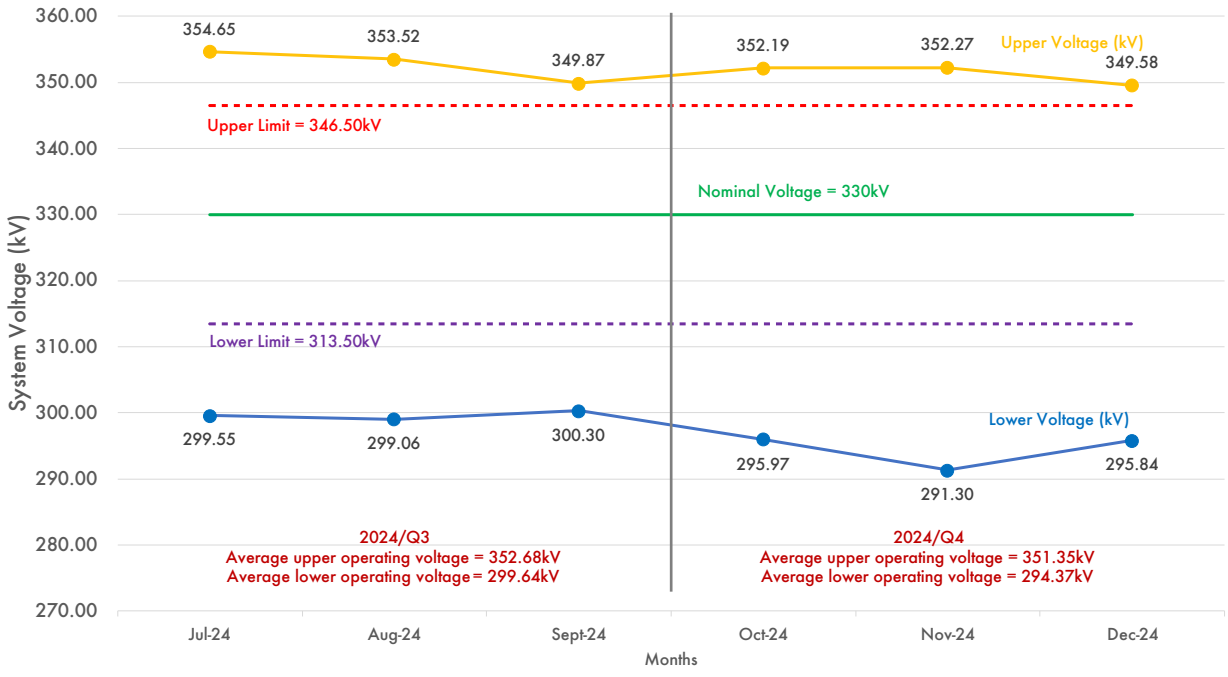


Figure 7: Monthly System Voltage (kV) from July - December 2024

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 (330kV ± 5.0%) and frequency (50Hz ± 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 response can worsen the frequency imbalance, potentially causing a cascade of further shutdowns across generation units and resulting in a full or partial system collapse.

There were three (3) incidents of total collapse and two (2) incidents of partial collapse on the national grid in 2024/Q4. The partial collapse occurred on 14 October and 05 November 2024, while the total collapses occurred on 19 October, 07 November, and 11 December 2024, respectively. The details of the incidents are contained in Table 3.

Table 3: System Collapse in 2024/Q4

SN	Date	Type of Collapse	Time of Collapse	Time of full system restoration	Remarks
1	14/10/2024	Partial	18:48Hrs	15/10/2024 16:14Hrs	Restoration was delayed due to the unavailability of some critical circuits.
2	19/10/2024	Full	08:15Hrs	17:57Hrs	
3	05/11/2024	Partial	13:52Hrs	23:37Hrs	Restoration was delayed due to the unavailability of some critical circuits.
4	07/11/2024	Full	11:29Hrs	08/11/2024 10:59Hrs	
5	11/12/2024	Full	13:32Hrs	20:07Hrs	

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/Q4, the following parameters are 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 (cover fixed costs) to compensate them for making their generation units available.

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 PCCs – "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:

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

Considering the large disparity between the 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., instances where DisCos deliberately reduced energy supply to areas with high commercial and collection losses.

It is noteworthy that when DisCos have offtake ratios below 100%, they incur increased wholesale energy costs as they still have to pay NBET/GenCos for unutilised 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 off-taken) from customers.

In 2024/Q4, the average energy offtake by DisCos at their trading points was 3,360.77MWh/h, which represents a decrease of 84.36MWh/h (-2.45%) when compared to 3,445.13MWh/h off-take in 2024/Q3. The decrease in the average energy offtake at trading points can be attributed to the decrease in energy available for offtake (PCC), which was a result of the decrease in generation during the quarter explained in section 2.1.3.

The cumulative energy offtake performance of DisCos during the quarter was 94.61%. Benin (99.57%), Enugu (96.82%), Port Harcourt (96.62%), Ibadan (96.60%) and Ikeja (96.15%) DisCos took >95% of their available PCC during the quarter. All the other DisCos took <95% of available PCC with Yola DisCo (76.89%) recording the worst offtake performance (Table 4). At an aggregate level, the energy offtake performance of the DisCos increased by +4.14pp between 2024/Q4 and 2024/Q3; this is consistent with the trends have been reported in prior quarters; a reduction in available PCC across 2 quarters often leads to an increase in energy offtake performance while an increase in available PCC across 2 quarters often leads to a decrease in energy offtake performance.

The Orders on Performance Monitoring Framework for DisCos (NERC/2024/086 – 096) issued on 05 July 2024 mandates that DisCos have to take at least 95% of their available PCC or face sanctions by the Commission. Pursuant to these provisions, the Commission has already commenced the appropriate enforcement actions against DisCos that did not meet the minimum offtake requirement for 2024/Q4.

Table 4: DisCo energy offtake performance in 2024/Q3 vs. 2024/Q4

DisCos	2024/Q3			2024/Q4		
	Energy Offtake (MWh/h)	Available PCC (MWh/h)	Offtake Performance (%)	Energy Offtake (MWh/h)	Available PCC (MWh/h)	Offtake Performance (%)
Abuja	509.40	588.74	*86.52*	526.83	573.32	*91.89*
Benin	314.46	320.83	*98.01*	346.46	347.96	*99.57*
Eko	445.31	491.07	*90.68*	454.74	481.42	*94.46*
Enugu	288.14	292.08	*98.65*	294.17	303.82	*96.82*
Ibadan	434.05	458.33	*94.70*	437.59	452.98	*96.60*
Ikeja	512.08	571.77	*89.56*	539.20	560.79	*96.15*
Jos	194.26	220.44	*88.12*	136.43	143.63	*94.99*
Kaduna	202.16	246.62	*81.97*	149.64	170.67	*87.68*
Kano	215.57	249.50	*86.40*	149.08	162.97	*91.47*
PH	253.81	266.86	*95.11*	263.96	273.18	*96.62*
Yola	75.89	101.72	*74.61*	62.67	81.50	*76.89*
All DisCos	3,445.13	3,807.98	*90.47*	3,360.77	3,552.26	*94.61*

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 along the distribution network and 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:

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

The total energy offtake by all DisCos in 2024/Q4 was 7,420.58GWh, and the total energy billed was 6,207.84GWh, which translates to a billing efficiency of 83.66%. Comparatively, the total energy received and billed in 2024/Q3 were 7,606.84GWh and 6,249.21GWh, respectively, which translated to a billing efficiency of 82.15%. This means that at an aggregate level, DisCos recorded a +1.51pp increase in billing efficiency between 2024/Q3 and 2024/Q4.

The disaggregated performance of the DisCos shows that Ibadan DisCo recorded the highest billing efficiency of 89.99%, while Kaduna DisCo recorded the lowest

billing efficiency of 70.87%. A quarter-on-quarter comparison of billing efficiency shows that seven (7) DisCos recorded improvements in their billing efficiencies in 2024/Q4 relative to 2024/Q3, with Jos and Kaduna DisCos recording the most significant increases of +18.38pp and +6.86pp, respectively. Conversely, four (4) DisCos recorded decreases in billing efficiency with Kano DisCo (-3.99pp) recording the most significant decrease (Table 5).

Table 5: Energy received and billing efficiency by DisCos in 2024/Q3 vs. 2024/Q4

DisCos	2024/Q3			2024/Q4		
	Energy Offtake (GWh)	Energy Billed (GWh)	Billing Efficiency (%)	Energy Offtake (GWh)	Energy Billed (GWh)	Billing Efficiency (%)
Abuja	1,124.76	911.00	*81.00*	1,163.25	918.00	*78.92*
Benin	694.32	585.07	*84.27*	764.99	664.68	*86.89*
Eko	983.24	878.00	*89.30*	1,004.07	895.65	*89.20*
Enugu	636.21	477.00	*74.98*	649.53	475.00	*73.13*
Ibadan	958.37	862.31	*89.98*	966.20	869.45	*89.99*
Ikeja	1,130.67	952.53	*84.24*	1,190.55	1004.99	*84.41*
Jos	428.92	268.78	*62.66*	301.24	244.11	*81.04*
Kaduna	446.37	285.73	*64.01*	330.41	234.17	*70.87*
Kano	475.98	415.89	*87.38*	329.16	274.47	*83.39*
Port Harcourt	560.41	469.26	*83.74*	582.82	503.02	*86.31*
Yola	167.57	143.65	*85.73*	138.37	124.29	*89.83*
All DisCos	7,606.84	6,249.21	*82.15*	7,420.58	6,207.84	*83.66*

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/Q4 was ₦509.84 billion out of the ₦658.40 billion that was billed to customers. This translates to a collection efficiency of 77.44%. In comparison, the total revenue collected by all DisCos in 2024/Q3 was ₦466.69 billion out of the ₦626.02 billion billed to customers, which translated to a 74.55% collection efficiency. The 77.44% collection efficiency recorded in 2024/Q4 is +2.89pp higher than the collection efficiency recorded in 2024/Q3 (74.55%).

The summary of the revenue collection performance of all DisCos is contained in Table 6. Similar to the trend observed in 2024/Q3, Eko (90.00%) and Ikeja (82.63%) DisCos recorded the highest collection efficiencies in 2024/Q4. Conversely, Jos DisCo recorded the lowest collection efficiency at 49.68%. A comparison of DisCos performance shows that eight (8) DisCos recorded improvements in collection efficiency between 2024/Q3 and 2024/Q4, with Yola (+13.93pp) and Kano (+9.88pp) recording the greatest improvements. Conversely, the remaining three (3) DisCos recorded declines in collection efficiency with Jos (-3.61pp) and Abuja (-3.39pp) DisCos having the most significant declines over the period.

Table 6: Revenue Collection Performance (%) of DisCos in 2024/Q3 vs. 2024/Q4

DisCos	2024/Q3			2024/Q4		
	Total Billings (₦' Billion)	Revenue Collected (₦' Billion)	Collection Efficiency (%)	Total Billings (₦' Billion)	Revenue Collected (₦' Billion)	Collection Efficiency (%)
Abuja	99.26	78.28	*78.87*	107.91	81.45	*75.48*
Benin	50.77	41.09	*80.94*	56.28	45.69	*81.17*
Eko	103.11	87.02	*84.40*	107.31	96.58	*90.00*
Enugu	46.71	36.07	*77.23*	49.24	39.49	*80.20*
Ibadan	74.96	57.60	*76.84*	78.64	60.91	*77.46*
Ikeja	99.73	83.55	*83.78*	123.35	101.92	*82.63*
Jos	30.73	16.37	*53.29*	28.67	14.25	*49.68*
Kaduna	24.57	11.40	*46.42*	19.45	10.80	*55.52*
Kano	43.89	20.64	*47.03*	33.72	19.19	*56.91*
Port Harcourt	41.31	29.22	*70.76*	44.01	33.36	*75.79*
Yola	10.98	5.41	*49.31*	9.82	6.21	*63.24*
All DisCos	626.02	466.69	*74.55*	658.40	509.84	*77.44*

In 2024/Q4, billing and collection efficiencies improved by +1.51pp and +2.89pp, respectively, compared to 2024/Q3. Based on historical trends, these improvements

can be attributed to the reduced energy offtake during the quarter compared to 2024/Q3. Typically, when DisCos offtake less energy, they are able to dedicate a higher share of their energy to areas with lower billing and collection inefficiencies.

The most proven methods to improve energy accounting and revenue recovery are 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) in 2024/Q2. The Order, which became effective on 24 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.

As of December 2024, DisCos have metered more than 4,000 Band A customers through the MAF scheme. In addition to the MAF, DisCos are expected to continue to utilise any of the metering frameworks provided for in the NERC MAP and NMMP metering regulation (2021) to improve end-use customer metering in their franchise areas. This will reduce commercial and collection losses, thereby improving the flow of funds to upstream market participants in the NESI.

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

The Aggregate Technical, Commercial and Collection (ATC&C) loss is a summation of – i) billing losses incurred by a DisCo due to its inability to bill 100% of energy delivered to customers (technical and commercial losses); and ii) 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 discrepancies 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 not be able to earn the total revenue requirement upon which its tariffs have been determined; this could pose risks to its long-term financial position.

The aggregate ATC&C loss recorded across all 11 DisCos in 2024/Q4 was 35.22%, which comprised 16.34% in technical and commercial losses and 22.56% in collection loss (Table 7.) The aggregate ATC&C loss of 35.22% recorded in 2024/Q4 is +10.49pp higher than the allowed aggregate efficient loss target (24.73%) applied in the computation of the tariffs in the MYTO for the year 2024 and translates to a cumulative revenue loss of ₦139.08 billion for the DisCos.

Only Yola[7] (Actual - 43.19% vs. target - 56%) and Eko (Actual - 19.72% vs. target - 20.07%) DisCos achieved their ATC&C loss targets in 2024/Q4. This means that only these two DisCos will be able to earn their revenue requirements as designed in their tariffs. The other nine (9) DisCos failed to achieve their ATC&C loss targets with the widest variance (target – actual) being recorded by Kaduna (-35.65pp), Kano (-27.55pp) and Jos (-27.02pp) DisCos. These excess ATC&C losses (inefficiencies) are not recoverable from customers and may compromise the long-term financial positions of the affected DisCos.

The average ATC&C loss recorded in 2024/Q4 (35.22%) was -3.88pp lower (better performance) than what was recorded in 2024/Q3 (39.10%). Nine (9) DisCos recorded improvements in their ATC&C loss performance in 2024/Q4 compared to 2024/Q3, with Yola (-13.86pp) and Kaduna (-10.19pp) DisCos recording the greatest improvements. Conversely, the remaining two (2) DisCos (Abuja; +4.30pp and Ikeja; +0.47pp) recorded declines in their ATC&C loss performances between 2024/Q4 and 2024/Q3 (Table 7).

[7] Yola DisCo has a high ATC&C loss allowance due to the provisions contained in its performance agreement upon reprivatisation in 2021.

Table 7: ATC&C Loss (%) by DisCos in 2024/Q3 vs. 2024/Q4

DisCo	MYTO Target (%)	ATC&C (%)		Variance (pp)	
	2024	2024/Q3	2024/Q4	2024/Q3	2024/Q4
Abuja	25.00	36.13	40.43	-11.13	-15.43
Benin	25.00	31.80	29.47	-6.80	-4.47
Eko	20.07	24.62	19.72	-4.55	0.35
Enugu	25.00	42.89	41.35	-17.89	-16.35
Ibadan	25.00	30.86	30.30	-5.86	-5.30
Ikeja	18.73	29.78	30.25	-11.05	-11.52
Jos	32.72	66.81	59.74	-34.09	-27.02
Kaduna	25.00	70.84	60.65	-45.84	-35.65
Kano	25.00	59.82	52.55	-34.82	-27.55
Port Harcourt	25.00	41.70	34.58	-16.70	-9.58
Yola	56.00	57.05	43.19	-1.05	12.81
All DisCos					
MYTO Level	24.73				
Total Technical, Commercial & Collection losses	-	39.10	35.22		
Technical & Commercial losses	-	18.32	16.34		
Collection losses	-	25.45	22.56		

2.3.5 Market Remittance

Under the account administration mechanism set up by the CBN in 2014 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 cover[8]. Furthermore, DisCos are expected to remit 100% of the invoices received from the MO for transmission and administrative service costs.

As explained in prior reports, the DRO regime replaced the Minimum Remittance Obligation[9] (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 in their distribution network. Thus, the portion of GenCo invoices not covered by DRO is the tariff subsidy which is invoiced directly to the Federal Ministry of Finance by NBET.

The total NBET invoices and final obligation for each DisCo (based on DRO) during 2024/Q4 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 ₦471.69 billion[10] (56.65% of total NBET invoice) in 2024/Q4. Between 2024/Q3 and 2024/Q4, the subsidy obligation of the government increased by ₦7.57 billion, from ₦464.12 billion (54.71% of the total GenCo invoice) to ₦471.69 billion (56.65% of the total GenCo invoice). The increase in the subsidy obligation of the FGN is a result of the FGN policy to freeze allowed tariffs paid by customers despite the increase in the cost-reflective tariffs across the quarters.

[8] 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.
[9] 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
[10] Monthly subsidy obligation during the quarter; Oct - ₦159 billion, Nov - ₦149 billion and Dec - ₦163 billion.

Table 8: Total NBET Invoice and Final Obligation (DRO) of DisCos for 2024/Q4

DisCos	Total NBET Invoice (₦' billion)	Final Obligation (₦' billion)
Abuja	132.52	61.46
Benin	83.39	36.17
Eko	112.91	57.38
Enugu	72.23	29.91
Ibadan	107.51	45.18
Ikeja	132.73	66.68
Jos	33.73	11.01
Kaduna	38.41	12.21
Kano	37.47	12.98
Port Harcourt	64.47	26.14
Yola	17.29	1.85
All DisCos	832.67	360.97

In 2024/Q4, the DRO-adjusted invoice from NBET to the DisCos was ₦360.97 billion[11] while the total remittance made was ₦336.63 billion, which translates to 93.26% remittance performance. Comparatively, in 2024/Q3, the DRO-adjusted invoice from NBET to DisCos was ₦382.90 billion, and the total remittance was ₦324.83 billion, which translated to 84.83% remittance performance. The +8.43pp increase in DisCos' remittance performance to NBET between 2024/Q3 and 2024/Q4 can be attributed to two (2) things; i) the -5.73% decrease in DRO-adjusted invoice across the quarters and ii) the +9.25% increase in collections by DisCos in 2024/Q4 compared to 2024/Q3 (₦509.84 billion vs. ₦466.69 billion).

Disaggregated remittance performance of the DisCos to NBET in 2024/Q4 shows that Eko, Ikeja and Yola DisCos achieved 100% remittance performance to NBET while Abuja (97%), Benin (90%), Enugu (90%), Ibadan (93%), Kano (95%) and Port Harcourt (90%) achieved ≥90% remittance performance. Kaduna DisCo recorded the lowest remittance performance of 41.02% (Figure 8). A quarter-on-quarter analysis showed that all DisCos recorded improvements in remittance performance to NBET in 2024/Q4 compared to 2024/Q3. Kano (+28.59pp), Jos (+15.50pp) and Port Harcourt (+14.11pp) DisCos recorded the greatest improvements in remittance performance to NBET across the two quarters.

[11] Total NBET invoice for 2024/Q4 without adjustment for DRO (total bill issued by GenCos) is ₦832.67 billion

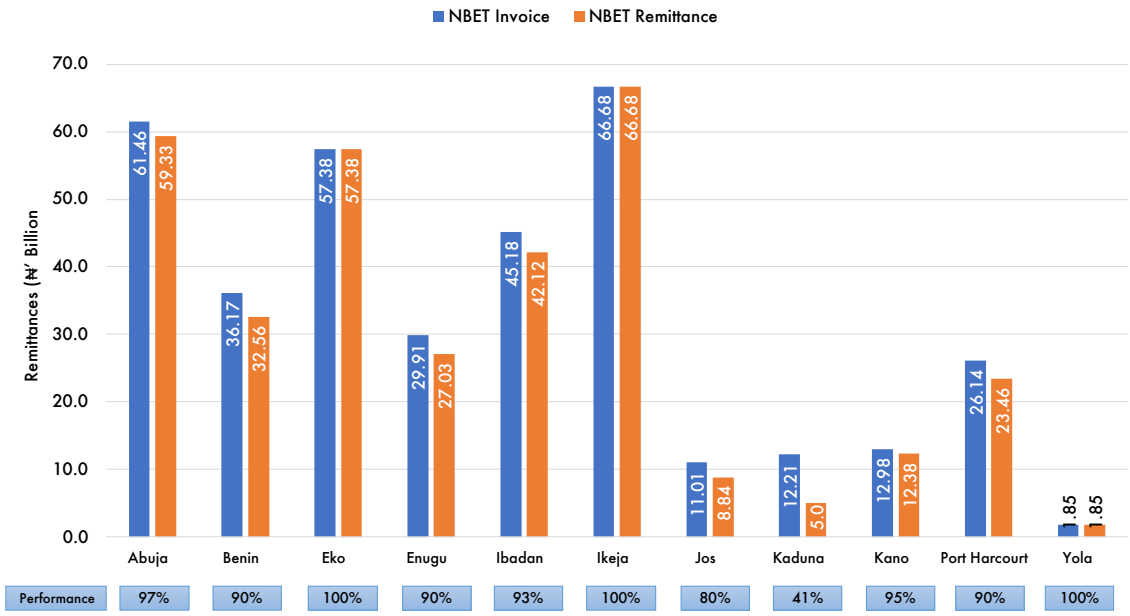


Figure 8: DisCos Remittance Performances to NBET in 2024/Q4

2.4.5.2 Market Remittance to MO

The Market Operator issues invoices to DisCos for energy transmission and administrative services. In 2024/Q4, DisCos made a total remittance of ₦42.30 billion against the cumulative invoice of ₦47.89 billion issued by the MO. This payment translates to 88.32% remittance performance and is a +11.44pp increase when compared to 76.88% remittance performance recorded in 2024/Q3 when DisCos remitted ₦45.18 billion out of ₦58.77 billion invoice issued by the MO.

The disaggregated remittance performance of the DisCos to MO shows that Yola, Abuja and Ikeja DisCos recorded the highest remittance performances of 100%, 94.65%, and 93.76%, respectively, while Kaduna had the lowest remittance performance of 16.47% (Figure 9). Between 2024/Q3 and 2024/Q4, all DisCos except Ikeja and Kaduna recorded improvements in their remittance performance to MO with Jos (+18.15pp), Kano (+16.42pp) and Port Harcourt (+14.24pp) recording the most significant improvements.

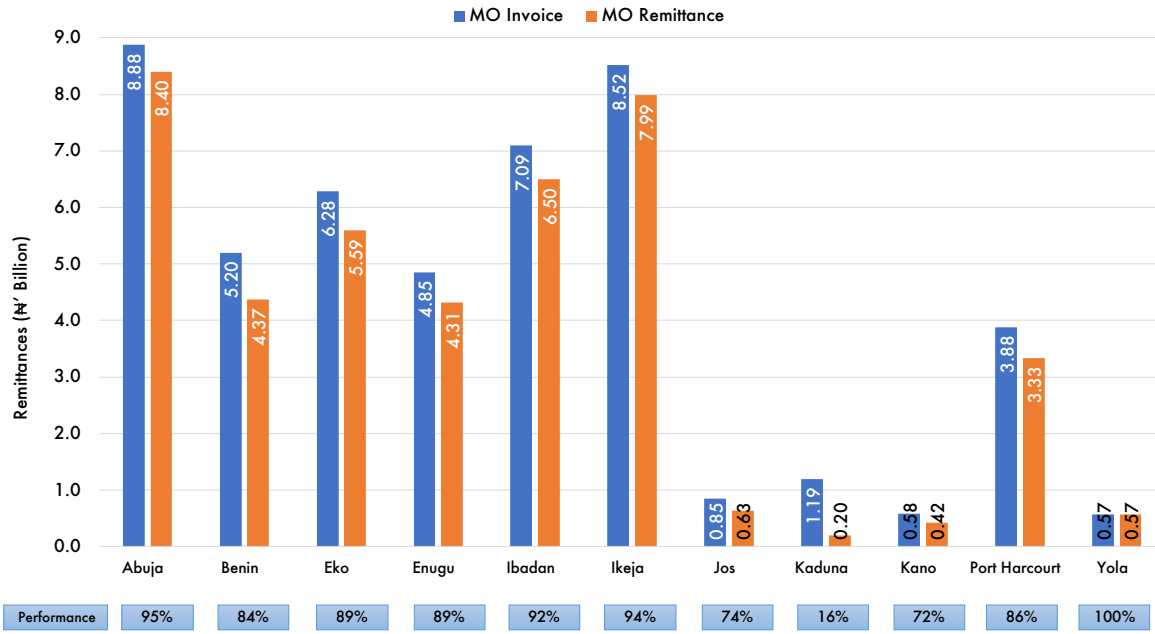


Figure 9: DisCos Remittance Performances to MO in 2024/Q4

2.4.5.3 Market Remittance to NBET and MO

The cumulative DisCos' remittance to NBET and MO in 2024/Q4 is presented Table 9.

Table 9: DisCos Remittance Performances to NBET and MO in 2024/Q4

DisCos	DRO Adjusted Invoice (₦' Billion)			Actual Remittance (₦' Billion)			Remittance Performance (%)	
	NBET	MO	NBET + MO	NBET	MO*	NBET + MO	2024/Q3	2024/Q4
Abuja	61.46	8.88	70.34	59.33	8.40	67.73	*89.56*	*96.29*
Benin	36.17	5.20	41.37	32.56	4.37	36.93	*83.59*	*89.27*
Eko	57.38	6.28	63.66	57.38	5.59	62.97	*98.55*	*98.92*
Enugu	29.91	4.85	34.76	27.03	4.31	31.35	*81.14*	*90.17*
Ibadan	45.18	7.09	52.27	42.12	6.50	48.61	*87.67*	*93.00*
Ikeja	66.68	8.52	75.20	66.68	7.99	74.67	*93.89*	*99.29*
Jos	11.01	0.85	11.86	8.84	0.63	9.47	*63.13*	*79.89*
Kaduna	12.21	1.19	13.40	5.01	0.20	5.21	*27.82*	*38.83*
Kano	12.98	0.58	13.57	12.38	0.42	12.80	*65.04*	*94.34*
P/Harcourt	26.14	3.88	30.02	23.46	3.33	26.79	*75.09*	*89.23*
Yola	1.85	0.57	2.41	1.85	0.57	2.41	*91.27*	*100.00*
All DisCos	360.97	47.89	408.86	336.63	42.30	378.94	*83.77*	*92.68*

*Based on the provisions of the SLA between the TCN and DisCos, the TSP has to pay a total of ₦2.41 billion to Jos, Kaduna, Kano and Yola DisCos due to service shortfalls in October and November 2024. The breakdown of the outstanding payments are as follows: Jos (Oct; ₦0.27 billion, Nov; ₦0.37 billion), Kaduna (Oct; ₦0.37 billion), Kano (Oct; ₦0.60 billion, Nov: ₦0.51 billion) and Yola (Oct; ₦0.26 billion, Nov; ₦0.01 billion).

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/Q4 by the MO are detailed in Table 10. The six (6) international bilateral customers being supplied by GenCos in the NESI made a payment of $5.21 million against the cumulative invoice of $14.05 million issued by the MO for services rendered in 2024/Q4, translating to a remittance performance of 37.08%. The domestic bilateral customers made a cumulative payment of ₦1,252.58 million against the invoice of ₦1,977.02 million issued to them by the MO for services rendered in 2024/Q4, translating to 63.36% remittance performance.

It is noteworthy that some bilateral customers (both domestic and international customers) made payments during 2024/Q4 for outstanding MO invoices from previous quarters. Paras-CEET, Pars-SBEE and Transcorp-SBEE made payments of $0.98 million, $0.70 million and $1.30 million, respectively, towards outstanding invoices from previous quarters. Similarly, the MO received ₦135.81 million from the domestic bilateral customers [NDPHC-Weewood; ₦21.17 million, North-South/Star Pipe; ₦11.00 million, Taopex; ₦83.00 million and Trans-Amadi (OAU/FMPI); ₦20.74 million] towards 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 ₦1.27 billion (NBET) and ₦0.11 billion (MO) invoices received in 2024/Q4. 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.

Table 10: Invoices and Remittances of Other Customers in 2024/Q4

	NBET			MO		
	Invoice (Million) 2024 /Q4	*Remittance (Million) 2024 /Q4*	*Performance (%) 2024 /Q4*	*Invoice (Million) 2024 /Q4*	*Remittance (Million) 2024 /Q4*	*Performance (%) 2024 /Q4*
International Bilateral Customers						
PARAS-SBEE ($)	-	-	-	2.65	-	*0.00*
PARAS-CEET ($)				1.64	-	*0.00*
TRANSCORP-SBEE (UGHELLI) ($)	-	-	-	3.59	1.71	*47.52*
TRANSCORP-SBEE (AFAM 3) ($)				1.20	0.90	*74.99*
MAINSTREAM-NIGELEC ($)	-	-	-	2.60	2.60	*100.00*
ODUKPANI-CEET ($)	-	-	-	2.37	-	*0.00*
Total	-	-	-	14.05	5.21	*37.08*

	NBET			MO		
	Invoice (Million) 2024 /Q4	*Remittance (Million) 2024 /Q4*	*Performance (%) 2024 /Q4*	*Invoice (Million) 2024 /Q4*	*Remittance (Million) 2024 /Q4*	*Performance (%) 2024 /Q4*
Local Bilateral Customers						
MSTM/INNER GALAXY (₦) MSTM/KAM IND. (₦) MSTM/KAM INT. (₦) MAINSTREAM/PRISM (₦) MSTM ZEBERCED (₦) MSTM/ADFV (₦)	-	-	-	1,135.14	1,135.14	*100.00*
NDPHC/WEEWOOD (₦)	-	-	-	92.82	0	*0.00*
NORTH SOUTH/STAR P (₦)	-	-	-	30.73	0	*0.00*
TRANS AMADI (OAU) (₦) TRANS AMADI (FMPI) (₦)	-	-	-	28.82	17.44	*60.50*
NDPHC/SUNFLAG (₦) OMOTOSHO II/PULKIT (₦)	-	-	-	37.25	0.00	*0.00*
ALAOJI GENCO/APLE (₦)	-	-	-	385.93	100.00	*25.91*
TAOPEX/KAM INT (₦) TAOPEX/KAM STEEL (₦)	-	-	-	215.39	0.00	*0.00*
SAPELE/PHOENIX (₦)				50.95	0.00	*0.00*
Total	-	-	-	1,977.02	1,252.58	*63.36*
Special Customer						
AJAOKUTA STEEL (₦)	1,276.17	0	0	117.31	0	*0*

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

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 the Act. 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/Q4.

3.1.2 Orders

During the quarter, the Commission issued thirty-nine (39) Orders to guide the activities of licensees. The details of the Orders are outlined below:

A. Order No: NERC/2024/112 – Transfer of Regulatory Oversight of the Electricity Market in Lagos State from the Nigerian Electricity Regulatory Commission to the Lagos State Electricity Regulatory Commission (LASERC). The Order became effective on 05 December 2024 and has the following objectives;

   i. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Lagos State from the Commission to LASERC in accordance with the CFRN and EA.
   ii. Provide a transition plan for the transfer of regulatory oversight for the intrastate electricity market in Lagos State from the Commission to LASERC 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 Lagos State from the Commission to LASERC.

   The Order mandates Eko Electricity Distribution Plc (EKEDP) to incorporate within 60 days, a subsidiary under the CAMA for the assumption of its responsibilities for intrastate supply and distribution of electricity in Lagos State from EKEDP.

B. Order No: NERC/2024/113 – Transfer of Regulatory Oversight of the Electricity Market in Lagos State from the Nigerian Electricity Regulatory Commission to the Lagos State Electricity Regulatory Commission (LASERC). The Order became effective on 05 December 2024 and has the following objectives;

   i. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Lagos State from the Commission to LASERC in accordance with the CFRN and EA.
   ii. Provide a transition plan for the transfer of regulatory oversight for the intrastate electricity market in Lagos State from the Commission to LASERC 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 Lagos State from the Commission to LASERC.

The Order mandates Ikeja Electric Plc (IE) to incorporate, within 60 days, a subsidiary under the CAMA for the assumption of its responsibilities for intrastate supply and distribution of electricity in Lagos State from IE.

C. Order Nos: NERC/2024/126–NERC/2024/136 (11 Orders issued to 11 DisCos) – October 2024 Supplementary Order to the Multi-Year Tariff Order for the DisCos. Pursuant to Section 7 of the April 2024 supplementary Orders which provide for monthly tariff reviews, the October 2024 supplementary Orders (effective date - 01 October 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.

Pursuant to the policy directive of the FGN on electricity subsidy which mandates a freeze on tariffs across all bands (A-E) at rates payable in July 2024, all end-use customer tariffs remain unchanged.

D. Order Nos: NERC/2024/137–NERC/2024/147 (11 Orders issued to 11 DisCos) – November 2024 Supplementary Order to the Multi-Year Tariff Order for the DisCos. Pursuant to Section 7 of the April 2024 supplementary Orders which provide for monthly tariff reviews, the November 2024 supplementary Orders (effective date - 01 November 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.

Pursuant to the policy directive of the FGN on electricity subsidy which mandates a freeze on tariffs across all bands (A-E) at rates payable in July 2024, all end-use customer tariffs remain unchanged.

E. Order Nos: NERC/2024/149-NERC/2024/159 (11 Orders issued to 11 DisCos) – December 2024 Supplementary Order to the Multi-Year Tariff Order for the DisCos. Pursuant to Section 7 of the April 2024 supplementary Orders which provide for monthly tariff reviews, the December 2024 supplementary Orders (effective date - 01 December 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.

Pursuant to the policy directive of the FGN on electricity subsidy which mandates a freeze on tariffs across all bands (A-E) at rates payable in July 2024, all end-use customer tariffs remain unchanged.

F. Order No: NERC/2024/162 – Addendum 1 to the Order on Performance Monitoring Framework for the Distribution Companies July 2024. The Order became effective on 23 December 2024. This order seeks to:

i. Improve regulatory efficiency by aligning the frequency of KPI evolutions with data availability, ensuring timely and effective interventions.
ii. Enhance compliance and enforcement measures by refining the regulatory framework to support DisCos in achieving targets.

The Commission noted that the evaluation of compliance with two (2) Key Performance Indicators (Energy offtake relative to PCC and Compliance with Reporting of Uniform System of Accounts) relies on data which are available only at the end of the market cycle which may delay the implementation of consequential regulatory interventions provided in the original Order issued to the DisCos (Order Nos: NERC/2024/086 - NERC/2024/096). Thus, this Order seeks to adjust the evaluation frequency and the associated consequential regulatory interventions for non-compliance with the aforementioned KPIs.

G. Order No: NERC/2024/163 – Transfer of Regulatory Oversight of the Electricity Market in Ogun State from the Nigerian Electricity Regulatory Commission to the Ogun State Electricity Regulatory Commission (OGERC). The Order became effective on 24 December 2024 and has the following objectives;

i. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Ogun State from the Commission to OGERC in accordance with the CFRN and EA.
ii. Provide a transition plan for the transfer of regulatory oversight for the intrastate electricity market in Ogun State from the Commission to OGERC 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 Ogun State from the Commission to OGERC.

The Order mandates Eko Electricity Distribution Plc (EKEDP) to incorporate within 60 days, a subsidiary under the CAMA for the assumption of its responsibilities for intrastate supply and distribution of electricity in Ogun State from EKEDP.

H. Order No: NERC/2024/164 – Transfer of Regulatory Oversight of the Electricity Market in Ogun State from the Nigerian Electricity Regulatory Commission to the Ogun State Electricity Regulatory Commission (OGERC). The Order became effective on 24 December 2024 and has the following objectives;

i. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Ogun State from the Commission to OGERC in accordance with the CFRN and EA.
ii. Provide a transition plan for the transfer of regulatory oversight for the intrastate electricity market in Ogun State from the Commission to OGERC 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 Ogun State from the Commission to OGERC.

The Order mandates Ikeja Electric Plc (IE) to incorporate within 60 days, a subsidiary under the CAMA for the assumption of its responsibilities for intrastate supply and distribution of electricity in Ogun State from IE.

I. Order No: NERC/ 2024/165 - Transfer of Regulatory Oversight of the Electricity Market in Ogun State from the Nigerian Electricity Regulatory Commission to the Ogun State Electricity Regulatory Commission (OGERC). The Order became effective on 24 December 2024 and has the following objectives;

i. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Ogun State from the Commission to OGERC in accordance with the CFRN and EA.
ii. Provide a transition plan for the transfer of regulatory oversight for the intrastate electricity market in Ogun State from the Commission to OGERC 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 Ogun State from the Commission to OGERC.

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

3.1.3 Directives

The Commission did not issue any directives to licensees in 2024/Q4.

3.2 Licences Issued or Renewed

In 2024/Q4, the Commission issued one (1) off-grid generation licence [gross capacity of 2.63MW] and three (3) new trading licences in the NESI (Table 11).

Table 11: Licences issued by the Commission in 2024/Q4

SN	Licensee	Location	Capacity (MW)	License Type	Fuel Type
1	Capstone Energies Limited	Abuja	N/A	Trading	N/A
2	Ecovolt Trade Limited	Lagos State	N/A	Trading	N/A
3	Tendon Innovation Limited	Lagos State	N/A	Trading	N/A
4	Daybreak Power Solutions Limited	Lagos State	2.63	Off-grid	Solar

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 approved the grant of captive power generation permits to four (4) applicants [gross capacity of 22.50MW] as detailed in Table 12.

Table 12: Captive Generation Plants approved in 2024/Q4

S/N	Company Name	Location/State	Capacity (MW)
1	Ro-Marong Nigeria Limited (Renewal)	Amuwo-Odofin, Lagos	4.40
2	Quantum Paper Limited	Agbara, Ogun State	7.00
3	Psaltry International Company Limited	Alayide village, Oyo State	1.10
4	Nile University of Nigeria	Airport Road, Jabbi Abuja	10.00

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 a distribution capacity above 100kW and generation capacity up to 1MW. The Commission also issues registration certificates to developers for one or more systems with a distribution capacity below 100kW. In 2024/Q4, the Commission issued twenty-four (24) permits [gross capacity of 5.5MW] and five (5) registration certificates [gross capacity of 0.45MW].

Table 13: Mini-grid Permits and Registration Certificates issued in 2024/Q4

S/N	Name	Capacity (kW)	Location
	Permits		
1	Prado Limited	150.00	Achor maav-asar, Kwande L.G.A, Benue
2	Prado Limited	150.00	Adabu, Obi LGA, Nasarawa
3	Prado Limited	100.00	Adamgbe,Vandeikje LGA, Benue
4	Prado Limited	100.00	Tashibo, Lapai LGA, Niger
5	Prado Limited	100.00	Lobi, Ushongo LGA, Benue
6	Prado Limited	150.00	Majaki, Lapa LGA, Niger
7	Prado Limited	600.00	Oboro, Oju LGa, Benue
8	Prado Limited	100.00	Rugan Mugu, Lapai LGA, Niger
9	Prado Limited	100.00	Tsua Mbagbera, Vandekya LGA, Benue
10	Prado Limited	550.00	Tjoadoo, Gboko LGA,Benue
11	Prado Limited	250.00	Utonkon, Ador LGA, Benue
12	Prado Limited	150.00	Wuesa, Konshisha LGA, Benue
13	Prado Limited	150.00	Ajio, Kwende LGA, Benue
14	Prado Limited	300.00	Amahunda, Kwande LGA, Benue
15	Prado Limited	300.00	Assakio, Lafia LGA, Nasarawa
16	Prado Limited	100.00	Atseke Orferegh, Tarka LGA, Benue
17	Prado Limited	400.00	Azara Maisamri, Awr LGA, Nasarawa
18	Prado Limited	250.00	Betse Vandeikja LGA, Benue
19	Prado Limited	100.00	Anhul Mbaaakunne, Gboko LGA, Benue
20	Prado Limited	200.00	Nambe Mbaikjan, Kwande LGA, Benue
21	Prado Limited	300.00	Pika Mbsur, Gboko LGA, Benue
22	Prado Limited	200.00	Ala Elefoson, Akure North LGA, Ondo
23	Prado Limited	400.00	Nata Ala, Tundun Wada LGA, Kano
24	Prado Limited	300.00	Jita (farin ruwa) tudun wada LGA, Kano
	Registration		
1	Crossboundary Energy	100.00	Ataswa, lokoja, Kogi
2	Crossboundary Energy	100.00	Ogede Ajiekpe, Ankpa, Kogi

S/N	Name	Capacity (kW)	Location
3	Crossboundary Energy	100.00	Atuma, ankpa, Kogi
4	Crossboundary Energy	100.00	Ajitata Ojokweje, kogi
5	Crossboundary Energy	50.00	Ogegume, Ofu, Kogi

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 eighteen (18) MSPs – six (6) meter installer companies, six (6) manufacturers, three (3) vendors and three (3) importers in 2024/Q4. The Commission also issued fifteen (15) permits for MAP. Details of the certified MSPs and MAP are contained in Table 14.

Table 14: Meter Service Providers certified in 2024/Q4

S/N	Name	Authorisation Type
	Meter Service Providers	
1	Caplan Integrated Services Limited	Installer A1
2	Cartlark International Limited	Installer A1
3	Gosslink Engineering Limited	Installer A1
4	MBH Power Limited	Installer A1
5	Arrowhead Electric Solutions Ltd	Installer A1
6	Chapet Energy Ltd	Installer C1
7	Unistar H-Tech system Ltd	Manufacturer
8	CWG Plc	Manufacturer
9	Skyrun Electric Power Tech	Manufacturer
10	Holley Metering Limited	Manufacturer
11	Smart Meters Co. Ltd	Manufacturer
12	Mojec International Ltd	Manufacturer
13	Integrated Power Nig Ltd	Vendor
14	Utility Performance Ltd	Vendor
15	Gosslink Engineering Ltd	Vendor
16	Gosslink Engineering Ltd	Importer

S/N	Name	Authorisation Type
17	Phoenix Renewable Limited	Importer
18	Kenpetrus Energy Resources Limited	Importer
	Meter Asset Providers	
1	Eve Electric Technology Co.Ltd	MAP
2	Zenithpoint Limited	MAP
3	Tesla Automation Limited	MAP
4	Tetra-electric Solutions Limited.	MAP
5	Bee-springs Services Limited.	MAP
6	Brooksfield Technologies Limited	MAP
7	RLG-Adulawo Limited	MAP
8	Incomtel Engineering Limited	MAP
9	Lowpai Energy & Marine Limited	MAP
10	Power Cap Limited	MAP
11	Regno Development Limited	MAP
12	Hampcc Uti Limited	MAP
13	Nicholas Ojo Alokomaro and Sons Limited	MAP
14	M E Metering Company Limited	MAP
15	Direct Credit E-Solutions Nigeria 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 function towards the resolution of disputes between stakeholders is through hearings[12]. Furthermore, the Business Rules of the Commission- NERC-R-0306 allows the Commission to undertake public consultations through which the Commission aggregates input/opinions on licensee applications and regulatory instruments which are being drafted or reviewed.

During 2024/Q4, the Commission conducted a public hearing to obtain stakeholder input on the root causes and potential solutions to the frequent grid disturbances that

[12] Hearings are proceedings pursuant to the provisions of the Electricity 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.

were recorded during the quarter. The hearing was conducted on 24 October 2024 at the Commission's headquarters in Abuja.

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 fourteen (14) Rectification Directives (RD) and sixteen (16) Notices of Intention to Commence Enforcement (NICE) for different breaches/defaults in 2024/Q4 (full list and further details can be found in Table 15).

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/Q4

SN	RD/NICE/Fine	Licensee	Date of Issuance	Deadline
	Rectification Directive			
1	Non-compliance with Eko forum ruling	Eko DisCo	20 December 2024	27 December 2024
2	Non-Compliance with Meter Asset Provider & National Mass Metering Regulations	Eko DisCo	20 December 2024	03 January 2025
3	Non-compliance with the Commission's order on capping estimated bills	Enugu DisCo	20 November 2024	30 November 2024
4	Non-compliance with the Commission's order on capping of estimated bills	P/Harcourt DisCo	20 November 2024	30 November 2024
5	Non-compliance with the Commission's customer complaints resolution procedures	Eko DisCo	26 November 2024	06 December 2024
6	Non-compliance with the Commission's customer complaints resolution procedures	Eko DisCo	26 November 2024	06 December 2024

SN	RD/NICE/Fine	Licensee	Date of Issuance	Deadline
	Rectification Directive			
7	Non-compliance with the Commission's resolution on appeal in Dada Makanjuola vs IBEDC	Ibadan DisCo	26 November 2024	10 December 2024
8	Non-compliance with the decision in the complaint regarding vandalism and theft of infrastructure in KYC Estate, Sabon-lugbe	Abuja DisCo	19 November 2024	26 November 2024
9	Non-compliance with the Abuja Forum Decision in complaint AFO/2019/09/B460	Abuja DisCo	12 November 2024	19 November 2024
10	Non-compliance with the Abuja Forum Decision in complaint AFO/2024/08/C233	Abuja DisCo	04 November 2024	11 November 2024
11	Non-compliance with the Sokoto Forum Decision in complaint NERC/SFO/01/24/223	Kaduna DisCo	1 November 2024	15 November 2024
12	Non-compliance with the Abuja Forum Decision in complaint AFO/2024/09/C244	Abuja DisCo	11 October 2014	25 October 2024
13	Non-compliance with the Ikeja Forum Decision in complaint IFO/2024/06/10630	Ikeja DisCo	16 October 2024	30 October 2024
14	Non-compliance with the Commission's directive to file audited financial statements.	Green Energy International Limited (GEIL)	10 October 2024	23 October 2024
	Notice of Intention to Commence Enforcement (NICE)			
1	Unauthorised supply of power to KARIG Farms through a TEE-OFF Connection	Obafemi Awolowo University (OAU)	10 December 2024	24 December 2024
2	Failure to respond to the Commission's requests for an update on the resolution of the complaint from Residents Association Brains and Hammers, Apo 3	Abuja DisCo	26 November 2024	10 December 2024
3	Non-Compliance with the Kano Forum ruling in complaint KNF/NERC/24/04/0048	Kano DisCo	21 November 2024	5 December, 2024
4	Non-compliance with the Account Administration Agreement	Kaduna DisCo	8 November 2024	22 November 2024
5	Non-compliance with the Commission's directives on Principal Collection Accounts	Kaduna DisCo	8 November 2024	22 November 2024
6	Non-compliance with the Commission's directives on Principal Collection Accounts	Kano DisCo	8 November 2024	22 November 2024
7	Non-compliance with the Commission's directives on Principal Collection Accounts	P/Harcourt DisCo	8 November 2024	22 November 2024
8	Non-compliance with the Abuja Forum Decision in complaint AFO/2021/11/B856	Abuja DisCo	1 November 2024	15 November 2014

SN	RD/NICE/Fine	Licensee	Date of Issuance	Deadline
	Rectification Directive			
9	Non-compliance with NESIS Regulations leading to the fatal electrocution of Master Abdulakeem Abdullahi	Ibadan DisCo	04 October 2024	28 October 2024
10	Non-compliance with NESIS Regulations leading to the fatal electrocution of Master Abdulakeem Abdullahi	Ibadan DisCo	14 October 2024	28 October 2024
11	Non-compliance with the Commission's directive to file audited financial statements	Green Energy International Limited (GIGL)	28 October 2024	11 November 2024
12	Non-compliance with NESIS Regulations leading to the fatal electrocution of Mrs. Amuda	Ibadan DisCo	24 October 2024	07 November 2024
13	Non-compliance with NESIS Regulations and the Health and Safety Code leading to the fatal electrocution of four members of a family.	Yola DisCo	23 October 2024	06 November 2024
14	Non-compliance with the Commission's directives in the appeal of Mr. Kashopefoluwa vs AEDC	Abuja DisCo	22 October 2024	05 November 2024
15	Non-compliance with NESIS Regulations leading to damage of various 33Kv feeders and transmission equipment	Abuja DisCo	14 October 2024	28 October 2024
16	Non-Compliance with the Grid Code. i.e. late submission of incident report on shattered 33Kv blue phase voltage transformer at Katampe	TCN	14 October 2024	28 October 2024

04 Consumer Affairs

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, regulatory instruments, consumer rights and obligations, and to ensure swift resolution of complaints. These 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 and 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/Q4, the Commission held one (1) town hall meeting in Kaduna (12-14 December 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 31st December 2024, 6,288,624 (46.57%) out of the 13,503,342 registered electricity customers across the twelve (12) DisCos were metered (breakdown contained in Table 16).

Table 16: Metering Progress as of 31st December 2024

DisCos	Total No. of Registered Customers	No. of Metered Customers	Metering Rate (%)
Aba	206,540	78,281	*37.90*
Abuja	1,195,429	910,942	*76.20*
Benin	1,435,685	714,242	*49.75*
Eko	729,169	460,187	*63.11*
Enugu	1,396,440	671,760	*48.11*
Ibadan	2,644,124	1,153,025	*43.61*
Ikeja	1,286,026	998,986	*77.68*
Jos	832,053	225,188	*27.06*
Kaduna	884,647	217,033	*24.53*
Kano	891,410	215,834	*24.21*
Port Harcourt	1,179,194	524,256	*44.46*
Yola	822,625	118,908	*14.45*
Total	13,503,342	6,288,624	*46.57*

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

During 2024/Q4, 185,439 end-user customers were metered across all the DisCos with Ikeja, Ibadan and Benin DisCos recording the highest number of meter installations – they accounted for 28.81%, 20.00%, and 12.62% respectively, of the total installations. Relative to 2024/Q3, when 185,087 customers were metered, there was a slight increase (+0.19%) in the total number of customers metered in 2024/Q4.

Six (6) DisCos recorded improvements in meter installation between 2024/Q3 and 2024/Q4, with Benin, Kaduna and Jos DisCos recording the greatest improvements of +39.53%, +32.20%, and +24.82%, respectively. Conversely, the other six (6) DisCos recorded declines in meter installations in 2024/Q4 compared to 2024/Q3

with Aba (-55.38%), Abuja (-22.99%) and Eko (-18.32%) DisCos recording significant declines (Table 17).

Table 17: Meter Deployment by DisCos in 2024/Q4 vs. 2024/Q3

DisCos	Total No. of metered customers as of 2024/Q4	No. of customers metered in 2024/Q4	No. of customers metered in 2024/Q3	Change in meter deployments across quarters (%)
Aba	78,281	2,199	4,928	*-55.38*
Abuja	910,942	20,755	26,951	*-22.99*
Benin	714,242	23,965	17,175	*39.53*
Eko	460,187	14,688	17,982	*-18.32*
Enugu	671,760	16,489	19,075	*-13.56*
Ibadan	1,153,025	37,089	39,624	*-6.40*
Ikeja	998,986	53,431	46,959	*13.78*
Jos	225,188	3,525	2,824	*24.82*
Kaduna	217,033	2,439	1,845	*32.20*
Kano	215,834	1,226	1,347	*-8.98*
Port Harcourt	524,256	7,878	6,377	*23.54*
Yola	118,908	1,755	-	-
Total	6,288,624	185,439	185,087[13]	*0.19*

Out of the 185,439 end-use customers metered in 2024/Q4, 179,064 (96.56%) of customers were metered under the MAP framework, 4,076 (2.20%) were metered under the Meter Acquisition Fund (MAF) framework, 1,924 (1.04%) were metered under the Vendor Financed framework, and 374 (0.21%) were metered under the DisCo Financed framework.

Under the MAP framework, a total of 179,064 meters were installed in 2024/Q4 representing a +0.20% increase compared to the 178,715 MAP meter installations recorded in 2024/Q3. Ikeja (53,431), Ibadan (37,089) and Benin (23,397) DisCos recorded the highest number of installations under the MAP framework during the quarter with 29.84%, 20.71% and 13.07% of the total installations respectively.

The Meter Acquisition Fund that was created by the Commission in June 2024 provides for a metering surcharge in the allowed tariffs for all DisCos. It is geared towards providing regulatory-backed long-tenor financing for the procurement of meters towards closing the metering gap in the NESI. A proportionate amount is deducted from the monthly collections of DisCos towards the MAF; this is then made

[13] Upon data reconciliation, the number of meters installed across all metering schemes in 2024/Q3 was 185,087 as against 184,507 reported in the 2024/Q3 report.

available for DisCos to purchase meters either through a bulk one-off procurement or repayment of mid/long-term vendor-financed meter deployments.

The Commission vide the Order: NERC/2024/072 on the Operationalisation of Tranche A of the MAF approved the use of ₦21.00 billion out of the funds that have accrued in the MAF as of the April 2024 settlement cycle, for DisCos to provide meters for Band A customers in their franchise area at no cost. The approved fund was distributed pro-rata among the DisCos based on their contribution to the MAF scheme at the cut-off date.

During the quarter (2024/Q4), 4,076 meters were installed under the MAF framework. Yola (1,755), Jos (1,674), Benin (568) and Kano (79) are the only DisCos that have commenced meter installations under the MAF.

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

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 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 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). Once complaints are received by the Commission, they are passed on to the DisCos who are the parties responsible for resolution. There is a case management system through which DisCos provide updates to the Commission on the resolution status of the complaints lodged through the NERC-CCU.

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.

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.

As of 30 September 2024, the Commission had thirty-three (33) operational Forum Offices in thirty-one (31) states and the FCT, Abuja. However, during the quarter (2024/Q4), the Commission closed down the Forum Offices in six (6) States[14] following the transfer of regulatory oversight to these States; this means by the end of 2024/Q4, the Commission only has twenty-seven (27) active forum offices across twenty-six (26) states and the FCT. The details, including names, addresses, and contacts of the remaining operational Commission's Forum Offices are contained in Appendix XV. As part of the transition of the regulatory functions to the states, the Commission organised accelerated hearings across the affected forum offices to ensure that all pending cases were adjudicated before the closure of the forum offices.

[14] Enugu, Imo, Ekiti, Oyo, Kogi and Edo States.

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/Q4, 4,180 complaints were received at the Commission's CCU and 1,231 were resolved, corresponding to a 29.45% resolution rate. This resolution rate represents a -1.70pp decrease compared to the 31.15% resolution rate recorded in 2024/Q3. Customers of Ikeja and Eko DisCos lodged 1,731 and 836 complaints accounting for 41.41% and 20.00%, respectively of the total complaints lodged at NERC-CCU. Conversely, Aba Power had the lowest number of complaints with 8 (0.19%). The Commission notes the poor resolution rate (29.45%) of complaints lodged at the NERC-CCU in 2024/Q4 and is taking steps to improve the speediness of complaint resolution by DisCos.

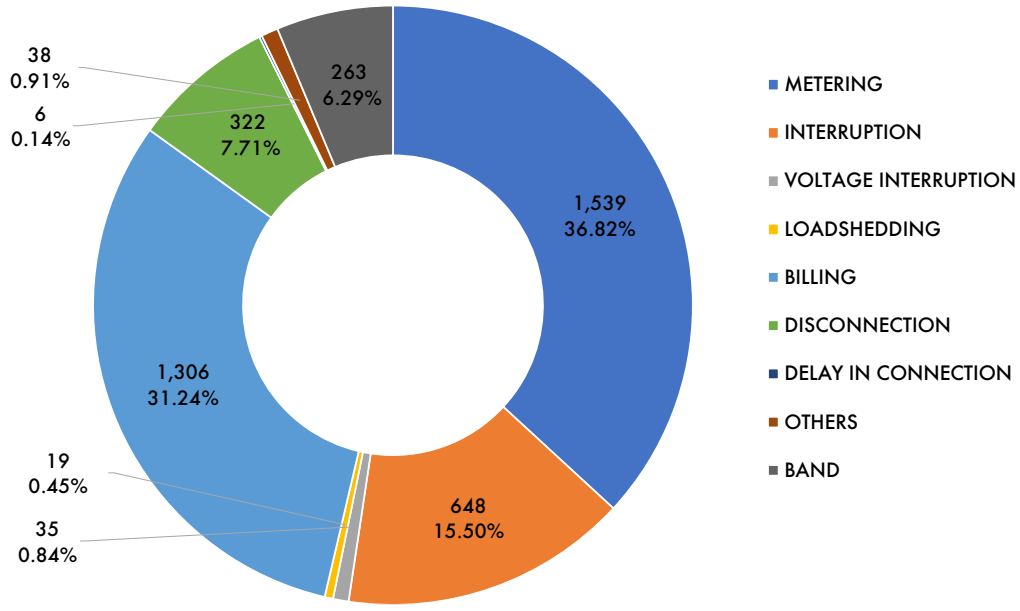


Figure 10: Category of complaints received at the Commission's CCU in 2024/Q4

During the quarter, customer complaints about metering constituted 36.82% of the total complaints. Other common issues among the 4,180 complaints received were billing (31.24%), service interruption (15.50%) and tariff bands[15] (6.29%). These four (4) complaint categories cumulatively accounted for 89.86% of the total complaints in the quarter (Figure 10). The complaints on billing that were resolved

[15] Complaints on tariff bands are from customers who are dissatisfied with their current energy supply band

during the quarter resulted in a credit adjustment on customers' bills to the tune of ₦40,193,039 (Appendix XIII).

4.3.2 DisCo-CCUs

The number of complaints received by DisCos in 2024/Q3 and 2024/Q4 are contained in Table 18. The total number of complaints received in 2024/Q4 was 275,681 across all DisCos; this translates to a –16.13% decrease compared to the 328,696 received in 2024/Q3. Port Harcourt DisCo received the highest number of complaints (54,683), representing 19.84% of total complaints received. Yola DisCo received the least number of complaints (1,917), representing 0.69% of total complaints received.

Nine (9) DisCos recorded declines in the number of customer complaints received in 2024/Q4 compared to 2024/Q3. Kaduna (-43.71%), Kano (-37.01%), Eko (-26.28%), Yola (-25.78%), Enugu (-24.81%), and Abuja (-23.70%) recorded the most reductions. Benin (+18.16%), Aba (+11.76%) and Ikeja (+1.15%) DisCos recorded an increase in the number of customer complaints received between 2024/Q3 and 2024/Q4.

Table 18: Complaints Received by DisCos in 2024/Q3 vs. 2024/Q4

DisCos	No. of complaints received in 2024/Q3	No. of complaints received in 2024/Q4	Change in No. of complaints received	Change in No. of complaints received (%)
Aba	4,933	5,513	580	*11.76*
Abuja	31,407	23,963	-7,444	*-23.70*
Benin	11,809	13,953	2,144	*18.16*
Eko	64,987	47,911	-17,076	*-26.28*
Enugu	20,769	15,617	-5,152	*-24.81*
Ibadan	56,597	47,510	-9,087	*-16.06*
Ikeja	22,971	23,236	265	*1.15*
Jos	20,782	19,882	-900	*-4.33*
Kaduna	7,405	4,168	-3,237	*-43.71*
Kano	27,511	17,328	-10,183	*-37.01*
PH	56,942	54,683	-2,259	*-3.97*
Yola	2,583	1,917	-666	*-25.78*
Total	328,696	275,681	-53,015	*-16.13*

The most common issues among the 275,681 complaints received by DisCos in 2024/Q4 were metering (51.29%), billing (10.70%) and service interruption (8.49%). These three (3) categories cumulatively accounted for 70.48% of the total complaints in the quarter (Figure 11).

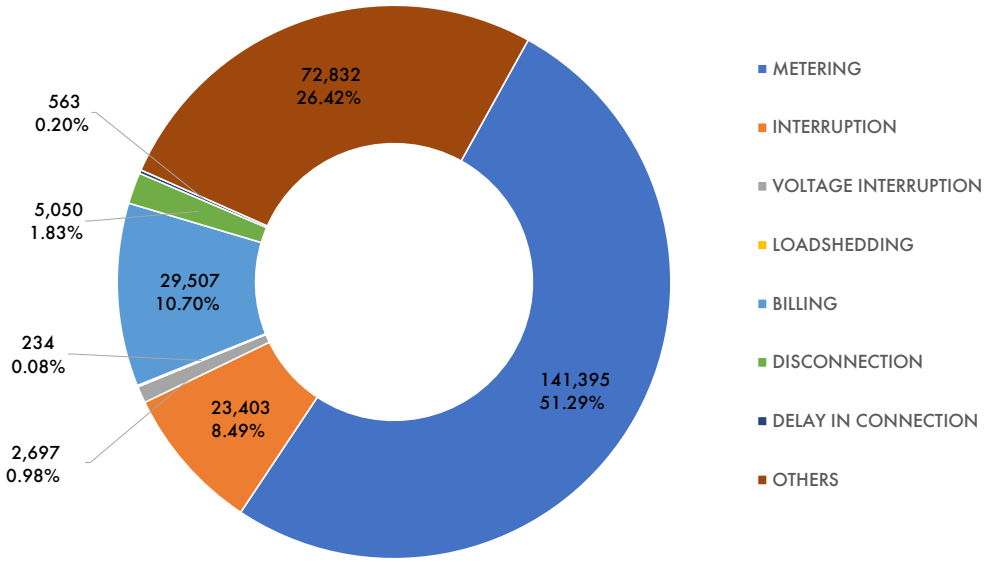


Figure 11: Category of complaints received by DisCos in 2024/Q4

4.3.3 Forum Offices

The summary of the appeals received across the Forum Offices is presented in Table 19. Through 2024/Q4, a total of 2,209 out of the 3,267 active appeals (1,233 pending appeals from 2024/Q3 and 2,034 new appeals in 2024/Q4) across the 33 Forum Offices were resolved. This represents a +2.03% increase compared to the 3,202 active appeals in the previous quarter (2024/Q3). Compared to 2024/Q3, the pending appeals carried over in the quarter (2024/Q4) increased by 198 (+19.13%), while new appeals decreased by 133 (-6.14%). The Forum Offices serving Ibadan DisCo have the highest number of active appeals (1,313), representing 40.19% of the total, while the Forum Office serving Aba has the fewest (15) in 2024/Q4.

The total number of Forum sittings in 2024/Q4 increased by +9.09% from 77 sittings in 2024/Q3 to 84. Cumulatively, the Forum Offices recorded an increase of +8.72pp in the appeal resolution rate between 2024/Q3 (58,90%) and 2024/Q4 (67.62%). The increase in the complaint resolution rate despite the increase in active appeals between 2024/Q3 and 2024/Q4 can be attributed to the increase in number of sittings and the increased effectiveness of the forum at resolving complaints. 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/Q4

DisCos	Forum Offices	Appeals Received[1]	Appeals Resolved[2]	Appeals Pending[3]	No. of Sittings
Abuja	Abuja, Lafia & Lokoja	96	68	28	5
Aba	Umuahia	15	7	8	2
Benin	Asaba & Benin	139	85	54	7
Eko	Eko	303	205	98	6
Enugu	Abakaliki, Akwa, Enugu, Owerri, & Umuahia	303	203	98	14
Ibadan	Ibadan, Abeokuta, Ilorin & Osogbo	1,313	735	480	22
Ikeja	Ikeja	587	544	43	8
Jos	Bauchi, Gombe, Jos & Makurdi	80	52	22	2
Kaduna	Gusau, Kaduna, Kebbi & Sokoto	54	26	22	4
Kano	Jigawa, Kano & Katsina	34	23	11	1
P/Harcourt	Calabar, Port Harcourt & Uyo	308	236	68	11
Yola	Yola, Damaturu	35	25	8	2
All DisCos	All Forum Offices	3,267	2,209	940	84

[1]Appeals received include outstanding appeals from the preceding quarter. [2] Appeals resolved excludes 106 appeals rejected and 12 appeals withdrawn. [3] Appeals are still within the regulatory timeframe of 2 months to resolve.

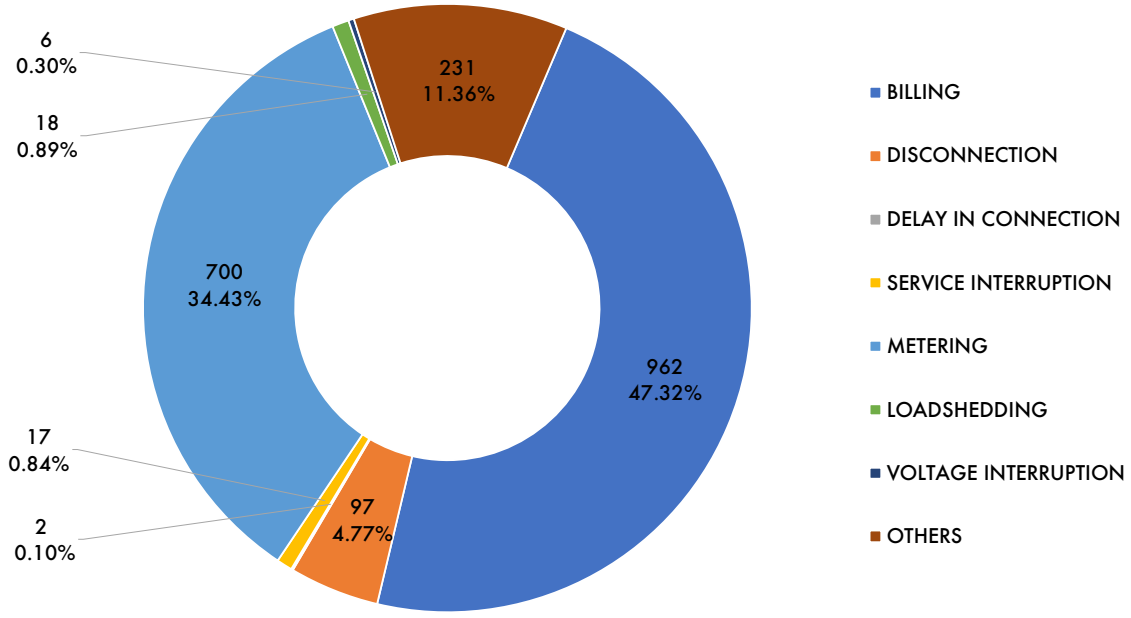


Figure 12: Category of Complaints Received by Forum Offices in 2024/Q4

The breakdown of the various categories of active appeals at the Forum Offices in 2024/Q4 is contained in Figure 12. Similar to 2024/Q3, appeals related to billing were the most prevalent, accounting for 47.32% of the total appeals received (2024/Q3 – 50.21%). Appeals related to metering and disconnection represented

34.43% and 4.77% of the appeals, respectively. The Commission is working on interventions to improve the quality of customer complaint resolution at the DisCo-CCU thereby reducing the number of appeals filed at the Forum Offices.

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/Q4, out of the 99 mandatory health and safety reports expected to be received from licensees, only 95[16] 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/Q4 are presented in Table 20. Relative to 2024/Q3, the number of accidents decreased by -3.57% (56 to 54), the number of fatalities decreased by -10.34% (29 to 26) and the number of injuries decreased by -32.14% (28 to 19).

Table 20: Health and Safety (H&S) Reports in 2024/Q3 vs. 2024/Q4

Item	2024/Q3	2024/Q4	Net Change
Number of Accidents	56	54	-2
Number of fatalities (employees & third parties)	29	26	-3
Number of Injuries	28	19	-9

During the quarter (2024/Q4), none of the GenCos recorded casualties while among the DisCos, Benin and Kaduna were the only DisCos that did not record casualties[17]. Out of the forty-five (45) casualties reported in the quarter, the licensees with the highest number of casualties were Eko (14), Port Harcourt (5) and Abuja (5) DisCos, which represented 31.11%, 11.11%, and 11.11% of the total, respectively.

[16] The licensees with outstanding reports are Dadin kowa (November) and Paras Energy (October, November and December).
[17] Casualty refers to the count of injuries and deaths arising from any safety accident/incident.

As observed in previous quarters, DisCos continue to account for the majority of the safety challenges experienced in NESI. Cumulatively, they accounted for 93.33% of causalities recorded in 2024/Q4, having accounted for 96.30%, 100% and 92.98% in 2024/Q1, 2024/Q2 and 2024/Q3, respectively.

Furthermore, TCN recorded 21 cases of damage to property/infrastructure due to explosions, fire outbreaks or acts of vandalism in 2024/Q4.

The accident report showing licensees with casualties during the quarter is detailed in Figure 13.

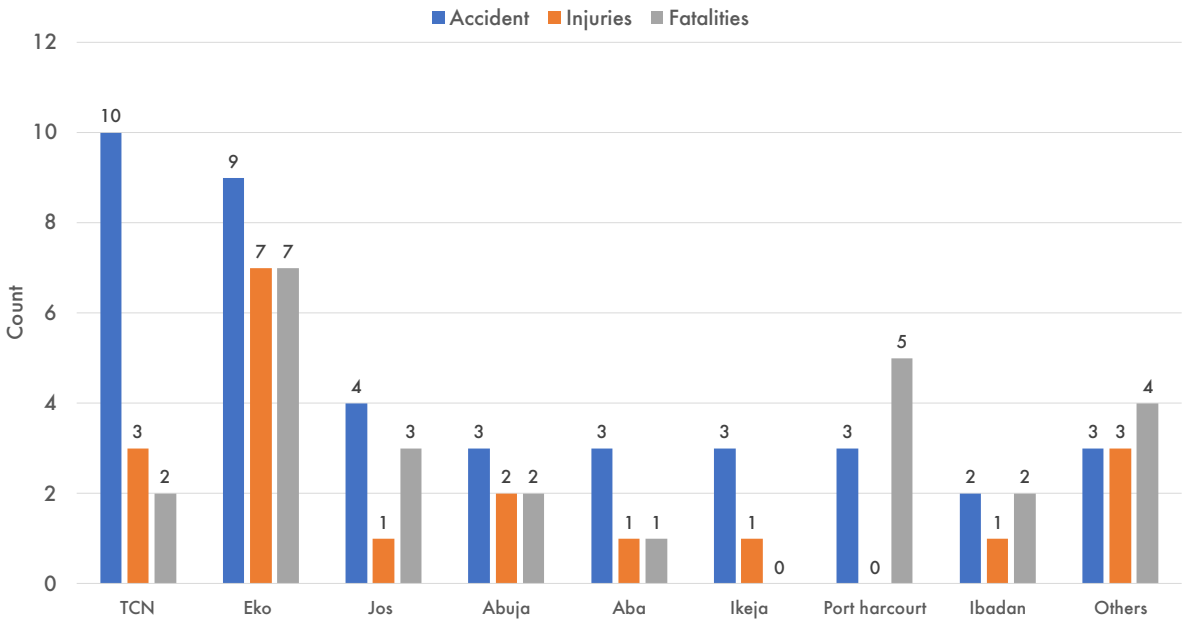


Figure 13: Accident Report for 2024/Q4

The breakdown of the causes of casualties arising from the accidents reported in 2024/Q4 is contained in Table 21.

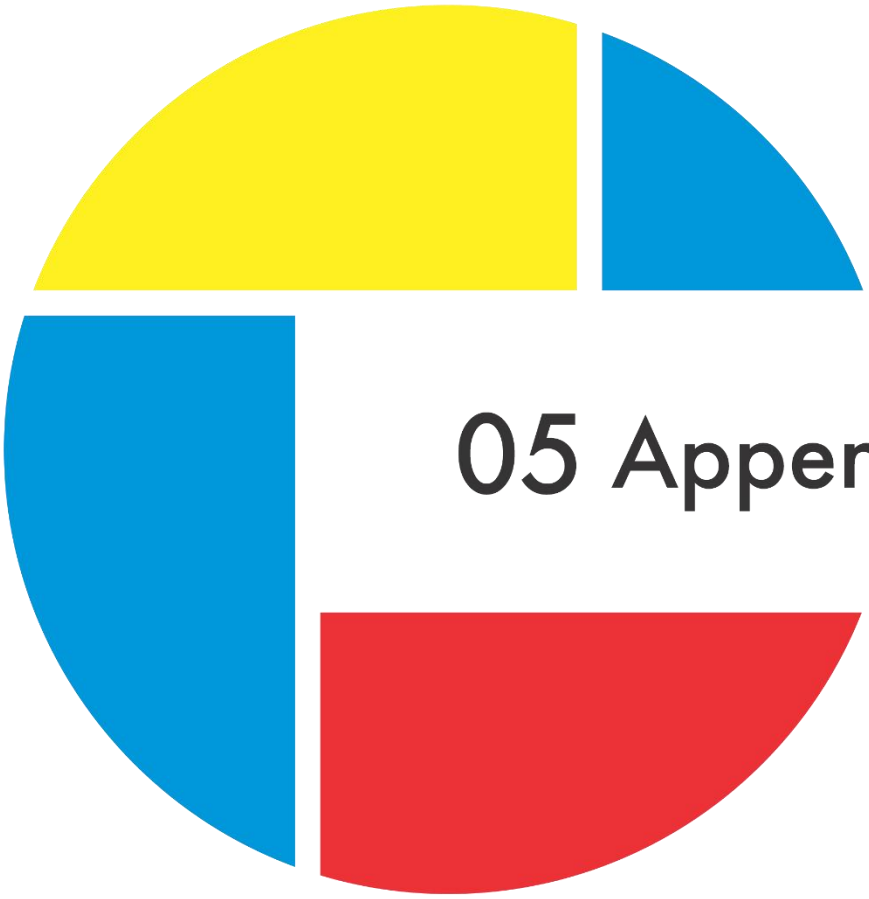
Table 21: Causes of casualties recorded in 2024/Q4

Cause of Casualty	Number of Fatalities	Number of Injuries
Wire snaps	5	2
Illegal/unauthorised access	3	1
Vandalism	8	0
Unsafe acts/conditions	7	14
Falls from height	0	0

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

The biannual Health and Safety Manager's Meetings organised by the Commission with compliance and regulatory officers of licensees are aimed at discussing the reporting obligations of licensees as well as health and safety matters. During the meetings, licensees' scorecards on compliance with health and safety standards, forum office decisions, and key performance indicators are 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/Q4, the Commission oversaw the successful conclusion of three (3) compensation negotiations between licensees and families of victims of accidents.



05 Appendix

APPENDIX

Appendix I: Old and New Names of Generating Plants in the NESI

S/N	Old Name	New Name
1	Shiroro	Shiroro_1
2	Kainji	Kainji_1
3	Jebba	Jebba_1
4	Dadin-Kowa	Dadin-Kowa_1
5	Zungeru	Zungeru_1
6	Egbin ST (1-6)	Egbin_1
7	Sapele Steam	Sapele Steam_1
8	Delta	Delta_1
9	Geregu	Geregu_1
10	Omotosho	Omotosho_1
11	Olorunsogo	Olorunsogo_1
12	Afam IV-V	Afam_1
13	Sapele NIPP	Sapele_2
14	Alaoji NIPP	Alaoji_1
15	Geregu NIPP	Geregu_2
16	Olorunsogo NIPP	Olorunsogo_2
17	Omotosho NIPP	Omotosho_2
18	Ihovbor NIPP	Ihovbor_1
19	Gbarain NIPP	Gbarain_1
20	Okpai	Okpai_1
21	Afam VI	Afam_2
22	AES	AES_1
23	Omoku	Omoku_1
24	Azura IPP	Ihovbor_2
25	Ibom Power	Ibom Power_1
26	Trans Amadi	Trans Amadi_1
27	Rivers IPP	Rivers_1
28	Odukpani	Odukpani_1
29	Paras Energy	Ikeja_1
30	Taopex Energy	Igbafo_1

Appendix II: Energy Generation in 2024/Q3 vs. 2024/Q4

GenCos	Available Capacity (MW)		Average Daily Gen (MWh)		Quarterly Generation (GWh)	
	2024/Q3	2024/Q4	2024/Q3	2024/Q4	2024/Q3	2024/Q4
Afam_1	54.12	58.18	1,198.86	1,316.72	110.29	121.14
Afam_2	330.61	199.43	7,850.09	4,442.86	722.21	408.74
Alaoji_1	0.00	0.00	0.00	0.00	0.00	0.00
Dadin-Kowa_1	35.72	34.74	843.12	695.97	77.57	64.03
Delta_1	366.12	341.17	8,186.21	7,292.18	753.13	670.88
Egbin_1	528.27	614.72	10,993.52	12,111.98	1,011.40	1,114.30
Geregu_1	141.24	119.59	2,882.79	2,232.56	265.22	205.40
Geregu_2	185.53	224.46	2,433.01	2,847.40	223.84	261.96
Ibom power_1	51.47	32.44	1,053.49	530.48	96.92	48.80
Igbafo_1	16.36	19.24	423.93	467.88	39.00	43.05
Ihovbor_1	44.57	65.09	589.47	490.09	54.23	45.09
Ihovbor_2	388.03	445.68	7,869.02	9,269.97	723.95	852.84
Ikeja_1	97.48	108.96	2,073.18	2,309.06	190.73	212.43
Jebba_1	436.87	451.20	8,610.79	9,145.59	792.19	841.39
Kainji_1	374.06	491.08	8,320.17	10,498.29	765.46	965.84
Odukpani_1	265.81	387.87	4,889.91	7,439.54	449.87	684.44
Okpai_1	292.09	262.45	6,009.93	4,967.54	552.91	457.01
Olorunsogo_1	146.35	180.66	3,441.33	3,958.17	316.60	364.15
Olorunsogo_2	92.99	109.08	1,219.34	516.21	112.18	47.49
Omoku_1	54.30	44.27	1,508.92	1,109.42	138.82	102.07
Omotosho_1	146.14	190.11	3,128.92	3,817.16	287.86	351.18
Omotosho_2	8.44	12.04	39.86	178.54	3.67	16.43
Rivers_1	116.47	51.53	1,805.92	925.25	166.14	85.12
Sapele Steam_1	81.85	63.25	1,182.68	689.02	108.81	63.39
Sapele_2	22.63	83.95	288.56	1,084.39	26.55	99.76
Shiroro_1	405.81	371.01	7,124.44	6,521.69	655.45	600.00
Trans Amadi_1	4.98	1.85	168.24	56.70	15.48	5.22
Zungeru_1	412.58	332.81	8,590.01	6,063.10	790.28	557.81
Total	5,100.90	5,296.89	102,725.70	100,977.74	9,450.76	9,289.95

Appendix III: Monthly energy offtake and energy billed by DisCos in 2024/Q3 and 2024/Q4

DisCos	Energy Offtake (GWh)						Energy Billed (GWh)						Billing Efficiency	
	2024/Q3			2024/Q4			2024/Q3			2024/Q4			2024/Q3 (%)	2024/Q4 (%)
	July	Aug	Sept	Oct	Nov	Dec	July	Aug	Sept	Oct	Nov	Dec		
Abuja	378	380	365	382	391	390	307	312	292	302	309	307	*81.00*	*78.92*
Benin	223	227	242	239	257	269	187	192	206	206	223	235	*84.27*	*86.89*
Eko	315	315	352	318	321	365	280	284	314	283	288	325	*89.30*	*89.20*
Enugu	203	212	214	203	216	230	151	165	161	148	160	167	*74.98*	*73.13*
Ibadan	310	318	329	306	323	338	279	288	296	276	291	303	*89.98*	*89.99*
Ikeja	355	372	402	385	382	424	299	320	333	326	325	354	*84.24*	*84.41*
Jos	142	143	146	96	89	116	84	94	91	74	71	99	*62.66*	*81.04*
Kaduna	158	152	135	95	108	128	93	96	97	74	71	89	*64.01*	*70.87*
Kano	165	154	155	96	102	132	137	138	141	85	80	109	*87.38*	*83.39*
P/Harcourt	188	184	187	183	175	224	153	154	162	157	150	196	*83.74*	*86.31*
Yola	57	54	54	37	45	57	45	50	49	36	42	47	*85.73*	*89.83*
All DisCos	2,499	2,522	2,584	2,339	2,409	2,673	2,014	2,092	2,143	1,967	2,010	2,231	*82.15*	*83.66*

Appendix IV: Monthly revenue performance and collection efficiency by DisCos in 2024/Q3 and 2024/Q4

	Total Billing (₦' Billion)						Revenue Collected (₦'Billion)						Collection Efficiency	
	2024/Q3			2024/Q4			2024/Q3			2024/Q4			2024/Q3 (%)	2024/Q4 (%)
DisCos	July	Aug	Sept	Oct	Nov	Dec	July	Aug	Sept	Oct	Nov	Dec		
Abuja	31.05	33.44	34.77	35.84	36.95	35.12	23.86	26.18	28.24	27.09	28.53	25.83	*78.87*	*75.48*
Benin	15.50	16.82	18.45	18.07	18.86	19.35	12.83	13.45	14.80	14.68	15.46	15.54	*80.94*	*81.17*
Eko	31.99	32.85	38.28	34.30	35.33	37.68	28.05	28.71	30.30	30.94	31.16	34.47	*84.40*	*90.00*
Enugu	14.14	15.83	16.75	15.60	16.71	16.94	11.16	12.65	12.25	12.45	13.71	13.33	*77.23*	*80.20*
Ibadan	24.27	24.59	26.10	24.66	26.50	27.48	17.88	18.39	21.32	16.91	21.83	22.17	*76.84*	*77.46*
Ikeja	29.44	33.91	36.38	39.74	40.02	43.58	24.69	26.13	32.71	33.45	34.70	33.77	*83.78*	*82.63*
Jos	8.78	10.32	11.63	10.00	7.36	11.32	6.06	5.61	4.70	4.71	3.89	5.65	*53.29*	*49.68*
Kaduna	8.29	8.06	8.22	6.11	6.14	7.20	4.00	3.61	3.78	2.94	4.21	3.65	*46.42*	*55.52*
Kano	14.92	14.02	14.95	10.46	10.16	13.10	9.30	8.03	3.30	4.59	7.05	7.55	*47.03*	*56.91*
P/ Harcourt	13.97	13.09	14.25	13.89	13.13	17.00	11.28	9.63	8.30	11.95	10.05	11.35	*70.76*	*75.79*
Yola	3.15	3.79	4.04	2.88	3.28	3.66	1.66	1.89	1.85	1.83	2.17	2.21	*49.30*	*63.24*
All DisCos	195.50	206.71	223.81	211.54	214.44	232.42	150.77	154.31	161.60	161.55	172.77	175.52	*74.55*	*77.44*

Appendix V: DisCos monthly invoices & remittances to NBET in 2024/Q3 and 2024/Q4

DisCos	Invoice (₦' Billion)						Remittance (₦' Billion)						Remittance Performance	
	2024/Q3			2024/Q4			2024/Q3			2024/Q4			2024/Q3	2024/Q4
	July	Aug	Sept	Oct	Nov	Dec	July	Aug	Sept	Oct	Nov	Dec	(%)	(%)
Abuja	21.98	20.68	20.41	20.83	20.79	19.85	17.42	18.84	20.43	19.75	20.79	18.80	*89.87*	*96.53*
Benin	11.57	10.99	11.62	11.81	12.24	12.12	8.96	9.23	10.53	10.27	11.12	11.18	*84.05*	*90.03*
Eko	19.99	18.67	20.58	18.87	18.74	19.77	20.04	18.76	20.62	18.87	18.74	19.77	*100.00*	*100.00*
Enugu	10.17	10.39	10.04	9.71	10.12	10.08	7.88	8.67	8.38	8.48	9.49	9.06	*81.47*	*90.38*
Ibadan	15.95	15.53	15.63	14.86	15.24	15.08	12.96	13.04	15.42	11.80	15.24	15.08	*87.94*	*93.22*
Ikeja	22.46	21.94	23.04	22.35	21.72	22.61	18.35	21.77	23.20	22.35	21.72	22.61	*93.92*	*100.00*
Jos	4.77	6.08	4.07	2.99	3.61	4.41	3.67	3.44	2.57	2.99	2.43	3.42	*64.81*	*80.32*
Kaduna	7.56	6.72	3.62	2.46	4.56	5.19	2.05	1.74	1.62	1.18	2.29	1.53	*30.22*	*41.02*
Kano	8.33	7.62	4.12	2.33	4.74	5.91	6.47	5.33	1.59	2.33	4.74	5.31	*66.75*	*95.34*
Port Harcourt	9.26	8.60	8.72	8.40	8.17	9.57	7.96	6.58	5.56	8.40	7.12	7.94	*75.62*	*89.73*
Yola	0.60	0.90	0.31	0.23	0.72	0.89	0.60	0.82	0.31	0.23	0.72	0.89	*95.05*	*100.00*
All DisCos	132.63	128.11	122.16	114.83	120.65	125.48	106.36	108.21	110.24	106.65	114.40	115.58	*84.83*	*93.26*

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/Q3 and 2024/Q4

	Invoice (₦' Billion)						Remittance (₦' Billion)						Remittance Performance	
	2024/Q3			2024/Q4			2024/Q3			2024/Q4			2024/Q3 (%)	2024/Q4 (%)
DisCos	July	Aug	Sept	Oct	Nov	Dec	July	Aug	Sept	Oct	Nov	Dec		
Abuja	2.97	3.36	3.09	3.15	2.87	2.86	2.26	3.00	2.98	2.96	2.75	2.69	*87.47*	*94.65*
Benin	1.57	1.80	1.63	1.86	1.66	1.68	1.14	1.45	1.44	1.58	1.40	1.38	*80.44*	*84.00*
Eko	2.40	2.66	2.12	1.88	1.81	2.59	1.60	2.48	1.94	1.70	1.58	2.32	*83.84*	*89.01*
Enugu	1.02	1.67	1.60	1.57	1.59	1.69	0.75	1.35	1.29	1.34	1.47	1.50	*78.79*	*88.87*
Ibadan	2.19	2.56	2.48	2.55	2.21	2.33	1.69	2.08	2.43	1.96	2.21	2.33	*85.89*	*91.59*
Ikeja	2.84	3.10	2.89	2.99	2.62	2.91	2.68	2.94	2.74	2.84	2.44	2.71	*94.68*	*93.76*
Jos	1.14	1.30	1.19	-	-	0.85	0.79	0.60	0.65	-	-	0.63	*56.20*	*74.35*
Kaduna	1.31	1.41	1.27	-	0.26	0.94	0.16	0.11	0.40	-	0.01	0.19	*17.04*	*16.47*
Kano	1.26	1.39	1.03	-	-	0.58	0.92	0.89	0.24	-	-	0.42	*55.71*	*72.13*
Port Harcourt	1.36	1.34	1.31	1.40	0.98	1.51	1.12	0.96	0.78	1.27	0.84	1.22	*71.57*	*85.81*
Yola	0.50	0.55	0.45	-	-	0.57	0.46	0.38	0.45	-	-	0.57	*86.67*	*100.00*
All DisCos	18.57	21.13	19.06	15.40	14.00	18.51	13.59	16.23	15.35	13.66	12.70	15.95	*76.88*	*88.32*

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/Q4

	Oct-24		Nov-24		Dec-24		2024/Q4		2024/Q4	Other Remittances (million)
	Invoice (million)	Remittance (million)	Invoice (million)	Remittance (million)	Invoice (million	Remittance (million)	Invoice (million)	Remittance (million)	Remittance Performance (%)	
International Customers										
PARAS-SBEE ($) PARAS- CEET ($)	1.55	0	1.30	0	1.42	0	4.28	0	*0.00*	1.68
TRANSCORP-SBEE (UGHELI) ($) TRANSCORP-SBEE (AFAM3) ($)	0.93	0.93	1.67	1.67	2.18	0	4.79	2.60	*54.28*	1.30
MAINSTREAM-NIGELEC ($)	0.91	0.91	0.81	0.81	0.86	0.86	2.59	2.59	*100.00*	0.00
ODUKPANI-CEET ($)	0.92	0	0.85	0	0.59	0	2.37	0	*0.00*	0.00
Total	4.31	1.84	4.63	2.48	5.05	0.86	14.05	5.21	*38.64*	2.98
Bilateral Customers										
MSTM/INNER GALAXY (₦) MSTM/KAM IND. (₦) MSTM/KAM INT. (₦) MAINSTREAM/PRISM (₦) MSTM ZEBERCED (₦) MSTM/ADFV (₦)	376.33	376.33	357.96	357.96	400.83	400.83	1,135.14	1,135.14	*100.00*	0.00
NDPHC/WEEWOOD (₦)	32.38	0.00	31.80	0.00	28.63	0.00	92.82	0.00	*0.00*	21.06
NORTH SOUTH/STAR P (₦)	10.28	0.00	10.03	0.00	10.41	0.00	30.73	0.00	*0.00*	11.00
TRANS AMADI/ OAU (₦) TRANS AMADI/FMPI (₦)	6.61	6.00	10.82	8.93	11.38	0.00	28.82	17.44	*60.50*	20.74
NDPHC/SUNFLAG (₦) OMOTOSHO II/PULKIT (₦)	13.45	0.00	14.17	0.00	9.61	0.00	37.25	0.00	*0.00*	0.00
ALAOJI GENCO/APLE (₦)	102.30	100.00	126.92	0.00	156.70	0.00	385.93	100.00	*25.91*	0.00
TAOPEX/KAM INT (₦) TAOPEX/KAM STEEL (₦)	76.80	0.00	66.76	0.00	71.82	0.00	215.39	0.00	*0.00*	83.00
SAPELE/PHOENIX (₦)	19.04	0.00	18.65	0.00	13.24	0.00	50.94	0.00	*0.00*	*0.00*
Total	637.19	482.33	637.11	366.89	702.62	400.83	1,977.02	1,252.58	*63.36*	135.81

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

DisCos	Meters contracted	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	Meters installed in 2024/Q3	Meters installed in 2024/Q4	Total installations since 2019
Aba	24,000	-	-	-	9,917	7,817	8,784	4,928	2,199	33,645
Abuja	1,000,475	105,253	87,987	83,494	105,154	21,493	11,733	26,951	20,755	526,745
Benin	664,646	11,154	72,838	6,771	34,344	10,455	3,510	17,175	23,965	181,381
Eko	283,178	32,353	64,618	44,577	36,484	4,637	810	17,982	14,688	221,928
Enugu	713,926	54,603	96,836	57,751	73,256	13,932	4,241	19,075	16,488	353,843
Ibadan	1,106,294	38,403	94,309	146,044	139,138	25,551	5,865	39,624	37,089	554,352
Ikeja	1,186,114	160,469	125,460	145,364	151,197	27,795	9,076	46,959	53,431	743,311
Jos	606,096	4,673	88,827	19,190	12,937	3,649	3,114	2,824	3,525	159,736
Kaduna	519,152	8,258	17,942	34,385	10,039	3,027	2,450	1,845	2,439	81,229
Kano	562,747	3,314	80,969	3,476	2,056	199	418	767	1,226	92,850
Port Harcourt	220,044	36,546	92,543	33,549	48,989	6,278	1,825	6,377	7,878	241,988
Yola	749,376	478	5,955	30,386	19,295	831	-	-	1,755	58,310
Total	7,636,048	455,504	828,284	604,987	642,806	125,664	51,826	184,507	185,439	3,017,006

Appendix IX: Meter installation through the MAF Framework as of 2024/Q4

DisCos	Meters installed in 2024/Q4	Total installations since 2024
Aba	-	-
Abuja	568	568
Benin	-	-
Eko	-	-
Enugu	-	-
Ibadan	-	-
Ikeja	-	-
Jos	1,674	1,674
Kaduna	-	-
Kano	79	79
Port Harcourt	-	-
Yola	1,755	1,755
Total	4,076	4,076

Appendix X: Meter installation through the MAP Framework as of 2024/Q4

DisCos	Meters contracted	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	Meters installed in 2024/Q3	Meters installed in 2024/Q4	Total installations since 2019
Aba	12,000	-	-	-	8,475	1,346	301	2,135	1,013	13,270
Abuja	900,000	87,476	5,289	82,293	103,200	21,440	10,717	26,376	20,536	421,252
Benin	573,776	11,154	1,104	422	29,181	10,419	3,510	17,175	23,397	97,531
Eko	204,000	32,298	7,703	28,883	30,156	4,637	810	17,982	14,688	142,918
Enugu	621,545	54,752	5,405	57,372	73,256	13,932	4,241	19,075	16,489	261,734
Ibadan	988,915	33,418	548	127,418	125,752	25,551	5,828	39,603	37,089	399,978
Ikeja	1,074,411	160,616	13,781	145,364	147,741	25,281	5,732	46,819	53,431	622,154
Jos	500,000	3,769	27	3,317	12,151	1,165	283	547	1,477	21,365
Kaduna	450,000	7,352	2,767	3,565	9,887	3,003	2,186	1,845	2,438	33,172
Kano	475,000	3,303	-	976	2,056	199	322	781	628	8,060
Port Harcourt	137,324	22,334	24,035	33,549	48,989	6,278	1,825	6,377	7,878	159,268
Yola	664,000	-	-	-	2,721	831	-	-	-	3,552
Total	6,600,971	416,472	60,659	483,159	593,565	114,082	35,775	178,715	179,064	2,184,252

Appendix XI: Meter installation through Vendor and DisCo Finance Frameworks as of 2024/Q4

DisCos	Vendor Finance						DisCo Finance								
	Meters installed in 2023	Meters installed in 2024/Q1	Meters installed in 2024/Q2	Meters installed in 2024/Q3	Meters installed in 2024/Q4	Total installations	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	Meters installed in 2024/Q3	Meters installed in 2024/Q4	Total installations since 2019
Aba	1,442	6,471	8,483	2,793	1,186	20,375				-	-	-	-	-	-
Abuja	1,954	53	1,016	575	219	5,018	-	-	-	-	-	-	-	-	-
Benin	2,849	36	-	-		3,126	-	-	-	-	-	-	-	-	-
Eko	-	-	-	-			-	-	-	-	-	-	-	-	-
Enugu	-	-	-	-			193	193	105	-	-	-	-	-	597
Ibadan	-	-	-	-			-	-	-	13,379	-	37	21	374	84
Ikeja	3,456	2,514	3,344	140		9,454	-	-	-	-	-	-	-	-	-
Jos	-	-	-	-			-	2,326	7,164	257	2,484	2,831	2,277		40,932
Kaduna	-	-	-	-			-	-	96	53	-	-	-	-	149
Kano	-	-	-	-	519	1,135	-	-	-	-	-	96	-		96
Port Harcourt	-	-	-	-			-	-	-	-	-	-	-	-	-
Yola	-	-	-	-			-	-	-	-	-	-	-	-	-
Total	9,701	9,074	12,843	3,508	1,924	39,108	193	2,519	7,365	53	2,484	2,964	2,298	374	78,769

Appendix XII: Category of complaints received by DisCos in 2024/Q4

DisCos	Complaints Received	Complaint Categories							
		Metering	Interruption	Voltage	Loadshedding	Billing	Disconnection	Delay	Others
Aba	5,513	3,629	145	23	2	740	57	138	779
Abuja	23,963	9,274	548	146	-	677	1,971	-	11,347
Benin	13,953	182	973	104	118	920	79	4	11,609
Eko	47,510	28,205	3,930	220	7	2,199	-	-	13,350
Enugu	15,617	13,227	835	146	1	919	91	40	358
Ibadan	47,510	27,279	1,049	169	-	15,081	2,015-	-	1,917
Ikeja	23,236	12,843	2,351	307	66	1,628	93	204	5,744
Jos	19,882	6,742	8,193	230	1	2,989	202	1	1,524
Kaduna	4,168	1,211	2,139	273	32	212	111	19	171
Kano	17,328	15,886	467	50	-	870	18	-	37
Port Harcourt	54,683	21,774	2,339	852	-	3,234	346	157	25,981
Yola	1,917	1,143	470	177	7	38	67	-	15
All DisCos	275,681	141,395	23,403	2,697	234	29,507	5,050	563	72,832

Appendix XIII: Category of complaints received at the NERC-CCU in 2024/Q4

DisCos	Complaints Received	Complaints Resolved	Credit Adjustment (₦'000)	Complaint Categories									
				Metering	Interruption	Voltage	Loadshedding	Billing	Disconnection	Delay	Others	Band	Non-compliance
Aba	8	1	0	1	3	0	0	0	3		0	1	0
Abuja	672	232	0	175	117	9	3	229	62		1	72	3
Benin	116	42	139,480	19	37	3	2	35	17		0	1	0
Eko	836	262	0	372	114	7	2	209	40		1	82	0
Enugu	167	64	554,236	59	24	1	3	54	18		0	2	0
Ibadan	315	7	0	134	60	3	2	68	13		1	32	0
Ikeja	1,731	490	29,348,036	672	194	5	4	652	143		3	45	0
Jos	41	21	0	11	10	3	0	2	5		0	10	1
Kaduna	18	9	0	1	11	0	1	2	2		0	1	0
Kano	13	2	0	3	8	0	0	0	0		0	2	0
Port Harcourt	240	92	0	88	61	3	2	51	17		0	13	0
Yola	23	9	0	4	9	1	0	4	2		0	1	0
All DisCos	4,180	1,231	40,193,039	1,539	648	35	19	1,306	322		6	263	4

Appendix XIV: List and addresses of NERC Forum Offices as of December 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, Akpakpava Street, Benin City, Edo State	9037808592	beninforum@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	Damaturu, Yobe State	No. 5, AD Road, Abba Ibrahim Extension, Off Potiskum Road, Damaturu, Yobe State	9169978243	damaturuforum@nerc.gov.ng
12	Dutse, Jigawa State	Dutse G.R.A, Dutse, Jigawa State	7031704827	jigawaforum@nerc.gov.ng
13	Eko, Lagos State	61, Odunlami Street, Off Marina, Lagos Island, Lagos State	8106807261	ekoforum@nerc.gov.ng
14	*Enugu, Enugu State	John Anichukwu Close, Plot 7 Mkpokiti Pocket Layout, Enugu, Enugu State	8146862230	enuguforum@nerc.gov.ng
15	Gombe, Gombe State	Government Layout GDP/2, Along Ministry of Education Road, Gombe State	8140440079	gombeforum@nerc.gov.ng
16	Gusau, Zamfara State	2 Canteen Daji, J. B. Yakubu Road, Gusau, Zamfara State	9062863163	gusauforum@nerc.gov.ng
17	*Ibadan, Oyo State	Jibowu Str, Opp. Magara Police Station, Iyaganku, G.R.A, Ibadan, Oyo State	8146862252	ibadanforum@nerc.gov.ng
18	Ikeja, Lagos State	199, Obafemi Awolowo Way, Alausa, Ikeja, Lagos State	8106807298	ikejaforum@nerc.gov.ng
19	Ilorin, Kwara State	30, Stadium Road, Off Taiwo Road, Ilorin, Kwara State	9062924603	ilorinforum@nerc.gov.ng
20	Jos, Plateau State	5a, Ray-field Road, Jos, Plateau State	9037808597	josforum@nerc.gov.ng
21	Kaduna, Kaduna State	22, Ahmadu Bello Way, Opposite NNDC Building, Kaduna, Kaduna State	8106807299	kadunaforum@nerc.gov.ng
22	Kano, Kano State	2, Miller Road, Bompai, Nasarawa G.R.A, Kano, Kano State	8146862222	kanoforum@nerc.gov.ng
23	Katsina, Katsina State	7, Abuja Crescent, Off Hassan Usman Katsina Road, Katsina, Katsina State	7031704821	katsinaforum@nerc.gov.ng
24	Lafia, Nasarawa State	Manyi Street, Off Jos Road, Bukan Sidi, Lafia, Nasarawa State	9062924599	lafiaforum@nerc.gov.ng
25	*Lokoja, Kogi State	Hassan Kastina Rd, Opp. State Civil Service Commission, Zone 8 Police HQ, Lokoja, Kogi State.	9062924601	lokojaforum@nerc.gov.ng
26	Makurdi, Benue State	Hephzibah Plaza, Atom Kpera Road, Opp. Makurdi Int'l School, Benue State	9062277249	makurdiforum@nerc.gov.ng
27	Osogbo, Osun State	51, Isiaka Adeleke Way, Along Okefia-Alekuwodo Rd, Osogbo, Osun State	9062924604	osogboforum@nerc.gov.ng
28	*Owerri, Imo State	1, C.B Anyanwu Rd, Housing Area B, Exclusive Garden, Owerri	9062277245	owerriforum@nerc.gov.ng
29	P/Harcourt, Rivers State	The Vhelberg Imperial Hotel, Plot 122 & 122a, Bank Anthony Avenue, Off Ordinance Rd, P/Harcourt	8146862223	phforum@nerc.gov.ng
30	Sokoto, Sokoto State	1, Garba Duba Road, Sokoto, Sokoto State	9062863157	sokotoforum@nerc.gov.ng
31	Umuahia, Abia State	House 2, Adelabu Str., Amaokwe Housing Estate, Umuahia Ibeku, Abia State	9062277251	umuahiaforum@nerc.gov.ng
32	Uyo, Akwa Ibom State	63, Osongama Road, Off Oron/Uyo Airport Road, Uyo, Akwa Ibom State	9062863165	uyoforum@nerc.gov.ng
33	Yola, Adamawa State	5, Nguroje Str., Karewa Extension, Jimeta, Yola, Adamawa State	9037808535	yolaforum@nerc.gov.ng

*Forum Offices that were closed during 2024/Q4 due to the transfer of the regulatory oversight to the respective states where they are located.

Appendix XV: Appeals handled by Forum Offices in 2024/Q3 and 2024/Q4

S/N	Forum Offices	2024/Q3				2024/Q4			
		Appeals Received	Appeals Resolved	Appeals Pending	Resolution Rate (%)	Appeals Received	Appeals Resolved	Appeals Pending	Resolution Rate (%)
1	Abakaliki, Ebonyi State	64	57	6	*89.06*	49	34	15	*69.39*
2	Abeokuta, Ogun State	180	90	30	*50.00*	228	82	48	*35.96*
3	Abuja, FCT	65	48	17	*73.85*	77	61	16	*79.22*
4	Ado-Ekiti	24	17	7	*70.83*	10	7	3	*70.00*
5	Asaba, Delta State	55	38	17	*69.09*	74	48	26	*64.86*
6	Awka, Anambra State	168	94	74	*55.95*	172	150	22	*87.21*
7	Bauchi, Bauchi State	6	6	0	*100.00*	10	2	8	*50.00*
8	Benin, Edo State	49	19	30	*0.00*	55	30	25	*0.00*
9	Damaturu, Yobe State	5	3	2	*0.00*	4	4	0	*0.00*
10	Calabar, C/Rivers State	31	20	11	*64.52*	35	28	7	*80.00*
11	Dutse, Jigawa State	3	2	1	*66.67*	3	0	3	*0.00*
12	Eko, Lagos State	270	175	94	*64.81*	303	205	98	*67.66*
13	Enugu, Enugu State	186	151	26	*81.18*	26	0	26	*0.00*
14	Gombe, Gombe State	20	1	18	*5.00*	27	14	12	*51.85*
15	Gusau, Zamfara State	7	1	6	*14.29*	14	6	8	*42.86*
16	Ibadan, Oyo State	220	59	161	*26.82*	311	113	198	*36.33*
17	Ikeja, Lagos State	719	414	305	*57.58*	587	544	43	*92.67*
18	Ilorin, Kwara State	159	129	30	*81.13*	201	179	22	*89.05*
19	Jos, Plateau State	38	23	15	*60.53*	30	30	0	*100.00*
20	Kaduna, Kaduna State	29	24	4	*82.76*	26	14	6	*53.85*
21	Kano, Kano State	23	17	0	*73.91*	30	22	8	*73.33*
22	Katsina, Katsina State	4	3	1	*75.00*	1	1	0	*100.00*
23	Kebbi, Kebbi State	4	2	2	*50.00*	2	0	2	*0.00*
24	Lafia, Nasarawa State	10	4	6	*40.00*	4	0	4	*0.00*
25	Lokoja, Kogi State	5	3	2	*0.00*	15	7	8	*000*
26	Makurdi, Benue State	11	7	1	*63.64*	13	6	2	*46.15*
27	Osogbo, Osun State	365	173	192	*47.40*	573	361	212	*63.00*
28	Owerri, Imo State	26	18	8	*69.23*	43	15	28	*34.88*
29	Port Harcourt, Rivers State	83	57	24	*68.67*	86	63	19	*73.26*
30	Sokoto, Sokoto State	10	6	4	*60.00*	12	6	6	*50.00*
	Umuahia, Abia State	12	6	6	*50.00*	13	4	7	*30.77*
31	Umuahia 2, Abia State	5	2	3	*40.00*	15	7	8	*46.67*
32	Uyo, Akwa Ibom State	152	104	48	*68.42*	187	145	42	*77.54*
33	Yola, Adamawa State	5	0	5	*0.00*	31	21	8	*67.74*
	All Forum Offices	2,625	1,441	1,034	*54.90*	3,267	2,209	940	*67.62*

Appendix XVI: Category of appeals received by Forum Offices in 2024/Q3 and 2024/Q4

Forum Office	2024/Q3								2024/Q4							
	Billing	Disconnection	Con. Delay	Interruption	Metering	Load Shedding	Voltage	Others	Billing	Disconnection	Con. Delay	Interruption	Metering	Load Shedding	Voltage	Others
Abakaliki, Ebonyi State	46	0	0	0	0	0	0	0	42	0	0	1	0	0	0	0
Abeokuta, Ogun State	55	8	0	0	32	4	1	17	63	7	0	0	78	16	1	33
Abuja, FCT	2	0	0	0	41	0	0	7	2	0	0	0	53	0	0	5
Ado-Ekiti, Ekiti State	8	2	0	2	3	0	1	0	2	0	0	0	1	0	0	0
Asaba, Delta State	30	1	0	0	5	0	0	4	43	1	0	0	6	0	0	7
Awka, Anambra State	104	7	0	0	10	0	0	1	87	6	0	0	4	0	0	1
Bauchi, Bauchi State	2	0	0	0	1	0	0	3	3	1	1	0	2	0	0	1
Benin, Edo State	31	0	1	0	5	0	0	5	19	0	0	0	3	0	0	3
Damaturu, Yobe State	3	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0
Calabar, C/Rivers State	16	1	0	0	5	0	0	2	11	5	0	0	5	0	0	2
Dutse, Jigawa State	1	0	0	0	0	0	0	0	2	0	0	1	0	0	0	0
Eko, Lagos State	93	2	0	13	77	0	1	21	68	12	0	0	92	0	0	24
Enugu, Enugu State	82	12	0	0	16	0	0	0	0	0	0	13	0	0	0	0
Gombe, Gombe State	3	0	0	0	5	0	0	0	5	0	0	0	4	0	0	0
Gusau, Zamfara State	4	1	1	0	1	0	0	0	0	0	0	0	6	0	1	1
Ibadan, Oyo State	73	7	0	1	92	1	0	7	64	6	0	0	73	0	0	5
Ikeja, Lagos State	175	35	0	0	135	0	0	52	71	6	0	0	56	0	0	24
Ilorin, Kwara State	70	0	0	0	49	1	1	4	39	2	0	2	105	1	1	21
Jos, Plateau State	27	2	0	0	5	0	0	0	8	4	0	0	1	0	0	1
Kaduna, Kaduna State	8	2	0	0	7	0	0	10	10	2	1	0	5	0	0	4
Kano, Kano State	6	4	0	1	1	0	0	9	5	3	0	0	0	0	0	15
Katsina, Katsina State	1	1	0	0	0	0	0	2	0	0				16	0	0
B/Kebbi, Kebbi State	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lafia, Nasarawa State	3	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0
Lokoja, Kogi State	6	0	0	0	7	0	0	2	2	0	0	0	0	0	0	0
Makurdi, Benue State	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Osogbo, Osun State	81	12	0	0	160	0	0	28	128	11	0	0	153	0	0	21
Owerri, Imo State	23	9	0	0	2	0	0	3	10	1	0	0	0	0	0	2
P/Harcourt, Rivers State	62	8	2	0	10	1	1	4	54	5	0	0	14	0	1	4
Sokoto, Sokoto State	4	0	0	0	0	0	1	0	5	0	0	1	0	0	0	0
Umuahia, Abia State	1	0	0	0	0	0	0	1	4	0	0	0	1	0	0	0
Umuahia 2, Abia State	2	0	0	0	0	0	0	1	5	1	0	13	1	0	0	2
Uyo, Akwa Ibom State	53	14	0	0	18	0	4	28	49	23	0	0	35	0	2	52
Yola, Adamawa State	8	3	0	0	4	0	0	4	8	1	0	0	5	0	0	3
All Forum Offices	1,088	132	4	17	693	7	11	215	810	97	2	17	700	18	6	231

NIGERIAN ELECTRICITY REGULATORY COMMISSION

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