Q2

NIGERIAN ELECTRICITY REGULATORY COMMISSION

QUARTERLY REPORT 2025

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

Please direct all inquiries, comments, and suggestions on the report to:

The Commissioner
Research & Data Analytics Division
Nigerian Electricity Regulatory Commission
Plot 1387, Cadastral Zone A00
Central Business District
P.M.B 136, Garki, Abuja
Nigeria
NERC website: www.nerc.gov.ng

Contact Centre:
Tel: +234 (0209) 462 1400, +234 (0209) 462 1410
Email: info@nerc.gov.ng

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List of Abbreviations

ADR	Alternative Dispute Resolution
AEDC	Abuja Electricity Distribution Plc
ATC&C	Aggregate Technical, Commercial & Collection Loss
BEDC	Benin Electricity Distribution Plc
CAPEX	Capital Expenditure
CCU	Customer Complaint Unit
CEET	Compagnie Energie Electrique du Togo
CTC	Competition Transition Charge
DisCos	Distribution Companies
EA	Electricity Act
ECR	Eligible Customer Regulations
EEDC	Enugu Electricity Distribution Plc
EKEDP	Eko Electricity Distribution Plc
EPSRA	Electric Power Sector Reform Act
GenCos	Generation Companies
GWh	Gigawatt hour
IBEDC	Ibadan Electricity Distribution Plc
IEDN	Independent Electricity Distribution Network
IE	Ikeja Electric Plc
JED	Jos Electricity Distribution Plc
KAEDC	Kaduna Electricity Distribution Plc
KEDCO	Kano Electricity Distribution 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	Notice of Intention to Commence Enforcement
NIGELEC	Société Nigerienne d'electricite; Nigerien Electricity Society
NIPP	National Integrated Power Project
NISO	Nigerian Independent System Operator
NMMP	National Mass Metering Program
PAC	Partial Activation of Contract
PCC	Partial Contracted Capacity
PHED	Port Harcourt Electricity Distribution Plc
PP	Percentage points
SBEE	Société Béninoise d'Energie Electrique
TCN	Transmission Company of Nigeria Plc
TLF	Transmission Loss Factor
YEDC	Yola Electricity Distribution 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 2025/Q2 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 2025/Q2 was 5,395.72MW

a. Available Generation Capacity: In 2025/Q2, there were twenty-eight (28) grid-connected power plants consisting of five (5) hydro, two (2) steam, nineteen (19) Open Cycle Gas Turbine (OCGT), and two (2) Combined Cycle Gas Turbine (CCGT) plants. For this quarter, the average available generation capacity of the grid-connected power plants was 5,395.72MW. This represents a 28.84MW (+0.54%) increase compared to the 5,366.88MW recorded in 2025/Q1 (Figure A). Twelve (12) power plants attained increases in available generation capacities for 2025/Q2 relative to 2025/Q1.

[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.

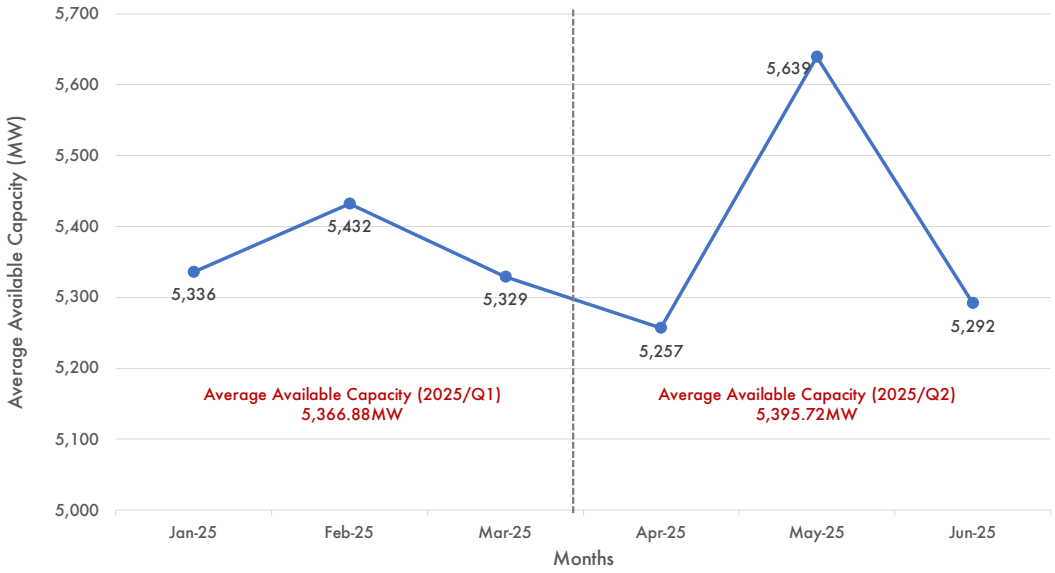


Figure A: Available Generation Capacity (January - June 2025)

The average hourly generation in 2025/Q2 was 4,501.06MWh/h

b. Quarterly Generation: The average hourly generation on the grid in 2025/Q2 was 4,501.06MWh/h, which translates to a total generation of 9,830.31GWh. The average hourly generation of the grid-connected power plants decreased by 269.53MWh/h (-5.65%) from 4,770.59MWh/h in 2025/Q1. The total electricity generated in the quarter also decreased by 474.15GWh (-4.60%)[2] from 10,304.47GWh in 2025/Q1 (Figure B). The decrease in energy generation during the quarter can be attributed to the decrease in energy offtake by the grid-connected customers (including DisCos) compared to 2025/Q1.

c. Grid Performance: In 2025/Q2, the average lower daily (49.33Hz) and average upper daily (50.78Hz) 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 system voltage (300.05kV) was outside the lower limit (313.50kV) while the average upper daily system voltage (345.31kV) was within the limit (346.50kV) specified in the grid code.

[2] The percentage change in total generation and average hourly generation is different across 2025/Q1 and 2025/Q2 because the number of days in each of the quarters is not the same (90/91 days). When the number of days in the quarters being compared is the same, the percentage change in total generation will be the same as the percentage change in average hourly generation.

There was no incidence of system disturbance on the National Grid in 2025/Q2.

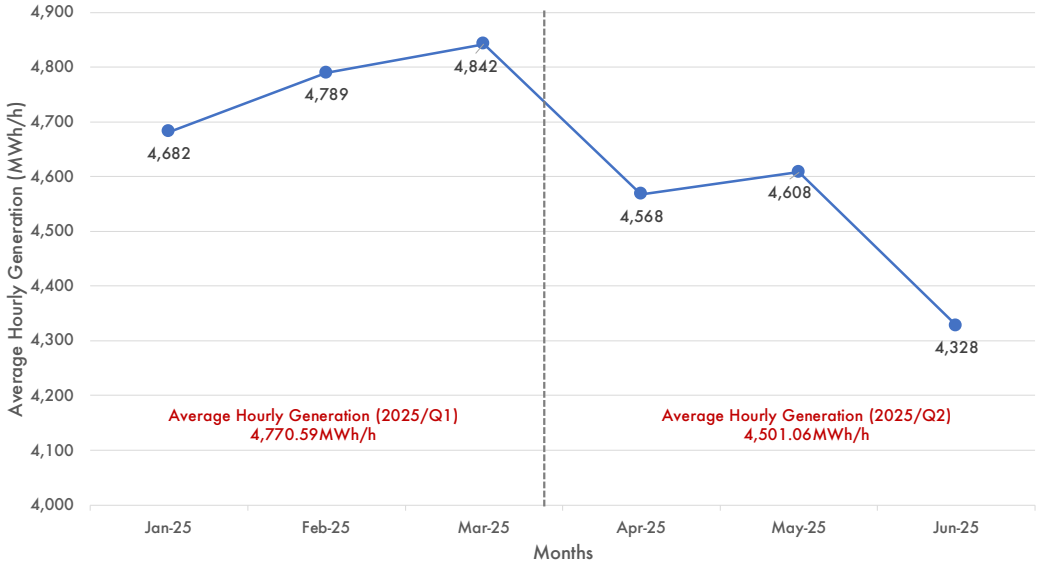


Figure B: Average Hourly Generation (January - June 2025)

Commercial Performance

The review of commercial performance for 2025/Q2 covers energy offtake performance, energy accounting efficiency, billing efficiency, collection efficiency, aggregate technical, commercial, and collection loss, and the market remittance of relevant market participants.

a. Energy Offtake Performance: In 2025/Q2, the average energy offtake by DisCos at their trading points was 3,582.62MWh/h which represents a decrease of 199.32MWh/h (-5.27%) compared to the average offtake recorded in 2025/Q1 (3,781.94MWh/h). Cumulatively, DisCos recorded an overall offtake performance of 91.78%; the available Partially Contracted Capacity (PCC) during the quarter was 3,903.44MWh/h.

b. Energy Accounting Efficiency: Energy accounting efficiency (EAE) measures how effectively DisCos account for the energy they offtake at their trading points. Although the total energy received by all DisCos in 2025/Q2 was 7,824.43GWh, the energy billed to end-use customers was only 6,449.82GWh, translating into an overall energy accounting efficiency of 82.43%.

c. Billing Efficiency: The naira value of the total energy offtake by all DisCos in 2025/Q2 was ₦909.59 billion, and the total energy billed was ₦742.34 billion, which translates to a billing efficiency of 81.61%. This means that at an aggregate level, DisCos were unable to account for ₦167.25 billion worth of energy received at their trading points in 2025/Q2.

c. Collection Efficiency: The total revenue collected by all DisCos in 2025/Q2 was ₦564.71 billion out of ₦742.34 billion billed to customers. This translates to a collection efficiency of 76.07%, representing an increase of 1.68pp compared to 2025/Q1 (74.39%).

A total of ₦564.71 billion was collected by all DisCos in 2025/Q2 out of the ₦742.34 billion billed to customers.

d. Aggregate Technical, Commercial and Collection (ATC&C) Loss: The Aggregate Technical, Commercial and Collection (ATC&C) loss is a summation of – 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 DisCo in 2025/Q2 was 37.92%, comprising technical and commercial loss (18.39%) and collection loss (23.93%). The ATC&C loss of 37.92% is 17.38pp higher than the 2025 MYTO target (20.54%) and translates to a cumulative revenue loss of ₦158.05[3] billion across all DisCos. The ATC&C loss decreased by 1.69pp (better performance) compared to 2025/Q1 (39.61%). All the DisCos except Eko failed to achieve their target ATC&C during the quarter, with Kaduna DisCo recording the worst underperformance relative to the target ATC&C (Actual – 70.98% vs. target – 21.32%) (Figure C).

e. Market remittance: In 2025/Q2, the cumulative upstream invoice payable by DisCos was ₦417.35 billion, consisting of ₦348.66 billion for DRO-adjusted generation costs from NBET[4] and ₦68.68 billion for transmission and administrative services by the Market Operator

[3] This represents 22% of the gross allowable revenues for all DisCos over the period (2025/Q2)
[4] The NBET invoice payable by the DisCos for 2025/Q2 was only ₦348.66 billion because the FGN has taken responsibility for ~60% (₦514.35 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.

(MO). Out of this amount, the DisCos collectively remitted a total sum of ₦399.20 billion (₦333.90 billion for NBET and ₦65.30 billion for MO) with an outstanding balance of ₦18.15 billion. This translates to a remittance performance of 95.65% in 2025/Q2 compared to the 95.86% recorded in 2025/Q1. The disaggregated DisCo remittance performance to the market for 2025/Q2 is presented in Figure D.

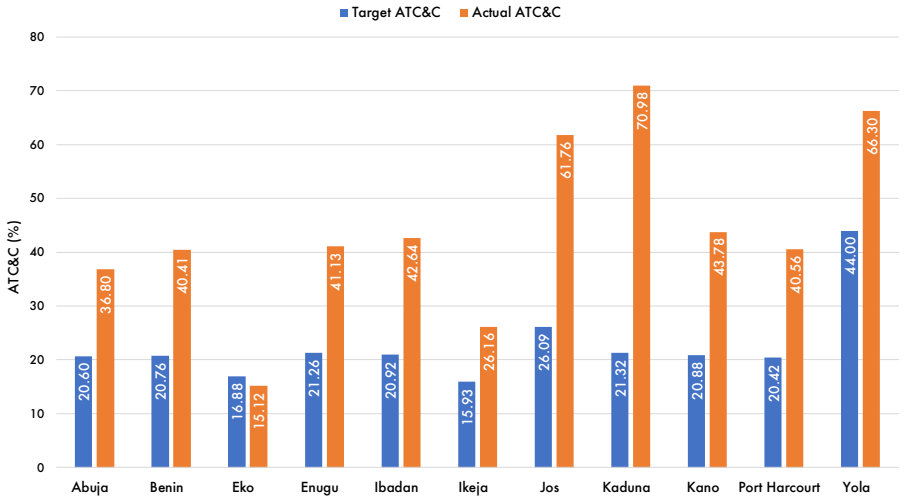


Figure C: Target and Actual ATC&C losses for DisCos in 2025/Q2

f. Remittance by Special and Bilateral Customers: In 2025/Q2, the six (6) international bilateral customers purchasing power from the grid-connected GenCos made a cumulative payment of $9.01[5] million against the $17.54 million invoice issued to them by the MO for services rendered in 2025/Q2 (remittance rate – 51.33%). Similarly, the domestic bilateral customers made a cumulative payment of ₦1,401.00 million against the ₦2,796.29 million invoice issued to them by the MO for services rendered in 2025/Q2[6] (remittance rate – 50.10%).

[5] These remittances are based on reconciled market settlement submitted to the Commission as at 30 September 2025

[6] A domestic bilateral customer made payments during 2025/Q2 for outstanding MO invoices from previous quarters. The details of these payments are contained in Appendix VIII.

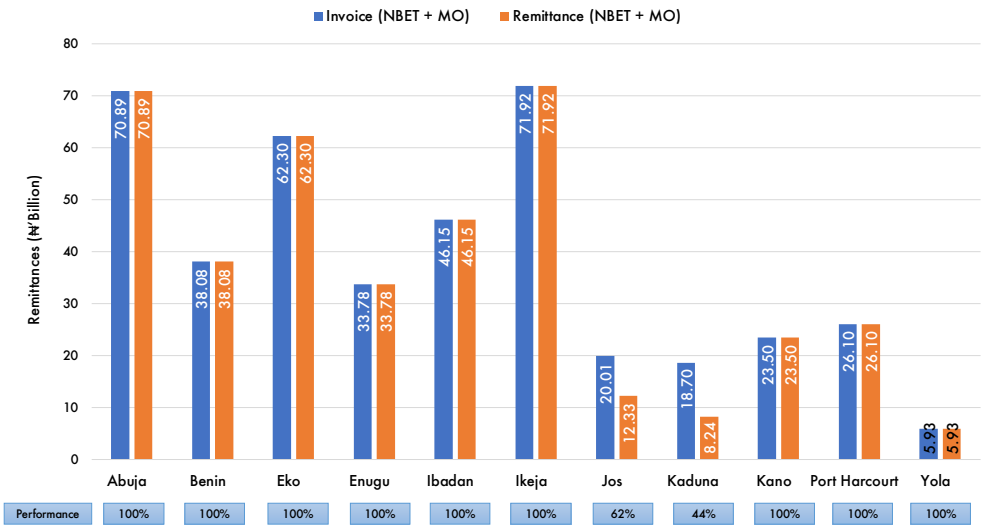


Figure D: DRO-adjusted invoices and remittances in 2025/Q2

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-seven (37) new Orders in 2025/Q2.

a. Orders: The Commission issued thirty-seven (37) Orders in 2025/Q2. They include:

- NERC/2025/031,033-NERC/2025/042 – April 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos.
- NERC/2025/043 – Order on Performance Improvement Plan (PIP) for the Transmission Company of Nigeria Plc (TCN)
- NERC/2025/045-NERC/2025/055 – May 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos.
- NERC/2025/056 – Order on Third-Party Investments in the Construction of the Switchyard Bay Extension at Kainji

Hydropower Plant and Securitisation of Funds for the SCADA Additional Scope.

- NERC/2025/057 – Order on the Mandatory Integration of Grid-connected Generating units into the SCADA/EMS for Nigerian Electricity Supply Industry (NESI).
- NERC/2025/058 (EEDC) – Transfer of Regulatory Oversight of the Electricity Market in Abia State from the Nigerian Electricity Regulatory Commission to the Abia State Electricity Regulatory Commission (ASERC).
- NERC/2025/059-NERC/2025/069 – June 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos.

b. Licences and Permits: The Commission issued twenty-nine (29) licences, permits and certifications in 2025/Q2. The breakdown of the licences, permits and certifications issued is as follows:

Twenty-nine (29) licences, permits and certifications were issued by the Commission in 2025/Q2.

- One (1) off-grid generation licence with a nameplate capacity of 12.8MW.
- Two (2) on-grid generation licences with a total capacity of 480MW
- Three (3) new electricity trading licences
- One (1) Independent Electricity Distribution Network (IEDN) licence
- One (1) licence for embedded generation
- One (1) captive generation permit with a gross capacity of 20.8MW.
- Six (6) permits for mini grids.
- Seven (7) certifications for Meter Service Providers and seven (7) permits for Meter Asset Providers.

c. Hearings and Public Consultation: 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. During the quarter (2025/Q2), the Commission conducted two (2) hearings in respect of the following:

- Petition filed by Prism Steel Mills Limited challenging the award of the competition transition charge in favour of Ibadan Electricity Distribution Plc.
- Green Power Distribution Nigeria Limited in respect of their application for an independent electricity distribution licence.

Furthermore, the Business Rules of the Commission- NERC-R-0306 allow 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 thirteen (13) Rectification Directives (RD) and twenty-six (26) Notices of Intention to Commence Enforcement (NICE) to licensees for different breaches/defaults during the quarter.

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 2025/Q2, the Commission convened one (1) town hall meeting in Bauchi between 26 - 28 June 2025, where issues around service-based tariffs, capping of estimated bills of unmetered customers, 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 225,631 meters were installed in 2025/Q2.

b. Metering: A total of 225,631 meters were installed in 2025/Q2, representing an increase of 20.55% compared to the 187,161 meters installed in 2025/Q1. During the quarter, 147,823 meters (65.52% of the total installations) were installed under the MAP framework,

65,315 meters were installed under the Meter Acquisition Fund (MAF), 12,259 meters were installed under the Vendor Financed framework, and 234 meters were installed under the DisCo Financed framework. As at the end of June 2025, only 6,422,933 out of the total 11,821,194 active registered customers in the NESI were metered, translating to a metering rate of 54.33% (Figure E).

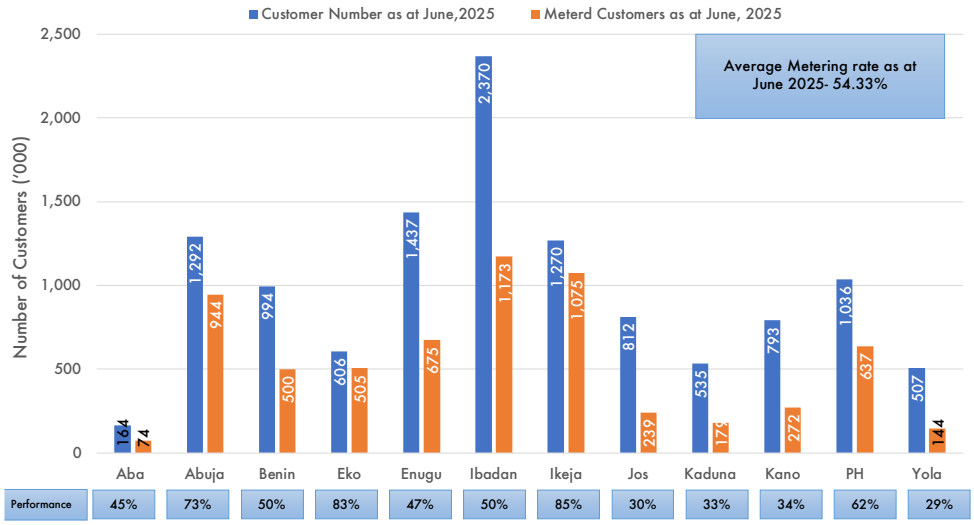


Figure E: Status of Customer metering as of 30 June 2025

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.

c. Customer Complaints: Across the quarter, DisCos only successfully resolved 1,129 out of the 2,474 complaints that were filed at the NERC-CCU; this translates to a resolution rate of 45.63%. The number of complaints received across all DisCo-CCUs was 227,267, which represents a 10.67% decrease compared to the 254,404 received in 2025/Q1. As in previous quarters, metering, billing and service interruption were the prevalent issues of customer complaints during the quarter.

In 2025/Q2, the Forum Offices resolved 67.56% of the active appeals in forty-one (41) sittings.

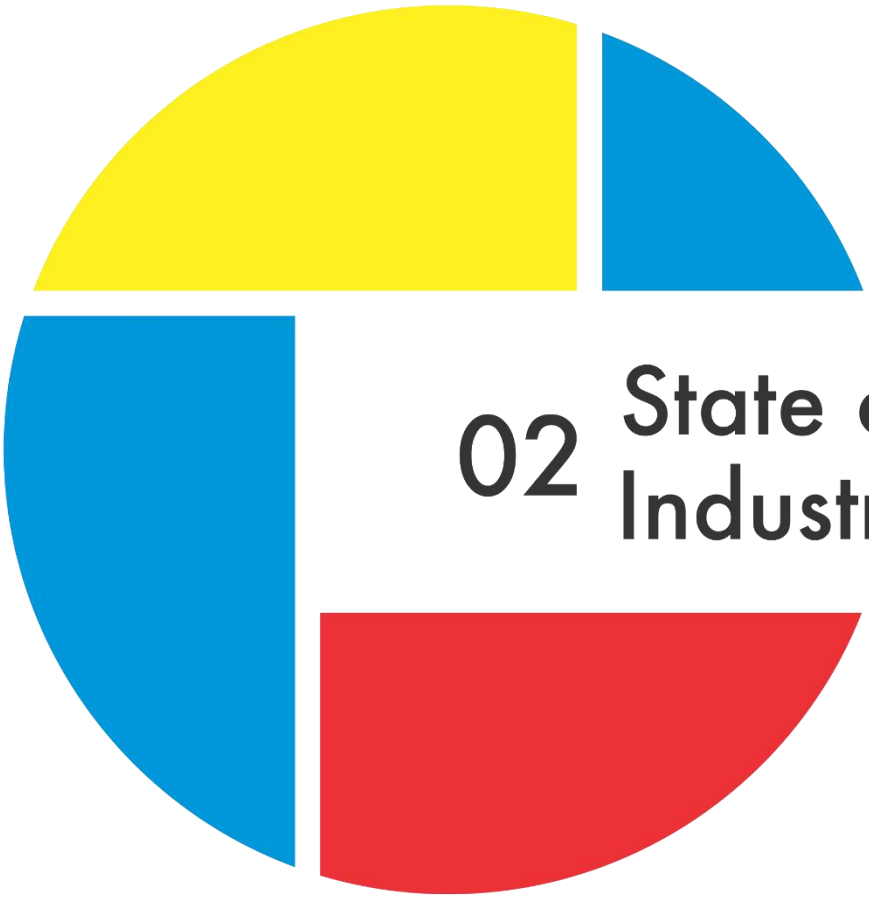
d. Forum Offices: Two (2) Forum Offices were closed during the quarter, bringing the number of active Forum Offices as of 30 June 2025 to twenty-four (24) compared to twenty-six (26) reported as of the end of 2025/Q1. The total number of active appeals across the Forum Offices in 2025/Q2 was 1,418 made up of 1,040 new appeals in 2025/Q2 and 378 pending appeals from 2025/Q1. During the period, the forum panels held forty-one (41) sittings and resolved 958 of the appeals filed at Forum Offices nationwide (67.56% resolution rate); the resolution rate was 6.54pp lower than the 74.10% achieved in 2025/Q1.

e. Health & Safety: The total number of accidents in 2025/Q2 was sixty (60), which resulted in nineteen (19) injuries and thirty-eight (38) fatalities. The Commission has launched investigations into all the accidents and will continue to work with all sector stakeholders to improve the overall health and safety of the NESI.

Key Facts on NESI Performance in Q2 of 2025

5,395.72MW	Average Available Generation Capacity; 28.84MW (+0.54%) increase compared to 2025/Q1 [5,366.88MW]
9,830.31GWh	Total Quarterly Generation; 474.15GWh (-4.60%) decrease compared to 2025/Q1 [10,304.47GWh]
4,501.06MWh/h	Average Hourly Generation; 269.53MWh/h (-5.65%) decrease compared to 2025/Q1 [4,770.59MWh/h]
83.42%	Load Factor; 5.47pp decrease compared to 2025/Q1 [88.89%]
30.19%	Share of total quarterly generation from Hydropower Plants; 0.28pp increase compared to 2025/Q1 [29.91%]
3,582.62MWh/h	Total energy received by the DisCos; 199.33MWh/h (-5.27%) decrease compared to 2025/Q1 [3,781.94MWh/h]
6,449.82GWh	Energy billed to customers; 182.10GWh (-2.75%) decrease compared to 2025/Q1 [6,631.92GWh]
₦564.71 billion	Total Revenue collected by the DisCos; ₦11.08 billion (+2.00%) increase compared to 2025/Q1 [₦553.63 billion]
81.61%	Cumulative billing efficiency across all DisCos
76.07%	Cumulative collection efficiency across all DisCos; 1.68pp increase compared to 2025/Q1 [74.39%]
37.92%	Aggregate Technical, Commercial and Collection Loss; 1.69pp better ATC&C performance compared to 2025/Q1 [39.61%]
₦417.35 billion	Combined invoice from NBET (DRO-adjusted) and MO to DisCos; ₦14.78 billion (-3.42%) decrease compared to 2025/Q1 [₦432.13 billion]
₦399.20 billion	Total amount remitted by DisCos to NBET and TCN/MO; ₦15.05 billion (-3.63%) decrease compared to 2025/Q1 [₦414.26 billion]

95.65%	DisCos' overall remittance performance; 0.21pp decrease compared to 2025/Q1 [95.86%]
225,631	Number of new meters Installed; 38,470 more installations (+20.55%) compared to the 187,161 meters installed in 2025/Q1
227,267	Total complaints received at the DisCo-CCU; 10.67% decrease compared to 254,404 complaints received in 2025/Q1
67.56%	Forum Office complaint resolution rate; 6.54pp decrease compared to 2025/Q1 [74.10%]
60	Number of accidents; 29 more accidents compared to 2025/Q1 [31]
57	Number of casualties (injuries and fatalities); 31 more casualties compared to 2025/Q1 [26]



02 State of the Industry

2.0 STATE OF THE INDUSTRY

Pursuant to Section 34(1)(e) of the Electricity Act (EA) 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 overall state of the Nigerian Electricity Supply Industry (NESI) primarily across the three (3) underlisted 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

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 2025/Q2, there were twenty-eight (28) grid-connected power plants consisting of five (5) hydro, two (2) steam, nineteen (19) Open Cycle Gas Turbines (OCGT) and two (2) Combined Cycle Gas Turbine (CCGT) plants. During the quarter, the average available generation capacity of the grid-connected power plants increased by 28.84MW (+0.54%) from the 5,366.88MW recorded in 2025/Q1 to 5,395.72MW. Across the quarters, twelve (12) out of the twenty-eight (28) grid-connected power plants recorded increases in available capacity, while the

remaining fifteen (15) recorded decreases. The Alaoji power plant was unavailable throughout the quarter.

The most significant increase in average available generation capacity in 2025/Q2 compared to 2025/Q1 was recorded in Geregu_1 (+109.13%). Notable increases in available capacity across the quarters were also recorded in Zungeru_1 (+31.09%), Ihovbor_1 (+30.86%), Olorunsogo_2 (+25.43%), Trans Amadi_1 (+24.77%), Ibom power_1 (+23.05%), and Egbin_1 (+16.69%) power plants.

Conversely, there were significant decreases in the average available capacities of Rivers_1 (-49.72%), Omoku_1 (-44.72%), Odukpani_1 (-35.65%), and Sapele Steam_1 (-21.09%) power plants in 2025/Q2 compared to 2025/Q1. Figure 1 shows the plants with the highest average available capacities across the two quarters.

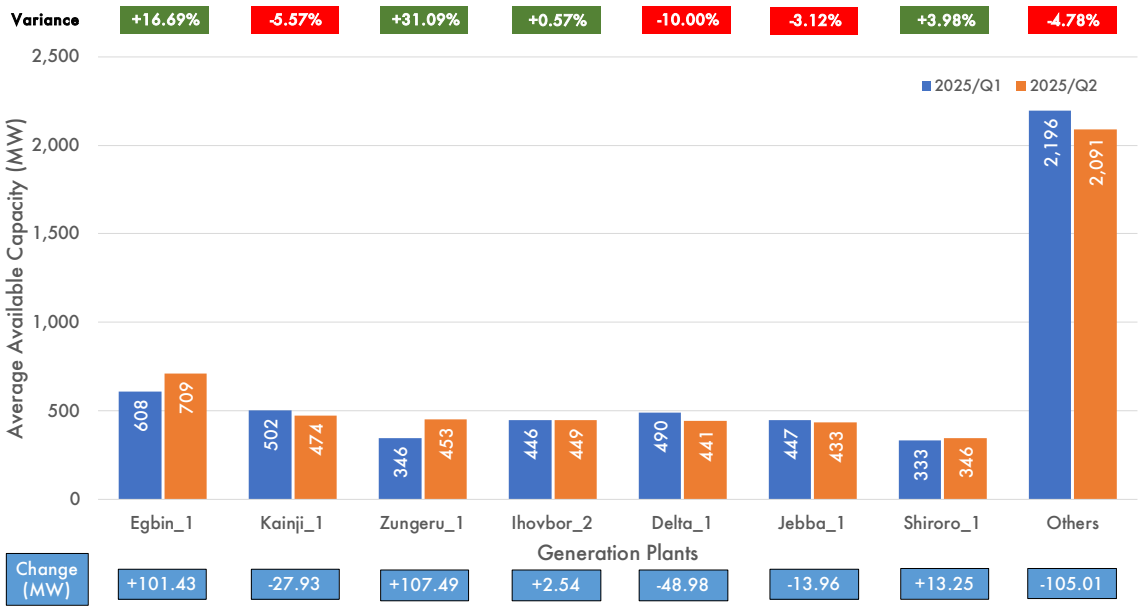


Figure 1: Average Available Capacity (MW) in 2025/Q1 vs. 2025/Q2

2.1.2 Plant availability factor

The availability factor of a plant is measured as a ratio of the maximum rated output of the plant declared by the operator (available capacity) to the maximum rated output specified by the manufacturer (installed capacity). The available capacity of a plant may change from time to time due to several factors, including i) atmospheric conditions at the plant; ii) mechanical availability of the plant (planned and

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

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

The plant availability factor (PAF) is a critical parameter for evaluating the overall health of the upstream segment of the NESI. In 2025/Q2, the average plant availability factor for all grid-connected plants was 39.60%, i.e. at any point in time during the quarter, 60.40% of the installed capacity across the twenty-eight (28) grid-connected power plants was not available for dispatch onto the grid. Overall, ten (10) power plants had availability factors above 50%, with Ikeja_1 power plant recording the highest availability factor at 99.34%. On the other end of the spectrum, Alaoji_1 recorded a PAF of 0% in 2025/Q2, i.e. the plant was not available to dispatch any energy onto the grid throughout the quarter.

The PAF of all the grid-connected plants is contained in Table 1. The gross PAF of 39.60% recorded in 2025/Q2 represents a 0.21pp increase relative to the 39.39% PAF that was recorded in 2025/Q1. Significant increases in PAF were recorded in Geregu_1 (+34.63pp), Zungeru_1 (+15.36pp), and Egbin_1 (+7.68pp) power plants across the two quarters.

Conversely, the PAF of Odukpani_1 decreased significantly by 19.78pp during the quarter (35.72% in 2025/Q2 compared to 55.50% in 2025/Q1). Reductions in PAF were also recorded in Rivers_1 (-14.60pp), Omoku_1 (-11.58pp), and Olorunsogo (-7.13pp) power plants.

Table 1: Plant Availability Factor (%) in 2025/Q1 vs. 2025/Q2

Plant	Installed capacity (MW)	Average Available Capacity (MW)		Plant Availability Factor (%)	
		2025/Q1	2025/Q2	2025/Q1	2025/Q2
Ikeja_1	110	109.10	109.28	99.18	99.34
Ihovbor_2	461	446.36	448.90	96.82	97.38
Jebba_1	578	447.15	433.18	77.36	74.95
Geregu_1	435	138.03	288.66	31.73	66.36
Zungeru_1	700	345.70	453.19	49.39	64.74
Kainji_1	760	501.58	473.65	66.00	62.32
Shiroro_1	600	332.86	346.11	55.48	57.69
Egbin_1	1320	607.83	709.26	46.05	53.73
Okpai_1	480	282.72	250.42	58.90	52.17
Geregu_2	435	227.29	220.77	52.25	50.75

Plant	Installed capacity (MW)	Average Available Capacity (MW)		Plant Availability Factor (%)	
		2025/Q1	2025/Q2	2025/Q1	2025/Q2
Delta_1	900	489.80	440.83	54.42	48.98
Igbafo_1	45	20.23	20.22	44.95	44.92
Dadin-Kowa_1	40	16.36	17.49	40.90	43.73
Omotosho_1	335	166.05	145.33	49.57	43.38
Olorunsogo_1	335	161.81	137.93	48.30	41.17
Odukpani_1	625	346.87	223.22	55.50	35.72
Afam_2	650	246.63	223.79	37.94	34.43
Sapele_2	500	97.91	105.46	19.58	21.09
Ibom power_1	190	23.46	28.87	12.35	15.19
Rivers_1	180	52.86	26.58	29.37	14.76
Omoku_1	150	38.85	21.48	25.90	14.32
Ihovbor_1	500	51.32	67.16	10.26	13.43
Omotosho_2	500	60.85	59.89	12.17	11.98
Afam_1	726	73.48	59.92	10.12	8.25
Olorunsogo_2	750	37.43	46.95	4.99	6.26
Trans Amadi_1	100	4.75	5.93	4.75	5.93
Sapele Steam_1	720	39.61	31.26	5.50	4.34
Alaoji_1	500	0.00	0.00	0.00	0.00
Total	13,625	5,366.88	5,395.72	39.39	39.60

*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 the grid within acceptable technical limits. The factors that determine the dispatch of a plant at any point in time 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 2025/Q2 was 4,501.06MWh/h, which translates to a total generation of 9,830.31GWh (equation 2).

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

The average hourly generation and the total generation decreased by 5.65% and 4.60%[7] respectively in 2025/Q2 compared to 2025/Q1; the hourly generation decreased from 4,770.59MWh/h generated in 2025/Q1 to 4,501.06MWh/h (-269.53MWh/h), while the total generation decreased from 10,304.47GWh generated in 2025/Q1 to 9,830.31GWh (-474.15GWh) in 2025/Q2. The decrease in quarterly generation can be attributed to a decrease in load offtake by the grid-connected customers.

In total, eighteen (18) plants recorded decreases in their average hourly generation across the quarters. Significant decreases in average hourly generation were recorded in Odukpani_1 (-100.40MWh/h), Geregu_2 (-81.47MWh/h), Delta_1 (-68.47MWh/h), Shiroro_1 (-46.07MWh/h), Afam_2 (-34.77MWh/h) and Rivers_1 (-31.40MWh/h) power plants.

Conversely, increases in average hourly generation were recorded in Geregu_1 (+97.29MWh/h) Egbin_1 (+87.30MWh/h), Ihovbor_1 (+15.11MWh/h), and Olorunsogo_2 (+12.58MWh/h) power plants across the quarters (Table 2).

Table 2: Average Hourly Generation (MWh/h) in 2025/Q1 vs. 2025/Q2

Plant	Average Hourly Generation (MWh/h)		Change (%)	Change (MWh/h)
	2025/Q1	2025/Q2		
Geregu_1	126.11	223.40	77.14	97.29
Egbin_1	572.87	660.17	15.24	87.30
Ihovbor_1	21.21	36.32	71.23	15.11
Olorunsogo_2	14.18	26.77	88.74	12.58
Zungeru_1	312.13	319.39	2.32	7.26
Ikeja_1	102.13	105.77	3.57	3.64
Dadin-Kowa_1	16.61	17.32	4.29	0.71
Igbafo_1	22.07	22.73	3.01	0.67
Trans Amadi_1	8.00	8.07	0.86	0.07
Alaoji_1	0.00	0.00	0.00	0.00
Ihovbor_2	401.47	400.94	-0.13	-0.54
Omotosho_2	41.53	40.14	-3.35	-1.39
Sapele Steam_1	23.93	21.32	-10.92	-2.61
Sapele_2	70.13	67.05	-4.40	-3.08
Ibom power_1	24.17	18.30	-24.30	-5.87

[7] The percentage change in total generation and average hourly generation is different across 2025/Q1 vs 2025/Q2 because the number of days in each of the quarters is not the same (90/91 days). When the number of days in the quarters being compared is the same, the percentage change in total generation will be the same as the percentage change in average hourly generation.

Plant	Average Hourly Generation (MWh/h)		Change (%)	Change (MWh/h)
	2025/Q1	2025/Q2		
Omotosho_1	148.60	136.88	-7.89	-11.72
Jebba_1	334.70	322.38	-3.68	-12.33
Omoku_1	38.98	22.24	-42.94	-16.74
Okpai_1	239.73	222.68	-7.11	-17.05
Kainji_1	458.42	440.70	-3.87	-17.72
Afam_1	71.42	50.29	-29.59	-21.13
Olorunsogo_1	154.39	133.01	-13.85	-21.38
Rivers_1	53.21	21.81	-59.01	-31.40
Afam_2	253.15	218.37	-13.74	-34.77
Shiroro_1	304.93	258.86	-15.11	-46.07
Delta_1	461.42	392.95	-14.84	-68.47
Geregu_2	190.59	109.12	-42.75	-81.47
Odukpani_1	304.49	204.09	-32.97	-100.40
Total	4,770.59	4,501.06	-5.65	-269.53

Cumulatively, the average hourly generation of the five grid-connected hydro power plants decreased by 68.15MWh/h (-4.78%) in 2025/Q2 compared to 2025/Q1. This is due to the decrease in the generation of three (3) out of the five hydropower plants. The average hourly generation of Shiroro_1 (-15.11%), Kainji_1 (-3.87%), and Jebba_1 (-3.68%) decreased in 2025/Q2 compared to 2025/Q1. Conversely, the average hourly generation of Dadin Kowa_1 (+4.29%) and Zungeru_1 (+2.32%) hydropower plants increased in 2025/Q2 compared to 2025/Q1 (Figure 2).

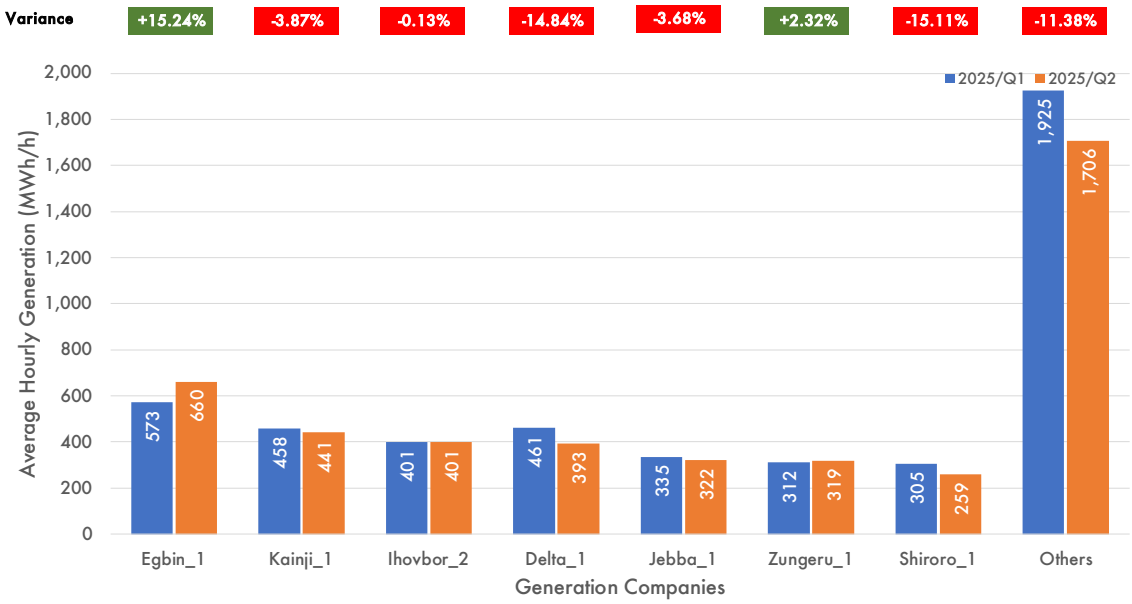


Figure 2: Average Hourly Generation (MWh/h) in 2025/Q1 vs. 2025/Q2

The cumulative average hourly generation from the grid-connected thermal plants during the quarter also decreased by 201.38MWh/h (-6.02%) in 2025/Q2, with fifteen (15) out of the twenty-three (23) thermal plants recording decreases in their average hourly generation.

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:

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

The overall load factor for all grid-connected power plants in 2025/Q2 was 83.42%; meaning that on average, at any point during the quarter, 16.58% of available capacity was not dispatched. The load factor in 2025/Q2 (83.42%) represents a 5.47pp decrease compared to the 88.89% load factor recorded in 2025/Q1.

The load factors of the seven (7) power plants with the highest dispatch rates in 2025/Q2 are presented in Figure 3. Three (3) power plants (Trans Amadi_1, Igbafo_1, and Omoku_1) recorded dispatch rates of 100%. Kainji_1 and Dadin Kowa_1 hydropower plants recorded load factors >90% (93.04% and 99.01% respectively), while the remaining three hydropower plants (Shiroro_1, Jebba_1, and Zungeru_1) recorded dispatch rates <90% (74.79%, 74.42%, and 70.47%, respectively). The <90% dispatch rate recorded by Shiroro_1, Jebba_1, and Zungeru_1 during the quarter is inconsistent with the Commission's Order on the Mandatory dispatch of Hydropower Plants in the NESI (Order No: NERC/182/2019[8]).

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

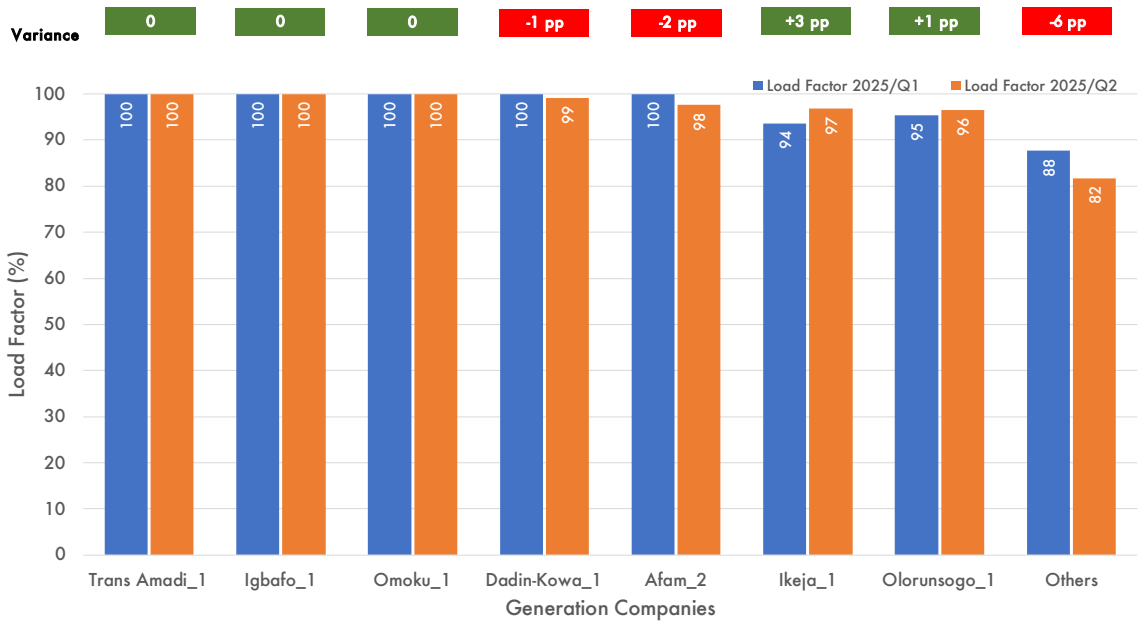


Figure 3: Generation Load Factor 2025/Q1 vs. 2025/Q2

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[9] ii) Energy Sustainability[10]; and iii) Energy Affordability/Equity[11]. 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 2025/Q1 and 2025/Q2 is presented in Figure 4. The total generation from hydropower plants (2,967.28GWh) decreased by 114.59GWh (-3.72%) in 2025/Q2 compared to 2025/Q1 (3,081.88GWh). The contribution of hydropower plants to the energy

[9] This reflects a nation's capacity to meet current and future energy demands reliably, withstand and bounce back from system shocks with minimum disruption to supplies.
[10] This represents the transition of a nation's energy system towards mitigating and avoiding potential environmental harm and climate change impacts.
[11] This reflects a nation's ability to provide universal access to affordable, fairly priced and abundant energy for domestic and commercial use

mix in 2025/Q2 was 30.19% (2,967.28GWh out of 9,830.31GWh), which represents a +0.28pp change compared to its contribution in 2025/Q1 (29.91%). The increase in the contribution of hydropower plants to the energy mix during 2025/Q2 despite a decrease in total generation from the plants, is due to the significant decrease in the overall energy generated in the quarter (section 2.1.3) and the decrease in the total energy generated by thermal power plants in 2025/Q2 compared to 2025/Q1.

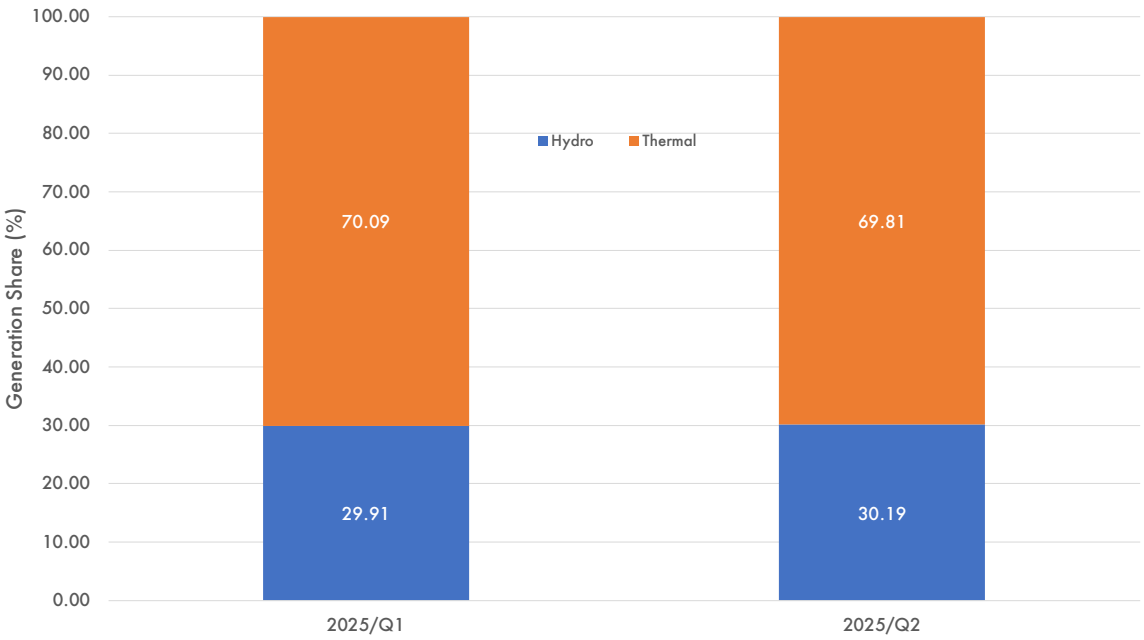


Figure 4: Electricity Generated by Energy Sources in 2025/Q1 vs. 2025/Q2

2.2 Grid Performance

The Transmission Company of Nigeria (TCN), which has the responsibility of transporting energy from power plants to DisCos, has been operating with two (2) licences: Transmission Service Provider (TSP) and System Operator (SO). However, the EA 2023 provides for the incorporation of an entity to be licenced as an Independent System Operator (ISO) to perform the market and system operator functions of the Transmission Company of Nigeria (TCN).

The Commission, through the Order on the establishment of the Independent System Operator (NERC/2024/45) unbundled the TCN into two (2) entities: the Nigerian Independent System Operator (NISO) and the Transmission Service Provider (TSP).

The NISO was inaugurated on 08 April 2025 and has fully commenced market and system operations, while the Transmission Service Provider (TSP) responsibility remains with TCN. The key functions of the NISO include:

- System Operations: these include maintaining system stability, generation scheduling, transmission scheduling, load balance and load dispatch.
- System Planning: Entails the procurement and scheduling of ancillary services and system planning for long-term captivity.
- Market Operations: Administration of the wholesale electricity market in accordance with the Market Rules, and such other activities as may be required for reliable and efficient system operation

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(s) 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 2025/Q2 was 8.58% (Figure 5). A TLF of 8.58% indicates that for every 100MWh of energy injected into the grid, 8.58MWh 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 2025/Q2 represents a 0.42pp decrease (performance improvement) relative to the 9.00% recorded in 2025/Q1.

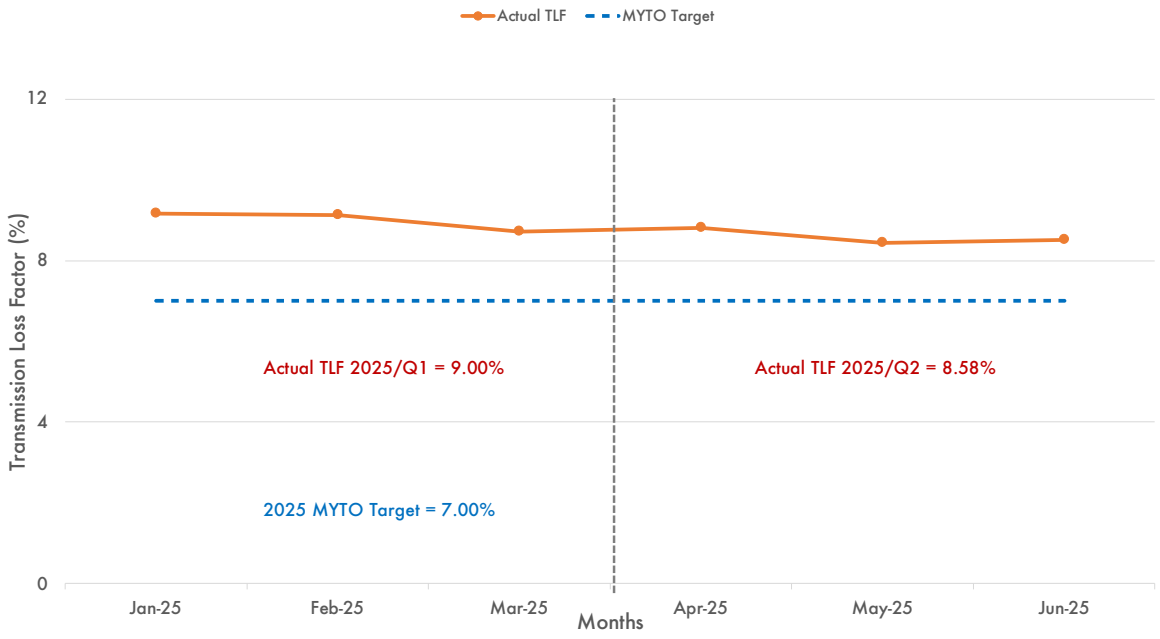


Figure 5: Actual Transmission Loss Factor (%) vs. MYTO TLF Target (%) January - June 2025

The 8.58% TLF recorded in 2025/Q2 represents an underperformance of 1.58pp relative to the MYTO target for 2025 – 7.00%. The TLF target represents the efficient loss in transmission that is recoverable from customers based on the approved revenue requirements of the Transmission Service Provider (TSP). 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 from customers. The cost of the 1.58pp TLF underperformance during the quarter to the TSP/TCN is ₦17.97 billion[12] .

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,

[12] This amount (₦17.97 billion) comprises ₦807.60 million for TLF losses as well as ₦17.17 billion GenCo penalty but does not include SLA penalties that TCN may have accrued due to under-delivery to the DisCos.

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 2025/Q2, the average lower daily system frequency was 49.33Hz, while the average upper daily system frequency was 50.78Hz, which translates to a range of 1.46Hz (Figure 6). Comparatively, in 2025/Q1, the average lower daily system frequency was 49.28Hz, while the average upper daily system frequency was 50.77Hz, which translated to a range of 1.49Hz. The 0.03Hz (-2.29%) decrease in the average quarterly frequency range recorded in 2025/Q2 relative to 2025/Q1 indicates a better operational performance of the National Grid during 2025/Q2.

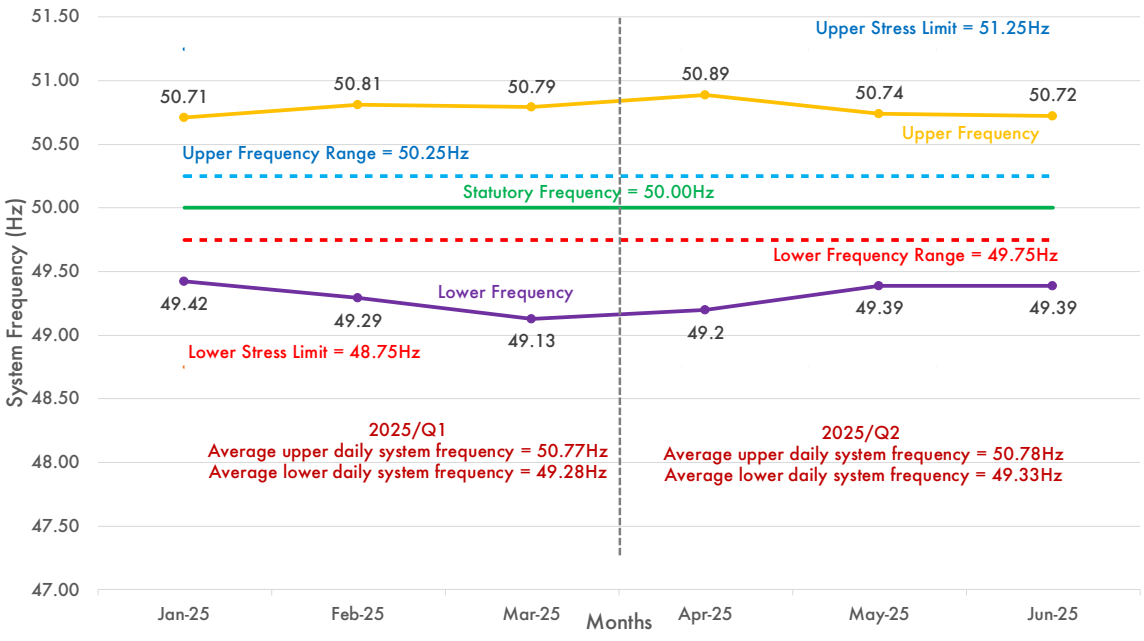


Figure 6: System Frequency from January - June 2025

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 industrial customers to seek alternative sources of power outside of the National Grid.

The system voltage pattern from January to June 2025 is illustrated in Figure 7. The average lower and upper operating voltage for the transmission network in 2025/Q2 were 300.05kV and 345.31kV, respectively. The average upper operating voltage recorded during the quarter (345.13kV) was below the upper limit (346.50kV) 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 is.

By way of comparison, the range between the Grid's average lower and upper operating voltage for 2025/Q2 was 45.26kV which is lower than the 50.26kV (average lower and upper voltages of 296.56kV and 346.82kV respectively) that was recorded in 2025/Q1, further reinforcing the observation reported in section 2.2.2 that the quality of energy transported along the National grid was higher in 2025/Q2.

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 consequently providing a safe and reliable electricity supply to end users.

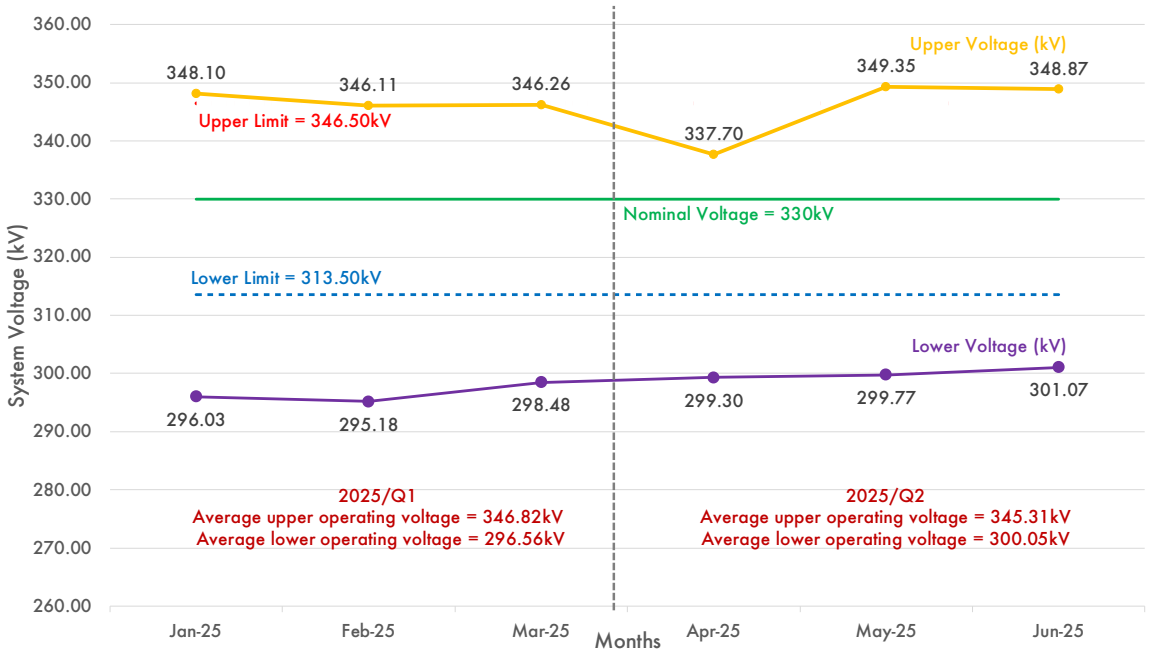


Figure 7: System Voltage (kV) from January - June 2025

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 NISO is responsible for ensuring that various parameters are maintained within their respective tolerance limits, the primary parameter that the NISO tracks to avoid system disturbances is frequency. When electricity demand exceeds supply, the grid frequency decreases. 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 exacerbate the frequency imbalance, potentially triggering a cascade of further shutdowns across generation units and leading to a full or partial system collapse. There was no incidence of system disturbance on the National Grid in 2025/Q2.

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. In evaluating the commercial performance of the NESI for 2025/Q2, the following parameters are considered:

- Energy offtake performance
- Energy Accounting Efficiency
- 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 (adequate to 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 and the transmission network is able to deliver the required energy to each DisCo's trading points, every DisCo will be directed by the NISO to offtake its entire PCC[13]. When generation falls below the required target, the NISO prorates the available capacity among all DisCos or

[13] DisCos may get less than their PCC in instances where there are transmission network limitations

allocates energy to the DisCos based on any extant regulatory directive issued by the Commission[14]; this determines the "Available PCC" for each DisCo.

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 always offtake 100% of their available PCC. It is noteworthy that when DisCos have offtake ratios below 100%, they incur increased wholesale energy costs as they still must 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 2025/Q2, the average energy offtake by DisCos at their trading points was 3,582.62MWh/h, which represents a decrease of 199.33MWh/h (-5.27%) when compared to the average offtake in 2025/Q1 (3,781.94MWh/h). This reduction in energy off-take was despite an overall increase in available energy across the quarters (Available PCC: 2025/Q2 - 3,903.44MWh/h vs. 2025/Q1 - 3,861.53MWh/h). All DisCos except Benin recorded a decline in their offtake performance between 2025/Q1 and 2025/Q2 (Table 3).

On an aggregate level, the available PCC increased marginally by 1.09% while the gross energy offtake decreased by 5.27% between 2025/Q1 and 2025/Q2. The cumulative energy offtake performance of DisCos during the quarter was 91.78%; this translates to a 6.16pp decline in the energy offtake performance of the DisCos relative to 2025/Q1 (97.94%). The resultant differential between the regulatory set wholesale generation cost and the actual cost incurred by the DisCos arising from poor energy offtake is borne entirely by the DisCo; deemed capacity expenses are not passed onto customers.

[14] The Commission issued a guideline to the NISO in May 2025, which specifies the allocation to be implemented by the NISO in cases of available generation shortfall. The guideline allows the NISO to deviate from the pro-rated allocation of available generation to all DisCos.

The Orders on Performance Monitoring Framework for DisCos (NERC/2024/086 – 096) issued on 05 July 2024 mandate DisCos to off-take at least 95% of their available PCC or face sanctions by the Commission. In 2025/Q2, only Benin (100%), Enugu (97.84%), Ikeja (96.02%), Port Harcourt (95.85%) and Yola (95.20%) DisCos met the threshold set in the Orders. The remaining six (6) DisCos (Abuja, Eko, Ibadan, Jos, Kaduna and Kano) took less than 95% of available PCC, with Kaduna recording the lowest uptake performance of 75.37%. The Commission has commenced the implementation of appropriate sanctions against defaulting DisCos.

Table 3: DisCo Energy Offtake Performance in 2025/Q1 vs. 2025/Q2

DisCos	2025/Q1			2025/Q2		
	Energy Offtake (MWh/h)	Available PCC (MWh/h)	Offtake Performance (%)	Energy Offtake (MWh/h)	Available PCC (MWh/h)	Offtake Performance (%)
Abuja	568.93	591.13	*96.24*	547.84	611.00	*89.66*
Benin	373.30	373.30	*100.00*	338.35	338.35	*100.00*
Eko	529.47	532.38	*99.45*	481.59	508.87	*94.64*
Enugu	328.81	328.81	*100.00*	307.03	313.81	*97.84*
Ibadan	431.10	457.22	*94.29*	418.76	461.37	*90.76*
Ikeja	587.33	591.02	*99.37*	567.76	591.29	*96.02*
Jos	180.26	187.32	*96.23*	168.07	208.69	*80.54*
Kaduna	198.26	206.37	*96.07*	176.81	234.58	*75.37*
Kano	198.58	201.91	*98.35*	204.11	246.34	*82.86*
PH	290.72	292.49	*99.40*	266.78	278.32	*95.85*
Yola	95.18	99.58	*95.59*	105.51	110.82	*95.20*
All DisCos	3,781.94	3,861.53	*97.94*	3,582.62	3,903.44	*91.78*

2.3.2 Energy Accounting Efficiency

Energy accounting efficiency (EAE) measures how effectively DisCos account for the energy they offtake at their trading points. It is measured as the proportion of energy billed (GWh) to customers (including metered and unmetered customers) relative to the total energy supplied (GWh) to a given area over a period. It is the measure of billing efficiency (details in section 2.3.3) using energy rather than commercial parameters.

All things being equal, it is expected that there will be a high correlation (similarity) between the EAE and commercial billing efficiency (BE). However, due to the SBT regime that is in place in the NESI and the large differential between the rates

charged across the various bands, the expected direct correlation between the EAE and the commercial billing efficiency is not guaranteed.

Accordingly, the EAE helps to evaluate how well a DisCo is performing when it comes to its ability to – i) manage technical losses incurred along its network; ii) track the flow and delivery of electricity across its network. The formula for energy accounting efficiency is represented by equation 7. An energy accounting efficiency of 70% means that if a DisCo offtakes/distributes 100GWh worth of electricity, it is only able to bill its customers for 70GWh.

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

The total energy offtake by all DisCos in 2025/Q2 was 7,824.43GWh, and the total energy billed was 6,449.82GWh, which translates to an energy accounting efficiency of 82.43%. Comparatively, the total energy received and billed in 2025/Q1 were 8,169.00GWh and 6,631.92GWh, respectively, which translated to an efficiency of 81.18%. This means that at an aggregate level, DisCos recorded a 1.25pp increase in energy accounting efficiency[15] between 2025/Q1 and 2025/Q2.

The disaggregated performance of the DisCos shows that Benin DisCo recorded the highest energy accounting efficiency of 91.17%, while Yola DisCo recorded the lowest efficiency of 67.96%. A quarter-on-quarter comparison of energy accounting efficiency shows that six (6) DisCos recorded improvements in their energy accounting efficiencies in 2025/Q2 relative to 2025/Q1, with Kaduna (+14.82pp) recording the greatest improvement. Conversely, Ibadan, Enugu, Eko, Port Harcourt and Yola recorded decreases in energy accounting efficiency, with Yola recording the most significant decrease of 9.62pp (Table 4).

DisCos have the responsibility of developing strategies to improve their energy accounting 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.

[15] The methodology for determining Energy accounting efficiency is the same as what was used to determine Billing efficiency in prior reports. Commencing 2025/Q2 (this report), the Commission will determine the Billing Efficiency of DisCos using commercial parameters (Section 2.3.3).

Table 4: Energy accounting efficiency by DisCos in 2025/Q1 vs. 2025/Q2

DisCos	2025/Q1			2025/Q2		
	Energy Offtake (GWh)	Energy Billed (GWh)	Energy Accounting Efficiency (%)	Energy Offtake (GWh)	Energy Billed (GWh)	Energy Accounting Efficiency (%)
Abuja	1,228.89	875.00	*71.20*	1,196.49	913.00	*76.31*
Benin	806.33	710.47	*88.11*	738.95	673.74	*91.17*
Eko	1,143.66	1,016.35	*88.87*	1,051.80	919.78	*87.45*
Enugu	710.23	511.70	*72.05*	670.56	481.00	*71.73*
Ibadan	931.18	823.30	*88.41*	914.58	807.71	*88.31*
Ikeja	1,268.63	1,047.41	*82.56*	1,239.98	1,032.75	*83.29*
Jos	389.35	312.45	*80.25*	367.06	301.73	*82.20*
Kaduna	428.23	278.07	*64.93*	386.16	307.97	*79.75*
Kano	428.93	344.71	*80.36*	445.78	364.96	*81.87*
Port Harcourt	627.96	552.97	*88.06*	582.64	490.59	*84.20*
Yola	205.60	159.50	*77.58*	230.43	156.60	*67.96*
All DisCos	8,169.00	6,631.92	*81.18*	7,824.43	6,449.82	*82.43*

2.3.3 Billing Efficiency

Billing efficiency (BE) of a DisCo is a measure of the ratio of the naira value of energy billed by the DisCo to customers relative to the naira value of 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 if a DisCo delivers ₦100.00 worth of electricity to customers, it is only able to issue bills worth ₦70.00 due to commercial losses. The formula for billing efficiency is represented by equation 8:

$$\text{Billing Efficiency} = \left(\frac{\text{Total energy billed to customers (₦)}}{\text{Total energy received by the network (kWh) x Average Allowed Tariff (₦/kWh)}} \right) \times 100 \quad (8)$$

The naira value of the total energy off taken by all DisCos in 2025/Q2 was ₦909.59 billion, and the naira value of the total energy billed was ₦742.34 billion, which translates to a billing efficiency of 81.61%. This means that at an aggregate level, DisCos' energy accounting inefficiencies, as well as the allocation of energy to the different customer classes/bands, resulted in a billing shortfall of ₦167.25 billion.

The disaggregated performance of the DisCos shows that Eko DisCo recorded the highest billing efficiency of 96.67%, while Yola DisCo recorded the lowest billing efficiency of 58.38% (Table 5).

Table 5: Billing efficiency by DisCos in 2025/Q2

DisCos	2025/Q2		
	Energy Received (₦' Billion)	Energy Billed (₦' Billion)	Billing Efficiency (%)
Abuja	140.38	116.19	*82.76*
Benin	86.63	60.34	*69.66*
Eko	124.46	120.32	*96.67*
Enugu	77.38	58.19	*75.19*
Ibadan	106.48	77.63	*72.91*
Ikeja	142.23	126.83	*89.18*
Jos	42.47	37.07	*87.28*
Kaduna	43.65	26.18	*59.98*
Kano	51.67	46.98	*90.94*
Port Harcourt	67.02	56.53	*84.34*
Yola	27.56	16.09	*58.38*
All DisCos	909.59	742.34	*81.61*

It is expected that if DisCos allocate energy across bands (Bands A-E) as stipulated in the MYTO framework issued by the Commission, while also maintaining a consistent EAE across the bands, the differential (variance) between BE and EAE should be minimal (i.e. BE – EAE variance is within a ±2pp limit[16]). Consequently, if a DisCo records a "BE – EAE" variance greater than +2pp, it indicates that allocation of energy was skewed to the more commercially viable feeders with high energy accounting efficiency. Conversely, if a DisCo records a "BE – EAE" variance less than -2pp, it indicates that energy allocation was skewed to less commercially viable feeders with poor energy accounting efficiency.

The disaggregated "BE – EAE" variance performance of the DisCos showed that only Port Harcourt DisCo recorded a variance within ±2pp limit between BE and EAE (+0.14pp), i.e. PHED was the only DisCo that largely delivered energy across its bands based on the MYTO while also recording a consistent level of EAE across the feeders.

[16] The Commission has adopted ±2pp as a limit because it gives ~5% allowance for the average performance of DisCos.

Eko (+9.22pp) and Kano (+9.07pp) DisCos recorded significant positive "BE – EAE" variances, indicating that they skewed their energy delivery to more commercially viable feeders while also potentially recording higher EAE on those feeders. Conversely, Benin (-21.51pp), Kaduna (-19.77pp), and Ibadan (-15.40pp) DisCos recorded significant negative "BE – EAE" variances, indicating that their energy delivery skewed towards less commercially viable feeders, while also recording lower EAE on the more commercially viable feeders (Table 6).

Table 6: A comparison of DisCos' Billing Efficiency (BE) and Energy Accounting Efficiency (EAE) in 2025/Q2

DisCos	2025/Q2		
	Billing Efficiency (%)	Energy Accounting Efficiency (%)	Variance (BE – EAE) (pp)
Abuja	*82.76*	*76.31*	6.45
Benin	*69.66*	*91.17*	-21.51
Eko	*96.67*	*87.45*	9.22
Enugu	*75.19*	*71.73*	3.46
Ibadan	*72.91*	*88.31*	-15.40
Ikeja	*89.18*	*83.29*	5.89
Jos	*87.28*	*82.20*	5.08
Kaduna	*59.98*	*79.75*	-19.77
Kano	*90.94*	*81.87*	9.07
Port Harcourt	*84.34*	*84.20*	0.14
Yola	*58.38*	*67.96*	-9.58
All DisCos	*81.61*	*82.43*	-0.82

2.3.4 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, customer dissatisfaction with DisCos' services and inadequate customer metering, among other challenges. A collection efficiency of 70% implies that for every ₦100.00 worth of energy billed to customers by DisCos, only ₦70.00 was recovered from the billed customers. The formula for collection efficiency is represented by equation 9:

$$\text{Collection Efficiency} = \left(\frac{\text{Total Revenue Collected (₦)}}{\text{Total Billed Amount (₦)}}\right) \times 100 \quad (9)$$

The total revenue collected by all DisCos in 2025/Q2 was ₦564.71 billion out of the ₦742.34 billion that was billed to customers. This translates to a collection efficiency of 76.07%. In comparison, the total revenue collected by all DisCos in 2025/Q1 was ₦553.63 billion out of the ₦744.26 billion billed to customers, which translated to a 74.39% collection efficiency. This means that at an aggregate level, DisCos recorded a 1.68pp increase in collection efficiency between 2025/Q1 and 2025/Q2.

The summary of the revenue collection performance of all DisCos is contained in Table 7. In 2025/Q2, three (3) DisCos recorded collection efficiencies greater than 80% with Eko (87.80%) recording the highest collection efficiency. Conversely, Jos DisCo recorded the lowest collection efficiency at 43.82%. A comparison of DisCos' performance shows that Port Harcourt (+9.79pp), Benin (+5.04pp), Ikeja (+4.89pp), Ibadan (+4.20pp), Eko (+3.01pp) and Yola (+0.88pp) DisCos recorded improvements in collection efficiency between 2025/Q1 and 2025/Q2. Conversely, the remaining five (5) DisCos recorded declines in collection efficiency, with Abuja (-3.93pp) and Jos (-3.37pp) DisCos having the most significant declines across the quarters.

Table 7: Revenue Collection Performance (%) of DisCos in 2025/Q1 vs. 2025/Q2

DisCos	2025/Q1			2025/Q2		
	Total Billings (₦' Billion)	Revenue Collected (₦' Billion)	Collection Efficiency (%)	Total Billings (₦' Billion)	Revenue Collected (₦' Billion)	Collection Efficiency (%)
Abuja	109.73	88.10	*80.29*	116.19	88.72	*76.36*
Benin	64.97	52.31	*80.51*	60.34	51.62	*85.55*
Eko	123.77	104.95	*84.79*	120.32	105.64	*87.80*
Enugu	55.56	44.96	*80.92*	58.19	45.56	*78.29*
Ibadan	82.88	61.73	*74.48*	77.63	61.08	*78.68*
Ikeja	129.88	101.20	*77.91*	126.83	105.02	*82.80*
Jos	36.32	17.14	*47.19*	37.07	16.24	*43.82*
Kaduna	24.22	11.72	*48.41*	26.18	12.66	*48.38*
Kano	40.51	25.71	*63.46*	46.98	29.05	*61.82*
Port Harcourt	62.01	37.63	*60.68*	56.53	39.83	*70.47*
Yola	14.42	8.20	*56.85*	16.09	9.29	*57.73*
All DisCos	*744.27*	553.63	*74.39*	742.34	564.71	*76.07*

In 2025/Q2, energy accounting[17] and collection efficiencies increased by 1.25pp and 1.68pp, respectively, compared to 2025/Q1. Based on historical trends, this increase in efficiencies across the two quarters can be attributed to the decreased energy offtake (-4.22%) during the quarter compared to 2025/Q1. It has been observed that there is an inverse relationship between DisCos' energy offtake and their energy accounting/collection efficiencies. Typically, when DisCos offtake less energy, they often prioritise areas where they record historically lower energy accounting 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 June 2025, DisCos have metered more than 107,000 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.

2.3.5 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 account for and 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 its allowed tariffs. The target ATC&C usually reduces over time as DisCos make investments that are

[17] 2025/Q1 value for Energy Accounting is Billing Efficiency in the 2025/Q1 report.

geared towards improving operational efficiency. ATC&C loss is made up of the following components:

1. Technical Loss: heat loss due to load flow in electrical lines and transformation loss in transformers.
2. Commercial Loss: due to discrepancies in meter reading, erroneous billing, unmetered consumption, or energy theft.
3. Collection Loss: unpaid bills.

The formula for ATC&C loss is represented by equation 10:

$$\text{ATC\&C Loss} = [1 - (\text{Billing Efficiency} \times \text{Collection Efficiency})] \times 100 \quad (10)$$

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 DisCos in 2025/Q2 was 37.92%, which comprised 18.39% in technical and commercial losses and 23.93% in collection loss (Table 8). The aggregate ATC&C loss of 37.92% recorded in 2025/Q2 is 17.38pp higher than the allowed aggregate efficient loss target (20.54%) applied in the computation of the tariffs in the MYTO for the year 2025 and translates to a cumulative revenue loss of ₦158.05 billion[18] for the DisCos. The revenue loss in 2025/Q2 was lower than in 2025/Q1 (₦200.49 billion) because DisCos were able to reduce the variance between the target and actual ATC&C loss from 19.07pp in 2025/Q1 to 17.38pp in 2025/Q2.

Disaggregated performance of the DisCos showed that Eko DisCo surpassed its ATC&C loss target by 1.76pp (Actual – 15.12% vs. target – 16.88%) and earned ₦2.19 billion more on its set tariffs (gross allowable revenue). Conversely, the remaining ten (10) DisCos failed to achieve their ATC&C loss targets in 2025/Q2. Kaduna DisCo recorded the widest ATC&C variance (target – actual) of -49.66pp, translating to a revenue loss of ₦21.68 billion. Abuja (₦22.75 billion) and Ibadan (₦23.12 billion) DisCos also recorded revenue losses greater than ₦20.00 billion

[18] This represents 22% of the gross recoverable revenues for all DisCos over the period (2025/Q2)

due to their inability to achieve the target ATC&C losses specified in the MYTO (Table 8). The excess ATC&C losses (inefficiencies) incurred by the DisCos are not recoverable from customers and may compromise the long-term financial positions of the affected DisCos.

As stated above, the average ATC&C loss recorded in 2025/Q2 (37.92%) was 1.69pp lower (better performance) than what was recorded in 2025/Q1 (39.61%). Seven (7) DisCos recorded improvements in their ATC&C loss performance in 2025/Q2 compared to 2025/Q1, with Eko (-9.52pp) and Ikeja (-9.51pp) DisCos recording the greatest improvements. Conversely, Benin (+11.35pp), Yola (+10.40pp), Ibadan (+8.49pp) and Kaduna (+2.42pp) DisCos recorded declines in their ATC&C loss performance between the two quarters (Table 8).

Table 8: ATC&C Loss Performance (%) and corresponding Revenue Loss by DisCos in 2025/Q2

DisCo	2025 MYTO Target (%)	ATC&C (%)		ATC&C Loss Variance (pp)		Revenue Loss 2025/Q2 (₦'Billion)	(% of gross recoverable revenue)
		2025/Q1	2025/Q2	2025/Q1	2025/Q2		
Abuja	20.60	42.83	36.80	-22.23	-16.20	-22.75	*-20.41*
Benin	20.76	29.06	40.41	-8.30	-19.65	-17.01	*-24.78*
Eko	16.88	27.11	15.12	-7.77	1.76	2.19	*2.11*
Enugu	21.26	41.70	41.13	-20.44	-19.87	-15.37	*-25.23*
Ibadan	20.92	34.14	42.64	-13.22	-21.72	-23.12	*-27.46*
Ikeja	15.93	35.67	26.16	-19.74	-10.23	-14.55	*-12.17*
Jos	26.09	62.13	61.76	-36.04	-35.67	-15.15	*-48.26*
Kaduna	21.32	68.57	70.98	-47.25	-49.66	-21.68	*-63.12*
Kano	20.88	49.40	43.78	-28.12	-22.90	-11.83	*-28.95*
Port Harcourt	20.42	46.56	40.56	-26.14	-20.14	-13.50	*-25.31*
Yola	44.00	55.90	66.30	-11.90	-22.30	- 6.15	*-39.82*
All DisCos							
MYTO Level	20.54						
Total Technical, Commercial & Collection losses	-	39.61	37.92			-158.05	*-21.87*
Technical & Commercial losses	-	18.82	18.39				
Collection losses	-	25.61	23.93				

2.3.6 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 NISO. 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.

2.3.6.1 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[19]. 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[20] (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

[19] The outstanding portion of the 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.
[20] Under the MRO regime, DisCos were invoiced 100% of the energy cost but were only expected to pay the MRO share of the invoice. The outstanding balance is only cleared from the DisCo's record when the FGN subsidy is paid to NBET.

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. Under the DRO framework, NBET directly invoices the portion of GenCo costs not covered by DRO (tariff subsidy) to the Federal Ministry of Finance for immediate settlement.

The total amount invoiced by the GenCos for energy delivered to each DisCo and the DRO-adjusted NBET invoice to the respective DisCos during 2025/Q2 are summarised in Table 9. It is important to note that due to the absence of cost-reflective tariffs across all DisCos, the Government incurred a subsidy obligation of ₦514.35 billion[21]; this represents a ₦22.04 billion (-4.11%) reduction in FGN subsidy compared to 2025/Q1 (₦536.40 billion)[22].

Although the subsidy obligation of the government decreased in naira terms (-₦22.04 billion), it accounted for 59.60% of the total GenCo invoice, which is a 0.44pp increase compared to 2025/Q1 when subsidy accounted for 59.16% of the total GenCo invoice[23]. This is because the actual generation cost (₦/kWh) increased by 0.59%, while the allowed end-user tariffs remained unchanged across the quarters.

Table 9: Total GenCo Invoice and Final Obligation (DRO) of DisCos for 2025/Q2

DisCos	Total GenCo Invoice (₦' Billion)	Final DRO-adjusted NBET Invoice (₦' Billion)
Abuja	133.75	59.17
Benin	79.27	32.76
Eko	114.30	53.19
Enugu	72.04	27.99
Ibadan	101.66	38.23
Ikeja	134.23	61.28
Jos	43.16	16.01
Kaduna	46.91	14.60
Kano	51.71	19.00
Port Harcourt	60.39	22.38

[21] Monthly subsidy obligation during the quarter; April - ₦175.35 billion, May - ₦176.87 billion and June - ₦162.12 billion.
[22] 4.22% reduction in energy offtake by DisCos between 2025/Q2 and 2025/Q1 was the key driver for the reduction in the total GenCo invoice (₦863.02 billion vs. ₦906.77 billion) and subsidy (₦514.35 billion vs. ₦536.40 billion) across the period.
[23] The current open-ended subsidy regime leaves the FGN exposed to indeterminate subsidy obligation because of i) volumetric risk; ii) generation cost variation arising from changes in supply mix (more thermal = higher generation cost).

DisCos	Total GenCo Invoice (₦' Billion)	Final DRO-adjusted NBET Invoice (₦' Billion)
Yola	25.59	4.05
All DisCos	863.02	348.66

In 2025/Q2, the DRO-adjusted invoice from NBET to the DisCos was ₦348.66 billion[24] while the total remittance made was ₦333.90 billion, which translates to 95.77% remittance performance. Comparatively, in 2025/Q1, the DRO-adjusted invoice from NBET to DisCos was ₦370.71 billion, and the total remittance was ₦354.77 billion, which translated to 95.79% remittance performance.

Disaggregated remittance performance of the DisCos to NBET in 2025/Q2 shows that all DisCos except Jos (60.85%) and Kaduna (41.84%) achieved 100% remittance performance (Figure 8). A quarter-on-quarter analysis showed that Kaduna (+4.08pp), Abuja (+1.57pp) and Enugu (+0.73pp) DisCos recorded improvements in remittance performance to NBET in 2025/Q2 compared to 2025/Q1, while Jos DisCo recorded a decrease (-9.38pp) in remittance performance. All other DisCos (Benin, Eko, Ibadan, Ikeja, Kano, Port Harcourt, and Yola) maintained 100% remittance to NBET across the quarters.

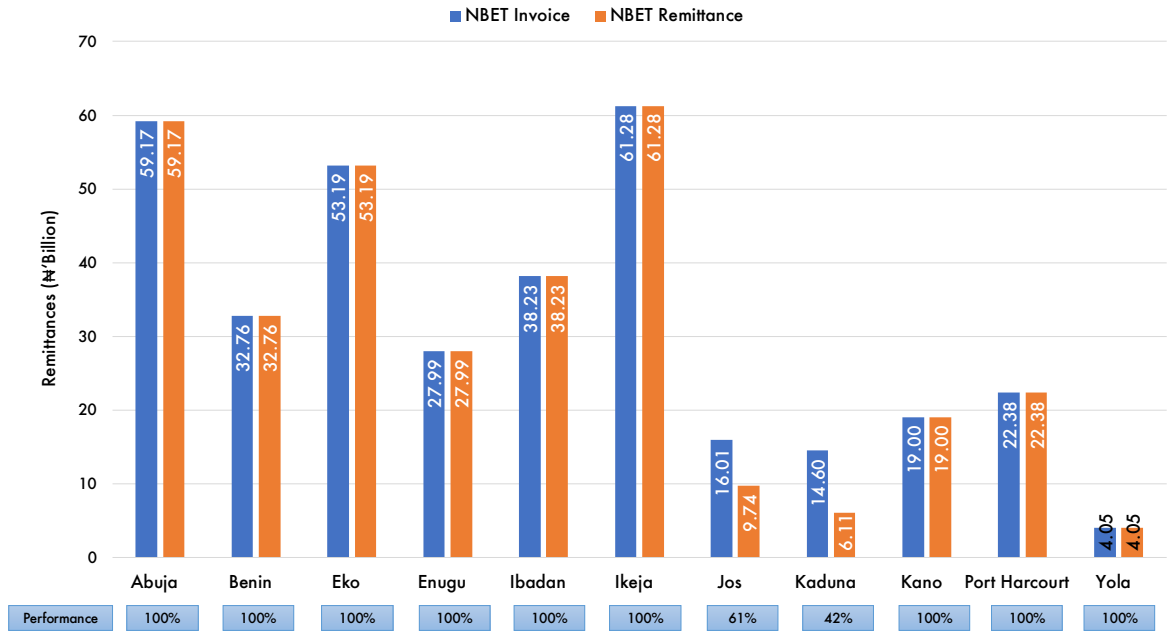


Figure 8: DisCos Remittance Performances to NBET in 2025/Q2

[24] Total NBET invoice for 2025/Q2 without adjustment for DRO (total bill issued by GenCos) is ₦863.02 billion

2.3.6.2 Market Remittance to MO

The Market Operator issues invoices to DisCos for energy transmission and administrative services. In 2025/Q2, DisCos made a total remittance of ₦65.30 billion against the cumulative invoice of ₦68.68 billion issued by the MO. This payment translates to 95.07% remittance performance and is a 1.25pp decrease when compared to 96.32% remittance performance recorded in 2025/Q1 when DisCos remitted ₦59.49 billion out of ₦61.76 billion invoice issued by the MO.

The disaggregated remittance performance of the DisCos to the MO shows that, similar to 2025/Q1, all the DisCos except Jos (64.67%) and Kaduna (51.92%) recorded 100% remittance performance to the MO in 2025/Q2 (Figure 9). Between 2025/Q1 and 2025/Q2, Jos (-7.40pp) and Kaduna (-0.28pp) DisCos recorded declines in their remittance performance to MO.

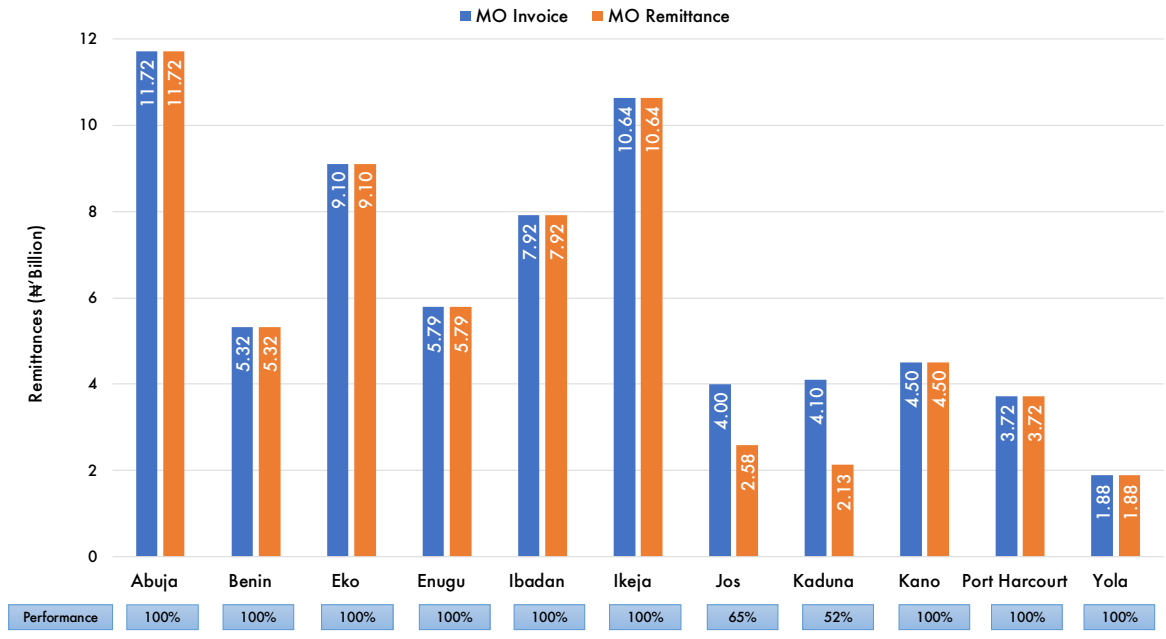


Figure 9: DisCos Remittance Performances to MO in 2025/Q2

2.3.6.3 Market Remittance to NBET and MO

The cumulative DisCos' remittance to NBET and MO in 2025/Q2 is presented in Table 10.

Table 10: DisCos Remittance Performances to NBET and MO in 2025/Q2

DisCos	DRO Adjusted Invoice (₦' Billion)			Actual Remittance (₦' Billion)			Remittance Performance (%)	
	NBET	MO	NBET + MO	NBET	MO	NBET + MO	2025/Q1	2025/Q2
Abuja	59.17	11.72	70.89	59.17	11.72	70.89	98.65	*100.00*
Benin	32.76	5.32	38.08	32.76	5.32	38.08	100.00	*100.00*
Eko	53.19	9.10	62.30	53.19	9.10	62.30	100.00	*100.00*
Enugu	27.99	5.79	33.78	27.99	5.79	33.78	99.38	*100.00*
Ibadan	38.23	7.92	46.15	38.23	7.92	46.15	100.00	*100.00*
Ikeja	61.28	10.64	71.92	61.28	10.64	71.92	100.00	*100.00*
Jos	16.01	4.00	20.01	9.74	2.58	12.33	70.53	*61.61*
Kaduna	14.60	4.10	18.70	6.11	2.13	8.24	40.28	*44.05*
Kano	19.00	4.50	23.50	19.00	4.50	23.50	100.00	*100.00*
P/Harcourt	22.38	3.72	26.10	22.38	3.72	26.10	100.00	*100.00*
Yola	4.05	1.88	5.93	4.05	1.88	5.93	100.00	*100.00*
All DisCos	348.66	68.68	417.35	333.90	65.30	399.20	95.86	*95.65*

2.3.6.4 Market Remittance by Other Customers

The remittances made by bilateral customers (domestic and international) and special customers for invoices issued in 2025/Q2 by the MO are detailed in Table 11. The six (6) international bilateral customers being supplied by GenCos in the NESI made a payment of $9.01 million against the cumulative invoice of $17.54 million issued by the MO for services rendered in 2025/Q2, translating to a remittance performance of 51.33%. The domestic bilateral customers made a cumulative payment of ₦1,401.00 million against the invoice of ₦2,796.29 million issued to them by the MO for services rendered in 2025/Q2, translating to 50.10% remittance performance.

It is noteworthy that one (1) domestic bilateral customer made payments during 2025/Q2 for outstanding MO invoices from previous quarters. The MO received ₦10.53 million from Trans-Amadi (OAU/FMPI) towards outstanding invoices from previous quarters. The details of the payment are contained in Appendix VIII.

The special customer (Ajaokuta Steel Co. Ltd and the host community) did not make any payment towards the ₦1.27 billion (NBET) and ₦0.12 billion (MO) invoices received in 2025/Q2. This continues a longstanding trend of non-payment by this customer, and the Commission has communicated the need for intervention on this issue to the relevant FGN authorities.

Table 11: Invoices and Remittances of Other Customers in 2025/Q2

	NBET			MO		
	Invoice (Million) 2025 /Q2	Remittance (Million) 2025 /Q2	Performance (%) 2025 /Q2	Invoice (Million) 2025 /Q2	Remittance[25] (Million) 2025 /Q2	Performance (%) 2025 /Q2
International Bilateral Customers						
PARAS-SBEE ($)	-	-	-	2.77	-	*0.00*
PARAS-CEET ($)				2.02	-	*0.00*
TRANSCORP-SBEE (UGHELLI) ($)	-	-	-	5.47	5.47-	*100.00*
TRANSCORP-SBEE (AFAM 3) ($)				1.28	0.95	*74.04*
MAINSTREAM-NIGELEC ($)	-	-	-	3.71	2.59	*69.81*
ODUKPANI-CEET ($)	-	-	-	2.29	-	*0.00*
Total	-	-	-	17.54	9.01	*51.33*
Local Bilateral Customers						
MSTM/INNER GALAXY (₦) MSTM/KAM IND. (₦) MSTM/KAM INT. (₦) MAINSTREAM/PRISM (₦) MSTM ZEBERCED (₦) MSTM/ADFV (₦)	-	-	-	1,779.23	1,110.94	*62.44*
NDPHC/WEEWOOD (₦)	-	-	-	139.14	-	*0.00*
NORTH SOUTH/STAR P (₦)	-	-	-	35.25	10.58	*30.02*
TRANS AMADI (OAU) (₦) TRANS AMADI (FMPI) (₦)	-	-	-	45.39	29.32	*64.61*
NDPHC/SUNFLAG (₦) OMOTOSHO II/PULKIT (₦)	-	-	-	51.11	51.11	*100.00*
ALAOJI GENCO/APLE (₦)	-	-	-	233.34	150.00	*64.28*
TAOPEX/KAM INT (₦) TAOPEX/KAM STEEL (₦)	-	-	-	269.87	-	*0.00*
SAPELE/PHOENIX (₦)				49.04	49.04	*100.00*
ZUNGERU/YOUNGXING (₦)				193.93	-	*0.00*
Total	-	-	-	2,796.29	1,401.00	*50.10*
Special Customer						
AJAOKUTA STEEL (₦)	1,275.58	0	0	122.08	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

[25] These remittances are based on reconciled market settlement submitted to the Commission as at 30 September 2025

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 bylaws 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 Regulations in 2025/Q2.

3.1.2 Orders

During the quarter, the Commission issued thirty-seven (37) Orders to guide the activities of licensees. The details of the Orders are outlined below:

A. Order Nos: NERC/2025/031,033-NERC/2025/042 (11 Orders issued to 11 DisCos) – April 2025 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 April 2025 supplementary Orders (effective date - 01 April 2025) 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, end-user tariffs for April 2025 were frozen at rates payable in July 2024.

B. Order No: NERC/2025/043– Performance Improvement Plan (PIP) for the Transmission Company of Nigeria Plc (TCN) and the Nigerian Independent System Operator (NISO). The Order (NERC/2025/043), which became effective on 15 May 2025, repeals the Order on Performance Improvement Plan (PIP) for the Transmission Company of Nigeria Plc (Order/NERC/2023/035) issued in 2023.

   The key highlights of the Order include:

   i. Establishes the Transmission Infrastructure Fund (TIF) to support the funding of critical transmission infrastructure projects and novel NESI initiatives that are necessary to facilitate improved delivery of transmission services in Nigeria.
   ii. Aligns PIP with evolving industry needs

iii. In mapping the funding sources for the various projects contained in the PIP, the Order reflects the most up-to-date donor support to both the TCN and NISO

iv. Provides guidelines on PIP implementation framework, including the adoption of competitive procurement processes to deliver value for money to the users of the transmission network.

C. Order Nos: NERC/2025/045 - NERC/2025/055 (11 Orders issued to 11 DisCos) – May 2025 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 May 2025 supplementary Orders (effective date - 01 May 2025) 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, end-user tariffs for May 2025 were frozen at rates payable in July 2024

D. Order No: NERC/2025/056- Order on the Third-Party Investments in the Construction of the Switchyard Bay Extension at Kainji Hydropower Plant and Securitisation of Funds for the SCADA[26] Additional Scope. This Order became effective on 14 May 2025 and has the following objectives:

i. Facilitate the Completion of the evacuation bays and mitigate the risk of delayed evacuation and integration of the recovered capacity into the grid.

ii. Establish the framework and guidance for MESL[27] to execute the project on behalf of TCN and recover its investment within agreed timelines.

iii. Secure funding for the SCADA Additional Project not covered under the existing World Bank SCADA Project scope to ensure implementation of a full coverage SCADA system for NESI.

[26] Supervisory Control and Data Acquisition
[27] Mainstream Energy Solution Limited

E. Order No: NERC/2025/057- Order on the Mandatory Integration of Grid-connected Generating Units into the SCADA/EMS[28] for the Nigerian Electricity Supply Industry (NESI). The order became effective on 22 May 2025 and has the following objectives:

   i. Provide clear timelines for the integration of all grid-connected generating units into the SCADA/EMS to enhance real-time monitoring and control of power generation.
   ii. Enforce compliance with sections 12.2 and 20.16 of the Grid Code, which mandate data exchange and communication protocols between GenCos and NISO.
   iii. Improve grid reliability by enabling real-time visibility of generation output, fault detection, automated load dispatch and automatic generation control.
   iv. Minimise system disturbances through proactive monitoring and rapid response to grid anomalies
   v. Establish penalties for non–compliance to deter violations and ensure adherence to SCADA/EMS integration requirements.
   vi. Facilitate efficient market operations by ensuring accurate data for settlement, forecasting, and ancillary services.
   vii. Facilitate stable interstate and international grid operations in the emerging multitier electricity market.

F. Order No: NERC/2025/058 – Transfer of Regulatory Oversight of the Electricity Market in Abia State from the Nigerian Electricity Regulatory Commission to the Abia State Electricity Regulatory Commission (ASERC). The Order became effective on 25 June 2025 with the following objectives:

   i. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Abia State from the Commission to ASERC in accordance with the Constitution of the Federal Republic of Nigeria (CFRN) and EA.
   ii. Provide a transition plan for the transfer of regulatory oversight for the intrastate electricity market in Abia State from the Commission to ASERC in accordance with the CFRN and the EA.

[28] Energy Management System

iii. Address ensuing transitional matters arising from the transfer of regulatory oversight for the intrastate electricity market in Abia State from the Commission to ASERA.

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

G. Order Nos: NERC/2025/059–NERC/2025/069 (11 Orders issued to 11 DisCos) – June 2025 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 June 2025 supplementary Orders (effective date - 01 June 2025) 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, end-user tariffs for June 2025 were frozen at rates payable in July 2024.

3.1.3 Directives

The Commission did not issue any directive[29] to licensees in 2025/Q2.

3.1.4 Guidelines

The Commission issued the guidelines on Registration and Engagement of Third-Party Collection Service Providers in 2025/Q2. These guidelines became effective on 27 May 2025 with the following objectives:

i. To provide clear guidance to DisCos on modalities for registration of third-party collection agents, including applicable service charges.
ii. Promote transparency and accountability in revenue collections from electricity sales by third-party collection service partners engaged by DisCos.
iii. Standardise the use and engagement of third-party collection service partners.

[29] Directives issued by the Commission are general instructions to licensees to guide them on how to comply with regulatory instruments such as Orders and Regulations. For reporting purposes, Rectification Directives (RDs) are treated as enforcement instruments and thus are covered under the enforcement section of the report.

iv. Enhance revenue collection in the NESI.
v. Ensure efficiency of revenue collection contracts.
vi. Minimise the risk of loss of revenue arising from DisCos' engagement of third-party collection service providers.

3.1.5 Codes

The Commission issued the Code of Corporate Governance for the Nigerian Electricity Supply Industry (NESI) in 2025/Q2. The Objectives of the codes are to:

i. Institutionalise best practices in corporate governance.
ii. Ensure that all licensees in NESI operate with integrity and professionalism
iii. Create an enabling environment for the sector to thrive.

3.2 Licences Issued or Renewed

In 2025/Q2, the Commission issued one (1) off-grid generation licence and seven (7) other licences (Table 12).

Table 12: Licences issued by the Commission in 2025/Q2

SN	Licensee	Location	Capacity (MW)	License Type	Fuel Type
1	Green Power Distribution Nig Ltd	Ogun State	N/A	IEDN	N/A
2	Jichai Power Company Nigeria Ltd	Ogun State	40.00	Embedded	Gas
3	Access Power System Engineering Limited	Abuja	N/A	Trading	N/A
4	Nova Utilities Limited	Lagos State	N/A	Trading	N/A
5	CET Power Projects Limited	Abuja	12.8MW	Off-Grid	Gas
6	Shiroro Solar Generating Company Limited	Abuja	300MW	On-Grid	Solar
7	Prudmark International Limited	Abuja	N/A	Trading	N/A
8	Crescendough Nigeria Limited	Lagos State	180MW	On-grid	Gas

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 consumption, i.e. no sale of electricity generated from the plant to any third party. The Commission approved the renewal of the captive power generation permit to NNPC for the operation of a 20.8MW captive power plant at NNPC Towers, CBD, Abuja.

3.4 Mini-grid Permits and Registration Certificates

Pursuant to section 164(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 exceeding 100kW and a generation capacity of up to 1MW. The Commission also issues registration certificates to developers for systems with a distribution capacity below 100kW. In 2025/Q2, the Commission issued six (6) permits [gross capacity of 1.54MW].

Table 13: Mini-grid Permits issued in 2025/Q2

S/N	Name	Capacity[30] (kW)	Location
	Permits		
1	Husk Power Energy Systems Nig Limited	110.00	Ajuye, Kokona LGA, Nasarawa State
2	Husk Power Energy Systems Nig Limited	110.00	Jibiyal, Lafia LGA, Nasarawa State
3	Husk Power Energy Systems Nig Limited	110.00	Ishugu, Obi LGA, Nasarawa State
4	Husk Power Energy Systems Nig Limited	110.00	Gwayaka, Lafia LGA, Nasarawa State
5	Husk Power Energy Systems Nig Limited	110.00	Agam, Nasarawa LGA, Nasarawa State

[30] A mini-grid developer can choose to get either a registration certificate or a permit for mini-grids with a distribution capacity below 100kW. However, for mini-grids with distribution capacity above 100kW, only a permit can be obtained.

S/N	Name	Capacity[30] (kW)	Location
6	Nayo Tropical Technology Limited	990.00	Lambata, Gurara LGA, Niger State

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 seven (7) MSPs – three (3) meter installer companies, three (3) manufacturers and one (1) importer in 2025/Q2. The Commission also issued seven (7) permits for MAP. Details are contained in Table 14.

Table 14: Meter Service Providers certified in 2025/Q2

S/N	Name	Authorisation Type
	Meter Service Providers	
1	Nicholas Ojo Alokomoko & Son Nig Limited	Installer A1
2	Naftech Engineering Limited	Installer A2
3	Peamer Power Solution	Installer A1
4	Conlog Meter Solutions Nigeria Limited	Manufacturer
5	Chris-Ejik Engineering Limited	Manufacturer
6	Cartlark International Limited	Manufacturer
7	De-Haryor Global Services Limited	Importer
	Meter Asset Providers	
1	Elffy Global Limited	MAP
2	Serenade Engineering Nigeria Limited	MAP
3	Haiven Smart Systems Limited	MAP
4	Bilview Energy Limited	MAP
5	Ibay Utilities Limited	MAP
6	Bice Energy Limited	MAP
7	Advanced Energy Management Solutions 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 an appeal against the decisions of the Commission''. One of the ways which the Commission performs this quasi-judicial function towards the resolution of disputes between stakeholders is through hearings[31]. Furthermore, the Business Rules of the Commission- NERC-R-0306 allow 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 2025/Q2, the Commission conducted two (2) hearings to consider the petitions filed by different stakeholders on issues pertaining to the provision and utilisation of electricity services. The details of the hearings are contained in Table 15.

Table 15: Hearings conducted by the Commission in 2025/Q2

S/N	Parties	Petition	Date of Hearing	Update
1	Prism Steel Mills Limited, Ibadan Electricity Distribution Plc	Petition challenging the award of the competition transition charge in favour of Ibadan Electricity Distribution Plc	07 April 2025	A ruling has been issued
2	Green Power Distribution Nigeria Limited	Petition in respect of the application for an independent electricity distribution network	26 May 2025	A ruling has been issued

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 thirteen (13) Rectification Directives (RD) and twenty-six (26) Notices of Intention to Commence Enforcement (NICE) for different breaches/defaults in 2025/Q2 (full list and further details can be found in Table 16).

[31] 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.

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 16: Compliance and Enforcement Actions of the Commission in 2025/Q2

	RD/NICE	Licensee	Date of Issuance	Deadline
SN	*Rectification Directive*			
1	Non-metering of Maximum demand	Port Harcourt	02 May, 2025	30 September 2025
2	Non-metering of Maximum demand	Jos DisCo	09 May, 2025	04 June 2025
3	Non-compliance with the Commission's order on Performance Monitoring Framework	Abuja DisCo	23 June, 2025	-
4	Non-compliance with the Commission's order on Performance Monitoring Framework	Benin DisCo	23 June, 2025	-
5	Non-compliance with the Commission's order on Performance Monitoring Framework	Enugu DisCo	23 June, 2025	-
6	Non-compliance with the Commission's order on Performance Monitoring Framework	Eko DisCo	23 June, 2025	-
7	Non-compliance with the Commission's order on Performance Monitoring Framework	Ibadan DisCo	23 June, 2025	-
8	Non-compliance with the Commission's order on Performance Monitoring Framework	Ikeja DisCo	23 June, 2025	-
9	Non-compliance with the Commission's order on Performance Monitoring Framework	Kaduna DisCo	23 June, 2025	-
10	Non-compliance with the Commission's order on Performance Monitoring Framework	Kano DisCo	23 June, 2025	-
11	Non-compliance with the Commission's order on Performance Monitoring Framework	Port Harcourt Disco	23 June, 2025	-
12	Non-compliance with the Commission's order on Performance Monitoring Framework	Jos DisCo	23 June, 2025	-

	RD/NICE	Licensee	Date of Issuance	Deadline
13	Non-compliance with the Commission's order on Performance Monitoring Framework	Yola DisCo	23 June, 2025	-
	Notice of Intention to Commence Enforcement (NICE)			
1	Non-compliance with the Electricity Act, Terms & Conditions of license, Distribution Code and Nesis which led to the electric shock of Mr. Kolawale Wasiu (a staff of EKEDP)	Eko DisCo	07 April, 2025	14 April 2025
2	Non-compliance with the resolution of complaints through the NERC Contact Centre	Ikeja DisCo	14 April, 2025	01 May 2025
3	Non-compliance with the resolution of 12 complaints through the NERC Contact Centre	Ikeja DisCo	16 April,2025	06 May 2025
4	Non-compliance with the resolution of complaints through the NERC Contact Centre	Eko, Port Harcourt, and Ikeja DisCo	25 April, 2025	16 May 2025
5	Non-compliance with the Electricity Act, Terms & Conditions of licence by failure to provide information on shareholder loans.	Ibadan, Kaduna Jos, Kano, Port Harcourt and Yola DisCos, YEDC, Olorunsogo, Omotosho and Sapele Power Plc.	28 April, 2025	05 May 2025
6	Non-compliance with the resolution of complaints through the NERC Contact Centre	Abuja, Ibadan, Ikeja, Kaduna and Port Harcourt	06 May, 2025	26 May 2025
7	Non-compliance with the Abuja Forum decision in Appeal No: AFO/2024/11/C302	Abuja DisCo	08 May, 2025	15 May 2025
8	Non-compliance with the Awka Forum decision in Appeal No: ANFO/NERC/1599/11/2024	Enugu DisCo	09 May, 2025	16 May 2025
9	Non-compliance with the Awka Forum decision in Appeal No: ANFO/NERC/1751/11/2024	Enugu DisCo	06 May, 2025	19 May 2025
10	Non-compliance with the Awka Forum decision in Eze Bibian vs EEDC	Enugu DisCo	23 May, 2025	06 June 2025
11	Non-compliance with the resolution of complaints through the NERC Contact Centre	Abuja and Eko DisCos	13 May, 2025	02 June 2025
12	Non-compliance with the Abuja Forum decision in Appeal No: AFO/2024/12/C327	Abuja DisCo	06 May, 2025	26 May 2025

	RD/NICE	Licensee	Date of Issuance	Deadline
13	Non-compliance with the Electricity Act, Terms & Conditions of license, Distribution Code and Nesis, which led to the electrocution of Heritage Olasupo Darasimi in IBEDC's network	Ibadan DisCo	28 May, 2025	11 June 2025
14	Failure to meter MD customers	Ikeja and Yola DisCos	14 May, 2025	28 May 2025
15	Non-compliance with the Ikeja Forum decision in Appeal No: IFO/NERC/2023/11/9874/C327	Ikeja DisCo	06 May, 2025	26 May 2025
16	Non-compliance with the Abuja Forum decision in Appeal No: AFO/2024/12/C327	Abuja DisCo	06 May, 2025	26 May 2025
17	Non-compliance with the Awka Forum decision in Appeal No: ANFO/NERC/1639/2024	Enugu DisCo	05 June, 2025	19 June 2025
18	Non-compliance with Electricity Act, Terms & Conditions of license and the Customer Protection Regulation	Jos DisCo	19 June, 2025	26 June 2025
19	Non-compliance with the Electricity Act, Terms & Conditions of license and the Customer Protection Regulation	Yola DisCo	19 June, 2025	26 June 2025
20	Non-compliance with multiple forum decisions	Enugu DisCo	23 June, 2025	30 June 2025
21	Non-compliance with multiple forum decisions	Ibadan DisCo	23 June, 2025	30 June 2025
22	Non-compliance with multiple forum decisions	Abuja DisCo	23 June, 2025	30 June 2025
23	Non-compliance with the Awka Forum decision in Appeal No: ANFO/NERC/1909/2025	Enugu DisCo	24 June 2025	01 July 2025
24	Non-compliance with the Abeokuta Forum decision in Appeal No: NERC/ABKFO/10/2024/263	Ibadan DisCo	24 June 2025	01 July 2025
25	Non-compliance with the Electricity Act, Terms & Conditions of license, Distribution Code and Nesis, which led to the electrocution of Abdulakeem Abdullahi	Ibadan DisCo	25 June, 2025	09 July 2025
26	Non-compliance with the Abeokuta Forum decision in Appeal No: ASFO/NERC/6/2024/290	Benin DisCo	24 June 2025	01 July 2025

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 inform consumers and stakeholders about the Commission's activities, regulatory instruments, consumer rights, and obligations, and to ensure the swift resolution of complaints. These also provide avenues for the Commission to gather feedback from a broad array of stakeholders, which is beneficial to the Commission in its decision-making processes.

Periodically, the Commission also engages with relevant stakeholders and the broader public to inform them about its activities and provide general updates on the NESI. 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 being utilised to provide updates on the Commission's engagement activities, the social media channels are also used to address relevant issues, including:

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

In 2025/Q2, the Commission held one (1) town hall meeting in Bauchi (26-28 June 2025). 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 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 30 June 2025, only 6,422,933 out of the 11,821,194 active[32] registered electricity customers (54.33%) across the twelve (12) DisCos were metered (breakdown contained in Table 17).

Table 17: Metering Progress as of 30 June 2025

DisCos	Total No. of Active Registered Customers	No. of Metered Active Customers	Metering Rate (%)
Aba	164,812	74,451	45.17
Abuja	1,292,529	944,258	73.06
Benin	994,990	500,742	50.33
Eko	606,133	505,094	83.33
Enugu	1,437,125	675,138	46.98
Ibadan	2,370,211	1,173,684	49.52
Ikeja	1,270,681	1,075,598	84.65
Jos	812,898	239,919	29.51
Kaduna	535,179	179,082	33.46
Kano	793,450	272,542	34.35
Port Harcourt	1,036,044	637,657	61.55
Yola	507,142	144,768	28.55
Total	11,821,194	6,422,933	54.33

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

During 2025/Q2, 225,631 end-user customers were metered across all the DisCos, with Ibadan, Ikeja and Abuja DisCos recording the highest number of meter

[32] In April 2025, the Commission carried out a rebasing of the registered electricity customers in the NESI to reflect only active registered customers. An active registered customer is a customer who vended or was billed at least once within a 12-month period.

installations – they accounted for 20.12%, 17.44%, and 13.96% of the total installations, respectively.

Relative to 2025/Q1, when 187,161 customers were metered, there was an increase (+20.55%) in the total number of customers metered in 2025/Q2. Ten (10) DisCos recorded improvements in meter installation between 2025/Q1 and 2025/Q2, with Aba and Yola DisCos recording the most significant improvements of +264.77% and +150.33%, respectively. Kano (-33.88%) and Ikeja (-3.55%) DisCos recorded declines in meter installations in 2025/Q2 compared to 2025/Q1 (Table 18).

Table 18: Meter Deployment by DisCos in 2025/Q2 vs. 2025/Q1

DisCos	Total No. of metered active customers as of 2025/Q2	No. of customers metered in 2025/Q2	No. of customers metered in 2025/Q1	Change in meter deployments across quarters (%)
Aba	74,451	17,396	4,769	*264.77*
Abuja	944,258	31,508	25,260	*24.73*
Benin	500,742	28,054	23,591	*18.92*
Eko	505,094	20,843	14,097	*47.85*
Enugu	675,138	17,457	14,459	*20.73*
Ibadan	1,173,684	45,398	42,789	*6.10*
Ikeja	1,075,598	39,361	40,810	*-3.55*
Jos	239,919	5,176	5,140	*0.70*
Kaduna	179,082	4,883	2,477	*97.13*
Kano	272,542	3,229	5,283	*-38.88*
Port Harcourt	637,657	10,421	7,725	*34.90*
Yola	144,768	1,905	761	*150.33*
Total	6,422,933	225,631	187,161[33]	*20.55*

Out of the 225,631 end-use customers metered in 2025/Q2, 147,823 (65.52%) of customers were metered under the MAP framework, 65,315 (28.95%) were metered under the Meter Acquisition Fund (MAF), 12,259 (5.43%) were metered under the Vendor Financed framework, and 234 (0.10%) were metered under the DisCo Financed framework.

[33] The number of meters installed across all metering schemes in 2025/Q1 was 187,161, as against 187, 194 reported in the 2025/Q1 report.

Under the MAP framework, a total of 147,823 meters were installed in 2025/Q2, representing a 0.52% decrease compared to the 148,600 MAP meter installations recorded in 2025/Q1. Ibadan (36,927), Abuja (28,377), Benin (22,328) and Ikeja (18,357) DisCos recorded the highest number of installations under the MAP framework during the quarter, with 24.98%, 19.20%, 15.14% and 12.42% of the total installations, respectively.

The Meter Acquisition Fund (MAF)[34] was created by the Commission in February 2023 and provides for a metering surcharge in the allowed tariffs for all DisCos. 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. In 2025/Q2, the total number of meter installations was 65,315, bringing the total installations under Tranche A of the MAF to 107,170. The Tranche A closed in June 2025, and processes are underway to kickstart Tranche B.

Further details on the historical record of deployments under the MAF, MAP, Vendor and DisCo financed frameworks are presented in Appendices X, XI and XII, 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 receiving complaints 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

[34] The MAF provides regulatory-backed long-tenor financing for the procurement of meters. A proportionate amount is deducted from DisCos' monthly collection and made available for DisCos to purchase meters through a bulk one-off procurement or to cover the repayment of long-term vendor-financed meter deployments.

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 directly 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[35], 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.

As of 30 June 2025, the Commission has twenty-four (24)[36] active Forum Offices across twenty-three (23) states and the FCT. The details, including names, addresses, and contacts of the operational Forum Offices, are contained in Appendix XV.

[35] The forum panel members are not staff of the Commission. The composition of the 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

[36] The Commission had 33 operational Forum Offices in 31 states and the FCT. However, due to the transfer of regulatory oversight to States, the Commission has closed down the 9 Forum Offices in the following States: Enugu, Imo, Ekiti, Oyo, Kogi, Lagos, Edo and Jigawa States.

D. Power Outage Reporting System (PORS): This is a mobile application designed for electricity customers to report outages in real time. The application is currently under a pilot and is exclusively available for customers under Abuja DisCo.

4.3.1 NERC-CCU

In 2025/Q2, 2,474 complaints were filed at the Commission's CCU. Customers of Ikeja and Eko DisCos lodged 932 and 516 complaints, accounting for 37.67% and 20.86% of the total complaints lodged at NERC-CCU, respectively. Conversely, Aba Power (8) and Kano DisCo (8) had the lowest number of complaints, respectively.

Of the 2,474 complaints lodged at the NERC-CCU during the quarter, 1,129 were satisfactorily resolved by DisCos. This corresponds to a 45.63% resolution rate, representing an 8.36pp increase compared to the 37.27% resolution rate recorded in 2025/Q1. Kaduna (93.75%), Benin (83.72%), and Eko (81.98%) DisCos recorded resolution rates greater than 80%, while Ikeja DisCo recorded the lowest resolution rate (16.52%).

The Commission notes the improvement in the complaint resolution rate by DisCos and will continue to take steps to enhance the speed of complaint resolution by DisCos.

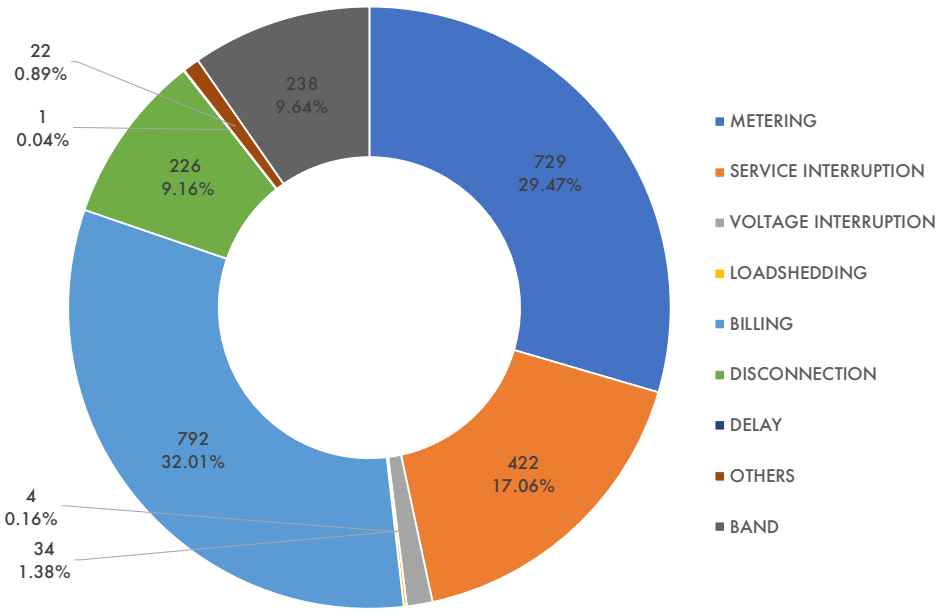


Figure 10: Category of complaints received at the Commission's CCU in 2025/Q2

During the quarter, customer complaints about billing constituted 32.01% of the total complaints. Other common issues among the 2,474 complaints received were metering (29.47%) and service interruption (17.06%). These three (3) complaint categories cumulatively accounted for 78.54% of the total complaints in the quarter (Figure 10). The complaints about billing that were resolved during the quarter resulted in a credit adjustment on customers' bills to the tune of ₦40,217,949 (Appendix XIV).

4.3.2 DisCo-CCUs

The number of complaints received by DisCos in 2025/Q1 and 2025/Q2, respectively, is contained in Table 19. The total number of complaints received in 2025/Q2 was 227,267 across all DisCos; this represents a 10.67% decrease compared to the 254,404 received in 2025/Q1. Port Harcourt DisCo received the highest number of complaints (44,012), representing 19.37% of total complaints received. Yola DisCo received the least number of complaints (2,189), representing 0.96% of total complaints received.

Six (6) DisCos recorded declines in the number of customer complaints received in 2025/Q2 compared to 2025/Q1. Ikeja (-47.27%), Kano (-29.47%), and Benin (-27.78%) DisCos recorded the most reductions. Conversely, Aba (+26.07%), Enugu (+25.55%), Abuja (+25.29%), Kaduna (+11.69%), Eko (+11.45%) and Ibadan (+1.83%) DisCos recorded increases in the number of customer complaints received between 2025/Q1 and 2025/Q2.

Table 19: Complaints Received by DisCos in 2025/Q1 vs. 2025/Q2

DisCos	No. of complaints received in 2025/Q1	No. of complaints received in 2025/Q2	Change in No. of complaints received	Change in No. of complaints received (%)
Aba	6,459	8,143	1,684	*26.07*
Abuja	6,225	7,799	1,574	*25.29*
Benin	9,743	7,036	-2,707	*-27.78*
Eko	36,780	40,882	4,102	*11.45*
Enugu	14,851	18,645	3,794	*25.55*
Ibadan	42,393	43,169	776	*1.83*
Ikeja	25,555	13,476	-12,079	*-47.27*
Jos	14,085	12,775	-1,310	*-9.31*
Kaduna	5,724	6,393	669	*11.69*
Kano	32,251	22,748	-9,503	*-29.47*

DisCos	No. of complaints received in 2025/Q1	No. of complaints received in 2025/Q2	Change in No. of complaints received	Change in No. of complaints received (%)
PH	57,843	44,012	-13,831	*-23.91*
Yola	2,495	2,189	-306	*-12.26*
Total	254,404	227,267	-27,137	*-10.67*

The most common issues among the 227,267 complaints received by DisCos in 2025/Q2 were metering (47.69%), billing (19.31%) and service interruption (8.57%). These three (3) categories cumulatively accounted for 75.57% of the total complaints in the quarter (Figure 11).

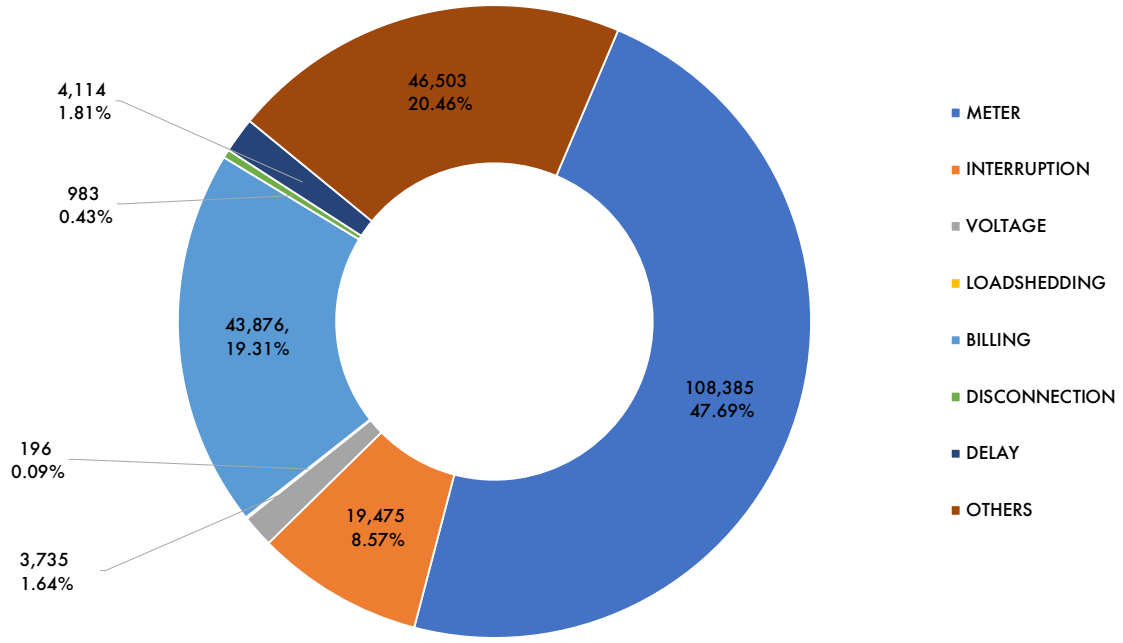


Figure 11: Category of complaints received by DisCos in 2025/Q2

4.3.3 Forum Offices

Two[37] (2) Forum Offices were closed during the quarter, bringing the total number of active Forum Offices to twenty-four (24) compared to twenty-six (26) in 2025/Q1. There were 1,418 active appeals (378 pending appeals from 2025/Q1 and 1,040 new appeals in 2025/Q2) across the 24 Forum Offices in 2025/Q2 (Table 20). The 1,418 active appeals in 2025/Q2 represent a 17.65% decrease compared to the

[37] Following the transfer of regulatory oversight to Lagos State, Ikeja and Eko Forum Offices were closed.

1,722 active appeals in the previous quarter (2025/Q1). The significant decrease in the number of active appeals in 2025/Q2 compared to 2025/Q1 can be attributed to the closure of Ikeja and Eko Forum Offices. Historically, these two (2) Forum Offices account for approximately 30% of active appeals in a quarter.

Compared to 2025/Q1, the pending appeals carried over into 2025/Q2 decreased by 166 (-30.51%), while new appeals decreased by 138 (-11.71%). The Forum Offices serving Ibadan DisCo have the highest number of active appeals (481), representing 33.92% of the total, while the Forum Office serving Aba has the fewest (6) in 2025/Q2.

The total number of Forum sittings in 2025/Q2 decreased by 29.31% from 58 sittings in 2025/Q1 to 41. Of the 1,418 active appeals across the Forum Offices, 958 were resolved, translating to a 67.56% resolution rate. This is a 6.54pp decrease compared to the 74.10% resolution rate achieved in 2025/Q1.

The reduction in the resolution rate is attributable to the decrease in sittings[38]; therefore, 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 20: Appeals handled by Forum Offices in 2025/Q2

DisCos	Forum Offices	Appeals Received[1]	Appeals Resolved[2]	Appeals Pending[3]	No. of Sittings
Abuja	Abuja and Lafia	42	34	8	3
Aba	Umuahia	6	1	5	0
Benin	Asaba	78	48	30	3
Enugu	Abakaliki, Akwa & Umuahia	220	133	87	9
Ibadan	Ilorin & Osogbo	481	317	164	9
Jos	Bauchi, Gombe, Jos & Makurdi	44	16	22	1
Kaduna	Gusau, Kaduna, Kebbi & Sokoto	31	25	6	4
Kano	Jigawa, Kano & Katsina	47	31	13	2
P/Harcourt	Calabar, Port Harcourt & Uyo	426	328	93	9
Yola	Yola, Damaturu	43	25	18	1
All DisCos	All Forum Offices	1,418	958	446	41

.[1]Appeals received include outstanding appeals from the preceding quarter. [2.] Appeals resolved exclude 10 appeals rejected and 4 appeals withdrawn. [3.] Appeals are still within the regulatory timeframe of 2 months to resolve

[38] Although only 2 FOs closed; 2/26 = 8% drop, the number of hearings dropped by 29%.

The breakdown of the various categories of active appeals at the Forum Offices in 2025/Q2 is contained in Figure 12. Similar to 2025/Q1, appeals related to billing were the most prevalent, accounting for 53.17% of the total appeals received (2025/Q1 – 51.32%). Appeals related to metering and disconnection represented 28.65% and 6.15% of the appeals, respectively.

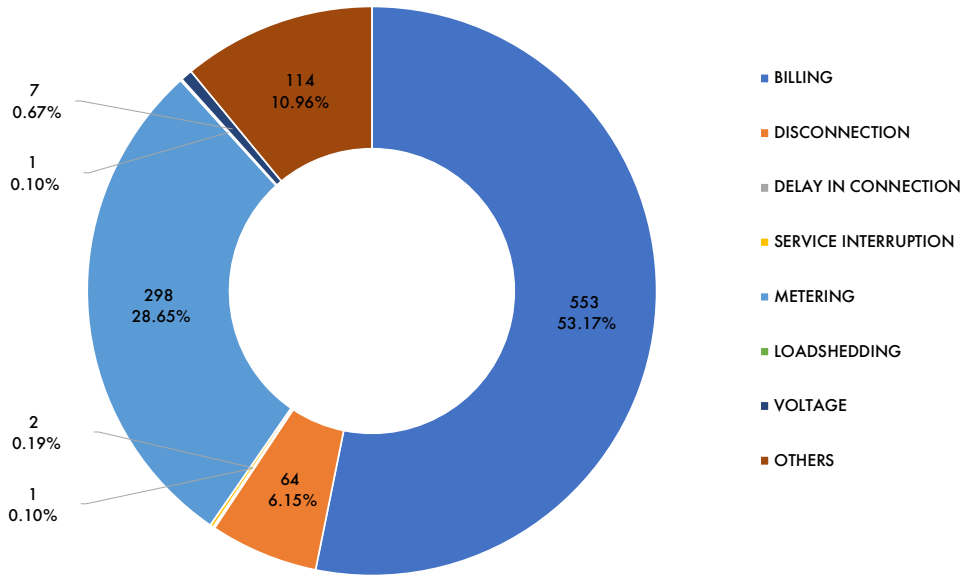


Figure 12: Category of Complaints Received by Forum Offices in 2025/Q2

4.4 Health and Safety

Pursuant to Section 34(1)(e) of the EA 2023 which mandates the Commission to "*ensure the provision of safe and reliable electricity to consumers*", the Commission monitors the health and safety performance of the NESI. Licensees are mandated to submit monthly Health and Safety reports to the Commission in accordance with the requirements of their licence. In 2025/Q2, out of the 105 mandatory health and safety reports expected to be received from licensees, 102[39] 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.

[39] The licensee with outstanding reports is Paras Energy (April, May and June).

Statistics of accidents in the NESI for 2025/Q2 are presented in Table 21. Relative to 2025/Q1, the number of accidents increased from 31 to 60, the number of fatalities increased from 12 to 38, and the number of injuries increased from 14 to 19.

Table 21: Health and Safety (H&S) Reports in 2025/Q1 vs. 2025/Q2

Item	2025/Q1	2025/Q2	Net Change
Number of Accidents	31	60	29
Number of fatalities (employees & third parties)	12	38	26
Number of Injuries	14	19	5

During the quarter (2025/Q2), none of the GenCos and TCN recorded casualties, whereas all the DisCos recorded casualties[40]. Out of the fifty-seven (57) casualties reported in the quarter, the licensees with the highest number of casualties were Ibadan (11), Kano (10), Benin (5), Eko (5) and Jos (5) DisCos, which represented 19.30%, 17.54%, 8.77%, 8.77% and 8.77% of the total, respectively.

As observed in previous quarters, DisCos continue to account for the majority of the safety challenges experienced in NESI. Cumulatively, they accounted for 100% of casualties recorded in 2025/Q2, having accounted for 92.98%, 93.33% and 100% in 2024/Q3, 2024/Q4 and 2025/Q1, respectively.

Summary of casualties recorded by licensees during the quarter is contained in Figure 13. The breakdown of the causes of casualties arising from the accidents reported in 2025/Q2 is contained in Table 22.

TCN recorded 11 (eleven) cases of damage to property/infrastructure due to explosions, fire outbreaks or acts of vandalism over the quarter.

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 strategies 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.

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

The biannual Health and Safety Manager's meetings organised by the Commission with health and safety 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 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 2025/Q2, the Commission oversaw the successful conclusion of seven (7) compensation negotiations between licensees and families of victims of accidents.

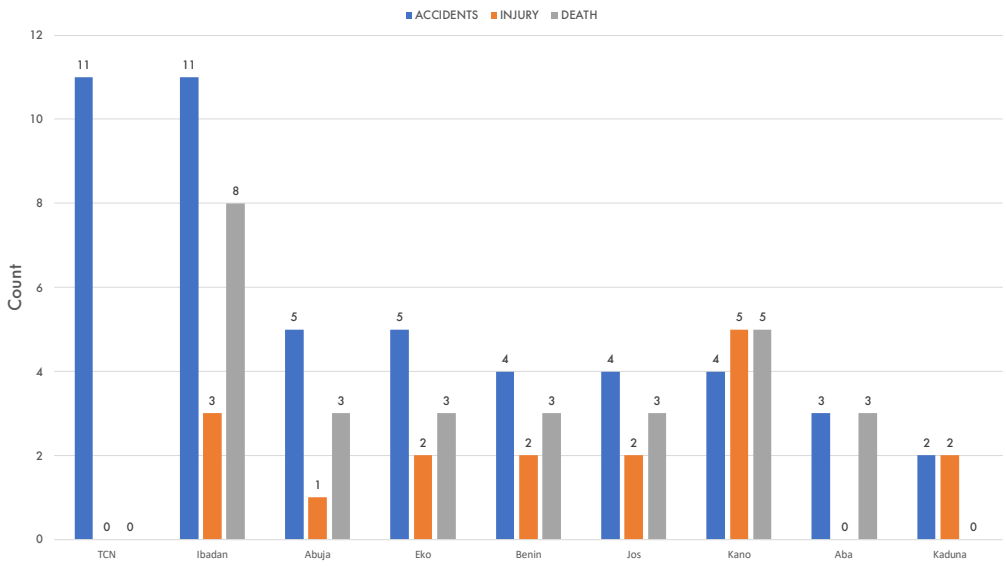
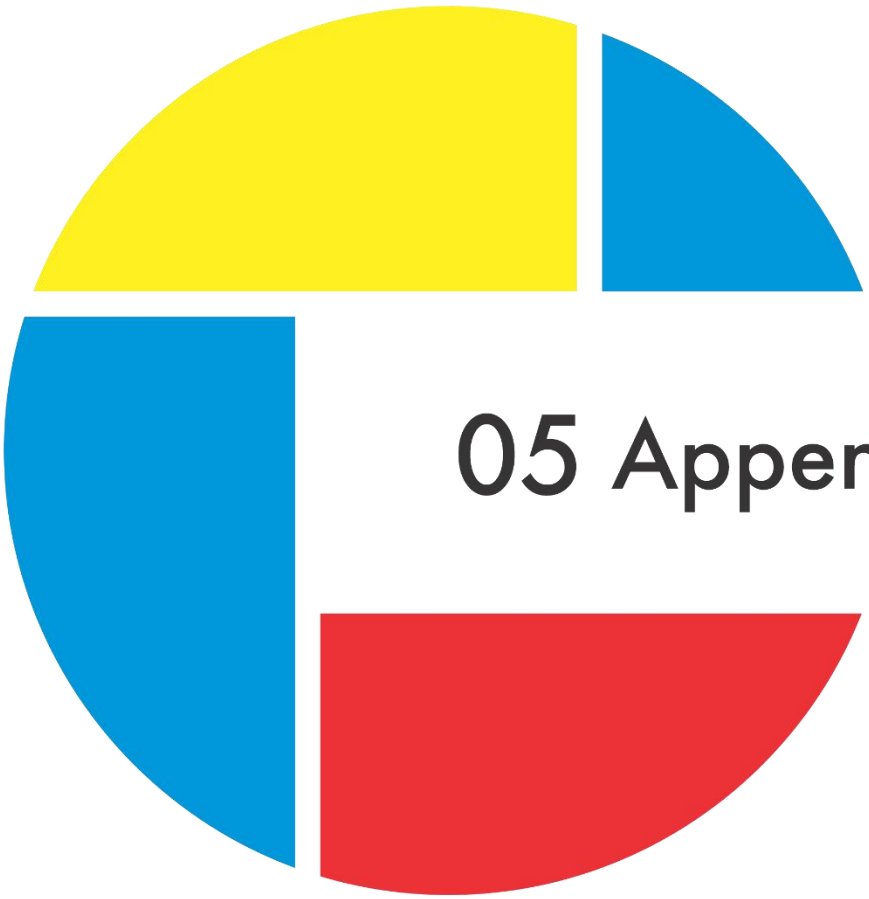


Figure 13: Accident Report for 2025/Q2

Table 22: Causes of casualties recorded in 2025/Q2

Cause of Casualty	Number of Fatalities	Number of Injuries
Wire snaps	5	7
Illegal/unauthorised access	3	0
Vandalism	3	2
Unsafe acts/conditions	10	8



05 Appendix

APPENDIX

Appendix 1: Energy Generation in 2025/Q1 vs. 2025/Q2

GenCos	Available Capacity (MW)		Average Daily Gen (MWh)		Quarterly Generation (MWh)	
	2025/Q1	2025/Q2	2025/Q1	2025/Q2	2025/Q1	2025/Q2
Afam_1	73.48	59.92	1,714.14	1,206.93	154,272.90	109,830.24
Afam_2	246.63	223.79	6,075.48	5,240.97	546,793.22	476,928.48
Alaoji_1	0.00	0.00	0.00	0.00	0.00	0.00
Dadin-Kowa_1	16.36	17.49	398.58	415.67	35,872.51	37,825.60
Delta_1	489.80	440.83	11,074.17	9,430.90	996,675.55	858,211.48
Egbin_1	607.83	709.26	13,748.81	15,844.01	1,237,392.72	1,441,804.65
Geregu_1	138.03	288.66	3,026.64	5,361.50	272,397.84	487,896.62
Geregu_2	227.29	220.77	4,574.26	2,618.90	411,683.73	238,320.08
Ibom power_1	23.46	28.87	580.04	439.08	52,203.95	39,956.52
Igbafo_1	20.23	20.22	529.67	545.64	47,670.65	49,652.93
Ihovbor_1	51.32	67.16	509.03	871.62	45,812.68	79,317.30
Ihovbor_2	446.36	448.90	9,635.37	9,622.49	867,183.27	875,646.60
Ikeja_1	109.10	109.28	2,451.11	2,538.55	220,600.26	231,007.68
Jebba_1	447.15	433.18	8,032.84	7,737.02	722,956.00	704,068.83
Kainji_1	501.58	473.65	11,002.19	10,576.90	990,197.14	962,498.06
Odukpani_1	346.87	223.22	7,307.76	4,898.18	657,698.29	445,733.98
Okpai_1	282.72	250.42	5,753.62	5,344.34	517,825.87	486,335.03
Olorunsogo_1	161.81	137.93	3,705.32	3,192.22	333,479.04	290,491.69
Olorunsogo_2	37.43	46.95	340.37	642.41	30,633.22	58,458.91
Omoku_1	38.85	21.48	935.54	533.78	84,199.01	48,574.38
Omotosho_1	166.05	145.33	3,566.39	3,285.09	320,975.18	298,943.58
Omotosho_2	60.85	59.89	996.72	963.37	89,704.70	87,666.97
Rivers_1	52.86	26.58	1,277.06	523.50	114,935.52	47,638.60
Sapele Steam_1	39.61	31.26	574.30	511.57	51,687.24	46,552.85
Sapele_2	97.91	105.46	1,683.22	1,609.24	151,489.38	146,440.41
Shiroro_1	332.86	346.11	7,318.32	6,212.63	658,648.56	565,349.28
Trans Amadi_1	4.75	5.93	192.02	193.66	17,281.89	17,623.37
Zungeru_1	345.70	453.19	7,491.13	7,665.27	674,201.56	697,539.46
Total	5,366.88	5,395.72	114,494.13	108,025.42	10,304,471.89	9,830,313.60

Appendix II: Energy Accounting Efficiency (EAE) by DisCos in 2025/Q1 and 2025/Q2

DisCos	Energy Offtake (GWh)						Energy Billed (GWh)						Energy Accounting Efficiency	
	2025/Q1			2025/Q2			2025/Q1			2025/Q2			2025/Q1 (%)	2025/Q2 (%)
	Jan	Feb	Mar	Apr	May	Jun	Jan	Feb	Mar	Apr	May	Jun		
Abuja	383	386	460	407	403	386	273	278	324	323	297	293	*71.20*	*76.31*
Benin	293	254	260	244	277	218	256	223	231	218	245	210	*88.11*	*91.17*
Eko	405	366	373	323	393	336	361	325	330	280	344	295	*88.87*	*87.45*
Enugu	237	227	246	232	220	219	169	170	173	167	156	158	*72.05*	*71.73*
Ibadan	341	295	295	296	329	290	304	260	259	264	288	257	*88.41*	*88.31*
Ikeja	445	400	423	394	453	393	357	332	358	335	366	332	*82.56*	*83.29*
Jos	114	120	155	134	126	107	93	106	114	112	101	89	*80.25*	*82.20*
Kaduna	138	117	173	142	122	122	75	84	119	110	101	96	*64.93*	*79.75*
Kano	121	128	180	162	149	135	100	104	141	135	119	112	*80.36*	*81.87*
P/Harcourt	224	198	206	189	193	201	196	175	182	159	162	169	*88.06*	*84.20*
Yola	60	60	85	74	86	70	49	48	62	59	54	43	*77.58*	*67.96*
All DisCos	2,760	2,551	2,858	2,597	2,750	2,477	2,233	2,106	2,293	2,163	2,233	2,054	*81.18*	*82.43*

Appendix III: Energy billed and Billing efficiency (BE) by DisCos in 2025/Q2

	Energy Received (₦'Billion)			Energy Billed (₦'Billion)			Billing Efficiency (%)
	2025/Q2			2025/Q2			2025/Q2
	Apr	May	June	Apr	May	June	
Abuja	47.73	47.32	45.34	42.25	37.67	36.27	*82.76*
Benin	28.63	32.42	25.58	20.74	22.05	17.55	*69.66*
Eko	38.26	46.46	39.74	38.63	43.72	37.97	*96.67*
Enugu	26.72	25.35	25.31	19.79	19.05	19.34	*75.19*
Ibadan	34.41	38.29	33.79	26.07	27.77	23.80	*72.91*
Ikeja	45.18	51.92	45.13	40.69	45.44	40.70	*89.18*
Jos	15.55	14.53	12.39	13.77	12.72	10.57	*87.28*
Kaduna	16.07	13.80	13.78	9.42	8.67	8.09	*59.98*
Kano	18.76	17.25	15.66	16.55	15.69	14.74	*90.94*
P/Harcourt	21.73	22.15	23.14	18.87	18.57	19.09	*84.34*
Yola	8.90	10.23	8.42	6.13	5.66	4.30	*58.38*
All DisCos	301.90	319.48	288.21	252.92	257.03	232.40	*81.61*

Appendix IV: Monthly revenue performance and collection efficiency by DisCos in 2025/Q1 and 2025/Q2

	Total Billing (₦' Billion)						Revenue Collected (₦'Billion)						Collection Efficiency	
	2025/Q1			2025/Q2			2025/Q1			2025/Q2			2025/Q1 (%)	2025/Q2 (%)
DisCos	Jan	Feb	Mar	Apr	May	Jun	Jan	Feb	Mar	Apr	May	Jun		
Abuja	32.61	35.67	41.45	42.25	37.67	36.27	25.82	31.75	31.51	30.27	28.32	30.12	*80.29*	*76.36*
Benin	23.24	20.33	21.39	20.74	22.05	17.55	17.53	16.85	17.91	17.87	19.20	14.54	*80.51*	*85.55*
Eko	42.03	41.24	40.49	38.63	43.72	37.97	36.01	36.60	32.32	38.70	33.75	33.18	*84.79*	*87.80*
Enugu	17.33	17.95	20.28	19.79	19.05	19.34	13.85	15.88	15.22	15.68	14.65	15.23	*80.92*	*78.29*
Ibadan	29.58	26.88	26.43	26.07	27.77	23.80	21.84	19.27	20.60	21.92	20.50	18.66	*74.48*	*78.68*
Ikeja	44.00	41.18	44.71	40.69	45.44	40.70	32.81	33.34	35.03	34.68	37.68	32.66	*77.91*	*82.80*
Jos	10.03	12.56	13.73	13.77	12.72	10.57	4.30	7.00	5.82	6.01	4.52	5.71	*47.19*	*43.82*
Kaduna	7.76	6.93	9.54	9.42	8.67	8.09	3.06	4.49	4.16	4.69	4.35	3.62	*48.41*	*48.38*
Kano	12.47	12.61	15.43	16.55	15.69	14.74	7.08	7.82	10.79	10.61	10.38	8.06	*63.46*	*61.82*
P/ Harcourt	21.04	19.73	21.24	18.87	18.57	19.09	12.56	12.33	12.72	13.18	12.49	14.15	*60.68*	*70.47*
Yola	4.33	4.42	5.67	6.13	5.66	4.30	2.34	2.89	2.95	3.47	2.86	2.96	*56.85*	*57.73*
All DisCos	244.42	239.49	260.35	252.92	257.03	232.40	176.25	188.28	189.09	197.08	188.70	178.89	*74.39*	*76.07*

Appendix V: DisCos monthly invoices & remittances to NBET in 2025/Q1 and 2025/Q2

DisCos	Invoice (₦' Billion)						Remittance (₦' Billion)						Remittance Performance	
	2025/Q1			2025/Q2			2025/Q1			2025/Q2			2025/Q1	2025/Q2
	Jan	Feb	Mar	Apr	May	Jun	Jan	Feb	Mar	Apr	May	Jun	(%)	(%)
Abuja	18.96	19.19	22.46	20.31	19.68	19.18	18.01	19.19	22.46	20.75	19.23	19.18	*98.43*	*100.00*
Benin	12.80	11.75	11.64	10.96	11.92	9.88	12.80	11.75	11.64	11.21	11.68	9.88	*100.00*	*100.00*
Eko	20.43	18.88	19.12	17.12	19.01	17.07	20.43	18.88	19.12	17.49	18.63	17.07	*100.00*	*100.00*
Enugu	10.00	10.19	10.87	9.77	9.11	9.11	9.91	10.19	10.74	9.99	8.89	9.11	*99.27*	*100.00*
Ibadan	14.66	13.23	13.33	12.63	13.30	12.30	14.66	13.23	13.33	12.90	13.03	12.30	*100.00*	*100.00*
Ikeja	22.18	20.42	21.49	20.12	21.59	19.57	22.18	20.42	21.49	20.57	21.15	19.57	*100.00*	*100.00*
Jos	4.48	5.03	6.53	5.82	5.44	4.76	2.62	5.03	3.61	3.69	2.58	3.47	*70.23*	*60.85*
Kaduna	4.75	4.33	6.42	5.37	4.67	4.55	1.36	2.42	2.08	2.34	2.11	1.66	*37.77*	*41.84*
Kano	4.87	5.28	7.43	6.88	6.35	5.76	4.87	5.28	7.43	7.03	6.21	5.76	*100.00*	*100.00*
P/Harcourt	8.94	8.30	8.51	7.39	7.33	7.67	8.94	8.30	8.51	7.55	7.17	7.67	*100.00*	*100.00*
Yola	1.19	1.20	1.52	1.23	1.54	1.28	1.19	1.20	1.52	1.25	1.52	1.28	*100.00*	*100.00*
All DisCos	123.26	117.79	129.31	117.60	119.94	111.13	116.97	115.88	121.93	114.76	112.20	106.95	*95.79*	*95.77*

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 DRO

Appendix VI: DisCos monthly invoices & remittances to MO in 2025/Q1 and 2025/Q2

	Invoice (₦' Billion)						Remittance (₦' Billion)						Remittance Performance	
	2025/Q1			2025/Q2			2025/Q1			2025/Q2			2025/Q1 (%)	2025/Q2 (%)
DisCos	Jan	Feb	Mar	Apr	May	Jun	Jan	Feb	Mar	Apr	May	Jun		
Abuja	3.08	2.58	4.21	4.12	3.89	3.71	3.09	2.59	4.22	4.12	3.89	3.71	*100.00*	*100.00*
Benin	1.70	1.58	2.21	2.12	1.92	1.28	1.70	1.58	2.21	2.12	1.92	1.28	*100.00*	*100.00*
Eko	2.84	2.57	3.53	3.15	3.12	2.83	2.84	2.57	3.53	3.15	3.12	2.83	*100.00*	*100.00*
Enugu	1.75	1.55	2.10	2.02	1.94	1.83	1.75	1.55	2.10	2.02	1.94	1.83	*100.00*	*100.00*
Ibadan	2.64	2.04	2.61	2.86	2.66	2.40	2.64	2.04	2.61	2.86	2.66	2.40	*100.00*	*100.00*
Ikeja	3.31	2.97	3.58	3.66	3.71	3.27	3.31	2.97	3.58	3.66	3.71	3.27	*100.00*	*100.00*
Jos	0.75	0.82	1.53	1.48	1.40	1.11	0.54	0.82	0.88	0.98	0.70	0.91	*72.07*	*64.67*
Kaduna	0.71	0.86	1.70	1.74	1.30	1.06	0.40	0.69	0.62	0.85	0.75	0.53	*52.19*	*51.92*
Kano	-	0.40	1.41	1.67	1.53	1.30	0.16	0.40	1.42	1.67	1.53	1.30	*100.00*	*100.00*
Port Harcourt	1.59	1.45	1.96	1.24	0.96	1.52	1.59	1.45	1.96	1.24	0.96	1.52	*100.00*	*100.00*
Yola	0.48	0.43	0.68	0.67	0.59	0.62	0.48	0.43	0.68	0.67	0.59	0.62	*100.00*	*100.00*
All DisCos	18.85	17.29	25.57	24.72	23.03	20.94	18.52	17.13	23.84	23.32	21.78	20.20	*96.32*	*95.07*

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: DisCos monthly cumulative invoices & remittances to NBET and MO in 2025/Q1 and 2025/Q2

DisCos	Invoice (₦' Billion)						Remittance (₦' Billion)						Remittance Performance	
	2025/Q1			2025/Q2			2025/Q1			2025/Q2			2025/Q1 (%)	2025/Q2 (%)
	Jan	Feb	Mar	Apr	May	Jun	Jan	Feb	Mar	Apr	May	Jun		
Abuja	22.04	21.77	26.67	24.43	23.57	22.89	21.09	21.78	26.68	24.87	23.12	22.89	*98.65*	*100.00*
Benin	14.5	13.33	13.85	13.07	13.85	11.16	14.50	13.33	13.85	13.32	13.60	11.16	*100.00*	*100.00*
Eko	23.27	21.45	22.65	20.26	22.13	19.90	23.28	21.45	22.65	20.64	21.75	19.90	*100.00*	*100.00*
Enugu	11.75	11.74	12.97	11.79	11.05	10.93	11.67	11.74	12.84	12.01	10.84	10.93	*99.38*	*100.00*
Ibadan	17.3	15.27	15.94	15.49	15.96	14.71	17.31	15.28	15.95	15.76	15.69	14.71	*100.00*	*100.00*
Ikeja	25.49	23.39	25.07	23.77	25.30	22.84	25.50	23.39	25.08	24.22	24.86	22.84	*100.00*	*100.00*
Jos	5.23	5.85	8.06	7.30	6.84	5.87	3.16	5.85	4.49	4.67	3.28	4.38	*70.53*	*61.61*
Kaduna	5.46	5.19	8.12	7.11	5.97	5.62	1.75	3.11	2.70	3.19	2.86	2.19	*40.28*	*44.05*
Kano	4.87	5.68	8.84	8.56	7.89	7.06	5.03	5.69	8.85	8.70	7.75	7.06	*100.00*	*100.00*
Port Harcourt	10.53	9.75	10.47	8.63	8.28	9.19	10.53	9.76	10.48	8.79	8.12	9.19	*100.00*	*100.00*
Yola	1.67	1.63	2.2	1.90	2.13	1.90	1.67	1.63	2.20	1.92	2.11	1.90	*100.00*	*100.00*
All DisCos	142.11	135.08	154.88	142.31	142.97	132.06	135.49	133.01	145.77	138.09	133.97	127.15	*95.86*	*95.65*

Notes: 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 VIII: Domestic and international bilateral customers invoices & remittances to MO in 2025/Q2

	Apr-25		May-25		Jun-25		2025/Q2		2025/Q2	Other Remittances (million)
	Invoice (million)	Remittance (million)	Invoice (million)	Remittance (million)	Invoice (million	Remittanc e (million)	Invoice (million)	Remittance (million)	Remittance Performance (%)	
International Customers										
PARAS-SBEE ($) PARAS- CEET ($)	1.51	0.00	1.65	0.00	1.61	0.00	4.77	0.00	*0.00*	0.00
TRANSCORP-SBEE (UGHELI) ($) TRANSCORP-SBEE (AFAM3) ($)	2.16	2.16	2.31	1.98	2.26	2.26	6.73	6.40	*95.09*	0.00
MAINSTREAM-NIGELEC ($)	1.69	1.69	0.90	0.90	1.12	0.00	3.71	2.59	*69.81*	0.00
ODUKPANI-CEET ($)	0.98	0.00	0.78	0.00	0.52	0.00	2.28	0.00	*0.00*	0.00
Total	6.34	3.85	5.64	2.88	5.51	2.26	17.49	9.01	*51.33*	0.00
Bilateral Customers										
MSTM/INNER GALAXY (₦) MSTM/KAM IND. (₦) MSTM/KAM INT. (₦) MAINSTREAM/PRISM (₦) MSTM ZEBERCED (₦) MSTM/ADFV (₦)	378.08	378.08	732.85	732.85	668.28	0.00	1,779.21	1,110.94	*62.44*	0.00
NDPHC/WEEWOOD (₦)	44.54	0.00	46.74	0.00	47.85	0.00	139.13	0.00	*0.00*	0.00
NORTH SOUTH/STAR P (₦)	10.58	10.58	10.76	0.00	13.90	0.00	35.24	10.58	*30.02*	0.00
TRANS AMADI/ OAU (₦) TRANS AMADI/FMPI (₦)	11.89	10.86	17.42	15.67	16.06	0.00	45.37	29.53	*58.47*	10.53
NDPHC/SUNFLAG (₦) OMOTOSHO II/PULKIT (₦)	16.36	16.36	18.62	18.62	16.12	16.12	51.10	51.10	*100.00*	0.00
ALAOJI GENCO/APLE (₦)	108.73	50.00	87.93	50.00	36.66	50.00	233.32	150.00	*64.29*	0.00
TAOPEX/KAM INT (₦) TAOPEX/KAM STEEL (₦)	67.24	0.00	115.28	0.00	87.33	0.00	269.85	0.00	*0.00*	0.00
SAPELE/PHOENIX (₦)	13.17	13.17	20.02	20.02	15.83	15.83	49.04	49.04	*100.00*	0.00
ZUNGERU/YOUNGXING	0.00	0.00	0.00	0.00	193.93	0.00	193.93	0.00	*0.00*	
Total	650.59	479.05	1,049.62	837.16	1,095.96	81.95	2,796.19	1,401.19	*50.10*	10.53

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

DisCos	Meters installed in 2022	Meters installed in 2023	Meters installed in 2024	Meters installed in 2025/Q1	Meters installed in 2025/Q2	Total installations since 2019
Aba	-	9,917	23,728	4,769	17,396	55,810
Abuja	83,494	105,154	80,932	25,260	31,508	583,513
Benin	6,771	34,344	55,648	23,591	28,054	233,569
Eko	44,577	36,484	38,117	14,097	20,843	256,868
Enugu	57,751	73,256	53,737	14,459	17,457	385,759
Ibadan	146,044	139,138	108,155	42,789	45,398	619,007
Ikeja	145,364	151,197	137,261	40,810	39,361	823,482
Jos	19,190	12,937	36,974	5,140	5,176	171,549
Kaduna	34,385	10,039	9,761	2,477	4,883	88,589
Kano	3,476	2,056	3,156	5,283	3,229	101,362
Port Harcourt	33,549	48,989	22,990	7,725	10,421	260,537
Yola	30,386	19,295	2,586	761	1,905	60,976
Total	604,987	642,806	573,045	187,161	225,631	3,641,021

Appendix X: Meter installation through the MAF Framework as at 30 June 2025

DisCos	Meters installed in 2024/Q4	Meters installed in 2025/Q1	Meters installed in 2025/Q2	Total installations since 2024
Aba	-	-	-	-
Abuja	-	1,879	2,444	4,323
Benin	1,111	1,419	5,726	8,256
Eko	-	3,348	6,333	9,681
Enugu	-	6,743	7,972	14,715
Ibadan	-	4,062	8,421	12,483
Ikeja	-	9,966	21,004	30,970
Jos	1,720	2,502	1,950	6,172
Kaduna	-	827	2,979	3,806
Kano	79	4,089	2,663	6,831
Port Harcourt	403	1,404	4,493	6,300
Yola	1,755	548	1,330	3,633
Total	5,068	36,787	65,315	107,170

Appendix XI: Meter installation through the MAP Framework as at 30 June 2025

DisCos	Meters contracted	Meters installed in 2020	Meters installed in 2021	Meters installed in 2022	Meters installed in 2023	Meters installed in 2024	Meters installed in 2025/Q1	Meters installed in 2025/Q2	Total installations since 2019
Aba	12,000	-	-	-	8,475	4,795	4,592	5,824	23,686
Abuja	900,000	87,476	5,289	82,293	103,200	79,069	22,962	28,377	472,591
Benin	573,776	11,154	1,104	422	29,181	54,501	22,172	22,328	142,031
Eko	204,000	32,293	7,733	29,174	30,184	38,117	10,749	14,510	168,177
Enugu	621,545	54,752	5,405	57,372	73,256	53,737	7,716	9,485	278,935
Ibadan	988,915	33,418	548	127,418	125,752	108,071	38,616	36,927	475,521
Ikeja	1,074,411	160,616	13,781	145,488	147,741	131,263	30,844	18,357	671,355
Jos	500,000	3,769	27	3,261	11,934	3,812	1,571	3,042	27,429
Kaduna	450,000	7,352	2,767	3,565	9,887	9,472	1,650	1,904	36,726
Kano	475,000	3,234	-	972	1,986	1,846	1,194	566	9,820
Port Harcourt	137,324	22,334	24,034	33,549	48,989	22,587	6,321	5,928	171,517
Yola	664,000	-	-	-	2,721	831	213	575	4,320
Total	6,600,971	416,398	60,688	483,514	593,306	508,101	148,600	147,823	2,482,128

Appendix XII: Meter installation through Vendor and DisCo Finance Frameworks as at 30 June 2025

	Vendor-Financed Framework					DisCo Financed Framework					
DisCos	Meters installed in 2023	Meters installed in 2024	Meters installed in 2025/Q1	Meters installed in 2025/Q2	Total installations	Meters installed in 2022	Meters installed in 2023	Meters installed in 2024	Meters installed in 2025/ Q1	Meters installed in 2025/Q2	Total installations since 2019
Aba	1,442	18,933	177	11,572	32,124		-	-	-	-	-
Abuja	1,954	1,863	419	687	6,124	-	-	-	-	-	-
Benin	2,849	36	-		3,126	-	-	-	-	-	-
Eko	-	-	-			-	-	-	-	-	-
Enugu	-	-	-			105	-	-	-	-	597
Ibadan	-	-	-			23,532	13,379	84	111	50	13,624
Ikeja	3,456	5,998	-		9,454	-	-	-	-		-
Jos	-	-	-			7,164	9,860	31,442	1,067	184	42,183
Kaduna	-	-	-			96	53	-	-	-	149
Kano	-	1,135	-		1,135	-	-	96	-	-	96
Port Harcourt	-	-	-			-	-	-	-	-	-
Yola	-	-	-			-	-	-	-	-	-
Total	9,701	27,965	596	12,259	51,963	30,897	23,292	31,622	1,178	234	56,649

Appendix XIII: Category of complaints received by DisCos in 2025/Q2

DisCos	Complaints Received	Complaint Categories							
		Metering	Interruption	Voltage	Loadshedding	Billing	Disconnection	Delay	Others
Aba	8,143	5,253	120	50	1	1,117	88	19	1,495
Abuja	7,799	2,250	2,201	484	9	1,847	0	0	1,008
Benin	7,036	178	683	67	123	883	64	18	5,020
Eko	40,882	19,128	5,212	677	0	4,132	0	3,720	8,013
Enugu	18,645	16,845	440	115	13	833	17	0	382
Ibadan	43, 169	12,271	963	145	0	26,107	58	0	3,625
Ikeja	13,476	7,392	1,157	163	22	1,325	56	135	3,226
Jos	12,775	6,683	1,357	201	0	2,498	179	0	1,857
Kaduna	6,393	1,998	3,328	531	25	294	107	7	103
Kano	22,748	20,684	670	40	2	1,188	23	0	141
Port Harcourt	44,012	14,520	2,711	1,001	0	3,580	352	215	21,633
Yola	2,189	1,183	633	261	1	72	39	0	0
All DisCos	227,267	108,385	19,475	3,735	196	43,876	983	4,114	46,503

Appendix XIV: Category of complaints received at the NERC-CCU in 2025/Q2

DisCos	Complaints Received	Complaints Resolved	Credit Adjustment (₦'000)	Complaint Categories								
				Metering	Interruption	Voltage	Loadshedding	Billing	Disconnection	Delay	Others	Band
Aba	8	4	0	2	2	0	0	3	1	1	0	0
Abuja	417	221	4,003,385	86	88	9	1	113	38	-	5	76
Benin	43	36	2,583,475	13	13	0	0	9	6	-	0	7
Eko	516	423	16,516,537	189	80	9	0	126	28	-	7	2
Enugu	127	49	958,690	58	13	2	1	30	17	-	0	76
Ibadan	194	73	0	66	33	4	0	51	25	-	3	12
Ikeja	932	154	16,011,945	259	149	6	1	388	90	–	4	35
Jos	15	9	0	2	6	1	0	1	3	-	1	1
Kaduna	16	15	0	2	6	0	1	1	0	-	2	4
Kano	8	6	0	4	1	0	0	2	1	-	0	0
Port Harcourt	178	131	143,918	45	23	1	0	64	17	-	5	23
Yola	20	8	0	3	8	2	0	4	0	-	1	2
All DisCos	2,474	1,129	40,217,950	729	422	34	4	792	226	1	28	238

Appendix XV: List and addresses of NERC Forum Offices as of June 2025

S/N	Forum Office	Location	Telephone	Email
1	Abakaliki, Ebonyi State	3, Ezekuna Crescent, Off Nsugbe Street, Abakaliki Ebonyi State	09037808590	abakalikiforum@nerc.gov.ng
2	Abeokuta, Ogun State	33, First Avenue, Ibara Housing Estate, Ibrar GRA, Abeokuta	09139381008	abeokutaforum@nerc.gov.ng
3	Abuja, FCT	14, Road 131, Gwarinpa, Federal Capital Territory, Abuja	08146862225	abujaforum@nerc.gov.ng
4	Asaba, Delta State	Denis Osadebe Way, Beside Mobil Filling Station, Asaba, Delta State	09062277247	asabaforum@nerc.gov.ng
5	Awka, Anambra State	Plot 80, Aroma Junction Layout, Opp. CBN, Awka, Anambra State	09037808594	awkaforum@nerc.gov.ng
6	Bauchi, Bauchi State	37, Old Jos Road, GRA, Bauchi, Bauchi State	09062924607	bauchiforum@nerc.gov.ng
7	B/Kebbi, Kebbi State	8, Ahmadu Bello Way, Opp. Kebbi State Govt House, Kebbi State	09062863161	birninkebbiforum@nerc.gov.ng
8	Calabar, C/Rivers State	Plot 109, MCC Road by Ibok Street, Calabar, Cross River State	09062863159	calabarforum@nerc.gov.ng
9	Damaturu, Yobe State	No. 5, AD Road, Abba Ibrahim Extension, Off Potiskum Road, Damaturu, Yobe State	09169978243	damaturuforum@nerc.gov.ng
10	Gombe, Gombe State	Government Layout GDP/2, Along Ministry of Education Road, Gombe State	08140440079	gombeforum@nerc.gov.ng
11	Gusau, Zamfara State	2 Canteen Daji, J. B. Yakubu Road, Gusau, Zamfara State	09062863163	gusauforum@nerc.gov.ng
12	Ilorin, Kwara State	30, Stadium Road, Off Taiwo Road, Ilorin, Kwara State	09062924603	ilorinforum@nerc.gov.ng
13	Jos, Plateau State	5a, Ray-field Road, Jos, Plateau State	09037808597	josforum@nerc.gov.ng
14	Kaduna, Kaduna State	22, Ahmadu Bello Way, Opposite NNDC Building, Kaduna, Kaduna State	08106807299	kadunaforum@nerc.gov.ng
15	Kano, Kano State	2, Miller Road, Bompai, Nasarawa G.R.A, Kano, Kano State	08146862222	kanoforum@nerc.gov.ng
16	Katsina, Katsina State	7, Abuja Crescent, Off Hassan Usman Katsina Road, Katsina, Katsina State	07031704821	katsinaforum@nerc.gov.ng
17	Lafia, Nasarawa State	Manyi Street, Off Jos Road, Bukan Sidi, Lafia, Nasarawa State	09062924599	lafiaforum@nerc.gov.ng
18	Makurdi, Benue State	Hephzibah Plaza, Atom Kpera Road, Opp. Makurdi Int'l School, Benue State	09062277249	makurdiforum@nerc.gov.ng
19	Osogbo, Osun State	51, Isiaka Adeleke Way, Along Okefia-Alekuwodo Rd, Osogbo, Osun State	09062924604	osogboforum@nerc.gov.ng
20	P/Harcourt, Rivers State	The Vhelberg Imperial Hotel, Plot 122 & 122a, Bank Anthony Avenue, Off Ordinance Rd, P/Harcourt	08146862223	phforum@nerc.gov.ng
21	Sokoto, Sokoto State	1, Garba Duba Road, Sokoto, Sokoto State	09062863157	sokotoforum@nerc.gov.ng
22	Umuahia, Abia State	House 2, Adelabu Str., Amaokwe Housing Estate, Umuahia Ibeku, Abia State	09062277251	umuahiaforum@nerc.gov.ng
23	Uyo, Akwa Ibom State	63, Osongama Road, Off Oron/Uyo Airport Road, Uyo, Akwa Ibom State	09062863165	uyoforum@nerc.gov.ng
24	Yola, Adamawa State	5, Nguroje Str., Karewa Extension, Jimeta, Yola, Adamawa State	09037808535	yolaforum@nerc.gov.ng

Appendix XVI: Appeals handled by Forum Offices in 2025/Q1 and 2025/Q2

S/N	Forum Offices	2025/Q1				2025/Q2			
		Appeals Received	Appeals Resolved	Appeals Pending	Resolution Rate (%)	Appeals Received	Appeals Resolved	Appeals Pending	Resolution Rate (%)
1	Abakaliki, Ebonyi State	58	47	11	*81.03*	70	30	40	*42.86*
2	Abeokuta, Ogun State	95	40	14	*42.11*	0	0	0	*0.00*
3	Abuja, FCT	63	50	13	*79.37*	42	94	8	*80.95*
4	Asaba, Delta State	79	34	45	*43.04*	78	48	30	*61.54*
5	Awka, Anambra State	97	75	22	*77.32*	135	101	34	*74.81*
6	Bauchi, Bauchi State	7	7	0	*100.00*	13	13	0	*100.00*
7	Damaturu, Yobe State	4	0	4	*0.00*	13	8	5	*0.00*
8	Calabar, C/Rivers State	28	18	10	*64.29*	30	16	13	*53.33*
9	Eko, Lagos State	125	125	0	*100.00*	0	0	0	*0.00*
10	Gombe, Gombe State	10	2	7	*20.00*	15	0	15	*0.00*
11	Gusau, Zamfara State	14	14	0	*100.00*	6	6	0	*100.00*
12	Ilorin, Kwara State	119	101	18	*84.87*	19	73	17	*81.11*
13	Jos, Plateau State	23	23	0	*100.00*	5	3	2	*60.00*
14	Kaduna, Kaduna State	25	20	3	*80.00*	19	19	0	*100.00*
15	Kano, Kano State	37	20	17	*54.05*	46	31	12	*67.39*
16	Katsina, Katsina State	2	1	1	*50.00*	1	0	1	*0.00*
17	Kebbi, Kebbi State	0	0	0	*0.00*	0	0	0	*0.00*
18	Lafia, Nasarawa State	0	0	0	*0.00*	0	0	0	*0.00*
19	Makurdi, Benue State	8	1	2	*12.50*	0	0	0	*0.00*
20	Osogbo, Osun State	493	384	107	*77.89*	391	244	127	*62.40*
21	Port Harcourt, Rivers State	129	104	22	*80.62*	158	130	24	*82.28*
22	Sokoto, Sokoto State	0	0	0	*0.00*	6	0	6	*0.00*
23	Umuahia, Abia State	11	7	4	*63.64*	15	2	13	*13.33*
	Umuahia 2, Abia State	12	6	6	*50.00*	6	1	5	*16.67*
24	Uyo, Akwa Ibom State	248	182	76	*70.54*	238	182	56	*76.47*
25	Yola, Adamawa State	25	15	10	*60.00*	30	17	13	*56.67*
	All Forum Offices	1,722	1,276	392	*74.10*	1,418	958	446	*67.56*

Appendix XVII: Category of appeals received by Forum Offices in 2025/Q1 and 2025/Q2

Forum Office	2025/Q1								2025/Q2							
	Billing	Disconnection	Con. Delay	Interruption	Metering	Load Shedding	Voltage	Others	Billing	Disconnection	Con. Delay	Interruption	Metering	Load Shedding	Voltage	Others
Abakaliki, Ebonyi State	43	0	0	0	0	0	0	0	57	0	0	0	2	0	0	0
Abeokuta, Ogun State	12	3	0	0	17	10	0	8	0	0	0	0	25	0	0	4
Abuja, FCT	0	0	0	0	42	0	0	5	0	0	0	0	0	0	0	0
Asaba, Delta State	39	0	4	1	5	0	0	4	23	1	1	1	1	0	1	5
Awka, Anambra State	60	3	0	0	9	0	0	3	80	14	0	0	15	0	0	4
Bauchi, Bauchi State	1	2	0	0	1	0	0	3	4	3	0	0	3	0	0	3
Damaturu, Yobe State	2	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0
Calabar, C/Rivers State	4	2	0	0	11	0	0	4	6	0	0	0	3	0	0	0
Eko, Lagos State	9	2	0	1	13	0	0	2	0	0	0	0	0	0	0	0
Gombe, Gombe State	4	0	0	0	1	0	0	2	1	1	0	0	4	0	1	1
Gusau, Zamfara State	3	2	0	0	1	0	0	0	1	2	0	0	3	0	0	0
Ilorin, Kwara State	19	4	0	0	61	0	0	8	23	6	0	0	26	1	1	15
Jos, Plateau State	8	4	0	0	8	0	3	0	2	0	0	0	3	0	0	0
Kaduna, Kaduna State	4	4	0	0	7	0	0	6	2	6	0	0	7	0	0	1
Kano, Kano State	12	3	0	1	3	0	0	10	20	1	0	0	2	0	0	6
Katsina, Katsina State	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B/Kebbi, Kebbi State	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lafia, Nasarawa State	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Makurdi, Benue State	8	0	0	0	0	0	0	0	8	0	0	0	1	0	0	0
Osogbo, Osun State	161	2	0	0	80	0	0	38	134	2	0	0	118	0	0	30
P/Harcourt, Rivers State	82	16	0	1	19	0	0	11	88	8	0	0	28	0	0	12
Sokoto, Sokoto State	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2	3
Umuahia, Abia State	6	1	0	1	0	0	0	0	8	0	0	0	1	0	0	2
Umuahia 2, Abia State	2	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Uyo, Akwa Ibom State	109	11	0	0	51	0	7	38	76	13	0	0	46	0	2	25
Yola, Adamawa State	13	2	0	0	3	0	0	2	10	3	0	1	5	0	0	1
All Forum Offices	601	62	4	5	333	10	10	146	553	64	1	2	298	1	7	114

NIGERIAN ELECTRICITY REGULATORY COMMISSION

Plot 1387 Cadastral Zone A00, Central Business District, PMB 136, Garki Abuja

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