Q3

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, and 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, and general readers. The NERC quarterly report is freely available to stakeholders of the NESI, government agencies and corporations. Individuals can also access any issue freely from the Commission's Website: www.nerc.gov.ng

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List of Abbreviations

ADR	Alternative Dispute Resolution
AEDC	Abuja Electricity Distribution 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/Q3 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/Q3 was 5,430.34MW

a. Available Generation Capacity: In 2025/Q3, 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. During the quarter, the average available generation capacity of the grid-connected power plants was 5,430.34MW. This represents a 34.62MW (+0.64%) increase compared to the 5,395.72MW recorded in 2025/Q2 (Figure A). Ten (10) power plants recorded increases in available generation capacities in 2025/Q3 relative to 2025/Q2.

[1] AES and Gbarain power plants are not included in the report because they are currently not operational. The Maiduguri Emergency Power Plant (MEPP) largely operated in an island mode (i.e. not connected to the national grid) during this quarter.

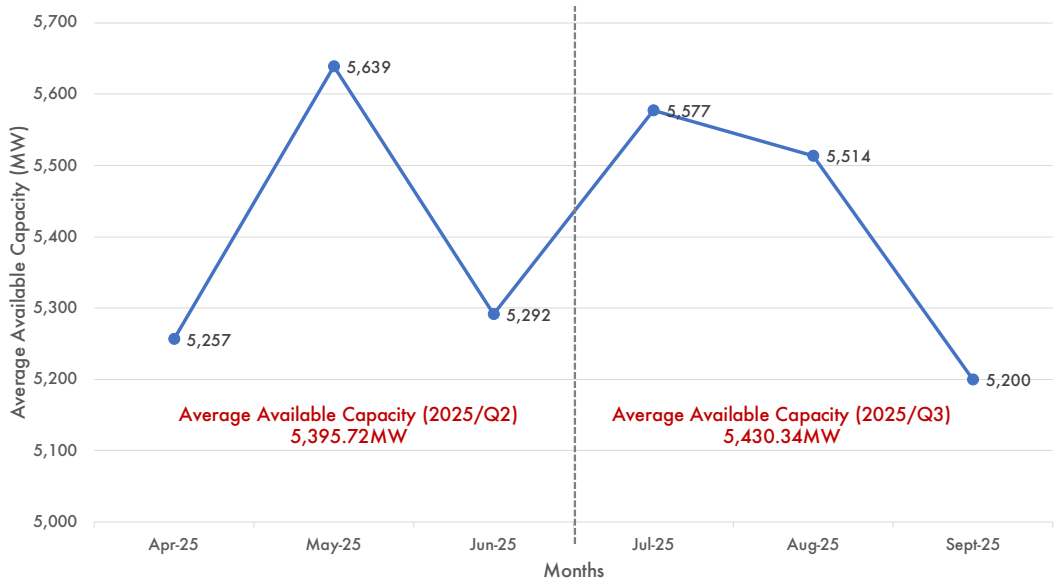


Figure A: Available Generation Capacity (April - September 2025)

The average hourly generation in 2025/Q3 was 4,179.15MWh/h

b. Quarterly Generation: The average hourly generation on the grid in 2025/Q3 was 4,179.15MWh/h, which translates to a total generation of 9,227.56GWh. The average hourly generation of the grid-connected power plants decreased by 321.91MWh/h (-7.15%) from 4,501.06MWh/h in 2025/Q2. The total electricity generated in the quarter also decreased by 602.74GWh (-6.13%)[2] from 9,830.31GWh in 2025/Q2 (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/Q2.

c. Grid Performance: In 2025/Q3, the average lower daily (49.35Hz) and average upper daily (50.75Hz) 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). Similarly, the average lower daily system voltage (302.13kV) and the average upper daily system voltage (348.82kV) were outside the range (313.50kV - 346.50kV) specified in the grid code.

[2] The percentage change in total generation and average hourly generation is different across 2025/Q2 and 2025/Q3 because the number of days in each of the quarters is not the same (91/92 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 one incident of system disturbance on the National Grid in 2025/Q3. A total collapse of the grid occurred on 10 September 2025.

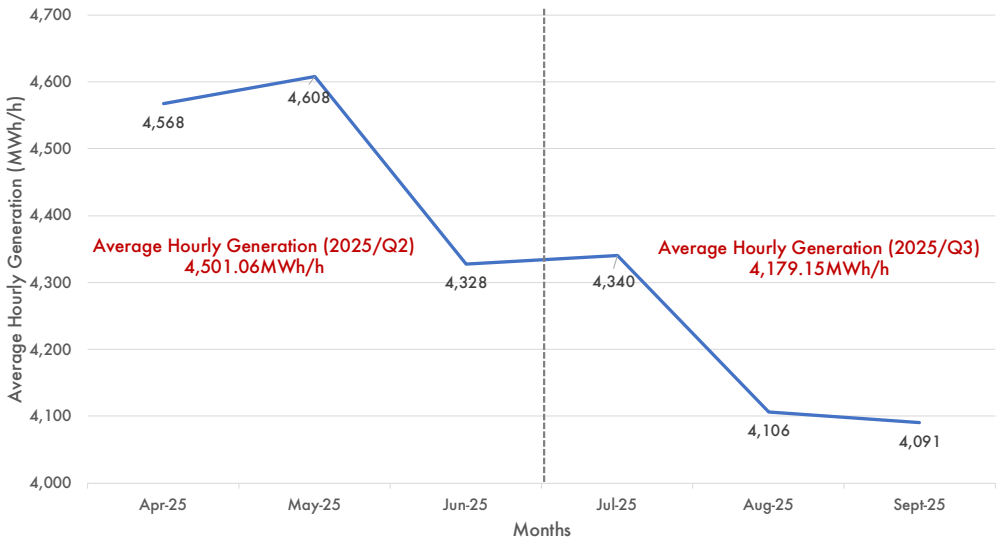


Figure B: Average Hourly Generation (April - September 2025)

Commercial Performance

The review of commercial performance for 2025/Q3 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/Q3, the average energy offtake by DisCos at their trading points was 3,328.33MWh/h which represents a decrease of 254.29MWh/h (-7.10%) compared to the average offtake recorded in 2025/Q2 (3,582.62MWh/h). Cumulatively, DisCos recorded an overall offtake performance of 87.39%; the available Partially Contracted Capacity (PCC) during the quarter was 3,808.43MWh/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/Q3 was 7,348.95GWh, the energy billed to end-use customers was only 6,158.54GWh. This translates to an overall energy

accounting efficiency of 83.80% and represents a 1.37pp increase compared to 2025/Q2 (82.43%).

c. Billing Efficiency: The naira value of the total energy offtake by all DisCos in 2025/Q3 was ₦854.53 billion, and the total energy billed was ₦706.61 billion, which translates to a billing efficiency of 82.69%. The BE of 82.69% recorded during the quarter represents an increase of 1.08pp compared to 2025/Q2 (81.61%). At an aggregate level, DisCos cumulatively recorded billing losses of ₦147.92 billion in 2025/Q3.

A total of ₦570.25 billion was collected by all DisCos in 2025/Q3 out of the ₦706.61 billion billed to customers.

d. Collection Efficiency: The total revenue collected by all DisCos in 2025/Q3 was ₦570.25 billion out of ₦706.61 billion billed to customers. This translates to a collection efficiency of 80.70%, representing an increase of 4.63pp compared to 2025/Q2 (76.07%).

e. 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 DisCos in 2025/Q3 was 33.27%, comprising technical and commercial loss (17.31%) and collection loss (19.30%). The ATC&C loss of 33.27% is 12.73pp higher than the 2025 MYTO target (20.54%) and translates to a cumulative revenue loss of ₦108.75[3] billion across all DisCos. The ATC&C loss decreased by 4.65pp (better performance) compared to 2025/Q2 (37.92%). All the DisCos except Eko and Ikeja failed to achieve their target ATC&C during the quarter, with Kaduna DisCo recording the worst underperformance relative to the target ATC&C (Actual – 71.10% vs. target – 21.32%) (Figure C).

f. Market remittance: In 2025/Q3, the cumulative upstream invoice payable by DisCos was ₦400.48 billion, consisting of ₦323.70 billion

[3] This represents 16% of the gross allowable revenues for all DisCos over the period (2025/Q3)

for DRO-adjusted generation costs from NBET[4] and ₦76.77 billion for transmission and administrative services by the Market Operator (MO). Out of this amount, the DisCos collectively remitted a total sum of ₦381.29 billion (₦308.25 billion for NBET and ₦73.03 billion for MO) with an outstanding balance of ₦19.18 billion. This translates to a remittance performance of 95.21% in 2025/Q3 compared to the 95.65% recorded in 2025/Q2. The disaggregated DisCo remittance performance to the market for 2025/Q3 is presented in Figure D.

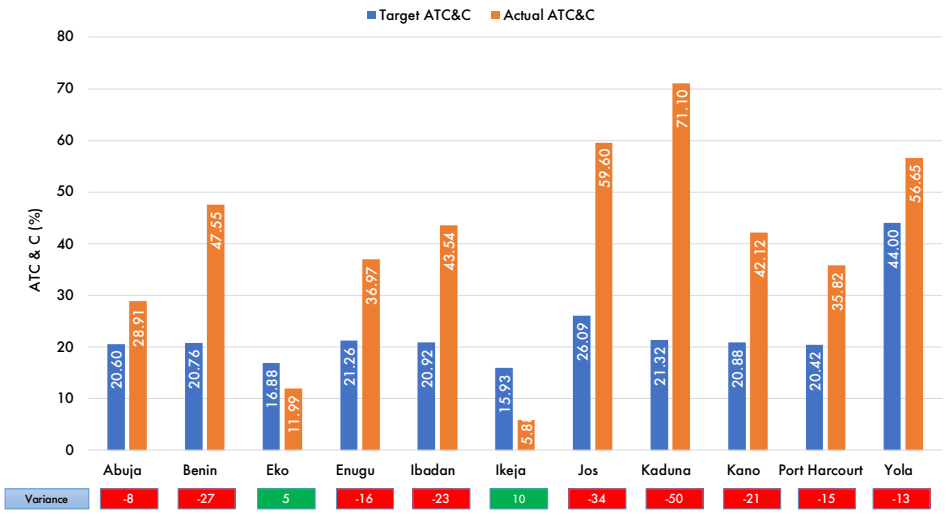


Figure C: Target and Actual ATC&C losses for DisCos in 2025/Q3

g. Remittance by Special and Bilateral Customers: In 2025/Q3, the three (3) international bilateral customers purchasing power from the grid-connected GenCos made a cumulative payment of $7.12[5] million against the $18.69 million invoice issued to them by the MO for services rendered in 2025/Q3 (remittance rate – 38.09%). Furthermore, the domestic bilateral customers made a cumulative payment of ₦3,192.30 million against the ₦3,643.57 million invoice issued to them by the MO for services rendered in 2025/Q3 (remittance rate – 87.61%).

[4] The NBET invoice payable by the DisCos for 2025/Q3 was only ₦323.70 billion because the FGN has taken responsibility for ~59% (₦458.75 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.

[5] These remittances are based on reconciled market settlement submitted to the Commission as at 18 December 2025

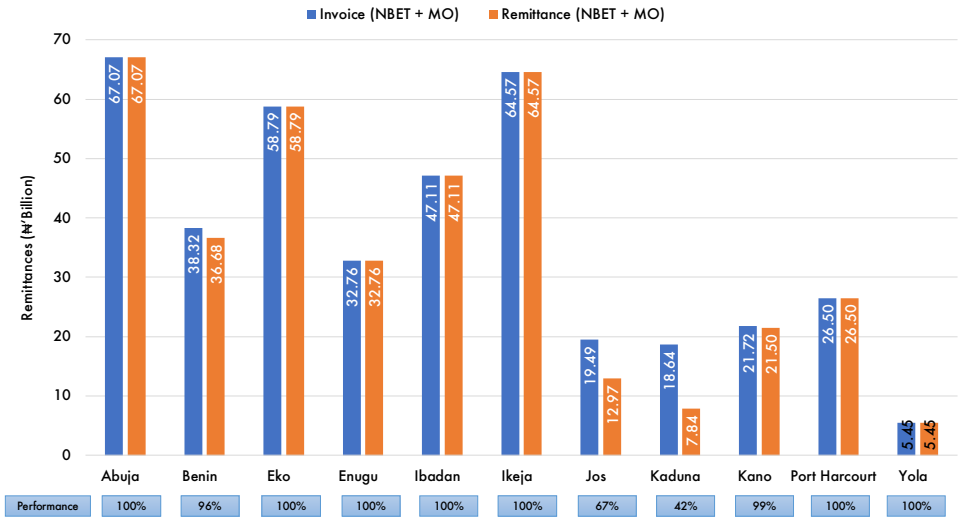


Figure D: DRO-adjusted invoices and remittances in 2025/Q3

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 forty-seven (47) new Orders in 2025/Q3.

a. Orders: The Commission issued forty-seven (47) Orders in 2025/Q3. They include:

- NERC/2025/059-NERC/2025/069 - July 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos.
- NERC/2025/070-NERC/2025/080 - Order on Delineation of Assets and Liabilities
- NERC/2025/081-NERC/2025/091 - August 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos.
- NERC/2025/092 – Order on the Transfer of Regulatory Oversight of the Electricity Market in Nasarawa State from the Nigerian Electricity Regulatory Commission to the

Nasarawa State Electricity Regulatory Commission (NASERC)

- NERC/2025/093 - Order on the Transfer of Regulatory Oversight of the Electricity Market in Bayelsa State from the Nigerian Electricity Regulatory Commission to the Bayelsa State Electricity Regulatory Agency (BYERA)
- NERC/2025/094 - The Order on the Mandatory Implementation of Free Governor Control (FGC)
- NERC/2025/095,097-NERC/2025/106 - September 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos

b. Licences and Permits: The Commission issued forty-one (41) licences, permits and certifications in 2025/Q3. The breakdown of the licences, permits and certifications issued is as follows:

Forty-one (41) licences, permits and certifications were issued by the Commission in 2025/Q3.

- One (1) Independent Electricity Distribution Network (IEDN) licence
- One (1) licence for embedded generation
- Three (3) captive generation permits with a gross capacity of 72.10MW.
- Twenty (20) permits for mini grids.
- Ten (10) certifications for Meter Service Providers and six (6) 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/Q3), the Commission conducted one (1) hearing in respect of the following:

- Petition filed by the Transmission Company of Nigeria regarding the Commission's Performance Improvement Plan (PIP) Order for TCN and NISO, issued on 14 May 2025

d. Compliance and Enforcement: The Commission issued three (3) Rectification Directives (RD) and seven (7) 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 mechanisms for consumer education and enlightenment are town hall meetings and customer complaints resolution meetings. In 2025/Q3, the Commission convened one (1) town hall meeting in Awka, Anambra State, between 04 - 06 September 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 228,614 meters were installed in 2025/Q3.

b. Metering: A total of 228,614 meters were installed in 2025/Q3, representing an increase of 0.73% compared to the 226,959 meters installed in 2025/Q2.

During the quarter, 176,302 meters (77.12% of the total installations) were installed under the MAP framework, 44,104 (25.01%) meters were installed under the Vendor Financed framework, 7,902 (3.46%) meters were installed under the Distribution Sector Recovery Program (DISREP), 175 (0.08%) meters were installed under the MAF framework, and 131 (0.06%) meters were installed under the DisCo Financed framework.

As of the end of September 2025, 6,661,564 out of the total 12,030,315 active registered customers in the NESI were metered, translating to a metering rate of 55.37% (Figure E).

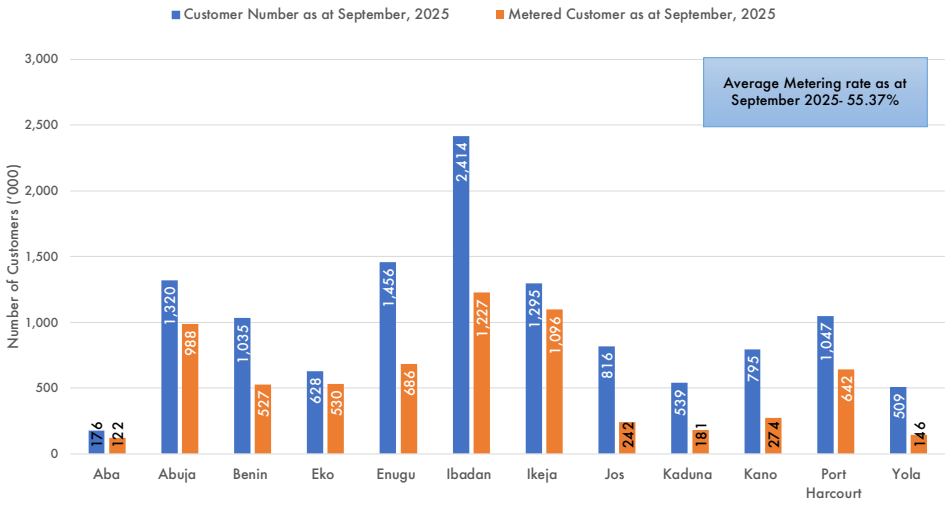


Figure E: Status of Customer metering as of 30 September 2025

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 519 out of the 833 complaints that were filed at the NERC-CCU; this translates to a resolution rate of 62.30%.

The number of complaints received across all DisCo-CCUs was 168,033, representing a 26.06% decrease compared to the 227,267 received in 2025/Q2. As in previous quarters, metering, billing and service interruption were the prevalent issues of customer complaints during the quarter.

In 2025/Q3, the Forum Offices resolved 62.60% of the active appeals in forty-six (46) sittings.

d. Forum Offices: The Commission did not close any Forum Office during the quarter, so the number of active Forum Offices as of 30 September 2025 remained at twenty-four (24). The total number of active appeals across the Forum Offices in 2025/Q3 was 1,476, comprising 1,030 new appeals in 2025/Q3 and 446 pending appeals from 2025/Q2. During the period, the forum panels held forty-six (46) sittings, representing a 12.19% increase compared to 2025/Q2 when

41 sittings were held. Out of the 1,476 active appeals filed at Forum Offices nationwide during the quarter, 924 were resolved (62.60% resolution rate); the resolution rate was 4.96pp lower than the 67.56% achieved in 2025/Q2.

e. Health & Safety: The total number of accidents in 2025/Q3 was fifty-seven (57), which resulted in thirty-three (33) injuries and thirty-three (33) 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 Q3 of 2025

5,430.34MW	Average Available Generation Capacity; 34.62MW (+0.64%) increase compared to 2025/Q2 [5,395.72MW]
9,227.57GWh	Total Quarterly Generation; 602.74GWh (-6.13%) decrease compared to 2025/Q2 [9,830.31GWh]
4,179.15MWh/h	Average Hourly Generation; 321.91MWh/h (-7.15%) decrease compared to 2025/Q2 [4,501.06MWh/h]
76.96%	Load Factor; 6.46pp decrease compared to 2025/Q2 [83.42%]
32.43%	Share of total quarterly generation from Hydropower Plants; 2.25pp increase compared to 2025/Q2 [30.19%]
3,328.33MWh/h	Total energy received by the DisCos; 254.29MWh/h (-7.10%) decrease compared to 2025/Q2 [3,582.62MWh/h]
6,158.54GWh	Energy billed to customers; 291.28GWh (-4.51%) decrease compared to 2025/Q2 [6,449.82GWh]
₦570.25 billion	Total Revenue collected by the DisCos; ₦5.54 billion (+0.98%) increase compared to 2025/Q2 [₦564.71 billion]
82.69%	Cumulative billing efficiency across all DisCos; 1.08pp increase compared to 2025/Q2 [81.61%]
80.70%	Cumulative collection efficiency across all DisCos; 4.63pp increase compared to 2025/Q2 [76.07%]
33.27%	Aggregate Technical, Commercial and Collection Loss across all DisCos; 4.65pp better ATC&C performance compared to 2025/Q2 [37.92%]
₦400.48 billion	Combined invoice from NBET (DRO-adjusted) and MO to DisCos; ₦16.87 billion (-4.04%) decrease compared to 2025/Q2 [₦417.35 billion]
₦381.29 billion	Total amount remitted by DisCos to NBET and TCN/MO; ₦17.91 billion (-4.49%) decrease compared to 2025/Q2 [₦399.20 billion]

95.21%	DisCos' overall remittance performance; 0.44pp decrease compared to 2025/Q2 [95.65%]
228,614	Number of new meters installed; 1,655 more installations (+0.73%) compared to the 226,959 meters installed in 2025/Q2
168,033	Total complaints received at the DisCo-CCU; 26.06% decrease compared to 227,267 complaints received in 2025/Q2
62.60%	Forum Office complaint resolution rate; 4.96pp decrease compared to 2025/Q2 [67.56%]
57	Number of accidents; 3 fewer accidents compared to 2025/Q2 [60]
66	Number of casualties (injuries and fatalities); 9 more casualties compared to 2025/Q2 [57]

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/Q3, 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 34.62MW (+0.64%) from the 5,395.72MW recorded in 2025/Q2 to 5,430.34MW. Across the quarters, ten (10) out of the twenty-eight (28) grid-connected power plants recorded increases in available capacity, while seventeen

(17) recorded decreases. Alaoji did not record any change in its available capacity as it remained at 0% availability across both quarters.

The most significant increase in average available generation capacity in 2025/Q3 compared to 2025/Q2 was recorded in Dadin-Kowa_1 (+94.49%). Notable increases in available capacity across the quarters were also recorded in Omoku_1 (+72.32%), Zungeru_1 (+51.41%), Okpai_1 (+30.58%), Olorunsogo_2 (+18.74%), Shiroro_1 (+14.99%), Omotosho_2 (+11.91%), Jebba_1 (+11.75%) and Trans Amadi_1 (+11.61%) power plants. Figure 1 shows the plants with the highest average available capacities across the two quarters.

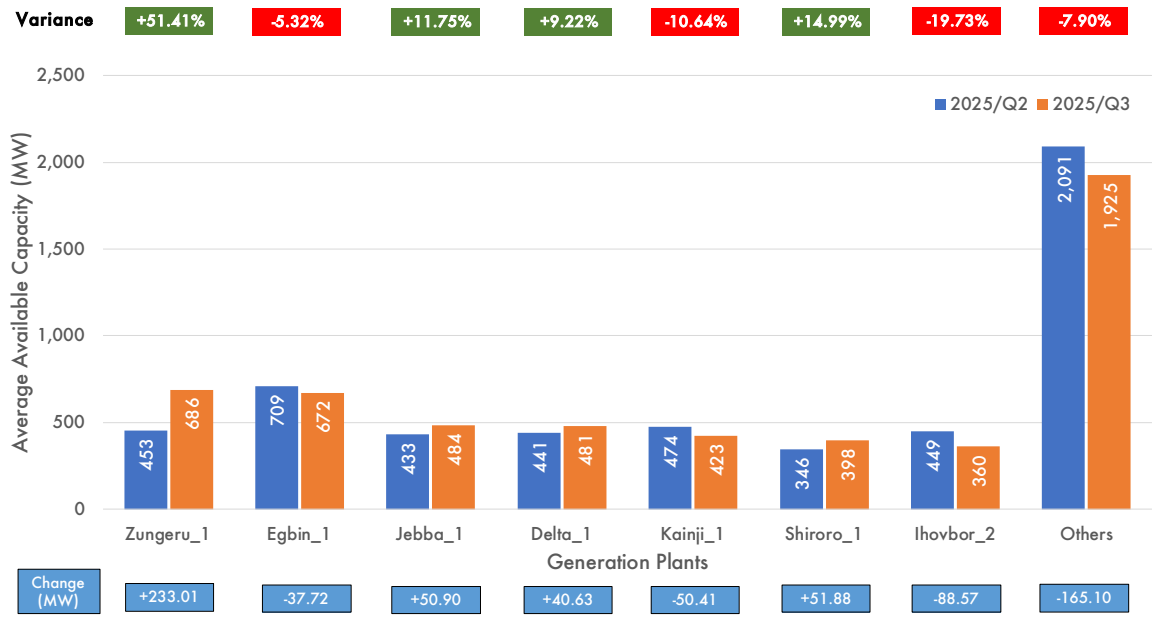


Figure 1: Average Available Capacity (MW) in 2025/Q2 vs. 2025/Q3

The increase in available capacity of hydropower plants (Dadin-Kowa_1, Zungeru_1, Shiroro_1 and Jebba_1) during the quarter can be attributed to the rainy season, which resulted in a significant increase in water level in the watersheds that supply the power plants. The watersheds experience an inflow/flood season between July and October each year (Q3 and part of Q4), thereby providing sufficient water for the plants to record their peak availability over this period[6]. Kainji_1, however, recorded a decrease (-10.64%) in available capacity during the

[6] This assumes that the hydropower plants have maximum mechanical availability

quarter because some of the units were shut down at different times in July and August for annual preventive maintenance.

Conversely, there were significant decreases in the average available capacities of Ibom power_1 (-68.09%), Sapele Steam_1 (-38.77%), Rivers_1 (-33.37%), and Sapele_2 (-29.75%) power plants in 2025/Q3 compared to 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/Q3, the average plant availability factor for all grid-connected plants was 39.86%, i.e. at any point in time during the quarter, 60.14% of the installed capacity across the twenty-eight (28) grid-connected power plants was not available for dispatch onto the grid. Overall, eleven (11) power plants had availability factors above 50%, with Ikeja_1 power plant recording the highest availability factor at 99.24%. On the other end of the spectrum, Sapele Steam_1 recorded a PAF of 2.66% in 2025/Q3. Alaoji_1 power 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 39.86% recorded in 2025/Q3 represents a 0.26pp increase relative to the 39.60% PAF that was recorded in 2025/Q2. Significant increases in PAF were recorded in Dadin-Kowa_1 (+41.32pp), Zungeru_1 (+33.29pp), and Okpai_1 (+15.95pp) power plants across the two quarters. Conversely, the PAF of Ihovbor_2 decreased significantly by 19.21pp[7] during the quarter (78.16% in 2025/Q3 compared to

[7] The significant decrease in the PAF of the Ihovbor_2 power plant during the quarter was because one of the three (3) units was shut down in August and September due to hydraulic system outage.

97.38% in 2025/Q2). Reductions in PAF were also recorded in Geregu_1 (-12.79pp), Ibom power_1 (-10.34pp), and Geregu_2 (-8.41pp) power plants.

Table 1: Plant Availability Factor (%) in 2025/Q2 vs. 2025/Q3

Plant	Installed capacity (MW)	Average Available Capacity (MW)		Plant Availability Factor (%)	
		2025/Q2	2025/Q3	2025/Q2	2025/Q3
Ikeja_1	110	109.28	109.16	99.34	99.24
Zungeru_1	700	453.19	686.20	64.74	98.03
Dadin-Kowa_1	40	17.49	34.02	43.73	85.05
Jebba_1	578	433.18	484.08	74.95	83.75
Ihovbor_2	461	448.90	360.33	97.38	78.16
Okpai_1	480	250.42	327.00	52.17	68.12
Shiroro_1	600	346.11	397.99	57.69	66.33
Kainji_1	760	473.65	423.24	62.32	55.69
Geregu_1	435	288.66	233.03	66.36	53.57
Delta_1	900	440.83	481.45	48.98	53.49
Egbin_1	1,320	709.26	671.54	53.73	50.87
Igbafo_1	45	20.22	19.87	44.92	44.16
Geregu_2	435	220.77	184.19	50.75	42.34
Omotosho_1	335	145.33	123.75	43.38	36.94
Olorunsogo_1	335	137.93	111.05	41.17	33.15
Odukpani_1	625	223.22	198.40	35.72	31.74
Afam_2	650	223.79	200.97	34.43	30.92
Omoku_1	150	21.48	37.01	14.32	24.67
Sapele_2	500	105.46	74.09	21.09	14.82
Omotosho_2	500	59.89	67.03	11.98	13.41
Ihovbor_1	500	67.16	51.37	13.43	10.27
Rivers_1	180	26.58	17.71	14.76	9.84
Olorunsogo_2	750	46.95	55.75	6.26	7.43
Trans Amadi_1	100	5.93	6.62	5.93	6.62
Afam_1	726	59.92	46.14	8.25	6.36
Ibom power_1	190	28.87	9.21	15.19	4.85
Sapele Steam_1	720	31.26	19.14	4.34	2.66
Alaoji_1	500	0.00	0.00	0.00	0.00
Total	13,625	5,395.72	5,430.34	39.60	39.86

*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/Q3 was 4,179.15MWh/h, which translates to a total generation of 9,227.57GWh (equation 2).

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

The average hourly generation and the total generation decreased by 7.15% and 6.13%[8] respectively in 2025/Q3 compared to 2025/Q2; the hourly generation decreased from 4,501.06MWh/h generated in 2025/Q2 to 4,179.15MWh/h (-321.91MWh/h), while the total generation decreased from 9,830.31GWh generated in 2025/Q2 to 9,227.57GWh (-602.74GWh) in 2025/Q3. In total, twenty (20) plants recorded decreases in their average hourly generation across the quarters. Significant decreases in average hourly generation were recorded in Ihovbor_2 (-79.97MWh/h), Geregu_1 (-47.85MWh/h), Geregu_2 (-47.61MWh/h), Egbin_1 (-43.45MWh/h), Kainji_1 (-42.17MWh/h) and Sapele_2 (-26.55MWh/h) power plants.

Conversely, increases in average hourly generation were recorded in Okpai_1 (+58.82MWh/h), Jebba_1 (+27.88MWh/h), Omoku_1 (+15.35MWh/h), and Dadin-Kowa_1 (+14.88MWh/h) power plants across the quarters (Table 2).

Table 2: Average Hourly Generation (MWh/h) in 2025/Q2 vs. 2025/Q3

Plant	Average Hourly Generation (MWh/h)		Change (%)	Change (MWh/h)
	2025/Q2	2025/Q3		
Okpai_1	222.68	281.50	26.41	58.82
Jebba_1	322.38	350.25	8.65	27.88
Omoku_1	22.24	37.59	69.02	15.35

[8] The percentage change in total generation and average hourly generation is different across 2025/Q2 vs 2025/Q3 because the number of days in each of the quarters is not the same (91/92 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/Q2	2025/Q3		
Dadin-Kowa_1	17.32	32.19	85.89	14.88
Delta_1	392.95	407.23	3.63	14.28
Olorunsogo_2	26.77	37.65	40.65	10.88
Trans Amadi_1	8.07	9.29	15.11	1.22
Alaoji_1	0.00	0.00	0.00	0.00
Shiroro_1	258.86	257.02	-0.71	-1.84
Zungeru_1	319.39	317.42	-0.62	-1.97
Sapele Steam_1	21.32	18.89	-11.38	-2.43
Igbafo_1	22.73	19.79	-12.93	-2.94
Omotosho_2	40.14	33.15	-17.42	-6.99
Rivers_1	21.81	11.76	-46.08	-10.05
Ikeja_1	105.77	93.47	-11.63	-12.30
Ibom power_1	18.30	3.42	-81.32	-14.88
Ihovbor_1	36.32	19.33	-46.78	-16.99
Omotosho_1	136.88	117.87	-13.88	-19.00
Afam_2	218.37	198.47	-9.11	-19.90
Afam_1	50.29	28.37	-43.59	-21.92
Odukpani_1	204.09	181.47	-11.08	-22.62
Olorunsogo_1	133.01	109.24	-17.87	-23.77
Sapele_2	67.05	40.50	-39.60	-26.55
Kainji_1	440.70	398.53	-9.57	-42.17
Egbin_1	660.17	616.72	-6.58	-43.45
Geregu_2	109.12	61.51	-43.63	-47.61
Geregu_1	223.40	175.54	-21.42	-47.85
Ihovbor_2	400.94	320.97	-19.95	-79.97
Total	4,501.06	4,179.15	-7.15	-321.91

Cumulatively, the average hourly generation of the five grid-connected hydro power plants decreased by 3.23MWh/h/h (-0.24%) in 2025/Q3 compared to 2025/Q2. This decrease is largely driven by the -42.17 MWh/h reduction in output from Kainji_1 (-9.57%). There were also negligible reductions in generation at Shiroro_1 (-0.71%) and Zungeru_1 (-0.62%).

The cumulative average hourly generation from the grid-connected thermal plants also decreased by 318.68MWh/h (-10.14%) during the quarter, with seventeen (17) out of the twenty-three (23) thermal plants recording decreases in their average hourly generation. The largest contributors to this decrease are Ihovbor_2 (-79.97MWh/h), Geregu_1 (-47.85MWh/h), Geregu_2 (-47.61MWh/h) and Egbin_1 (-43.45MWh/h) power plants (Figure 2).

The key drivers for the decreases recorded during the quarter by the grid-connected power plants are mechanical outages, gas constraints and low load offtake by grid-connected customers.

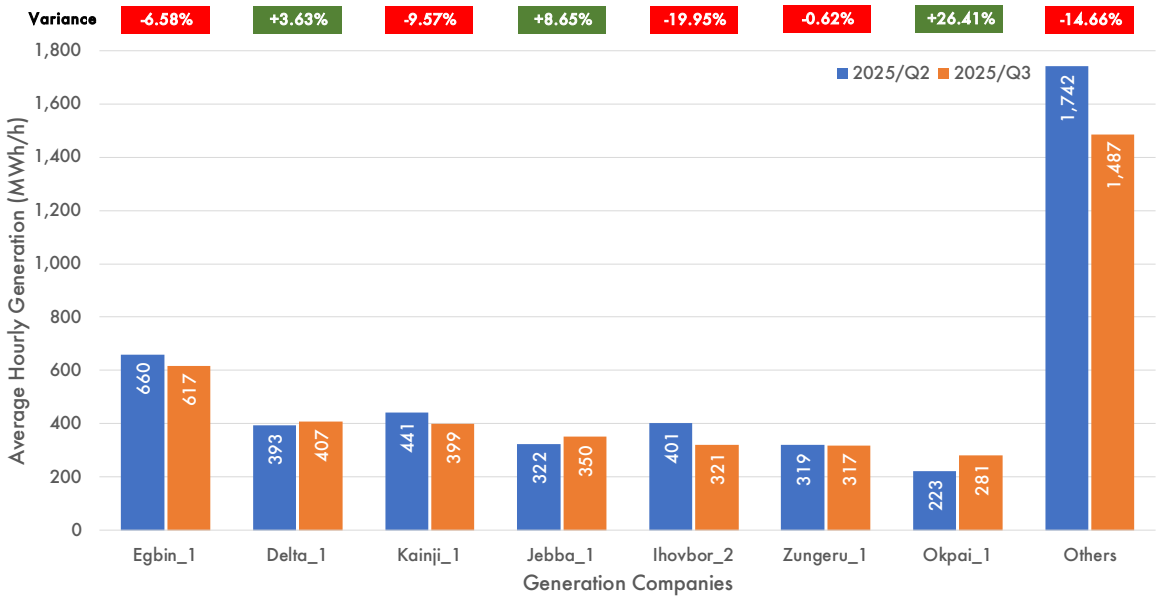


Figure 2: Average Hourly Generation (MWh/h) in 2025/Q2 vs. 2025/Q3

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/Q3 was 76.96%, meaning that on average, at any point during the quarter, 23.04% of available capacity was not dispatched. The load factor in 2025/Q3 (76.96%) represents a 6.46pp decrease compared to the 83.42% load factor recorded in 2025/Q2. The drop in load factor is identical to the reduction in average hourly

generation (explained in 2.1.3) because the change in average available generation capacity across the 2 quarters is negligible (section 2.1.1).

The load factors of the seven (7) power plants with the highest dispatch rates in 2025/Q3 are presented in Figure 3. Three (3) power plants (Trans Amadi_1, Omoku_1, and Igbafo_1) recorded dispatch rates of 100%. Afam_2, Sapele Steam_1, Olorunsogo_1, and Omotosho_1 power plants recorded load factors greater than 95% (98.76%, 98.70%, 98.38%, and 95.25%, respectively).

Dadin Kowa_1 (94.63%) and Kainji_1 (94.16%) hydropower plants recorded load factors greater than 90%, while Jebba_1 (72.35%) and Shiroro_1 (64.58%) recorded dispatch rates less than 90%. The low dispatch rate recorded by Jebba_1 and Shiroro_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[9]). The dispatch rate recorded by Zungeru_1 (46.26%) during the quarter is consistent with its extant contractual provisions[10].

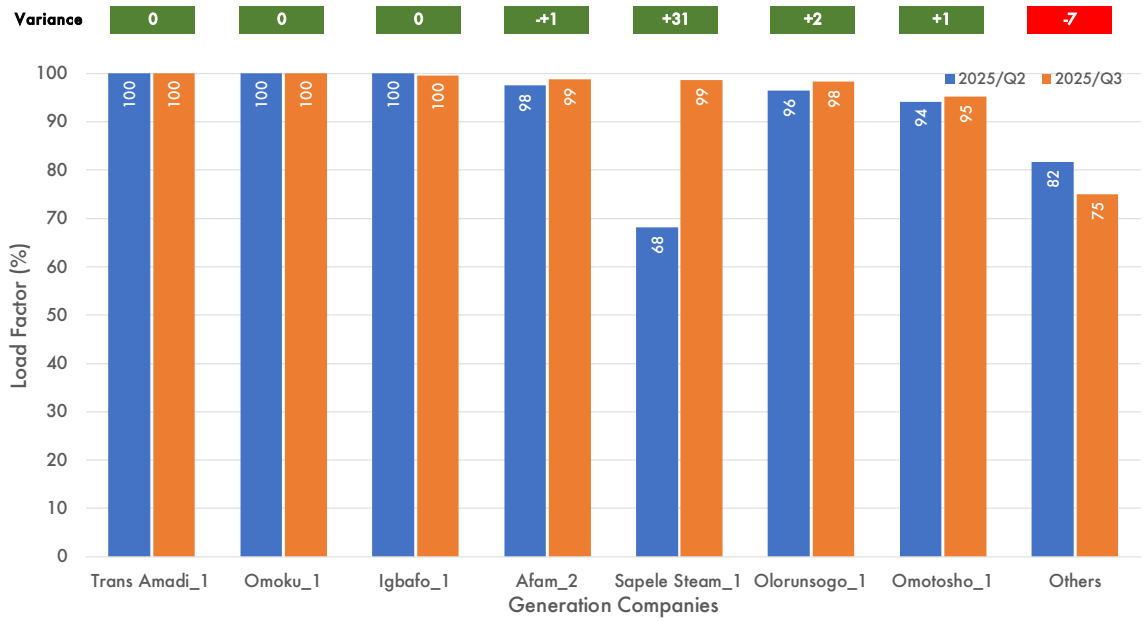


Figure 3: Generation Load Factor 2025/Q2 vs. 2025/Q3

[9] 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

[10] Pursuant to the provisions of the Commission's Directive (NERC/2024/003), the NISO has an interim sales agreement for up to 450MW energy and capacity with Zungeru_1.

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, the 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[11] ii) Energy Sustainability[12]; and iii) Energy Affordability/Equity[13]. 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/Q2 and 2025/Q3 is presented in Figure 4. The total generation from hydropower plants (2,992.76GWh) increased by 25.48GWh (+0.86%) in 2025/Q3 compared to 2025/Q2 (2,967.28GWh). The contribution of hydropower plants to the energy mix in 2025/Q3 was 32.43% (2,992.76GWh out of 9,227.57GWh), which represents a +2.25pp change compared to its contribution in 2025/Q2 (30.19%). The increase in the contribution of hydropower plants to the energy mix during 2025/Q3 is because the percentage reduction in energy generation from hydropower plants was much lower than the reduction that was recorded in the thermal plants during the quarter (hydro: -0.24% vs thermal: -10.14%) (section 2.1.3).

[11] 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.
[12] This represents the transition of a nation's energy system towards mitigating and avoiding potential environmental harm and climate change impacts.
[13] This reflects a nation's ability to provide universal access to affordable, fairly priced and abundant energy for domestic and commercial use

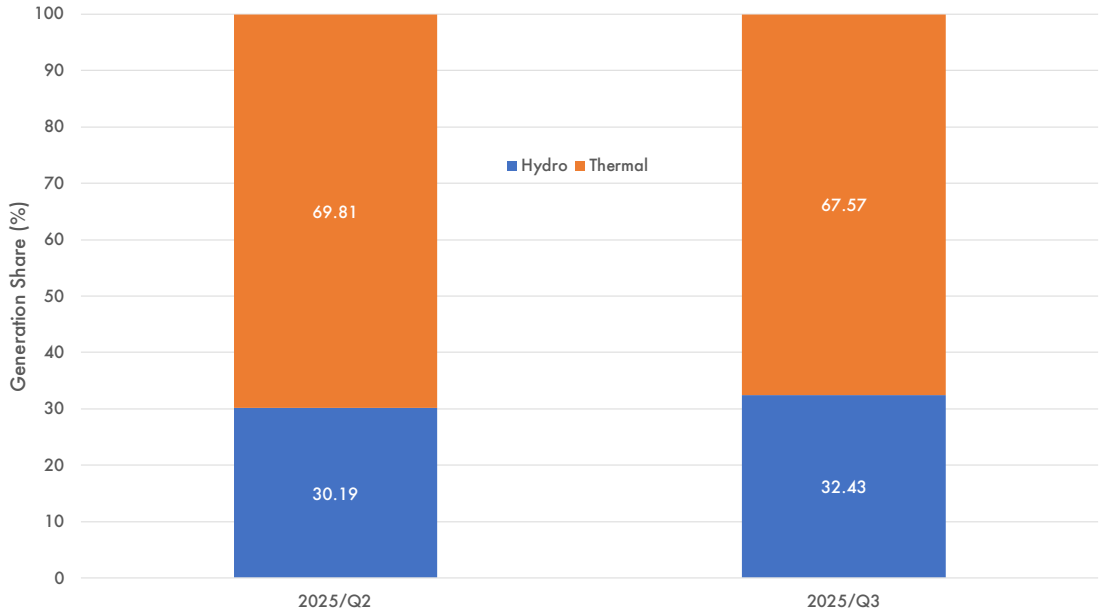


Figure 4: Electricity Generated by Energy Sources in 2025/Q2 vs. 2025/Q3

2.2 Grid Performance

The Transmission Company of Nigeria (TCN) which has the responsibility of transporting energy from power plants to DisCos, operated with two (2) licences (Transmission Service Provider and System Operator) until April 2024, when the Nigerian Independent System Operator (NISO) was created pursuant to the provisions of the EA 2023.

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/Q3 was 7.19% (Figure 5). A TLF of 7.19% indicates that for every 100MWh of energy injected into the grid, 7.19MWh 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/Q3 represents a 1.39pp decrease (performance improvement) relative to the 8.58% recorded in 2025/Q2.

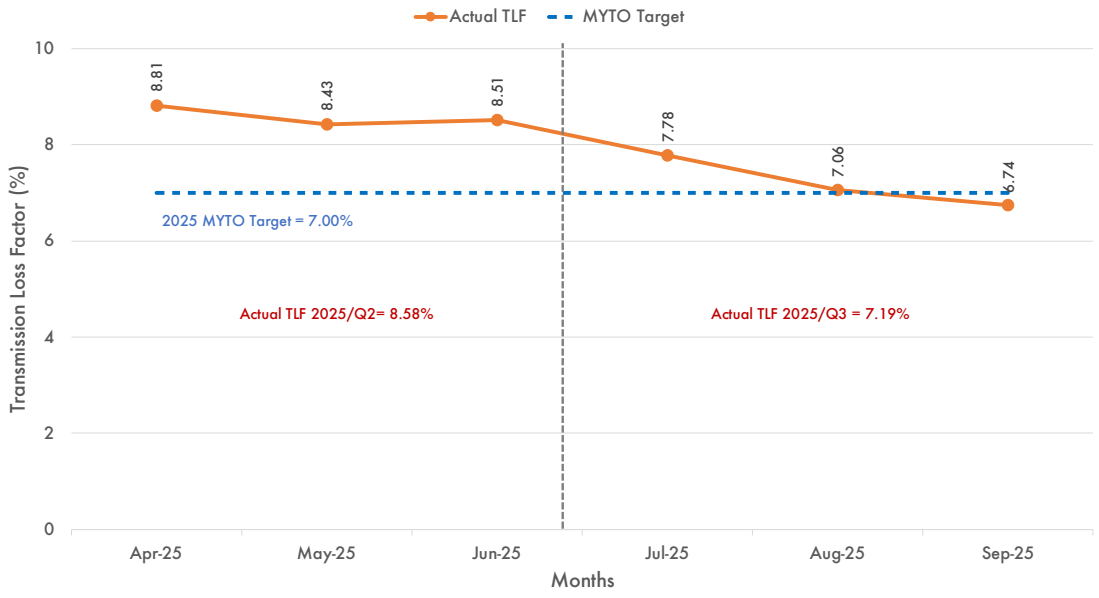


Figure 5: Actual Transmission Loss Factor (%) vs. MYTO TLF Target (%), April - September 2025

The 7.19% TLF recorded in 2025/Q3 represents an underperformance of 0.19pp relative to the MYTO target for 2025 – 7.00%. However, it is worth noting that the TSP surpassed the TLF target (7.00%) in September 2025 when it recorded a TLF of 6.74%[14]. 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.

In addition, TLF underperformance has additional costs for the TSP because it has to pay GenCos for the energy that is not billable to DisCos and other off-takers. Accordingly, the 0.19pp TLF underperformance during the quarter cost the TSP an additional ₦2 billion[15]; this represents an 88.89%[16] reduction when compared to the cost incurred for the TLF underperformance in 2025/Q2.

2.2.2 Grid frequency

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

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

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

[14] It is worth noting that this is the first time the TSP (TCN) is recording a TLF that is less than 7% (MYTO TLF target)
[15] This amount (₦2 billion) comprises ₦150.24 million for TLF losses as well as ₦1.85 billion GenCo penalty but does not include SLA penalties that TCN may have accrued due to under-delivery to the DisCos.
[16] ~₦2 billion in 2025/Q3 compared to ~₦18 billion in 2025/Q2

lower daily system frequency, the more stable the system has been over the given period.

During 2025/Q3, the average lower daily system frequency was 49.35Hz, while the average upper daily system frequency was 50.75Hz, which translates to a range of 1.41Hz (Figure 6). Comparatively, in 2025/Q2, the average lower daily system frequency was 49.33Hz, while the average upper daily system frequency was 50.78Hz, which translated to a range of 1.46Hz. The 0.05Hz (-3.47%) decrease in the average quarterly frequency range recorded in 2025/Q3 relative to 2025/Q2 indicates slight improvement in the frequency profile of energy supplied on the National grid during 2025/Q3.

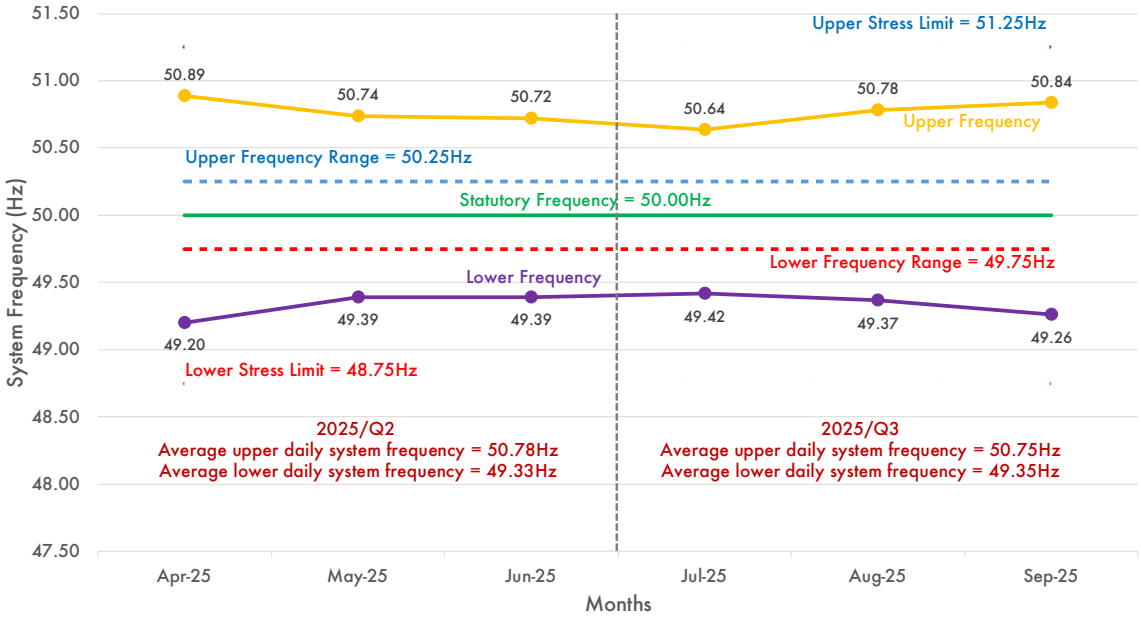


Figure 6: System Frequency from April - September 2025

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 April to September 2025 is illustrated in Figure 7. The average lower and upper operating voltage for the transmission network in 2025/Q3 were 302.13kV and 348.82kV, respectively. 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 i.e. the lower the range, the more stable the system has been.

By way of comparison, the range between the Grid's average lower and upper operating voltage for 2025/Q3 was 46.69kV, which is higher than the 45.26kV (average lower and upper voltages of 300.05kV and 345.31kV, respectively) that was recorded in 2025/Q2. This shows that although there was a marginal improvement in the frequency profile of the energy supplied across the National Grid in 2025/Q3, there was a slight drop in the voltage quality (3.16% increase in variance).

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.

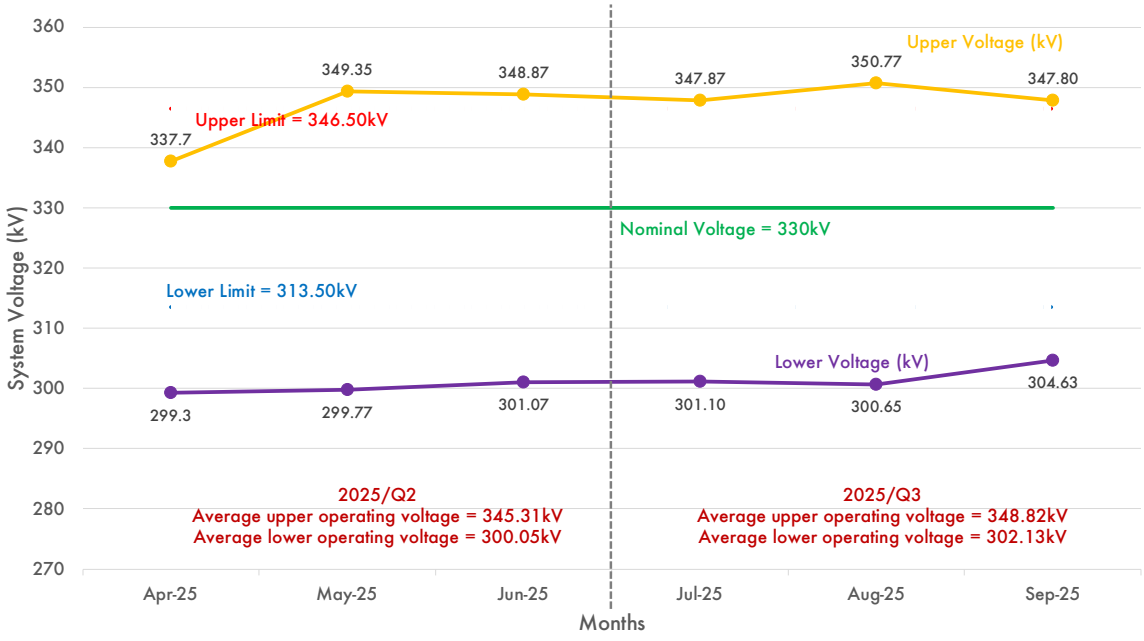


Figure 7: System Voltage (kV) from April - September 2025

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 the various grid 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 response to the grid operating at a frequency outside the normal operating 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 one incident of system disturbance on the National Grid in 2025/Q3. A total collapse of the grid occurred on 10 September 2025. Details of the total collapse are contained in Table 3.

Table 3: System Collapse in 2025/Q3

SN	Date	Type of Collapse	Time of Collapse	Time of full system restoration	Remarks
1	10/09/2025	Full	11:20Hrs	11:48Hrs	

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/Q3, 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). 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 receivables 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[17]. When generation falls below the required target, the NISO prorates the available capacity among all DisCos or

[17] 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[18]; 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/Q3, the average energy offtake by DisCos at their trading points was 3,328.33MWh/h, which represents a decrease of 254.29MWh/h (-7.10%) compared to the average offtake in 2025/Q2 (3,582.62MWh/h). At an aggregate level, the available PCC decreased marginally by 2.43% (Available PCC: 2025/Q3 – 3,808.43MWh/h vs. 2025/Q2 – 3,903.44MWh/h) while the gross energy offtake decreased by 7.10% between 2025/Q2 and 2025/Q3. All DisCos except Jos recorded a decline in their offtake performance between 2025/Q2 and 2025/Q3 (Table 4).

In spite of the reduction across the quarters, the available PCC in 2025/Q3 was more than sufficient for DisCos to maintain the same energy off-take as 2025/Q2. The cumulative energy offtake performance of DisCos during the quarter was 87.39%; this translates to a 4.39pp decline in the energy offtake performance of the DisCos relative to 2025/Q2 (91.78%). The reduction in energy offtake by the DisCos is attributable to a combination of the following factors:

i. DisCo infrastructure constraint – it continues to be observed that DisCos record more network outages during the rainy season due to the fragility of

[18] 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 distribution network. During these outages, DisCos are not able to supply their customers, thereby leading to reduced overall offtake.

ii. Reduced customer demand - since a large portion of demand from DisCos is domestic, the cooler weather during the rainy season may also reduce demand for high-energy consumption services like Air conditioning

iii. Commercial energy delivery considerations – DisCos constantly limit energy allocation to feeders where they suffer high operational losses, irrespective of the availability of undispatched capacity on the grid.

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/Q3, only Benin (99.20%) and Port Harcourt (95.65%) DisCos met the threshold set in the Orders. The remaining nine (9) DisCos (Abuja, Eko, Enugu, Ibadan, Ikeja, Jos, Kaduna, Kano and Yola) took less than 95% of available PCC, with Kaduna recording the lowest off-take performance of 75.23%. The Commission has commenced the implementation of appropriate sanctions against the defaulting DisCos.

Table 4: DisCo Energy Offtake Performance in 2025/Q2 vs. 2025/Q3

DisCos	2025/Q2			2025/Q3		
	Energy Offtake (MWh/h)	Available PCC (MWh/h)	Offtake Performance (%)	Energy Offtake (MWh/h)	Available PCC (MWh/h)	Offtake Performance (%)
Abuja	547.84	611.00	*89.66*	491.34	599.29	*81.99*
Benin	338.35	338.35	*100.00*	336.16	338.88	*99.20*
Eko	481.59	508.87	*94.64*	439.71	490.96	*89.56*
Enugu	307.03	313.81	*97.84*	283.52	309.87	*91.50*
Ibadan	418.76	461.37	*90.76*	415.89	464.12	*89.61*
Ikeja	567.76	591.29	*96.02*	491.31	562.79	*87.30*
Jos	168.07	208.69	*80.54*	164.25	200.69	*81.85*
Kaduna	176.81	234.58	*75.37*	170.22	226.26	*75.23*
Kano	204.11	246.34	*82.86*	184.47	229.76	*80.29*
PH	266.78	278.32	*95.85*	270.75	283.05	*95.65*
Yola	105.51	110.82	*95.20*	80.71	102.77	*78.53*
All DisCos	3,582.62	3,903.44	*91.78*	3,328.33	3,808.43	*87.39*

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 an energy-based alternative method of how well DisCos bill customers for energy received; the commercial billing efficiency is covered under section 2.3.3.

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 EAE 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/Q3 was 7,348.95GWh, and the total energy billed was 6,158.54GWh, which translates to an EAE of 83.80%. Comparatively, the total energy received and billed in 2025/Q2 were 7,824.43GWh and 6,449.82GWh, respectively, which translated to an efficiency of 82.43%. This means that at an aggregate level, DisCos recorded a 1.37pp increase in energy accounting efficiency[19] between 2025/Q2 and 2025/Q3.

The disaggregated performance of the DisCos shows that Ibadan DisCo recorded the highest energy accounting efficiency of 89.87%, while Enugu DisCo recorded the lowest efficiency of 71.40%. A quarter-on-quarter comparison of energy accounting efficiency shows that seven (7) DisCos recorded improvements in their energy accounting efficiencies in 2025/Q3 relative to 2025/Q2, with Yola (+8.94pp) recording the greatest improvement. Conversely, Benin, Enugu, Jos, and

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

Kano recorded decreases in energy accounting efficiency, with Benin recording the most significant decrease of 4.31pp (Table 5).

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 as well as rolling out initiatives and technologies to curb energy theft.

Table 5: Energy accounting efficiency by DisCos in 2025/Q2 vs. 2025/Q3

DisCos	2025/Q2			2025/Q3		
	Energy Offtake (GWh)	Energy Billed (GWh)	Energy Accounting Efficiency (%)	Energy Offtake (GWh)	Energy Billed (GWh)	Energy Accounting Efficiency (%)
Abuja	1,196.49	913.00	*76.31*	1,084.87	865.00	*79.73*
Benin	738.95	673.74	*91.17*	742.25	644.71	*86.86*
Eko	1,051.80	919.78	*87.45*	970.87	864.52	*89.05*
Enugu	670.56	481.00	*71.73*	626.02	447.00	*71.40*
Ibadan	914.58	807.71	*88.31*	918.28	825.28	*89.87*
Ikeja	1,239.98	1,032.75	*83.29*	1,084.81	935.52	*86.24*
Jos	367.06	301.73	*82.20*	362.67	294.49	*81.20*
Kaduna	386.16	307.97	*79.75*	375.84	306.52	*81.56*
Kano	445.78	364.96	*81.87*	407.32	333.12	*81.78*
Port Harcourt	582.64	490.59	*84.20*	597.82	505.33	*84.53*
Yola	230.43	156.60	*67.96*	178.21	137.04	*76.90*
All DisCos	7,824.43	6,449.82	*82.43*	7,348.95	6,158.54	*83.80*

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/Q3 was ₦854.53 billion, and the naira value of the total energy billed was ₦706.61 billion, which translates to a billing efficiency of 82.69%. Comparatively, 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 translated to a billing efficiency of 81.61%. This means that at an aggregate level, DisCos recorded a 1.08pp increase in billing efficiency between 2025/Q2 and 2025/Q3.

In 2025/Q3, DisCos cumulatively recorded billing losses of ₦147.92 billion, driven largely by a combination of – i) commercial losses, including energy theft and poor energy accounting; ii) inability of DisCos to bill energy at the weighted average allowed tariff.

The disaggregated performance of the DisCos shows that Eko DisCo recorded the highest billing efficiency of 99.18%, while Benin DisCo recorded the lowest billing efficiency of 60.68% (Table 6).

Table 6: Billing efficiency by DisCos in 2025/Q2 vs. 2025/Q3

DisCos	2025/Q2			2025/Q3		
	Energy Received (₦' Billion)	Energy Billed (₦' Billion)	Billing Efficiency (%)	Energy Received (₦' Billion)	Energy Billed (₦' Billion)	Billing Efficiency (%)
Abuja	140.38	116.19	*82.76*	127.62	111.19	*87.12*
Benin	86.63	60.34	*69.66*	87.00	52.80	*60.68*
Eko	124.46	120.32	*96.67*	114.88	113.94	*99.18*
Enugu	77.38	58.19	*75.19*	72.06	58.19	*80.75*
Ibadan	106.48	77.63	*72.91*	106.92	78.04	*73.00*
Ikeja	142.23	126.83	*89.18*	124.40	116.64	*93.76*
Jos	42.47	37.07	*87.28*	41.96	34.78	*82.91*
Kaduna	43.65	26.18	*59.98*	42.48	26.88	*63.28*
Kano	51.67	46.98	*90.94*	47.21	44.60	*94.47*
Port Harcourt	67.02	56.53	*84.34*	68.77	55.65	*80.93*
Yola	27.56	16.09	*58.38*	21.31	13.90	*65.24*
All DisCos	909.59	742.34	*81.61*	854.54	706.61	*82.69*

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[20]). Consequently, if a DisCo records a "BE–EAE" variance greater than +2pp, it indicates that allocation of energy was skewed to feeders that are more commercially viable and/or have high energy accounting efficiency. Conversely, if a DisCo records a "BE–EAE" variance less than -2pp, it indicates that energy allocation was skewed to feeders that are less commercially viable feeders and/or have poor energy accounting efficiency.

The disaggregated "BE–EAE" variance performance of the DisCos showed that only Jos DisCo recorded a variance within ±2pp limit between BE and EAE (+1.71pp), i.e. Jos 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.

Kano (+12.69pp), Eko (+10.13pp) and Enugu (+9.35pp) DisCos recorded significant positive "BE – EAE" variances, indicating that they skewed their energy delivery to feeders that are more commercially viable and/or have high energy accounting efficiency. Conversely, Benin (-26.18pp), Kaduna (-18.28pp), and Ibadan (-16.88pp) DisCos recorded significant negative "BE–EAE" variances, indicating that their energy delivery skewed to feeders that are less commercially viable and/or have poor energy accounting efficiency (Table 7).

Table 7: Comparison of DisCos' Billing Efficiency (BE) and Energy Accounting Efficiency (EAE)

DisCos	2025/Q2			2025/Q3		
	Billing Efficiency (%)	Energy Accounting Efficiency (%)	Variance (BE – EAE) (pp)	Billing Efficiency (%)	Energy Accounting Efficiency (%)	Variance (BE – EAE) (pp)
Abuja	*82.76*	*76.31*	6.45	*87.12*	*79.73*	7.39
Benin	*69.66*	*91.17*	-21.51	*60.68*	*86.86*	-26.18
Eko	*96.67*	*87.45*	9.22	*99.18*	*89.05*	10.13
Enugu	*75.19*	*71.73*	3.46	*80.75*	*71.40*	9.35
Ibadan	*72.91*	*88.31*	-15.40	*73.00*	*89.87*	-16.88
Ikeja	*89.18*	*83.29*	5.89	*93.76*	*86.24*	7.52
Jos	*87.28*	*82.20*	5.08	*82.91*	*81.20*	1.71
Kaduna	*59.98*	*79.75*	-19.77	*63.28*	*81.56*	-18.28
Kano	*90.94*	*81.87*	9.07	*94.47*	*81.78*	12.69

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

DisCos	2025/Q2			2025/Q3		
	Billing Efficiency (%)	Energy Accounting Efficiency (%)	Variance (BE – EAE) (pp)	Billing Efficiency (%)	Energy Accounting Efficiency (%)	Variance (BE – EAE) (pp)
Port Harcourt	*84.34*	*84.20*	0.14	*80.93*	*84.53*	-3.60
Yola	*58.38*	*67.96*	-9.58	*65.24*	*76.90*	-11.66
All DisCos	*81.61*	*82.43*	-0.82	*82.69*	*83.80*	-1.11

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:

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

The total revenue collected by all DisCos in 2025/Q3 was ₦570.25 billion out of the ₦706.61 billion that was billed to customers. This translates to a collection efficiency of 80.70%. In comparison, the total revenue collected by all DisCos in 2025/Q2 was ₦564.71 billion out of the ₦742.34 billion billed to customers, which translated to a 76.07% collection efficiency. This means that at an aggregate level, DisCos recorded a 4.63pp increase in collection efficiency between 2025/Q2 and 2025/Q3.

The summary of the revenue collection performance of all DisCos is contained in Table 8. In 2025/Q3, Ikeja DisCo recorded the highest collection efficiency of 100% while three (3) other DisCos recorded collection efficiencies greater than 80% (Eko; 88.74%, Benin; 86.44% and Abuja; 81.60%). Conversely, Kaduna DisCo recorded the lowest collection efficiency at 45.67%. A comparison of DisCos' performance shows that Ikeja (+17.58pp), Port Harcourt (+8.83pp), Yola (+8.72pp), Abuja (+5.24pp), Jos (+4.90pp), Eko (+0.94pp) and Benin (+0.89pp) DisCos recorded improvements in collection efficiency between 2025/Q2 and 2025/Q3.

Conversely, the remaining four (4) DisCos recorded declines in collection efficiency, with Kaduna (-2.70pp) and Ibadan (-1.34pp) DisCos having the most significant declines across the quarters.

Table 8: Revenue Collection Performance (%) of DisCos in 2025/Q2 vs. 2025/Q3

DisCos	2025/Q2			2025/Q3		
	Total Billings (₦' Billion)	Revenue Collected (₦' Billion)	Collection Efficiency (%)	Total Billings (₦' Billion)	Revenue Collected (₦' Billion)	Collection Efficiency (%)
Abuja	116.19	88.72	*76.36*	111.19	90.73	*81.60*
Benin	60.34	51.62	*85.55*	52.80	45.64	*86.44*
Eko	120.32	105.64	*87.80*	113.94	101.11	*88.74*
Enugu	58.19	45.56	*78.29*	58.19	45.42	*78.06*
Ibadan	77.63	61.08	*78.68*	78.04	60.36	*77.34*
Ikeja	126.83	105.02	*82.80*	116.64	117.08	*100.38*
Jos	37.07	16.24	*43.82*	34.78	16.95	*48.72*
Kaduna	26.18	12.66	*48.38*	26.88	12.28	*45.67*
Kano	46.98	29.05	*61.82*	44.60	27.32	*61.27*
Port Harcourt	56.53	39.83	*70.47*	55.65	44.13	*79.30*
Yola	16.09	9.29	*57.73*	13.90	9.24	*66.45*
All DisCos	742.34	564.71	*76.07*	706.61	570.25	*80.70*

In 2025/Q3, energy accounting and collection efficiencies increased by 1.37pp and 4.63pp, respectively, compared to 2025/Q2. Based on historical trends, this increase in efficiencies across the two quarters can be attributed to the decreased energy offtake (-6.08%) during the quarter compared to 2025/Q2. 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 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. The first tranche of MAF ended in June 2025 and recorded a total meter installation of 107,461 for Band A customers. Subsequently, the Commission issued the Order on the operationalisation of MAF tranche B in September 2025, and the Order provides that DisCos could

utilise ₦28.00 billion out of the funds that have accrued in the MAF for the metering of Bands A and B customers in their franchise area.

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 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:

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

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/Q3 was 33.27%, which comprised 17.31% in technical and commercial losses and 19.30% in collection loss (Table 9). The aggregate ATC&C loss of 33.27% recorded in 2025/Q3 is 12.73pp 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 ₦108.75 billion[21] for the DisCos. The revenue loss in 2025/Q3 is lower than what was recorded in 2025/Q2 (₦158.05 billion) because DisCos were able to reduce the variance between the target and actual ATC&C loss from 17.38pp in 2025/Q2 to 12.73pp in 2025/Q3.

Disaggregated performance of the DisCos showed that Ikeja (Actual – 5.88% vs. target – 15.93%) and Eko (Actual – 11.99% vs. target – 16.88%) DisCos surpassed their ATC&C loss targets by 10.05pp and 4.89pp, respectively. Conversely, the remaining nine (9) DisCos failed to achieve their ATC&C loss targets in 2025/Q3. Kaduna DisCo recorded the widest ATC&C variance (target – actual) of -49.78pp; this means Kaduna was unable to recover 63.27% of its gross allowable revenue over the quarter. 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.

The average ATC&C loss recorded in 2025/Q3 (33.27%) was 4.65pp lower (better performance) than what was recorded in 2025/Q2 (37.92%). Eight (8) DisCos recorded improvements in their ATC&C loss performance in 2025/Q3 compared to 2025/Q2, with Ikeja (-20.28pp) DisCo recording the greatest improvement. Conversely, Benin (+7.13pp), Ibadan (+0.91pp) and Kaduna (+0.11pp) DisCos recorded declines in their ATC&C loss performance between the two quarters (Table 9).

[21] This represents 16% of the gross recoverable revenues for all DisCos over the period (2025/Q3)

Table 9: ATC&C Loss Performance (%) and corresponding Revenue Loss/Gain by DisCos in 2025/Q3

DisCo	2025 MYTO Target (%)	ATC&C (%)		ATC&C Loss Variance (pp)		Revenue Loss/Gain 2025/Q3 (%)
		2025/Q2	2025/Q3	2025/Q2	2025/Q3	
Abuja	20.60	36.80	28.91	-16.20	-8.31	*-10.47*
Benin	20.76	40.41	47.55	-19.65	-26.79	*-33.80*
Eko	16.88	15.12	11.99	1.76	4.89	*5.88*
Enugu	21.26	41.13	36.97	-19.87	-15.71	*-19.94*
Ibadan	20.92	42.64	43.54	-21.72	-22.62	*-28.61*
Ikeja	15.93	26.16	5.88	-10.23	10.05	*11.95*
Jos	26.09	61.76	59.60	-35.67	-33.51	*-45.34*
Kaduna	21.32	70.98	71.10	-49.66	-49.78	*-63.27*
Kano	20.88	43.78	42.12	-22.90	-21.24	*-26.84*
Port Harcourt	20.42	40.56	35.82	-20.14	-15.40	*-19.36*
Yola	44.00	66.30	56.65	-22.30	-12.65	*-22.59*
All DisCos						
MYTO Level	20.54					
Total Technical, Commercial & Collection losses	-	37.92	33.27			*-16.02*
Technical & Commercial losses	-	18.39	17.31			
Collection losses	-	23.93	19.30			

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[22]. 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[23] (MRO) framework in January 2024, and DisCos are expected to pay 100% of their DROs. The transition to the DRO regime was necessitated by the risk of unpaid tariff subsidy debts encumbering the balance sheets of the DisCos, thereby preventing them from raising finance to undertake critical investments in their distribution network. 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/Q3 are summarised in Table 10. It is important to note that due to the absence of cost-reflective tariffs across all DisCos, the Government incurred a subsidy obligation of

[22] 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.
[23] 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.

₦458.75 billion[24]; this represents a ₦55.59 billion (-10.81%) reduction in FGN subsidy compared to 2025/Q2 (₦514.35 billion)[25].

The subsidy obligation of the government decreased in naira terms (- ₦55.59 billion), and accounted for 58.63% of the total GenCo invoice, which is a 0.97pp decrease compared to 2025/Q2 when subsidy accounted for 59.60% of the total GenCo invoice[26]. This is because while the allowed end-user tariffs remained unchanged across the quarters, there was a 6.08% decrease in energy offtake by the DisCos during the quarter, as well as a reduction in actual generation cost (₦/kWh) by 0.98%.

Table 10: Total GenCo Invoice and Final Obligation (DRO) of DisCos for 2025/Q3

DisCos	Total GenCo Invoice (₦' Billion)	Final DRO-adjusted NBET Invoice (₦' Billion)
Abuja	119.71	54.22
Benin	74.15	31.43
Eko	103.04	48.85
Enugu	65.61	26.08
Ibadan	97.36	37.60
Ikeja	116.33	54.13
Jos	39.96	15.16
Kaduna	43.20	13.87
Kano	45.31	17.09
Port Harcourt	57.73	21.89
Yola	20.03	3.34
All DisCos	782.46	323.70

In 2025/Q3, the DRO-adjusted invoice from NBET to the DisCos was ₦323.70 billion,[27] while the total remittance made was ₦308.25 billion, which translates to 95.23% remittance performance. Comparatively, in 2025/Q2, the DRO-adjusted

[24] Monthly subsidy obligation during the quarter; July - ₦163.70 billion, August - ₦153.32 billion and September - ₦141.72 billion.
[25] 6.08% reduction in energy offtake by DisCos between 2025/Q3 and 2025/Q2 was the key driver for the reduction in the total GenCo invoice (₦782.46 billion vs. ₦863.02 billion) and subsidy (₦458.75 billion vs. ₦514.35 billion) across the period.
[26] 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).
[27] Total NBET invoice for 2025/Q3 without adjustment for DRO (total bill issued by GenCos) is ₦782.46 billion

invoice from NBET to DisCos was ₦348.66 billion, and the total remittance was ₦333.90 billion, which translated to 95.77% remittance performance.

Disaggregated remittance performance of the DisCos to NBET in 2025/Q3 shows that all DisCos except Kano (98.74%), Benin (94.77%), Jos (65.13%), and Kaduna (40.16%) achieved 100% remittance performance (Figure 8). A quarter-on-quarter analysis showed that Jos (+4.29pp) DisCo recorded an improvement in remittance performance to NBET in 2025/Q3 compared to 2025/Q2, while Benin (-5.23pp), Kaduna (-1.68pp) and Kano (-1.26pp) DisCos recorded decreases in remittance performance. All other DisCos (Abuja, Eko, Enugu, Ibadan, Ikeja, Port Harcourt, and Yola) maintained 100% remittance to NBET across the quarters.

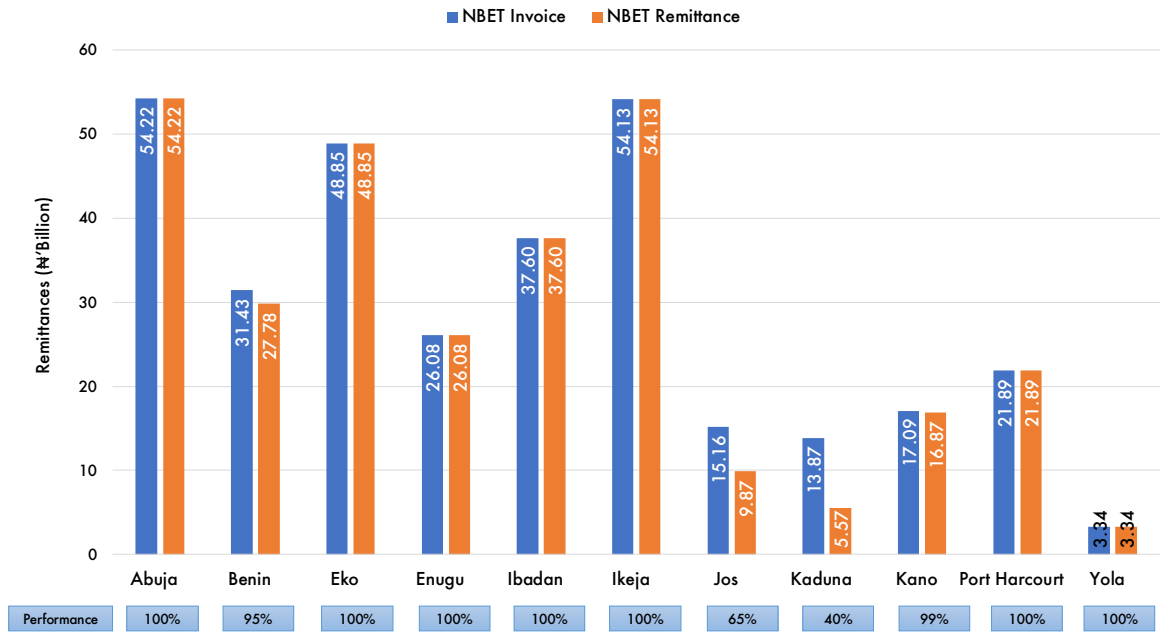


Figure 8: DisCos Remittance Performances to NBET in 2025/Q3

2.3.6.2 Market Remittance to MO

The Market Operator issues invoices to DisCos for energy transmission and administrative services. In 2025/Q3, DisCos made a total remittance of ₦73.03 billion against the cumulative invoice of ₦76.77 billion issued by the MO. This payment translates to 95.13% remittance performance and represents a marginal increase (+0.06pp) when compared to 95.07% remittance performance recorded in 2025/Q2 when DisCos remitted ₦65.30 billion out of ₦68.68 billion invoice issued by the MO.

The disaggregated remittance performance of the DisCos to the MO shows that all the DisCos except Jos (71.39%) and Kaduna (47.62%) recorded 100% remittance performance to the MO in 2025/Q3 (Figure 9). Since January 2025, only Jos and Kaduna DisCos have failed to remit 100% of the MO invoice. Between 2025/Q2 and 2025/Q3, Jos recorded an increase of +6.72pp while Kaduna recorded a decline of -4.29pp in their remittance performance to MO.

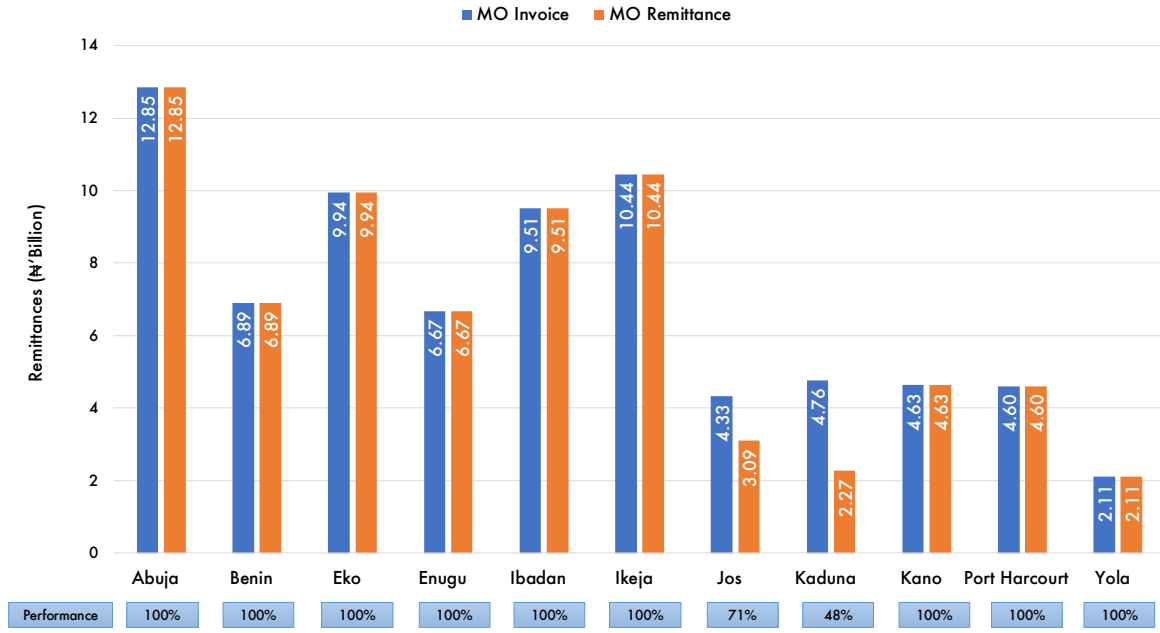


Figure 9: DisCos Remittance Performances to MO in 2025/Q3

2.3.6.3 Market Remittance to NBET and MO

The cumulative DisCos' remittance to NBET and MO in 2025/Q3 is presented in Table 11.

Table 11: DisCos Remittance Performances to NBET and MO in 2025/Q3

DisCos	DRO Adjusted Invoice (₦' Billion)			Actual Remittance (₦' Billion)			Remittance Performance (%)	
	NBET	MO	NBET + MO	NBET	MO	NBET + MO	2025/Q2	2025/Q3
Abuja	54.22	12.85	67.07	54.22	12.85	67.07	*100.00*	*100.00*
Benin	31.43	6.89	38.32	29.78	6.89	36.68	*100.00*	*95.71*
Eko	48.85	9.94	58.79	48.85	9.94	58.79	*100.00*	*100.00*
Enugu	26.08	6.67	32.76	26.08	6.67	32.76	*100.00*	*100.00*
Ibadan	37.60	9.51	47.11	37.60	9.51	47.11	*100.00*	*100.00*
Ikeja	54.13	10.44	64.57	54.13	10.44	64.57	*100.00*	*100.00*
Jos	15.16	4.33	19.49	9.87	3.09	12.97	*61.61*	*66.52*
Kaduna	13.87	4.76	18.64	5.57	2.27	7.84	*44.05*	*42.07*
Kano	17.09	4.63	21.72	16.87	4.63	21.50	*100.00*	*99.01*

DisCos	DRO Adjusted Invoice (₦' Billion)			Actual Remittance (₦' Billion)			Remittance Performance (%)	
	NBET	MO	NBET + MO	NBET	MO	NBET + MO	2025/Q2	2025/Q3
P/Harcourt	21.89	4.60	26.50	21.89	4.60	26.50	*100.00*	*100.00*
Yola	3.34	2.11	5.45	3.34	2.11	5.45	*100.00*	*100.00*
All DisCos	323.70	76.77	400.48	308.25	73.03	381.29	*95.65*	*95.21*

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/Q3 by the MO are detailed in Table 12. The three (3) international bilateral customers being supplied by GenCos in the NESI made a payment of $7.12 million against the cumulative invoice of $18.69 million issued by the MO for services rendered in 2025/Q3, translating to a remittance performance of 38.09%. The domestic bilateral customers made a cumulative payment of ₦3,192.30 million against the invoice of ₦3,643.56 million issued to them by the MO for services rendered in 2025/Q3, translating to 87.61% remittance performance.

It is noteworthy that some bilateral customers also made payments for outstanding MO invoices from previous quarters, as follows: the MO received $7.84 million from the international bilateral customers and ₦1,299.66 million from the domestic bilateral customers (Table 13).

The special customer (Ajaokuta Steel Co. Ltd and the host community) did not make any payment towards the ₦1.03 billion (NBET) and ₦0.10 billion (MO) invoices received in 2025/Q3. 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 12: Invoices and Remittances of Other Customers in 2025/Q3

	NBET			MO		
	Invoice (Million) 2025 /Q3	Remittance (Million) 2025 /Q3	Performance (%) 2025 /Q3	Invoice (Million) 2025 /Q3	Remittance[28] (Million) 2025 /Q3	Performance (%) 2025 /Q3
International Bilateral Customers						
Paras-SBEE ($)	-	-	-	2.51	-	*0.00*
Paras-CEET ($)				2.08	-	*0.00*
Transcorp-SBEE (Ughelli ($)	-	-	-	4.35	1.42	*32.64*
Transcorp-SBEE (Afam 3) ($)				1.98	-	*0.00*
Mainstream-NIGELEC ($)	-	-	-	5.70	5.70	*100.00*
Odukpani-CEET ($)	-	-	-	2.07	-	*0.00*
Total	-	-	-	18.69	7.12	*38.09*
Local Bilateral Customers						
Mainstream/Inner Galaxy (₦) Mainstream/KAM IND. (₦) Mainstream/KAM INT. (₦) Mainstream/PRISM (₦) Mainstream/Zeberced (₦) Mainstream/ADFV (₦)	-	-	-	2,010.15	2,010.77	*100.00*
NDPHC/Weewood (₦)	-	-	-	109.78	81.32	*74.07*
North South/Star P (₦)	-	-	-	34.91	25.21	*72.19*
Trans Amadi (OAU) (₦)	-	-	-	34.65	24.08	*69.49*
Trans Amadi (FMPI) (₦)				8.05	4.80	*59.62*
NDPHC/Sunflag (₦)	-	-	-	25.08	-	*0.00*
Omotosho II/Pulkit (₦)				24.06	-	*0.00*
Alaoji/APLE (₦)	-	-	-	121.14	100.00	*82.55*
Taopex/KAM INT (₦) Taopex/KAM STEEL (₦)	-	-	-	286.73	-	*0.00*
Sapele/Phoenix (₦)				42.11	-	*0.00*
Zungeru/Youngxing (₦)				738.98	738.20	*99.89*
Mainstream/PHEDC				207.92	207.92	*100.00*
Total	-	-	-	3,643.56	3,192.30	*87.61*
Special Customer						
Ajaokuta Steel (₦)	1,037.76	0.00	0.00	108.25	0.00	*0.00*

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

[28] These remittances are based on reconciled market settlement submitted to the Commission as at 18 December 2025

Table 13: Remittances in 2025/Q3 by Other Customers towards legacy invoices

	Legacy Invoices as of the end of 2025/Q2 (Million)	Remittance in 2025/Q3 towards legacy invoices (Million)	2025 unpaid legacy invoice as at the end of 2025/Q3 (Million)
International Bilateral Customers			
Paras-SBEE ($)	4.45	3.67	0.78
Paras-CEET ($)	2.72	2.72	0.00
Transcorp-SBEE (Ughelli) ($)	0.00	0.00	0.00
Transcorp-SBEE (Afam 3) ($)	0.33	0.33	0.00
Mainstream-NIGELEC ($)	1.12	1.12	0.00
Odukpani-CEET ($)	5.45	0.00	5.45
Total	14.07	7.84	6.23
Local Bilateral Customers			
Mainstream/Inner Galaxy (₦) Mainstream/KAM IND. (₦) Mainstream/KAM INT. (₦) Mainstream/PRISM (₦) Mainstream/Zeberced (₦) Mainstream/ADFV (₦)	668.30	673.70	0.00
NDPHC/Weewood (₦)	139.10	139.10	0.00
North South/Star P (₦)	24.66	10.76	13.90
Trans Amadi (OAU) (₦)	24.00	13.61	10.39
Trans Amadi (FMPI) (₦)	2.44	2.44	0.00
NDPHC/Sunflag (₦)	21.04	6.00	15.04
Omotosho II/Pulkit (₦)	22.81	10.12	12.69
Alaoji/APLE (₦)	688.69	250.00	438.69
Taopex/KAM INT (₦) Taopex/KAM STEEL (₦)	473.86	0.00	473.86
Sapele/Phoenix (₦)	18.22	0.00	18.22
Zungeru/Youngxing (₦)	193.93	193.93	0.00
Mainstream/PHEDC	0.00	0.00	0.00
Total	2,277.05	1,299.66	982.79

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/Q3.

3.1.2 Orders

During the quarter, the Commission issued forty-seven (47) Orders to guide the activities of licensees. The details of the Orders are outlined below:

A. Order Nos: NERC/2025/059 - NERC/2025/069 (11 Orders issued to 11 DisCos) – July 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 July 2025 supplementary Orders (effective date - 01 July 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 July 2025 were frozen at rates payable in July 2024

B. Order No: NERC/2025/070 - NERC/2025/080 (11 Orders issued to 11 DisCos)- Order on the Delineation of Assets and Liabilities, which became effective on 01 August 2025 and has the following objectives:

   i. To confirm the allocation of core assets, non-core assets, regulatory asset value base, legacy commitments and contractual obligations delineated between DisCos and its constituent SubCos in compliance with the provisions of section 230(4)(b) of the act.
   ii. Provide economic data for States to undertake rate making for SubCos.
   iii. Provide data to allow DisCos to enable ring-fenced operations for States that are yet to transition, as well as to ensure that States that subsequently transition can immediately take over regulatory oversight of SubCos within the respective States.
   iv. Provide clarity on the treatment of receivables, payables and taxes at the point of delineation of assets and liabilities of DisCos in compliance with section 230(5) of the EA.

v. Ensure proper documentation, auditability and accessibility of delineated assets and liabilities, with a focus on long-term data integrity and regulatory compliance.
vi. Promote accountability and investor confidence by adapting a verified and transparent delineation methodology that meets regulatory expectations.

C. Order Nos: NERC/2025/081 - NERC/2025/091 (11 Orders issued to 11 DisCos) – August 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 August 2025 supplementary Orders (effective date - 01 August 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 August 2025 were frozen at rates payable in July 2024

D. Order No: NERC/2025/092 – Transfer of Regulatory Oversight of the Electricity Market in Nasarawa State from the Nigerian Electricity Regulatory Commission to the Nasarawa State Electricity Regulatory Commission (NASERC). The Order became effective on 04 August 2025 with the following objectives:

i. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Nasarawa State from the Commission to NASERC 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 Nasarawa State from the Commission to NASERC in accordance with the CFRN and the EA.
iii. Address ensuing transitional matters arising from the transfer of regulatory oversight for the intrastate electricity market in Nasarawa State from the Commission to NASERC.

The Order mandates Abuja Electricity Distribution Company (AEDC) to incorporate, within 60 days, a subsidiary under the CAMA for the assumption of

its responsibilities for intrastate supply and distribution of electricity in Nasarawa State.

E. Order No: NERC/2025/093 – Transfer of Regulatory Oversight of the Electricity Market in Bayelsa State from the Nigerian Electricity Regulatory Commission to the Bayelsa State Electricity Regulatory Agency (BYERA). The Order became effective on 21 August 2025 with the following objectives:

   i. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Bayelsa State from the Commission to BYERA 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 Bayelsa State from the Commission to BYERA in accordance with the CFRN and the EA.
   iii. Address ensuing transitional matters arising from the transfer of regulatory oversight for the intrastate electricity market in Bayelsa State from the Commission to BYERA.

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

F. Order No: NERC/2025/094 –The Order on the Mandatory Implementation of Free Governor Control (FGC) became effective on 01 September 2025 with the following objectives:
   i. Ensure the mandatory deployment and activation of FGC in all generating units to enhance the reliability of power generation and stability of grid operations.
   ii. Ensure GenCos' compliance with sections 12.6.2 and 15.8.3 of the Grid Code for the Nigerian Electricity Transmission System on FGC.
   iii. Establish clear guidance and timelines for the integration, activation, and maintenance of FGC mechanisms to ensure seamless operationalisation across all the generating units operating.
   iv. Promote strict compliance with FGC requirements to minimise the risk of system disturbances and engender stable grid operations.

v. Establish transparent mechanisms and penalties for non-compliance with the provision of the Grid Code mandating all GenCos to integrate and activate FGC in all their units.

vi. Engender adequate provision of primary reserves that foster smooth implementation of service level commitment.

G. Order Nos: NERC/2025/095,097 - NERC/2025/106 (11 Orders issued to 11 DisCos) – September 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 September 2025 supplementary Orders (effective date - 01 September 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 September 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/Q3.

3.2 Licences Issued or Renewed

The Commission issued two (2) licences in 2025/Q3 (Table 14).

Table 14: Licences issued by the Commission in 2025/Q3

SN	Licensee	Location	Capacity (MW)	License Type	Fuel Type
1	Hydropolis Investment Limited	Niger State	N/A	IEDN	N/A
2	Magboro Power Company Limited	Ogun State	30.00	Embedded	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

[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.

generated from the plant to any third party. The Commission approved the grant of captive power generation permits to three (3) applicants, as detailed in Table 15.

Table 15: Captive Generation Permits issued in 2025/Q3

S/N	Company Name	Location/State	Capacity (MW)
1	Sequoia International Development Ltd	Ibafo, Ogun State	16.10
2	Yinson Operations & Productions West Africa Ltd	Bayelsa State	54.00
3	Azura Power West Africa Limited	Ihovbor, Edo State	2.00

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/Q3, the Commission issued twenty (20) permits (gross capacity of 5.89MW).

Table 16: Mini-grid Permits issued in 2025/Q3

S/N	Name	Capacity[30] (kW)	Location
	Permits		
1	Havenhill Synergy Limited	600.00	Wukari, Taraba State.
2	Havenhill Synergy Limited	600.00	Wukari, Taraba State
3	Havenhill Synergy Limited	600.00	Gassole, Taraba State
4	Havenhill Synergy Limited	400.00	Gassole, Taraba State
5	Havenhill Synergy Limited	998.00	Gassole, Taraba State
6	Havenhill Synergy Limited	800.00	Kurmi, Taraba State
7	Havenhill Synergy Limited	200.00	Doma, Nasarawa State
8	Havenhill Synergy Limited	100.00	Nasarawa, 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
9	Havenhill Synergy Limited	100.00	Lafia East, Nasarawa State
10	Havenhill Synergy Limited	100.00	Nasarawa Igon, Nasarawa State
11	Havenhill Synergy Limited	100.00	Doma, Nasarawa State
12	Havenhill Synergy Limited	100.00	Nasarawa, Nasarawa State
13	Havenhill Synergy Limited	200.00	Baruten, Kwara State
14	Havenhill Synergy Limited	100.00	Baruten, Kwara State
15	Havenhill Synergy Limited	100.00	Baruten, Kwara State
16	Havenhill Synergy Limited	100.00	Baruten, Kwara State
17	Havenhill Synergy Limited	100.00	Baruten, Kwara State
18	Havenhill Synergy Limited	200.00	Baruten, Kwara State
19	Havenhill Synergy Limited	100.00	Baruten, Kwara State
20	Havenhill Synergy Limited	300.00	Kurmi, Kwara 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 ten (10) MSPs – five (5) meter installer companies and five (5) manufacturers in 2025/Q3. The Commission also issued six (6) permits for MAP. Details are contained in Table 17.

Table 17: Meter Service Providers certified in 2025/Q3

S/N	Name	Authorisation Type
	Meter Service Providers	
1	G-Unit Engineering Limited	Installer A1
2	Jesom Technologies Limited	Installer A1
3	Patomany Energy Limited	Installer A1
4	G & D Building and Engineering Limited	Installer A1
5	EPTA & Q Services Limited	Installer C1
6	Cartlark International Limited	Manufacturer
7	Riggs & Meter system Limited	Manufacturer
8	Mahashakti Nigeria Limited	Manufacturer
9	Inreli Limited	Manufacturer
10	Wellsun Intelligent technology Limited	Manufacturer
	Meter Asset Providers	
1	Anydztech Limited	MAP
2	Levis Energy Limited	MAP

S/N	Name	Authorisation Type
3	Positive wave Consult Limited	MAP
4	Perrin Energy Services Limited	MAP
5	Mayfair Fidelio Projects Limited	MAP
6	MYP Telecoms Company 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/Q3, the Commission held one (1) hearing to consider the petition filed by TCN regarding the Commission's Performance Improvement Plan (PIP) Order for TCN and NISO, issued on 14 May 2025. The details of the hearings are contained in Table 18.

Table 18: Hearings conducted by the Commission in 2025/Q3

S/N	Party	Petition	Date of Hearing	Update
1	Transmission Company of Nigeria (TCN)	Petition against the Commission's order on Performance Improvement Plan for TCN and Nigerian Independent System Operator (NISO)	17 July 2025	A ruling has been issued

[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.

3.7 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 three (3) Rectification Directives (RD) and seven (7) Notices of Intention to Commence Enforcement (NICE) for different breaches/defaults in 2025/Q3 (full list and further details can be found in Table 19).

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 19: Compliance and Enforcement Actions of the Commission in 2025/Q3

	RD/NICE	Licensee	Date of Issuance	Deadline
SN	*Rectification Directive*			
1	Non-compliance with the Calabar Forum Decision	Port Harcourt	22 July 2025	01 August 2025
2	Non-compliance with post-incident remedial actions in the fatal electrocution that led to the death of Master Azeez Bello	Ibadan DisCo	21 August 2025	05 September 2025
3	Non-compliance with the Commission's amended ruling in Butterfly Garden Suites vs KAEDCO	Kaduna DisCo	29 August 2025	10 September 2025
	Notice of Intention to Commence Enforcement (NICE)			
1	Non-resolution of complaints escalated from the NERC Contact Centre	Abuja DisCo	11 July 2025	31 July 2025
2	Non-resolution of complaints escalated from NERC Contact Centre	Ibadan DisCo	11 July 2025	31 July 2025
3	Failure to comply with the Abeokuta forum's decision in complaint No: NERC/ABKFO/10/2024/262	Ibadan DisCo	07 July 2025	14 July 2025
4	Failure to comply with the decisions of the Ilorin and Osogbo forums	Ibadan DisCo	21 July 2025	04 August 2025

	RD/NICE	Licensee	Date of Issuance	Deadline
5	Non-compliance with multiple forum decisions	Enugu DisCo	21 July 2025	04 August 2025
6	Non-compliance with multiple forum decisions	Abuja DisCo	21 July 2025	04 August 2025
7	Non-compliance with multiple forum decisions	Port Harcourt DisCo	21 July 2025	04 August 2025

04 Consumer Affairs

4.0 CONSUMER AFFAIRS

4.1 Consumer Enlightenment and Stakeholder Engagements

The Commission's main mechanisms for consumer education and enlightenment are town hall meetings and customer complaints resolution meetings. These serve as platforms for swift resolution of complaints and are used to inform consumers and stakeholders about the Commission's activities, regulatory instruments, consumer rights, and obligations. The mechanisms also provide avenues for the Commission to gather feedback from customers, 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
- Publishing of NESI performance factsheets
- Publicising of the regulatory instruments issued by the Commission
- Publishing of the summary of the Commission's statutory reports

In 2025/Q3, the Commission held one (1) town hall meeting in Awka, Anambra State (4-6 September 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 September 2025, only 6,661,564 out of the 12,030,315 active[32] registered electricity customers (55.37%) across the twelve (12) DisCos were metered (breakdown contained in Table 20).

Table 20: Metering Progress as of 30 September 2025

DisCos	Total No. of Active Registered Customers	No. of Metered Active Customers	Metering Rate (%)
Aba	175,586	122,021	*69.49*
Abuja	1,320,223	987,827	*74.82*
Benin	1,034,922	527,432	*50.96*
Eko	628,454	530,201	*84.37*
Enugu	1,456,347	685,830	*47.09*
Ibadan	2,414,340	1,227,125	*50.83*
Ikeja	1,294,698	1,096,375	*84.68*
Jos	815,894	242,201	*29.69*
Kaduna	539,092	181,314	*33.63*
Kano	794,668	273,900	*34.47*
Port Harcourt	1,047,319	641,580	*61.26*
Yola	508,772	145,758	*28.65*
Total	12,030,315	6,661,564	*55.37*

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

During 2025/Q3, 228,614 end-user customers were metered across all the DisCos, with Ibadan, Aba 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 23.38%, 20.81%, and 19.06% of the total installations, respectively.

Relative to 2025/Q2, when 226,959 customers were metered, there was a slight increase (+0.73%) in the total number of customers metered in 2025/Q3. Nine (9) DisCos recorded declines in meter installation between 2025/Q2 and 2025/Q3, with Port Harcourt and Jos DisCos recording the largest declines of -62.35% and -61.68%, respectively. Aba (+173.45%), Abuja (+38.28%) and Ibadan (+17.72%) DisCos recorded increases in meter installations in 2025/Q3 compared to 2025/Q2 (Table 21).

Table 21: Meter Deployment by DisCos in 2025/Q3 vs. 2025/Q2

DisCos	Total No. of metered active customers as of 2025/Q3	No. of customers metered in 2025/Q3	No. of customers metered in 2025/Q2	Change in meter deployments across quarters (%)
Aba	122,021	*47,570*	17,396	*173.45*
Abuja	987,827	*43,569*	31,508	*38.28*
Benin	527,432	*26,690*	28,054	*-4.86*
Eko	530,201	*15,745*	20,843	*-24.46*
Enugu	685,830	*10,692*	18,761	*-43.01*
Ibadan	1,227,125	*53,441*	45,398	*17.72*
Ikeja	1,096,375	*20,556*	39,361	*-47.76*
Jos	242,201	*1,922*	5,015	*-61.68*
Kaduna	181,314	*2,229*	4,883	*-54.35*
Kano	273,900	*1,335*	3,229	*-58.66*
Port Harcourt	641,580	*3,923*	10,421	*-62.35*
Yola	145,758	*942*	2,090	*-54.93*
Total	*6,661,564*	*228,614*	226,959[33]	*0.73*

Out of the 228,614 end-use customers metered in 2025/Q3, 176,302 (77.12%) of customers were metered under the Meter Asset Provider (MAP) framework, 44,104 (25.01%) were metered under the Vendor Financed framework, 7,902 (3.46%) were metered under the Distribution Sector Recovery Program (DISREP), 175 (0.08%) were metered under the Meter Acquisition Fund (MAF) and 131 (0.06%) were metered under the DisCo Financed framework.

[33] The number of meters installed across all metering frameworks in 2025/Q2 was 226,959, as against 225,631 reported in the 2025/Q2 report.

Under the MAP framework, a total of 176,302 meters were installed in 2025/Q3, representing an 18.20% increase compared to the 149,150 MAP meter installations recorded in 2025/Q2. Ibadan (53,441), Abuja (35,449), and Benin (26,690) DisCos recorded the highest number of installations under the MAP framework during the quarter, with 30.31%, 20.11%, and 15.14% 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. Kaduna DisCo installed 175 meters in 2025/Q3, bringing the total number of meter installations under Tranche A of MAF to 107,461. As reported in 2025/Q2, Tranche A of the MAF closed in June 2025. On 30 September 2025, the Commission issued the Order on the Operationalisation of Tranche B of the MAF (NERC/2025/107), which became effective on 06 October 2025. The Order provided that DisCos could utilise ₦28.00 billion out of the funds that have accrued in the MAF[35] for the metering of Bands A and B customers in their franchise area.

The Distribution Sector Recovery Program (DISREP) is a strategic initiative by the Federal Government of Nigeria (FGN), supported by a $500 million World Bank loan, aimed at improving the financial and technical performance of Nigeria's Electricity Distribution Companies (DisCos). One of the major objectives of DISREP is to close the metering gap in the NESI by deploying 3.2 million smart meters. Installation of meters under the DISREP commenced with Abuja DisCo in May 2025, and 7,902 meters have been installed as of the end of 2025/Q3.

Further details on the historical record of deployments under the MAF, MAP, DISREP, 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

[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.
[35] Based on funds accrued as of the end of the July 2025 settlement cycle

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 Stakeholder Management[36] 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 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[37], 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,

[36] Formerly known as the Consumer Affairs Division

[37] 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

the Commission determines which neighbouring Forum Office will oversee customer complaints from the state.

As of 30 September 2025, the Commission has twenty-four (24)[38] 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.

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.

As of the end of 2025/Q2, the Commission had completed the transfer of regulatory oversight to nine (9) states- Edo, Ekiti, Enugu, Imo, Kogi, Lagos, Ogun, Ondo and Oyo States. Consequently, the customer complaints data presented in this report (2025/Q3) exclude complaints from these States.

4.3.1 NERC-CCU

In 2025/Q3, 833 complaints were filed at the Commission's CCU. This represents a 66.33%[39] decrease compared to the 2,474 complaints filed at the NERC-CCU in 2025/Q2. Customers of Abuja and Port Harcourt DisCos lodged 450 and 172 complaints, accounting for 54.02% and 20.65% of the total complaints lodged at NERC-CCU, respectively. Conversely, Aba Power (3) and Yola DisCo (5) had the lowest number of complaints, respectively.

Of the 833 complaints lodged at the NERC-CCU during the quarter, 519 were satisfactorily resolved by DisCos. This corresponds to a 62.30% resolution rate, representing a 16.67pp increase compared to the 45.63% resolution rate recorded in 2025/Q2. Abuja (56.07%), Port Harcourt (18.11%), and Benin (7.90%) DisCos recorded the highest resolution rates, while Aba Power (1%) and Yola (0.33%) DisCos recorded the lowest resolution rates.

[38] As at the beginning of 2025/Q3, the Commission had 24 operational Forum Offices in 23 states and the FCT. The Commission did not close any Forum Office during the quarter.
[39] The significant decrease in complaints filed at the Commission's CCU is because the Commission no longer handles customer complaints in States that have established their respective State Regulatory Agencies

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.

During the quarter, customer complaints about billing constituted 30.97% of the total complaints. Other common issues among the 833 complaints received were metering (22.57%) and tariff band (18.24%). These three (3) complaint categories cumulatively accounted for 71.78% 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 ₦32,655,697 (Appendix XIV).

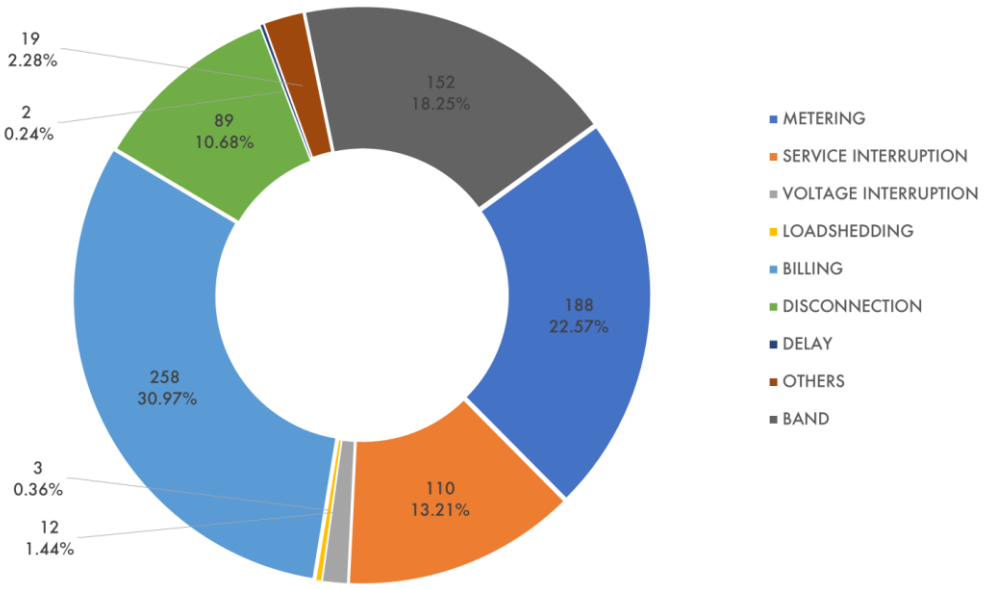


Figure 10: Category of complaints received at the Commission's CCU in 2025/Q3

4.3.2 DisCo-CCUs

The number of complaints received by DisCos in 2025/Q2 and 2025/Q3, respectively, is contained in Table 22. The total number of complaints received in 2025/Q3 was 168,033 across all DisCos; this represents a 26.06%[40] decrease compared to the 227,267 received in 2025/Q2. Ibadan DisCo received the highest number of complaints (40,520), representing 24.11% of total complaints received. Yola DisCo received the least number of complaints (2,603), representing 1.55% of total complaints received.

[40] The significant decrease in complaints filed at the DisCo-CCUs is because the Commission's report no longer captures customer complaints from Eko and Ikeja DisCos.

Six (6) DisCos recorded increases in the number of customer complaints received in 2025/Q3 compared to 2025/Q2. These DisCos are Benin (+42.96%), Abuja (+29.50%), Yola (+18.91%), Kano (+5.60%), Aba Power (+3.28%) and Kaduna (+3.07%). Conversely, Enugu (-14.85%), Jos (-10.84%), Port Harcourt (-12.60%), and Ibadan (-6.14%) DisCos recorded declines in the number of customer complaints received between 2025/Q2 and 2025/Q3.

The most common issues among the 168,033 complaints received by DisCos in 2025/Q3 were metering (43.18%), billing (20.93%) and service interruption (8.62%). These three (3) categories cumulatively accounted for 72.73% of the total complaints in the quarter (Figure 11).

Table 22: Complaints Received by DisCos in 2025/Q2 vs. 2025/Q3

DisCos	No. of complaints received in 2025/Q2	No. of complaints received in 2025/Q3	Change in No. of complaints received	Change in No. of complaints received (%)
Aba	8,143	8,410	267	*3.28*
Abuja	7,799	10,100	2,301	*29.50*
Benin	7,036	10,059	3,023	*42.96*
Enugu	18,645	15,876	-2,769	*-14.85*
Ibadan	43,169	40,520	-2,649	*-6.14*
Jos	12,775	11,390	-1,385	*-10.84*
Kaduna	6,393	6,589	196	*3.07*
Kano	22,748	24,021	1,273	*5.60*
PH	44,012	38,465	-5,547	*-12.60*
Yola	2,189	2,603	414	*18.91*
Total	227,267	168,033	-59,234	*-26.06*

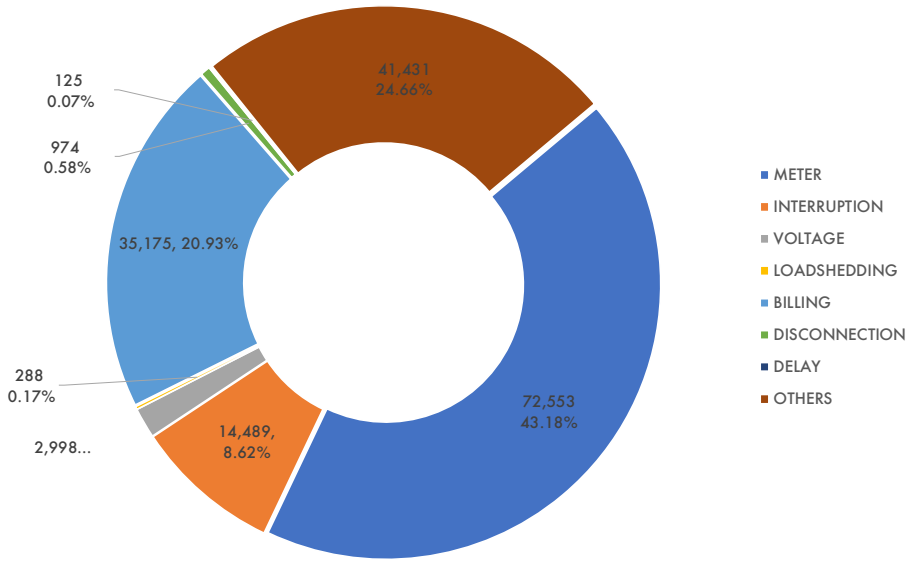


Figure 11: Category of complaints received by DisCos in 2025/Q3

4.3.3 Forum Offices

The Commission did not shut down any Forum Office during the quarter, so the number of Forum Offices remained at twenty-four (24). There were 1,476 active appeals (446 pending appeals from 2025/Q2 and 1,030 new appeals in 2025/Q3) across the 24 Forum Offices (Table 23). The 1,476 active appeals in 2025/Q3 represent a 4.09% increase compared to the 1,418 active appeals in the previous quarter (2025/Q2).

Compared to 2025/Q2, the pending appeals carried over into 2025/Q3 increased by 68 (+17.99%), while new appeals decreased by 10 (-0.96%). The Forum Offices serving Ibadan DisCo have the highest number of active appeals (502), representing 34.01% of the total, while the Forum Office serving Aba has the fewest (8) in 2025/Q3.

The total number of Forum sittings in 2025/Q3 increased by 12.19% from 41 sittings in 2025/Q2 to 46. Of the 1,476 active appeals across the Forum Offices, 924 were resolved, translating to a 62.60% resolution rate. This is a 4.96pp decrease compared to the 67.56% resolution rate achieved in 2025/Q2.

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 23: Appeals handled by Forum Offices in 2025/Q3

DisCos	Forum Offices	Appeals Received[1]	Appeals Resolved[2]	Appeals Pending[3]	No. of Sittings
Abuja	Abuja and Lafia	57	41	16	5
Aba	Umuahia	8	0	8	0
Benin	Asaba	77	30	47	4
Enugu	Abakaliki, Awka & Umuahia	261	150	99	9
Ibadan	Ilorin & Osogbo	502	368	132	12
Jos	Bauchi, Gombe, Jos & Makurdi	49	18	31	1
Kaduna	Gusau, Kaduna, Kebbi & Sokoto	32	20	12	3
Kano	Kano & Katsina	35	28	5	1
P/Harcourt	Calabar, Port Harcourt & Uyo	411	247	160	9
Yola	Yola, Damaturu	44	22	20	2
All DisCos	All Forum Offices	1,476	924	530	46

.[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

The breakdown of the various categories of appeals received at the Forum Offices in 2025/Q3 is contained in Figure 12. As was the case in 2025/Q2, appeals related to billing were the most prevalent, accounting for 55.53% of the total appeals received (2025/Q2 – 53.17%). Appeals related to metering and disconnection represented 28.45% and 6.60% of the appeals, respectively.

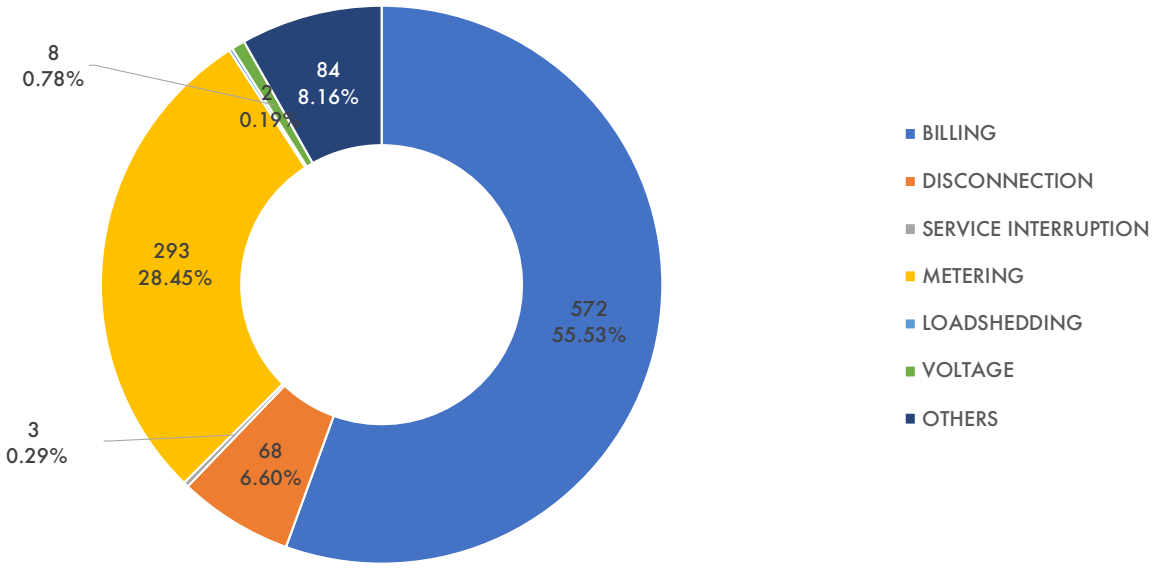


Figure 12: Category of Complaints Received by Forum Offices in 2025/Q3

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/Q3, out of the 108 mandatory health and safety reports expected to be received from licensees, 105[41] reports were received.

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

Statistics of accidents in the NESI for 2025/Q3 are presented in Table 24. Relative to 2025/Q2, the number of accidents decreased from 60 to 57, the number of fatalities decreased from 38 to 33, but the number of injuries increased from 19 to 33.

Table 24: Health and Safety (H&S) Reports in 2025/Q2 vs. 2025/Q3

Item	2025/Q2	2025/Q3	Net Change
Number of Accidents	60	57	-3
Number of fatalities (employees & third parties)	38	33	-5
Number of Injuries	19	33	14

During the quarter (2025/Q3), all the accidents occurred at the distribution level i.e. neither TCN nor any of the GenCos recorded safety accidents. Although all DisCos recorded casualties[42], the licensees with the highest number of casualties out of the total sixty-six (66) recorded during the quarter are Ikeja and Kano (10), Eko and Kaduna (8), representing 15.15% and 12.12% of the total, respectively.

This quarter continues the trend of the distribution sub-segment being the biggest driver of safety accidents in the sector; DisCos accounted for 93.33%, 100% and 100% in 2024/Q4, 2025/Q1 and 2025/Q2, respectively.

[41] The licensee with outstanding reports is Paras Energy (July, August and September).
[42] Casualty refers to the count of injuries and deaths arising from any safety accident/incident.

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/Q3 is contained in Table 25.

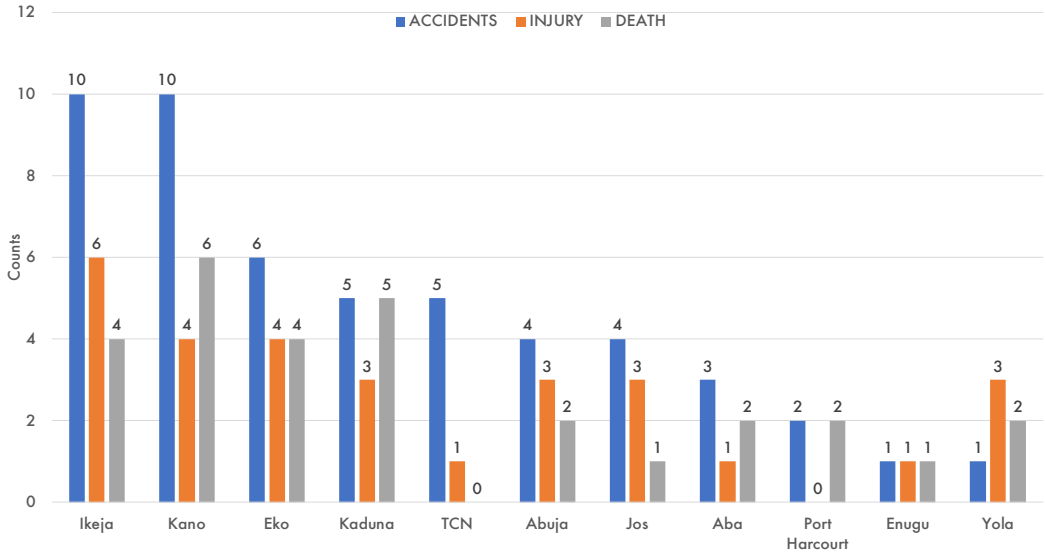


Figure 13: Accident Report for 2025/Q3

Table 25: Causes of casualties recorded in 2025/Q3

Cause of Casualty	Number of Fatalities	Number of Injuries
Wire snaps	10	7
Illegal/unauthorised access	2	3
Vandalism	2	0
Unsafe acts/conditions	10	18
Others	9	5
Total	33	33

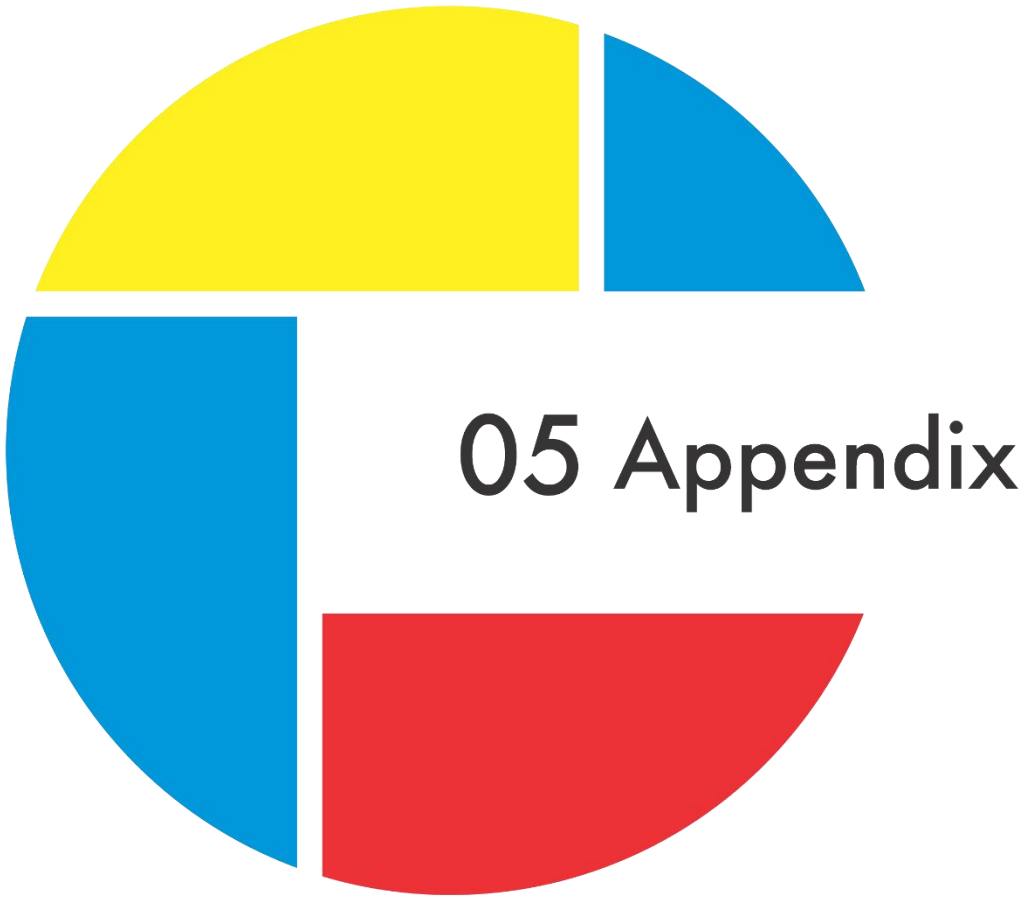
During 2025/Q3, TCN recorded four (4) cases of damage to property/infrastructure due to explosions, fire outbreaks or acts of vandalism.

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.

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/Q3, the Commission oversaw the successful conclusion of two (2) compensation negotiations between licensees and families of accident victims.



05 Appendix

APPENDIX

Appendix 1: Energy Generation in 2025/Q2 vs. 2025/Q3

GenCos	Available Capacity (MW)		Average Daily Gen (MWh)		Quarterly Generation (MWh)	
	2025/Q2	2025/Q3	2025/Q2	2025/Q3	2025/Q2	2025/Q3
Afam_1	59.92	46.14	1,206.93	680.84	109,830.24	62,637.10
Afam_2	223.79	200.97	5,240.97	4,763.37	476,928.48	438,229.95
Alaoji_1	0.00	0.00	0.00	0.00	0.00	0.00
Dadin-Kowa_1	17.49	34.02	415.67	772.67	37,825.60	71,085.39
Delta_1	440.83	481.45	9,430.90	9,773.50	858,211.48	899,161.91
Egbin_1	709.26	671.54	15,844.01	14,801.31	1,441,804.65	1,361,720.36
Geregu_1	288.66	233.03	5,361.50	4,213.01	487,896.62	387,597.29
Geregu_2	220.77	184.19	2,618.90	1,476.27	238,320.08	135,817.14
Ibom power_1	28.87	9.21	439.08	82.03	39,956.52	7,546.38
Igbafo_1	20.22	19.87	545.64	475.07	49,652.93	43,706.50
Ihovbor_1	67.16	51.37	871.62	463.84	79,317.30	42,673.16
Ihovbor_2	448.90	360.33	9,622.49	7,703.16	875,646.60	708,691.07
Ikeja_1	109.28	109.16	2,538.55	2,243.32	231,007.68	206,385.27
Jebba_1	433.18	484.08	7,737.02	8,406.08	704,068.83	773,358.99
Kainji_1	473.65	423.24	10,576.90	9,564.83	962,498.06	879,964.01
Odukpani_1	223.22	198.40	4,898.18	4,355.33	445,733.98	400,690.34
Okpai_1	250.42	327.00	5,344.34	6,755.94	486,335.03	621,546.32
Olorunsogo_1	137.93	111.05	3,192.22	2,621.84	290,491.69	241,209.17
Olorunsogo_2	46.95	55.75	642.41	903.55	58,458.91	83,126.26
Omoku_1	21.48	37.01	533.78	902.18	48,574.38	83,000.41
Omotosho_1	145.33	123.75	3,285.09	2,829.00	298,943.58	260,267.80
Omotosho_2	59.89	67.03	963.37	795.57	87,666.97	73,192.48
Rivers_1	26.58	17.71	523.50	282.25	47,638.60	25,967.35
Sapele Steam_1	31.26	19.14	511.57	453.35	46,552.85	41,708.53
Sapele_2	105.46	74.09	1,609.24	972.01	146,440.41	89,424.90
Shiroro_1	346.11	397.99	6,212.63	6,168.43	565,349.28	567,495.20
Trans Amadi_1	5.93	6.62	193.66	222.92	17,623.37	20,508.37
Zungeru_1	453.19	686.20	7,665.27	7,618.02	697,539.46	700,857.88
Total	5,395.72	5,430.34	108,025.42	100,299.67	9,830,313.60	9,227,569.54

Appendix II: Energy Accounting Efficiency (EAE) by DisCos in 2025/Q2 and 2025/Q3

DisCos	Energy Offtake (GWh)						Energy Billed (GWh)						Energy Accounting Efficiency	
	2025/Q2			2025/Q3			2025/Q2			2025/Q3			2025/Q2 (%)	2025/Q3 (%)
	Apr	May	Jun	Jul	Aug	Sep	Apr	May	Jun	Jul	Aug	Sep		
Abuja	407	403	386	374	353	358	323	297	293	297	278	290	*76.31*	*79.73*
Benin	244	277	218	272	246	224	218	245	210	224	220	200	*91.17*	*86.86*
Eko	323	393	336	337	325	309	280	344	295	301	288	275	*87.45*	*89.05*
Enugu	232	220	219	215	199	211	167	156	158	151	142	154	*71.73*	*71.40*
Ibadan	296	329	290	308	313	298	264	288	257	277	286	263	*88.31*	*89.87*
Ikeja	394	453	393	386	348	351	335	366	332	328	305	302	*83.29*	*86.24*
Jos	134	126	107	122	122	119	112	101	89	99	98	98	*82.20*	*81.20*
Kaduna	142	122	122	135	124	116	110	101	96	100	101	106	*79.75*	*81.56*
Kano	162	149	135	136	136	135	135	119	112	111	112	110	*81.87*	*81.78*
P/Harcourt	189	193	201	206	195	196	159	162	169	174	165	167	*84.20*	*84.53*
Yola	74	86	70	61	58	59	59	54	43	47	46	44	*67.96*	*76.90*
All DisCos	2,597	2,750	2,477	2,551	2,421	2,376	2,163	2,233	2,054	2,108	2,042	2,009	*82.43*	*83.80*

Appendix III: Energy billed and Billing efficiency (BE) by DisCos in 2025/Q2 and 2025/Q3

DisCos	Energy Received (₦' Billion)						Energy Billed (₦' Billion)						Billing Efficiency	
	2025/Q2			2025/Q3			2025/Q2			2025/Q3			2025/Q2 (%)	2025/Q3 (%)
	Apr	May	Jun	Jul	Aug	Sep	Apr	May	Jun	Jul	Aug	Sep		
Abuja	47.73	47.32	45.34	44.00	41.55	42.07	42.25	37.67	36.27	37.93	35.26	37.99	*82.76*	*87.12*
Benin	28.63	32.42	25.58	31.87	28.88	26.26	20.74	22.05	17.55	17.77	17.89	17.14	*69.66*	*60.68*
Eko	38.26	46.46	39.74	39.86	38.48	36.54	38.63	43.72	37.97	38.75	39.01	36.19	*96.67*	*99.18*
Enugu	26.72	25.35	25.31	24.78	22.94	24.34	19.79	19.05	19.34	18.97	18.75	20.47	*75.19*	*80.75*
Ibadan	34.41	38.29	33.79	35.80	36.47	34.64	26.07	27.77	23.80	25.24	26.56	26.24	*72.91*	*73.00*
Ikeja	45.18	51.92	45.13	44.21	39.93	40.26	40.69	45.44	40.70	40.03	37.77	38.84	*89.18*	*93.76*
Jos	15.55	14.53	12.39	14.10	14.07	13.78	13.77	12.72	10.57	11.81	11.47	11.51	*87.28*	*82.91*
Kaduna	16.07	13.80	13.78	15.31	14.05	13.11	9.42	8.67	8.09	8.52	8.40	9.96	*59.98*	*63.28*
Kano	18.76	17.25	15.66	15.74	15.80	15.66	16.55	15.69	14.74	15.05	15.01	14.54	*90.94*	*94.47*
P/Harcourt	21.73	22.15	23.14	23.71	22.47	22.59	18.87	18.57	19.09	18.84	18.08	18.73	*84.34*	*80.93*
Yola	8.90	10.23	8.42	7.28	6.96	7.08	6.13	5.66	4.30	4.65	4.62	4.63	*58.38*	*65.24*
All DisCos	301.90	319.48	288.21	296.66	281.55	276.32	252.92	257.03	232.40	237.57	232.82	236.23	*81.61*	*82.69*

Appendix IV: Monthly revenue performance and collection efficiency by DisCos in 2025/Q2 and 2025/Q3

	Total Billing (₦' Billion)						Revenue Collected (₦' Billion)						Collection Efficiency	
	2025/Q2			2025/Q3			2025/Q2			2025/Q3			2025/Q2 (%)	2025/Q3 (%)
DisCos	Apr	May	Jun	Jul	Aug	Sep	Apr	May	Jun	Jul	Aug	Sep		
Abuja	42.25	37.67	36.27	37.93	35.26	37.99	30.27	28.32	30.12	30.45	29.09	31.19	*76.36*	*81.60*
Benin	20.74	22.05	17.55	17.77	17.89	17.14	17.87	19.20	14.54	15.14	14.75	15.75	*85.55*	*86.44*
Eko	38.63	43.72	37.97	38.75	39.01	36.19	38.70	33.75	33.18	33.54	33.41	34.16	*87.80*	*88.74*
Enugu	19.79	19.05	19.34	18.97	18.75	20.47	15.68	14.65	15.23	14.86	14.54	16.02	*78.29*	*78.06*
Ibadan	26.07	27.77	23.80	25.24	26.56	26.24	21.92	20.50	18.66	20.90	19.96	19.50	*78.68*	*77.34*
Ikeja	40.69	45.44	40.70	40.03	37.77	38.84	34.68	37.68	32.66	40.85	38.78	37.46	*82.80*	*100.38*
Jos	13.77	12.72	10.57	11.81	11.47	11.51	6.01	4.52	5.71	4.60	5.77	6.58	*43.82*	*48.72*
Kaduna	9.42	8.67	8.09	8.52	8.40	9.96	4.69	4.35	3.62	3.87	4.38	4.03	*48.38*	*45.67*
Kano	16.55	15.69	14.74	15.05	15.01	14.54	10.61	10.38	8.06	8.82	9.40	9.11	*61.82*	*61.27*
P/ Harcourt	18.87	18.57	19.09	18.84	18.08	18.73	13.18	12.49	14.15	14.33	14.45	15.35	*70.47*	*79.30*
Yola	6.13	5.66	4.30	4.65	4.62	4.63	3.47	2.86	2.96	3.16	2.94	3.14	*57.73*	*66.45*
All DisCos	252.92	257.03	232.40	237.57	232.82	236.23	197.08	188.70	178.89	190.52	187.47	192.29	*76.07*	*80.70*

Appendix V: DisCos monthly invoices & remittances to NBET in 2025/Q2 and 2025/Q3

DisCos	Invoice (₦' Billion)						Remittance (₦' Billion)						Remittance Performance	
	2025/Q2			2025/Q3			2025/Q2			2025/Q3			2025/Q2	2025/Q3
	Apr	May	Jun	Jul	Aug	Sep	Apr	May	Jun	Jul	Aug	Sep	(%)	(%)
Abuja	20.31	19.68	19.18	19.57	17.64	17.01	20.75	19.23	19.18	19.57	17.64	17.01	*100.00*	*100.00*
Benin	10.96	11.92	9.88	11.81	10.33	9.28	11.21	11.68	9.88	10.47	10.03	9.28	*100.00*	*94.77*
Eko	17.12	19.01	17.07	17.85	16.18	14.83	17.49	18.63	17.07	17.85	16.18	14.83	*100.00*	*100.00*
Enugu	9.77	9.11	9.11	9.36	8.36	8.37	9.99	8.89	9.11	9.36	8.36	8.37	*100.00*	*100.00*
Ibadan	12.63	13.30	12.30	13.39	12.63	11.58	12.90	13.03	12.30	13.39	12.63	11.58	*100.00*	*100.00*
Ikeja	20.12	21.59	19.57	20.23	17.34	16.56	20.57	21.15	19.57	20.23	17.34	16.56	*100.00*	*100.00*
Jos	5.82	5.44	4.76	5.15	5.14	4.88	3.69	2.58	3.47	2.67	3.35	3.85	*60.85*	*65.13*
Kaduna	5.37	4.67	4.55	4.88	4.64	4.35	2.34	2.11	1.66	1.78	2.00	1.80	*41.84*	*40.16*
Kano	6.88	6.35	5.76	5.67	5.77	5.65	7.03	6.21	5.76	5.67	5.77	5.44	*100.00*	*98.74*
P/Harcourt	7.39	7.33	7.67	7.96	7.06	6.87	7.55	7.17	7.67	7.96	7.06	6.87	*100.00*	*100.00*
Yola	1.23	1.54	1.28	1.13	1.09	1.12	1.25	1.52	1.28	1.13	1.09	1.12	*100.00*	*100.00*
All DisCos	117.60	119.94	111.13	117.01	106.18	100.52	114.76	112.20	106.95	110.08	101.46	96.72	*95.77*	*95.23*

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/Q2 and 2025/Q3

	Invoice (₦' Billion)						Remittance (₦' Billion)						Remittance Performance	
	2025/Q2			2025/Q3			2025/Q2			2025/Q3			2025/Q2 (%)	2025/Q3 (%)
DisCos	Apr	May	Jun	Jul	Aug	Sep	Apr	May	Jun	Jul	Aug	Sep		
Abuja	4.12	3.89	3.71	4.05	4.47	4.32	4.12	3.89	3.71	4.05	4.47	4.32	*100.00*	*100.00*
Benin	2.12	1.92	1.28	2.30	2.37	2.23	2.12	1.92	1.28	2.30	2.37	2.23	*100.00*	*100.00*
Eko	3.15	3.12	2.83	3.27	3.38	3.29	3.15	3.12	2.83	3.27	3.38	3.29	*100.00*	*100.00*
Enugu	2.02	1.94	1.83	2.10	2.32	2.26	2.02	1.94	1.83	2.10	2.32	2.26	*100.00*	*100.00*
Ibadan	2.86	2.66	2.40	3.09	3.43	2.99	2.86	2.66	2.40	3.09	3.43	2.99	*100.00*	*100.00*
Ikeja	3.66	3.71	3.27	3.81	3.20	3.44	3.66	3.71	3.27	3.81	3.20	3.44	*100.00*	*100.00*
Jos	1.48	1.40	1.11	1.20	1.56	1.57	0.98	0.70	0.91	0.68	1.09	1.32	*64.67*	*71.39*
Kaduna	1.74	1.30	1.06	1.40	1.75	1.61	0.85	0.75	0.53	0.64	0.88	0.76	*51.92*	*47.62*
Kano	1.67	1.53	1.30	1.14	1.66	1.84	1.67	1.53	1.30	1.14	1.66	1.84	*100.00*	*100.00*
Port Harcourt	1.24	0.96	1.52	1.60	1.32	1.68	1.24	0.96	1.52	1.60	1.32	1.68	*100.00*	*100.00*
Yola	0.67	0.59	0.62	0.60	0.79	0.73	0.67	0.59	0.62	0.60	0.79	0.73	*100.00*	*100.00*
All DisCos	24.72	23.03	20.94	24.55	26.25	25.97	23.32	21.78	20.20	23.28	24.90	24.86	*95.07*	*95.13*

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/Q2 and 2025/Q3

	Invoice (₦' Billion)						Remittance (₦' Billion)						Remittance Performance	
	2025/Q2			2025/Q3			2025/Q2			2025/Q3			2025/Q2 (%)	2025/Q3 (%)
DisCos	Apr	May	Jun	Jul	Aug	Sep	Apr	May	Jun	Jul	Aug	Sep		
Abuja	24.43	23.57	22.89	23.62	22.12	21.34	24.87	23.12	22.89	23.62	22.12	21.34	*100.00*	*100.00*
Benin	13.07	13.85	11.16	14.11	12.71	11.51	13.32	13.60	11.16	12.77	12.41	11.51	*100.00*	*95.71*
Eko	20.26	22.13	19.90	21.12	19.56	18.12	20.64	21.75	19.90	21.12	19.56	18.12	*100.00*	*100.00*
Enugu	11.79	11.05	10.93	11.46	10.68	10.63	12.01	10.84	10.93	11.46	10.68	10.63	*100.00*	*100.00*
Ibadan	15.49	15.96	14.71	16.48	16.06	14.57	15.76	15.69	14.71	16.48	16.06	14.57	*100.00*	*100.00*
Ikeja	23.77	25.30	22.84	24.04	20.54	20.00	24.22	24.86	22.84	24.04	20.54	20.00	*100.00*	*100.00*
Jos	7.30	6.84	5.87	6.34	6.70	6.45	4.67	3.28	4.38	3.35	4.44	5.18	*61.61*	*66.52*
Kaduna	7.11	5.97	5.62	6.28	6.39	5.97	3.19	2.86	2.19	2.42	2.87	2.55	*44.05*	*42.07*
Kano	8.56	7.89	7.06	6.81	7.42	7.49	8.70	7.75	7.06	6.81	7.42	7.28	*100.00*	*99.01*
Port Harcourt	8.63	8.28	9.19	9.56	8.38	8.56	8.79	8.12	9.19	9.56	8.38	8.56	*100.00*	*100.00*
Yola	1.90	2.13	1.90	1.73	1.88	1.85	1.92	2.11	1.90	1.73	1.88	1.85	*100.00*	*100.00*
All DisCos	142.31	142.97	132.06	141.56	132.44	126.48	138.09	133.97	127.15	133.36	126.35	121.58	*95.65*	*95.21*

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/Q3

	Jul-25		Aug-25		Sept-25		2025/Q3		2025/Q3
	Invoice (million)	Remittance (million)	Invoice (million)	Remittance (million)	Invoice (million	Remittance (million)	Invoice (million)	Remittance (million)	Remittance Performance (%)
International Customers									
Paras-SBEE ($)	0.97	0.00	0.77	0.00	0.76	0.00	2.51	0.00	*0.00*
Paras- CEET ($)	0.74	0.00	0.66	0.00	0.68	0.00	2.08	0.00	*0.00*
Transcorp-SBEE (Ughelli) ($)	1.42	1.42	1.86	0.00	1.06	0.00	4.35	1.42	*32.64*
Transcorp-SBEE (Afam 3) ($)	0.59	0.00	0.53	0.00	0.85	0.00	1.98	0.00	*0.00*
Mainstream-NIGELEC ($)	1.84	1.84	1.89	1.89	1.96	1.96	5.70	5.70	*100.00*
Odukpani-CEET ($)	0.55	0.00	0.76	0.00	0.75	0.00	2.07	0.00	*0.00*
Total	6.11	3.26	6.47	1.89	6.06	1.96	18.69	7.12	*38.09*
Bilateral Customers									
Mainstream/Inner Galaxy (₦) Mainstream/KAM IND. (₦) Mainstream/KAM INT. (₦) Mainstream/Prism (₦) Mainstream Zeberced (₦) Mainstream/ADFV (₦)	734.70	735.30	673.63	673.63	601.81	601.81	2,010.15	2,010.77	*100.00*
NDPHC/Weewood (₦)	51.55	51.55	29.76	29.76	28.46	0.00	109.78	81.31	*74.07*
North South/Star P (₦)	12.96	12.96	12.24	12.24	9.71	0.00	34.91	25.20	*72.19*
Trans Amadi/ OAU (₦)	13.35	13.35	10.72	10.72	10.57	0.00	34.65	24.08	*69.49*
Trans Amadi/FMPI (₦)	2.62	2.62	2.18	2.18	3.25	0.00	8.05	4.80	*59.62*
NDPHC/Sunflag (₦)	8.15	0.00	8.79	0.00	8.10	0.00	25.05	0.00	*0.00*
Omotosho II/PULKIT (₦)	10.17	0.00	7.41	0.00	6.47	0.00	24.06	0.00	*0.00*
Alaoji/APLE (₦)	57.31	0.00	63.76	100.00	0.59	0.00	121.14	100.00	*82.55*
Taopex/KAM INT (₦) Taopex/KAM STEEL (₦)	122.70	0.00	75.25	0.00	88.79	0.00	286.70	0.00	*0.00*
Sapele/Phoenix (₦)	20.54	0.00	10.37	0.00	11.19	0.00	42.11	0.00	*0.00*
Zungeru/AT. METAL/Youngxing	226.40	226.40	236.78	236.00	275.78	275.78	738.98	738.19	*99.89*
Mainstream/PHEDC	78.11	78.11	72.60	72.60	57.2	57.20	207.92	207.92	*100.00*
Total	1,338.54	1,120.31	1,203.49	1,137.13	1,101.92	943.79	3,643.53	3,192.27	*87.61*

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

DisCos	Meters installed in 2019-2023	Meters installed in 2024	Meters installed in 2025/Q1	Meters installed in 2025/Q2	Meters installed in 2025/Q3	Total installations since 2019
Aba	9,917	23,728	4,769	17,396	47,570	103,380
Abuja	445,813	80,932	25,260	31,508	43,569	627,082
Benin	126,276	55,648	23,591	28,054	26,690	260,259
Eko	183,813	38,117	14,097	20,843	15,745	272,615
Enugu	300,106	53,737	14,459	18,761	10,692	397,755
Ibadan	446,197	108,155	42,789	45,398	53,441	695,980
Ikeja	606,050	137,261	40,810	39,361	20,556	844,038
Jos	134,119	36,974	5,184	5,015	1,922	183,214
Kaduna	71,468	9,761	2,593	4,883	2,229	90,934
Kano	89,694	3,156	5,283	3,229	1,335	102,697
Port Harcourt	219,401	22,990	7,725	10,421	3,923	264,460
Yola	55,724	2,586	761	2,090	942	62,103
Total	2,688,578	573,045	187,321	226,959	228,614	3,904,517

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

DisCos	Meters installed in 2024	Meters installed in 2025/Q1	Meters installed in 2025/Q2	Meters installed in 2025/Q3	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	-	943	2,979	175	4,097
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	36,903	65,315	175	107,461

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

DisCos	Meters contracted	Meters installed in 2019-2021	Meters installed in 2022	Meters installed in 2023	Meters installed in 2024	Meters installed in 2025/Q1	Meters installed in 2025/Q2	Meters installed in 2025/Q3	Total installations since 2019
Aba	12,000	-	-	8,475	4,795	4,592	5,824	3,634	27,320
Abuja	900,000	156,690	82,293	103,200	79,069	22,962	28,377	35,499	508,090
Benin	573,776	13,427	422	29,181	54,501	22,172	22,328	26,690	168,721
Eko	204,000	45,443	29,174	30,184	38,117	10,749	14,510	15,745	183,922
Enugu	621,545	77,369	57,372	73,256	53,737	7,716	10,789	10,692	290,931
Ibadan	988,915	38,737	127,418	125,752	108,071	38,616	36,927	53,441	528,962
Ikeja	1,074,411	197,662	145,488	147,741	131,263	30,844	18,357	20,556	691,911
Jos	500,000	3,809	3,261	11,934	3,812	1,571	2,881	1,791	29,059
Kaduna	450,000	10,248	3,565	9,887	9,472	1,650	1,904	2,054	38,780
Kano	475,000	3,256	972	1,986	1,846	1,194	566	1,335	11,155
Port Harcourt	137,324	54,143	33,549	48,989	22,587	6,321	5,928	3,923	175,440
Yola	664,000	-	-	2,721	831	213	760	942	5,467
Total	6,600,971	600,784	483,514	593,306	508,101	148,600	149,151	176,302	2,659,758

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

	Vendor-Financed Framework					DisCo Financed Framework					
DisCos	Meters installed in 2019-2024	Meters installed in 2025/Q1	Meters installed in 2025/Q2	Meters installed in 2025/Q3	Total installations since 2019	Meters installed in 2019-2023	Meters installed in 2024	Meters installed in 2025/Q1	Meters installed in 2025/Q2	Meters installed in 2025/Q3	Total installations since 2019
Aba	20,375	177	11,572	43,936	76,060	-	-	-	-	-	-
Abuja	5,018	419	687	168	6,292	-	-	-	-	-	-
Benin	3,126	-	-	-	3,126	-	-	-	-	-	-
Eko	-	-	-	-	-	-	-	-	-	-	-
Enugu	-	-	-	-	-	597	-	-	-	-	597
Ibadan	-	-	-	-	-	36,911	84	111	50	-	37,156
Ikeja	9,454	-	-	-	9,454	-	-	-			-
Jos	-	-	-	-	-	19,350	31,442	1,067	184	131	52,174
Kaduna	-	-	-	-	-	149	-	-	-	-	149
Kano	1,135	-	-	-	1,135	-	96	-	-	-	96
Port Harcourt	-	-	-	-	-	-	-	-	-	-	-
Yola	-	-	-	-	-	-	-	-	-	-	-
Total	39,108	596	12,259	44,104	96,067	57,007	31,622	1,178	234	131	90,172

Appendix XIII: Category of complaints received by DisCos in 2025/Q3

DisCos	Complaints Received	Complaint Categories							
		Metering	Interruption	Voltage	Loadshedding	Billing	Disconnection	Delay	Others
Aba	8,410	6,209	46	12	0	491	42	7	1,603
Abuja	10,100	1,655	2,849	433	16	1,518	0	0	3,631
Benin	10,059	596	1,189	87	219	2,010	182	8	5,768
Enugu	15,876	14,516	303	96	0	722	20	13	206
Ibadan	40,520	5,619	1,285	409	0	23,599	168	15	9,425
Jos	11,390	5,707	1,182	193	29	1,896	62	28	2,293
Kaduna	6,589	2,093	3,498	487	22	262	101	3	123
Kano	24,021	21,055	1,065	81	1	1,569	72	0	178
Port Harcourt	38,465	13,671	2,335	929	1	3,003	271	51	18,204
Yola	2,603	1,432	737	271	0	107	56	0	0
All DisCos	168,033	72,553	14,489	2,998	288	35,175	974	125	41,431

Appendix XIV: Category of complaints received at the NERC-CCU in 2025/Q3

DisCos	Complaints Received	Complaints Resolved	Credit Adjustment (₦)	Complaint Categories								
				Metering	Interruption	Voltage	Loadshedding	Billing	Disconnection	Delay	Others	Band
Aba	3	3	-	2	0	0	0	1	0	0	0	0
Abuja	450	291	10,737,960	85	46	4	1	145	51	2	13	103
Benin	56	41	7,400,751	14	11	3	0	20	8	0	0	0
Enugu	68	33	1,287,489	39	2	0	0	19	5	0	2	1
Ibadan	34	18	50,000	12	4	0	0	10	4	0	1	3
Jos	24	24	-	3	13	1	1	2	0	0	0	4
Kaduna	12	7	12,457,605	0	6	0	0	1	1	0	0	4
Kano	9	7	-	1	5	0	1	1	1	0	0	0
PH	172	94	721,889	32	22	4	0	57	19	0	3	35
Yola	5	1	-	0	1	0	0	2	0	0	0	2
All DisCos	833	519	32,655,696	188	110	12	3	258	89	2	19	152

Appendix XV: List and addresses of NERC Forum Offices as of 30 September 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/Q2 and 2025/Q3

		2025/Q2				2025/Q3			
S/N	Forum Offices	Appeals Received	Appeals Resolved	Appeals Pending	Resolution Rate (%)	Appeals Received	Appeals Resolved	Appeals Pending	Resolution Rate (%)
1	Abakaliki, Ebonyi State	70	30	40	*42.86*	97	69	16	*71.13*
3	Abuja, FCT	42	94	8	*80.95*	57	41	16	*71.93*
4	Asaba, Delta State	78	48	30	*61.54*	77	30	47	*38.96*
5	Awka, Anambra State	135	101	34	*74.81*	151	81	70	*53.64*
6	Bauchi, Bauchi State	13	13	0	*100.00*	17	12	5	*70.59*
7	Damaturu, Yobe State	13	8	5	*0.00*	10	3	7	*0.00*
8	Calabar, C/Rivers State	30	16	13	*53.33*	32	26	6	*81.25*
9	Gombe, Gombe State	15	0	15	*0.00*	22	3	19	*13.64*
10	Gusau, Zamfara State	6	6	0	*100.00*	5	3	2	*60.00*
11	Ilorin, Kwara State	19	73	17	*81.11*	86	76	1	*88.37*
12	Jos, Plateau State	5	3	2	*60.00*	5	3	2	*60.00*
13	Kaduna, Kaduna State	19	19	0	*100.00*	19	17	2	*88.37*
14	Kano, Kano State	46	31	12	*67.39*	32	27	3	*84.38*
15	Katsina, Katsina State	1	0	1	*0.00*	3	1	2	*33.33*
16	Kebbi, Kebbi State	0	0	0	*0.00*	0	0	0	*0.00*
17	Lafia, Nasarawa State	0	0	0	*0.00*	0	0	0	*0.00*
18	Makurdi, Benue State	0	0	0	*0.00*	5	0	5	*0.00*
19	Osogbo, Osun State	391	244	127	*62.40*	416	292	123	*70.19*
20	Port Harcourt, Rivers State	158	130	24	*82.28*	121	98	19	*80.99*
21	Sokoto, Sokoto State	6	0	6	*0.00*	8	0	8	*0.00*
22	Umuahia, Abia State	15	2	13	*13.33*	13	0	13	*0.00*
	Umuahia 2, Abia State	6	1	5	*16.67*	8	0	8	*0.00*
23	Uyo, Akwa Ibom State	238	182	56	*76.47*	258	123	135	*47.67*
24	Yola, Adamawa State	30	17	13	*56.67*	34	19	13	*55.88*
	All Forum Offices	1,418	958	446	*67.56*	1,476	924	539	*62.60*

Appendix XVII: Category of appeals received by Forum Offices in 2025/Q2 and 2025/Q3

Forum Office	Billing		Disconnection		Con. Delay		Interruption		Metering		Load shedding		Voltage		Others	
	2025/ Q2	2025/ Q3	2025/ Q2	2025/ Q3	2025/ Q2	2025/ Q3	2025/ Q2	2025/ Q3	2025/ Q2	2025/ Q3	2025/ Q2	2025/ Q3	2025/ Q2	2025/ Q3	2025/ Q2	2025 /Q3
Abakaliki, Ebonyi State	57	57	0	0	0	0	0	0	2	0	0	0	0	0	0	0
Abeokuta, Ogun State	0	0	0	0	0	0	0	0	25	0	0	0	0	0	4	0
Abuja, FCT	0	0	0	0	0	0	0	0	0	46	0	0	0	0	0	3
Asaba, Delta State	23	33	1	2	1	0	1	0	1	12	0	0	1	0	5	0
Awka, Anambra State	80	80	14	14	0	0	0	0	15	22	0	0	0	0	4	1
Bauchi, Bauchi State	4	8	3	0	0	0	0	0	3	1	0	1	0	0	3	8
Damaturu, Yobe State	0	1	0	0	0	0	0	2	0	1	0	0	0	0	0	1
Calabar, C/Rivers State	6	8	0	0	0	0	0	0	3	7	0	0	0	0	0	4
Gombe, Gombe State	1	4	1	0	0	0	0	1	4	1	0	0	1	0	1	1
Gusau, Zamfara State	1	3	2	2	0	0	0	0	3	0	0	0	0	0	0	0
Ilorin, Kwara State	23	31	6	1	0	0	0	0	26	26	1	0	1	0	15	11
Jos, Plateau State	2	4	0	0	0	0	0	0	3	1	0	0	0	0	0	0
Kaduna, Kaduna State	2	1	6	8	0	0	0	0	7	3	0	1	0	0	1	7
Kano, Kano State	20	14	1	1	0	0	0	1	2	0	0	0	0	0	6	4
Katsina, Katsina State	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
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	1	0	0	0	0	0	0	0
Osogbo, Osun State	134	166	2	0	0	0	0	0	118	89	0	0	0	0	30	14
P/Harcourt, Rivers State	88	54	8	17	0	0	0	0	28	21	0	0	0	0	12	5
Sokoto, Sokoto State	0	0	1	0	0	0	0	0	0	0	0	0	2	0	3	2
Umuahia, Abia State	8	0	0	0	0	0	0	0	1	0	0	0	0	0	2	0
Umuahia 2, Abia State	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Uyo, Akwa Ibom State	76	96	13	18	0	0	0	0	46	59	0	0	2	8	25	21
Yola, Adamawa State	10	12	3	5	0	0	1	0	5	3	0	0	0	0	1	1
All Forum Offices	553	572	64	58	1	0	2	3	298	293	1	2	7	8	114	84

NIGERIAN ELECTRICITY REGULATORY COMMISSION

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

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