



Metering

13,339,635

Total registered customers

6,156,726

Total metered customers

63,065 ▼ 0.65%

Customers metered in September

46.15% ▲0.43%

Metering rate

State of metering in DisCos

DisCo	No. of registered customers ('000)	Customers metered in Sept' 2024	Total no. of metered customers ('000)	Metering rate
Aba Power	202.52	948	76.05	37.55%
Abuja	1,263.48	8,678	896.75	70.97%
Benin	1,402.48	6,579	689.12	49.14%
Eko	724.21	5,593	455.50	62.90%
Enugu	1,396.44	4,923	654.77	46.89%
Ibadan	2,582.74	11,774	1,114.61	43.16%
Ikeja	1,249.39	20,729	956.47	76.56%
Jos	752.94	373	253.79	33.71%
Kaduna	881.75	597	214.11	24.28%
Kano	883.74	244	214.65	24.29%
Port Harcourt	1,179.19	2,627	512.43	43.46%
Yola	820.74	0	118.47	14.43%
Total	13,339.64	63,065	6,156.73	46.15%

Customer Complaints

108,112 ▲1.97%

Complaints received

41.30%

Metering

21.62%

Billing

6.83%

Service interruption

Types of complaints received by DisCos

DisCo	Metering	Billing	Interruption	Others	Total complaints received ('000)
Aba	1,017	271	71	298	1.66 ▲19.55%
Abuja	3,199	233	432	7,150	11.01 ▲7.41%
Benin	41	382	295	3,203	3.92 ▲0.67%
Eko	11,002	1,092	1,544	7,038	20.68 ▼7.89%
Enugu	5,059	647	477	554	6.74 ▼5.66%
Ibadan	1,705	15,700	426	518	18.35 ▲6.33%
Ikeja	3,355	1,132	815	2,273	7.58 ▲6.80%
Jos	3,455	1,408	514	791	6.17 ▲7.59%
Kaduna	775	157	1,433	383	2.75 ▲36.58%
Kano	8,262	264	142	17	8.69 ▼23.59%
Port Harcourt	6,350	2,072	1,088	10,388	19.90 ▲19.72%
Yola	434	16	148	86	0.68 ▼16.59%
Total	44,654	23,374	7,385	32,699	108.11 ▲1.97%

Red- Metering Rate <50, Amber- Metering Rate ≥50 ≤69, Green- Metering Rate ≥70

*▲▼ - Relative change compared to previous month (August 2024)

'Others' include - Voltage, Delay, Disconnection and Load shedding