



## Metering

**13,345,393**

Total registered customers

**6,101,750**

Total metered customers

**63,477** ▼11.00%

Customers metered in August

**45.72%** ▲0.19%

Metering rate

## Customer Complaints

**106,022** ▼7.45%

Complaints received

**44.26%**

Metering

**21.41%**

Billing

**6.76%**

Service interruption

### State of metering in DisCos

DisCo	No. of registered customers ('000)	Customers metered in July 2024	Total no. of metered customers ('000)	Metering rate
Aba Power	200.54	1,676	75.11	37.45%
Abuja	1,256.72	9,655	889.22	70.76%
Benin	1,398.01	4,183	686.40	49.10%
Eko	776.71	6,816	448.51	57.74%
Enugu	1,396.44	8,396	649.60	46.52%
Ibadan	2,561.72	12,680	1,103.04	43.06%
Ikeja	1,241.03	17,712	943.01	75.99%
Jos	750.83	280	252.90	33.68%
Kaduna	881.12	668	213.14	24.19%
Kano	883.08	219	213.48	24.18%
Port Harcourt	1,179.19	1,192	508.79	43.15%
Yola	819.94	0	118.49	14.45%
<b>Total</b>	<b>13,345.33</b>	<b>63,477</b>	<b>6,101.75</b>	<b>45.72%</b>

### Types of complaints received by DisCos

DisCo	Metering	Billing	Interruption	Others	Total complaints received ('000)
Aba	846	255	43	242	1.39 ▼26.67%
Abuja	4,306	449	392	5,107	10.25 ▲1.13%
Benin	107	383	414	2,991	3.90 ▼2.45%
Eko	11,457	1,304	2,063	7,622	22.44 ▲2.66%
Enugu	5,117	883	516	625	7.14 ▲3.63%
Ibadan	1,782	14,747	294	433	17.26 ▼17.80%
Ikeja	3,376	970	706	2,041	7.09 ▼14.57%
Jos	2,799	1,484	515	935	5.73 ▼35.45%
Kaduna	540	182	1,017	273	2.01 ▼23.93%
Kano	10,989	252	111	14	11.37 ▲52.36%
Port Harcourt	5,128	1,779	872	8,841	16.62 ▼18.63%
Yola	474	16	223	107	0.82 ▼24.00%
<b>Total</b>	<b>46,921</b>	<b>22,704</b>	<b>7,166</b>	<b>29,231</b>	<b>106.02</b> ▼7.45%

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

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

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