



Metering

13,293,739

Total registered customers

6,053,479

Total metered customers

70,456 ▲81.76%

Customers metered in July

45.54% ▲0.11%

Metering rate

Customer Complaints

114,562 ▲27.38%

Complaints received

40.42%

Metering

20.84%

Billing

7.53%

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	199.53	2,307	73.44	36.81%
Abuja	1,249.16	7,332	880.42	70.48%
Benin	1,389.80	10,549	685.64	49.33%
Eko	776.72	4,257	442.72	57.00%
Enugu	1,396.44	6,008	641.05	45.91%
Ibadan	2,557.07	29,277	1,098.48	42.96%
Ikeja	1,217.28	6,657	932.93	76.64%
Jos	748.67	0	251.69	33.62%
Kaduna	878.62	1,945	212.17	24.15%
Kano	882.69	139	212.16	24.04%
Port Harcourt	1,179.19	1,907	504.32	42.77%
Yola	818.57	78	118.47	14.47%
Total	13,293.74	70,456	6,053.48	45.54%

Types of complaints received by DisCos

DisCo	Metering	Billing	Interruption	Others	Total complaints received ('000)
Aba	1,167	318	43	362	1.89 ▲21.53%
Abuja	4,279	374	277	5,209	10.14 ▲19.72%
Benin	102	512	252	3,127	3.99 ▲56.95%
Eko	11,030	1,182	2,025	7,628	21.87 ▲31.48%
Enugu	4,878	888	482	643	6.89 ▲13.83%
Ibadan	2,374	14,467	489	3,662	20.99 ▲29.36%
Ikeja	3,691	895	818	2,899	8.30 ▲19.40%
Jos	4,225	2,789	839	1,029	8.88 ▲39.20%
Kaduna	801	129	1,349	366	2.65 ▲19.47%
Kano	6,874	271	278	37	7.46 ▲24.18%
Port Harcourt	6,381	2,044	1,372	10,627	20.42 ▲24.53%
Yola	504	8	406	161	1.08 ▲24.28%
Total	46,306	23,877	8,629	35,750	114.56 ▲27.38%

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

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

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