



Metering and Customer Service Standards

Metering

13,168,677

Total registered customers

5,977,203

Total metered customers

8,733 ▼63.19%

Customers metered in May

45.39% ▲0.72%

Metering rate

Customer Complaints

106,285 ▲8.50%

Complaints received

52.03%

Metering

11.43%

Billing

7.56%

Service interruption

State of metering in DisCos

DisCo	No. of registered customers ('000)	Customers metered in May 2024	Total no. of metered customers ('000)	Metering rate
Aba Power	198.04	1,398	70.93	35.82%
Abuja	1,242.16	22	861.78	70.02%
Benin	1,363.55	237	672.42	49.31%
Eko	770.58	171	437.40	56.76%
Enugu	1,396.44	788	632.72	45.31%
Ibadan	2,488.17	566	1,068.47	42.94%
Ikeja	1,211.88	2,576	924.04	76.25%
Jos	745.48	1,189	249.90	33.52%
Kaduna	874.20	390	209.92	24.01%
Kano	881.38	144	211.96	24.05%
Port Harcourt	1,179.19	288	501.77	42.55%
Yola	817.61	964	127.91	15.64%
Total	13,168.68	8,733	5,977.20	45.39%

Types of complaints received by DisCos

DisCo	Metering	Billing	Interruption	Others	Total complaints received ('000)
Aba	1,085	121	12	248	1.47 ▲ 10.23%
Abuja	3,605	328	900	5,831	10.66 ▲ 50.43%
Benin	34	324	195	1,321	1.87 ▼ 22.79%
Eko	7,861	2,580	2,419	6,690	19.55 ▲ 3.74%
Enugu	5,256	1,253	827	887	8.22 ▲ 4.63%
Ibadan	16,778	2,599	610	732	20.72 ▲ 28.12%
Ikeja	3,699	887	658	2,257	7.50 ▲ 18.26%
Jos	3,111	2,379	999	1,088	7.58 ▲ 7.69%
Kaduna	754	126	1,251	264	2.40 ▲ 18.51%
Kano	6,034	286	214	56	6.59 ▲ 13.09%
Port Harcourt	6,829	1,267	1,925	9,206	19.23 ▼ 13.73%
Yola	252	3	150	94	0.50 ▼ 30.89%
Total	55,298	12,153	10,160	28,674	106.29 ▲ 8.50%

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

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