



Metering

13,410,795

Total registered customers

5,990,053

Total metered customers

23,724 ▼ 58.37%

Customers metered in April

44.67% ▼ 0.13%

Metering rate

State of metering in DisCos

DisCo	No. of registered customers ('000)	Customers metered in April 2024	Total no. of metered customers ('000)	Metering rate
Aba Power	196.92	7,210	69.53	35.31%
Abuja	1,456.76	7,896	891.34	61.19%
Benin	1,360.26	2,817	672.18	49.42%
Eko	767.96	665	437.23	56.93%
Enugu	1,396.44	1,325	631.93	45.25%
Ibadan	2,479.01	807	1,067.91	43.08%
Ikeja	1,260.07	1,013	921.46	73.13%
Jos	744.16	599	248.71	33.42%
Kaduna	871.65	441	209.53	24.04%
Kano	880.82	274	211.81	24.05%
Port Harcourt	1,179.19	660	501.48	42.53%
Yola	817.55	17	126.94	15.53%
Total	13,410.80	23,724	5,990.05	44.67%

Customer Complaints

97,959 ▲ 3.37%

Complaints received

53.40%

Metering

10.44%

Service interruption

9.47%

Billing

Types of complaints received by DisCos

DisCo	Metering	Interruption	Billing	Others	Total complaints received ('000)
Aba	931	36	126	237	1.33 ▲ 2.62%
Abuja	4,189	742	2	2,156	7.09 ▼ 31.62%
Benin	63	260	393	1,711	2.43 ▼ 27.01%
Eko	7,597	3,058	1,178	7,013	18.85 ▲ 81.67%
Enugu	5,132	906	900	921	7.86 ▼ 33.71%
Ibadan	12,431	443	2,125	1,172	16.17 ▼ 5.83%
Ikeja	3,502	675	767	1,399	6.34 ▼ 20.36%
Jos	3,432	578	2,064	962	7.04 ▲ 7.39%
Kaduna	680	1,011	107	223	2.02 ▼ 8.18%
Kano	5,392	223	161	51	5.83 ▲ 55.51%
Port Harcourt	8,528	2,115	1,448	10,197	22.29 ▲ 17.48%
Yola	432	179	3	108	0.72 ▼ 22.78%
Total	52,309	10,226	9,274	26,150	97.96 ▲ 3.37%

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

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