



Metering

13,231,807

Total registered customers

42,961 ▼ 1.54%

Customers metered in December

5,885,687

Total metered customers

44.48%

Metering rate

State of metering in DisCos

DisCo	No. of registered customers	Customers metered in January 2024	Total no. of metered customers	Metering rate
Aba Power	192,215	2,050 ▲ 10.16%	56,512	29.40%
Abuja	1,424,186	7,893 ▲ 19.23%	864,328	60.69%
Benin	1,342,145	6,310 ▲ 62.95%	665,821	49.61%
Eko	743,963	2,878 ▲ 26.23%	434,214	58.36%
Enugu	1,396,440	4,623 ▼ 1.20%	620,833	44.46%
Ibadan	2,423,454	7,867 ▼ 53.53%	1,054,740	43.52%
Ikeja	1,242,125	4,086 ▲ 59.48%	902,288	72.64%
Jos	734,222	1,302 ▲ 8.68%	244,351	33.28%
Kaduna	865,089	1,247 ▲ 76.38%	207,323	23.97%
Kano	874,121	518 ▲ 0.97%	210,856	24.12%
Port Harcourt	1,179,194	3,686 ▼ 22.53%	497,932	42.23%
Yola	814,653	501 ▼ 23.98%	126,489	15.53%
Total	13,231,807	42,961 ▼ 1.54%	5,885,687	44.48%

Customer Complaints

98,502 ▲ 7.56%

Complaints received

63.03%

Metering

9.70%

Billing

7.93%

Service interruption

Types of complaints received by DisCos

DisCo	Metering	Billing	Interruption	Voltage	Disconnection	Delay	Load shedding	Others	Total complaints received
Aba	3,926	509	292	70	431	---	29	2,617	7,874 ▲ 100.00%
Abuja	603	158	21	6	33	4	---	51	876 ▼ 91.24%
Benin	9	234	126	26	17	---	48	291	751 ▼ 35.59%
Eko	10,641	1,015	655	124	47	82	1	603	13,168 ▲ 14.16%
Enugu	9,727	1,200	1,917	251	---	---	---	6,065	19,160 ▲ 18.13%
Ibadan	16,382	2,181	394	72	30	---	---	665	19,724 ▲ 32.67%
Ikeja	3,777	755	711	68	253	61	19	1,985	7,629 ▼ 6.97%
Jos	5,573	1,879	445	95	44	---	2	134	6,172 ▲ 15.52%
Kaduna	789	139	1,157	165	70	7	3	27	2,357 ▲ 4.76%
Kano	3,205	340	163	16	10	---	---	8	3,742 ▲ 2.21%
PH	8,886	1,140	1,699	525	161	64	---	3,649	16,124 ▼ 3.99%
Yola	568	2	230	108	1	---	5	11	925 ▲ 4.17%
Total	62,086	9,552	7,810	1,526	1,097	218	107	16,106	98,502 ▲ 7.56%

*▲▼ - Relative change compared to previous month (December) 2023