



Metering and Customer Service Standards

Metering

13,192,573

Total registered customers

12,854 ▲47.19%

Customers metered in June

5,993,340

Total metered customers

45.43% ▲0.04%

Metering rate

State of metering in DisCos

DisCo	No. of registered customers ('000)	Customers metered in June 2024	Total no. of metered customers ('000)	Metering rate
Aba Power	198.53	206	71.13	35.83%
Abuja	1,244.24	22	873.08	70.17%
Benin	1,369.84	2,676	675.09	49.28%
Eko	773.17	1,062	438.46	56.71%
Enugu	1,396.44	2,323	635.04	45.48%
Ibadan	2,498.22	728	1,069.20	42.80%
Ikeja	1,208.58	2,235	926.27	76.64%
Jos	747.16	1,791	251.689	33.69%
Kaduna	877.52	308	210.22	23.96%
Kano	881.92	61	212.01	24.04%
Port Harcourt	1,179.19	640	502.40	42.61%
Yola	817.73	802	128.71	15.74%
Total	13,192.57	12,854	5,993.34	45.43%

Customer Complaints

83,197 ▼21.72%

Complaints received

39.44%

Metering

23.62%

Billing

9.37%

Service interruption

Types of complaints received by DisCos

DisCo	Metering	Billing	Interruption	Others	Total complaints received ('000)
Aba	941	253	35	254	1.48 ▲ 1.16%
Abuja	2,914	256	885	4,085	8.14 ▼ 23.67%
Benin	60	368	178	1,113	1.71 ▼ 8.27%
Eko	6,439	1,189	2,050	5,303	14.98 ▼ 23.37%
Enugu	3,763	1,092	535	548	5.93 ▼ 27.79%
Ibadan	1,092	12,794	410	532	14.82 ▼ 28.43%
Ikeja	3,398	838	197	2,259	6.69 ▼ 10.79%
Jos	2,622	1,441	772	565	5.40 ▼ 28.73%
Kaduna	542	114	1,231	243	2.13 ▼ 11.06%
Kano	5,293	190	155	18	5.65 ▼ 14.17%
Port Harcourt	5,298	1,110	1,071	7,934	15.41 ▼ 19.84%
Yola	454	6	274	83	0.81 ▲ 63.73%
Total	32,816	19,651	7,793	22,937	83.19 ▼ 21.72%

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

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

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