



NIGERIAN
ELECTRICITY
REGULATORY
COMMISSION

20
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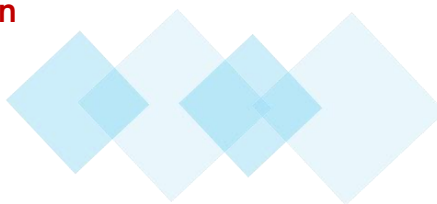
Annual Report
& Accounts

ELECTRICITY ON DEMAND



2025 Annual Report & Accounts

Nigerian Electricity Regulatory Commission
Plot 1387 Cadastral Zone A00
Central Business District
PMB 136, Garki Abuja
www.nerc.gov.ng



Our Mission

Promote and ensure investor-friendly industry and efficient market structure to meet the needs of Nigeria for safe, adequate, reliable and affordable electricity.

Our Vision

"Electricity on demand"

Our Motto

"Keeping the lights on"

Core Values

Excellence, transparency, courage and discipline;

Leadership

Professionalism

Proficiency, diligence, respect, fairness and accountability;

Creating an environment of loyalty, trust, collaboration, and stakeholder engagement;

Teamwork

Good Governance

Making decisions in a fair, transparent and consistent manner, in compliance with the laws of Nigeria and our regulations.





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NERC Annual Report & Accounts is prepared in compliance with section 56 (1) of the Electricity Act 2023, which mandates the Commission to keep proper accounts and other records relating to such accounts in respect of all the Commission's activities, funds and property, including such account and records as the Minister may require. The report presents the Commission's regulatory and corporate activities, audited financial statements and analyses of the state of the Nigerian Electricity Supply Industry (NESI) covering operational, technical and commercial performances as well as consumer affairs. The Commission presents this report to a wide spectrum of stakeholders, including financial and market analysts, potential investors, government institutions and the private sector.

NERC Annual Report & Account is freely available to the Nigerian Electricity Supply Industry stakeholders, government agencies and corporations. Individuals, on request, can also obtain any issue without a charge. Please direct all inquiries, comments and suggestions on the report to:

The Commissioner
Research & Data Analytics
Nigerian Electricity Regulatory Commission
Corporate Head Office
Plot 1387 Cadastral Zone A00
Central Business District
P.M.B 136, Garki Abuja
Nigeria

NERC Website: www.nerc.gov.ng

Email: info@nerc.gov.ng





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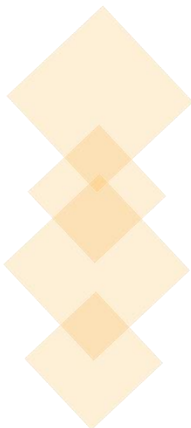
List of Abbreviations

ADR	Alternative Dispute Resolution
AEDC	Abuja Electricity Distribution Plc
ANAN	Association of National Accountants of Nigeria
ATC&C	Aggregate Technical, Commercial & Collection Losses
BEDC	Benin Electricity Distribution Plc
BPE	Bureau of Public Enterprises
CapEx	Capital Expenditure
CAPMI	Credited Advance Payment for Metering Implementation
CCU	Customer Complaint Unit
CEET	Compagnie Energie Electrique du Togo
CFRN	Constitution of the Federal Republic of Nigeria
CPC	Consumer Protection Council
CPR	Customer Protection Regulation
CS	Corporate Services
DisCos	Distribution Companies
DISREP	Distribution Sector Recovery Program
DRO	DisCos Remittance Obligation
DSOs	Distribution System Operators
EA	Electricity Act
ECN	Electricity Corporation of Nigeria
EEDC	Enugu Electricity Distribution Plc
EKEDP	Eko Electricity Distribution Plc
EMS	Energy Management System
EPSRA	Electric Power Sector Reform Act
ER	Economic Regulation
FCT	Federal Capital Territory
FGC	Free Governor Control
GenCos	Generation Companies
GWh	Gigawatt hours
IBEDC	Ibadan Electricity Distribution Plc
ICAN	Institute of Chartered Accountants of Nigeria
IEDN	Independent Electricity Distribution Network
IE	Ikeja Electric Plc
IPP	Independent Power Plant
JED	Jos Electricity Distribution Plc
KAEDC	Kaduna Electricity Distribution Plc
KEDCO	Kano Electricity Distribution Plc
LLC	Legal, Licencing and Compliance
MAN	Manufacturers Association of Nigeria
MAP	Meter Assets Provider
MAF	Meter Acquisition Fund

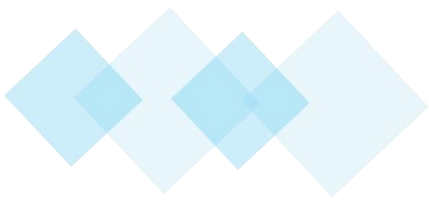




MO	Market Operator
MRO	Minimum Remittance Obligation
MW	Megawatts
MWh	Megawatt hours
MYTO	Multi-Year Tariff Order
NACCIMA	Nigerian Association of Chambers of Commerce Industry, Mines and Agriculture
NBA	Nigerian Bar Association
NBET	Nigerian Bulk Electricity Trading plc
NEPA	National Electric Power Authority
NEPP	National Electric Power Policy
NERC	Nigerian Electricity Regulatory Commission
NESCO	Nigerian Electricity Supply Company Limited
NESI	Nigerian Electricity Supply Industry
NESIS	Nigerian Electricity Supply and Installation Standards
NICE	Notice of Intention to Commence Enforcement
NIGELEC	Societe Nigerienne d'electricite
NIM	Nigerian Institute of Management
NIPP	National Integrated Power Project
NISO	Nigerian Independent System Operator
NSE	Nigerian Society of Engineers
OOC	Office of the Chairman
PAC	Partial Activation of Contract
PCC	Partially Contracted Capacity
PP	Percentage Points
PHCN	Power Holding Company of Nigeria
PHED	Port Harcourt Electricity Distribution Plc
RDA	Research & Data Analytics
REC	Regulation on Eligible Customers
SBEE	Société Béninoise d'Energie Electrique
SCADA	Supervisory Control and Data Acquisition
SERC	State Electricity Regulatory Commission
SMD	Stakeholder Management Division
TCN	Transmission Company of Nigeria Plc
TLF	Transmission Loss Factor
TR	Technical Regulation
TSP	Transmission Service Provider
YEDC	Yola Electricity Distribution Plc



Executive Summary





- A. Legal and Regulatory Framework
- B. Human Resource Management
- C. Corporate Governance
- D. Regulation, Licensing & Compliance
- E. Consumer Affairs
- F. Electricity Tariffs
- G. State of the Nigerian Electricity Supply Industry (NESI)





LEGAL AND REGULATORY FRAMEWORK

In 2023, the Electricity Act (EA) was enacted, repealing the Electric Power Sector Reform Act (EPSRA) of 2005 and other acts related to the Nigerian electricity market. The EA aims to create a more efficient, competitive, and liberalised market with private sector participation and ensure legislative consistency across various segments and stakeholders in the sector. It also recognises the Nigerian Electricity Regulatory Commission ("NERC" or the "Commission") as the apex regulator for the Nigerian power sector and further reinforces NERC's role in driving competition and accountability in the electricity market.

The Commission continues to fulfil its principal functions as outlined in Sections 34(1) and 34(2) of the EA, positioning itself to provide robust regulatory interventions as the power sector transitions to a more competitive market structure.

Reporting Obligations: In compliance with the provisions of Section 56(3) of the EA, the Commission published four quarterly reports (Q1-Q4) of its activities for 2025. The reports analysed the state of the Nigerian electricity supply industry (NESI), covering operational and/or commercial performance of the grid-connected operators. The reports also contained detailed updates on the regulatory activities of the Commission during each quarter, as well as information on consumer affairs (focused on customer complaint management and customer metering).

Furthermore, in compliance with the provisions of Section 56(2) of the EA, which mandates the Commission to *"no later than three months after the end of the financial year, prepare audited financial statements"*, the Commission engaged KPMG to audit the Commission's accounts for the year ended 31 December 2025.

Staff Composition: In 2025, the count of the Commission's total manpower was two hundred and thirty-seven (237), broken down as follows –

- Seven (7) Commissioners
- Thirty-four (34) Management staff

HUMAN RESOURCE MANAGEMENT



- One Hundred (100) Mid-management staff
- Seventy-eight (78) Senior staff
- Eighteen (18) junior staff

The members of staff are a mix of experienced professionals from diverse disciplines, including Engineering, Economics, Sciences, Finance, Accounting, Social Sciences, Law and other fields relevant to the needs of the Commission.

The Commission's workforce cadre in 2025 is contained in Table A. It also shows the gender split of the Commission's workforce, with women representing 30% of the total. In line with the provisions of the EA 2023, the Commission continues to promote equitable female representation within the Commission and the wider NESI.

Table A: Cadre and Gender Distribution of the Commission's Staff in 2025

No	Position	Cadre	Gender representation			
			Male	Female	Total	
1	Directors	Mgt.	15%	4	2	6
2	Deputy Directors	Staff		2	2	4
3	Assistant Directors			16	8	24
4	Principal Manager	Mid-Mgt.	43%	17	15	32
5	Senior Manager	staff		28	9	37
6	Manager			26	5	31
7	Deputy Managers	Senior staff	34%	18	10	28
8	Regulatory Officers			32	18	50
9	Junior Staff	Junior staff	8%	17	1	18
	Total			160	70	230

Note: The staff's distribution in this table excludes the Commissioners and their Aides

Capacity Development: The Commission places a premium on staff capacity development, and on account of this, members of staff attended the required regulatory, management and leadership courses in 2025.

Structure of the Commission: The Commission maintained the same organisational structure as in 2024, comprising seven (7) divisions and 24 units, until the implementation of the Commission's reorganisation,



restructuring, and staff redeployment on 01 July 2025. The newly implemented Divisions are listed below:

- Office of the Chairman (OoC)
- Stakeholder Management (SM)
- Technical Regulation (TR)
- Corporate Services (CS)
- Legal, Licensing & Compliance (LLC)
- Economic Regulation (ER)
- Research and Data Analytics (RDA)

The seven (7) Divisions of the Commission are further subdivided into twenty-four (24) Departments. Each Division is headed by a commissioner, who oversees the Division's affairs. A management staff not lower than the rank of Assistant Director (AD) coordinates the day-to-day activities of each Division and reports to the Commissioner.

Strategic Goals: The 2024–2026 strategic plan (SP-III) of the Commission is intended to solidify a viable Electricity Market, aligning NERC with the evolving industry, and optimising utilisation. Specifically, the plan provides for the realisation of the six (6) pillars listed below:

1. Commercially Viable Electricity Market
2. Technically Robust Infrastructure
3. Market Development & Customer Satisfaction
4. Industry Governance & Coordination
5. Compliance & Enforcement
6. Operational Excellence

These pillars were crafted to align with the overall objectives of the Commission as outlined in Section (34) of the EA, while also being consistent with the overarching policy directives issued by the Federal Government of Nigeria.

Highlights of the Commission's activities in 2025: The Commission's activities are guided by its strategic goals as well as overarching government policy and macroeconomic trends. The highlights of some

of the Commission's activities for the year 2025 are summarised below

-

- A. Regulatory Instruments/Interventions: The Commission issued 512 regulatory instruments, as detailed in Table B.

Table B: Regulatory Instruments issued by the Commission in 2025

SN	Regulatory Instruments	Number
1	Orders	159
2	Licences/Permits	194
3	Rectification Directives	38
4	Notice to Commence Enforcement Action	55
5	Fines	66
	Total	512

- B. External stakeholder engagement: The Commission is committed to ensuring that stakeholders of the NESI are kept abreast of key initiatives of the Commission as well as performance standards for licensees in the NESI. In 2025, the Commission undertook targeted campaigns through traditional and social media channels covering pertinent industry issues, including capping of estimated bills, power sector recovery program, metering, health & safety as well as consumer rights and obligations. The Commission also engaged power sector policymakers and relevant civil society organisations in capacity development.
- C. Upholding customer care standards and Protection: In 2025, the Commission carried out critical activities towards ensuring effective consumer protection and engagement. These include:
- Customer Education/Town Hall meetings in three (3) states (Sokoto, Bauchi and Anambra).
 - The annual Commission Essay Competition ("Electricity Theft: Implications and Consequences in the Nigerian Electricity Supply Industry") and award ceremony for secondary school students aimed at promoting consumer rights awareness and engagement.



D. Improving health/safety and technical robustness of the grid system: Some of the key activities implemented during the year include –

- i. Development of the Order on the Mandatory Integration of GenCos into the Supervisory Control and Data Acquisition (SCADA) Project.
- ii. Monitoring of the Supervisory Control and Data Acquisition (SCADA)/Energy Management System (EMS) project to resolve project implementation bottlenecks and facilitate delivery.
- iii. Inspection of grid-connected GenCos for verification of compliance with the Grid Code and technical standards.
- iv. Development of an Order on the Mandatory Implementation of Free Governor Control (FGC) and Compliance Directives on Under Frequency Relay Settings in the Nigerian Electricity Supply Industry (NESI).
- v. Monitored and ensured licensees' compliance with accident reduction strategies to improve safety performance across the NESI.
- vi. Tracking and assessment of operators' compliance with the 2025 maintenance schedules across the NESI value chain.
- vii. Identification of ageing failed assets exceeding 40 years in service, supporting collaboration with TCN and NISO on a data-driven roadmap for 330kV infrastructure restoration and vandalism mitigation.
- viii. Integration of technical standards for renewable energy-based power generation in the revised Nigerian Electricity Supply and Installations Standards (NESIS) Regulations.

E. Transfer of Regulatory Oversight of the Electricity Market to State Electricity Regulators (SERCs): Pursuant to the amended Constitution of the Federal Republic of Nigeria (CFRN) and the Electricity Act 2023 (as amended), the Commission, in 2025,



issued orders transferring regulatory oversight of six (6) states to the SERCs.

REGULATIONS, LICENSING AND COMPLIANCE

Orders: The Commission issued one hundred and fifty-nine (159) Orders to licensees in 2025. The Orders are listed in Table C below:

Table C: Orders issued by the Commission in 2025

	Order No	Title of Order	Effective Date
1	NERC/2024/148	Amended Order on Unauthorised Access, Meter Tampering and By-Pass.	22 January 2025
2-12	NERC/2024/166- NERC/2024/176	January 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos	01 January 2025
13	NERC/2024/177	Multi-Year Tariff Order (MYTO) for Aba Power Limited Electric Company (APLE)	01 January 2025
14	NERC/2025/001	Transfer of Regulatory Oversight of the Electricity Market in Niger State from the Nigerian Electricity Regulatory Commission to the Niger State Electricity Regulatory Commission (NSERC)	10 January 2025
15	NERC/2025/002	Transfer of Regulatory Oversight of the Electricity Market in Niger State from the Nigerian Electricity Regulatory Commission to the Niger State Electricity Regulatory Commission (NSERC).	10 January 2025
16-26	NERC/2025/003- NERC/2025/013	February 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos	01 February 2025
27	NERC/2025/014	February 2025 Supplementary Order to the Multi-Year Tariff Order for APLE	01 February 2025
28-38	NERC/2025/017- NERC/2025/027	March 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos	01 March 2025
39	NERC/2025/028	Order on the Delineation of Assets and Liabilities of the Distribution Licensees	28 March 2025
40	NERC/2025/029	Transfer of Regulatory Oversight of the Electricity Market in Plateau State from the Nigerian Electricity Regulatory Commission to the Plateau State Electricity Regulatory Commission (PSERC)	13 March 2025
41-51	NERC/2025/031,0 33- NERC/2025/042	April 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos	01 April 2025
52	NERC/2025/043	Performance Improvement Plan (PIP) for the Transmission Company of Nigeria Plc (TCN) and the Nigerian Independent System Operator (NISO)	15 May 2025



	Order No	Title of Order	Effective Date
53-63	NERC/2025/045- NERC/2025/055	May 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos	01 May 2025
64	NERC/2025/056	Order on the Third-Party Investments in the Construction of the Switchyard Bay Extension at Kainji Hydropower Plant and Securitisation of Funds for the SCADA ¹ Additional Scope	14 May 2025
65	NERC/2025/057	Order on the Mandatory Integration of Grid-connected Generating Units into the SCADA/EMS ² for the Nigerian Electricity Supply Industry (NESI)	22 May 2025
66	NERC/2025/058	Transfer of Regulatory Oversight of the Electricity Market in Abia State from the Nigerian Electricity Regulatory Commission to the Abia State Electricity Regulatory Commission (ASERC)	25 June 2025
67-77	NERC/2025/059- NERC/2025/069	June 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos	01 June 2025
78-88	NERC/2025/059- NERC/2025/069	July 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos	01 July 2025
89-99	NERC/2025/070 - NERC/2025/080	Order on the Delineation of Assets and Liabilities	01 August 2025
100-110	NERC/2025/081- NERC/2025/091	August 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos	01 August 2025
111	NERC/2025/092	Transfer of Regulatory Oversight of the Electricity Market in Nasarawa State from the Nigerian Electricity Regulatory Commission to the Nasarawa State Electricity Regulatory Commission (NASERC)	04 August 2025
112	NERC/2025/093	Transfer of Regulatory Oversight of the Electricity Market in Bayelsa State from the Nigerian Electricity Regulatory Commission to the Bayelsa State Electricity Regulatory Agency (BYERA)	21 August 2025
113	NERC/2025/094	The Order on the Mandatory Implementation of Free Governor Control (FGC)	01 September 2025
114-124	NERC/2025/095,0 97- NERC/2025/106	September 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos	01 September 2025
125	NERC/2025/107	Order on the Operationalisation of "Tranche B" of the Presidential Metering	06 October 2025

¹ Supervisory Control and Data Acquisition

² Energy Management System



	Order No	Title of Order	Effective Date
		Initiative under the Framework of Meter Acquisition Fund	
126-136	NERC/2025/108,1 10-119	October 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos	01 October 2025
137	NERC/2025/120	Transfer of Regulatory Oversight of the Electricity Market in Anambra State from the Nigerian Electricity Regulatory Commission to the Anambra State Electricity Regulatory Agency (ASERC)	17 October 2025
138-148	NERC/2025/122,1 24-133	November 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos	01 November 2025
149-159	NERC/2025/135- NERC/2025/145	December 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos	01 December 2025

Licensing and Permits: Following the satisfactory evaluation of applications, the Commission issued one hundred and ninety-four (194) licenses, permits and certifications in 2025 as contained in Table D.

Table D: Licenses, Permits and Certifications Issued by the Commission in 2025

SN	License/Permit	Number
1	On-grid generation	2
2	Off-grid generation	6
3	IEDN	7
4	Embedded Generation	5
5	Trading Licence	6
6	Captive power	31
7	Mini-grid permit	64
8	Meter service providers permit	43
9	MAP permit	30
	Total	194

Compliance Monitoring and Enforcement: In 2025, the Commission issued thirty-eight (38) Rectification Directives (RD), fifty-five (55) Notices of Intention to Commence Enforcement Actions (NICE) and sixty-six (66) fines against licensees for violations of rules and infractions. These include non-compliance with the Commission's orders, directives and rulings, failure to comply with forum panel



CONSUMER AFFAIRS AND STAKEHOLDER ENGAGEMENTS

decisions without filing appeals within the stipulated timeframe, as well as health and safety infractions.

Consumer Affairs: The Commission conducted three (3) town hall/customer complaints resolution meetings in 2025. The meetings were conducted as detailed below:

- Sokoto, Sokoto State; 20-22 February 2025
- Bauchi, Bauchi State; 26-28 June 2025
- Awka, Anambra State; 4-6 September 2025

Customer Complaints: The Customer Protection Regulation issued by the Commission in 2023 enumerates the standards and procedures for handling customer complaints in line with international best practices. The Regulation further provides various channels for customers to lodge complaints against their service providers. The complaints reporting channels include:

- NERC Customer Complaints Unit (NERC-CCU)
- DisCo Customer Complaint Unit (DisCo-CCU)
- NERC Forum Office

In 2025, the NERC-CCU received 8,305 complaints, and 3,840 were resolved by the respective DisCos, corresponding to a 46.24% resolution rate. A review of the customer complaints data presented in Figure A indicates that metering, billing, and service interruption were the most common customer complaints, accounting for 78.80% (6,544) of the total complaints at the NERC-CCU.

The total number of complaints received across all DisCo-CCUs in 2025 was 708,699. Metering, billing, and service interruption were the most common complaints, accounting for 69.76% (494,415) of the total (Figure B).

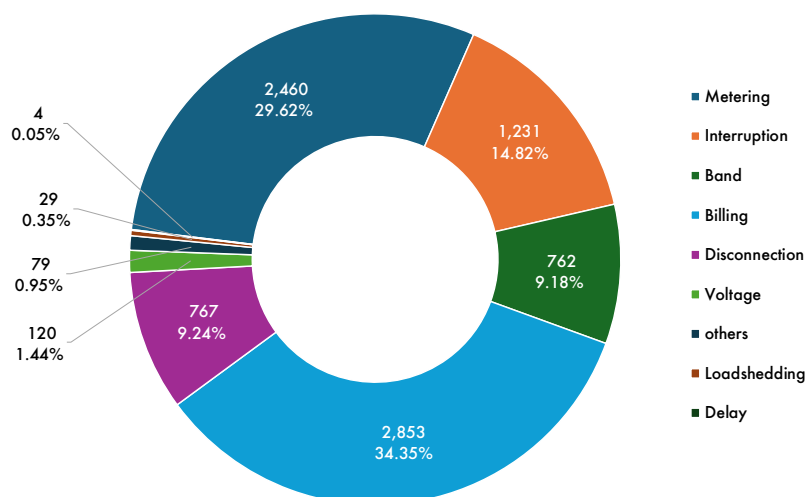


Figure A: Category of Complaints Received at the NERC-CCU in 2025

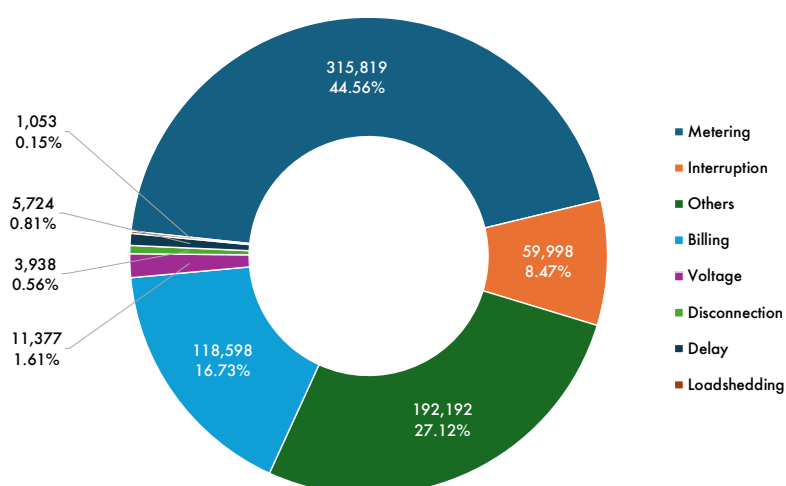


Figure B. Category of Complaints Received at the DisCo-CCUs in 2025

There was a total of 5,825 active appeals across all Forum Offices in 2025. The Forum Offices held 186 sittings and resolved 71.50% (4,165) of the total active appeals. Billing and metering were the most prevalent complaints within the year, accounting for 54.33% and 27.34% of the total, respectively (Figure C).

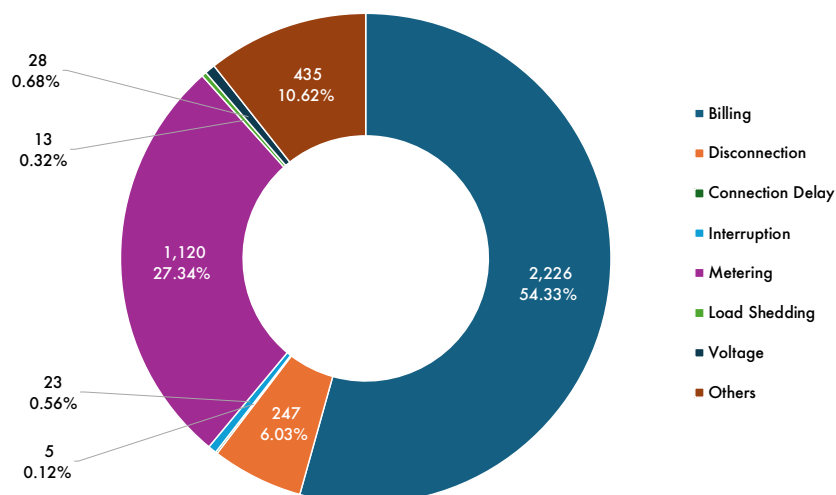


Figure C: Category of Complaints Received by all Forum Offices in 2025

Stakeholder Engagements: The Commission held all four (4) quarterly NESI stakeholder consultation meetings for the year to discuss important industry issues and to review compliance and performance.

In January 2025, the Commission organised a workshop on the Methodology for Delineation of DisCos Assets and Liabilities. The workshop brought together key stakeholders in the NESI to build a shared understanding of the principles, processes, and data requirements for accurately identifying and assigning assets and liabilities of a DisCo to its individual component states.

The Commission also held public consultations in Abuja and Lagos on the draft Net Billing Regulations. The draft regulations aim to establish clear guidelines for the integration of customer-sited generation into the grid, allowing customers to supply excess electricity back to the distribution network under a structured billing arrangement. Participants engaged in detailed discussions on key elements of the draft, such as metering requirements, tariff design, etc.

Some other stakeholder engagement activities of the Commission during the year include:

- Capacity building for members of the Kogi State Electricity Regulatory Commission



- Training of NYSC Schedule Officers on electricity consumer enlightenment
- Seminar and capacity building workshop for judicial officers
- Workshop with power sector stakeholders on infrastructure protection strategies by the Office of the National Security Adviser (ONSA)
- Biannual health and safety managers meeting of the NESI.

ELECTRICITY TARIFFS

Multi-Year Tariff Order (MYTO): In compliance with the provisions of Section 116 of the EA 2023, the Commission has since 2007 adopted the Multi-Year Tariff methodology for the determination of tariffs to be charged by electricity distribution companies in the NESI.

MYTO is an incentive-based regulation that seeks to reward performance above certain benchmarks, reduce technical and non-technical/commercial losses and lead to cost recovery as well as improved performance standards from all industry operators in the NESI.

The MYTO methodology uses a building blocks approach in setting transmission and distribution tariffs, which provides the joint benefit of price cap and incentive-based regulation. The generation tariff is determined using a benchmark Long Run Marginal Cost (LRMC) of the most economically efficient new entrant. The group of parameters which the Commission considers in determining or reviewing tariffs include:

- Macroeconomic indices
- Aggregate Technical, Commercial and Collection Losses (ATC&C) targets and trajectories
- Capital Expenditure (CAPEX)
- Operational Expenditure (OPEX)
- Energy Offtake

Tariff Subsidies: When the allowed end-user electricity tariffs (allowed tariff) are lower than the cost-reflective tariff as computed by the Commission, the Government undertakes to cover the resultant gap (between the cost-reflective and allowed tariff) in the form of tariff

shortfall funding. In 2025, the gross subsidy obligation of the FGN was ₦1,928.31 billion (Figure D).

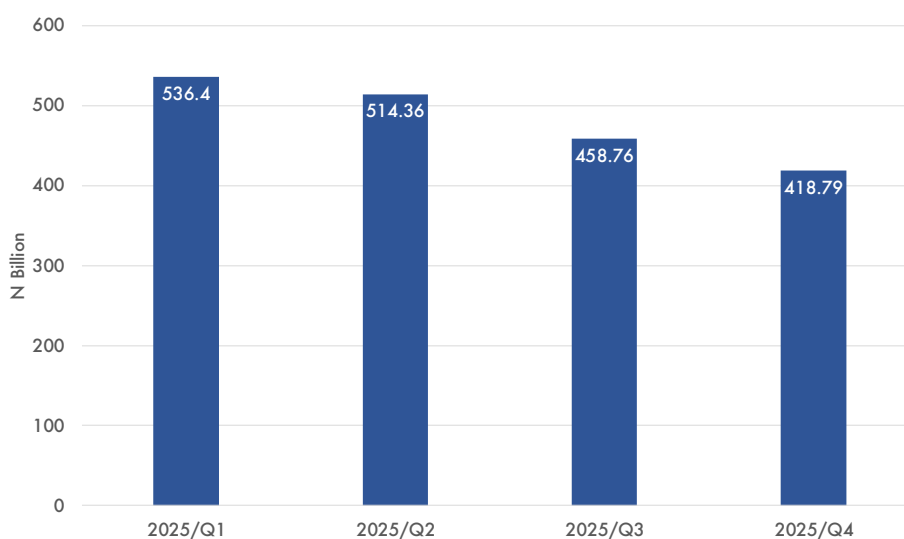


Figure D: FGN subsidy obligation in 2025

STATE OF THE INDUSTRY

Operational report: The operational performance of the NESI is a measure of how effectively available resources are utilised to generate electricity. Optimum operational performance is essential to ensure adequate and safe electricity generation, transmission, and distribution. The summary of the NESI's operational performance report for 2025 is provided below.

Available Capacity and Generation: In 2025, the average available generation capacity of the grid-connected power plants was 5,398.33MW. The availability factor for all grid-connected plants was 39.62%, which indicates that more than 60% of the installed capacity in the NESI was not available in 2025. The total generation during the year was 39,208.68GWh, which translates to an average hourly generation of 4,475.88MWh/h. Hydropower plants contributed 12,804.18GWh (32.66%) to the total generation in 2025.

Indices on the Performance of the National Grid: The average lower and upper daily system frequencies of the grid in 2025 were 49.33Hz and 50.74Hz, respectively (range of 1.41Hz); these values are within

the stress limit specified in the Grid Code (Lower stress limit; 48.75Hz and Upper stress limit; 51.25Hz).

The average lower and upper operating voltage of the grid in 2025 were 299.17kV and 346.99kV, respectively (range of 47.82kV); these values are outside the normal operating limits specified in the Grid Code (Lower limit; 313.50kV and Upper limit; 346.50kV)

There were two (2) incidents of system collapses in 2025. The data for system collapse incidents between 2021 and 2025 are contained in Table E.

Table E: System Collapses in 2021 - 2025

Category of Collapse	No. of Collapses				
	2021	2022	2023	2024	2025
Partial Collapses	2	2	0	5	1
Total Collapses	2	4	3	4	1

Metering: As of 31 December 2025, 6,966,584 (57.27%) of the 12,163,412 active registered customers in the NESI were metered. DisCos installed 972,040 end-use customer meters in 2025 using the different metering frameworks as detailed in Table F.

Table F: Meter Installations under the Metering Frameworks

S/N	Framework	Meter Installations in 2025
1	MAF	127,462
2	MAP	650,109
3	Vendor Financed	78,004
4	DisCo Financed	5,996
5	DISREP	110,469

The summary of customer metering by respective DisCos is contained in Figure E.

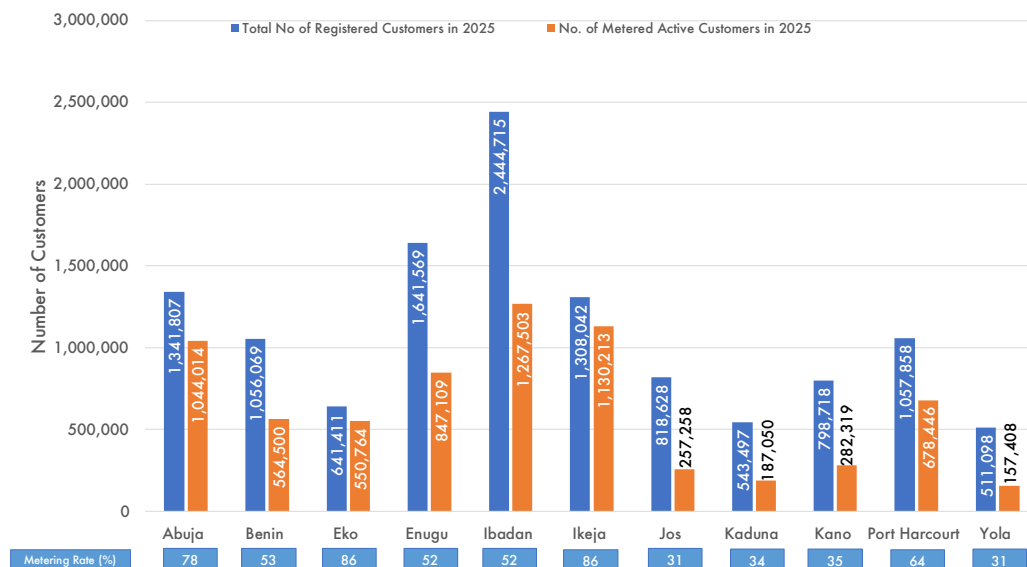


Figure E: Metering Status in 2025

Commercial report: The commercial performance of the NESI is a measure of the flow of funds from customers to upstream electricity industry players. The key parameters that are used in evaluating commercial performance include:

- Energy Offtake Performance
- Energy Accounting Efficiency
- Energy billed and billing efficiency
- Revenue and collection efficiency
- Aggregate Technical, Commercial and Collection Losses (ATC&C)
- Remittances by downstream market participants to the Market Operator (MO) and the Nigerian Bulk Electricity Trading Company (NBET)

Energy offtake performance: In 2025, the total energy received by DisCos at their trading points was 31,251.77GWh. With the Commission's effort to achieve market maturity and improved upstream payments, energy offtake by DisCos transitioned from the MYTO

allocation³ to the Partial Activation of Contract (PAC) regime in July 2022, which enabled the DisCos to determine their unconstrained power requirements in absolute Megawatts (MW), known as their Partially Contracted Capacity (PCC).

The DisCos energy offtake performance in 2025 was 92.29%. All DisCos took less energy than their PCC, with Benin (99.80%) and Enugu (97.22%) recording the highest offtake performances. Kaduna (79.38%) DisCo, which is the only DisCo with offtake performance below 80%, recorded the lowest offtake performance during the year.

Energy Accounting Efficiency: In 2025, DisCos collectively billed 25,867.86GWh out of the 31,251.77GWh received at their trading points, translating to an efficiency of 82.77%. Ibadan DisCo recorded the highest energy accounting efficiency at 88.84%, while Enugu DisCo recorded the lowest at 72.18%.

Billing and Collection efficiencies: Figure F shows the billing and collection efficiencies by all DisCos in 2025. Out of ₦3,683.10 billion of energy supplied by DisCos in 2025, ₦2,988.30 billion was billed to the end-users, resulting in a gross billing efficiency of 81.14%.

The total billing to electricity consumers by the DisCos was ₦2,988.30 billion, but only ₦2,318.81 billion was collected, translating to a collection efficiency of 77.60%.

Aggregate Technical, Commercial and Collection (ATC&C) Loss: The Aggregate Technical, Commercial and Collection (ATC&C) loss is a summation of – i) billing losses incurred by a DisCo due to its inability to bill 100% of energy delivered to customers (technical and commercial losses); ii) collection losses arising from the DisCo's inability to collect 100% of the bills issued to customers.

The weighted average ATC&C loss across all DisCos in 2025 was 37.03%, comprising 18.86% in technical and commercial loss and

³ Under the MYTO allocation regime, the allocation of energy to DisCos was based solely on the ratios contained in the vesting contracts signed upon privatisation. Also, there was limited enforcement of PPA contracts which led to the non-recognition of capacity (and its associated payments) for most of the grid-connected power plants.

22.40% in collection loss. The ATC&C loss of 37.03% is 16.49pp higher than the 2025 MYTO target (20.54%).

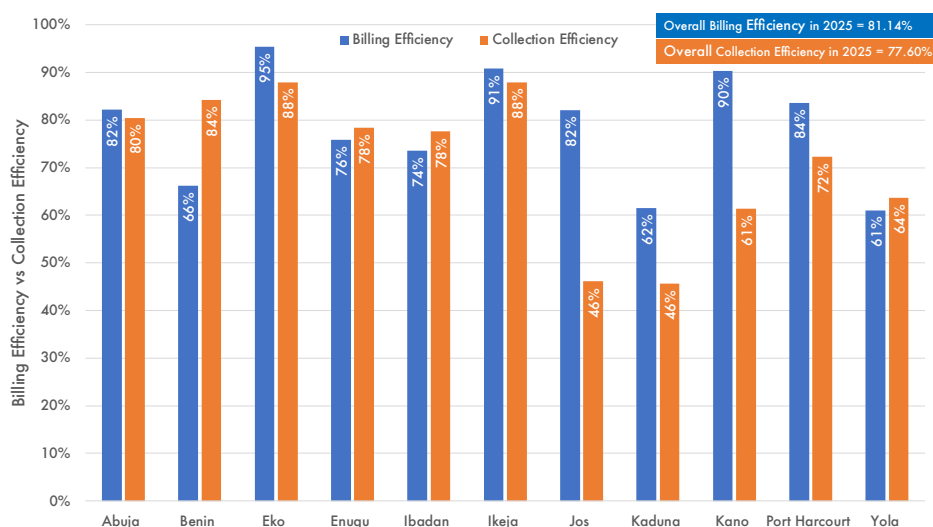


Figure F: DisCos Billing and Collection Efficiencies in 2025

Market Remittances by DisCos: In 2025, NBET and MO issued a gross invoice of ₦1,721.62⁴ billion to all the DisCos for energy costs and administrative services. DisCos remitted a gross sum of ₦1,632.04 billion, translating to an overall remittance performance of 94.80%. The resultant deficit/underpayment of ₦89.58 billion is known as “market shortfall”, i.e., a shortfall that is attributable to market participants.

The disaggregated DisCo’s remittance performances to NBET and MO in 2025 are presented in Figure G. Eko, Ikeja and Port Harcourt DisCos achieved 100% remittance performance to NBET in 2025, while Kaduna DisCo (40.13%) achieved the lowest remittance performance to NBET. Abuja, Benin, Eko, Enugu, Ikeja, Port Harcourt and Yola DisCos achieved 100% remittance performance to the MO in 2025. Kaduna DisCo (48.11%) recorded the lowest remittance performance to the MO in 2025.

⁴ The NBET portion of the total invoice issued to DisCos is the DisCos Remittance Obligation (DRO).

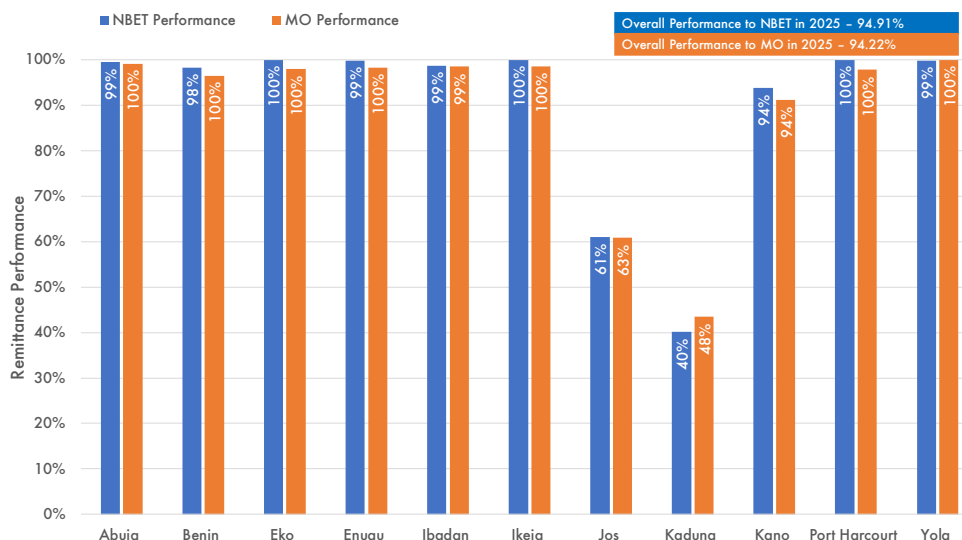


Figure G: DisCos' Remittance Performance NBET and MO in 2025

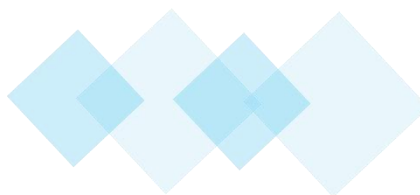
Market Remittances by Special and Bilateral Customers: In 2025, the NESI continued to provide electricity to 3 international bilateral customers - i) Societe Beninoise d'Energie Electrique; ii) Compagnie Energie Electrique du Togo; iii) Societe Nigerienne d'electricite. Cumulatively, these 3 customers received an invoice of \$73.91 million from MO and made a payment of \$62.75 million. This corresponds to a remittance performance of 84.90%. The domestic bilateral customers received a total invoice of ₦13,203.50 million from MO and made a payment of ₦12,754.58 million, corresponding to a remittance performance of 96.60%.



Chapter One: Legal and Regulatory Framework



- 1.1 Background to the creation of the Commission
- 1.2 Regulatory Functions
- 1.3 Legal Framework
- 1.4 Reporting Obligations



1.1 Background to the creation of the Commission

Nigerian Electric Power Policy (NEPP)

In March 2001, the Federal Government of Nigeria (FGN) released the Nigerian Electric Power Policy (NEPP) in an attempt to arrest the challenges that had plagued the electricity supply in Nigeria over the prior decades and heralded the prevalence of rolling blackouts to electricity consumers. These problems were caused by several factors, including –

- Gross inadequacy of available generation due to a lack of investments in new generation plants and poor maintenance of installed plants
- Poor and aged transmission and distribution infrastructure arising from limited investments, and consequently driving high technical losses along the network
- Overall financial unsustainability and illiquidity of the electricity market caused by a combination of non-cost reflectiveness of tariffs and extreme levels of commercial losses.

The NEPP was adopted in 2002 and kick-started the reform efforts of the FGN in the power sector, which were ultimately geared towards transitioning the electricity market from a state-owned vertically integrated monopoly into a competitive, liberalised market with significant private sector participation at all steps of the value chain.

Electric Power Sector Reform Act (EPSRA)

One of the critical milestones under the reform program of the power sector was the enactment of the Electric Power Sector Reform Act (EPSRA) in 2005. The EPSRA gave legal authority and support to the reforms and repealed the National Electric Power Authority (NEPA) Act of 1972.



The National Electric Power Authority (NEPA) was transitioned to the Power Holding Company of Nigeria (PHCN), which was subsequently unbundled into 18 separate companies consisting of six (6) Generation, one (1) Transmission and eleven (11) Distribution companies; thereby opening the market for private sector investment/participation.

Furthermore, section (31) of the EPSRA provided for the establishment of the Nigerian Electricity Regulatory Commission ("NERC" or the "Commission"), which was mandated to serve as an independent regulatory body to drive the power sector reform by ensuring fairness, transparency, and a level playing field for all stakeholders. The Commission was officially inaugurated on 31 October 2005, with its headquarters in Abuja.

Electricity Act (EA)

In recognition of the evolution of the Nigerian electricity market following almost a decade of privatisation of the generation and distribution segments of the market as well as the need to push the market towards more efficient competition, the Electricity Act 2023 was enacted in June 2023. The EA 2023 repealed the EPSRA 2005 and the four underlisted Acts related to the Nigerian electricity market:

- The Hydroelectric Power Producing Areas Development Commission Act, No. 7, 2010
- The Hydroelectric Power Producing Areas Development Commission Act, 2010 (Amendment) Act, 2013
- The Hydroelectric Power Producing Areas Development Commission Act, 2010 (Amendment) Act, 2018
- The Nigerian Electricity Management Service Agency Act (NEMSA Act) 2015

By consolidating the various Acts that previously governed the sector, the EA 2023 seeks to ensure legislative consistency across the various segments and stakeholders



in the sector. In addition to recognising NERC as the apex regulator for the Nigerian power sector, the EA 2023 has given the Commission significantly increased enforcement powers. This is essential for allowing the Commission to put in place a robust accountability framework with adequate deterrence for all market participants.

Since its inception, the Commission has continued to position itself to give robust regulatory interventions as the power sector transitions from a state-owned monopoly to a more competitive market structure. The various legal reforms that sought to bring competition and consequently improved service delivery in NESI since 2001 are highlighted in Figure 1.

National Electric Power Policy (NEPP)	Electric Power Sector Reform Act (EPSRA)	Electricity Act (EA)
• Adopted in 2002 • Kickstarted reforms in the power sector	• enacted in 2005 • Repealed the National Electric Power Authority Act of 1972 • Established the Nigerian Electricity Regulatory Commission (NERC)	• Enacted in 2023 • Repealed the EPSRA and four (4) other acts relating to the power sector • Provides for decentralisation of the Nigerian Electricity Market

Figure 1: Highlights of Legal Reforms in the NESI

1.2 Regulatory Functions

The principal functions of the Commission, as outlined under section 34(1) of the EA, are as follows -



- A. To create, promote, and preserve efficient electricity industry and market structures, and ensure the optimal utilisation of resources for the provision of electricity services
- B. To maximise access to electricity services by promoting and facilitating consumer connections to distribution systems in both rural and urban areas
- C. To ensure that an adequate supply of electricity is available to consumers
- D. To ensure that the prices charged by licensees are fair to consumers and are sufficient to allow the licensees to finance their activities and to allow for reasonable earnings for efficient operation
- E. To ensure safety, security, reliability, and quality of service in the production and delivery of electricity to consumers
- F. To ensure that regulation is fair and balanced for licensees, consumers, investors, and other stakeholders
- G. To present quarterly reports to the President and the National Assembly on its activities
- H. To issue directives and carry out such measures to ensure the gradual development and smooth operation of the various stages of the market
- I. To promote the development and utilisation of renewable energy services and increase the contribution of renewable energy in Nigeria's energy mix
- J. To promote cost-reflective and service-reflective tariffs and ensure gradual elimination of cross-subsidies within a specified timeframe; and
- K. To promote gender mainstreaming and local content requirements within the NESI

1.3 Legal Framework

To enable the Commission to achieve its core functions, the EA 2023 has conferred various powers on the Commission, which are summarised below:





- A. Licensing: Section 34(2)(d) of the EA empowers the Commission to licence and regulate people engaged in the generation, transmission, system operation, distribution, supply and trading of electricity.
- B. Enforcement and Sanctioning: Sections (63 and 64) of the EA describe the conditions of licences and the Commission's power to regulate the activities of its licensees. The Commission is empowered with the legal authority to inquire into the activities of a person engaging or seeking to engage in any of the activities requiring a licence as defined in the EA. The Commission is also authorised to probe violations and impose penalties (including fines, imprisonment, forfeiture of undertakings, as well as licence cancellation) on any licensee who contravenes the terms and conditions of its licences.
- C. Generation of Electricity: Section (80) of the EA 2023 directs the Commission to promote electricity generation from renewable energy sources. In granting licences, the Commission is mandated to promote embedded generation, hybridised generation, co-generation, and electricity generation from renewable sources such as solar energy, wind, small hydro, biomass and other renewable sources.
- D. Transmission of Electricity: Sections (108 - 112) of the Act mandate the Commission to oversee electricity transmission in the NESI. In addition to specifying the demarcation of the National Control Centre, the Act also specifies the Commission's powers with respect to third-party investment in the national grid as well as independent transmission network operators. The Commission is granted clear powers with respect to its role in ensuring the economic viability of investments.
- E. Distribution and Supply of Electricity: Sections (113 - 115) of the Act mandate the Commission to oversee the Distribution and Supply of





Electricity in the NESI. Section 113(2) empowers the Commission to conduct biennial reviews of distribution licensees, ensuring power source adequacy, distribution system maintenance, and effective consumer complaint resolution.

With respect to Distribution/Supply, the Commission only retains the powers conferred by Sections (113-115) pending the establishment of State Electricity Regulators (SERCs). Pursuant to the amendment of the Constitution, Section 230(2) of the EA provides the process for NERC to transfer regulatory oversight of intra-state electricity matters to the states of the Federation upon the creation of their own electricity market and state electricity regulatory authority. Except a few instances⁵, electricity distribution operates entirely on an intra-state basis, which means that upon the expiration of the 180-day transition period provided in the EA, NERC no longer has regulatory powers over electricity distribution within any State that has passed its electricity law.

F. Tariffs and Subsidies: The Commission is mandated to oversee tariff regulation and subsidy management in accordance with Sections (116) and (117) of the Act, ensuring that licensees operate efficiently and recover their full costs with a reasonable return on investment. The activities subject to tariff regulation, as enshrined in the Act, include generation, trading, transmission, distribution⁶, supply, and system operations.

G. Consumer Protection and Licensee Performance Standards⁷ Sections (119 - 120) of the Act mandate the Commission to develop various consumer

⁵ When there is a distribution line crossing state lines, the respective distribution companies are required to install boundary meters to measure the volume of electricity traded within each state.

⁶ As explained above, the Commission's oversight of distribution is limited to States that have yet to pass their electricity laws. If the Federal Government commits to providing a universal subsidy scheme across all states, e.g. PCAF, the Commission may be engaged as the administrator based on the provisions of the EA.

⁷ As explained above, the Commission's oversight of distribution is limited to States that have yet to pass their electricity laws. Consumer protection is a sub-activity within distribution, so once a state takes over regulatory oversight of its intrastate electricity market, it will set the consumer protection protocols within the state.





standards and procedures in collaboration with licensees. These include customer service standards, quality of service and supply standards, customer complaint handling procedures, assistance procedures for customers facing bill payment difficulties, procedures for disconnecting non-paying customers, procedures for responding to emergencies, etc.

- H. Competition and Market Power: The Commission plays a pivotal role in overseeing competition and market power within the NESI, as outlined in Section (121) of the Act. The Commission is mandated to report to the Minister of Power, on an annual basis, on the industry's potential for additional competition. The Commission is also mandated to prevent the abuse of market power through various decision-making processes such as the grant of licences, pricing, and approval of mergers or affiliations. In case of identified market power abuses, the Commission is empowered to undertake enforcement actions such as issuing cease orders and levying fines as it deems appropriate.
- I. Renewable Energy and Energy Efficiency: Sections (164 - 171) of the Act empower the Commission to actively support and regulate the development and utilisation of renewable energy through measures, including the simplification of licensing procedures, issuance of regulations, and establishment of technical standards.

1.4 Reporting Obligations

1.4.1 Quarterly Reports

Pursuant to Section 56(3) of the EA, which states that - "*the Commission shall present quarterly reports to the President and the National Assembly on its activities*", the





Commission has published its four (4) quarterly reports for 2025. The reports contain analyses of the state of the Nigerian electricity industry (covering both the operational and commercial indices), regulatory functions, and consumer affairs.

1.4.2. Financial Reports

The financial activities of the Commission and the associated reporting requirements are governed by sections 56(1) and 56(2) of the EA 2023. Section 56(1) stipulates that *"the Commission shall ensure that proper accounts and other records relating to such accounts are kept in respect of all the Commission's activities, funds and property, including such particular accounts and records as the Minister may require"*. Section 56(2) of the EA states that *"the Commission shall, not later than three months, after the end of the financial year, prepare and submit to the Auditor General of the Federation and National Assembly, a statement of accounts in respect of that financial year."*

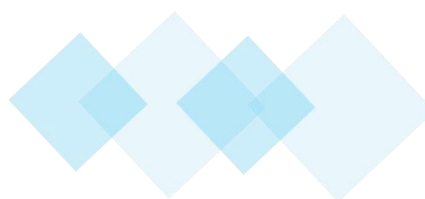
In compliance with the provisions above, the Commission engaged KPMG to audit the Commission's accounts for the year that ended on 31 December 2025.



Chapter Two: Human Resource Management



- 2.1 Board of Commissioners
- 2.2 Management Staff
- 2.3 Secretary of the Commission
- 2.4 Forum Office Secretaries
- 2.5 Staff Composition
- 2.6 Capacity Development
- 2.7 Promotion, Awards and Retirement



2.1 Board of Commissioners



Musiliu O. Oseni, PhD
Chairman/CEO



Yusuf Ali, PhD
Vice Chairman
Commissioner – Economic Regulation



Chidi Ike
Commissioner – Technical Regulation



Dafe C. Akpeneye
Commissioner – Legal, Licensing & Compliance



Aisha Mahmud Mrs.
Commissioner – Stakeholder Management



Nathan R. Shatti
Commissioner – Corporate Services



Fouad O. Animashaun, PhD
Commissioner – Research and Data Analytics

2.2 Management Staff

The Management cadre for staff of the Commission is composed of the Director (D), Deputy Director (DD), and Assistant Director (AD) levels. The Director is the highest attainable for full-time staff of the Commission. Directors (or the most senior staff) usually act as the administrative heads of the division and work closely with the Commissioners, who provide executive oversight to the Division. In a commissioner's absence, the designated division head may take over some of the executive responsibilities of the Commissioner. As of 31 December 2025, the Commission had a total of thirty-four (34) staff in the management cadre- Director: 6, Deputy Director: 4, Assistant Director: 23 and Executive Assistant: 1

Table 1: Directors of the Commission as of December 2025

S/N	Name	Designation	Date Appointed
1	Usman Abba Arabi	Director, Office of the Chairman	01 January 2018
2	Zubairu T. Ahmadu	Director, Legal Licensing & Compliance (LLC)	01 January 2021
3	Maryam Y. Abubakar	Director, Corporate Services (CS)	01 January 2021
4	Abba Ibrahim Terab	Director, Economic Regulations (ER)	01 January 2025
5	Abdullahi Adejo Adamu	Director, Research and Data Analytics (RDA)	01 January 2025
6	Ada Maria-Michelle Ozoemena	Director, Office of the Chairman	01 January 2025

Table 2: Other Management Staff of the Commission

S/N	Name	Position	Unit and Division
7	Friday Sule	Deputy Director	Corporate Services
8	Hafsat Mustafa	Deputy Director	Stakeholder Management
9	Hauwa Yakubu	Deputy Director	Legal, Licensing and Compliance
10	Abu Kadiri	Deputy Director	Technical Regulation
11	Arit Uya	Assistant Director	Stakeholder Management
12	Michael Faloseyi	Assistant Director	Office of the Chairman
13	Kanneng Gwon	Assistant Director	Corporate Services
14	Zubair B. Zubair	Assistant Director	Stakeholder Management
15	Joseph John	Assistant Director	Technical Regulation
16	Jonathan Okoronkwo	Assistant Director	Technical Regulation
17	Mary Anahve	Assistant Director	Office of the Chairman

S/N	Name	Position	Unit and Division
18	Saidu Lawal	Assistant Director	Corporate Services
19	Abdulrasheed Busari	Assistant Director	Corporate Services
20	Habib Kidaji	Assistant Director	Corporate Services
21	Regina Osuagwu	Assistant Director	Stakeholder Management
22	Umar Mohammed	Assistant Director	Research and Data Analytics
23	Ahmed Ndanusa	Assistant Director	Corporate Services
24	Anthony Essien	Assistant Director	Stakeholder Management
25	Emeka Onyegbule	Assistant Director	Economic Regulation
26	Columbus Ntui	Assistant Director	Legal Licensing and Compliance
27	Daisy Okpale	Assistant Director	Legal Licensing and Compliance
28	Mohammed Imam	Assistant Director	Technical Regulation
29	Bala Ado Shehu	Assistant Director	Corporate Services
30	Chigozie Azikiwe	Assistant Director	Economic Regulation
31	Chukwuemeka Iloje	Assistant Director	Corporate Services
32	Ebehije Edeh	Assistant Director	Economic Regulation
33	Mary-Anne Oragunye	Assistant Director	Office of the Chairman
34	Pius Bako	Assistant Director	Stakeholder Management

2.3 Secretary of the Commission

The Commission has a secretariat that is responsible for providing administrative support to the Commission, as well as coordinating and preparing the minutes of the Board of Commissioners' meetings. The Secretariat is domiciled within the Chairman's office and is headed by the Commission Secretary. As of 31 December 2025, the Commission's Secretary was –

Ada Ozoemena (Mrs)- Director, *Secretariat, Office of the Chairman*

2.4 Forum Office Secretaries

Pursuant to sections 43(9) and 44(1) of the 2023 Customer Protection Regulation (CPR 2023), the Commission operated twenty-three (23) forum offices across the Country as of 31 December 2025. Forum offices are intended to provide redress for customers in instances where their complaints are not satisfactorily addressed at the DisCo Customer Complaint Unit (DisCo-CCU). Each Forum Office is managed by



the forum secretary, while the hearings are conducted by five (5) forum panel members⁸ who are not staff of the Commission, pursuant to the provisions of the CPR 2023. The list of the Commission's forum secretaries as of 31 December 2025 is contained in Appendix A.1.

2.5 Staff Composition

The total manpower of the Commission in 2025 was two hundred and thirty-seven (237) persons, inclusive of the seven (7) commissioners. The Commissioners and members of staff are experienced professionals from diverse backgrounds and disciplines ranging from Engineering, Law, Sciences, Economics, Accounting and Finance, amongst others. The detailed distribution of staff by Division, cadre and gender is presented in the sections below:

2.5.1 Distribution by Division

The distribution of staff in the year across the different Divisions is presented in Table 3. The Corporate Services Division had the highest number of staff- fifty-five (55), representing 23.91% of the Commission's total staff, while the Research and Data Analytics Division only represented 6.09% of the Commission's staff strength - fourteen (14) staff.

⁸The composition of the forum panel is as follows:

1. A legal practitioner with experience in alternative dispute resolution nominated by the Nigerian Bar Association (NBA).
2. A financial expert nominated by either the Manufacturers Association of Nigeria, Nigerian Association of Chambers of Commerce, Industry, Mines and Agriculture (NACCIMA) or any other reputable organisation.
3. A qualified electrical engineer nominated by either the Council for Regulation of Engineering in Nigeria (COREN) or the Nigerian Society of Engineers (NSE).
4. A nominee of the Federal Competition and Consumer Protection Commission (FCCPC).
5. A representative of an NGO based in the distribution company's operating area nominated by the Commission.

Table 3: Distribution of the Commission's Staff by Divisions in 2025

S/N	Divisions	Number of Staff	Percentage Share
1	Office of the Chairman	36	16%
2	Stakeholder Management	54	23%
3	Technical Regulation	23	10%
4	Corporate Service	55	24%
5	Legal, Licensing & Compliance	24	10%
6	Economic Regulation	24	10%
7	Research and Data Analytics	14	6%
	Total	230	100%

Note: 1. The staff distribution excludes the seven Commissioners and their aides

2.5.2 Distribution by Cadre

The distribution of staff by cadre as of 31 December 2025 is presented in Table 4. The Commission had thirty-four (34) management staff, one hundred (100) mid-management staff, seventy-eight (78) senior staff and eighteen (18) junior staff, representing 15%, 43%, 34% and 8%, respectively, of the total staff count.

Table 4: Distribution of the Commission's Staff by Cadre in 2025

S/N	Position	Number of Staff	Cadre	Total Number of Staff	Percentage Share
1	Director	6	Management Staff	34	15%
2	Deputy Director	4			
3	Assistant Director	24			
4	Principal Manager	32	Mid-management staff	100	43%
5	Senior Manager	37			
6	Manager	31			
7	Deputy Manager	28	Senior Staff	78	34%
8	Regulatory Officer I	31			
9	Regulatory Officer II	19			
10	Junior Staff	18	Junior Staff	18	8%
	Total	230	All	230	100%

Note: The staff distribution excludes the seven Commissioners and their Aides

2.5.3 Distribution by Gender

The distribution of staff by gender as of 31 December 2025, as illustrated in Figure 2 shows that approximately 30% of the professional workforce of the Commission is female, which aligns with the Commission's commitment to gender balance.

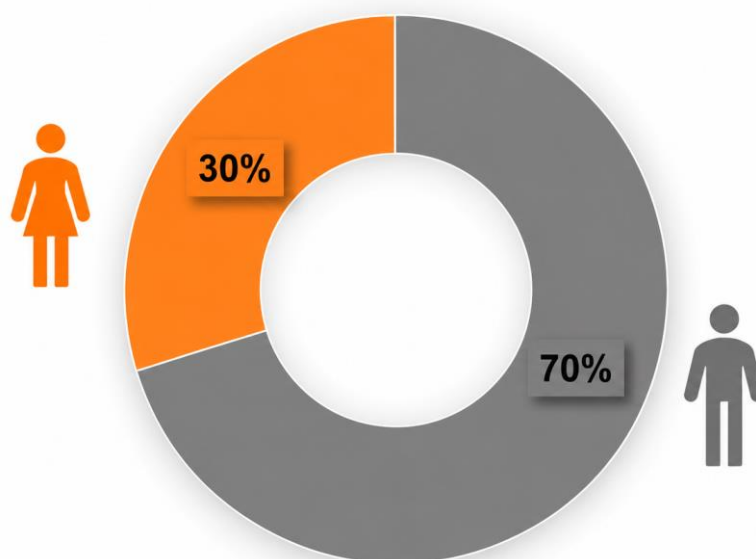


Figure 2: Distribution of the Commission's Staff by Gender in 2025

2.6 Capacity Development

The Commission places a high premium on the capacity development of its staff as it recognises that the quality of personnel impacts significantly on the quality of its operations and activities. In 2025, the Commission continued the implementation of its capacity-building strategy by providing training to staff based on skill gaps. Staff were also sponsored to attend workshops, conferences, and meetings on issues pertinent to the discharge of the Commission's functions.

Members of staff of the Commission were sponsored to attend annual conferences of their respective professional bodies which included the CIPM- Chartered Institute of Personnel Management of Nigeria, NIPR- Nigerian Institute of Public Relations, NIM- Nigerian Institute of Management, ICAN- Institute of Chartered Accountants of



Nigeria, ANAN- Association of National Accountants of Nigeria, NSE- Nigerian Society of Engineers and the NBA- Nigerian Bar Association.

2.7 Promotion, Awards and Retirement

In pursuit of a merit-based work environment that incentivises excellence among its staff, the Commission conducts transparent promotion exercises annually for eligible staff based on the provisions of the “Conditions of Service”. At the end of the 2025 exercise, staff who satisfied the stipulated requirements were duly promoted.

The Commission also held an award ceremony to recognise staff who had exhibited excellence in the delivery of their duties. Long service awards were also presented to staff who have achieved notable milestones in the number of years of meritorious service they have delivered to the Commission.

On 31st December 2024, eleven (11) staff exited the Commission through the Golden handshake initiative, and during the year 2025, five (5) people exited the services of the Commission– four (4) resignations and one (1) retirement.



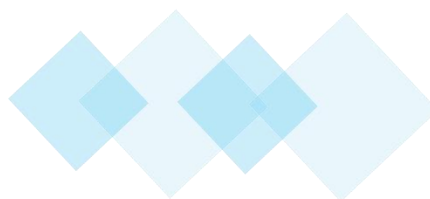
Chapter Three: Corporate Governance



3.1 Structure of the Commission

3.2 NERC Strategic Plan 2024-2026 (SP - III)

3.3 Highlights of the Commission's activities in
2025



3.1 Structure of the Commission

The Commission maintained the same organisational structure as in 2024, comprising seven (7) divisions and 24 units until the implementation of the Commission's reorganisation, restructuring, and staff redeployment on 01 July 2025. This was done to align the Commission's functions and roles with the provisions of the EA 2023 and align its strategic imperatives to enhance operational efficiency, technical capability, and organisational responsiveness. The following were implemented by the Commission:

1. Organisational restructuring and revision of division names to align NERC's internal architecture with global best practice.
2. Revision of operational procedures to empower management staff and streamline regulatory workflows, thereby enhancing institutional excellence and resilience.
3. Revision of staff cadre nomenclature to harmonise NERC's grading structure with those of peer Federal regulatory bodies within Nigeria.

The old and new divisional nomenclature are contained in Table 5, while the old and new staff cadre nomenclature are contained in Table 6. The revised divisional mandates and organisational structure of the Commission are represented in Figures 3 and 4, respectively.

Table 5: Old and New Nomenclature of Divisions

Divisional Nomenclature	
<i>Old name</i>	<i>New name</i>
Chairman's Office	Office of the Chairman
Consumer Affairs	Stakeholder Management
Engineering & Performance Monitoring	Technical Regulation
Finance & Management Services	Corporate Services
Legal, Licensing & Compliance	Legal, Licensing & Compliance
Market Competition & Rates	Economic Regulation
Planning, Research & Strategy	Research & Data Analytics



Table 6: Revised Staff Cadre Nomenclature

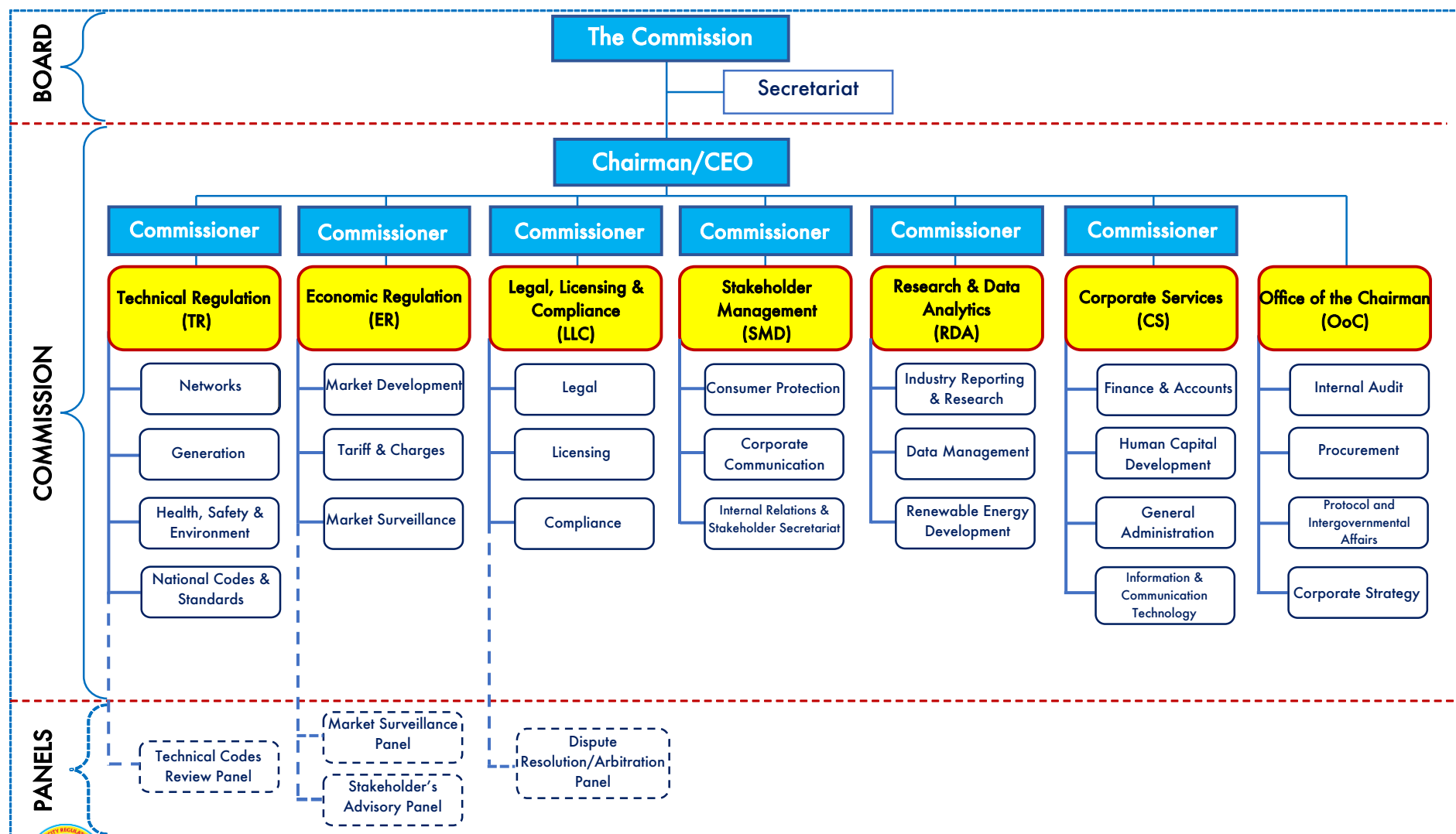
Staff Cadre Nomenclature	
<i>Old name</i>	<i>New name</i>
General Manger	Director
Deputy General Manager	Deputy Director
Assistant General Manger	Assistant Director
Assistant Manager	Deputy Manager
Analyst 1	Regulatory Officer 1
Analyst 2	Regulatory Officer 2

Figure 3: Divisions of the Commission





Figure 4: Structure of the Commission as of December 2025





3.2 NERC Strategic Plan 2024-2026 (SP - III)

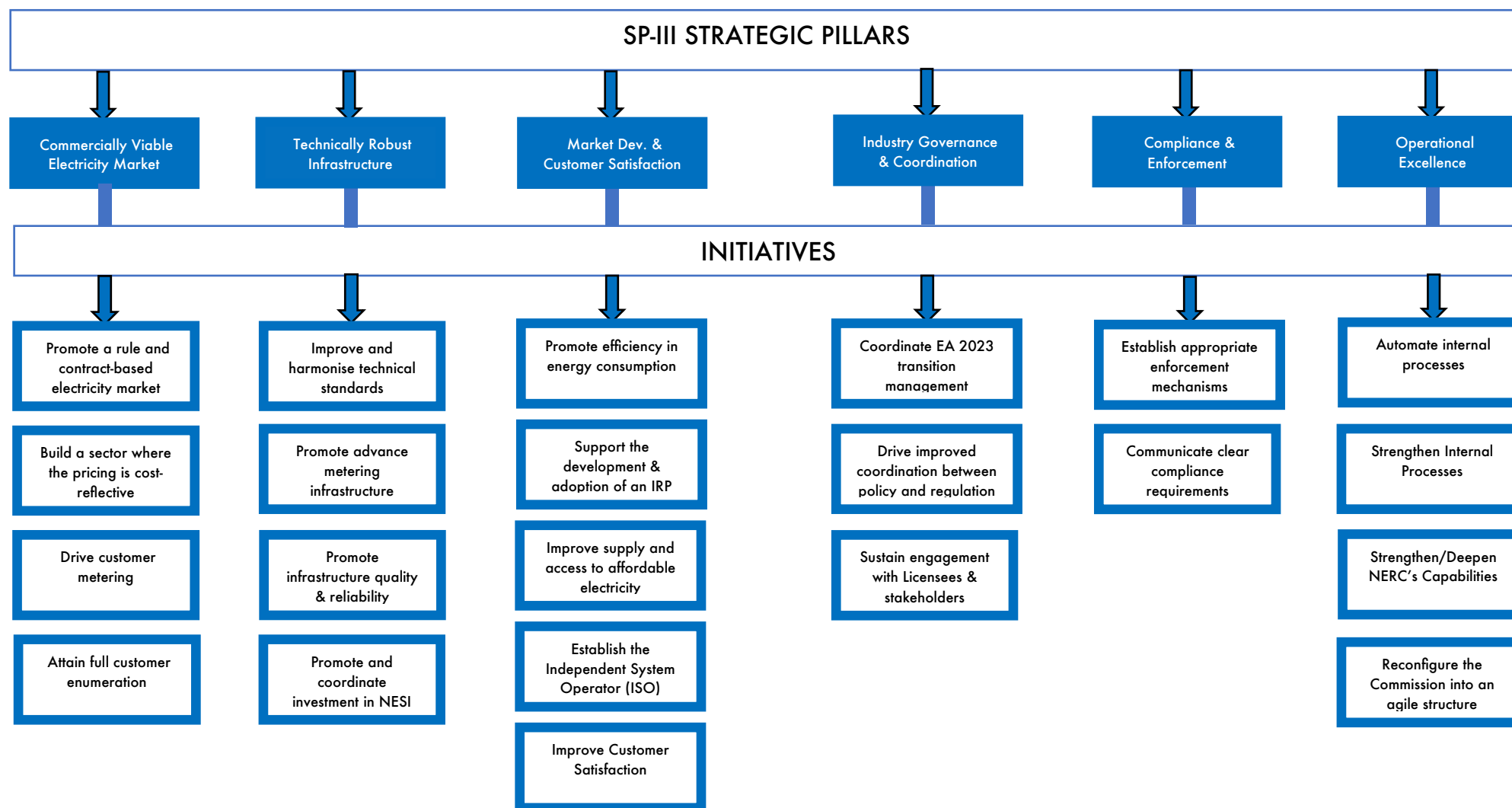
The Strategic Plan III (SP III) was developed in 2024 to outline the high-level aspirations for the Nigerian Electricity Supply Industry (NESI) and define the role of the Commission in achieving them over the 2024–2026 period. SP III also took into consideration the significant changes anticipated within the NESI following the amendment of the 1999 Constitution and the enactment of the Electricity Act (EA) 2023. The six (6) *strategic pillars* that underpin SP III are summarised below:

1. Commercially viable electricity market: Improve liquidity, enable a cost-reflective electricity market, ensure efficient subsidy management, and deliver reasonable returns on investments.
2. Technically robust infrastructure: Ensure the quality, integrity and adequacy of infrastructure across all segments of the market.
3. Market Development & Customer Satisfaction: Ensure increased access and availability of electricity through the promotion of innovation, customer satisfaction, and effective energy supply approaches, and enabling the diversity and efficacy of the energy mix.
4. Industry governance and coordination: Collaborate with stakeholders across the NESI to ensure a collaborative and impactful development of the electricity sector and drive the implementation of the EA 2023.
5. Compliance & Enforcement: Enforce compliance with technical and commercial standards.
6. Operational Excellence: Optimise processes, technology and capabilities and adopt an agile operating model to become a performance-driven organisation.

These pillars are driven by 22 strategic imperatives; each supported by Divisional initiatives and are highlighted in Figure 5. In 2025, focus was placed on implementing the initiatives, with progress tracked through a detailed Monitoring and Evaluation process conducted digitally using dedicated software.



Figure 5: NERC Strategic Plan (SP-III)



3.3 Highlights of the Commission's activities in 2025

At all times, the Commission's activities are guided by the provisions of the EA 2023, the 2024 - 2026 strategic plan, as well as overarching government policy and macroeconomic trends. To this end, highlights of some of the Commission's activities for the year 2025 are summarised below -

- A. Regulatory Instruments/Interventions: The Commission issued 512 regulatory instruments, as detailed in Table 7. Pursuant to its quasi-judicial mandate as provided in the EA 2023, the Commission also carried out 5 hearings during the year.

Table 7: Regulatory Instruments issued by the Commission in 2025

SN	Regulatory Instruments	Number
1	Orders	159
2	Licences/Permits	194
3	Rectification Directives	38
4	Notice to Commence Enforcement Action	55
5	Fines	66
	Total	512

- B. External stakeholder engagement: The Commission is committed to ensuring that stakeholders of the NESI are kept abreast of key initiatives of the Commission as well as performance standards for licensees in the NESI. In 2025, the Commission undertook targeted campaigns through traditional and social media channels covering pertinent industry issues, including capping of estimated bills, power sector recovery program, metering, health & safety as well as consumer rights and obligations. The Commission also engaged power sector policymakers and relevant civil society organisations in capacity development. The external stakeholder engagements conducted by the Commission during 2025 include:
- Biannual Health & Safety licensees managers meeting.
 - Quarterly NESI meetings.



- iii. The 5th edition of the Seminar for justices of the Supreme Court and the Court of Appeal in collaboration with the National Judicial Institute (NJI).
- iv. Peer review meetings with regulatory compliance officers of licensees.
- v. Radio jingles and social media campaigns.

C. Upholding customer care standards and Protection: In 2025, the Commission carried out critical activities towards ensuring effective consumer protection and engagement. These include:

- i. Customer Education/Town Hall meetings in three (3) states (Sokoto, Bauchi and Anambra).
- ii. The annual Commission Essay Competition ("Electricity Theft: Implications and Consequences in the Nigerian Electricity Supply Industry") and award ceremony for secondary school students aimed at promoting consumer rights awareness and engagement.

D. Improving health/safety and technical robustness of the grid system: Some of the key activities implemented during the year include –

- i. Development of the Order on the Mandatory Integration of GenCos into the Supervisory Control and Data Acquisition (SCADA) Project.
- ii. Monitoring for the Supervisory Control and Data Acquisition (SCADA)/Energy Management System (EMS) project to resolve project implementation bottlenecks and facilitate delivery.
- iii. Inspection of grid-connected GenCos for verification of compliance with the Grid Code and technical standards.
- iv. Development of an Order on the Mandatory Implementation of Free Governor Control (FGC) and Compliance Directives on Under



Frequency Relay Settings in the Nigerian Electricity Supply Industry (NESI).

- v. Monitored and ensured licensees' compliance with accident reduction strategies to improve safety performance across the NESI.
- vi. Tracking and assessment of operators' compliance with the 2025 maintenance schedules across the NESI value chain.
- vii. Identification of ageing failed assets exceeding 40 years in service, supporting collaboration with TCN and NISO on a data-driven roadmap for 330kV infrastructure restoration and vandalism mitigation.
- viii. Integration of technical standards for renewable energy-based power generation in the revised Nigerian Electricity Supply and Installations Standards (NESIS) Regulations.

E. Transfer of Regulatory Oversight of the Electricity Market to State Electricity Regulators ("SERCs"): Pursuant to the amended Constitution of the Federal Republic of Nigeria (CFRN) and the Electricity Act 2023 (as amended), the Commission, in 2025, issued orders transferring regulatory oversight of six (6) states to the SERCs. The states are:

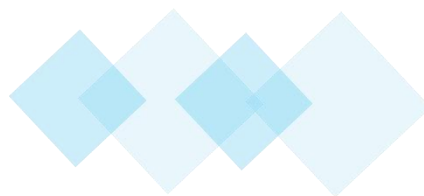
- i. Niger: Niger State Electricity Regulatory Commission (NSERC)
- ii. Plateau: Plateau State Electricity Regulatory Commission (PSERC)
- iii. Abia: Abia State Electricity Regulatory Commission (ASERC)
- iv. Nasarawa: Nasarawa State Electricity Regulatory Commission (NASERC)
- v. Bayelsa: Bayelsa State Electricity Regulatory Agency (BYERA)
- vi. Anambra: Anambra State Electricity Regulatory Commission (ASERC)



Chapter Four: Regulation, Licensing & Compliance



- 4.1 Regulations, Orders and Directives
- 4.2 Regulations
- 4.3 Orders
- 4.4 Directives
- 4.5 Codes
- 4.6 Guidelines
- 4.7 Licensing
- 4.8 Permits and Certifications
- 4.9 Compliance Monitoring and Enforcement
- 4.10 Hearings and Alternative Dispute Resolution





4.1 Regulations, Orders and Directives

Section 34 of the Electricity Act 2023 (EA 2023, the Act) provides that the Commission is empowered to *“licence and regulate persons engaged in the generation, transmission, system operation, distribution, supply and trading of electricity”* in the NESI. In exercising the powers conferred on it by the EA 2023, the Commission primarily engages with participants in the Nigerian Electricity Supply Industry (NESI) through selected regulatory instruments as prescribed by law. The regulatory instruments utilised by the Commission include –

- A. Regulations: these are detailed legal rules and bye-laws formulated by the Commission pursuant to sections 46(2), 64, 215 and 226 of the Electricity Act, to govern and conduct operations within the electricity sector, ensure adherence to statutory requirements, and give effect to the implementation of the Act.
- B. Orders: these are authoritative commands, legally binding instructions, and directions issued by the Commission pursuant to sections 47, 64 and 215 of the Electricity Act, requiring licensees to perform certain actions, cease, desist from specific activities, or act in a particular way.
- C. Licences: these are authorisations granted by the Commission pursuant to sections 34(2)(d), 63(1), 64, and 215 of the Electricity Act, that allow entities to operate in activities such as the generation, transmission, trading and distribution of electricity under specified terms and conditions.
- D. Permits: these are authorisations issued by the Commission pursuant to sections 63(2), 64 and 215 of the Electricity Act, for specific activities, such as the generation of electricity for own use or authorisation to participate as a meter service provider.
- E. Guidelines: these are advisory documents, instructions, or rules issued by the Commission pursuant to sections 64 and 215 of the Electricity Act, that



recommend practices and standards to sector participants and licensees on the procedure or process for a thing or an activity to be done or carried out to achieve best practices and maintain consistency in operations.

- F. Directives: these are enforceable orders issued by the Commission pursuant to sections 64 and 215 of the Electricity Act, to address specific issues, implement policies, or ensure compliance with regulatory objectives.
- G. Rules: these are binding principles, instructions, and directives issued by the Commission pursuant to sections 10, 64, and 215 of the Electricity Act, that outline mandatory procedures, requirements, and standards for sector participants and/or licensees which must be adhered to.
- H. Codes: these are comprehensive sets of rules, principles, guidelines and technical standards issued or approved by the Commission pursuant to sections 10, 34(2)(b), 64 and 215 of the Electricity Act, governing various aspects of the electricity sector, including safety, reliability, and performance, ensuring uniformity and high standards in technical and operational practices across the sector.

In issuing regulatory instruments to licensees, the Commission is guided by the provisions of the EA 2023, NERC business rules regulation (NERC-R-0306) and other extant rules. Regulatory instruments are used to steer the NESI in the direction of overarching government policy, taking due cognisance of the changes in the macroeconomic environment.

4.2 Regulations

Section 226 of the EA 2023 empowers the Commission to *“make regulations prescribing all matters which by this Act are required or permitted to be prescribed or which, in the opinion of the Commission, are necessary or convenient to be prescribed for carrying out or giving effect to the Act”*. Regulations are a set of rules that the Commission may issue periodically to optimise the performance of licensees





to give effect to the object of the EA 2023. The Commission did not issue any regulation in 2025.

4.3 Orders

Orders are a series of directions/instructions that the Commission issues to licensees to perform certain actions or desist from acting in a particular manner. Orders issued to licensees are situational and immediate in their impact and compliance. The Commission issued one hundred and fifty-nine (159) Orders to licensees in 2025. The summary of the Orders issued by the Commission in 2025 is provided below:

A. NERC/2024/148 – Amended Order on Unauthorised Access, Meter Tampering and By-Pass. The Order amends Order No: NERC/REG/41/2017 (Order on Unauthorised Access, Meter Tampering and By-Pass) that was issued by the Commission on 06 December 2017. This Amended Order on Unauthorised Access, Meter Tampering and By-Pass became effective on 22 January 2025 and has the following objectives:

- i. Mitigate unauthorised access to electricity supply through measures addressing tampering and meter bypass.
- ii. Establish clear guidelines for the reconnection of unauthorised connections, ensuring transparency and compliance.

B. NERC/2024/166–NERC/2024/176 (11 Orders issued to 11 DisCos)- January 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos. Pursuant to Section 7 of the April 2024 supplementary Orders, which provide for monthly tariff reviews, the January 2025 supplementary Orders (effective date - 01 January 2025) sought to reflect the changes in the pass-through indices outside the control of licensees, including inflation rates, ₦/US\$ exchange rate, available generation capacity and gas price for the determination of cost-reflective tariff.



Pursuant to the policy directive of the FGN on electricity subsidy, which mandates a freeze on tariffs across all bands (A-E) at rates payable in July 2024, all end-use customer tariffs remain unchanged.

C. NERC/2024/177- Multi-Year Tariff Order (MYTO) 2025 for Aba Power Limited Electric Company (APLE). The Order became effective on 01 January 2025 and sought to:

- i. Reflect the changes in the pass-through indices outside the control of APLE, including gas prices, US and Nigerian inflation rates, foreign exchange rates, and available generation.
- ii. Review the allowed cost of generation, revenue requirement, and tariff design for APLE due to significant changes in industry parameters. This review is based on the recent extraordinary tariff review application filed by APLE to the Commission for immediate consideration for the sustainability of APLE and the provision of service.

D. NERC/2025/001 – Transfer of Regulatory Oversight of the Electricity Market in Niger State from the Nigerian Electricity Regulatory Commission to the Niger State Electricity Regulatory Commission (NSERC). The Order became effective on 10 January 2025 with the following objectives:

- i. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Niger State from the Commission to NSERC in accordance with the Constitution of the Federal Republic of Nigeria (CFRN) and EA.
- ii. Provide a transition plan for the transfer of regulatory oversight for the intrastate electricity market in Niger State from the Commission to NSERC in accordance with the CFRN and the EA.



- iii. Address ensuing transitional matters arising from the transfer of regulatory oversight for the intrastate electricity market in Niger State from the Commission to NSERC.

The Order mandates Abuja Electricity Distribution Company (AEDC) to incorporate, within 60 days, a subsidiary under the CAMA for the assumption of its responsibilities for intrastate supply and distribution of electricity in Niger State from AEDC.

E. [NERC/2025/002](#) – Transfer of Regulatory Oversight of the Electricity Market in Niger State from the Nigerian Electricity Regulatory Commission to the Niger State Electricity Regulatory Commission (NSERC). The Order became effective on 10 January 2025 and has the following objectives:

- i. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Niger State from the Commission to NSERC in accordance with the CFRN and EA.
- ii. Provide a transition plan for the transfer of regulatory oversight for the intrastate electricity market in Niger State from the Commission to NSERC in accordance with the CFRN and the EA.
- iii. Address ensuing transitional matters arising from the transfer of regulatory oversight for the intrastate electricity market in Niger State from the Commission to NSERC.

The Order mandates Ibadan Electricity Distribution Company (IBEDC) to incorporate, within 60 days, a subsidiary under the CAMA for the assumption of its responsibilities for intrastate supply and distribution of electricity in Niger State from IBEDC.

F. [NERC/2025/003](#)–[NERC/2025/013](#) (11 Orders issued to 11 DisCos)- February 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos.



Pursuant to Section 7 of the April 2024 supplementary Orders which provide for monthly tariff reviews, the February 2025 supplementary Orders (effective date - 01 February 2025) sought to reflect the changes in the pass-through indices outside the control of licensees, including inflation rates, ₦/US\$ exchange rate, available generation capacity and gas price for the determination of cost-reflective tariff.

Pursuant to the policy directive of the FGN on electricity subsidy, which mandates a freeze on tariffs across all bands (A-E) at rates payable in July 2024, all end-use customer tariffs remain unchanged.

G. [NERC/2025/014](#) - February 2025 Supplementary Order to the Multi-Year Tariff Order for APLE. The Order became effective on 01 February 2025. Pursuant to Section 16 of the MYTO-2025, the Supplementary Order sought to reflect the changes in the pass-through indices outside the control of licensees, including inflation rates, ₦/US\$ exchange rate, available generation capacity and gas price for the determination of Cost-Reflective Tariffs (CRT).

H. [NERC/2025/017–NERC/2025/027](#) (11 Orders issued to 11 DisCos)- March 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos. Pursuant to Section 7 of the April 2024 supplementary Orders which provide for monthly tariff reviews, the March 2025 supplementary Orders (effective date - 01 March 2025) sought to reflect the changes in the pass-through indices outside the control of licensees, including inflation rates, ₦/US\$ exchange rate, available generation capacity and gas price for the determination of cost-reflective tariff.

Pursuant to the policy directive of the FGN on electricity subsidy which mandates a freeze on tariffs across all bands (A-E) at rates payable in July 2024, all end-use customer tariffs remain unchanged.



I. [NERC/2025/028](#) – Order on the Delineation of Assets and Liabilities of the Distribution Licensees. The Order became effective on 28 March 2025 with the following objectives:

- i. Provide further clarity on the process for delineation of assets and liabilities of DisCos as directed in the respective transfer of regulatory oversight orders issued to date.
- ii. Facilitate the delineation of the assets and liabilities of all DisCos along state lines, irrespective of the transition status of each state, thus ensuring a smoother transition process.
- iii. Establish a standard methodology for the delineation of DisCos' assets and liabilities to ensure fairness, equity and transparency.
- iv. Provide clear timelines for the delineation of assets and liabilities of DisCos to enable the state regulators who have taken over regulatory oversight of electricity markets in their respective states.

J. [NERC/2025/029](#) – Transfer of Regulatory Oversight of the Electricity Market in Plateau State from the Nigerian Electricity Regulatory Commission to the Plateau State Electricity Regulatory Commission (PSERC). The Order became effective on 13 March 2025 and has the following objectives:

- i. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Plateau State from the Commission to PSERC in accordance with the CFRN and EA.
- ii. Provide a transition plan for the transfer of regulatory oversight for the intrastate electricity market in Plateau State from the Commission to PSERC in accordance with the CFRN and the EA.
- iii. Address ensuing transitional matters arising from the transfer of regulatory oversight for the intrastate electricity market in Plateau State from the Commission to PSERC.



The Order mandates Jos Electricity Distribution Plc (JED) to incorporate, within 60 days, a subsidiary under the CAMA for the assumption of its responsibilities for intrastate supply and distribution of electricity in Plateau State from JED.

K. NERC/2025/031,033 - NERC/2025/042 (11 Orders issued to 11 DisCos)- April 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos. Pursuant to Section 7 of the April 2024 supplementary Orders, which provide for monthly tariff reviews, the April 2025 supplementary Orders (effective date - 01 April 2025) sought to reflect the changes in the pass-through indices outside the control of licensees, including inflation rates, ₦/US\$ exchange rate, available generation capacity and gas price for the determination of cost-reflective tariff.

Pursuant to the policy directive of the FGN on electricity subsidy, end-user tariffs for April 2025 were frozen at rates payable in July 2024.

L. NERC/2025/043— Performance Improvement Plan (PIP) for the Transmission Company of Nigeria Plc (TCN) and the Nigerian Independent System Operator (NISO). The Order (NERC/2025/043), which became effective on 15 May 2025, repeals the Order on Performance Improvement Plan (PIP) for the Transmission Company of Nigeria Plc (Order/NERC/2023/035) issued in 2023.

The key highlights of the Order include:

- i. Establishes the Transmission Infrastructure Fund (TIF) to support the funding of critical transmission infrastructure projects and novel NESI initiatives that are necessary to facilitate improved delivery of transmission services in Nigeria.
- ii. Aligns PIP with evolving industry needs
- iii. In mapping the funding sources for the various projects contained in the PIP, the Order reflects the most up-to-date donor support to both the TCN and NISO



- iv. Provides guidelines on the PIP implementation framework, including the adoption of competitive procurement processes to deliver value for money to the users of the transmission network.

M. NERC/2025/045 - NERC/2025/055 (11 Orders issued to 11 DisCos)- May 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos. Pursuant to Section 7 of the April 2024 supplementary Orders, which provide for monthly tariff reviews, the May 2025 supplementary Orders (effective date - 01 May 2025) sought to reflect the changes in the pass-through indices outside the control of licensees, including inflation rates, ₦/US\$ exchange rate, available generation capacity and gas price for the determination of cost-reflective tariff.

Pursuant to the policy directive of the FGN on electricity subsidy, end-user tariffs for May 2025 were frozen at rates payable in July 2024.

N. NERC/2025/056 - Order on the Third-Party Investments in the Construction of the Switchyard Bay Extension at Kainji Hydropower Plant and Securitisation of Funds for the SCADA Additional Scope. The Order took effect from 15 May 2025 with the following objectives:

- i. Facilitate the completion of the evacuation bays and mitigate the risk of delayed evacuation and integration of the recovered capacity into the grid.
- ii. Establish the framework and guidance for MESL to execute the project on behalf of TCN and recover its investment within agreed timelines
- iii. Secure funding for SCADA additional Projects not covered under the existing World Bank SCADA Project scope to ensure implementation to full coverage SCADA system for NESI

O. NERC/2025/057- Order on the Mandatory Integration of Grid-connected Generating Units into the SCADA/EMS for the Nigerian Electricity Supply



Industry (NESI). The order became effective on 22 May 2025 and has the following objectives:

- i. Provide clear timelines for the integration of all grid-connected generating units into the SCADA/EMS to enhance real-time monitoring and control of power generation.
- ii. Enforce compliance with sections 12.2 and 20.16 of the Grid Code, which mandate data exchange and communication protocols between GenCos and NISO.
- iii. Improve grid reliability by enabling real-time visibility of generation output, fault detection, automated load dispatch and automatic generation control.
- iv. Minimise system disturbances through proactive monitoring and rapid response to grid anomalies
- v. Establish penalties for non-compliance to deter violations and ensure adherence to SCADA/EMS integration requirements.
- vi. Facilitate efficient market operations by ensuring accurate data for settlement, forecasting, and ancillary services.
- vii. Facilitate stable interstate and international grid operations in the emerging multitier electricity market.

P. NERC/2025/058 – Transfer of Regulatory Oversight of the Electricity Market in Abia State from the Nigerian Electricity Regulatory Commission to the Abia State Electricity Regulatory Commission (ASERC). The Order became effective on 25 June 2025 with the following objectives:

- i. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Abia State from the Commission to ASERC in accordance with the Constitution of the Federal Republic of Nigeria (CFRN) and EA.





- ii. Provide a transition plan for the transfer of regulatory oversight for the intrastate electricity market in Abia State from the Commission to ASERC in accordance with the CFRN and the EA.
- iii. Address ensuing transitional matters arising from the transfer of regulatory oversight for the intrastate electricity market in Abia State from the Commission to ASERA.

The Order mandates Enugu Electricity Distribution Company (EEDC) to incorporate, within 60 days, a subsidiary under the CAMA for the assumption of its responsibilities for intrastate supply and distribution of electricity in Abia State.

Q. [NERC/2025/059–NERC/2025/069](#) (11 Orders issued to 11 DisCos)- June 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos. Pursuant to Section 7 of the April 2024 supplementary Orders, which provide for monthly tariff reviews, the June 2025 supplementary Orders (effective date - 01 June 2025) sought to reflect the changes in the pass-through indices outside the control of licensees, including inflation rates, ₦/US\$ exchange rate, available generation capacity and gas price for the determination of cost-reflective tariff.

Pursuant to the policy directive of the FGN on electricity subsidy, end-user tariffs for June 2025 were frozen at rates payable in July 2024.

R. [NERC/2025/059 - NERC/2025/069](#) (11 Orders issued to 11 DisCos)- July 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos. Pursuant to Section 7 of the April 2024 supplementary Orders, which provide for monthly tariff reviews, the July 2025 supplementary Orders (effective date - 01 July 2025) sought to reflect the changes in the pass-through indices outside the control of licensees, including inflation rates, ₦/US\$ exchange rate, available generation capacity and gas price for the determination of cost-reflective tariff.

Pursuant to the policy directive of the FGN on electricity subsidy, end-user tariffs for July 2025 were frozen at rates payable in July 2024.

S. NERC/2025/070 - NERC/2025/080 (11 Orders issued to 11 DisCos)- Order on the Delineation of Assets and Liabilities, which became effective on 01 August 2025 and has the following objectives:

- i. To confirm the allocation of core assets, non-core assets, regulatory asset value base, legacy commitments and contractual obligations delineated between DisCos and its constituent SubCos in compliance with the provisions of section 230(4)(b) of the act.
- ii. Provide economic data for States to undertake rate making for SubCos.
- iii. Provide data to allow DisCos to enable ring-fenced operations for States that are yet to transition, as well as to ensure that States that subsequently transition can immediately take over regulatory oversight of SubCos within the respective States.
- iv. Provide clarity on the treatment of receivables, payables and taxes at the point of delineation of assets and liabilities of DisCos in compliance with section 230(5) of the EA.
- v. Ensure proper documentation, auditability and accessibility of delineated assets and liabilities, with a focus on long-term data integrity and regulatory compliance.
- vi. Promote accountability and investor confidence by adapting a verified and transparent delineation methodology that meets regulatory expectations.

T. NERC/2025/081 - NERC/2025/091 (11 Orders issued to 11 DisCos)- August 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos. Pursuant to Section 7 of the April 2024 supplementary Orders, which provide for monthly tariff reviews, the August 2025 supplementary Orders (effective date



- 01 August 2025) sought to reflect the changes in the pass-through indices outside the control of licensees, including inflation rates, ₦/US\$ exchange rate, available generation capacity and gas price for the determination of cost-reflective tariff.

Pursuant to the policy directive of the FGN on electricity subsidy, end-user tariffs for July 2025 were frozen at rates payable in July 2024.

U. NERC/2025/092 – Transfer of Regulatory Oversight of the Electricity Market in Nasarawa State from the Nigerian Electricity Regulatory Commission to the Nasarawa State Electricity Regulatory Commission (NASERC). The Order became effective on 04 August 2025 with the following objectives:

- i. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Nasarawa State from the Commission to NASERC in accordance with the Constitution of the Federal Republic of Nigeria (CFRN) and EA.
- ii. Provide a transition plan for the transfer of regulatory oversight for the intrastate electricity market in Nasarawa State from the Commission to NASERC in accordance with the CFRN and the EA.
- iii. Address ensuing transitional matters arising from the transfer of regulatory oversight for the intrastate electricity market in Nasarawa State from the Commission to NASERC.

The Order mandates Abuja Electricity Distribution Company (AEDC) to incorporate, within 60 days, a subsidiary under the CAMA for the assumption of its responsibilities for intrastate supply and distribution of electricity in Nasarawa State.

V. NERC/2025/093 – Transfer of Regulatory Oversight of the Electricity Market in Bayelsa State from the Nigerian Electricity Regulatory Commission to the Bayelsa





State Electricity Regulatory Agency (BYERA). The Order became effective on 21 August 2025 with the following objectives:

- i. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Bayelsa State from the Commission to BYERA in accordance with the Constitution of the Federal Republic of Nigeria (CFRN) and EA.
- ii. Provide a transition plan for the transfer of regulatory oversight for the intrastate electricity market in Bayelsa State from the Commission to BYERA in accordance with the CFRN and the EA.
- iii. Address ensuing transitional matters arising from the transfer of regulatory oversight for the intrastate electricity market in Bayelsa State from the Commission to BYERA.

The Order mandates Port Harcourt Electricity Distribution Company (PHED) to incorporate, within 60 days, a subsidiary under the CAMA for the assumption of its responsibilities for intrastate supply and distribution of electricity in Bayelsa State.

[W.NERC/2025/094](#)- The Order on the Mandatory Implementation of Free Governor Control (FGC) became effective on 01 September 2025 with the following objectives:

- i. Ensure the mandatory deployment and activation of FGC in all generating units to enhance the reliability of power generation and stability of grid operations.
- ii. Ensure GenCos' compliance with sections 12.6.2 and 15.8.3 of the Grid Code for the Nigerian Electricity Transmission System on FGC.



- iii. Establish clear guidance and timelines for the integration, activation, and maintenance of FGC mechanisms to ensure seamless operationalisation across all the generating units operating.
- iv. Promote strict compliance with FGC requirements to minimise the risk of system disturbances and engender stable grid operations.
- v. Establish transparent mechanisms and penalties for non-compliance with the provision of the Grid Code mandating all GenCos to integrate and activate FGC in all their units.
- vi. Engender adequate provision of primary reserves that foster smooth implementation of service level commitment.

X. [NERC/2025/095,097](#) - [NERC/2025/106](#) (11 Orders issued to 11 DisCos)- September 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos. Pursuant to Section 7 of the April 2024 supplementary Orders, which provide for monthly tariff reviews, the September 2025 supplementary Orders (effective date - 01 September 2025) sought to reflect the changes in the pass-through indices outside the control of licensees, including inflation rates, ₦/US\$ exchange rate, available generation capacity and gas price for the determination of cost-reflective tariff.

Pursuant to the policy directive of the FGN on electricity subsidy, end-user tariffs for September 2025 were frozen at rates payable in July 2024.

Y. [NERC/2025/107](#) - Order on the Operationalisation of “Tranche B” of the Presidential Metering Initiative under the Framework of Meter Acquisition Fund. The Order came into effect on 06 October 2025 with the following objectives:

- i. Establish a clear and transparent framework for the implementation of Tranche B of the MAF scheme



- ii. Define the eligibility requirements and obligations of DisCos and MAPs in accessing and utilising funds under Tranche B.
- iii. Prescribe the terms of financing, repayment, and utilisation of funds under the scheme
- iv. Set out the monitoring, reporting and evaluation requirements to ensure accountability, efficiency, and transparency in the deployment of MAF-funded meters.
- v. Provide operational guidelines and conditions applicable to participating entities to safeguard the integrity of the MAF scheme

Z. [NERC/2025/108,110 - 119](#) (11 Orders issued to 11 DisCos)- October 2025

Supplementary Order to the Multi-Year Tariff Order for the DisCos. Pursuant to Section 7 of the April 2024 supplementary Orders, which provide for monthly tariff reviews, the October 2025 supplementary Orders (effective date - 01 October 2025) sought to reflect the changes in the pass-through indices outside the control of licensees, including inflation rates, ₦/US\$ exchange rate, available generation capacity and gas price for the determination of cost-reflective tariff.

Pursuant to the policy directive of the FGN on electricity subsidy, end-user tariffs for October 2025 were frozen at rates payable in July 2024.

AA. [NERC/2025/120](#) – Transfer of Regulatory Oversight of the Electricity Market in Anambra State from the Nigerian Electricity Regulatory Commission to the Anambra State Electricity Regulatory Commission (ASERC). The Order became effective on 17 October 2025 with the following objectives:

- i. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Anambra from the Commission to ASERC in accordance with the Constitution of the Federal Republic of Nigeria (CFRN) and EA.



- ii. Provide a transition plan for the transfer of regulatory oversight for the intrastate electricity market in Anambra State from the Commission to ASERC in accordance with the CFRN and the EA.
- iii. Address ensuing transitional matters arising from the transfer of regulatory oversight for the intrastate electricity market in Anambra State from the Commission to ASERC.

The Order mandates Enugu Electricity Distribution Company (EEDC) to incorporate, within 60 days, a subsidiary under the Companies and Allied Matters Act (CAMA) for the assumption of its responsibilities for intrastate supply and distribution of electricity in Anambra State.

BB. [NERC/2025/122,124](#) - [NERC/2025/133](#) (11 Orders issued to 11 DisCos) – November 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos. Pursuant to Section 7 of the April 2024 supplementary Orders, which provide for monthly tariff reviews, the November 2025 supplementary Orders (effective date - 01 November 2025) sought to reflect the changes in the pass-through indices outside the control of licensees, including inflation rates, ₦/US\$ exchange rate, available generation capacity and gas price for the determination of cost-reflective tariff.

Pursuant to the policy directive of the FGN on electricity subsidy, end-user tariffs for November 2025 were frozen at rates payable in July 2024.

CC. [NERC/2025/135](#) -[NERC/2025/145](#) (11 Orders issued to 11 DisCos)- December 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos. Pursuant to Section 7 of the April 2024 supplementary Orders, which provide for monthly tariff reviews, the December 2025 supplementary Orders (effective date - 01 December 2025) sought to reflect the changes in the pass-through indices outside the control of licensees, including inflation rates, ₦/US\$



exchange rate, available generation capacity and gas price for the determination of cost-reflective tariff.

Pursuant to the policy directive of the FGN on electricity subsidy, end-user tariffs for December 2025 were frozen at rates payable in July 2024.

4.4 Directives

Regulatory directives issued by the Commission are designed to ensure compliance with laws, policies, and regulations within the NESI. The Commission did not issue any directive in 2025.

4.5 Codes

Codes are comprehensive sets of rules, principles, guidelines and technical standards issued or approved by the Commission that govern various aspects of the electricity sector, including safety, reliability, and performance, ensuring uniformity and high standards in technical and operational practices across the sector.

The Commission issued the Code of Corporate Governance for the NESI in 2025/Q2.

The Code is designed to establish a clear set of principles and standards that will guide the conduct of licensees in NESI. By promoting accountability, transparency, and sustainability, the Code seeks to restore confidence among investors, consumers and other stakeholders. It also aims to enhance the sector's ability to attract much-needed investments, improve service delivery, and ultimately contribute to the nation's economic growth.

4.6 Guidelines

The Commission issues guidelines that recommend practices and standards to sector participants, and licensees on the procedure or process for a thing or an activity to



be done or carried out to achieve best practices and maintain consistency in operations.

The Commission issued the Guidelines on Registration and Engagement of Third-Party Collection Service Providers by Electricity Distribution Companies in November 2025.

The Guidelines sought to:

- i. Provide clear guidance to DisCos on modalities for the registration of third-party collection agents, including applicable service charges
- ii. Promote transparency and accountability in revenue collections from electricity sales by third-party collection service partners engaged by DisCos
- iii. Standardise the use and engagement of third-party collection service partners
- iv. Enhance revenue collection in the NESI
- v. Ensure efficiency of revenue collection contracts
- vi. Minimise the risk of loss of revenue arising from DisCos' engagement of third-party collection service providers

4.7 Licensing

Section 63 (1) of the EA 2023 states that *"without prejudice to the right of the States of the Federation to make laws and establish markets for the generation, transmission, system operation, distribution and supply of electricity within their respective territories, no person, except in accordance with a licence issued pursuant to the provisions of this Act or deemed to have been issued under section 213 (b) or as provided under this Act, shall construct, own, operate an undertaking other than an undertaking specified under subsection (2) of this section, or in any way engage in the business of: "*



- A. Electricity generation, excluding captive generation*
- B. Electricity transmission*
- C. Electricity distribution*
- D. Electricity supply*
- E. Electricity trading*
- F. System operation*

The Commission as empowered by the EA 2023 regulates activities in the NESI and grants licences for electricity generation, transmission, distribution, trading and system operations in the NESI. The various types of licences granted by the Commission include:

A. Generation Licence: This type of licence grants the holder the right to construct, own, operate and maintain a generation station for the generation and supply of electricity. The holder of a generation licence can sell electricity and ancillary services to approved licensees including electricity trading companies, distribution companies, eligible customers, single buyers etc. There are three (3) types of generation licences:

- i. On-grid electricity licence: This licence allows the holder to generate electricity and connect to the national grid for sale to any of the licensee groups provided for in the Act. The holder is required to enter into a connection agreement with the Transmission Company of Nigeria.
- ii. Embedded generation licence: This licence grants the licensee the right to electricity generation and evacuation through an existing distribution facility system or an independent distribution licensee. The embedded generator licensee is required to enter into a power purchase agreement with an electricity distribution licensee (DisCo), or the operator of an independent electricity distribution network. Unlike grid-connected

generators, energy from embedded generation plants is evacuated at 33kV or lower.

- iii. Off-grid electricity generation licence: This authorises a licensee to generate and sell power to a single buyer (or community) without connection to the national grid.

As of December 2025, the total nameplate capacity of the thirty (30) operational power plants licensed by the Commission is 14,039MW. Five (5) out of the thirty (30) power plants are hydropower plants while the remaining are gas-fired thermal plants. Further details about the licenced power plants are contained in Table 8.

Table 8: Details of licenced power plants as of December 2025

SN	Old Plant Name	New Plant Name	Location	Ownership ⁹	Turbine Type ¹⁰	Installed Capacity (MW)	Fuel Type
1	AES	AES_1	Lagos	IPP	OC	294	Gas
2	Afam IV-V	Afam_1	Rivers	Privatised	OC	726	Gas
3	Afam VI	Afam_2	Rivers	IPP	CC	650	Gas
4	Alaoji	Alaoji_1	Abia	NIPP	CC	500	Gas
5	Azura IPP	Ihovbor_2	Benin	IPP	OC	461	Gas
6	Odukpani	Odukpani_1	Cross River	NIPP	OC	625	Gas
7	Egbin	Egbin_1	Lagos	Privatised	GS	1,320	Gas
8	Geregu	Geregu_1	Kogi	Privatised	OC	435	Gas
9	Geregu NIPP	Geregu_2	Kogi	NIPP	OC	435	Gas
10	Ibom Power	Ibom Power_1	Akwa Ibom	IPP	OC	190	Gas
11	Ihovbor NIPP	Ihovbor_1	Edo	NIPP	OC	500	Gas
12	Okpai	Okpai_1	Delta	IPP	CC	480	Gas
13	Olorunsogo	Olorunsogo_1	Ogun	Privatised	OC	335	Gas
14	Olorunsogo NIPP	Olorunsogo_2	Ogun	NIPP	CC	750	Gas
15	Omoku	Omoku_1	Rivers	IPP	OC	150	Gas
16	Gbarain	Gbarain_1	Rivers	NIPP	OC	120	Gas
17	Omotosho	Omotosho_1	Ondo	Privatised	OC	335	Gas
18	Omotosho NIPP	Omotosho_2	Ondo	NIPP	OC	500	Gas
19	Sapele ST	Sapele Steam_1	Delta	Privatised	GS	720	Gas
20	Sapele GT NIPP	Sapele_2	Delta	NIPP	OC	500	Gas
21	Delta Gas	Delta_1	Delta	Privatised	OC	900	Gas

⁹ NIPP (Nigerian National Integrated Power Project) refers to plants that were built and are operated by the Niger Delta Power Holding Company (NDPHC) on behalf of the Federation. IPP are a combination of projects developed by either private companies or singular government institutions (Federal Ministry of Power or individual state government). All IPPs are currently operated by private companies.

¹⁰ OC is open cycle gas turbine, CC closed cycle gas turbine, GS is gas-fired steam turbine, and HT is hydro turbine.

SN	Old Plant Name	New Plant Name	Location	Ownership ⁹	Turbine Type ¹⁰	Installed Capacity (MW)	Fuel Type
22	Trans Amadi	Trans Amadi_1	Rivers	IPP	OC	100	Gas
23	Rivers IPP	Rivers_1	Rivers	IPP	OC	180	Gas
24	Paras	Ikeja_1	Ogun	IPP	OC	110	Gas
25	Taopex	Igbafo_1	Lagos	IPP	GS	45	Gas
26	Kainji	Kainji_1	Niger	Concession	HT	760	Hydro
27	Jebba	Jebba_1	Niger	Concession	HT	578	Hydro
28	Shiroro	Shiroro_1	Niger	Concession	HT	600	Hydro
29	Dadinkowa	Dadin-Kowa_1	Gombe	Concession	HT	40	Hydro
30	Zungeru	Zungeru_1	Niger	Concession	HT	700	Hydro

B. Transmission Licence: This licence is granted for the construction, operation and maintenance of transmission systems within Nigeria, or that connect Nigeria with a neighbouring country at a voltage above 33kV. The Transmission Company of Nigeria (TCN), which holds the Transmission Service Provider (TSP) licence, has the responsibility of transporting energy from power plants to DisCos and International customers. TCN owns and maintains the transmission infrastructure.

C. Nigerian Independent System Operator: The Commission, through the Order on the establishment of the Independent System Operator (NERC/2024/45) unbundled the TCN into two (2) entities: the Nigerian Independent System Operator (NISO) and the Transmission Service Provider (TSP).

The NISO was inaugurated on 08 April 2025 and has fully commenced market and system operations, while the Transmission Service Provider (TSP) responsibility remains with TCN. The key functions of the NISO include:

- **System Operations:** these include maintaining system stability, generation scheduling, transmission scheduling, load balance and load dispatch.
- **System Planning:** Entails the procurement and scheduling of ancillary services and system planning for long-term captivity.

- **Market Operations:** Administration of the wholesale electricity market in accordance with the Market Rules, and such other activities as may be required for reliable and efficient system operation.

D. Distribution Licence: A distribution licence holder is permitted to construct, operate and maintain a network operable at 33kV or lower to distribute electricity from grid supply points to the point of delivery to consumers or eligible customers. The licence authorises the holder to carry out installation, maintenance and reading of electricity meters as well as billing and collection of bills. The details of distribution licensees as of December 2025 are given in Table 9.

Table 9: Electricity Distribution Licensees (DisCos) in the NESI

S/N	DisCo	Franchise area
1	Abuja (AEDC)	FCT, Nasarawa
2	Benin (BEDC)	Delta
3	Eko (EKEDP)	Ogun (<i>Agbara</i>)
4	Enugu (EEDC)	Ebonyi
5	Ibadan (IBEDC)	Osun, Kwara
6	Ikeja (IE)	Ogun (<i>Agbara</i>)
7	Jos (JED)	Bauchi, Benue, Gombe
8	Kaduna (KAEDC)	Kaduna, Sokoto, Kebbi, Zamfara
9	Kano (KEDCO)	Kano, Jigawa, Katsina
10	Port Harcourt (PHED)	Rivers, Cross River, Akwa Ibom
11	Yola (YEDC)	Adamawa, Borno, Taraba, Yobe

Pursuant to the provisions of EA 2023, the Commission has issued orders transferring the regulatory oversight of fifteen (15) states to the state electricity regulatory commissions/bureaus (SERCs/SERBs). The list of the SERCs/SERBs that had been created as of 31 December 2025 is contained in Table 10.

Table 10: Approved State Electricity Regulatory Bodies in the NESI

SN	State	New Electricity Regulator	DisCo(s) with operations within the State
1	Enugu	Enugu State Electricity Regulatory Commission	Main Power Electricity Distribution Limited
2	Ekiti	Ekiti State Electricity Regulatory Bureau	BEDC Electricity Ekiti Limited



SN	State	New Electricity Regulator	DisCo(s) with operations within the State
			Ekiti Electricity Distribution Company
3	Ondo	Ondo State Electricity Regulatory Bureau	BEDC Ondo Limited
4	Imo	Imo State Electricity Regulatory Commission	Transpower Electricity Distribution Limited
5	Oyo	Oyo State Electricity Regulatory Commission	Pacesetter Electricity Distribution Company Limited
6	Edo	Edo State Electricity Regulatory Commission	BEDC Electricity Edo Limited
7	Kogi	Kogi State Electricity Regulatory Commission	Kogi Electricity Distribution Limited
8	Lagos	Lagos State Electricity Regulatory Commission	Excel Electricity Distribution Limited IE Energy Lagos Limited
9	Ogun	Ogun State Electricity Regulatory Commission	Olumo Electricity Distribution Company Limited Agbara Electricity Distribution Limited
10	Niger	Niger State Electricity Regulatory Commission	Niger Electricity Distribution Limited New Bussa Electricity Distribution Company
11	Plateau	Plateau State Electricity Regulatory Commission	Plateau Electricity Distribution Company
12	Abia	Abia State Electricity Regulatory Authority	NewEra Electricity Distribution Company Limited
13	Nasarawa	Nasarawa State Electricity Regulatory Commission	Nasarawa Electricity Distribution Company Limited
14	Bayelsa	Bayelsa State Electricity Regulatory Agency	Bayelsa Electricity Distribution Company Limited
15	Anambra	Anambra State Electricity Regulatory Commission	FirstPower Electricity Distribution Company Limited

E. Trading Licence: A trading licence grants the holder the authority to purchase, resell and trade electricity and ancillary services from independent power producers and generation companies. All contracts for the purchase of electrical power and ancillary services by the trading licensee must be concluded in an open, transparent and competitive manner and in accordance with the procedure established by the Commission. In 2025, the Commission issued new trading licences to five (5)



companies (Table 11). All the trading licences were issued pursuant to the Commission's commitment to transition the Nigerian electricity market into bilateral wholesale energy trading in compliance with the provisions of the EA 2023.

Table 11: Trading Licences issued in 2025

SN	Trading Licensee	Date of Issuance
1	Trade Watt Energy Solutions Limited	13 November 2024*
2	Prudmark International Limited	17 May 2025
3	Nova Utilities Limited	16 April 2025
4	Access Power System Engineering Limited	16 April 2025
5	Amanda Global Energy Services Limited	05 November 2025
6	Eldov Transnational Services Limited	03 December 2025

*Trading license was issued in 2024, but became effective in 2025

4.8 Permits and Certifications

Pursuant to the provisions of sections 63(2), 64 and 215 of the Electricity Act, the Commission issues authorisations (permits or certificates) to eligible companies/institutions, for specific activities, such as the generation of electricity for own use or authorisation to participate as a meter service provider. The key activities for which the Commission issues permits or certificates are:

- A. **Captive Power Generation:** The Commission issues captive power generation permits to entities that aim to own and maintain power plants for generating power for their use and not for sale to a third party.
- B. **Mini-grid:** The Commission issues permits to mini-grid developers for the construction, operation, maintenance, and, where applicable, ownership of mini-grids with distribution capacity above 100kW and generation capacity up to 1MW. For systems with a distribution capacity below 100kW, the Commission issues a registration certificate to the mini-grid developer.
- C. **Meter Asset Provider (MAP):** A MAP is an entity that is granted a permit by the Commission to provide metering services with roles that may include meter financing, procurement, supply, installation, maintenance, and replacement.

D. Meter Service Provider (MSP): An MSP is an entity certified by the Commission as a manufacturer, supplier, vendor, or installer of electric energy meters and/or metering systems.

The summary of licences, permits and certifications issued by the Commission in 2025 is contained in Table 12, and full details of the licensees are contained in Appendices B.1 – B.4.

Table 12: Licenses, Permits and Certifications Issued by the Commission in 2025

SN	Licence/Permit	Number
1	On-grid generation	2
2	Off-grid generation	6
3	IEDN	7
4	Embedded Generation	5
5	Trading Licence	6
6	Captive power	31
7	Mini grid permits	64
8	Meter Service Providers	43
9	Meter Asset Providers	30
	Total	194

4.9 Compliance Monitoring and Enforcement

Section 34(2)(f) of the EA 2023 specifies the powers of the Commission to “*monitor the operation of the electricity markets and sanction licensees in deserving circumstances in accordance with the provisions of this Act and other subsidiary legislation*”. Furthermore, Section 64(1) of the Act states that “*A licensee shall comply with the provisions of its licence, regulations, codes, orders and other requirements issued by the Commission from time to time*”.

Pursuant to these provisions, the Commission carried out enforcement actions against licensees during the year for violations of rules and infractions against regulatory instruments in the NESI. The primary enforcement mechanisms used by the Commission include:



- A. Notice to Commence Enforcement (NICE): This is a formal communication to a licensee informing them of the Commission's intention to commence enforcement proceedings arising from their non-compliance with instructions issued by the Commission. The issuance of NICE is pursuant to the provisions of section 76(1) of the EA 2023.
- B. Rectification Directives: This is an Order or instruction to correct a mistake, submission or omission that ought to be done.
- C. Penalties: Refers to a sanction or punishment imposed for violating a law, contract, rule, or regulation.
- D. Administrative fines: These are financial sanctions imposed by the Commission to deter undesirable behaviour and encourage compliance.

The summary of the various enforcement actions by the Commission in 2025 is contained in Table 13. As part of the effort to enforce compliance with all its regulatory instruments, codes and standards in the NESI, the Commission held peer review meetings with the compliance and regulatory officers of licensees during the year to discuss the reporting obligations of licensees as well as health and safety matters. During the meeting, licensees' scorecards on compliance with health and safety standards, forum office decisions, and key performance indicators were discussed while highlighting areas of improvement.

Table 13: Summary of enforcement actions carried out by the Commission in 2025

S/N	Rectification Directive/Nice/Fines	Licensee	Date Issued	Deadline
<i>Rectification Directives</i>				
1	Non-submission of an audited financial statement and annual uniform system of accounts.	Oando Energy Resources Nigeria Ltd.	31 January 2025	14 February 2025
2	Non-submission of an audited financial statement and annual uniform system of accounts.	NBET, TCN, Nine (9) DisCos and thirteen (13) on-grid GenCos	27 January 2025	10 February 2025
3	Non-compliance with health and safety requirements in Osun State	Ibadan DisCo	29 January 2025	14 February 2025
4	Non-compliance with the Commission's order on Performance Monitoring Framework	Jos DisCo	29 January 2025	03 March 2025



S/N	Rectification Directive/Nice/Fines	Licensee	Date Issued	Deadline
5	Non-compliance with the Commission's order on Performance Monitoring Framework	Ibadan DisCo	29 January 2025	03 March 2025
6	Non-compliance with the Commission's order on Performance Monitoring Framework	Yola DisCo	29 January 2025	03 March 2025
7	Non-compliance with the Commission's order on Performance Monitoring Framework	Port Harcourt DisCo	29 January 2025	03 March 2025
8	Non-compliance with the Commission's order on Performance Monitoring Framework	Eko DisCo	29 January 2025	03 March 2025
9	Non-compliance with the Commission's order on Performance Monitoring Framework	Kano DisCo	29 January 2025	03 March 2025
10	Non-compliance with the Commission's order on Performance Monitoring Framework	Kaduna DisCo	29 January 2025	03 March 2025
11	Non-compliance with the Commission's order on Performance Monitoring Framework	Ikeja Electric	29 January 2025	03 March 2025
12	Non-compliance with the Commission's order on Performance Monitoring Framework	Enugu DisCo	29 January 2025	03 March 2025
13	Non-compliance with the Commission's order on Performance Monitoring Framework	Benin DisCo	29 January 2025	03 March 2025
14	Non-compliance with the Commission's order on Performance Monitoring Framework	Abuja DisCo	29 January 2025	03 March 2025
15	Non-compliance with Eko Forum ruling in complaint no: EFO/5024/2022	Eko DisCo	16 January 2025	24 January 2025
16	Non-compliance with the Commission's directives on the complaint filed by VON Garden City Residents Association, Abuja	Abuja DisCo	14 January 2025	21 January 2025
17	Non-compliance with the Abuja forum ruling in complaint no: AFO/2024/05/C242	Abuja DisCo	09 January 2025	23 January 2025
18	Non-compliance with the Abuja forum ruling in complaint no: AFO/2024/05/C210	Abuja DisCo	16 January 2025	12 February 2025
19	Non-compliance with the Abuja forum ruling in complaint no: AFO/2024/11/C312	Abuja DisCo	18 February 2025	25 February 2025
20	Non-compliance with post-incident remedial actions	Kano DisCo	17 March 2025	31 March 2025
21	Non-compliance with the Unified Customer Database ("UCDB") requirements	Kaduna DisCo, Kano DisCo and Yola DisCo	20 March 2025	28 March 2025
22	Non-metering of Maximum demand	Port Harcourt	02 May 2025	30 September 2025



S/N	Rectification Directive/Nice/Fines	Licensee	Date Issued	Deadline
23	Non-metering of Maximum demand	Jos DisCo	09 May 2025	04 June 2025
24	Non-compliance with the Commission's order on Performance Monitoring Framework	Abuja DisCo	23 June 2025	-
25	Non-compliance with the Commission's order on Performance Monitoring Framework	Benin DisCo	23 June 2025	-
26	Non-compliance with the Commission's order on Performance Monitoring Framework	Enugu DisCo	23 June 2025	-
27	Non-compliance with the Commission's order on Performance Monitoring Framework	Eko DisCo	23 June 2025	-
28	Non-compliance with the Commission's order on Performance Monitoring Framework	Ibadan DisCo	23 June 2025	-
29	Non-compliance with the Commission's order on Performance Monitoring Framework	Ikeja DisCo	23 June 2025	-
30	Non-compliance with the Commission's order on Performance Monitoring Framework	Kaduna DisCo	23 June 2025	-
31	Non-compliance with the Commission's order on Performance Monitoring Framework	Kano DisCo	23 June 2025	-
32	Non-compliance with the Commission's order on Performance Monitoring Framework	Port Harcourt Disco	23 June 2025	-
33	Non-compliance with the Commission's order on Performance Monitoring Framework	Jos DisCo	23 June 2025	-
34	Non-compliance with the Commission's order on Performance Monitoring Framework	Yola DisCo	23 June 2025	-
35	Non-compliance with the Calabar Forum Decision	Port Harcourt	22 July 2025	01 August 2025
36	Non-compliance with post-incident remedial actions in the fatal electrocution that led to the death of Master Azeez Bello	Ibadan DisCo	21 August 2025	05 September 2025
37	Non-compliance with the Commission's amended ruling in Butterfly Garden Suites vs KAEDCO	Kaduna DisCo	29 August 2025	10 September 2025
38	Non-compliance with post-incident remedial actions regarding the fatal accident at Okrika Mainland	Port Harcourt	1 December 2025	14 December 2025
<i>Notice of Intention to Commence Enforcement Action (NICE)</i>				
1	Non-compliance with the resolution of complaints through the NERC Contact Centre	Port Harcourt DisCo	30 January 2025	18 February 2025
2	Non-compliance with the resolution of complaints through the NERC Contact Centre	Yola DisCo	30 January 2025	18 February 2025



S/N	Rectification Directive/Nice/Fines	Licensee	Date Issued	Deadline
3	Non-compliance with the resolution of complaints through the NERC Contact Centre	Ikeja DisCo	30 January 2025	18 February 2025
4	Non-compliance with the resolution of complaints through the NERC Contact Centre	Eko DisCo	30 January 2025	18 February 2025
5	Non-compliance with the resolution of complaints through the NERC Contact Centre	Benin DisCo	30 January 2025	18 February 2025
6	Non-compliance with the resolution of complaints through the NERC Contact Centre	Abuja DisCo	30 January 2025	18 February 2025
7	Non-compliance with the NESIS regulations, Distribution Code and health and safety requirements in Binukonu Community, Kwara State; leading to the fatal electrocution of Master Moshood Salami	Ibadan DisCo	14 January 2025	28 January 2025
8	Non-compliance with the resolution of complaints through the NERC Contact Centre	Abuja, Benin, Eko, Ibadan, Ikeja and Jos DisCos	06 February 2025	26 February 2025
9	Non-compliance with the resolution of complaints through the NERC Contact Centre	Abuja, Benin, Eko, Ibadan, Ikeja, Kano, Port Harcourt and Yola DisCos	17 February 2025	07 March 2025
10	Non-compliance with NESIS Regulations, Distribution Code and health and safety requirements	Enugu DisCo	18 February 2025	04 March 2025
11	Non-compliance with the Accounts Administration Agreement with NESI Stabilisation Strategy Limited	Abuja, Enugu, Port Harcourt and Yola DisCos	10 March 2025	17 March 2025
12	Non-compliance with the resolution of complaints through the NERC Contact Centre	Eko DisCo	20 March 2025	10 April 2025
13	Non-compliance with the resolution of complaints through the NERC Contact Centre	Abuja, Eko and Ibadan DisCos	17 March 2025	04 April 2025
14	Non-compliance with the resolution of complaints through the NERC Contact Centre	Abuja, Eko, Ikeja and Port Harcourt DisCos	11 March 2025	31 March 2025
15	Non-submission of audited financial statement, annual uniform system of accounts and non-compliance with the Commission's directives	TCN, Afam Power and SPDC	24 March 2024	07 April 2025
16	Non-compliance with the resolution of complaints through the NERC Contact Centre	Abuja, Eko, Benin, Ikeja and Port Harcourt DisCos	17 March 2025	4 April 2025
17	Non-compliance with the resolution of complaints through the NERC Contact Centre	Abuja, Eko, Ikeja and Port Harcourt DisCos	11 March 2025	31 March 2025
18	Non-compliance with the resolution of complaints through the NERC Contact Centre	Abuja, Eko, Ibadan, Ikeja and Port Harcourt DisCos	05 March 2025	26 March 2025

S/N	Rectification Directive/Nice/Fines	Licensee	Date Issued	Deadline
19	Non-compliance with the Electricity Act, Terms & Conditions of license, Distribution Code and Nesis, which led to the electric shock of Mr. Kolawale Wasiu (a staff of EKEDP)	Eko DisCo	07 April 2025	14 April 2025
20	Non-compliance with the resolution of complaints through the NERC Contact Centre	Ikeja DisCo	14 April 2025	01 May 2025
21	Non-compliance with the resolution of 12 complaints through the NERC Contact Centre	Ikeja DisCo	16 April 2025	06 May 2025
22	Non-compliance with the resolution of complaints through the NERC Contact Centre	Eko, Port Harcourt, and Ikeja DisCo	25 April 2025	16 May 2025
23	Non-compliance with the Electricity Act, Terms & Conditions of licence by failure to provide information on shareholder loans.	Ibadan, Kaduna Jos, Kano, Port Harcourt and Yola DisCos, YEDC, Olorunsogo, Omotosho and Sapele Power Plc.	28 April 2025	05 May 2025
24	Non-compliance with the resolution of complaints through the NERC Contact Centre	Abuja, Ibadan, Ikeja, Kaduna and Port Harcourt	06 May 2025	26 May 2025
25	Non-compliance with the Abuja Forum decision in Appeal No: AFO/2024/11/C302	Abuja DisCo	08 May 2025	15 May 2025
26	Non-compliance with the Awka Forum decision in Appeal No: ANFO/NERC/1599/11/2024	Enugu DisCo	09 May 2025	16 May 2025
27	Non-compliance with the Awka Forum decision in Appeal No: ANFO/NERC/1751/11/2024	Enugu DisCo	06 May 2025	19 May 2025
28	Non-compliance with the Awka Forum decision in Eze Bibian vs EEDC	Enugu DisCo	23 May 2025	06 June 2025
29	Non-compliance with the resolution of complaints through the NERC Contact Centre	Abuja and Eko DisCos	13 May 2025	02 June 2025
30	Non-compliance with the Abuja Forum decision in Appeal No: AFO/2024/12/C327	Abuja DisCo	06 May 2025	26 May 2025
31	Non-compliance with the Electricity Act, Terms & Conditions of license, Distribution Code and Nesis, which led to the electrocution of Heritage Olasupo Darasimi in IBEDC's network	Ibadan DisCo	28 May 2025	11 June 2025
32	Failure to meter MD customers	Ikeja and Yola DisCos	14 May 2025	28 May 2025
33	Non-compliance with the Ikeja Forum decision in Appeal No: IFO/NERC/2023/11/9874/C327	Ikeja DisCo	06 May 2025	26 May 2025
34	Non-compliance with the Abuja Forum decision in Appeal No: AFO/2024/12/C327	Abuja DisCo	06 May 2025	26 May 2025



S/N	Rectification Directive/Nice/Fines	Licensee	Date Issued	Deadline
35	Non-compliance with the Awka Forum decision in Appeal No: ANFO/NERC/1639/2024	Enugu DisCo	05 June 2025	19 June 2025
36	Non-compliance with Electricity Act, Terms & Conditions of license and the Customer Protection Regulation	Jos DisCo	19 June 2025	26 June 2025
37	Non-compliance with the Electricity Act, Terms & Conditions of license and the Customer Protection Regulation	Yola DisCo	19 June 2025	26 June 2025
38	Non-compliance with multiple forum decisions	Enugu DisCo	23 June 2025	30 June 2025
39	Non-compliance with multiple forum decisions	Ibadan DisCo	23 June 2025	30 June 2025
40	Non-compliance with multiple forum decisions	Abuja DisCo	23 June 2025	30 June 2025
41	Non-compliance with the Awka Forum decision in Appeal No: ANFO/NERC/1909/2025	Enugu DisCo	24 June 2025	01 July 2025
42	Non-compliance with the Abeokuta Forum decision in Appeal No: NERC/ABKFO/10/2024/263	Ibadan DisCo	24 June 2025	01 July 2025
43	Non-compliance with the Electricity Act, Terms & Conditions of license, Distribution Code and Nesis, which led to the electrocution of Abdulakeem Abdullahi	Ibadan DisCo	25 June 2025	09 July 2025
44	Non-compliance with the Abeokuta Forum decision in Appeal No: ASFO/NERC/6/2024/290	Benin DisCo	24 June 2025	01 July 2025
45	Non-resolution of complaints escalated from the NERC Contact Centre	Abuja DisCo	11 July 2025	31 July 2025
46	Non-resolution of complaints escalated from NERC Contact Centre	Ibadan DisCo	11 July 2025	31 July 2025
47	Failure to comply with the Abeokuta forum's decision in complaint No: NERC/ABKFO/10/2024/262	Ibadan DisCo	07 July 2025	14 July 2025
48	Failure to comply with the decisions of the Ilorin and Osogbo forums	Ibadan DisCo	21 July 2025	04 August 2025
49	Non-compliance with multiple forum decisions	Enugu DisCo	21 July 2025	04 August 2025
50	Non-compliance with multiple forum decisions	Abuja DisCo	21 July 2025	04 August 2025
51	Non-compliance with multiple forum decisions	Port Harcourt DisCo	21 July 2025	04 August 2025
52	Non-compliance with Awka Forum Decisions in ANFO/NERC/12139/2025	Enugu DisCo	1 December 2025	14 December 2025
53	Non-compliance with Forum Decisions in AFO/NERC/04/C384	Abuja DisCo	1 December 2025	14 December 2025
54	Non-compliance with Forum Decisions in AFO/NERC/04/C433	Abuja DisCo	1 December 2025	14 December 2025

S/N	Rectification Directive/Nice/Fines	Licensee	Date Issued	Deadline
55	Non-compliance with Forum Decisions in KNF/NERC/25/01/0049	Kano DisCo	19 November 2025	3 December 2025
<i>Fines</i>				
1-8	Fines for non-compliance with the capping of estimated bills in July-September 2024	Abuja, Enugu, Eko, Ikeja, Jos, Kaduna, Kano, and Yola DisCos, respectively	29 January 2025	3 March 2025
9-19	Fines for breach of the Order on Performance Monitoring Framework in Q3, 2024	Abuja, Benin, Enugu, Eko, Ibadan, Ikeja, Jos, Kaduna, Kano, Port Harcourt, and Yola DisCos, respectively	7 February 2025	7 March 2025
20-30	Fines for breach of the Order on Performance Monitoring Framework in Q4, 2024	Abuja, Benin, Enugu, Ibadan, Ikeja, Jos, Eko, Kaduna, Kano, Port Harcourt, and Yola DisCos, respectively	9 April 2025	29 April 2025
31-38	Fines for non-compliance with the capping of estimated bills in October-December, 2024	Abuja, Enugu, Eko, Ikeja, Jos, Kaduna, Kano, and Yola DisCos, respectively	11 June 2025	28 July 2025
39-45	Fines for non-compliance with the capping of estimated bills in January-March 2025	Abuja, Enugu, Eko, Ikeja, Jos, Kaduna and Kano DisCos, respectively	21 July 2025	30 September 2025
46-52	Fines for non-compliance with the capping of estimated bills in April-June 2025	Abuja, Enugu, Eko, Jos, Kano, Port Harcourt, and Yola DisCos, respectively	06 October 2025	28 November 2025
53-61	Fines for breach of the order on Performance Monitoring Framework in Q2, 2025	Kano, Kaduna, Yola, Ibadan, Enugu, Jos, Abuja, Benin, and Port Harcourt DisCos, respectively	24 October 2025	28 November 2025
62-66	Fines for non-compliance with the capping of estimated bills in July-September 2025	Abuja, Benin, Enugu, Eko and Kano DisCos respectively	15 December 2025	30 January 2025

4.10 Hearings and Alternative Dispute Resolution among Market Participants

As part of the conditions of their licences, section 72(2)(c) of the EA requires licensees to “refer disputes to the Commission for arbitration, mediation, or determination by the Commission and file appeal against the decisions of the Commission”. One of the ways by which the Commission performs this quasi-

judicial role towards the resolution of disputes between stakeholders is through hearings. During the year, the Commission conducted hearings to consider the petitions filed by different stakeholders on issues pertaining to the provision and utilisation of electricity services. The list of the hearings conducted in 2025 is contained in Table 14.

Alternative Dispute Resolution (ADR) refers to the settlement process instituted by the Commission for the resolution of disputes that may arise among market participants. Section 42.3 of the Market Rule empowers the Commission to appoint a Dispute Resolution Counsellor (DRC) and constitute a Dispute Resolution Panel (DRP). Pursuant to the Market Rules, the Commission has constituted a DRP and appointed a DRC responsible for arbitrating or otherwise resolving disputes between market participants. The DRP did not handle any disputes among industry stakeholders in 2025.

Table 14: Hearings conducted by the Commission in 2025

S/N	Parties	Petition	Date of Hearing
1	Phoenix Steel Mills vs Ibadan Electricity Distribution Plc.	Appeal against the Commission's decision of 31 October 2024 revoking the eligible customer status previously granted to Phoenix Steel Mills Limited	30 January 2025
2	Transmission Company of Nigeria vs NERC	Petition on the review of the decision of the Commission dated 19 September 2024 allocating a 30:70 fault attribution ratio between TCN and the Distribution Companies in the Service Level Agreement for Band A	4 March 2025
3	Prism Steel Mills Limited vs Ibadan Electricity Distribution Plc	Petition challenging the award of the competition transition charge in favour of Ibadan Electricity Distribution Plc.	7 April 2025
4	Ibadan Electricity Distribution Plc vs Green Power Distribution Nigeria Limited	Hearing in respect of Ibadan Electricity Distribution Plc's objection to the grant of an independent electricity distribution network licence to Green Power Distribution Nigeria Limited	26 May 2025
5	Transmission Company of Nigeria vs NERC	Petition filed by Transmission Company of Nigeria Plc against the Commission's Order NERC/2025/043-Order on Performance Improvement Plan for TCN and Nigeria Independent System Operator	17 July 2025
6	Weewood Limited vs Benin Electricity Distribution Company Limited	Petition filed by Weewood Limited against BEDC on the issuance of CTC	28 August 2025

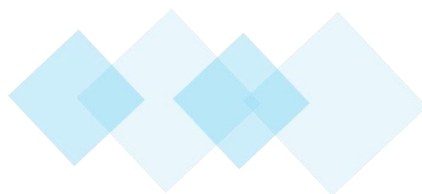


Chapter Five: Consumer Affairs and Stakeholder Engagements



5.1 Consumer Affairs

5.2 Stakeholder Engagements





5.1 Consumer Affairs

The Commission has developed various initiatives to ensure that electricity customers are aware of their rights and obligations and that customer service standards by licensees are consistent with international best practices. The main avenues of interface between the Commission and customers are:

- A. Customer Education/Townhall Meetings
- B. Customer complaints reporting channels

5.1.1 Consumer Education - Townhall Meetings

Customer education/townhall meetings are used to enlighten customers on the Commission's activities, regulatory instruments, customer rights and obligations, as well as facilitating swift resolution of complaints. These fora also provide avenues for the Commission to obtain feedback from customers, which serve as input to the Commission in its decision-making process.

In 2025, three (3) customer education/townhall meetings were held at different locations across the country (Table 15). These meetings were held in collaboration with other government agencies and development partners, including the Federal Competition and Consumer Protection Commission (FCCPC), National Orientation Agency (NOA) and United Kingdom Nigeria Infrastructure Advisory Facility (UKNIAF). During the meetings, discussions centred around several critical issues, which include:

- Service-Based Tariff (SBT) provisions
- Capping of estimated bills for unmetered customers
- Electricity customer rights and obligations
- Electricity customer redress mechanisms
- Unauthorised electricity access

- Metering frameworks and strategies by the Commission to ensure improved overall service delivery to customers.

Table 15: Town Hall Meetings held in 2025

S/N	Date	DisCo	Location
1	20 – 22 February 2025	Kaduna	Sokoto State
2	26 – 28 June 2025	Jos	Bauchi State
3	4 – 6 September 2024	Enugu	Anambra State



Road walk by participants during the town hall/customer complaints resolution meeting held in Sokoto, February 2025



Participants during the town hall/customer complaints resolution meeting held in Sokoto, February 2025



On-the-spot resolution of customer complaints during the town hall/customer complaints resolution meeting held in Sokoto, February 2025



NERC Commissioner Stakeholder Management with dignitaries and electricity customers during the customer complaints resolution/town hall meeting held in Bauchi, June 2025





Participants at the town hall/customer complaints resolution meeting held in Awka Anambra State, September 2025

5.1.2 Customer Complaints

Pursuant to section 34(2)(c) of the Electricity Act 2023 which empowers the Commission to *“establish appropriate consumer rights and obligations regarding the provision and use of electricity services”* in the NESI, the Commission issued the updated Customer Protection Regulation (CPR) in 2023. The updated CPR adequately highlights the standards and procedures for handling customer complaints in the NESI. Furthermore, the Regulation provides a clear process flow for efficient customer complaint resolution in the NESI. The process for customer complaint handling and resolution in the NESI is as follows:

- i. Lodging a complaint: Customers must first lodge their complaints in writing or via email to the Customer Complaints Unit (CCU) of their respective Distribution Company (DisCo).
- ii. Complaints Acknowledgement: The CCU of the DisCos acknowledges receipt of the complaint within three (3) working days.
- iii. Resolution by DisCos CCU: The DisCo’s CCU is responsible for resolving the complaint within 15 working days. If the complaint requires more time, the customer is notified within the initial 15 working days and every 15 days thereafter until the complaint is resolved.



- iv. Escalation to Forum Office: If the customer is dissatisfied with the CCU's resolution, they can escalate the complaint to the nearest NERC Forum office under the DisCo's operational area. The Forum office reviews the complaint with the aim of resolving it within two months.
- v. Escalation to NERC Head Office: If the customer is still not satisfied with the Forum office's resolution, they can escalate the complaint to the NERC head office. NERC reviews the complaint and the processes followed by the DisCo and Forum to arrive at a final decision.

This structured approach ensures that customer complaints are handled systematically and transparently, providing multiple levels of review to ensure fair resolution.

5.1.3 Complaints Reporting Channels

Pursuant to the provisions of section 119(1)(c) of the EA 2023 which states that *“the Commission shall develop in consultation with licensees, the customer complaints handling standard and procedure”*, the Commission provides various channels for customers to lodge complaints against their service providers. The primary channels available for customers to lodge complaints in the NESI include:

- A. NERC Customer Complaint Unit (NERC-CCU): This is a unit at the Stakeholder Management Division¹¹ of the Commission dedicated to the management of customer complaints against the DisCos; i.e., the Unit does not directly resolve complaints but rather tracks the resolution of the complaints by the DisCos. Customers can lodge complaints at the NERC CCU for onward passage to the respective DisCos for resolution via emails, letters or phone calls (through the NESI Call Centre).

¹¹ Formerly Consumer Affairs Division



B. DisCo Customer Complaint Unit (DisCo-CCU): The CPR 2023 mandates all DisCos to establish customer complaint units (CCU) across their franchise area dedicated to the receipt and resolution of complaints from customers. Complaints can be lodged with the DisCo via electronic means including phone calls, SMS, email, etc. DisCos submit monthly customer complaints reports which the Commission reviews to identify cases where regulatory intervention is necessary.

C. NERC Forum Offices: Forum offices serve as the “court of second instance” for customers not satisfied with the resolution of their complaints at the DisCo-CCU. As of 31 December 2025, the Commission had twenty-three (23) active Forum Offices across twenty-two (22) states and the FCT, Abuja. The details, including names, addresses and contacts of the Commission’s Forum Offices, are contained in Appendix C.4.

The Forum Office is managed by the forum secretariat while the hearings are conducted by five (5) forum panel members who are not staff of the Commission, as stipulated in the CPR 2023¹². The forum panels hear and resolve customer complaints in the state in which it is situated, if there is no Forum Office in a state, the Commission determines which neighbouring Forum Office will have jurisdiction over the customer complaints from the state.

¹² The forum panel members are not staff of the Commission. The composition of the panel is as follows:

1. A legal practitioner with experience in alternative dispute resolution nominated by the Nigerian Bar Association (NBA).
2. A financial expert nominated by either the Manufacturers Association of Nigeria, Nigerian Association of Chambers of Commerce, Industry, Mines and Agriculture (NACCIMA) or any other reputable organisation.
3. A qualified electrical engineer nominated by either the Council for Regulation of Engineering in Nigeria (COREN) or the Nigerian Society of Engineers (NSE).
4. A nominee of the Federal Competition and Consumer Protection Commission (FCCPC).
5. A representative of an NGO based in the distribution company’s operating area nominated by the Commission

5.1.4 Customer Complaints Received in 2025

This subsection provides a summary of the types of complaints and resolution rates of complaints across the various channels explained in section 5.1.3 above.

5.1.4.1 NERC CCU

In 2025, 8,305 complaints were received at the Commission's CCU - Ikeja (2,860), Abuja (1,794) and Eko (1,387) DisCos recorded the highest number of complaints by their customers, accounting for 34.44%, 21.60% and 16.70% of the total, respectively. Conversely, Kano DisCo (27) had the lowest number of complaints, corresponding to 0.33% of total complaints. Cumulatively, the DisCos were able to resolve 3,840 complaints, corresponding to a 46.24% resolution rate.

The most common issues among the 8,305 complaints received were billing (34.35%), metering (29.62%), service interruption (14.82%) and disconnection (9.24%). The four (4) complaint categories cumulatively accounted for 88.03% of the total complaints in the year (Figure 6).

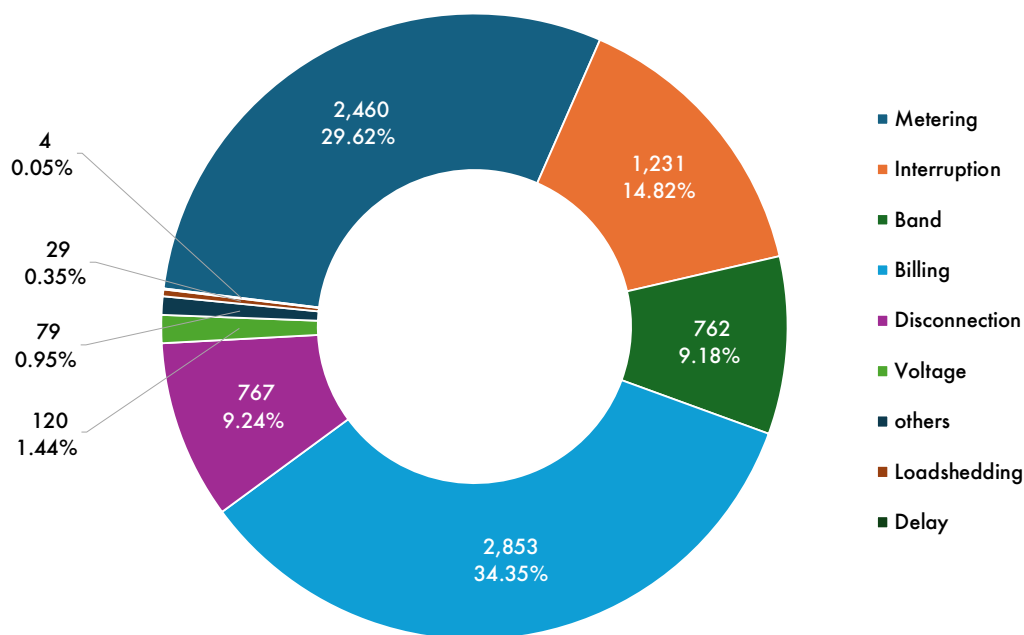


Figure 6: Category of Complaints Received at the Commission's CCU in 2025

5.1.4.2 DisCo CCU

The total number of complaints received across all DisCos in 2025 was 708,699. Port Harcourt, Ibadan and Kano DisCos received the highest complaints (140,320, 126,082 and 100,586, representing 19.80%, 17.79% and 14.19% of total complaints, respectively). In comparison, Yola DisCo had the lowest complaints (9,388) representing 1.32%, respectively.

The most common issues among the complaints received by DisCos during the year were metering (44.56%), billing (16.73%), and service interruption (8.47%). These three (3) complaint categories cumulatively accounted for 69.76% of the total complaints in the year (Figure 7).

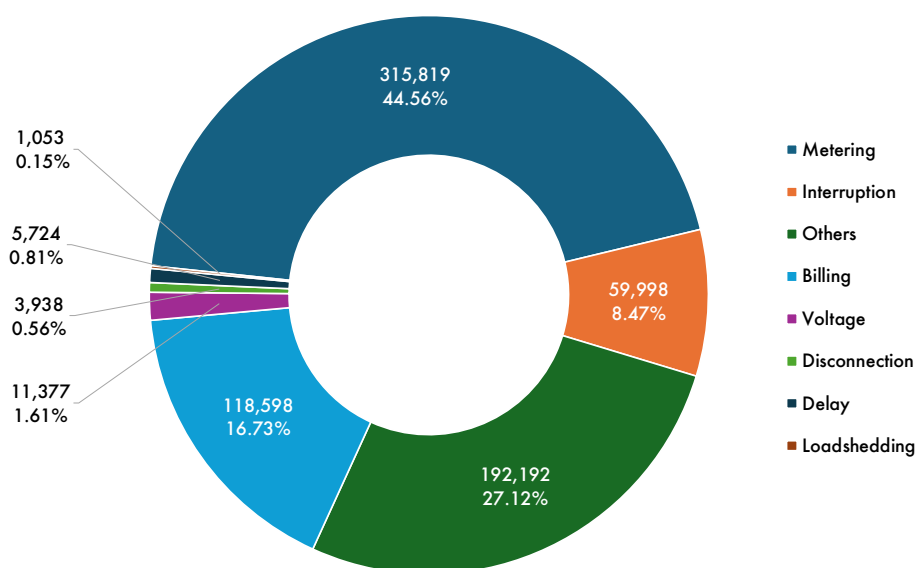


Figure 7: Category of Complaints Received by all DisCos in 2025

5.1.4.3 NERC Forum Offices

A summary of the appeals across the Forum Offices in 2025 is contained in Table 16. The Forum Offices received a total of 5,825 appeals in 2025. The Forum Offices serving Ibadan (1,990) and Port Harcourt (1,565) DisCos received the highest number of appeals (corresponding to 34.16% and 26.87% of total appeals,

respectively), while those serving Lagos (125) and Kano (139) DisCos received the fewest appeals, corresponding to 2.15% and 2.61% of total appeals, respectively.

Cumulatively, the Forum Offices had 186 sittings in 2025 and resolved 71.50% (4,165) of the total active appeals. The breakdown of the various categories of appeals received at the Forum Offices is presented in Figure 8. Billing and metering were the most prevalent complaints within the year, accounting for 54.33% and 27.34% of the total appeals, respectively.

Table 16: Appeals Handled by Forum Offices in 2025

Forum Offices	DisCos	Appeals Received ¹	Appeals Resolved	Appeals Pending ²	Resolution Rate (%)	No of Sitzings
Abuja & Lafia	Abuja	221	168	53	76.02	17
Asaba	Benin	342	182	160	53.22	15
Eko	Eko	125	125	0	100.00	3
Abakaliki, Akwa & Umuahia	Enugu	937	600	337	64.03	39
Abeokuta, Ilorin & Osogbo	Ibadan	1,990	1,497	493	75.23	46
Ikeja	Ikeja	0	0	0	0.00	0
Bauchi, Gombe, & Makurdi	Jos	196	103	93	52.55	6
Gusau, Kaduna, & Sokoto	Kaduna	152	112	40	73.68	15
Kano & Katsina	Kano	139	93	46	66.91	5
Calabar, Port Harcourt & Uyo	P/H	1,565	1,187	378	75.85	34
Yola & Damaturu	Yola	158	98	60	62.03	6
All Forum Offices	All	5,825	4,165	1,600	71.50	186

¹ Appeals received include outstanding complaints from the preceding year as well as complaints rejected and withdrawn. During the year, 81 appeals were rejected while 15 appeals were withdrawn. ² As at December 2025, the pending appeals were still within the regulatory timeframe of 2 months to resolve.

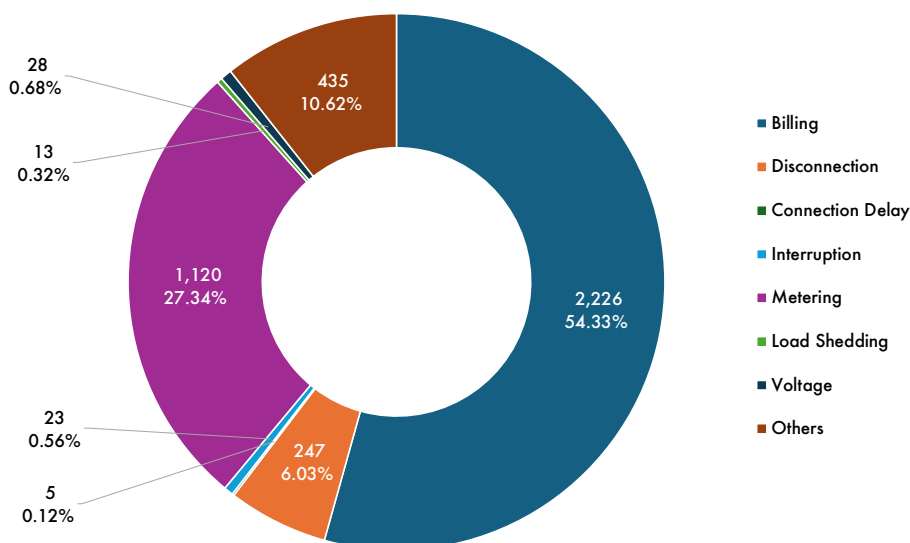


Figure 8: Category of Complaints Received by all Forum Offices in 2025

To ensure DisCos comply with the rulings of the Forum Offices, the Commission has included “Compliance with forum rulings” as one of the indices contained in the Order on Performance Monitoring Framework. As contained in the KPI order, a DisCo is fined ₦10,000 per day for non-compliance with the forum ruling. Furthermore, the Commission is exploring strategies to improve the operational efficiency of Forum Offices such as ensuring that the forum panels sit regularly to increase the resolution rate and reduce the number of pending appeals carried over across years. The Commission also undertakes regular training and capacity development for members of the forum panel to equip them to deliver on their mandates.

5.2 Stakeholder Engagements

The Commission engages relevant stakeholders as well as the public to apprise them of the Commission’s activities. The main avenues for interface between the Commission and stakeholders are:

- A. NESI stakeholder meetings
- B. Training/Workshops

C. Other stakeholder engagement activities

5.2.1 Nigerian Electricity Supply Industry (NESI) Stakeholder Meetings

The NESI meetings are periodic gatherings of all stakeholders in the NESI to deliberate on important industry issues and to review compliance and performance. The meetings usually have in attendance the executives of DisCos, GenCos, Transmission Service Provider (TSP), System Operator (SO), Market Operator (MO), Nigerian Bulk Electricity Trading (NBET) Company, Rural Electrification Agency (REA), other FGN Stakeholders and Development Partners (on an ad-hoc basis). Four (4) NESI meetings were held in 2025 (Table 17).

Table 17: NESI Meetings held in 2025

S/N	NESI Meeting	Date	Location
1	Q1 NESI meeting	24 February 2025	Abuja, Nigeria
2	Q2 NESI meeting	02 June 2025	Lagos, Nigeria
3	Q3 NESI meeting	01 September 2025	Lagos, Nigeria
4	Q4 NESI meeting	02 December 2025	Abuja, Nigeria





NERC Commissioners and other participants at the first quarter NESI meeting held in Abuja, February 2025





NERC Commissioners and other participants at the second quarter NESI meeting held in Lagos, June 2025







NERC Commissioners and other participants at the third quarter NESI meeting held in Lagos, September 2025





A cross-section of participants at the fourth quarter NESI meeting held in Abuja, December 2025

5.2.2 Workshop on the Methodology for Delineation of Successor DisCos Assets and Liabilities

As part of efforts to strengthen transparency and efficiency in the wake of ongoing reforms aimed at decentralising electricity regulation, the Commission organised a workshop on the Methodology for Delineation of DisCos Assets and Liabilities on 21 January 2025. The workshop brought together key stakeholders, including representatives of DisCos, government agencies, and industry experts, to build a shared understanding of the principles, processes, and data requirements for accurately identifying and assigning assets and liabilities of a DisCo to its individual component states. Emphasis was placed on ensuring that asset registers are

comprehensive, verifiable, and aligned with regulatory and accounting standards to promote financial clarity and operational accountability across the DisCos.

During the sessions, participants engaged in technical discussions on valuation approaches, verification protocols, and dispute resolution mechanisms to address inconsistencies in asset ownership and liability allocation. The first panel session addressed the methodologies for delineating DisCos' assets, focusing on defining ownership structures, valuation methods, and operational boundaries. The second panel discussion examined the methodologies for delineating DisCos' liabilities, including financial obligations, outstanding debts, and regulatory compliance requirements. By clarifying asset boundaries and financial obligations, the initiative is expected to improve tariff setting processes, support investment planning, and ensure equitable allocation of assets and liabilities in the evolving electricity market.



Panel sessions on asset and Liability delineation, Abuja, January 2025



NERC Chairman and Commissioner PRS at the workshop on asset and Liability delineation, Abuja, January 2025

5.2.3 Public Consultation on the Draft Net Billing Regulations

The Commission convened two public consultations in Lagos and Abuja on the Draft Net Billing Regulations as part of its commitment to inclusive policy development and the promotion of distributed energy resources in Nigeria's electricity sector. The stakeholders at the consultations include DisCos, renewable energy developers, consumer groups, industry experts, government institutions, and the general public. The draft regulations aim to establish clear guidelines for the integration of customer-sited generation into the grid, allowing customers to supply excess electricity back to the distribution network under a structured billing arrangement.

During the consultation, participants engaged in detailed discussions on key elements of the draft, such as metering requirements, tariff design, compensation mechanisms for exported energy, and operational responsibilities of DisCos.



Stakeholders at the Public Consultation on the Draft Net Billing Regulations, Abuja, October 2025



Stakeholders at the Public Consultation on the Draft Net Billing Regulations, Lagos, October 2025

5.2.4 NERC 20th Anniversary Celebrations

The Commission marked its 20th anniversary with a commemorative celebration highlighting two decades of regulatory oversight and reform in Nigeria's electricity sector. The event reflected on NERC's establishment in 2005 and its mandate to create a transparent, fair, and efficient electricity market that protects consumer interests while promoting private sector investment. Stakeholders from across the power value chain, including government officials, industry operators, development partners, and consumer representatives, gathered to acknowledge the Commission's role in shaping market rules, tariff frameworks, licensing regimes, and consumer protection mechanisms over the years. By celebrating institutional milestones alongside renewed strategic focus, the anniversary underscored NERC's resolve to

strengthen electricity market governance, enhance investor confidence, and support Nigeria's broader economic and energy transition objectives in the years ahead.





NERC at 20 in pictures!



5.2.5 Other Stakeholder Engagements

The Commission held a series of other stakeholder engagements and activities during the year, including workshops, training, and customer service week celebrations as well as hosting various stakeholders who paid courtesy visits to the Commission. The summary of the Commission's engagements with external stakeholders during the year is contained in Table 18.

Table 18: Stakeholder engagements and other activities of the Commission in 2025

S/N	Event	Date	Location
<i>Trainings/Workshops</i>			
1	Capacity building training for members of the Kogi State Electricity Regulatory Commission.	14 February 2025	NERC HQ, Abuja
2	Training of NYSC Schedule Officers on electricity consumer enlightenment	05 March 2025	NERC HQ, Abuja
3	Seminar and capacity building workshop for judicial officers	28 April 2025	National Judicial Institute, Abuja
4	Biannual health and safety managers meeting of the NESI	25 June 2025	NERC HQ, Abuja
5	Workshop with power sector stakeholders on infrastructure protection strategies by the Office of the National Security Adviser (ONSA)	21 July 2025	NERC HQ, Abuja
6	Three-day biannual health and safety managers meeting of the NESI	21 November 2025	NERC HQ, Abuja
<i>Courtesy Visits</i>			
7	Oversight visit by the House Committee on Safety Standards and Regulations	03 March 2025	NERC HQ, Abuja
8	Courtesy call and sensitisation visit by the ServiCom Nigeria team	20 March 2025	NERC HQ, Abuja
9	Courtesy visit by the management of the National Pension Commission	25 April 2025	NERC HQ, Abuja
10	Courtesy visit by the African Finance Corporation	09 May 2025	NERC HQ, Abuja
11	Courtesy visit by the Chairman of the Nigerian Independent System Operator (NISO)	18 July 2025	NERC HQ, Abuja
12	Courtesy visit by the Plateau State Electricity Regulatory Commission	29 August 2025	NERC HQ, Abuja
13	Courtesy visit by officials of Imo State Electricity Regulatory Commission	25 September 2025	NERC HQ, Abuja

S/N	Event	Date	Location
14	Courtesy visit by a delegation from the International Centre for Hydropower (Norway)	27 October 2025	NERC HQ, Abuja
15	Courtesy visit by officials of Abia State Electricity Regulatory Commission	17 November 2025	NERC HQ, Abuja
<i>Other Activities</i>			
16	Inauguration of the 5th Initial Stakeholder Advisory Panel	29 January 2025	NERC HQ, Abuja
17	Hearing of a petition filed by TCN on fault ratio attribution	04 March 2025	NERC HQ, Abuja
18	Inauguration of the Grid Code Review Panel	04 March 2025	NERC HQ, Abuja
19	Establishment of the NERC NYSC Community Development Service (CDS) group	12 May 2025	NERC HQ, Abuja
20	Hearing of a petition filed by Green Power Distribution Nigeria Limited	26 May 2025	NERC HQ, Abuja
21	The 2025 Health and Safety week was conducted in collaboration with the National Emergency Management Agency (NEMA)	16 July 2025	NERC HQ, Abuja
22	Compliance peer review meeting	03 December 2025	NERC HQ, Abuja
23	Power sector stakeholders meeting on integrating generating units into SCADA/EMS	17 December 2025	NERC HQ, Abuja



NERC Vice Chairman and some Commissioners at the inauguration of the 5th Initial Stakeholders Advisory Panel in Abuja, January 2025



NERC Vice Chairman with a delegation from the Kogi State Electricity Regulatory Commission in Abuja, February 2025.



Staff of NERC with members of the House Committee on Safety Standards and Regulations during their oversight visit to NERC in Abuja, March 2025.



Participants at the hearing of petition filed by TCN on fault ratio attribution in Abuja, March 2025.



NERC Chairman, Commissioners and members of the Grid Code review panel during their inauguration in Abuja, March 2025



NERC Chairman and other Commissioners during the courtesy visit of the delegation from PENCOM in Abuja, April 2025



Minister of Justice, Prince Lateef Fagbemi (top right), Chief Justice of Nigeria, Hon. Justice Kudirat Kekere-Ekun (top middle), NERC Commissioners and other dignitaries at the seminar for judges, in Abuja, April 2025.



Staff of NERC with Corps members during the establishment of the NERC/NYSC CDS group in Abuja, May 2025.



NERC Commissioners with participants during the biannual Health and Safety managers meeting in Abuja, June 2025.





NERC staff during the 2025 Safety Week in collaboration with NEMA in Abuja, July 2025.



NERC Commissioner, Legal Licensing and Compliance with dignitaries from the Office of the National Security Adviser during the stakeholder meeting on safeguarding critical national energy assets in Abuja, July 2025.



NERC Commissioners with the Chairman and Managing Director of NISO during their courtesy visit to NERC in Abuja, July 2025.



NERC Commissioners with the delegation from Plateau State Electricity Regulatory Commission during their courtesy visit to NERC in Abuja, August 2025



Staff of NERC with members of the Power Sector Communications Team during a strategic engagement in Abuja, September 2025.



NERC Staff with a delegation from ICPC during the NERC ACTU sensitization programme in Abuja, September 2025



NERC Commissioners with officials of Imo State Electricity Regulatory Commission during a peer learning session in Abuja, September 2025





Commissioners and staff of NERC at the 2025 NERC Customer Service Week, October 2025



NERC Commissioner for Research and Data Analytics with staff and delegates from the International Centre for Hydropower (Norway) during their courtesy visit to NERC in Abuja, October 2025



NERC Commissioner and Staff with delegates from Abia State Electricity Regulatory Authority in Abuja, November 2025.



NERC Commissioner Legal Licensing and Compliance and Staff with participants during the compliance peer review meeting in Abuja, December 2025.



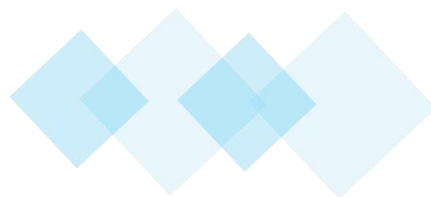
NERC Commissioners, staff, students and their guardians during the 2025 annual essay competition in Abuja



Chapter Six: Electricity Tariffs



- 6.1 Introduction
- 6.2 Components of Electricity Tariff
- 6.3 Multi-Year Tariff Order (MYTO)
- 6.4 Customer Tariff



6.1 Introduction

Pursuant to section 34(1)(d) of the EA 2023, the Commission is mandated to ensure that prices charged by licensees are fair to customers and sufficient to allow the licensees to fully recover their efficient cost of operation. In compliance with the provisions of Section 116(2) of the EA 2023, which empowers the Commission to adopt methodologies for regulating electricity prices, the Commission has since 2007 adopted the Multi-Year Tariff methodology for the determination of electricity tariffs to be charged by distribution companies in the NESI.

6.2 Components of Electricity Tariffs

The components of electricity tariffs include the cost of generation, transmission, distribution, and administrative services (Figure 9). Tariffs are structured to ensure fairness and incentivise performance.

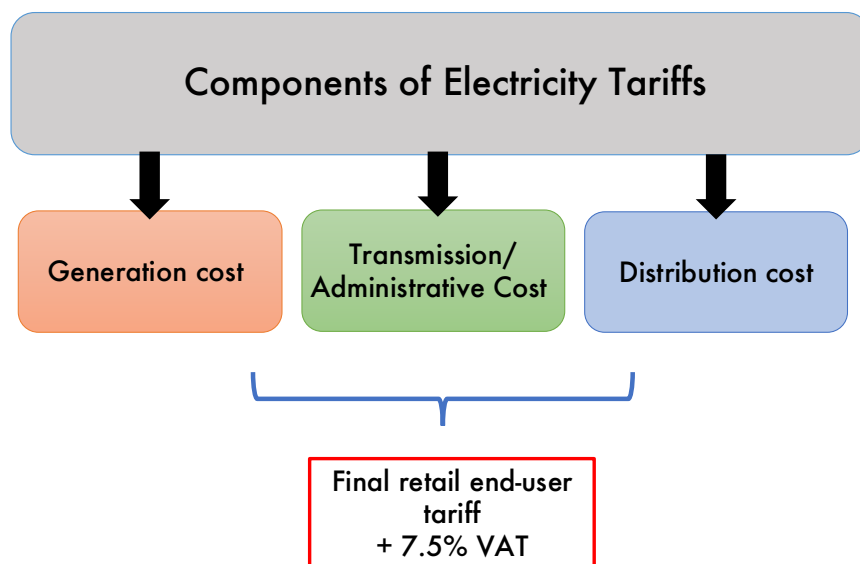


Figure 9: Components of Electricity Tariffs

The generation cost/tariff is determined using a benchmark Long Run Marginal Cost (LRMC) of the most economically efficient new entrant. Generation tariffs are usually bilaterally negotiated between the Generation Company and the off-taker; the negotiated rates are subject to the Commission's approval before they become effective. If components of the tariffs, e.g. gas price, are indexed to the US\$, they will be adjusted at the time of invoicing based on the provisions of the contract.

Transmission and distribution costs are computed based on the revenue requirement and the volume of energy to be traded over a specific period. The revenue requirements for the transmission and distribution segments of the value chain are determined using a building blocks approach which provides the joint benefit of price cap and incentive-based regulation. The three building blocks are:

- The allowed return on capital – fair (market-based) rate of return on capital invested
- The allowed return of capital – recoup capital over the useful lives of the assets (depreciation)
- Efficient operating costs and overheads

6.3 Multi-Year Tariff Order (MYTO)

The MYTO is a regulation that is used to set cost-reflective prices for electricity in the industry by employing a unified way to determine total industry revenue requirements tied to measurable performance improvements and standards. It seeks to reward performance above certain benchmarks, reduce technical and non-technical/commercial losses and lead to cost recovery as well as improved performance standards from all industry operators in the NESI. The first MYTO was issued by the Commission in July 2008 and has been reviewed regularly pursuant to the provisions of the extant regulatory instruments.

6.3.1 Objectives of the MYTO

The MYTO methodology offers a transparent framework for determining electricity tariffs that provides for the clear disaggregation and determination of necessary operating costs and overheads, and a reasonable Return on Investment. Specific objectives of the MYTO include:

- A. Cost recovery and financial viability - regulated entities should recover their efficient costs of providing electricity services, including a reasonable rate of return on their capital.
- B. Certainty and stability of the pricing framework - this assures the recoverability of returns, thereby promoting investments in the sector.
- C. Incentives for improving performance - It provides incentives to reduce costs, improve the quality of service and encourage efficient use of the network.
- D. Allocation of risk - It promotes the efficient allocation of risks.
- E. Simplicity and cost-effectiveness - the MYTO was designed to be easy to understand and implement.

6.3.2 Tariff Reviews

The updated Regulations on the Procedure for Electricity Tariff Reviews in the NESI (NERC-R-002-2024) provides a detailed procedure for conducting electricity tariff reviews in line with the provisions of the EA 2023. It also provides clarity on the responsibilities of parties regarding the tariff review processes, filing arrangements, timelines, fees and documentation required for the tariff review process in the NESI. The regulation further provides for the following types of reviews:

- A. Monthly/Minor review: This is done to consider changes in a limited number of tariff-setting macroeconomic indices such as inflation, interest rates, exchange rates and generation capacity. Pursuant to the provisions of the

regulation, the monthly review shall include the review and approval for migration or classification/reclassification of distribution feeders based on the availability of supply on the feeders. The Commission may, at its discretion, conduct minor reviews of tariffs at longer periods but no longer than six months, depending on the stability of macroeconomic indices.

- B. Major review: This is to be conducted once in five (5) years and entails a review of all inputs for tariff setting. It is a comprehensive review of all tariff assumptions to ensure the viability and efficiency of the NESI.
- C. Extraordinary review: This type of review is conducted where industry parameters have significantly changed, thus requiring immediate consideration for the sustainability of the licensee and the provision of service. The Regulations allow licensees that encounter significant unforeseen operational, legal or regulatory costs that can be reasonably passed on to customers to file for extraordinary tariff reviews, following which the Commission conducts electricity rate case hearings.

The group of parameters which the Commission considers during tariff reviews are summarised in Table 19.

Table 19: Parameters considered during Tariff Reviews

Parameters		Generation	Transmission	Distribution	Type of Review
Exogenous (parameters outside the control of licensees)	Macroeconomic Indices (Inflation rate, Interest rate, Foreign exchange)	✓	✓	✓	Minor Review
Endogenous (parameters within the control of licensees)	Efficient Loss Targets (Transmission loss factor [TLF], Aggregate Technical, Commercial and Collection Loss [ATC&C])	x	✓	✓	Major/Extraordinary Review

Capital Expenditure (CapEx)/Regulatory Asset Base (RAB)	x	✓	✓
Operational & Maintenance cost (O&M)	x	✓	✓
Energy Offtake	x	✓	✓

6.4 Customer Tariffs in 2025

6.4.1 Service-Based Tariff Regime (SBT)

Pursuant to section 116(2)(c) of the EA 2023, which mandates the Commission to approve rates that incentivise continuous improvement of the quality of service, tariff reviews take into consideration the varying levels of infrastructural development in the utility's network, which is directly attributable to the differential level of supply experienced by customers in the DisCo's network.

In August 2020, the Commission issued the MYTO 2020, marking the beginning of the Service-Based Tariff (SBT) regime in the NESI. The objectives of MYTO 2020 included:

- A. Creation of a path towards transitioning to a fully service-based cost-reflective tariff in the NESI.
- B. Disaggregation of the pre-existing customers' classes and clusters, reclassifying them based on each DisCo's commitment to service quality to them (which comprises such factors as the quantum of energy delivered, its voltage, and the DisCo's average response time to resolving customer complaints).
- C. Ensure that the tariffs are aligned with the quality and availability of electricity committed to customer clusters by the DisCos.

The customer clusters/classes specified in MYTO 2020 and expected service delivery are contained in Table 20.

Table 20: Customer Cluster and Expected Service Delivery

Service Band	Minimum hours of supply
A	20
B	16
C	12
D	8
E	4

6.4.2 Tariff Reviews in 2025

Although the Commission undertakes regular reviews of the DisCos' CRT in line with extant regulations, the allowed end-user tariffs are determined by government policy on subsidy. Following the tariff review in April 2024, the Commission carried out monthly tariff reviews throughout 2025. This is pursuant to Section 7 of the April 2024 supplementary MYT Orders, which provide for monthly tariff reviews to reflect the changes in the pass-through indices outside the control of licensees. The policy directive of the FGN for all customer tariffs to be frozen at the July 2024 rates was effective throughout 2025, hence, there was no change in the end-user tariffs during the year.

6.4.3 Tariff Subsidies

When the tariffs allowed for DisCos to charge customers (allowed tariff) is lower than the cost-reflective tariff as computed by the Commission, the Government undertakes to cover the resultant gap (between the cost-reflective and allowed tariff) in the form of tariff shortfall funding. The current open-ended subsidy regime leaves the FGN exposed to indeterminate subsidy obligation because of:

- i. volumetric risk
- ii. generation cost variation arising from changes in supply mix (more thermal = higher generation cost).

The gross subsidy obligation of the FGN in 2025 is presented in Figure 10. The subsidy obligation shows a gradual decline over the course of 2025, despite the FGN directive to freeze all customer tariffs at the July 2024 approved rates. The quarterly subsidy obligation of the FGN decreased steadily from Q1 to Q4 of 2025 due to a combination of reduced energy offtake by DisCos relative to previous quarters, as well as the increase in the share of energy allocated to Band A customers from 40% to 45%. The higher energy allocation to Band A customers in 2025/Q4 underscores the FGN's strategic focus on enhancing the quality of supply to consumers.

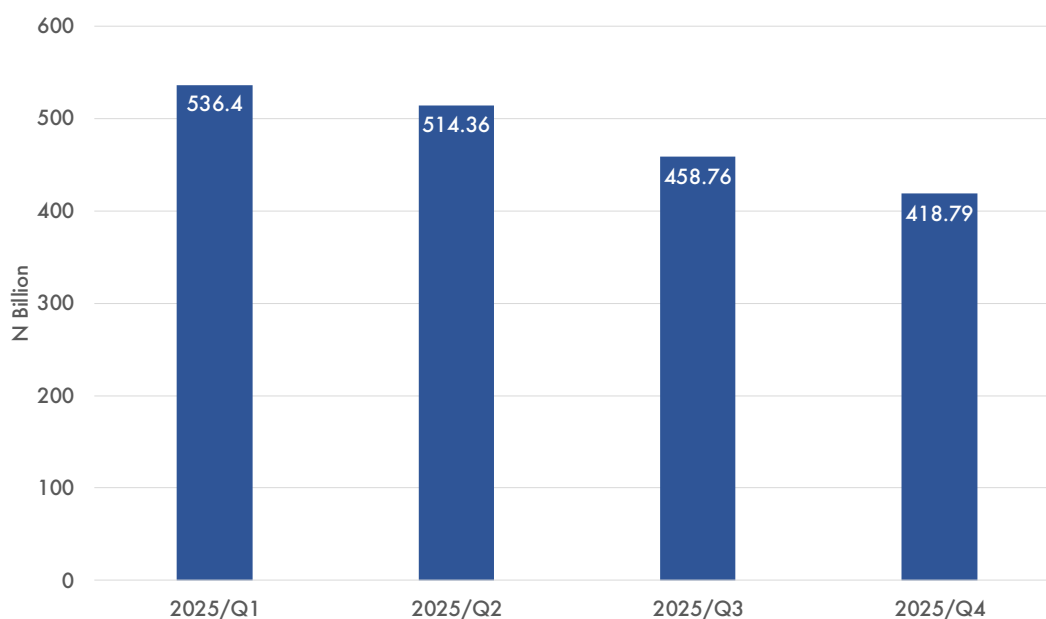


Figure 10: FGN subsidy obligation in 2025

For ease of administration, the subsidy is only applied to the generation cost payable by DisCos to NBET at the source in the form of a DisCo's Remittance Obligation (DRO). The DRO represents the ratio of the total GenCo invoice that is billed to the DisCos by NBET based on what the allowed DisCo tariffs can cover. The DRO regime replaced the Minimum Remittance Obligation¹³ (MRO) framework in January 2024, and DisCos are expected to pay 100% of their DROs. The transition to the DRO regime was necessitated by the risk of unpaid tariff subsidy debts encumbering the balance sheets of the DisCos, thereby preventing them from raising finance to undertake critical investments.

The 2025 average DRO of the DisCos, average allowed tariffs, corresponding tariff subsidies and accrued gross subsidy required to bridge the tariff shortfall in the NESI are contained in Table 21.

Table 21: DRO and Average Tariff for Non-MD Customers Across DisCos in 2025

DisCo	Average DRO	Average Allowed Tariff (₦/kWh)	Tariff Subsidy (₦/kWh)	Accrued Subsidy (₦'bn)
Abuja	43%	125.57	64.98	278.37
Benin	40%	125.54	68.24	178.74
Eko	46%	125.21	70.74	231.91
Enugu	38%	123.98	71.40	166.42
Ibadan	37%	125.21	70.74	239.94
Ikeja	45%	122.34	59.11	267.37
Jos	36%	124.18	81.95	102.58
Kaduna	30%	121.77	80.95	122.70
Kano	34%	122.36	75.39	118.52
PH	35%	123.85	73.09	148.36
Yola	13%	127.03	149.87	73.40
National	39%	124.30	69.63	1,928.31

¹³ For the MRO framework, DisCos are invoiced 100% of energy cost but only expected to pay MRO share of the invoice. The outstanding balance is only cleared from the DisCo's record when the FGN subsidy is paid to NBET.

In 2025, Yola DisCo had the highest cost-reflective tariff compared to other DisCos due to higher operational costs and other unique factors (such as vandalism and insecurity in parts of the franchise area) which the Federal Government approved as part of the reprivatisation effort in 2021. As a result of the fact that its allowed tariffs were also identical to the rest of the DisCos, Yola DisCo enjoyed the highest subsidy cost per unit of energy delivered (~2 times the average subsidy per kWh of other DisCos). On the other hand, Ikeja DisCo had the lowest cost-reflective tariff and subsidy allocation per unit of energy delivered in 2025.

6.4.4 End-user Tariffs in Nigeria and Other African Countries

A comparison of the average allowed end-use customer electricity tariff in Nigeria in 2025 and the rates charged in selected African countries (predominantly West African countries) is presented in Table 22. On average, across 2025, the average allowed customer tariff in Nigeria was US\$0.08/kWh (approximately ₦124.30/kWh), which was the lowest tariff charged across the selected countries and represented only 42.11% of the average tariff charged in the other selected countries (US\$0.19/kWh)¹⁴.

Table 22: Comparison of the Average Electricity Tariff in Nigeria and Selected African Countries

Country	Average Tariff (\$/kWh)	Average Cost (₦/kWh)
Nigeria	0.08	124.30
South Africa	0.27	399.73
Burkina Faso	0.22	323.03
Ghana	0.18	265.50
Ivory Coast	0.14	207.98
Mali	0.23	342.20
Mauritius	0.13	191.75
Senegal	0.19	286.15
Sierra Leone	0.25	373.18

¹⁴ The Cost of electricity for Nigeria was excluded in the computation of average cost



Country	Average Tariff (\$/kWh)	Average Cost (₦/kWh)
Uganda	0.16	238.95
Kenya	0.22	327.45
Rwanda	0.18	258.13
Gabon	0.22	321.55
Namibia	0.15	227.15
Togo	0.22	321.55

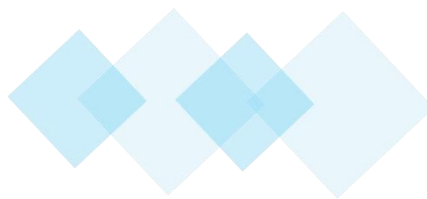
Note: ¹ Average rate of tariffs is as of September 2025, exchange rate of NGN1,475/\$1. (Source: GlobalPetrolPrices)



Chapter Seven: State of the Nigerian Electricity Supply Industry (NESI)



- 7.1 Operational Report
- 7.2 Indices on the Performance of the National Grid
- 7.3 Metering
- 7.4 Commercial Report



7.1 Operational Report

The operational performance of the NESI is a measure of how effectively available resources are utilised to generate electricity. Optimum operational performance is essential to ensure adequate and safe electricity generation, transmission, and distribution. In evaluating the operational performance of the NESI in 2025, the following Key Performance Indicators (KPIs) were considered:

- A. Available generation
- B. Plant availability factor
- C. Total generation
- D. Generation load factor
- E. Generation mix

7.1.1 Available Generation

In 2025, the average available generation capacity of the grid-connected power plants was 5,398.33MW. The highest monthly average available generation capacity during the year was recorded in May, largely due to the improved mechanical availability of Egbin_1, Zungeru_1, Jebba_1, Shiroro_1, Okpai_1, Omotosho_1, Olorunsogo_1, and Olorunsogo_2. It is noteworthy that the monthly average available capacity did not fall below 5,000MW in any month during the year (Figure 11). All hydropower plants (Zungeru_1, Kainji_1, Jebba_1, and Dadin-Kowa_1), except Shiror_1, recorded improved availability in the third and fourth quarters of 2025, owing to improved water reserves after the rainy season.

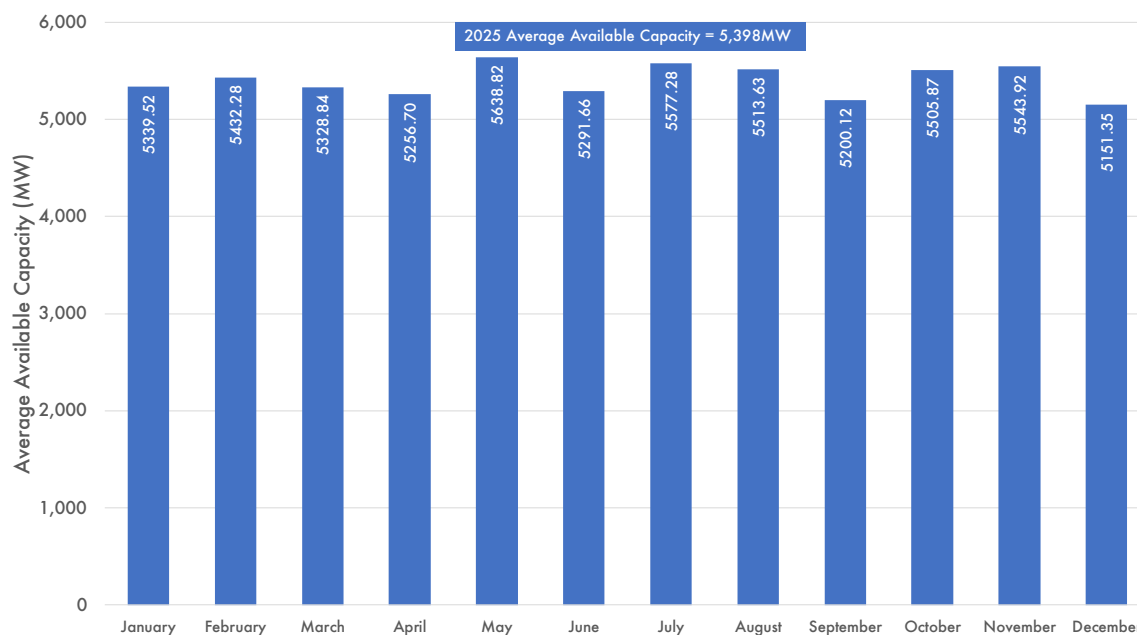


Figure 11: Average Available Capacity (MW) in 2025

7.1.2 Plant Availability Factor (PAF)

The availability factor of a plant is measured as a ratio of the maximum rated output of the plant declared by the operator (available capacity) relative to the maximum rated output specified by the manufacturer (installed capacity). The available capacity of a plant may change from time to time due to several factors, including i) atmospheric conditions at the plant; ii) mechanical availability of the plant (planned and unplanned outages); iii) feedstock availability, etc. The formula for the plant availability factor is represented by equation 1.

$$\text{Plant Availability Factor} = \frac{\text{Average Available Capacity (MW)}}{\text{Installed Capacity (MW)}} \times 100 \quad (1)$$

The plant availability factor is a critical parameter for evaluating the overall health of the upstream segment of the NESI. In 2025, the overall availability factor for all grid-connected power plants was 39.62%. This indicates that more than 60% of the installed capacity of grid-connected power plants in the NESI was not available

during the year. Overall, only ten (10) power plants had availability factors above 50%, with Ikeja_1 recording the highest availability factor of 99.44% (Table 23). Conversely, Alaoji_1 was unavailable throughout the year, while Sapele Steam_1 recorded a PAF of 3.85%.

Table 23: Plant Availability Factor (%) in 2025

Plant	Installed Capacity (MW)	Average Available Capacity in 2025	Plant Availability Factor in 2025 (%)
Ikeja_1	110	109.39	99.44
Ihovbor_2	461	424.32	92.04
Jebba_1	578	475.71	82.30
Zungeru_1	700	546.27	78.04
Kainji_1	760	492.79	64.84
Dadin-Kowa_1	40	25.34	63.36
Shiroro_1	600	364.89	60.81
Okpai_1	480	284.30	59.23
Delta_1	900	461.96	51.33
Geregu_1	435	221.24	50.86
Egbin_1	1,320	654.93	49.62
Igbafo_1	45	19.89	44.20
Geregu_2	435	184.65	42.45
Omosho_1	335	131.26	39.18
Olorunsogo_1	335	125.11	37.35
Odukpani_1	625	227.72	36.44
Afam_2	650	201.78	31.04
Omoku_1	150	32.77	21.85
Rivers_1	180	38.01	21.12
Sapele_2	500	94.35	18.87
Omosho_2	500	57.22	11.44
Ihovbor_1	500	51.07	10.21
Afam_1	726	72.56	9.99
Ibom power_1	190	16.41	8.64
Olorunsogo_2	750	51.03	6.80
Trans Amadi_1	100	5.68	5.68
Sapele Steam_1	720	27.69	3.85
Alaoji_1	500	0.00	0.00
Total	13,625	5,398.33	39.62



The low overall availability factor of the power plants in the NESI is a major reason why there are limited energy flows on the National grid. The Nigerian Electricity Supply Industry (NESI) continues to face significant generation challenges driven by aging power plants and poor maintenance practices, which result in frequent unplanned outages across grid-connected units. These technical issues are further compounded by liquidity constraints in the upstream segment which limits their ability to maintain existing assets or recover idle capacity. Additionally, thermal generation is further constrained by unreliable gas supply caused by inadequate infrastructure and the lack of fully effective Gas Supply Agreements (GSAs). Only 5 out of 23 grid-connected thermal plants have firm arrangements as of December 2025, leaving the majority dependent on insecure “best endeavour” supply that is highly susceptible to curtailment.

Improving liquidity in the NESI by enforcing payment discipline on DisCos and ensuring timely government subsidy payments remains critical for enabling GenCos to fund maintenance and restore idle capacity, thereby reducing outages. At the same time, effective coordination is required to maintain grid stability, with the System Operator enforcing proper outage scheduling in line with the Grid Code, while GenCos align their maintenance activities with planned gas infrastructure outages to minimise disruptions to generation availability.

7.1.3 Total Generation

The hourly output produced by all the units in a power plant fluctuates based on grid demand, mechanical operability of the unit(s), and the availability of feedstock. Plants are only dispatched when the load on the grid is sufficient to offtake the energy

while operating within acceptable technical limits. The factors that determine the dispatch of a plant include:

- A. Plant availability (mechanical and feedstock)
- B. Load offtake on the grid
- C. Financial competitiveness of the plant in the economic merit order dispatch.

The average hourly generation on the National Grid in 2025 was 4,475.88MWh/h, which translates to a total generation of 39,208.68GWh (equation 2).

$$\text{Total Generation} = \text{Hourly Generation (MWh/h)} \times 24\text{hrs} \times \text{No of days in the year} \quad (2)$$

The lowest monthly average hourly generation on the National Grid in 2025 (4,090.83MWh/h) was recorded in September, while the highest monthly average (4,842.32MWh/h) was recorded in March (Figure 12).

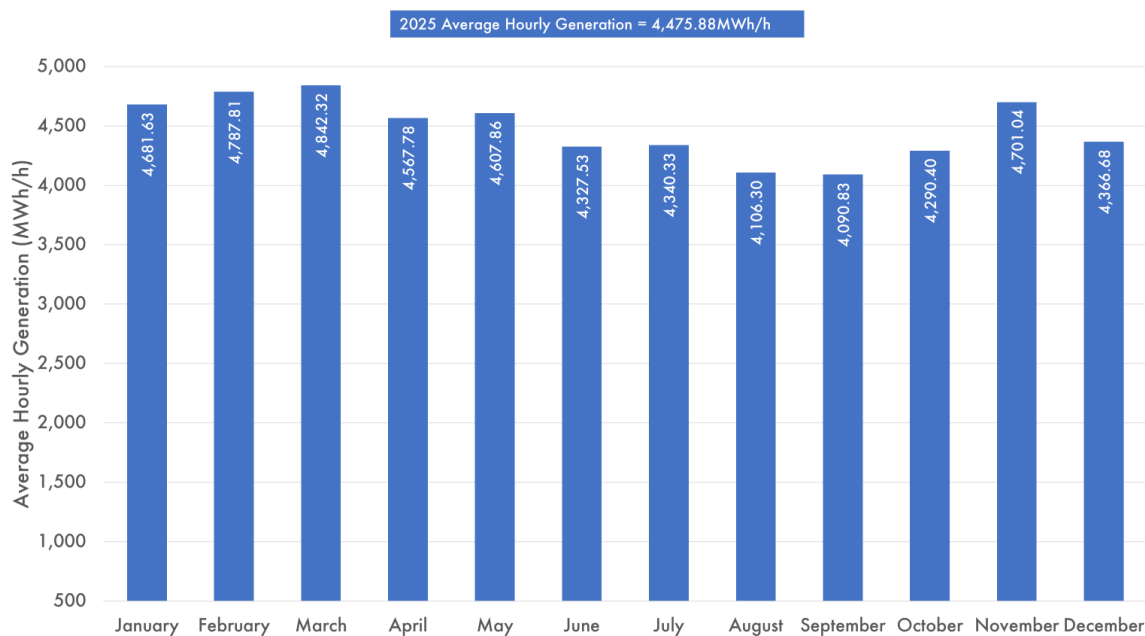


Figure 12: Average Hourly Generation (MWh/h) in 2025

7.1.4. Plant Share (%) of Generation Output

The generation share is a percentage of the total energy generated within a specified period. The generation share of a power plant is affected by its size (installed capacity), feedstock availability, and mechanical availability within the year as well as its rank within the merit dispatch order.

The contribution of seventeen (17) power plants out of the twenty-eight (28) grid-connected power plants, which accounted for 94.59% of the total electricity generated in 2025, is presented in Figure 13.

Egbin_1 had the highest share of generation output (13.60%) compared to the other power plants. Kainji_1 (10.29%), Delta_1 (8.76%), and Ihovbor_2 (8.52%) had more than 8% share of generation output in 2025. Conversely, Trans Amadi_1 accounted for the lowest share of output, contributing 0.19% of the total energy generated within the year.

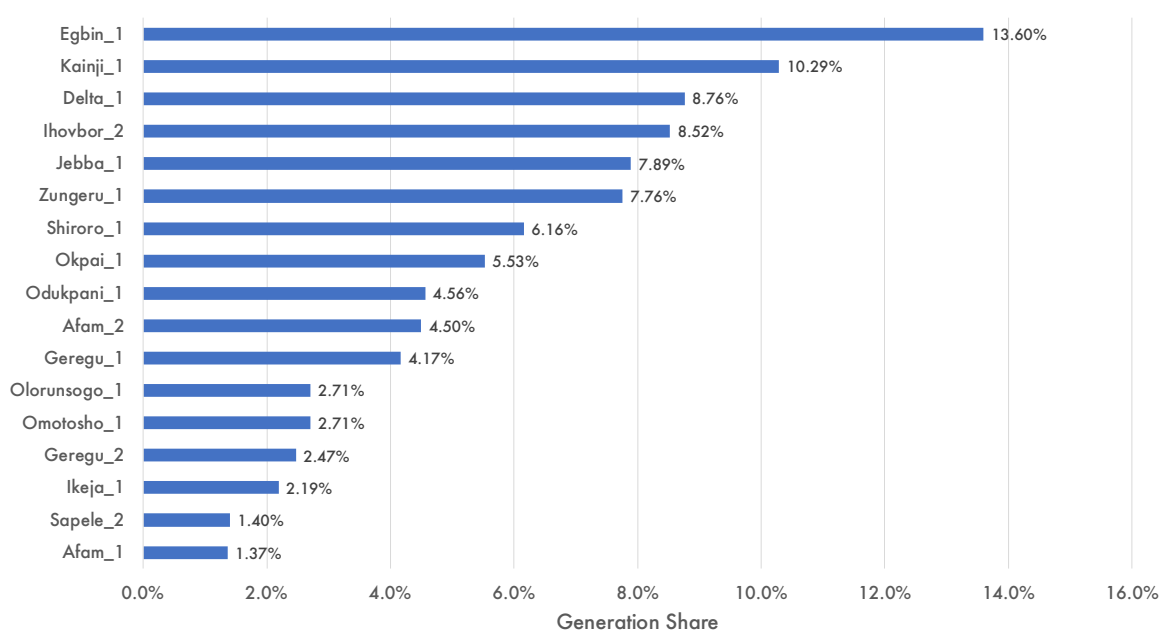


Figure 13: Average Share (%) of Generation Output by Power Plants in 2025

7.1.5 Generation Load Factor

The load factor is a measure of the utilisation of a power plant's available capacity, calculated as the ratio of the average electricity generated over a period to the maximum possible generation (assuming all the available capacity is utilised all the time over the period). A higher load factor means better capacity utilisation, thereby reducing the cost per unit of energy and increasing profitability, as fixed costs are spread over a larger amount of dispatched energy. The load factor (also known as the dispatch rate) reflects both the demand for energy and a plant's ability to supply it. The formula for load factor is represented by equation 3.

$$\text{Load Factor} = \frac{\text{Total Energy Generated (MWh)}}{\text{Ave. Available Capacity (MW)} \times 24\text{hrs} \times \text{Period (in Days)}} \times 100 \quad (3)$$

The overall load factor for all grid-connected power plants in 2025 was 83.00%; meaning that 17.00% of available energy (MWh) was not dispatched during the year. The load factors of the ten (10) power plants with the highest dispatch rates in 2025 are represented in Figure 14. Trans Amadi_1, Igbafo_1 and Omoku_1 recorded dispatch rates of 100%, while six (6) other power plants, including Kainji_1 and Dadin Kowa_1 hydropower plants, recorded dispatch rates above 90%. Shiroro_1 (75.54%), Jebba_1 (74.20%), and Zungeru_1 (63.57%) hydropower plants recorded dispatch rates below the 90% minimum threshold contained in the Commission's Order (Order No: NERC/182/2019)¹⁵ on mandatory and priority dispatch of hydropower plants.

¹⁵ The order stipulates that hydropower plants which are the cheapest energy generation source, should be dispatched with priority to reduce wholesale energy costs for consumers. Dispatch of hydropower plants also helps to manage the flow of water thereby mitigating the risk of dam overflow and consequentially flooding.

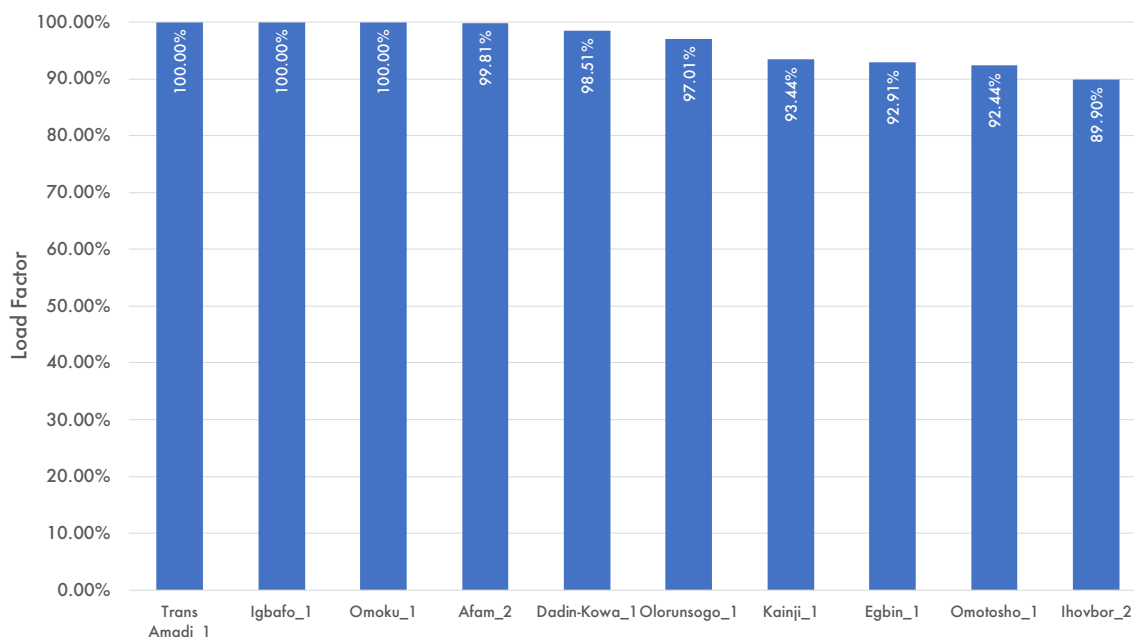


Figure 14: Load Factor of Plants with Highest Dispatch Rate (%) in 2025

7.1.6 Generation Mix

The electricity generation mix refers to the combination of fuels used to generate electricity over a period. The composition of the generation mix varies across countries and is influenced by factors such as natural resource availability, government policies, environmental considerations, type of power plants, energy demand, and seasonal fluctuations. An ideal energy mix must balance the three key elements of the energy trilemma:

- A. Energy Security¹⁶
- B. Energy Sustainability¹⁷
- C. Energy Affordability/Equity¹⁸

¹⁶ This reflects a nation's capacity to meet current and future energy demands reliably, withstand, and bounce back from system shocks with minimum disruption to supplies.

¹⁷ This represents the transition of a nation's energy system towards mitigating and avoiding potential environmental harm and climate change impacts.

¹⁸ This reflects a nation's ability to provide universal access to affordable, fairly priced and abundant energy for domestic and commercial use.

The formula for the share of electricity generated by fuel source is given by equation 4.

$$\text{Share of Fuel}_i = \frac{\text{Total Electricity Generated from Fuel } i \text{ (MWh)}}{\text{Total Electricity Generated from all Fuel Sources (MWh)}} \times 100 \quad (4)$$

The contribution from hydropower plants to total generation in 2025 was 32.66% (12,804.18GWh). The National Control Centre (NCC) tracks the daily water levels at all hydropower plants and manages the dispatch of the plants to ensure that there is sufficient water in the plants' reservoirs to allow them to run during the peak of the dry season, albeit with limited output compared to the wet season. This is critical to grid stabilisation as it allows for year-round security of supply from the hydropower plants, which are all located in the northern part of the country.

7.2 Indices on the Performance of the National Grid

The Transmission Company of Nigeria (TCN), which has the responsibility of transporting energy from power plants to distribution substations, holds the Transmission Service Provider (TSP) licence. The TSP owns and maintains the transmission infrastructure.

Pursuant to Section 15 of the EA 2023, the Commission issued the Order on the Establishment of the Independent System Operator (ISO) in May 2024. The NISO was inaugurated on 08 April 2025 and has fully commenced market and system operations, while the Transmission Service Provider (TSP) responsibility remains with TCN. The key functions of the NISO include:

- **System Operations:** these include maintaining system stability, generation scheduling, transmission scheduling, load balance and load dispatch.
- **System Planning:** Entails the procurement and scheduling of ancillary services and system planning for long-term captivity.



- **Market Operations:** Administration of the wholesale electricity market in accordance with the Market Rules, and such other activities as may be required for reliable and efficient system operation.

To assess the performance of the grid, the Commission focuses on the following four

(4) Key Performance Indicators (KPIs) that relate to power transmission:

- Transmission loss factor
- Stability of grid frequency
- Voltage fluctuation
- Incidence of system collapse

7.2.1 Transmission Loss Factor

Transmission Loss Factor (TLF) refers to the proportion of the total energy sent out by the power plants that was either lost in transmission or utilised in the transmission station, i.e., neither delivered to the DisCos nor exported to local and international bilateral customers. There is an inverse relationship between TLF and the efficiency of the transmission system; i.e. a decline in TLF indicates an improvement in transmission efficiency over a given period. The formula for TLF is represented by equation 5.

$$TLF = \left(1 - \frac{\text{Energy Delivered to all DisCos} + \text{Energy Exported}}{\text{Energy Sent out by all GenCos}} \right) \times 100 \quad (5)$$

The average TLF in 2025 was 8.01%, as shown in Figure 15. A TLF of 8.01% indicates that for every 100MWh of energy injected into the grid, 8.01MWh of the energy was undelivered to DisCos and international customers due to losses in the transmission network or consumption at the transmission substation.

The average TLF of 8.01% recorded in 2025 represents an under-performance of - 1.01pp relative to the MYTO target for 2025 (7.00%). The 7.00% TLF target set by the Commission for 2025 represents the maximum efficient transmission loss, which is to be recovered from tariffs paid by the customers. When TLF exceeds the target set, the additional cost is borne solely by TSP because there is no provision to recover revenues needed to cover excess (inefficient) losses from customers.

There was a significant decline in the average TLF recorded in the H1 2025 (8.79%) compared to average TLF recorded in H2 (7.23%), which can be attributed to continuous efforts to improve the efficiency of the transmission network. TCN continues to work on mechanisms to identify the drivers of TLF so that they can develop solutions to maintain the TLF on the grid within the limits approved by the Commission in its tariff.

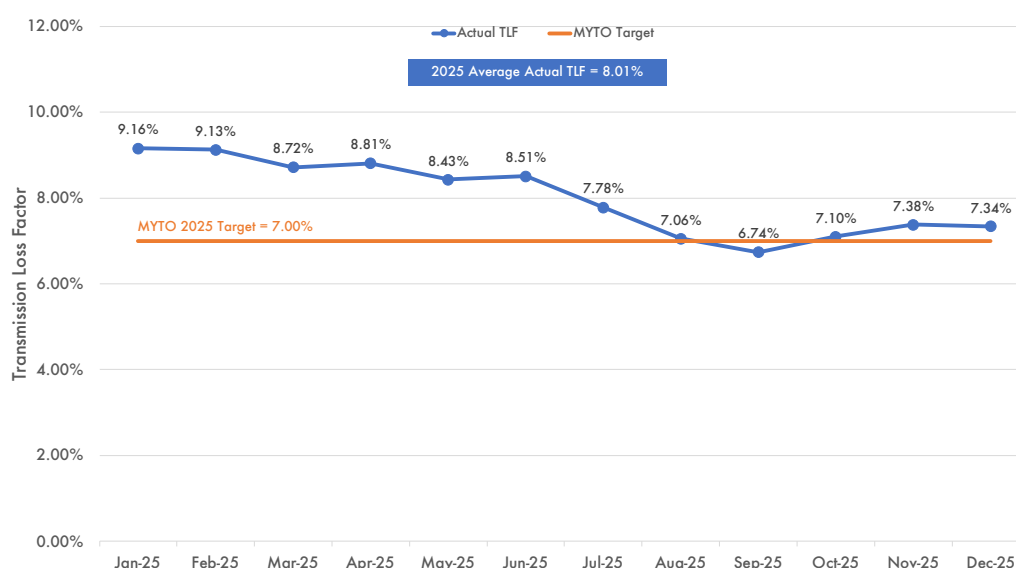


Figure 15: Actual TLF (%) vs. MYTO TLF Target (%) in 2025

7.2.2 Grid Frequency

Frequency is a crucial power quality parameter that industrial customers are particularly concerned about due to the sensitivity of their heavy-duty machinery. In

industrial production assembly lines, the machines are designed to operate only within pre-set frequency tolerance limits and therefore often have a low tolerance for frequency fluctuations. As specified in section 10.1.2 of the Grid Code, the standard frequency for operation on the Grid is 50Hz.

The code provides that under normal circumstances, the grid can operate within a deviation of $\pm 0.5\%$, i.e. between a lower limit of 49.75Hz and an upper limit of 50.25Hz. Section 10.1.2 of the Grid Code further provides that in extreme circumstances, the grid may operate within a deviation of $\pm 2.5\%$, i.e. system frequency may reach a lower bound stress limit of 48.75Hz and an upper bound stress limit of 51.25Hz.

A system's stability over a given period is measured by its ability to operate as close as possible to the 50Hz benchmark set in the Grid Code; this means that the lower the range between the average upper daily system frequency and the average lower daily system frequency, the more stable the system has been. In 2025, the average lower daily system frequency was 49.33Hz, while the average upper daily system frequency was 50.74Hz, which translates to a range of 1.41Hz.

Figure 16 shows that the monthly average upper and lower bounds of the system frequency were both outside the normal operation limits but within the stress limits throughout 2025. The consistent operation of the grid outside the normal frequency limits during the year 2025 indicates an imbalance in the supply and demand of electricity on the grid, which is primarily caused by the lack of a Supervisory Control and Data Acquisition (SCADA) system that provides for real-time grid monitoring and load management.

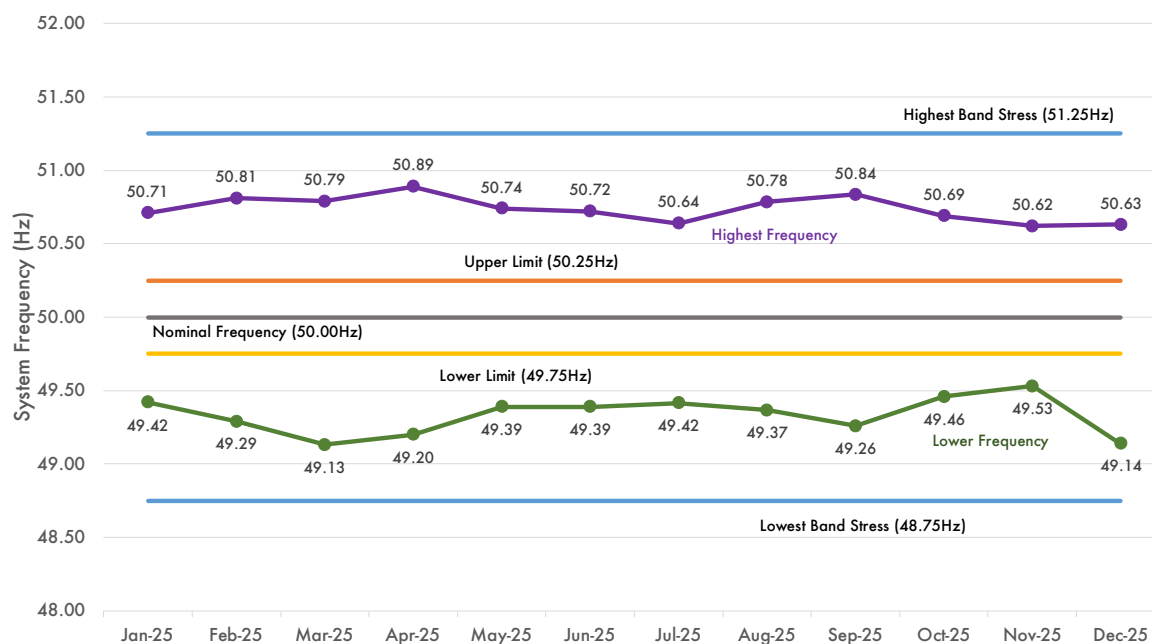


Figure 16: Monthly System Frequency (Hz) in 2025

7.2.3 Voltage Fluctuation

To guarantee the quality of electricity delivered to end users, the Grid Code specifies a nominal system voltage of 330kV with a tolerance range of $\pm 5\%$ (313.50kV to 346.50kV in the lower and upper bounds, respectively). Fluctuations in grid voltage, including spikes, dips, flickers, and brownouts, can cause significant harm to consumers and result in substantial commercial losses. Extreme cases of voltage fluctuations, particularly at the distribution network level, can cause severe damage to industrial machines.

The system voltage pattern for 2025 is illustrated in Figure 17. The average lower and upper operating voltage bounds for the transmission network in 2025 were 299.17kV and 346.99kV, respectively (range of 47.82kV); both values are outside their respective allowable limits, which shows that the grid performance did not comply with the standard specified in the Grid Code.

The Commission continues to engage with TCN and other stakeholders to ensure sustained efforts at keeping the system voltage within the regulated limits, providing a safe and reliable electricity supply to end users.

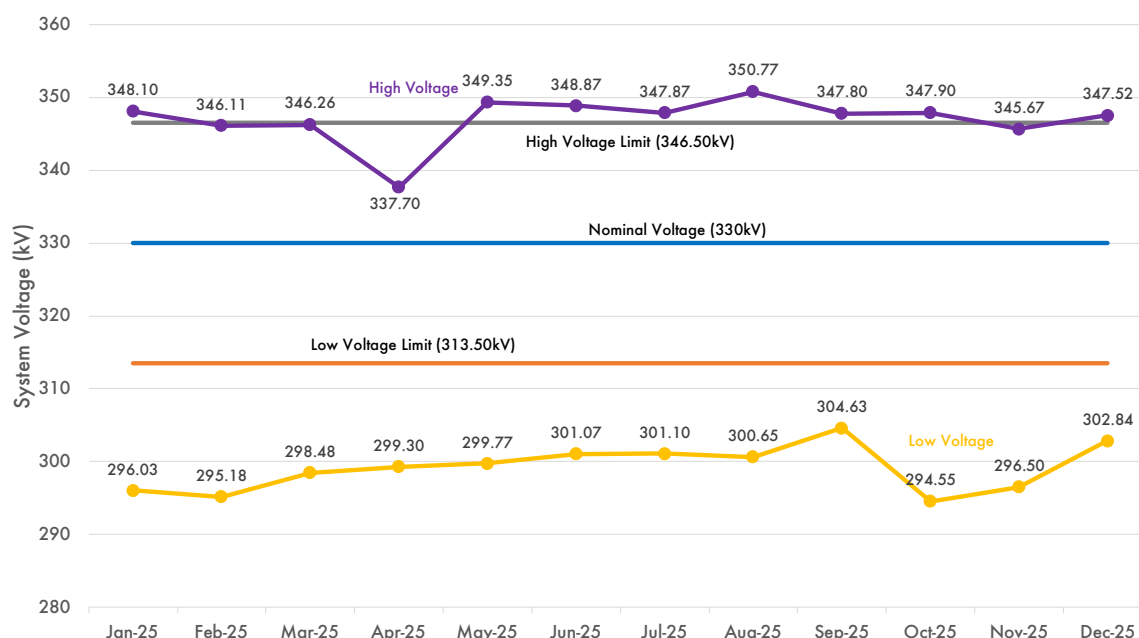


Figure 17: Monthly System Voltage (kV) in 2025

7.2.4. System Collapse

The national power grid is a vast network of electrical transmission lines that link power stations to end-use customers across the nation, and it is designed to function within specific stability boundaries, including voltage ($330\text{kV} \pm 5.0\%$) and frequency ($50\text{Hz} \pm 0.5\%$). Any deviation from these stability ranges can result in decreased power quality and, in severe cases, cause widespread power outages ranging from a partial collapse of a section of the grid to a full system collapse.

While NISO is responsible for ensuring that all parameters are maintained within their respective tolerance thresholds, the primary parameter that the NISO tracks to avoid system disturbances is frequency. When the electricity demand is higher than the supply, the grid frequency drops. Conversely, if supply surpasses demand, the

frequency increases. In reaction to the grid operating at a frequency outside of the normal operation range (especially when the frequency is too low), safety settings on generation units may cause the units to shut down. This often exacerbates the frequency imbalance on the grid, thereby causing more generation units to shut down, resulting in a full or partial system collapse.

There were two (2) incidents of system collapse in 2025. The summary of grid collapse incidents between 2019 and 2025 is contained in Table 24 and the details of the system collapse recorded in 2025 are contained in Table 25 respectively.

Table 24: System Collapses in 2019 – 2025

Category of Collapse	No. of Collapses						
	2019	2020	2021	2022	2023	2024	2025
Partial Collapse	1	0	2	2	0	5	1
Total Collapse	10	4	2	4	3	4	1

Table 25: System collapse incidents in 2025

SN	Date and Time of Collapse	Type of Collapse	Date and Time of full system restoration	Remarks
1	10/09/2025 11:20Hrs	Full	10/09/2025 11:48Hrs	The immediate cause of the collapse was the failure of the Benin Onitsha 330kV line 1 circuit breaker at Benin transmission station
2	29/12/2025 14:01Hrs	Partial	29/12/2025 14:30Hrs	

7.3 Metering

In April 2025, the Commission carried out a rebasing of the registered electricity customers in the NESI to reflect only active registered customers. An active registered customer is a customer who vended or was billed at least once within a 12-month period.

The total number of active registered customers in the NESI as of December 2025 was 12,163,412, and 6,966,584 (57.27%) of these customers are metered (Table 26).

Table 26: Metering Progress as of December 2025

DisCos	Total No. of Active Registered Customers 2025	No. of Metered Customers 2025	Metering Progress (%) 2025	Metering Gap (%) 2025
Abuja	1,341,807	1,044,014	77.81	22.19
Benin	1,056,069	564,500	53.45	46.55
Eko	641,411	550,764	85.87	14.13
Enugu	1,641,569	847,109	51.60	48.40
Ibadan	2,444,715	1,267,503	51.85	48.15
Ikeja	1,308,042	1,130,213	86.40	13.60
Jos	818,628	257,258	31.43	68.57
Kaduna	543,497	187,050	34.42	65.58
Kano	798,718	282,319	35.35	64.65
Port Harcourt	1,057,858	678,446	64.13	35.87
Yola	511,098	157,408	30.80	69.20
Total	12,163,412	6,966,584	57.27	42.73

7.3.1 Metering Frameworks

The updated Meter Asset Provider and National Mass Metering Regulations (NERC-R-113-2021) issued by the Commission in 2021 contain five (5) metering frameworks available to DisCos to meter customers in their respective franchise areas. Descriptions of the frameworks are contained below -

- A. **Meter Asset Provider:** This framework aims to provide for the provision and maintenance of end-user meters as a service by third-party investors. Customers benefiting from such meters pay a Metering Service Charge (MSC) to cover the cost of metering service.
- B. **National Mass Metering Programme:** This is a policy intervention with support from the CBN for the provision of long-term (10-year tenure) single-digit interest loans to DisCos strictly for the provision of locally manufactured/assembled meters to customers. The NMMP Phase 0 was concluded in the third quarter of 2024 with DisCos achieving 93% utilisation of allocated installations.
- C. **Vendor Financed:** This is a mutual agreement between a DisCo and a Local Meter Manufacturer/Assembler (LMMA) or Meter Asset Provider (MAP) on a deferred payment arrangement where the base cost of meters shall not exceed the regulated price approved by the Commission.
- D. **DisCo Financed:** This involves procurement of meters from other sources outside the MAP and NMMP framework. The allowable costs of meters, accessories, installation and warranties should not exceed the regulated pricing approval by the Commission, and the terms of supply should not be in conflict with terms of existing MAP and NMMP contracts.
- E. **Other External Efficient Meter Financing:** The Commission has also approved other external meter financing that are efficient, cost-effective, and in tune with the terms of existing MAP and NMMP contracts.

Other frameworks available for DisCos to meter customers in their franchise areas include:

- A. **Meter Acquisition Fund:** The Commission created the Meter Acquisition Fund (MAF) in February 2024. The fund provides for a metering surcharge in the allowed tariffs for all DisCos. It is geared towards providing regulatory-

backed long-tenor financing for the procurement of meters towards closing the metering gap in the NESI. A proportionate amount is deducted from the monthly collections of DisCos towards the MAF; this is then made available for DisCos to purchase meters either through a bulk one-off procurement or repayment of mid/long-term vendor-financed meter deployments. In April 2024, the Commission, vide the Order: NERC/2024/072 on the Operationalisation of Tranche A of the MAF approved the use of ₦21.00 billion out of the funds that have accrued in the MAF as of the April 2024 settlement cycle, for DisCos to provide meters for Band A customers in their franchise area at no cost. The approved fund was distributed pro rata among the DisCos based on their contribution to the MAF scheme at the cut-off date. In September 2025, the Commission issued the Order on the Operationalisation of Tranche B of the MAF (NERC/2025/107), which became effective on 06 October 2025. The Order provided that DisCos could utilise ₦28.00 billion out of the funds that have accrued in the MAF for the metering of Bands A and B customers in their franchise areas.

- B. Distribution Sector Recovery Program (DISREP): DISREP is a strategic initiative by the Federal Government of Nigeria (FGN), supported by a \$500 million World Bank loan, aimed at improving the financial and technical performance of Nigeria's Electricity Distribution Companies (DisCos). One of the major objectives of DISREP is to close the metering gap in the NESI by deploying 3.2 million smart meters. Installation of meters under the DISREP commenced in May 2025.

7.3.2 Customer Metering in 2025

A total of 972,040 meters were installed across all DisCos in 2025 (Table 27). Ibadan DisCo (180,256) had the highest number of meter installations, representing

18.54% of the total installations. Conversely, Yola (14,231) DisCos had the lowest number of installations, accounting for 1.46% of the total installations.

Table 27: Meter Deployment by DisCos in 2025

DisCo	No. of Metered Customers as of December 2025	No. of Meters Installed in 2025	Percentage of Total Installations
Abuja	1,044,014	157,932	16.25
Benin	564,500	115,216	11.85
Eko	550,764	73,556	7.57
Enugu	847,109	174,393	17.94
Ibadan	1,267,503	180,256	18.54
Ikeja	1,130,213	139,459	14.35
Jos	257,258	25,206	2.59
Kaduna	187,050	15,437	1.59
Kano	282,319	17,108	1.76
Port Harcourt	678,446	59,246	6.10
Yola	157,408	14,231	1.46
Total	6,966,584	972,040	100.00

MAP Framework

The MAP framework accounted for a total of 650,109 meter installations in 2025, which corresponds to 66.88% of the total installations during the year. Ibadan (169,289; 26.04%), Abuja (111,084; 17.09%), and Ikeja (103,234; 15.88%) DisCos recorded the highest number of meters installed under the MAP framework in 2025. Kano (3,847; 0.59%) and Yola (2,706; 0.42%) recorded the lowest meter installations under the MAP in 2025.

Vendor Financed Framework

A total of 78,004 meters were installed under the Vendor Finance metering framework in 2025. Abuja (1,444), and Port Harcourt (2,639) DisCos are among the DisCos that installed meters under the vendor-financed metering framework in 2025.

DisCo Financed Framework

A total of 5,996 customers were metered under the DisCo Financed framework by Benin (2,957), Jos (1,769), Abuja (738), Port Harcourt (371), and Ibadan (161) DisCos in 2025.

Meter Acquisition Fund (MAF)

As of 31 December 2025, 127,462 meters have been installed under the MAF framework by all the DisCos. Ikeja (36,225) and Eko (16,895) DisCos recorded the highest numbers of meter installations, while Yola DisCo (666) recorded the lowest under the MAF framework.

Distribution Sector Recovery (DISREP) Framework

In 2025, a total of 110,469 meters were installed under the DISREP metering framework. The DISREP metering framework is a component under the Distribution Sector Recovery Program. It is a federal government initiative supported by the World Bank. Out of the 110,469 meters installed under this framework in 2025, Abuja (31,951) and Port Harcourt (20,039) DisCos recorded the highest installations, while Benin (3,115) and Eko (2,440) DisCos recorded the lowest meter installations during the year

Table 28: Meter Installations under the Metering Frameworks

S/N	Framework	Meter Installations in 2025
1	MAF	127,462
2	MAP	650,109
3	Vendor Financed	78,004
4	DisCo Financed	5,996
5	DISREP	110,469

7.4 Commercial Report

The commercial performance of the NESI is a measure of the flow of funds from customers to upstream electricity industry players. The financial performance is critical because funds are required for all the players along the value chain to sustain their operations. In evaluating the commercial performance of the NESI in 2025, the following parameters have been considered:

- A. Energy offtake performance
- B. Energy Accounting Efficiency
- C. Energy billed and billing efficiency
- D. Revenue and collection efficiency
- E. Aggregate Technical, Commercial and Collection (ATC&C) loss
- F. Remittances to the Market Operator (MO) and the Nigerian Bulk Electricity Trading Company (NBET)

7.4.1 Energy offtake performance

The Partial Activation of Contract (PAC) regime, which took effect in July 2022, defines the target volume of energy to be off taken by DisCos at any time as their Partially Contracted Capacity (PCC). Under the PAC regime, DisCos have “take-or-pay” obligations on their PCC, which means that they must pay for available capacity irrespective of their offtake. This structure is consistent with international best practices for long-term contract-based power procurement and ensures that GenCos earn capacity payments (adequate to cover fixed costs) to compensate them for making their generation units available.

The PAC regime also mandates GenCos or TCN to compensate DisCos through Liquidated Damages (LDs) in the event of capacity shortfalls. Under the single-buyer model being operated in the NESI, when there is a shortfall in generation, LDs from

GenCos are treated as net-offs in the invoices issued to NBET, thereby reducing the net receivables due from DisCos.

When there is sufficient generation capacity, and the transmission network is able to deliver the required energy to each DisCo's trading points, every DisCo will be directed by the NISO to offtake its entire PCC¹⁹. When generation falls below the required target, the NISO prorates the available capacity among all DisCos or allocates energy to the DisCos based on any extant regulatory directive issued by the Commission²⁰; this determines the "Available PCC" for each DisCo.

The ratio between a DisCo's energy offtake and the available PCC is known as the "energy offtake performance". The formula for determining a DisCo's energy offtake performance is represented by equation 6:

$$\text{Energy Offtake performance (\%)} = \left(\frac{\text{Energy Offtake}}{\text{Available PCC}} \right) \times 100 \quad (6)$$

Considering the large disparity between the energy on the national grid and customer demand, it is expected that DisCos will always offtake 100% of their available PCC. It is noteworthy that when DisCos have offtake ratios below 100%, they incur increased wholesale energy costs as they still must pay NBET/GenCos for unutilised capacity. The tariff methodology utilised by the Commission does not allow DisCos to recover the resultant additional wholesale energy costs (relative to the volume of energy off-taken) from customers.

The DisCos load offtake performance in 2025 is presented in Table 29. Cumulatively, the DisCos' offtake performance in 2025 was 92.29%. All DisCos

¹⁹ DisCos may get less than their PCC in instances where there are transmission network limitations

²⁰ The Commission issued a guideline to the NISO in May 2025, which specifies the allocation to be implemented by the NISO in cases of available generation shortfall. The guideline allows the NISO to deviate from the prorated allocation of available generation to all DisCos.

took less energy than their PCC in 2025. Benin (99.80%) and Enugu (97.22%) DisCos recorded the highest offtake performances. Kaduna DisCo (79.38%), which was the only DisCo with offtake performance below 80%, recorded the lowest offtake performance during the year.

Table 29: Energy Offtake Performance in 2025

DisCos	Offtake (MWh/h)	PCC (MWh/h)	Offtake Performance (%)
Abuja	546.09	601.85	90.73
Benin	350.12	350.81	99.80
Eko	482.64	508.10	94.99
Enugu	308.50	317.33	97.22
Ibadan	424.73	460.47	92.24
Ikeja	544.06	576.72	94.34
Jos	174.40	204.20	85.41
Kaduna	182.12	229.42	79.38
Kano	196.73	234.22	84.00
Port Harcourt	268.71	276.87	97.05
Yola	89.45	105.56	84.74
All DisCos	3,567.55	3,865.54	92.29

7.4.2 Energy Accounting Efficiency

Energy accounting efficiency (EAE)²¹ measures how effectively DisCos account for the energy they offtake at their trading points. It is measured as the proportion of energy billed (GWh) to customers (including metered and unmetered customers) relative to the total energy supplied (GWh) to a given area over a period. It is an energy-based alternative method for assessing how well DisCos bill customers for energy received.

All things being equal, it is expected that there will be a high correlation (similarity) between the EAE and commercial billing efficiency (BE). However, due to the SBT

²¹ The methodology for determining energy accounting efficiency is the same as what was used to determine billing efficiency in prior reports. Commencing 2025/Q2, the Commission determines the billing efficiency of DisCos using commercial parameters (Section 7.4.3).

regime that is in place in the NESI and the large differential between the rates charged across the various bands, the expected direct correlation between the EAE and the commercial billing efficiency is not guaranteed.

Accordingly, the EAE helps to evaluate how well a DisCo is performing when it comes to its ability to – i) manage technical losses incurred along its network; ii) track the flow and delivery of electricity across its network. The formula for EAE is represented by equation 7. An energy accounting efficiency of 70% means that if a DisCo offtakes/distributes 100GWh worth of electricity, it is only able to bill its customers for 70GWh.

$$\text{Energy Accounting Efficiency} = \left(\frac{\text{Total energy billed to customers (GWh)}}{\text{Total energy received by the network (GWh)}} \right) \times 100 \quad (7)$$

The total energy offtake by all DisCos in 2025 was 31,251.77GWh, and the total energy billed was 25,867.86GWh, which translates to an EAE of 82.77%. The disaggregated performance of the DisCos shows that Ibadan DisCo recorded the highest energy accounting efficiency of 88.84%, while Enugu DisCo recorded the lowest efficiency of 72.18%.

DisCos have the responsibility of developing strategies to improve their energy accounting efficiencies. These can include reinforcing DisCos' infrastructure to reduce technical losses, improving consumer enumeration and customer service, improving the metering rate as well as rolling out initiatives and technologies to curb energy theft.

Table 30: Energy Accounting Efficiency by DisCos in 2025

DisCos	Offtake (GWh)	Energy Billed (GWh)	Energy Accounting Efficiency (%)
Abuja	4,783.72	3,625.00	75.78
Benin	3,067.05	2,712.09	88.43
Eko	4,227.89	3,742.65	88.52
Enugu	2,702.46	1,950.70	72.18
Ibadan	3,720.62	3,305.34	88.84
Ikeja	4,765.97	4,030.39	84.57
Jos	1,527.74	1,211.11	79.27
Kaduna	1,595.39	1,223.56	76.69
Kano	1,723.37	1,404.49	81.50
Port Harcourt	2,353.94	2,078.04	88.28
Yola	783.62	584.49	74.59
All DisCos	31,251.77	25,867.86	82.77

7.4.3 Billing Efficiency

Billing efficiency (BE) of a DisCo is a measure of the ratio of the naira value of energy billed by the DisCo to customers relative to the naira value of the total energy supplied to a given area over a period. The key drivers of billing losses are i) technical - energy loss along the distribution network, and ii) commercial - DisCo's inability to account for 100% of the energy supplied. Commercial losses could either be a result of theft on the part of the customer, i.e., a meter bypass, or other factors under the DisCo's control, such as poor customer enumeration and the proliferation of inaccurate meters. A billing efficiency of 70% means that if a DisCo delivers ₦100.00 worth of electricity to customers, it is only able to issue bills worth ₦70.00 due to commercial losses. The formula for billing efficiency is represented by equation 8:

$$\text{Billing Efficiency} = \left(\frac{\text{Total energy billed to customers (₦)}}{\text{Total energy received by the network (kWh) x Average Allowed Tariff (₦/kWh)}} \right) \times 100 \quad (8)$$

The Naira value of the total energy supplied by all DisCos in 2025 was ₦3,683.10 billion, and the Naira value of the total energy billed was ₦2,988.30 billion, which



translates to a billing efficiency of 81.14%. DisCos cumulatively recorded billing losses of ₦694.80 billion, driven largely by a combination of i) commercial losses, including energy theft and poor energy accounting; ii) inability of DisCos to bill energy at the weighted average allowed tariff.

The disaggregated performance of the DisCos shows that Eko DisCo recorded the highest billing efficiency of 95.41%, while Yola DisCo recorded the lowest billing efficiency of 60.99% (Table 31).

Table 31: Billing Efficiency by DisCos in 2025

DisCos	Energy Received (₦' Billion)	Energy Billed (₦' Billion)	Billing Efficiency (%)
Abuja	569.25	467.55	82.13
Benin	363.83	240.80	66.18
Eko	505.56	482.35	95.41
Enugu	315.69	239.35	75.82
Ibadan	438.85	322.89	73.58
Ikeja	552.60	501.61	90.77
Jos	179.06	146.98	82.09
Kaduna	182.71	112.48	61.56
Kano	201.61	181.98	90.26
Port Harcourt	280.85	234.67	83.55
Yola	94.52	57.64	60.99
All DisCos	3,683.10	2,988.30	81.14

It is expected that if DisCos allocate energy across bands (Bands A-E) as stipulated in the MYTO framework issued by the Commission, while also maintaining a consistent EAE across the bands, the differential (variance) between BE and EAE should be minimal (i.e. "BE - EAE" variance is within a ± 2 pp limit²²). Consequently, if a DisCo records a "BE-EAE" variance greater than +2pp, it indicates that allocation of energy was skewed to feeders that are more commercially viable

²² The Commission has adopted ± 2 pp as a limit because it gives ~5% allowance for the average performance of DisCos.

and/or have high energy accounting efficiency. Conversely, if a DisCo records a “BE-EAE” variance less than -2pp, it indicates that energy allocation was skewed to feeders that are less commercially viable and/or have poor energy accounting efficiency.

The disaggregated “BE-EAE” variance performance of the DisCos showed no DisCo achieved a variance within the ± 2 pp limit between BE and EAE. Kano (+8.77pp), Eko (+6.89pp), Abuja (+6.36pp), and Ikeja (+6.21pp) DisCos recorded significant positive “BE – EAE” variances, indicating that they skewed their energy delivery to feeders that are more commercially viable and/or have high energy accounting efficiency. Conversely, Benin (-22.24pp), Ibadan (-15.26pp), Kaduna (-15.13 pp), and Yola (-13.60pp) DisCos recorded significant negative “BE-EAE” variances, indicating that their energy delivery skewed to feeders that are less commercially viable and/or have poor energy accounting efficiency (Table 32).

Table 32: Comparison Between DisCo’s Billing Efficiency and Energy Accounting Efficiency in 2025

DisCos	Billing Efficiency (%)	Energy Accounting Efficiency (%)	Variance (BE – EAE) (pp)
Abuja	82.13	75.78	6.36
Benin	66.18	88.43	-22.24
Eko	95.41	88.52	6.89
Enugu	75.82	72.18	3.64
Ibadan	73.58	88.82	-15.26
Ikeja	90.77	84.57	6.21
Jos	82.09	79.27	2.81
Kaduna	61.56	76.69	-15.13
Kano	90.26	81.50	8.77
Port Harcourt	83.55	88.28	-4.73
Yola	60.99	74.59	-13.60
All DisCos	81.14	82.77	-1.64

7.4.4 Revenue and Collection Efficiency

Collection efficiency is the ratio of the amount that has been collected from customers relative to the amount billed to them by the DisCos. The significant under-recovery of the invoices issued to customers by DisCos is driven by a lack of willingness of customers to pay bills when due, customer dissatisfaction with DisCos' services and inadequate customer metering, among other challenges. The formula for collection efficiency is represented by equation 9:

$$\text{Collection Efficiency} = \left(\frac{\text{Total Revenue Collected (₦)}}{\text{Total Billed Amount (₦)}} \right) \times 100 \quad (9)$$

The total revenue collected by all DisCos in 2025 was ₦2,318.81 billion out of the total bill of ₦2,988.30 billion issued to customers, leaving an outstanding balance of ₦669.49 billion. This translates to a collection efficiency of 77.60% and implies that for every ₦100.00 worth of energy billed to customers by DisCos in 2025, approximately ₦22.40 was not recovered from customers. The significant collection inefficiency, combined with billing inefficiency, has continued to adversely impact the financial liquidity of the industry, ultimately limiting the NESI's ability to grow and attract new investments.

In 2025, Eko (87.90%) and Ikeja (87.89%) DisCos recorded the highest collection efficiencies among the DisCos, while Kaduna DisCo (45.68%) had the lowest collection efficiency (Table 33).

Table 33: Revenue Performance of DisCos in 2025

DisCos	Total Billings (₦'Billion)	Revenue Collected (₦'Billion)	Collection Efficiency (%)
Abuja	467.55	375.96	80.41
Benin	240.80	202.68	84.17
Eko	482.35	424.00	87.90
Enugu	239.35	187.69	78.42
Ibadan	322.89	250.45	77.57

DisCos	Total Billings (₦'Billion)	Revenue Collected (₦'Billion)	Collection Efficiency (%)
Ikeja	501.61	440.86	87.89
Jos	146.98	67.77	46.11
Kaduna	112.48	51.38	45.68
Kano	181.98	111.63	61.34
Port Harcourt	234.67	169.64	72.29
Yola	57.64	36.68	63.64
All DisCos	2,988.30	2,318.81	77.60

7.4.5 Aggregate Technical, Commercial and Collection (ATC&C) Loss

The Aggregate Technical, Commercial and Collection (ATC&C) loss is a summation of – i) billing losses incurred by a DisCo due to its inability to account for and bill 100% of energy delivered to customers (technical and commercial losses); and ii) collection losses arising from the DisCo's inability to collect 100% of the bills issued to customers. The ATC&C loss is a critical performance-setting parameter for tariff computation, as the MYTO makes allowance for target ATC&C loss levels for each DisCo.

The target ATC&C reflects the efficient operational losses which the DisCo is expected to incur in its operations, and this is recoverable from its allowed tariffs. The target ATC&C usually reduces over time as DisCos make investments that are geared towards improving operational efficiency. ATC&C loss is made up of the following components:

1. **Technical Loss:** heat loss due to load flow in electrical lines and transformation loss in transformers.
2. **Commercial Loss:** due to discrepancies in meter reading, erroneous billing, unmetered consumption, or energy theft.
3. **Collection Loss:** unpaid bills.

The formula for ATC&C loss is represented by equation 10:

$$\text{ATC\&C Loss} = [1 - (\text{Billing Efficiency} \times \text{Collection Efficiency})] \times 100 \quad (10)$$

Any DisCo that can outperform its allowed ATC&C (i.e. has a lower actual ATC&C than the target used to compute its cost-reflective tariff) will earn more returns on its set tariffs. Conversely, any DisCo that fails to meet its allowed ATC&C (i.e. has a higher actual ATC&C than the target) will not be able to earn the total revenue requirement upon which its tariffs have been determined; this could pose risks to its long-term financial position.

The aggregate ATC&C loss recorded across all DisCos in 2025 was 37.03%, which comprised 18.86% in technical and commercial losses and 22.40% in collection loss (Table 34). The aggregate ATC&C loss of 37.03% recorded in 2025 is 16.49pp higher than the allowed aggregate efficient loss target (20.54%) applied in the computation of the tariffs in the MYTO for the year 2025.

Disaggregated performance of the DisCos showed that only Eko DisCo surpassed its ATC&C target (Actual – 16.13% vs. target – 16.88%). All other DisCos failed to achieve their ATC&C targets. Kaduna DisCo was the worst-performing DisCo with an ATC&C of 71.88% in 2025 vs. a target of 21.32%. The excess ATC&C losses (inefficiencies) incurred by the DisCos are not recoverable from customers and may compromise the long-term financial positions of the DisCos affected.

Table 34: ATC&C Loss Performance of DisCos in 2025

DisCos	MYTO Target ATC&C (%)	Actual ATC&C Loss (%)	Variance: target- actual (pp)
Abuja	20.60	33.96	-13.36
Benin	20.76	44.29	-23.53
Eko	16.88	16.13	0.75
Enugu	21.26	40.55	-19.29
Ibadan	20.92	42.93	-22.01
Ikeja	15.93	20.22	-4.29
Jos	26.09	62.15	-36.06



DisCos	MYTO Target ATC&C (%)	Actual ATC&C Loss (%)	Variance: target- actual (pp)
Kaduna	21.32	71.88	-50.56
Kano	20.88	44.63	-23.75
Port Harcourt	20.42	39.60	-19.18
Yola	44.00	61.19	-17.19
Overall MYTO Level	20.54		
Aggregate technical, commercial & collection Loss	-	37.03	
Technical & Commercial Losses	-	18.86	
Collection Losses	-	22.40	

7.4.6 Market Remittance

Under the account administration mechanism set up by the CBN in 2014 as part of the Nigerian Electricity Market Stabilisation Facility (NEMSF) intervention, all the collections of the DisCos are escrowed. The DisCos only have access to their revenues after relevant deductions towards their loan obligations have been made. This escrow mechanism also provides visibility into the financial performance of the DisCos with respect to collections.

In June 2020, the remit of the fund manager responsible for the escrow was expanded to include the implementation of the payment waterfall framework, which was designed by the Commission to increase upstream market remittance to NBET and NISO. This was to cover the cost of energy taken from GenCos, transmission charges (payable to the TSP) and the MO's administrative charges.

Prompt payment of upstream invoices is critical for securing the availability of generation and transmission capacities. The waterfall regime pushes DisCos to boost their collections because most of their allowed revenues rank below the payment of market obligations in the waterfall.

7.4.6.1 Market Remittance to NBET

In the absence of cost-reflective tariffs, the Government undertakes to cover the resultant gap (between the cost-reflective and allowed tariff) in the form of tariff subsidies. For ease of administration, the subsidy is only applied to the generation cost payable by DisCos to NBET at source in the form of a DisCo's Remittance Obligation (DRO). The DRO represents the total GenCo invoice that is billed to the DisCos by NBET based on what the allowed DisCo tariffs can cover²³. Furthermore, DisCos are expected to remit 100% of the invoices received from the MO for transmission and administrative service costs.

The transition to the DRO regime was necessitated by the risk of unpaid tariff subsidy debts encumbering the balance sheets of the DisCos, thereby preventing them from raising finance to undertake critical investments in their distribution network. Under the DRO framework, NBET directly invoices the portion of GenCo costs not covered by DRO (tariff subsidy) to the Federal Ministry of Finance for immediate settlement.

The total amount invoiced by the GenCos for energy delivered to each DisCo and the DRO-adjusted NBET invoice to the respective DisCos during 2025 are summarised in Table 35. It is important to note that due to the absence of cost-reflective tariffs across all DisCos, the Government incurred a subsidy obligation of ₦1,928.31 billion; (57.44% of total NBET invoice) during the year, which translates to an average of ₦160.69 billion per month. This subsidy obligation of the FGN is largely attributable to the FGN's policy to freeze allowed tariffs paid by customers despite the increase in cost-reflective tariffs.

²³ The outstanding portion of the GenCo invoice not covered by allowed tariffs and thus not billed to the DisCos is to be covered by the FGN in the form of tariff subsidies.

Table 35: Total NBET Invoice and Final Obligation (DRO) of DisCos for 2025

DisCos	Total NBET Invoice (₦' billion)	Final Obligation (₦' billion)	FGN Subsidy (₦' billion)
Abuja	519.06	240.69	278.37
Benin	316.02	137.28	178.74
Eko	450.65	218.73	231.91
Enugu	283.55	117.14	166.42
Ibadan	402.05	162.11	239.94
Ikeja	511.45	244.09	267.37
Jos	168.29	65.71	102.58
Kaduna	184.91	62.21	122.70
Kano	188.76	70.24	118.52
Port Harcourt	243.55	95.18	148.36
Yola	88.89	15.49	73.40
All DisCos	3,357.18	1,428.88	1,928.31

The gross invoice issued by NBET (DRO-adjusted) to DisCos for energy costs in 2025 was ₦1,428.88 billion. Out of this amount, the DisCos remitted a total of ₦1,356.21 billion, translating to a gross remittance rate of 94.91%.

Disaggregated remittance performance of the DisCos to NBET shows that Eko, Ikeja and Port Harcourt DisCos achieved 100% remittance performance, respectively, to NBET in 2025. Yola, Enugu, Abuja, Ibadan, Benin, and Kano DisCos recorded remittance performances above 90% (99.84%, 99.81%, 99.60%, 98.77%, 98.34%, and 93.83%, respectively). Kaduna DisCo (40.13%) recorded the lowest remittance performance to NBET in 2025 (Figure 18).

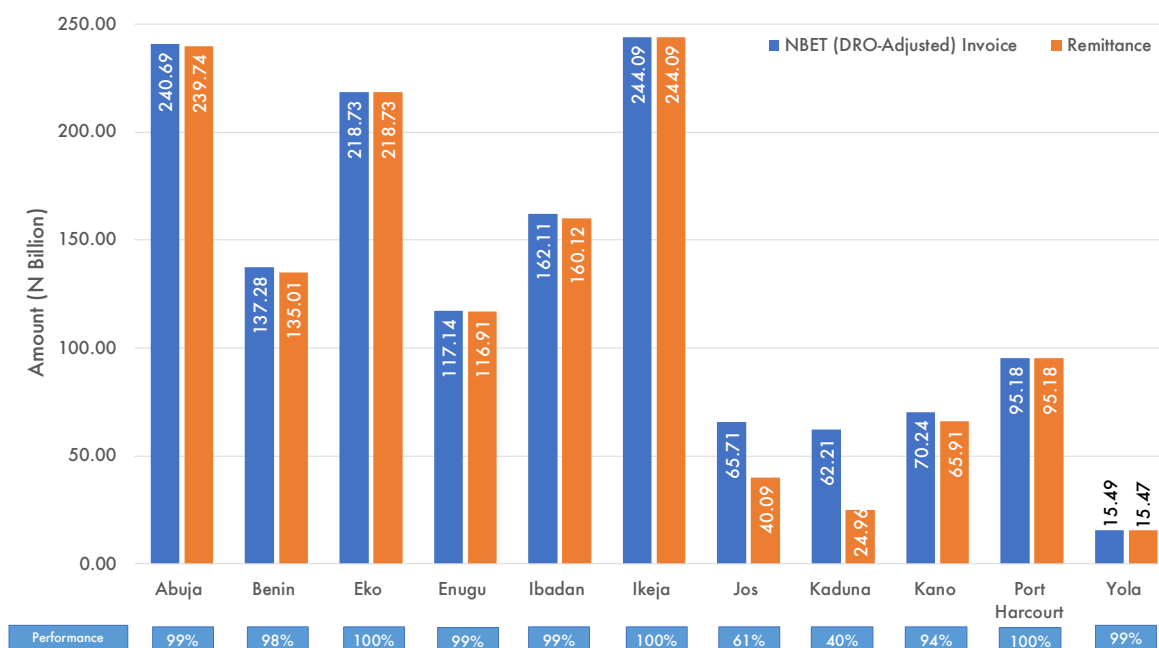


Figure 18: DisCos' Remittance Performance to NBET in 2025

The gross invoice issued by the MO to the DisCos in 2025 was ₦292.76 billion, and the DisCos collectively remitted ₦275.83 billion, translating to a 94.22% remittance performance. Abuja, Benin, Eko, Enugu, Ikeja, Port Harcourt and Yola DisCos achieved 100% remittance performance to the MO in 2025. Ibadan and Kano DisCos achieved greater than 90% remittance performance (98.50% and 94.22%, respectively). Kaduna DisCo (48.11%) recorded the lowest remittance performance to the MO in 2025 (Figure 19).

Under the payment assurance waterfall regime, DisCos that did not achieve 100% remittance to the upstream segment during the year were unable to earn significant portions of their allowed revenues. Without this, they would also be unable to undertake necessary operational/capital investments.

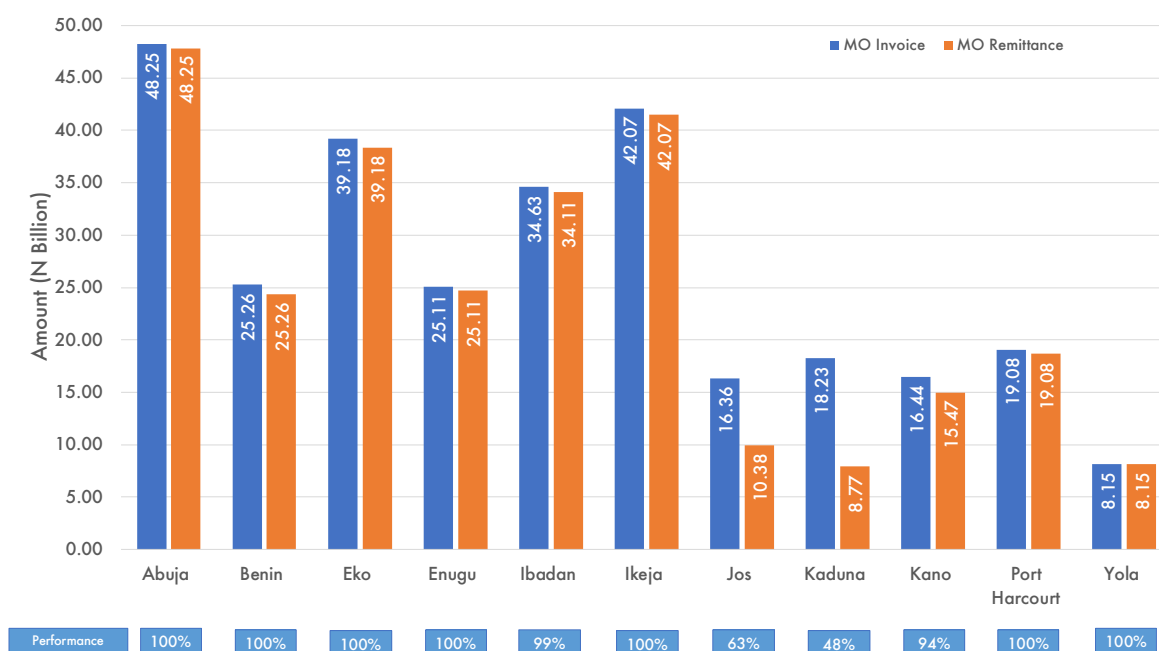


Figure 19: DisCos' Remittance Performance to MO in 2025

The cumulative DisCos' remittance to NBET and MO in 2025 is presented in Table 36.

Table 36: DisCos Remittance Performance to NBET and MO in 2025

DisCos	DRO-Adjusted Invoice (₦' Billion)			Remittance (₦' Billion)			Remittance Performance (%)
	NBET	MO	NBET+MO	NBET	MO	NBET + MO	
	2025	2025	2025	2025	2025	2025	
Abuja	240.69	48.25	288.93	239.74	48.25	287.99	99.67
Benin	137.28	25.26	162.54	135.01	25.26	160.27	98.60
Eko	218.73	39.18	257.91	218.73	39.18	257.91	100.00
Enugu	117.14	25.11	142.25	116.91	25.11	142.02	99.84
Ibadan	162.11	34.63	196.74	160.12	34.11	194.23	98.72
Ikeja	244.09	42.07	286.16	244.09	42.07	286.16	100.00
Jos	65.71	16.36	82.07	40.09	10.38	50.47	61.50
Kaduna	62.21	18.23	80.44	24.96	8.77	33.73	41.93
Kano	70.24	16.44	86.68	65.91	15.47	81.38	93.88
P/Harcourt	95.18	19.08	114.26	95.18	19.08	114.26	100.00
Yola	15.49	8.15	23.64	15.47	8.15	23.62	99.90
All DisCos	1,428.88	292.76	1,721.62	1,356.21	275.83	1,632.04	94.80
Special Customer: (₦ 'Million)							
Ajaokuta Steel	4,965.87	501.45	5,467.32	0.00	0.00	0.00	0.00

Ajaokuta Steel Co. Ltd and the host community did not make any payment for the ₦4.96 billion and ₦0.50 billion energy invoices and service charges received from NBET and MO, respectively, in 2025. The Commission has escalated the issue of continual non-payment of electricity bills by Ajaokuta to the relevant federal ministries to find a lasting solution. Failure to settle the obligations may put the Ajaokuta complex at risk of being disconnected from its service providers (NBET and MO) on the grounds of gross indebtedness.

The remittance performance of local and international bilateral customers to MO in 2025 is contained in Table 37. The international bilateral customers (i.e., Societe Nigerienne d’électricite – NIGELEC, Societe Beninoise d’Energie Electrique – SBEE and Compagnie Energie Electrique du Togo – CEET) received a total invoice of \$73.91 million for ancillary services provided by the MO and made a total payment of \$62.75 million, corresponding to a remittance performance of 84.90%. The local bilateral customers received a total invoice of ₦13,203.50 million for ancillary services provided by the MO and made a payment of ₦12,754.58 million, corresponding to a remittance performance of 96.60%.

Table 37: International & Bilateral Customers Invoices & Remittances in 2025

International Customers	Invoice (Million)	Remittance (Million)	Performance (%)
Paras - SBEE (\$)	10.15	9.37	92.32
Paras - CEET (\$)	8.22	8.22	100.00
Transcorp/SBEE - Ughelli (\$)	18.54	18.54	100.00
Transcorp/SBEE – Afam 3 (\$)	8.88	8.20	92.34
Mainstream/NIGELEC (\$)	18.42	18.42	100.00
Odukpani/CEET (\$)	9.70	0.00	0.00
Total	73.91	62.75	84.90
Bilateral Customers	Invoice (Million)	Remittance (Million)	Performance
Mainstream (All Bilateral Customers ²⁴) (₦)	7,333.77	7,319.68	99.81

²⁴ Inner Galaxy, Kam Industries, Kam Integrated, PRISM, Zerberced, Kam Steel Shagamu, Adefolorunso Venture



NDPHC /Weewood (₦)	413.50	412.72	99.81
North South/ Star Pipe (₦)	137.08	112.43	82.02
Trans-Amadi/FMPI	173.52	121.48	70.00
Trans-Amadi/ OAU (₦)	92.13	83.61	90.75
NDPHC/Sunflag (₦)	97.23	87.12	89.60
Omotosho 11/Pulkit (₦)	818.70	500.00	61.07
Taopex/Kam Steel Shagamu & Industries (₦)	1,024.90	1,024.90	100.00
NDPHC (SAPELE II)/Phoenix	175.20	155.17	88.57
Zungeru/Yongxing (₦)	1,593.11	1,593.11	100.00
Mainstream/PHEDC (₦)	456.65	456.65	100.00
Mainstream/JEDC (₦)	255.30	255.30	100.00
Mabon/KEDCO (₦)	632.40	632.40	100.00
Total	13,203.50	12,754.58	96.60



Appendices

APPENDICES

A. Human Resource Management

Table A.1: Forum Secretaries of the Commission as of 31st December 2025

S/N	Name	Forum Office
1	Emeka Stanley Anako	Abakaliki Forum Office, Ebonyi State
2	Adesoji Oluwo	Abeokuta Forum Office, Ogun State
3	Grace Ekpenyong	Abuja Forum Office, FCT
4	Nnabuife J. Ogana	Asaba Forum Office, Delta State
5	Princess Agwu	Awka Forum Office, Anambra State
6	Akiti Wilson Barguma	Bauchi Forum Office, Bauchi State
7	Kabiru Musa	B/Kebbi Forum Office, Kebbi State
8	Blessing Ikharo Abua	Calabar Forum Office, Cross River State
9	Abubakar Yuguda	Gombe Forum Office
10	Bashir Adam	Damaturu Forum Office, Yobe State
11	Aminu Dauda	Gusau Forum Office, Zamfara State
12	Oluwakemi Mary Iyanda	Ilorin Forum Office, Kwara State
13	Mansur Abdullahi	Kaduna Forum Office, Kaduna State
14	Ja'afar Ibrahim	Kano Forum Office, Kano State
15	Abubakar Kurna	Katsina Forum Office, Katsina State
16	Jonathan Alanji	Lafia Forum Office, Nasarawa State
17	Pamela Ishaya Zakari	Makurdi Forum Office, Benue State
18	Azeez Mutiu Akofe	Osogbo Forum Office, Osun State
19	Daniel Osumawei	Port-Harcourt Forum Office, River State
20	Kabiru. U. Musa	Sokoto Forum Office, Sokoto State
21	Chioma Okechukwu	Umuahia Forum Office, Abia State
22	Peter A. Dickson	Uyo Forum Office, Akwa Ibom State
23	Sydney W. Maksha	Yola Forum Office, Adamawa State

B. Licence, Permit and Certification

Table B.1: Licences issued and renewed by the Commission in 2025

S/N	Applicants	Capacity (MW)	Licence Type	Location	Fuel Type
A.	New Issue				
1	Daybreak Power Solutions Limited	2.63	Off-grid Generation	Abia State	Solar
2	Golden Penny Power Limited	57.20	Off-grid Generation	Lagos State	Gas
3	Daybreak Power Solutions	2.92	Off-grid Generation	Ogun State	Gas
4	Daybreak Power Solutions Limited	3.74	Off-grid Generation	Aba	Solar
5	CET Power Projects Limited	12.80	Off-grid Generation	Abuja	Gas
6	Daybreak Power Solutions	1.50	Off-grid Generation	Kaduna State	Solar
7	Shiroro Solar Generating Company Limited	300.00	On-grid Generation	Abuja	Solar
8	Crescendough Nigeria Limited	180.00	On-grid Generation	Lagos State	Gas
9	Trade Watt Energy Solutions Ltd	N/A	Trading	Abuja	N/A
10	Access Power System	N/A	Trading	Abuja	N/A
11	Nova Utilities Limited	N/A	Trading	Lagos	N/A
12	Prudmark International Limited	N/A	Trading	Abuja	N/A
13	Amanda Global Energy Services	N/A	Trading	N/A	N/A
14	Eldov Transactional Services Ltd	N/A	Trading	N/A	N/A
15	Powerlink Distribution Limited	N/A	IEDN	Ogun	N/A
16	Atlantic Industry Zone Nigeria Limited	N/A	IEDN	Ogun	N/A
17	Igboya Power LFZ Enterprise	N/A	IEDN	Lagos	N/A
18	FHA Energy Distribution Limited	N/A	IEDN	Abuja	N/A
19	Green Power Distribution Nig Ltd	N/A	IEDN	Ogun	N/A
20	Hydropolis Investment Limited	N/A	IEDN	Niger	N/A
21	Zeta Technical Services Limited	N/A	IEDN	Niger	N/A
22	Irele Energy LFZ	50.00	Embedded Generation	Lagos	Gas
23	EDL Energy Generation Company Limited	10.00	Embedded Generation	Abuja	Gas
24	Jichai Power Company Nigeria Ltd	40.00	Embedded Generation	Ogun	Gas
25	Magboro Power Company Limited	30.00	Embedded Generation	Ogun	Gas
26	Centrum Ota Energy Services Ltd	17.50	Embedded Generation	Kaduna	Gas

*IEDN is an acronym for an Independent Electricity Distribution Network

Table B.2: Captive power generation Permits granted by the Commission in 2025

S/N	Applicants	Location	Capacity (MW)
1	Nile University of Nigeria	Airport Road, Jabbi, Abuja	10.00
2	CCK Electric Power Tech. Company	Owode, Ogun State	7.80
3	CCK Electric Power Tech. Company	Owode, Ogun State	3.00
4	CCK Electric Power Tech. Company	Sagamu, Ogun State	6.60
5	CCK Electric Power Tech. Company	Sagamu, Ogun State	6.00
6	CCK Electric Power Tech. Company	Sagamu, Ogun State	4.40
7	CCK Electric Power Tech. Company	Sagamu, Ogun State	6.60
8	CCK Electric Power Tech. Company	Mohamedu Expressway, Ogun State	3.30
9	CCK Electric Power Tech. Company	Ikeja, Lagos State	8.80
10	CCK Electric Power Tech. Company	Sagamu, Ogun State	6.60
11	Pulkit Alloy and Steel Limited	Ijebu Ode, Ogun State	20.00
12	Everest Pulp and Paper Limited	Ijebu Ode, Ogun State	7.50
13	Obu Cement Company Limited (BUA)	Okpella, Edo State	160.95
14	Nigeria Pipes Limited	Sharada Phase 1, Kano	1.25
15	West African Container Terminal Nigeria Limited	Seaport, Rivers State	1.09
16	Kwale Genco FZE	Ikot Abassi, Akwa Ibom	700.00
17	Sequoia International Development Limited	Ibafo, Ogun State	16.10
18	Yinson Operations & Productions West Africa Limited	Bayelsa State	54.00
19	Azura Power West Africa Limited	Ihovbor, Edo State	2.00
20	Wihi International Limited	Lagos-Ibadan Expressway	3.40
21	Federal Inland Revenue Service	CBD, FCT-Abuja	6.08
22	Yongxing Steel Company Ltd	Benin City, Edo State	45.00
23	Accugas Limited	Esit-Eket, Akwa Ibom State	4.20
24	Abuja Steel Mill Nigeria Limited	Abuja-Kaduna Expressway	50.00
25	T&D West Africa Limited	Lake Taal Close Abuja	1.25
26	Vinylon Footwear Industry Limited	Dabi District, Ringim, Jigawa	6.00
27	Nigerian Spanish Engineering Limited	Sharada Industrial Estate	6.00
28	Standard Plastic Industry Nigeria Limited	Dantata Road, Bompai Kano	7.00
29	Watson's Bakery Nigeria Limited	Km 8 Hadejia Road, Kano	2.26
30	Superior Eva Footwear Nigeria Limited	Km 5 20 Hadejia Road, Kano	5.00
31	NNPC	NNPC Towers, Abuja	20.80

Table B.3: Mini-grid Permits approved by the Commission in 2025

S/N	Name	Capacity ²⁵ (kW)	Location
	Permits		
1	Nebular Engineering Limited	90.00	Bokin Ayini, Nasarawa LGA, Nasarawa State
2	Nebular Engineering Limited	55.00	Iwo Sabo, Nasarawa LGA, Nasarawa State
3	Nebular Engineering Limited	70.00	Kandele, Nasarawa LGA, Nasarawa State
4	Nebular Engineering Limited	70.00	Jijipe, Nasarawa LGA, Nasarawa State
5	Nebular Engineering Limited	274.00	Ajaga, Nasarawa LGA, Nasarawa State
6	Nebular Engineering Limited	267.00	Ajigwara, Nasarawa LGA, Nasarawa State
7	Nebular Engineering Limited	433.00	Namu, Qua,an Pam, Plateau State
8	Husk Power Energy Systems Nig Limited	110.00	Ajuye, Kokona LGA, Nasarawa State
9	Husk Power Energy Systems Nig Limited	110.00	Jibiyal, Lafia LGA, Nasarawa State
10	Husk Power Energy Systems Nig Limited	110.00	Ishugu, Obi LGA, Nasarawa State
11	Husk Power Energy Systems Nig Limited	110.00	Gwayaka, Lafia LGA, Nasarawa State
12	Husk Power Energy Systems Nig Limited	110.00	Agam, Nasarawa LGA, Nasarawa State
13	Nayo Tropical Technology Limited	990.00	Lambata, Gurara LGA, Niger State
14	Havenhill Synergy Limited	600.00	Wukari, Taraba State.
15	Havenhill Synergy Limited	600.00	Wukari, Taraba State
16	Havenhill Synergy Limited	600.00	Gassole, Taraba State
17	Havenhill Synergy Limited	400.00	Gassole, Taraba State
18	Havenhill Synergy Limited	998.00	Gassole, Taraba State
19	Havenhill Synergy Limited	800.00	Kurmi, Taraba State
20	Havenhill Synergy Limited	200.00	Doma, Nasarawa State
21	Havenhill Synergy Limited	100.00	Nasarawa, Nasarawa State
22	Havenhill Synergy Limited	100.00	Lafia East, Nasarawa State
23	Havenhill Synergy Limited	100.00	Nasarawa Igon, Nasarawa State
24	Havenhill Synergy Limited	100.00	Doma, Nasarawa State
25	Havenhill Synergy Limited	100.00	Nasarawa, Nasarawa State
26	Havenhill Synergy Limited	200.00	Baruten, Kwara State
27	Havenhill Synergy Limited	100.00	Baruten, Kwara State
28	Havenhill Synergy Limited	100.00	Baruten, Kwara State
29	Havenhill Synergy Limited	100.00	Baruten, Kwara State
30	Havenhill Synergy Limited	100.00	Baruten, Kwara State
31	Havenhill Synergy Limited	200.00	Baruten, Kwara State
32	Havenhill Synergy Limited	100.00	Baruten, Kwara State
33	Havenhill Synergy Limited	300.00	Kurmi, Kwara State

²⁵ A mini-grid developer can choose to get either a registration certificate or a permit for mini-grids with a distribution capacity below 100kW. However, for mini-grids with distribution capacity above 100kW, only a permit can be obtained.



S/N	Name	Capacity ²⁵ (kW)	Location
34	Magnificent Catalytic Inclusion Ltd	150.00	Obi, Benue State
35	Magnificent Catalytic Inclusion Ltd	150.00	Okpokwu, Benue State
36	Startimes Smart Energy Nig Ltd	158.00	Nasarawa State
37	Startimes Smart Energy Nig Ltd	338.00	Ikot Abasi, Akwa Ibom
38	Prado Power Limited	100.00	Yala Cross River State
39	Prado Power Limited	100.00	Kuje, FCT
40	Prado Power Limited	250.00	Yala, Cross River State
41	Prado Power Limited	150.00	Wukari, Taraba State
42	Prado Power Limited	100.00	Karu, Nasarawa
43	Prado Power Limited	120.00	Okpokwu, Benue State
44	Prado Power Limited	200.00	Nasarawa, Nasarawa State
45	Prado Power Limited	450.00	Ogbadibo, Benue State
46	Prado Power Limited	700.00	Vandeikya, Benue State
47	Prado Power Limited	110.00	Ukum, Benue State
48	Prado Power Limited	520.00	Ukum, Benue State
49	Prado Power Limited	400.00	Ukum, Benue State
50	Prado Power Limited	120.00	Ikot Abasi, Akwa Ibom State
51	Everlink Telesat Network Ltd	50.00	Ukum, Benue State
52	Everlink Telesat Network Ltd	249.00	Burutu, Delta State
53	Everlink Telesat Network Ltd	100.00	Bomadi, Delta State
54	Everlink Telesat Network Ltd	100.00	Burutu, Delta State
55	Havenhill Synergy Limited	330.00	Gassol, Taraba State
56	Havenhill Synergy Limited	800.00	Bali, Taraba State
57	Havenhill Synergy Limited	250.00	Okpokwu, Benue State
58	Havenhill Synergy Limited	400.00	Gashaka, Taraba State
59	Havenhill Synergy Limited	100.00	Lafia Est, Nasarawa State
60	Havenhill Synergy Limited	100.00	Lafia, Nasarawa State
61	Havenhill Synergy Limited	600.00	Bali, Taraba State
62	Havenhill Synergy Limited	100.00	Baruten, Kwara State
63	Havenhill Synergy Limited	250.00	Baruten, Kwara State
64	Havenhill Synergy Limited	600.00	Baruten, Kwara State



Table B.4: Meter Service Providers and Meter Asset Providers certified by the Commission in 2025

S/N	Applicant	Application Type
1	Power Cap Limited	Installer A1
2	Power Cap Limited Energy World Engineering Solutions Ltd	Installer A1
3	Frankeuz Consulting Limited	Installer A1
4	Cenave Integrated Services Limited	Installer A1
5	Integrated Resources Limited	Installer A1
6	Onyema Tochukwu Okechukwu	Installer C2
7	Nicholas Ojo Alokomoko & Son Nig Limited	Installer A1
8	Naftech Engineering Limited	Installer A2
9	Peamer Power Solution	Installer A1
10	G-Unit Engineering Limited	Installer A1
11	Jesom Technologies Limited	Installer A1
12	Patomany Energy Limited	Installer A1
13	G & D Building and Engineering Limited	Installer A1
14	EPTA & Q Services Limited	Installer C1
15	Power Homes Electrical and Engineering Ltd	Installer A1
16	Trexm Energy Services Limited	Installer A2
17	Q-Tech Nigeria Limited	Installer A1
18	Prolegacy Multi-services Limited	Installer A1
19	Technovati Limited	Installer A1
20	HYOL Limited	Installer A1
21	Paulins Engineering Works Limited	Installer A1
22	Gbajesy and Sons Enterprises Limited	Installer A1
23	Cristhill Engineering Limited	Manufacturer
24	Bendoricks International Limited	Manufacturer
25	Hampol – YTL- Limited	Manufacturer
26	Skipper Nigeria Limited	Manufacturer
27	G.Unit Engineering Limited	Manufacturer
28	Conlog Meter Solutions Nigeria Limited	Manufacturer
29	Chris-Ejik Engineering Limited	Manufacturer
30	Cartlark International Limited	Manufacturer
31	Riggs & Meter system Limited	Manufacturer
32	Mahashakti Nigeria Limited	Manufacturer
33	Inreli Limited	Manufacturer
34	Wellsun Intelligent technology Limited	Manufacturer
35	Duet Engineering Limited	Manufacturer
36	Deep Vision Business Limited	Manufacturer
37	ME Metering Company Limited	Manufacturer
38	Volvo & Vision Business Limited	Manufacturer
39	Phoenix Renewable Limited	Importer
40	Kenpetrus Energy Resources Limited	Importer
41	De-Haryor Global Services Limited	Importer
42	HYOL Limited	Importer
43	BTS Eve Power Limited	MAP

S/N	Applicant	Application Type
44	Ukpaka Nigeria Limited	MAP
45	Technovati Limited	MAP
46	Tripleseventh Nigeria Limited	MAP
47	Denotata Engineering Services Limited	MAP
48	Venco Platforms Limited	MAP
49	Fulenell Nigeria Limited	MAP
50	San Verad Nigeria Limited	MAP
51	Elffy Global Limited	MAP
52	Serenade Engineering Nigeria Limited	MAP
53	Haiven Smart Systems Limited	MAP
54	Bilview Energy Limited	MAP
55	Ibay Utilities Limited	MAP
56	Bice Energy Limited	MAP
57	Advanced Energy Management Solutions Limited	MAP
58	Anydztech Limited	MAP
59	Levis Energy Limited	MAP
60	Positive wave Consult Limited	MAP
61	Perrin Energy Services Limited	MAP
62	Mayfair Fidelio Projects Limited	MAP
63	MYP Telecoms Company Limited	MAP
64	Nolnic Engineering Limited	MAP
65	NG Electrometer Limited	MAP
66	HYOL Limited	MAP
67	O&J Tech Premium Limited	MAP
68	Trexm Energy Services Limited	MAP
69	Mojec International Limited	MAP
70	Africa Bridge Engineering Co. Ltd	MAP
71	African Manufacturing Innovation Hub Limited	MAP
72	Assamad Procurement & Services Limited	MAP

Class "A1" Certification authorises a holder to undertake installations of (i) Low Voltage single-phase and three-phase Metering systems for installation exceeding 750 metering Systems/Contract, and (ii) Installations at grid voltages exceeding 5 Metering Systems.1 Class "C1" Certification authorises a holder to undertake installations of Low Voltage Distribution single-phase and three-phase Metering Systems exceeding 500 Metering Systems/Contract.



C. Customer Complaints

Table C.1: Customer complaints received by DisCos in 2025

DisCo	Customers' Complaints ('000)				
	2025/Q1	2025/Q2	2025/Q3	2025/Q4	Y2025
Aba	6,459	8,143	8,410	0	23,012
Abuja	6,225	7,799	10,102	9,774	33,900
Benin	9,743	7,036	10,059	15,540	42,378
Eko	36,780	40,882	0	0	77,662
Enugu	14,851	18,645	15,876	0	49,372
Ibadan	42,393	43,169	40,520	0	126,082
Ikeja	25,555	13,476	0	0	39,031
Jos	14,085	12,775	11,390	4,180	42,430
Kaduna	5,724	6,393	6,589	5,832	24,538
Kano	32,251	22,748	24,021	21,566	100,586
P/H	57,843	44,012	38,465	0	140,320
Yola	2,495	2,189	2,603	2,101	9,388
Total	254,404	227,267	168,033	58,993	708,699



Table C.2: Category of customer complaints received by DisCos (2020-2025)

Complaint Categories	2025 ('000)					2024 ('000)					2023 ('000)				
	/Q1	/Q2	/Q3	/Q4	Annual	/Q1	/Q2	/Q3	/Q4	Annual	/Q1	/Q2	/Q3	/Q4	Annual
Metering	108.98	108.38	72.55	25.90	315.81	167.46	140.42	137.88	141.40	587.16	118.99	149.71	191.36	177.52	638.32
Interruption	19.48	19.47	14.48	6.55	59.99	24.85	28.18	23.18	23.40	99.61	23.01	23.61	26.94	24.55	98.13
Voltage	3.9	3.73	2.99	0.74	11.37	4.87	4.80	4.05	2.70	16.41	4.27	4.33	4.49	4.80	17.80
Load Shedding	0.20	0.19	0.28	0.36	1.05	0.64	0.47	0.28	0.23	1.62	1.51	2.43	1.66	0.86	6.48
Billing	31.27	43.87	35.17	8.33	118.59	28.45	41.08	69.96	29.51	168.99	56.72	53.36	43.02	42.86	195.97
Disconnection	1.41	0.98	0.97	0.56	3.93	2.60	2.79	4.18	5.05	14.62	4.11	4.69	4.91	4.26	17.98
Connection Delay	0.73	4.11	0.12	0.74	5.72	2.44	3.36	0.84	0.56	7.20	3.69	3.06	2.07	0.52	9.35
Others	88.48	46.50	41.43	15.77	192.19	60.08	66.34	88.33	72.83	287.58	37.17	65.80	59.45	55.30	218.24
Total	254.40	227.26	168.03	58.99	708.69	291.38	287.44	328.70	275.68	1,183.20	249.68	325.89	333.94	310.71	1,220.24
Complaint Categories	2022 ('000)					2021 ('000)					2020 ('000)				
	/Q1	/Q2	/Q3	/Q4	Annual	/Q1	/Q2	/Q3	/Q4	Annual	/Q1	/Q2	/Q3	/Q4	Annual
Metering	79.63	111.95	117.26	122.80	431.66	50.32	50.65	55.28	53.30	209.58	44.66	48.01	71.89	41.45	206.03
Interruption	37.18	23.43	21.75	24.23	106.60	43.61	48.21	45.06	38.45	175.34	41.38	39.86	34.19	37.63	153.08
Voltage	16.27	9.98	4.13	4.34	34.74	22.89	29.32	30.23	26.07	108.53	15.21	17.58	17.62	14.89	65.32
Load Shedding	14.71	5.33	1.30	1.46	22.82	17.79	18.22	14.36	14.14	64.52	16.05	20.34	16.49	16.68	69.57
Billing	41.64	32.93	49.92	61.02	185.52	38.92	42.76	48.54	39.39	169.62	45.74	45.89	40.48	46.39	178.52
Disconnection	26.99	7.25	7.34	4.84	46.43	34.36	31.31	31.01	28.12	124.82	21.42	22.85	20.41	24.66	89.36
Connection Delay	12.79	2.99	1.28	2.95	20.02	19.22	15.98	14.82	14.76	64.79	10.30	14.49	12.40	13.38	50.59
Others	14.14	38.01	38.22	39.43	129.81	9.80	4.97	7.78	8.37	30.92	8.31	9.93	16.97	9.39	44.61
Total	243.38	231.90	241.24	261.10	977.64	236.93	241.47	247.11	222.63	948.17	203.11	218.98	230.49	204.50	857.10



Table C.3: Appeals received and resolved by Forum Offices in 2025

S/N	Forum Offices	2025/Q1				2025/Q2				2025/Q3				2025/Q4				2025			
		Customers' Complaints				Customers' Complaints				Customers' Complaints				Customers' Complaints				Customers' Complaints			
		Received	Resolved	Pending	Resolution Rate (%)	Received	Resolved	Pending	Resolution Rate (%)	Received	Resolved	Pending	Resolution Rate (%)	Received	Resolved	Pending	Resolution Rate (%)	Received	Resolved	Pending	Resolution Rate (%)
1	Abakaliki	58	47	11	81%	70	30	40	43%	97	69	28	71%	56	42	14	75%	281	188	93	67%
2	Abeokuta	95	40	55	42%	0	0	0	0%									95	40	55	42%
3	Abuja	63	50	13	79%	42	34	8	81%	57	41	16	72%	59	43	16	73%	221	168	53	76%
4	Asaba	79	34	45	43%	78	48	30	62%	77	30	47	39%	108	70	38	65%	342	182	160	53%
5	Awka	97	75	22	77%	135	101	34	75%	151	81	70	54%	187	136	51	73%	570	393	177	69%
6	Bauchi	7	7	0	100%	13	13	0	100%	17	12	5	71%	21	21	0	100%	58	53	5	91%
7	Damaturu	4	0	4	0%	13	8	5	62%	10	3	7	30%	13	9	4	69%	40	20	20	50%
8	Calabar	28	18	10	64%	30	16	14	53%	32	26	6	81%	36	16	20	44%	126	76	50	60%
9	Eko	125	125	0	100%	0	0	0	0%									125	125	0	100%
10	Gombe	10	2	8	20%	15	0	15	0%	22	3	19	14%	23	0	23	0%	70	5	65	7%
11	Gusau	14	14	0	100%	6	6	0	100%	5	3	2	60%	10	0	10	0%	35	23	12	66%
12	Ilorin	119	101	18	85%	19	73	0	384%	86	76	10	88%	60	59	1	98%	284	309	29	109%
13	Jos	23	23	0	100%	5	3	2	60%									28	26	2	93%
24	Kaduna	25	20	5	80%	19	19	0	100%	19	17	2	89%	33	17	16	52%	96	73	23	76%
15	Kano	37	20	17	54%	46	31	15	67%	32	27	5	84%	16	13	3	81%	131	91	40	69%
16	Katsina	2	1	1	50%	1	0	1	0%	3	1	2	33%	2	0	2	0%	8	2	6	25%
17	Kebbi	0	0	0	0%	0	0	0	0%	0	0	0	0%	0	0	0	0%	0	0	0	0%
18	Lafia	0	0	0	0%	0	0	0	0%	0	0	0	0%	0	0	0	0%	0	0	0	0%
19	Makurdi	8	1	7	13%	0	0	0	0%	5	0	5	0%	27	18	9	67%	40	19	21	48%
20	Osogbo	493	384	109	78%	391	244	147	62%	416	292	124	70%	311	228	83	73%	1611	1148	463	71%
21	P/Harcourt	129	104	25	81%	158	130	28	82%	121	98	23	81%	104	94	10	90%	512	426	86	83%
22	Sokoto	0	0	0	0%	6	0	6	0%	6	0	6	0%	9	16	0	178%	21	16	12	76%
23	Umuahia	11	7	4	64%	15	2	13	13%	15	2	13	13%	13	0	13	0%	54	11	43	20%
24	Umuahia 2	12	6	6	50%	6	1	5	17%	6	1	5	17%	8	0	8	0%	32	8	24	25%
25	Uyo	248	182	66	73%	238	182	56	76%	238	182	56	76%	203	139	64	68%	927	685	242	74%
26	Yola	25	15	10	60%	30	17	13	57%	30	17	13	57%	33	29	4	88%	118	78	40	66%
All Forum Offices		1,712	1,276	436	75%	1,336	958	378	72%	1,445	981	464	68%	1,332	950	382	71%	5,825	4,165	1,660	72%



Table C.4: List and addresses of NERC Forum Offices as of December 2025

S/N	Forum Office	Location	Telephone	Email
1	Abakaliki, Ebonyi State	3, Ezekuna Crescent, Off Nsugbe Street, Abakaliki Ebonyi State	9037808590	abakalikiforum@nerc.gov.ng
2	Abuja, FCT	14, Road 131, Gwarinpa, Federal Capital Territory, Abuja	8146862225	abujaforum@nerc.gov.ng
3	Asaba, Delta State	Denis Osadebe Way, Beside Mobil Filling Station, Asaba, Delta State	9062277247	asabaforum@nerc.gov.ng
4	Awka, Anambra State	Plot 80, Aroma Junction Layout, Opp. CBN, Awka, Anambra State	9037808594	awkaforum@nerc.gov.ng
5	Bauchi, Bauchi State	37, Old Jos Road, GRA, Bauchi, Bauchi State	9062924607	bauchiforum@nerc.gov.ng
6	B/Kebbi, Kebbi State	8, Ahmadu Bello Way, Opp. Kebbi State Govt House, Kebbi State	9062863161	birninkebbiforum@nerc.gov.ng
7	Calabar, C/Rivers State	Plot 109, MCC Road by Ibok Street, Calabar, Cross River State	9062863159	calabarforum@nerc.gov.ng
8	Damaturu, Yobe State	No. 5, AD Road, Abba Ibrahim Extension, Off Potiskum Road, Damaturu, Yobe State	9169978243	damaturuforum@nerc.gov.ng
9	Dutse, Jigawa State	Dutse G.R.A, Dutse, Jigawa State	7031704827	jigawaforum@nerc.gov.ng
10	Gombe, Gombe State	Government Layout GDP/2, Along Ministry of Education Road, Gombe State	8140440079	gombeforum@nerc.gov.ng
11	Gusau, Zamfara State	2 Canteen Daji, J. B. Yakubu Road, Gusau, Zamfara State	9062863163	gusauforum@nerc.gov.ng
12	Ilorin, Kwara State	30, Stadium Road, Off Taiwo Road, Ilorin, Kwara State	9062924603	ilorinform@nerc.gov.ng
13	Kaduna, Kaduna State	22, Ahmadu Bello Way, Opposite NNDC Building, Kaduna, Kaduna State	8106807299	kadunaforum@nerc.gov.ng
14	Kano, Kano State	2, Miller Road, Bompai, Nasarawa G.R.A, Kano, Kano State	8146862222	kanoforum@nerc.gov.ng
15	Katsina, Katsina State	7, Abuja Crescent, Off Hassan Usman Katsina Road, Katsina, Katsina State	7031704821	katsinaforum@nerc.gov.ng
16	Lafia, Nasarawa State	Manyi Street, Off Jos Road, Bukan Sidi, Lafia, Nasarawa State	9062924599	lafiaforum@nerc.gov.ng
17	Makurdi, Benue State	Hephzibah Plaza, Atom Kpera Road, Opp. Makurdi Int'l School, Benue State	9062277249	makurdiforum@nerc.gov.ng
18	Osogbo, Osun State	51, Isiaka Adeleke Way, Along Okefia-Alekuwodo Rd, Osogbo, Osun State	9062924604	osogboforum@nerc.gov.ng
19	P/Harcourt, Rivers State	The Vhelberg Imperial Hotel, Plot 122 & 122a, Bank Anthony Avenue, Off Ordinance Rd, P/Harcourt	8146862223	phforum@nerc.gov.ng
20	Sokoto, Sokoto State	1, Garba Duba Road, Sokoto, Sokoto State	9062863157	sokotoforum@nerc.gov.ng
21	Umuahia, Abia State	House 2, Adelabu Str., Amaokwe Housing Estate, Umuahia Ibeku, Abia State	9062277251	umuahiaforum@nerc.gov.ng
22	Uyo, Akwa Ibom State	63, Osongama Road, Off Oron/Uyo Airport Road, Uyo, Akwa Ibom State	9062863165	uyoforum@nerc.gov.ng
23	Yola, Adamawa State	5, Nguroje Str., Karewa Extension, Jimeta, Yola, Adamawa State	9037808535	yolaforum@nerc.gov.ng



Electricity Generation

Table D.1: Available Capacity, Energy Generated and Energy Delivered 2022-2025

Period	Available Capacity (MW)				Energy Generated (MWh/h)				Energy Delivered to the Grid (MWh/h)			
	2025	2024	2023	2022	2025	2024	2023	2022	2025	2024	2023	2022
January	5,340	4,459	4,394	4,783	4,682	4,275	4,083	4,265	4,606	4,230	4,021	4,187
February	5,432	3,957	4,726	4,863	4,788	3,796	4,502	4,317	4,723	3,763	4,441	4,255
March	5,329	4,331	4,828	4,491	4,842	4,138	4,432	3,728	4,781	4,887	4,346	3,679
April	5,257	4,223	4,334	5,099	4,568	3,960	4,177	3,813	4,504	3,921	4,095	3,764
May	5,639	4,574	4,421	4,608	4,608	4,262	4,071	3,630	4,552	4,217	4,029	3,583
June	5,292	4,391	4,426	3,845	4,328	3,834	3,949	3,224	4,274	3,793	3,863	3,178
July	5,577	4,915	4,139	4,092	4,340	4,199	3,968	3,634	4,275	4,151	3,911	3,592
August	5,514	4,854	4,060	4,575	4,106	4,150	3,946	3,939	4,045	4,125	3,891	3,882
September	5,200	5,533	4,435	4,456	4,091	4,492	3,858	4,047	4,033	4,462	3,808	3,939
October	5,506	5,397	4,964	4,233	4,290	3,906	4,452	3,976	4,234	3,904	4,399	3,936
November	5,544	5,257	5,076	4,537	4,701	4,192	4,399	4,304	4,644	4,189	4,338	4,264
December	5,151	5,237	4,450	4,740	4,367	4,524	4,450	4,265	4,333	4,503	4,021	4,394
Average	5,398	4,761	4,521	4,527	4,476	4,144	4,191	3,929	4,417	4,179	4,096	3,888

Table D.2: Plants' Average Load Factor (2022-2025)

	Load Factor (%)			
	2025	2024	2023	2022
GenCos				
Afam_1	84.46	94.20	93.69	78.90
Afam_2	99.81	98.06	100.00	97.72
Alaoji_1	0.00	0.00	88.35	80.10
Dadin-Kowa_1	98.51	93.30	95.93	97.93
Delta_1	84.87	94.48	96.39	87.69
Egbin_1	92.91	89.67	93.28	91.48
Geregu_1	84.29	91.40	94.17	83.57
Geregu_2	59.86	69.75	91.88	88.03
Ibom power_1	72.17	67.49	54.57	52.37
Igbafo_1	100.00			
Ihovbor_1	47.08	43.24	81.16	84.02
Ihovbor_2	89.90	87.55	90.31	93.23
Ikeja_1	89.63	88.58	87.39	82.84
Jebba_1	74.27	86.02	93.18	98.44
Kainji_1	93.44	92.97	95.52	98.09
Odukpani_1	89.65	85.83	92.63	72.70
Okpai_1	87.06	83.91	84.72	81.37
Olorunsogo_1	97.01	96.08	99.83	84.90
Olorunsogo_2	61.51	54.89	98.26	82.60
Omoku_1	100.00	100.00	100.00	100.00
Omosho_1	92.44	90.79	97.40	89.66
Omosho_2	59.86	60.57	85.51	87.19
Rivers_1	86.51	76.56	89.23	92.03
Sapele Steam_1	75.21	74.59	90.29	68.67
Sapele_2	66.60	54.94	79.90	66.91
Shiroro_1	75.54	82.35	85.53	89.63
Trans Amadi_1	100.00	100.00	100.00	99.05
Zungeru_1	63.57	00.00	00.00	00.00
Total	82.91	87.00	92.22	85.94



Table D.3: Annual Electricity Output and Share by Fuel Type (2022-2025)

Period	Fuel Type	Total Electricity Output (GWh)				Fuel Share of Electricity Output (%)			
		2025	2024	2023	2022	2025	2024	2023	2022
Q1	Thermal	7,223	6,582	6,979	6,497	70	74	75	73
	Hydro	3,082	2,306	2,370	2,350	30	26	25	27
	Aggregate	10,304	8,888	9,350	8,848	100	100	100	100
Q2	Thermal	6,863	6,409	7,068	6,324	70	73	80	81
	Hydro	2,967	2,368	1,798	1,442	30	27	20	19
	Aggregate	9,830	8,777	8,867	7,766	100	100	100	100
Q3	Thermal	6,235	6,370	6,456	6,027	68	67	74	72
	Hydro	2,993	3,081	2,208	2,512	32	33	26	28
	Aggregate	9,228	9,451	8,664	8,550	100	100	100	100
Q4	Thermal	6,065	6,261	7,087	6,438	62	67	72	70
	Hydro	3,766	3,029	2,702	2,926	38	33	28	30
	Aggregate	9,832	9,290	9,789	9,365	100	100	100	100
Annual	Thermal	26,405	25,621	27,623	25,613	67	70	75	73
	Hydro	12,804	10,782	9,086	9,328	33	30	25	27
	Aggregate	39,209	36,403	36,710	34,942	100	100	100	100

Table D.4: Plant Share of Total Electricity Output (2022-2025)

	Electricity Output by Plant (GWh)				Electricity Output by Plant (%)			
	2025	2024	2023	2022	2025	2024	2023	2022
GenCos								
Afam_1	537	362	344	432	1.37	0.98	0.94	1.24
Afam_2	1,764	2,416	2,737	853	4.50	6.51	7.46	2.44
Alaoji_1	0	0	58	579	0.00	0.00	0.16	1.66
Dadin-Kowa_1	219	210	205	234	0.56	0.57	0.56	0.67
Delta_1	3,434	2,905	3,130	3,341	8.76	7.85	8.53	9.56
Egbin_1	5,331	4,398	5,173	3,800	13.60	11.86	14.09	10.87
Geregu_1	1,634	1,278	1,741	1,619	4.17	3.44	4.74	4.63
Geregu_2	968	1,097	315	734	2.47	2.96	0.86	2.10
Ibom power_1	104	428	349	309	0.26	1.16	0.95	0.88
Igbafo_1	181	128	79	NA	0.46	0.35	0.21	NA
Ihovbor_1	211	110	217	529	0.54	0.30	0.59	1.51
Ihovbor_2	3,342	3,323	3,244	3,454	8.52	8.96	8.84	9.89
Ikeja_1	859	754	513	420	2.19	2.03	1.40	1.20
Jebba_1	3,095	2,858	2,961	2,859	7.89	7.71	8.07	8.18
Kainji_1	4,034	3,263	3,410	3,202	10.29	8.80	9.29	9.16
Odukpani_1	1,788	2,324	2,117	1,925	4.56	6.27	5.77	5.51
Okpai_1	2,168	1,905	2,331	2,066	5.53	5.14	6.35	5.91
Olorunsogo_1	1,063	1,024	832	953	2.71	2.77	2.27	2.73
Olorunsogo_2	275	341	253	349	0.70	0.92	0.69	1.00
Omoku_1	290	510	487	424	0.74	1.38	1.33	1.21
Omotosho_1	1,063	1,006	1,006	918	2.71	2.67	2.74	2.63
Omotosho_2	300	46	751	722	0.77	0.12	2.05	2.07
Rivers_1	288	465	548	993	0.73	1.25	1.49	2.84
Sapele Steam_1	182	519	478	433	0.47	1.40	1.30	1.24
Sapele_2	550	150	711	290	1.40	0.40	1.94	0.83
Shiroro_1	2,415	2,366	2,510	3,035	6.16	6.38	6.84	8.69
Trans Amadi_1	73	140	203	472	0.19	0.38	0.55	1.35
Zungeru_1	3,042	NA	NA	NA	7.76	NA	NA	NA
Total	39,209	37,093	36,710	34,942	100	100	100	100

Table E.1: Average Monthly Transmission Loss Factor (2022-2025)

	Energy Injected into Grid (GWh)				Energy Delivered to DisCos & Exported (GWh)				Transmission Losses Factor (%)				MYTO Assumption (%)
Month	2025	2024	2023	2022	2025	2024	2023	2022	2025	2024	2023	2022	2025
January	3,427	3,128	3,263	3,136	3,113	2,870	2,755	2,812	9.17%	8.26%	7.32%	8.15%	7.00%
February	3,174	2,602	2,974	2,860	2,884	2,387	2,744	2,554	9.13%	8.91%	8.19%	8.54%	
March	3,557	3,028	2,983	2,754	3,247	2,778	2,982	2,487	8.73%	8.26%	8.19%	7.38%	
April	3,243	2,772	3,247	2,717	2,957	2,563	2,720	2,446	8.81%	7.18%	7.73%	8.44%	
May	3,387	2,925	2,948	2,662	3,101	2,846	2,715	2,081	8.43%	2.68%	9.56%	8.43%	
June	3,077	2,732	3,002	2,291	2,816	2,489	2,562	2,465	8.51%	8.39%	7.72%	8.20%	
July	3,181	3,075	2,776	2,677	2,933	2,792	2,664	2,593	7.78%	9.19%	8.17%	8.08%	
August	3,009	3,066	2,897	2,870	2,796	2,809	2,670	2,637	7.06%	8.40%	8.39%	7.78%	
September	2,904	3,201	2,912	2,847	2,708	2,901	2,544	2,701	6.74%	9.54%	7.26%	7.50%	
October	3,150	2,878	2,742	2,917	2,926	2,627	2,977	2,851	7.10%	8.98%	8.89%	7.42%	
November	3,344	2,982	3,266	3,059	3,096	2,711	2,944	3,012	7.38%	9.28%	8.83%	6.81%	
December	3,224	3,321	3,229	3,263	2,987	3,010	2,998	2,755	7.34%	9.43%	7.74%	7.71%	
Average	3,223	2,976	3,020	2,838	2,963	2,732	2,773	2,616	8.01%	8.21%	8.17%	7.87%	
Total	38,677	35,711	36,240	34,054	35,567	32,784	33,273	31,393	8.01%	8.21%	8.17%	7.87%	



Table E.2: Number of System Collapses (2011-2024)

Year	Type	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Total
2011	Total Collapse	0	0	0	0	4	3	1	1	1	2	1	0	13
	Partial Collapse	0	1	1	0	0	0	0	1	0	1	2	0	6
2012	Total Collapse	0	0	2	1	5	2	1	0	0	2	2	1	16
	Partial Collapse	0	0	2	3	0	0	0	0	1	0	1	1	8
2013	Total Collapse	0	1	2	2	3	4	1	1	1	1	4	2	22
	Partial Collapse	0	0	0	0	0	0	0	0	2	0	0	0	2
2014	Total Collapse	2	0	0	2	0	3	1	0	0	1	0	0	9
	Partial Collapse	0	0	0	0	1	0	0	0	0	0	2	1	4
2015	Total Collapse	1	0	1	0	2	0	1	0	0	0	1	0	6
	Partial Collapse	0	0	1	0	2	0	0	0	0	1	0	0	4
2016	Total Collapse	0	0	2	3	6	5	0	0	1	1	2	2	22
	Partial Collapse	0	0	1	0	1	3	1	0	0	0	0	0	6
2017	Total Collapse	5	3	0	3	1	1	0	0	1	1	0	0	15
	Partial Collapse	1	0	1	0	0	0	1	0	3	3	0	0	9
2018	Total Collapse	5	1	0	0	0	1	1	0	2	0	0	2	12
	Partial Collapse	0	0	0	1	0	0	0	0	0	0	0	0	1
2019	Total Collapse	4	1	0	1	1	1	0	1	0	0	0	1	10
	Partial Collapse	0	0	0	0	0	0	0	0	0	0	1	0	1
2020	Total Collapse	1	0	0	1	0	1	0	0	0	0	1	0	4
	Partial Collapse	0	0	0	0	0	0	0	0	0	0	0	0	0
2021	Total Collapse	0	0	0	0	1	0	1	0	0	0	0	0	2
	Partial Collapse	0	1	0	0	0	0	0	1	0	0	0	0	2
2022	Total Collapse	0	0	1	1	0	1	1	0	0	0	0	0	4
	Partial Collapse	0	0	1	0	0	0	0	0	1	0	0	0	2
2023	Total Collapse	0	0	0	0	0	0	0	0	2	0	0	1	3
	Partial Collapse	0	0	0	0	0	0	0	0	0	0	0	0	0
2024	Total Collapse	0	0	1	0	0	0	0	0	0	1	1	0	3
	Partial Collapse	0	1	0	1	0	0	1	0	0	1	1	1	6
2025	Total Collapse	0	0	0	0	0	0	0	0	1	0	0	0	1
	Partial Collapse	0	0	0	0	0	0	0	0	0	0	0	1	1

Table E.3: Average Daily System Frequency, 2022-2025

Period	Average system frequency (upper bound)				Average system frequency (lower bound)			
	2025	2024	2023	2022	2025	2024	2023	2022
January	50.71	50.62	50.60	50.68	49.42	49.03	49.10	49.13
February	50.81	50.73	50.96	50.60	49.29	48.93	49.11	49.05
March	50.79	50.68	51.01	50.78	49.13	49.18	49.02	49.07
April	50.89	50.86	50.93	51.12	49.20	48.99	48.98	49.08
May	50.74	51.06	51.10	50.47	49.39	49.23	49.08	49.13
June	50.72	50.99	51.06	50.73	49.39	49.17	49.06	49.09
July	50.64	50.73	50.73	50.63	49.42	49.40	48.96	48.71
August	50.78	50.73	50.56	51.14	49.37	49.63	48.98	48.65
September	50.84	50.80	50.83	50.81	49.26	49.65	49.08	48.76
October	50.69	51.20	50.69	50.66	49.46	49.54	48.88	49.08
November	50.62	50.83	50.67	50.44	49.53	49.40	49.19	49.07
December	50.63	50.69	50.62	50.56	49.14	49.22	49.05	49.09
Average	50.74	50.83	50.81	50.72	49.33	49.28	49.04	48.99

Higher stress limit - 51.25

Upper limit - 50.25

Nominal standard - 50

Lower limit - 49.75

Lower stress limit - 48.75



Table E.4: Average Daily System Voltage, 2022-2025

Period	Average system voltage (upper bound) (kV)				Average system voltage (lower bound) (kV)			
	2025	2024	2023	2022	2025	2024	2023	2022
January	348.10	350.80	357.50	352.90	296.03	299.93	300.50	297.74
February	346.11	354.00	354.28	352.76	295.18	299.48	299.17	297.36
March	346.26	348.29	349.55	351.18	298.48	298.55	292.75	297.00
April	337.70	354.67	351.97	358.00	299.30	302.07	299.34	299.00
May	349.35	355.29	354.30	357.00	299.77	307.93	296.33	300.00
June	348.87	355.43	356.27	358.00	301.07	303.07	297.03	300.00
July	347.87	354.65	350.77	335.42	301.10	299.55	300.00	299.53
August	350.77	353.52	353.32	358.24	300.65	299.06	299.39	299.10
September	347.80	349.87	355.73	353.21	304.63	300.30	299.20	299.83
October	347.90	352.19	348.00	351.03	294.55	295.96	297.00	299.45
November	345.67	352.27	348.00	352.96	296.50	291.30	299.00	299.93
December	347.52	349.58	347.00	352.21	302.84	295.84	299.00	298.73
Average	346.99	352.55	352.22	352.74	299.17	299.42	298.23	298.97

Upper limit – 346.50

Nominal standard – 330.00

Lower limit – 313.50

Metering

Table F.1: Customers registered, metered, and unmetered, 2025

	Registered Customers			
	2025/Q1 Registered Customers	2025/Q2 Registered Customers	2025/Q3 Registered Customers	2025/Q4 Registered Customers
Aba	210,911	164,812	175,586	
Abuja	1,290,651	1,292,529	1,320,223	1,341,807
Benin	1,466,480	994,990	1,034,922	1,056,069
Eko	752,974	606,133	628,454	641,411
Enugu	1,396,440	1,437,125	1,456,347	1,641,569
Ibadan	2,698,127	2,370,211	2,414,340	2,444,715
Ikeja	1,314,112	1,270,681	1,294,698	1,308,042
Jos	857,562	812,898	815,894	818,628
Kaduna	889,146	535,179	539,092	543,497
Kano	887,554	793,450	794,668	798,718
Port Harcourt	1,179,194	1,036,044	1,047,319	1,057,858
Yola	824,693	507,142	508,772	511,098
Total	13,767,844	11,821,194²⁶	12,030,315	12,163,412
	Metered Customers			
	2025/Q1 Metered Customers	2025/Q2 Metered Customers	2025/Q3 Metered Customers	2025/Q4 Metered Customers
Aba	83,077	74,451	122,021	
Abuja	924,163	944,258	987,827	1,044,014
Benin	737,540	500,742	527,432	564,500
Eko	481,286	505,094	530,201	550,764
Enugu	688,175	675,138	685,830	847,109
Ibadan	1,193,431	1,173,684	1,227,125	1,267,503
Ikeja	1,030,981	1,075,598	1,096,375	1,130,213
Jos	232,014	239,919	242,201	257,258
Kaduna	221,532	179,082	181,314	187,050
Kano	219,863	272,542	273,900	282,319
Port Harcourt	536,801	637,657	641,580	678,446
Yola	119,173	144,768	145,758	157,408
Total	6,468,036	6,422,933	6,661,564	6,966,584
	Unmetered Customers			
	2025/Q1 Metering Rate (%)	2025/Q2 Metering Rate (%)	2025/Q3 Metering Rate (%)	2025/Q4 Metering Rate (%)
Aba	39.39	45.17	69.49	
Abuja	71.60	73.06	74.82	77.81
Benin	50.29	50.33	50.96	53.45
Eko	63.92	83.33	84.37	85.87
Enugu	49.28	46.98	47.09	51.60
Ibadan	44.23	49.52	50.83	51.85
Ikeja	78.45	84.65	84.68	86.40
Jos	27.06	29.51	29.69	31.43
Kaduna	24.92	33.46	33.63	34.42
Kano	24.77	34.35	34.47	35.35
Port Harcourt	45.52	61.55	61.26	64.13
Yola	14.45	28.55	28.65	30.80
Total	46.98	54.33	55.37	57.27

²⁶ The number of registered customers reduced in Q2 (Quarter two) due to the rebasing of registered electricity customers in the NESI carried out in April 2025 to reflect only active registered customers.

Commercial Performance

Table G.1: DisCos' energy received, billed (GWh) and Energy Accounting Efficiency (2022-2025)

DisCos	Total Energy Received (GWh)							
	2025 Quarters				Annual			
	/Q1	/Q2	/Q3	/Q4	2025	2024	2023	2022
Abuja	1,228.89	1,196.49	1,084.87	1,273.47	4,784	4,499	4,483	3,906
Benin	806.33	738.95	742.25	779.52	3,067	2,592	2,552	2,698
Eko	1,143.66	1,051.80	970.87	1,061.56	4,228	3,876	3,801	3,125
Enugu	710.23	670.56	626.02	695.65	2,702	2,365	2,520	2,612
Ibadan	931.18	914.58	918.28	956.58	3,721	3,574	3,556	3,450
Ikeja	1,268.63	1,239.98	1,084.81	1,172.55	4,766	4,559	4,673	4,082
Jos	389.35	367.06	362.67	408.65	1,528	1,470	1,559	1,566
Kaduna	428.23	386.16	375.84	405.17	1,595	1,661	1,843	2,110
Kano	428.93	445.78	407.32	441.35	1,723	1,687	1,871	1,923
Port Harcourt	627.96	556.23	597.82	627.33	2,354	2,200	2,187	2,024
Yola	205.60	230.43	178.21	169.39	784	645	935	856
Total	8,169.00	7,824.43	7,348.95	7,991.22	31,252	29,126	29,980	28,352
DisCos	Total Energy Billed (GWh)							
	2025 Quarters				Annual			
	/Q1	/Q2	/Q3	/Q4	2025	2024	2023	2022
Abuja	875.00	913.00	865.00	972.00	3,625	3,510	3,239	2,677
Benin	710.47	673.74	644.71	683.17	2,712	2,208	2,179	2,274
Eko	1,016.35	919.78	864.52	942.00	3,743	3,468	3,402	2,786
Enugu	511.70	481.00	447.00	511.00	1,951	1,865	1,868	1,852
Ibadan	823.30	807.71	825.28	849.05	3,305	3,173	2,824	2,567
Ikeja	1,047.41	1,032.75	935.52	1,014.71	4,030	3,803	4,104	3,613
Jos	312.45	301.73	294.49	302.44	1,211	1,056	1,266	1,181
Kaduna	278.07	307.97	306.52	331.00	1,224	1,051	980	1,349
Kano	344.71	364.96	333.12	361.70	1,404	1,352	1,326	1,346
Port Harcourt	552.97	490.59	505.33	529.15	2,078	1,868	1,809	1,639
Yola	159.50	156.6	137.04	131.35	584	568	750	486
Total	6,631.93	6,449.83	6,158.53	6,627.57	25,868	23,920	23,748	21,771
DisCos	Energy Accounting Efficiency (%)							
	2025 Quarters				Annual			
	/Q1	/Q2	/Q3	/Q4	2025	2024	2023	2022
Abuja	71.20	76.31	79.73	76.33	75.78	78.02	72.25	68.54
Benin	88.11	91.17	86.86	87.64	88.43	85.19	85.40	84.29
Eko	88.87	87.45	89.05	88.74	88.52	89.46	89.50	89.15
Enugu	72.05	71.73	71.40	73.46	72.18	78.86	74.13	70.90
Ibadan	88.41	88.31	89.87	88.76	88.84	88.78	79.41	74.41
Ikeja	82.56	83.29	86.24	86.54	84.57	83.43	87.82	88.51
Jos	80.25	82.20	81.20	74.01	79.27	71.80	81.19	75.40
Kaduna	64.93	79.75	81.56	81.69	76.69	63.24	53.18	63.95
Kano	80.37	81.87	81.78	81.95	81.50	80.13	70.89	69.99
Port Harcourt	88.06	88.20	84.53	84.35	88.28	84.91	82.73	81.00
Yola	77.58	67.96	76.90	77.54	74.59	88.04	80.25	56.79
Total	81.18	82.43	83.80	82.94	82.77	82.12	79.21	76.79



Table G.2: DisCos' energy received, billed (₦' Billion) and Billing Efficiency (2025)

DisCos	Total Energy Received (₦' Billion)				
	2025 Quarters				
	/Q1	/Q2	/Q3	/Q4	2025
Abuja	144.16	140.38	127.62	157.09	569.25
Benin	94.51	86.63	87.00	95.69	363.83
Eko	135.33	124.46	114.88	130.89	505.56
Enugu	81.94	77.38	72.06	84.31	315.69
Ibadan	108.42	106.48	106.92	117.03	438.85
Ikeja	145.46	142.23	124.40	140.51	552.60
Jos	45.04	42.47	41.96	49.59	179.06
Kaduna	48.39	43.65	42.48	48.19	182.71
Kano	49.71	51.67	47.21	53.02	201.61
Port Harcourt	72.23	67.02	68.77	72.83	280.85
Yola	24.59	27.56	21.31	21.06	94.52
Total	949.78	909.59	854.54	969.19	3,683.10
DisCos	Total Energy Billed (₦' Billion)				
	2025 Quarters				
	/Q1	/Q2	/Q3	/Q4	2025
Abuja	109.73	116.19	111.19	130.44	467.55
Benin	64.967	60.34	52.8	62.69	240.80
Eko	123.77	120.32	113.94	124.32	482.35
Enugu	55.562	58.19	58.19	67.41	239.35
Ibadan	82.879	77.63	78.04	84.34	322.89
Ikeja	129.88	126.83	116.64	128.26	501.61
Jos	36.3236	37.07	34.78	38.81	146.98
Kaduna	24.2196	26.18	26.88	35.2	112.48
Kano	40.5082	46.98	44.6	49.89	181.98
Port Harcourt	62.0052	56.53	55.65	60.48	234.67
Yola	14.4224	16.09	13.9	13.23	57.64
Total	744.27	742.35	706.61	795.07	2,988.30
DisCos	Billing Efficiency (%)				
	2025 Quarters				
	/Q1	/Q2	/Q3	/Q4	2025
Abuja	76.12	82.77	87.13	83.04	82.13
Benin	68.74	69.65	60.69	65.51	66.18
Eko	91.46	96.67	99.18	94.98	95.41
Enugu	67.81	75.20	80.75	79.95	75.82
Ibadan	76.44	72.91	72.99	72.07	73.58
Ikeja	89.29	89.17	93.76	91.28	90.77
Jos	80.65	87.29	82.89	78.26	82.09
Kaduna	50.05	59.98	63.28	73.04	61.56
Kano	81.49	90.92	94.47	94.10	90.26
Port Harcourt	85.84	84.35	80.92	83.04	83.55
Yola	58.66	58.38	65.23	62.82	60.99
Total	78.36	81.61	82.69	82.03	81.14



Table G.3: Revenue performance by DisCos (2022-2025)

DisCos	Total Billing (₦ Billion)							
	2025 Quarters				Annual			
	/Q1	/Q2	/Q3	/Q4	2025	2024	2023	2022
Abuja	109.73	116.19	111.19	130.44	467.55	349.97	212.25	154.22
Benin	64.97	60.34	52.80	62.69	240.80	177.69	132.12	122.07
Eko	123.77	120.32	113.94	124.32	482.35	352.40	211.24	151.31
Enugu	55.56	58.19	58.19	67.41	239.35	163.23	111.67	101.34
Ibadan	82.88	77.63	78.04	84.34	322.89	261.40	164.92	137.33
Ikeja	129.88	126.83	116.64	128.26	501.61	371.22	236.90	182.42
Jos	36.32	37.07	34.78	38.81	146.98	105.32	89.31	73.57
Kaduna	24.22	26.18	26.88	35.20	112.48	81.87	58.16	71.98
Kano	40.51	46.98	44.60	49.89	181.98	136.52	83.85	73.79
Port Harcourt	62.01	56.53	55.65	60.48	234.67	155.03	110.08	90.34
Yola	14.42	16.09	13.90	13.23	57.64	42.08	52.75	26.93
Total	744.27	742.35	706.61	795.06	2,988.30	2,196.71	1,463.24	1,185.31
	Total Revenue Collected (₦ Billion)							
	/Q1	/Q2	/Q3	/Q4	2025	2024	2023	2022
Abuja	88.10	88.72	90.73	108.41	375.96	275.81	170.20	127.80
Benin	52.31	51.62	45.64	53.11	202.68	141.88	84.93	69.90
Eko	104.95	105.64	101.11	112.30	424.00	306.05	178.09	127.79
Enugu	44.96	45.56	45.42	51.75	187.69	126.05	83.28	70.93
Ibadan	61.73	61.08	60.36	67.28	250.45	192.50	113.47	95.67
Ikeja	101.20	105.02	117.08	117.56	440.86	309.48	222.43	168.31
Jos	17.14	16.24	16.95	17.44	67.77	57.59	40.35	31.01
Kaduna	11.72	12.66	12.28	14.72	51.38	43.34	32.73	28.25
Kano	25.71	29.05	27.32	29.55	111.63	75.01	54.09	48.91
Port Harcourt	37.63	39.83	44.13	48.78	169.64	110.35	74.96	58.77
Yola	8.20	9.29	9.24	9.95	36.68	21.68	22.98	14.46
Total	553.65	564.71	570.25	630.93	2,318.81	1,659.76	1,077.51	841.81
	Collection Efficiency (%)							
	/Q1	/Q2	/Q3	/Q4	2025	2024	2023	2022
Abuja	80.29	76.36	81.60	83.11	80.41	78.81	80.19	82.87
Benin	80.51	85.55	86.44	84.72	84.17	79.85	64.28	57.26
Eko	84.79	87.80	88.74	90.34	87.90	86.85	84.31	84.45
Enugu	80.92	78.30	78.05	76.77	78.42	77.22	74.58	69.99
Ibadan	74.48	78.68	77.34	79.78	77.57	73.64	68.81	69.67
Ikeja	77.92	82.80	100.38	91.66	87.89	83.37	93.89	92.27
Jos	47.19	43.82	48.72	44.92	46.11	54.68	45.18	42.15
Kaduna	48.39	48.38	45.67	41.83	45.68	52.94	56.28	39.25
Kano	63.47	61.82	61.27	59.23	61.34	54.95	64.50	66.28
Port Harcourt	60.68	70.47	79.30	80.67	72.80	71.18	68.10	65.06
Yola	56.87	57.73	66.45	75.17	63.64	51.53	43.56	53.71
Total	74.39	76.07	80.70	79.36	77.60	75.56	73.64	71.02

Table G.4: ATC&C losses performance (2020-2025)

	2025		2024		2023		2022		2021		2020	
DisCos	MYTO Target (%)	ATC&C Losses (%)	MYTO Target (%)	ATC&C Losses (%)	MYTO Target (%)	ATC&C Losses (%)	MYTO Target (%)	ATC&C Losses (%)	MYTO Target (%)	ATC&C Losses (%)	MYTO Target (%)	ATC&C Losses (%)
Abuja	20.60	33.96	25.00	38.51	19.27	42.06	19.27	43.20	22.80	44.62	22.33	45.8
Benin	20.76	44.29	25.00	31.98	17.37	45.11	17.37	51.73	21.71	53.96	23.91	55.41
Eko	16.88	16.13	20.07	22.30	14.18	24.54	14.18	24.71	14.70	27.38	11.23	30.85
Enugu	21.26	40.55	25.00	39.10	11.31	44.72	11.31	50.38	19.96	48.97	20.56	53.83
Ibadan	20.92	42.93	25.00	34.62	15.47	45.36	15.47	48.16	18.55	53.33	19.67	56.74
Ikeja	15.93	20.22	18.73	30.44	11.37	17.54	11.37	18.33	12.52	23.34	10.81	28.21
Jos	26.09	62.15	32.72	60.74	27.27	63.32	27.27	68.22	35.98	65.02	39.12	67.79
Kaduna	21.32	71.88	25.00	66.52	10.65	70.07	10.65	74.90	17.18	74.05	20.12	76.80
Kano	20.88	44.63	25.00	55.97	15.85	54.27	15.85	53.61	18.65	48.94	22.06	50.78
PH	20.42	39.60	25.00	39.56	21.45	43.66	21.45	47.30	25.85	51.76	29.70	60.80
Yola	44.00	61.19	56.00	54.63	64.12	65.04	64.12	69.50	29.44	75.96	23.71	73.24
All DisCos:												
MYTO Level	20.54		24.73		20.75		20.75		21.58		22.11	
ATC&C Losses	-	37.03	-	37.95	-	41.67	-	45.46		46.85		50.57
ATC Losses	-	18.86	-	17.88	-	20.79	-	23.21		23.43		25.67
C Losses	-	22.40	-	24.44	-	26.36	-	28.98		30.58		33.50

Notes of the table: MYTO is Multi-Year Tariff Order; ATC&C is Aggregate Technical, Commercial and Collection; ATC is aggregate Technical & Commercial losses; and C is Collection loss



Table G.5: NBET-DRO and MO invoice to DisCos (2020-2025)

	Jan25	Feb25	Mar25	Apr25	May25	Jun25	Jul25	Aug25	Sep25	Oct25	Nov25	Dec25	2025	2024	2023	2022	2021	2020
NBET Invoice	Amount in (N'Billions)																	
Abuja	18.96	19.19	22.46	20.31	19.68	19.18	19.57	17.64	17.01	19.05	24.45	23.18	240.69	198.64	202.41	109.61	101.33	89.91
Benin	12.80	11.75	11.64	10.96	11.92	9.88	11.81	10.33	9.28	11.04	13.48	12.38	137.28	103.21	110.25	74.89	72.87	64.93
Eko	20.43	18.88	19.12	17.12	19.01	17.07	17.85	16.18	14.83	17.53	20.83	19.89	218.73	184.19	147.71	84.43	93.01	84.12
Enugu	10.00	10.19	10.87	9.77	9.11	9.11	9.36	8.36	8.37	9.21	11.54	11.25	117.14	88.06	112.91	75.01	75.05	62.88
Ibadan	14.66	13.23	13.33	12.63	13.30	12.30	13.39	12.63	11.58	12.83	16.62	15.60	162.11	139.63	150.49	100.45	108.07	97.72
Ikeja	22.18	20.42	21.49	20.12	21.59	19.57	20.23	17.34	16.56	18.72	23.38	22.50	244.09	212.75	206.65	117.90	122.51	107.19
Jos	4.48	5.03	6.53	5.82	5.44	4.76	5.15	5.14	4.88	5.66	6.01	6.83	65.71	40.49	69.73	45.56	41.33	37.44
Kaduna	4.75	4.33	6.42	5.37	4.67	4.55	4.88	4.64	4.35	5.09	6.69	6.46	62.21	51.02	79.34	60.44	63.97	58.34
Kano	4.87	5.28	7.43	6.88	6.35	5.76	5.67	5.77	5.65	5.85	5.07	5.64	70.24	56.01	81.60	57.59	58.66	52.43
Port Harcourt	8.94	8.30	8.51	7.39	7.33	7.67	7.96	7.06	6.87	7.52	8.82	8.82	95.18	81.05	95.59	57.28	54.28	48.39
Yola	1.19	1.20	1.52	1.23	1.54	1.28	1.13	1.09	1.12	1.19	1.47	1.55	15.49	5.34	39.06	25.48	26.38	27.37
Total	123.26	117.79	129.31	117.60	119.94	111.13	117.01	106.18	100.52	113.69	138.36	134.10	1,428.88	1,160.39	1,295.76	808.65	817.46	730.71
MO Invoice																		
Abuja	3.08	2.58	4.21	4.12	3.89	3.71	4.05	4.47	4.32	4.24	5.11	4.44	48.25	34.93	26.20	20.26	25.60	19.66
Benin	1.70	1.58	2.21	2.12	1.92	1.28	2.30	2.37	2.23	2.33	2.66	2.55	25.26	18.64	15.03	15.44	20.21	13.51
Eko	2.84	2.57	3.53	3.15	3.12	2.83	3.27	3.38	3.29	3.74	3.86	3.58	39.18	26.13	19.99	17.15	23.43	18.02
Enugu	1.75	1.55	2.10	2.02	1.94	1.83	2.10	2.32	2.26	2.25	2.58	2.41	25.11	17.04	15.08	15.58	20.42	13.08
Ibadan	2.64	2.04	2.61	2.86	2.66	2.40	3.09	3.43	2.99	3.12	3.72	3.05	34.63	26.59	20.56	20.87	29.03	20.81
Ikeja	3.31	2.97	3.58	3.66	3.71	3.27	3.81	3.20	3.44	3.39	4.09	3.62	42.07	33.90	27.04	22.28	32.16	21.61
Jos	0.75	0.82	1.53	1.48	1.40	1.11	1.20	1.56	1.57	1.68	1.66	1.58	16.36	10.49	9.94	9.97	12.32	7.40
Kaduna	0.71	0.86	1.70	1.74	1.30	1.06	1.40	1.75	1.61	1.95	2.28	1.86	18.23	11.84	10.79	10.63	15.85	11.86
Kano	-	0.40	1.41	1.67	1.53	1.30	1.14	1.66	1.84	1.75	2.01	1.72	16.44	10.68	10.95	11.10	12.84	10.10
Port Harcourt	1.59	1.45	1.96	1.24	0.96	1.52	1.60	1.32	1.68	1.86	1.89	1.99	19.08	15.63	12.68	11.38	13.29	10.14
Yola	0.48	0.43	0.68	0.67	0.59	0.62	0.60	0.79	0.73	0.74	0.95	0.86	8.15	4.09	4.07	4.11	5.21	5.84
Total	18.85	17.29	25.57	24.72	23.03	20.94	24.55	26.25	25.97	27.05	30.81	27.66	292.76	209.96	172.34	158.65	210.37	152.03

NBET and MO are Nigeria Bulk Electricity Trader and Market Operator respectively.



Table G.6: Remittances to NBET and MO by DisCos (2020-2025)

	Jan25	Feb25	Mar25	Apr25	May25	Jun25	Jul25	Aug25	Sep25	Oct25	Nov25	Dec25	2025	2024	2023	2022	2021	2020
Remittances to NBET	Amount in (₦'Billion)																	
Abuja	18.01	19.19	22.46	20.75	19.23	19.18	19.57	17.64	17.01	19.05	24.45	23.18	239.74	179.62	98.96	83.07	64.90	34.23
Benin	12.80	11.75	11.64	11.21	11.68	9.88	10.47	10.03	9.28	11.04	12.85	12.38	135.01	87.96	50.64	46.64	33.09	19.70
Eko	20.43	18.88	19.12	17.49	18.63	17.07	17.85	16.18	14.83	17.53	20.83	19.89	218.73	182.96	89.75	72.37	64.12	35.60
Enugu	9.91	10.19	10.74	9.99	8.89	9.11	9.36	8.36	8.37	9.21	11.54	11.25	116.91	73.50	52.80	51.08	42.26	19.74
Ibadan	14.66	13.23	13.33	12.90	13.03	12.30	13.39	12.63	11.58	12.83	14.63	15.60	160.12	121.21	65.75	64.18	53.36	30.31
Ikeja	22.18	20.42	21.49	20.57	21.15	19.57	20.23	17.34	16.56	18.72	23.38	22.50	244.09	200.90	120.03	102.95	93.37	47.99
Jos	2.62	5.03	3.61	3.69	2.58	3.47	2.67	3.35	3.85	3.03	2.48	3.70	40.09	28.71	21.82	21.05	13.13	4.66
Kaduna	1.36	2.42	2.08	2.34	2.11	1.66	1.78	2.00	1.80	2.70	2.37	2.37	24.96	16.72	6.14	10.11	14.28	12.42
Kano	4.87	5.28	7.43	7.03	6.21	5.76	5.67	5.77	5.44	4.25	4.03	4.17	65.91	42.20	25.20	27.72	31.72	13.02
Port Harcourt	8.94	8.30	8.51	7.55	7.17	7.67	7.96	7.06	6.87	7.52	8.82	8.82	95.18	67.01	41.74	31.96	24.62	8.93
Yola	1.19	1.20	1.52	1.25	1.52	1.28	1.13	1.09	1.12	1.19	1.44	1.55	15.47	4.73	5.42	2.31	2.96	2.76
Total	116.97	115.88	121.93	114.76	112.20	106.95	110.08	101.46	96.72	107.07	126.82	124.41	1,356.21	1,005.51	578.34	513.43	437.81	229.36
Remittances to MO	Amount in (₦'Billion)																	
Abuja	3.09	2.59	4.22	4.12	3.89	3.71	4.05	4.47	4.32	4.24	5.11	4.44	48.25	32.47	20.79	17.46	27.78	16.68
Benin	1.70	1.58	2.21	2.12	1.92	1.28	2.30	2.37	2.23	2.33	2.66	2.55	25.26	15.89	12.23	10.36	15.23	13.64
Eko	2.84	2.57	3.53	3.15	3.12	2.83	3.27	3.38	3.29	3.74	3.86	3.58	39.18	24.33	18.16	15.20	22.93	17.99
Enugu	1.75	1.55	2.10	2.02	1.94	1.83	2.10	2.32	2.26	2.25	2.58	2.41	25.11	14.79	9.86	10.01	16.06	13.07
Ibadan	2.64	2.04	2.61	2.86	2.66	2.40	3.09	3.43	2.99	3.12	3.20	3.05	34.11	23.85	16.49	18.55	21.25	20.27
Ikeja	3.31	2.97	3.58	3.66	3.71	3.27	3.81	3.20	3.44	3.39	4.09	3.62	42.07	32.45	24.44	19.97	23.51	21.61
Jos	0.54	0.82	0.88	0.98	0.70	0.91	0.68	1.09	1.32	0.93	0.73	0.81	10.38	7.37	6.47	6.28	9.21	7.04
Kaduna	0.40	0.69	0.62	0.85	0.75	0.53	0.64	0.88	0.76	1.17	0.84	0.66	8.77	3.11	1.16	3.27	5.02	9.21
Kano	0.16	0.40	1.42	1.67	1.53	1.30	1.14	1.66	1.84	1.37	1.67	1.30	15.47	7.74	5.59	6.46	8.50	9.19
Port Harcourt	1.59	1.45	1.96	1.24	0.96	1.52	1.60	1.32	1.68	1.86	1.89	1.99	19.08	13.41	9.50	7.23	10.30	9.46
Yola	0.48	0.43	0.68	0.67	0.59	0.62	0.60	0.79	0.73	0.74	0.95	0.86	8.15	3.95	3.69	4.06	1.44	2.82
Total	18.52	17.13	23.84	23.32	21.78	20.20	23.28	24.90	24.86	25.14	27.58	25.27	275.83	179.36	128.38	118.82	161.23	140.98

NBET and MO are Nigeria Bulk Electricity Trader and Market Operator, respectively.



NIGERIAN ELECTRICITY REGULATORY COMMISSION

Plot 1387 Cadastral Zone A00, Central
Business District, PMB 136, Garki Abuja

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