Q3

NIGERIAN ELECTRICITY REGULATORY COMMISSION

QUARTERLY REPORT 2024

ELECTRICITY ON DEMAND

The Nigerian Electricity Regulatory Commission (NERC) quarterly report is prepared in compliance with Section 56(3) of the Electricity Act 2023, which mandates the Commission to submit quarterly reports of its activities to the President and the National Assembly. The report analyses the state of the Nigerian Electricity Supply Industry (NESI) covering the operational and commercial performance, regulatory functions, as well as consumer affairs. The report is directed at a wide spectrum of readers including energy economists, engineers, financial and market analysts, potential investors, government officials and institutions, the private sector as well as general readers. NERC quarterly report is freely available to stakeholders of the NESI, government agencies and corporations. Individuals can also access any issue freely from the Commission's Website: www.nerc.gov.ng

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List of Abbreviations

ADR	Alternative Dispute Resolution
AEDC	Abuja Electricity Distribution Company Plc
ATC&C	Aggregate Technical, Commercial & Collection Loss
BEDC	Benin Electricity Distribution Company Plc
CAPEX	Capital Expenditure
CCU	Customers Complaint Unit
CEET	Compagnie Energie Electrique du Togo
CTC	Competition Transition Charge
DisCos	Distribution Companies
DSOs	Distribution System Operators
EA	Electricity Act
ECR	Eligible Customer Regulations
EEDC	Enugu Electricity Distribution Company Plc
EKEDC	Eko Electricity Distribution Company Plc
EPSRA	Electric Power Sector Reform Act
GenCos	Generation Companies
GWh	Gigawatt hour
IBEDC	Ibadan Electricity Distribution Company Plc
IEDN	Independent Electricity Distribution Network
IE	Ikeja Electric Plc
JED	Jos Electricity Distribution Company Plc
KAEDC	Kaduna Electricity Distribution Company Plc
KEDCO	Kano Electricity Distribution Company Plc
kWh	Kilowatt hour
MAP	Meter Assets Provider
MDA	Ministries, Departments and Agencies
MO	Market Operator
MTS	MYTO Target Sales
MW	Megawatts
MWh	Megawatt hour
MYTO	Multi-Year Tariff Order
NBET	Nigerian Bulk Electricity Trading plc
NERC	Nigerian Electricity Regulatory Commission
NESI	Nigerian Electricity Supply Industry
NICE	Notices of Intention to Commence Enforcement
NIGELEC	Société Nigerienne d'electricite; Nigerien Electricity Society
NIPP	National Integrated Power Project
NMMP	National Mass Metering Program
PAC	Partial Activation of Contract
PCC	Partial Contracted Capacity
PHED	Port Harcourt Electricity Distribution Company Plc
PP	Percentage points
SBEE	Société Béninoise d'Energie Electrique
TCN	Transmission Company of Nigeria Plc
TLF	Transmission Loss Factor
YEDC	Yola Electricity Distribution Company Plc

01 Executive Summary

1.0 SUMMARY

Pursuant to Section 34(1)(e) of the Electricity Act 2023 which states that *"the Commission shall ensure the safety, security, reliability, and quality of service in the production and delivery of electricity to consumers",* the Nigerian Electricity Regulatory Commission (NERC or the Commission) continues to monitor the technical, operational, and commercial performance of the Nigerian Electricity Supply Industry (NESI). The Commission publishes quarterly reports to apprise the public of the overall performance of the NESI.

Operational Performance

The Operational performance parameters reported in 2024/Q3 include the available generation capacity, plant availability factor, quarterly generation, load factor, and generation mix of the twenty-eight (28)[1] grid-connected power plants. Other parameters reported include the frequency, voltage, and overall stability performance of the national grid during the quarter.

The average available generation capacity in 2024/Q3 was 5,100.90MW

a. Available Generation Capacity: In 2024/Q3, there were twenty-eight (28) grid-connected power plants consisting of nineteen (19) gas, five (5) hydro, two (2) steam, and two (2) gas/steam-powered plants. For this quarter, the average available generation capacity of the grid-connected power plants was 5,100.90MW.

The average available generation capacity across the grid-connected plants increased by +16.04% (+705.13MW) from the 4,395.77MW recorded in 2024/Q2 to 5,100.90MW in 2024/Q3 (Figure A). Nineteen (19) power plants recorded increased available generation capacities in 2024/Q3 compared to 2024/Q2.

[1] AES and Gbarain power plants are not included in the report because they are currently not operational. Maiduguri Emergency Power Plant (MEPP) is currently not configured to evacuate power onto the grid due to transmission limitations.

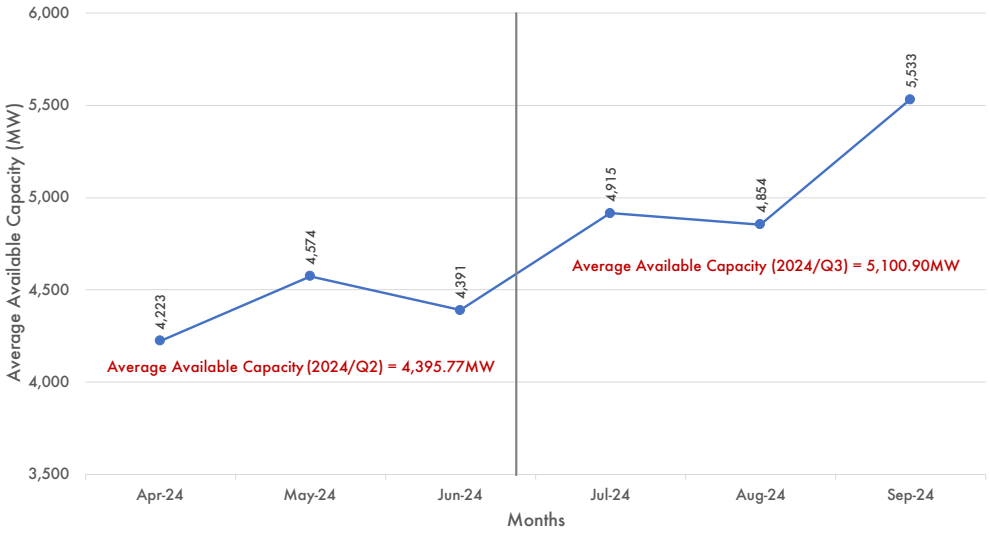


Figure A: Available Generation Capacity (April - September 2024)

The average hourly generation in 2024/Q3 was 4,280.24MWh/h

b. Quarterly Generation: The average hourly generation on the grid in 2024/Q3 was 4,280.24MWh/h, which translates to a total generation of 9,450.76GWh. The average hourly generation of grid-connected power plants increased by +6.51% (+261.67MWh/h) from 4,018.57MWh/h in 2024/Q2. The total electricity generated in the quarter also increased by +7.68%[2] (+674.21GWh) from 8,776.55GWh in 2024/Q2 to 9,450.76GWh (Figure B). The increase in generation during the quarter was primarily due to the increase in the available generation capacities of the grid-connected power plants compared to 2024/Q2.

[2] The percentage change in total generation and average hourly generation in 2024/Q2 vs 2024/Q3 is different because the number of days in the quarters is not the same (91/92). When the number of days in the quarters being compared are the same, the percentage change in total generation will be the same as the percentage change in average hourly generation.

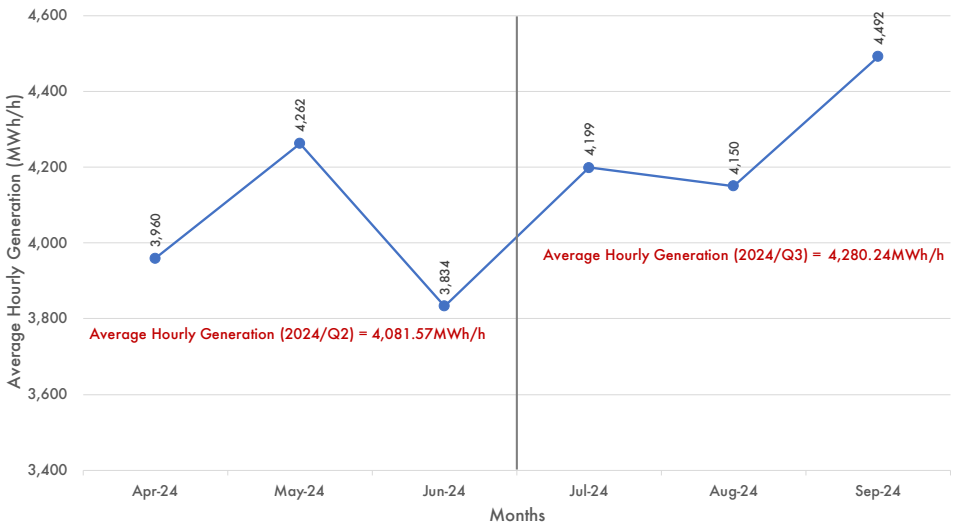


Figure B: Average Hourly Generation (April - September 2024)

c. Grid Performance: In 2024/Q3, the average lower daily (49.56Hz) and average upper daily (50.75Hz) system frequencies were outside the normal operating limits (49.75Hz - 50.25Hz) but remained within the lower and higher bound stress limits (48.75Hz - 51.25Hz). The average lower daily (299.64kV) and average upper daily (352.68kV) system voltages were however outside the limits prescribed in the grid code (313.50kV - 346.50kV). The Commission continues to push the SO to improve its system coordination activities to avert the system risk posed by the continuous operation of the grid outside the normal operating limits.

One (1) incident of partial collapse on the national grid occurred in 2024/Q3. The incident occurred on 06 July 2024. In line with section 20.1 of the Grid Code, the SO is expected to submit to the Commission, a detailed report containing the root causes of the incidents leading to the system disruptions and mitigation plans to avoid a recurrence of similar incidents.

Commercial Performance

The review of commercial performance for 2024/Q3 covers energy offtake performance, billing efficiency, collection efficiency, aggregate technical, commercial, and collection loss, as well as the market remittance of relevant market participants. The Commission monitors

the financial performance of the NESI to ensure an efficient flow of cash along the value chain to guarantee the sustainability of the industry.

a. Energy Offtake Performance: In 2024/Q3, the average energy offtake by DisCos at their trading points was 3,445.13MWh/h out of the available PCC of 3,807.98MWh/h translating to an overall offtake performance of 90.47%. The energy offtake during the quarter (3,445.1MWh/h) represents an increase of +8.81% (+279.20MWh/h) compared to the 3,165.93MWh/h recorded in 2024/Q2.

b. Billing Efficiency: The total energy received by all DisCos in 2024/Q3 was 7,606.84GWh while the energy billed to end-use customers was 6,249.21GWh, translating into an overall billing efficiency of 82.15%. This represents a -0.19pp decrease in billing efficiency relative to the 82.34% recorded in 2024/Q2.

A total of ₦466.69 billion was collected by all DisCos in 2024/Q3 out of the ₦626.02 billion billed to customers.

c. Collection Efficiency: The total revenue collected by all DisCos in 2024/Q3 was ₦466.69 billion out of ₦626.02 billion billed to customers. This translates to a collection efficiency of 74.55%, representing a decrease of -4.76pp compared to 2024/Q2 (79.31%).

d. 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 the DisCo in 2024/Q3 was 39.10% comprising - technical and commercial loss (18.32%) and collection loss (25.45%). The ATC&C loss increased by +4.40pp compared to 2024/Q2 (34.70%). No DisCo achieved its target ATC&C as provided in the MYTO during the quarter. The worst underperformance relative to the target ATC&C was recorded in Kaduna DisCo (Actual – 70.84% vs. target – 25.00%).

e. Market remittance: In 2024/Q3, the cumulative upstream invoice payable by DisCos was ₦441.67 billion, consisting of ₦382.90 billion

for DRO-adjusted generation costs from NBET[3] and ₦58.77 billion for transmission and administrative services by the Market Operator (MO). Out of this amount, the DisCos collectively remitted a total sum of ₦370.01 billion (₦324.83 billion for NBET and ₦45.18 billion for MO) with an outstanding balance of ₦71.66 billion. This translates to a remittance performance of 83.77% in 2024/Q3 compared to the 79.76% recorded in 2024/Q2. The disaggregated DisCo remittance performance to the market for 2024/Q3 is presented in Figure C.

f. Remittance by Special and Bilateral Customers: In 2024/Q3, the six (6) international bilateral customers purchasing power from the grid-connected GenCos made a cumulative payment of $6.49 million against the $12.19 million invoice issued to them by the MO for services rendered in 2024/Q3. Similarly, the domestic bilateral customers made a cumulative payment of ₦1,566.51 million against the ₦2,100.79 million invoice issued to them by the MO for services rendered in 2024/Q3[4]

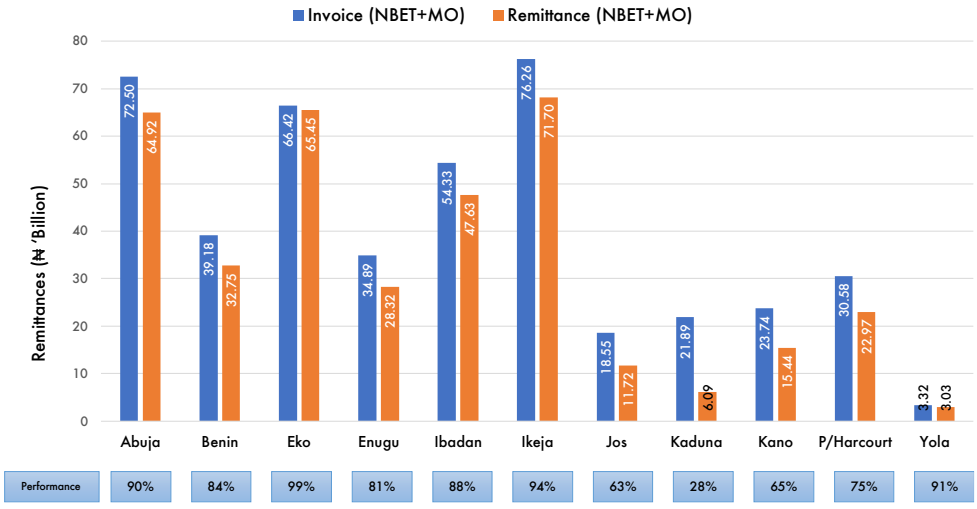


Figure C: DRO adjusted invoices and remittances in 2024/Q3

[3] The NBET invoice payable by the DisCos for 2024/Q3 was only ₦382.90 billion because the FGN has taken responsibility for ~55% (₦464.12 billion) of the total generation costs in the form of subsidies arising from the freezing of end-use customer tariffs at the rates payable in July 2024.

[4] It is noteworthy that both local and international bilateral customers made payments during 2024/Q3 for outstanding MO invoices from previous quarters; the international bilateral customers paid $1.33 million while the domestic bilateral customers paid ₦31.51 million. The details of these payments are contained in Appendix VIII.

Regulatory Functions

The Commission issued fifty (50) new Orders in 2024/Q3.

The EA 2023, section 34(2)(d), empowers the Commission to licence and regulate persons engaged in the generation, transmission, system operation, distribution, supply and trading of electricity in the NESI. Additionally, the Commission regulates market entry or exit by sector players and issues Regulations, Guidelines and Orders that guide the operations of licensees, permit holders and registered operators.

a. Orders: The Commission issued fifty (50) Orders in 2024/Q3. They include:

- NERC/2024/074–NERC/2024/084 – July 2024 Supplementary Order to the Multi-Year Tariff Order (MYTO) for the Distribution Companies.
- NERC/2024/086–NERC/2024/096 – Order on Performance Monitoring Framework for the Distribution Companies.
- NERC/2024/097 – Revised Order on the Transition Accounting Treatment of Tariff-Related Liabilities in the Financial Records of Market Participants -July 2024.
- NERC/2024/058 – Order on the Transition to Bilateral Trading in the NESI.
- NERC/2024/002 – Order on the Nomenclature of Generating Plants.
- NERC/2024/098–NERC/2024/108 – August 2024 Supplementary Order to the Multi-Year Tariff Order for the DisCos.
- NERC/2024/110 – Transfer of Regulatory Oversight of the Electricity Market in Oyo State from the Nigerian Electricity Regulatory Commission to the Oyo State Electricity Regulatory Commission (OSERC).
- NERC/2024/111 – Transfer of Regulatory Oversight of the Electricity Market in Edo State from the Nigerian Electricity Regulatory Commission to the Edo State Electricity Regulatory Commission (ESERC).
- NERC/2024/114–NERC/2024/124 – September 2024 Supplementary Order to the Multi-Year Tariff Order for the DisCos.

- NERC/2024/125 – Transfer of Regulatory Oversight of the Electricity Market in Kogi State from the Nigerian Electricity Regulatory Commission to the Kogi State Electricity Regulatory Commission (KSERC).

b. Licences and Permits: The Commission issued fifty (50) licences, permits and certifications in 2024/Q3. They include:

Fifty (50) licences, permits and certifications were issued by the Commission in 2024/Q3.

- Six (6) new off-grid generation licences with a total nameplate capacity of 30.06MW.
- One (1) on-grid generation licence renewal (gross capacity of 39MW).
- Two (2) new electricity trading licences.
- Eleven (11) captive generation permits with a gross capacity of 63.36MW.
- One (1) registration certificate for mini-grid.
- Seven (7) certifications for Meter Service Providers and twenty-two (22) permits for Meter Asset Providers.

c. Hearings and Public Consultation: The Commission is empowered by EA 2023 to perform a quasi-judicial function towards resolving disputes between stakeholders in the NESI. One of the ways by which the Commission performs this function is through hearings[5]. During the quarter (2024/Q3) the Commission conducted five (5) hearings to consider the petitions filed by different stakeholders on issues pertaining to the provision and utilisation of electricity services. Furthermore, the Business Rules of the Commission- NERC-R-0306 allows the Commission to undertake public consultations through which the Commission aggregates input/opinions on licensee applications and regulatory instruments being drafted or reviewed.

d. Compliance and Enforcement: The Commission issued six (6) Rectification Directives (RD) and ten (10) Notices of Intention to Commence Enforcement (NICE) to licensees for different breaches/defaults during the quarter.

[5] Hearings are proceedings pursuant to the provisions of the Act through which the Commission seeks additional information on petitions or any matter filed before it by market participants or consumers in order to make a final decision.

Consumer Affairs

a. Consumer Enlightenment and Stakeholder Engagements: The Commission's main consumer education and enlightenment mechanisms are town hall meetings and customer complaints resolution meetings. In 2024/Q3, the Commission convened two (2) town hall meetings in Gombe and Calabar between18th-20th July 2024 and 8th-10th August 2024 respectively, where issues around service-based tariffs, capping, metering, and customer redress mechanisms were discussed.

As part of its routine activities, the Commission also engages relevant stakeholders and the wider public to apprise them of the Commission's activities. The details of these engagements and other educative content on pertinent industry issues are shared with the public via the Commission's social media accounts (LinkedIn, X and Instagram).

A total of 184,507 meters were installed in 2024/Q3.

b. Metering: A total of 184,507 meters were installed in 2024/Q3, representing an increase of +256.01% compared to the 51,826 meters installed in 2024/Q2. The new installations increased the net end-user metering rate in the NESI by +0.72pp between 2024/Q2 (45.43%) and 2024/Q3 (46.15%). During the quarter, 178,715 meters (96.86% of the total installations) were installed under the MAP framework, 3,508 meters were installed under the Vendor Financed framework and 2,298 meters were installed under the DisCo Financed framework. The metering by the respective DisCos in the quarter under review is presented in Figure D.

The Commission expects DisCos to utilise a combination of all available frameworks contained in the 2021 Meter Asset Provider and National Mass Metering Regulations (NERC – R – 113 – 2021) to close their respective metering gaps. As a safeguard for customers against exploitation due to the lack of meters, the Commission has continued to issue monthly energy caps for all feeders in each DisCo. This sets the maximum amount of energy that may be billed to an unmetered customer for the respective month

based on gross energy received by the DisCo and consumption by metered customers on their respective feeders.

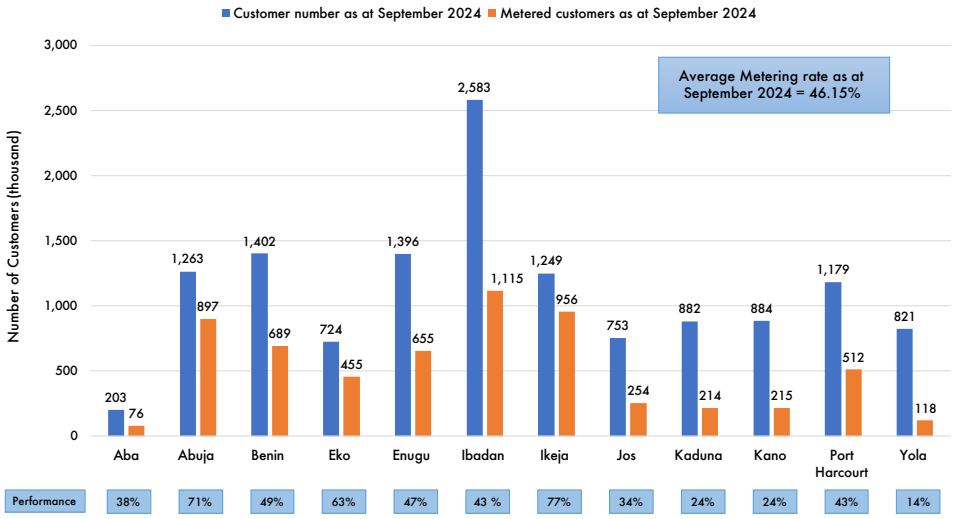


Figure D: Status of Customer metering as of September 2024

c. Customer Complaints: The number of complaints received at the NERC-CCU in 2024/Q3 was 5,287 and 1,647 complaints were resolved by DisCos (31.15% resolution rate). The number of complaints received across all DisCo-CCUs was 328,696 which translates to a +14.35% increase compared to the 287,441 received in 2024/Q2. As in previous quarters, metering, billing and service interruption were the prevalent issues of customer complaints during the quarter.

In 2024/Q3, the Forum Offices resolved 58.90% of the active appeals in seventy-seven (77) sittings.

d. Forum Offices: Pursuant to the provisions of its Customer Protection Regulations 2023 (CPR 2023), the Commission set up Forum Offices across the country to review unresolved disputes from the DisCos' Complaint Handling Units (DisCos-CCU). The total number of active appeals across the Forum Offices in 2024/Q3 was 3,202 made up of 2,167 new appeals in 2024/Q3 and 1,035 pending appeals from 2024/Q2. During the period, the forum panels held seventy-seven (77) sittings and resolved 1,886 of the appeals filed at Forum Offices nationwide (58.90% resolution rate); the resolution rate was +4.00pp higher than the 54.90% achieved in 2024/Q2.

The Commission continues to take measures that will ensure a more efficient customer complaint resolution process starting

Investigations have been launched into all reported accidents in the NESI.

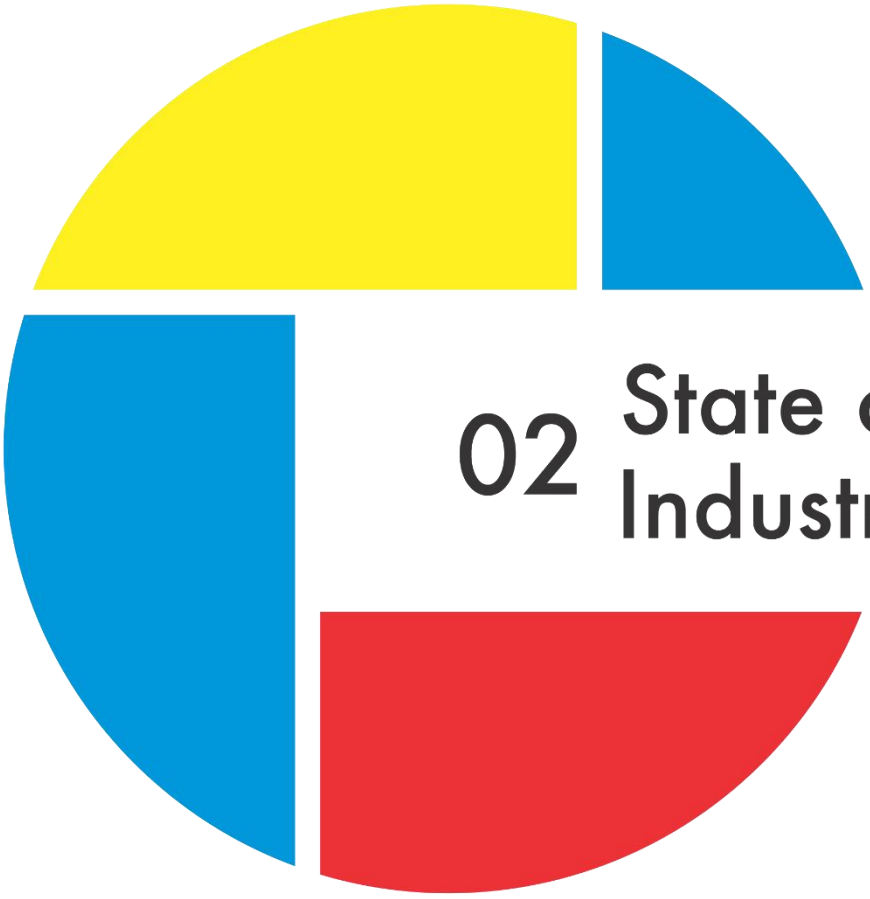
with improvements in the quality of complaint resolution at the DisCo-CCU. To this end, the CPR 2023 contains updates to the customer service standards expected from the DisCos in line with international best practices.

e. Health & Safety: The total number of accidents in 2024/Q3 was fifty-six (56) which resulted in twenty-eight (28) injuries and twenty-nine (29) fatalities. The Commission has launched investigations into all the accidents and will continue to work with all sector stakeholders to improve the overall health and safety of the NESI.

Key Facts on NESI Performance in Q3 of 2024

5,100.90MW	Average Available Generation Capacity; +705.13MW (+16.04%) increase compared to 2024/Q2 [4,395.77MW]
9,450.76GWh	Total Quarterly Generation; +674.21GWh (+7.68%) increase compared to 2024/Q2 [8,776.55GWh]
4,280.24MWh/h	Average Hourly Generation; +261.67MWh/h (+6.51%) increase compared to 2024/Q2 [4,018.57MWh/h]
83.91%	Load Factor; -7.51pp decrease compared to 2024/Q2 [91.42%]
32.60%	Share of total quarterly generation from Hydropower Plants; +5.62pp increase compared to 2024/Q2 [26.98%]
3,445.13MWh/h	Total energy received by the DisCos; +279.20MWh/h (+8.81%) increase compared to 2024/Q2 [3,165.93MWh/h]
6,249.21GWh	Energy billed to customers; +556.1GWh (+9.76%) increase compared to 2024/Q2 [5,693.11GWh]
₦466.69 billion	Total Revenue collected by the DisCos; +₦35.53 billion (+8.24%) increase compared to 2024/Q2 [₦431.16 billion]
82.15%	Cumulative billing efficiency across all DisCos; -0.19pp decrease compared to 2024/Q2 [82.34%]
74.55%	Cumulative collection efficiency across all DisCos; -4.76pp decrease compared to 2024/Q2 [79.31%]
39.10%	Aggregate Technical, Commercial and Collection Loss; +4.40pp worse ATC&C performance compared to 2024/Q2 [34.70%]
₦441.67 billion	Combined invoice from NBET (DRO-adjusted) and MO to DisCos; +₦42.14 billion (+10.54%) increase compared to 2024/Q2 [₦399.53 billion]
₦370.01 billion	Total amount remitted by DisCos; +₦51.36 billion (+16.12%) increase compared to 2024/Q2 [₦318.65 billion]

83.77%	DisCos' overall remittance performance; +4.01pp increase compared to 2024/Q2 [79.76%]
184,507	Number of new meters Installed; 132,681 more installations (+256.01%) compared to the 51,826 meters installed in 2024/Q2
328,696	Total complaints received at the DisCo-CCU; +14.35% increase compared to 287,441 complaints received in 2024/Q2
58.90%	Forum Office complaint resolution rate; +4.00pp increase compared to 2024/Q2 [54.90%]
29	Number of fatalities; 5 fewer deaths compared to 2024/Q2 [34]
28	Number of injuries; 11 more injuries compared to 2024/Q2 [17]



02 State of the Industry

2.0 STATE OF THE INDUSTRY

Pursuant to Section 34(1)(e) of the Electricity Act 2023 which states that *"the Commission shall ensure the safety, security, reliability, and quality of service in the production and delivery of electricity to consumers"*, the Nigerian Electricity Regulatory Commission (NERC) continues to monitor the technical, operational, and commercial performance of the Nigerian Electricity Supply Industry (NESI).

The Commission's evaluation of the state of the NESI for 2024/Q3 covers the following key areas –

- Operational performance: a measure of how effectively available resources are utilised to generate electricity
- Grid performance: a measure of the technical performance of the national grid relative to the standards set out in the extant codes
- Commercial performance: a measure of the flow of funds from customers to upstream electricity industry players

2.1 Operational Performance

The operational performance of the NESI is a measure of how effectively available resources are utilised to generate electricity. In evaluating the operational performance of the NESI, the following Key Performance Indicators (KPIs) are considered:

- Available generation capacity
- Plant availability factor
- Quarterly generation
- Generation load factor
- Generation mix

2.1.1 Available generation capacity

In 2024/Q3, the average available generation capacity of the twenty-eight (28) grid-connected power plants increased by +16.04% (+705.13MW) from the 4,395.77MW recorded in 2024/Q2 to 5,100.90MW; this was driven by the

increase in the available capacity of nineteen (19) out of the twenty-eight (28) grid-connected power plants[6].

Significant increases in available generation capacity were recorded in Afam_1 (+182.05%), Omotosho_1 (+92.36%) and Olorunsogo_1 (+84.01%) power plants in 2024/Q3 compared to 2024/Q2. The cumulative available generation capacity of the NDPHC power plants (Odukpani_1, Olorunsogo_2, Omotosho_2, Ihovbor_1, Geregu_1, Sapele_2 & Alaoji_1) also increased by +24.21% from 499.16MW in 2024/Q2 to 619.98MW in 2024/Q3.

Similarly, the average available generation capacity of Shiroro_1, Jebba_1, Kainji_1 and Zungeru_1 hydropower plants increased by +80.45%, +47.26%, +24.42% and +11.22% respectively in 2024/Q3 compared to 2024/Q2. However, the average available capacity of Egbin_1 and Ihovbor_2 power plants decreased by -19.87% and -14.15% respectively over the period (Figure 1).

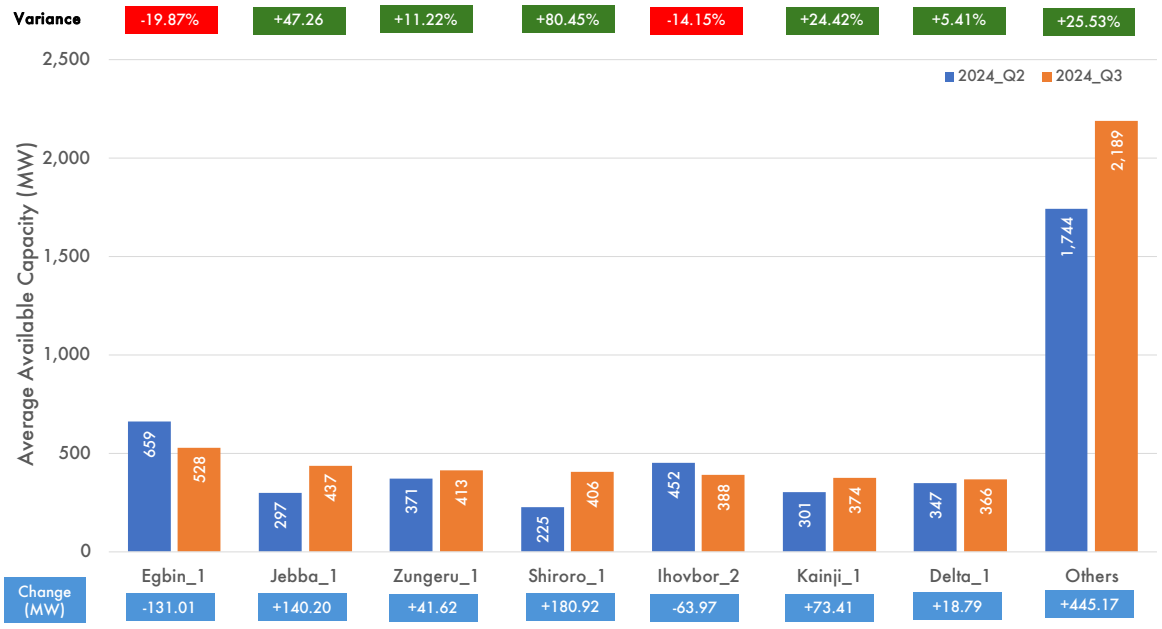


Figure 1: Average Available Capacity (MW) in 2024/Q2 vs. 2024/Q3

2.1.2 Plant availability factor

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

[6] The nomenclature of generating plants in the NESI has been revised pursuant to Order-NERC/2024/002. The old and new names are contained in Appendix II.

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 (PAF) is represented by equation 1:

$$\text{Plant availability factor} = \frac{\text{average available capacity (MW)}}{\text{installed capacity (MW)}} \times 100 \qquad (1)$$

The plant availability factor (PAF) is a critical parameter for evaluating the overall health of the upstream segment of the NESI. In 2024/Q3, the average plant availability factor for all grid-connected plants was 37.44%; more than 62% of the installed capacity across the twenty-eight (28) grid-connected plants was not available for dispatch onto the grid.

Overall, nine (9) plants had availability factors above 50% with the Dadin-Kowa_1 hydropower plant recording the highest availability factor at 89.29%. On the other end of the spectrum, Alaoji_1 recorded a PAF of 0% in 2024/Q3.

The PAF of all the grid-connected plants is contained in Table 1. The gross PAF of 37.44% recorded in 2024/Q3 represents a +5.14pp change relative to the 32.30% PAF that was recorded in 2024/Q2. The hydropower plants; Dadin-Kowa_1 (+73.24pp), Shiroro_1 (+30.15pp), Jebba_1 (+24.26pp), Kainji_1 (+9.66pp) and Zungeru_1 (+5.95pp) recorded increases in PAF in 2024/Q3 compared to 2024/Q2. The significant increases in the PAF of the hydropower plants are consistent with the expected impact of seasonality on river flows. The rivers supplying the hydropower plants experience inflow/flood season between July and October each year thereby alleviating the feedstock constraints they face during the earlier part of the year. The PAF of Rivers_1 (+28.38pp), Omotosho_1 (+20.95pp) and Olorunsogo_1 (+19.94pp) power plants also increased significantly in 2024/Q3 relative to 2024/Q2.

Table 1: Plant Availability Factor (%) in 2024/Q2 vs. 2024/Q3

*Plant	Installed capacity (MW)	Average Available Capacity (MW)		Plant Availability Factor (%)	
		2024/Q2	2024/Q3	2024/Q2	2024/Q3
Dadin-Kowa_1	40	6.42	35.72	16.05	89.29
Ikeja_1	110	92.78	97.48	84.35	88.62
Ihovbor_2	461	452.00	388.03	98.05	84.17
Jebba_1	578	296.68	436.87	52.05	75.58
Shiroro_1	600	224.89	405.81	37.48	67.63
Rivers_1	180	65.38	116.47	36.32	64.70
Okpai_1	480	206.98	292.09	43.12	60.85
Zungeru_1	700	370.96	412.58	52.99	58.94
Afam_2I	650	275.72	330.61	42.42	50.86
Kainji_1	760	300.65	374.06	39.56	49.22
Olorunsogo_1	335	79.53	146.35	26.16	43.68
Omotosho_1	335	75.97	146.14	24.99	43.62
Geregu_2	435	183.26	185.53	42.13	42.65
Odukpani_1	625	300.96	265.81	47.73	42.53
Delta_1	900	347.33	366.12	38.59	40.68
Egbin_1	1,320	659.27	528.27	49.94	40.02
Omoku_1	150	46.14	54.30	30.76	36.20
Geregu_1	435	150.42	141.24	34.58	32.47
Igbafo_1	45	18.78	16.36	31.30	36.36
Ibom Power_1	190	91.67	51.47	47.99	27.09
Olorunsogo_2	750	14.28	92.99	1.90	12.40
Sapele Steam_1	720	97.08	81.85	13.48	11.37
Ihovbor_1	500	0.13	44.57	0.03	8.91
Afam_1	726	19.19	54.12	2.64	7.45
Trans Amadi_1	100	18.78	4.98	18.78	4.98
Sapele_2	500	0.24	22.63	0.05	4.53
Omotosho_2	500	0.11	8.44	0.02	1.69
Alaoji_1	500	0.18	0.00	0.04	0.00
Total	13,625.00	4,395.77	5,100.90	32.30	37.44

*Red PAF <50, Amber PAF 51≤80, Green PAF >80

2.1.3 Quarterly 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:

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

The average hourly generation on the grid in 2024/Q3 was 4,280.24MWh/h, which translates to a total generation of 9,450.76GWh (equation 2).

Total generation = Ave. hourly generation (MWh/h)×24hrs× number of days in the quarter (2)

The hourly generation increased by +6.51% while the total generation of the grid-connected power plants increased by +7.68%[7] respectively in 2024/Q3 compared to 2024/Q2; the hourly generation increased from 4,018.57MWh/h recorded in 2024/Q2 to 4,280.24MWh/h in 2024/Q3 (+261.67MWh/h) while the total generation increased from 8,776.55GWh generated in 2024/Q2 to 9,450.76GWh in 2024/Q3 (+674.21GWh). The significant increase in generation is attributable to the increase in the available capacity of many power plants during the quarter.

The most significant increases in average hourly generation were recorded in Dadin-Kowa_1 (+461.20%), Olorunsogo_2 (+249.48%), Afam_1 (+195.40%), Olorunsogo_1 (+85.28%), Omotosho_1 (+69.27%), Igbafo_1 (+67.29%), and Shiroro_1 (+50.02%) power plants. The average hourly generation of Jebba_1 (+38.56%), Afam_2 (+22.98%), Kainji_1 (+21.86%), Zungeru_1 (+6.35%) and Delta_1 (+1.65%) power plants also increased in 2024/Q3 compared to 2024/Q2 (Figure 2). Conversely, the average hourly generation of Egbin_1 (-26.32%), and Ihovbor_2 (-17.75%) decreased in 2024/Q3 compared to 2024/Q2.

[7] The percentage change in total generation and average hourly generation is different across 2024/Q3 vs 2024/Q2 because the number of days in each of the quarters is different (91/92 days). When the number of days is the same across the quarters being compared, the net change in total generation and average hourly generation will be the same.

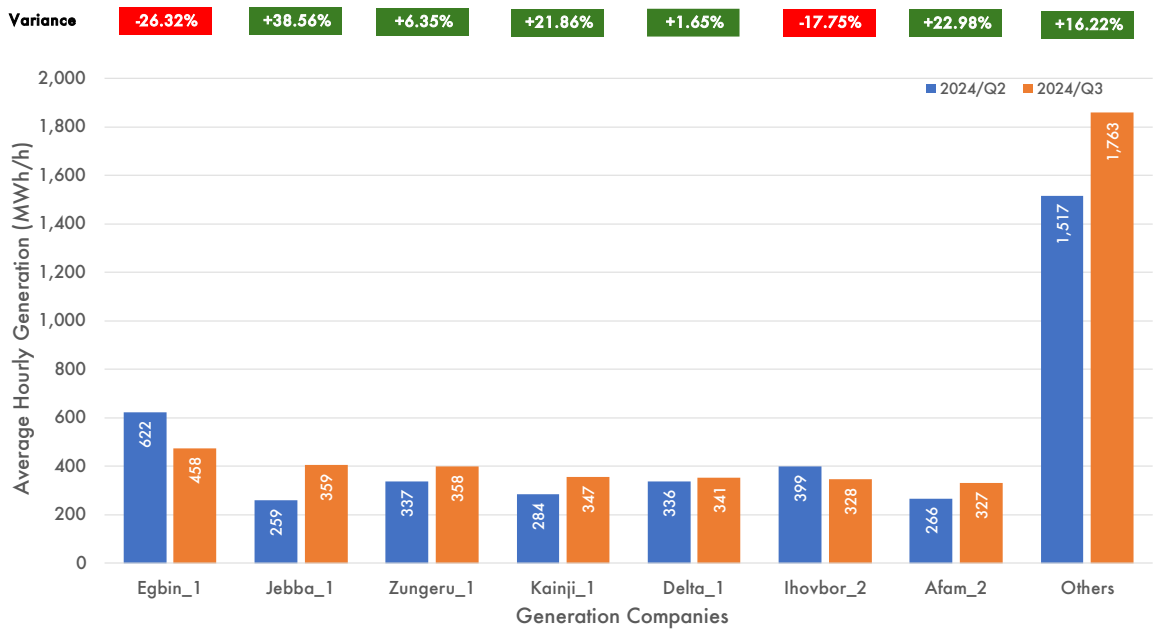


Figure 2: Average Hourly Generation (MWh/h) in 2024/Q2 vs. 2024/Q3

Cumulatively, the average hourly generation of the five grid-connected hydropower plants increased by +28.71% (+311.25MWh/h) in 2024/Q3 compared to 2024/Q2. This is a result of the increased feedstock explained earlier and the merit order dispatch implemented by the System Operator (SO); hydropower plants rank high in the merit order because of their relatively lower cost and the need to utilise the water in their reservoir to prevent flooding downstream of the hydro dams.

Conversely, the cumulative average hourly generation from thermal plants during the quarter decreased by -1.69% (-49.58MWh/h) compared to 2024/Q2, with nine (9) out of the twenty-three (23) thermal plants recording decreases in their average hourly generation (Table 2).

The average hourly generation from Trans Amadi_1, Sapele Steam_1, Ibom Power_1, Geregu_2, and Egbin_1 dropped by -67.68%, -41.31%, -30.94%, -35.42%, and -26.32% respectively between 2024/Q2 and 2024/Q3. These reductions were driven by a combination of gas constraints, mechanical faults and increased generation from hydropower plants based on the merit order dispatch (leading to a displacement of generation from thermal plants).

Table 2: Average Hourly Generation (MWh/h) in 2024/Q2 vs. 2024/Q3

Plant	Average Hourly Generation (MWh/h)		Change (MWh/h)	Change (%)
	2024/Q2	2024/Q3		
Dadin-Kowa_1	6.26	35.13	28.87	461.20
Olorunsogo_2	14.54	50.81	36.27	249.48
Afam_1	16.91	49.95	33.04	195.40
Olorunsogo_1	77.39	143.39	66.00	85.28
Omotosho_1	77.02	130.37	53.35	69.27
Igbafo_1	10.56	17.66	7.11	67.29
Shiroro_1	197.87	296.85	98.98	50.02
Okpai_1	172.97	250.41	77.44	44.77
Jebba_1	258.93	358.78	99.86	38.56
Rivers_1	54.59	75.25	20.65	37.83
Afam_2	265.96	327.09	61.13	22.98
Kainji_1	284.49	346.67	62.19	21.86
Omoku_1	55.83	62.87	7.04	12.61
Zungeru_1	336.56	357.92	21.36	6.35
Delta_1	335.55	341.09	5.54	1.65
Sapele_2	0.00	12.02	12.02	0.00
Alaoji_1	0.00	0.00	0.00	0.00
Omotosho_2	0.00	1.66	1.66	0.00
Ihovbor_1	0.00	24.56	24.56	0.00
Ikeja_1	86.57	86.38	-0.19	-0.22
Geregu_1	143.08	120.12	-22.96	-16.05
Ihovbor_2	398.65	327.88	-70.78	-17.75
Egbin_1	621.66	458.06	-163.60	-26.32
Odukpani_1	276.98	203.75	-73.24	-26.44
Ibom Power_1	63.57	43.90	-19.67	-30.94
Geregu_2	156.98	101.38	-55.60	-35.42
Sapele Steam_1	83.97	49.28	-34.69	-41.31
Trans Amadi_1	21.69	7.01	-14.68	-67.68
Total	4,018.57	4,280.24	261.67	6.51

2.1.4 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 2024/Q3 was 83.91%; meaning that on average, 16.09% of available energy (MWh) was not dispatched during the quarter. The load factor in 2024/Q3 (83.91%) is a -7.51pp decrease compared to the 91.42% load factor recorded in 2024/Q2. The decrease in load factor during the period indicates a decrease in the utilisation of available capacity which is to be expected considering that the rate of increase in average hourly generation was lower than the rate of increase of available generation between 2024/Q2 and 2024/Q3.

The load factors of the seven (7) power plants with the highest dispatch rates in 2024/Q3 are presented in Figure 3. Three (3) power plants (Trans Amadi_1, Omoku_1, and Igbafo_1) recorded dispatch rates of 100% while six (6) other power plants recorded dispatch rates above 90%. Dadin-Kowa_1 (98.36%) and Kainji_1 (92.68%) hydropower plants recorded dispatch rates >90% while Shiroro_1 (73.15%), Jebba_1 (82.13%) and Zungeru_1 (86.75%) hydropower plants recorded dispatch rates <90% which is inconsistent with the Commission's Order No: NERC/182/2019[8]. The Commission is conducting further investigations to determine if sanctions should be issued against relevant market participants.

[8] As explained above, 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

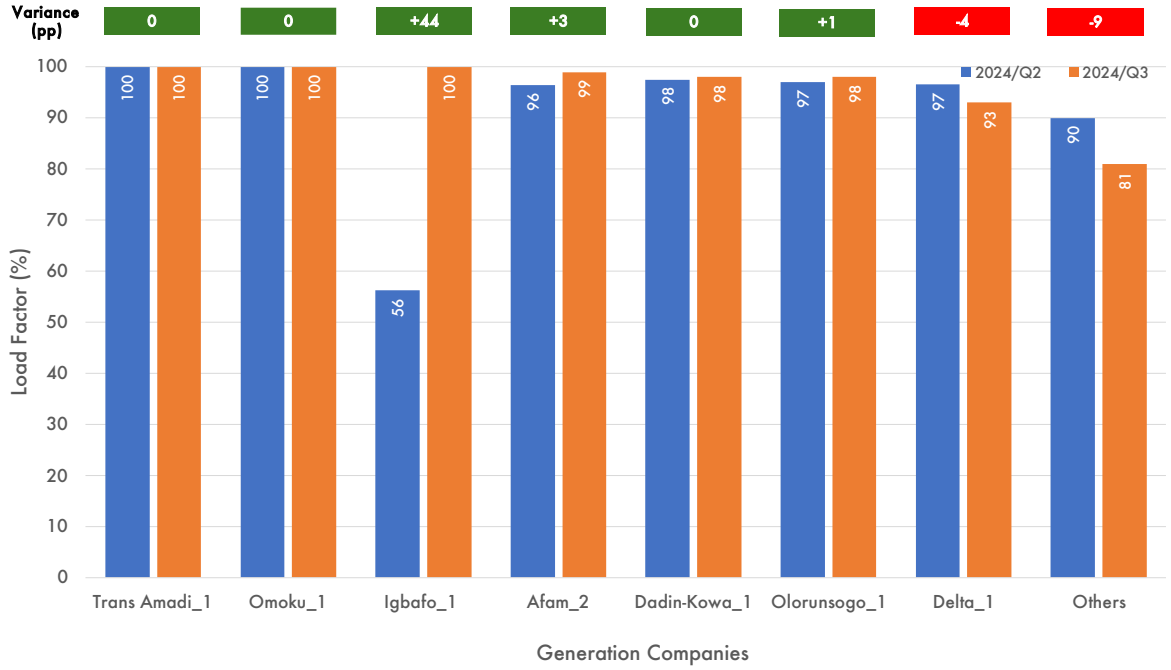


Figure 3: Load Factor (%) in 2024/Q2 vs. 2024/Q3

2.1.5 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: i) Energy Security[2]; ii) Energy Sustainability[3]; and iii) Energy Affordability/Equity[4]. The formula for the share of electricity generated by fuel source is given by equation 4:

$$\text{Share of fuel}_i = \frac{\text{Total electricty generated from fuel i (GWh)}}{\text{Total electricity generated from all fuel sources (GWh)}} \times 100 \quad (4)$$

The share of electricity generated from different fuel sources in 2024/Q2 and 2024/Q3 are presented in Figure 4. The total generation from hydropower plants (3,080.94GWh) increased by +30.12% (+713.26GWh) in 2024/Q3 compared to 2024/Q2 (2,367.68GWh). This translated to a +5.62pp increase in the contribution of hydropower to the energy mix over the same period; 26.98% (2,367.68GWh out of 8,776.55GWh) in 2024/Q2 to 32.60% (3,080.94GWh out of 9,450.76GWh) in 2024/Q3. The increase in the contribution of hydropower plants

to total generation during the quarter can be attributed to the increase in the available capacities of the hydropower plants reported in section 2.1.1.

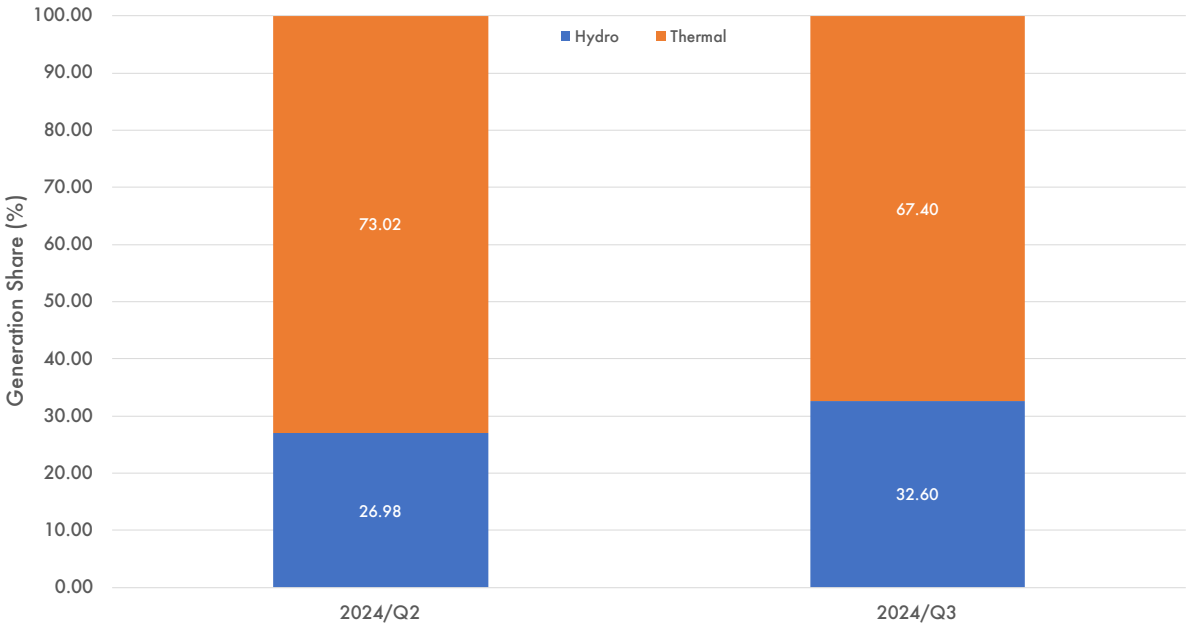


Figure 4: Electricity Generated by Energy Sources (%) in 2024/Q2 vs. 2024/Q3

2.2 Grid Performance

The Transmission Company of Nigeria (TCN) which has the responsibility of transporting energy from power plants to DisCos holds two licenses; Transmission Service Provider (TSP) and System Operator (SO). The TSP owns and maintains the transmission infrastructure while the SO is responsible for maintaining system stability, load balance, load dispatch, and undertaking market operations responsibilities. 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

2.2.1 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 international customers. There is an inverse relationship between the TLF and the efficiency of the transmission system; i.e. a decline in the TLF indicates an improvement in transmission efficiency over a given period. The formula for TLF is represented by equation 5:

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

The average TLF in 2024/Q3 was 9.04% (Figure 5). A TLF of 9.04% indicates that for every 100MWh of energy injected into the grid, 9.04MWh of energy is undelivered to DisCos and international customers due to losses in the transmission network or consumption at the transmission substations. The TLF recorded in 2024/Q3 represents an increase of +1.25pp (decline in performance) relative to the 7.79% recorded in 2024/Q2.

The 9.04% TLF recorded in 2024/Q3 represents an underperformance of 2.04pp relative to the MYTO target for 2024 – 7.00%. The TLF target represents the maximum efficient loss in transmission for which the Transmission Service Provider (TSP)'s revenue requirement allows for recovery from customers. Exceeding the TLF target means that the TSP will not be able to earn its full revenue requirement because there is no provision to recover revenues needed to cover the excess (inefficient) losses.

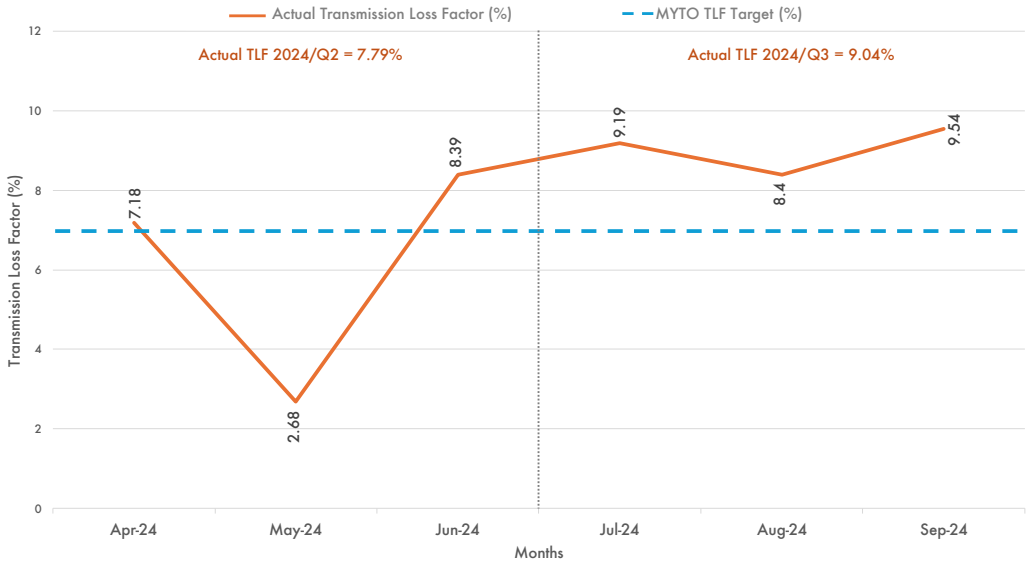


Figure 5: Actual Transmission Loss Factor (%) vs. MYTO TLF Target (%) Apr-Sep 2024

2.2.2 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 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 ±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 tolerance of ±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.

During 2024/Q3, the average upper daily system frequency was 50.75Hz, while the average lower daily system frequency was 49.56Hz, which translates to a range

of 1.19Hz. Comparatively, in 2024/Q2 the average upper daily system frequency was 50.64Hz, while the average lower daily system frequency was 49.13Hz, which translates to a range of 1.51Hz. The –21.19% (-0.32Hz) decrease in the average quarterly frequency range recorded in 2024/Q3 relative to 2024/Q2 indicates a relatively significant improvement in the operational performance of the National Grid.

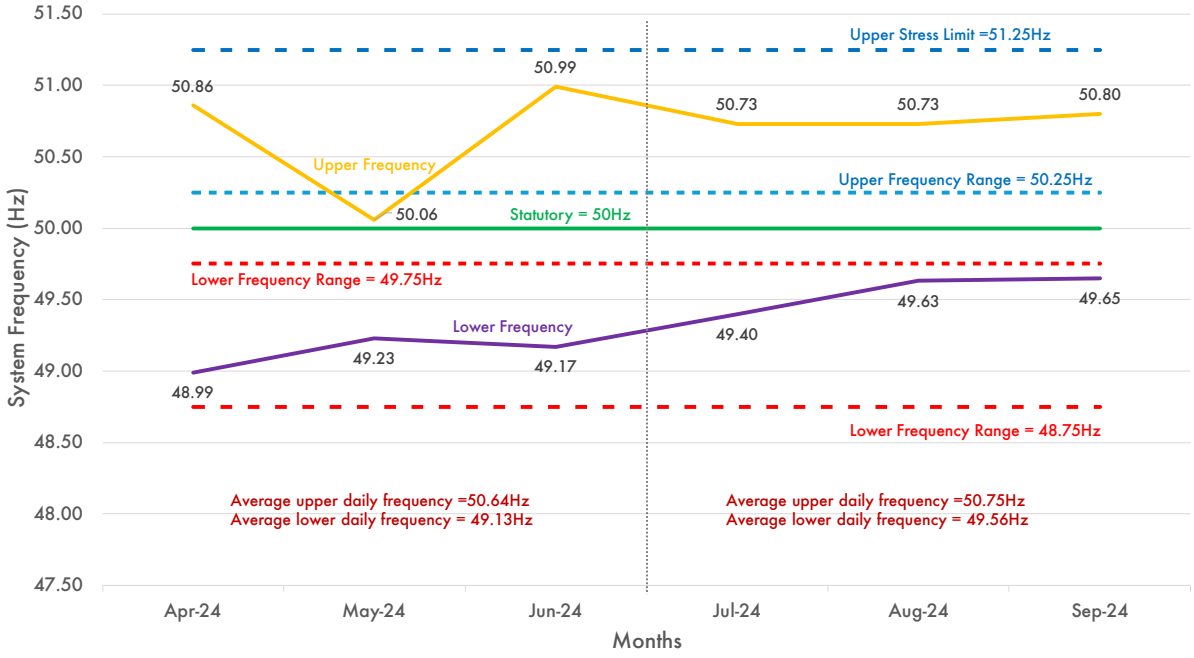


Figure 6: Monthly System Frequency (Hz) from April – September 2024

It is noteworthy that the average upper frequency was relatively stable during the quarter being 50.73Hz for July and August respectively, and 50.80Hz for September. The average lower frequency (49.56Hz) was also closer to the lower frequency range (49.75Hz) within the quarter indicating improved performance of the grid in 2024/Q3 (Figure 6).

The operation of the grid outside the normal frequency limits indicates an imbalance in the supply and demand of electricity on the grid. This imbalance is primarily caused by the lack of a Supervisory Control and Data Acquisition (SCADA) system. The System Operator (SO) has invested in an IoT-based solution to improve real-time visibility into the operations of the Grid. However, the inability to remotely operate the entire system as would be possible under the SCADA system continues to pose challenges to the SO's ability to operate the grid within the normal frequency limits provided in the grid code.

2.2.3 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 ±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 thereby compelling the industrial customers to seek alternative sources of power outside of the National Grid.

The system voltage pattern from April - September 2024 is illustrated in Figure 7. The average upper and lower operating voltage bounds for the transmission network in 2024/Q3 were 352.68kV and 299.64kV respectively; both values are outside the respective allowable limits specified in the Grid Code.

By way of comparison, the range between the Grid's average upper and lower operating voltage for 2024/Q3 was 53.04kV which is higher than the 50.77kV (average upper and lower voltages of 355.13kV and 304.36kV respectively) that was recorded in 2024/Q2.

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

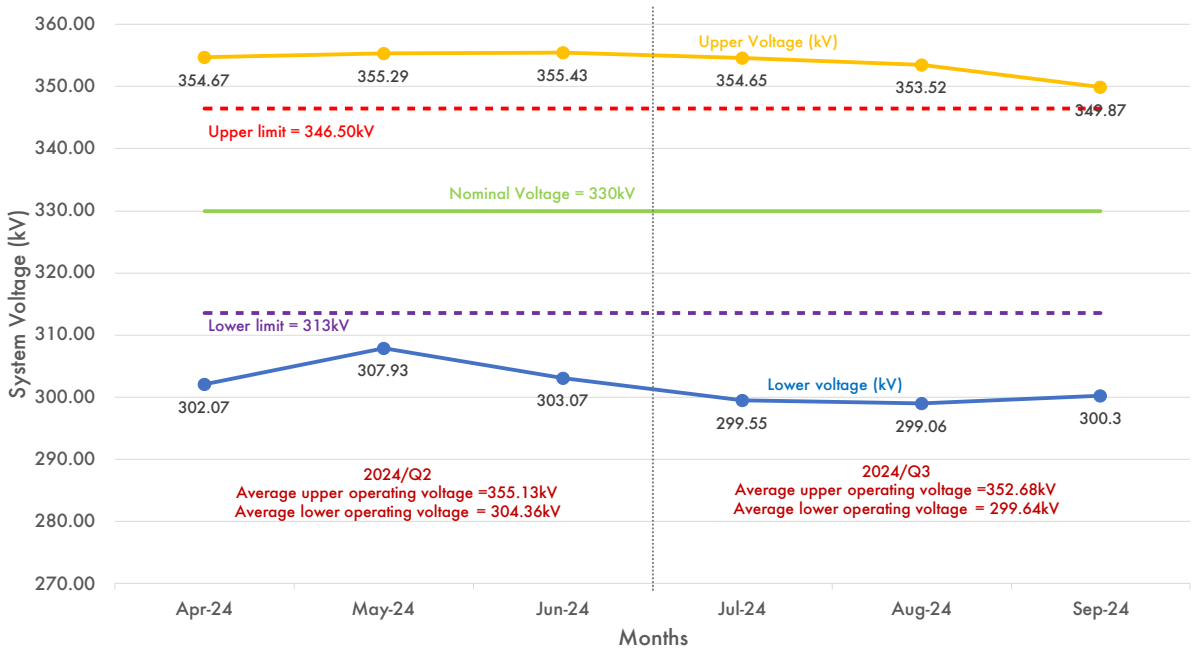


Figure 7: Monthly System Voltage (kV) from April - September 2024

2.2.4 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 is designed to function within specific stability boundaries, including voltage (330kV ± 5.0%) and frequency (50Hz ± 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-wide blackout.

While the SO is responsible for ensuring that all parameters are maintained within their respective tolerance thresholds, the primary parameter that the SO 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 can cause the units to shut down. This response can worsen the frequency imbalance, potentially causing a cascade of further shutdowns across generation units and resulting in a full or partial system collapse.

One (1) incident of partial collapse on the national grid occurred in 2024/Q3. The incident happened on 06 July 2024 and the details of the events leading to the incident are contained in Table 3.

Table 3: System Collapse in 2024/Q3

SN	Type	Date	Cause
1	Partial collapse	06 July 2024	The tripping of circuit breakers at Egbin_1 and Jebba_1 power stations led to the loss of units ST4 & 6 (at Egbin_1) and 2G2,1 & 3 (at Jebba_1) respectively. This caused a drastic drop in the system frequency thereby triggering the collapse of Island 2[9].

A grid island is a segment of the power system, usually including certain key power plants, that can operate in isolation from the main grid to stabilise local supply during system disturbances.

Arising from the robustness of Island 1 i.e., Ibom Power_1, the Commission has mandated the SO to evaluate options for operating the national grid in a way that allows it operate as dynamic islands when needed i.e., interconnected during normal operations but with the ability for every segment to island itself when there is a fault without triggering a full collapse of the national grid.

[9] Island 2 consists of all generating plants except Ibom Power_1

2.3 Commercial Performance

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 to keep all the players along the value chain operational. In evaluating the commercial performance of the NESI for 2024/Q3, the following parameters were considered:

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

2.3.1 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). As explained in prior reports, 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 (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 payables due from DisCos.

When there is sufficient generation capacity, every DisCo will be directed by the SO to offtake its entire PCC. When generation falls below the required target, the SO prorates the available capacity among all DisCos based on their respective PCCs[10] – "Available PCC". The ratio between a DisCo's energy offtake and the available

[10]Commencing 2023/Q3, the Commission developed a mechanism whereby Abuja, Eko and Ikeja DisCos get their full allocation provided that generation is above 4,100MW which is the minimum grid stability requirement; the rest of the capacity is pro-rated based on PCC for the remaining DisCos. When available generation is below 4,100MW, generation allocation to all the DisCos is pro-rated based on PCC.

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

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

Considering the large disparity between energy on the national grid and customer demand, it is expected that DisCos will offtake 100% of their available PCC at all times. However, the Commission continues to observe with concern that many DisCos do not take their full PCC due to a combination of technical limitations as well as load rejection by the DisCos largely due to commercial reasons i.e., high commercial and collection losses in certain areas.

It is noteworthy that when DisCos have offtake ratios below 100%, they incur increased wholesale energy costs as they still have to pay NBET/GenCos for unused 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 offtaken) from customers.

In 2024/Q3, the average energy offtake by DisCos at their trading points was 3,445.13MWh/h, which represents an increase of +8.81% (+279.20MWh/h) when compared to 3,165.93MWh/h off-take in 2024/Q2. The increase in the average energy offtake at trading points was due to the increase in energy available for offtake (PCC) which was a result of the increase in generation during the quarter explained in section 2.1.3.

The cumulative energy offtake performance of DisCos during the quarter was 90.47%. Only Enugu (98.65%), Benin (98.01%) and Port Harcourt (95.11%) DisCos took >95% of their available PCC during the quarter. All the other DisCos took <95% of available PCC with Yola DisCo (74.61%) recording the worst offtake performance (Table 4).

Orders on Performance Monitoring Framework for DisCos (NERC/2024/086 – 096) issued on 05 July 2024 mandates that DisCos have to take at least 95% of their available PCC or face sanctions by the Commission. Pursuant to these provisions, the Commission has already commenced the appropriate enforcement actions on the DisCos that did not meet the minimum offtake requirement for 2024/Q3.

Table 4: DisCo energy offtake performance in 2024/Q2 vs. 2024/Q3

DisCos	2024/Q2			2024/Q3		
	Energy Offtake (MWh/h)	Available PCC (MWh/h)	Offtake Performance (%)	Energy Offtake (MWh/h)	Available PCC (MWh/h)	Offtake Performance (%)
Abuja	498.63	509.26	*97.91*	509.40	588.74	*86.52*
Benin	257.81	254.79	*101.19*	314.46	320.83	*98.01*
Eko	431.32	439.35	*98.17*	445.31	491.07	*90.68*
Enugu	225.27	235.48	*95.66*	288.14	292.08	*98.65*
Ibadan	373.68	364.16	*102.61*	434.05	458.33	*94.70*
Ikeja	520.53	516.06	*100.87*	512.08	571.77	*89.56*
Jos	152.33	172.91	*88.10*	194.26	220.44	*88.12*
Kaduna	202.69	201.31	*100.69*	202.16	246.62	*81.97*
Kano	203.45	202.48	*100.48*	215.57	249.50	*86.40*
PH	243.24	230.48	*105.54*	253.81	266.86	*95.11*
Yola	56.99	62.16	*91.68*	75.89	101.72	*74.61*
All DisCos	3,165.93	3,188.59	*99.29*	3,445.13	3,807.98	*90.47*

2.3.2 Energy billed and billing efficiency

Billing efficiency measures the proportion of energy billed to customers (including metered and unmetered customers) relative to 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; 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 only ₦70.00 worth of electricity is billed out of ₦100.00 worth of electricity distributed by DisCos. The formula for billing efficiency is represented by equation 7:

$$\text{Billing Efficiency} = \left(\frac{\text{Total energy billed to customers (GWh)}}{\text{Total energy received by the Network (GWh)}} \right) \times 100 \qquad (7)$$

The total energy offtake by all DisCos in 2024/Q3 was 7,606.84GWh and the total energy billed was 6,249.21GWh, which translates to a billing efficiency of 82.15%. A billing efficiency of 82.15% implies that for every ₦100 worth of energy received by DisCos in 2024/Q3, ₦17.85 was not billed to end users. Comparatively, the total energy received and billed in 2024/Q2 were 6,914.39GWh and 5,693.11GWh respectively, which translated to a billing efficiency of 82.34%. This means that at an aggregate level, DisCos recorded a -0.19pp decrease in billing efficiency between 2024/Q2 and 2024/Q3.

Disaggregated performance of the DisCos shows that Ibadan DisCo recorded the highest billing efficiency of 89.98% while Jos recorded the lowest billing efficiency of 62.66%. A quarter-on-quarter comparison of billing efficiency shows that seven (7) DisCos recorded improvements in their billing efficiencies in 2024/Q3 relative to 2024/Q2 with Kano and Abuja recording the most significant increases of +12.75pp and +4.32pp respectively. Conversely, four (4) DisCos recorded decreases in billing efficiency with Enugu DisCo (-20.35pp) recording the most significant decrease (Table 5).

Table 5: Energy received and billing efficiency by DisCos in 2024/Q2 vs. 2024/Q3

DisCos	2024/Q2			2024/Q3		
	Energy Offtake (GWh)	Energy Billed (GWh)	Billing Efficiency (%)	Energy Offtake (GWh)	Energy Billed (GWh)	Billing Efficiency (%)
Abuja	1,089.00	835.00	*76.68*	1,124.76	911.00	*81.00*
Benin	563.05	469.29	*83.35*	694.32	585.07	*84.27*
Eko	942.00	845.00	*89.70*	983.24	878.00	*89.30*
Enugu	492.00	469.00	*95.33*	636.21	477.00	*74.98*
Ibadan	816.11	724.29	*88.75*	958.37	862.31	*89.98*
Ikeja	1,136.83	937.49	*82.47*	1,130.67	952.53	*84.24*
Jos	332.68	242.05	*72.76*	428.92	268.78	*62.66*
Kaduna	442.67	279.20	*63.07*	446.37	285.73	*64.01*
Kano	444.34	331.59	*74.63*	475.98	415.89	*87.38*
Port Harcourt	531.25	444.02	*83.58*	560.41	469.26	*83.74*
Yola	124.46	116.17	*93.34*	167.57	143.65	*85.73*
All DisCos	6,914.39	5,693.11	*82.34*	7,606.84	6,249.21	*82.15*

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

2.3.3 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, unsatisfactory DisCos' services and inadequate customer metering among other challenges. A collection efficiency of 70% for instance implies that for every ₦100.00 worth of energy billed to customers by

DisCos, approximately ₦30.00 remained unrecovered from the billed customers. The formula for collection efficiency is represented by equation 8:

$$\text{Collection Efficiency} = \left(\frac{\text{Total Revenue Collected (₦)}}{\text{Total Billed Amount (₦)}}\right) \times 100 \quad (8)$$

The total revenue collected by all DisCos in 2024/Q3 was ₦466.69 billion out of the ₦626.02 billion that was billed to customers. This translates to a collection efficiency of 74.55%. In comparison, the total revenue collected by all DisCos in 2024/Q2 was ₦431.16 billion out of the ₦543.64 billion billed to customers which translated to a 79.31% collection efficiency. The 74.55% collection efficiency recorded in 2024/Q3 is -4.76pp lower than the collection efficiency recorded in 2024/Q2 (79.31%).

The summary of the revenue collection performance of all DisCos is contained in Table 6. Eko and Ikeja DisCos recorded the highest collection efficiencies of 84.40% and 83.78% respectively. Conversely, Kaduna DisCo recorded the lowest collection efficiency at 46.42%. A comparison of DisCos performance shows that only Ibadan (+6.59pp) and Enugu (+2.88pp) DisCos recorded improvements in collection efficiency in 2024/Q3 when compared to 2024/Q2. Conversely, the remaining nine (9) DisCos recorded declines in collection efficiency with Kaduna (-14.20pp) and Jos (-12.09pp) DisCos having the most significant declines over the period.

Table 6: Revenue Collection Performance (%) of DisCos in 2024/Q2 vs. 2024/Q3

DisCos	2024/Q2			2024/Q3		
	Total Billings (₦' Billion)	Revenue Collected (₦' Billion)	Collection Efficiency (%)	Total Billings (₦' Billion)	Revenue Collected (₦' Billion)	Collection Efficiency (%)
Abuja	84.49	70.19	*83.07*	99.26	78.28	*78.87*
Benin	41.24	33.96	*82.35*	50.77	41.09	*80.94*
Eko	85.46	75.23	*88.03*	103.11	87.02	*84.40*
Enugu	40.88	30.39	*74.35*	46.71	36.07	*77.23*
Ibadan	63.01	44.27	*70.25*	74.96	57.60	*76.84*
Ikeja	92.28	87.36	*94.67*	99.73	83.55	*83.78*
Jos	24.07	15.74	*65.37*	30.73	16.37	*53.29*
Kaduna	24.25	14.71	*60.62*	24.57	11.40	*46.42*
Kano	37.33	21.92	*58.71*	43.89	20.64	*47.03*
Port Harcourt	42.02	32.61	*77.59*	41.31	29.22	*70.76*
Yola	8.63	4.78	*55.67*	10.98	5.41	*49.31*
All DisCos	543.64	431.16	*79.31*	626.02	466.69	*74.55*

In 2024/Q3, there were decreases in billing (-0.19pp) and collection (-4.76pp) efficiencies compared to efficiencies recorded in 2024/Q2. Based on historical trends, it can be deduced that these decreases are partially driven by the increase in energy offtake by the DisCos between 2024/Q2 and 2024/Q3. This is because it has been observed when there is a higher energy offtake, DisCos often allocate the incremental energy to areas where they record higher inefficiencies.

The most proven methods to improve energy accounting and revenue recovery are accurate customer enumeration and the installation of end-use customer meters. The Commission issued the Order on the Operationalisation of Tranche A of the Meter Acquisition Fund (MAF) in 2024/Q2. The Order which became effective on 24th June 2024 directed DisCos to utilise the first tranche of disbursement from the MAF scheme to procure and install meters for unmetered Band A customers within their franchise areas. DisCos are also expected to continue to utilise one or more metering frameworks provided for in the NERC MAP and NMMP metering regulation (2021) to improve end-use customer metering in their franchise area. This will reduce commercial and collection losses thereby improving the flow of funds to upstream market participants in the NESI.

2.3.4 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); 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 the 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:

a. Technical Loss: heat loss due to load flow in electrical lines and transformation loss in transformers.
b. Commercial Loss: due to discrepancy in meter reading, erroneous billing, unmetered consumption, or energy theft;
c. Collection Loss: unpaid bills.

The formula for ATC&C loss is represented by equation 9:

$$\text{ATC\&C Loss} = [1-(\text{billing efficiency} \times \text{collection efficiency})] \times 100 \quad (9)$$

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 11 DisCos in 2024/Q3 was 39.10%, which comprised 18.32% in technical and commercial losses, and 25.45% in collection loss (Table 7.) The aggregate ATC&C loss of 39.10% recorded in 2024/Q3 is 14.37pp higher than the allowed aggregate efficient loss target (24.73%) applied in the computation of the tariffs in the MYTO. This means that cumulatively, DisCos recorded losses that are 58.12% higher than what was allowed to be recovered from the customers.

No DisCo achieved its target ATC&C in 2024/Q3 with the widest variance (target – actual) being recorded by Kaduna (-45.84pp), Kano (-34.82pp) and Jos (-34.09pp) DisCos. The excess ATC&C losses (inefficiencies) are not recoverable from customers and may compromise the long-term financial positions of the affected DisCos.

The average ATC&C loss recorded in 2024/Q3 (39.10%) was +4.40pp greater (worse performance) than what was recorded in 2024/Q2 (34.70%). Only Ibadan (-6.79pp) and Abuja (-0.17pp) DisCos recorded improvements in ATC&C loss performance in 2024/Q3 compared to 2024/Q2. Conversely, all the remaining nine (9) DisCos recorded declines in their ATC&C loss performances across 2024/Q3 and 2024/Q2 with Jos DisCo (+14.37pp) recording the worst decline (Table 7).

Table 7: ATC&C Loss (%) by DisCos in 2024/Q2 vs. 2024/Q3

DisCo	MYTO Target (%)	ATC&C (%)		Variance (pp)	
	2024	2024/Q2	2024/Q3	2024/Q2	2024/Q3
Abuja	25.00	36.30	36.13	-11.30	-11.13
Benin	25.00	31.36	31.80	-6.36	-6.80
Eko	20.07	21.03	24.62	-0.96	-4.55
Enugu	25.00	29.12	42.89	-4.12	-17.89
Ibadan	25.00	37.66	30.86	-12.66	-5.86
Ikeja	18.73	21.93	29.78	-3.20	-11.05
Jos	32.72	52.44	66.81	-19.72	-34.09
Kaduna	25.00	61.76	70.84	-36.76	-45.84
Kano	25.00	56.19	59.82	-31.19	-34.82
Port Harcourt	25.00	35.15	41.70	-10.15	-16.70
Yola	56.00	48.04	57.05	7.96	-1.05
All DisCos					
MYTO Level	24.73				
Total Technical, Commercial & Collection losses	-	34.70	39.10		
Technical & Commercial losses	-	17.66	18.32		
Collection losses	-	20.83	25.45		

2.3.5 Market Remittance

Under the account administration mechanism set up by the CBN in 2013 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 TCN. 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.

2.3.5.1 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 cover[11]. Furthermore, DisCos are expected to remit 100% of the invoices received from the MO for transmission and administrative service costs.

As explained in prior reports, the DRO regime replaced the Minimum Remittance Obligation[12] (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. Thus, the portion of GenCo invoices not covered by DRO is invoiced directly to the Federal Ministry of Finance by NBET.

The total NBET invoices and final obligation for each DisCo (based on DRO) during 2024/Q3 are summarised in Table 8. It is important to note that due to the absence of cost-reflective tariffs across all DisCos, the Government incurred a subsidy obligation of ₦464.12 billion[13] (54.71% of total NBET invoice) in 2024/Q3. Between 2024/Q2 and 2024/Q3, the subsidy obligation of the government increased by +₦84.06 billion, from ₦380.06 billion (52.51% of total GenCo invoice) to ₦464.12 billion (54.71% of total GenCo invoice). The increase in the subsidy obligation of the FGN is a result of the FGN policy to freeze allowed tariffs paid by customers despite the increase in the cost-reflective tariffs.

Table 8: Total NBET Invoice and Final Obligation (DRO) of DisCos for 2024/Q3

DisCos	Total NBET Invoice (₦' billion)	Final Obligation (₦' billion)
Abuja	127.51	63.08
Benin	74.51	34.17
Eko	109.43	59.23
Enugu	69.11	30.60
Ibadan	104.23	47.10

[11] The outstanding portion of 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.
[12] 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
[13] Monthly subsidy obligation during the quarter; Jul - ₦150 billion, Aug - ₦142 billion and Sep - ₦172 billion

DisCos	Total NBET Invoice (₦' billion)	Final Obligation (₦' billion)
Ikeja	126.08	67.43
Jos	48.36	14.92
Kaduna	51.98	17.90
Kano	54.96	20.06
Port Harcourt	60.83	26.58
Yola	20.81	1.82
All DisCos	847.02	382.90

In 2024/Q3, the DRO-adjusted invoice from NBET to the DisCos was ₦382.90 billion[14] while the total remittance made was ₦324.83 billion, which translates to 84.66% remittance performance. Comparatively, in 2024/Q2, the DRO-adjusted invoice from NBET to DisCos was ₦343.76 billion and the total remittance was ₦271.87 billion, which translated to a 79.09% remittance performance. The +5.57pp increase in remittance performance of DisCos to NBET in 2024/Q3 compared to 2024/Q2 is attributable to the larger increase in remittance (+19.45%) during the quarter relative to the increase in DRO-adjusted invoice (+11.38%) from NBET.

Disaggregated remittance performance of the DisCos to NBET in 2024/Q3 shows that Eko (100%), Yola (95%) and Ikeja[15] (94%) DisCos recorded the highest performances. Kaduna and Kano DisCos recorded the lowest remittance performances of 30.23% and 66.73% respectively (Figure 8). A quarter-on-quarter analysis showed that seven (7) DisCos recorded improvements in remittance performance to NBET in 2024/Q3 compared to 2024/Q2. Conversely, Yola (-15.47pp), Port Harcourt (-5.44pp), Kano (-3.24pp) and Jos (-1.21pp) DisCos recorded declines in their remittance performance to NBET.

[14] Total NBET invoice for 2024/Q3 without adjustment for DRO (total bill issued by GenCos) is ₦847.02 billion

[15] Ikeja DisCo; ₦2.00 billion out of 2024/Q3 invoices was paid from October 2024 collections

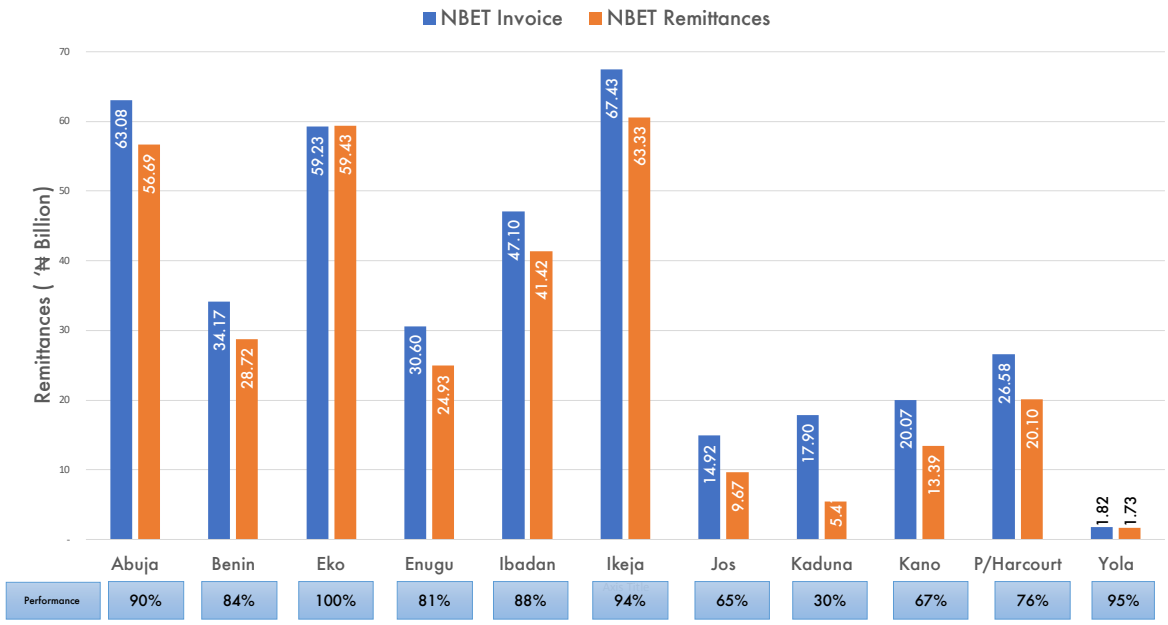


Figure 8: DisCos Remittance Performances to NBET in 2024/Q3

2.4.5.2 Market Remittance to MO

The Market Operator issues invoices to DisCos for energy transmission and administrative services. In 2024/Q3, DisCos made a total remittance of ₦45.18 billion against the cumulative invoice of ₦58.77 billion issued by the MO. This payment translates to 76.88% remittance performance and is a -7.00pp decrease when compared to 83.88% remittance performance recorded in 2024/Q2 when DisCos remitted ₦46.78 billion out of ₦55.77 billion invoice issued by the MO.

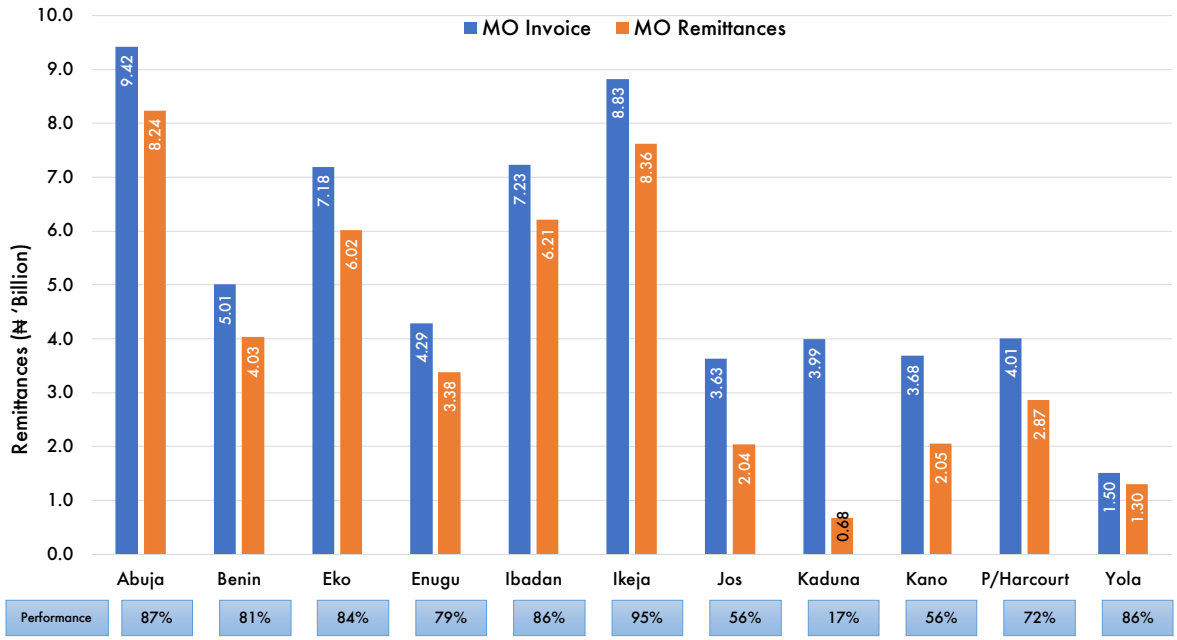


Figure 9: DisCos Remittance Performances to MO in 2024/Q3

Disaggregated remittance performance of the DisCos to MO shows that Ikeja, Abuja and Yola DisCos recorded the highest remittance performances of 94.80%, 87.42%, and 86.34% respectively while Kaduna had the lowest remittance performance of 16.94% (Figure 9). Between 2024/Q2 and 2024/Q3, ten (10) DisCos recorded declines in MO remittance performance with Yola (-63.66pp), Port Harcourt (-20.01pp), and Kano (-16.05pp) recording the most significant reductions.

2.4.5.3 Market Remittance to NBET and MO

The cumulative DisCos' remittance to NBET and MO in 2024/Q3 is presented in Table 9.

Table 9: DisCos Remittance Performances to NBET and MO in 2024/Q3

DisCos	DRO Adjusted Invoice (₦' Billion)			Actual Remittance (₦' Billion)			Remittance Performance (%)	
	NBET	MO	NBET + MO	NBET	MO	NBET + MO	2024/Q2	2024/Q3
Abuja	63.08	9.42	72.50	56.69	8.24	64.93	*84.49*	*89.56*
Benin	34.17	5.01	39.18	28.72	4.03	32.75	*80.61*	*83.59*
Eko	59.23	7.18	66.41	59.43	6.02	65.45	*98.45*	*98.55*
Enugu	30.60	4.29	34.89	24.93	3.38	28.31	*79.51*	*81.14*
Ibadan	47.10	7.23	54.33	41.42	6.21	47.63	*77.52*	*87.67*
Ikeja	67.43	8.83	76.26	63.33	8.36	71.70	*80.59*	*93.89*
Jos	14.92	3.63	18.55	9.67	2.04	11.71	*65.34*	*63.13*
Kaduna	17.90	3.99	21.89	5.41	0.68	6.09	*28.01*	*27.82*
Kano	20.06	3.68	23.74	13.39	2.05	15.44	*70.24*	*65.04*
P/Harcourt	26.58	4.01	30.59	20.10	2.87	22.97	*82.63*	*75.09*
Yola	1.82	1.50	3.32	1.73	1.30	3.03	*131.89*	*91.27*
All DisCos	382.90	58.77	441.67	324.83	45.18	370.01	*79.76*	*83.77*

2.4.5.4 Market Remittance by Other Customers

The remittances made by bilateral customers (domestic and international) and special customers for invoices issued in 2024/Q3 by the MO are detailed in Table 10. The six (6) international bilateral customers being supplied by GenCos in the NESI made a payment of $6.49 million against the cumulative invoice of $12.19 million issued by the MO for services rendered in 2024/Q3, translating to a remittance performance of 53.24% (Table 10). The domestic bilateral customers made a cumulative payment of ₦1,566.51 million against the invoice of ₦2,100.79 million issued to them by the MO for services rendered in 2024/Q3 translating to 74.57% remittance performance (Table 10).

It is however noteworthy that some bilateral customers (both domestic and international customers) made payments during 2024/Q3 for outstanding MO invoices from previous quarters. Odukpani-CEET made a payment of $1.33 million towards outstanding invoices from previous quarters. Similarly, the MO received ₦31.51 million from the domestic bilateral customers (North-South/Star Pipe; ₦9.50 million and Trans-Amadi (OAU/FMPI); ₦22.01 million) towards outstanding invoices from previous quarters. The details of these payments are contained in Appendix VIII.

The special customer (Ajaokuta Steel Co. Ltd and the host community) did not make any payment towards the ₦1.26 billion (NBET) and ₦0.11 billion (MO) invoices received in 2024/Q3. This continues a longstanding trend of non-payment by this customer and the Commission has communicated the need for intervention on this

issue to the relevant FGN authorities. A continuation of the non-payment could trigger total disconnection from the grid.

Table 10: Invoices and Remittances of Other Customers in 2024/Q3

	NBET			MO		
	Invoice (Million) 2024 /Q3	Remittance (Million) 2024 /Q3	Performance (%) 2024 /Q3	Invoice (Million) 2024 /Q3	Remittance (Million) 2024 /Q3	Performance (%) 2024 /Q3
International Bilateral Customers						
PARAS-SBEE ($)	-	-	-	2.79	1.89	*67.87*
PARAS-CEET ($)				0.98	0.98	*100.00*
TRANSCORP-SBEE ($) UGHELLI	-	-	-	0.82	0.45	*54.88*
TRANSCORP-SBEE ($) AFAM 3				1.39	0.85	*61.21*
MAINSTREAM-NIGELEC ($)	-	-	-	3.44	2.32	*67.44*
ODUKPANI-CEET ($)	-	-	-	2.77	0.00	*0.00*
Total	-	-	-	12.19	6.49	*53.24*
Local Bilateral Customers						
MSTM/INNER GALAXY (₦) MSTM/KAM IND. (₦) MSTM/KAM INT. (₦) MAINSTREAM/PRISM (₦) MSTM ZEBERCED (₦) MSTM/ADFV (₦)	-	-	-	1,278.78	1,278.78	*100.00*
NDPHC/WEEWOOD (₦)	-	-	-	74.89	21.06	*28.13*
NORTH SOUTH/STAR P (₦)	-	-	-	32.98	22.16	*67.19*
TRANS AMADI (OAU) (₦) TRANS AMADI (FMPI) (₦)	-	-	-	28.32	11.47	*40.50*
NDPHC/SUNFLAG (₦) OMOTOSHO II/PULKIT (₦)	-	-	-	40.35	0.00	*0.00*
ALAOJI GENCO/APLE (₦)	-	-	-	438.82	150.00	*34.18*
TAOPEX/KAM INT (₦) TAOPEX/KAM STEEL (₦)	-	-	-	158.14	83.04	*52.49*
SAPELE/PHOENIX				48.51	0.00	*0.00*
Total	-	-	-	2,100.79	1,566.51	*74.57*
Special Customer						
AJAOKUTA STEEL (₦)	1,262.65	0	0	112.43	0	*0*

1. NBET, MO, SBEE, CEET and NIGELEC are Nigeria Bulk Electricity Trader, Market Operator, Société Beninoise d'Energie Electrique, Compagnie Energie Electrique du Togo and Société Nigerienne d'electricite

03 Regulatory Functions

3.0 REGULATORY FUNCTIONS

Section 34 (2)(d) of the EA 2023 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 NESI through selected regulatory instruments as prescribed by the Act. Some of the regulatory instruments utilised by the Commission include –

- Regulations: Regulations 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.

- Orders: Orders 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.

- Directives: Directives are enforceable instructions 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.

- Licences: Licences 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.

- Permits: Permits 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.

3.1 Regulations, Orders and Directives

3.1.1 Regulations

The Commission did not issue any new Regulation for the NESI in 2024/Q3.

3.1.2 Orders

During the quarter, the Commission issued fifty (50) Orders to guide the activities of licensees. The details of the Orders are outlined below:

A. Order Nos: NERC/2024/074–NERC/2024/084 (11 Orders issued to 11 DisCos) – July 2024 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 2024 supplementary Orders (effective date - 01 July 2024) 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.

   Due to the subsistence of the policy direction of the FGN on electricity subsidy which mandates that tariffs for Band B-E customer categories shall remain frozen at the rates payable in December 2022 subject to further policy direction by the government, only customers in Band A experienced a change in their tariffs.

B. Order Nos: NERC/2024/086–NERC/2024/096 (11 Orders issued to 11 DisCos) – Order on Performance Monitoring Framework for the Distribution Companies. The Order became effective on 08 July 2024 and specifies seven (7) Key Performance Indicators (KPIs)[16] on which the management of DisCos shall be assessed by the Commission. The objectives of the Order include;

   i. Hold the top management of DisCos accountable for compliance with reporting requirements and implementation of directives of the Commission in line with the terms and conditions of their licenses.

[16] i) Energy off-take relative to Partial Contracted Capacity (PCC), ii) Revenue recovery rate, iii) Compliance with reporting of Uniform System of Account (USoA), iv) Compliance with API feeder streaming, v) Compliance with the Order on capping of estimated bills, vi) Compliance with the implementation of forum decisions, vii) Compliance with service standards for the resolution of complaints received through the NERC contact centre and NERC headquarters

ii. Drive increased operational performance across the DisCos thereby improving energy delivery to customers.
iii. Drive DisCos towards achieving customer-centric operations and enhanced efficiency, which will consequently boost customer satisfaction.
iv. Reinforce market discipline and ensure that DisCos commercial performance sets them on the path of long-term financial sustainability.

The top management of DisCos shall be accountable for achieving the KPIs and their performance shall be assessed periodically based on the review cycle for each KPI as contained in the Order. Furthermore, the Orders contain the consequential regulatory intervention which the Commission may exercise when a DisCo fails to comply with the targets set for each KPI.

C. Order No: NERC/2024/097 – Revised Order on the Transition Accounting Treatment of Tariff-Related Liabilities in the Financial Records of Market Participants - July 2024. The Order became effective on 05 July 2024 and the objectives include:

i. Ensure that no new tariff shortfall liability accrues in the financial records of DisCos.
ii. Completely remove the encumbrances relating to tariff shortfall liabilities in the books of DisCos to improve their creditworthiness for the purpose of raising capital towards the improvement of electricity networks and service delivery.
iii. Re-affirm the list of funding sources available to NBET and authorise NBET to issue credit notes to DisCos against payments made to GenCos covering tariff shortfall liabilities to include funds provided under various sources[17]:

The incidence of non-cost reflective tariffs in the NESI has over the years resulted in the accumulation of tariff shortfall liabilities in the financial records of DisCos thereby eroding their creditworthiness. Tariff-related revenue shortfalls represent the policy cost of providing subsidies to customers as defined by the FGN. The continued recognition of this FGN obligation as liabilities in the financial records of DisCos is therefore considered inappropriate under the current market structure. The Order provides that NBET shall invoice DisCos for the approved "DisCos' Remittance

[17] i) Payment Assurance Facility or other funding sources in the PSRP financing plan; ii) Direct budgetary appropriation to NBET; iii) Payments made by the Federal Ministry of Finance (FMoF) to GenCos for the purpose of settling NBET's obligation arising from shortfall; iv) Other payments by FMoF from other miscellaneous sources; v) Payments made by NBET from any other source not explicitly listed in the Order

Obligation" (DRO) as the full and final energy invoice to the DisCos on a monthly basis and record applicable tariff shortfall portion of the monthly generation invoices as a receivable from the FGN.

D. Order No: NERC/2024/058 – Order on the Transition to Bilateral Trading in the NESI. The Order became effective on 25 July 2024 and was driven by the recognition that the global best practice for bulk energy trading involves the execution of fully effective PPAs between GenCos and DisCos, backed by effective fuel supply agreements and bank guarantees to cover payment obligations to ensure an electricity market with certainty in performance obligations. The objectives of the Order include:

   i. Steer the electricity market towards bilateral contracting for energy and capacity between generation and/or trading licensees with distribution licensees thus limiting the fiscal exposure of the Federal Government to market risks.
   ii. Foster a more competitive market structure as envisioned by the EA by repositioning NBET from its current role as the sole bulk electricity trader in the NESI.
   iii. Transition the contractual framework for bulk energy trading in the NESI to "take-or-pay" contracts thereby fostering increased certainty and market discipline among market participants.
   iv. Allow DisCos to explore opportunities for increased optimisation/firming up of their wholesale energy offtake, and a reduction of their vesting contract capacity with NBET for take-and-pay PPAs, thus providing certainty of availability of generation and improvement in quality of supply to end-users.

E. Order No: NERC/2024/002 – Order on the Nomenclature of Generating Plants. The Order became effective on 01 August 2024 and provides that all generation licensees shall ensure that their records are updated in accordance with the new nomenclature and the SO shall update all its data gathering and reporting platforms to ensure compliance with the nomenclature. The objectives of the Order include;

   i. Establish a clear and standardised methodology to identify different power-generating plants to make it easier for stakeholders, including utility companies, grid operators, and the public to recognise and distinguish between various types of power plants.

ii. Achieve standardisation in the nomenclature of generation assets within the NESI to allow for easy identification and network data reporting.
iii. Develop a naming convention that can be seamlessly deployed into the Supervisory Control and Data Acquisition (SCADA) platform, thereby enhancing the safety and efficiency of operations in NESI.
iv. Ensure the alignment of references by operators in the industry and enhance the safe operation of the transmission network with all apparatus connected to the grid.

F. Order Nos: NERC/2024/098–NERC/2024/108 (11 Orders issued to 11 DisCos) – August 2024 Supplementary Order to the Multi-Year Tariff Order for the DisCos. Pursuant to Section 7 of the April 2024 supplementary Orders which provides for monthly tariff reviews, the August 2024 supplementary Orders which became effective on 01 August 2024 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.

Due to the subsistence of the policy direction 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. Order Nos: NERC/2024/110 – Transfer of Regulatory Oversight of the Electricity Market in Oyo State from the Nigerian Electricity Regulatory Commission to the Oyo State Electricity Regulatory Commission (OSERC). The Order became effective on 06 August 2024 and has the following objectives;

i. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Oyo State from the Commission to OSERC 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 Oyo State from the Commission to OSERC 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 Oyo State from the Commission to OSERC.

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

H. Order No: NERC/2024/111 – Transfer of Regulatory Oversight of the Electricity Market in Edo State from the Nigerian Electricity Regulatory Commission to the Edo State Electricity Regulatory Commission (ESERC). The Order became effective on 21 August 2024 and has the following objectives;

i. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Edo State from the Commission to ESERC in accordance with the CFRN and EA.
ii. Provide a transition plan for the transfer of regulatory oversight for the intrastate electricity market in Edo State from the Commission to ESERC 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 Edo State from the Commission to ESERC.

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

I. Order Nos: NERC/2024/114–NERC/2024/124 (11 Orders issued to 11 DisCos) – September 2024 Supplementary Order to the Multi-Year Tariff Order for the DisCos. Pursuant to Section 7 of the April 2024 supplementary Orders which provides for monthly tariff reviews, the September 2024 supplementary Orders which became effective on 01 September 2024 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.

Due to the subsistence of the policy direction 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.

J. Order No: NERC/2024/125 – Transfer of Regulatory Oversight of the Electricity Market in Kogi State from the Nigerian Electricity Regulatory Commission to the Kogi State Electricity Regulatory Commission (KSERC). The Order became effective on 13 September 2024 and has the following objectives;

iv. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Kogi State from the Commission to KSERC in accordance with the CFRN and EA.
v. Provide a transition plan for the transfer of regulatory oversight for the intrastate electricity market in Kogi State from the Commission to KSERC in accordance with the CFRN and the EA.
vi. Address ensuing transitional matters arising from the transfer of regulatory oversight for the intrastate electricity market in Kogi State from the Commission to KSERC.

The Order mandates Abuja Electricity Distribution Plc (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 Kogi State from AEDC.

3.1.3 Directives

The Commission did not issue any Directive to licensees in 2024/Q3. However, the Commission continued to monitor compliance with the provisions of other existing regulations, orders, and standards governing the NESI.

3.2 Licences Issued or Renewed

In 2024/Q3, the Commission issued six (6) new off-grid generation licences [gross capacity of 30.06MW], one (1) on-grid generation licence[18] [gross capacity of 39.00MW] and two (2) new trading licences (Table 11).

Table 11: Licences issued by the Commission in 2024/Q3

SN	Licensee	Location	Capacity (MW)	License Type	Fuel Type
1	Daybreak power Solutions	Ogun State	2.00	Off-grid	Solar
2	Daybreak power Solutions	Ogun State	2.25	Off-grid	Solar
3	Daybreak power Solutions	Ogun State	2.41	Off-grid	Solar

[18] The on-grid generation licence was a renewal for Mabon Limited

SN	Licensee	Location	Capacity (MW)	License Type	Fuel Type
4	Daybreak power Solutions	Lagos State	4.20	Off-grid	Solar
5	TIS Renewable Energy Limited	Lagos State	6.00	Off-grid	Gas
6	Golden penny Power Ltd	Ogun State	13.20	Off-grid	Gas
7	Mabon Limited	Gombe State	39.00	On-grid	Hydro
8	Damcrest Energy Limited	FCT, Abuja	NA	Trading	N/A
9	Zenith point limited	Lagos State	NA	Trading	N/A

3.3 Captive Power Generation Permits

Captive power generation permits are issued to entities that intend to own and maintain power plants exclusively for their own consumption i.e. no sale of electricity generated from the plant to any third party. The Commission approved the grant of captive power generation permits to eleven (11) applicants (gross capacity of 63.36MW) as detailed in Table 12.

Table 12: Captive Generation Plants approved in 2024/Q3

S/N	Company Name	Location/State	Capacity (MW)
1	University of Abuja	Gwagwalada, Abuja	3.00
2	University of Calabar & Teaching Hospital	Cross River State	7.00
3	University of Agriculture Micheal Okpara	Umetuke, Abia State	3.00
4	University of Maiduguri & Teaching Hospital	Main Campus, Borno State	12.00
5	Federal University of Agriculture, Abeokuta	Main Campus, Ogun State	3.00
6	Federal University Gashuwa	Sabon Gari, Yobe State	1.50
7	Nigerian Defence Academy	Kaduna State	2.50
8	Nigeria Breweries Plc (Aba Breweries)	Aba, Abia State	5.60
9	Nigeria Breweries Plc (Ibadan Breweries)	Ibadan, Oyo State	7.20
10	Nigeria Breweries Plc (Ama Breweries)	Ama-Eke Ngwo, Enugu State	10.59
11	Nigeria Breweries Plc (Aba Malting Plant)	Obingwa, Abia State	7.97

3.4 Mini-grid Permits and Registration Certificates

Pursuant to section 165(1)(m) of the EA 2023 which states that the Commission shall *"award licence of mini-grid concessions to renewable energy companies to exclusively serve a specific geographical location indicating aggregate electricity to be generated and distributed from a site with obligation to serve customers to request service",* the Commission continues to encourage the development and utilisation of renewable energy by issuing permits and registration certificates for mini-grid development.

A permit is issued to a mini-grid developer for the construction, operation, and maintenance of mini-grids with distribution capacity above 100kW and generation capacity up to 1MW. The Commission also issues registration certificates to developers for one or more systems with distribution capacity below 100kW. In 2024/Q3, the Commission issued one (1) registration certificate to Cross boundary Energy Access Nigeria Assets Limited.

3.5 Meter Service Providers/Meter Asset Providers

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

The Commission certified seven (7) MSPs – five (5) meter installer companies, and two (2) meter manufacturers in 2024/Q3. The Commission also issued twenty-two (22) permits for MAP. Details of the certified MSPs and MAP are contained in Table 13.

Table 13: Meter Service Providers certified in 2024/Q3

S/N	Name	Authorisation Type
	Meter Service Providers	
1	Bee-Springs Services Ltd	Installer A1
2	Armese Consulting Ltd	Installer A1
3	Shimi H & F Ltd	Installer A1
4	Integrated Power Nigeria Limited	Installer A1
5	Meter Service Hub	Installer A1

S/N	Name	Authorisation Type
6	Amal Technologies Ltd	Manufacturer
7	Sabrud Consortium Nigeria Ltd	Manufacturer
	Meter Asset Providers	
1	Wellsun Intelligent Technology Ltd	MAP
2	Kiggs Meters and Systems Ltd	MAP
3	Skyrun Elec. Smart Metering System	MAP
4	Paktim Engineering Consultants MGT	MAP
5	Skipper Nigeria Limited	MAP
6	Amal Tech Ltd	MAP
7	Morgan Energy Limited	MAP
8	Beacon Energy Development Services Ltd	MAP
9	Anietronic Limited	MAP
10	Utility Performance Limited	MAP
11	Ams Smart Tech Solutions Nig. Ltd	MAP
12	Susej Nigeria Limited	MAP
13	Phisbond Nigeria Limited	MAP
14	Marks & Adams Investment Ltd	MAP
15	Chris Omonri Nigeria Enterprises ltd	MAP
16	TSL Engineering Limited	MAP
17	BTS Power Limited	MAP
18	Chintech Electro Nigeria Limited	MAP
19	Domtech Consult Limited	MAP
20	Dari Investment Limited	MAP
21	Mahashakti Nigeria Limited	MAP
22	Metub 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. 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.

3.6 Hearings and Public Consultations

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 function towards the resolution of disputes between stakeholders is through

hearings[19]. Furthermore, the Business Rules of the Commission- NERC-R-0306 allows the Commission to undertake public consultations through which the Commission aggregates input/opinions on licensee applications and regulatory instruments which are being drafted or reviewed. During the quarter (2024/Q3) the Commission conducted administrative proceedings in the form of hearings to consider the petitions filed by different stakeholders on issues pertaining to the provision and utilisation of electricity services. The details of the hearings are contained in Table 14.

Table 14: Hearings conducted by the Commission in 2024/Q3

S/N	Parties	Petition	Date of Hearing	Update
1	Ikeja Electric Plc, Eko Electricity Distribution Plc, Incorporated Trustees of Hotel Owners and Managers	Petition against the April and May 2024 Supplementary Orders to the Multi-Year Tariff Order	11 July 2024	A ruling has been issued
2	Abuja Electricity Distribution Plc, Zeberced Quarry Limited, Mainstream Energy Services Limited, TCN	Petition filed by AEDC against Zeberced Quarry Limited to regularise its contractual relationship and pay for loss of revenue.	23 July 2024	A ruling has been issued
3	Incorporated Trustees of Royal Garden Estate, Eko Electricity Distribution Company, Trojan Estates Limited, Solar Gardens Projects Limited	The Estate Association filed an application against bulk billing	07 August 2024	The petition is Sub judice
4	NBET	Hearing on NBET's application for renewal of its license	12 September 2024	Completed. The licence has been renewed.
5	Ibadan Electricity Distribution Company, Phoenix Steel Mills	Petition against the grant of eligible customer	15 September 2024	A ruling has been issued

3.7 Compliance and Enforcement

Section 64(1) of the EA 2023 mandates all licensees to comply with the provisions of their licences, regulations, codes, orders and other requirements issued by the Commission. The Commission is responsible for evaluating the compliance of all its licensees/permit-holders and carrying out enforcement actions against infractions based on the provisions of the Act and other extant regulatory instruments.

Pursuant to the provisions of Section 76 of the EA 2023, the Commission issued six (6) Rectification Directives (RD) and ten (10) Notices of Intention to Commence

[19] Hearings are proceedings pursuant to the provisions of the Electricity Act through which the Commission seeks additional information on petitions or any matter filed before it by market participants or consumers in order to make a final decision.

Enforcement (NICE) for different breaches/defaults in 2024/Q3 (full list and further details can be found in Table 15).

3.8 Alternative Dispute Resolution

Pursuant to the provisions of section 42.3.7 of the Market Rule, the Commission has established an Alternative Dispute Resolution (ADR) process to resolve disputes between market participants in the NESI. This includes the constitution of a Dispute Resolution Panel (DRP) and the appointment of a Dispute Resolution Counsellor (DRC). No disputes were brought before the DRP during this quarter.

Table 15: Compliance and Enforcement Actions of the Commission in 2024/Q3

SN	RD/NICE/Fine	Licensee	Date of Issuance	Deadline
	Rectification Directive			
1	Failure to meter 15 customers within the prescribed 10-day period after payment	IBEDC	20 August 2024	03 September 2024
2	Failure to file audited financial statements	Various off-grid licensees[20]	30 August 2024	13 September 2024
3	Failure to adequately show compliance with post-incident remedial actions directed by the Commission	TCN	09 September 2024	23 September 2024
4	Failure to submit 2024/Q2 accident prevention/reduction strategy	EKEDC, Nigerian Agip Oil Company Limited, Shell Petroleum Development Company Limited	18 September 2024	25 September 2024
5	Non-compliance with forum decision	Ikeja DisCo	06 September 2024	13 September 2024

[20] The licensees include ABV Utility Limited, African Oxygen & Industrial Gases Limited, Aggreko Projects Limited, Ariaria IPP Limited, Babcock consulting Limited, Bayshore Technologies Limited, Central Electricity & Utilities Limited, CET Power Projects Limited, CKS Power Nigeria Limited, Constant Independent Electric Power Distribution Company, Contour Global Solutions (Nig.) Limited, CPGN Limited, Cross-boundary energy Nigeria Limited, Daybreak Power Solutions Limited, Eko utilities limited, Elektron Energy, Energy Company of Nigeria Plc., Gateway Electricity Limited, GEL Utility Limited, Genco Atlantic power Company Limited, Geometric, Power Aba Limited, Green Energy International Limited, Hamakang Global Services Limited, Haske Solar Company Limited, Ibom Utility Company Limited, Income Electrix Limited, Isolo Power Gen Limited, Kano Hydro & Energy, Development Company Limited, Konexa Solar 1 limited, Ladol Integrated logistics, Freezone Enterprise, LBL Power & Gas Company Limited, MBH Power Limited, Notore Power & Infrastructure Limited, Otakikpo Independent electricity, Distribution Company, Pulkit Powers Limited, PZ Power Company Limited, Quest Oil & Engineering Services limited, Shoreline Power Company Limited, Tofu Energy & Power Company Nigeria Limited, Tower Power utility Limited, Unipower Agbara Limited, Uraga Power Distribution Company Limited, Viathan Engineering Limited, Wedotebary Nigeria Limited, Westcom Tech. & Energy Services Limited.

6	Non-compliance with the Commission's decision regarding complaint by KYC estate	Abuja DisCo	24 September 2024	30 September 2024
	Notice of Intention to Commence Enforcement (NICE)			
7	Non-compliance with the Commission's directives against bulk-billing	Enugu DisCo	13 September 2024	27 September 2024
8	Non-metering of MD customers	Port Harcourt and Enugu DisCos	08 July 2024	15 July 2024
9	Decommissioning of 7,319 meters without the Commission's prior consent	Ibadan DisCo	05 July 2024	19 July 2024
10	Health and safety infractions	Kano DisCo	20 August 2024	03 September 2024
11	Non-compliance with the Commission's post-incident recommendations	Enugu DisCo	09 September 2024	23 September 2024
12	Failure to submit reports on standardisation of network infrastructure for 2024/Q2	Enugu and Eko DisCos	30 August 2024	13 September 2024
13	Health and safety infractions	Ibadan DisCo	05 September 2024	19 September 2024
14	Non-compliance with the Commission's directives on faulty transformer replacement	Abuja DisCo	21 August 2024	05 September 2024
15	Non-compliance with the Commission's directives against bulk-billing	Eko DisCo	13 September 2024	27 September 2024
16	Health and safety infractions	Kano DisCo	11 September 2024	25 September 2024

04 Consumer Affairs

4.0 CONSUMER AFFAIRS

4.1 Consumer Enlightenment and Stakeholder Engagements

The Commission's main consumer education and enlightenment mechanisms are town hall meetings and customer complaints resolution meetings. These are used to enlighten consumers/stakeholders on the Commission's activities, regulatory instruments, consumer rights and obligations and to ensure swift resolution of complaints. These fora also provide avenues for the Commission to gather feedback from consumers which is beneficial to the Commission in its decision-making processes.

As part of its routine activities, the Commission also engages relevant stakeholders and the wider public to apprise them of the Commission's activities. The main avenues for the interface between the Commission and stakeholders are:

- NESI stakeholder meetings
- Trainings/Workshops
- General stakeholder engagement activities

The details of these engagements are shared with the public via the Commission's social media accounts (LinkedIn, X and Instagram). In addition to the update on the engagement activities, the Commission also uses these channels to address relevant issues including:

- Consumer rights and obligations
- Service delivery standards
- NESI performance factsheets
- Regulatory instruments issued by the Commission
- Summary of the statutory reports of the Commission

In 2024/Q3, the Commission held two (2) town hall meetings in Gombe (18-20 July 2024 and Calabar (08-10 August 2024). Some of the major issues that were discussed at the town hall meetings include:

- Serviced 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.

The Commission also continued to sponsor radio jingles across radio stations throughout the country. These jingles educate customers on complaint redress mechanisms and provide addresses of NERC Forum Offices.

4.2 Metering End-Use Customers

As of 30th September 2024, 6,156,726 (46.15%) out of the 13,339,635 registered electricity customers across the twelve (12) DisCos were metered (breakdown contained in Table 16).

Table 16: Metering Progress as of 2024/Q3

DisCos	Total No. of Registered Customers	No. of Metered Customers	Metering Rate (%)
Aba	202,523	76,052	*37.55*
Abuja	1,263,483	896,753	*70.97*
Benin	1,402,484	689,122	*49.14*
Eko	724,213	455,496	*62.90*
Enugu	1,396,440	654,770	*46.89*
Ibadan	2,582,740	1,114,609	*43.16*
Ikeja	1,249,385	956,469	*76.56*
Jos	752,943	253,792	*33.71*
Kaduna	881,749	214,113	*24.28*
Kano	883,742	214,650	*24.29*
Port Harcourt	1,179,194	512,429	*43.46*
Yola	820,739	118,471	*14.43*
Total	13,339,635	6,156,726	*46.15*

*Metering rate: Red <50, Amber 50≤70, Green ≥70

During 2024/Q3, 184,507 end-user customers were metered across all the DisCos with Ikeja, Ibadan and Abuja DisCos recording the highest number of meter installations – they accounted for 25.45%, 21.48% and 14.61% respectively, of the total installations. Relative to 2024/Q2 when 51,826 customers were metered, there was a +256.01% increase in the total number of customers metered in 2024/Q3.

All DisCos except Aba (-43.90%), Kaduna (-24.69%) and Jos (-9.31%) recorded improvements in the number of meter installations. Eko, Ibadan, Ikeja and Benin DisCos recorded the greatest improvements of +2,120%, +575.60%, +417.40%, and +389.32% respectively in the number of meter installations compared to 2024/Q2 (Table 17).

Table 17: Meter Deployment by DisCos 2024/Q3 vs. 2024/Q2

DisCos	Total No. of metered customers as of 2024/Q3	No. of customers metered in 2024/Q3	No. of customers metered in 2024/Q2	Change in metering (%)
Aba	76,052	4,928	8,784	*-43.90*
Abuja	896,753	26,951	11,733	*129.70*
Benin	689,122	17,175	3,510	*389.32*
Eko	455,496	17,982	810	*2,120.00*
Enugu	654,770	19,075	4,241	*349.78*
Ibadan	1,114,609	39,624	5,865	*575.60*
Ikeja	956,469	46,959	9,076	*417.40*
Jos	253,792	2,824	3,114	*-9.31*
Kaduna	214,113	1,845	2,450	*-24.69*
Kano	214,650	*767*	418	*83.49*
Port Harcourt	512,429	6,377	1,825	*249.42*
Yola	118,471	-	-	-
Total	6,156,726	184,507	51,826[21]	*256.01*

Out of the 184,507 end-use customers metered in 2024/Q3, 178,715 (96.86%) of customers were metered under the MAP framework, 3,508 (1.90%) were metered under the Vendor Financed framework, and 2,298 (1.24%) were metered under the DisCo Financed framework[22]. Further details on the metering progress under the

[21] Upon data reconciliation, the number of meters installed across all metering schemes in 2024/Q2 was 51,826 as against 49,188 reported in the 2024/Q2 report.

[22] There are 5 metering frameworks contained in the Commission's updated MAP & NMMP Regulations (NERC-R-113-2021). They are:

- Meter Asset Provider: This framework aims to provide for the provision and maintenance of end-user meters as a service by third-party investors on which customers benefitting from such meters pay a Metering Service Charge (MSC) to cover the cost of metering service.
- 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.
- Vendor Finance: 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.

NMMP, MAP as well as Vendor and DisCo financed frameworks are presented in appendices X, XI and XII respectively.

Under the MAP framework, a total of 178,715 meters were installed in 2024/Q3 representing a +399.55% increase compared to the 35,775 MAP meter installations recorded in 2024/Q2. Ikeja (46,819), Ibadan (39,603) and Abuja (26,376) DisCos recorded the highest number of installations under the MAP framework during the quarter with 26.20%, 22.16% and 14.76% of the total installations respectively.

During the quarter, there was no meter installation under the NMMP framework[23]. Abuja, Eko, Ibadan, Ikeja, Jos and Port Harcourt DisCos have exhausted their meter allocations under the NMMP phase 0 and hence have achieved a 100% utilisation rate. Benin, Kaduna and Yola still have significant allocations under the NMMP which they are yet to utilise (Table 18).

Table 18: Meter Installations under the National Mass Metering Programme (NMMP)

DisCos	Meters Contracted	Total Installations	Utilisation Rate (%)
Abuja	100,475	100,475	*100.00*
Benin	90,870	80,156	*88.21*
Eko	79,178	79,010	*99.79*
Enugu	92,381	91,512	*99.06*
Ibadan	117,379	117,379	*100.00*
Ikeja	111,703	111,703	*100.00*
Jos	96,096	95,765	*99.66*
Kaduna	69,152	47,907	*69.28*
Kano	87,747	83,480	*95.14*
Port Harcourt	82,720	82,720	*100.00*
Yola	85,376	53,003	*62.08*
Total	1,013,077	943,110	*93.09*

- Self-funded by DisCos: 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.
- 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.

[23] With the winding down of Phase 0 of the NMMP, meter installations under the framework will no longer be reported. Reporting will be resumed when the Federal Government commences any new national metering scheme/initiative.

4.3 Customer Complaints

In furtherance of its mandate as contained in 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 are:

A. NERC Customer Complaint Unit (NERC-CCU): This is a unit at the Consumer Affairs Division of the Commission dedicated to the resolution of complaints received directly from customers. Customers can lodge complaints at the NERC-CCU via emails, letters or phone calls (through the NESI Call Centre).

B. DisCo Customer Complaint Unit (DisCo-CCU): This is a department in a DisCo that is dedicated to the receipt and resolution of complaints from customers. 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 happy with the resolution of their complaints at the DisCo-CCU. The Commission set up Forum Offices to hear and resolve customer complaints not satisfactorily resolved at the DisCo-CCUs. As of 30th September 2024, the Commission had thirty-three (33) operational Forum Offices in thirty-one (31) states and the FCT, Abuja. The details including names, addresses and contacts of the Commission's Forum Offices are contained in Appendix XVI.

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 Customer Protection Regulation (CPR) 2023. 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 oversee customer complaints from the state. The 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.

D. Power Outage Reporting System (PORS): This is a mobile application designed for electricity customers to report outages in real-time. The pilot phase for the operationalisation of the PORS has already started with AEDC and there are clear timelines for the extension of the system to other DisCos once the pilot phase is completed.

4.3.1 NERC-CCU

In 2024/Q3, 5,287 complaints were received at the Commission's CCU and 1,647 were resolved corresponding to a 31.15% resolution rate. This resolution rate represents a +8.77pp increase compared to the 22.38% resolution rate recorded in 2024/Q2. Customers of Ikeja and Eko DisCos lodged 2,401 and 1,073 complaints accounting for 45.41% and 20.30% respectively of the total complaints lodged at NERC-CCU. Conversely, Aba Power had the lowest number of complaints with 10 (0.19%). The Commission notes the poor resolution rate (31.15%) of complaints lodged at the NERC-CCU in 2024/Q3 and is taking steps to improve the speediness of complaints resolution by DisCos.

During the quarter, customer complaints about billing constituted 34.37% of the total complaints. Other common issues among the 5,287 complaints received were metering (29.98%), tariff band (13.60%) and service interruption (12.24%). These four (4) complaints categories cumulatively accounted for 90.18% of the total complaints in the quarter (Figure 10). The complaints on billing that were resolved during the quarter resulted in a credit adjustment on customers' bills to the tune of ₦207,442,190 (Appendices XIV and XV).

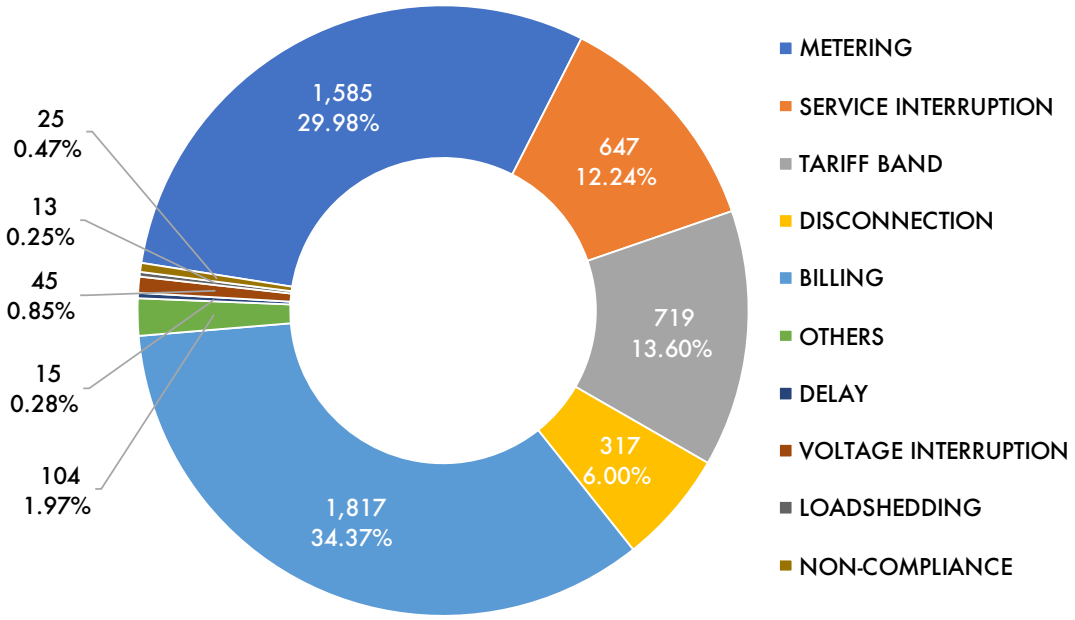


Figure 10: Category of complaints received at the Commission's CCU in 2024/Q3

4.3.2 DisCo-CCUs

The number of complaints received by DisCos in 2024/Q2 and 2024/Q3 are contained in Table 19. The total number of complaints received in 2024/Q3 was 328,696 across all DisCos; this translates to a +14.35% increase compared to the 287,441 received in 2024/Q2. Eko DisCo received the highest number of complaints (64,987) representing 19.77% of total complaints received. Yola DisCo received the least number of complaints (2,583) representing 0.79% of total complaints received.

Table 19: Complaints Received by DisCos in 2024/Q2 vs. 2024/Q3

DisCos	No. of complaints received in 2024/Q2	No. of complaints received in 2024/Q3	Change in No. of complaints received	Change in No. of complaints received (%)
Aba	4,279	4,933	654	*15.28*
Abuja	25,893	31,407	5,514	*21.30*
Benin	6,020	11,809	5,789	*96.16*
Eko	53,377	64,987	11,610	*21.75*
Enugu	22,020	20,769	-1,251	*-5.68*
Ibadan	51,718	56,597	4,879	*9.43*
Ikeja	20,536	22,971	2,435	*11.86*
Jos	20,013	20,782	769	*3.84*
Kaduna	6,546	7,405	859	*13.12*
Kano	18,073	27,511	9,438	*52.22*

DisCos	No. of complaints received in 2024/Q2	No. of complaints received in 2024/Q3	Change in No. of complaints received	Change in No. of complaints received (%)
PH	56,928	*56,942*	14	*0.02*
Yola	2,038	*2,583*	545	*26.74*
Total	287,441	328,696	41,255	*14.35*

Benin (+96.16%), Kano (+52.22%), Yola (+26.74%), Eko (+21.75%) and Abuja (+21.30%) DisCos recorded the most significant increase in the number of customer complaints received in 2024/Q3 compared to 2024/Q2. Only Enugu (-5.68%) DisCo recorded a decrease in the number of customer complaints received between 2024/Q2 and 2024/Q3.

The most common issues among the 328,696 complaints received by DisCos in 2024/Q3 were metering (41.95%), billing (21.28%), and service interruption (7.05%). These three (3) complaints categories cumulatively accounted for 70.28% of the total complaints in the quarter (Figure 11).

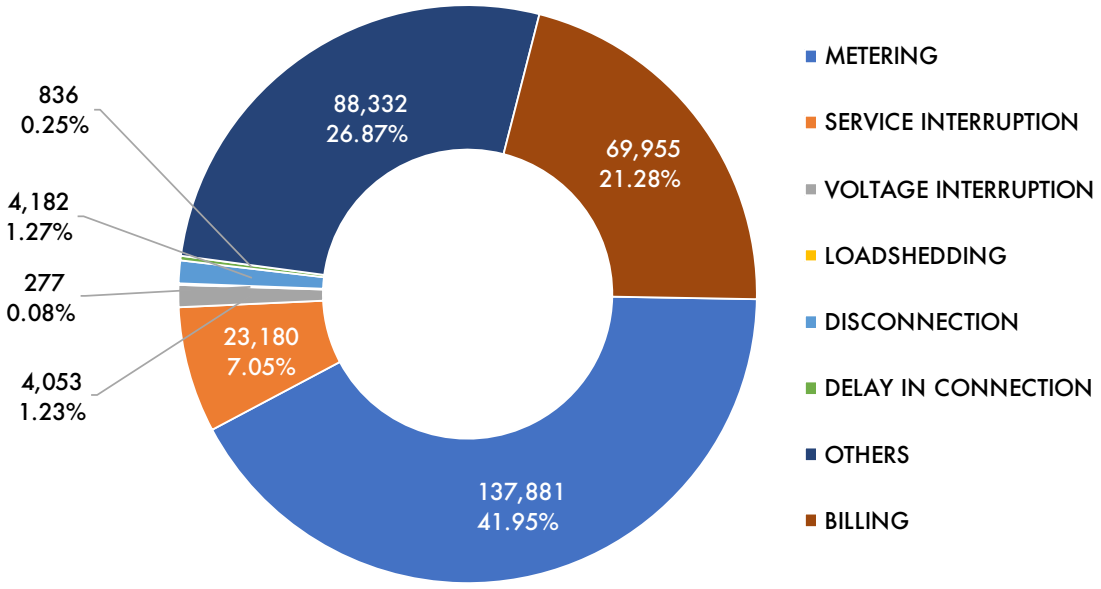


Figure 11: Category of complaints received by DisCos in 2024/Q3

4.3.3 Forum Offices

The summary of the appeals received across the Forum Offices is presented in Table 20. Through 2024/Q3, there were 3,202 active appeals (1,035 pending appeals from 2024/Q2 and 2,167 new appeals in 2024/Q3) across the 33 Forum Offices.

This represents a +21.98% increase compared to the 2,625 active appeals in the previous quarter (2024/Q2). Compared to 2024/Q2, the pending appeals carried over in the quarter (2024/Q3) increased by 130 (+14.36%) while new appeals increased by 447 (+25.99%). The Forum Offices serving Ibadan DisCo have the highest number of active appeals (1,032); representing 32.23% of the total while the Forum Office serving Aba has the fewest (6) in 2024/Q3.

The total number of Forum sittings in 2024/Q3 increased by +2.67% from 75 sittings in 2024/Q2 to 77. Cumulatively, the Forum Offices recorded an increase of +4.00pp in appeal resolution rate between 2024/Q2 and 2024/Q3; 54.90% vs. 58.90%. The increase in complaint resolution rate despite the significant increase in active appeals between 2024/Q2 and 2024/Q3 can be attributed to the increase in number of sittings and the increased effectiveness of the forum at resolving complaints. The Commission will continue efforts to ensure that the forum panels sit regularly to increase the resolution rate and reduce the number of pending appeals carried over across quarters.

Table 20: Appeals handled by Forum Offices in 2024/Q3

DisCos	Forum Offices	Appeals Received[1]	Appeals Resolved[2]	Appeals Pending[3]	No. of Sittings
Abuja	Abuja, Lafia & Lokoja	93	59	34	7
Aba	Umuahia	6	0	6	0
Benin	Asaba & Benin	128	74	54	5
Eko	Eko	270	175	95	6
Enugu	Abakaliki, Akwa, Enugu, Owerri, & Umuahia	471	332	139	19
Ibadan	Ibadan, Abeokuta, Ilorin & Osogbo	1,032	491	481	20
Ikeja	Ikeja	719	414	305	6
Jos	Bauchi, Gombe, Jos & Makurdi	70	30	38	1
Kaduna	Gusau, Kaduna, Kebbi & Sokoto	47	26	19	3
Kano	Jigawa, Kano & Katsina	29	16	9	1
P/Harcourt	Calabar, Port Harcourt & Uyo	308	256	49	9
Yola	Yola, Damaturu	29	13	16	0
All DisCos	All Forum Offices	3,202	1,886	1,234	77

[1]Appeals received include outstanding appeals from the preceding quarter. [2.] Appeals resolved excludes 64 appeals rejected and 18 appeals withdrawn. [3.] Appeals are still within the regulatory timeframe of 2 months to resolve.

The breakdown of the various categories of active appeals at the Forum Offices in 2024/Q3 is contained in Figure 12. Similar to 2024/Q2, appeals related to billing were the most prevalent, accounting for 50.21% of the total appeals received

(2024/Q2 – 55.93%). Appeals related to metering and disconnection represented 31.98% and 6.09% of the appeals, respectively. The Commission is working on interventions to improve the quality of customer complaint resolution at the DisCo-CCU to resolve effectively and reduce the number of appeals filed at the Forum Offices.

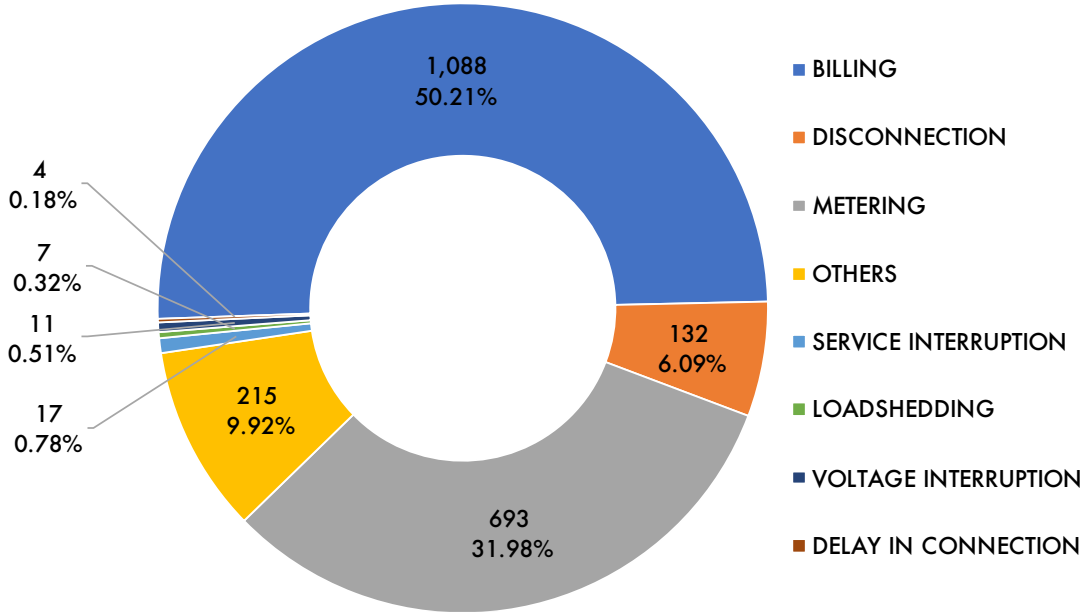


Figure 12: Category of Complaints Received by Forum Offices in 2024/Q3

4.4 Health and Safety

Pursuant to Section 34(1)(e) of the EA 2023 which mandates the Commission to "*ensure the provision of safe and reliable electricity to consumers*", the Commission monitors the health and safety performance of the NESI. Licensees are mandated to submit monthly Health and Safety reports to the Commission in accordance with the requirements of their licence. In 2024/Q3, out of the 99 mandatory health and safety reports expected to be received from licensees, only 96[24] reports were received.

The Commission will continue to enforce 100% reporting compliance by licensees as contained in the terms and conditions of their respective licences, and apply sanctions where applicable.

[24] The licensee with outstanding report is Paras Energy with one outstanding report each for July, August and September.

Statistics of accidents in the NESI for 2024/Q3 are presented in Table 21. Relative to 2024/Q2, the number of accidents decreased by -11.11% (63 to 56), the number of fatalities decreased by -14.71% (34 to 29) but the number of injuries increased by +64.71% (17 to 28).

Table 21: Health and Safety (H&S) Reports in 2024/Q2 vs. 2024/Q3

Item	2024/Q2	2024/Q3	Net Change
Number of Accidents	63	56	-7
Number of fatalities (employees & third parties)	34	29	-5
Number of Injuries	17	28	+11

During the quarter (2024/Q3), only Egbin recorded a casualty among the GenCos while among the DisCos, NESCO was the only DisCo that did not record any casualty[25]. Out of the fifty-seven (57) casualties reported in the quarter, the licensees with the highest number of casualties were Ibadan (11), Kaduna (10) and Abuja (7) DisCos which represented 19.30%, 17.54%, and 12.28% of the total respectively.

As observed in previous quarters, DisCos continue to account for the majority of the safety challenges experienced in NESI. Cumulatively, they accounted for 92.98% of causalities recorded in 2024/Q3 having accounted for 98.48%, 96.30% and 100% in 2023/Q4, 2024/Q1 and 2024/Q2 respectively.

Furthermore, TCN (22) and Jos (1) DisCo recorded damage to property/infrastructure due to explosions, fire outbreaks or acts of vandalism in 2024/Q3.

The accident report showing licensees with casualties during the quarter is detailed in Figure 13.

[25] Casualty refers to the count of injuries and deaths arising from any safety accident/incident.

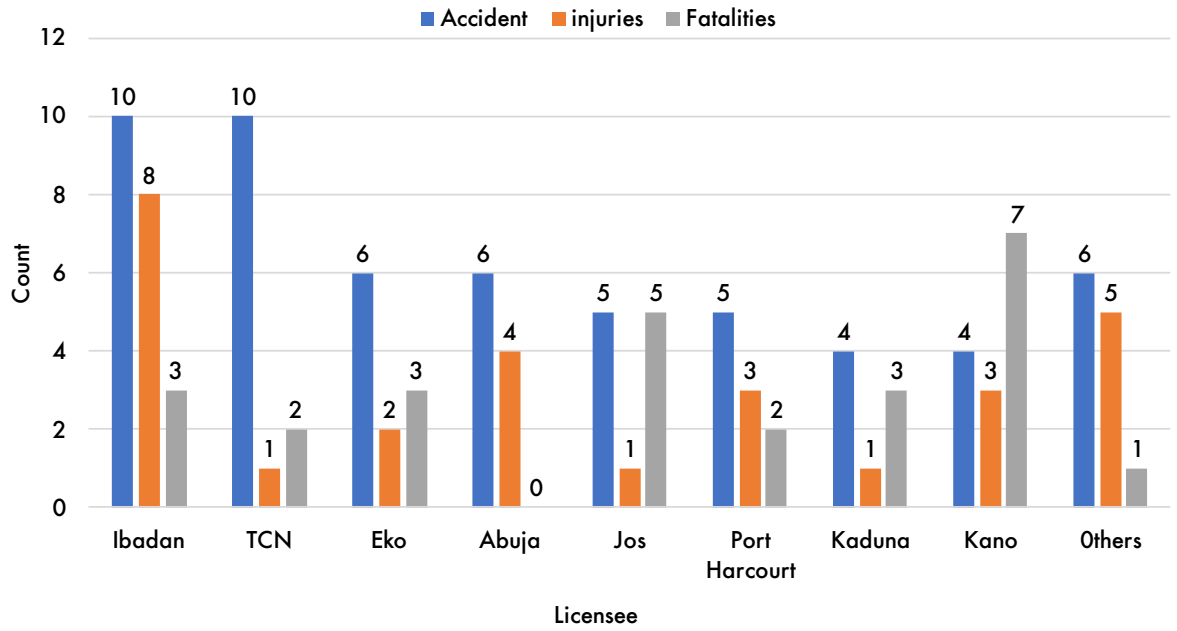


Figure 13: Accident Report for 2024/Q3

The breakdown of the causes of causalities arising from the accidents reported in 2024/Q3 is contained in Table 22.

Table 22: Causes of casualties recorded in 2024/Q3

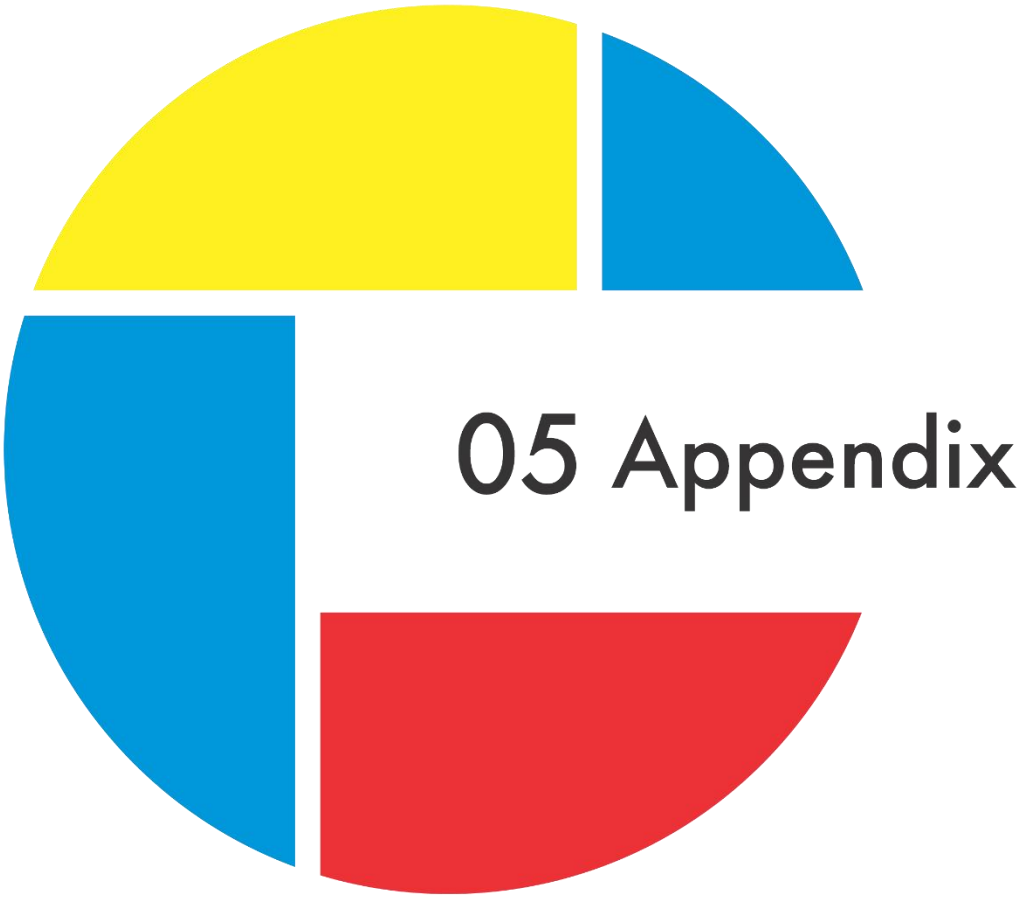
Cause of Casualty	Number of Fatalities	Number of Injuries
Wire snaps	14	4
Illegal/unauthorised access	4	2
Vandalism	4	1
Unsafe acts/conditions	6	18
Falls from height	1	2

The Commission has initiated investigations into all reported accidents and will enforce appropriate actions where necessary. Furthermore, the Commission continues to closely monitor the implementation of licensees' accident reduction strategy for the NESI. The Commission also organises various programs such as the Health and Safety Manager's Meeting, aimed at improving the health and safety performance of the NESI.

The biannual Health and Safety Manager's Meetings organised by the Commission with compliance and regulatory officers of licensees are aimed at discussing the reporting obligations of licensees as well as health and safety matters. During the meetings, licensees' scorecards on compliance with health and safety standards,

forum office decisions, and key performance indicators are discussed while highlighting areas of improvement. The Commission shall continue to ensure that all licensees comply with the subsisting performance standards in the NESI.

In addition, the Commission oversees settlement processes between licensees and families of accident victims in the NESI. This is to ensure transparency of the settlement process and to help the victim's family secure fair compensation for losses suffered. In 2024/Q3, the Commission oversaw the successful conclusion of three (3) compensation negotiations between licensees and families of victims of accidents.



05 Appendix

5.0 Appendix

Appendix I: Definition of Terms

Term	Definition
Accident	This is an incident that happens unexpectedly and unintentionally, typically resulting in damage, injury, or fatality
Available Capacity	This is the maximum rated output (MW) of a power plant over a specified period declared by the operator when restricted by factors such as feedstock availability, mechanical availability, environmental conditions, etc.
Bilateral customers	These are customers who purchase electricity directly from GenCos without a middleman (e.g., bulk trader).
Cost-reflective tariff	This is a tariff that if charged to consumers will allow for 100% recovery of the costs incurred in the production, transmission, distribution, and supply of electricity as well as guaranteeing regulatory approved profit margin for the operators.
Energy offtake	This is the process by which distribution companies receive and supply energy to end-use consumers
Feedstock	This refers to the type of fuel (e.g., gas, water) required to power a generating plant
Installed capacity	This is the maximum rated output of a power plant under specific conditions designated by the manufacturer
Load factor	This is a measure of the utilisation of a power plant's 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).
Mini-grid	This is an electricity supply system with its own power generation capacity, supplying electricity to more than one customer and which can operate in isolation from or be connected to a distribution network
Orders	A series of directives/instructions issued by the Commission to Licensees in response to a particular event/situation
Plant Availability Factor	This is a parameter that measures the proportion of a plant's installed capacity which is available for the generation of electric energy.
Regulations	A set of rules that the Commission may issue from time to time to optimise the performance of licensees to give effect to the object of the EA 2023
Service-based tariff	Service-based tariff is a pricing system under which consumers are charged varying tariffs dependent on the average number of hours of supply they receive per day.
Total Energy Generated	This refers to the total energy generated (GWh) by a power plant during the period under review

Appendix II: Old and New Names of Generating Plants in the NESI

S/N	Old Name	New Name
1	Shiroro	Shiroro_1
2	Kainji	Kainji_1
3	Jebba	Jebba_1
4	Dadin-Kowa	Dadin-Kowa_1
5	Zungeru	Zungeru_1
6	Egbin ST (1-6)	Egbin_1
7	Sapele Steam	Sapele Steam_1
8	Delta	Delta_1
9	Geregu	Geregu_1
10	Omotosho	Omotosho_1
11	Olorunsogo	Olorunsogo_1
12	Afam IV-V	Afam_1
13	Sapele NIPP	Sapele_2
14	Alaoji NIPP	Alaoji_1
15	Geregu NIPP	Geregu_2
16	Olorunsogo NIPP	Olorunsogo_2
17	Omotosho NIPP	Omotosho_2
18	Ihovbor NIPP	Ihovbor_1
19	Gbarain NIPP	Gbarain_1
20	Okpai	Okpai_1
21	Afam VI	Afam_2
22	AES	AES_1
23	Omoku	Omoku_1
24	Azura IPP	Ihovbor_2
25	Ibom Power	Ibom Power_1
26	Trans Amadi	Trans Amadi_1
27	Rivers IPP	Rivers_1
28	Odukpani	Odukpani_1
29	Paras Energy	Ikeja_1
30	Taopex Energy	Igbafo_1

Appendix III: Energy Generation in 2024/Q2 vs. 2024/Q3

GenCos	Available Capacity (MW)		Average Daily Generation (MWh)		Quarterly Generation (GWh)	
	2024/Q2	2024/Q3	2024/Q2	2024/Q3	2024/Q2	2024/Q3
Afam_1	19.19	54.12	405.84	1,198.86	36.93	110.29
Afam_2	275.72	330.61	6,383.00	7,850.09	580.85	722.21
Alaoji_1	0.18	0.00	0.00	-	0.00	-
Ihovbor_2	452.00	388.03	9,567.64	7,869.02	870.65	723.95
Dadin-Kowa_1	6.42	35.72	150.24	843.12	13.67	77.57
Delta_1	347.33	366.12	8,053.25	8,186.21	732.85	753.13
Egbin_1	659.27	528.27	14,919.90	10,993.52	1,357.71	1,011.40
Geregu_1	150.42	141.24	3,433.86	2,882.79	312.48	265.22
Geregu_2	183.26	185.53	3,767.40	2,433.01	342.83	223.84
Ibom Power_1	91.67	51.47	1,525.56	1,053.49	138.83	96.92
Ihovbor_1	0.13	44.57	0.00	589.47	0.00	54.23
Jebba_1	296.68	436.87	6,214.26	8,610.79	565.50	792.19
Kainji_1	300.65	374.06	6,827.68	8,320.17	621.32	765.46
Odukpani_1	300.96	265.81	6,647.56	4,889.91	604.93	449.87
Okpai_1	206.98	292.09	4,151.31	6,009.93	377.77	552.91
Olorunsogo_1	79.53	146.35	1,857.32	3,441.33	169.02	316.60
Olorunsogo_2	14.28	92.99	348.90	1,219.34	31.75	112.18
Omoku_1	46.14	54.30	1,339.92	1,508.92	121.93	138.82
Omotosho_1	75.97	146.14	1,848.49	3,128.92	168.21	287.86
Omotosho_2	0.11	8.44	0.00	39.86	0.00	3.67
Ikeja_1	92.78	97.49	2,077.68	2,073.18	189.07	190.73
Rivers_1	65.38	116.47	1,310.25	1,805.92	119.23	166.14
Sapele_2	0.24	22.63	0.00	288.56	0.00	26.55
Sapele Steam_1	97.08	81.85	2,015.23	1,182.68	183.39	108.81
Shiroro_1	224.89	405.81	4,748.85	7,124.44	432.15	655.45
Igbafo_1	18.78	16.36	253.41	423.93	23.06	39.00
Trans Amadi_1	18.78	4.98	520.62	168.24	47.38	15.48
Zungeru_1	370.96	412.58	8,077.44	8,590.01	735.04	790.28
Total	4,395.77	5,100.90	96,445.64	102,725.70	8,776.55	9,450.76

Appendix IV: Monthly energy offtake and energy billed by DisCos in 2024/Q2 and 2024/Q3

DisCos	Energy Offtake (GWh)						Energy Billed (GWh)						Billing Efficiency	
	2024/Q2			2024/Q3			2024/Q2			2024/Q3			2024/Q2 (%)	2024/Q3 (%)
	Apr	May	June	July	Aug	Sept	Apr	May	June	July	Aug	Sept		
Abuja	361	399	329	378	380	365	277	276	282	307	312	292	*76.68*	*81.00*
Benin	170	202	191	223	227	242	143	167	160	187	192	206	*83.35*	*84.27*
Eko	302	353	287	315	315	352	273	314	258	280	284	314	*89.70*	*89.30*
Enugu	163	169	160	203	212	214	149	167	153	151	165	161	*95.33*	*74.98*
Ibadan	243	310	264	310	318	329	211	276	237	279	288	296	*88.75*	*89.98*
Ikeja	373	417	347	355	372	402	308	336	293	299	320	333	*82.47*	*84.24*
Jos	114	107	112	142	143	146	83	79	80	84	94	91	*72.76*	*62.66*
Kaduna	140	157	146	158	152	135	86	101	93	93	96	97	*63.07*	*64.01*
Kano	143	167	134	165	154	155	103	122	106	137	138	141	*74.63*	*87.38*
P/Harcourt	171	187	173	188	184	187	144	155	145	153	154	162	*83.56*	*83.74*
Yola	48	28	48	57	54	54	46	26	44	45	50	49	*93.94*	*85.73*
All DisCos	2,227	2,497	2,190	2,499	2,522	2,584	1,824	2,019	1,851	2,014	2,092	2,143	*82.34*	*82.15*

Appendix V: Monthly revenue performance and collection efficiency by DisCos in 2024/Q2 and 2024/Q3

	Total Billing (₦' Billion)						Revenue Collected (₦'Billion)						Collection Efficiency	
	2024/Q2			2024/Q3			2024/Q2			2024/Q3			2024/Q2 (%)	2024/Q3 (%)
DisCos	Apr	May	June	July	Aug	Sept	Apr	May	June	July	Aug	Sept		
Abuja	28.70	27.84	27.94	31.05	33.44	34.77	22.92	22.97	24.29	23.86	26.18	28.24	*83.07*	*78.87*
Benin	13.29	14.23	13.71	15.50	16.82	18.45	11.03	10.65	12.27	12.83	13.45	14.80	*82.35*	*80.94*
Eko	27.41	30.87	27.16	31.99	32.85	38.28	24.93	23.92	26.37	28.05	28.71	30.30	*88.03*	*84.40*
Enugu	12.02	15.09	13.75	14.14	15.83	16.75	9.09	10.18	11.11	11.16	12.65	12.25	*74.35*	*77.23*
Ibadan	18.27	23.91	20.82	24.27	24.59	26.10	14.50	14.74	15.02	17.88	18.39	21.32	*70.25*	*76.84*
Ikeja	29.99	32.31	29.96	29.44	33.91	36.38	29.40	26.92	31.02	24.69	26.13	32.71	*94.67*	*83.78*
Jos	8.92	7.15	7.99	8.78	10.32	11.63	6.05	4.71	4.96	6.06	5.61	4.70	*65.37*	*53.29*
Kaduna	8.07	8.63	7.54	8.29	8.06	8.22	5.01	4.67	5.01	4.00	3.61	3.78	*60.62*	*46.42*
Kano	12.53	13.25	11.54	14.92	14.02	14.95	6.66	6.83	8.41	9.30	8.03	3.30	*58.71*	*47.03*
P/ Harcourt	14.01	14.36	13.64	13.97	13.09	14.25	10.78	10.35	11.46	11.28	9.63	8.30	*77.59*	*70.76*
Yola	3.54	1.98	3.08	3.15	3.79	4.04	1.10	1.81	1.87	1.66	1.89	1.85	*55.67*	*49.3%*
All DisCos	176.79	189.65	177.18	195.50	206.71	223.81	141.51	137.80	151.83	150.77	154.31	161.60	*79.31*	*74.55*

Appendix VI: DisCos monthly invoices & remittances to NBET in 2024/Q2 and 2024/Q3

DisCos	Invoice (₦' Billion)						Remittance (₦' Billion)						Remittance Performance	
	2024/Q2			2024/Q3			2024/Q2			2024/Q3			2024/Q2	2024/Q3
	Apr	May	June	July	Aug	Sept	Apr	May	June	July	Aug	Sept	(%)	(%)
Abuja	18.14	19.76	19.81	21.98	20.68	20.41	15.59	16.20	16.18	17.42	18.84	20.43	*83*	*90*
Benin	7.93	9.32	10.23	11.57	10.99	11.62	7.21	6.38	8.32	8.96	9.23	10.53	*80*	*84*
Eko	16.59	19.13	18.82	19.99	18.67	20.58	16.59	18.09	19.17	20.04	18.76	20.62	*99*	*100*
Enugu	6.77	8.23	9.17	10.17	10.39	10.04	5.21	6.31	7.51	7.88	8.67	8.38	*79*	*81*
Ibadan	11.07	13.74	13.95	15.95	15.53	15.63	9.87	9.44	10.18	12.96	13.04	15.42	*76*	*88*
Ikeja	20.29	22.38	22.39	22.46	21.94	23.04	16.57	17.04	18.08	18.35	21.77	23.20	*79*	*94*
Jos	4.48	3.40	4.00	4.77	6.08	4.07	3.59	2.17	2.08	3.67	3.44	2.57	*66*	*65*
Kaduna	5.69	6.63	6.92	7.56	6.72	3.62	1.81	1.81	1.99	2.05	1.74	1.62	*29*	*30*
Kano	6.11	7.37	6.82	8.33	7.62	4.12	4.17	4.11	5.92	6.47	5.33	1.59	*70*	*67*
Port Harcourt	7.34	7.88	8.50	9.26	8.60	8.72	6.15	6.76	6.32	7.96	6.58	5.56	*81*	*76*
Yola	0.80	0.02	0.05	0.60	0.90	0.31	0.27	0.14	0.55	0.60	0.82	0.31	*111*	*95*
All DisCos	105.21	117.88	120.67	132.63	128.11	122.16	87.02	88.50	96.34	106.36	108.21	110.24	*79*	*85*

Notes: 1. Where the remittance by a DisCo for a given period is more than the invoice received (Remittance performance >100%), it reflects payment for outstanding bills/arrears
2. All data is based on MRO/DRO

Appendix VII: DisCos monthly invoices & remittances to MO in 2024/Q2 and 2024/Q3

	Invoice (₦' Billion)						Remittance (₦' Billion)						Remittance Performance	
	2024/Q2			2024/Q3			2024/Q2			2024/Q3			2024/Q2 (%)	2024/Q3(%)
DisCos	Apr	May	June	July	Aug	Sept	Apr	May	June	July	Aug	Sept		
Abuja	3.07	3.54	2.53	2.97	3.36	3.09	2.64	3.95	1.93	2.26	3.00	2.98	*93*	*87*
Benin	1.44	1.77	1.31	1.57	1.80	1.63	1.31	1.59	0.97	1.14	1.45	1.44	*86*	*81*
Eko	2.64	2.14	2.14	2.40	2.66	2.12	2.55	3.21	0.87	1.60	2.48	1.94	*96*	*84*
Enugu	1.38	1.61	1.20	1.02	1.67	1.60	1.06	1.56	0.89	0.75	1.35	1.29	*84*	*79*
Ibadan	2.02	2.64	1.83	2.19	2.56	2.48	1.81	2.60	1.18	1.69	2.08	2.43	*86*	*86*
Ikeja	3.15	3.53	2.45	2.84	3.10	2.89	2.58	3.67	1.85	2.68	2.94	2.74	*89*	*86*
Jos	1.00	1.24	0.94	1.14	1.30	1.19	0.80	0.90	0.21	0.79	0.60	0.65	*63*	*56*
Kaduna	1.18	1.40	1.03	1.31	1.41	1.27	0.38	0.31	0.10	0.16	0.11	0.40	*22*	*17*
Kano	1.19	1.44	0.87	1.26	1.39	1.03	0.81	1.00	0.70	0.92	0.89	0.24	*72*	*56*
Port Harcourt	1.44	1.49	1.13	1.36	1.34	1.31	1.20	1.78	0.74	1.12	0.96	0.78	*92*	*72*
Yola	0.40	0.20	0.43	0.50	0.55	0.45	0.13	1.10	0.33	0.46	0.38	0.45	*150*	*86*
All DisCos	18.90	21.01	15.86	18.57	21.13	19.06	15.26	21.66	9.86	13.59	16.23	15.35	*84*	*77*

Notes: 1. Where the remittance by a DisCo for a given period is more than the invoice received (Remittance performance >100%), it reflects payment for outstanding bills/arrears

Appendix VIII: Domestic and international bilateral customers invoices & remittances to MO in 2024/Q3

	July-24		Aug-24		Sept-24		2024/Q3		2024/Q3	Other Remittances (million)
	Invoice (million)	Remittance (million)	Invoice (million)	Remittance (million)	Invoice (million	Remittance (million)	Invoice (million)	Remittance (million)	Remittance Performance (%)	
International Customers										
PARAS-SBEE ($)	1.18	1.18	0.70	0.70	0.89	0.00	2.79	1.89	*67.87*	0.00
PARAS- CEET ($)	0.00	0.00	0.33	0.33	0.65	0.65	0.98	0.98	*100.00*	0.00
TRANSCORP-SBEE (UGHELI)	0.44	0.44	0.00	0.00	0.37	0.00	0.82	0.45	*54.88*	0.00
TRANSCORP-SBEE (AFAM3)	0.31	0.31	0.54	0.53	0.53	0.00	1.39	0.85	*61.21*	0.00
MAINSTREAM-NIGELEC ($)	1.17	1.17	1.14	1.14	1.11	0.00	3.44	2.32	*67.44*	0.00
ODUKPANI-CEET ($)	0.99	0.00	0.87	0.00	0.89	0.00	2.77	0.00	*0.00*	1.32
Total	4.09	1.92	3.58	1.14	4.43	0.00	12.19	6.49	*53.24*	1.32
Bilateral Customers										
MSTM/INNER GALAXY (₦)										
MSTM/KAM IND. (₦)										
MSTM/KAM INT. (₦)										
MAINSTREAM/PRISM (₦)	426.41	426.41	438.50	438.50	413.66	413.66	1,278.78	1,278.78	*100.00*	0.00
MSTM ZEBERCED (₦)										
MSTM/ADFV (₦)										
NDPHC/WEEWOOD (₦)	21.94	0.00	31.87	0.00	21.06	21.06	74.89	21.06	*28.13*	0.00
NORTH SOUTH/STAR P (₦)	11.16	11.16	11.00	11.00	10.81	0.00	32.98	22.16	*67.21*	9.50
TRANS AMADI/ OAU TRANS AMADI/FMPI	10.65	10.65	9.62	0.81	8.04	0.00	28.32	11.47	*40.50*	22.01
NDPHC/SUNFLAG (₦)	13.29	0.00	13.05	0.00	14.00	0.00	40.35	0.00	*0.00*	0.00
OMOTOSHO II/PULKIT (₦)										
ALAOJI GENCO/APLE (₦)	148.98	100.00	133.42	50.00	156.41	0.00	438.82	150.00	*34.18*	0.00
TAOPEX/KAM INT (₦)	31.15	31.15	51.84	51.84	75.14	0.00	158.14	83.04	*52.49*	0.00
TAOPEX/KAM STEEL (₦)										
SAPELE/PHOENIX	15.60	0.00	16.39	0.00	16.51	0.00	48.51	0.00	*0.00*	0.00
Total	679.18	579.37	705.69	552.15	715.63	434.72	2,100.79	1,566.51	*74.57*	31.51

Appendix IX: Meter installation for all Frameworks (MAP, NMMP, Vendor and DisCo Financed)

DisCos	Meters contracted	Meters installed in 2019	Meters installed in 2020	Meters installed in 2021	Meters installed in 2022	Meters installed in 2023	Meters installed in 2024/Q1	Meters installed in 2024/Q2	Meters installed in 2024/Q3	Total installations since 2019
Aba	24,000	-	-	-	-	9,917	7,817	8,784	4,928	31,446
Abuja	1,000,475	63,925	105,253	87,987	83,494	105,154	21,493	11,733	26,951	505,990
Benin	664,646	1,169	11,154	72,838	6,771	34,344	10,455	3,510	17,175	157,416
Eko	283,178	5,422	32,353	64,618	44,577	36,484	4,637	810	17,982	206,883
Enugu	713,926	17,410	54,603	96,836	57,751	73,256	13,932	4,241	19,075	337,104
Ibadan	1,106,294	4,771	38,403	94,309	146,044	139,138	25,551	5,865	39,624	493,705
Ikeja	1,186,114	22,876	160,469	125,460	145,364	151,197	27,795	9,076	46,959	689,196
Jos	606,096	15	4,673	88,827	19,190	12,937	3,649	3,114	2,824	135,229
Kaduna	519,152	43	8,258	17,942	34,385	10,039	3,027	2,450	1,845	77,989
Kano	562,747	22	3,314	80,969	3,476	2,056	199	418	767	91,221
Port Harcourt	220,044	7,775	36,546	92,543	33,549	48,989	6,278	1,825	6,377	233,882
Yola	749,376	-	478	5,955	30,386	19,295	831	-	-	56,945
Total	7,636,048	123,428	455,504	828,284	604,987	642,806	125,664	51,826	184,507	3,017,006

Appendix X: Meter installation through the NMMP Framework as of 2024/Q3

DisCos	Meters contracted	Meters installed in 2019	Meters installed in 2020	Meters installed in 2021	Meters installed in 2022	Meters installed in 2023	Meters installed in 2024/Q1	Meters installed in 2024/Q2	Meters installed in 2024/Q3	Total installations since 2020
Aba	-	-	-	-	-	-	-	-	-	-
Abuja	100,475	-	17,777	82,698	-	-	-	-	-	100,475
Benin	90,870	-	-	71,734	6,108	2,314	-	-	-	80,156
Eko	79,178	-	69	56,915	15,694	6,328	-	-	-	79,006
Enugu	92,381	-	-	91,238	274	-	-	-	-	91,512
Ibadan	117,379	-	4,985	93,761	18,626	7	-	-	-	117,379
Ikeja	111,703	-	24	111,679	-	-	-	-	-	111,703
Jos	96,096	-	-	86,474	8,709	529	-	-	-	95,512
Kaduna	69,152	-	1,621	15,175	30,724	99	24	264	-	47,907
Kano	87,747	-	11	80,969	2,500	-	-	-	-	83,480
Port Harcourt	82,720	-	14,212	68,508	-	-	-	-	-	82,720
Yola	85,376	-	88	5,955	30,386	16,574	-	-	-	53,003
Total	1,013,076	-	38,787	765,106	113,021	25,851	24	264	-	943,053

Appendix XI: Meter installation through the MAP Framework as of 2024/Q3

DisCos	Meters contracted	Meters installed in 2019	Meters installed in 2020	Meters installed in 2021	Meters installed in 2022	Meters installed in 2023	Meters installed in 2024/Q1	Meters installed in 2024/Q2	Meters installed in 2024/Q3	Total installations since 2019
Aba	12,000	-	-	-	-	8,475	1,346	301	2,135	12,257
Abuja	900,000	63,925	87,476	5,289	82,293	103,200	21,440	10,717	26,376	400,716
Benin	573,776	1,169	11,154	1,104	422	29,181	10,419	3,510	17,175	74,134
Eko	204,000	5,422	32,298	7,703	28,883	30,156	4,637	810	17,982	127,891
Enugu	621,545	17,212	54,752	5,405	57,372	73,256	13,932	4,241	19,075	245,245
Ibadan	988,915	4,771	33,418	548	127,418	125,752	25,551	5,828	39,603	362,889
Ikeja	1,074,411	23,265	160,616	13,781	145,364	147,741	25,281	5,732	46,819	568,599
Jos	500,000	13	3,769	27	3,317	12,151	1,165	283	547	21,272
Kaduna	450,000	129	7,352	2,767	3,565	9,887	3,003	2,186	1,845	30,734
Kano	475,000	22	3,303	-	976	2,056	199	322	781	7,659
Port Harcourt	137,324	7,775	22,334	24,035	33,549	48,989	6,278	1,825	6,377	151,162
Yola	664,000	-	-	-	-	2,721	831	-	-	3,552
Total	6,600,971	123,703	416,472	60,659	483,159	593,565	114,082	35,775	178,715	2,006,110

Appendix XII: Meter installation through Vendor and DisCo Finance Frameworks as of 2024/Q3

DisCos	Vendor Finance						DisCo Finance								
	Meters installed in 2022	Meters installed in 2023	Meters installed in 2024/Q1	Meters installed in 2024/Q2	Meters installed in 2024/Q3	Total installations	Meters installed in 2019	Meters installed in 2020	Meters installed in 2021	Meters installed in 2022	Meters installed in 2023	Meters installed in 2024/Q1	Meters installed in 2024/Q2	Meters installed in 2024/Q3	Total installations since 2019
Aba	-	1,442	6,471	8,483	2,793	17,747					-	-	-	-	-
Abuja	1,201	1,954	53	1,016	575	4,844	-	-	-	-	-	-	-	-	-
Benin	241	2,849	36	-	-	3,126	-	-	-	-	-	-	-	-	-
Eko	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Enugu	-	-	-	-	-	-	106	193	193	105	-	-	-	-	597
Ibadan	-	-	-	-	-	-	-	-	-	-	13,379	-	37	21	13,437
Ikeja	-	3,456	2,514	3,344	140	9,454	-	-	-	-	-	-	-	-	-
Jos	-	-	-	-	-	-	-	-	2,326	7,164	257	2,484	2,831	2,277	17,339
Kaduna	-	-	-	-	-	-	-	-	-	96	53	-	-	-	149
Kano	-	-	-	-	-	-	-	-	-	-	-	-	96	-	96
Port Harcourt	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yola	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	1,442	9,701	9,074	12,843	3,508	35,171	106	193	2,519	7,365	53	2,484	2,964	2,298	31,618

Appendix XIII: Category of complaints received by DisCos in 2024/Q3

DisCos	Complaints Received	Complaint Categories							
		Metering	Interruption	Voltage	Loadshedding	Billing	Disconnection	Delay	Others
Aba	31,407	3,030	157	30	4	844	69	8	791
Abuja	4,933	11,784	1,101	150	66	1,056	2,754	0	14,496
Benin	11,809	250	961	78	102	1,277	85	2	9,054
Eko	20,769	33,489	5,632	595	0	3,578	0	0	21,693
Enugu	64,987	15,054	1,475	254	6	2,418	185	118	1,259
Ibadan	56,597	5,861	1,209	115	0	44914	136	0	4,362
Ikeja	22,971	10,422	2,339	348	89	2,997	89	197	6,490
Jos	20,782	10,479	1,867	459	1	5,681	213	0	2,082
Kaduna	7,405	2,116	3,799	608	9	468	180	7	218
Kano	27,511	26,125	531	49	0	787	9	0	10
Port Harcourt	56,942	17,859	3,332	1,072	0	5,895	446	502	27,836
Yola	2,583	1,412	777	295	-	40	16	2	41
All DisCos	328,696	137,881	23,180	4,053	277	69,955	4,182	836	88,332

Appendix XIV: Category of complaints received at the Commission's CCU in 2024/Q3

DisCos	Complaints Received	Complaints Resolved	Credit Adjustment (₦'000)	Complaint Categories									
				Metering	Interruption	Voltage	Loadshedding	Billing	Disconnection	Delay	Others	Band	Non-compliance
Aba	1	0	-	0	0	0	0	1	0	0	0	0	0
Abuja	147	70	372.66	30	12	0	0	53	9	0	3	34	6
Benin	13	1	71,606.23	0	6	0	0	3	2	0	1	0	1
Eko	17	12	619.99	2	1	0	0	8	1	0	2	3	0
Enugu	18	3	-	2	2	0	0	4	4	0	0	1	5
Ibadan	7	1	1,925.63	3	2	0	0	1	0	0	0	1	0
Ikeja	33	4	585.24	6	2	0	0	9	1	0	0	2	13
Jos	3	1	-	0	1	0	0	1	0	0	0	1	0
Kaduna	2	0	-	0	2	0	0	0	0	0	0	0	0
Kano	0	0	-	0	0	0	0	0	0	0	0	0	0
Port Harcourt	5	2	-	0	0	0	0	2	0	0	0	3	0
Yola	1	0	-	0	0	0	0	0	0	0	0	1	0
All DisCos	247	94	75,109.78	43	28	0	0	82	17	0	6	46	25

Appendix XV: Category of complaints received at the NESI Call Centre in 2024/Q3

DisCos	Complaints Received	Complaints Resolved	Credit Adjustment (₦'000)	Complaint Categories								
				Metering	Interruption	Voltage	Loadshedding	Billing	Disconnection	Delay	Others	Tariff Band
Aba	9	4	-	2	2	0	0	5	0	0	0	0
Abuja	711	195	-	119	128	9	1	114	41	1	7	291
Benin	90	32	27,252.62	16	23	4	0	35	5	0	1	6
Eko	1,056	363	8,944.56	393	165	6	2	270	43	5	18	154
Enugu	183	103	13,635.87	37	31	2	1	80	13	2	4	13
Ibadan	317	20	510.57	125	41	3	0	89	13	1	12	33
Ikeja	2,368	737	76,283.63	797	140	13	7	1,049	159	4	47	152
Jos	47	38	5,705.11	8	14	4	0	10	1	0	1	9
Kaduna	29	12	-	7	11	0	2	4	1	0	0	4
Kano	20	12	-	1	8	0	0	3	3	0	2	3
Port Harcourt	177	25	-	33	40	3	0	68	18	2	6	7
Yola	33	12	-	4	16	1	0	8	3	0	0	1
All DisCos	5,040	1,553	132,332.40	1,542	619	45	13	1,735	300	15	98	673

Appendix XVI: List and addresses of NERC Forum Offices as of September 2024

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	Abeokuta, Ogun State	33, First Avenue, Ibara Housing Estate, Ibrar GRA, Abeokuta	9139381008	abeokutaforum@nerc.gov.ng
3	Abuja, FCT	14, Road 131, Gwarinpa, Federal Capital Territory, Abuja	8146862225	abujaforum@nerc.gov.ng
4	Ado-Ekiti, Ekiti State	Km 5, Iwokoro Road, Ado Ekiti, Ekiti State	9169978242	ado-ekitiforum@nerc.gov.ng
5	Asaba, Delta State	Denis Osadebe Way, Beside Mobil Filling Station, Asaba, Delta State	9062277247	asabaforum@nerc.gov.ng
6	Awka, Anambra State	Plot 80, Aroma Junction Layout, Opp. CBN, Awka, Anambra State	9037808594	awkaforum@nerc.gov.ng
7	Bauchi, Bauchi State	37, Old Jos Road, GRA, Bauchi, Bauchi State	9062924607	bauchiforum@nerc.gov.ng
8	Benin, Edo State	34, Akpakpava Street, Benin City, Edo State	9037808592	beninforum@nerc.gov.ng
9	B/Kebbi, Kebbi State	8, Ahmadu Bello Way, Opp. Kebbi State Govt House, Kebbi State	9062863161	birninkebbiforum@nerc.gov.ng
10	Calabar, C/Rivers State	Plot 109, MCC Road by Ibok Street, Calabar, Cross River State	9062863159	calabarforum@nerc.gov.ng
11	Damaturu, Yobe State	No. 5, AD Road, Abba Ibrahim Extension, Off Potiskum Road, Damaturu, Yobe State	9169978243	damaturuforum@nerc.gov.ng
12	Dutse, Jigawa State	Dutse G.R.A, Dutse, Jigawa State	7031704827	jigawaforum@nerc.gov.ng
13	Eko, Lagos State	61, Odunlami Street, Off Marina, Lagos Island, Lagos State	8106807261	ekoforum@nerc.gov.ng
14	Enugu, Enugu State	John Anichukwu Close, Plot 7 Mkpokiti Pocket Layout, Enugu, Enugu State	8146862230	enuguforum@nerc.gov.ng
15	Gombe, Gombe State	Government Layout GDP/2, Along Ministry of Education Road, Gombe State	8140440079	gombeforum@nerc.gov.ng
16	Gusau, Zamfara State	2 Canteen Daji, J. B. Yakubu Road, Gusau, Zamfara State	9062863163	gusauforum@nerc.gov.ng
17	Ibadan, Oyo State	Jibowu Str, Opp. Magara Police Station, Iyaganku, G.R.A, Ibadan, Oyo State	8146862252	ibadanforum@nerc.gov.ng
18	Ikeja, Lagos State	199, Obafemi Awolowo Way, Alausa, Ikeja, Lagos State	8106807298	ikejaforum@nerc.gov.ng
19	Ilorin, Kwara State	30, Stadium Road, Off Taiwo Road, Ilorin, Kwara State	9062924603	ilorinforum@nerc.gov.ng
20	Jos, Plateau State	5a, Ray-field Road, Jos, Plateau State	9037808597	josforum@nerc.gov.ng
21	Kaduna, Kaduna State	22, Ahmadu Bello Way, Opposite NNDC Building, Kaduna, Kaduna State	8106807299	kadunaforum@nerc.gov.ng
22	Kano, Kano State	2, Miller Road, Bompai, Nasarawa G.R.A, Kano, Kano State	8146862222	kanoforum@nerc.gov.ng
23	Katsina, Katsina State	7, Abuja Crescent, Off Hassan Usman Katsina Road, Katsina, Katsina State	7031704821	katsinaforum@nerc.gov.ng
24	Lafia, Nasarawa State	Manyi Street, Off Jos Road, Bukan Sidi, Lafia, Nasarawa State	9062924599	lafiaforum@nerc.gov.ng
25	Lokoja, Kogi State	Hassan Kastina Rd, Opp. State Civil Service Commission, Zone 8 Police HQ, Lokoja, Kogi State.	9062924601	lokojaforum@nerc.gov.ng
26	Makurdi, Benue State	Hephzibah Plaza, Atom Kpera Road, Opp. Makurdi Int'l School, Benue State	9062277249	makurdiforum@nerc.gov.ng
27	Osogbo, Osun State	51, Isiaka Adeleke Way, Along Okefia-Alekuwodo Rd, Osogbo, Osun State	9062924604	osogboforum@nerc.gov.ng
28	Owerri, Imo State	1, C.B Anyanwu Rd, Housing Area B, Exclusive Garden, Owerri	9062277245	owerriforum@nerc.gov.ng
29	P/Harcourt, Rivers State	The Vhelberg Imperial Hotel, Plot 122 & 122a, Bank Anthony Avenue, Off Ordinance Rd, P/Harcourt	8146862223	phforum@nerc.gov.ng
30	Sokoto, Sokoto State	1, Garba Duba Road, Sokoto, Sokoto State	9062863157	sokotoforum@nerc.gov.ng
31	Umuahia, Abia State	House 2, Adelabu Str., Amaokwe Housing Estate, Umuahia Ibeku, Abia State	9062277251	umuahiaforum@nerc.gov.ng
32	Uyo, Akwa Ibom State	63, Osongama Road, Off Oron/Uyo Airport Road, Uyo, Akwa Ibom State	9062863165	uyoforum@nerc.gov.ng
33	Yola, Adamawa State	5, Nguroje Str., Karewa Extension, Jimeta, Yola, Adamawa State	9037808535	yolaforum@nerc.gov.ng

Appendix XVII: Appeals handled by Forum Offices in 2024/Q2 and 2024/Q3

S/N	Forum Offices	2024/Q2				2024/Q3			
		Appeals Received	Appeals Resolved	Appeals Pending	Resolution Rate (%)	Appeals Received	Appeals Resolved	Appeals Pending	Resolution Rate (%)
1	Abakaliki, Ebonyi State	66	42	18	63.64	64	57	6	89.06
2	Abeokuta, Ogun State	152	14	63	9.21	180	90	30	50.00
3	Abuja, FCT	45	30	15	66.67	65	48	17	73.85
4	Ado-Ekiti	19	11	8	57.89	24	17	7	70.83
5	Asaba, Delta State	51	34	15	66.67	55	38	17	69.09
6	Awka, Anambra State	149	103	46	69.13	168	94	74	55.95
7	Bauchi, Bauchi State	3	3	0	100.00	6	6	0	100.00
8	Benin, Edo State	60	53	7	0.00	49	19	30	0.00
9	Damaturu, Yobe State	3	2	1	66.66	5	3	2	0.00
10	Calabar, C/Rivers State	26	19	7	73.08	31	20	11	64.52
11	Dutse, Jigawa State	4	2	2	50.00	3	2	1	66.67
12	Eko, Lagos State	218	155	63	71.10	270	175	94	64.81
13	Enugu, Enugu State	204	83	76	40.69	186	151	26	81.18
14	Gombe, Gombe State	13	1	12	7.69	20	1	18	5.00
15	Gusau, Zamfara State	10	10	0	100.00	7	1	6	14.29
16	Ibadan, Oyo State	104	65	39	62.50	220	59	161	26.82
17	Ikeja, Lagos State	642	320	322	49.84	719	414	305	57.58
18	Ilorin, Kwara State	96	62	34	64.58	159	129	30	81.13
19	Jos, Plateau State	17	13	4	76.47	38	23	15	60.53
20	Kaduna, Kaduna State	28	17	0	60.71	29	24	4	82.76
21	Kano, Kano State	23	17	0	73.91	21	10	7	47.62
22	Katsina, Katsina State	4	3	1	75.00	5	4	1	80.00
23	Kebbi, Kebbi State	4	2	2	50.00	3	1	2	33.33
24	Lafia, Nasarawa State	10	4	6	40.00	11	7	4	63.64
25	Lokoja, Kogi State	5	3	2	0.00	17	4	13	0.00
26	Makurdi, Benue State	11	7	1	63.64	6	0	5	0.00
27	Osogbo, Osun State	365	173	192	47.40	473	213	260	45.03
28	Owerri, Imo State	26	18	8	69.23	45	30	15	66.67
29	Port Harcourt, Rivers State	83	57	24	68.67	112	102	8	91.07
30	Sokoto, Sokoto State	10	6	4	60.00	8	0	7	0.00
	Umuahia, Abia State	12	6	6	50.00	8	0	8	0.00
31	Umuahia 2, Abia State	5	2	3	40.00	6	0	6	0.00
32	Uyo, Akwa Ibom State	152	104	48	68.42	165	134	30	81.21
33	Yola, Adamawa State	5	0	5	0.00	24	10	14	41.67
	All Forum Offices	2,625	1,441	1,034	54.90	3,202	1,886	1,234	58.90

Appendix XVIII: Category of appeals received by Forum Offices in 2024/Q2 and 2024/Q3

Forum Office	2024/Q2								2024/Q3							
	Billing	Disconnection	Con. Delay	Interruption	Metering	Load Shedding	Voltage	Others	Billing	Disconnection	Con. Delay	Interruption	Metering	Load Shedding	Voltage	Others
Abakaliki, Ebonyi State	43	0	0	1	1	0	0	0	46	0	0	0	0	0	0	0
Abeokuta, Ogun State	60	2	0	1	22	19	0	15	55	8	0	0	32	4	1	17
Abuja, FCT	4	0	0	0	30	0	0	3	2	0	0	0	41	0	0	7
Ado-Ekiti, Ekiti State	7	0	0	0	5	0	0	1	8	2	0	2	3	0	1	0
Asaba, Delta State	21	0	0	0	5	0	0	4	30	1	0	0	5	0	0	4
Awka, Anambra State	81	6	0	0	17	0	0	0	104	7	0	0	10	0	0	1
Bauchi, Bauchi State	1	0	0	0	2	0	0	0	2	0	0	0	1	0	0	3
Benin, Edo State	36	1	0	0	2	0	0	5	31	0	1	0	5	0	0	5
Damaturu, Yobe State	2	0	0	0	1	0	0	0	3	0	0	0	1	0	0	0
Calabar, C/Rivers State	7	3	0	0	4	0	0	2	16	1	0	0	5	0	0	2
Dutse, Jigawa State	2	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Eko, Lagos State	68	10	0	13	65	0	1	16	93	2	0	13	77	0	1	21
Enugu, Enugu State	107	9	0	0	13	3	0	4	82	12	0	0	16	0	0	0
Gombe, Gombe State	0	0	0	0	2	0	0	0	3	0	0	0	5	0	0	0
Gusau, Zamfara State	0	2	1	0	1	0	0	0	4	1	1	0	1	0	0	0
Ibadan, Oyo State	42	7	0	1	23	0	0	3	73	7	0	1	92	1	0	7
Ikeja, Lagos State	171	25	0	1	109	1	1	37	175	35	0	0	135	0	0	52
Ilorin, Kwara State	29	2	0	0	19	1	1	10	70	0	0	0	49	1	1	4
Jos, Plateau State	4	2	0	0	4	1	0	3	27	2	0	0	5	0	0	0
Kaduna, Kaduna State	8	1	0	0	5	0	0	7	8	2	0	0	7	0	0	10
Kano, Kano State	4	4	0	1	1	0	0	6	6	4	0	1	1	0	0	9
Katsina, Katsina State	1	0	0	0	0	0	0	1	1	1	0	0	0	0	0	2
B/Kebbi, Kebbi State	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Lafia, Nasarawa State	7	0	0	0	2	0	0	1	3	0	0	0	1	0	1	0
Lokoja, Kogi State	0	0	0	0	2	0	0	0	6	0	0	0	7	0	0	2
Makurdi, Benue State	10	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0
Osogbo, Osun State	94	7	0	0	70	0	0	17	81	12	0	0	160	0	0	28
Owerri, Imo State	8	7	0	0	3	0	0	2	23	9	0	0	2	0	0	3
P/Harcourt, Rivers State	56	5	0	1	8	1	0	4	62	8	2	0	10	1	1	4
Sokoto, Sokoto State	3	1	0	0	0	0	0	3	4	0	0	0	0	0	1	0
Umuahia, Abia State	5	0	1	0	1	0	0	1	1	0	0	0	0	0	0	1
Umuahia 2, Abia State	1	1	0	0	0	0	0	2	2	0	0	0	0	0	0	1
Uyo, Akwa Ibom State	77	10	0	2	16	0	1	19	53	14	0	0	18	0	4	28
Yola, Adamawa State	3	0	0	0	2	0	0	0	8	3	0	0	4	0	0	4
All Forum Offices	963	105	2	21	435	26	4	166	1,088	132	4	17	693	7	11	215

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