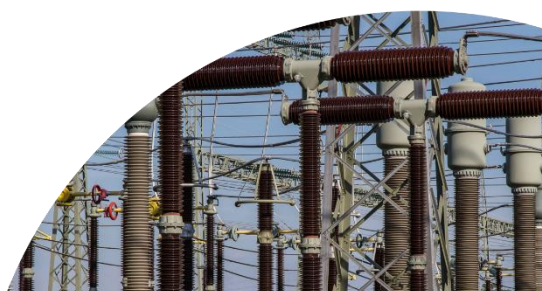




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NIGERIAN ELECTRICITY REGULATORY COMMISSION



QUARTERLY
REPORT 20
25



ELECTRICITY ON DEMAND

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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 Plc
ATC&C	Aggregate Technical, Commercial & Collection Loss
BEDC	Benin Electricity Distribution 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 Plc
EKEDP	Eko Electricity Distribution Plc
EPSRA	Electric Power Sector Reform Act
GenCos	Generation Companies
GWh	Gigawatt hour
IBEDC	Ibadan Electricity Distribution Plc
IEDN	Independent Electricity Distribution Network
IE	Ikeja Electric Plc
JED	Jos Electricity Distribution Plc
KAEDC	Kaduna Electricity Distribution Plc
KEDCO	Kano Electricity Distribution 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	Notice of Intention to Commence Enforcement
NIGELEC	Société Nigerienne d'électricite; 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 Plc
PP	Percentage points
SBEE	Société Béninoise d'Energie Electrique
TCN	Transmission Company of Nigeria Plc
TLF	Transmission Loss Factor
YEDC	Yola Electricity Distribution 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 2025/Q1 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.

a. Available Generation Capacity: In 2025/Q1, there were twenty-eight (28) grid-connected power plants consisting of, five (5) hydro, two (2) steam, nineteen (19) OCGT² and two (2) CCGT³ plants. For this quarter, the average available generation capacity of the grid-connected power plants was 5,366.88MW.

*The average
available
generation
capacity in
2025/Q1 was
5,366.88MW*

The average available generation capacity across the grid-connected plants increased by 69.99MW (+1.32%) from the 5,296.89MW recorded in 2024/Q4 to 5,366.88MW in 2025/Q1 (Figure A). Fifteen (15) power plants recorded increased available generation capacities in 2025/Q1 compared to 2024/Q4.

¹ AES and Gbarain power plants are not included in the report because they are currently not operational. The Maiduguri Emergency Power Plant (MEPP) is currently not operating in grid-connected mode.

² Open-Circuit Gas Turbine

³ Closed-Circuit Gas Turbine

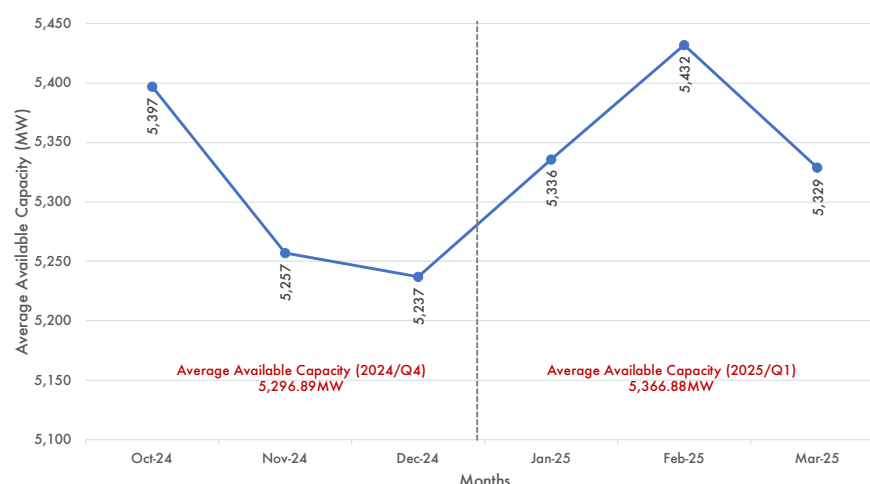


Figure A: Available Generation Capacity (Oct 2024 - Mar 2025)

The average hourly generation in 2025/Q1 was 4,770.59MWh/h

b. Quarterly Generation: The average hourly generation on the grid in 2025/Q1 was 4,770.59MWh/h, which translates to a total generation of 10,304.47GWh. The average hourly generation of the grid-connected power plants increased by 563.18MWh/h (+13.39%) from 4,207.41MWh/h in 2024/Q4. The total electricity generated in the quarter also increased by 1,014.52GWh (+10.92%)⁴ from 9,289.95GWh in 2024/Q4 (Figure B). The increase in energy generation during the quarter can be attributed to the increase in available generation capacity as well as the increase in energy offtake by the grid-connected customers (including DisCos) compared to 2024/Q4.

c. Grid Performance: In 2025/Q1, the average lower daily (49.28Hz) and average upper daily (50.77Hz) 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 system voltage (296.56kV) and the average upper daily system voltage (346.82kV) were outside the lower (313.50kV) and upper (346.50kV) limits specified in the grid code. The Commission continues to push the SO to improve its system

⁴ The percentage change in total generation and average hourly generation is different across 2024/Q4 vs 2025/Q1 because the number of days in each of the quarters is not the same (92/90 days). When the number of the days in the quarters being compared are the same, the percentage change in total generation will be the same with the percentage change in average hourly generation.

coordination activities to avert the system risk posed by the continuous operation of the grid outside the normal operating limits.

There was no incidence of system disturbance on the National Grid in 2025/Q1.

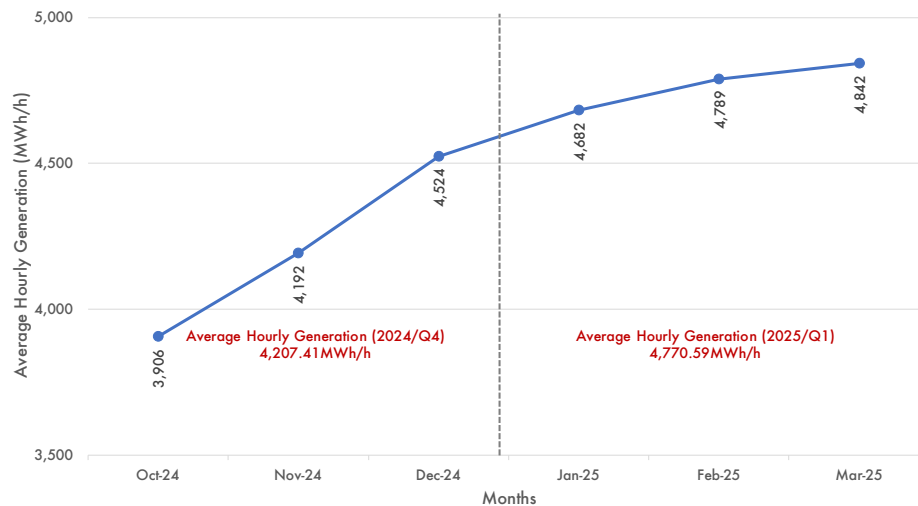


Figure B: Average Hourly Generation (Oct 2024 - Mar 2025)

Commercial Performance

The review of commercial performance for 2025/Q1 covers energy offtake performance, billing efficiency, collection efficiency, aggregate technical, commercial, and collection loss, and the market remittance of relevant market participants.

a. Energy Offtake Performance: In 2025/Q1, the average energy offtake by DisCos at their trading points was 3,781.94MWh/h which represents an increase of 421.17MWh/h (+12.53%) compared to the average offtake recorded in 2024/Q4 (3,360.77MWh/h). Cumulatively, DisCos recorded an overall offtake performance of 97.94% - the available Partially Contracted Capacity (PCC) during the quarter was 3,861.53MWh/h.

b. Billing Efficiency: Although the total energy received by all DisCos in 2025/Q1 was 8,169.00GWh, the energy billed to end-use customers was only 6,631.92GWh, translating into an overall billing

efficiency of 81.18%. This represents a 2.48pp decrease relative to the 83.66% billing efficiency recorded in 2024/Q4.

c. Collection Efficiency: The total revenue collected by all DisCos in 2025/Q1 was ₦553.63 billion out of ₦744.27 billion billed to customers. This translates to a collection efficiency of 74.39%, representing a decrease of 3.05pp compared to 2024/Q4 (77.44%).

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.

A total of ₦553.63 billion was collected by all DisCos in 2025/Q1 out of the ₦744.27 billion billed to customers.

The weighted average ATC&C loss across all the DisCo in 2025/Q1 was 39.61%, comprising technical and commercial loss (18.82%) and collection loss (25.61%). The ATC&C loss of 39.61% is 19.07pp higher than the 2025 MYTO target (20.54%) and translates to a cumulative revenue loss of ₦200.49⁵ billion across all DisCos. The ATC&C loss increased by 4.39pp (worse performance) compared to 2024/Q4 (35.22%). All the DisCos failed to achieve their target ATC&C during the quarter, with Kaduna DisCo recording the worst underperformance relative to the target ATC&C (Actual – 68.57% vs. target – 21.32%) (Figure C).

e. Market remittance: In 2025/Q1, the cumulative upstream invoice payable by DisCos was ₦432.13 billion, consisting of ₦370.37 billion for DRO-adjusted generation costs from NBET⁶ and ₦61.76 billion for transmission and administrative services by the Market Operator (MO). Out of this amount, the DisCos collectively remitted a total sum of ₦414.26 billion (₦354.77 billion for NBET and ₦59.49 billion for MO) with an outstanding balance of ₦17.87 billion. This translates to a remittance performance of 95.86% in 2025/Q1 compared to the

⁵ This represents 27% of the allowable revenues for all DisCos over the period (2025/Q1)

⁶ The NBET invoice payable by the DisCos for 2025/Q1 was only ₦370.37 billion because the FGN has taken responsibility for ~59% (₦536.40 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.

92.68% recorded in 2024/Q4. The disaggregated DisCo remittance performance to the market for 2025/Q1 is presented in Figure D.

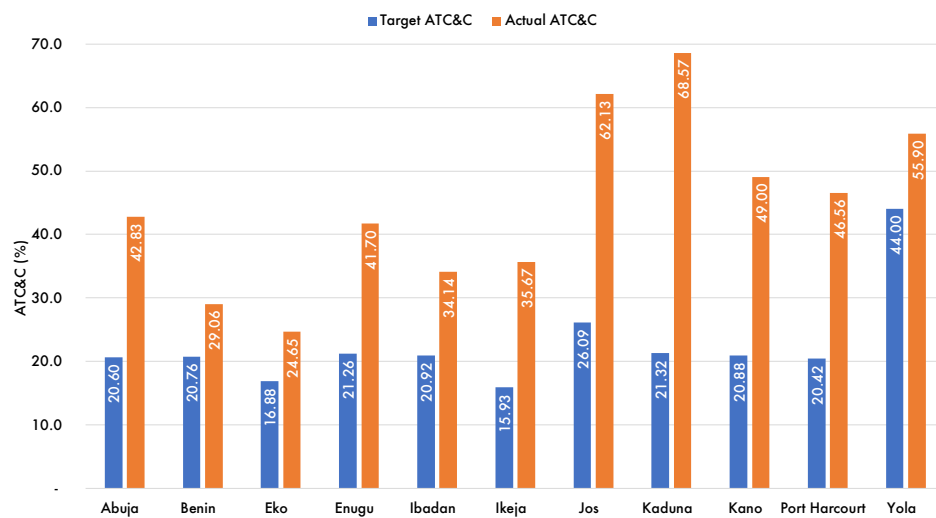


Figure C: Target and Actual ATC&C losses for DisCos in 2025/Q1

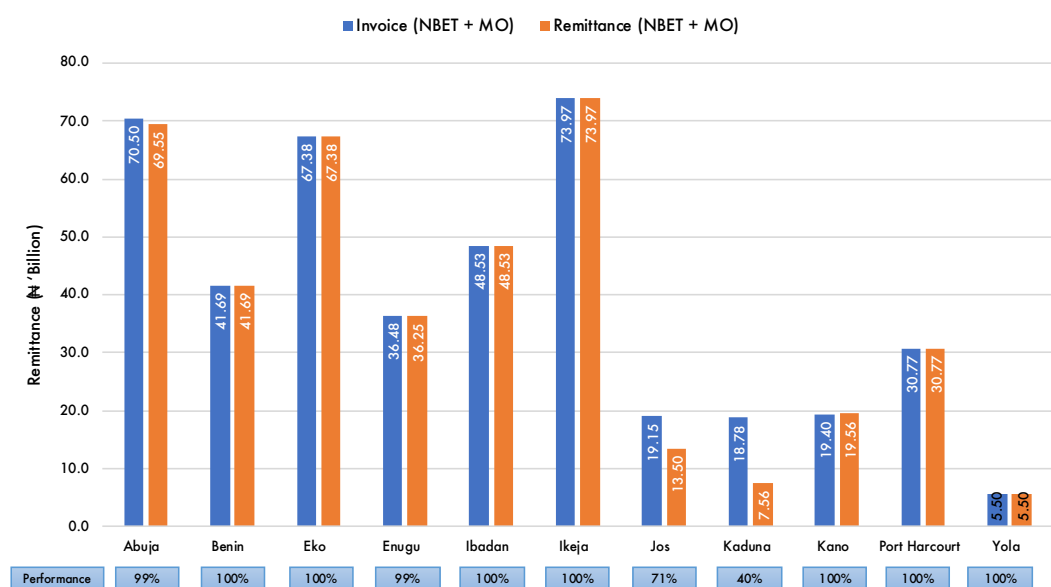


Figure D: DRO-adjusted invoices and remittances in 2025/Q1

f. Remittance by Special and Bilateral Customers: In 2025/Q1, the six (6) international bilateral customers purchasing power from the grid-connected GenCos made a cumulative payment of \$5.80 million against the \$17.24 million invoice issued to them by the MO for services rendered in 2025/Q1 (remittance rate – 33.70%). Similarly, the domestic bilateral customers made a cumulative payment of

₦1,857.67 million against the ₦2,571.43 million invoice issued to them by the MO for services rendered in 2025/Q1⁷ (remittance rate – 72.24%).

Regulatory Functions

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.

The Commission issued forty (40) new Orders in 2025/Q1.

a. Orders: The Commission issued forty (40) Orders in 2025/Q1. They include:

- [NERC/2024/177](#) – Multi-Year Tariff Order (MYTO) 2025 for Aba Power Limited Electric Company (APLE).
- [NERC/2024/148](#) – Amended Order on Unauthorised Access, Meter Tampering and By-Pass.
- [NERC/2024/166–NERC/2024/176](#) – January 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos.
- [NERC/2025/001](#) (AEDC)– Transfer of Regulatory Oversight of the Electricity Market in Niger State from the Nigerian Electricity Regulatory Commission to the Niger State Electricity Regulatory Commission (NSERC).
- [NERC/2025/002](#) (IBEDC)– Transfer of Regulatory Oversight of the Electricity Market in Niger State from the Nigerian Electricity Regulatory Commission to the Niger State Electricity Regulatory Commission (NSERC).
- [NERC/2025/003–NERC/2025/013](#) – February 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos.
- [NERC/2025/014](#) – February 2025 Supplementary Order to the Multi-Year Tariff Order for APLE.

⁷ Some domestic bilateral customers made payments during 2025/Q1 for outstanding MO invoices from previous quarters. The details of these payments are contained in Appendix VII.

- [NERC/2025/017–NERC/2025/027](#) – March 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos.
- [NERC/2025/028](#) – Order on the Delineation of Assets and Liabilities of the Distribution Licensees.
- [NERC/2025/029](#) – Transfer of Regulatory Oversight of the Electricity Market in Plateau State from the Nigerian Electricity Regulatory Commission to the Plateau State Electricity Regulatory Commission (PSERC).

Fifty-five (55) licences, permits and certifications were issued by the Commission in 2025/Q1.

b. Licences and Permits: The Commission issued fifty-five (55) licences, permits and certifications in 2025/Q1. The breakdown of the licences, permits and certifications issued is as follows:

- Four (4) off-grid generation licences with a total nameplate capacity of 66.49MW.
- One (1) new electricity trading licence.
- Four (4) Independent Electricity Distribution Network (IEDN) licences
- Two (2) licences for embedded generation
- Sixteen (16) captive generation permits with a gross capacity of 952.64MW.
- Seven (7) permits for mini-grids.
- Thirteen (13) certifications for Meter Service Providers and eight (8) permits for Meter Asset Providers.

c. Hearings and Public Consultation: The Commission is empowered by the 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 hearings⁸. During the quarter (2025/Q1), the Commission conducted two (2) hearings in respect of the following:

⁸ 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.

- Appeal filed by Phoenix Steel Mills Limited against the Commission's decision revoking its eligible customer status.
- Hearing on petition filed by the Transmission Company of Nigeria (TCN) for the review of the Commission's decision dated 19 September 2024 allocating a 30:70 fault attribution ratio between TCN and DisCos in the Service Level Agreement for Band A.

Furthermore, the Business Rules of the Commission- NERC-R-0306 allow 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 twenty-one (21) Rectification Directives (RD) and eighteen (18) Notices of Intention to Commence Enforcement (NICE) to licensees for different breaches/defaults during the quarter.

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 2025/Q1, the Commission convened one (1) town hall meeting in Sokoto between 20-22 February 2025, 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 187,194 meters were installed in 2025/Q1.

b. Metering: A total of 187,194 meters were installed in 2025/Q1, representing an increase of 0.41% compared to the 186,431 meters installed in 2024/Q4. The new installations increased the net end-user metering rate across all the DisCos by 0.41pp from

46.57% (2024/Q4) to 46.98% (2025/Q1). During the quarter, 148,713 meters (79.44% of the total installations) were installed under the MAP framework, 36,787 meters were installed under the Meter Acquisition Fund (MAF), 1,074 meters were installed under the DisCo Financed framework, and 620 meters were installed under the Vendor Financed framework. The metering by the respective DisCos in the quarter under review is presented in Figure E.

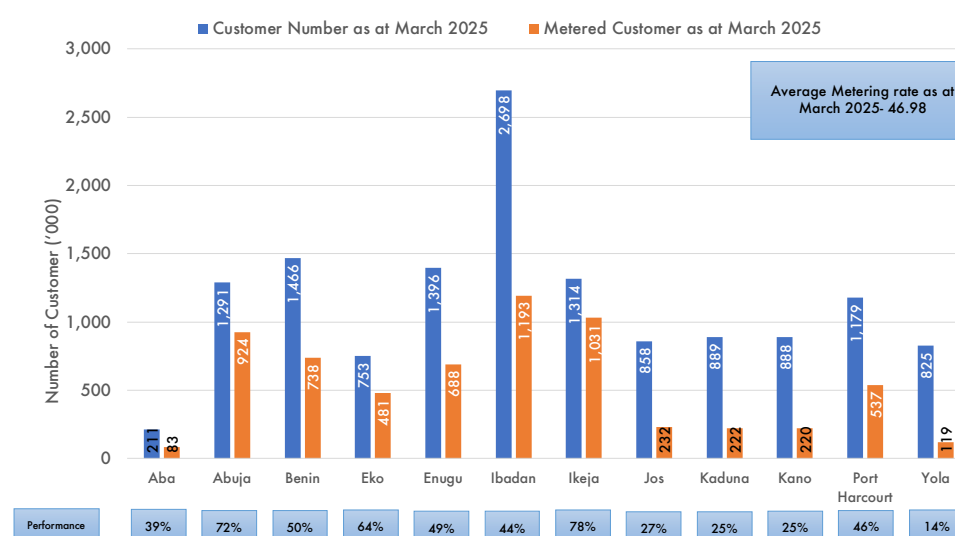


Figure E: Status of Customer metering as of 31 March 2025

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.

c. Customer Complaints: Across the quarter, DisCos only successfully resolved 1,554 out of the 4,169 complaints that were filed at the NERC-CCU; this translates to a resolution rate of 37.27%. The number of complaints received across all DisCo-CCUs was 254,404, which represents a 7.72% decrease compared to the 275,681 received in 2024/Q4. As in previous quarters, metering, billing and service interruption were the prevalent issues of customer complaints during the quarter.

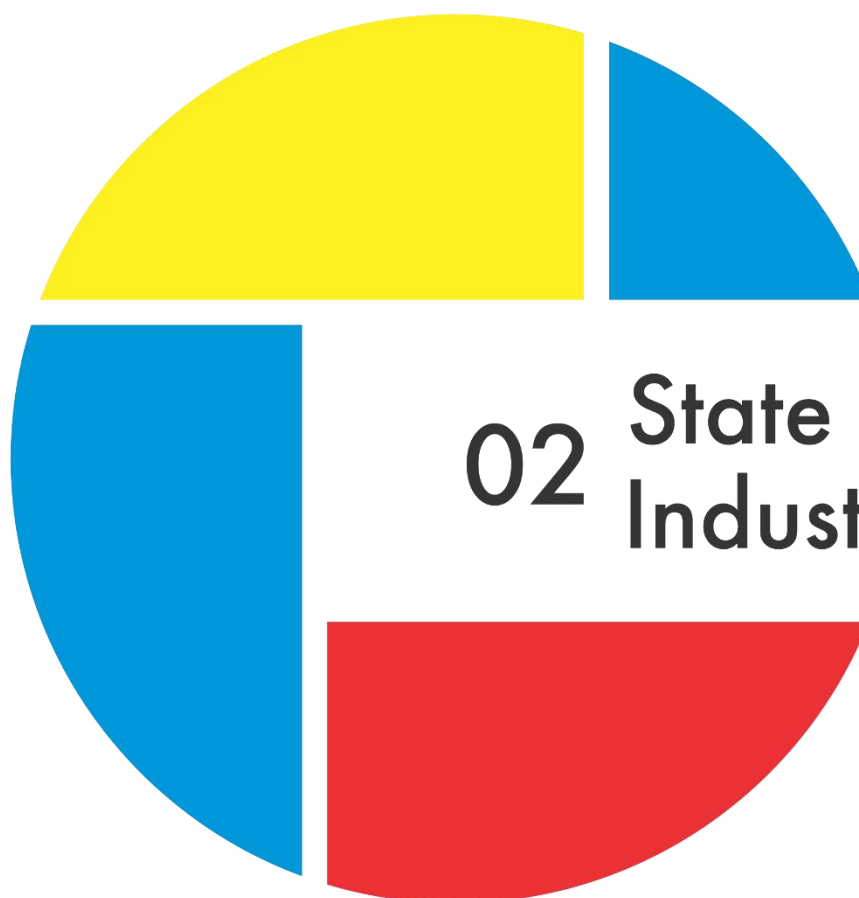
- In 2025/Q1, the Forum Offices resolved 74.10% of the active appeals in fifty-eight (58) sittings.*
- d. Forum Offices:** Pursuant to the provisions of its Customer Protection Regulations 2023 (CPR 2023), the Commission set up Forum Offices across the country to review unresolved disputes from the DisCos' Complaint Handling Units (DisCos-CCU). The total number of active appeals across the Forum Offices in 2025/Q1 was 1,722 made up of 1,178 new appeals in 2025/Q1 and 544 pending appeals from 2024/Q4. During the period, the forum panels held fifty-eight (58) sittings and resolved 1,276 of the appeals filed at Forum Offices nationwide (74.10% resolution rate); the resolution rate was 6.48pp higher than the 67.62% achieved in 2024/Q4.
- e. Health & Safety:** The total number of accidents in 2025/Q1 was thirty-one (31), which resulted in fourteen (14) injuries and twelve (12)⁹ 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.

⁹ Compared to 2024, the accidents, injuries and fatalities decreased by 42.59%, 26.31% and 53.84% respectively.

Key Facts on NESI Performance in Q1 of 2025

5,366.88MW	Average Available Generation Capacity; 69.99MW (+1.32%) increase compared to 2024/Q4 [5,296.89MW]
10,304.47GWh	Total Quarterly Generation; 1,014.52GWh (+10.92%) increase compared to 2024/Q4 [9,289.95GWh]
4,770.59MWh/h	Average Hourly Generation; 563.18MWh/h (+13.39%) increase compared to 2024/Q4 [4,207.41MWh/h]
88.89%	Load Factor; 9.46pp increase compared to 2024/Q4 [79.43%]
29.91%	Share of total quarterly generation from Hydropower Plants; 2.70pp decrease compared to 2024/Q4 [32.61%]
3,781.94MWh/h	Total energy received by the DisCos; 421.17MWh/h (+12.53%) increase compared to 2024/Q4 [3,360.77MWh/h]
6,631.92GWh	Energy billed to customers; 424.08GWh (+6.84%) increase compared to 2024/Q4 [6,207.84GWh]
₦553.63 billion	Total Revenue collected by the DisCos; ₦43.79 billion (+8.59%) increase compared to 2024/Q4 [₦509.84 billion]
81.18%	Cumulative billing efficiency across all DisCos; 2.48pp decrease compared to 2024/Q4 [83.66%]
74.39%	Cumulative collection efficiency across all DisCos; 3.05pp decrease compared to 2024/Q4 [77.44%]
39.61%	Aggregate Technical, Commercial and Collection Loss; 4.39pp worse ATC&C performance compared to 2024/Q4 [35.22%]
₦432.13 billion	Combined invoice from NBET (DRO-adjusted) and MO to DisCos; ₦23.27 billion (+5.69%) increase compared to 2024/Q4 [₦408.86 billion]
₦414.26 billion	Total amount remitted by DisCos to NBET and TCN/MO; ₦35.33 billion (+9.32%) increase compared to 2024/Q4 [₦378.93 billion]

95.86%	DisCos' overall remittance performance; 3.18pp increase compared to 2024/Q4 [92.68%]
187,194	Number of new meters Installed; 763 more installations (+0.41%) compared to the 186,431 meters installed in 2024/Q4
254,404	Total complaints received at the DisCo-CCU; 7.72% decrease compared to 275,681 complaints received in 2024/Q4
74.10%	Forum Office complaint resolution rate; 6.48pp increase compared to 2024/Q4 [67.62%]
31	Number of accidents; 23 fewer accidents compared to 2024/Q4 [54]
26	Number of casualties (injuries and fatalities); 19 fewer casualties compared to 2024/Q4 [45]



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 overall state of the Nigerian Electricity Supply Industry (NESI) primarily across the three (3) underlisted 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

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 2025/Q1, there were twenty-eight (28) grid-connected power plants consisting of, five (5) hydro, two (2) steam, nineteen (19) Open Circuit Gas Turbines (OCGT) and two (2) Closed Circuit Gas Turbine (CCGT) plants. During the quarter, the average available generation capacity of the grid-connected power plants increased by 69.99MW (+1.32%) from the 5,296.89MW recorded in 2024/Q4 to 5,366.88MW. Across the quarters, fifteen (15) out of the twenty-eight (28) grid-

connected power plants recorded increases in available capacity, while the remaining thirteen (13) recorded decreases.

The most significant increase in average available generation capacity in 2025/Q1 compared to 2024/Q4 was recorded in Omotosho_2 (+405.24%). Notable increases in available capacity across the quarters were also recorded in Trans Amadi_1 (+157.32%), Delta_1 (+43.56%), Afam_1 (+26.29%), Afam_2 (+23.67%), Sapele_2 (+16.63%), and Geregu_1 (+15.42%) power plants.

Conversely, there were significant decreases in the average available capacities of Olorunsogo_2 (-65.69%), Dadin Kowa_1 (-52.91%), Sapele Steam_1 (-37.38%), and Ibom Power_1 (-27.69%) power plants in 2025/Q1 compared to 2024/Q4. Figure 1 shows the plants with the highest average available capacities across the two quarters.

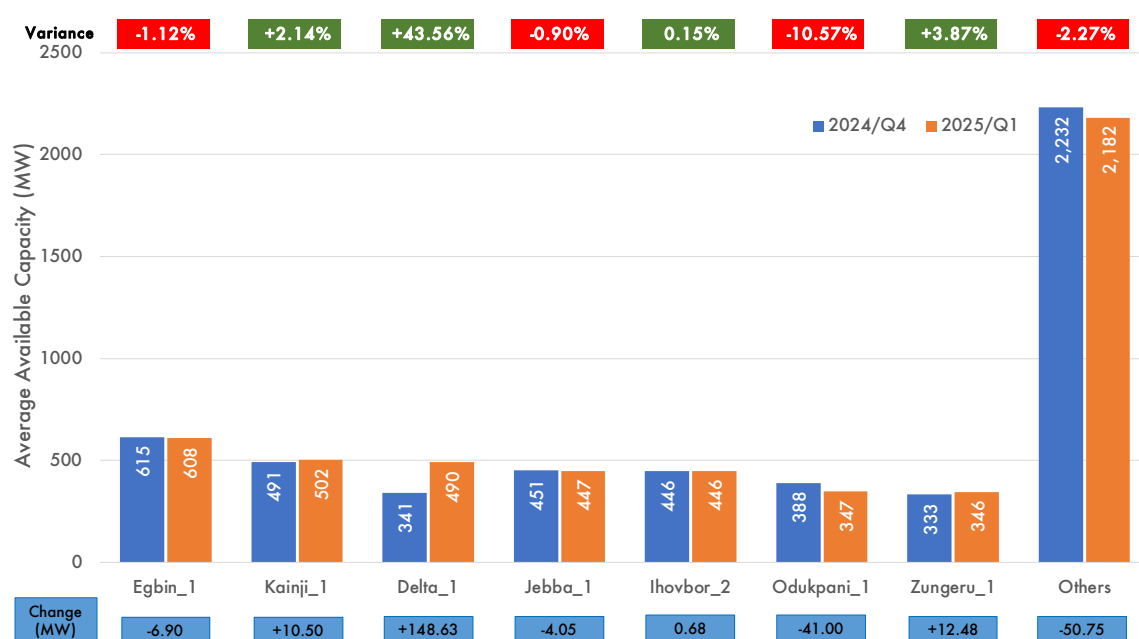


Figure 1: Average Available Capacity (MW) in 2024/Q4 vs. 2025/Q1

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 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:

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

The plant availability factor (PAF) is a critical parameter for evaluating the overall health of the upstream segment of the NESI. In 2025/Q1, the average plant availability factor for all grid-connected plants was 39.39%, i.e. at any point in time during the quarter, ~60.61% of the installed capacity across the twenty-eight (28) grid-connected power plants was not available for dispatch onto the grid. Overall, nine (9) power plants had availability factors above 50%, with Ikeja_1 power plant recording the highest availability factor at 99.18%. On the other end of the spectrum, Alaoji_1 recorded a PAF of 0% in 2025/Q1, i.e. the plant was not operationally available throughout the quarter.

The PAF of all the grid-connected plants is contained in Table 1. The gross PAF of 39.39% recorded in 2025/Q1 represents a 0.51pp increase relative to the 38.88% PAF that was recorded in 2024/Q4. Significant increases were recorded in the PAF of many thermal plants, including Delta_1 (+16.51pp), Omotosho_2 (+9.76pp), Afam_2 (+7.26pp), and Geregu_1 (+4.24pp) in 2025/Q1 compared to 2024/Q4.

Conversely, the PAF of Dadin Kowa_1 decreased significantly by 45.96pp during the quarter (40.90% in 2025/Q1 compared to 86.85% in 2024/Q4). Reductions in PAF were also recorded at Olorunsogo_2 (-9.55pp), Omotosho_1 (-7.18pp), Odukpani (-6.56pp) and Shiroro (-6.36pp).

Table 1: Plant Availability Factor (%) in 2024/Q4 vs. 2025/Q1

Plant	Installed capacity (MW)	Average Available Capacity (MW)		Plant Availability Factor (%)	
		2024/Q4	2025/Q1	2024/Q4	2025/Q1
Ikeja_1	110	108.96	109.10	99.05	99.18
Ihovbor_2	461	445.68	446.36	96.68	96.82
Jebba_1	578	451.20	447.15	78.06	77.36
Kainji_1	760	491.08	501.58	64.62	66.00
Okpai_1	480	262.45	282.72	54.68	58.90
Odukpani_1	625	387.87	346.87	62.06	55.50
Shiroro_1	600	371.01	332.86	61.83	55.48
Delta_1	900	341.17	489.80	37.91	54.42
Geregu_2	435	224.46	227.29	51.60	52.25
Omotosho_1	335	190.11	166.05	56.75	49.57
Zungeru_1	700	332.81	345.70	47.54	49.39

Plant	Installed capacity (MW)	Average Available Capacity (MW)		Plant Availability Factor (%)	
		2024/Q4	2025/Q1	2024/Q4	2025/Q1
Olorunsogo_1	335	180.66	161.81	53.93	48.30
Egbin_1	1,320	614.72	607.83	46.57	46.05
Igbafo_1	45	19.24	20.23	42.77	44.95
Dadin-Kowa_1	40	34.74	16.36	86.85	40.90
Afam_2	650	199.43	246.63	30.68	37.94
Geregu_1	435	119.59	138.03	27.49	31.73
Rivers_1	180	51.53	52.86	28.63	29.37
Omoku_1	150	44.27	38.85	29.52	25.90
Sapele_2	500	83.95	97.91	16.79	19.58
Ibom power_1	190	32.44	23.46	17.08	12.35
Omotosho_2	500	12.04	60.85	2.41	12.17
Ihovbor_1	500	65.09	51.32	13.02	10.26
Afam_1	726	58.18	73.48	8.01	10.12
Sapele Steam_1	720	63.25	39.61	8.79	5.50
Olorunsogo_2	750	109.08	37.43	14.54	4.99
Trans Amadi_1	100	1.85	4.75	1.85	4.75
Alaoji_1	500	0.00	0.00	0.00	0.00
Total	13,625	5,296.89	5,336.88	38.88	39.39

*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 the grid 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 2025/Q1 was 4,770.59MWh/h, which translates to a total generation of 10,304.47GWh (equation 2).

$$\text{Total generation} = \text{Ave. hourly generation (MWh/h)} \times 24\text{hrs} \times \text{number of days in the quarter} \quad (2)$$

The hourly generation and the total generation increased by +13.39% and +10.92%¹⁰ respectively in 2025/Q1 compared to 2024/Q4; the hourly generation increased from 4,207.41MWh/h generated in 2024/Q4 to 4,770.59MWh/h (+563.18MWh/h), while the total generation increased from 9,289.95GWh generated in 2024/Q4 to 10,304.47GWh (+1,014.52GWh) in 2025/Q1. The increase in quarterly generation is attributable to the increase in the cumulative available generation capacity of the grid-connected plants (section 2.1.1).

In total, nineteen (19) plants recorded increases in their output across the quarters, with a total of 563.18MWh/h. The largest contributors to the 563.18MWh/h increase in average hourly generation recorded in 2025/Q1 are Delta_1 (157.58MWh/h), Geregu_2 (71.95MWh/h), Egbin_1 (68.20MWh/h), Afam_2 (68.03MWh/h) and Zungeru_1 (59.50MWh/h). Conversely, Jebba_1 (-46.36MWh/h) and Dadin-Kowa_1 (-12.39MWh/h) accounted for 56.18% of the total reduction in average hourly generation output recorded across nine (9) plants between the quarters (Table 2).

Table 2: Average Hourly Generation (MWh/h) in 2024/Q4 vs. 2025/Q1

Plant	Average Hourly Generation (MWh/h)		Change (%)	Change (MWh/h)
	2024/Q4	2025/Q1		
Delta_1	303.84	461.42	51.86	157.58
Geregu_2	118.64	190.59	60.65	71.95
Egbin_1	504.67	572.87	13.51	68.20
Afam_2	185.12	253.15	36.75	68.03
Zungeru_1	252.63	312.13	23.55	59.50
Omosho_2	7.44	41.53	458.27	34.09
Shiroro_1	271.74	304.93	12.21	33.19
Geregu_1	93.02	126.11	35.57	33.09
Okpai_1	206.98	239.73	15.82	32.75
Sapele_2	45.18	70.13	55.22	24.95
Kainji_1	437.43	458.42	4.80	21.00
Afam_1	54.86	71.42	30.18	16.56
Ihovbor_2	386.25	401.47	3.94	15.22
Rivers_1	38.55	53.21	38.02	14.66
Ikeja_1	96.21	102.13	6.15	5.92
Trans Amadi_1	2.36	8.00	238.67	5.64

¹⁰ The percentage change in total generation and average hourly generation is different across 2024/Q4 vs 2025/Q1 because the number of days in each of the quarters is not the same (92/90 days). When the number of the days in the quarters being compared are the same, the percentage change in total generation will be the same with the percentage change in average hourly generation.

Plant	Average Hourly Generation (MWh/h)		Change (%)	Change (MWh/h)
	2024/Q4	2025/Q1		
Igbafo_1	19.50	22.07	13.21	2.57
Ibom power_1	22.10	24.17	9.34	2.07
Ihovbor_1	20.42	21.21	3.87	0.79
Alaoji_1	0.00	0.00	0.00	0.00
Sapele Steam_1	28.71	23.93	-16.65	-4.78
Odukpani_1	309.98	304.49	-1.77	-5.49
Omoku_1	46.23	38.98	-15.67	-7.24
Olorunsogo_2	21.51	14.18	-34.06	-7.33
Omotosho_1	159.05	148.60	-6.57	-10.45
Olorunsogo_1	164.92	154.39	-6.39	-10.54
Dadin-Kowa_1	29.00	16.61	-42.73	-12.39
Jebba_1	381.07	334.70	-12.17	-46.36
Total	4,207.41	4,770.59	+13.39	+563.18

Cumulatively, the average hourly generation of the five grid-connected hydro power plants increased by 54.93MWh/h (+4.00%) in 2025/Q1 compared to 2024/Q4. This is due to the increase in generation of three (3) out of the five hydropower plants in 2025/Q1 compared to 2024/Q4. The average hourly generation of Zungeru_1 (+23.55%), Shiroro_1 (+12.21%), and Kainji_1 (+4.80%) increased in 2025/Q1 compared to 2024/Q4. Conversely, the average hourly generation of Dadin Kowa_1 (-42.73%) and Jebba (-12.17%) hydropower plants decreased in 2025/Q1 compared to 2024/Q4 (Figure 2).

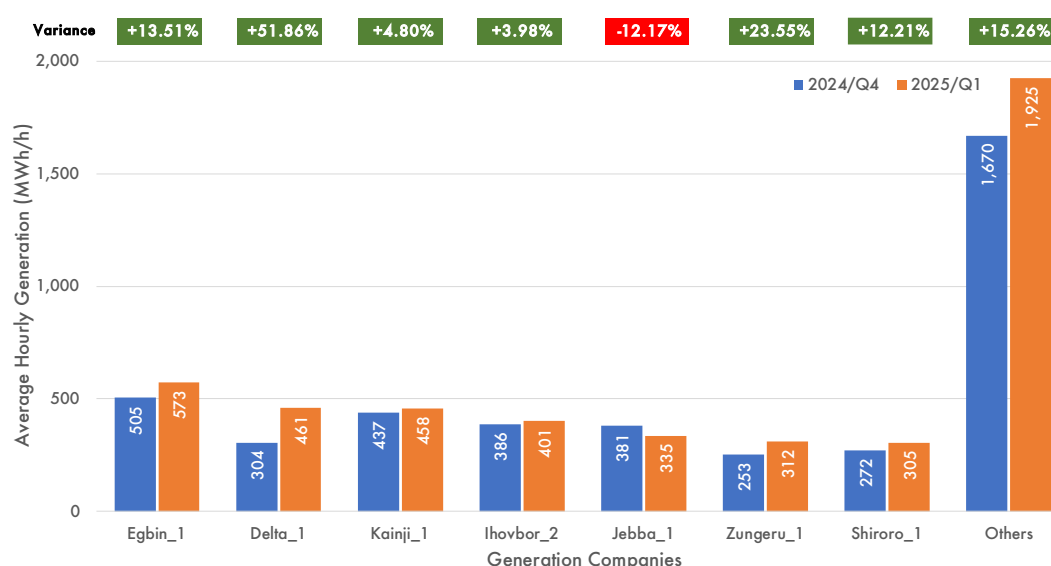


Figure 2: Average Hourly Generation (MWh/h) in 2024/Q4 vs. 2025/Q1

The cumulative average hourly generation from the grid-connected thermal plants during the quarter also increased by 508.25MWh/h (+17.92%) in 2025/Q1, with sixteen (16) out of the twenty-three (23) thermal plants recording increases in their average hourly generation.

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 2025/Q1 was 88.89%; meaning that on average, 11.11% of available energy (MWh) was not dispatched during the quarter. The load factor in 2025/Q1 (88.89%) represents a 9.46pp increase compared to the 79.43% load factor recorded in 2024/Q4.

The load factors of the seven (7) power plants with the highest dispatch rates in 2025/Q1 are presented in Figure 3. Seven (7) power plants (Trans Amadi_1, Igbafo_1, Ibom Power_1, Afam_2, Dadin Kowa_1, Rivers_1, and Omoku_1) recorded dispatch rates of 100%. All the hydropower plants (Dadin-Kowa_1, Shiroro_1, Kainji_1, and Zungeru_1) recorded dispatch rates >90% (100%, 91.61%, 91.40%, and 90.29%, respectively), except for Jebba_1 which recorded a load factor of 74.85%. The <90% dispatch rate recorded by Jebba during the quarter is inconsistent with the Commission's Order on the Mandatory dispatch of Hydropower Plants in the NESI (Order No: NERC/182/2019¹¹).

¹¹ 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

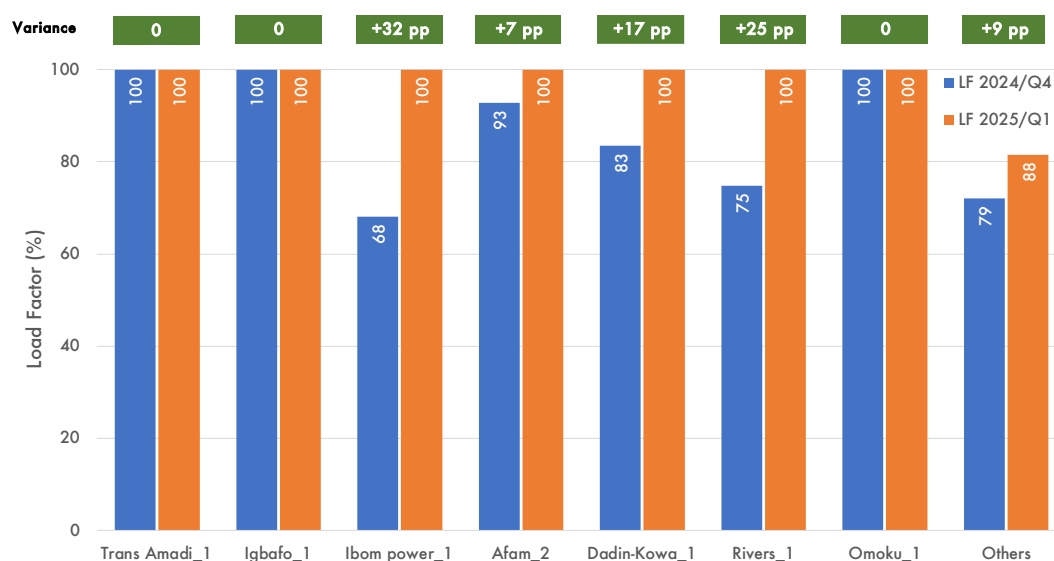


Figure 3: Load Factor (%) in 2024/Q4 vs. 2025/Q1

2.1.5 Generation mix

The electricity generation mix refers to the combination of fuels used to generate electricity over a period. The electricity 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 Security¹² ii) Energy Sustainability¹³; and iii) Energy Affordability/Equity¹⁴. The formula for the share of electricity generated by fuel source is given by equation 4:

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

The share of electricity generated from different fuel sources in 2024/Q4 and 2025/Q1 is presented in Figure 4. The total generation from hydropower plants (3,081.88GWh) increased by 52.81GWh (+1.74%) in 2025/Q1 compared to 2024/Q4 (3,029.07GWh). The contribution of hydropower plants to the energy

¹² This reflects a nation's capacity to meet current and future energy demands reliably, withstand and bounce back from system shocks with minimum disruption to supplies.

¹³ This represents the transition of a nation's energy system towards mitigating and avoiding potential environmental harm and climate change impacts.

¹⁴ This reflects a nation's ability to provide universal access to affordable, fairly priced and abundant energy for domestic and commercial use

mix in 2025/Q1 was 29.91% (3,081.88GWh out of 10,304.47GWh), which represents a -2.70pp change compared to its contribution in 2024/Q4 (32.61%). The decrease in the contribution of hydropower plants to the energy mix during 2025/Q1 despite an increase in total generation from the plants, is due to the significant increase in the overall energy generated in the quarter (section 2.1.3). Although generation from the hydropower plants increased by 1.74%, this was significantly lower than the rate of increase in aggregate generation from the thermal plants (17.92%).

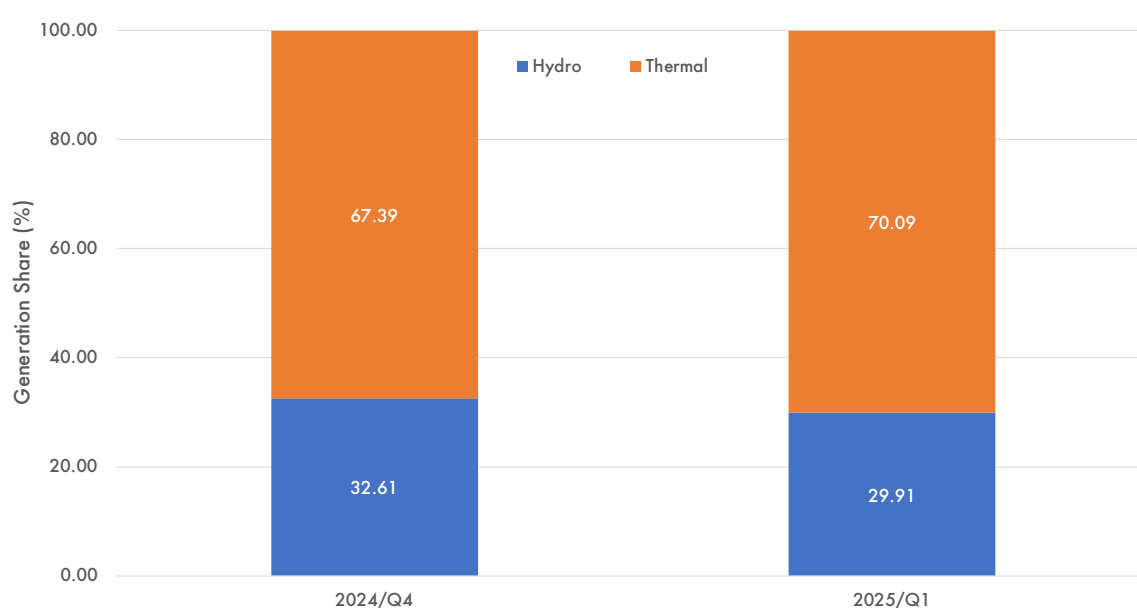


Figure 4: Electricity Generated by Energy Sources (%) in 2024/Q4 vs. 2025/Q1

2.2 Grid Performance

The Transmission Company of Nigeria (TCN) which has the responsibility of transporting energy from power plants to DisCos holds two licences; 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(s) 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:

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

The average TLF in 2025/Q1 was 9.00% (Figure 5). A TLF of 9.00% indicates that for every 100MWh of energy injected into the grid, 9.00MWh 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 2025/Q1 represents a decrease of 0.23pp (improvement in performance) relative to the 9.23% recorded in 2024/Q4.

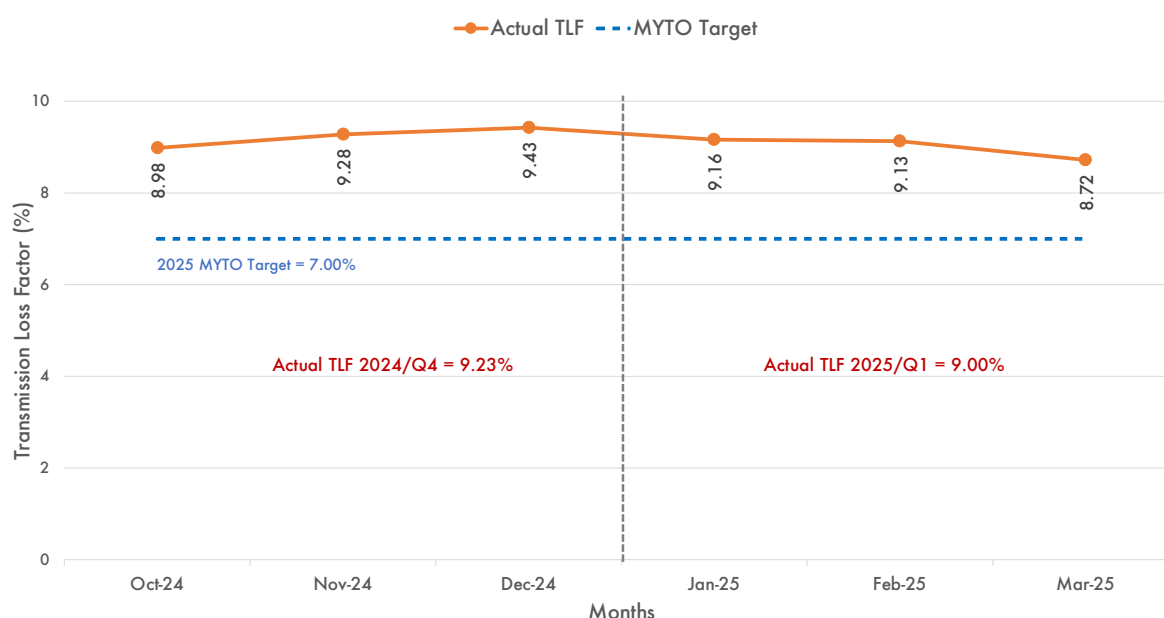


Figure 5: Actual Transmission Loss Factor (%) vs. MYTO TLF Target (%) October 2024 - March 2025

The 9.00% TLF recorded in 2025/Q1 represents an underperformance of 2.00pp relative to the MYTO target for 2025 – 7.00%. The TLF target represents the efficient loss in transmission that is recoverable from customers based on the approved revenue requirements of the Transmission Service Provider (TSP). 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 the revenues needed to cover the excess (inefficient) losses from customers. The 2.00pp TLF underperformance for the quarter translates to a ₦22.64 billion revenue loss (22% of the TSP's approved revenue requirement for 2025/Q1).

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

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

During 2025/Q1, the average lower daily system frequency was 49.28Hz, while the average upper daily system frequency was 50.77Hz, which translates to a range of 1.49Hz (Figure 6). Comparatively, in 2024/Q4, the average lower daily system frequency was 49.39Hz, while the upper daily system frequency was 50.91Hz, which translated to a range of 1.52Hz. The 0.03Hz (-1.97%) decrease in the average quarterly frequency range recorded in 2025/Q1 relative to 2024/Q4 indicates a better operational performance of the National Grid during 2025/Q1.

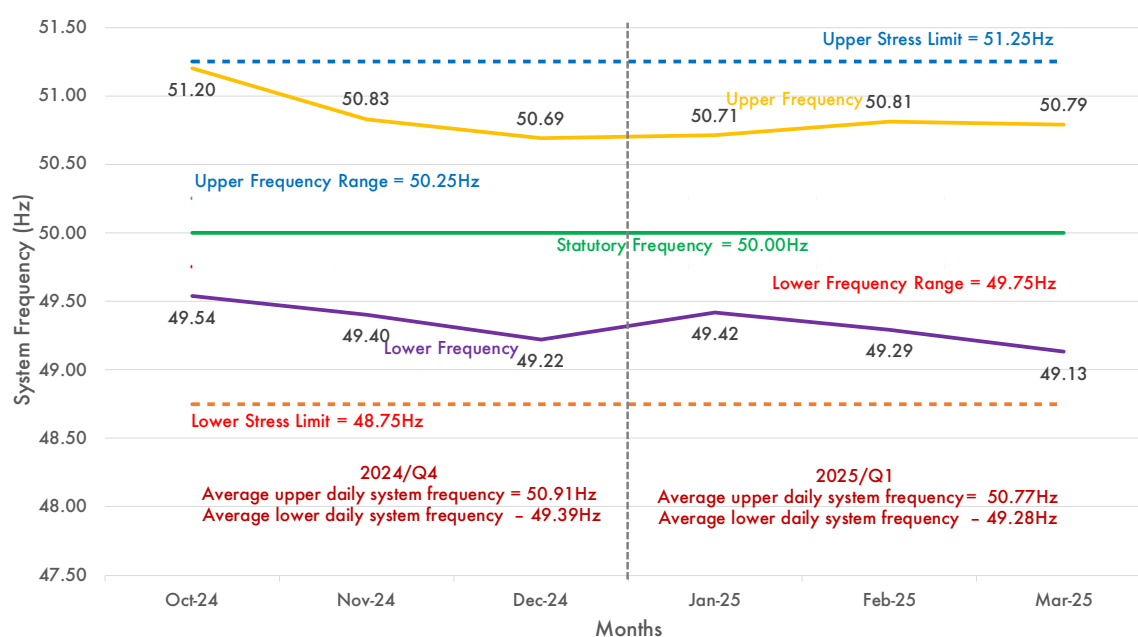


Figure 6: Monthly System Frequency (Hz) from October 2024 - March 2025

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 $\pm 5\%$ (313.50kV to 346.50kV in the lower and upper bounds, respectively). Fluctuations in grid voltage, including spikes, dips, flickers, and brownouts, can cause significant harm to consumers and result in substantial commercial losses. Extreme cases of voltage fluctuations, particularly at the distribution network level, can cause severe damage to industrial machines, thereby compelling industrial customers to seek alternative sources of power outside of the National Grid.

The system voltage pattern from October 2024 to March 2025 is illustrated in Figure 7. The average lower and upper operating voltage for the transmission network in 2025/Q1 were 296.56kV and 346.82kV, respectively¹⁵. As explained for frequency in section 2.2.2, the measure of the health of a system over a given period can also be evaluated based on the range between the average upper daily system voltage

¹⁵ For each month in the quarter, the average lower voltage was outside the allowable limit specified in the Grid Code, while the average upper voltage was within the limit (346.50kV) in two out of the three months (Feb and Mar).

and the average lower daily system voltage. The lower the range, the more stable the system has been.

By way of comparison, the range between the Grid's average lower and upper operating voltage for 2025/Q1 was 50.26kV which is lower than the 56.98kV (average lower and upper voltages of 294.37kV and 351.35kV respectively) that was recorded in 2024/Q4, further reinforcing the observation reported in section 2.2.2 that there was a better operational performance of the grid in 2025/Q1.

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 consequently providing a safe and reliable electricity supply to end users.

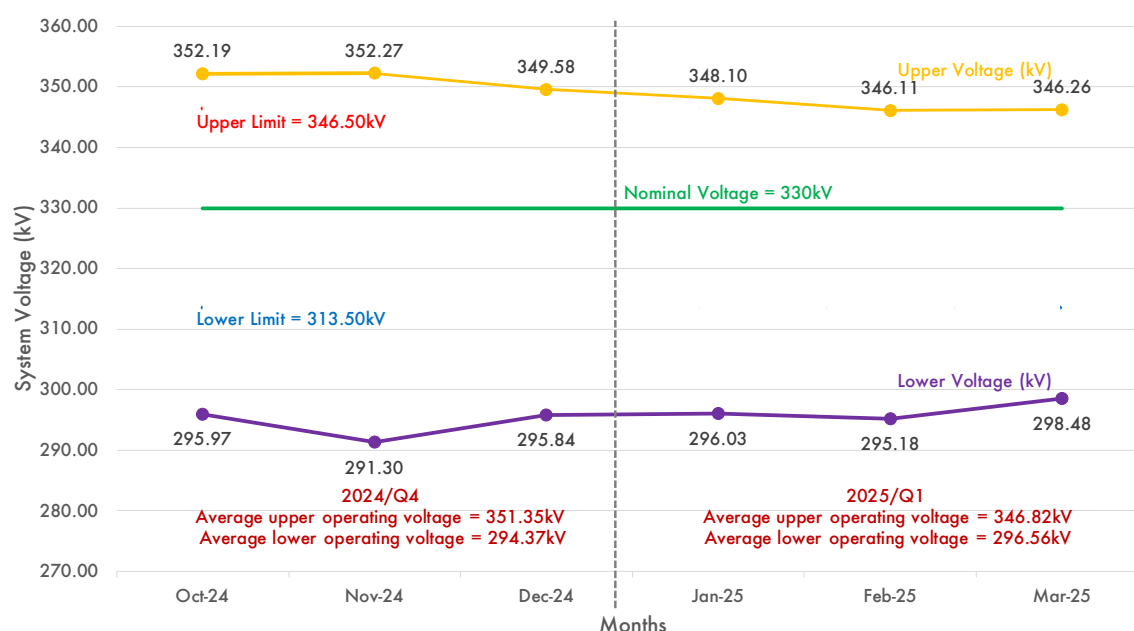


Figure 7: Monthly System Voltage (kV) from October 2024 - March 2025

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 ($330\text{kV} \pm 5.0\%$) and frequency ($50\text{Hz} \pm 0.5\%$). Any deviation from these stability ranges can result in decreased power quality and, in severe cases, cause widespread power outages ranging from a partial collapse of a section of the grid to a full system-wide blackout.

While the SO is responsible for ensuring that various parameters are maintained within their respective tolerance limits 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. There was no incidence of system disturbance on the National Grid in 2025/Q1.

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. In evaluating the commercial performance of the NESI for 2025/Q1, the following parameters are 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– “Available PCC” or any extant regulatory directive issued by the Commission¹⁶. The ratio between a DisCo’s energy offtake and the available PCC is known as the “energy offtake performance”. The formula for determining a DisCo’s energy offtake performance is represented by equation 6:

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

Considering the large disparity between the energy on the national grid and customer demand, it is expected that DisCos will offtake 100% of their available PCC at all times. 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 unutilised capacity. The tariff methodology utilised by the Commission does not allow DisCos to recover the resultant additional wholesale energy costs (relative to the volume of energy off-taken) from customers.

In 2025/Q1, the average energy offtake by DisCos at their trading points was 3,781.94MWh/h, which represents an increase of 421.17MWh/h (+12.53%) when compared to the average off-take in 2024/Q4 (3,360.77MWh/h). The increase in the average energy offtake at trading points is partly attributable to the increase in energy available for offtake (PCC). Although at an aggregate level, the available PCC increased by 8.71%, the gross energy offtake increased by 12.53% between 2024/Q4 and 2025/Q1.

The cumulative energy offtake performance of DisCos during the quarter was 97.94%; this translates to a 3.33pp improvement in the energy offtake performance of the DisCos relative to 2024/Q4 (94.61%). All DisCos except Ibadan (-2.31pp) recorded improvements in their offtake performance between 2024/Q4 and 2025/Q1 (Table 3). The Orders on Performance Monitoring Framework for DisCos

¹⁶ The Commission issued the MYTO 2024 Order for the Transmission Company of Nigeria (TCN) (NERC/2023/034) in January 2024, which specifies the allocation to be implemented by the SO in cases of available generation shortfall. The order allows the SO to deviate from pro-rated allocation of available to all DisCos.

(NERC/2024/086 – 096) issued on 05 July 2024 mandate DisCos to off-take at least 95% of their available PCC or face sanctions by the Commission. In 2025/Q1, all DisCos except Ibadan (94.29%) took >95% of their available PCC during the quarter, with Benin and Enugu DisCos achieving 100% offtake of their available PCC during the quarter.

Table 3: DisCo Energy Offtake Performance in 2024/Q4 vs. 2025/Q1

DisCos	2024/Q4			2025/Q1		
	Energy Offtake (MWh/h)	Available PCC (MWh/h)	Offtake Performance (%)	Energy Offtake (MWh/h)	Available PCC (MWh/h)	Offtake Performance (%)
Abuja	526.83	573.32	91.89	568.93	591.13	96.24
Benin	346.46	347.96	99.57	373.30	373.30	100.00
Eko	454.74	481.42	94.46	529.47	532.38	99.45
Enugu	294.17	303.82	96.82	328.81	328.81	100.00
Ibadan	437.59	452.98	96.60	431.10	457.22	94.29
Ikeja	539.20	560.79	96.15	587.33	591.02	99.37
Jos	136.43	143.63	94.99	180.26	187.32	96.23
Kaduna	149.64	170.67	87.68	198.26	206.37	96.07
Kano	149.08	162.97	91.47	198.58	201.91	98.35
PH	263.96	273.18	96.62	290.72	292.49	99.40
Yola	62.67	81.50	76.89	95.18	99.58	95.59
All DisCos	3,360.77	3,552.26	94.61	3,781.94	3,861.53	97.94

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, and ii) commercial - DisCo's inability to account for 100% of the energy supplied. Commercial losses could either be a result of theft on the part of the customer, i.e., a meter bypass, or other factors under the DisCo's control, such as poor customer enumeration and the proliferation of inaccurate meters. A billing efficiency of 70% means that if a DisCo delivers ₦100.00 worth of electricity to customers, it is only able to issue bills worth ₦70.00 due to commercial losses. The formula for billing efficiency is represented by equation 7:

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

The total energy offtake by all DisCos in 2025/Q1 was 8,169.00GWh, and the total energy billed was 6,631.92GWh, which translates to a billing efficiency of 81.18%. Comparatively, the total energy received and billed in 2024/Q4 were 7,420.58GWh and 6,207.84GWh, respectively, which translated to a billing efficiency of 83.66%. This means that at an aggregate level, DisCos recorded a 2.48pp decrease in billing efficiency between 2024/Q4 and 2025/Q1.

The disaggregated performance of the DisCos shows that Eko DisCo recorded the highest billing efficiency of 88.87%, while Kaduna DisCo recorded the lowest billing efficiency of 64.93%. A quarter-on-quarter comparison of billing efficiency shows that only Benin (+1.22pp) and Port Harcourt (+1.75pp) DisCos recorded improvements in their billing efficiencies in 2025/Q1 relative to 2024/Q4. Conversely, all other DisCos recorded decreases in billing efficiency, with Yola and Abuja recording the most significant decrease of 12.25pp and 7.71pp, respectively (Table 4).

Table 4: Energy received and billing efficiency by DisCos in 2024/Q4 vs. 2025/Q1

DisCos	2024/Q4			2025/Q1		
	Energy Offtake (GWh)	Energy Billed (GWh)	Billing Efficiency (%)	Energy Offtake (GWh)	Energy Billed (GWh)	Billing Efficiency (%)
Abuja	1,163.25	918.00	78.92	1,228.89	875.00	71.20
Benin	764.99	664.68	86.89	806.33	710.47	88.11
Eko	1,004.07	895.65	89.20	1,143.66	1,016.35	88.87
Enugu	649.53	475.00	73.13	710.23	511.70	72.05
Ibadan	966.20	869.45	89.99	931.18	823.30	88.41
Ikeja	1,190.55	1004.99	84.41	1,268.63	1,047.41	82.56
Jos	301.24	244.11	81.04	389.35	312.45	80.25
Kaduna	330.41	234.17	70.87	428.23	278.07	64.93
Kano	329.16	274.47	83.39	428.93	344.71	80.36
Port Harcourt	582.82	503.02	86.31	627.96	552.97	88.06
Yola	138.37	124.29	89.83	205.60	159.50	77.58
All DisCos	7,420.58	6,207.84	83.66	8,169.00	6,631.92	81.18

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, customer dissatisfaction with DisCos' services and inadequate customer metering, among other challenges. A collection efficiency of 70% implies that for every ₦100.00 worth of energy billed to customers by DisCos, only ₦70.00 was recovered 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 2025/Q1 was ₦553.63 billion out of the ₦744.27 billion that was billed to customers. This translates to a collection efficiency of 74.39%. In comparison, the total revenue collected by all DisCos in 2024/Q4 was ₦509.84 billion out of the ₦658.40 billion billed to customers, which translated to a 77.44% collection efficiency. The 74.39% collection efficiency recorded in 2025/Q1 is 3.05pp lower than the collection efficiency recorded in 2024/Q4 (77.44%).

The summary of the revenue collection performance of all DisCos is contained in [Table 5](#). In 2025/Q1, four (4) DisCos recorded collection efficiencies >80% with Eko (84.79%) recording the highest collection efficiency. Conversely, Jos DisCo recorded the lowest collection efficiency at 47.19%. A comparison of DisCos' performance shows that only Kano (+6.55pp), Abuja (+4.81pp) and Enugu (+0.72pp) DisCos recorded improvements in collection efficiency between 2024/Q4 and 2025/Q1. Conversely, the remaining eight (8) DisCos recorded declines in collection efficiency with Port Harcourt (-15.11pp), Kaduna (-7.12pp) and Eko (-5.21pp) DisCos having the most significant declines over the period.

Table 5: Revenue Collection Performance (%) of DisCos in 2024/Q4 vs. 2025/Q1

DisCos	2024/Q4			2025/Q1		
	Total Billings (₦' Billion)	Revenue Collected (₦' Billion)	Collection Efficiency (%)	Total Billings (₦' Billion)	Revenue Collected (₦' Billion)	Collection Efficiency (%)
Abuja	107.91	81.45	75.48	109.73	88.10	80.29
Benin	56.28	45.69	81.17	64.97	52.31	80.51
Eko	107.31	96.58	90.00	123.77	104.95	84.79
Enugu	49.24	39.49	80.20	55.56	44.96	80.92
Ibadan	78.64	60.91	77.46	82.88	61.73	74.48
Ikeja	123.35	101.92	82.63	129.88	101.20	77.91
Jos	28.67	14.25	49.68	36.32	17.14	47.19
Kaduna	19.45	10.80	55.52	24.22	11.72	48.41
Kano	33.72	19.19	56.91	40.51	25.71	63.46
Port Harcourt	44.01	33.36	75.79	62.01	37.63	60.68
Yola	9.82	6.21	63.24	14.42	8.20	56.85
All DisCos	658.40	509.84	77.44	744.27	553.63	74.39

In 2025/Q1, billing and collection efficiencies declined by 2.47pp and 3.05pp, respectively, compared to 2024/Q4. Based on historical trends, this decline in efficiencies can be attributed to the increased energy offtake (+10.06%) during the quarter compared to 2024/Q4. It has been observed that there is an inverse relationship between DisCos' energy offtake and their billing/collection efficiencies. Typically, when DisCos offtake more energy, they often allocate the incremental energy to areas where they record historically lower billing and collection efficiencies.

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 24 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.

As of March 2025, DisCos have metered more than 41,000 Band A customers through the MAF scheme. In addition to the MAF, DisCos are expected to continue to utilise any of the metering frameworks provided for in the NERC MAP and NMMP metering regulation (2021) to improve end-use customer metering in their franchise

areas. 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 its allowed tariffs. The target ATC&C usually reduces over time as DisCos make investments that are geared towards improving operational efficiency. ATC&C loss is made up of the following components:

- a. **Technical Loss:** heat loss due to load flow in electrical lines and transformation loss in transformers.
- b. **Commercial Loss:** due to discrepancies 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 DisCos in 2025/Q1 was 39.61%, which comprised 18.82% in technical and commercial losses and 25.61% in collection loss (Table 6). The aggregate ATC&C loss of 39.61% recorded in 2025/Q1 is +19.07pp higher than the allowed aggregate efficient loss target

(20.54%) applied in the computation of the tariffs in the MYTO for the year 2025 and translates to a cumulative revenue loss of ₦200.49 billion¹⁷ for the DisCos.

No DisCo achieved its target ATC&C in 2025/Q1 with the widest variance (target – actual) being recorded by Kaduna DisCo (-47.25pp). This means that none of the DisCos were able to earn the revenue requirements set out in their approved tariffs for 2025/Q1. The excess ATC&C losses (inefficiencies) incurred by DisCos are not recoverable from customers and may compromise the long-term financial positions of the affected DisCos.

The average ATC&C loss recorded in 2025/Q1 (39.61%) was 4.39pp higher (worse performance) than what was recorded in 2024/Q4 (35.22%). Kano (-3.15pp) and Benin (-0.41pp) DisCos recorded improvements in their ATC&C loss performance in 2025/Q1 compared to 2024/Q4. Conversely, the remaining nine (9) DisCos recorded declines in their ATC&C loss performance, with Yola (+12.71pp) and Port Harcourt (+11.98pp) DisCos recording the greatest declines (Table 6).

Table 6: ATC&C Loss (%) by DisCos in 2024/Q4 vs. 2025/Q1

DisCo	MYTO Target (%)	ATC&C (%)		Variance (pp)	
	2025	2024/Q4	2025/Q1	2024/Q4	2025/Q1
Abuja	20.60	40.43	42.83	-15.43	-22.23
Benin	20.76	29.47	29.06	-4.47	-8.30
Eko	16.88	19.72	27.11	0.35	-7.77
Enugu	21.26	41.35	41.70	-16.35	-20.44
Ibadan	20.92	30.30	34.14	-5.30	-13.22
Ikeja	15.93	30.25	35.67	-11.52	-19.74
Jos	26.09	59.74	62.13	-27.02	-36.04
Kaduna	21.32	60.65	68.57	-35.65	-47.25
Kano	20.88	52.55	49.40	-27.55	-28.12
Port Harcourt	20.42	34.58	46.56	-9.58	-26.14
Yola	44.00	43.19	55.90	12.81	-11.90
All DisCos					
MYTO Level	20.54				
Total Technical, Commercial & Collection losses	-	35.22	39.61		
Technical & Commercial losses	-	16.34	18.82		
Collection losses	-	22.56	25.61		

¹⁷ This represents 27% of the allowable revenues for all DisCos over the period (2025/Q1)

2.3.5 Market Remittance

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

In June 2020, the remit of the fund manager responsible for the escrow was expanded to include the implementation of the payment waterfall framework which was designed by the Commission to increase upstream market remittance to NBET and 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 cover¹⁸. 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 Obligation¹⁹ (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

¹⁸ 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.

¹⁹ Under the MRO regime, DisCos were invoiced 100% of the energy cost but were only expected to pay the MRO share of the invoice. The outstanding balance is only cleared from the DisCo's record when the FGN subsidy is paid to NBET.

preventing them from raising finance to undertake critical investments in their distribution network. Thus, the portion of GenCo invoices not covered by DRO is the tariff subsidy which is invoiced directly to the Federal Ministry of Finance by NBET.

The total amount invoiced by the GenCos for energy delivered to each DisCo and the DRO-adjusted NBET invoice to the respective DisCos during 2025/Q1 are summarised in Table 7. It is important to note that due to the absence of cost-reflective tariffs across all DisCos, the Government incurred a subsidy obligation of ₦536.40 billion²⁰ (59.16% of total NBET invoice) in 2025/Q1. Between 2024/Q4 and 2025/Q1, the subsidy obligation of the government increased by ₦64.70 billion, from ₦471.69 billion (56.65% of the total GenCo invoice) to ₦536.40 billion (59.16% of the total GenCo invoice). The increase in the subsidy obligation of the FGN is a result of the FGN's policy to freeze allowed tariffs paid by customers despite the increase in the cost-reflective tariffs across the quarters.

Table 7: Total NBET Invoice and Final Obligation (DRO) of DisCos for 2025/Q1

DisCos	Total NBET Invoice (₦' billion)	Final Obligation (₦' billion)
Abuja	137.59	60.61
Benin	88.04	36.19
Eko	126.14	58.43
Enugu	78.02	31.07
Ibadan	105.27	41.23
Ikeja	140.16	64.09
Jos	43.74	16.04
Kaduna	48.14	15.50
Kano	47.74	17.58
Port Harcourt	68.84	25.75
Yola	23.10	3.90
All DisCos	906.77	370.36

In 2025/Q1, the DRO-adjusted invoice from NBET to the DisCos was ₦370.36 billion²¹ while the total remittance made was ₦354.77 billion, which translates to 95.79% remittance performance. Comparatively, in 2024/Q4, the DRO-adjusted invoice from NBET to DisCos was ₦360.96 billion, and the total remittance was ₦336.63 billion, which translated to 93.26% remittance performance. The 2.53pp increase in DisCos' remittance performance to NBET between 2024/Q4 and

²⁰ Monthly subsidy obligation during the quarter; Jan - ₦179 billion, Feb - ₦162 billion and Mar - ₦194 billion.

²¹ Total NBET invoice for 2025/Q1 without adjustment for DRO (total bill issued by GenCos) is ₦906.76 billion

2025/Q1 can be attributed to the larger increase in collections by DisCos in 2025/Q1 compared to 2024/Q4 (+8.59%), relative to the 2.61% increase in DRO-adjusted invoice from NBET across the two quarters.

Disaggregated remittance performance of the DisCos to NBET in 2025/Q1 shows that Benin, Eko, Ibadan, Ikeja, Kano, Port Harcourt and Yola DisCos achieved 100% remittance performance to NBET while Abuja (98.43%) and Enugu (99.27%) achieved $\geq 90\%$ remittance performance. Kaduna DisCo recorded the lowest remittance performance of 37.77% (Figure 8). A quarter-on-quarter analysis showed that all DisCos except Jos (-10.09pp) and Kaduna (-3.26pp) recorded improvements in remittance performance to NBET in 2025/Q1 compared to 2024/Q4. Port Harcourt (+10.27pp), Benin (+9.97pp) and Enugu (+8.90pp) DisCos recorded the greatest improvements in remittance performance to NBET across the two quarters.

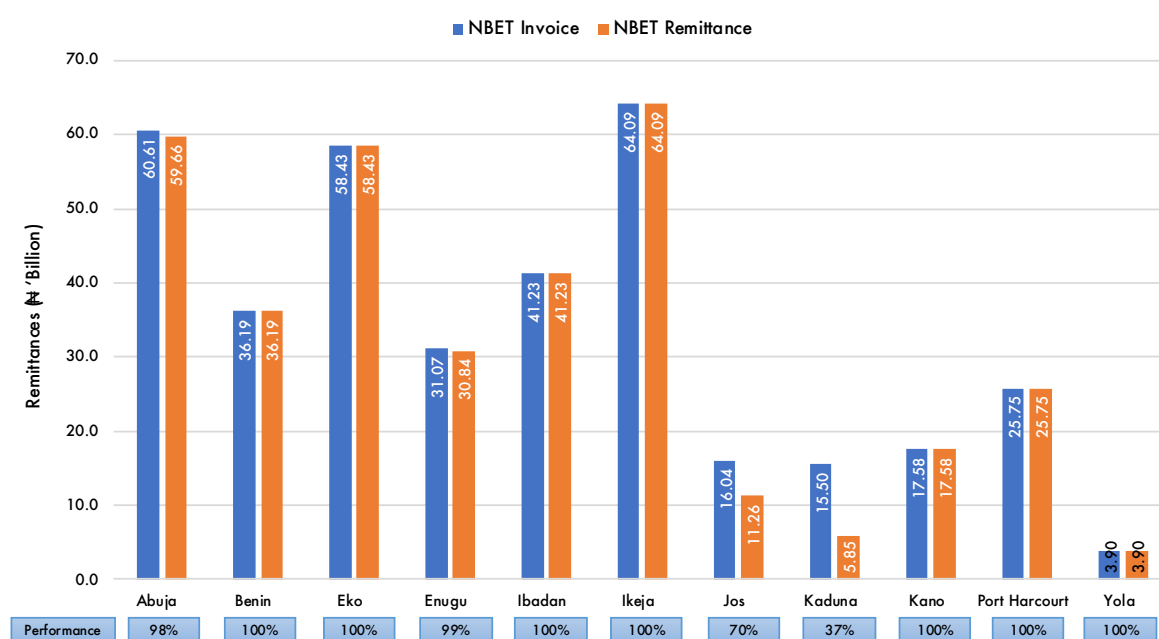


Figure 8: DisCos Remittance Performances to NBET in 2025/Q1

2.4.5.2 Market Remittance to MO

The Market Operator issues invoices to DisCos for energy transmission and administrative services. In 2025/Q1, DisCos made a total remittance of ₦59.49 billion against the cumulative invoice of ₦61.76 billion issued by the MO. This payment translates to 96.32% remittance performance and is a 8.00pp increase

when compared to 88.32% remittance performance recorded in 2024/Q4 when DisCos remitted ₦42.30 billion out of ₦47.89 billion invoice issued by the MO.

The disaggregated remittance performance of the DisCos to MO shows that all DisCos except Jos (72.07%) and Kaduna (52.19%) recorded 100% remittances respectively to the MO (Figure 9). Between 2024/Q4 and 2025/Q1, all DisCos except Jos (-2.28pp) recorded improvements in their remittance performance to MO, with Kano (+36.81pp) and Kaduna (+35.72pp) recording the most significant improvements.

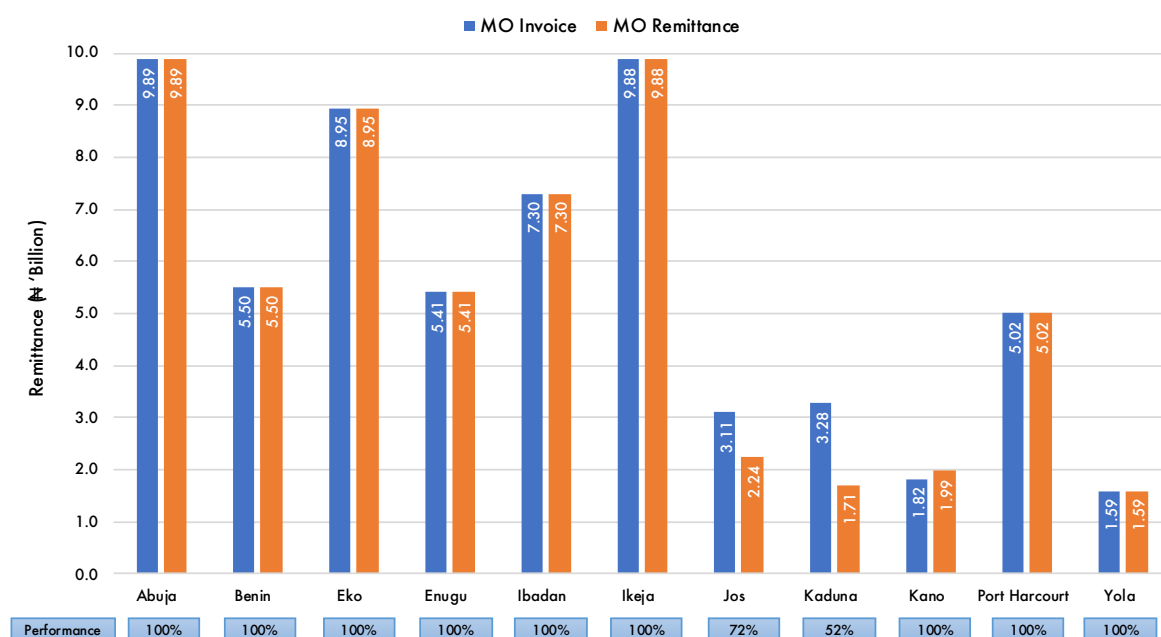


Figure 9: DisCos Remittance Performances to MO in 2025/Q1

2.4.5.3 Market Remittance to NBET and MO

The cumulative DisCos' remittance to NBET and MO in 2025/Q1 is presented in Table 8.

Table 8: DisCos Remittance Performances to NBET and MO in 2025/Q1

DisCos	DRO Adjusted Invoice (₦' Billion)			Actual Remittance (₦' Billion)			Remittance Performance (%)	
	NBET	MO	NBET + MO	NBET	MO*	NBET + MO	2024/Q4	2025/Q1
Abuja	60.61	9.89	70.50	59.66	9.89	69.55	96.29	98.65
Benin	36.19	5.50	41.69	36.19	5.50	41.69	89.27	100.00
Eko	58.43	8.95	67.38	58.43	8.95	67.38	98.92	100.00
Enugu	31.07	5.41	36.48	30.84	5.41	36.25	90.17	99.38
Ibadan	41.23	7.30	48.53	41.23	7.30	48.53	93.00	100.00
Ikeja	64.09	9.88	73.97	64.09	9.88	73.97	99.29	100.00

DisCos	DRO Adjusted Invoice (₦' Billion)			Actual Remittance (₦' Billion)			Remittance Performance (%)	
	NBET	MO	NBET + MO	NBET	MO*	NBET + MO	2024/Q4	2025/Q1
Jos	16.04	3.11	19.15	11.26	2.24	13.50	79.89	70.53
Kaduna	15.50	3.28	18.78	5.85	1.71	7.56	38.83	40.28
Kano	17.58	1.82	19.40	17.58	1.99	19.56	94.34	100.00
P/Harcourt	25.75	5.02	30.77	25.75	5.02	30.77	89.23	100.00
Yola	3.90	1.59	5.50	3.90	1.59	5.50	100.00	100.00
All DisCos	370.37	61.76	432.13	354.77	59.49	414.26	92.68	95.86

* Based on the provisions of the SLA between the TCN and DisCos, the TSP has to pay a total of ₦0.15 billion to Kano DisCo due to service shortfalls in January 2025.

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 2025/Q1 by the MO are detailed in Table 9. The six (6) international bilateral customers being supplied by GenCos in the NESI made a payment of \$5.80 million against the cumulative invoice of \$17.23 million issued by the MO for services rendered in 2025/Q1, translating to a remittance performance of 33.70%. The domestic bilateral customers made a cumulative payment of ₦1,857.67 million against the invoice of ₦2,571.43 million issued to them by the MO for services rendered in 2025/Q1, translating to 72.24% remittance performance.

It is noteworthy that some domestic bilateral customers made payments during 2025/Q1 for outstanding MO invoices from previous quarters. The MO received ₦64.06 million from the domestic bilateral customers [NDPHC-Weewood; ₦28.63million, North-South/Star Pipe; ₦10.41 million and Trans-Amadi (OAU/FMPI); ₦25.01 million] towards outstanding invoices from previous quarters. The details of these payments are contained in Appendix VII.

The special customer (Ajaokuta Steel Co. Ltd and the host community) did not make any payment towards the ₦1.38 billion (NBET) and ₦0.13 billion (MO) invoices received in 2025/Q1. 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.

Table 9: Invoices and Remittances of Other Customers in 2025/Q1

	NBET			MO		
	Invoice	Remittance	Performance	Invoice	Remittance	Performance
	(Million) 2025 /Q1	(Million) 2025 /Q1	(%) 2025 /Q1	(Million) 2025 /Q1	(Million) 2025 /Q1	(%) 2025 /Q1
International Bilateral Customers						
PARAS-SBEE (\$)	-	-	-	2.42	-	0.00
PARAS-CEET (\$)				1.92	0.63	32.99
TRANSCORP-SBEE (UGHELLI) (\$)	-	-	-	4.97	1.82	36.76
TRANSCORP-SBEE (AFAM 3) (\$)				1.73	0.30	17.80
MAINSTREAM-NIGELEC (\$)	-	-	-	3.04	3.03	100.00
ODUKPANI-CEET (\$)	-	-	-	3.16	-	0.00
Total	-	-	-	17.24	5.80	33.70
Local Bilateral Customers						
MSTM/INNER GALAXY (₦)						
MSTM/KAM IND. (₦)						
MSTM/KAM INT. (₦)	-	-	-	1,640.84	1,640.84	100.00
MAINSTREAM/PRISM (₦)						
MSTM ZEBERCED (₦)						
MSTM/ADFV (₦)						
NDPHC/WEEWOOD (₦)	-	-	-	104.03	71.74	68.96
NORTH SOUTH/STAR P (₦)	-	-	-	32.39	21.51	66.42
TRANS AMADI (OAU) (₦)	-	-	-	35.98	23.57	65.51
TRANS AMADI (FMPI) (₦)						
NDPHC/SUNFLAG (₦)	-	-	-	46.16	-	0.00
OMOTOSHO II/PULKIT (₦)						
ALAOJI GENCO/APLE (₦)	-	-	-	455.36	100.00	21.96
TAOPEX/KAM INT (₦)				203.99	-	0.00
TAOPEX/KAM STEEL (₦)	-	-	-			
SAPELE/PHOENIX (₦)				52.67	-	0.00
Total	-	-	-	2,571.43	1,857.67	72.24
Special Customer						
AJAOKUTA STEEL (₦)	1,386.81	0	0	134.05	0	0

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



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 Regulations in 2025/Q1.

3.1.2 Orders

During the quarter, the Commission issued forty (40) Orders to guide the activities of licensees. The details of the Orders are outlined below:

- A. Order No: NERC/2024/177- Multi-Year Tariff Order (MYTO) 2025 for Aba Power Limited Electric Company (APLE). The Order became effective on 01 January 2025 and sought to;
- i. Reflect the changes in the pass-through indices outside the control of APLE, including gas prices, US and Nigerian inflation rates, foreign exchange rates, and available generation.
 - ii. Review the allowed cost of generation, revenue requirement, and tariff design for APLE due to significant changes in industry parameters. This review is based on the recent extraordinary tariff review application filed by APLE to the Commission for immediate consideration for the sustainability of APLE and the provision of service.
- B. Order No: [NERC/2024/148](#) – Amended Order on Unauthorised Access, Meter Tampering and By-Pass. The Order amends Order No: NERC/REG/41/2017 (Order on Unauthorised Access, Meter Tampering and By-Pass) that was issued by the Commission on 06 December 2017. This Amended Order on Unauthorised Access, Meter Tampering and By-Pass became effective on 22 January 2025 and has the following objectives;
- i. Mitigate unauthorised access to electricity supply through measures addressing tampering and meter bypass.
 - ii. Establish clear guidelines for the reconnection of unauthorised connections, ensuring transparency and compliance.
- C. Order Nos: [NERC/2024/166–NERC/2024/176](#) (11 Orders issued to 11 DisCos) – January 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos. Pursuant to Section 7 of the April 2024 supplementary Orders which provide for monthly tariff reviews, the January 2025 supplementary Orders

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

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

D. Order No: [NERC/2025/001](#) – Transfer of Regulatory Oversight of the Electricity Market in Niger State from the Nigerian Electricity Regulatory Commission to the Niger State Electricity Regulatory Commission (NSERC). The Order became effective on 10 January 2025 with the following objectives;

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

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

E. Order No: [NERC/2025/002](#) – Transfer of Regulatory Oversight of the Electricity Market in Niger State from the Nigerian Electricity Regulatory Commission to the Niger State Electricity Regulatory Commission (NSERC). The Order became effective on 10 January 2025 and has the following objectives;

- i. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Niger State from the Commission to NSERC in accordance with the CFRN and EA.

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

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

- F. Order Nos: [NERC/2025/003–NERC/2025/013](#) (11 Orders issued to 11 DisCos) – February 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos. Pursuant to Section 7 of the April 2024 supplementary Orders which provide for monthly tariff reviews, the February 2025 supplementary Orders (effective date - 01 February 2025) sought to reflect the changes in the pass-through indices outside the control of licensees including inflation rates, ₦/US\$ exchange rate, available generation capacity and gas price for the determination of cost-reflective tariff.

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

- G. Order No: [NERC/2025/014](#) - February 2025 Supplementary Order to the Multi-Year Tariff Order for APLE. The Order became effective on 01 February 2025. Pursuant to Section 16 of the MYTO-2025, the Supplementary Order sought to reflect the changes in the pass-through indices outside the control of licensees, including inflation rates, N/US\$ exchange rate, available generation capacity and gas price for the determination of Cost-Reflective Tariffs (CRT).
- H. Order Nos: [NERC/2025/017–NERC/2025/027](#) (11 Orders issued to 11 DisCos) – March 2025 Supplementary Order to the Multi-Year Tariff Order for the DisCos. Pursuant to Section 7 of the April 2024 supplementary Orders which provide for monthly tariff reviews, the March 2025 supplementary Orders (effective date - 01 March 2025) sought to reflect the changes in the pass-through indices outside the control of licensees including inflation rates, ₦/US\$ exchange

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

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

- I. Order No: [NERC/2025/028](#) – Order on the Delineation of Assets and Liabilities of the Distribution Licensees. The Order became effective on 28 March 2025 with the following objectives;
 - i. Provide further clarity on the process for delineation of assets and liabilities of DisCos as directed in the respective transfer of regulatory oversight orders issued to date.
 - ii. Facilitate the delineation of the assets and liabilities of all DisCos along state lines, irrespective of the transition status of each state, thus ensuring a smoother transition process.
 - iii. Establish a standard methodology for the delineation of DisCos’ assets and liabilities to ensure fairness, equity and transparency.
 - iv. Provide clear timelines for the delineation of assets and liabilities of DisCos to enable the state regulators who have taken over regulatory oversight of electricity markets in their respective states.
- J. Order No: [NERC/2025/029](#) – Transfer of Regulatory Oversight of the Electricity Market in Plateau State from the Nigerian Electricity Regulatory Commission to the Plateau State Electricity Regulatory Commission (PSERC). The Order became effective on 13 March 2025 and has the following objectives;
 - i. Commence the process of the transfer of regulatory oversight for the intrastate electricity market in Plateau State from the Commission to PSERC in accordance with the CFRN and EA.
 - ii. Provide a transition plan for the transfer of regulatory oversight for the intrastate electricity market in Plateau State from the Commission to PSERC in accordance with the CFRN and the EA.
 - iii. Address ensuing transitional matters arising from the transfer of regulatory oversight for the intrastate electricity market in Plateau State from the Commission to PSERC.

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

3.1.3 Directives

The Commission did not issue any directive²² to licensees in 2025/Q1.

3.2 Licences Issued or Renewed

In 2025/Q1, the Commission issued four (4) off-grid generation licences and seven (7) other licences in the NESI (Table 10).

Table 10: Licences issued by the Commission in 2025/Q1

SN	Licensee	Location	Capacity (MW)	License Type	Fuel Type
1	Daybreak Power Solutions Limited	Abia State	2.63	Off-grid	Solar
2	Trade Watt Energy Solutions Ltd	Abuja	N/A	Trading	N/A
3	Powerlink Distribution Limited	Ogun State	N/A	IEDN	N/A
4	Golden Penny Power Limited	Lagos State	57.20	Off-grid	Gas
5	Atlantic Industry Zone Nigeria Limited	Ogun State	N/A	IEDN	N/A
6	Daybreak Power Solutions Limited	Ogun State	2.92	Off-Grid	Solar
7	Irele Energy LFZ	Lagos State	50.00	Embedded Generation	Gas
8	Igboya Power LFZ Enterprise	Lagos State	N/A	IEDN	N/A
9	EDL Energy Generation Company Ltd	Abuja	10.00	Embedded Generation	Gas
10	FHA Energy Distribution Limited	Abuja	N/A	IEDN	N/A
11	Daybreak Power Solutions Limited	Aba	3.74	Off grid	Solar

²² Directives issued by the Commission are general instructions to licensees to guide them on how to comply with regulatory instruments such as Orders and Regulations. For reporting purposes, Rectification Directives (RDs) are treated as enforcement instruments and thus are covered under the enforcement section of the report.

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 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 sixteen (16) applicants as detailed in Table 11.

Table 11: Captive Generation Plants approved in 2025/Q1

S/N	Company Name	Location/State	Capacity (MW)
1	Nile University of Nigeria	Airport Road, Jabbi Abuja	10.00
2	CCK Electric Power Tech. Company	Owode, Ogun State	7.80
3	CCK Electric Power Tech. Company	Owode, Ogun State	3.00
4	CCK Electric Power Tech. Company	Sagamu, Ogun State	6.60
5	CCK Electric Power Tech. Company	Sagamu, Ogun State	6.00
6	CCK Electric Power Tech. Company	Sagamu, Ogun State	4.40
7	CCK Electric Power Tech. Company	Sagamu, Ogun State	6.60
8	CCK Electric Power Tech. Company	Mohamedu Express way, Ogun State	3.30
9	CCK Electric Power Tech. Company	Ikeja, Lagos State	8.80
10	CCK Electric Power Tech. Company	Sagamu, Ogun State	6.60
11	Pulkit Alloy And Steel Limited	Ijebu Ode, Ogun State	20.00
12	Everest Pulp and Paper Limited	Ijebu Ode, Ogun State	7.50
13	Obu Cement Company Limited (BUA)	Okpella, Edo State	160.95
14	Nigeria Pipes Limited	Sharada Phase 1, Kano	1.25
15	West African Container Terminal Nigeria Ltd	Seaport, Rivers State	1.09
16	Kwale Genco FZE	Ikot, Abassi Akwa Ibom	700.00

3.4 Mini-grid Permits and Registration Certificates

Pursuant to section 164(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 a distribution capacity above 100kW and generation capacity up to 1MW. The Commission also issues registration certificates to developers for one or more systems with a distribution capacity below 100kW. In 2025/Q1, the Commission issued seven (7) permits [gross capacity of 1.26MW].

Table 12: Mini-grid Permits issued in 2025/Q1

S/N	Name	Capacity ²³ (kW)	Location
	Permits		
1	Nebular Engineering Limited	90.00	Bokin Ayini, Nasarawa LGA, Nasarawa State
2	Nebular Engineering Limited	55.00	Iwo Sabo, Nasarawa LGA, Nasarawa State
3	Nebular Engineering Limited	70.00	Kandele, Nasarawa LGA, Nasarawa State
4	Nebular Engineering Limited	70.00	Jijipe, Nasarawa LGA, Nasarawa State
5	Nebular Engineering Limited	274.00	Ajaga, Nasarawa LGA, Nasarawa State
6	Nebular Engineering Limited	267.00	Ajigwara, Nasarawa LGA, Nasarawa State
7	Nebular Engineering Limited	433.00	Namu, Qua,an Pam, Plateau State

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.

²³ A mini-grid developer can choose to get either a registration certificate or a permit for mini-grids with a distribution capacity below 100kW. However, for mini-grids with distribution capacity above 100kW, only a permit can be obtained.

The Commission certified thirteen (13) MSPs – six (6) meter installer companies, five (5) manufacturers and two (2) importers in 2025/Q1. The Commission also issued eight (8) permits for MAP. Details are contained in Table 13.

Table 13: Meter Service Providers certified in 2025/Q1

S/N	Name	Authorisation Type
Meter Service Providers		
1	Power Cap Limited	Installer A1
2	Power Cap Limited Energy World Engineering Solutions Ltd	Installer A1
3	Frankeuz Consulting Limited	Installer A1
4	Cenave Integrated Services Limited	Installer A1
5	Integrated Resources Limited	Installer A1
6	Onyema Tochukwu Okechukwu	Installer C2
7	Cristhill Engineering Limited	Manufacturer
8	Bendoricks International Limited	Manufacturer
9	Hampol – YTL- Limited	Manufacturer
10	Skipper Nigeria Limited	Manufacturer
11	G.Unit Engineering Limited	Manufacturer
12	Phoenix Renewable Limited	Importer
13	Kenpetrus Energy Resources Limited	Importer
Meter Asset Providers		
1	BTS Eve Power Limited	MAP
2	Ukpaka Nigeria Limited	MAP
3	Technovati Limited	MAP
4	Tripleseventh Nigeria Limited	MAP
5	Denotata Engineering Services Limited	MAP
6	Venco Platforms Limited	MAP
7	Fulenell Nigeria Limited	MAP
8	San Verad Nigeria 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 an appeal against the decisions of the*

Commission’. One of the ways which the Commission performs this quasi-judicial function towards the resolution of disputes between stakeholders is through hearings²⁴. Furthermore, the Business Rules of the Commission- NERC-R-0306 allow 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 2025/Q1, the Commission conducted two (2) hearings in respect of the following:

- Appeal filed by Phoenix Steel Mills Limited against the Commission’s decision revoking its eligible customer status.
- Petition filed by the Transmission Company of Nigeria (TCN) for the review of the Commission’s decision dated 19 September 2024 allocating a 30:70 fault attribution ratio between TCN and DisCos in the Service Level Agreement for Band A.

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 twenty-one (21) Rectification Directives (RD) and eighteen (18) Notices of Intention to Commence Enforcement (NICE) for different breaches/defaults in 2025/Q1 (full list and further details can be found in Table 14).

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

²⁴ 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.

Resolution Panel (DRP) and the appointment of a Dispute Resolution Counsellor (DRC). No disputes were brought before the DRP during this quarter.

Table 14: Compliance and Enforcement Actions of the Commission in 2025/Q1

	RD/NICE/Fine	Licensee	Date of Issuance	Deadline
SN	<i>Rectification Directive</i>			
1	Non-submission of an audited financial statement and annual uniform system of accounts.	Oando Energy Resources Nigeria Ltd.	31 January 2025	14 February 2025
2	Non-submission of an audited financial statement and annual uniform system of accounts.	NBET, TCN, Nine (9) DisCos and thirteen (13) on-grid GenCos	27 January 2025	10 February 2025
3	Non-compliance with health and safety requirements in Osun State	Ibadan DisCo	29 January 2025	14 February 2025
4	Non-compliance with the Commission's order on Performance Monitoring Framework	Jos DisCo	29 January 2025	03 March 2025
5	Non-compliance with the Commission's order on Performance Monitoring Framework	Ibadan DisCo	29 January 2025	03 March 2025
6	Non-compliance with the Commission's order on Performance Monitoring Framework	Yola DisCo	29 January 2025	03 March 2025
7	Non-compliance with the Commission's order on Performance Monitoring Framework	Port Harcourt DisCo	29 January 2025	03 March 2025
8	Non-compliance with the Commission's order on Performance Monitoring Framework	Eko DisCo	29 January 2025	03 March 2025
9	Non-compliance with the Commission's order on Performance Monitoring Framework	Kano DisCo	29 January 2025	03 March 2025
10	Non-compliance with the Commission's order on Performance Monitoring Framework	Kaduna DisCo	29 January 2025	03 March 2025
11	Non-compliance with the Commission's order on Performance Monitoring Framework	Ikeja Electric	29 January 2025	03 March 2025
12	Non-compliance with the Commission's order on Performance Monitoring Framework	Enugu DisCo	29 January 2025	03 March 2025
13	Non-compliance with the Commission's order on Performance Monitoring Framework	Benin DisCo	29 January 2025	03 March 2025
14	Non-compliance with the Commission's order on Performance Monitoring Framework	Abuja DisCo	29 January 2025	03 March 2025

	RD/NICE/Fine	Licensee	Date of Issuance	Deadline
15	Non-compliance with Eko Forum ruling in complaint no: EFO/5024/2022	Eko DisCo	16 January 2025	24 January 2025
16	Non-compliance with the Commission's directives on the complaint filed by VON Garden City Residents Association, Abuja	Abuja DisCo	14 January 2025	21 January 2025
17	Non-compliance with the Abuja forum ruling in complaint no: AFO/2024/05/C242	Abuja DisCo	09 January 2025	23 January 2025
18	Non-compliance with the Abuja forum ruling in complaint no: AFO/2024/05/C210	Abuja DisCo	16 January 2025	12 February 2025
19	Non-compliance with the Abuja forum ruling in complaint no: AFO/2024/11/C312	Abuja DisCo	18 February 2025	25 February 2025
20	Non-compliance with post-incident remedial actions	Kano DisCo	17 March 2025	31 March 2025
21	Non-compliance with the Unified Customer Database ("UCDB") requirements	Kaduna DisCo, Kano DisCo and Yola DisCo	20 March 2025	28 March 2025
<i>Notice of Intention to Commence Enforcement (NICE)</i>				
1	Non-compliance with resolution of complaints through NERC Contact Centre	Port Harcourt DisCo	30 January 2025	18 February 2025
2	Non-compliance with resolution of complaints through NERC Contact Centre	Yola DisCo	30 January 2025	18 February 2025
3	Non-compliance with resolution of complaints through NERC Contact Centre	Ikeja DisCo	30 January 2025	18 February 2025
4	Non-compliance with resolution of complaints through NERC Contact Centre	Eko DisCo	30 January 2025	18 February 2025
5	Non-compliance with resolution of complaints through NERC Contact Centre	Benin DisCo	30 January 2025	18 February 2025
6	Non-compliance with resolution of complaints through NERC Contact Centre	Abuja DisCo	30 January 2025	18 February 2025
7	Non-compliance with the NESIS regulations, Distribution Code and health and safety requirements in Binukonu Community, Kwara State; leading to the fatal electrocution of Master Moshood Salami	Ibadan DisCo	14 January 2025	28 January 2025
8	Non-compliance with resolution of complaints through NERC Contact Centre	Abuja, Benin, Eko, Ibadan, Ikeja and Jos DisCos	06 February 2025	26 February 2025
9	Non-compliance with resolution of complaints through NERC Contact Centre	Abuja, Benin, Eko, Ibadan, Ikeja, Kano, Port Harcourt and Yola DisCos	17 February 2025	07 March 2025

	RD/NICE/Fine	Licensee	Date of Issuance	Deadline
10	Non-compliance with NESIS Regulations, Distribution Code and health and safety requirements	Enugu DisCo	18 February 2025	04 March 2025
11	Non-compliance with the Accounts Administration Agreement with NESI Stabilization Strategy Limited	Abuja, Enugu, Port Harcourt and Yola DisCos	10 March 2025	17 March 2025
12	Non-compliance with resolution of complaints through NERC Contact Centre	Eko DisCo	20 March 2025	10 April 2025
13	Non-compliance with resolution of complaints through NERC Contact Centre	Abuja, Eko and Ibadan DisCos	17 March 2025	04 April 2025
14	Non-compliance with resolution of complaints through NERC Contact Centre	Abuja, Eko, Ikeja and Port Harcourt DisCos	11 March 2025	31 March 2025
15	Non-submission of audited financial statement, annual uniform system of accounts and non-compliance with Commission's directives	TCN, Afam Power and SPDC	24 March 2024	07 April 2025
16	Non-compliance with resolution of complaints through NERC Contact Centre	Abuja, Eko, Benin, Ikeja and Port Harcourt DisCos	17 March 2025	4 April 2025
17	Non-compliance with resolution of complaints through NERC Contact Centre	Abuja, Eko, Ikeja and Port Harcourt DisCos	11 March 2025	31 March 2025
18	Non-compliance with resolution of complaints through NERC Contact Centre	Abuja, Eko, Ibadan, Ikeja and Port Harcourt DisCos	05 March 2025	26 March 2025



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 inform consumers and stakeholders about the Commission's activities, regulatory instruments, consumer rights, and obligations, and to ensure the swift resolution of complaints. These 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 with relevant stakeholders and the wider public to inform them about 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 being utilised to provide updates on the Commission's engagement activities, the social media channels are also used 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 2025/Q1, the Commission held one (1) town hall meeting in Sokoto (20-22 February 2025). Some of the major issues that were discussed at the town hall meeting 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 31 March 2025, 6,468,036 out of the 13,767,884 registered electricity customers (46.98%) across the twelve (12) DisCos are metered (breakdown contained in Table 15).

Table 15: Metering Progress as of 31 March 2025

DisCos	Total No. of Registered Customers	No. of Metered Customers	Metering Rate (%)
Aba	210,911	83,077	39.39
Abuja	1,290,651	924,163	71.60
Benin	1,466,480	737,540	50.29
Eko	752,974	481,286	63.92
Enugu	1,396,440	688,175	49.28
Ibadan	2,698,127	1,193,431	44.23
Ikeja	1,314,112	1,030,981	78.45
Jos	857,562	232,014	27.06
Kaduna	889,146	221,532	24.92
Kano	887,554	219,863	24.77
Port Harcourt	1,179,194	536,801	45.52
Yola	824,693	119,173	14.45
Total	13,767,884	6,468,036	46.98

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

During 2025/Q1, 187,194 end-user customers were metered across all the DisCos with Ibadan, Ikeja and Abuja DisCos recording the highest number of meter installations – they accounted for 22.80%, 21.80%, and 13.57%, respectively, of the total installations. Relative to 2024/Q4, when 186,431 customers were metered, there was a slight increase (+0.41%) in the total number of customers metered in 2025/Q1.

Six (6) DisCos recorded improvements in meter installation between 2024/Q4 and 2025/Q1, with Kano and Aba Power DisCos recording the most significant

improvements of +330.75% and +116.87%, respectively. Similarly, six (6) DisCos recorded declines in meter installations in 2025/Q1 compared to 2024/Q4, with Yola (-56.70%), Ikeja (-23.62%) and Enugu (-12.31%) DisCos recording significant declines (Table 16).

Table 16: Meter Deployment by DisCos in 2025/Q1 vs. 2024/Q4

DisCos	Total No. of metered customers as of 2025/Q1	No. of customers metered in 2025/Q1	No. of customers metered in 2024/Q4	Change in meter deployments across quarters (%)
Aba	83,077	4,769	2,199	116.87
Abuja	924,163	25,400	20,755	22.38
Benin	737,540	23,591	24,508	-3.74
Eko	481,286	14,097	14,688	-4.02
Enugu	688,175	14,459	16,489	-12.31
Ibadan	1,193,431	42,685	37,089	15.09
Ikeja	1,030,981	40,810	53,431	-23.62
Jos	232,014	5,140	3,571	43.94
Kaduna	219,863	2,477	2,439	1.56
Kano	221,532	5,281	1,226	330.75
Port Harcourt	536,801	7,725	8,281	-6.71
Yola	119,173	760	1,755	-56.70
Total	6,468,036	187,194	186,431 ²⁵	0.41

Out of the 187,194 end-use customers metered in 2025/Q1, 148,713 (79.44%) of customers were metered under the MAP framework, 36,787 (19.65%) were metered under the Meter Acquisition Fund (MAF), 1,074 (0.57%) were metered under the DisCo Financed framework, and 620 (0.33%) were metered under the Vendor Financed framework.

Under the MAP framework, a total of 148,713 meters were installed in 2025/Q1, representing a 16.95% decrease compared to the 179,064 MAP meter installations recorded in 2024/Q4. Ibadan (38,616), Ikeja (30,844), Abuja (23,078) and Benin (22,172) DisCos recorded the highest number of installations under the MAP framework during the quarter, with 25.97%, 20.74%, 15.52% and 14.91% of the total installations, respectively.

²⁵ Upon data reconciliation, the number of meters installed across all metering schemes in 2024/Q4 was 186,431 as against 185,439 reported in the 2024/Q4 report.

The Meter Acquisition Fund (MAF)²⁶ was created by the Commission in June 2024 and provides for a metering surcharge in the allowed tariffs for all DisCos.

The Commission vide the Order: NERC/2024/072 on the Operationalisation of Tranche A of the MAF approved the use of ₦21.00 billion out of the funds that have accrued in the MAF as of the April 2024 settlement cycle, for DisCos to provide meters for Band A customers in their franchise area at no cost. In 2025/Q1, the total number of meter installations was 36,787, taking the gross installations under the MAF to 41,855.

Further details on the metering progress under the MAF, MAP, Vendor and DisCo financed frameworks are presented in Appendices IX, X and XI, respectively.

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 receiving complaints directly from customers. Customers can lodge complaints at the NERC-CCU via emails, letters or phone calls (through the NESI Call Centre). Once complaints are received by the Commission, they are passed on to the DisCos who are the parties responsible for resolution. There is a case management system through which DisCos provide updates to the Commission on the resolution status of the complaints lodged through the NERC-CCU.

B. DisCo Customer Complaint Unit (DisCo-CCU): This is a department in a DisCo that is dedicated to the receipt and resolution of complaints directly from customers. DisCos submit monthly customer complaints reports which the Commission reviews to identify cases where regulatory intervention is necessary.

²⁶ The MAF provides regulatory-backed long-tenor financing for the procurement of meters. A proportionate amount deducted from DisCos' monthly collection is made available for DisCos to purchase meters through a bulk one-off procurement or to be used to cover repayment of long-term vendor-financed meter deployments.

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.

The Forum Office is managed by the Forum Secretariat while the hearings are conducted by five (5) forum panel members²⁷, 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.

As of 30 March 2024, the Commission has twenty-six (26)²⁸ active Forum Offices across twenty-five (25) states and the FCT. The details, including names, addresses, and contacts of the operational Forum Offices are contained in Appendix XIV.

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 is currently being undertaken at Abuja DisCo.

4.3.1 NERC-CCU

In 2025/Q1, only 1,554 out of the 4,169 complaints filed at the Commission’s CCU were satisfactorily resolved by the DisCos. This corresponds to a 37.27% resolution rate, representing a 7.82pp increase compared to the 29.45% resolution rate recorded in 2024/Q4. The Commission notes the poor resolution rate (37.27%) of

²⁷ The forum panel members are not staff of the Commission. The composition of the panel is as follows:

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

²⁸ The Commission had 33 operational Forum Offices in 31 states and the FCT. However, due to the transfer of regulatory oversight to States, the Commission has closed down the 7 Forum Offices in the following States: Enugu, Imo, Ekiti, Oyo, Kogi, Edo and Jigawa States.

complaints lodged at the NERC-CCU in 2025/Q1 and is taking steps to improve the speediness of complaint resolution by DisCos.

Customers of Ikeja and Eko DisCos lodged 1,928 and 871 complaints, accounting for 46.25% and 20.89%, respectively, of the total complaints lodged at NERC-CCU. Conversely, Kano DisCo had the lowest number of complaints with 8 (0.19%).

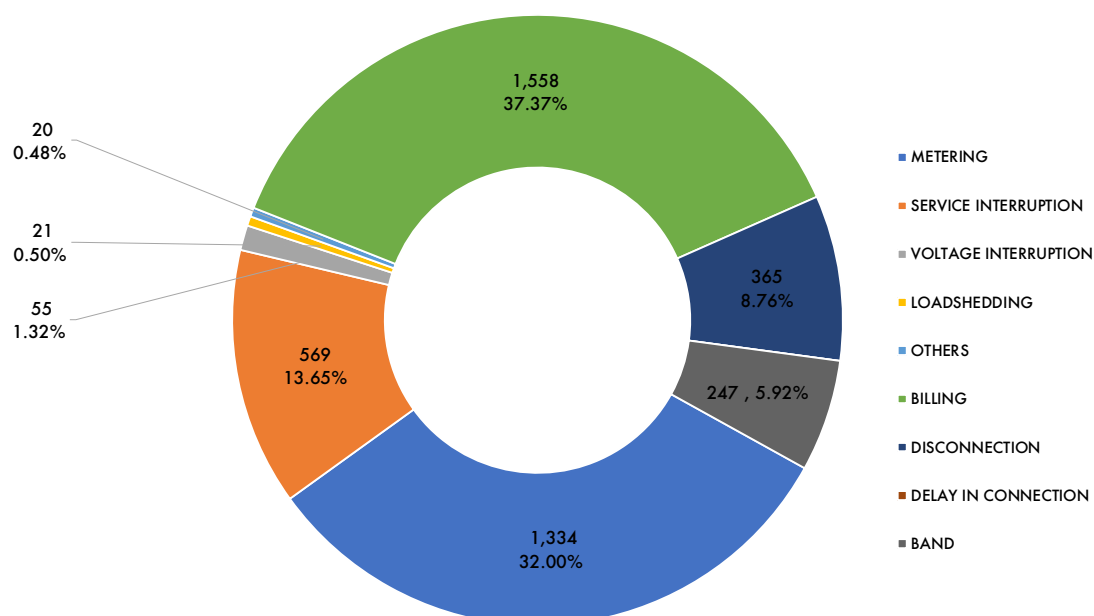


Figure 10: Category of complaints received at the Commission's CCU in 2025/Q1

During the quarter, customer complaints about billing constituted 37.37% of the total complaints. Other common issues among the 4,169 complaints received were metering (32.00%) and service interruption (13.65%). These three (3) complaints categories cumulatively accounted for 83.02% of the total complaints in the quarter (Figure 10). The complaints about billing that were resolved during the quarter resulted in a credit adjustment on customers' bills to the tune of ₦32,214,301 (Appendix XIII).

4.3.2 DisCo-CCUs

The number of complaints received by DisCos in 2024/Q4 and 2025/Q1, respectively, is contained in Table 17. The total number of complaints received in 2025/Q1 was 254,404 across all DisCos; this represents a 7.72% decrease compared to the 275,681 received in 2024/Q4. Port Harcourt DisCo received the highest number of complaints (57,843), representing 22.74% of total complaints

received. Yola DisCo received the least number of complaints (2,495), representing 0.98% of total complaints received.

Six (6) DisCos recorded declines in the number of customer complaints received in 2025/Q1 compared to 2024/Q4. Abuja (-74.02%), Benin (-30.17%), and Jos (-29.16%) DisCos recorded the most reductions. Kano (+86.12%), Kaduna (+37.33%), Yola (+30.15%), Aba Power (+17.16%), Ikeja (+9.98%) and Port Harcourt (+5.78%) DisCos on the other hand recorded increases in the number of customer complaints received between 2024/Q4 and 2025/Q1.

Table 17: Complaints Received by DisCos in 2024/Q4 vs. 2025/Q1

DisCos	No. of complaints received in 2024/Q4	No. of complaints received in 2025/Q1	Change in No. of complaints received	Change in No. of complaints received (%)
Aba	5,513	6,459	946	17.16
Abuja	23,963	6,225	-17,738	-74.02
Benin	13,953	9,743	-4,210	-30.17
Eko	47,911	36,780	-11,131	-23.23
Enugu	15,617	14,851	-766	-4.90
Ibadan	47,510	42,393	-5,117	-10.77
Ikeja	23,236	25,555	2,319	9.98
Jos	19,882	14,085	-5,797	-29.16
Kaduna	4,168	5,724	1,556	37.33
Kano	17,328	32,251	14,923	86.12
PH	54,683	57,843	3,160	5.78
Yola	1,917	2,495	578	30.15
Total	275,681	254,404	-21,277	-7.72

The most common issues among the 254,404 complaints received by DisCos in 2025/Q1 were metering (42.84%), billing (12.27%) and service interruption (7.66%). These three (3) categories cumulatively accounted for 62.77% of the total complaints in the quarter (Figure 11).

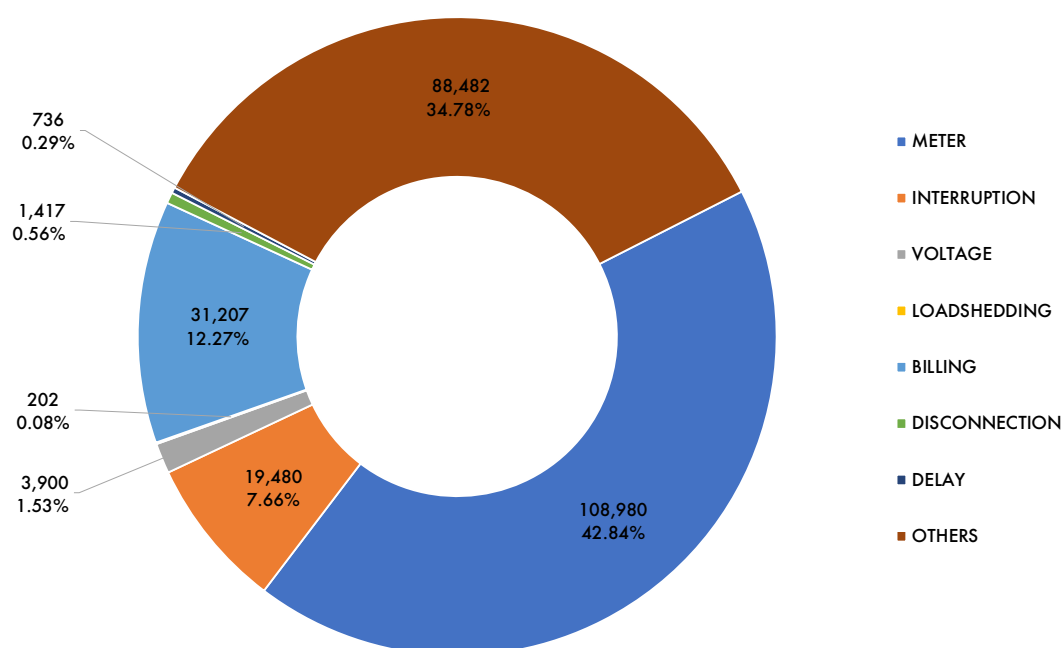


Figure 11: Category of complaints received by DisCos in 2025/Q1

4.3.3 Forum Offices

The summary of the appeals received across the Forum Offices is presented in Table 18. Through 2025/Q1, a total of 1,276 out of the 1,722 active appeals (544 pending appeals from 2024/Q4 and 1,178 new appeals in 2025/Q1) across the 26 Forum Offices were resolved. The 1,722 active appeals in 2025/Q1 represent a 47.29% decrease compared to the 3,267 active appeals in the previous quarter (2024/Q4).

Compared to 2024/Q4, the pending appeals carried over into 2025/Q1 decreased by 689 (-55.88%), while new appeals decreased by 856 (-42.08%). The Forum Offices serving Ibadan DisCo have the highest number of active appeals (707), representing 41.06% of the total, while the Forum Office serving Aba has the fewest (12) in 2025/Q1. The total number of Forum sittings in 2025/Q1 decreased by 30.95% from 84 sittings in 2024/Q4 to 58.

The significant decrease in the number of active appeals across the Forum Offices and the number of Forum Sittings in 2025/Q1 compared to 2024/Q4 is due to the closure of seven (7) Forum Offices as of 31 December 2024²⁹.

²⁹ The Forum Offices were closed following the transfer of regulatory oversight to the States (Enugu, Imo, Ekiti, Oyo, Kogi, Edo and Jigawa) in which the Offices were located

Cumulatively, the Forum Offices recorded an increase of 6.48pp in the appeal resolution rate between 2024/Q4 (67.62%) and 2025/Q1 (74.10%). 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 18: Appeals handled by Forum Offices in 2025/Q1

DisCos	Forum Offices	Appeals Received ¹	Appeals Resolved ²	Appeals Pending ³	No. of Sitzings
Abuja	Abuja and Lafia	63	50	13	6
Aba	Umuahia	12	6	6	2
Benin	Asaba	79	34	45	2
Eko	Eko	125	125	0	3
Enugu	Abakaliki, Akwa, Enugu, Owerri, & Umuahia	166	129	37	12
Ibadan	Ibadan, Abeokuta, Ilorin & Osogbo	707	525	139	16
Ikeja	Ikeja	0	0	0	0
Jos	Bauchi, Gombe, Jos & Makurdi	48	33	9	2
Kaduna	Gusau, Kaduna, Kebbi & Sokoto	39	34	3	5
Kano	Jigawa, Kano & Katsina	39	21	18	1
P/Harcourt	Calabar, Port Harcourt & Uyo	415	304	108	8
Yola	Yola, Damaturu	29	15	14	1
All DisCos	All Forum Offices	1,722	1,276	392	58

¹Appeals received include outstanding appeals from the preceding quarter. ²Appeals resolved exclude 51 appeals rejected and 3 appeals withdrawn. ³Appeals 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 2025/Q1 is contained in Figure 12. Similar to 2024/Q4, appeals related to billing were the most prevalent, accounting for 51.32% of the total appeals received (2024/Q4 – 47.32%). Appeals related to metering and disconnection represented 28.44% and 5.29% of the appeals, respectively.

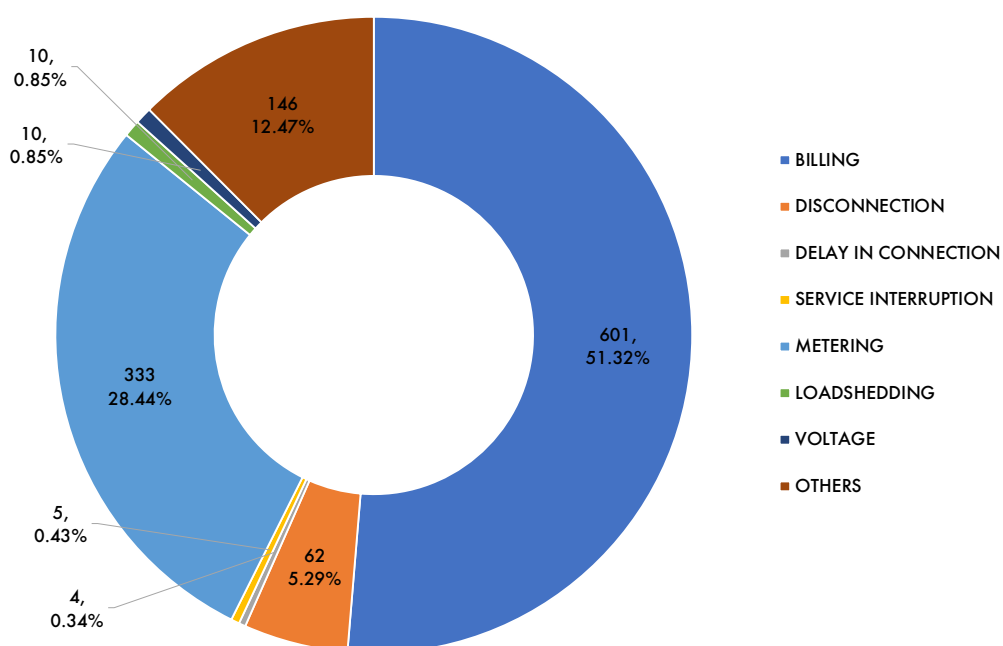


Figure 12: Category of Complaints Received by Forum Offices in 2025/Q1

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 2025/Q1, out of the 105 mandatory health and safety reports expected to be received from licensees, 102³⁰ 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.

Statistics of accidents in the NESI for 2025/Q1 are presented in Table 19. Relative to 2024/Q4, the number of accidents decreased by 42.59% (54 to 31), the number of fatalities decreased by 53.85% (26 to 12), and the number of injuries decreased by 26.32% (19 to 14).

³⁰ The licensee with outstanding reports is Paras Energy (January, February and March).

Table 19: Health and Safety (H&S) Reports in 2024/Q4 vs. 2025/Q1

Item	2024/Q4	2025/Q1	Net Change
Number of Accidents	54	31	-23
Number of fatalities (employees & third parties)	26	12	-14
Number of Injuries	19	14	-5

During the quarter (2025/Q1), none of the GenCos recorded casualties, while among the DisCos, Aba Power, Kano, and Yola were the only DisCos that did not record casualties³¹. Out of the twenty-six (26) casualties reported in the quarter, the licensees with the highest number of casualties were Benin (6), Eko (5) and Ibadan (5) DisCos, which represented 23.07%, 19.23%, and 19.23% 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 100% of casualties recorded in 2025/Q1, having accounted for 100%, 92.98% and 93.33% in 2024/Q2, 2024/Q3 and 2024/Q4, respectively.

Furthermore, TCN recorded 8 cases of damage to property/infrastructure due to explosions, fire outbreaks or acts of vandalism in 2025/Q1.

Summary of casualties recorded by licensees during the quarter is detailed in Figure 13. The breakdown of the causes of casualties arising from the accidents reported in 2025/Q1 is contained in Table 20.

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 strategies for the NESI. The Commission also organises various programs, including 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 health and safety 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 are discussed

³¹ Casualty refers to the count of injuries and deaths arising from any safety accident/incident.

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 2025/Q1, the Commission oversaw the successful conclusion of two (2) compensation negotiations between licensees and families of victims of accidents.

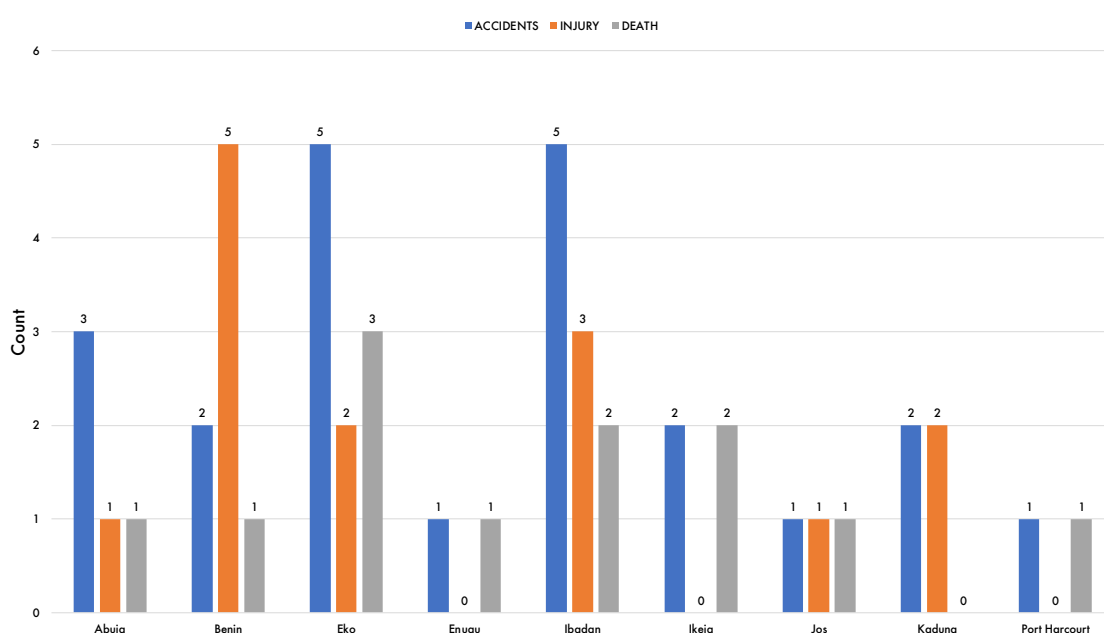


Figure 13: Accident Report for 2025/Q1

Table 20: Causes of casualties recorded in 2025/Q1

Cause of Casualty	Number of Fatalities	Number of Injuries
Wire snaps	0	2
Illegal/unauthorised access	4	4
Vandalism	2	1
Unsafe acts/conditions	3	4
Falls from height	1	0



05 Appendix

APPENDIX

Appendix I: Energy Generation in 2024/Q4 vs. 2025/Q1

GenCos	Available Capacity (MW)		Average Daily Gen (MWh)		Quarterly Generation (GWh)	
	2024/Q4	2025/Q1	2024/Q4	2025/Q1	2024/Q4	2025/Q1
Afam_1	58.18	73.48	1,316.72	1,714.14	121.14	154.27
Afam_2	199.43	246.63	4,442.86	6,075.48	408.74	546.79
Alaoji_1	0.00	0.00	-	-	-	-
Dadin-Kowa_1	34.74	16.36	695.97	398.58	64.03	35.87
Delta_1	341.17	489.80	7,292.18	11,074.17	670.88	996.68
Egbin_1	614.72	607.83	12,111.98	13,748.81	1114.30	1237.39
Geregu_1	119.59	138.03	2,232.56	3,026.64	205.40	272.40
Geregu_2	224.46	227.29	2,847.40	4,574.26	261.96	411.68
Ibom power_1	32.44	23.46	530.48	580.04	48.80	52.20
Igbafo_1	19.24	20.23	467.88	529.67	43.05	47.67
Ihovbor_1	65.09	51.32	490.09	509.03	45.09	45.81
Ihovbor_2	445.68	446.36	9,269.97	9,635.37	852.84	867.18
Ikeja_1	108.96	109.10	2,309.06	2,451.11	212.43	220.60
Jebba_1	451.20	447.15	9,145.59	8,032.84	841.39	722.96
Kainji_1	491.08	501.58	10,498.29	11,002.19	965.84	990.20
Odukpani_1	387.87	346.87	7,439.54	7,307.76	684.44	657.70
Okpai_1	262.45	282.72	4,967.54	5,753.62	457.01	517.83
Olorunsogo_1	180.66	161.81	3,958.17	3,705.32	364.15	333.48
Olorunsogo_2	109.08	37.43	516.21	340.37	47.49	30.63
Omoku_1	44.27	38.85	1,109.42	935.54	102.07	84.20
Omotosho_1	190.11	166.05	3,817.16	3,566.39	351.18	320.98
Omotosho_2	12.04	60.85	178.54	996.72	16.43	89.70
Rivers_1	51.53	52.86	925.25	1,277.06	85.12	114.94
Sapele Steam_1	63.25	39.61	689.02	574.30	63.39	51.69
Sapele_2	83.95	97.91	1,084.39	1,683.22	99.76	151.49
Shiroro_1	371.01	332.86	6,521.69	7,318.32	600.00	658.65
Trans Amadi_1	1.85	4.75	56.70	192.02	5.22	17.28
Zungeru_1	332.81	345.70	6,063.10	7,491.13	557.81	674.20
Total	5,296.89	5,336.88	100,977.74	114,494.13	9,289.95	10,304.47

Appendix II: Monthly energy offtake and energy billed by DisCos in 2024/Q4 and 2025/Q1

DisCos	Energy Offtake (GWh)						Energy Billed (GWh)						Billing Efficiency	
	2024/Q4			2025/Q1			2024/Q4			2025/Q1			2024/Q4 (%)	2025/Q1 (%)
	Oct	Nov	Dec	Jan	Feb	Mar	Oct	Nov	Dec	Jan	Feb	Mar		
Abuja	382	391	390	383	386	460	302	309	307	273	278	324	78.92	71.20
Benin	239	257	269	293	254	260	206	223	235	256	223	231	86.89	88.11
Eko	318	321	365	405	366	373	283	288	325	361	325	330	89.20	88.87
Enugu	203	216	230	237	227	246	148	160	167	169	170	173	73.13	72.05
Ibadan	306	323	338	341	295	295	276	291	303	304	260	259	89.99	88.41
Ikeja	385	382	424	445	400	423	326	325	354	357	332	358	84.41	82.56
Jos	96	89	116	114	120	155	74	71	99	93	106	114	81.04	80.25
Kaduna	95	108	128	138	117	173	74	71	89	75	84	119	70.87	64.93
Kano	96	102	132	121	128	180	85	80	109	100	104	141	83.39	80.36
P/Harcourt	183	175	224	224	198	206	157	150	196	196	175	182	86.31	88.06
Yola	37	45	57	60	60	85	36	42	47	49	48	62	89.83	77.58
All DisCos	2,339	2,409	2,673	2,760	2,551	2,858	1,967	2,010	2,231	2,233	2,106	2,293	83.66	81.18

Appendix III: Monthly revenue performance and collection efficiency by DisCos in 2024/Q4 and 2025/Q1

DisCos	Total Billing (₦' Billion)						Revenue Collected (₦' Billion)						Collection Efficiency	
	2024/Q4			2025/Q1			2024/Q4			2025/Q1			2024/Q4 (%)	2025/Q1 (%)
	Oct	Nov	Dec	Jan	Feb	Mar	Oct	Nov	Dec	Jan	Feb	Mar		
Abuja	35.84	36.95	35.12	32.61	35.67	41.45	27.09	28.53	25.83	25.82	31.75	31.51	75.48	80.29
Benin	18.07	18.86	19.35	23.24	20.33	21.39	14.68	15.46	15.54	17.53	16.85	17.91	81.17	80.51
Eko	34.30	35.33	37.68	42.03	41.24	40.49	30.94	31.16	34.47	36.01	36.60	32.32	90.00	84.79
Enugu	15.60	16.71	16.94	17.33	17.95	20.28	12.45	13.71	13.33	13.85	15.88	15.22	80.20	80.92
Ibadan	24.66	26.50	27.48	29.58	26.88	26.43	16.91	21.83	22.17	21.84	19.27	20.60	77.46	74.48
Ikeja	39.74	40.02	43.58	44.00	41.18	44.71	33.45	34.70	33.77	32.81	33.34	35.03	82.63	77.91
Jos	10.00	7.36	11.32	10.03	12.56	13.73	4.71	3.89	5.65	4.30	7.00	5.82	49.68	47.19
Kaduna	6.11	6.14	7.20	7.76	6.93	9.54	2.94	4.21	3.65	3.06	4.49	4.16	55.52	48.41
Kano	10.46	10.16	13.10	12.47	12.61	15.43	4.59	7.05	7.55	7.08	7.82	10.79	56.91	63.46
P/ Harcourt	13.89	13.13	17.00	21.04	19.73	21.24	11.95	10.05	11.35	12.56	12.33	12.72	75.79	60.68
Yola	2.88	3.28	3.66	4.33	4.42	5.67	1.83	2.17	2.21	2.34	2.89	2.95	63.24	56.85
All DisCos	211.54	214.44	232.42	244.42	239.49	260.35	161.55	172.77	175.52	176.25	188.28	189.09	77.44	74.39

Appendix IV: DisCos monthly invoices & remittances to NBET in 2024/Q4 and 2025/Q1

DisCos	Invoice (₦' Billion)						Remittance (₦' Billion)						Remittance Performance	
	2024/Q4			2025/Q1			2024/Q4			2025/Q1			2024/Q4	2025/Q1
	Oct	Nov	Dec	Jan	Feb	Mar	Oct	Nov	Dec	Jan	Feb	Mar	(%)	(%)
Abuja	20.83	20.79	19.85	18.96	19.19	22.46	19.75	20.79	18.80	18.01	19.19	22.46	96.53	98.43
Benin	11.81	12.24	12.12	12.80	11.75	11.64	10.27	11.12	11.18	12.80	11.75	11.64	90.03	100.00
Eko	18.87	18.74	19.77	20.43	18.88	19.12	18.87	18.74	19.77	20.43	18.88	19.12	100.00	100.00
Enugu	9.71	10.12	10.08	10.00	10.19	10.87	8.48	9.49	9.06	9.91	10.19	10.74	90.38	99.27
Ibadan	14.86	15.24	15.08	14.66	13.23	13.33	11.80	15.24	15.08	14.66	13.23	13.33	93.22	100.00
Ikeja	22.35	21.72	22.61	22.18	20.42	21.49	22.35	21.72	22.61	22.18	20.42	21.49	100.00	100.00
Jos	2.99	3.61	4.41	4.48	5.03	6.53	2.99	2.43	3.42	2.62	5.03	3.61	80.32	70.23
Kaduna	2.46	4.56	5.19	4.75	4.33	6.42	1.18	2.29	1.53	1.36	2.42	2.08	41.02	37.77
Kano	2.33	4.74	5.91	4.87	5.28	7.43	2.33	4.74	5.31	4.87	5.28	7.43	95.34	100.00
Port Harcourt	8.40	8.17	9.57	8.94	8.30	8.51	8.40	7.12	7.94	8.94	8.30	8.51	89.73	100.00
Yola	0.23	0.72	0.89	1.19	1.20	1.52	0.23	0.72	0.89	1.19	1.20	1.52	100.00	100.00
All DisCos	114.83	120.65	125.48	123.26	117.79	129.31	106.65	114.40	115.58	116.97	115.88	121.93	93.26	95.79

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 DRO

4Appendix V: DisCos monthly invoices & remittances to MO in 2024/Q4 and 2025/Q1

DisCos	Invoice (N' Billion)						Remittance (N' Billion)						Remittance Performance	
	2024/Q4			2025/Q1			2024/Q4			2025/Q1			2024/Q4 (%)	2025/Q1 (%)
	Oct	Nov	Dec	Jan	Feb	Mar	Oct	Nov	Dec	Jan	Feb	Mar		
Abuja	3.15	2.87	2.86	3.08	2.58	4.21	2.96	2.75	2.69	3.09	2.59	4.22	94.65	100.00
Benin	1.86	1.66	1.68	1.70	1.58	2.21	1.58	1.40	1.38	1.70	1.58	2.21	84.00	100.00
Eko	1.88	1.81	2.59	2.84	2.57	3.53	1.70	1.58	2.32	2.84	2.57	3.53	89.01	100.00
Enugu	1.57	1.59	1.69	1.75	1.55	2.10	1.34	1.47	1.50	1.75	1.55	2.10	88.87	100.00
Ibadan	2.55	2.21	2.33	2.64	2.04	2.61	1.96	2.21	2.33	2.64	2.04	2.61	91.59	100.00
Ikeja	2.99	2.62	2.91	3.31	2.97	3.58	2.84	2.44	2.71	3.31	2.97	3.58	93.76	100.00
Jos	-	-	0.85	0.75	0.82	1.53	-	-	0.63	0.54	0.82	0.88	74.35	72.07
Kaduna	-	0.26	0.94	0.71	0.86	1.70	-	0.01	0.19	0.40	0.69	0.62	16.47	52.19
Kano	-	-	0.58	-	0.40	1.41	-	-	0.42	0.16	0.40	1.42	72.13	100.00
Port Harcourt	1.40	0.98	1.51	1.59	1.45	1.96	1.27	0.84	1.22	1.59	1.45	1.96	85.81	100.00
Yola	-	-	0.57	0.48	0.43	0.68	-	-	0.57	0.48	0.43	0.68	100.00	100.00
All DisCos	15.40	14.00	18.51	18.85	17.29	25.57	13.66	12.70	15.95	18.52	17.13	23.84	88.32	96.32

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 VI: DisCos monthly cumulative invoices & remittances to NBET and MO in 2024/Q4 and 2025/Q1

DisCos	Invoice (₦' Billion)						Remittance (₦' Billion)						Remittance Performance	
	2024/Q4			2025/Q1			2024/Q4			2025/Q1			2024/Q4	2025/Q1 (%)
	Oct	Nov	Dec	Jan	Feb	Mar	Oct	Nov	Dec	Jan	Feb	Mar	(%)	(%)
Abuja	23.98	23.66	22.71	22.04	21.77	26.67	22.71	23.54	21.49	21.09	21.78	26.68	96.29	98.65
Benin	13.67	13.9	13.8	14.5	13.33	13.85	11.85	12.52	12.56	14.50	13.33	13.85	89.27	100.00
Eko	20.75	20.55	22.36	23.27	21.45	22.65	20.57	20.32	22.09	23.28	21.45	22.65	98.92	100.00
Enugu	11.28	11.71	11.77	11.75	11.74	12.97	9.82	10.96	10.56	11.67	11.74	12.84	90.17	99.38
Ibadan	17.41	17.45	17.41	17.3	15.27	15.94	13.76	17.45	17.41	17.31	15.28	15.95	93.00	100.00
Ikeja	25.34	24.34	25.52	25.49	23.39	25.07	25.19	24.16	25.32	25.50	23.39	25.08	99.29	100.00
Jos	2.99	3.61	5.26	5.23	5.85	8.06	2.99	2.43	4.05	3.16	5.85	4.49	79.89	70.53
Kaduna	2.46	4.82	6.13	5.46	5.19	8.12	1.18	2.3	1.72	1.75	3.11	2.70	38.83	40.28
Kano	2.33	4.74	6.49	4.87	5.68	8.84	2.33	4.74	5.73	5.03	5.69	8.85	94.34	100.00
Port Harcourt	9.8	9.15	11.08	10.53	9.75	10.47	9.67	7.96	9.16	10.53	9.76	10.48	89.23	100.00
Yola	0.23	0.72	1.46	1.67	1.63	2.2	0.23	0.72	1.46	1.67	1.63	2.20	100.00	100.00
All DisCos	130.23	134.65	143.99	142.11	135.08	154.88	120.31	127.1	131.53	135.49	133.01	145.77	92.68	95.86

Notes: 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 VII: Domestic and international bilateral customers invoices & remittances to MO in 2025/Q1

	Jan-25		Feb-25		Mar-25		2025/Q1		2025/Q1	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 (\$)	1.41	0.63	1.32	0	1.59	0	4.33	0.63	14.54	0.00
PARAS- CEET (\$)										
TRANSCORP-SBEE (UGHELI) (\$)	2.13	2.13	2.37	0	2.18	0	6.70	2.13	31.79	0.00
TRANSCORP-SBEE (AFAM3) (\$)										
MAINSTREAM-NIGELEC (\$)	0.88	0.88	0.81	0.81	1.34	1.34	3.03	3.03	100.00	0.00
ODUKPANI-CEET (\$)	0.75	0	1.02	0	1.38	0	3.15	0	0.00	0.00
Total	5.17	3.64	5.52	0.81	6.49	1.43	17.23	5.80	33.70	0.00
Bilateral Customers										
MSTM/INNER GALAXY (₦)										
MSTM/KAM IND. (₦)										
MSTM/KAM INT. (₦)										
MAINSTREAM/PRISM (₦)	673.13	673.13	522.95	522.95	444.76	444.76	1,640.84	1,640.84	100.00	0.00
MSTM ZEBERCE (₦)										
MSTM/ADFV (₦)										
NDPHC/WEEWOOD (₦)	32.29	0.00	31.63	31.63	40.10	40.10	104.03	71.74	68.96	28.63
NORTH SOUTH/STAR P (₦)	11.63	11.63	9.88	9.88	10.87	0.00	32.39	21.51	66.42	10.41
TRANS AMADI/ OAU (₦)	11.71	1.31	11.83	9.81	12.44	12.44	35.98	23.57	65.51	25.01
TRANS AMADI/FMPI (₦)										
NDPHC/SUNFLAG (₦)	12.18	0.00	15.56	0.00	18.41	0.00	46.15	0.00	0.00	0.00
OMOTOSHO II/PULKIT (₦)										
ALAOJI GENCO/APLE (₦)	165.59	50.00	144.46	0.00	145.29	50.00	455.35	100.00	21.96	0.00
TAOPEX/KAM INT (₦)	60.83	0.00	71.57	0.00	71.58	0.00	203.99	0.00	0.00	0.00
TAOPEX/KAM STEEL (₦)										
SAPELE/PHOENIX (₦)	18.22	0.00	15.88	0.00	18.56	0.00	52.66	0.00	0.00	0.00
Total	985.58	736.07	823.76	574.27	762.01	547.35	2,571.43	1,857.67	72.24	64.06

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

DisCos	Meters installed in 2021	Meters installed in 2022	Meters installed in 2023	Meters installed in 2024	Meters installed in 2025/Q1	Total installations since 2019
Aba	-	-	9,917	23,728	4,769	38,414
Abuja	87,987	83,494	105,154	80,932	25,400	552,145
Benin	72,838	6,771	34,344	55,648	23,591	205,515
Eko	64,618	44,577	36,484	38,117	14,097	236,025
Enugu	96,836	57,751	73,256	53,737	14,459	368,302
Ibadan	94,309	146,044	139,138	108,155	42,685	573,505
Ikeja	125,460	145,364	151,197	137,261	40,810	784,121
Jos	88,827	19,190	12,937	36,974	5,140	166,373
Kaduna	17,942	34,385	10,039	9,761	2,477	83,706
Kano	80,969	3,476	2,056	3,156	5,281	98,131
Port Harcourt	92,543	33,549	48,989	22,990	7,725	250,116
Yola	5,955	30,386	19,295	2,586	760	59,070
Total	828,284	604,987	642,806	573,045	187,194	3,415,423

Appendix IX: Meter installation through the MAF Framework as at 31 March 2025

DisCos	Meters installed in 2024/Q4	Meters installed in 2025/Q1	Total installations since 2024
Aba	-	-	-
Abuja	-	1,879	1,879
Benin	1,111	1,419	2,530
Eko	-	3,348	3,348
Enugu	-	6,743	6,743
Ibadan	-	4,062	4,062
Ikeja	-	9,966	9,966
Jos	1,720	2,502	4,222
Kaduna	-	827	827
Kano	79	4,089	4,168
Port Harcourt	403	1,404	1,807
Yola	1,755	548	2,303
Total	5,068	36,787	41, 855

Appendix X: Meter installation through the MAP Framework as at 31 March 2025

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	Meters installed in 2025/Q1	Total installations since 2019
Aba	12,000	-	-	-	-	8,475	4,795	4,592	17,862
Abuja	900,000	63,925	87,476	5,289	82,293	103,200	79,069	23,078	444,330
Benin	573,776	1,169	11,154	1,104	422	29,181	54,501	22,172	119,703
Eko	204,000	5,417	32,293	7,733	29,174	30,184	38,117	10,749	153,667
Enugu	621,545	17,212	54,752	5,405	57,372	73,256	53,737	7,716	269,450
Ibadan	988,915	4,771	33,418	548	127,418	125,752	108,071	38,616	438,594
Ikeja	1,074,411	23,265	160,616	13,781	145,488	147,741	131,263	30,844	652,998
Jos	500,000	13	3,769	27	3,261	11,934	3,812	1,571	24,387
Kaduna	450,000	129	7,352	2,767	3,565	9,887	9,472	1,650	34,822
Kano	475,000	22	3,234	-	972	1,986	1,846	1,192	9,252
Port Harcourt	137,324	7,775	22,334	24,034	33,549	48,989	22,587	6,321	165,589
Yola	664,000	-	-	-	-	2,721	831	212	3,764
Total	6,600,971	123,698	416,398	60,688	483,514	593,306	508,101	148,713	2,334,418

Appendix XI: Meter installation through Vendor and DisCo Finance Frameworks as at 31 March 2025

DisCos	Vendor-Financed Framework					DisCo Financed Framework					
	Meters installed in 2022	Meters installed in 2023	Meters installed in 2024	Meters installed in 2025/Q1	Total installations	Meters installed in 2021	Meters installed in 2022	Meters installed in 2023	Meters installed in 2024	Meters installed in 2025/Q1	Total installations since 2019
Aba	-	1,442	18,933	177	20,552	-	-	-	-	-	-
Abuja	1,201	1,954	1,863	443	5,461	-	-	-	-	-	-
Benin	241	2,849	36	-	3,126	-	-	-	-	-	-
Eko	-	-	-	-	-	-	-	-	-	-	-
Enugu	-	-	-	-	-	193	105	-	-	-	597
Ibadan	-	-	-	-	-	-	23,532	13,379	84	7	37,002
Ikeja	-	3,456	5,998	-	9,454	-	-	-	-	-	-
Jos	-	-	-	-	-	2,326	7,164	9,860	31,442	1,067	51,859
Kaduna	-	-	-	-	-	-	96	53	-	-	149
Kano	-	-	1,135	-	1,135	-	-	-	96	-	1,231
Port Harcourt	-	-	-	-	-	-	-	-	-	-	-
Yola	-	-	-	-	-	-	-	-	-	-	-
Total	1,442	9,701	27,965	620	39,729	2,519	30,897	23,292	31,622	1,074	90,838

Appendix XII: Category of complaints received by DisCos in 2025/Q1

DisCos	Complaints Received	Complaint Categories							
		Metering	Interruption	Voltage	Loadshedding	Billing	Disconnection	Delay	Others
Aba	6,459	3,817	122	14	-	1,374	141	62	929
Abuja	6,225	2,043	1,792	398	15	1,072	-	-	905
Benin	9,743	237	761	93	102	897	137	2	7,514
Eko	36,780	17,972	4,497	556	-	2,051	142	20	11,562
Enugu	14,851	13,345	329	106	7	697	35	-	312
Ibadan	42,393	3,200	776	129	-	12,322	26	-	25,940
Ikeja	25,555	13,834	2,137	294	59	2,465	82	263	6,421
Jos	14,085	6,748	1,114	248	-	3,713	148	-	2,114
Kaduna	5,724	1,685	2,980	460	17	345	126	4	107
Kano	32,251	25,988	1,435	132	2	961	14	-	3,719
Port Harcourt	57,843	18,580	2,927	1,204	-	5,260	528	385	28,959
Yola	2,495	1,531	610	266	-	50	38	-	-
All DisCos	254,404	108,380	19,480	3,900	202	31,207	1,417	736	88,482

Appendix XIII: Category of complaints received at the NERC-CCU in 2025/Q1

DisCos	Complaints Received	Complaints Resolved	Credit Adjustment (N'000)	Complaint Categories									
				Metering	Interruption	Voltage	Loadshedding	Billing	Disconnection	Delay	Others	Band	Non-compliance
Aba	19	18	0	5	1	-	-	10	3	-	-	-	0
Abuja	513	383	6,057,785	122	73	3	4	194	55	-	3	59	0
Benin	82	62	5,041,912	19	24	3	-	24	11	-	-	1	0
Eko	871	476	386,349	376	114	15	-	281	41	-	8	32	0
Enugu	116	32	475,031	43	14	6	4	37	12	-	1	2	0
Ibadan	333	13	0	124	62	10	1	69	14	-	1	52	0
Ikeja	1,928	331	20,253,224	578	214	11	11	839	210	-	5	60	0
Jos	25	17	0	7	7	-	-	3	2	-	-	6	1
Kaduna	19	7	0	2	8	-	-	5	3	-	-	1	0
Kano	8	6	0	3	3	-	-	1	-	-	-	1	0
Port Harcourt	231	191	0	52	35	5	-	91	14	-	2	32	0
Yola	24	18	0	3	14	2	-	4	-	-	-	1	0
All DisCos	4,169	1,554	32,214,301	1,334	569	55	21	1,558	365	-	-	247	0

Appendix XIV: List and addresses of NERC Forum Offices as of March 2025

S/N	Forum Office	Location	Telephone	Email
1	Abakaliki, Ebonyi State	3, Ezekuna Crescent, Off Nsugbe Street, Abakaliki Ebonyi State	09037808590	abakalikiforum@nerc.gov.ng
2	Abeokuta, Ogun State	33, First Avenue, Ibara Housing Estate, Ibrar GRA, Abeokuta	09139381008	abeokutaforum@nerc.gov.ng
3	Abuja, FCT	14, Road 131, Gwarinpa, Federal Capital Territory, Abuja	08146862225	abujaforum@nerc.gov.ng
4	Asaba, Delta State	Denis Osadebe Way, Beside Mobil Filling Station, Asaba, Delta State	09062277247	asabaforum@nerc.gov.ng
5	Awka, Anambra State	Plot 80, Aroma Junction Layout, Opp. CBN, Awka, Anambra State	09037808594	awkaforum@nerc.gov.ng
6	Bauchi, Bauchi State	37, Old Jos Road, GRA, Bauchi, Bauchi State	09062924607	bauchiforum@nerc.gov.ng
7	B/Kebbi, Kebbi State	8, Ahmadu Bello Way, Opp. Kebbi State Govt House, Kebbi State	09062863161	birninkebbiforum@nerc.gov.ng
8	Calabar, C/Rivers State	Plot 109, MCC Road by Ibok Street, Calabar, Cross River State	09062863159	calabarforum@nerc.gov.ng
9	Damaturu, Yobe State	No. 5, AD Road, Abba Ibrahim Extension, Off Potiskum Road, Damaturu, Yobe State	09169978243	damaturuforum@nerc.gov.ng
10	Eko, Lagos State	61, Odunlami Street, Off Marina, Lagos Island, Lagos State	08106807261	ekoforum@nerc.gov.ng
11	Gombe, Gombe State	Government Layout GDP/2, Along Ministry of Education Road, Gombe State	08140440079	gombeforum@nerc.gov.ng
12	Gusau, Zamfara State	2 Canteen Daji, J. B. Yakubu Road, Gusau, Zamfara State	09062863163	gusauforum@nerc.gov.ng
13	Ikeja, Lagos State	199, Obafemi Awolowo Way, Alausa, Ikeja, Lagos State	08106807298	ikejaforum@nerc.gov.ng
14	Ilorin, Kwara State	30, Stadium Road, Off Taiwo Road, Ilorin, Kwara State	09062924603	ilorinforum@nerc.gov.ng
15	Jos, Plateau State	5a, Ray-field Road, Jos, Plateau State	09037808597	josforum@nerc.gov.ng
16	Kaduna, Kaduna State	22, Ahmadu Bello Way, Opposite NNDC Building, Kaduna, Kaduna State	08106807299	kadunaforum@nerc.gov.ng
17	Kano, Kano State	2, Miller Road, Bompai, Nasarawa G.R.A, Kano, Kano State	08146862222	kanoforum@nerc.gov.ng
18	Katsina, Katsina State	7, Abuja Crescent, Off Hassan Usman Katsina Road, Katsina, Katsina State	07031704821	katsinaforum@nerc.gov.ng
19	Lafia, Nasarawa State	Manyi Street, Off Jos Road, Bukan Sidi, Lafia, Nasarawa State	09062924599	lafiaforum@nerc.gov.ng
20	Makurdi, Benue State	Hephzibah Plaza, Atom Kpera Road, Opp. Makurdi Int'l School, Benue State	09062277249	makurdiforum@nerc.gov.ng
21	Osogbo, Osun State	51, Isiaka Adeleke Way, Along Okefia-Alekuwodo Rd, Osogbo, Osun State	09062924604	osogboforum@nerc.gov.ng
22	P/Harcourt, Rivers State	The Vhelberg Imperial Hotel, Plot 122 & 122a, Bank Anthony Avenue, Off Ordinance Rd, P/Harcourt	08146862223	phforum@nerc.gov.ng
23	Sokoto, Sokoto State	1, Garba Duba Road, Sokoto, Sokoto State	09062863157	sokotoforum@nerc.gov.ng
24	Umuahia, Abia State	House 2, Adelabu Str., Amaokwe Housing Estate, Umuahia Ibeku, Abia State	09062277251	umuahiaforum@nerc.gov.ng
25	Uyo, Akwa Ibom State	63, Osongama Road, Off Oron/Uyo Airport Road, Uyo, Akwa Ibom State	09062863165	uyoforum@nerc.gov.ng
26	Yola, Adamawa State	5, Nguroje Str., Karewa Extension, Jimeta, Yola, Adamawa State	09037808535	yolaforum@nerc.gov.ng

Appendix XV: Appeals handled by Forum Offices in 2024/Q4 and 2025/Q1

S/N	Forum Offices	2024/Q4				2025/Q1			
		Appeals Received	Appeals Resolved	Appeals Pending	Resolution Rate (%)	Appeals Received	Appeals Resolved	Appeals Pending	Resolution Rate (%)
1	Abakaliki, Ebonyi State	49	34	15	69.39	58	47	11	81.03
2	Abeokuta, Ogun State	228	82	48	35.96	95	40	14	42.11
3	Abuja, FCT	77	61	16	79.22	63	50	13	79.37
4	Ado-Ekiti	10	7	3	70.00	0	0	0	0.00
5	Asaba, Delta State	74	48	26	64.86	79	34	45	43.04
6	Awka, Anambra State	172	150	22	87.21	97	75	22	77.32
7	Bauchi, Bauchi State	10	2	8	50.00	7	7	0	100.00
8	Benin, Edo State	55	30	25	0.00	0	0	0	0.00
9	Damaturu, Yobe State	4	4	0	0.00	4	0	4	0.00
10	Calabar, C/Rivers State	35	28	7	80.00	28	18	10	64.29
11	Dutse, Jigawa State	3	0	3	0.00	0	0	0	0.00
12	Eko, Lagos State	303	205	98	67.66	125	125	0	100.00
13	Enugu, Enugu State	26	0	26	0.00	0	0	0	0.00
14	Gombe, Gombe State	27	14	12	51.85	10	2	7	20.00
15	Gusau, Zamfara State	14	6	8	42.86	14	14	0	100.00
16	Ibadan, Oyo State	311	113	198	36.33	0	0	0	0.00
17	Ikeja, Lagos State	587	544	43	92.67	0	0	10	0.00
18	Ilorin, Kwara State	201	179	22	89.05	119	101	18	84.87
19	Jos, Plateau State	30	30	0	100.00	23	23	0	100.00
20	Kaduna, Kaduna State	26	14	6	53.85	25	20	3	80.00
21	Kano, Kano State	30	22	8	73.33	37	20	17	54.05
22	Katsina, Katsina State	1	1	0	100.00	2	1	1	50.00
23	Kebbi, Kebbi State	2	0	2	0.00	0	0	0	0.00
24	Lafia, Nasarawa State	4	0	4	0.00	0	0	0	0.00
25	Lokoja, Kogi State	15	7	8	0.00	0	0	0	0.00
26	Makurdi, Benue State	13	6	2	46.15	8	1	2	12.50
27	Osogbo, Osun State	573	361	212	63.00	493	384	107	77.89
28	Owerri, Imo State	43	15	28	34.88	0	0	0	0.00
29	Port Harcourt, Rivers State	86	63	19	73.26	129	104	22	80.62
30	Sokoto, Sokoto State	12	6	6	50.00	0	0	0	0.00
	Umuahia, Abia State	13	4	7	30.77	11	7	4	63.64
31	Umuahia 2, Abia State	15	7	8	46.67	12	6	6	50.00
32	Uyo, Akwa Ibom State	187	145	42	77.54	248	182	76	70.54
33	Yola, Adamawa State	31	21	8	67.74	25	15	10	60.00
	All Forum Offices	3,267	2,209	940	67.62	1,722	1,276	392	74.10

Appendix XVI: Category of appeals received by Forum Offices in 2024/Q4 and 2025/Q1

Forum Office	2024/Q4								2025/Q1							
	Billing	Disconnection	Con. Delay	Interruption	Metering	Load Shedding	Voltage	Others	Billing	Disconnection	Con. Delay	Interruption	Metering	Load Shedding	Voltage	Others
Abakaliki, Ebonyi State	42	0	0	1	0	0	0	0	43	0	0	0	0	0	0	0
Abeokuta, Ogun State	63	7	0	0	78	16	1	33	12	3	0	0	17	10	0	8
Abuja, FCT	2	0	0	0	53	0	0	5	0	0	0	0	42	0	0	5
Ado-Ekiti, Ekiti State	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
Asaba, Delta State	43	1	0	0	6	0	0	7	39	0	4	1	5	0	0	4
Awka, Anambra State	87	6	0	0	4	0	0	1	60	3	0	0	9	0	0	3
Bauchi, Bauchi State	3	1	1	0	2	0	0	1	1	2	0	0	1	0	0	3
Benin, Edo State	19	0	0	0	3	0	0	3	0	0	0	0	0	0	0	0
Damaturu, Yobe State	1	0	0	0	1	0	0	0	2	0	0	0	1	0	0	1
Calabar, C/Rivers State	11	5	0	0	5	0	0	2	4	2	0	0	11	0	0	4
Dutse, Jigawa State	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Eko, Lagos State	68	12	0	0	92	0	0	24	9	2	0	1	13	0	0	2
Enugu, Enugu State	0	0	0	13	0	0	0	0	0	0	0	0	0	0	0	0
Gombe, Gombe State	5	0	0	0	4	0	0	0	4	0	0	0	1	0	0	2
Gusau, Zamfara State	0	0	0	0	6	0	1	1	3	2	0	0	1	0	0	0
Ibadan, Oyo State	64	6	0	0	73	0	0	5	0	0	0	0	0	0	0	0
Ikeja, Lagos State	71	6	0	0	56	0	0	24	0	0	0	0	0	0	0	0
Ilorin, Kwara State	39	2	0	2	105	1	1	21	19	4	0	0	61	0	0	8
Jos, Plateau State	8	4	0	0	1	0	0	1	8	4	0	0	8	0	3	0
Kaduna, Kaduna State	10	2	1	0	5	0	0	4	4	4	0	0	7	0	0	6
Kano, Kano State	5	3	0	0	0	0	0	15	12	3	0	1	3	0	0	10
Katsina, Katsina State	0	0				16	0	0	0	0	0	0	0	0	0	0
B/Kebbi, Kebbi State	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lafia, Nasarawa State	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lokoja, Kogi State	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Makurdi, Benue State	0	0	0	0	0	0	0	0	8	0	0	0	0	0	0	0
Osogbo, Osun State	128	11	0	0	153	0	0	21	161	2	0	0	80	0	0	38
Owerri, Imo State	10	1	0	0	0	0	0	2	0	0	0	0	0	0	0	0
P/Harcourt, Rivers State	54	5	0	0	14	0	1	4	82	16	0	1	19	0	0	11
Sokoto, Sokoto State	5	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Umuahia, Abia State	4	0	0	0	1	0	0	0	6	1	0	1	0	0	0	0
Umuahia 2, Abia State	5	1	0	13	1	0	0	2	2	1	0	0	0	0	0	1
Uyo, Akwa Ibom State	49	23	0	0	35	0	2	52	109	11	0	0	51	0	7	38
Yola, Adamawa State	8	1	0	0	5	0	0	3	13	2	0	0	3	0	0	2
All Forum Offices	810	97	2	17	700	18	6	231	601	62	4	5	333	10	10	146



NIGERIAN ELECTRICITY REGULATORY COMMISSION

Plot 1387 Cadastral Zone A00, Central
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