



ORDER/NERC/2024/028

**BEFORE THE NIGERIAN ELECTRICITY REGULATORY COMMISSION
IN THE MATTER OF APRIL 2024 SUPPLEMENTARY ORDER TO THE MULTI-YEAR TARIFF
ORDER 2024 FOR BENIN ELECTRICITY DISTRIBUTION PLC**

TITLE

1. This regulatory instrument shall be cited as **April 2024 Supplementary Order to the Multi-Year Tariff Order – 2024 (“April 2024 Supplementary Order”)** for Benin Electricity Distribution Plc (“BEDC”).

COMMENCEMENT AND TERMINATION

2. This Supplementary Order shall take effect from 3rd April 2024 and it shall cease to be effective on the issuance of a new tariff review Order for BEDC by the Nigerian Electricity Regulatory Commission (“NERC” or the “Commission”).

CONTEXT

3. Pursuant to the Tariff Review Application by BEDC, the Commission approved MYTO-2024 effective from 1st January 2024. The Order among others;
 - a. Restated BEDC’s Performance Improvement Plan (“PIP”) and approved a revised 5-year CAPEX provision to finance planned CAPEX projects. The Order further applied regulatory adjustments to the verified historical investments of BEDC;
 - b. Approved a reset of the baseline ATC&C loss level to a new target considered to be fair and reasonable given current operating conditions and comparable benchmarks within and outside the Nigerian Electricity Supply Industry (“NESI”);
 - c. Revised relevant assumptions for the forecast of revenue requirements and applicable tariffs for the period 2024 – 2027;

OBJECTIVE

4. Further to Section 23 of the MYTO-2024, this Supplementary Order seeks to reflect the changes in the pass-through indices outside the control of licensees including inflation rates, ₦/US\$ exchange rate, available generation capacity and gas price for the determination of Cost-Reflective Tariffs (“CRT”).

Y.A.

[Signature]

BASIS FOR THE REVIEW

5. Minor Review Indices

The underlisted indices with potential impact on electricity rates were considered to determine BEDC's revised revenue requirements and associated tariffs:

- a. **Exchange Rate:** The Naira to the US Dollar exchange rate of ₦1,463.31/US\$1 has been adopted for April – December 2024; this has been determined by adding a 1% transaction cost to the average foreign exchange rate of ₦1,448.82 during the period of 19th - 25th March 2024 as obtained from the website of the Central Bank of Nigeria ("CBN") in line with the MYTO methodology.
- b. **Nigerian Inflation Rate:** The Nigerian inflation rate of 31.70% for February 2024 as published by the National Bureau of Statistics ("NBS") is applied to revise the Nigerian inflation rate projection for 2024.
- c. **US Inflation Rate:** Based on the data published by the United States Bureau of Labor Statistics (<http://www.bls.gov>), the US inflation rate of 3.20% for February 2024 is applied to revise the US Inflation rate projection for 2024.
- d. **Available Generation Capacity:** Considering the periodic reports from the System Operator, the review maintains the January 2024 projection of an average offtake of 325MWh/h by BEDC in 2024.
- e. **Wholesale Gas to Power Prices:**
 - i. The benchmark gas-to-power price of US\$2.42/MMBTU is applied in this Order effective April 2024. This is based on the 2024 revision to the established benchmark price of gas to power from US\$2.18/MMBTU to US\$2.42/MMBTU by the Nigerian Midstream and Downstream Petroleum Regulatory Authority in line with Section 167 of the Petroleum Industry Act ("PIA") 2021.
 - ii. Contracted gas supply and transportation prices outside Domestic Gas Delivery Obligation quantities and based on effective Gas Sale Agreements ("GSAs") approved by the Commission.
 - iii. Benchmark Gas Transportation tariff of US\$0.80/MMBTU.

AA

YB

6. Summary of Tariff Assumptions and Results

Table 1 below summarises the tariff review indices adopted in this Order.

Table - 1: Key Tariff Review Indices/Assumptions for BEDC

Parameter	Unit	Feb-Mar 2024	Apr 2024	May-Dec 2024
Loss Target	%	25.00%	25.00%	25.00%
Nigerian Inflation	%	31.7%	31.7%	31.7%
US Inflation	%	3.2%	3.2%	3.2%
Exchange Rate	₦/\$	1463.3	1463.3	1463.3
Transmission Loss Factor	%	7.00%	7.00%	7.00%
Energy Delivered to DisCo	GWh	2,846	2,846	2,846
Energy Delivered to DisCo	MWh/h	325	325	325
Generation Cost	₦/kWh	101.5	103.9	103.9
Transmission & Admin Cost	₦/kWh	9.1	9.1	9.1
End-User Cost Reflective Tariffs	₦/kWh	182.0	185.3	185.3
End-User Allowed Tariffs	₦/kWh	60.1	123.4	123.4
Monthly Tariff Shortfall (Subsidy)	₦' Million	21,694	11,675	11,010

7. Approved End-User Tariffs Effective from 3rd April 2024

Pursuant to Section 116 of the EA and extant regulations, the Commission has considered and approved for BEDC, the tariffs in Table 2 below effective 3rd April 2024. The approved tariffs shall remain in force subject to monthly adjustments of pass-through indices including inflation rates, NGN/US\$ exchange rates and gas-to-power prices.

In line with the policy direction of the FGN on electricity subsidy, the allowed tariffs for Bands B – E customer categories shall remain frozen at the rates payable since December 2022 subject to further policy direction by the Government. With this policy, the estimated subsidy benefit for customers under the BEDC franchise in 2024 is approximately ₦11.01bn per month.

V.S.

[Signature]

Table – 2: Approved Allowed Tariffs (₦/kWh) for BEDC

Tariff Class	Jan – Mar 2024	Apr – Dec 2024
Life-line	4.00	4.00
A – Non-MD	72.19	225.00
A – MD1	67.45	225.00
A – MD2	67.45	225.00
B – Non-MD	68.56	68.56
B – MD1	63.88	63.88
B – MD2	63.88	63.88
C – Non-MD	56.91	56.91
C – MD1	54.98	54.98
C – MD2	54.98	54.98
D – Non-MD	41.20	41.20
D – MD1	46.64	46.64
D – MD2	46.64	46.64
E – Non-MD	41.21	41.21
E – MD1	46.64	46.64
E – MD2	46.64	46.64

8. Service Delivery Commitments

BEDC shall be held accountable for service deliveries per commitments under its Service Based Tariff proposals that seek to align end-user tariffs in proportion to the service level enjoyed by customer clusters as measured in average hours of supply per day over a period of one month. Details of the service level commitments made by BEDC to customers in various tariff Bands for the period April to June 2024 are provided in Appendix 2.

9. Monitoring and Evaluation of Compliance to Service Commitment

- a. The Commission shall leverage technology to directly obtain data on the hours of supply on each Band A feeder from the head-end system of BEDC for near real-time monitoring of service.
- b. BEDC shall set up a rapid response team to ensure effective service delivery on the committed minimum hours of supply to each service Band commencing with Band A feeders effective from 3rd April 2024. The team shall ensure timely response to customers' complaints, fault clearing and alignment with TCN regional teams for effective load management and optimised dispatch to respective feeders. BEDC shall publish the contact numbers of the service rapid response team for each customer cluster/business unit on its website and circulate the same to the customers vide bulk SMS, commencing with Band A clusters no later than 12 noon, Friday 5th April 2024.

Y.R.

- c. BEDC is obligated to publish daily on its website a rolling seven-day average daily hours of supply on each Band A feeder no later than 09:00 am of the next day.
- d. Where BEDC fails to deliver on the committed level of service on a Band A feeder for consecutive two days, BEDC shall on the next day by 10.00 am publish on its website an explanation of the reasons for the failure and update the affected customers on the timeline for restoration of service to the committed service level.
- e. Where BEDC fails to meet the committed service level to a Band A feeder for seven (7) consecutive days, the feeder shall be automatically downgraded to the recorded level of supply pursuant to provisions of Section 6 of Order No. NERC/334/2022 - "Order on Migration of Customers and Compensation for Service Failure under Service-Based Tariff Framework".

10. Service Band Adjustment and Migration

Pursuant to the provisions of the Order on Migration of Customers and Compensation for Service Failure under the Service-Based Tariff Framework, it is hereby ordered that:

- a. Migration of feeders/customers across service bands shall be in accordance with the provisions of Section 5 of the Order on Migration of Customers and Compensation for Service Failure under the Service-Based Tariff Framework.
- b. Where BEDC fails to deliver on committed service levels as measured over a period of one (1) month (excluding instances covered in Part 9e of this Order), the provisions of Section 6 of the Order on Migration of Customers and Compensation for Service Failure under Service-Based Tariff Framework shall apply.
- c. BEDC is mandated to continuously ensure upward migration of customers from the lower service Bands to Band A service level in line with the target on improvement in quality of service as provided in the Order on Key Performance Indicators for BEDC issued from time to time by the Commission.

11. Procurement of Embedded Generation

BEDC is obligated by this Order to procure a minimum of 32MW capacity of embedded generation, being 10% of its 2024 load allocation, to improve the reliability of supply and sustain delivery of a minimum service level under the SBT. A minimum of 16MW (i.e., 50%) of the embedded generation capacity must be sourced from renewable energy sources. The required capacity may be procured in bulk or distributed capacities across BEDC's Franchise area. The capacity to be procured should be ready for dispatch to the BEDC's network by the 1st of April 2025.





12. BEDC's Remittance Obligation

The FGN policy on subsidy and electricity tariffs provides for a gradual transition to cost-reflective end-user tariffs with safeguards for the less privileged electricity consumers. Accordingly, the Federal Government has committed to funding the revenue gap arising from the difference between cost-reflective tariffs approved by the Commission and the actual end-user tariffs during the transition to cost-reflective tariffs where applicable. The waterfall of market revenues during the transitional period shall be in line with the following:

- NBET shall issue energy invoices to BEDC net of the applicable tariff shortfall approved by the Commission monthly, while MO shall issue the full transmission and administrative services invoices to BEDC at the applicable tariff;
- BEDC shall make full settlement (100%) of the market invoices issued by MO and NBET as provided in Table 3 below.

Table - 3: Monthly DisCo Remittance Obligation for BEDC, 2024

Head	Sub Head	Feb - Mar 2024 Revision	Apr 2024 Revision	May - Jun 2024 Revision	Jul - Dec 2024 Revision
		₦'Million	₦'Million	₦'Million	₦'Million
Revenue Required	NEMSF	483	483	483	483
	Meter Acquisition Fund	211	211	211	211
	Unadjusted GenCo Invoice	24,078	24,654	24,654	24,654
	TCN & Admin Services	2,150	2,158	2,158	2,158
	DisCo	5,457	5,457	5,457	5,457
	Total	32,379	32,963	32,963	32,963
	Allowed Recovery	10,685	21,289	21,954	21,954
	2023 Under Recovery B/F	347	347	347	-
	Tariff Shortfall (Subsidy)	22,041	12,021	11,357	11,010
	NBET Adjusted Invoice to BEDC	2,037	12,633	13,297	13,644
DisCo Remittance Obligation	NEMSF	483	483	483	483
	Meter Acquisition Fund	211	211	211	211
	NBET Remittance Obligation	2,037	12,633	13,297	13,644
	MO Remittance Obligation	2,150	2,158	2,158	2,158
	DisCo	5,804	5,804	5,804	5,457
	Total Distribution	10,685	21,289	21,954	21,954
	DisCo Remittance to NBET	100%	100%	100%	100%
	DisCo Remittance to MO	100%	100%	100%	100%


- FGN intervention from budgetary appropriation and other sources for funding tariff shortfall shall be applied by NBET to ensure 100% settlement of market invoices as issued by generating companies ("GenCos").

- d. BEDC shall be liable to relevant penalties/sanctions for failure to meet the payment obligation in any payment cycle under the terms of its respective contracts with bilateral counterparties including NBET and MO.
- e. BEDC shall maintain adequate payment securitisation for energy off-take in line with the earlier directive of the Commission and relevant bilateral contracts.
- f. BEDC shall settle its market invoices under the DisCo Remittance Obligation thresholds as provided in Table 3. All settlements are subject to **regulatory net-offs** as may be issued from time to time by the Commission.

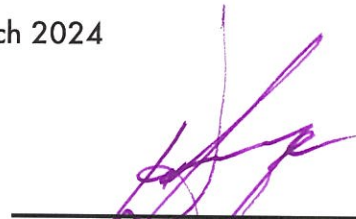
13. **Effective Date**

This Supplementary Order shall be effective from 3rd April 2024.

Dated this 28th day of March 2024



Sanusi Garba
Chairman



Dafe C. Akpeneye
Commissioner
Legal Licence and Compliance

Appendix – 1: BEDC’s Customer Classifications

Service Bands	New Tariff Class	Description
Lifeline	R1	Life-Line customers with energy consumption of not more than 50kWh/month
A (Minimum of 20hrs/day)	A – Non-MD	Customers with single or three-phase connections located within Band-A Service Level Feeders
	A – MD 1	Customers with LV Maximum Demand connection located within Band-A Service Level Feeders
	A – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within Band – A Service Level Feeders
B (Minimum of 16hrs/day)	B – Non-MD	Customers with single or three-phase connections located within Band-B Service Level Feeders
	B – MD 1	Customers with LV Maximum Demand connection located within Band-B Service Level Feeders
	B – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within Band – B Service Level Feeders
C (Minimum of 12hrs/day)	C – Non-MD	Customers with single or three-phase connections located within Band – C Service Level Feeders
	C – MD 1	Customers with LV Maximum Demand connection located within Band-C Service Level Feeders
	C – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within Band – C Service Level Feeders
D (Minimum of 8hrs/day)	D – Non-MD	Customers with single or three-phase connections located within Band-D Service Level Feeders
	D – MD 1	Customers with LV Maximum Demand connection located within Band-D Service Level Feeders
	D – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within Band – D Service Level Feeders
E (Minimum of 4hrs/day)	E – Non-MD	Customers with single or three-phase connections located within Band-E Service Level Feeders
	E – MD 1	Customers with LV Maximum Demand connection located within Band-E Service Level Feeders
	E – MD 2	Customers with MV/HV Maximum Demand (11/33kV) connection located within Band-E Service Level Feeders

Appendix - 2: BEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Feeder Location	Name of Streets Served by the Feeder	Minimum Duration of Supply (Hrs/Day)
1	A	AGBOR 6	Agbor Town	Agbor Town, Umunede, Abavo, Igbanke	20
2	A	AKPAKPAVA COMMERCIAL	Akpakpava	Akpakpava Road, Dawson Road, Mission Road, Second East circular, First east circular road, Uwa street road,	20
3	A	OBA-ILE/REC	Akure Town	Alagbaka, Ijapo, Igoba, Akure Town	20
4	A	AGHOR	Auchi Industry Road	Auchi Main, Ebira Camp, Ikpeshi, Agor, Sasarom and Igarra Industrial Site	20
5	A	AKURE - COMMERCIAL	Bank road	Govt house, CBN Road, First Bank, Unity Bank.	20
6	A	ADO	Basiri	Government House, Adebayo Street, Basiri Street, Okesha and Housing	20
7	A	GRA COMMERCIAL	Benin GRA	Sapele road, Ihama, Adesuwa road, Boundary road, Aideyan road, Etete road, pole street	20
8	A	AIRPORT (COMMERCIAL)	Benin GRA	Airport road, Sapele road, Ikpokpan road, Akhiobare street, MM way, Aideyan street. Dennis Osadebe Avenue, Golf Road.	20
9	A	BETA GLASS	Beta glass	Beta glass street	20
10	A	JAMES HOPE COMMERCIAL	Boji Boji	Boji-Boji Agbor, Boji-Boji Owa	20
11	A	LIMIT ROAD COMMERCIAL	Country Home, Off Sapele Road	Country home road, limit road, Ugbor Amagba road, Ogumwenyi road, MTN mast part of First ugbor	20

Appendix - 2: BEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Feeder Location	Name of Streets Served by the Feeder	Minimum Duration of Supply (Hrs/Day)
12	A	FUTA	Dedicated to FUTA	Federal University of Technology, Akure	20
13	A	OGHARA TEACHING HOSPITAL	Dedicated To Oghara Teaching Hospital	Oghara Teaching Hospital	20
14	A	RUBBER ESTATE	Dedicated to Rubber estate	Rubber estate	20
15	A	WOODLAND	Dedicated To Woodland	Woodland	20
16	A	ELIZADE	Elizade	Oyaregeulen market, elizade, ilara mokin str	20
17	A	ESTATE - COMMERCIAL	Estate Okada	Igbinidion University, Igbenidion estate, Ewaila, prince hotel road	20
18	A	ETETE	Etete	Etete, Country Home, Ugbor, Amagba	20
19	A	GRA	GRA	GRA, Etete, Akenzua, Oba Palace Area, Ihama, Part of Airpirt Road and Ogba	20
20	A	GUINNESS	Guinness factory	Guinness factory	20
21	A	IKERE	Ikere Road	Ise Town, Emure Town and College Road	20
22	A	AKURE	Ilesha Road	Oreta-Obele Road, Awole Road and Ilesha Road	20
23	A	IMONIYAME	Imoniyame	Imoniyame street	20
24	A	GSM	Industrial area	Asaba - Kwale express road	20
25	A	EASTERN METAL	Industrial area	Asaba-Benin expressway	20
26	A	AGENEBODE	Irrua Road	Irrua, Agua, Ewu	20
27	A	ROYAL - COMMERCIAL	Isikan road	Alda Royal hotel rd, Bola Komo str., Oyemejekun road, Isikan rd.	20

Appendix - 2: BEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Feeder Location	Name of Streets Served by the Feeder	Minimum Duration of Supply (Hrs/Day)
28	A	ISOKO/KWALE	Isoko Nations	Isoko nations, Isoko/Asaba Rd	20
29	A	INDUSTRIAL	Mechanic Village	Mechanic Village, Shell Road, Sapele-warri Road, Ikihero	20
30	A	MOSOGAR	Mosogar	Amukpe, Jesse, Oben, Mosogar	20
31	A	OGWASHI-UKU	Ogwashi-uku	Ogwashi-Uku and Ibusa Town	20
32	A	OKADA	Okada	Usen, Okada Town, Igbinedion Estate	20
33	A	CEMENT FACTORY	Okpella	Okpella Cement Factory	20
34	A	OGWASHI-UKU COMMERCIAL	Old Lagos road	Obulu-sor rd, Old Lagos rd	20
35	A	AFE-BABALOLA	Poly road	Water works road, ajilosun and poly road	20
36	A	SAPELE (SAPELE)	Sapele	Sapele, Ogorode, Ugberikoko, Abigborodo, Oton	20
37	A	NEKPENEKPEN	Sokponba Area	Sokponba Area, Third East Circular, Ogiso, Ekiosa	20
38	A	UGHELLI/SHELL	Ughelli Urban	Urumoko Kwale, Ikakpamre community, Ekiugbo Town	20
39	A	UNIBEN	UNIBEN	Iguosoba, UBTH Estate	20
40	A	UNIBEN COMMERCIAL	Uniben	Uniben Main Campus	20
41	A	AMUKPE COMMERCIAL	Warri/Sapele Rd	New Ogorede Rd, Sapele Rd, Warri Rd, Sapele Urban	20
42	A	EFFURUN	Wayside Road	Wayside and Delta Mall	20

Appendix - 2: BEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Feeder Location	Name of Streets Served by the Feeder	Minimum Duration of Supply (Hrs/Day)
43	A	STEEL COMPANY 1	YoungXing Steel Compnay	YoungXing Steel Compnay	20
44	A	STEEL COMPANY 2	YoungXing Steel Compnay	YoungXing Steel Compnay	20

Appendix - 2: BEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
45	B	MBH COMMERCIAL	20.00	0.5	2	1.5 Hrs	3 Hrs	11
46	B	YABA - COMMERCIAL	20.00	0.5	2	1.5 Hrs	3 Hrs	11
47	B	KOKA COMMERCIAL	20.00	0.5	2	1.5 Hrs	3 Hrs	11
48	B	ADEYEMI	20.00	0.5	2	1.5 Hrs	3 Hrs	11
49	B	EHOR	20.00	0.5	2	1.5 Hrs	3 Hrs	33
50	B	ABRAKA COMMERCIAL	20.00	0.5	2	1.5 Hrs	3 Hrs	11
51	B	ADEBAYO	16.00	0.7	4	2 Hrs	4 Hrs	11
52	B	AMUFI COMMERCIAL	16.00	0.7	4	2 Hrs	4 Hrs	11
53	B	ASABA COMMERCIAL	16.00	0.7	4	2 Hrs	4 Hrs	11
54	B	AVENUE COMMERCIAL	16.00	0.7	4	2 Hrs	4 Hrs	11
55	B	ABRAKA	16.00	0.7	4	2 Hrs	4 Hrs	33
56	B	ADEJE	16.00	0.7	4	2 Hrs	4 Hrs	33
57	B	AGBEDE	16.00	0.7	4	2 Hrs	4 Hrs	33
58	B	BASIRI	16.00	0.7	4	2 Hrs	4 Hrs	11
59	B	AUCHI IKPESHI	16.00	0.7	4	2 Hrs	4 Hrs	33

Appendix - 2: BEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
60	B	EGBA	16.00	0.7	4	2 Hrs	4 Hrs	33
61	B	COSTAIN	16.00	0.7	4	2 Hrs	4 Hrs	11
62	B	EKSU	16.00	0.7	4	2 Hrs	4 Hrs	33
63	B	EBOH - COMMERCIAL	16.00	0.7	4	2 Hrs	4 Hrs	11
64	B	EKEHUAN CAMPUS	16.00	0.7	4	2 Hrs	4 Hrs	11
65	B	FGGC	16.00	0.7	4	2 Hrs	4 Hrs	11
66	B	EXPRESS	16.00	0.7	4	2 Hrs	4 Hrs	33
67	B	HEAD BRIDGE	16.00	0.7	4	2 Hrs	4 Hrs	33
68	B	IHOVBOR	16.00	0.7	4	2 Hrs	4 Hrs	33
69	B	IJU	16.00	0.7	4	2 Hrs	4 Hrs	33
70	B	GRA	16.00	0.7	4	2 Hrs	4 Hrs	11
71	B	ILAWE / ARAMOKO	16.00	0.7	4	2 Hrs	4 Hrs	33
72	B	ISELE-UKU	16.00	0.7	4	2 Hrs	4 Hrs	33
73	B	IWOROKO/IKOLE	16.00	0.7	4	2 Hrs	4 Hrs	33
74	B	KOKO	16.00	0.7	4	2 Hrs	4 Hrs	33
75	B	OGHARA TOWN	16.00	0.7	4	2 Hrs	4 Hrs	33
76	B	IBUSA BY-PASS	16.00	0.7	4	2 Hrs	4 Hrs	11
77	B	OKPELLA TOWN	16.00	0.7	4	2 Hrs	4 Hrs	33

Appendix - 2: BEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
78	B	OLUKU	16.00	0.7	4	2 Hrs	4 Hrs	33
79	B	ONDO	16.00	0.7	4	2 Hrs	4 Hrs	33
80	B	OTOVWOD O/PATANI	16.00	0.7	4	2 Hrs	4 Hrs	33
81	B	IBUZOR	16.00	0.7	4	2 Hrs	4 Hrs	11
82	B	OWO	16.00	0.7	4	2 Hrs	4 Hrs	33
83	B	PTI/PMSL	16.00	0.7	4	2 Hrs	4 Hrs	33
84	B	IDSL	16.00	0.7	4	2 Hrs	4 Hrs	11
85	B	IHAMA	16.00	0.7	4	2 Hrs	4 Hrs	11
86	B	IJIGBO COMMERCIAL	16.00	0.7	4	2 Hrs	4 Hrs	11
87	B	IKPOBA HILL COMMERCIAL	16.00	0.7	4	2 Hrs	4 Hrs	11
88	B	REFINERY I	16.00	0.7	4	2 Hrs	4 Hrs	33
89	B	ILLAH	16.00	0.7	4	2 Hrs	4 Hrs	11
90	B	INDUSTRIAL COMMERCIAL	16.00	0.7	4	2 Hrs	4 Hrs	11
91	B	MD COMMERCIAL	16.00	0.7	4	2 Hrs	4 Hrs	11
92	B	REFINERY II	16.00	0.7	4	2 Hrs	4 Hrs	33
93	B	OKOTOMI	16.00	0.7	4	2 Hrs	4 Hrs	11

Appendix - 2: BEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
94	B	SAPELE (EFFURUN)	16.00	0.7	4	2 Hrs	4 Hrs	33
95	B	UBIAJA	16.00	0.7	4	2 Hrs	4 Hrs	33
96	B	OKPANAM COMMERCIAL	16.00	0.7	4	2 Hrs	4 Hrs	11
97	B	OLUKU - COMMERCIAL	16.00	0.7	4	2 Hrs	4 Hrs	11
98	B	ONICHA-UKU	16.00	0.7	4	2 Hrs	4 Hrs	11
99	B	PS COMMERCIAL	16.00	0.7	4	2 Hrs	4 Hrs	11
100	B	SCHOOL COMMERCIAL	16.00	0.7	4	2 Hrs	4 Hrs	11
101	B	SPECIALIST	16.00	0.7	4	2 Hrs	4 Hrs	11
102	B	SWITCHING STATION	16.00	0.7	4	2 Hrs	4 Hrs	11
103	B	TEACHER TRAINING COMMERCIAL	16.00	0.7	4	2 Hrs	4 Hrs	11
104	B	UGBOR	16.00	0.7	4	2 Hrs	4 Hrs	11
105	B	UJEMEN COMMERCIAL	16.00	0.7	4	2 Hrs	4 Hrs	11
106	B	UPPER LAWANI	16.00	0.7	4	2 Hrs	4 Hrs	11
107	B	USELU	16.00	0.7	4	2 Hrs	4 Hrs	11
108	B	UTEH 1	16.00	0.7	4	2 Hrs	4 Hrs	11

Appendix - 2: BEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
109	B	TOWNSHIP	16.00	0.7	4	2 Hrs	4 Hrs	33
110	B	WARRI	16.00	0.7	4	2 Hrs	4 Hrs	33
111	B	UTEH 2	16.00	0.7	4	2 Hrs	4 Hrs	11
112	C	AGBARHO/EKU	12.00	1	5	3 Hrs	6 Hrs	33
113	C	ENERHEN	12.00	1	5	3 Hrs	6 Hrs	33
114	C	FUGAR-BODE	12.00	1	5	3 Hrs	6 Hrs	33
115	C	IGBARA OKE	12.00	1	5	3 Hrs	6 Hrs	33
116	C	OKITIPUPA	12.00	1	5	3 Hrs	6 Hrs	33
117	C	OSOSO	12.00	1	5	3 Hrs	6 Hrs	33
118	C	MIX&BAKE - VIO - COMMERCIAL	12.00	1	5	3 Hrs	6 Hrs	11
119	C	OTUN	12.00	1	5	3 Hrs	6 Hrs	33
120	C	DUMEZ	12.00	1	5	3 Hrs	6 Hrs	11
121	C	AGRIC/OLOPE	12.00	1	5	3 Hrs	6 Hrs	11
122	C	ODO-ADO	12.00	1	5	3 Hrs	6 Hrs	11
123	C	OWENA	12.00	1	5	3 Hrs	6 Hrs	33
124	C	IGBATORO	12.00	1	5	3 Hrs	6 Hrs	11
125	C	BENDEL ESTATE	12.00	1	5	3 Hrs	6 Hrs	11

Appendix - 2: BEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
126	C	FEEDER 3	12.00	1	5	3 Hrs	6 Hrs	11
127	C	IJAPO	12.00	1	5	3 Hrs	6 Hrs	11
128	C	AIRPORT ROAD	12.00	1	5	3 Hrs	6 Hrs	11
129	C	AUCHI TOWN	12.00	1	5	3 Hrs	6 Hrs	11
130	C	GRA-AUCHI	12.00	1	5	3 Hrs	6 Hrs	11
131	C	FEEDER 1	12.00	1	5	3 Hrs	6 Hrs	11
132	C	JATTU	12.00	1	5	3 Hrs	6 Hrs	11
133	C	UGBOWO	12.00	1	5	3 Hrs	6 Hrs	11
134	C	JEDO	12.00	1	5	3 Hrs	6 Hrs	11
135	C	EGWADAIKE N	12.00	1	5	3 Hrs	6 Hrs	11
136	C	OKADA	12.00	1	5	3 Hrs	6 Hrs	11
137	C	OKHORO	12.00	1	5	3 Hrs	6 Hrs	11
138	C	OUR LADY'S	12.00	1	5	3 Hrs	6 Hrs	11
139	C	SAPELE ROAD	12.00	1	5	3 Hrs	6 Hrs	11
140	C	USEN	12.00	1	5	3 Hrs	6 Hrs	11
141	C	AJILOSUN	12.00	1	5	3 Hrs	6 Hrs	11
142	C	OKESHA	12.00	1	5	3 Hrs	6 Hrs	11
143	C	EKIADOLOR	12.00	1	5	3 Hrs	6 Hrs	11

Appendix - 2: BEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
144	C	EDJEBE	12.00	1	5	3 Hrs	6 Hrs	11
145	C	AGAGA LAYOUT	12.00	1	5	3 Hrs	6 Hrs	11
146	C	IDANRE ROAD	12.00	1	5	3 Hrs	6 Hrs	11
147	C	LEVENTIS	12.00	1	5	3 Hrs	6 Hrs	11
148	C	Mc DERMOTT	12.00	1	5	3 Hrs	6 Hrs	11
149	C	OWA	12.00	1	5	3 Hrs	6 Hrs	11
150	C	PTI ROAD	12.00	1	5	3 Hrs	6 Hrs	11
151	C	TOWN	12.00	1	5	3 Hrs	6 Hrs	11
152	C	OPOJI	12.00	1	5	3 Hrs	6 Hrs	11
153	C	ISSELE-UKU	12.00	1	5	3 Hrs	6 Hrs	11
154	C	OBULUKU	12.00	1	5	3 Hrs	6 Hrs	11
155	C	AJAMIMOG HA	12.00	1	5	3 Hrs	6 Hrs	11
156	C	GRA (WARRI)	12.00	1	5	3 Hrs	6 Hrs	11
157	C	NEW BENIN	12.00	1	5	3 Hrs	6 Hrs	11
158	C	JAKPA ROAD	12.00	1	5	3 Hrs	6 Hrs	11
159	C	AFOKPELLA	12.00	1	5	3 Hrs	6 Hrs	11
160	C	AWOYEMI	12.00	1	5	3 Hrs	6 Hrs	11
161	C	ECN	12.00	1	5	3 Hrs	6 Hrs	11

Appendix - 2: BEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
162	C	EKPOMA TOWN	12.00	1	5	3 Hrs	6 Hrs	11
163	C	ENWAN	12.00	1	5	3 Hrs	6 Hrs	11
164	C	EXPRESS UROMI	12.00	1	5	3 Hrs	6 Hrs	11
165	C	IVIOGHE	12.00	1	5	3 Hrs	6 Hrs	11
166	C	SOUTH-IBIE	12.00	1	5	3 Hrs	6 Hrs	11
167	C	UROMI TOWN	12.00	1	5	3 Hrs	6 Hrs	11
168	C	UHROKOSA	12.00	1	5	3 Hrs	6 Hrs	11
169	C	DUMEZ ROAD	12.00	1	5	3 Hrs	6 Hrs	11
170	C	OLD ROAD	12.00	1	5	3 Hrs	6 Hrs	11
171	C	ESTATE	12.00	1	5	3 Hrs	6 Hrs	11
172	C	IGBE ROAD	12.00	1	5	3 Hrs	6 Hrs	11
173	C	IGEDE	12.00	1	5	3 Hrs	6 Hrs	11
174	C	ISE/EMURE	12.00	1	5	3 Hrs	6 Hrs	11
175	C	IYOWA	12.00	1	5	3 Hrs	6 Hrs	11
176	C	MARKET ROAD (WARRI)	12.00	1	5	3 Hrs	6 Hrs	11
177	C	OGUNU ROAD	12.00	1	5	3 Hrs	6 Hrs	11
178	C	OWA-ALERO	12.00	1	5	3 Hrs	6 Hrs	11
179	C	RADIO BENDEL	12.00	1	5	3 Hrs	6 Hrs	11

Appendix - 2: BEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
180	C	UDU ROAD	12.00	1	5	3 Hrs	6 Hrs	11
181	C	OLIHA	12.00	1	5	3 Hrs	6 Hrs	11
182	C	UMUNEDE	12.00	1	5	3 Hrs	6 Hrs	11
183	D	ADUWAWA	8.00	1.5	6	4 Hrs	6 Hrs	11
184	D	AGBARHO TOWN	8.00	1.5	6	4 Hrs	6 Hrs	11
185	D	AGBOR-Obi	8.00	1.5	6	4 Hrs	6 Hrs	11
186	D	AGENEBODE TOWN	8.00	1.5	6	4 Hrs	6 Hrs	11
187	D	ALAGBAKA	8.00	1.5	6	4 Hrs	6 Hrs	11
188	D	ALADJA	8.00	1.5	6	4 Hrs	6 Hrs	33
189	D	ALIFIKEDE	8.00	1.5	6	4 Hrs	6 Hrs	11
190	D	ANWAI	8.00	1.5	6	4 Hrs	6 Hrs	11
191	D	UZEBBA	8.00	1.5	6	4 Hrs	6 Hrs	33
192	D	IKARE	8.00	1.5	6	4 Hrs	6 Hrs	33
193	D	ASABA ROAD	8.00	1.5	6	4 Hrs	6 Hrs	11
194	D	BDPA	8.00	1.5	6	4 Hrs	6 Hrs	11
195	D	CABINET	8.00	1.5	6	4 Hrs	6 Hrs	11
196	D	COLLEGE ROAD	8.00	1.5	6	4 Hrs	6 Hrs	11
197	D	COUNTRY HOME	8.00	1.5	6	4 Hrs	6 Hrs	11

Appendix - 2: BEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
198	D	EGBA	8.00	1.5	6	4 Hrs	6 Hrs	11
199	D	EKETE	8.00	1.5	6	4 Hrs	6 Hrs	11
200	D	EKPAN TOWN	8.00	1.5	6	4 Hrs	6 Hrs	11
201	D	EVBUOABU OGUN	8.00	1.5	6	4 Hrs	6 Hrs	11
202	D	EVBUORIARI A	8.00	1.5	6	4 Hrs	6 Hrs	11
203	D	EXPRESS - ASABA	8.00	1.5	6	4 Hrs	6 Hrs	11
204	D	EXPRESS (AGBOR)	8.00	1.5	6	4 Hrs	6 Hrs	11
205	D	EXPRESS (UGHELLI)	8.00	1.5	6	4 Hrs	6 Hrs	11
206	D	EZENEI	8.00	1.5	6	4 Hrs	6 Hrs	11
207	D	FEDERAL HOUSING ESTATE	8.00	1.5	6	4 Hrs	6 Hrs	11
208	D	FEEDER 2	8.00	1.5	6	4 Hrs	6 Hrs	11
209	D	FEEDER 4	8.00	1.5	6	4 Hrs	6 Hrs	11
210	D	GOVT. HOUSE	8.00	1.5	6	4 Hrs	6 Hrs	11
211	D	HOUSING COMPLEX	8.00	1.5	6	4 Hrs	6 Hrs	11
212	D	IGARA TOWN	8.00	1.5	6	4 Hrs	6 Hrs	11
213	D	IGUOSA	8.00	1.5	6	4 Hrs	6 Hrs	11
214	D	IJERO TOWN	8.00	1.5	6	4 Hrs	6 Hrs	11
215	D	IKHUENIRO	8.00	1.5	6	4 Hrs	6 Hrs	11

Appendix - 2: BEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
216	D	IRRUA	8.00	1.5	6	4 Hrs	6 Hrs	11
217	D	IRUEKPEN	8.00	1.5	6	4 Hrs	6 Hrs	11
218	D	ISOKO ROAD	8.00	1.5	6	4 Hrs	6 Hrs	11
219	D	MARBLE HILL	8.00	1.5	6	4 Hrs	6 Hrs	11
220	D	NDC	8.00	1.5	6	4 Hrs	6 Hrs	11
221	D	NEW AUCHI	8.00	1.5	6	4 Hrs	6 Hrs	11
222	D	OBA-ILE	8.00	1.5	6	4 Hrs	6 Hrs	11
223	D	OBA-PALACE	8.00	1.5	6	4 Hrs	6 Hrs	11
224	D	ODA	8.00	1.5	6	4 Hrs	6 Hrs	11
225	D	OGBA	8.00	1.5	6	4 Hrs	6 Hrs	11
226	D	OGBEKNU-UMUOLO	8.00	1.5	6	4 Hrs	6 Hrs	11
227	D	OKE-EDA	8.00	1.5	6	4 Hrs	6 Hrs	11
228	D	OKO	8.00	1.5	6	4 Hrs	6 Hrs	11
229	D	OKPORIE	8.00	1.5	6	4 Hrs	6 Hrs	11
230	D	OKWE	8.00	1.5	6	4 Hrs	6 Hrs	11
231	D	ORHUWHOR UN ROAD	8.00	1.5	6	4 Hrs	6 Hrs	11
232	D	OSADENNIS	8.00	1.5	6	4 Hrs	6 Hrs	11
233	D	OTERI	8.00	1.5	6	4 Hrs	6 Hrs	11

Appendix - 2: BEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
234	D	OYE TOWN	8.00	1.5	6	4 Hrs	6 Hrs	11
235	D	SIO	8.00	1.5	6	4 Hrs	6 Hrs	11
236	D	SPC	8.00	1.5	6	4 Hrs	6 Hrs	11
237	D	TOWNSHIP	8.00	1.5	6	4 Hrs	6 Hrs	11
238	D	UBEJI	8.00	1.5	6	4 Hrs	6 Hrs	11
239	D	UBIAJA ROAD	8.00	1.5	6	4 Hrs	6 Hrs	11
240	D	UGBOROKE	8.00	1.5	6	4 Hrs	6 Hrs	11
241	D	UPPER MISSION EXTENSION	8.00	1.5	6	4 Hrs	6 Hrs	11
242	D	UWANHUMI	8.00	1.5	6	4 Hrs	6 Hrs	11
243	E	RESERVATION	4.00	2	8	5 Hrs	7 Hrs	11
244	E	UPPER SAPELE	4.00	2	8	5 Hrs	7 Hrs	11
245	E	AFIESERE	4.00	2	8	5 Hrs	7 Hrs	11
246	E	OWO TOWN	4.00	2	8	5 Hrs	7 Hrs	11
247	E	ANDREW-WILSON	4.00	2	8	5 Hrs	7 Hrs	11
248	E	ARUOGBA	4.00	2	8	5 Hrs	7 Hrs	11
249	E	EGOR	4.00	2	8	5 Hrs	7 Hrs	11
250	E	EKAE	4.00	2	8	5 Hrs	7 Hrs	11
251	E	FACTORY ROAD	4.00	2	8	5 Hrs	7 Hrs	11

Appendix - 2: BEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
252	E	MARIA GORRETI	4.00	2	8	5 Hrs	7 Hrs	11
253	E	ONDO ROAD	4.00	2	8	5 Hrs	7 Hrs	11
254	E	ST. SAVIOUR	4.00	2	8	5 Hrs	7 Hrs	11
255	E	UPPER SOKPONBA	4.00	2	8	5 Hrs	7 Hrs	11
256	E	EKENWAN	4.00	2	8	5 Hrs	7 Hrs	11
257	E	EVBUOTUBU	4.00	2	8	5 Hrs	7 Hrs	11
258	E	COMMUNITY ROAD	4.00	2	8	5 Hrs	7 Hrs	11
259	E	EDO-TEX	4.00	2	8	5 Hrs	7 Hrs	11
260	E	EXPRESS (AKURE)	4.00	2	8	5 Hrs	7 Hrs	11
261	E	GANA	4.00	2	8	5 Hrs	7 Hrs	11
262	E	GOVERNOR	4.00	2	8	5 Hrs	7 Hrs	11
263	E	AMUKPE LOCAL	4.00	2	8	5 Hrs	7 Hrs	11
264	E	AMUKPE TOWN	4.00	2	8	5 Hrs	7 Hrs	11
265	E	ARMY BARRACK	4.00	2	8	5 Hrs	7 Hrs	11
266	E	AJEGUNLE	4.00	2	8	5 Hrs	7 Hrs	11
267	E	IDANRE TOWN	4.00	2	8	5 Hrs	7 Hrs	11
268	E	IJOKA	4.00	2	8	5 Hrs	7 Hrs	11
269	E	ILESHA ROAD	4.00	2	8	5 Hrs	7 Hrs	11

Appendix - 2: BEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
270	E	ISELE ASAGBA	4.00	2	8	5 Hrs	7 Hrs	11
271	E	ISINKAN	4.00	2	8	5 Hrs	7 Hrs	11
272	E	KOKO TOWN	4.00	2	8	5 Hrs	7 Hrs	11
273	E	KOROBE	4.00	2	8	5 Hrs	7 Hrs	11
274	E	MARKET ROAD (ONDO)	4.00	2	8	5 Hrs	7 Hrs	11
275	E	ODOJOMU	4.00	2	8	5 Hrs	7 Hrs	11
276	E	OGORODE TOWN	4.00	2	8	5 Hrs	7 Hrs	11
277	E	OTEFE	4.00	2	8	5 Hrs	7 Hrs	11
278	E	OYEMEKUN	4.00	2	8	5 Hrs	7 Hrs	11
279	E	PALACE	4.00	2	8	5 Hrs	7 Hrs	11
280	E	SAPELE/WARI ROAD	4.00	2	8	5 Hrs	7 Hrs	11
281	E	SHELL ROAD	4.00	2	8	5 Hrs	7 Hrs	11
282	E	UGBORIKOKO	4.00	2	8	5 Hrs	7 Hrs	11
283	E	ABBI TOWN	4.00	2	8	5 Hrs	7 Hrs	11
284	E	ABRAKA TOWN	4.00	2	8	5 Hrs	7 Hrs	11
285	E	CAMPUS 3	4.00	2	8	5 Hrs	7 Hrs	11
286	E	ASORO	4.00	2	8	5 Hrs	7 Hrs	11
287	E	IGBIDI	4.00	2	8	5 Hrs	7 Hrs	11

Appendix - 2: BEDC's Service Level Commitments

Service Level Proposal for Period: April 2024 - June 2024

S/N	Tariff Band	Feeders	Minimum Duration of Supply (Hrs/Day)	Average Frequency of Interruptions Per Day	Average Duration of Interruptions	Average Response time to calls (in Minutes)	Average Response time to resolving complaints (in Hrs)	Service Voltage Level
288	E	KWALE EXPRESS	4.00	2	8	5 Hrs	7 Hrs	11
289	E	KWALE TOWN	4.00	2	8	5 Hrs	7 Hrs	11
290	E	OBIARUKU TOWN	4.00	2	8	5 Hrs	7 Hrs	11
291	E	OBINOBA (TIED TO OBIARUKU)	4.00	2	8	5 Hrs	7 Hrs	11
292	E	OHA	4.00	2	8	5 Hrs	7 Hrs	11
293	E	OKPARA INLAND	4.00	2	8	5 Hrs	7 Hrs	11
294	E	OLEH	4.00	2	8	5 Hrs	7 Hrs	11
295	E	OLOMORO	4.00	2	8	5 Hrs	7 Hrs	11
296	E	OREROKPE TOWN	4.00	2	8	5 Hrs	7 Hrs	11
297	E	OWHELOGBO	4.00	2	8	5 Hrs	7 Hrs	11
298	E	UPPER OWINA	4.00	2	8	5 Hrs	7 Hrs	11
299	E	UPPER SILUKO	4.00	2	8	5 Hrs	7 Hrs	11
300	E	UWELU	4.00	2	8	5 Hrs	7 Hrs	11
301	E	AGBOR/IRRUUA	4.00	2	8	5 Hrs	7 Hrs	33
302	E	OVA	4.00	2	8	5 Hrs	7 Hrs	11