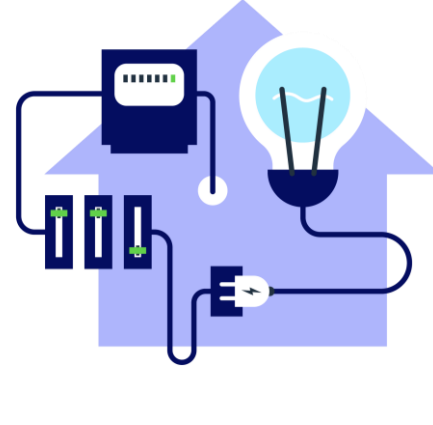


## PREFACE

On 14 July 2025, the Nigerian Electricity Commission (NERC or the Commission) published its 2024 Annual Report (the Report) on the Nigerian Electricity Supply Industry (NESI) pursuant to Section 56(1) of the Electricity Act 2023, which requires the Commission to keep proper books of account and related records for all activities, funds, and property, as well as any additional accounts or records the Minister may require.

In this Fast Facts series, we summarise the Report to make it possible for our readers who may not have the opportunity to read the Report in full to be updated with developments in the NESI.



## STATE OF ELECTRICITY GENERATION

### Number of grid-connected plants:

28 grid-connected power plants consisting of nineteen (19) gas, five (5) hydro, two (2) steam, and two (2) gas/steam-powered plants.



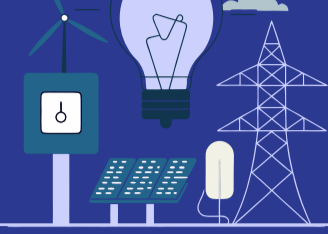
### Average daily available generation capacity:

The average available generation capacity of the grid-connected power plants was **4,853.69 MW**. The overall availability factor for all grid-connected plants was **37.43%**.

The highest monthly average available generation capacity during the year was recorded in September, largely due to the **improved mechanical availability** of Egbin, Omosho, Olorunsogo, Geregu and Rivers.

Only eight (8) power plants had availability factors above **50%**, with Ihovbor recording the highest availability factor of **93.72%**.

All hydropower plants except Zungeru recorded improved availability in the last third of 2024, owing to improved water reserves after the rainy season.



### Average hourly generation:



**4,222.87MWh/h**, adding up to a total generation of **37,093.70GWh**, throughout 2024. Hydropower plants contributed **11,469.85GWh (30.92%)** to the total generation in 2024.



The lowest monthly average hourly generation (**3,796.11 MWh/h**) on the National Grid was recorded in February while the highest monthly average (**4,524.21MWh/h**) was recorded in December.

## STATE OF ELECTRICITY TRANSMISSION

### Frequency



The average lower daily and average upper daily system frequencies of the grid were **49.28Hz** and **50.83Hz**, respectively (range of **1.55Hz**), which were within the stress limits specified in the Grid Code.

### Voltage



The average lower daily and average upper daily operating voltage of the grid in were **299.42kV** and **352.55kV**, respectively (range of **53.13kV**), which were outside the normal operating limits specified in the Grid Code.

### Grid Collapse



Nine (9) incidents of system collapse (**5 partial collapses and 4 total collapses**) of the national grid occurred in 2024.

## STATE OF THE MARKET AND ELECTRICITY DISTRIBUTION



### Metering

Only **6,288,642 (46.57%)** of the registered **13,503,342 customers** in the NESI were metered. Distribution Company (DisCos) installed **572,055 end-use customer** meters in 2024.



### Average Energy Offtake

**NOTE: this represents the average off-take by DisCos at trading points.**

The total energy received by DisCos at their trading points was **29,126.27GWh**. The DisCos' energy offtake performance in 2024 was **94.55%**. Enugu (**98.18%**) and Benin (**98.03%**) recorded the highest offtake performances. Yola DisCo (**85.04%**) was the only DisCo with offtake performance below **90%**, recording the lowest offtake performance in the year.



### ATC & C Loss

The ATC&C losses for the year 2024 were **37.95%**. This comprises **17.88%** in technical and commercial losses and **24.44%** in collection loss. This is substantially higher than the allowed aggregate efficient loss target provided in the MYTO for 2024 (**24.73%**).

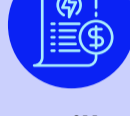
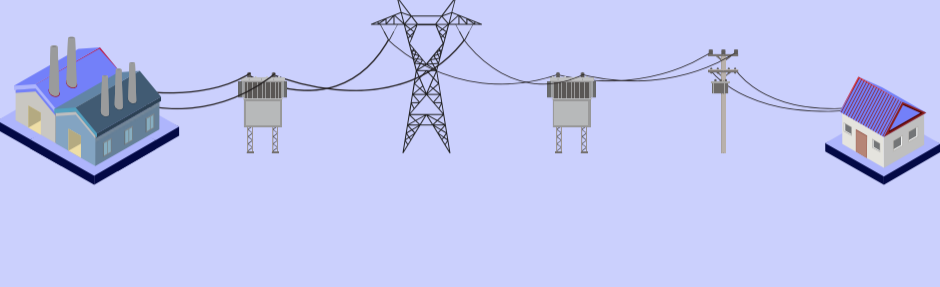
Eko DisCo (**22.30%**) recorded the lowest ATC&C, while Kaduna DisCo was the worst-performing DisCo with an ATC&C of **66.52%** in 2024.



### Billing efficiency

**NOTE: this represents the difference between energy supplied to the DisCos and energy billed to customers.**

The total billing to electricity consumers by the DisCos was **₦2,196.71 billion**, but only **₦1,659.76 billion** was collected, leaving an outstanding of **₦536.95 million**. This corresponds to a collection efficiency of **75.56%**.



### Remittance Performance

**NOTE: this represents the cumulative upstream invoice payable by DisCos to other Market Participants.**

NBET and MO issued a gross invoice of **₦1,370.353 billion** to all the DisCos for energy costs and administrative services. Of this amount, the DisCos remitted a total of **66.52%**, translating to an overall remittance performance of **86.47%**.

Eko, Ikeja and Abuja DisCos had the highest remittance performances with **99.33%**, **94.43%** and **90.42%** respectively to NBET in 2024.

Kaduna achieved the lowest remittance performance to NBET (**32.77%**).

The highest remittance performances to the MO were recorded by Yola, Ikeja, Eko and Abuja at **96.73%**, **95.71%**, **93.12%** and **92.97%** respectively.

Kaduna recorded the lowest MO remittance performance of **26.29%**.



### Remittance Performance by Special and Bilateral Customers

The three international customers- (i) Societe Beninoise d'Electricite; (ii) Compagnie Energie Electrique du Togo; (iii) Societe Nigerienne d'electricite; received an invoice of **\$56.07 million** from MO and made a payment of **\$42.06 million**. This corresponds to a remittance performance of **75.01%**.

The 17 domestic customers received a total invoice of **₦7,929.25 million** from MO and made a payment of **₦5,970.85 million**, corresponding to a remittance performance of **75.30%**.



## HUMAN RESOURCE MANAGEMENT

### Workforce



As of December 2024, NERC comprised a total workforce of **two hundred and fifty-four (254)** persons, including seven (7) Commissioners.

### Organizational Structure



NERC maintained its core organizational structure of seven (7) Divisions and twenty-four (24) Units.

### Management



The management cadre includes thirty-seven (37) staff members, consisting of General Managers (GM), Deputy General Managers (DGM), and Assistant General Managers (AGM).

### Offices



Twenty-seven (27) Forum Offices nationwide to provide redress for customers whose complaints are not satisfactorily resolved by Distribution Companies (DisCos).

## NERC'S REGULATORY FUNCTIONS

### Regulatory Instruments

The Commission issued a total of three hundred and ninety-seven (397) regulatory instruments in 2024.



### Orders

The Commission issued one hundred and sixty-seven (167) Orders to licensees in 2024.



### Ratification Directives

The Commission issued twenty-eight (28) ratification directives in 2024.



### Notice to Commence Enforcement Action

The Commission issued twenty-nine (29) Notices to Commence Enforcement Action



### Fines

The Commission issued three (3) monetary fines to licensees for violations of rules and infractions, in 2024.



### Hearings and Alternative Dispute Resolution among Market Participants

The Dispute Resolution Panel (DRP) did not handle any disputes among industry stakeholders in 2024.



### Regulations

The Commission issued two (2) new regulations in 2024, as summarised below.

- The Eligible Customer Regulations 2024 which repealed the 2017 version.
- The NERC Regulations on the Procedure for Electricity Tariff Reviews 2024.



### Licenses/Permits

NERC issued a total of **168 licenses** and permits in 2024, as summarized below:



Three (3) **On-grid generation licences**; Twenty-two (22) **Off-grid generation licences**;

One (1) **System Operator licence**; Nine (9) **Trading licences**;

Twenty-Four (24) **Captive power generation permits**;

Seven (7) **Mini grid permits or registration certificates**;

Twenty-seven (27) **Mini grid permits**;

Thirty-six (36) **Meter service provider permits**; and

Thirty-nine (39) **MAP permits**.

## CONSUMER AFFAIRS

### Town Hall Meetings

The Commission conducted nine (9) town hall/customer complaints resolution meetings in 2024.

- Kano, Kano State between **07 - 09 March 2024**
- Lagos, Lagos State between **21 - 23 March 2024**
- Abuja, FCT on **19 March 2024**
- Enugu, Enugu State between **18 - 20 April 2024**
- Gombe, Gombe State between **18 - 20 July 2024**
- Calabar, Cross River State between **08 -10 August 2024**
- Lokoja, Kogi State between **12 - 14 September 2024**
- Osogbo, Osun State between **10 - 12 October 2024**
- Kaduna, Kaduna State between **12 - 14 December 2024**



### Customer Complaints

**Note: This is a summary of the types of complaints and resolution rates of complaints across the various channels**

### NERC Customer Complaints Unit (NERC CCU)

A total of **16,882** complaints were received at the NERC-CCU.

**4,858** complaints were resolved, corresponding to a **28.78%** resolution rate.

Metering, billing, service interruption, and customer band issues were the most common customer complaints, accounting for **89.62%** (15,130) of the total complaints at the NERC-CCU.

### NERC Forum Office

The Forum Offices had a total of **8,351 (7,575 new appeals and 776 pending appeals)** active appeals through 2024.

The Forum Offices held 308 sittings and resolved **83.06% (6,936)** of total active appeals.

Billing and metering were the most prevalent complaints within the year, accounting for **52.81%** and **29.77%** of the total.

### DisCo Customer Complaints Unit (DisCo CCU)

The total number of complaints received across all DisCo CCUs in 2024 was **1,183,198**.

Metering, billing, and service interruption were the most common complaint issues accounting for **72.33% (855,757)** of the total complaints.

Ikeja (**7,392**), Eko (**3,664**) and Abuja (**2,548**) DisCos recorded the highest number of complaints by their customers, accounting for **43.79%**, **21.70%** and **15.09%** of their total customers of each Disco, respectively.

Kano DisCo (**55**) and APLE (**42**) had the lowest number of complaints, corresponding to **0.33%** and **0.25%** of their total customers of each Disco, respectively.

## STAKEHOLDER ENGAGEMENTS

### Stakeholder Consultation Meetings:

- The Commission held four (4) quarterly NESI stakeholder consultation meetings during the year. The Commission also organised workshops to engage stakeholders on the implementation of the new EA.
- The Commission also convened a summit on Accelerating Scale-Up of Renewable and Distributed Energy Resources in Nigeria in July 2024.

### Other Stakeholder Engagement Activities

Other stakeholder engagement activities of the Commission during the year include:

- Capacity building workshop for members of the Nigerian Bar Association (NBA);
- Seminar for judges from the Federal and State High Courts as well as the National Industrial Court;
- Capacity building workshop for representatives of Civil Society Organisations (CSO) and Community Based Organisations (CBO);
- Workshop on Technical Codes for Operators in the NESI;
- Workshop for NESI stakeholders on feeder naming and other asset nomenclature for the NESI; and
- Training on Average Participation Method for Regional Electricity Transmission by ECOWAS Regional Electricity Regulatory Authority (ERERA).

## ELECTRICITY TARIFFS

Gross subsidy obligation of the Federal Government of Nigeria (FGN) was **₦1,949.17 billion**.

No tariff review was conducted in 2024.

## OUR THOUGHTS

In 2024, the NESI recorded modest gains but continued to face deep structural challenges. Generation capacity improved slightly, yet overall availability and reliability remained low. The transmission network struggled with persistent voltage deviations and nine system collapses, reflecting ongoing instability.

On the distribution side, while DisCos improved offtake, billing efficiency declined and ATC&C losses worsened, undermining financial viability. Remittance performance was uneven, with some DisCos performing well and others, notably Kaduna, severely underperforming. Metering progress remained slow, keeping most customers unmetered and perpetuating inefficiencies.

We recommend that NERC focus on strengthening grid stability, accelerating metering rollout, enforcing stricter billing and remittance discipline, and intensifying consumer protection measures to restore confidence and ensure long-term sector sustainability.

