



**Independent Energy
Watch Initiative**



**ELECTRICITY DISTRIBUTION COMPANY
CUSTOMER FEEDBACK SURVEY**

JANUARY - JUNE, 2016

Preface

The Electricity Distribution Company Customer Feedback Survey was conducted with a view to assessing the performance of the distribution companies from the customers' perspective. I-WIN intends to repeat this exercise at least once every year as a means of providing the much-needed electricity market operations intelligence. The indices used to measure the performance of the DisCos were carefully selected to reflect those service delivery areas/issues that impact the customers most or those the customers frequently complain about. It is hoped that the results of the survey will provide the much-needed customer feedback for the DisCos that will hence enable them to determine critical areas of improvement.

Table of Contents

- I. 1.0 Executive Summary 3**
 - 1.1 Background3
 - 1.2 Overview3
 - 1.3 Survey Planning and Implementation Issues.....4
 - 1.4 Recommendation and Conclusion4
- II. 2.0 Methodology 6**
 - 2.1 Survey Implementation6
 - 2.2 Survey Scoring and grading.....6
- III. 3.0 Survey Findings 7**
 - 3.1 Survey Question Analysis7
 - 3.2 Advanced Survey Analysis.....15
 - 3.3 Further Analysis20
 - 3.4 DisCo Assessment 20
- IV. 4.0 The Survey25**
- V. 5.0 Survey Collectors27**
- VI. 6.0 Demographics28**
- Appendix 29**

1.0 Executive Summary

1.1 Background

Anchored on the feedback from electricity customers in Nigeria, this report aims to assess the overall performance of the Electricity Distribution Companies (DISCOs) based on the following indices:

- Customer service
- Value for money
- Hours of supply availability
- Quality of power
- Communication and customer engagement
- Quality of electricity supply infrastructure

The purpose of the exercise was to assess the performance of the electricity Distribution companies in Nigeria with a view to bringing the perspectives of the customer to the fore and hence guide the operators in developing strategies aimed at improving service delivery in the power distribution sub-sector. Electricity customers across the country were asked to participate in an online survey, hosted on several platforms and conducted using SurveyMonkey®. The survey included questions about the customers' experiences with their respective DisCos. The survey asked questions about their experience interacting with staff of the DisCos, response times, rate of complaint resolution, quality of power, etc. The survey also asked respondents to give an overall assessment of their experience regarding the quality of service by the DisCos. A total of 1,012 responses were received from over 100,000 people reached through our platforms.

Total electricity customer population is estimated at 7 million

Average sample size per DisCo for this survey is 92

Note: We have included the complete survey questionnaire in this report for reference.

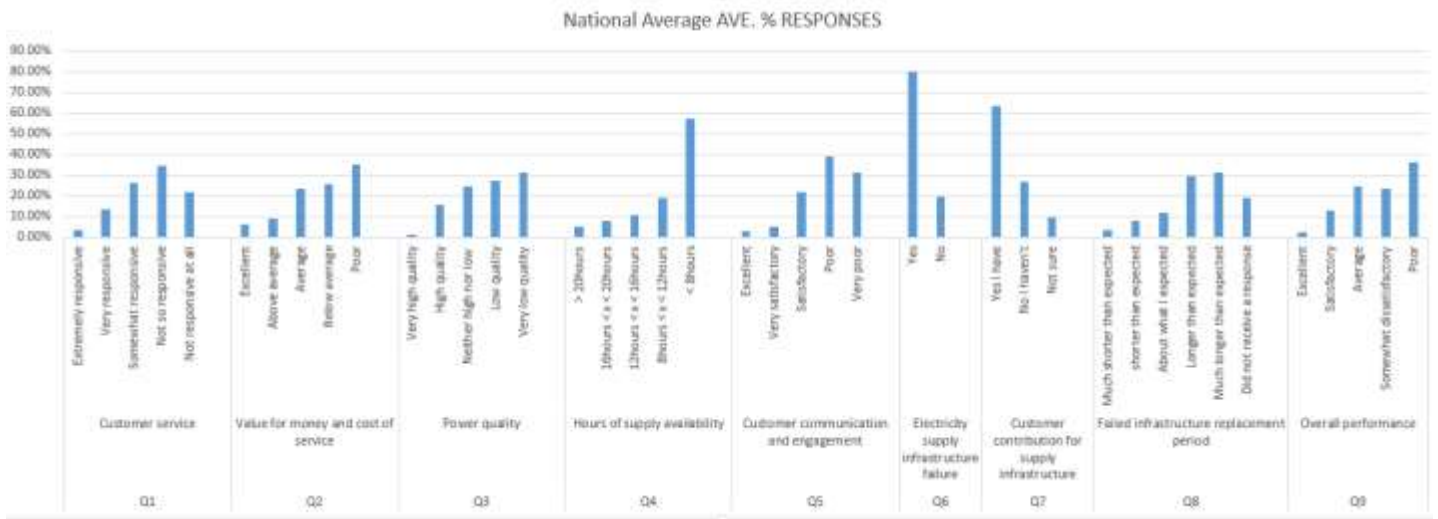
1.2 Overview

A major outcome of the survey is the fact that most Nigerians (average of 79%) have suffered a transformer failure or other forms of electricity supply infrastructure failure. It is noteworthy also that a nation-wide average of 62 percent of the affected customers are compelled to make contributions to replace the components of failed infrastructure to the extent it affects them.

Also from our findings, about 56 percent of electricity customers in Nigeria experience less than eight hours of power supply availability daily. This low levels of service delivery have been highlighted in previous studies to be a major contributing cause of increasing deviant customer behavior in Nigeria. Not surprisingly, only an average of about 6 percent of Nigerians enjoy over twenty hours (20hrs) of supply availability daily.

The survey reveals that the bulk of Nigerian electricity customers insist that they get little or no value for money as regards the quality of power supply. The survey results also indicate a heightened level of frustration by electricity consumers nationwide over the poor quality of power supply amidst high bills/charges for same.

Overall, the services of the Distribution companies were rated poorly by Nigerians, and the operators are enjoined to review the results of this survey critically with a view to discerning the issues highlighted.



1.3 Survey Planning and Implementation Challenges

To save cost, we conducted the customer feedback survey on our web-based platforms which are only accessible by using the internet. This approach constituted a major challenge regarding the rate of response to the questionnaire as customers in remote parts of the country who are not tech savvy and thus have little or no experience using the internet could not participate. As a result, the responses collected from such areas were limited.

The most affected areas were Yola, Adamawa, Borno, Taraba and Yobe states (under Yola Distribution Company). Other areas with low response rates are regions under Kano Distribution Company. We believe that with adequate funding, more participants can be reached through multiple survey channels.

1.4 Recommendations and Conclusion

Electricity for use by the customers is the by-product of a chain of processes that begin with the generation of electricity to the grid. From the generating stations, energy is transmitted to the distribution companies through the transmission network for onward distribution to the customers. The DisCos are responsible for the distribution of power, and the collection of revenue from the customers. It is therefore through the distribution sub-sector that funds are generated to support the entire power delivery value chain. It follows hence that the activities of the DisCos are critical to the survival of the entire sector.

Noteworthy also is the fact that the Distribution companies can only distribute the amount of power allotted to them from the national grid.

Several DisCos have attributed the epileptic power supply to low levels of power generation. However, customers are hardly aware of this sort of challenge in the industry leading to the DisCos taking the blame for all power supply challenges.

According to the survey, about 70% of the customers reported *poor* and *very poor* levels of communication and engagement by the DisCos. In this regard, there is a need for the DisCos to keep the customers regularly informed about the happenings within the power supply value chain.

It can also be deduced from the survey results that the DISCOs need to invest more in electricity distribution infrastructure to alleviate the sufferings endured by customers due to failed equipment. Equipment overload and aged infrastructure are common causes of such failures.

Value for money is an important consideration by the customer as regards the quality of power supplied. Customers are clamoring for cost reflectiveness in services. Studies have shown that the average Nigerian spends a sizable portion of his or her wages on electricity bills only, yet most of these customers enjoy less than 8 hours of supply availability daily. This value for money mismatch or discordance is worrisome and can be a potential seed for deviant customer behavior.

Additionally, with the resurgent issue of gas pipeline vandalism, it is important that governments at various levels consider alternative forms of power generation, with particular preference to renewable sources. Other alternatives to the grid power will reduce the pressure on the available grid generation and may result in capacity release as a result of the forgone grid consumption/load. This capacity release will cause more energy to be made available to the DISCOs for re-distribution to customers. Coal-to-power is also a veritable alternative at this time as it is doubtful if any international financier will be interested in supporting any gas-to-power project in Nigeria in the near future given the restiveness in the Niger Delta region of the country.

2.0 Methodology

2.1 Survey Implementation

The survey questionnaire was developed using **SurveyMonkey®** and with input from top managers and executives with power sector and performance management expertise. After these preliminary inputs from stakeholders, an initial draft of the survey was sent to the organization's most active clients, who were asked to respond to the questions and make suggestions for possible changes, additions, or deletions.

The resultant survey comprised nine questions which were constructed to interrogate each of the factors used in assessing the performance of the distribution companies. The survey questionnaire was disseminated through bulk emails, social media campaigns and popup invitations on our website, to avail customers the opportunity to participate in the survey. Every respondent was required to indicate their Distribution Company from the list made available at the end of the survey questionnaire.

The questionnaire topics included:

- Customer service
- Value for money and cost of service
- Hours of supply availability
- Quality of power
- Communication and customer engagement
- Quality of electricity supply infrastructure
- Overall Operator assessment

The survey administrator checked the returned surveys to ensure that all questions were answered as required. After scanning, the responses were imported into **Microsoft® Excel**, and the survey administrator also checked individual forms for errors. Data analysis was completed using MS **Excel and SurveyMonkey®**

2.2 Survey Scoring and Grading

The customer feedback survey was an evaluative exercise intended to assess the quality of service by the electricity distribution companies in Nigeria. To effectively carry out this evaluation, a proper scoring methodology was employed such that the responses to all the survey questions were averaged into single digit figures. The outcome of this would be high or low scores which would depict good performances or areas in which improvement is required respectively. This method was employed as it best suited the nature of the response options contained in the survey.

Subsequently, scores obtained in this exercise will be used as a benchmark for performance monitoring and periodic reviews, and will also serve as the basis of comparison between DisCos on a national level and between periods.

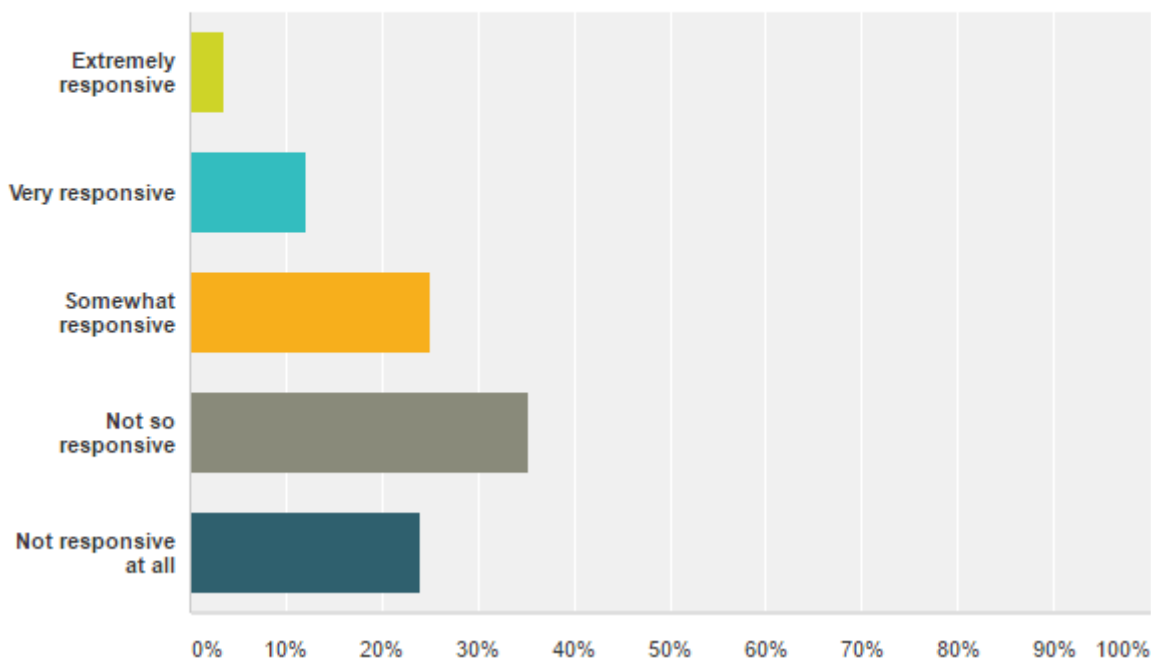
3.0 Survey Findings

3.1 Survey Questions Analysis

The following charts and tables illustrate the average responses by respondents across all regions covered by the eleven Distribution Companies in Nigeria.

How responsive has your DISCO been to your electricity related issues?

Answered: 1,012 Skipped: 0

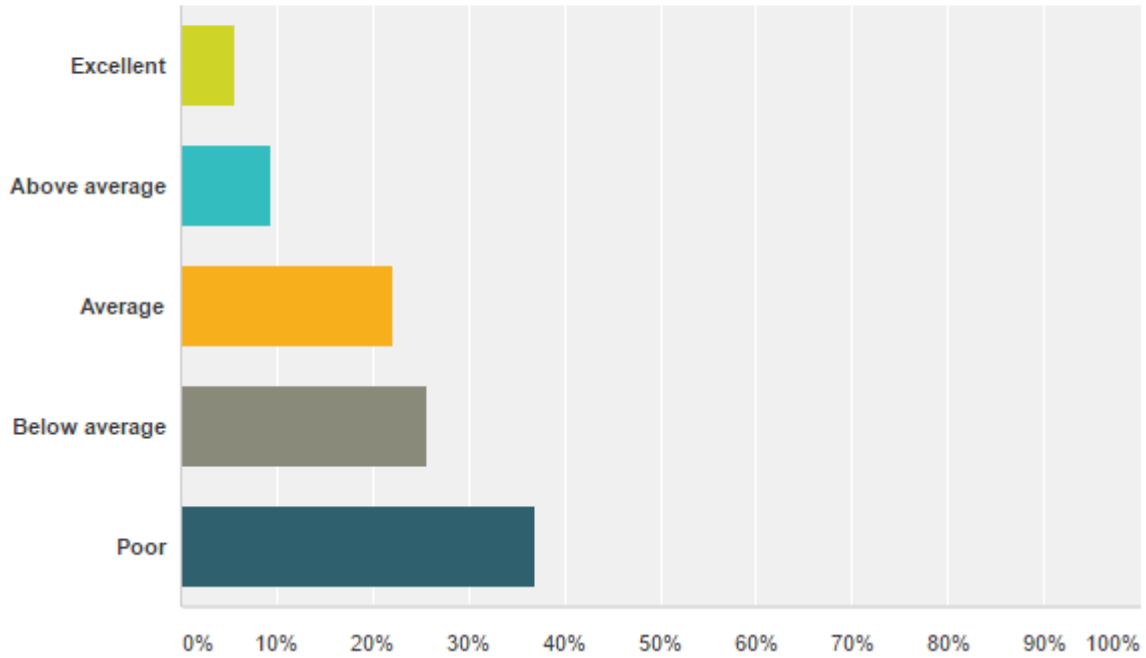


Answer Choices	Responses
Extremely responsive	3.56% 36
Very responsive	12.06% 122
Somewhat responsive	25.10% 254
Not so responsive	35.38% 358
Not responsive at all	23.91% 242
Total	1,012

The above data shows the average responses of Nigerians to the responsiveness of the Distribution Companies question. The result reveals that 35.38% of the respondents think that the Distribution Companies are *not so responsive* to their queries or complaints while about 23.91% believe that the DisCos have not been responsive to their issues in any way. Altogether, about 59% of the respondents do not perceive the DisCos as responsive to their complaints.

How would you rate the value for money of power supply?

Answered: 1,012 Skipped: 0

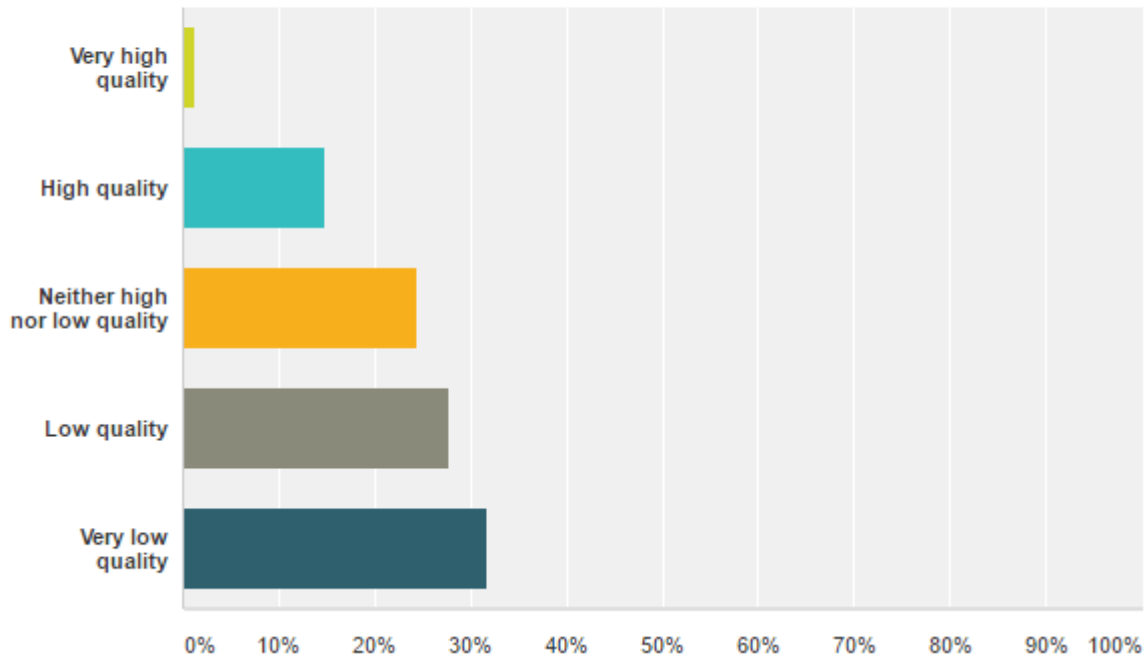


Answer Choices	Responses	Count
Excellent	5.63%	57
Above average	9.49%	96
Average	22.23%	225
Below average	25.59%	259
Poor	37.06%	375
Total		1,012

The data represents the responses to the second question of the survey, where the customers were asked to rate the value for money a regards the quality of power supplied. From the results, the customers apparently feel that electricity is overpriced as the majority (63%) rated either *below average* or *poor* for this factor.

How would you rate the quality of electricity supply in your locality?

Answered: 1,011 Skipped: 1

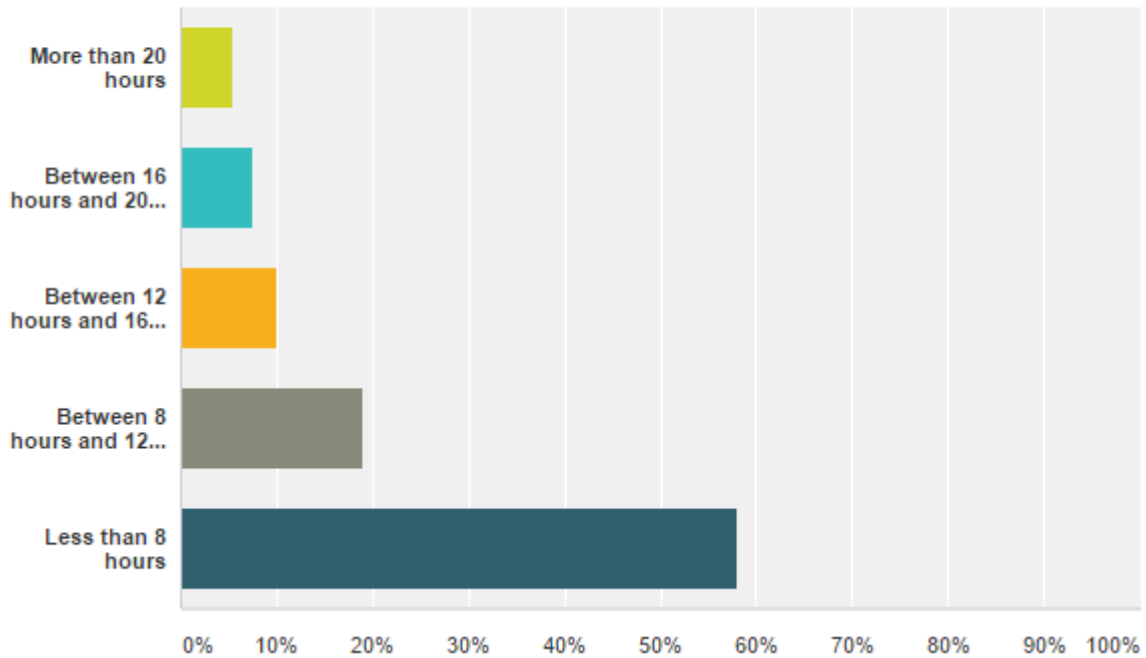


Answer Choices	Responses
Very high quality	1.29% 13
High quality	14.84% 150
Neither high nor low quality	24.43% 247
Low quality	27.70% 280
Very low quality	31.75% 321
Total	1,011

As shown in the data above, most of the customers (59%), experience a low or very low quality of electricity supply by the Distribution Companies.

What would you estimate your daily hours of power supply availability to be?

Answered: 1,012 Skipped: 0

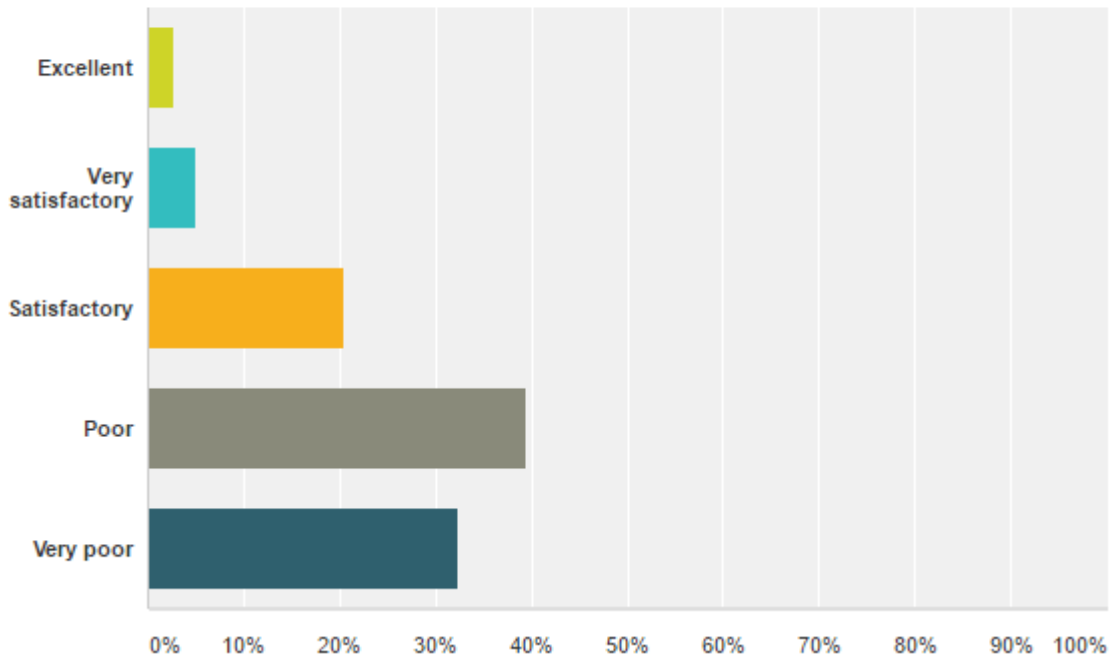


Answer Choices	Responses
More than 20 hours	5.43% 55
Between 16 hours and 20 hours	7.51% 76
Between 12 hours and 16 hours	10.08% 102
Between 8 hours and 12 hours	18.97% 192
Less than 8 hours	58.00% 587
Total	1,012

Most (58%) of our respondents estimated their daily hours of power supply to be less than 8 hours. On the other hand, only an average of 5.4% of the customers nationwide seem to enjoy steady electricity supply. Available data also shows that only 12.73% of the customers with more than 20 hours of supply availability have very high quality of electricity supply.

How would you rate communication and engagement between your DISCO and its customers?

Answered: 1,012 Skipped: 0

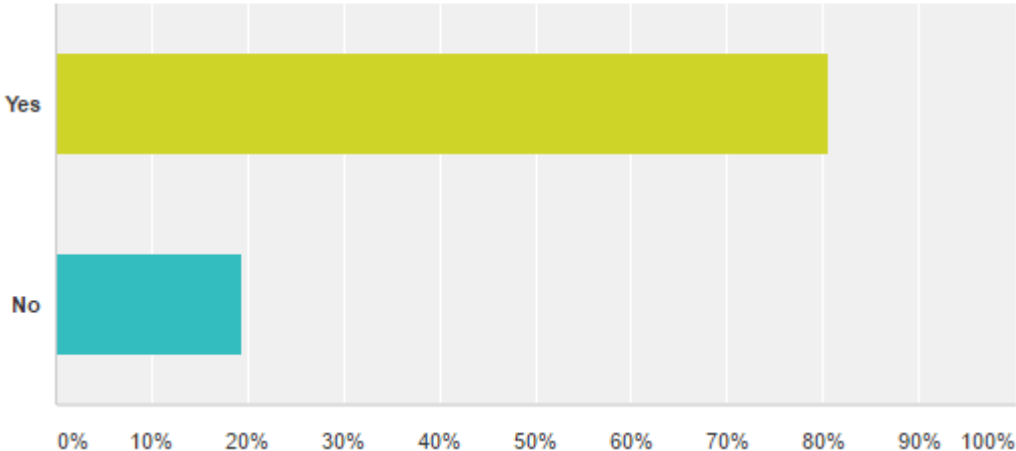


Answer Choices	Responses
Excellent	2.77% 28
Very satisfactory	4.94% 50
Satisfactory	20.45% 207
Poor	39.43% 399
Very poor	32.41% 328
Total	1,012

The essence of this question was to ascertain how effective the Distribution Companies are in carrying their customers along on electricity related matters. From the results, over 70% of the respondents rated the operators poorly.

Have you suffered a failed transformer or any electricity supply infrastructure failure?

Answered: 1,012 Skipped: 0

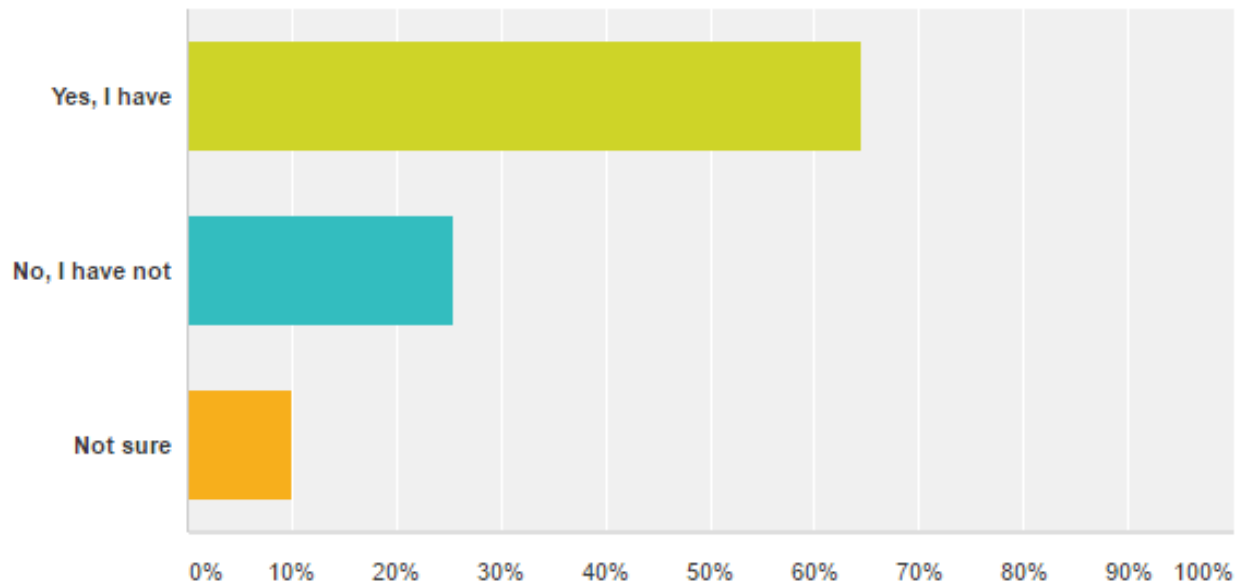


Answer Choices	Responses	
Yes	80.53%	815
No	19.47%	197
Total		1,012

In this performance evaluation metric, the operators were also assessed based on the quality of the electricity infrastructure used to supply power to the customers. From the survey results, a majority of electricity consumers (80%) have suffered an electricity infrastructure failure at least once in the last six months.

Have you contributed money to replace any failed equipment?

Answered: 1,005 Skipped: 7

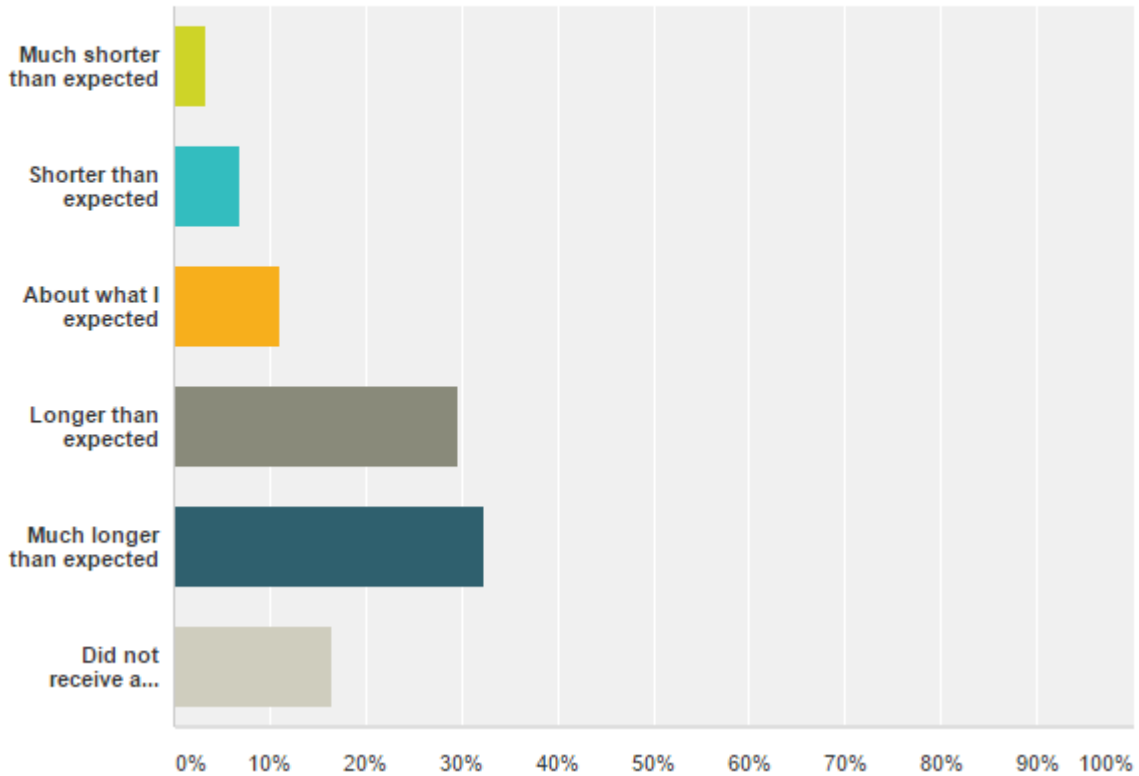


Answer Choices	Responses	Count
Yes, I have	64.48%	648
No, I have not	25.57%	257
Not sure	9.95%	100
Total		1,005

Power distribution infrastructure is supposed to be owned and maintained by the operators. The survey report indicates that a preponderance of electricity customers (64%) have paid for either the maintenance of such infrastructure or for its replacement.

How much time does it take your DISCO to replace failed equipment?

Answered: 992 Skipped: 20

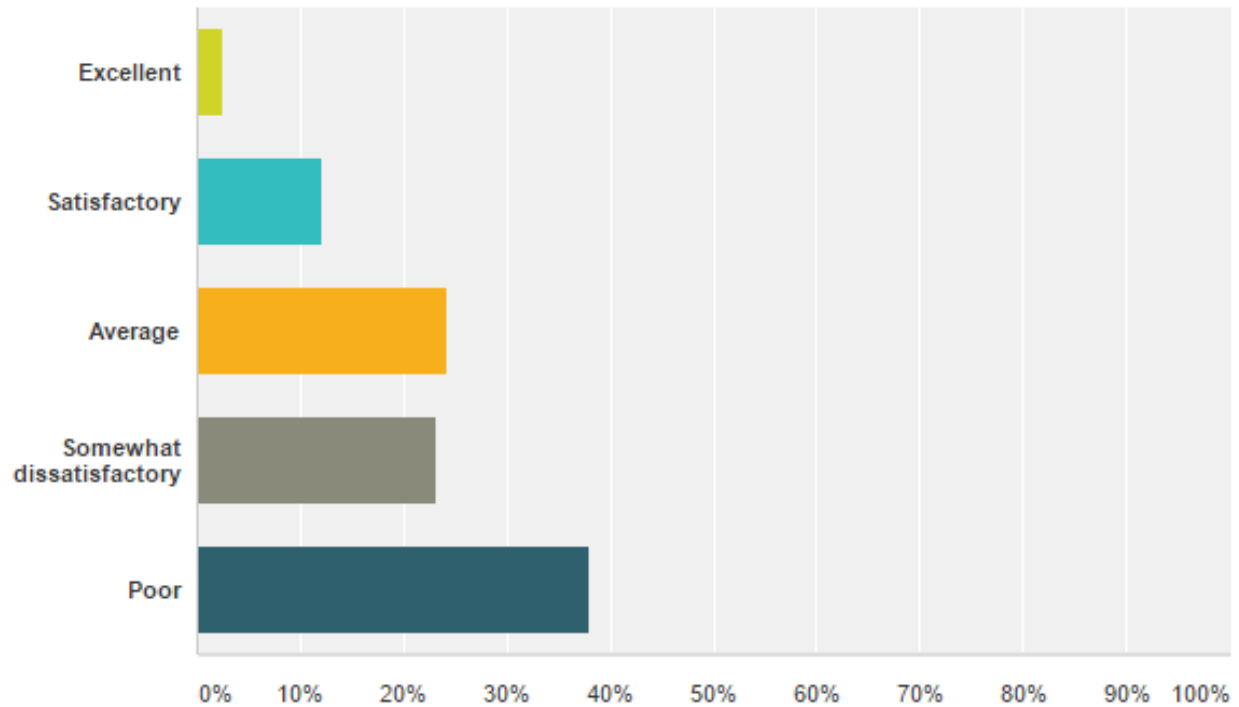


Answer Choices	Responses
Much shorter than expected	3.43% 34
Shorter than expected	6.96% 69
About what I expected	11.09% 110
Longer than expected	29.74% 295
Much longer than expected	32.26% 320
Did not receive a response	16.53% 164
Total	992

The results here show that a significant percentage of customers are made to wait for a long time before the DisCos replace failed equipment. It also indicates that a significant lot do not receive any form of response at all from the DisCos when they make complaints about failed equipment. This finding correlates with results of the first question of the survey where the majority of the customers expressed that the Operators are *not so responsive*. Nearly 80% of customers responded that it took longer than expected or did not receive a response. This statistic is staggering and is a testament to the state of service delivery in the power sector today. This abysmal levels of responsiveness should be a source of concern to the DisCos as a happy customer is a paying customer.

Overall, how would you rate the performance of your DISCO?

Answered: 1,012 Skipped: 0



Answer Choices	Responses
Excellent	2.47% 25
Satisfactory	12.15% 123
Average	24.21% 245
Somewhat dissatisfactory	23.22% 235
Poor	37.94% 384
Total	1,012

It is striking that in a privatized environment, over 60% of the respondents still rate the overall performance of the DisCos poorly. Given the indices presented in this survey report, this assertion or conclusion is not surprising as it correlates with data on all the other factors investigated in this performance report.

3.2 Factors that Influence Assessment

As stated earlier in this report, the essence of the survey is to gauge the performance of the distribution companies from the perspectives of the customers. In furtherance of this objective, nine questions were fashioned in a manner that ensures all aspects of the service delivery observable by the customers are covered.

In section 3.1 of this report, we presented the scores on the performance indices covered in this survey based on the responses to the questionnaire administered to the respondents. In this section, we seek to analyze the factors that influence the way the customers rate the DisCo.

Based on the seven factors used to assess the performance of the DisCos and in correlation to the questions contained in the questionnaire, we hypothesize as follows:

- H1: There is a correlation between the responsiveness of the DisCos and the perception of value for money of power supplied
- H2: There is a correlation between the hours of power supply availability and the perception of quality of power supply
- H3: There is a correlation between the level/rate of communication between the DisCos and its customers and the perception of quality of power supply
- H4: There is a correlation between the practice of customers contributing money to replace failed distribution infrastructure and the perception of value for money of power supplied
- H5: There is a correlation between the practice of customers contributing money to replace failed distribution infrastructure and the perception of overall performance of the DisCos

In testing the hypotheses, we sought to investigate the factors that influenced the respondents most and hence impacted the way they rated the DisCos. For instance, we were of the opinion that customers who have had cause to contribute money to replace power distribution infrastructure would be disappointed in the overall quality of service delivery by the DisCos, and hence will have a propensity to rate the DisCos poorly on most of the evaluation criteria. Using the SPSS software, we tested the hypotheses using the Kendall's Tau Correlation test statistic to evaluate the correlation between the variables. The choice of Kendall's Tau test statistic is based on the fact the variables (responses) are rank ordered and hence are ordinal variables. All the variables are measured on a five-point scale of 1 to 5. We were not able to test for monotonic relationships between variables, though this is a requirement for the Kendall tau Correlation test statistic, it is not a strict prerequisite.

The Kendall's Tau test statistic used in our analysis seeks to test the degree of linearity in the relationship between the factors we hypothesized influence respondents regarding the way they rated the DisCos. Given the manner the questionnaires were administered, we assume that the sample used in the survey report was randomly obtained. Also, given that the sample size is a little above 1,000 and in consideration of the population size (total number of customers in all the DisCos) of about 7 Million, we assume that the sample is a normal distribution. The level of statistical significance selected for the analysis is $P = .05$.

Table 1 SPSS Output Test Correlations for H1

			How responsive has your DISCO been to your electricity related issues?	How would you rate the value for money of power supply?
Kendall's tau_b	How responsive has your DISCO been to your electricity related issues?	Correlation Coefficient	1.000	.519**
		Sig. (2-tailed)	.	.000
		N	1012	1012
	How would you rate the value for money of power supply?	Correlation Coefficient	.519**	1.000
		Sig. (2-tailed)	.000	.
		N	1012	1012

** . Correlation is significant at the 0.01 level (2-tailed).

H1: There is a correlation between the responsiveness of the DisCos and the perception of value for money of power supplied

A Kendall's tau-b correlation was run to determine the relationship between the responsiveness of the DisCos and the perception of value for money of power supplied. There was a strong, positive association between the responsiveness of DisCos and the perception of value for money of power supplied, which was statistically significant, $\tau_b = .510, P < .000$. Therefore, we can reject the null hypothesis that there is no association between the responsiveness of DisCos and the perception of value for money of power supplied. See Table 1.

H2: There is a correlation between the hours of power supply availability and the perception of quality of power supply

Interpreting the SPSS data in Table 2 shows that there is a linear relationship between the hours of power supply availability and the perception of quality of power supply. A Kendall's tau-b correlation was run to determine this relationship. The test revealed that there was a strong, positive association between the hours of power supply availability and the perception of quality of power supply, which was statistically significant, $\tau_b = .509, P < .000$. Therefore, we can reject the null hypothesis that there is no correlation between hours of power supply availability and the rating of the quality of power supply.

Table 2 SPSS Output Test Correlations for H2

			How would you rate the quality of electricity supply in your area?	What would you estimate your daily hours of supply availability to be?
Kendall's tau_b	How would you rate the quality of electricity supply in your area?	Correlation Coefficient	1.000	.509**
		Sig. (2-tailed)	.	.000
		N	1011	1011
	What would you estimate your daily hours of supply availability to be?	Correlation Coefficient	.509**	1.000
		Sig. (2-tailed)	.000	.
		N	1011	1012

** . Correlation is significant at the 0.01 level (2-tailed).

H3: There is a correlation between the level or rate of communication between the DisCos and its customers, and the perception of quality of power supply

The SPSS output data in Table 3 contain data from Kendall's tau-b correlation test that was run to determine the rate of communication and engagement between the DisCos and their customers and the perception of quality of power supply. The test revealed that there was a strong, positive association between the rate of communication and engagement between the DisCos and their customers and the perception of quality of power supply, which was statistically significant, $\tau_b = .485, P < .000$. Therefore, we can reject the null that there is no correlation between the rate of communication and engagement between the DisCos and their customers and the perception of quality of power supply.

Table 3 SPSS Output Kendall's tau-b Correlations for H3

			How would you rate the quality of electricity supply in your area?	How would you rate communication and engagement between your DISCO and its customers?
Kendall's tau_b	How would you rate the quality of electricity supply in your area?	Correlation Coefficient Sig. (2-tailed) N	1.000 . 1011	.485** .000 1011
	How would you rate communication and engagement between your DISCO and its customers?	Correlation Coefficient Sig. (2-tailed) N	.485** .000 1011	1.000 . 1012

** . Correlation is significant at the 0.01 level (2-tailed).

H4: There is a correlation between the practice of customers contributing money to replace failed distribution infrastructure and the perception of value for money of power supplied

Testing H4 using the SPSS software generated the results in Table 4. A Kendall's tau-b correlation was run to determine the relationship between the practice of customers contributing money to repair failed power distribution infrastructure and the perception of value for money of power supplied. There was a negative and relatively low association between the practice of customers contributing money to repair failed power distribution infrastructure and the perception of value for money of power supplied, which was statistically significant, $\tau_b = -.080$, $P < .005$. Therefore, we can reject the null hypothesis that there is no correlation between the practice of customers contributing money to repair failed power distribution infrastructure and the perception of value for money of power supplied.

The small effect size ($\tau_b = -.080$) means that there may not be any practical significance to the test and hence diminishes the import of the statistical significance of the test. This result is surprising in the sense that it will be expected that customers who have had to contribute money to repair failed distribution infrastructure will tend to rate value for money low. This surprise notwithstanding, the negative correlation is understandable as the less the customers are made to contribute money to repair failed infrastructure, the higher they will tend to rate value for money. Though we reject the null hypothesis, the statistical significance of the test holds little practical relevance given the small effect size.

Table 4 SPSS Output Test Correlations for H4

			How would you rate the value for money of power supply?	Have you ever contributed money to replace failed equipment?
Kendall's tau_b	How would you rate the value for money of power supply?	Correlation Coefficient	1.000	-.080**
		Sig. (2-tailed)	.	.004
		N	1012	1005
Kendall's tau_b	Have you ever contributed money to replace failed equipment?	Correlation Coefficient	-.080**	1.000
		Sig. (2-tailed)	.004	.
		N	1005	1005

** . Correlation is significant at the 0.01 level (2-tailed).

H:5 There is a correlation between the practice of customers contributing money to replace failed distribution infrastructure and the perception of overall performance of the DisCos

The SPSS output data in Table 5 contain data from Kendall's tau-b correlation test that was run to determine the association between the practice of customers contributing money to repair failed distribution infrastructure and the perception of overall performance the DisCos. There was a small but negative association between the practice of customers contributing money to repair failed distribution infrastructure and the perception of overall performance the DisCos, which was statistically significant, $\tau_b = -.107$, $P < .000$. Therefore, we can reject the null that there is no correlation between the practice of customers contributing money to repair failed distribution infrastructure and the perception of overall performance the DisCos.

This result is also surprising given the little effect the inconvenience of having to replace power distribution infrastructure that belongs to the DisCos has on the how the customers rated the overall performance of the DisCos. This type of customer behaviour goes to show the level of desperation, and the extent Nigerians can go in search of stable power supply. Also, the negative correlation, just as the case in the test for H4, indicates that the less the customers are made to pay for failed distribution infrastructure the more they will positively rate the performance of the DisCos. The relatively small effect size indicates the little practical effect or significance of the correlation that may hence diminish the statistical significance of the test.

Table 5 SPSS Output Test Correlations for H5

			Have you ever contributed money to replace failed equipment?	Overall, how would you rate the performance of your distribution company?
Kendall's tau_b	Have you ever contributed money to replace failed equipment?	Correlation Coefficient	1.000	-.107**
		Sig. (2-tailed)	.	.000
		N	1005	1005
		Correlation Coefficient	-.107**	1.000

Overall, how would you rate the performance of your distribution company?	Sig. (2-tailed)	.000	.
	N	1005	1012

** . Correlation is significant at the 0.01 level (2-tailed).

3.3 Further Analysis

Further analysis of the factors that influence customer rating of the DisCos on the various performance indicator are presented below:

- About half (49.44%) of the respondents who answered that their DisCo was *not so responsive* also rated their DisCo *poor* in Communication and engagement. Also, observed in this category is the fact that 42.61% of the same set answered that it took their DisCo *much longer than expected* to replace failed equipment.
- 61.87% of the customers who rated the value for money of power supply *poor* were found to have reported *very low quality* of electricity. Additionally, 86.13% of this same category of customers enjoy *less than 8 hours* of electricity supply daily. There is, therefore, a strong correlation between hours of power supply availability and the perception of quality by the customers. There is a need for improved communication between the DisCos and their customers to enable the customers to appreciate the impediments faced by the DisCos as not all instances of power supply failure is caused by the DisCos.
- Also, very similar to the analysis above, we found that 88.79% of the customers who suffer *very low quality* of electricity supply also suffer *less than 8 hours* of electricity, while 72.27% rated the value for money for power supply *poor*.
- In our analysis, we deduced that 84.5% of the respondents who suffer *less than 8 hours* of electricity supply have also contributed money to replace failed equipment. *This level of correlation is staggering, and it is worrisome that customers with the least hours of supply availability also pay for the maintenance of power supply infrastructure associated with them.* Available data also shows that only 12.73% of the customers with *more than 20 hours* of supply availability perceived their power supply to be of *very high quality*.
- Most (62.33%) of the customers who have suffered a failed electricity supply infrastructure answered that their DisCo was unresponsive (either not so responsive or not responsive at all). Also, we noticed that 60.86% of this same set of respondents enjoy only less than 8 hours of electricity daily. This comparison seems to suggest that low hours of supply availability may be attributed to the poor state of electricity infrastructure used by the distribution companies. Noteworthy also, is the fact that 73.14% of the customers who have suffered from electricity equipment failures indicated that they contributed money towards the replacement/repair of same. Also, 82.56% of those that contributed money for equipment repairs were disappointed with the level communication between them and their respective DisCos (either got a late response or got none at all).

3.4 DisCo Assessment

The following data shows the standings of the respective distribution companies after assessments were made.

Overall DisCo Rankings

Rank	Distribution Company	Points
1 st	Jos Electricity Distribution PLC (JEDP)	323.08
2 nd	Yola Electricity Distribution Company (YEDC)	314.15
3 rd	Kano Electricity Distribution Company (KEDCO)	310.45
4 th	Kaduna Electricity Distribution Company (KEDC)	302.31
5 th	Enugu Electricity Distribution Company (EEDC)	272.80
6 th	Abuja Electricity Distribution Company (AEDC)	261.73
7 th	Port Harcourt Electricity Distribution (PHED)	242.75
8 th	Ikeja Electric (IE)	241.48
9 th	Ibadan Electricity Distribution Company (IBEDC)	228.88
10 th	Eko Electricity Distribution Company (EKEDC)	186.31
11 th	Benin Electricity Distribution Company (BEDC)	173.22

DisCo Ranking by Responsiveness

Rank	Distribution Company	Points
1 st	Kano Electricity Distribution Company (KEDCO)	45.69
2 nd	Yola Electricity Distribution Company (YEDC)	44.51
3 rd	Jos Electricity Distribution PLC (JEDP)	43.13
4 th	Kaduna Electricity Distribution Company (KEDC)	39.77
5 th	Port Harcourt Electricity Distribution (PHED)	38.01
6 th	Enugu Electricity Distribution Company (EEDC)	38.00
7 th	Abuja Electricity Distribution Company (AEDC)	32.33
8 th	Ibadan Electricity Distribution Company (IBEDC)	30.38
9 th	Ikeja Electric (IE)	30.16
10 th	Eko Electricity Distribution Company (EKEDC)	24.63
11 th	Benin Electricity Distribution Company (BEDC)	23.76

DisCo Ranking by Value for money of Power Supply

Rank	Distribution Company	Points
1 st	Yola Electricity Distribution Company (YEDC)	40.24
2 nd	Jos Electricity Distribution PLC (JEDP)	37.50
3 rd	Enugu Electricity Distribution Company (EEDC)	35.67
4 th	Kaduna Electricity Distribution Company (KEDC)	35.61
5 th	Kano Electricity Distribution Company (KEDCO)	32.76
6 th	Port Harcourt Electricity Distribution (PHED)	31.38
7 th	Abuja Electricity Distribution Company (AEDC)	30.26
8 th	Ibadan Electricity Distribution Company (IBEDC)	28.44
9 th	Ikeja Electric (IE)	27.58
10 th	Benin Electricity Distribution Company (BEDC)	23.76
11 th	Eko Electricity Distribution Company (EKEDC)	20.15

DisCo Ranking by Power Quality

Rank	Distribution Company	Points
1 st	Jos Electricity Distribution PLC (JEDP)	41.25
2 nd	Kano Electricity Distribution Company (KEDCO)	40.52
3 rd	Abuja Electricity Distribution Company (AEDC)	36.65
4 th	Kaduna Electricity Distribution Company (KEDC)	36.36
5 th	Yola Electricity Distribution Company (YEDC)	34.76
6 th	Port Harcourt Electricity Distribution (PHED)	31.89
7 th	Ikeja Electric (IE)	31.13
8 th	Enugu Electricity Distribution Company (EEDC)	30.07
9 th	Eko Electricity Distribution Company (EKEDC)	25.75
10 th	Ibadan Electricity Distribution Company (IBEDC)	25.54
11 th	Benin Electricity Distribution Company (BEDC)	21.04

DisCo Ranking by Daily hours of Supply Availability

Rank	Distribution Company	Points
1 st	Jos Electricity Distribution PLC (JEDP)	28.75
2 nd	Yola Electricity Distribution Company (YEDC)	28.66
3 rd	Kaduna Electricity Distribution Company (KEDC)	27.65

4 th	Abuja Electricity Distribution Company (AEDC)	27.44
5 th	Enugu Electricity Distribution Company (EEDC)	24.67
6 th	Ikeja Electric (IE)	19.68
7 th	Kano Electricity Distribution Company (KEDCO)	18.10
8 th	Ibadan Electricity Distribution Company (IBEDC)	17.57
9 th	Port Harcourt Electricity Distribution (PHED)	16.33
10 th	Benin Electricity Distribution Company (BEDC)	14.36
11 th	Eko Electricity Distribution Company (EKEDC)	10.82

DisCo Ranking by Customer Communication and Engagement

Rank	Distribution Company	Points
1st	Kano Electricity Distribution Company (KEDCO)	36.21
2 nd	Enugu Electricity Distribution Company (EEDC)	33.33
3 rd	Jos Electricity Distribution PLC (JEDP)	31.25
4 th	Yola Electricity Distribution Company (YEDC)	31.10
5 th	Kaduna Electricity Distribution Company (KEDC)	31.06
6 th	Port Harcourt Electricity Distribution (PHED)	27.55
7 th	Abuja Electricity Distribution Company (AEDC)	25.75
8 th	Ikeja Electric (IE)	24.52
9 th	Ibadan Electricity Distribution Company (IBEDC)	24.28
10 th	Benin Electricity Distribution Company (BEDC)	19.55
11 th	Eko Electricity Distribution Company (EKEDC)	17.91

DisCo Ranking by Electricity Supply Infrastructure

Rank	Distribution Company	Points
1st	Kano Electricity Distribution Company (KEDCO)	29.31
2 nd	Kaduna Electricity Distribution Company (KEDC)	27.27
3 rd	Ibadan Electricity Distribution Company (IBEDC)	23.19
4 th	Ikeja Electric (IE)	21.29
5 th	Eko Electricity Distribution Company (EKEDC)	19.40
6 th	Abuja Electricity Distribution Company (AEDC)	18.80
7 th	Jos Electricity Distribution PLC (JEDP)	18.75
8 th	Yola Electricity Distribution Company (YEDC)	17.07

9 th	Port Harcourt Electricity Distribution (PHED)	15.31
10 th	Benin Electricity Distribution Company (BEDC)	12.87
11 th	Enugu Electricity Distribution Company (EEDC)	12.00

4.0 The Survey

Electricity Distribution Customer Feedback Survey

The result of this survey will be made public to all Nigerians, especially the decision makers. This survey is part of series of efforts designed to be a collective effort to coalesce the power of public opinion to engender improved service delivery by the DisCos. Please help us by completing this short survey.

By partaking in this survey, you stand a chance to win a smart electronic device. At the end of the survey, please provide us with your email or any other medium through which we can contact you in the event you are one of our lucky winners.

Customer service

How responsive has your DISCO been to your electricity related issues?

- Excellent Very satisfactory Satisfactory
 Poor Very poor

Value for money and cost of service

How would you rate the value for money of power supply?

- Excellent Above Average Average
 Below average Poor

Power quality

How would you rate the quality of electricity supply in your area?

- Very high quality High quality Neither high nor low quality
 Low quality Very low quality

Hours of supply availability

What would you estimate your daily hours of supply availability to be?

- More than 20 hours Between 16 and 20 hours Between 12 and 16 hours
 Between 8 and 12 hours Less than 8 hours

Quality of Service delivery

How would you rate communication and engagement between your DISCO and its customers?

- Excellent Very satisfactory Satisfactory
 Poor Very poor

Quality of Electricity Supply Infrastructure

Have you suffered a failed transformer or any electricity supply infrastructure?

- Yes No

Have you ever contributed money to replace failed equipment?

- Yes, I have No, I have not Not sure

DISCO Response time

How much time does it take your DISCO to replace failed equipment?

- Much shorter than expected Shorter than expected About what I expected
 Longer than I expected Much longer than expected Did not receive a response

General

Overall, how would you rate the performance of your distribution company?

- Excellent Satisfactory Average
 Somewhat dissatisfactory Poor
-

Thank you very much for taking the time to complete this survey. Your input is valued and very much appreciated!

5.0 Survey Collectors

The Survey was hosted online through some of our most efficient channels of communication.

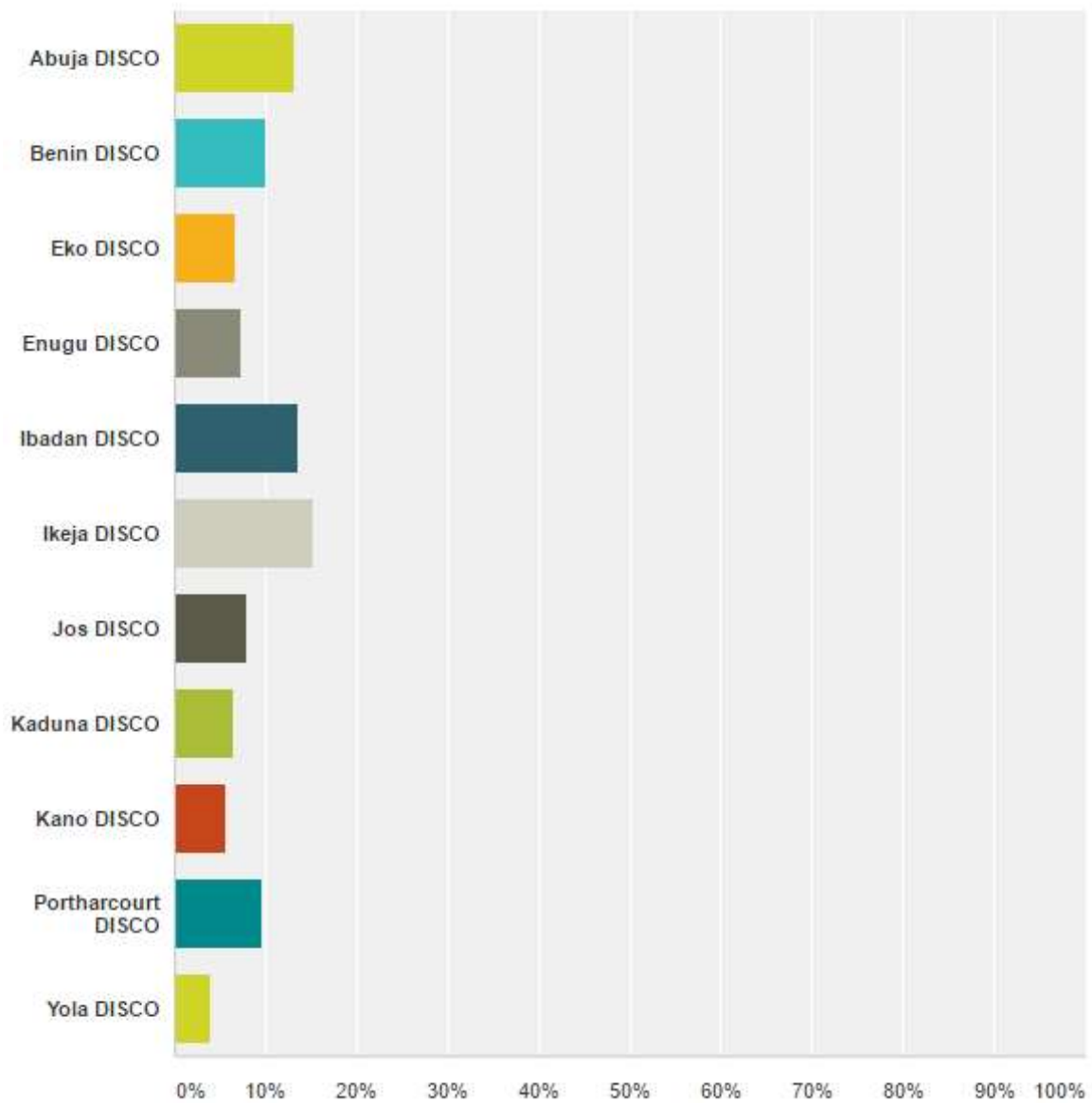
Communication/response

Method of contact

Response	Count
Facebook Post	704
Email broadcast	41
Website Popup Invitation	267
TOTAL	1,012

6.0 Demographics

Survey response rate by DisCo based on the total number of responses received.



Appendix 1

Survey Responses by Distribution Company: ABUJA DisCo

1. Abuja Electricity Distribution Company (AEDC)			
QUESTION	OPTION	RESPONDENTS	
How responsive has your DISCO been to your electricity related issues?	Extremely responsive	4	3.01%
	Very responsive	13	9.77%
	Somewhat responsive	34	25.56%
	Not so responsive	49	36.84%
	Not responsive at all	33	24.81%
		133	
How would you rate the value for money of power supply?	Excellent	6	4.51%
	Above average	14	10.53%
	Average	31	23.31%
	Below average	33	24.81%
	Poor	49	36.84%
		133	
How would you rate the quality of electricity supply in your locality?	Very high quality	3	2.26%
	High quality	20	15.04%
	Neither high nor low	42	31.58%
	Low quality	39	29.32%
	Very low quality	29	21.80%
		133	
What would you estimate your daily hours of power supply availability to be?	> 20hours	9	6.77%
	16hours < x < 20hours	13	9.77%
	12hours < x < 16hours	18	13.53%
	8hours < x < 12hours	35	26.32%
	< 8hours	58	43.61%
		133	
How would you rate communication and engagement between your DISCO and its customers?	Excellent	3	2.26%
	Very satisfactory	4	3.01%
	Satisfactory	29	21.80%
	Poor	55	41.35%
	Very poor	42	31.58%
		133	
	Yes	108	81.20%

Have you suffered a failed transformer or any electricity supply infrastructure failure?	No	25	18.80%
		133	
Have you contributed money to replace any failed equipment?	Yes I have	82	62.12%
	No I haven't	32	24.24%
	Not sure	18	13.64%
		132	
How long did it take the DISCO to replace the failed equipment?	Much shorter than expected	4	3.08%
	Shorter than expected	6	4.62%
	About what I expected	16	12.31%
	Longer than expected	43	33.08%
	Much longer than expected	40	30.77%
	Did not receive a response	21	16.15%
		130	
Overall, how would you rate the performance of your DISCO?	Excellent	4	3.01%
	Satisfactory	20	15.04%
	Average	30	22.56%
	Somewhat dissatisfactory	38	28.57%
	Poor	41	30.83%
		133	

Appendix 2

Survey Responses by Distribution Company: BENIN DisCo

2. Benin Electricity Distribution Company (BEDC)			
QUESTION	OPTION	RESPONDENTS	
How responsive has your DISCO been to your electricity related issues?	Extremely responsive	2	1.98%
	Very responsive	8	7.92%
	Somewhat responsive	16	15.84%
	Not so responsive	32	31.68%
	Not responsive at all	43	42.57%
		101	
How would you rate the value for money of power supply?	Excellent	7	6.93%
	Above average	7	6.93%
	Average	12	11.88%
	Below average	23	22.77%
	Poor	52	51.49%
		101	
How would you rate the quality of electricity supply in your locality?	Very high quality	0	0.00%
	High quality	11	10.89%
	Neither high nor low	13	12.87%
	Low quality	26	25.74%
	Very low quality	51	50.50%
		101	
What would you estimate your daily hours of power supply availability to be?	> 20hours	5	4.95%
	16hours < x < 20hours	7	6.93%
	12hours < x < 16hours	3	2.97%
	8hours < x < 12hours	11	10.89%
	< 8hours	75	74.26%
		101	
How would you rate communication and engagement between your DISCO and its customers?	Excellent	3	2.97%
	Very satisfactory	3	2.97%
	Satisfactory	13	12.87%
	Poor	32	31.68%
	Very poor	50	49.50%
		101	
	Yes	88	87.13%

Have you suffered a failed transformer or any electricity supply infrastructure failure?	No	13	12.87%
		101	
Have you contributed money to replace any failed equipment?	Yes I have	81	81.00%
	No I haven't	11	11.00%
	Not sure	8	8.00%
		100	
How long did it take the DISCO to replace the failed equipment?	Much shorter than expected	4	4.04%
	shorter than expected	2	2.02%
	About what I expected	12	12.12%
	Longer than expected	13	13.13%
	Much longer than expected	44	44.44%
	Did not receive a response	24	24.24%
		99	
Overall, how would you rate the performance of your DISCO?	Excellent	4	3.96%
	Satisfactory	7	6.93%
	Average	15	14.85%
	Somewhat dissatisfactory	13	12.87%
	Poor	62	61.39%
		101	

Appendix 3

Survey Responses by Distribution Company: EKO DisCo

3. Eko Electricity Distribution Company (EKEDC)			
QUESTION	OPTION	RESPONDENTS	
How responsive has your DISCO been to your electricity related issues?	Extremely responsive	0	0.00%
	Very responsive	2	2.99%
	Somewhat responsive	15	22.39%
	Not so responsive	30	44.78%
	Not responsive at all	20	29.85%
		67	
How would you rate the value for money of power supply?	Excellent	2	2.99%
	Above average	3	4.48%
	Average	13	19.40%
	Below average	11	16.42%
	Poor	38	56.72%
		67	
How would you rate the quality of electricity supply in your locality?	Very high quality	0	0.00%
	High quality	8	11.94%
	Neither high nor low	13	19.40%
	Low quality	19	28.36%
	Very low quality	27	40.30%
		67	
What would you estimate your daily hours of power supply availability to be?	> 20hours	3	4.48%
	16hours < x < 20hours	1	1.49%
	12hours < x < 16hours	3	4.48%
	8hours < x < 12hours	8	11.94%
	< 8hours	52	77.61%
		67	
How would you rate communication and engagement between your DISCO and its customers?	Excellent	1	1.49%
	Very satisfactory	0	0.00%
	Satisfactory	8	11.94%
	Poor	28	41.79%
	Very poor	30	44.78%
		67	
	Yes	54	80.60%

Have you suffered a failed transformer or any electricity supply infrastructure failure?	No	13	19.40%
		67	
Have you contributed money to replace any failed equipment?	Yes I have	43	65.15%
	No I haven't	14	21.21%
	Not sure	9	13.64%
		66	
How long did it take the DISCO to replace the failed equipment?	Much shorter than expected	1	1.54%
	shorter than expected	3	4.62%
	About what I expected	4	6.15%
	Longer than expected	23	35.38%
	Much longer than expected	25	38.46%
	Did not receive a response	9	13.85%
		65	
Overall, how would you rate the performance of your DISCO?	Excellent	0	0.00%
	Satisfactory	2	2.99%
	Average	10	14.93%
	Somewhat dissatisfactory	16	23.88%
	Poor	39	58.21%
		67	

Appendix 4

Survey Responses by Distribution Company: ENUGU DisCo

4. Enugu Electricity Distribution Company (EEDC)			
QUESTION	OPTION	RESPONDENTS	
How responsive has your DISCO been to your electricity related issues?	Extremely responsive	5	6.67%
	Very responsive	10	13.33%
	Somewhat responsive	20	26.67%
	Not so responsive	24	32.00%
	Not responsive at all	16	21.33%
		75	
How would you rate the value for money of power supply?	Excellent	6	8.00%
	Above average	9	12.00%
	Average	20	26.67%
	Below average	16	21.33%
	Poor	24	32.00%
		75	
How would you rate the quality of electricity supply in your locality?	Very high quality	0	0.00%
	High quality	10	13.51%
	Neither high nor low	18	24.32%
	Low quality	23	31.08%
	Very low quality	23	31.08%
		74	
What would you estimate your daily hours of power supply availability to be?	> 20hours	5	6.67%
	16hours < x < 20hours	10	13.33%
	12hours < x < 16hours	7	9.33%
	8hours < x < 12hours	10	13.33%
	< 8hours	43	57.33%
		75	
How would you rate communication and engagement between your DISCO and its customers?	Excellent	2	2.67%
	Very satisfactory	7	9.33%
	Satisfactory	21	28.00%
	Poor	29	38.67%
	Very poor	16	21.33%
		75	
Have you suffered a failed transformer or any electricity supply infrastructure failure?	Yes	66	88.00%
	No	9	12.00%

			75
Have you contributed money to replace any failed equipment?	Yes I have	47	62.67%
	No I haven't	21	28.00%
	Not sure	7	9.33%
			75
How long did it take the DISCO to replace the failed equipment?	Much shorter than expected	7	9.33%
	shorter than expected	4	5.33%
	About what I expected	9	12.00%
	Longer than expected	20	26.67%
	Much longer than expected	21	28.00%
	Did not receive a response	14	53.85%
Overall, how would you rate the performance of your DISCO?	Excellent	4	5.33%
	Satisfactory	12	16.00%
	Average	17	22.67%
	Somewhat dissatisfactory	16	21.33%
	Poor	26	34.67%
			75

Appendix 5

Survey Responses by Distribution Company: IBADAN DisCo

5. IBADAN Electricity Distribution Company (IBEDC)			
QUESTION	OPTION	RESPONDENTS	
How responsive has your DISCO been to your electricity related issues?	Extremely responsive	4	2.90%
	Very responsive	13	9.42%
	Somewhat responsive	27	19.57%
	Not so responsive	61	44.20%
	Not responsive at all	33	23.91%
		138	
How would you rate the value for money of power supply?	Excellent	8	5.80%
	Above average	13	9.42%
	Average	27	19.57%
	Below average	32	23.19%
	Poor	58	42.03%
		138	
How would you rate the quality of electricity supply in your locality?	Very high quality	1	0.72%
	High quality	15	10.87%
	Neither high nor low	25	18.12%
	Low quality	42	30.43%
	Very low quality	55	39.86%
		138	
What would you estimate your daily hours of power supply availability to be?	> 20hours	11	7.97%
	16hours < x < 20hours	6	4.35%
	12hours < x < 16hours	6	4.35%
	8hours < x < 12hours	23	16.67%
	< 8hours	92	66.67%
		138	
How would you rate communication and engagement between your DISCO and its customers?	Excellent	2	1.45%
	Very satisfactory	5	3.62%
	Satisfactory	27	19.57%
	Poor	57	41.30%
	Very poor	47	34.06%
		138	
Have you suffered a failed transformer or any electricity supply infrastructure failure?	Yes	106	76.81%
	No	32	23.19%

138			
Have you contributed money to replace any failed equipment?	Yes I have	98	72.06%
	No I haven't	29	21.32%
	Not sure	9	6.62%
136			
How long did it take the DISCO to replace the failed equipment?	Much shorter than expected	4	2.96%
	shorter than expected	7	5.19%
	About what I expected	11	8.15%
	Longer than expected	40	29.63%
	Much longer than expected	49	36.30%
	Did not receive a response	24	17.78%
	135		
Overall, how would you rate the performance of your DISCO?	Excellent	3	2.17%
	Satisfactory	15	10.87%
	Average	28	20.29%
	Somewhat dissatisfactory	34	24.64%
	Poor	58	42.03%
		138	

Appendix 6

Survey Responses by Distribution Company: IKEJA DisCo

6. Ikeja Electric			
QUESTION	OPTION	RESPONDENTS	
How responsive has your DISCO been to your electricity related issues?	Extremely responsive	8	5.16%
	Very responsive	15	9.68%
	Somewhat responsive	30	19.35%
	Not so responsive	50	32.26%
	Not responsive at all	52	33.55%
		155	
How would you rate the value for money of power supply?	Excellent	7	4.52%
	Above average	12	7.74%
	Average	35	22.58%
	Below average	37	23.87%
	Poor	64	41.29%
		155	
How would you rate the quality of electricity supply in your locality?	Very high quality	3	1.94%
	High quality	23	14.84%
	Neither high nor low	38	24.52%
	Low quality	36	23.23%
	Very low quality	55	35.48%
		155	
What would you estimate your daily hours of power supply availability to be?	> 20hours	7	4.52%
	16hours < x < 20hours	11	7.10%
	12hours < x < 16hours	17	10.97%
	8hours < x < 12hours	27	17.42%
	< 8hours	93	60.00%
		155	
How would you rate communication and engagement between your DISCO and its customers?	Excellent	6	3.87%
	Very satisfactory	7	4.52%
	Satisfactory	24	15.48%
	Poor	59	38.06%
	Very poor	59	38.06%
		155	
Have you suffered a failed transformer or any electricity supply infrastructure failure?	Yes	122	78.71%
	No	33	21.29%

			155
Have you contributed money to replace any failed equipment?	Yes I have	88	56.77%
	No I haven't	44	28.39%
	Not sure	23	14.84%
			155
How long did it take the DISCO to replace the failed equipment?	Much shorter than expected	4	2.67%
	shorter than expected	11	7.33%
	About what I expected	12	8.00%
	Longer than expected	47	31.33%
	Much longer than expected	53	35.33%
	Did not receive a response	23	15.33%
			150
Overall, how would you rate the performance of your DISCO?	Excellent	4	2.58%
	Satisfactory	12	7.74%
	Average	39	25.16%
	Somewhat dissatisfactory	30	19.35%
	Poor	70	45.16%
			155

Appendix 7

Survey Responses by Distribution Company: JOS DisCo

7. Jos Electricity Distribution PLC (JEDP)			
QUESTION	OPTION	RESPONDENTS	
How responsive has your DISCO been to your electricity related issues?	Extremely responsive	2	2.50%
	Very responsive	14	17.50%
	Somewhat responsive	31	38.75%
	Not so responsive	26	32.50%
	Not responsive at all	7	8.75%
		80	
How would you rate the value for money of power supply?	Excellent	3	3.75%
	Above average	14	17.50%
	Average	20	25.00%
	Below average	26	32.50%
	Poor	17	21.25%
		80	
How would you rate the quality of electricity supply in your locality?	Very high quality	2	2.50%
	High quality	16	20.00%
	Neither high nor low	27	33.75%
	Low quality	22	27.50%
	Very low quality	13	16.25%
		80	
What would you estimate your daily hours of power supply availability to be?	> 20hours	4	5.00%
	16hours < x < 20hours	9	11.25%
	12hours < x < 16hours	15	18.75%
	8hours < x < 12hours	19	23.75%
	< 8hours	33	41.25%
		80	
How would you rate communication and engagement between your DISCO and its customers?	Excellent	1	1.25%
	Very satisfactory	9	11.25%
	Satisfactory	16	20.00%
	Poor	37	46.25%
	Very poor	17	21.25%
		80	
Have you suffered a failed transformer or any electricity supply infrastructure failure?	Yes	65	81.25%
	No	15	18.75%

		80	
Have you contributed money to replace any failed equipment?	Yes I have	39	49.37%
	No I haven't	33	41.77%
	Not sure	7	8.86%
		79	
How long did it take the DISCO to replace the failed equipment?	Much shorter than expected	2	2.50%
	shorter than expected	12	15.00%
	About what I expected	10	12.50%
	Longer than expected	33	41.25%
	Much longer than expected	15	18.75%
	Did not receive a response	8	10.00%
		80	
Overall, how would you rate the performance of your DISCO?	Excellent	1	1.25%
	Satisfactory	13	16.25%
	Average	30	37.50%
	Somewhat dissatisfactory	20	25.00%
	Poor	16	20.00%
		80	

Appendix 8

Survey Responses by Distribution Company: KADUNA DisCo

8. Kaduna Electricity Distribution Company (KEDC)			
QUESTION	OPTION	RESPONDENTS	
How responsive has your DISCO been to your electricity related issues?	Extremely responsive	4	6.06%
	Very responsive	8	12.12%
	Somewhat responsive	21	31.82%
	Not so responsive	23	34.85%
	Not responsive at all	10	15.15%
		66	
How would you rate the value for money of power supply?	Excellent	6	9.09%
	Above average	7	10.61%
	Average	15	22.73%
	Below average	19	28.79%
	Poor	19	28.79%
		66	
How would you rate the quality of electricity supply in your locality?	Very high quality	1	1.52%
	High quality	12	18.18%
	Neither high nor low	17	25.76%
	Low quality	22	33.33%
	Very low quality	14	21.21%
		66	
What would you estimate your daily hours of power supply availability to be?	> 20hours	3	4.55%
	16hours < x < 20hours	9	13.64%
	12hours < x < 16hours	7	10.61%
	8hours < x < 12hours	20	30.30%
	< 8hours	27	40.91%
		66	
How would you rate communication and engagement between your DISCO and its customers?	Excellent	2	3.03%
	Very satisfactory	5	7.58%
	Satisfactory	16	24.24%
	Poor	27	40.91%
	Very poor	16	24.24%
		66	
	Yes	48	72.73%

Have you suffered a failed transformer or any electricity supply infrastructure failure?	No	18	27.27%
		66	
Have you contributed money to replace any failed equipment?	Yes I have	38	57.58%
	No I haven't	21	31.82%
	Not sure	7	10.61%
		66	
How long did it take the DISCO to replace the failed equipment?	Much shorter than expected	2	3.08%
	shorter than expected	10	15.38%
	About what I expected	7	10.77%
	Longer than expected	15	23.08%
	Much longer than expected	21	32.31%
	Did not receive a response	10	15.38%
		65	
Overall, how would you rate the performance of your DISCO?	Excellent	2	3.03%
	Satisfactory	8	12.12%
	Average	21	31.82%
	Somewhat dissatisfactory	19	28.79%
	Poor	16	24.24%
		66	

Appendix 9

Survey Responses by Distribution Company: KANO DisCo

9. Kano Electricity Distribution Company (KEDCO)			
QUESTION	OPTION	RESPONDENTS	
How responsive has your DISCO been to your electricity related issues?	Extremely responsive	3	5.17%
	Very responsive	14	24.14%
	Somewhat responsive	18	31.03%
	Not so responsive	16	27.59%
	Not responsive at all	7	12.07%
		58	
How would you rate the value for money of power supply?	Excellent	4	6.90%
	Above average	4	6.90%
	Average	12	20.69%
	Below average	24	41.38%
	Poor	14	24.14%
		58	
How would you rate the quality of electricity supply in your locality?	Very high quality	0	0.00%
	High quality	17	29.31%
	Neither high nor low	15	25.86%
	Low quality	13	22.41%
	Very low quality	13	22.41%
		58	
What would you estimate your daily hours of power supply availability to be?	> 20hours	1	1.72%
	16hours < x < 20hours	4	6.90%
	12hours < x < 16hours	7	12.07%
	8hours < x < 12hours	12	20.69%
	< 8hours	34	58.62%
		58	
How would you rate communication and engagement between your DISCO and its customers?	Excellent	5	8.62%
	Very satisfactory	5	8.62%
	Satisfactory	15	25.86%
	Poor	19	32.76%
	Very poor	14	24.14%
		58	
	Yes	41	70.69%

Have you suffered a failed transformer or any electricity supply infrastructure failure?	No	17	29.31%
		58	
Have you contributed money to replace any failed equipment?	Yes I have	37	63.79%
	No I haven't	16	27.59%
	Not sure	5	8.62%
		58	
How long did it take the DISCO to replace the failed equipment?	Much shorter than expected	4	7.02%
	shorter than expected	3	5.26%
	About what I expected	11	19.30%
	Longer than expected	18	31.58%
	Much longer than expected	16	28.07%
	Did not receive a response	5	8.77%
		57	
Overall, how would you rate the performance of your DISCO?	Excellent	0	0
	Satisfactory	12	20.69%
	Average	21	36.21%
	Somewhat dissatisfactory	13	22.41%
	Poor	12	20.69%
		58	

Appendix 10

Survey Responses by Distribution Company: P/H DisCo

10. Portharcourt Electricity Distribution Company (PHED)			
QUESTION	OPTION	RESPONDENTS	
How responsive has your DISCO been to your electricity related issues?	Extremely responsive	4	4.08%
	Very responsive	12	12.24%
	Somewhat responsive	30	30.61%
	Not so responsive	37	37.76%
	Not responsive at all	15	15.31%
		98	
How would you rate the value for money of power supply?	Excellent	3	3.06%
	Above average	13	13.27%
	Average	20	20.41%
	Below average	32	32.65%
	Poor	30	30.61%
		98	
How would you rate the quality of electricity supply in your locality?	Very high quality	1	1.02%
	High quality	10	10.20%
	Neither high nor low	30	30.61%
	Low quality	31	31.63%
	Very low quality	26	26.53%
		98	
What would you estimate your daily hours of power supply availability to be?	> 20hours	3	3.06%
	16hours < x < 20hours	3	3.06%
	12hours < x < 16hours	12	12.24%
	8hours < x < 12hours	19	19.39%
	< 8hours	61	62.24%
		98	
How would you rate communication and engagement between your DISCO and its customers?	Excellent	1	1.02%
	Very satisfactory	5	5.10%
	Satisfactory	23	23.47%
	Poor	43	43.88%
	Very poor	26	26.53%
		98	
	Yes	83	84.69%

Have you suffered a failed transformer or any electricity supply infrastructure failure?	No	15	15.31%
		98	
Have you contributed money to replace any failed equipment?	Yes I have	73	74.49%
	No I haven't	19	19.39%
	Not sure	6	6.12%
		98	
How long did it take the DISCO to replace the failed equipment?	Much shorter than expected	2	2.08%
	shorter than expected	5	5.21%
	About what I expected	12	12.50%
	Longer than expected	31	32.29%
	Much longer than expected	27	28.13%
	Did not receive a response	19	19.79%
		96	
Overall, how would you rate the performance of your DISCO?	Excellent	2	2.04%
	Satisfactory	12	12.24%
	Average	25	25.51%
	Somewhat dissatisfactory	26	26.53%
	Poor	33	33.67%
		98	

Appendix 11

Survey Responses by Distribution Company: YOLA DisCo

11. Yola Electricity Distribution Company (YEDC)			
QUESTION	OPTION	RESPONDENTS	
How responsive has your DISCO been to your electricity related issues?	Extremely responsive	0	0
	Very responsive	13	31.71%
	Somewhat responsive	12	29.27%
	Not so responsive	10	24.39%
	Not responsive at all	6	14.63%
		41	
How would you rate the value for money of power supply?	Excellent	5	12.20%
	Above average	0	0%
	Average	20	48.78%
	Below average	6	14.63%
	Poor	10	24.39%
		41	
How would you rate the quality of electricity supply in your locality?	Very high quality	2	4.88%
	High quality	8	19.51%
	Neither high nor low	9	21.95%
	Low quality	7	17.07%
	Very low quality	15	36.59%
		41	
What would you estimate your daily hours of power supply availability to be?	> 20hours	4	9.76%
	16hours < x < 20hours	3	7.32%
	12hours < x < 16hours	7	17.07%
	8hours < x < 12hours	8	19.51%
	< 8hours	19	46.34%
		41	
How would you rate communication and engagement between your DISCO and its customers?	Excellent	2	4.88%
	Very satisfactory	0	0%
	Satisfactory	15	36.59%
	Poor	13	31.71%
	Very poor	11	26.83%
		41	
Have you suffered a failed transformer or any electricity supply infrastructure failure?	Yes	34	82.93%
	No	7	17.07%

		41	
Have you contributed money to replace any failed equipment?	Yes I have	22	55.00%
	No I haven't	17	42.50%
	Not sure	1	2.50%
		40	
How long did it take the DISCO to replace the failed equipment?	Much shorter than expected	0	0
	shorter than expected	6	15.00%
	About what I expected	6	15.00%
	Longer than expected	12	30.00%
	Much longer than expected	9	22.50%
	Did not receive a response	7	17.50%
		40	
Overall, how would you rate the performance of your DISCO?	Excellent	1	2.44%
	Satisfactory	10	24.39%
	Average	9	21.95%
	Somewhat dissatisfactory	10	24.39%
	Poor	11	26.83%
		41	