

# LEWA NEWS

The newsletter of the Lesotho Electricity and Water Authority

## COVER STORY:

The Authority at the 36<sup>th</sup>  
SADC Senior Officials  
and Energy Ministers  
Investment Forumo

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supply services

[WWW.LEWA.ORG.LS](http://WWW.LEWA.ORG.LS)

**Water or electricity problems?**  
**First present your complaint**  
**to LEC or WASCO...**  
**...to have the...**



*Customers of **LEC** & **WASCO**  
may lodge **complaints** with **LEWA** thereafter.*

*One of the general functions of the Lesotho Electricity and Water Authority (LEWA)  
is to resolve customer complaints between the regulated entities (Water and Sewerage  
Company - WASCO or Lesotho Electricity Company-LEC) and their customers.*



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## LEWANNEWS

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## Remarks by the Chief Executive

Construction funded in partnership by the African Development Bank (AfDB) and the Government of Lesotho.

In this edition, we make a deliberate effort to deliver on the mandate of ensuring the protection of all classes of consumers, in this publication, we endeavour to educate the consumers on how to use water efficiently and the LEWA customer complaints procedures. The standards pertaining to enquiries and requests are also elaborated upon.

Dear readers,


**W**e welcome you to the second edition of the Lesotho Electricity and Water Authority (LEWA) newsletter in 2017/18. In this edition, we highlight some salient points of the Authority's activities during the quarter.

LEWA and other Energy Sector institutions attended a High Level Southern African Development Community (SADC) Ministerial Workshop and a Regional Investment Conference on Regional Energy Projects to showcase investment opportunities in the Energy Sector, in Swaziland from 08 to 13 July 2017. The Workshop and Conference were held to operationalise the 36th SADC Summit of Heads of State and Government vision on mobilising resource for investment in sustainable energy infrastructure for an inclusive industrialisation in SADC.

We also report on the progress made on the Cost of Service Study (CoSS) undertaken by the Authority. The study is part of a bigger project called Urban Distribution Rehabilitation and Transmission Expansion

LEWA advises customers on how to avoid disconnection from water and sewerage services either for non-payment of accounts, tampering and or illegal connections. The pertinent standards therein are outlined.

The issue of public consultations in the context of the review of the Electricity Sector Industry (ESI), the Urban Water and Sewerage Services Sub-sector (UWSSS) tariffs review is outlined and elaborated on.

In August 2017, LEWA underwent a peer review exercise of the water services regulatory system in the country performed by the Eastern and Southern Africa Water and Sanitation (ESAWAS) Regulators Association 

**Lebohang K. Moleko (Professor)**  
Chief Executive



For comments or questions in respect of the contents of this newsletter or LEWA in general, please contact 63019266 or [secretary@lewa.org.ls](mailto:secretary@lewa.org.ls)

## The Authority at the 36<sup>th</sup> SADC Senior Officials and Energy Ministers Investment Forum

The Lesotho Electricity and Water Authority (LEWA) and other energy sector institutions attended a high level Southern African Development Community (SADC) Ministerial Workshop and a Regional Investment Conference on Regional Energy Projects to showcase investment opportunities in the energy sector, in Swaziland from 08 to 13 July 2017.

The Workshop and Conference were held to operationalise the 36th SADC Summit of Heads of State and Government on the theme "Resource Mobilisation for Investment in Sustainable Energy Infrastructure for an Inclusive SADC Industrialization for Prosperity of the Region".

The Workshop and Conference focus was to re-strategise on certain SADC flagship projects to be considered for funding. The same projects were approved for funding during the 37<sup>th</sup> SADC Summit of Heads of State and Government in August 2017.

The SADC Senior Officials and Energy Ministers Investment Forum is an annual event where progress on regional energy projects is reviewed. It also discusses regional challenges on energy issues and solutions pertaining to the challenges affecting the region. From the year 2016, the forum started to be held jointly with SADC ministers responsible for Water.

All SADC member states were represented at senior officials meetings, while nine member states attended the ministerial meetings. The Investment Forum was represented by major development partners, multinational banks, diplomats, national utilities, electricity/energy regulators, non-governmental organisations (NGO's) and the media. At this event, LEWA was represented by the Chief Executive, Professor Lebohang K. Moleko.

Amongst the Lesotho Energy Sector projects that were presented, Ministers noted that:

- A 20MW solar plant generation is to be built at Ramarothole, Mafeteng in the near future;
- The market study and identification of power sites for electricity generation financed by World Bank under the Lesotho Highlands Water Project (LHWP) Phase II had made some progress;
- The Cost of Service Study (CoSS) on electricity supply undertaken by LEWA through the African Development Bank's (AfDB)-'Urban Distribution Rehabilitation and Transmission Construction Expansion Project' (UDRTEP) had commenced. The study is aimed at assisting Lesotho in attaining cost reflective electricity tariffs on electricity; and
- The Lesotho-South Africa-Botswana Water Transfer (L-BWT) is amongst the projects that should be considered for funding.

On regional developments, Ministers noted the following:

- SADC region has installed a total capacity of 60,673 MW. This includes 59,539 MW in the mainland Member States and 1134 MW in Oceanic States. An excess capacity of 919 MW has been realised for the first time since 2008. In 2017 new plants were expected to be commissioned adding a further 3,516 MW to the SADC grid. There will also be an additional 30,646 MW power coming on board between 2018 and 2022;
- The successful holding of the 19th Regional Electricity Regulators' Association of Southern Africa (RERA) Executive Committee Meeting in Maputo, Mozambique in April 2017;
- The 13<sup>th</sup> RERA Annual Conference and Annual General Meeting (AGM) was hosted successfully in Maseru in November 2016 by LEWA;
- The completion of the Climate Resilience Infrastructure Development Facility (CRIDF) in March 2017. The main deliverable of the project is a tool for the integrated modeling to assess the impact of climate change on long-term energy generation and transmission planning; and
- The Lesotho Electricity Company (LEC) hosted





the 42<sup>nd</sup> Southern African Power Pool (SAPP) Executive Committee meeting in Maseru, March 2017. SAPP reviewed the performance of the SAPP

Coordination Centre and approved its annual budget for 2017/18

Unaware about standards for disconnection of service?

Please visit us at [lewa.org.ls/standards/default.php](http://lewa.org.ls/standards/default.php)  
Or Moposo House, Level 7, Maseru.



## Cost of service study commenced

The Lesotho Electricity and Water Authority (LEWA) has commenced the Cost of Service Study (CoSS) and the design of economic cost reflective tariffs study. The study is part of a bigger project called 'Urban Distribution Rehabilitation and Transmission Expansion Construction' funded by the African Development Bank (AfDB) and the Government of Lesotho.

The study aims to determine long-term least cost generation, transmission, distribution and supply programs to meet the forecasted electricity demand in over the medium to long term; price evolution from generation through to end-user level; the appropriate tariff structure; and level of the social life-line tariffs.

MRC Group of Companies from the United Kingdom was procured to offer consultancy services for the CoSS and held a kick-off meeting with the Authority in May 2017. An inception stakeholder workshop was held at Lehakoe recreational centre in June 2017.

The CoSS is expected to amongst other things, identify and incorporate international experiences in life line tariffs, low income household and best practices. Additionally, it is aimed at analysing and categorising electricity consumers and review affordability amongst poor households using data gathered in the country.

The key electricity sector institutions involved in the study are LEWA, LEC and the Department of Energy



The study is aimed at addressing amongst other things, least electricity supply programmes to meet demand.

## Water saving tips

**T**he Lesotho Electricity and Water Authority (LEWA) is mandated to ensure the protection of all classes of consumers. This is achieved by, amongst other things, educating consumers on how to use water efficiently for their benefit and that of other consumers.

In pursuance of the above mandate, the Authority has initiated steps to inform its stakeholders on the best ways and practices for using water efficiently.

Cutting back on high water usage means a consumer gets a lower bill and ultimately helps conserve water. There are lots of practices and measures that consumers can adopt to conserve water at home and the most important thing to do is to start. Even a few small changes can add up to hundreds of litres in water saving.

Using water efficiently, both inside and outside home will help ensure reliable water supplies today and for future generations.

Efficient use of water may be achieved by taking the following actions in the places mentioned below in homes.

### Kitchen

- It is better to drink water from the fridge than to let the faucet run until the water is cool;
- Soak pots and pans instead of letting water run from the tap while you scrape them;
- Use a full load of dishes in the dishwasher and clothes in the washing machine. One should buy a water efficient model when buying a dishwasher or washing machine. "Light – wash" option is recommended;
- When washing dishes by hand, do not leave the water running for rinsing;
- Wash fruits and vegetables in a bowl not under a running tap; and
- Do not use running water to thaw meat or other frozen foods. Defrost food overnight or use

defrosts setting on your microwave.

### Bathroom

- Turn the faucet off after wetting hands until it is time to rinse;
- Turn off the tap while brushing teeth- A running tap can waste over six litres of water per minute;
- Install water efficient shower heads in the bathroom;
- Take a short shower instead of a bath;
- In the shower, turn the water on to get wet, turn off to lather up, then on to rinse;
- Never use a toilet as a waste basket. Avoid flushing the toilet unnecessarily;
- If the toilet handles frequently stick in the flush position, letting water run constantly, replace or adjust them; and
- Frequently check toilets, faucets and pipes for leaks.

### Garden

- Plant drought resistant lawns, shrubs and plants;
- Use the leftover water to feed plants;
- Water a lawn only when it needs it;
- Use a watering can or a hosepipe with a trigger nozzle instead of a sprinkler;
- Avoid watering when it's windy or sunny, early and late watering reduce water loss due to evaporation; and
- Use a broom not a hose when cleaning driveways and sidewalks.

### General

- Fix dripping taps. A dripping tap wastes thousands of litres of water a year;
- Insulate hot water pipes for immediate hot water at the faucet and for energy saving;
- Use bucket and sponge when washing the car, instead of a running hosepipe; and
- Buy a water tank and harvest rain water.
- Less water going down the drain means there will



## WATER SAVING TIPS



be more water available in the lakes, rivers and streams that can be used for survival, recreation and that wildlife sustenance. Using water more efficiently helps maintain supplies at safe levels, and protects human health and the environment.

It should be noted that installing water saving devices such as showerheads, is usually a simple task which can be done by the homeowner and does not require the use of tools. Saving water should become part of everyday family practice ☐

# WATER SAVING TIPS

<p><b>Turn off the water while washing your hair</b></p>		<p><b>Don't use running water to thaw food. Defrost food in the fridge.</b></p>	
<p><b>Put tissues and cigarette butts in the bin - don't flush them</b></p>		<p><b>Don't fill your swimming pool and use a cover to prevent evaporation</b></p>	
<p><b>Install water-saving shower heads and low-flow tap aerators</b></p>		<p><b>Don't use a hosepipe to wash your car. Use a bucket.</b></p>	
<p><b>Use your dishwasher and washing machine only for full loads</b></p>		<p><b>Water your garden with a watering can rather than a hosepipe.</b></p>	
<p><b>When washing dishes by hand, don't leave the water running for rinsing</b></p>		<p><b>Log water leaks in your neighbourhood with your local municipality</b></p>	
<p><b>Collect cooled water used for cleaning and cooking vegetables to water pot plants</b></p>		<p><b>Use your water meter to check for hidden water leaks</b></p>	
<p><b>Kettles should not be filled to the brim but with just enough water for your needs</b></p>			



## Conditions for disconnection of urban water supply and sewerage services

According to one of the regulatory tools, the Urban Water Quality of Service and Supply Standards (QOSSS), Water and Sewerage Company (WASCO) can disconnect water and sewerage services to a customer either for non-payment of accounts, tampering and or illegal connections.

In line with what QOSSS provides, there are conditions and processes that WASCO has to follow in order to effect disconnections of services. Customers are therefore encouraged to pay their bills timeously and to avoid tampering with water and sewerage services infrastructure. Processes and conditions that WASCO has to comply with, to effect disconnections, are discussed hereunder.

In terms of the QOSSS, any disconnection in respect of non-payment of water accounts should be done at least after ten (10) working days after the due payment date. WASCO should give customers two (2) days written notice prior to disconnection of supply.

WASCO can effect disconnections without prior notice after verification of the existence of an illegal connection or tampering. Reconnection of water

supply services should be effected not later than the first working day after the account has been settled and reconnection fee has been paid. For non-payments of sewer accounts, disconnections of water supply should be effected without prior notice.

WASCO should allow a customer 5 days' notice prior to blocking the sewer system, but if the customer continues to use sewer system following disconnection of water supply, the company should block the sewer connection. Reconnection to the sewer system should be made two (2) working days after all applicable fees have been paid and all necessary repairs have been done to standard.

For all disconnections related to non-payment, disconnections should be carried out during morning hours, to allow timely reconnections. Furthermore, such disconnections should not be carried out over the weekends, public holidays or Fridays. All disconnections related to tampering should be effected without prior notice. Reconnections for unjustified disconnections should be effected eight (8) hours after an unjustified disconnection has been confirmed ☐



Undesirable effect of water service disconnection.



## Complaints, enquiries and requests handling standards for LEC and WASCO

According to the general functions of the Lesotho Electricity and Water Authority (LEWA), the Authority should establish, maintain, review and amend as appropriate customer care standards.

In an endeavour to achieve this, the Authority established electricity and urban water Quality of Service and Supply Standards (QOSSS) to guide on amongst other things, the processes to be followed by regulated utilities to resolve customer complaints, enquiries and requests.

Electricity related complaints, enquiries and requests standards are addressed by the Lesotho Electricity Company (LEC). While water related complaints, enquiries and requests standards are attended to by the Water and Sewerage Company (WASCO).

General electricity related complaints received in person, telephonically or via the internet should be addressed by LEC without referral within one day. Additionally, for cases where such complaints are written, LEC should respond to them in writing within five (5) working days and resolve in two (2) weeks. In this regard, LEC must at least achieve 90% of the standard.

Customer's electricity related enquiries received telephonically, via Internet or in person should be handled within one day. In cases where there is need for investigative works, at least 95% of those enquiries should be responded to, by LEC, in writing within five (5) working days and addressed within three (3) weeks. For customer requests such as changing or moving electricity meters, those should be responded to in writing within two weeks. An average success target of 75% is expected to be achieved by LEC.

For essential communication services, a 24 hour telephone service and Internet should be made available for reporting of electricity faults and emergencies. The expected success target of 95% is expected. Furthermore, LEC should have a telephone service and Internet for lodging of complaints, requests and queries during normal working hours. The average target for achievement of this standard is 99%.

In terms of the service standards for urban water supply, all general complaints such as water quality, pressure or customer service received in person or telephonically, should be responded to within one day by WASCO. Written complaints should be responded



Mafeteng stakeholders being taught about complaints handling procedure.

to within five (5) working days and resolved within a period of two weeks.

LEC and WASCO should address customer's enquiries within two (2) weeks but those that require investigative work should be responded to in writing within five (5) working days and resolved within ten (10) working days.

Customer requests should be responded to in writing within ten (10) working days of receipt of the requests. For all water supply related standards discussed above,

the expected percentage for achievement is 90%.

Both LEC and WASCO should answer all incoming calls within 15 seconds which is an estimate of four (4) telephone rings. Over and above all the necessary requirements for resolving problems, these regulated entities should regularly educate customers on electricity and water supply related issues. Lastly, they should maintain a register of complaints which should reflect, amongst other things, the type of complaint, date and the utility's employee who received the complaint ☐

## Conditions for disconnection of electricity supply services

The Electricity Quality of Service and Supply Standards (QOSSS), explains that Lesotho Electricity Company (LEC) may disconnect electricity supply services on reasons of non-payment of accounts, tampering and on illegal connections.

Similar conditions and processes that apply to WASCO for effecting disconnections, also apply in the Electricity Supply Industry (ESI). Electricity customers are also urged to settle their bills timeously and to avoid tampering with electricity services infrastructure illegally. Processes and Conditions that LEC has to

comply with, in order to effect disconnections are discussed hereunder.

In terms of the QOSSS, disconnection for non-payment of electricity accounts should be done after a notice of two (2) days has been issued to the commercial or industrial customers. For non-commercial customers, a notice of at least five (5) days should be given prior to disconnections.

It is expected that disconnections should be done two (2) hours before the normal closing time of the



Disconnected electricity supply causes inconveniences.



- > payment venue and reconnections should be made as promptly as possible and within the first working day after the account and reconnection fee has been paid. The expected target percentage of success for the above standards is 75%.

Customers that are disconnected due to tampering and illegal connections should be disconnected instantly without any prior notification. After necessary charges have been paid by the affected customer, and installations have been done to standard, and reconnection fees have been paid, reconnection to electricity supply should be made within two (2) days of settling the charges.

In other instances, disconnection may be effected due to non-adherence to standards. This may be done to the premises depending on the nature of non-adherence. Reconnection in this regard should be completed within a day after the situation has been rectified.

For all disconnections related to non-payment, disconnections should be carried out during morning hours, to allow timely reconnections. Such disconnections should not be carried out over the weekends, public holidays or Fridays. All disconnections related to tampering should be effected without prior notice ■

## Synopsis of tariff review processes and the importance of stakeholders participation

**T**he Lesotho Electricity and Water Authority (LEWA) regulates the Electricity Sector Industry (ESI), Urban Water and Sewerage Services Sub-sector (UWSSS) in the country.

LEWA is also mandated to regulate tariffs for services provided by Lesotho Electricity Company (LEC) and, Water and Sewerage Company (WASCO).

In terms of the regulatory tools, the utilities' applications for tariff reviews should comply with the Tariff Review and Filing Procedures. Once the Authority has determined that the applications

supporting information is complete, applications are published through the local media channels such as newspapers, radios and television. The intention is to afford the public an opportunity to express their views on applications.

Public consultations held by the Authority, set the stage for utilities to explain the reasons why applications for tariff review were made. The utilities' presentations are made before the LEWA Board in the presence of both stakeholders. Stakeholders are also granted the opportunity to present their views on the reasonableness of the application before the Board in




Butha-Buthe students during past tariff review public consultations.

> the presence of service providers, LEC and WASCO.

It is clear that the success of this process depends on active stakeholder participation. Stakeholder participation is regarded as important by the Authority. The Authority therefore strives to balance the interests of all stakeholders and those of the regulated utilities.

The final step in the tariff determination process is when the Authority makes a final decision on the applicable tariff applicable for the financial year in question. The Board arrives at this by making an in-depth analysis of the application, considering amongst others the drivers of the tariff review stated in

the Licensee's application and all evidence submitted and most importantly, the analysis of the consolidated public views in line with the regulatory frameworks.

The public is therefore urged to appreciate the importance of the above process to enable it to ensure active participation, by making informed and constructive inputs into the future proposed applications and all other regulatory decision making processes. It is in this spirit that both stakeholders are therefore encouraged to play their respective roles in making a process such as this worthwhile and successful 

## LEWA peer reviewed by ESAWAS regulators association

**F**rom August 13<sup>th</sup> to 18<sup>th</sup> 2017, the Electricity and Water Authority (LEWA) hosted the peer review exercise of the water services regulatory system in the country under the auspices of the Eastern and Southern Africa Water and Sanitation (ESAWAS) Regulators Association.

The 5<sup>th</sup> ESAWAS peer review of the water services regulatory system in Lesotho was carried out in partial fulfilment of the objectives of ESAWAS. The first objective is to build the capacity of members in water supply and sanitation regulation, and to promote information sharing through the facilitation of information sharing and skills training at national, regional and international levels.

The second one is to increase regional and regulatory cooperation through the identification of best practices to improve effectiveness of water supply and sanitation regulation in the region. It is argued that the evaluation of such a system should take into account three interrelated issues of regulatory governance, regulatory substance and regulatory impact.

Regulatory governance in the water sector is very important as it seeks to ensure that utilities are rewarded sufficiently, but not excessively, without

yielding to undue pressure to reduce prices.

Regulatory substance, assesses the tariff setting methods and practices, addresses issues pertaining to quality of service and pro-poor issues of access. The key parameters that are important under regulatory substance are quality of service, financial viability and efficiency of regulated utility, as well as affordability and equity.

Regulatory impact is a consequence of regulatory governance and regulatory substance. Regulatory impact assesses whether regulation has facilitated the provision of effective services in a reliable and cost containing manner. It also looks at the operational viability of the water utility and whether there are new investments and efforts to increase access to services.

Through an exploratory approach ESAWAS used an arranged discussion in terms of prepared diagnostic checklists and identified areas for discussion. ESAWAS obtained the principal documentation such as policy documents, relevant legislation, licences, methods used and guidelines from LEWA. A list of the relevant issues was prepared (diagnostic sheets) and an agenda of the key issues to be covered was provided for each meeting with stakeholders.



- > LEWA management presented on various functions as they pertain to water regulation. Stakeholders who took part in the exercise included Water and Sewerage Company (WASCO), the media and consumers. The findings of the exercise were to be discussed at ESAWAS conference and AGM in Zambia in November 2017.
- The following institutions are ESAWAS members responsible for water and sanitation services regulation in their respective countries:
- Conselho de Regulação de Águas (CRA), Mozambique;
  - Energy and Water Utilities Regulatory Authority (EWURA), Tanzania;
  - Water Services Regulatory Board (WASREB), Kenya;
  - Lesotho Electricity and Water Authority (LEWA), Lesotho;
  - National Water Supply and Sanitation Council (NWASCO), Zambia;
  - Rwanda Utilities Regulatory Agency (RURA), Rwanda;
  - Agency for Regulation of Water Supply, Electricity and Mines (AREEM), Burundi; and
  - Zanzibar Utilities Regulatory Authority (ZURA)- Zanzibar, Tanzania.



**We rely on electricity to get on with our daily lives.** From the moment we wake up right through the day and down to sleeping time, electricity plays a big part in our day-to-day living. Hence, it is no surprise that when something becomes so familiar, we tend to forget how powerful and **dangerous** it can potentially be.



**Lesotho Electricity and Water Authority**  
has mandate to ensure safety of the public in relation to electricity supply and usage.