

LEWANEWS

The newsletter of the Lesotho Electricity and Water Authority

COVER STORY:

LEWA establishes
Stakeholder Forum
Groups **13**



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14 Mediation as an Alternative Dispute Resolution Mechanism



Concerned about urban
Water Quality?
As well as...

- *connection quotations • connections*
- *disconnections • reconnections • network disruptions?*

The Authority has developed urban water and sewerage services regulatory instruments. Of these instruments, the Urban Water Quality of Service and Supply Standards (QoSSS). This sets out minimum service and quality standards for the Water and Sewerage Company (WASCO). WASCO has undertaken to implement QoSSS provisions with effect from October 2013.

*In pursuit of quality service delivery
of urban water and sewerage.*



LEWANEWS

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Dear readers,

Let me welcome you once again to this edition of the quarterly Lesotho Electricity and Water Authority (LEWA) newsletter.


In this edition we look at LEWA's participation in the 14th African Forum for Utility Regulators (AFUR) Annual AFUR Conference which was held in Kigali, Rwanda in November 2017. This event proved useful in crafting a way forward for AFUR members, to promote sustainable service delivery in the context of good governance in the regulated sectors in their respective countries.

In a similar vein we look at the other conferences hosted by the regional regulatory bodies in the region in which the Authority took part. These are the 14th Annual Conference of the Regional Electricity Regulators Association of Southern Africa (RERA) which took place in Livingstone, Zambia, and the 5th East and Southern Africa Water and Sanitation (ESAWAS) Regulators Association Annual Conference, also held in Livingstone, Zambia, in October-November 2017.

Remarks by the Chief Executive

The RERA conference was on regulating to enhance energy diversification for increased access and security of supply. The ESAWAS Conference discussed importance of water integrity in the quest to attain the Sustainable Development Goal (SDGs) No.6.

Matters related to safety from electricity hazards which is very important for avoiding risks and injuries which can occur to users are outlined. A constant education drive on the conditions for supply, disconnection and reconnection of electricity supply and water services is made. The rights and obligations of consumers in the regulated electricity, water and sewerage services sectors as well customer complaints resolution mechanism of mediation are also featured.

One of the most important public awareness issues that LEWA addressed during the quarter was the establishment of Stakeholder Forum Groups in the districts of Lesotho. One of the key functions of these groups is to assist in building strong relations between the Authority, the service providers and customers by amongst other things, being a watch dog on quality of service delivery. LEWA intends to communicate regularly with these structure on regulatory processes such as tariffs and others, to bring about an improved understanding of the process as well as helping to identify customer needs and bringing them to LEWA's attention, just mention a few. Frequently asked questions and pertinent answers on LEWA functions are dealt with 

Lebohang K. Moleko (Professor)
Chief Executive



LEWA participates in AFUR Conference

From the 20th to 24th November 2017, the Lesotho Electricity and Water Authority (LEWA) attended the 14th African Forum for Utility Regulators (AFUR) Annual Conference in Rwanda, Kigali.

The conference which was hosted by Rwanda Utilities Regulatory Authority (RURA), was themed, 'Regulatory Actions for Accelerating Sustainable Utility Services in Africa'.

The purpose of the conference was to set a context for debates on how regulatory policy and actions can help meet public policy challenges.

The conference was intended to provide a forum for members to think beyond short-term regulatory plans by stressing the need for exercising relevant regulatory actions in support of growth and social welfare.

The conference, thus, highlighted that the emergence of regulators in promoting better provision of utility services was an important development indicator for public governance in Africa.

At this event, Professor Lebohang Moleko, Chief Executive of LEWA, chaired the 15th Annual General Assembly. The Authority always endeavours to ensure that it collaborates with its international partners to enhance its regulatory information sharing.

The conference was also attended by delegates from other African member states, who presented various abstracts on development issues to be taken into consideration for the future in utility regulation.

An overarching theme around the presentations was on the promotion of sustainable development practices in utility regulation. The conference also highlighted the need for regulators to promote better provision of utility services in Africa.

LEWA representation to this event was led by the Chief Executive, Professor Lebohang Moleko, who was accompanied by three departmental heads Messrs. Falla Seboko, Monti Ntlopo and Paseka Khetsi. Debbie Roets, AFUR's Executive Secretary, was facilitating all the proceedings of the conference □



Musoni gives opening remarks during the conference.

Safety from electricity hazards very important

The aspect of safety from electricity hazards is a priority that cannot be negotiated. The need to embrace safety is even enshrined in the Authority's founding legislation. In terms of the LEA Act, 2002, as amended, LEWA must ensure the operation and development of a safe, efficient and economic electricity sector.

Safety cannot be compromised such that there should be zero tolerance towards negligence or lack

of it. Staying away from dangerous activities offers immeasurable peace of mind. It is the responsibility of every consumer to ensure that safety of his or her household electricity appliances is prioritised.

In as much as electricity makes people's lives easier, we should also take note that it is dangerous when used inappropriately. Therefore, we all have to exercise caution when using electricity. Some of the frequent, safety mistakes that consumers should avoid

5

REACHING TO SAFETY: Use Extension Cords Properly

Roughly **3,300 home fires** originate in extension cords each year, **killing 50 people and injuring 270 more**. Extension cords can overheat and cause fires when used improperly, so keep these important tips in mind to **protect your home and workplace**.

- DON'T** attempt to plug extension cords into one another.
- Make sure extension cords are **properly rated** for their intended use, indoor or outdoor, and **meet or exceed the power needs** of the appliance or device being used.
- Do **NOT** overload extension cords.
- Inspect cords for **DAMAGE** before use. Check for **cracked or frayed sockets**, loose or bare wires, and loose connections.
- Do **NOT** run through walls, doorways, ceilings or floors. If cord is covered, heat cannot escape, which may result in a **FIRE HAZARD**.
- Buy only cords that have been **approved** by an independent testing laboratory.
- Keep all **outdoor extension cords** clear of snow and standing water.
- A heavy reliance on **extension cords** is an indication that you have too few outlets to address your needs. Have **additional outlets installed** where you need them.
- Do **NOT** nail or staple electrical cords to walls or baseboards.
- NEVER** use three-prong plugs with outlets that only have two slots. **Never cut off the ground pin to force a fit**, which could lead to electric shock.
- Do **NOT** substitute **extension cords** for permanent wiring.
- DO NOT** use an extension cord or a power strip with heaters or fans, which could cause cords to overheat and result in a fire.



4 are described below.

General tips:

Electrical panels, fuses, and outlets:

- If a fuse blows, turn off all appliances and lights that are on the circuit before changing the fuse.
- Use a flashlight or torch. Don't try to replace a fuse in the dark.
- Replace a fuse with another that has an identical rating.
- Loose fuses can overheat. If you have plug-type fuses, you should periodically check to make sure they are snug.
- Never replace a fuse with a coin or other metal object.
- Use ground fault circuit interrupters on all outlets located outdoors.

Cords, extension cords, and plugs:

- Pull the plug, not the cord, when disconnecting an electrical device.
- Never remove a plug when your hands are wet, or if you are touching a metal object.
- The third prong of a plug exists for safety reasons. Do not break it off or bypass it. Use only three-pronged extension cords outdoors.
- Keep cords away from sources of heat and water.
- Cords and plugs that show signs of wear or damage need to be replaced. Stop using them immediately.
- Do not place a cord under a carpet, through a doorway, or anywhere that it could be stepped on.

Electrical devices, appliances, and power tools:

- Unplug the toaster before forcing out the stuck toast.
- Unplug your electrical gadgets when they are not in use.
- Keep your electrical devices away from sources of water.
- If you use an electric lawnmower, only cut the grass when it is dry and never when it is raining. □



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.

Conditions for supply, disconnection and reconnections of electricity and water services

Customer connection to services delivered by the Water and Sewerage Company (WASCO) and the Lesotho Electricity Company (LEC) are subject to provisions of regulatory instruments.

Regulatory instruments are there to ensure that a mutual understanding is achieved between service providers and consumers in so far as the required standards of service should be observed.

In terms of the Quality of Service and Supply Standards (QOSSS), urban water, sewerage and electricity supply services may be disconnected by either WASCO or LEC for various reasons. These reasons amongst others things, are outlined below.

In the case of non-payment of water accounts:

- WASCO shall give a customer two (2) days' written notice prior to disconnection being made;
- No disconnection shall be effected at least until ten (10) working days after the due date for the payment of the account have passed;
- Disconnections shall be carried out during morning hours, to allow for reconnections to be made in the afternoon, after due payments have been made;
- Disconnections shall not be carried out over the weekends, public holidays or Fridays; and
- Reconnections shall be effected as promptly as possible, and not later than the first working day

after the reconnection fee has been paid.

In the case of tampering or illegal connections:

- Disconnections shall be effected immediately without any notice being made to the customer after WASCO has discovered, or noticed and verified an illegal connection or tampering; and
- Reconnections shall be made no later than two (2) working days after all applicable fees due have been paid and all the necessary repairs had been done to standard.

In the case of non-payment of accounts and non-adherence to electricity service standards the following conditions apply:

- 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 being effected
- Disconnection may be effected due to hazardous use of electrical appliances. Reconnection in this regard should be completed within a day after the situation has been rectified.

In the case of complaints regarding provision of services, consumers must first lodge them at the service provider, either LEC or WASCO in writing □



Water is life!

Therefore, water disconnection will not be carried out over the weekends, public holidays or Fridays.

Frequently asked questions on LEWA mandate and functions

Consumers normally ask themselves a series of questions that which, they do not have answers to. The Authority has compiled a list of such questions and answers so as to foster an understanding of LEWA's business. The Authority is driven by the quest to attain transparency, excellent civic education and admirable status in utility regulation. The list is however not exhaustive.

Question: What is LEWA?

Answer: LEWA stands for, Lesotho Electricity and Water Authority. It was established under Lesotho Electricity Act NO.12 of 2002, as amended.

Question: What LEWA's mandate?

Answer: Lesotho Electricity and Water Authority (LEWA) regulates electricity, urban water and sewerage services of the licensees. In carrying out its mandate, the Authority amongst other functions, undertakes the following:

- Issuance of Licences to regulated entities and potential Investors who may want to enter into any of the regulated business segments as prescribed in the LEA Act 2012 as amended;
- Determination of electricity, urban water and sewerage services tariffs;
- Setting Quality of Service and Supply Standards (QOSSS) for electricity, urban water and, sewerage services and monitoring of licensees' compliance to QOSSS; and
- Resolution of disputes between licence holders and their customers.

Question: Is the LEWA able to intervene where licensees that is the Lesotho Electricity Company (LEC) and Water and Sewerage Company (WASCO) offer some unsatisfactory service to customers?

Answer: The LEWA resolves complaints/queries that have been lodged with it. In short, the subject matter of the complaint must be in line with a given criteria which are: Licence conditions, the LEA Act

2002 as amended, the electricity and urban water and sewerage sectors Quality of service and supply standards. Furthermore, the complaint must have first been lodged with the concerned licensee for resolution. It is only after exhausting all possible remedies by the Licensees may they come to the Authority for intervention.

Question: Does the Authority regulate electricity and water prices?

Answer: Yes, the LEWA has been mandated to regulate prices, but has to do so within the perimeters of its founding legislation. It must ensure that the prices are such that they cover the costs licensees incur when providing service to customers on the one hand whilst ensuring that the same are affordable to consumers on the other. The Authority has held public consultations every time it received applications by LEC for a tariff review since 2007 to ensure transparency in its decision.

Question: What segments or components of the electricity and urban water and sewerage sectors are included in the regulators oversight role. Put differently, does the regulator exercise control over the whole electricity and urban water and sewerage sectors or only parts of it, and if so, what parts?

Answer: With respect to electricity the Authority regulates generation, transmission, distribution, supply, import and export of electricity and the conditions are outlined in the Composite Licence issued to the LEC.

With respect to urban water and sewerage services the Authority regulates production, treatment, transmission, distribution and supply of water and the storage of water for purposes of treatment, distribution or onward supply, delivery of water to trunk main pipe lines and the treatment and disposal of sewage. These activities are currently provided by WASCO under a composite licence issued by the Authority.



Question: Who sets the Quality of Service and Supply Standards (QOSSS) in Lesotho?

Answer: It is the LEWA which sets the QOSSS in Lesotho. The present QOSSS were approved by the LEWA Board after a consultative process with electricity, water and sewerage services sectors stakeholders. The electricity and urban water and sewerage QOSSS are public documents and can be accessed from the website (www.lewa.org.ls). All licensed entities are expected to implement the standards.

Question: How do I lodge a complaint to LEWA?

Answer: As a customer, you first have to lodge your

complaint with either LEC or WASCO in writing. You therefore have to wait for a period of two weeks to allow for the time for your complaint to be attended to.

If then, LEC or WASCO has resolved your complaint but you are still not satisfied by its outcome, or a period of 10 working days has passed without any response, LEWA can be approached for remedies. The Complainant must attach same complaint letter as the one handed to service provider. From there, LEWA will make its independent investigations into your complaint with a view to resolving it ☐

Are you **interested**
to know more
about the
Lesotho Electricity
Authority?

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And read our newsletters!



14th Annual Conference of RERA held

The Lesotho Electricity and Water Authority (LEWA) took part in the 14th Annual Conference of the Regional Electricity Association of Southern Africa (RERA) themed, *regulating to enhance energy diversification for increased access and security of supply*, was held in Livingstone, Zambia from 26th November to 01 December 2017.

The objective of the Conference was to provide a forum for regulators, industry leaders, development partners, policy makers, power utilities, investors, financiers and other stakeholders in the Southern African Development Community (SADC) region and other parts of the world to network and exchange information on pertinent electricity supply industry (ESI) issues.

In his opening remarks, Zambia's Minister of Energy Mr. David Mabumba observed that, regulation was pivotal in the diversification of energy sources for security of supply, adding that he hoped that a regional regulatory authority would be established to help widen the market for energy investment. He also noted that RERA Member regulators had to consider implementing ways to helping poorest of the poor tariffs whilst exploring ways of implementing in general cost reflective tariff levels.

Mr. Mabumba further stated that in the SADC region, electricity connection costs were a barrier to access by rural people and the problem should be resolved. He urged participants from RERA Member States to explore their competitive advantages and have regional perspective to energy projects.

"In that way through collaborative initiatives, the development of the SADC Electricity Supply Industry (ESI) would be facilitated", Mr. Mabumba added.

On behalf of SADC Secretariat, Energy Advisor Mr. Moses Ntlamelle said that, SADC had a commitment to continue supporting RERA so the Association could achieve its key objectives. Mr. Ntlamelle further observed that the SADC Ministers of Energy supported

the attainment of cost reflective tariffs in the region, SADC power projects, pro-poor initiatives because they encouraged private investment in energy projects.

The RERA Chairperson, Engineer Gloria Magombo of Zimbabwe Energy Regulatory Authority (ZERA), observed that RERA Members were faced with a problem of ensuring that energy services were accessed by all including poorest of the poor. To address this matter, she pointed out, the region must strive for the attainment of the United Nations Sustainable Development Goals (SDGs) in energy within the context of collaboration and standardisation.

The Conference's sub-themes were focused on amongst other things, energy as a catalyst for regional economic transformation, energy security in the SADC region, evolving electricity markets and technological innovations.

On energy as a catalyst for regional economic transformation, the Conference observed that root causes of the ills in most countries is that electricity utilities have little capital and are not able to increase investment. To remedy this, Conference suggested, regulators must be fair, establish clear rules and adhere to them. It was also recommended that long term agreements on trade should be flexible and responsive to the changing environment within the region and abroad.

Energy security in the SADC region was also discussed. On this sub-theme, it was noted that in the region power generation mix is dominated by coal which is followed by hydro.

The region has recently moved out of regular load shedding although some individual countries still have power deficits. South Africa is a major contributor with 50,774 MW of the regional total installed capacity of 62,343. In 2016 there were 16 power generation projects which were commissioned with a combined capacity of 4,180 MW. Of the 4,180 MW, independent



> power producers (IPPs) constituted 54% (2,236 MW) of the total. New generation projects with the combined capacity of 3,672 MW were expected to be commissioned in 2017.

Regarding the benefits of technological innovations to evolving electricity markets, it was observed that, amongst other things, integrating significant renewable energy (RE) generation technology into the transmission system of electricity grids was technically feasible, though economic and institutional barriers could hinder its uptake.

The possible solutions to challenges of integrating partially dischargeable RE technologies include increased generation flexibility, demand side measures, electrical energy storage and operational methods and introduction of smart grid technology. Smart grid technology must be employed to allow national electrical delivery systems to maximise throughput of the system while reducing the energy consumption by using digital technology.

At the close of the Conference, Professor Lebohang Moleko, the Chief Executive of LEWA, passed the vote of thanks on behalf of RERA Members. He thanked the Government of Zambia and Energy Regulation Board (ERB) for organising a successful event. He also observed the role played by the RERA Secretariat, sponsors of the event, Members of RERA and other participants in the successful holding of the Conference.

The major objectives of RERA are as follows:

- Fostering capacity building, information sharing and experience sharing (among regulators);
- Enhancing regional regulatory co-operation on issues affecting the economic efficiency of regional electricity trade; and
- Harmonising regulatory frameworks that will enhance the viability of the regional electricity industry and regional electricity trade, and facilitate regional Electricity Sector Industry (ESI) systems integration □



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.

Water integrity, SDG-6 discussed at ESAWAS Annual Conference

The East and Southern Africa Water and Sanitation (ESAWAS) Regulators Association held its 11th Annual Conference from 01 to 02 November 2017, in Livingstone, Zambia. The Conference was held under the theme *'Water Integrity and SDG6-designing appropriate regulation'*.

The Conference was officially opened by the Zambia Minister of Water Development, Sanitation and Environmental Protection, Mr. Lloyd Kaziya. Mr. Kaziya commended ESAWAS for seeking to promote regional information sharing and capacity building.

He reminded the delegates that the member countries of the Southern African Development Community (SADC) namely, Botswana, Malawi, Zimbabwe and Angola had started the processes of establishing water and sanitation regulators. Such developments, Mr. Kaziya added, would increase accountability and improve service delivery in the region.

Mr. Kaziya lauded the Conference's theme and highlighted the need for stakeholders to play their roles in fostering transparency, accountability and public participation in the water sector as the three constitute the pillars of water integrity.

"Without integrity water becomes inaccessible, unaffordable and undrinkable hence it is opportune to foster water integrity as a means to improving service delivery and thereby also achieving the United Nations Sustainable Development Goal (SDG) No.6 in particular which relates to ensure availability and sustainable management of water and sanitation for all", Mr. Kaziya added. He urged ESAWAS to develop regulatory tools to regulate water services because quality water services are fundamental human development.

The Mayor of the City of Livingstone, Mr Eugene Mapuwo in his welcome remarks, implored participants to take time to enjoy the tourism capital

of Zambia and reemphasized the importance of the Conference theme as a rallying call for improving service delivery.

Zambia's National Water and Sanitation Council (NWASCO) Director, Mr Kelvin Chitumbo, in his remarks, thanked all the participants for taking time to attend the conference.

The ESAWAS Chairperson, Mr Magalhaes Miguel also gave a history of ESAWAS' growth noting that the first meeting of the Association was held in Livingstone in 2007. He also emphasised that the theme was specifically chosen at a time when respective countries were putting in place measures to achieve the SDGs and hence the aspect of water integrity needed to be incorporated so as to safeguard improved and accelerated water supply and sanitation service delivery.

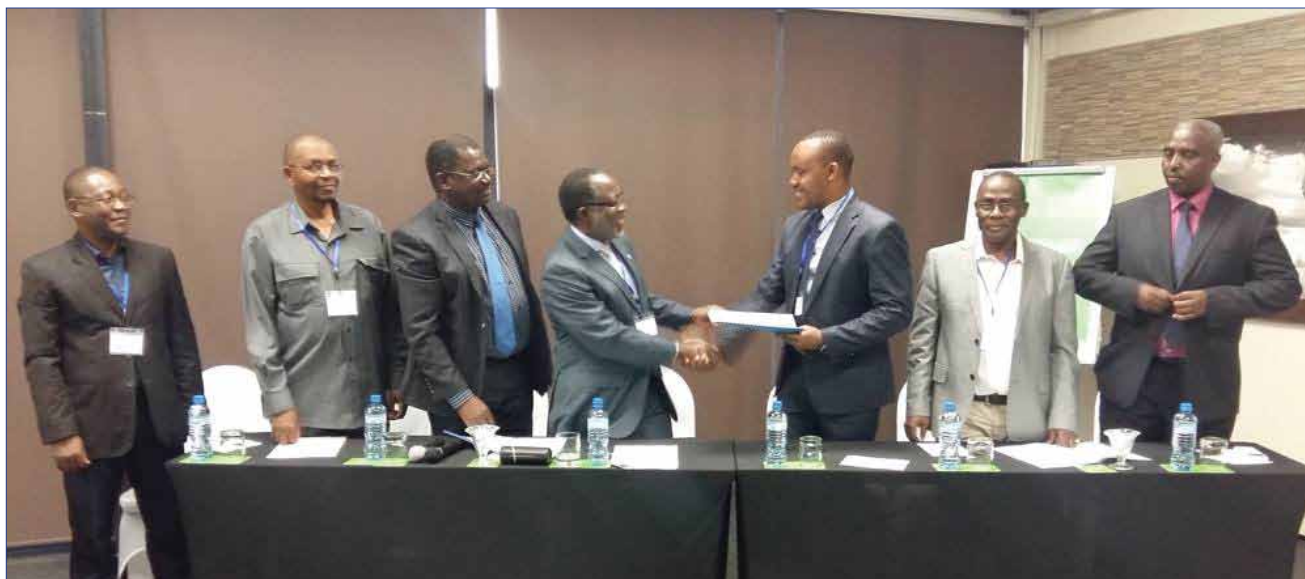
The Acting Permanent Secretary in the Zambian Ministry of Water, Mr Kenneth Nundwe, in his remarks referred to a quote by Paul Watson saying "if you had told me 30 years ago that we would be buying water in bottles and paying more than fuel, I would have said you were completely out of your mind".

Mr. Nundwe wondered what could have gone wrong in the water sector such that tap water was no longer drinkable. He therefore urged regulators to look closely into this aspect as part of the deliberations.

The Conference deliberations entailed a key note presentation by Mr Hakan Tropp, Board Member of Water Integrity Network (WIN), who gave a stimulating overview of the need for water integrity.

Other organisations whose representative presented included, Water and Sewerage Company (WASCO) of Lesotho, water utilities from the cities of Dar es Salaam (Tanzania) and Lusaka Zambia), African Ministers Council on Water (AMCOW), WIN, NWASCO, Water Aid,





Caption??

> African Civil Society Network on Water and Sanitation (ANEWS), African Organisation of Supreme Audit Institutions (AFROSAI), Combined Harare Residents Association and Action for Water. Other presenters were from the African Forum for Utility Regulation (AFUR) and the Climate Resilience Infrastructure Development Facility (CRIDF).

Key issues from the Conference included the need for water integrity teams/committees within institutions; change management to foster integrity; collaboration among regulators, utilities, consumer associations and other enforcement agencies such as anti-corruption and auditor general; and monitoring Utilities through appropriate indicators for integrity and governance.

ESAWAS has been established to promote regional cooperation in water. The Association started with five members but now has grown to eight. The member regulators have taken five peer review exercise with the last one being held in Maseru in August 2017.

Participants to the Conference came from 45 different institutions attended the Conference which was hosted by the National Water Supply and Sanitation Council (NWASCO) and supported by German aid organisation GIZ and Water International Network WIN. Participants were from Lesotho, Mozambique, Tanzania, Kenya, Rwanda, Burundi, Botswana, Malawi,

Zimbabwe, Germany, South Africa and Palestine.

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 □

LEWA establishes stakeholder forum groups

The Lesotho Electricity and Water Authority (LEWA) has again embarked on initiatives to meet with its stakeholders at district levels. The aim of this initiative is to raise brand awareness of the LEWA, inform its stakeholders on its regulatory mandate and maintain a presence in the districts.

To this effect LEWA convened district stakeholder forum meetings whose aim was to enhance stakeholders' awareness of key regulatory processes such as tariffs determination, QOSSS provision and complaints resolution.

At the end of December, the districts of Maseru, Berea, Mafeteng and Mphahle's Hoek had formed such committees. Subsequent to this, LEWA will also establish the same committees across ten districts of the country.

The main objectives of establishing the Committees

include, assisting in building strong relations between the Authority, service providers and customers. One way of doing this would be by being a watch dog on quality of service delivery.

LEWA will also regularly communicate with these structure on regulatory processes such as tariffs and others to bring about improved understanding of the process as well as help identify customer needs and bring them to LEWA's attention. The membership is voluntary.

Members of the public from all walks of life were invited to meetings so as to form a well-balanced representative committee of the district.

Representation was inclusive of chiefs, media, head of departments, local and district council, district administrator, business people and of the public ☐



Caption??

Mediation as an alternative dispute resolution mechanism

The Lesotho Electricity and Water Authority (LEWA) is mandated in terms of the Lesotho Electricity Authority Act no.12 of 2002, as amended, to resolve customer complaints that have not been resolved by regulated the service providers, being Lesotho Electricity Company (LEC) or Water and Sewerage Company (WASCO).

It is incumbent upon the Authority to ensure that complaints are resolved effectively, expeditiously and efficiently. In so doing, the needs, interests and rights of the concerned parties are taken into account. To achieve this, the Authority uses mediation, amongst others, as a means of resolving customer complaints.

The process has been found appropriate to be engaged by LEWA simply because the interests of the customers and those of the service providers would be at stake and needs to be addressed, and that the relationship between the parties needs to be preserved and enhanced.

Mediation refers to a form of alternative dispute resolution (ADR) in which the parties (complainants and the licensees) meet with a neutral third-party (LEWA) in an effort to settle complaints. The third-party is called a mediator. The mediator listen cautiously to

the parties and assist them to come to understand each other's viewpoint regarding the complaint at hand, and then facilitates the negotiation of a voluntary resolution to the matter.

The purpose of mediation is to assist the parties to come to an amicable solution between themselves. The mediator does not impose any decisions to the parties, but rather directs the process towards resolving the complaint. This dispute resolution mechanism is done at no cost to the parties and hence the parties are not encouraged to engage legal representatives, but at the same time, parties are not denied their right to engage legal representatives.

In cases where the parties arrive at an amicable resolution, the parties are bound by the outcomes of the agreement and the matter is considered closed by the Authority. On the other hand, it may happen that parties reach a deadlock, and in such cases, the matter is escalated to the Board of the Authority for final determination.

The decision of the Board is binding upon the parties, but any party who feels prejudiced by the decision, may approach the courts of law for review of the decision of the Board ☐



Without mediation, usually relations collapse.