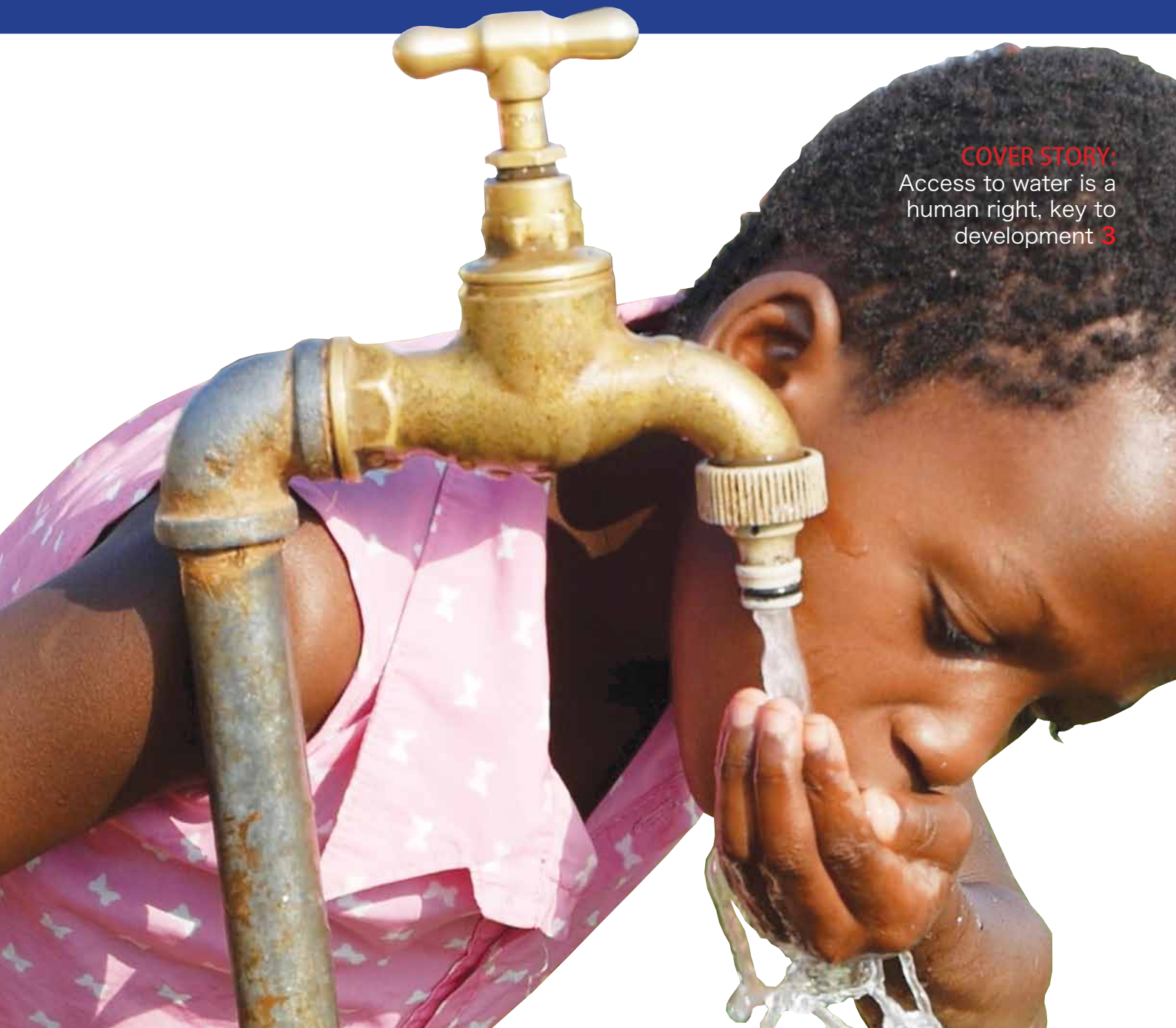


# LEWANEWS

The newsletter of the Lesotho Electricity and Water Authority



**COVER STORY:**  
Access to water is a  
human right, key to  
development **3**

## ALSO IN THIS ISSUE...

**4** The importance  
of renewable energy  
in Lesotho electricity  
supply mix

**10** Concerns on service  
provision in the ESI  
and UWSS from  
stakeholder interactions

**13** LEWA chairs AFUR's  
committee water and  
sanitation



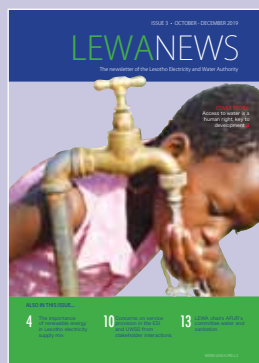
## How much do you know about LEWA?

Mainly through the Consumer Affairs and Communication Department, the Lesotho Electricity and Water Authority (LEWA) consistently pursues sustainable empowerment of stakeholders in the regulation of electricity and urban water and sewerage services. To this end, various efforts at communicating with the public using different means, such as electronic and print media are undertaken.

**For more information**, please contact Lesotho Electricity & Water Authority at:

7 Floor, Moposo House, Kingsway, Maseru, Lesotho

Tel: +266 22 312479 Fax: +266 22 315094 Email: [secretary@lewa.org.ls](mailto:secretary@lewa.org.ls) Website: [www.lewa.org.ls](http://www.lewa.org.ls)



## LEWANEWS

LESOTHO  
ELECTRICITY & WATER  
AUTHORITY

7 Floor, Moposo House, Kingsway  
Private Bag A315 • Maseru  
Maseru • Lesotho  
Tel: +266 22312479  
Fax: +266 22315094  
E-mail: [secretary@lewa.org.ls](mailto:secretary@lewa.org.ls)  
Website: [www.lewa.org.ls](http://www.lewa.org.ls)

CHIEF EXECUTIVE OFFICER  
**Motlatsi Ramafole**  
Email: [MRamafole@lewa.org.ls](mailto:MRamafole@lewa.org.ls)

CUSTOMER AFFAIRS MANAGER  
**Shao Khatala**  
Email: [skhatala@lewa.org.ls](mailto:skhatala@lewa.org.ls)

PUBLIC RELATIONS OFFICER  
**Sebusi Khanyela**  
Email: [skhanyela@lewa.org.ls](mailto:skhanyela@lewa.org.ls)

LEWA NEWS is the newsletter of the Lesotho Electricity and Water Authority. It is published in English and Sesotho. It is distributed free of charge to stakeholders.

The opinions expressed in it are not necessarily those of LEWA and the inclusion of an advertisement implies no endorsement of any kind by LEWA. The contents of the publication may be reproduced free of charge on condition that acknowledgement is given to LEWA NEWS.

Please allow some time from receipt of LEWA NEWS for additions to, deletions from or changes in the mailing/distribution list.

Copyright © LEWANEWS 2019

# CONTENTS

## MESSAGE FROM CHIEF EXECUTIVE

This newsletter includes efficient ways of disposing sewage 2

## ACCESS TO WATER

is a human right, key to development 3

## THE IMPORTANCE OF RENEWABLE ENERGY

in Lesotho electricity supply mix 4

## MINIMUM STANDARDS FOR WASCO'S

metering, vending stations, tampering and disconnections 5

## A GLANCE AT SOME OF THE PERSISTENT

Lesotho urban water supply challenges 7

## CONCERNS ON SERVICE PROVISION

in the ESI and UWSS from stakeholder interactions 10

## LEWA WELCOMES

the new Chief Executive 12

## LEWA CHAIRS AFUR'S

water and sanitation committee 13





## Remarks by the Chief Executive

Industry (ESI) and the Urban Water and Sewerage Services (UWSS) subsector. Amongst the featured topics include the importance of investing in the renewable energy for sustainable development. This edition also covers minimum standards for Water and Sewerage Company's (WASCO) prepayment metering customers and standards for the provision of vending stations and disconnections for tampering.

Focus is also placed on the precarious urban water security situation faced by customers in the Lowlands of the country.


It was during the reporting period that the Authority also bid farewell to the former Chief Executive Prof. Lebohang Moleko, and simultaneously welcomed me as the new Chief Executive.

Dear readers,

I extend my warm welcome to each one of you in this third edition of our newsletter. The period covered by this publication (October to December, 2019) is the last but one of the Financial Year 2019/20. It is, therefore, important that we continue our commitment to maintaining a healthy cooperation and collaboration with our readers.

This newsletter contains a range of topics that are meant to inform and educate you on some of the developments in the regulated Electricity Supply

Public concerns on service provision throughout the country in the ESI and UWSS subsector have been reported in detail.

You may also access the electronic version of this newsletter at [www.lewa.org.ls](http://www.lewa.org.ls) 

**Motlatsi Ramafole (Mr.)**  
Chief Executive



## Access to water is a human right, key to development



Water is life.

One of the most pressing global development issues faced by relevant institutions such as governments is facilitating public access to drinking water and sanitation services. According to the United Nations' Human Rights and Business Report (2009), water is, amongst other things, necessary for human survival, maintenance of life, production of food and hygiene purposes.

### Access to water as a human right

According to the Transformation Resources Centre's (TRC) 2013 newsletter, access to water is internationally recognised as a human right.

Access to water services may be defined in terms of everyone having a right to sufficient, safe, acceptable, physically accessible and affordable water for both personal and domestic purposes.

The above definition emphasises that people must have access to water in order to satisfy their needs. Further, it implies that the costs of acquiring water

must not be so high that it affects the enjoyment of other rights. In other words, water services must be affordable.

As already noted the normative content of human rights to water and sanitation includes its availability, accessibility, quality, affordability and acceptability. The above parameters provide some reference on the aspects that a country must focus on to improve provision of water in a sustainable manner.

### Some of the context within which access to water is important

Lesotho, as a member of the United Nations (UN) has made progress in terms of formulating legislation and policy geared towards the promotion of access to safe drinking water. For instance, at the regulatory level, Section 21 of the Lesotho Electricity Act No.12 of 2002 as amended, provides that the Lesotho Electricity and Water Authority (LEWA) must promote access to supply of potable water and basic sewerage services in a sustainable manner.

LEWA is a member of the Eastern and Southern Africa Water Sanitation (ESAWAS) Regulators' Association, whose members seek to play a greater role in the realisation of the UN's Sustainable Development Goal no.6 (SDG 6) on water and sanitation. SDG 6 is one of 17 SDGs established by the UN member states in 2015. It calls for enhancement of endeavours in promoting public access to clean water and sanitation. The official slogan is: *"Ensure availability and sustainable management of water and sanitation for all"*.

LEWA in collaboration with the main urban water sector utility, the Water and Sewerage Company (WASCO) has developed the Urban Water Quality of Service and Supply Standards (QOSSS). Amongst other things, the standards set out the minimum levels within which WASCO has to provide services to customers, the time for WASCO to make water and sewer connections, the procedure for disconnecting

customers, the frequency of meter readings, the parameters for good water pressure and quality.

QOSSS provisions also encourage WASCO to undertake all measures necessary to guarantee a maximum supply of potable water to all service areas in line with the set minimum standard of 18 hours per day. A full document on the standards may be obtained from the LEWA website at the following link: [www.lewa.org.ls/standards/standards/LEWA\\_URBAN\\_WATER\\_QUALITY\\_OF\\_SERVICE\\_AND\\_SUPPLY\\_STANDARDS\\_2013.pdf](http://www.lewa.org.ls/standards/standards/LEWA_URBAN_WATER_QUALITY_OF_SERVICE_AND_SUPPLY_STANDARDS_2013.pdf)

Whilst LEWA is committed to promoting improved access to water and sanitation, it is also imperative that other role players in the environmental, agricultural, health and relevant sectors join hands in protecting water resources and promoting water efficiency practices ▣

## The importance of renewable energy in Lesotho electricity supply mix

**W**ithout access to renewable energy (RE) sources, contemporary societies cannot embark on sustainable development. RE refers to energy sources that are replaced rapidly by a natural process such as power generated from the sun or from the wind. Renewable sources of energy include solar, wind, hydro, biomass and geothermal. Renewable energy comes from sources that do not run out (or rather, are renewable).

It is widely accepted that provision of access to modern renewable energy services should be one of the major goals of governments. The article briefly discusses how renewable energy can be beneficial to Lesotho. As a step towards that, the country's energy situation is briefly overviewed.

### Lesotho's Energy Background

According to the Department of Energy (DoE) Lesotho has a potential of producing 450MW of electricity from hydro sources and a further 100 MW from

solar. Almost 100% of locally produced electricity comes from hydro sources. Lesotho produces about 72 MW from the 'Muela hydropower station (MHP). The country's peak power, however, is well over 150MW and the shortfall is met through electricity imports from two foreign utilities, namely EDM of Mozambique and Eskom of South Africa. In order to meet the rural population basic needs of cooking and heating, the country also relies on biomass. Due to lack of proven fossil fuels sources such as oil, there is a huge dependency in the country on imported fossil fuels. Lesotho has, however, identified hydropower, wind generation, and solar power as potential RE sources to realising its renewable energy targets and goals.

### Lesotho Energy Policy 2015-2025 Position on RE

In terms of the Lesotho Energy Policy 2015-2025 the country aims to increase RE mix by 200 MW. Of this 200MW at least 40 MW must be from solar, in order to develop the uptake of solar power, improve energy



Clean energy generation with wind turbines.

efficiency, increase electricity coverage of households, and reduce traditional fuels consumption. The Policy further provides that the Government has to improve access to renewable energy services and technologies. Furthermore, the policy aims at helping increase access to modern energy for rural and decentralised areas and to reduce greenhouse gases (GHG) emissions from the energy sector.

Some of the strategies to be used to achieve the above objectives are the following:

- Phasing out the use of existing electric geysers from public buildings, commercial and residential sectors and replacing them with solar water heating systems and heat pump systems;
- Facilitating the establishment of Rural Energy Service Companies (RESCOs).
- Promoting the application of RE technologies to income-generating activities; and
- Developing a renewable energy programme to

support fuel substitution in different demand sectors.

Lesotho embraces the United Nations (UN) initiative on promoting sustainable energy for all. In support of the initiative, the Lesotho Electricity and Water Authority (LEWA) took part in Development of Cornerstone Public Policies and Institutional Capacities Project which is sponsored by the UN through Ministry of Energy and Meteorology (MEM). The SE4ALL project supports the development of on- and off-grid RE technologies and delivery services. The project also supports the transformation of local RE markets by identifying and implementing policies that catalyse investment in RE technologies.

### Opportunities

According to the Department of Energy, Lesotho could potentially produce 450 MW in hydropower and several hundred more MWs with wind power. However, only 17% of hydropower potential is being exploited, 96% of which is at the 'Muela Hydro-power plant and the rest from mini hydro-power plants at Mantsonyane, and Semonkong. Energy demand is growing and Lesotho has the potential to export renewable power.

### General Benefits of Renewable Energy

RE diversifies energy supply sources and lowers reliance on foreign energy sources. Using renewable energy enhances the protection of the environment. RE makes it cheaper to run a home, by installing solar panels or choosing a renewable energy provider. Use of RE may lower utility bills. As no greenhouse gases are emitted during its production, RE is an essential technology that mitigates negative social impacts on the environment and help reduce the effects of climate change.

For many years now, the costs of RE have been decreasing globally thanks to the development of new technologies, that improve their efficiency as well as the growing political support they received across the world given their many benefits. Currently, public opinion is in favour of clean energy and sustainable technologies ▣



## Minimum standards for WASCO'S metering, vending stations, tampering and disconnections

In collaboration with Water and Sewerage Company (WASCO), the Lesotho Electricity and Water Authority (LEWA) has issued the Urban Water Quality of Service and Supply Standards (QoSSS) for ease of monitoring service delivery to customers in the urban water and sewerage services.

In terms of the Urban Water QoSSS, there are minimum standards set for both credit and prepayment metering customers. However, in this article, the focus is on prepayment metering customers, minimum standards for provision of vending stations and minimum standards for tampering disconnections.

### Information sharing to prepayment customers

According to the composite license issued to WASCO and Section 50 of the Lesotho Electricity Authority Act No.12 of 2002 as amended, the Company is obliged to develop a code of practice for the prepayment customers. WASCO should further provide its customers with pertinent information regarding the provision of service for prepayment meters. The information should also be made available at the service centres for inspection by customers. Some of the information that needs to be made available to customers is listed below:

- The type of token to be used;
- How and where to purchase a token;
- Approved tariffs for prepayment customers at all levels (house connection/standpipes);
- Location and business hours of vending points;
- Contact details of mobile vendors;

- Location and business hours of WASCO's service centres;
- WASCO's telephone numbers including a toll-free number;
- The process for dealing with meter accuracy queries, fees charged for accuracy audits;
- Penalties applied in case of tampering;
- Supply standards for water quality and pressure at the supply point; and
- The accuracy limits of the water meter.

**Minimum standards for provision of vending stations**  
There are minimum standards regarding the provision of vending stations and tokens for yard connections. The licensee should at least provide one vending station/agent for a maximum of 1,000 prepayment customers' households. The distance between the vending station and the furthest household should not exceed 2 kilometres. WASCO is expected to have at least 10% backup of tokens similar to those distributed in the area.

The vending stations/agents should operate during normal working hours and from 09:00 to 13:00 on weekends and public holidays.

**Minimum Standards for tampering and disconnections**  
In terms of the minimum standards on disconnections, where there has been tampering, non-adherence to standards or illegal connections WASCO must disconnect such a customer without any warning. The reconnections shall be made no later than two working days after applicable fees have been settled and the necessary rectification have been done □





## A glance at some of the persistent Lesotho urban water supply challenges

Water shortage is becoming a serious public concern because of the El-Nino drought pattern.

**D**uring the last quarter of 2019, the Lesotho Urban Water and Sewerage Services (UWSS) subsector was in severe shortage of water supply due to the El-Nino drought pattern. Heat waves and erratic rainfalls depleted the country's water and, in some places led to the emergence of new livestock diseases.

According to Water and Sewerage Company (WASCO) 2019 was one of the worst years in terms of delivering on in its main business in the supply of reliable urban water to both urban and peri-urban dwellers. Drought negatively affected the company's financial stream as shortages of urban water supply resulted in low monthly bills to consumers based on consumption patterns.

"The Leribe and Butha-Buthe residents experienced the shortage of water supply since last year and most families had been relying on unprotected wells. "It was sad to see people suffering without us being able to help", said Mr Tieli Moleli, WASCO's Area Manager-Maputsoe.

The heightened water supply shortage made WASCO's customers express their dissatisfaction at public domains seeking short and long-term relief measures. For example, some Butha-Buthe town residents expressed their frustration over water supply shortages in a letter addressed to Lesotho Electricity and Water Authority (LEWA). In response, WASCO explained that its reservoirs were running short of water supply for households.

"We could only supply water constantly when it rained. We prioritised supplying hospitals and the correctional services with water. Streams, boreholes and rivers that we draw water from were almost empty", observed Mr Sepinare Lintši, WASCO Area Manager-Mokhotlong.

Customers informed LEWA that they were getting monthly consumption bills despite going several months without water supply. WASCO's Area Manager-Maputsoe, Mr Tieli Moleli noted that the reason for that might have been that some customers were being charged penalties for not settling previous consumption bills. He further advised that, those that had fully paid their bills but yet were billed should contact WASCO offices to find a solution to the problem.

Delayed rainfalls not only affected human beings but also livestock products, which unfortunately were lost due to an outbreak of diseases in the country. The Authority thus advises Basotho to use water sparingly at all times. The Ministry of Energy and Meteorology (MEM) indicated long beforehand that as a consequence of climate change, water supply would continually decline in the world. Consequently, Lesotho was unable to achieve adequate water supply security. Other reasons included fast-growing urban population, increasing water demand, and the topography of the country. Currently, the water sector stakeholders are working towards the full implementation of the Lesotho Lowlands Water Supply Scheme (LLWSS) project which is meant to alleviate the shortage of water supply in the lowlands of the country □



LEWA staff at the farewell of Professor Lebohang Moleko.

## LEWA staff bid farewell to the outgoing Chief Executive – Professor Lebohang Moleko

**T**he Lesotho Electricity and Water Authority (LEWA) bid farewell to Professor Lebohang Moleko on 1 November 2019 following his resignation as the Chief Executive of the Authority (LEWA)-the position he had held since June 2017.

As the chief accounting officer he amongst other functions ensured that LEWA discharged its mandate as stipulated in the founding legislation. He was also charged with the implementation of the Authority's Strategic Plan as well as its Annual Business Plans.

Professor Moleko has an illustrious professional background, the highlights of which include being appointed as Lesotho's Ambassador to the People's Republic of China in 1994. In 1999, he was transferred to Washington DC, as Lesotho's Ambassador to the United States of America (USA). From January 2002 to April 2005 he was the Ambassador and Permanent Representative of Lesotho to the United Nations, New York. Professor Moleko became the Deputy Special Representative (Assistant Secretary General Rank) of the Secretary General to the United Nations Mission to



Professor Moleko (right) bestowed gifts by Mr. Seboko.



Professor Moleko showing some of the gifts he received during his farewell party.

Ethiopia and Eritrea (UNMEE) from September 2006 to February 2009. Prior to serving at LEWA, Professor Moleko was the Chief Delegate of Lesotho in the Lesotho Highlands Water Commission (LHWC).

“Your esteemed leadership has not in a single day tainted the Authority’s image. LEWA is well known in the local and international regulatory forums such as the African Forum for Utility Regulators (AFUR) and Eastern and Southern Africa Water and Sanitation (ESAWAS) Regulators Association, to mention but a few. “The entire staff cherished and loved each moment we shared with you and we wish you all the best on your future endeavours”, said Mr Thuso Ntlama, the

Manager-Economic Regulation Department on behalf of staff.

Staff members described Professor Moleko as a good person who was meticulous in his work and that of others. They added that his sweet and noble personality would forever remain in their hearts.

For his part Professor Moleko expressed thanks for the unwavering support that the entire staff afforded him. He further explained that he had equally learned from each one of them and that they should continue to inspire others to undertake service delivery in an excellent manner □



## Concerns on service provision in the ESI and UWSS from stakeholder interactions



**T**he Lesotho Electricity and Water Authority (LEWA) embarked in a public awareness campaign that was meant to further raise and maintain awareness on its mandate in October and November 2019. This drive was meant to realise LEWA's commitment to maintaining sustainable customer-centricity stakeholder relationships in the 21st century.

The campaign which entailed holding public gatherings was attended by stakeholders who included chiefs, councillors, the public and church leaders. In all public

[Qacha's Nek stakeholders during LEWA's public meeting on service delivery.](#)

meetings, discussion topics included the approved Lesotho Electricity Company's (LEC) and Water and Sewerage Company (WASCO) 2019/20 tariffs and charges, LEWA complaints handling procedure and the Quality of Service and Supply Standards (QoSSS) in the Electricity Supply Industry (ESI) and the Urban Water Sewerage Services (UWSS) subsector.

Stakeholders and the public pointed out the of areas

where regulated utilities needed to improve on so as to deliver better services. The regulated entities, LEC and WASCO in turn, answered stakeholders' questions. Highlights of common questions on problems that were faced by stakeholders in the districts are as follows:

- **Theft and tampering with electricity and water infrastructure:** Stakeholders were advised to avoid illegal connections and to report those that did so. LEC advised its customers not to break meter seals because only the Company is responsible for servicing the meters when a need arises.
- WASCO's stakeholders were requested to maintain water meters and ensure that they are accessible at all times to enable readings to be taken. WASCO observed that it is only responsible for water leaks that are found along the infrastructure up to the meters.
- **Construction of buildings under powerlines:** LEC advised stakeholders and the public to avoid building houses under high voltage powerlines. It further advised that they should seek building permits from local councils. LEC also implored local councils not to issue illegal permits where electricity infrastructure existed. Stakeholders were further informed that should any life-threatening situation occur or damage to property, in the case of building constructed under powerlines, LEC would not be held responsible. Buildings should be at least eight (8) meters away from powerlines.
- **Compensation for damaged property:** Stakeholders and the public were informed that LEC could only compensate customers for items damaged as a result of its negligence and not as a result of natural disasters such as storms and lightning. Stakeholders were also made aware that LEC would not compensate customers for household items that were not wired properly. They should install power surges in order to protect their electrical appliances.
- **Delayed restoration of electricity, urban water and sewage services disruptions:** Stakeholders expressed a concern that LEC was slow to pay attention to low-hanging powerlines and to clear tree branches that encroach on high voltage lines. They also observed that LEC should make safety campaigns to alert its stakeholders on the dangers of electricity and safety measures. Stakeholders expressed their dissatisfaction regarding WASCO's late response on pipe bursts that negatively affected water supply. WASCO left uncovered manholes which endangered lives. Additionally, stakeholders expressed that WASCO must lay water pipes down to a knee's depth.
- **High demand of WASCO's services:** Stakeholders expressed their concern over unavailability of WASCO's services in other urban areas. WASCO explained that it was unable to offer services to other areas due to lack of funds for appropriate infrastructure that would enable sustainable and quality services.
- **Poor water services to customers in high lying areas:** WASCO explained it is unable to connect customers who reside at high/peak places. It further advised that in all possible ways, customers should avoid buying sites at such places as they pose challenges in the provision of water services. WASCO pointed out that most water pipes seen above the soil surface were exposed by the high rate of soil erosion as a result of the country's terrain and, poor residential planning.

Stakeholders expressed their appreciation to the Authority for listening to their concerns. They expressed hope that the same campaigns could happen at least twice a year. On the other hand, the Authority observed that it would do all to ensure that utilities delivered improved customer services. Stakeholders were further requested to alert the Authority of instances of poor service delivery and to engage with LEWA District Committee Members in their respective districts where possible ▢



LWA Chief Executive, Mr Motlatsi Ramafole.

## LEWA welcomes the new Chief Executive

**T**he Lesotho Electricity and Water Authority (LEWA) welcomed Mr. Motlatsi Ramafole as its new Chief Executive with effect from the 1st November 2019.

Mr. Ramafole holds Bachelor of Arts in Law (BA Law) and Bachelor of Laws (LL.B) Degree from the National University of Lesotho (NUL).

He carries a wealth of work experience, having commenced his career within the civil service in January 1993 as a Principal Crown Counsel in the Ministry of Law and Constitutional Affairs for a period of four years after which he was transferred to the Ministry of Foreign Affairs.

Within the Ministry of Foreign Affairs, Mr. Ramafole occupied the following positions: Director of Legal Affairs; Deputy Principal Secretary; Principal Secretary;

Ambassador and Permanent Representative of Lesotho to the Federal Democratic Republic of Ethiopia, the African Union (AU) and the United Nations Economic Commission for Africa (UNECA); and Ambassador and Permanent Representative of Lesotho to the UN.

At the end of his tour of duty, Mr. Ramafole served as the Government Secretary and Head of Lesotho's Civil Service.

Amongst others, Mr. Ramafole also served as a consultant on administration, management and good governance areas.

LEWA believes that Mr. Ramafole's work experience, management and diplomatic skills, as well as his having served as a member of the Board of Directors of Water and Sewerage Company (WASCO), places him in a good space to lead the organisation ■



## LEWA chairs AFUR's committee

The Lesotho Electricity and Water Authority (LEWA) was elected the Chairperson of the Water and Sanitation Committee of the African Forum for Utility Regulators (AFUR) at the 16<sup>th</sup> Annual General Assembly in Cairo in December 2019. Prior to this development LEWA was the Deputy Chairperson of AFUR from 2017 to 2019.

AFUR has established four Sectoral Committees, namely, on Energy, Telecommunications, Transport, and Water and Sanitation matters. The sectoral committees pursue different programs within each of the four sectors and each committee is chaired by a member regulator.

One of the key areas on which AFUR focuses on is

the harmonisation of regulatory policies, legislation, promotion of the philosophy of autonomous utility regulation good governance, as well as capacity building in Africa. AFUR focuses on issues relating to the regulation of energy, telecommunications, transport, and water and sanitation industries, with a particular emphasis on issues that are common across sectors.

AFUR is regarded as a key building block in the efforts of the African Union (AU) and its socio-economic programme, the New Partnership for Africa's Development (NEPAD) in the integration and rebirth of Africa. AFUR's vision and objectives are derived from Clause 110 of the NEPAD Framework Document, which recognises the establishment of AFUR ☐



A dripping tap wastes thousands of litres of water a year.  
Therefore, please fix dripping taps.



## Did You Know?

**Saving Water, Saves Energy.**

Water conservation has always been important, but people are starting to realize now that turning off the water while shaving or taking shorter showers can have even greater environmental benefits. It also reduces greenhouse-gas emissions.