

# LEWA NEWS

The newsletter of the Lesotho Electricity and Water Authority



**COVER STORY:**  
Vandalism of electricity supply  
infrastructure poses a challenge **4**



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Conference and General Meeting

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for water services billing

**11** LEWA holds capacity building  
for District Committee members





*Concerned about urban*  
***Electricity Services?***  
*As well as...*

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

*The Lesotho Electricity and Water Authority (LEWA) has developed electricity services regulatory instruments.*

*These instruments include the Electricity Quality of Service and Supply Standards (QOSSS).*

*QOSSS sets out the minimum service and quality standards for the Lesotho Electricity Company (LEC).*

*QOSSS became operational since 2007.*

*In pursuit of quality service delivery  
of electricity services.*

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## LEWANNEWS

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## Chief Executive's remarks

Dear readers,

Welcome to the fourth edition of the newsletter for the Year 2019/20. The publication of this edition coincides with the ever spreading COVID-19 (Coronavirus) pandemic, that is wreaking havoc in the People's Republic of China, North America and some parts of Europe. There is still no cure in sight but, as a people, we should remain steadfast in our hope and believe that indeed a cure will be found in the fullness of time.

As is customary, this edition will mainly feature highlights of some major events that took place in this Quarter. Some issues of knowledge sharing will also be featured. One of the major events that took place in this Quarter was the 16th Regional Energy Regulators Association of Southern Africa (RERA) Annual Conference and General meeting that was held at Elephant Hill's Resort Victoria Falls, Zimbabwe, from the 16th to the 21st February 2020. The Lesotho Electricity and Water Authority (LEWA) is a Member Regulator of RERA. The highlights thereof will be provided in this edition.

It is within this period that, the Lesotho Electricity Company (LEC) submitted its 2020/21 tariffs and charges Application increase of 32.6% to the Authority on the Energy and Maximum

Demand (MD) charges across all customer categories. The newsletter provides a synopsis of the processes which were followed to ensure a fair and transparent process of determining LEC's electricity tariffs Application.

As we may all be aware, the scourge of vandalism of power supply infrastructure is prevalent in the country, posing challenges in terms of ensuring optimal quality of service and supply of electricity to the nation. This disturbing issue is covered in this edition.

The Authority has developed the Urban Water Quality of Service and Supply Standards (QOSSS) which include the service standards on customer billing. Amongst other things, the standards aim to protect customers and the environment, ensuring sufficient supply, effective and efficient services as well as ensuring that water supplied is of good quality and appropriate for human consumption. In addition, LEWA has developed the Rural Electricity Quality of Service and Supply Standards (Rural electricity QOSSS) to protect the interests of rural consumers and to ensure reliable and safe electricity services. The newsletter focuses on these two instruments because electricity and water services customers must be familiar with them so that they can know their rights and responsibilities.

It would be remiss not to remind you, our valued readers, about the steps for lodging customer complaints in the regulated electricity, urban water and sewerage sectors. The Authority's complaints handling procedure sets out a systematic way of resolving customer complaints whenever lodged.

The Authority held a workshop wherein it interacted with District Committee members at Victoria Hotel in Maseru in order to empower them on regulation. This important event, which is reported in this newsletter, was held so District Committee members could assist in LEWA's efforts to create and maintain a presence in all districts in the country.

It is my hope that we shall all keep safe and healthy in this difficult period as we grapple with the COVID-19 pandemic and its aftermath □

For comments or questions in respect of the contents of this newsletter or about LEWA in general, please contact 22312479 or [secretary@lewa.org.ls](mailto:secretary@lewa.org.ls)



## LEWA Participates in RERA's 16<sup>th</sup> Annual Conference and General Meeting

The Lesotho Electricity and Water Authority (LEWA) participated in the 16<sup>th</sup> Regional Energy Regulators Association (RERA) Annual Conference and General meeting which was held at Elephant Hill's Resort Victoria Falls, Zimbabwe, from the 16<sup>th</sup> to the 21<sup>st</sup> February 2020. The Conference was themed *"Creating a conducive environment to enhance regional energy security and investment"*.

The Conference was preceded by the Seventh Forum of the Board Members/Commissioners of the RERA Members Regulators. The event was held to enable Board Members from the RERA Member Regulators to deliberate on the tariffs determination processes.

Four side events were also held before the Conference commenced. The first one was on embedding and sustaining the regional electricity supply industry Key Performance Indicators (KPIs) for RERA which is sponsored by the United States Agency for International Development (USAID) under the Southern Africa Energy Project (SAEP). The second was a presentation of the highlights of the Electricity Regulatory Index (ERI) Survey of 2019 which is supported by the African Development Bank (AfDB). The session was chaired by LEWA's Chief Executive Mr. Motlatsi Ramafole. The third side event was the official launch of the RERA E-learning module on regulatory governance and the SADC gender mainstreaming also sponsored by USAID. The last event was the development of the framework and roadmap for the establishment of the energy regulator for SADC region which is sponsored by the European Union (EU).

Delegates discussed a variety of energy related topics such as the Mauritius energy tariffs review; the framework for regulatory oversight of the regional energy market; mega solar projects in Southern Africa, and Southern African Power Pool's (SAPP) overview of electricity demand and supply in the region, to mention but a few.

Officially opening the Conference the Zimbabwe's Minister of Energy and Power Development Advocate F. Chasi noted that the region thrives on historical dependence such that energy challenges in one country naturally spill over to the neighbouring ones and eventually to the entire region. Minister

Chasi added that this factor and many others demonstrated the importance of regional energy regulators and investment in electricity.

"I believe the region also requires investors in additional power generation projects especially in renewables, transmission projects, construction or upgrading of fuel refineries, petroleum pipelines and refurbishing of existing power stations to meet the ever-growing demand. The fact that in this region close to 50% of the people rely on traditional methods to cook and heat their homes using open fire that burn wood, animal dung or coal is heartrending," said Minister Chasi.

He also emphasized the importance of renewable energy usage in the region and harmonisation of regulations and standards, noting that some interconnectors projects such as Mozambique, Zimbabwe and South Africa (MOZISA) and Zimbabwe, Zambia, Botswana and Namibia (ZIZABONA) were of great significance in the regional electricity infrastructure.

As earlier mentioned, the chairperson of RERA's Regional Regulatory Cooperation Portfolio Committee (RRCPC) and LEWA Chief Executive Mr. Ramafole chaired the session which deliberated on the results of the 2019 ERI Survey. ERI Survey has three main objectives:

- to measure national electricity regulatory framework development;
- to diagnose and identify key gaps in electricity sector regulations; and
- to help regulators to benchmark their own performance and progress against that of peers based on international best practices.

"The presentation on the ERI results will give us a sense of how our regulators have independence with regard to regulatory decision making or lack thereof. The results will also suggest if regulatory decisions in Africa are predictable enough to give investors the necessary confidence to attract much needed investment. The session will further indicate if African regulators have an all-inclusive framework that, amongst other things, covers technical standards for off-grid, stand-alone systems so

that electrification efforts could be for the benefit of all”, Mr. Ramafole observed in his introductory remarks.

The 2019 ERI was the second edition for Africa, covering thirty-four (34) countries, while the first edition which was published in 2018 covered fifteen (15) countries. Very much like a regulatory performance assessment exercise ERI is enunciated along three areas which are Regulator Governance Index, Regulatory Substance Index and Regulatory Outcomes Index. The first two areas, which are the Regulator and Regulatory Substance Index and Governance Index, are critical in assessing the effectiveness of a regulatory environment at supporting electricity sector reforms, promoting efficiency and fulfilling required political, economic, financial, environmental and social objectives. The Regulatory Outcomes Index, determines the outcomes of the regulatory framework from the point of view of regulated

utilities and the power consumers. This index assesses the degree to which theory on regulatory effectiveness translates into actual practice. On a scale ranging from 0 (representing low level of development) to 1.000 (representing high level of development), LEWA scored between 0.500 – 0.599 (representing an average level of development).

During the AGM, RERA members discussed amongst other things, the reports from the Association’s Portfolio Committees, the RERA Annual Business Plan, Budget, the Decisions of the 38th SADC Energy Ministers Meeting of 2019, review of the RERA Constitution and RERA events calendar for 2020. It was decided that LEWA would host the Sub-committee and Portfolio(Committee )meetings. The 2020 Conference and AGM were to be hosted by Angola’s electricity and water regulator Instituto Regulador dos Serviços de Electricidade e de Água (IRSEA) □

## Vandalism of electricity supply infrastructure poses a challenge

In terms of Section 21 of the Lesotho Electricity Authority Act 2002 as amended, one of the major duties of the Lesotho Electricity and Water Authority (LEWA), is to ensure availability of electricity efficiency tips and guidelines to the public.

Pursuant to the above, the Authority has decided to regularly educate and warn stakeholders on the dangers and challenges that are brought about by the incidents of vandalising of electricity infrastructure in the country. According to Caves, R.W, “vandalism is the intentional and malicious destruction of or damage to public or private property.”

In this article focus is placed on the vandalism of electricity infrastructure that belongs to the Lesotho Electricity Company (LEC). The phenomenon is manifested by the theft of materials such as cables, airdec, transformers, meters and tower members. Vandalism has been on the increase since August 2014 and has spread throughout the country .

Vandalism of electricity infrastructure impedes the reliability of electricity supply as it is accompanied by frequent power blackouts, lost production time and disruption to normal life.



Vandalised electricity powerline.



Vandalism contributes to:

- Loss of life and injury for vandals and the general public;
- Damage of electricity users' property;
- Financial loss to LEC which may eventually affect tariffs;
- Obstruction of Lesotho's development efforts;
- Occurrence of unplanned electricity outages; and
- A lot of time spent on repairing the vandalised equipment and restoring of essential services.

While this situation should be avoided, it must be stated that the risk of electricity equipment being vandalised persists because of the existence of a market for such items. In some instances, stolen LEC transformers and other equipment end up being in possession of private electrical contractors in the electricity sector. It is regrettable that as the nation grapples with the challenge of improving power supply options, there are criminals who are bent on sabotaging development efforts through vandalism.

It is essential to explore further where these criminal acts originate from, how they spread and how they can be

controlled. LEC has announced that it has put in place some measures which could be useful in combatting vandalism. These measures included holding of public gatherings in order to create public awareness and collaborating with the law enforcement agencies to come up with effective and practical strategies to curb vandalism. LEC has further indicated that it has formed vandalism prevention committees with all affected stakeholders (Mahokela, essential services providers, Chiefs, Community Councils).

A call is made to the communities to provide assistance by way of providing tip-offs and information to the security agencies on the perpetrators. Community leaders should therefore be committed to join in the fight against the vandalism of electricity equipment. Communities have to be vigilant in keeping a close eye on the equipment within their neighbourhood. We must protect these vital assets of the nation from the grip of criminals for the benefit of all Basotho. The Authority strongly discourages the public from selling vandalised electricity infrastructure items and calls on law abiding citizens to work together to fight this scourge ☐



Vandalised electricity transformer.



## Quality of service and supply standards for water services billing

In terms of the Lesotho Electricity Authority Act 2002 as amended, the Lesotho Electricity and Water Authority (LEWA) must protect the interests of all classes of consumers on matters relating to the terms and conditions and price of supply of regulated services.

In fulfilment of this duty, the Authority has developed the Urban Water Quality of Service and Supply Standards (QOSSS) which include the service standards on customer billing.

The Urban Water QOSSS outlines some of the pertinent procedures that should be followed for a customer to be billed using estimations, and this is the theme of the article.

A customer's bill is calculated based on their consumption of water for a monthly billing cycle. There are two ways of determining a customer's consumption. An employee of Water and Sewerage Company (WASCO) takes the reading from a customer's meter and calculates the exact bill based on the actual consumption. Alternatively, where WASCO cannot take a reading of the meter an estimate of the bill is issued.

Water bill estimation is a standard practice used by utility providers when an actual meter reading is not available for billing purposes. If this happens, the bill is reflected on the customer's monthly billing statement. A customer may receive an estimated bill because WASCO officials were unable to access the meter. This can occur for a variety of reasons, which include the following:

- No one was available to open the premises for WASCO;
- Adverse weather conditions;
- Bad road conditions that hinder access;
- The meter was behind a locked gate/door;

- Pets, mainly dogs were around the meter at the instance of meter reading;
- Meter has been damaged; and
- Trees or plants had covered the meter.

WASCO is entitled to estimate customers' bills where it may be impossible to access their meters for readings and the period between two readings should not exceed three months. This implies that WASCO is expected to take the actual meter readings monthly, except in exceptional situations as stated above. The estimations are based on the previous consumption patterns. Estimated bills can sometimes be higher or lower, especially if the customer's meter has recently been replaced. However, under normal circumstances, WASCO should reconcile the estimates with the subsequent actual meter readings.

Hereunder are some basic tips to minimise the occurrence of estimated billing:

- Remove any obstacles or objects from the meter area;
- Keep pets (like dogs) restrained and away from the meter area;
- Check that your gates are unlocked at the time of meter reading and are in good working conditions;
- Clean any dirt or mud over your ground water meters;
- Trim any trees or plants around the meter area;
- Report any meter damage to WASCO; and
- Apply for meter relocation if the current position hinders the meter reading process.

If a customer receives an estimated bill, he/ she can take reading of the meter and compare it to the estimate. If the estimated reading is much higher than the actual reading, WASCO must be approached in order for reconciliation to be done ■



## LEWA complaints handling procedure- A way to resolve customer complaints

**T**he Lesotho Electricity and Water Authority (LEWA) has developed and implemented a customer complaints handling procedure that is intended to deal with complaints from customers in the regulated electricity and water sectors quickly, fairly and consistently.

The procedure is based on the principles of natural justice for it eliminates bias and promotes a fair hearing. The Authority may consider a complaint to be eligible, (that is appropriately to be resolved by the Authority), if the following requirements have been fulfilled:

1. The complaint must have first been lodged with the regulated utility, (being either Lesotho Electricity Company (LEC) or Water and Sewerage Company (WASCO)).
2. The subject matter of the complaint should be based on the provisions of the LEWA Act of 2002 as amended, Quality of Service and Supply Standards (QOSSS), licence conditions, Rules, Regulations and any other regulatory instruments.
3. The regulated utility (being either LEC or WASCO) has either not dealt with the complaint within the recommended timeframe or has not dealt with the matter to the satisfaction of the complainant.

### Procedure followed if the complaint is found to be valid:

1. The customer may appear in person or be represented by another person, who shall have been given such authority by the complainant.
2. The complainant should submit all required information such as addresses, name of the licensee (being either LEC or WASCO) which is the subject of the complaint, nature of complaint with supporting documents, alleged harm, and relief sought.
3. The customer can lodge a complaint in writing or orally.
4. LEWA requests representations on the complaint from the Licensee (being either LEC or WASCO) within five (5)



Mr. Shao Khatala , Customer Affairs & Communication Manager, explains how customer complaints are handled through LEWA.

- working days.
5. Further investigations shall be undertaken by LEWA where it considers appropriate.
6. Mediation meetings shall be held, if deemed necessary by the Authority, and LEWA shall be the mediator.
7. An Agreement reached during mediation procedure shall be binding between the parties. However, if the parties fail to reach an amicable solution, the matter shall be referred to the LEWA Board for a final decision (resolution).
8. The matter may be closed if the complaint appears to be unjustified or if it appears to LEWA that from the licensee's response the matter has been resolved.
9. Every decision reached by LEWA shall be substantiated with reasons.
10. The decision of the Board may be subjected to review by the courts of law.

If a customer receives an estimated bill, he/ she can take reading of the meter and compare it to the estimate. If the estimated reading is much higher than the actual reading, WASCO must be approached in order for reconciliation to be done ☐

## The Lesotho Electricity Company submits the 2020/21 tariffs review Application to the Authority



A stakeholder asking questions on LEC's 2020/21 tariffs and charges Application.

On the 17th January 2020, the Lesotho Electricity Company (LEC) submitted the 2020/21 tariffs and charges Application requesting an increase of 32.6% on the Energy and Maximum Demand (MD) charges across all customer categories to the Lesotho Electricity and Water Authority (LEWA).

The LEC's Application was per section 24 (3) of the Lesotho Electricity Authority (LEA) Act of 2002, as amended. In the Application, LEC amongst other things, observed that according to the Cost of Service Study undertaken by it, the Company's tariffs were not cost-reflective, as they did not cover costs of transmission, distribution and supply of electricity in the country. Non-cost reflective tariffs would, in the future, fail to attract the envisaged private sector investment necessary for the improvement of transmission, distribution and supply of

electricity to meet the increasing demands of the country, the Application said.

The LEC's requested Revenue Requirement was M 1.21 billion and was comprised of the following main cost drivers:

- Bulk Supply Purchase (M 558,1 million);
- Repairs and Maintenance (M 55,9 million);
- Diesel for Semonkong (M 2,67 million);
- Labour costs (M 196,3 million);
- Operating Expenses (M 120,4 million);
- Depreciation Charge (M 116 million); and
- Return on Assets (M 160 )million.

The Authority publicised the Application to the public in line with section 24(6) of the Act. The Electricity Supply Industry





Mr. Mofuta Phatela presenting stakeholders' views on LEC's 2020/21 tariffs and charges Application.

(ESI) stakeholders and the public were invited to provide written comments on the reasonableness of the Application before the Authority could make a final determination on it. The deadline for receiving written stakeholders' comments was Monday, 24 February 2020.

Ten (10) Public Hearings were held on 24th, 25th and 27th February, 02nd, 03rd, 04th, 05th, 06th, 09th and 12th March, 2020 in Qacha's Nek, Quthing, Mafeteng, Mokhotlong, Butha Buthe, Leribe, Berea, Mohale's Hoek, Thaba-Tseka and Maseru districts respectively. At every public hearing, LEC presented its Application before members of the public and stakeholders present and further answered stakeholders' questions and made clarifications where required. The Company also highlighted the following as some of its major achievements:

- The LEC system average availability from October 2018 to September 2019 was 99.84% against the target annual average of 99.00%. Similarly, the availability of the Company's distribution system was on average 99.84% for the same duration against an average target of 95.00% per annum;
- LEC had implemented network system improvements and infrastructure upgrading projects to address aged and overloaded networks that caused frequent power outages; and
- LEC had cooperated with the Courts of Law and other Law Enforcement Agencies and managed to put measures in place to recover the money lost due to corruption and fraud.

LEC further presented the challenges that it faced in the delivery of electricity services and these included those relating to the importation of electricity and loss of revenue due to pro-poor pricing.

"LEC relies on electricity imports from Eskom of South Africa and EDM of Mozambique as Lesotho 'Muela hydropower plant is generating 72 MW of electricity, which is lower than the national demand of 177.31 MW as of 2018/19. In as much as generation plants are essential for security of supply in Lesotho such capital projects are expensive to construct. LEC cannot seek funding and loans from commercial banks as they require short payment periods", observed the LEC Economist Mr. Mothae Nonyana.

Mr Lefa Motlalane, LEC's General Manager Strategic Planning and Projects, explained that LEC had lost more than M48 million in revenue as a result of the introduction of the lifeline tariff in 2019/2020 Financial Year. He explained that in as much as the lifeline tariff was a good policy initiative to provide electricity to the poor, the Company could not sustainably continue with it. The other problem was low consumption.

"Despite a high number of domestic customer connections being made in the country, the company does not generate enough revenue as many households do not consume a significant amount of electricity. As a result, the proposed tariff will help us to obtain funds to maintain and strengthen our electricity infrastructure," explained Mr Motlalane.

Below is a breakdown of the proposed tariffs and charges increases for the 2020/21 Financial Year.

Breakdown of the Proposed Tariffs and Charges for 2020/21 Financial Year

Customer Category	Energy Charge	Maximum Demand Charge
Industrial HV	0.2567	361.6547
Industrial LV	0.2842	422.4218
Commercial HV	0.2567	361.6547
Commercial LV	0.2842	422.4218
General Purpose	2.0993	--
Domestic	1.8572	--
Lifeline Domestic	0.8617	--
Lighting	1.0542	--



Mr. Motlatsi Ramafale, LEWA's Chief Executive facilitating discussions on LEC's 2020/21 tariffs and charges Application.


District Administrators, Chiefs, Councillors, Business Communities' and the youth were part of the public's representation at the public hearings. Stakeholders' representative organisations, such as the Transformation Resource Centre (TRC), Lesotho Economic Freedom Fighters (LEFF), Lesotho Textile Exporters Association (LTEA) and Consumers' Protection Association

(CPA) presented their views on the Application before the LEWA board. Some of the stakeholders' comments were that:

- LEC must be fair and refund the electricity pioneer developers in the country;
- LEWA must consider the socio-economic issues when deciding on the tariff levels;
- Since unreliable supply adversely affects all customers LEC must explore own generation options that are resilient to adverse weather conditions;
- A copy of LEC tariff application should be availed to stakeholders ahead of the public hearings to allow sufficient time for them to familiarise themselves with it;
- Government should consider subsidising electricity consumption of the marginalised groups such as the elderly and disadvantaged customers;
- LEC should stop wasteful expenditure, by for instance finalising cases of employees that are on full pay suspension; and
- LEC must consider making the multi-year tariff review application.

At the closure of every public hearing, Mr Nathaniel Maphathe, the Chairman of the Tariffs and Pricing Committee reassured the participants that the Authority would make the analysis of the Application basing itself on all received inputs. In the end, the Authority would produce a determination document, to be shared with the public.

The Authority was expected to finalise the tariff determination process before the end of April 2020. He also emphasised the importance of public participation in public hearings in that they empowered the public to make inputs into regulatory processes that affected them.

The Authority was analysing the Application at the end of March 2020 



## LEWA holds capacity building workshop for District Committee members



Lesotho Electricity and Water Authority (LEWA) held a stakeholders' workshop for its District Committee members at Victoria Hotel in Maseru on the 31st January 2020. The workshop was themed 'inclusive engagement'.

The Authority adopted the above theme as it matches with its slogan, 'A partner to all for sustainable services'. LEWA further believes that constant engagement with stakeholders on regulatory activities will assist it in the creation and sustenance of its customer-centricity values and ethos.

In his remarks when officially opening the workshop, LEWA's Chief Executive, Mr Motlatsi Ramafole, welcomed all the members to the workshop. "I feel honoured to be meeting you

### LEWA District Committee members at a workshop

within this short space of my arrival at the organisation. This workshop is intended to enable us to know and understand your needs and to further plan on means to successfully assist you in the work that you are entrusted to do. LEWA is a customer-centric organisation that values stakeholders' inputs on regulatory issues,"

In order to empower the committees, various topics were discussed. These included reasons for the establishment of District Committees, the Authority's expectations from Committees members, rationale for regulation and tariffs determination. As part of assessing stakeholders' knowledge



Chief Executive, Mr. Motlatsi Ramafole, addressing District Committee members.

about LEWA and its services, LEWA District Committees members were also asked to fill a customer satisfaction survey questionnaire.

The Authority's Economic Analyst, Mrs. Selloane Letsunyane, highlighted that it is important that the Lesotho Electricity Company (LEC) and Water and Sewerage Company (WASCO) are regulated as they are monopoly businesses. She explained that in a monopoly market, service providers have a final say in setting prices charged to consumers. In this case, LEWA as the regulator, is solely responsible for determining final charges and tariffs. Mrs. Letsunyane further indicated that for the Authority to determine the tariffs, utilities' audited financial statements, sufficient data in the tariffs review Application and stakeholders' inputs (presented and written) and public inputs are needed.

Speaking at the workshop, the LEWA Public Relations Officer, Mr. Sebusi Khanyela, explained to the Committees members that the public's participation during the tariff determination process adds value to the Authority's processes. He added that Committees members' participation as stakeholders would help the Authority achieve its mandate.

"Stakeholders' participation helps the Authority to understand their needs, which are further translated as an answer in the final

determination on the proposed tariffs and charges Application," explained Mr. Khanyela.

Some of the responsibilities and duties of the LEWA District Committees include:

- Assisting with building strong relations between the Authority, service providers and customers by being watch dogs on quality of service delivery;
- Help identify customer needs; and
- Discuss regulatory processes on tariffs to bring about improved understanding and its benefits at the local level.

The Committees members' workshop was attended by stakeholders from the Butha-Buthe, Leribe, Mafeteng and Mohale's Hoek districts. Committees members were selected amongst a different classification of stakeholders in the Electricity Supply Industry (ESI) and the Urban Water and Sewerage Services (UWSS) subsectors' industry in their districts.

Mr. Samuel Makatse, one of the LEWA District Committees members from Maputsoe Urban Council observed that the Authority had taken the right step by holding the workshop and pledged the members' commitment. He added that knowledge is power and they were ready to assist LEWA to reach out to stakeholders □



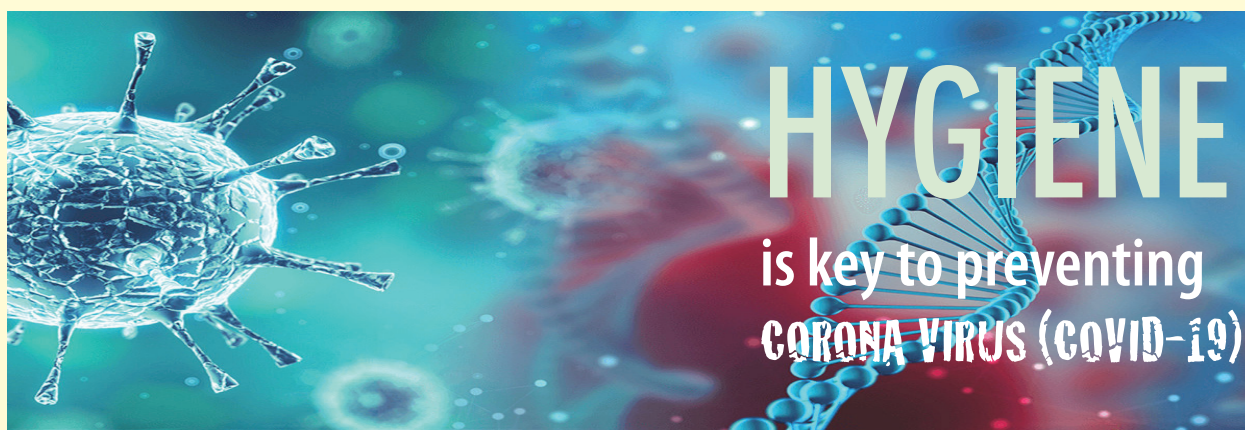
## Service provision standards for rural electricity users

The Lesotho Electricity and Water Authority (LEWA) has a set of quality control measures in the provision of service across all customer categories. In this regard, LEWA has developed the Rural Electricity Quality of Service and Supply Standards (Rural electricity QOSSS) to protect the interests of rural consumers and to ensure reliable and safe service.

The standards for rural consumers are meant for inclusion in electricity distribution and supply licences for rural grid-extension and mini- grid supplies. Currently the Rural Electrification Unit (REU) of the Department of Energy (DoE) is the only licensee that has licence exemption that allows it to implement electricity access pilot projects in the country. REU serves in areas outside of the Lesotho Electricity Company's (LEC) service territory. Funding of rural electrification projects is made by the Government of Lesotho and LEC is used as an implementing agency.

Below are minimum performance standards that REU has to follow.

minimum performance standards for REU		
SERVICE	MINIMUM STANDARD	
Electricity Connection	Timeframe for issuing quotations	Time frames for making connections
	Within 20 working days where the network exists.	Within 30 working days where the network exists.
	Within 40 working days where LV network extensions are required.	Within 60 working days where LV network extensions are required.
Meter Reading	Customers' meters should at least be read once in 3 months.	
Disconnections	Customers should be disconnected after 5 days' where there is a default in payment.	
	Reconnection should be made on the first working day after payments have been made.	
	Commercial customers should be given a 48-hour notice before disconnection is made.	
	Disconnection should not be made during weekends, public holidays and on Fridays.	
	Disconnection should be made without notice if a customer had tampered with the infrastructure.	
Customer Complaints	Reconnection should be made within two (2) working days after payment of all penalties for tampering have been paid.	
	Written customer complaints should be responded to in writing within five (5) working days and the matter resolved within ten (10) working days.	
	In cases where customers are not satisfied with how they have been provided with services by REU, even after lodging their complaints with the latter, they may lodge complaints with the Authority.	



The virus is transmitted through direct contact with respiratory droplets of an infected person (generated through coughing and sneezing). Individuals can also be infected from and touching surfaces contaminated with the virus and touching their face (e.g., eyes, nose, mouth). The COVID-19 virus may survive on surfaces for several hours, but simple disinfectants can kill it.




## Minimum standards for handling electricity network faults

**T**he Lesotho Electricity and Water Authority (LEWA) endeavours to ensure that all services provided by the regulated utilities are delivered in line with its mission statement.

In addition, such services should be amenable or consistent with minimum service levels outlined in the approved Quality of Service and Supply Standards for electricity (Electricity- QoSSS).

The parameters of service quality with particular reference to handling of network faults by Lesotho

Electricity Company (LEC) are issues discussed hereunder.

Included in the table below are some selected services and the minimum timeframes within which LEC should operate within. A document entailing a full list of these services and the minimum service level may be obtained from LEWA offices. Alternatively the document may be accessed at the following link from LEWA website: [http://www.lewa.org.ls/standards/Standards/QOSSS\\_Urban\\_2006.pdf](http://www.lewa.org.ls/standards/Standards/QOSSS_Urban_2006.pdf) 

SERVICE	MINIMUM STANDARD
Provision of information on Fault reporting centers	Information on location and hours of reporting centers to be made available to customers at the Licensee's premises, vending stations and in the local media.
Fault reporting process	The Licensee should give a reporting customer a reference number. The customer should also provide the Licensee with identity information.
Forced interruptions	30% of interrupted supply should be restored within 1.5 hrs, 60% within 3.5 hrs, 90% within 7.5 hrs and 100% within 24hrs.
Planned interruptions	48 hrs notice should be given. In the case of large customers, the Licensee and the customer should mutually agree.
Duration of interruptions	Duration for planned interruptions should not exceed 8 hrs for all voltage levels and network types.

