

# LEWA NEWS

The newsletter of the **Lesotho Electricity and Water Authority**

**LEWA DETERMINES  
LEC'S 2020/21  
FINANCIAL YEAR  
TARIFFS AND  
CHARGES REVIEW  
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**LEWA DEFERS DECISION ON  
WASCO'S TARIFFS APPLICATION  
FOR THE FINANCIAL  
YEAR 2020/21**



Concerned about

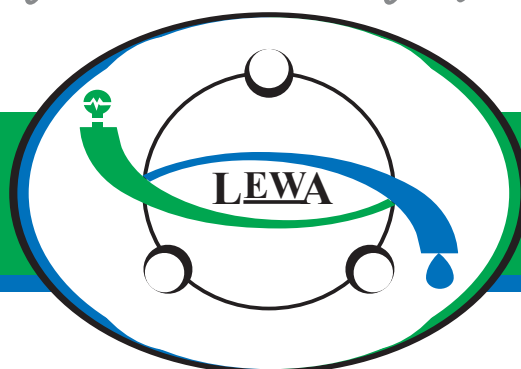
# Electricity Services?

such 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 operative since 2007.

*In pursuit of quality service delivery of electricity services*





## LEWANews

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# Foreword by the Chief Executive

**G**reetings and a warm welcome to the Lesotho Electricity and Water Authority's (LEWA) quarterly newsletter. The advent of COVID-19 pandemic has brought about numerous challenges in the social and economic spheres. It has resulted in what has now become to be known as the "new normal" way of life, through which we are to be innovative and devise new means of carrying out our activities whilst taking care of ourselves. It is my fervent hope that indeed, all of us are adopting well to this "new normal" way of life and keeping safe.

Amidst the aforesaid challenges, the service providers in the Electricity Supply Industry (ESI) and the Urban Water and Sewerage Services (UWSS) sector have continued to offer services to customers. As always, we urge the customers to also do their part and pay their bills on time to ensure that services are offered in a sustainable manner.

This edition covers some of the activities that took place at LEWA during this quarter, and a few customer education topics on regulatory issues. The activities that are featured are; the determination of the Lesotho Electricity Company's (LEC) and Water and Sewerage Company's (WASCO) Tariffs and Charges Review Applications for the Financial Year 2020/21, the familiarisation tour of LEWA Offices and Staff by the Principal Secretary in the Ministry of Energy and Meteorology (MEM), Mr. Tankiso Phapano and the bidding of farewell to the former Manager -Technical Regulation Water (M-TRW) Department Engineer Falla Seboko who joined the Authority in 2012.

Topics that are covered under customer education are; LEWA customer complaints handling procedures, basic facts about tariffs determination as well as the processes followed for obtaining a licence to operate in any of the regulated electricity businesses. With the aim of contributing to countrywide efforts of curbing the spread of COVID-19, some basic hygiene guidelines that have been issued by World Health Organisation (WHO) and Ministry of Health (MoH) are reiterated.

As mentioned earlier, LEWA received a tariff review Application for the Financial Year 2020/21 from LEC, requesting a Revenue Requirement of M1.21 billion which would be realised by a proposed increase of 32.6% in electricity tariffs and charges. The Authority determined LEC's Application in July 2020. With regard to WASCO's Application, the utility had applied for a Revenue Requirement of M239.85 million and a water tariffs increase of



3.0% on Volumetric Charges. LEWA deferred the decision on the Application until the end of the Financial Year 2020/21. LEWA bid farewell to Engineer Falla Seboko who had joined LEWA in January 2012 as a Performance Analyst-Water. Towards the end of 2012, he was appointed the Manager in the Technical Regulation Water Department (TR-WD). Engineer Seboko participated in the technical preparations for LEWA's assumption of regulation of urban water and sewerage services. In the first of its kind, the Principal Secretary of the Ministry of Energy and Meteorology (MEM), Mr. Tankiso Phapano paid a visit to LEWA offices where he was introduced to LEWA staff.

On the customer education front, LEWA has developed customer complaints handling procedures to resolve complaints that have not been resolved by the regulated entities. Customers' knowledge of the procedures is very important because it is a protection mechanism. With the aim of enhancing public participation in electricity and water tariffs determination hearing processes in future, we discuss some of the basic facts relating to it. On many occasions, stakeholders and the public who interacted with LEWA during outreach and public hearings have expressed a desire to have more information on how electricity and water tariffs and charges are determined. LEWA has developed regulatory instruments such as the Lesotho Electricity Authority (Application for Licenses) Rules of 2012. The Rules prescribe procedures that potential entrants into the regulated businesses in the ESI must adhere to in order to be granted licences to operate by LEWA.

You are encouraged to subscribe to this newsletter to receive an electronic copy. A subscription form is available on the Authority's website ([www.lewa.org.ls](http://www.lewa.org.ls)). May you have a good read!

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)





Stakeholders at one of the Lesotho Electricity Company's (LEC's) tariffs and charges public hearings.

# LEWA determines LEC's 2020/21 Financial Year Tariffs and Charges Review Application

**O**n 30 July 2020, the Lesotho Electricity and Water Authority's (LEWA) Board of Directors met to determine a tariffs and charges review Application lodged by the Lesotho Electricity Company (LEC). In the Application, LEC had requested an approval of a Revenue Requirement (RR) of M1.21 billion for the Financial Year 2020/21 which would be realised by an increase of 32.6% on both the Energy and Maximum Demand (MD) charges across all customer categories.

In the Application, LEC had maintained that the key cost drivers of the Application for electricity tariffs and charges adjustment included bulk supply purchases (mostly imports), repair and maintenance (including fuel and oil for generation), operating expenses, labour costs, depreciation and return on assets.

In terms of the law, the Authority publicised the Application to stakeholders and the public, via the media, LEWA website and District Administrators' Offices inviting them to provide their inputs and or written comments. Thereafter, public hearings were held in all the districts of the country in March 2020. The Authority had planned to announce its decision on the Application in April 2020, however, this plan was interrupted as the country was placed on lockdown due to the COVID-19 pandemic.

In its decision, the Authority concluded that the facts and evidence presented to it by both the Company and the

public, made the justification for a 32.6% tariff increase on both Energy and Maximum Demand (MD) charges not consistent with LEWA's Regulatory Principles and Guidelines. LEWA established that LEC's RR for the Financial Year 2020/21 would be M933.48 million (instead of M1.217 billion as requested by the Company). Furthermore, LEWA further approved that there would be no tariff increase on the Energy and Maximum Demand (MD) charges for all customer categories in 2020/21.

The Authority noted that LEC, amongst other things, should be able to pay bulk electricity supplies so as to ensure security of supply for the country.

LEWA decided that electricity tariffs should be affordable to customers and businesses especially because the country was experiencing the COVID-19 pandemic which had brought about negative economic consequences. The Authority observed that LEC had once again failed to submit its audited financial statements, which made it difficult for LEWA to assess the Company's financial performance.

The Authority's decision on LEC's 2020/21 Financial Year tariffs and charges Application means that in 2020/21 electricity customers are charged similar rates to those of 2019/20 Financial Year. This also means that the two-block level increasing tariffs for the first 0-30 kWh electricity users is still in force.



Below is the approved LEC Energy Charges and Maximum Demand (MD) charges for the Financial Year 2020/21.

**TABLE 1: Approved LEC Energy Charges For 2020/21**

Customer category	Approved energy charges including *Customer and Electrification Levies (M/kWh)
Industrial HV	0.2559
Industrial LV	0.2767
Commercial HV	0.2559
Commercial LV	0.2767
General Purpose	1.6608
Domestic	1.4782
Lifeline Domestic	0.7273
Street Lighting	0.8725

**Table 2: Approved LEC Maximum Demand Charges For 2020/21**

Customer category	Approved Maximum Demand Charges (M/kVA)
Industrial HV	272.7953
Industrial LV	318.6317
Commercial HV	272.7953
Commercial LV	318.6317

**Lifeline Domestic tariff** is a lifeline tariff that applies to the first 30kWh consumed by all domestic customers in a month at **M0. 7273 Lisente(cents)/ kWh**. The second block is a standard tariff for domestic customers which applies to electricity units beyond 30kWh in a month at **M1.4782/ kWh**. All figures in the tables exclude Value Added Tax (VAT).



Part of Thaba-Tseka's stakeholders at one of the Lesotho Electricity Company's (LEC's) tariffs and charges public hearings.

# How to reduce the risk of infection and halt the spread of COVID-19

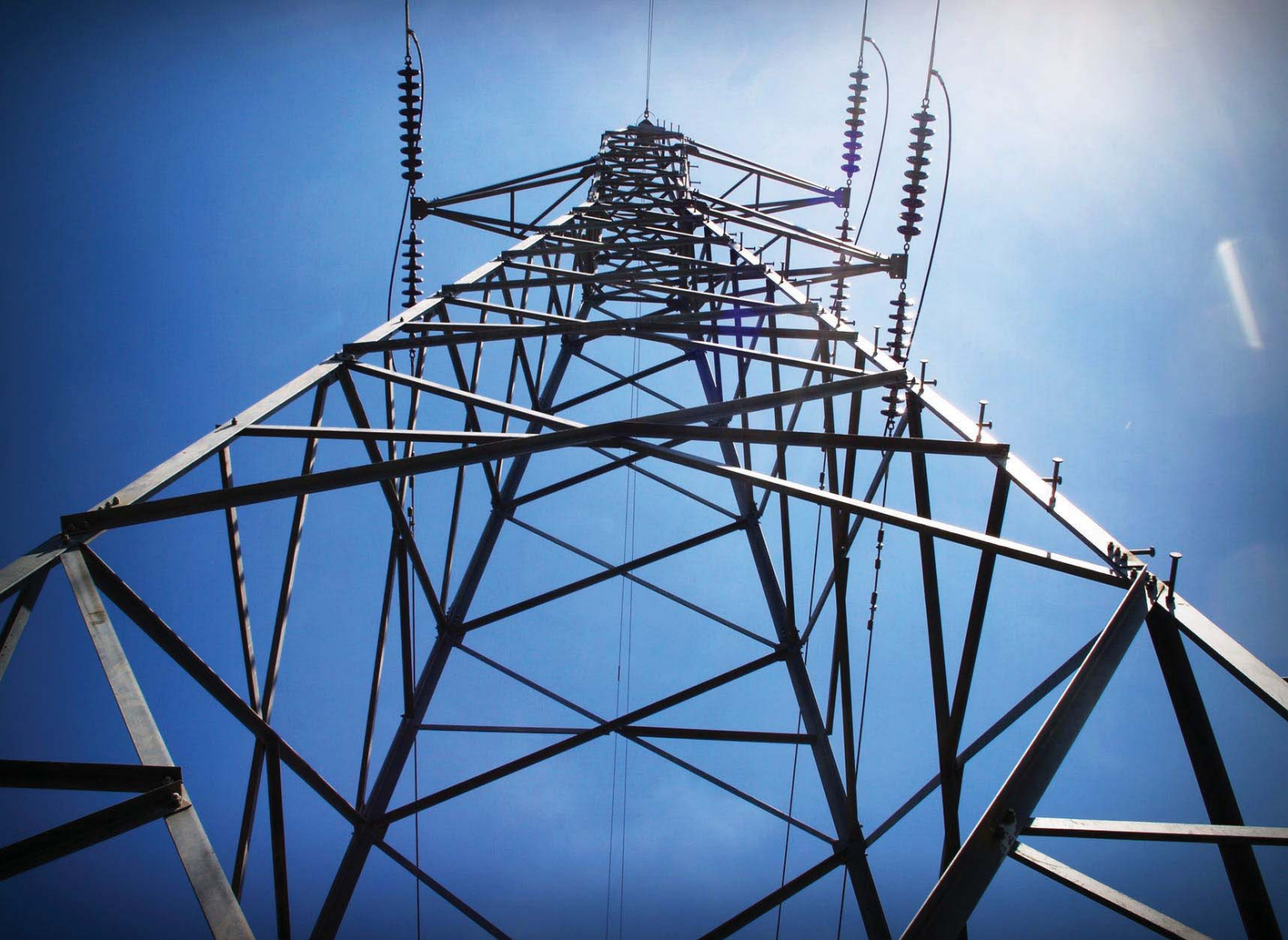
**T**he world is currently faced with a global challenge of the COVID-19 pandemic. Countries, international organisations, businesses and others are aggressively engaged in introducing measures to halt, suppress and or contain the spread of this menacing pandemic. The Lesotho Electricity and Water Authority (LEWA) being no exception, is committed to play its part and contribute to general awareness of the safety tips by stakeholders and the public. This is done below by reminding them of the tips which have been issued by the Ministry of Health (MoH) and the World Health Organisation (WHO) as part of the guidelines on combating the spread of COVID-19 pandemic. The Authority therefore further requests all to observe the following:

- Regularly and thoroughly wash your hands with soap and water for at least 20 seconds or sanitise your hands with an alcohol-based hand sanitiser. Hand washing and sanitising kills the COVID-19 virus and reduces the risk of infection.
- Maintain social distancing by observing at least a one (1) metre or three (3) feet distance between yourself and others. When someone coughs, sneezes, or speaks they spray small liquid droplets from their nose or mouth which may contain the virus. If social distancing is not observed, one may inhale droplets that may contain COVID-19 virus.
- Avoid high risk areas such as crowded places. Such places are often hotspots for COVID-19 infections as it is difficult to maintain social distancing under such circumstances.
- Avoid touching your eyes, nose and mouth. The virus is highly infectious and can easily be transmitted through the frequently touched areas into the body.
- Make sure that you and people around you, follow recommended respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. The used tissue must be disposed off immediately in accordance with safety and hygiene protocols. This is meant to protect you and the people around you from possible COVID-19 infection.
- It is recommended that you stay at home and travel only when it is essential. This will minimise your exposure to the virus.
- You are encouraged to self-isolate if you exhibit the following symptoms: new and continuous coughing, headache, fever, sore throat and body aches. Seek immediate medical assistance if you experience shortness of breath accompanied by any of the above symptoms. You are advised to call your health practitioner in advance with regard to your impending health situation. Calling your health practitioner in advance will allow them to make informed decisions on how you can be assisted.
- Keep yourself up to date on the latest information from trusted sources, such as WHO or MoH. These authorities are best placed to advise on the risk profile of your area or any impending cluster infections in your neighbourhood.



Wearing a mask helps in the fight against COVID-19 pandemic.





A 132 kV electricity line and tower.

# Frequently Asked Questions (FAQs) on Electricity Tariffs Determination

**T**he Lesotho Electricity and Water Authority (LEWA) is mandated to review and determine the tariffs and charges as per Section 24 of the Lesotho Electricity Authority Act, 2002, as amended. The processes of determining tariffs and charges in the regulated sectors normally takes place at the end of a financial year.

Tariff determination refers to the process of receiving, subjecting to due processes, analysing and deciding about the level of tariffs with respect to an application that has been lodged with LEWA by either the Lesotho Electricity Company (LEC) or the Water and Sewerage Company (WASCO).

Customers and the public therefore want to understand more on tariffs as reflected in Frequently Asked Questions (FAQs) presented hereunder. The FAQs and answers are intended to

assist LEWA stakeholders, customers and the public to prepare adequately for public consultations and thus contribute to the process of tariff determination. In this article focus is placed on electricity tariffs.

## ***1. What are electricity tariffs?***

**Answer:** Tariffs refer to a combination of monthly charges each at a particular rate that is usually escalated annually and is applied to recover measured quantities such as consumption and capacity costs.

## ***2. What are the legal requirements for tariffs review?***

According to the LEA Act of 2002, as amended, every electricity service provider must file its proposed tariff rates with LEWA. The proposal must have all relevant information concerning rates and charges for services, including deposits, non-recurring charges, monthly charges, as well as terms and conditions applicable in the provision of services including rights and remedies available in the event of unauthorised charges or other disputes or claims on over billing or provision of service. The proposed tariffs must be publicised in all the media houses in the country so that electricity consumers may comment on the reasonableness of the proposed tariff.

## ***3. Which procedures are followed for tariffs to be reviewed?***

**Answer:** The processes that LEWA follows when determining tariffs are outlined in the LEWA Tariffs Filing and Review Procedure for Electricity and Water Tariffs document. The procedure



provides a clear, consistent set of steps that are followed by the staff of the Authority in reviewing tariff submissions and making recommendations to the Board regarding the approval or modification of tariffs proposed by the regulated entities. The procedure also informs the regulated entities in the electricity, urban water and sewerage sectors on the steps that will be taken by the staff of the Authority and thereby encourage them to prepare the submission in such a way that avoids delays. For more details on the steps please visit LEWA website link:

[www.lewa.org.ls/tariffs/Procedures/lesotho\\_tariff\\_filing\\_procedure-revised.pdf](http://www.lewa.org.ls/tariffs/Procedures/lesotho_tariff_filing_procedure-revised.pdf)

**4. What are the factors that LEWA considers when deciding on the tariff level?**

**Answer:** Electricity tariffs are formulated in accordance with legal statutes, including the Lesotho Electricity Authority Act, 2002 as amended, as well as with guidelines established by the Authority. LEWA takes into consideration the cost of LEC's bulk purchases sales (which includes, repairs as well as diesel and lubricants for Semonkong). The other factor is LEC's operating expenditure (which includes labour costs, depreciation, operating expenses and LEWA licence). The Authority also considers the rate of Return on Assets (which is a measure of how profitable LEC is relative to the assets or resources it owns or controls). The economic performance of the country (as indicated by factors such as affordability and inflation) is also considered.

**5. Does LEWA consider public views when determining tariffs?**

**Answer:** Public views form part of the crucial factors in the decision making processes. In terms of Section 24 of the

Lesotho Electricity Authority Act, 2002 as amended, the Authority must seek the customers' inputs on the reasonableness of the tariffs. It is therefore imperative that LEWA considers those inputs and comments when making a decision. The Authority has adopted, amongst other things, the principle of transparency. The Authority must at all times ensure that the entire regulation process is transparent and open to public scrutiny and regulated utilities and stakeholders' participation. The final tariff determination document and LEWA's final decision announcements on tariffs indicate clearly how the public inputs are taken into consideration by the Authority. More details are found on the following link:

[www.lewa.org.ls/tariffs/lec\\_tariff.pdf](http://www.lewa.org.ls/tariffs/lec_tariff.pdf)

**6. What is the two-level block increasing tariff?**

**Answer:** The two-level block increasing tariff is a banded tariff structure applicable to domestic customers' category which was introduced by LEWA. The Authority approved a 2 level block-increasing tariff with lifeline tariff for all domestic customers. The first block is a lifeline tariff that applies to the first 30kWh consumed by all domestic customers in a month charged at M0.7273/ kWh. The second block is a standard tariff for domestic customers which applies to electricity units beyond 30kWh in a month charged at M1.4782. These charges are exclusive of VAT.

For further information on LEWA's mandate, electricity related issues, or any other issues pertaining to the regulation of electricity and water services, please visit: [www.lewa.org.ls](http://www.lewa.org.ls), or write to [secretary@lewa.org.ls](mailto:secretary@lewa.org.ls), or call +266 22312479.



Electricity powerline

## PS MEM pays familiarisation visit to LEWA

**T**he Principal Secretary (PS) of the Ministry of Energy and Meteorology (MEM) Mr. Tankiso Phapano undertook an official familiarisation visit to the Staff of the Lesotho Electricity and Water Authority (LEWA) on 27 July, 2020. Prior to serving at MEM, Mr. Phapano was the PS in the Ministry of Defence and National Security.

In his welcoming remarks, the LEWA's Chief Executive, Mr. Motlatsi Ramafole expressed appreciation for PS Phapano's visit, which took place shortly after his appointment. Mr. Ramafole explained the Authority's mandate, organisational structure and all regulated entities in the Electricity Supply Industry (ESI) and the Urban Water and Sewerage Services (UWSS) sector. He further mentioned that the Authority would from time to time seek the Ministry's guidance and support on the development of policies and the review thereof.

For his part Mr Phapano thanked LEWA Staff Members for the warm welcome noting that he was more determined to know the Staff of the Authority first hand as that improves coordination and collaboration at work.

"I am glad to be the first PS to pay this kind of visit to the Authority. I will continue to render my support to the Authority in many possible ways," explained Mr. Phapano.



LEWA's Chief Executive welcoming Mr Tankiso Phapano for his official visit.



Mr Tankiso Phapano during his official visit to the Authority



# Procedural steps for handling customer complaints at LEWA

**I**n terms of Sections 22 (j) and 105 of the Lesotho Electricity Authority Act 2002 as amended, the Lesotho Electricity and Water Authority (LEWA) is mandated to resolve customer complaints between a licensee and its customers where the licensee has failed to resolve such complaints through its complaints procedures. The Authority is therefore expected to implement customer complaints rules and procedures in executing its mandate.

"The way an organisation handles customer complaints can affect its business continuity in the long term" (Robert-Lombard, 2011). Therefore, listening to customers (complainants) state their complaints, being understanding to them, gathering relevant facts, discussing their complaint sympathetically and following up with practical solutions is an effective complaint handling process. Similarly, the concerned licensee is given an equal opportunity to state its views on the matter so as to respond to the issues stated by the complainant.

The Authority has developed a complaints handling procedure that incorporates the basic elements stated above and these procedural steps are highlighted hereunder:

## Eligibility of complaints

- Prior to lodging complaints with LEWA, ensure that the subject matter of the complaint is on at least one of the regulated activities. These may include customer service, billing, new service connection, disconnections and reconnections, metering, water or electricity quality and service disruptions;
- The complaint must have been lodged previously in writing with the Water and Sewerage Company (WASCO) and or the Lesotho Electricity Company (LEC); and
- The complaint must have first been addressed by either LEC or WASCO, but not to the satisfaction of the complainant or it must have been not addressed by the concerned utility.
- The complainant should not have been referred to other statutory bodies such as the Ombudsman's Office.

## Requirements for submission of complaints

- Customer complaints may be reported in writing or orally. If lodged orally, LEWA shall assist the Complainant to complete the complaints lodging forms; Customer complaints shall be accompanied by full particulars of the Complainant that shall enable further communication with the Complainant in the process of handling the complaint; and
- Customer complaints may be submitted physically, but the Authority may accept that complaints be lodged electronically using the email ([secretary@lewa.org.ls](mailto:secretary@lewa.org.ls)) where Complainants cannot physically reach LEWA. LEWA's social media sites on Facebook and Twitter, telephonically (+266 22312479) may also be used. Relevant information on how to lodge complaints and other regulatory issues is found under the link, [www.lewa.org.ls](http://www.lewa.org.ls) and may also be obtained from the LEWA offices.

## General procedure

- The complainant may appear in person or be represented by any other person.
- LEWA notifies the Licensee of the complaint and requests its written representations and notify the complainant about the eligibility of the complaint.
- LEWA shall investigate the complaint. Once investigations are completed, a decision shall be made and subsequently communicated to both the complainant and the Licensee in writing.
- If in the opinion of the Authority, the complaint can be resolved by mediation, the concerned parties are invited to attend it. The complainant and the concerned licensee are assisted by the mediator (LEWA) to reach an amicable solution.
- Where parties fail to reach an amicable solution from the mediation, the matter is referred to the LEWA Board for final determination. A party which is aggrieved or is not happy with the Board's decision may approach the courts of law for remedies.
- After or during investigations, where it appears that the complaint is unjustified, or the Licensee's response indicates that the matter had been resolved, then the matter would be considered closed and finalised by LEWA.
- Decisions on the complaint shall consist of a brief outline of the complaint, response of the Licensee, reasons behind the decision and the Authority's determination.

# LEWA defers decision on WASCO's Tariffs Application for the Financial Year 2020/21

**O**n 28 August 2020, the Lesotho Electricity and Water Authority's (LEWA) Board of Directors resolved to defer a decision on WASCO's 2020/21 tariffs increase Application until 31 March 2021, and the current water tariffs be in force until then. WASCO had lodged a tariffs review Application with LEWA in February 2020.

In the Application, WASCO had applied for water tariffs increase of 3% on volumetric charges for all domestic customer bands as well as a Revenue Requirement (RR) of M239.85 million for the Financial Year 2020/21. The Application further requested re-categorization of non-domestic customers, banding of their consumption and a reduction in Standing Charges (SCs).

The Authority assessed the Application in line with the LEWA Tariff Filing and Review Procedure for Electricity and Water Tariff Applications. In terms of the law, regulatory tools and best practices, an Application filed with the Authority, must be subjected to public participation processes so that inputs from interested stakeholders can be considered when assessing it.

In March 2020, the LEWA Board convened to determine the roadmap for the finalisation of WASCO's tariffs Application. The roadmap would have included the issuing of public notices and conducting of public hearings. How

ever, the emergence of COVID-19 pandemic and the national lockdown which was announced by the Government in March 2020, made it impossible to implement the process. On 5 June 2020, the LEWA Board resolved to defer the decision on the Application for three months starting from June 2020 until 31 August 2020. This was on account of the stringent regulations which made the holding of public meetings difficult as only 50 people were allowed to convene.

In making the resolution, the Board considered several factors, which included the impact of the COVID-19 pandemic on the industry and the customers as well as the current economic climate. In particular, the Authority amongst other things, noted that:

- The due process in which stakeholders' views, facts and inputs could have been solicited was not followed as a result of the COVID-19 pandemic;
- WASCO's proposal of the introduction of inclining tariff structure for non-domestic customers was not consistent with the Lesotho Water and Sanitation Policy of February 2007, which prohibits banding of water consumption for these customers; and
- Through the Lowlands Water Development Project Phase II (LLWDP II), WASCO may access at least M8 million (\$500 000.00) to be utilised on agreed priorities with LEWA.



## WATER AND SEWERAGE CHARGES 2020/21

Customer Bands	Unit Cost in Maloti per cubic meter (M/kl) <sup>1</sup> including Customer Levy <sup>2</sup>	Standing Charge in Maloti per month (M/month)
<b>Domestic Customers (Water Tariffs and Charges)</b>		
Band A (0 - 5kl)	5.53	-
Band B (>5 - 10kl)	9.39	45.05
Band C (>10 - 15kl)	16.52	45.05
Band D (>15kl)	22.78	45.05
Public stand pipe	7.50	-
<b>Non-Domestic Customers (Water Tariffs and Charges)</b>		
Business and Industry	15.03	433.30
Government	15.03	299.98
Schools	14.90	299.98
Churches	14.90	216.66
<b>Sewerage Services Tariffs</b>		
Domestic: both water borne 1 and water borne 2) and Non-domestic	9.70	-
Likotsi and Qoaling Clinics	48.86	-
C and Y Sewer	1.01	-

<sup>1</sup> M/kl=Maluti per one kilolitre; 1 kl = 1,000 litres. <sup>2</sup> Customer Levy = M0.2311/kl. The figures above exclude VAT.



# Unpacking LEWA's regulatory instruments: Lesotho Electricity Authority (Application for Licences) Rules, 2012

**T**he Lesotho Electricity Supply Industry (ESI) has several regulated activities listed under section 41 of the Lesotho Electricity Act, 2002 as amended. These activities include generation, transmission, distribution and supply of electricity. As such the Lesotho Electricity and Water Authority (LEWA) is empowered under Section 50 of the Act, to issue licences to any person, who wishes to conduct a regulated activity.

Generation, transmission, distribution and supply of electricity are treated as separate businesses and are regulated activities. As a result, the Authority has developed the Lesotho Electricity Authority (Application for Licences) Rules, 2012, to ensure that the applications for regulated activities follow a prescribed pattern.

Any person who wishes to conduct any electricity regulated activity mentioned above should amongst others, make an application to the Authority, and such an application should be accompanied by prescribed fees. The application should be signed by the applicant or any person

signing on behalf of the applicant and accompanied by a summary providing the possible impact of the business on the environment and human health. Furthermore, the application should be submitted in the form specified by the Act.

Thereafter the Authority publishes a notice in respect of a complete application within fourteen days of receipt of the same. Those residents of the area which may be affected by the proposed business are allowed a minimum of 28 days' notice after receipt of the application to prepare their written representations or objections to the proposed business to be undertaken in their area of residence.

After issuance of a licence to the applicant, the licensee is expected to adhere to the terms and conditions of the licence. Failure to adhere to the licence conditions may warrant corrective action or such action as the Authority may deem fit, ranging from imposition of penalties to revocation of a licence.



The conditions of the licence may be subject to alteration, modification, revision or amendment in accordance with the terms specified in the licence or with the provisions of the enabling law.

There are circumstances wherein the Authority may exempt certain people from being licensed. Hereunder are such exceptions:

- A person who generates two (2) MegaWatts (MW) or less of electricity;
- A person who distribute fifty (50) kilowatts (kWh) or less of electricity for domestic consumption;
- A person who, on site supplies electricity which he generates or is supplied to him by a licenced supplier;
- A person who generates and supplies to one consumer who is in the same premises as the generating station; and
- Any other person as the Authority may exempt.

It is important to note that the Authority has issued a Generation license to the Lesotho Highlands Development Authority (LHDA) 'Muela Hydropower Plant (MHP). The Lesotho Electricity Company (LEC) has been issued with Transmission, Distribution and Supply Licences. The Department of Energy (DoE) has been issued a Licence exemption.

By law, specific information is required when an applicant wants to undertake any of the regulated segments (businesses) of the Electricity Supply Industry (ESI) as indicated below.

### **1. Information required for Generation licence**

- Description of actual/proposed location of the generating station;
- The proposed location detailing the nature and extent of proposed development;
- Name of generation station(e.g. MHP);
- Number of generation stations to be operated;
- Whether the station would be connected to the transmission system;
- Date when the station would be commissioned;
- The maximum and the aggregate power (MW) expected except power consumed at station;
- Expected life of station;
- Capacity of each generating unit;
- A map identifying location of the station; and
- Arrangements for compliance with licence conditions.

### **2. Information required for Transmission licence**

- Description of actual/proposed location of the electric lines and plant that constitutes transmission system;
- The location where the lines will be placed underground;
- Identification of voltages of the electrical lines;
- Particulars of a person from whom electricity will be received from for transmission;
- Identification of points at which the applicant expects to receive electricity;
- Quantities of electricity to be received and transmitted;
- Identification of points of interconnection to other transmission systems;
- Proposed metering arrangements;
- A single line diagram of the transmission system; and
- Arrangements for compliance with licence conditions.

### **3. Information required for Distribution licence**

- Description of actual/proposed location of the electric lines and plant and means by which the applicant will supply;
- Identification of lines to be constructed and those in existence;
- Part of the system which will not be owned by the applicant;
- Whether the distribution lines over which the applicant proposes to distribute for purposes of supply shall be connected to the transmission system;
- Particulars of a person from whom the applicant intends to acquire electricity;
- Approximate number and expected maximum demand of customers;
- Details of estimated connections per voltage level;
- Details of maximum power (MVA) expected to be available and consumed at the station;
- Details indicating that the distribution system is going to be operated safely; and
- A map identifying area to which the application relates, including cable routes and associated substations.

For any clarifications concerning this information kindly contact the Authority.

# Engineer Falla Seboko was a role model for many at LEWA

**T**he Lesotho Electricity and Water Authority (LEWA) hosted a farewell party in honour of Engineer Falla Seboko, former Manager-Technical Regulation Water Department (M-TRW), following eight years of excellent service. He joined the Authority as a Performance Analyst (PA-W) in the Technical Regulation Water Department (TRW-D) in 2012. Later during the same year, he was appointed as the manager in the Department.

Engineer Seboko was a noble character who was passionate about his work and an engineer of note. He is a holder of Bachelor of Science (BSc) Hons in Civil Engineering from the University of Hertfordshire. His ability to think on his feet and zealous attitude on duties entrusted to him were developed and honed during his junior to senior school days.

He started his professional career at the then Water Branch and now the Water and Sewerage Company (WASCO). Whilst at LEWA, one of his duties as the M-TRW was to facilitate the implementation of LEWA's strategic objectives on water regulation. He helped in the development of a handful of regulatory instruments for regulation of the urban water and sewerage services subsector.

Speaking on behalf of the TRW-D's staff Ms Mapaseka Makhaba, LEWA's Water Quality Officer expressed thanks for Engineer Seboko's guidance at work. She further noted that Mr Seboko instilled some discipline in them towards their work, time management and good dress code.

"Your support that has always been the Department's strength for tackling all the workload will be missed. Our Department will never be the same without you. Thank you for everything and may the Lord bless you beyond any known measure. Goodbyes are never easy occasions," said Ms Makhaba.



Eng. Falla Seboko

For his part, Engineer Seboko expressed thanks for the opportunity that he was given throughout the years whilst in the employ of LEWA.

"I rejected many offers from foreign countries promising lucrative salaries. I felt indebted to Lesotho as we were raised and taught to use learned skills for the country's benefit. One of the proudest moments that I will carry with me is that the Authority has attained the best water tariff determination model in the region. I wish everyone of you the best in your careers and may your abilities take you to greater heights," expressed Engineer Seboko.

The LEWA Chief Executive, Mr Motlatsi Ramafale noted that the Authority's staff was grateful to have worked with Engineer Seboko. He described him as a professional to lean on, a timekeeper and an inspiration to many because of his professional attitude towards every task assigned to him and commitment to assist others. Mr Ramafale expressed his gratitude that Mr. Seboko performed his duties with determination until he retired.



Handing of gifts to Eng. Falla Seboko (right)