

# LEWANEWS

The newsletter of the Lesotho Electricity and Water Authority



**COVER STORY:**  
LEWA makes a  
contribution to Police  
crime prevention  
initiatives **4**

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a modification on  
LEC's tariff review  
application



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

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

*The Authority has developed electricity services regulatory instruments.  
Of these instruments, the Electricity Quality of Service and Supply Standards (QoSSS).  
This sets out minimum service and quality standards for the Lesotho Electricity Company (LEC).  
LEC has undertaken to implement QoSSS provisions with effect from October 2002.*

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

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## LEWANews

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Dear readers,

**W**elcome to the first newsletter edition of 2018/19 of the Lesotho Electricity and Water Authority (LEWA).

It warms my heart to share with you on the activities of the Authority. The activities reflected hereon signal milestones that the Authority is doing towards making Lesotho a better place for all.

This newsletter provides, amongst others, information on the improvements of Lesotho's water sector, Corporate Social Responsibility Initiative with Maseru Rural Police in the fight against crime, World Forum on Economic Regulation Conference, Cost of Service Study which is to serve as a springboard for cost-reflective tariffs and lifeline tariffs, and Minimum Standards for handling electricity network faults, just to mention a few.

## Remarks by the Chief Executive

As the regulator, it is our responsibility to enhance the Quality of Service and Supply Standards (QoSSS) on both water and electricity sector. In doing this, the Authority takes into account all the innovative and transformative programmes, changes and policies relating to regulation in all sectors for our planning. Such cognisance thus affirms confidence to the Government of Lesotho (GoL) in driving the economic wealth of the country and ensuring security of supply for services in the industry for now and in the future.

On behalf of the Authority, I would like to express our appreciation to our parent Ministers of Energy and Meteorology, Hon. Mr. Hloaele Mokoto, and of Water, Hon. Mr. Samonyane Ntsekele, for their support and cooperation, which has enabled the Authority to perform its regulatory functions to its highest standards.

Finally, I extend my prayers that the Authority will be able to continue performing its entrusted role and duty in a way that matches world standards in regulation. We also need to ensure that our utilities continue to progress further in their service to the people and become more competitive in the coming years, which, in the long run, will allow the people to enjoy higher standards of living ▣

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



## Developments in water sector in Lesotho

**T**he Lesotho Electricity and Water Authority (LEWA) is amongst other things, mandated with ensuring the security of supply on water services in terms of its founding legislation.

Therefore, the Authority participates in some of the key meetings of the country's water sector. The development of the Lesotho Water Sector has a potential to offer immeasurable socio-economic development opportunities (infrastructure and health sector improvement) for Basotho.

In the quest to answer for the shortage of water caused by rapid urbanisation and climate change, amongst other things the Water Sector in Lesotho has undertaken proactive measures to augment potable water supply sources.

As dictated by Section 21(1) (i) of the Lesotho Electricity Authority Act 2002, as amended, the Authority shares some information with readers on key projects in the Water Sector, \_ the Lesotho Lowlands Water Supply Project (LLWSP).

The Ministry of Water and other sector stakeholders such as LEWA participate in the development LLWSP. The LLWSP is intended to provide new water supply options throughout the lowlands region of country as determined by the Ministry of Water.

The LLWSP project is aimed at serving sustainable water services to nine (9) zones. This is a long-term project aimed at meeting the water demand up to the year 2045 for a targeted 927,548 population living in the lowlands.

The project is in line with the Sustainable Development Goals (SDGs) Number 6, whose purpose is to provide "Clean water and Sanitation" to all by 2030. The LLWSP Nine (9) zones are as follows:

- **Zones 2 and 3:** Hlotse and Maputsoe region. Here Water will be sourced from Leribe River near Ha Setene.
- **Zones 4 and 5:** Greater Maseru, Roma, Mazenod, TY, Morija and Matsieng region. Water will be sourced from the Phuthiatsana River.
- **Zones 6 and 7:** Mafeteng and Mohale's Hoek region. Water will be sourced from Makhaleng River.
- **Zone 8:** Quthing region. Water will be sourced from Sebapala and Senqu River.
- **Zone 9:** Semonkong. Water will be sourced from Maletsunyane River.

The LLWSP's Zone 4 and 5 were fast-tracked; as such, have already been constructed. The Metolong dam has started supplying and maintaining the supply of potable water to urban areas of previously mentioned areas ☐



Metolong Dam.

- **Zone 1:** Butha-Buthe region. Water for this project will be sourced from Hololo River.

## LEWA contributes to Police crime prevention

**O**n the 09th March 2018 the Lesotho Electricity and Water Authority (LEWA) sponsored Crime Prevention Annual General Meeting event for Mahokela (Village Crime Prevention Committees) at Christ the King High School show grounds, Roma.

The fun-filled and informative event was organised by the Lesotho Mounted Police Service (LMPS) of the Maseru Rural Police region. The office is based in Mazenod and is in charge of ten (10) Police stations in the Maseru district.

Speaking at the opening of the event, Senior Inspector Lithakong Ntlaba, said that the purpose of the event was to inspire Mahokela (Village Crime Prevention Committees-VCPCs) together with their respective Rural Police Posts to continue improving their strategies on crime prevention within their communities.

He further explained that at the event Mahokela who come from the ten (10) serviced areas will be assessed on the rate of success in fighting sorts of crimes ranging from stock-theft to concealment of births throughout the year 2017.

"Each VCPC will present on its achievements for the past year, challenges and plans for the future. The three best performing rural Police Posts and Village Crime Prevention Committees will receive awards," Senior Inspector Ntlaba observed.

Dignitaries present at the event were the Principal Chief of Matsieng, Morena Seeiso Lerotholi, Principal Chief of Roma, Chieftainess Mabela Maama and Magistrate of Maseru, Mrs. 'Matankiso Nthunya. The Authority was represented by Messrs Shao Khatala, Manager-Consumer Affairs and Communication and Sebusi Khanyela, the Public Relations Officer.



Senior Inspector Lithakong Ntlaba.



The Authority sponsored the event in the form of money amounting to seven thousand M7000.00, Trophies, T-shirts and Caps. VCPCs and Rural Police Posts that received awards from first to third prize were Mokhalinyane, Roma and Morija, respectively. This was a highlight of the event as everyone was enchanting and ululating with immeasurable happiness.

LEWA through Mr Shao Khatala expressed thanks to all attendees and to those that won. He lauded efforts that Maseru Rural Police is doing on the fight against crime and for the re-distribution of justice to the grassroots.

The LEWA representative added that as a regulator LEWA was concerned about the crime of vandalism of water and electricity infrastructure and implored all present to help in the fight against it. He further congratulated best identified Rural Police Posts and pleaded with them to keep excellent footing even for years to come. He also thanked Inspector Pakiso Segholo for bringing this initiative into the Authorities cognisance.

“As LEWA is a partner to all sustainable services, the Authority will always join forces with you in defending peace and security of the country,” said Mr Khatala □



Mr. Shao Khatala of LEWA giving a keynote address.



Representative of Chiefs.

## LEWA at World Forum on Energy Regulation

**O**n the 20th to 23rd March 2018-The Lesotho Electricity and Water Authority (LEWA) attended the 7th World Forum on Energy Regulation (WFER) conference in Cancun, Mexico.

All proceedings were held under the theme, *'Regulating in a time of innovation'*. The conference was a flagship event on modern technology and designs that set the future for sustainable regulation.

The WFER is the leading international Conference on energy regulation, held only once in every four years. It was hosted by Mexico's Energy Regulatory Commission (CRE, its acronym in Spanish).

The Conference is iconic because it is supported by academics, energy industry captains, policymakers and regulators of high calibre from all over the world who engage in strategic and meaningful conversations.

The Conference was hosted under the auspices of the International Confederation of Energy Regulators (ICER). ICER mission is to raise the profile and public awareness of the work of national energy regulators



The chairman of the Conference, Mr Guillermo Alcocer.

in monitoring electricity and gas markets and safeguarding consumer interests; to provide an open platform for energy regulators to pursue joint values and goals; to reconcile market mechanisms with public service objectives and to provide a significant contribution towards a sustainable planet and tone on regulatory frameworks and best practices to be adopted in the regulation industry.

The theme of the 7th WFER purely translated to a focus on transformative trends which are changing the fundamentals of the energy value chain worldwide. These trends include empowered consumers (as a result of technology, dynamic markets and sustainable infrastructure) amongst other things.

In order to address these challenges, it was resolved that regulators must be aware of this trends so that they become relevant in this competitive sector.

The Conference objective was to also showcase Mexico's progress on implementing and improving the comprehensive energy platform. As a result of ample measures that CRE did in the energy sector, Mexico was, therefore, a perfect setting to foster a global dialogue on how to swiftly and efficiently adapt to the energy sector's growth.

The Conference discussed topics such as introduction to Liquefied Petroleum Gas (LPG) industry, regulation framework for wholesale markets: netback or parity pricing, regulators response to disruptive technologies and policies, finding the right mix: grid solutions in the 21st Century, serving and protecting low income energy consumers, Policy and regulatory approaches used in providing access to electricity, amongst others.

The chairman of the Conference Mr Guillermo Alcocer of CRE strongly added that regulators must evolve in order to effectively address macro-trends of the 21st century. He concluded strongly by stressing that regulators must expand their skill set and capabilities so that they become more flexible as organisations and engage like never before with consumers □



## LEWA concludes electricity cost study

On the 8<sup>th</sup> March 2018, the Lesotho Electricity and Water Authority (LEWA) attended a Cost of Service Study (CoSS) presentation at Maseru Sun Cabanas.

The presentation of the workshop was done by MRC Group of companies which had been contracted to do the study. Stakeholders in the electricity sector attended the event.

The CoSS objective was to, amongst other things, establish how electricity tariffs can cost reflective. It also aimed to provide a basis for transition to the cost-reflective level, while considering the impact on low-income consumers.

MRC Group of Companies presented two types of consumer classification on tariffs, being: cost reflective tariff and lifeline tariff. They explained that a cost reflective tariff is one which is based on the true cost of supplying electricity to the customer. In this situation, cost reflectivity means that there is no Government subsidy to cover the true cost of supply of electricity. According to MRC Group of Companies, the move towards cost reflective has been approved by Southern African Development Community (SADC) Energy ministers and it is expected to be achieved all countries by 2020. Lesotho too as a SADC member is expected to be transitioning towards it.

In an exclusive interview with LEWA, Dr Moeketsi Mpholo of the MRC Group of Companies highlighted that the cost reflective tariff would benefit Lesotho as it will remove the financial burden of electricity industry investment on the national budget. In addition cost, reflective tariffs will also help the country attract foreign investment in the electricity sector.

He further expressed that CoSS aspects included studies on issues such as long-term forecast on costs, customer categories review, verification of whether poor customers can afford the true cost of electricity, benchmarking of LEC to assess its performance and a detailed development of a re-usable model that



Dr. Moeketsi Mpholo of the MRC Group of Companies.

analyses costs, projections, financial performance, tariffs and impact on bills.

“The cost-reflective method of establishing a tariff could have a negative butterfly effect on the poorest of the poor. Therefore, LEWA has also been presented another tariff method called, lifeline tariff,” said Dr Mpholo.

Lifeline tariff is a subsidised tariff aimed at providing support to low-income households. This is provided at below the cost of supply and is subsidised by other electricity consumers who pay above the cost of supply rates. This rate of tariff thus enables low-income households to have access to affordable electricity. People that will benefit from the lifeline tariff will be all domestic customers that consume less than average electricity.

This workshop was attended by representatives from Lesotho Electricity Company (LEC), Water and Sewage Company (WASCO), Lesotho Highlands and Development Authority (LHDA), Central Bank of Lesotho (CBL) and the National University of Lesotho (NUL), respectively □

## Regulatory frameworks for renewable energy

One of the general duties and functions of the Lesotho Electricity and Water Authority (LEWA), as outlined in the Lesotho Electricity Authority Act 2002, as amended, is to ensure the security of electricity supply in the country.

Whilst there is no universal definition on what “security of supply” means, the phrase in the main refers to the electricity industry providing appropriate electricity system capabilities (such as generation and transmission capacity) and storable fuel supplies (such as water) to maintain normal supply to consumers. This means amongst other, things that customers must have access to electricity at the time they need it within a specified quality, at a transparent and on a cost-oriented price.

In a quest to fulfil the specified duties and functions in 2016, LEWA completed four regulatory tools which are the Renewable Electricity Generation Licence Template, Electricity Transmission Licence Template, the Distribution and Supply Licence Template and Standardised Power Purchase Agreement template.

Although the documents became operational on 01 May 2016, it is worth reminding the public about them. The four documents focus on different parts of the electricity supply chain.

The documents have been developed to provide guidance to prospective entrants of the Electricity Supply Industry (ESI) in Lesotho regarding their pertinent requirements into various regulated sectors namely generation, transmission, distribution and supply of electricity. The Lesotho Electricity Company (LEC) is currently the only utility that transmits, distributes and supplies electricity.

Prospective entrants are persons or entities who want to engage in regulated electricity business activities. The four documents which are collectively known as regulatory frameworks for renewable energy resources make it possible for new entrants to enter the electricity supply chain businesses. A brief

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LEC is currently the only utility that transmits, distributes and supplies electricity.

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overview of each template is given below:

- The Renewable Electricity Generation Licence template provides guidance to prospective renewable electricity generation licensees regarding requirements for applying for renewable electricity generation licence from the Authority.
- The Electricity Transmission Licence template is intended to provide guidance to prospective electricity transmission licensees regarding requirements for applying for electricity transmission licence from the Authority.
- The Electricity Distribution and Supply Licence Template provides guidance to prospective electricity distribution and supply licensees regarding requirements for applying, distribution and supply licences from the Authority.

The three documents can be accessed from the LEWA website on the following link: <http://www.lewa.org.ls/licensing/template.php>.

The fourth document, which is the Standardised Power Purchase Agreement (SPPA) for Renewable Electricity template, provides guidance to both prospective power producers and off-takers, such as Lesotho Electricity Company (LEC) in proposing their power purchase agreements (PPAs) to LEWA for approval. It can be accessed from the LEWA website on the following link: <http://www.lewa.org.ls/tariffs/sppa.php>.

All the documents may be obtained from LEWA office upon request ☐

## LEWA continues to establish SFGs

As one of its key strategic goals, the Lesotho Electricity and Water Authority (LEWA) intends to empower stakeholders on regulatory matters that are within its mandate as provided for in the Lesotho Electricity Authority Act of 2002 as amended.

With this goal in mind, LEWA engaged stakeholders on its regulatory mandate to maintain its presence in the districts, by establishing more Stakeholder Forum Groups (FSGs) in the districts.

As it has been explained in the previous edition, the purpose of the establishment of these groups is among others, to disseminate and exchange information on matters that may have an impact on regulation and stakeholders.

The Committees are expected to act as conduits to achieve proper service delivery. The Committee will update LEWA on service issues on Licensee's performance in the districts.

The Authority would, as a result, continue on a regular basis to promote awareness of consumer rights

through these forum groups.

In the reporting period, LEWA convened district stakeholder meetings in Leribe, Mopotlong, Qacha's Nek, Butha Buthe and Thaba-Tseka, wherein the Committees were elected.

All representatives of stakeholder categories at the district level attended and participated in the meetings. As a result, the elected forum groups or Committees comprised of people selected by district based stakeholders in a public meeting. This was done so as to ensure transparency in a bottom-up approach.

Awareness was also raised also on regulatory issues such as tariffs determination processes, standards on quality of service and supply, complaints resolution issues and others.

LEWA would continue to establish same committees across ten districts. Once the Committees had been established throughout the country, LEWA would facilitate a preliminary training on regulatory issues and instruments for the elected Committees and work on operationalising the same ☐



One of the stakeholders' meetings convened by LEWA.



## Water saving tips

One of the duties of the Lesotho Electricity and Water Authority (LEWA) is to ensure the operation and development of a safe, efficient and economic water services in Lesotho.

Pursuant to the attainment of the above mandate, LEWA undertakes to educate its stakeholders on some of the simple tips that may be adopted, on how customers may use water efficiently.

Water efficiency focus on reducing the amount of potable water used and reduction of non-portable water where appropriate, e.g watering landscape. Consumers are requested to make small behavioural changes to reduce water wastage and by choosing more water efficient products. Water conservation is, therefore, everyone's responsibility and is as important during heavy rainfall seasons as much as in the dry season. This issue cannot be overemphasised.

Hereunder are some of the basic tips on water efficiency in various places in the home.

### Bathroom

- Turn off the tap while brushing teeth- A running tap can waste over six litres of water per minute.
- Install water efficient shower heads in the bathroom.
- Take a short shower instead of a bath as one can save up to 20 litres of water while using a shower.
- In the shower, turn the water on to get wet, turn off to lather up, then on to rinse.
- Never use a toilet as a wastebasket. Avoid flushing the toilet unnecessarily;
- If the toilet handles frequently stick in the flush position, letting the water run constantly, replace or adjust them.
- Repair leaky toilets. Add 12 drops of food colouring into the tank, and if colour appears in the bowl one hour later, your toilet is leaking.



Install water efficient shower heads in the bathroom to save water.

### Kitchen

- It is better to drink water from the fridge than to let the faucet run until the water is cool.
- Soak pots and pans instead of letting the water run while you scrape them.
- Use a full load in the dishwasher and washing machine. One should buy a water efficient model when buying a new machine.
- When washing dishes by hand, don't leave the water running for rinsing. One can save up to 5 litres of water at a time by rinsing dishes in a basin, rather than under running water.
- Wash fruits and vegetables in a bowl not under a running tap.
- Do not use running water to thaw meat or other frozen foods. Defrost food overnight or use defrosts setting on your microwave.



## > Garden

- Use the leftover water to feed plants.
- Use a watering can or a hosepipe with a trigger nozzle instead of a sprinkler.
- Avoid watering when its windy or sunny, early and late watering reduce water loss due to evaporation.
- Only water the lawn when necessary. If you water your lawn and flower beds, only do it once a week.
- Use a broom, not a hose when cleaning driveways and sidewalks.

## General

- Fix dripping taps. A dripping tap wastes thousands of litres of water a year.
- Insulate hot water pipes for immediate hot water at the faucet and for energy saving.
- Teach children to turn off faucets tightly after each use.
- Bath children together to save water.
- Use bucket and sponge when washing the car, instead of a running hosepipe.

- Buy a water tank and harvest rainwater; and
- When washing a car, wet it quickly, then use a bucket of water to wash the car, turn on the hose to final rinse.

## How do you know when you have a leak?

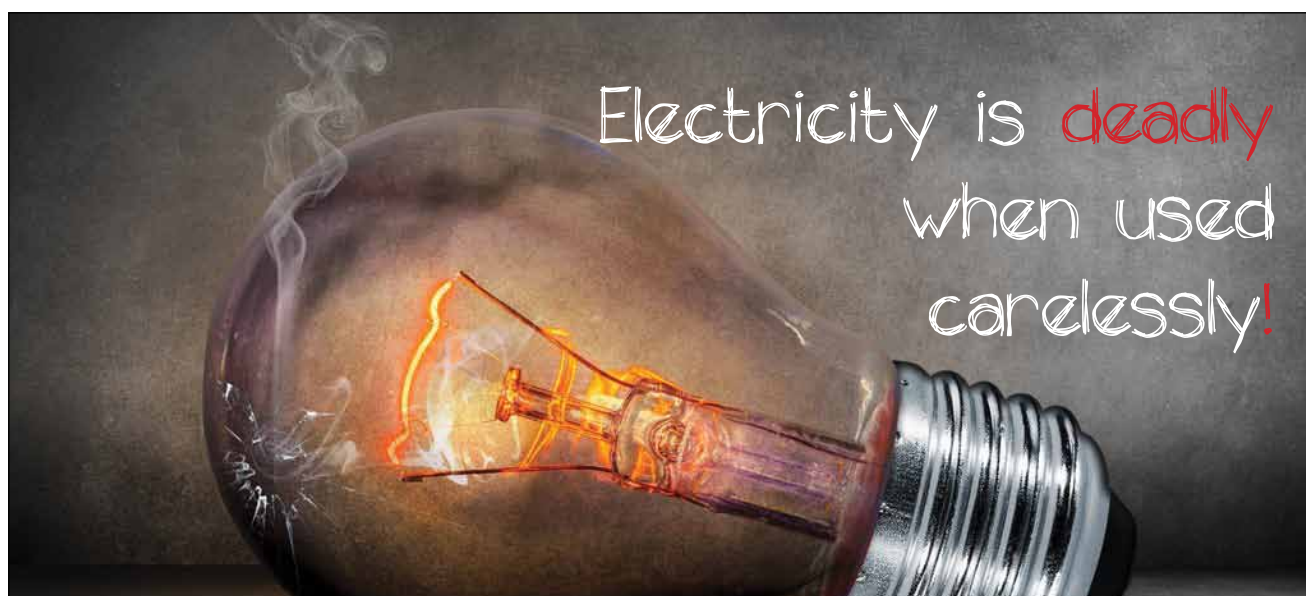
- An increase in your monthly charges (meter keeps on running while water not in use).
- Damp spots on the walls or lawn.
- Overflowing geysers.
- Dripping water in the toilet.

## What to do if you spot a leak/burst?

- Call WASCO at 22313943/ 080022011.
- Visit WASCO offices to fill out WASCO query report form.

If the matter is not attended to:

- Call LEWA at 22312479
- Email: [secretary@lewa.org.ls](mailto:secretary@lewa.org.ls)
- Visit LEWA at Moposo House 7th Floor Maseru □



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



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

## Awareness of safety issues

**T**he Lesotho Electricity and Water Authority (LEWA) resolves complaints between regulated utilities and their customers in cases where the minimum standards have not been observed.

It is the mandate of LEWA to also ensure safe operations of the regulated utilities as per the Authority's enabling Act. The Authority deems it important to constantly remind stakeholders about issues that may have a significant impact on customers and these are a result of past experiences. One of such experiences has been the issue of wayleave problems.

In an effort to maintain good relations with the service providers, customers should ensure that their buildings do not encroach on any existing electricity, water or sewerage services structures. This compromises the safety standards. Therefore, customers are urged not to construct their buildings or any form of a structure below or above electricity and water infrastructure without observing the safety standards.


Failing to observe the safety standards, has adverse consequences in that a customer may forfeit his chances to occupy the building in question and also may deny himself an opportunity to be supplied with electricity or water services, as the case may be.

It is important also to ensure that customers appreciate the extent of the mandate of LEWA with regard to land rights issues. Where the complaint or the dispute is on lands rights, the Authority does

not have the mandate to resolve such complaints and hence the matter should be raised with other competent authorities in the country. The Authority may be approached where the infrastructure involved poses danger in the yard in question and people living in it. The interest of the Authority in these instances would be safety operations of services provided by the regulated utility involved.

Another important issue is on compensations requests or complaints. The LEWA's mandate does not extend to enforcing the payment of monetary reliefs sought by complainants. These reliefs may be granted by the courts of laws and other competent Authorities. LEWA only resolves service-related complaints and hence may only enforce service related reliefs.

Consequently, customers of electricity, water and sewerage services are encouraged to learn more about the mandate of the service providers, that of the Authority and most importantly on their rights and responsibilities.

All important information that relates to service providers may be accessed from the regulated utilities Lesotho Electricity Company (LEC) or Water and Sewerage Company (WASCO). The information on regulatory issues may be accessed from LEWA offices or LEWA website: [www.lewa.org.ls](http://www.lewa.org.ls). Concerns, questions and comments may be addressed to [secretary@lewa.org.ls](mailto:secretary@lewa.org.ls). LEWA telephone number is 00266 22 31 24 79 





## LEWA modifies LEC tariff application

On 23 January 2013, the Authority received a Tariff Review Application from the LEC, requesting a 23.2 percent upward adjustment on both Energy and Maximum Demand (MD) charges.

LEC stated that the proposed adjustment would result in a revenue requirement of M1.04 billion for the Financial Year 2018/19.

Amongst the various tariff application drivers cited in the application, LEC stated that it had to cover the

costs relating to purchase of electricity bulk supply imports, expenditure, repair and maintenance and return on assets.

The Authority issued a modification to LEC on the Application in terms of Section 24 of the LEA (2002) Act, as amended. The Authority indicated that public and electricity consumers would be informed of the future steps regarding the LEC tariff review Application for 2018-19 ☐

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



Visit our website: [www.lewa.org.ls](http://www.lewa.org.ls)

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And read our newsletters!



## 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.

