

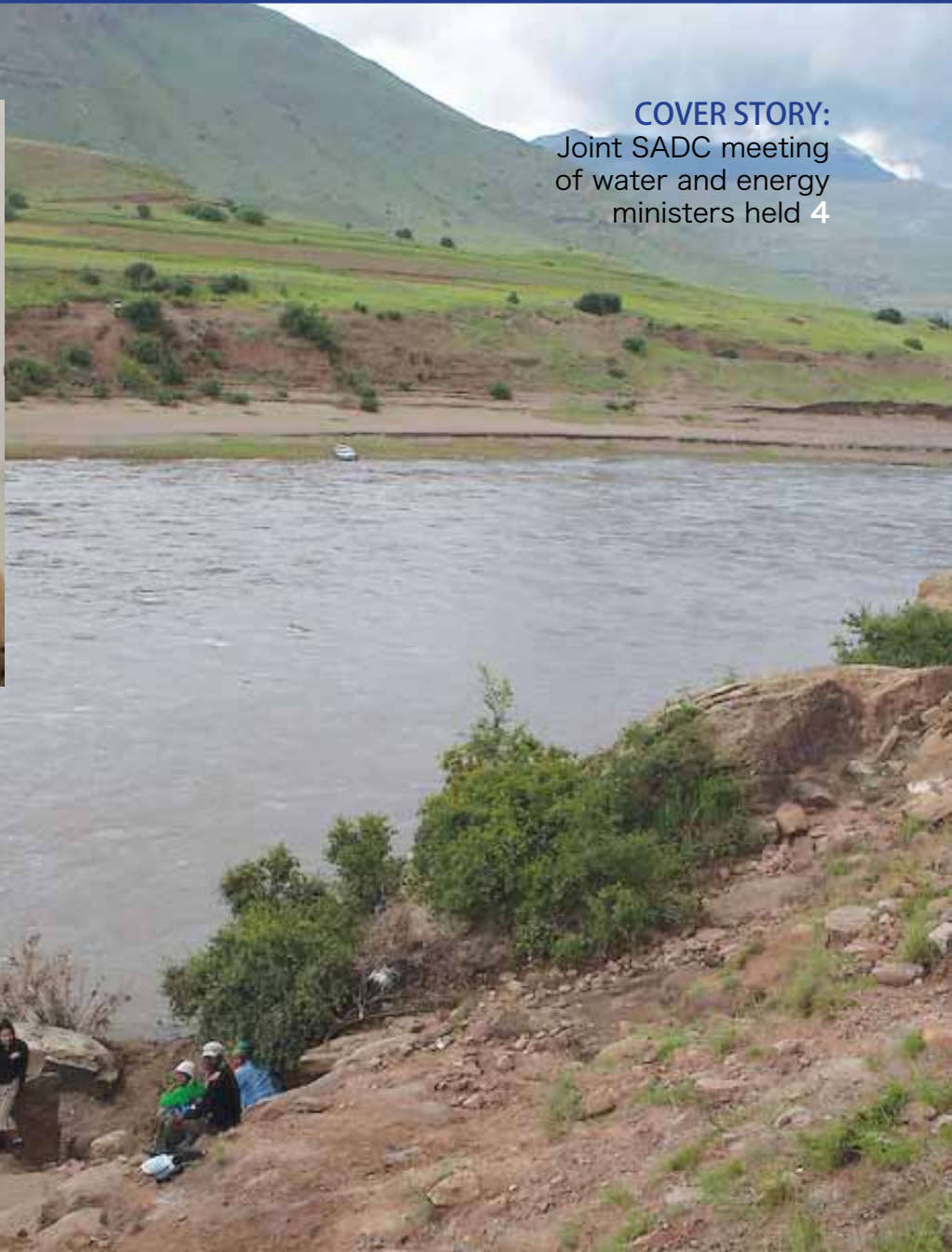
LEWANEWS

The newsletter of the Lesotho Electricity and Water Authority



COVER STORY:
Joint SADC meeting
of water and energy
ministers held 4

"SADC Member States should intensify efforts to stimulate national energy efficiency planning and to provide strong technical support across the value chain, especially in rolling out various energy efficiency programmes."



ALSO IN THIS ISSUE...

3 New Board
appointed at LEWA

6 Significance of public
investment in tariff
determination

12 RERA members
increased to eleven



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

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

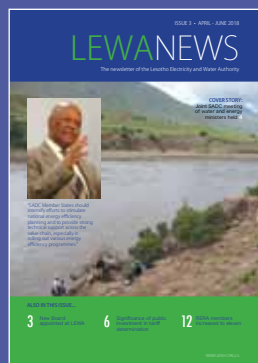
*The Authority has developed electricity services regulatory instruments.
Of these instruments, the Electricity Quality of Service and Supply Standards (QoSSS).
This sets out minimum service and quality standards for the Lesotho Electricity Company (LEC).
LEC has undertaken to implement QoSSS provisions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

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

For more information, please contact us at 7th Floor, Moposo House, Kingsway, Maseru, Lesotho

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LEWANEWS

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CONTENTS

MESSAGE FROM CHIEF EXECUTIVE

LEWA is "A partner to all for sustainable services" 2

NEW BOARD

appointed at LEWA 3

JOINT SADC MEETING OF

water and energy ministers held 4

SIGNIFICANCE OF PUBLIC INVESTMENT

in tariff determination process 6

ABOUT LEWA

mandate 7

REQUIREMENTS FOR WOULD-BE ENTRANTS INTO

the regulated electricity sector business 8

UP-CLOSE ON 2017-18

consumer complaints 10

RERA MEMBERS

increased to eleven 12

EARLY BIRD PAYMENT

is the way to go 13



Dear readers,

Once more welcome to the Lesotho Electricity and Water Authority (LEWA) first publication of the Financial Year 2018/19.


In this edition we endeavour to bring you topics that are meant to initiate and maintain a constant and strategic consumer education regarding the Authority's mandate and programmes. The publication aims to keep you abreast on topics of interest designed with a purpose of making you a well-informed consumer in the electricity, urban water and sewage service sectors.

Remarks by the Chief Executive

The topics that are covered in this newsletter range from those that focus on the importance of public involvement in the tariff determination processes, the requirements for engaging in a regulated business in the electricity sector, and an overview of the nature of complaints and their status in the 2017/18 Financial Year.

Elsewhere we cover the ways of avoiding service disruption through the use of technology. We also announce the appointment of the new LEWA Board and a report on the Southern African Development Community (SADC) meeting of water and energy Ministers that was held in South Africa, in June, 2018, to mention but a few.

Our efforts to be transparent and offer news are guided by our principles as spelled out in our Corporate Statements. One of these is our motto that states categorically that LEWA is *"A partner to all for sustainable services"*.

So take your own copy and read. Wherever you find our coverage not sufficient we will gladly welcome your comments! Also note that you may subscribe to our newsletter online at www.lewa.org.ls 

Lebohang K. Moleko (Professor)
Chief Executive



New Board appointed at LEWA

The Lesotho Electricity and Water Authority (LEWA) is the organisation set up by the Lesotho Electricity Authority Act, 2002, as amended. It was established to regulate the Electricity Supply Industry (ESI) and Urban Water and Sewerage Services (UWSS) sub sector in Lesotho.

By law, the formal decision-making powers of the Authority rest with the Board. The Board Members are supported by the Chief Executive and staff to conduct the in-depth analysis and evaluation required to establish a detailed regulatory framework of regulations, licences, consents and codes. This goes together with the underlying policies and principles that will govern how the regulated ESI and UWSS operate.

The responsibility for ensuring that the LEWA discharges all its functions and responsibilities under the Act, as amended, lies solely with the LEWA Board Members. The Board is responsible for making reserved decisions that give policy guidance to the Chief Executive and staff. The Board also reviews/monitors actions taken on behalf of the LEWA.

Board Members are required to attend regular meetings as scheduled by the Authority, and other meetings which may be necessary from time to time. Board Members are needed to be abreast of the present and potential future work of the Authority. They are not involved in the day-to-day management and functioning of the LEWA but they are required to consider and approve things like the financial, budgetary and staffing aspects of the Authority.

The Act as amended provides that Board Members should have relevant qualifications and experience, preferably to university degree level, in any of the following areas: law, accountancy, economics, water and electrical engineering, or any other experience relevant to regulation of the electricity and water sector.

In June 2018 the new LEWA Board was constituted. The Board membership is as follows:

Mr. Relebohile Mosito (Chairperson), Mr. Ntsie Maphathe, Mrs. 'Maletsatsi Kao-Theoha, Mr. Tlali Hlasa, Mr. Tseko Molelekoa and Mr. Pashu Mochesane □



New members of LEWA Board of Director with Professor Moleko, Chief Executive Officer.

Joint SADC meeting of water and energy ministers held

The 37th Southern African Development Community (SADC) meeting of Ministers Responsible for Energy and Ministers Responsible for Water was held in Johannesburg, South Africa on the 27th June 2018.

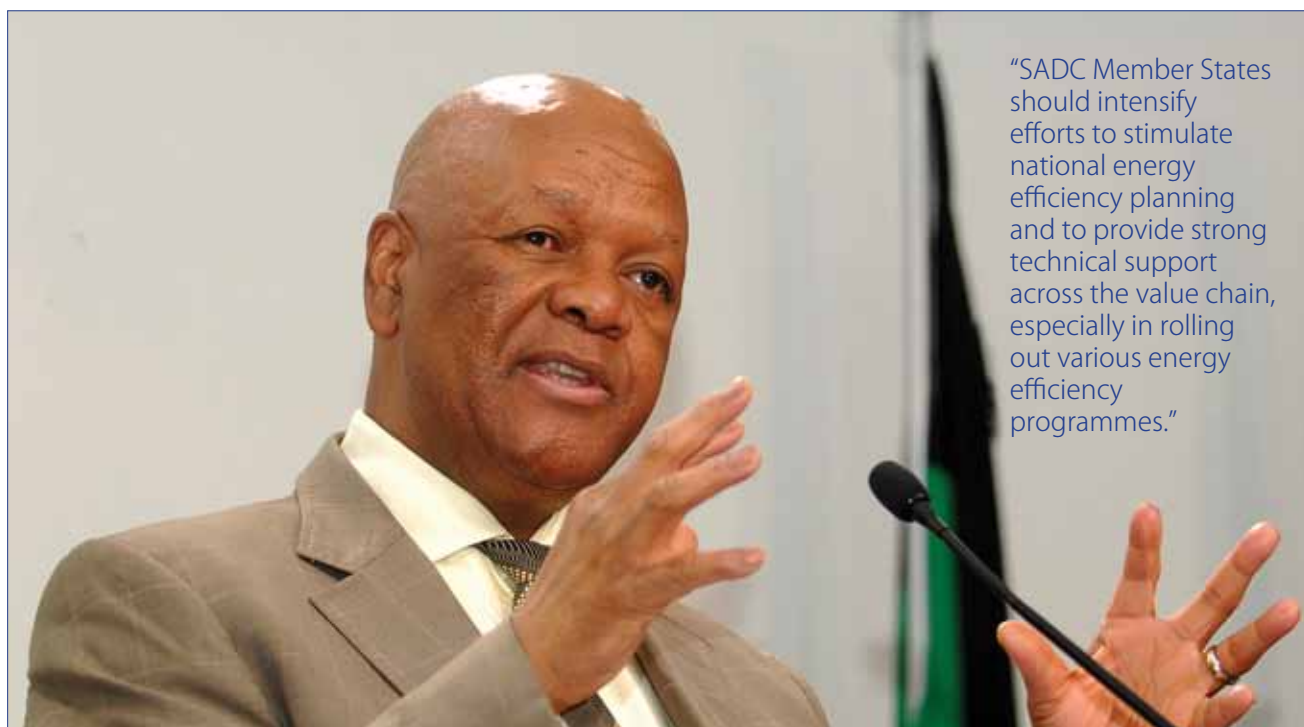
The meeting was convened as part of the implementation of the August 2017 SADC Summit theme, *"Partnering with the Private Sector in Developing Industry and Regional Value Chains"* with substantive focus on the importance of water, energy and food security in the Region.

The meeting looked at the key activities for security of energy supply with particular emphasis on the status of power supply and demand in the region. The electricity demand in the region increased by a weighted average of 6.8%, 2.6% and 2.9 % during 2015, 2016 and 2017. It was further revealed that the installed generation capacity in the region is 68,324 MegaWatts (MW) comprising installed capacity

from oceanic member states of Mauritius (782 MW), Madagascar (246 MW) and Seychelles (106 MW) respectively.

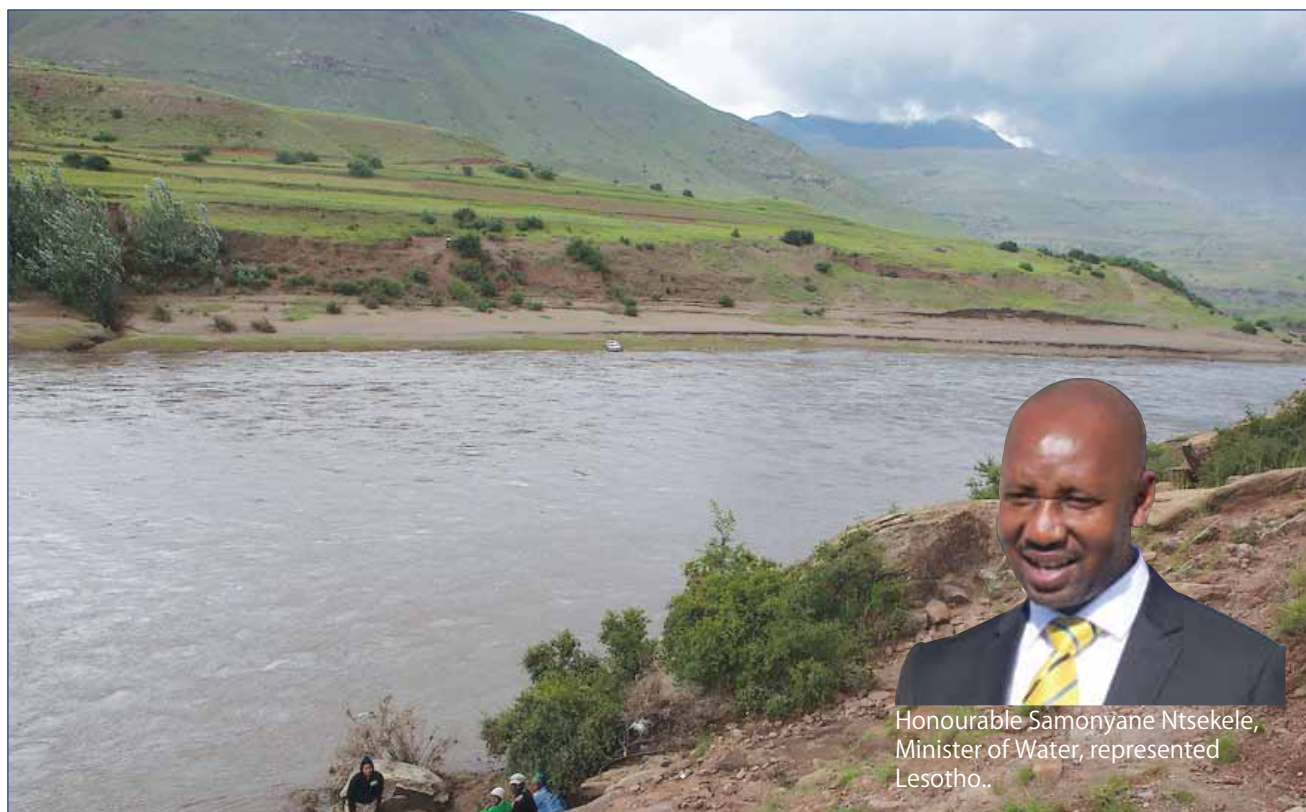
Regarding progress on Regional Priority Generation Projects with emphasis on generation, at the meeting it was noted that in Lesotho an Independent Power Producer (IPP) will install 20MW solar photovoltaic plant in 2018 at Ha Ramarothole in Mafeteng district. The Government is also promoting a 70 MW solar photovoltaic (PV) plant to be implemented in two stages where phase I will be a 30 MW and phase II will be a 40 MW.

The meeting also discussed key activities for water security in the region with reference to challenges and opportunities pertaining to water resources management situation in the SADC region. It was noted that SADC has fifteen (15) transboundary river basins which provide nearly eighty (80%) per cent of the Region's available water resources and some of



"SADC Member States should intensify efforts to stimulate national energy efficiency planning and to provide strong technical support across the value chain, especially in rolling out various energy efficiency programmes."

The meeting was opened by the Minister of Energy, of the Republic of South Africa, Honourable Mr. Jeff Radebe.



Senqu river is important role in the South African economy by providing water for irrigation and hydroelectric power.

the SADC Member States rely on more than fifty (50%) per cent of their water needs flowing from outside of their borders. This situation means that there is a rising demand for water resources as a result of the growing populations and increased industrial and agricultural development. The increase in demand has, therefore, put many river basins under stress throughout the SADC region. With climate change impacts, stress on water resources will further exacerbate the already high natural variability.

For Lesotho, the meeting noted the progress regarding the implementation of the Lesotho Highlands Water Project Phase II, as well as the Lesotho Water Transfer Scheme (LBWTS) from Lesotho to Botswana through South Africa. The LBWTS project has gained momentum and attained visibility because it avails opportunities for wide sharing of resources and benefits in the Orange-Senqu River Basin.

The meeting discussed the water, energy and food security nexus dialogue programme and noted that the droughts and floods in the region had served

as a reminder that a silo approach to planning and investing in water, energy and food security was no longer suitable to answer these new questions.

The Water, Energy and Food (WEF) Nexus approach which was organised by the SADC Secretariat maximised on the linkages between the three (3) sectors, built on and highlighted existing efforts at regional and national level. A number of instruments supporting the implementation and promotion of the WEF approaches includes the Regional Water Policy and Strategy, the SADC Regional Strategic Action Plan on IWRM 2016-2020, the Regional Agricultural Policy (RAP) and Investment Plan (RAIP) and the Regional Energy Access Strategic Action Plan (REASA).

At this meeting, Lesotho was represented by Honourable Mokoto Hloaele, Minister of Energy and Meteorology and Honourable Samonyane Ntsekele Minister of Water. The meeting was opened by South Africa's Minister of Energy, Honourable Jeff Radebe. As always LEWA was represented at this event ☐

Significance of public involvement in tariff determination processes

In terms of Section 24 of the Lesotho Electricity Authority Act, 2002 as amended, the Lesotho Electricity and Water Authority (LEWA) is mandated to regulate the electricity, water and sewerage services tariffs charged to customers.

In doing this, the Authority takes into account the interests of all stakeholders. LEWA also ensures that the electricity, water and basic sewerage services are provided in a sustainable manner.

This article seeks to explain the rationale, objectives and public processes involved during the tariff determination process. In the process LEWA has to strike a balance between the legitimate costs incurred by the regulated utilities and the interests of other stakeholders.

The objectives for setting and making decisions on the electricity, water and sewerage services tariffs are amongst other things, the following:

- Promotion of investment in the network and improvement of the utility's performance;
- Improvement of the quality of service provided to all;
- Enhancement of security of supply so that the services are always available;
- Improvement of the financial health of the regulated utilities; and
- Promotion of electricity and water efficiency.

In terms of the law and the regulatory tools, any change in electricity, urban water and sewerage services tariffs has to be approved by the Authority before becoming effective.


The service providers' applications should be accompanied by reasons that support it, which may

include amongst other things, the cost drivers for the proposed tariff adjustment, and statement of the financial position of the Applicant. This information is verified by the Authority prior to making the final decision on the tariffs.

The entire application is publicised so that the stakeholders and the general public can provide informed inputs, and written comments on the reasonableness of the proposed tariffs change.

During public hearings organised by the Authority, the public is given a further opportunity to express their views before the LEWA Board. These views are taken into consideration when the final decision on tariffs is made.

LEWA's own analysis of the application includes consideration of stakeholders' inputs and comments. The Authority considers also amongst other things the extent to which the existing tariffs can finance or sustain the regulated services, and affordability of the services. Also important to consider is the extent to which the costs of providing services is likely to change materially, the operating and capital expenditure requirements of the regulated activities in the next period of change of prices, rules and regulations on change of prices. Lastly, economic conditions and whether the approved tariffs would enable the provision for Quality of Service and Supply Standards (QoSSS) are also considered.

After the analysis of the application has been done, the Authority forms its decision and publicises the approved tariffs to the public in a press conference. Detailed processes are explained in the document found at this hyperlink http://www.lewa.org.ls/tariffs/Tariffs_Determinations.php 

About LEWA mandate

The Lesotho Electricity and Water Authority (LEWA) is an organisation established in terms of the Lesotho Electricity Authority Act No.12 of 2002 as amended, to regulate electricity sector and urban water and sewerage services sub-sector and is thus a multi-sector regulator.

The Authority started its operations as a single sector (electricity) regulator in 2004 and was then known as the Lesotho Electricity Authority (LEA). The transformed Authority was launched officially on 29 October 2013 to be Lesotho Electricity and Water Authority after assuming additional duties of regulating the Urban Water and Sewerage Services.

Minimum standards relating to electricity, urban water and sewerage services provision

Connection Services for Electricity Supply Industry (ESI) Customers

(Timeframes for provision of Quotations and Supply)

- Customers are entitled to receive quotations for cost of provision of supply within ten (10) working days where there is existing electricity infrastructure. Upon payment of the quoted amount, the customer should be connected and supplied with electricity within thirty (30) working days.
- In cases whereby there is need to extend the network (where there is no existing electricity infrastructure) to meet the customer's needs, quotations should be issued within a month. Connection and Supply of electricity in this case should be made within two (2) months.
- Where there is need for construction of new infrastructure, or if supply is required for industrial or commercial customers, the period for provision of quotations and supply shall be negotiated between LEC and the customer.


Connection Services for Urban Water Customers

(Timeframes for provision of Quotations and Supply)

- Urban Water Consumers are expected to receive quotations within six (6) working days, where application is made in respect of a household within one hundred and fifty (150) meters of the existing network. Such customer should be connected and supplied with water services within ten (10) working days after payment of the quoted amount.
- In cases where new network pipes are required (not house connection), and the distance between the network pipe and the place of connection is greater than one hundred and fifty (150) meters and less than one thousand (1000) meters, the quotation shall be issued within ten (10) working days. Connection and supply for such customer should be effected within thirty (30) working days.

Connection Services for Sewer Customers

(Timeframes for provision of Quotations and Supply)

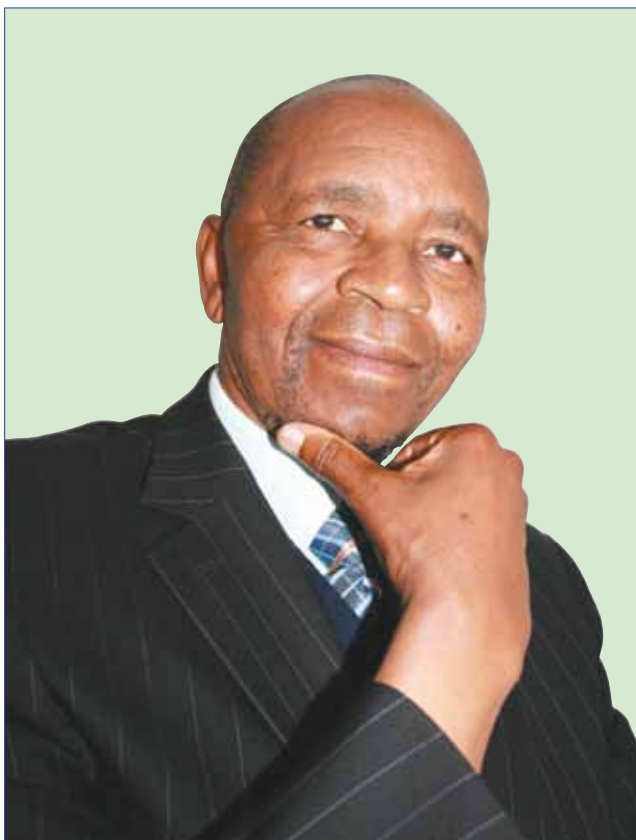
- Customers utilizing sewerage services are entitled to receive quotations for cost of supply within six (6) working days where there is an existing infrastructure. The distance between the existing network and the household to be connected should not exceed ninety (90) meters. The actual connection should be effected within fifteen (15) working days.
- In cases where there is an existing network but the distance is greater than ninety (90) meters but less than five hundred (500) meters, quotation shall be issued within fifteen (15) working days. The actual connection shall be effected within thirty (30) working days. This includes the situation whereby new sewers are requested or the request is made by industrial or commercial customers 

Requirements for would-be entrants into the regulated electricity sector business

Section 50 of the Lesotho Electricity Authority Act 2002 as amended, requires that any person, who may wish to conduct a regulated activity in the Electricity Supply Industry (ESI) should first file such an application with the Lesotho Electricity and Water Authority (LEWA).

The application should be in the style or form that the Authority may suggest or deem fit, accompanied by the necessary fees prescribed by the Authority.

As a result, LEWA has produced some guidelines whose aim is to specify the steps that are followed when a person wants to conduct business in any of the regulated ESI activities.



The applicant should satisfy the following essential elements before LEWA can issue him or her with a licence, advises Professor Moleko, LEWA Chief Executive Officer.

Regulated ESI activities are generation, transmission, distribution, supply of electricity to premises and import and export of electricity. This means that a licence application may be made in respect of any of these.

The applicant should satisfy the following essential elements before LEWA can issue him or her with a licence. These are that the applicant must have appropriate financial status, technical and managerial competences. However, this section of the law does not specify conditions for issuance of licence application for importing and exporting of electricity.

The Authority, may however, allow some entities to undertake regulated activities without being licenced in the following circumstances (that is a Licence exemption):(1) Where electricity to be generated does not exceed two (2) Megawatts,(2) Where a distributor does not exceed fifty (50) Kilowatts for domestic consumption, (3) Where a person, on site, supplies electricity which he generates, and(4) Where a person generates electricity and supplies it to one consumer who is in the same premises as the generating station.

An application for a licence may be accompanied by different documents depending on the nature of the application and the identity of the applicant. If an application is filed by a company, a copy of financial statements of the applicant together with the auditor's report on the recent and two preceding financial years are required. The recent interim and management's accounts and the status of finances of the applicant would also be requested.

Where the applicant is not a parent company, financial statements of the two preceding years and recent financial statements of the parent company, together with the auditor's report are required. Furthermore, the recent interim and management's accounts for the parent company and the statement on status of finances of the applicant should be attached.

In cases where the applicant is not a company, information indicating financial position, financial statements and recent audited annual accounts would be required.

For obtaining a generation licence, further information required includes the following:

- Description of the proposed location of a generating station;
- A map locating generating station;
- The name of the generating station;
- The number of generating units to be operated;
- Whether or not the generating station would be connected to the transmission system;
- The raw materials that will be used to generate electricity;
- The date the proposed generating station is expected to come into operation;
- The maximum and total produced power (MW) expected to be available each year for the next five years, this excludes power that is expected to be consumed at the station for operational purposes;
- The expected total numbers of years that the station will be generating electricity;
- Capacity of each generating unit for the next five years;
- Details of electric lines linking the generating station to the electricity network; and
- A description of the applicant's proposed arrangements for compliance with the requirements of the licence conditions.


For a transmission licence, further information required includes the following:

- Description of proposed locations of the electric lines and electrical plant constituting the transmission system;
- Map of transmission system;
- Voltages (amount of electricity) of electrical lines forming part of the system should be clearly identified;
- Particulars of a person (or entity) from whom the applicant expects to receive electricity for transmission each year for the next five years;
- Points at which the applicant expects to receive electricity;

- Quantities of electricity to be received and transmitted;
- Points of interconnections to other transmission systems;
- A forecast of annual maximum demand and energy;
- Proposed metering arrangements between the two entities;
- A single line diagram of transmission system; and
- A description of the applicant's proposed arrangements for compliance with the requirements of the licence conditions.

For distribution and supply licences, further information required includes the following:

- Description of proposed locations of the system of electric lines and electrical plant;
- Description of the existing plant and the lines to be constructed;
- Description of part of the system that is not owned by the applicant;
- Explanation on whether or not the distribution lines for purposes of supply would be connected to the transmission system;
- Particulars of a person from whom the applicant expects to receive electricity which he will distribute each year for the next five years;
- Details of estimated connections per voltage level;
- Details of aggregate power (MVA) expected to be available from the embedded generation station each year for the next five years, approximate number and expected maximum demand of customers each year for the next five years; and
- Forecast of annual maximum demand (MVA) and energy (MWh) to be sold each year for the next five years.

This information pertaining to the application of these licences can be made available by the Authority upon request. These requirements may also be found in the following documents: Lesotho Electricity Authority Act 2002 (as amended) and Lesotho Electricity Authority (Application for Licences) Rules, 2012. The information may also be accessed from LEWA website at www.lewa.org.ls 

Up-close on 2017-18 consumer complaints

From time to time, the Lesotho Electricity and Water Authority (LEWA) undertakes public awareness campaigns on educating the Urban Water and Sewage Services (UWSS) consumers and the Electricity Supply Industry (ESI) consumers about their rights and what to do about unsatisfactory service from the regulated entities.

In the Financial Year 2017-18, the Authority dealt with a total of seventeen (17) complaints both from the ESI and UWSS subsector. This development indicates that complaints brought for consideration to the Authority increased from the previous Financial Year's by eight (8) and that represented a forty-seven percent (47%) increase.

A significant rise in the number of received complaints in the 2017-18 Financial Year signals a milestone achievement of promoting a strong civic education

efforts of the Authority through promotion of consumer's rights.

The Authority regards complaints as an important source of information to scale and improve the regulated utilities performance and to discover blind spots that which have to be improved in the future. On the other hand, complaints help the regulated utilities to provide customer-centric service that speak the language of regulatory tools on complaints handling as stated by the enabling Act of 2002 as amended. Lastly, complaints help LEWA to understand its consumers' needs in a better way.

Specifically in the ESI subsector, six (6) complaints were brought forward from the 2016/17 period and four (4) complaints were received during the year under review. That meant that for the reporting period, the Authority dealt with ten (10) complaints. Out of these



Some of the complaints that LEWA received were on electricity services.



Metolong Dam has led to a reduction of complaints about water services.

> ten (10) complaints, five (5) were resolved while five (5) were not yet finalised.

No complaints were referred to the Board for final determination. The majority of the received complaints were on wayleave equating to seventy percent (70%), while ten percent (10%) of others were on compensation for freeriding, and twenty percent (20%) for billing.

In the UWSS subsector three (3) complaints were brought forward from the 2016/17 Financial Year while four (4) complaints were received during the reporting period. In the 2017/18, six (6) complaints were resolved, while one (1) complaint was yet to be finalised.

A breakdown of complaints thus show that forty-two percent (42%) of complaints were on billing, twenty-nine percent (29%) on service connection and while twenty-nine percent (29%) was on wayleave issues. The Authority also had five (5) ESI complaints for

mediation. All of these complaints taken for mediation were successfully resolved.

As a reiteration from previous publications, the Authority deals with complaints that were deferred by the regulated utilities on a period of ten (10) working days. Consumers are advised to lodge complaints in writing and should keep a copy of the complaint as a proof that it was indeed lodged.

Consumers should also remember that the Authority deals with complaints within service provision, safety and not compensation issues. Measures to include compensation issues are underway.

The Authority strongly believes that service excellence is desirable in the 21st century hence the reason for a steadfast approach to solving consumer complaints to the highest degree. The LEWA also realises that it is operating in a delicate consumer service environment where consumer experience is key. A one dissatisfied consumer is an injury to the Authority □

RERA Members increased to eleven

The regional energy sector regulatory in the Southern African Development Community (SADC) is expanding regulatory oversight in the form of energy or electricity regulatory authorities in the Region.

As of June 2018, fourteen (14) SADC Member States have introduced regulatory oversight in the form of energy or electricity regulatory authorities in the Region. There is only one SADC Member State, Democratic Republic of Congo (DRC) that is currently without the regulator. However, DRC has just passed a new electricity law that provides for the establishment of a regulator.

Due to those developments, membership of the Regional Electricity Regulators Association (RERA), increased to eleven (11) after an induction of Botswana Energy Regulatory Authority (BERA).

RERA is planning to develop a high-level set of principles and practices for adoption at the regional level as best practice framework guidelines to be considered and applied by SADC Member States,

Regulators and other relevant stakeholders.

The framework guidelines could also serve a useful purpose of being used by the SADC Member States, RERA and its Member Regulators. The participation of energy regulators in RERA activities will enhance their capacity through joint training, benchmarking, peer learning and reviews coordinated by RERA Secretariat.

The trend of transforming regulatory authorities that initially started with their mandates focusing solely on electricity regulation into either sector-wide energy regulators or multi-sector regulators is ongoing.

It is worth noting that out of eleven (11) RERA Members, eight (8) of them are regulating energy while three (3) Members, including LEWA are only regulating electricity. The National Electricity Council (CNELEC) of Mozambique was transformed to become the Energy Regulatory Authority (ARENE) in December 2017.

The process of transforming the Electricity Control Board (ECB) of Namibia into Namibia Energy Regulatory Authority (NERA) is at an advanced stage ▣



Early bird payment is the way to go

The benefits of interconnecting devices have not only transformed the business sector but also benefited consumers immensely.

Services Company (WASCO) and the Lesotho Electricity Company (LEC) have made the means of affording consumers with “M-PESA” and “ECOCASH SPACHE FONON” facilities to effect payments without having to queue and being trapped in notorious traffic.

The Lesotho Electricity and Water Authority (LEWA) has specifically mandated WASCO to explore effective ways for collection of debts as part of its regulatory requirement, and to also show its efficient financial viability.

The now used technological facilities are a transformative innovation for consumers convenience. These are not just some technological innovations but also social ones. Both of these technological advancements are easy to use tools for bills payments and thus enable consumers to avoid unnecessary disconnections and bills arrears. They also enable the consumers to enjoy connections with relative ease.

Both systems “M-PESA” and “ECOCASH SPACHE” have enabled people that are geographically dispersed to

conveniently pay for electricity and water services without any hindrance of distance and weather conditions.

A heartiest congratulations to WASCO and LEC for making a quantum leap on the use of industrial 4.0 innovation tools! Industry 4.0 innovation tools are smart technologies that enable consumers, in this case, the Electricity Supply Industry (ESI) and Urban Water and Sewage Services (UWSS) subsector to communicate and assist in decentralisation of decision making on tasks that are too difficult to solve.

Consumers should also remember that in terms of the ESI and UWSS Quality of Service and Supply Standards (QoSSS) guidelines, all of these services may be disconnected by WASCO and LEC upon customers’ failure to pay and or effecting of illegal connections. In order to avoid this occurrence, consumers should always ensure that they pay for services on time as to avoid arrears on their bills. Consumers should also take it as a priority to include electricity, water and sewage bills unto their monthly budget for groceries. Besides using “M-PESA” and “ECOCASH SPACHE FONON”, consumers can also pay over the counter at LEC or WASCO centres, through stop orders and or at participating retail outlets [□](#)



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



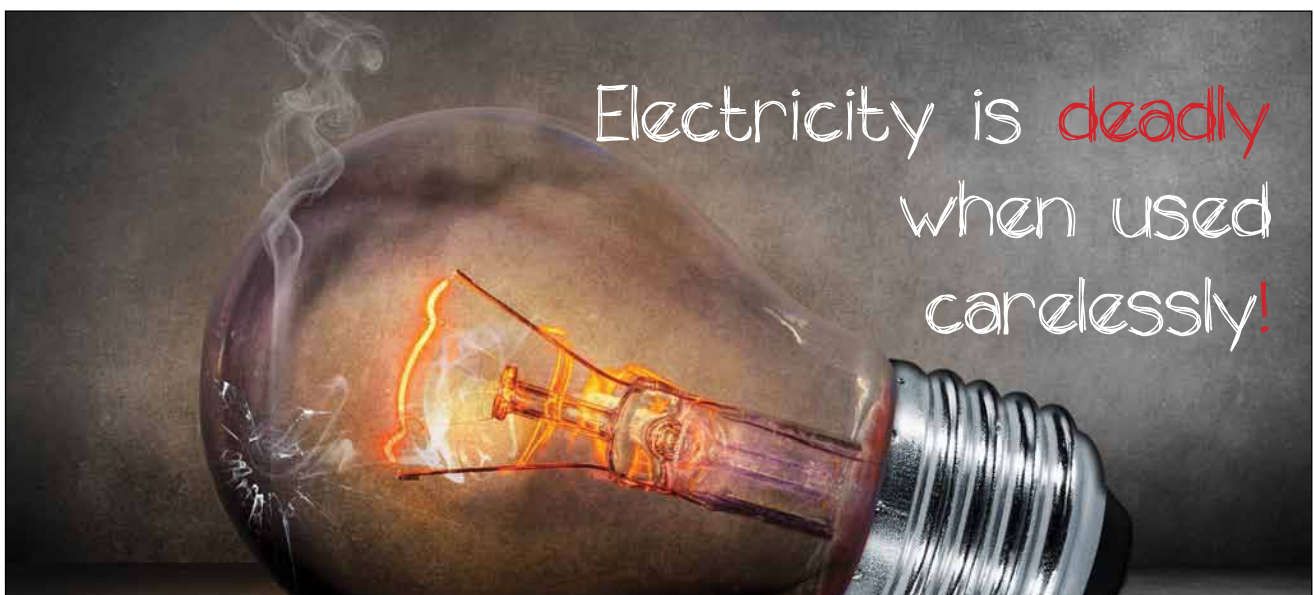
Visit our website:
www.lea.org.ls

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Email: secretary@lea.org.ls

And read our newsletters!



Electricity is **deadly**
when used
carelessly!

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.