

LEWANEWS

The newsletter of the Lesotho Electricity and Water Authority



COVER STORY:
Electricity and water
infrastructure vandalism
awareness **6**

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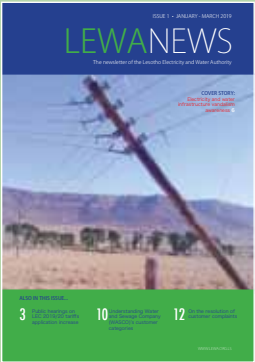
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Electricity
is **dangerous**
when used
carelessly!

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 a mandate to ensure safety of the public in relation to electricity supply and usage.






Remarks by the Chief Executive

Consumption levels of different WASCO customer categories have been explained. This is to help different customer categories to better understand their consumption levels and tariff charges. This newsletter is also inclusive of consumers' requests and complaints handling standards procedure. We have identified challenges and learnt lessons while solving consumer complaints. This article promotes consumers rights and an understanding of complaints to be brought to LEWA.

Dear readers,

I wish to welcome you to the fourth and last edition of the 2018/19 newsletter. This publication like many others is a golden pack of information meant to keep you abreast of the Lesotho Electricity and Water Authority (LEWA)'s activities reporting quarter.

In this publication, we look at the Lesotho Electricity Company (LEC)'s 2019/20 public hearings on Tariffs increase Application as held at different districts of Lesotho. A highlight on the effects of increasing vandalism rates on the infrastructure of the Lesotho Electricity Company (LEC) and Water and Sewerage Company (WASCO) has been made. As we are living in the turbulent economic times and scarcity of resources, there are tips for saving water and electricity at home. These tips are meant to assist stakeholders to do away with old practices and save money.

As a member of the regional and internal regulatory fraternity, LEWA is morally bound to feature some regional development that impacts on regulation and delivery of electricity/energy services. The publication has a report on the Southern African Development Community (SADC) high-level energy officials meeting. In order to receive an electronic copy of this version, please visit www.lewa.org.ls and subscribe 

Lebohang K. Moleko (Professor)
Chief Executive



Public hearings on LEC 2019/20 tariffs application increase

The Lesotho Electricity and Water Authority (LEWA) embarked on public hearings throughout the country on the Lesotho Electricity Company's (LEC) 2019/20 Tariffs Application increase of 14.2 % Energy and Maximum Demand (MD) charges across all customer categories from the 13th February to the 14th March 2019. The Application was the 12th since the electricity regulation begun in Lesotho.

| LEC 2019/20 Tariffs Application | |
|--------------------------------------|----------------|
| Item | Projected Cost |
| Electricity Bulk Purchase costs | M 444 million |
| Operational Expenses | M 320 million |
| Depreciation costs | M 109 million |
| Repairs and Maintenance costs | M 64 million |
| Diesel for Semonkong power generator | M 2.4 million |
| Return on assets | M 136 million |

In accordance with Section 24(6) of the LEA Act of 2002, as amended, the Lesotho Electricity Supply Industry (ESI) stakeholders were invited to submit their written comments. LEWA further publicised the Application across all electronic and print media platforms, at the District Administrators' offices and through LEWA District Committee Members throughout the country. Public hearings were successfully held at identified places as reflected in the table below.

| Electricity tariffs Public hearing's schedule | | |
|---|---|----------|
| Date | Venue | Time |
| 13 February 2019 | Mokhotlong: Mokhotlong Hotel | 09:00 am |
| 14 February 2019 | Leribe, Hlotse: Mohlapese Guest House | 09:00 am |
| 20 February 2019 | Qacha's Nek: New Central Hotel | 09:00 am |
| 21 February 2019 | Mohale's Hoek: IEMS Hall, Mohale's Hoek | 09:00 am |
| 6 March 2019 | Thaba-Tseka: Mohale-oa-Masite Hotel Hall | 09:00 am |
| 14 March 2019 | Maseru: Victory Hall (Mojalefa Lephole Convention Centre) | 09:00 am |

While presenting its proposal to the public, LEC highlighted its significant achievements. These included a customer base of 243 046 as at October 2018, almost 100% transmission and distribution



Mr Khoabane Khalema of CPA representing consumers.

systems availability which the Company pointed out was beyond the target, ongoing electricity network upgrading projects countrywide, sustained Corporate Social Responsibility (CSR) programmes, to mention but a few.

In all areas except Maseru, there was a fair representation of stakeholders that came to provide their inputs on the Application. Consumer Protection Association (CPA) and the Lesotho Textile Exporters Association (LTEA) and the general public became part of the stakeholders' representation in Maseru.

Some members of the public Mrs. 'Mateboho Skundla and Mr Mojalefa Mofobatha both from the Mohale's Hoek district, while providing their inputs, explained first that the LEC tariff increase application does not enable them to provide informed decision due to the absence of the Company's Audited Financial Statements for 2018/19.

Secondly, they alleged that high vandalism was being masterminded by LEC staff and other people with knowledge of electrical equipment. Thirdly, they



Chairman of Pricing and Tariffs Committee, Mr Ntsie Maphathe, thanks the public and the media for their support.

contended that LEC was always late to attend reported electricity faults. Lastly, electricity service connection fees were high and already marginalised the poorest of the poor and Orphans and Vulnerable Children (OVC's).

LEC responded in that service connection fees are a pass-through cost to a customer, and that it does not make any profits from them. LEC also explained that on the vandalism court cases, none of its staff members as was connected to infrastructure damage/theft but rather other members of the public and of other neighbouring countries like South Africa and Mozambique.

In addition, LEC responded in that its financial statements were yet to be audited by the Auditor General (AG) and would be availed to the public once available. Finally, on delayed responses to faults, LEC explained that high traffic volumes were a reason for inefficient service.

Mr. Khoabane Khalema of CPA advised LEC to improve and tighten its internal administrative and financial controls, and speedily take measures against those convicted of engaging in fraudulent activities. He highlighted that fraudulent activities undermine the company's performance and contributed to Lesotho's slow-paced economy. Consequently, CPA as the voice of the consumers proposed a zero increase.

A representative of the Lesotho Textile Exporters Association (LTEA) Mrs. 'Malikhabiso Majara while speaking at the LEC's 2019/20 Tariff increase Application in Maseru expressed that continuing electricity tariffs prevent the textile industry's efforts to creating jobs. Therefore, they propose a zero increase. General stakeholders views across the country had proposed an increase of 2% to 5%.

The Chairman of LEWA's Tariffs and Pricing Committee Chairman, Mr. Ntsie Maphathe in his closing remarks at the last public hearing in Maseru, expressed thanks



An intense stakeholders' discussion of electricity tariffs increase application submitted by LEC.

to the public and media for their unwavering support and interest since the publicity of the LEC 2019/20 Tariffs increase Application.

He said that received comments from all stakeholder groups were important and would assist the Authority

to make an informed Tariff Determination decision that is in the interest of all stakeholders.

For the first time in all public hearings, LEC was represented by some of its Board of Directors ☐



Water saving tips

Water is life and should be conserved in all ways possible. In Lesotho water is affectionately referred to as “white gold” precious commodity. The availability of water decreasing in Lesotho as in other parts of the world. Consumers’ outcry across social and media platforms regarding its absence in households thus signals its importance. Therefore, this calls for a joint effort to conserve it.

Below is water saving tips for home care.

Toilet flushing and sanitation:

- Only flush the toilet when necessary.
- Place a full glass bottle in your cistern to reduce each flush to a maximum of 6 litres.
- Flush with used water only (laundry, bath and shower water) or with rain, borehole or well-point water.
- Use less toilet paper to minimise the risk of sewer blockages and do not use your toilet as a dustbin.



Harvested rain water can be used for flushing in toilets and gardens watering.

- Close toilet stopcock (angle valve). You will save municipality drinking water.
- Use bleach or disinfectant to regularly sanitise toilets and surrounding areas and keep hands sanitised to prevent health risks.

Body washing and personal hygiene:

- Take short, stop-start showers. Wet your body. Turn off the tap. Soap. Rinse quickly.
- Do not let taps run for too long or at full flow. Use a cup for shaving, brushing teeth, etc.
- No shower? Take a sponge bath. Use minimal water in a basin, bowl or washtub (‘waskom’).
- Use waterless hand sanitiser instead of washing your hands.
- Collect as much washing water as possible and re-use for flushing toilets as a priority. Excess used water can be used for plants or washing vehicles.
- Do not let the water run while you wait for it to heat. If possible, use cold water or heat your water for a sponge bath, in a kettle or on the stove.

Laundry and dishes:

- Only wash what is absolutely necessary.
- Use minimum soap to save on rinse water. Re-use rinse water for the next wash wherever possible.
- Wait for a full load before running washing machines and dishwashers. Some washing machine models let you use final rinse water for the next washing cycle.
- Hand washing laundry uses less water than many washing machines, especially older models with no eco cycles. Check your machine’s usage.
- Re-use water for flushing toilets as a priority.

Gardens and outdoor areas:

- Use a broom and harvested rainwater to clean hard outdoor surfaces.
- Blanket your topsoil with a layer of mulch to reduce evaporation, for example, grass clippings, shredded leaves, bark chips or straw.
- Modify your gutters and downpipes to collect rainwater in containers ☐



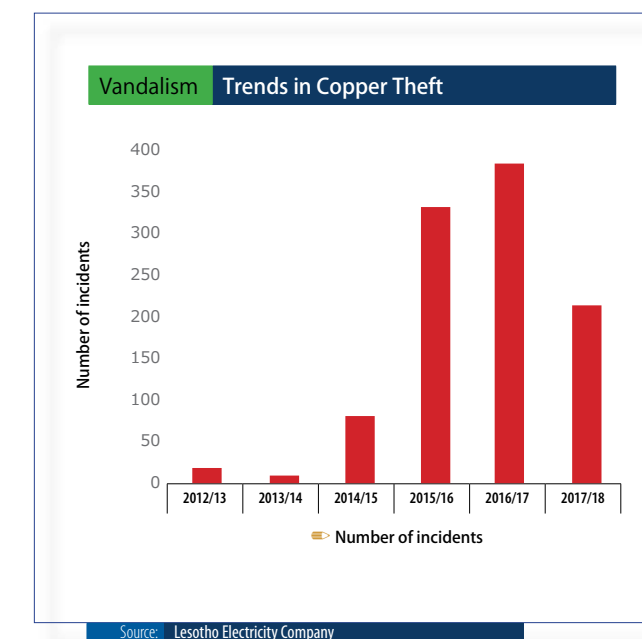
Electricity and water infrastructure vandalism awareness

Electricity and water infrastructure vandalism is one of the factors that plunge the Lesotho Electricity Company (LEC) and, Water and Sewage Company (WASCO) into financial losses and constant service disruption. In Lesotho, this unabated activity takes place in the form of infrastructure’s theft and, damage and illegal connections.

Both LEC and WASCO did media campaigns and involved law enforcement authorities in an effort to raise awareness on vandalism as well as curb it. In the Electricity Supply Industry (ESI), LEC experienced vandalism increases in 2014, mainly in the Maseru district.

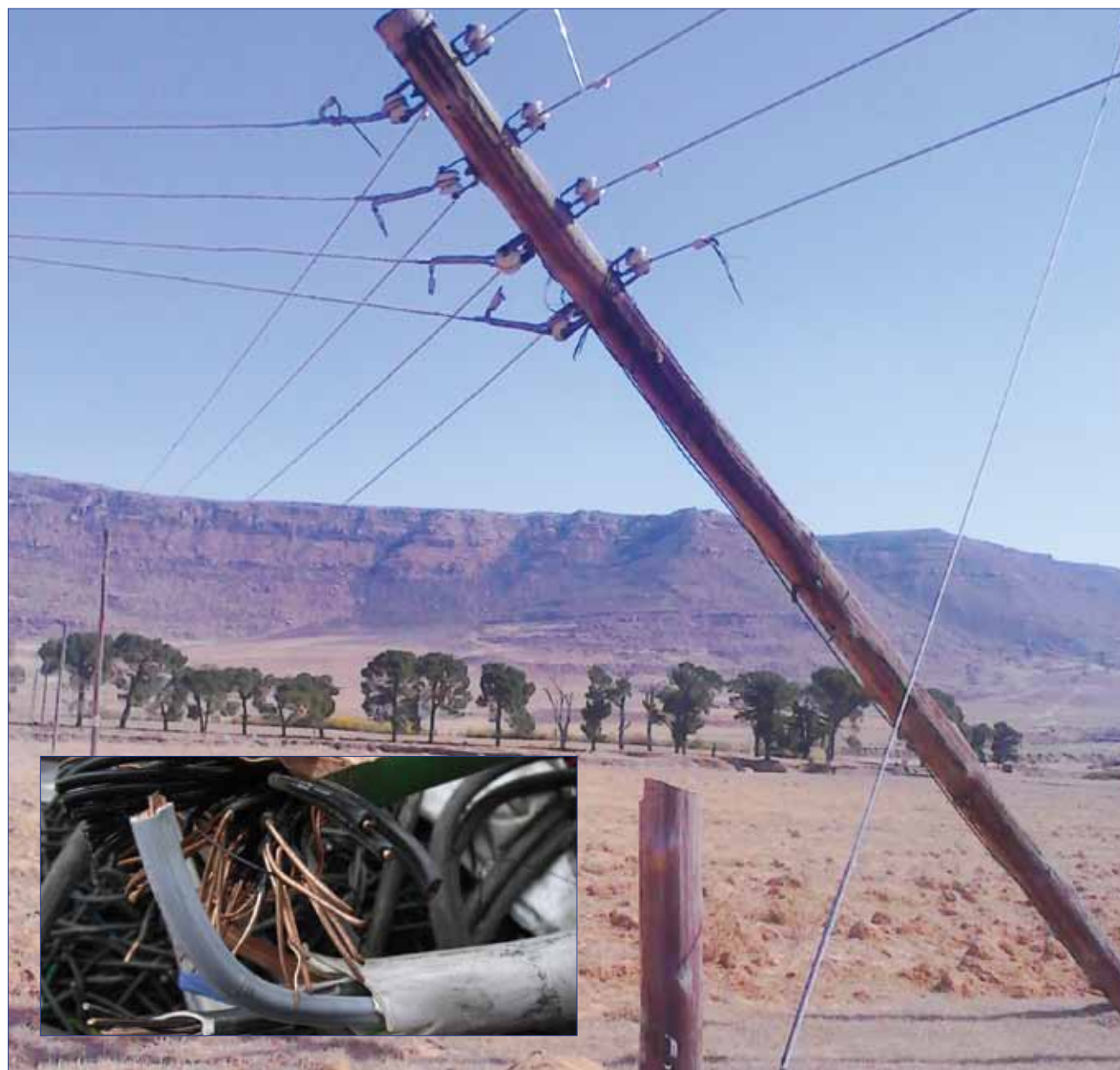
Mr. Mothae Nonyana of LEC, whilst speaking at the LEC 2019/20 public hearing on Tariffs increase Application in Mokhotlong, explained that LEC was experiencing high financial losses due to vandalism.

He further highlighted that on many occasions, apprehended culprits led them to scrap yards, South Africa and Mozambique as the destination of stolen electricity equipment.



Mr Mothae Nonyana expressing LEC’s concerns on high infrastructure vandalism rates in the country.

The Authority urges the public to be on a constant alert and protect the infrastructure that provides services and to also report those destroying such infrastructure to relevant authorities. They should not take the law into their hands. Vandalism is dangerous as it leads to loss of lives (electrocution), cripples



A pole electricity transmission lines and cables vandalised, causing LEC high financial losses.

Lesotho's development, damages electricity and water users' property.

Vandalism also leads to unplanned power outages and loss of water. While illegal electricity connections are not only a financial loss indicator they are also a danger to people's lives especially children who innocently touch laid cables. Beyond this, culprits found guilty are sentenced 3 to 15 years imprisonment with an option of M15,000.00 of fine. Below is a table showing the vandalism trend.

From LEC records, incurred maintenance costs due to vandalism in 2014/15 amounted M48,000.00, in 2015/16 was M1 million and 2016/17 was M60,000.00. In the Urban Water and Sewage Services industry (UWSS), WASCO experiences cases of illegal connections and damage to its water infrastructure.

The Authority advises members of the public to report vandalism incidents to LEC on (+266) 52100000, WASCO on (+266) 800 22011 and the nearest Police Station ☐

Electricity saving tips

Saving electricity is essential and equals saving money. It is an all season activity that either in the sweltering or freezing times. Every consumer should be a responsible citizen and so that power outages could be minimal and help protect the environment. .

Below is electricity saving tips that consumers should adhere to.

Eliminate all wasted electricity consumption:

- Always switch off unused lights and appliances wherever you are.
- Do not be in two places at the same time – switch off lights and appliances at home when you go to work
- When you leave work do the same - switch off all lights, machinery and office equipment. Live in one place at a time.

Conserve – use power for shorter times or deliberately avoid using electricity:

- Use heaters for shorter periods of time and use the thermostats on heaters to limit their consumption.
- Use jerseys, warm clothing and hot water bottles to keep warm rather than using heaters at all.
- Use the least amount of hot water that you can. Geysers use a lot more electricity if they have to make a lot more hot water!
- Do not run two fridges if only one is really needed. (Get rid of the 'beer' fridge in the garage).

Energy efficiency – get the same job done using less energy:

- Invest in energy efficient lighting - replace old incandescent lamps with energy saver lamps – compact fluorescent lamps or new LED lamps.
- Use appliances efficiently – do not boil more water than is needed in a kettle. Fill it only with the right amount of water needed.

- Match the pot size to the size of the stove plate when cooking.

Change the patterns of electricity usage – minimal in morning and evening weekday peak times:

- Use washing machines on weekends rather than on weekdays when there is a shortage of power.
- Avoid using power between 8 am and 11 am and 6 pm to 9 pm on weekdays, in order to avoid increasing the load on the network.
- Switch off electric heaters between 6 and 9 pm and rather use gas heaters where possible as it is electricity peak time.
- Check swimming pool timers – only run the pump between 9 pm and 5 am – never in the daytime.

Find alternative energy sources – preferably 'clean energy' options:

- Install a solar water heater, this is a great 'green' investment that will permanently reduce your electricity bill.
- Switch to gas stove cooking wherever possible.

Plan ahead – build energy efficiency into new buildings and renovations:

- Make sure gas stoves, solar water heaters and ceiling insulation are specified on your building plans.
- Use the opportunity when extending a bond for renovations or extensions to include solar water heaters and energy efficiency.
- Plan to replace your geyser with a solar water heater if it bursts.

Culture change – awareness, education and attitude:

- Explain to children why it is important to use less electricity.
- Treat electricity as a valuable resource to be used wisely ☐

Understanding Water and Sewage Company (WASCO)’s customer categories

It is crucial for customers to appreciate their classes/ categories in terms of their water consumption and related usage of sewerage services. The Water and Sewerage Company (WASCO) to charge customers the relevant tariffs according to their consumption. This classification also informs customers as to which level of consumption they fall within and makes them aware of the benefits of efficient use of water and sewerage services.

WASCO has different customer categories and below is each customers’ billing methodology. The table below shows all WASCO customer categories.

Domestic customers

Band A domestic customers are those that consume up to 5000 litres of water in a month.

If a customer consumes more than 5000 litres in a month but the consumption does not exceed 10 000 litres, then the customer automatically is categorised under **Band B**. **Band C** customers refers to customers that consume from 10 000 litres but do not exceed 15 000 litres in a month. Finally, those that use more than 15 000 litres of water in a month are automatically categorised under **Band D** and these are the most consuming customers.

| Customers Categories |
|--|
| Domestic Customers |
| Band A (0 – 5000 l) - No Standing Charge levied |
| Band B (5000 – 10 000 l)- Standing Charge levied |
| Band C (10 000 – 15 000 l)- Standing Charge levied |
| Band D (>15 000 l) - Standing Charge levied |
| Non-Domestic Customers |
| Government |
| Business, Industry |
| Schools |
| Religious Institutions |
| Standpipes |



Community standpipes fall within the non-domestic customers.

Non-domestic customers

This category is inclusive of Government Departments, Businesses, Industry Schools, religious institutions and community standpipes. The consumption and the tariffs for these categories of customers are not banded as domestic customers. The applicable standing charge is effected with respect to a particular category.

The categories as discussed above assist WASCO to appropriately charge customers as per approved tariffs of their consumption category

Complaints, enquiries and requests handling standards for LEC and WASCO

In terms of the general functions of the Lesotho Electricity and Water Authority (LEWA), the Authority should establish, maintain, review and amend as appropriate customer care standards.

Pursuant to this mandate, the Authority established electricity and urban water Quality of Service and Supply Standards (QOSSS) to guide on the processes that regulated utilities had to go through in resolving customer complaints, enquiries and requests.

The Lesotho Electricity Company (LEC) and, Water and Sewerage Company (WASCO) are compelled to resolve, timely customer complaints, enquiries and requests brought before them. In the Electricity Supply Industry (ESI), general complaints received in person, telephonically or via the internet should be addressed within one day. On written complaints, a complaint should be responded to also in writing within five working days and to be resolved in two weeks. A set standard of at least 90% should be achieved.

Customer’s enquiries received telephonically, via the Internet or in person, should be handled within one day. In cases where there is a need for investigative works, at least 95% of those enquiries should be responded to in writing within the period of five (5) working days and addressed within the period of three (3) weeks.

For customer requests such as changing or moving meters, those should be responded to in writing within a period of two weeks. An average success target of 75% is expected for these standards.

For essential communication services, a 24-hour telephone service and internet should be made available for reporting of faults and emergencies. The expected success target of 95% is expected. Furthermore, telephone service and internet for lodging of complaints, requests and queries should

be made available during normal working hours. The average target for the achievement of this standard is set at 99%.

“Written complaints should be responded to within five (5) working days and resolved within a period of two weeks.”

On service standards for the Urban Water and Sewerage Services (UWSS) industry, all general complaints such as water quality, pressure or customer service received in person or telephonically, should be responded to within one day. Written complaints should be responded to within five (5) working days and resolved within a period of two weeks.

Customer’s enquiries should be addressed within a period of two (2) weeks but those that require investigative work should be responded to in writing within five (5) working days and resolved within ten (10) working days. Customer requests should be responded to in writing within ten (10) working days of receipt of the requests. For all water supply related standards discussed above, the expected percentage for achievement is set at 90%.

The regulated utilities should work towards answering all incoming calls within 15 seconds, which is an estimate of four (4) rings. Over and above all the necessary requirements for resolving problems, regulated entities should regularly educate its customers on electricity and water supply related issues.

Furthermore, the regulated utilities should maintain a register of complaints which should reflect the type of complaint, date and the utility’s response time to complaints, enquiries and requests

On the resolution of customer complaints

It is the mandate of LEWA to also ensure safety operations of the regulated utilities as per the Authority's enabling Act. There are certain issues that need to be discussed as learned from the previous complaints that have received and resolved by the Authority.

A lot of these issues are related to wayleave problems, namely, encroachment, land ownership disputes and compensation.

Encroachment

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

Failing to observe safety standards, has adverse consequences in that a customer may forfeit his chances for a supply of electricity and water services.

In cases where a person seeks to build or construct any structure in the vicinity of the regulated infrastructure, such a person should approach the relevant utility for advice, in order to avoid safety hazards to life, property and the infrastructure.

Land disputes

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 authority to address and resolve

such complaints and hence the matter should be raised with relevant Authorities.

The Authority may be approached where the infrastructure involved poses danger to people living in it. The interest of the Authority in these instances would be safety operations of services provided by the regulated utility involved.

If the substance of the complaint is on land rights but also touches of service, the land dispute should be settled first by the parties, thereafter the Authority may be approached for service or safety-related issues.

Compensation

The public should understand that LEWA's mandate does not extend to enforcement of the monetary reliefs sought by the Complainants. These reliefs may be granted by the courts of laws and other competent Authorities such as the Ombudsman. LEWA only resolves service or safety-related complaints and hence may only enforce service related reliefs.

Pursuant to the above important lessons, customers of electricity, water and sewerage services are encouraged to read more on the mandate of the service providers, that of the Authority and most importantly on their rights and responsibilities.

All important information that relates to servitudes may be accessed from the regulated utilities (LEC/WASCO) and information on regulatory issues may be accessed from LEWA offices, LEWA website: www.lewa.org.ls. Concerns, questions and comments may be addressed to secretary@lewa.org.ls. LEWA telephone number is 00266 22 31 24 79 ☐

Senior SADC energy officials discuss priority areas for regional power sector development

From 28 - 29 March 2019 the Southern African Development Community (SADC) Extra-Ordinary meeting of Senior Officials Responsible for Energy was held in Johannesburg, South Africa.

Whilst there were many decisions that were reached at this meeting, a few that are of direct relevance or pertinent to regulation and the Lesotho Electricity Supply Industry (ESI) have been noted in this publication.

One of the key areas was the SADC priority areas for sustainable regional power sector development and the proposed engagement strategy supported by the World Bank and other international cooperating partners.

Priority Areas for sustainable regional power sector development identified by the SADC Secretariat and the Subsidiary Organisations (that include Regional Electricity Regulators Association of Southern Africa (RERA), SADC Centre for Renewable Energy and Energy Efficiency (SACREEE), Kafue Gorge Regional Training Centre (KGRTC) were endorsed by the meeting.

The priority areas are:

- Unlocking infrastructure constraints by mobilising resources to create Regional Transmission Infrastructure Financing Facility (RTIFF);
- Scaling up affordable power generation from renewable energy sources through Southern Africa Solar Accelerator (SASA) programme; and
- Scaling up cross-cutting technical assistance (TA) to the SADC Secretariat, SAPP, RERA, SACREEE, KGRTC and other regional energy organisations to enhance capacity.

Another key area was that the meeting noted was that the SADC Secretariat had developed the Regional Infrastructure Development Masterplan (RIDMP) Energy Sector plan, the Market and Investment

Framework for SADC Power Projects 2016, Renewable Energy and Energy Efficiency Strategy and Action Plan (REEESAP) 2016 and the SAPP Pool Plan 2017 as guiding documents to foster energy infrastructure development in the SADC region.

In December 2018 World Bank Group presented the concept of engagement with the SADC Secretariat and the Subsidiary Organisations. The presentation outlined the barriers identified in the regional energy sector, which include inadequate power infrastructure, payment discipline in bilateral markets; non participation by some utilities in the SAPP organised electricity markets, gaps in regulatory framework for cross border trade and transmission investments and changing utility business landscape (refer to World Bank Presentation attached). To address the barriers it was decided amongst other things that technical assistance should be provided to RERA and member regulators and a regional regulatory authority be operationalised.

The Senior Energy Officials also considered a revised presentation by the World Bank as a follow-up on consultation with stakeholders on the power sector priority areas pertaining to Scaling up Regional Integration in the Southern Africa Power Sector with SADC Secretariat, SAPP and RERA.

Following directives by the Ministers responsible for Energy by the SADC Secretariat, Eleven (11) Member States (Angola, Botswana, Democratic Republic of Congo, Eswatini, Lesotho, Mauritius, Namibia, South Africa, United Republic of Tanzania, Zambia and Zimbabwe) submitted their nominations to the SADC Inter-State (Regional) Natural Gas Committee.

Lesotho as a Member State was not able to attend this meeting ☐

Source: SADC/EOSEOM/2019/3

Minimum standards for handling electricity network faults

The 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

It is the duty of the LEC to make communication channels available such as 24 hour telephone service and internet services for faults reporting. The indicated minimum standards become operational under normal operating conditions, and on exceptional cases, the Licensee must endeavour to keep interruptions to an absolute minimum.

In cases where the expected minimum service level to the public is not reached, a complaint may emerge and a complainant is urged to follow the prescribed customer complaints handling procedure. That is, a matter would be reported at first instance with the service provider, and thereafter if the matter is not resolved satisfactorily, it may be escalated to the Authority for intervention □

| Minimum Standards | |
|---|---|
| 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. |

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 a mandate to ensure safety of the public in relation to electricity supply and usage.