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THE NEWSLETTER OF THE LESOTHO ELECTRICITY AND WATER AUTHORITY



Public lecture
on infrastructure
regulation held
at NUL 6



Electricity safety
very important
at home,
everywhere 12

Academic excellence
awards at JTC 3



9 • New water and sewerage tariffs for 2014/15 come into effect



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coverage of the tariff setting processes
for the Lesotho Electricity Company
(LEC) and Water and Sewerage Company
WASCO) applications for 2014/15 is
made. Again it will be noticed that
this process was done in a consultative
and transparent manner.*

Dear readers,

Welcome to this edition of the LEWA Newsletter, which covers the period of January to June 2014.

One of the main functions of a regulator is to set tariffs, and in this edition coverage of the tariff setting processes for the Lesotho Electricity Company (LEC) and Water and Sewerage Company WASCO) applications for 2014/15 is made. Again it will be noticed that this process was done in a consultative and transparent manner.

In its endeavour to continue to strive to carry out its electricity, urban water and sewerage services regulatory mandate, the Authority undertook educational activities to different categories of stakeholders.

A public Lecture was held at the National University of Lesotho (NUL) to impart knowledge to the NUL community on infrastructure regulation.

A public workshop was held for the Mokhotlong community, where a wide spectrum of stakeholders was represented, with the assistance of the District's Administrator Mr. Motsamai Mokoto.

LEWA is pleased to announce in this edition of that a Memorandum of Understanding was signed between the Authority and all ten District Administrators. This strengthens and makes official the already existing cooperation between LEWA and District Administrators' offices.

Education of the public on pertinent issues such as electricity safety and customer complaints resolution is also covered. These themes are featured so that customers may be empowered and protected in terms of services they get.

As mentioned in our previous newsletters, LEWA has established a working corporate social responsibility relationship with, amongst others Juvenile Training Centre (JTC). We are humbled to have once again been given the opportunity to lend a helping hand to the centre ☐

Ntoi Rapapa
Chief Executive

Comments Email: secretary@lewa.org.ls

Academic excellence awards ceremony at JTC



The Ministry of Education applauds the commitment that LEWA has shown towards this Centre and we support it fully.

The Lesotho Electricity and Water Authority LEWA awarded young offenders with outstanding academic performance awards at an event that was held at Juvenile Training Centre (JTC) on 6 February 2014 to encourage young offenders to strive for academic excellence.

In his welcome remarks, the JTC Head, Mr. Khang Khang thanked all those who had graced the occasion with their presence, reiterating the importance of rehabilitating young offenders so that they too could become responsible citizens. He also had a word of encouragement to the juveniles.

"I congratulate all of you for doing your best, especially those who were able to achieve outstanding academic results and I would like to encourage those who did not do well this year to put in a bit more effort and strive for

excellence throughout the year to ensure good results at the end of the year", Mr. Khang said.

In a keynote address the LEWA Chief Executive Assoc. Prof. Ntoi Rapapa started by giving a brief background of the Authority, highlighting some of its core responsibilities such as tariff setting, dispute resolution and standards monitoring.

He also shed light as to where the relationship between LEWA and JTC emanated, pointing out that all support given to the centre was part of the Authority's corporate social responsibility (CSR) activities. The CE further pledged to continue supporting the centre as the role that it played in the rehabilitation of young offenders was commendable.

"We at LEWA are humbled to have been given this opportunity of lending a helping hand to the JTC for the benefit of inmates. We we have high hopes that they will grow up to be responsible adults who will make the right choices and decisions and make a meaningful contribution in their community", the Chief Executive added.



LEWA CE Assoc. Prof. Ntoi Paul Rapapa (centre) with Assistant Commissioner Mr. Mating Nkakala (right) hand over a certificate of appreciation to one of the JTC inmates (left).

3 The award categories were Best Academic Performances for the Boys and Girls and the Overall Most Rehabilitated Student. The grades covered were Standard 7, Form C and Form 5.

Speaking on behalf of his peers one of the inmates thanked LEWA for its unwavering support. "This initiative has served as an inspiration to all of us to work hard and pass our examinations and we promise to work even harder. We would like to thank LEWA, our teachers and caretakers for believing in us and giving us encouragement throughout the year", she said.

On behalf of the Ministry of Education, Education Officer for Maseru District Mr. Ntaeboso Phenduka said the success of the inmates was commendable adding

that the education JTC was based on the same syllabus as other schools throughout the country.

"The Ministry of Education applauds the commitment that LEWA has shown towards this Centre and we support it fully", Mr. Phenduka said.

LEWA has a commitment to support the centre with the aspiration to contribute towards the rehabilitation of young offenders, and it was in this spirit that the Authority awarded best academic achievement and most rehabilitated inmate awards to worthy candidates at the centre.

The occasion was attended by, amongst others officials from JTC and teachers, Ministry of Education, the LEWA staff and representatives of the media □

MOU with DAs signed

A Memorandum of Understanding entered into between and by the Lesotho Electricity and Water Authority (LEWA) and District Administrators (DAs) was signed at an event held in Maseru on 24 February 2014.

The purpose of the MOU was to establish a partnership between the Authority and District Administrators. The partnership between LEWA and the DAs was

expected to facilitate the initiation and maintenance of communication links with stakeholders such as customers and business people and electricity at the district level.

In introductory remarks, the LEWA Chief Executive, Assoc. Prof. Ntoi Rapapa expressed appreciation for all DA representatives who were able to attend the occasion.



Two of the District Administrators sign the MOU between LEWA and DAs at Lehakoe Recreational Club, Maseru.



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“This occasion is a milestone in the establishment of a relationship between the Authority and its stakeholders, in this case the public at district level. The Authority pledges to honour the agreement it has with District Administrators and shall remain committed to the achievement of the ideals of this partnership,” he said.

He also elaborated on the background of the Authority and its core duties highlighting the importance of regulation and the benefits of public participation in regulatory issues.

On behalf of District Administrators, Mrs. ‘Mantšiuoa Mosothoane, District Administrator Mohale’s Hoek, said the DAs accepted the responsibility of being the link between the Authority and the public at district level.

“We are truly honoured to be entrusted with a responsibility of this magnitude and pledge to live up to the expectations of both the Authority and the communities which we serve,” she noted.

Mrs. Mosothoane further requested LEWA to supply DA offices with regular updated information and to also follow-up and resolve customer complaints that are lodged from the districts.

In closing remarks, District Administrator for Maseru, Major General Samuel Makoro thanked LEWA for opting to work in collaboration with District Administrators for the benefit of the public.

LEWA to supply DA offices with regular updated information and to also follow-up and resolve customer complaints that are lodged from the districts.

The signing further signified one of the Authority’s efforts to increase awareness and appreciation of its mandate in an effective, consultative and representative way. The ultimate goal of this exercise is to attain enhanced stakeholders’ understanding and embracing of regulatory activities of the Authority.

The MoU, amongst others, provides the framework within which the Authority and District Administrators undertake to participate in efforts to empower stakeholders with information on electricity, water and sewerage services initiatives and to provide regular information on matters involving regulation of electricity and water and sewerage services sub-sectors.

For regulation to be beneficial, all pertinent stakeholder processes have to be conducted in an open and transparent manner that entails, amongst others, information sharing and consultations. Hence, LEWA and the DAs agreed to partner in ensuring greater public participation in regulatory affairs through an MOU ☐



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Contact details: Lesotho Electricity and Water Authority,

7 Floor, Moposo House, Kingsway, Maseru, Lesotho

Tel: +266 22 312479 / **Fax:** +266 22 315094

Email: secretary@lewa.org.ls / **Website:** www.lea.org.ls

Postal Address: Private Bag A135, Maseru 100 – Lesotho, Southern Africa.

Public lecture on infrastructure regulation at NUL



In a bid to impart knowledge to the public on infrastructure regulation, Lesotho Electricity and Water Authority (LEWA) held a Public Lecture titled “Infrastructure Regulation – LEWA case (Electricity & Urban Water and Sewerage Services)” at National University of Lesotho (NUL) on 30 January, 2014.

The public lecture, which was conducted by the LEWA Chief Executive, Assoc. Prof. Ntoi Rapapa, was held at Institute of Southern African studies (ISAS) Auditorium and targeted the NUL community.

The event highlighted cases of electricity and urban water and sewerage services regulation.

The event was yet another one of the Authority’s initiatives to highlight LEWA’s specific case of electricity and urban water and sewerage services infrastructure regulation.

The sub-topics covered in the public lecture included the purpose of regulation, regulatory systems, key regulatory principles and an update on LEWA’s activities.

NUL Acting Vice Chancellor Professor Mafa Sejanamane, made opening remarks prior to the commencement of the presentation wherein he welcomed all present at the occasion and also expressed his gratitude to the Authority for its apparent endeavours to impart knowledge to the public pertaining to its duties and functions.

“This gesture is highly appreciated as it shall without a doubt ensure that the public is fully aware of the integral role that the Authority plays in the regulation fraternity, and the role that they as the public may play in regulatory processes”, he said.

Explaining the rationale for regulation the LEWA CE mentioned, amongst others, that regulation encourages and supports sustainable economic, competition and control monopolistic powers.



LEWA Chief Executive Assoc. Prof. Ntoi Paul Rapapa addresses the NUL community at the Public Lecture on infrastructure regulation.

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Assoc. Prof. Rapapa explained some of the key regulatory principles, which he said were requisite for the Authority to set tariffs, monitor standards and resolve complaints that may arise between customers and service providers.

He mentioned that important amongst those the principles was that of accountability which rendered regulators accountable in key areas such as appeal mechanisms, audit reports, performance review and compliance.

He also touched on transparency principle with respect to public participation, adding that it sought to ensure that regulatory processes were fair, impartial and open to public scrutiny. Assoc. Prof. Rapapa mentioned that another key principle was that of independence to make regulatory decisions in line with legislation.


An elaborate explanation of the background of LEA and its transformation to LEWA was made depicting the specific case of LEWA as a regulator from 2004 to date, its governance, financial independence, regulatory substance, a synopsis of tariff reviews over the past years and statutory reporting.

“Key regulatory principles guide the regulator in the exercise of its duties for the benefit of all” Assoc. Prof. Rapapa concluded.

The public lecture was well received by participants who showed a keen interest in understanding the issues surrounding regulation. Present at the public lecture were the NUL community, Heads of Faculties, lecturers, NUL management and Staff, NUL Students and LEWA Management and staff 

Authority approves new electricity tariffs

In April 2014, LEWA board approved Lesotho Electricity Company's (LEC) revenue requirement of M676.1 million for 2014/15.

 On 01 May 2014, new electricity tariffs for 2014/15 came into effect following their approval by the Lesotho Electricity and Water Authority (LEWA).

The approved revenue requirement for LEC, including levies, resulted in end-user tariff increase of 12.1% for domestic customers, 11.9% for street lighting, 12.2% for general purpose (small businesses), 11.8% and 11.9% for energy charges for High Voltage and Low Voltage Industrial/commercial customers respectively, and 12.4% for Maximum Demand (MD) charges for both High Voltage (HV) and Low Voltage (LV) Industrial/commercial customers.

This effectively means, for example, that with M20.00, including VAT, a domestic customer in 2013/14 bought 18 units. With the approved tariffs for 2014/15 the customer buys 16 units for the same amount.

The current charges for connection, wiring testing, wiring re-testing, surveying, re-surveying, licensing for wiring, meter testing and house extension would remain the same for the financial year 2014/15 until LEC had applied for the review of the charges to the Authority for consideration and approval

In January 2014, the Authority had received a tariff review application from LEC in which the latter had requested an annual tariff increase of 26.8 % on both energy and maximum demand charges in order for the Company to generate a revenue of M778.1 million.

The application did not request any changes in charges such as connection, wiring testing, wiring re-testing, survey, re-survey, meter testing, licensing for wiring and house extension.

As required by law and regulatory processes the Authority had publicised the application in local newspapers and through radio programs, and held



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Approved LEC energy charges 2014/15 effective from May 1, 2014

Customer category	Industrial HV	Industrial LV	Commercial HV	Commercial LV	General purpose	Domestic	Street lighting
Approved Energy Charges Including * Customer and Electrification Levies (M/kWh)	0.2014	0.2176	0.2014	0.2076	1.3028	1.1600	0.6866

* Customer Levy=M0.030/kWh; Electrification Levy for both Industrial HV/LV and Commercial HV/LV=M0.020/kWh;
Electrification Levy for General Purpose, Domestic and Street Lighting= M0.035/kWh

Approved LEC maximum demand charges 2014/15 effective from May 1, 2014

Customer category	Industrial HV	Industrial LV	Commercial HV	Commercial LV
Approved Maximum Demand Charges (M/kVA)	213.2433	249.0686	213.2433	249.0686

The above figures exclude a 5% VAT.

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three public consultations in Mokhotlong, Maseru, and Maseru.

At the hearings, LEC, consumers and representatives from the Consumer Protection Association (CPA), Transformation Resources Centre (TRC), Nien Hsing, Forum of Electrical Practitioners Industry (FEPI), Maluti Mountain Brewery (MMB), Catholic Commission for Justice and Peace (CCJP) and Lesotho Chamber of Commerce and Industry (LCCI) made presentations before the LEWA Pricing and Tariffs Committee.

In its presentations, LEC stated that the drivers for the requested tariff adjustment, amongst others, included the increase in electricity bulk purchases costs from ESKOM of South Africa and EDM of Mozambique and increased operating costs due to bigger number of customers, enlarged length of the network and plans to improve customer service.

Stakeholders, on the other hand, opposed the proposed increase. They raised a number of issues that needed to be addressed by the Company. They asserted, amongst others, that increasing access to electricity might result in economies of scale, that is, unit cost for electricity was likely to remain low.

Furthermore, stakeholders felt that LEC's capital expansion programme should be funded by the Government as it is the only shareholder, not the customers adding that the Company must have an asset maintenance plan.

The Authority thereafter conducted extensive analysis of the application itself and the stakeholders' comments.

The approved revenue requirement would over the costs of bulk purchases from Eskom, EDM and Muela hydropower plant, allow the Company to carry out capital maintenance of its assets and incentivise LEC to explore suitable alternative funding mechanisms for its infrastructure development.

Furthermore the allowed revenue would encourage the Company to increase staff productivity through improved staff/customer ratio from 1:300 towards 1:400 and to control labour costs in line with inflation and an increase in customer numbers.

Lastly, the revenue would provide improved operational efficiency by controlling operating expenses. The Company's operating expenses must be controlled in line with sales growth, increase in customer numbers and the annual inflation ☐



LEC Managing Director Mr. Mbele Hoohlo (second from right) responds to questions posed by the public during the LEC Public Consultation in Maseru

New water and sewerage tariffs come into effect

LEWA Board approved approved Water and Sewerage Company's (WASCO)'s revenue requirement of M172.73 million and M29.36 million for water and sewerage services respectively for 2014/15.

On 01 May 2014, new water and sewerage tariffs for 2014/15 came into effect following their approval by Lesotho Electricity and Water Authority (LEWA).

In its meeting held on Friday, 25 April 2014 the LEWA Board approved approved Water and Sewerage Company's (WASCO)'s revenue requirement of M172.73 million and M29.36 million for water and sewerage services respectively for 2014/15.

The approved revenue for water and sewerage services resulted in the following changes for different customer categories:

A. maximum percentage increase in customer bills in 2014/15 for water services.

1. Domestic customers

- 7.4% for Band A (the lowest consuming customers: 0 - 5,000 litres);
- 12.03% for Band B (the mid low consuming customers: 5,000- 10,000 litres);
- 13.75% for Band C (the higher consuming customers: 10,000- 15,000 litres); and
- 16.50% for Band D (the highest consuming customers: more than 15,000 litres).

2. 16.50% for non domestic customers

B. The approved tariff for public water standpipes of M5.66 (which is an increase from M4.86) per 1,000 litres.



A public consultation session in Maseru in progress of one of the working groups at the WASCO tariff application.

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By comparison, it must be noted that for Band A (lowest consuming customers with yard taps) the costs is M 26.11 for 1,000 litres while for the standpipe, the same amount of water costs M5.66.

C. 6.2% increase on sewerage services tariffs for all customers.



In February 2014 LEWA had received a tariff review application from WASCO wherein the latter had applied for 35% increase on volumetric charges (on both water and sewerage services) and a 6.2% increase in standing charges for the financial year 2014/15. WASCO requested M181.28 million and M34.39 million for water and sewerage services respectively for 2014/15.

As required by law and regulatory processes the Authority had publicised the application in local newspapers and radio programs and held public hearings in Mokhotlong, Mphahle's Hoek and Maseru. The public consultation process included the.

At the hearings, WASCO, consumers and representatives

from the Consumer Protection Association (CPA), Transformation Resources Centre (TRC), Maluti Mountain Brewery (MMB), Catholic Commission for Justice and Peace (CCJP), Lesotho Chamber of Commerce and Industry (LCCI) and members of the public made presentations before the LEWA Pricing and Tariffs Committee.

In its presentations WASCO presentation stated that the basis for its tariff review considered issues such as yearly increases on prices among others of electricity tariffs, chemicals and pumps, aging aging pipes and Loti/dollar exchange rate and the need to pay back investment loans.

Stakeholders on the other hand were opposed to the proposed increase. They raised a number of issues that needed to be addressed by the Company. These included that WASCO's meter readings have to be accurate in order to ensure timely payment of bills as inaccurate bills lead to disputed claims, and that the Company should explore working with communities in order to cut down on the number of illegal connections that lead to losses.

New Water and sewerage services charges are reflected below.

Approved water charges and tariffs - effective from May 1, 2014

Customers	Unit Cost in Maloti per cubic meter (M/kl) ¹	Standing Charge in Maloti per month (M/month)
Domestic Customers		
A Band A (0 - 5kl)	4.18	21.93
Band B (>5 - 10kl)	7.07	38.95
Band C (>10 - 15kl)	12.43	38.95
Band D (>15kl)	17.14	38.95
Public stand pipe	5.66	-
Non-Domestic Customers		
excluding Government, schools and Churches	11.31	259.37
Government	11.31	374.64
Schools	11.22	259.37
Churches	11.22	187.33
<i>1 M/kl = Maloti per one kilolitre; 1 kl = 1,000 litres</i>		

Approved sewerage services charges and tariffs - effective from May 1, 2014

Customers	Unit Cost in Maloti per cubic meter (M/kl) ¹	Standing Charge in Maloti per month (M/month)
Both domestic and non domestic customers (excluding Likotsi and Qoaling clinics and C & Y sewer)	8.50	-

Mokhotlong stakeholders interact with LEWA outreach initiative...

... as LEWA seeks to realise the goal of empowering stakeholders in electricity and water regulation issues that affected them.

In line with its mandate and responsibilities the Lesotho Electricity and Water Authority (Authority) undertook a visit to Mokhotlong district on 23 January, 2014 and held a stakeholders' workshop for wide spectrum of stakeholders, to discuss LEWA resolution of complaints and tariff adjustment process. services.

During this visit the Authority was represented by Mrs. M. Koatsa (Consumer Affairs Officer) and Ms. M. Makhobalo (Public Relations Officer) and it was aimed at raising stakeholders' awareness and appreciation of the role of the Authority in regulating electricity, urban water and sewerage services.

In his introductory remarks, Mr. Motsamai Mokoto the Mokhotlong, District Administrator DA remarked that the Mokhotlong community was grateful to have an

organisation like LEWA, that was seeking to realise the goal of empowering stakeholders in electricity and water regulation issues that affected them. Thereafter LEWA made two presentations on resolution of complaints and electricity and water tariffs adjustment process.

After LEWA had made presentations, participants were allowed to seek some clarifications. Some of the most crucial issues of concern raised by the public at the meeting were inter-alia, on the role of the Authority over expansion of electricity and water services in the country.

The second one was on seeking explaining regarding the fairness of the approved electricity tariffs of the past years. This was so because the stakeholders deemed the tariffs to be very high.



Mokhotlong stakeholders at the workshop held by Lesotho Electricity and Water Authority (LEWA).

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In response the Authority reminded the attendees that, according to the LEA Act 2002 as amended, the Authority was mandated to ensure economic expansion of electricity, water and sewerage services.

In the electricity sector industry (ESI), the Authority supported efforts of increasing access by amongst others, administering the Universal Access Fund (UAF).

The Government made a decision as to which electrification projects would be undertaken and the Authority only disbursed funds if so instructed.

Regarding the fairness of tariffs LEWA representatives

pointed out that LEWA for the past 10 years of electricity regulation had used transparent processes which include participation of stakeholders and careful analysis of submissions to determine electricity prices.

The Chairperson of the Mokhotlong Urban Council, Mr. Tšepo Seeiso, officiated at the closing of the workshop noting that the Authority should fulfill its mandate on expansion of electricity supply in Mokhotlong because the electricity access in the town was very low.

He, however, expressed a hope that in the near future, the town residents would have access to affordable electricity services □

Electricity safety important at home, everywhere

Electricity has the power to light lamps and fuel heaters but it is prudent to understand that electricity's is extremely dangerous if not handled well or with caution.



The Lesotho Electricity and Water Authority (LEWA) has mandate to ensure safety of the public in relation to electricity supply and usage of the same and as a result it has to embark on the responsibility to educate the public on issues that affect them. In this article, therefore, a look is made at electricity safety.

Electricity has the power to light lamps and fuel heaters but it is prudent to understand that electricity's is extremely dangerous if not handled well or with caution.

It has been suggested that most homeowners are unaware of potential electrical hazards around their houses, or of the personal and financial losses they can cause.

It is common place that many people die or suffer serious injury from electric shock as a result of illegal activities such as cable theft, unlawful connections and still some

also die because of negligence or carelessness around electrical wiring, plugs and appliances. Hereunder are a few electricity safety tips to remember:

Switches, power points and light fittings

Damaged switches, power points and light fittings are dangerous, and must be replaced. Replacement of fittings and switches must be done by a licensed electrical contractor not an average person.

When painting, switches or fittings must never be removed. Even when the switch is off, there are still lethal live wires connected. Masking tape should be used to keep paint off fittings and switches.

Power cords and extension cords

Damaged and wrongly connected cords and plugs are dangerous. Although it is appropriate to connect your



The aftermath of unsafe use of electricity in a residential place.

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own plugs to flexible cords, a faulty connection can kill. Ready-made extension cords are safer, and may even be cheaper. Avoid also, running extension cords across doorways or under carpets.

Too many appliances plugged into a single outlet could indicate that a home does not have enough electrical outlets or capacity to meet current needs of the occupants. Therefore a licensed electrician should be engaged. An electrical cord should never be against walls or furniture or nail, staple, or tack electrical cords to building surfaces.

Appliances

It is very dangerous to repair any kind of appliance yourself. Faulty repairs may be lethal for you or the next person who uses the appliance. Contact a licensed electrical contractor or a service agent.

Keep heat-producing appliances, such as electric space heaters, electric cooking appliances, and irons, at least one meter away from anything that will burn. Do not keep using any appliance such as a kettle or a heater that causes the power to trip.

Power lines

The public must report downed power lines and mark the area to warn others. A downed powerline must not be because doing so may result in a fatal shock or severe

injury or even death. Ladders, especially metal ones, must be kept away from the power lines.

Fly kites and model airplanes should be seen in a wide open field or park, but never near overhead electrical wires. Again, one should never climb utility poles or electrical towers and should stay away from substations and transformers (green boxes).

During outage

Just because power lines are damaged does not mean they are dead. Every downed power line is potentially energised and dangerous until the utility's personnel cut it off. Downed power lines and stray wires all have the potential to deliver a fatal shock.

During outage, it is recommended that electrical appliances should be unplugged because power sometimes comes back in surges, which can damage electronics. Your circuits could overload when power returns if all your electronics are still plugged in and on. Leave one light on to indicate that power has been restored. Wait a few minutes and then turn on other appliances and equipment, one at a time.

If you use a standby generator, it is critical that nothing is plugged into the generator when you turn it on. This prevents a surge from damaging your generator and appliances. Operate generators in well-ventilated, outdoor and dry areas. Never attach a temporary

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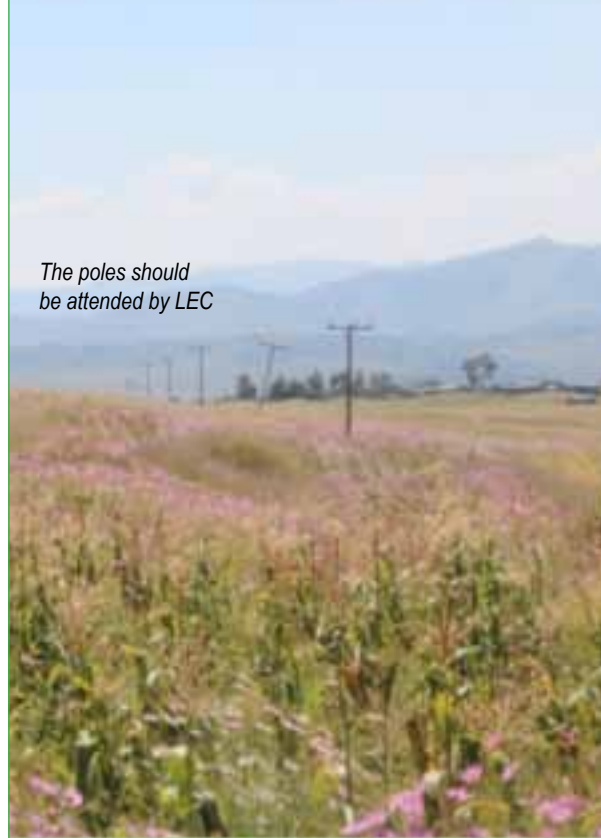
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generator to a circuit breaker, fuse, or outlet. Permanent generators should be wired into a house by a qualified electrician.

General tips

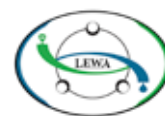
- Never tamper with appliances while they are plugged in, sticking a knife into the toaster being the classic example.
- Never touch any electrical appliance such as a hairdryer or shaver if your hands are wet.
- Never use power tools for anything other than their original purpose, or without wearing shoes, and
- Never walk bare feet while using an electric lawnmower and avoid cleaning outdoors after a storm ☐

*The poles should
be attended by LEC*



**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.

Authority's mandate to resolve customer complaints

The Authority endeavours to ensure that all services provided by the regulated utilities are delivered in cognisance of the minimum service levels as spelled out in the Quality of Service and Supply Standards (QOSSS) for both electricity urban water and sewerage services.



The Lesotho Electricity and Water Authority (LEWA) is mandated by the Lesotho Electricity Authority of 2002 as amended, to adjudicate complaints and disputes between the licensed operators or licensed operators and their customers.

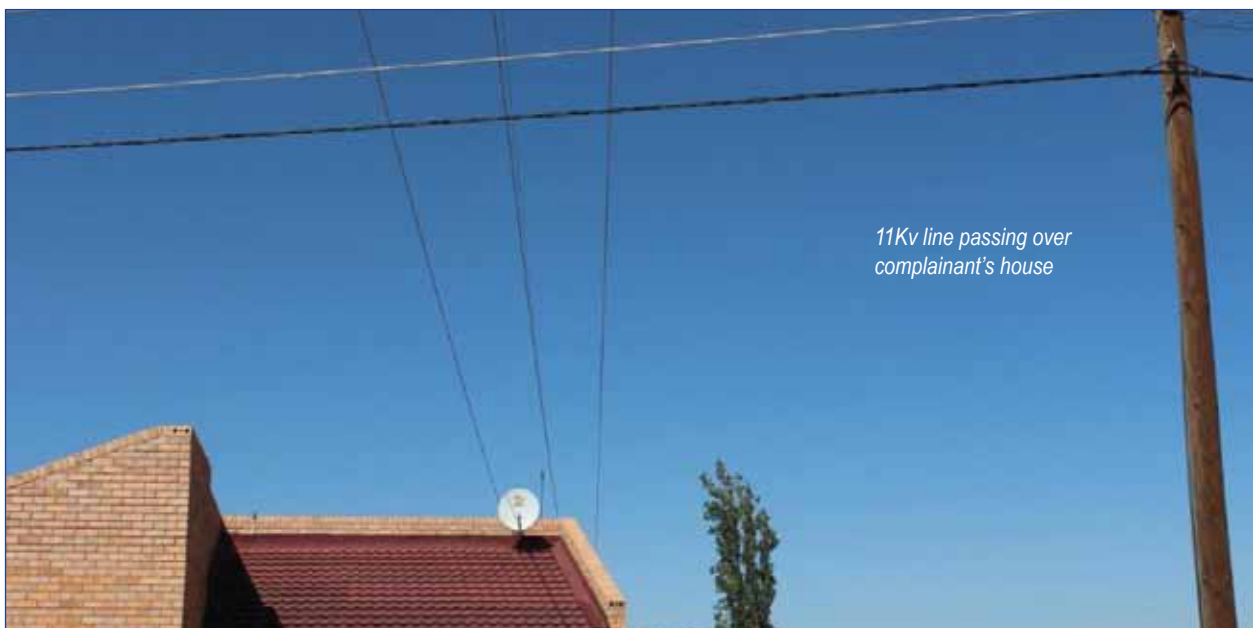
The Authority has realised the importance of educating the public on the procedure that should be followed upon lodging of complaints with it.

The Authority endeavours to ensure that all services provided by the regulated utilities are delivered cognisance of the minimum service levels as spelled out in the Quality of Service and Supply Standards (QOSSS) for both electricity urban water and sewerage services. Hereunder is the procedure that should be followed

by complainants upon lodging of complaints with the Authority.

A complaint could be lodged orally or in writing. Three major requirements should be fulfilled before LEWA could accept a complaint as eligible for resolution. The same are outlined below:

- The complaint should have been lodged with the utility complained about before and the latter should have been given an opportunity to resolve the matter as per the utility's customer complaints handling procedure;
- The Licensee should have failed to resolve a complaint within the set timeframes or should have



11Kv line passing over complainant's house

11Kv line passing over Complainant's house - LEWA undertook an investigation for resolution of a complaint.



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.

Complaints

not resolved it to the dissatisfaction of the Complainant; and

- All issues raised in a complaint should relate to the provisions of the LEA Act, QOSSS, License, Rules, Regulations and any other regulatory instruments.

Once a complaint has passed the test of eligibility, all information pertinent for resolution of the matter should be submitted. The information includes the following;

- Physical address, name of the utility complained against, nature of a complaint and supporting documents; harm suffered and any other relevant information.

Upon receipt of Complainant's information, a written acknowledgement is sent to the Complainant within 5 working days. The licensee is also notified of the complaint and be requested to provide its representation within the set time frame as provided in the Lesotho Electricity Authority (Resolution of Disputes) Rules, 2010 and Lesotho Electricity and Water Authority (Resolution of Complaints for Water and Sewerage Services) Rules, 2013. Thereafter, the Authority would investigate the matter where it appropriate.

If it appears during or after investigations that a Licensee had not been given an opportunity to resolve a complaint or has not been addressed adequately, the Authority refers the complaint back to the Licensee for resolution.

It is crucial to highlight that every case is treated on its own merits. Sometimes the nature of a complaint may require a mediation meeting, with the Authority taking a position of a mediator. During the mediation process, where parties reach an agreeable solution during the meeting, the matter is deemed finalised and closed.

However, where parties fail to reach the same, the matter would be decided by LEWA. The decision of the Authority is final but may be subjected to judicial review on, that is, on procedural issues.

A complaint is further considered closed where the Complainant communicates that the matter had been resolved or where it appears to the Authority that the complaint is without basis or ineligible ☐