

lewa.newsletter

THE **NEWSLETTER** OF THE LESOTHO ELECTRICITY AND WATER AUTHORITY



**RERA members
hold meetings
to execute
business plan 6**



**LEWA attends
ESAWAS AGM and
conference 14**

**Capacity building workshop held for
electricity, water stakeholders 3**



9 • Leribe and Mafeteng stakeholders express concerns over services

Dear readers,

We hope that, although the issues published here may not be exhaustive, the newsletter continues to provide readers with an insight of what the Authority is doing.

In this edition we once more provide information about the issues and events that have happened during the period covered by this newsletter. It is our fervent hope that, although the issues published here may not be exhaustive of all taken activities, the newsletter continues to provide readers with an insight of what the Authority is doing.

The issue of capacity building in the context of regulation is very important. Stakeholders as well as the Authority must be capacitated incessantly on a number of issues. Hence the Authority held a workshop for electricity and water stakeholders to further capacitate them on issues such as international procurement procedures, transmission grid code development and others.

In line with our values the Authority engaged in stakeholder meetings in Maputsoe, Quthing and Mafeteng. The aim was to raise awareness on

the mandate of the Authority as well as to learn stakeholders' experiences with regard to electricity, water and sewerage services provision. In line with our mandate to ensure security of supply we once more would like remind readers of the current requirements for would-be entrants into the regulated electricity sectors business.

During the month of July LEWA like other corporate citizens celebrated the birthday of King Letsie III with traditional attire, songs and food. It is hoped that in future LEWA will enhance efforts to join other stakeholders in a nationwide effort to raise awareness of the importance of preserving the Basotho culture. LEWA continued to host Corporate Social Responsibility (CSR) event wherein best Performing Student Awards were made presented to NUL Students.

As a member of the Regional Electricity Regulators Association (RERA) the Authority participated in the Association subcommittee, task team and portfolio committees' meetings held in Swaziland in August. LEWA also attended the 8th Eastern and Southern African Water and Sanitation Regulator's Association



Ntoi Rapapa
Chief Executive

Comments Email: secretary@lewa.org.ls

Capacity building workshop held for electricity, water stakeholders

At the same workshop Nexant made an initial presentation on the review of the Lesotho Transmission Grid Code.

Lesotho Electricity and Water Authority (LEWA) with the sponsorship of the United States Agency for International Development (USAID), hosted a capacity building workshop for key electricity and water stakeholders which was facilitated by United States of America (USA) based company, Nexant from 28 – 31 July 2014 in Maseru.

The aim of the workshop was to capacitate key electricity and water stakeholders such as on a number of key issues such as Public Private Partnerships, Procurement, Project Finance and Key Agreements.

At the same workshop Nexant made an initial presentation on the review of the Lesotho Transmission Grid Code. LEWA had engaged Nexant to review the inaugural draft Transmission Code prior to it being approved.

In his opening remarks, LEWA Chief Executive, Assoc. Prof. Ntoi Rapapa expressed LEWA's gratitude to the Nexant facilitators who once again came to Lesotho to impart their knowledge and skills noting that this was the last of four workshops that the consultants had facilitated.

"I would like to express my gratitude to NEXANT for the support that it has rendered in consistently capacitating key stakeholders through this series of workshops. It is my hope that lessons learnt in this training and previous ones will benefit each participant and therefore improve service delivery significantly", the LEWA CE said.

He further made reference to the past workshops to refresh the memories of participants and ensure that participants and facilitators were on the same page.

Assoc. Prof. Rapapa also made a brief summary of the past workshops for the benefit of first time attendees.

The workshop was attended amongst others by, representatives of Ministry of Energy, Meteorology and



Participants at Nexant Workshop during a site visit to the solar plant at Moshoeshoe I Airport.

3 Water Affairs (MEMWA), Lesotho Electricity Company (LEC), Water and Sewerage Company (WASCO), Department of Energy (DOE), Powernet, MOSCET and National University of Lesotho, (NUL) and others.

One of the facilitators of the workshop, Mr. Oton Tony Iskarpatyoti thanked the Authority for following through with the execution of holding the entire series of workshops adding that this portrayed commitment on LEWA's part to stakeholders empowerment.

Mr. Iskarpatyoti encouraged the participants to engage with the facilitators and take full advantage of the opportunity of delving deeper into the key issues addressed and posing questions for clarity and understanding during the workshop.

The workshop was held over a period of four days. The fifth day was dedicated to a site visit to the Japanese Government funded Solar Power Plant at Moshoeshoe International Airport ☐

Best performing student awards presented to NUL students

Lesotho Electricity and Water Authority (LEWA) awarded four students with the LEWA Best Performing Student Award 2014 at the 39th National University of Lesotho (NUL) Annual Graduation Ceremony held at the University on 27 September 2014.

The occasion further marked LEWA's Corporate Social Responsibility (CSR) commitment towards educational initiatives to encourage students to take an interest in studying fields that relate to electricity and water regulation.

The recipients of this year's LEWA Award were Tsoenyane Moseli Frank who obtained 2(i) in B. Engineering in Electronics, Nwaha Ugochinyere who also obtained 2(i) in Biology and Chemistry, and Thabiso Godfrey Mohapi and Taole Mohlahatsa who both qualified with a First Class Pass in Economics.

For the past two years, LEWA has awarded only three best performing students in the categories of Bachelors of Engineering, Economics and Biology and Chemistry. This year, however, the Authority awarded four students as the NUL Economics Department had joint first positions in excellent performance.

Giving a vote of thanks on behalf of his fellow graduates

LEWA continues to support NUL as part of its corporate social responsibility commitment to encourage students to take an interest in studying subjects that relate to electricity and water regulation.

who received this year's LEWA award, Nwaha Ugochinyere expressed heartfelt gratitude to LEWA for having motivated them to work hard with the award as their goal.

"Words cannot adequately express our appreciation of LEWA for its generosity. We kept our focus on this prestigious award and worked hard throughout the year and it has paid off. Thank you LEWA for your support and encouragement", Ugochinyere said.

This is the third year that the Authority partakes in awarding best performing students at the NUL and the aim is to continue rendering support and encouragement to deserving students in the coming years ☐



One of the recipients of LEWA award Tsoenyane Moseli Frank.

LEWA newsletter is the quarterly newsletter of Lesotho Electricity and Water Authority (LEWA). It is offered free of charge to the public.

© 2014 Lesotho Electricity and Water Authority. All rights reserved. You may reprint any article or parts of it from the newsletter provided you send a copy to the publisher and include the following credits on the reprint: 'This article was reprinted with permission from LEWA, which publishes lewa.newsletter.'

Design and production: The Age Multimedia Publishers

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.

RERA members hold meetings to execute business plan

The Regional Electricity Regulators Association of Southern Africa (RERA) members held subcommittee and portfolio meetings at Lugogo Sun in Ezwilini Valley, Swaziland from 21 –29 August 2014 in pursuit of the execution of the Association's 2013-2017 Strategic Plan.

The meetings were officially opened by the Chief Executive of the Swaziland Energy Regulatory Authority Mr. Vusumuzi Mkhumane, while the RERA Executive Secretary Mr. Elijah Sichone facilitated the deliberations. Currently RERA has three sub committees and a Task

It was also resolved that the progress report for 2014 should be circulated to members for comments.

Team. These are the Legal, Economic Regulation, and Technical Regulation Subcommittees. The Task Team on Consumer Services and Communication was convened for the first time in 2013. The deliberations of these structures are forwarded to higher corresponding ones which are the Portfolio Committee on Capacity Building and Information Sharing, Portfolio Committee on ESI Policy, Legislation and Regulations and the Portfolio

Committee on Regional Regulatory Cooperation. Recommendations from the Portfolio Committees are presented before the Executive Committee - which is the highest decision making body- composed of Chief Executives of RERA Members.

Following hereunder are four of the many resolutions that were made during the meetings. These have not been selected because of their relative importance over others, but for the sole purpose of sharing information on the Association's activities.

On capacity building items/issues outlined in the RERA Strategic Plan, it was concluded that members should provide comments on capacity building items/issues in the document. It was further agreed that terms of reference for a proposed Chairperson's Forum should be developed to arrange regular information sharing meetings between RERA Members' Chairpersons.

On training, it was recommended that non-technical personnel working for RERA Members should be further capacitated on electricity matters. As a result, an agreement was reached in relation to endorsing cooperation with one of the regional training centres, the Kafue Gorge Regional Training Centre (KGRTC), in



Participants at the RERA task team on consumer services and communication.

6 Zambia. In this regard, KGRTC and RERA Secretariat assisted by RERA Legal Subcommittee were tasked to prepare a memorandum of understanding (MOU) to be considered by relevant RERA structures. RERA Members were encouraged to consider attending electricity appreciation training for non-technical personnel at KGRTC.

On the attainment of the objectives of the Association, it was also resolved that the progress report for 2014 should be circulated to members for comments. In addition, the Work Plan and Budget for 2015 would be circulated.

As noted in the past, RERA has advocated for entrenchment of consumer protection mechanisms by its Members in their different jurisdictions. To this effect, it was recommended that the Task Team

on Consumer Services and Communications be transformed to become a fully-fledged subcommittee, subject to approval of the Executive Committee. The proposal is that the subcommittee should be under the existing Regional Regulatory Cooperation Portfolio Committee (RRCPC). This is so because the work of the new committee is reflected under the mandate of the RRCPC.

RERA Members are Lesotho Electricity and Water authority (LEWA), Zimbabwe Energy Regulatory Authority (ZERA), Council on Electricity of Mozambique CNELEC, Electricity Control Board of Namibia (ECB), Institute for the Regulation of the Electricity Sector (IRSE) of Angola, Energy and Water Utilities Regulatory Authority of Tanzania (EWURA), Swaziland Energy Regulatory Authority (SERA) and Malawi Energy Regulatory Authority (MERA) □

Requirements for entrants into the regulated electricity sectors business

LEWA has produced a document specifying the steps to follow when a person or entity wants to do business in any of the regulated electricity business activities.

In line with the provisions of the Lesotho Electricity Authority Act 2002 as amended, Section 50 requires that any person, who may wish to conduct a regulated activity, 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 with the necessary fees prescribed by the Authority.

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

Regulated activities are generation, transmission, distribution, supply of electricity to premises and import and export of electricity by any person or entity. This means that a licence application may be made in respect of any of the regulated electricity activities.

The applicant should satisfy the certain requirements before LEWA can issue him or her with a licence. The applicant's must have appropriate financial status, technical and managerial competences to undertake a regulated activity. However, the law does not specify conditions for issuance of licence application for importing and exporting of electricity.

The Authority, may however, allow those that undertake regulated activities without being licenced in the following circumstances (that is a Licence exemption):

1. where a person who generates electricity does not exceed two (2) Megawatts;
2. where a distributor does not distribute fifty (50) Kilowatts or more 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 for recent and two preceding financial years is required. The recent interim and management's accounts and the status of finances of the applicant must also be provided.

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.

To obtain 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 on which 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



Investment in electricity business and infrastructure is normally capital intensive and requires technical skills.

arrangements for compliance with the requirements of the licence conditions.

Requirements for transmission licence 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.

The information pertaining to the application of these licences can be made available by the Authority upon request. Other pertinent documents are 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 □

Leribe and Mafeteng stakeholders concerns over provision of services

They voiced out their concerns and challenges in relation to service provision delivered by both LEC and WASCO which, according to them, was very frustrating.

The Lesotho Electricity and Water Authority (LEWA) continued to embark on initiatives to meet with stakeholders in various districts. The aim of these endeavours, amongst others, was to raise awareness, especially on the regulatory issues that affect LEWA stakeholders and the public on electricity, water and sewerage services. On 31 July, 2014 and on 05 August, 2014 public meetings were held in Maputsoe and Mafeteng respectively.

People who attended the two meeting included local chiefs, the media, civil servants, business people, local and district council representatives, business forums and customers, LEC and WASCO representatives and the representatives of the District Administrators offices.

In Maputsoe, the Authority's delegation consisted

of Mr. Shao Khatala (Manager Consumer Affairs and Communications) and Mrs. 'Machabalala Koatsa (Consumer Affairs Officer). The meeting was held following a request made by the Chief of Ha Nyenye Maputsoe, Chief Makara Nyenye, who had indicated a concern regarding services rendered by Lesotho Electricity Company (LEC) and Water and Sewerage Company (WASCO).

Welcoming the Authority and the stakeholders at Ha Nyenye the Area Councillor Mr. Mohlapolane Rantši, expressed his appreciation of the fact that LEWA was able to accept the community's invitation to come to Maputsoe and address their concerns.

For its part LEWA underscored that it was crucial that stakeholders should understand the role played by



Some of the participants at the Mafeteng public meeting.

9 LEWA in the regulated sectors as opposed to that played by the regulated utilities.

The Ha Nyenye people voiced out their concerns and challenges in relation to service provision delivered by both LEC and WASCO which, according to them, was very frustrating.

"We have a shortage of electricity vending stations in this town. Right now we flock to one garage to purchase electricity units. Sometimes we even call friends and relatives in Maseru to buy electricity units for us which are then sent through smses." said Mr. Mohlapholane Rantsi.

The Ha Nyenye residents pointed out that poor electricity, water and sewerage services, were characterised by intermittent power and water cuts, adding that this happened on a regular basis. To this concern, LEWA responded that its own inspections had confirmed the same challenges in the electricity supply in some areas adding that those would be followed up with LEC for remedial measures. For water services LEWA would also make a follow-up with WASCO although it was not represented in Maputsoe.

"Amongst the documents which have been developed by LEWA to guide licencees in service provision is the Quality of Service and Supply Standards (QOSSS) which entails all the minimum service levels that the utilities should abide by upon delivery of services. In the near future, inspections of WASCO's infrastructure will also

be undertaken for the same purpose", Mrs Koatsa noted.

The residents further demanded to know the rationale behind the standing charge in water services. The Authority responded that standing charge was a fee charged for the fact that a customer had been connected to the WASCO system, and was meant to ensure that the system was kept functional at all times and hence should be maintained and replaced as necessary.

The Authority also held a similar meeting in Mafeteng, where it was represented by Public Relations Officer Ms. 'Makhosi Makhobalo (Public Relations Officer) and Mrs. Koatsa. The theme of the visit was on the benefits of the public participation in regulatory decision making processes, LEWA complaints lodging procedure and quality of service and supply standards for both water and electricity sectors.

In Mafeteng, the Authority was welcomed by Mr. Motšoeneng Tiheli on behalf of the District Administrator (DA). The same stakeholders concerns that were raised in Maputsoe were discussed in Mafeteng as well. The Authority basically provided the same answers as reflected above.

LEWA PRO Ms. Makhobalo on behalf of the Authority appealed to the stakeholders to participate interactively in all LEWA affairs. This would assist the Authority to be aware of issues relating to stakeholder interests and to ensure that the utilities were making improvements in service delivery □

King Letsie III birthday celebrated at LEWA

The activity was a fun-filled, light-hearted one that not only honoured King Letsie III but also instilled patriotism and team spirit amongst LEWA employees.

In commemoration of His Majesty King Letsie III's 51st Birthday, Lesotho Electricity and Water Authority (LEWA) employees convened to celebrate the momentous day on 16 July 2014 on the LEWA premises.

The idea had been to randomly pair staff members. Each pair was expected to have been creative and imaginative enough to have come up with a short presentation of their choice in any form including, but not limited to dance, song, traditional cuisine, and drama. These had to reflect the Basotho culture and practices.

The main focus was on the history of the Beautiful Mountain Kingdom and or specifically on His Majesty King Letsie III.

The activity was a fun - filled, light - hearted one that not only honoured King Letsie III but also instilled patriotism and team spirit amongst LEWA employees.

Some of the presentations made on the day included,

traditional dance, song, skits of different traditional processes of yesteryear such as the process a young man goes through at the point in his young adult life when he intends to get married.

"This was certainly a worthwhile activity which instilled both patriotism and team spirit amongst LEWA employees. We wish Our Majesty the King long life and prosperity", said one of the organisers LEWA Public Relations Officer, Ms. 'Makhosi Makhobalo.

In the celebratory spirit of the King's birthday, employees were clad in traditional attire throughout a day filled with ululations and laughter.

His Majesty King Letsie III is the first son of the late King Moshoeshoe II and Queen Mother 'Mamohato Bereng Seeiso. He was born at Scott Hospital in Morija on July 17 1963 and named Mohato Bereng Seeiso.

He was sworn into the Office of King in 1996. Long Live The King! □



LEWA staff singing traditional songs in honour of King Letsie III birthday.

Quthing stakeholders meet with LEWA

The public meeting was held to discuss in particular energy use efficiency, the importance of public participation in the regulatory processes and LEWA customer complaints procedure

One of the key objectives of the Lesotho Electricity and Water Authority (LEWA) is to raise stakeholders' awareness on the mandate and functions of the Authority.

In this regard, the Authority embarked on the initiative by visiting stakeholders' representatives in the district of Quthing on 28 August, 2014.

The public meeting was held to discuss in particular energy use efficiency, the importance of public participation in the regulatory processes and LEWA customer complaints procedure.

The LEWA delegation comprised of Mrs. 'Machabalala Koatsa (Consumer Affairs Officer) and Ms. 'Makhosi Makhobalo (Public Relations Officer). Stakeholders' representatives included the office of the District Administrator, local chiefs, local and district councils.

In her opening and welcome remarks, Mrs. 'Mabasia Lepota on behalf of the Quthing District Administrator (DA) Mr. Seeiso Moshoeshoe, pleaded with the participants to participate actively in the discussions and that would help them understand more about the mandate of LEWA.

Introducing the topics of the day, Ms. Makhobalo said the Authority's mandate was to set the standard for performance of the Licensees, and to this end, the Authority had developed Quality of Service and Supply Standards (QOSSS) for electricity, urban water and sewerage services.

Ms Makhobalo further disclosed that the Authority determined prices and charges for electricity and water

services. Lastly, she explained that LEWA resolves complaints that had not been resolved through the Licensee's complaints procedure.

Stakeholders were given an opportunity to express their views on the LEWA message and on issues that affected them with emphasis on service delivery.

The major concerns that they raised was that electrification to villages was not performed in a transparent manner in that other villages had been electrified while others were left out.

LEWA responded to this concern by saying that in that the Government through Ministry of Energy, Meteorology and Water Affairs (MEMWA) had developed a mechanism to bring electricity services to various villages. The Authority only regulated service provision between the Licensee and the customers.

The other concern was the transparency of the public participation process during tariff review consultations. Stakeholders were of the view that public's views were never taken into consideration when the Authority made the final tariff determination.

"All processes are open, such that every step of the process is published through different forums of the media. To ensure that the public's views are clearly recorded, stakeholders are given an opportunity to present their views personally before the Authority, the Licensees and the public at large", Ms Makhobalo noted.

It was further mentioned that in addition to public's views, LEWA also took into consideration the financial viability of the regulated entities as far as continued



Participants at the public meeting at Quthing.

12 service provision was concerned and the issue of quality of service.

The other issue of concern was that electricity service interruptions were never communicated to customers. As a result, stakeholders pointed out that, in most cases, business people lost business opportunities and domestic electrical appliances were damaged.

LEWA responded that according to QOSSS, the Licensees

should notify their customers of planned interruptions two days prior to the actual interruption. Unplanned interruptions should be restored within 24 hours where possible.

Closing the meeting, Mrs. Lepota noted among other things, interactions of this nature were very important to the public because they got to know their rights and responsibilities. She further urged the participants to disseminate LEWA information to the public



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.

LEWA attends ESAWAS AGM and conference

The two-day conference focused on the subject matter of the enhancement of regulatory governance and topics discussed included legislative frameworks, independence of Board members, the appellate process, accountability to stakeholders and strategic planning for regulators.

Lesotho Electricity and Water Authority (LEWA) was amongst the delegates from 11 countries and over 50 participants who attended the 8th Annual General Meeting (AGM) and Conference of the Eastern and Southern African Water and Sanitation Regulator's Association Regulators Association (ESAWAS) from 20 - 22nd August 2014 in Maputo, Mozambique.

The theme of the Conference was 'Enhancing Regulatory Governance' and was hosted by the Water Regulatory Council (CRA) of Mozambique. The event was opened by the Mozambican Vice Minister of Public Works and Housing, Mr. Cadmiel Filiane Muthemba. The two-day conference focused on the subject matter of the enhancement of regulatory governance and

topics discussed included legislative frameworks, independence of Board members, the appellate process, accountability to stakeholders and strategic planning for regulators.

Other regulators that participated in the event were Energy and Water Regulatory Authority (EWURA) of Tanzania, the Rwanda Utilities Regulatory Agency (RURA) of Rwanda, the National Water Supply and Sanitation Council (NWASCO) of Zambia and the Water Services Regulatory Board (WASREB) of Kenya (and LEWA).

The LEWA delegation was constituted by the Chairperson of the Board, Professor Francina. Moloj, LEWA Chief Executive, Assoc. Prof. Ntoi Rapapa and Manager-Technical Regulation Water, Engineer Fall Seboko □



A sewerage manhole with no cover poses risks to people. The public must report such manholes to WASCO or LEWA.



Trees that grow under electricity lines pose a danger of supply interruption.



Use water efficiently to ensure adequate reserves in water storage facilities.



One of the WASCO water treatment facilities in Maseru.



Concerned about urban
Water Quality?
As well as...

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

The Authority has developed urban water and sewerage services regulatory instruments. Of these instruments, is the Urban Water Quality of Service and Supply Standards (QoSSS). QoSSS sets out minimum service and quality standards for the Water and Sewerage Company (WASCO) in provision of water and sewerage services. WASCO has undertaken to implement QoSSS provisions with effect from October 2013.

*In pursuit of quality service delivery
of urban water and sewerage.*

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

Tel: +266 22 312479 • Fax: +266 22 315094 • Email: secretary@lewa.org.ls

