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



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Dear readers,

As you may now be aware the Lesotho Electricity and Water Authority (LEWA) is keen to communicate with its stakeholders on a regular basis through this newsletter. This is in line with the organisational goals and objectives.

In this edition we feature articles that dwell on a wide array of issues. The Board of the Authority has a new Chairperson and the publication informs you on some of the pertinent developments thereof. Dr. Leboli Z. Thamae is the new chairperson of the Board. The Board also got a new member when Mr. Thabo Khasipe was appointed to it.

We also focus on issues that LEWA discussed with stakeholders when the Authority embarked on outreach activities in the last quarter of 2014. Indeed stakeholders have varying perspectives on how service delivery issues may be addressed in the regulated Electricity Supply Industry (ESI), and Urban Water and Sewerage

Services (UWSS) sub sector. These viewpoints are taken into consideration and deliberated upon at appropriate levels.

In order to increase awareness on the roles of different players in the regulated ESI and UWSS the

publication highlights the difference between roles of the regulator (LEWA) and those of regulated entities such as the Lesotho Electricity Company (LEC) and Water and Sewerage Company (WASCO). It has come to LEWA's attention that the importance of this issue cannot be overemphasised.

One of the key functions of the Authority is to determine tariffs for electricity, urban water and sewerages services. Amongst others, the law requires that the process must involve soliciting public representations on tariffs issues. Hence an article that informs readers on the processes of tariffs determination has been included in this issue.

Regional electricity developments are also featured in the newsletter. The Authority joined other key stakeholders in the regional electricity regulatory and supply landscapes when it took part in the 11th Regional Electricity Regulators Association of Southern Africa (RERA) Conference and Annual General Meeting (AGM). In contemporary societies issues of water availability and preservation are very important. As a regulator for the UWSS, LEWA has also taken upon itself to complement efforts of other role players in educating the public on the simple of water efficiency measures.

On a lighter note, we also look at the organisational effort of team building and the Christmas celebrations and New Year holidays that are traditional in most organisations at the end of the year ■



Ntoi Rapapa

Chief Executive

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Tips on water efficiency

Using water efficiently, both inside and outside home will help ensure reliable water supplies today and for future generations.

One of the duties of the Lesotho Electricity and Water Authority (LEWA) is to ensure the operation and development of a safe, efficient and economic water services in Lesotho. Pursuant to the above, the Authority has initiated steps to inform its stakeholders on the best ways and practices for using water efficiently.

Water efficiency can be defined as the smart use of water resources through water-saving technologies and practices that deliver equal or better services with less water.

Water customers are therefore strongly encouraged to make some behavioural changes to reduce water wastage and to utilise more water efficient appliances and fixtures. Using water efficiently, both inside and outside home will help ensure reliable water supplies today and for future generations. Water conservation may be achieved by taking the following actions.

In the bathroom:

- Turn off the tap while brushing teeth- A running tap can waste over six litres of water per minute;
- Install water efficient shower heads in the bathroom;
- Take a short shower instead of a bath;

- In the shower, turn the water on to get wet, turn it off to lather up, then on to rinse;
- Never use a toilet as a waste basket. Avoid flushing the toilet unnecessarily; and
- If the toilet handles frequently stick in the flush position, letting water run constantly, replace or adjust them.

In the kitchen:

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

In the garden:

- Use the leftover water to feed plants;
- Use a watering can or a hosepipe with a trigger



It is important that drastic measures be taken to preserve available water supplies to avert water shortage crises.

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- nozzle instead of a sprinkler;
- Avoid watering when its windy or sunny. Early and late watering reduce soil water loss due to evaporation; and
- Use a broom not a hose when cleaning driveways and sidewalks.

In general:

- Fix dripping taps. A dripping tap wastes thousands of litres of water a year;
- Insulate hot water pipes for immediate hot water at the faucet and for energy saving;

- Teach children to turn off faucets tightly after each use;
- Use bucket and sponge when washing the car, instead of a running hosepipe; and
- Buy a water tank and harvest rain water.

Less water going down the drain means more water available in the lakes, rivers and streams that can be used for recreation and that wildlife purposes to survive. Using water more efficiently helps maintain supplies at safe levels, protecting human health and the environment. Use water wisely! □

Team building sessions held for staff

The Lesotho Electricity and Water Authority (LEWA) engaged in a two day team building session for all staff from 30 -31 October 2014 at the Tribute Guest House, Maseru.

LEWA introduced a team building program to promote effective communication as well as to foster cooperation and team spirit amongst the employees.

Specifically, the programme is intended to promote good interpersonal relationships amongst employees, to promote transfer of knowledge and discourage unfair criticism and favouritism at the workplace.

In implementing the programme, the Executive Coaching session was held in September 2014 for LEWA management. The team building session for all employees was held on the 30-31 October 2014. The second session brought together all employees to interact in a non-work related environment.

The event was officially opened by LEWA Chief Executive Assoc. Prof Ntoi Rapapa who outlined the purpose of the whole exercise.

"The team building exercises are being held to assist all members of staff to attain the organisational goals of the Authority. Furthermore they also serve to enhance

The intention was to break communication barriers between the employees and also squash negative impressions that employees had about each other.

both individual progress and within their family settings", he noted.

The session started with an ice breaking activity wherein members of staff were allowed to freely discuss their attributes and preferences which were not known to others. The aim was to identify those attributes and preferences that fellow employees liked and cherished so that the negative ones would be minimised.

The intention was to break communication barriers between the employees and also squash negative impressions that employees had about each other. Staff interacted freely and were allowed to express their feelings more openly so they could build interpersonal trust whilst maintaining personal identity.

Amongst other things, the session also looked at spiritual and psychotherapeutic statements, teamwork and excellence in service delivery. The intention here was to enable employees to develop rational, emotional and spiritual intelligence. To achieve this, staff were informed that in order to achieve the three types of

intelligence, a human being had to strike a balance between body, soul and spirit.

Amongst psychotherapeutic statements discussed in these sessions, the following were outstanding: "The Chinese proverb that it is better to light a candle than to curse darkness" and "A cheetah never thinks of becoming a vegetarian even if it does not catch prey. It hunts patiently until it catches prey".

The significance of the above statements was that they were meant to highlight that perseverance and determination were key in achieving success over a period of time.

At the end of the workshop, staff members who gave


a vote of thanks on behalf of others, were unanimous that the workshop had been a success in that it had refined the way staff looked at team building concept.

"We are convinced that these types of sessions are needed in future so to help us become a team. They are also important in inculcating the culture of respect and tolerance for juniors, colleagues and supervisors at work" noted Ms Palesa Tsapane, one of LEWA employee who expressed views on the endeavour.

The second team building sessions are planned for February/March 2015. The intention is to pursue efforts that will enhance and promote team building spirit amongst the employees □



Some of the Lesotho Electricity and Water Authority (LEWA) staff that participated in one of the team building sessions.



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RERA holds 11th Conference and AGM...

...to discuss Energy Poverty and Diminishing Generation Capacity

The Regional Electricity Regulators Association of Southern Africa (RERA) held its 11th two day Conference and Annual General Meeting (AGM) at Elephant Hills Resort, Victoria Falls, Zimbabwe, from 08-12 December 2014.

The theme of the Conference was “Leveraging the Southern African Development Community (SADC) Region’s Energy Potential Through an Integrated Approach”.

The topics that were discussed during the Conference included creating an enabling environment for investment in the SADC energy sector, developments within the regional electricity markets, electricity consumer services and developments and nurturing regulation amongst RERA members. The AGM discussed progress regarding implementation of RERA’s 2013-17 Strategic Plan business.

Officially opening the Conference, the Zimbabwe Permanent Secretary in the Ministry of Energy and Power Development Mr. Patson Mbiriri remarked that it was important that RERA members and other stakeholders came up with concrete and implementable plans to ensure that the region did not remain behind

others in terms of providing affordable and reliable electricity services to consumers.

The Chairperson of RERA Ms. Phindile Baleni of the National Energy Regulator of South Africa (NERSA) emphasised that Conference had brought all regional power sector stakeholders to discuss issues surrounding the region’s diminishing power supply deficit. She also noted that this malaise was happening in spite of the fact that RERA member countries had enormous energy potential as indicated by the abundance of natural resources such as gas, oil and renewables such as water, wind and sun.

“Hence it is important to engage all stakeholders from governments to civil society in the quest towards realising both the theme and goals of RERA. This initiative is in line with RERA Strategic Plan”, Ms Baleni observed.

Presenting on the regional power situation, the head of the Southern African Power Pool (SAPP) Dr. Lawrence Musaba noted that the Southern African regional electricity reserve margin was at a low 7.4% which was less than 10%. The latter figure had been set as target by SAPP members.

“A 15% reserve margin would be ideal. This means that there is a 2,800 MW deficit of electricity in the region. Inadequate investment in generation and transmission infrastructure stand at the root of the problem”, Dr.

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Musaba added.

The SAPP head further added that it was being projected that load shedding would be experienced throughout the region until 2018. Dr. Musaba noted that although there were completed electricity generation projects in some countries, in the interim, the only country that could help alleviate the region’s electricity shortages was Angola. He, however, he pointed out that the challenge was that the Angolan grid was not part of the regional network.

Reflecting on the challenges facing the region, the Conference noted that it had been difficult to foster regional cooperation on transnational electricity generation and transmission projects due to various factors such as competing national interests amongst members. Coupled with that, SADC officials and stakeholders, at various levels, did not raise awareness of the benefits of such projects to policy makers and stakeholders in their respective countries. The other factor, that was cited, was that SADC region had weak institutional framework. Moreover, communication between various regional stakeholders tended to be a barrier as it was being done in quantitative rather than qualitative terms.

At the Conference the Lesotho Electricity and Water Authority (LEWA) Chief Executive Assoc. Prof. Ntoi Rapapa chaired the session on exploiting and integrating renewable energy opportunities which looked amongst

others renewable energy (RE) zoning results and methodology in Southern Africa and grid integration and RE independent power producers (IPPs).

On the third day RERA held its AGM wherein members discussed the Association’s normal business such as the 2015 budget, progress on 2013- 2017 Business Plan and calendar of events for 2015. In line with the recommendations made in RERA meetings of August 2014 held in Swaziland, the AGM decided that Task Team on Consumer Services and Communication be made a fully-fledged subcommittee under the Regional Cooperation Portfolio Committee (RCPC). The Human Resource subcommittee would also be formed to be under the Capacity Building and Information Portfolio Committee.

Amongst others, RERA AGM resolved that the 2015 RERA Conference and AGM would be hosted by the Swaziland Energy Regulatory Authority (SERA) of Swaziland, while Electricity and Water Utilities Regulatory Authority (EWURA) of Tanzania would host portfolio and subcommittee meetings.

LEWA was represented at the Conference and AGM by the Chairperson of the Board Dr. Leboli Thamae, Board Members Dr. ‘Mampiti Matete and Mrs. ‘Maboiketlo Maliehe, Chief Executive Assoc. Prof. Ntoi Rapapa, and Members of the Executive Management Messrs. Monti Ntlopo, Paseka Khetsi and Shao Khatala □

Public participation and tariff determination process

Public participation seeks and facilitates the involvement of those potentially affected by or interested in a decision.

Section 24(6) of Lesotho Electricity Authority Act of 2002, as amended, requires that the Authority should publish notice on the proposed electricity, water and sewerage services tariffs in the newspapers and local media. The purpose of the publication is to allow stakeholders an opportunity to provide inputs and comments on the reasonableness of the proposed tariffs.

Proposals for review of electricity, urban water and sewerage services are filed by the regulated utilities which are: Lesotho Electricity Company (LEC) and Water and Sewerage Company (WASCO).

There are several reasons that underlie the request for tariff reviews by both LEC and WASCO. These are referred to as tariff drivers. With respect to LEC’s application, the



LEWA high level representatives at the RERA conference at Victoria Falls, Zimbabwe. From left to right: Dr. Leboli Thamae (Chairperson) Mrs. ‘Maboiketlo Maliehe, Dr. Mampiti Matete and Chief Executive Assoc. Prof. Ntoi Rapapa



The Board of the Lesotho Electricity and Water Authority (LEWA) announces the 2014/15 tariffs electricity to the media. This event is amongst many that underscore the transparency with which the Authority involves the public in regulatory processes.

7 'bulk purchases' driver refers to electricity imports from outside the country at higher prices to cover the deficit in the country. Other drivers include utilities' operating expenses, labour costs, depreciation and return on investment. In the case of water services, the issues of chemicals and pumping also form part of the tariff drivers.

It is crucial to highlight the importance of public participation in this process of tariff determination. Public participation promotes sustainable decisions by recognising and communicating the needs and interests of all stakeholders.

Public participation seeks and facilitates the involvement of those potentially affected by or interested in a decision. The public's contribution has a bearing on the decision that would be reached in the end. For this reason, all stakeholders should participate in all the regulatory processes and decision making processes on issues that affect them directly or indirectly.

The Authority has in the past held public hearings in the districts to get the stakeholders views in the districts. Public hearings in the districts also assist the Authority to gather more information on consumers' perspectives on the tariffs and service levels.

During electricity, urban water and sewerage services tariff determination, upon receipt of the application LEWA must issue a public notice, giving stakeholders time to submit comments on the application. Stakeholders are further requested to indicate an interest in writing for making oral presentations before the Pricing and Tariff Committee of the LEWA Board.

On the day of the hearing, service providers are given an opportunity to present their tariff proposals to the public and disclose the grounds upon which the proposals are based. The Board then asks the service providers questions requiring clarifications.

To ensure representation of various views, stakeholders are given a chance to discuss the proposed tariff and put questions to the service providers. To the raised questions the service providers are expected to provide answers.

After public consultations' sessions, LEWA Board further analyses the application, taking into consideration the views of stakeholders, reasons, evidence provided and makes final determination on tariffs that would be applicable for the year. It is prudent to highlight that the final decision, with the underlying reasons, is announced to all stakeholders immediately □

Enhanced service delivery a priority for the Authority

The Lesotho Electricity and Water Authority (LEWA) was aware that electricity connection costs were not being allocated fairly to customers, and the Authority was in the process of collaborating with key Electricity Supply Industry (ESI) stakeholders to find a lasting solution to the problem.

This assertion was made by the representatives of the Authority in response to stakeholders' concerns that were raised during outreach meetings held in Berea, Mophale's Hoek and Butha-Buthe in October, November and December 2014. The outreach exercises which comprised a workshop and two public meetings were also meant to raise awareness about the role and activities of the regulator.

Addressing stakeholders who included members of the public, customers, urban councillors, LEWA underscored that key ESI stakeholders such as Lesotho Electricity Company (LEC) and Government were trying to find

The Authority seeks to ensure that the regulated utilities responded to service delivery issues that were within the realm of their mandates in a professional manner.

ways that would ensure that electricity connection costs are allocated transparently to various customer groups.

"The Authority has tried to address the problem by developing pertinent guidelines to be followed by LEC when effecting connections. However, LEC was not able to implement the same citing logistical and economic reasons. As a result sector wide consultations are continuing with stakeholders to determine the best way forward", noted Mr. Shao Khatala Manager, Consumer Affairs and Communications.

ESI concerns raised

Other ESI services related problems that were highlighted by stakeholders in the three meetings included slow response time by LEC to issue out customer quotations,



Provision of electricity services in the country is of key interest to the Authority.

9 intermittent power supply disruptions and wayleave problems. The Authority spelled out the time frames for provision of services as laid down in the Quality of Service and Supply Standards (QOSSS) for electricity. Regarding wayleave problems, LEWA appealed to residents to nurture harmonious relationships so that electricity infrastructure services may reach all without undue hindrance.

UWSS concerns

The problems in the urban water and sewerage services were discussed. Regarding WASCO's services, the utility's customers indicated that the company was not charging them fairly. As an example, they pointed out that customer bills from WASCO were exorbitant and they had no recourse to a clearly defined WASCO complaint handling system in the districts. In some instances, WASCO employees were not friendly to them, customers pointed out.

"It is not clear as to why I keep paying high water bills when I hardly ever see WASCO's meter readers in my yard. I believe that this problem will eventually culminate in my water supply being cut as I am not able to pay M700 plus interests that WASCO says I owe them", said 'Me Mathabo Litsiame, a resident of Lithabaneng, Teyateyaneng.

Customer education was further undertaken wherein participants were informed of the regulated entities licences' requirements that stipulate that utilities must have clearly spelled out customer complaints handling procedures which should be approved by the Authority. The implementation of such procedures would ensure fair better customer protection mechanisms within licensees that ensure that the latter were not prejudiced. The Authority also outlined its customer complaints handling procedures to the participants at the three events.

Role of District Administrators

Of significance is to note that all the holding of three events were facilitated by the officials from offices of the District Administrators of the three districts in line with the existing cooperation framework with the Authority.

The officials were emphatic that service delivery in electricity, water and sewerage services needed to be improved and called on the Authority to ensure that the regulated utilities responded to service delivery issues within the realm of their mandates in a professional manner. Urban councillors gave closing remarks and they highlighted that their work was intertwined with that of LEWA in aspects such as planning for services delivery and sustainable service provision □

LEWA's mandate as opposed to that of the service providers...

... amongst others, the Authority protects the interests of all stakeholders regarding price of regulated services.

According to the Lesotho Electricity Authority Act of 2002 as amended, the Lesotho Electricity and Water Authority (LEWA) has the sole and exclusive powers to regulate the electricity, urban water and sewerage services delivered by the licensee in the interest of all stakeholders. In this article a small discussion is made for stakeholders to appreciate the mandate of LEWA, as opposed to that of the licensees.

The Lesotho Electricity and Water Authority (LEWA) regulates the activities of Lesotho Electricity Company (LEC), Water and Sewerage Company (WASCO) and Lesotho Highlands Development Authority ('Muela Hydropower Plant) through a licences issued by the Authority. The Department of Energy (DoE) is regulated through a licence exemption to implement rural electrification projects.

A. Role of the Regulator- LEWA

In discharging its regulatory functions, LEWA, amongst others, undertakes the following:

1) Determines electricity, urban water and sewerage services tariffs

On this aspect of its mandate, the Authority protects the interests of all stakeholders regarding price of regulated services. For transparency purposes, the law requires the Authority to publish notices on the application to enable stakeholders to comment on the reasonableness of the tariffs applied for by regulated utilities. Then after duly considering the application, with written and oral stakeholders' submissions, reasons, facts and evidence provided, the Authority makes a determination of tariffs.

2) Sets Quality of Service and Supply Standards (QOSSS) for electricity, urban water and sewerage services and monitors licensees' compliance to QOSSS and other regulatory instruments

In developing the standards, the Authority sets the level of standards for performance of the Licensees. This means that the licensees must deliver services to the customers in cognisance of the required levels of service. The setting of standards assists LEWA to

monitor compliance of the service providers with regulatory instruments.

3) Resolves disputes between licence holders, and customers

All customer complaints referred to LEWA should meet eligibility requirements which are outlined below.

- First and foremost, a customer should have reported his/her complaint in writing with either LEC or WASCO for it to be resolved thereon;
- The complaint has not been attended to, or resolved satisfactorily by either LEC or WASCO according to the Complainant; and
- The subject matter of the complaint should be on the provisions of the regulated electricity, urban water and sewerage services.

B. Role of Regulated Entities

In the Electricity Supply Industry (ESI), Lesotho Highlands Development Authority (LHDA) generates 72MW of electricity which is supplied into the national electricity grid. In turn LEC has to transmit, distribute and supply electricity throughout the country through its network. The DOE connects customers in villages selected by Government. WASCO is expected to supply customers with potable water and provides wastewater disposal services to residents in urban areas of Lesotho □



It is the duty of the Authority to make stakeholders such as the public aware of the different roles played by various actors in the regulated sectors.

Dr. Thamae appointed new LEWA Board Chairperson

Dr. Thamae had served as an ordinary member of the Board where amongst others he was a member of the Tariffs and Pricing and Audit Committees.

Dr. Leboli Thamae has been appointed as the new Chairperson of the Lesotho Electricity and Water Authority (LEWA) with effect from October 2014. Dr. Thamae succeeds Prof. Francina Moloi who was the Chairperson of the LEWA Board since September 2010.

Before being appointed the Chairperson of the Board, Dr. Thamae had served as an ordinary member of the Board where amongst others he was a member of the Tariffs and Pricing and Audit Committees.

The appointment of Dr. Thamae as the third LEWA Chairperson since the Authority started its operations in 2004, coincides with the time when the Authority has just started implementing the 2014/15-2018/19 Strategic Plan that has several key objectives.

These include determining security of supply options for electricity, urban water and sewerage services, promoting stakeholder awareness, empowerment and protection, developing and implementing regulatory frameworks and building and operating a sustainable organisation.

The Board provides the overall strategic direction for the attainment of the Authority's vision and mission. The same are translated into programmes by the Authority's staff under the supervision of the Chief Executive. It is anticipated that under the stewardship of Dr. Thamae, the Authority will scale more heights in the quest to attain the objectives outlined in the 2014/15 - 2018/19 Strategic Plan.



Dr. Leboli Thamae.

Meanwhile, Mr. Thabo Khasipe has been appointed a new Board Member, thus bringing the total number of LEWA Board Members to seven as stipulated by LEWA's founding legislation as amended.

The staff of LEWA would like to congratulate the two Board Members in their appointment and wish them success in their duties. In the same breath, staff wishes to express their heartfelt appreciation to Prof. Moloi for her steadfast stewardship of the Authority and wish her success in future endeavours.

In terms of the Lesotho Electricity Authority 2002 Act, as amended, the Minister responsible for Natural Resources is the appointing authority for LEWA Board Members □

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Outgoing Chairperson, Professor Francina Moloi.

The staff of LEWA wishes to express their heartfelt appreciation to Prof. Moloi for her steadfast stewardship of the Authority and wish her success in future endeavours.



**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.

‘Despite shortcomings, most goals have been achieved’...

...observed LEWA Chief Executive of the Authority Assoc. Prof. Ntoi Rapapa

A review of the overall performance of the Lesotho Electricity and Water Authority (LEWA) in terms of attaining its goals in 2014, illustrates that despite some challenges, a vast majority of the Authority's objectives had been achieved.

This observation was made by the LEWA Chief Executive of the Authority Assoc. Prof. Ntoi Rapapa at the occasion to officially close the LEWA offices for the traditional Christmas and New Year's holiday break, which was held for staff at 'Melesi Lodge.

“This occasion calls for us to reflect on the past, the present and way forward. I am pleased to note that despite numerous challenges that we faced individually as employees and Departments, the general trend is that the organisation's performance has been good.

As we go into the two weeks' break we should also contemplate on how we shall improve service delivery in 2015 for the benefit of the organisation's stakeholders”, Assoc. Prof. Rapapa said.

He reminded the staff to remember that stable families were a bed rock of success both at work and within the larger society, adding that employees should spend time with family members so that they should come back refreshed in 2015.

The occasion also served to cement the spirit of team building efforts that have been scaled up within the Authority throughout the year. One of the indicators of that was the free interaction between them and the celebratory mood that was obtaining during the occasion □



Staff of the Authority poses for a group picture during the Christmas party.



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.

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How much do you know about LEWA

Mainly through the Consumer Affairs Department, the Lesotho Electricity and Water Authority (LEWA) consistently pursues sustainable empowerment of stakeholders in regulation of electricity and urban water and sewerage services. To this end, various efforts at communicating with the public using different means, such as electronic and print media, are undertaken.

For more information, please contact Lesotho Electricity & Water Authority at:

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