



LESOTHO ELECTRICITY AND WATER AUTHORITY

STATEMENT ON THE INCREASE IN FREQUENT AND LONG ELECTRICITY OUTAGES

The Authority (LEWA) was established in terms of the Lesotho Electricity Authority Act No.12 of 2002 as amended. The Authority first started operations in 2004, as an electricity regulator and known as the Lesotho Electricity Authority (LEA). In October 2013, the Authority assumed an additional mandate of regulating water, thus becoming a multi-sectoral regulator of the electricity and urban water and sewerage services. LEA was then transformed to be LEWA.

The functions of the Authority are outlined in the LEA Act No.12, of 2002, as amended. These include setting minimum levels of service for electricity and urban water and sewerage services; as well as monitoring and assessing the performance of the regulated entities such as Lesotho Electricity Company (LEC) and Water and Sewerage Company (WASCO). The Authority also resolves customer complaints that have not been resolved by LEC and WASCO.

In the electricity sector, the Authority is, amongst other things, mandated to monitor LEC's service delivery to the customers and the public. The Authority has developed Electricity Quality of Service and Supply Standards (QoSSS). The standards specify the timeframes that LEC must follow in the provision of customer services requests such as quotations and supply, handling electricity faults (outages), account queries and complaints. With respect to quality of supply QOSSS sets the operating limits for voltage regulation, imbalance, flickers and harmonics as well as frequency regulation. LEC must adhere to the timeframes as stipulated in QoSSS so as to be compliant with regulatory prescripts, tools and instruments. The link for the document is www.lewa.org.ls/standards/Standards/QOSSS_Urban_2006.pdf. Alternatively, the document may be obtained from the Authority during office hours.

In cases where customers experience electricity services problems such as power disruptions (outages) and delayed service connections, they should notify LEC so that the Company may address them quickly. This means that the first port of call for addressing all customer complaints is LEC itself.

LEWA therefore requests the public and customers to note that under the regulatory powers bestowed to it by the LEA Act, 2002 as amended, they have rights and responsibilities. In cases where LEC has failed to address customer complaints they may approach LEWA for redress. However, this may happen only after they have exhausted their complaints with LEC first. Customers have a responsibility to follow electricity safety tips and report illegal connections which lead to unplanned outages.