ELECTRICITY REGULATORY AUTHORITY

UMEME'S PEFORMANCE ON QUALITY OF SERVICE STANDARDS

2ND, 3RD AND 4TH QUARTER OF 2016

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1 INTRODUCTION

Electricity Regulatory Authority (ERA) developed quality of service and supply standards to protect the interests of consumers in respect to the quality and reliability of electricity supply.

All licensees are required to report to ERA on a quarterly basis regarding their performance on the quality of service standards. For the period under review, Umeme submitted data and information regarding its performance with the Quality of Service standard (QOSS).

This paper therefore presents ERA's analysis of the Umeme's submitted data and reported performance on Quality of Service Standards as follows:-

a) Access to electricity supply
b) Customer service
    I. Billing
    II. Metering
    III. Disconnections and reconnections
    IV. Call centre
    V. Complaints handling
c) Network operations
    I. Reliability of electricity supply

2 BACKGROUND

In accordance with Section 10 (i) of the Electricity Act 1999, Electricity Regulatory Authority (ERA) is mandated to develop and enforce performance standards for the generation, transmission and distribution

of electricity to protect the interests of consumers in respect to the quality and reliability of the electricity supply services.

ERA developed standards for Quality of Service (QOS) related to access to supply (new connections), customer service (metering, billing, disconnections, reconnections, call center, complaints handling) and network operations (reliability indices). The standards were effective 1st March 2015.

2.1 Data verification:

ERA dispatched a team in December 2016 and January 2017 that undertook a verification exercise of the data submitted on QOS standards for Quarter 2 and 3 of 2016. During this exercise, the team sampled data on QOS standards pertaining to; Access of supply, Reconnection period, Calls answering, Complaints handling, Notices for planned and unplanned outages. The sampled accounts were from; Nakulabye, Banda and Wandegeya Umeme districts. For these sampled accounts; the ERA Team was verifying the accuracy of data between the dates of connection, inspection and reconnection (as submitted to ERA) and the actual dates in the system reports at the Umeme service offices.

In addition, the team also picked raw data on reports of outages execution, report on call records, report on complaints, meter reading reports, communication of unplanned outages and evidence of planned outage notices – gazette.

The findings of the data verification exercise were as follows:

a) There was a mismatch between the data submitted to ERA and the Umeme system reports for the QOS standards for Access of supply.

b) There was a mismatch between the reconnection payment dates and the reconnection dates submitted to ERA with those existing in the Umeme districts (Wandegeya and Banda) system reports as shown in Annex 1. This implies that the data submitted to ERA pertaining to the reconnection period (QOS7) is questionable and needs further IT system audit.

2.2 ERA engagement with Umeme

The findings on the initial review of the QOS data from Umeme were shared and discussed in a meeting held on Thursday 19th January 2017. In the meeting, Umeme requested to be allowed additional time to submit data pertaining to some QOS standards such as on Access of Supply and Meter reading, calls handling. On 23rd January 2017, Umeme submitted the above data with the exception of QOS 12 – complaints or queries involving third parties.

In the same meeting, Umeme was tasked to give reasons for the low levels of compliance with the set QOS standards, which are discussed further in the subsequent sections of this paper including proposed plans for improvement.

3 QOS 1 - ACCESS TO SUPPLY (NEW CONNECTION)

Regarding access to supply, the licensees are required by the QOSS to report on four areas which include;

a) Period taken to connect a single – phase customer (no pole service) from the time of payment for a service connection – QOS1.
b) Period taken to connect a single – phase customer (1 or more pole service) from the time of payment for a service connection –QOS2.
c) Period taken to connect a three – phase (LIGHT) customer from the time of payment for a service connection –QOS3.
d) Period taken to connect a three – phase (HEAVY) customer from the time of payment for a service connection and after all obligations of the customer have been fulfilled (i.e. wayleaves and other clearances)-QOS4.
e) Period taken to process customer applications from time of paying inspection fees to invoicing for service connection or notification of failure of the inspection-QOS5.

Umeme's performance on the standards on Access to supply for the period Quarter two to Quarter 4 of 2016 was reviewed and is presented in Table 1 and Figure 1.

Table 1: Access to supply: submitted data

S/N	Indicator	Standard	Umeme Compliance Performance		
		(days)	Q2 2016	Q3 2016	Q4 2016
QOS1	Period taken to connect a single – phase customer (no pole service) from the time of payment for a service connection.	10	62%	54%	82%
QOS2	Period taken to connect a single – phase customer (1 or more pole service) from the time of payment for a service connection.	15	65%	55%	62%
QOS3	Period taken to connect a three – phase (LIGHT) customer from the time of payment for a service connection.	15	68%	72%	71%
QOS4	Period taken to connect a three – phase (HEAVY) customer from the time of payment for a service	30	95%	79%	92%

S/N	Indicator	Standard	Umeme Compliance Performance		
		(days)	Q2 2016	Q3 2016	Q4 2016
	connection AND after all obligations of the customer have been fulfilled (i.e. wayleaves and other clearances)				
QOS5	Period taken to process customer applications from time of paying inspection fees to invoicing for service connection or notification of failure of the inspection.	10	92%	88%	89%

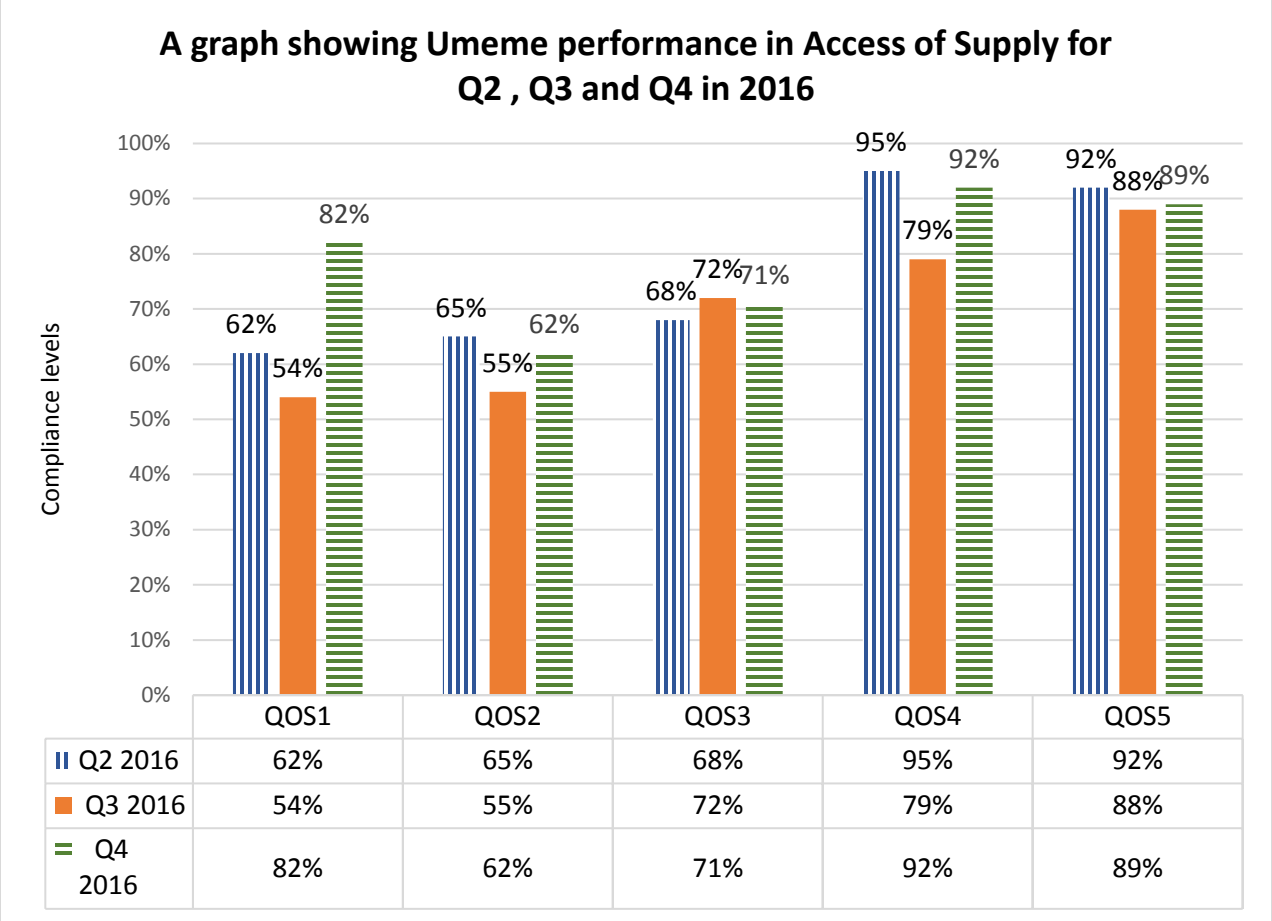

Figure 1: Showing Umeme's performance on Access of supply in Q2, Q3 and Q4 2016.

The analysis of Umeme's performance on Access of Supply standards is presented as follows:-.

3.1 QOS 1:- connection period for no pole single phase.

The standard for the time taken to connect a no pole single phase customer from the time of payment for a service connection is 10 working days.

Q2 2016:

Umeme submitted raw data (applications) of 33,291 no-pole single phase customers who were connected for the period April to June 2016. Out of the received applications, 20,786 were connected within

10 days as per the standard, meaning that Umeme was 62% compliant with this standard while 12,505 customers were connected beyond 10 days within an average of 16 days.

Q3 2016

Umeme submitted raw data (applications) of 33,225 no-pole single phase customers who were connected for the period July to September 2016. Out of the received applications, 17,873 were connected within 10 days as per the standard, meaning that Umeme was 54% compliant with this standard while 15,352 customers were connected beyond 10 days within an average period of 19 days.

Q4 2016

Umeme submitted raw data (applications) of 37,381 no-pole single phase customers who were connected for the period October to December 2016. Out of the received applications, 30,690 were connected within 10 days as per the standard, meaning that Umeme was 82% compliant with this standard while 6,691 customers were connected beyond 10 days within an average period of 17 days.

Observation on Q0S1: We observed an improvement in the performance on QOS 1 by 28% points for the period Q3 to Q4 2016.

3.2 QOS 2: Connection period of single phase (one or more pole service)

The standard for the period taken to connect a one (1) or more pole service customer from the time of payment for a service connection is 15 working days.

Q2 2016

Umeme submitted raw data (applications) of 5,049 single phase one or more pole customers who were connected for the period April to June 2016. Out of the received applications, 3,295 were connected within 10 days as per the standard, meaning that Umeme was 65% compliant with this standard while 1,754 customers were connected beyond 15 days with an average of 23 days.

Q3 2016

Umeme submitted raw data (applications) of 4,850 one or more pole single phase customers who were connected for the period July to September 2016. Out of the received applications, 2,683 were connected within 15 days as per the standard, meaning that Umeme was 55% compliant with this standard while 2,167 customers were connected beyond 15 days within an average period of 27 days.

Q4 2016

Umeme submitted raw data (applications) of 5,766 one or more pole single phase customers who were connected for the period October to December 2016. Out of the received applications, 3,598 were connected within 15 days as per the standard, meaning that Umeme was 62% compliant with this standard while 2,168 customers were connected beyond 15 days within an average period of 23 days.

Observation on Q0S 2: We observed an improvement in the performance on QOS2 by 7 % points for the period Q3 to Q4 2016.

3.3 QOS 3: Connection to supply, three phase (light)

The standard for the period taken to connect a three phase light customer from the time of payment for a service connection is 15 working days.

Q2 2016

Umeme submitted raw data (applications) of 282 three phase (light) customers who were connected for the period April to June 2016. Out of the received applications, 193 were connected within 15 days as per the standard, meaning that Umeme was 68% compliant with this standard while 89 customers were connected beyond 10 days with an average of 32 days.

Q3-2016

Umeme submitted raw data (applications) of 180 three phase (light) customers who were connected for the period July to September 2016. Out of the received applications, 129 were connected within 15 days as per the standard, meaning that Umeme was 72% compliant with this standard while 51 customers were connected beyond 15 days within an average period of 37 days.

Q4-2016

Umeme submitted raw data (applications) of 296 three phase (light) customers who were connected for the period October to December 2016. Out of the received applications, 209 were connected within 15 days as per the standard, meaning that Umeme was 71% compliant with this standard while 87 customers were connected beyond 15 days within an average period of 35 days.

Observation on Q0S 3: We observed a decline in the performance on QOS3 by 1 % points for the period Q3 to Q4 2016.

3.4 QOS 4: Connection to supply. Three phase (heavy)

The standard for the period taken to connect a three phase heavy customer from the time of payment for a service connection and after all obligations of the customer have been fulfilled is 30 working days.

Q2 2016

Umeme submitted raw data (applications) of 43 three phase (Heavy) customers who were connected for the period April to June 2016. Out of the received applications, 41 were connected within 30 days as per the standard, meaning that Umeme was 95% compliant with this standard while two (2) customers were connected beyond the set 30 working days with an average connection period of 52 days.

Q3-2016

Umeme submitted raw data (applications) of 42 three phase (heavy) customers who were connected for the period July to September 2016. Out of the received applications, 33 were connected within 30 days as per the standard, meaning that Umeme was 79% compliant with this standard while 9 customers were connected beyond 30 days within an average period of 51 days.

Q4-2016

Umeme submitted raw data (applications) of 36 three phase (heavy) customers who were connected for the period October to December 2016. Out of the received applications, 33 were connected within 30 days as per the standard, meaning that Umeme was 92% compliant

with this standard while 3 customers were connected beyond 30 days within an average period of 49 days.

Observation on Q0S 4: We observed an improvement in the performance on QOS4 by 13% points for the period Q3 to Q4 2016.

3.5 QOS 5: Application process for new connection to electricity supply

The standard for the period taken to process customer applications from the time of paying inspection fees to invoicing for service connection or notification of failure of the inspection is 10 working days.

Q2 2016

Umeme submitted raw data (applications) of 43,477 who were invoiced in the period April to June 2016. Out of the received applications, 39,969 were connected within 10 days as per the standard, meaning that Umeme was 92% compliant with this standard while 3,508 customers were invoiced beyond the 10 working day. The average period to invoice these customers was 44 days.

Q3-2016

Umeme submitted raw data (applications) of 39,325 who were invoiced in the period July to September 2016. Among the submissions, 606 accounts had inspection fee payments done after payment connections were already paid, an indication that these dates were inaccurate. 868 accounts were also eliminated from this analysis, due to lack of inspection fee payment dates. Out of the received applications, 34,633 were connected within 10 days as per the standard, meaning that Umeme was 88% compliant with this standard. While 4,692 customers were invoice beyond the 10 working day. The average period to invoice these customers was 31 days.

Q4 2016

Umeme submitted raw data (applications) of 28,340 who were invoiced in the period October to December 2016. Out of the received applications, 25,165 were connected within 10 days as per the standard, meaning that Umeme was 89% compliant with this standard. While 3,175 customers were invoice beyond the 10 working day. The average period to invoice these customers was 30days.

Observation on Q0S 5: We observed slight improvement in the performance on QOS 5 by 1% points from Q3 to Q4 2016.

3.6 Reasons for the observed non-compliances:

Electricity Regulatory Authority (ERA) shared the findings with Umeme (Licensee) and the licensee was tasked to provide a response on the causes of the observed levels of compliance. An engagement with the technical teams reflected that some of the contributors to this performance are as follows:-

a) Untimely availability of connection materials (such as meters and conductors);
b) Lengthy process of acquiring consent on wayleaves for some connections. Going forward Umeme customers shall be required to confirm wayleaves consent in writing, before payment.
c) QOS 5: Some applicants use agents in the connection process who are not accessible through the provided contacts. Going forward, Umeme pledges to put in place administrative measures to remedy this status quo.

4 CUSTOMER SERVICE STANDARDS

Regarding customer service, the licensees are required to report on the following areas: Billing, Metering, Disconnections, reconnections, Call center and Complaints handling.

The detailed areas of reporting under this category include the following;

a) Number of times the meter was read in three consecutive months –QOS6.

b) Period taken to reconnect a customer after payment for reconnection fees –QOS7.

c) Calls answered within 30 seconds –QOS8.

d) Number of emergency calls attended to within 30 minutes –QOS9.

e) Number of technical complaints/queries investigated within 5 to 7 working days- QOS 10.

f) Number of non-technical complaints/queries investigated within 30 working days –QOS11.

g) Number of Investigations involving a 3rd party completed within 60 working days –QOS12.

h) Period taken to replace a faulty meter (no tampering) –QOS13.

Umeme's performance regarding customer service standard is detailed in Table 2 and Figure 2.

Table 2: Customer service

S/N	Indicator	Standard	Q2 2016	Q3 2016	Q4 2016
QOS6	Number of times the meter was	100% of meters should be read at	99.5%	99.5%	100%

	read in three consecutive months.	least once in quarter.			
QOS7	Period taken to reconnect customer after payment for reconnection.	Within 48 hours (GCC requirement).	99.99%	99.99%	100%
QOS8	Calls answered within 30 seconds.	70% of calls should be answered within 30 seconds.	45%	37%	63%
QOS9	Number of emergency calls attended to within 30 minutes.	100% response of all emergence calls within 30 minutes.	100%	100%	100%
QOS10	Number of technical complaints/queries investigated within 5 to 7 working days.	100% of technical complaints/queries resolved within 7 working days.	100%	100%	100%
QOS11	Number of non-technical complaints/queries investigated within 30 working days.	100% of non-technical queries and complaints resolved within 30 working days.	100%	100%	100%

QOS12	Number of Investigations involving a 3rd party completed within 60 working days.	100% of investigations completed within 60 working days.	No raw data was submitted	No raw data was submitted	20%
QOS13	Period taken to replace a faulty meter (no tampering).	Within 5 working days.	24%	13%	19%

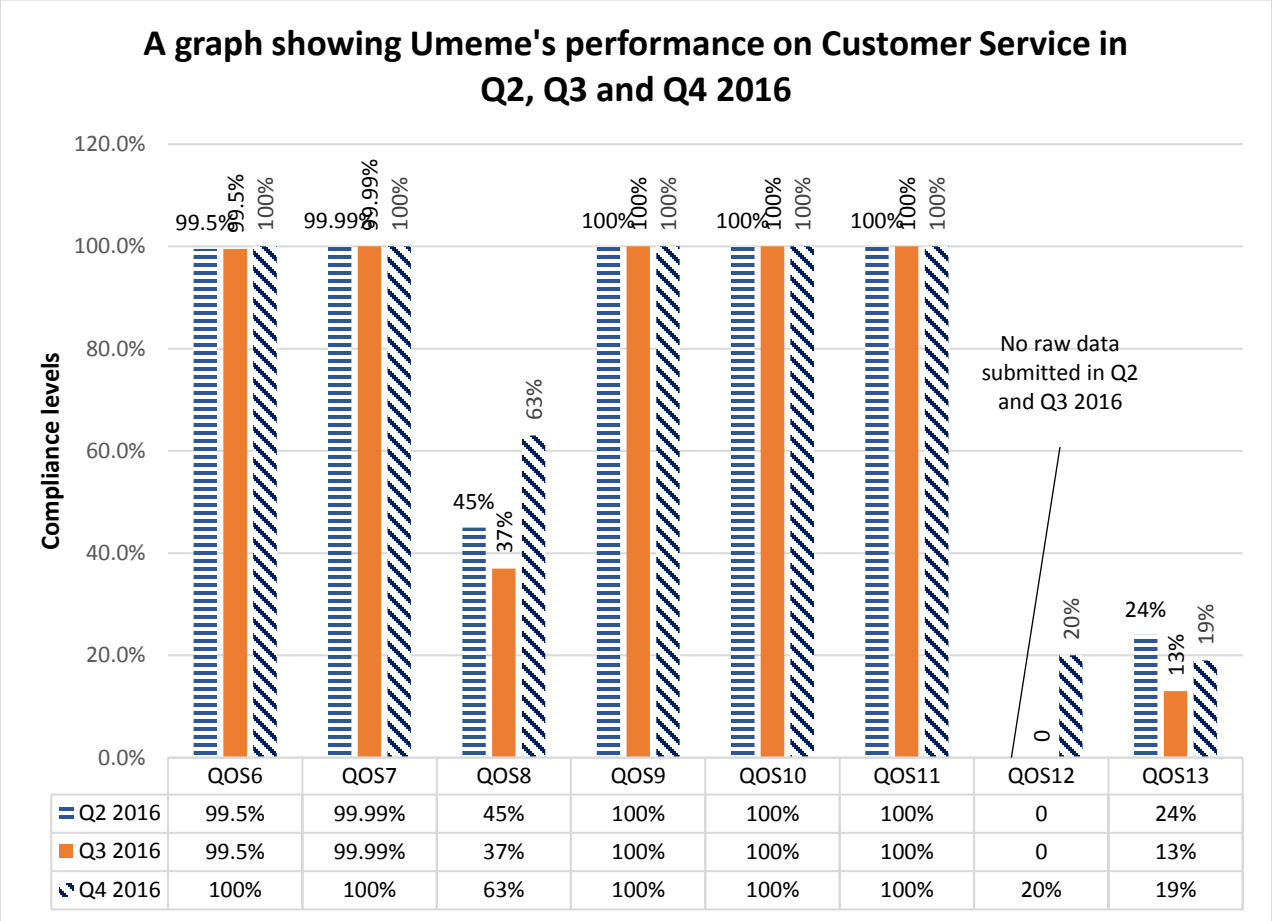

Figure 2: Showing Umeme's performance in customer service in Q2, Q3 and Q4 2016

4.1 QOS 6:

The standard requires that 100% of the meters should be read at least once in a quarter.

Q2 2016

Umeme submitted 379,886 post-paid meter readings for Quarter 2 in 2016. Among these meters, 379,707 were read at least once in each quarter meaning that Umeme was 99.5% compliant, while 179 meters were not read at least once in a quarter 2016.

Q3-2016

Umeme submitted 351,015 post-paid meter readings for Quarter 3 in 2016. Among these meters, 349,932 were read at least once in each quarter meaning that Umeme was 99.5% compliant, while 1,083 meters were not read at least once in a quarter 2016.

Q4-2016

Umeme reported 100% compliance to the QOS6 standard in their computed compliance performance.

Observation on Q0S 6: We observed a 100% level of compliance by Umeme on QOS 6.

4.2 QOS 7: Reconnection of customer after payment of reconnection

The standard requires that customers who pay reconnection fees should be reconnected within 48 hours of proof of payment.

Q2 2016

Umeme submitted raw data (applications) of 64,881 who were connected for the period April to June 2016. Out of the received

applications, 64,878 were connected within 2 days as per the standard, meaning that Umeme was 99.99% compliant with this standard while 3 customers were connected beyond 2 days.

Q3-2016

Umeme submitted raw data (applications) of 70,363 who were reconnected for the period July to September 2016. Out of the received applications, 70,357 were reconnected within 2 days as per the standard, meaning that Umeme was 99.99% compliant with this standard while 6 customers were reconnected beyond 2 days.

Q3-2016

Umeme submitted raw data (applications) of 63,625 who were reconnected for the period October to December 2016. Out of the received applications, 63,621 were reconnected within 2 days as per the standard, meaning that Umeme was 99.99% compliant with this standard while 3customers were reconnected beyond 2 days.

Observation on Q0S 7: We observed a 99.99% level of compliance by Umeme on QOS 7.

4.3 QOS 8: Percentage of calls answered within 30 seconds

The standard requires that 70% of calls should be answered within 30 seconds.

Q2 2016

In Quarter 2 of 2016, of the 516,390 calls received for the period under review, 230,245 calls were answered within 30 seconds meaning that Umeme was 45% compliant.

Q3-2016

In Quarter3 of 2016, of the 506,935 calls received, 186,704 were answered within 30 seconds. This means that Umeme was 37% compliant as per this standard in quarter 3 of 2016.

Q4-2016

In Quarter4 of 2016, of the 406,125 calls received, 256,712 were answered within 30 seconds. This means that Umeme was 63% compliant as per this standard in quarter 4 of 2016.

Observation on Q0S 8: We observed an improvement in performance on QOS8 of 26% points for the period Q3 to Q4 2016.

4.4 QOS 9: Response to emergencies within 30 minutes

The standard requires that 100% of all emergency calls should be attended to within 30 minutes.

Q2 2016

Umeme reported 100% of the emergency calls were attended to within 30 minutes.

Q3-2016

In quarter 3 of 2016, 2661 emergency calls were made and were all handled within the 30 minutes as per standard. This means that Umeme was 100% compliant as per this standard.

Q4-2016

In quarter 4 of 2016, Umeme reported 100% compliance performance in their computed compliance report as per QOS9 standard. However, no raw data was submitted to support this performance.

Observation on Q0S 9: We observed a 100% level of compliance by Umeme on QOS 9.

4.5 QOS 10: Technical investigations

The standard requires that 100% of technical complaints/queries should be resolved within 7 working days.

Q2 2016

Umeme submitted raw data of 87 technical complaints for the period April to June 2016. Out of the received complaints, 87 were resolved within 7 days as per the standard, meaning that Umeme was 100% compliant with this standard.

Q3-2016

Umeme submitted raw data of 26,176 technical complaints for the period July to September 2016. Out of the received complaints, 26,171 were handled within 7 days as per the standard, meaning that Umeme was 100% compliant with this standard.

Q4-2016

In quarter 4 of 2016, Umeme reported 100% compliance performance in their computed compliance report as per QOS10 standard. However, no raw data was submitted to support this performance.

Observation on Q0S 10: We observed a 100% level of compliance by Umeme on QOS 10.

4.6 QOS 11: Non-technical investigation

The standard requires that 100% of non-technical queries and complaints should be resolved within 30 working days.

Q2 2016

Umeme submitted raw data of 65,532 non -technical complaints for the period April to June 2016. Out of the received complaints, 65,532 were

connected within 30 days as per the standard, meaning that Umeme was 100% compliant with this standard.

Q3-2016

Umeme submitted raw data of 65,522 non -technical complaints for the period July to September 2016. Out of the received complaints, 65,522 were handled within 30 days as per the standard, meaning that Umeme was 100% compliant with this standard.

Q4-2016

In quarter 4 of 2016, Umeme reported 100% compliance performance in their computed compliance report as per QOS11 standard. However, no raw data was submitted to support this performance.

Observation on Q0S 11: We observed a 100% level of compliance by Umeme on QOS 11.

4.7 QOS 12: Complaints or queries involving third parties

The standard requires that 100% of investigations should be completed within 60 working days.

Q2 2016

Umeme did not submit raw data for complaints involving 3rd party during the period under review.

Q3-2016

Umeme did not submit raw data for complaints involving 3rd party during the period under review.

Q4-2016

In quarter 4 of 2016, Umeme reported 20% compliance in its submitted compliance report as per QOS12 standard. However, no raw data was submitted to support this performance.

Observation on Q0S 12: We observed that, Umeme has not submitted data for three consecutive quarters in 2016 on QOS12. Hence, Umeme is non-compliant.

4.8 QOS 13: Time taken to replace meters after detection of fault

The standard requires that all faulty meters be replaced within 5 working days.

Q2 2016

Umeme submitted raw data of 232 customers whose meters were replaced during the period under review. From the raw data submitted, only 56 meters were replaced within the 5 days as per standard. This means that Umeme is only 24% compliant. The other 176 customers whose meters needed replacement need an average of 21 days.

Q3-2016

Umeme submitted raw data of 190 customers whose meters were replaced during the period under review. From the raw data submitted, only 24 meters were replaced within the 5 days as per standard. This means that Umeme is only 13% compliant. The other 166 customers whose meters needed replacement need an average of 25 days.

Q4-2016

Umeme submitted raw data of 628 customers whose meters were replaced during the period under review. From the raw data submitted, only 119 meters were replaced within the 5 days as per standard. This means that Umeme is only 19% compliant. The other 509 customers whose meters needed replacement need an average of 22 days.

Observation on Q0S 13:

1. ERA observed an improvement in performance of 6% points as per QOS13.
2. ERA further noted that, during this period when customers do not have meters, Umeme connects these customers on direct supply meaning that the energy consumed is not billed.

4.9 Reasons provided by Umeme for the noted non-compliance and suggested remedies

The following reasons for the non-compliance and proposed remedies were provided by Umeme:-

a) **QOS 8**: The toll free lines channels were 60 which was not in tandem with the number of agents; going forward, the lines have been reduced to 45 effective Q4 2016 to tally with the number of agents. Umeme further reports that it is promoting use of the digital channels (WhatsApp, Facebook, Twitter, mobile app and email) to complement customer contact channels). Umeme indicates that, it is also marketing the self-service channels via SMS and mobile app to facility activities such as request for a bill balances, planned and ongoing outages.

b) **QOS 12:** Umeme reported that, this particular standard required clarity. ERA provided this clarity and the licensee is expected to report on this standard going forward.

c) **QOS 13**: Umeme submitted that, it is a procedural requirement that all faulty meters are tested before being replaced. That the current meter test meter laboratory is inundated by volume of meters through the country that require testing. Umeme indicates

that, it will seek the Authority approval for increasing capacity of the laboratory.

5 RELIABILITY OF ELECTRICITY SUPPLY

Regarding reliability of electricity supply, licensees are required to report on outages (planned and unplanned) and reliability indices (SAIDI and SAIFI).

The detailed areas of reporting under this category include;

a) Notice of planned outages within 48 hours-QOS14;
b) Duration of planned outages not to exceed 9 hours for all voltage levels and network types –QOS15;
c) Notice of unplanned outage within 2 hours of occurrence – QOS16;
d) Duration of interruptions in service on the distribution system (SAIDI) –QOS17;
e) Frequency of interruptions in service on the distribution system (SAIFI) –QOS18;

Umeme's performance regarding network operations was noted as detailed in Table 3 below and Figure 3;

Table 3: Network Reliability

S/N	Indicator	Standard	Q2 2016	Q3 2016	Q4 2016
QOS14	Notice of planned outages within 48 hours.	100% of planned outages to have 48 hours' notice provided.	100%	100%	100%

S/N	Indicator	Standard	Q2 2016	Q3 2016	Q4 2016
QOS15	Duration of planned outages not to exceed 9 hours for all voltage levels and network types.	90% of planned outages should be within 9 hours for all voltages and network types.	65%	75%	67%
QOS16	Notice of unplanned outage within 2 hours of occurrence.	100% of unplanned outages to have notification provided within 2 hours of occurrence.	100%	100%	94%

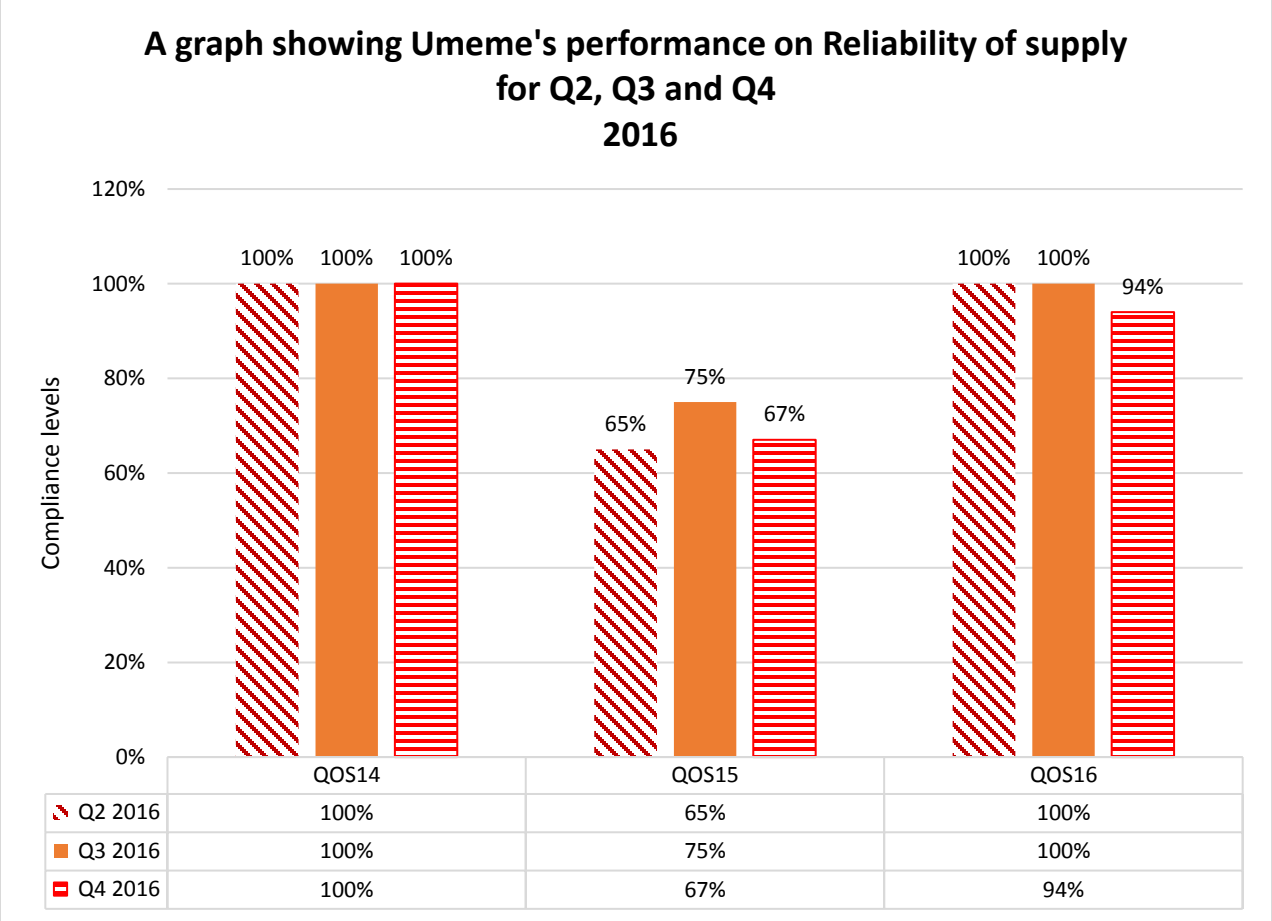

Figure 3: Showing Umeme's performance on reliability of supply for Q2 and Q3 2016

5.1 QOS 14: Notice of Planned outage

The standard requires that 100% of planned outages should have 48 hours' notice provided to customers

Q2 2016

Umeme submit 100% notice of the planned outages are communicated within 48hrs using the Text message platform, customer emails, social media and the National gazette.

Q3-2016

Umeme submit 100% notice of the planned outages are communicated within 48hrs using the Text message platform, customer emails, social media and the National gazette.

Q4-2016

Umeme submit 100% notice of the planned outages are communicated within 48hrs using the Text message platform, customer emails, social media, the National gazette and on the Umeme Website.

Observation on Q0S 14: We observed a 100% level of compliance by Umeme on QOS 14.

5.2 QOS 15: Duration of Planned outages

The standard requires that 90% of planned outages should be within 9 hours for all voltages and network types.

Q2 2016

Umeme submitted that 65% of the planned outages were within 9 hours, a performance below the required 90% performance.

Q3-2016

Umeme submitted raw data of 413 planned outages during the period under review. From the raw data submitted, only 307 were executed within 9hours as per standard. This means that Umeme is 75% compliant. The other 106 planned outages were executed beyond 9 hours within an average period of 12 hours.

Q4-2016

Umeme submitted raw data of 426 planned outages during the period under review. From the raw data submitted, only 285 were executed

within 9hours as per standard. This means that Umeme is 67% compliant. The other 136 planned outages were executed beyond 9 hours.

Observation on Q0S 15: We observed a decline in the performance on QOS 15 of 8% points.

Reason for the low level of compliance for QOS 15: Umeme submitted that, it was constrained by the number of authorized[1] staff in Q2 and Q3 of 2016. The company has since taken its staff through training of System Operating authorization and increased the number of authorized staff. Umeme indicates that, it will closely (monthly) track the implementation of the planned shutdown.

5.3 QOS 16: Notice of unplanned outages

The standard requires that 100% of unplanned outages should have notification provided to customers within 2 hours of occurrence.

Q2 2016

Umeme reported that 100% of unplanned outages are communicated within 2 hours of occurrence. However, the submitted text messages did not include the feeders and the areas affected by the outage. Therefore, there was no correlation between the text messages sent to the customers and the submitted outage execution report hence making this QOS standard difficult to validate.

Therefore, Umeme should record the unplanned outage notices with the corresponding unplanned outage in the outage execution report.

[1] Under the Safety code, Authorized person means a person appointed by the licensee in writing to carry out specified operational duties, including the issue and cancellation of all types of safety documents,

Q3-2016

Umeme reported that 100% of unplanned outages are communicated within 2 hours of occurrence. However, the submitted text messages did not include the feeders and the areas affected by the outage. Therefore, there was no correlation between the text messages sent to the customers and the submitted outage execution report hence making this QOS standard difficult to validate.

Therefore, Umeme should record the unplanned outage notices with the corresponding unplanned outage in the outage execution report.

Q4-2016

In quarter 4 of 2016, Umeme reported 94% compliance performance in their computed compliance report as per QOS16 standard.

Observation on Q0S 16: We note a decline in compliance performance by 6% points as per QOS 16.

QOS 17: The standard is yet to be set by the Authority upon benchmarking performance of licensees. The standard will be set annually.

QOS 18: The standard is yet to be set by the Authority upon benchmarking performance of licensees. The standard will be set annually.

Observation: A baseline for the reliability indices has been established pending consideration by the Authority and ERA has commenced the process to set the targets through the engagement of Umeme on the proposed baseline.

6 CONCLUSION ON THE DATA SUBMISSION BY LICENSEES ON THE QUALITY OF SERVICE INDICATORS

The following observations and conclusions were drawn by ERA from the submissions made Umeme Ltd:

a) The compliance levels for QOS standards; Access of supply, planned outage execution, replacement of customer meters and answering calls do not meet the standards;

b) Overall, Umeme's performance for Q2 is 81%, Q3 is 78 % and Q4 is 79 % with QOS standards as at the end of Q4 2016.

c) The areas of non-compliance are as follows:-:

I. QOS1 –Connection to supply, single phase no pole service
II. QOS2 – Connection to supply, single phase (one or more poles service)
III. QOS3 –Connection to supply, three phase (light)
IV. QOS4 – Connection to supply, three phase (heavy)
V. QOS5 – The Application process for new connection to electricity supply.
VI. QOS8 –Percentage of calls answered within 30 seconds.
VII. QOS13 –Time taken to replace meters after detection of faults.
VIII. QOS15 –Duration of planned outages.

6.1 Umeme's Action plan to remedy the areas of non-compliance

Umeme provided the following remedies to improve the level of compliance with QOS standards:

a) QOS 1 – 4:

- Ensure timely availability of connection materials (such as meters and conductors);
- Wayleaves acquisition: Ensure that customers to confirm wayleaves consent in writing, before payment for a connection.

b) QOS 5: Umeme to ensure that it puts in place administrative measures to ensure that all the applicants contact details are provided, where an agent makes the application on behalf of an applicant.

c) QOS 6: They are promoting use of other digital channels such as; WhatsApp, Facebook, Twitter, mobile App and email to reduce the number of calls to be handled in the call centre.

d) QOS 8: Promote the use of the digital channels (WhatsApp, Facebook, Twitter, mobile app and email) to complement customer contact channels) and market the self-service channels via SMS and mobile app.

e) QOS 12: Umeme reported that, this particular standard required clarity. ERA provided this clarity and the licensee is expected to report on this standard going forward.

f) QOS 13: Umeme submitted that, it is a procedural requirement that ,all faulty meters are being tested before being replaced and yet the current meter test laboratory is inundated by volume of meters throughout the country that require testing. Hence, Umeme indicates that, it will seek the Authority approval for increasing capacity of the laboratory.

ANNEX 1: FINDING OF VERIFICATION (QOS7)

S/N	DISTRICT	CUSTOMER NAME	ACCOUNT NO.	DISCONNECTION DATE	PAYMENT DATE	Actual payment date	RECONNECTION DATE	DAYS TAKEN BETWEEN PAYMENT AND RECONNECTION	Actual Reconnection date	Findings (Accounts status and time between actual payment dates and actual reconnection dates)
1	BANDA	KABAITIRA SHAROT	201088580	22-Sep-16	24-Sep-16	Transferred to prepayment	24-Sep-16	0	Transferred to prepayment	Transferred to prepayment
2	BANDA	WALUSANSA HERBERT	202035196	14-Sep-16	17-Sep-16	Transferred to prepayment	17-Sep-16	0	Transferred to prepayment	Transferred to prepayment
3	BANDA	KAMPALASITI PROPERTIES LTD B501	203195061	1-Sep-16	30-Sep-16	24-Oct-16	30-Sep-16	0	24-Oct-16	-24
4	BANDA	BIIRA STALLA	203766319	7-Sep-16	10-Sep-16	Transferred to prepayment	10-Sep-16	0	Transferred to prepayment	Transferred to prepayment
5	WANDEGEYA	KASIRYE SABANI	200414173	15-Sep-16	27-Sep-16	6-Sep-16	27-Sep-16	0	6-Sep-16	21
6	WANDEGEYA	KAYANJA	200414180	28-Sep-16	29-Sep-16	15-Sep-16	29-Sep-16	0	15-Sep-16	14

S/N	DISTRICT	CUSTOMER NAME	ACCOUNT NO.	DISCONNECTION DATE	PAYMENT DATE	Actual payment date	RECONNECTION DATE	DAYS TAKEN BETWEEN PAYMENT AND RECONNECTION	Actual Reconnection date	Findings (Accounts status and time between actual payment dates and actual reconnection dates)
		JOYCE								
7	WANDEGEYA	KAKUBA D.M.	200415651	14-Sep-16	17-Sep-16	30-Sep-16	17-Sep-16	0	30-Sep-16	-13
8	WANDEGEYA	NAKIDDE MAYIMUNA	200417427	20-Sep-16	20-Sep-16	8-Sep-16	20-Sep-16	0	8-Sep-16	12
9	WANDEGEYA	MUBIRU KIZITO	200417467	26-Sep-16	30-Sep-16	14-Sep-16	30-Sep-16	0	14-Sep-16	16