



## The 170<sup>th</sup> Installation Permits Sensitization & Interviews in Mbale

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On March 7<sup>th</sup> and 8<sup>th</sup> 2014, ERA conducted Installation Permits sensitization and interviews for eligible wiremen in Eastern Uganda. This took place in Mbale town.

Mrs. Catherine W. Nabongo represented the Consumer Affairs Unit in the sensitization drive.

The sensitization activities involved a radio talk show on Signal FM and a

consultative meeting with Local Government Officials at Mt. Elgon Hotel.

During the meeting, the District Internal Security Officer (DISO) pointed out the need for joint efforts between ERA and Umeme in the sensitization of people in Mbale about the dangers of power theft.



House fire caused by poor electrical installation.

## Take advantage of natural sunlight



Saving energy in the office can help reduce

your company's energy bill, in addition to reducing pollution and the demand and usage of power plants. You can save energy in the office by turning off lights and

taking advantage of natural sunlight if your office is set up to receive an ample amount of sunlight.

## The 177<sup>th</sup> Installation Permits Sensitization and Interviews in Mbarara

On May 22<sup>nd</sup> and 23<sup>rd</sup> 2014, ERA conducted Installation Permits sensitization and interviews for eligible wiremen in Western Uganda, in Mbarara town.

Mrs. Catherine W. Nabongo represented the Consumer Affairs

Unit in the sensitization drive.

The sensitization activities involved a radio talk show on Crooze FM 91.2 and a consultative meeting with the wiring contractors at Pelikan Hotel.

During the meeting, the wiremen were advised on the importance of attaining certification from ERA. They were also sensitized on the rights and obligations of an electricity consumer.



ERA's team and the wiremen who participated in the sensitization meeting at Pelikan Hotel in Mbarara.

## Consumer Affairs Unit visits Uganda Communications Commission (UCC)

ERA's Consumer Affairs Unit visited the Uganda Communications Commission (UCC) on Tuesday, May 20<sup>th</sup> 2014, to familiarize itself with the operations of the Commission's call center.

The purpose of the visit was to learn about the operations of the call center at UCC, in preparation for ERA's planned call center to handle electricity-related complaints.

Through observation

and discussions with the UCC Consumer Affairs team, ERA's staff learned about the structure and operations of the UCC's Consumer Affairs Unit and Call Center; UCC's complaints handling procedures, UCC's relationship with telephone operators/service providers and the challenges that the regulator faces.

The visit to UCC was useful to the Con-

sumer Affairs Unit because it enabled staff to acquire knowledge that can be practically applied at ERA's Consumer Affairs Unit for improved service delivery and stakeholder satisfaction.



The purpose of the visit was to learn about the operations of the call center at UCC in preparation for ERA's planned call center.

## ERA holds Inaugural Sector Compliance and Monitoring Workshop

Electricity Regulatory Authority (ERA) on Tuesday, May 27 2014 held the inaugural Sector Compliance and Monitoring workshop with all licensees in the electricity sector at Imperial Royale Hotel, Kampala.

In his keynote address, the Chief Executive Officer of ERA, Dr. Benon Mutambi noted that compliance with regulatory requirements was important for the alignment of the activities of the sector players with ERA's mandate, to en-

sure that electricity supply is adequate, safe, reliable and affordable. Dr. Mutambi urged all companies licensed by ERA to operate within the provisions of their licenses.

The participants acquired knowledge on the Legislative Framework for Compliance Monitoring and Enforcement; The Importance of Regulatory Reporting; Technical Compliance with the Law and License conditions; and Environ-

mental Requirements for Electrical Infrastructure and Compliance.



Ms. Annicent Busingye, Ag. Managing Director of Tronder Power Ltd

Ms. Annicent Busingye, the Ag. Managing Director of Tronder Power Ltd observed that the workshop was a good forum for interaction between the licensees and the electricity regulator.

Dr. Mutambi urged all companies licensed by ERA to operate within the provisions of their licenses.

## ERA participates in the 6th UMA Western Regional Trade Fair

Electricity Regulatory Authority (ERA) participated in the 6<sup>th</sup> Uganda Manufacturers Association (UMA) Western Regional Trade Fair, from 29 May to 4 June 2014, at

Kakyeka Stadium, Mbarara. Over 200 exhibitors from Uganda, Kenya, Tanzania and Burundi showcased their goods and services from various sec-

tors, including Telecommunications, Fast Moving Consumer Goods, Consumer and Industrial Products and Public entities.

The State Minister for Fisheries, Hon. Ruth Nankabirwa, officiated at the opening ceremony. She encouraged the manufacturers to contribute to the

growth of the Ugandan economy, through increasing the productivity of their businesses. The opening ceremony was attended by the Mayor of Mbarara Municipality, Mr. Wilson Tumwine; the Chairman of UMA, Mr. Amos Nzeyi; the Chairman of the UMA Advisory Council, Mr. Abid Alam; and the

Executive Director of UMA, Mr. Sebyggala Kigozi.

Thousands of people including local leaders, students, businessmen and teachers partook of the trade fair.

Over 230 people visited the ERA stall. The visitors thanked the Authority for reaching out to its stakeholders and largely expressed interest in quality of

service issues, including reliability of supply, billing, connection of new customers and complaints handling.



A visitor at ERA's stall

## Activities in June

1. Sensitization and Awareness meeting around Kampala, Wakiso and Entebbe - 18<sup>th</sup> June- 9<sup>th</sup> July 2014
2. MP Symposium with the Natural Resource Committee - 3<sup>rd</sup>-5<sup>th</sup> July 2014

**W E D E L I V E R !**