



# WHAT'S HAPPENING AT ERA

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## ERA MANAGEMENT TOURS ELECTRICITY PROJECTS



*ERA Management and Project Developers at the 10 MWp Solar Photovoltaic Project in Tororo District.*

**B**etween 14<sup>th</sup> and 18<sup>th</sup> August 2017, the Electricity Regulatory Authority (ERA) Management toured electricity projects at construction stage as well as those already commissioned.

ERA Management visited 9 projects and these are: the 6.5 MW Muvumbe Hydropower Project (HPP), the 10 MWp

Access Solar Power Plant, the 5.54 Rwimi HPP, the 9.2 MW Nyamwamba HPP, the 4.8 MW, Waki HPP, the 5.4 MW Lubilia HPP, the 5 MW Siti I and 16.5 MW Siti II HPPs, the 41 MW Achwa 2 HPP and the 10 MWp Solar Photovoltaic Project developed by Tororo Solar North Limited.

The tour was aimed at enabling ERA Management ascertain what has so far been accomplished following the award of the generation and sale of electricity Licenses by ERA.

Management also wanted to find out the level of compliance with the License terms and conditions, the progress of civil / hydro works, the social and environmental conservation measures put in place by project developers for the projects' affected communities, the work environment at the projects' sites and the level of project developers' compliance with the requirement to handle local knowledge transfer to the indigenous people.

ERA Management observed tremendous progress in relation to construction of the power projects noting that if all factors are kept constant, the projects will be commissioned by the set date. Some of the projects are expected to be commissioned by 2018.

## ERA SUPPORTS PRIMARY EDUCATION

**T**eachers, pupils and parents of Bumanji Primary School in Kalangala District were overjoyed as ERA donated to them text books, exercise books and sanitary wear under the ERA's 2016/2017 Corporate Social Investment (CSI) Program.

ERA launched its CSI Program at Bumanji Primary School in Kalangala on 7<sup>th</sup> August 2017, which was rolled out to Adilang Kulak Primary School in Agago District and Bumadu Primary School in Bundibugyo District.

Addressing, teachers, pupils and parents of Bumanji Primary School, the ERA Communications Manager, Mr. Julius Wandera who represented the ERA Chief Executive Officer, Eng. Ziria Tibalwa Waako, expressed optimism that ERA's support would translate into better academic performance of the pupils.

In response to ERA's donation, the Kalangala Deputy Resident District Commissioner, Mrs. Lule Ssenkungo noted that ERA's CSI initiative is an indicator of goodwill and



*Pupils of Bumanji Primary School after receiving Scholastic materials donated by ERA.*

appreciated ERA for its effort towards stakeholder engagement and continued intervention in issues affecting electricity consumers in Kalangala District. ERA's launch of the CSI program at Bumanji Primary School was attended by officials from Kalangala District Local Government and officials from Kalangala Infrastructure Services Limited. ERA will continue with the support through its CSI program, to enable other schools benefit.

## ERA EMPHASISES QUALITY OF SERVICE STANDARDS TO DISCOs

**I**n accordance with Section 11 (i) of the Electricity Act, 1999, ERA is mandated to protect the interests of electricity consumers in respect to quality and reliability of electricity supply services.

As a result, ERA developed the Quality of Service Standards (QOS) regarding access to electricity supply, reliability of electricity supply and customer care. The standards became effective on 1<sup>st</sup> March 2015.

On 11<sup>th</sup> August 2017, Electricity Regulatory Authority held a refresher course for officials from Electricity Distribution Companies (DISCOs) to share the new development in the reporting format in respect to Quality of Service Standards.



*The Chief Executive Officer, ERA Eng. Ziria Tibalwa Waako addressing officials from DISCOs during the refresher course at Golf Course Hotel.*

Addressing the officials, the ERA Chief Executive Officer Eng. Ziria Tibalwa Waako emphasized that ERA expects DISCOs to be 100% compliant with the Quality of Service Standards as electricity consumers expect good quality electricity services and good customer care and nothing less.

Eng. Ziria further emphasized the issue of communication amongst the DISCOs, noting

that some issues of quality of service need collaboration, which can only be achieved through effective communication.

She noted that if an issue is beyond their control especially small DISCOs, they should communicate to the concerned parties such as ERA, REA, or Umeme to have it resolved.

DISCOs, received the new QOS reporting format and appreciated ERA for ensuring that they always have enough information and knowledge in respect to QOS, which helps them do their work better. The refresher course was held at Golf Course Hotel in Kampala .

## ERA JOINS ROTARY TO SUPPORT ENVIRONMENTAL PROTECTION



*The Speaker of Parliament, Hon. Rebecca Kadaga as she arrived at the event.*

**O**n 15<sup>th</sup> August 2017, ERA attended the launch of the "Rotary Mission Green Project". The Project was launched at Luzira Correction Center, organized by Rotary in Uganda and Tanzania (District 9211).

The "Rotary Mission Green Project", is an initiative aimed at restoring the environment by reversing the effects of deforestation and enabling the enhancement of the forest and tree resources to support socio-economic development.

The launch was officiated by the Rt. Hon. Rebecca Kadaga; the Speaker of Parliament of Uganda.

While addressing Rotarians and other officials who attended the launch, Hon. Kadaga highlighted that Government of Uganda is dedicated and committed to restoring the forest cover to 18% of surface area, through National Programs that support tree planting.

She mentioned the "Tree Fund Program" that supports communities to sustainably harness reforestation and the Government's support and recognition of the "National Tree Planting Day".

Hon. Kadaga urged the general public especially the Public and Private organizations to embrace and support the "Rotary Mission Green Project", in the struggle to save and preserve the environment for generations to come.

## ERA EMBARKS ON ISO 9001: 2015 CERTIFICATION PROCESS

**E**RA embarked on the ISO 9001: 2015 Certification process to join the rank of organizations whose services and processes meet the internationally accepted quality standards. The ERA Corporate Planning Unit explains what entails the entire process in form of Question and answer.

### What is ISO 9001: 2005 Certification?

It is an international standard related to quality management, applicable to any organization from all types of business sectors and activities.

### What is the scope of the QMS project?

The scope covers;

- Development & Implementation of the Quality Management System (QMS)
- Certification
- Maintenance of Certification

### What is Quality?

Quality is simply what the customer expects of us. If we are able to meet and exceed our customer's expectations consistently, then we are delivering a quality service.

### What are the benefits of implementing ISO 9001:2015?

- a) Meeting customer requirements
- b) Establishing confidence to customers and stakeholders
- c) Marketing advantages – recognition / publicity
- d) Capability for consistently producing products and services
- e) Increased quality awareness & motivation
- f) Improved performance
- g) Foundation for quality improvement
- h) Reduced liability risks
- i) Enhanced Communication throughout the Organization
- j) Encourages clarity of responsibility and accountability
- k) Standardize the way things are done
- l) Reducing variability and making it easier to solve problems
- m) Foster continual improvement as an Institutionalized Core Value and provide a platform for moving to performance excellence
- n) Improve the Organization's ability to fully understand and meet the customer requirements in a consistent manner
- o) Clarify the goals and objectives of the Organization
- p) Align all employees and processes to meet objectives
- q) Improve bottom-line performance by enhancing revenue costs and create a competitive advantage.

### What are the seven quality management principles?

- 1.Customer Focus:** Meet customer needs and expectations, determine levels of customer satisfaction/dissatisfaction. Endeavor to exceed customer expectations.
- 2.Leadership:** Establish unity of purpose and engage people in achieving quality objectives.
- 3.Engagement of People:** Focus on competency and engage people in delivering value. Identify and manage human factors of work place.
- 4.Process Approach:** Systematically identify and manage the process employed. Understand activities and manage it as interrelated processes to get consistent predicted results.
- 5.Improvement:** Ongoing Focus on Improvement – to react to changes in its internal and external conditions, to create new opportunities.
- 6. Evidence-based Decision Making:** Effective decisions that produce desired results are based on the analysis and evaluation of data and factual information.
- 7. Relationship Management:** For sustained success, organizations manage their relationships with external providers and interested parties. Such relationships will

enhance the ability to create value and compliance to legal & other requirements.

### When do we expect to get certification?

We plan to get certification by **31<sup>st</sup> December 2017**. We shall engage a certification body in August 2017. Once the certification body is engaged two certification audits will be done by the certification body. Once all non-conformities identified during the audits are successfully resolved by ERA, a certificate will be issued.

### What is my individual role in ensuring that we obtain and maintain certification?

- a) First make sure you know the requirements of the standard and ensure you fully comply.
- b) Know your SOPs and comply with them.
- c) Maintain appropriate documentation as evidence for all activities and processes undertaken. The documentation should comply with the approved document standards.
- d) Continuously improve the way you do your work to ultimately improve the quality of service we offer to our customers.
- e) Perform your role as per your individual work plan. This will ensure that the organization delivers its objectives.
- f) Be an advocate for ISO 9001: 2015 and offer your time and experience when called upon.
- g) Facilitate the implementation team with information and knowledge as requested.

### Why Certification?

Certifying your organization to ISO 9001: 2015 offers proof of your commitment to quality. As a benchmark, it allows you to measure your progress towards continual improvement of business performance.

### What is the role of Management in the implementation of ISO 9001:2015?

- a) Taking accountability for the effectiveness of the quality management system.
- b) Ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization.
- c) Ensuring the integration of the quality management system requirements into the organization's business processes.
- d) Promoting the use of the process approach and risk-based thinking.
- e) Ensuring that the resources needed for the quality management system are available.
- f) Communicating the importance of effective quality management and of conforming to the quality management system requirements.
- g) Ensuring that the quality management system achieves its intended results.
- h) Engaging, directing and supporting persons to contribute to the effectiveness of the quality management system.
- i) Promoting improvement.
- j) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

## STAFF PROMOTION

**F**ollowing the staff appraisal exercise for the financial year 2016/2017, ERA promoted staff in recognition of their performance.



**MS. Lindah Sandrah Ddamba** was promoted to a position of Senior Legal Officer-Licensing from a position of Legal Officer-Licensing.



**Ms. Judith Nayiga** was promoted to a position of Principal Network Planning Engineer from a position of Senior Network Planning Engineer.



**Mr. Daniel Olinga** was promoted to a position of Senior Compliance Engineer (Transmission and Generation) from a position of Compliance Engineer (Transmission and Generation).



**Mr. Innocent Naswali** was promoted to a position of Senior Financial Analyst from a position of Financial Analyst.

*Congratulations!!!!*

## REGIONAL NEWS RWANDA GETS THE FIRST PEAT-FIRED POWER PLANT IN AFRICA



*Rwanda's Peat-Fired Power Plant located in Gisagara.*

**R**wanda became the first country in Africa to construct a Peat-Fired Power Plant. The Plant located in Gisagara is worth \$350m, and is expected to generate 80 MW. The Rwandan government set a goal to connect 70% of the country's 11.7 million people to the national grid by 2018. The Plant will contribute to the achievement of this goal, and further increase the installed capacity of Rwanda. It will reduce Rwanda's reliance on expensive imports of diesel oil for power generation. At the moment, 25% of households in Rwanda have access to the 190 MW of power generated in Rwanda.

## WORDS OF WISDOM



"One gives rise to two. Two gives rise to four. Four gives rise to eight. So to find success and abundance, give rise to something wonderful and help it grow." ~ Wallace Huey

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A CONSUMER AND PUBLIC AFFAIRS PUBLICATION

Sustainable Electricity Supply