

ANNOUNCEMENT TO OUR CUSTOMERS

Rwanda Energy Group Limited (REG) would like to inform its esteemed customers that due to measures to contain the spread of COVID 19 pandemic which affected most of our suppliers, prepaid meters are currently out of stock and therefore new connection requests are still pending. The few remaining meters are only reserved to replace faulty installed ones.

The Management of REG would like to apologize to all customers whose requests are pending, and assures that the ordered meters will be available by mid-February 2022. From that period, all new connection requests will be addressed immediately.

REG is doing everything possible to ensure effective service delivery and customer satisfaction as this has always been the case.

We appreciate your usual collaboration.

Done at Kigali, on **10 January 2022**

Ron Weiss



Ron WEISS
Chief Executive Officer

ITANGAZO RIGENEWE ABAFATABUGUZI

Sosiyete y'u Rwanda ishinzwe Ingufu (REG) iramenyesha abafatabuguzi bayo basabye guhabwa amashanyarazi ko bitewe n'ingaruka za Covid-19 zatumye abatugezaho ibikoresho badakora uko bisanzwe, ubu mubazi zashize mu bubiko bwacu, bikaba byaratumye abasabye guhabwa amashanyarazi bagitegereje guhabwa mubazi (cash power). Mubazi nkeya zisigaye ni izifashishwa mu gusimbura izangiritse cyangwa zifite ibibazo.

REG iboneyeho kwisegura ku bafatabuguzi basabye guhabwa mubazi bakaba bagitegereje, kandi irabizeza ko mubazi nshya zatumijwe hanze zizagera mu Rwanda bitarenze hagati mu kwezi kwa Gashyantare 2022 maze abazikeneye bakazahita bazihabwa.

REG ikomeje gukora ibishoboka byose ngo serivisi itanga zirusheho kunogera abafatabuguzi.

Tuboneyeho kubashimira ubufatanye mudahwema kutugaragariza.

Bikorwe i Kigali, kuwa **10 Mutarama 2022**

Ron Weiss



Ron WEISS
Umuyobozi Mukuru