



## RWANDA'S ENERGY TRANSITION: NEW TARIFFS, CLEAN POWER, NEW QUESTIONS

**ELECTRICITY ACCESS  
REACHES 85.4%, UP FROM  
64.53% FIVE YEARS AGO –  
REG**

**REG STRENGTHENS POWER  
RELIABILITY THROUGH TARGETED  
NETWORK REINFORCEMENT AT 10  
SITES**

**REG WARNS CUSTOMERS  
AGAINST RISING DIGITAL SCAMS  
IMPERSONATING ITS STAFF**



## **OUR VISION**

To be the leading regional  
provider of innovative  
and sustainable energy solutions  
for national development.

## **OUR MISSION**

Developing and providing reliable  
and affordable  
energy while creating value  
for our stakeholders.

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## Core Values of REG



### Customer Oriented

Serving our customers and ensuring their satisfaction through our culture of excellence



### Integrity

We are open, fair and honest with our stakeholders



### RESPECT FOR PEOPLE

We respect, empower, recognize and ensure the continuous development of our people.



### TEAM WORK

We work together reinforcing our professional capabilities as individuals, teams and operating units



### EFFICIENCY

We innovatively achieve more with fewer resources without compromising quality



### SUSTAINABILITY

We provide sustainable solutions in a safe environment

# 1 RWANDA'S ENERGY TRANSITION: NEW TARIFFS, CLEAN POWER, NEW QUESTIONS



A major tariff overhaul, new power plants, rural access gaps, and an accelerating clean-energy transition are reshaping Rwanda's electricity sector. But for households, industries, and policymakers, the question remains: can the grid keep pace with the country's ambitions?

## How Rwanda's Energy Sector is Faring.

In September, Cabinet, chaired by President Paul Kagame, approved a review of national electricity tariffs aimed at expanding access, advancing universal power coverage, and strengthening the electricity sector.

Following that decision, the Rwanda Utilities Regulatory Authority (RURA) introduced revised end-user tariffs on October 1, 2025, designed to reflect the true cost of supply and ensure the long-term sustainability.

The last tariff adjustment was in 2020. Households consuming less than 15kWh per month paid Rwf 89/kWh, while those using 15–50kWh were charged Rwf 212/kWh.

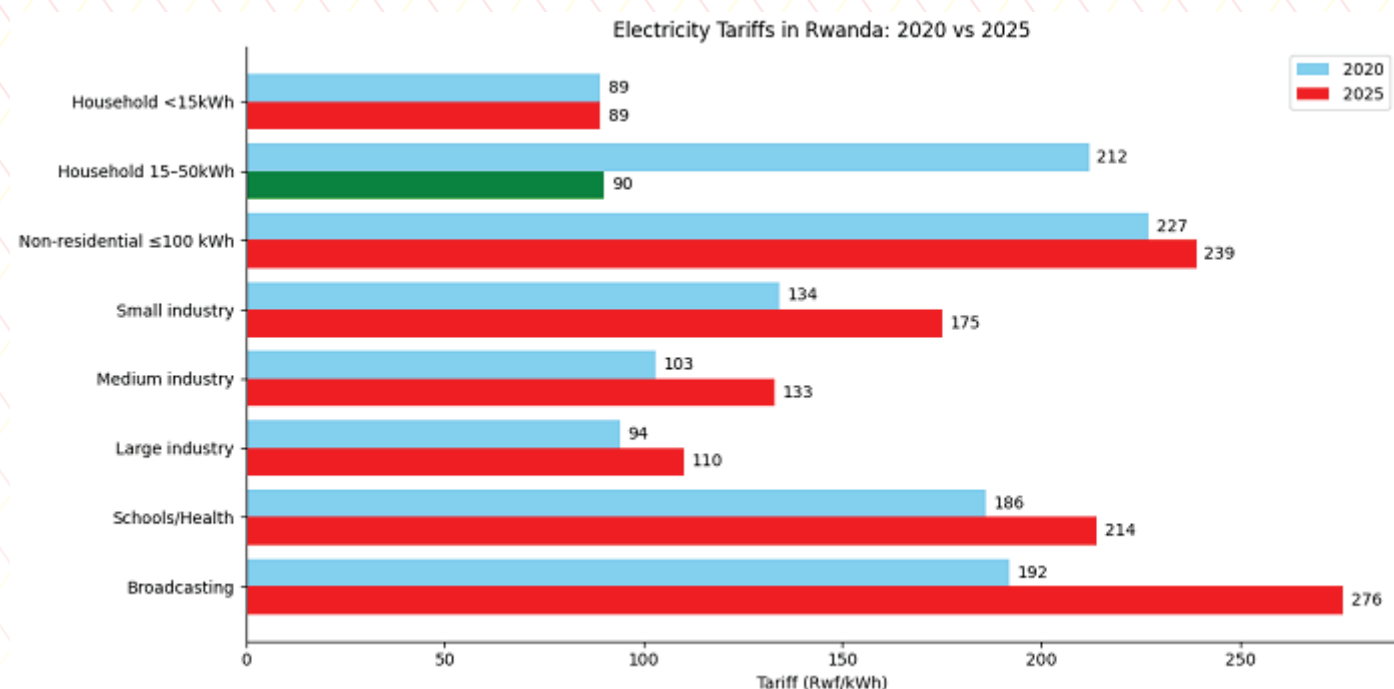
| User Type                 | 2020 Tariff (Rwf/kWh) | 2025 Tariff (Rwf/kWh) | Change (%) |
|---------------------------|-----------------------|-----------------------|------------|
| Household <15kWh          | 89                    | 89                    | 0          |
| Household 15–50 kWh       | 212                   | 90                    | -57        |
| Non-residential ≤100 kWh  | 227                   | 239                   | +5         |
| Small industry            | 134                   | 175                   | +31        |
| Medium industry           | 103                   | 133                   | +29        |
| Large industry            | 94                    | 110                   | +17        |
| Schools/Health facilities | 186                   | 214                   | +15        |
| Broadcasting              | 192                   | 276                   | +44        |

Source: Author compilation from RURA scheduled tariffs 2025

Non-residential users consuming up to 100kWh paid Rwf 227/kWh, with rates rising above 100kWh. Industrial tariffs ranged from Rwf 94/kWh for large industries to Rwf 134/kWh for small industries.

The 2025 adjustment maintained the lifeline rate of Rwf 89/kWh for low-income households, expanding the protected bracket from 0–15kWh to 0–20kWh. Households using 15–50 kWh saw their rate drop from Rwf 212 to Rwf 90, a 57% reduction.

Meanwhile, industrial and non-residential users experienced increases to align tariffs more closely with supply costs: small industries rose from Rwf 134 to Rwf 175, medium industries from Rwf 103 to Rwf 133, and large industries from Rwf 94 to Rwf 110.



Broadcasting services now pay Rwf 276 per kWh, and schools and health facilities Rwf 214 per kWh. Table below shows the 2025 tariff adjustment by RURA between 2020 and 2025

Some households expressed concern over higher bills, particularly in rural areas. Minister of Infrastructure Jimmy Gasore responded:

“The previous tariff review was made in 2020. The quarterly review aims to ensure that the cost of producing electricity corresponds with the tariffs paid by consumers. Ongoing investments in power plants and transmission channels require sustained funding. As demand grows with changing lifestyles,”

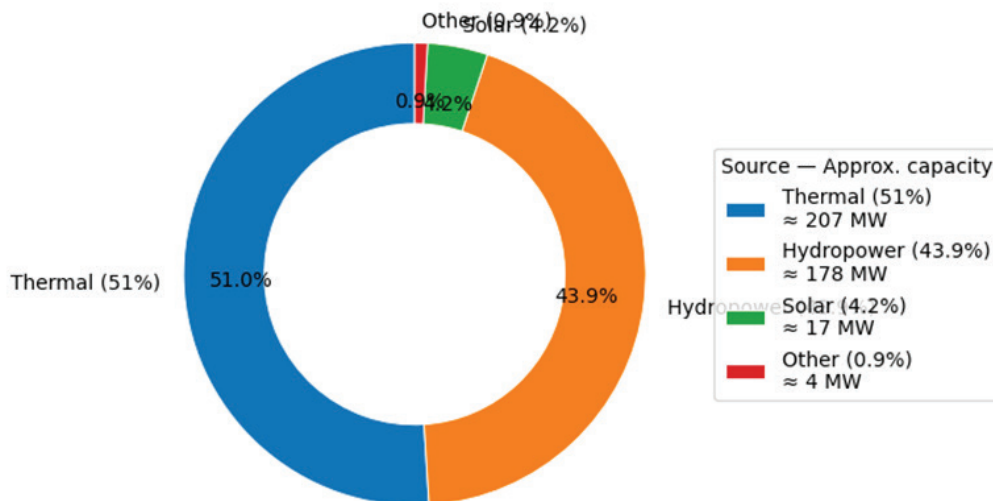
To understand how Rwanda's electricity generation is really faring, let us rewind back on how the sector has grown.

Over the last 30 years, Rwanda has increased electricity access, from 1% in the 1990's to 83% in 2025. Installation capacity has expanded from 228MW in 2019/20 to 406 MW in 2023/24, including domestic generation (321.3 MW) and imports from shared regional plants (85.1MW).

In 2014, the energy sector was structured: the former Energy, Water and Sanitation Authority (WASAC) split into two bodies, creating the REG, to oversee, the Energy Development Cooperation Limited (EDCL) which is responsible for developing new power projects, and the Energy Utility Cooperation Limited (EUCL) tasked with operating and maintaining the national grid.

Since then, electricity generation became a mix depending on different power plants including cross-border shares. 51% from thermal sources, followed by hydro sources (43.9%) and the additional is from solar sources at 4.2%.

## Rwanda Electricity Generation Mix (2025)



Source Rwanda Energy group (REG), 2024-2025

To ensure that Rwanda achieves its generation capacity, a policy energy framework was realized in 2025 to guide the government institutions, private partners into implementation actions.

As part of the new framework, several power projects are now underway to expand on Rwanda's power grid, according to **REG annual 2023-2024 report** ([https://www.reg.rw/fileadmin/user\\_upload/REG\\_Annual\\_Report\\_2023-24FY.pdf?utm\\_source=chatgpt.com](https://www.reg.rw/fileadmin/user_upload/REG_Annual_Report_2023-24FY.pdf?utm_source=chatgpt.com)).



Nyabarongo II Hydroelectric Power Station, with installed generating capacity of 43.5 megawatts

These include among others Hakan peat to power plant which will add 80MW when it becomes decommissioned, Rusumo Falls Hydropower plant (26MW), add another layer Rusizi III (48.3MW), Shema (56 MW) and Nyabarongo II pictured below (43.5 MW). These projects show a country investing heavily in an energy system that can keep pace with its economic ambitions and reduce the gap between rural and urban access.

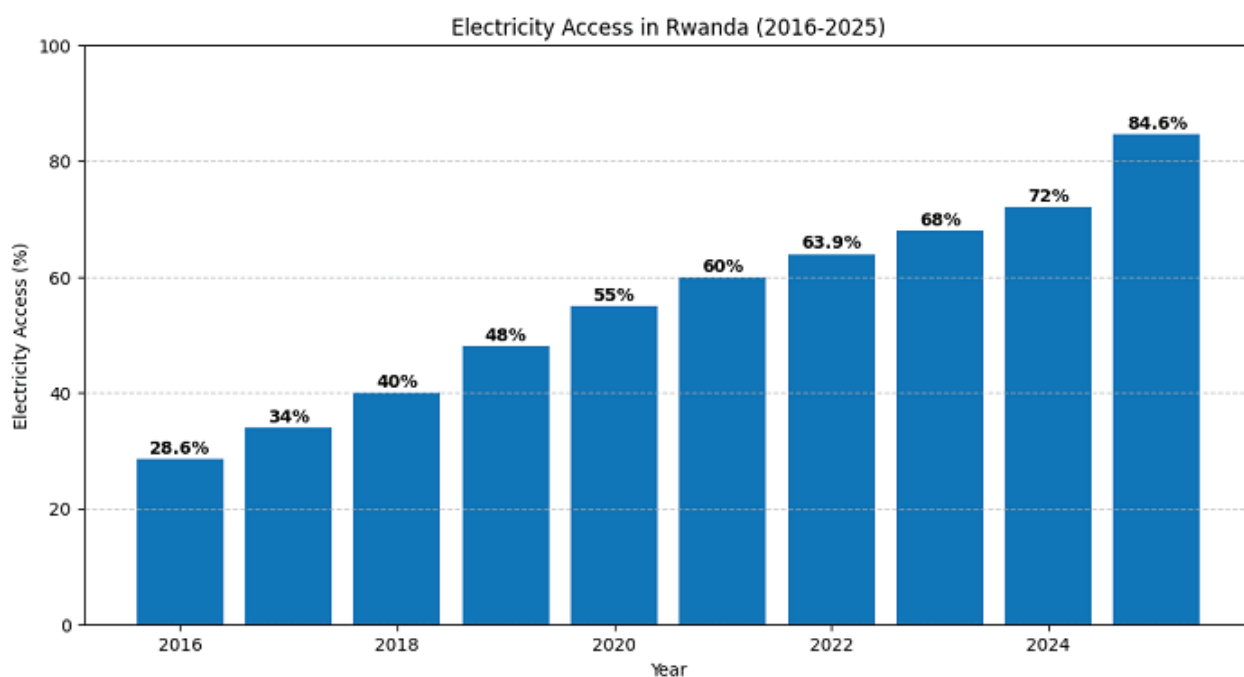
Rusumo regional hydro project, shared with Tanzania and Burundi, has already added 27 MW to Rwanda's grid and will supply electricity to Bugesera Airport and nearby irrigation schemes.

Additionally, the methane-based projects on Lake Kivu, including Shema, KivuWatt I (26 MW), and Kibuye Power I (3 MW), collectively provide 79 MW.

The Nyabarongo II dam funded US\$214 million loan from China Exim Bank, almost complete, will generate electricity while also supporting irrigation, water supply, and flood control.

## Access

Rwanda's electricity access has surged from 1% in 1990's to 84.6% in 2025, according to the Integrated Household Living Conditions Survey (EICV 7, 2023–2024) by the National Institute of Statistics Rwanda (NISR).

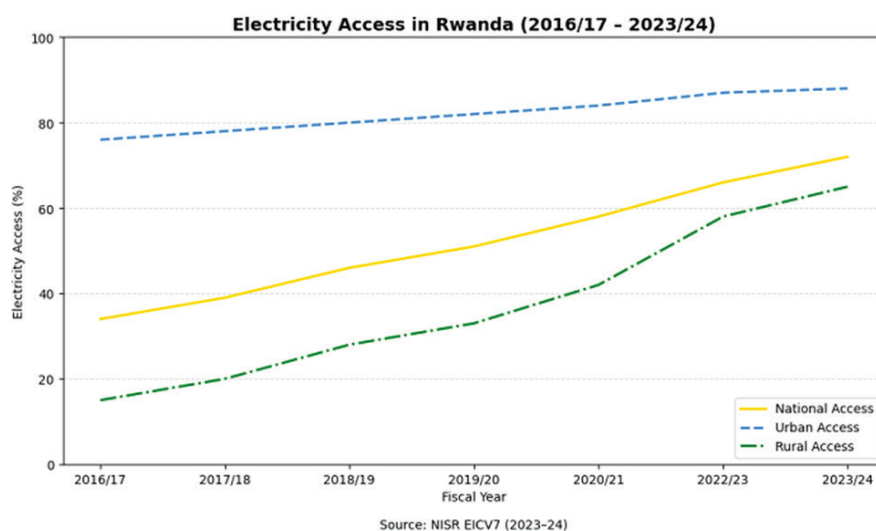


The bar graph titled 'Electricity Access in Rwanda (2016-2025)' illustrates a consistent and significant increase in electricity access over the observed decade. Starting from a relatively low base of 28.6% in 2016, the access rate shows steady growth, reaching 55% by 2020. The trend indicates an acceleration in the latter half of the period, with access projected to climb to 84.6% by 2025. This demonstrates Rwanda's strong commitment and progress towards expanding electricity access to its population, with nearly a threefold increase anticipated within ten years.

In 2023/24 alone, 137,502 new households were connected to the grid, bringing the total to 1.946 million households.

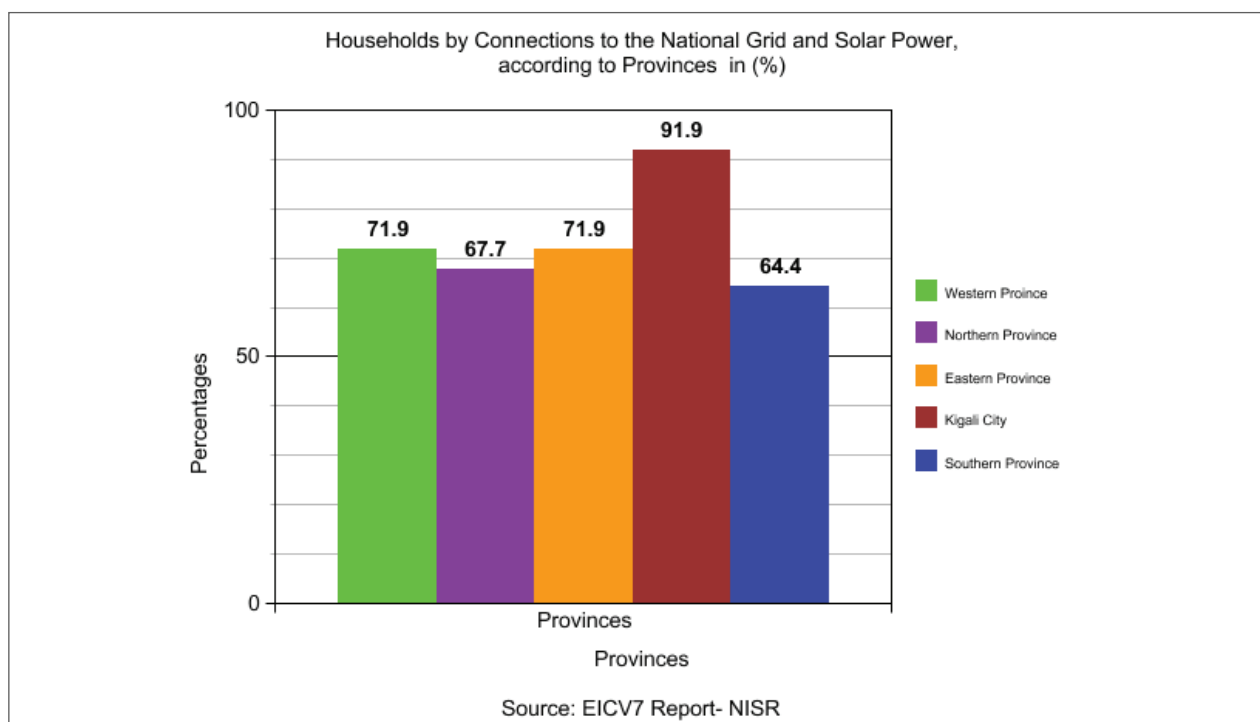
As of mid-2025, electricity access in Rwanda reached approximately 84.6% of households, with 59.6% connected to the national grid and 25.0% using off-grid systems like solar.

The country has made significant progress from a low of 6% in 2009 to the current rate through a combination of grid expansion and off-grid solutions, with a goal of universal access by 2030.



This plot illustrates the trends in electricity access in Rwanda from the fiscal year 2016/17 to 2023/24. It disaggregates the data into national, urban, and rural access percentages, showing a consistent increase across all categories over the years, with urban areas maintaining significantly higher access rates than rural areas, although rural access has also seen substantial growth.

**Access to electricity has brought life in rural communities in areas like Kayonza District in eastern province.**



Kigali city has the highest household connections, Western Province follows with almost 80% and Southern Province has the lowest household connections with 54.4%.

According to a REG report 2024, average power losses have been reduced from 16.9% in the previous year to 18% for 2023-2024. In addition, monetary losses have decreased to RWF312.9 million, a shift to the cost-effective tariff.

Rwanda has achieved a significant milestone in expanding electricity access, reflecting progress in national infrastructure and energy policy.

However, challenges remain: many rural communities still rely on biomass, primarily firewood, for cooking, highlighting the need for further clean energy solutions and rural electrification programs.

“We used to spend about Rwf 2,000 on electricity, roughly 16 units, and it could last us nearly a month because we hardly use any appliances apart from a small radio and charging our phones,” said Musafiri Kagabo, a resident of Rukara Sector in Kayonza District.

Households living under poverty have also criticized increase in tariffs, they say that the simple act of turning on light has become unattainable luxury.

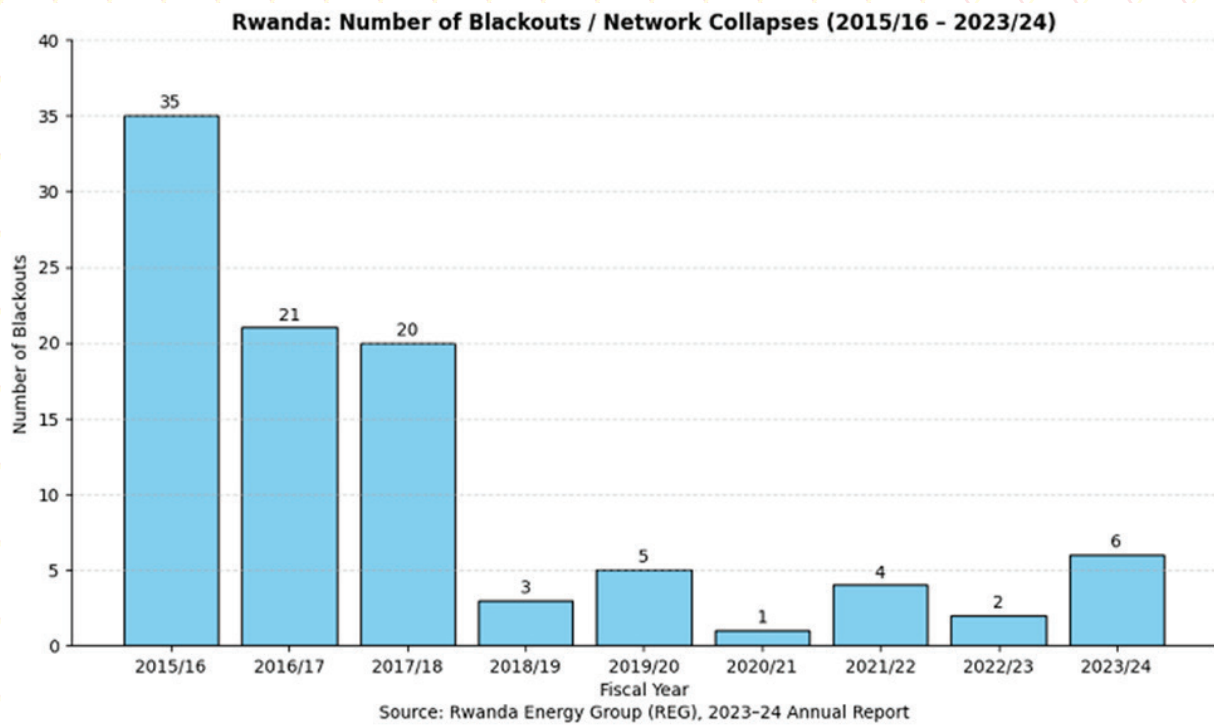
A household in Kayonza, who asked not to be named, described how limited access shapes daily life. “Electricity is as foreign as the stars in our house. My children can only study during the day or under the faint light of the moon at night. They’re competing in the same classrooms with children who revise under proper lighting at home. It’s not a fair race.”

“Over the last 30 years, access to electricity in our rural communities was a real challenge,” said Vincent Karera, a resident of Kimaramu Sector in Nyagatare District.

“Today, we appreciate the government’s efforts, we can enjoy a cold drink, and installation is easy. You buy a cash power box and even pay in installments. The only catch is the tariffs keep going up, it’s like fueling your car at the pump! But they say they’ll review them every three months, so maybe we’ll get lucky when all power generating stations begin to operate.”

## Black out

Between 2021 and 2022 REG registered 35 times, while 2023-2024 saw six times. Load shedding has become more common, including one national wide blackout in October 2024.



Based on the graph above, there was substantial decrease in the number of blackout from 35 in 2015/16 to low 1 in 2020/21. This shows a general improvement in network stability over a period. However, there was a salient increase in 2023/24 six blackouts compared to the previous two year though this is still significant lower than in the initial years..

Load shedding this year has become somewhat of a routine both in rural communities and urban areas; at one point the whole country almost experienced a block out, an incident that led to most residents turning to social media accusing REG of not communicating before the blackouts.

Last year, the energy agency-REG identified irregularities among 16,127 customers, including 104 unmetered connections, 42 cases of electricity theft, and 44 tampered meters.

Though, the agency recovered Rwf 86.7 million in fines and Rwf 45 million in regularization bills.

## Push for clean energy

While Rwanda continues to scale up its electricity generation capacity, it is also diversifying its energy mix, with a clear focus on sustainability and affordability.

The government has encouraged other nations to adopt similar approaches.

Speaking at COP29 on the need for climate finance in Africa, Dr. Valentine Uwamariya emphasized the role of renewable energy in achieving broader climate goals.

“We need high-emitting nations to do more to quickly reduce emissions and swiftly transition to clean energy, which means working together to share knowledge, experience, and the technologies required to build a greener future,” she said.

Rwanda has already taken concrete steps toward this transition. In October 2023, the country decommissioned its diesel power plants following the commissioning of the Rusumo Hydro Project and the Shema methane gas plant in Rubavu, significantly increasing the national power supply and advancing the shift toward clean energy.

The European Union Ambassador to Rwanda Belen Calvo Uyarra has praised Rwanda's vision on clean energy transition. She said, "Projects such as the Rusizi III Regional Hydropower Plant, will supply 206 MW across three countries, Rwanda, Burundi, and Democratic Republic of Congo (DRC)."

Rwanda's recent energy partnerships show a clear shift toward a more flexible and reliable power system. Deals with private firms such as ARC Power are helping the country expand solar generation and reach communities that have waited longest for electricity.

At the same time, major financing from the African Development Bank and the Asian Infrastructure Investment Bank is strengthening the national grid, extending connections, and supporting clean-cooking initiatives. Together, these efforts point to a strategy that mixes public investment with private innovation to meet rising demand from households, businesses and new industrial zones.

The government is also tightening coordination with Energy Private Developers, a move that brings hundreds of companies into a shared plan for expanding both grid and off-grid power.

#### Table showing Rwanda's major power projects, capacity

| Project                 | Capacity (MW) | Notes                                    |
|-------------------------|---------------|------------------------------------------|
| Hakan Peat Power Plant  | 80            | To be commissioned                       |
| Rusumo Falls Hydropower | 26            | Regional, shared with Tanzania & Burundi |
| Rusizi III              | 48.3          | Hydropower                               |
| Shema                   | 56            | Methane gas plant                        |
| Nyabarongo II           | 43.5          | Dam + irrigation & flood control         |

Source: Ministry of Infrastructure Energy Report

Methane gas projects on Lake Kivu (Shema, KivuWatt, Kibuye Power II) collectively add 79MW. Nyabarongo II, funded by a US\$214 million loan from China Exim Bank, is nearing completion.

To diversify the energy mix, Rwanda is activity pursuing the development of a nuclear power program, with its first small Modular Reactor (SMR) plant expected online by 2030.

At the lead up to the Nuclear Energy Innovation Summit for Africa (NESIA), on the potential to meet the growing energy demands, Dr. Jimmy Gasore, Minister of Infrastructure said, "Rwanda needs nuclear energy to generate capacity up to 5 GW.



Several countries in Africa are considering nuclear power as a clean, reliable and accessible energy option/Photo by RAEB

“Nuclear energy is clean, reliable and environmental friendly source of power,” Minister explicitly highlighted noting that the intention and ambitions are entirely peaceful and development-oriented.

According to Rwanda Atomic Energy Board (RAEB) CEO Dr Fidèle Ndahayo, the planned plant will use small SMRs using high-assay low-enriched uranium (HALEU) fuel. “That is our goal, for the first phase to begin producing electricity.

“The reactor will be built using cutting-edge technology, some of which is not yet commercially available, and will occupy between 15 to 50 hectares of land, which can easily be allocated anywhere in Rwanda,” he added.



*Last year, Fortis Green Renewables acquired a 51% stake in Gigawatt Global Rwanda Ltd, the 8.5MW solar plant at Agahozo-Shalom Youth Village. Courtesy photo: Fortis Green Renewables*

In addition to generate more capacity, the small East African nation is currently developing several new solar projects in various three various districts.

Rwamagana Solar Power Station, also known as the Agahozo Shalom Solar farm, will be the first utility-scale solar farm in East Africa, approximately 60km, and will expected to generate 8.5% MW. Other projects include: 10 MW plant in the Bugesera District and a 20 MW project in Nyagatare, all part of effort to increase and achieve universal electricity access.

Hon. Jean De Dieu Uwihanganye, Minister of State in the Ministry of Infrastructure, revealed, that we have powered the country and then it has grown faster than we expected. We now need to fasten the way we generate energy,

“Hopefully the private sector is welcome,” Hon Uwihanganye said pointing to opportunities in power purchase agreements and off-grid solutions.

Experts have also weighed in saying that there is need for investment in capacity building, digitalization and gender inclusiveness.

Dr. Ivan Twagirashema, Executive Chairman of Energy Private Developers (EPD), highlighted “The path towards a sustainable, innovative energy future for Africa will only be achieved through strong collaboration, strategic investment and unified commitment,”

## Banking on green energy

To achieve a universal electricity access goal by 2030, the government intends renewable energy to account for 60% of its electricity generation mix by the same year. The long term plan target is 65% from renewable by 2035..

A Results-Based Financing scheme run by EDCL and the Development Bank of Rwanda is supporting low-income households to adopt to LPG, and improved stoves for cooking, reaching 500,000 homes and more than two million beneficiaries.

The initiative supports the national push to expand access to modern cooking options, including LPG, electricity and improved stoves.

Under the upcoming program with the Middle East initiative (MGI), the government of Rwanda seeks to provide 50,000 affordable liquefied Petroleum Gas (LPG) kits to household over the next 18 months.

At the same time, FairClimateFund and Pallets in Pellets have introduced biomass pellets as an alternative to firewood and charcoal. Made from compressed organic waste, the pellets cut CO<sub>2</sub> emissions and reduce indoor smoke, offering families a cleaner and healthier cooking option.

Together, these projects underline Rwanda's shift toward cleaner energy in homes, a crucial step for both public health and climate goals. or instance, the shift to gas is expected to save millions of trees and significantly reduce carbon dioxide and black carbon emissions.

The International Renewable Energy Agency (IRENA) has stressed the need to mobilize significant investments as a catalyst for boosting renewable energy in Africa in order to meet global climate and development goals, with a target of at least \$1.4 trillion annually by 2025-2030.

Commenting on these efforts, Dr. Kandeh Yumkella, Energy Sector Lead, Chairman of the Presidential Initiative on Climate Change and Renewable Energy and Food Security (PI-CREF) and Energy Governance Coordination Group (EGCG) during a gathering in Freetown, the capital city of Sierra Leone, from 22–23 October 2025, hailed the signing of a 2.2 billion deal that was concluded in Freetown, between APRA members countries and donors to boost shares of renewables from current 46% up to 52% in Africa.



*A woman cooks using a Bboxx clean cooking stove, one of the solutions supported through a BRD–Bboxx partnership under a World Bank–backed subsidy program reaching 500,000 Rwandan households*

In addition, it is projected to reduce premature deaths and disability-adjusted-life-years by over 765,000 through improved indoor air quality and the transition is expected to create new economic opportunities and support the growth of the clean energy sector, attracting private sector investment.

As Rwanda tackles its critical electricity challenges, similar debates are emerging across Africa. The African Energy Expo due in Kigali 2025 (25-27) November will bring together all continental top energy decision makers.

But beyond exhibitions and panels lies a critical question: Is Africa's energy transition now unavoidable? The choices that African governments make today regarding generation, infrastructure, and technology will shape regional development and may influence global civilization for decades, if not centuries.

## ELECTRICITY ACCESS REACHES 85.4%, UP FROM 64.53% FIVE YEARS AGO – REG



The Rwanda Energy Group (REG) has announced significant progress in expanding electricity access across the country, revealing that by the end of 2025, 85.4% of households already have access to electricity, up from 64.53% recorded five years ago in the 2020/2021 fiscal year.

According to REG, the distribution of electricity has reached an advanced stage, and efforts toward achieving universal access (100%) are ongoing.

Speaking on the progress made, REG Chief Executive Officer Eng. Eng. Armand Zingiro stated:

“Over the past five years, electricity access has increased from 64.53% to 85.4% of households. This represents a growth of 20.87%, which clearly reflects the scale of work accomplished. Of these households, 60.1% are connected to the national grid, while 25.3% rely on solar energy.”

He added that Rwanda's electricity generation capacity has grown from 238.36 MW in 2020/2021 to 467.142 MW today, with projections indicating that capacity will reach 1,066 MW by 2034, in line with REG's Strategic Plan (2024–2034).

To further increase electricity generation, several hydropower projects are under construction, under study, or planned. Among them is the Nyabarongo II Hydropower Plant, expected to generate 43.5 MW. The project is currently at 57%.

Other ongoing projects include Rukarara VI Hydropower Plant (9.7 MW), which is 26% complete, and Nyirahundwe Hydropower Plant (0.909 MW), currently at 71%. REG also highlighted the Rusizi III Hydropower Project (206 MW), a regional initiative shared by Rwanda, Burundi, and the Democratic Republic of Congo. Construction has begun, though progress has been derailed by political challenges among the partner countries.

Beneficiaries of electricity access say it has significantly improved their livelihoods and helped them move out of isolation. Many expressed gratitude to President Paul Kagame for prioritizing development.

Uwimana Berancille, a resident of Munyaga Sector in Rwamagana District who recently received electricity, said the connection transformed her life:

“Since we got electricity, we have been very happy. We feel that we have come out of darkness into a better life. We thank President Kagame for his caring leadership. We were widows with no homes, and we were given houses. Now we have also been given electricity, which is a great blessing.”

Another resident, Nkuranga Juvenal from Kaduha Cell, shared similar sentiments:

“We were very happy when electricity reached us. We now have lighting, can charge our phones, children study better and their academic performance has improved. We have also started thinking about income-generating projects to further develop ourselves.”

REG further reported that feasibility studies are ongoing for additional projects, including the expansion of the Ntaruka Hydropower Plant, with the study expected to be completed next year to determine additional capacity. Planned solar power projects include Mpanga Solar PV (30 MW), Nyabarongo II Solar PV (200 MW), Izuba CB Energy Rwanda (4.13 MW), among others.

Efforts to upgrade and replace aging electricity infrastructure are also underway. Distribution lines rehabilitated and upgraded have increased from 944.39 km in 2020/2021 to 1,158 km today.

To date, Rwanda has constructed a total of 38,358.83 km of electricity distribution lines, including 12,645.40 km of medium-voltage (MV) lines and 25,713.43 km of low-voltage (LV) lines.

REG plans to continue expanding and modernizing the electricity network by upgrading medium-voltage lines, replacing old and substandard poles, and reducing the use of unsafe electrical equipment.

In the City of Kigali, rehabilitation of electricity distribution networks has reached 67% completion, while substations continue to be upgraded and expanded across the country. So far, 37 substations have been constructed to support nationwide electricity distribution.

REG's long-term vision also focuses on reducing frequent power outages by replacing low-capacity equipment and increasing supply sources. The Government has set a goal of ensuring that 100% of Rwandans have access to electricity by 2029.

## 3 REG STRENGTHENS POWER RELIABILITY THROUGH TARGETED NETWORK REINFORCEMENT AT 10 SITES



Rwanda Energy Group through its Kigali Hub, has completed and energized ten (10) MV/LV network reinforcement sites during the last quarter of 2025. The reinforcement, involving the installation of additional distribution transformers and associated MV/LV network improvement works, is part of REG's continuous nationwide electricity network strengthening program aimed at improving voltage quality, increasing distribution capacity and enhancing service reliability for customers.

Within the ten (10) branches of the Kigali Hub alone, more than eighty-six (86) electricity infrastructure improvement projects including the installation of additional distribution transformers and associated network upgrades; have been successfully implemented over the past two years in response to load growth, urban development, and evolving customer demand.

Voltage variation, commonly experienced by customers as “voltage drop,” may occur in growing distribution networks when customer demand and feeder length exceed the carrying capacity of existing feeders and distribution transformers.

This may result in appliances and equipment receiving lower voltage than required for optimal operation. The Kigali Hub continuously monitors these parameters and progressively reinforces the network through the installation of additional distribution transformers and associated MV/LV line upgrades, as well as other necessary network improvements, to maintain voltage levels within regulatory standards.

Based on detailed technical assessments and customer feedback, the Kigali Hub, implemented during the last quarter of 2025 targeted MV/LV network reinforcement works through the installation and energization of additional distribution transformers

and associated infrastructure in ten (10) selected sites across the branches listed below:

Kicukiro Branch: Three (3) transformers installed in Bisambu, BIGO-Nyarurama and Rebero

Remera Branch: Two (2) transformers installed in Musave, Ramba 1 & 2

Jabana Branch: One (1) transformer installed in Kimisagara-Muganza

Nyarugenge Branch: One (1) transformer installed in Kigali-Muganza

Kamonyi Branch: Two (2) transformers installed in Rugazi and Nyagacaca ku Ndege

Kanombe Branch: One (1) transformer installed in Nyarutovu / Nonko

Residents and business operators in the areas served by the newly installed transformers have reported noticeable improvements in power stability.

Ms. Nelly Uwingamije, a resident of Ramba Village in Musave Cell, Bumbogo Sector, indicated that the long-standing challenge of low and unstable electricity has significantly improved.

She noted that improved power stability is expected to support local development and enable businesses such as barbershops and milling services to operate more effectively. Previously, customers often travelled long distances, including to Kimironko, to access such services.

Similarly, Ms. Mushimiyimana Alice, a resident of Bisambu Village in Nyarurama Cell, Gatenga Sector, Kicukiro District, welcomed the improved electricity supply, noting that enhanced stability now better supports evening study hours for children.

Mr. Kubwimana Ismael, a butcher from Nyabyunyu Village in Karama Cell, Nyarugunga Sector, Kicukiro District, and a customer served by the Kanombe Branch, also welcomed the upgrades.

He explained that prior to the installation of the new transformer, his business faced operational challenges because some equipment could not operate reliably due to voltage variations. He added that improved voltage stability has supported smoother business operations.

Commenting on the development, Kigali Hub Manager Mr. Emmanuel Bimenyimana stated that the upgrades were implemented as part of REG's continuous network reinforcement program to improve voltage quality and service reliability in response to customer feedback and network performance assessments.

"We anticipate that the voltage stability concerns earlier recorded in these locations have been significantly improved. Our technical teams will continue to closely monitor the performance of the upgraded infrastructure in collaboration with the respective branches," he said.

REG will continue to monitor the performance of the energized sites and progressively implement further improvements where required, ensuring sustained service quality and enhanced customer satisfaction countrywide.

4

## REG WARNS CUSTOMERS AGAINST RISING DIGITAL SCAMS IMPERSONATING ITS STAFF



### SCAM ALERT

The Rwanda Energy Group (REG) is urging its customers to be vigilant and protect themselves against an ongoing wave of deceptive scams circulating on social media, where fraudsters impersonate REG or call customers pretending to be REG staff. These scammers claim that REG is linking cash power meters with Mobile Money accounts so that customers can receive discounts whenever they purchase electricity.

These fraudsters have created a fake link containing questions related to REG services. They tell users that if they answer the questions correctly, they will receive electricity tokens as Christmas and New Year gifts allegedly offered by REG.

Afterward, they ask for your phone number so they can “send the tokens,” but they use that number to call you and convince you that you have won electricity units. Then, they instruct you on what to do so the tokens can be “uploaded to your cash power meter.” Do not fall prey to them!

There are also fraudsters who directly call customers pretending to be REG employees, claiming that there is an ongoing exercise to link cash power meters with Mobile Money PINs to enable automatic discounts on electricity purchases., this too is false.

Once you provide your PIN or any other sensitive information, the scammers have full access to your phone and can steal your money immediately.

Remember that no genuine REG employee will ever ask for your Mobile Money PIN, bank details,

or any other confidential information in order to provide services.

**Geoffrey Zawadi**, the External Link Director at REG, delivered a warning saying:

*“We urge all our customers to be vigilant. REG has no program that reduces electricity tariffs, as these are determined by the Rwanda Utilities Regulatory Authority (RURA). That institution is the only one with the mandate to set electricity prices that REG implements. Anything else you hear is simply a scam aimed at stealing from citizens.”*

He further encouraged REG customers to stay alert and avoid being misled by information circulating on social media but rather verify authenticity by checking on REG website or social media platforms.

REG provides the following advice to its customers:

- Do not believe any information before verifying its authenticity.
- Always visit the official REG website (**[www.reg.rw](http://www.reg.rw)**) and follow REG’s verified social media pages such as Facebook, Instagram, YouTube, and others, as these are the only trusted sources of information from REG.
- If you encounter these fraudsters attempting to scam or deceive you, immediately report them to the nearest Rwanda Investigation Bureau (RIB) or call REG’s toll-free line **2727**.

## 5 WOMEN-LED HOUSEHOLDS IN 10 DISTRICTS RECEIVE FREE ELECTRICITY



The Rwanda Energy Group (REG), in collaboration with the German development agency GIZ, has successfully provided electricity to 2,750 households, primarily led by women, as well as other low-income families across 10 districts nationwide.

The beneficiaries received free installations, including light fixtures, wiring, and the full connection of electricity to their homes. They all expressed joy at the transformative impact this access has had on their daily lives.

The distribution of these families fall in the districts of Rwamagana (182), Musanze (339), Rubavu (273), Nyaruguru (419), Nyamagabe (142), Kayonza (200), Bugesera (163), Muhanga (483), Ruhango (413), and Kamonyi (136). Of the total 2,750 households, 1,654 are led by women.

When REG and GIZ team visited residents of the model village of Kamamana in Kaduha cell, Munyaga sector, Rwamagana district, they expressed their excitement about moving from darkness into a new era of development, thanks to electricity.

Muhimakazi Beatrice said, "When I first saw electricity, I stayed awake whole night thinking about it. The next day, I bought a television and installed it immediately. Before having electricity, we were isolated and often not happy, but now we are joyful. We can watch television, use phones, and enjoy the benefits of modern life, all thanks to our government. We have truly progressed."

Similarly, Musabwamana Beatrice noted, “Before electricity, life was difficult. After receiving it, we have seen significant improvements. We can listen to the radio at night and stay informed about our country and global news. In the future, we plan to use electricity for small businesses, like selling milk, and to support our children’s education.”

Olivier Ayubusa Turikumana, Project Manager at REG’s subsidiary EDCL, explained that the project specifically targeted low-income households, particularly those located along existing electricity lines but previously unable to afford connection costs.

He stated, “The uniqueness of this project is that we provided cash power and free installation to these households. Many could not afford between 50,000 and 100,000 RWF for an electricity connection and related materials like lights. By covering these costs, we enabled them to develop and improve their livelihoods.”

He added that discussions are ongoing to extend electricity access to the remaining households that have not yet been connected. The project started in December 2024 and concluded in June 2025.

Dorothee Merkl, Project Coordinator and Energy Advisor at GIZ’s Energizing Development (EnDev) program, noted that further talks with REG are underway to see how more households can be connected under the same arrangement that targets low income households.

“We are very pleased with the results of this project, which has provided electricity to 1,654 women-led households and lifted them out of isolation. We are now in discussions with REG to secure an additional €100,000 in support, which would help bring electricity to at least 6,700 more households,” she said.

REG reports that this project is valued at approximately €350,000 (nearly 600 million Rwandan francs) and has already reached 85% of the population. The utility’s long-term goal is to achieve 100% electricity coverage nationwide within the next five years.

## IBYO UKWIRIYE KWITWARARIKA KU MASHANYARAZI MU NZU YAWE

Uko u Rwanda rugenda rukataza mu iterambere, ni nako amashanyarazi agezwa henshi no kuri benshi, haba mu mijyi ndetse no mu byaro. Ubu, ingo zisaga 81% zifite amashanyarazi, ndetse inyinshi muri zo zifite amashanyarazi afatiye ku muyoboro rusange.

N'ubwo amashanyarazi adufasha mu buzima bwa buri muni, ni ngombwa kwitondera imikoreshereze yayo, kuko icyo akoreshejwe nabi ashobora guteza impanuka zikomeye zirimo inkongi, kwangirika kw'ibikoresho twifashisha mu ngo ndetse no mu kazi, gukomereka ndetse n'ufupfu.

Ni ngombwa kwitondera ibikoresho wifashisha ushyira amashanyarazi mu nzu (installation) birimo intsinga, amatara n'ibijyana nayo, aho bacomeka (prise/socket), ndetse ukanagenzura uburyo ashyizwe mu nzu yawe, bikaba bikozwe n'umuhanga ubizobereye. Ni ngombwa kandi gukoresha ibikoresho bifite ubuziranenge ku buryo bidashyuhya ngo bibe byateza inkongi mugihe ntabwirinzi buhagije buhari.

### Igihe ushaka gushyira amashanyarazi mu nzu (installation)

Ibikoresho byifashishwa mu gushyira amashanyarazi mu nzu biri ukwinshi ndetse biboneka henshi mu maduka acuruza ibikoresho by'ubwubatsi. Igihe ugiye kugura intsinga cyangwa ibindi bikoresho, ugomba kugenzura ko uguze ibyujije ubuziranenge ku buryo bitazashyuhya ngo bishye.

Intsinga zo mu nzu ziba zizengurutse n'igikoba cya pulasitike. Iyo urutsinga rutujije ubuziranenge rurashyuhya, byakomeza cya gikoba kigashyuhya maze bigatuma intsinga zihura zigatanga ibishashi. Icyo gihe aho zinyura hose umuriro utangira kwaka. Akenshi rero usanga intsinga zinyura hejuru, ibikigize bihita bifatwa maze abantu bakisanga inzu yose yafashwe.

Ikindi cy'ingenzi rero, igihe cyose ugiye gushyira amashanyarazi mu nzu yawe ugomba kwifashisha abatekiniziye b'inzobere bafite ubumenyi n'inararibonye, ku buryo uba wizeye neza ubuziranenge bw'ibyo bagukorera. Ikigo cy'igihugu gishinzwe kugenzura inzego zimwe z'imurimo Ifitiye igihugu akamaro (RURA) gisohora urutonde rw'abatekiniziye bafite impushya zerekana ko bafite ubumenyi n'ubuhanga bwo gushyira amashanyarazi mu nzu.

Igihe kandi usanzwe ufite amashanyarazi iwawe, ni byiza kugenzura ko nta rutsinga rwangiritse cyangwa se n'ibindi bikoresho byayo kugira ngo ubisimbure hakiri kare bitarateza impanuka.

### Kwitwararika imikoreshereze y'amashanyarazi

Igihe ufite amashanyarazi iwawe ucomeka ibikoresho bitandukanye, ugomba kwitondera kugenzura ko ibyo ucomeka bimeze neza. Byaba ipasi, ishyamba ry'amashanyarazi (cuisiniere), radiyo, televiziyo, firigo n'ibindi bitandukanye, bigomba kuba bikora neza.

Ibikoresho by'amashanyarazi kandi bicomekwa gusa igihe birimo gukoresheka, byaba bidakoresheka bigacomokorwa. Nta mpamvu yugusiga ipasi icometse kandi utarimo gutera imyenda, kuko ishobora gushyuhya igatwika ibyo iteretseho. Ni kimwe na radio na televiziyo, cyangwa sharijeri (charger) ya telefoni. Icyo

utarimo gukoresheka cyose, ni ngombwa kugicomokora.

Ugomba kandi kwirinda gucomeka ibintu byinshi cyane ahantu hamwe. Ugasanga kuri purize (prise/socket) imwe ucometseho ipasi, radio, televiziyo, firigo n'ibindi byinshi. Ibi bishobora gutuma aho bicometse hashyuhya hakaba hagurumana.

Ni ngombwa cyane kurinda abana bato gukora aho bacomekera (muri prise/socket) cyangwa no gukinira ku ntsinga z'amashanyarazi. Igihe cyose ubonye umwana muto ashobora gucengeza ikintu aho bacomekera, ugomba kwihutira kumubuza cyangwa kumwigizayo. Cyane cyane abana bato bageze igihe cyo gukambakamba, ntibagomba gusigara bonyine mu nzu irimo amashanyarazi.

### Ku bantu bakuru kandi nabo, ni byiza kwirinda ibi bikurukira:

- Gucomeka cyangwa gucomokora igikoresheho ku mashanyarazi igihe intoki zawe zitose (ziriho amazi);
- Kwirinda gukora ku gikoresheho gicometse ufashe ikintu gikoze mu cyuma
- Irinde kwegereza ku maridiro n'ibitambamo ibikoresho bishyuhya nk'ipasi, "cuisiniere", "cafetière", n'ibindi.
- Irinde kwanika imyenda cyangwa ikindi kintu ku nsinga z'amashanyarazi
- Irinde gukinira ku byuma bitwara amashanyarazi
- Igihe itara ryahaye cyangwa rishaje ugiye kurihindura, ni byiza kubanza kureba ko rijimije.
- Igihe utetse ku mashanyarazi, ugomba kuguma hafi y'iziko.
- Ugomba kumenya neza aho fizibule (fusibles/fuses) z'inzu yawe zihereye ndetse ugakuraho inambambyi yose yakubura kuhagera vuba igihe habaye ikibazo.

### Wabyitwaramo ute igihe ubonye uwafashwe n'amashanyarazi?

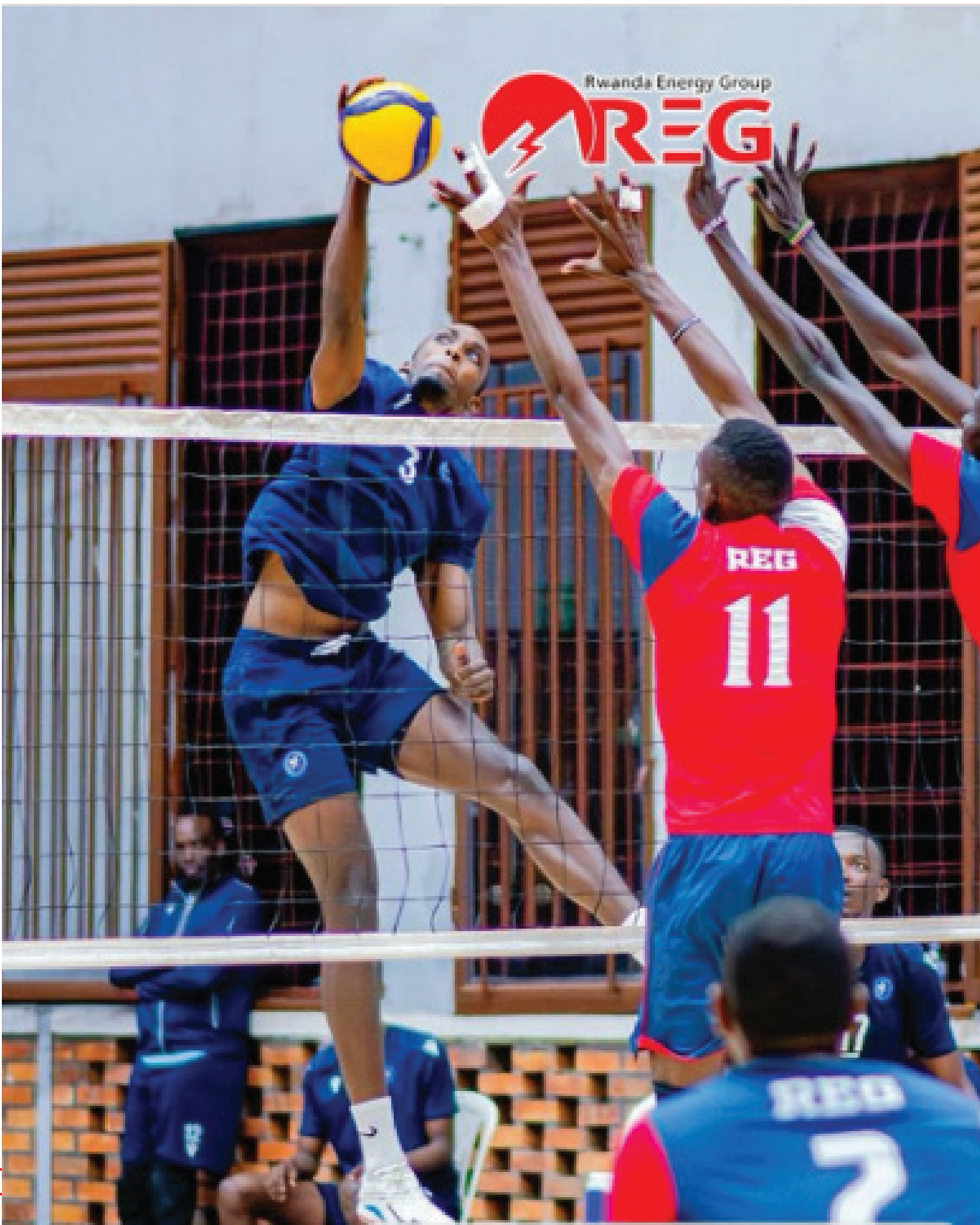
Ese wari uzi ibibaho icyo umuntu afashwe n'amashanyarazi? Kubera imiterere y'umubiri w'umuntu ugizwe ahanini n'amazi, byorohera amashanyarazi kumunyuramo. Ikindi kubera umuvuduko wayo ungana n'uw'urumuri, icyo amunyuzemo yangiza ibice byinshi by'umubiri bitewe n'ingano yayo.

Imitsi iragagara bityo uwafashwe ntabwo kuyikuraho, ibihaha bikifunga ntabwo guhumeka, umutima ugahagarara imitsi ikifunga, noneho hakaziraho n'ubushye ku mubiri ndetse no kwangirika kw'ibice byawo by'imbere. Bitewe n'ubukana bw'umuriro, uwafashwe aba afite ibyago byinshi byo kuhasiga ubuzima.

**Igihe ubonye hari uwafashwe n'umuriro, ugomba kwirinda kumukoraho n'intoki kuko nawe wahita ufatwa. Ahubwo icyo wakora, niba icyatumye afatwa gicometse, wagicomokora cyangwa ugakupa umuriro kuri fizibule. Bitabaye ibyo, ihutire guhamagara REG kuri 2727 cyangwa ishami rya Polisi Ishami rya Polisi y'u Rwanda rishinzwe ubutabazi no kurwanya inkongi z'umuriro kuri 111.**

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## VOLLEYBALL LEAGUE: REG EYES COMEBACK AFTER TOUGH START





Rwanda Energy Group Volleyball Club (REG VC) captain Kavallo Akumuntu has said that he believes the team is set for a turnaround after a challenging start to the season.

REG wrapped up the second week of the 2025/26 Rwanda National Volleyball League with a convincing 3-0 victory over East African University Rwanda (EAUR) on Saturday, October 25.

REG began their campaign on October 7 with a disappointing loss to Kepler VC, a team now guided by their former Cameroonian coach Jean Patrick Ndaki, who signed a two-year contract with the university side.

"In our opening game against Kepler VC, things didn't go as we expected. It was a bit tough, especially facing our former head coach. However, that can't be an excuse. We've made some adjustments, and now we're regrouping to become a better team," Akumuntu told Times Sport after Saturday's victory.

"That match was really difficult for us. It wasn't the result we wanted, but it's always challenging to play against someone who knows your system so well," he added.

Following the end of the 2024/25 season, where REG finished third after defeating Kepler VC to secure the finish, the club underwent significant changes during the four-month off-season.

They parted ways with key players, including setter Sylvestre Ndayisaba and middle blocker Ronald Muvara, who both joined Gisagara VC, while right attacker Gedeon Angiro moved to Police VC.

To strengthen the squad, REG recruited four new players and appointed Ugandan coach Benon Mugisha. New signings include setter Crispin Ntanteteri, left attacker Merci Gisubizo from APR VC, Kenyan right attacker Nicholas Matui, and Ugandan player Sam Engwau.

"To me, our new players are a good fit for the positions of those who left. For example, Ntanteteri has stepped in very well as a setter. The main focus now is to build chemistry and unity within the team," Akumuntu said.

Looking ahead, the captain believes REG has what it takes to challenge for the title this season.

"Our team has experienced success before, both in the league and in regional competitions. We're working hard to bring back those glory moments, with the support of our leaders and fans," he said.

REG VC will take a break during the third week of the league, which ends on November 1, before returning to action on November 7 to face Police VC in a crucial fourth-week encounter.



[www.reg.rw](http://www.reg.rw)