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# REG ELECTRICITY NEW CONNECTION POLICY



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## **1. INTRODUCTION**

The Rwanda Energy Group was incorporated to expand, maintain and operate the energy infrastructure in the country through its two (2) subsidiaries the Energy Utility Corporation Limited (EUCL) and The Energy Development Corporation Limited (EDCL). It has the responsibility to serve the population of Rwanda with affordable, reliable and safe electricity service through electricity extensions and new connections.

The policy will ensure effective and efficient connections to the grid and will be implemented through the two subsidiaries of Rwanda Energy Group; EUCL and EDCL. The beneficiaries of this policy are households and all productive use areas. The productive use areas include among others commercial centers, industries/factories, health centers, schools, water pumping stations, irrigation sites, markets and public administration offices, telecom towers, model villages, Udukiri, Sacco, etc.) and will be given priority to connection in the access program.

## **2. OBJECTIVE OF THE ELECTRICITY NEW CONNECTION POLICY**

The new connection policy was designed to accelerate the on-grid electricity access and overcome inefficiencies in electricity new connection service delivery.

This revised policy mainly tackles the repayment modalities for connection fees and provides more details on requirements for electricity new connections and related principles as well as connection procedures. All electricity extensions and new connections to electricity services shall comply with this REG electricity new connection policy.

## **3. SPECIFIC OBJECTIVES OF THE ELECTRICITY NEW CONNECTION POLICY**

- To increase electricity new connections and make them affordable to all categories of customers.



- To promptly and effectively connected all applicants within the allowed distance range from the existing point of supply.
- To stimulate connection of productive use areas.
- To capture and record the geographical coordinates for all extensions and new connections.
- To increase the revenue collections from electricity sales
- To improve and maintain technical norms and standardization of all extensions and new electricity connections.

#### **4. REQUIREMENTS FOR ELECTRICITY NEW CONNECTIONS AND RELATED PRINCIPLES**

1. All projects involving network extension will be assessed by the relevant planning department within EUCL/EDCL and a feasibility study to determine the electricity capacity/load and nature of the meter to be provided to avoid or reduce energy inefficiencies (loss reduction) will be conducted.
2. The relevant EUCL/EDCL planning department will assess any additional load to the existing grid to ensure the capacity of the transformer is maintained.
3. The Low Voltage line cannot be extended beyond 800 meters from the Distribution transformer. In any case, the maximum permitted voltage drop at the end of the LV service connection (Customer supply point) of +5% and -10% of nominal Voltage with the calculated saturation load shall be respected.
4. Geographical information for all electricity network extensions and new connections shall be captured to update the GIS database<sup>1</sup>.
5. The applicant for electricity connection shall meet the technical standards regarding Electrical Wiring of Premises from RSB and any other applicable laws and regulations.
6. REG's technician responsible for connections shall make sure that the requirements of the Rwanda Grid Code of RURA and the Reticulation standard for electricity distribution projects are met for every extended line.

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<sup>1</sup> See customer identification form on annex 1

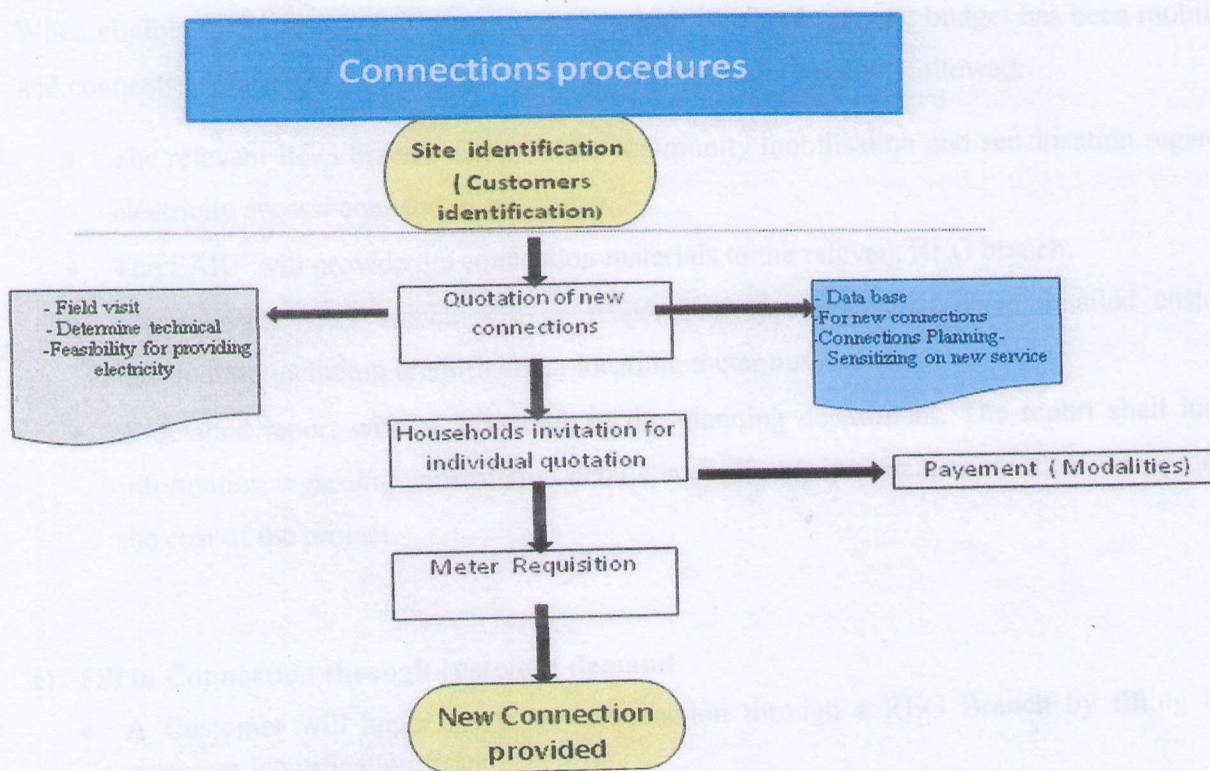


7. Each applicant shall complete the application form with the following details:
  - Personal details (ID card/ passport, legal name of applicant, service address, mailing address, work phone number, mobile phone number)
  - Proof of ownership/ land title
  - Construction permit as applicable for urban and rural areas
8. The applicants for fill-in connections through a single/three phase meter and for whom the distance from the existing source of supply to their premises does not exceed 37m (thirty-seven meters) will be connected at the standard connection fee. They are therefore eligible to receive a meter, service cable and connection accessories at no additional cost. The vertical clearance of the cables to the ground should be greater than 5 meters and 6 meters to the road surface.
9. The applicant or a group of applicants (not included in point 8 above) beyond the 37 meters but below 100 meters from the point of electricity supply will pay the total cost for electricity network extension and will not stop new applicants to be connected on such extension lines.
10. For the applicant or a group of applicants beyond 100 meters from the point of electricity supply, a detailed survey will be conducted to determine the most appropriate extension line and point of connection and a related bill of quantities will be produced. A request for electricity extension line will be submitted for approval and fund mobilization.
11. It is not allowed to transfer both principal and supplementary meter from one property to another and all meters remain the properties of the EUCL.
12. All electrical equipment in the National Grid are operated fully under the responsibility of EUCL.
13. All productive use areas wishing to upgrade their installed capacity shall communicate to REG within a period not less than three months to allow for the assessment of the required network configurations and approval.
14. All substandard and illegal connections are not allowed and where they exist, penalties will be applied as by EUCL relevant policies.



## 5. PROCEDURES FOR NEW CONNECTIONS

The policy for electricity new connections will ensure effective and efficient connections to the grid and will be implemented through the two subsidiaries of Rwanda Energy Group; EUCL and EDCL. The strategies to implement the policy include connections done through projects implemented by the contractors for MV and LV network extensions, in house line construction teams, fill in connections and connections of productive electricity users upon request. The general procedure is as per the diagram below:



### a) Connections through grid extension

For the grid extension to both households and productive use areas done through contractors and inhouse construction teams using available funding, the following procedures are mandatory

- Before starting construction works, a detailed design, map and bill of quantities will be approved by EUCL/EDCL planning department in collaboration with the relevant REG branches.



- Local communities will be mobilized and sensitized about electricity access/ connection and usage.
- The contractor will be responsible to connect and provide to the relevant REG Branch detailed customer information including identification, location, meter number etc<sup>2</sup>
- A detailed project completion report will be submitted to the planning department and REG branch during handover of the constructed lines. The report shall include information regarding construction details, as built, equipment, customer identification and the cost of the project/contract.

**b) Fill in through massive connections**

When eligible fill-in connection areas have been identified and relevant budget has been mobilised and connection materials are available, the following procedure will be followed:

- The relevant REG branch will conduct community mobilisation and sensitisation regarding electricity access/ connection and usage.
- The EARP will provide the connection materials to the relevant REG branch.
- The relevant REG branch will be responsible to connect and keep detailed customer information including identification, location, meter number etc
- A detailed report will be submitted to the planning department. The report shall include information regarding construction details, as built, equipment, customer identification and the cost of the project.

**c) Fill in Connection through customer demand**

- A Customer will apply for a new connection through a REG Branch by filling in the customer identification form
- The Branch will draw the sketch or map for the new connection and produce Bill of Quantities
- The applicant will sign the payment instalments agreement
- The branch will report customer connections on weekly/monthly basis

**d) New connection for productive use areas-demand driven**

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<sup>2</sup> Refer to Customer Identification form - Annex



When the applicant is within the scope of a funded project, the productive use will be connected at the standard connection fee without any extra charges. Either a) or b) above will be followed. For those applicants in areas without funds for extension projects, a bill of quantities will be developed and the full cost of connection will be charged to the applicant.

## **6. THE CONNECTION FEE AND PAYMENT MODALITIES**

The connection fee for single or three phase meter is 56,000FRW for all customers. The payment modality for the connection fees offers the following three options:

- **Option 1:** One-time full payment of 56,000FRW
- **Option 2:** Any other down payment proposed by the customer and reduction of the balance from purchased power for consumption until full payment is completed. At each purchase of power, fifty per cent (50%) of the paid amount is used to repay the balance of the connection fee.
- **Option 3:** Zero down payment and repayment of the connection fee from power purchases by the customer until full payment is completed. At each purchase of power, fifty per cent (50%) of the paid amount is used to repay the balance of the connection fee.

## **7. AWARENESS RAISING ON THE NEW CONNECTION POLICY IN RWANDA**

This policy will effectively be implemented and communicated to the public through the following:

- Distribution of copies of the new Connection policy to all REG branches and most visited places (markets and District offices). Produce 10 posters for every district. The branch managers shall post them in appropriate places.
- A short and precise spot will be produced and aired at the time when Radios have the biggest audience. Preferably, Radio Rwanda during news and Ikinamico. At that time, even RBA community radios play the spot as the line is shared.
- A big number of brochures will be designed and printed. These will be shared with RDB and the Private Sector to be distributed to all investors who need information on how to get electricity.
- A short video spot summarizing the new connection policy will be produced and broadcast on 2 TV stations.



- Many religious ceremonies end with communiques (catholic..). We will write a communique and send it to all groups requesting them to read it to the public.
- Directors of One Stop Center in all Districts with one least connected sector ES from all Districts will be invited for a meeting to discuss the implementation of this revised new connection policy.
- A 2 days training to Branch Managers on the best practices of organizational communication will be organized to ensure a better implementation of this new connection policy.

The REG New Electricity Connection Policy is approved  
for implementation on ..... 20 OCT 2017

*Ron Weiss*

**Ron WEISS**  
Chief Executive Officer





# ANNEX 1

## CUSTOMER IDENTIFICATION FORM

### 1. PROFILE

Full Names: \_\_\_\_\_

#### Customer contacts

Mobile Phone N°: \_\_\_\_\_

Company Names: \_\_\_\_\_

Office Tel : \_\_\_\_\_

ID number or Passport: \_\_\_\_\_

E-mail: \_\_\_\_\_

Tin: \_\_\_\_\_

#### Customer physical address

District: \_\_\_\_\_ Sector: \_\_\_\_\_ Cell: \_\_\_\_\_ Village: \_\_\_\_\_

Plot no: \_\_\_\_\_ Street no: \_\_\_\_\_ House no: \_\_\_\_\_

### 1 Connection Types

LV ☐

MV ☐

HV ☐

### 2. Meter type

Single Phase ☐

Three Phase ☐

### 3. Kind of service meter

Principal meter ☐

Addition meter ☐

ACTIVE ☐ REACTIF ☐

Meter number : \_\_\_\_\_

POC : \_\_\_\_\_

### 4. NETWORK EXTENSION

Private transformer ☐

Feeder name ☐

EUCL Transformer ☐

Pole N° where applicable ☐

Shared transformer ☐

Connected to:

Transformer name: \_\_\_\_\_ Transformer Serial Number \_\_\_\_\_ Year of Manufacture \_\_\_\_\_

Underground line ☐

Transformer capacity (KVA): \_\_\_\_\_ Manufacturer \_\_\_\_\_

Overhead line ☐

Kiosk name/N0: \_\_\_\_\_

### 5. CUSTOMER CATEGORY

1. Residential ☐

2. Non Residential

2. 1. Commercial

Hotel ☐ Motel ☐ Guest House ☐ lodge ☐ Apartment ☐ Market ☐ Super Market ☐ Mini Market ☐

Boutique ☐ Restaurant ☐ Hardware store ☐ Stationary shop ☐ jewelry shop ☐ Saloon ☐ Bar ☐ Garage ☐

Car wash ☐ Bakery ☐ Carpentry workshop ☐ Commercial Banks ☐ Zoo ☐ Art galleries ☐ Private enterprise ☐

Private Company ☐ Banks ☐ Micro-Finance ☐ Tailoring workshop ☐ Farms ☐ Dairy farms ☐ Others (Specify) ☐



### 2.1.2 Community

Churches ☐ Seminaries ☐ Convents ☐ Mosque ☐ Orphanages ☐

### 2.1.4 Public Services

Public /Administrative Institutions ☐ Army ☐ National police ☐ Traffic lights ☐ Street cameras ☐

### 2.1.5 EUCL Own Consumption

☐ Street lights ☐ EUCL office ☐

2.1.6. Parastatals ☐ e.g. RRA, RDB, RBS, RSSB, BRD, Sonarwa, BDF, etc.

### 2.1.7 Diplomatic Corps / Embassy/Consulate:

Embassy/Consulate office ☐

Embassy/Consulate residence ☐

### 2.1.8. NGOs

Local ☐ International ☐

2.1.9. International agencies ☐ e.g. FAO, PAM, UNHCR, UN, UNDP, UNICEF, UNIFEM, GIZ, etc.

### 2.1.10. Health services

Public Hospitals ☐ Private Hospitals ☐ Pharmacy ☐ clinics ☐ Health Center ☐ Post Health Center ☐

### 2.1.11 Schools

#### 2.1.11.1 Public Schools

Kindergarten ☐ Primary school ☐ Secondary ☐ University ☐ Technical Schools ☐

#### 2.1.11.2 Private Schools

Kindergarten ☐ Primary school ☐ Secondary ☐ University ☐ Technical Schools ☐

### 2.1.12 Driving School ☐

### 2.1.13 Industry ☐

2.1.14 Wasac Water treatment plants ☐

2.1.15 Private Water treatment plants ☐

### 2.1.16 Water Pumping Station:

Wasac ☐

Private ☐