PRESS RELEASE

Official launch of the Rwanda Energy Group communication and online customer portals.

Kigali, 09 October 2018 - In its endeavor to continuously improve service delivery and ensure that the public has easy access to services, Rwanda Energy Group (REG) has developed online communication and customer service tools to facilitate the public to easily access its services. Among the tools recently developed and put into use are the new REG website, the online expropriation database as well as the online new connection request platform.

During the official launching of these platform, the CEO of Rwanda energy Group said that the energy sector is seeking excellence in service provision. "We want our customers not only to be satisfied by the service we give them, but also to easily access these services. Customers should not always come to our offices to seek services, they can also use technology and reach us easily." He said.

REG New website

The new website was designed to be more user friendly, displaying most of the public needed information at first glance. Sections providing customers with important information were added and integrated. These include Twitter posts and replies, planned power outages, tariffs, projects related information and statistics, frequently asked questions, REG customer charter, energy statistics, corruption reporting number as well as the contacts of all branches to name but a few. All the online service platforms are also linked on this new website at the top menu section.

Online new connection request form

In line with REG ambitions to ease doing business, new connection requests will be requested either online or through hard forms as it was done before. There is no need to visit our branches to get a new connection. Customers will just click on top menu of our website and click on the "new connection request" icon. After filling in the form, concerned branches will immediately start processing the requests without obliging the customers to go to the branches.

Online expropriation database

As a long-term strategy to control developments around expropriation once and for all, REG has developed an online tool through which beneficiaries can request for expropriation information and check respective file status. It is important for the beneficiaries to always be ready with necessary support documents such as their own National Identity Cards, Active Bank Accounts, proof of land or property ownership for those whose property are to be affected among others.

Another platform which is still under development is the public database where post-paid customers will be able to view all their **bills and payment** history online without waiting for a monthly invoice or visiting REG offices. This database is expected to functional by the end of this month.