



## RWANDA'S AFFORDABLE ENERGY AMBITIONS GET \$150M BOOST

**REG COMPLETED 11 CABINS  
TO IMPROVE THE QUALITY OF  
POWER SUPPLY IN KIGALI**

**RWANDA TO PROMOTE PRIVATE  
SECTOR PARTICIPATION TOWARDS  
STIMULATION OF SOLAR  
INNOVATIONS AND MASSIVE  
OUTREACH**

**WEST: NEW LINES TO  
ELECTRIFY 8,000 HOUSEHOLDS  
ARE NOW COMPLETE.**

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## 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

## 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



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## RWANDA'S AFFORDABLE ENERGY AMBITIONS GET \$150M BOOST







Rwanda's target to wholly electrify all local households by 2024 got a boost this week following, the approval by the World Bank Group of \$150m (approximately Rwf142bn) to finance energy access for households, enterprises and public institutions in Rwanda.

Half of the allocated funds will be disbursed in form of grant while the other half will be given on credit, according to a statement.

The funding approved by the World Bank Board of Directors is aimed at building on energy sector gains.

The funding is part of the Rwanda Energy Access and Quality Improvement Project which is tailored to advance Rwanda's progress towards achieving UN Sustainable Development Goal 7 (SDG7) to ensure access to affordable, reliable, sustainable and modern energy for all.

The initiative also aims at reducing reliance on cooking fuel by 50 per cent.

Rolande Pryce, the World Bank Country Manager said that the funds seek to support the country's goals of universal energy access by 2024 as well as universal access to clean cooking by 2030.

"The proposed project is well-timed to build on the World Bank's decade-long support to the Government's energy sector agenda. It will contribute directly to Rwanda's push toward universal energy access by 2024 and universal access to clean cooking by 2030," she said.

The funds will go into ongoing programmes of expanding grid connections for residential, commercial, industrial, and public sector consumers, as well as by providing grants to reduce the costs of off-grid solar home systems.

The project will also enhance the availability and efficiency of low-cost renewable energy by restoring capacity at the Ntaruka Hydro-Power Project, reducing voltage fluctuations on transmission lines, and supporting the national smart meter program.

From the funding, there will be the implementation of the World Bank's largest clean cooking operation in Africa, and the first project co-financed by the recently launched Clean Cooking Fund (CCF).

The CCF will provide \$20 million for clean cooking, with \$10 million provided as a grant and \$10 million extended as a loan.

The project targets 2.15 million people, leveraging an additional US\$30 million in public and private sector investments.

By incentivizing the private sector and improving the enabling environment, World Bank officials say they aim at developing a sustainable market for affordable clean cooking solutions in Rwanda.

## 2 WEST: NEW LINES TO ELECTRIFY 8,000 HOUSEHOLDS ARE NOW COMPLETE.



He said that before getting electricity, he had to travel long distances going in cities for welding or carpentry services. "You can understand how this was tough for them. So as we now have electricity, we'll soon see welding and carpentry machines brought here and many furniture will be made from here."

Ngezahayo Etienne Sadoc, who also lives in the cell, said he no longer lives in the dark at night.

"Some were using generators or other sources of energy. When you count the cost of electricity, and the revenues that you can get from using electricity productively, it's different and the change is obvious" he added.

**T**he new distribution lines to connect around 8000 households located in Karongi, Nyamasheke and Rusizi Districts has already been completed and the residents being connected to the grid.

The contract to build the lines had been awarded to a private contractor called "Overseas Infrastructure Alliance (OIA) who couldn't complete the works. After cancelling the contract, REG took over the works and built the lines with its own technicians.

The completed lines include 170.6 kilometers of Low Voltage lines and 121 kilometers of Medium Voltage lines distributing electricity in Mahembe, Gihombo and Kirimbi Sectors in Nyamasheke District, Gikundamvura, Butare and Bweyeye in Rusizi District as well as Mubuga, Gishyita, Rwankuba, Twumba, and Gitesi in Karongi District.

### Happiness among connected families

The executive Secretary of Mubuga Sector in Karongi District says that electricity was strongly needed in the sector as only one cell among the 4 cells of the sector had access to electricity.

"Electricity is helping us in various activities of schools, hotels, health centers, churches and various business areas that were in isolation before. The change is obvious because when you get there you find that they are starting to set up barbershops and commercial activities and working hours have increased."

Most of the electrical lines built pass by in rural areas and residents very happy to see their areas connected to the grid.

Musekankora Jean, a resident of Murangara Cell, Mubuga Sector in Karongi District, said, "We really need this electricity because we have a lot of activities that require electricity including the coffee processing industry."

"This area we had a problem of isolation due to lack of electricity. For example, we had to travel 5km going to Mubuga just to get our hair cut. But now, as we have electricity, we have barber shops and we can get our hair cut without being obliged to go to Mubuga" he added.

Hazareka Azaria, living in Tuvunasogi Village, Gitabura Cell, Twumba Sector, also expressed his happiness that he was going to get electricity.

"I am now looking into how I can do internal installation in my house and if possible buy TVs and watch news. I used to wonder how I would get electricity, it was a dream, and now I am overwhelmed."

The Deputy Director of Karora Health Center in Mubuga Sector, Habumugisha Edson, said that the lack of electricity was causing the center to delay some services.

"Before getting electricity, it was hard for us to use a fuel generator as it was costing us at least 300 liters of fuel a month. That is too much money, there is no doubt that our monthly expenses will be reduced as we now have"

Mugemana Eliezer, the manager of the Karaba Coffee Cooperative, says they have benefited a lot since they got electricity in the last 3 months.

"Our challenges were that without electricity we didn't have light at night, and our guards couldn't ensure security in the dark. So the thieves could come and steal our produce without being seen. But now all this has changed and now we are even planning to buy an electric coffee maker" he said.



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## CONSTRUCTION OF LINES TO ELECTRIFY MORE THAN 12,000 HOUSEHOLDS IN NYAGATARE AND GATSIBO DISTRICTS NEARS COMPLETION

More than 12,000 households located in Nyagatare and Gatsibo districts have already started being connected to the grid thanks to distribution lines under construction in the area under the project funded by the Arab Bank for Economic Development in Africa BADEA.

The lines will be supply different sectors of Nyagatare and Gatsibo District including Gatunda, Karama, Kiyombe, Mimuli, Mukama, Nyagatare and Rukomo in Nyagatare District as well as Gatsibo and Nyagihanga Sectors in Gatsibo District.

The project will not only cover the 2 Districts, but also in the North, there is another part of the project which is ongoing in Burera District.

The new lines to be built in Nyagatare and Gatsibo consist of more than 360 kilometers of low voltage lines (LV) and 132.4 kilometers of medium voltage lines (MV).

The construction of these new lines is now nearing completion and some people have started getting electricity. It is expected that by the end of next month, all construction works will have been completed.

Happiness among residents of areas already connected

Havugimana Janvier is a young man in his twenties living in Gihengeri Cell, Mukama Sector, in Nyagatare District. After getting electricity He immediately started a small stationery shop with printing, photography and internet services.

"Before getting electricity, I had left my village and gone to the city looking for jobs" he said. But since we got electricity, I immediately came back here and started this shop. Those who need internet and Irembo services do not have to travel to big cities any more, I can help them and also benefit from it".

Janvier says that he is happy of the income he gets from his business. He says that he earns no less than 5000Frws per day, while he spends less than 2,000 Frws per month on electricity.

Mukaniyonsanga Louise, who also lives in Gihengeri, says that when she got electricity, she immediately bought a grinding machine and started a small business to grind vegetables.



"Before I was a tailor in Gihengeri market, but because we were so many doing the same business, it was hard to get enough profit. I had seen this kind of machine in Kigali. As soon as we got electricity, I went to buy this and started this business. Now I get enough interest to satisfy my family's needs."

Mutabazi Evode, is a welder in Gihengeri. He says that before getting electricity he had to travel to Gicumbi District to do his work.

"I used to work from Gicumbi District and it costed me a lot. Today, I can work from here and pay less on transport of materials which also makes my products less expensive" he says.

Evode says the profit he gets now has increased from 5,000 Frws a day to 7,000 Frws.

Nkurunziza Noel, managing Rwempasha dairy which was recently connected to the grid says that electricity has helped them reduce the amount of money they used to pay for engine oil.

"We used to spend a lot of money buying oil and milk congelation used to take long, which also caused our milk to deteriorate and cause us losses. Now that the electricity is here, our work will be faster and cheaper." He said.

Today, 55% of households in Rwanda have access to electricity, including 40% connected to the grid while 15% use off-grid solutions including solar home systems and mini-grids.



## 4 MINISTER GATETE APPRECIATED THE PROGRESS OF CONSTRUCTION OF NYABIHU AND RUBAVU SUBSTATIONS



From 5<sup>th</sup> to 6<sup>th</sup> September 2020, Minister of Infrastructure, Hon. Claver Gatete visited Musanze, Nyabihu and Rubavu Districts to assess the status of electrical projects being carried out.

During the visit, Minister of Infrastructure was accompanied by Ron Weiss; the Chief Executive Officer of Rwanda Energy Group and other Government delegates.

The delegation visited different power substations being constructed/renovated including Camp Belge Substation in Musanze District, Nyabihu and Rubavu substations. These substations will increase the new connections in Northern & Western parts of the country together with stabilizing the existing power network.

Rubavu Substation is a 220kv transmission line that will improve power supply in Rubavu, Nyabihu and Rutsiro and export to Goma hence harnessing

power trade between Rwanda and Democratic Republic of Rwanda. The construction of Rubavu substation is currently rated at 80%.

Camp Belge substation located in Musanze District is being upgraded to integrate a feeder that will supply electricity in Prime Cement factory and surrounding areas.

The delegation also visited the 56MW Shema Lake Kivu power plant that is expected to add 17MW on the grid by June 2021 after the accomplishment of the first phase. Shema Power Lake Kivu Project is a Public-Private Partnership initiative between the Government of Rwanda and Shema Power Lake Kivu Limited (SPLK Ltd) for the concession of 25 years for a financing of US\$200 million. The project is expected to be complete by June 2022 adding the full capacity of 56mw to the national grid. The current overall project progress is rated at 40%.



## 5 CITIZENS URGED TO DECREASE ELECTRICITY LOSSES BY COLLABORATING IN APPREHENDING PEOPLE STEALING ELECTRICITY

Rwanda Energy Group (REG) condemns electricity theft as it causes both revenue losses and/or fatal accidents. Electricity theft is also punishable by the law N°52/2018 of 13/08/2018 modifying Law N°21/2011 of 23/06/2011 governing electricity in Rwanda as modified to date. REG is committed to ensure affordable and reliable electricity supply while improving the service delivery.

In a bid to combat electricity theft that is causing most of the company's losses, REG has embarked on a series of campaigns to fight and discourage fraudulent connections. From July 2019 up to date, inspections conducted to curb electricity theft all over the country found that around 55 people were suspected of stealing electricity.

Power theft carries deadly risks and is not dangerous for only those who steal but it also affects the entire electricity network causing frequent outages and voltage drops.

Therefore, Rwanda Energy Group management request the collaboration of the public in the fight against theft of electricity and other malpractices destroying energy infrastructure, by calling REG toll free number 2727, using REG Social media account to report such cases or informing nearest security organs and nearest REG branch.

Wilson Karegyeya; the Director for Commercial Department at EUCL-REG condemns the act of stealing electricity and says that "REG will not tolerate such crimes and measures to curb electricity theft have been reinforced."

He further says that electricity theft hinders the development of the country and may cause incidents. He emphasized that power theft is a challenge, although measures are being taken.

"People are stealing electricity and it is still a challenge to stop them, but we are about to fully address it because we are installing smart meters all over our distribution network. This new system is helping REG to catch more and more people stealing electricity".



Karegyeya says that many of these people are caught red-handed stealing electricity were apprehended thanks to the collaboration of local communities who report such cases.

He also said that announcements on radio and TV have been made to call the public to collaborate with REG and security organs in discovering and arresting people who steal electricity and rewards are planned for those collaborating to apprehend fraudsters.

Theft of electricity is a crime and is punishable by fines and/or incarceration.

Electricity theft is punishable whether stealing electricity connected to the grid or off-grid.

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## RWANDA TO PROMOTE PRIVATE SECTOR PARTICIPATION TOWARDS STIMULATION OF SOLAR INNOVATIONS AND MASSIVE OUTREACH



8 September 2020: Minister of Infrastructure, Honourable. Claver Gatete participated in the Inaugural Virtual Session of the First World Solar Technology Summit hosted by International Solar Alliance (ISA) in New Delhi, India.

The first World Solar Technology Summit aims to focus on state-of-the-art technologies and next-generation technologies that will help boost efforts towards harnessing solar energy more efficiently. Over 26,000 participants from 149 countries across the world participated in this virtual summit.

Participants to the Summit discussed ways to drive the necessary growth of solar energy around the world through innovations.

Speaking at the Summit, Rwanda's Minister of Infrastructure, Hon. Claver Gatete pointed out that the setup of the International Solar Alliance (ISA) was a great initiative since it provides a platform for fostering innovation through facilitating deployment of solar technologies at scale while promoting Research and Development and enables knowledge exchange between Member Countries.

He cited Rwanda's recognition on the importance of innovation and novelty to fastening the pace of solar energy deployment.

"Through our National Strategy for Transformation (NST1), we have set a target of achieving universal access

to electricity by 2024. This is planned to be achieved through a combination of on grid and off grid electricity connections at 52% and 48% respectively", he said.

Minister Gatete told participants that Rwanda has also the Rural Electrification Strategy that sets a framework, which opens a window for the private sector to lead massive off grid electrification of Households that are located away from the grid.

"From the year 2015, 15% of the households countrywide have been connected using standalone solar home systems", said Minister Gatete.

Speaking on ways to increase service level delivery of Solar Home System, Minister Gatete said "guidelines on solar home systems standards have been put in place", adding that "guidelines and licensing frameworks for the development of mini grids have also been developed to guide and ease private sector involvement".

The government of Rwanda put in place financial instruments to accelerate the electrification of more than 400,000 households countrywide.

"The Renewable Energy Fund- (REF) and Result Based Financing (RBF) that aim at ensuring that solar Home systems are accessible and available to all households at affordable rates", he said.

The ISA is a treaty-based international inter-governmental alliance of 121 solar resource rich countries collaborating to achieve speed, scale and skills for deploying available solar technologies. This was shared by President Kagame during that the 2018 International Solar Alliance (ISA) Founding Summit in New Delhi - India; Co-hosted by India and France.

Speaking at the founding Summit in March 2018, President Kagame pointed out that solar power is the answer to climate change. "The sunniest countries on Earth should not lack for energy. The fact that they do is an unacceptable irony. It is therefore fitting that more than half of countries that have signed and ratified the International Solar Alliance treaty are African." President Kagame said.

The President added that solar power will not address all of Africa's energy needs. "What is important is that we continue to work together through this new institution and beyond, to put our collective resources and knowledge at the disposal of our planet's future



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## REG COMPLETED 11 CABINS TO IMPROVE THE QUALITY OF POWER SUPPLY IN KIGALI



The Rwanda Energy Group (REG) through its subsidiary Energy Utility Corporation Limited (EUCL), has completed 11 electrical cabins in Kigali City, is also upgrading various electrical lines in the context of improving the quality of power supply in Kigali together with reducing power outages.

Eng. Bihoyiki William; Head of Projects Management at EUCL-REG says that the cabins were built to improve the quality of power supply in Kigali, they will also ease the tracing of electrical faults in case of power outage.

“As the city grows with electricity infrastructure it needs to expand to be able to accommodate new buildings and other development projects that are in need of electricity, this goes in hand with renovating electrical lines and improving quality of electricity distribution,” he said.

“These cabins will be the answer to the power outages whereby we will have the capacity of identifying the electrical fault in case of power cut instead of waiting customers to notify us.” He added.

After the construction of these cabins the problem of supplying electricity to those in need was solved and uninterrupted as before.

The project of constructing these cabins started in 2017, was implemented with the support of the World Bank at a cost of around \$ 7 million.

All cabins are built include Remera 1, Nyarutarama 1, Belle Vie, Caisse Hypothécaire, Ministry (in front of the City of Kigali Head office), Maternity (at CHUK), Ponts et Chaussée, Magasin Central (in front of the REG office), Central Boulevard, Gikondo, KBC and NAHV.

## 8 AROUND 198 THOUSAND HOUSEHOLDS GOT ELECTRICITY DURING THE YEAR 2019/2020

In order to accelerate economic development, the Government of Rwanda has set target to electrify every single household in the country, either by on-grid connection or provision of off-grid solution, mainly solar home systems.

According to Rwanda Energy Agency (REG), in the fiscal year 2019/2020, more than 134,000 households were connected to the national grid and around 62,000 were provided with solar home systems.

According to Reuben Ahimbisibwe, the Ag. Coordinator of the Electricity Access Rollout Program (EARP), there are a many ongoing projects to extend Rwanda's distribution network and therefore allow more on-grid connections, while areas located far from the grid will be provided with standalone solar home systems.

"Last year we extended our distribution network by 839 km of new Low voltage lines and 363 km of new Medium Voltage lines, which enabled us to connect to the grid 134,356 new customers of which the productive users were 471".

Out of the 471 productive users connected this year, 147 were sector and cell offices, 91 were health facilities, 42 secondary schools, 23 water pumping stations and the remaining included among others markets, factories and telecom towers.

Reuben says that in addition to the population receiving electricity at the outset, connection of all households located nearby the goes on. As of now 56.7% of all households in Rwanda have access to electricity.

"We are very committed to meet the Government's target of universal electrification. We now have many other ongoing projects to build new distribution lines and we are planning to electrify more than 100,000 households



this year "he said.

In addition to this, a total of 62,306 households were provided with off-grid electricity. These off-grid connections are mainly standalone solar home systems installed by the independent private companies on a willing-buyer-willing-seller basis.

### Ongoing projects

Among the projects under implementation include project funded by the Arab Bank for Economic Development in Africa (BADEA), which will connect to the grid around 18,000 households in Nyagatare and Burera Districts.

There is also a World Bank-sponsored project which will provide electricity to more than 13,000 households in the Eastern Province, 10,000 in the Southern Province, 8,000 in the Northern Province and more than 5,700 in the Western Province.

There is another project funded by the African Development Bank (AfDB) that will provide electricity to more than 6,280 households in Ngororero District and about 4,835 in some Districts of the Northern Province.





In addition to these projects, which are co-funded by the Government of Rwanda and various donors, there are various other projects being undertaken financed by the Districts budgets.

### Access to electricity in off-grid areas

While the grid extension across the country will take time to be completed and therefore challenge the quick universal electrification, some areas located far from the grid network have been designated to be provided with off-grid solutions as a solution that will help to achieve the country's electrification goal.

A map has been elaborated showing how electricity will be distributed in each part of the country and the technology that will be used, either on-grid or off-grid.

James Twesigye the Head of Off Grid solutions at EDCL said that as of today, more than 15% of Rwanda's households have access to electricity thanks to off-grid systems

"As of now, we have signed cooperation agreements with 21 private companies to deliver solar home systems to residents living in off-grid areas".

James also said that there are special subsidy programs to enable the poor families living in off grid areas to buy solar systems at a low cost under loans which don't require collaterals.

He said that the first subsidy was established through the Development Bank of Rwanda and will be offered to eligible households living in off-grid areas. Interested people should go to their respective SACCOs and provide all the required information enabling them to get the subsidies and loan to acquire the solar systems from the nearest vending companies.

"Beneficiaries from Ubudehe 1 category will be subsidized by 90 per cent, Ubudehe 2 by 70 per cent and Ubudehe 3 by 45 per cent. We strongly encourage everyone who needs to acquire a solar home system to go to use this opportunity as the program will end in April 2021" he said.

The second subsidy program was established through Endev program supported by GIZ. The program also provide subsidies to families that need to buy solar home systems depending on their Ubudehe categories. It is implemented in 5 Districts of the Southern Province namely Nyanza, Nyamagabe, Gisagara, Huye and Ruhango.

Twesigye also says that there are projects to electrify households located in off-grid areas by using mini-grid systems supplied by micro power plants, either hydro or solar.

"There are some min-grid which can be built by private companies or donor projects which give access to electricity to households located in off-grid areas. This helps us to reach our target of universal electrification as mini-grid mostly have enough power and can enable citizens to use high consuming appliances and therefore start some businesses such as milling, hair dressing, carpentry, and welding.



## 9 RUSUMO POWER COMPANY LIMITED AND PROJECT STEERING COMMITTEE BOARD VISIT TO THE LOCAL AREA DEVELOPMENT PROGRAMS



Members of the Rusumo Power Company Limited (RPCL) Board of Directors and Project Steering Committee (PSC) visited the Local Area Development Programs (LADP) from 28th to 30th Sep, 2020 to assess the progress of social projects implemented by respective Shareholders' local administration in Ngara District, in Tanzania, Kirehe and Ngoma Districts in Rwanda and in Communes of Giteranyi (Muyinga) & Busoni (Kirundo) in Burundi. RPCL Board also visited respective Transmission Lines and substations in Muyinga-Gitega (Burundi), in Bugesera-Shango (Rwanda), and Nyakanazi (Tanzania).

In addition to responding to the need of electricity in East-African region by constructing 80MW Power Plant, Rusumo Project will bring social development in the surrounding areas of the project (Rusumo hydro power plant) in Rwanda, Burundi and Tanzania as a way of giving back to communities surrounding the Rusumo hydro power plant.

LADP is a benefit-sharing program worth 15 Million US Dollars extended to the construction of the Power Plant which was conceived in a participatory process. Each district identified and executed their respective priorities investment areas under the supervision of the PIU.

At the end of the visit, Eng. Felix Gakuba; a member of Members of the Rusumo Power Company Limited (RPCL) Board of Directors commended Ngoma District leadership for their well achieved water supply projects which he said will improve the quality of life for Ngoma households.

"We are confident that LADP Projects will improve the quality of life, health and hygiene in families of the vicinity and will reduce the daily burden of fetching water from far which most of the time falls on women and children. I believe that local farmers of the surrounding area will increase crop production". Disclosed Gakuba.



## 10 WOMEN WORKING IN THE ENERGY SECTOR ACROSS RWANDA HAVE CREATED A NETWORK

Despite all the challenges that women face everyday due to cultural gender norms and negative stereotypes that have been taught to them, there are many women working in the energy sector. These women have persevered, worked hard and had the courage to take on leadership positions. They are executives, managers, engineers, officers, technicians etc. and they are role



models to young women choosing their career paths. These women working in energy sector in Rwanda have created a network called "PowerHer". They want to bring more women into the sector and to help Rwanda achieve gender equity and equality in a sector that has been dominated by men for a long time.

On Wednesday October 7, 2020, Rwanda this first professional network for women in the energy sector "PowerHer" was established by more than 100 ladies working in different institutions dealing with energy in Rwanda. The network has been supported by the Women in Rwandan Energy Activity (WIRE); a two-year initiative implemented by the United States Agency for International Development's (USAID) Power Africa East Africa Energy Project.

"PowerHer" will be a fully independent non-profit organization with the mission of increasing the number of women—and women's opportunities for leadership positions and influence—in the Rwandan energy sector.

"PowerHer" action plan includes networking events, a mentorship program, outreach to educational institutions

to attract more female students into the sector, and public talks. It will also offer leadership, entrepreneurship and workforce development skills training programs to its members. The network will open its doors to all young women graduates from various technical fields in the energy sector. These efforts will contribute to the achievement of gender equality in Rwanda, as enshrined in the constitution.

The 104 founding members of PowerHer held elections for leadership committees, and elected Nicole Mukwindi as President, Apophia Umutohi as Vice President, and Rosine Kalisa as Secretary.

"REG has established a gender mainstreaming program to promote women and since then a lot of changes happened in the company. This program inspired us to work to promote gender mainstream across the entire energy sector, not just at REG." President Nicole Mukwindi said.

**Members wishing to be enrolled in "PowerHer", can contact Nicole Mukwindi at: nmukwindi@eucl.reg.rw or via his phone number: 0788 77 2164.**

# 11 REG SERVICES WELL PERCEIVED BY THE POPULATION



REG is well rated by citizens, who trust and rely on REG services according to the survey conducted by Energy Utility Corporation Limited (EUCL) commercial department from April to June 2020.

Customers say that they are witnessing good progress and improvement in service delivery in general but more particularly in prompt intervention to resolve electricity issues. From our previous reports, it's obvious that REG has improved even in terms of perception. For instance, the likelihood of a bribe, which was around 18% in the past years, is now down to 5%.

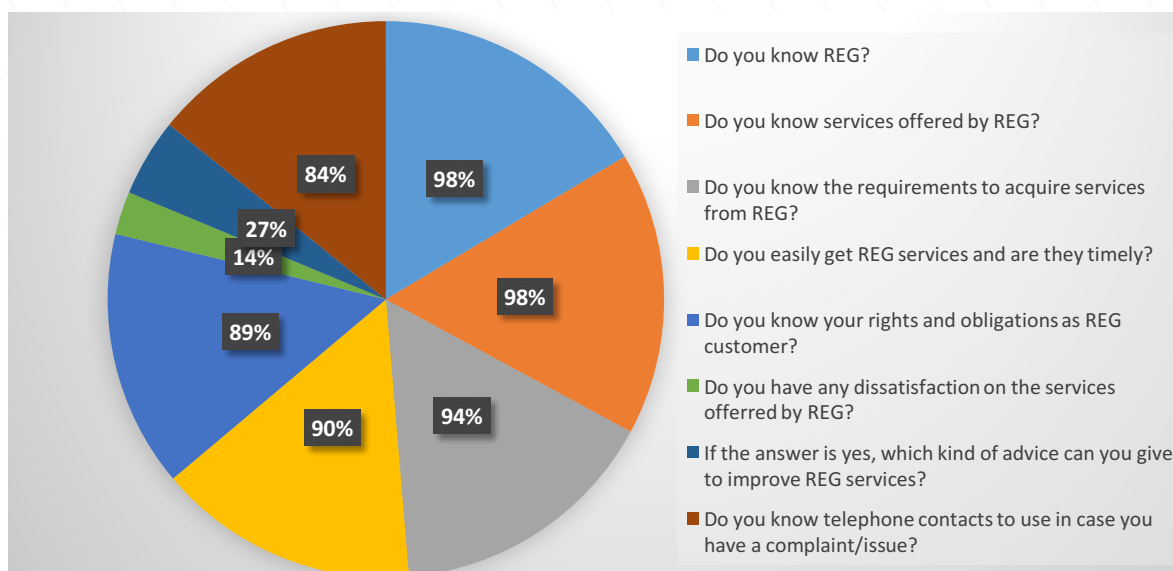
The frequently asked questions during the survey were: Do you know REG? Do you know services offered by REG? Do you easily get REG services and are they timely?

REG services and are they timely?

Above 90% of the 7,947 customers that were surveyed said that they know services offered by REG and they manifested satisfaction vis-à-vis REG services.

The Government of Rwanda through Rwanda Energy Group (REG) has very ambitious targets to achieve 512 MW installed power generation capacity, from its current 226,7 MW power generation. The government is also investing in the infrastructure required in order to achieve universal access (100%) by 2024, with 52% on-grid connections and 48% off-grid connections by 2024.

**The Pie Chart below shows Customer Satisfaction Survey Report Quarter 4 2019 -2020**







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### ANNOUNCEMENT

The management of Rwanda Energy Group (REG) would like to announce to all lower-income population residing in off-grid areas and who don't yet have access to electricity, that there is a special subsidy put in place to facilitate them to buy solar home systems at a low cost under loans which don't require collaterals.

Through the Development Bank of Rwanda, a special subsidy facility was established which will be offered to eligible households living in off-grid areas. Interested people should go to their respective SACCOs and provide all the required information enabling them to get the subsidies and loan to acquire the solar systems from the nearest vending companies.

Beneficiaries from Ubudehe 1 category will be subsidised by 90 per cent, Ubudehe 2 by 70 per cent and Ubudehe 3 by 45 per cent.

The Management of REG would like to take this opportunity to call upon all residents of off grid areas who do not yet have electricity to go to their respective SACCOs and nearest solar vending companies to acquire solar home systems, as the subsidy scheme will only be operational up to April 2021.

For any other information needed, please refer to your nearest solar vending company.

Please don't miss this opportunity.

Done at Kigali, on, **12 October 2020**

*Ron Weiss*



**Ron WEISS**  
Chief Executive Officer

## ELECTRICITY SAVING TIPS

- Turn off non-essential lights and appliances. Example make sure all bedroom lights, fans, air conditioners etc. are turned off when the whole family is in the living room watching Television.
- Avoid running large appliances such as washers, dryers and electric ovens during peak-demand hours from 6:00 am to 9:00am and 6:00pm to 9:00pm.
- Fridge doors should not be left open for longer than necessary. [cold air escape]. Hot or warm food should not be put straight into the fridge (need to cool down first).
- Fridge should be regularly defrosted to keep running efficiently. If it tends to frost up quickly, the door seal should be checked and if the fridge is next to a gas cooker or a boiler, a good should be left between them.
- Buy Energy efficient appliances, products and light such as the compact fluorescent lamps instead of incandescent bulbs.
- Turn off all unnecessary lights, especially in unused offices and conference rooms and turn down remaining lighting levels where possible. Take advantage of natural lights where possible.
- Use skylight for roofing of production floors and ware houses.
- Set computers, monitors, printers copiers and other business equipment to their energy saving mode and turn them off during long idle periods such as lunch breaks and at the close of the day. Minimize energy usage during peak demand hours from 6:00am to 9:00am and from 6:00pm to 9:00pm.
- Ensure that offices having air conditioners have properly sealed windows and all doors are closed when the air conditioner is in use. Make sure your air conditioner is switched off at the end of the day. Again switch it off when you know you will be leaving the office for a longer period. Ensure regular maintenance of air conditioners.
- You could install simple motion detectors with your office lighting and air conditioner systems to turn off lights when not needed and cut down your energy consumption.









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