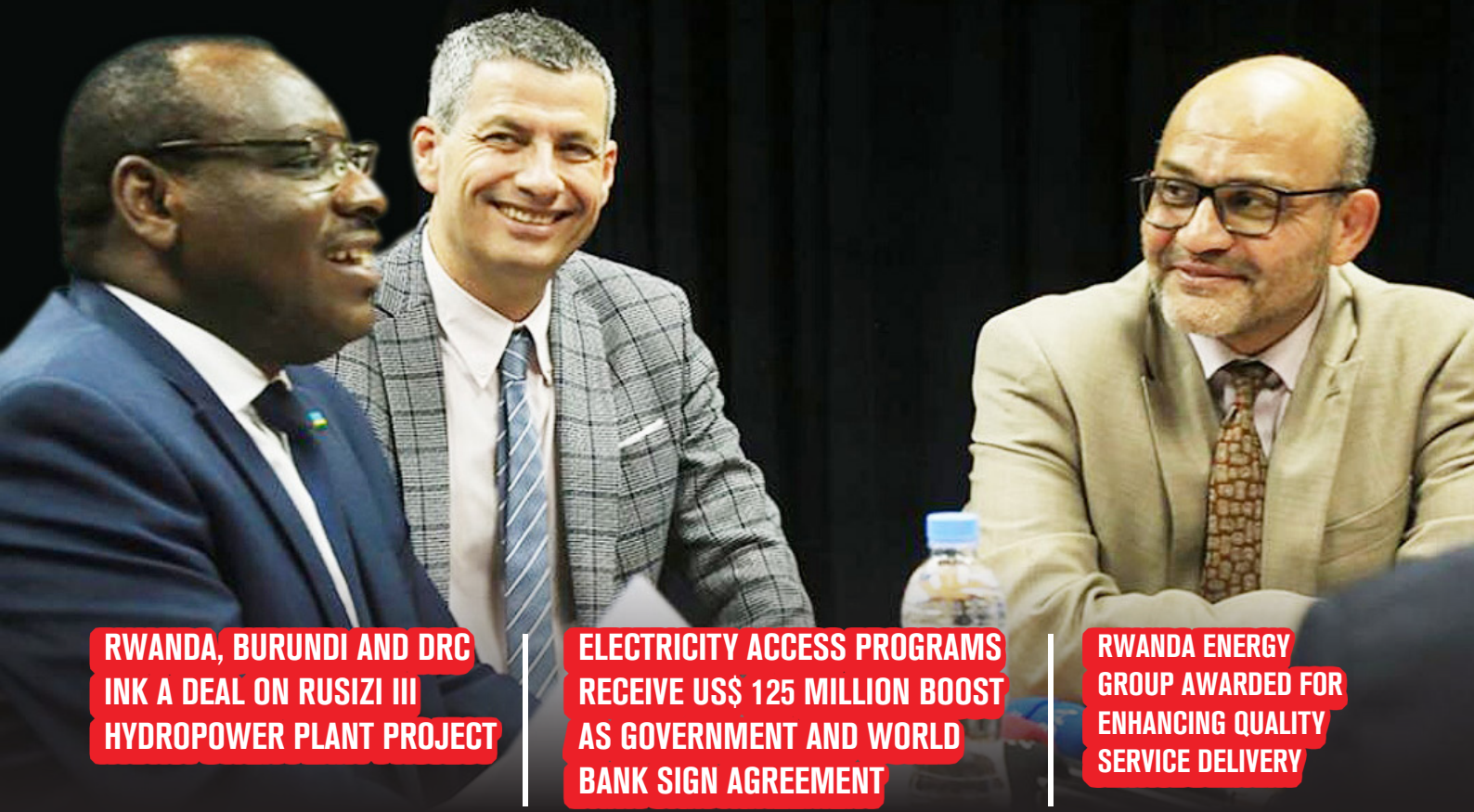


“WORLD BANK DOING BUSINESS REPORT SHOWS A BIG IMPROVEMENT IN THE RWANDAN ENERGY SECTOR”



**RWANDA, BURUNDI AND DRC
INK A DEAL ON RUSIZI III
HYDROPOWER PLANT PROJECT**

**ELECTRICITY ACCESS PROGRAMS
RECEIVE US\$ 125 MILLION BOOST
AS GOVERNMENT AND WORLD
BANK SIGN AGREEMENT**

**RWANDA ENERGY
GROUP AWARDED FOR
ENHANCING QUALITY
SERVICE DELIVERY**



REG

NEWSLETTER

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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

WORLD BANK DOING BUSINESS REPORT SHOWS A BIG IMPROVEMENT IN THE RWANDAN ENERGY SECTOR



Caption

The 2018 Doing Business report indicates that, Rwanda moved up 11 places to 29th, down from 41 in last year's report. The energy sector is one of the indicators assessed by this index which shows a big improvement whereby Rwanda recorded the 68th place down from 119th place in 2017.

Improvements made include the strengthening of transmission and distribution networks stability to ensure a better quality of power supply to our customers and stakeholders. An automated computation system was introduced to consistently monitor outages duration and frequency levels in recognized international network reliability measurements through which the System Average Interruption Duration Index (SAIDI) and the System Average Interruption Frequency Index (SAIFI) are captured. Previously, these network reliability indices were not systematically captured which hampered the timely interventions and areas of focus during faults in the

network.

Improvements were also made in service delivery. An online service portal was introduced to facilitate customers to apply for a new connection without being obliged to visit REG offices across the country, thereby reducing time, travel expenses and paper work. The portal is now accessible via REG website. In the same vain to facilitate doing business, the number of days and procedures to get a new connection for investors were reduced from 34 to 20 days and the number of procedures from 4 to 3.

In order to ensure effective service delivery, Rwanda Energy Group has reviewed its service charter detailing service standards and showing customers what they can expect from REG, their rights and obligations, when and where they can contact REG in order to lodge a query or a complaint.

RWANDA, BURUNDI AND DEMOCRATIC REPUBLIC OF CONGO INK A DEAL ON RUSIZI III REGIONAL HYDROPOWER PLANT PROJECT



Caption

Kinshasa, 29 July 2019: The Republic of Rwanda, Democratic Republic of Congo and Republic of Burundi signed a tripartite agreement on the multinational Ruzizi III regional hydropower plant project with the aim of contributing to the development of Ruzizi III for hydropower generation; and strengthening regional socio-economic integration through the creation of an electricity market.

Ruzizi III project is a 147 MW hydropower regional project between Burundi, DRC and Rwanda, to be developed as a Public-Private Partnership (PPP) Project. It is expected that after signing the project agreements, additional geological studies will be conducted which may result in an increase of the Project Capacity to up to 230 MW. The total project cost is expected to range between \$ 644 and 700 million USD. Ruzizi III Hydropower project is a joint venture of two companies namely IPS (an Agha Kan owned company) and Sithe Global replaced by SN Power (a Norwegian).

recruited and awarded a concession. This partner will be required to develop the project, be a majority partner in a project company (PC) with the three countries concerned and secure the necessary financing.

The project will generate many benefits, including: (i) increased supply of electricity in the region and consequently access to electricity at an affordable cost, the direct beneficiaries of which will be the population, electricity companies and businesses in the countries concerned; (ii) the creation of direct and indirect jobs during works and permanent jobs during the operational phase; (iii) a reduction in subsidies on fossil fuels and development of the industrial fabric for Governments, (iv) the creation of income-generating activities for women and youth; and (iv) improvement of population's living conditions.



NYAGATARE: 2733 HOUSEHOLDS WERE CONNECTED TO THE NATIONAL GRID LAST YEAR

During the last year (2018/19), out of a target of 2000 During the last year (2018/19), out of a target of 2000 new connections, a total of 2733 households were connected to the national grid in Mukama, Mimuri and Karangazi Sectors of Nyagatare District out of a target of 2000 that Rwanda Energy Group had set for this financial year.

This number adds on the other 5 396 which were given solar home systems in the District. This has increased the percentage of households which have access to electricity from 47% in 2018 to 50.3 today.

Among the households recently connected to the grid, include those connected to the new line constructed under the project supported by the Arab Bank for Economic Development in Africa (BADEA).

Residents of Tabagwe Sector who recently got access to on-grid electricity say that they see new opportunities in this development.

Uwimana Pascasie lives in Agafaru center. She says that she used to travel a one hour distance to get her crops milled. Now, she will get the services in the center.

"Welders are here, milling machines and even photocopyers. We used to go to Nyagatare to access all those services." She said.

Kamana John who also lives in Agafaru Center, says that before getting electricity, he had no job and he used to wake up early morning and go to Nyagatare town to look for a job. Now, he has a welding workshop and has created his own job thanks to electricity.

"I was born here in Tabagwe. Going to Nyagatare to work was hard for me and I couldn't earn much. Now, thanks to electricity, I earn much more as I am home and live is less expensive than in the town." he said.

Other electrification projects are ongoing and will soon connect 3,236 households to the grid during the current year.



The Awards

BEST PERFORMING REG DEPARTMENTS AND BRANCHES AWARDED IN EVALUATION OF PERFORMANCE IMPROVEMENT PROGRAM (PIP)

On Friday 08th November, 2019 at Hilltop Hotel, Remera, Rwanda Energy Group conducted a Performance evaluation of branches and departments to assess how set targets from July to September, 2019 were achieved.

During that ceremonies best performing branches and departments were recognized and awarded with trophies.

REG management appreciated efforts done by the Staff to deliver to the company's mandate, reiterating REG commitment to ensure that all Rwanda households have access to electricity by 2024.

This evaluation is part of the Performance Improvement Program that aims at generating quick-wins in the transformation of REG into a highly efficient and customer-centric organization, whilst cementing performance based work practices and promoting a culture of excellence

within REG staff.

The program areas also focuses on areas where the company needs constant improvement including Network Reliability, Revenue Collection, Loss Reduction, Efficiency of Operations, Talent Attraction or Retention, IT Systems and Automation, Skills Development or Enhancement and Performance Management.

An incentive and penalty mechanism is also used to promote collective responsibility and individual accountability among the staff.

Performance Improvement Program is done on a quarterly basis to ensure improvements towards better service delivery to citizens and efficiency in all the company's operations.



NGOMA: RESIDENTS OF GATONDE GOT ACCESS TO ELECTRICITY

People living in Gatonde Cell, Kibungo Sector, in Ngoma District have got access to on-grid electricity and are now jubilating as this is a good opportunity for them to start new businesses and develop themselves.

Emmanuel Bizimana says that before getting electricity, he used to go to Kibungo to charge his phone paying 100Frws but now he can charge it himself.

"This is wonderful. I remember I used to go to Kibungo and pay 100 Frws to agents for charging my phone. We also were using "akatadowa" to get light in the night, now we just click on the wall and get a better light thanks to electricity." Said Bizimana, adding that he is thinking of starting a small business such as welding doors and hair salon .

Mukantagara Dancile who also live in Gatonde says that using the traditional lamps (Akataadowa) was affecting her life as she was seeing residues of smokes from her nose. Now, as she has electricity, she won't anymore use akatadowa.

Nsabiyaremye Ephasto has already started a welding workshop in Gatonde.

"I have already started using this electricity productively. I make doors and windows and earn money. We are happy and thankful for this development" he said.

Sadju Hakizimana managing Gatonde Health Center says that before getting electricity, it was very hard for them to treat patients during the night as they had to hold a lamp to see.

"Sometimes it was inconveniencing patients as every nurse needed someone to hold the lamp and this could breach their privacy principle."

During the last year, a total number of 6,508 households were connected to the grid while 4,365 were electrified through off-grid solutions.

The percentage of households which have access to electricity has increased from 46% last year to 56% today.

During this year (2019-2020), in Ngoma District, 4064 households from Kibungo, Remera, Rurenge and Mugesera Sectors will be connected to the grid while 2700 will be electrified through off-grid solutions.



ELECTRICITY ACCESS PROGRAMS RECEIVE US\$ 125 MILLION BOOST AS GOVERNMENT AND WORLD BANK SIGN AGREEMENT

On 2nd September 2019, the Government of Rwanda and the World Bank today signed a US\$125 million (approximately Frw 112 billion) credit agreement to enable expansion of electricity services in Rwanda.

The new Rwanda Energy Development Policy Operation (DPO) is the third and last of a \$375 million programmatic series, the first of which was approved in December 2017. The series support Rwanda's energy sector objectives under the National Strategy for Transformation (NST1) – including universal access to electricity by 2024 while balancing the trade-offs with fiscal and financial sustainability. This DPO will build on achievements of the previous development Policy Operations.

Speaking at the Signing, the Minister of Finance and Economic Planning Dr. Uzziel Ndagijimana said: "The support through Development Series Operation has significantly contributed to implementation of energy sector development strategy in Rwanda with the aim of having 100% electricity access by 2024 as stipulated in our National Strategy for Transformation".

By end-2020, at the end of the DPO series, it is expected that

Rwanda will have electrified 61 percent of its households, narrowed the gap in electricity access between female- and male-headed households, and be on track to achieve the National Strategy for Transformation objective of universal access to electricity by 2024. It is also expected that Rwanda will have modernized the operations of the Rwanda Energy Group and the Government's planning and decision making processes, and that fiscal transfers to the sector be contained at no more than 1.5 percent of GDP throughout the NST1 period.

"The previous Development Policy Operation series have already delivered substantial results. So far, new connections completed per year have doubled, while total access increased from 41 percent in late 2017 to over 52 percent today, and over a million people have gained access to electricity. This puts Rwanda on the forefront globally of achieving SDG7 of universal access to electricity." Said Yasser El-Gammal, World Bank Country Manager for Rwanda.

The World Bank cooperates with Rwanda in sectors such as Agriculture, Energy, Social Protection, Education/Skills development, Transport, Urban development and Housing among others alongside other cross-cutting and regional projects interventions.

9 PEOPLE CAUGHT ACCUSED OF ELECTRICITY THEFT DURING THE LAST MONTH

From 07th October to 07th November, 2019 in regular campaigns to combat electricity theft conducted by Rwanda Energy Group Limited (REG) in collaboration with Rwanda Investigation Bureau, Rwanda National Police and local communities, nine (9) people were caught across the country accused of stealing electricity.

The detained people are owners of motels, bars, milling machines and so on.

On 07th November, 2019 NDAHIMANA Abuba who was impersonating a REG staff to connect to the grid illegally households in Nyagatare district, was caught and immediately handed to RIB for investigation. The same date KAVAMAHANGA Jean d'Amour a resident of Kabukuba cell, Juru sector, in Bugesera District was caught stealing electricity in his milling machine.

On 28th October, 2019 MUKWIYE Bernard was caught red-handed using fraudulent electricity in his tailoring business "Sun Hill Ltd" located in Masaka Sector, Kicukiro District.

On 25th October, in Nyabihu District, a man was caught red handed stealing electricity at his house located in Village Kora Cell, Bigogwe Sector. He has been stealing electricity since 2016. He is now detained at Kora RIB station for further investigation.

On 23rd October another man was caught red handed stealing electricity, in Gakenke District.

On 15th October, in Musanze District, two men were caught doing illegal connections in Gacaca Sector, Kabirizi Cell. They are now detained at Muhoza RIB station.

The same date Annick Mugisha; owner of Urwuri Motel located in Huye Sector, Huye District was caught stealing electricity.

On 14th October, MBARUSHIMANA Claude was caught



red-handed using fraudulent electricity in his mini-bar, "Buvetteltuze" located in Gasabo District, Gatsata Sector.

All these 9 suspects have been arrested and their cases are being handled by RIB to respond to crimes committed.

Nkubito Stanley; the head for energy efficiency and revenue protection 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.

Nkubito says that many of these people were apprehended in facilitation of local communities and announcements have been made to call the public to collaborate with REG and security organs in demonstrating these people stealing electricity.

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

Theft of electricity is 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.

RWANDA ENERGY GROUP AWARDED FOR ENHANCING QUALITY SERVICE DELIVERY



Caption

On the 06th of October 2019 at Onomo Hotel, during the Service Excellence Awards, Rwanda Energy Group (REG) has scooped a special recognition award for enhancing quality service delivery.

During an interview with the media, the CEO of Rwanda Energy Group, Eng. Ron Weiss said that REG is happy for the award and that customer customer satisfaction will always be at the center of the company's interests.

"We are here for one reason which is giving electricity to Rwandans. They have to get reliable electricity, and therefore a good service to all our clients is a very essential necessity that can't be compared to any other thing" he said.

Ron Weiss also said that this award can be linked to the strategies put in place at REG to always improve on service delivery, ensuring customers satisfaction.

Among the strategies to improve service delivery include the decentralization of REG services whereby 33 branches

have been set up all over the country. Every District has at least one branch, except in Kigali City where 3 Districts have 6 branches due to the big number of customers.

Customers who need support and service can easily reach to our branches and get the service they need. Also, it's now easy for our technicians to reach to areas that have faults to fix them.

"We also have a toll-free number, 2727, which is operational 24/24 every day. Our customer now know this number and they call it whenever they have a problem.

Ron also said that there are other platforms used to communicate with customers and get their issues handled. Those include the follow up on issues reported in media as well as the interaction through social media.

We are very happy for this award and we will keep putting our efforts in serving the country and delivering quality service to our customers" he added.



AROUND 200 STAFF OF RWANDA ENERGY GROUP ARE PURSUING REG ITORERO, PHASE II

From 05th – 14th around 200 staff from Rwanda Energy Group are being taught civic education, Rwandan culture and values at Nkumba, Burera, a function called "Itorero" in Kinyarwanda.

The training which is taking place at Nkumba Training Centre, Burera, attracted staff from REG and its subsidiaries Energy Utility Corporation Limited (EUCL) and Energy Development Corporation Limited (EDCL). The trainees are being on national programs, national values and ethics aiming at promoting unity, tolerance, patriotism, democratic governance that lead to sustainable social and economic transformation. They are also having practical exercises aiming at helping them to think big, react quickly and develop their own characters around leadership, trust, self-motivation, engagement, resilience, partnership, team spirit, unity, individual and collective discipline.

In the opening ceremony that was conducted on 05th October, 2019, the Vice Chairperson of Itorero Lt. Col. Desire Migambi thanked the management of Rwanda Energy Group for having organised Itorero. "This is an important training which will build patriotic and ethical values among staff, it is also an opportunity to reflect on our mandate and target of electrifying Rwanda 100% by

2024. We have to work on time to achieve that milestone". Migambi noted.

Migambi reiterated that all courses should be done in Kinyarwanda and reminded trainees to be punctual.

Geoffrey Zawadi; the Director of HR at REG who is also working as Course Coordinator during Itorero for REG, said that the training will cleanse the personal inadequacies and make REG staff better people in the community as well as their co-workers. This will not only accelerate the institutional development, but also boost Rwanda's economic development when the values are applied in their daily activities.

Zawadi went on by saying that after this second phase of Itorero, the third phase will take place from 22nd – 31st October, 2019.

He further said that all REG Staff will get an opportunity to be in Itorero.

Itorero is meant to enhance efficiency in service delivery basing on professional ethics and national values.

DURING UMUGANDA OF REG FOR JULY 2019, AROUND 130 HOUSEHOLDS WERE CONNECTED TO THE GRID



Caption

On Saturday 27th July, 2019 Rwanda Energy Group Staff together with USAID Rwanda, Power Africa Staff joined residents of Kigusa Cell, Nyarubaka Sector, Kamonyi District in monthly community works known as Umuganda.

Umuganda of July, 2019 also aimed at raising awareness on gender mainstreaming in the energy sector as well as the recently Program-Women in Rwandan Energy (WIRE). Around 130 households for widows in Kigusa were connected to the grid by REG technicians including women.

Some residents of Kigusa Cell whose houses were connected that were approached to express their views, thanked REG for not only joining them in Umuganda but also connecting their houses to electricity.

"I am extremely happy for the fact that my house has got electricity, I am now in another world, I thank the Government of Rwanda for thinking about us and developing our village." Disclosed Mukashyaka one of Kigusa residents.

Ron Weiss; the Chief Executive Officer of REG also thanked

staff of REG, USAID Rwanda and Power Africa for showing up in that Umuganda and connecting Kigusa households.

"The purpose of REG joining residents of Nyarubaka Sector on this day of Umuganda, was to work together for national development, our target is to connect all Rwandan households by 2024 and we have started the implementation of this project. Today also Umuganda was organized for raising awareness on gender mainstreaming in the energy sector, and I am sure you have seen that our ladies have the capacity in electrification of the country." Said Ron Weiss CEO of REG.

He concluded his remarks by thanking development partners namely USAID and Power Africa for supporting the project of electrification of Kigusa Cell and initiating a Program-Women in Rwandan Energy (WIRE).

The Government of Rwanda envisions transitioning from a developing country to a middle-income country. To achieve this goal, the government is targeting 100% electricity access by 2024.

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 gap 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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