

CUSTOME

# Customer Information Booklet

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### Welcome note

### Dear Customer,

Umeme is proud to provide your homes and businesses with safe and reliable electricity supply and are committed to continuous improvement, so that we bring you a positive customer experience.

We have a dedicated customer contact centre, where you can reach us 24/7, by phone or using social media, to report any issue or make a complaint. Our handy App also allows you to check your account details, look up information about outages, and report problems instantly.

If after reading this booklet you still have a question, please contact us, we will be happy to assist.

Thank you.

AGNES NALWANGA.S Head of Customer Service

### Who we are

Uganda's main electricity distribution company, listed on the Uganda Securities Exchange and cross listed on the Nairobi Securities Exchange. We operate a 20 year electricity distribution concession from the Government of Uganda. Following reforms in 1999, Uganda adopted a single buyer electricity sector model, where Uganda Electricity Transmission Company Limited (UETCL) is the System Operator, responsible for purchasing electricity from all Independent Power Producers, import and export of electricity. UETCL is our sole supplier.

As a distributor, we supply electricity to customers, involving operation, maintenance and upgrade of power infrastructure, electricity retail and provision of related services. The Electricity Regulatory Authority are responsible for sector regulation, with their mandate including setting operating standards and appropriate end user tariffs.

#### **Our Vision**

Powering Communities, Business & Industry for a prosperous Uganda

#### **Our Mission**

To supply our customers with safe, reliable electricity through an efficient distribution network and with passionate people, while delivering sustainable shareholder value.

#### **Our Values**

We place Safety of our employees and the public at the centre of our actions.

We provide exceptional Customer Service experience.

We act with Integrity, fairness and transparency in all our dealings.

We deliver services through Team Work.

We deliver quality services and values through Innovation and the zealto succeed continuously raising the bar on our performance.

### **Customer service**

#### **Our Valued Customer,**

We are always looking for ways to improve our service. Reliable timelines for delivery of services is vital for a positive customer experience.

#### **Our Promise:**

- 1. To uphold safety in all operations
- 2. To deliver an exceptional customer experience
- 3. To serve with integrity, fairness and transparency in all our operations
- 4. To deliver our services as one team
- 5. To deliver quality services and value through innovation

#### **Our Pledge**

| Resolution of technical complaints                | 12 hours       |
|---|----------------|
| Replacement of faulty/<br>vandalised transformers | 7 working days |
| Notifcation of planned<br>shutdowns               | 48 hours       |
| Response to emails/letters                        | 48 hours       |



Pursuant to the Electricity Act 1999, the related regulations and guidelines, the Consumers have the following Rights and Responsibilities

#### A. RIGHTS

#### Consumers have a right to:

- Be connected to electricity under the provisions of the law
- Be informed and protected against dishonest or misleading advertising and labelling
- Be notified of planned outages in advance
- Be heard in case of a dispute or complaint
- Seek redress and receive a fair settlement of claims
- Safety of person and property and a healthy environment
- Consumer education to allow for making of informed choices
- Be treated fairly and reasonably during any engagements
- Peaceful and guiet enjoyment of the electricity supplied by Umeme Limited.

#### RESPONSIBILITIES B.

#### Consumers have a responsibility to:

- Make timely payments for electrical power consumed in accordance with the prevailing tariff rates
- Maintain electrical installations at their premises in a safe condition
- Ensure that all electrical installations undertaken by the consumer are done by certified electricians
- Provide safe, convenient and unhindered access to the premises to enable work to be carried out
- Refrain from tampering with Umeme Limited's electrical installations. Any tampering shall constitute a breach of the supply contract leading to withdrawal of supply or a penalty
- Respect Umeme limited employees as they execute their duties and treat them with respect

A copy of the full Electricity Consumer Protection Guidelines can be accessed through our website at www.umeme.co.ug.

### **Get connected in three easy steps**

If you are seeking a new connection to electricity supply, follow the steps below:

> **APPLICATION** Fill out application form. Pay the inspection fees.

> > INSPECTION

Our team will visit you for inspection within 2 working days.

**PAYMENT & CONNECTION** A meter will be installed within 5 working days of payment.

#### **Connection requirements**

Copy of national ID, passport or driving license

Wiring certificate

- Wayleave permission from land owners through which the line will pass (if applicable)
- Company seal & certficate of incorporation (for companies)

### **Our standard charges**

\*Cost of preloaded units at prevailing tariff will be charged with connection fees

#### **Inspection Fee**

| Description                 |
|-----------------------------|
| Domestic/Residential        |
| Commercial - Single Phase   |
| Commercial - Three Phase    |
| Industrial (Medium & Large) |



#### New Connection Fees (Non-Standard Connections).

| Description       | Capital Contribution  | Security deposit |
|-------------------|-----------------------|------------------|
| Medium Industrial | (Costed after survey) | UGX 1,000,000    |
| Large Industrial  | (Costed after survey) | UGX 2,000,000    |
|                   | ·                     | ·                |

#### Note

- 1. Domestic: Low voltage supplied at 240 volts e.g. residential houses.
- Commercial Single Phase: Low voltage load e.g. supermarkets, restaurants, salons, shops, kiosks, clinics etc.
- Commercial Three Phase: Low voltage below 100 Amperes e.g. small scale industries, fuel pumps, millers etc.
- 4. Industrial Low & High: Voltage of 415 volts with maximum demand up to 500kVA and 11,000 volts or 33,000 volts with maximum demand exceeding 500 kVA but up to 10,000 kVA respectively. Mainly used by large scale industries.

### Got a complaint or query? **PLEASE FOLLOW THE SIMPLE STEPS BELOW:**



#### REPORTING

Report complaints or queries:

• At Umeme offices (8am-5pm Mon-Fri, 9am-1pm Sat) • 24/7 via social media, phone or e-mail



1.

#### **ACKNOWLEDGEMENT**

You will receive a system-generated reference number.

#### **HANDLING & RESOLUTION**

- Account/billing gueries will be resolved guickly through your chosen contact method.
- you until resolution, which will be within 30 days.
- Technical complaints will be resolved within 12hrs. Exceptional cases will be resolved within 7 days.
- Emergencies will take priority.

#### **ESCALATION**



- 2. Regional Manager
- 3. Head of Customer Service
- 4. Electricity Regulatory Authority (ERA) 0200 506 000 / 0312 260 166, info@era.or.ug.
- 5. Electricity Disputes Tribunal (EDT) 0414 232 987 / 0772 321 847

• Non-technical complaints will be resolved within 7 days. If we take longer, we will update

# Stay powered up! Download the UMEME App in 4 easy steps



• See planned outages a month in advance

• Get power saving tips

Contact us



## Yaka! pre-paid electricity

### What is Yaka!

Yaka! is prepaid electricity, allowing you to conveniently manage and control your usage. It works much like buying airtime for vour mobile phone, when the units are used up, you buy more to continue using the service.

### **Benefits**

- Maximum control and monitoring of electricity consumption
- Buy Yaka! units 24/7
- Buy what you need to use

### How do I get connected?

Visit an Umeme Service Centre/District Office

- Fill in an application form and pay inspection fees
- We will inspect your premises within 2 working days
- Your meter will be installed within 5 working days of payment



### Are Yaka! meters installed with preloaded units?

Yes. The Yaka meter is installed with 10KWh as preloaded units.

### Are preloaded units free?

No, they are paid for at your first purchase.

#### How much is deducted from purchases to recover preloaded units?

Umeme deducts 100% from your first purchase to recover preloaded units.

### Where do I buy a Yaka! token?

- Mobile Money (MTN, Airtel, Africell & UTL)
- E-Pay, PayWay & Ezee Money
- Partner Banks: .

Standard Chartered, Bank Of Africa, KCB, DFCU Bank, Citi Bank, Housing Finance Bank, Stanbic Bank, Equity Bank, Post Bank, Diamond Trust Bank, Orient Bank, United Bank for Africa, Finance Trust Bank, Barclays Bank, Centenary Bank and Bank Of Baroda.

#### How do I buy Yaka! with Mobile Money?

- Dial \*185#
- Select Payments (Pay Bill)
- Select Utilities Umeme/TouchPav
- Select Yaka!
- Enter vour Yaka! account number
- Enter Amount
- Enter Mobile Money PIN
- Confirm and wait for a verification message.

#### How do I buy Yaka! from PayWay self-service kiosks?

- Select Utilities
- Select Umeme
- Enter your Yaka! account number
- Enter your telephone number
- Insert money •
- Confirm payment & press 'Pay'
- Token receipt is printed and SMS with a token is sent.

#### What if I do not receive my token?

- You can find your token on the Umeme Mobile app. Download it for free from your App store.
- Contact our call centre 24/7.

### How do I load a Yaka! token?

Enter the token number into the meter at your premise.

#### Why am I given varying units for two purchases of the same amount in the same month?

Every first purchase of the month is given a discounted rate of UGX 250 for the first 15 units, which does not apply on the second purchase.

Also at the first purchase each month, Standard Service Fee of UGX 3,360 is deducted, as set by Electricity Regulatory Authority (ERA). If you don't purchase units for a number of months. Service fee accumulates and is recovered from your next purchase.

For other purchases within the same month, the discount rate and Standard Service Fee do not apply. All purchases are subject to VAT of 18%.

#### Is Yaka! more expensive than Postpaid electricity?

Prepaid and Postpaid electricity units are sold at the same price, with the tariff set and reviewed guarterly by the Electricity Regulatory Authority (ERA).

#### Breakdown of purchases made within a month

| ltem          | 1st Purchase (UGX) | 2nd or other purchases (UGX) |
|---------------|--------------------|------------------------------|
| 1-15 units    | 250/=              | Not applicable               |
| 16 units plus | Applicable rate    | Applicable rate              |
| Service fee   | 3,360/=            | Not applicable               |
| VAT           | 18%                | 18%                          |
|               |                    |                              |

### If I lose my Yaka! card, how do I find my meter number?

- On a Conlog meter, enter code #100#
- On an Itron meter, enter code 100, press enter and your



## **Get your monthly bill by email!**

Now you can receive your monthly bills via email on time to help manage yourmonthly payments better.

### Ways to sign up for Email Billing;

- Fill in the contact update form attached to your bill and deliver it • to any of our branches or email it to *callcentre@umeme.co.ug*
- Contact our call center Toll-free 0800 385385 or 0800 285285.
- WhatsApp us on 0772 285285. ٠

## **Receive bills on the go by SMS**

### **Contents of an SMS bill**

| Account name               |  |
|----------------------------|--|
| Account number             |  |
| Billing month              |  |
| Meter reading used to bill |  |
| Units (kwh) billed         |  |
| Bill amount (UGX)          |  |
| Total bill (Plus arrears)  |  |
| Payment due date           |  |

### How to register for SMS billing

Type **SMSBILL** <space> **YOUR ACCOUNT NUMBER** and send to **8185** 

### How to query for your SMS bill

Type **BILL**< space> YOUR **ACCOUNT NUMBER**. For example, type **BILL 20XXX** and send to **8185** 

### How to send us feedback

This facility allows you to send us feedback/enquires related to SMS BILL by sending a text message to 8185.



| 1       | _                          |        |
|---------|----------------------------|--------|
| > UNE   | IE OFFICE                  |        |
| BILL    | NG PERIOD                  | MAY 16 |
| 7 JNITS | HERLED: 99                 | 18/=   |
| TOTAL   | BILL: 146,3<br>Y, 19/06/20 | 170/=  |
| Enquir  | ies SMS TO                 | 8185   |
|         | 1                          | -      |
| -       | -                          | -      |
|         |                            | DEF 3  |
|         |                            | MNO 6  |
| 7 PQRS  |                            | WXYZ9  |
| *+      | 0_4                        | 0511   |
|         |                            |        |
| -       | -                          |        |

### Key features of a digital meter (post-paid)



### To read your meter, follow these steps

| 1 | Press the yellow button once, the display will show your<br>meter number which should correspond with the last 6<br>digits appearing on the meter plate (where you see the<br>bar codes).      |  |
|---|--|--|
| 2 | Press the yellow button for the second time and the 24 hour clock displays the time of day.  |  |
| 3 | Press the yellow button for the third time and the date is displayed   |  |
| 4 | Press the yellow button for the fourth time and the last<br>meter reading appears with the letter L. Note this reading.  |  |
| 5 | Press the yellow button for the fifth time and the current<br>meter readings show, note this reading and subtract<br>it from the last reading at step four to get your current<br>consumption. |  |

Note: Press yellow button for the sixth time and it will take you back to step one



## **Explaining your bill**

2

- 1. Customer details and connection type
- 2. Date
- 3. Last received payment and balance brought forward
- Meter number, previous and current readings, and energy consumption charges
- 5. Other applicable charges
- 6. Outstanding balance/amount
- Consumption period, type (actual/ estimated)
- 8. Message box for related information
- 9. Tear-off slip used for payments

| Head Office: 2nd Ri<br>Plot   Lumumba Ave<br>RO, Box 23841, Kan<br>Tel: 0312 360600<br>© Linese Intel<br>© 0728288 © Draws | loor, Rwenzori He<br>enue,<br>mpala, Uganda.<br>var | ouse,  |                       | T<br>NIT            | <b>'AX IN'</b><br>NO. 10                              | <b>VOIC</b><br>00025 | 5760                        |  |  |
|--|---|--|-----------------------|---------------------|---|----------------------|-----------------------------|--|--|
| UMEME LIMITED  | )<br>BUKOLOTO A                                     | SONI ZONE  |                       | Acc                 | AREA: KAYU<br>ount Number:                            | NGA<br>20518163      | 32                          | Tarriff:                               | COMMERCIAL   |
| KAYUNGA  |   |  |                       | BILL                | lumber:   | 64172203             | 6                           | Property Referen                       | ce 109 - (F0003)-[TX0001]-A-02130                  |
| Current Meter Re   | eading Date:<br>0                                   | 1/04/2017  |                       | Billin              | g Date:   | 02/04/201            | 17                          | Payment Due D                          | 12/04/20<br>ate:                                   |
| This bill is for e   | lectricity supp                                     | lied to:   |                       |                     |   |                      |                             |  |  |
| BILL   | IS  | METER<br>NUMBER  | PREV                  | IOUS<br>DING        | CURRENT<br>READING                                    | METER                | UNITS<br>KWh/KV             | RATE (UGX)<br>A                        | AMOUNT (UGX)                                       |
| BAL. B/FWD<br>PAYMENT REC<br>ENERGY OFF-P  | I'D<br>PEAK   | U215875  | 66                    | 19                  | 6873  | 1                    | 254                         | 391.50                                 | 1,170,712.24<br>-1,170,713.00                      |
| ENERGY SHOU  | JLDER   |  | 11858<br>5994         |                     | 12812   | 1                    | 954                         | 628.10                                 | 99,441.00  |
| ENERGY PEAK  | :   |  |                       |                     | 6394  | 1                    | 400                         | 815.90                                 | 599,207.40<br>326,360.00                           |
| FUEL ADJ<br>INFLATION AD,<br>FOREX EX ADJ<br>SERVICE CHARG<br>V.A.T.   | J<br>GE   |  |                       |                     |   |                      | 1608<br>1608<br>1608        | 0.00<br>0.00<br>0.00                   | 0.00<br>0.00<br>0.00                               |
|  |   |  | OUT                   | STAND               | ING   |                      |                             |  | TOTAL AMOUNT DUE                                   |
| Over 90  | ) days  | Over 6   | i0 days               |                     | Over 30 days  |                      | Current<br>8.00%            | 185,126.47                             |  |
| Consumption Period   |   |  |                       | Consumption Type    |   |                      | Payments After Ti           | Payments After This Date Are Not Shown |  |
| Dear Customer, TI<br>Approximate brea  | Thank you for ke<br>akdown of char<br>IRIES, PLEAS  | eping your ACCOUI<br>ges: UMEME 17% UI<br>E EMAIL: callcer | IT UP TO<br>EDCL / UE | DATE. G<br>ETCL 12% | onsider any faller<br>6 Generators 71%<br>co.ug OR CA | u wir es as          | live. Avoid a<br>285285, 08 | ny contact with them and               | call 0800185186 immediately<br>REE) OR 0312 185185 |
| Account Numb   |   |  |                       |                     |   | ~                    |                             | Billing Date                           |  |
| Account Numb   | er:   |  |                       |                     | PAYMEN<br>Please bring th                             | T SLIP               | 1                           | Billing Date                           |  |

### Key issues to note

#### **Bill components**

- Units consumed: Current Previous meter reading
- Service charge: For maintenance of power installations
- Energy charges: Units consumed x approved tariff rate
- Value Added Tax (18%): Surcharge applicable on all energy sales.

### **Bill computation**

Current monthly readings are subtracted from those that were collected in the previous month to compute your consumption in that period as illustrated below:

| Current reading              | 140803 |
|------------------------------|--------|
| Previous reading             | 140502 |
| Units consumed (kWh/<br>KVA) | 301    |

Your monthly consumption is calculated based on the approved quarterly tariff structure by Electricity Regulatory Authority (ERA), for the different customer categories.

### **Bill estimation**

Bills are sometimes estimated when our staff are unable to read your meter in a given month. This can be due to adverse weather, locked premises, guard dogs or other reasons.

The word "ESTIMATE" will appear under consumption type on the bill and letter "E" will also be indicated on the current reading. This estimated bill is only a provisional charge which will be corrected automatically the next time actual readings are picked.

### What to do if your meter has a problem

If you suspect that your meter is not functioning normally, please visit the nearest Umeme Service Centre and apply for meter testing. A fee of UGX 5,000 will be charged.

#### What to do when you do not receive your electricity bill

You can also get your billed amount direct on your mobile phone by typing "BILL <space> ACCOUNT NUMBER <space> MONTH <space> YEAR." For example, for a March Bill, type (BILL 20XXX 03 2016) and SEND to 8185. In the event that this has not been possible due to unavoidable circumstances, please do any of the following

Email our contact centre at: callcentre@umeme.co.ug, or call:0800 285 285 or 0800 385 385 (toll free) 0312 185 185, 0414 185 185.

#### **Termination of service**

- Service to a customer will be terminated and materials (meter, solidal cable & circuit breaker) recovered where no consumption is registered for a consecutive period of six months (meter reading 'zero'). A notice is issued before termination.
- Service can also be terminated on the request of a customer at any time provided that the outstanding bill is cleared.

## **Automated Meter Reading (AMR)**

#### How it works

A meter installed at your premises sends billing information to the Umeme data collection centre via a wireless network. That data is processed and then electronically sent to the billing office where your bill is computed.

#### Benefits of AMR to the customer

- Timely and accurate billing
- Reduced visits from Umeme staff to your premises
- Faster response to incidents and faults
- Availability of consumption data on hourly, daily and weekly basis



Download the AMR Web Access Agreement Form from our website

Fill in the form and submit it to the Umeme district office which covers your area.



#### Web access

You can view your consumption and load profile data over the internet. Below are the steps to access this information.





Your request will be reviewed by the district supervisor and if approved, you will be contacted with your login details.

Log into the Online AMR System to accessyour consumption data and load profiles.



Forms can be obtained from district offices. Please visit our website for more details

## Your safety is our priority



#### We place safety at the heart of all our actions

While it may have many beneficial uses, electricity can also be very dangerous. Improper use of electricity can lead to loss of life and cause damage to property. We need to be very careful when we are handling electrical appliances. We must not forget that electricity can flow through water, and our bodies as well.

The following tips will help keep you safe from the harmful effects of electricity.

Report all electricity emergencies on 0800 285285 or 0800 385385 (toll-free) 0312 185185

App: Umeme Mobile

Facebook: Umeme limited

Twitter: @Umemeltd

Whatsapp: 0772 285285

Email: callcentre @umeme.co.ug/info@umeme.co.ug

Website: www.umeme.co.ug

Safety tips

### Stay safe. Stay alert. Save lives.

- 1. Never step into a flooded area or room if water is in contact with electrical outlets, appliances or cords.
- 2. Do not attempt to turn off power at the breaker box if you must stand in water to do so. If you can't reach your breaker box safely, contact us to shut off power at the meter.
- Never use electrical appliances or touch wires, switches or fuses when you're wet or when you're standing in water.
- 4. Keep electric tools and equipment at least 10 feet away from wet surfaces. Do not use electric yard tools if it's raining or the ground is wet.
- If an electrical appliance has been in contact with water, have a professional check it out before it is used. It may need to be repaired or replaced.
- 6. Stay away from power lines and electrical wires: The second killer during floods after drowning is electrocution. Electrical currents can travel through water.

- 7. Do not walk through standing water that covers electrical equipment or outlets. There could be enough of an electrical current in the water to cause a deadly electric shock.
- 8. Stay away from downed power lines.
- 9. Do not walk in areas where you hear buzzing and popping or see sparks.
- 10. Pay attention to odours. If there is a burning plastic smell, there could be an electrical fire.
- 11. Do not use appliances or electrical equipment affected by flooding unless an electrician has inspected them and cleared them for use.
- 13. Have a certified electrician inspect your system for damage before calling for a re-connection.





Do not construct buildings/structures near or under electricity lines. Construct buildings/structures safely away from electricity lines.



Do not cut trees near or under electricity lines.

Always call Umeme to help you cut the trees safely.



Power theft may lead to loss of lives or property. Report illegal connections to our call centre.



## ENERGY SAVING TIPS FOR OUR INDUSTRIAL CUSTOMERS



#### Why save electricity?

Save electricity: Quite often, Umeme advises its customers to save electricity to reduce on their bills (cost) while at the same time availing the power to more customers that might not have it. The other benefit of power saving minimizes load shedding, reduces pollution and carbon footprint. Below are the benefits of energy saving to our customers, especially the large power users.

### Step 1: Assess the energy use of your plants and set a savings goal

Why? Managing energy use is difficult if you are not measuring it. By measuring and tracking, you can evaluate the energy use of your plant(s) and determine a reasonable energy savings goal. This is the first step of an effective energy savings program.

#### How:

- Assess the current energy performance of your plant.
- Set appropriate goals for your facilities. Example; a simple 10% savings goal for a start.

#### Step 2: Improve common plant systems

Why? Global estimates indicate that common plant systems use about 80 percent of all industrial energy. It is also possible to reduce energy use in these systems by 10-20 percent. Common plant systems to focus on include:

- Motors and Pumps
- Compressed air
- Steam generation
- Process heating

#### How:

Uncover opportunities by;

- Evaluating operating practices for waste, unnecessary use, or misuse.
- Operate systems as they were designed and commissioned.
- Proper maintenance of systems to reduce losses.
- Sizing systems for your needs and adjusting them as needs change.
- Recover heat from systems, where possible.

A few specific opportunities include:

- Motors Use energy efficient products when.
- Rewinding of motors Maximum 2 times
- Compressed air Eliminate leaks, inappropriate uses, and verify / reduce system pressure
- Steam Maintain steam traps, eliminate leaks, insulate and tune up boilers regularly

#### Step 3: Turn off what is not needed

Why? A common problem in industry is that equipment remains on and running during non-production periods. This results in wasted energy. For many, this practice can be easily adjusted.

#### How:

- Conduct plant walk-throughs when the plant is down for maintenance.
- Study what is running during these times and determine what can be shut off. (lighting, motors, etc.).
- Establish shut-down procedures that can be implemented by everyone in the plant.
- // Periodically review plant adherence to shutdown procedures.

#### Step 4: Get employees involved.

#### Whv?

- Employee behavior impacts energy use.
- Employees influence the amount of power required to run equipment, light spaces, etc. However, when informed about the need to save energy and how to do it, generally, employees How: want to help.
- Promoting energy awareness among employees can provide guick, positive returns for a small, upfront cost.

Hold a special staff meeting to review some basic energy saving behaviors as listed below:

- Educate employees on facility energy use and costs.
- Solicit ideas for energy reduction projects from employees.
- Make employees aware of their responsibilities to manage energy, such as:
  - Turning equipment off when not in use
  - Keeping plant, warehouse or refrigerator doors closed to avoid loss of cooled or tempered air
  - Avoiding improper use of equipment, such as using compressed-air blow down
  - Use Monitor Power Management techniques to make sure computer monitors and computers are placed into sleep mode or turned off after periods of inactivity.

#### Step 5: Check the lights

Why? In some industries, lighting can use a substantial amount of energy. Look carefully at current lighting systems for efficiency, levels, and controls. Consider upgrading equipment. Perform regular

maintenance and make sure lights are turned off when not in use. It is often cost effective with today's technology to replace older lighting systems and save 30 percent or more on lighting expenses. More efficient lighting produces less heat which reduces the need for air conditioning.

- Turn off lights when not in use.
- Maximize the use of task lighting.
- Examine the opportunity for occupancy sensors.
- Evaluate lighting levels.
- Replace older fluorescent lighting with LEDs and consider using fluorescent lighting in high bay applications.
- Replace incandescent bulbs with compact fluorescent bulbs.
- Implement a regular light maintenance schedule.
- · Make sure that outdoor lighting is not being used during davlight hours.
- Indoor lighting for security can be accomplished with as few as one out of every ten lighting fixtures.
- Use natural daylight, where possible.

#### Step 6: Reduce harmonics

Why? Harmonics are unwanted electrical signal generated through a non-linear processes. Solid state Machine drives are a major contributory factor.

- Employ harmonic filtering to;
  - Reduce heating effects
  - Minimize equipment damage

#### Step 7: Improve power factor

Why? The power that we use at our homes and industry has two components Active Power (MW) which in essence is the power that Reduced non-productive loading on the system performs useful work whereas the Reactive Power is power magnetic Increased system capacity equipment needs to produce magnetic flux e.g induction motors. Minimised or deferred investments in new generation and These two components constitute what we call Apparent Power transmission lines (energy recovered and returned to the (MVA). When a system has a low power factor it implies more current economy of Uganda. is drawn when compared to that with a high power factor. The ideal figure for good power factor is 1 and that for poor power factor is 0 Step 8: Understanding and utilizing the time of use tariff generally power factor is defined by a number between 0 and 1. A structure to minimize energy costs. low power factor occurs predominantly in industrial or commercial power consumers especially industrial loads like induction motors, Uganda's tariff structure for commercial & industrial customers is in three time bands namely Shoulder (6am-6pm), Peak (6pm - 12am), compressors, welding machines, electric furnaces, choke coils and magnetic systems, neon signs and discharge lamps. Industrial loads Off Peak (12am - 6am). The cost of power per unit is highest during absorb reactive power from the system hence the need for reactive the peak time period and least expensive during the off peak time power compensation the mitigation here is to install capacitor banks period. Industrial customers can therefore take advantage of this which decrease the magnitude of reactive power thereby increasing tariff structure and maximize production during the off peak time the power factor. period while keeping production at a minimum at the peak time period to reduce their overall expenditure on power.

#### Disadvantages of low power factor include;

- Increased load to generators, transformers and conductors.
- Increased investments required (Generation, Transmission and Distribution)
- Increased system voltage drops.
- Increased system losses
- Reduced system efficiency
- Reduced system capacity

#### Benefits of improved Power factor Include;

- Reduced system loses
- Reduced power consumption

- Reduced electricity costs
- Minimised voltage drop on lines
- Improved quality of supply

## ENERGY SAVING TIPS FOR OUR DOMESTIC CUSTOMERS





#### LIGHTING & CHARGING

- only reading material rather than the whole room.
- tube lights and lamps regularly.
- instead of one.
- burning mid-night lamps.
- wall instead of using the remote.

#### FRIDGE

- freezer, only turn it on when you need it.
- compressor workload.
- Allow hot food to cool off before putting it in the refrigerator.
- energy and home space.

Customer carebooklet. Edition 2

• Switch to LEDs or compact fluorescent light bulbs – you could save up to %80 energy per globe. • Use task lighting, which focuses light where's it's needed. A reading lamp, for example, lights

Dirty tube lights and bulbs reflect less light and can absorb 50 percent of the light; dust your

• If possible, put lamps in corners of rooms, where they can reflect light from two wall surfaces

• Encourage children to utilize morning hours and broad day sun light for studies, rather than

• Turn your television, DVD and stereo off by using the button on the unit or turning it off at the

• Did you know your phone charger is still using energy even when your phone is not attached? Up to %10 of your electricity could be used by gadgets and appliances that are on standby.

• Your fridge is always on, making it one of your most expensive appliances. Make sure the door seal is tight and free from gaps so cold air can't escape. If you have a second fridge or

Do no put uncovered liquids in the refrigerator. The liquids give off vapors that add to the

When dust builds up on refrigerator's condenser coils, the motor works harder and uses more electricity. Clean the coils regularly to make sure that air can circulate freely.

• Make sure that you are using a refrigerator that is approximately sized for your needs. If your fridge is too small, you may be overworking. If it is too large, then you are potentially wasting



#### COOKING

- Rearrange oven shelves before turning your oven on and don't peep at food in the oven! Every time you open the oven door, °5-°4 is lost.
- Microwaves cook food from the outside edge toward the center of the dish, so if you're cooking more than one item, place larger and thicker items on the outside.
- When cooking, keep lids on your pots to reduce cooking time.
- If you are buying a toaster, don't buy an extra-long slot one, if you aren't going to use up all the extra-long slots, because the extra energy / heat is just going to be wasted going up the open space.
- Small appliances use less power than larger ones. Save money by using a microwave oven rather than a regular electric oven/stove.

#### COOLING

- Air conditioners are big power users. Try running your air conditioner between 24 and 27 degrees and use your fan as well. It takes the humidity and edge out of the heat and the fan then circulates the cooler air.
- Clean the air-conditioner filter every month. Clean filters enable the unit to cool down quickly and use less energy.
- Try to avoid usage of dark colors on the external surfaces (roof and walls) of the house. Dark colors absorb more heat than light colors, leading to increased use of the AC.



CONTENT

#### WASHING & DRYING

- temperature to cold as often as possible.
- Adding too much detergent actually hampers effective washing action and may require more energy in the form of extra rinses.
- Soak or pre-wash the cloths for effective cleaning.
- Dry your clothes on a line rather than using your dryer
- reheating your iron every time.

#### COMPUTERS

- Screen savers save computer screens, not energy.
- costs by approximately %40
- half the system's energy.



 Use Cold water, as almost %90 of the energy consumed by washing machines goes to heating the water. Set the washing machine temperature to cold or warm and the rinse

- Try and do your ironing in large batches that way you won't waste energy heating and

 Start-ups and shutdown do not use any extra energy. In fact, shutting computers down when you are finished using them actually reduces system wear and saves energy. Setting computers, monitors and copiers to sleep-mode when not in use helps cut energy

If your computer must be left on, turn off the monitor; this device alone uses more than

### Tips on how to manage your power bills

| Ironing  | <ul> <li>Iron clothes while still damp. You spend less energy and less time removing creases.</li> <li>Use an iron with heat control so you can regulate temperature.</li> <li>Iron many clothes at once. An iron uses more power to heat up than to stay hot.</li> <li>Switch off your iron when you're finished using it.</li> </ul>   |
|----------|--|
| Heating  | <ul> <li>Instant water heaters take less time to heat and use less energy.</li> <li>When heating water over a stove, keep the container covered to retain heat.</li> </ul>   |
| Cooking  | <ul> <li>Prepare all the items you intend to cook before turning on the heat source.</li> <li>Old appliances require more energy before heating up fully. Try to replace them.</li> <li>Switch off cooking appliances when not in use.</li> <li>Save energy by cooking all at once.</li> <li>Cover saucepans to retain heat and avoid warming food frequently.</li> <li>Food flasks help to retain heat in food.</li> </ul>  |
| Lighting | <ul> <li>When not in use, switch off lights.</li> <li>Energy saving bulbs save you more in the long run.</li> <li>Use natural light as much as possible.</li> <li>Switch off security lights as soon as there's daylight.</li> </ul>   |
| Cooling  | <ul> <li>The larger the fridge, the more power it will consume.</li> <li>Clean your fridge often, epecially the condenser coils, fins and motor.</li> <li>Defrost fridges regularly. Frost makes your fridge work harder, using more power.</li> <li>Shutting fridge doors lightly causes the fridge to work harder and use more power.</li> <li>Leave a space between the fridge and other furniture to facilitate ventilation and help it work more efficiently</li> </ul> |

## Making it easier to pay your electricity bills OPTIONS AVAILABLE **24/7**



Pay when and how you want, using any of our registered partners

# **Energy Rebate Policy**



### Did you know?

As a customer, you could invest in power line extension undertaken as part of customer connection installations and get compensated for it through Energy Rebates

Conly 40% of the actual active energy (KWHs) billed will be reimbursed, the customer will pay the outstanding amount (60%) after deduction of the rebate

Only costs approved by ERA will be reimbursed and these include labour, transport and materials. Wayleaves and associated costs of land and right of passage will NOT be reimbursed.

To qualify for Energy Rebates you need to submit an application with verified supporting documents upon receipt of which, Umeme issues a letter of no objection and submits application to ERA for final approval.

Customers who qualify for Energy Rebates are Industrial customers;
with a maximum demand of up to 500KVA
are located in an industrial park /any other location approved by ERA
are constructing a network in an area that can connect 10 potential customers within one year of commissioning
planning a network length of 500 Metres and above

An energy Rebate Account will be operational for a period not exceeding 36 months after which, the rebate account will be closed and the customer will pay 100% of the energy billed thereafter.

Any investment amounts not recovered within the 36 months shall be forfeited and not recoverable by the consumer.

After Reimbursement;

• Umeme will issue a certificate of completion of the reimbursement and the customer will issue an acknowledgment of receipt • Rebate process documentation shall be archived at the respective Umeme District Office for ease of inspection and ERA Audits

## Say no to bribery

No staff / contractor is allowed to receive money directly on behalf of Umeme.

Call 0312 360777 if solicited



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### **Our service centres**

We are open between 8am and 5pm on weekdays: Saturday 9am - 1pm

#### CENTRAL

Ntinda Service Centre, Plot 31, Ntinda Complex

Bombo Service Centre, Naalva Service Centre, Plot 12, Kalangala Road, Bombo

Kabalagala Service Centre, Tirupati Mall, Ggaba Road, Nsambya

Kampala Metro Service Centre, Plot 5, Pilkington Road

Kasana Service Centre, Kaludo Complex, Kasana Town

Kitintale Service Centre, Plot 243, Luzira-Kitintale

Kireka Service Centre, Lico Holdings Building, Plot 103

Entebbe Service Centre, Plot 26, Kampala Road

Magyigye Service Centre, Zirobwe Road, Magigve Town

Najjanankumbi Service Centre 2nd Floor, Freedom City Mall, Namasuba, Entebbe Road

Nakulabye Service Centre, Nakulabye Plaza, Kibuga, Mengo

Nateete Service Centre, Gamba Plaza, Nalukolongo, Nateete

Quality Shopping Mall, 1st Floor

Wandegeva Service Centre, Plot 1064 & 956, Bombo Road

Wabigalo Service Centre, Nakasongola road, Wabigalo Trading Center

**Kiboga Service Centre**, Kiboga Town, Wamala Road, Plot 506

#### WEST

Bushenyi Service Centre, Ishaka, opposite Basaija Police Station

Fort Portal Service Centre, Plot 7, Rukiidi (111) Street

Hoima Service Centre, Plot 10, Main Street

Kabale Service Centre Plot 127, Kabale Road

Kasese Service Centre, Plot 39 Block 425, Margarita Road

Masaka Service Centre, Plot 30, Kampala-Masaka Road

Mbarara Service Centre, Plot 19. High Street Mityana Service Centre, Plot 39, Mityana Road

Rukungiri Service Centre, Republic Road Zone **Kisoro Service Centre**, Mutanda Road Mubende Service Centre **Bus Park Road** 

Ibanda Service Centre, High Street, Plot No. 343, KazRutHouse

Lyantonde Service Centre, Kyamera Road, Plot 506, Lyantonde

Ntungamo Service Centre, Old Kabale-Mbarara Road, Ntungamo Town, Plot 87

#### EAST

Iganga Service Centre, Plot 109, Old Market Street

Jinja Service Centre, Plot 14/16, Oboja Road

Kamuli Service Centre, Plot 1-2 Katalo Road

Mbale Service Centre, Plot 42, Cathedral Avenue Mukono Service Centre, Plot 98-102, Kampala Road Soroti Service Centre, Soroti Avenue

**Tororo Service Centre**. 1a & 1b Bazaar Street

Kavunga Service Centre, Hospital Lane

Lugazi Service Centre, Ntenga Road

Paliisa Service Centre, Outa road, YNM Building

Sironko Service Centre, Plot 1, Buwalasi View Road, Sironko Town Council

#### NORTH

Gulu Service Centre, Plot 28 Gulu Street

**Kitgum Service Centre,** Janan Luwum Road

Lira Service Centre, Plot 1 Maruzi Road

Masindi Service Centre, Masindi Port Road

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### How to contact us

If you have a query or complaint, we encourage you to contact us through the following channels:

## Telephone

0800 2852 85 or 0800 385 385 (toll-free) 0312 185185

### **Digital media**

App: Umeme Mobile Facebook: Umeme limited Twitter: @Umemeltd Instagram: Umemeltd Whatsapp: 0772 285285 Email: callcentre @umeme.co.ug/info@umeme.co.ug Website: www.umeme.co.ug

### **Head office**

2<sup>nd</sup> Floor Rwenzori House, Plot 1, Lumumba Avenue, P.O Box 23841, Kampala Tel: 0312 360600



