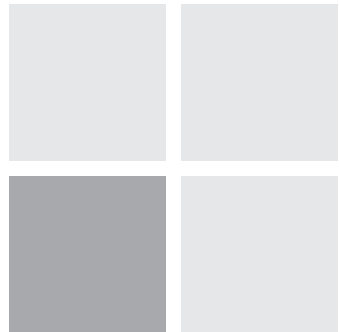


ERONGO RED CUSTOMER SERVICE CHARTER



VISION

Electricity for all by 2020

MISSION

The distribution and supply of electricity within the Erongo Region

VALUES

Integrity

Accountability

Commitment

Customer Focus

Empowerment

Teamwork

SERVICES THAT OUR CUSTOMERS CAN EXPECT:

- Connection to the electricity supply and distribution grid where certain standards and conditions have been met.
- Information regarding tariffs, available connection types, account balances etc.
- Accurate, timely monthly invoice/statement.
- Customer Care and pay points dealing with complaints and queries at the following towns: Swakopmund, Walvis Bay, Henties Bay, Omaruru, Usakos, Karibib, Uis and Arandis.

STANDARDS TO BE MAINTAINED:

- To encourage and achieve the highest possible degree of compliance with the Standard Conditions for the Supply of Electricity, as set by the Electricity Control Board of Namibia, Electricity Act of Namibia, the standard conditions for the Supply of Electricity of Erongo RED and any National or International Standards that Erongo RED may institute.
- To achieve this, Erongo RED will determine the extent of compliance and the causes of non-compliance and shall take further action to correct the situation.



HOW CAN A CUSTOMER COMPLAIN IF THINGS GO WRONG



PERSONALLY WE WILL:

- See / meet you within the agreed time.
- By telephone we will:
 - Answer the telephone within less than three rings.
 - Identify ourselves by name.
 - Inform when you can expect a full response if we cannot resolve the query immediately.

IN WRITING WE WILL:

- Acknowledge your letter within two working days.
- Respond to all queries within seven working days.
- Complete and respond to your query within thirty days if the complexity of the matter requires more time and information in order for it to be resolved satisfactorily.

OUR COMMITMENT TO YOU:

- To strive to adhere to Erongo RED's Vision, Mission and Values.
- To provide our services in line with the requirements of the Electricity Control Board.
- To abide by this charter.
- To take ownership and give feedback to customers.

WHAT WE EXPECT FROM YOU:

- To be honest and polite.
- To give us accurate and complete information.
- To comply with the relevant Act, Policies and Procedures of Erongo RED.
- To complete your application accurately. To provide all the relevant details when completing any application form.
- To give us a clear indication as to when you expect us to provide you with certain connection.
- To settle your account on or before the due date.
- To inform us how you would like us improving our services.

GENERAL INFORMATION FOR SERVICE APPLICATION:

- An application for service may not be done on behalf of another person. By not declaring themselves, the person or persons applying for the service make themselves guilty of a punishable offence.
- Applications on behalf of companies/institutions/organisations/Body Corporates/Closed Corporations must be signed by a director or duly authorised representative or member; and must bear the official stamp and designation of the person who signs the application form.
- The company's registration certificate, issued by the Registrar of Companies, founding statements in case of a Closed Corporation, as well as a Business Certificate issued by the Health Department of the Municipality or Village Council where connection is required, must accompany the application for service.
- A means of identification, e.g. I.D., Passport, driver's licence, etc., must be produced with the application.
- In the event of newly built structures, a copy of the Certificate of Compliance, Certificate of Completion from Erongo RED Inspectors and proof of ownership of the property must be handed in.
- Owners of rental properties must enter into legal and binding rental agreements with the tenants and must take note of the conditions of supply, as set out in the Application for Permanent Services.
- Customers must complete an Application for the Disconnection of Services on vacating the premises as they remain liable for the basic charges and consumption of electricity until a completed disconnection form is received and processed.

WHEN YOU COMMUNICATE WITH US PLEASE GIVE US THE FOLLOWING INFORMATION:

- Your full name, account number, Erf number, postal address, telephone number, fax or e-mail address, identification number, physical address, employer details.
- Give us a clear description of the particular concern or requirement.

Contact details of our Call Center are: Tel: 081 9600 (Toll Free) / 064 214 680



ABOUT US:

PAYMENT METHOD:

YOU CAN PAY YOUR ELECTRICITY ACCOUNTS IN MANY WAYS:

- At any Erongo RED pay-point, in cash or cheque only
- Direct banking
- Internet banking
- Debit order

The following bank accounts can be used:

ALL INTERNET BANKING AND FNB DIRECT DEPOSITS:

Bank: First National Bank
 Branch: Walvis Bay
 Account name: Erongo RED (Pty) Ltd
 Branch number: 28 21 72
 Account number: 62 10 33 11 156

OR IN THE ABSENCE OF A LOCAL FNB BRANCH:

Bank: Bank Windhoek
 Branch: Walvis Bay
 Account name: Erongo RED (Pty) Ltd
 Branch number: 48 18 72
 Account number: 80 00 63 02 03

OR FOR EX-NAMPOWER CUSTOMERS:

Bank: Bank Windhoek
 Branch: Walvis Bay
 Account name: Erongo RED (Pty) Ltd
 Branch number: 48 18 72
 Account number: 80 00 61 56 11

PLEASE NOTE

When making direct payments or internet payments, it is very important to ensure that:

- Your account number (in full) appears as the transaction reference.
- When making direct deposits, internet payments or multiple account payments with one deposit, the details must be faxed to the correct fax number (the number appearing on your account).

QOS STANDARDS DETAILS

QUOTATION TIMES

Quotation Type	Guaranteed Standard	Guaranteed Standard	Guaranteed Standard	ERONGO RED Current Standard
	≤3x60 Amps (41 kVA)	≤500 kVA	> 500 kVA & MV (budget quote only)	> 500 kVA & MV (budget quote only)
Meter installation and supply only – urban	1 day	NA	NA	1 day
Meter installation and supply only – rural	1 week	NA	NA	2 days
Service connection on urban LV network	1 week	NA	NA	
Service connection on rural LV network	2 weeks	NA	NA	
Connection requiring LV works on urban network	3 weeks	3 weeks	NA	
Connection requiring LV works on rural network	3 weeks	3 weeks	NA	
Connection requiring MV works on urban network	4 weeks	6 weeks	8 weeks	
Connection requiring MV works on rural network	4 weeks	6 weeks	8 weeks	

TIME TO PROVIDE SUPPLY

Connection Type	Guaranteed Standard	Guaranteed Standard	Guaranteed Standard	ERONGO RED Current Standard
	≤3x60 Amps (41 kVA)	≤500 kVA	> 500 kVA & MV	> 500 kVA & MV
Meter installation and supply only – urban	1 week	NA	NA	2 days
Meter installation and supply only – rural	2 weeks	NA	NA	1 week
Service connection on urban LV network	2 weeks	4 weeks	NA	
Service connection on rural LV network	2 weeks	4 weeks	NA	
Connection requiring LV works on urban network	6 weeks	8 weeks	NA	
Connection requiring LV works on rural network	8 weeks	10 weeks	NA	
Connection requiring MV works on urban network	6 months	6 months	Agreement	
Connection requiring MV works on rural network	6 months	Agreement	Agreement	



STANDARDS FOR VARIOUS SERVICE ACTIVITIES

Service activity	Measure of service standard	Overall standard (recommended practice)	Guaranteed Standard	ERONGO RED Current Standard	ERONGO RED Current Standard
		Response	Resolved	Response	Resolved
Customer complaints	Time to respond & resolve	80% one stop without referral	4 weeks	50% one stop without referral	4 weeks
		20% & written – respond in 1 week	4 weeks	50% & written – respond in 4 week	5 weeks
		Quality of supply related NRS048	Quality of supply - NRS048	Quality of supply related NRS048	Quality of supply - NRS048
Customer enquiries	Time to respond & resolve	80% one stop without referral	1 day	80% one stop without referral	1 day
		20% & written – respond in 1 week	4 weeks	20% & written – respond in 1 week	5 weeks
		Payment queries 100% one stop.	Changes effected within 31 days.	Payment queries 100% one stop.	Changes effected within 31 days.
		Meter reading queries 5 days	Changes effected within 31 days	Meter reading queries 10 days	Changes effected within 31 days
Connection requiring MV works on rural network	6 months	Agreement	Agreement		
		Account queries 5 working days	Changes effected within 31 days	Account queries 30 working days	Changes effected within 31 days
Customer requests moving / changing; meters, street lights or tariffs	Time to respond & resolve	1 week to reply stating requirements	4 weeks to provide detailed quotation and conditions	1 week to reply stating requirements	4 weeks to provide detailed quotation and conditions

STANDARDS FOR VARIOUS SERVICE ACTIVITIES (CONTINUED)

		Account queries 5 working days	Changes effected within 31 days	Account queries 30 working days	Changes effected within 31 days
Customer requests moving / changing: meters, street lights or tariffs	Time to respond & resolve	1 week to reply stating requirements	4 weeks to provide detailed quotation and conditions	1 week to reply stating requirements	4 weeks to provide detailed quotation and conditions
Customer reporting	Time to respond & resolve	All fault reports not resolved telephonically are referred to the dispatcher within 1 hour	Apply continuity of supply standards		
		All emergency reports acted on immediately	2 hour urban		
			6 hours rural		
Handling of claims	Time to respond & resolve	Written reply within 1 week	Penalty payments within 31 days		
Notice of planned interruptions	Time in advance to give notice	To be given to the affected customers at least 48 h in advance	NA		

FREQUENCY OF METER READINGS AND BILLS

Metering / billing	Frequency of meter readings	Guaranteed Standard	Guaranteed Standard	ERONGO RED Current Standard	ERONGO RED Current Standard
	Application	URBAN	RURAL	URBAN	RURAL
Frequency of meter readings	All supplies up to 100 kVA	Once every 4 months	Once every 4 months	Once every 4 months	Once every 4 months
	All supplies above 100 kVA	Once every month	Once every month	Once every month	Once every month
Timing of bills	Time from billing to due date for payment	14 days	14 days	14 days	14 days
	Billing cycle	Once per month	Once per month	Once per month	Once per month

RESTORATION TIMES AFTER FORCED INTERRUPTIONS

Percentage of Interruptions	Urban	Rural	ERONGO RED Current Standard-Urban	ERONGO RED Current Standard-Rural
30% (overall standard)	1.5 hrs	3 hrs	3 hrs	24 hrs
60% (overall standard)	3.5 hrs	7 hrs	6 hrs	6 hrs
90% (overall standard)	7.5 hrs	15hrs		
98% (overall standard)	12 hrs	24 hrs		
100% (guaranteed standard)	24 hrs	48 hrs		

NUMBER AND DURATION OF INTERRUPTIONS PER YEAR

1	2	3	4	5	6	7	8	9
Category of network	Planned interruptions	Forced interruptions	3 hrs	24 hrs				
	Overhead distribution	Underground distribution	Overhead distribution	Underground distribution				
	No.	Time	No.	Time	No.	Time	No.	Time
Urban established	4/yr	24hrs/yr	2/yr	16 hrs/yr	12/yr	32 hrs/yr	4/yr	24 hrs/yr
Urban developing	6/yr	48 hrs/yr	4/yr	24 hrs/yr	24/yr	120 hrs/yr	6/yr	48 hrs/yr
Rural overhead (<=33 kV)	6/yr	48 hrs/yr	NA	NA	24/yr	120 hrs/yr	NA	NA



CUSTOMER SERVICE PAY POINTS

The physical addresses for pay points, electricity applications and queries for Erongo RED's respective regions, are listed below:

Henties Bay

Erf 602, Jakkalsputs Road

Omaruru

Erf 83, Wilhelm Zeraua Street

Arandis

Erf 1102, Hospital Street, Arandis

Usakos

Erf 52 A, Goede Streets

Karibib

Erf 90, Park Street

Uis

Erf 246, Bo Dorp

Swakopmund

Central: Apex Building/Park at Smith Avenue, Erf 662

Walvis Bay

Erongo RED Building,
91 Hage Geingob Street,
Walvis Bay

Narraville: Old Post Office Building Erf 15,
c/o Flamingo & Kruis Street

Kuisebmond: Erf 909,
122 Nathaniël Maxuilili Street,
Kuisebmond

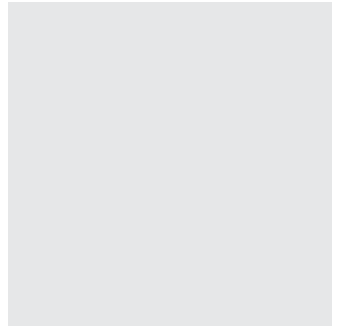
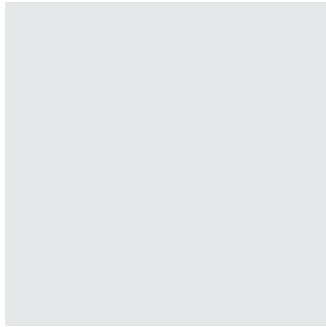
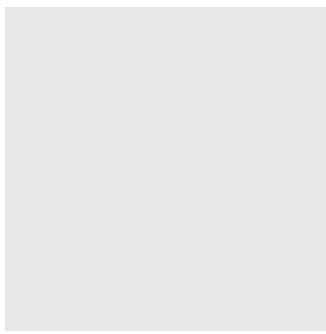
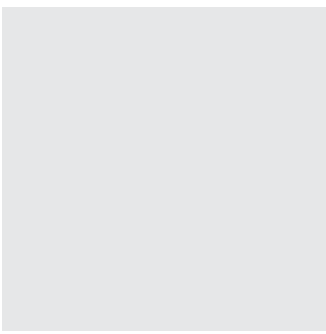


IF YOU HAVE ANY FURTHER COMPLAINT OR SUGGESTIONS REGARDING OUR SERVICE, PLEASE CONTACT OR ADDRESS ALL CORRESPONDENCE TO THE OFFICE OF THE CHIEF EXECUTIVE OFFICER:

Erongo Regional Electricity Distributor Company (Pty) Ltd (Erongo RED)
PO Box 2925
Walvis Bay
Namibia
Telephone: + 264 64 214 600
Facsimile: + 264 64 214 601

Or the **Erongo RED Call Centre** at 081 9600 (Toll free number)





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