

## PUBLIC NOTICE

### CONTINUITY OF ELECTRICITY SUPPLY SERVICES DURING THE PERIOD OF THE COVID – 19 PANDEMIC

The Government of Uganda through the Ministry of Health is leading Uganda's response to the COVID-19 Pandemic. In line with the Government's Directives (the 'Directives') on the management of the Covid-19 Pandemic, the Electricity Supply Industry (ESI) is adopting the following measures to tackle the adverse situation that might arise due to the potential spread of the Covid-19 Virus.

1. All Electricity Generation Companies have been directed to establish Business Contingency and Continuity Plans to mitigate any disruption in operations, in order to maintain continuous electricity generation.
2. All Electricity Companies have also been directed to ensure the protection of their Power Plants and or Installations against cyber-attacks and possible external fires. Where possible, Plants and Installations shall be operated remotely using the Supervisory Control and Data Acquisition (SCADA) System provided that the communication facilities are in operation.
3. Given that the availability of the National Grid is of paramount importance, the System Operator, the Uganda Electricity Transmission Company Limited (UETCL) has been directed to ensure that the Grid is monitored and remains available with minimal or no disruption at all.
4. During the period of the Directives, all Electricity Companies (from Generation to Distribution) have been directed to defer or postpone all planned and scheduled maintenance works save for those which are likely to affect Power Supply Reliability in the short term.
5. All Electricity Distribution Companies have been directed to ensure that Prepaid Vending Systems remain functionally sound or offer alternative vending options so that consumers do not encounter problems with buying Electricity and receiving tokens.
6. All Electricity Distribution Companies serving critical National Services including Referral Hospitals, Water Services, Security and Telecommunication have been directed to ensure that there is seamless continued Supply of Electricity services without incidences and interruptions that can have negative knock-on effects on the services of those institutions.
7. In respect to the supply chain for Electricity Connection and Maintenance materials, all Electricity Distribution Companies have been directed to diversify the sources of their materials and to streamline supply chain inflows to eliminate unnecessary delays and protocols. Where possible, suppliers of key materials should be encouraged to supply directly to the work stations or field stations. Maintenance parts and materials that can be sourced locally should be prioritized so as to limit the envisaged frustrations due to lack of materials.
8. All Electricity Companies have been directed to immediately address all known causes of power outages like Vegetation clearance - early enough to mitigate power outages caused by falling trees and overgrown branches.
9. All Electricity Distribution Companies have been directed to ensure that all lines with poor reliability are patrolled immediately and fixed adequately to minimise the strain and movement of the linesmen and ensure Continuity of Supply.
10. All Electricity Distribution Companies have been directed to ensure the functional proficiency of their **CALL CENTERS** and **ONLINE** platforms so that Customers are adequately and satisfactorily served through these channels.
11. The public is encouraged to minimize physical visits to the Electricity Distribution Companies unless under unavoidable circumstances.
12. All Power Companies have been directed to have Staffing Plans in place to ensure that Operators of Power Plants, Line Workers, Customer Care Staff, and other staff continue delivering a reliable service as expected by the Consumers of Electricity.
13. To ensure Safety of Workers, Electricity Supply Companies will make available masks, soap, sanitizers, medicines, safe water, and other necessities for key staff; and frequently sensitize the staff who must keep in office on their usage in order to keep the Power Systems operating properly.
14. In addition to the above, the Electricity Regulatory Authority would like to emphasize the need for Personal Responsibility by the Staff in the Electricity Supply Industry in regard to the mitigation, minimization and prevention measures by observing the National Directives by His Excellency the President of the Republic of Uganda; and as detailed in the Guidelines and other official communication issued by the Ministry of Health.

The Electricity Regulatory Authority remains fully committed to promoting a Safe working environment across the Electricity Supply Industry and ensuring the Continuity of Electricity Supply in the Country at all times.

Dated 26<sup>th</sup> March 2020

**Eng. Ziria Tibalwa Waako**  
CHIEF EXECUTIVE OFFICER