

# Eneo Information Note

*Results as at April 2019*

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## I. Access to Electricity

### New connections, execution deadline and active customers

As at end April 2019...

- 29 487 new connections executed, an increase of 27.4% compared to 2018;
- Number of active customers: 1 204 912, increase of 6.6% compared to last year;
- 7 961 customers pending connection.

### On Rules of Service deadlines...

- 89% of connections completed on time, an increase of 15.7% compared to 2018;
- Overall, the average execution time for the connections has dropped from 18 days in 2018 to 4 days in 2019:
  - In urban areas, from 11 days in 2018 to 3 days today in average;
  - In rural areas, from 29 days in 2018 to 14 days in average.

## II. Quality of commercial service



### Billing

- Overbilling rate and other anomalies slightly up;
- Several cases of irregular disconnection deadlines after effective deposit of bills.

**Complaint management:** Significant decrease in the handling of complaints. Improvement actions in progress.

**Deployment of some innovations** in all Regions to improve billing and management of complaints:

- Bills by SMS on 667 909090
- Live Chat on MyEasyLight...

### III. Quality of Technical Service

#### Safety

2 fatalities and 10 public injuries due to the state of the electricity network. A decrease of 50% and 64% respectively for fatalities and injuries, compared to 2018.

#### Unserviced Energy

**Generation:** Improvement due mainly to a reduction in load shedding because of insufficient fuel at the Bertoua thermal power plant.

**Distribution:** Despite a significant increase in the monthly number of incidents due to rot and vegetation, there was an improvement in performance, with an overall drop of 29%. This is mainly due to a reduction of load shedding and incidents on the network.

Specifically, a decrease of 31% on incidents due to damaged equipment; 75% on incidents due to overloaded equipment; 35% on incidents due to scheduled works, especially in Yaounde and Douala, primarily for the replacement of damaged equipment and poles.

#### Deterioration of Service Quality

Overall, there has been a deterioration in the quality of energy served to users in recent months. While work on the network has been intensified, there is an increase in micro-power cuts (less than an hour), with an average of more than two each day.

- Top 10 locations with the most incidents in terms of frequency and duration. They account for nearly 30% of all registered unserved energy:
  - Tiko
  - Bafia
  - Sangmélina
  - Batouri
  - Abong-Mbang
  - Obala
  - Emana
  - Minta
  - Ngou
  - Akonolinga
  - Ebolowa
- At the end of April 2019, more than 150 localities had no power supply, excluding Douala and Yaounde:

Sanaga Maritime and Océan	16
Centre (Obala)	24
West	51
South West	22
Moungo	4
North	12
East	25
	<b>154</b>

In general, power outage time is protracted because of the following reasons:

- Access difficulties in the Centre, Sanaga Ocean and East;
- Security situation in the South-West and North-West and the Far North;
- Difficulties in wooden poles supply;
- Difficulties in having foreign currency to pay suppliers abroad.

## IV. Investments and modernization

### 7 key investments completed or ongoing...



Works to secure the Songloulou hydroelectric dam

1. Securing the Songloulou hydroelectric dam (reinforcement of the intake dam and rehabilitation of the spillway);
2. Construction of a Ngodi-Bakoko / Dibamba double-circuit line;
3. Construction of the Nomayos substation, which powers CIMENCAM and the rest of the industrial zone, as well as unloads the Ahala and Kondengui substations;
4. Cleaning line corridors with bulldozer (6 lines concerned, more than 250km of lines already cleared, 40% reduction in unserved energy due to vegetation in Sangmélina);
5. Replacement of wooden poles with concrete or metal ones;
6. Medium voltage network extension, discharge of substations and transformers;
7. Introduction of prepaid or postpaid smart meters, with approximately 4 000 prepaid meters installed to date.



Nomayos substation  
Bulldozer



About 4 000 prepaid meters



Line corridor cleaning with



MV metal pole  
network



Discharge of transformers



Extension of Medium Voltage

## V. Human Resources

- **Recruitment:** Since the beginning of 2019, Eneo has recruited 131 new persons, bringing the number of employees to 3 769;
- **Rejuvenation:** The average age has dropped from 45 to 42 over the last five years;
- **Diversity:** Women in management have increased from 8 to 15% in 4 years;
- **Staff development:** Since the beginning of 2019, training has been intensified. An increase of 44% of staff trained, and 21% for training days in total, compared to the same period in 2018.

Domain/place of training	Persons trained		Training days	
	2019	2018	2019	2018
Management/Leadership (local)	133	12	206	35
Technical (local)	372	268	2272	2020
Training abroad	25	17	360	201
Total	530	297	2838	2256

- **Decentralization:** With the growing challenges of service quality in rural areas (increase in claims, frequency and duration of incidents), the decentralization that started since 2014 has been reinforced in the regions, with the creation, since 2017, of Operations Delegates, and the position of Head of Sectors and Districts, since early 2019. They are closer to the customer and have enough autonomy to better manage all common problems, especially those related to the quality of service.