

STAKEHOLDERS BULLETIN

Eneo Cameroon quarterly newsletter on the situation of Electrical Service

2023 First Quarter

Quality of service in the SIG in January-March 2023



From January to March 2023, the electricity system was largely faced with an increase in demand, combined with a decrease in generation.

As a consequence, the balance between supply and demand was disrupted. This led to modulations and rationing.

While in January and February 2023, rationing affected households as much as key industrial accounts, from 27 February 2023 onwards, rationing, when it took place, was concentrated on industrial accounts, allowing for the maintenance of supply to households.

From mid-March onwards, with the return of the rains and the gradual improvement in the level of generation at the Memve'ele power plant, the balance between supply and demand was gradually re-established, making it possible to progressively reduce rationing of power supply to industrial customers.

Mainly due to the combination between increasing demand against decreasing supply

Compared to last year, the increase in demand is around 6% in the public sector, and around 10% at ALUCAM.

On the other hand, generation supply in the

Southern Interconnected Grid from January 2023 decreased, due to a combination of multi-actor constraints:

- 1. Low-water levels in the NTEM catchment area, with a reduction in MEMVE'ELE's production from 200 MW to 35 MW at times;
- 2. Gas quality constraints at the KRIBI power plant, linked to the decline in the Methan Number, limiting production to less than 165 MW at times during the day;
- 3. Severe fuel supply constraints in thermal power plants, including the disruption of HFO supplies to SONARA, which severely limited the capacity of the LIMBE, DIBAMBA, OYOMABANG and LOGBABA power plants to generate, despite the good availability of the generators.

One observation: **the full-load capacity of the LIMBE (54 MW) and DIBAMBA (80 MW) power plants, during the day and at peak times, could not fully cover the demand without a significant increase in MEMVE'ELE. In this context, the deficit was 70 MW.**

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Access to electricity:
Over 200 000 new households
and businesses added in one year



Combined solutions of actors that have reduced inconvenience to households

Since the end of February, a series of measures has been implemented by the various actors in the sector, under the coordination of the Minister of Water and Energy, allowing a (fragile) balance to be achieved between generation supply and demand. Within this context, when the balance is disrupted for any reason and for a few hours, it is the industrial customers who are disconnected.

This is why, **since the end of February 2023, households have not experienced the massive power cuts experienced in January and February 2023. The localised power cuts recorded, particularly in Douala East, North and Yaoundé South, were due to incidents caused by storms on the distribution network.**

Details of the measures that were implemented

- Reduction in ALUCAM's power demand of 20 MW;
- Load shedding by other industrial customers at Eneo's request of around 50 MW;
- Requirement by MINEE for all industrial customers in tight situations to switch off;
- Optimisation of the water management system at Memve'ele (by EDC), so as to allow improved productivity (between 60 and 100 MW) at peak times;
- Payment to Eneo by the state of CFAF 1 billion, as partial settlement of its debt to the sector. This payment was made as a matter of urgency to ensure the regular supply of fuel to the thermal power plants, which are in great demand during this low-water period;

- Work on hot spots in the transmission (SONATREL) and distribution (Eneo) networks;
- Close monitoring of stocks at SCDP and supplies to thermal power plants;
- Daily meeting to monitor the situation at Eneo, focusing on the availability of power plants, fuel supplies to power plants, load shedding by industrial customers, the situation of the distribution network.

NB :

- - SONGLOULOU power plant, in good working order, played a major role in the Southern Interconnected Grid in covering demand throughout this period. All its regularly available generating units were sufficiently solicited, resulting in a load factor of 88% to reduce the generation deficit in the Southern Interconnected Grid during the low-water period in the Ntem.
- - LFO and HFO supplies to thermal power plants have been regular since 20 February 2023, thanks to the mobilisation of all stakeholders;
- - load shedding to industrial customers was activated by Eneo as needed and in accordance with MINEE instructions. The deficit dropped progressively, between 50 and 40 MW until 19 March 2023, 20 to 25 MW since 20 March 2023 (it was reduced further with the improvement in water supplies to the NTEM), and then 0 MW thanks to the normalisation of generation at Memve'ele.
- Weekly monitoring meeting, coordinated by MINEE, involving SONATREL (manager of the large network), EDC, Eneo, Globeleq, Hydro-Mekin, the marketers, SONARA, SCDP, Minfi, etc.

Service Prospects in the SIG (Southern Interconnected Grid)

With the return of the rains since mid-March 2023, there has been an influx of water into the NTEM catchment area, which has gradually improved the production of Memve'ele, and consequently the overall generation supply in the SIG. As predicted by the engineers, the balance between generation supply and consumer demand was achieved by the end of March. As a result, industrial customers are once again supplied as they were in the past, as are households. There remain the issue of incidents and works on the distribution and

transmission networks which may cause power cuts here and there, without any massive disruption.

The return of the rains is accompanied by strong winds that create damage to homes, hills (see Buea), vegetation and electricity networks. The teams will remain mobilised to contain them.

The second annual low water level on the NTEM is scheduled for August. Assessments will be made to measure the consequences.

Service situation in the NIG : Supply-demand balance, impact of solar power plants and Lagdo dam water filling

For the first time in more than three years, the first quarter of the year was free of load shedding due to generation shortfalls in the far north of the country. This balance between supply and demand has lasted even since August 2022, when the rainy season ended. Unlike in the past, this season was marked by very heavy rainfall in the Benue catchment area, filling the Lagdo dam to a sufficient level.

Two factors contribute to the regular supply of customers in Adamawa, the Far North and the North:

- The good level of generation at Lagdo, because the abundant rains in 2022 made it possible to build up sufficient water reserves;
- The injection of solar energy (+ 15 to 18 MW) from the Guider and Maroua power

plants built by Eneo in partnership with the operator SCATEC.

As a reminder, the setting up of these solar power plants was one of the major axes of the short-term resolution of the electricity generation crisis affecting the NIG. The other actions contributing to the increase in supply were the growth of the thermal generation facilities with the installation of new generation units in Ngaoundéré, Garoua and Maroua.

The Guider solar plant (15 MW capacity) was commissioned in 2022. The Maroua plant, which is currently under construction, is injecting energy into the grid as the solar panel facilities expand. Maroua solar now injects 5 MW into the grid, compared to an installed capacity of 15 MW at the end of construction.



Villages around solar power plants that benefit from water supply projects.

Eneo is building four boreholes around the Guider and Maroua solar power plants. Work has begun in Djoundé and Gayak around the Maroua solar park. Work is underway in Djamboutou and Ouro Alhadji around the Guider solar park. The four villages will now draw drinking water from the park.

Always driven by the desire to improve the quality of life in the communities surrounding its sites, Eneo had already hired local youths to work on the construction sites.



Situation of the Eneo distribution network



The reliability of the main distribution lines remains above 85% (in line with government requirements). However, in recent weeks, some lines and localities have experienced disruptions due to various incidents and accidents.

In Douala East, Douala North, Yaoundé South, Yaoundé North: several lines were affected by storms.

Bush fires and acts of vandalism (theft of network equipment) also affected the service, particularly in Sangmélima, Batouri, Minta, and Edea-Kribi.

In the East region, there were disturbances on the new 225 kV AHALA-Abong-Mbang transmission line and the Abong-Mbang-Bertoua distribution line were operating in transmission mode. Here, Eneo is using its Bertoua thermal power plant to restore the city of Bertoua.

Eneo Cameroon has strengthened its monitoring platforms on the distribution network with the aim of limiting the inconvenience caused by incidents.

Access to electricity in 2023/2024 :

Eneo is mobilised to contribute to the government's project of facilitating connections for 163 000 families in under-served areas

The Rural Electrification Access to Energy Project (PERACE), led by the Rural Electrification Agency, with funding from the World Bank, is now being accelerated with the contribution of ENEO. Already 40,000 households have been connected to the electricity network between January and March 2023, including 27 000 under this facility.

The first beneficiaries of the electricity connection facility are in the Nyong et So'o Divisions. Inhabitants of Bikok saw their electricity meters installed just after they signed the subscription form. The facility consists in benefiting from a connection following the payment of an instalment of the cost of the estimate. The number of instalments is freely decided by the customer who mentions it on the subscription form. A sort of credit connection. And a credit at zero interest because it is previously supported by the financing provided by the Government and the World Bank, through the AER. The progressive payment by the customer makes it possible to refund the amount of his estimate which will benefit another household. Hence the name revolving fund given to the initiative.

"We signed the subscription form. The total cost of my connection was 39 000, I paid a first instalment of 25 000 and I got my meter almost immediately," said Dikko Serge Duclair, a beneficiary in Mbalmayo.

"Eneo has made it easy for us to have prepaid meters at the beginning of 2023 without having to go to their offices. I will also sensitise others to join the project. I was very surprised to see a delegation come to my house to talk to me about the project and it came at the right time because I needed two meters for my activities," said a resident of the Bamvele district in Bertoua.

Since the beginning of the year, connections have been made in the various regions of the country using the PERACE concept, for the benefit of customers. ENEO has worked in conjunction with the Rural Electrification Agency to improve the scope and communication plan. Today on the ground, Eneo has mobilised young people to collect, do prospecting and engage target households to join the

initiative.

Similarly, the system for facilitating the execution of connections is in place. A special organisation is operational internally. A steering committee, sectoral project managers, the mobilisation of services in charge of connections, customer care, multipurpose staff, physical agencies and online agency to exceed the objectives of the PERACE project, while respecting all its requirements.

By the end of March 2023, Eneo's teams had enabled 40 000 households to be connected to the network, of which 27 000 benefited from this opportunity across the country. 8 300 in January 2023, 10 000 in February 2023 and 21 700 in March 2023. According to Rodolphe Mbimbe, PERACE Project Director at ENEO, "This result also reflects a real increase in the skills of all resources in the ownership of the various key PERACE processes. How can we not mention the quality of the work done in the field by our partners and our teams, which has earned us 100% technical pre-acceptance of the 27 thousand PERACE connections during the first quarter of 2023. Our drive towards continuous improvement will allow us to go even higher.



Access to electricity: Over 200 000 new households and businesses connected in one year.

At the end of January 2023, the number of Eneo Cameroon customers was 1 925 667 compared to 1 715 093 a year earlier.

Specifically, in January 2023, 8 300 new connections were made compared to 7 500 in January 2022.

This increase in access to electricity was boosted by the improved level of activity of Eneo's online agency, in terms of managing online connection requests and better organisation.

Eneo's online agency is registering many more requests than in the past, and is processing them at a much faster rate. This is the result of the implementation of a performance improvement plan for this team:

- Strengthening the application (it is more available);
- Increasing the number of staff in charge of processing applications
- Communication campaign that not only explains the benefits of the solution, but also educates customers on how to apply and staff on how to follow up.

Today, ownership of the online connection process is such that applications via the online agency (now mandatory in Douala and Yaoundé) have increased considerably. Similarly, the estimates produced by the online agency for the benefit of customers have increased by 958% between January and November 2022 in the city of Yaoundé.

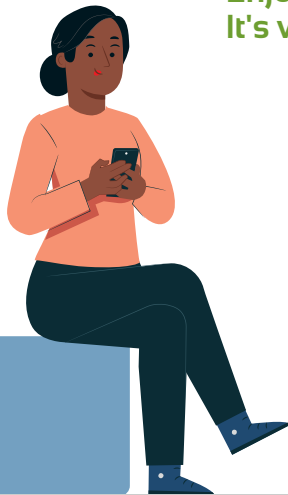
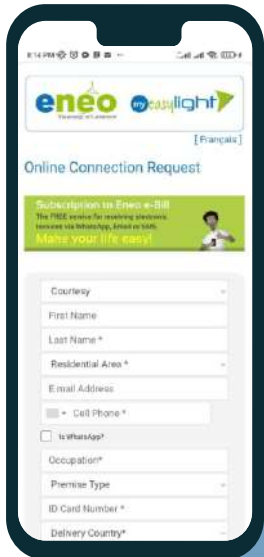
In addition to the improved functioning of the online agency, the approach to the execution of connections is also encouraging. A programme to accelerate the execution of connections in the field is being implemented with the challenge of carrying out connections on the same day as the payment of the estimate, or at most 24 hours later. "The units in charge of executing connections are mobilised. They receive files of estimates awaiting execution from the agencies twice a day, and they assign the estimates to the field teams as they go along. It works very well. The equipment is available. All these things have contributed to improving the execution time of the connections in Douala," explains Hans Njini, the Commercial Delegate of Douala East.

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