

STAKEHOLDERS BULLETIN

Eneo Cameroon's quarterly newsletter on the Electricity Service.

2023 Second Quarter



Eneo's new General Manager puts staff at the heart of his priorities

Appointed on 26 June 2023 by a special Board meeting, Amine Homman Ludiye, who was previously Deputy General Manager in charge of Generation, outlined his priorities during his installation on 29 June 2023. Improving the social climate is at the top of the list. "As some of you know, I put people at the heart of the organization. We need to restore a calm and peaceful social climate. This means providing answers to a number of issues that are of concern to you", the new GM stated. He cited three major issues: health insurance, implementation of the new Collective Bargaining Agreement, and the issue of the 5% of shares held by staff and managed by the GIC-P Eneo entity.

The General Manager has also set up task forces to deal with each of these issues, so that they can make proposals within a given timeframe.

Task forces are also working on the company's major operations: assessment of investments, street lighting, power consumption by public entities known as autonomous customers.

Amine Homman Ludiye is also concerned about safety, operational excellence and the company's image. All of which he is committed to improving.

CONTENTS

- Pg. **1** Eneo's new General Manager puts staff at the heart of his priorities
- Pg. **2** ARSEL, ENEO and consumer associations working together to oversee the fight against fraud
- Pg. **3** New connections continue to grow at a steady pace
Online management of Connections: After Douala and Yaoundé, it is now the turn of the West and North-West regions
- Pg. **4** Cost of connection: The rules of the Regulator, ARSEL
- Pg. **5** Supply-demand balance and quality of service
A distribution network that is getting stronger
- Pg. **6** Low-voltage power lines are still fragile



ARSEL, ENEO and consumer associations working together to oversee the fight against fraud

Following a number of meetings in previous years to refine the operating procedure for the fight against fraud and to evaluate practices in the field, the three parties met again in Kribi in July 2023. They updated the checklist of types of fraud and anomalies on installations.

Prepaid meter fraud

The new types of fraud identified and taken into account particularly concern prepaid meters. The number of cases of fraud involving this type of meter is growing exceptionally fast. In the first half of 2023, 62% of fraud cases detected in Douala involved prepaid meters, compared with 38% involving traditional postpaid meters. Unscrupulous customers have used a variety of techniques to prevent these meters from recording consumption. These include "shunting", "connecting", "malfunctioning the relay" and "setting up a dummy neutral".

The three parties meeting in Kribi reaffirmed that the fight against fraud is a necessity, and that it must be conducted with the utmost respect for the rules and the dignity of customers. Eneo

reassured the participants that any suspicion of malpractice on the part of its employees during installation checks would be treated with utmost seriousness, and that those concerned would be punished if investigations confirmed the allegations. It should be noted that 487 fraud barons were arrested in 2022. A fraud baron is a criminal who maintains a fraudulent supply network of at least 100 households. 242 fake electricians were apprehended in 2022, compared to 49 in 2021. By the end of June 2023, 138 fake electricians had been arrested. The number of fake electricians operating in the neighbourhoods is estimated at about 1 500. In addition, 15 Eneo and 30 contractor employees were dismissed in 2022 for involvement in electrical fraud. Unfortunately, these arrests have not curbed this phenomenon. This zero-tolerance approach is helping to maintain our results in the fight against fraud at a good level. In 2022, we recorded an average of 11 700 cases of fraud per month, i.e. around 130 000 checks carried out.

ELECTRA, l'application d'écoute client d'ARSEL

"Today's review is a continuation of what has already been done. All the parties have given their opinions, including the consumer platform, PAIES, which represents consumer associations in Cameroon. We are satisfied with the resolutions reached, because we played an active part in them. We were given the latitude to express ourselves without being given directives, and our opinions were taken into account. We arrived at a consensus, which is why the document bears our signature to mark our agreement with the outcomes of the discussions and the resolutions adopted today.

What I retain is the traceability of the actions to combat non-technical losses (NTP) in 2021 and the consensus we have reached on how to manage cases of fraud in our country. What I praise most is the introduction of ARSEL's ELECTRA application, which will henceforth support the NTL activities by allowing complaints to be handled remotely, so as to make things easier for consumers", Georges Ngono, President of the PAIES platform representing consumers, stated.



Access to Electricity

New connections continue to grow at a steady pace



Eneo has safely connected 78 000 households and businesses to the network during the second half of 2023.

During the first half of 2023, Eneo continued to ensure that as many Cameroonians as possible have access to electricity. During this half-year, 78,000 households and businesses were safely connected to the network. This brings the number of Eneo customers to 1,995,000 by the end of June 2023, compared with 1,917,000 at the end of December 2022. The growth rate for new connections remains strong. Eneo is still doing more than expected, both in relation to the targets set by the government and to its own targets.

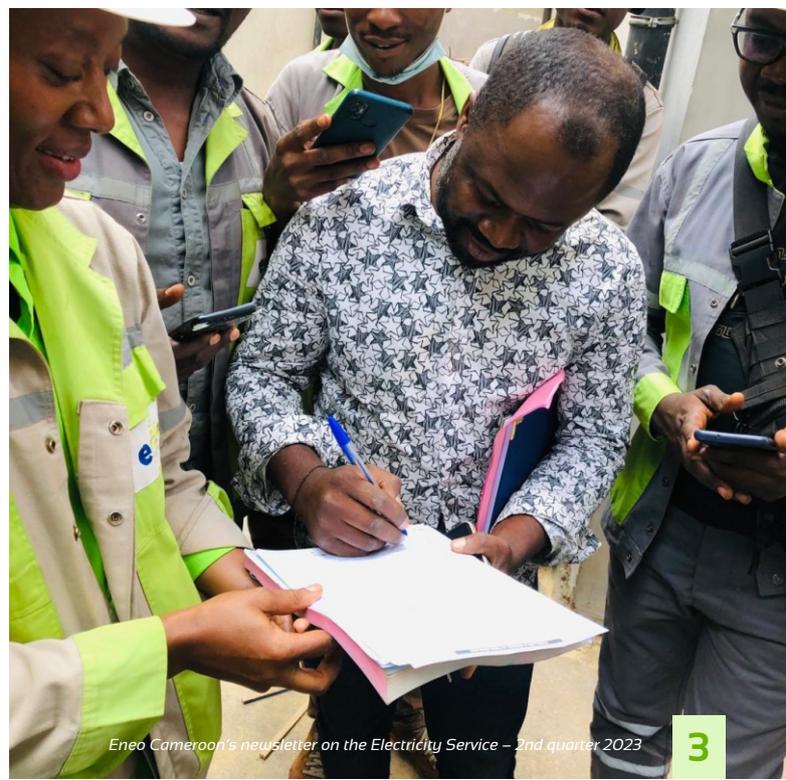
At the end of the first half of the year, the connection completion rate was 128% compared with targets. The company could have done better, had it not been for the tense financial climate, one of the biggest effects of which is the pressure on material stocks, with impact on turnaround times. This sometimes affects turnaround times. Our current performance is the result of improved organization of our teams' work and the use of digital technology to process connection requests online. The management of connection operations is also part of the government's PERACE programme. This programme offers a facility to customers requesting meters: the possibility of paying the costs in several monthly instalments. More than 90% of connection requests met during the first half of 2023 took advantage of this World Bank-supported facility. More than 90% of new customers in the first half of the year have signed up for this World Bank-supported facility. More than 90% of new customers in the first half of 2023 have also accepted the prepaid solution. This brings the proportion of prepaid meters installed in households to 32%, compared with 28% by the end of 2022.

Online management of Connections: After Douala and Yaoundé, it is now the turn of the West and North-West regions

Building on the success of the solution in the major cities of Yaoundé and Douala, and the lessons learned from its implementation in these two major centres, the company is also offering customers in the West and North-West regions the opportunity to make their connection requests online from August 2023.

In Yaoundé and Douala, online applications have grown significantly, boosting the number of customers who are willing to pay a quote for a new meter quote. More than 200% growth in requests successfully processed, leading to an estimate, compared to before 2021. It's a solution that helps reduce the risk of scamming.

Taking into account the specific nature of the West and North-West regions, which are semi-urban and semi-rural, the online connection request process will coexist with the old system of accepting physical requests in agencies. Eneo is setting up a customer support system.



Cost of connection: The rules of the Regulator, ARSEL

ARSEL set the provisional costs of connections for low-income households.

By decision N° 00000001/D/ARSEL/DG/DRT/DAJCPC /SDRSP/SCAT/CSRD of 3 Jan 2023, the Electricity Regulatory Agency set the provisional costs of supply, materials and implementation of connections to the distribution network managed by the concession holder Eneo Cameroon.

The provisions of this decision mainly concern customers eligible for social connections (5/15 and 10/30 Amperes). Customers requesting 5/15 amp and 10/30-amp connections will now benefit from approved tariffs for specific quantities of materials, and for the implementation of the connection.

Here is a list of all the materials (type, quantities) and elements considered in the costs approved by ARSEL for standard social connections (for underprivileged households):

- A lump sum of 15 metres of 2x16 cable (lump sum) amounting to approximately CFAF 5 500 and the remainder (CFAF 6 593) for accessories
- Two P116/95 insulation punching fittings;
- 2 galvanised steel fittings;
- Standard single-phase kit;
- Installation with or without pole

It should be noted that the meter and circuit breaker are not billed to the customer.

In case a request for a 5/15A or 10/30 Ampere connection requires quantities of materials greater than those provided for in this approved package, the excess will also be invoiced to the customer, according to the price schedule applicable by Eneo Cameroon.

All other types of connection will be invoiced to the customer at cost price, according to the price schedule applicable by Eneo.



Power Supply in the System and Quality of Service

Supply-demand balance and quality of service

In the Southern Interconnected Grid, which includes the Littoral, Centre, South, East, West, North-West and South-West regions, the first half of 2023 was better than in 2022.

The electricity system recorded a fall in unserved energy (USE) of around 3.5 GW at the end of the first half of 2023 compared to 2022. The same downward trend can be

seen between the USE for the second quarter of 2023 and those for the first quarter of 2023. Overall, this reflects a continued improvement in the supply of electricity during the first half of 2023. This progress from one quarter to the next is due to improved hydrological conditions on the Ntem (Memve'e power plant).

The Northern Interconnected Grid continued to maintain its balance during the second quarter of 2023.

Nationwide, the average duration of outages seen by customers improved during the first half of the year in all segments (Generation-Transmission and Distribution), with a fall of 26%. The frequency of incidents seen by customers also fell between 2022 and 2023, by around 31%.

A distribution network that is getting stronger...

The objective for 2023 is to achieve a line reliability rate of 85%. This means 85% of Eneo's 264 medium-voltage distribution lines, each with an average duration of outages seen by customers (SAIDI) of less than 80 hours. This target is in line with the government's expectations, in accordance with Amendment No. 3 to the Concession Agreement.

At the end of June 2023, the reliability rate of Eneo's medium-voltage lines was 92%.

Overall, the main distribution lines were stable during the first half of 2023. Only the months of February and March 2023 were challenging, with incidents following storms. The level of robustness or reliability of lines varies from region to region. It is above 92% in the regions of Yaoundé, Douala, South, South-West and Moundou, West and North-West. However, it is below 88% in the other regions. The Centre region has the lowest rate, due to the large number of lines built by third-party institutions. These lines are often not up to standard.

Above all, the overall reliability rate of 92% has been boosted by the implementation of maintenance projects, despite the difficult cash-flow situation.

Activities	Objective as at end June 2023	Actual end June 2023	Rate
Replacement of wood poles	11900	12096	102%
Mechanised cleaning of rural medium-voltage lines (km)**	522	83.74	16%
<i>* Maintenance with Farm Machinery</i>		36	
<i>* Bulldozer maintenance</i>		47.74	
Replacement/rehabilitation of faulty PMRs	10	12	120%
Protection of medium-voltage line bypasses	400	240	60%
Replacement of IACMs	64	64	100%
Protection of pole-mounted substations	687	567	83%
Maintenance of booth substations	100	208	208%
Maintenance of source substations	29	18	62%

**Difficulties in finding qualified service providers for the mechanized maintenance of medium-voltage lines project.



Power Supply in the System and Quality of Service

Low-voltage power lines are still fragile

At the end of June 2023, the reliability rate of Eneo's medium-voltage lines was 92%. The reliability rate referred to here only concerns the main distribution lines, otherwise known as medium-voltage lines. These are on wood, concrete or metal poles and are made up of 3 naked cables. They run from the transformer substations on the border with the Sonatrel network through the neighbourhoods. These main lines with 3 naked cables, running from so-called low-voltage lines, recognisable by their single black cables, penetrate further into the neighbourhoods to connect households and businesses directly via meters.

With more resources, Eneo's commitment would have had a greater impact, especially on the low-voltage distribution lines, which are still fragile, and whose failures cause

inconvenience because of the longer outage times than those associated with medium-voltage lines. Indeed, faults on the low-voltage network, although each one is isolated, widespread and affects only a few people, are often dealt with late. Firstly, because Eneo does not systematically see them, and therefore has to wait to be alerted by customers; secondly, because priority is given first to managing medium-voltage faults. A medium-voltage outage can affect up to 12,000 households, while a low-voltage outage will hardly affect 50 homes. However, the number of low-voltage incidents in an area covered by the network is 10 times higher than the number of medium-voltage outages.

Stepping up investment and acting more quickly on low-voltage faults spread across neighbourhoods are therefore among Eneo's areas for improvement in order to further strengthen the distribution network as a whole and improve the quality of service to customers.

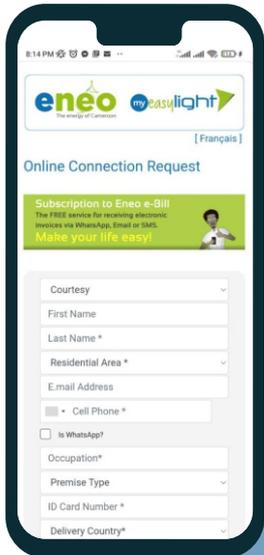
Much remains to be done. In the meantime, Eneo has increased the number of channels for reporting low-voltage outage alerts: assistance via 8010 and the Livechat available 24/7, nearly 300 WhatsApp and Telegram groups across the country, Facebook, Twitter, LinkedIn, and so on. In addition to known resource constraints, response times are often dependent on external factors (road conditions, road traffic in neighbourhoods, complexity of faults, etc.).



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