



## 1. What is Erongo RED?

In line with the abovementioned policy, the Erongo Regional Electricity Distributor Company (Pty) Ltd (Erongo RED) was established to undertake the supply and distribution of electricity in the Erongo Region of Namibia.

## 2. Mission and Vision

Erongo RED's **vision** is to become:

Erongo RED: The leading Electricity Provider.

Erongo RED's **mission** is to:

Distribute and supply electricity to the existing and potential customers of the Erongo RED licensed area by means of an efficiently run RED.

Erongo RED's **values** are:

- \* Integrity
- \* Commitment
- \* Teamwork
- \* Respect
- \* Professional Behaviour
- \* Take no bribes, pay no bribes

## 3. 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	<b>First National Bank</b>
Branch	Walvis Bay
Account name	Erongo RED (Pty) Ltd
Branch number	28-21-72
Account number	62103311156

### OR IN THE ABSENCE OF A LOCAL FNB BRANCH:

Bank	<b>Bank Windhoek</b>
Branch	Walvis Bay
Account name	Erongo RED (Pty) Ltd
Branch number	48-18-72
Account number	8000630203

### OR FOR EX-NAMPOWER CUSTOMERS:

Bank	<b>Bank Windhoek</b>
Branch	Walvis Bay
Account name	Erongo RED (Pty) Ltd
Branch number	48-18-72
Account number	8000615611

### 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 (appearing on your account).

All debit orders are processed not later than the 10<sup>th</sup> of each month.

## 4. Suspension of Electricity Supply

Pursuant to the Erongo RED credit control policy, non-payment of account by the due dates will result in suspension of electricity supply. Avoid inconvenience by paying in time. Illegal re-connections are of a criminal nature and guilty members might be prosecuted.

## 5. Registration of Electrical Contractors

All electrical installations connected or intended to be connected to the Erongo RED Network must be done by duly qualified and registered Electrical Contractors. All Electrical Contractors wishing or intending to do Electrical Installation work in the Erongo Region must register with Erongo RED. Such registration is only valid for one year. For further information please contact Mr Reginald Brandt at the Walvis Bay Technical office, tel. 064 – 217 600.

## 6. 24-hour Pre - payment vending

Pre-payment electricity for all towns can be purchased at any Erongo RED pay point. Businesses are encouraged to contact Erongo RED to implement third party vending. Current Points are available at:

- Walvis Bay: At Automatic Vending Machines at Civic Centre, Narraville Municipality, Kuisebmond Municipality
- Swakopmund: Engen Truckport & Parcel Force
- Henties Bay: Omdel Butchery
- Usakos: Engen Service Station
- Omaruru: Lucky 7 Chaka Store
- Spitzkoppe 3<sup>rd</sup> Party vending is up and running

## 7. Energy Savers

Erongo RED hereby wishes to inform its valued customers that the following methods can be used to reduce the monthly electricity bill:

- Customers can apply to reduce their current circuit breaker size if it has been verified that the lower size is sufficient for the customer's needs.
- Customers can apply for pre-paid electricity.
- Customers can apply for the small consumer tariff.
- Customers can replace the normal electric bulb/globe with the energy saving bulb or fluorescent tube light.
- Customers can reduce electricity by making use of the consumption of household implements brochure available at the Erongo RED paypoints.
- The fastest way to reduce the consumption of an existing geyser is to reduce the temperature to around 55 °C. Electric geysers can consume up to 50% of your household electricity consumption.
- Install solar geyser with electric element for back-up, but please note that existing ripple relays may not be disconnected or bypassed.
- When building a new house include a solar geyser from the start and pay off as part of housing loan.
- Use heaters and air conditioners money-wise and energy wise.
- Customers to pay their accounts on time.

## 8. Our achievements in 2009

Erongo RED looks back at a number of success stories over the past year:

- Additional third-party prepayment vending was introduced allowing customers to buy prepaid electricity for up to 24 hours a day at Swakopmund, Walvis Bay, Usakos and Omaruru & Henties Bay.
- In March 2009, Erongo RED was re-branded and now has a completely new look and feel. The corporate identity was re-worked and a website was created at [www.erongored.com](http://www.erongored.com)
- Erongo RED received its Affirmative Action Compliance certificate on 24 August 2009.
- Erongo RED established various policies, like Remuneration Policy, and reviewed others in order to stay in line with industry standards
- Installation of a Scada system for the entire Erongo region in the control centre, which will improve response times for power failures and co-ordinate?

## 9. Planned Project Highlights for 2010

- Bulk supply upgrades for Walvis Bay, Swakopmund, and Henties Bay due to the high growth in electricity consumption.
- Expansion of 3<sup>rd</sup> party pre-payment vending stations for customers.
- Establishment of a Customer Relationship Management System that will help to inform customers and ensure prompt follow-up on queries throughout the region.
- Expansion of load control systems to reduce peak demand of power
- New store and workshop for Area 3 in Omaruru
- New pay point and workshop in Uis.
- Upgrades of electrical networks within all towns as an ongoing project to adjust to increased power demands.

## 10. Vandalism & Theft

It happens from time to time that Erongo RED property/equipment gets damaged or vandalized. This increases Erongo RED costs and thus also indirectly the electricity tariffs. Lately, on two occasions, members of the general public were rewarded for reporting such incidents.

We therefore urge all members of the general public to report any acts of vandalism to our office. Information which leads to successful recovery and/or prosecution will be rewarded

## 11. Erongo RED Office Contact Numbers

OFFICE	TELEPHONE	FACSIMILE
<b>Head Office</b>	214-600	214-601
<b>Walvis Bay</b>		
Technical	217-600	204-574
Central Pay Point	214-600	214-601
Narraville Pay Point	214-600	214-601
Kuisebmond Pay Point	214-600	214-601
After hours (Technical)	081-129 3875	
After hours (Credit Control)	081-127 9469	
	081-127 9471	
<b>Swakopmund</b>		
Technical	413-600	413-601
Central	413-616/7	461-887
Mondesa	413-618/9	461-198
After hours (Technical)	081-128 5561	
After hours (Credit Control)	081-127 9469	
	081-127 9471	
<b>Henties Bay</b>	500-560	500-570
After hours (Technical)	081-149 0179	
After hours (Credit Control)	081-127 9469	
	081-127 9471	
<b>Omaruru</b>	572-600	572-601
After hours (Technical)	081-128 6338	
After hours (Credit Control)	081-127 9469	
	081-127 9471	
<b>Arandis</b>	510-444	510-445
After hours (Technical)	081-128 6331	
After hours (Credit Control)	081-127 9469	
	081-127 9471	
<b>Usakos</b>	530-772	530-773
After hours (Technical)	081-128 6334	
After hours (Credit Control)	081-127 9469	
	081-127 9471	
<b>Karibib</b>	550-996	550-997
After hours (Technical)	081-128 6337	
After hours (Credit Control)	081-127 9469	
	081-127 9471	
<b>Uis</b>	504-224	504-225
After hours (Technical)	081-149 0104	
After hours (Credit Control)	081-127 9469	
	81-127 71	

## 12. Cashier Hours

Henties Bay, Uis, Arandis, Usakos, Karibib, Omaruru, Swakopmund Mondesa, Walvis Bay Kuisebmond and Walvis Bay Narraville

08:00 – 13:00 and 14:00 – 16:00

Walvis Bay Central and Swakopmund Altstadt office  
08:00 – 16:00 (through lunch hour)

General office hours remain 08:00 – 13:00 and 14:00 – 17:00 (16:30 on Fridays)

Our offices will be closed on all official public holidays

## 13. Seasonal Greetings

As the sun sets on this year the Directors, Management and Staff would like to wish all our customers and clients the very best over the festive season and a blessed 2010! We would like to express our appreciation for your support, trust and understanding during 2009

### Issued by the

### Office of the Chief Executive Officer:

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