



SOME ANSWERS TO  
**Eneo**  
CUSTOMERS QUESTIONS

- Billing
- Control, Standardization and Safety of Installations
- Eneo Prepaid Solution
- Connections

*SOME ANSWERS...  
To Questions Our Customers Are Asking*

## BILLING

*Eneo is increasingly connecting households and businesses, about 90 000 on average every year; a performance that is above the goals set by the Government within the framework of the concession agreement. However, certain customers complain that they receive their first bills after several months. What is the situation and what are you putting in place?*

Q1.

We understand customers who complain when they receive their first bills late. Therefore, we grant commercial facilities to customers who find themselves in this situation, for convenience.

However, we are working at limiting this type of risk that is relatively marginal. Through several reforms, we have been able to increase to over 95% the rate of first bills issued to customers within the deadline prescribed by the Electricity Rules of Service, i.e., 03 months.

For example, we have just put in place a reinforced measure to track all operations to be carried out by the various teams that intervene in the process related to the issuance of the first consumption bill. This includes an internal objective to reduce this deadline to one or two months.

Furthermore, as with all billing-related cases, the customer can contact Eneo through MyEasyLight. Our monitoring mechanism that we are about improving on makes it possible to examine cases and provide solutions.

*What is Eneo doing to improve on making bills available to customers?*

Q2.

Bills could be deposited at an absent customer's premises and the house help fails to inform them. The wind could blow it away from the box at the entrance; or it could be left rather at a neighbor's house. These are realities in the field, which can lead to misunderstandings. We regret that.

Aware of these situations, we have increased channels (physical and digital) to reduce, to the lowest level possible, the probability for a customer to miss his consumption bill. We communicate on this regularly.

Presently, we strongly encourage our customers to subscribe to our online agency, MyEasyLight, where they can select to receive their bills online, in their customer space, including a history of their last 12 bills.

SMS on information and availability of bills are sent to customers every month. To this end, we need to have their correct telephone numbers.

With regard to the dematerialization of billing, we are going one-step further. Our IT teams have just developed a more practical solution. Customers, who request it, can now directly receive their bills electronically. Three reception

channels are available: SMS, WhatsApp and E-mail. Those who have subscribed receive their bills automatically, once available, without any action. For those who have not subscribed, their bills, in a dematerialized format, are also available. They can consult them through SMS, WhatsApp and Web. Our customers, like most Cameroonians, are increasingly using WhatsApp, SMS and E-mail. We strongly urge them to choose one of these channels to help us in simplifying their relations with us. These platforms we recommend have the advantage of allowing for both the reception of dematerialized bills, downloading of Eneo receipt in due form, wherever the customer has paid.

***When the electricity service witnesses interruptions, and Eneo customers do not have energy, sometimes at the end of the month they still receive bills like in normal periods. What explains this?***

Q3.

Once more, our apologies for the instability/interruptions in electricity supply.

We observe that electricity service is more stable during the COVID-19 period. This is due to an overall drop in demand. In fact, if the demand of households has relatively increased with the confinement, that of businesses has dropped slightly following the downward trend of economic activities. Since businesses represent most of the demand, the latter is decreasing generally against a supply of which the production conditions have not changed fundamentally. We can say that there has been a balance. Thus, little or almost no rationing during COVID19.

With the progressive resumption of business activities, new interruptions could occur. We are working with public authorities to ensure the restoration of the financial stability of the sector. This will contribute in improving service quality in the long-term.

Concerning billing after power outages, it should be stated that a bill records only what the customer has effectively consumed.

During a power outage, the meter is not functional. Customers should take time to verify this by themselves. If the meter functions, it could be a fault. The customer must thus contact Eneo.

Undoubtedly, if a customer thinks that his consumptions are abnormally high, commercial procedures and Rules of Service provide for the customer to contact Eneo through his home agency or our digital platforms. We invite customers to do it through the online agency, MyEasyLight, which has the advantage of a greater traceability and thus a better follow-up of requests/complaints.

We are working at improving the possibility for the customer to read his meter by himself and to send to us his index through WhatsApp. This way, they participate in either their billing, or its correction in case of error. It is provided for in the Rules of Service and already effective on MyEasyLight.

The approach is guided by two billing principles, i.e. transparency and trust. We want to create or reinforce, as appropriate, an atmosphere of trust between our customers and us.

*For some months now, there is a perception of over-billing amongst certain customers. What is it all about? What has changed?*

Q4.

Billing errors can occur. We deplore the inconveniences caused to our customers. Our wish is for the customer to take control of his/her consumption and billing by following up the entire process with Eneo. Thus, in case of doubt with regard to a step, they can contact Eneo for verification, with the objective of responding in less than 20 days as indicated by the Rules of Service.

Concerning the perception of over-billing, it is quite possible amongst certain customers lately.

With a view to improving customer service and safety, Eneo is committed to a comprehensive approach aimed at replacing and modernizing its equipment in all segments of its business. In Generation: Rehabilitation of big dams, replacement of gensets of thermal power plants and installation of solar facilities. In Distribution: replacement of wood poles including the introduction of concrete and metal poles into the distribution networks, change of outdated meters, etc.

The modernization of the meter pool can come with perceived variations. It could entail under-billing or over-billing. Until now, complaints rarely come from those with cases of under-billing.

NB: Cases of under-billing not reported to Eneo, result later, usually, in high bills.

In fact, all efforts and changes underway are guided by the desire to bill the customer only what he has consumed. Meters installed since over a decade ago no longer offer all reliability related guarantees. Most of these meters are electromechanical (with wheel). Their particularity is that after a 10 to 15-year lifespan, they become obsolete. Thus, they record either high or low. The new meters, on their part, capture the real consumption of the customer, hence this normal immediate perception, which should subside progressively.

Another item to take into consideration is the new approach implemented in Douala and Yaoundé further to the centralization of billing before the end of 2019.

In order to limit teams going to customers' premises, as a COVID-19 prevention measure, Eneo has been experimenting for some months now a billing approach. It entails a meter reading system at a frequency of one month on two or three. Thus, while waiting for the next reading, the customer always receives his monthly bill, based on an estimated consumption. The estimation principle entails billing the customer on a consumption that is more or less equal to the average of his last three consumptions. Normally, the consumption of the customer will basically be the same from one month to another. However, sometimes a change in his electricity consumption routine can generate a drop or rise on his real consumption. This gap, which is not visible during the estimation, his billing will balance only at the time his index is effectively read. Depending on the nature of the gap, there might be either a higher or a smaller bill than usual. Hence, the impression of under-billing or over-billing, depending on the case. Thus, the balance is immediately restored as soon as the index is effectively read.

In any case, billing principles must be respected i.e.:

- ◆ Billed consumptions must be just;
- ◆ Eneo relies on the index read on the meter to establish and charge real consumption at the end of a given period. In this case, it is two or three months. In France, for example, it is six months including a system of meter reading once every six months.

**The 2019 Finance Law exempts Value Added Tax on certain consumptions. Some customers think that Eneo does not apply the text properly. Thus, for example, for a bill of 300 KWH, they think that Eneo should apply the VAT only on 80 KWH, leaving out the first 220 KWH.**

Q5.

What is exactly written in the 2019 Finance Law in its article 128 paragraph 9, is: **« Shall be exempted from Value Added Tax, water and electricity consumptions of households when the latter do not exceed: 220 KWH per month for electricity and 20 m<sup>3</sup> per month for water »**

**NB:** « consumptions when the latter do not exceed 220 KWH ». Hence, if these consumptions exceed 220 KWH, they are not exempted.

Thus, we think there was certainly a misunderstanding of this text. For the case mentioned in the question, the consumption that stands at 300 KWH exceeds 220 KWH, the entire 300 KWH will not be exempted (VAT will be applied to the entire 300 KWH).

This exemption, as the law states, applies only to households. Hence, an Eneo customer who uses energy for business or industry supply needs will not benefit from this exemption.

This law concerns only the application of the VAT, and has nothing to do with electricity tariffs. Tariffs are still those provided for in the decision of the Regulator (ARSEL) taken in May 2012. They have not changed until now.

When we compare these tariffs in force with the provisions of the 2019 Finance Law, we can thus come up with the table below for households.

Bracket	Tariff (in FCFA)	VAT
From 0 to 110 KWH	50	0
From 111 KWH to 220 KWH	79	0
From 221 KWH to 400 KWH	79	19.25%
From 401 KWH to 800 KWH	94	19.25%
From 801 KWH to 2000 KWH	99	19.25%

It remains constant that the VAT collected by Eneo does not enter into its books. It is paid back entirely to the State, which carries out periodic tax audits at Eneo, like in all enterprises.

Finally, here below are our tips to electricity consumers to better enjoy this measure:

- ◆ Ensure that you have a single household for one meter, so as to contain

your consumption within the untaxed margin;

- ◆ Get your meter from Eneo, if you do not have one yet;
- ◆ Save energy; control your consumption.
- ◆ Non-adherence to these tips can lead to an increase of about 4% on consumption bills.

***What do Eneo procedures provide as far as the management of claims is concerned?***

Q6.

The period for the resolution of a claim depends on the nature of the problem posed. Eneo provides for a minimum deadline of 48 hours for simple problems. However, if the resolution would take a relatively long time, provision is made to serve the customer a letter with registered delivery, less than 20 days, in accordance with the Rules of Service.

***Is it normal to install/replace a meter at a customer's premises without his consent, without letting him know? What do the Rules of Service provide?***

Q7.

According to the Rules of Service, the meter is the exclusive property of Eneo.

The replacement of a meter is done in the presence of the customer or his representative, after the Eneo teams should have informed the customer of their presence.

## CONTROL, STANDARDIZATION AND SAFETY OF INSTALLATIONS

***Increasingly, Eneo control teams visited customers. What is the purpose of this increase in inspections?***

Q1.

This falls within the general framework of the electricity network standardization and safety. It is in line with operations of rehabilitation, replacement and modernization launched in all areas of Eneo activity, i.e., from generation to commercial through distribution.

Upstream, we are introducing solar, rehabilitating Songloulou to maintain it in full generation capacity; we are reinforcing the distribution network with bigger cables, new transformers, and concrete poles here and there. In order to ensure the safety of these distribution components and the quality of energy supplied to households and businesses, we have to act in the same

direction downstream, i.e., closer to customers, on lines (low voltage lines) as well on meters.

For example, in less than two years, 500 new distribution transformers were installed in Douala, bringing the total number of transformers of the city to 2 570. These actions allow for the improvement of network safety and service quality, which is expressed in a better resistance of electric lines during storms, drop in interruptions and unserved energy by around 35%. However, in Douala, there still exists micro-power cuts and low voltage in certain areas, as well as fires outbreaks, originating from electricity.

At the root of this phenomenon are three main factors:

1. Anomalies on certain transformers and low voltage network;
2. The effect of haphazard connections that overload equipment/ installations;
3. Tampering of meters and circuit breakers.

Cleaning up and standardization are unavoidable. Controls and inspections that we carry out on installations fall within this standardization process. The challenges of this approach are:

- ◆ **Safety** of the network, of installations and employees, our customers and those careless individuals killed by tampering with facilities/ installations.
- ◆ **Comfort:** eliminate pockets of low voltage. Improve on the quality of energy in order to enable customers benefit from their electrical household or industrial appliances.
- ◆ **Social justice:** why must honest customers continue to pay for illegal customers?
- ◆ **Trust:** we want to restore trust in actors of the sector. Investors need to know that they are not putting their money into risky networks. Producers, the transporter and other large suppliers must be paid or reassured that they will be paid, so they can also run their operations. Eneo must also continue to expand the distribution networks to increase access to electricity. However, the level of losses that illegal practices generate is very high and is an enormous risk for the balance of the entire electricity sector. It is practically the equivalent of the entire production of the Songloulou power plant that fades away in illegal networks. In the jargon of the electricity business, we measure performance by distribution efficiency. Today, Eneo loses dozens of efficiency points due to this scourge. An efficiency point is equivalent to almost CFAF 4 billion. These standardization operations constitute an important lever, an emergency; in restoring the electricity sector as a whole regain its balance.
- ◆ **Governance:** we tend to think that to aspire to become a governance model in Africa, we must fight against bad practices and strongly sanction those who are the perpetrators at Eneo, its subcontractors as well as its customers. In the past 12 months, about 60 fraud barons have been handed over to the judicial authorities; a baron is an actor who illegally maintains an electrical network of at least 100 households. Over 10 Eneo employees have been dismissed for connivance with illegal networks.

*Numerous Eneo teams visit the premises of customers, sometimes for meter reading, for distribution of bills and sometimes for fraud control, etc. Is this not too much, and does this not encourage the multiplication of fake employees in the field?*

Q2.

The issue of fake control workers is something we are taking seriously and which we are combating, through our technical compliance unit - our internal police - associated with the forces of law and order, with the support of public authorities.

Our advice to customers is to ask persons who approach them on behalf of Eneo to identify themselves. It is their right; and it is simple. They must ask for their badges, national identity cards and service or mission order. On the badge, there is an employee ID number that the customer can request and send through SMS via 8010, or through WhatsApp via 699119911 in order to verify the identity of the individual. Where you find yourself in front of malicious persons, the only thing you should do is to call the forces of law and order.

There is also a number administered by an independent monitoring body on proven bad practices (acts of corruption, racketeering, intimidation, etc.) of Eneo employees or its partners. The number is **698 000 000**. The customer can also use for whistleblowing.

Today like never before, meter reading and distribution are undergoing rapid changes aimed at, in the long-term, significantly reducing a multitude of visits to customer premises. Dematerialization, at the core of these two processes, is going to lead to a reduction of the number of workers who visit customers. We wish to limit the movements of customer to our offices, and of our workers to their premises. This should only be done in cases of need like installations, repairs, inspections and standardizations...

*Numerous Eneo teams visit the premises of customers, sometimes for meter reading, for distribution of bills and sometimes for fraud control, etc. Is this not too much, and does this not encourage the multiplication of fake employees in the field?*

Q3.

The control of installations is governed by the Rules of Service in its article 13, and by the control directive for electrical installations and establishment of regularization bills. Two operational strategies are applied: combing and targeting.

We carry out systematic scanning in the various operational areas of the company. The visit of a control team to a customer's premises does not always result, à priori, from a suspicion of fraud.

Teams, made up generally of two persons, arrive, introduce themselves, request for access to the installations. They proceed with inspections in the presence of the customer or his representative. The inspection is first visual, then, where necessary, it moves on to the opening of the meter. At the end, the controllers establish whether there is an anomaly or not. There are several types of anomalies, and the control teams always indicate the type



detected on the post-control form.

The legislator has given the right to the customer to request for, where necessary, a counter-expertise.

Furthermore, strict instructions are always given to control teams to be polite, to show respect and to be professional throughout these operations. Any proven breach is subject to disciplinary sanctions.

*Complaints of customers concerning controls are sometimes based on the lawfulness of Eneo teams; sometimes bailiffs are not present. What do you have to say about that?*

Q4.

The Rules of Service provide for the presence of bailiffs in control teams; it also recognizes the possibility of having Eneo certified experts. Furthermore, it provides for the joint signature of the technical report between Eneo and the customer or his representative. This last provision makes the presence of the bailiff optional.

However, for customers that have loads above **18 kVa**, we have systematized their presence.

*Some customers point an accusing finger at the Eneo control teams who blame landlords whose tenants get power supply from other sources. You call them parallel connections. These landlords say they do not understand why they are being blamed for their tenant's decision to get power supply from their neighbors.*

Q5.

The concession agreement between Eneo and the State of Cameroon stipulates in its article 11 relating to the right of the Concession Holder that the User:

- a. Is bound to respect the exclusive distribution right of Eneo on its Distribution Perimeter as defined in article 3 of these Rules. Consequently, Users are strictly prohibited from distributing electrical energy beyond the Eneo supply point;
- b. Cannot perform any operation on the connection upstream of a supply point (bypasses, disassembly, etc.);
- c. Cannot transfer electricity or supply it to a third party outside the property served.

Each compound or building can only have one connection. The connection is made in the name of the owner. From this connection, we can derive as many additional panels as the owner wishes for the different apartments or studios. The landlord of a compound will therefore prevent his tenants from getting power supply from parallel connections. It is up to him to request additional panels for his apartments/tenants, to enforce the rule of one apartment or house/one subscription/one meter.

In the event of non-compliance with these provisions, the User is liable to suspension of his power supply, or to the removal of the connection, and to penalties.

In addition, article 3 relating to the distribution perimeter stipulates that in accordance with the concession, Eneo be authorized to distribute electrical energy to Users exclusively within the entire Distribution Perimeter.

***Before installing a new meter at a customer's premises, shouldn't Eneo conduct a test, in the presence of the customer, to clear any doubts by both parties?***

Q6.

At Eneo, the installation of a new meter is done in strict compliance with the provisions of the Rules of Service, in the presence of the subscriber or his representative. It consists in verifying the physical integrity of the meter (presence of seals, traces of tampering, etc.), followed by its commissioning; a joint report on its proper functioning and verification of the installation/initial index. It is materialized with the issuance of the jointly signed commitment form, while a copy is given to the customer, who must keep it carefully.

***Is it true that there are meters that continue to run during a power outage?***

Q7.

An outage means absence of power. Since a meter needs energy both from the grid and the subscriber's internal load to operate, it is therefore impossible for an electricity meter to continue operating when there is a power outage.

However, we have realized that some customers have generator sets are improperly connected. Since they install their genset upstream the Eneo electronic meter, it supplies power to the meter causing it to run as soon as it takes over following a power outage.

***Eneo recently launched an operation to readjust customers' power loads. Customers whose loads had been revised upwards were asked to pay an adjustment bill. What was it all about?***

Q8.

The Rules of Service allow customers, when subscribing, to choose the subscribed load that suits them, according to their installed capacity. This installed capacity depends on their household equipment. On this basis, the circuit breaker is adjusted by Eneo to correspond to this load. The customer may/must, in no case, tamper with the circuit breaker. If they wish to increase their load because of added equipment, they must inform Eneo and pay for the resulting increase in load.

Circuit breaker calibration is done exclusively by Eneo. The commitment form jointly signed and given to the customer after installation of his meter provides full information on, and the state of each equipment installed. Any modification of this calibration without the approval of Eneo is the entire responsibility of the customer who is held accountable.

***Avant de poser un nouvel appareil chez un client, Eneo ne devrait-elle pas faire des tests, en présence du client, afin de lever toute inquiétude pour les deux parties ?***

Q6.

À Eneo, la pose d'un nouveau compteur se fait dans le respect strict des dispositions du Règlement de Service, en présence de l'abonné ou son représentant. Elle consiste en la vérification de l'intégrité physique du compteur (présence des scellés, absence de traces d'effraction, etc.), suivi de sa mise en service ; du constat contradictoire de son bon fonctionnement et de la vérification de l'index de pose/départ. Elle est sanctionnée par la délivrance de la fiche d'engagement conjointement signée, dont une copie est remise au client qui doit la garder précieusement.

***Est-ce vrai qu'il y a des compteurs qui tournent quand il y a interruption de l'électricité ?***

Q7.

Une interruption signifie absence d'énergie. Etant donné que chaque compteur a besoin, à la fois de l'énergie provenant du réseau et de la charge intérieure de l'abonné pour fonctionner, il est par conséquent impossible qu'un compteur d'électricité fonctionne encore lorsqu'il y a interruption de la fourniture d'électricité.

Par contre, il nous a été donné d'observer chez certains clients des cas où le groupe électrogène a été mal connecté. Installé en amont du compteur électronique Eneo, il alimente celui-ci et le fait tourner dès qu'il prend le relai après une interruption d'énergie.

***Eneo a lancé récemment une opération dite de réajustement des puissances. Les clients dont les puissances ont été revues à la hausse ont été appelés à payer une facture de régularisation. De quoi s'agissait-il ?***

Q8.

Le Règlement de Service laisse la possibilité au client, lors de son abonnement, de choisir la puissance souscrite qui lui convient, en fonction de sa puissance installée. Cette puissance installée est fonction de ses équipements ménagers. Sur cette base, le disjoncteur sera réglé par Eneo, de manière à correspondre à cette puissance. Le client ne peut/doit en aucun cas toucher au disjoncteur. S'il désire faire une augmentation de puissance parce que ses équipements ont augmenté, il doit en informer Eneo et payer l'augmentation de puissance qui en découle.

Le calibrage de disjoncteur se fait exclusivement par Eneo. La fiche d'engagement contradictoirement signée et remise au client après installation de son compteur donne l'exhaustivité et l'état de chaque équipement posé.

The differential between the officially subscribed load and the circuit breaker setting is considered a "subscribed load fraud". However, there are no technical control or penalties. The customer is just required to pay the difference or to return to the load recorded in the system.

We therefore launched a load update operation, for reasons of safety and quality of service. Uncontrolled load gaps are sources of overload, drop in voltage, explosion of transformers, and consequently, power outages.

The adjustment fees charged to customers whose field amperage turns out to be higher are used to adjust their consumption deposit at Eneo. This money is refundable upon cancellation of the contract, after deduction of any unpaid bills.

The customer is free to adjust or not his/her subscribed load by paying these fees. However, they will have to maintain at home the same load as the one recorded in the Eneo system.

Subscribing the right load allows, on the one hand, for an optimal functioning of domestic equipment while ensuring their protection, and on the other hand, a safer dimensioning of cables and transformers by the Eneo teams; and even those of SONATREL, in terms of adapting the transmission and distribution networks to the real demand on the field.

For a household, when the subscribed load becomes insufficient for a safe and reliable supply, due to the addition of new equipment, it is recommended to contact Eneo services to formally request for an increase in load.

### *Can Eneo allow a third party to check its meters?*

Q9.

The conditions for installing and checking electricity meters are defined by the Rules of Service, in particular in its Article 9, paragraphs 1 and 2 which define the prerogatives and responsibilities of the parties (Distributor and its Subscribers). It is obvious that it is not the Distributor's responsibility to give authorizations for such checks.

Eneo has an internal specialized Laboratory, which ensures Metrological Quality Control of all new and used electricity meters used on its Distribution network.

This laboratory is well known to **ARSEL (Electricity Sector Regulatory Agency in Cameroon)** and the Public Services in charge of Legal Metrology in Cameroon. As part of their missions, these two State bodies have the power to initiate audits of our Laboratory at any time; and they often do it.

### *Who is responsible for the electric meter installed at the customer's premises?*

Q10.

The Rules of Service stipulate that the meter is the property of Eneo and must be accessible to the later at all times without prior notification; it is also under the responsibility of the customer who must jealously take care

of it and guarantee its security. We strongly recommend that customers or their representatives be systematically present during checks at their home.

Customers should also assess the reliability of their meter by doing an internal study at home, or an inventory of the capacities of the devices installed and their operating times. This can make them more alert customers, and help them to monitor/control their consumption.

### *Who tampers with Eneo meters?*

Q11.

Fraud in a broad sense mainly benefits consumers who practice it, and who, in the majority of cases recorded on the field, refuse to recognize their actions. Some will even start smear campaigns against the company.

It can be done by anyone with knowledge of electricity/electronics. Third parties, and sometimes Eneo staff and partner companies are involved in it.

All these malpractices are provided in **Article 13** of the **Rules of Service** and sanctioned by **Articles 318 and 319** of the **Cameroonian penal code**.

In the past 12 months, about 60 fraud barons have been taken to court; given that a baron is an actor who illegally has an electrical network of at least 100 households. More than 10 Eneo staff have been dismissed for their complicity in these illegal networks.

### *What types of fraud are recorded on/in the meters?*

Q12.

Meters can be subject to various malpractices, in particular fraud/irregularities anomalies caused by a third party, with the aim of distorting the recording of energy consumed by the meter. This can be done outside or inside the meter.

We also record several types of fraud done before the meter, such as parallel/illegal connection, direct connection to the connection cable, etc. The purpose of all these malpractices is to divert part or all of the energy consumed from the normal circuit.

### *Do you sometimes have situations of faulty meters at the time of installation? If so, what is Eneo doing to prevent such a situation from harming the customer?*

Q13.

No. Before shipment, the meters are checked and certified in the factory, according to international standards. When they arrive at Eneo, they are still tested, in our laboratory, through sampling, before they are sent to the field.

*What are the different types of meters at Eneo?*

Q14.

- ◆ For Low Voltage, we have the following meters:
  - ◆ Electromechanical;
  - ◆ Electronic: standard, communicating or smart, and prepaid types;
- ◆ For Medium Voltage and High Voltage: communicating or smart electronic meters.

*We are talking about the new electronic meters. What is the difference with the old ones?*

Q15.

1. **The electronic classic:** High accuracy/reliability of counting; but basically no difference on the principle of measurement;
2. **Prepaid:** Payment of energy in advance and better management of consumption; but no fundamental difference on the principle of measurement;
3. **Communicating or intelligent meters:** High accuracy/reliability of metering, remote reading; but no fundamental difference on the principle of measurement.

*What are the benefits of the new meters to the customer and Eneo?*

Q16.

To the customer:

- ◆ Facilitation of monitoring and control of consumption;
- ◆ Exact bill thanks to a good level of reliability of these new technology meters and remote acquisition of indexes (reduction of erroneous reading)
- ◆ Discipline in consumption habits (reduction of non-essential consumption);
- ◆ Budget control;
- ◆ Reduction of visits by Eneo staff.

For Eneo:

- ◆ Better load management, since it is useful in demand and supply management;
- ◆ Better visibility of the data used for billing;
- ◆ Remote data acquisition (index) from the meter, making it difficult to have an erroneous index.

## ENEO PREPAID SOLUTION

*You have launched your prepaid-meter solution. Where are you with this operation?*

Q1.

In order to improve the relationship with our customers, to allow them to gain autonomy and have control over their electricity consumption, the prepaid solution was offered to them, first in an experimental phase in 2017/2018 in Douala South, then on a wider scale since 2019.

The introduction and popularization of smart prepaid meters is part of the process to modernize and improve electrical service in Cameroon. In so doing, Eneo is also meeting one of the commitments made to the government in 2018, as part of the extension of its concession, namely to modernize and secure the metering equipment.

With more than 20 000 prepayment meters installed to date, the company offers comfort and safety to its customers. More than ever, during the COVID-19 crisis, for example, customers can benefit from electricity without physical interactions with any Eneo staff. They can even buy energy via **Orange Money, MTN Mobile Money, AfrikPay, UBA, Yup ...**, without having to move around.

Customers are spared of the many inconveniences related to meter reading, distribution of bills, surprise of high bills at the end of the month, and disconnections for unpaid bills.

In addition, this metering method solves the problem of joined bills for a group living in the same premises or the same building, especially since each household now has a unit that allows it to manage its electricity consumption.

According to a 2014 World Bank report, "prepaid energy management systems are generally welcome by users: they see their expenses decrease, they know the amount of energy they will receive, which allows them better plan their consumption and spending, and are less exposed to energy restrictions."

*What feedback are you getting from your customers already using these meters?*

Q2.

In order to appreciate the trends from customer experiences, we conducted customer surveys. Overall, our current prepaid customers think it has many advantages: **"Practical tool, great autonomy for the consumer, ability to control and save energy ..."**

*From a tariff and consumption point of view, what has changed with the prepaid?*

Q3.

We are closely monitoring the consumption of our customers and supporting them in their adaptation to this new service. We have teams ready to listen and educate them on how to use the customer interface to monitor and control their consumption, which is the best way to control their electricity budget.

Beyond the surveys carried out, we have the capacity to record all the energy purchased by customers, and to analyze it compared to their previous consumptions.

The billing system approved by the regulator meets the overall philosophy behind electricity billing in Cameroon, which advocates that the smallest consumers should benefit from advantageous rates compared to the average price per kWh of electricity consumed; while the biggest consumers bear the proportion not taken care of by the latter. The more you consume, the higher your tariff; conversely, the less you consume, the more you are likely to benefit from a lower tariff.

Overall, the electricity budgets of prepaid customers have dropped because of the combination of two factors: lower tariff and discipline in the use of electricity. 76% of our prepaid customers are among the most modest, and belong to the Family and Business segments. They witnessed a drop in their electricity bills, for a similar consumption with their previous postpaid meter. These two segments, which represent the vast majority of customers, including modest households and small businesses, recorded decreases of CFAF 1 252 to 4 350 for a consumption of 150 kWh for 1 month.

For the other segments, other levers must be activated in order to save money. It goes from the choice of the subscribed load just necessary for crossing the consumption segment (in kWh) in a given period in the month. For example, you have to buy a lot of kWh at the beginning of the month because it is cheaper, and buy in small quantities (at a lower cost) to finish the month, and start the cycle of the following month with favorable tariffs.

We continue to educate our customers on the proper use of the prepaid meter, so they can take full advantage of its benefits, and especially save money on their electricity budget.

*When you come to a customer with the prepaid solution, do they have a choice? Shouldn't they normally make the request? What does the Rule of Service provide?*

Q4.

Eneo first comes to a customer to raise awareness on the prepaid solution. In this case, we present the advantages of the prepaid meter. At the end of our discussions, more than 80% of customers subscribe to the solution.

Some property owners have adopted the prepaid solution, and have requested that all their property on rent be converted to prepayment.

In this case, this awareness phase will be an information campaign on the prepaid solution.



*How can one apply for a prepaid meter? Can one change from postpaid to prepaid?*

Q5.

The customer has the possibility to request for conversion to prepayment, or for a new installation, at our agencies, or by sending us an email to the following addresses | [prepaid.customer@eneo.cm](mailto:prepaid.customer@eneo.cm) , [branchement@eneo.cm](mailto:branchement@eneo.cm)

## CONNECTIONS

*With the introduction of online connection, Eneo promises to respond or provide an estimate within 48 hours. Unfortunately, many customers have no response when they write via WhatsApp to apply for a connection. What is going on?*

Q1.

It may actually happen that the system encounters hitches from time to time, and we truly regret it. However, the online connection solution is intended to simplify the procedures to be followed by the customer to have a meter installed.

In the past, our customers had many difficulties in obtaining a connection estimate (difficulties linked to procedures, people, logistics, environment, etc.). There were numerous meetings, several middle persons in the decision-making chain, and it took on average 20 days to obtain an estimate.

Eneo has created the online application for connection estimate (via WhatsApp) to simplify the reception of files and to facilitate access to electricity. The online connection solution has the advantage that it allows for close tracking and breaks the chains of administrative bottlenecks that may exist.

Currently with the Online Agency, the weekly application-processing rate is 90%. The deadlines may be extended due to some temporary supply problems, as well as the shortage of wood poles, if the connection requires them.

Our IT Teams are working to improve the solution, so that customers are reassured that their applications are taken into account always, and that processing is done on a first-come, first-served basis.

In the meantime, we advise our customers who contact us online for their connection requests to always remind us 3 to 4 days later, if they have not received a response or acknowledgment of receipt, if they do not receive the expected estimate.

To make life easier for our customer, the idea was to get connection estimate payment online, and not at the physical agency as is the case now.

This is consistent with our digitalization vision, and we are working on a solution for online payment of connection estimates, directly via MyEasyLight, or also through our Third Party Paying Partners.

***When some customers apply for their connection, they are told that they cannot be connected because there are no networks in their neighborhoods. What is Eneo planning to do here?***

Q2.

With the expansion of cities on the outskirts, the need for network expansion is indeed a constant concern. Through the implementation of its distribution network expansion plan, Eneo Cameroon has since 2014 contributed to the growth in the access to electricity in Cameroon with an average of +2% annually. Since 2014, about 90 000 households and businesses on average annually have had safe access to electricity. This momentum was relatively slowed down since 2019 due to the difficulties faced in the supply of wood poles because of the security crisis in the North West, which is the main source of wood poles in Cameroon.

Eneo is working with the State to find alternative solutions in the West region. With the approval of the Ministry of Forestry, the company has just started logging wood in the Baleng forest in Bafoussam. Negotiations are underway to expand the supply with logging other forests in the West.

In the meantime, Eneo launched its concrete-pole-manufacturing project, in partnership with local investors. A dozen factories are operational in the different regions, and the concrete poles produced are injected progressively into the network, either to strengthen the existing networks, or build the required extensions to grant new households and businesses access to the network.

***What is the connection execution deadline? How can it be improved?***

Q3.

The trend of the average connection execution deadlines after payment of estimates has experienced a satisfactory improvement in recent years; from 20 to 5 days, on average. It is thanks to reforms (lower subscription fee, simplification of procedures, etc.)

Unfortunately, due to problems of poles supply, it is becoming increasingly difficult to make connections within the deadline where poles are required. This has an impact on the execution of some connections. As we have said before, we are working with the public authorities to find a solution to this problem of pole supply.

END