

OUR SERVICE STANDARDS

Our Vision:

“Powering communities, business and industry for a prosperous Uganda”

Our Mission:

“To supply our customers with safe, reliable electricity through an efficient distribution network and with passionate people, while delivering sustainable shareholder value”

Our Values:

- **Safety**
- **Customer Service.**
- **Integrity**
- **Teamwork**
- **Innovation**

Every customer is entitled to the highest standard of customer service. We undertake the following as our minimum level of service

New Connections

- Inspection of premises will be done within 2 days of receiving your application
- No pole and one pole service connections will be within 7 days after payment
- Schemes and more than 1 pole service will be connected within 30 days

Queries & Complaint Management

Offices open at 8:00am to 4:00pm on week days and 9:00am to 1:00pm on Saturdays while the Call Center is accessible 24 hours via telephone, social media, website or email.

Response Times:

- Queries/complaints that need no investigations will be resolved immediately
- Billing complaints will be resolved within 7 days
- Technical complaints will be resolved within 12 hours. However, faulty transformers may take longer but not later than 7 days.

Appeal process:

Report to the District Manager or the Head of Customer Service if your complaint is not resolved to your satisfaction. You can also appeal to the Electricity Regulatory Authority (ERA) and the Electricity Disputes Tribunal (EDT).

Disconnection / Reconnection Process

- A disconnection notification will be sent out 48 hours in advance via SMS or on the monthly bill.
- Revenue collection teams shall have their names displayed on their branded overcoats.
- Disconnection for non-payment will not be done on weekends and public holidays
- Reconnection of supply shall be within 48 hours after payment.

Outage Management

- Notification of planned outages shall be via SMS or mass media at least a week in advance.
- Restoration of supply following an unplanned interruption shall be within 12 hours of reporting.

Billing

- Meters will be read once every month for billing Purposes. Estimates may be used but shall not exceed 3 consecutive months.
- Bills based on estimated readings will be automatically adjusted when actual readings are taken.
- Bills will be delivered to premises every month
- eBills will be delivered via email within 24 hours for registered customers.

Communication and Feedback

- Undivided attention will always be provided to customers in a warm and conducive environment.
- Hard copy letters and emails will be replied within 3 working days and 48 hours respectively.
- Changes in Tariff and other charges will always be communicated via media, SMS or email.

Zero Tolerance to Corruption

- If you see fraud, theft or an illegal connection, call our whistle blower line on **0312 360 777**
- If you are coerced to pay a bribe or any corruption related request, immediately call **0312 360 777** or email **TIU@umeme.co.ug**

LET'S SAY

NO
TO CORRUPTION

