

ABOUT US

The Keetmanshoop Electricity Business Unit (KEBU)

is responsible for electricity customer care services, revenue collection and performance, electricity billing services, electricity tariff implementation, energy management and metering, electricity financial and asset administration and reporting.

KEBU is also responsible for the reliability and availability of the electricity network, through efficient and effective operation thereof, enforcing compliance to the Electricity Supply Industry (ESI) legislative and regulatory instruments, standards and specifications, execution of network maintenance, electricity Service connections, Network planning, designs, extensions and upgrades, Electrical Contractors registration and administration.

OUR MISSION

To distribute and supply sustainable, cost reflective and reliable electricity supply to all customers within the Keetmanshoop Distribution Area.



WHAT WE DO:

Provide Electricity Customer Care Services

KEBU provide customers care services to its customers that need or require any services relating to electricity distribution and supply of electricity within Keetmanshoop. This include all application processes, recording and responding to power trips and infrastructure deficiencies or failures as reported by customers, customer queries and complaints.

Implement and sustain electricity revenue collection and protection services

Revenue is key to the operations and sustainability of electricity utilities within the Electricity Supply Industry. As such various revenue collection and protection initiatives in line with legislative instruments are implemented and sustained at KEBU. The interventions include curbing illegal connections and installations.

Purchases Electricity and provide Electricity billing services

KEBU purchased its electricity from NamPower and a very small portion from Net-metering infeed customers. Electricity bills are prepared and issued to electricity post-paid customers on a monthly. Bills are issued via sms platform and either.

E-mail or post as preferred by the customer.

Distributes and supply electricity to customers (residents, government institutions and businesses in Keetmanshoop)

- We supply electricity at cost reflective ECB approved tariffs within the Keetmanshoop area so that residents have a better quality of life, businesses can grow and create employment, and bulk consumers have the electricity demand necessary to thrive. Together these factors combine to create an environment conducive to attracting investment to the Keetmanshoop.

Maintains the electrical network and infrastructure in Keetmanshoop

- Implementation of maintenance management (Planned Preventative maintenance, Unplanned reactive maintenance) and asset management strategies.

Expanding and upgrading the electrical network and infrastructure to accommodate future demand

- KEBU is strategically upgrading and expanding its network infrastructure in order to cater for future load growth and demand.

Exploring renewable energy technologies

- Keetmanshoop Municipality is currently exploring renewable energy opportunities with the intention to reduce electricity cost and promote green energy in line with the Modified Single Buyer (MSB) Model Framework.

Registration of Electrical contractors

- In terms of legislation all electrical contractors that intend to conduct any electrical installation work within Keetmanshoop must register with KEBU as an electrical contractor. Contractors that applies on the form and meet the requirements are then registered and issued with a registration certificate.



TOWN MAP



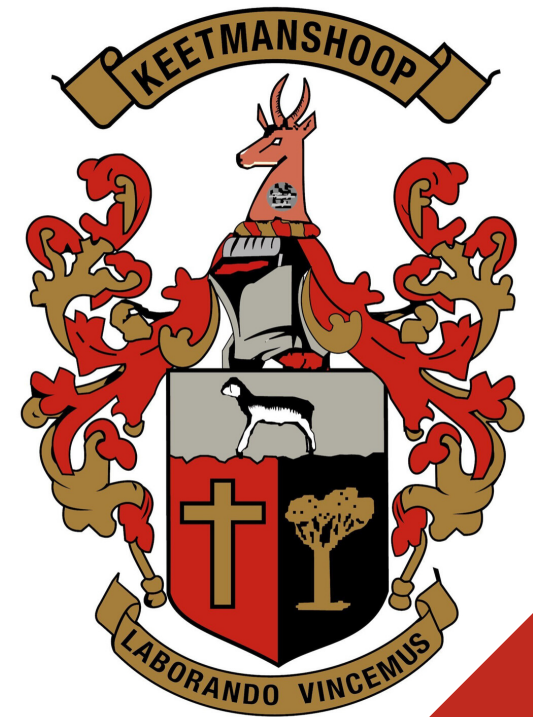
How do I report an electricity power outage or a fault?

All electricity outages, power trips and street light faults can be lodged with our Electricity Department at the office during office or at contact number **+264 (0)63 – 221 221**.

Please remember to provide all relevant information when reporting any electrical fault. Relevant information should include inter alia the following:

- Street name
- Erf and gate number
- Your full name and contact details
- Town and suburb
- Description of the fault
- Pole number if available (for street light faults)

Customers should be issued with a reference number. Customers should request for their reference number if not provided for future reference and follow-up.



**KEETMANSHOOP
ELECTRICITY BUSINESS
UNIT (KEBU)**

KEETMANSHOOP MUNICIPALITY