



UMEME
Powering Uganda



**LARGE POWER USERS
NEW CONNECTION GUIDE**

Who We Are

Uganda's main electricity distribution company, listed on the Uganda Securities Exchange and cross listed on the Nairobi Securities Exchange. We operate a 20 year electricity distribution concession from the Government of Uganda. Following reforms in 1999, Uganda adopted a single buyer electricity sector model, where Uganda Electricity Transmission Company Limited (UETCL) is the System Operator, responsible for purchasing electricity from all Independent Power Producers, import and export of electricity. UETCL is our sole supplier.

As a distributor, we supply electricity to customers, involving operation, maintenance and upgrade of power infrastructure, electricity retail and provision of related services. The Electricity Regulatory Authority are responsible for sector regulation, with their mandate including setting operating standards and appropriate end user tariffs.

Administrative Structure

We have a decentralised structure supported by the corporate office. Retail operations are divided into 4 regions, with over 25 Service Centres. Network infrastructure is zoned into 2 major areas, with 13 engineering areas. Each of our managers is responsible for business deliverables in their respective areas.

Key Shareholder Information

Umeme Limited is a public company listed on the Uganda Securities Exchange (USE) and cross listed on the Nairobi Securities Exchange (NSE).

In 2016, Umeme Holdings Limited, which owned 14.3% of Umeme Limited, divested its remaining shareholding to institutional and retail investors. National Social Security Fund, with 23% of shares, is the current largest shareholder.

Umeme Holdings Limited divestiture of its shareholding in Umeme Limited, through capital markets, since the Initial Public Offering in 2012, demonstrates continued growth and capacity of the region's capital markets, to act as a platform for capital mobilisations and transfers. Growth of capital markets is vital to encouraging domestic savings and foreign direct investments to spur economic growth.

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

Who are Large Power Users? (LPUs)

These are categorised as below:

Small and Medium Industrial	Supplied at 415V with maximum demand up to 500kVA
Large Industrial	Supplied at 11kV or 33kV with maximum demand of 1500kVA
Extra Large Industrial	Supplied at 11kV or 33kV with maximum demand exceeding 1500kVA (dealing in Manufacturing)

The electricity network operates at a frequency of 50Hz



An automated metering unit.

Our requirements for LPU new connection

Type of Connection	Requirements
Small Industrial	<ul style="list-style-type: none"> • Certificate of Completion of Internal Wiring • Copy of Certificate of Incorporation. • Copy of List of Directors, their contacts (as shown in the articles of association). • Copy of Proof of Ownership or Tenancy (deeds or tenancy agreement) • Duly filled wayleaves consent form (where applicable)
Medium Industrial	
High Industrial	

Our Standard Charges

Item		Amount (UGX)
Inspection Fees	Small Industrial	88,500
	Medium & Large Industrial	118,000
Security Deposit	Small Industrial	200,000
	Medium Industrial	1,000,000
	Large Industrial	2,000,000
Cost of Works (incl Labour and Transport)		Varies depending on material requirements.

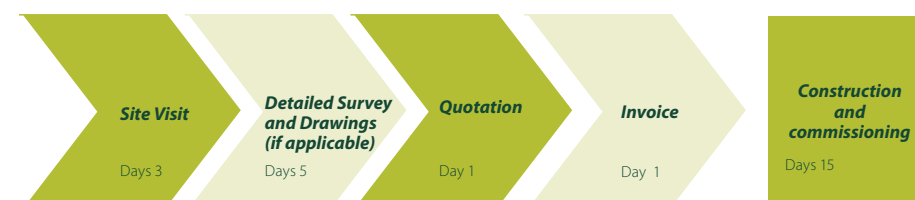
All payments can be made through the following Banks. Do not make direct payments to any of our staff or contractors.

Our Partner Banks:

Standard Chartered, Bank Of Africa, KCB, DFCU Bank, Citi Bank, Housing Finance Bank, Stanbic Bank, Equity Bank, Post Bank, Diamond Trust Bank, Orient Bank, United Bank for Africa, Finance Trust Bank, Barclays Bank, Centenary Bank and Bank Of Baroda.

Our Commitment to you

We promise to effect new connections without unnecessary delays and are committed to the following timelines:



Invoice Validity

An invoice will be valid for 30 days from issuance

WAYLEAVES

What are Wayleaves?

Rights of way acquired by persons/entities who have applied for supply, provision and installation and maintenance of equipment necessary to supply electricity to their premises.

Where a site visit reveals the need for wayleaves, the applicant will be notified in writing. In response, the applicant must provide proof that wayleaves were acquired in writing from affected property owners before a connection can be effected.

Umeme will support the applicant with useful technical advice to aid this process.

Procedure

Prospective customers should notify their local Umeme Service Centre Manager during planning stages. The Service Centre Manager will organise a site visit within 3 working days and assess network capacity to support the intended business.

Following the outcome of the site assessment, the Customer will be advised on the next steps by the Service Centre Manager. An application for electricity by the customer should be addressed to the Service Centre Manager, with a copy sent to the Regional Manager.



Say no to bribery

No staff/ contractor is allowed to receive money directly on behalf of Umeme.

Call 0312 360777 if solicited

Unhappy with the service you have received?

Contact the Head of Customer Service at customerservice@umeme.co.ug, or the Managing Director at md@umeme.co.ug and let us address your concerns.

Our Service Centres

We are open between 8am and 5pm on weekdays: Saturday 9am - 1pm

CENTRAL

Bombo Service Centre,

Plot 12, Kalangala Road, Bombo

Kabalagala Service Centre,

Tirupati Mall, Ggaba Road,
Nsambya

Kampala Metro Service Centre,

Plot 5, Pilkington Road

Kayunga Service Centre,

Hospital Lane

Kitintale Service Centre,

Plot 243, Luzira-Kitintale

Kireka Service Centre,

Lico Holdings Building, Plot 103

Entebbe Service Centre,

Plot 26, Kampala Road

Najjanankumbi Service Centre,

2nd Floor, Freedom City Mall,
Namasuba, Entebbe Road

Nakulabye Service Centre,

Nakulabye Plaza, Kibuga, Mengo

Nateete Service Centre, Gamba

Plaza, Nalukolongo, Nateete

Ntinda Service Centre,

Plot 31, Ntinda Complex building

Mubende Service Centre,

Bus Park Road

Naalya Service Centre,

Quality Shopping Mall, 1st Floor

Lugazi Service Centre,

Ntenga Road

Wandegeya Service Centre,

Plot 1064 & 956, Bombo Road

WEST

Bushenyi Service Centre,

Ishaka, Opposite Basajja Police
Station

Fort Portal Service Centre,

Plot 7 Rukiidi (111) Street

Hoima Service Centre,

Plot 10 Main Street

Kabale Service Centre,

Plot 127 Kabale Road

Kasese Service Centre,

Plot 39 Block 425, Margarita
Road

Masaka Service Centre,

Plot 30 Kampala-Masaka Road

Mbarara Service Centre,

Plot 19 High Street

Mityana Service Centre,

Plot 39 Mityana Road

Rukungiri Service Centre,

Republic Road Zone

Kisoro Service Centre,

Mutanda Road

EAST

Iganga Service Centre,

Plot 109 Old Market Street

Jinja Service Centre,

Plot 14/16 Oboja Road

Kamuli Service Centre,

Plot 1-2 Katalo Road

Mbale Service Centre,

Plot 42 Cathedral Avenue

Mukono Service Centre,

Plot 98-102 Kampala Road

Soroti Service Centre,

Soroti Avenue

Tororo Service Centre,

1a & 1b Bazaar Street

NORTH

Gulu Service Centre,

Plot 28 Gulu Street

Kitgum Service Centre,

Janan Luwum Road

Lira Service Centre,

Plot 1 Maruzi Road

Masindi Service Centre,

Masindi Port Road



*Stay alert. Stay safe
Report all electricity emergencies.*



We are always at your service



0800 285285 / 0800 385385



@UmemeLtd



Umeme Limited



0772 285285



callcentre@umeme.co.ug



www.umeme.co.ug



Umeme App



SMS to 8185