

WattsOn

The Official Newsletter of NamPower
Edition 1, 2016

NamPower to strengthen its transmission system



In This Edition:

- NamPower's Transmission Master Plan
- NamPower on Risk Management
- Electricity Safety
- NamPower awards bursaries
- Inter-Power Games 2016



Powering the Nation and beyond

THE POWER OF KNOWING



**There is a thin line between what you use and
what we are able to supply.**

Ensuring security of power supply

Our role:

Strong economic growth and development in the country has resulted in an increased demand for electricity. The situation has prompted NamPower as the country's power utility to implement various solutions under its Short-term Critical Supply Project (STCS) to address the shortage of electricity and ensure a constant supply in the country.

While NamPower is busy with the implementation of the STCS project, we would like to appeal to the nation to help us ensure security of supply by using electricity sparingly.

Your role:

To encourage you to save electricity, NamPower will through its Power of Knowing campaign continue to communicate various energy saving measures. We're convinced that if every one of us adopts these savings measures making it part of our daily routine we can save greatly.

Let's work together and use electricity sparingly.

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Energy saving tips

Air Conditioner:

- Clean and inspect your air conditioner filters regularly.
- Only cool or heat rooms that are occupied.

Geyser:

- A geyser accounts for up to 40% of your electricity bill.
- Ensure that the thermostat is set to no more than 55 Degrees Celsius.

Kettle:

- Only boil the amount of water that you need.
- Keep the kettle's element clean by boiling vinegar to remove lime scale build up.

Light Bulbs:

- Replace conventional bulbs with Compact Fluorescent Light (CFL) or Light-Emitting Diode (LED) light bulbs where possible. These light bulbs provide the same amount of light while using much less electricity and they last longer.
- Always switch off lights when leaving a room.

Pool Pumps

- Reduce the operating time to limit water circulation to twice a day.
- Set the pool pump to operate between 24:00 and 05:00.

Stove:

- The size of the pot should match the size of the stove plate.
- Rather use a pressure cooker when preparing food that normally takes a long time to cook.

The Power Supply Situation in Namibia

Last year, NamPower commendably braved a challenging power supply period that plagued the entire SADC region. The shortage of power supply in the country was aggravated by the nationwide drought which has been prevalent since last year, resulting in a lower output by the

Ruacana Hydro Power station, NamPower's main source of generation.

Despite this challenge, the company worked tirelessly in effort to ensure a continuous power supply and as a result, no disruptions were

experienced in the country. However, the utility would like to caution the Namibian nation that we are not out of the woods as yet, as the supply situation in the country will remain challenging until a base-load power station is commissioned.

Currently, Namibia's energy demand stands at 597 MW, and grows at an annual energy consumption rate of 3%.

Until the commissioning of a base-load station, the Namibian Government and NamPower have put in place various short and medium term plans aimed at ensuring power supply in the country. A base-load power station is a station capable of operating 24 hours a day and is shut down only when routine maintenance is required or due to unforeseen circumstances.

While the government and its stakeholders continue to deliberate on ways to mitigate the electricity shortage, we encourage every Namibian citizen to help alleviate the pressure on the grid by adopting energy saving habits such as switching off the lights when you leave a room, insulating your geyser and using LED bulbs. Every effort has the potential to go a long way.

Kahenge Simson Haulofu
NamPower Acting Managing Director

"The shortage of electricity supply in the region remains a key challenge. However, in the face of this challenge, NamPower will continue to focus on delivering on its mandate, by ensuring security of affordable and cost-reflective electricity supply".

NamPower's Transmission Master Plan

NamPower is Namibia's licensed transmission network owner and operator. In this capacity, NamPower is responsible to plan for the future of the national electrical transmission system.

Specifically, the utility has to ensure that the development and maintenance of the transmission system satisfies the requirements of the expected future demand for electricity as well as the expected future generation and import of electricity.

The NamPower Transmission Master Plan describes the planned development of the Namibian electricity transmission system. It presents an overview of all

aspects and relevant facts required by management to make decisions with regard to the future of the country's electricity transmission system, including the transmission infrastructure options, timing of initiatives and relevant financial implications.

The Master Plan makes provision for large transmission backbone developments across the country, and is updated on an annual basis to ensure that the company maintains pace with the evolving electricity needs of the country, and that network expansions are executed accordingly. The master plan for the period 2015-2019 was adopted as follows.

Major Projects	Year to be completed
Kunene - Omatando 400kV (operated at 330kV)	2017/2018
Ruacana 132kV development	2017/2018
Baobab 132/33kV development	2016/2017
Kavango East 132kV strengthening	2016/2017
Gerus - Otjikoto 400kV (operated at 220kV)	2015/2016
Auas - Gerus 400kV (linked to flows over Caprivi Link)	2018/2019
West Coast 220kV strengthening	2015/2016
Kuiseb - Walvis Bay 132kV	2016/2017
Aussenkehr upgrade	2016/2017
Kudu Transmission Integration	2018/2019
Backbone developments for strengthened Eskom integration or Kudu deep connection	2018/2019



The NamPower Transmission Map

NamPower aims for ISO Compliance and Certification



ISO IMS team leaders: Danie Louw and Santa Bock

NamPower has embarked on a focused intervention to improve service delivery through a business improvement/integrated management system. One of the key enablers for driving this intervention is the International Organization for Standardization (ISO) Integrated Management System (IMS) project.

The International Standards Organization is an international standard-setting body, to which various national standards bodies from across the world are affiliated, including our own Namibia Standards Institute.

The key objective of this project is to develop and implement an ISO Integrated Management System (IMS) for NamPower, which will ultimately lead to

the certification of the organization on three international standards, namely, ISO 9001 Quality, ISO 4001 Environment and OHSAS 18001 (ISO 45001) Health and Safety. In addition to the above, this initiative aims to ensure adherence to applicable legislative and regulatory requirements related to safety, health, environment and quality in all operations of NamPower.

Additional objectives of this project include to;

- Integrate all company wide activities, processes, procedures and policies into an Integrated Management System.
- Document all company processes and procedures and thereby establish, maintain and preserve its corporate memory.
- Define all NamPower outsourced and contractor activities and align it to the requirements of the Safety, Health, Environment and Quality (SHEQ) requirements.
- Adhere to applicable legislative and regulatory requirements related to Safety, Health, Environment and Quality in all operations of NamPower.
- Address inefficiencies related to the standards in the organisation.

- Contribute positively to the FITCH Rating and Investment Profile of NamPower.
- Be able to benchmark NamPower operations against known international standards.

Project Implementation

The project will be implemented in four stages. The first phase, Gap Analysis, was completed during June 2015. This entailed a detailed gap analysis covering the entire organization in an effort to identify non conformances against the three standards.

Phase Two, the Implementation Phase, entails the training of NamPower staff and the practical skills transfer on ISO standards. At present, over 120 employees, from across all business units, have been trained on ISO standards. The trained employees will form part of the cross functional implementation teams.

Phase Three, Compliance Audits, will consist of compliance and internal surveillance audits that will be conducted to ensure that all business units are indeed compliant and ready for certification, which is Phase Four.

The final phase, Phase Four, will entail certification audits by an Independent Certification Body, who will perform a final compliance audit on NamPower. Should the Certification body find that NamPower is fully compliant, NamPower will then be awarded with certifications for the three standards. This is envisaged to happen by April 2018.

The benefits of an ISO accreditation is immense. It ensures the optimization of a company's operations, and most importantly because ISO standards are international and adopted all over the world, ISO accreditation opens an organization up to new opportunities, inviting potential investors, trade partners and suppliers.

With ISO certification, NamPower will enjoy benefits such as;

- Cost saving, as all operations, processes and resources become fully utilized.
- Enhanced customer satisfaction through improved product quality and service delivery.
- Increased productivity through optimization and improvement of efficiencies.
- In relation to environmental benefits, negative impacts in the environment will be reduced, thereby enhancing NamPower's reputation as an environmentally responsible corporate citizen.
- Improved health and safety of NamPower employees are of utmost importance and is non-negotiable. Thus, the standards will assist NamPower in improving health and safety in the work place and all operations.

For more information please contact the ISO team at, ISO@nampower.com.na.

Risk Management



Emmy-Pirkko Muandingi, Corporate Risk Manager

NamPower welcomed Emmy-Pirkko Muandingi as its new Corporate Risk Manager in June last year. Armed with close to 10 years of expertise in the areas of enterprise risk management in both Banking and SOE sectors, Emmy is a qualified risk practitioner having attained a Master of Science Degree in Risk Management from Glasgow Caledonian University in UK, an International Diploma in Risk Management from the Institute of Risk Management, UK as well as a Risk based Internal Audit Certificate from Unisa, just to mention a few. Emmy compiled the following article on the importance of risk management in NamPower.

1. Why is Risk Management important in NamPower

Knowledge of risk management enables NamPower to identify and act upon potential threats and opportunities. Poor risk management can damage operations or even threaten service delivery to NamPower's clients and the entire nation.


Because of the uncertain environment that we (NamPower) operate in, it is highly critical for all employees to be able to identify risks and have control measures in place to Ensure Security of Power Supply, which is our core mandate. Employee commitment and dedication to risk management contributes to sound management practices, increasing stakeholder and community confidence in NamPower's performance. Employees behaviour and actions are the main cause of operational risk in any organization including NamPower, therefore, emphasis has been placed on training all employees on identifying as well as on reporting risk issues.

2. Why raise Risk Awareness

- Risk awareness is important to ensure employees know what to do to manage risk efficiently and effectively in their respective business units, and to understand how business unit risks translates to the overall risk strategy of NamPower.
- To ensure there is appropriate knowledge on risk management in business units in order to identify and mitigate risks as soon as possible.

“The success of risk management within NamPower depends on the level of understanding and motivation of employees. Therefore, as Risk Manager, I urge all employees to work together in cementing a risk aware culture within NamPower.”

- To provide practical skills and competencies needed to support the risk management framework of NamPower.
 - To transfer complex technical knowledge between business units and foster interactions between business units and other branches and substations in order to build better risk awareness and management thereof.
- 3. Common areas of exposure to operational risk:**
- These are the areas we as employees have control over and can easily be mitigated:
- Fraud/collusion
 - Misuse or mismanagement of resources
 - Non compliance to policies and procedures
 - Lack of defined/ documented processes
 - Lack of process ownership and communication
 - Continuous change in processes/ operational systems, job specifications and organizational hierarchy which can cause major disruptions to operations and lack of business continuity
 - Loss or damage to physical assets



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ENERGY SAVING TIPS


Light Bulbs

- Replace conventional bulbs with Compact Fluorescent Light (CFL) or Light-Emitting Diode (LED) light bulbs where possible. These light bulbs provide the same amount of light while using much less electricity and they last longer.
- Always switch off lights when leaving a room.


Let's work together and use electricity sparingly.



CFL bulb



LED bulb



Electricity Safety

NamPower is governed by strict legal and safety standards and its primary concern always remains: to ensure the safety of all persons in its day-to-day operations. Therefore, many safety devices, including warning labels and danger signs, have been put in place to restrict access to its live apparatus.

Regrettably, NamPower continues to receive reports from members of the public of incidences of electrical shocks after coming into contact with live power infrastructure. While some have managed to escape with minor injuries, others have unfortunately lost their lives.

As the national power utility, NamPower has made it its obligation to educate the public on electricity safety. The Corporate Communications and Marketing Section, through informational material dissemination and community engagements such as drama plays at schools and community centres, try to ensure that the public is made aware of electricity safety.

Most incidences of electric shock are as a result of ignorance to the dangers of coming into close proximity or touching any part of live electrical apparatus. Therefore, **DONOT** come close to or climb onto power structures under any circumstances, it is dangerous and can cost you your life.



Taken in northern Namibia, this photo shows a home built under a power line. Building any structure under power lines is dangerous because conductors and towers can fall onto them and cause fires, property damage, serious personal injury or loss of life through electrocution. Avoid building homes and other structures near or underneath power lines.

NamPower further experiences other problems on its power infrastructures. These problems include; building of dwellings underneath or close to electrical lines, copper theft, removing of tower members, tower bolts and anti-climbing device barbed wire theft, vandalism, damaged conductors, tall trees next to power lines, illegal and unsafe electricity connections, to name a few.


These problems are very serious and put members of the public at high risk of property damage, fires, electric shocks, serious injury or death.

NamPower battles daily to solve these problems, but cannot do this alone and needs the assistance of the public. We urge that you do not take part in any unsafe and illegal activities and report any suspicious or dangerous activities or situations on any NamPower infrastructure to your nearest NamPower office or Namibian Police station for us to take immediate action. By reporting these problems, you could help save a life.

NamPower infrastructure are national assets and are meant for the benefit of the nation. It is the RESPONSIBILITY OF ALL OF US to look after them for our benefit, and for the benefit of our future generations.



This photo shows an anti-climbing device on a link structure. The photo was taken at the unfortunate scene where someone climbed onto the structure (possibly looking for his cattle or goats while herding them) and got shocked. Most of the electrical shock incidences reported to NamPower are as a result of this. It is dangerous to climb onto power structures as you will be shocked or electrocuted when you come close to or touch live parts.



THE POWER OF KNOWING


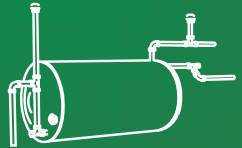
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ENERGY SAVING TIPS

Geyser

- A geyser accounts for up to 40% of your electricity bill.
- Ensure that the thermostat is set to no more than 55 Degrees Celsius.
- Wrapping your geyser in an insulating blanket can reduce power consumption by half.

Let's work together and use electricity sparingly.



NamPower honors long serving employees

An organization's employees are considered to be its most valuable asset. Well aware of this, NamPower has made it a tradition to show gratitude to its employees, and especially, bestow honour to those who have faithfully served the company for a long period of time. Loyalty to a company is characterised by devoted service, and as an organization founded in 1964 (started as SWAWEK in 1964, and became NamPower in 1996), NamPower is proud to have retained employees that have served the company for up to 40 years, to date. Annually, NamPower hosts 2 ceremonies that celebrate long serving employees.

Loyalty is with no doubt an attribute sought after by any employer, and employees that have worked diligently throughout the years truly serve as NamPower's competitive advantage. With that in mind, we profile Mr Gideon Goreseb, who has been in the employment of NamPower for 40 consecutive years.

Name and Age:

Gideon Goreseb, age 62

When did you join NamPower:

I joined NamPower in 1975 as a Utilityman, and it is the position that I currently hold today.

Tell me about the growth you have seen NamPower go through during the past 40 years?

NamPower has seen many changes over the years, especially in my line of work. When I first began, there was only one workshop where all the workers and utility men would work from. Now, there are many. Also, when I joined NamPower in 1975, computers were unheard of and there was only one telephone, which was only used by the supervisor. Before the introduction of advanced technology and machinery, almost everything was done manually. As utility men, when erecting electricity poles, we would use shovels to manually dig the 8 meter holes in which we were to erect the poles, and to erect the poles, we would



tie ropes on either side of the structure and pull the pole into the ground.

What has been your motivation working for NamPower all these years?

NamPower is an organization that treats its employees with favour and dignity. For the past 40 years, I can with confidence testify that I have never been mistreated or been treated with disrespect by this company. Even in the older days, before S&T allowances were introduced, NamPower ensured that all of our needs were met whenever we were sent out into the field for construction work.

Over the years, NamPower has invested invaluable into our professional growth by ensuring that we received various on-the-job training pertaining to our line of work, such as training in bracing copper and wiring in substations to name but one.

What do you plan on doing upon retirement?

I will retire in 3 years time, at the age of 65. When I do, I will go retire in my home town Okombahe, situated in the Omaruru district. I love working in the outdoors, I am excited to spend my retirement years working in my garden at home.

What is your most memorable moment in NamPower over the past 40 years?

One thing that bought me and so many others joy, was when former Managing Director Leake Hangala introduced long service fees for employees. Through initiatives like this, NamPower has financially assisted us tremendously in raising and providing for our families.

What was your hardest moment at NamPower?
Nothing comes to mind. As I said before, I have never been mistreated by the company.

How has NamPower helped contributed towards your family throughout the year?

My family, and especially my children have had the privilege of growing up with medical aid, which has been of great assistance many a times. In addition, NamPower has blessed two of my daughters with bursaries, and that really lifted a financial burden off my shoulder.

To what do you attribute NamPower's success and longevity?

If you treat your employees well, they will treat you well, and NamPower understands that philosophy. The way NamPower has treated its employees throughout the years has helped the company attract people with distinct talents. The company helps us understand it's mandate and it makes us feel included in achieving it. And this has made employees like me, loyal.



Gideon Goreseb, Utilityman and one of NamPower's longest serving employees

NamPower awards bursaries for 2016



Kahenge Simson Haulofu, Acting Managing Director and Santa Bock, photographed with some of the 21 students who were awarded bursaries by NamPower

As a responsible corporate citizen, NamPower contributes immensely towards the education of young Namibians. The allocation of new bursaries annually forms part of NamPower's contribution and commitment towards the education sector in the country.

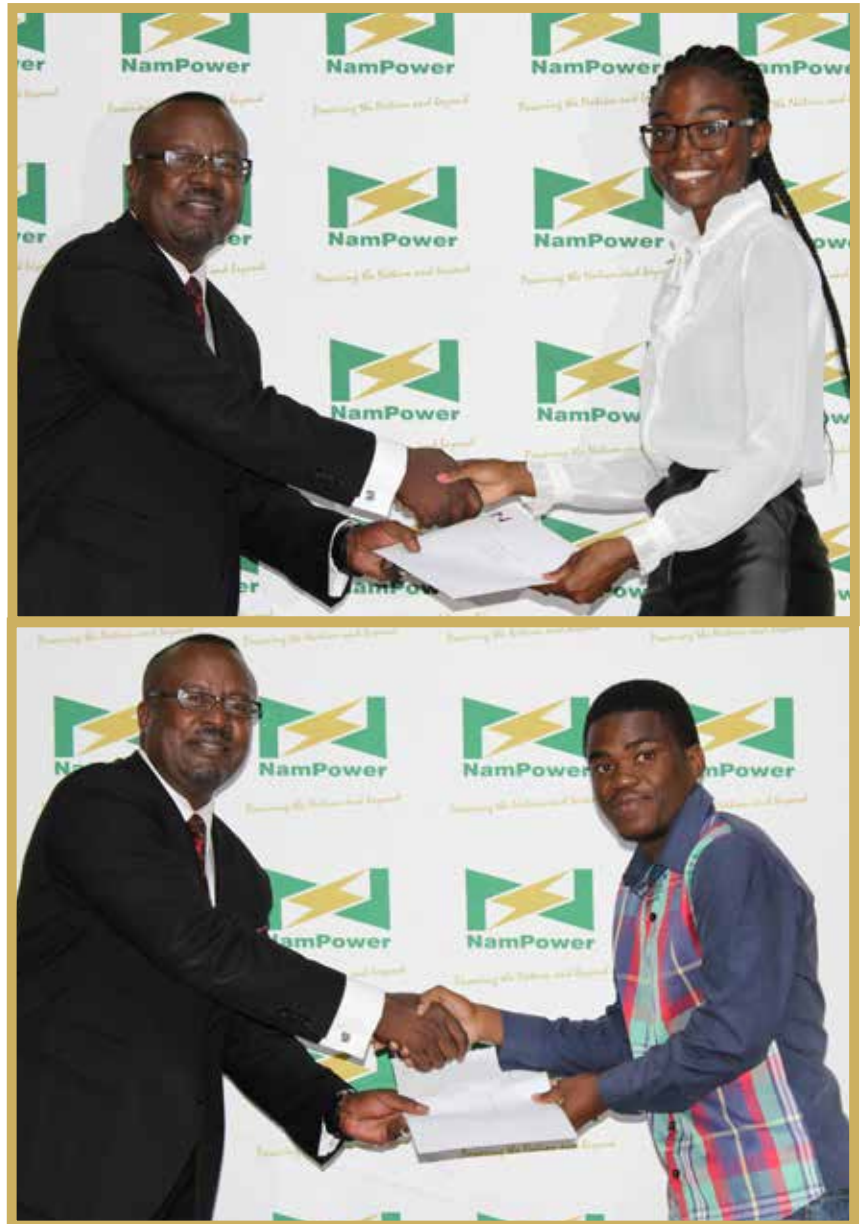
In January, NamPower awarded 21 bursaries to students starting their first year of studies at tertiary institutions locally, and in other countries in the SADC region. The 21 students, received bursaries to study in the fields of Electrical, Power, Mechatronics engineering, Computer Science, Education, Law, Accounting and Business Administration.

The NamPower Bursary Scheme that has proudly been in existence for more than 15 years, has invested millions towards bursaries for students.

The Scheme has supported students in the past, who have now taken up prominent professional and leadership positions within NamPower, and in other sectors of the Namibian economy.

Through the NamPower Foundation, nearly N\$26 million has been ploughed into social investment over the past five years, with a focus on education, community development, capacity and skills development and job creation and entrepreneurship development. Out of all the above mentioned categories, education receives the bulk of funding.

NamPower believes that education and skills development is vital for growth, and with that in mind, NamPower reaffirms its commitment to the annual NamPower Bursary Scheme, for as long as the resources are available.



Kahenge Simson Haulofu, Acting Managing Director, congratulating Elizabeth Haikali and Augustu Fekayamala, who both received bursaries to pursue studies in Electrical Engineering

The NamPower Foundation continues to make a difference



The NamPower Foundation is NamPower's corporate social investment arm through which the company directly invests into the development of communities in the country. To date,

roughly 150 grants have been made to projects across all 14 regions, translating into nearly N\$26 million dollars spent on social investment over the past 5 years.

In an impact assessment carried out by Trialogue in 2015, 59% of beneficiaries narrate that the quality of their lives have had a “significantly positive” change, following NamPower’s investments.

The NamPower Foundation donated a classroom building and storeroom at Johannes Kanime Kindergarten in the Omusati region valued at N\$ 331 422.74, in January. In addition, the Foundation painted classroom blocks at Nuujoma Secondary School in Oshakati, valued at N\$ 322 828.15.

“Social investment is a moral obligation of any organization. The NamPower Foundation has a daunting task of selecting successful beneficiaries from the hundreds of applications we receive. We have the heart and will to give to all in need, but unfortunately financial resources limit us to do so.

Despite that, NamPower is pleased to have supported worthy projects countrywide, and will continue to do so for as long as resources will allow. Education is an enabler for personal, national and economic development, and that is the reason it (education) receives the bulk of the Foundation’s funding.

This to us, is a way of contributing to socio-economic upliftment of our country, in addition to ensuring electricity supply”, says Lucia Hiveluah, Head of the NamPower Foundation.



Lucia Hiveluah, Head of NamPower Foundation, presenting cheques to representatives of Johannes Kanime Kindergarten and Nuujoma Secondary School. In the background are the classroom blocks that were build and painted by the NamPower Foundation

Corporate Social Responsibility

While NamPower utilizes all its efforts and resources to uphold its mandate of ensuring a reliable supply of energy, it takes its role as a responsible corporate citizen equally serious, and has over the years established a footprint in the social investment sphere in our country. Below are two CSI initiatives that NamPower invested in recently.

NamPower Finance Department donates to Central Hospital

NamPower's Finance Department donated machinery and food stuff worth N\$10 000 to the Central Hospital's Children's Ward. After emerging victorious at the 2015 NamPower Fun Day for Charity, Finance (aka The Green Team) won N\$10 000 that would be donated to a charity of their choice.



NamPower donates gardening tools and equipment to Moreson

NamPower donated gardening tools and equipment to the Moreson Special School's Garden project. Moreson, a school for cognitively impaired children from the age of 6 to 18, is situated in Khomasdal, Windhoek. The school accommodates 130 learners who have been identified to have Intellectual Impairments, Cerebral Palsy, Pervasive Development Disorders (PDD), Autistic Spectrum Disorder (ASD) and Down's Syndrome. The school specializes in elementary agriculture and gardening, arts and crafts, hospitality, office and retailing and computer literacy.

Moreson's gardening project allows teachers to educate learners on the values of hard work and self sustainability. NamPower bought and donated gardening tools and equipment worth N\$ 10 000,00.



Safety, Health, Environment and Wellness (SHEW)

Snakes, of different species, are found in all areas in Namibia. While most of them are harmless, some are extremely venomous. Please take time to educate yourself on how to protect yourself from snakes. An estimated 5 million people are bitten each year worldwide, resulting in about half of these people being envenomed (filled with venom). As a result, about 300,000 require amputation or are permanently disabled and at least 100,000 people die from the snake bite.

How to protect yourself from snake bites

- Wear appropriate Personal Protective Equipment (PPE)
- Wear boots, snake gaiters, long trousers, long sleeved shirt when working outdoors.
- Wear leather gloves when handling brush and debris.

If a snake is sighted:

- DO NOT disturb it
- Back away slowly and allow the snake to escape
- Alert others and do not attempt to catch snakes
- Call a professional snake catcher in your area (contact numbers are provided below)
- Keep watch at a safe distance until trained help arrives

IF YOU ARE BITTEN BY A VENOMOUS SNAKE CALL YOUR LOCAL EMERGENCY NUMBER IMMEDIATELY

If possible, take these steps while waiting for medical help:

- Remain calm and move beyond the snake's striking distance.
- Remove jewellery and tight clothing before you start to swell.
- Position yourself, if possible, so that the bite is at or below the level of your heart.
- Clean the wound, but don't flush it with water. Cover it with a clean, dry dressing.

Caution

- Don't use a tourniquet or apply ice.
- Don't cut the wound or attempt to remove the venom.
- Don't drink caffeine or alcohol, which could speed the rate at which your body absorbs venom.
- Don't try to capture the snake. Try to remember its color and shape so that you can describe it, which will help in your treatment.

BELOW ARE THE CONTACT DETAILS OF TRAINED SNAKE CATCHERS ACROSS THE COUNTRY

Name	Area	Telephone Number
Francois Theart	Windhoek	081 290 0343
Mike Böttger	Windhoek	081 129 7304
Jaques Arangies	Windhoek	081 280 9839
Taimi Stamm	Windhoek	081 144 1804
Bennie Hollander	Otjiwarongo	081 628 4527
Frikkie Du Toit	Otjiwarongo	081 859 5051
Ethne Engelking	Otjiwarongo	085 297 7334
De Wet Horn	Grootfontein	081 034 3057
De Wet Horn	Tsumeb	081 034 3057
Curt Ingo Sagell	Katima Mulilo	081 129 2811
Antoinette Heath	Usakos/Karibib	081 346 1107
Wesley Price	Rosh Pinah	081 128 3307
William McGowan	Coast	081 890 4841



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- The size of the pot should match the size of the stove plate.
- Rather use a pressure cooker when preparing food that normally takes a long time to cook.

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Power Care

Power Care, an initiative of the NamPower Foundation, was created to allow NamPower employees to personally contribute towards charity. Power Care consists of 30 staff volunteers who assist in fund raising and the administration of Power Care projects.

Early this year, the Power Care team held a “Donate a Dollar” campaign and Fundraising Braai, in effort to raise funds for needy kindergartens in the Oshikoto region. Below are pictures taken at the two fund raising initiatives.





Inter-Power Games 2016

NamPower formed part of six power utilities that met in Maseru, Lesotho for the 2016 Inter-Power Games (IPG). Held annually, the games took place from 24-26 March 2016 and saw NamPower, Lesotho Electricity Company (LEC), Swaziland Electricity Company (SEC), South Africa (CENTLEC), Lesotho Highlands Development Authority (LHDA), and Botswana Power Corporation (BPC), compete in various sports codes.

The NamPower team scooped silver medals in netball, soccer, volleyball, chess, tug of war, morabaraba, 100m (ladies), 200m (ladies), 4x100 relay (ladies) and 4x400m relay (men and women). Bronze medals were awarded to NamPower's golf and 100m men's teams.







NamPower

Powering the Nation and beyond

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