

# NOTICE

## NAMPOWER DEBT COLLECTION PLAN DEBT REPAYMENT INCENTIVE



NamPower's customers owe the utility over a billion Namibia Dollars, a significant portion of which amount is overdue. The situation has concerned NamPower for a considerable time, and we had several interventions with various Stakeholders in this regard. If this state is left without our further action, it will detrimentally affect our duty to supply electricity to the entire country on a sustainable basis. Despite past appeals to the customers with overdue accounts, very few are making an effort to settle their outstanding accounts. To encourage customers to settle their debts, the company has resolved to extend a debt settlement incentive whereby NamPower will write off the interest portion of the outstanding debt accrued over the preceding 12 months period in the event that the **customer settles the outstanding amount in full on or before 31 May 2023**. This incentive will be limited to interest charged on that specific outstanding capital amount up to a maximum of 12 months.

### ELECTRICITY SUSPENSION OF DEFAULTING CUSTOMERS AND SCHEDULE

In consideration of the above and to limit the continued escalation of debts, **NamPower will commence with the suspension of electricity supply to defaulting customers starting 5 June 2023** unless the outstanding overdue amounts are settled before this date. Defaulting customers include all customers in breach of settlement terms as per the Power Supply Agreements as well as those who have defaulted on the extended settlement arrangements in place.

The following defaulting NamPower customers (as at the time of the placement of this notice) will be disconnected:

#### REGIONAL ELECTRICITY DISTRIBUTORS

##### - REDS

NORED Electricity (Pty) Ltd

Cenored-Okahandja Electricity (Pty) Ltd

#### REGIONAL COUNCILS

Karas Regional Council

#### LOCAL AUTHORITIES

Municipality Rehoboth

Municipality Mariental

Municipality Karasburg

Municipality Gobabis

Aranos Town Council

Village Council Maltahohe

Town Council Lüderitz

Gibeon Village Council

Bethanie Village Council

Tses Village Council

Koes Village Council

Leonardville Village Council

Berseba Village Council

Kalkrand Village Council

Stampriet Village Council

Gochas Village Council

Witvlei Village Council

City Of Windhoek - Groot Aub & Brakwater

Aroab Village Council

The list above may change from time to time as customers bring their accounts up to date or should customers who are currently in good standing default on the payment arrangements in place or fail to honour future invoices as they fall due.

Electricity supply of the affected customers will be disconnected as per the table below. According to the disconnection plan, power supply will be suspended for a minimum of four (4) hours weekly. The number of hours or period of suspension will be increased in instances where no full payment is forthcoming.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Per Week
Stage 1	4							Stage 1: Electricity Suspension for 4 hours
	11:00 – 15:00							If no full payment is received, move to Stage 2
Stage 2	4	4						Stage 2: Electricity Suspension for 8 hours
	11:00 – 15:00	11:00 – 15:00						If no full payment is received, move to Stage 3
Stage 3	4	4	4					Stage 3: Electricity Suspension for 12 hours
	11:00 – 15:00	11:00 – 15:00	11:00 – 15:00					If no full payment is received, move to Stage 4
Stage 4	4	4	4	4				Stage 4: Electricity Suspension for 16 hours
	11:00 – 15:00	11:00 – 15:00	11:00 – 15:00	11:00 – 15:00				If no full payment is received, move to Stage 5
Stage 5	4	4	4	4	4			Stage 5: Electricity Suspension for 20 hours
	11:00 – 15:00	11:00 – 15:00	11:00 – 15:00	11:00 – 15:00	11:00 – 15:00			If no full payment is received, move to Stage 6
Stage 6	4	4	4	4	4	4		Stage 6: Electricity Suspension for 24 hours
	11:00 – 15:00	11:00 – 15:00	11:00 – 15:00	11:00 – 15:00	11:00 – 15:00	13:00 – 17:00		If no full payment received, move to Stage 7
Stage 7	4	4	4	4	4	4	4	Stage 7: Electricity Suspension for 28 hours
	11:00 – 15:00	11:00 – 15:00	11:00 – 15:00	11:00 – 15:00	11:00 – 15:00	13:00 – 17:00	08:00 - 12:00	If no full payment is received, move to Stage 8
Stage 8	6	6	6	6	6	6	6	2 additional hours, 6 hours per day for Stage 8. If no full payment is received, move to Stage 9
Stage 9	8	8	8	8	8	8	8	2 additional hours, 8 hours per day for Stage 9

**Note:** Stage 1, starts on a Monday as depicted above, followed by Stage 2 the following week, if no full payment is received during that week. Moving to the next stage will only be halted once full payment is received.

To enable NamPower to continue delivering on its mandate, that of ensuring security of supply to the nation, it is important that customers honour their commitment of paying their electricity bills timeously.

NamPower regrets any inconvenience that the suspension of electricity supply might cause.

ISSUED BY THE OFFICE OF THE MANAGING DIRECTOR

For any enquiries please contact:

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