

MD SETS TONE FOR 2011



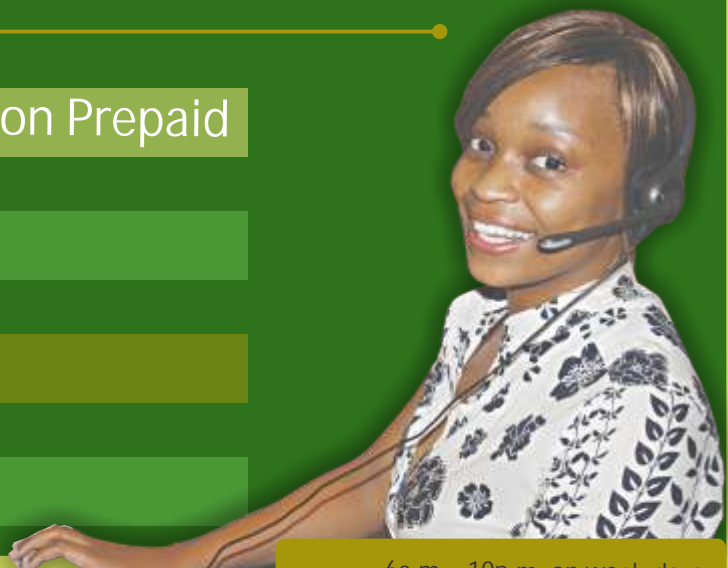
Inside

Over 74 000 customers now on Prepaid

Faults Reporting Procedure

The SEC Call Centre

Prepaid Electricity Tips



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8a.m. - 7p.m. on weekends & holidays



Swaziland Electricity Company (SEC)

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Mhlambanyatsi Road
P. O. Box 258 Mbabane H100,
Tel: 409 4000, Fax: 404 2335

8888

PREPAID VOUCHER OUTLETS

DSHELENI REGION

No.	Store Name	Location & Details
1	Luxuria Supermarket	Luxuria border
2	Maryona General Dealer	Ehlekhele
3	Echelon Grocery	Ehlekhele
4	Moyeta Wine Grocery	Ehlekhele
5	Quadrant Cellular	Spar Complex, Mhlangano
6	Target Store	CRD (NHQ)
7	New King Store	CRD (NHQ)
8	Sagresada Cafe	Total fuel station (NHQ)
9	Plus point World Music	4th street (NHQ)
10	Terranova Butchers	Complex above gas tank (NHQ)
11	Rocky fast food	Bus rank (NHQ)
12	Samurai Store	Hahuluva opp Post office
13	Spaka Mhlangano	Mhlangano mall complex
14	Wilsons Small restaurant	Mhlangano border
15	Mhambela Freshness Grocery	Mhlangano border
16	Mhambela Restaurant & Grocery	Mhlangano border
17	Willow Grocery	Mhlangano - Mhlangano road
18	Trinity Grocery	Mhlangano
19	Mhlangano Store	Mhlangano
20	Syngambali Store	Join road
21	Advent Grocery	Mhlangano
22	Shengie Mini Market	Mhlangano
23	Mhlangano Grocery	Mhlangano
24	Post Computer sales & services	Mhlangano Dr Gama Bergery
25	Mhlangano	Mhlangano, taxi rank
26	Akwilimandla Restaurant & Grocery	Mhlangano
27	Mhlangano General Dealer	Mhlangano, from Mhlangano road
28	Westcoast Glass and Paint	Hahuluva Bus rank
29	Minera Spaza Shop	Hahuluva Bus rank
30	Buy & Sell's Hardware	Hahuluva Bus rank
31	Mhlangano Investment	Hahuluva Bus rank
32	Naxos Supermarket	Hahuluva
33	Peters Investments	Hahuluva
34	Naxos Supermarket	Hahuluva
35	Ka Mhambela Supermarket	Hahuluva
36	Marie Shop	Hahuluva
37	Bahaja City	Hahuluva
38	Westland One Price	Hahuluva
39	Salem Grocery	Salem
40	Westland One Price	Mhlangano
41	Builders Hardware & Supermarket	Mhlangano
42	Builders Hardware & Supermarket	Hahuluva
43	AM Trading	Sowe
44	Dennis Sibanzi Da Bona Mgenase	Mhambela 7911 9085
45	Aphosa Mhambela Da Mhambela	Hahuluva 7904 7091
46	Mhambela Investments	Mhlangano 7904 0087
47	Sheja Grocery	Luxuria

MAHLANGU REGION

No.	STORE NAME	LOCATION & DETAILS
1	Endubweni Spaza	After Sombweni
2	Gogo Spaza	Akhayalane
3	SN Pharmacy	Behind S&B Restaurant
4	SN Pharmacy	Endubweni Mhlangano
5	Shunya Supermarket	Behind Sombweni bar
6	S & S Grocery	Byway Carthay
7	Shunya Mini Market	Shunya - East bus station
8	Moshi Spaza phone	Shunya - next to market
9	Shunya General Dealer	Shunya - next bus rank
10	Mhlangano Correctional Centre	Correctional facility
11	Hair & Body shop	Chr Nyawane & Martin st
12	Mhambelani General Dealer	Croydon
13	Hill Supermarket	Croydon
14	Terra General Dealer	Croydon
15	Emongeni General Dealer	Emongeni, Malambala
16	Nesje Grocery	Emhloni
17	Radio Shop	Entrance to main Bus rank
18	One Stop Computers	Opp Mhambeli Club
19	Kabithanyathela	Fairview Manzini
20	Mhambeli General Dealer	Inside
21	Nalapha Traders	Ka Doda
22	Buhle Butchery	Ka Mhambeli
23	Butchery Salon	Ka Mhambeli
24	Westland Wholesaler	Ka Mhambeli
25	White Store	Ka Shaba
26	Office Pro Stationery	Ka-Pabandu
27	Express Hair Salon	KaGqho Shopping Complex
28	Emongeni mini Supermarket	KaGqho, Mhlangano
29	NTF Investment	Khlangeni
30	Max Music	Langa Centre Manzini
31	Hardy Tilly Supermarket	Lungwa Flats
32	Lungwa Fast Foods	Lungwa Flats
33	Luvu General Dealer	Luvu town
34	Sombweni Stationery	Luvu town
35	Spaza Phone Spaza	Luvu town
36	Luvu Cash & Carry	Luvu town
37	Shuhle Clothing	Luvu town
38	Shuhle General Dealer	Luvu town
39	Indukho Grocery	Luvu - out of town
40	Lungwa General Dealer	Lungwa opp S&B
41	Mhambeli Grocery	Mhambeli
42	Mhambeli Trading Store	Mhambeli
43	Emongeni Rest	Mhambeli, along road
44	Buhle Supermarket	Mhambeli
45	S&B Supermarket	Mhambeli
46	Spaza Station	Mhambeli
47	Mhambeli Supermarket	Mhambeli market
48	Spaza - Main Branch	Mhambeli
49	Proforma General	Mhambeli opp Khayem Shop
50	Wilsons Supermarket & Hardware	Mhambeli opp S&B
51	T & F Toy Shop	Mhambeli, Lungwa Exit
52	Buhle Restaurant & Grocery	Mhambeli, opp of town
53	Mhambeli Corner	Mhambeli
54	Emongeni Rest & Bar	Mhambeli
55	Pop & Save Supermarket	Mhambeli
56	Thuhle Supermarket	Mhambeli
57	Mhambeli Investments	Mhambeli
58	Mhambeli Restaurant	Mhambeli
59	PKK Spaza Supermarket	Mhambeli
60	Carroll Shop & Restaurant	Mhambeli
61	Buhle Renaissance Restaurant	Mhambeli
62	Mhambeli Service Spaza	Mhambeli
63	Kayiboni	Mhambeli
64	Naxos Park Grocery	Mhambeli Nyawane Park
65	Right Choice Supermarket & Hardware	Mhambeli opp Spar
66	The Power of Prayer	Mhambeli road

67	Eshobho Store	Mhambeli, Airport road
68	Shisa Spaza	Mhambeli, Airport road
69	Rochi Wholesaler	Mhambeli, near prison
70	White Spaza	Mhambeli, Fidelity security
71	Mhambeli Grocery	Mhambeli
72	Vani & Tibu Investments	Mega Glass opp SD Trac
73	Mhambeli Grocery	Mhambeli
74	Thuhle Cash Store	Mhambeli
75	Mhambeli Supermarket	Mhambeli
76	Fikiri Hair Salon	Mhambeli
77	Mhambeli Freshway supermarket	Mhambeli
78	Mhambeli Investments	Mhambeli
79	Gogo Manana	Mhambeli complex
80	V & A Traders	Mhambeli complex
81	Shop It	Mhambeli complex Mhambeli
82	Standard Electronics	Mhambeli complex Mhambeli
83	Cell Music	Mhambeli complex Mhambeli
84	Food Investment Grocery	Mhambeli area along road
85	Sabelle Store	New bus rank (NHQ)
86	Shunya General Dealer	New Village
87	SDS Phone Spaza & Restaurant	New Village
88	Mhambeli Electronics	New? New Start
89	Super cellular	Next to Bus rank Shigaba
90	Mhambeli Phone Spaza	Next to Shigaba bus rank
91	SB Electronics	Next to Daka, Mhambeli area
92	Sprout Investment	Next to Shigaba Zone
93	Phiso fast food & Grocers	Next to Phiso Zone
94	Mhambeli Investments	Next to Phiso Zone
95	Small Cellular & Electronics	Next to Phiso Zone
96	Cell & Computers	Next to Phiso Zone
97	Daba T/A Bar	Next to PHO bank
98	Kusha Taxi Shop	Next to UMSWA chicken farm
99	Naxos Trading store	Naxos Main road
100	Spaza hair salon	Naxos Street opp City Council
101	Charleston Cash & Carry	Naxos Street opp Shigaba
102	Cellular Luthi	Naxos Street opp PHO
103	Naxos Multi Market	Naxos street
104	Chaka Supermarket	Old Duka
105	Mhambeli Hair Salon	Opp road near UMSWA to Mhambeli
106	Mhambeli Hair	Opp Government school
107	Daba Salon	Opp Mhambeli Police
108	Small phone spaza	Opp Mhambeli Hardware
109	Rochi Supermarket	Opp Mhambeli Flats
110	Sobhela Supermarket	Opp Mhambeli Flats
111	Sobhela	Opp Mhambeli Flats
112	K.G.N. Restaurant	Opp Mhambeli Flats
113	Zwazi Restaurant	Opp Mhambeli Flats
114	Mhambeli cellular centre	Opp Shigaba cash & carry, Luthi
115	Gift & Chips	Opp Shigaba
116	Dixon Times Grocery & Restaurant	Opp Swazi National High School
117	S & B Restaurant	Opp Swaziland Synagogue
118	Zandi Spaza	Opp UMSWA
119	Chicken Land	Opp UMSWA
120	S.M. Phone Spaza	Opp UMSWA gate
121	Mhambeli General Dealer	Opp UMSWA gate
122	City Hyper Pharmacy	Shop 1, Mhambeli Street
123	Food Line	Shop 2, Mhambeli Street
124	Sobhela General Dealer	Mhambeli Centre
125	Mhambeli Phone Spaza	Mhambeli Centre
126	Riverdale Grocery	Mhambeli Centre
127	Ladies Salon	Mhambeli
128	Shisa Manzini / Artist	Selle Centre
129	The Vero Home Media	Former Plaza building
130	Shisa Mhambeli	EMO Meat Wholesaler Complex
131	One Spaza Phone	Tsunela
132	Chas & Russian	UMSWA rank
133	New Carpa Spaza	Police Carpa
134	Thoko's restaurant	Gondolweni
135	Mhambeli General Dealer	Mhambeli Park Exhibition
136	Lungwa Spaza	Lungwa
137	Savaco Mini Cafe	Prosser Centre
138	Chickens supermarket	Mhambeli opp Shunya Mall
139	Mhambeli Complex	Fairview North
140	Shisa Spaza	Luthi
141	Mhambeli & Plaza	East Mhambeli
142	Emongeni Supermarket	Lugaba Mhambeli
143	Kalaba Service Station	Manzo City opp City Council
144	Mhambeli Butchery	Lugaba
145	C.I. Grocery	Mhambeli opp Kagga Mhambeli
146	Emongeni Supermarket	Mhambeli Park
147	Mhambeli	Lugaba Mhambeli
148	Buhle Supermarket	Lugaba Mhambeli
149	Mhambeli Spaza Shop	Mhambeli
150	Mhambeli Spaza	Mhambeli
151	Lugaba Spaza	Shunya
152	Two Sika House No. 38 ka-Srangeni	Two Sika Mhambeli
153	Sabelle Phone Spaza	Lungwa opp Mhambeli
154	Shunya Grocery	Mhambeli
155	Shunya Grocery	Mhambeli
156	Mhambeli General	Mhambeli
157	Mhambeli general	Mhambeli
158	Mhambeli general	Mhambeli
159	Savaco Health Pharmacy	Ka Mhambeli
160	Savaco Health Pharmacy	Mhambeli
161	Savaco Health Pharmacy	Mhambeli
162	CFI supermarket	Mhambeli
163	Emongeni Spaza	Mhambeli, Mhambeli
164	Lugaba Spaza	Lugaba
165	Mhambeli Supermarket	Mhambeli, Lugaba
166	Shigaba Grocery	Mhambeli
167	Shigaba General Dealer	Phongweni
168	Mhambeli Spaza	Mhambeli
169	DAV SHOP	Lugaba
170	Huaco 101 Two Sika	Mhambeli, Shunya
171	Daba	Opp Mhambeli Police Station
172	Sabelle Mini Supermarket	Ka Doda
173	V.H. Investments	Ka Doda
174	Star Light Grocers	Mhambeli
175	Antonia Multi Purpose	Mhambeli
176	Mhambeli Spaza phone	Mhambeli
177	S&B Computer	Mhambeli
178	Gogo Kilo Trac	Mhambeli
179	Mhambeli Supermarket	Mhambeli
180	New Casino Restaurant	Daka
181	Vesam Khabisa gas filling	Khambeli
182	Bonny's Village 7044 6428 market	Khambeli
183	Indaba yeziso	Khambeli
184	Siboniso Nkomo (7611 3016)	Khambeli

185	Bus Mhambeli (7925 8015)	Guthrie's next to Lugaba
186	Chevy Life General Dealer	Lugaba
187	Ka-Rigid Spaza	East Mhambeli
188	Ka-Khanda	Gqol
189	Sabelle Mhambeli Spaza	Nyawane bus station
190	Two Ways Spaza	Lugaba next to Sports Stadium
191	Computer Corporation	Only Spaza Building
192	Computer Corporation	Mhambeli next to Standard Bank
193	Emongeni Grocery	Mhambeli
194	Mhambeli Supermarket	Shunya
195	Quality Investment	Dryden
196	Emongeni Grocery	Khambeli
197	Emongeni General Dealer	Khambeli
198	Piso Supermarket	Khambeli
199	Mhambeli General Dealer	Mhambeli
200	Khambeli Cellular Centre	Mhambeli
201	Artel Cellular next to beta Park	Mhambeli
202	Zahle Mini Supermarket	Zahle
203	Lugaba	Nyawane Park
204	Payless Store	Mhambeli
205	SPTC Spaza	Lugaba
206	Mhambeli Supermarket	Mhambeli
207	Yanley Centre	Mhambeli Shunya Mall
208	Savaco Store	Mhambeli Small Street
209	Savaco Store	Opp Mhambeli
210	Savaco Store	Khambeli
211	Savaco Store	Lugaba
212	Savaco Store	Mhambeli
213	Savaco Store	Mhambeli

MHAMBELI REGION

FILLING STATIONS		
1	Gowalla Engen	Mhambeli
2	Custom Motor Engen	Mhambeli
3	Zemans Filling Station	Emhloni
4	Siboniso Filling Station	Daka
5	Galax Mhambeli	Mhambeli
6	Total Plaza	Pogo Peak

SUPERMARKETS/ SHOPS/GROCERIES

7	Pick Yours Outlets	Ehlekhele
8	A T & T Investment	Ehlekhele
9	B.J. Financial Services	Ehlekhele
10	Fruit & Vegetable Shop	Ehlekhele
11	Kelly's Supermarket	Mhambeli
12	B.J. Financial Services	Mhambeli
13	Emongeni Grocery	Emongeni
14	Emongeni Supermarket	Mhambeli
15	Kawoon Fast Foods	Alexis Miller Street
16	Alu Supermarket	Mhambeli
17	Shisa Cellular Mhambeli	Mhambeli, New Mall
18	Mhambeli Spaza Save	Mhambeli, opposite Mhambeli
19	Pok & Pay Supermarket Mhambeli	Mhambeli
20	Shisa Cellular Luthi	Luthi, Luthi
21	Puallly Fast Foods	Mhambeli West Street
22	Khambeli General Dealer	Lugaba
23	Emongeni Mhambeli	Emongeni
24	Kwazi Grocery	Mhambeli
25	Mhambeli Grocery	Emongeni, Mhambeli
26	Chas Spaza	Mhambeli next to West Wing
27	S.P. General Dealer	Mhambeli opposite Sombweni
28	Times Grocery	Mhambeli Mhambeli
29	Mhambeli Spaza	Mhambeli Nyawane Mhambeli
30	Four Square Cellular	Mhambeli Four Square
31	Emongeni Grocery	Mhambeli
32	Vermor	Plaza Mhambeli
33	Mhambeli Grocery	Mhambeli
34	Khambeli Grocery & Butchery	Mhambeli
35	Mhambeli Grocery	Mhambeli
36	Thoko's Restaurant	Mhambeli next to Police Station
37	Nyawane Milling	Nyawane Shopping Complex
38	MA-2 SPZA	ka-Gongqa Shunya
39	Three Gals Restaurant	Emongeni next to the clinic

POST OFFICE

Trading		
1	Mhambeli	Lugaba Mhambeli
2	Sagonyi	
3	Lugaba	
4	Emongeni	
5	Pogo Peak	
6	Emongeni	
7	Swazi Plaza	
8	Mhambeli	
9	Mhambeli	
10	Mhambeli	
11	Shunya	
12	Lugaba	
13	Emongeni	
14	Mhambeli	
15	Mhambeli	
16	Mhambeli	
17	Mhambeli	
18	Mhambeli	
19	Mhambeli	
20	Mhambeli	
21	Shunya	
22	Mhambeli	
23	Mhambeli	
24	Lugaba	

LUGABA REGION

FILLING STATIONS		
1	Shisa Filling Station	Gqol

SUPERMARKETS/ SHOPS/GROCERIES

2	Pick Yours Mhambeli	Mhambeli
3	Emongeni Grocery	Mhambeli
4	Mhambeli Spaza Fresh	Mhambeli
5	Post Office	Mhambeli
6	Mhambeli Spaza	Mhambeli
7	Lugaba Supermarket	Shunya
8	Shisa Hotel	Lugaba
9	Mhambeli Grocery & Restaurant	Lugaba Business Centre
10	Emongeni Grocery	Tshaba
11	Lugaba Supermarket	

A Note from the Editor

A warm welcome to all our esteemed stakeholders in the New Year. At SEC, we remain humbled by the challenging responsibility of continuing to serve you even in 2011.

Our New Year's resolution is to step up our efforts in the delivery of this highly-important service to the Swazi nation. The SEC leadership have set the tone, and enjoy the fullest support of every employee.

Our company remains fully committed to providing good service to all our customers irrespective of their location or class. All customers are equal in the eyes of SEC; we are prepared to listen and attend to their electricity needs without any prejudice.

Admittedly, we have received some concerns over the last few months. I am happy to say that these are being attended to. The management of SEC recently set up a task team to look into all the issues that you, the customers have raised. These include, among others, the unsatisfactory restoration time after a power outage and the refunding of customers whose prepaid meters don't display units after a storm.

There is also frustration caused by consecutive meter estimates and unanswered calls at our depots. We are focusing our attention on these issues so that all SEC

customers enjoy real value for their money.

Whenever mistakes occur, we quickly move to rectify them. Our vision is to get to a point where customers speak highly of our service.

We are not even fazed by the reality that ours is a complex business, which takes above average effort to please the clientele.

As part of our efforts to open up to electricity consumers, we have included in this edition of SEC News extensive information that you will hopefully find useful. See our tips for effective use of prepaid electricity. Meet face-to-face the people who man the depots near you and learn the different steps to take when reporting a fault.

Enjoy your reading



Corporate Communications Manager Mr. Sifiso Dhlamini.

Contributors: Constance Van Zuydam, Nkululeko Dlamini, Sam Mzileni, Khaya Mavuso, Ernest Mkhonta, Melusi Malinga & James Mabundza. ● **Design & Layout:** Corporate Communications Department

OUR VISION

To be a major player in the energy sector development, nationally and regionally

MISSION

To meet the needs of our customers in a sufficiently profitable and environmentally sound way through providing a reliable and safe power supply of acceptable quality

CORE VALUES

- SERVICE EXCELLENCE
- HONESTY/INTERGRITY
- RESPECT
- SOCIAL RESPONSIBILITY

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Message from the MD



Managing Director Mr. Pius Gumbi.

wish to welcome all our staff, customers and stakeholders in the New Year. In spite of the challenges faced by the business sector, we hope that 2011 will, in a way, bring fulfilling outcomes for SEC and the country as a whole.

Our company, just like many other businesses, has not been spared the harsh effects of the economic meltdown that has confronted Swaziland as well as the global economy. The challenges we face at SEC emanate from the closure of some of our major customers such as Sappi Usuthu and Swazi Paper Mills, among others. Some of our key customers have already indicated that they will, in the immediate future, generate their own energy to fulfill their requirements. This will have an effect on our revenue, hence the need to modify our business strategy.

At the beginning of this month the executive management visited SEC employees in all the corners of this country to appraise them on the state of our business and exchange views on the proposed business plan. They have been informed about forthcoming projects that SEC will be undertaking from April 2011.

This is in an effort to be more responsive towards customers and to reduce the turnaround time with regards to service delivery and fault maintenance. Underpinning these initiatives

is the need for all employees to drastically improve their work ethic and attitude. Management has emphasized the need to continually improve on customer service, employee performance management and eliminating all inefficiencies. Cost rationalization and managing for superior performance will become key features in our revised business strategy. My observation during the walkabout in our depots is that all employees appreciate the need to work as a collective to subdue the myriad of threats to our business.

New Substations

Presently there are projects that our company has engaged on with the aim of achieving reliability, continuity of supply and customer satisfaction. These include construction of the Mayiwane substation, which involves erection of about 20kms of 66kV line on steel monopoles from Sihhoye.

This will address the current power situation in the Northern Hhohho and will benefit areas such as Mkhuzweni, Buhleni, Ndlalambi, Mayiwane Msahweni, Ngonini Estate and all others along the Pigg's Peak-Matsamo Border Post stretch.

The new substation will be equipped with a 10MVA 66/11kV transformer unit, which will also work as a back-up for the Pigg's Peak and Balekane substations. Included in the design is a system to enable remote monitoring and control of the station circuit breakers.

This project will improve the quality of supply and greatly enhance development in the Northern Hhohho as there will now be stable power supply. The completion date for this project is December 2011. It is entirely funded from internal resources.

There are smaller rural type substations to be built at Nkhaba and Duze to enhance the quality of supply. As a result of the Rural Electrification Project, some of the 11kV lines have been extended over long distances.

This, therefore, causes voltage drops that result in poor service to the rural communities. Besides, it is technically undesirable to run long lines as a fault on any section of that network affects a number of customers.

Again these substations will be designed with the indoor type of outgoing feeders allowing remote operation. This will benefit communities around Duze, Hlutsi, Phonjwane, Mphosi, Timbutini, Nkhaba, Mnyokane, Nkomazi, Majotini and all the surrounding areas. The company aims to build more substations like these in future in other areas across the country.

New Depots

Management has realized that service delivery can only be improved if additional depots could be built in strategic positions around the country. This has been necessitated by both the volumes and distances that the present depots have to cover.

The establishment of new depots will, therefore, create smaller areas of operations that are relatively easy to cover. The new locations will include Mankayane, Lobamba/Ezulwini, Madlangempisi (Balekane) and Sithobela. All these depots will be constructed in the coming financial year, and we will increase our manpower levels to ensure that our customers are better serviced.

2011/2012 Tariff Increase

An application for a tariff increase from the 1st of April 2011 has been lodged with the Swaziland Energy Regulatory Authority (SERA). The regulator has proposed that hearings will be conducted in all four regions of the country.

This is an effort to give every Swazi the opportunity to question the tariff application. We are happy to mention that the emphasis on our 2011/12 budget has been on cost rationalization and improved service delivery to ensure that we can successfully defend our application.

Improving IT Platform

In order to improve our efficiencies and service delivery, it is important that we have the right Information Technology tools and applications. There is a drive to automate a lot of our processes in this regard. Two of the most important projects in the pipeline are the upgrade of the SCADA and Ellipse, which will be implemented in the upcoming financial year and are anticipated to cost E24 million and E4 million, respectively.

Salary Review

As employees have been advised, the salary review project was formally launched late last year. We are now expecting reports on all the three phases i.e. updated job evaluation report, which includes all new positions as part of the new organisation structure, market benchmarking report, as well as the pay scale design. The pay scale design phase will also include investigations on the appropriateness of implementing the TCTC.

Management and organised labour will thereafter seriously engage the reports and agree on a way forward. We do, therefore, want to emphasize that these reports will have far reaching consequences on SEC's pay policy going forward. Other projects undertaken by the Corporate Services Division in the last quarter include the conclusion of the revision of

Recognition Agreements for both the Union and Staff Association and launching of the Pension Fund Conversion Project. The latter project is at the education and training stage, to be completed by February 2011.

Customer Service Division

During the last three months the Customer Service Division continued implementing several customer facing projects for the benefit of our internal and external customers. Allow me to share with you some of our project highlights.

Call Centre and Toll Free Line

The Call Centre and Toll Free line 800 9000 went live on Thursday morning the 18th November 2010 and, so far, we are happy with the utilisation of this critical service by our customers. We believe that once automation of the Call Centre is achieved by May 2011 our customers will benefit even much more. Currently, the Call Centre is temporarily housed at eLuvatsini House, but by the end of 2011 it shall be permanently housed in our Manzini Regional Offices, which are under construction.

Manzini Service Centre

Our Manzini Service Centre is now complete and it will be a one-stop solution provider for our customers. We also anticipate to kick-start another one in Mbabane before the end of this year. There will be a roll-out of our service centres in other parts of the Kingdom. We believe this will put the SEC brand in a league of its own while also meeting our mandate to deliver superior service to our customers.

Customer Concerns Task Team

Due to the high number of customer complaints a cross functional task team was set-up to map customer concerns and ensure that they are addressed by the respective departments. This is in an effort to ensure that our customers get quality service.

A Customer Charter will be launched in March to set the standards of our service delivery to our valued customers. The task team has met several times with Executive Management and they are continuing with their mandate. As the year progresses we hope to finalise other projects and initiatives for the benefit of our customers. In conclusion, as management we request all our staff members to be role models of our values by ensuring that every SEC customer is served with speed, dignity and respect.

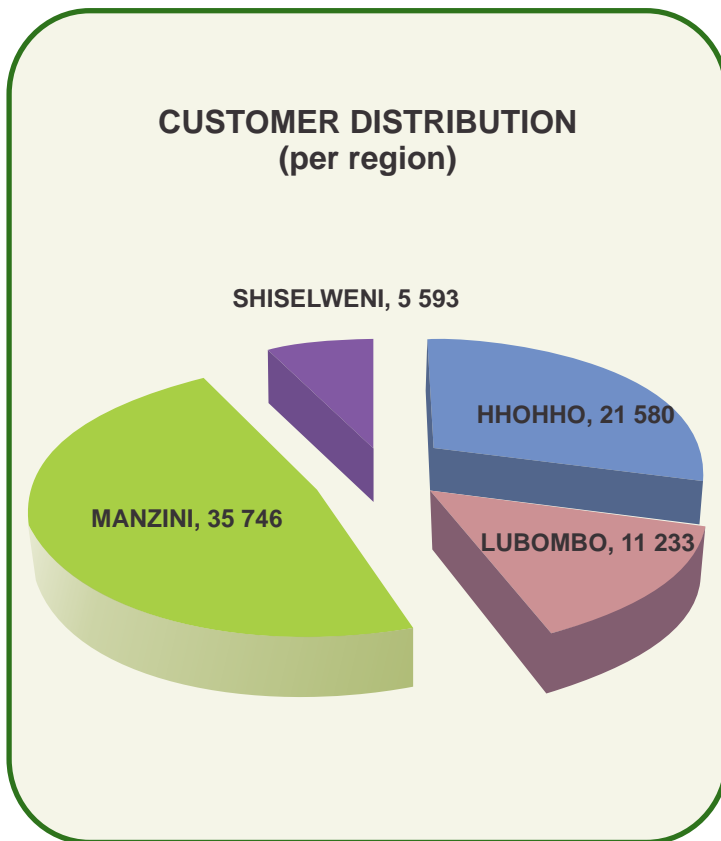
Our quest for Superior Service Excellence continues, our customers deserve no less!

Over 74 000 customers now on prepaid

The prepayment project implementation started at Trelawney Park in the Manzini region in July 2008. This followed the success of the pilot project at Ngwane Park.

Thereafter, the roll-out was then spread to other areas in the Manzini region. The next stage of the project was to roll it out to the rest of the regions. This began in October 2010 with eleven local sub-contractors engaged to perform the conversions of all SEC domestic customers and small business enterprises.

The following diagram indicates the number of customers converted to date;



The latest statistics show that a total 74,156 customers have since been converted to prepaid electricity and the number is growing daily. As can be seen in the pie chart, the majority of

these customers are found in Manzini, where the project started. Only 13, 301 customers remain to be converted and 1,802 of these are in Manzini region, 5,676 in Hhohho, 1,944 in Lubombo and 3,879 in Shiselweni.

The plan is to have all the conversions concluded by June 2011. A majority of customers still on the post-paid system are found in Hhohho and Shiselweni.

The conversions have not gone without any challenges with the major one in recent weeks being the downtime of the vending system.

There has also been other concerns from customers with the major ones being lack of sufficient education on how the system operates and where to get assistance. Others include customer dissatisfaction about the approach of the field personnel, including sometimes lack of notification on the impending visit.

These challenges have been dealt with from the beginning where a standard letter of notification was distributed to all the depots. It is standard procedure at SEC to notify our customers of a planned power interruption. However, there have been cases where this was not done and we would like to apologise and assure our customers that these will not be repeated.

All contractors have been inducted again on how customers ought to be treated. All reported cases where a contractor or SEC personnel did not conduct themselves well have been dealt with and the situation is being monitored.

The challenges imposed by weather and power interruptions in many areas have also affected progress of the project. The teams have the capacity to make up for the lost time and also make up for the areas where there are insufficient teams. We wish to thank most sincerely all our customers who have co-operated with us as we implement the prepaid project.

Feedback received is that most of our customers are overwhelmingly happy with being converted because they are now in full control of their electricity consumption.

FOR CUSTOMER QUERIES

Call our toll-free line - **800 9000**

6a.m. - 10p.m. on week-days

8a.m. - 7p.m. on weekends & holidays

SEC donates to sugar-cane growers



On October 21, 2010 SEC joined hands with the Swaziland Sugar Association in celebrating the immense contribution being made by small sugar-cane growers in sustaining the sugar industry.

SEC donated 10 000 and 5 000 litre water tanks to Sivukile Famers Association and Nhlanguyavuka Famers Association, respectively. This was during the Smallholder Sugarcane Growers Competition held at Siphofaneni Inkhundla. The purpose of the competition was to encourage growers to

improve their farming methods and recognize those who are working hard and achieving high yields.

The event was graced by Agriculture and Co-operatives Minister Clement Dlamini, Siphofaneni Member of Parliament Gundwane Gamedze and Swaziland Sugar Association's CEO Dr Mike Matsebula.

It brought together smallholder sugarcane growers from all over the country. The Minister thanked SEC, and the other sponsors, for supporting smallholder sugar-cane farmers.



SEC's Big Bend Branch Superintendent Nosipho Dlamini presenting a 10 000-litre tank to Sivukile Bomake Sugar-Cane Growers (l). Dlamini also presented Nhlanguyavuka Farmers Association with a 5 000-litre tank.

Who's in charge of which Depot?

For the past few months we have noted that some of our customers either call or travel long distances to the SEC head office at Eluvatsini House in Mbabane to report faults, grievances or gather information on the services we provide.

In most instances, some people escalate their issues without getting in touch with the people on the ground. It is for that reason that we are presenting to you the Branch Superintendents responsible for each SEC depot around the country.



Lwazi Dlamini

Pigg's Peak
Depot
2437 1118

Stonehenge
Depot
2404 2526

Mvimbi Zubuko



Manzini Depot
2505 4900/1



Paul Masilela

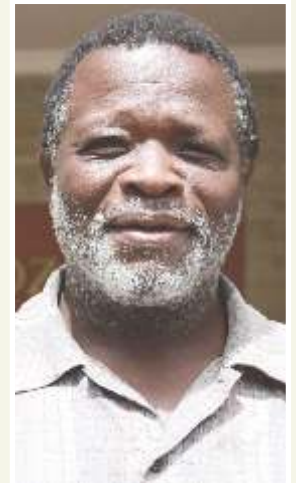


Mandla Ginindza

Malkerns
Depot
2528 3564

Matsapha
Depot
2518 5401/6693/
5190/8211

Samuel Mbonani





Vumani Madzinane

Nhlangano Depot
2207 8364

Siteki Depot
2343 4172

Vincent Dlamini



Big Bend
2363 6318



Nosipho Dlamini

Hluti
Depot
2227 5002

Benjamin Khathwane



Petros Nkambule



Mhlume Depot - 2313 1369

**DON'T BE STRESSED
BY YOUR BILL**



When you have just been converted from post-paid to pre-paid but you have an outstanding debt, you can still buy electricity units.



It is not true that SEC does not allow you to buy electricity units when you are still owing.



Every customer can still buy electricity units even when they owe SEC, provided they follow the right channels.



If your debt is quite significant, then you can approach your nearest SEC Regional Offices and negotiate terms with our Accounting Officers on how you will settle your debt.



In the event a customer wishes to pay a post paid debt over a period of 3-9 months, an interest charge will be levied.

Faults reporting procedure

For your convenience SEC operates a 24-hour faults attendance through our countrywide depots.

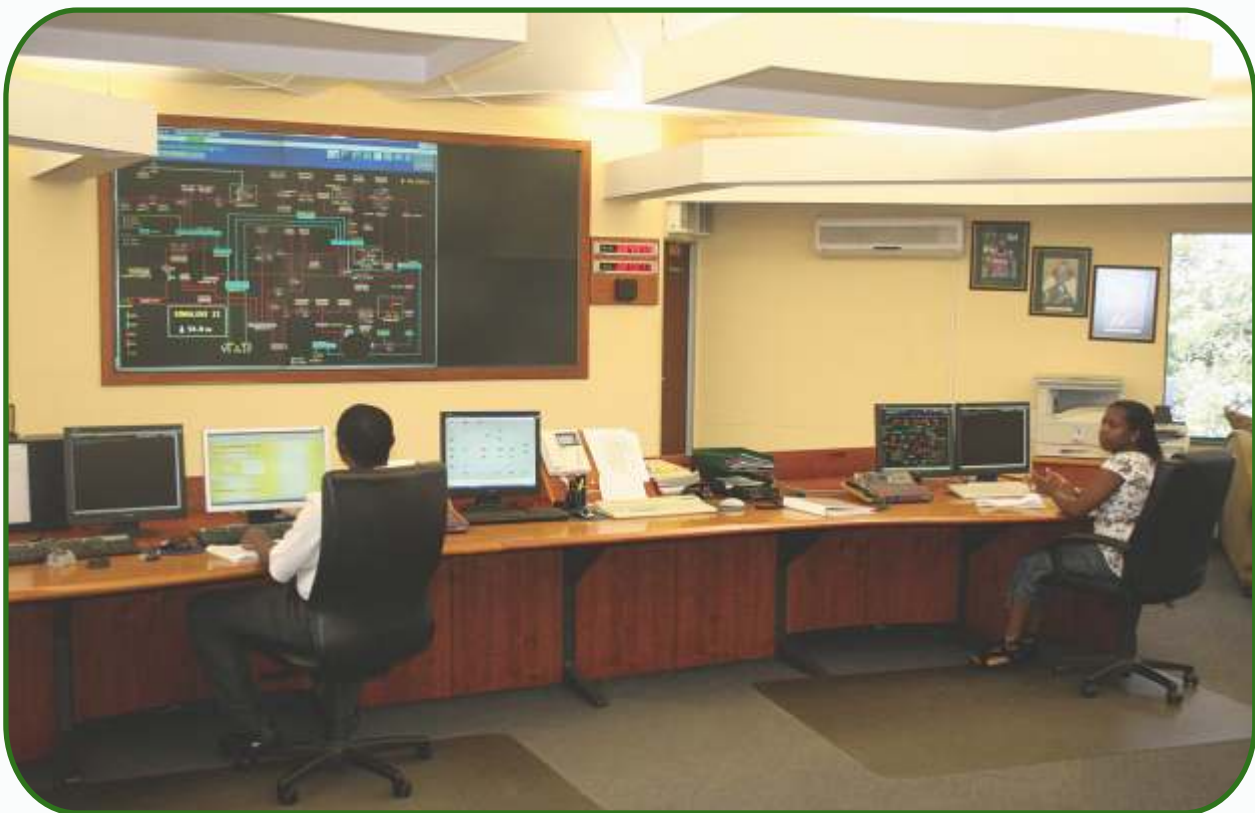
SEC has a SCADA (Supervisory Control and Data Acquisition) system, which enables us to remotely monitor the status of the distribution and transmission network every minute and day of the year. However, the SCADA network does not pick-up individual faults. The steps of logging a fault are as follows;

- ⚡ First of all when power goes off, make sure that appliances which had been switched ON for use are switched OFF.
- ⚡ Verify if your main switch or circuit breaker in your distribution board is ON. If

only part of your installation shows that some lights or socket outlets are not working then check in your distribution board since some supplying circuits might have tripped out. Should that be the case then ensure that all appliances connected to that ON circuit are switched OFF.

- ⚡ Attempt to reset the switch and if it stays ON, switch the appliances in use one at a time observing the effect on the supply. A faulty appliance will result in the supply tripping again and you must remove the appliance and have it checked by your electrician. However, if the circuit trips out with all the appliances switched OFF, call a competent electrician to attend to the fault.

...continues



National Control Centre (NCC) staff monitoring the status of electricity distribution and transmission countrywide.

Faults reporting procedure



Customers are advised to follow the right channels when reporting faults

- ⚡ If you have verified with your neighbours and they are also affected because there is no power then call your nearest SEC depot or **Call Centre line 800 9000**. State your name, physical address and, where possible, a brief description of the fault.
- ⚡ The depot should give you a reference number.
- SEC undertakes to restore electricity supplies within 60 minutes for low voltage faults and 2 ½ hours for high voltage faults within 50kms of radial distance.
- ⚡ SEC also undertakes to restore electricity supplies within 48 hours of logging the fault if there has been a storm. However, the area should be accessible by road.
- ⚡ Should you not be satisfied with the restoration time then you can request to speak to the Depot Branch Superintendent.
- ⚡ If you are not satisfied with the response by the Branch Superintendent then you can call the **Distribution Manager at 7602 2045** and, thereafter, the **Marketing Manager at 7602 6328**.
- ⚡ It is requested that you follow this protocol and exercise patience while your fault is being processed
- ⚡ It must be noted that SEC does not rectify faults within the customer's installation, that is, after the meter. However, advice may be given during the process of fault finding.

Four Decades of Dedication



Enock Shongwe receiving a certificate of recognition from Ministry of Natural Resources PS Jinoh Nkambule.



GM Operations Meshack Kunene presenting Shongwe with a cow.

Sticking with one employer for four decades is surely beyond the imagination of most people, and this is what makes Enock Shongwe an extraordinary person.

After serving the Swaziland Electricity Company (SEC) for an enormous 40 years, Shongwe has just called it quits. Actually, had it not been for the fact that he has reached the normal retirement age of 60, Shongwe would not have stepped down in August.

Unlike many of his age-mates, he still had the energy and zeal to soldier on. Not only is he a tough-built old chap, he also had great passion for his job. Shongwe is popular to his former colleagues at SEC's Central Services Organisation, widely known as CSO, in Matsapha for being 'Mr. Perfect'. He always refused his team to retire at the normal knock-off time if the job for the day was not completed.

At some point, his subordinates went on a go-slow against working for longer hours. Some resented being part of his

shift, but that did not deter him as he continued to apply himself fully whenever given a task. "I love my job and all that I did was out of passion," quips Shongwe.

During the first year of service, Shongwe earned E12 per month as a junior plant operator

Being the exceptional employee that he was, Shongwe's retirement has been received with mixed feelings at SEC. His superiors have openly voiced out their discontent at having such a workaholic depart from the company. How they wish he could go on for a few more years. He has been described by his immediate supervisor, Ephraem Dlamini as the kind of employee who every manager would love to have in his/her team.

"Enock was such a pleasure to work with and I wonder if we will ever have a befitting replacement. He was extremely dedicated and one of his unique qualities was working right up to the still of the night having come in for work earlier than everybody else around 7am," stated Dlamini.

...continues

“Some of these youngsters put money ahead of their work, which is not entirely right. What motivated me to stay this long with the company was self-satisfaction every time I saw the fruits of my toil”

Shongwe recalls how he joined the then Swaziland Electricity Board (SEB) at the age of 20 in January 1970. He had just completed his studies at Mbabane Central High School when he was informed by a friend that there were vacancies for school-leavers at SEB.

“At that point, I didn't know what to do in life. I joined this guy and went to Mr Davies, the then Training Officer, who offered us traineeship jobs. “I was posted to Dwaleni, where I was inducted as a plant operator. Being the inquisitive person that I am, I was quick to learn and in most cases I learnt by fiddling with the machines, especially during the night shift when the old lads were taking an unauthorised nap,” he says. Interesting to know is that during the first year of service at SEB, Shongwe earned E12 per month as a junior plant operator. He got a 100 percent increment the following year. It was after spending two years with the company that his salary was hiked to E36 before ‘sky-rocketing’ to E72.

His bad memory, still back in the 70s, was when his supervisor attempted suicide by exposing himself to live electricity cables. Shongwe stumbled on the guy just before he was electrocuted and saved his life. Whilst the guy was in hospital for three years, Shongwe acted as the Senior Operator.

He still treasures the moment he came face to face with King Sobhuza II, also in the 70s. He was assigned to demonstrate to the King how the diesel engines, which were used to generate electricity at Edwaleni Power Station, were being operated.

“In previous instances it would take more than two attempts to ignite those engines, but this time around it worked out in the first instance,” he remembers. Seeing the potential that Shongwe had, his superiors sent him on a 10-month industrial attachment in Kafue, Zambia to master the art of generating electricity.

From there, he enrolled at the Swaziland College of Technology (SCOT) for a part-time course in electrical engineering. He was 41 years old at the time with class-mates the same age as some of his kids. “It was a big decision I had to make in life, having to attend evening classes with no financial backing from my employer. But it paid off at the end of the day,” To show how resolute he was, Shongwe would at times walk for several kilometres on his way back from attending evening classes.

He attended classes in Mbabane and had no reliable transport to get him back to Dwaleni in the evenings. Seeing how zealous he was, SEB management then agreed to pay for his enrolment for a Part II City & Guilds Electrical Engineering course at SCOT.

This was at the age of 45. Not only was he provided with transport this time around, he was also studying full-time.

Thereafter, he moved from generation to become a protection technician. At some stage, he was assigned to monitor a sub-contractor working on the 400kV line stretching across South Africa, Swaziland and Mozambique. This is where he espoused the tradition of not leaving the work-station until the day's work was over.

His advice to all those he has left behind at SEC is that they should be passionate about their work. “Some of these youngsters put money ahead of their work, which is not entirely right. What motivated me to stay this long with the company was self-satisfaction every time I saw the fruits of my toil,” he says.

On what he intended pursuing now that he has retired, Shongwe says he was still working out a plan for the future. “It's not easy to stop a car that is moving at 140km/h just like that. I'm still eager to do more, and luckily I'm still in good health,” Shongwe states. A message to SEC and his colleagues, “I'm just a phone call away in case they need

“I learnt by fiddling with the machines, especially during the night shift when the old lads were taking an unauthorised nap”

Editors' briefing...



SEC managers listening attentively.

On December 7, 2010 the Swaziland Electricity Company hosted a breakfast meeting to brief editors and senior journalists about its operations and other latest developments in the company.

It was on this day that the MD, Pius Gumbi, gave a full update of where the company was headed and the GM-Finance, Banele Nyamane, presented the 2009-10 annual report.

The executive management was accompanied by some

senior managers and the four regional engineers. A number of issues were discussed, including the prepayment roll-out project, proposed thermal power station, establishment of a call centre, improving customer service, rural electrification and the E55 minimum service charge.

It was reported that as the SEC customer base expanded from 79 000 during the previous financial year to 88 000, the company was in the process of stabilizing its electricity supply network by constructing more depots and substations.



Times of Swaziland's Mbongeni Mbongo, Bheki Makhubu (The Nation) and SBIS' Zanele Nxumalo listening to GM Finance Banele Nyamane's presentation of the annual report.



SEC employees say 'I DO'



SEC Technician Vusi Malinga and Nomcebo Mbhamali tied the knot in a garden wedding at Mhlambanyatsi Club on the 18th December, 2010.



SEC Distribution Manager Mduduzi Mtsetfwa getting cosy after receiving gifts from his wife Mpumie whom he wedded in October at Mfabantfu.



Pastor Ken Jefferson officiating at the ceremony.



Mtsetfwa flanked by his colleagues (from l) Ephraem Kunene, Wilson Masango, Nkululeko Dlamini and Melusi Malinga.



He is pictured with family members.

The SEC Call Centre



Call Centre Agent Gugulethu Hlatshwayo attending to customers.

In the morning of Thursday the 18th November 2010, SEC achieved another major milestone when a Call Centre and Toll Free Line 800 9000 went into full operation.

By the 31st of December 2010 our Call Centre had clocked 1 840 man hours. The number of outgoing calls was 1 873 by

the 23rd of December 2010. Our Call Centre now has a staff complement of eight agents working in shifts. The Call Centre is currently housed at our head office at Eluvatsini House.

It operates from 6am until 10pm during week-days. On weekends and holidays, the Call Centre is open from 8am until 7pm. The intention is to offer a 24-hour Call Centre service in the near future based on the demand of our customers. There are four lines coming into the Call Centre.

What is a Call Centre

It is an additional accessible service offered by a service provider which is normally accessible telephonically to address customer queries. Call Centres are now becoming a standard complement by service providers in an effort to meet customer demands.

Call Centres also provide companies with a competitive advantage if well managed and integrated into a company's systems. Being a Call Centre Agent is now a career and there are Call Centre-related courses also offered by academic institutions. The Call Centre industry has been growing significantly and is big business not only in Swaziland, but also at global level. Call Centres offer their services through toll free lines and shared cost lines. The SEC Call Centre is currently toll-free.

Why a Call Centre

Our Call Centre provides after hours assistance to customers given that our product is consumed 24 hours a day and is an essential strategic commodity.

The Call Centre was initially to deal primarily with Prepaid
...continues

Tune in to our RADIO PROGRAMMES

ON AIR

Hosted by Veli "VV" Simelane & Nkululeko Dlamini

Every **FRIDAY LIVE** @ 9:15 - 10:15p.m.

Catch our recorded interview every Friday afternoon from 3:45 - 4p.m.

SBIS 1

Issues, but it has helped to address other customer concerns. The Call Centre not only helps external customers, but even the internal ones such as our depots and other SEC departments. It is also a source of business intelligence since we get to hear from the Call Centre when there are challenges within our systems. The Call Centre helped during the New Year's storm and when our 8888 prepaid vending system was challenged in the Christmas weekend.

Future of our Call Centre

The Call Centre is not a short term project, but is here to stay. We are looking at housing permanently our Call Centre in the new Manzini Regional Offices near the Manzini Police Station once the building is completed. The target is to be amongst the Top 2 best Call Centres in Swaziland in 2011 and then graduate to be the best by the end of 2012. We are in the process of finalising a tender for Call Centre

equipment, which will enable us to offer our services with much better capacity and synergy from the anticipated integration with our SEC systems.

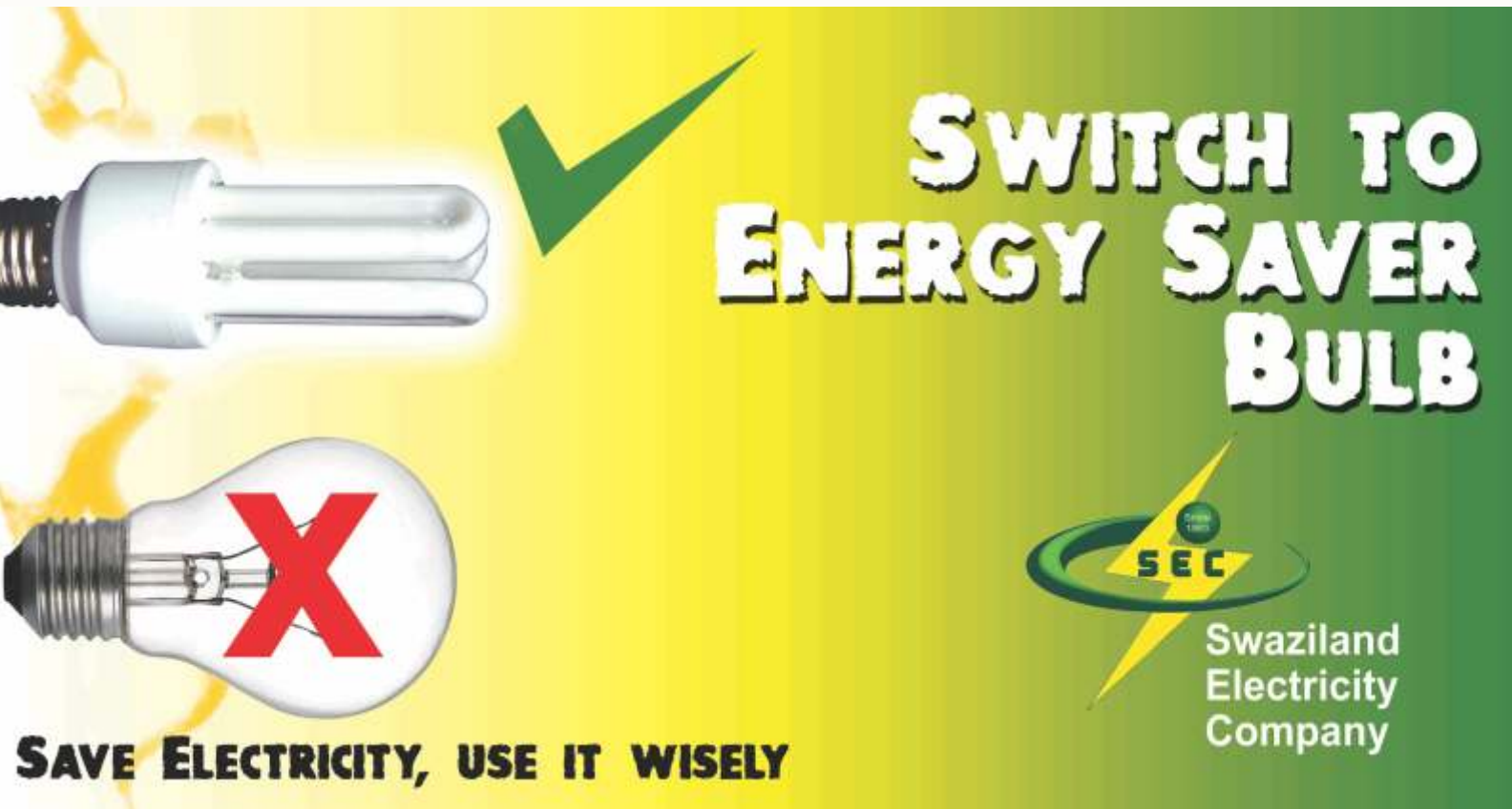
We want to be among the top 2 best Call Centres in Swaziland in 2011, and then graduate to be the best in the country by 2012

Manzini Service Centre

Our state of the art Service Centre in Manzini is strategically located at the Bhunu Mall, where it was previously Cash Crusaders next to Bradlows. It has since been handed over to us by the contractor. However, we are now finalising the external branding work as well as the furnishings, including the communication equipment.

This state-of-the art one-stop shop will further catapult SEC into a service provider of worth.

The official launch should be by the end of February 2011 at the latest. The plan is to roll out more state of the art service centres in all the strategic high foot traffic areas.



SWITCH TO ENERGY SAVER BULB

SAVE ELECTRICITY, USE IT WISELY

SEC
Swaziland Electricity Company

Waste management practice

Waste is a serious problem in any industry. In the electricity industry, waste is generated from the various operations and is classified in two categories.

These are general waste (office waste, food waste, paper) and hazardous waste (transformer oil, used treated poles, paints, effluents, petrochemicals, pesticides, PCBs in transformer oil and mercury in compact fluorescent lights. SEC spends a lot of money in the management of waste and its final disposal.

Poor waste management has various environmental implications. These can include the contamination of air, water and soil. Poor waste disposal can cause neurological disorders, and cancer, chloracne in the case of dioxins. In its business, SEC is exposed to waste that can be a threat to the environment or human health at low concentrations or when treated, stored or disposed off improperly. Amongst these are the transformers, conductors and insulators.

The Environmental Department within SEC was established

to ensure that waste is disposed in accordance to the waste regulations of 2000. The department is keen in raising awareness on the subject, and has developed waste management and CFL disposal guidelines. These are available on the SEC intranet. SEC ensures that all depots have waste disposal bins. More bins will be installed in the depots for the segregation of waste. In accordance with the set waste disposal guidelines, SEC also sells its defunct transformers, conductors, meters and batteries to approved scrap dealers for recycling purposes. The company has also constructed shed in two depots (Manzini and Malkerns) for the storage of used transformers.

There are various options for waste management used in the company. The first option is to avoid waste production, for instance procurement is not done for PCB containing transformers.

If waste cannot be avoided the next option is to reduce it by recycling or treating. At this age it has been noted that most of the material used in the electricity industry can be recycled. When all options have failed, then the waste is disposed of in landfills found across the country. We implore everyone within SEC to try and avoid waste and if we cannot, then recycle as much of it as we can.



The rehabilitation of a transformer oil-contaminated site.

Tips on Waste Management

- ⚡ Avoid waste
- ⚡ Segregate waste at source
- ⚡ Store, manage and dispose substances according to their Material Safety Data Sheet.
- ⚡ Dispose CFLs in an H:H rated landfill
- ⚡ Recycle used petrochemicals
- ⚡ Recycle PCB free used transformers and oils
- ⚡ Bioremediate or treat petrochemical contaminated soil
- ⚡ Use recyclable paper and cartridges

Prepaid Tips

Loading multiple tokens

When buying multiple prepaid electricity tokens for one particular meter;

ALWAYS ensure that you load the electricity tokens in the sequence you bought them.

You will recall that a **TOKEN** is the 20-digit number you get after sending an sms to **8888** or when you buy via an MPOS (Marketing Point Of Sale).

Say you buy Token A at 8a.m. and Token B at 3p.m; then you must load Token A first before you load Token B because Token A was bought earlier than Token B.

The same also applies when you buy the tokens on different days. For example if you buy Token C on Monday 3rd January 2011 and Token D on Friday 7th January 2011, then you **MUST** load Token C before you load Token D because Token C was bought on an earlier date.

If you happen to load a token bought later, before you load one bought earlier, then the prepaid CIU (Customer Interface Unit) will refuse to load and you might be inconvenienced.

However, this does not apply to 'Free Issues', which is the

token generated in EXCEPTIONAL cases by SEC when refunding a customer or when there is a problem with our vending system.



A prepaid voucher.

NEGOTIATED DEBT FROM POSTPAID TO PREPAID

⚡ Here is more on negotiated debt when you have been converted to the prepaid system from post paid.

⚡ Payments of negotiated debt on prepaid must be made on the agreed upon date to avoid complications of units being issued instead of clearing debt.

⚡ For example, if you agreed and signed in January 2011 that you would pay your outstanding debt of E3000 over three months at an installment of E1000 per month which would be settled on the 20th of January 2011, 20th February 2011 and 20th March 2011; then you must pay each installment on the 20th or after and not before the agreed date of the 20th of each month.

⚡ If you come before the agreed date say on the 18th January 2011 instead of the 20th January 2011 and pay the E1000, the system is 'open' meaning that it will give you units for the E1000 and not settle your debt.

⚡ But if you come on the 20th January 2011 or later, it will be able to take the E1000 installment and reduce your debt as agreed and you will also be able to buy the units that you want on that particular day.

SEC reaches out to customers



Marketing Officer Nkululeko Dlamini introducing SEC employees based at the Siteki Depot. This was during a roadshow at KaLanga.

The Swaziland Electricity Company (SEC) has embarked on an intensive drive to reach out to its customers.

Since last year, the company has engaged in a series of roadshows in selected areas around the country. The roadshows are aimed at educating customers on reliable power supply, prepayment system, billing, quotations and saving electricity.

Customers are also educated about their rights to speedy service and to be treated with dignity and respect. This also

underscores the mandate of SEC; which is to ensure that every Swazi citizen has reliable power supply. The SEC team also attends to all queries raised by members of the public.

The road shows have been well received by our customers, who are of the view that the company is making notable effort to get people to understand and familiarize themselves with the newly-established pre-payment system.

The company also uses this opportunity to introduce to its customers the key people who can be contacted in the event of faults and when making requests for new installations.



Part of the activities for the day during a roadshow held at Maseyisini constituency in the Shiselweni region.

Gcebile warns SEC employees



The MD lighting a candle in commemoration of World Aids Day.



Head office employees listening to speeches.

RENOWNED HIV/AIDS activist Gcebile Ndlovu has warned Swaziland Electricity Company (SEC) employees to make every effort to know their status so that they could be in a better position to 'STOP AIDS NOW'.

Ndlovu, who declared her HIV-positive status more than a decade ago, was the guest speaker during the commemoration of World Aids Day at the SEC headquarters in Mbabane in December. Also present was Swaziland Business Coalition on HIV/AIDS (SWABCHA) CEO Thobile Dlamini and the SEC executive management led by Managing Director Pius Gumbi.

"It is very important that you get to know your status so that you're able to prevent the contraction of Aids. There's no way you can run away from something that you're not aware of," she stated.

Ndlovu advised SEC employees, who are HIV-negative, to remain that way, adding; "If you're already like me, at least, you should know how to live positively."

She noted that condom-use still remained the best HIV-

prevention measure. Meanwhile, the MD conceded that, just like any other big company, SEC is affected by HIV/AIDS and other chronic illnesses. Gumbi promised that next year the commemoration will be extended to all the SEC depots countrywide instead of focusing on the head office.

"Management is concerned that when staff are sick, the rate of absenteeism increases. Of course, I'm not suggesting that everyone who falls sick at SEC suffers from Aids, but we remain committed to taking our employee well-being programme to greater heights," said Gumbi.

Gumbi stated, much to the appreciation of staff, that SEC will have a comprehensive employee well-being policy in place as soon as possible.

He disclosed that, on average, an employee dies at SEC every month, which translates to 12 per year.

"That's a high number for any company to lose within a space of a year, and we're so determined to contain the problem.

SWABCHA's Thobile Dlamini noted that economically and sexually active people were perishing due to the pandemic, and thanked SEC management for being concerned about staff welfare.

New Employees

SAM MZILENI - joins SEC with effect from the 1st November 2010 as Marketing Manager. Mzileni is a member of the Marketing Association of South Africa. He holds a Masters of Business Administration (MBA) from the University of South Africa, and a Bachelor of Commerce Degree – Marketing from the University of Swaziland.

Mzileni has worked with the South African Petroleum Industry Association in improving the petroleum sector in Swaziland. He was the Oil Industry Secretary over and above being a Business Consultant with Chevron Swaziland, the owners of the Caltex brand.

He has participated in a number of local and regional forums such as the Rationalization Committee and Strategic Oil Reserve Committee. Before joining SEC, Mzileni worked for Chevron Swaziland (Pty) Ltd, as a Business Consultant (Retail, Consumer and Industrial).

His main duties involved being an ambassador of the Caltex brand in Swaziland/Pongola(RSA) where he largely focused on Customer Relations Management. His area of focus was also on ensuring adherence to Operational Excellence at all Caltex branded service stations, meeting financial targets including NOI and ROCE. Mzileni has vast experience in the Marketing Sector and has a proven track record of dealing efficiently with people.



NHLANHLA MKHWANAZI – joins SEC with effect from 01 December, 2010 as a Substation Technician. Mkhwanazi holds a Diploma in Electrical and Electronic Engineering from the Swaziland College of Technology (SCOT).

He has previously been exposed to SEC while on attachment at the Manzini Depot. Mkhwanazi later joined Ubombo Illovo Sugar at the Mill Electrical Workshop, where he performed duties in substation 11KV switchgear maintenance, upgrades and trouble-shooting.



FODO PETROS NDLANGAMANDLA - joins SEC with effect from 01 December, 2010 as a Substation Technician. Ndlangamandla holds a Technician Diploma in Electrical and Electronic Engineering from the Swaziland College of Technology (SCOT). He has previously worked for BNM Technology and Macnabs Refrigeration as a technician. His duties involved, among others, Electrical Metering Services and Trouble-shooting of Prepaid Electricity Meters.



Continues next page

New Employees

KHAYA BONGANI MAVUSO – joins SEC with effect from 03 January, 2011 as Corporate Communications Officer. Mavuso holds a Diploma in Journalism and Mass Communication from the University of Swaziland with a major in Public Relations. He also has another in Business Communication.

His experience spans across journalism advancing to development communication, marketing communication and recently corporate communication. Mavuso has experience in developing and administering communication strategies as well as performing public relations functions, extending to publishing and graphic design.

He has worked in the media for over 10 years rising in ranks to become sub editor, further to be involved in communication audits, consultancy and strategy development. He joins SEC from the National Blood Transfusion Service under the Ministry of Health.



MXOLISI BHEMBE – joins SEC with effect from 03 January, 2011 as a Technician. Bhembe recently completed a National Diploma in Electrical Engineering S1, S2, S3 and S4 from Tshwane University of Technology.

He has worked for V-Trac Investments designing networks, installing and programming IP-based wireless links for security networks. His responsibilities also included installing CCTV cameras, digital alarms and linking DVRs to existing LANs and Servers. Bhembe has previously worked for SAG Investments specialising in refrigeration, where he installed and serviced air-conditioners and cold rooms.



MBUYISWA ERIC MTHETHWA – joins SEC with effect from 17 January, 2011 as a Distribution Technician. Mthethwa holds a S4 National Diploma in Electrical Engineering (Heavy Current) from Mangosuthu University of Technology.

He also has an Aided Drafting with AutoCAD 2D Certificate and a Wireman's License. His work experience has seen him work as an Electrical Engineering Tutor before moving into practical experience with Illovo, Ubombo Sugar. Mthethwa joins SEC from Aleche Consulting Engineers and Associates where he held the post of Electrical Draughtsman Technician.



SEC offers prepaid lessons to Moz.

On the 21st and 22nd of October 2010, our IT Department hosted delegates from the Mozambican power utility, Electricidade de Mocambique (EdM).

The three-member team came to see and learn about the Online Pre-payment System. The team comprised Ms Esperanca Lopes (Head of IT Department), Mr Jose Buque Buque (Commercial Director) and Mr Raimundo Gulube (IT Coordinator for the Project).

EdM has embarked on the National STS-based Online Prepayment Vending System (Credelec Online) hence they felt SEC, which has been running the project for over two years now, would be a better place for learning.

General Manager Customer Service Skhumbuzo Tsabedze, Projects Manager Ernest Mkhonta and IT Manager Melusi Malinga took the visitors through the prepayment vending processes and procedures. The SEC team presented on the challenges and the successes of its prepaid project.

The EdM entourage were taken to site visits, where they saw the actual installation of meters, capturing and the eventual



The SEC and EdM teams in a jovial mood.

purchasing of electricity.

The EdM Commercial Director, Mr Jose Buque Buque, expressed great satisfaction at the great strides taken by SEC in its pre-payment roll-out project. He pleaded for continued guidance as his company has recently embarked on a similar programme.



EdM's Jose Buque Buque making his remarks.



SEC's Projects Manager Ernest Mkhonta receiving a farewell hug.



Exchanging of gifts



SEC's James Mabundza, Sam Mzileni and Skhumbuzo Tsabedze shaking hands and posing with the visitors.

Tanzanians learn from SEC

In mid January 2011, SEC hosted four delegates from the Tanzania Electricity Supply Company (TANESCO) to learn more about prepaid voucher administration and vending.

The team comprised George Kilapilo (Manager ICT Business Services); Joel Kuandika (Manager Revenue); Sana Indilini (Principal Marketing) and Edda Kitindi (Revenue Accountant).

TANESCO has been in the prepaid industry since 1994, but had recently decided to use vouchers among their vending options.

In order to come up with effective processes, they elected to visit SEC to learn how we have successfully implemented the voucher vending system.

SEC General Manager Customer Service Skhumbuzo Tsabedze, Marketing Manager Sam Mzileni, Corporate Customers Manager James Mabundza, Head of Billing

Nombulelo Mabuza and IT Manager Melusi Malinga took the visiting team through various aspects of the prepaid system.

SEC also took the opportunity to learn from the visitors about their experiences on various aspects of the prepaid system.

The focus was mainly on voucher purchasing, storage, requisition and distribution to wholesale vendors, vending administration and demand side management. SEC also took the opportunity to learn from the visitors about their experience on various aspects of the prepaid system, including how they have managed to overcome vending challenges since the two organizations use the same system.

Leader of the TANESCO team Joel Kuandika expressed their greatest appreciation for what they had learnt from SEC and indicated that

they would align their voucher vending around SEC's procedures. He also suggested that there should be continued cooperation between the two organizations in order to learn from each other.



SEC management soccer team posing before the match.



The visiting SPTC team. Right: Part of the action.



On November 6, 2010 the Swaziland Electricity Company employees and their families participated in the annually-held MD's Trophy at Somhlolo National Stadium.

The event was characterized by the staging of various sports activities including athletics, egg and spoon race, three-legged race, sack race and bobbing. The main day was preceded by the eliminations in soccer

and volleyball played at Dwaleni over two weekends. The highlight of the day was SEC management soccer team's 3-1 drubbing of the visiting Swaziland Posts and Telecommunications Corporation (SPTC).

There were also kiddies games, which included a jumping castle, fishing games, gladiators water slide, quad bike, lucky dip, ten pin bowling, treasure-hunting and face-painting.



Fun in the water slide.



Part of the action from the games.



The egg and spoon race.

SEC FAMILY FUN DAY

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