



**UEDCL**  
*Lighting up your world*

# GENERAL STATUS UPDATE

SINCE ASSET  
RETRANSFER ON  
01 APRIL 2025

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THE  
**BIG**  
SWITCH



UEDCL takeover  
National  
Power Distribution

ting Up Y



The asset retransfer was categorised into different elements or perspectives of;



**1. Talent Management**



**2. Financial Sustainability**



**3. Customer Service**



**4. Network Availability**



# Talent Management

The staff have been deployed up to 96% (i.e. 2,601 staff out of the approved 2,712 structure) fully recruited from the Umeme and UEDCL existing staff base. The remaining 4% have been advertised externally on the 16<sup>th</sup> & 19<sup>th</sup> June 2025 because there were no matching skills from the internal teams to fill the positions.

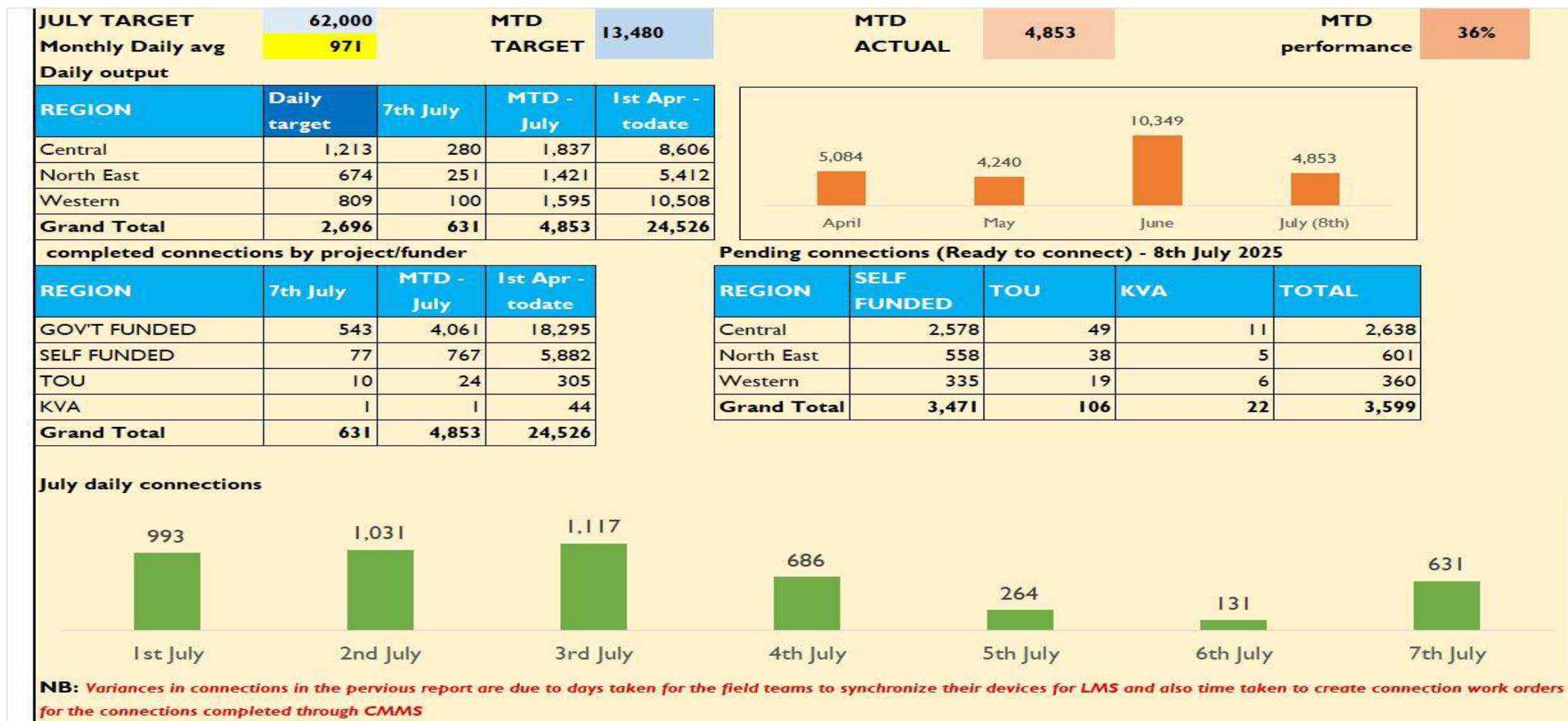
All staff across 100 offices have now been inducted and aligned to the UEDCL culture in order to create a workforce that gives maximum productivity. This is expected to enhance the attainment of the organization's strategic objective.

In order to drive new connections to meet the ERA target & World Bank, a total 550 staff have been recruited and deployed across the country. We shall add another 400 technicians by close of July 2025.





# New Connections from 01<sup>st</sup> Apr 2025 to 07<sup>th</sup> Jul 2025



# Financial Sustainability

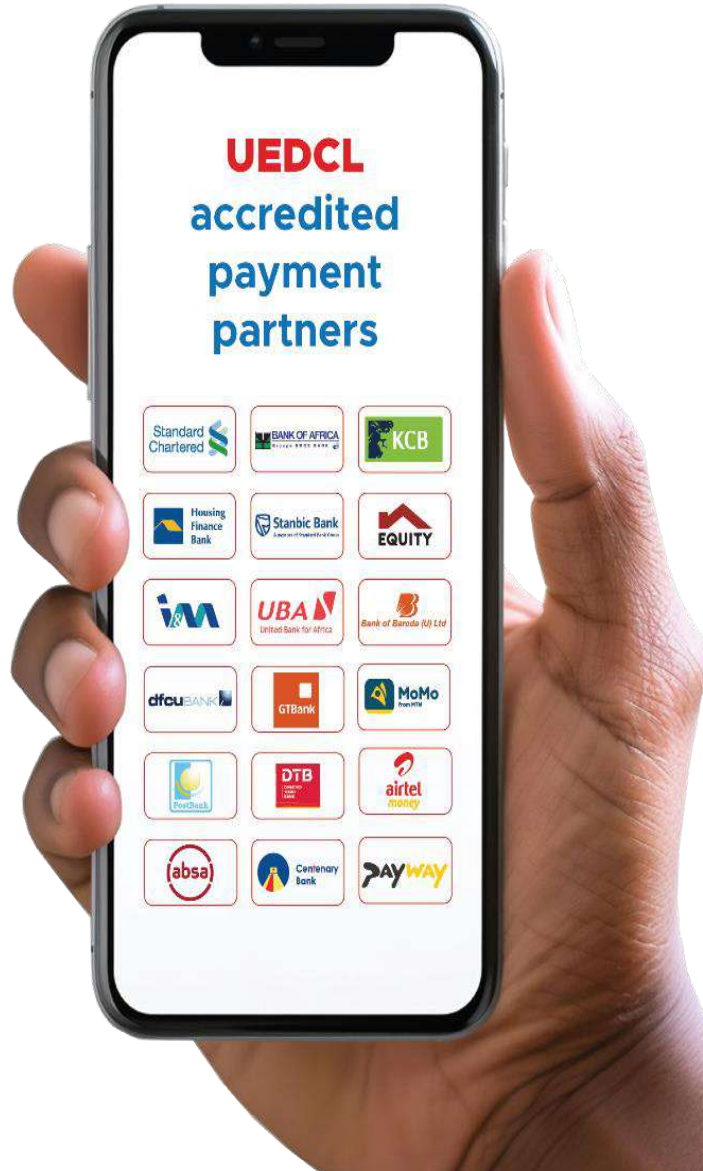
UEDCL has been able to maintain stability of the vending and billing systems, enabling all customers to seamlessly continue paying their bills online and through banks to the customers' with maximum convenience.

Seamless transition of these systems has enabled UEDCL to achieve a YTD cash collection rate of **104%**.

Arising from the above collections, UEDCL has been able to clear 100% UETCL's bills as they follow due; both Mar 25 and Apr 2025 totaling to Shs220.5bn in time plus meeting its operational expenses. For May UETCL bill has increased to Shs164bn and arrangements are under way to clear on time.

The process for securing the funds for Capital investments, to the tune of USD 50Million (from ABSA) is in advanced stages, with the loan agreements being currently reviewed by the Solicitor General & Ministry of Finance.

UEDCL has fully secured PPDA's accreditation a move that will enhance business & operational efficiency.







## Customer Service

As a power distribution utility, UEDCL has maintained a fully operational call center (24/7 service) to enable customers have a full-time feedback mechanism with the Company.

Together with our skilled field teams, we have maintained a physical and emotional contact with the customers throughout this transition period in order to manage the response time.

We continue to improve in this aspect as new employees' understand and appreciate the UEDCL operational processes.

Deliberate change management and culture alignment of staff is on ongoing carefully as we also operate the network.





## Network Availability

The network has demonstrated improved reliability; with availability for June 25 of 97.8%, up from 97.1% in March 2025. There has been an improvement in the response time, though the system still registers a high number of faults, orchestrated by vandalism, aging infrastructure, over loaded transformers and feeders plus substations contributing to this mixed performance.

Over 116 transformers were found to be faulty as at the takeover, however all these were replaced in April 2025.

During the month of June 2025, the national distribution demand stood at **1,044.18 MW**, which is fully supported by the committed generation capacity of **1,099 MW**, indicating system adequacy with no anticipated load shedding.



# Network Availability Cont.....

- It should be noted that the network is very thirsty for investments following a three-year period with out capital investments. Investments (by Umeme) were restricted from 2022 following Government decision not to renew the concession. This three-year gap in investments left the infrastructure in dire need for investments projects to bring it to an optimal operational level.
- UEDCL is committed to implementing these projects for the next five years to improve the distribution infrastructure.
- However, some of the critical 132/33kV interfacing transmission substations are constrained with faulty equipment, hence impacting on service delivery on the distribution segment downstream.

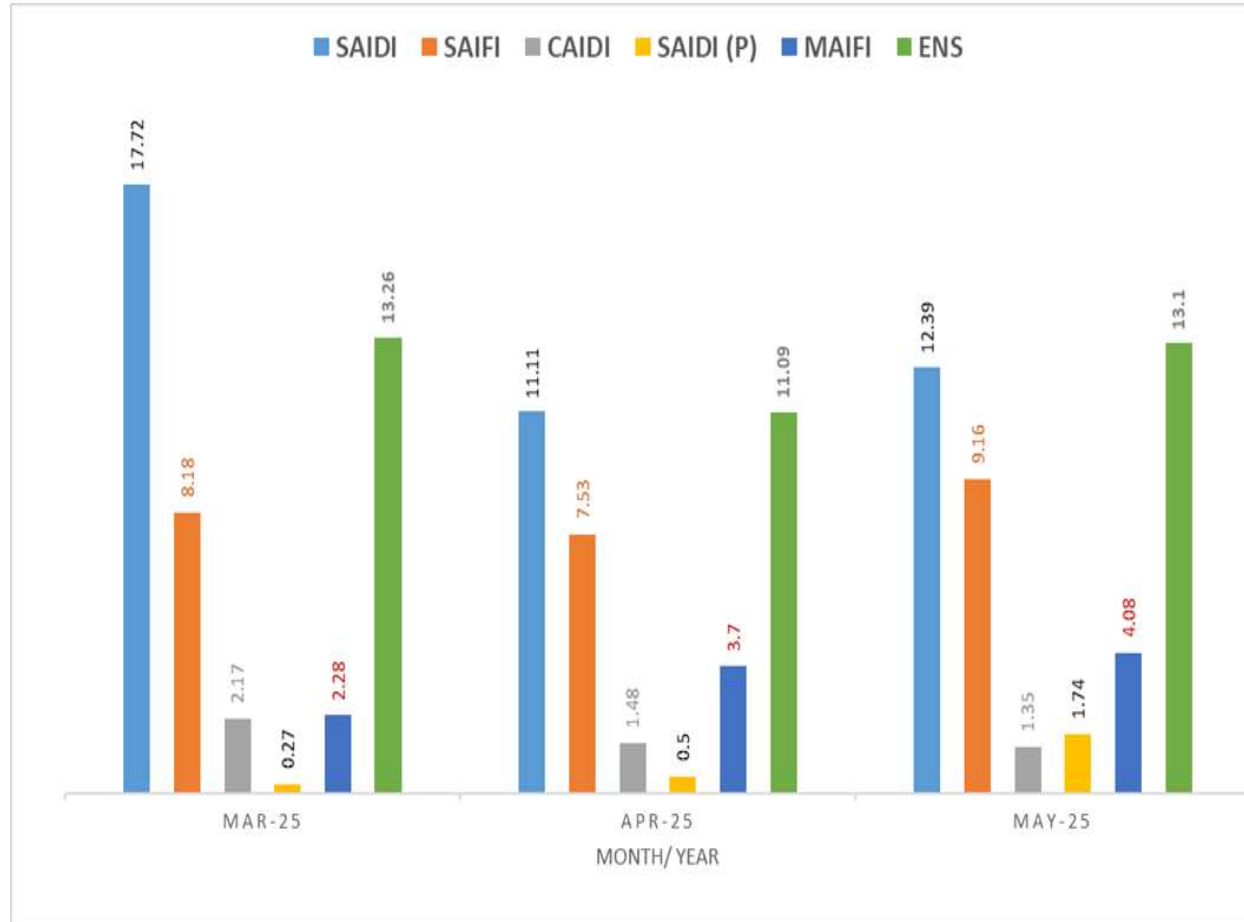


Figure 1 1: Trend of network performance parameters



# Outlook for Outage Management

During this transition period (effective April 1, 2025), we have focused on the restoration of equipment that had faulted a months prior to the takeover date, like; Quite a number of transformers were faulty on 1 April, a number of (pole) structures were rotten, est. at 47,000pcs and were never reinstated, some components in substations are due for servicing. A number of protection equipment were faulty and the bigger portions of the network had vegetation growing over it.

As a result of these conditions, power reliability had been greatly compromised throughout. We have had no choice but to focus on restoration of these parts of infrastructure and, we are now seeing great improvements in power reliability.





# Outlook for Outage Management

- We can say that the past three months have been largely reactive and dominated by unplanned outages for the month of April and May. Most of the backlog issues listed above, continue to be handled.
- In addition, UEDCL has now embarked on implementation of planned maintenance schedules. This is done to stabilize the network in the short and mid-term as planned investments are being rolled out for implementation to provide sustainable relief.
- As an outage management practice, alternative sources of supply are optimized to minimize outages during execution of these maintenance works. However, this is only possible in areas where the network is meshed/ringed, hence supporting network reconfiguration for these load transfers.
- In areas where the network is radial without alternative sources while the works are ongoing, the strategy is to mobilize and deploy resources in order to minimize the outage duration.
- All these are done with intense communication to stakeholders through various communication media .
- However, there are major outages that are attributed to works on the 132/33kV substations. Ultimately, these impact on the availability of the distribution lines and outage duration. Some of these constrained substations include; Namanve North, Namugongo, Mutundwe, Nkenda, Kasana and Namungoona substations.
- The issues include inadequate capacity at these stations, hence need for urgent attention to address this capacity constraint.



# System Improvements and Investments

In the distribution segment, approved investments are set for implementation. However, optimization of available equipment is being implemented in the short term to manage overloaded cases at some of the substations.

**Below are the works done to improve power reliability.**

- At Kawanda UETCL Matuga 1 CTs were upgraded this availed more capacity at Matuga Switching station
- UEDCL is also currently supplying Moyo & Adjumani via Yumbe 33kV.

| S/N | SUBSTATION      | CURRENT STATUS | PROPOSED INSERTION | CLOSURE PERIOD By:         |
|-----|-----------------|----------------|--------------------|----------------------------|
| 1   | Mbarara North   | 20MVA          | 40MVA              | 14 <sup>th</sup> June 2025 |
| 2   | Kabale - Kisoro | 2.5 MVA        | 5 MVA              | 15 <sup>th</sup> June 2025 |
| 3   | Kakiiri         | 10 MVA         | 10 MVA             | 03 <sup>rd</sup> June 2025 |

## Critical Substation operating at Max Capacity 80% and above

Of importance is to note that we have 11 substations with a reserve margin of less than 20%, hence requiring urgent intervention. Table 1 indicates these substations.

**Table 1: Substations with a reserve margin less than 20%**

| Substation with reserve Margin less than 20% |              |                     |
|--|--------------|---------------------|
| Substation                                   | Busbar ( kV) | Reserve Margin ( %) |
| Kawanda UETCL                                | 33           | 11.7                |
| Kawanda UEDCL                                | 11           | 18.6                |
| Lugogo                                       | 33           | 6.9                 |
| Kireka                                       | 11           | 14                  |
| Mutundwe                                     | 11           | 9.9                 |
| Mutundwe                                     | 33           | 10.8                |
| Queensway                                    | 11           | 17.7                |
| Kampala South                                | 11           | -2.3                |
| Kajjansi                                     | 11           | 3.7                 |
| Lumpewe                                      | 11           | 17.1                |
| Kisugu                                       | 11           | 8.1                 |
| Mbarara North                                | 33           | -15                 |
| Kumi   | 11           | 11.1                |

In addition to the above substation works, we have commenced implementation of our annual investment plan. Under this plan, a number of substations are lined for implementation as either new establishments or refurbishment and upgrades.

Kumi substation is going to be refurbished and upgraded before the end of this year. We have also commenced the establishment of the new Magigye substation that is aimed at improving supply reliability in areas of Gayaza, Namugongo and Bombo among others.

A number of distribution lines have also been lined up refurbishment, aiming at increasing their capacity and reliability for using in delivering electricity to consumers. These refurbishment works are expected to be completed by the end of this year.





## Projects in the Pipeline

The company has a number of short-term investment initiatives planned as part of its attempts to enhance the distribution system, including;

A. The proposed interconnector from Masaka West – Masaka Central Substation.

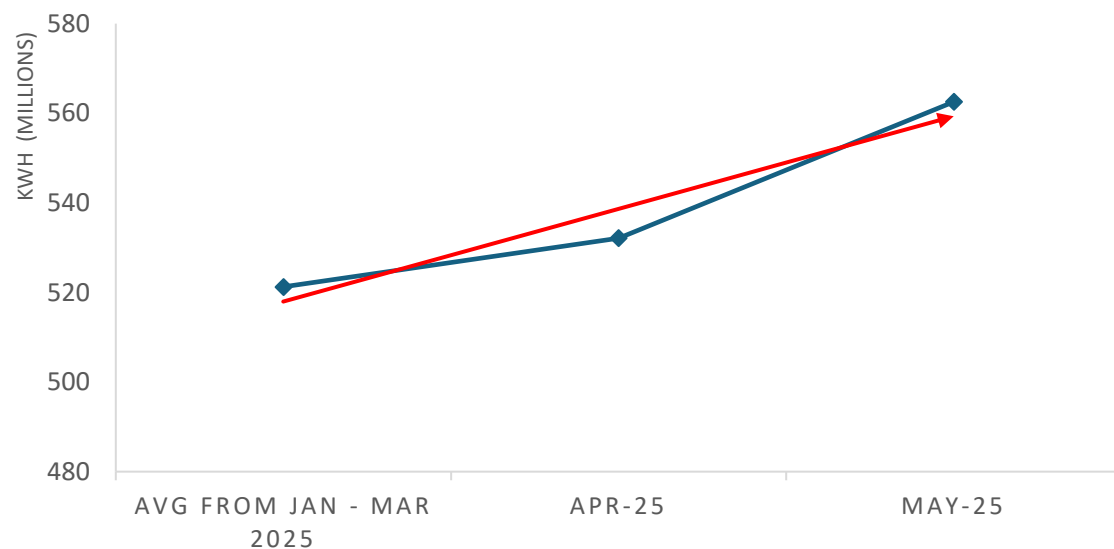
| S/N | SUBSTATION                     | Rating  | Status              |
|-----|--------------------------------|---------|---------------------|
| 1   | Magyigye & Integration Lines   | 33/11Kv | Procurement ongoing |
| 2   | Kasese                         | 33/11Kv | Procurement ongoing |
| 3   | Kanyantorogo Switching Station | 33/11Kv | Procurement ongoing |

**CAPEX projects worth USD 264k have been completed; while another USD, 200K are under construction and will be**

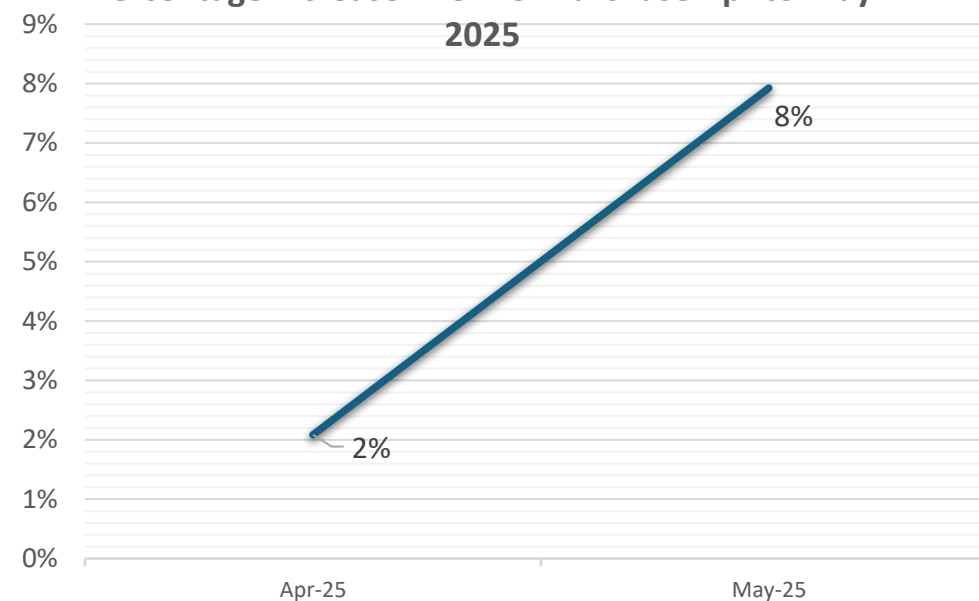
# Energy Purchase from UETCL for Apr to **May** 2025

| Month on Month                              | Avg from Jan - Mar 2025 | Apr-25      | May-25      | YTD; Jan – May 2025 |
|---|-------------------------|-------------|-------------|---------------------|
| Purchases (Kwh)                             | 521,243,096             | 532,113,345 | 562,550,574 | 2,650,538,804       |
| Percentage Change; March Avg as Base Period | 0%                      | 2%          | 8%          |                     |

**ENERGY PURCHASE BY UEDCL FROM UETCL  
APRIL TO MAY 2025**



**Percentage increase in UETCL Purchase Apr to May 2025**





# Year To-date energy losses and Cash Collections

| TERRITORY                          | YTD<br>MARCH | MAY 2025 YTD         |                      |                    | YTD MAY       | TARGET        | VAR from<br>MAR Ytd | VAR from<br>Target | Collection<br>Rate YTD | Collection Less<br>GOU YTD |
|------------------------------------|--------------|----------------------|----------------------|--------------------|---------------|---------------|---------------------|--------------------|------------------------|----------------------------|
|                                    |              | Sales (Month)        | Purchases (Month)    | Losses_kWh         |               |               |                     |                    |                        |                            |
| Central Service Territory - East   | 11.0%        | 498,981,016          | 563,414,191          | 64,433,175         | 11.4%         | 9.3%          | 0.4%                | 2.2%               | 102.5%                 | 103.5%                     |
| Central Service Territory - Metro  | 14.4%        | 292,125,462          | 344,795,404          | 52,669,942         | 15.3%         | 13.2%         | 0.9%                | 2.1%               | 111.9%                 | 112.2%                     |
| Central Service Territory - North  | 19.7%        | 124,568,522          | 156,962,976          | 32,394,454         | 20.6%         | 18.3%         | 0.9%                | 2.3%               | 92.1%                  | 92.9%                      |
| Central Service Territory - South  | 17.8%        | 229,353,108          | 283,424,091          | 54,070,983         | 19.1%         | 16.5%         | 1.2%                | 2.6%               | 108.5%                 | 107.3%                     |
| Central Service Territory - West   | 27.8%        | 197,948,823          | 280,396,466          | 82,447,643         | 29.4%         | 21.2%         | 1.6%                | 8.3%               | 101.0%                 | 100.9%                     |
| <b>CENTRAL REGION TOTAL</b>        | <b>16.7%</b> | <b>1,342,976,931</b> | <b>1,628,993,127</b> | <b>286,016,197</b> | <b>17.6%</b>  | <b>15.7%</b>  | <b>0.9%</b>         | <b>1.9%</b>        | <b>104.4%</b>          | <b>104.6%</b>              |
| Central North Service Territory    | 18.9%        | 40,691,094           | 52,186,089           | 11,494,995         | 22.0%         | 17.1%         | 3.1%                | 4.9%               | 102.9%                 | 104.1%                     |
| Eastern Service Territory          | 15.3%        | 260,867,629          | 309,587,737          | 48,720,108         | 15.7%         | 13.9%         | 0.4%                | 1.9%               | 109.8%                 | 109.9%                     |
| North Eastern Service Territory    | 10.3%        | 201,637,768          | 224,732,426          | 23,094,658         | 10.3%         | 9.2%          | 0.0%                | 1.1%               | 100.5%                 | 99.7%                      |
| North North West Service Territory | 12.6%        | 19,012,415           | 21,943,517           | 2,931,102          | 13.4%         | 11.2%         | 0.7%                | 2.1%               | 99.2%                  | 92.4%                      |
| North Service Territory            | 17.3%        | 4,903,653            | 5,524,675            | 621,022            | 11.2%         | 11.5%         | -6.1%               | -0.2%              | 103.5%                 | 102.2%                     |
| <b>NORTH EASTERN REGION TOTAL</b>  | <b>13.7%</b> | <b>527,112,559</b>   | <b>613,974,444</b>   | <b>86,861,885</b>  | <b>14.1%</b>  | <b>12.6%</b>  | <b>0.4%</b>         | <b>1.6%</b>        | <b>105.0%</b>          | <b>104.7%</b>              |
| Mid West Service Territory         | 15.7%        | 71,203,108           | 85,871,136           | 14,668,028         | 17.1%         | 13.6%         | 1.3%                | 3.5%               | 95.4%                  | 95.9%                      |
| North West Service Territory       | 22.0%        | 90,971,385           | 117,334,373          | 26,362,989         | 22.5%         | 16.4%         | 0.4%                | 6.0%               | 114.6%                 | 114.4%                     |
| Rwenzori Service Territory         | 14.6%        | 87,245,933           | 105,455,266          | 18,209,333         | 17.3%         | 12.7%         | 2.7%                | 4.6%               | 98.8%                  | 97.7%                      |
| South Service Territory            | 21.6%        | 47,740,952           | 62,509,678           | 14,768,726         | 23.6%         | 17.3%         | 2.0%                | 6.4%               | 104.2%                 | 103.9%                     |
| South West Service Territory       | 22.6%        | 18,353,664           | 23,950,782           | 5,597,118          | 23.4%         | 17.6%         | 0.8%                | 5.8%               | 101.2%                 | 100.6%                     |
| <b>WESTERN REGION TOTAL</b>        | <b>18.7%</b> | <b>315,515,041</b>   | <b>395,121,235</b>   | <b>79,606,193</b>  | <b>20.1%</b>  | <b>15.5%</b>  | <b>1.5%</b>         | <b>4.6%</b>        | <b>103.3%</b>          | <b>103.8%</b>              |
| <b>Grand Total</b>                 | <b>16.3%</b> | <b>2,185,604,531</b> | <b>2,638,088,806</b> | <b>452,484,275</b> | <b>17.15%</b> | <b>14.59%</b> | <b>0.9%</b>         | <b>-2.6%</b>       | <b>104.2%</b>          | <b>104.4%</b>              |



Energy Loss and  
Cash Collection Perfo



# UEDCL

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