



FOR IMMEDIATE RELEASE

UEDCL ACCOUNT FOR 57 DAYS Kampala - Wednesday, May 28, 2025

Over the next eight months, the Uganda Electricity Distribution Company Limited (UEDCL) hopes to add up to 225,000 new connections. This aligns with the goals set forth by ERA in its distribution license, which was granted on December 31, 2024.

Throughout the entire country, UEDCL has 100 service centers. 96% of the employees have been onboarded and deployed throughout the company since the end of the mass hiring process in accordance with the structure approved by the shareholders, and 4% of the skills will be recruited from external sources.

Staff members are receiving training in several business disciplines to improve their skills at the fully operationalized Njeru training center. This is being carried out in conjunction with change management and cultural alignment.

In the second-to-last week of April, the national power distributor started new connections, concentrating on three-phase and no-pole household connections.

The UEDCL Managing Director, Mr. Paul Mwesigwa, stated that the connection teams are working on new connections and that the required meters are in stock. He said that there is no longer a need for middlemen because the online application system is completely operational. Since the second week of April 2025, new connections are ongoing.

Additionally, the power utility has started a massive renovation of the distribution system. The 116 faulty transformers that we inherited on 1 April 2025 in the different parts of the country have all been replaced, hence improving power reliability in these communities. These transformers we have replaced range capacities 25kVA to 1MVA.

To strengthen the distribution network, we started implementing extensive planned shutdowns throughout the country from the start of May 2025. Additionally, UEDCL had scheduled maintenance and upgrade shutdowns at the Mutundwe, Namanve, Kawanda, Nkenda, and Mbarara North substations to emphasize this. Our consumers nationwide have experienced some inconvenience, but every effort is being made to increase the sector's sustainability and power reliability," Mr. Kiiza noted.

With the \$74m (about UGX 274b) capex as approved by ERA for the first-year capital investments; projects set include refurbishing lines, upgrading and establishing new substations, and installing over 518 transformers in high-demand areas before close of the year. The goal of these improvements is to create a robust distribution network to satisfy the increasing demand.

To address the demands of customers, a contact center and other round-the-clock customer touchpoints are in operation. In order to increase productivity and enhance the client experience, UEDCL keeps moving forward with its digital agenda. We continue to provide business-related information via our digital platforms, which include X, LinkedIn, YouTube, WhatsApp, TikTok, and Instagram. We will be wherever our consumers are!

All telecoms, banks, banking apps, and other digital choices can now be used to pay bills at any time and from any location.

UEDCL is currently faced with skyrocketing cases of vandalism and illegal connections which have increased operational costs and posed safety risks to the affected communities. In the first month of operation, UEDCL reported nine incidences in Nakasongola, Luwero, with additional cases in Mityana and Mukono. These actions have harmed the company's reputation and resulted in extended power disruptions/outages. In response, UEDCL is working with law enforcement plus encouraging the public to report vandalism by calling our toll-free lines at 0800203088, 0800285285, and 0800385385, or by reporting it through the local authorities, police, army, or fourth estate.

"Community engagements are at the heart of our strategy," Mwesigwa stated. "We are stepping up outreach efforts using every available channel, including the media." UEDCL has planned intentional community barazas at Wabigalo, Kakoge, Katugo, and Nakasongola beginning next week in response to this vandalism challenge.

UEDCL is still dedicated to creating a dependable, effective, and secure electricity distribution network in spite of high demands and growing expectations. The first 57 days have demonstrated potential, tenacity, and a definite emphasis on long-term achievement. The journey has just begun, and UEDCL asks for public patience and continued support as it stabilize the network with more investments.

For more information, please contact Mr. Jonan Kiiza, Head Corporate and Stakeholder Affairs. Email: Jonan.Kiiza@uedcl.co.ug, Tel: 0779070797

About UEDCL

Uganda Electricity Distribution Company Limited (UEDCL) was formed in 2001 by the Electricity Act of 1999 as amended 2022, following the split of the Uganda Electricity Board (UEB). UEDCL's mandate is to own all the electricity distributions network below 33kV across the country. In addition, UEDCL received a license for sale and distribution of electricity in Uganda on 31 December 2024.