

THE ENERGY REGULATION BOARD

Its Vision, Mission, Culture and Structure

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By

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OUTLINE OF THE PRESENTATION

- Facts about Zambia
- Vision
- Mission
- Culture
- Values
- Organisation Charts
- Share of Resources
- Achievements
- Challenges
- Outlook



Provinces of Zambia



Country Facts

Conventional short form Name:	Zambia
Former:	Northern Rhodesia
Capital City:	Lusaka
Administrative Divisions:	Central, Copperbelt, Eastern, Luapula, Lusaka, Northern, North-Western, Southern and Western
Independence:	24 th October 1964, (from UK)
Legal System:	The legal system is based on English common law and customary law.
Total Area:	752,610 sq km
Boundaries:	Total 5,664 km (surrounded by: Angola, DR Congo, Tanzania, Malawi, Mozambique, Zimbabwe, Botswana and Namibia)
Population:	10,462,436(based on the 2004 estimate)
Government:	Chief of State and Head of Government: President Levy P. Mwanawasa
Election last held:	27 December, 2001(Next to be held in 2006)
Cabinet:	Appointed by the President from among members of Parliament.

The Smoke that thunders (Mosi-o-Tunya)



Curtain of Falling Water

Our National Symbols



The Zambian Flag



Presidential Flag



Coat of Arms

OUR VISION

- **“To Be a World Class, Firm and Fair Energy Regulator That Inspires Stakeholder Confidence”.**



Mission Statement

“To Regulate the Energy Sector in a Transparent, Effective and Efficient Manner That Safeguards the Interests of Stakeholders”.

OUR DESIRED CORPORATE CULTURE

“COMMITMENT TO EXCELLENCE THROUGH:

- 1. Team spirit**
- 2. Striving to achieve organizational goals**
- 3. Acknowledging and rewarding excellence**
- 4. Open and effective communication**
- 5. Making every employee feel valued and supported**

OUR DESIRED CORPORATE CULTURE

“COMMITMENT TO EXCELLENCE THROUGH:

- 6. Informal working environment**
- 7. Being courteous and responding timely to stakeholder concerns**
- 8. Being open and accessible to stakeholders and;**
- 9. Maintenance of a high level of discipline**

OUR VALUES

Our culture shall be supported by the following values:

GOOD GOVERNANCE (LEADERSHIP)	To be accountable, transparent and exhibit a high level of integrity in carrying out the organization's functions.
CONFIDENTIALITY	To maintain high confidentiality of regulatory issues and information.
IMPARTIALITY (LEADERSHIP)	To be objective in all decisions and actions.
TEAM SPIRIT	To engender a willingness to act for the good of <i>the institution</i> in undertaking the organization's functions and fulfilling its goals.

OUR VALUES

Our culture shall be supported by the following values:

PROACTIVE AND INNOVATIVE (EXCELLENCE)	To provide leadership to the energy industries by being proactive and to have the ability to do things differently and promote constructive contribution.
PREDICTABILITY	To apply clearly defined procedures and/or rules in all operations in order to enhance predictability and consistency in the Board's actions.

OUR CORE VALUES

TEAMWORK
Relationships
Respect
Sharing

LEADERSHIP
Courage
Vision
Integrity

EXCELLENCE
Innovation
Learning
Agility

OUR CORE VALUES

TEAMWORK

The best solutions come from working together-with colleagues and clients.

This requires strong relationships, respect and sharing.

RELATIONSHIP

We build productive, long-term relationships with our clients and each other.

RESPECT

We embrace diverse cultures, communities and views. We actively consider the needs of individuals and Work Life quality.

SHARING

We readily share knowledge, experience, resources, and opportunities.

EXCELLENCE

We deliver what we promise and add value beyond what is expected.

Excellence is achieved through innovation, learning and agility.

INNOVATION

We develop creative solutions and translate them into action.

OUR CORE VALUES

LEARNING

We continuously develop the knowledge of our business and the expertise of every one in it.

AGILITY

We are proactive, alert to change and move fast with flexibility and decisiveness.

LEADERSHIP

Means leading with clients, leading with people and thought leadership.

This demands courage, vision and integrity.

COURAGE

We are bold. We seize the initiative and welcome responsibility.

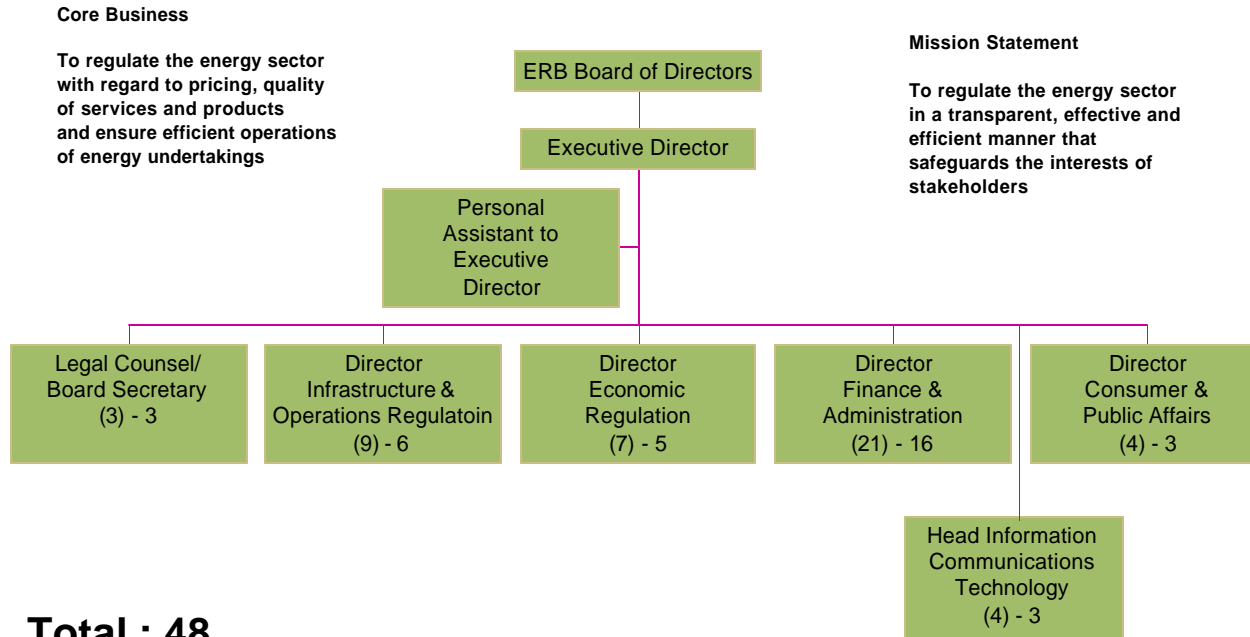
VISION

We see the bigger picture and have a clear sense of where we want to go, which inspires and motivates others.

INTEGRITY

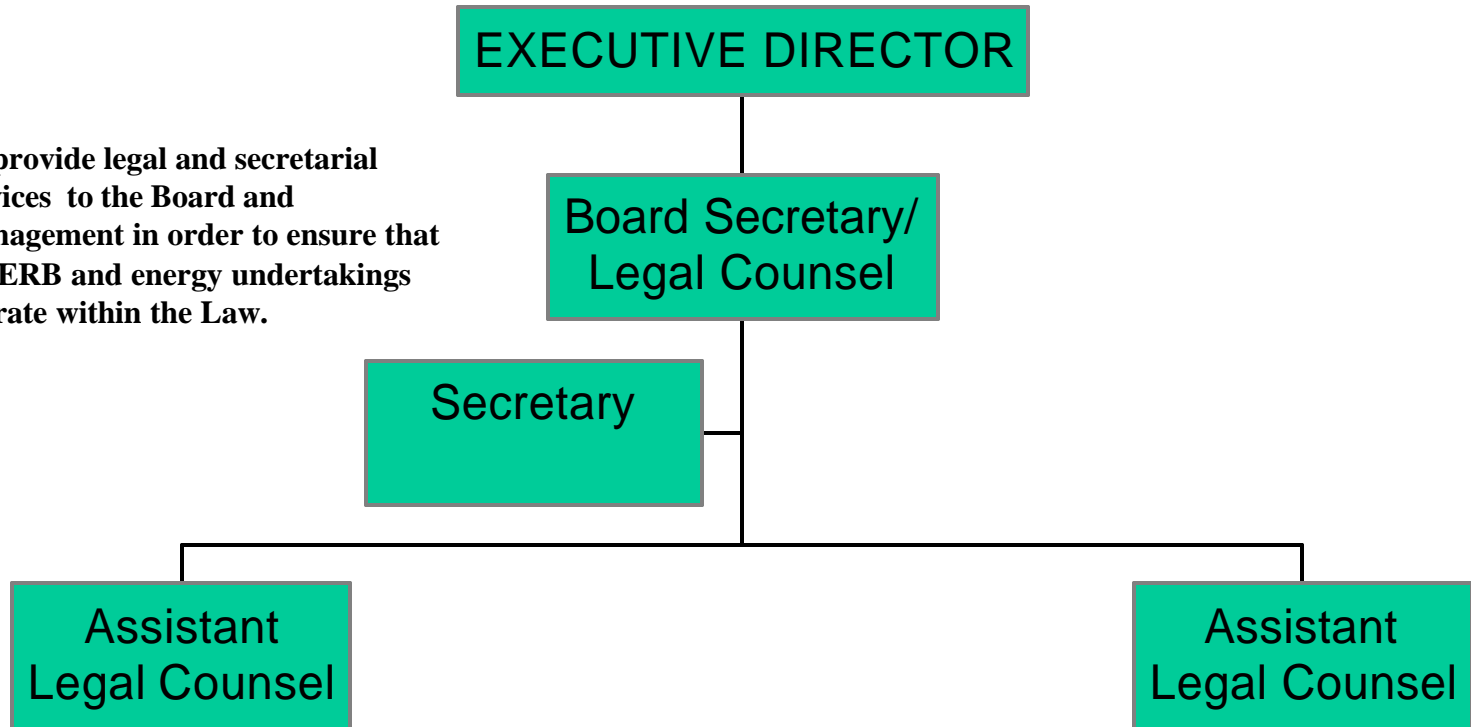
We are trustworthy and honorable.

ERB ORGANIZATION CHART



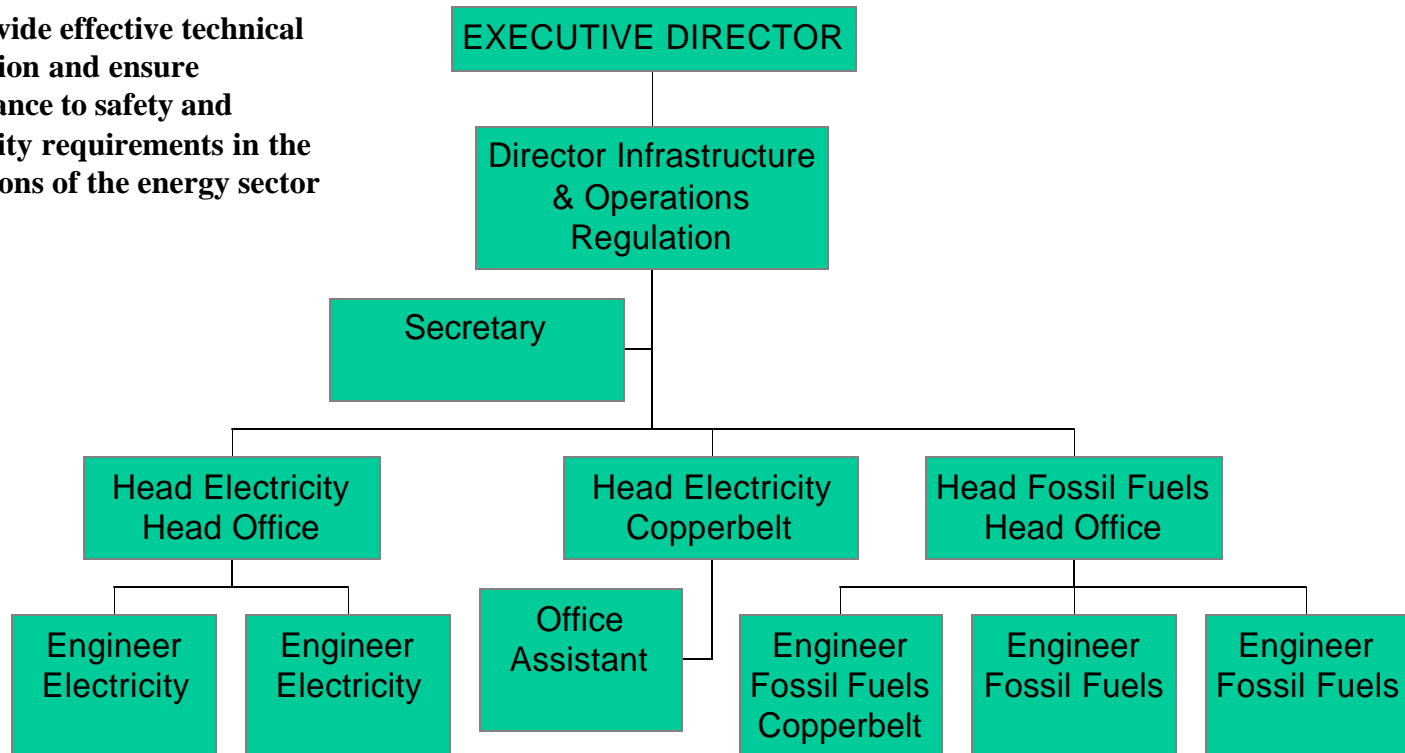
LEGAL AND SECRETARIAL SERVICES

To provide legal and secretarial services to the Board and Management in order to ensure that the ERB and energy undertakings operate within the Law.

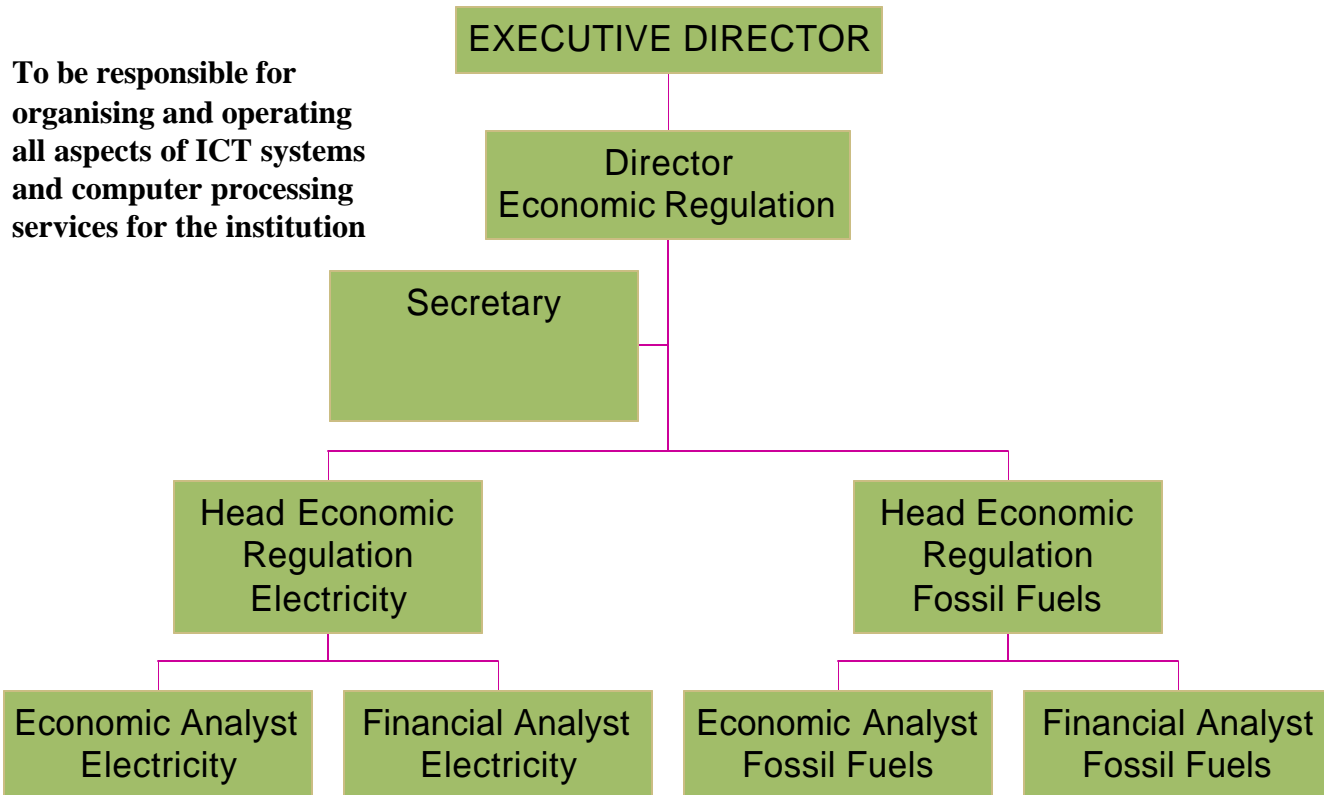


INFRASTRUCTURE AND OPERATIONS REGULATION

To Provide effective technical regulation and ensure compliance to safety and reliability requirements in the operations of the energy sector

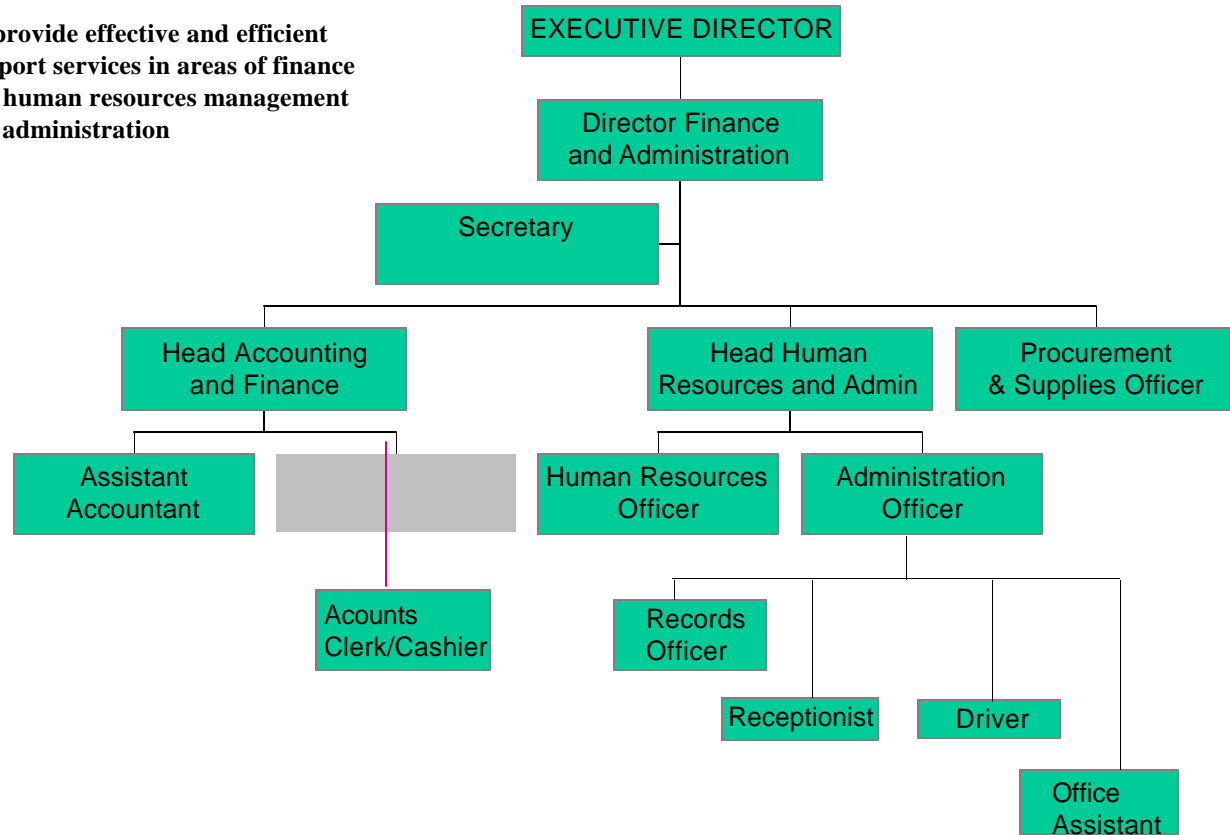


ECONOMIC REGULATION



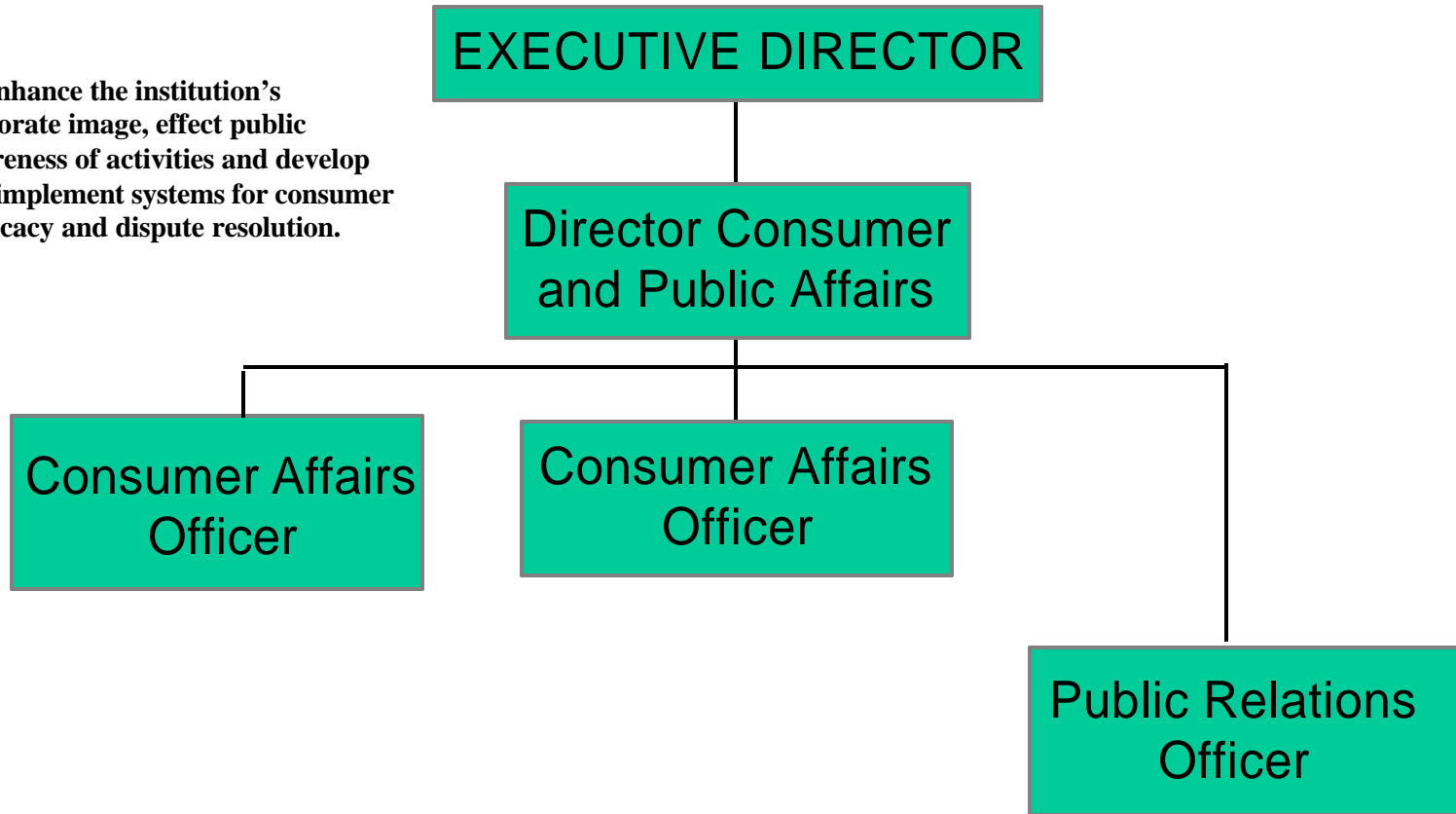
FINANCE AND ADMINISTRATION

To provide effective and efficient
Support services in areas of finance
and human resources management
and administration



CONSUMER AND PUBLIC AFFAIRS

To enhance the institution's corporate image, effect public awareness of activities and develop and implement systems for consumer advocacy and dispute resolution.



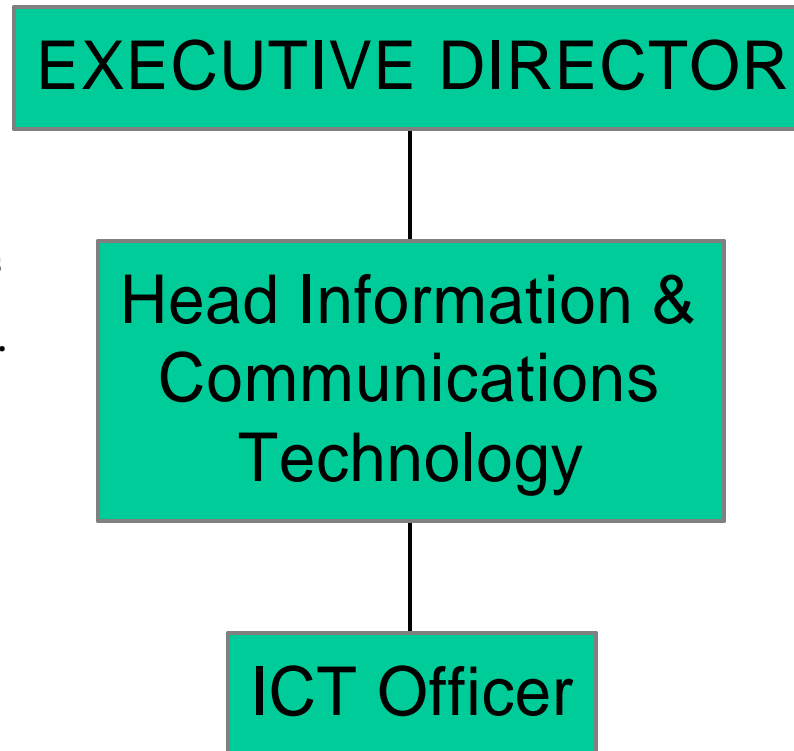
INFORMATION AND COMMUNICATION TECHNOLOGY

EXECUTIVE DIRECTOR

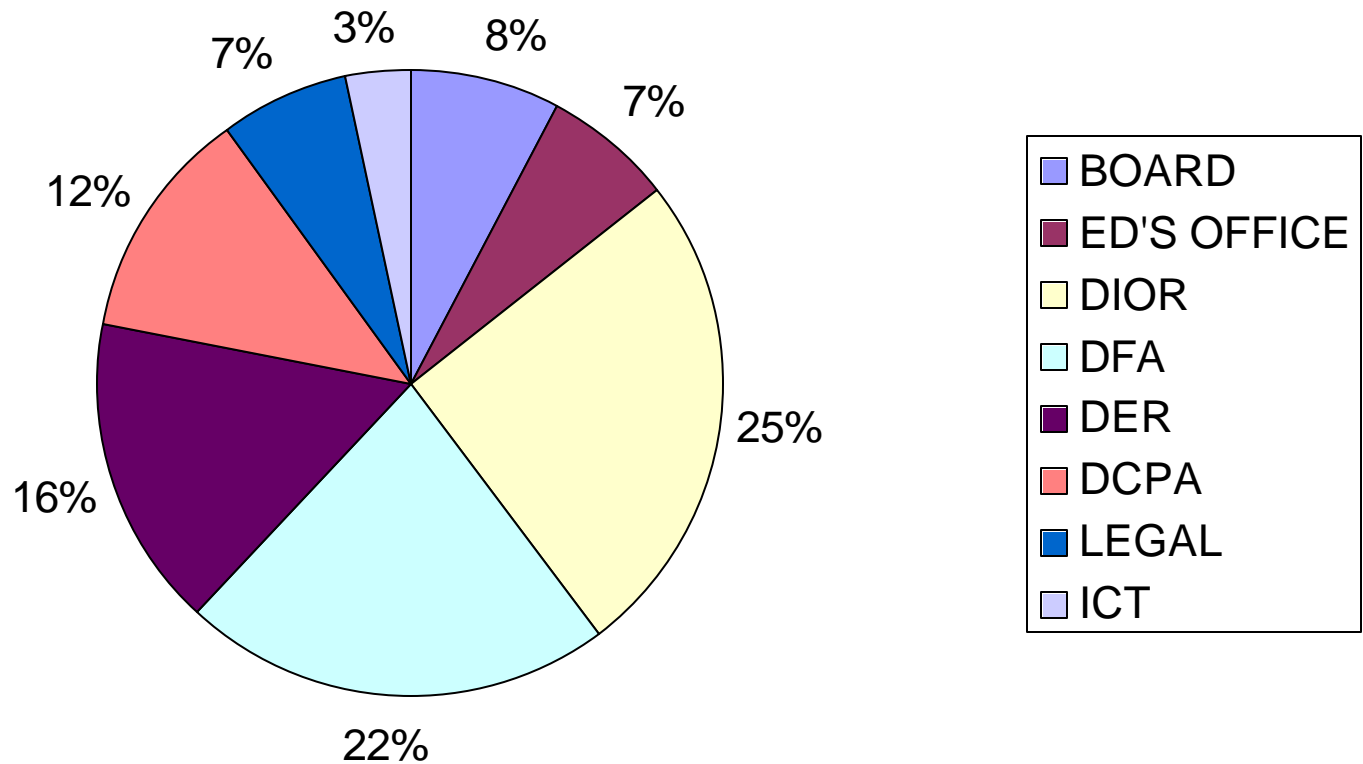
To be responsible for
organising and operating
all aspects of ICT systems
and computer processing
services for the institution.

Head Information &
Communications
Technology

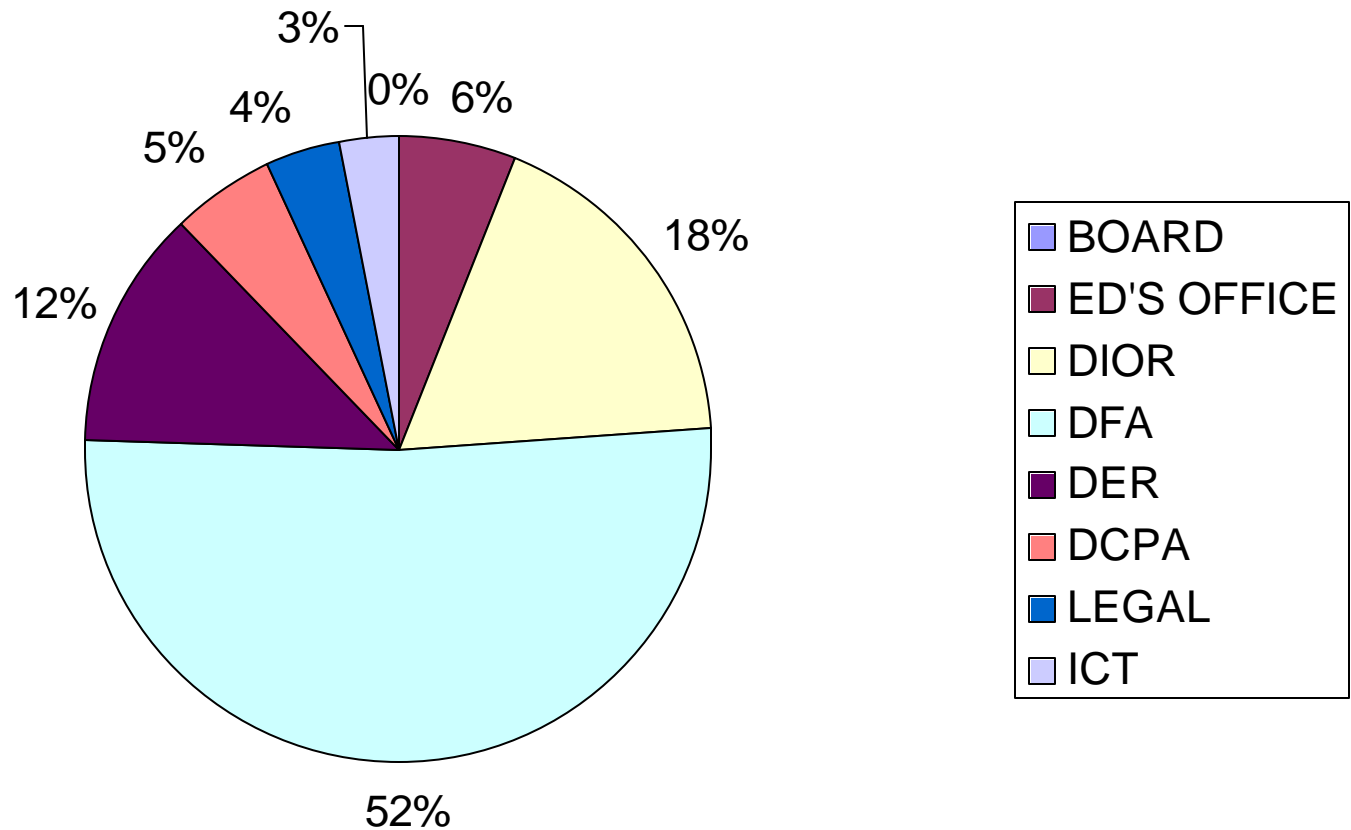
ICT Officer



OPERATING COSTS PER DEPARTMENT



2005 CAPEX BUDGET PER DEPARTMENT



ACHIEVEMENTS

- The ERB has since inception scored many successes:
 - Development of Licences (19)
 - Introduction of Complaints Procedure to resolve consumer complaints
 - Development of Standards to monitor efficiency and performance of regulated undertakings
 - Development of Guidelines
 - Development of Inspection Procedures

ACHIEVEMENTS Cont'd....

- Introduction of Unleaded Petrol to promote safe and clean environment
- Promotion of renewable energies (Energy Service Companies)
- Exemption of solar undertakings from paying ERB licence fees.
- Display of fuel prices at service stations
- Stopped utility from holding new tenants responsible for bills left by previous tenants.
- Stopped the utility from imposing 3% interest on overdue bills.
- Resolved many complaints

CHALLENGES

- Future of the Electricity Industry
- Cost Reflective Tariffs
 - Current 2.5cents/kWh — Ideal 4.8 cents/kWh
 - 25% increase per annum for 5 years
 - Social (poverty levels) and political problem
 - Cost of service study underway
- General Performance of the Electricity Industry (ZESCO)
 - Commercialisation of Utility
- Power Shortages in the Region
 - Need to attract investment

OUTLOOK

- 2005 – 2007 Business Plan
- Objectives
 1. Enhanced legal framework to support ERB mission.
 2. Advocate for reforms in the energy sector
 3. Develop better mechanisms for setting and regulating energy prices and tariffs
 4. Better enforcement and monitoring of licence conditions, standards and performance indicators

OUTLOOK Cont'd.....

Objectives:

- Enhance institution's image
 - Improve regulatory advocacy and stakeholder management to minimise undue influence
 - Facilitate regional trade and investment
-
- Key Regulatory issues defined
 - Meet challenges of future of electricity industry/commercialisation
 - Better pricing of energy

REGULATION

- A task as large as an elephant
- Requires the boldness of a lion



THE END