



ENERGY REGULATION BOARD

BOARD DECISION

BM 64. 4.1.2007

ENERGY REGULATION BOARD DECISION ON ZESCO LIMITED'S PROPOSAL TO REVISE OTHER CHARGES, FEES, AND PENALTIES

DECEMBER 2007

MEMBERS:

| | |
|---------------------|------------------|
| Mr. Sikota Wina | Chairperson |
| Mrs. Idah Nkhoma | Vice Chairperson |
| Mr. Elias Mpondela | Member |
| Mr. Nick Tembo | Member |
| Mrs. Pixie Yangailo | Member |
| Mr. Hobson Simasiku | Member |
| Mr. George Samiselo | Member |

OPINION AND ORDER

1. HISTORY OF THE PROCEEDINGS

ZESCO Limited (hereinafter referred to as ZESCO) had with its tariff application of January 2005, also applied to have its other charges, fees and penalties revised upwards. However, due to insufficient justification at the material time, the Energy Regulation Board (hereinafter referred to as the ERB) directed ZESCO to re-submit the application to vary its other charges, fees and penalties, once it came up with a clear justification of the proposed variation.

ZESCO, by way of a letter dated 18th January 2006 re-submitted its application for the revision of its other charges, fees and penalties. On 1st November 2006, ZESCO published its proposal to vary its other charges, fees and penalties in accordance with, section 8 of the Electricity Act, Chapter 433 of the Laws of Zambia, (hereinafter referred to as the Electricity Act). At the time the said Notice was published, the ERB decided to consider the said proposal with the pending tariff variation application which was subsequently filed on 3rd September 2007.

Pursuant to the Notification of the ZESCO'S proposal to vary its other charges, fees and penalties in the National press, submissions on the said proposed variation were invited and received from consumers of electricity. Some of the consumers who had filed submissions appeared before the Board at the Public Hearings held in Livingstone on 26th October 2007, Kitwe on 5th November 2007 and Lusaka on 21st November 2007.

2. MAJOR ISSUES ON ZESCO'S PROPOSAL TO VARY OTHER CHARGES, FEES AND PENALTIES

ZESCO intimated that the revision of the various charges, fees and penalties was meant to deter customers from abusing its services and was not a revenue measure. ZESCO submitted that the charges were only meant to recover the full cost of providing those specific services.

ZESCO further stated that the current Charges, fees and penalties fees were too low as compared to the costs involved in providing these services. The Applicant also explained that the current charges were being subsidised and were last revised in 1998. The Applicant further stated that the current charges, fees and penalties were not economic.

a) Refundable Security Deposit

ZESCO stated that the Refundable Security Deposit was meant to offset any amount owing on a customer's account whenever a customer moved from one premises to another without settling any outstanding bill. ZESCO explained that the Deposit was refundable whenever a customer decided to terminate the supply contract and had no outstanding bills. The Security Deposit amounted to three months billing. For the Maximum Demand customers, the Security Deposit would depend on maximum power/energy consumption and was designed to recover one month's billing.

The proposed variations of the security deposit were as tabulated in Table 1 below:

Table 1.

| Customer Category | Current Charges ZMK | ZESCO Proposed Charges ZMK |
|---------------------------------------|-------------------------|---|
| 1. Refundable Security Deposit | | |
| Residential | 20,000 | 150,000 |
| Commercial | 50,000 | 500,000 |
| Social | 50,000 | 500,000 |
| MD | MD charge X declared MD | MD charge X declared max. demand + energy charge X total monthly energy |

b) Reconnection Fees

ZESCO stated that the Reconnection Fees were meant to be used to recover the cost of undertaking disconnections and as a penalty for non payment of bills as they fell due. It argued that the disconnection exercise required the use of at least three (3) employees and a motor vehicle, and that the cost of effecting disconnections had increased over the years. The proposed Reconnection Fees were different per customer category as the costs involved were different too. It gave an example that for commercial and MD customers there were more administrative costs involved such as telephone calls and faxes because these customers were only disconnected after doing some reconciliation on the accounts.

The proposed variations of the Reconnection Fee were as tabulated in Table 2 below:

Table 2.

| Customer Category | Current Charges ZMK | ZESCO Proposed Charges ZMK |
|-------------------|---------------------|----------------------------|
| Residential | 20,000 | 60,000 |
| Commercial | 50,000 | 150,000 |
| Social | 50,000 | 150,000 |
| MD1 | 100,000 | 200,000 |
| MD2 | 200,000 | 300,000 |
| MD3 | 200,000 | 400,000 |
| MD4 | 200,000 | 750,000 |

c) Penalty for Unauthorised Reconnections

ZESCO stated that the variation of the Penalty it proposed was punitive to achieve the intended objective which was to discourage unauthorised reconnections. It further stated that an unauthorised reconnection occasioned some material loss to the company. It further argued that experience had shown that there were high levels of default among customers with some being engaged in unauthorised reconnections sometimes to the risk of lives and equipment.

The proposed variations to the penalty for unauthorised reconnection were as tabulated in Table 3 below:

Table 3.

| Customer Category | Current Charges ZMK | ZESCO Proposed Charges ZMK |
|--------------------------|----------------------------|-----------------------------------|
| Residential | 150,000 | 500,000 |
| Commercial | 300,000 | 1,500,000 |
| Social | 300,000 | 1,500,000 |
| MD1 | 500,000 | 2,000,000 |
| MD2 | 500,000 | 4,000,000 |
| MD3 | 500,000 | 10,000,000 |
| MD4 | 500,000 | 20,000,000 |

d) Penalty for Illegal Connections (Theft of Electricity)

ZESCO stated that, currently theft of electricity was treated as a criminal offence and left to be prosecuted by the police in the courts of law. ZESCO lamented the slow pace of such prosecution which typically took very long for cases be disposed of. Therefore, the utility was now proposing to bring such offenders on board by way of levying fines and then legalising such illegal connections. The proposed penalties were K500, 000.00, plus capital contribution, plus security deposit plus estimated bill for electricity consumed for residential customers. For commercial customers it was K2, 000,000.00, plus capital contribution, plus security deposit plus estimated bill of electricity consumed. The proposed penalties for maximum demand customers were MD1 K2, 000,000.00 MD2 K4, 000,000.00, MD3 K10, 000,000.00 and MD4 K20, 000,000.00.

e) Meter Inspection Fees

ZESCO submitted that the testing of meters was done for purposes of determining the validity of bills in instances where customers disputed a bill on account of alleged meter malfunction. It stated that experience had shown that customers sometimes tampered with meters in order to slow down the meter performance while the registration of meter queries was one way customers used to delay payments of bills. It argued that the current fee of K5, 000.00 for all customer categories was too low as any meter testing involved two technicians who removed the meter and transported it the central meter

testing laboratory; after testing the meter was then taken back to the premises.

The proposed variations of the meter Testing Fees were as tabulated in Table 4 below:

Table 4.

| Customer Category | Current Charges ZMK | ZESCO Proposed Charges ZMK |
|--------------------------|----------------------------|-----------------------------------|
| Residential | 5,000 | 50,000 |
| Commercial | 5,000 | 100,000 |
| Social | 5,000 | 100,000 |
| MD1 | 5,000 | 200,000 |
| MD2 | 5,000 | 200,000 |
| MD3 | 5,000 | 400,000 |
| MD4 | 5,000 | 400,000 |

f) Installation inspection

ZESCO submitted that these fees were charged for evaluation of safety and technical integrity of installations before the premises are connected to the live wires. The fees proposed were different because meters were different per customer category.

The proposed variations of the installation inspection fee were as tabulated in Table 5 below:

Table 5.

| Customer Category | Current Charges ZMK | ZESCO Proposed Charges ZMK |
|--------------------------|----------------------------|-----------------------------------|
| Residential | 10,000 | 50,000 |
| Commercial | 10,000 | 100,000 |
| Social | 10,000 | 100,000 |
| MD1 | 10,000 | 200,000 |
| MD2 | 10,000 | 200,000 |
| MD3 | 10,000 | 400,000 |
| MD4 | 10,000 | 400,000 |

3. CONSUMER SUBMISSIONS

The ERB received a number of submissions from consumers of electricity from all over the Country on ZESCO'S proposal to vary charges, fees and penalties.

- a) Mr. Charles Haanyika, in his submission, supported ZESCO'S proposal to revise the refundable security deposit stating that it would facilitate the recovery of outstanding bills and would serve as an incentive for consumers

to ensure proper closure or transfer of accounts. However, he was of the view that a condition be placed in ZESCO's Licence for the deposit to attract interest at half the ruling commercial rates and that this be reflected on the face of all electricity bills at least once a year. He further submitted that there be harmonisation of the conditions in the licences with those in the Quality of Consumer Service Standard. He agreed that the reconnection fees for electricity should be punitive enough to enable the utility recover the costs of disconnection and reconnection. He was, however, of the view that disconnections should only be effected after a notice of disconnection had been served personally on the customer.

Mr. Haanyika further submitted that the imposition of penalties for illegal connections by ZESCO without supportive regulations under the Electricity Act would be unlawful and proposed that regulations be first enacted to support the proposed imposition of penalties by Courts of Law and not by ZESCO. He also submitted that regulations be enacted to govern meter testing on a periodic or scheduled time-table by independent bodies such as the Zambia Bureau of Standards, Zambia Weights and Measures Agency, etc and that only requests for testing outside these schedules be charged.

- b) Mr. Timothy Mfula, in his written submission, stated that he objected to the proposed revision of all the charges stating that they did not take into consideration the economic factors that were prevailing in the economy. He argued that the security deposit was prohibitive; it did not consider the high unemployment levels in the country; poverty levels were above 60% and that the revision would have a spiral effect in that the production costs for manufacturers would go up and the manufacturers would, in turn, pass on the costs to consumers.
- c) Professor Mwanalushi and Mr Geoffrey Kanga, in a joint submission, objected to the variation alleging that, in some cases, the proposed variations were well over 900% and therefore unjustifiable. They argued that the existence of the security deposit and reconnection fees disadvantaged citizens by subjecting them to a double penalty. They also stated that the refundable security deposit was not in fact refundable because of inefficiencies in billing. On the reconnection fees, they stated that no new installation was involved at the time of restoring power, thus it was not justified to increase the fees by 200%.

They submitted that meter inspection fees be abolished as meters belong to ZESCO who were under an obligation to maintain them in good working condition. They supported the new proposed penalties to deter citizens from engaging in illegal activities. They however noted that although new charges had been effected in the past, no matching improvements in quality of service had taken place, citing errors in billing as well as power

outages. They were of the view that the company should endeavor to improve service before imposing higher charges on consumers.

- d) Mr. Jack Kanyanga of Lusaka, in his submission, stated that ZESCO had not demonstrated any reasonable justification upon which it based its proposed increase. He stated that the Company's performance had been poor and cited the following; ZESCO'S return on equity of just over 2% which was too low by world standards; the company had too much debt for an entity that has not invested in any major expansion in the recent years and its debtor days was over six months.

On the refundable security deposit, he submitted that the K150,000 for residential and K500,00 for commercial and social services should be the upper ceiling respectively, while three months billing would be too much. On meter inspection fees, he proposed that they be at 40% of the proposed charge.

- e) Mr. Andrew Kashita of Lusaka, in his written submission, stated that he had no complaints over penalising people engaged in illegal connections but proposed that the offenders ought to be punished through the courts rather than charging them a fee. On the refundable deposit, he submitted that the deposit should be introduced for new customers and should not apply to existing customers until a disconnection was made. He objected to the meter inspection fees on grounds that a report by a consumer about a possible defective instrument should not lead to charges being imposed on the consumer. In addition, he argued that electricity was expensive mostly because of taxes, duties and energy charges and therefore ZESCO should look at other ways of reducing its costs.
- f) Mr. David Mwana'gombe submitted that the refundable security deposit should remain the same. He stated that the illegal connection charge should be raised to prohibit the scourge. He further submitted that the quality of service rendered by ZESCO had left much to be desired and that domestic consumers should take precedence over export customers. He also felt that there should be an identifiable representative of consumer's interest on the ERB Board.
- g) Mr. C.S. Data of Vitretex Paints Limited submitted that he objected to the proposed variations of the charges as they were too high and that they lacked justification.
- h) Mr. Keyo Kaunda Chenga in his application submitted that whilst in principle he agreed with ZESCO's need to periodically revise the charges in

order to sustain its operations, he questioned the criteria used to arrive at the proposed figures. He was of the view that the proposed figures be rejected because they sought to undermine the rural electrification programme which was among the priorities under the Millennium Development Goals. He further submitted that the proposed figures lacked credibility and were intended to mask ZESCO's operational inefficiencies. He concluded by stating that the revision would lead to rising production costs and locally produced goods would not sell internationally.

- i) Mr. Muyunda illilonga of the Zambia Consumer Association (ZACA) in his submission stated that although ZACA welcomed the punitive charges in the event of illegal reconnections of electricity as proposed by ZESCO, they objected to the revision of reconnection fees, meter inspection fees and the installation inspection fees. ZACA argued that many disconnections occurred because of low income levels or the lack of income. ZACA instead suggested that ZESCO minimise its costs by decentralising its operations. ZACA stated that it was of the view that the meter inspection and installation fees were part of the operating and maintenance costs that was compounded in the tariffs.

- j) Mr. Sambo, on behalf of Northern Province Chamber of Commerce, submitted that although the Chamber agreed with the introduction of penalties for illegal connections and reconnection of electricity, it objected to the other proposed charges on grounds that the notice was too short and therefore did not allow adequate time for consumers to provide their input. The Chamber also stated that the proposed revision would make the already poor electricity supply service unaffordable; it would negatively affect the rural electrification programme and that there was no explanation as to how the increase would benefit consumers. The Chamber noted that the Ministry of Energy and Water Development had not issued a statement over the proposed charges and wondered why, as the Ministry was expected to serve the interests of the people.

- k) Mr. Dennis Katilungu, an associate member of the Commonwealth Parliamentary Association Zambia Chapter, submitted that he objected to the revision of existing charges but welcomed the introduction of the proposed penalties. He stated that he acknowledged the huge constraints ZESCO was facing in undertaking its operations but he was of the view that the proposed charges were unreasonable and too high considering the fact that the majority of consumers were either poorly paid or unemployed. He said that this assertion was borne out by the fact that some low and high cost communities had not been able to reconnect electricity supplies after disconnections.

4. ERB'S FINDINGS

In our review of ZESCO's proposal to vary its other charges, fees and penalties we, conducted a detailed examination of the reasons advanced and the cost basis upon which the proposed charges were anchored. Our guiding principles in adjusting the charges were that;

- the charges should recover and reflect as much as fairly possible, the cost of providing the service;
- the charges should be non-discriminatory;
- the charges should avoid cross-subsidies; and
- the charges should be easy to understand.

We also found as a fact that the last time the charges and fees were revised was in 1998 and that since the last revision, cumulative inflation has been about 267% over period 1998 to 2007.

We also find that some of the proposed revisions to the charges and fees exceed adjustments for cumulative inflation and as rightly observed by Professor Mwanalushi, in some cases, are about 900%. However, the ERB has still allowed some of the adjustments because the proposed variations have been made on sound, prudent, economic, principles unlike in the past when ZESCO had not based these charges and fees on any prudent economic principles and they were not related to the cost of providing the services. On the specific items we find as follows:

a.) Refundable Security Deposit

(i) Residential Customers.

We find that ZESCO can not offer interest on the Security Deposit it collects from its customers as it has no legal mandate because it is only institutions Licenced under the Banking and Financial Services Act Chapter 387 of the Laws of Zambia, which are authorised to do so. We agree with ZESCO that the refundable deposit should be based on the average three months' billing. We find that the weighted average monthly bill for residential customers is about K70, 000.00 per month and that, therefore, ordinarily the Security Deposit should have been pegged at K210,000.00. Therefore, we allow the proposed variation of the security deposit for residential customers from K20,000.00 to K150,000=00 as it is just and reasonable.

(ii) Commercial customers

Similarly, here we agree with ZESCO that the Security Deposit for commercial customers be an equivalent of three months billing. We find that the current weighted average monthly Billing for commercial customers is about K143,327=00 and therefore we allow variation of the Security Deposit for

commercial customers from K50,000.00 to K450,000 =00 as this is just and reasonable.

(iii) Social Services

Here too we agree with ZESCO that the Security Deposit should be an equivalent of three months' billing. We find that the current weighted average monthly Billing for social services customers is about K117,882=00 and therefore we allow a variation for Security Deposit for social service customers from K50,000.00 to K350,000=00 as this is just and reasonable.

Our brother , Mr Nick Tembo , is however of the view that the Refundable Deposit may be too high for certain customer categorise. We respectfully register his dissenting view on this score.

(iv) Maximum Demand Customers

We find that the proposed formula by ZESCO for calculating the Security Deposit for this category of customers is just and reasonable because the proposed formula covers both the Maximum Demand and energy component of the Electricity Bill. We therefore allow the said formula to be used in determining the Security Deposit for maximum demand customers.

b.) Reconnection fees

We find the labour costs presented by ZESCO when reconnecting residential, commercial, and social services customers are reasonable. However, we find that the labour costs presented by ZESCO as incurred in effecting reconnections for MD customers to be on the higher side and adjust them accordingly. We therefore allow a variation of Reconnection Fees as tabulated in Table 6 below:

Table 6.

| 2.Reconnection Fees | Current Charges (In Kwacha) | ZESCO Proposed Charges (ZMK) | ERB Adjusted Charges (ZMK) |
|----------------------------|------------------------------------|-------------------------------------|-----------------------------------|
| Residential | 20,000 | 60,000 | 60,000 |
| Commercial | 50,000 | 150,000 | 150,000 |
| Social | 50,000 | 150,000 | 150,000 |
| MD1 | 100,000 | 200,000 | 200,000 |
| MD2 | 200,000 | 300,000 | 200,000 |
| MD3 | 200,000 | 400,000 | 400,000 |
| MD4 | 200,000 | 750,000 | 400,000 |
| | | | |

c.) Penalties of unauthorised Re-Connections

We note Mr Haanyika's, Prof. Mwanalushi's and Mr Kashita's submissions that the proposal to charge consumers penalties for unauthorised reconnections is not *explicitly* provided under the law in its current form. However we do not think this is a matter which should be addressed by statute. We are of the view that since the relationship between ZESCO and its customers is contractual, it would be prudent to provide for such penalties in the conditions of supply attached to the ZESCO contract of supply. We therefore allow the variation of penalties for unauthorised reconnections as tabulated in Table 7 below but direct ZESCO to include these in the conditions of Supply.

Table 7.

| 3.Penalty for unauthorised reconnection | Current Charges (In Kwacha) | ZESCO Proposed Charges (ZMK) |
|--|------------------------------------|-------------------------------------|
| Residential | 150,000 | 500,000 |
| Commercial | 300,000 | 1,500,000 |
| Social | 300,000 | 1,500,000 |
| MD1 | 500,000 | 2,000,000 |
| MD2 | 500,000 | 4,000,000 |
| MD3 | 500,000 | 10,000,00 |
| MD4 | 500,000 | 20,000,000 |

d.) Penalties for illegal connections

We agree with Mr Haanyika's, Prof. Mwanalushi's and Mr Kashita's submissions that under the current legal regime the proposal to charge consumers penalties for illegal connections are not provided for. We would like to distinguish illegal reconnections from illegal connections. In the former, there is a contractual relationship between ZESCO and its customers, while in the latter there is none. We therefore agree that illegal connections be dealt with under our criminal law and that offenders should be prosecuted accordingly. We therefore recommend that ZESCO proposes enactment of regulations to allow it, for instance, to have an admission of guilt procedure under which to administer such illegal connections

e.) Meter testing fees

We find that ZESCO's routine meter testing obligations are already provided for in the Quality of Consumer Service Standard ZS 397. However we note that perhaps, due to institutional capacity constraints inherent in the other organisations such as Zambia Bureau of Standards and the Zambia Weights and Measures Agency, ZESCO Ltd should continue to carry out meter testing functions. We hereby allow a variation to the meter testing fees as tabulated in Table 8 below be allowed as they are just and reasonable ;

Table 8.

| Meter Inspection Fees | Current Charges | ZESCO Proposed Charges in ZMK | ERB Adjusted in ZMK |
|------------------------------|------------------------|--------------------------------------|----------------------------|
| Residential | 5,000 | 50,000 | 50,000 |
| Commercial | 5,000 | 100,000 | 100,000 |
| Social | 5,000 | 100,000 | 100,000 |
| MD1 | 5,000 | 200,000 | 200,000 |
| MD2 | 5,000 | 200,000 | 200,000 |
| MD3 | 5,000 | 400,000 | 200,000 |
| MD4 | 5,000 | 400,000 | 200,000 |

f.) Installation Inspection Charges;

We find that the costs incurred in undertaking inspections by ZESCO appear reasonable taking into account inflationary trends over the period and costs associated with the service. Again our brother Mr Nick Tembo is of the view that the proposed installation inspection fees are too high for certain customer categories. We accordingly record his view on this matter. We nevertheless, allow a variation to Installation Inspection Charges as tabulated in Table 9 below be allowed;

Table 9.

| Customer Category | Current Charges in ZMK | New Charges in ZMK |
|--|-------------------------------|---------------------------|
| Installation inspection Charges | | |
| Residential | 10,000 | 50,000 |
| Commercial | 10,000 | 100,000 |
| Social | 10,000 | 100,000 |
| MD1 | 10,000 | 200,000 |
| MD2 | 10,000 | 200,000 |
| MD3 | 10,000 | 200,000 |
| MD4 | 10,000 | 200,000 |

5. ORDER:

Upon hearing ZESCO on its proposal to vary other charges, fees and penalties and upon hearing Consumers of electricity on the proposed variations, We hereby ORDER as follows:

1. That with the exception of the Security Deposit, all the variations tabulated in Table 10 below come into effect on 1st January 2008;

Table. 10

| Customer Category | Current Charges ZMK | ERB Approved Charges ZMK |
|---|---|-----------------------------|
| 1. Refundable Security Deposit | | |
| Residential | 20,000 | 150,000 |
| Commercial | 50,000 | 450,000 |
| Social | 50,000 | 350,000 |
| MD | MD charge X declared max. demand + energy charge X total monthly energy | Approved |
| 2.Reconnection Fees | | |
| Residential | 20,000 | 60,000 |
| Commercial | 50,000 | 150,000 |
| Social | 50,000 | 150,000 |
| MD1 | 100,000 | 200,000 |
| MD2 | 200,000 | 200,000 |
| MD3 | 200,000 | 400,000 |
| MD4 | 200,000 | 400,000 |
| 3.Penalty for Unathorised reconnection | | |
| Residential | 150,000 | 500,000 |
| Commercial | 300,000 | 1,500,000 |
| Social | 300,000 | 1,500,000 |
| MD1 | 500,000 | 2,000,000 |
| MD2 | 500,000 | 4,000,000 |
| MD3 | 500,000 | 10,000,00 |
| MD4 | 500,000 | 20,000,000 |
| 4. Penalty for Illegal connections | | |
| Residential | 150,000 + Capital Contribution+ security | Not Approved |

| | | |
|-------------------------------------|--|--------------|
| | Deposit + Estimated bill | |
| Commercial | 300,000+ Capital Contribution+ security Deposit + Estimated bill | Not Approved |
| Social | 300,000+ Capital Contribution+ security Deposit + Estimated bill | Not Approved |
| MD1 | Not specified | Not Approved |
| MD2 | Not specified | Not Approved |
| MD3 | Not specified | Not Approved |
| MD4 | Not specified | Not Approved |
| Meter Inspection Fees | | |
| Residential | 5,000 | 50,000 |
| Commercial | 5,000 | 100,000 |
| Social | 5,000 | 100,000 |
| MD1 | 5,000 | 200,000 |
| MD2 | 5,000 | 200,000 |
| MD3 | 5,000 | 200,000 |
| MD4 | 5,000 | 200,000 |
| Installation Inspection Fees | | |
| Residential | 10,000 | 50,000 |
| Commercial | 10,000 | 100,000 |
| Social | 10,000 | 100,000 |
| MD1 | 10,000 | 200,000 |
| MD2 | 10,000 | 200,000 |
| MD3 | 10,000 | 200,000 |
| MD4 | 10,000 | 200,000 |

2. That the revised Security Deposit be applied only to new connections and customers in default before they are reconnected.
3. That the revised charges, fees and penalties should not be applied retrospectively.
4. That the meter Testing Fee be payable only in those cases where a customer has an outstanding bill and are disputing the correctness of the bill on account of possible meter malfunction, and only if the meter is found to be working properly. In all other cases where a customer merely requests ZESCO to inspect or verify the accuracy of a meter, there will be no fee charged to such a customer.

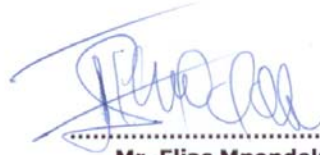
Dated this 18th day of DECEMBER 2007.



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Mr. Sikota Wina
Chairman



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Mrs. Idah Nkhoma
Vice Chairperson



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Mr. Elias Mpondela
Board Member



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Mr. George Samiselo
Board Member

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Mrs. Pixie Yangailo
Board Member



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Mr. Hobson Simasiku
Board Member



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Mr. Nicholas Tembo
Board Member