



## **SPEECH BY THE ERA CEO AT THE ISO 9001:2015 CERTIFICATION LAUNCH DINNER**

**WEDNESDAY, May 30, 2018 – KAMPALA SERENA HOTEL**

- The Right Honorable Prime Minister,
- The Secretary General of the National Resistance Movement (NRM) ,
- The Honorable Minister of Energy and Mineral Development,
- The Minister of State for Energy,
- The Minister of State for Minerals,
- Lady Justice Stella Arach - Amoko of the Supreme Court of Uganda ,
- Lady Justice Elizabeth Musoke of the Court of Appeal of Uganda,

- Hon. Justice Ralph Ochan the Chairperson of Public Service Commission (PSC)
- Heads of Diplomatic Missions,
- Honourable Members of Parliament,
- Permanent Secretaries,
- Development Partners,
- Members of the Electricity Regulatory Authority,
- Distinguished Guests,
- Ladies and Gentlemen.

## Introduction

1. This ceremony marks **a very important milestone** in the history of the Electricity Regulatory Authority, **as we celebrate attainment** of the **International Standards Organization 9001:2015 Certification**.
2. This **Certification covers** the **regulation** of the Generation, Transmission, Sale, Export, Import, and Distribution of Electrical Energy in Uganda.
3. Today, we witness the outcome of **a deliberate initiative by** the Electricity Regulatory Authority to **improve on its operational efficiency and service**

**delivery to stakeholders; through excellent and consistent quality management.**

4. Right Honorable Prime Minister, the Electricity Regulatory Authority **regulates a dynamic Industry**. Therefore, the aspect of **quality management is pivotal to our operations to ensure STANDARDIZATION, EFFICIENCY, STAKEHOLDER SATISFACTION and SUSTAINABILITY** of the Industry.
5. The Certification that we are celebrating today follows a **thorough scrutiny of the processes and procedures employed** by the Authority in the execution of its mandate.
6. The **scrutiny** that was undertaken by an independent auditor covered the Authority's functional areas of **Licensing, Setting of Electricity Tariffs, Setting and Enforcement of Standards, Reporting on the Industry, and Approval of Investments**, among others.
7. Honorable Prime Minister, I am delighted to inform you that the **scrutiny of our processes returned a more than satisfactory outcome that**

**qualified us to attain ISO 9001:2015 Certification within a period of one year.**

8. This **short lead time** is largely **attributed** to the **maturity** of the Authority's **Quality Management System**.

9. This maturity notwithstanding, we are cognizant of the **challenge** associated with **sustaining improvements** to our Quality Management System in order to maintain the ISO Certification, and excellent delivery of service to stakeholders.

10. In the **continued pursuit of excellence**, Honorable Prime Minister, the Electricity Regulatory Authority **reaffirms its readiness to take on this challenge!!**

11. I am aware that **a few of the thirty six companies** that are licensed by the Authority to operate in the Electricity Supply Industry are **already ISO-Certified**.

12. These include Eskom Uganda Limited, Bujagali Energy Limited, UEGCL, Kakira Sugar Limited, SCOUL, and Kinyara Sugar Limited.

13. The majority of the licensed companies, however, **are yet to achieve** this very important milestone.
14. I would like to inform you that ERA shall **closely monitor** these companies to **fast-track their respective journeys to ISO Certification**, so that the associated benefits may be enjoyed across the Electricity Supply Industry.
15. Borrowing from the common sayings – “**There is Strength in Numbers**”, and from the Management Guru and consultant Marshall Goldsmith’s book “**What got you here won’t get you there**”, Certification of all players in the Electricity Industry is **a requirement in order to improve operational efficiency** and the **quality of service offered** to our stakeholders.
16. As the Electricity Industry approaches a Generation Capacity of 1000MW at the end of this year, the Authority **will be focusing on sustained adequacy of power supply** and strengthening the **Transmission** and **Distribution** infrastructure to promote uptake of the electricity generated.

17. Implementation of **measures for growing demand** for electricity and **accelerating access to clean energy** will remain prominent on the Authority's agenda, as we **make our own contribution** to the achievement of the Uganda **Vision 2040**.
18. I am pleased to note that as I speak, **measures in this direction** – including the Electricity Connection Policy (**ECP**), **Energy Rebate Policy**, and extension of **power for industrial use** have already been rolled out.
19. I encourage potential beneficiaries (**industries**) to maximally utilize these mechanisms to increase uptake of the electricity generated for **industrialization and social economic transformation**.
20. As I conclude, Right Honorable Prime Minister, I wish to remind my staff at the Electricity Regulatory Authority that **ISO Certification does NOT end with the celebrations** we are having tonight.
21. It will take **dedication, determination** and **working efficiently** to maintain the Authority's

certification status but more so to **make an impact that can be appreciated by the electricity consumer**. I have **no doubt** that the **team I lead** is ready for this challenge.

22. Allow me Right Honorable Prime Minister to thank Dr. Benon Mutambi, the Permanent Secretary, Ministry of Internal Affairs for the dedicated service he rendered to the **Electricity Supply Industry** but more so for **partnering** with the Authority members **to start the ERA ISO certification journey**.
23. I would also like to thank the sister **Agencies**, our **Development Partners, licensed companies**, the **International Certification Services Limited, Safety and Risk Consult**, and other stakeholders that have walked the Certification Journey with us.
24. In a special way, **Right Honorable Prime Minister**, allow me to thank the **Board of the Electricity Regulatory Authority** for the efficient strategic leadership that has lead us this far.

25. Finally, Right Honorable Prime Minister, allow me to express my sincere appreciation to the Government of Uganda, specifically **H.E the president** of Uganda, **my Line Ministry lead by Hon. Eng. Irene Muloni** and the Technical team behind her lead by the **Acting Permanent Secretary, Ministry of Energy and Mineral Development**, for providing Policy Direction to the Authority along our journey to certification.

Working towards “**Sustainable Electricity Supply**”!!  
**FOR GOD AND MY COUNTRY**

---

**Eng. Ziria Tibalwa Waako**  
**CHIEF EXECUTIVE OFFICER**