



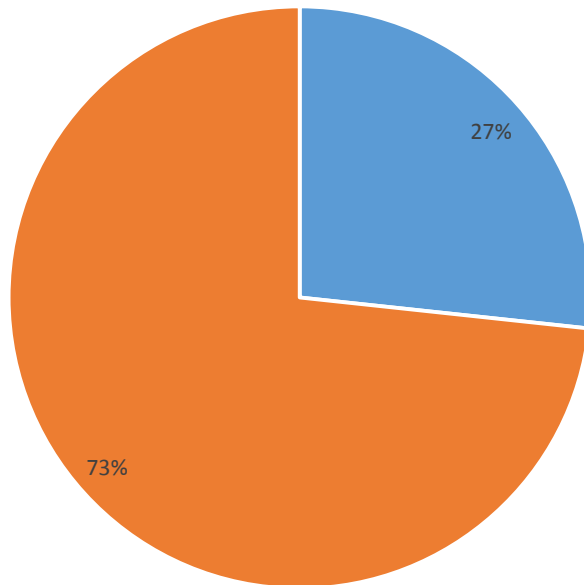
Better power: improving customer information and feedback mechanisms in the electricity sector in Tanzania

SAUTI SURVEY HIGHLIGHTS

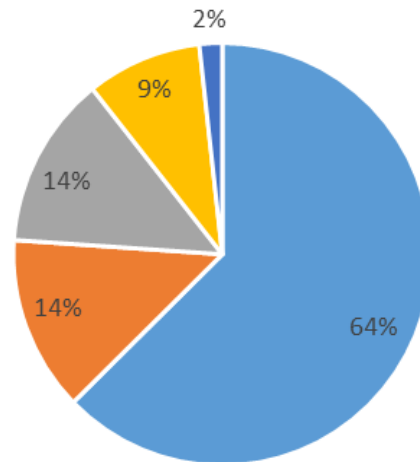
PRESENTED BY: NELLIN NJOVU, TWaweza

A quarter of respondents have a TANESCO connection

27% have electricity from Tanesco



Of those with a Tanesco connection, nearly a quarter also have solar home systems and small solar portable lights

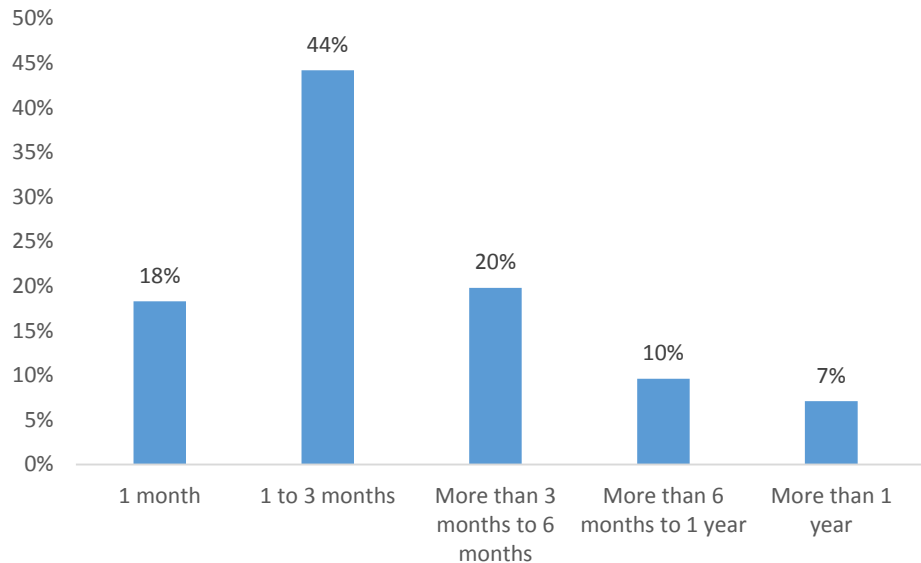


- Other
- No other source of electricity
- Small solar portable light
- Solar home system
- Personal Generator

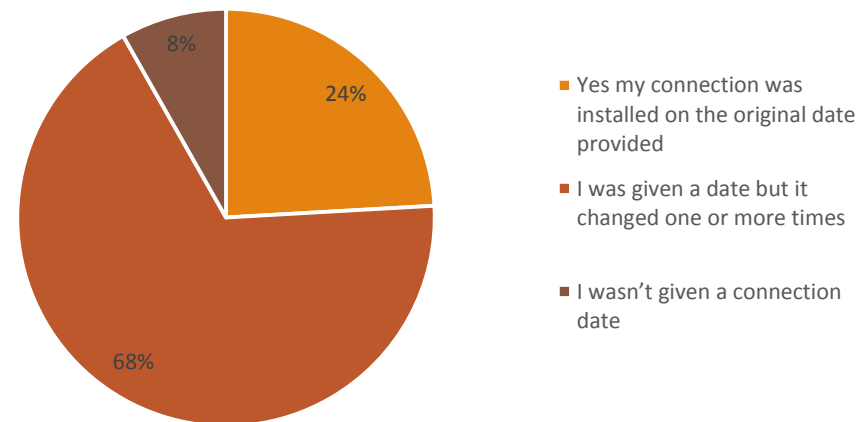
Getting a connection

- Most people apply through a written process (74%) and some do this in combination with a contact inside TANESCO (20%)

Time taken to get a connection



Installation according to Tanesco- scheduled date



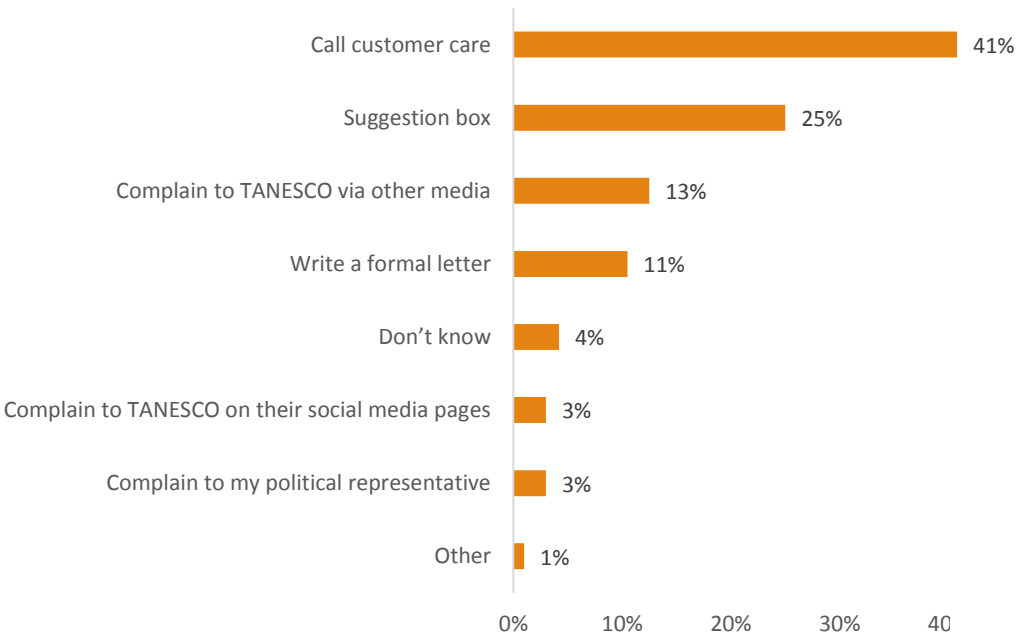
Most people are happy with the connection process

- In general, people felt there was enough information available on how to apply and the process involved (74% YES vs 21% NO).
- More people are satisfied than dissatisfied with the process for applying for a connection. 37% very satisfied, 33 % satisfied versus 15% dissatisfied and 13% very dissatisfied. (only 2% 'neither satisfied nor dissatisfied).

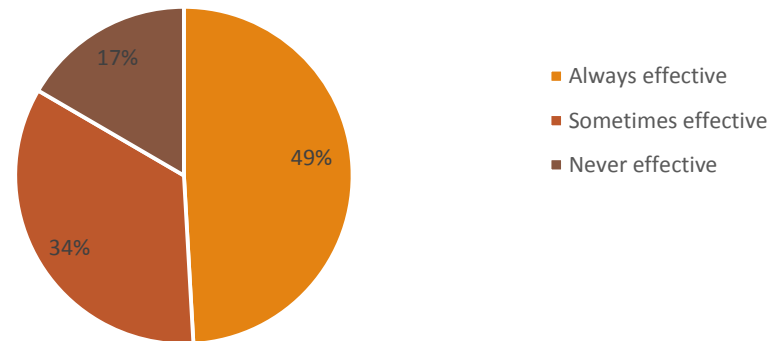
Making a complaint

- 35% of respondents say they have made a TANESCO service complaint

Preferred method of making a complaint

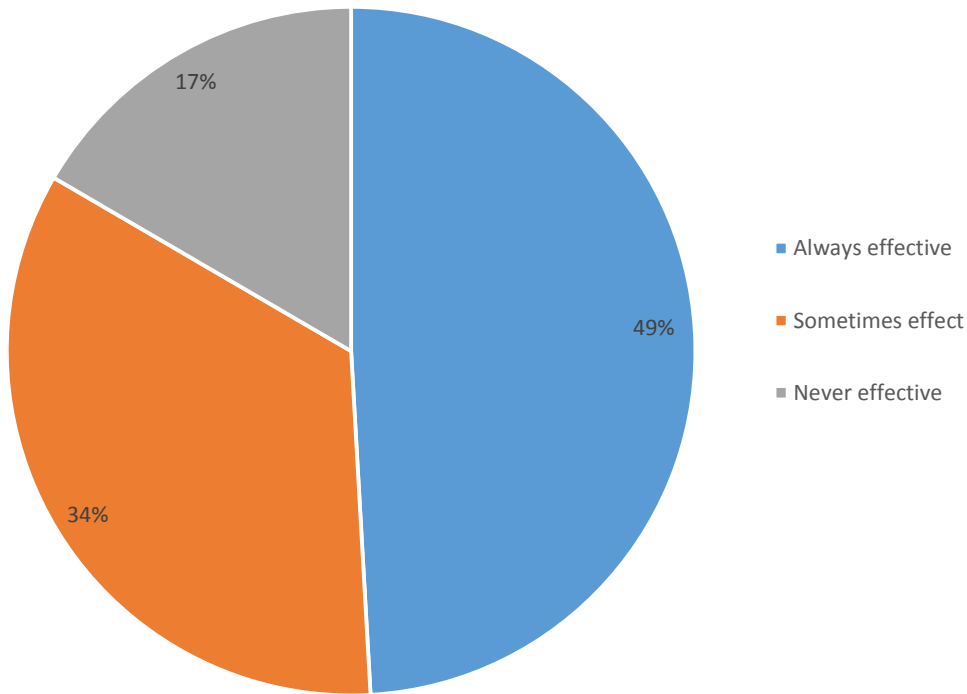


Effectiveness of complaints procedures in resolving issues

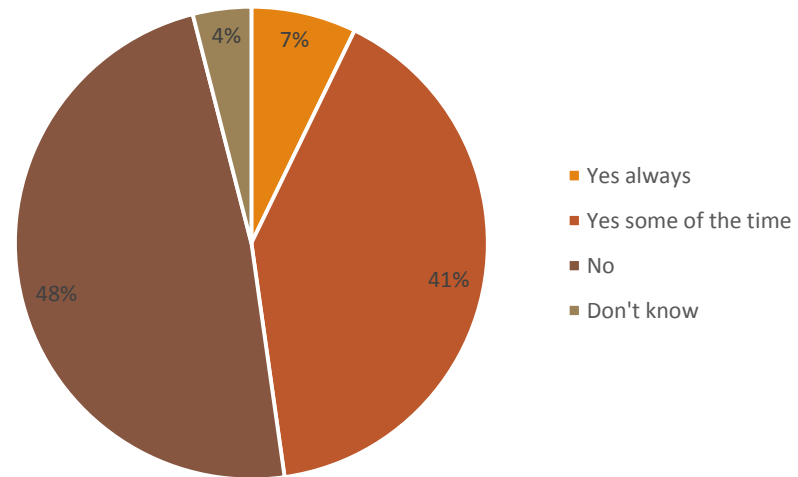


Power cuts – high rate, and often unplanned

Effectiveness of complaints procedures in resolving issues

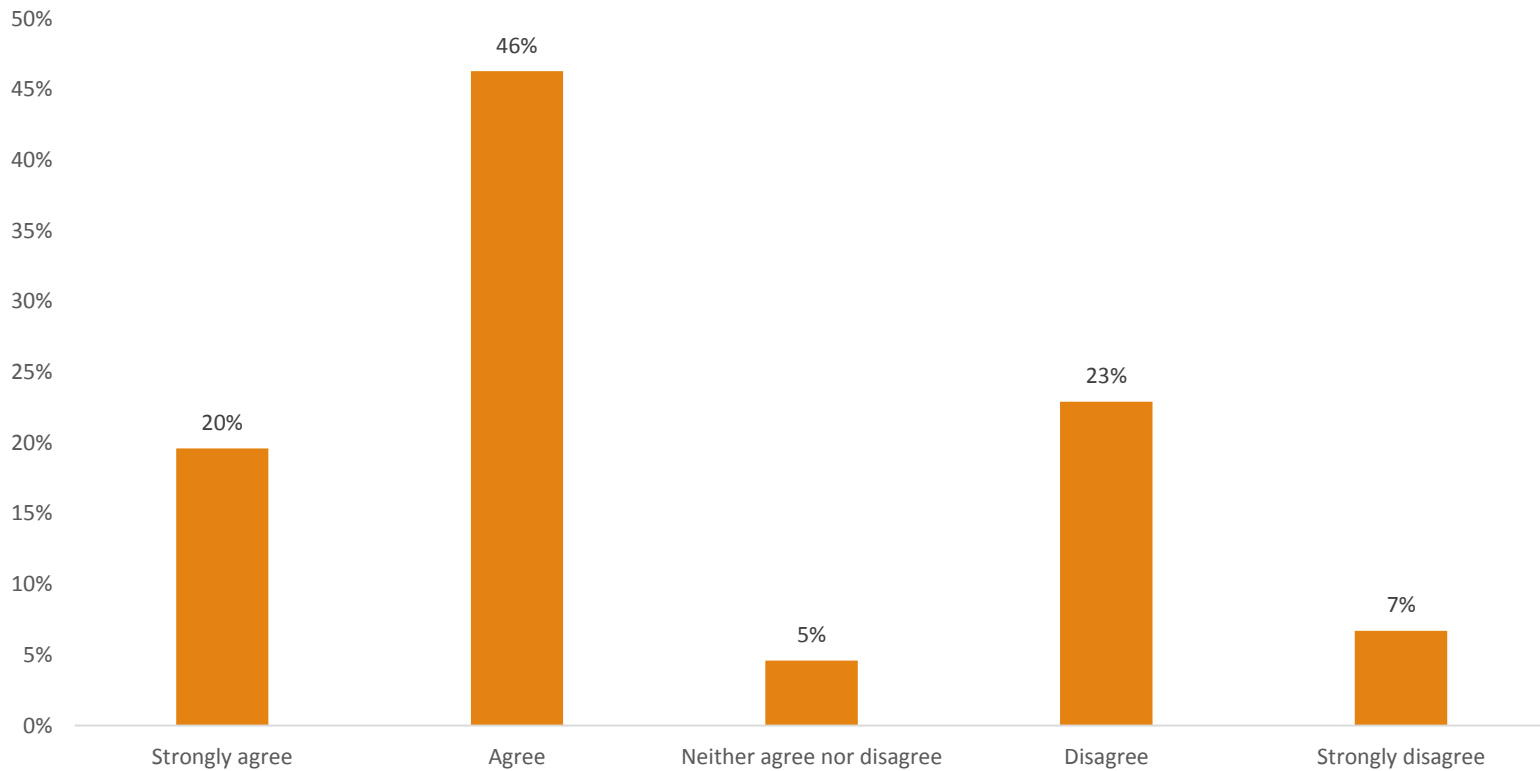


Perceptions on whether power cuts are planned or not



Power cuts are lasting longer than planned

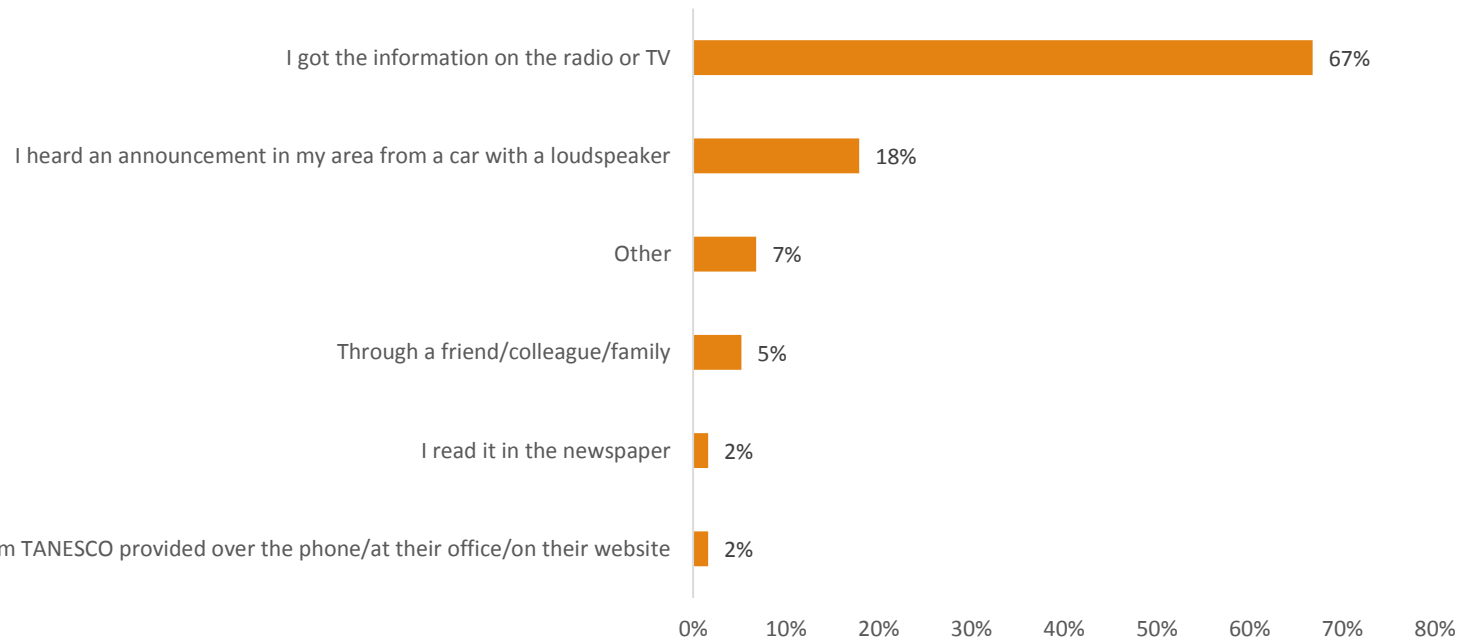
Agreement/perceptions on whether power cuts are longer than planned



Information about power cuts

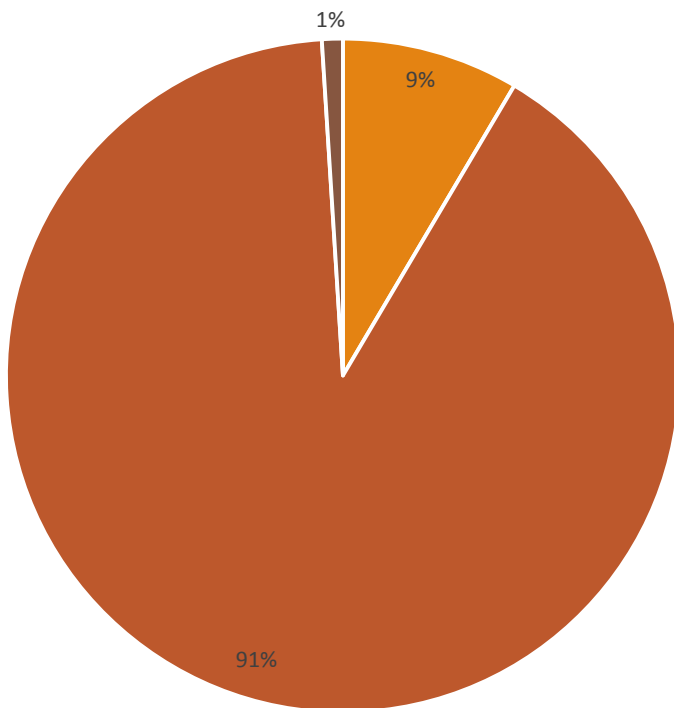
- Nearly three-quarters (73%) of respondents don't think there is enough information on planned power cuts

Where people get information on planned power cuts



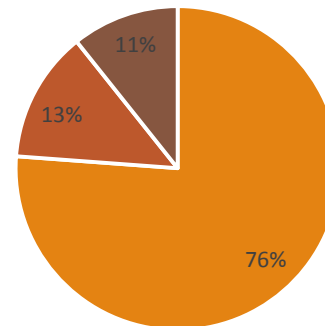
Appetite for more community-TANESCO agreement on timing of power cuts

Does TANESCO discuss the timeslot of power cuts with the community



Perceptions on impact of neighbourhood discussion on service quality

- Yes
- No
- Don't know

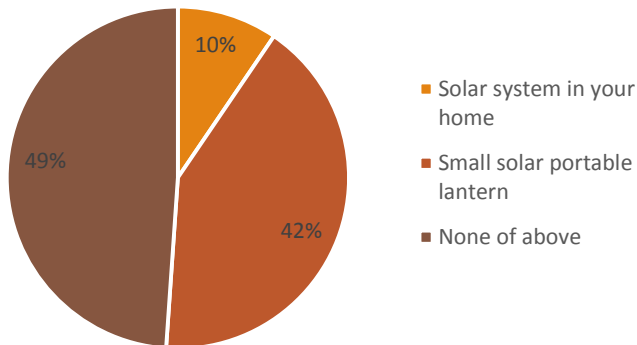


- The overall quality of service would get better
- It would make no difference
- It would be worse

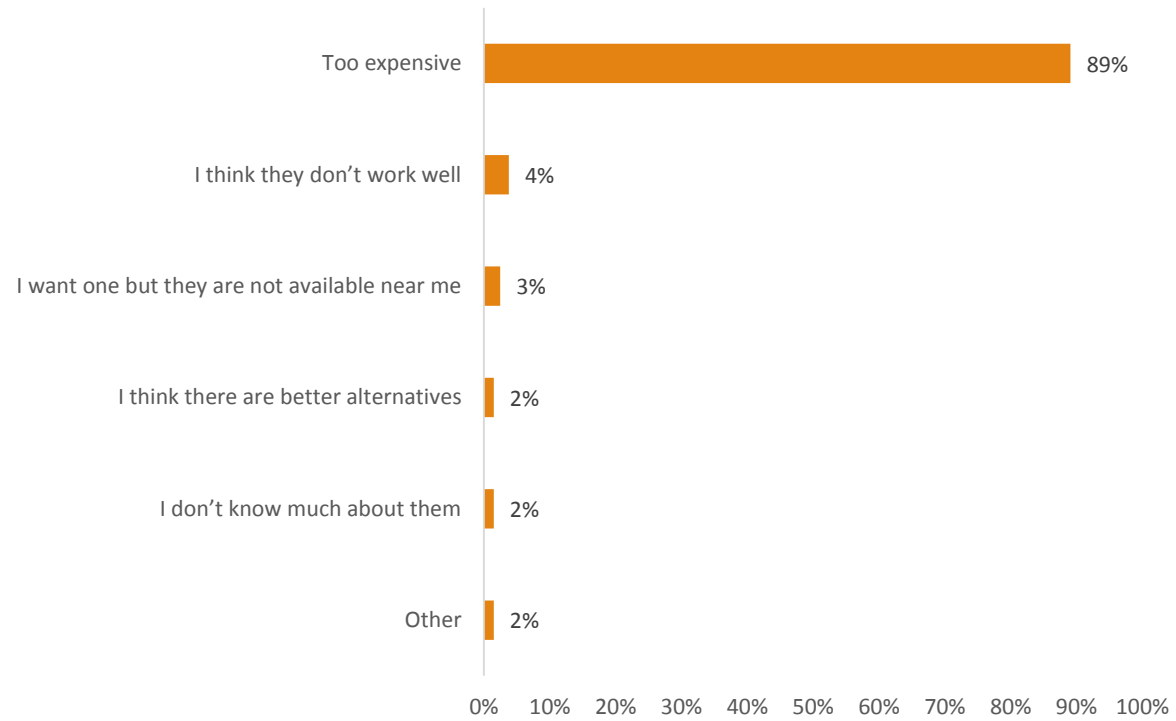
Off-grid customers using solar products

- 73% of respondents are off-grid

Over half have a solar product



Main reason people don't buy solar



Awareness and information on solar products

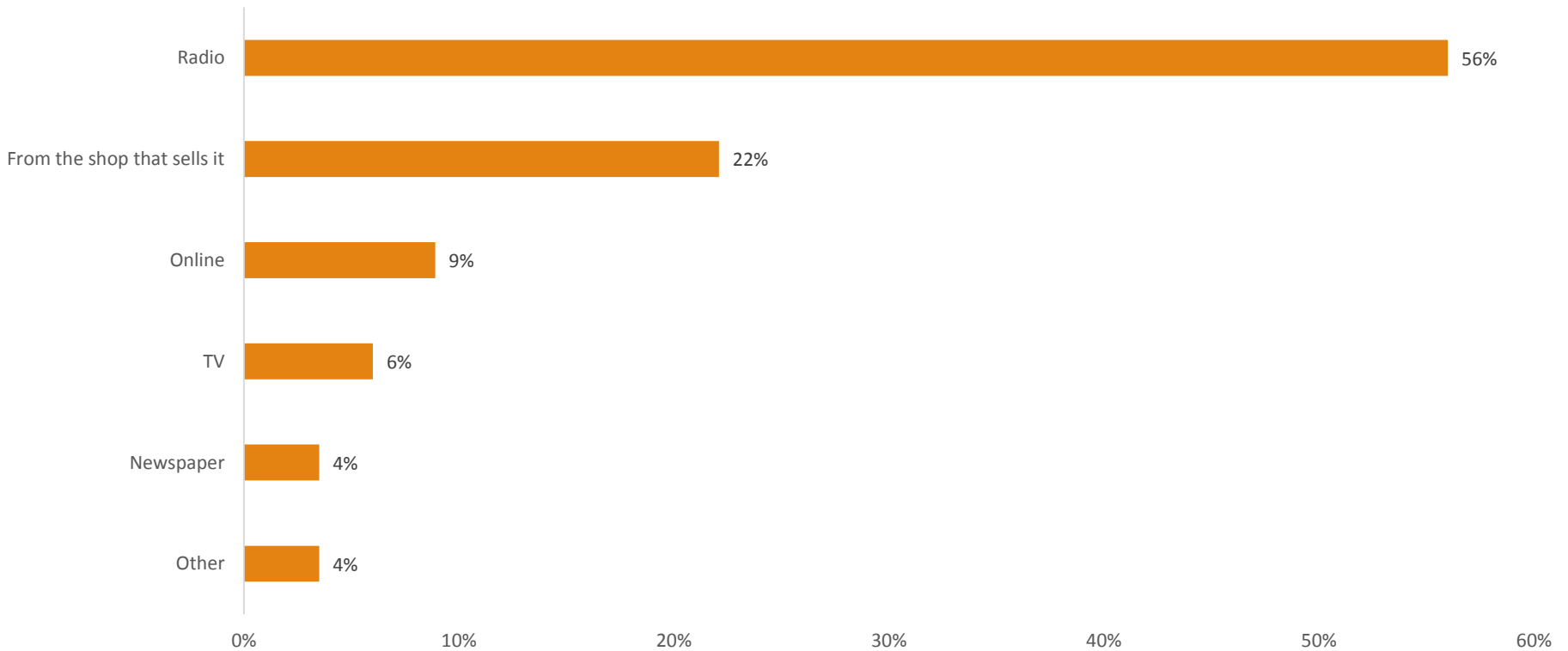
- 9/10 solar product owners agree they received enough information on their solar product when they bought it.
- But for ALL off-grid respondents knowledge is more hazy

Knowledge of difference between good and sub-standard solar products



Consumer preferences on how to get information on good quality solar products

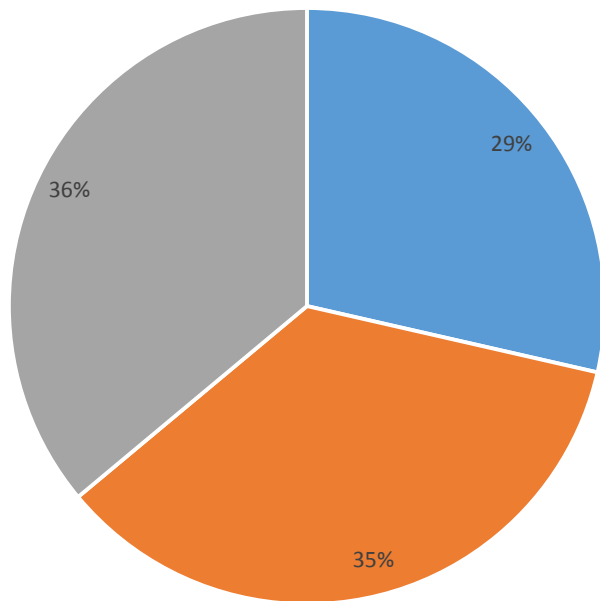
Consumer preferences on how to get information non good quality solar products



People think warranties are important – but many solar customers unaware if their product has a warranty

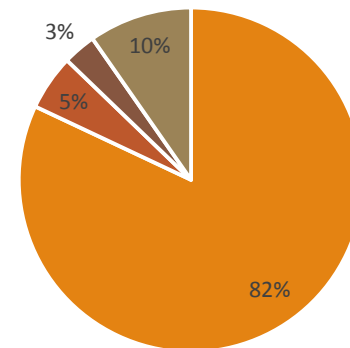
- 58% of people think that with a warranty it would be very easy to get a product fixed

Do you know if your solar product has a warranty?



■ Yi
■ N
■ D

How important is a warranty to you when buying a solar lighting product?



■ Very important
■ It has some level of importance in my decision
■ Not important
■ I am not sure what a warranty is

Customer interest in quality standards

- Half of respondents (54%) think that the government is checking on solar product quality before it reaches the market

Majority think a TBS market on solar products would be a good indicator of product quality

