



On April 1st 2025, UEDCL began her national mandate of electricity distribution marking a big switch in Uganda's electricity sub-sector.

Looking back at its first 100 days in the driving seat, the Government Agency takes stock of the highlights across its areas of operation from expanding electricity access, revenue mobilization to fostering strategic partnerships and job creation among others reaffirming its commitment to improved electricity service as an engine for Uganda's economic progress.



IN THE DRIVING SEAT

1 2601 JOBS

Successfully recruited and deployed up to **96%** of staff across all functions.

2

Recruited an additional **550 direct contract linesmen** to expedite field connections with a **monthly target of 47,000 connections**.



Established fully functional service centers across the country and successfully enabled system continuity with respect to buying electricity and other services.

3



UPGRADED THE CAPACITY OF 4 SUBSTATIONS

Kabale, Kakiri, Kawanda & Matugga

13

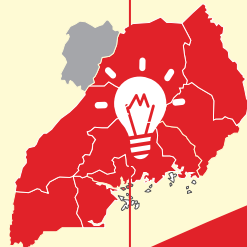


116+ faulty transformers were replaced to stabilize power



\$50m

process to secure \$50m for capital investments is in advanced stages.



100

Talk shows on TV and radio that gave valuable insights into the transition and UEDCL's renewed mandate.

5



6 ANTI-VANDALISM

We formed a joint task force with security Agencies that has led to the **arrest of over 31 suspects**.

Launched anti-vandalism community barazas in high-risk areas to promote vigilance and collective responsibility against vandalism.



23,791

NEW CONNECTIONS + secured fundind for **250K free connections**.

9

80%

of calls placed through our Contact Centre were answered at a **response rate of 56%**.

10



98.1%

Network availability up from **97.1%** since the big switch.

11

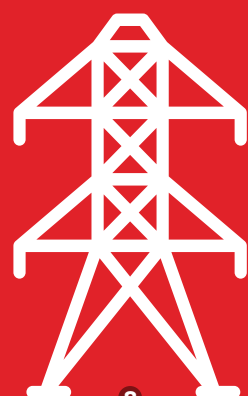
rekindled our online presence resulting in an ever-expanding online community through an integrated & dynamic **360° Social Media Space** to swiftly connect with our customers.



7



of the revenue that was billed has been collected.



Cleared **100%** of UETCL's bill totaling

220.5bn

8



Received accreditation from PPDA, enabling fast tracking of procurement processes to speed up service delivery.

12