



ERONGO RED CUSTOMER SERVICE CHARTER

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INTRODUCTION

Dear Valued Customer,

I am pleased to introduce the Erongo RED Customer Service Charter. This charter has been developed to identify our service commitments to you, and inform you of your rights and responsibilities as our valued customer. In addition, the Customer Service Charter sets out Erongo RED's rights and obligations in the provision of electricity distribution services.

I recommend you to read this charter and please feel free to visit our website: <http://www.erongored.com> for more information.



Fessor Mbango
Chief Executive Officer

VISION

Enabling growth through innovative distribution and supply to our communities.

MISSION

To distribute and supply safe, reliable, sustainable and accessible electricity.

VALUES

Integrity
Accountability
Innovation
Customer Focus

Collaboration
Empowerment
Health and Safety



SERVICE

- Connection to the electricity supply and distribution grid where certain standards and conditions have been met.
- Information regarding tariffs, available connection types, account balances etc.
- Accurate, timely, monthly invoice/statement.
- Maintenance of the electrical network in the region.
- In person assistance with applications, complaints, queries and cash payments at our Customer Care/Pay-point service centres.

STANDARDS TO BE MAINTAINED:

- To encourage and achieve the highest possible degree of compliance with the standard conditions for the Supply of Electricity as set by the Electricity Control Board of Namibia, Electricity Act of Namibia, the standard conditions for the Supply of Electricity of Erongo RED, Economic Rules and any national or international standards that Erongo RED may institute.
- To achieve this Erongo RED will determine the extent of compliance and the causes of non-compliance and shall take further action to correct the situation.

COMPLAINTS

PERSONALLY WE WILL:

- See/meet you within the agreed time.

BY TELEPHONE WE WILL:

- Answer the telephone within less than three rings.
- Identify ourselves by name.
- Inform you when you can expect a full response if we cannot resolve the query immediately.

IN WRITING WE WILL:

- Acknowledge your letter within two working days.
- Respond to all queries within seven working days.
- Complete and respond to your query within thirty days if the complexity of the matter requires more time and information in order for it to be resolved satisfactorily.

OUR COMMITMENT TO YOU:

- Strive to adhere to Erongo RED's Vision, Mission and Values.
- Provide our services in line with the requirements of the Electricity Control Board.
- Abide by this charter.
- Take ownership and give feedback to our customers.

WHAT WE EXPECT FROM YOU:

- To be honest and polite.
- To give us accurate and complete information.
- To comply with the relevant Act, Policies and Procedures of Erongo RED.
- To complete your application accurately.
- To provide all the relevant details when completing any application form.
- To give us a clear indication as to when you expect us to provide you with a certain connection.
- To settle your account on or before the due date.
- To inform us on how you would like us to improve our services.

GENERAL INFORMATION FOR SERVICE APPLICATION

- An application for service may not be done on behalf of another person. By not declaring the fact that you are applying on behalf of another person or persons, makes you guilty of a punishable offence.
- Applications on behalf of companies/institutions/organisations/Body Corporate/ Closed Corporations must be signed by a director or duly authorised representative or member and must bear the official stamp and designation of the person who signs the application form.
- The company's registration certificate, issued by the Registrar of Companies, founding statements in case of CC's as well as a business certificate issued by the Health Department of the Local Authority, or Village Council where connection is required, must accompany the application for service.
- All applications must be accompanied by a copy of the applicant's ID, passport or driver's license.
- In the event of newly built structures, a copy of the Certificate of Compliance, Certificate of Completion from Erongo RED Inspectors, proof of ownership of the property.
- Owners of rental properties must enter into legal and binding rental agreements with the tenants and must take note of the conditions of supply as set out in the Application for Permanent Services.
- Customers must complete an application for the disconnection of services on vacating the premises as customers remain liable for the basic charges and consumption of electricity until a completed disconnection form is received and processed.

WHEN YOU COMMUNICATE WITH US PLEASE GIVE US THE FOLLOWING INFORMATION:

Your full name, account number, Erf number, postal address, telephone/fax or e-mail address, identification number, physical address and employer details.

Contact details of our Call Centre can be used:

Toll free number: 96000
Tel: 064-201 9680
Switchboard: 064-201 9000
Email: support@erongored.com.na

PAYMENTS

PAYMENT METHODS:

You can pay your electricity accounts in many ways:

- a) At any Erongo RED pay-point in cash
- b) Direct banking
- c) Internet banking
- d) Debit order

THE FOLLOWING BANK ACCOUNTS CAN BE USED:

ALL INTERNET BANKING AND FNB DIRECT DEPOSITS:

Bank:	First National Bank
Branch:	Walvis Bay
Account name:	Erongo RED (Pty) Ltd
Branch number:	28-21-72
Account number:	62103311156

OR IN THE ABSENCE OF A LOCAL FNB BRANCH:

Bank:	Bank Windhoek
Branch:	Walvis Bay
Account name:	Erongo RED (Pty) Ltd
Branch number:	48-18-72
Account number:	8000630203

OR FOR EX-NAMPOWER CUSTOMERS:

Bank:	Bank Windhoek
Branch:	Walvis Bay
Account name:	Erongo RED (Pty) Ltd
Branch number:	48-18-72
Account number:	8000615611

PLEASE NOTE:

When making direct payments or internet payments it is very important to ensure that:

- **Your account number (in full)** appears as the transaction reference.
- When making direct deposits, internet payments or multiple account payments with one deposit, the details must be faxed to the correct fax number (appearing on your account) 064-200 691 or emailed to: support@erongored.com.na



QUALITY OF SUPPLY CUSTOMER COMPLAINTS

- QOS standards details
- Quotation times

Minimum Standards for Handling Quality of Supply Complaints

Service Activity/Indicator	Measure of Service Indicator	Overall Standard	Overall Standard
		Response	Resolved
Customer complaints	Time to respond and resolve	Receipt of complaint acknowledge within one week of receipt. Measurement plan (where needed) notified to customer within 2 weeks of receipt of complaint.	Measurement plan completed and report provided within agreed time frame. Corrective action plan agreed with customer, including agreed time frame to resolve.

QUOTATION TIMES

Connection Type	Capacity ≤ 3x60 Amps (41 kVA), LV	Capacity ≤ 500 kVA, LV	Capacity > 500 kVA, MV & LV (budget quote only)
Meter installations & supply only-urban	2 days		
Meter installations & supply only-rural	1 week		
Service connection on urban LV network	1 week	2 weeks	
Service connection on rural LV network	2 weeks	2 weeks	
Connection requiring LV works on urban network	3 weeks	3 weeks	4 weeks
Connection requiring LV works on rural network	3 weeks	3 weeks	4 weeks
Connection requiring MV works on urban network	4 weeks	6 weeks	8 weeks
Connection requiring MV works on rural network	5 weeks	7 weeks	10 weeks
Distribution connection requiring transmission system works	5 months		
Transmission system connections	4 months for application up to 50MVA 6 months for applications exceeding 50MVA or for generators		

PERIOD ALLOWED TO PROVIDE SUPPLY

Connection Type	Capacity ≤ 3x60 Amps (41 kVA), LV	Capacity ≤ 500 kVA, LV	Capacity > 500 kVA LV & MV
Meter installations & supply only-urban	1 week		
Meter installations & supply only-rural	3 weeks		
Service connection on urban LV network	2 weeks	4 weeks	
Service connection on rural LV network	3 weeks	4 weeks	
Connection requiring LV works on urban network	6 weeks	8 weeks	
Connection requiring LV works on rural network	8 weeks	10 weeks	
Connection requiring MV works on urban network	6 months	6 months	Agreement
Connection requiring MV works on rural network	6 months	Agreement	Agreement
Distribution connection requiring transmission system works	Agreement		
Transmission system connections	Agreement		



SERVICE STANDARDS

Minimum Standards for Handling Customer Complaints

Service Activity/Indicator	Measure of Service Indicator	Overall Standard	Overall Standard
		Response	Resolved
Customer complaints	Time to respond and resolve	80% one stop without referral	4 weeks
		20% and written response within 1 week	4 weeks

Minimum Standards for Handling Customer Enquiries

Service Activity/Indicator	Measure of Service Indicator	Overall Standard	Overall Standard
		Response	Resolved
Customer enquiries	Time to respond and resolve	80% one stop without referral	1 day
			Remaining 20% written response within 1 week
Payment queries	Time to respond and resolve	Responded within 1 working day	4 weeks
Meter reading queries	Time to respond and resolve	Responded within 5 working days	Correction to appear on statement within 4 weeks after date of complaint
Account queries	Time to respond and resolve	Responded within 5 working days	Correction effected in the billing system within 4 weeks





METER READINGS & BILLS

Item	Application	Urban	Rural
Frequency of meter readings	All connections with flat energy tariffs and without maximum demand charges	Once every month	Once every month
	All supplies with maximum demand charges and/or with TOU or IBT or seasonal energy tariffs and/or with net metering	Once every month	Once every month
Timing of bills and payments	Minimum time from reasonable receipt of the bill to payment due date	14 days	14 days
	Billing cycle	Once per month	Once per month



FORCED INTERRUPTIONS

Frequency of interrupted supplies restored	DX/Supply Urban	DX/Supply Rural
30%	1.5 hours	3 hours
60%	3.5 hours	7 hours
90%	7.5 hours	15 hours
98%	12 hours	24 hours
100%	24 hours	48 hours

INTERRUPTIONS PER YEAR

Category of network	Planned interruptions				Forced interruptions			
	Overhead		Underground		Overhead		Underground	
	Network		Network		Network		Network	
	no	time	no	time	no	time	no	time
Urban established	6/y	24h/y	3/y	16h/y	12/y	32h/y	4/y	24h/y
Urban developing	8/y	48h/y	6/y	24h/y	24/y	120h/y	6/y	32h/y
Rural overhead (33kV)	8/y	48h/y	NA	NA	24/y	120h/y	NA	NA
Transmission up to 132kV	2/y	12h/y	NA	NA	4/y	12h/y	NA	NA
Transmission over to 132kV	1/y	12h/y	NA	NA	2/y	12h/y	NA	NA

CUSTOMER SERVICE AND PAY POINTS

The physical addresses for pay points, electricity applications and queries, for Erongo RED's respective offices, are listed below:

Henties Bay	Erf 602, Jakkalsputs Rd
Omaruru	Erf 1066, Wilhelm Zeraua St
Arandis	Erf 1102, Hospital St, Arandis
Usakos	Erf 52 A, Goede St
Karibib	Erf 90, Park St
Uis	Erf 246, Bo Dorp
Swakopmund	Central: Erf 662, Apex Building/Park at Smith Ave
	Erf 3738, Tulinawa, Waterberg St, Swakopmund
Walvis Bay	Erongo RED Building, 91 Hage Geingob St, Walvis Bay
	Narraville: Erf 15, Old Post Office Building, c/o Flamingo & Kruis St
	Kuisebmond: Erf 3661, Ndume Square Complex, Office no.5, Agaat St, Kuisebmond

PRE-PAID VENDORS

Vendor name	Town	Name	Contact Details
Omega Shell Service	Walvis Bay	Johan Ludeke	064-206713
Alfa Services Station	Walvis Bay	Johan Theron	064-205 987
Engen Truckport	Swakopmund	Illona	064-416 000
Arandis Puma Service	Arandis	Boudine Lucas	064-510 101
Hentiesbaai Spar	Henties Bay	Johan Agenbag	064-500 130
Wilson Supermarket	Wilson Supermarket	Rosa	081 234 7741
New Edition	Usakos	Vivian Roeder	064-530 592
Lucky 7	Omaruru	Jack Nakashole	081 206 2399
Omaruru Spar	Omaruru	Sylvia Naobes	064-570 209
Amalia Paradise	Okombahe	Harold Tjongarero	081 340 5400

SUB VENDOR - MOBI PAY

Vendor name	Address	Town
Jk's Investment	Unnamed Road	Arandis
Jk's Investment 04	Unnamed Road	Arandis
Flotiko Tuck Shop	Erf 2031, Roller St	Arandis
Triple H Investment	Unnamed Road	Arandis
Letu Trading cc	Erf 2108	Arandis
Celest Trading Enterprises	Erf 402, Geelhoud St	Arandis
Letu Trading cc	Erf 2108	Arandis
E.K.Investment	Unnamed Road	Arandis
!Gawaseb Investment	Unnamed Road	Arandis
Omwene Tuwiliika Tuck Shop	Unnamed Road	Arandis
Ombuga Mini Market	Stand	Henties Bay
Yamunyoko Mini Market no 5	-	Henties Bay
Kamhaebes Aritime	Stand	Henties Bay
Gwarra Gwarra	Stand	Henties Bay
Gret Trading cc	Stand	Henties Bay
Ama !Gai	Stand	Henties Bay
Embassy Bar	Erf 86, Omdel	Henties Bay
Kayelu Pre-Paid	Erf 942	Henties Bay
Ongwediva VIP Trading	Stand	Henties Bay
Yamunyoko Investment 3	P.O. Box 343	Henties Bay
Yamunyoko Investment	P.O. Box 343	Henties Bay

Vendor name	Address	Town
Woermann Brock Henties Bay	No.133, Jakkalsputz Rd	Henties Bay
African Horizon Trading cc	School St	Karibib
African Horizon Trading cc	School St	Karibib
Usi Mari Investment	School St	Karibib
David Frieda	Lily St	Karibib
Pink Inn Shebeen	Erf 214, Sabula St	Okombahe
Sta City Airtime	C33	Omaruru
Lizel Self Help Dealer	Erf 669	Omaruru
Open Inn	Erf 1071, Khomasdal	Omaruru
Siegle Maggy Tuckshop	Erf 1075, Build Together	Omaruru
Eva's Tuckshop	C33	Omaruru
Omi Hoekie	Erf 180, Philipus Hoakaob St	Omaruru
Okataka Murungu	C33	Omaruru
Amai-Ge Trading cc	Erf 257, North St	Omaruru
Goras Ge	Otjimbingwe Settlement	Otjimbingwe
Goras Shop	D1967	Otjimbingwe
Usi Traders	Da-palm St	Otjimbingwe
Put More Fire	-	Swakopmund
Nakahupi Trading cc	-	Swakopmund
Yokee Trading	-	Swakopmund
Heavy House Sheeben	B2	Swakopmund
Dappa Trading Group	Erf 503, Tamariskia	Swakopmund
Cadex Loans cc	-	Swakopmund
Yorkee Investment	-	Swakopmund
Marcha's Trading	-	Swakopmund
P.N. Eliaser Investment cc	-	Swakopmund
Schutze Liquor Land and Braai Shop	C/o Libertina Amathila	Swakopmund
Isaak Trading Ent cc	Erf 784, Vrede Rede St	Swakopmund
Balistic Bar	Erf 257, 10th Ave W	Swakopmund
Your Desire Take Away	Unnamed Road	Swakopmund
Pinky's Tuck Shop	Erf 234, House Number 2227	Swakopmund
Watota	-	Swakopmund
Resilient Trading cc	-	Swakopmund
Resilient Trading cc	-	Swakopmund
Jep Patron Jnx	10th Ave W	Swakopmund

Vendor name	Address	Town
Kwatha Shop	Erf 800, Jabulani, Hakahanna St	Swakopmund
Vicki's Mini Butchery & Convenience Store	Erf 551, Viringa St	Swakopmund
Golden Investment cc	B2	Swakopmund
Pieter Hans	B2	Swakopmund
Nandemupa Tuckshop	Erf 6, Kovambo Nuyoma St	Swakopmund
Uti's Trading Enterprises	Mandume Ya Ndemufayo	Swakopmund
Swiwalo	Erf 3491, Tulinawa	Swakopmund
Robbie	B2	Swakopmund
Alu Investments	Erongo St	Swakopmund
Phalinsia's	Erf 1833, Grant Crescent St	Swakopmund
Container Tuckshop	-	Swakopmund
Ruitz Pre-Paid	-	Swakopmund
Desmond	-	Swakopmund
Ivorline Pre-paid	-	Swakopmund
30 June Investment	-	Swakopmund
Coastal Cellular	Hendrik Witbooi Rd	Swakopmund
Ziiko Tuck Shop	B2	Swakopmund
Golden G Shop 2	-	Swakopmund
Daniel	B2	Swakopmund
E.P.W Trading Enterprises	B2	Swakopmund
E.P.W Trading Enterprises 2	B2	Swakopmund
Jamonet Investment cc	Erf 2981, Ombwindja St	Swakopmund
EPW Trading Enterprise	B2	Swakopmund
E.P.W Trading	B2	Swakopmund
E.P.W Trading	B2	Swakopmund
E.P.W Trading	B2	Swakopmund
Andrew's Investment	Erf 1757, Asser Kapere	Swakopmund
Natanque Tuck Shop	Erf 3992, Ondjamba St	Swakopmund
Evenson's Enterprise	Erf 2213, Matutura St	Swakopmund
Ilonga Pre-paid	Erf 953, Tulinawa	Swakopmund
F2C Best Consult	Erf 2622, Diamond St	Swakopmund
Lavinia Jonas	Erf 520, Mandume Ya Ndemufayo	Swakopmund
TTN Investment	Erf 1358, Independence Ave	Swakopmund

Vendor name	Address	Town
Khoases Investments	10th Ave W	Swakopmund
Feleshidade	Erongo St	Swakopmund
Hiteni Investment	-	Swakopmund
Jumbo	-	Swakopmund
Remar cc	-	Swakopmund
Brakies	Erf 469	Swakopmund
Shoprite	No.28, Daniel Tjongarero Ave	Swakopmund
Woermann Brock Swakopmund	Tobias Hainyeko St	Swakopmund
Woermann Brock Vineta	C/o Vrede Rede & Aldrige St	Swakopmund
Woermann Brock Mondesa	C/o Independence & M Ndemufayo St	Swakopmund
PnP Swakopmund	Hendrik Witbooi Rd	Swakopmund
N.I Retail	Erf 204, Ehafo	Uis
Paper Jam	Erf 31 B , Theo Ben Gurirab St	Usakos
Trust Grocery Shop	Krone Prinzessin	Usakos
SNG Retailer Enterprise 2	Krone Prinzessin	Usakos
Ou Trou Trading Enterprises	Tubusis Settlement	Usakos
SNG Retailer Enterprise	Erf 171, Hakaseb	Usakos
Kauhondamwa	No.12, Harder Crescent	Walvis Bay
Oasis Supermarket	Narraville	Walvis Bay
Indileni Trading	Kuisebmond	Walvis Bay
ToTo Bola Trading	Dr Nangolo Mbumba St	Walvis Bay
ATS Investment	Dr Nangolo Mbumba St	Walvis Bay
Luanda shop	Erf 3192, A Likaka St	Walvis Bay
Elizabeth Nangula Mupetani	Nangolo Mbumba Dr	Walvis Bay
Rosy's Shop	David Hambuda Ave	Walvis Bay
Kacksh General Store	Dr Nangolo Mbumba St	Walvis Bay
Sport Cafe Take Away	Dr Nangolo Mbumba St	Walvis Bay
R.U Bottle Trading	David Hambuda Ave	Walvis Bay
Selly-222 Shop	David Hambuda Ave	Walvis Bay
T3B's	Khomas Hochland St	Walvis Bay
Ndshihafela Tunga	Khomas Hochland St	Walvis Bay
JS - 01	16th Ave	Walvis Bay
JS-02	16th Ave	Walvis Bay

Vendor name	Address	Town
JS -03	16th Ave	Walvis Bay
Kuiseb Shop 4 Valu No1	No.2172, 21st Ave	Walvis Bay
Kuiseb Shop 4 Valu No2	No.2172, 21st Ave	Walvis Bay
Amanda	Erf 1604, Agaat St	Walvis Bay
Nelulu	Erf 1668, Tomanky St	Walvis Bay
Zigi Shebeen	Dr Nangolo Mbumba St	Walvis Bay
The Boss-5	Dr Nangolo Mbumba St	Walvis Bay
Bolo Tuck Shop	Dr Nangolo Mbumba St	Walvis Bay
Oletu Investment	Dr Nangolo Mbumba St	Walvis Bay
Dawid Investment	Dr Nangolo Mbumba St	Walvis Bay
Selly - 222 Shop	David Hambuda Ave	Walvis Bay
Magic & Jumbo Discounters	No.178, Sam Nujoma Ave	Walvis Bay
Dorob Service Station	Dr Nangolo Mbumba St	Walvis Bay
Moti Cell City	Khomas Hochland St	Walvis Bay
Amulungu Lovisa	David Hambuda Ave	Walvis Bay
Tonic	Dr Nangolo Mbumba St	Walvis Bay
Tuilika Trading cc	-	Walvis Bay
Kangumbe Pre-paid	Lapellar St	Walvis Bay
Kasho Investment	Erf 5364, Lusaka St	Walvis Bay
Ruzendo	Erf 78, Martin Bill St	Walvis Bay
Meameno Printing Shop	Erf 3736, Agaat St	Walvis Bay
Shilongo Bar	Erf 7114	Walvis Bay
DM Mulonga	Erf 4928, Tunacor St	Walvis Bay
KKD Investment	Erf 4560, Omugulu Womashe circle	Walvis Bay
Izaks Pre-Paid	Erf 48, Dolphin St	Walvis Bay
Baytech Investment	Dr Nangolo Mbumba St	Walvis Bay
Orbi Tech	Dr Nangolo Mbumba St	Walvis Bay
Embashu Investment cc	Dr Nangolo Mbumba St	Walvis Bay
Wapundaka	Dr Nangolo Mbumba St	Walvis Bay
The Boss-3	Dr Nangolo Mbumba St	Walvis Bay
Lovisa Nepembe	David Hambuda Ave	Walvis Bay
Big Daddy Walvis	Dr Nangolo Mbumba St	Walvis Bay
Big Daddy Dunes Walvis	Dr Nangolo Mbumba St	Walvis Bay
Makarios Mini Mark	Narraville	Walvis Bay

Vendor name	Address	Town
Dotcom 124 Center	Erf 3321, Edelweess Heights	Walvis Bay
Shoprite	10th St	Walvis Bay
Woermann Brock Walvis Bay	C/o Hage Geingob & R Kandanga	Walvis Bay
Woermann Brock Kuisebmond	No.1B, Nataniel Maxuili St	Walvis Bay
Woermann Brock Narraville	Kruis St	Walvis Bay
Langstrand - Total Service Station	Langstrand	Walvis Bay
PnP Dunes Mall	Dunes Mall	Walvis Bay
PnP Walvis Bay	8th St	Walvis Bay
Omaruru General Dealer	Narraville	Walvis Bay
First National Bank of Namibia	Digital Channels (Online Banking, Cellphone banking & Mobile wallet)	
Bank Windhoek	Digital Channels (Online Banking, Cellphone banking & Mobile wallet)	
Standard Bank of Namibia	Digital Channels (Online Banking, Cellphone banking & Mobile wallet)	
Nedbank	Digital Channels (Online Banking, Cellphone banking & Mobile wallet)	
Letshego Bank	Digital Channels (Online Banking, Cellphone banking & Mobile wallet)	

SUB VENDOR - NETVEND METERING SOLUTIONS

Vendor name	Name	Location	Contact Details
Erongo 3	Clive van Niekerk	Oasis-Narraville	081 241 5559
Erongo 14	Ambrosius Nguaike	Otjimbingwe General Dealer, Main Road	081 382 0994
Erongo 16	Christelle Garises	Namibe Investments cc, Ehafo, Uis	081 635 3224
Erongo 17	Oscar-Omatjette	Omatjette Kontant Winkel	081 601 1556
Erongo 18	Oscar-Otjohorongongo	Otjohorongongo Kontant Winkel	081 601 1556
Erongo 23	A. Nareb	Okombahe	081 805 9159
Erongo 24	Gerson Roeder	Tubusis	081 241 5369
Erongo 26	Juanita Ibate	Christa MiniShop, Eddie Tourob Str, Uis	081 226 6092

Erongo 31	Karl Bock	Narraville, Walvis Bay	081 149 8751
Aterongo 30	Diana Claasen	Swakopmund	081 562 9896
Aterongo 32	Christopher Tjiurutue	Omatjette	081 402 5139
Woermann Brock Henties Bay	AirTimeCity	Henties Bay	061-304 051
Hentiesbaai Spar	AirTimeCity	Henties Bay	061-304 052
JD Service Station	AirTimeCity	Henties Bay	061-304 053
Total Henties Bay Fuel	AirTimeCity	Henties Bay	061-304 054
Karibib Engen	AirTimeCity	Karibib	061-304 055
Total Swakopmund Eloff	AirTimeCity	Swakopmund	061-304 056
Megasave Swakopmund	AirTimeCity	Swakopmund	061-304 057
West Coast Puma Swakopmund	AirTimeCity	Swakopmund	061-304 058
Woermann Brock Mondesa	AirTimeCity	Swakopmund	061-304 059
OceanView Spar	AirTimeCity	Swakopmund	061-304 060
Food Lovers Market Swakopmund	AirTimeCity	Swakopmund	061-304 061
Vineta Shell	AirTimeCity	Swakopmund	061-304 062
Woermann Brock Moma	AirTimeCity	Swakopmund	061-304 063
Swakop Truck Port	AirTimeCity	Swakopmund	061-304 064
Oceanview Service Station	AirTimeCity	Swakopmund	061-304 065
Engen Swakopmund	AirTimeCity	Swakopmund	061-304 066
Woermann Brock Vima	AirTimeCity	Swakopmund	061-304 067
Riteway Shell Swakopmund	AirTimeCity	Swakopmund	061-304 068
Swakop Super Spar	AirTimeCity	Swakopmund	061-304 069
Hallie Inv 2	AirTimeCity	Usakos	061-304 070
Engen One Stop Usakos	AirTimeCity	Usakos	061-304 071
Venus Enterprises	AirTimeCity	Walvis Bay	061-304 072
Omega	AirTimeCity	Walvis Bay	061-304 073
Hangana FishShop	AirTimeCity	Walvis Bay	061-304 074
Narraville Total	AirTimeCity	Walvis Bay	061-304 075
Narraville Total	AirTimeCity	Walvis Bay	061-304 075
Trust Market	AirTimeCity	Walvis Bay	061-304 076
Woermann Brock Shoreline	AirTimeCity	Walvis Bay	061-304 077
Woermann Brock Kuisebmond	AirTimeCity	Walvis Bay	061-304 078
Chavia Service Center	AirTimeCity	Walvis Bay	061-304 079
Spot On	AirTimeCity	Walvis Bay	061-304 080

Puma Kuisebmond SS	AirTimeCity	Walvis Bay	061-304 081
Woermann Brock Narraville	AirTimeCity	Walvis Bay	061-304 082
OK Grocer Walvis Bay	AirTimeCity	Walvis Bay	061-304 083
Mondesa Fuel Centre cc	AirTimeCity	Walvis Bay	061-304 084
Convenience Centre	AirTimeCity	Walvis Bay	061-304 085
Protea Spar	AirTimeCity	Walvis Bay	061-304 086
Woermann Brock Walvis Bay	AirTimeCity	Walvis Bay	061-304 087
Woermann Brock Seagull	AirTimeCity	Walvis Bay	061-304 088
Walvis Bay Express Service Station	AirTimeCity	Walvis Bay	061-304 089
First National Bank	FNB	-	-





CONTACT US

IF YOU HAVE ANY FURTHER COMPLAINTS, COMPLIMENTS OR SUGGESTIONS REGARDING OUR SERVICES, PLEASE CONTACT OR ADDRESS ALL CORRESPONDENCE TO THE **OFFICE OF THE CHIEF EXECUTIVE OFFICER:**

Erongo Regional Electricity Distributor Company (Pty) Ltd (Erongo RED)
P O Box 2925
Walvis Bay
Namibia

Telephone: + 264-64 201 9000

Facsimile: + 264-64 201 9001

Or

Erongo RED Call Centre at:

Toll Free number: 96000

Telephone: +264-64 201 9680

Email: support@erongored.com.na

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ERONGO RED CUSTOMER SERVICE CHARTER

CONTACT US:

ERONGO REGIONAL
ELECTRICITY DISTRIBUTOR (Pty) Ltd.

HEAD OFFICE:

Tel: + 264 (0) 64-201 9000 | + 264 (0) 64-201 9001

Email: support@erongored.com.na

Web: www.erongored.com

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