

CUSTOMER SERVICE CHARTER

Our Customer Commitment

Clean, reliable, cost-effective electricity available to all

2023





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ABBREVIATION

EWURA	-	Energy and Water Utilities Regulatory Authority
KPI	-	Key Performance Indicator
MLV	-	Main Line Valve
PAET	-	PanAfrican Energy Tanzania
PPA	-	Power Purchase Agreement
SED	-	Social Economic and Development
SSI	-	Songo Songo Island
TANESCO	-	Tanzania Electric and Supply Company Limited
TPDC	-	Tanzania Petroleum Development Company
TPCPLC	-	Tanzania Portland Cement Public Liability Company

1. Our Business

Songas generates electricity using gas from the Songo Songo Island (SSI) gas fields off the coast of southern Tanzania. The gas fields around SSI under license to Pan African Energy Tanzania (PAET) / Tanzanian Petroleum Development Corporation (TPDC) are medium-sized by international standards with reserves that will last at current levels for around 20 years. The business consists of two operating streams, Gas Processing and Transportation and Power Generation.

This 'Customer Charter' is for our gas processing and transportation customers and only provides our service commitment to our intended customers and is a legally binding document. Our current gas customers include Twiga cement factory in Dar es Salaam, PAET, and TPDC for the gas processing and transportation business.

In addition to supplying gas to Ubungo Power Plant and other power plants located in Dar es Salaam, Songas processes and transports gas on behalf of the gas shippers under a Gas Processing and Transportation Agreement, who in turn sell gas to their piped and CNG customers. There are currently over 30 industrial users of this gas sold by the gas developer PAET, which provides clean and affordable fuel for industries around Dar es Salaam.

Gas from the Songo Songo gas field is processed on the island at the processing facility to remove water and hydrocarbon condensates. It is then transported through a 225-kilometer pipeline to Dar es Salaam where it is used to generate 180MW of electricity at Songas' Ubungo power plant.

1.1 Our Mission

To safely provide cleaner, reliable, cost-effective electricity, thus creating sustainable returns and supporting the development of the power sector in Tanzania.

1.2 Our Values

Our values are built on the following pillars:

- a) Safety: Safety is fundamental to everything we do. Safety always comes first in all of our activities.
- b) Integrity: Integrity is central to all that we do. We say what we do, and we do what we say.
- c) Excellence: We strive for excellence in all that we do.
- d) Unity: We are united by our purpose and shared objectives.
- e) Sustainability: We invest for the long term in economically viable businesses that we manage to the highest safety, environmental and operational standards.
- f) Fulfillment: We seek to enable our people to make a difference and achieve job fulfillment.

1.3 Our Customer Commitment

Songas is committed to providing a high and consistent level of service. We recognize the importance of listening and responding to your needs. This customer charter details our commitment to ensure a seamless experience for our customers with Songas in the supply of affordable and reliable electricity.

In delivering quality service, we commit to the following:

1.3.1 Communication:

- i. Making it as easy as possible to contact our technical support team 24 hours a day, seven days a week, by phone or e-mail.

1.3.2 Accuracy:

- i. Providing clear, complete, and accurate information on our products, services, tariffs, and pricing
- ii. Providing accurate bills

1.3.2 Performance:

- i. We will meet the standards articulated in our contractual obligations and agreements governing gas distribution.
- ii. Continuously improving the service we provide to meet and exceed our customers' expectations
- iii. Working with customers to correct any problem and taking action to ensure that the problem does not recur

1.3.4 Honesty and Integrity:

- i. We discharge our duties and obligations upholding the highest levels of honesty and integrity in line with our company values treating all customers as valued customers
- ii. Making sure that, should the level of service we provide fail to meet our customers' reasonable expectations, we take steps to rectify the situation

1.3.5 Privacy and Security:

- i. We take measures to ensure the privacy of our customers is maintained, treating information with confidentiality as may be required
- ii. We keep all sensitive information secure and ensure the details of the service are only discussed with the customer and authorized representatives.

2. Our Overall Customer Service Standards

Songas works to ensure that all of its customers, gas shippers and TANESCO, have easy access to transparent, timely, and accurate information. We strive to ensure that we provide the highest quality services. We are committed to ensuring customer satisfaction and prioritizing efficient communication processes. Songas uses high-quality Natural Gas with an average of 97% composition of methane and with gas quality data provided to all the customers/users through gas chromatography technology. The production and processing facility operates at optimum capacity above 97% availability throughout the year.

At all times, we will:

- i. Treat our customers fairly and with respect
- ii. Offer a friendly and polite service and be sensitive to your needs.
- iii. Respond to letters, phone calls, and other communication in a timely manner.
- iv. Communicate and give feedback promptly.
- v. Provide easy-to-understand, helpful information and keep our customers up to date about the services we provide.
- vi. Deal with feedback positively and quickly
- vii. Keep our customers details confidential, as far as possible; and
- viii. Make sure our staffs have the skills they need to do their jobs properly and considerately.

3. Our Service Standard

In addition to our overall service standards, we have service standards as stipulated in the Project Agreements.

We will ensure that:

- i. We operate the Gas Facilities in accordance with Good Oilfield Practices and Good Pipeline Practices; and in accordance with Gas Processing and Transportation Agreement 2001 (as amended)
- ii. We are available to generate and sell electricity to TANESCO in accordance with the PPA
- iii. Songas will endeavor to meet our clients, such as TANESCO, TPCPLC, TPDC, and PAET, as promptly as possible to discuss and agree on problem-solving strategies and plans in relation to our services
- iv. Songas supplies gas to TPCPLC per the provisions of the Gas Sales Agreement.
- v. We provide access to our wayleave in order to allow shippers to connect to their respective customers whilst requiring such connection to take into account reasonable and acceptable standards in the gas industry
- vi. The wayleave is maintained in accordance with good industry practice, and we will ensure it remains reasonably protected by security plans; and
- vii. The emergency contacts (see below) are maintained to be accessible for the customers and public to report to our response situation teams all cases that may require Songas attention

4. Services Provided

Songas provides the following services:

- i. Quality of natural gas: Songas prudently processes and transport natural gas as per agreements and downstream customer requirements. The gas chromatography meter installed at the gas processing plant provides the composition and quality of the export gas.
- ii. Safety procedure of natural gas supply: Songas works to ensure that it produces and transports gas in an occupationally healthy and safe environment for the gas processing plant and for the transportation pipeline, inclusive of its main line valve stations (MLV).
- iii. Reliability of natural gas supply: Songas works to ensure the processing plant process and transport natural gas reliably and efficiently as per industry KPI.
- iv. Planned interruption of natural gas supply: All planned interruptions are included in the annual operation plan, and the stakeholders are informed prior to the intended date of interruption. This includes gas production, processing plant, and the transportation pipeline.
- v. Unplanned interruption of natural gas supply: Any unplanned interruption is reported to the stakeholders and authorities, providing information on the cause, remedial actions, and timeline for restoration.
- vi. Access to Songas address or premises: Refer to contact in section 10.
- vii. The metering process especially when not operational: Songas shall notify all the parties in writing within one week after a meter is reported as not functional and shall make available such records while the restoration process is underway.
- viii. Maintaining the integrity of metering and safety devices: Songas shall keep accurate and accessible records of all meters and safety devices for readings, testing and calibration of the mentioned devices.
- ix. Customer complaint reporting and record keeping procedure: Songas adhere to open door policy and complaints need to be submitted in writing and all the records kept as per company procedures.

5. Customer Section

5.1 Customer Rights

- i. Privacy and confidentiality of information: Songas does not share or make public such information from the customer. Songas and its employees, contractors, consultants, and agents shall confidently hold all documents and other forms of information, including electronic transmission.
- ii. Receive services professionally and courteously: Songas comprises a team of qualified staff to provide professional services per industry practices in terms of services and manners.
- iii. Provide adequate, timely, and accurate information: Songas prudently adhered to providing public or requested information adequately, timely, and accurately.
- iv. Songas will obtain and keep copies of the required service agreement with the service providers
- v. Songas, as per the agreements, regulations, and requests, participates and provides comments when consulted by the natural gas service provider in accordance with paragraphs 4.3 and 6.2 of EWURA Customer Service Charter guidelines. This includes providing comments on the quality of the services provided by the Natural Gas service provider, lodging a complaint, and also appeal to a decision concerning such complaints.

5.2 Customer Responsibility

- i. To treats Songas provider staff with courtesy and respect
- ii. To pay any levies or fees in a timely manner
- iii. To comply with all applicable laws at all times
- iv. To attend scheduled meetings in punctual
- v. To keep safe the licensee's infrastructure within the customer premise
- vi. To respond to requests for information by Songas accurately, thoroughly, and in a timely manner
- vii. To abide by any legal requirement and other obligation in order to be eligible for services sought

5.3 Customer Billing Process

Songas shall prepare and issue monthly bills calculated based on the consumption of service provided through legal payment methods generated from the installed gas meter readings. Any billing errors will be resolved by engaging both sides immediately. The bill is to be generated and paid according to the terms stipulated in the agreement with a customer.

6. Complaints and Dispute Resolution Procedures

Modality to handle grievances, complaints, and disputes in an efficient and active manner shall be treated as outlined in the service contract.

All complaints shall be submitted to Songas office in writing and within 14 days from the day complaints occurred.

Clients are encouraged to provide feedback on the service provided to improve service delivery through the communicated channels.

The disputes will be resolved in accordance with Petroleum Act, 2015 and EWURA Act Cap 412

For service improvements and complaints, customers may fill in and submit the customer feedback form to the Songas office

7. Health, Safety & Environment

7.1 Health & Safety

Songas works to ensure that it produces electricity and transports gas in an occupationally healthy and safe environment. We have a dedicated team of competent staff to ensure that Songas complies with the set Health and Safety standards and procedures.

Customers should prepare and present to Songas their respective HSE policies to ensure they adhere to prudent HSE procedures during the initial business engagement phase. The policy should cover all aspects stipulated by the laws and regulations.

7.2 Environment

Songas places a lot of emphasis on our environment. Songas will continue to work towards ensuring that its surroundings are kept free from any pollutants and spills to our environment. Customers should ensure that their respective environmental policy covers all aspects of environmental protection

8. Community Relations

Songas will always strive to give back to the community. We have programs that cover our stakeholders living in Songo Songo Island as well as those living along the pipeline wayleave. Songas will maintain a good relationship with the villages that works within such programs. The programs include regular meetings with villagers and leaders, surveys, and through Social Economic Development (SED), our pillars being environment, education, health, and entrepreneurship.

9. Business Integrity

Songas is proud of its high standards of business conduct and ethics and has adopted a Code of Business Conduct and Ethics to maintain and systematize its current excellent business practices.

Songas will continue to emphasize adherence to laws, regulations, standards, guidelines, and procedures that extend beyond and are more stringent than the accepted compliance practices and to encourage ethical and business-appropriate decision-making.

10. Monitoring and Measuring Our Performance

Songas will monitor and measure performance by seeking customer feedback and comments, using internal management information systems and other methods that may be considered appropriate from time to time.

As part of our commitment towards achieving the objective set out in this Charter, we will provide appropriate staff training, particularly those in regular contact with members of the general public.

11. Summary

This Charter has been developed with the aim of providing a quality service to our customers that Songas staff members will deliver in a considerate, courteous, and helpful manner. In return, we expect our staff to be treated courteously and respectfully. Songas constantly seek ways to improve services and welcomes comments and suggestions on this Charter.

This Customer Charter is being developed pursuant to Condition 5(d) of EWURA Order No. 09-004.

Songas undertake to review and update this Charter as and when a material change to the business model and/or regulatory framework changes and demands so. However, the Charter will be updated every five years with matter changes in relevant information by the service provider. Songas will make necessary amendments and publish an updated version of this Charter as soon as possible and in accordance with the requirement in paragraphs 5.2 and 5.3 of the customer service charter guidelines.

12. Emergency Contacts

In case of an emergency please do not hesitate to call any of the numbers listed below:

Our Contacts:

Corporate Office:

Songas Limited
R Square Building
Plot No. 274, Mezzanine Floor,
Cnr Haile Selassie/Kaole Roads,
Kinondoni
P.O. Box 6342
Dar es Salaam, Tanzania
T: +255 764 701 000/1

Legal & Public Relations Office:

Songas Limited
R Square Building
Plot No. 274, Mezzanine Floor,
Cnr Haile Selassie/Kaole Roads,
Kinondoni
P.O. Box 6342
Dar es Salaam, Tanzania
T: +255 764 701 000/1

Health, Safety, and Environment (HSE):

Ubungu Power Plant
Cnr. Morogoro Rd./Nelson Mandela Rd
P.O. Box 6342
Dar es Salaam, Tanzania
T: +255 764 701 000/1

CONTROL ROOM EMERGENCY NUMBER: **+255 787 555 036**

For more information on what we do, please visit our website at:

www.songas.com