



Cumulative Figures - January and February (actuals), March (estimation)

General

- As per end February 2018, all FRES companies combined (excluding NuRa) experienced a slight increase in their customer bases from 20,861 at year end 2017 to 20,988. NuRa's customer base keeps decreasing as the company is still cancelling non-paying customers to reach a financially sustainable customer base.
- All companies have been very busy preparing the audit of their financial figures of 2017. By the end of March most companies had their audited accounts finalized.
- Operational reviews have been performed at Yeelen Kura, Yeelen Ba, FRES Uganda and FRES Guiné-Bissau.
- The next FRES stakeholder's meeting will take place on the 30th of May (from 18:00 until 21:00 at Nuon, Amsterdam)

Yeelen Kura, Mali

- The company is preparing itself for the possible transfer of 3 villages to the national electricity company EDM SA.
- Activities for the implementation of a new mini-grid in a new village (Diaramana) are being taken and the establishment of this mini-grid is expected to take place over the course of 2018.

NuRa, South Africa

- FRES keeps monitoring NuRa closely. The company's main focus is to reach and maintain a financially sustainable customer base with paying customers. In January and February, the company cancelled a total of 555 non-paying customers.

Yeelen Ba, Burkina Faso

- As Yeelen Ba is currently not part of any expansion programme, its customer base is expected to remain stable at around 3500 customers over the course of 2018.
- As per January of 2018, Mr. Bourama Keita (Yeelen Kura's former Sales and Marketing Manager) has taken over the position of Yeelen Ba's General Manager.

FRES Guiné-Bissau, Guinea-Bissau

- A call centre became operational end 2017, so in the first quarter of 2018 customers were provided with an easier way to get help in case of problems with their systems. All client calls are being centralized in the call centre. FRES GB informed customers about this change through the radio. The centralization of customer support will allow the company to have a better overview about customer complaints and shorter reaction times.

FRES Uganda, Uganda

- Different marketing and fee collection strategies that have been implemented over the past 6 months by the company have had a positive effect on its payment rate which developed from 72% in December of 2017 to 80% in February and March of 2018.

Personnel

- After having worked as a volunteer for three months to develop new marketing material for FRES companies, Bruna Consiglio was hired as the new Business Developer at FRES NL in February.
- In March Coen de Ronde became FRES NL's Operational Manager, replacing Peter de Koning who preferred to work on a free-lance basis. Coen de Ronde was previously working for Alliander and has assisted different FRES companies in operational matters.