

ZUWA ENERGY NEWSLETTER



Highlights

In the month of October, the Marketing and Sales came together and introduced a Mother's day promotion with the help Zuku, targeting the Macheza 24 customers. The promotion has proven to be a success as the sales target for the month has been surpassed with 3%. The promotion is running from 1st October, 2022 to 30th November, 2022.

Our Features

- October highlights
- Customer feedback
- Agent's training in Salima
- Gogla Forum & Expo
- Highlights on Zuwa Values
- Awards & Recognitions



“I've had a joyful house for three years now since buying Zuwa Energy Macheza 24. My kids are no longer required to watch TV at the neighbors' house. It's actually the neighbors who come to my house to charge their phones and watch Tv”. - Lucy Magwayi



“I can take care of my family expenses and pay off my Macheza 24 loan, thanks to the showroom. I can declare with certainty that anything is feasible thanks to Zuwa Energy because I'm a financially successful woman.” - Janet Chande



“Ever since I introduced Zuwa solar home systems to the community, I help the customers with all inquiries, and my customer service is above and beyond extraordinary. I can confidently state that Zuwa Energy are trustworthy not only for my household but for the rest of the community.” - George Mwakasungula

Agent's Training



The Sales Manager visited Salima to interact with the agents. Additionally, he wanted to welcome the new agents, get to know them, and give them training on how to approach clients and enter new markets.



Gogla Forum & Expo

Zuwa Energy attended the Gogla Forum & Expo in Kigali, Rwanda, where Zuwa's MD, Jones Ntaukira, spoke with a panel of energy entrepreneurs and investors about how to build a healthy off-grid industry in Africa.



During the panel, Jones stated that Zuwa Energy was able to turn a pay-go loan book that was underperforming into an industry top performer, reaching >85% collections rate, by focusing on credit management and customer protection.



Highlights on our values

Respect



- We respect diversity and needs of our customers, our people and environment.
- We treat all people with equal respect and dignity regardless of their sex, race, and national origin.
- Treat people with appreciation and respect - apologise where necessary. Tell coworkers to express their ideas without fear.
- Mutual respect among colleagues.
- Senior staff must show respect for junior staff.

What does Contribution, not competition mean to our employees?

"Respect means accepting others without judgement, and valuing the unique backgrounds, talents and abilities every person has". - Domonic Chibotha



Do you have an innovative idea that you would like Zuwa to pursue? Feel free to book an appointment with the MD to discuss or email him directly at innovation@zuwaenergy.mw.com

Awards & Recognition

Agent of the month



Congratulations to Maliko Kalua for being the best-selling agent in the month of October. His consistently strong performance is of great value to Zuwa Energy. It adds to the success of the team in a way that helps Zuwa achieve so much.

Employee of the month



Congratulations to the calm, collected, compassionate, and loud Kondwani Sibale for being employee of the month. He handles customer queries with patience and enthusiasm. Zuwa Energy appreciates you.