3.6 Rwanda Additional Services

- Accommodation
- Freight Forwarding Agents
- Handling Equipment Rentals
- Taxi Companies
- Vehicle Rental
- Electricity and Power
- Water Supply
- Waste Management and Disposal Providers
  - Waste Disposal - Non Hazardous
  - Waste Disposal - Hazardous

There is a range of service providers, albeit limited for specific types of services in Kigali in particular and a few in other large towns of Rwanda. Some specific areas include light vehicle hire and purchase, handling equipment, clearing and forwarding, movers, supply of plastic sheeting, tarpaulin sheets, tents, assembling of Mobile storage units, pest control. Specific issues are mentioned in each of the subsection below.

With regard to transport of personnel, there are local representatives of Toyota, Nissan, Isuzi and Suzuki types of vehicles, who are able to supply brand new vehicles. There are also a few garages to provide vehicle maintenance and repair services.

For contact information on additional service providers, please see the following link: 4.10 Rwanda Additional Services Contact List

Accommodation

The housing market is very competitive at the moment, and in all residential areas, most houses would meet the minimum criteria required for UN Agencies. In addition, there are serviced apartments, hotels and guest houses available. The available facilities would be able to support a large influx of demand.

For more information on hotels and lodges, please see the following links:

- Rwanda Hotels Directory Website
- Additional Rwanda Hotel Information

Freight Forwarding Agents

All freight forwarding agents have offices in Kigali, with some represented at border entry points.

A list of local clearing and forwarding agents can be found at the following link: ADRwanda Website

Handling Equipment Rentals

There are a few handling equipment service providers, who rent out equipment such as crane trucks, forklifts etc

MAGERWA: equipped with different types of most modern machines of different capacities ranging from 3 to 60 tonnes, for removals of heavy loads, unloading and breakdown services. These include: Forklifts, Cranes, hammar lift and Stackers JCB.

For more information on Handling Equipment Rentals, please see the following links: Magerwa Website

Bolloré Africa (SDV): A private company that has been licensed to operate an inland container depot (ICD), in Gikondo Industrial Park by the Rwanda Revenue Authority. The ICD covers 18,000 Sq. meters with warehousing facilities of on 6,000 Sq. meters.

The facility is furnished with appropriate handling equipment such as stackers, forklifts and warehouses, handling about 250-300 containers at full capacity.

Taxi Companies

Car hire operators are available in Kigali and in major town. Although they may be contracted individually, they are all registered in Cooperatives. A taxi drivers' Association at Kigali International airport (ATAK) provides transport from the airport to different parts of Kigali town at an estimated cost of US$20 $ or Rw10,000 per trip. Other companies have their offices near the airport and are offering good services from the airport to outside the Kigali town at about Rwf 500 for every extra km covered.

Express Taxis run to a set timetable (usually hourly) between major towns, generally Kigali and a major regional centre. The taxis are run by a company (Sotra Tours, Atraco, Stella, Volcanoes Express, Virunga, Trans2000, Omega Car and Muhabura Travel) and issue tickets in advance with a set price. Like stopping taxis, these are minibuses and seat 18 passengers, but they depart on time and do not stop until they reach their destination, except to set people down.

Express taxis are quite a recent phenomenon, but are gaining rapidly in popularity as they provide people the security of arriving at a known time. More destinations are being added over time, and most routes sell out considerably in advance of the departure time. Passengers wishing to alight before the end terminus can do so, but have to pay the full ticket price anyway. The price of tickets on Express taxis is similar to the price of a stopping taxi over the same distance.
A full list of licensed Taxi cabs Companies and Cooperatives can be found on the following link: African Development Bank Information for Kigali

Information on public transport in Kigali can be found on the following link: Kigali City Website

**International public transport:**

There are several daily coach services from Rwanda to destinations in the Africa Great Lakes (Source: [Wikipedia website for Transport in Rwanda](https://en.wikipedia.org/wiki/Transport_in_Rwanda))

- Jaguar Executive Coaches which connects Kigali to Kampala, via Gatuna border or via Kagitumba border.
- Regional Coaches Services, which runs services to Kampala (8 hours), Nairobi, Kenya (20 hours) and Dar es Salaam, Tanzania (36 hours), all via the Gatuna border except Tanzania which uses Rusumo border. These buses are usually air-conditioned.
- Trinity Coach: a Rwandan service, running between Kigali and Kampala.
- The transport price from Kigali to Kampala varies from 8,000 to 10,000 Rwanda Francs (Rwf) per person depending on the planned hours for travelling.
- TAKWA coach links Kigali to Dar-es-Salam on daily basis at 32,000 rwf per person.
- SIMBA and Kampala Coaches are regularly running from Kigali to Nairobi with an individual transport cost fixed at 27,000 rwf.
- Volcano Express: minibus service running Kigali and Bujumbura, Burundi at a cost of 6,000 rwf. This service has been subject to ambush in the past by rebels in Burundi.

**Vehicle Rental**

There is only one internationally recognised car rental agency in Rwanda, based at Kigali Airport.

**Electricity and Power**

MINIFRA is responsible for putting in place policies and the strategy of the energy sector and for directing the developments of the electricity sub-sector, whereas the Energy and Water and Sanitation Authority (EWSA), a semi-parastatal, is responsible for electricity generation, bulk transmission and distribution and retailing functions on a commercial basis.

The Rwanda Utilities and Regulatory Authority (RURA) regulates the energy sector, and is involved in policy formulation, protection of consumers, and approving contractual activities amongst others.

In October 2013, the government approved the split of EWSA into the Energy Holding Company, which will manage energy development and electricity whereas the Water and Sanitation Company will manage water resources and distribution in the country.

Electricity in Rwanda is a combination of hydro-electric, oil fired thermal and solar generation which is supplemented with electricity imported from the Ruzizi in DRC 1 & 2 generation plants. Electricity is also imported from Uganda to supply areas in the north along the Ugandan border. The generation capacity of the hydro plants is determined by the water levels of dams during dry periods.

The electricity sector has seen very high growth over the recent years, the current target under the Economic Development and Poverty Reduction Strategy for 2013–18 (EDPRS 2) is 70 percent of households to be connected to the electrical grid by 2017. Rwanda is targeting to generate 563 MW by 2018 while the current generation capacity is about 191 MW. Rwanda consumes only 25.91kWh/year/person (as of 2014) much lower than the average of the sub-Saharan Africa (Source: [http://www.indexmundi.com/gr.aspx?v=81000](http://www.indexmundi.com/gr.aspx?v=81000)). Despite the improvements resulting from investments in the energy sector, power outage is still common particularly in areas outside of Kigali. As a result power rationing is exercised by Rwanda Energy Group (REG)

More info on the electricity and Power in Rwanda: Rwanda Development Board Website

<table>
<thead>
<tr>
<th>Production Unit</th>
<th>Installed Capacity (MW)</th>
<th>Current Production (MW)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ntaruka</td>
<td>11.25</td>
<td>1.2</td>
</tr>
<tr>
<td>Mukungwa</td>
<td>12.0</td>
<td>5.0</td>
</tr>
<tr>
<td>Rukarara</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>Others (Gihira, Gisenyi, Nkora, Cymbili, Keya, Mazimeru, Rugezi)</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td><strong>Hydro Electric Power Unit</strong></td>
<td><strong>41.25 MW</strong></td>
<td></td>
</tr>
<tr>
<td>Jabana (Heavy Fuel Oil)</td>
<td>20</td>
<td>6.0</td>
</tr>
<tr>
<td>Jabana (Diesel)</td>
<td>7.8</td>
<td>6.0</td>
</tr>
<tr>
<td><strong>In-house Thermal Power</strong></td>
<td><strong>27.8 MW</strong></td>
<td><strong>12.0 MW</strong></td>
</tr>
<tr>
<td>(Aggreko) Gikondo (Rental Thermal Power)</td>
<td>14</td>
<td>14</td>
</tr>
<tr>
<td>Kibuye (Methane to Power)</td>
<td>25</td>
<td>25</td>
</tr>
<tr>
<td><strong>Rental Power</strong></td>
<td><strong>39 MW</strong></td>
<td><strong>39 MW</strong></td>
</tr>
<tr>
<td>Ruzizi 1</td>
<td>3.5</td>
<td></td>
</tr>
<tr>
<td>Ruzizi 2</td>
<td>12</td>
<td>8 – 12</td>
</tr>
</tbody>
</table>
Kabale (Uganda) & 1 & 0.2 \\
Imported Hydro Power & 16.5 MW & \\
Kigali Solar Power & 10.9 & 10.9 \\

E.g. Hydroelectric power, Thermal power…


The Rusumo Falls project of 80 MW capacity will increase renewable power generating capacity and access to electricity in Tanzania, Rwanda and Burundi. Construction of the transmission facilities is expected to be completed by August 2018; the three countries will share the power generated equally.

More information can be obtained at:

- [World Bank Rusumo Falls Hydroelectric Project](https://www.worldbank.org/en/project/rusumo-falls-hydroelectric-project-42102)
- [Rusumo Hydroelectric Project](https://en.wikipedia.org/wiki/Rusumo_Falls_Hydroelectric_Project)

![Photo: Construction works at the KivuWatt plant](image)

With respect costs, new tariff structure as of September 2015 is as follows:

The electricity tariff increased by 35 per cent for low voltage users, including residential and non-residential customers, where the price will go up from Rwf134 per Kilowatt/hour to Rwf182 per kilowatt/hour. For the medium voltage rates (industrial customers), the tariff will remain at Rwf126 per kilowatt /hour.

The new tariffs do not include VAT. Web site: [Rwanda Energy Group Website](https://energy.rw)

**Water Supply**

Statistics show that Kigali city is supplied with 65,000 cubic meters of water per day. The Nzove III water plant, already operational and Bugesera project will increase the capacity to meet the 110,000 cubic meters required per day in Kigali by the end of 2016.

Another project from a water source in Mutobo will supply 40,000 cubic meters to increase water supply to 160,000 cubic metres by 2020.
Current water tariff: The water tariff increased by 19 per cent in general, but the bill will depend on the monthly use ranges.

For public taps, the flat fee increased from Rwf240 per cubic meter to Rwf323 per cubic meter.

For residential units and institutions consuming between zero and five cubic meters per month, the price will rise from Rwf240 to Rwf323 per cubic meter.

Residential units and institutions with a monthly water consumption of between six and 20 cubic meters will see the price raise from Rwf300 to Rwf331 per cubic meter.

For residential units and institutions consuming between 21 and 50 cubic meters per month, the price is supposed to rise from Rwf400 to Rwf413 per cubic meter.

Homes and institutions using between 51 and 100 cubic meters per month will see the price go up to Rwf736 per cubic meter from Rwf650, while for those consuming between 101 cubic meters and above per month, the price will go up to Rwf847 per cubic meter from the current Rwf740.

For industries, the flat fee will go up to Rwf736 from the current Rwf593 per cubic meter.

For more information on water supply: Rwanda Water and Sanitation Supply

Waste Management and Disposal Providers

Waste management in Kigali is managed through a decentralised process at sector level and is handled mainly through cooperatives particularly for residential areas. Fees are charged per residence.

Regulations regarding waste management (collection and disposal waste) have been developed by RURA and REMA (Rwanda Environment Management Authority). The strategies developed is recovering all recoverable material from the waste stream; proper and sustainable waste management through reducing, reusing and recycling principles.

In 2008, Rwanda completely banned plastic bags as part of its Vision 2020 plan for sustainability. The Rwandan government gave tax breaks for companies to recycle instead of manufacture plastic bags.

In addition there are a few bigger cooperatives that handle waste from commercial entities and businesses within Kigali city. Waste is collected periodically depending on contractual arrangements with the waste collection company. One of such a cooperative is The Company for Environment Protection and Development (COPED), used by most UN agencies, which specialises in waste collection and transportation. More details re available at the COPED Group Website. Another company is Association Amizero.
All waste collected is disposed in the main landfill in Gasabo District, Nduba sector, which is located some 10 km from Kigali.

For contact information on additional service providers, please see the following link: 4.10 Rwanda Additional Services Contact List

**Waste Disposal - Non Hazardous**

Non-hazardous waste is collected by waste collection companies and disposed of at a landfill in Gasabo District in Nduba sector.

**Waste Disposal - Hazardous**

The disposal of hazardous materials is handled by the Ministry of Health in collaboration with the Rwanda Bureau of Standards and Kigali City/Local administration. In urban areas, the code of practice recommends the use of soakage pit, seepage trench and seepage beds for disposal of septic tank effluent or other approved means of subsurface disposal of effluent, or by conservancy tank, which shall be emptied regularly. All construction projects must demonstrate waste water drainage system before they are approved by district administration.