STANDARDS AND QUALITY: ELECTRIC COOKING

Anne Wacera Wambugu

Head of Electrification and Electricity Access

UNESCO Chair for Climate Change Resilience and Sustainability

Strathmore University

LEAP-RE

Long-Term Joint EU-AU Research and Innovation Partnership on Renewable Energy

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Introduction

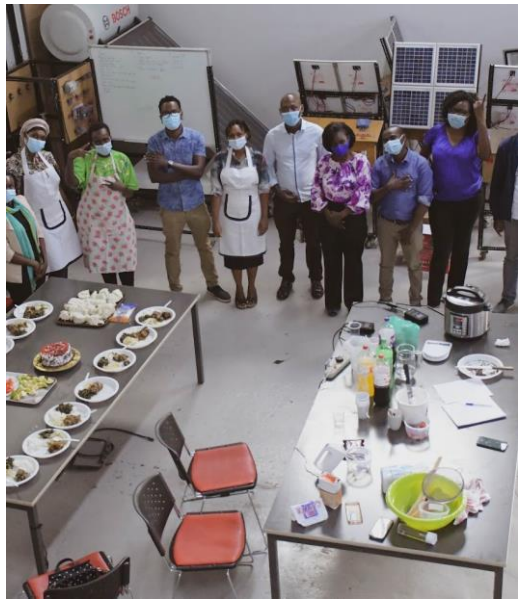
- **Key Question**
  - What do you need to do to ensure sustainable adoption of electric cookers?
- **Other Questions**
  - (What is sustainability? To whom?)
  - How do households determine how to purchase electric appliances (cookers)?
  - Who does repairs and maintenance for households?
  - Do households use warranty and other after sales services?

The Study

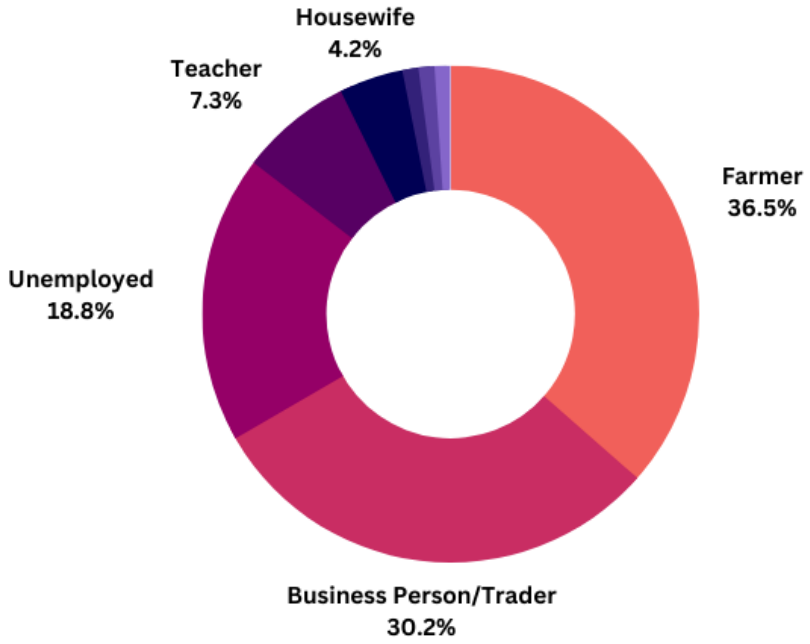
- Map the electrotechnical quality ecosystem - Household electrical appliances - in Kenya
- Identify any quality setbacks that Kenya may encounter as it launches the e-cooking sector
- Propose solutions that can be implemented to respond to external and internal electrotechnical quality setbacks to:
  - Minimise their occurrence
  - Avoid them all together

Data Collection

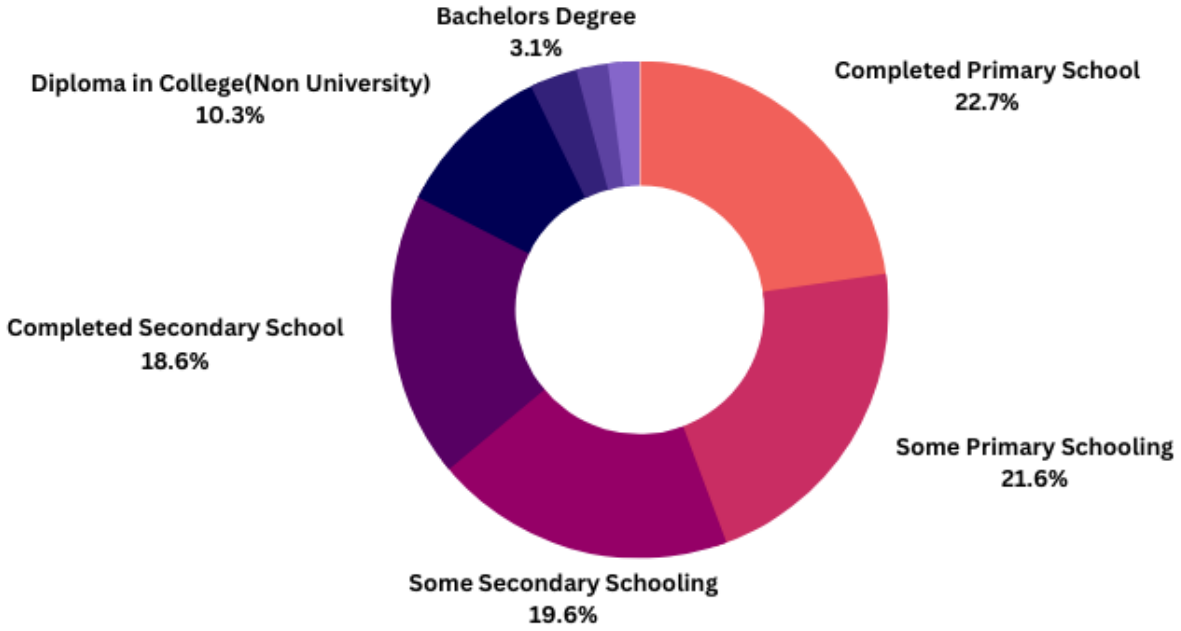
- Literature
- Household data collection
- Key Informant Interviews
- Stakeholder Workshops (2)



Households, N=300



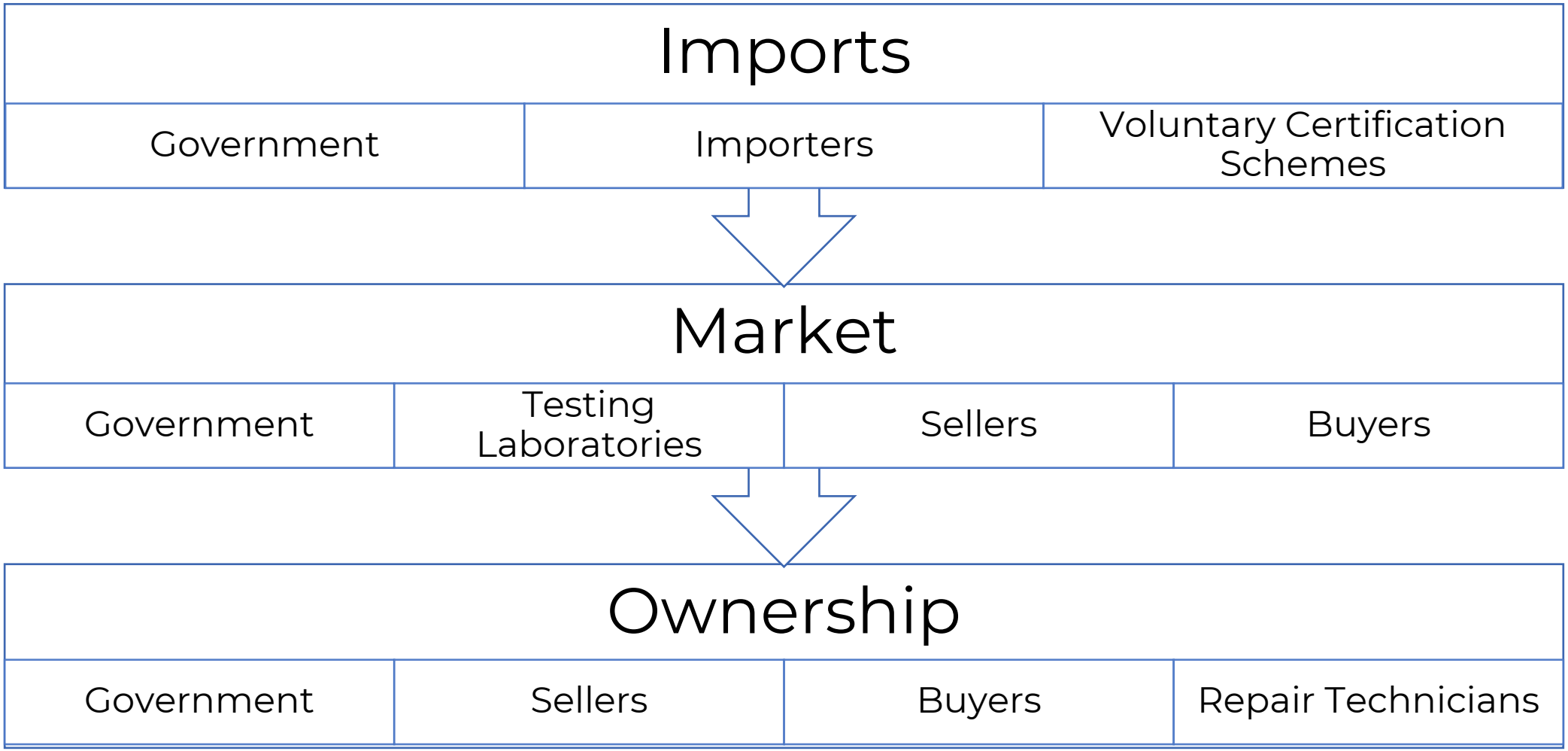
By Employment



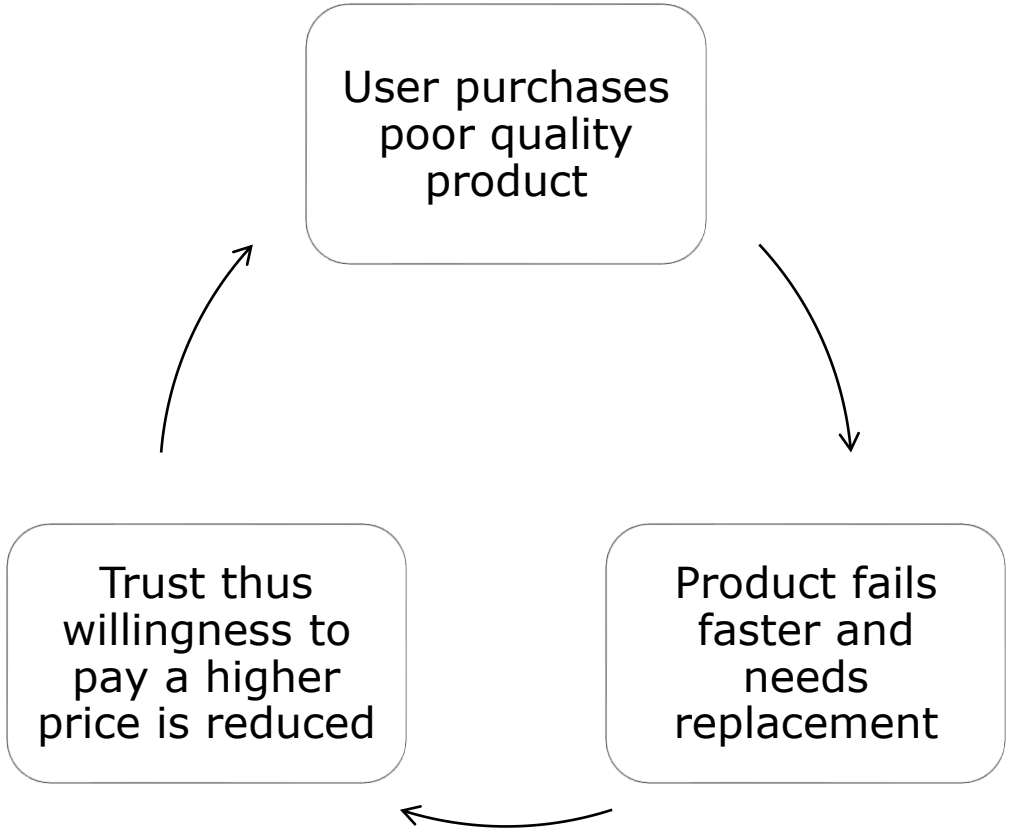
By Education Level

The Ecosystem

LEAP-RE



User Perspective



Sustainability

Environmentalists:

Minimising impact on non-renewable resources

Consumers:

Delivering lasting benefits

World of Finance:

Still showing good Return on Investment (RoI) after (X) years

Unfortunately, this is usually in conflict with the other two.

So how are Decisions Made?

- Physical quality
  - The visible or tangible physical characteristics of a solar product, such as colour, weight, or a visible inspection of components, such as the number of light bulbs.
- Technical quality
  - Technical information disclosure such as labelling indicators (like a Kenya Bureau of Standards quality marker).
  - Technical use indicator that relies on technical quality indicators aligned with the characteristics governed by technical quality standards

So how are Decisions Made?

- Experiential quality
  - End-user's direct experience with a solar product and/or service.
  - Participants suggested that quality is not determined a priori based on available information or indicators, but rather perceptions of quality are based on experiences using solar products and services
- Reputational quality
  - Stems from end-user perceptions of solar product and/or provider reliability and responsiveness, either based on their own interactions or word-of-mouth and peer-to-peer sharing of information.

Why is this Important

- Electronic Waste
  - The shorter the lifespan, the more the waste
- Competition
  - Tough to compete in a market tending towards cheap rather than quality
- Financial losses
  - People with little to spend spending more than they can afford
- Sustainability
  - We have limited resources

Thank You

Website: strathmore.edu
Email: awambugu@strathmore.edu
Location: Ole Sangale Road, Madaraka Estate
Nairobi