



20 February 2025

**PRESS RELEASE**

**INCREASED FUEL QUALITY MONITORING DUE TO FLOODING**

The Authority notes that although retail service stations are designed to operate normally even during rains, the risk of water seeping into the fuel tanks (especially the underground) tanks is very high due to ongoing heavy rains and flooding of some areas.

Therefore, the Authority would like to advise retail service station operators to increase the frequency of their fuel quality monitoring (commonly known as water dips). It is advisable that water dips are not only conducted at the beginning of the shifts but throughout the day with more frequent intervals since the rains are continuously pouring. The operators are also advised to ensure that fuel is free of water or any contaminant before they sell it to consumers.

Consumers are urged to be more vigilant and to keep their proof of purchase (receipts) after fueling and that should they experience any challenges they should contact the retail service station for remedy. Where consumers have exhausted the retail service station's complaints resolution process and are still aggrieved, they may then lodge their complaints with the Authority.

The Authority wishes to further assure the nation that it has increased its random spot fuel quality checks and will be making rounds at retail service stations. The Authority shall continue to ensure that Retailers are selling petroleum products of desirable quality and that any contamination incidents are immediately addressed.



---

Eng. Gift Bakumbi  
**Acting Chief Operations Officer**

For further information please contact BERA at 5330392 email; [info@bera.co.bw](mailto:info@bera.co.bw)