



CBERA 1/13/1

29 May 2024

**PRESS RELEASE**

**ULP93 FUEL CONTAMINATION INCIDENT**

The Botswana Energy Regulatory Authority would like to notify the public that it is investigating an incident in which unleaded petrol 93 (ULP93) at some selected Engen sites was found to have been contaminated. The incident was reported by Engen Marketing Botswana on the 27<sup>th</sup> May 2024 after they had received complaints from consumers.

As at now a total of seven retail service stations in Molepolole, Mahalapye, Kgatleng, Bontleng, Mmopane, Gaborone Western Bypass and Gaborone Tsholofelo have been affected and at least 358 vehicles have reportedly been affected. Whilst the source of contamination is not yet established all the affected product has been identified and isolated. This product is currently not being sold to any customer whilst the investigation and remedial action is being put in place. The Authority together with Engen and Botswana Oil Limited are carrying out investigations to determine the cause of contamination and prevent any possible reoccurrence.

All those that have been affected will be assisted in accordance with the Engen Marketing Botswana complaints handling procedures and BERA Complaints Settlement Procedures Regulations, 2021. The Authority, therefore, advises the affected persons to directly contact Engen through the service stations from which they were served. The public is requested to only contact the Authority after exhausting the Engen complaints handling processes.

The Authority wishes to further assure the nation that it will continue to ensure that they received petroleum products of desirable quality and that incidents of this nature are immediately addressed with preventive actions put in place.

For further clarification on this the Authority may be contacted at 5330932/76899488/71800872 or [kuvare.venjonoka@bera.co.bw](mailto:kuvare.venjonoka@bera.co.bw)/[tshepang.monare@bera.co.bw](mailto:tshepang.monare@bera.co.bw).



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