

Customer Services



We Are Committed To High Standards
Of Customer Service

OUR VISION



Delight Our customers in the provision of potable water, wastewater disposal and other services

ISO Certified

ISO 14001

OHSAS 8001

The logo for 'ecowater' features a stylized blue splash above the word 'ecowater' in white lowercase letters on a dark blue, wavy rectangular background.

ecowater



WHAT WE DO

The objects of the Corporation are to abstract, store, transport, purify and supply water and collect, convey, treat and dispose sewerage in areas as specified by the Water Services Act. With regard to the specified areas the Corporation is mandated to:

- Prepare schemes for the development of water resources and for the supply of water and construct, maintain and operate such schemes.
- Keep under constant review the quality, reliability and availability of water supplies.
- Control and regulate the production, treatment, storage, transmission, distribution and use of water for public purposes.
- Design, construct, acquire, operate and maintain plant works for purposes of collecting, transporting, treating and storing sewer and other wastewater disposal.

In essence, such activities cover the following services;

- Potable Water Supply
- Sewerage Services
- Ecowater Bottling
- Laboratory Services
- Public Fire Hydrants
- Boreholes Monitoring
- Tankered Water Supply
- Trade Effluent Watering
- Septic Tank/Vacuum Tanker Disposal
- Engineering and Management Consultancy



CUSTOMER SERVICES



Customer Services is just that. Though, in today's business environment, it is not enough to believe service is just meeting the requirements of the customer. At SWSC; we define our customer service as efficiently satisfying our customers' needs by providing and delivering professional, helpful, high quality service and assistance before, during and after the customer's requirements are met.

We realise that, in this information age, our customers no longer tolerate rushed and inconvenient services. Instead they are looking for a satisfying and convenient experiences.

In our commitment to customer service excellence, we have made it easy and convenient for our customers to access our services. We have introduced innovative customer service solutions that can be accessed whenever, wherever and we will tirelessly look for more ways to serve our customers even much better.



**Customer
Service Charter**



*Swaziland Water
Services Corporation*

" A Demonstration of Our
Commitment to high
Standards of customer services"

Visit our website
www.swsc.co.sz or any
of our customer services
outlets to get yourself
a copy of our customer
service charter.



Customer Feedback

Your Feedback is Important To Us

1. **We appreciate receiving compliments**
If you are satisfied with the services you have received from us, please let us know.
2. **We value your suggestions**
We see suggestions as an opportunity to improve our service.
3. **We value you complaint about our services**
We are committed to providing a fair, timely and professional response to customers who make a complaint. Complaints are an important way for us to be countable for our activities and can help us identify ways for us to improve our service quality.

Forward a complaint in writing to the Managing Director at P. O. Box 20 Mbabane or Forward email to customercare@swsc.co.sz

 WWW.SWSC.CO.SZ

 [@SWSC_water](https://twitter.com/SWSC_water)

 [/swscswaziland](https://www.facebook.com/swscswaziland)



Water Bill Payments Innovation

Internet Banking Service for the Payment of Water Account Bills.

In a bid to make water accounts payment convenient and easier, the Swaziland Water Services Corporation (SWSC) hereby advises customers that electronic payments for water accounts via Internet banking may be made directly into the following SWSC bank account:



**Account Name.....Swaziland Water Services Corporation
Bank.....Nedbank (Mbabane Branch)
Account No.....02000358976
Branch Code No.....360164
Type of Account.....Current Account**

Other Options Of Payment

Internet Payment
Cash Of Sale
Cash & Cheques
Mobile Money

Important

All payments should reference or bear the Water Account Number as provided on the monthly water bill/statement. Do not enter the township area e.g. MNZ, NHL, SIT, MBA, but only the nine (9) numeric digits in the water account number.

Kindly e-mail payment confirmations to commercial@swsc.co.sz or fax to 24163043/24163616.



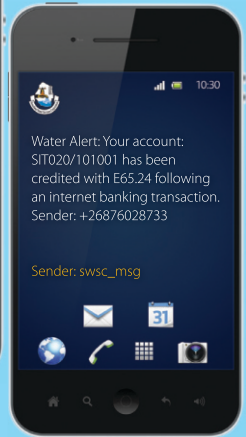
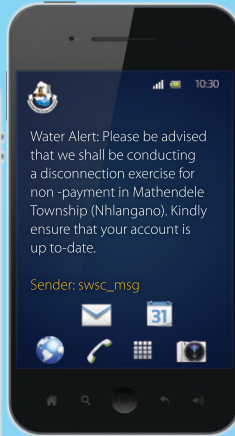
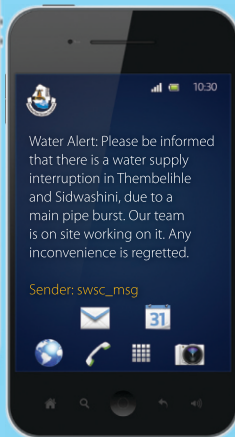
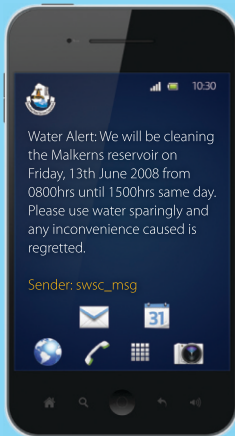
Call Centre



We Strive to improve our customers service by providing innovative solutions for all our customers needs. Report of water services interruption, leakages burst pipes or several enquiry on our Toll Free **800500 OR 2416 2007**

SWSC Water Alert "Innovation in Customer Services"

We are committed in notifying our customer of our planned and unplanned services interruptions through their mobile phone



- Key public notices and information
- Reservoir cleaning notices
- Corporate accounts notices
- Internet banking transaction confirmed

- Water and Sewer service interruption
- Warnings on low reservoir levels
- Disconnection schedules in your area
- Credit and Debit adjustments on your account

Visit any of our service centres for registration and more information.

Emanti'empompi

SBIS



VOC



Stay tuned to our weekly emanti'empompi program

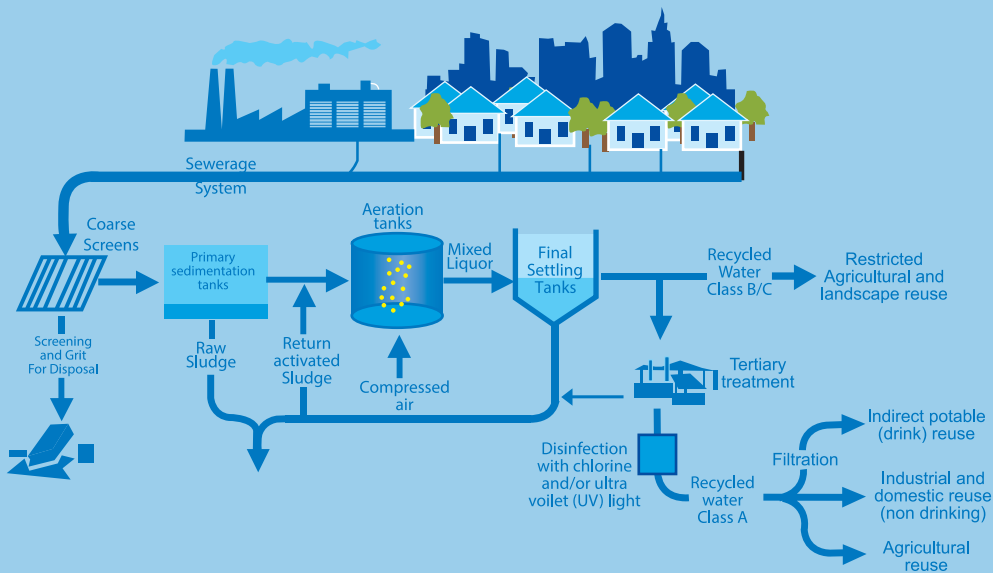
VOC: 11:30hrs

SBIS1: 15:30hrs

Customer Education

Through this customer education initiative, we are hoping to help our customers better understand all that we do to provide from with reliable water services as well as highlighting the important role they play in helping to support critical water systems importance by simply paying their water bill.

Wastewater Treatment Process



Wastewater Treatment Process

1

SCREEN

This is the preliminary treatment phase, removing non- biodegradable floating objects. Reducing blockages in pipes, channels & sumps.

2

GRIT CHANNEL ...

Here we remove sand and grit, to protect our pumps and other mechanical equipment

...AND FLOW MEASURING UNIT

This is where we measure the volume of sewage we receive.

3

PRIMARY SETTLING TANK

In this process we separate solids that settle to the bottom of the tank. The solids (raw sludge) is removed daily for further treatment.

4

ANAEROBIC SLUDGE DIGESTION

This sludge from the Primary Settling Tank and Secondary Settling Tank are mixed together and then treated in the Anaerobic Digester. The Tank is airtight, warmed to about 30 degrees Celsius and after about 20 days, the sludge is broken down by bacteria into methane gas and carbon dioxide. About half the sludge is converted into gas. The gas is used to maintain the temperature of the process.



5

SLUDGE DRYING BEDS

The treated sludge is into drying beds where it dries. Sludge drying relies on an underground drainage system as well as sunshine. Liquid from the drains is returned to the sewage treatment for further treatment. The dried sludge is used for landfills.

6

BIOLOGICAL TREATMENT

This is where the liquids that flow from the Primary settling tank. The liquid trickles over a bed of stones on which a layer of bacteria grow. The bacteria convert polluting material into Carbon Dioxide and Nitrates.

7

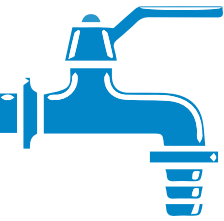
SECONDARY SETTLING TANK

Biological treatment produces more solids. These solids settle to the bottom of the tank. The solids (human sludge) is removed daily for further treatment.

8

SECONDARY SETTLING TANK

The final treatment effluent that flows from the secondary settlement tanks may still contain harmful bacteria. To destroy these bacteria the final effluent is disinfection by chlorine (similar to the bleach you use at home) before discharge into the river.



PROTECTING THE QUALITY OF WATER & THE ENVIRONMENT



Can our rivers, streams, dams, lakes and ground water support life?

pH (Acidity/Alkalinity)

A pH of between 6.5 and 8.5 is favourable for supporting life in natural waters. Do not dispose off solvents, oils, oil-based paint, petrol, paraffin, chemicals, degreasers, etc. into our rivers.

Water Clarity (Turbidity)

Debris, sand, silt and other material can impact on the aquatic ecosystem by affecting photosynthesis, respiration and reproduction of aquatic life. Be wary of what you throw into the river.

Temperature

Waters that are too hot or cold can have severe effects on aquatic life by affecting dissolved oxygen, photosynthesis and food supply. Be concerned about global warming and its impact.

Dissolved Oxygen

This gives an indication of how many oxygen molecules are in your water. Oxygen is important for all manner of life; biodiversity and healthier ecosystems need oxygen for sustainability.

Let us keep our rivers, streams, dams and ground water clean and healthy.

Understanding your water bill Payment

Understanding your Water Bill

Here are some explanatory notes that will help our valued customer understand the entries in your water bill. Your bill may have one or a combination of any of the following entries.

Balance brought forward:

This is the amount owing from previous months. A customer will continue to receive a bill for any amounts outstanding even if he/she has voluntarily disconnected or stopped consuming any service from SWSC.

[60/54] Invoices Water Basic charge:

Basic charge applied on every water connection which covers administration costs.

[60/2] Water Charge Connection No: 030/0000XX/000

From 32 KL 18/09/2006 Consumption 17.0KL
To 49 KL 18/10/2006 Private Households

This relates information on the amount of water consumed by a particular property. Connection No: This is a unique identification number for a single property connected

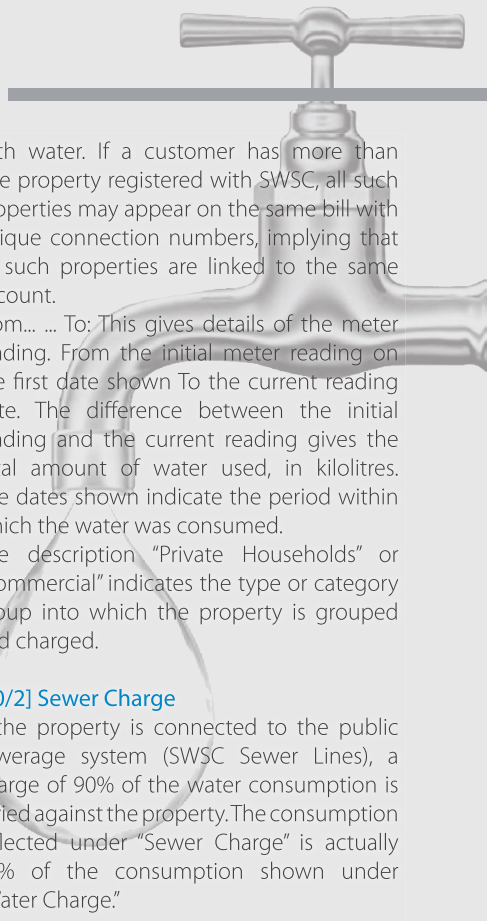
with water. If a customer has more than one property registered with SWSC, all such properties may appear on the same bill with unique connection numbers, implying that all such properties are linked to the same account.

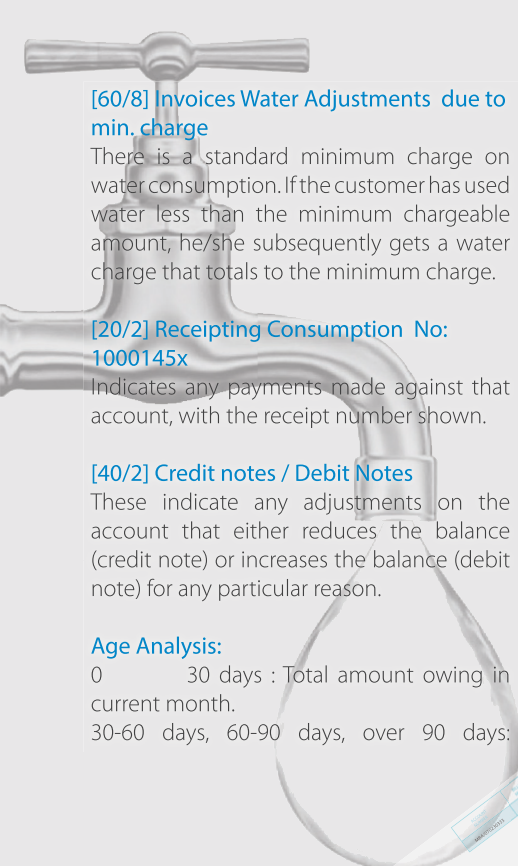
From... .. To: This gives details of the meter reading. From the initial meter reading on the first date shown To the current reading date. The difference between the initial reading and the current reading gives the total amount of water used, in kilolitres. The dates shown indicate the period within which the water was consumed.

The description "Private Households" or "Commercial" indicates the type or category group into which the property is grouped and charged.

[70/2] Sewer Charge

If the property is connected to the public sewerage system (SWSC Sewer Lines), a charge of 90% of the water consumption is levied against the property. The consumption reflected under "Sewer Charge" is actually 90% of the consumption shown under "Water Charge."





[60/8] Invoices Water Adjustments due to min. charge

There is a standard minimum charge on water consumption. If the customer has used water less than the minimum chargeable amount, he/she subsequently gets a water charge that totals to the minimum charge.

[20/2] Receiving Consumption No: 1000145x

Indicates any payments made against that account, with the receipt number shown.

[40/2] Credit notes / Debit Notes

These indicate any adjustments on the account that either reduces the balance (credit note) or increases the balance (debit note) for any particular reason.

Age Analysis:

0 30 days : Total amount owing in current month.

30-60 days, 60-90 days, over 90 days:

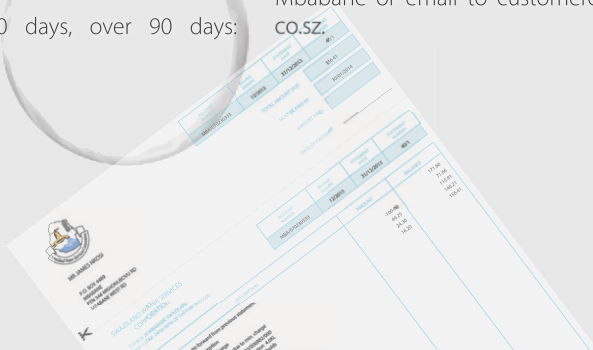
distribution of amount owing according to the period in which amounts were accumulated.

Amount outstanding at the time of billing may show as arrears, such amounts should be ignored if subsequently they have been paid.

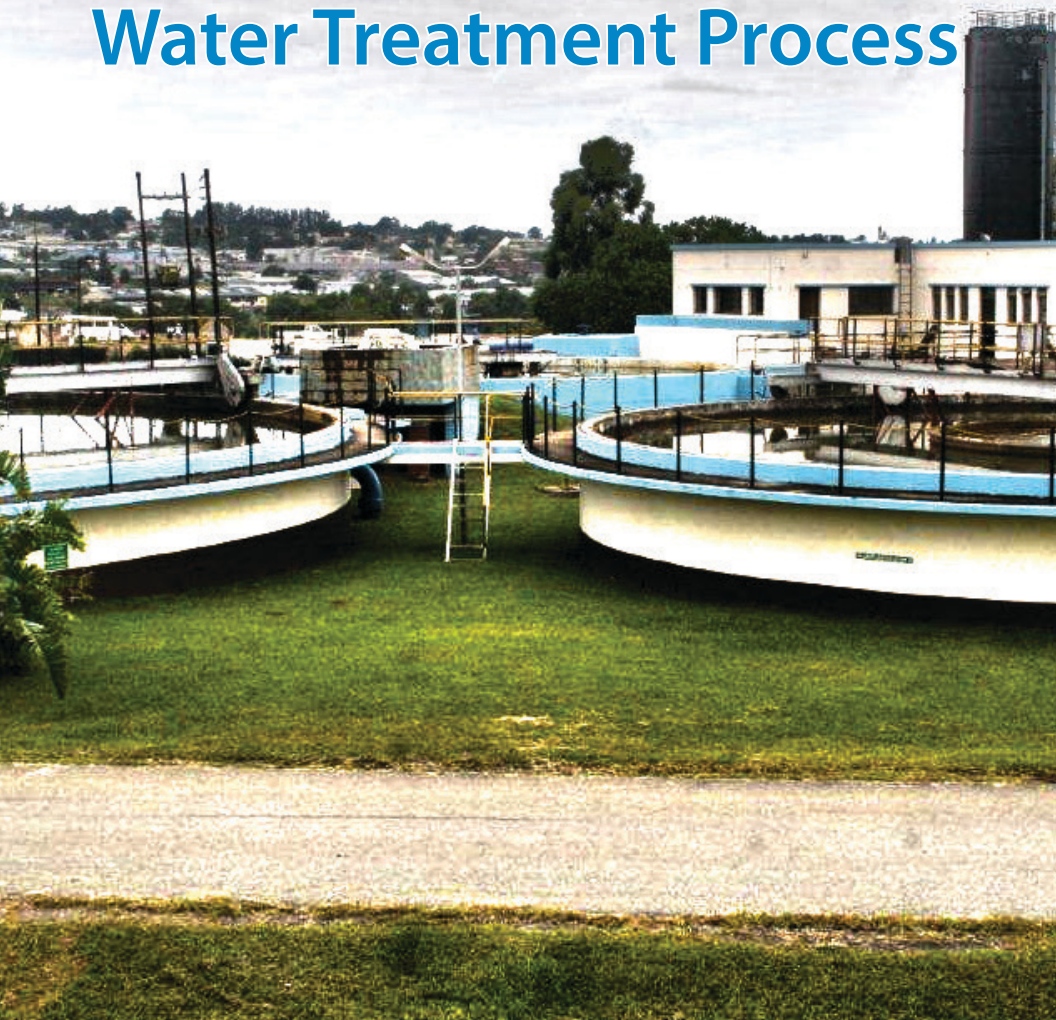
When do we disconnect your water:

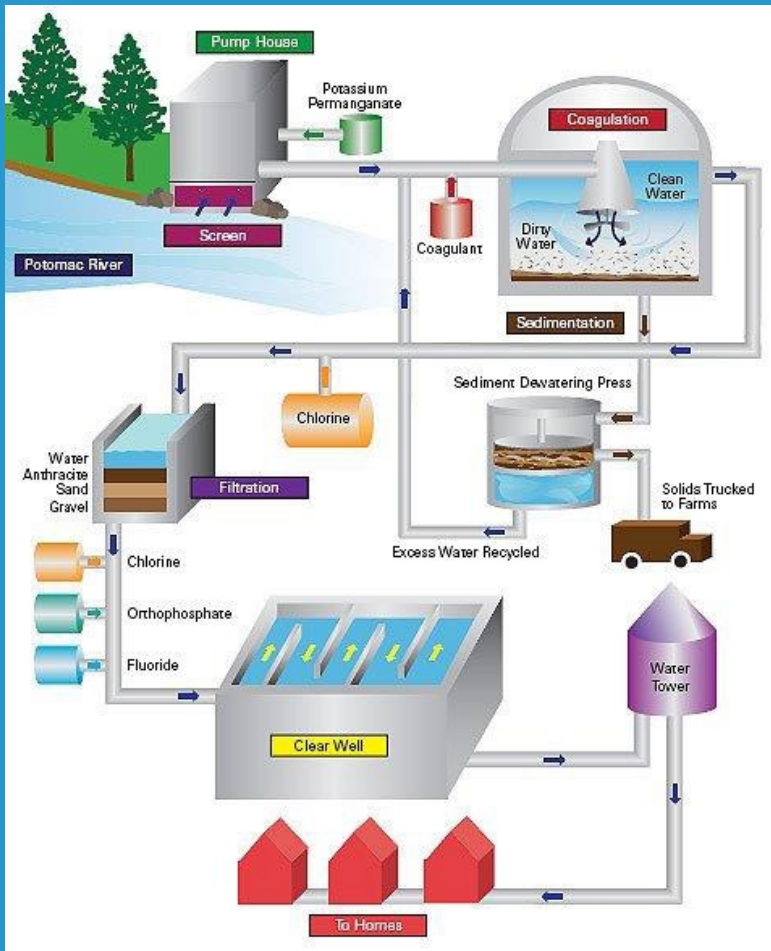
Water is disconnected from a customer for any amount owing for a period more than 20 days from the due date shown on the bill. Only cash or bank guaranteed cheques are accepted after disconnection for non payment.

If you do not agree with any of the entries on your bill please submit a formal enquiry in writing, giving full details addressed to the Customer Services Manager, Swaziland Water Services Corporation, P.O Box 20, Mbabane or email to customercare@swsc.co.sz.



Water Treatment Process

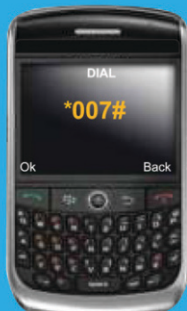




SWSC Mobile Payments

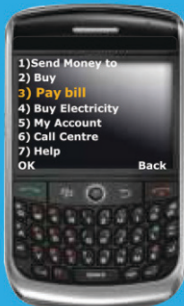
Paying your water bills using Mobile Money

Step 1



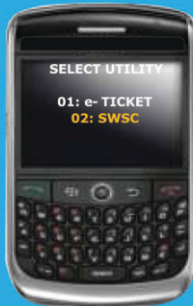
DIAL AGENT STRING

Step 2



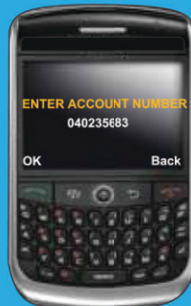
SELECT OPTION 3

Step 3



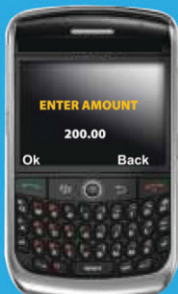
SELECT OPTION: 02

Step 4



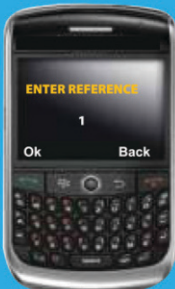
ENTER 9 -DIGIT WATER ACCOUNT NUMBER

Step 5



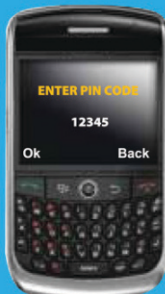
AS PER DESIRED

Step 6



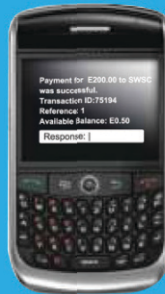
REFERENCE

Step 7



ENTER YOUR MOBILE MONEY PIN

Step 8



**For more information call
800 5000**



REQUIREMENTS FOR NEW CONNECTIONS



DOMESTIC APPLICATION 1

Passport size photo.

Graded Tax Number, pin number or permit number for temporary residents.

References except spouse(s)

Plot details.

Lease agreement.

INDUSTRIAL APPLICATION

* Company registration number or certificate of incorporation.

* Lease agreement.

* Plot details .

* Company stamp and passport size photo of company director or its representative.

ALLOCATION SERVICE

This applies to those requiring a connection where there/was supply before but was terminated by the previous customer when vacating premises.

Fill application form at the Revenue Offices.

Customer pays for reconnection and this is done the same day

After the form is processed, a bill is sent to the customer.

TERMINATION OF SERVICES

Termination must be done on the same day you vacate the premises.

Fill in a termination form at the Revenue Offices.

Leave form with Customer Services Officer.

Customer Services Officer forwards forms to Meter Reader for final reading and disconnection.

Final bill is sent to the customer for settlement.

DISCONNECTION OF WATER SUPPLY FOR NON-PAYMENT

WHEN AND WHY DO WE CONNECT WATER SUPPLY

If there is an overdue amount which is more than 60 days.

HOW DO WE DISCONNECT WATER SUPPLY

We go on site and turn-off the meter and then take the final readings on the meter. We also deliver a disconnection card which shows the overdue amount, account number, penalty charge, meter number to name a few.

WHAT DO YOU DO AFTER THE WATER SUPPLY HAS BEEN DISCONNECTED FOR NON PAYMENT.

You have to settle the overdue amount plus the penalty charge reflected on the disconnection card at the nearest Revenue Office. Remember to produce the disconnection card when making payment.

WHEN DO WE RECONNECT THE WATER SUPPLY

Before the end of the day after full settlement of account.

PLEASE NOTE WE DO NOT ACCEPT PAYMENT BY CHEQUES AND INTERNET PAYMENTS AFTER DICONNECTION FOR NON-PAYMENTS.

ILLEGAL CONNECTIONS

It is a serious offence to reconnect your water supply once it has been disconnected for non-payment. There is a hefty penalty for that.

COMPLAINTS AND SUGGESTIONS

These can be made in writing, by telephone email to customer complaint and on completion of the customer form at our Revenue Offices.

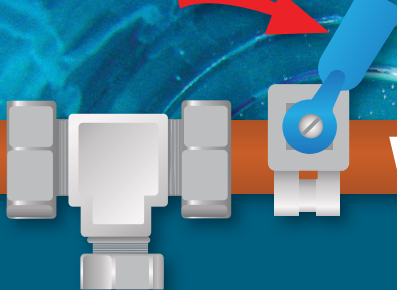


A Flavoured Experience



A Natural Experience





WATER SAVING TIPS

“Every drop Counts”

Don't leave taps dripping. Fix leaks immediately and replace leaking washers. A slow dripping tap can waste up to 30 litres of water a day.

Don't put anything down the toilet besides toilet paper. Don't use your toilet as an ashtray or wastepaper basket.

Fill a kettle only with the amount of water that you need. It will help cut down on water and electricity bills.

A washing machine uses up to 700 litres of water. Make sure that you wash a full load every time to reduce water usage.

Report all significant water losses such as broken pipes, leaking water meters, open hydrants and leaks in the streets to SWSC's 24 hour Call Line – 800 5000

Store drinking water in a bottle in the refrigerator instead of turning a tap on each time you want to drink water.

Install washbasin taps with aerator outlets. The aerator mixes air with the water; resulting in a lower flow rate (five to 70 litres per minute, which splashes less and feels quite pleasant on the skin).

Invest in a dual flush toilet. Install toilets that have cisterns with a maximum flush capacity of nine litres.

It is far better to shower than to run a bath. A bath uses about 200 litres of water while a shower cuts down on water usage by 66%.

Using a watering can instead of a hose will reduce water demand. A water sprinkler in the garden uses almost as much water in an hour as a family of four will in a day.

About 90,000 litres of water fall on a typical roof each year. That's enough to fill 450 200 litres of water. Installing a water drum will save water and garden plants prefer rain water to tap water.

Vegetables and fruits should be washed in a bowl rather than under a running tap. Re use this water for cleaning or watering houseplants.

Don't leave the tap running when you brush your teeth, shave or wash your hands. This can waste more than 5 litres of water every minute. Turning the tap off or putting the plug in the sink will reduce water usage. Use a glass of water to rinse when brushing your teeth.

Check regularly for unsees water leaks. To detect such leaks, check your water meter. Don't run any water for an hour and check the meter again. If the meter has moved, you may have a leak. If the leak is on your property call a private plumber and if it is on the meter call SWSC toll free line 800 5000.

Wash your car on the grass. This will water your lawn at the same time.

Wash the pets outdoors in an area in need of water.

Encourage your employer to promote water conservation in the workplace. Suggest that water conservation be included in employee orientation and training programmes.

If you wash dishes by hand, rinse the dishes off in a sink partially filled with water instead of running water.

Take shallow baths. Avoid filling your bath to a depth greater than 100mm.

Reuse water. Instead of pouring water down the drain use it to water your garden and plants.

Water lawns and gardens in the evening when temperatures and wind speed are the lowest. This reduces loss from evaporation.

Do not leave sprinklers or hoses unattended. A garden hose can pour out more than 2 000 litres within a few hours.

Bath your young children together.

Most plants die from over –watering than from under-watering. Only water your plants when necessary . Ensure that you only plant indigeneous plants. Indigeneous plants tend to need less water than other plants.

Get involved in community water issues. Voice your questions and concerns at community meetings and with your ward councilor. Become a water ambassador for your area by calling SWSC toll free line 800 5000.

Encourage your local school and community organization to help promote a water conservation ethic among children and adults.

WATER SAVING TIPS

Shorten your shower by one minute. One person taking a five minute shower every day will use more than 20 000 litres of water per year.

Place a bucket in the shower to catch excess water and use this to water your plants.

In the shower; turn water on to get wet then turn the water off to lather up, then turn the water back on to rinse off.

Do not hose down your driveway or paved areas. Use a broom to clean leaves and other debris from these areas.

Soak your dirty pots and pans instead of letting the water run while you scrape them clean.

Check toilets regularly for leaks. A simple toilet leak can waste up to 200 litres of water each day. To check for a leak put a few drops of food colorant in your cistern and wait for 30 mins. If the water in the bowl changes colour, you have a leak.

Install Water tanks and harvest rain water





Toll Free

800500

24/7

F&Q

Frequently
Asked Questions

H₂O

Water Quality

Frequently Asked Questions

Why is my tap water sometimes white?

Trapped air causes water to be cloudy with a milky white appearance. High pressure in the distribution pipes causes trapped air to become dissolved in the water. As soon as you open your tap, the pressure is released, allowing the air bubbles to reform. You should allow the water to stand and the milky appearance will clear from the bottom upwards as the air leaves the water.

Why is my tap water sometimes muddy?

Work performed on pipes.

When maintenance work has been performed on a distribution pipe the system has to be flushed through the nearest fire hydrant. This sometimes the pipe is not flushed sufficiently causing the water to be muddy. You should allow the water to run until it clears. Use this wasted water to water flowers or your garden. If the problem is excessive report it to SWSC.

Why is my tap water sometimes red?

Your pipes or geyser may be rusting. Rust collects in the pipes and is flushed out when you open the tap. Allow the water to run until it clears. Use this wasted water to water your flowers or your garden. If the problem is excessive consider replacing the old pipes.

Why does my tap water sometimes have a disinfectant smell?

Sometimes people are more sensitive to the smell of chlorine and may be able to detect even the slight change in concentration. In order to maintain water quality, chlorine levels are sometime increased for a while after cleaning reservoirs or after work have been done on distribution pipes. Allow your drinking water to stand a while to improve the smell.

Do I need to filter my tap water?

No, filter devices are unnecessary, as tap water is perfectly healthy to drink straight from the tap. SWSC ensures that even the minutest granular and microbiological formations are filtered. Our customers are advised to be wary of salesman performing instant tests on your water. The results often have a little to do with the quality of the supply.

What are cauliform bacteria?

These are indicator bacteria which can indicate possible contamination with faecal matter. Customers should not be worried about this because SWSC disinfects all water supplied to customers. Vigorous tests for cauliforms are carried out at various levels of the water supply chain. The Corporation also routinely cleans its reservoirs, carrying out a full scale water analysis before and after cleaning each reservoir.

What is Chlorine and Fluoride?

Chlorine is a disinfectant and fluoride is a natural element found in nearly all drinking waters and soil. Chlorine and fluoride levels should not bother you because our top priority is the protection of your health by the supply of safe drinking water. Disinfection of water is very important as it rids the water of harmful micro-organisms. We disinfect all water we supply by adding chlorine. A small amount of chlorine in the water to maintain water quality to your tap. Fluoride on the other hand, reduces incidences of tooth decay. SWSC does not add fluoride nor add any minerals to increase natural levels present in tap water.

What are heavy metals?

Heavy metals may include Cadmium, Iron, Zinc and Lead. Tap water supplied by SWSC complies with specifications set for these Heavy metals. Possible changes in concentration may come from the following sources; Iron from poor condition of old pipes/geyser, Lead, Cadmium and Zinc from lead piping in old houses or corrosion of galvanized joints. Customers should check their pipes and if unsure of heavy metals presence, they should seek professional services or contact our laboratory through the SWSC Call Centre.

What is the hardness of tap water used in my dishwasher?

Water hardness relates to the amount of calcium and magnesium present in water. These minerals deposit on kettle elements when water is heated. These deposits are not harmful. Tap water is moderately soft on hardness and for dishwasher purposes customers are advised to use the lowest setting.

Customer Service Centre Directory



Physical Address:

Emtfonjeni Building, Cultural Village Road,

MR 103 Road, Ezulwini

P.O.Box 20 Mbabane, H100

headoffice@swsc.co.sz

www.swsc.co.sz

Telephone: 2416 9000

Facsimile: 2416 3616 / 2416 3617 / 2416 3618 / 2416 3619 / 2416 3620

Managing Director	2416 3621
Finance Director	2416 3622
Strategic Service Director	2416 3623
Operations Director	2416 3624
Technical Services Director	2416 3625

Customer Services:

24 hr Call Centre 2416 2007

Toll Free line 800 5000

customer@swsc.co.sz

Laboratory Services 2404 1136

Central Region:

Regional Manager 2518 4241 / 2518 4307

Facsimile 2518 4856

Manzini Revenue 2505 3311

Matsapha Revenue 2518 5200

Manzini Operations & Maintenance 2505 3949 / 2505 3850

Matsapha Operations & Maintenance 2518 4274

Siphofaneni Water Treatment 2344 1028

Nhlambeni Waste Water Treatment 2550 3298

East Region

Regional Office / Revenue 2343 5002 / 2343 5003

Facsimile	2343 5021
Siteki Operation & Maintenance	2343 5025 / 2343 4687
Mananga Water Treatment	2323 2434
Vuvulane	2313 1566
Lubuli	2303 0235
Simunye Water Treatment	2383 8896
Lonhlopheko Pump Station	2333 3229

North West Region:

Regional Office	2404 0051 / 2404 0052 / 24040053
Facsimile	2404 3316
Swazi Plaza Revenue	2404 8242 / 2404 9178
Gables Revenue	2416 1106
Piggs Peak Revenue	2437 1190
Mbabane Water Treatment	2404 0082
Sidwashini Treatment	2404 3756
Mbabane Operations & Maintenance	2404 3448
Lobamba Water Treatment	2416 1075
Ezulwini Waste Water	2551 0061
Piggs Peak Operations & Maintenance	2437 1212
Maguga Water Treatment	2437 3394
Phophonyane Water Treatment	2437 1163

South West Region:

Regional Office	2207 8401
Facsimile	2207 8814
Nhlangano Revenue	2207 8354
Nhlangano Operations & Maintenance	2207 8403
Nkawini	2207 7167
Mkhondvo pump Station	2207 7159
Mathendele Water Treatment	2207 8450
Mankayane Water Treatment	2538 8252
Lavumisa Water Treatment	2207 7168
Hlatikhulu	2217 6141

We Do It Through Our People



Website	:	www.swsc.co.sz
Twitter	:	@SWSC_Water
Facebook	:	/swscswaziland
Email	:	customercare
Toll Free	:	8005000
Tel	:	241 62007

