

Customer Service Charter



*Swaziland Water
Services Corporation*



CUSTOMER SERVICE CHARTER

by

**SWAZILAND WATER SERVICES
CORPORATION**

for

**THE SUPPLY OF POTABLE WATER,
WASTEWATER DISPOSAL AND
OTHER SERVICES**

Version 001 2014

Table of Contents

Section	Item	Page
	Managing Director's Foreword	3
1.0	Definition of Terms	4
2.0	Introduction	5
3.0	Obligations of SWSC and the Customer	6
3.1	Obligations of SWSC	7
3.1.1	SWSC's Obligations with respect to water services	8
3.1.2	SWSC's obligation with respect to waste water services	8
3.2	Customer Obligation	9
3.2.1	Customer Obligations with respect to general service provision	9
4.0	Billing	10
4.1	Metering	10
4.1.1	Disconnection for Non-Payment	10
4.1.1.1	Reconnection	10
5.0	Customer Services	11
5.1	Bill Payments	11
5.2	Customer Complaints	12
6.0	Water Saving Tips	12
7.0	Illegal Connection and Water Theft	12
8.0	Confidentiality	12
9.0	Further Information	13
10.0	Appendices	
	A1 Service Delivery-Operations	14
	A2 Service Delivery- Commercial	15
	A3 Public Relation Guidelines	15
	A4 Water Quality Guidelines	16
	A5 House Keeping Guidelines	17

Managing Director's Foreword

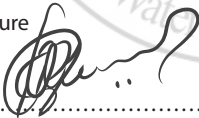
Dear Customer,

I am pleased to introduce this Customer Service Charter as a working document between you, our valued customer and us, the Corporation. This Charter has been adopted as a demonstration of our commitment to high standards of customer service and our vision to delight our customers in the supply of potable water, wastewater disposal and other services.

In this Charter, the Corporation's vision is to delight customers in all areas of service and has set itself aggressive targets towards meeting it. The list of the standards you should expect in terms of service provision and response times is listed in this charter. It is anticipated that the 'Customer-SWSC' relationship will be fermented by our continued commitment and endeavor to meet these standards each time you point out opportunities for improvement. We encourage you to be part of a cycle of continual improvement of our customer care standard.

I recommend that you take some time to read this Charter and thereby familiarize yourself with the Corporation's vision and commitment.

Signature



.....
Managing Director

1.0 Definition of Terms

The Corporation – Means Swaziland Water Services Corporation (SWSC)

NTU	- Nephelometric Turbidity Units
Effluent	- A liquid discharged as waste from an industrial plant or sewage works
Potable Water	- Means water for human consumption which complies with any health regulation made under law
Sewage	- Means domestic waste water
Sewer	- Means conduit for the purposes of transporting waste water

Turbidity - It is the Clarity of water. It is due to suspended and colloidal matter such as clay, silt, finely divided organic and inorganic matter and plankton and other microscopic microorganisms. It is important in producing products destined for human consumption and in many manufacturing operations (aesthetic/operational/indirect health).

Escherichia coli (E coli) - Aerobic and facultative anaerobic faecal coliform bacterium which ferments lactose or mannitol with the production of both acid and gas, produces Indole from tryptophan and hydrolyses MUG at 440C. The normal habitat of Escherichia coli is the large intestine of man and warm-blooded animals and it is usually not able to multiply in aquatic environments. The presence of E. coli in water does, therefore, indicate recent faecal pollution and is definitive preferred indicator of faecal pollution.

Total coliforms- Group of aerobic and facultative anaerobic Gram-negative, non-spore forming, lactose fermenting bacteria which typically inhabit the large intestine of man and animals. They are used as process indicators

Faecal coliforms -thermo tolerant coliform bacteria which have the same fermentative and biochemical properties at 440C as they have at 370C. Provides information on treatment efficiency and after growth in distribution network

pH- Is the alkalinity or acidity of a substance. The pH scale measures how acidic or basic a substance is. The pH scale ranges from 0 to 14. A pH of 7 is neutral. A pH less than 7 is acidic. A pH greater than 7 is basic. Pure water is neutral. But when chemicals are mixed with water, the mixture can become either acidic or basic.

His/Her – Does not define gender.

2.0 Introduction

Swaziland Water Services Corporation is a Government owned public enterprise, duly established by the Water Services Corporation Act No.12 of 1992. In terms of the Act, the Corporation is mandated to provide potable water and wastewater services. SWSC is a responsible institution and must conduct its business either in compliance with the country's legislation, international standards and best practice codes to which it subscribes.

The Corporation has adopted a corporate vision in which it aims at delighting its customers in the supply of potable water, wastewater treatment and other services. It aims to achieve this by focusing on four strategic areas, namely: Customer Service & Quality, New Business & Growth, Infrastructure & Technology Systems and People.

This service charter is another step towards achieving this vision. It is also aimed at ensuring that the Corporation lives its values of communication and transparency, ownership and accountability, performance and continual improvement and good governance. Customers and other stakeholders are encouraged to know the service standards set in the service charter document and if there are any inconsistencies or failure of SWSC to meet such, they should contact the customer services department at customer@swsc.co.sz or call our toll free number **800 5000** or **2416 2007**

3.0 OBLIGATIONS OF SWSC AND THE CUSTOMER

3.1 OBLIGATIONS OF SWAZILAND WATER SERVICES CORPORATION

3.1.1 With respect to supply of water services, Swaziland Water Services Corporation will endeavor to meet and exceed the standards that relate to the following:

- a) The water supplied is clear and free from objectionable odour and taste.
- b) Escherichia coli and total coliforms are not detectable in any 100ml sample.
- c) Turbidity of final treated water should be less than 5 NTU (Nephelometric Turbidity Units).
- d) All storage reservoirs will be cleaned at least once in 24 months.
- e) Customers are given at least 2 working days' notice through the media on planned interruptions of services (including when they will occur and for how long).
- f) Planned interruptions to a customer's water supply will not be more than 12 times in total in a year in any given area.
- g) In the case of extended interruptions, planned or unplanned, the Corporation will endeavor to provide access to emergency water supplies at selected central points.
- h) In the case of interruptions, planned or unplanned, the Corporation will ensure that customers have access to information about the interruption from our 24hr Call Centre on 800 5000 (toll free) and/or 2416 2007.
- i) Maintenance of water supply infrastructure up to and including the property meter.
- j) In the case of a multi resident establishment with a single bulk meter, the Corporation is responsible up to the bulk meter.
- k) The response times on any request or service shall be as stated in Appendix A1.
- l) All laws and regulations stipulated in The Water Services Corporation Act No. 12 of 1992 and any other subsequent Acts or amendments are complied with.

- 3.1.2 With respect to wastewater services, Swaziland Water Services Corporation will endeavor to:
- a) Provide wastewater services to customers that are connected to our sewer network.
 - b) Provide the customer with wastewater services that meet nationally recognized environmental management standards and laws.
 - c) Take reasonable care in operating our sewerage systems to minimize odour.
 - d) Respond to requests/complaints as per the response times stated in Appendix A1.
 - e) Abide by all laws and regulations stipulated in The Water Services Corporation Act No. 12 of 1992 and any other subsequent Acts or amendments.

3.2 CUSTOMER OBLIGATIONS

- 3.2.1 With respect to general service provision, the customer of the SWSC is obligated:
- a) To pay for the billed services within the stipulated time frame.
 - b) To pay the full outstanding amount as it appears on the water bill
 - c) To ensure that SWSC's infrastructure is accessible and protected at all times.
 - d) To ensure that they do not discharge any effluent into SWSC's sewerage systems without authorisation from SWSC.
 - e) To ensure that any duly authorized SWSC officers or agents of the SWSC have access to any premises to which the Corporation has supplied its services within reasonable time.
 - f) To ensure that fire hydrants are used for purposes for which they are intended.
 - g) To report to SWSC faults, leaks, illegal tempering of infrastructure, however not limited to these.
 - h) To ensure that debris and/or foreign objects are not disposed into the SWSC sewer system.
 - i) To abide by all laws and regulations stipulated in The Water Services Corporation Act No. 12 of 1992 and any other subsequent Acts or amendments.

4.0 BILLING

- a) The customer, connected to our system, shall be billed monthly for services rendered as outlined in the current tariff structure.
- b) For any other services rendered to customers, applicable charges shall be billed from time to time as determined by SWSC.
- c) Both parties (SWSC and the customer) shall abide by all laws and regulations stipulated in The Water Services Corporation Act No. 12 of 1992 and any other subsequent Acts or amendments.

4.1 METERING

- a) The meter will be read at least once a month.
- b) For any other reason the Corporation shall estimate the quantity supplied to the customer.
- c) The meter should be accessible at all times.
- d) The Corporation reserves the right to discontinue supply if reasonable access for meter reading purposes is not given.
- e) Both the Corporation and the customer shall abide by all laws and regulations stipulated in The Water Services Corporation Act No. 12 of 1992 and any other subsequent Acts or amendments.
- f) If the customer has reasonable ground that his meter is malfunctioning, he may apply for a meter test at the cost stipulated in the tariff. If the test shows that the meter is faulty the anomalies will be corrected.

4.1.1 Disconnection for non-payment

- a) Disconnections shall be effected if a customer fails to pay any sums due after 14 days from the statement due date in accordance with The Water Services Corporation Act No 12 of 1992.
- b) A penalty charge, as stated in the tariff structure, will be charged on any account that has been disconnected for nonpayment.
- c) Both the Corporation and the Customer shall abide by all laws and regulations stipulated in The Water Services Corporation Act No. 12 of 1992 and any other subsequent Acts or amendments.

4.1.1.1 Reconnection

- a) A customer that has been disconnected for non-payment will be reconnected after receipt of a cash payment clearing all outstanding balances and the prevailing penalty fee.
- b) Customers disconnected due to illegal use of water will be connected by SWSC after they have paid all appropriate fees and penalties as determined by The Corporation.

5.0 CUSTOMER SERVICES

The Corporation is committed to ensure that our staff are presentable, easily identifiable, informed, knowledgeable and well trained to help in the satisfactory handling of our customer queries.

5.1 BILL PAYMENTS

The Corporation is obligated to facilitate payment by our customers for the services rendered. SWSC will strive to make this process as convenient and comfortable to the customer as possible by providing a variety of payment options and as many payment points as economically possible. Such services currently include the following; Electronic Funds Transfer, over the counter payment in our countrywide customer service centers and Mobile Money Payment. The Corporation will continue to look for more innovative ways in this field that will make it ultra-convenient for our customers to pay their bills.

5.2 CUSTOMER COMPLAINTS

- a) The Corporation has a duty to ensure that we respond to all customer complaints in a timely and in a satisfactory manner.
- b) A customer that has a query/complaint may call our Call Centre on 800 5000 (toll free) and/or 2416 2007 which is available 24 hours every day, upon which he will receive prompt, courteous and helpful response.
- c) The customer may also visit any of our service centers to forward his complaints/queries.
- d) SWSC has also opened social network pages where our customers can forward their complaints and queries and are guaranteed real time responses. The Corporation is available on the following addresses:
Facebook: /swscswaziland Twitter: SWSC_Water
- e) Where a customer is not satisfied with the decision taken at our service centers, they can forward a complaint in writing to the Managing Director at P O Box 20 Mbabane or forward emails to customercare@swsc.co.sz
- f) All requests/complaints submitted should have clear information indicating;
 - i. The nature of services being requested.
 - ii. The person requesting the service.
 - iii. Contact details of applicant.
 - iv. Clear directions/physical address where services are required.
 - v. Account number, where applicable.

6.0 WATER SAVING TIPS

- a) A person must not waste water, either negligently or purposefully by allowing water to be discharged from terminal water fittings, permitting pipes or water fittings to leak, and using fittings that are incorrectly adjusted or defective.
- b) All plumbing work should be carried out by a qualified and accredited plumber and the onus is on the property owner to ensure this.
- c) Consumers using potable water for watering sports fields, gardens, parks or other grassed areas should do so before 10.00am or after 4.00pm and hosepipes must be fitted with controlling devices such as a sprayer.
- d) Any hosepipe used for washing vehicles should be fitted with an automatic self-closing device and commercial car wash industries must recycle a minimum of 50% of the water used in operation.

7.0 ILLEGAL CONNECTION AND WATER THEFT

- a) Illegal connection to SWSC's network is a criminal offence and punishable under the provisions of The Water Services Corporation Act No 12 of 1992 and any other subsequent Acts or amendments thereto. Illegally connecting to the SWSC network is tantamount to water theft.
- b) The Corporation reserves the right to discontinue supply to any person who, without the consent of the Corporation, makes any alteration or addition to the plumbing system which has the effect of interfering with the Corporation's meters or enable the customer unlawfully to abstract water from the Corporation's supply.
- c) Both the Corporation and the Customer shall abide by all laws and regulations stipulated in The Water Services Corporation Act No. 12 of 1992 and any other subsequent Acts or amendments.

8.0 CONFIDENTIALITY

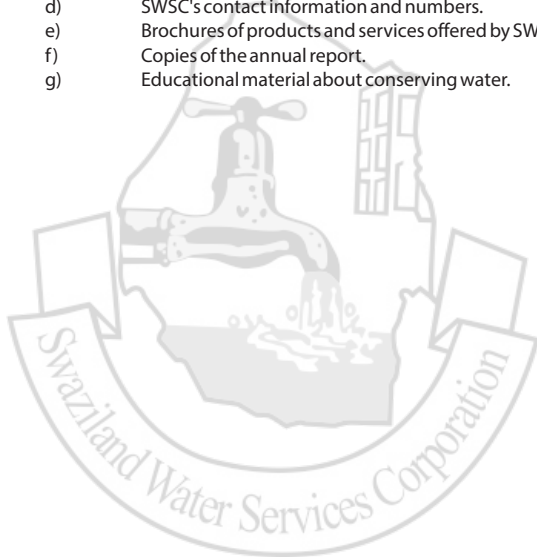
The Corporation shall recognize the right of privacy of individuals and of its customers. Personal information collected shall be for the sole purpose of providing water and wastewater related services, which may include promotion of these services and market research.

9.0

FURTHER INFORMATION

For additional information, customers are welcome to visit the Corporation's website at www.swsc.co.sz, where the following can be accessed:

- a) Copies of this Service Charter.
- b) Copies of The Water Services Corporation Act, 1992.
- c) Current tariff structure and prices.
- d) SWSC's contact information and numbers.
- e) Brochures of products and services offered by SWSC.
- f) Copies of the annual report.
- g) Educational material about conserving water.



10.0 APPENDICES

ESTIMATED SERVICE LEVELS

Appendix A1:

Service Delivery – Operations:

Customer Complaint/Service	Response Time
Burst pipes	4 hrs
Leakages	2 hrs
No water supply	3 hrs
Blocked sewer	3 hrs
Relocate meter	1 day
New Water connection commercial premises (After payment)	2 working days
New Water connection residential premises (After payments)	7 working days
New Sewer connection commercial premises (After payments)	5 working days
Sewer connection residential premises (After payments)	5 working days
New Investigation for water & sewer	2 working days
Sewer Connection Investigation	1 day
Voluntary Disconnection	As per customer requested date
Reconnection	As per customer requested date

Appendix A2:

Service Delivery – Commercial

Customer Complaint/Service	Response Time
Adjustment of debits/credits	Five working days
Customer consultation at	
Revenue Points	Fifteen minutes
Customer details amendment	One day
Refunds to customers	Fourteen Days
Debit/Credit adjustments	Five Days
Request for a final bill	Two days
Meter reading related customer queries	Five days
Meter reading cycle	Once a month
Disconnection for non payment	14 days after statement due date
Reconnection after disconnection for non-payment Within	24 hours of payment
Postage of statements	By 15th of every month

Appendix A3:

Public Relations Guidelines:

- a) The public/customers shall be informed of all planned service interruptions 2 days before commencement.
- b) The public/customers shall be informed of major unplanned service interruptions within 24 hrs from time of occurrences.

Appendix A4: Water Quality Guidelines

Service	Service Level Indicator
Total coliforms and faecal coliforms	Total coliforms and faecal coliforms must not be detectable in any 100ml sample
Turbidity	Turbidity of final treated water should be less than 5 NTU
pH	6.5 – 8.5
Reservoir Cleaning	Each reservoir is cleaned once in 24 months. Public announcements are to be made 48 hrs in advance, through PA Office.

Appendix A5: Housekeeping Guidelines

The following items shall form the Housekeeping Standards.

- a) Building visibly maintained and held as model of an institution.
- b) Equipment that is safe and maintained.
- c) Plant that is regularly maintained, painted and safe with safety signs, regularly inspected.
- d) Signage that is legible and is conspicuously placed.
- e) Fixtures and Fittings that are functional/operational, in good condition and without damage.
- f) People that are wearing personal protective equipment and clothing as required.
- g) Environment that is clean, short grass, well paved and marked precincts, visible refuse bins and no spillages.
- h) Guidelines that are clearly displayed in the bulletin boards on the housekeeping standards.
- i) Yard that has no refuse, obstructed passages, redundant equipment and scrap materials lying around.
- j) General maintenance of the treatment plant, displayed schedules of maintenance.
- k) Storage facilities that are well ventilated painted and maintained; management of stock levels and return of damaged stock.
- l) Safety Standards that are adhered to and in conformance with the Occupational Health and Safety Act 2001.
- m) Safety Standards that are adhered to and in conformance with the Occupational Health and Safety Act 2001.



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