

Emant'empompi

QUARTERLY NEWSLETTER

ISSUE #1 - 2019



Nansoyakho

Matsapha Water Supply Intervention



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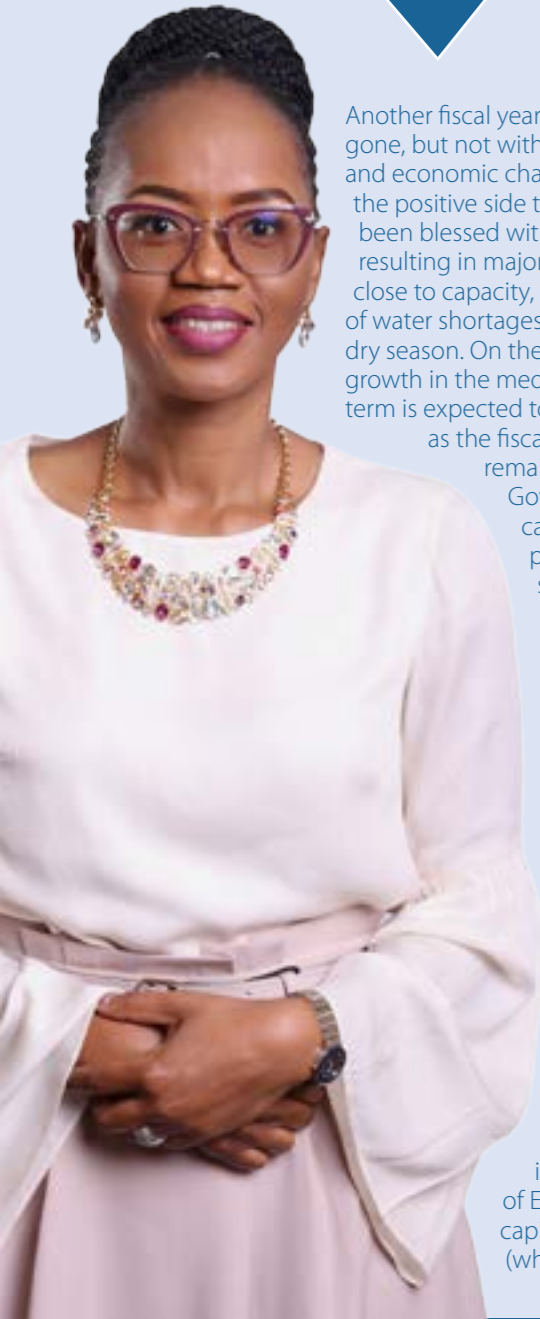


Greetings and a warm welcome to the first issue of Emantempompi Newsletter. Through this publication, the Corporation is able to share with you work undertaken by the entity to increase access to clean water. In this edition we also welcome our newly appointed information ambassadors who will amongst other activities contribute to sourcing new items and compiling the quarterly newsletter. So join us in welcoming Mduduzi Maziya, Mbongiseni Manyatsi, Dumisa Dlamini, Buyisile Dlamini, and Mfanabibili Simelane.

Water conservation is a way of life and as a nation we are at a point where all individuals need to change their relationship with water realising that it is a scarce, vital and precious resource deserving outmost care. To promote consciousness on responsible water usage, the Corporation has initiated and launched a water conservation campaign titled "Nansoyakho".

March 22 is one of the important dates in our year calendar because we get to celebrate and appreciate the most precious resource in our life "Water" and this year's World Water Day Theme "**Leaving No One Behind**", is a call to action to all stakeholders to address existing inequalities in access to water and sanitation.

EWSC supports activities that are aimed at promoting workplace health and wellbeing. We are happy to share our adventurous and fun filled experience of the Easter Games held in Bloemfontein and Mahamba Gorge Hiking.



Another fiscal year has come and gone, but not without physical and economic challenges. On the positive side the country has been blessed with good rains resulting in major dams filling up close to capacity, allaying fears of water shortages in the coming dry season. On the economic side, growth in the medium to short-term is expected to be stagnant as the fiscal situation remains a challenge.

Government's cashflow problems still impacts negatively on the business environment especially with the reduced capital expenditure and the accumulation of fiscal arrears. This has affected the

implementation of EWSCs capital projects (which are a key

driver for meeting Sustainable Development Goals and business growth) and our working capital (which is critical for sustaining business operations). Our business environment is further challenged by the tariff increase freeze amidst increases in input costs whilst the performance of our debtor's book still shows no improvement. However, with the ongoing implementation of Government's renewed turnaround strategy we are very hopeful that we will see positive spin offs in the short to medium term.

On the operations side, we note that the increasing demand for water in Manzini, Matsapha and surrounding areas has poised challenges for EWSC in terms of supply in particular areas. Limited funds to support recapitalisation of our major treatment plants has exacerbated the supply challenge in these areas. This quarter we are investing funds to address these challenges, by increasing storage and pumping capacity through the construction of new reservoirs and investing in bigger pumping infrastructure.

Internally, despite all these challenges, I urge all employees to remain committed to our strategic objectives and support all improvement initiatives being implemented by the Corporation.

We need to move forward and remain resilient as we have done so in the past. Let us work as a team, embrace our corporate values whilst putting that extra effort. We must always bear in mind that we will be judged by our performance results not by what we say we ought to have done.

Our financial resources may not be sufficient to do all what we set to do in our strategy and budget, but if we control our costs, reduce wastages and increase efficiencies in all our business processes, we will yield meaningful gains which will help us stay afloat during these difficult times.

With your continued support, commitment and dedication I strongly believe that we will once again 'do it through our people', and emerge as overcomers. Better days are ahead if we stay the course!

J Mashwama
Managing Director

EWSC End of Year Audit



The 2018-19 financial year has come to an end and as per norm PricewaterhouseCoopers has been engaged to conduct an audit of EWSC's financial performance. EWSC Management is fully responsible for ensuring that financial control measures are in place to ensure accountability.

The audit is an accountability measure that will indicate EWSC's financial status and expenditure for the last financial year. EWSC places value on ownership and accountability and the audit is one of the control measures that ensures accountability.

The audit exercise is anticipated to be completed early May then the financial statements will be issued out. The audit report is widely shared with stakeholders through the various communication channels.

Eswatini Water Services Corporation Board of Director's Projects Familiarization Tour



In pursuing its purpose of leading the Corporation towards organisational transformation and increased performance, the EWSC Board of Directors undertook a two day projects familiarisation tour to appreciate completed and ongoing water and sanitation projects.

The nine member Board of Directors are fully responsible for the implementation of EWSC's Strategic Plan which stands as a road map that defines the Corporation strategic focus areas, strategic objectives, desired outcomes as well as action plans. With the Board steering and overseeing the implementation of the Strategy which includes projects implementation, the familiarisation tour gave the Board of Directors a deeper appreciation of EWSC's the extent of investments undertaken on immovable assets such as the Siyalu House (South West Regional Offices) in Nhlanguano

and treatment plants.

Under the Shiselweni Region, places that were visited included the 30 megalitre Nhlanguano Water Treatment Plant, Nhlanguano Wastewater Treatment Plant (under construction) and SISOMA Water Project specifically the Lavumisa Water Treatment Plant. In the Lubombo Region the Simunye Water Treatment plant was toured and an area earmarked for the construction of the East Regional Offices in Sikhuphe.

The second leg of the tour covered EWSC's footprint in the Manzini and Hhohho Region and areas that were visited include Matsapha Water and Wastewater Treatment Plant, Ezulwini Treatment Plant, Woodlands Water Treatment Plant and EWSC staff housing at Eveni.

EWSC Board Tour



EWSC Board Members ,EWSC South West Team and the Managing Director at the Nhlanguano Water Treatment Plant



(l-r) Central Regional Manager Sikelele Fakudze and Strategic Services Director Skhumbuzo



(l-r) EWSC Projects Manager Bongani Mdluli, Board Member Mvuselelo Fakudze



Lavumisa Treatment Plant Supervisor Thulani explaining how the plant operates



EWSC Managing Director and Board Members at Simunye Water Treatment Plant



Bongani Mdluli leading the team at the Nhlanguano Water Treatment Plant



The Board Members and MD admiring a water kiosk



The team touring the Nhlanguano Wastewater Treatment plant



The Board Members touring the Ecowater bottling Plant in Nkamanzi



“Leaving No One Behind”

Marginalised groups such as women, the elderly, children, refugees, and disabled people are often socially excluded and overlooked on issues pertaining to access to clean and safe drinking water and sanitation. A call to action that focuses on eliminating discrimination and the existing inequalities in access to water and sanitation of these marginalised groups was made during the commemoration of the 2019 World Water Day at Royal Swazi Sun under the theme *“Leaving No One Behind”*.

Access to clean and safe drinking water is unequivocally a basic human right, however magnitudes of people all over the world are still left without access to water. Speaking during the event that was attended by different stakeholders in the water sector, The Honourable Minister for Natural Resources and Energy Senator Peter Bhembe alluded to the fact that, “the human right to water entitles everyone to sufficient, safe, physically accessible and affordable water for personal use. The Government of Eswatini has made it a priority to provide clean water for all by 2022 as stated in the National Development Strategy (NDS) and the Ministry has ensured that all approaches to meet this target are inclusive in nature where no one is to be left behind”.

The Minister also gave a special recognition to the private

sector for the critical role they play in developing water and sanitation infrastructures, ensuring that water reaches the furthest locations of the Kingdom of Eswatini, leaving no one behind. In terms of policy making, the Minister highlighted that the Water Policy has been finalized and an inclusive approach was followed in developing the policy.

A number of presentations were made by different stakeholders and all were aligned to the theme. A heartfelt and eye opening presentation was given by Mrs Dlamini on behalf of the Federation of Disabled People in Swaziland (FODSWA), who spoke briefly of the challenges faced by people living with disability in their quest to access clean and safe drinking water. She urged all stakeholders present to be accommodative of their needs and that their voice must be heard in decision making.

Relevance to EWSC

For Eswatini Water Services Corporation, the theme impressed the importance of promoting socio-economic inclusiveness in project planning, implementation and water service provision. The Corporation has implemented a number of water and sanitation projects that aim to reduce the number of people without access to clean water and ensuring that no one is left behind.

LEAVING NO ONE BEHIND



Hon. Minister for Natural Resources Senator Peter Bhembe making his remarks on the theme “Leaving No One Behind”



EWSC Quality Assurance Manager Musa Shongwe speaking on water quality



EWSC employees posing with the Managing Director Jabulile Mashwama



Presenters from different entities waiting to present on the theme



Musa Masilela from ESWADE making his remarks



Chishala discussing the theme and how it relates to the youth

EWSC DEVELOPS A RELATIONSHIP CHARTER

Eswatini Water Services Corporation has developed a Relationship Charter to foster and promote good working relationships and constructive participative engagements between all levels within the organisation.

Consequent to the development of the Charter, a three day relationship building exercise was undertaken by EWSC`s Management and its social partners (Staff Association and Union) at St Lucia. The focus of this exercise was to define the relationship that must exist between the partners, to reflect on past success and achieved milestones in their relationship, to determine existing gaps and to adopt an action plan for progressing towards an ideal relationship.

During the relationship building exercise, the partners participated in a number of activities and in all activities they demonstrated a high level of trust and ability to work together as a team, leveraging their differences as a resource rather than a threat or liability. Having reflected on the relationship that currently exist between the parties as Collective Bargaining partners at Eswatini Water Services Corporation an action plan was then drawn up by the parties, jointly committing to continue to improve the effectiveness of their relationship for the benefit of the organisation, and its internal and external stakeholders. By signing the Relationship Charter on the 29th of March 2019, the partners reaffirmed their commitment to continue working on building rich working relationships.



RELATIONSHIP CHARTER



EWSC Managing Director Jabulile Mashwama signing the charter



Staff Association, Union Reps and EWSC Management after signing



Technical Services Director Nontombi Maphanga signing the charter



Strategic Services Director Skhumbuzo Tsabedze signing the charter



Staff Association rep Bongani Thusi signing the charter



Union President Nicholas Nkomondze signing the charter



Constructed in the 70s, the Matsapha Water Treatment Plant has been a source of clean water for the industrial town and neighbouring areas. Over the years the town has grown in leaps and bounds and this growth brought about an increased demand for water supply for both residential and commercial customers. To address the increased demand for supply, the Corporation has developed and is implementing a short to long term plan that aims at addressing constraints experienced in Matsapha.

Implementation of the varied project plan will ensure that the Corporation is able to meet demand and future growth and further address customer concerns that have been shared with the Corporation. At a press conference held at EWSC Headquarters in Ezulwini, the Managing Director Jabulile Mashwama shared that a comprehensive analysis of the constraints has been done and a four phase approach was developed to

address the constraints.

Firstly, to address the immediate water supply challenge in Tubungu, Police Academy, Emhlane and surrounding areas, the Corporation has integrated its network system to ensure that the drop in reservoir levels does not affect supply to these areas. Secondly, to address Water supply challenges in Nhlambeni, Masundwini, Sigodvweni and Mobeni, the Corporation is already implementing a mid-term to permanent solution by increasing storage capacity. A 3 mega litre reservoir will be constructed in Emathangeni in Matsapha. This tank will be a dedicated alternate supply point for our residential customers in cases where industrial water supply demand is at peak.

Thirdly, to improve water supply in Kwaluseni, Mfabantfu, and surrounding areas the Corporation will increase supply capacity by upgrading the pumping system to the Logoba

reservoir and lastly to improve the general quality of services and the growing demand for water in the Matsapha - Manzini corridor and surrounding areas, the Corporation is upgrading the Matsapha Water Treatment Plant to increase capacity to meet future demand.

The upgrade of the plant is ongoing and it will tie in with the larger recently approved Manzini Integrated Water and Sanitation Project which will ensure that water is supplied to additional areas under the Mafutseni, Nhlambeni, Manzini South and Mfongwaneni Constituencies. The government is investing close to E800M for this project which will be concluded in 2022.

The implementation of the works requires planned water supply interruptions and the Corporation ensures that the usual 48 hour notice is given to customers before scheduled shutdown.

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Enter the amount
Enter PIN to confirm

OR

- Select 2 for Favorite
Enter Mobile Money PIN code
Select favorite
Enter the amount
Confirm payment by selecting 1) 'yes



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Vusela Regional Meetings

Seth Godin once observed that “Leadership is the art of giving people a platform for spreading ideas that work”. For EWSC, the Vusela Regional Meetings that are conducted periodically with the recent meetings undertaken in February work wonders in creating a conducive meaningful and productive platform for sharing ideas between Management and its people.

As EWSC differentiating slogan goes “We Do It through Our People” and this fundamentally edifies the notion that the Corporation`s employees are the most valuable asset through which the entity is able to fulfil its mandate of providing clean water. The highly interactive meetings

were held in all four regions including the Headquarters and as per norm the employees were first addressed by the Managing Director Jabulile Mashwama who then gave them a platform to share their sentiments on the issues she had elaborated on and any other issues that needed to be addressed.

In her closing remarks, the Managing Director Jabulile Mashwama encouraged all employees to continue keeping the meetings constructive and objective in order to build a lasting organisation. As a way forward an action plan has been developed and it incorporated all the views, suggestions and concerns raised during the meetings. The Vusela

Regional Meetings are aligned to the Corporation’s core value of communication and transparency in which the Corporation commits to communicate with and through its people in an honest and fair manner.

The highlight of the meetings was the awarding and recognition of Mfanimpela Melizwe Lukhele by the Managing Director for innovation and creativity in the workplace. Lukhele is a Wastewater Treatment Plant Attendant based at the Nhlambeni Wastewater Treatment Plant and he is the creative mind behind the demo model of the Matsapha Wastewater Treatment Plant.

Vusela Regional Meetings



Thokozani Nxumalo smiling for our lenses



East Region employees following proceedings during the meeting



Mthobisi Nkambule and Doctor Simelane from the Central Region introducing themselves



Ncaba, Mciniseli , Abel and Thami from the East Region



Bheki Ndzimandze making his submissions during the Vusela Meetings



Mfanimpela receiving his certificate from the Managing Director as a token of appreciation for innovation in the workplace

NANSOYAKHO

Eswatini Water Services Corporation (EWSC) launched 'Nansoyakho Water Conservation Campaign' which seeks to promote responsible water use.

Speaking at the launch, the EWSC Managing Director Jabulile Mashwama said that fresh, clean water is a limited resource. Occurrences such as droughts further limit access to clean and fresh water, meaning that individuals have to take steps to reduce water use and save as much water as possible.

Mashwama stated that Nansoyakho is a fun, eye-catching and customisable campaign that can be adopted by any individual or organisation. Through the Campaign, EWSC is presenting the simple things that people can do in and around their homes to reduce daily water consumption. 'We are encouraging people to do their part without feeling it is too little to make a difference. The emphasis is stewardship, not hardship.' she said.

Unpacking the Nansoyakho campaign, EWSC Public Affairs Manager Nomahlubi Matiwane said that Nansoyakho is an old Swati game played by children in a circle, where one person in the circle stands out to initiate the game, challenging another to cover a vacant spot. Matiwane said that EWSC has initiated the campaign and is calling institutions and individuals to action in water conservation.

EWSC seeks to partner with municipalities, hardware and retail stores, nurseries, public transport, banks, UN Agencies, SEC etc. on the water conservation promotion. In addition to persuading consumers to change their relationship with water, the campaign seeks to address advocacy issues. Mashwama stated that water issues and interventions should remain a high priority on government agenda and this campaign seeks to ensure that water security issues does not fall off the radar.



NANSOYAKHO



Managing Director Jabulile Mashwama making her remarks during the launch



EWSC Vusani Simelane posing for our lenses



Public Affairs Manager Nomahlubi Matiwane unpacking the Nansoyakho Campaign



The faces behind EWSC Toll Free 800 5000 and Nomahlubi Matiwane



Dumisa Dlamini and Mcebo Sgudla couldn't hold back on the jokes shared by Smallz the Comedian



EWSC employees and other stakeholders following proceedings

Interns Corner



Education is one of the key focus areas for EWSC's Corporate Social Responsibility program and through this program EWSC is able to afford an opportunity to tertiary students to do their in-job training (internship). For the first quarter of the 2019-2020 financial year, the Corporation has opened doors to a group of students from Limkokwing University of Technology to put the theory they learned in class into practice. The students were attached under the Public Affairs, Commercial and Information Technology Department and this is what they had to say about their experience at EWSC:

Busiswa Magongo Architecture (Architect)

Working at EWSC has been an incredible experience since I've learnt how to appreciate and trust someone else's opinion as I was exposed in working in a team setup. It also gave me an opportunity to develop my problem solving skills while maintaining good work ethic in terms of being punctual and self-disciplined. Words of encouragement I can give others out there: is to try by all means to intern at a well-established firm. It is very eye opening and it exposes one to different work ethics.

Tebesutfu Ngcamphalala Public Relations Practitioner

Working at EWSC has instilled a lot of self-discipline in me and being able to still deliver on time even under pressure. It has motivated me to continue working hard and to further my studies as I gained more confidence in my career direction. Interning at EWSC has exposed me to diverse things that I can explore in my field of study. EWSC has given me an opportunity to network with professionals in my field which I have learnt a lot from and I am very grateful for that experience. 'When interning, apply yourself, have a good work ethic and let your work speak for itself'. It is very important that you make your presence felt and add value to that organisation.

Lungelo Shongwe Public Relations Practitioner

Interning at EWSC has been very beneficial to me as an intern because I was able to learn and absorb various skills and knowledge that will be critical as I go forward with my career. Though I encountered challenges, I managed to rise above them through guidance from the professionals I was working with. This experience has taught me a lot about self-awareness and I can safely say that I am now well aware of my strengths and weaknesses and how I can fully utilise them in future as I pursue my career.

Philani Mdluli Information Technology

Working at EWSC as an intern was very fulfilling as I got proper guidance from my supervisor and other employees who dedicated their time in teaching me more about Information Technology in practice. I am now well versed about IT and what role it plays in a corporate organisation.

Sphamandla Nkumane Business Management

Joining EWSC as an intern has given me the opportunity to be hands-on in a professional environment. EWSC has introduced me to a lot of useful resources and has given me the opportunity to meet a variety of professionals in my field of study. As far as the internship is concerned, I would I advice other students to pursue what they love the most, as it makes work easier.

BABY CAMEL AND MOTHER



A mother and a baby camel were lying around, and suddenly the baby camel asked, "Mother, may I ask you some questions? The mother said, "Sure! Why son, is there something bothering you? Baby said, "Why do camels have humps?" The mother said, "Well son, we are desert animals, we need the humps to store water and we are known to survive without water".

Baby said, "Okay, then why are our legs long and our feet rounded?" The mother said, "Son, obviously they are meant for walking in the desert. You know with these legs I can move around the desert better than anyone does!" Baby said, "Okay, then why our eyelashes long are? Sometimes it bothers my sight". Mother with pride said, "My son, those long thick eyelashes are your protective cover. They help to protect your eyes from the desert sand and wind". Baby after thinking said, "I see. So the hump is to store water when we are in the desert, the legs are for walking through the desert and these eyelashes protect my eyes from the desert than what in god's name are we doing here in the Zoo!?"
Moral: Skills, knowledge, abilities and experiences are only useful if you are at the right place.

Four college students

One night four college students were out partying late night and didn't study for the test which was scheduled for the next day. In the morning, they thought of a plan. They made themselves look dirty with grease and dirt. Then they went to the Dean and said they had gone out to a wedding last night and on their way back the tire of their car burst and they had to push the car all the way back. So they were in no condition to take the test.

The Dean thought for a minute and said they can have the re-test after 3 days. They thanked him and said they will be ready by that time. On the third day, they appeared before the Dean. The Dean said that as this was a Special Condition Test, all four were required to sit in separate classrooms for the test. They all agreed as they had prepared well in the last 3 days. The Test consisted of only 2 questions with the total of 100 Points.

1) Your Name _____ (1 Point)

2) Which tire burst? _____ (99 Points)

Options - (a) Front Left (b) Front Right (c) Back Left (d) Back Right

Moral: Be Responsible else you too will learn your lesson!

BUGANU



EWSC Lutsango waiting for their turn to present gifts to Their Majesties



EWSC Lutsango elegantly dressed in their traditional attire at the Hlane Royal Residence



Thulsile Simelane and Prudence Zulu posing for our lenses



Fikile Mbuli and Thulsile Mhlanga also paid allegiance to Their Majesties



MNRE PS Winnie Stewart and some of EWSC employees singing and dancing



EWSC Lutsango rehearsing before marching into the arena

MAHAMBA GORGE HIKE



EWSC South West Team representing the entity at the Mahamba Gorge Hike



South West Regional Manager and her team at the Mahamba Gorge Hiking



Moments captured at the Mahamba Gorge Hiking event



(l-r) Samkeliso, Sidumo, Thobile and Wenzile after enduring the taxing route of the Mahamba Gorge



The Mahamba Gorge hiking route that participants had to endure



Mzamo Zwane (carrying stick) sumitting the Mahamba Gorge

In the Spotlight with Mfanimpela Melizwe Lukhele



Taking initiative and adopting a proactive approach at work is a good demonstration of an individual's willingness to learn. Mfanimpela Melizwe Lukhele is one of EWSC's extraordinary employees whose proactive approach at work has earned him recognition from Management for innovation and creativity in the work place after he willingly designed and created a demo model of the Matsapha Wastewater Treatment Plant.

The 31 year old creative and God fearing man works as a Wastewater Treatment Plant Attendant at the Nhlambeni Wastewater Treatment Plant following a promotion he got from being a Maintenance Assistant in the South West Region. Born and bred in Makhewu from a polygamous family with his mother being the fourth wife out of the nine, Mfanimpela had an exciting childhood mainly because of how his father managed his polygamy. The word "favouritism" never existed in his father's vocabulary as he treated all his children fairly.

His most fond childhood memories include the long trips he took with his late father to the mountains to dig for herbs as his father was a traditional healer. As he grew up, he spent most of his time assisting his father and that is where his love for traditional medicine came from as he is now a certified, practising Herbalist (lignedla) and a member of the Swaziland Traditional Healers Association. In the near future Mfanimpela dreams of opening a Herbal

shop and taking the polygamy route as his father. Currently Mfanimpela has only one wife and two sons. Mfanimpela went above and beyond his call of duty to design a demo model of the Matsapha Treatment Plant where he was first stationed when he got a promotion. During his Secondary school days at Good Shepherd High School, Lukhele used to love subjects that had to do with art and exploring ones creativity such as Woodwork, Design and Technology as well as Agriculture.

His inspiration to design the demo came after he attended the Eswatini International Exhibition Trade Fair in 2018 and he stumbled upon a model made by the Royal Eswatini Police Service. That was the day he got his aha moment and realised that he could utilise his skills acquired at school to design the model. His mission to design the demo was not without hurdles, from collecting cupboards at the Industrial site only to find the following day that that his colleagues had thrown out all his cupboards and he had to start from scratch. He didn't share with any of his colleagues what he was designing but kept on referring to his project as "ngakha intfo yami" and they only saw what it was upon completion.

Being the man of faith, he confidently took his demo to the Central Regional Manager Sikelele Fakudze and presented it as a gift to the Corporation and the rest as they say is history. A few months later he was recognised by

Management for innovation and creativity in the workplace where he received a certificate and a cash voucher. The recognition counts as one of his greatest achievements thus far. His wish is to continue designing demos for each treatment plant and that some of them can be exhibited at the Trade Fair.

The work began and it wasn't a walk in the park but as Napoleon Hill rightfully says "whatever the mind of man can conceive and believe, it can achieve". His mission to design the demo was not without hurdles, from collecting cupboards at the Industrial site only to find the following day that that his colleagues had thrown out all his cupboards and he had to start from scratch. He didn't share with any of his colleagues what he was designing but kept on referring to his project as "ngakha intfo yami" and they only saw what it was upon completion.

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Zone VI Water Utility Games Champs!



We did it! Eswatini Water Services Corporation is the reigning champs for the 2019 Zone VI Water Utility Games after defeating other water utilities in different sporting codes and emerging the overall winner.

The games held over the Easter holidays united four water utilities; Eswatini Water Services Corporation, Bloem Water, Water Utilities Corporation (Botswana) and the Water and Sewerage Board (Lesotho). Fun, laughter and a lot of cheering was the order of the day as the four water utilities clashed and battled for number one spot in volleyball, soccer, netball, pool and darts. Hell had no fury than an EWSC team that had always come second in the previous editions of the games ,as they came guns blazing and swept all the trophies , attaining first position in pool , netball and soccer. As a consolation to the other teams, EWSC came second in darts and third in volleyball. Overall, all the water utilities performed exceptionally well and Team EWSC is more than ready to defend its title next year.

In addition to the games that were played, executive meetings were held, allowing for information sharing and the identification of points of excellence in the different utilities. From these meeting twinning arrangements were made to allow for south-south Corporation. Speaking on behalf of EWSC during the awarding and closing ceremony, EWSC Board Member Nomcebo Hadebe stated that the games were a true epitome of regional integration because they united the water utilities for both leisure and business. Through this platform, the water utilities have forged partnerships and initiated information exchange programs.

Zone VI Water Utility Games

Zone VI Water Utility Games



A warm welcome to our New Employees



Nontokozi Dlamini was appointed to the position of Hydraulics Engineer in the Technical Services Department with effect from the 1st of April 2019.



Zanele Khumalo was appointed to the position of Storekeeper in the South West region with effect from the 1st of May 2019.



Madoda Dlamini was appointed to the position of Heavy Duty Driver in the Central Region with effect from the 1st of May 2019.



Wonderboy Gamedze was appointed to the position of Heavy Duty Driver in the Central Region with effect from 15th April 2019.



Sabelo Nsibandze was appointed to the position of Maintenance Assistant in the South West Region with effect from the 1st January 2019.



Laboratory Cash Customer Process

1. Quotation Request:

Contact us at laboratory@swsc.co.sz or 2404 0051 to request a quotation for your needs.

2. Sampling Materials:

Collect sampling bottles (sterile for microbiological testing) and easy sampling guide from the SWSC Laboratory at the SWSC Depot in Mbabane.

3. Sample Delivery:

Deliver your samples at the SWSC Laboratory.

4. Sample Receiving:

Your water sample(s) will be received and logged into our sample receiving system with a unique reference number.

6. Sample Analysis:

Your water samples(s) are now analysed and results verified by our chemists.

5. Sample Logging:

Test workflow and analytical work assigned.

7. Make Payment:

An invoice will be emailed to you or collected from the laboratory. Payment can be made at any nearest SWSC revenue office and proof of payment emailed/faxed to the laboratory or submitted at time of collecting test report.

8. Test Report:

A signed laboratory test report will be compiled. Upon request a water quality commentary determining the suitability of the analysed water sample(s) can be issued.

9. Receive your results:

Laboratory test report with results of water sample(s) can be forwarded via email or collected from our SADCAS accredited facility.

The EWSC laboratory is the nucleus of the quality assurance function of the organization and it is accredited for Quality Management System for testing laboratories; ISO/IEC 17025 since 2012. To safeguard the integrity of water supplied by ESWC across all supply systems, the laboratory under its quality monitoring program; provides potable water and wastewater testing for analysis of various parameters.





WE DO IT THROUGH OUR PEOPLE