

ESWATINI WATER SERVICES CORPORATION



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Generated by:	MGAB	Checked by:	DCM	Effective Date:
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Customer Services – Landlord /Estate agent/owner Application for a New Service

To be filled in by Landlord/Estate agent/Owner

1. I/We.....the undersigned registered owner/s of Property number/description.....situated at area/inkhundlado hereby confirm that.....is my tenant/Owner of the property. Should the property be vacated by the tenant I will ensure that I inform EWSC about his exit within 48 hours.

I/We the registered property owner shall remain ultimately liable for all water consumption and charges incurred on the property. Where a tenant has opened an account in their own name, the tenant shall be liable for all charges incurred during their period of occupation. Upon termination of the tenant's account or vacation of the premises-whichever occurs first-liability for any subsequent water consumption and charges shall automatically revert to the property owner, unless a new account holder has been duly registered with the Corporation.

ID Number (Cell).....

Full name..... Signature.....Date:

2. Please indicate if premises is connected to Water Sewer Yes No

3. I/ We declare that the properties listed/ attached hereto are connected to EWSC infrastructure:

Account Number	Account Holder's Name	Property Physical Address

I/we acknowledge and agree that where multiple properties are owned by or registered under the same customer account holder or legal entity, the Corporation reserves the right, upon reasonable notice, to consolidate such accounts for debt management purposes. In the event of outstanding arrears on any such account, the Corporation may, after following due process, including notice and an opportunity to remedy the default, restrict or disconnect water supply to the affected property or, where appropriate and proportionate, to any linked property under the same ownership or control, until the arrears are settled or a satisfactory payment arrangement is concluded

NB: If providing a foreign Passport or ID please attach certified copy of Entry Permit

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4. Next of Kin Information for customer:

Please provide details for your next of kin. This information will be used for emergency contact purposes. The Corporation may utilize this information to contact the individuals listed below in the event that the account holder becomes inaccessible due to various circumstances, including, but not limited to, death, illness, or non-payment.

	Full Name	Relationship	Phone Number	Address	Email Address
1					
2					
3					
4					

5. WATER INTEGRITY & ANTI TAMPERING CLAUSE

Where any tampering, interference, illegal connection, or meter irregularity is detected at a property, it shall be presumed that the Customer is responsible for such conduct or has permitted it to occur, unless the Customer proves otherwise on a balance of probability. In such cases, the Customer shall be liable for estimated consumption, applicable penalties, and associated costs, without prejudice to the Corporation's right to disconnect supply, recover outstanding amounts, and refer the matter for criminal investigation in accordance with applicable law.

6. TERMS AND CONDITIONS OF SERVICE

6.1. Acceptance of Applicable Laws and Regulations

The Customer agrees to be bound by all applicable laws, regulations, tariffs, and policies governing the provision of water and sanitation services, as amended from time to time, insofar as such amendments are lawfully made and communicated.

6.2 Responsibility for Charges

The Customer shall be liable for all charges arising from, water connection, consumption and sanitation services supplied by the Corporation's metering systems or, where necessary, reasonably estimated in accordance with applicable policies. Such liability shall continue until the Corporation has received written notice of termination of service and a final meter reading has been taken and the account formally closed. For purposes of this clause, where the Customer has vacated the premises or ceased occupation without providing written notice, the Customer shall be deemed to remain liable for all charges until such notice is received and the account is closed by the Corporation

6.3. Billing and Payment Obligations

Accounts shall be issued periodically and shall indicate the due date for payment. Failure to pay by the due date may result in enforcement action in accordance with clause 6.4.

6.4. Credit Control and Disconnection

The Corporation may disconnect or restrict water supply for non-payment after issuing a reminder notice, a final demand notice (allowing at least 14 days to pay or arrange payment), and a pre-disconnection notice.

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Before disconnection, the Customer will be given an opportunity to respond, dispute the account, or enter into a payment arrangement. Disconnection will only occur for failure to comply and no bona fide dispute or approved arrangement exists. Immediate disconnection may occur without notice in cases of tampering, illegal connections, theft of water, or where continued supply poses a risk to infrastructure or public safety.

6.5. Reconnection of Services

Reconnection shall be affected only upon:

- i) settlement of outstanding amounts or conclusion of an approved payment arrangement; and
- ii) payment of the prescribed reconnection fee.

6.6. Restriction of Supply

The Corporation may reasonably restrict the use of water:

- i) during peak demand periods.
- ii) in cases of water shortage; or
- iii) for operational or maintenance purposes.

Where practicable, prior notice shall be given.

6.7. Sewer Connection Requirement

Where a functional sewer main is available and connection is required by applicable regulations, the Failure to comply may result in lawful enforcement measures, including restriction of services, subject to due process.

6.8. Responsibility for Infrastructure

The Corporation is responsible for water infrastructure up to and including the water meter. The Customer is responsible for all plumbing beyond the meter, including internal water pipes, fittings, and private sewer connections within the premises.

6.9. Fees and Charges

The Customer agrees to pay all applicable fees, including:

- i) connection fees;
- ii) deposits;
- iii) reconnection charges;
- iv) any other charges lawfully imposed.

6.10. Credit Information and Default Listing

Where the Customer is in persistent default, the Corporation may share credit information with authorized credit bureaus, in accordance with applicable laws and after due notice to the Customer.

7. Personal Information Notice

The Eswatini Water Services Corporation (EWSC) collects and processes your personal information to provide water and sanitation services, verify identity, manage billing and debt recovery, and ensure legal and regulatory compliance. Your information may be shared with authorised third parties where required by law. EWSC applies appropriate safeguards to protect your data and retains it only as long as necessary. You have the right to access and request correction of your information. By signing, you acknowledge that you have

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read and understood this notice. Full details are available at www.ewsc.co.sz or EWSC customer service centres.

I /We fully understand that connection of water supply shall be only done once the property owners have disconnected their account.

Applicants Full name:Signature.....Date.....

Customer Contact details..... ID number.....

Customer email.....

This form should be returned with the following documents:

RECONNECTION

- 1 If reconnecting to a house with existing meter**
 - Copy of Lease agreement/Title Deed
 - E263.60 (E231.55-Deposit +E32.05-Connection Fee)
 - Certified Identity Card
 - Clearance of outstanding balance
 - Certified Landlord’s Identity Card Copy

- 2 If reconnecting to a house with existing meter and you have a water account**
 - Copy of Lease agreement/Title Deed
 - E32.05- (Connection Fee)
 - Certified Identity Card
 - Your water account number
 - Clearance of outstanding balance
 - Certified Landlord’s Identity Card Copy

- 3 If reconnecting to a commercial building (Business) with existing meter**
 - Copy of Lease agreement
 - E1315.30 (E1,283.25-Deposit +E32.05-Connection Fee)
 - Certified Identity Card (Director)
 - Company Stamp
 - Certificate of incorporation
 - Form J
 - Clearance of outstanding balance
 - Certified Landlord’s Identity card copy

- 4 If reconnecting for commercial building (Business) and you have a water account**
 - Copy of Lease agreement

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- **E32.05**
- **Certified Identity Card (Director)**
- **Company Stamp**
- **Certificate of incorporation**
- **Form J**
- **Clearance of outstanding balance**
- **Certified Landlord's Identity card copy**

NEW CONNECTION

- 5 New connection with no existing meter (Residential)**
 - **Title Deed**
 - **E1155.35 (E231.55-Deposit + E923.80-Connection Fee)**
 - **Certified Identity card**
- 6 New Connection with no existing meter (Commercial)**
 - **Title Deed**
 - **E2,207.05 (E1,283.25-Deposit + E923.80-Connection Fee)**
 - **Certified Identity Card (Director)**
 - **Company Stamp**
 - **Form J**
 - **Certificate of incorporation**

- 7 ACCOUNT TERMINATION**
 - **Certified Identity Card Copy**
 - **Letter on company letterhead**

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