



CUSTOMER SERVICE CHARTER

by

ESWATINI WATER SERVICES CORPORATION

for

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

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MANAGING DIRECTOR'S FOREWORD

Dear Customer ,

I am pleased to introduce this Customer Service Charter as a working document between you, and 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 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-EWSC" relationship will be strengthened by our continued commitment and endeavour 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.

.....

Managing Director

J. Mashwama

1.0 DEFINITION OF TERMS

The Corporation – Eswatini Water Services Corporation (EWSC).

Effluent – A liquid discharged as waste from an industrial plant or sewage works.

Potable Water – Water intended for human consumption and meets the WHO guidelines.

Sewage – Wastewater transmitted in sewers.

Sewer – Conduit for the purposes of transporting wastewater.

Turbidity – It is the clarity of water, measured in NTU (Nephelometric Turbidity Units). Turbidity in water is mainly caused by the presence of suspended & colloidal matter such as clay, silt, finely divided organic & inorganic matter, plankton and other microscopic micro-organisms.

Total Coliform – This is a group of aerobic and facultative anaerobic Gram- negative, non- spore forming lactose-fermenting bacteria which typically inhabit the large intestine of man and other warm-blooded animals, although they are also found in soil and on plants. In potable water treatment they are commonly used as bacterial indicator of sanitary quality. Not all coliform bacteria are pathogenic.

Faecal coliforms - These are the most common microbiological contaminants of natural waters. Faecal coliform bacteria are normally found in the intestines of warm-blooded animals, including humans, and are excreted in faeces. Although most of these bacteria are not harmful some are pathogenic. A faecal coliform test in water is therefore used to determine if the water has been contaminated with faecal matter and the presence of faecal coliform indicates the possible presence of organisms that can cause diseases.

Escherichia coli (E coli) – This is a gram-negative, facultatively anaerobic, rod-shaped bacterium of the genus *Escherichia* that is commonly found in therefore, indicate recent faecal pollution and is definitive preferred indicator of faecal pollution.

pH- This is a measure of acidity and alkalinity of water. The desirable drinking water pH range is 6.5 – 8.5. Generally, pH is of major concern to network furniture such as metallic pipes than on human health. Water with low pH is aggressive (acidic) and promotes pipe corrosion whilst alkaline water causes scale formation which may result to narrowing/blocking of pipes from the calcium carbonate deposits and scaling of elements of electrical appliances such as geysers which can increase electricity costs.

His/her – Does not define gender.

2.0 INTRODUCTION

Eswatini 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. EWSC 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 five strategic areas, namely : Smart Infrastructure, Asset Management & Digital Transformation, Human Capital Development & Workplace Excellence, Expand Service Range and Utility Coverage, Sustainable Resource Management and Climate Resilience , Customer & Stakeholder Centric Services.

This customer 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 EWSC to meet such, they should contact the Customer Management department at customercare@ewsc.co.sz or call our Toll Free 800 5000.

3.0 OBLIGATIONS TO EWSC AND THE CUSTOMER

3.1 OBLIGATIONS TO EWSC

3.1.1 With respect to supply of water services , EWSC 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.
- c) Turbidity of final treated water should be less than 5 NTU.
- d) All storage reservoirs shall be cleaned at least once in 24 months
- e) Customers shall be 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) In the case of extended interruptions, planned or unplanned, the Corporation shall endeavour to provide access to emergency water supplies at selected central points.
- g) In the case of interruptions, planned or unplanned, the Corporation shall ensure that customers have access to information about the interruption from our Contact Centre on 800 5000 (toll free), WhatsApp 7806 5000, Social Media pages, print media and through SMS notifications (water alert) .
- h) Maintenance of water supply infrastructure up to and including the water meter.
- i) In the case of a multi resident establishment with a single bulk meter, the Corporation is responsible up to the bulk meter.
- j) The response times on any request or service shall be as stated in Appendix A1.
- k) This shall be guided by the provisions of the Water Services Corporation Act No.12 of 1992 and any other subsequent Acts or amendments.

3.1.2 With respect to wastewater services, EWSC will endeavour 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) This shall be guided by the provisions of The Water Services Corporation Act

No. 12 of 1992 and any other subsequent Acts or amendments.

3.2 CUSTOMER OBLIGATION

With respect to general service provision, the customer 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 EWSC's infrastructure is accessible and protected at all times
- d) To ensure that any duly authorised EWSC officers or agent of EWSC has access to any premises to which the Corporation has supplied its services within reasonable time.
- e) To ensure that fire hydrants are used for purposes for which they are intended.
- f) To ensure that they do not discharge any effluent into EWSC's sewerage systems without authorisation from EWSC.
- g) To report to EWSC 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 EWSC 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.
- j) To treat all EWSC personnel performing official duties on behalf of the Corporation with the utmost respect, refraining from the use of abusive language, intimidation, or any form of harassment.

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 EWSC.
- c) Both parties (EWSC 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 AND METER READING

- a) The water meter shall 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 shall be corrected.

41.1 Reconnection

- a) A customer that has been disconnected for non-payment shall be reconnected after receipt of payment clearing all outstanding balances and the prevailing penalty fee.
- b) Customers disconnected due to illegal use of water shall be connected by EWSC 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. EWSC 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: EWSC App, Temanti (chatbot), MTN Mobile Money,

Swazi Mobile Emali, FNB, Nedbank, Standard Bank, Eswatini Bank, Swaziland Building Society, Post office and over the counter payment in our countrywide customer service centres. The Corporation will continue to look for more innovative ways in this field that will make it ultra-convenient for customers to pay their bills.

5.2 CUSTOMER COMPLAINT

- a) The Corporation has a duty to respond to all customer complaints in a timely and in a satisfactory manner.
- b) A customer that has a query/complaint may call the Contact Centre on 800 5000 (toll free), lodge it through the EWSC App or email customercare@ewsc.co.sz upon which he/she will receive prompt, courteous and helpful response.
- c) Customers may also visit any of our service centres to forward complaints/queries.
- d) EWSC 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 | Eswatini Water Services Corporation
 - X (Twitter) | EWSC_Water
 - Instagram | ewsc_water
 - LinkedIn | Eswatini Water Services Corporation
- e) Furthermore, there is the EWSC APP where customers can also lodge through their complaints.
- f) Where a customer is not satisfied with the decision taken at our service centres, they can forward a complaint in writing to the Director Customer Management or forward emails to customercare@ewsc.co.sz.
- g) All requests/complaints submitted should have clear information indicating:
 - The nature of services being requested.
 - The person requesting the service.
 - Contact details of applicant.
 - Clear directions/physical address where services are required.
 - 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) Customers 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 their operation.

7.0 ILLEGAL CONNECTION AND WATER THEFT

- a) Illegal connection to EWSC'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 EWSC 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.ewsc.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) EWSC's contact information and numbers.
- e) Brochures of products and services offered by EWSC.
- f) Copies of the annual report.
- g) Educational material about conserving water.

10.0 DEFINITIONS AND TERMS

10.1 Burst pipe

A pipe burst in a water system can be described as when the pipe ruptures or breaks such that the water being transmitted fails to reach its destination but discharged through the disintegrated section or location. For our purpose we classify by the pipe size, volume lost and the population it services or area. A pipe burst is any pipe either still at a leaking stage from 50mm and above.

10.2 Pipe Leakage

A pipe leakage in a water system can be described as when a pipe fails and allows water to seep out and when left unattended results in a pipe burst. The water trickles through the failed part to the surroundings causing pressure drop in the system but water is still able to reach its destination. For our definition a pipe leakage is pipe failure of 40mm in diameter and less.

10.3 No Water Supply

Customers normally call to report the unavailability of water in their premises. This occurs when there are unplanned and planned water supply interruptions due to (pipe bursts, pipe leakage, planned and unplanned maintenance, power outages, etc.)

It is imperative to check your valves after the meter and those in your house walls before reporting no water as these may be closed by children or any other person who may be doing some maintenance work and forgets to open the valve upon completion.

10.4 Blocked Sewer

A situation where the natural flow of sewer in a transmission line is intercepted and results in the backflow of the sewer which may eventually overflow in man holes or any other relief

points like septic tanks and toilets, therefore causing a nuisance and contaminating the environment.

10.5 Meter Relocation

The exercise whereby a meter is moved from one location to another at the instance of the customer.

10.6 New Water Connection

This is a service connection consisting of a supply pipeline, gate valve and a meter installed at the premises of a customer upon the payment, in full of the fees as prescribed in the tariff. Its maintenance is the responsibility of the Corporation.

10.7 New Sewer Connection

This is a service connection consisting of a sewer pipeline, manhole/s outside the premises of a customer to transport domestic waste/grey water or industrial waste and other upon the payment, in full of the fees as prescribed in the tariff. Its maintenance is the responsibility of the Corporation.

10.8 Disconnection for Non-Payment

- a) Disconnection of water supply from the customer's premises shall be effected if payment of any sums due is not received by EWSC by the last day of the month as in accordance with the Water Services Corporation Act No 12 of 1992.
- b) A penalty charge, as stated in the tariff structure, shall 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. (not Included on latest definition by ops).

10.9 Voluntary Disconnection

A customer can disconnect water supply upon vacation of a house or premises with a metered connection. The customer has to complete applicable disconnection forms at any EWSC Service Centre. The Meter Reader will physically shut-off supply on the date stated by the customer and capture final readings of the meter which are used to generate a final bill for the customer.

10.10 Reconnection

A customer has to reconnect water supply upon occupation of a house or premises with a metered connection. The customer has to complete applicable application for a reconnection and produce the required documents. This can be done at any EWSC Service Centre. The Meter Reader will physically reconnect supply on the date stated by the customer and capture initial readings of the meter which are used to generate a final bill for the customer.

10.11 Reconnection after disconnection for non-payment

customer that has been disconnected for non-payment, meter tampering, illegal connection/bypass will be reconnected after receipt of payment clearing all outstanding balances and the prevailing penalty fee.

Customers disconnected due to illegal use of water will be connected by EWSC once appropriate fees and penalties are paid in full.

11.0 APPENDICES

SERVICE LEVELS

Appendix A1: Service Delivery (Operations)

Customer Complaint/Service	Response Time
Burst pipes	5 hrs
Leakages	5 hrs
No water supply	6 hrs
Blocked sewer	5 hrs
Relocate meter	3 workings (1-day investigations)
New Water connection commercial premises (After payment)	2 working days
New Water connection residential premises (After payments)	7 working days

New Water connection residential premises (After payments)	14 working days (Project areas in Rural areas without infrastructure)
New Sewer connection commercial premises (After payments)	2 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 (1 day)
Reconnection	As per customer requested date (1 day)
Repairs to customer's damaged infrastructure (planned)	10 working days
Repairs to customer's damaged infrastructure (unplanned)	<ul style="list-style-type: none"> ✓ 5 working days residential ✓ 10 working days for roads and other infrastructural damage
Defective Metering Equipment	4 hours

Appendix A2: Service Delivery (Commercial)

Customer Complaint/Service	Response Time
Financial Investigations) Adjustment of debits/credits	5 working days
Customer consultation at Customer Service Centre	15 minutes
Customer details amendment and general requests	1 day
Refunds to customers	14 Days
Request for a final water bill	2 days
Customer Complaints	5 days
Meter reading cycle	Once a month
Disconnection for non-payment	Last day of the month
Reconnection after disconnection for non-payment	Within 24 hours of payment of all outstanding fees and penalty
Customer bills sending	3 rd of every month
Credit online payments into EWSC customer accounts	1 working day

Appendix A3: Public Relations Guidelines

Customer Complaint/Service	Response Time
The customer/ public shall be informed of all planned service interruptions	2 days before commencement
The customer/ public shall be informed of major unplanned service interruptions	Within 24 hrs from time of occurrence
The customer/ public shall be informed of major unplanned service interruptions through SMS	Immediately the Contact Centre receives a report affecting multiple customers
Social Media queries between 6.00 and 10.00 pm shall be responded to	Immediately
Social Media queries between 10.00 pm- 6.00 am shall be responded to	Within 9 hrs
Electronic mail responses to customers	within 24 hrs
Contact Centre waiting time post Interactive Voice Recorder	80% of inbound calls answered within 30 sec
Customer Letter responses (CSI, etc.)	5 working days

Appendix A4: Survey Guidelines

Customer Complaint/Service	Response Time
Municipal Application Comments	4 working days
Sign Post Location Approval	2 working days
Network Relocation Costs Estimates	7 working days
Encroachment Investigations	5 working days

Appendix A4: Water Quality Guidelines

Service	Service Level Indicator
<i>E. coli</i> /total coliforms/faecal coliforms	<i>E. coli</i> , 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	6.0- 9.0
Reservoir Cleaning	Each reservoir is cleaned once in 24 months. Public announcements are to be made 48 hrs in advance, through PA Office.
Turbidity (distribution)	Less than 5 NTU
Issuing of water analysis quotation	1 working day
Laboratory test report turnaround time	7 working days

Appendix A5: Housekeeping Guidelines

The following guidelines 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.

This Customer Service Charter is a controlled document which is intended for use by the EWSC staff as a service standard.