



We keep it flowing, *for you.*

For Immediate release
Gaborone

4 March 2020

WATER UTILITIES CORPORATION COMMITS TO CUSTOMER SERVICE

Water Utilities Corporation (WUC) has noted both social and print media commentary regarding high water bills. The Corporation would like to make the following disclosure on its operations:

Who we are!

WUC is mandated to provide equitably, potable water and sanitation services to the nation through sustainable water resource management, continuous engagement with stakeholders and customers, for the delivery of national strategic goals and customer expectations.

We wish to therefore confirm that we have structures in place and accessible by all customers across the country to address any matter pertaining to unsatisfactory service delivery.

We further wish to educate our customers on the transparent processes we have in place, to ensure that we uphold our core Value of "Integrity."

How to Manage Your Water Account

i. Know your consumption

WUC strives to collect meter readings monthly. This forms the basis for bill consumption calculation. Customers are also advised and encouraged to keep track and records of their own meter readings. The difference between monthly meter readings gives an indication of water consumption.

It is important for customers to know their meter reading cycles or the dates on which their meter readings are taken by WUC to ensure alignment of readings as a way of actively participating in water account management.

ii. Know how to calculate your bill

Using the readings, customers can work out their own anticipated bills using consumptions and tariffs provided and make comparisons with bills produced by WUC. The tariff guide is attached below, and customers can pay up to P17.50 per month, if they consume up to 5000 litres of water per month.

iii. Ensure active account management

Customers are advised to be aware of their meter readings and water accounts trends. This is to ensure that they are always abreast of their consumption patterns and are able to raise any anomalies timeously.

Furthermore, WUC has put in place convenient self-service channels to promote active account management:

- a) **WUC App, (Downloadable on Google Playstore)**
- b) **USSD Code, *186#,**
- c) **Website, www.wuc.bw**
- d) **Contact Centre at 0800 555 555 (Free for all Networks)**
- e) **Service Centres (42 Nationwide)**

Query Management

An in-house structure is available to attend to queries. This Query & Complaints Management process clearly articulates escalation processes, channels, and contacts, to ensure the matters are resolved (https://www.wuc.bw/common_up/wuc-new/files/Complaints%20Procedure.pdf). We encourage customers to adhere to it for seamless resolution of their queries.

We have further taken deliberate steps to further strengthen this process for improved resolution turnaround times, by assigning tactical resources to investigate and close any raised queries timeously.

The Corporation has implemented convenient channels to enable engagement with customers through;

- a) **WUC App, (Downloadable on Google Playstore)**
- b) **USSD Code, *186#,**
- c) **Website, www.wuc.bw**
- d) **Contact Centre at 0800 555 555 (Free for all Networks)**
- e) **WUC Service Centres (42 Nationwide)**

The Corporation appreciates its customers and stakeholders for their continued support and valuable feedback.

#SomarelaThothi



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How to calculate your water bill

Worked example for 45 Kilolitres (KLS) refer to water bill

Potable Water		VAT @12%	Total
First 5Kls @ 3.50	17.50	0	17.50
Next 10 Kls @ 10.40	104.00	12.48	116.48
Next 10Kls @ 18.20	182.00	21.84	203.84
Next 15Kls @ 28.00	420.00	50.40	470.40
Above 40Kls @ 35.00 (last 5Kls)	175.00	21.00	196.00
Total	898.50	105.72	1,004.22

Wastewater		VAT @12%	Total
First 5Kls @ 0.65	3.25	0.39	3.64
Next 10 Kls @ 2.60	26.00	3.12	29.12
Next 10Kls @ 3.90	39.00	4.68	43.68
Next 15Kls @ 5.20	78.00	9.36	87.36
Above 40Kls @ 6.50 (last 5Kls)	32.50	3.90	36.40
Total	178.75	21.45	200.20

Total Bill		VAT @ 12%	Total
Potable Charge	898.50	105.72	1,004.22
Wastewater Charge	178.75	21.45	200.20
Total Bill	1,077.25	127.17	1,204.42

WATER UTILITIES CORPORATION TARIFFS
EFFECTIVE 1 APRIL 2017

DOMESTIC, COMMERCIAL & INDUSTRIAL
POTABLE WATER TARIFFS

Tariff Block Category	EXCL. VAT Revised Tariff 1st April 2017 (Pula)	INCL. VAT Revised Tariff 1st April 2017 (Pula)
Minimum Charge	0	0
0-5 KL **	3.50	3.92
>5-15 KL	10.40	11.65
>15-25 KL	18.20	20.38
>25-40 KL	28.00	31.36
>40 KL	35.00	39.20

DOMESTIC, COMMERCIAL & INDUSTRIAL
WASTEWATER TARIFFS

Tariff Block Category	EXCL. VAT Revised Tariff 1st April 2017 (Pula)	INCL. VAT Revised Tariff 1st April 2017 (Pula)
Minimum Charge	0	0
0-5 KL	0.65	0.73
>5-15 KL	2.60	2.91
>15-25 KL	3.90	4.37
>25-40 KL	5.20	5.82
>40 KL	6.50	7.28

** DOMESTIC CONSUMERS ONLY - First 5KL exempt from VAT