



We keep it flowing. for you.

A photograph showing a customer service interaction. A man in a purple cardigan is standing at a counter, looking at a document. A man in a black t-shirt is leaning over the counter, pointing at the document. In the background, two other people are visible through a glass partition.

Our Customer Service Standards

"Customer Service is the reason for our existence as a Corporation"

Customer Services

WUC Service Centers

We aim to deliver a world class service to our customers

Excellence

- ✓ We guarantee quality service that meets or exceeds your expectations.

Responsiveness

- ✓ We will respond promptly to all requests/queries/enquiries and complaints

Commitment

- ✓ We will be courteous, respectful, responsible and professional at all times.

1. WHAT WE WILL DO FOR YOU

1.1 When you come to see us

- 1.1.1 We provide helpful knowledgeable and accurate information
- 1.1.2 We will not keep you waiting for more than 20 minutes
- 1.1.3 All our customer service staff are easily identifiable by uniform and name tag /badge

1.2 Telephone

- 1.2.1 We will answer the telephone in a polite manner within three rings (20 seconds)
- 1.2.2 The staff member answering the phone will listen and understand the nature of your enquiry and offer appropriate assistance
- 1.2.3 When we make a telephonic appointment we will agree with you the date, place and time of the appointment

1.3 When you write

- 1.3.1 We will respond to all written correspondence within (5) five working days
- 1.3.2 If we feel that your query/enquiry/request requires further investigation we will acknowledge your letter within five working days and respond to you fully within (10) ten working days

1.4 When you email, fax or sms

- 1.4.1 We will acknowledge receipt of your email, fax or sms within 2 working days and give a full response within 10 working days

1.5 Meetings

- 1.5.1 You will be given a reasonable advance notice of meetings.
- 1.5.2 Meeting notification will contain accurate information (date, time, place and contact details)

2. QUERY RESOLUTIONS

- 2.1.1 We shall receive customer queries/complaints and Requests regarding water services within 15 working days.
- 2.1.2 If the query/complaint or request require further investigation we shall acknowledge it in writing within 5 working days and respond to you fully within 10 working days.

3. SERVICE CONNECTION

Service Connection/Installation

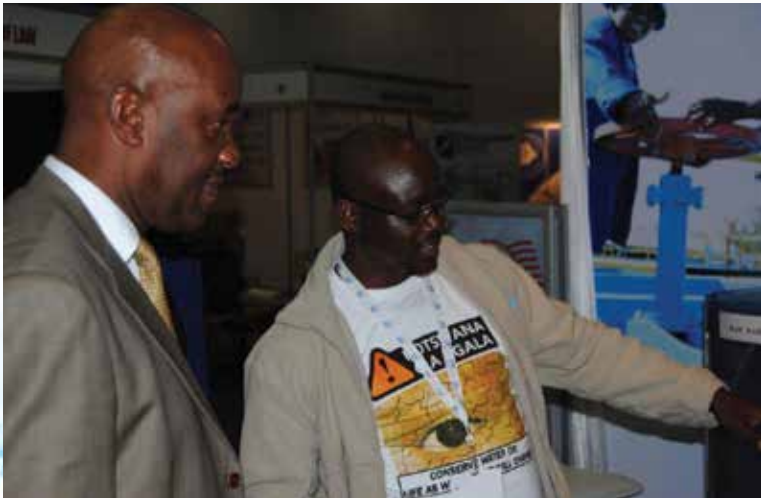
- 3.1.1 We shall provide a service connection quotation within 5 working days.
- 3.1.2 We will install a service connection within 20 working days after receiving payment. If it is not possible to install the connection, you will be informed within the same period.



4. WATER INTERRUPTIONS

4.1 Unplanned Interruptions

- 4.1.1 We shall inform you of all emergency interruptions to the water supply within 2 hours of becoming aware of the problem.
- 4.1.2 If an emergency occurs on the water supply system (borehole, plant, and transmission mains) we shall restore the water supply within 5 days of becoming aware of the problem.
- 4.1.3 If an emergency occurs on the distribution network, we shall restore the water supply within 24 hours of becoming aware of the problem.
- 4.1.4 Depending on the complexity of the distribution network, the water supply will be restored with minimum interruption or at low pressures during the repair work.
- 4.1.5 If we are unable to restore water supply, we will provide alternative service through bousing



4.2 Planned Interruptions

- 4.2.1 We shall notify you of planned water interruptions within 4 days prior to the planned interruption and state the time by which the supply will be restored.

5. DISCONNECTION/RECONNECTION

5.1.1. Disconnection of Water Supply.

- 5.1.2 Where possible, we will notify you of our intention to cut off/disconnect your water supply for non payment allowing you 5 working days to settle your account.
- 5.1.3 Failure to settle your account after receiving a notice will result in the disconnection of your water supply without further notice.
- 5.1.4 If your account remains outstanding for more than 60 days after disconnection, we will institute legal action including submitting your names to either debt collection agencies or the ITC to recover the outstanding balances owing to WUC and you shall be held liable for all costs levied against you.
- 5.1.5 Disconnection for moving out of your plot will be carried out the same day after receipt of an application provided there is access to the premises.
- 5.1.6 Your refundable deposit will be available for collection within 10 working days following the disconnection to moving out.



6. DISCONNECTION/RECONNECTION

6.1 Reconnection of Water Supply

- 6.1.1 We shall reconnect water supply within 24 hours following payment of the

total outstanding amount including late payment fee.

- 6.1.2 Where your water supply was erroneously disconnected, your water supply shall be reconnected within 2 hours of becoming aware of the error and we will formally apologise.

7. WATER BILLS

- 7.1 We shall produce and dispatch water bills on monthly basis.
- 7.2 We shall investigate any water bills that you complain of and you will pay only what is correctly charged to you as metered consumption
- 7.3 It shall be the responsibility of the customer to settle all the bills within 30 days



8. METER TEST/UPGRADE/RELOCATION

8.1. Meter test/upgrading/Relocation

- 8.1.1 If you have any reason to believe that your meter (15 – 25mm) is defective or inaccurate, you can apply for a meter test and your meter will be tested within 14 working days after receipt of the test fee payment.
- 8.1.2 If the meter size is 40 – 200mm, we will test your meter within 20 working days after receipt of the test fee payment.
- 8.1.3 When we receive a request for meter upgrade or relocation we will carry out site inspection to ascertain the need for upgrade/relocation and advise accordingly within 5 working days.
- 8.1.4 After receipt of payment we will upgrade/relocate your meter within 14 working days.

9. OTHER SERVICES

9.1 There are primary and secondary assets within our mandated areas of supply such as water works up to and including service reservoirs.

- 9.1.1 Primary assets are upstream of secondary assets and are financed by us during the design, construction and maintenance stages.
- 9.1.2 Secondary assets are downstream of primary assets and are financed by private developers.
- 9.1.3 All designs and construction of both primary and secondary assets have to comply with WUC design construction standards.
- 9.1.4 The approval of all designs will be done within 10 working days.
- 9.1.5 To ensure compliance, our staff will continually inspect works until completion.



10. DESIGN AND CONSTRUCTION INSPECTION SERVICES

10.1 Laboratory Services

- 10.1.1 We will operate and maintain water supply infrastructure network up to the customer's meter.
- 10.1.2 We shall carryout sampling and analysis of water quality in treatment plants, village collector tanks and along the distribution network.

- 10.1.3 We shall provide water analytical services to private individuals and companies/organizations.
- 10.1.4 Results of all chemical analysis of water samples will be given within 5 working days
- 10.1.5 Results of all micro biological analysis will be given within 24 hours.
- 10.1.6 New distribution network including service reservoirs will be disinfected before they can be connected to our water supply system.
- 10.1.7 All developers/contractors within our mandated areas must carry out disinfection processes according to our design standards.
- 10.1.8 All disinfection processes will be carried out within 5 working days after completion of works.



11. Amenities

- 11.1 All facilities will be periodically inspected to ensure that they are operational and accessible.
- 11.2 We allow restricted amenity and eco-tourism development and activities around our dams in accordance with the provisions of the Dams Management Master Plan.
- 11.3 Access to these facilities can be made by acquiring dam entry permits at any of our Revenue Offices which are available as daily, quarterly or annual permits.
- 11.4 Commercial fishing licenses are restricted and can be applied for every 2 years when we advertise their availability through the media.



12. SEWAGE CONNECTIONS

- 12.1 We will only connect you into the sewerage systems, if you have water supply in your plot.
- 12.2 We shall carry out a pre-inspection assessment within 3 working days of receiving your application (for purposes of determining connectivity including plan perusal).
- 12.3 We shall carry out the quality control inspection within 24 hours after application.
- 12.4 We shall respond to sewage blockage removal within 4 hours of becoming aware of it.
- 12.5 We shall restore the affected area to its original state within 24 hours of completion of works
- 12.6 We shall carry out sewage connection within 2 days of receiving payment/ application.

There are some specific circumstances which may cause the Corporation to fail to render service as above. For these we apologise in advance.

- Circumstances so exceptional that it would be unreasonable to have expected the service to be rendered within the stipulated time.
- Cancellation of an appointment by you
- Where you inform us that you no longer wish to pursue your query/ request/ complaint/enquiry.





CONTACT DETAILS

LOCATION

DETAILS

Sedibeng House Luthuli Road

Tel: 3604400
Fax: 3973825

Carbo Centre, behind River Walk Complex

Tel: 3625100
Fax: 3924701

Palapye Revenue Office

Tel: 4920254
Fax: 4920164

Palapye Water Treatment Plant

Tel: 4923989
Fax: 4925005

Mahalapye Revenue Office

Tel: 4714231
Fax:

Masunga
Serowe

Tel: 4633403
Fax: 4630248

Lethakane

Tel: 2978267
Fax: 2978275

Kasane

Tel: 6250176
Fax: 625

Gantsi

Tel: 6596226/5697781
Fax: 6596322

Tsabong

Tel: 6540216
Fax: 6540246

Molepolole

Tel: 5920263
Fax: 5920112

Kanye

Tel: 5442076/5442075
Fax: 5442081

Lobatse Main Mall

Tel: 5330794
Fax: 5332468

Jwaneng Main Mall

Tel: 5880397
Fax: 5880696

Francistown NDB Building

Tel: 2413801
Fax: 2413787

Selibe Phikwe Main Mall

Tel: 2610271
Fax: 2610101

Sowa Town Govt Enclave

Tel: 6213296
Fax: 6213295





We keep it flowing, *for you.*

A large, dynamic splash of clear blue water is shown at the bottom of the page, with numerous bubbles and droplets captured in mid-air, creating a sense of movement and freshness. The splash is set against a background of a bright blue sky filled with soft, white, fluffy clouds.

**Our
Customer
Service
Standards**