



We keep it flowing, *for you.*



WASTE WATER SERVICES

Septic Tanks • Flushing Toilets • Pit latrine

For further information, Call WUC Contact Centre on 0800 555 555, Sms line: 16299 or email: contactcentre@wuc.bw

VISION:

To be a world-class utility.

MISSION:

To provide sustainable water and wastewater management services in a cost effective and environmentally friendly manner to the economy.

VALUES

Botho

We display a strong work ethic and respect for people

Botswerere/Quality

We provide a high quality of products and service delivery to our customers

Batho Pele/People First

We understand and exceed expectations by putting the customers first.

Kgetsi ya Tsie/Team Work

We believe in working together to accomplish more.

BACKGROUND

The Water Utilities Corporation (WUC) is a parastatal organization, wholly owned by the Botswana Government. It was established in 1970 by an Act of Parliament (Laws of Botswana Cap 74:02) with a mandate to manage a single project for the supply and distribution of water in what was then called the Shashe Development Area. This involved planning, constructing, operating, treating, maintaining and distributing water resources in the country's urban centres and other areas mandated by the Minister responsible for water, as well as the supply of bulk water to the Department of Water Affairs and the various Local Authorities for distribution to villages and other smaller settlements in the country.

In the forty-six years since inception, the Corporation's mandate has expanded to supplying potable water to all urban centres and villages in the country, as well as managing wastewater under the Water Sector Reforms Programme (WSRP). The programme resulted from a study to rationalize the water sector in Botswana and ensure uniform service levels for all. The implementation of the Water Sector Reforms Project commenced in May 2009.

VARIOUS WASTEWATER SERVICES

• **Maintenance of sewer manholes and pipelines**

The Corporation is responsible for the operation and maintenance of the sewerage infrastructure in serviced areas. This includes unblocking manholes as well as repairing damaged infrastructure.

• **Connecting customers to main sewer**

The Water Utilities Corporation carry inspections for customers residing in fully serviced areas prior to connection to the main sewerage line. Below are steps followed to be connected to the main sewer line;

- * Customer applies at any WUC office – preferably Front Office/Revenue Office
- * Completed application submitted at WUC wastewater offices or any Front Office
- * WUC Wastewater Section carry inspection to identify connection point. For connection points which are within

30m radius, approval will be given right away. Those connection points more than 30m, customers have to provide technical drawing of the route to the connection point, the pipeline data and the connection details, and also approval for land use (way leave). For this submission, approval has to be undertaken first before payment is effected.

- * After approval, customer will be sent to front office/Revenue Office for payment.
- * The customer takes all responsibility for construction and connection costs
- * WUC carries final inspection during and after completion as scheduled.

• **Emptying of pit latrine and septic tanks**

In such areas where there is no sewer network, WUC offer pit latrine and septic tank emptying services at a cost. These fees vary from one district to the other.

WASTEWATER FEES

New Wastewater Tariff (all customers connected to central wastewater systems).

Wastewater Tariffs effective 1st December 2015 - VAT Inclusive						
	Min	0-5	>5-15	>15-25	>25-40	>40
Wastewater	-	0.50	2.00	3.00	4.00	5.00

In order to sustain and achieve optimal use of the wastewater infrastructure, customers are advised not to flush/dump the following in the sewage lines as they constantly contribute to blockages:

- Sanitary towels
- Disposable napkins
- Condoms
- Fats, oils and grease
- Kitchen domestic waste



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