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wasanewsletter

Lesotho Water & Sewerage Authority



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WASA Launches Leadership Brand

By: Lineo Moqasa.

“Every drop counts”, so reads a new WASA Leadership Brand logo. It is a symbol which signifies commitment to the ethos of service excellence, accountability and competence building to WASA customers and stakeholders.



This logo was launched and the pledge signed by all those who attended the occasion to celebrate the new WASA Leadership Brand on April 2010 at Lesotho Sun.

The launch as described by the Acting Chairman of the Board Dr. Percy Magoela, signifies the birth of a new culture at WASA that seeks to propel the organisation forward as a beacon of excellence. He therefore urged Managers to embody this new culture. He stated that Board Members need to see WASA live

up to this “Leadership Brand” through the installation of more water connections to households and businesses, reduction of Unaccounted for Water (Ufw), and a financially sustainable organisation that is efficient in the execution of its mandate.

In her address the Chief Executive Mrs Refiloe Tlali, stated with confidence that the launch demonstrates that WASA has reached a certain milestone as a utility in its transformation journey that started in 2005 with the signing of the Performance Agreement between WASA and the Government of Lesotho to become an achieving organisation. She said she is confident that the WASA managers are going to live up to this logo which promises our business partners a more focused long term financial planning and adherence to customer expectations.

This statement was reiterated by the Director of Strategic Services and Human Resources (DSSHR) Mr. Morathane Monyane who in his speech pointed out that the changing of the organisation for the



WASA Board members, Managers and MDP trainers.

better has to start at the top therefore managers have undergone Management Development Training Programme. This initiative he said would be achieved only if managers demonstrate strong leadership skills in their respective sections. Furthermore, he said that managers should be aware of the financial issues of the organisation and uphold ethos and values and demonstrate a comprehensive understanding of the business requirements.

One of the Managers who underwent training Mr. Makhakhe Maliehe, pointed out that through the training; managers were able to build the WASA leadership brand

on the inside. He says for the programme to have been successful results have to be felt outside by the customers and stakeholders. In this endeavour managers in their respective teams have promised to provide high quality, efficient and reliable service to customers, and inspire a culture of performance excellence through excellent leadership. They will also ensure that they adapt their behaviour to fit with the changing economic environment.

Lerotholi ka leng le Bohlokoa. Watch this Space.

SWSC Board of Directors visit to Lesotho

By: Lineo Moqasa



Mr Thabang Rakhoabe explains water treatment process to SWSC Board members.

The twinning arrangement between Water and Sewerage Authority (WASA) and the Swaziland Water Services Corporation (SWSC) since its inception in 2008, saw a series of meetings and visits by staff, management and Board Members of the said utilities meant to foster capacity building and also to

strengthen and consolidate the ties of solidarity.

The SWSC Board of Directors in the same token paid a visit to WASA Board of Directors from the 16th to the 19th May 2010. A four day visit was comprised of presentations and tour of the on-going projects in Maseru to share with the SWSC Board experiences and milestones reached in ensuring that people have access to potable water supply. The SWSC Board was greatly impressed by the well coordinated planning within the Lesotho Water Sector as presented by the Commissioner of Water (COW). They commended the Government for its forward planning well into the future. The height of the visit was a tour of the Katse Dam which is the focal point and centrepiece

of the Lesotho Highlands Water Project (LHWP). They were filled with awe due to the engineering marvel of the LHWP, in particular the Katse Dam, and also admired the magnificent mountains of Lesotho.

In his speech at a Dinner held at Lesotho Sun, the Chairman of SWSC Board of Directors Mr Esau Zwane, congratulated WASA on the progress made on the implementation on a number of projects. "What we saw is an indication that though the country is very small in terms of economy but it has made tremendous strides in the implementation of water and sewerage projects," he observed. He further pointed out that the partnership has created opportunities for employees of the two utilities to exchange programmes to

benefit in their growth and productivity.

Mr. Realeboga Lekhanya, on behalf of Chairman of the Board of Directors of WASA appreciated the SWSC visit to Lesotho WASA and said it signifies the importance of partnership between the two water utilities. He mentioned that the current global economic crisis calls for the African countries to unite for their success and growth.

The Chief Executive SWSC Mr. Peter Bhembe, said he was humbled by the reception they got. He commended WASA management on the presentations made that he said were very informative. He was impressed by the work so far done on the various projects and the spirit created within the staff members.

WASA Appoints New Director

By: Lineo Moqasa

WASA has appointed Mrs. 'Mamots'oane 'Musa as the new Director of Finance. 'Mamots'oane joined the Senior Management team on February 1st 2010 on a three year contract. She takes over the role after the departure of Mrs. Nomvula Bohloa who held the responsibility from 2001 to 2008. Mrs 'Musa has very quiet demeanour but she brings with her a wealth of experience in the water utility. This is a very critical position because the incumbent is expected to make sure that WASA realises financial sustainability. Again, she has to advice on the best path the organisation should take to discharge its statutory duties with respect to financial duties. Furthermore, she will assist in mapping out the best strategic direction



'Mrs 'Mamotšoane 'Musa - new Director of Finance

WASA should take.

Commenting on the appointment, the Chief Executive, Mrs. Refiloe Tlali said, “‘Mamots’oane has already demonstrated her capability for this role, having been chosen to act as the Director of Finance for a year. With her wealth of experience garnered from working in a number of positions within WASA, she will bring technical and managerial skills plus extensive financial knowledge to the department at a time when WASA is in transition.” The Chief Executive further pointed out that ‘Mamots’oane is well organised and serious about her work. One example to demonstrate her ability in the short space she has occupied the office is that reporting is done on time and follow-ups are made.

‘Mamots’oane is a Chartered Accountant who trained at the Lesotho Institute of Accountants (LIA). Since qualifying as a Chartered Accountant in 2002 she worked for WASA as Stores Accountant, Stores Accounting Manager, Financial Accounting Manager; Projects Accounting Manager and also acted as Director of Finance from January 2009 to January 2010. She also worked closely with External Auditors under the office of the Auditor General.

In an interview on her role, she stated that it is a challenging position, but she is quick to point out that she enjoys the responsibility. “I was tasked with the responsibility of acting in the position for a year at a time the Authority was financially unstable. This gave me an insight into the financial operations of the Authority. I had to steer

the troubled ship and ensure that WASA still pursued its goals despite the problems at the time. And to me this is an achievement.” She said this is an opportunity for her to make sure that WASA realises financial stability and sustainability.

She however pointed out that there are challenges that lie ahead of her. The closure of some of the textile factories particularly the “wet industries” that are the flagship of our business have reduced the income of the organisation significantly. The organisation has to find other revenue streams to compensate for the reduction in income and new water supply projects provide an opportunity for WASA to augment its revenue by connecting more domestic customers. Billing as she said is also an issue that needs serious monitoring.

However, with a new, more efficient, method of capturing readings using hand-held devices that will be introduced this financial year, more improvement is expected. To ensure high quality service to our customers and stakeholders, she pointed out that Managers under her supervision had undergone Management Development Training Programme (MDP) where each had a project, and goals to achieve under that project. She said the projects are ongoing and hers is to closely monitor each manager to ensure attainment of the set goals. ‘Mamots’oane is also looking forward to working hand in hand with other Directors in ensuring effective cost controls through proper monitoring of the budget, and expenditure on programmes that add value to the Authority.

Saving a Girl Child

By: Lineo Moqasa



A water tank provided to Jeke community

Down the rolling hills, in the village of Qoaling Ha Jeke, a group of girls with buckets of water on their heads are happily chatting on their way home. It is winter and the chilly air pierces through their soft skins. In the morning under the dew-covered trees, with leaves pointing downwards like the tips of an iceberg, and water dropping slowly down the earth, the girls walk home.

Ouch! Oh no, how dreadful! The water spills from one of the girl's bucket, an indication that she cannot balance it properly on her head. The bucket falls off her head after she had lost her balance from stepping on the water that spilled from her bucket. This is just one of those incidents in this daily exertion.

Nthabi is 15 years old and she is one of the girls who are faced with these hardships. At home she takes down her 20 litre bucket without assistance. Despite her tender age her hands are already calloused. She says that she and other village girls fetch water every day from a distant vil-

lage called Ha Shelile. "I always have to ensure that I fetch water with my friends after school for our household use. This is tedious particularly when the schools are open." Like some of her friends she has to perform other household chores and also squeeze in her school assignments. She says this makes her to sleep late in the evening. "However, I have to wake up early in the morning to prepare myself for school and help one of my siblings who I accompany to a pre-school daily."

To save her and other girls from walking long distances to fetch water, WASA provided a water tank to the Jeke community. The community is expected to contribute money to pay for a water tanker every month to fill in the water tank. Nthabi heartily thanked the Authority for this contribution. "This is an enormous assistance to help pave our future educationally and I will now have ample time to concentrate on my school work and ensure that I do well in my studies," she says. This is how a small action by WASA has had a great impact on the lives of an ordinary community of Ha Jeke.

Water is essential for all forms of life and crucial for human development. However, women and girls still walk long distances or spend hours waiting in queues for water, particularly in the peri-urban areas. This is time-consuming and often the women subsequently suffer physically as a result of carrying heavy water containers. Some of these women and girls do not have time for other pursuits, such as education, income generation or cultural and political activities.

Maseru Peri-urban areas get potable water supply

By: Khotso Letsatsi



Villagers getting water from the communal prepaid metres at Ha Pena-Pena

The Community Water Supply project contract signed between Water and Sewerage Authority (WASA) and Cairomatic worth M5.6 Million in December 2009 for construction and extension of water mains to four peri-urban areas of Maseru City has come to an end.

Under the project 22 communal pre-paid standpipes that are expected to serve 22 000 people have been installed at Ha Lesia, Khubelu, Likotsi and/ or Ha Tikoe and Ha Pena- Pena.

The project is funded by World Bank while the Consultant is Ground Water Consulting (GWC).

Tikoe-Thetsane Water Supply Project heads towards completion

By: Khotso Letsatsi

A 73 million Maloti Tikoe-Thetsane Industrial Estates Water Supply Project financed by the Government of Lesotho through the Ministry of Trade, Industry, Cooperative and Marketing to supply water at the newly to be constructed Industrial Estates at Tikoe Ha Thetsane is near completion.

The objective of the project is to enhance both security of safe and reliable water supplies to the industrial estates of Thetsane and Tikoe in order to attract investors and to help reduce poverty through creation of employment opportunities.

According to the Manager Contracts Administration at WASA Mrs 'Mamathe



Construction of Tikoe -Thetsane Water Treatment Plant

Makhaola, the project is meant to construct an independent water supply system for the existing Thetsane industrial estate and the new Tikoe estate to be constructed. She further said that the main project components includes the river intake works, low lift pumping station, water treatment works, clear water tank, high lift pumping station, transmission mains and storage reservoir.

When talking about the project implementation status, Mrs Makhaola said that pipelines of 4 110 meters of 400mm gravity main have been laid and 2860 meters of 450 pumping main has been laid as well representing 99% and 96% respectively.

“10 megaliters concrete reservoir walls

are now 97% complete and the reservoir columns and beams are almost complete while the precast concrete roof slabs are in order”, said Mrs. Makhaola. She further said that at the Water Treatment Plant concrete works, pre-settling tanks, clarifiers, chambers and the settled water tanks, clear water tanks and pump house, control room and pressure filters are on average 85% complete.

The project was awarded to Matekane Plant Hire and Civil Works for construction and consultancy was awarded to Ground Water Consulting (GWC). They will be executed in a period of 29 months commencing in January 2008 followed by 12 months defects liability period.

UNIK Construction hands over Sewage Ponds to WASA

By. Lineo Moqasa

December 16, 2009, saw a handing over of both facultative and maturation ponds at Roma and Teyatyaneng (TY) centres by UNIK Construction Engineering to WASA. The ponds were handed over after being de-sludged, and rehabilitated by the said company. Other works to ensure effective operation of the ponds include repairs of the concrete slabs and construction of storm drainage. “The tools room was also constructed to ensure safety of materials to be used on a daily basis for cleaning of ponds,” Mr. Sarker, Three Towns Water Supply and Sanitation Project Manager said. He further pointed out that the company saw a need to fence the sites to ensure maximum security.



WASA Managers, contractor and consultant during Sewage ponds handover

This initiative is a major step in ensuring that WASA fulfils one of its mandates of safely disposing of treated wastewater into the environment. Moreover, this will assist in providing improved sanitation to new domestic and commercial users in the medium terms of the three towns.

The occasion was witnessed by WASA Management, Technical Advisor and UNIK Construction Engineering. The works that commenced in October 2008 were completed in November 2009 at a cost of € 133,194.24 (M1, 465,137.00) at Roma and € 62,432.27 (M686, 755.00) at TY.

Quthing Package Plant performs to the expectation

By: Khotso Letsatsi



WASA Management during the commissioning of Quthing Package plant

Queries and complaints of water shortage and turbid water from the Quthing town residents have now subsided, thanks to the construction of the package water treatment plant financed internally by Water and Sewerage Authority (WASA).

According to one of Quthing resident and a prominent businessman Mr. Teboho Mokau, they used to stay, sometimes one to two weeks without water especially during rainy seasons. Even when they got water it was often. "The water was as if WASA did not attempt even to treat, they just pumped the water from the Qomogomong river and passed it to the people," said Mr. Mokau.

The Area Manager of Quthing Town Centre Mr. Ntšaba said that the problem of the

old treatment plant was that there was no coagulation of flocculants from raw water abstraction resulting to an unavailability of potable water. "With the new plant we do not have a problem even during rainy season", said the Manager.

According to Mr. Ntšaba, the new plant is working to the expectation and there is plenty of water at the moment. He further said that there is water shortage sometimes due to pipe bursts and other unavoidable issues that they normally repair and fix with the assistance of their workshop from the Head Office in Maseru.

Mr. Ntšaba said that Quthing Town is growing fast but it has not reached to a situation where WASA cannot meet the demand. The capacity of the plant at the moment is 2megalitres of water per day while the demand is estimated to be 0.7 megalitres per day.

Quthing package treatment plant was constructed in 2008 and commissioned in 2009. It was financed internally by WASA with an amount estimated to be two million Maluti. It was constructed in response to frequent complaints of water shortages and turbid water that were made by Quthing residents.

Semonkong request interim water supply

By: Lineo Moqasa

The majority of households in the town of Semonkong have no access to potable water and this has posed a serious problem. Despite the proposed Water Supply Project by WASA under Millennium Challenge Account (MCA) expected to commence in 2011, this to residents seems a far cry. In a number of public participation meetings for Environmental and Social Impact Assessment (ESIA) residents have pleaded for an interim water supply. They need WASA to resuscitate the existing sources mainly the boreholes in the meantime to address both economic and social needs. They pointed out that Semonkong was declared a town in 2000 but since then they have been in dire need of potable water supply.

Currently most of the residents get water from a borehole owned by Frasers shop while others get it from Serumula Development Project located a distance from most of them. "We need transport to get water from Serumula which is very difficult for most of us as we are not working. We also have to hire boys to get us water from Frasers as women cannot draw water down the borehole," said one of the residents.

The unavailability of water for drinking and other uses is a critical problem. "With the prevalent HIV-AIDS pandemic, lack of access to potable water has impacted heavily on affected families," Morena Tsietsi Mathibeli said.

Notwithstanding the various processes to undertake before construction works begin, Semonkong residents appeal to respective authorities to address their problem as lack of water leads to poor health, hunger and lack of education and ultimately hamper development. All these lead to a cycle of poverty.

In response to the plea by the residents of Semonkong to receive provisional water supply while waiting for the project to start, the residents were informed that funds allocated to the project cannot be divided, that is, use one portion for rehabilitation and the other to complete the project.

"We need transport to get water from Serumula which is very difficult for most of us as we are not working. We also have to hire boys to get us water from Frasers as women cannot draw water down the borehole,"

A Safe Haven

By: Lineo Moqasa



Mrs 'Mahlompho Mpeta and Mrs 'Maselebalo Qhobela from LBCN make a presentation to WASA staff

Realeboha had just graduated after completing her studies. A time she has been looking forward to and now ready to start her new job to enjoy the fruits of her toil. She was excited that she could finally help her single Mom who supported her throughout her studies. But a week that should have been filled with positive reflection and good times was instead marred by a medical test she took before starting her new job.

Upon receipt of her results which indicated that she has Breast Cancer her eyes filled with tears. She foresaw a bleak future ahead of her. She started asking herself endless and unanswerable questions. The 30 minutes travel in a taxi back home felt like 30 years in solitary confinement. She felt so desolate and to make it worse she could not even chat to any one of the passengers on board. She says she wanted to share her pain with someone but her tongue failed her.

She however, shared the bad news with her dear mother when she got home who, as usual, was very comforting. She told her about the Lesotho Breast Cancer Network, a registered charity and non-profit making organisation that deals with incidents of breast cancer in the country. The main objective of the organisation is to raise awareness about the disease, provide guidance, support and information about the importance of early detection and diagnosis of the disease.

Realeboha admits that Lesotho Breast Cancer Network is a place to find comfort, hope and healing in the painful aftermath of the discovery of this potentially fatal disease. She talked of the overwhelming grief and the remorse after learning of her status. She felt like a flickering candle light that quickly vanishes into thin air when blown by a soft midnight air.

It is through the unwavering support of the Lesotho Breast Cancer Network and her family that she is now confidently going through the healing process. She says she is finding more help than she ever expected. The Network provides an environment for people like Realeboha to heal, share their experience, fear, pain, hope and get comfort and encouragement from people who have been through similar challenges.

To all the ladies and gentlemen out there please make sure that you get checked for the sake of your health.

Let's ensure that we pass this message to others. **Break the silence, save a life.**

HIV & AIDS day Commemoration

By: Bokang Tlali



WASA staff during WORLD AIDS DAY Commemoration

The Human Resources (HR) Department, through the Wellness Office has over the years embarked on a number of initiatives; to promote awareness on the life threatening diseases and illnesses. During the 3rd quarter of the financial year, on the 07th day of December, 2009, a World-AIDS-Day commemoration was held at WASA headquarters, where WASA staff made a procession from Maseru Water Production Department, through the CBD, to WASA headquarters. Amongst the main speakers, were a person living with HIV and AIDS, and medical practitioners from 'Mohoo'; a voluntary, non-profit making organisation, actively engaged in the dissemination of health information in Lesotho. The theme for the year was "Stop AIDS, keep the promise", and some of the highlights for the day were, Promoting consistent use of condoms, Counselling & knowing your

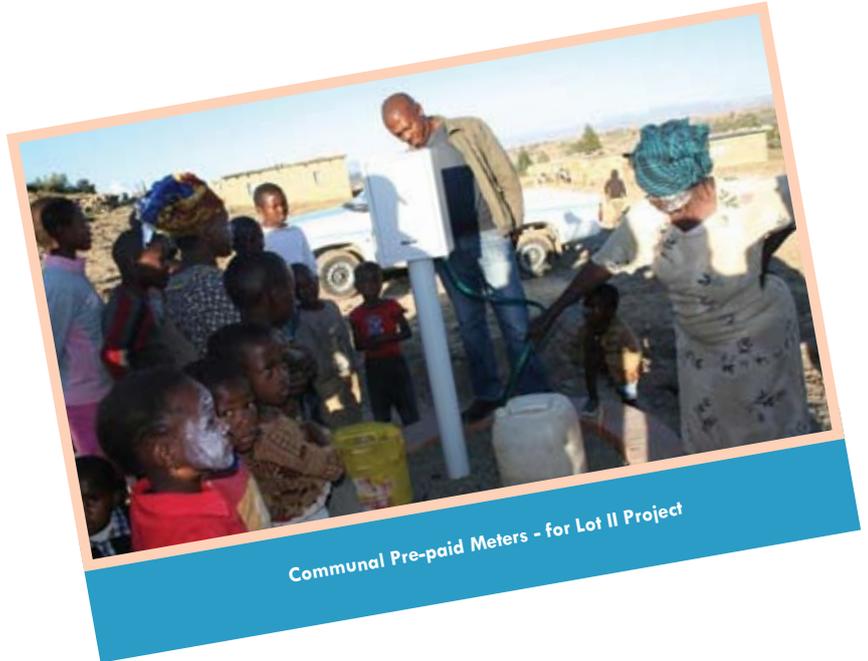
status, Responsibilities of individuals in the prevention of HIV infection, and dealing with the stigma attached to being infected.

Banners were raised high; candles were lit, all in one spirit; to show how much we care for and support our brothers and sisters who are infected and affected by HIV/AIDS pandemic.

Through the never-ending support from ILO and healthy-life-styles, this initiative was truly a success.



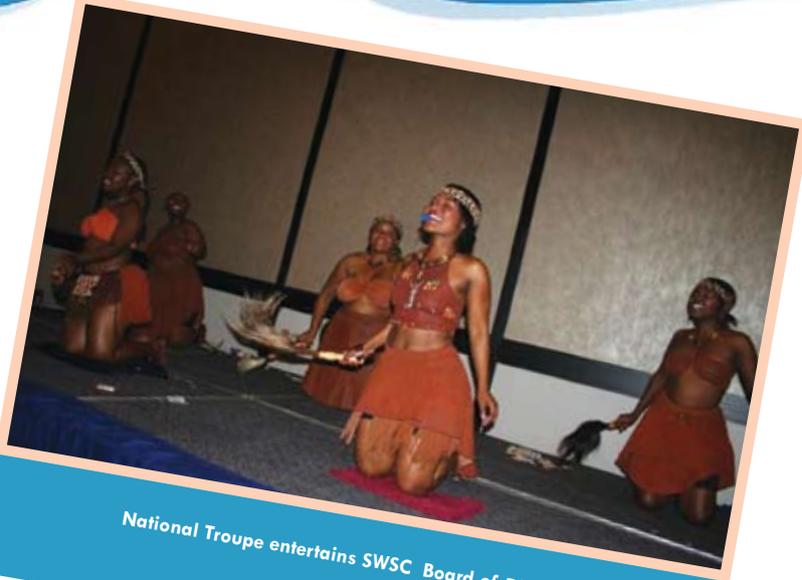
Laying of water mains at TY,
Three Towns Water Supply Project



Communal Pre-paid Meters - for Lot II Project



Award of Certificates to Managers after
completion of Management
Development Training Programme (MDP)



National Troupe entertains SWSC Board of Directors



Performance by National Troupe at a Dinner held at Lesotho Sun for SWSC



Managers who got outstanding performance (MDP)



Signing of Community Water Supply Project Lot II between WASA and Cairomatic



Board Members SWSC at Katse Information Centre



Communal Pre-paid stand pipes at Mamenoaneng



Mrs Selloane Letsunyane hands over a present to Mr. Makalo Nts'asa during his farewell



World Bank, GWC and WASA tour the Maqalika Raw Water Pump Station



Crossing of the road near Maqalika Dam - Raw Water Pump Station

Inspirational

Obstacles

The Obstacle in Our Path In ancient times, a King had a boulder placed on a roadway. Then he hid himself and watched to see if anyone would remove the huge rock. Some of the King's wealthiest Merchants and Courtiers came by and simply walked around it. Many loudly blamed the king for not keeping the roads clear, but none did anything about getting the big stone out of the way. Then a peasant came along carrying a load of vegetables. On approaching the boulder, the peasant laid down his burden and tried to move the stone to the side of the road. After much pushing and straining, he finally succeeded.

As the peasant picked up his load of vegetables, he noticed a purse lying in the road where the boulder had been. The purse contained many gold coins and a note from the king indicating that the gold was for the person who removed the boulder from the roadway. The peasant learned what many others never understand. Every obstacle presents an opportunity to improve one's condition.

<http://www.rogerknapp.com/inspire/obstacles.htm>

Success is a matter of time

By: Khabele Molefe

We all want to succeed in life, but it is not easy as one could wish. Actually life is succession of lessons which must be lived to be understood. It is a series of ups and downs that we must experience before we become successful.

Life is like a smooth glass mountain which is slippery and we all want to climb it and reach on top of it. You can go all the way staggering, forcing your way up and when you are left with an inch to get to the top, you slip and fall down. But do not give up, try again. Remember, failure is simply the opportunity to begin again, this time with more intelligence. Actually, people do not drown by falling in water but they drown by staying in it.

You may have to fight the battle more than once to win it. So, the same concept is applicable in life. No matter how many times you fall, stand up and go on with your journey, bearing in mind that perseverance breeds success. Besides, after every struggle, there is success.

People who succeed in life are usually people who are positive about life itself, that is, people who believe in miracles, and who do things with passion and patience. In life, there is nothing great that has ever been accomplished without passion; great works are always performed not by strength but by perseverance. Learn how to focus, be like a postage stamp, and stick to one thing until you get it. Avoid being jack of all trades but master of none.

Regardless of how many years you spent on one thing you will still get where you want. Remember, Rome was not built in a day. Even a forest is not created in a season.

IN THE MIDST OF OUR TRIALS, WE STAND TALL, TOGETHER!

A TRUE PATRIOT'S PRAYER FOR LESOTHO

By: 'Matšele 'Mota

I love my country
I will not leave it
I refuse to despair
My country...
The land of my forefathers
They loved it!
They cherished it, respected it.
It brought them pride, joy, water and food
Never tears, anguish and fear.

I love this land
I shall never turn away from it
I refuse to let it go
My land...
I will stand up strong, with purpose.
To take it back!
To reclaim it, to love it, care for it.
Lifting it up, proudly, boldly and smiling
Forever I will hold its flag up.

Lesotho you've been away for too long
I've missed you
In your true self, blessed and beautiful
My home...
Majestic, pure and wonderful
I pray!
That my kids laugh and play in your splendour
That they inherit my love, my hope and my dream
For it is my land, their land and our land forever.

Consumer's Forum

Ka Letsatsi Mokhubu

Basebelisi ba bangata ba mithara oa Prepaid ba lla ka ts'ebeliso ea oona. Ele ho arabela a mang a mathata ana lefapha lena le fane ka tsela eo mithara oona o sebitsang ka teng.



Prepaid meter

Ts'ebeliso ea senotlolo (token)

1. Thetsisa senotlolo sa hau selika-likoeng (touch port) se lehlakoreng la mithara, ebe hantle eseng ka matla.
2. Senotlolo se thetse bohareng le lehlakoreng la selika-likoe.
3. Ha senotlolo sesa kengoa hantle setla ngola 'Error 33'. Empa ha se kene hantle setla hlahisa chelete feela. Mohlala, '67.09' kapa '0.09'. Lipalo tse ling tse ka hlahang ntle le tse ts'oanang le tse mehlaleng hali bolele chelete empa metsi a sebelisitsoeng, lilithara (L) kapa (m³). Sena se etsahala hang ha senotlolo se tlositsoe mithareng.
4. Ha senotlolo se ngola Error 30 ho isa ho 38, ntle ho e boletsoeng ka holimo, eleng 33, tlisa senotlolo se joalo WASA se lokiso.
5. Error 01 ho isa 30, mathata a mithareng, tlaleha hang u thusoe.

Ts'ebeliso ea mithara

1. Senotlolo se thetsisoa makhetlo a mararo a latelaneng pele se ka tima lipalo. Makhetlo a fetang ana mithara o koala metsi. (Lock). Emela mithara o itime, ebe u thetsisa hape.

2. Ha pula e nele, metsi a selika-likoeng a sitisa senotlolo ho utloana le mithara, nka lesela u phumole.

Mathata

1. Ho ipulela bokaholimo ba mithara, ho chesa, ho roba kapa ho pshatla mithara ha ho lumelloe ke tlolo ea molao. Motho a ka fuoa kotlo ea tefiso esita le ho qosoa makhotleng a molao.

2. Chelete e fela 'kapele'- sena sebakoa ke tse latelang.

- ts'ebeliso e holimo ea metsi. Sena se bonahala haholo ka mekhoha ea litefiso tse hlahang mithareng, (tarrifs), eleng 1 ho isa 8.

-ho lutla hoa marang-rang a kapele ho mithara kapa lipompo ka tlung.

Litlankana tsa ho reka metsi li bonts'a mathata ohle a mithara. Mona ke boikarabello ba mosebelisi oa metsi ho lokisa. Palo ea ho qetela e khubelu ka holimo mithareng e qeta nako eohle entse e tsamaea.

3. Ho hokela metsi ka thoko ho mithara. Mona mithara- o loma moetsi oa ketso ka hore marangrang a romela melaetsa, hore semanyaman-yane u inoella metsi feela! Ketso ena e soto mme u lefisoa likete tse hlano tsa Maluti (M5000.00) le likhakanyo tsa ts'enyō.

Tse amang chelete

1. Tlhokomeliso ea chelete e seng ele haufi le ho fela. (warning credit).
-maloti a mahlano kapa ka tlasana ho oona (M5.00), mithara o koala metsi

Ha senotlolo se thetsa o bula hape ho fana ka monyetla oa ea reka metsi.

2. Chelete e lefuolang khoeli e 'ngoe le e 'ngoe (M25.90), eona mithara o entsa letsatsi la ho qetela la khoeli ha e kena ho e latelang ebile o khutlela mokhoeng oa pele oa litefiso. (Tarrif 1).

3. Litefiso tsa ho tlosa mithara - kopo e lefelloa ka M50.00, ho etsoe likhakanyo, ts'ebetso e etsoe ha li lefuoe.

Lipompo tsa sechaba

Lipompo tsa sechaba li arotsoe ka metse, ele hore motho ea tlohang ha Thetsane, mohlala; a ke ke a kha ka senotlolo sa hae ha Tsolo. Ka hona ha u tloha motseng o mong u eea ho u mong u sebelisa token, itlalehe WASA hore token ea hau e fetoleloe ho ea motse oo u eang ho oona.

Senotlolo se lahlehileng

Linotlolo tse lahlehileng kappa tse utsoitsoeng li tlalehoa ele hore li koaloe li se sebelisoa ke motho e mong, 'me sena se etsa hore ho be bobebe ho li fumana ebang motho a tl'o reka metsi ka eona.

Matlo a hirisoang

Matlong a hirisoang batho ba hirileng matlo ha ba kena esita le ha ba etsoa ba itlalehe WASA ele hore lits'ebelletso li koaloe kapa li buloe bocha.

Ho etsa tlaleho sebakeng sa tokiso

Ebang mithara oa hau o ena le bothata 'me u hloka hore basebetsi ba tokiso ba eo lokisa, fana ka mmapa o hlakileng hore na u lula ho kae ele hore u thusoe ka nako.

From the HR Desk

Appointments

Mr. Neo Bohloa - Manager
Engineering & Design
Mr. Fako Khoanyane -
Maintenance Manager
Mr. Matlotlo Ntabe - Projects
Accountant
Ms. 'Mat'sele 'Mota - Management
Accountant
Ms. 'Maletsatsi Khetsi - Area
Manager: Thaba - Tseka
Mr. Tiheli 'Moleli - Area Manag-
er: Butha - Buthe

Promotions

Mrs. 'Mamots'oane 'Musa -
Director of Finance
Mr. Soai Soai – Projects Manager:
LWSIP
Mr. Refiloe Makhetha - Area
Manager: Mafeteng
Mr. Poloko Motsamai - Area
Manager: Mokhotlong

NOTICE! NOTICE! NOTICE!

Dear Customer,

New Water Tariff Structure Announcement

Please be informed that the water tariffs have changed as follows:

	OLD	NEW
Standing charge for domestic customers	M24.65 (M14.74)	M27.12 (16.21) for Band A

Domestic Customers - Water:

BAND		OLD RATES	NEW RATES
A.	0 TO 5 Kilolitres	M2.41	M2.65 per 1000 litres
B.	5 TO 10 Kilolitres	M4.08	M4.49 per 1000 litres
C.	10 TO 15 Kilolitres	M7.17	M7.89 per 1000 litres
D.	ABOVE 15 Kilolitres	M9.89	M10.88 per 1000 litres

Standpipe customers	M3.27	M3.60
Standpipe standing charge	M0.00	M0.00

Non Domestic Customers – Water

Standing charge for non domestic customers	M164.19	M180.61
All Consumption (industries, business, government)	M6.52	M7.17
All Consumption (schools, churches)	M6.47	M7.12

All types of customers - Sewerage

The sewerage is charged M5.91 on 85% of water consumed

The non-waterborne sewerage is charged M5.91 on 60% of water consumed

Septic tanks, conservancy tanks, VIPs where there is no sewerage system –M300.00 per load

Septic tanks, conservancy tanks, VIPs in sewer reticulated areas –M435.00 per load

These tariffs will be effective from the 1st April, 2010

WASA MANAGEMENT

WASA has assumed that water returned to sewers is 85% of kiloliters billed.



R. Tlali (Mrs.)
Chief Executive