

# WASCO Customer Charter

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## 1.0 Purpose of the Customer Charter

WASCO has introduced a customer service charter as an expression of our commitment to improving our service and communication. The Charter is an agreement between the Authority and its stakeholders that requires equal commitment to the obligations drawn up for each side.

The **Service Charter** identifies our stakeholders, explains our services and how you can access our them, outlines our service standards and how you can complain if the standards are not met, offers advice on how you can help us to serve you better, and states how you can contact us and the type of treatment that you should expect.

## 2.0 Stakeholders

This charter will apply to everyone whose activities affect the existence of WASCO, including:

- Colleagues
- Existing Customers
- Potential customers
- Members of the Society
- Other organizations
- Suppliers
- The Media
- Government Agencies
- Members of the Board

## Our Services

WASCO approach is guided by the 2008 to 2011 vision and strategy document and the declared aim is that:

**We provide our valued customers in all designated urban areas with high quality potable water and environmentally sensitive wastewater disposal services through efficient and innovative processes; and highly competent and professional staff.**

We provide our customers with the following services:

- Potable water through a complex network of pipes
- Access to the sewer system where the system exists
- VIP Toilets and Septic disposal services

### 4.0 Access to our Services

#### Water and sewer connections

To make a request for new water and sewer connection you need to go through the following steps and inherent obligations:

- **Open a new water account:** We will create an account that will belong to you and will maintain all the transactions between you and WASCO. Your obligation is to:
  - Bring along a valid passport
  - Provide an active postal address

- Provide your contact details (telephone or e-mail address)
- **Investigation:** Here we establish the feasibility of the water or sewer connection and measure the distance of your yard from the mains. You therefore need to:
  - Pay M50.00
  - Provide physical and postal addresses
  - Produce a valid passport
  - Provide your account number (as provided in above step)
- **Provide water or sewer connection:** here we provide the actual water or sewer connection on the ground and you have to produce:
  - Proof of payment (receipt) for the investigation
  - Physical address
  - Proof of payment (receipt) of the M75.00 or M100.00 paid for domestic and non-domestic deposit respectively. Then pay the quotation in full or make an arrangement to pay on credit.
  - If payment is to be on credit, a certified copy of your passport and pay at least 50% of the quotation.
- **Change certain details of your account:**
  - Produce a valid passport that matches with the details on your account
- **Voluntary Water Disconnection:** here the customer requests us to terminate their water supply, e.g., if they are vacating a rented house or will be absent for some time. You have to:
  - Provide the account number
  - Clear all outstanding amounts
  - Provide a letter requesting the disconnection (from landlord or yourself)

if you are the owner)

- Produce a valid passport
- **Allocation of services to tenants:** Here the new tenant intends to occupy a house and wishes to register the account in their name. The new tenant has to provide us with:
  - Account number of previous tenant
  - Allocation letter from landlord
  - Valid passport
  - Physical address
- **Water Reconnection:** Here the service was terminated for non-payment and the customer should:
  - Provide the account number
  - Pay the reconnection fee and penalties
  - Produce a valid passport
- **Change of Ownership:** Here the customer has acquired a property and wishes to register the water account in their own name and you have to provide us with:
  - Proof of ownership, e.g., Lease, court order, etc
  - Valid passport
  - Name and surname of previous owner
  - Physical address

## 5.0 Our Commitment

As WASCO staff we are committed to:

- Ensuring that you have access to clean water at all times
- Taking full ownership of any stakeholder that comes into contact with WASCO. Put simply, it means that whoever meets the customer first (in person or otherwise) should make the customer their responsibility until the customer is satisfied.
- Being courteous and helpful
- Acting as ambassadors of the Authority wherever and whenever
- Providing clear and accurate information
- Responding to enquiries and requests promptly
- Apologizing if we make a mistake
- Telling people when their request will be fulfilled
- Continuously trying to improve or exceed our service standards
- Advising you on any planned water cuts in time
- Rehabilitate all infrastructure (e.g. roads) affected by our works to a condition similar or better than its former state
- Reconnecting you in just 24 hours after you pay for the reconnection
- Measuring how our customers feel about our services through the use of customer satisfaction surveys
- Where telephone calls are complex , arrange to call you when we have all the answers
- Keep you informed if we cannot answer your query or request immediately

## **6.0 Our Service Standards**

- Prepare you a quotation within 7 days of your application for a new water or sewer connection
- Make a new water or sewer connection within 21 days of your payment of the quotation
- Respond to reports of pipe bursts within 8 hours
- Respond to reports of leakages within 24 hours
- Correct mistakes related to bills in the next billing cycle
- Respond to queries and complaints within 48 hours of receiving them
- Answer all telephone calls within 4 rings
- Refund you within 14 days of the date you submitted your claim
- Pay our suppliers within 30 days of the date they submitted invoices

## **7.0 Complaints**

We are able to respond to many complaints within 24 hours. However For services that relate to billing, longer times can be expected because we have to do a thorough investigation to establish the validity of the complaint.

## **8.0 Your obligations as a customer**

- Giving us all the information we need to help you
- Treat us with respect
- Be considerate and polite to other customers
- Do not leave if you are not satisfied, rather escalate the grievance to the next supervisor

- Tell us how we can improve our services
- Ask us to explain anything you are not sure of
- Keep all your receipts safely so that they are readily available if we need them
- Tell us when your contact details change
- Be patient where our investigations require that we take longer to analyse the problem
- Provide us with correct postal and physical addresses so that we can take readings, send you correct bills, on time and at the right place
- Report any leakages and pipe bursts
- Allow us to access your premises where it is difficult to do so, for example, gate locked or dogs not on leashes.
- Report any illegal connections
- Pay your bills in full and on time
- Report any abnormal bills

## **9.0 Our Public Relations Office**

The Public Relations Office offers customer support by looking at community-wide situations and relaying that to the Authority in order to ensure that the customers concerns are addressed properly.

Public Relations Office (WASCO Headquarters):

Phone: 22313943

Fax: 22310006

E-mail: [pro@wasco.co.ls](mailto:pro@wasco.co.ls)



## 10.0 Identification of our staff

When our staff come to visit you at any place other than the WASCO premises (your home, place of work, etc) or attend public consultations and exhibitions, they will have identity cards which include a photograph and give the name, position and department of the card holder. They will happily show their identity card to reassure customers of their identity and the purpose of their visit; if you wish to double-check this information, please contact the Human Resources on 22312449. Members of staff have also been asked to wear their name badges whenever they represent the Authority.

## 11.0 How you can tell us what you think of our services

We value your opinion and want to hear what you think about the quality of our service. We want to know about the things you like about us and if you have any suggestions about how and where we could do better.

We also want to hear from you if you have a complaint, as your experience can help us to improve our service to you and to others. To tell us anything about our service, you can:

- Call our Customer Care line on 22312213/22311210/22313943 between 7.30 a.m. and 4.30 p.m. Monday to Friday
- Call us on our 24 Hour Toll-free number – **800 22 011**
- Talk with a WASCO staff member at any of our offices

You don't have to tell us your name if you don't want to, but it will help us keep you informed about the progress of your complaint. Your privacy will always be respected.

WASCO will not discriminate against you if you make a complaint. If you think

you have been discriminated against or disadvantaged because of a complaint you have made, please write to:

The Manager

Customer Care

P.O. Box 426

Maseru 100, Lesotho.

## **12.0 How to contact us**

Headquarters	22312449
Customer Care	22311210
Customer Care Manager	22212213
Roma	22340407
Morija	22360251
Mafeteng	22700298
Mohale'shoek	22785332
Quthing	22750292
Qacha'sNek	22950275
Thaba-Tseka	22900213
Mokhotlong	22920270
Butha-Buthe	22460254
Leribe	22400303
Teyateyaneng	22500305
Mapoteng	22540236
Maputsoe	22430292
Peka	22550222
Maseru Water Supply	22313943
Fax	22313791

By e-mail

makhakhe@WASCO.co.ls

In writing

**Water And Sewerage Authority**

**P.O. Box 426**

**Maseru 100**

**Lesotho**

### **13.0 Anyhow you contact us, we shall always endeavour to:**

- Treat you with careful consideration, fairly and honestly
- Try to help you ourselves, or to take responsibility for ensuring the right person contacts you subsequently
- Be polite, helpful and friendly
- Send an acknowledgement of your communications within 5 working days of receipt
- Reply to written correspondence within 10 working days
- Resolve 8 out of 10 of enquiries at first or second contact
- Answer your telephone calls within 4 rings

### **14.0 What we don't do**

At WASCO we go all out to do everything for the customer but we don't do the following things:

- We are not responsible for any leakages that occur between the meter and the stand pipe in your yard.
- We are not responsible for any leakages or damages that occur on your plumbing system
- We don't control how you use your water but can only advice you on the benefits of being water wise