



WASCO CUSTOMER CHARTER

Standard Activity	Action	Measure	Service Standard
1.Provision of access to water and sewerage services	1.1Provision of access to water and sewerage services	1.1.1Time taken to provide quotations	<p>1.1.1.1Water connection quotation shall be provided within 6 working days where there is existing infrastructure and 10 days where new network has to be constructed</p> <p>1.1.1.2 Sewerage connection quotation shall be provided within 6 working days where existing infrastructure distance is within 90m and 15 working days where infrastructure distance is beyond 90m but less than 150m</p>
	1.2WASCO shall provide water and sewerage connections on time	1.2.1Time taken to effect connection and ready for billing	<p>1.2.1.1Water connections shall be effected within 10 working days where existing infrastructure in within 150m and 30 working days where existing infrastructure is beyond 150m but less than 1000m</p> <p>1.2.1.2 Sewer connections shall be effected within 15 working days where existing infrastructure in within 90m and 30 working days where existing infrastructure is beyond 90m but less than 150m</p>
2.Customer Service	2.1WASCO shall provide its customers with excellence customer service	<p>2.1.1Customer satisfaction rating</p> <p>2.1.2Responce time and percentage rate</p>	<p>2.1.1.1Achieve customer satisfaction level of 95% and above</p> <p>2.1.2.1General complaints received either telephonically or in person shall be attended within 1 day</p> <p>2.1.2.2Written complaints shall be responded to within five working days and the prevailing problem resolved within 2 weeks.</p>

	<p>2.2WASCO shall improve access to all service centres with dedicated team of trained personnel</p> <p>2.3Wasco shall prepare its billing with accurate meter readings and timely delivery of bills</p>	<p>2.1.3Number of resolved queries/complaints</p> <p>2.2.1Accessibility</p> <p>2.3.1Meter reading</p> <p>2.3.2Correct invoicing</p> <p>2.3.3Timely delivery of bills</p>	<p>2.1.2.3All requests that need field work shall be attended to within 10 working days from the date of requesting</p> <p>2.1.3.1Achieve 95% completion on all requests received</p> <p>2.2.1.1All incoming calls shall be answered within 60 seconds</p> <p>2.2.1.2Access to user friendly and fine detailed website for information sharing</p> <p>2.2.1.3Established and fully fleshed call centre for faults reporting and emergencies to run for 24 hours</p> <p>2.3.1.1Meter readings exercise shall be carried out from 26 to 06 of the following month</p> <p>2.3.2.1Error free bills</p> <p>2.3.3.1Bills shall be delivered immediately after the closing date of the billing cycle (18 of every month)</p>
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<p>3.Effective communication information dissemination and stakeholders' participation</p>	<p>3.1WASCO shall at all times provide its customers with relevant and up to date information</p>	<p>3.1.1Stakeholder forums 3.1.2Customer education campaigns held 3.1.3Methods of printing deployed and distributed</p>	<p>31.1.1At least twice a year, meet with all relevant stakeholders to discuss pertinent water and sewerage services issues 3.1.2.1Arrange campaigns suitable to different targeted audience 3.1.3.1Brochures and posters will be placed in all WASCO service centres and its vending partners' premises, with messages encompassing on health and hygiene standards, methods on avoidance of waste water and list of payment platforms and locations</p>
<p>4.Provision of quality and reliable water, and sanitation services</p>	<p>4.1WASCO shall provide its customers with preferred quality and reliable water, and sanitation services</p>	<p>4.1.1Water quality standard 4.1.2Continuity of supply 4.1.3Water pressure 4.1.4Supply interruption 4.1.5Pipe bursts and leaks 4.1.6Quality of waste water treatment plants</p>	<p>4.1.1.1Drinking water provisions shall comply with Drinking water quality guidelines of WHO or National Standards 4.1.2.1Provision of portable water shall be to a minimum of 18hrs per day 4.1.3.1A minimum pressure of 0.5bar (5m) and maximum of 5.0bars (50m) at each connection point for house connections 4.1.4.1Planned interruption to water supply must be given at least a 48 hrs notice prior to execution and the duration should not exceed 8 hours 4.1.5.1Where interruption is caused by either the burst of a network pipe or leakage on a house connection, supply must be restored within 24 hrs. 4.1.6.1Ensure that the quality of treated wastewater at the treatment plants complies with wastewater quality standards</p>