



WATER AND SEWERAGE COMPANY

CODE OF PRACTICE:

BILLING OF WATER & SEWERAGE CUSTOMERS

I. PURPOSE OF THE CODE

This Code is duly developed as required by the Composite Water & Sewerage Services License. It serves to guide all WASCO customers and stakeholders about the policies and procedures that are undertaken for billing of water and sewerage services. Billing is an important component of WASCO as a revenue collection tool to finance service provision.

II. OUR COMMITMENT

We pledge our commitment to uphold the strictest standards in billing customers for water and sewerage services. This Code describes these strict standards for in the reading of your meter and determination of your bill. We pledge to accurately and timeously read your meter at least once a month. We shall give you a clear, legible bill that has all the necessary information on your water and sewerage consumption.

We will ensure the following practices:

- Publication, distribution and public outreach of revised changes to this Code immediately after changes are approved by LEWA
- Professional courtesy, honesty, fairness, objectivity and timely response to all customer enquiries are upheld as a high priority for all customers and stakeholders
- Continuous training and capacity building of our employees on all billing issues are constant and persistent, in accordance with international standards
- Issuance of clear, consistent and timely bills to all our customers
- Provision of a choice of methods for customers to pay bills
- All information and data provided to WASCO on customer billing are treated in the highest regard and with strictest confidence
- Finding a suitable plan with customers for timely taking meter readings and settling bill payments
- Providing installations, maintenance, calibration, repair and replacement of meters, as needed.

III. CUSTOMER METERS & READINGS

Customers are requested to note the following with regard to meters installed in their premises:

- All customers shall have a meter at a designated location on their properties.
- All meters are maintained and operated by WASCO and shall not be tampered with by anyone. WASCO will ensure accessibility of meters with assistance of customers where necessary. Meters will be accurate and recalibrated from time-to-time on a scheduled basis or as necessary.
- WASCO reserves the right and shall have unrestricted access to meters at all times for meter reading, service, inspection, recalibration, and repair or replacement of a malfunctioning meter.
- Accurate readings of all meters will be conducted by WASCO and the period between two meter readings shall not exceed three (3) months.
- If the customer requests a test of the meter, we will charge a fee for the meter test. The meter test fee is refundable if the meter is found to be faulty or inaccurate.

IV. CUSTOMER BILLING

A bill is a notice for the purpose of payment for our services, which is delivered to customers either by hand, post, email or short message service.

We will issue a monthly easy-to-understand bill to each customer.

We endeavor to bill all our customers for services duly rendered except for water tankering¹ in the cases of emergencies.

We will submit a bill on an actual and precise reading of the customer's water meter.

¹ Alternative supply mode is through the tankers in the cases of emergencies.

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All bills for water and sewerage services will be calculated based on LEWA-approved tariff rates. The bill shall reflect the total sum and shall not be itemised.

If we are not able to reasonably or reliably base a reading of the customer's meter (due to inaccessible, locked gates, stopped meters etc.), we will provide the customer with a bill based on estimated water consumption. In any case, estimated bills are reversed when correct readings become available in the subsequent months through a properly functioning meter.

We endeavor to bill every customer within 30 days upon commencement of service as per A-2.1 of QoSSS.

A standard billing document provided by WASCO will contain the following information: this is as per section 4.2.1 of QoSSS:

- The full names of the customer.
- The account number
- All relevant addresses
- The billing period
- The services provided by WASCO (or any particular or additional goods or services) to which the bill relates
- The Current and previous meter readings that determines units consumed
- The charges that are payable (fixed and variable), Any amount deducted, credited or received under:
- The amount of any payments received from the customer during the bill period
- The amount of any arrears or credit standing to the customer
- The total amount due for water and sewerage services
- A telephone number for the customer to call for any queries relating to:
 - The bill
 - The complaint handling procedures of WASCO.

V. CUSTOMER RIGHTS & RESPONSIBILITIES

- Customers have the right to demand and receive bills timeously for services duly rendered.
- The customer has the right to request clarification on the contents of the bill
- The customer is responsible for settling the bill in full within the prescribed timeframe
- In order for a customer to properly manage the bill it is advisable to manage the inefficiencies, leakages, etc downstream of the meter. WASCO only takes responsibility of the supply infrastructure up to the meter point.
- Customer is responsible for upkeep of the meter and its surroundings
- Customers are encouraged to read their meters to ascertain and verify readings

The Code should provide information on payment methods with associated charges (charges to be reviewed on annual basis).