



WATER AND SEWERAGE COMPANY

CODE OF PRACTICE:

WATER SUPPLY SERVICES

I. PURPOSE OF THE CODE

This Code is duly developed as required by the Composite Water & Sewerage Services License. It serves to inform and explain to all WASCO Customers and Stakeholders of water supply services, how WASCO supplies water, information on quality and pressure, and what to do if there is water supply problem and who to contact.

II. WASCO SUPPLY AREAS

We serve the sixteen designated towns and urban centers in Lesotho. We are licensed by the Lesotho Electricity and Water Authority (LEWA) for the provision of water and sewerage services in the below listed towns and urban centers.

- Maseru city
- Teyateyaneng
- Mapoteng
- Peka
- Maputsoe
- Leribe (Hlotse)
- Butha Buthe
- Mokhotlong
- Thaba Tseka
- Qacha's Nek
- Semonkong
- Roma
- Morija
- Mafeteng
- Mohale's Hoek
- Quthing

We are closely monitored and guided by the regulator (LEWA) and we strive to ensure that the drinking water we supply meets the World Health Organisation Standards, the regional water quality standards and the Quality of Supply and Service Standards (QoSSS) developed by LEWA.

Our number one priority is making sure you have excellent quality drinking water all the time and supplied for at least eighteen (18) hours a day.

III. ORIGINS OF OUR WATER SUPPLY

Our water sources comprise of dams, rivers, boreholes or springs. We treat water at 22 key water treatment works across the country.

Our water treatment facilities have been designed, built and commissioned to the highest quality standards. Our abstraction points have been chosen with strict observance of avoidance of proximity to known pollutants. In this regard, we will not abstract very close from a waste disposal facility.

Our systems are water tight and guard against external contamination. There exist various types of treatment facilities at different water treatment sites of various sizes depending on demand and raw water quality. These facilities comprise of sedimentation tanks, filtration systems, chemical dosing, water quality testing points enroute to closed storage reservoirs for pumping to the distribution reservoirs.

There is routine maintenance of the treatment facility to ensure that it is operating within standards. A longer-term rehabilitation of the treatment facilities is also carried out to maintain the stipulated production standards.

IV. OUR VALUE PROPOSITION REGARDING WATER QUALITY

We supply potable water for domestic and non-domestic use and we ensure that it meets the required statutory standards. This we achieve by carrying out process control at all water treatment plants and quality assurance at our central laboratory for all treatment plants and distribution systems through to our consumer taps.

We further participate in SABS, SADC MET and ORASECOM proficiency testing schemes, and send samples to external partners (accredited laboratories) for verification and credibility testing.

If, as a customer you desire to be informed of the quality of water we supply to your area, we will provide you with details of the test results.

Our water sources do change from time to time and because of this, or if you move from one area to another, you may notice a difference in the hardness or even the taste of your water. If you are concerned about a change in the supply you are receiving, please contact us so we may investigate further. If we are aware of a change that may affect your property, we will contact you (directly or through the media) to advise you on what to do.

V. OPERATING STANDARDS

Our treatment, distribution, wastewater works and laboratories operate within strict standard operating procedures aimed at ensuring maintenance of optimal water and wastewater quality and all our employees working in these facilities have been well trained and have ability to strictly follow these standard operating procedures.

Our water treatment, storage and transmission facilities are protected from external human, animal and other encroachments to guard against vandalism and contamination of the water.

Our standard operating procedures have been designed to meet regional and international standards and are periodically reviewed. They are also routinely monitored and inspected by LEWA and where there is non-compliance, remedial measures are undertaken and can in some.

VI. WHAT WE DO IN AN EVENT OF A WATER QUALITY PROBLEM

On very rare occasions we may have water quality problems. On such rare occasions we issue notices advising customers of the problem and precautionary actions to be taken. We will always advise you in writing and by all other means possible, such as via the local media or SMS and other platforms.

Following notice to customers about the water problem we follow up to correct the water quality

issue at hand by flushing of mains and/or reservoir cleaning.

In the event that you doubt the quality of your water supply following a burst we encourage you to run the tap for 3 minutes to attain acceptable aesthetics (colour, taste and odour).

On other occasions we may have problems of reservoir overflows and leakages, pipe leakages and bursts. In cases like that we have a twenty-four-hour customer care call center to receive emergency messages and we are at the ready to attend such promptly. The call center line is inscribed on our operational vehicles and publications for ease of access to customers.

Sewage flooding and blockages may also pose a problem and are treated as in water flooding.

We also liaise very closely with Government of Lesotho through relevant ministries such Ministry of Water, Ministry of Health, the National University of Lesotho and local authorities in such circumstances.

VII. WATER SUPPLY RELIABILITY

Our water supply systems are continuously augmented to provide water for at least 18 hours per day. Our pumps have a stand-by measure to ensure that there are least disruptions to your supply and the duration of such is minimized. In addition, we operate a preventive maintenance program to maintain optimal supply at all times.

We will ensure maintenance of adequate water levels at our reservoirs to at least 24 hours of supply in the event of a plant outage.

We guarantee to maintain a minimum pressure of five meters static head (0.5 bars) in our part of the service pipe which connects your home to our water main. We must supply water at a pressure to reach up to a height of fifty (50) meters.

VIII. WHAT TO DO IN THE EVENT OF A WATER SHORTAGE

Our pipes, pumps and treated water reservoirs are all designed to meet a normal level of peak demand. In our water demand strategy, we set out initiatives to ensure that all customers have a secure supply of water.

If there is water shortage, we shall request you to reduce your water consumption. This will include use of buckets for washing cars and watering gardens instead of hosepipes. The customers will also be advised not to fill their recreational pools with water. If the shortage persists, we will opt for water rationing as well as free water tankering for essential hygiene and drinking purpose

IX. WILL MY WATER SUPPLY BE INTERRUPTED?

We work 24 hours a day to provide you with a constant supply of water. However, burst mains or failure of pumps or power supply can interrupt the flow of water. Your water supply may also be interrupted to allow us to carry out planned work.

As part of our programme of identifying and stopping leaks (leak detection exercise), we at times isolate sections of water mains at night. This exercise is normally done between midnight and 6am. Water outage notification will be issued out prior to execution of the exercise.

X. WHAT NOTICE WILL YOU GIVE ME IF MY SUPPLY IS GOING TO BE INTERRUPTED?

For a planned water interruption, we will issue 48 hours' notice prior to the interruption.

For emergency water interruption (like water main bursts), we will issue written notice within 2 hours of occurrence.

You can find further details about supply interruptions including timescales and information about alternative supplies in all our information dissemination platforms.

