

WATER SUPPLY STANDARDS	MEASURE	SERVICE STANDARD
We will supply you with safe, drinking water of high quality	Water Quality Standard	We will supply water that meet National Water Quality Standards (SANS 241 of 2006) and meet any other contractual agreement with our customers.
	Continuity of Supply	Water supplied 24 hours a day.
	Monitoring	Rand Water will monitor water quality levels monthly and make results available to you.
	SANS Standard	More than 95% compliance with SANS 241: 2006 Standard for drinking water.
	ISO 9001:2000	Deliver service improvements and maintain standards as per ISO 9001:2000.
	Water Pressure	Rand Water shall at all times maintain pressure between the minimum and maximum supply pressure per customer connection under normal operating conditions based on existing and projected annual average daily demand.
MAINTENANCE AND REPAIRS	MEASURE	SERVICE STANDARD
We will provide you with superior customer service	Supply Interruption	We will give at least 21 day's notice and expected duration of any interruption to the water supply where maintenance work is planned.
		We will restore water supply in the case of an emergency within 24 hours.
	Failure/Leaks	Repair unexpected failures and leaks within 24 hours.
	Professional Service	Return all your calls within 8 hrs of receipt.
	Customer Satisfaction	Achieve customer satisfaction levels of above 80%.
	Response Rate	Respond within 8 hours to acknowledge receipt of a request for service.
		80% of the telephone calls will be answered within 3 rings.
		E-mails, faxes and calls will be resolved within 24hrs.
		Assigned Service Requests will be resolved within 3days.
	Feedback	Respond to your written complaints about our water quality within 24 hrs.
Feedback	We will call you within 4 hrs to give you feedback on the status of the work done concerning all customer queries that were lodged with the Customer Service Centre.	

MAINTENANCE AND REPAIRS	MEASURE	SERVICE STANDARD
<p>We will provide you with superior customer service</p>	Proactive Engagement	We will approach you proactively once a year to assess your needs.
	Speed of New meter Installations	We will give you feedback about the status of your application for new meter installation within 14 days after application.
		New meter installations shall be installed in accordance with regulatory provisions and the specifications of the manufacturer of the meter. All new meter installations will be done after the receipt of a written confirmation of acceptance as stated in the Bulk Water Supply Contract.
OPERATIONAL STANDARDS	MEASURE	SERVICE STANDARD
<p>We are committed to accurate meter reading</p>	Meter Reading	We will read all meters monthly, within 7 (seven) days of the end of the preceding month. We will provide all the municipalities with a meter-reading schedule at the beginning of the financial year.
<p>We will consult you when we set tariffs and strive for win-win arrangements</p>	Tariff Structure	Transparent and consultative tariff setting process.
<p>We are committed to ensuring that you receive an accurate and timely invoice</p>		We will strive for a win-win arrangement with you.
	Correct Invoice	Error free invoice. We will respond to written account queries within 1 day from date of receipt.
	Timely invoice	We will deliver your invoice by the 10 th day of each month
CUSTOMER CARE	MEASURE	SERVICE STANDARD
<p>Effective communication will be the corner stone of our Customer Charter</p>	1 Contact Session	Meet as agreed to assess your needs.
	1 Forum session	Meet as scheduled and agreed upon to discuss pertinent water services related issues.
<p>We will improve your access to our services through a Customer Service Centre (CSC) and a dedicated team of Regional Account Executives (RAE)</p>	Accessibility	CSC accessible 24 hours via telephone.
		RAE's accessible 24 hours via telephone.
		We will review the service standards at least once a year.
STAKEHOLDER PARTICIPATION	MEASURE	SERVICE STANDARD
<p>We will encourage stakeholder participation</p>	Water Services Forum	Meet once every month to share industry best practices and ensure that we keep you up to speed with recent developments in water services delivery.



RAND WATER

C U S T O M E R C H A R T E R