



MEMORANDUM

To: All Rand Water staff members

**From: Manager: Strategic Customer Partnerships
Motlatsi Pule**

Date: 30th June 2021

CUSTOMER SERVICE CENTER NUMBER TEMPORARILY UNAVAILABLE

In response to the increasing Covid – 19 third wave exposure of our Customer Service Center staff, you are hereby advised that the Rand Water Customer Service Center number 0860 10 10 60 is temporarily unavailable with immediate effect until the 4th July 2021. Please refrain from going to the Customer Service Center until the 4th July 2021.

Unfortunately, our system is designed in such a way that the telephones cannot be operated remotely.

Please send your enquiries to the following email addresses

- 1) Email/Scan service requests/forms to:
- 2) Customer Service: customerservice@randwater.co.za
- 3) IT Helpdesk: Helpdesk@randwater.co.za
- 4) HR Service Desk: Hrservic@randwater.co.za
- 5) Records Service Desk: rsd@randwater.co.za

Your cooperation will be highly appreciated

Motlatsi Pule

Manager: Strategic Customer Partnerships

