



RAND WATER

# CUSTOMER CHARTER

CUSTOMER CARE	MEASURE	SERVICE STANDARD
Effective communication will form the cornerstone of our Customer Charter.	Contact Sessions	Meet as agreed to assess your needs.
	Forum Sessions	Meet as scheduled and agreed, to discuss pertinent water services related issues.
We will provide you with superior customer service.	Acknowledgement	E-mail enquiries will be acknowledged upon receiving an e-mail.
	Feedback	Water quality complaints will be responded to within 24 hours.
		Communication (SMS and Email) confirming the resolution of the request will be sent to the customer upon resolution of the request.
We will improve your access to our services through the Customer Service Centre (CSC) and a dedicated team of Account Executives (AE's).	Accessibility	CSC accessible 24 hours/day via telephone.
		AE's accessible 24 hours/day via telephone.
		Annual review of service standards.
STAKEHOLDER PARTICIPATION	MEASURE	SERVICE STANDARD
We will encourage regular stakeholder participation.	Water Services Forum	Monthly meetings to share industry best practices and to ensure that we keep you up to speed with recent developments in water services delivery.
WATER SUPPLY STANDARDS	MEASURE	SERVICE STANDARD
Continuous supply of safe good quality drinking water.	Water Quality	Supply water that meets The National Drinking Water Quality Standard (SANS 241) and complies with any other contractual agreement.
	Continuity of Supply	Water supplied 24 hours per day.
	Compliance Monitoring	Water quality will be regularly monitored, and monthly compliance reports will be made available as per the Bulk Water Supply Contract.
	ISO 9001	Service improvements delivered and standards maintained as per ISO 9001.
OPERATIONAL STANDARDS	MEASURE	SERVICE STANDARD
We are committed to accurate meter reading.	Meter Reading	Meters read monthly as per the meter reading schedule. We will provide all municipalities with a meter reading schedule at the beginning of each calendar year.
We will consult you before we set tariffs and strive for win-win arrangements.	Tariff Structure	Transparent and consultative tariff setting process. A win-win arrangement between Rand Water and customers.
We are committed to ensuring that you receive an accurate and timely invoice.	Correct Invoice	Error-free invoices. Response to written account queries within three days from the date of receipt.
	Timely Invoice	Delivery of invoices by the 10 <sup>th</sup> day of each month.
MAINTENANCE AND REPAIRS	MEASURE	SERVICE STANDARD
We will provide you with superior customer service.	Speed of new meter installations	New meters will be installed in accordance with regulatory provisions and the specifications of the manufacturer of the meter. All new meter installations will be done after receipt of written confirmation of acceptance as stated in the Bulk Water Supply Contract.
	Interruption in supply	At least 21 days' notice of the expected duration of interruption to the water supply will be given when maintenance work is planned.
	Emergencies	Emergencies will be responded to in terms of the Bulk Water Supply Contract.
	Failures/Leaks	Unexpected failures and leaks will be repaired in line with the pipeline diameter as per the Bulk Water Supply Contract.

01 July 2023

Date

S Mosai  
Chief Executive Officer

M Nyembe  
Chief Financial Officer

V Kubheka  
Chief Strategy Officer

M Mehlo  
Chief Operating Officer

T Joala  
Chief Shared Services Officer

Digitally signed by Teboho P. Joala  
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