



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.
	Technical Meetings / 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 updated with recent developments in water services delivery.
WATER SUPPLY STANDARDS	MEASURE	SERVICE STANDARD
Continuous supply of safe 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 is supplied 24 hours per day.
	Compliance Monitoring	Water quality will be monitored as per the requirements of SANS 241, 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 readings.	Meter Reading	Meters are read monthly as per the meter reading schedule. Municipalities are provided with a meter reading schedules at the beginning of each financial 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 its 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	Access to invoices by the 10 th day of each month.
MAINTENANCE AND REPAIRS	MEASURE	SERVICE STANDARD
We are committed to a reliable water supply.	Speed of new meter installations	New meters are 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/ failures	Emergencies will be responded to as per the Bulk Water Supply Contract.

S Mosai

Group Chief Executive

M Mehlo

Chief Operating Officer

01 July 2024

Date

M Nyembe

Group Chief Financial Officer

V Kubheka

Chief Strategy Officer