

## **Our Customer Service Standards/Charter**

1. Ensure water supply 24/7 [D1]
2. Inform customers at least 3 days in advance where planned supply disruption is impending.
3. Give a 24 hours' notice to customers where repairs for leaks and bursts are ongoing.
4. Ensure that all paid up new connection applications are effected within 3 days after payment
5. Ensure all meters are read and billed in a sequence not exceeding 30 days [D2].
6. Ensure that every customer gets their bill/invoice not later than 5 days after billing [D3].
7. Ensure that reconnections are effected within 6 hours of the customer meeting his/her obligation [D4]
8. Resolve leaks on the service lines within 3 hours of detection.
9. Resolve all customer complaints of commercial nature i.e. billings and penalties within 6 hours and technical complaints i.e. pipe leakages, busts, water quality tests, etc within 24 hours of getting the complaint.
10. Ensure that all customer accounts are updated with the relevant information.

### **Water Distribution**

11. We distribute water to all the areas where our pipe network is located. It is our duty to make sure that there is water running in our pipes at all times.
12. In cases where we are constrained and cannot satisfy the established demand, we publish water distribution schedules for all areas concerned and the residents are promptly informed.

### **Network Maintenance**

13. We have a duty to ensure that our network is up and running at all times and this calls for regular network monitoring and repairs.
14. Where network maintenance works are planned, we inform the customers at least 3 days advance.

### **Interruptions to water supply**

15. Water supply may sometimes be interrupted to repair leaks and bursts or to wash the tanks. When this happens, we shall give 1 week notice to all the affected areas.

### **Disconnection**

16. It is not in our interest to disconnect any of our customers. We however do this upon the customer's request in case they will not be around for some time and where customers fail to pay for our services 15 days after the billing date.
17. Disconnections for nonpayment are preceded with a disconnection notice 7days before the disconnection is effected.

### **Reconnection**

18. A customer that has been disconnected for non-payment will be reconnected upon clearing his/her outstanding balance to zero plus a standing reconnection fee at the time.

19. Customers disconnected due to illegal use are connected legally after they have paid the appropriate penalty and upon successfully meeting the requirements.
20. Accounts disconnected on the customer's request are reconnected upon the account holder's request and after paying the reconnection fee and monthly charge.
21. In all the above cases, we effect the reconnection within six hours of the customer meeting the requirements.

### **Network Maintenance**

22. We carry out a daily monitoring of our distribution network and deal with all identified leaks With-in 3 hours of detection.

### **Customer Complaints Resolution**

23. We normally respond to all complaints put forward by our customers in a timely and in a satisfactory way.
24. Customers can reach us through our telephone line **08170021888** which is available 24 hours every day, or send us an email on **customerservice@portharcourtwater.com** or visit our customer care desks at any of our offices during working hours.
25. Where a customer is not satisfied with the complaints resolution at our districts offices, they can seek further attention from the **Commercial Division** at our **Head Office** at **#6 Water Works Road, Rumuola.**
26. We respond to all complaints of commercial nature brought to us within 24 hours and complaints of technical nature within 48 hours of reporting.

### **Defaulting Customers, Water theft and Illegal Use**

#### **Defaulting Customers**

27. We appreciate all our customers and acknowledge the honor they have given us to serve them. Because of this, we try as much possible not to be in a position of conflict with them.
28. In circumstances where a customer does not pay for our services, we courteously try all possible ways to recover our dues from them for a period of up to 30 days. When we fail, such a customer then becomes a defaulter and we may disconnect our services.
29. We are free to hand over such a customer to our debt collectors for possible legal action and this involves a 10% surcharge on the outstanding bill and possible attachment of property to recover our payment as the law permits. <sup>[D5]</sup>

#### **Water Theft**

30. Illegal connection to our network is a criminal offence and the offender will be punished under the Water Act <sup>[D6]</sup>;
31. Illegal use or theft of water services will attract a fine as per the prevailing PHWC tariff <sup>[D7]</sup>.