

**MISSION**

To demonstrate the City's commitment as both Water Services Authority and Water Services Provider to work as a team to provide service excellence to the community.

**VISION**

To be a leader in the provision of equitable, sustainable, people-centred, affordable and credible water and sanitation services to all.

**PLEDGE TO OUR CONSUMERS**

- ensure availability and reliability of water resources and water supply at all times
- build consumer satisfaction and an enabling environment for the development of meaningful relationships with all stakeholders
- build community awareness, knowledge transfer and other water and sanitation skills
- establish a fair, affordable tariff to ensure that all residents, including indigent households, have access to basic water and sanitation
- ensure the implementation of best management practices in the provision of water and sanitation services
- aim to ensure quality of water consistently meets SANS 241
- provide 6 000 litres of free water per month per domestic water connection as determined by the tariff policy
- provide 4 200 litres of free sanitation per month per domestic sewer connection as determined by the tariff policy
- resolve water and sanitation technical complaints within 24 hours
- minimise the impact on the environment by ensuring efficient operation of the wastewater system
- promote use of alternative water sources for irrigation and industry

**CONSUMER RESPONSIBILITIES**

- adhere to acts, municipal ordinances, by-laws and water restriction notices
- be water conservation conscious and make saving water a way of life
- not to flush foreign objects, used oil and materials into the sewer system
- not to discharge rain / surface water to the sewer system
- pay for services over and above any free allocation
- report by-law contraventions to the water hotline number 0860 10 30 54
- ensure that the water meter and sewer boundary chamber are always accessible for Council.

In order to maintain the above Consumer Charter and continuously improve consumer service, we are installing a quality management system to meet the requirements of ISO 9001:2000.

Please direct all comments and suggestions and report a blocked sewer, missing manhole cover, a burst water main, a leaking pipe or a water taste complaint to our water and sanitation hotline number on 0860 10 30 54 or SMS 31373

Comments and suggestions are also welcome.

**Saving water is a way of life**