



WATER SERVICES CONSUMER CHARTER

PURPOSE

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 become leaders in the provision of equitable, sustainable, people-centred, affordable and credible water services to all.

PLEDGE TO OUR CONSUMERS

- ensure availability and reliability of water resources 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 skills
- establish a fair tariff that ensures all residents have access to basic water and sanitation, including indigent households
- ensure the implementation of best management practices in the provision of water services
- provide 6 000 litres of free water per month as determined by the tariff policy
- provide 4 200 litres of free sanitation per month as determined by the tariff policy
(Note: This policy is currently being considered for revision – any changes will be communicated to our consumers beforehand)
- resolve 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
- ensure that the water meter and sewer boundary chamber are always accessible

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, a burst water main, a leaking pipe or a taste complaint to our water hotline number on 0860 10 30 54.



Saving water is a way of life



CITY OF CAPE TOWN | ISIXEKO SASEKAPA | STAD KAAPSTAD

THIS CITY WORKS FOR YOU