



WATER SERVICES CUSTOMER CHARTER

2001- 2002

Pledges to our customers

Overall policy

- provide quality, affordable and sustainable water services in terms of the Water Services Development Plan
- ensure courteous, effective and efficient communication with customers
- ensure a sustainable supply of water
- minimise the loss of water and ensure wise use of water by the municipality and public
- enforce compliance with legislation and promote payment for services
- extend water services as rapidly as possible to all potential customers

Potable drinking water

- provide 6000 litres of free water per month to all domestic consumer units
- ensure quality of water consistently meets drinking water quality guidelines
- aim to ensure adequate water pressure during peak supply (2.4 bar or 24 meters head)
- aim to restore supply within 6 hours following an unplanned interruption
- aim to provide informative and accurate billing, based on monthly meter readings
- ensure bulk water supply in accordance with agreements

Non-potable water

- promote use for irrigation and industry where economic and environmentally appropriate

Wastewater (sewage and industrial effluent)

- aim to minimise the impact on the environment from the operation of the wastewater system
- lower costs by reducing stormwater ingress and ground water infiltration into sewers
- aim to provide adequate wastewater treatment capacity

Customer responsibilities

- ✓ pay for services over and above your free allocation of water
- ✓ be water conservation conscious
- ✗ do not flush foreign objects and materials into the sewer system
- ✗ do not discharge rain water to the sewer system
- ✓ adhere to Acts, municipal ordinances, by-laws and water restriction notices

CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

In order to maintain the above customer charter and continuously improve customer service, we have undertaken to install a Quality Management System to meet the requirements of ISO 9001:2000. Your comments and suggestions for improvement are welcome and should be directed to the ISO Management Representative on tel. 710-8006 or fax 710-8374.