

## Contents

1.0	Purpose of the Charter .....	2
2.0	About Us .....	2
3.0	Our Vision .....	2
4.0	Our Mission .....	2
5.0	Our Quality Policy .....	2
6.0	Our Core Functions .....	2
7.0	<i>Our Services</i> .....	2
7.1	Other Services .....	3
8.0	Extension of Water and Sanitation Services .....	3
9.0	Pro-Poor Water Trucking .....	3
10.0	Water Distribution Schedules .....	3
11.0	Rationing .....	3
12.0	New Connection Guidelines .....	4
13.0	Meter Reading .....	4
14.0	Billing .....	4
15.0	Bill Distribution .....	4
16.0	Collection of Payments .....	5
17.0	Disconnection .....	5
18.0	Reconnection .....	5
19.0	Response to Fault Lines .....	6
19.1	Leakages .....	6
19.2	Network Maintenance .....	6
20.0	Interruptions to water supply .....	6
21.0	Customer Services .....	6
22.0	Customer Complaints .....	6
23.0	Environmental Safety .....	6
24.0	Service Provision to Poor Communities .....	7
25.0	Debt Recovery .....	7
26.0	Defaulting Customers .....	7
27.0	Water Theft .....	7
28.0	Our Obligation to our Customers .....	7
29.0	The Role and Obligation of the Customer .....	8
30.0	Our Plan for the Future .....	8
31.0	Fees and Charges .....	9
32.0	Amendments to this Charter .....	9
33.0	Approval .....	10

## **1.0 Purpose of the Charter**

The purpose of this Charter is to enlighten our esteemed customers and stakeholders on the services provided by SALWACO, and our commitment to deliver these services.

## **2.0 About Us**

The Sierra Leone Water Company (SALWACO) is a wholly government-owned utility established by an Act of Parliament in 2001 to develop and operate in specified areas, to provide satisfactory water services at reasonable cost and on a self-supporting basis without adversely affecting the environment. It has power to control water abstraction and pollution in the catchments from which it takes water for its supply areas. It can also implement small water supply schemes in rural areas, which it then hands over to the communities concerned for their management.

## **3.0 Our Vision**

To be one of the leading water and sanitation utilities in West Africa.

## **4.0 Our Mission**

To provide quality water and sanitation services to the provinces at commercial and environmentally sustainable level.

## **5.0 Our Quality Policy**

SALWACO is committed to the provision of quality water and sanitation delivery services to our valued customers.

## **6.0 Our Core Functions**

- a) Develop and operate a satisfactory water supply services at reasonable cost and on self-supporting basis in every specified area and
- b) Facilitate the provision of safe water and related sanitation services in rural communities and small towns

## **7.0 Our Services**

Our services include:

1. Provision of pipe borne water
2. Sanitation and hygiene education
3. Water trucking
4. Water kiosk
5. Pro-poor water supply scheme

### **7.1 Other Services**

SALWACO also offers the following commercial services upon request.

1. Bore Hole Drilling
2. Rental of Crane Trucks
3. Rental of Front End Loader
4. Rental of Heavy Duty Trucks
5. Rental of Dewatering Pump
6. Rental of Cess pit Emptier

## **8.0 Extension of Water and Sanitation Services**

We shall endeavor to extend our services to un-served areas on the basis of the demand potential.

We shall also work with local councils and other stakeholders in the provision of sanitation services in accordance with the required environmental standards

## **9.0 Pro-Poor Water Trucking**

We provide water services on a pro-poor basis with a life line rate to be levied.

## **10.0 Water Distribution Schedules**

In cases where we cannot satisfy the required demand, we shall publish water distribution schedules for all areas concerned and the residents will be promptly informed.

## **11.0 Rationing**

There may be the need to ration supply based on supply/demand fluctuations. In this event, the rationing plan will be drawn and communicated to the public.

Where our services exist, we commit to connect all applicants who meet our standard requirements. All paid up new connections shall be effected within seven (7) days and in circumstances where we are unable, we shall notify the customer with the reason and give time when the work will be done.

## 12.0 New Connection Guidelines

The following procedure shall apply for new applicants

- I. New connection forms shall be purchased for *Le 10,000.00* (Ten Thousand Leones) at any of our offices.
  - II. Our front desk officers are available to guide the customer to complete the forms. The customer will ensure the following:
    - Provide documentary proof of ownership of the property where the service is required
    - Provide recommendation letter from the land lord if the applicant is a tenant
    - Provide identification in the form of a national ID/NASSIT/Passport/Drivers Licenses
    - Provide business registration document in the case of an establish business entity.
    - Individual or corporate bodies must attach a passport size photograph and a stamp on the forms respectively
    - Obtain written permission from the owner if the connection pipes are to pass through another person's property.
- The customer shall then return the completed application form with the required attachments to our offices.
- Every new service connection will require a cost base on the materials and other costs.
- Every connection shall be provided with a meter.
- New connections, reconnections and all repairs before the meter will be effected by *only authorised SALWACO staff*.

## 13.0 Meter Reading

Meter readings shall be done as and when required.

## 14.0 Billing

A 30 days billing cycle shall be maintained for all customers. The water billing shall be based on the consumption as recorded from the meter. Where a meter is not read, an estimated average based on three correct previous readings shall be used.

## 15.0 Bill Distribution

Water bills shall be distributed to our customer's premises in the first week of every

month. Every customer shall be obliged to request our office for their bill should they not receive it by the first week of the month.

## **16.0 Collection of Payments**

SALWACO shall strive to make this process as convenient and comfortable to the customer as possible by providing a variety of authorized payment options and as many payment points as is economically possible. Such shall include:

- a) Direct Debit
- b) Over the counter payments in selected Banks
- c) Electronic funds transfer
- d) Automatic teller machine payments
- e) Payment via Mobile Money, Splash, etc

## **17.0 Disconnection**

SALWACO does not intend to disconnect any of our customers but we shall do so under the following circumstances:

- I. Illegal water usage
- II. If a customer fails to pay for our services two weeks after the billing date.
- III. After a reminder has been sent FIFTEEN (15) days after the billing date.

Disconnections for non-payment shall be preceded with a disconnection notice three (3) days before the disconnection is effected.

## **18.0 Reconnection**

A customer that has been disconnected for non-payment will be reconnected under the following conditions:

- c) Clearing the outstanding balance to zero and upon payment of the standard reconnection fee at the time.
- d) Agreement has been reached with SALWACO on how the debt will be paid

In all the above cases, we shall effect the reconnection within three (3) working days after the customer has met all the requirements.

## **19.0 Response to Fault Lines**

### **19.1 Leakages**

We shall carry out daily monitoring of our distribution network and deal with all identified leaks within 24 hours of detection.

### **19.2 Network Maintenance**

Where network maintenance works are planned, we shall inform the customers within seven (7) days in advance, except for emergency.

## **20.0 Interruptions to water supply**

We may sometimes interrupt the water supply to repair leaks and bursts. When this happens, where practicable we shall give a 24 hours' Notice to our customers.

## **21.0 Customer Services**

SALWACO will ensure that our staff are presentable, easily identifiable, and well trained to help in the satisfactory handling of our customer queries. We shall conduct annual customer surveys and stakeholder workshops to assess customer needs and ensure continual service improvement.

## **22.0 Customer Complaints**

All customer complaints shall be responded to in a timely and satisfactory way. Customers can make their complaints through the following ways:

- I. Call a toll free telephone,  
Siateel- 242
- II. visit our customer care desks at any of our offices
- III. Fill in a standard complaint form (See Complaint Management Policy or visit our front desk officers)
- IV. Email us- [salcustomcare42@gmail.com](mailto:salcustomcare42@gmail.com)
- V. Facebook or whatsapp us

## **23.0 Environmental Safety**

- a) We initiate and join our customers and other stakeholders in activities aimed at improving the environment.
- b) The Company will ensure a safe working environment where customers will enjoy interacting with staff.
- c) We ensure that our activities do not interfere with the integrity of the

surrounding areas

## **24.0 Service Provision to Poor Communities**

SALWACO recognizes the often desperate situation in the informal or unplanned, settlements of our cities and towns and the low level of basic public services such as water and water related sanitation.

In our bid to help in the realization of the sustainable Development Goals, we commit ourselves to:

1. Increase access to clean and safe piped water by expanding the network infrastructure coverage in these areas.
2. Apply pro-poor tariffs to the urban poor communities to enable affordability to clean and safe piped water.
3. Improve on the hygienic and health conditions poor communities through sensitization and the establishment of pro-poor scheme.

## **25.0 Debt Recovery**

We shall always try to recover debts from customers using various means. Debt that we are unable to collect using our own mechanisms will be factored to a third party company, and the customer will be communicated to appropriately.

## **26.0 Defaulting Customers**

Customers who fail to pay their bills within 30 days are referred to as defaulting customers, and as such will be liable to disconnection or possible legal action.

## **27.0 Water Theft**

Please note that illegal connection to our network is a criminal offence and the offender will be prosecuted.

Illegal use or theft of water services will attract a fine and/or prosecution.

## **28.0 Our Obligation to our Customers**

We appreciate all our customers and acknowledge the honor they have given us to serve them. Because of this, we will work to avoid situations of conflict with them.

- I. We welcome all our customers with a smile at all times
- II. Put the needs of the customer first - THE CUSTOMER IS KING/QUEEN
- III. Listen and respond appropriately to all our customers

- IV. Have qualified and supportive staff to deal with customer complaints
- V. Deal with all customer issues with efficiency, fairness and integrity
- VI. Provide customers with all the necessary possible information to solve their complaints

## **29.0 The Role and Obligation of the Customer**

To facilitate the provision of our services in a sustainable manner, we expect the following from our Customers:

- a) Pay your bills promptly.
- b) Facilitate access to meters for meter readings.
- c) Raise complaints promptly.
- d) Update SALWACO with any changes of customer and property details promptly.
- e) Treat SALWACO staff with courtesy.
- f) Avail all the information requested by SALWACO for the execution of our services.
- g) Abide by the legal requirements and all by- laws and desist from illegal usage of water.
- h) Avoid collusions and compromises that would lead to defrauding the Company.
- i) Report to SALWACO all matters that may have negative impact on our service provision.
- j) Customers are encouraged to bring forth new ideas to help the company understand and serve their needs in a better way.

## **30.0 Our Plan for the Future**

Our commitment is centered on making life better for all our stakeholders.

To this end, we plan to:

- I. Introduce digital hand held billing devices.
- II. Introduce prepaid meters
- III. Engage our customers before we adopt new technologies
- IV. Introduce automated real time leakage detection system.
- V. Introduce online application and payment services.



### 31.0 Fees and Charges

	Domestic (SLL)	Commercial (SLL)
Water Rates ( Provisional)	5 per litre (Provisional)	10 per litre (Provisional)
Application Form		10,000
<b>Water Trucking:</b>		
<b>6,000 Litres</b>	300,000	500,000

<b>10,000 Litres</b>	500,000	700,000
Complete Bore Hole Drilling		69,200,000 (60% Advance Payment)
Front End Loader	Per Day	4,000,000
Crane Truck	Per Day	2,000,000
Heavy Duty Truck	Per Day	1,500,000
Toilet Pit Emptyer	Per Trip	500,000
Dewatering Pump	Per Day	750,000 (Revise with exchange rates)
Condenser Machine	Per Day	750,000 (Revise with exchange rates)

### 32.0 Amendments to this Charter

SALWACO's Customer Service Charter may be amended with the direction of the Board.

At all times this Customer Service Charter will reflect the requirements of any water regulation/laws enacted by the Government of Sierra Leone.

### 33.0 Approval

Approved By:

.....

Board Chairman

.....

Board member

.....

Board Member

Date.....