



National Water &  
Sewerage Corporation

# **CUSTOMER SERVICE CHARTER 2023**



The customer is the reason we exist



National Water &  
Sewerage Corporation

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## Word from the Managing Director



**Dr. Eng. SILVER MUGISHA**  
Managing Director - NWSC

We, at National Water and Sewerage Corporation, work towards fostering a strong and respectful relationship with our customers. Well aware that the Customer is the reason we exist, we purpose to be a customer centred organisation and we do everything to ensure that all our customers are offered the highest quality service at all times.

Our commitment to deliver water for all drives our initiatives of increased coverage through infrastructure and geographical expansion, stakeholder engagement, innovative management and continuous improvement.

Well aware that the customer is the king, we work towards ensuring our customers are delighted by our services. This customer charter is a commitment to deliver high quality services and create good relations with our customers. It is also intended to create awareness of the availability and quality of services offered by NWSC.

We have outlined the responsibilities that we have towards our customers, the obligations of our customers in assisting us to give them a quality service and spelt out how to seek remedy in case each of the two parties defaults on its obligations.

It is our expectation that you, our dear customers shall help us to serve you better and improve the way we serve you by giving us feedback and support as we serve to your delight.

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## ABOUT US

### Introduction

At National Water and Sewerage Corporation, customers are at the heart of everything we do. We are committed to being customer service oriented, aligning all our operations with customer expectations. We continually invest in new resources to deliver services that meet our customers' needs as well as industrial standards. This service charter spells out the services that we promise to provide, service standards, as well as your rights and responsibilities as our customer.

### Our Organisation

NWSC is a public utility company with the mandate to provide water and sewerage services in urban centres (cities, municipalities and towns) and the communities entrusted to the Corporation on a sound commercial and viable basis.



#### Our Vision

"The leading customer service oriented utility in the world."

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#### Our Mission

To sustainably and equitably provide cost effective quality water and sewerage services while conserving the environment and enhancing stakeholder trust.

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#### Catch Phrase

Water For All, For A Delighted Customer By A Delighted Workforce

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## OUR CORE VALUES

### Professionalism

We focus on staff competence and adherence to ethical principles

### Reliability

We emphasize consistency and timeliness in all aspects of our Business

### Integrity

We embrace honesty, fairness and openness in everything we do

### Excellence

We look for and promote proficiency in all aspects of service delivery

### Innovation

We continuously develop and apply creative solutions towards improved service delivery

### Team Work

Together, with our different and complementary skills, knowledge and experience, we achieve more

### Result Oriented

We strongly believe in effectiveness and efficiency in service delivery

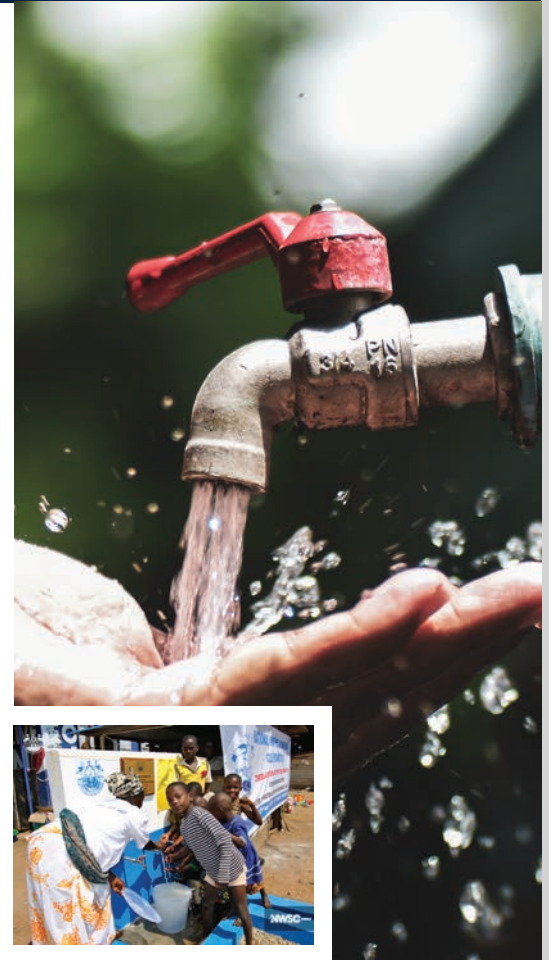


## CUSTOMER SERVICE STANDARDS

National Water & Sewerage Corporation (NWSC) will strive to apply every reasonable effort to deliver its promise and commitment to its customers with utmost good faith. While NWSC shall make every effort to deliver on its promise, NWSC shall be held free and harmless from any liability where there is failure to deliver on its service standards and promise.

**Our service standards detail our promise to our customers as we deliver water and sewerage services.**  
**We commit to:**

- Provide you with safe and reliable water supply that meets your needs
- Respond to leaks and bursts within six hours of awareness
- Notify the public within three days where there is planned supply disruption
- Collect, treat and safely dispose off sewage effluent
- Respond to sewer overflows within 6 hours of awareness
- Connect paid up new connection applicants within 30 working days
- Respond to all customer complaints of commercial nature within one day and technical complaints within three hours of receiving the complaint
- Ensure the meter at your premises is read and billed in a sequence not exceeding 30 days





### RELIABILITY OF WATER SUPPLY

To deliver potable water to you, we operate a network of production plants, distribution pipes, boosters and reservoirs.

#### We will;

- Operate and maintain our water pipe network up to the water meter on your property
- Manage water pressure and flow across our network of pipes
- Implement effective pressure and leakage management techniques to control leaks, conserve water and assist in minimising pipe failures.

#### You can help us by:

- Maintaining all fittings and pipe networks after the water meter
- Regularly check your taps and fittings after the water meter for leaks
- Engage a professional plumber to immediately repair any leaks that may occur after the meter
- Inform us immediately in case of any leakages on your water connection before the meter
- Seek advice from NWSC in case there are any works at your property that may damage water pipes and fixtures
- Use water efficiently
- Inform us of any illegal water use suspected or detected
- Report any damage to NWSC water pipes, fittings and installations



## Interruption Of Water Supply

Whereas we work to ensure reliable water supply, we occasionally need to carry out planned maintenance on our assets. Under such circumstances, your water supply may be interrupted for a short time. In the event of water supply interruptions occasioned by planned or unplanned works, our priority is to minimise any inconveniences caused to you.

### We will;

- Put your water supply needs and requirements first
- Provide sufficient notice of planned water service interruptions
- Respond to unplanned interruptions and restore normal supply within the shortest possible time
- Restore supply to the expected quality after any technical works

### You can help us by;

- Reporting any service interruptions using our toll free lines or other channels  
**0800200977, 0800300977, twitter @nwscug, facebook waterug** or visiting our nearest office.



## Water Quality

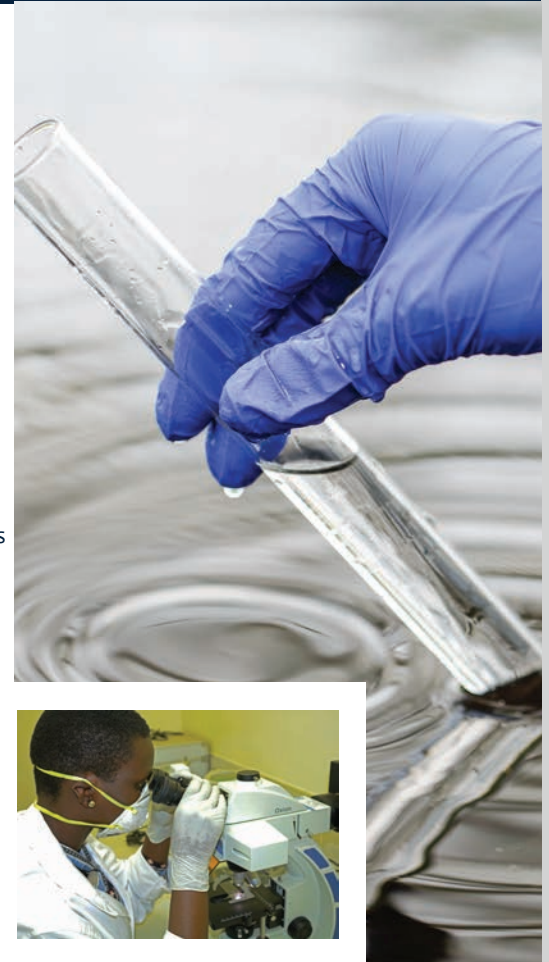
NWSC employs rigorous treatment and testing techniques to ensure your potable water meets international standards as per World Health Organisation.

### We will;

- Supply you with water that is safe for human consumption
- Monitor and assess the quality of water supplied
- Publish regular water quality data on our website

### You can help us by:

- Ensuring that all your internal plumbing system is well maintained
- Regularly cleaning and covering your water tanks
- Reporting any water quality concerns using our toll free lines or other channels  
**0800200977, 0800300977, twitter @nWSCug; facebook waterug**  
or visiting our nearest office.



## RELIABILITY OF SEWERAGE SERVICES

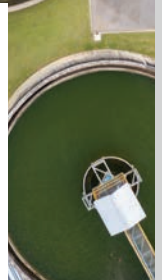
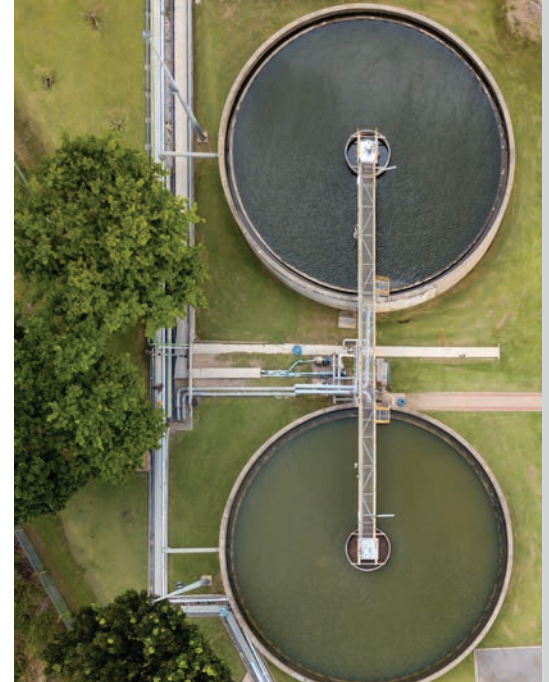
NWSC is committed to collect, treat and safely dispose of sewage effluent through its infrastructure without negatively affecting the environment. The efficient operation of our sewerage network depends on your proper use of sewerage services. Disposing of unsuitable items down the sinks, pipes, toilets and manholes may not only be costly to unblock, but also lead to sewerage overflows and damages to our network.

### We will;

- Operate and maintain the sewerage services up to the inspection chamber/manhole at your premises
- Monitor the quality of our treated sewerage before it returns to the environment
- Respond and rectify sewerage overflows in our network as soon as they are reported

### You can help us by;

- Maintaining sewerage pipes within your premises
- Using a sink strainer and fat traps in the kitchen
- Only flushing human waste and appropriate toilet paper down the toilet
- Ensuring your private storm water drain is NOT connected to the NWSC main sewerage system
- Always consulting NWSC in case of any excavations within the sewerage service network
- Immediately report any overflows, abuse, misuse or theft of manhole covers. and any inquiries using our **toll free lines or other options: 0800200977, 0800300977, twitter @nwscug ,facebook waterug** or visiting the nearest office.





## YOUR WATER METER

We understand the importance of ensuring that meter readings are accurate.

### We will;

- Read your meter following a regular schedule to maintain consistence of reading periods
- Where a meter is not accessible or cannot be read, we will estimate a reading based on your previous consumption levels.
- Replace the meter in case it is found to be defective in accordance with our meter replacement policy
- Provide you with a meter service request form detailing the status of the meter and particulars of the remover before it is taken to our meter Laboaratory.

### You can help us by:

- Ensuring that the meter at your premises is accessible by NWSC staff
- Protecting the water meter at your premises from theft, potential damage and tempering
- Meeting the replacement cost in the event that the meter is damaged or stolen at your premises
- Reporting any inconsistencies, leakages, malfunctions observed on the meter using our **toll free lines or other options: 0800200977, 0800300977, twitter @nwscug, facebook waterug**, or visiting the nearest office.



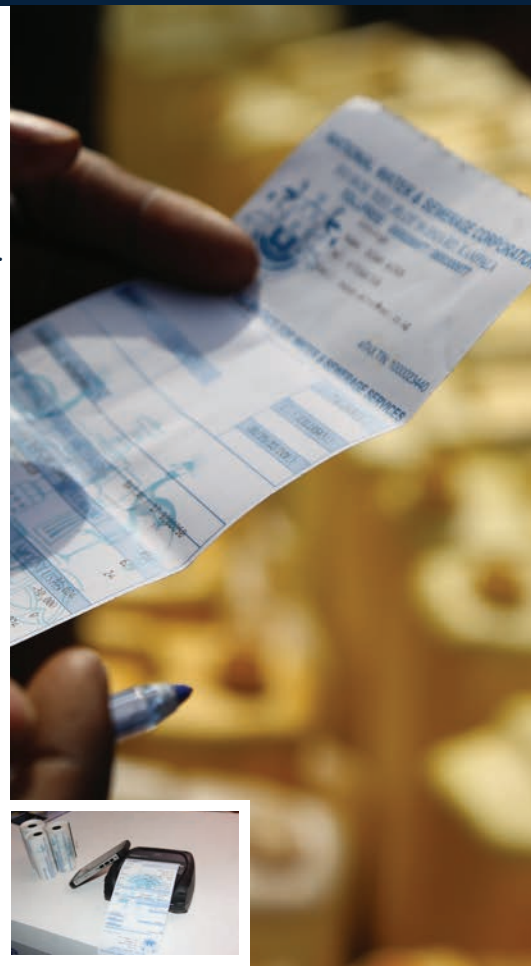
### BILLS

NWSC will provide you with regular, clear, accurate and easy to understand bills.

- We commit to provide and deliver bills to the address provided to us.
- You can apply to receive your bill via email using our website or visiting our office.
- Your bill will include information such as meter readings, consumption, tariff applicable, balances outstanding, location, and consumption period.

### Leaks and Abnormal bills

- You are responsible for all installations, repairs and maintenance after the water meter.
- To avoid unexpected charges and minimise the likelihood of undetected leaks, we advise you to actively monitor your water usage by taking regular meter readings.
- You will be responsible for bills arising out of leaks after the meter.



## BILLINGS AND PAYMENTS

### Bill Payments

NWSC offers a range of payment options. You can pay your bill;

- By Direct debit – fill forms at our offices authorising the bank to honor NWSC bills
- Through partnering banks
- Electronic funds transfer
- Ezee money
- E-banking
- Mobile money
- Payway
- Pegasus
- Agency banking

Your account will be updated with in 24hours of making payments. To find out more about payment options, contact us on our **toll free lines 0800200977, 0800300977, twitter @nwscug facebook waterug**, or visiting the nearest office.

### Overdue bills

All bills are due upon receipt. However;

- We provide customers who are having difficulty in settling their overdue bills in full with flexible payment terms.
- Reminder notices may be issued to you in the event that water and sewerage bills are not paid by the due date.

### Bill review and adjustment

If you are in dispute of the amount of your water and sewerage bill;

- You can formally request for clarification from the nearest office.
- In case of proven erroneous billing, an adjustment will be carried out in line with our approved procedure.



## NEW CONNECTIONS

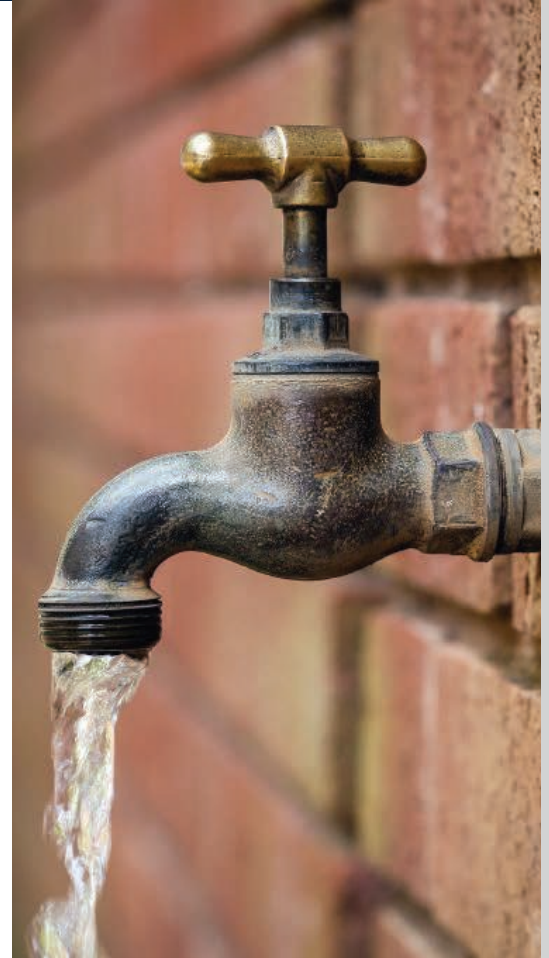
NWSC is committed to provide water to all Ugandans where our services exist. All new connection services can be accessed online using the NWSC website: [www.nwsc.co.ug](http://www.nwsc.co.ug), or at your nearest branch office.

### We will;

- Connect all applicants who meet our standard requirements within 30 working days after payment

### You can help us by;

- Filling an application and attaching the following requirements i.e proof of ownership, National ID, Passport size photograph or stamp on the forms for institutions and corporate bodies respectively
- Obtain the authority of the landlord if the applicant is a tenant or a trustee if the applicant is a minor
- Obtain written permission from the owner if the connection pipes are to pass through another person's property





## EXTERNAL SERVICES

NWSC operates a consultancy services unit (i.e External Services) which provides a wide range of products including advisory services, technical assistance including Laboratory testing services, capacity building and performance enhancement management programs. Other tailor made training programs include vocational training, staff attachments and bench marking. For further details, check our website on [nwscexternalservices.co.ug](http://nwscexternalservices.co.ug) or contact us on 0313-315715/111 or email us on [external.services@nwsc.co.ug](mailto:external.services@nwsc.co.ug)

### Lab services (scientific analytical services)

NWSC operates a state of the art laboratory, which boasts of an extensive range of technology, equipment, experience and expertise.

- The Laboratory offers a wide range of high quality services including chemical, biological and micro biological analyses.
- NWSC laboratories offer accurate and reliable analyses of samples
- The laboratory offers a turnaround time of 3 and 7 days for analysis of water and wastewater respectively
- The NWSC laboratory offers training and consultancy in water and wastewater treatment processes.

### You can help us by:

- Ensuring that the condition and integrity of samples delivered is not compromised
- Making timely bank advance payments to minimize delays
- Verifying your NWSC analytical certificates to ensure authenticity of your results.

For further details, you can contact us on our toll **free lines or other options** **080020 0977, 0800300977, twitter @nwscug facebook waterug** or physically visit our Central Laboratories located on Plot M11, Old Port bell Road Kampala Uganda.



## EXTERNAL SERVICES

### Conference Facilities

We have a state-of-the-art International Resource Centre with conference facilities that have a seating capacity of 300 pax capable of hosting international conferences.

#### While at the International Resource Centre we will;

- Provide excellent services at all times and immediate/quick responses to customer requests and go an extra mile in serving them
- Keep our word in all our customer engagements as a sign of respect and trust
- Actively listen to our customers' needs and ensure we provide possible solutions to the problems
- Maintain great ambience to the comfort of our customers
- Exhibit excellent time management with regards to all events hosted at IREC.

#### You can help us by;

- Giving honest feedback on level of service provided to enable us improve where we fall short.
- Utilizing our IREC front desk to highlight any issues you need addressed; or reach us on [external.services@nWSC.co.ug](mailto:external.services@nWSC.co.ug)



## COMPLAINTS MANAGEMENT

Our aim is to provide the highest quality of service at all times. Customers can reach us through our **toll free lines - 0800200977, 0800300977, or other available options: twitter - @nwscug, facebook - waterug**, 24 hours a day. visit our website - **www.nwsc.co.ug** or visit our customer care desks at any of our offices during working hours.

Where a customer is not satisfied with the complaint resolution at our area offices, they can seek further attention from the Head office.

### PRIVACY OF INFORMATION

- We promise to protect the privacy of our customers and employees.
- We protect and maintain the security of individuals' personal information and only use it for the purpose for which it is collected or otherwise authorised.
- We are committed to protect the privacy and confidentiality of our informers for unauthorised water use, illegal sewer connections and vandalism of our fixtures.
- We try to avail our customers with information free of charge through our website, newsletters and other official channels.





### HOW TO CONTACT US

Plot 3, Nakasero.

P.O.Box 7053 Kampala

Tel: +256-313 315 101 / 102

Email: [info@nWSC.co.ug](mailto:info@nWSC.co.ug)

twitter: [@nWSCug](https://twitter.com/nWSCug)

<https://facebook.com/waterug>

Website: [www.nWSC.co.ug](http://www.nWSC.co.ug)



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