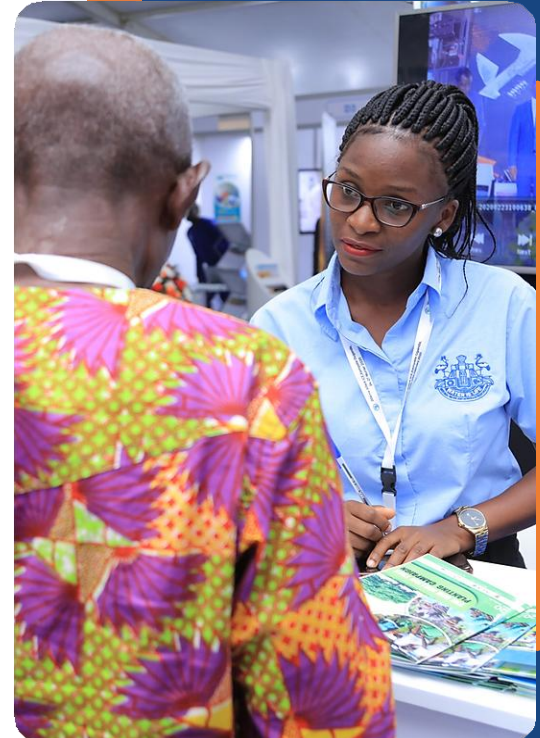


# NATIONAL WATER AND SEWERAGE CORPORATION



## CUSTOMER SERVICE CHARTER 2026

*“Water for All, For a Delighted Customer, By  
a Delighted Workforce”*







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# PREAMBLE

This National Water and Sewerage Corporation (NWSC) Customer Service Charter outlines our commitment to provide satisfactory services to our customers as we fulfill our statutory mandate of providing water and sewerage services in designated urban areas of Uganda on a sound commercial and financially sustainable basis in line with the NWSC Act, Cap 204 and the Water Act, Cap 164.

The Charter highlights the service standards that the customers should expect the corporation to meet and also outlines the customers' rights and responsibilities in the course of services delivery.

The Charter is aligned to our Vision:” **Water for All; For Health and Prosperity**” and to the NWSC Five-Year Strategic Plan (2025–2030) and builds upon the commitments of the 2023 Customer Service Charter.



**287**  
Urban Centers

**1 Million+**  
Customers

# SCOPE OF THE CHARTER

*This Charter applies to:*



**01**

All NWSC  
Operational Areas.



**02**

All categories of customers  
(domestic, commercial,  
industrial, institutional and  
public stand posts).



**03**

All services including water  
supply, sewerage services, new  
connections, billing, payments  
management and customer  
care etc.



## SERVICE STANDARDS

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NWSC is committed to meeting the following service standards, except in cases where there are legitimate technical reasons for failing to do so.



## 1) WATER SUPPLY

### a) Service Reliability

NWSC shall:

- Provide at least 18 hours daily water supply.
- Maintain a minimum operating pressure of 1 bar at the customer metering point.

### b) Planned Interruptions

Where service interruption is necessary to facilitate maintenance, system upgrades or network expansion, NWSC shall:

- Provide at least 72 hours' advance notice through SMS, radio announcements, TV announcements, community forums and/or social media platforms.
- Clearly indicate the affected areas and expected restoration time.
- Provide periodic updates (every 12 hours) where restoration is delayed.



### c) Unplanned Interruptions

In the event of unplanned supply interruptions resulting from bursts, equipment failure, power outages, vandalism and/or other emergencies, NWSC shall:

- Issue public communication through SMS, radio announcements, TV announcements, community forums and/or social media platforms within 1 hour of confirming an outage.
- Restore water supply within 48 hours for major outages.
- Restore water supply within 12 hours for minor outages.
- Provide periodic updates every (12 hours) where restoration is delayed.

## 1) WATER SUPPLY

*“We are committed to providing safe, clean, and reliable water that meets approved quality standards.”*



### d) Water Quality

NWSC shall;

- ☑ Supply water that meets the National Drinking Water Quality Standards (US EAS 12:2014).
- ☑ Investigate water quality complaints and provide feedback within 48 hours.
- ☑ Publish on the NWSC website quarterly water quality reports.



## 2) NEW CONNECTIONS AND INFRASTRUCTURE GROWTH

NWSC shall:

- ☑ Survey the customer's premises **within 3 working days** after receipt and approval of the new connection application.
- ☑ Provide feedback to the applicant within 2 working days after survey – the feedback may either be in form of an invoice to pay or in form of a notice that it is not feasible to effect the new connection and the reasons thereto.

- ☑ Implement new water connections within 10 working days after payment.
- ☑ Implement new sewer connections within 30 working days after payment.
- ☑ Upgrade, expand and rehabilitate water supply and sewerage services infrastructure in line with the NWSC Strategic Plan in a bid to meet the committed service coverage, delivery and performance targets.



### 3) SEWERAGE SERVICES

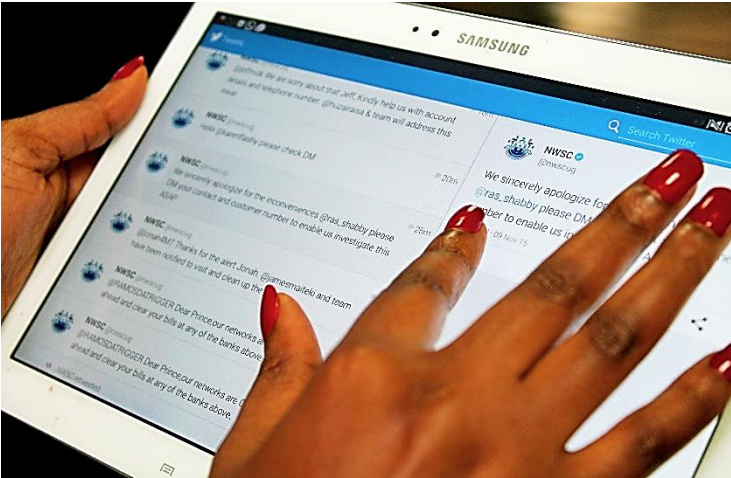
NWSC is committed to collect, treat and safely dispose of sewage effluent through its infrastructure in line with the Environment Management Regulations.

NWSC shall;

- ☑ Respond to and rectify normal sewage overflows and blockages in our network within 6 hours.
- ☑ Respond to and rectify complex sewage overflows and blockages in our network within 48 hours.
- ☑ Operate and maintain the sewerage systems up to the last inspection chamber/manhole that is connected to the public sewer.



- ☑ Receive and treat faecal sludge in accordance with NWSC guidelines.
- ☑ Discharge effluent from our plants in compliance to National Environment (Standards for discharge of effluent) Regulations 2020.
- ☑ Notify the customer within 72 hours of any planned works that may interrupt the services.



## 6) BILLING AND PAYMENTS

### a) Billing Process

NWSC shall:

- Issue accurate monthly bills.
- Ensure timely delivery of monthly bills.

### c) Disconnections and Reconnections

NWSC shall:

- Issue a 7 days disconnection notice.
- Reconnect within 24 hours in urban areas after full payment and compliance with reconnection requirements.

### b) Payments

NWSC shall:

- Provide multiple payment channels so as to enhance convenience.
- Acknowledge payments, and update customer accounts within 24 hours.
- Provide payment receipts upon request.
- Issue a reminder notice for bill payments.

## 5) CUSTOMER CARE AND COMPLAINTS MANAGEMENT

NWSC shall:

- ☑ Provide 24-hour access to our contact Centre, 365 days.
- ☑ Acknowledge customer complaints within 24 hours.



- ☑ Resolve simple customer complaints within 3 working days.
- ☑ Resolve complex customer complaints within 7 working days.
- ☑ Respond to reported leaks and minor pipe bursts within 6 hours.
- ☑ Respond to reported major pipe bursts within 12 hours of confirmation.



## 6) EXTERNAL SERVICES

NWSC has the External Services Department through which it offers water and sanitation related consultancy, advisory and technical support, and water quality laboratory services to clients.

For External Services, NWSC shall;

- ☑ Provide laboratory services for external clients and issue certificates of analysis, subject to confirmation of payment and/or as per terms of engagement, within:
  - ➡ 5 working days for water samples.
  - ➡ 7 working days for wastewater samples.
- ☑ Notify external clients for laboratory services within 2 working days if sample conditions or technical complexities will necessitate an adjustment to the standard turnaround time.

- ☑ I Execute all contracts within the contractual timelines and budgetary provisions, to the satisfaction of the client.





# CUSTOMER RIGHTS AND RESPONSIBILITIES





# CUSTOMER RIGHTS

**Customers have the right to:**



Safe and reliable  
water supply



Professional and  
respectful service



Accurate billing



Timely response to  
complaints



Escalation of  
unresolved issues



Protection of  
personal data



# CUSTOMER RESPONSIBILITIES

**Customers have the obligation and duty to;**

**01**

Timely and full payment of NWSC bills/invoices.

**02**

Ensure good hygiene practices at the customer's premises.

**03**

Safe custody and/or maintenance of water supply and sewerage infrastructure installed within the customer premises.

**04**

Avoid wastage (wasteful use) of the supplied water.

**05**

Avoid discharge of inappropriate/unacceptable materials, items and/or flows into the connecting public sewer.

**06**

Timely handling and/or reporting of water supply and sewerage related anomalies at the customer premises.



# CUSTOMER RESPONSIBILITIES



**Customers have the obligation and duty to;**

**07**

Provide authorized NWSC staff with access to the premises in line with the Water Act.

**08**

Report service shortfalls to NWSC in a timely manner.

**09**

Timely reporting of observed water leaks/bursts, sewage blockages/overflows, network vandalism and/or illegal water use practices, as a civic duty, using several channels including our toll free lines or other options: 0800200977, 0800300977, X @nwsucg, Facebook, waterug or visiting the nearest NWSC office.





*“The Customer is the reason we exist”*





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