



**URBAN WATER QUALITY OF  
SERVICE AND SUPPLY STANDARDS**

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## TABLE OF CONTENTS

<b>1. Abbreviations.....</b>	<b>3</b>
<b>2. Definitions .....</b>	<b>3</b>
<b>3. Background, Review, Implementation, Scope and Objectives .....</b>	<b>6</b>
<b>4. Quality of Service Standards for Water Supply.....</b>	<b>7</b>
4.1 Service Activities for the Processing of Requests for Supply .....	7
4.2 Service Activities for Credit Metering .....	8
4.3 Service Activities for Prepayment Metering .....	11
4.4 Continuity of Supply.....	13
4.5 Network Disruptions .....	14
4.6 Customer Complaints, Enquiries and Requests.....	16
4.7 Communication Services .....	17
4.8 Customer Education .....	17
<b>5. Quality of Service Standards for Sewerage.....</b>	<b>18</b>
5.1 Service Activities for the Processing of Requests for Connection .....	18
5.2 Service Activities for Sewer Connection .....	19
5.3 Service Activities to avoid Sewage Flooding.....	21
5.4 Service Activities for Customer Education .....	22
5.5 Other Service Activities for Sewerage .....	22
<b>6. Quality of Supply Standards .....</b>	<b>23</b>



## 1. Abbreviations

DWAF	-	Department of Water Affairs and Forestry (South Africa)
l/s	-	Litre per second
LEWA	-	Lesotho Electricity and Water Authority
WHO	-	World Health Organisation
WASCO	-	Water and Sewerage Company

## 2. Definitions

<i>Act</i>	means the Lesotho Electricity Authority Act No.12, 2002 as amended.
<i>Authority</i>	means the Lesotho Electricity and Water Authority as established in terms of the Act.
<i>Customer</i>	means a person (including a legal entity) who either has entered or is to enter into a water and sewerage supply agreement with a licensee, or legally consumes water (as an end consumer) supplied by that licensee.
<i>Distance</i>	means the length of the shortest stretch between a premise and the water supply or sewerage network allowing laying a pipe.
<i>Forced interruption</i>	means an interruption that (a) occurs when a component of the network is taken out of service immediately, either automatically or as soon as operations can be performed, as a direct result of emergency conditions, or (b) is caused by human error or by the improper operation of equipment.
<i>Licence</i>	means the composite water and sewerage licence issued under the Act as defined herein.
<i>Licensee</i>	means WASCO or its succeeding entity.
<i>Main or Network Pipe</i>	means a distribution pipeline from which house connections (the supply pipelines) are laid in order to connect customers.



<i>Notice</i>	means (unless otherwise specified) Notice given either in writing or by electronic data transfer.
<i>Prepayment</i>	means the provision of water supply through public stand pipes or house connections, for which the customer has to pay in advance and use tokens.
<i>Pressure</i>	means the force of water per unit area applied in a direction perpendicular to the surface of water. Pressure is indicated in bars (1 bar corresponds to 10 m).
<i>Planned interruption</i>	means an interruption that occurs when a component is deliberately taken out of service (by the licensee or its agent) at a selected time, usually for the purpose of construction, preventative maintenance or repair.
<i>Rural area</i>	means an area as defined in the Act pertaining to administration of land in Lesotho.
<i>Standpipe</i>	means a device including a water tap allowing the supply of water (public stand pipe or yard tap).
<i>Service Connection</i>	means all facilities and equipment necessary to transport water from the network to a tap in a premise including connection flange, pipe, fittings, check valve and water meter.
<i>Service Territory</i>	means the geographic area where the Licensee is obliged to provide Water and Sewerage Services and the area from time to time specified in Schedule 1 of the license.
<i>Sewerage Connection</i>	means all facilities and equipment necessary to transport sewage from a manhole by the boundary of a premise into the sewer network including connection flange, fittings and pipe.
<i>Sewerage services</i>	means the services the Licensee provides, in summary, but not limited to, the collection, treatment and disposal of sewage in accordance with the Act.
<i>Sewer</i>	means a sewerage pipeline, typically running along a street, which collects sewage coming from sewerage house connections.



# LESOTHO ELECTRICITY AND WATER AUTHORITY

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<i>Standards</i>	means any standards regarding the quality of construction, equipment, drinking water and sewerage effluent, published, promulgated, announced or otherwise set into force by a Competent Authority or by the Authority.
<i>Targets</i>	means the standard of performance set by the Authority for the purposes of assessing the performance of the Licensee.
<i>Tariff</i>	means the charges for water and sewerage services as determined by the Authority.
<i>Token</i>	means a rechargeable chip on which credit for water is registered.
<i>Urban area</i>	means an area as defined in the Act pertaining to administration of Land in Lesotho.
<i>WASCO</i>	Water and Sewerage Company as established by the Water and Sewerage Company (Proprietary) Limited (Establishment and Vesting) Act, 2010.
<i>Water quality</i>	means the totality of acceptability (taste, odour, appearance), microbiological, chemical and radiological aspects for drinking water.
<i>Water services</i>	means the services the Licensee provides, in summary, but not limited to, water abstraction, water treatment, transmission, storage, distribution and supply of drinking water, as well as ancillary services, such as customer service, connections, installation and reading of meters.



## 3. Background, Review, Implementation Scope and Objectives

### 1) Background:

These quality of service and supply standards are issued by the Lesotho Electricity and Water Authority in terms of Sections 22(1) (q) of the Lesotho Electricity Authority Act No.12 of 2002 as amended.

### 2) Review and Implementation:

These Quality of Service and Supply Standards shall be reviewed periodically by the Lesotho Electricity and Water Authority.

The Licensee shall be required to issue and submit the schedule for implementation of the standards for approval by the Authority within three (3) months after being issued with the licence.

### 3) Scope:

For application in water abstraction, water treatment, transmission, distribution and supply licenses in the water supply industry in Lesotho (excluding rural water supply).

For application in the collection, treatment and disposal of sewage, and ancillary services licenses in the sewerage industry in Lesotho (excluding for rural sanitation services).

### 4) Objectives:

The objectives of the Quality of Service and Supply Standards are to:

- a) protect customers and environment;
- b) ensure sufficient supply, effective and efficient services;
- c) ensure water supplied is of good quality and appropriate for human consumption;
- d) allow assessment of the service rendered to the customers; and
- e) set service targets and standards.



## 4. Quality of Service Standards for Water Supply

### 4.1 Service Activities for the Processing of Requests for Supply

The service activities that determine the quality of service in processing requests for supply are provision of quotations and making the service connection. The measures of minimum standards for the services as well as the targeted success in implementing them are set out in Table 1 below. The licensee has to publish a code of practice in relation to the Processing of Requests for Supply.

**Table 1: Times for Provision of Quotations and Supply**

<b>A – SERVICE STANDARDS – URBAN WATER SUPPLY</b>				
<b>No</b>	<b>SERVICE ACTIVITY</b>	<b>MEASURE OF SERVICE STANDARD</b>	<b>MINIMUM STANDARD</b>	<b>TARGET</b>
<b>A-1</b>	<b>PROVISION OF QUOTATION AND SUPPLY</b>			
<b>A-1.1</b>	<b>Quotation to customers</b>	Time taken to provide the customer with a quotation for the cost of providing water supply (once customer has completed relevant forms provided by a licensee and has provided all the necessary documentation)	a) Within 6 working days where existing infrastructure can be used and the distance between network pipe and premises of the customer is within 150 m.  b) If new network pipes (pipes other than house connection pipes) are required then the licensee shall prepare a quotation within 10 working days.	Target percentage success is at least 90%
<b>A-1.2</b>	<b>Provision of supply</b>	Time taken to make a supply available (once all customer's obligations have been met, including payment of all monies due)	a) Within 10 working days where existing infrastructure can be used within 150 m.  b) If new network pipes (pipes other than house connection pipes) are required or if supply is required for industrial or commercial consumers, then the period for supply has to be as follows:  within 30 working days for distances greater than 150m but less than or equal to 1000m	Target percentage success is at least 85%



## **4.1.1 Additional notes for request for supply**

The Licensee shall continuously undertake all measures necessary to allow a maximum of customers to be connected to the network for a minimum of connection costs.

If new network pipes become necessary to connect a new customer, the Licensee shall provide a technical solution allowing future customers also to be connected. The Licensee is obliged to develop a policy for the installation of connections within and beyond 150 m.

## **4.2 Service Activities for Credit Metering**

### **4.2.1 Information Availability for Credit Metering**

The Licensee has to publish a code of practice in relation to Credit Metering. The following information shall be provided to credit meter customers by the Licensee at the time of installation of the service connection and any changes subsequently introduced by the Licensee shall be made available to customers for inspection at its Service Centres:

- a) the scheduled frequency of meter readings;
- b) the method used to estimate water consumption during periods when no meter readings are taken;
- c) the amount of standing charges, if any, and the details of the water account;
- d) the methods of payment of the account and the period allowed for payment before punitive measures are applied;
- e) the location of payment venues and the hours of business;
- f) the use of the Licensee's call centre telephone number (toll free), which has also to be indicated on the Licensee's vehicles
- g) the penalties for late payment, for non-payment and for the disconnection/reconnection process;
- h) the process to initiate an account query;
- i) the process that the licensee will follow when it is not possible to gain access to the customer's premises or water meter;
- j) the process for dealing with credit meter accuracy queries, the fees charged for accuracy audits and the refund of fees when the meter readings are proved to be incorrect;
- k) the penalties applied in the case of tampering, by-passing of meters or any other method employed to procure water illegally;
- l) where applicable, the process for recovering any water account arrears; and
- m) the supply standards concerning the water quality and pressure at the network point and the accuracy limits of the water meter.



**Table 2: Minimum Standards for Credit Metering**

<b>A – SERVICE STANDARDS – URBAN WATER SUPPLY</b>				
<b>No</b>	<b>SERVICE ACTIVITY</b>	<b>MEASURE OF SERVICE STANDARD</b>	<b>MINIMUM STANDARD</b>	<b>TARGET</b>
<b>A-2</b>	<b>MINIMUM STANDARDS FOR CREDIT METERING</b>			
<b>A-2.1</b>	<b>Meter reading, billing and replacement of meter</b>	Frequency of meter reading and billing for various customers	<p>a) Customer’s meter should be billed at least once a month. The period between two meter readings should not exceed 3 months.</p> <p>b) Every meter has to be replaced after a period of its useful life or when it operates outside standard limits.</p>	Target average percentage success is 95%
<b>A-2.2</b>	<b>Disconnection /Reconnection for / after non-payment</b>	Periods and time frame for disconnections and reconnections	<p>a) No disconnection shall be effected until at least 10 working days after the due date for payment stipulated on the account.</p> <p>b) All customers shall be given at least 2 working days written notice by the Licensee before disconnections.</p> <p>c) The disconnections shall be carried out in the morning business hours between 07h30 and 13h00 to allow for payment for reconnections to be made in the afternoon business hours (from 14h00 to 15h30). Disconnections shall not be carried on Saturdays, Sundays and Public Holidays.</p> <p>d) Reconnections shall be effected as promptly as possible; and not later than the first working day after the reconnection fee has been paid.</p>	Target average percentage success is at least 95%



A-2.3	<b>Disconnection / Reconnection for / after tampering, non adherence to standards and illegal connection</b>	Periods and time frame for disconnections and reconnections	<p>a) Disconnection shall be effected immediately without prior notice;</p> <p>b) Reconnections shall be effected as promptly as possible; and no later than the two working days after applicable fees have been settled and necessary rectification of installation have been done to standards.</p>	Target average percentage success is at least 95%
A-2.4	<b>Unjustified Disconnection</b>	Number of unjustified disconnections and reconnections	<p>a) The number of unjustified disconnections shall not exceed 0.2% of all connections per year.</p> <p>b) Reconnections of unjustified disconnection shall be effected as promptly as possible; and no later than 8 hours after the unjustified disconnections have been confirmed.</p>	Target average percentage success is at least 95%
A-2.5	<b>Account queries</b>	Time to respond to account queries	An account query shall be acted upon and be responded to within 5 working days.	Target average percentage success is at least 90%.
A-2.6	<b>Credit meter accuracy queries</b>	Response time to check meter accuracy	<p>A request for meter accuracy checking shall be acted upon and be responded to within 1 month.</p> <p>Every meter shall be tested for accuracy within 10 years.</p> <p>A meter is to be considered as not accurate if it registers <math>\pm 5\%</math> of the water that passes through it at the minimum test flow or over-or under registers more than 1.5% at the intermediate or maximum limit.</p>	Target average percentage success is at least 90%

## 4.2.2 Additional Notes for Credit Metering

The Licensee has to inform customers that they should notify the Licensee if they become aware that the meter is defective. The Licensee has the right to charge the customer on a flat or average rate basis for the month(s) where the meter is found to be defective.



Where applicable, any fee charged for checking the accuracy of a meter shall be refunded if the meter accuracy should prove to be outside the declared limits specified in the code of practice, or if no such limit is stipulated, then outside the manufacturer's declared limit. The Licensee shall ensure that at least one facility (for paying accounts) is established to serve 2,000 households, and the distance from the furthest household is within 3 km

## 4.3 Service Activities for Prepayment Metering

### 4.3.1 Information Availability for Prepayment Metering

The Licensee has to publish a code of practice in relation to prepayment metering. The following information shall be provided to prepaid meter customers by the licensee at the time of installation of the service connection and any changes subsequently introduced by the Licensee shall be made available to customers for inspection at its Service Centres:

- a) the type of token to be used and how and where to purchase the token;
- b) the use of token and prepayment meter for both private connection and public stand pipe;
- c) the current tariff applied for prepayment meter as house connection and at public stand pipes;
- d) the location and business hours of vending points for tokens and recharge of tokens
- e) the contact telephone numbers of mobile vendors where applicable;
- f) the location and business hours of the licensee's service centres; the use of the Licensee's call centre telephone number (toll free), which has also to be indicated on the Licensee's vehicles
- g) the process for dealing with special meter accuracy queries, the fees charged for accuracy audits and the refunding of fees when accuracy should be proved to be outside the limits;
- h) the penalties applied in the case of tampering, by-passing of meters or any other method employed to procure water illegally; and
- i) the supply standards concerning the water quality and pressure at the supply point and the accuracy limits of the water meter.

Table 3: Minimum Standards for Prepayment Metering

A – SERVICE STANDARDS – URBAN WATER SUPPLY				
No	SERVICE ACTIVITY	MEASURE OF SERVICE STANDARD	MINIMUM STANDARD	TARGET
A-3	<b>MINIMUM STANDARDS FOR PREPAYMENT METERING</b>			
A-3.1	Provision of public prepayment	Number of customers per prepayment stand pipe and distance between	a) The licensee shall provide at least one prepayment stand pipe for a maximum of 20	Target average percentage success is



# LESOTHO ELECTRICITY AND WATER AUTHORITY

	<b>stand where service required</b>	<b>pipes such is</b>	households and stand pipe	households.  b) The distance between the stand pipe and the furthest household should not exceed 150 m.	85%
<b>A-3.2</b>	<b>Provision of vending stations and tokens for public prepayment stand pipe and yard connections</b>		Number of customers and new tokens available per vending station	a) The licensee shall provide at least one vending station or vending agent for a maximum of 1000 households and the distance between the vending station and the furthest household should not exceed 3 km.  b) The licensee shall have at every moment a stock of new tokens in each service centre corresponding to at least 10 % of tokens already distributed in the related area.	Target average percentage success is 90%
<b>A-3.3</b>	<b>Business hours of vending stations</b>		List of vending stations and the actual hours of business of each	a) A list of vending stations and vending agents must be made available to customers on the Public Notice Boards at the Licensee's premises, and periodically by publication in the local media.  b) Vending stations and vending agents should operate during normal working hours on working days, and from 09:00 to 13:00 on weekends and public holidays.	Target average percentage success is 100%
<b>A-3.4</b>	<b>Disconnection / Reconnection for / after tampering, non adherence to standards and illegal connection</b>		Periods and time frame for disconnections and reconnections	a) Disconnection shall be effected immediately without prior notice  b) Reconnections shall be effected as promptly as possible; and no later than two working days after applicable fees have been settled and necessary rectification of installation have been done to standards.	Target average percentage success is at least 95%



**4.3.2 Additional Notes for Prepayment Metering**

The Licensee shall display the current tariffs at each vending point and at each prepayment public stand pipe.

Any fee charged for checking the accuracy of a meter, at the request of the customer, shall be refunded if the meter accuracy should prove to be outside the declared limits specified in the Water Supply Code or, if no such limit is stipulated, outside the manufacturer’s declared limit.

The Licensee shall provide the means to read or to transfer or to refund, as appropriate, the amount of unexpended credit due to a customer when a prepayment meter is replaced or removed.

The Licensee shall undertake regular inspection of all prepayment public standpipes and has to ensure their functionality.

The Licensee shall undertake periodic audits of the prepaid public standpipes.

**4.4 Continuity of Supply**

The Licensee has to undertake all measures necessary to guarantee a maximum of water supply to all service areas.

Table 6: Minimum Standards for Continuity of Supply

<b>A – SERVICE STANDARDS – URBAN WATER SUPPLY</b>				
<b>No</b>	<b>SERVICE ACTIVITY</b>	<b>MEASURE OF SERVICE STANDARD</b>	<b>MINIMUM STANDARD</b>	<b>TARGET</b>
<b>A-6</b>	<b>CONTINUITY OF SUPPLY</b>			
<b>A-6.1</b>	<b>Hours of supply</b>	Hours of supply	The Licensee must provide potable water for the minimum of 18 hours per day.	Target average percentage success is 100%



**4.5 Network Disruptions**

**Table 7: Minimum Standards for Handling Network Disruption**

<b>A – SERVICE STANDARDS – URBAN WATER SUPPLY</b>				
<b>No</b>	<b>SERVICE ACTIVITY</b>	<b>MEASURE OF SERVICE STANDARD</b>	<b>MINIMUM STANDARD</b>	<b>TARGET</b>
<b>A-7</b>	<b>NETWORK DISRUPTIONS</b>			
<b>A-7.1</b>	<b>Fault reporting centres</b>	Provision of information on Fault Reporting Centres	Customers to be informed about location and hours of business of fault reporting centre(s) by notice at the Licensee’s Service Centres or vending stations (as applicable) and quarterly in the local media.	Target average percentage success is 100%
<b>A-7.2</b>	<b>Fault reporting process</b>	Information to be supplied to the customer  Information to be requested from the customer	a) The Licensee shall give the reporting customer a fault reference number.  b)The customer reporting a fault shall provide the following information: customer’s name, telephone number (if any), physical address, nature of fault, time, fault occurred and meter number.	Target average percentage success is 100%
<b>A-7.3</b>	<b>Forced interruptions</b>	Magnitude of supply restored and time to restore the supply after a forced interruption	a) when the forced interruption is caused by a burst of a network pipe: restore the interrupted supply within 24 hours.  b) when the forced interruption is caused by a leakage on a house connection: restore the interrupted supply within 24 hours.  c) when the forced interruption is caused by plant outage at the water production: restore the interrupted supply within 24 hours.	Target average percentage success is 85%





## 4.6 Customer Complaints, Enquiries and Requests

The Licensee has to prepare a code of practice in relation to customer complaints handling, processing of enquiries and requests. The code of practice should give the maximum length of time to handle, respond and resolve the customer complaints. Similarly, customer enquiries and customer requests should be responded to within specified times.

**Table 8: Minimum Standards for Managing Customer Complaints, Enquiries and Requests**

A – SERVICE STANDARDS – URBAN WATER SUPPLY				
No	SERVICE ACTIVITY	MEASURE OF SERVICE STANDARD	MINIMUM STANDARD	TARGET
<b>A-8</b>	<b>CUSTOMER COMPLAINTS ENQUIRIES AND REQUESTS</b>			
<b>A-8.1</b>	<b>Customer complaints</b>	Time to respond and resolve	<p>a) General complaints (water quality, pressure, behaviour of staff, etc.) received telephonically, or in person should be responded to on a one- stop basis without referral within 1 day.</p> <p>b) Written customer complaints should be responded to in writing within five working days and the problem should be resolved within 2 weeks.</p>	Target average percentage success is at least 90%
<b>A-8.2</b>	<b>Customers enquiries</b>	Time to respond and attend	<p>a) Enquiries for information and advice received should be handled on a one-stop basis without referral within 2 days.</p> <p>b) Where investigative work is required, enquiries or queries received should be responded to in writing within 5 working days, and resolved within 10 working days.</p>	Target average percentage success is at least 90%
<b>A-8.3</b>	<b>Customers requests</b>	Time to respond and resolve	All general customer requests (moving of meters, changing of meters, etc) should be responded to in writing within 10 working days of receipt of the written request.	Target average percentage success is at least 90%

**The Licensee must introduce and maintain a Register of Complaints. The register must provide, amongst others, reference numbers for complaints. The reference number will also be made known to the complainant upon registering a complaint.**



The register must further indicate the type of the complaint, the date and hour of the receipt of the complaint, the Licensee's employee who received the complaint, the names and contacts of the person filing the complaint, and the way and the date the complaint has been settled.

## 4.7 Communication Services

Table 9: Provision of Communication Services

A – SERVICE STANDARDS – URBAN WATER SUPPLY				
No	SERVICE ACTIVITY	MEASURE OF SERVICE STANDARD	MINIMUM STANDARD	TARGET
A-9	<b>COMMUNICATION SERVICES</b>			
A-9.1	<b>Essential communication services</b>	Provision of essential communication services	a) 24 hours telephone service and internet service shall be provided for the reporting of faults and emergencies.  b) A telephone service for complaints, requests and queries shall be available during normal working hours.	Target average percentage success is at least 90%
A-9.2	<b>Call handling</b>	Response Time	All incoming calls to be answered within 60 seconds.	Target average percentage success is at least 80%

## 4.8 Customer Education

The Licensee must make available and keep updated at least the following information for its customers and demonstrate that it has taken reasonable measures to inform the specific target audience about:

- a) Health and hygiene standards
- b) Ethos of paying for water
- c) Avoidance of waste of drinking water

The Licensee shall carry out regular annual awareness campaigns and health education through schools, local media and other means.

The Licensee has to publish a code of practice in relation to the efficient use of water. The Licensee shall provide brochures and posters in his service centres showing the main aspects of health and hygiene standards and code of practice to avoid waste of drinking water.



## 5. Quality of Service Standards for Sewerage Services

### 5.1 Service Activities for the Processing of Requests for Connection

The service activities that determine the quality of service in processing requests for sewerage connection are provision of quotations and making the sewerage connection. The measures of these services, minimum standards for the services as well as the targeted success in implementing the minimum standards are set out in the table below.

**Table 11: Times for Provision of Quotations and Sewerage Connection**

<b>B – SERVICE STANDARDS – SEWERAGE SERVICES</b>				
<b>No</b>	<b>SERVICE ACTIVITY</b>	<b>MEASURE OF SERVICE STANDARD</b>	<b>MINIMUM STANDARD</b>	<b>TARGET</b>
<b>B-1</b>	<b>PROVISION OF QUOTATION AND SEWERAGE CONNECTION</b>			
<b>B-1.1</b>	<b>Quotation to customers</b>	Time taken to provide the customer with a quotation for the cost of providing a supply (once customer has completed relevant forms provided by a licensee and has provided all the necessary documentation)	a) Within 6 working days where existing infrastructure can be used and the distance to connect a household to a sewer is within 90m.  b) Within 15 working days where existing infrastructure can be used and the distance to connect a household to a sewer is greater than 90m but less than 500m.	Target percentage success is at least 90%
<b>B-1.2</b>	<b>Provision of sewerage connection</b>	Time taken to make a sewerage connection available (once all customer's obligations have been met, including payment of all monies due)	a) Within 15 working days where existing infrastructure can be used and the distance to connect a household to a sewer is within 90m.  b) If new sewers are required or if connection is required for industrial or commercial consumers, then the period for sewerage connection has to be as follows: within 30 working days for distances greater than 90m but less than 500m.	Target percentage success is at least 85%



## **5.1.1 Additional Notes for Request for Supply- Sewerage**

The Licensee shall continuously undertake all measures necessary to allow a maximum of customers to be connected to the sewer network for a minimum of connection costs. The Licensee shall develop a connection fee policy to be approved by the Authority.

If new sewers become necessary to connect a new customer, the Licensee shall provide a technical solution allowing future customers also to be connected. The Licensee is obliged to develop a policy for the installation of sewerage connections within and beyond 90 m.

## **5.2 Service Activities for Sewer Connection**

### **5.2.1 Information Availability for Sewer Connection**

**5.2.1.1** The following information shall be provided to customers connected to the sewer network by the Licensee at the time of installation of the sewer connection and any changes subsequently introduced by the licensee shall be made available to all customers for inspection at its Service Centres:

the current tariffs applied for sewerage services;

the process that the licensee will follow when it is not possible to gain access to the customer's premises; and

the penalties for late payment, for non-payment and for the disconnection/reconnection process.

**5.2.1.2** The following information shall be provided to each industry and commercial customers:

- a) the necessity to install pre-treatment facilities where applicable
- b) the right of the Licensee to control the quality of effluent and to check the functionality of the pre-treatment facilities at any time; and
- c) the penalties applied in the case of tampering, by-passing of pre-treatment facilities or not respecting the effluent discharge standards.

## **Table 12: Minimum Standards for Sewer Connection**



B – SERVICE STANDARDS – SEWERAGE				
No	SERVICE ACTIVITY	MEASURE OF SERVICE STANDARD	MINIMUM STANDARD	TARGET
<b>B-2</b>	<b>MINIMUM STANDARDS FOR CUSTOMERS CONNECTED TO THE SEWER NETWORK</b>			
<b>B-2.1</b>	<b>Billing</b>	Information about method of billing made available to all customers	The method of billing of sewerage should be made available with all details to the customer.	Target average percentage success is 100%
<b>B-2.2</b>	<b>Disconnection / Reconnection for / after non payment, tampering,</b>	Periods and time frame for disconnections and reconnections of water supply when non payment is related to sewerage connection	<p>a) Disconnection of the water supply shall be effected immediately without prior notice</p> <p>b) Reconnections of the water supply shall be effected as promptly as possible; and no later than the two working days after applicable fees have been settled and necessary rectification of installation have been done to standards.</p> <p>c) A sewerage connection shall be blocked following a 5 days written notice if the customer continues to use it following disconnection from water supply.</p>	Target average percentage success is at least 95%
<b>B-2.3</b>	<b>Disconnection / Reconnection for / after tampering, non adherence to standards and illegal sewerage connection</b>	Periods and time frame for disconnections and reconnections of water supply when tampering , <b>non adherence to standards or illegal connection</b> is related to sewerage connection	<p>a) Disconnection shall be effected immediately without prior notice;</p> <p>b) Reconnections of the water supply shall be effected as promptly as possible; and no later than the two working days after applicable fees have been settled and necessary rectification of installation have been done to standards.</p>	Target average percentage success is at least 95%
<b>B-2.4</b>	<b>Effluent standards of effluent to be discharged into the network</b>	<p>Information about effluent standards made available to non domestic customers.</p> <p>Adherence to effluent standards.</p>	<p>a) The Licensee must provide to each industry and commercial customer effluent standards of effluent to be discharged into the licensee's sewer network.</p> <p>b) The Licensee must undertake regular</p>	Target average percentage success is 100%



			<p>measurements at industrial or commercial customers at least on a quarterly basis and immediately for customers suspected to exceed the effluent standards.</p> <p>c) The Licensee must undertake regular check of the functionality of pre-treatment facilities in major industries.</p> <p>d) Where the effluent from major industries does not comply with standards, the Licensee shall immediately block the discharge of effluent into Licensee's system without notice.</p>	
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**5.2.2 Additional Notes for effluent discharge**

The Licensee has to undertake all measures necessary to operate the sewer network and its sewage treatment plant in such a way that the effluents discharged into water courses complies to the quality standards indicated in Chapter 6.

**5.3 Service Activities to avoid Sewage Flooding**

**5.3.1 Information Availability to avoid Sewage Flooding**

The following information shall be provided to customers connected to the sewer network by the licensee at the time of installation of the sewer connection:

- a) the responsibility for sewage overflow;
- b) what to do when sewage overflow occurs; and
- c) how to avoid sewage overflow.

**Table 13: Minimum Standards for Sewage Flooding**



B – SERVICE STANDARDS – SEWERAGE				
No	SERVICE ACTIVITY	MEASURE OF SERVICE STANDARD	MINIMUM STANDARD	TARGET
B-3	<b>MINIMUM STANDARDS FOR SEWAGE FLOODING</b>			
B-3.1	<b>Avoidance and repair of sewage flooding</b>	Time to correct sewerage problems	The sewage flooding, within the network of the Licensee, should be repaired within 24 hours after the Licensee has been informed.	Target average success is 90%

## 5.4 Service Activities for Customer Education

The Licensee must make available and keep updated at least the following information for its customers and demonstrate that it has taken reasonable measures to inform the specific target audience about:

- a) Health and hygiene standards;
- b) Ethos of paying for Sewerage services; and
- c) Education on waste classification and disposal.

The Licensee shall carry out regular annual awareness campaigns and health education through schools, local media and other means.

The Licensee shall provide brochures and posters in its service centres showing the main aspects of health and hygiene standards and code of practice to avoid waste, contamination of drinking water and pollution of the environment.

## 5.5 Other Service Activities for Sewerage

**All other minimum standards related to customer complaints, enquiries and request, and to communication services as mentioned in the 4.6 and 4.7 : WATER SUPPLY apply identically also to the SEWERAGE SERVICES.**



## 6. Quality of Supply Standards

**Table 16: Minimum Supply Standards**

<b>C – SUPPLY STANDARDS FOR WATER SUPPLY AND SEWERAGE SERVICES</b>				
<b>No</b>	<b>SUPPLY PARAMETER</b>	<b>MEASURE OF SUPPLY STANDARD</b>	<b>MINIMUM STANDARD</b>	<b>TARGET</b>
<b>C-1</b>	<b>WATER QUALITY</b>			
C-1.1	Quality of drinking water supplied to customers	Compliance to quality required	The licensee must provide at each consumption point drinking water in a quality in compliance with the Guidelines for Drinking-water Quality published by WHO (current version) or National Standards whichever is applicable.	Target average percentage success is 100%
C-1.2	Frequency of monitoring drinking water quality	Compliance to quality required	The Licensee must monitor the drinking water quality in the urban centres as follows, <ul style="list-style-type: none"> <li>a) Baseline monitoring for turbidity, pH and Residual Chlorine on daily basis</li> <li>b) Comprehensive monitoring as follows,               <ul style="list-style-type: none"> <li>▪ more than 50,000 inhabitants on a daily basis;</li> <li>▪ more than 25,000 inhabitants on a weekly basis; and</li> <li>▪ less than 25,000 inhabitants on a fortnightly basis.</li> </ul> </li> </ul>	Target average percentage success is 100%
<b>C-2</b>	<b>MINIMUM PRESSURE AND OUTFLOW AT STAND PIPES</b>			
C-2.1	Pressure at each connection point in the supply network	Compliance to standard required	The Licensee must provide at any time a minimum pressure of 0.5 bar (5m) and a maximum pressure of 5.0 bars (50m) at each connection point for house connections in the supply network.	Target average percentage success is 85%
C-2.2	Outflow at stand pipes	Compliance to standard required	The Licensee must provide at any time a minimum pressure at each public stand pipe sufficient to get an outflow of at least 0.1 l/s.	Target average percentage success is 85%



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3 QUALITY OF DISCHARGED TREATED SEWAGE				
C-3.1	Quality of treated waste water	Quality of wastewater treatment plants	The Licensee must ensure that the quality of treated wastewater at its treatment plants complies with the wastewater quality standard published by the Department of Water Affairs and Forestry Republic of South Africa (DWAF)* Effluent Standards or National Standards whichever is applicable	Target average percentage success is 90%

\* Orange Senqu Commission (ORASECOM) countries (Lesotho is a member) have agreed to the use of Department of Water Affairs and Forestry (DWAF) Effluent Standards for member countries without National Standards.

## 6.1 Additional Notes for Supply and Service Standards

The Licensee is obliged to undertake at any time all measures necessary to comply with the listed Quality of Service and Supply Standards to a most possible extent. In this regard the above mentioned targets are only Minimum Service Levels and it is the licensee's obligation to fulfil all standard at 100 %.

The Licensee has to undertake all measures necessary to increase continuously the number of customers supplied by drinking water and sewerage services and to operate its facilities in a most efficient way.

The Licensee has to prepare the following codes of practice for approval by the Authority, for the supply of water to:

- a) customers who are unable to afford the cost of the lowest service in line with the overall Government Policy;
- b) the disabled and elderly; and
- c) the essential services' centres.