

# EThekwini Water and Sanitation Customer Service Charter



## OUR VISION

To provide world class water and sanitation services to the citizens of eThekwini Municipality by 2030.

## OUR MISSION

To provide efficient, effective, affordable and sustainable water and sanitation services to the people of eThekwini in a customer friendly manner.

## WHAT DO WE DO?

It is our aim to provide all citizens within the eThekwini Municipality access to appropriate, acceptable, safe and affordable basic water supply and sanitation services. We would like all citizens to be educated in the sustainable and healthy use of water and sanitation services that are **equitable** (adequate services are provided fairly to all people); **affordable** (no one is excluded from access to basic services because of cost); **efficient and effective** (the job is well done); **sustainable** (services are financially, environmentally, institutionally, and socially sustainable); and **professional**.

## OUR COMMITMENT TO YOU

We are committed to building a responsive service capable of meeting the challenge of improving the delivery of public services to the citizens of the eThekwini Municipality. We want the needs of our people to come first (Batho Pele) and be satisfied by:

- Ensuring that customers are consulted on our services that we currently provide;
- Informing our customers about our service standards and what to expect from us as a service provider;
- Striving to make our services equitably available to all citizens including those from disadvantaged communities;
- Treating everyone with consideration and respect by showing friendliness and care when serving the customer;
- Giving our customer full and accurate information about our services provided;
- Being honest and open about everything we do;
- Offering a full explanation and an effective solution if our promised standard of delivery is not met;
- Continually improving our service by promoting innovation and learning.

## IF THE SERVICE PROVIDED IS NOT SATISFACTORY

You may report unsatisfactory service in the following ways:

- Address the matter directly with the Team or Supervisor in charge;
- If the matter is not resolved, then ask to speak to the relevant Manager. If the Manager is not available, an appointment should be requested;
- Complaints regarding the Call Centre should be directly addressed to the Manager: Contact Centre: quoting relevant Reference numbers and/or agent names;
- Alternatively, your complaints may be submitted electronically at the E-services contact details, or in writing to EThekwini Water and Sanitation at 3 Prior Road, Durban, 4001, or P.O. Box 1038; DURBAN; 4000 marked for the attention of the Deputy Head: Customer Services.

## YOUR RESPONSIBILITY

- Pay for the services received in full by the due date, as displayed on your bill;
  - Please report tampering and do not illegally tamper with the Municipal water systems;
- Maintain pipes and fittings on your side of the meter; and report leaks on the Municipal side to the Number 080 311 1111
- Ensure the water meter on your property is easy for us to access; and
  - Use the water wisely to help conserve this precious resource.

\* **Calls are free when made from all networks to 0803 11 1111**

## HOW TO CONTACT US

We may be contacted telephonically, electronically or personally

**Contact Centre:** contact us at

- 0803 11 1111 (available 24 hours a day, 7 days a week).
- You may also contact us via the E-services that are available as listed below:
  - **E-mail** : [eservices@durban.gov.za](mailto:eservices@durban.gov.za)
  - **SMS** : 43554
  - **WhatsApp** : 073 148 3477
  - **Fax** : (031) 311 8699 or (031) 311 8220
  - **Facebook** : <https://www.facebook.com/eThekwiniM>
  - **Twitter** : <https://twitter.com/eThekwiniM>

These facilities may be used to report water leaks, burst pipes, water and sewer faults, water quality problems, and make water account enquiries.

## Walk-in Centres

You may personally visit us for the application of services and queries at:

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| <b>1.</b> Prior Road Water Head Office<br>3 Prior Road<br>eThekwini   | <b>2.</b> Verulam Sizakala<br>Customer Care Unit<br>151 Wicks Street, Verulam                                |
| Weekdays: 07:30 – 15h30<br>Saturdays: 07:30 – 11:00   | Weekdays: 07:30 – 15h30<br>Saturdays: 07:30 – 11:00  |
| <b>3.</b> Pinetown Sizakala Customer Care Unit<br>60 Kings Road<br>Pinetown   | <b>4.</b> Hammarsdale Water Office<br>58 Anderson Road<br>Hammarsdale  |
| Weekdays: 07:30 – 15h30<br>Saturdays: 07:30 – 11:00   | Weekdays: 07:30 – 15h30<br>Saturdays: 07:30 – 11:00  |
| <b>5.</b> Kingsburgh Sizakala Customer<br>Care Unit<br>729 Mayors Mews<br>Kingsburgh  | <b>6.</b> Mega City Sizakala<br>Customer Care Unit<br>50 Griffiths Mxenge<br>(Mangosuthu) Highway,<br>Umlazi |
| Weekdays: 07:30 – 15h30<br>Saturdays: 07:30 – 11:00   | Weekdays: 07:30 – 15h30<br>Saturdays: 07:30 – 11:00  |
| <b>7.</b> KwaMnyandu Sizakala Customer<br>Care Unit<br>KwaMnyandu Shopping Centre<br>Shop 236-238 Mangosuthu<br>Highway, Umlazi | <b>8.</b> Hillcrest Sizakala Customer<br>Care Unit<br>22 Delamore,<br>HILLCREST                              |
| Weekdays: 07:30 – 15h30<br>Saturdays: 07:30 – 11:00   | Weekdays: 07:30 – 15h30<br>Saturdays: 07:30 – 11h00  |
| <b>9.</b> Illovu Sizakala Customer Care Unit<br>Street R10451, Lot 10994 ILLOVU   | <b>TOLL FREE<br/>NUMBER<br/>0803 11 1111</b>   |
| Weekdays: 07:30 – 15h30<br>Saturdays: 07:30 – 11:00   |  |

**Our policies, service products and service level standards information are available and may be acquired on request at the contact facilities listed above.**