



WASAC CLIENT CHARTER 2016



WASAC
Water & Sanitation Corporation



WASAC BACKGROUND

Water and Sanitation Corporation WASAC Ltd is created by the law N° 87/03 of 16/08/2014. The company was set up to manage water and sanitation services, as a result of GoR's decision to separate former national utility, the Energy Water and Sanitation Authority (EWSA).

WASAC has a mandate as a 'corporatized and public' government entity to deliver on key sector milestones under EDPRS (Economic Development and Poverty Reduction Strategy).

RATIONALE FOR CORPORATIZATION:

- More efficient decision making mechanisms
- Flexibility in staff recruitment & performance
- Management, attract good talent & rewards
- More effective response to sector needs
- Focused execution of government policy

The company has defined its strategic Statements:

WASAC VISION

"To be the most sustainable Water and Sanitation Utility in Africa, exceeding stakeholders' expectations"

WASAC MISSION

"Providing quality, reliable and affordable water and sewerage services through continuous innovations and detailed care to our customers' needs"

WASAC – SLOGAN:

"Dignifying Life"

CORE VALUES

- Customer Oriented;
- Efficiency;
- Integrity;
- Innovation;
- Professionalism

SERVICE PROVIDED	TIME / SERVICE DELIVERY	COST
Response to emails	48 hours	Free
Response to Letters	48 hours	Free
Resolution of queries	Immediate	Free
Supplementary water meter	1 working day	47.200 Rwf
Meter readings	Monthly	Free
Bills adjustment (After error identification)	Immediate	Free
Changing address	Immediate	Free
Ending contract	Immediate	Free
Time for intervention	2-3hours	Free
Payment of water bills by clients	15 days	Amount due
Reconnection fees	Immediate	5,000Rwf
Study fee for household new connection	24 hours	free
Billing cycle for ordinary billing service	30 days	Free of charge

Household connection fee on water network	2 working days after availing materials by clients.	20, 000FRW (VAT included)
Study fee and connection fee for commercial and industries falling under doing business condition	15 working days	Free of charge
Prepayment contract service	From 6 months Up to 1 year	Free of charge
Payment modes	Customers pay bills through – Commercial Banks -Mobile money and Airtel Money	Amount Due
Change of pipe	5 working days	Quotation fee

Penalties on theft	Immediate	Any person who unlawfully consumes water through clandestine or fraudulent adjusting shall be liable to a term of imprisonment of six (6) months to one (1) year and a fine of one million (1,000,000) to three million (3,000,000) Rwandan francs or one of these penalties.
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LIST OF BRANCHES (ADDRESS AND PHONES)

NO	BRANCH	NAME OF MANAGER	PHONE NUMBER	E-MAIL
1	NYAMIRAMBO	SARANDA Catherine	0782031897	csaranda@wasac. rw
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