



## **WASAC SERVICE CHARTER**

### **VISION**

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

### **MISSION**

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

### **Core Values**

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

<b>Service provided</b>	<b>Time /Service delivery</b>	<b>Cost</b>
Household connection fee on water network	Two(2)working days after availing connection materials by the client	20,000FRW
	Client falling in social category UBUDEHE 1&2 can pay connection fee in installments of six(6)months	20,000FRW
Connection of Commercial building and industries	Ten (10) working days, requirements: Pay 20.000frw for labor cost Purchase materials Avail Construction permit Land Title Copy of ID card	20,000FRW
Supplementary water meter	Customer make a request to the branch manager who will conduct an assessment before approval	47, 200FRW
Meter theft or its default	In case of meter theft, the cost of its replacement is incurred by the client.	47,200 FRW
	In case of meter's default (unreadable or not accurate) the cost is incurred by WASAC after confirming its defect.	Free of charge

Request for meter test	The meter test request by client is done after payment of test fee	1,500FRW
Meter readings and Billing cycle	Monthly	Free
Payment of water bills	15 days after receiving the invoice	Amount due
Payment mode	Customers pay bills through - Commercial Banks -Mobile money and Airtel Money	Amount Due
Reconnection service	Immediate after payment of amount due and fine	5,000FRW
Resolution of queries	Immediate	Free
Response to Letters	48 hours	Free
Changing address	Immediate, upon request from client	Free
Ending contract	Immediate upon request from client	Free
Time for intervention	2-3hours	Free
Prepayment contract service	Immediate after the customer clear all outstanding invoices	Free of charge
Change of pipe	Five working days after payment of labor and purchase of materials	Quotation fee
Public tap	The request to be addressed to the commercial director through the Local Authorities	Pay monthly invoice
Validity of approved bills of quantity	Three months. After this period the customer is entitled to pay 5000Frw for its revision	Pay related fee
Connection Contract	Before connection, the client must sign the contract between him/her and WASAC, which governs the terms and conditions of water supply.	Free

**N.B:** After connection, materials (pipes and fittings) laid in the network become WASAC's property.

❖ **Penalties on Theft :**

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.