



GHANA WATER COMPANY LIMITED

CUSTOMER CHARTER

Contents

| | |
|--|----|
| DEFINITIONS..... | 3 |
| INTRODUCTION | 4 |
| BACKGROUND | 4 |
| VISION | 4 |
| MISSION | 4 |
| CORE VALUES | 4 |
| Registered Office..... | 4 |
| Current Market..... | 4 |
| Responsibilities | 4 |
| Regulation of Urban Water Services | 5 |
| Governance Structure..... | 5 |
| WATER SERVICES | 5 |
| Our Responsibilities | 5 |
| Your Responsibilities..... | 5 |
| LEAKAGES | 6 |
| Our Responsibilities | 6 |
| Your Responsibilities..... | 6 |
| SUPPLY TO BLOCK OF FLATS | 6 |
| WATER PRESSURE, FLOW RATES AND WATER QUALITY | 7 |
| NEW SERVICE CONNECTIONS..... | 7 |
| METERING AND BILLING SERVICE | 7 |
| Our Responsibilities | 7 |
| Your Responsibilities..... | 8 |
| ENTRY ONTO YOUR PROPERTY | 8 |
| DISCONNECTION OF SERVICES..... | 8 |
| ENQUIRIES AND COMPLAINTS | 9 |
| Your Responsibilities..... | 9 |
| CLIENT CONTACT | 9 |
| Communication | 9 |
| Complaint Resolution..... | 9 |
| Vending and Pay Points | 10 |

Hours of Supply 10

WHERE TO FIND US..... 10

 HEAD OFFICE 10

 CENTRAL ENQUIRY/FAULT REPORTING POINTS..... 10

 REGIONAL ADDRESSES AND TELEPHONE NUMBERS..... 10

 FAULT REPORTING CENTER..... 11

DEFINITIONS

In this charter, unless the context otherwise requires:

ADJUSTMENTS of bills means the correction or amendment to level of consumption or charges.

COMPANY means Ghana Water Company Ltd (GWCL)

CONSUMER means a person of his /her successor who purchase, receives or make use of any service provided by the company and does not deliver or resell the service to others

CUSTOMER means a person or his/her successor who purchases any service provided by the company ,is duly registered by the company and does not deliver or resell the service to others.

L.I means legislative Instrument

METER means a device for measuring and recording the flow or consumption of water by volume.

PURC means the public utilities regulatory commission established under the public utilities regulatory commission Act 1997, (Act 538)

SERVICE includes the supply of water to customers and placing at their disposal facilities for the supply of water.

SERVICE PIPE (LINE) means any pipe for supply water from a main to any premises.

STOP- COCK means a device fitted on a service pipelines for the controlling or stopping at will the flow of water and service.

TRUNK/ TRANSMISSION MAINS means major pipelines within the distribution network which transmit bulk flows from one point to another.

URBAN means towns served by Ghana Water Company Limited

WATER BILLS is expression of water consumed in monetary terms

WATER VENDOR means a person who resells water produced by GWCL.

INTRODUCTION BACKGROUND

Ghana Water Company Limited (GWCL) is the Public Utility Company responsible for the supply of potable water for domestic, public, commercial, institutional and industrial use in the urban areas in Ghana, under the supervision of the Ministry of Water Resources, Works and Housing.

The purpose of this Charter is to provide a clear understanding of what customers should expect from GWCL and what their responsibilities towards the provision of water services are. This Charter, which has been reviewed by the PURC, may be further reviewed from time to time. Any such reviews will be with the prior agreement of the PURC.

VISION

To be a world class utility company.

MISSION

We are committed to meeting the increasing demand for better service delivery through efficient management of our core business of production and distribution of potable water and customer management in urban areas of Ghana.

CORE VALUES

- Quality and excellent customer service
- Urgency in service delivery
- Continuous improvement and innovation.
- Health and safety of stakeholders
- High ethical and professional standards

Registered Office

28th February Road, Independence Square
Post Office Box M.194, Accra, Ghana.

Current Market

Presently the Company operates 86 urban water supply systems throughout the country. Average production in urban areas is about 709,090.91m³ per day but present potable water demand is estimated at about 1,131,818.18m³ daily. Urban water supply coverage is therefore about 63%. Customer strength stands at 529,709.

Responsibilities

Pursuant to the Statutory Corporations (Conversion to Companies) Act 461 of 1993 as amended by LI 1648, the then GWSC (established in 1965 under an Act of Parliament, Act 310, as a legal public utility entity) was, on 1st July 1999, converted into a 100% state owned limited liability, Ghana Water Company Limited, with the responsibility for urban water supply only.

Responsibilities of Ghana Water Company Limited, in general, cover the following:

- The planning and development of water supply systems in urban communities in the country.

- The construction and operation of works in the urban areas;
- Technical Services including production, transportation, treatment and delivery of piped potable water.
- The provision and maintenance of acceptable levels of service of consumers in respect of quantity and quality of water supplied;
- Commercial Services including issuing of bills on delivery of potable water and receiving of payments from customers
- The conduct of research and engineering surveys relative to water and related subjects;
- Submission of tariff proposals to Public Utility Regulatory Commission for review and final approval;
- The conduct of other related or incidental activities

Regulation of Urban Water Services

In 1997, the Public Utilities Commission (PURC) was established under the Public Utilities Regulatory Commission Act 1997, (Act 538) and charged with the responsibility of setting tariffs and monitoring quality of service for the operation of public utilities.

Governance Structure

The Ministry of Water Resources Works and Housing is responsible for formulating water supply policy, overseeing activities of GWCL, soliciting funding from external support agencies and coordinating sector investment plans.

Under the general direction of the Ministry, GWCL is governed by a Board of Directors which has overall responsibility for the setting and control of corporate policies and programmes. The day-to-day affairs of the company are managed by the Managing Director. Currently, GWCL has 15 Regional Offices which are headed by Chief Managers. The Chief Managers are responsible for providing water supply services in 83 districts which are under the supervision of District Managers.

WATER SERVICES

We will use our best endeavours to supply you with a reliable supply of safe drinking water that meets or exceeds all relevant public health, environmental and other regulatory requirements. If there is a burst or leak that affects your supply, we will use our best endeavours to repair it and restore your supply as soon as possible.

Our Responsibilities

- We will do our best to inform you if we are doing planned works that will interrupt your services. Where we intend to undertake planned works that will interrupt your services, we will use appropriate means to notify you at least 3days before the commencement of the works.
- We will interrupt service without prior notice only to effect emergency repairs or maintenance. In such emergencies, we will use appropriate means to notify you within a reasonable time of the situation, within 24hours after the occurrence of the emergency, and the action being taken.

Your Responsibilities

- Conserve water and use it wisely
- If you experience a significant change in your water flow, quality, or pressure, you should contact us.

- Refrain from use of in-line booster pumps: it is illegal.
- Do not undertake illegal water meter by-passes.
- Do not use the water for any other purposes other than what you have been registered to use it for. For example as a domestic customer, do not use the water for commercial or industrial purposes without our consent.
- In case you wish to change your category of consumption, kindly notify us for our consent.

LEAKAGES

Our Responsibilities

We will endeavor to repair leakages or bursts to pipelines from time of reporting or identification within the following periods:

- Service lines before customer meters, within twenty four (24) hours
- Distribution lines of 2" -6" diameter within 24 hours.
- Minor pipe leakages on transmission lines of 8"- 16" diameter within twenty four (24) hours.
- Major leakages on transmission lines 8"-6" diameter within forty eight (48) hours.
- Minor leakages on transmission lines greater than 16" diameter within forty eight (48) hours.
- Major leakages on transmission lines greater than 16" diameter within seventy two (72) hours.

Your Responsibilities

- You should repair all faults and leakages within your premises. The company shall not be responsible for the costs resulting from any leakage within the premises of a customer, unless the leakage occurs as a result of a faulty or improperly installed meter. In that case, the leakage will be repaired within three (3) working days of the company being informed.
- The general public may call toll-free leak line (tel. no.080040000) (SMSno.1700) to report external leakages.

SUPPLY TO BLOCK OF FLATS

We require separate supply pipes to individual flats in a block of flats to enable us provide separate meters and billing for each flat. We may reject an application to connect any new block of flats which has not been connected with separate supply pipelines to individual flats.

Occupants of a block of flats may nominate a block representative to deal with the company on their behalf.

An occupant in a flat in a block of flats or compound house may submit a request for separation of water supply and meter. In such cases the cost of separation shall be borne by the applicant. We will install a separate meter in a compound house or a block of flats provided that all outstanding arrears have been settled, or the applicant's share of the block bill has been settled with the agreement of the other tenants.

WATER PRESSURE, FLOW RATES AND WATER QUALITY

Before the commencement of development of any property, the customer should contact the nearest GWCL office for the advice on the expected water pressure and flow rates to the property and obtain GWCL's written consent or no objection.

The quality of potable water is controlled by standards, which include the requirements of the Ghana Drinking Water Standards. There are recommended concentrations or values for each of these substances and parameters. We commit to supply water that complies with these standards, and will regularly sample and test water from our distribution systems

Any consumer who becomes dissatisfied with the quality of drinking water may forward a complaint to the Regional or District Manager who shall cause investigations to be conducted and samples taken for testing.

NEW SERVICE CONNECTIONS

Applications for a water service are assessed on the basis of a range of issues including but not limited to the proximity to a water main, capacity of the system, and any constraints on the installation. Detailed procedures have been given in the New Service Connection Procedure Document, which is attached as an Appendix.

We will respond to an application for new service connection within the following periods:

- (i) Inspection in five (5) working days from date of request
- (ii) Estimation in five (5) working days from date of inspection.
- (iii) Connection with meter installation in ten (10) working days from date payment.

METERING AND BILLING SERVICE

We will install a meter (credit or prepaid) on your property to measure the quantity of water we supply to you. The water meter will remain the property of GWCL. We will undertake periodic repairs and servicing of the meter.

Sometimes we have to estimate your water use if we cannot access your meter, your meter malfunctions, is damaged, or if you are unmetered. If this happens, we will base our estimated charge on historical water use at your property, or average use by a similar customer.

Our Responsibilities

- We will read your credit meter once a month
- We will correct meter-reading errors within 2 months from the date of notification or detection of errors.
- We will issue you with monthly bills for water use. If we under or overcharge you and we discover the mistake, we will contact you as soon as possible. You may also contact us if you detect such errors.
- We will provide, among others the following detailed information on the bill:
 - (i) Billing month- the period when consumption was recorded and for which a bill is being raised
 - (ii) Billing date- the date of issuance of a bill
 - (iii) Previous and current readings for a billing month
 - (iv) Date on which payment is due

- (v) Last payment date
 - (vi) Amount due or payable
 - (vii) The name and address of Account
 - (viii) Category of service (whether for domestic, commercial or industrial use)
 - (ix) Customer number
 - (x) Meter number and type
 - (xi) Number to call for enquiries
- We will provide the following information on receipts for purchase of water non pre-payment meters:
 - (i) Customer number
 - (ii) Meter number and type
 - (iii) The name and address of account
 - (iv) Category of service (whether for domestic, commercial or industrial use)
 - (v) Date of payment
 - (vi) Number to call for enquiries
 - We will repair or replace a defective meter at no cost to the consumer within two months of notification of the fault. However, where the defect is directly or indirectly attributable to the customer there will be a charge for the repair or replacement.

Your Responsibilities

- Do not temper with the meter or any other property of the Company
- Protect your meter from accident and damage as you may be charged for the replacement damaged and or lost meters and fittings
- You should ensure that our meter reading staff have access to the meter on the reading days and also verification
- Keep your meter clear from obstruction so we can safely access and read your meter.
- Advise us as soon as possible if your meter is damaged or leaking
- Pay your bill within 28 days from bill date. If your bill remains unpaid after the due date, we have the right to disconnect your water services and commence our debt recovery process. disconnection will be done in accordance with the Public Utilities Regulatory Commission (Termination of Service) Regulations 1999 (LI1651)
- Let us know as soon as possible if you find a mistake with your bill
- Inform us about any change in your address or customer name.

ENTRY ONTO YOUR PROPERTY

We can enter your property to read a water meter, inspect any pipes or fittings connected to our infrastructure, investigate suspected water theft, carry out other investigations or inspections and in the case of an emergency. Employees and contractors who enter your property will carry photographic identification.

DISCONNECTION OF SERVICES

We reserve the right to disconnect your water services in accordance with the Public Utilities Regulatory Commission (Termination of Service) Regulations 199 (LI1651) if you have:

- Not paid your bills,
- Refused us entry to your property for meter reading and other duties

- Used our services illegally

ENQUIRIES AND COMPLAINTS

Enquiries, complaints and comments may be made orally, in writing, or by telephone at any of our advertised regional, district, and other offices, as annexed hereto.

Your Responsibilities

- You may lodge complaints initially at District Office of the Company. The District Manager will be responsible for the handling of the complaint.
- Where the complaint is not resolved to your satisfaction, you may refer it to the Regional Chief Manager at Regional Office
- You may further address your complaints to the Managing Director at the Head Office if you are not satisfied at the Regional level
- At any stage, where complaints are not resolved to your satisfaction, you may seek redress from the PURC using the PURC Complaints Procedure Regulations, L.I 1665 OF 1999. Public Utilities Regulatory Commission (Complaints Procedure) Regulations, 1999 (LI1665) as a guide.

CLIENT CONTACT

The Company will respond in writing to written complaints within five (5) working days on receipt of complaint.

The waiting time to a customer to file a complaint or make a payment at a GWCL facility will be thirty (30) minutes.

The Company will respond to a customer who requests meter testing in ten (10) working days from date of request.

Communication

The company will publish and review periodically a rationing programme for areas without regular supply.

The company will review and publish periodically non-tariff charges with respect to new services connection

Complaint Resolution

The Company will resolve complaints associated with billing within one (1) billing cycle i.e. two (2) months

The company will resolve complaints associated with un-reflected payment within one (1) billing cycle i.e. two (2) months.

The company will address complaints associated with water quality within twenty four (24) hours on receipt of complaint.

The company will address complaints associated with wrongful disconnection within twenty four (24) hours on receipt of complain.

The company will resolve complaints associated with meter reading errors within one (1) billing cycle depending on the type of complaint.

Vending and Pay Points

The company will strive to operate vending and pay points at least within a five (5) km radius of consumers and shall operate Monday through Saturday at least eight (8) hours each day.

Hours of Supply

The company will comply with the scheduled rationing programme in areas without regular supply.

WHERE TO FIND US

HEAD OFFICE

28th February Road (Near Independence Square)

Post Office Box M. 194, Accra, Ghana

Tel: 233 302 666781-7

Fax: 233 302 663552

Website: www.gwcl.com.gh

E-mail: info@gwcl.com.gh

CENTRAL ENQUIRY/FAULT REPORTING POINTS

| OFFICE | LOCATION | TELEPHONE NO. |
|---|-------------------------------|--|
| GWCL Call Centre | Adjacent 37 Military Hospital | 0800 40000 (Toll-free on Vodafone) 0207385088, 0207385089, 0207385090, 0302 218240 |
| Master Control Room. | Adjacent 37 Military Hospital | 0207385087 (24hrs) 0502917601 0302-774707 |
| WhatsApp numbers – 05 551 233 93 05 551 555 24 | | |

REGIONAL ADDRESSES AND TELEPHONE NUMBERS

| | | | | |
|---|--|--|--|--|
| ACCRA EAST REGION P.O.BOX 1840 Accra. Tel: 0302-774011/2 Fax: 0302-777715 | ATMA PRODUCTION P.O.BOX M 194 Accra Tel: 0302-246269 | CENTRAL REGION P.O.BOX 377 Cape Coast. Tel: 03321-33289 Fax: 03321-32307 | ASHANTI SOUTH P.O.BOX KS 767 Kumasi. Tel: 03220-23241/3 Fax: 03220-26989 | NORTHERN REGION P.O.BOX 5 Tamale. Tel: 03720-22083 Fax: 03720-22171 |
|---|--|--|--|--|

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|--|---|--|--|--|
| ACCRA WEST REGION P.O.BOX DC 998 Dansoman. Tel: Fax: | EASTERN REGION P.O.BOX 406 Koforidua. Tel: 03420-21611/2 Fax: 03420-20415 | WESTERN REGION P.O.BOX 255 Takoradi. Tel: 03120-30318 Fax: 03120-23932 | ASHANTI PRODUCTION P.O.BOX KS 767 Kumasi. Tel: 03220-26760 Fax: 03220-26989 | UPPER EAST REGION P.O.BOX 24 Bolgatanga. Tel: 03820- 22308 Fax: 03820-22059 |
| TEMA REGION P. O. BOX 163 Tema. Tel: 0303-202832/3 Fax:0303:202214 | VOLTA REGION P. O. BOX 41 Ho. Tel: 03620-26516 Fax: 03620-28154 | ASHANTI NORTH P. O. BOX KS 767 Kumasi. Tel: 03220-20793 Fax: 03220-26989 | BRONG AHAFO P. O. BOX 88 Sunyani. Tel: 03520-27187 Fax: 03520-27188 | UPPER WEST REGION P. O. BOX 39 Wa. Tel: 03920-22020 Fax: 03920-20298 |

FAULT REPORTING CENTER

| OFFICE | LOCATION | TELEPHONE NO. |
|-------------------------------|------------------------------------|--|
| GWCL Call Centre | Adjacent 37 Military Hospital | 0800 40000 (Toll-free to Vodafone lines only) 0207385088/0207385089/0207385090 |
| Master Control Room. | Adjacent 37 Military Hospital | 0207385087/0302774707 |
| ATMA Production | Off King Tackie Tawiah Overpass | 0302-246269 |
| Accra West Region | Near Cable & Wireless | |
| Dansoman District Office | Opp. Dansoman Bethel Metho. Church | 0302-324688 |
| Accra West District Office | Near Zongo Junction Traffic Light | 0302-305460 |
| Accra North West 1 District | Adjacent ECG (Circle) office | 0302-221231 |
| Accra North West 11 District | By P&T Cable & Wireless Darkuman | 0302-238132/238133 |
| Sowutuom District | Behind Kata Hostel | |
| Weija Headworks | Weija | 0302-912200 |
| Bortianor District Office | GICEL Estates, Block A11 | 0302-850535 |
| Accra East Regional Office | Adjacent 37 Military Hospital | 0302-774011/2 |
| Accra East District Office | La Palm Wine Junction | 0302-775061 |
| Accra Central District Office | Opposite Central Railway Station | 0302-665576/664566 |
| Accra North East (Madina) | Near Legon ECG Office | 279790195 |

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|--------------------------------|---------------------------------------|-------------------------------|
| Dome District | Near Legon ECG Office | |
| Adenta District | Inside Ogbojo Market | 0303-962049 |
| Accra North District Office | Off King Tackie Tawiah Overpass | 0302-223237 |
| Teshie Nungua District | Teshie Nungua 1st Junction | 246506282 |
| Tema Regional Office | Near Tema Sports stadium | 0303-202832/3 |
| Tema Central Stores | Near Ashaiman Roundabout | 0303-302629 |
| Tema Central Workshop | Near Ashaiman Roundabout | |
| Tema Booster Station | Near Ashaiman Roundabout | 0303-306580/302663 |
| Tema Distribution Mgr's office | Near Tema Sports stadium | 0303-202106/202214 |
| Tema West District Office | Near Tema Sports Stadium | 0203418741/0303-202832/202833 |
| Tema Central District Office | Near Community 4 Police Station | 203418738 |
| Tema Industrial Area | Within GWCL Regional Yard | 0203418739/0303-202832/202833 |
| Sakumono/Baatsona | Between KFC & Comm. 18 Police Station | 303962339 |
| Ashaiman West District Office | Within Tema Central Workshop | 0303-306845/307368 |
| Kpong Headworks | Kpong. | 244480860 |
| Kpong–Akuse District Office | Opp. Kpong Police Station | 203418745 |
| Ada District Office | Lake Side Road, Dabala Junction | 0203418743/0302968143 |
| Prampram District Office | Opp. Dangbe Community Hospital | 203418744 |
| Koforidua Regional Office | Near Regional DVLA Office | 03420-21611-2/20587 |
| Nsawam District Office | Opp. Prince Boateng Memorial School | 244246600 |
| Amanokrom | Behind Community Centre | 03421-96229 |
| Oda District Office | Old Town Public Park | 577136449 |

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| Nkawkaw District Office | Opposite STC Rest Stop | 243711967 |
| Suhum District | Suhum Old Road | 249795655 |
| Kade District | Adjacent District Assembly | 242605065 |
| New Juaben District | Anglo Town | 342196245 |
| Ho Regional Office | Near Reg. Ghana Fire Service Hqtrs | 03620-28287 |
| Ho District | Within Regional office | 0244695560/0206382994 |
| Aflao District Office | Near Maame Yaa Photos | 204113131 |
| Hohoe District Office | Near District Health Office | 0244173034/0202359647 |
| Keta District Office | Near Nurses Flat, Dzelukope | 0243455587/0209092012 |
| Kpandu District Office | Near Ghana Prisons Service | 0201019741/0540265056 |
| Sogakope District Office | Opp. District Magistrate Court | 208127206 |
| Dayi District | Peki, behind GCB Bank | 246123971 |
| Cape Coast Regional Office | Opp. Regional Police Headquarters | 03321-33289/2133209 |
| Cape Coast District Office | Near Cape Coast Castle | 03321-32963/32436 |
| Winneba District Office | Near Radio Peace | 03323-22088 |
| Swedru District Office | Near COCOBOD Office | 03320-20374 |
| Elmina District Office | Within KEEA District Co-ord. Council | 03321-40029 |
| Dunkwa District Office | Opp. District Coordinating Council | 03322-28678 |
| Takoradi Regional Office | Adjacent STC Terminal | 03120-30318/30319 |
| Takoradi District Office | Near Takoradi Workers' College | 03120-22210/26744 |
| Sekondi District Office | Near Regional Coordinating Council | 208188266 |
| Tarkwa District Office | Near University of Mines and Tech. | 03123-20451/20898 |
| Axim District Office | Axim Town Centre | 244742613 |
| Ashanti North Regional Office | Suame Roundabout | 03220-20793 |

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|--------------------------------|---------------------------------------|-------------------------|
| Ashanti South Regional Office | Near Kumasi STC Yard, Adum | 03220-23241-3/36399 |
| Ashanti Production Office | Near Kumasi STC Yard, Adum | 03220-26760 |
| Control Tower (Fault Office) | Suame Roundabout | 03220-20794/20793 |
| Kumasi North District Office | Opp. Suame Police Station | 0244367809/03220-20793 |
| Kumasi Central District Office | Near KMA | 244989202 |
| Kumasi East District Office | Near Licensing Office (Aboabo) | 0244990419/03220-25112 |
| Kumasi West District Office | Near Parks & Gardens (South Junction) | 208159150 |
| Kumasi North West District | Near CMB Building, Abuakwa | 200417628 |
| Kumasi South District Office | Near Guinness Bottling, Kaase | 0509777713/0243501697 |
| Kumasi South East District | Near St. Louis Sec School | 208464743 |
| Kumasi North East | Pankrono | 244868079 |
| Drilling Unit, Kumasi | Inside GWCL Regional Office | 03220-22580 |
| Base Workshop, Kumasi | Opp. GWCL Regional Office | 03220-23079 |
| Mampong Ashanti District | Near District Coordinating Council | 500459120 |
| Obuasi District Office | Opp. District Coordinating Council | 0244587069/03225-40373 |
| Offinso District Office | Behind Offinsohene's Palace | 0242201665/03220-91756 |
| Konongo District Office | Near District Coordination Council | 03221-24249 |
| Sunyani Regional Office | Near Regional Fire Service Hqtrs | 03520-27187/23537 |
| Berekum District Office | Near Berekum College of Education | 03522-22144/22016 |
| Dormaa Ahenkro District | Off the stadium Road | 03523-22060 |
| Techiman District Office | Near Methodist Church | 03525-22028/22066 |
| Tamale Regional Office | Opp. The Regional Health Directorate | 03720-22712/22083/22358 |

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| Yendi District Office | Near Yendi Catholic Mission | 03724-22796/22717/22383 |
| Bolgatanga Regional Office | Opp. VRA Regional Office | 03820-22308/22390 |
| Navrongo District Office | Off Navrongo-Paga Road | 206171882 |
| Bawku District Office. | Opp. the District Veterinary Office | 206171881 |
| Bolga District | Opp. VRA | 206171880 |
| Wa Regional Office | Behind the Regional Health Directorate | 03920-22020 |

For enquiries and complaints always text 1700 from any network anywhere in Ghana
or call 0800 40000 (toll free from Vodafone only) or
0302774707/0302218240/0207385088/0207385088/0207385090
WhatsApp numbers – 05551 233 93 / 05 551 555 24