



# GWCL

## CUSTOMER CHARTER

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2015

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**CUSTOMER CHARTER**

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<b>Office</b>	<b>Location</b>	<b>Telephone Numbers</b>
Kumasi East District Office	Near licensing Office (Aboabo)	03220-25112
Kumasi West District Office	Near Parks & Gardens (South Junction)	03220-23849
Kumasi North West District	Near CMB Building, Abuakwa	03220-50486/50543
Kumasi South District Office	Near Guinness Bottling, Kaase	03220-26793
Drilling Unit, Kumasi	Inside GWCL Regional Office	03220-22580

Office	Location	Telephone Numbers
Kpandu District Office	Near Ghana Prisons Service	036-2350509
Sogakope District Office	Opp. District Magistrate Court	036-2091083
Cape Coast Regional Office	Opp. Regional Police Headquarters	033-2133289/2133209
Cape Coast District Office	Near Cape Coast Castle	033-2132963/2132436
Winneba District Office	Near Radio Peace	033-2322088/2322073
Swedru District Office	Near COCOBOD Office	033-2020374
Elmina District Office	Within KEEA District Coordination Council	033-2140029
Dunkwa District Office	Opp. District Coordination Council	033-2228254/28678
Takoradi Regional Office	Adjacent STC Terminal	031-2022210
Takoradi District Office	Near Takoradi Workers' College	031-2030318/2030319
Sekondi District Office	Near Regional Coordinating Council	031-2047346/2046523
Tarkwa District Office	Near University of Mines and Tech.	031-2320898
Axim District Office	Axim Town Centre	031-2123350
Ashanti North	Suame Roundabout	0322020793
Ashanti South	Near Kumasi STC Yard, Adum	03220-23241-3/36399
Ashanti Production	Near Kumasi STC Yard, Adum	032-2026760
Control Tower (Fault Office)	Suame Roundabout	03220-20794/20793
Kumasi North District Office	Opp. Sua me Police Station	03220-20793
Kumasi Central District Office	Near KMA	03220-23241- 3

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# GHANA WATER COMPANY LIMITED (GWCL) CUSTOMER CHARTER

## DEFINITIONS

### DEFINITIONS

In this Charter, unless the context otherwise requires:

**ADJUSTMENT** of a bill means the correction or amendment of level of consumption or charges.

**COMPANY** means Ghana Water Company Ltd (GWCL)

**CONSUMER** means a person or his/her successor who purchases, receives or makes 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.

Office	Location	Telephone Numbers
Tema Booster Station	Near Ashaiman Roundabout	0303-306580/302663
Tema Main Yard	Near Tema Sports stadium	0303-202106/202214
Tema West District Office	Near Tema Sports Stadium	0303-202832/202833
Tema Central District Office	Near Community 4 Police Station	0303-202106
Tema Industrial Area	Within GWCL Regional Yard	0303-202832/202833
Ashaiman District Office	Within Tema Central Workshop	0303-306845/307368
Kpong Headworks	Kpong	0244454375
Kpong-Akuse District Office	Opp. Kpong Police Station	0203418745
Ada District Office	Lake Side Rd. Dabla Junction	0303-522009
Prampram District Office	Opp. Dangbe Community Hospital	0203418744
Koforidua Regional Office	Near Regional DVLA Office	0342-20587/21611-2
Nsawam District Office	Opp. Prince Boateng Memorial School	034-2122066
Oda District Office	Old Town Public Park	034-2922045
Nkawaw District Office	Opposite STC Rest Stop	03431-22169
Amanokrom	Behind Community Centre	03427-22110
Ho Regional Office	Near Reg. Ghana Fire Service Hqtrs	036-2028287/26516
Aflao District Office	Near Maame Yaa Photos	036-2530462
Hohoe District Office	Near District Health Office	036-2722103
Keta District Office	Near Nurses Flat, Dzelukope	036- 2642225

## FAULT REPORTING CENTRES

Office	Location	Telephone Numbers
GWCL Head Office	28th February Road Independence Square	0302-666781-7
Master Control Room	Near 37 Military Hospital	0302-774707 (24hrs)
Call Centre	Near 37 Military Hospital	080040000 (Toll Free Line) 1700 (SMS), 0302218240
ATMA Production	Off King Tackie Tawiah Overpass	0302-246269
Accra East Regional Office	Adjacent 37 Military Hospital	0302-774011/12
Accra East District Office	Palm Wine Junction	0302-775061
Accra Central Fault Office	Opposite Central Railway Station	0302-665576/664566
Accra North East (Madina)	Near Legon ECG	0302-512699
Accra North District Office	Off King Tackie Tawiah Overpass	0302-252378
Accra West Regional Office	By P&T Cable & Wireless, Darkuman	0302-238132/238133
Accra West District Office	Near Zongo Junction Traffic light	0302-305460
Accra North West 1 District	Adjacent ECG (Circle)	0302-221231
Accra North West 11 District	By P&T Cable & Wireless Darkuman	0302-238132/238133
Weija Headworks	Weija	0302-912200
Bortianor District Office	Block A11, GICEL Estates	0302-850535
Tema Regional Office	Near Tema Sports Stadium	030320832/3
Tema Central Stores	Near Ashaiman Roundabout	0303-302629
Tema Central Workshop	Near Ashaiman Roundabout	054-6238617

**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 supplying water from a main to any premises.

**STOP-COCK** means a device fitted on a service pipeline for 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 BILL** is the expression of water consumed in monetary terms.

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

# 1.0

## INTRODUCTION

### 1.1 Background

GWCL is the Public Utility responsible for 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 clearer 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 PURC, may be further reviewed from time to time. Any such reviews will be with the prior agreement of PURC.

### 1.2 Vision

To be a world class utility company delivering quality and acceptable services based on our distinctive competence and best practices in the water industry.

### 1.3 Mission

We are committed to meeting the increasing demand for better service delivery through efficient management of our core

## WHERE YOU CAN FIND US

### HEAD OFFICE:

28<sup>TH</sup> FEBRUARY ROAD  
NEAR INDEPENDENCE SQUARE, ACCRA  
TEL.: 0302-666781-7

### REGIONAL ADDRESSES AND TELEPHONE NUMBERS

ACCRA EAST	ATMA	CENTRAL	ASHANTI SOUTH	NORTHERN
P. O .BOX 1840 Accra. Tel: 030-2774011 Fax: 030-2777715	PRODUCTION P.O .BOX M194 Accra Tel: 030-2246269	P.O.BOX 377 Cape Coast. Tel: 033-2133289 Fax: 033-2132307	P.O.BOX KS 767 Kumasi. Tel: 032-2023241/3 Fax: 032-2026989	P.O .BOX 5 Tamale. Tel: 037 -2022083 Fax: 037-2022171
ACCRA WEST	EASTERN	WESTERN	ASHANTI PRODUCTION	UPPER EAST
P.O.BOX DC 998 Dansoman. Tel: 030-2303544 Fax: 030-2323700	P.O .BOX 406 Koforidua. Tel: 034-2021611/2 Fax: 034-2020415	P.O.BOX 255 Takoradi. Tel: 031-2022367/8 Fax: 031-2023932	P.O.BOX KS 767 Kumasi. Tel: 032-2026760 Fax: 032-2026989	P.O.BOX 24 Bolgatanga. Tel: 038 -2022308 Fax: 038-2022059
TEMA	VOLTA	ASHANTI NORTH	BRONG AHAFO	UPPER WEST
P.O.BOX 163 Tema. Tel: 030-3202832/3 Fax: 030-3202214	P.O .BOX 41 Ho. Tel: 036 -2026516 Fax: 036-2028154	P.O.BOX KS 767 Kumasi. Tel: 0322020793 Fax: 032-2026989	P.O.BOX 88 Sunyani. Tel: 035 -2027187 Fax: 035-2027188	P.O.BOX 39 Wa. Tel: 039 -2022020 Fax: 039-2020298

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

business of production and distribution of potable water and customer management in urban areas of Ghana.

#### **1.4 Core Values**

- Quality and excellent customer service
- Commitment to speed and urgency in our service delivery
- High level of integrity and honesty
- Continuous improvement and innovation.
- Health care and safety of stakeholders
- High ethical and professional standards
- Community and environmental care

#### **1.5 Registered Office**

28<sup>th</sup> February Road, Independence Square  
Post Office Box M.194, Accra, Ghana.

#### **1.6 Current Market**

Presently the Company operates 86 urban water supply systems throughout the country. Average production in the urban areas is about 709,090.91m<sup>3</sup> per day but present potable water demand is estimated at about 1,131,818.18m<sup>3</sup> daily. Urban water supply coverage is therefore about 63%. Customer strength stands at 529,709.

#### **1.7 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 1<sup>st</sup> 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 to 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

### 1.8 Regulation of Urban Water Services

In 1997, the Public Utilities Regulatory 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.

# 11.0

## 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

# 10.0

## 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

- (a) You may lodge complaints initially at the District Office of the Company. The District Manager will be responsible for the handling of the complaint.
- (b) Where the complaint is not resolved to your satisfaction, you may refer it to the Regional Chief Manager at the Regional Office
- (c) You may further address your complaints to the Managing Director at the Head Office if you are not satisfied at the Regional level
- (d) 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 (LI 1665) as a guide.

### 1.9 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.

# 2.0

## 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 3 days 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 24 hours after the occurrence of the emergency, and the action being taken.

### Your Responsibilities

- Conserve water and use it wisely

# 8.0

## 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.

# 9.0

## 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 (LI 1651) if you have:

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

## Your Responsibilities

- Do not tamper 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 of 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 for 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 (LI 1651)
- 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

- If you experience a significant change in your water flow, quality, or pressure, you should contact us.
- Refrain from use of in-line boosters pumps: it is illegal.
- Do not undertake illegal water connection or 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.

# 3.0

## LEAKAGES

### Our Responsibilities

We will endeavour 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 of 8" – 16" 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) (SMS no. 1700) to report external leakages.

- 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 on 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.

# 7.0

## METERING AND BILLING SERVICE

We will install a water 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 the 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

# 4.0

## 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.

# 5.0

## **WATER PRESSURE, FLOW RATES AND WATER QUALITY**

Before the commencement of development of any property, the customer should contact the nearest GWCL office for 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.

# 6.0

## **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 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 of payment.