



SETSOTO LOCAL MUNICIPALITY WATER SECTOR CONSUMER CHARTER 2015/ 2016

WHAT DO WE DO?

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

OUR PLEDGE

We are committed to building a responsive service, capable of fulfilling the challenge of improving the delivery of public services to the citizen of Setsoto Local Municipality. The need of our people to come first (Batho Pele). And will be satisfied by:

- Ensuring that customers are consulted on services that we currently provide.
- Inform customers about service standards and what to expect from the municipality as a water service authority and service provider.
- Strive to make service equitable and available to all citizens of Setsoto including those from disadvantaged communities.
- Treat everyone with consideration and respect by showing friendliness and care when serving customers.
- Give customers full and accurate information about services provided.
- Being honest and open about everything we do.
- Offer a full explanation and an effective solution if our promised standard of service delivery is not met.
- Ensure sustainable top quality water to the community.
- Ensure fair tariffs across the board.
- Ensure Free Basic Water (6kl) per household per month as determined by tariffs policy, and free sanitation.
- Ensure 24 hour response time for all identified leak.
- Continually improve our service by promoting innovation and learning.

IF THE SERVICE PROVIDED IS NOT SATISFACTORY

We may report all unsatisfactory in the following ways:

- Address the matter directly to the Supervisor or Team Leader in charge.
- If the matter is not resolved ask to speak to the relevant Manager. If the Manager is not available an appointment can be requested.
- Complaints regarding the customer care should be directly addressed with the Manager quoting relevant reference number and or name of an employee.
- Alternatively your complaint can be directed in writing to Setsoto Local Municipality, 27 Voortrekker Street, Ficksburg 9730, marked for the attention of the Director Engineering Services.

CONSUMER RESPONSIBILITIES

- Adhere to all acts, ordinances, by-law and restrictions that may change from time to time.
- Promote water saving strategies.
- Pay for services received in full by due date, as displayed on your bill.
- Please report tampering and do not illegally tamper with municipal services.
- Report any form of law contraventions to our **Customer Care**
- Maintain pipes and fittings on your side of the meter, and report leaks on the Municipal side to customer care or **Customer Care**
- Ensure the water meter in your property is accessible; and
- Use water wisely to help the Municipality to conserve this precious resource.

HOW TO CONTACT US

We may be contacted telephonically and electronically at following contacts:

Ficksburg Offices

27 Voortrekker Street
Ficksburg
9730
Tel: 051 933 9300
Fax: 051 933 9363
Weekdays: 07h30 – 16h30

Clocolan Offices

2 Dirkie Uys Avenue
Clocolan
9735
Tel: 051 943 0403
Fax: 051 943 0403
Weekdays: 07h30 – 16h30

Marquard Offices

44 Louis Trichardt Plain
Marquard
9610
Tel: 051 991 0021
Fax: 051 991 0321
Weekdays: 07h30 – 16h30

Senekal Offices

Cnr Van Riebeck & Voortrekker Street
Senekal
9600
Tel: 058 481 2142
Fax: 058 481 5154
Weekdays: 07h30 – 16h30

Email: technical@setsoto.co.za / customercare@setsoto.co.za