



SERVICE DELIVERY CHARTER

GUMA VALLEY WATER COMPANY



NO.	SERVICE	REQUIREMENT	COST	RESPONSE TIME
1.	Enquiries			
		Visit Company's offices or call 246 on Airtel or Africell	Free	Acknowledgement of complaint/request within 1 business day . Where Specialist knowledge is required, action will be initiated for an investigation.
2.	New Water Connection			
	a.	Provision of Application Form	Purchase of Application Form	Le10,000 Up to 1 business day
	b.	Site Survey and Invoicing	Submission of completed Application Form and evidence of ownership, lease or tenancy of property	Free Up to 5 business days
	c.	Installation of Connection	Full settlement of water connection invoice	Amount on Invoice Up to 10 business days of receipt of payment where excavation of paved road is not necessary. In cases where excavation on paved roads is required, approval will have to be sought from the SLRA, which can take up to 3 weeks .
3.	Low Water Supply			
	a.	Site survey and Invoicing for additional works	Receipt of complaint (verbal or written) from customer	Free Up to 5 business days
	b.	Installation of connection	Full statement of service connection invoice	Amount on Invoice Up to 10 business days of receipt of payment where excavation of paved road is not necessary. In cases where excavation on paved roads is required, approval will have to be sought from the SLRA, which can take up to 3 weeks .
4.	Water Deliveries by Bowser			
	a.	Company-owned Bowsers	Payment for Bowser supply and provision of detailed information on customer and delivery site.	From Le180,000 – Le240,000 for the 6000Litres Bowser Up to 5 business days of payment
	b.	Customer Bowsers (Restricted to Non-Residential Customers)	Submission of application for permission to collect water at the designated Collection Point.	Free Up to 1 business day
			Presentation of Bowser and documentation for inspection (if invited)	Free Up to 1 business day
			If application is approved, payment of amount shown on the invoice	Le20,000 per 1000 Litres Up to 1 business day
5.	Other Services			
	a.	Reconnection of disconnected supply	Payment of the Reconnection Fee	Le60,000 for Residential Customers. Le150,000 for Non-Residential Customers. The amount will be charged to the account. Up to 2 business days
	b.	Change of contact details, or billing status of an existing customer	Documentation supporting the new status: Property conveyance or tenancy agreement. City Rate and receipt of payment	Free Up to 3 business days
	c.	Resolving complaint on billing, or non-receipt of bills	Receipt of complaint (verbal or written) from customer	Free Up to 1 business day

Offices are Located at the following addresses:

Head Office Guma Building, 12/14 Lamina Sankoh Street, Or Call On Africell Or Airtel 246

Area Central Office Guma Works Yard, PWD Compound, Pademba Road, Or Call +232 30 884 415

Area West Office Regent Road, Wilberforce Or Call +232 30 885 331

Area East Office Kissy Bye-Pass Road (Opposite the LEONCO Filling Station) or Call +232 30 887 006

Should you be dissatisfied with our services, please contact the General Manager on telephone: +232 88 275 950

Should your dissatisfaction constitute corruption, please contact the ACC Hotline: +232 76 010 101

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