



EKITI WATER AND SEWERAGE COMPANY LIMITED

CUSTOMER SERVICE CHARTER



We care about our customers and will endeavour to get things right first time. We have standards in place which will set the expectation of the level of service customers can expect to receive as we want to make your contact with us a positive experience. We will treat our customers with respect and expect to be treated the same way in return.

Approved



PURPOSE

This Customer Service Charter contains information on the scope of services of Ekiti Water and Sewerage Company (EKWSC) Limited, the level of service that can be expected by a citizen, the right and responsibilities of the public, and how citizens can contact the Water Board to seek further information or make complaints. This Customer Service Charter is targeted towards all our esteem customers and stakeholders at large.

INTRODUCTION

The 2021 Ekiti State Water Supply, Sanitation and Hygiene (WASH) law is the legal instrument that provides the mandates for the Ekiti Water and Sewerage Company (EKWSC) Limited. The mandate of the company includes: The Company shall retain ownership, management, and maintenance of both surface water and underground water supply schemes, (including all its assets and liabilities), in small towns and urban areas of the State, public sewers, sewerage and disposal work in urban areas of the State.

The other responsibilities of the company are clearly stated in the section 5.7 of the Ekiti State 2020 WASH policy as below:

- a. Production and supply of potable water to urban and small towns through surface or underground water schemes.
- b. Plan, control and manage all surface water schemes and other underground water schemes vested on it.
- c. Establish, control, manage, extend and develop waterworks as the government considered necessary for providing wholesome, potable water for consumption by the public for domestic, trade, commercial, industrial, agricultural and other uses.
- d. Ensure that adequate wholesome water is supplied to its consumers in line with the National standard for drinking water quality.
- e. Propose water rates and charges for approval by Ekiti State Water, and Sanitation Regulatory Agency (EK-WASRA).
- f. Management of dams.
- g. Provide urban public sewerage services through the Office of Wastewater Management.
- h. Provide hydrant and piping system for firefighting activities



Vision

To be a leading, customer oriented, self-sustaining and financially viable water utility in Nigeria.

Mission

To provide potable water and safe sewerage services to the residents of urban areas and small towns in Ekiti State at sustainable price.

Core Values

Quality, efficient, effective service delivery, commitment to customers' satisfaction, integrity, teamwork and discipline are the cornerstones of our belief system.

Our Customer and Stakeholder groups

1. Federal Ministry of Water Resources;
2. Ekiti State Government;
3. Ekiti State Ministry of Infrastructure and Public Utilities (MIPU);
4. Ekiti State Small Towns, Rural Water, Sanitation and Hygiene Agency (EKST-RUWASHA);
5. Ekiti State Water, and Sanitation Regulatory Agency (EK-WASRA);
6. Ekiti State Water, Sanitation and Hygiene (WASH) Steering Committee;
7. Ekiti State Integrated Water Resources Management Committee;
8. Ekiti State Task Group on Sanitation and Hygiene;
9. Local Government Authorities;
10. Local Government Task Group on Sanitation and Hygiene;
11. Ekiti State WASH Fund (EKWF);
12. Water Consumer Associations (WCAs);
13. Water, Sanitation and Hygiene Committees (WASHCOMs);
14. WASH Service Providers (WSPs);
15. Water Well Drillers;
16. Water Vendors;
17. Electricity Distribution Company;
18. River Basin Development Authority;
19. Training and Research Institutions, Regional and international Agencies/Development Partners.
20. Non-governmental and community based Organizations, Faith Base Group and Contractors;
21. Traditional/Religion Leaders, Media, and Industries; and
22. General Public.



Our Service Delivery Commitments

We are committed to ensuring sustainable and potable water supply to all by providing quality services to our customers with courtesy, fairness, integrity, accountability and professionalism.

Ekiti Water & Sewerage Company Limited has Six (6) Business Zones or Area Offices namely Ado Business Zone, Ido Business Zone, Ikole Business Zone, Ode Business Zone, Aramoko Business Zone and Ikere Business Zone. The Area Offices are responsible for carrying out the business of water supply, and commercial activities throughout the State. Each area office has a customer care section where we receive our customers with smile, courtesy, respect, dignity; quality and accuracy of information about our services.

We will encourage the active participation of the general public in our service delivery through regular sensitization and awareness, raising campaigns on effective water management and consumer rights and obligations. Our specific delivery targets are;

Services	Customer Requirement	Delivery Target
Information/ enquiries	1. Visit our website (www.ekitiwater.com)	Within 10 minutes
	2. Make a formal Request through our contact email (info@ekitiwater.com)	Within 10 minutes
	3. Telephone call (08160352724, 08137458620)	Within working days
	4. Social Media Platforms (WhatsApp, Facebook, Instagram, Twitter)	Within 10 minutes
	5. Visits any of our Area offices	Instantly
Distribution and payment of water bills <ul style="list-style-type: none"> ✚ Domestic ✚ Commercial ✚ Industrial ✚ Institutional 	<ol style="list-style-type: none"> 1. Call or go to the nearest service centre to collect copies of bills if not received at home. 2. Report cases of wrong billings or non-receipt of bill(s). 3. Pay stipulated bill within 14days of receipt at designated service centres to avoid disconnection. 	Bills are distributed by the bill distributors first week of every month.
Potable water supply	Report of inconsistent water supply	average 8 hours of water supply to a specific area
Repair of damaged/ replacement of pipelines (Minor or Major)	Report leakages/damaged pipe(s)	<ol style="list-style-type: none"> 1. 48 hours for minor 2. 7 days for major
Meter Installation and connection <ul style="list-style-type: none"> ✚ To existing distribution service pipelines. ✚ Re-connection of disconnected lines. 	<ol style="list-style-type: none"> 1. Submission of application 2. Assessment by Inspectorate. 3. Payment of stipulated fee(s) after approval, according to category of customer and size of pipe. 4. To desist from making illegal reconnections as penalties apply for such actions 	<ol style="list-style-type: none"> 1. 48 hours after payment for new connection. 2. 24 hours after payment of re-connection fee.



Monitoring of water quality. ✚ In treatment plants ✚ Outside treatment plants	Nil	1. Thrice a day at all water treatment plant ends. 2. Thrice a Week at customers ends.
Water Treatment ✚ Response to location of water contamination ✚ Elimination of source and evacuation of contaminated water.	Report cases of contaminated water immediately	1. Within 60 minutes 2. Rapid sensitization

Customer Obligations

It is a customer's right to expect good service from Ekiti Water and Sewerage Company Limited and equally the citizen's right to complain if this service is not received. To enable us deliver services efficiently and effectively, we will need you to also fulfill the following obligations:

1. Prompt payment of water bills and other stipulated charges;
2. Reporting of faulty services (i.e. Irregular water supply);
3. Reporting of incidence of pipe leakages and cases of water contamination;
4. Report suspected vandalism on the water pipelines;
5. Safeguard water board Installations (such as meters and pipelines) in your community;
6. Desist from building on pipelines or blocking water pipes as well as wasting tap water;
7. Report illegal connections and tampering of water pipelines, valves, water meters and other equipment;
8. Deal only with authorized staff or personnel of the water board identified by their ID cards (do not engage the services of private plumbers without approval); and
9. Do not intimidate but give support to water board staff on duty.



Performance Monitoring and Evaluation

We will regularly monitor the service delivery commitments set out in this charter to assess our performance for service improvement. We promise to review our service standards each year to ensure they meet up with the expectations of our customers

We shall undertake Annual Performance Assessment of our services yearly with the report being made public every 22nd of March (World Water Day) and improve on services accordingly.

Feedback on our services

We value feedback on the quality of our services to help us improve, we welcome comments, suggestions as well as complaints from all residents in Ekiti State and we will make available various channels for our clients to give us feedbacks as stated in our contacts below.

Our Complaints Handling Policy

We take customer complaints very seriously.

If EKSWC does not fulfil her Charter obligations or if it does not provide the service you think it should, you should complain. You can complain by phoning, in writing, or in person. Whenever our services do not meet up with your expectation and the standards set in the charter we will:

1. Always apologize to the customer affected and make amend immediately;
2. Always provide full information and explanation about what happened and why it happened;
3. Always explain what we will do to ensure that such an event does not occur again;
4. Do whatever we can, to assist customers adversely affected by our failure; and
5. Tell you what we have done or will do to try to ensure such failures do not re-occur.

To give feedback on the quality of our services or report faults as well as to make a complaint, you can reach us through the following contacts listed below;

S/N	Area of Services	Officer in Charge	Telephone Nos
1	All Complaints/feedback on quality of service	Head, Customer Care	07032488636
2	Water Supply	All Branch Managers	Ado – 08065802298 Ido - 08033640704 Aramoko - 08069336850 Ikole - 08035292435 Ikere – 07033776487 Ode - 08067355272



3	Water Quality	Director, Quality Control	08060996695
4	Billing and Payment	Head, Billing & Collection/CCO	09031342454
5	Metering	Head, Metering	08035146368
6	Leakages, Illegal connections, vandalization	Director, Commercial	08137458620

Penalties

Ekiti Water and Sewerage Company Limited is empowered by 2021 WASH law to enforce penalties on the following offences.

1. Damage to Pipeline, Waterworks, and Company Assets.

No person shall:

- (a) willfully or negligently damage a waterworks, public fountain, pipeline service or meter, or
- (b) unlawfully draw off, or divert water from any waterworks, public fountain, stream, meter, or water by which any waterworks are supplied, or
- (c) pollute water in any waterworks, public fountain, stream, well, borehole or allow any foul liquid, gas, or other noxious or injurious matter to enter any such water or service-connected therewith; or
- (d) connect or cause to be connected any water pipe to the water pipe already laid by the Company without the approval and supervision of the Company.

Any person who contravenes any of the provisions of this Section commits an offence under this Law and is, liable on conviction to a fine not exceeding N500,000.00 or to a term of imprisonment not exceeding one year; and in the case of a continuing offence after a notice in writing to the person requiring him/her to stop committing the offence, to an additional fine not exceeding N 50,000 in respect of each day on which the offence continues and to a term of imprisonment not exceeding one month in addition to that already prescribed herein.

2. Misuse of Water.

No person shall -

- (a) willfully or negligently misuse or cause or permit to be misused or wasted any water passing into, though, upon or near any tenement; or
- (b) alter or cause or permit to alter any service without the written permission of the Company.



Any person who contravenes subsection (1) of this Section commits an offence under this Law and is liable on conviction to a fine not exceeding N50,000.00 or to a term of imprisonment not exceeding one year.

3. Alteration or damage to service meter.

No person shall -

- (a) alter or cause, or permit to be altered any service meter with intent to:
 - (i) avoid the accounting measurement or register of water; or
 - (ii) obtain a greater supply of water than he/she is entitled to; or
 - (iii) avoid payment of water supplied to him/her; or
- (b) willfully or negligently alter or damage or cause or permit to be altered or damaged any service meter.

Any person contravenes subsection (1) of this Section commits an offence under this Law and is liable on summary conviction to a term of imprisonment not exceeding four months without the option of fine. Any service meter so altered or damaged shall be replaced or repaired by the Company at the expense of the person convicted, and the cost of replacement or repair of such service meter may be recovered upon the order of a court in the same manner as any penalty may be recovered upon conviction.

Website: ekitiwaterandsewerage.com;

Email: contact@ekitiwaterandsewerage.com;

All Area Offices: Ado (Ajilosun), Ido, Aramoko, Ode, Ikere and Ikole

Headquarter Office Address: Ekiti Water House, Ado – Iworoko Road, Ado Ekiti

A handwritten signature in green ink, appearing to read 'Wole Afolabi'.

Wole Afolabi
Managing Director, EKWSC