For further enquiries contact:
Ghana Water Company Limited
P. O. Box M. 194
Tel: 233 – 0302 666781-7
Fax: 233 – 0302 663552
E-mail: info@gwcl.com.gh  Website:www.gwcl.com.gh
GWCL CUSTOMER CHARTER

GHANA WATER COMPANY LIMITED
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--- | --- | ---
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 Office | Near CMB Building, Abuakwa | 03220-50486/50543
Kumasi South District Office | Near Guinness Bottling, Kaase | 03220-26793
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<thead>
<tr>
<th>Office</th>
<th>Location</th>
<th>Telephone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kpandu District Office</td>
<td>Near Ghana Prisons Service</td>
<td>036-2350509</td>
</tr>
<tr>
<td>Sogakope District Office</td>
<td>Opp. District Magistrate Court</td>
<td>036-2091083</td>
</tr>
<tr>
<td>Cape Coast Regional Office</td>
<td>Opp. Regional Police Headquarters</td>
<td>033-2133289/2133209</td>
</tr>
<tr>
<td>Cape Coast District Office</td>
<td>Near Cape Coast Castle</td>
<td>033-2132963/2132436</td>
</tr>
<tr>
<td>Winneba District Office</td>
<td>Near Radio Peace</td>
<td>033-2322088/2322073</td>
</tr>
<tr>
<td>Swedru District Office</td>
<td>Near COCOBOD Office</td>
<td>033-2020374</td>
</tr>
<tr>
<td>Elmina District Office</td>
<td>Within KEEA District Coordination Council</td>
<td>033-2140029</td>
</tr>
<tr>
<td>Dunkwa District Office</td>
<td>Opp. District Coordination Council</td>
<td>033-2228254/28678</td>
</tr>
<tr>
<td>Takoradi Regional Office</td>
<td>Adjacent STC Terminal</td>
<td>031-2022210</td>
</tr>
<tr>
<td>Takoradi District Office</td>
<td>Near Takoradi Workers’ College</td>
<td>031-2030318/2030319</td>
</tr>
<tr>
<td>Sekondi District Office</td>
<td>Near Regional Coordinating Council</td>
<td>031-2047346/2046523</td>
</tr>
<tr>
<td>Tarkwa District Office</td>
<td>Near University of Mines and Tech.</td>
<td>031-2320898</td>
</tr>
<tr>
<td>Axim District Office</td>
<td>Axim Town Centre</td>
<td>031-2123350</td>
</tr>
<tr>
<td>Ashanti North</td>
<td>Suame Roundabout</td>
<td>0322020793</td>
</tr>
<tr>
<td>Ashanti South</td>
<td>Near Kumasi STC Yard, Adum</td>
<td>03220-23241-3/36399</td>
</tr>
<tr>
<td>Ashanti Production</td>
<td>Near Kumasi STC Yard, Adum</td>
<td>032-2026760</td>
</tr>
<tr>
<td>Control Tower (Fault Office)</td>
<td>Suame Roundabout</td>
<td>03220-20794/20793</td>
</tr>
<tr>
<td>Kumasi North District Office</td>
<td>Opp. Suame Police Station</td>
<td>03220-20793</td>
</tr>
<tr>
<td>Kumasi Central District Office</td>
<td>Near KMA</td>
<td>03220-23241-3</td>
</tr>
</tbody>
</table>
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.

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

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


**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.
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
wrongful disconnection within twenty four (24) hours on receipt of complaint.

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.

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**
28th 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 709,090.91 m³ per day but present potable water demand is estimated at about 1,131,818.18 m³ 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 business of production and distribution of potable water and customer management in urban areas of Ghana.
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 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
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.

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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.
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. 0800400000) (SMS no. 1700) to report external leakages.

We will provide the following information on receipts for purchase of water on pre-payment meters:

- Customer number
- Meter number and type
- The name and address of account
- Category of service (whether for domestic, commercial or industrial use)
- Date of payment
- 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.
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.

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:
  - Billing month – the period when consumption was
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.