



LILONGWE WATER BOARD

CUSTOMER SERVICE CHARTER



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WHO WE ARE?

Lilongwe Water Board (LWB) is a statutory corporation established in 1947 and re-established under the Water Works Act Cap 72. LWB is responsible for the provision of water supply services to the City of Lilongwe and surrounding areas designated as its supply area. Lilongwe Water Board is wholly owned by the Government of Malawi as sole Shareholder, and mandated to provide water

and sanitation services to the residents of Lilongwe City. The Company's strategic goals are linked to the Shareholder objectives through the Program/Output Based Budget (P/OBB). In addition, the relationship between the Company and Shareholder is governed through the Service Charter and Government Performance Contract which is reviewed from time to time.



Our Mandate

The Water Works Act Cap 72 provides LWB with the following mandate:

- » Control and administration of all water works and all water in the water works.
- » Management of the supply and distribution of water.
- » Construct, operate and maintain all water works as are necessary and convenient for purposes of creating, maintaining and extending water works for supplying water for domestic, public and business purposes, for the extinction of destructive fires, for cleansing streets, lanes, gutters and sewers, and for all other purposes to which water and water works are supplied or applicable.
- » Management of sanitation services in the city.



Our Vision

To be a leading, customer focused, financially viable water and sanitation utility in Southern Africa.

Our Mission

Provide sufficient water supply and safely managed sanitation services in a sustainable, efficient and customer responsive manner.

Our Core Values

In the execution of our mandate, we shall uphold and espouse the following values:

Customer Focus

Committed to the effective and efficient delivery of quality and appropriate water and sanitation services

Integrity

Uphold virtues of integrity through honesty, fairness and professionalism in all our operations

Collaboration

Pursue productive and beneficial partnerships and strategic alliances

Team Work

working together to achieve our vision and goals

Inclusiveness

Embrace value for people by treating all staff and stakeholders with equity, respect and dignity while appreciating their diverse culture

Innovation

Creating an environment that encourages creativity among employees to advance new ideas and solutions.



Our Motto

“Potable water all the time for all”

Area of Coverage

The Board provides water services to an area stretching from Chigwirizano township in the south, to Lumbadzi township in the north; Chitedze Agricultural Research Station in the west and Nanjiri Trading Centre in the east. LWB operates in three zones (North, Centre and South), with several customer service centres. The Board supplies 1.25 million litres per day of drinking water to connected customers through a water distribution network of circa 2 000km, 12 reservoirs and water towers, and 11 water pumping stations.



PURPOSE

The Lilongwe Water Board has developed the Service Charter to ensure that all our valued customers are aware of the services we provide and our commitment to quality service delivery. The Charter reaffirms our commitment to improve service delivery and meet customers and the public's expectations with achievable and measurable performance standards.

OBJECTIVE

The main objective of this Service Charter is to establish both customer trust and a reputation for excellent service delivery. The charter spells out Lilongwe Water Board's commitment in meeting customers' needs.

GOAL

The Charter has been developed with detailed Service Level Standards so that you, our valued customers, are aware of the services we provide, where and how you can access such services, and most importantly the feedback and complaint handling mechanism we have in place to address your concerns over our service provision. This Charter is designed enhance the relationship between the Board, its customers and other stakeholders who, directly or indirectly, are recipient of its service; explain standards of service that you, our customers, can expect from us, and ensure customers and the general public are aware of



The banner features a smiling female call center agent on the left. To her right are two circular icons: one with a clock and the text 'OPEN 24/7 We are here to help' and another with a phone and 'CALL 253 FREE'. The main text on the right reads '—LWB— Customer Call-Centre Enquiries / Reports / Complaints' followed by a list of services: Faults & Leaks, Tips, Billing Queries, Customer Feedback, Bill Payment, Illegal Connections, Water Related Queries, and LWB Water Services. At the bottom, it lists the values: Integrity • Responsive • Reliable • Innovative. The website address www.lwb.mw is also present.

—LWB—
Customer Call-Centre
Enquiries / Reports / Complaints

- Faults & Leaks
- Tips
- Billing Queries
- Customer Feedback
- Bill Payment
- Illegal Connections
- Water Related Queries
- LWB Water Services

• Integrity • Responsive • Reliable • Innovative

www.lwb.mw



OUR COMMITMENT

We, as Lilongwe Water Board, commit to meet customers' expectations through provision of services that are to the level standards as stipulated in the Water Works Act, and in this Charter. We are committing to provide updates to customers on any service disruption, planned and unplanned, and provide necessary and timely remedy to any situation that may result from such disruption. We further commit to undertake, from time to time, evaluation of our services to ensure there is continuous improvement to the standards and quality of services provided.



Water Quality

We strive to supply our customers with water of acceptable quality which is produced based on proven drinking water quality guidelines. We adopted standards set by World Health Organization (WHO) and Malawi Standards-MS 214. As a water utility, we abstract raw water from Lilongwe River.

The raw abstracted water undergoes treatment methods or processes that are in line with internationally accepted standards, and we constantly monitor each process to guarantee that water quality is not compromised. A minimal volume of water is also abstracted from underground sources.

We commit to treat any reported water quality query with seriousness and with the urgency required. Any reported water quality query shall be dealt with in accordance with the stipulated service level standards.

We shall work with customers to ensure they understand the situation; and whenever the situation is critical and affects large population, customers shall be informed of the same, and cautionary measures shall be effected immediately while working with relevant authorities to make sure the problem is addressed in the shortest time possible.



Water Supply



We shall strive to improve and expand our water production and distribution systems to ensure we are able to supply our customers with potable water for 24 hours every day. It is our commitment to ensure there is minimal water supply interruption; however, there shall be times when we will interrupt the water supply to repair pipe bursts or leaks; we commit to inform customers of both planned and unplanned repair works as stipulated in the level standards.

Water Service Extension



It is our mandate to provide quality water services to the population within Lilongwe City and surrounding areas. We are committed to expand our water supply network to unserved areas within our jurisdiction which have been established to have access to water distribution main pipes, and meeting the required water pressure levels. The water supply network expansion shall also be done upon request from developers, at a fee.

Disconnection



We reserve the right to disconnect all accounts with outstanding bills of 30 days and above. The account/s shall only be re-connected once the outstanding amount is cleared, and upon payment of the stipulated re-connection fee. Customers have a right to request a disconnection of their accounts, and such account/s shall only be re-connected upon request from the customer themselves, and after paying the stipulated re-connection fee.



Meter Reading and Billing



We shall conduct a meter reading exercise once in every 30 days for all metered customers. The calculated bills shall be produced instant, and handed over to the customer or their representative, on spot. In an event where we are unable to conduct meter reading due to a faulty meter or being denied access to the premises, estimates shall be determined based on customer's previous consumption trends of the last three consecutive actual readings.

The estimated bill shall only be amended during the subsequent actual meter reading. In case there is three consecutive estimates due to denied access of the meter, we plug off the water supply connection. Our billing for all postpaid meters shall be based on actual water consumption as recorded from the meter. Customers can, apart from the on-spot billing, request their bills from our offices, through email or our call-centre.

Meter Testing



A customer is at liberty to request meter testing at a fee. For any faulty meter considered to have been caused by a customer, the responsible customer shall be required to pay a meter charge. For any general meter fault, we shall repair and replace the meter in accordance to the service level standards.



RESPONSIBILITIES

Our Responsibilities

It is our responsibility to ensure:

- » Customers and other stakeholders have timely access to quality services.
- » We respond to queries, tips and complaints on time.
- » There is no discrimination in the provision of our services .
- » We undertake meter readings and accounts billing as stipulated.
- » Enforce bill collection and debt payment in accordance with the law.
- » We maintain privacy and confidentiality.
- » We provide access to information in accordance with the law.

Customers' Responsibilities

We expect our customers and other stakeholders to exercise the following responsibilities:

- » Treat our staff with courtesy and politeness.
- » Not to indulge in any form of bribery to influence our employees to perform their duties against the law or any other service provision guidelines.
- » Report faults, vandalism, theft and any other query to the relevant office.
- » Respond to requests for information by us properly and timely.
- » Comply with our staff on efforts made to
- » attend to your request.
- » Demand for access to services in accordance with the law and this Charter.
- » Contribute to our service provision in accordance with laid down policies and regulations.
- » Provide care and ensure all water resources provided for by LWB are used efficiently and effectively.



SERVICE LEVEL STANDARDS

Accounts

SERVICE/ PRODUCT	REQUIREMENT	CHARGE	RESPONSE TIME	WHERE TO GET SERVICE FROM
New water application	<ul style="list-style-type: none"> Filling application forms ID Copy (National ID) Proof of ownership (title deeds/offer letter/lease /sales agreement/stamped letter from bloc leader/s) 	Free	Within an hour	Zonal offices
Assessment of new application	Physical visit	Free	10 working days	Zonal offices
	Processing of quotation	Free	1 day	Zonal offices
Installation of new water connection	Procurement of recommended materials	Customer to procure materials	Within 30 days	Customer
	Payment of connection fee	Prevailing fee dependent on main pipe	Immediate	Zonal offices
	Excavation of trenches	Customer to incur costs	Dependent on customer	Customer
	Installation of water meter	Free	10 working days	Zonal offices
Meter reading and billing of accounts	New accounts	Free	Next billing cycle after meter installation	Zonal offices
	Existing accounts	Free	30 days	Zonal offices
Change of customer details	<ul style="list-style-type: none"> Clear outstanding bill ID Copy (National ID) Filling of forms 	Free	2 days	All offices (need for decentralization)
Disconnection of accounts	Overdue accounts	Free	30 days and above	Zonal offices
Reconnection of accounts	Upon payment of full overdue amount	Reconnection fee	Within 48 hours after payment	Zonal offices
Uprooted connections	<ul style="list-style-type: none"> Clear outstanding bill Apply for new water connection New water application procedures to be followed 	Reconnection fee	7 working days	Customer
Processing customer queries (High bills)	<ul style="list-style-type: none"> Fill query form Investigate meter readings Assess leakages 	Free	7 working days	Zonal offices
	Meter testing	Meter testing fee	7 working days	Zonal offices
	Assessment	Free	1 day	Zonal offices
Faulty meter	Meter replacement (Damaged by customer)	Meter charge	7 working days	Zonal offices
Faulty meter	Meter replacement (General fault)	Free	7 working days	Zonal offices
Adjustment (over registering meter)	<ul style="list-style-type: none"> Fill query form Investigate meter readings Assess leakages Meter testing 	Meter testing fee	within 21 working days	Head office
Processing of credit and debit notes	Meter readings	Free	14 working days	Head office
Bill payment query (Online transfer, Mobile banking, Mobile money)	Provide proof of payment	Free	48 hours	All offices
Processing of contra-entry (payment reversal & bill transfer)	<ul style="list-style-type: none"> Request letter Proof of payment 	Free	48 hours	All offices



Faults and Call-Centre

SERVICE/PRODUCT	REQUIREMENT	CHARGE	RESPONSE TIME	WHERE TO GET SERVICE FROM
Planned maintenance works	• Inform affected customers	Free	48 hours before works	Public Relations
	• Fill outage form • Repair works	Free	24 hours	Zonal offices
Emergency maintenance works	• Inform affected customers	Free	Immediate	Public Relations
	• Repair minor works	Free	Within 4 hours	Zonal offices
	• Repair major works	Free	Within 24 hours	
Stolen meter	• Police report	Meter charge	7 working days	Zonal offices
Repair leakages before meter	• Report fault	Free	Within 24 hours	Zonal offices
Repair leakages after meter	• Report fault	Customer responsible for repairs	Dependent on customer	Customer
Report all faults, illegal connections and activities, queries and complaints	Call toll-free number 253 (TNM, Airtel & MTL lines)	Free	Dependent on the nature of query	Call-centre agents

Water Quality

SERVICE/PRODUCT	REQUIREMENT	CHARGE	RESPONSE TIME	WHERE TO GET SERVICE FROM
Water quality testing	• Fill query form • LWB collects water samples • Inform customer	Free	Within 24 hours	All offices
Query on dirty or smelly water, or foreign material in water	• Report query • LWB collects samples • Inform customer	Free	Within 5 hours	All offices

Bill Payment & Prepaid Water Token Sales

SERVICE/PRODUCT	REQUIREMENT	CHARGE	RESPONSIBLE PERSON/OFFICE
Post-paid bill payment (walk in)		Free	<ul style="list-style-type: none"> LWB offices National Bank of Malawi branches Standard Bank branches FDH Bank branches First Capital Bank branches
Post-paid bill payment (Mobile banking)		Dependent on bank charges	<ul style="list-style-type: none"> Mo626 FDH Mobile App First Capital Bank App Standard Bank's 24/7 App
Post-paid bill payment (Mobile money)		Dependent on mobile network	<ul style="list-style-type: none"> Airtel Money TNM Mpamba
Prepaid water tokens			<ul style="list-style-type: none"> Airtel Money TNM Mpamba LWB offices FDH Mobile App Mo626 Energem filling station Blue waves (city center) Alenga Traders (Area 18) EZC Investments Sammy & Jammy 2 Ali Hajveri Tongliz General



FEEDBACK AND CONTACTS

It is the goal of this Charter to ensure customers provide timely feedback on our performance in accordance to the stipulations of this Charter. Your feedback will help us to serve you better. We commit to take seriously and deal with any feedback we receive as quickly as possible. You can contact us through:

Chief Executive Officer
Lilongwe Water Board
Madzi House
P. O. Box 96
Lilongwe.

- ☎ +265 (0) 1714 200
- ☎ Call 253 Free
- ✉ madzi@lwb.mw
- 📘 Lilongwe Water Board
- 🐦 @llwaterboard
- 📷 @llwaterboard
- 📺 Lilongwe Water Board
- 🌐 www.lwb.mw

Alternatively, you can report to:

The Ombudsman, Private Bag 348, Lilongwe.

- ☎ 01 774899
- ✉ ombudsman@malawi.net

LILONGWE WATER BOARD'S ZONE OFFICES

COVERAGE AREA FOR EACH OPERATIONAL ZONE

Southern Zone Office

Area 1 (Falls Estate), Area 2, Area 7, Area 8 (Biwi and Mchesi), Area 21(Chilinde), Area 22, Area 23 (Kawale), Area 24 (Ngwenya), Area 35 (Kamuzu Barracks), Area 36 (Phwetekele), Area 44 and Area 59.

Central Zone Office

Area 3, Area 4, Area 5, Area 6, Area 9, Area 10, Area 11, Area 12, Area 13, Area 16, Area 17, area 18, Area 19, Area 20, Area 31, area 32, Area 33, Area 40, Area 46 (Chinsapo) and Area 47.

Northern Zone Office

Area 25, Area 26, Area 27, Area 28, Area 29 (Kanengo Industrial Area), Area 30, Area 49, Area 50 (Mgona, Senti and Chimoka), Area 51, Area 52 (Kamuzu International Airport), Area 53 (Lumbadzi) and Area 56 (Mtandire, Mtsiriza and Piasani)



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