



ESWATINI GOVERNMENT GAZETTE EXTRAORDINARY

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THE ESWATINI WATER SERVICES CORPORATION ACT, 1992

(Act No. 12 of 1992)

THE FIXATION OF WATER AND SEWER TARRIFS REGULATIONS, 2024

(Under section 41)

In exercise of the powers conferred by section 41(g) of the Eswatini Water Services Corporation Act 1992, the Minister responsible for Natural Resources and Energy issues the following Notice-

Citation and Commencement

1. (1) These Regulations may be cited as the Fixation of Water and Sewer Tariffs Regulations, 2024.

(2) These Regulations shall come into force on the date of publication of the gazette.

Water and sewer tariffs

2. The water and sewer tariffs, charges and fees for the financial years 2024/2025, 2025 /2026 and 2026/ 2027 are as set out in the schedule.

Revocation of Legal Notice

3. Legal Notice No. 324 of 2021 is revoked.

SCHEDULE

		4%	4%	4%
	BANDS	2024/2025	2025/2026	2026/2027
		E	E	E
Water Charges:				
Category 1: Residential User				
1.1 Charges per cubic metre (m3)	0 - 10 m3	181,79	189,06	196,62
	11 - 15 m3	21,92	22,80	23,71
	16 - 50 m3	33,01	34,33	35,70
	> 50 m3	37,67	39,18	40,74
1.2 Public connection/public standpipes meters per m3		7,45	7,45	7,45
Category 2: Non-Residential User				
2.1 Charges per cubic metre (m3)	0 - 10 m3	675,51	702,53	730,63
	11 - 25 m3	21,92	22,80	23,71
	26 - 50 m3	37,67	39,18	40,74
	> 50 m3	37,67	39,18	40,74
Sewer Charges:				
Category 3: Residential User				
3.1 Residential per month (based on 90% water volume x sewer rate)		13,73	14,28	14,85
3.2 Standard rate: Residential		83,90	87,26	90,75

Category 4: Non Residential User				
4.1 Non-Residential per month (based on 90% water volume x sewer rate)		18,02	18,74	19,49
4.2 Standard rate:Non-Residential		341,16	354,80	368,99
Category 5: Industrial Metered Sewer Charge				
5.1 Conduct study and pilot for high volume industrial customer sewer charges (effective 1 April 2025)		Study / Pilot	Implementation	Implementation
Other Charges:				
Category 6: New Connection - Water				
6.1 20mm to 22mm in diameter up to 15m in length		923,80	923,80	923,80
6.2 Refundable deposit: Residential		231,55	231,55	231,55
6.3 Refundable deposit: Non-Residential		1 283,25	1 283,25	1 283,25
6.4 Quote rate for installation above 15m in length		Actual Cost	Actual Cost	Actual Cost
6.5 New connection Quotation fee				
Category 7: New Connection - Sewer				
7.1 Sewer installation up to 15 metres		355,20	355,20	355,20
7.2 Quote rate for installation above 15m in length		Actual Cost	Actual Cost	Actual Cost
7.3 Quote rate for manhole installation		Actual Cost	Actual Cost	Actual Cost
7.4 New connection Quotation fee				

Category 8: Tankered Water Supply				
8.1 Tankered water per m3		37,66	39,16	40,73
Category 9: Reconnection				
9.1 Reconnection fees		32,05	32,05	32,05
9.2 Refundable reconnection deposit - Residential		231,55	231,55	231,55
9.3 Refundable reconnection deposit - Non residential		1 283,25	1 283,25	1 283,25
Category 10: Disconnection for Non- payment				
10.1 Disconnection/Reconnection for non-payment penalty- Residential		102,60	102,60	102,60
10.2 Disconnection/Reconnection for non-payment penalty- Non Residential		311,25	311,25	311,25
10.3 Illegal connection - Residential		5 842,24	6 075,93	6 318,97
10.4 Illegal connection - Non- Residential		17 580,27	18 283,48	19 014,82
Category 11: Borehole Charges				
11.1 Application for new permit (Infrastructure Available) per annum	0 - 400m3	2 396,03	2 491,87	2 591,55
	>400m3	13 312,03	13 844,51	14 398,29
11.2 Renewal of permit (Infrastructure Available) per annum	0 - 400m3	1 703,46	1 771,60	1 842,46
	>400m3	10 595,00	11 018,80	11 459,55
11.3 Application for new permit (Infrastructure Not Available) per annum	0 - 400m3	1 331,11	1 384,36	1 439,73

	> 400m ³	1 331,11	1 384,36	1 439,73
11.4 Renewal of permit (Infrastructure Not Available) per annum	0 - 400m ³	665,68	692,31	720,00
	> 400m ³	665,68	692,31	720,00
11.5 Quote rate for borehole meter connection		Actual Cost	Actual Cost	Actual Cost
11.6 Sewer discharge - Residential (Based on 90% water volume x sewer rate)		12,98	13,50	14,03
11.7 Sewer discharge - Non- Residential (Based on 90% water volume x sewer rate)		17,26	17,95	18,67
Category 12: Trade Effluent Charge				
12.1 Basic charges according to BOD / COD				
Formula: = CC + ((COD-500) * AVD * UCCOD)/500 + ((EC - 1600) * AVD * UCEC)/1600 + ((Colour - 150) * AVD * UC Colour)/150		RATE = E18.39	RATE = E19.12	RATE = E19.89
		CC = E2.89	CC = E3.01	CC = E3.13
		EC = E 41.32	EC = E 42.97	EC = E 44.69
		UC=E3.74	UC = E3.89	UC = E4.05
Where:				
RATE = Applicable tariff charge for the year				
AVD = Actual Volume Discharged				
CC = conveyance cost / m ³ of effluent discharged				
COD = Chemical Oxygen Demand				
EC = Electrical Conductivity				
UC = Color Unit				

Category 13: Miscellaneous Charges				
13.1 Septic tank / vacuum tanker discharge	Per Load	1 233,10	1 282,43	1 333,72
13.2 Unmetered fire connection 0 - 100mm	Per Month	426,70	443,77	461,52
13.3 Unmetered fire connection > 100mm	Per Month	910,34	946,75	984,62
13.4 Printout statement	Per page	30,00	30,00	30,00
13.5 Penalty charge on unpaid cheques		336,50	349,95	363,95
13.6 Meter testing on application		66,77	69,44	72,22
13.7 Replacement of vandalised/damaged/tampered meters		Actual Cost	Actual Cost	Actual Cost

HRH PRINCE LONKHOKHELA
MINISTER FOR NATURAL RESOURCES AND ENERGY