

## 24 HR CALLCENTRE

- \* Callcentre receives and responds to all water complaints and queries 24 hrs from all over the country which also includes reporting of pipe bursts and water leakages.
- \* Callcentre gives customers balances/owing amounts for their water bills over the phone
- \* Attends to Mobile Money Queries and take customers through our online services.
- \* Register for free water alert messages to be notified on major water interruptions
- \* We also receive and act on tip offs for illegal water connections

### HEADQUARTERS CONTACT NUMBERS

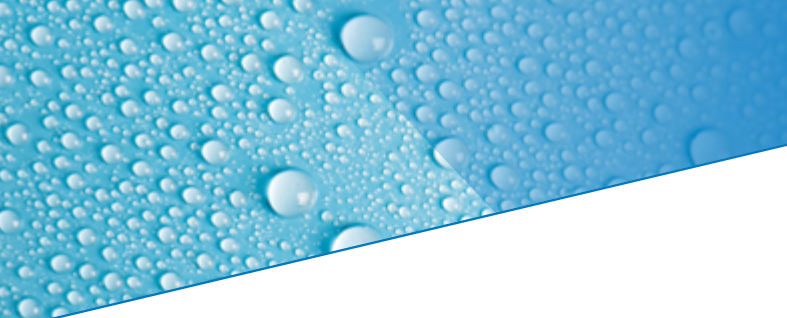
Tel: 2416 9000  
Fax: 2416 3616/20

24 Hour Emergency Toll Free Number  
800 5000

# Understanding Your Water Bill



Visit: [www.swsc.co.sz](http://www.swsc.co.sz) for online services  
@SWSC\_Water  
/swscswaziland  
Toll free: 8005000  
Email: [customercare@swsc.co.sz](mailto:customercare@swsc.co.sz)



Here are some explanatory notes that will help you as our valued customer understand the entries in your water bill. Your water bill may have one or a combination of any of the following entries.

### **BALANCE BROUGHT FORWARD**

This is the amount owing from previous months. A customer will continue to receive bill for any amount outstanding even if he/she has voluntarily disconnected or stopped consuming any service from SWSC.

### **60/54 INVOICES WATER BASIC CHARGE**

Basic charge applied on every water connection which covers administration costs.

60/2 WATER CHARGE connection no:  
030/00XXXX/000

From 32KL 18/05/2013 Consumption 17.0KL  
To 49KL 18/06/2013 Private Households

This relates information on the amount of water consumed by a particular property.

Connection No: This is a unique identification number for a single property connected with water. If a customer has more than one property registered with SWSC, all such properties may appear on the same bill with a unique connection number, implying that all such properties are linked to the same account.

From.....To: This gives details of the meter reading. From the initial meter reading on the first date shown To the current reading date. The difference between the initial reading and the current reading gives the total amount of water used in kilolitres. The dates shown indicate the period within which the water was consumed.

The description "Private Households" or "Commercial" indicates the type or category group into which the property is grouped and charged.



### **70/2 SEWER CHARGE**

If the property is connected to the public sewerage system (SWSC Sewer Lines) a charge of 90% of the water consumption is levied against the property. The consumption reflected under "Sewer Charge" is actually 90% of the consumption shown under "Water Charge".

### **60/58 INVOICES WATER ADJUSTMENT DUE TO MIN. CHARGE**

There is a standard minimum charge on water consumption. If the customer has used water less than the minimum chargeable amount, he/she subsequently gets a water charge that totals to the minimum charge.