

Brief background



Eastern Water and Sewerage Company Limited was incorporated on 12th May 2008 through Companies Act Cap 388 of the laws of Zambia. The Company became effectively operational on 20th January 2009. This was in response to a need for improved water and sanitation services in the urban and peri urban centers of the Eastern Province of Zambia. The Company operates under the provision of the water and sanitation act No 28 of November 1997. The act enables the Company to operate on a commercial and viable basis.

The Company is wholly owned by the eight local authorities in Eastern Province and one local authority in Muchinga province holding shares on pro-rata basis.

Vision

To be a model commercial utility exceeding expectations in delivering water supply and sanitation services to all the population in the urban and peri-urban areas of Eastern Province.

Mission

To effectively provide safe, adequate and affordable water and sanitation services with maximum efficiency to its existing and potential clients in the urban and peri-urban areas of Eastern Province

Service Level Guarantees



1. Not less than 95% water quality tests results meet the WHO standards/Zambian Standards.
2. Water supply will not be less than the following hours in the districts:

Chama	8
Chadiza	8
Chipata	21
Katete	8
Lundazi	22
Mambwe	24
Nyimba	8
Petauke	12
3. Public water point (Kiosk)
 - a) Chipata and Lundazi 12
 - b) Chama, Katete, Chadiza and Mambwe 8
4. Office and pay point operating hours per week 40
5. For the purpose of billing customers:
 - a) All customers should be metered and the water meter to be read at every month
 - b) Customers should receive a bill every month
 - c) Customers to settle their bills on the 15th day of the following month.

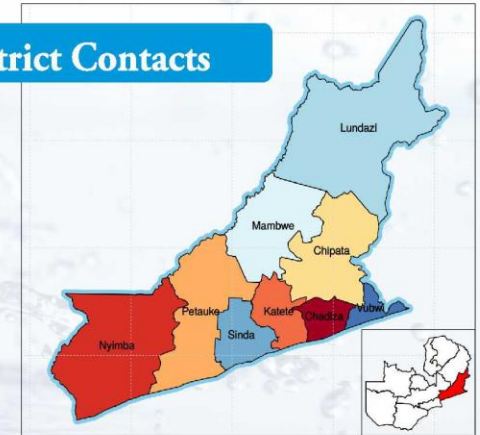
Complaint Procedure

Client contact will be as follows:

- a) Response time on written complaints 5 days
- b) Response time for meter testing 3 days
- c) Response time for paid new connection 10 working days
- d) Response time for meter installation 10 working days
- e) Waiting time for paying bill or filing in complaint 15 minutes

7. Water interruption of more than 24 hours, customers will be informed of the cause.
8. Customers erroneously disconnected will be reconnected without demanding for reconnection fee.

District Contacts



Chama	+ 260 216 482171
Chipata	+ 260 216 222649
Chadiza	+ 260 216 251375
Katete	+ 260 216 252146
Lundazi	+ 260 216 480724
Mambwe	+ 260 216 246125
Nyimba	+ 260 216 374272
Petauke	+ 260 216 371272