



water
authority of
fiji

Clean Water & Sanitation for a Better Life

Water Authority of Fiji

Customer Charter

2020 - 2022



Our Vision

Clean Water and Sanitation
for a Better Life



Our Mission

We are committed to optimising water
and wastewater services through:

- Resilience
- Innovation
- Capacity Building
- Engaging Stakeholders
- Modernization
- Being Environmentally Focussed
- Safe Working Practices



Our Values

Our Key values are:

- Customer Focus
- Learning and Growth
- Integrity
- Passion
- Accountability and Transparency
- Adaptability
- Respect
- Teamwork



Clean Water & Sanitation for a Better Life

Foreword

Bula Vinaka

The Water Authority of Fiji would not exist if it were not for our customers. Delivering first-class customer service is paramount, particularly in a COVID-19 world we all now live in. Water is essential for life and a natural product of our environment, yet the provision of safe drinking water is at times a complex and asset-intensive undertaking.



Just because it rains does not amount to our ability to supply safe drinking water to you. Water in its natural state falls into catchments that diverge into water sources, picking up many unhealthy elements along the way. At this point, WAF collects the water and using various treatment processes, turns that natural water with its unhealthy impediments into safe drinking water.

In very heavy and prolonged rain events, some of our assets are unable to process sufficiently and safely the amount of water that is collected, and as a consequence, most of that water is bypassed to ensure our customers' safety. WAF has detailed plans on asset improvement to assist in our service delivery over several years as we balance existing needs with that of a growing population. Good assets assist in the delivery of good customer service, the inverse of course is also true.

The delivery parameters or our promises to you within this Customer Charter represents our best efforts to deliver to you with the assets we have. It represents our commitment to the delivery of services to our customers in a safe, transparent, ethical, cost-effective, and environmentally sound manner.

Vinaka Vakalevu,

A handwritten signature in black ink, appearing to read 'Barry Omundson', written over a horizontal dotted line.

Mr. Barry Omundson
Chief Executive Officer

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Introduction

Water Authority of Fiji (WAF) is the sole provider of water and wastewater services in Fiji. WAF is a Commercial Statutory Authority (CSA). It was established by the Fijian Government to provide efficient and effective water and wastewater services in an environmentally sound and sustainable manner. The WAF Act 2007 was effected for this purpose.

Our Vision

“Clean Water and Sanitation for a Better Life”

Our Mission

We are committed to optimizing water and wastewater services through:

- Resilience
- Innovation
- Capacity Building
- Engaging Stakeholders
- Modernization
- Being Environmentally Focused
- Safe Working Practices

We are committed to providing a high level of service across all of our operations. Our service standards outlined in this Charter are an integral part of our business and our ‘Minimum Service Levels’ will improve our preparedness to serve you better today than yesterday.

As a service organization, we will have a better opportunity to benchmark our service levels for compliance with our corporate expectations for efficient service delivery. As an organization committed towards customer centricity, the Water Authority of Fiji will continuously update its Customer Charter on a 3 yearly basis in consultation with the customers & all the stakeholders to deliver the service level customers can afford.

This Customer Charter aims to:

1. Provide our valued customers with a clear understanding of the standards of service that you can expect from us which we aim to completely achieve within approved timeframes;
2. Communicate and outline our expectations of you as our customer.
3. Build strong partnerships with our customers to engage with our customers to ensure continuous dialogue and improvement by WAF in our infrastructure, service delivery, and business operations.

As the national organization responsible for the provision of safe drinking water & wastewater services to the people in Fiji, WAF is committed to ensuring efficient and reliable services to our customers by improving present conditions of water supply and wastewater services in accordance with the guidelines mentioned in this customer charter.

WAF Service Level Targets

Water Service Indicators	
Provision of a new connection	WAF Service Response Time
Submitting an estimate after the handover of duly completed forms and payment of application fee by the customers	100% within 15 business days
Installation of water meter after signing the agreement and payment of installation charges by the customer	90% within 30 business days
Customer Complaints	
Reply to the written letter of complaints	100% within 10 business days
Reply to email complaints (Acknowledge receipt)	100% within the next business day
Resolution of complaints on water leak/pipe burst	90% within 5 business days
Water bills	
Resolution of Complaints on meter issues.	90% within 10 business days
Resolution of Complaints on meter reading/billing issues.	90% within 10 business days
Billing period (accounts rendered)	100% within a quarterly period
Re-connection	
Restoration of connection, if a payment is made.	100% within the next business day
Water Carting	
Urban – Intermittent Supply Areas	90% within 5 business days
Urban – Disruption	90% if disruption exceeds 8 hours
Rural – Drought-stricken areas	90% within a fortnightly schedule
Wastewater Service Indicators	
Provision of a new connection	
Inspection after receiving receipt of payment	100% within 10 business days
Inspection and issuance of completion certificate after plumbing work	100% within 10 business days
Liquid Trade Waste	
Permit Application Processing	100% within 15 business days
Submission of lab results to trade waste customers after sampling	100% within 15 business days
Customer Complaints	
Reply to written complaints	100% within 10 business days
Reply to email complaints (Acknowledge receipt)	100% within the next business day
Resolution of complaints on sewer overflows/blockages	90% within 5 business days
Water Bills	
Resolution of Complaints on sewer connection and chargers	90% Within 5 business days
Wastewater Discharge Compliance	
Resolution of short term treatment inefficiencies	90% Within 30 business days

**Business days – Monday to Friday from 8 am to 5 pm excluding public holidays

Our Services

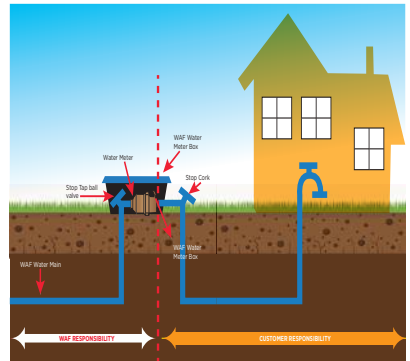
WATER SERVICES

We aim to supply you with a reliable supply of safe drinking water that meets all public health, environmental, and other regulatory requirements where available. If there is a leak or main break that affects your supply of water, we will aim to fix it and restore your water supply as soon as you tell us and as soon as practical in line with our service standards.



WAF Responsibility

- We are committed to provide a 24/7 national contact center for you to report interruptions to your services or get information about an interruption in your area.
- We are committed to ensure all water supplied will comply with National Drinking Water Quality Standards.
- We will respond within 6 hours to any reports of poor water quality.
- We will always inform you if we are doing planned works that will interrupt your services, but have no control over unplanned disruptions.



Customers Responsibility

- You are to maintain all pipework from the meter outlet into your property and ensure to repair any leakages in a timely manner.
- You need to frequently check for leaks on your property. This is done by closing all the taps on the property and check if the red dial on the meter is moving. If it does, you will need to engage a licensed plumber to fix the leak.
- If you experience a significant change in your water flow, water quality or pressure, you should contact us on 3346777, Call our shortcode 5777 (Vodafone, Digicel & Inkk mobile users) or email: contact@waf.com.fj
- You need to store water for at least 2 days supply to sustain your water needs at all times and practice rainwater harvesting.

WASTEWATER SERVICES

We aim to provide a reliable service to remove used water from your property and treat it to protect public health and the environment. We also aim to minimize interruption to wastewater services and avoid wastewater overflows on your property in line with our service standards.

In case of an overflow occurring due to our system failure, we will do our best to minimize

the damage and inconvenience to you and ensure the affected area is efficiently and adequately cleaned up.

WAF Responsibility

- We are committed to provide a 24/7 national contact center for you to report interruptions to your services or get information about an interruption in your area.
- We will always inform you if we are doing planned works that will interrupt your services but have no control over unplanned disruptions.
- We will strive to ensure damage or inconvenience is minimized and in the event of wastewater overflow, there is prompt and adequate cleanup.
- If the blockage is in our wastewater network, we will clear the blockage.



Customers Responsibility

- All pipework from the WAF connection point into your property is your responsibility to maintain and repair.
- If you have contributed to the blockage to the wastewater network, you will be liable to pay.
- Stormwater must not be connected to WAF's wastewater services.

LIQUID TRADE WASTE

Liquid Trade Waste is processed wastewater from commercial and industrial businesses which is distinct from human sanitary waste.

To discharge liquid trade waste into our wastewater system you must have a permit from WAF and comply with the permit conditions.

WAF Responsibility

- We are committed to provide a 24/7 national contact center for you to report interruptions to your services or get information about an interruption in your area.
- We will assist our commercial customers to review their grease trap designs before installation.
- We will provide a guideline through the customer handbook on how grease traps should be fabricated, installed, and maintained.
- We will conduct bi-annual sampling and testing of the effluent for our industrial customers and share the results with them.
- We will conduct site inspections to ensure you are compliant with our permit conditions.
- In case of any non-compliance found during the inspection, WAF will issue an Abatement Notice or fine the customer based on the nature of the violation.

Customers Responsibility

- All pipework from the WAF connection point into your property is your responsibility to maintain and repair.
- You should apply for the liquid trade waste permit and ensure to comply with the permit conditions.
- You should pre-treat your effluent to WAF standards before it is discharged into the WAF wastewater system.
- If you have contributed to the blockage to the wastewater network, you will be liable to pay.
- Stormwater must not be connected to WAF wastewater services.
- You should allow the authorized trade waste staff to conduct inspections, sampling and be available for discussions.
- All industrial customers should install a sampling point and make it accessible to WAF trade waste staff during sampling and inspections.

WATER METER

We will install a water meter on your property to measure the volume of water we supply to you. The water meter will remain the property of WAF. The customer will pay for all associated cost for the installation of the meter.

WAF Responsibility

- We will aim to read all customer meters in a timely manner.
- A lockable valve shall be installed before the meter.
- We will estimate the bills should the meter be inaccessible, ceased or damaged.
- We will apply charges to the customers in case of meter tempering.

Customers Responsibility

- Ensuring an authorized connection to our services.
- Protecting the meter from damage
- Advise us urgently - if your meter is damaged or leaking.
- Ensure dogs are tied up and meters are accessible for meter reading when meter readers alert you upon visiting your premises.
- Ensure that the meter area is clean and clear so we can read it regularly.
- If there is any change of ownership the customer needs to inform WAF.
- In an event of locked gates, you are required to read the meter, take a picture of the meter reading and notify WAF through either email, face to face, or through Facebook messenger.



MEETING MINIMUM WATER PRESSURE

An intensified pressure reduction program has been launched by WAF with the objective of minimizing very heavy water losses both at customer's premises and WAF managed reticulation systems to avoid frequent pipe breakdowns.

WAF Responsibility

- We will endeavor to make every effort to supply a minimum of 10 meters head or 1 bar pressure at the outlet of the customers' water meter.
- WAF will endeavor to deliver to the ground floor a minimum of 10 meters head, but cannot guarantee minimum pressure to the floors above.

Customers Responsibility

- If you require more pressure, you need to install a sump and pump to meet your needs.
- If in apartments or flats, the responsibility to deliver above the first floor is the owners.



ACCESS TO YOUR PROPERTY

WAF has and will exercise our legal rights to enter your property to;

- Conduct water meter readings' or discontinue the supply.
- inspect any pipes or fittings connected to our infrastructure.
- investigate suspected illegal connection(s).
- carry out other inspections, maintenance and rectification works where WAF may deem appropriate.

Employees and contractors who enter your property must carry a photographic WAF identification.

BUILDING OVER OR NEAR OUR INFRASTRUCTURE

Our infrastructure is vital for delivering our services to the community. In order to protect it, we ask that you do not undertake any excavation, building, landscaping or other construction work that is over, or adjacent to, our infrastructure without speaking to us and receiving approval first.

We may have to request that you remove any unauthorized work that has the potential to interfere with our infrastructure or access to our infrastructure or access to our infrastructure at your own cost

REDEVELOPING YOUR PROPERTY

If you are redeveloping your property that requires meter relocation or upgrading your meter, you need to contact WAF.

- Meter relocation cost will be paid by the property owner
- If you are changing the use of the property from domestic to commercial, you need to contact WAF to get an updated billing plan for the property. Failure to do this will lead to the disconnection of our services on the property.

CHANGE OF PROPERTY OWNERSHIP

If you are selling the property:

- You will need to notify WAF for a special meter reading to settle your final bill.

If you are buying the property:

- You will need to notify WAF to ensure that all outstanding dues are settled.
 - If the bills are not cleared, the new owner will inherit the debts.
- You will need to ensure that your details are updated with WAF to ensure proper billing and contact purposes.

CHANGE OF TENANCY

- The landlord needs to notify WAF with regards to any change in tenancy and get details updated accordingly.
- The landlords are required to arrange special readings to be conducted between changes in occupancy to avoid bill disputes.
 - If the landlord fails to arrange special readings, it becomes the landlord's responsibility to settle the overdue.

BILLINGS



Bills will be sent through electronic medium. All bill payments are due within 30 days from the date of invoice. The debts remain on the property and the owner of the property is obliged to clear the bill if he/she has tenants on the property. If you do not pay your bill by the due date, your account automatically becomes overdue.

WAF Responsibility

- WAF will issue a reminder notice for overdue bills.
- WAF will disconnect the water supply if overdue bills are not paid unless advised otherwise.
- WAF will provide feedback to customers who disputes the bills, but bill disputes must be raised within the first 30 days of the bills date of service, if not, you will be required to pay the entire bill.
- WAF only allows payment arrangements to be made under certain conditions.

Customer Responsibility

- Pay the bill within 30 days of the bill date of invoice
- If there is a change of ownership of the property, the owner needs to contact WAF to get a final reading and clear the bill. If not, the new owner will inherit the debts on the property.
- In case we are unable to read your water meter, it is your responsibility to pay the estimated bill amount.
- Notify WAF if there is a change of billing address, ownership, or any change to your land or property use.
- If you do not receive your bill around the usual time in a quarterly period, please contact WAF through our contact centre on 3346777 or 5777 or email contact@waf.com.fj

BILL DELIVERY

We have several options for bill delivery to ensure that you receive your bills on a timely basis. We are offering faster and more convenient methods as follows;

1. E-bill (receive your water bill through your email account as soon as it is generated).

2. SMS bill (receive your water bill through SMS text notification to your mobile phone).
- My Bill Info Card – (you will be able to access your account details and account balance).

You are to choose **one** of the above modes to receive your bill. “My Bill Info Card” is open to any customer who subscribes via a digital medium of bill delivery.

BILL PAYMENT FACILITIES

We have established several options for making your payment in time which include the following:

1. Licensed collection agents:

- Max Value
- Post Fiji PTE Ltd
- Vodafone MPaisa
- Digicel Mobile Money

2. Online Banking

- ANZ
- BSP
- WESTPAC
- BRED
- HFC

3. Cashiers at WAF offices

4. EFTPOS at WAF Office's

For the latest payment methods, please refer to our website **www.waterauthority.com.fj** or call **3346777**.

SERVICE DISRUPTIONS

We will make every effort to respond within 24 hours to undertake repairs and clean-up if there is water flooding or a wastewater overflow at your property due to a failure of our system. In the case of planned repair works, we will inform you 24 hours in advance regarding the reasons (through WAF social media platform, website, SMS text alert and press releases)

We will keep you informed during an EMERGENCY of the status of the work being undertaken to minimize the inconvenience through either/or our website, SMS text alert,



WAF social media platform and press releases.

We may also need to interrupt, suspend, or restrict our services due to accidents, emergencies, health and safety risks, or other unavoidable causes.

We will respond to high priority customers (Schools, Hospitals, and Airports) within 2 hours and also provide water carting services if disruption exceeds 8 hours duration. This duration allows our operations team the opportunity to effectively repair if and when they can.



DISCONNECTION OF SERVICES

WAF will disconnect your water or wastewater services if you have;

- Overdue bills unless advised otherwise.
- Requested for disconnection.
- Used our services illegally.
- Connected stormwater to WAF wastewater system.
- Refused WAF entry to your property for meter reading or other duties related to the WAF Act 2007.
- Not updating your recent customer details with WAF.

CUSTOMER COMPLAINT MANAGEMENT

Customers can lodge their complaints and other water or wastewater related issues through our 24/7 Contact Center on phone **3346777 or short-code 5777 for Vodafone, Digicel, and Inkk mobile users**, email **contact@waf.com.fj** or through our website at **www.waterauthority.com.fj**.



All our customer complaints get lodged into our Gentrack system and undergo the escalation process. If any complaint is not resolved within the outlined time it gets escalated to the respective managers.

For rural water carting requests, you may contact on the toll-free line 1507 (8 am – 5 pm Monday - Friday) for water carting service.

You can also write to us addressed to the General Manager Customer Services, Water Authority of Fiji, G.P.O. Box 1272 Suva.

We will respond promptly to your complaint and will do our best to make every effort to resolve your complaint to your satisfaction.



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Follow us     

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