



Clean Water & Sanitation for a Better Life

Customer Service **CHARTER** 2023 - 2025

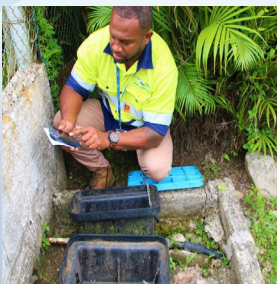


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Introduction

Water Authority of Fiji (WAF) was established pursuant to the WAF Act 2007 by the Fijian Government to provide efficient and effective water and wastewater services in an environmentally sound and sustainable manner.



Our Vision

Clean Water and Sanitation
for a Better Life



Our Mission

We are committed to optimising water and wastewater services through:

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



Our Values

W - we do the right thing.

A - accountability: we are accountable for what we say and do.

T - team: we work as one team.

E - energy: we bring positive energy to whatever we do.

R - we respect each other, our customers, other utilities and government.



We are committed to providing a high level of service across all of our operations. Our service standards outlined in this Customer Service 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 Service Charter on a 3 yearly basis in consultation with the customers & all the stakeholders to deliver the service level customers can afford.

This Customer Service 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.

Foreword



Bula Vinaka,

As the CEO of the Water Authority of Fiji (WAF), I express my sincere appreciation for your continued support as our valued customer. We are dedicated to providing you with a reliable supply of safe and clean drinking water, and delivering first-class customer service is at the heart of our mission.

Through this charter, I emphasize our unwavering commitment to you, our customers, and outline the principles that guide our actions and interactions with you.

WAF understands the importance of addressing your needs in a timely manner, and we have dedicated teams ready to assist – whether it is a query, assistance, report water leakage, or want to provide feedback, we are here to hear you out to ensure that you have adequate water supply in your taps.

We prioritise being polite, respectful, transparent, and honest about our processes. We believe in fostering a culture of open communication and treating each interaction with professionalism. Our goal is to ensure that you are fully informed about our services, policies, as well as relevant updates.

We will strive to provide you with the necessary information about water conservation, service interruptions, as well as any other relevant operational matters that may impact you as our customer.

Reliability is a key aspect of WAF's commitment to you – we will do what we say we will, and keep you informed throughout. We understand the importance of trust as we want you to have confidence that we will follow through on our commitments and we are sure to keep you informed on any progress or change.

WAF is dedicated to regularly monitoring service standards to identify areas to improve, your feedback matters to us and we encourage you to share your thoughts, experiences and suggestions with us – this will better enhance our service to you.

To conclude, I reiterate WAF's commitment to you and we are here to provide you with safe and clean drinking water, and we will always strive to deliver the highest level of water and wastewater services possible – your satisfaction is our priority and we aim to serve you diligently.

Vinaka Vakalevu and Thank you,

A handwritten signature in blue ink, appearing to read 'Amit Chanan', with a blue horizontal line underneath.

Dr. Amit Chanan
Chief Executive Officer
Water Authority of Fiji



Clean Water & Sanitation for a Better Life

COMPLAINTS PROCEDURE

A Complaint

Customers have the right to complain about any dissatisfaction in service received from WAF

Register a Complaint

WAF shall receive and recognize complaints in the following manner:

In Person

- Customers can register their concerns at any WAF Customer Care Centres nationwide in person.

By Telephone

- Customers can register their concerns through the WAF Customer Hub on 3346777/5777 available 24 hours 7 days a week.

In Writing

- Customers can register their concerns through the following:
 - * Email: contact@waf.com.fj
 - * Postal mail: GPO Box 1272, Suva, Fiji Islands

All our customer complaints get lodged into our Gentrack system and get resolved. Only if it is not resolved within the outlined time as mentioned in this Charter, this will then be escalated to the respective managers.

Complaints Escalation



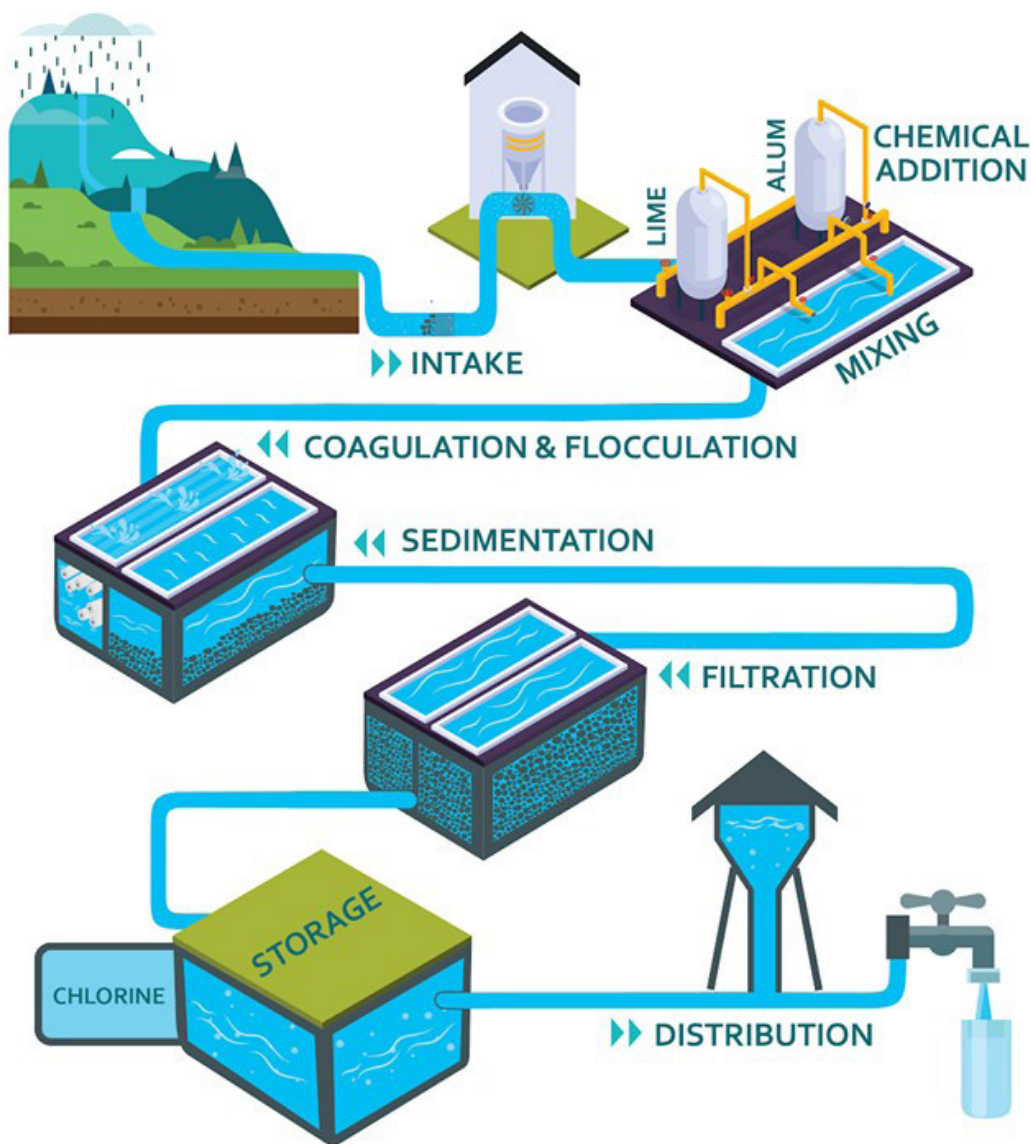
Water Authority of Fiji

Wainivula Road, Nasinu, Fiji Islands | GPO Box 1272, Suva, Fiji Islands
Telephone: (679) 3346777 or 5777 (Vodafone & Inkk) users | Email: contact@waf.com.fj
Website: www.waterauthority.com.fj

Service Indicator

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 days
Installation of water meter after signing the agreement and payment of installation charges by the customer	90% within 30 days
Customer Complaints	
Reply to the written letter of complaints	100% within 10 days
Reply to email complaints (Acknowledge receipt)	100% within the next day
Resolution of major burst water main/faults	90% within: 1 day
Resolution of other water supply faults	90% within: 5 days
Water bills	
Resolution of Complaints on meter issues	90% within 10 days
Resolution of Complaints on meter reading/billing issues	90% within 10 days
Billing period (accounts rendered)	100% within a quarterly period
Re-connection	
Restoration of connection, if a payment is made	100% within the next day
Water Tanker	
Urban – Intermittent Supply Areas	90% within 5 days
Urban – Disruption	90% if disruption exceeds 8 hours
Rural – Drought-stricken areas	90% within a fortnightly schedule
Paid Service	100% within the next day
Wastewater Service Indicators	
Provision of a new connection	
Inspection after receiving receipt of payment	100% within 10 days
Plan approvals for building/development works	90% within 15 days
Inspection and issuance of completion certificate after plumbing work	100% within 10 days
Liquid Trade Waste	
Permit Application Processing	100% within 15 days
Submission of lab results to trade waste customers after sampling	100% within 15 days
Customer Complaints	
Reply to written complaints	100% within 5 to 10 days
Reply to email complaints (Acknowledge receipt)	100% within the next days
Resolution of major sewer overflow or blockages/faults	90% within 1 day
Resolution of other sewer service faults	90% within 5 days
Water Bills	
Resolution of Complaints on sewer connection and charges	90% Within 5 days

WATER TREATMENT PROCESS



**Call us on 5777
to report any issues**

Water Supply

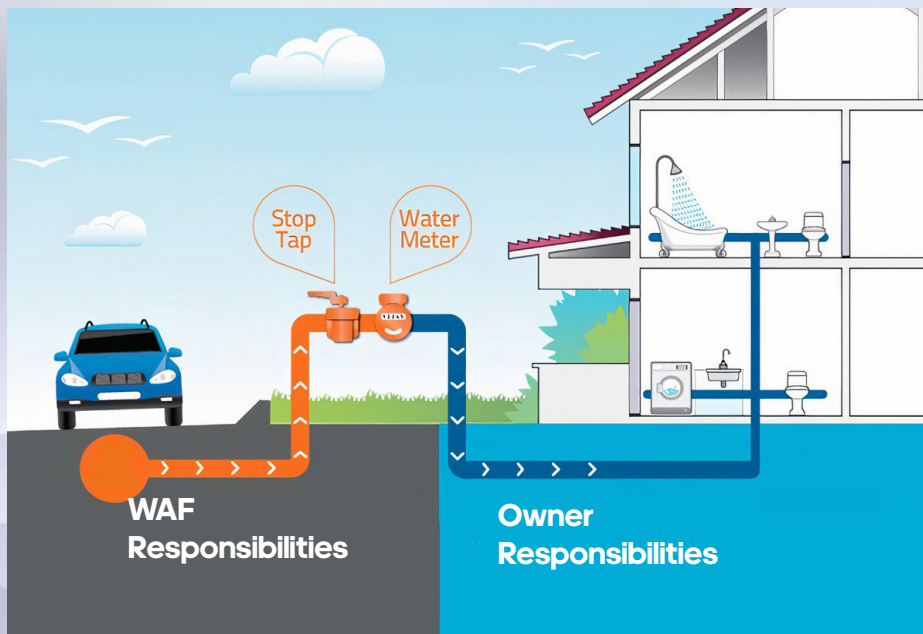
We aim to supply you with a reliable supply of clean and safe drinking water that meets Fiji National Drinking Water Quality Standard . If there is a leak or main break that affects your supply of water please notify us, we will aim to fix it and restore your water supply as soon as you tell us and as soon as practical in line with our service level targets.

WAF Responsibility

- We are committed to ensure all water supplied will comply with Fiji National Drinking Water Quality Standards.
- We will always inform you if we are doing planned works that will interrupt your services, but have no control over unplanned disruptions.

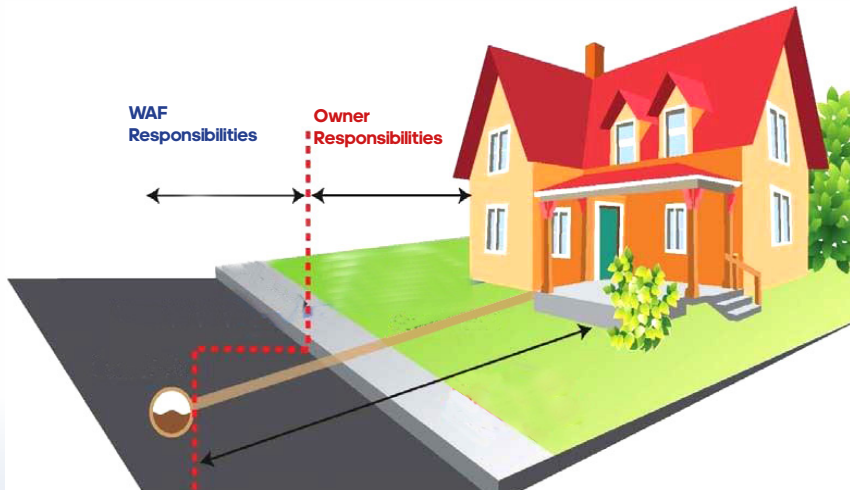
Customers Responsibility

- 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.
- You need to store water for at least 3 days demand 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

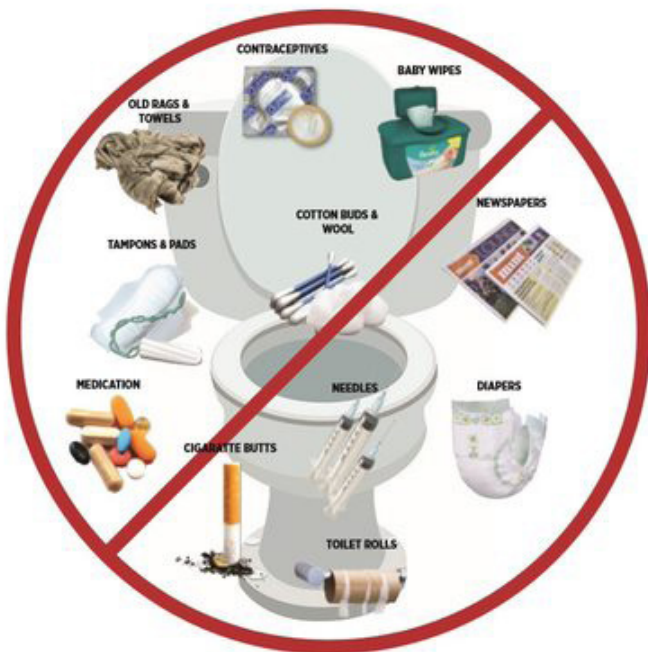
- We will always inform you if we are doing planned works that will disrupt your services but have no control over unplanned disruptions.
- We will ensure to minimize inconvenience and in the event of wastewater overflow, there is prompt and adequate cleanup/disinfection of the affected area.
- If the blockage is on WAF side then WAF will arrange to clear the blockage within the timeframe stipulated into the service level targets

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.
- Ensure that fats, oil and greases are not discharged into WAF system to avoid frequent blockages.

Please be a responsible user!

Bag it or Bin it. Don't Flush It!



Many items clog our wastewater lines and damage our pumps and other assets. When this happens, not only are these problems expensive to fix, but they also cause issues like raw sewerage overflows into homes, businesses and waterways.



Clean Water & Sanitation for a Better Life





Environment Compliance

At Water Authority of Fiji, we are committed to promoting environmental sustainability and maintaining community welfare. As part of our commitment to the environment, we kindly request our valued customers to follow these guidelines for proper toilet usage to prevent sewer overflows and protect our local ecosystems:

Flush Only Toilet-Friendly Materials: Please flush only toilet-friendly products, such as human waste and toilet paper. Avoid flushing non-biodegradable things like wipes, sanitary products, diapers, cotton balls, or any other materials that could block the sewer system. Non-biodegradable objects flushed can cause obstructions, sewer backflows, and environmental damage.

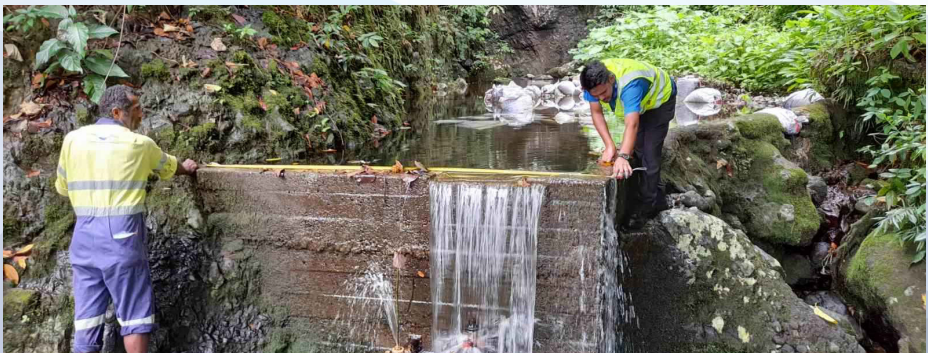
Use Trash Bins for Non-Flushable Items: Dispose of non-flushable items, such as wet wipes, cotton swabs, dental floss, etc., in the designated trash bins. Proper disposal of these items is crucial to prevent them from entering the sewer system and causing environmental damage.

Conserve Water: Water conservation is crucial for maintaining a sustainable environment. Please make an effort to conserve water whenever possible. Use water-efficient appliances, avoid keeping taps running while they aren't necessary, and patch leaks right away. Water conservation benefits the environment and lowers water use and related expenses.

Report Issues Promptly: Please report any sewer backflows, manhole overflows, or sewage odors to our customer hub as soon as possible. Timely notification allows us to solve the issue and avoid any potential environmental consequences. . It is the responsibility of customers to maintain their private sewage systems in good working order.

Raising Awareness: Assist us in raising awareness of the value of environmental compliance and proper toilet usage. Encourage your friends, family, and neighbors to adopt ethical behavior by passing along these rules to them.

Your cooperation in implementing these guidelines will contribute to the preservation of Fiji's environment stewardship and the sustainability of our water resources. Let us work together to build a greener and healthier future for Fiji.



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 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 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

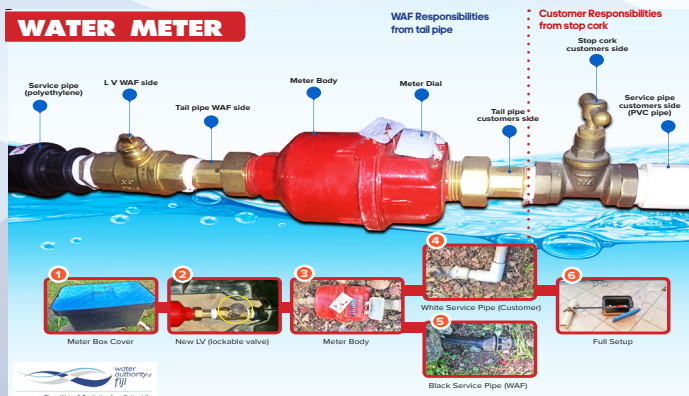
We will install a water meter on your property to measure the volume of water we supply to you. A meter will be installed within **15 meters** from the main line. The water meter will remain the property of WAF. The customer will pay for all associated cost for the installation of the meter.

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.
- We will replace meters that are ceased.
- We will upgrade meters that are buried/underwater.
- Charges will be applied to meters that are not only tampered with but stolen and burnt as well.
- We will remove meters from the site when customers tamper with our Lockable Valve.
- We surcharge customers for damages incurred to the water meter(s) (WAF Asset) due to the negligence of the customer.

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.
- Ensure that meters are not buried during any construction within the compound.



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 a minimum of 10 meters head pressure at the water water.

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.
- In case of intermittent water supply you are expected to utilize the 3 days stored water.



Property Access, Redevelop

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.



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.

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.

Any unauthorized work that has the potential to interfere with our infrastructure or access to our infrastructure will need to be removed and the cost absorbed by the owner.

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.



Get your **My Bill Info Card** Today!

Come and see us and learn more about how you can take advantage of the two new preferred billing modes i.e e Billing and my bill infor card

All regsiter for electronics billing or e Billings - to receive your water bill via email.

You can also get your hands on a free myBill infor card -a card that allows you to check and pay authorized agents.

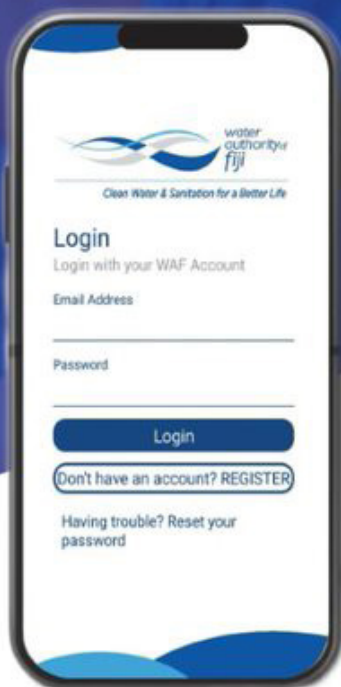




WAF Mobile App

Download NOW!

**Introducing the official
Mobile App for the
Water Authority of Fiji
customers.**



Getting Started

1. Your WAF account number
2. An email address that is already updated with WAF.

Users will be able to:

- Receive alerts for any service disruption in your area.
- Update your contact details.
- Download Account Bill
- Able to view the Transaction History of your account(s)
- Notifying users when bills are released
- Able to view past and recent consumption history
- Alerting you when your account(s) is near the due date and/or becomes overdue.
- General media advisory, and more...



www.waterrauthority.com.fj



Clean Water & Sanitation for a Better Life

You can call us on **3346777** or **5777** for mobile users or email: contact@waf.com.fj



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 allows only residential customers to make payment arrangements 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.

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;

- ***Get account alerts on the WAF App (As bills are generated, nearing due alert as well as overdue alert)***
 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:

Online Banking

- WESTPAC – **Acct No: 9803359182 (Bill pay code 10519)**
- HFC – **Acct No: 100044565 (Bill pay code 1008005)**
- BRED – **Acct No: 118918015 (Bill pay code 10519)**
- ANZ – **Acct No: 11220151 (Bill pay code 10001)**
- BSP – **Acct No: 7485012 (Bill pay code 70001)**

Licensed collection agents:

- Solé
- Post Fiji
- Courts Fiji
- Max Value
- Sports world
- Digicel - MyCash
- Vodafone - MPaisa

Cashiers at WAF offices with EFTPOS

- Nasinu Centre (Central) **8am-4.30pm (Mon - Fri)**
- Namaka Centre (Western) **8am-4.30pm (Mon-Fri)**
- Labasa Centre (Northern) **8am-4.30pm (Mon-Fri)**
- **Closed on Sunday and Public Holiday**

DIFFERENT PAYMENT METHODS





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 at a minimum of 3 days in advance regarding the reasons (through WAF social media platform, WAF App, 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 app, 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 such as Schools, Hospitals, and Airports within 2-4 hours.

Water tanker services will be provided if water disruption exceeds 8 hours of duration.

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.

But before the service is disconnected, WAF will:

- Send alerts on WAF Mobile App.
 - Near Due Alert! - as account is near due date.
 - Overdue Alert! - as account exceeds due date.
- Send SMS based on overdue accounts.
- Send Email reminder on overdue accounts.



9 ways to save



Leaks in your taps?



Learn to fix leaks by replacing washers.

Using the tap?



Make sure you turn the tap tightly off after use.

Washing the car?



Use a bucket not a hose and save water.

Why rainwater?



Another way to collect water as a backup supply.

Shave and save



Don't run water when shaving. Fill and plug the sink.

Brushing your teeth?



Turn off tap when brushing and save 15 litres a minute.

Washing clothes?



Only use washer when it is full.

Taking a shower?



Shorten your shower to under 5 minutes and save hundreds of litres of water!

Any leaks in the compound?



Increase in your water bill - a leak could be the cause.



Washing Machine
80-170/load



Shower
9-20L/minute



Dual flush Toilet
3L (half) 6L (full)



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Follow us on     

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Website www.waterauthority.com.fj