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# Strategies for Policy Implementation



Community participates in the water project by digging trenches for water pipes. Photo © UN-Habitat



## 5.0 The Customer Charters

Customer charter confirms publicly the roles and responsibilities of the utility and the rights of its customers.

### 5.1. Purpose of Customer Charter

To make the functions of the utility transparent, create service accountability and friendliness with customers, the utility shall define each service provided by it and the obligations of each party (service provider and customer). Through this, it shall be exposing the efficiency and reliability of the service it renders.

#### Sample Customer Charter

##### Our Customer Charter shall

- Tell Customers the Standards of Service to Expect
- Tell Customers what to do if something goes wrong
- Tell Customers How to make Contact
- Help Employees by Setting out clearly the services their organisations provide

#### 5.1.2 Declaration of Services provided

- A clean and safe water supply
- Disposal of sewage from houses connected to sewer system



















This manual is part of a Utility Management Series for Small Towns. It can be used either as a training module to support the delivery of capacity building programmes in utility management and operations or as a reference manual to guide operations and maintenance staff in designing and implementing programmes to reduce the rate of Unaccounted-For-Water. When used by urban water utilities, the manual should be widely circulated to ensure that all staff and Supervisors involved/working in concerned Departments/Sections receive a copy. This will ensure a systematic and consistent approach to the implementation of an Illegal Water Use Reduction Strategy.

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