

## Our Objectives

The staff of EDA RANU is committed to providing water supply and sewerage services to a range of residential and commercial properties.

We aim to provide a prompt, courteous and efficient customer services to all our customers. We also aim to provide:

- consultation on water supply and sewerage issues affecting the environment; and
- consultation on water supply and sewerage services affecting your property.

## Our Customer Service Standards

Our customers can expect:

### Day-to-Day Continuity of Your Water Supply

Our water supply system has been developed to be available to you 24-hours a day. Under various circumstances, we may need to interrupt our services. We aim to provide at least 24 hours notice to you prior to interrupting your services.

For unplanned interruptions, where we are unable to provide you with advance notice, we will strive to respond and restore the service as quickly as possible, generally within 24 hours. In these situations, we will try to keep customers informed of the situation via regular radio or TV bulletins.

### Adequacy and Quality of the Water Supply System

We will provide a clean, clear and safe water supply complying with the World Health Organisation (WHO) Drinking Water Guidelines with adequate pressure and flow to meet normal urban residential and commercial requirements.

### Effective Transportation of Sewage Effluent

We will provide a sewerage system that reliably collects, transports and treats sewage and discharges effluent to

minimise the impact on the environment, while maximising sustainable reuse opportunities.

### Long-term Continuity of Water Supply and Sewerage Services

We will endeavor to maintain our water supply and sewerage systems to achieve long-term continuity of these services by planning for future expansion of the system and undertaking ongoing maintenance and repair works. We are committed to providing a reliable long-term water supply and sewerage service that meets our stated performance targets, to all our customers.

## Our Performance Targets

Performance Indicator	Target
<b>Day to Day Continuity of Your Water Supply</b>	
• Unplanned interruptions per 100 km main/year	<100
• % Services restored within 5 hours	95%
• Response time to all events for 95% of customers	3hrs
<b>Adequacy and Quality of Water Supply System</b>	
• Compliance with WHO Drinking Water Guidelines	100%
• Drinking water quality complaints per 1000 ratable properties/year	<5%
• Drinking water quality incidents/year	<5
<b>Effective Transportation of Sewage Effluent</b>	
• Total sewage overflows per 100 km/year	<15
• Sewage overflows to customer property per 1000 connections/year	<5
• Odour complaints per 1000 connections/year	<10
<b>Long-Term Continuity of Water Supply Services</b>	
• Water leaks/breaks per 1000 ratable properties/year	<10
<b>Long-Term Continuity of Sewerage Services</b>	
• Service main breaks and chokes per 100 km main/year	<20

## Our Customer Service Procedures

### Service Connections

If you wish to obtain a water supply and/or sewerage service connection for your property you will be required to submit an application for connection at the EDA RANU Head Office. The time for an approval depends on the number of applications being processed and generally averages around 14 working days. Delays can occur if insufficient information, as required, is submitted with the application.

Further information can be obtained by contacting the Planning Section at EDA RANU Head Office.

### Charges and Customer Accounts

Water supply and sewerage tariffs are set annually by the Independent Consumer and Competition Commission (ICCC). Annual tariffs are published in the National Gazette, which is available from EDA RANU Accounts Enquiries Office upon request.

Please contact EDA RANU Accounts Enquiries Office should you wish to discuss the contents of your accounts.

### Customer Service

We are committed to the continual improvement of our customer service and welcome your comments and suggestions.

We have established an emergency after hour's phone line so that you will be able to contact us at any time if you experience problems with your water supply and sewerage service.

### Customer Complaint Handling and Resolution

All complaints will be investigated and our staff will report to you the outcomes of the investigation. We endeavor to resolve sudden 'no water' complaints within 24hrs and any other complaints within 3 working days of the complaint being lodged. For complaints that cannot be resolved to your satisfaction, we will take part in a conciliation and resolution process.

## Our Expectations

We expect our customers to:

- pay for services;
- provide easy access to the water meter;
- provide easy access to any sewer access chamber (manhole) located on your property;
- maintain all pipes and fittings that are located within your boundary; and
- comply with the reasonable requests of our officers and cooperate with them when they are executing their duties.

We also ask that you take caution in discharging various types of substances into the sewer.

Discharging harmful substances into the sewer can potentially affect the health of our employees, contractors, and the community, and harm the environment. Please contact our Administration Centre if you require further information.

The customer service standards that we have prepared outline the performance targets for our water supply and sewerage services that we aim to achieve.

We encourage our customers to provide comments and suggestions on our services as we are committed to the continued improvement of all our services.

Further information on our customer service standards and our customer service procedures can be obtained from the full version of the Customer Service Contract (CSC), which is available upon request from EDA RANU Accounts Enquiries Office.

## EDA RANU Contact Information

### HEAD OFFICE:

1<sup>st</sup> Floor, AOPI Haus, Waigani Drive  
Ph: 312 2133  
Fax: 312 2193/196

*8:00 am to 5:00 pm Mon to Fr*

### PAYMENT & ACCOUNTS ENQUIRIES OFFICE:

Ground Floor, AOPI Haus, Waigani Drive  
Ph: 312 2104  
Fax: 312 2190

#### Payment

*8:30 am to 3:30 pm, Mon to Thurs*

*8:30 am to 3:00 pm, Fri*

*8:30 am to 11:00 am, Sat*

#### Account Enquiries

*8:30 am to 3:30 pm, Mon to Fri*

### OPERATIONS DEPOT:

Stores Road, 4 Mile  
Phone: 312 2100/180  
Fax: 312 2194

*8:00 am to 5:00 pm, Mon to Fri*

### FAULTS/COMPLAINTS/EMERGENCIES:

*(Main bursts, leaks, water meters, water pressure, sewer blockage, odour, water quality etc.)*

**24 hr Hotline: 312 2100**

### EMAIL:

info@edaranu.com.pg

### WEBSITE:

<http://www.edaranu.com.pg>

### POSTAL ADDRESS:

Private Mail Bag,  
Post Office  
Waigani  
National Capital District



**WATER SUPPLY  
&  
SEWERAGE**

**CUSTOMER SERVICE  
STANDARDS**

**2006 / 2007**