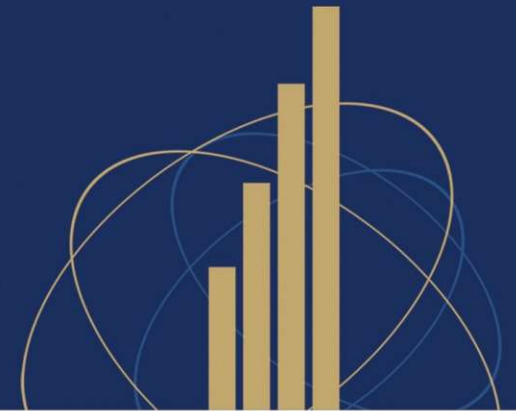




# Consumer Confidence: Why Fair Billing Matters



**CIGFARO**  
Chartered Institute of  
Government Finance, Audit & Risk Officers

[www.cigfaro.co.za](http://www.cigfaro.co.za)

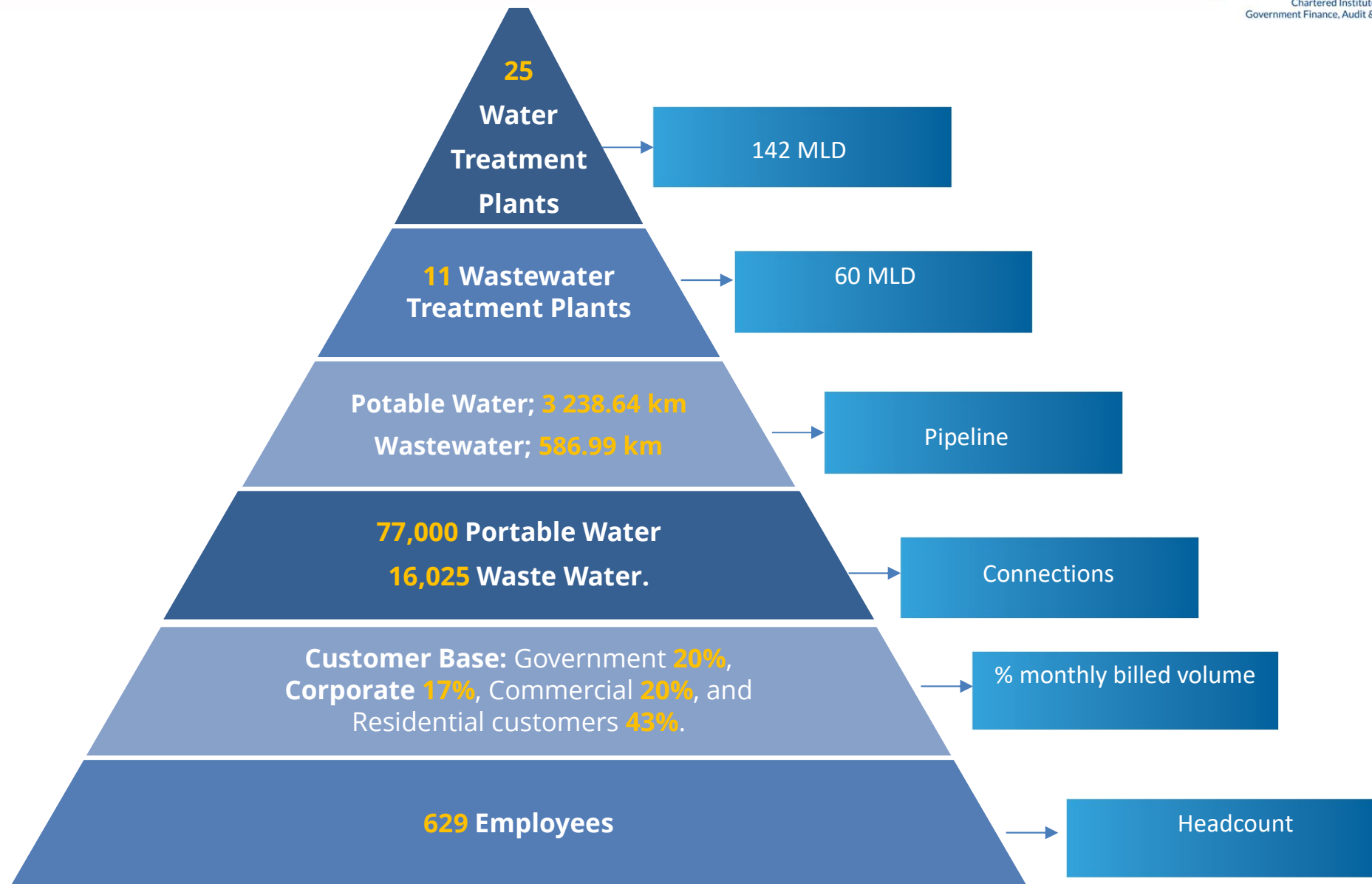
SAQA Recognised Professional Body

# PRESENTATION OUTLINE






-  **EWSC BACKGROUND**
-  **EWSC MANDATE**
-  **EWSC VALUES: CONSUMER CONFIDENCE AS A PRIORITY**
-  **WHY FAIR BILLING MATTERS**
-  **PUBLIC PERCEPTION OF BILLING ERRORS**
-  **IMPACT OF BILLING ACCURATELY ON CONSUMER CONFIDENCE**
-  **STRATEGIES FOR ENSURING BILLING ACCURACY**
-  **EDUCATING CONSUMERS ON BILLING**
-  **EWSC INITIATIVES ON FAIR BILLING**
-  **EASE OF ACCESS TO SERVICE**

# BACKGROUND | ESWATINI WATER SERVICES CORPORATION



# MANDATE | ESWATINI WATER SERVICES CORPORATION



-  EWSC is entrusted with delivering safe, reliable water and wastewater services in Eswatini.
-  A key component of our service delivery is monthly billing based on accurate meter readings.
-  Consumer confidence hinges on fairness, transparency, and reliability — especially in billing.



# EWSC VALUES: CONSUMER CONFIDENCE AS A PRIORITY

01

Good  
Governance

02

Ownership &  
Accountability

03

Performance &  
Continuous  
Improvement

04

Communication  
& Transparency



At EWSC, consumer confidence is a priority.



Fair billing is key to ensuring trust, sustainability, and service excellence.




With accurate billing, we: uphold our commitment to accountability and strengthen public trust.



Build a better Eswatini, together.



# WHY BILLING ACCURACY MATTERS



Temanti Mntfonjeni  
Ezulwini

**SWAZILAND WATER SERVICES CORPORATION**  
P.O BOX 20 MBABANE SWAZILAND  
TEL: 2416-9000-15 FAX: 2416-3616-20 Toll Free: 800 5000

ACCOUNT NUMBER	BILLING MONTH	STATEMENT DATE	STATEMENT NUMBER
	10/2024	31/10/2024	56/1

TOTAL AMOUNT DUE -12.47


MUST BE PAID BY 31/11/2024

AMOUNT PAID

DATE OF PAYMENT


ACCOUNT NUMBER	BILLING MONTH	STATEMENT DATE	STATEMENT NUMBER
	10/2024	31/10/2024	56/1

DATE	DESCRIPTION	AMOUNT	BALANCE
	Balance brought forward from previous statement		-20.77
31/10/2024	Invoices-Sewer - Sewer - Standard Charge	83.90	63.13
31/10/2024	Invoices-Water - Water - Standard Charge	181.79	244.92

 Fair billing is more than numbers — it's about trust.


 Accurate billing ensures:

- Customers pay only for what they use.
- Equitable access to services.
- Transparent operations.

 Errors lead to frustration, distrust, and increased complaints and customer dissatisfaction.

# PUBLIC PERCEPTION OF BILLING ERRORS



-  Billing errors damage EWSC's image as a trusted public utility.
-  Key public reactions to errors:
  - Suspensions of overcharging or corruption.
  - Reluctance to pay or engage with the utility.
-  Negative social media and word-of-mouth publicity.
-  Maintaining public trust is just as important as service delivery.

# IMPACT OF BILLING ACCURACY ON CONSUMER CONFIDENCE



High confidence = Timely payments, fewer disputes, improved collaboration.



## **Accurate bills:**

- Improved customer satisfaction.
- Reduced need for customer service interventions.
- Build customer loyalty.



## **Inaccurate bills:**

- Increase operational costs (corrections, complaints).
- Lead to revenue loss.
- Weaken EWSC's reputation.
- Reduced net promoter score



# STRATEGIES FOR ENSURING BILLING ACCURACY

## SMART METERING SOLUTION

- *More metering data than basic consumption readings, e.g leakages, unusual consumption patterns, etc.*
- *Quick responses to anomalies.*

- *More metering data than basic consumption readings, e.g leakages, unusual consumption patterns, etc.*
- *Quick responses to anomalies.*

- *Access to real-time usage insights – for both the consumer and the Corporation.*
- *Integration to smart water infrastructure – quicker response to outages.*



### Enhanced customer experience –



CSAT – Billing Theme - Feedback



Billing accuracy,



Reduction of billing complaints



LT reporting (Weekly & monthly)



### Meter Maintenance & Calibration



Ensure meters are functioning properly and accurately.



### Digital Meter Reading Technologies



Reduce human error.



Real-time data collection.



### Training for Meter Readers



Refresher courses on best practices and ethical standards.



### Data Validation Processes



Checks and balances before bills are sent.



Alerts for abnormal consumption patterns.

# Educating Consumers on Billing



Empower customers through education and awareness:



Understand their bill:  
Explanation of units,  
charges, and usage  
patterns.



Reading their own meter:  
Sharing water consumed.



Billing Cycle Transparency:  
Communicate when and how  
bills are generated.



Use multiple platforms:




Community outreach, SMS  
alerts, email, social media,  
radio.



# EWSC Initiatives for Fair Billing



Piloting Prepaid metering  
Mndoni Estate  
5 Year Project

 Meter reading & Billing analysis – Identification of abnormalities, investigate, correction.


 Notify possible leakage

 Meter test bench

 Improved reading technologies

 Gadgets – Accuracy, water leakages

 Smart metering

 Demystifying the billing process for the public – EWSC App Tariff calculator

 Meter Readers Day



# EASE OF ACCESS TO SERVICE

## Phum'edelezini

Access Your Water Account on the go.

**1/ My EWSC Self-Service**

**DIAL \*5000#**

Check Bill Balance | Report Faults | Check Fault Status

**2/ EWSC App**

Check Balance & Pay Bill | Report Faults | Account Applications | Upload Meter Readings

800 5000 | 7806 5000 | #Phumedelezini #TiLa #Sitselekile

Keep it Here.



Download the EWSC App

GET IT ON Google Play | Download on the App Store

## Phum'edelezini nga Temanti

WhatsApp Temanti on 7806 5000 and get feedback in realtime.

- Pay your water bill
- Report a fault
- Check your balance
- Check fault status
- Request for your bill

Chat | Click | Transform

#Phumedelezini  
#WaterMakesItPossible



## Phum'edelezini

Download the EWSC App

Get instant and unlimited access to your water account.

GET IT ON Google Play | Download on the App Store











## contact us

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- 3 800 5000
- 4 [customercare@ewsc.co.sz](mailto:customercare@ewsc.co.sz)
- 5 7806 5000
- 6 [ewsc\\_water](https://www.instagram.com/ewsc_water)
- 7 [@EWSC\\_Water](https://twitter.com/EWSC_Water)
- 8 [/ewscswaziland](https://www.facebook.com/ewscswaziland)
- 9 EWSC App



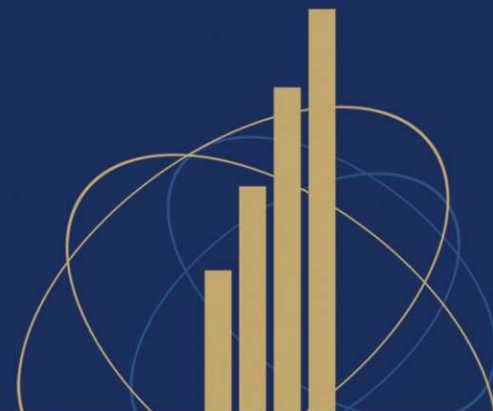


# CONCLUSION

-  Listening to your consumers - centricity
-  Transparency and communication
-  Reliability and Resilience
  -  Confidence grows when customers see your system is ready for future shocks
-  Own mistakes and show growth
-  Continuous improvement and learning
-  Show what you're doing to fix it — and what you've learned
-  Embrace technology – improved service delivery



# Thank You!



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