



ACCOUNT OPENING FORM (COMMERCIAL)

Doc. Type: Form

Prepared By: Steering Committee
Sign: [Signature] (Chairperson)

Approved By: DCS
Sign: [Signature]

Valid From: December 2015
Revision No. 1

Tick where applicable WATER SEWER

ACCOUNT No. FORM NO.

Company Name
Registration No. E-mail Add
Phone No. Fax No.
Applicant's Name Phone No.

Describe Nature of Business

Postal Address Physical Address

Would you like to be receiving service notification through our Business Messaging System (BMS)? YES NO (Tick)

Table with 3 columns: Date, Applicant's Signature, Company Stamp (if applicable)

For LWSC Use
Line No. : Book No. : Route. : Dept. Code.
Meter No. : Meter Status. : Initial Reading :
Applicable Fees: Receipt No :
Tick where applicable New Connection Meter Separation Un-Registered Other: Penalty Fee Reconnection Fee
Entered By : Date : Signature :
Approved By : Date : Signature :
Processed By : Date : Signature :

- Required Attachments: 1. Photocopy of Certificate of Incorporation 2. Proof of property ownership (title deed, land record or offer letter) or lease agreement



# LUSAKA WATER AND SEWERAGE COMPANY LIMITED

	SERVICE INDICATOR	PRIMARY INDICATOR	SERVICE LEVEL
SI 1	COVERAGE OF SERVICE AREA	% of population served with drinking water	80%
SI 2	DRINKING WATER QUALITY	a. No. of tests carried out (bacteriological and residue chlorine)	According to NWASCO water quality guideline
		a. % of results meeting the standard	95%
SI 3	SERVICE HOURS	a. average daily water supply duration at connection	19 hours
		a. average daily water supply duration at public distribution system	12 hours
		a. Office hours and pay point per week.	40 hours
SI 4	BILLING FOR SERVICES	a. frequency of billing customers	Once per month
		a. frequency of customer meter reading	Once per month
		a. payment period after bill delivered	2 weeks
		a. % metering	68%
SI 5	CLIENT CONTACT	a. Response time to written complaints	5 working days
		a. Response time for new connection	10 working days
		a. Response time for meter installation request	10 working days
		a. Response time for meter testing	10 working days
		a. Waiting time to pay bill or file complaint	15 minutes
		a. Telephone contact holding time	5 minutes
SI 6	INTERUPTION OF WATER SUPPLY AND BLOCKAGE OF SEWER	<b>Water</b>	< 15%
		a. % connected property subjected to unannounced supply interruption for 20 – 36 hours	
		a. 36 – 48 hours	< 8%
		a. above 48	< 3%
		<b>Sewer</b>	< 10%
		a. % connected property subjected to sewer blockage 20 – 36 hours	
a. 36 – 48 hours	< 8%		
f. more than 48 hours	< 3%		
SI 7	PRESSURE IN THE NETWORK FOR WATER SUPPLY	Connection with flow rate of less than 7 litres / minute	< 5% of connections in particular service area
SI 8	UNJUSTIFIED DISCONNECTION	% of connections subjected to unjustified disconnection in a year	< 0.2%
SI 9	SEWER FLOODING	% of connections subjected to sewer flooding	< 0.3% of connections in particular service area
SI 10	QUALITY OF DISCHARGED SEWER	a. No of tests carried out (bacteriological and chemical)	According to ZEMA licence conditions
		a. % of results meeting ZEMA standard	40% for bacteriological & 60% for Chemical