

## **RESPONSE TIMES FOR PROCESSING CORE ACTIVITIES**

We promise to process core activities as follows:

- New water connection
  - Getting Application Form - Immediately and Free.
  - Surveying the area - Within two days after receipt of the Application Form.
    - Preparation of cost estimates - Not more than one day after the survey is done.
    - Connecting the service and meter installation - Within seven days upon full payment of the required cost.
  
- Reconnection of Water Service - Within six working hours upon full payment of the outstanding amount and required reconnection fees.
  
- Leakage Repair
  - Repairing a minor pipe break - One hour after receiving the information.
    - Repairing a major pipe break - One day after receiving the information.
  
- Sewerage Connection:
  - Getting an Application Form - Immediately and Free.
  - Survey and preparation of cost estimates - Within one day.
    - Connecting of Service - This depends on how fast the customer undertakes to construct the sewer connection with the supervision from AUWSA.
  - Attending a sewer blockage - Half a day.