



Support Services Agents help community-based and other small Water Services Providers carry out their work effectively and to the satisfaction of customers.

A contract is drawn up with the Support Services agent who can be any person or organization offering a broad range of support activities.

TASKS AND DUTIES

The Act says the Water Services Authority must:

The main functions of the Support Services Agent are:

- 💧 Providing regular mentoring and advice, both in the technical and institutional and social development (ISD) fields.
- 💧 Assisting with major maintenance, which is beyond the capacity of the Water Services Provider to undertake.
- 💧 Assisting with purchasing equipment and materials and making best use of bulk buying opportunities.
- 💧 Assisting with sanitation pit clearing.
- 💧 With all functions, a contract is drawn up to cover the conditions of work.



Reference: DWAF, Poster B. Providing Water Services