



Meeting people's basic needs – especially access to clean water and adequate sanitation – is part of the necessary work of transforming our society. But while people have rights, they also have responsibilities, such as:

## TASKS AND DUTIES

- 💧 Identifying their water services needs and jointly negotiates with their Water Services Authority so these needs can be met.
- 💧 Participating in planning and decisions about their needs.
- 💧 Paying agreed rates for water services provided.
- 💧 Monitoring their Water Services Provider and water services.
- 💧 Support the Water Services Provider by reporting leaks and illegal connections.

**Reference:** DWAF, Poster B. Providing Water Services.

