



Who does what? *Water Services Provider*

This institution **does the work** of providing water services to customers – according to its contract with the Water Services Authority.

It operates the water services supply system, interacts with customers and sees that payments are made, amongst other things.

The Water Services Authority can also be the Water Services Provider, or the Water Services Authority can contract a community-based organisation, a Water Board, a private company, a NGO or an adjoining local authority to be the Water Services Provider.

No water Services Provider – even ordinary water vendors – may operate without permission from the Water Services Authority.

TASKS AND DUTIES

These will depend on its contract with the Water Services Authority, but the Water Services Provider must at least:

- 💧 Operate the water services provision system.
- 💧 Handle customer relations.
- 💧 Collect revenue payments for water services.
- 💧 Enter into a contract with a Bulk Services Provider.
- 💧 Contract in support services, if necessary.
- 💧 Prepare business and operations plans and manage human and technical resources.
- 💧 Install and maintain water services provision and infrastructure so that customers stay Satisfied with the service.
- 💧 Prepare budgets and manage funds.
- 💧 Do major repairs and maintenance.
- 💧 Gather information about water and sanitation.

In some places (typically urban areas), the Water Services Provider will be the same body as the Water Services Authority. Here a contract must be made between the Council and the actual department or unit working to provide the service.



Reference: DWAF, Poster B. Providing Water Services