



Three- Tariff Structure at 13.7% Average Increase

Customers are informed of an average increase of 13.7% per year on water and sewer charges for the next three (3) years. This financial year`s new tariff shall be effective from May 2018 as per Government gazette Legal Notice No. 88 of 2018

SWAZILAND WATER SERVICES CORPORATION					
MULTI YEAR TARIFF STRUCTURE FROM 2019 TO 2021					
			13.7% Average Increase	13.7% Average Increase	13.7% Average Increase
			2018/2019	2019/2020	2020/2021
			E	E	E
Water Charges:					
Category 1: Residential User					
1.1 Charges per cubic metre (m3)	Band 1. 0 - 10 m3	Standard rate	58,80	66,80	76,00
	Band 2. 11 - 15 m3		15,30	17,40	19,80
	Band 3. 16 - 50 m3		23,00	26,20	29,80
	Band 4. > 50 m3		26,30	29,90	33,90
1.2 Public connection/prepaid meters per m3			7,45	7,45	7,45
Category 2: Non-Residential User					
2.1 Charges per cubic metre (m3)	Band 1. 0 - 10 m3	Standard rate	153,40	174,40	198,30
	Band 2. 11 - 25 m3		15,00	17,40	19,80
	Band 3. 26 - 50 m3		26,30	29,90	33,90
	Band 4. > 50 m3		26,30	29,90	33,90
Sewer Charges:					
Category 3: Residential User					
3.1 Residential per month (based on 90% water volume x sewer rate)			9,60	10,90	12,30
3.2 Standard rate: Residential			58,60	66,60	75,70

Category 4: Non Residential User					
4.1 Non-Residential per month (based on 90% water volume x sewer rate)			12,60	14,30	16,30
4.2 Standard rate: Non-Residential			238,20	270,80	307,90
Other Charges:					
Category 5: Fixed Charges					
5.1 Basic charge per month-residential			68,20	77,50	88,10
5.1 Basic charge per month-commercial			318,20	361,80	411,40
Category 6: New Connection - Water					
6.1 20mm to 22mm in diameter up to 15m in length			923,80	923,80	923,80
6.2 Refundable deposit: Residential			231,55	231,55	231,55
6.3 Refundable deposit: Non-Residential			1 283,25	1 283,25	1 283,25
6.4 Quote rate for installation above 15m in length			Actual Cost	Actual Cost	Actual Cost
6.5 New connection Quotation fee			-	-	-
Category 7: New Connection - Sewer					
7.1 Sewer installation up to 15 metres			355,20	355,20	355,20
7.2 Quote rate for installation above 15m in length			Actual Cost	Actual Cost	Actual Cost
7.3 Quote rate for manhole installation			Actual Cost	Actual Cost	Actual Cost
7.4 New connection Quotation fee			-	-	-
Category 8: Tankered Water Supply					
8.1 Tankered water			26.30per m3	29.90 per m3	34.00 per m3
Category 9: Reconnection					
9.1 Reconnection fees			32,05	32,05	32,05
9.2 Refundable reconnection deposit - Residential			231,55	231,55	231,55
9.3 Refundable reconnection deposit - Non residential			1 283,25	1 283,25	1 283,25
Category 10: Disconnection for Non- payment					
10.1 Disconnection/Reconnection for non-payment penalty- Residential			102,60	102,60	102,60
10.2 Disconnection/Reconnection for non-payment penalty- Non Residential			311,25	311,25	311,25
10.3 Illegal connection - Residential			4 078,60	4 637,40	5 272,70
10.4 Illegal connection - Non-Residential			12 273,30	13 954,70	15 866,60
Category 11: Borehole Charges					
11.1 Application for new permit (Infrastructure Available) per annum	0 - 400m3		1 672,80	1 901,90	2 162,50
	> 400m3		9 293,50	10 566,70	12 014,30
11.2 Renewal of permit (Infrastructure Available) per annum	0 - 400m3		1 115,30	1 268,00	1 441,80

	> 400m3		7 396,70	8 410,00	9 562,20
11.3 Application for new permit (Infrastructure Not Available) per annum	0 - 400m3		929,30	1 056,60	1 201,30
	> 400m3		929,30	1 056,60	1 201,30
11.4 Renewal of permit (Infrastructure Not Available) per annum	0 - 400m3		464,70	528,40	600,80
	> 400m3		464,70	528,40	600,80
11.5 Quote rate for borehole meter connection			Actual Cost	Actual Cost	Actual Cost
11.6 Sewer discharge - Residential (Based on 90% water volume x sewer rate)			9,10	10,30	11,70
11.7 Sewer discharge - Non-Residential (Based on 90% water volume x sewer rate)			12,00	13,70	15,60
Category 12: Trade Effluent Charge					
12.1 Basic charges according to BOD / COD					
Formula: $CC + ((COD-500) \times \text{Actual Volume Discharged} \times \text{RATE}) / 500 + ((EC - 1600) \times AVD \times UC_{EC}) / 1600$			RATE = E12.80	RATE = E14.60	RATE = E16.60
			CC = E2.00	CC = E2.30	CC = E2.60
			EC =E 28.90	EC =E 32.80	EC =E 37.30
Where:					
RATE = Applicable tariff charge for the year					
CC = conveyance cost / m3 of effluent discharged					
EC = Electrical Conductivity					
COD = Chemical Oxygen Demand					
$UC_{EC} = EC$ unit treatment cost per kL					
Category 13: Miscellaneous Charges					
13.1 Septic tank / vacuum tanker discharge	Per Load		860,80	978,80	1 112,83
13.2 Unmetered fire connection 0 - 100mm	Per Month		297,90	338,70	385,10
13.3 Unmetered fire connection > 100mm	Per Month		635,50	722,60	821,60
13.4 Printout statement	Per page		15,00	15,00	15,00
13.5 Penalty charge on unpaid cheques			234,90	267,10	303,70
13.6 Meter testing on application			46,60	53,00	60,20
13.7 Replacement of vandalised/damaged/tampared meters			Actual Cost	Actual Cost	Actual Cost