



water & sanitation

Department:
Water and Sanitation
REPUBLIC OF SOUTH AFRICA

MEDIA STATEMENT

DWS Northern Cape Call Centre Resolves 95% of Reported Incidents

23 May 2017

The Department of Water and Sanitation in the Northern Cape has successfully resolved more than 95% of all the water and sanitation related queries logged through its Call Centre.

The Call Centre started operating in December 2016 and has thus far received 149 queries for Kimberley alone. A total of 126 queries have been resolved, 10 are pending while 13 are non-service related issues.

Some of the reasons for unresolved queries are issues of capacity in the municipalities to respond to large volumes of queries in a short space of time.

Most of the queries received include meter leakages, burst pipes, sewage spillages due to blocked storm water drainage systems and water restriction issues.

The Department of Water and Sanitation through its Call Centre operations continues to monitor and follow up on reported incidents as well as conduct site inspections to ensure that queries are resolved before they are reported as such.

The public is encouraged to report leaking and burst pipes, sewage spillages and all other water and sanitation related matters by calling the Department of Water and Sanitation Toll free number on 0800 200 200 or SMS 45174.

END

Issued by the Department of Water & Sanitation

For more information contact: Amogelang Moholoeng 082 653 1682 or 053 830 8800

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