



We keep it flowing, for you.

REQUEST FOR CUSTOMERS TO ACTIVELY MANAGE THEIR ACCOUNTS

For Immediate Release

Date: 26 January 2022

Dear Valued Customers,

Water Utilities Corporation (WUC) will be implementing measures to recover customer Debt, effective from 1 February 2022. Following extensive consultations with all customer categories and easing of Debt payment arrangements, the Corporation will effective from this date, disconnect all connections with overdue Debt without further notice.

The Corporation would therefore like to remind and urge its valued customers to proactively manage their water accounts. This includes facilitating access for meters to be read or submitting meter readings to WUC through any preferred channel, accessing monthly bills, and ensuring that water bills are paid timeously.

The Corporation has put in place measures to facilitate easier customer access, and convenience to promote active water account management. These include;

1. SELF-SERVICE CHANNELS:

USSD (*186#), WUC APP, Website (www.wuc.bw), (Customer Number and Contract Number are required).

2. SELF-SERVICE KIOSKS:

Located at our Customer Service Centres; Gaborone (Carbo Centre, BBS Mall), Francistown (NDB House), Maun (WUC Customer Service Centre), Palapye (WUC Customer Service Centre), Lobatse (WUC Customer Service Centre). (Customer Number and Contract Number are required).

3. ELECTRONIC BILL DISTRIBUTION:

SMS & Email preferences available to customers.

4. SERVICE CENTRES:

The Contact Centre (0800 555 555) and any of the forty-two (42) Customer Service Centres (CSC) to allow for walk-in customers.

5. WUC BILL PAYMENT PARTNERS:

Orange Money, First National Bank, Absa Bank and Standard Chartered Bank.

6. EXTENSION OF OPERATING HOURS:

The Customer Service Centres operating hours will be applicable from 1 February 2022 until further notice.

Details are shown in the following Table.

LOCATION/AREA	CUSTOMER SERVICE CENTRES	MONDAY - FRIDAY	SATURDAY
Gaborone	Carbo Centre, Game City	0800hrs-1800hrs	0800hrs-1500hrs
Gaborone Satellite Villages	Mogoditshane, Tlokweng, Ramotswa	0745-1700hrs	0800hrs-1300hrs
Molepolole	Molepolole Office	0745-1700hrs	0800hrs-1300hrs
	Thamaga, Letlhakeng	0745-1700hrs	Closed
Mochudi	Mochudi, Oodi	0745-1700hrs	0800hrs-1300hrs
Lobatse	Lobatse	0745-1700hrs	0800hrs-1300hrs
Kanye	Kanye	0745-1700hrs	0800hrs-1300hrs
Jwaneng	Jwaneng	0745-1700hrs	0800hrs-1300hrs
Tsabong	Tsabong	0745-1700hrs	0800hrs-1300hrs
Hukuntsi	Hukuntsi	0745-1700hrs	0800hrs-1300hrs
Ghanzi	Ghanzi	0745-1700hrs	0800hrs-1300hrs
Maun	Maun	0745-1700hrs	0800hrs-1300hrs
Gumare	Gumare	0745-1700hrs	0800hrs-1300hrs
Kasane	Kasane	0745-1700hrs	0800hrs-1300hrs
Tutume	Tutume	0745-1700hrs	0800hrs-1300hrs
Masunga	Masunga	0745-1700hrs	0800hrs-1300hrs
Francistown	NDB House, Gold Valley	0800hrs-1800hrs	0800hrs-1300hrs
	Tonota	0745-1700hrs	0800hrs-1300hrs
Phikwe	Phikwe	0745-1700hrs	0800hrs-1300hrs
Palapye	Palapye	0745-1700hrs	0800hrs-1300hrs
Mahalapye	Mahalapye	0745-1700hrs	0800hrs-1300hrs
Serowe	Serowe	0745-1700hrs	0800hrs-1300hrs
Lethakane	Lethakane	0745-1700hrs	0800hrs-1300hrs

The Corporation would also like to thank customers that have been actively managing and paying their accounts and urge customers whose accounts are not up to date to settle outstanding amounts and avoid service inconvenience.

WUC encourages valued customers to actively prevent the spread of COVID-19, by frequently washing of hands, use hand sanitizers where available, and wearing of masks. We further promote wise water usage for equitable water distribution.

Thank you

Mathews Sebina
ACTING CHIEF EXECUTIVE OFFICER