

CONNECTION PROCEDURE.

1. Customer approaches the district office, obtains and completes application form for water connection.
2. District manager directs the supervisor or technical officer to visit customer premises for technical assessment and reports back to the manager.
3. Manager approves the customer's application and directs for payments of connection charges.
4. On payment of connection charges, District manager forwards customer application report (includes completed application for, technical reports and evidence of payment) to the commercial services Director.
5. Commercial manager approves customer connection and captures data and communicates approval to district manager.
6. District manager directs technical officer / supervisor to connect customer.
7. Where metering is involved, commercials services sends request for release of meter to the central store.