



water & sanitation

Department:
Water and Sanitation
REPUBLIC OF SOUTH AFRICA

INTERNET ARTICLE

DWS walk-in centres open

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The doors of the DWS walk-in centre at Head Office have officially opened and the centre is already a hive of activity as members of the public come in to meet with the face of the department. In order to strengthen the public's access to information, DWS is planning to operate its call centre and walk-in centres nationally.

The public can personally visit the walk-in centre offices at the ground floor, Francis Baard Street in Pretoria to report water related issues. The walk-in centre is open every weekday from 8am to 4pm.

I met up with Mr Zeelie a member of the public from Brooklyn, Pretoria who was assisted with a water related query and I asked him about the centre. He was excited about the service that he received but explained that more should be done to alert the members of the public about its existence.

The public is also encouraged to contact the department through the call centre. The call centre's toll free number **0800 200 200** enables the public to report water and sanitation challenges such as leakages and illegal connections in their communities. The call centre can be accessed between 6am and 10pm on weekdays. It also operates between 8am and 4pm on weekends. The call centre is the access point to information relating to the department's programmes and services.

The call centre can also be contacted via **SMS at 45174**. This is also the department's other effective way of communicating with the public.

Members of the public can report issues that include water supply interruptions and challenges, illegal connections, sewer spillages, leakages, water wastage, vandalism and theft of infrastructure, water use registration and licensing, water theft, pollution incidents and water and waste water plant problems.

THABANG MOLAI