



REPORT OF CONSUMER COMPLAINTS (2ND QUARTER - FY 2025/2026)

As the water sector regulator, the Board is mandated to safeguard the interests of consumers on water services. The Board achieves this through enforcement of consumer protection guidelines, consumer education and handling of consumer complaints.

This report is a summary of consumer complaints received and handled between 1st October to 31 st December 2025.

In the quarter under review, 10 complaints were received and processed as shown in the table below. These were complaints escalated to the Board for failure of resolution by the Water Service Providers.

Number of complaints handled

CATEGORY	NUMBER	RESOLVED	IN PROGRESS
Billing issues	5	4	
Metering	0		
Disconnections/Reconnections	1	1	
Illegal connection	1	1	
Lack of water	2	1	1
Bursts	1	1	
Total	10	9	1



