



REPORT OF CONSUMER COMPLAINTS (4TH 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 April to 30th June 2026.

In the quarter under review, 16 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	4	4	
Metering	1	1	
Disconnections/Reconnections/new connection	2	1	1
Service Delivery	1	1	
Lack of water	4	4	
Bursts	4	4	
Total	16	15	1



