



## water & sanitation

Department:  
Water and Sanitation  
**REPUBLIC OF SOUTH AFRICA**

### **CUSTOMER EVALUATION QUESTIONNAIRE FOR THE 2022/23 RAW WATER TARIFF CONSULTATION CYCLE**

#### **Objective of the Questionnaire**

This questionnaire seeks to understand customer perspectives on the 2022/2023 raw water tariff consultations. Section 42 and Circular 23 of the MFMA mandates that water users/stakeholders be consulted before tariffs are tabled in Parliament. When it comes to Raw Water, as Regulation, we require that institutions go beyond the compliance to section 42 of MFMA and Circular 23 since other user categories contain a certain degree of HDIs as well. Portfolio Committee and SALGA amongst others interested parties require that the regulator ensures that extensive consultation is done before tariffs / charges are increased and provide evidence that this is done. The questionnaire should be completed by the customer and returned to CD: Economic and Social Regulation. The exact details are provided below.

#### **NB:**

**The next page contains the Questionnaire template water users / stakeholders to be completed by all water users that attended the 2022/2023 raw water tariff consultations. You are requested to complete the questionnaire and provide as much details as possible on your experience on the 2022/2023 tariff consultation process. Your perspective is valuable in improving the work of Economic and Social Regulation.**

**Kindly forward the completed questionnaire to the details provided below not later than 2 weeks after attending the consultations.**

**Your participation in this is highly appreciated.**

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**Responses (inputs & comments) must be in on or before Tuesday the 27<sup>th</sup> July 2021. All feedback inputs must be emailed to [tariffsconsult@bgcma.co.za](mailto:tariffsconsult@bgcma.co.za)**

TARIFF CONSULTATION DATE : .....  
 TARIFF CONSULTATION AREA : .....  
 CLUSTER / WATER MANAGEMENT AREA/OFFICE : .....

Kindly provide as much detail as possible on the following:

EVALUATION QUESTIONS
1. What is your opinion of the tariff consultation process? ..... ..... .....
2. Was the tariff proposal clear and reasonable? ..... ..... .....
3. Were you invited on time to be able to review and interrogate the proposed tariff? ..... ..... .....
4. Are you happy with the proposed tariff, if no why, be detailed? ..... ..... .....
5. What are your general views/comments on the proposed tariff? ..... ..... .....
6. What areas of improvements would you like to see from the tariff consultation coordinators? ..... ..... .....
7. Were your areas of interest/concerns thoroughly attended to? ..... ..... .....

NAME:  
 SIGNATURE:  
 DATE:  
 ASSOCIATION / OFFICE / AREA/SECTOR REPRESENTED