



Sierra Leone Electricity and Water Regulatory Commission
Supporting Efficient and Sustainable Delivery of Electricity and Water Supply Services

Address: No. 55 Berwick Street, Freetown



PUBLIC NOTICE: EWRC CONDUCTS CUSTOMER SATISFACTION SURVEY

The Sierra Leone Electricity and Water Regulatory Commission wish to bring to the attention of the public that its personnel are currently conducting a Customer Satisfaction survey and is hereby calling on all to give these persons the utmost cooperation during this period.

The survey is aimed to assess improvements, if any in the water service delivery by Guma Valley Water Company (GVWC) over the past two years. With this background, the Commission is conducting a survey to ascertain the quality of service, water availability and consumers overall satisfaction of the different service levels.

The survey also hopes to provide an independent opinion on the level of service delivery in Freetown by Guma Valley Water Company (GVWC). Thus, this survey shall analyze the perception of customers' satisfaction as the Commission prepares to review or implement a cost reflective tariff adjustment for GVWC.

Areas to be covered include the East, East Central and West Zones. It should be noted that the SLEWRC personnel conducting the survey will be appropriately attired complete with an identification card and branded vests.

For further information, please contact the Commission at its 55 Berwick Office in Freetown or on +23278359299.

Signed

Emmanuel Mannah,

Director General