



FREQUENTLY ASKED QUESTIONS

1. Q: How are the rates for water services determined?

A: Like any Malawian water company, CRWB calculates the rates for the following year before the start of a new calendar year (budgeting). This is done in accordance with the requirements laid down in the Waterworks Act No 17 of 1995. For example, the rates must be cost-effective, transparent and non-discriminatory. As a water utility company, we are also bound by a specific financial limit set by the Minister of Water & Sanitation

2. Q: What causes the rate increases?

A: To ensure that you will have clean and reliable water services for now and in the future, there is need for investments in the quality and quantity of our sources and our pipeline network. Climate adaptation, population growth, pollution, sustainability and the increasing task of replacing underground aged infrastructure, require a substantial increase in investments. The dry summers of recent years have made it unequivocally clear how necessary these investments are. In order to be able to finance the necessary additional investments in the coming years, CRWB must generate sufficient income.

3. Q: How do I know that the water service is interrupted?

A: If work being done will interrupt service, we will alert you to know in advance by public notices. The notices may come through public address announcements, written notices posted on strategic places, WhatsApp groups etc.

4. Q: What renders me to a disconnection?

A: A bill that has not been settled for the past 30 days and above, will subject you to a disconnection. It is not the amount, rather, it is the number of days. Even if it was one kwacha that has not been cleared for 30 days, you qualify for disconnection.

5. Q: What does the Central Region Water Board do?

A: The CRWB is responsible for managing the region's water resources except the City of Lilongwe, ensuring a safe and reliable water supply, treating and distributing potable water, and overseeing water infrastructure maintenance.

6. Q: How can I pay my water bill?

A: You can pay your water bill through various platforms such as National Bank of Malawi, Standard Bank, NBS, FDH, Post Office, TNM Mpamba, Airtel Money or via automatic bank transfers. Check our website www.crbw.org.mw for available payment options.

7. Q: How often are water bills issued?

A: Water bills are typically issued monthly

8. Q: What should I do if I haven't received my water bill?

A: If you haven't received your water bill by the expected date, please contact our customer service section. We can provide you with a copy of the bill or assist in resolving any delivery issues. You can also call Toll Free 1996 from TNM and Airtel lines.

9. Q: How can I report a water leak or water quality concern?

A: To report a water leak, water quality concern, or any water-related emergency, please call our Toll Free line 1996 or visit our office near you. Our team will respond promptly to address the issue.

10. Q: Does the water board offer any water conservation programs or incentives?

A: Yes, we are committed to promoting water conservation. Check our website or contact our customer service to learn about our conservation programs, incentives, and water-saving tips.

11. Q: How do I apply for a new water connection for my property?

A: To apply for a new water connection, visit our offices and meet our customer service. Our representatives will guide you through the application process and any necessary requirements.

12. Q: What steps does the water board take to ensure water quality?

A: We take several measures to ensure water quality, including regular water testing, treatment, and compliance with water quality standards set by regulatory authorities.

13. Q: How can I stay informed about water-related updates and news from the water board?

A: You can stay informed about water-related updates, news, and announcements by following us on social media, or checking our website www.crbw.org.mw regularly for the latest information

14. Q: How is drinking water quality ensured in your supply?

A: Our drinking water undergoes rigorous testing and treatment processes to ensure its quality meets the required standards. We regularly sample and test the water for contaminants to maintain its safety.

15. Q: What measures do you take to conserve water?

A: We implement various water conservation initiatives, such as promoting water-saving practices, fixing leaks promptly and encouraging the use of water-efficient appliances and fixtures.

16. Q: Are there any restrictions on water usage during droughts or emergencies?

A: Yes, during droughts or emergencies, we may implement water usage restrictions to ensure equitable distribution and conserve water resources.

17. Q: Is there a customer service helpline for water-related emergencies?

A: Yes, we have a dedicated customer service helpline 1996 (from TNM and Airtel lines only) to handle water-related emergencies.

18. Q: How can I request a meter reading or check my water usage history?

A: You can request a meter reading by contacting our customer service or accessing your online account. Your water usage history can also be viewed through our online portal.

19. Q: Is there a schedule for water supply maintenance and how will it affect my service?

A: Yes, we have a regular maintenance schedule to ensure the reliability of the water supply. We strive to minimize disruptions, and any planned maintenance that may affect your service will be communicated in advance.

20. Q: What should I do in case of discolored or foul-smelling water?

A: If you encounter discolored or foul-smelling water, please contact our customer service immediately to investigate the issue and take appropriate actions.

21. Q: How can one change ownership of their water account?

A: Collect the change of ownership form, from customer service.

22. Q: What are the causes of High Water Bills?

A: Water bills are determined by water usage. However, leakages and increased usage are some of the contributing factors to high bills.

23. Q: What does one do when their meter is stolen?

A: Immediately, report to CRWB and follow up with a visit to their office for advice

24. Q: How does one pay water bills on phone?

A: TNM MPAMBA

WATER BILL PAYMENT. TO PAY YOUR CRWB BILL FOLLOW THESE STEPS

FOR POST PAID METERS

STEP 1: DIAL *444#

STEP 2: SELECT 4 (PAYMENTS)

STEP 3: SELECT 1 (UTILITIES)

STEP 4: SELECT 6 (CRWB)

STEP 5: SELECT 1 (POSTPAID)

STEP 6: ENTER YOUR METER NO.

STEP 7: ENTER AMOUNT

STEP 8: ENTER YOUR PIN

STEP 9: VERIFY ACCOUNT DETAILS

(A successful CRWB postpaid payment displays pop-up message with transaction reference number & SMS alert is sent to payer's mobile number).

FDH BANK

PAY YOUR WATER BILLS USING FDH MOBILE BANKING

Below are the steps to follow when making CRWB postpaid payment service using USSD *525#

PAY YOUR BILL USING FDH 525MOBILE BANKING

STEP 1: Dial *525#

STEP 2: Select 525Banking

STEP 3: Enter Pin

STEP 4: Select PAYMENTS

STEP 5: Select water Postpaid

STEP 6: Select Central Region Water Board

STEP 7: Enter Water Account Name

STEP 8: Verify details then confirm

(A successful CRWB postpaid payment displays pop-up message with transaction reference number & SMS alert is sent to payer's mobile number).

AIRTEL MONEY

WATER BILL PAYMENT

TO PAY YOUR CRWB BILL FOLLOW THESE STEPS

FOR POSTPAID METERS

STEP 1: DIAL *211#

STEP 2: SELECT 3 (PAYMENTS)

STEP 3: SELECT 1 (MAKE PAYMENTS)

STEP 4: SELECT 1 (UTILITIES)

STEP 5: SELECT 4 (CRWB)

STEP 6: ENTER AMOUNT

STEP 7: ENTER REFERENCE NUMBER

STEP 8: ENTER YOUR PIN

STEP 9: VERIFY ACCOUNT DETAILS

(A successful CRWB postpaid payment displays pop-up message with transaction reference number & SMS alert is sent to payer's mobile number).

NATIONAL BANK OF MALAWI

MO626

WATER BILL PAYMENT

TO PAY YOUR CRWB BILL FOLLOW THESE STEPS

FOR POSTPAID METERS

STEP 1: DIAL *626#

STEP 2: ENTER YOUR PIN NUMBER

STEP 3: SELECT 3 (MAKE PAYMENT)

STEP 4: SELECT 2 (WATER)

STEP 5: SELECT 1 (POSTPAID)

STEP 6: SELECT 1 REGISTER CRWB ACCOUNT

STEP 7: SELECT COMPANY CRWB

STEP 8: ENTER UTILITY ACCOUNT NUMBER

STEP 9: SELECT 1 TO CONFIRM ACCOUNT NAME

STEP 10: TYPE AMOUNT

STEP 11: TYPE 1 TO CONFIRM PAYMENT TO CRWB

STEP 12: PAYMENT DONE

(A successful CRWB postpaid payment displays pop-up message with transaction reference number & SMS alert is sent to payer's mobile number).

25. Q: What if I lose my phone payment sms and my bill is not deducted?

A: Visit CRWB office for assistance

26. Q: Does Central Region Water Board accept manual receipts from Post Office or Banks?

A: No

27. Q: Why is my payment not deducted from my bill?

A: Possible reasons

Wrong entry of account number

System failure

Human error

28. Q: What is Central Region Water Board's Tariff Structure?

A: The updated tariff structure is available at any CRWB office and the website.

29. Q: What are the locations for Central Region Water Board 's Service Centre's?

A: We are at Kasungu, Santhe, Kochilila, Kamwendo, Mchinji boma and border, Mkanda, Madisi, Ntchisi, Mponela, Dowa, Salima, Lifuwu, Sengabay, Chipoka, Dwangwa, Nkhotakota, Dedza, Bunda, Mitundu, Linthipe, Bembeke and Ntcheu.

30. Q: What does one do when in doubt of accuracy or performance of meter?

A: Visit CRWB office in the area for meter testing

31. Q: CIU not connecting to Prepaid meter to check balance or load tokens.

A: Replace the batteries of the CIU, if not successful visit CRWB office

32. Q: What is the minimum charge and when does it apply?

A: Refer to the updated tariff structure on www.crwb.org.mw.

33. Q: How is meter reading done?

A: Monthly, the meter readers visit the meters and record the readings

34. Q: How long does it take to rectify faults?

A: It depends on the type of fault and the availability of resources required

35. Q: What are the processes involved in water production from the source to a consumer?

A: The Water Treatment Model has nine steps of water treatment as follows;

- (i) Abstraction/Collection
- (ii) Screening and Straining
- (iii) Chemical Addition
- (iv) Coagulation and Flocculation
- (v) Sedimentation and Clarification
- (vi) Filtration
- (vii) Disinfection
- (viii) Storage
- (ix) Distribution

36. Q: Is Central Region Water Board the same as Lilongwe Water Board?

A: They are different. CRWB is responsible for towns and market centres in central region while LWB is responsible for the city of Lilongwe

37. Q: How can I update my contact information or mailing address associated with my water account?

A: Visit CRWB office to fill Know Your Customer form

38. Q: Can I access New Water Connection application forms online?

A: Yes, you can download this form from www.crbw.org.mw.

39. Q: How long does it take for my bill payment to reflect on my account?

A: Payments are supposed to reflect in a customer's account within a period of 24 hours

40. Q: How do I check my balance?

A: Visiting the CRWB office, on the website and by calling the toll free line 1996