



City of Johannesburg

Johannesburg Water SOC Ltd

Turbine Hall  
65 Ntengi Pilliso Street  
Newtown  
Johannesburg

Johannesburg Water  
PO Box 61542  
Marshalltown  
2107

Tel +27(0) 11 688 1400  
Fax +27(0) 11 688 1528

[www.johannesburgwater.co.za](http://www.johannesburgwater.co.za)

08 May 2025

Dear Stakeholder

**RE: INTERVIEWS TO BE CONDUCTED BY INSENDLU BUSINESS COMPANION CC**

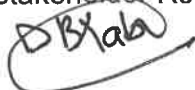
This serves to confirm that Johannesburg Water has appointed Insendlu Business Companion CC to conduct the Customer Satisfaction Survey, Stakeholder Satisfaction and Perception Audit from May 2025. It is the responsibility of Johannesburg Water to address the concerns of all clients and keep abreast of these issues. In order to address this, Johannesburg Water has commissioned a survey to identify and assess client and stakeholder satisfaction on a variety of different aspects of service delivery.

The aim of the study is to assess customer satisfaction levels with Johannesburg Waters' services and improve upon service delivery. This survey covers specific areas assessing Johannesburg Waters' intervention regarding issues such as meter reading, communication with clients, depot's staff efficiency as well as a number of other issues relating to the services rendered. The research will take the form of face to face or telephonic interviews with an Interviewer from Insendlu Business Companion CC.

During the interview, an Interviewee will be asked a number of questions and probed to indicate their opinion on matters of service delivery as experienced by them. The study will be carried out amongst a representative sample of all domestic customers as well as amongst a range of commercial and industrial customers and stakeholders across all the City of Johannesburg Regions. It is important that you are aware of this annual tracking study. This study will provide us with an understanding of how customers feel and will provide a measure against which our future performance can be measured.

On behalf of Johannesburg Water, we would like to thank you in advance for the time and effort you've taken to help us improve service delivery to you!

For more information kindly contact  
Sindisiwe Buthelezi  
Stakeholder Relations Specialist  
011 688 1554  
[sindisiwe.buthelezi@jwater.co.za](mailto:sindisiwe.buthelezi@jwater.co.za)

Yours sincerely  
Bonginkosi Xaba  
Manager: Stakeholder Relations  
Signature: 

Directors:

Ms Dineo Majavu (Chairperson), Mr Ntshavheni Mukwevho (Managing Director and Executive Director),  
Mr Kgaugelo Mahlaba (Chief Financial Officer and Executive Director), Mr Sipho Mthembu, Ms Zandile Meeleso, Mr Pholoso Matjele,  
Mr Kgaile Mogoye, Mr Molate Mashifane, Ms Pamela Mabece, Mr Collen Sambo, Mr Makoko Makgonye, Ms Thabiso Kutumela,  
Mr Kefiloe Mokoena

Ms Kethabile Mabe (Company Secretary),  
Johannesburg Water SOC Ltd  
Registration Number: 2000/029271/30