
Prepaid Water Transactions - Terms and Conditions

These Terms and Conditions govern the use of the prepaid water service provided by **Water Utilities Corporation**. By purchasing or recharging a prepaid water token, you agree to the following:

1. Definitions

- **"Customer"** refers to the individual or entity purchasing or using the prepaid water service.
- **"Token"** refers to the numeric code issued after payment, used to load water units into a prepaid meter.
- **"Meter"** means the installed prepaid water meter at the customer's premises/yard.
- **"Utility"** refers to **[Water Utilities Corporation]**, the service provider.

2. Purchase and Use of Tokens

- Prepaid water tokens can be purchased through authorized vendors, online platforms, or self-service channels.
- Tokens are valid only for the meter they are issued for and cannot be transferred.
- Customers are responsible for ensuring the correct meter number is provided when purchasing tokens.

3. No Refund Policy

- All prepaid transactions are **non-refundable**, except in the case of system errors or overcharging, which will be reviewed on a case-by-case basis.

4. Token Validity

- Tokens must be loaded into the meter within **[3 months]** of purchase. Unused tokens after this period may expire.

5. Billing and Tariffs

- Units purchased are based on the current water tariff structure approved by the corporation.
- The tariff is subject to change, and customers will be charged according to the applicable rate at the time of purchase.

6. System Errors

- In the event of a transaction error, incorrect token, or failed recharge, customers should report the issue within **48 hours** and provide proof of payment.
- The Utility is not liable for delays or losses caused by third-party vendors, network issues, or incorrect details provided by the customer.

7. Customer Responsibilities

- It is the customer's responsibility to monitor water usage and top-up tokens in a timely manner.
- The Utility is not responsible for water disconnection due to failure to recharge on time.

8. Dispute Resolution

- Any disputes or queries related to prepaid transactions should be reported to the Utility's customer service office for investigation and resolution.

9. Changes to Terms

- These terms and conditions may be amended from time to time. The updated version will be made available on our official website or customer communication platforms.

For more information or assistance, contact our Contact Centre at **0800 555 555** or visit any of our **Customer Services Offices** country wide.