



# KEWASCO SERVICE CHARTER

SERVICE	PRODUCT/SERVICE	SERVICE LEVEL	CHARGES (KSH.)	SERVICE LOCATION/STATION
NEW CONNECTION	Processing of the application forms	1 day	Free	Customer Care
	Installation of connection after payment	3 days	Free	New connection
DISCONNECTION /RECONNECTION	Disconnection of non-payment bills	7 days from issuance of Bill	Free	Revenue office
	Re- connection of water supply at the meter point	Within 1 a working day	1,000.00	Customer Care
	Reconnection of water supply cut off from the main line	Within 1 a working day	Kshs 5,000 and double Deposit	Customer Care
	Re connection of sewer connection	Within 1 a working day	15,000.00	Customer Care
CUSTOMER QUERIES AND CUMPLAINTS	Account Balance	Immediately	Free	Care omer Care
	Complain of lack of water	2 Days	Free	Customer Care
	Reply to written Complaint	3 Days	Free	Customer Care
	Email	8Hrs	Free	Customer Care
	feedback to telephone call	Within 3 Rings	Free	Customer Care
	Receipt of complaints at the office	Immediately	Free	Customer Care
	Processing of deposit refund after termination	14 Day	Free	Customer Care
WATER KIOSK	Application for Retailing	10 Days	5,000.00	Customer Care
WATER BILL	Meter Reading	Monthly	Free	Meter reading office
	Water Billing	Monthly	Free	SMS/Billing Office/ICT
PAYMENT FOR SERVICE	New Water Connection Charges all categories	After Application & payment of Charges	From 2,500 to 100,000	Kewasco HQ, Equity bank Family bank M-pesa, Co-op bank, Posta, Post bank
	Water Connection fee		From 2,500 to 15,000	“
	Sewer Connection fee		From 5,000 to 15,000	“
ATTENDANCE TO LEAKS	Repair of Leaks & Burst	Within 12 Hrs of Reporting	Free	NRW Office
REGULAR UPDATE TO CUSTOMERS	Newsletters	Quarterly	Free	Customer Care
	Media	When need arise	Free	Customer Care
	SMS	When need arise	Free	ICT
OFFICE HOURS	Hot line 0797220294	Hot line 24 Hrs	Free	Customer Care/Reception
OTHER SERVICES	Meter Replacement	3 Days	Free	NRW Office
	Meter Testing	2 Days	500.00	NRW Officer
	Exhauster Services	Within 24 Hours after payment	5,000	Customer Care / Revenue Office
	Meter loss/Replacement	3 Days	Cost of meter	NRW Office
	Private Sewer Unblocking	Within 1 a working day	2,500.00	NRW Office

## OTHER APPROVED CHARGES/ PENALTIES

Self-reconnection after cut off for non-payment.	Kshs. 5000 and billing to be backdated to the date of cut off.
Surcharge for illegal water connection - Domestic ,Government, schools, universities and Colleges.	Kshs. 30,000 plus estimated consumption during the period of illegality.
Surcharge for illegal water connection Commercial,industry, construction.	Ksh.100,000 plus estimated consumption during the period of illegality.
Overcharging(fraud) at Water Kiosk.	Kshs 15,000
Illegal connection - Sewerage.	Charges equal to those of illegal water connection per Category.
Surcharge for tampering with Meters (this include meter removal, reversing of meter, etc.).	Kshs 10,000.00
Surcharge for direct suction of water from the supply line using a pump.	Ksh.10,000.00
Surcharge for meter loss or damage.	Cost of meter
Charge of testing a meter at the request of the consumer where it is found to register incorrectly to any degree exceeding 5 percent.	The actual cost subject to a minimum charge of Ksh. 500.00
Purchase of water using own transport.	Ksh 90.00 per m <sup>3</sup>
Tanker -5000Litres and 10,000Litres.	Kshs 2,500
Tanker -15000Litres.	Kshs 5,000

Please Direct All Enquiries , Suggestions, Concerns, Complaints or Compliments To:  
The Managing Director, Kericho Water and Sanitation Company Ltd , Temple Road ,Opposite Telkom Kenya  
P.O Box 1379-20200 Kericho | Email: info@kewasco.co.ke | Customer Care Lines :0797220294.