



KIBWEZI - MAKINDU WATER AND SANITATION CO. LTD (KIBMAWASCO) CUSTOMER SERVICE DELIVERY CHARTER



SERVICE DESCRIPTION	REQUIREMENTS	CHARGE	TIME-LINE
NEW WATER CONNECTION			
Category			
Domestic consumer	<ul style="list-style-type: none"> ✓ Filled up application form ✓ Copy of National ID Card/valid passport ✓ Provide the required materials. 	<ul style="list-style-type: none"> ✓ Connection fee Ksh 2,500/= ✓ Deposit fee Ksh 2,500/= 	3 days
Commercial consumer	<ul style="list-style-type: none"> ✓ Filled up application form ✓ Copy of ID/passport ✓ Provide the required materials 	<ul style="list-style-type: none"> ✓ Connection fee Ksh 2,500/= ✓ Deposit fee Ksh 3,500/= 	3 days
Schools	<ul style="list-style-type: none"> ✓ Filled up application form ✓ Copy of certificate of registration ✓ Provide the required materials. 	<ul style="list-style-type: none"> ✓ Connection fee Ksh 2,500/= ✓ Deposit fee Ksh 10,000/= 	5 days
Water kiosks	<ul style="list-style-type: none"> ✓ Filled up application form ✓ Copy of national ID/ valid passport/ registration certificate. ✓ Provide the required materials. 	<ul style="list-style-type: none"> ✓ Connection fee Ksh 2,500/= ✓ Deposit fee Ksh 5,000/= 	5 days
Supply of water by tanker	<ul style="list-style-type: none"> ✓ Consumer formal order / request ✓ Prove of payment for the service. 	<ul style="list-style-type: none"> ✓ Ksh 5,000/= for the tanker of 10M³ within Kibwezi and Makindu towns and their environments. ✓ Ksh 8,000/= for the tanker of 16M³ within Kibwezi and Makindu towns and their environments. 	24 hours
METER READING AND BILLING SERVICES			
Meter servicing	<ul style="list-style-type: none"> ✓ Allow access to premises and - operation. 	co ✓ Free	2 days
Meter testing	<ul style="list-style-type: none"> ✓ Allow access to premises and - operation. ✓ Provide the required material 	co ✓ Ksh 500/=	24 hrs
Special meter reading	<ul style="list-style-type: none"> ✓ Formal request 	✓ Free	2 days
Bills generation	<ul style="list-style-type: none"> ✓ Meter reading 	✓ Free	30 days cycle
Billing query and related resolutions	<ul style="list-style-type: none"> ✓ Account No ✓ Phone No ✓ Registered query at the customer care desk. 	✓ Free	3 working days
Leak / burst repairs	<ul style="list-style-type: none"> ✓ Report 	✓ Free	24 hours
Water supply disconnection and reconnection at the request of consumer	<ul style="list-style-type: none"> ✓ Formal customer request . ✓ Full settlement of the account bill 	✓ Ksh 400/=	2 days
Re-connection of water supply after disconnection due to non- payment.	<ul style="list-style-type: none"> ✓ Allow access to premises and co- operation 	✓ Free	24 hours
Refund of refundable customer deposit fee	<ul style="list-style-type: none"> ✓ Request for cancellation of the service contract. ✓ Payment of all water charges due . ✓ Production of the original receipt 	✓ Free	7 days
Written enquiries-mail / letter.	<ul style="list-style-type: none"> ✓ None 	✓ Free	5 working days
Verbal / telephone enquiries.	<ul style="list-style-type: none"> ✓ None 	✓ Free	Instantaneous.
Bill dispatch	<ul style="list-style-type: none"> ✓ None 	✓ Free	Real time