



Enriching Life

NAKURU WATER AND SANITATION SERVICES CO. LTD

Nakuru Water & Sanitation Services Co. Ltd.
Government Rd, Nawassco Plaza

Tel: 051- 2212269

Nakuru Water and Sanitation Services Company Ltd

P.O. Box 16314-20100 Nakuru.

Toll Free Line 0800-720036

@Nakuru Water

infor@nakuruwater.co.ke
custcare@nakuruwater.co.ke

www.nakuruwater.co.ke

CONSUMER AGREEMENT FORM

To:

Managing Director
Nakuru Water and Sanitation Services Company Limited
P.O. Box 16314-20100
NAKURU

Attach: Copy of ID
Copy of PIN
Copy of Title Deed/ Sale Agreement
Two recent Passport Size Photos

I (Landlord's Name) _____ **Mobile No:** _____ **C/o**
(Tenant's Name) _____ **Mobile No:** _____ **E-mail**
(Landlord's) _____ **E-mail:** (Tenant's) _____ hereby
apply to be registered with the Water Service Provider for water supply to:-

Section _____ Block/Plot No _____ House/Door No _____ occupied by me for:

Tick item(s) whichever is applicable. Details will be required for Industry/Factory use.

Domestic Use: Multi-dwelling (No of House _____) Single-dwelling Yard Tap (No of Houses _____)/
Hotel/Boarding houses/Business Premises/Industry/Factory).

Residential Address _____ Postal Address _____

Employer's Name _____

Applicants Previous/ Existing Account No _____ Any outstanding Bal. Kshs _____

I agree to abide by the code of practice for customers and the special conditions set on the back hereof and do hereby confirm that the above information is correct to the best of my knowledge.

LANDLORD'S CERTIFICATE

I the landlord and owner of the premises as detailed above hereby certify that the above named is a tenant at my premises and guarantee that he/she shall pay for his/her water bills before vacation of the house, and if he or she defaults I commit to clear all amount outstanding.

Signature _____ Date _____

FOR OFFICIAL USE ONLY

Name of previous Account Holder _____ GPS Connection I/D No _____

Previous Account No _____ Outstanding Balance on Previous Account Kshs _____

New Account No _____ Size of Meter _____ Charge Sewer: Yes No

Meter Serial No _____ Previous Readings _____ New Readings _____

Deposit Amount Kshs _____ Works Payment Amount Kshs _____

Survey done by _____ Code _____ Signed _____ Date _____

ZM Approval: Process for _____ Sign _____ Date _____

Date _____ Signed _____

Approved By: Commercial Manager

CONDITIONS OF SUPPLY

1. The Service Provider code of practice for customers as from time amended shall be deemed to be incorporated in and to form of these conditions of supply.
2. Applications for the execution of works, will as a rule, be dealt with in order of priority of date, but the Water Service Provider reserves the right of executing the work in a manner and at the time best suited to his convenience.
3. a) Upon connection the consumer shall provide access to the meter for meter reading and meter testing (voluntary meter testing is available upon request at a fee).
b) The consumer shall receive a monthly water bill with the basis of water usage according to the meter readings.
c) NAWASSCO Staff shall visit your premises with the official company uniform including job identification cards.
4. a) It is the responsibility of the consumer to pay NAWASSCO water bills, other charges and settle all outstanding bills before vacating the premises.
b) If any account is overdue the water supply shall be disconnected under the provisions of the code of practice for customers and proceedings taken to recover the charges due.
5. Any changes in the water charges shall be notified in the gazette, and in addition details thereof shall be sent to each consumer with the monthly account preceding such change.
6. NAWASSCO shall have the right forthwith and without notice to terminate the agreement for any breach by the consumer of the conditions of supply, but without prejudice to any antecedent right against the consumer including the right to take proceedings.
7. a) No consumer shall use, or permit to be used any water supplied in pursuance of an application made by him under the terms and conditions of this application agreement of the code of practice for consumers except for such use as specified by him/her in his applicationm
b) No consumer shall convey, or permit to be conveyed by any means whatsoever, for use outside his/her plot, or for sale, any water supplied to him/her by NAWASSCO.
8. The security of the meter is the sole responsibility of the Landlord/Lady. Loss of a meter attracts a penalty charge of the market value of the meter.
9. a) The consumer shall report any leakage/ burst of water pipes and sewer blockages via our Toll Free Line **0800-720036**.
b) The consumer is responsible for water leakage after the meter including costs for all repairs of the same.
c) The consumer is responsible for sewer line within their premises before it is connected to NAWASSCO's Main Sewer Line including costs for all repairs of the same.
10. A consumer can channel their complaint via:
 - a) All written complaint to be addressed to:
The Managing Director,
Nakuru Water and Sanitation Services Company Limited,
P.O. Box 16314-20100,
NAKURU
OR
E-MAIL: infor@nakuruwater.co.ke or custcare@nakuruwater.co.ke
 - b) All verbal complaints to be channeled through
 - I. Personal visits to the company offices
 - II. Telephone Calls (051-2212269 and our Toll Free Line 0800-720036)
11. In accordance with the terms and conditions of the customer contract of the code of practice for consumers you shall deposit Kshs.....which NAWASSCO Shall retain for the period during which as a consumer you are supplied with water.
12. The consumer is encouraged to play their part in water and environmental conservation