



NAKURU WATER AND SANITATION SERVICES COMPANY LIMITED
CONSUMER AGREEMENT FORM (RAW WATER SUPPLY)

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

I (Landlord's Name).....
(FULL NAME IN BLOCK CAPITALS)

Hereby apply to be re-registered (Previously registered connections with previous Water Service provider)/Registered (for existing unregistered connections)/ for first time connection or next account – (Delete whichever does not apply) – for a supply of water to:-

Plot No.....Section No.....
House/Flat No.....
Number of Houses Connection will serve.....
Occupied by me for general household use and which excludes irrigation as is basis.

Address of the Landlord

Residential Address.....
Postal Address.....Mobile No.....
Employer's Name and Tel. No.....
Applicants Previous/ Existing AC/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.

ID No:.....Signature:.....Date:.....

FOR OFFICIAL USE ONLY

Name of Previous AC Holder..... Address of Previous AC Holder.....
Previous Account No..... Outstanding Bal on Previous AC Kshs.....
Number of Connection..... Deposit Ledger No.....
Meter Serial No..... New Account No.....
Size of Meter..... Meter Book No.....
Deposit Kshs.....Date..... Works Payment Kshs.....
Receipt (works)No.....Date..... Advance Kshs.....Receipt No.....

Date..... Signed..... **Date..... Signed.....**
Approved By: Zone Manager *Approved By: Technical Manager/Commercial Manager*

Date Water turned on..... Signed.....

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. All charges shall be payable upon demand.
4. If any account is overdue the water supply may be cut off 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. The Water Service Provider 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 application.

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 the Water Service Provider.
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. In accordance with the terms and conditions of the customer contract of the code of practice for consumers you shall deposit Kshs.....which the WSP Shall retain for the period during which as a consumer you are supplied with water.
10. The consumer shall meet all charges in respect of water supplied in pursuance of this application and consumer's agreement until such a time as the supply is disconnected pursuant to a written notice.