



Enriching Life

CITIZEN SERVICE CHARTER

Nakuru Water & Sanitation Services Company is committed to provide Quality Reliable, Adequate and Sustainable Water and Sanitation Services to the delight of our customers.

SERVICE RENDERED	REQUIREMENT (S) FROM CLIENTS	CHARGES	TIMELINES
Meet Standards of Service delivery as specified in the WASREB guidelines	Nil	Free	Instant
Announce any interruption through print media, local broadcasting stations or any other form whenever our systems are shut down for programmed maintenance	Nil	Free	Instant
Work on any Unannounced interruptions due to system breakdown	Nil	Free	2 Working days
Provide a water rationing schedule where water is not on a 24hours daily basis	Nil	Free	Continuous
Respond to water leakages and bursts	Report	Free	Within 12 hours
Respond to Sewer Blockages	Report	Private Sewer Unblocking – Kshs 2,500/-	Within 24 hours
Process application for water & Sewer and undertake connection	Submit Application	WATER a) Domestic – Kshs 2,500/- b) Water Kiosks – Kshs 5,000/- c) Retail Shops – Kshs 3,000/- to 3,500/- d) Bar & Restaurants – Kshs 4,000/- to 6,000/- e) Hotels – Kshs 12,000/- to 20,000/- f) Hospitals & Health Centers – Kshs 12,000/- to 20,000/- g) Schools & Institutions – Kshs 10,000/- to 20,000/- h) Construction – Kshs 15,000/- to 50,000/- i) Industries – Kshs 30,000/- to 100,000/- SEWER a) Residential/Domestic – Kshs 5,000/- b) Commercial, Government, Schools, Universities & Colleges – Kshs 7,500/- c) Industrial – Kshs 15,000/-	2 working days after payment
Bill Services	Provide Access to Meter for Readings	Monthly bill	Once a month
Reconnect Services after payment	Receipt of payment	a) Sewer Reconnection – Kshs 15,000/- b) Water Reconnection: ✓ At the Meter Point – Kshs 1,000/- ✓ At the Mains - Kshs 5,000/- & double deposit	Within 12 hours
Promptly respond to customers complaints	Report Complaints	Free	Within 21 Working Days
Disconnection after Date Due	Nil	Nil	After Date Due
Provision of Information to customers and stakeholders	Upon Request	Free	Depends on nature of information requested
Waiting time to pay other charges	Nil	Free	Maximum of 15 Minutes
Penalties		a) Illegal Water Connection (Fraud) ✓ Commercial, Industry, Construction – Kshs 100,000/- plus estimated consumption during the period of illegality. ✓ Domestic – Kshs 30,000/- plus estimated consumption during the period of illegality b) Illegal Sewer Connection (Fraud) ✓ Commercial, Industry, Construction – Kshs 100,000/- ✓ Domestic, Government, Schools, Universities & Colleges – Kshs 30,000/- c) Overcharging at a Water Kiosk – Kshs 15,000/- d) Private Exhausters (Dumping into Company's Sewer System) – Kshs 15,000/- per Truck per Month. e) Dumping Septic Tank waste in non-designated points - Kshs 30,000/- e) Self reconnection after cut off for non-payment – Kshs 5,000/- & billing to be backdated from the date of a cut off f) Surcharge for: ✓ Tampering with Meters – Kshs 5,000/- ✓ Direct suction of water from supply line using a pump – Kshs 10,000/-	
Other Charges		a) Statement of account – Kshs 200/- b) Replacement of stolen or damaged meter – 100% Market cost c) Meter Testing on request – Kshs 500/- d) New Water Connection Fee: ✓ ½ inch to 1 inch – Kshs 2,500/- ✓ 1.5 inches to 3 inches - Kshs 7,500/- ✓ Above 3 inches – Kshs 15,000/-	

Please direct all enquiries, suggestions, concerns, complaints or compliments to:
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