



Karuri Water & Sanitation Co Ltd

Customer service charter

SERVICES OFFERED	CUSTOMER OBLIGATION	PAYMENT (KSHS)	TIMELINE
Applying for a new connection	Filling in the application form	Nil	Acquiring the form - 15 minutes Field survey - 2 days
Getting connected	Meeting all the conditions	New connection charges – Ksh 2,500 Deposit for various types of connections Domestic – Ksh 2,500 Multi dwelling – Ksh 5,000 - 20,000 Commercial / Industries – Ksh 30,000-100,000 Institution – Ksh 10,000 - 20,000 Construction (Minor) – Ksh 15,000 construction (Major) – Ksh 50,000 Retail shops – Ksh 3,000-3,500 Bar and Restaurants – Ksh 4,000-6,000 Hotel – Ksh 12,000-15,000 Kiosk – Ksh 5,000 *Customers with only sewer connection are to be charged a deposit equivalent to water connection.	
Sewer connection charges	Filling in the application form	New connection charges Domestic – Ksh 2,500 Commercial, Government, Schools Universities and Colleges – Ksh 5,000 Industries – Kshs 15,000	
Water reconnection	Full payment of owed amount	Reconnection at the meter – Ksh 1,000 Reconnection at the main – Ksh 5,000	2 working days 5 working days
Sewer connections	Clearance of due bills	Disconnection from the main Ksh 15,000	
Getting disconnected on request	Apply in writing	200	2 working days
Repair of minor bursts and leaks	Notifying the office immediately	Nil	Shutting of the water immediately Repairing - 2 days
Repair of major bursts and leaks	Notifying the office immediately	Nil	Shutting of the water immediately Repairing - 4 days
Request for your account history	Request in writing	Nil	3 working days
Offering information And advice on your Services	Request in writing or visiting our offices	Nil	15 minutes if visiting our offices 5 working days if in writing 2 working days if by email
Deposit refund after termination of water supply contract	Request refund in writing	Nil	1 month
Dealing with enquiries or complaints	Enquire through our customer care desk or through writing	Nil	Through office - 48 hours Response to written request - 10 working days
Replacement of stolen meter	Report theft and payment of applicable charges	Cost of approved meter	3 working days if meters are in stock
Meter testing	Request in writing if you suspect the meter to have over reading	500	10 working days
Private sewer unblocking	Request in writing	2,500	10 working days
Correction of an erroneous bill	Present the bill to the customer care desk	Nil	Incase of wrong meter readings - 10 days In case of payment made not reflected in the bill - by the next bill In case of misspelling of the account name - by next bill
Offering flexible payment plan	Request in writing	Nil	10 working days after receiving request and agreeing on the plan