



PHOTOGRAPH

KARURI WATER AND SANITATION CO. LTD
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**WATER CONTRACT
FORM
(NOT FOR SALE)**

SERIAL NO......

Personal Details

Name.....

ID No..... KRA Pin No.....

Address..... Tel No..... Email Address.....

Occupation Details (for self-employed) OR **Employer details (for those employed)**

Type of Business/Name of employer.....Tel No.....

Location of Business/Employer..... Address.....

Name of the building..... Address.....

Plot/Premises particulars

Owner of plot/premises.....Address.....

Plot No..... Tel No.....KRA Pin No.....

Relationship between the applicant and Landlord.....

Sub location.....Location.....

Expected No. of beneficiaries.....

I.....the bearer of ID No.....

Being the landlord of the above plot and having understood the bylaws of the company do hereby accept the above-named person to connect water/sewer in my plot and accept to pay any outstanding balances in case the applicant defaults. **In case the land owner is deceased also attach a death certificate.**

Landlord signature..... Date.....

I agree to abide by the conditions of supply and hold myself responsible and accountable for all payments in relation to this connection which I am applying until such a time as the agreement may be terminated by either party in accordance with the set conditions. **Attached is a sketch of my premises/plot**

Applicant's signature..... Date.....



WATER APPLICATION FORM STAGES CHECK LIST

1. Customer Care

I have received and confirmed that the application form is dully filled. I also confirm that the documents required for this type of application as per water supply requirements are attached to this form. (Copies of documents must be signed as certified). I have confirmed that the applicant does not own any money in relation to water bills in the past.

Officials

Name.....Signature..... Date.....

2. Water Connection (Commercial Officer)

I have carried the survey and certified that the company is **ABLE / NOT ABLE** (tick applicable) to supply water to this customer

(If the company is not able to supply water, please indicate the reason(s) as to why)

For the purpose of determining applicable water deposit, I confirm that the applied water connection is meant for _____ (indicate the purpose e.g. domestic, commercial, Multi dwelling, construction, yard tap, water kiosk).

I have visited the applicant premise and confirmed that there is no meter separation and there had never had a previous water connection with KAWSCO and does not owe the company any money in the past. I have identified the nearest connection point.

Existing distribution line in inches..... service line diameter in inches.....Length of service pipe lineClass.....

Officer nameSignDate.....

3. Verification (technical officer)

I.....P/No..... have verified by physically visiting the premises that all details pertaining to this application are correct and the connection should be approved.

Sign..... Date.....

4. Commercial Department

I certify that the customer should be charged/not charged deposit of Kshs.....Charged/not charged connection fee Kshs..... Other charges Specify)

Reasons for not charging

5. Billing Unit

Particulars	Amount (Kshs)	Receipt No	Signature	Date
Customer's deposit				
Connection Charges.....				
Other charges				

We have received your consumer's applicant/contract form and we have accepted/rejected the form. We have keyed in your customer's details in our billing unit data base for billing processing. Reasons for rejection.....

Billing Officer.....Sign.....Date.....



6. Stores Section

I have issued a water meter with a serial numbersize.....Pipe size & length..... saddle clamp.....adapter size..... gate valve.....to the officer named above.

Officer's Name..... Signature.....Date.....

7. Commercial Department

Nearest connection 1.....

Zone/Location..... Nearest connection 2.....

Connection Account No..... Meter size.....

Meter serial Number..... Supply Classification.....

Turn on reading..... Installed by.....

Date of installation..... Sign.....

Witnessed by..... Sign.....

8. Commercial Manager.

I certify that the above information is correct and the form should be submitted to billing unit for processing

Commercial Manager.....Sign.....Date.....

9. GIS Section

GPS Coordinates Capturing.

GPS Coordinates	Waypoint No.	x	y
Water Meter			
Tee junction			
Meter serial no.			
Meter Material			
Mode of Installation	Horizontal/vertical		Raised/Level
Category of consumer			

I certify that the GIS Coordinates have been captured and updated in the company GIS database.

GIS Officer name.....Sign..... Date.....



10. TECHNICAL MANAGER.

I confirm that the above application is accurate and complete to the best of my knowledge. I understand that, upon approval, the application will be able to get connected to our mainline for water services as per the established procedures and requirement.

Technical manager.....Sign.....Date.....

11. Managing Director Approval

Application approved/not approved for connection on behalf of Karuri Water and Sanitation Company

Managing

Director.....Sign.....Date.....

12. APPLICATION AGREEMENT

A). That I shall allow KAWSCO personnel access to inspect the water connection to ascertain that it's in good working condition. This shall also include carrying investigation exercises where illegal connection is suspected and meter reading every month.

B). I shall not engage in any kind of meter damage or tempering so as to avoid fraudulent /unauthorized water usage.

CONDITIONS FOR SUPPLY

1. A complete new connection application is to be returned with the following attachments:

- **A coloured passport photograph**
- **A copy of the ID**
- **A copy of the KRA Pin**
- **A copy of the plot or land title deed (incase not available);**
 - **A copy of the lease or sale agreement or,**
 - **Updated search certificate or,**
 - **Chief's letter indicating why title is not available.**
 - **Copy of I.D and letter of landowner endorsing for approval.**

2. New connections will be dealt with as a rule, be dealt with in order of priority or date, but the company reserves the right of executing the works in the manner and at the time best to its convenience. The water connection fee is **Kshs 2,500.**

The Company will provide a ½inch water meter and the meter shall be the property of the Company.

3. All fees are payable to our various bank accounts as advised by the office and customers are warned of giving money to employees of the Company to pay on their behalf. Please ensure that you receive official receipts upon presentation of the bank slips to the office.

4. The company shall be responsible for water supply facilities up to the meter connection; thereafter the customer shall bear the responsibility. That I have the responsibility to inform the company of any water leakage/burst for the Co. to attend immediately.

5. Labor for trenching and back filling from the main supply line to the location of the standpipe together with pipes & fittings required for the same is the responsibility of the customer but joining the pipes from the mains up to the meter is the responsibility of the company at no cost.



N.B INCASE OF DAMAGE ON THE MAIN LINE WHILE TRENCHING, THE CUSTOMER WILL BE HELD LIABLE FOR THE REPAIR COST.

6. If any account is overdue, the water supply will be disconnected and proceedings taken to recover the charges due.
7. Where I have more than one water connections and one is disconnected due to unpaid water bills the company may disconnect the other accounts in an effort to recover payment of the one in arrears.
8. Any changes in the charges of water tariffs, it shall be notified in the gazette and in addition details thereof shall be sent to each consumer with the monthly amount preceding such charge.
9. The company shall have the right forthwith and without notice to terminate the agreement for any breach by consumer to the conditions of the supply, but without prejudice to any antecedent right against the consumer including the right to take proceedings
10. No consumer shall use, or permit to be used any water supplied in pursuance of an application made by him/her except for such use as specified in the application
11. No consumer shall convey, or permit to be conveyed by any means whatsoever, for use outside his plot, or for sale, any water supplied by the company.
12. The Water/Sewer consumers shall pay deposit as per the gazette notice no. 10546 of 11th August 2023. The deposit shall be retained by the company for the period which the consumer is supplied with water/sewer, or maintains a connection. The amount will be refunded upon termination and a request in writing made by the consumer and upon production of the original deposit receipt the consumer should expect the refund within sixty (60) days upon receipt of the request.
13. The consumer responsibility begins immediately after the water meter towards his/her house or plot irrespective of the length of the pipeline financed by him/her.
14. It is the responsibility of the consumer to give access to the meter and premises to the company staff who shall have the right to disconnect in the event of no such access being granted, the water will be disconnected from the mains. Reconnection at the mains attracts a penalty fee of **Kshs. 5,000 and client to double the deposit.**
15. The security of the meter is vested in the consumer. In the event of theft of the meter, the consumer is required to pay for a replacement meter according to the company's specification before resumption of water supply.
16. *The consumer is expected to state/disclose any other connection ever held with the company.*
17. The company reserves right to reject an application or withdraw the connection for false information given.
18. In case of change of ownership of the building, a new water agreement must be entered into and the applicant must produce the last water bill.
19. The company reserves the right to install water meters and does not in any way accept private consumer meters.
20. The consumer will be penalized if found to have tampered in any way with the meter according to the prevailing approved penalties by the Regulator.
21. The consumer is liable to the set penalties if found to bypass the meter, reconnecting oneself even after paying the water dues or tampering in any way with the water mains as per approved rates by the regulator.
22. The water meter will be installed not more than one (1) meter from the boundary of the consumer premises and at least 300mm above ground level.
23. I/We warrant that the information given in this application form is true and complete and authorize you to make any enquires necessary in connection with this application
24. I hereby confirm that I have authorized Karuri Water and Sanitation Company to share my credit information/ access my credit profile and those of the directors/Guarantors for credit appraisal credit Reference Bureau.



25. In case an account is disconnected for over 3 months at the meter, the company will proceed to disconnect the account at the mains. This will attract a reconnection fee of Kshs.5,000 and a deposit equivalent to the account as per the tariff. If the account is disconnected for over 6 months, the company will terminate the account and recover the debt from the deposit paid.

26. I further release the CRB and the Karuri Water and Sanitation and its officers, employees and agents from all claims, actions or proceedings of whatsoever nature and howsoever arising, suffered or incurred in connection with this sharing and access for the purpose afore stated.

27. I/we confirm that we have read and understood the standard trading terms and conditions amended Tariff time to time and agree to bound by them. I/We agree that am/Are jointly/severally reliable for amount outstanding at any time in the account.

28. By signing below, you acknowledge and consent to the collection, processing, and storage of your personal/Company Directors/Guarantors by Karuri Water and Sanitation Company for the purposes outlined in this consent clause. Karuri Water and Sanitation Company is committed to protecting your personal data and ensuring its privacy and security in compliance with applicable data protection laws.

Purpose of Data Processing as per data protection Act 2019: Your personal/Company Directors/Guarantors data will be collected and used for the following purposes:

- To provide and manage water services, including billing and customer support.
- To communicate important information regarding your account or service.
- To comply with legal and regulatory obligations.
- To improve our services and conduct necessary operational activities.

Client NAME.....SIGN.....DATE.....

Note: the conditions in this agreement may change from time to time according to the company's policy



SKETCH SHOWING LOCATION FOR CONNECTION (Pipeline and plot) TO BE COMPLETED BY APPLICANT

NAME.....SIGN..... DATE.....

FOR SALE

SKETCH SHOWING LOCATION FOR CONNECTION (Pipeline and plot) TO BE COMPLETED BY ZONAL IN CHARGE /REPRESENTATIVE

NAME..... SIGN..... DATE.....

FOR SALE