



"Maji Safi Maisha Bora"  
"Quality Water Healthy Livelihood"

KAKAMEGA COUNTY URBAN WATER AND SANITATION CORPORATION  
P.O. BOX 1189-50100  
KAKAMEGA

TEL:056 20 30355 Email: [kacwasco@gmail.com](mailto:kacwasco@gmail.com)

**CUSTOMER SERVICE DELIVERY CHARTER**

**VISION**

*An effective and efficient water and sanitation service provider*

**MISSION**

*Sustainably provide quality, affordable, reliable water and sanitation services to our stakeholders in accordance with statutory regulations*

Type of service	Description of service	Approved charges (Kshs)	Customer's Requirement	Time Line.
<b>New Connection</b>	<ul style="list-style-type: none"> <li>•Connection to Domestic((single Dwelling)</li> <li>•Yard Tap</li> <li>•Water kiosk</li> <li>•Domestic serving more than 1 unit &lt; 200m<sup>3</sup></li> <li>•Bars,restaurant lodgings</li> <li>•Hotel A,B,C,</li> <li>•Dispensaries</li> </ul>	<ul style="list-style-type: none"> <li>•Ksh.1500</li> <li>•Ksh. 2,500</li> <li>•Ksh. 5000</li> <li>•Ksh. 10,000</li> <li>•Ksh. 5000</li> <li>•Ksh. 15,000</li> <li>•Ksh. 10,000</li> </ul>	<ul style="list-style-type: none"> <li>•Deposit fee</li> <li>•Photocopy of ID card.</li> <li>•Fill application form.</li> <li>•Copy of Title Deed/KRA Pin</li> <li>•Landlord's consent,</li> <li>•Map of location.</li> </ul>	Within 3 working days.
<b>Construction site</b>	<ul style="list-style-type: none"> <li>•Domestic</li> <li>•Commercial</li> <li>•Institutions</li> <li>•Topping of consumer deposits after</li> <li>•Disconnection</li> <li>•Survey fee</li> </ul>	<ul style="list-style-type: none"> <li>•Ksh. 20,000</li> <li>•Ksh. 50,000</li> <li>•Ksh. 20,000</li> <li>•Ksh. 2,500</li> <li>•Ksh. 500</li> </ul>		
<b>Disconnection</b>	<ul style="list-style-type: none"> <li>•For non-payment of bills.</li> <li>•On customer's request.</li> </ul>	<ul style="list-style-type: none"> <li>•Free</li> <li>•Kshs. 500</li> </ul>	<ul style="list-style-type: none"> <li>•Allow company staff accesses the meter.</li> </ul>	<ul style="list-style-type: none"> <li>•14 days from the last bill.</li> <li>•2 working days.</li> </ul>
<b>Re-connection</b>	<ul style="list-style-type: none"> <li>•Turning on supply after disconnection for non-payment.</li> <li>•Turning on the supply after disconnection request.</li> </ul>	<ul style="list-style-type: none"> <li>•Kshs. 500</li> <li>•Free</li> </ul>	<ul style="list-style-type: none"> <li>•Clear outstanding bills</li> </ul>	<ul style="list-style-type: none"> <li>2 working days</li> <li>2 working days</li> </ul>
<b>Meter Services</b>	<ul style="list-style-type: none"> <li>•Meter reading for billing.</li> <li>•Meter reading on customer request</li> <li>•Meter servicing of faulty meter</li> <li>•Meter testing on request</li> </ul>	<ul style="list-style-type: none"> <li>•Free</li> <li>•Ksh. 200</li> <li>•Free</li> <li>•Ksh.500</li> </ul>	<ul style="list-style-type: none"> <li>•Allow company staff access meter</li> </ul>	<ul style="list-style-type: none"> <li>Monthly</li> <li>2 working days</li> </ul>
<b>Billing</b>	<ul style="list-style-type: none"> <li>•Bill delivery</li> <li>•SMS Billing</li> </ul>	<ul style="list-style-type: none"> <li>•Free</li> <li>•Free</li> </ul>	<ul style="list-style-type: none"> <li>•Provide physical contacts</li> <li>•Provide Mobile phone number</li> </ul>	Monthly
<b>Attending to customers</b>	<ul style="list-style-type: none"> <li>•Handling customer complaints</li> <li>•Responding to written complaints</li> </ul>	<ul style="list-style-type: none"> <li>•Free</li> <li>•Free</li> </ul>	<ul style="list-style-type: none"> <li>•Visit our offices</li> </ul>	<ul style="list-style-type: none"> <li>•5 Minutes</li> <li>•acknowledgement of the complaint within 3 days</li> </ul>

				•Aim to resolve the complaint within 7 working days
Refund of deposits	•Termination of the contract	•Kshs.200	•Fill a deposit refund form •Clear outstanding bill balances	14 working days
Water Tanker	6m <sup>3</sup> 8m <sup>3</sup> 10m <sup>3</sup> 15m <sup>3</sup> 18m <sup>3</sup>  •Overnight stay Water Tanker delivery by wsp beyond 5km from HQ	• Ksh.4,000 •Kshs.6,000 •Ksh.7,000 •Ksh. 8,000 •Ksh. 9,500  •Ksh. 5,000 •Additional Ksh. 200.00 per km.	Contact head office – Tel No. 0799085696	•Immediately but if engaged within 12 hours
Sewerage Services	•Customers on sewer line and/or on borehole •Exhauster services  •Domestic Connection •Hostels/Multi -dwellings •Commercial/institutions/industries •Unblocking	•75% of water consumed •Charges in accordance to location •Ksh. 5,000 •Ksh. 7,500 •Ksh. 10,000 •Ksh. 1,000.00	•Be connected on company sewer line or have a borehole •Contact nearest Area Office	•Immediately but if engaged within 24 hours. Functionality of the sewer line will be restored within 3 days.
Exhauster Services	•Services per trip  •Dumping fee for private exhauster	•Kshs. 5,000 .00 within Kakamega additional Ksh.200 outside the county.  •Ksh. 15,000 per Truck,additional Ksh. 2000 outside the county.	Contact head office – Tel No. 0799085696	•Within 24 hours
Laboratory	•Facilitation fee for students	•Standard fee ksh. 5000 & additional ksh 150 per student.	•Book in advance.	
Superseding	•Change of account name on request	•Deposit Kshs. 1500 •To terminate Kshs. 200 •To open Kshs. 200	•Clear any outstanding bill balances	•Immediately
Penalties	•Charges for illegal use of water	•As per WASREB recommended charges		•Immediately

**Customer complaints/Feedback mechanisms**

For any enquiries or complaints please contact:  
 Chief Executive Officer, Kakamega County Urban Water & Sanitation Corporation  
 P.O. Box 1189, 50100 Kakamega  
 Tel. No. 056-20- 30355, 0799085696.