KAKAMEGA COUNTY WATER AND SANITATION COMPANY

CUSTOMER SERVICE DELIVERY CHARTER

Type of service	Description of service	Approved charges {Kshs}	Customer's Requirement	Time Line
NEW CONNECTION FEES	~ New connection fee	~ Ksh 2,500	~ Deposit fee	
	~ Connection size: ½ inch to 1 inch	~ Ksh 2,500	~ Photocopy of ID card.	
	~ Connection size :1.5 inches to 3 inches	~ Ksh 7,500	~ Fill application form.	
	~ Connection size above 3 inches	~ Ksh 15,000	~ Copy of Title Deed/KRA Pin	~ Within 7 working days.
	~ Water reconnection fee-at meter point	~ Ksh 1,000	~ Landlord's consent,	
			~ Map of location.	
	~ Water reconnection fee at mains	~ Ksh 5,000	~ Double the deposit	
DEPOSIT	~ Domestic	~ Ksh 2,500	~ Contact customer care	
	~ Retail shop less than 10m3	~ Ksh 3,000		
	~ Retail shop more than 10m3	~ Ksh 3,500		
	~ Bars,restaurant lodgings less than 15m3	~ Ksh 4,000		
	~ Bars,restaurant lodgings more than 15m3	~ Ksh 6,000		
	~ Hotels A and B more than 150m3	~ Ksh 12,000		
	~ Hotels A and B more than 150m3	~ Ksh 15,000		
	~ Hotel C and D less than 150m3	~ Ksh 18,000		
	~ Hotel C and D more than 150m3	~ Ksh 20,000		
	~ Health Centers more than 150m3	~ Ksh 20,000		
	~ Health Centers less than 150m3	~ Ksh 12,000		
	~ Schools and other institutions more than 200m3	~ Ksh 20,000		
	~ Schools less than 200m3	~ Ksh 10,000		
	~ Minor Construction sites less than 200m3	~ Ksh 15,000		
	~ Major construction sities more than300m3	~ Ksh 50,000		
	~ Light industries less than 200m3	~ Ksh 30,000		
	~ Medium industries between 200m3 and 300m3	~ Ksh 50,000		
	~ Heavy indusstries more than 300m3	~ Ksh 100,000		
	~ Water kiosk	~ Ksh 5,000		
	~ Customers with only sewer connection to be charged a deposit equivalent to water connection.			
	~ Standing Charges per Connection per Month	~ Ksh 50		
	Connection Size			
	- ½ inches	~ Ksh 100		
	- ¾ inches	~ Ksh 250		
	- 1 inch	~ Ksh 250		
	- 1½ inches	~ Ksh 250		
	- 1 inches	~ Ksh 250		
	- 2 inches	~ Ksh 450		
	- 3 inches	~ Ksh 800		
	- 6 inches	~ Ksh 1250		
	- 8 inches and above	~ Ksh 2000		
RE-CONNECTION	~ Turning on the supply after disconnection request.	~ Free	~ Clear outstanding bills/Part payment commitments	~ 2 working days
METER SERVICES	~ Meter reading for billing.	~ Free		~ Monthly
	~ Meter reading on customer request	~ Free		
	~ Meter servicing of faulty meter	~ Free	~ Allow company staff access meter	~ 2 working days
	~ Meter testing on request	~ Ksh 500		
BILLING	~ Bill delivery	~ Free	~ Provide physical contacts	~ Monthly
	~ SMS Billing	~ Free		
	~ Statement printing	~ Ksh 200	~ Provide Mobile phone number	~ Immediately
ATTENDING TO CUSTOMERS	~ Handling customer complaints	~ Free	~ Visit Kakamega County water & Sanitation Company offices	~ 5 Minutes
	~ Responding to written complaints	~ Free		~ Acknowledgement of the complaint within 3 days
				~ Aim to resolve the complaint within 7 working days.
REFUND OF DEPOSITS	~ Termination of the contract	~ Kshs 200	~ Fill a deposit refund form	14 working days
			~ Clear outstanding bill balance.	
COMPANY WATER TANKER	~ Sale of water per M3 at bowsing point (own tanker)	~ Ksh 80 plus cost per KM	~ Contact head office	~ Immediately but if engaged within 12 hours
OWN WATER TANKER	~ Sale of water per M3 at bowsing point (private tanker)	~ Ksh 312	~ Contact head office	
SEWERAGE SERVICES	~ Customers on sewer line and/or on borehole	~ 75% of water consumed	~ Be connected on company sewer line or have a borehole	~ Immediately but if engaged within 24 hours.
				~ Functionality of the sewer line will be restored within 3 days.
	~ Domestic Connection	~ Ksh. 5,000	~ Contact nearest Area Office	
	~ Hostels/Multi-dwellings /Schools/commercial/institution	~ Ksh. 7,500		
	~ industries	~ Ksh.15000		
	~ Private Sewer Unblocking	~ Ksh. 2,500		
	~ Sewer recconnection fee	~ Ksh 15,000		
EXHAUSTER SERVICES	~ Services	~ 4,000 for informal settlements & 5,000 for other customers	~ Contact head office	~ Within 24 hours
	~ Dumping fee for private exhauster	~ Ksh. 15,000 per Truck, per month		
OTHER SERVICES	~ Leak detection Services	~ Ksh 1,000		
	~ Statement of account	~ Ksh 200	~ Book in advance.	
	~ Cutting of service at owners request	~ Ksh 200		
	~Turning on supply otherwise than in respect of a first connection	~ Ksh 200		
PENALITIES	~ Illegal water connection- Commercial,industrial,construction, (Fraud)	~ Ksh 100,000 plus estimated consumption during the period of the illegality.		~ Immediately
	~ Illegal water connection,(Fraud) –Domestic	~ Ksh 30,000 plus estimated consumption during the period of illegality.		
	~ Illegal Self reconnection	~ Ksh 5,000		
	~ Surcharge for tampering with meters(this include meter removal,reversing of meter etc.)	~ Ksh 5,000		
	~ Surcharge for direct sunction of water from the supply line using a pump	~ Ksh 10,000		
	~ Meter theft	~ Ksh 8,500		
	~ Charges for illegal use of water	~ As per the WASREB Regulations		~ Immediately

KAKAMEGA COUNTY WATER AND SANITATION COMPANY
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"Quality Water, Healthy Livelihood"