KISII WATER & SANITATION PLC
SERVICE CHARTER

SERVICE	REQUIREMENT		CHARGE	TIMELINE
Billing Inquiry	use USSD code *873*64#		Free	
	Visit customer care desk			Immediate
Bill/Statement print pp	Visit customer care desk		200	
Report Complaint	Report through USSD CODE *873*64#		Free	
	Record complaint at customer care desk		Free	Immediate
	Contact Center Number 0709000560/0769315563		Free	
Meter Reading	Meter Access		Free	
	Customer Cooperation		Free	30 Day Cycle
	Customer meter reading- Forward image to WhatsApp no. 0769315563 or CALL 0769315563/0709000560		Free	
Bills Payment	Water Account Number		Free	
	FAMILY BANK ACC. NO.027000080324			Immediate
	Mpesa Paybill: 993600		Free	
	ACC. NO: (CUSTOMER'S A/C NO.)			
Bill Delivery	**Personal accounts/individual accounts**		Free	
	Provide correct email address or phone number			1st of every Month
	Corporates and Government institutions.		Free	
	Hard copy bills delivery			
	Correct email address			
Adjustment for Errors in billing	Report by writing a complaint letter to the office WITHIN SIX MONTHS FROM THE TIME OF OCCURENCE.		Free	Upto 6 Months
Adjustment of payment made to a wrong account	Write a letter of complaint Reporting period within six months Attach mpesa statement		Free	3 Working Days
Mpesa reversal	Write a complaint letter Reporting period within six months		Free	3 Working Days
Water Reconnection	Clearance of arrears/part payment agreement		Ksh. 1000	1 Day
	Pay Reconnection fee			
Water Disconnection by request/Termination of services	Write a letter Attach: Copy of National ID/ Certificate of incorporation for companies Clearance of arrears by attaching a statement showing A/C paid		Ksh. 200	24 Working Hours
Deposit Refund	Write a letter of request Provide deposit slip or receipt of payment Provide correct phone number		Free	7 Working Days
Water Connection	Duly filled form Copies of: ID/Passport of applicant, Landlord & alternative contact person KRA pin certificate of applicant Tenancy agreement Certificate of I incorporation for companies and institutions. Receipt of payment Field survey report Two coloured passport photos	Domestic Retail shops less than 10 m3 Retail shops more than 10 m3 Bar, restaurants less than 15 m3 Bar, restaurants more than 15 m3 Hotel class "A" and "B" less than 150 m3 Hotel class "A" and "B" more than 150 m3 Hotel class "C" and 'D' less than 150 m3 Hotel class "C" and 'D' more than 150 m3 Hospitals more than 150 m3 Health Centres less than 150 m3 Schools & institutions more than 200 m3 Schools less 200 m3 Minor construction sites more than 200m3 Major construction sites more than 300m3 Light industries less than 200 m3 Industrial between 200 m3 na 300 m3 Heavy industries more than 300 m3 Water Kiosks	2500 3000 3500 4000 6000 12000 15000 18000 20000 20000 12000 20000 10000 15000 50000 30000 50000 100000 5000	Siku 4 za kazi
Sewer Connection	Domestic/ Residential Commercial, Government, Schools, University/College Industrial		7500 7500 15000	5 working Days
Sewer Overflows or Sewer Blockages Private sewer unblocking.	Report through the above provided channels		Varies according to channel used	12 Hours of Reporting
Water Leaks, Burst or Repair	Report through the above provided channels		Varies according to channel used	Leaks-6 hours Minor Bursts-12 hours Major Bursts-24 hours
Water shortage and Low pressure	Report through the above provided channels		Varies according to channel used	12 Hours of Reporting
Exhauster	Septic tank Location & Payment		Varies in terms of Distance in kilometers covered	6 Hours of Reporting
Plant Visit	Educational visit		12000	
Water Bowser	Proof of payment Receipt Bank slip/ Mpesa statement		Varies in terms of Distance in kilometers covered	3 Hours