



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

KAKAMEGA COUNTY WATER AND SANITATION COMPANY LTD

P.O. BOX 1189-50100

KAKAMEGA

TEL:056 20 30355 Email: 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	Customer's Requirement	Time Line.
New Connection Construction site	<ul style="list-style-type: none"> •Connection to Domestic((single Dwelling) •Yard Tap •Water kiosk •Domestic serving more than 1 unit < 200m³ •Bars,restaurant lodgings •Hotel A,B,C, •Dispensaries •Domestic •Commercial •Institutions •Topping of consumer deposits after •Disconnection •Survey fee 	<ul style="list-style-type: none"> •Deposit fee •Photocopy of ID card. •Fill application form. •Copy of Title Deed/KRA Pin •Landlord's consent, •Map of location. 	Within 3 working days.
Disconnection	<ul style="list-style-type: none"> •For non-payment of bills. •On customer's request. 	<ul style="list-style-type: none"> •Allow company staff accesses the meter. 	<ul style="list-style-type: none"> •14 days from the last bill. •2 working days.
Re-connection	<ul style="list-style-type: none"> •Turning on supply after disconnection for non-payment. •Turning on the supply after disconnection request. 	<ul style="list-style-type: none"> •Clear outstanding bills 	<ul style="list-style-type: none"> 2 working days 2 working days
Meter Services	<ul style="list-style-type: none"> •Meter reading for billing. •Meter reading on customer request •Meter servicing of faulty meter •Meter testing on request 	<ul style="list-style-type: none"> •Allow company staff access meter 	<ul style="list-style-type: none"> Monthly 2 working days
Billing	<ul style="list-style-type: none"> •Bill delivery •SMS Billing 	<ul style="list-style-type: none"> •Provide physical contacts •Provide Mobile phone number 	Monthly
Attending to customers	<ul style="list-style-type: none"> •Handling customer complaints •Responding to written complaints 	<ul style="list-style-type: none"> •Visit Kakamega County water & Sanitation Company offices 	<ul style="list-style-type: none"> •5 Minutes •acknowledgement of the complaint within

			3 days •Aim to resolve the complaint within 7 working days
Refund of deposits	•Termination of the contract	•Fill a deposit refund form •Clear outstanding bill balances	14 working days
Water Tanker	6m ³ 8m ³ 10m ³ 15m ³ 18m ³ •Overnight stay Water Tanker delivery by wsp beyond 5km from HQ	Contact head office – Tel No. 0746 006 765	•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	•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 •Facilitation fee for students	Contact head office – Tel No. 0746 006 765 •Book in advance.	•Within 24 hours
Superseding	•Change of account name on request	•Clear any outstanding bill balances	•Immediately
Penalties	•Charges for illegal use of water		•Immediately

Customer complaints/Feedback mechanisms

For any enquiries or complaints please contact: The Managing Director, Kakamega County water & Sewerage company LTD| P.O. Box 1189, 50100

Kakamega| Tel. No. 056-20- 30355, 0799085696. Website: kacwasco.co.ke