Quality in every drop

EMBU WATER AND SANITATION COMPANY LIMITED

CUSTOMER SERVICE CHARTER

VISION
Safe, sustainable water and effective sanitation services to our customers

MISSION
To provide quality, reliable, affordable water and sanitation services through environmentally friendly technologies.

CORE VALUES
Customer Focus, Integrity, Teamwork, Innovativeness and Environmental stewardship

SERVICE RENDERED	REQUIREMENT	TIMELINE	CHARGES IN KSHS.
1. ACCESS TO INFORMATION			
Provision of information /response to Customer enquiries	Call Letter/Email Visit	1 week	Free
Resolution of complaints	Call Letter/Email Visit	2 weeks	Free
New Water/ Sewer connection Requirements	1.ID. Copy 2.KRA pin copy 3.Copy of the Title deed	3 Working days	As given below
2. CHARGES			
WATER 1. New water connection fee (Connection size ½ to 1 inch) 2. New water connection fee (Connection size 1.5 inches to 3 inches) 3. New water connection fee (Connection size above 3 inches) 4. Labour for new connection 5. Water re-connection (At meter point) 6. Water Re-connection Fee (At mains) 7. Sales of water per M*3 at browsing point (own tanker) 8. Replacement of damaged /stolen meters	Payment receipt Payment receipt	3 working days	1. Kshs. 2,500 2. Kshs. 7,500 3. Kshs. 15,000 4. Kshs. 2,500 5. Kshs. 1,000 6. Kshs. 5,000 and double deposit 7. Kshs. 105 8. 100% of the market cost of the meter
WATER DEPOSITS 9. Schools/institutions of more than 200m3 10. Schools less than 200m3 11. Minor construction sites More than 200m3 12. Major construction sites More than 300m3 13. Light industries less than 200 m3 14. Medium industrial between 200 and 300 m3 15. Heavy industries of more than 300m3 16. Water kiosks *NB. Customers with only water sewer connection are to be charged a deposit equivalent to a water connection*	Payment receipt		9. Kshs 20.000 10. Kshs 10.000 11. Kshs 15.000 12. Kshs 50.000 13. Kshs 30.000 14. Kshs 50.000 15. Kshs 100.000 16. Kshs 5,000
SEWER 1. Sewer Connection Application ***(Residential/Domestic)*** 2. Sewer Connection Application ***(Commercial, Govt, Schools, Colleges)*** 3. Sewer connection (industrial) 4. Private sewer unblocking 5. Leak detection services 6. Sewer reconnection fee 7. Statement of account fees 8. For cutting off the supply at the request of the consumer (Disconnection on request) 9. For turning on the supply otherwise than in the respect of the first connection	Payment Receipt	3 Working Days	1.Kshs. 5,000 2.Kshs. 7,500 3. Kshs. 15,000 4. Kshs. 2,500 5. Kshs.1,000 6. Kshs. 15,000 7. Kshs. 200 8. Kshs. 200 9. Kshs. 200
Other Services Meter testing on request Normal Re-connection Re-connection from the main Application fees	Payment Receipt	2 working days 1 day 3 days	Ksh. 500 Ksh. 1,000 Kshs. 5000 and double deposit Kshs. 100
3. PENALTIES			
1. Illegal water connection (Commercial, industries construction) 2. Illegal water connection (Domestic). 3. Overcharging (at water kiosk) 4. Illegal sewer connection - Commercial, Industry, Construction 5. Illegal sewer connection - Domestic, Government, School, Universities and College 6. Self-reconnection after cut-off for non-payment 7. Surcharge for tampering with meter (Meter removal, reversing e.t.c) 8. Surcharge for direct suction of water from the supply line using a pump. 9. Destruction of main pipe		24 Hours	1. 100,000/=plus estimated consumption during the period of illegality 2. 30,000 /= plus estimated consumption during the period of illegality 3. Ksh.15,000 4. Ksh.100,000 5. Ksh,30,000 6. Kshs 5,000 and billing to be backdated from the date of cut-off. 7. Kshs. 10,000
4. EXHAUSTER AND TANKER SERVICES			
1. Exhauster Services (Company exhauster)	Payment Receipt	1 day	Exhauster Graduated Rates
		Within CBD	6,000.00
		15-30Kms Radius	10,000.00
		31-60Kms Radius	14,000.00
		61-80Kms Radius	20,000.00
		81-90Kms Radius	30,000.00
		Over 90Km Radius	35,000.00
2. Private Exhauster (Dumping into the company's sewer system)	Payment Receipt		20,000/= per truck per month
3. Tankers Services - 10,000 litres	Payment Receipt	Within a day	Ksh. 5,000.00 per tanker within EWASCO area for all consumers.

For complaints contact:
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TOLL FREE NO. 0800721521

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