

# NYAHURURU WATER & SANITATION COMPANY LIMITED

## CUSTOMER SERVICE CHARTER

**Nyahururu Water and Sanitation Company Limited is committed to offer professional and effective services to all customers with respect and courtesy. The company is open to suggestions on ways to improve water and sewerage services to our customers. We offer information on our products and services and communicate any changes that may affect service delivery.**

SERVICE RENDERED	CLIENT REQUIREMENTS / EXPECTATIONS	CHARGES (KSHS)	TIMELINES
Process application for new water connection	Payment of new connection fees and providing the required fittings as guided by our technicians	As per the gazetted	3 working days
Installation of the water meter	Protect the water meter against theft or damage after installation		1 day
Disconnection	Ensure timely payments to avoid disconnection	As per the gazetted tariffs	14 days before the due date
Reconnection	Provide proof of payment	As per the gazetted tariffs	24hrs
Disconnection (owners request)	To request for disconnection in writing	As per the gazetted tariffs	1 day
Reading of water meter	Facilitate access to meters for readings, inspection or maintenance.	Free	Monthly
Information provision	- Office visit - Social media (twitter, facebook) - Email address info@nyahuwasco.co.ke - Website: www.nyahuwasco.co.ke	Free	Immediately
Installation of a New connection - Sewer	Approved drawings, plan and design (Sewer connection)	As per the gazetted tariffs	Sewer - within 3 working days
Meter reading	Free access to customer's premise	Free	Every month
Bill delivery	Through SMS or emails	Free	Last day of the month
Payment for services: Modes of payment	- Mpesa: paybill number 873900 - Equity Bank - Family Bank - Post Bank, any branch country wide - Cheques - Query of bills, complaints, compliments can be done by sending an SMS to 21292		Continuous
Disconnection and reconnection water and sewer	Free access to customer's premise	As per the gazetted tariffs	Disconnection: due date Reconnection: within 24hrs after payment

**PLEASE DIRECT ALL ENQUIRIES, SUGGESTIONS, CONCERNS, COMPLAINS OR COMPLIMENT TO:**

**THE MANAGING DIRECTOR,  
NYAHURURU WATER AND SANITATION COMPANY LIMITED,  
KENYATTA AVENUE, HEKIMA BUILDING,  
P.O. BOX 952 - 20300,  
NYAHURURU.**

Email: info@nyahuwasco.co.ke

**CUSTOMERS HOTLINE NUMBER: 0728 348312**