

**MATHIRA WATER AND SANITATION COMPANY
(MAWASCO)**

MAWASCO FORM A1.

P.O Box 1981, KARATINA.
TEL : 020-2659069 / 0716-802664; 0773-855003
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**CONSUMER'S AGREEMENT
CHANGE OF TENANCY FORM**

SERIAL / FORM NO.CT/ _____

To MAWASCO,

DATE :/..... 20.....

I, MR,MRS,MISS,HON,PROF,DR.....
(Full Name in BLOCK CAPITALS)

Holder of ID / Passport No. PIN. No.....
(Attach with a photocopy)

P.O BOX..... TEL. No..... E- MAIL ADDRESS

hereby make an application to MAWASCO for Water supply / Sewerage services to:

Plot No / Land Ref. No. ZONEROUTE.....Flat No.....

- Occupied by me for :
- A Domestic use.
 - B Use in Hotel.
 - C Industry / Factory.
 - D Temporary connection for construction purposes.
 - E Business premises (other than Hotel) SPECIFY: _____

*Tick the item which applies. Details will be required for Industrial / Factory use.

I agree to abide by the Company's Rules, and the special conditions set thereof.

Signature of Applicant.

FOR CERTIFICATION PURPOSES

Land Lord's Name.....
ID. No.....PIN No.....
Postal address.....Tel. No.....
Signature as a guarantor to the tenant.....Rubber stamp if any.....

WARNING:

The Landlord is liable to pay any outstanding water debt left behind by the Tenant who vacates his / her premises without clearing the water bill and issued with a Clearance Certificate.

FOR OFFICIAL USE ONLY

(This application has not been approved until the following conditions are met.)

1 I certify that the previous occupant has cleared the outstanding arrears
ACCOUNT NUMBER CONN NO. NAME

OUTSTANDING ARREARS (KSHS.) **DATE PAID** **RECEIPT NO.** **N/A**

Billing Officer Date Signature

Verified by Revenue Officer / Accountant / Customer Relations Officer
Name.....Signature.....Date.....

2 CONNECTION DETAILS

i) ACCOUNT CLASSIFICATION : A B C D E IF IN CATEGORY (E) SPECIFY

ii) AMOUNT TO BE PAID FOR DEPOSIT (KSHS.)..... TURN ON FEE (KSHS)..... TOTAL (KSHS)

iii SERVICES TO BE BILLED FOR: Water Sewer

NameDesignation Signature.....Date.....

3 APPROVED FOR PAYMENT
Signature.....Date.....Official stamp.....
(Managing Director / Commercial Manager / Technical Manager)

4 ACCOUNT & CONNECTION DETAILS

Connection No..... Account No.....

Deposit receipt No..... Amount (kshs).....Date.....

Turn on Fee receipt No Amount (kshs)..... Date

5 REVENUE SECTION/RECONNECTION

Size of meter.....(inch / inches) Meter No.....

Meter readings..... Date water turned on.....

Water turned on by Date Signature

Confirmed by DesignationSignature

For conditions of supply, refer to the back of this page. Page 1 of 2

CONDITIONS OF SUPPLY

- 1 The water (undertakers) rules and water (General) regulations (Water Act 2016) shall be deemed to be incorporated in and to form part of these conditions.
- 2 Application for the execution of works will as a rule be dealt with in order of priority (Date), but the water undertaker reserves the right of executing the work in the time and manner best to his convenience.
- 3 All charges shall be payable on demand and that will be 14 days after bill payment due date.
If any account is overdue, the water supply shall be cut off (disconnected) under the provisions of the water companies' rules and proceedings taken to recover the charges due.
- 4 Any changes in charges shall be notified and in addition, details thereof shall be sent to the consumer with the monthly bill.
- 5 Without prejudice to any antecedent right against the consumer including the right to take proceedings,
 - (a) No consumer shall use or is permitted to use any water supplied in pursuance of this application except for such use as specified by him or her in this application.
 - (b) No consumer shall convey or be permitted to convey by any means whatsoever, for use outside his plot or for sale any water supplied to him / her by the water undertaker.
- 6 The consumer shall meet all charges in respect of water supplied in pursuance to this application .
THE CONSUMER SHALL BE THE CUSTODIAN OF HIS / HER METER. The consumer's responsibility begins immediately after the meter towards his house irrespective of the length of pipeline financed by him or her.
* It is the responsibility of the consumer to give access to the meter and premises to the water undertaker or his authorised agent who shall reserve the right to disconnect in the event of no such access being granted.
- 7 where a customer is temporarily/permanently vacating his house or premises may give notice of 48 hours in writing to the company
- 8 Deposit shall be refunded upon written application to the WSP only payable after bills are cleared.
- 9 The water undertaker shall have the right forthwith and without notice to terminate the agreement for any breach by the consumer to the conditions of supply.

CIRCUMSTANCES WARRANTING TERMINATION OF SERVICE

- a. Unauthorized interference with or diversion of use of the WSP service
- b. Unauthorized use or theft of water. Any such use shall be an offence punishable by imprisonment and fine or both
- c.
inspection, meter reading or maintenance.
- d. Failure to reimburse the WSP for repairs to or replacement of WSPs property used to supply service, when such repairs or replacements are necessitated by negligence or deliberation on the part of the consumer
- e. Misrepresentation of identity for the purpose of obtaining service
- f. Actions adversely affecting the safety of any consumer or the integrity of WSPs water or sewerage systems
- g. Where a consumer's a/c remains dormant for 6 months, such an a/c shall be regarded as abandoned, and reinstatement shall attract a reconnection fee to be determined by the company and shall not be reconnected unless all pending bills are paid.

I have read and understood the above conditions and will abide by them with no omission or exemption

Customers' signature **Date**