

MATHIRA WATER AND SANITATION COMPANY (MAWASCO)

P.O.BOX 1981-10101 KARATINA. TEL.020-2659069; 0716-802664; 0773-855003

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Managing Director,
MAWASCO
P.O. Box 1981-10101
KARATINA.

MAW/VOL.8 /SERIAL NO.

DATE

WATER SUPPLY AGREEMENT FORM

NB: This form is Valid for 3 Months from Date of Issue

Application Form Receipt Number Date..... Form issued by Sign
(Kshs. 100.00)

APPLICANTS PARTICULARS

NAMEP.O. BOX

I.D. NUMBER PIN NUMBER (Attach photocopy of ID and PIN)

MOBILE PHONE NUMBER..... EMAIL ADDRESS

PURPOSE OF WATER CONNECTION

- Domestic use Use in hotel Industry/Factory * Construction Water kiosk
- Shop/Office Bar/Restaurant/Lodging Dispensary/Health Centre /Hospital Carwash

Others (specify) * Please Note: COUNTY GOVERNMENT APPROVAL REQUIRED

PLOT NUMBER/LAND REFERENCE NUMBER ESTATE/SUBLOCATION

STREET/ROAD/VILLAGE BUILDING NAME.....FLAT NO

1. DECLARATION

I hereby apply for water connection to the above premises for the stated use. I declare that the following are the existing accounts and connections in PLOT /LAND REFERENCE NUMBER

| | Account Number | Connection Number | Account Name | Remarks (For Official Use Only) |
|---|----------------|-------------------|--------------|---------------------------------|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| 5 | | | | |
| 6 | | | | |
| 7 | | | | |
| 8 | | | | |
| 9 | | | | |

Applicants signature Date

.....

2. CERTIFICATION

A copy of title deed should be attached; where the title deed is not available, there should be certification by the area sub chief/chief. For tenants the landlord should certify.

- A. Copy of title deed attached
- B. Sub chief/Chief

I certify having knowledge of the above mentioned piece of land and the occupants thereof. I certify that the above named person hails from this sub location / Location and resides in the said piece of land.

NameDate SignatureStamp

C. Landlord or Agent certification

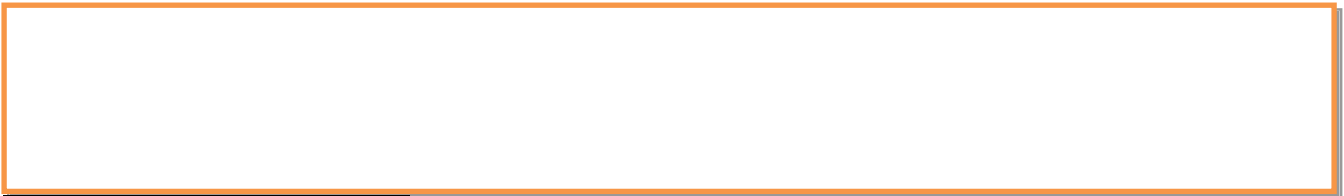
IID NO TEL. NO.....

Postal address being the owner/agent of the above plot do hereby confirm that the applicant is a tenant at the above premises and do hereby undertake to assist MAWASCO in recovering its dues from the applicant wherever required.

Signature Date

(The Landlord/agent is liable to pay any outstanding water debt left behind by a tenant who vacates his/her premises without clearing the water bills and issued with a clearance certificate.)

3. SITE SKETCH



4. CONNECTION DETAILS

i. REVENUE SECTION 1

I have carried out the connection survey and established the following;

- A. There is no existing connection belonging to the applicant
- B. SIZE OF EXISTING SERVICE LINE (INCHES) TYPE (AC/GI/UPVC)
- C. DISTANCE FROM THE SUPPLY LINE CONNECTION CATEGORY/PURPOSE.....
- D. SERVICES TO BE BILLED FOR; WATER SEWER (Sanitation System
- E. The required connection materials are as follows;

| NO. | ITEM DESCRIPTION | SIZE | CLASS/MAKE | QUANTITY | COST @ | TOTAL COST |
|-----|---------------------------------------|------|------------|----------|---|------------|
| 1 | PIPE | ½" | HDPE | | 40.00 | |
| 2 | SADDLE CLAMP | | " | | 3"-850, 1 ½"-500,2"-600 1"-400, ¾"-300 | |
| 3 | MALE ADAPTOR | | HDPE | | 145.00 | |
| 4 | NIPPLE | | GI | | 30.00 | |
| 5 | GATE VALVE | | PEGLAR | | 700.00 | |
| 6 | ELBOWS | | GI | | 30.00 | |
| 7 | METER STAND | | GI | | 185.00 | |
| 8 | TAP STAND | | GI | | 210.00 | |
| 9 | THREAD TAPE | | | | 30.00 | |
| 10 | TAP | | PEGLAR | | 650.00 | |
| 11 | | | | | | |
| 12 | | | | | | |
| | Total cost of fittings (kshs.) | | | | | |

GIS CORDINATES X..... Y

ZONE ROUTE Walk No. Connection lies between Conn..... & Conn.

| Account number/s | Conn. Number | AC. Name/s | Remarks |
|------------------|--------------|------------|---------|
| | | | |
| | | | |

Remarks

Name Sign Date **(Meter Reader) Survey and identification of existing connections**

Name Sign Date **(O & M Officer) Confirming water availability and existing service line size**

ii. Approved/Not Approved

.....

Name..... SignDate **(REVENUE OFFICER)**

.....

iii. Approved / Not approved for payment based on technical assesment and information given;

.....

.....

Name..... SignDate **(HEAD OF NRW & METERING)**

iv. CUSTOMER CARE SECTION 1 (CALL TO CUSTOMER)

Nature of Connection (Tick where applicable): Project ____ Individual ____ Community ____ Pro-poor ____ Other ____

Deposit (kshs.) Connection Fee (Kshs.) Fittings (kshs.) Total (kshs.)

Date customer called to make payment

Informed by Signature

v. REVENUE SECTION 2 (ACCOUNT ALLOCATION AND PAYMENT DETAILS)

New Account Number Connection number

Deposit amount paid (kshs.).....Receipt Number Fittings payment (kshs)Receipt Number

Labour charges (kshs.) Receipt Number

Received by..... Signature Date

Certified by Designation sign

vi. STORES (ISSUANCE OF MATERIALS)

Materials issued via **SRV No.** Issued by Date..... Sign

Materials received via **S11 No.**..... Received byDate Sign

vii. NRW & METERING SECTION 2 (CONNECTION INSTALLATION)

This is to certify that connection number has been connected on

Meter size Meter Serial Number meter reading meter

location.....

Installation officer Sign Date

Account activated: First billing due in the month of year 20..... Date.....

Metering Supervisor Sign..... Date.....

viii. CUSTOMER RELATIONS SECTION 2 (RETURN OF FORM AND FORWARDING TO REVENUE SECTION)

Completed installation Form returned to the customer care desk and forwarded to Billing section on

Certified by Designation sign

ix. REVENUE SECTION 3 (FOR FILING)

Received by Sign Date

Confirmed by **(Revenue Officer)** DateSign

GENERAL TERMS AND CONDITIONS

- The company's rules and water (General) regulations (Water Act 2016) shall be deemed to be incorporated in and to form part of these conditions.
- Application for the execution of works will as a rule be dealt with in order of priority (date), but the company reserves the right of executing the work in the time and manner best to its convenience
- All charges shall be payable 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 company's rules and proceedings taken to recover the charges due.
- The customer shall meet all charges in respect of water supplied in pursuance to this application.
- Any changes in charges shall be notified and in addition, details thereof shall be sent to the customer with the monthly bill.
- Without prejudice to any antecedent right against the customer including the right to take proceedings;
 - a) No customer 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 customer 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 company
- The water supplied by Mawasco is treated water for the purposes of domestic use only and shall therefore NOT be used for irrigation and anyone found using it for irrigation purposes will be liable for contravening this contract.
- The customer shall be the custodian of his / her meter. Shall ensure the water meter supplied to them is secured and should it be damaged or stolen shall pay the cost of a new meter to Mawasco.
- The customer's responsibility begins immediately after the meter towards his/her house irrespective of the length of pipeline financed by him/her. Any water losses after the meter shall be the responsibility of the customer.
- It is the responsibility of the customer to give access to the meter and premises to the water undertaker or his authorized agent who shall reserve the right to disconnect in the event of no such access being granted
- Where a customer is temporarily/permanently vacating a premises required to give 24 hours notice
- Deposit shall be refunded upon written application to the company only payable after bills are cleared.
- Mawasco shall have the right forthwith and without notice to terminate the agreement for any breach by the customer to the conditions of supply.

CIRCUMSTANCES WARRANTING TERMINATION OF SERVICE

- a) Unauthorized interference with or diversion of use of the WSP service apparatus
- b) Unauthorized use or theft of water. Any such use shall be an offence punishable by imprisonment and fine or both
- c) Refusal to grant access at reasonable times to equipment installed upon the premises of the customer for the purpose of inspection, meter readings or maintenance.
- d) Failure to reimburse the company for repairs to or replacement of property used to supply service, when such repairs or replacements are necessitated by negligence or deliberately on the part of the customer.
- e) Actions adversely affecting the safety of any customer or the integrity of company's water or sewerage systems
- f) Where a customer'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.
- g) Where a customer's existing account/s has arrears and he/she has failed to pay; this will lead to disconnection of the other existing accounts which shall not be reconnected until the existing debt/s is cleared.

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

Customers signature ID NO. Date

For and on behalf of **MATHIRA WATER & SANITATION COMPANY**

Name Signature Date (Stamp)
(Commercial Manager)

MATHIRA WATER AND SANITATION COMPANY
CUSTOMER MATERIALS ACKNOWLEDGEMENT FORM

CUSTOMERS NAME**ACCOUNT NO**.....

Zone

| NUMBER | DESCRIPTION OF MATERIALS | QUANTITY |
|---------------|---------------------------------|-----------------|
| 1 | PIPE 1/2 | |
| 2 | SADDLE CLAMP | 1 |
| 3 | MALE ADAPTOR 1/2 | 4 |
| 4 | NIPPLE 1/2 | 2 |
| 5 | GATE VALVE 1/2 | 2 |
| 6 | ELBOWS 1/2 | 6 |
| 7 | METER STANDS 1/2 | 2 |
| 8 | TAP STANDS 1/2 | 1 |
| 9 | THREAD TAPE | 3 |
| 10 | TAP 1/2 | 1 |
| 11 | | |
| 12 | | |

Fittings Received/Confirmed by..... **Telephone Number**.....

ID NO **Sign** **Date**
(Customer/ Customer Representative)

Fittings Installed by.....**Sign** **Date**
(MAWASCO Officer)
