



MATHIRA WATER AND SANITATION COMPANY

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SERVICE CHARTER

SERVICE	REQUIREMENTS	USER CHARGES (KSHS)	TIME LINE
New connection application form (water/sewer)	Copy of ID card, PIN, Title deed or consent of area chief, County Government approval	100.00	Within 10 minutes
Survey	Return of fully filled up application form	Free	Within 3 days
New connection installation (water)	Payment of deposit , fittings and connection fee	Deposit of between kshs. 1,500.00 – 50,000.00 Fittings cost – according to survey	Within 3 days
Interruption of supply	Sms notification	Free	48 hours notice planned & 3 hours non-planned within interruption
Resolution of complaints	Report	Free	within 21 days appeal case 30 days
Disconnection due to non-payment	Pay by due date	500.00	21 days after billing
Reconnection	Payment of bills & reconnection fee	Outstanding bills + 500.00	Within 8 hours
Disconnection at own request	24 hours' notice	Clear bill and pay kshs. 200.00 for turning off supply	Within 12 hours
Change of tenancy	Filling of a change of tenancy form with consent of the landlord /agent	Deposit fee + reconnection fee	Within 8 hours after payment
Meter test	On request	500.00	Within 16 hours
Replacement of stolen / damaged meter	Report	Cost of meter	Within 8 hours
Response to bursts / leaks	Report		Within 8 hours
Meter Reading	Access to the meter	free	Once a month
Billing	Meter readings	Dependent on consumption	Once a month
Service time at enquiries office	Visit	Free	Within 10 minutes
Pick up time for telephone calls	Call		Within 3 rings or be called immediately if number busy
Response to illegal connections	Report		Within 8 hours
Payment of bills via; M-pesa Post offices, Family Bank/Agents	Account number	Based on consumption	Within 21 days after billing
Deposit refund	Request	Pay last bill after final meter reading and water disconnection	Within 2 days
New sewer connection installation	Payment	12,500.00	Within 5 days
Sewer unblocking (mainlines)	Notification	Free	Within 6 hours
Sewer unblocking (private premises)	Report	Labour cost and materials used	Within 8 hours
Private exhausster (dumping into company's sewer system)	Waste transportation license by NEMA	Kshs. 1,500.00 per truck	
Sewer reconnection	Payment	Kshs. 800.00 and labour cost	Within 8 hours
Communicate outcome of tendering	Must have applied/tendered	free	Within 21 days from the date of concluding the tendering process
Make payments to suppliers and/or consultants	Supply goods/services/works. Receipt of proper documentation (delivery, invoice, signed LPO, contract e.t.c.)	free	Within 30 days (except for special contracts)
Customer satisfaction survey	Cooperation with the persons carrying out the survey	free	10 days