

We Value... Your Feedback

Kisumu Water and Sewerage Company Limited
 P.O Box 3210 - 40100 Kisumu
 Phone: 057 2024100, 2023977, 0721757382
 Email: Info@kiwasco.co.ke
 Website: www.kiwasco.co.ke

Customer's Name:.....Phone:.....

Account Number:.....Email:.....

How do you rate KIWASCO on;

⇒ Water supply reliability?	Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
	Remarks: _____			
⇒ Water interruption notices?	Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
	Remarks: _____			
⇒ Accuracy in metering and billing?	Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
	Remarks: _____			
⇒ Sewerage service at your house?	Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
	Remarks: _____			
⇒ Conduct and service of field staff?	Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
	Remarks: _____			
⇒ Response time on complaints?	Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
	Remarks: _____			
⇒ Quality of water supplied?	Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
	Remarks: _____			
⇒ Overall service delivery?	Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
	Remarks: _____			

General Customer Comments:.....

Name of Staff:.....Sign.....Date:.....