



**KIWASCO**  
*Refresh Life*

APRIL 2022

# **CUSTOMER**

SERVICE CHARTER





## TABLE OF CONTENTS

|  |    |
|--|----|
| WHO WE ARE .....                                 | 4  |
| OUR PHILOSOPHY .....                             | 5  |
| CUSTOMER VALUE PROPOSITION .....                 | 6  |
| COMMUNICATION .....                              | 8  |
| CUSTOMER SERVICE STANDARDS .....                 | 9  |
| • Customer Service                               | 9  |
| • Reliable Quality Water                         | 10 |
| SERVICE DELIVERY TIMELINES .....                 | 11 |
| • Deadline for Bill Payment -10th of Every Month | 13 |
| • Other Services                                 | 17 |
| CUSTOMER RESPONSIBILITIES .....                  | 18 |
| QUALITY STAFF.....                               | 20 |
| RELEVANCE OF THE CHARTER .....                   | 20 |
| PAYMENT CHANNELS: .....                          | 22 |





Team work



## **WHO WE ARE**

Kisumu Water and Sanitation Company Ltd (KIWASCO) was established through Water Sector Reforms as enshrined in the Water Act 2002. The Company started its operations on 1st July 2003 having been registered as Kisumu Water and Sewerage Company Limited, after transformation of the water and sewerage department of the former Municipal Council of Kisumu. Kisumu water and Sewerage Company Ltd then changed its name to Kisumu water and Sanitation Company in the year 2018 to embrace sanitation as a whole.

The core objective of KIWASCO is to make the provision of water and sanitation a commercial activity that generates sufficient revenue to sustain its operations throughout KISUMU County.



## OUR PHILOSOPHY

### Vision

*"To be the most admired service provider"*

### Mission

"To provide quality water and sanitation services for improved livelihood"

### Corporate Values

The values that KIWASCO wish to foster and sustain are summarized as follows:

- Integrity
- Professionalism
- Creativity and Innovation
- Team Work
- Customer focus





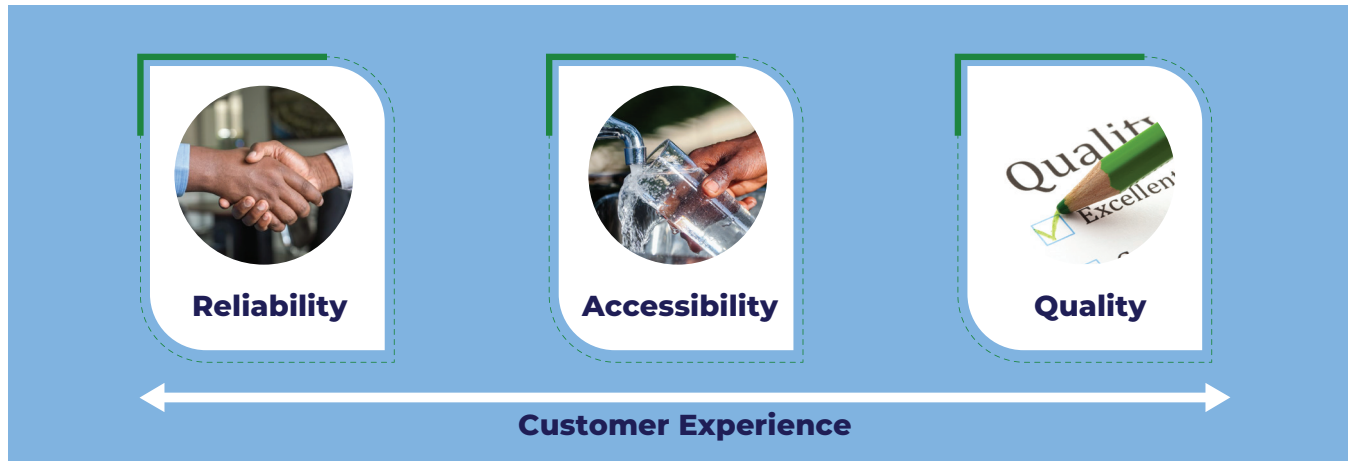
# CUSTOMER VALUE PROPOSITION

## Our promise to the residents of Kisumu County;

Reliable, accessible, quality water and sanitation services.

We also recognize that there is need for mutual commitment from our esteemed customers and other stakeholders to ensure cordial working relationship and enhance customer experience.

We trust that we shall together embrace these principles for improved water and sanitation services in Kisumu County and give true meaning to our slogan; *Refresh Life*





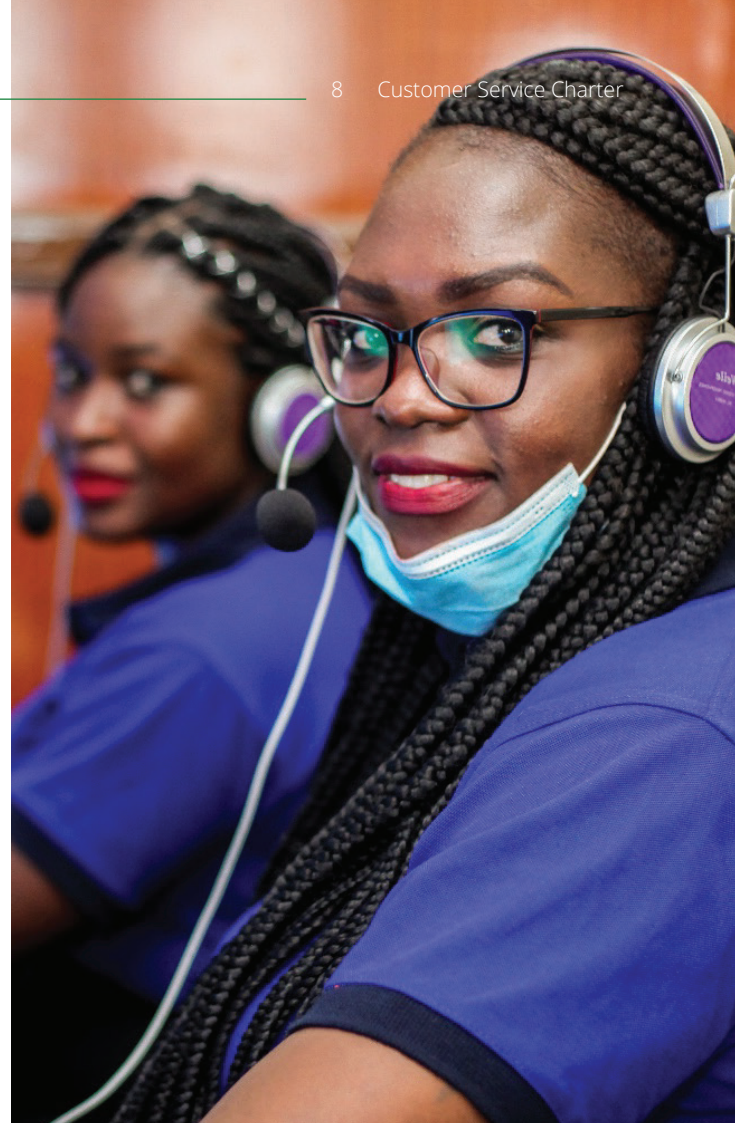
KIWASCO is ranked as the best water service provider in customer service by WASREB, as per impact 11 and 13 reports.



## COMMUNICATION

At the core of our commitment to serve Kisumu County is effective and efficient communication. We always aim to:

- a. Ensure sufficient access and availability of our customer service staff to respond to service queries.
- b. Endeavor to provide answers to the questions and queries raised.
- c. Endeavour to open channels of communication through our call center, SMS services, website, e-mail and social sites.
- d. We commit to reply to all written communication within 7 days of receipt.



## CUSTOMER SERVICE STANDARDS

To emphasize our commitment, we guarantee the following service standards and reinforce them with comprehensive policies where applicable.

### Customer Service

- a. The Company undertakes to resolve all reported customer complaints and communicate to the customer upon resolution of the complaints.
- b. The Company undertakes to communicate immediately all water supply interruptions, water quality discrepancies, special project updates and challenges requiring customer attention through hand delivered notices, the media, telephone or SMS.
- c. The company shall call major customers and estate representatives to confirm the status of water supply and sanitation services on a daily basis.





## **CUSTOMER SERVICE STANDARDS**

- d. All our staff shall display their staff identification at all times while on duty.
- e. The Company shall communicate due date for bill payment through bills, telephone, SMS and emails.

### **Reliable Quality Water**

We undertake to ensure adequate and consistent supply of clean and potable water that meets the standards of regulatory and statutory institutions including Water Services Regulatory Board (WASREB), Kenya Bureau of Standards (KEBS), NEMA, World Health Organization and Ministry of Water & Irrigation.



## SERVICE DELIVERY TIMELINES

| Service                        | Requirement  | Charge (Ksh.)                     | Timeline     |
|--------------------------------|--|-----------------------------------|--------------|
| Billing Inquiry                | SMS the word bill followed by your water account number and sent to a toll-free code <b>40222</b> or use USSD code <b>*483*86#</b> | Free                              | Immediate    |
| Bill /Statement Print Per Page | Visit customer care desk<br>Access through Kiwasco App   | 200<br>Varies according to vendor |              |
| Report Complaint               | Report through toll free code <b>40222</b> or <b>*483*86#</b>  | Varies according to vendor        |              |
|                                | Record complaint at customer care desk   | Free                              |              |
|                                | Access through Kiwasco App   | Varies according to vendor        |              |
|                                | Contact center number <b>057 500 7000</b>  | Varies according to vendor        |              |
|                                | Report through toll free code <b>40222</b> or <b>*483*86#</b>  | Varies according to vendor        |              |
| Meter Reading                  | Access & Cooperation   | Free                              | 30 Day Cycle |
|                                | Send reading to WhatsApp no. <b>0700 517 517</b>   | Varies according to vendor        |              |
|                                | Call <b>057 500 7000</b>   | Varies according to vendor        |              |

| Service                               | Requirement   | Charge (Ksh.)                       | Timeline           |
|---------------------------------------|---|-------------------------------------|--------------------|
| Bills Payment                         | Water Account Number<br>Payment channels: Cooperative Bank <b>01136012931300</b><br>Mpesa Paybill <b>517000</b><br>Post Bank <b>0744130005547</b><br>Equity Bank <b>0290265172985</b><br>KCB Bank<br><b>Pay to any KCB Bank Agent</b> | Transactional charges as per vendor | Immediate          |
| Bill Delivery                         | Provide correct email address or phone number   | Free                                | 1st of Every Month |
| Bill Payment                          | Payment channels  | Transactional charges as per vendor | Immediate          |
| Adjustment for wrong billing          | Report through the above provided channels  | Transactional charges as per vendor | 14 working days    |
| Adjustment of payment made to a wrong | Write a letter  | Free                                | 14 working days    |
| Mpesa reversal                        | Write a letter  | Free                                | 12 working days    |



## Deadline for Bill Payment - 10th of Every Month

| <b>Service</b>                 | <b>Requirement</b>   | <b>Charge (Ksh.)</b> | <b>Timeline</b>  |
|--------------------------------|--|----------------------|------------------|
| Water Reconnection             | Clearance of arrears<br>Pay reconnection fee   | Kshs 1,000           | 24 Working hours |
| Water Disconnection by request | Write a letter<br>Copy of National ID/Certificate of incorporation for companies<br>Clearance of arrears | Kshs 200             | 24 Working hours |
| Deposit Refund                 | Provide correct phone number   | Free                 | 14 Working hours |

| <b>Services</b>                               | <b>Requirements</b>   | <b>Category</b>  | <b>Deposit Charges</b> | <b>Timeline</b> |
|---|---|--|------------------------|-----------------|
| Water Connection                              | 1. Duly filled form<br><br>2. Copies of: <ul style="list-style-type: none"> <li>● ID/Passport of applicant, Landlord &amp; alternative contact person</li> <li>● KRA pin certificate of applicant</li> <li>● Tenancy agreement</li> </ul> | ● Domestic   | 2,500                  | 4 Working Days  |
|   |   | ● Retail shops less than 10 m <sup>3</sup>             | 3,000                  |                 |
|   |   | ● Retail shops more than 10 m <sup>3</sup>             | 3,500                  |                 |
|   |   | ● Bar, restaurants less than 15 m <sup>3</sup>         | 4,000                  |                 |
|   |   | ● Bar, restaurants more than 15 m <sup>3</sup>         | 6,000                  |                 |
|   |   | ● Hotel class "A" and "B" less than 150 m <sup>3</sup> | 12,000                 |                 |
|   |   | ● Hotel class "A" and "B" more than 150 m <sup>3</sup> | 15,000                 |                 |
|   |   | ● Hotel class "C" and 'D' less than 150 m <sup>3</sup> | 18,000                 |                 |
|   |   | ● Hotel class "C" and 'D' more than 150 m <sup>3</sup> | 20,000                 |                 |
|   |   | ● Hospitals more than 150 m <sup>3</sup>               | 20,000                 |                 |
| ● Health centres less than 150 m <sup>3</sup> | 12,000  |  |                        |                 |

| <b>Services</b>  | <b>Requirements</b> | <b>Category</b>  | <b>Deposit Charges</b>  | <b>Timeline</b> |
|------------------|---------------------|--|---|-----------------|
| Water Connection |                     | <ul style="list-style-type: none"> <li>● Schools and other institutions more than 200 m3</li> <li>● Schools less than 200 m3</li> <li>● Minor construction sites more than 200 m3</li> <li>● Major construction sites more than 300 m3</li> <li>● Light industries less than 200 m3</li> <li>● Medium industrial between 200 m3 and 300 m3</li> <li>● Heavy industries more than 300 m3</li> <li>● Water Kiosks</li> </ul> | <p>20,000</p> <p>10,000</p> <p>15,000</p> <p>50,000</p> <p>30,000</p> <p>50,000</p> <p>100,000</p> <p>5,000</p> | 4 Working Days  |
| Sewer Connection |                     | <ul style="list-style-type: none"> <li>● Domestic/ Residential</li> <li>● Commercial, Government, Schools, University/College</li> <li>● Industrial</li> </ul>   | <p>5,000</p> <p>7,500</p> <p>15,000</p>   | 4 Working Days  |



| <b>Service</b>  | <b>Requirement</b>                         | <b>Charges</b>   | <b>Timelines</b>  |
|---|--|--|---|
| Sewer Overflows or Sewer Blockages<br><br>Private sewer unblocking. | Report through the above provided channels | Varies according to channel used   | 12 Hours of reporting   |
| Water Leaks, Burst or Repair  | Report through the above provided channels | Varies according to channel used   | Leaks-6 hours<br>Minor Bursts-12 hours<br>Major Bursts-24 hours |
| Water shortage and Low pressure                                     | Report through the above provided channels | Varies according to channel used   | 12 Hours of reporting   |
| Exhauster   | Septic tank Location & Payment             | 3,000 within 10 Kilometers radius and an additional Kshs 400 for any extra kilometer | 6 Hours of reporting  |
| Sale of Sludge  | Payment                                    | Kshs 500 per tonne   | Immediately   |
| Bulk Water Sale   | Payment                                    | Kshs 800 for 10,000 Liters   | Immediately   |

## Other Services

| <b>No.</b> | <b>Service</b>           | <b>Description</b> | <b>Unit cost (Kshs)</b>   |   |
|------------|--------------------------|--------------------|---|---|
| 1.         | <b>Bulk water sales</b>  | 10,000 Liters      | 800   |   |
| 2.         | <b>Sludge</b>            | 1 Tonne            | 500   |   |
| 3.         | <b>Meter Calibration</b> |                    | <b>Mechanical</b>   | <b>Electro - magnetic</b>   |
|            |                          |                    | 500<br>800<br>1,000<br>1,500<br>2,500<br>3,500<br>6,000<br>8,000                        | 2,000<br>2,500<br>3,000<br>3,500<br>4,000<br>5,000<br>8,000<br>10,000 |
|            |                          |                    | Training -Kshs 10,000 per day for both Mechanical, Electromagnetic & Ultrasonic meters. |   |
| 4.         | Plant Visit              | Video/Photo Shoot  | 2,500   |   |
|            |                          | Educational visit  | 12,000  |   |

## CUSTOMER RESPONSIBILITIES

- a. Prompt payment of water and sewer bills. All customers should pay bills by 10th day of each month.
- b. Report all illegal water connections around you to KIWASCO. Illegal water consumption frustrates company growth and future prospects.
- c. Avoid wilful damage or interference with the meter. Any such damage will result in surcharge as approved by WASREB.
- d. Grant accessibility monthly to enable the company read your meter and give you accurate bills.
- e. Ensure proper maintenance of service lines after the meter to avoid loss of water and high bills.
- f. Avoid construction of permanent structures on water and sewer service lines.
- g. Understand and know how to read your meter to help the Company remain accountable and transparent in billing.
- h. Monitor use of water to ensure that there is no wastage which may result in high bills.
- i. Report all leaks and bursts promptly to ensure uninterrupted water supply.
- j. Forward all complaints to the Company and demand for action.
- k. Use the Company's toll-free number **40222** or USSD code **\*483\*86#** for complaints, compliments and bill query.
- l. Ensure minimum storage in your house of 200 litres for domestic use and 6 hours of average consumption for industrial or commercial use.
- m. While making new water or sewer connections ensure compliance with the minimum technical standards of the Company and engage qualified contractors.
- n. Do not discharge solids or old rugs, diapers and cotton wool into the sewer systems.
- o. Industries should pre-treat their waste to conform to the required standards before discharging into the public sewer.
- p. Avoid unethical practices that would compromise the standard of service delivery.





**Shika mwizi, pata chapaa**  
Report any meter thief and receive **KES 10,000**

\*T&C applies

## QUALITY STAFF

- a. We commit to ensure that our staffs are well trained in their respective professional fields, motivated and incentivized to provide the highest level of customer service, provided with good working environment and protective wear when delivering service to our customers.
- b. Our staff will always be responsive, courteous and highly professional in all interactions with customers.

## RELEVANCE OF THE CHARTER

- a. The Company shall ensure continuous relevance of the Customer Service Charter in consultation with its stakeholders with a view of improving the customer experience.
- b. The review of the Charter will be done after every three years or earlier, as necessary.









## PAYMENT CHANNELS:



0290265172985



Paybill No.  
517000



01136012931300



0744130005547



Pay At Any  
KCB Bank Agent

Use our toll free code **40222** or USSD code **\*483\*86#**  
To query your bill and register your complaints.

## Contacts

Nafaka House along Oginga - Odinga Street, Opposite  
Swan Centre,

---

P.O Box 3210-40100 Kisumu

Office lines: +254 (057) 2024100 +254 (057) 2023977

Hotline (24 hours): 057 500 7000

E-mail: [customercare@kiwaso.co.ke](mailto:customercare@kiwaso.co.ke) or [info@kiwaso.co.ke](mailto:info@kiwaso.co.ke)

Website: [www.kiwaso.co.ke](http://www.kiwaso.co.ke)

## Social media



0700517517



Kisumu Water and Sanitation Company Ltd



KIWASCO



@Kiwasco



Kisumu Water and Sanitation Company Ltd