



KIWASCO
Refresh Life

SERVICE CHARTER

SERVICE	REQUIREMENT	CHARGE(KSHS)	TIMELINE	
Billing Inquiry	SMS the word bill followed by your water account number and sent to a toll-free code 40222 or use USSD code *483*86#	Free	Immediate	
Bill /Statement Print Per Page	Access through Kiwasco App	200	30 Day Cycle	
	Access through Kiwasco App	Free		
Meter Reading	Access & Cooperation Send reading to 0700 517 517	Free		
Meter Testing	Access & Cooperation	500	3 Working Days	
		Category	Deposit Charges	
New Connection	1. Duly filled form 2. Copies of: • ID/Passport of applicant, Landlord & alternative contact person • KRA pin certificate of applicant • Tenancy agreement	<ul style="list-style-type: none"> Domestic Retail shops less than 10m3 Retail shops more than 10m3 Bar, restaurants less than 15 m3 Bar, restaurants more than 15 m3 Hotel class "A" and "B" less than 150 m3 Hotel class "A" and "B" more than 150 m3 Hotel class "C" and 'D' less than 150 m3 Hotel class "C" and 'D' more than 150 m3 Hospitals more than 150 m3 Health centres less than 150 m3 Schools and other institutions more than 200 m3 Schools less than 200 m3 Minor construction sites more than 200 m3 Major construction sites more than 300 m3 Light industries less than 200 m3 Medium industrial between 200 m3 and 300 m3 Heavy industries more than 300 m3 Water Kiosks 	2500 3000 3,500 4000 6,000 12,000 15,000 18,000 20,000 20,000 12,000 20,000 10,000 15,000 50,000 30,000 50,000 100,000 5,000	4 Working Days
Bills Payment Channels	Account Number	Transactional charges as per vendor	Immediate	
Sewer Connection	3. Duly filled form 4. Copies of: • ID/Passport of applicant, Landlord & alternative contact person • KRA pin certificate of applicant • Constructional Approval • Lands office site map	Domestic/Residential - 5,000 Commercial, Government, Schools, university/College - 7,500 Industrial - 15,000	4 Working Days	
Sewer Overflows & Sewer Blockages	Report through toll free code 40222 or *483*86#	Varies according to vendor	Immediate	
	Record complaint at customer care desk	Free	Immediate	
	Access through Kiwasco App	Varies according to vendor	Immediate	
	Contact center number 057 500 7000	Varies according to vendor	Immediate	
Private sewer unblocking.	Report through toll free code 40222 or *483*86#	2,500	12 Hours of reporting	
Water Leaks, Burst or Repair	Report through toll free code 40222 or *483*86#.	Varies according to vendor	Leaks - 6 hours	
	Record complaint at customer care desk.	Free	Minor Bursts - 12 hours	
	Call center number 057 500 7000.	Varies according to vendor	Major Bursts - 24 Hours	
Water Reconnection & Disconnection	Clearance of arrears Pay reconnection fee	1,000	12 Working hours	
Water Disconnection by request	A letter	200	14 Working Hours	
Exhauster	Septic tank Location & Payment	5,000	6 Working Hours	
Sale of Sludge	Payments	500 per tonne	Immediately	
Bulk water sale	Payment	2,500 for 8,000 litres	Immediately	

Deadline for bill payment is 10th of every month