

NGANDORI WATER AND SANITATION COMPANY PLC

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PO BOX 1328-60100

EMBU-KENYA

CUSTOMER CONTRACT FORM

Applicant's full name.....Gender.....

Attach a copy of ID NO/KRA pin.....Address.....

Tel NO.....E-mail.....

Types of premises.....Water usage.....

Plot No.....House No.....supply Zone.....

Street/Road/Locality.....

Name of employer.....

Address.....Tel.....

I hereby agree to abide by the terms and conditions stated overleaf and regulation defined in the water Act 2016 and any other amendments thereof. I hold myself responsible for payment all water charges until the agreement is terminated in accordance with the terms and conditions of supply.

SignatureDate.....

LANDLORD'S CERTIFICATE

I.....ID No.....P.O.BOX.....TEL.....

Being the owner of the above do hereby confirm that the applicant is my tenant at the above premises and hereby undertake to ensure that all dues to NGANWASCO as a result of this agreement are fully paid by the applicant.

SignatureDate.....

FOR OFFICIAL USE ONLY

A STATION SUPERVISOR

Type and size of existing distribution line.....mm, type and size of required service line.....mm, length of the service linem, pipes/material/fittings required.....

Recommendation/Not recommendation (reason).....

Name.....signature.....Date.....

CUSTOMER CARE UNIT

Applicant has paid connection fees KSh.....Receipt No/Mpesa Ref.....Date.....

Deposit KSh.....Receipt No/Mpesa No.....Date.....

Amount No.....Deposit ledger No.....

Old No(if any).....Name.....

P.O.Box.....unpaid arrears (if any).....

Entered By.....signature.....

APPLICATION RECOMMENDED BY TECHNICAL MANAGER

WATER CONNECTON DETAILS

Meter No.....Meter size.....index reading.....

Installed by.....signatureDate.....

Connection numberDate of meter

Entry

ByDate.....Signature.....

Approved by Managing Director.....Date.....

TERMS AND CONNDITIONS OF SUPPLY

1. All charges shall be paid within14 days after billing
2. Disconnection of supply will be effected without notice for any customer with arrears exceeding one month
3. The customer will be notified of charges in tariffs that will be affected
4. No customer shall change the purpose for which the water was applied for without prior authority from NGANWASCO
5. No customer shall convey or permit to be conveyed by any means whatsoever for use outside his premises without authority from NGANWASCO
6. During application, the customer will pay a connection fees, and a deposit which shall be retained by NGANWASCO for the period during which customer is supplied
7. On the acceptance of the application, NGANWASCO shall provide a working meter
8. On application, execution of the work will be in order of first come first serve and NGANWASCO reserves the right of execution of the works in manner and time suited to its convenience.
9. After application, the customer will be responsible for security, accessibility and durability of the meter.
10. NGANWASCO shall be responsible for servicing, repair or replacement of non-working meter.
11. The customer will be responsible for the maintenance of the pipeline from the metering point.
12. The customer shall meet all charges in respect of water supplied in pursuance of this application/agreement unit such a time the supply is disconnected pursuant to a written request made him or due to breach of the terms and conditions of supply.
13. After disconnection, the customer shall not reconnect himself, tamper with or draw water from the disconnection. A customer does or allows this to happen will be liable to prosecution in accordance with rules and regulation set out by water Act 2016.
14. After disconnection, reconnection will effected after payment of the total outstanding bill, the stipulated reconnection fee and updating of deposit to the current requirement.
15. NGANWASCO shall have the right forthwith and without notice to the customer to terminate the agreement if any of the above terms and conditions of supply are breached or defaulted and the onus of reinstating the agreement remains a prerogative of NGANWASCO.
16. NGANWASCO is under no obligation to guarantee/maintain a constant/ regular water supply due to factors/circumstances, which would be beyond the prediction/control of NGANWASCO.
17. NGANWASCO will and within its ability strive to give the customers the best service available as contained in its **customer service charter**