



# Nairobi City Water and Sewerage Company

CUSTOMER SERVICE CHARTER



Revised Edition 2016

# Nairobi City Water and Sewerage Company CUSTOMER SERVICE CHARTER



## Introduction

**W**e, at Nairobi City Water and Sewerage Company acknowledge the importance of a Customer Service Charter as a means of communicating our services and the desired standards of service delivery to our esteemed customers as we continuously strive to be a Company that satisfies and delights its customers. This service charter is an expression of our commitment of improving our service and creating good relations with our customers.

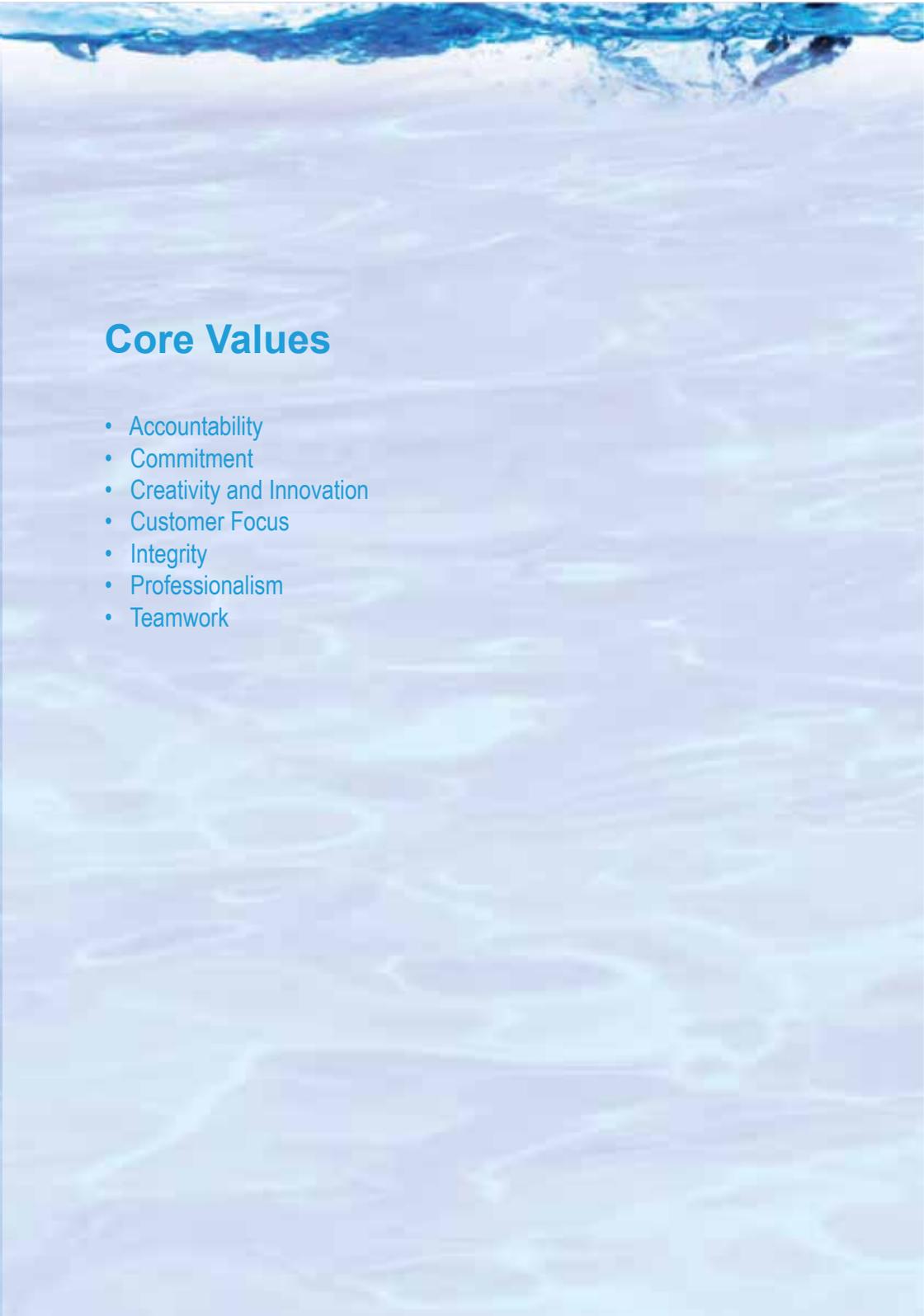
It is our expectation that you, our dear customer shall help us serve you better and improve on our services by giving us your continued feedback and support.

## Our Vision

To be a world class provider of water & sewerage services.

## Our Mission

To provide reliable quality water and sewerage services in an environmentally friendly manner that delights customers within Nairobi City County.

The background of the slide is a close-up photograph of water, showing intricate, shimmering ripples and reflections of light. The colors range from light blue to a deeper, darker blue at the top, where the water surface is more turbulent. The overall effect is one of fluidity and movement.

## Core Values

- Accountability
- Commitment
- Creativity and Innovation
- Customer Focus
- Integrity
- Professionalism
- Teamwork

Description of Service	Requirements	Charge (Kshs.)	Time-lines
<b>WATER SUPPLY</b>			
New water connection	<ol style="list-style-type: none"> <li>1. One passport photo,</li> <li>2. Filled up Application form</li> <li>3. Copies of:               <ol style="list-style-type: none"> <li>a. ID/Passport/Registration certificate/Certificate of Incorporation (for Institutions)</li> <li>b. Pin Certificate</li> <li>c. Land ownership document</li> </ol> </li> <li>4. Provincial Administration approval letter for informal settlements</li> </ol>	New water connection fee 0.5 - 1 inch - Kshs.2,500 1.5 - 3 inch - Kshs.7,500 above 3 inch - Kshs.15,000 Meter security deposit in Kshs. 1. Domestic - Kshs.2,500 2. Kiosk - Kshs.5,000 3. Industry - Kshs.25,000 4. Construction; <ul style="list-style-type: none"> <li>• Domestic - Kshs.15,000</li> <li>• Commercial - Kshs.50,000</li> <li>• Industrial - Kshs.50,000</li> </ul>	14 days
Supply of water by tanker	<ol style="list-style-type: none"> <li>1. Customer's formal request acknowledged through payment for the service</li> <li>2. All outstanding bills on the account must be paid up</li> </ol>	<ul style="list-style-type: none"> <li>• Kshs.2,500 per tanker of 8,000 litres delivered within Nairobi</li> <li>• Kshs.5,000 per tanker of 16,000 litres delivered within Nairobi</li> </ul>	3 days
Leak detection	Written application by customer	Kshs.1,000	72 hrs
Leak repairs	Report	Free	48 hrs
<b>METER READING AND BILLING</b>			
Meter reading Meter servicing	Access/Co-operation	Free Free	30 days cycle 7 days
Meter testing	Access/Co-operation	Kshs.100	7 days
Billing cycle	None	Free	30 days
Billing enquiries	Dial USSD *888#	Kshs.5 above the normal rate	Immediate
Billing query resolution	Account number Phone number Majivoice ticket	Free	One (billing cycle/30 days )
Final billing	Application for De-enrolment, attachments	Payment of final bill based on final readings after meter removal.	14 days

PAYMENTS	Requirements	Charge (Kshs.)	Time-lines
Re-connection on disconnection due to non payment	Co-operation	1. Normal disconnection- Kshs.1,000 2. Disconnection from main line- Kshs.5,000 and double deposit	24 hrs
Illegal connection - commercial, industrial, construction (fraud)	Access	Kshs.100,000	1 day
Illegal connection domestic - (fraud)	Access	Kshs.30,000	1 day
Disconnection of supply at the request of customer	Co-operation	Free	5 days
Refund of security deposits	Application for de-enrolment	Payment of final bill	14 days

### SEWERAGE SERVICES

Sewer connection	1.Application form Copies of: 1. ID or Passport 2. Pin No. 3. Approval of construction by Nairobi City County.	Residential - Kshs.5,000 Commercial - Kshs.7,500 Industrial - Kshs.15,000	14 days
Sewer reconnection	Access	Kshs.15,000	48 hrs
Sewer Overflows/ blockages	Reports	Free	48 hrs
Private sewer unblocking	Written application	Kshs.2,500	48 hrs

### EXHAUSTER SERVICES

Booking of exhauster	Customer makes a request through exhauster requisition form indicating all the necessary details on:- 1. Type of facility to be exhausted 2. Accessibility of site 3. Site location(a sketch of the site plan is indicated on the request form) 4. Number of loads	Charges within Nairobi  1. Kshs.5,000 per load 2. Kshs.4,000 per load for informal settlements	10 days
Private exhauster (dumping into company's sewer system)	Requirements for licensing of private exhausters: 1. Waste transportation license issued by NEMA 2. Filling of an Application Form. 3. Inspection of the exhauster equipment by NCWSC's Mechanical Engineer at Kampala rd. Workshop	Kshs.15,000 per truck per month	

### LABORATORY SERVICES

Water quality complaints	Dial *888# and lodge in majivoice/ Report to customer care desk	Free	24 hrs
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# CUSTOMER RESPONSIBILITY

To facilitate the provision of the above services in a sustainable manner, the customer shall also be expected to oblige to the following;

1. Treat the Nairobi City Water and Sewerage Company staff with courtesy.
2. Avail all information requested by Nairobi City Water and Sewerage Company for execution of service.
3. Abide with the legal requirements and desist from acts of illegal usage of water.
4. Avoid collusions and compromises that would lead to defrauding the organization.
5. Report to Nairobi City Water and Sewerage Company all matters that they deem to have negative impact on service provision and especially any illegal practices observed in their area. Nairobi City Water and Sewerage Company shall treat the same with utmost confidence.
6. Report leaks, bursts and any illegal connections witnessed for appropriate Company action.
7. Pay for bills invoiced and update any changes of personal details promptly
8. Facilitate access to meters for proper readings
9. Maintain service lines after the meter to avoid water loss through leakage
10. Practice rational use of water in order to preserve and optimize the available water.
11. Ensure the meter is raised at 300mm above the ground and installed near the entrance to the property.
12. Register for Ebilling on the USSD \*888# to receive monthly bills on your phone

# Company Regions, Contacts & Pay Points



How to lodge a complaint

Complaints may be made through; Dial \*888#, Majivoice, social media, email, in person or by contacting any of the following numbers:

Region	Paypoint	Officer	Contacts
<b>Northern</b>	<ul style="list-style-type: none"> <li>Pangani - Showbe Plaza</li> <li>Kasarani - Kasarani Mwiki Road Opp. Police Station</li> </ul>	<ul style="list-style-type: none"> <li>Regional Manager</li> <li>Technical Coord.</li> <li>Customer Care Hotline</li> </ul>	0726 848 919 0700 332 293 0712 453 283
<b>Eastern Region</b>	<ul style="list-style-type: none"> <li>Kayole, Spine Road - Pinnacle Hse</li> </ul>	<ul style="list-style-type: none"> <li>Regional Manager</li> <li>Technical Coord.</li> <li>Customer Care Hotline</li> </ul>	0726 848 953 0700 332 265 0725 120 022
<b>Southern Region</b>	<ul style="list-style-type: none"> <li>Adams Arcade - Kinoo Road off Joseph Kangethe Road</li> <li>Karen Shopping Centre Opp. Karen Police Station</li> </ul>	<ul style="list-style-type: none"> <li>Regional Manager</li> <li>Technical Coord.</li> <li>Customer Care Hotline</li> </ul>	0726 848 915 0700 332 328 0700 385 126
<b>Central Region</b>	<ul style="list-style-type: none"> <li>Industrial Area-Enterprise Centre 3<sup>rd</sup> Floor, Addis Ababa Road off Enterprise Road</li> </ul>	<ul style="list-style-type: none"> <li>Regional Manager</li> <li>Technical Coord.</li> <li>Customer Care Hotline</li> </ul>	0726 848935 0700 332 313 0717 356 578
<b>Western Region</b>	<ul style="list-style-type: none"> <li>Parklands Plaza, Chiromo Lane (Muthithi Rd Junction)</li> <li>Westlands - The Mall, Lower Ground Floor,</li> </ul>	<ul style="list-style-type: none"> <li>Regional Manager</li> <li>Technical Coord.</li> <li>Customer Care Hotline</li> </ul>	0726 848 972 0700 332 310 0704 493 094
<b>North Eastern Region</b>	<ul style="list-style-type: none"> <li>Eastleigh Sec. III, 18<sup>th</sup> street</li> </ul>	<ul style="list-style-type: none"> <li>Regional Manager</li> <li>Technical Coord.</li> <li>Customer Care Hotline</li> </ul>	0726 848 955 0700 332 278 0715 212 335
<b>Informal Settlement Region</b>	<ul style="list-style-type: none"> <li>Kariobangi</li> </ul>	<ul style="list-style-type: none"> <li>Jisomee Meter</li> </ul>	0700 385 089
<b>Cameo Office, Kenyatta Avenue</b>	<ul style="list-style-type: none"> <li>Cameo Building 1<sup>st</sup> Floor</li> </ul>	<ul style="list-style-type: none"> <li>Cameo Hotline</li> </ul>	0700 384 980 0700 384 983
<b>Commercial Director Headquarters</b>	<ul style="list-style-type: none"> <li>Industrial Area, Kampala Road</li> </ul>	<ul style="list-style-type: none"> <li>Switchboard</li> <li>Call Centre</li> <li>Call Centre Hotline</li> </ul>	0702 206 418 0702 206 328 0702 206 459 0702 205 964 0724 253 582
<b>Other Pay Points</b>	Equity Bank, Co-operative Bank, Barclays Bank, NIC Bank, Citi Bank, Nakumatt Supermarkets, HFC Limited, Sidian Bank, Diamond Trust Bank, PAYNET, Airtel Money, JamboPay 530100, Mpesa Paybill 44 44 00		

Get in touch with us

Nairobi City Water and Sewerage Company | Kampala Rd, Off Enterprise Road,  
 P.O. Box 30656-00100 Nairobi | Tel: No: 0703-080000, USSD \*888#

**Call Center** Tel: 0703-080598 | **Customer Care** Tel: 0724-253582 | **Anti Corruption Hotline** 0700332355

**E-mail:** [info@nairobiwater.co.ke](mailto:info@nairobiwater.co.ke); **Website:** [www.nairobiwater.co.ke](http://www.nairobiwater.co.ke)

