

NYERI WATER AND SEWERAGE COMPANY LIMITED



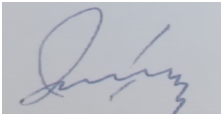
CUSTOMER RELATIONS POLICY

Foreword

The Nyeri Water & Sewerage Company Limited (NYEWASCO) was incorporated on 23rd September 1997 under the Kenyan Companies Act, Cap 486 and became operational in July 1998. The company's broad mandate is to provide water and sewerage services to the residents of the Nyeri Sub -County and its environs. NYEWASCO operated as an agent of the Municipal Council Nyeri until 4th October 2005, when the company signed Service Provision Agreement (SPA) with Tana Water Services Board as provided for by the Water Act 2002. Upon the transfer of the devolved function of the water and sanitation services to the County Governments, the County Government of Nyeri acquired full ownership of the company through transmission of the shares previously held by defunct Municipal Council of Nyeri

From the onset, NYEWASCO would like to position itself as a world-class provider of water and sewerage services by focusing on:

- Quality Service Delivery and,
- Customer Satisfaction and Delight



JOSEPH M. WACHIURI
CHAIRMAN – BOD

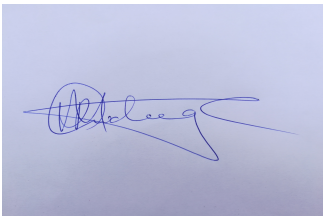
Preface

We, at NYEWASCO acknowledge the importance of a **Customer Relations Policy** as a means of addressing needs and desired standards of service delivery to our esteemed customers as we endeavor to be a Company that satisfies and delights its customers.

We are also aware that a customer Relations policy is a good management tool that enables organizations to create cordial relations with their customers from the resultant mutual understanding of expectations from each party.

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

Our desire, therefore, is that this policy shall be of mutual benefit to all parties.

A handwritten signature in blue ink, appearing to read 'Peter M. Gichaaga', is displayed on a light blue rectangular background.

PETER M. GICHAAGA
MANAGING DIRECTOR

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Vision

A world class water and sewerage services provider.

Mission

To provide quality water, sewerage and allied services at commercially and economically sustainable levels through application of outstanding processes and technology to the delight of our customers and other stakeholders.

Core Values

- Customer service
- Ownership
- Environmental consciousness
- Continual improvement
- Teamwork and Efficiency
- Corporate social responsiveness
- Research and innovation

1.0 Purpose of this Policy

The purpose for this POLICY is to enlighten our esteemed customers on the services provided by NYEWASCO, their quality and availability. The policy is also our public declaration to our customers of our commitment to the delivery of these services. It spells out what the services and standard of service delivery that the customers should expect from us, and how to seek remedy if our services fall below our customers' expectations.

Our Customer policy seeks to ensure that we:

- Treat all customers with respect and courtesy;
- Keep customers informed about our products and services and communicate any changes promptly;
- Consult with customers through regular meetings and provide a 24-hour service channel for customer enquiries;
- Welcome constructive criticism from customers and use comments and suggestions for improvement; and
- Offer professional and effective services to all customers.

In all these, our aim is to become “*Customer Focused*”.

2.0 Our Commitment to Care

All Company staff pledge to our current and future customers the highest quality service. We commit to provide a level of customer care, which will at the very least, meet our customers' expectations. Our commitment at all times is to act in the best interest of our customers and continually improve our standards of quality in every aspect of our services.

3.0 Customer Care Declarations

Solving customers' problems and delivering quality service and products is not just **part** of our job, it **is** our job. We therefore declare to:

- Welcome a customer with a smile,
- Put the needs of the customer first,
- Treat a customer with courtesy, consideration and respect,
- Listen and respond appropriately to every customer,
- Have qualified and supportive staff to deal with customer complaints,
- Deal with all customer issues with efficiency, fairness and integrity,
- Provide customers with relevant written information where suitable,
- Be as reliable, honest, and friendly as customers would like us to be.

4.0 Client Expectations

We pledge to uphold and practice these declarations while serving our customers in the following delegated works areas:

4.1 Extension of Water Supply

Prior to making any water supply extensions, we shall undertake to:

Carry out a survey to establish the demand, willingness and the affected population's ability to pay for the intended services through:

- Questionnaires
- Interviews
- Consultations with the relevant County Government Departments on issues related to extension of the mains, including land issues

- Carry out a cost benefit analysis to establish the following:
 - The viability of the mains extension
 - Cost of the mains extension
 - Population density of the area
 - The expected level of new connections
 - Break-even point
 - Pay-back period

Where an extension line within our service area is found not to be viable, NYEWASCO has a responsibility to provide water at the ruling tariff.

We shall extend water supply to all areas established to have potential demand.

We shall communicate with our customers about the following:

- Availability of Water services
- Location of our contact offices
- Tariff charged for our water services
- Public health safety and advantages of consuming NYEWASCO's water.

4.2 Connections to Water Supply:

We shall make available application forms for new connections at the approved charge.

- The Front Desk Officer and other officers will always be available to
 - Guide every applicant on how to fill the form correctly and register completed forms.
- We shall carry out a survey of the customer premises and determine the requirements for the new connection within **24 hours** of registering the application forms and payment of requisite survey fees.

- Our staff will be available to inspect all plumbing work done by a customer before effecting any service connection.
- Connection is effected within **one day** once the pipe laying works is completed.
- Every customer is provided with a meter upon payment of a refundable deposit as per our tariffs. The deposit refund shall be payable within **seven days** after closing of account.
- During the installation of a new connection, the customer will be provided with information explaining how to maintain the service line, what to do incase of water leaks and economical use of water.
- The meter will be installed one meter from plot boundary
- For multi-dwelling or flats, all customer meters shall be placed in one chamber installed in a horizontal position.
- The customer will receive his or her first bill within **one month** from the installation date.
- If a gate valve is malfunction, the company may replace and debit the same to the customers water account.
- If a customer water meter is damaged, the customer pays the cost of the meter and a penalty of Kshs 1000.00 either by cash or through the water bill.
- The new connection materials shall be of the quality approved by Nyewasco.

4.3 Connections to Sewerage Services:

- We shall make available application forms for new sewer connections at the approved charge.
- The Front Desk Officer and other officers will always be available to
 - Guide every applicant on how to fill the form correctly and register completed forms.

- We shall carry out a survey of the customer premises and determine the requirements for the new connection within **seven days** of registering the application forms and payment of requisite survey fees.
- Our staff will be available to inspect and approve all drainage works done by a licensed drain layer before effecting any service connection.
- Connection is effected within **three days** after drainage works are completed and approved.
- During the installation of a new connection, the customer will be provided with information explaining how to maintain the sewer connection and what to do in case of a sewer blockage.
- The customer will receive his or her first bill with sewer charges within **one month** from the connection date.
- Blockage

5.0 Billing and Bill Distribution

This policy aims to provide a transparent, an open and accurate billing system through an internationally recognized and secure billing process that complies with the best practice billing and bill distribution principles. This will include:

- **Monthly** meter readings
- Requesting customers to allow NYEWASCO staff access to all meters at all times for the purposes of meter reading and maintenance
- Timely bill production that shall be within a **30 days** billing cycle
- Bills shall be delivered via E-billing to customers **instantly** after billing is complete
- Making our tariffs easy to understand and providing the detail(s) needed

- Working with the customer to correct any problem, and taking action for any billing problem.
- Allowing the customer to lodge any complaints regarding errors on their bills to the NYEWASCO offices within **three months**, after which the complaint shall not be valid.
- Complaints on erroneous bills shall be acted upon within **24 hours**. However, in special instances, this period may vary depending on the nature of investigations required, in which case, the customer will be regularly updated on the progress made.

6.0 Payment for Services

We will make it easier for our customers to make payments by:

- Sending bills with notification indicating customer position of indebtedness
- Reminding customers to settle their bills via short text messages
- Providing a range of payment options; which will include M-Pesa, bank transfers cash, Equity Bank facilities and cheques.
- Giving **14 days'** notice on the monthly bill to disconnect customers who are in arrears.
- Billing on the actual consumption after cut off after which no billing will be done.
- Allowing customers to request in writing to transfer any credit balance on one account to offset a debit balance of another account under the same customer name.

- Allowing a customer to have access to his/her detailed statement of account at all times during office hours
- NYEWASCO expects all its services to be paid for and advises both its current and potential customers to refrain from the act of:
 - ✓ Consuming water illegally
 - ✓ Tampering with the NYEWASCO's water meters
 - ✓ Water meter bypass

These acts may lead to heavy fines and/or imprisonment as prescribed by the law.

7.0 Disconnection

Our customer policy aims at discouraging the disconnection of our services, but rather using all available means that give the customer the opportunity to pay.

These include sending reminders through:

- Electronic and short text messages.
- E-Bills to be accompanied by a due date and a caution to pay.
- **14 clear days** is given to the customer within which he/she should have paid the bill.
- Once in a while carry out physical visits to encourage customers to pay
- Confirm that the customers have not paid before issuing the disconnection orders.
- Effect disconnection as the very last resort
- During disconnection if a customer produces proof of payment such as receipts, effect the re-connection of service.
- First disconnection to be effected through a rubber seal.

- Failure to pay within **one month**, a disconnection from the main to be effected.

8.0 Reconnection

Reconnection will be carried out after:

- Full payment of the amount due
- Part payment and, signing of agreement/promissory note to pay the balance by installment.
- Payment of reconnection fee as per our tariffs
- All paid up customers will be reconnected within **24** hours.

9.0 Water Pipe Maintenance

9.1 Main Pipes and Distribution

- Under normal circumstance, water supply will be closed off to reduce water loss within **30 minutes** after a report of leak/burst is received.
- Within **6 hours** of receipt of report on leak/burst, repairs will be completed and the pipes flushed before water supply to customers is resumed.
- If the repair is estimated to take more than six hours, the affected customers must be communicated to using the appropriate mode.
- The site of repairs will be reinstated to the original state before leaving the site.

9.2 Service Lines

- Under normal circumstance, water supply will be closed off to reduce water loss within **30 minutes** after a report of leak/burst is received.
- Within **3 hours** of receipt of report on leak/burst, repairs will be completed and the pipes flushed before water supply to customers is resumed.
- The site of repairs will be reinstated to the original state before leaving the site.

11.0 Customer Complaints

We value customer complaints and we consider them as feedback/suggestions for improvement. Our policy on handling customer complaints is geared towards:

- Answering all telephone calls politely
- Directing the customer to the relevant officers or office politely
- Responding to technical and non-technical complaints within **24 hours**
- Advising the customers on what action we will take to correct the complaint(s)
- Advising the customer on what part he/she can play to assist in resolving the problem.
- Providing feedback to all customer queries on the issues addressed verbally or in writing
- Treating the customer's personal information in the strictest confidence. In
- Particular, we will not give any information supplied to us to any organization without the customer's consent or unless we are required by the law to do so;

- Enabling customers to examine and authorize changes to all their personal
- Information for the purposes of updating the customer database;
- Maintaining confidentiality on all matters relating to customer complaints and only disclose the details directly to the customers or their Authorized representative/s.

12.0 Internal Customer Service

NYEWASCO believes that satisfied employees translate to satisfied customers. On the other hand, an organization's management style to a great extent determines the employees' culture and sense of self-confidence and self-worth. Together, these self perceptions can determine the quality standards of customer care that the employees provide to the customers. In order to ensure that our staffs have the necessary dedication and commitment required to serve, we pledge to:

- Treat all staff as partners in the success of our business.
- Listen to opinions from employees for new ideas on how to improve our
- Services
- Value and appreciate the contribution of every staff to the service of our
- Customers.
- Regard fellow employees as internal customers who must be treated with respect, courtesy and honesty.
- Regard interruptions from fellow employees not as nuisances, but as opportunities to serve them better.
- Create forums to share information.
- Practice pro-active information sharing.

- Create, or contribute to forums for information sharing to ensure full understanding of internal customer service across the organization.
- Give feedback to employees about their work performance.
- Continuously empower and develop staff by training them in customer care skills.

13.0 Customer Responsibilities

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

- Treat the NYEWASCO staff with courtesy
- Pay for bills invoiced promptly.
- Avail all information requested by NYEWASCO for execution of service.
- Facilitate access to meters for proper readings, maintenance and inspection of the supply line.
- Abide with the legal requirements and desist from acts of illegal usage of water
- Raise complaints promptly and within the valid time period.
- Avoid collisions and compromises that would lead to defrauding the organization.
- Report any pipe leaks/bursts, sewer blockages, missing manhole covers etc promptly to the company.
- Avoid construction of permanent structures on water and sewer service lines.
- Report to NYEWASCO all matters that they deem to have negative impact on service provision and especially any illegal practices observed in their area. NYEWASCO shall treat the reports with utmost confidence.

14.0 How to Lodge a Complaint

Customers are encouraged to forward complaints, suggestions and compliments to the under mentioned, either in person, by post, telephone, fax or by e-mail. A complaints/suggestion box is maintained at the cash office and receipt will be acknowledged within **seven days**. While complaints will be treated in confidence, complainants are encouraged to identify themselves to lend credence to their complaints

15.0 Records of Complaints

All complaints shall be recorded at our front offices desk or Switch Board for prompt follow-up and shall also be used for internal performance and processes evaluation and monitoring. The complaints shall also be used for measuring the quality of our service and shall form the basis for revised targets for improvement and benchmarking.

16.0 Relevance and Continuity

We wish to ensure an ongoing relevance and effectiveness of this POLICY and therefore shall regularly review it to find out:

- Whether it continues to reflect our desired approach to customer service and any new initiatives in the area;
- Whether the service commitments and standards are still aligned to the needs and priorities of our customers.
- Whether it continues to meet our customer service principles and our core values;
- Whether the current content is accurate;
- Whether we should make changes in the existing methodologies of handling complaints;

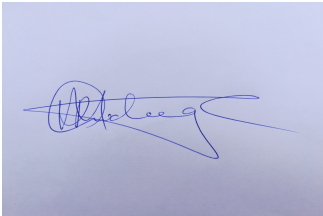
- Whether there is need to put make new improvement in service delivery out of successful implementation of the set procedures.

17.0 Amendments to the Customer Policy

This customer policy will be subject to regular review and amendments in line with changing circumstances and in consultations with NYEWASCO customers and shareholders.

Effective Date

This policy comes into effect on 19th February 2016



Signed

MANAGING DIRECTOR