

# **NYERI WATER & SANITATION COMPANY**



**CUSTOMER SERVICE CHARTER**  
**REVISED 2019**



*New Customer Service centre at NYEWASCO Head Office*

## THE FOREWARD

### The Service Charter

The purpose of this services charter is to enhance awareness on our role as a Water Service provider (WSP) and the services customers should expect from us. The charter provides information on the range of services that we provide and the standards we have set for giving these services. It also outlines customer responsibilities and indicates avenues for remedy where services may fall short of the prescribed standards. We commit in this charter to continuous improvement in pursuit of client satisfaction and achieving excellence in our operations.

### Organizational Structure

Nyeri Water and Sanitation Company Limited (Nyewasco) is a private limited liability company incorporated in September 1997 under the Company's Act CAP 486 of the Laws of Kenya. The Company is owned by the County Government of Nyeri through shares.

The Board of Directors consists of nine members drawn from the shareholder and a wide spectrum of other stakeholders. The Directors are responsible for strategic direction, policy making, co-ordination and control of company functions. The management team implements strategies and plans approved by the board and carries out the daily running of the business. The Company's management is headed by a Managing Director who reports to the Board of Directors.

### Mandate

Nyewasco has been contracted as an agent of Tana Water Services Board under a service provision agreement to provide water and sewerage services within the jurisdiction of the Nyeri County Government. Services are to be provided in an efficient and economical manner in accordance with the Water Act 2016 of the laws of Kenya.

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# CHAIRMAN'S STATEMENT



**Mr. Patrick K. Munuhe.**

*Chairman*

*The document  
will therefore  
be very  
instrumental  
in ensuring that  
Nyewasco  
conforms  
to this value*

**I**t is my great pleasure to present to you the Nyewasco Customer

Service Charter. The Charter forms our contract with you.

It's worth noting that one of the Nyewasco Corporate values is "Customer satisfaction".

The document will therefore be very

instrumental in ensuring that Nyewasco conforms to this value.

It is my expectation that all Nyewasco stakeholders, Management and staff as well as the customers will continue to work together to make Nyewasco not just a place to work but also a good services provider.

# MANAGING DIRECTOR'S STATEMENT



**Mr. Peter M. Gichaaga**  
*Managing Director*

*Our desire,  
therefore,  
is that this  
Charter shall  
be of mutual  
benefit to all.*

We, at NYEWASCO, acknowledge the importance of a Customer Services Charter as a means of communicating our services and desired standards of service delivery to our esteemed customers as we endeavour to be a Company that

satisfies and delights its customers.

We are also aware that a customer services charter 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 Charter shall be of mutual benefit to all.



## 1.0 PREAMBLE

The Nyeri Water & Sanitation Company Limited (NYEWASCO) was incorporated on 23rd September, 1997 under the Company's Act, CAP 486. The company is a wholly owned subsidiary of the Nyeri County Government. It has its offices behind the County Fire Services Department, off Kenyatta Road. The Company's formation arose from the need to commercialize water services, which is now covered by the Water Act 2016. The Act has created new institutions to manage water resources in Kenya. The Company operated as an agency of the Nyeri Municipal Council between 1st July, 1998 and 4th October, 2005. From

5th October, 2005, the Company was appointed by the Tana Water Services Board to provide water and sewerage services to the residents of Nyeri Municipality and its environs under an agreed framework specified in the Service Provision Agreement (SPA) that ensures adequate and quality supply of water, affordable tariffs, main-tenance and improvement of water and sewerage infrastructure.

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

- ♦ Quality Service Delivery
- ♦ Customer Satisfaction and Delight



*The modern Kamakwa Water Plant*

## 2.0. OUR VISION, MISSION AND CORE VALUES

### 2.1. Vision

“A World Class Water and Sanitation Services Provider.”

### 2.2. Mission

To provide quality, affordable, reliable and sustainable water, sewerage and allied services to our customers while meeting both statutory regulations and stakeholders’ expectations.

### 2.3. Core Values

- ♦ Customer Service
- ♦ Ownership
- ♦ Environmental Consciousness
- ♦ Continual Improvement
- ♦ Corporate Social Responsiveness
- ♦ Research and Innovation

## 3.0. PURPOSE OF THE CHARTER

The purpose for this Charter is to enlighten our esteemed customers on the services provided by NYEWASCO, their quality and availability. The Charter 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 Charter 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;



*Nyewasco staff participating in a CSR activity*

- ◆ 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”.

### 3.1 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.

### 3.2. 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 local authority 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 period
  - Pay-back period

Where an extension line is found to be unviable, NYEWASCO has a social 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.
- ◆ Price of our water services.





### *Ihwa Intake*

- ♦ 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 **three 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 in case of water leaks and economical use of water. The customer will receive his or her first bill within **one month** from the connection date.

#### **4.3 Extension of Sewerage Works**

Prior to making any sewerage works 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 local authority on issues related to extension of the sewerage works, including land issues
- ♦ Carry out a cost benefit analysis to establish the following:
  - The viability of the sewerage works
  - Cost of the sewerage works
  - Population density of the area
  - The expected level of new connections
  - Break-even period
  - Pay-back period
- ♦ Where an extension service is found to be unviable, NYEWASCO has a social responsibility to provide advise on safe on-site sanitation.
- ♦ We shall extend sewerage services to all areas established to have potential demand.
- ♦ We shall communicate with our customers about the following:
  - ♦ Availability of sewerage services
  - ♦ Location of our contact offices
  - ♦ Price of our sewerage services
  - ♦ Public health safety and advantages of using NYEWASCO sewerage services.

#### 4.4 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 incase of a sewer blockage,
- ♦ The customer will receive his or her first bill with sewer charges within one month from the connection date.

## 5. BILLING AND BILL DISTRIBUTION

We pledge to provide an accurate billing system through an internationally



*Francis K. Kiura  
Head of commercial Services  
and Strategy*

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 to customers via E-billing or E-mail on the production day.
- ♦ 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



*Nyewasco staff at work*

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. 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 through media announcements
- ♦ Providing a range of payment options; which will include M-Pesa and bank deposits.
- ♦ Requesting customers to accompany payments with the latest bill to provide details of accounts.
- ♦ 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 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 metres.
- Water meter bypass

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

## 7. 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 print media campaigns encouraging prompt payment of bills
- ♦ Bills posted to be accompanied by a caution to pay
- ♦ **14 clear days** are 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.



*Eng. Peter G. Kahuthu  
Head of Technical Services*



*James Njagi Ngunjiri  
Chief Water & Sanitation Engineer*





*Kangemi sewerage high rate Biological Filter*

## 8. 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 re-connected within **24 hours**.

## 9. 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.
- ◆ 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.

## 10. SEWER MAINTENANCE

### 10.1 Sewer blockage Clearance

- Within 24 hours after a report on sewer blockage is received, the sewer blockage will be cleared.
- The affected customer will be informed of the progress where it is not possible to clear the blockage within



specified duration due to:

- ♦ Depth of the sewer being over 3.0 metres.
- ♦ Or any other reason.

## 10.2 Inspection Chamber Cover or Manhole Cover Replacement

- Within 24 hours after a report on the missing cover, a temporary cover will be made available.
- ♦ A permanent cover will be made available within 14 days.

## 11. CUSTOMER COMPLAINTS

We value customer complaints and we consider them as feedback/ suggestions for improvement. Our policy on handling customer complaint 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 customer of what action we will take to right the wrong
- ♦ 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 in writing or calling.
- ♦ 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;



*Kangemi Sewerage Inlet Works*

- ◆ Discussing details of customer service only with themselves or their authorized representatives).

## 12. INTERNAL CUSTOMER SERVICE

At NYEWASCO, we believe 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 staff 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.
- ◆ View 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. 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 in specification 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. 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, fb inbox. A complaints/suggestion box is maintained at the cash office and receipt will be acknowledged within *fifteen days*. While complaints will be treated in confidence, complainants are encouraged to identify themselves to lend credence to their complaints. Complaints may be made after official working hours, weekends and public holidays through:

•Station: Kamakwa Water Supply Along Nyeri-Tetu Road, after Kamakwa Shopping Centre Telephone 2030317, 0735-312557

•Station: NYEWASCO Offices Behind Nyeri County Government Fire Dept. Offices Telephone 2034622; 0722-461359; 0734-732481

## 15. 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. RELEVANCE AND CONTINUITY

We wish to ensure an ongoing relevance and effectiveness of this

Charter 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 or make new improvement in service delivery out of successful implementation of the set procedures.

## 17. AMENDMENTS TO THE CUSTOMER CHARTER

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

## 18. OUR PRAYER:

All our esteemed customers will willingly and promptly pay their monthly water bills, not because they fear to have the service disconnected, but because they appreciate our services.



*Company staff during a team building activity*



# NYEWASCO EXECUTIVE MANAGEMENT



*Peter M. Gichaaga*  
Managing Director



*Eng. Peter G. Kahuthu*  
Head of  
Technical Services



*James Njagi Ngunjiri*  
Chief Water  
& Sanitation Engineer



*David N. Ndumo*  
Head of  
Corporate Services



*Francis K. Kiura*  
Head of Commercial  
Services & Strategy



*Joyce Munira*  
Senior Human Resource  
& Administration Officer



*Reuben G. Gitau*  
Manager, Internal Audit



*Keziah N. Nyambura*  
Manager, Legal Services/ Secretary





# CORRUPTION IS A DEMON

**N**yeri Water and Sanitation Company Limited believes that corruption is evil. It can ruin the reputation of an organization therefore the Directors, Management and staff jointly condemn the corrupt practices within and without the company.

The customers of Nyewasco are urged by the Management to report any form of corruption, be it be illegal connections, stealing materials by staff for private use, soliciting for bribes, miss-use of vehicles or use of any equipment for personal gain.

The company aims at being 100% corrupt free and with your contribution, we shall achieve our goal in a short run.

Help us to achieve our goal of being the business leader in the provision water and sewerage services in Kenya.

Report any form of corruption using: -

- a) Suggestion box located in the cash office or
  - b) Telephone:
    - 1. Managing Director  
061-2034617, 2034623
    - 2. Head of Technical Services  
061-2034617
    - 3. Head of Commercial Services & Strategy  
061-2034617
    - 4. Head of Corporate Services  
061-2034617
-



## **CONTACT US**

### **NYERI WATER & SANITATION COMPANY**

**P.O. Box 1520-10100 - Nyeri**  
**Behind Nyeri County Fire Services Department**

**Telephone 2034548 / 2034623**

**Fax: 2032734**

**E-mail: [info@nyewasco.co.ke](mailto:info@nyewasco.co.ke)**



**Nyeri Water & Sanitation Co. Ltd**



**@Nyeri\_water**

