



CONSUMER AGREEMENT FORM

To:

The Managing Director
Nyeri Water and Sanitation Company Ltd
P.O. Box 1520-10100
NYERI

PART A: APPLICANT/ CUSTOMER DETAILS

Applicant's Name: Gender:.....

National ID No: (attach copy) KRA PIN No: (attach copy)

N.B Corporate entities attach registration document and recent CR12

Telephone: No: Email Address:.....

Postal Address:..... Code: Town:.....

Do you have any special need (Yes/No) if yes describe?

Visual disability Hearing disability Physical disability

Other specify.....

PART B: DETAILS OF WATER CONNECTION

New Connection Change of Tenancy Plot No.....

House No..... Estate..... Property Owner.....(title document)

Multi Dwelling Individual connection No. of Households

Expected number of water users

PART C: GENERAL CONDITIONS

I hereby apply for a water and/ or sewerage connection to the above premises. I understand that the connection will be effected after the Company's approval and payment of all fees and charges due and owing.

I agree to pay for the services in accordance to the prevailing tariffs and subsequent revisions as gazetted in law. The Company shall not accept personal cheques as mode of payment. I undertake to abide to the by- laws and regulations relating to water supply and sewerage services.

Applicant's Signature:**Date:**

PART D: LANDLORD/ AGENT GUARANTEE

I Mr / Mrs / Miss(attach copy national ID) of

P.O. Boxbeing the Owner/ Property Agent of the above premises do hereby confirm that the applicant is my tenant w.e.f

I hereby undertake: -

I shall jointly, with the Applicant be responsible for the safety of the meter or other fittings belonging to the Company and installed in the above premises;

I undertake to notify the Company of any change in tenancy one month in advance and ensure clearance of the Applicant with NYEWASCO before exit.

I undertake to ensure that all dues to the Company as a result of this agreement are fully paid to the Company by the Applicant failing which I shall pay all the water and/or sewerage usage charges supplied to the above premises including meter rent and other incidental charges that may be due to the Company. The Company shall not accept personal cheques as a mode of payment.

Landlord/ Agent Signature:**Date:**

PART E: NYERI COUNTY GOVERNMENT APPROVAL (new water connections)

The Applicant has fulfilled all the County Government requirements and qualifies for a new water connection.

County Government Officer.....Signature.....

Date.....Stamp.....

OFFICIAL USE ONLY

1. CUSTOMER SURVEY DETAILS

SITE SKETCH

State the immediate connection details

Connection number																			
Meter serial number																			

I have carried out the survey and certified the following:

- No other connection before There is an appropriate service line nearby
- The meter position will be as per the company policy
- Status of the connection is correct

Other reason :.....

Type of connection

Surveyed by

Officer.....Signature..... Date.....

2. METERING UNIT

Existing distribution line diameter.....mm. Required service line

Length service of service pipe materials class

Deposit receipt No. Labor receiptMaterial receipt

Meter sizeMeter serial No.....Initial reading

Installation date

Metering Supervisor..... Signature.....Date.....

Installation Officer..... Signature.....Date.....

3. SEWERAGE UNIT

Premises to be charged sewer services *yes* or *no*

Officer.....Signature..... Date.....

4. TYPE OF SANITATION SYSTEM

Septic tank Ventilated improved pit latrine Traditional pit latrine

Other Traditional pit latrine Sewered

Other Specify

5. CUSTOMER CARE UNIT

New Water Account No..... Receipt No.....

Old Account No (if any)

Outstanding Balance Kshs in the name of

Connection Approved.....Declined.....

Officer..... Signature.....Date.....

Connection Charges (Kshs)			
	Domestic	Commercial	Others
Application form	100.00	100.00	100.00
Deposit (Refundable without interest)	2,500.00	3,000.00	
Connection Fee	2,500.00	2500.00	
Transport	200.00	200.00	
Other charges			
Total			
Receipt No.			

NOTE: ALL OTHER CHARGES ARE NON-REFUNDABLE EXCEPT THE DEPOSIT

6. **GIS UNIT**

Meter location updated on the map

Officer.....Signature..... Date.....

7. **METER READING UNIT**

Zone No.....Walk No..... Connection Number.....

Officer.....Signature..... Date.....

8. **BILLING UNIT**

Connection initialized in the Computer by.....

First billing due for the month of20.....

Officer.....Signature..... Date.....

CONDITIONS OF SUPPLY

- 1) The Nyeri Water and Sanitation Company here in referred to as "Water Services Provider" will from time to time amend these conditions as will be deemed necessary.
- 2) The Water Services provider shall supply water to the Applicant at his/her premises on after the Company's approval and payment of all fees and charges due and owing;
- 3) The Water Services Provider shall take all reasonable precautions for making regular supply of water but shall not be responsible for any interruption or any loss occurring thereto due to circumstances beyond its control;
- 4) The Water Services Provider shall be at liberty to temporarily cut off the supply at any time after giving a reasonable notice to the Applicant or in emergent cases, without any notice for carrying out repairs of any means or apparatus or any machinery;
- 5) The Applicant shall allow the Water Services Provider or its representative free access to his/her premises at all reasonable times during the day for taking down the reading of the meters and for general inspections of the installation for repairs;
- 6) The Applicant understands that the pipes and fittings used in the supply of water will become the property of the Service Provider up to the water meter for purpose of operations and the Applicant shall be responsible for the said meter and shall make good any damage or loss to the said meters any other fittings and shall be subject of criminal proceedings.

- 7) Applications for execution of works will, as a rule, be dealt with in order of priority of date, but the Water Services Provider reserves the right of executing the work in the manner and at the time best suited to its conveniences.
- 8) If any account is overdue, the water supply shall be disconnected without further notice and requisite steps taken to recover the charges due notwithstanding issuance of monthly bills.
- 9) Any changes in the tariff shall be notified in the Kenya Gazette and addition details thereof shall be sent to each consumer with the monthly account proceeding such change.
- 10) The Water service provider shall comply with applicable laws and best practices relating to data privacy and data security. By signing this agreement the customer authorizes the Water Services Provider to use their personal data and share the same with third parties in contract with the WSP for the sole purpose of service delivery.
- 11) The Water Services Provider shall have the right forthwith and without notice to terminate the agreement for any breach by the Applicant on conditions of supply but without prejudice to any present right against the Applicant including the right to institute proceedings.
- 12) No Applicant shall use, or permit to be used the water supply for other purpose except as specified in this application.
- 13) It is unlawful for anyone to pump water directly from the supply line/meter using a pump or any other means. Should there be such direct pumping the Water Services Provider will disconnect services, in addition the Applicant shall be required to pay the applicable penalties prior to any reconnection of services.
- 14) The Water Services Provider reserves the right to decline this Application or withdraw the connection for any false information given or default on payments for services rendered for the Applicant's other existing connections
- 15) The Applicant shall meet all charges in respect of water supplied pursuant to this application until such time as the supply is disconnected by a written request made by him/her. The Company shall not accept personal cheques as mode of payment.

I have read and understood the above conditions and will abide by them with no omission or exemption.

CUSTOMER OBLIGATION: I agree to abide by the terms and conditions specified above and hold myself responsible for payment of water, sewerage, meter rent, and all other relevant charges, until such a time as the agreement is terminated in accordance with the Water Services Provider policy.

Applicant Signature: **Date:**.....

For and on behalf of **NYERI WATER AND SANITATION COMPANY LTD**

Designation **Signature**..... **Date**.....