



# Kiambu Water and Sew. Co. Ltd

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## WATER/SEWER CONNECTION APPLICATION FORM

ACCOUNT NUMBER .....

### CUSTOMER DETAILS

<i>Surname.</i>	<i>First Name.</i>	<i>Middle name.</i>
<i>ID card No.</i>	<i>Telephone No.</i>	<i>P.O. Box/ postal Code.</i>
<i>PIN No.</i>	<i>Email address.</i>	<i>Fax No.</i>
<i>Employer/Self-employed.</i>	<i>Employer/Business Name.</i>	<i>Address Code.</i>

ATTACH PASSPORT  
PHOTO HERE

### AREA OF SUPPLY INFORMATION

<i>Location name.</i>	<i>Village name.</i>	<i>Plot number/LRN.</i>
<i>Name of the building.</i>	<i>House number.</i>	<i>No family members.</i>

I /We Owners/Tenants of the above premises apply for water connection and abide to pay all monthly bills resulting from services rendered by the company.

**Applicant Name**

**Signature**

**Date**

**SKETCH SHOWING LOCATION FOR CONNECTION (Pipeline and plot)**

To be completed by Applicant.

**SUPPLY AGREEMENT**

1. *The applicant must have read, understood and read to abide with the Acts, by-laws & company policies which govern the water service provision. The applicant must be willing to abide to the following terms of supply as provided below. The applicant must attach a copy of national ID, P.I.N number, plot number,*
2. *The company will shall do connection up to 8m if there will be any additional length you are required to share the cost.*
3. *The KIWASCO shall only facilitate connection where there is existing service line. In case there is no surface line customer is obliged to wait for pipeline extensions.*
4. *Immediately after application, the company shall carry field survey to ascertain service provision within two days. After ascertaining the ability to supply the connection shall be done in seven days from the date of application,*
5. *That I shall procure the right quality of pipes and fittings for water connection. The meter shall be connected 3 feet from the mainline and at least 1foot from the ground. I shall keep the meter accessible and in legible condition. I shall construct a chamber to secure the meter.*
6. *The company shall produce water bills at the end of each month and charges shall be payable within 14 days after invoicing. Payment shall be done by cash, cheque, M-PESA or RTGS from the government departments.*
7. *Upon receipt of water bill, the customer shall forward any complains arising from that bill in 14 days. After this the company shall deem the bill to be correct and may not accept any adjustment after that period.*
8. *That I shall allow KIWASCO personnel access to inspect the water connection to ascertain that it's in good working condition. This shall also include carrying investigation exercises where illegal connection is suspected.*
9. *I shall not engage in any kind of meter damage or/ and water tampering so as to avoid fraudulent/ unauthorized water usage.*
10. *Where water connection is tampered with, the company shall disconnect such account. The company shall deal with that culprit in accordance with its illegal water usage policy. Reconnection shall be made upon paying all outstanding debts, illegal connection charges and reconnection fee.*
11. *If any account is overdue the company shall disconnect the account and shall only reconnect the same after payment of outstanding debt and payment of reconnection charges.*
12. *That I shall not be permitted to use water for any other purposes except for the one I have applied for in this application form.*
13. *I shall pay water deposit applicable to service being requested in accordance to approved water tariffs. The deposit shall be refundable upon clearance of all outstanding balances and termination of the account.*
14. *The company shall be responsible for water supply facilities up to the meter connection; thereafter the customer shall bear the responsibility. That I have the responsibility to inform the company of any water leakage/ burst for the Co. to attend immediately.*
15. *Any change in water tariff shall be notified to the customer in the Kenya Gazette two months before implementation, the same shall be displayed on the company notice board and service charter.*
16. *Where I have more than one water account and one connection is disconnected due to unpaid water bills, the company may disconnect other account/s in an effort to recover payment of the one in arrears.*
17. *Where I have been served with water and sewer services, and the account/s are in arrears, the company may disconnect water and sewer connections until the account is settled. The company may offer a grace period of two before disconnection the sewer line for the customer to settle the account, however the company shall calculate an estimated sewer charge based on previous consumption for the period which water was disconnected and debit the same in customer's account for payment. If payment are not settled the company shall disconnect sewer line*
18. *The Customer will be provided with a meter upon application which shall be installed, it shall be customer responsibility to make sure the meter is secured, upon meter being lost or negligently damaged, the customer shall pay a fee of Kes 3000 to the company for another replacement meter to be installed.*
19. *The customer shall make sure that the meter is accessible at all times and is in legible condition i.e. raised above the ground by at least one foot, where meter is continuously kept in a condition that it cannot be read, the company shall disconnect water supply until such time proper arrangement are made for meter reading exercises.*
20. *The provisions and condition of supply of this contract may be amended from time to time by the company and shall form the basis of my/ our contract with the company.*
21. *In case of a meter separation, the company shall install a main meter that shall check the consumption of other meters, If there is any difference in consumption between the main and other meters where the main meter register higher consumption it shall be my responsibility to pay for this difference.*

**Customer:**

Signed by \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

**For and on behalf of the Kiambu Water and Sewerage Company:**

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

# KIAMBU WATER AND SEWERAGE COMPANY LIMITED

## WATER/SEWER APPLICATION FORM STAGES CHECK LIST

For account.....

### CUSTOMER CARE

I have received and confirmed that the application form is dully filled. I also confirm that the documents required for this type of application as per water/sewerage supply requirements are attached the form. (Copies of documents must be signed as certified)

I have confirmed that the applicant does not own any money in the past.

Officer's Name

Signature

Date

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### TECHNICAL DEPT

#### 1. WATER CONNECTION

I have carried the survey and certified that the company is **ABLE / NOT ABLE** (*tick applicable*) to supply water to this customer (If the company is not able to supply water/sewerage, please indicate the reason(s) as to why)

For the purpose of determining applicable water deposit, I confirm that the applied water connection is meant for \_\_\_\_\_  
(*indicate the purpose e.g. domestic, commercial, yard tap, water kiosk*)

I have visited the applicant premise and confirmed that there is no meter separation and there had never had a previous water connection with KIWASCO.

*Existing distribution line in inches..... service line diameter in inches.....Length of service pipe line ..... class.....*

#### 2. SEWER CONNECTION

*Existing water connection:-Yes.....No..... connection no.....*

*Existing size of sewer pipe..... Distance from existing pipe.....*

*No of manholes required for connection.....length of pipe required.....pipeline size required for connection.....*

Officer's Name

Signature

Date

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**Sewer /water approved for connection on behalf of kiambu water**

MANAGING DIRECTOR

Signature

Date

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### COMMERCIAL DEPT

I have assigned this application account number ..... For billing purposes

Officer's Name

Signature

Date

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### FINANCE DEPT

*I have received payment for this connection and issued official receipts as below;*

*Water deposit Kes.....receipt No..... Date.....*

*Application fee Kes.....receipt No..... Date.....*

*Skilled labour Ksh.....receipt No..... Date.....*

*Connection /MaterialKes.....receipt No..... Date.....*

Officer's Name

Signature

Date

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### TECHNICAL DEPT

I have assigned Mr. ....authority to collect water meter & fittings (gatevalve, saddle clamp, 8m pipe ppr, adaptor and nipple size.....) from the store and install the same

Officer's Name

Signature

Date

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### STORES SECTION

I have issued a water meter with a serial number .....size..... pipe size & length.....saddle clamp..... adapter size..... gatevalve.....to the officer named above.

**Witnessed by customer** Sign .....

Officer's Name

Signature

Date.....

Date

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Prepared by		Approved by		Issue No 0002	Revision No 0001
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**TECHNICIAN**

**1) WATER CONNECTION**

I have installed this meter on this date ..... And I have notify Mr..... A meter reader in charge of this zone of this installation, Meter readings on installation is .....

Technical Officer's Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Location for this Meter installed in zone \_\_\_\_\_ and specifically in walk \_\_\_\_\_ Next to account \_\_\_\_\_ route \_\_\_\_\_

Meter readers Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

**2) SEWER CONNECTION**

I have installed this sewer connection in accordance to the company's policy.

Officer's Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

**TECHNICAL MANAGER**

I certify connection to be installed in accordance with company policy and should be activated for billing purpose.

Technical Officer's Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

**COMMERCIAL DEPARTMENT**

Having confirmed all fields in this checklist to be dully filled I authorize this account to be activated in billing system

Officer's Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

**BILLING OFFICER**

I activated this account and filed customer application form

Officer's Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_