

Nolwasco Connection Procedures & Guidelines

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.

Connections to Sewer 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.

Extensions 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, NOLWASCO 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

- Public health safety and advantages of consuming NOLWASCO's water.

Billing and Bill Distribution



We pledge to provide an 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 NOLWASCO 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 within same days after production through short text message. However Corporate customers shall be posted bills within two days.
- 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 NOLWASCO 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.

Payment for Services

We have made 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 constant communication
- Providing a range of payment options; which will include MPESA PAYBILL 887800, and direct banking to KCB Account NO. 1130831515
- Customers are encouraged to pay through paybill and the above bank accounts since the company does not accept cash payment .
- Requesting customers to accompany payments with the latest bill to provide details of accounts.
- Giving 7 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 .
- NOLWASCO 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 NOLWASCO's water meters
 - Water meter bypass
- These acts may lead to heavy fines and/or imprisonment as prescribed by the law.

Disconnection and Reconnection

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
- 7 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.

Re-connection

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**.

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 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 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;
- Discussing details of customer service only with themselves or their authorized representative/s.

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 fifteen days. While complaints will be treated in confidence, complainants are encouraged to identify themselves to lend credence to their complaints

The Managing Director, or The Commercial Manager, or The Technical Manager

- P.O. Box 1520-10100 – Sultan Hamud
- Station – Nalwasco Offices
- Location – Mombasa Road.
- Telephone –
- E-Mail – info@nolturesh.co.ke
- Fax No.2032734

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.