



MURANG'A WATER AND SANITATION CO. LTD
DRINK . CLEAN . SANITIZE .

CUSTOMER

SERVICE CHARTER



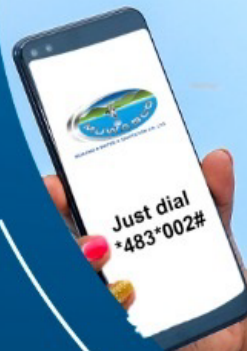
2022 EDITION



MURANG'A WATER & SANITATION CO. LTD.

It's now easier to get water services
through MUWASCO USSD Code.

Just dial
***483*002#**
and follow the prompts.



MUWASCO | Drink, Clean, Sanitize

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Who we are

Murang'a Water and Sanitation Company (MUWASCO) was established in 2006 as a body corporate with a mandate of providing water and sewerage services to Murang'a town and its environs. The company operates under a Water Services Provision Agreement (SPA) signed with Tana Water Works Development Agency who is the current Asset owner and the ownership will transit to the County Government of Murang'a. The company is licensed by the Water Services Regulatory Authority (WASREB). Under the SPA, MUWASCO is mandated to provide water and sewerage services to all residents within its jurisdiction in an efficient and economic manner and within the confines of the Water Act 2016, water and sanitation guidelines, and the Constitution of Kenya. The County Government of Murang'a is represented in the Board of Muwasco.

MUWASCO's area of coverage includes Murang'a town and its environs. The total area covered is 145 Kilometers square with an estimated population of about 75,000 people. The area covered includes Mbiri, Township, Kimathi, and Mugoiri wards. Water supply in the town has come a long way from the pre-colonial days when supply was via four boreholes. With the increased demand, there has been a need to improve the quantity and quality of water provided to the residents. The company currently has 140 permanent staff and some were seconded by the Ministry of water since inception.

Currently, MUWASCO has over 15,000 registered connections out of which 13,000 are active. The main water source is Kiawambeu with a production capacity of 15000m3 but currently producing 11000m3 and Kayahwe which produces 4000 m3. The Company operates Karii Sewerage treatment facility which services 4000 sewerage connections.

MUWASCO has its head office in Murang'a town, at the junction of Nairobi – Murang'a road and Kangema road. The town lies 85 kilometers North-East of Nairobi, the capital city of Kenya. Most of the area covered by the Company is hilly.



MISSION

To provide quality water and sanitation services in a reliable, efficient and sustainable manner

VISION

To become a world-class water and sanitation service provider that exceeds customers' expectations now and in the future.

CORPORATE VALUES

- I. Customer focus
- II. Equity
- III. Responsiveness
- IV. Commitment
- V. Teamwork and cohesion
- VI. Integrity
- VII. Networking & Collaboration with external interested parties

OUR COMMITMENT

We recognise that the service we provide is a basic human need that has been anchored in the global sustainable goals, vision 2030 and the constitution of Kenya. Aware that water and sanitation service is integral to your needs and may impact your livelihood, we are committed to ensuring reliable supply of clean and safe water and sanitation services in a responsive and professional manner.



OUR BIG 7 AGENDA

- I. Planning and consistently providing affordable Clean, Safe, and Reliable water that meets or exceeds national and international standards, and, applicable regulatory requirements for human consumption and other uses.**
- II. Management of sanitation services to meet or exceed recognized global and local standards for collection, transportation and treatment**
- III. Adoption of current world-class technologies; automation of key processes, and continual innovation**
- IV. Development of human capital fit to serve world-class quality-conscious interested parties (trained, educated, experienced, skilled, competent, motivated workforce). Develop sustainable Local and global partnerships, networks and linkages with key interested parties**
- V. Creating a conducive work environment for staff and other interested parties**
- VI. Attaining Global standards in control of NRW**
- VII. Operating in strict compliance with local statutory and regulatory requirements**

OUR CUSTOMER SERVICE & COMMUNICATION PRINCIPLES

We have a set of an all embracing principles that underpin the delivery of our customer service to you. In providing this service Muwasco will:

I. Be responsive – We undertake to resolve all reported customer complaints and communicate to you upon resolution of the complaints. We commit to communicate all service interruption whenever they arise.

II. Be accountable – We will be open and accountable and always measure our performance and seek customer feedback. We have developed and aligned our integrated performance metrics with water services regulatory board's Key performance indicators in order to enhance our service delivery.

III. Be consultative – We commit to establishing forums of stakeholder engagement in order to foster a coordinated and integrated approach to the delivery of our service. All feedback received will be highly regarded and will inform our strategic direction.

IV. Strive for continuous improvement

- We will strive to continuously improve the service we provide to you. We will be innovative in designing new and progressive ways communication, meter reading, billing, disconnection and all other technical operations as mandated.

V. Communication – We will ensure that all service information is easily accessible in all our official channels. We shall continue enlightening our customers how to access information about our services.



OUR STAFF

Our water and sanitation service is delivered by skilled, motivated, professional and courteous staff. In providing this service to you, we will ensure that our staff:

- I. deliver prompt quality service with courtesy.**
- II. are well trained.**
- III. have the ability to know your water and sanitation needs because of their extensive experience;**
- IV. have up to date knowledge on policy, procedures and processes.**
- V. treat you with dignity and respect; and**
- VI. ensure that we protect any confidential information you may provide.**



CUSTOMER SERVICE STANDARDS

We aim to provide a consistent and reliable service. Across the organization, we are committed to:

- I. providing accurate and helpful information.**
- II. answering phone calls and emails as soon as possible.**
- III. if we are unable to address your need promptly, we will take your contact details and ensure that your enquiry or complaint is acknowledged within 24 hrs and aim to provide timely updates on the progress of the issue until it is resolved. We shall communicate as well on an issue that will require escalation and or cannot be resolved by us.**
- IV. some enquiries may be more complex than others. In these cases, we will notify you if there is a delay in delivering on our service commitment.**



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UNLOCKING YOUR FINANCIAL SOLUTION

RELIABLE WATER QUALITY

We undertake to ensure adequate and consistent supply of clean and safe water that meets the standards of regulatory and affiliate organizations including the water services Regulatory Board, ministry of health, Kenya Bureau of Standards and Ministry of Water and Sanitation.

METERING AND BILLING

We undertake to:

- a) Guide our customers through the process of water connection**
- b) Provide quality and well calibrated water meters to all customers and to read them in a regular 30-days cycle.**
- c) Deliver all customer bills by the 1st week of the month**
- d) Educate our customers on meter security, reading, billing, disconnection and reconnection processes.**
- e) Service all stuck meters**
- f) Replace all faulty meters on a monthly basis**
- g) Enforce all applicable fines and penalties on willful damage to meters, bypasses, illegal connections and any other malpractices as stipulated in the tariff.**
- h) In the event of wrong billing, debits/credits will be approved by the company as per the laid down policies. No billing complaints will be accepted after the expiry of 3 months from the date of billing.**

DISCONNECTIONS

- a) Disconnections for non-payment shall be done from the 14th day from the date it was billed and a penalty of Ksh. 500 be debited to the account automatically upon disconnection.**
- b) Disconnection by request will be done within 12 hours upon request.**
- c) Any illegal consumption of water after disconnection will be penalized as spelt by the tariff.**

PROCESSING OF NEW WATER AND SEWERAGE CONNECTIONS

The company undertakes to:

- a) **Assess for customer water and sewer connections within 12 hours upon request.**
- b) **Process applications of water and sewerage within (2) working days on receipt of duly completed forms and payment of the required fees.**
- c) **Supervise sewerage connection works i.e construction of manholes.**

PAYMENT OF DEPOSITS

The company undertakes to refund water deposits within seven (7) working days from the date of application: upon receipt of all relevant documents.

RECONNECTION OF DISCONNECTED WATER SUPPLY

The company shall reconnect water supply to disconnected customers within 12 hrs of receipt of applicable penalty charges. All mistaken disconnections will be reconnected free within 12 hours.



TIMELY RESPONSE TO PIPE BURSTS, LEAKAGES AND SEWERAGE BLOCKAGES

- a) The company shall repair major water pipes within 25 hours of reporting.**
- b) All water leakages shall be repaired within 12 working hours after reporting.**
- c) All sewer blockages shall be unclogged within 12 hours after reporting.**

TIMELY RESPONSE TO NO WATER AND LOW WATER PRESSURE

- a) No water / low pressure resulting from blockages will be resolved within 24 working hours**
- b) All plant interruption resulting from equipment breakdown will be resolved within 24 working hours**
- c) Scheduled water interruption will be communicated to customers within seven (7) working days.**

EXHAUSTER & BOWSER SERVICES

We undertake to provide Bowser and Exhauster services upon request and payment of the relevant service charges.



CUSTOMER RESPONSIBILITIES

That all customers (a customer is defined as any water or sanitation service consumer who has legal connection) shall :

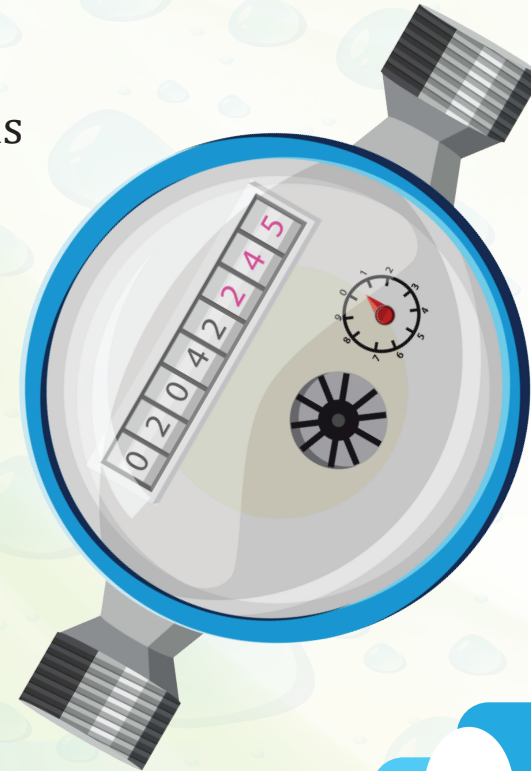
- a) Pay water bills within 14 days from the day the bill was sent, failure which the account shall be liable for disconnection and will attract a penalty of Ksh. 500.
- b) Pay a refundable water deposit of an amount dependent on the class of water supply at the rate prevailing at the time of application.
- c) That the customer shall undertake to report to the company all illegal activities affecting service delivery.
- d) That the kiosk operators shall apply water resale rates approved by the company from time to time.
- e) That the Managing Director shall be the final authority on the orientation of service lines from the main distribution networks.
- f) That the company shall not be held liable for any loss or damage caused by plumbers not registered by the company or any company employee retained in the private capacity on any line without the express written authority of the Managing Director.
- g) That all meters shall be under the care and custody of the customer who shall be liable for replacement cost in case of loss or damage thereto.
- h) That the postal ,physical addresses and cellphone number given on the application forms shall be used for all correspondences unless otherwise priory changed in writing.
- i) That all payments shall be made to the company's accounts designated by the company and receipts issued.
- j) All accounts rendered should be verified for correctness upon and any errors detected should be reported within 90 days.
- k) In the event of any dispute on the bill due to accuracy of the meter a test shall be carried out using a test meter and if the measured volume is found to be within 2% of the registered volume, the disputed volumes will be accepted as correct.
- l) That the customer shall not install booster pumps directly onto the water service lines.



HOW YOU CAN HELP US

Recognizing and understanding that the provision of customer service support is a two-way process, we appreciate your assistance in helping us provide you with a high standard of service by:

- a) Providing us with timely and accurate information that is necessary for us to provide support and guidance;
- b) Recognizing and understanding your responsibilities and accountabilities;
- c) Working with us to solve problems;
- d) Having a realistic expectation of the service offered; and
- e) treating our staff with courtesy and respect.





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TELL US HOW WE ARE DOING

We value your feedback. It provides us with information that helps us to refine and improve our service.

IF WE'VE EXCEEDED YOUR EXPECTATIONS

It is important to know what works well. By telling us when you have received excellent customer service and what we got right, it helps us to recognize the efforts of our people and to ensure we replicate best practice across the department.



IF WE DON'T MEET YOUR EXPECTATIONS

We are committed to ensuring all complaints received are taken seriously and handled efficiently, fairly and confidentially. If the service received does not meet expectations, we ask that you tell us as soon as possible through our official email; managingdirector@muwasco.co.ke or drop a written letter at our offices.

Complaints can be made either verbally or in writing.

We will aim to resolve all complaints as soon as possible, however depending upon the nature of the complaint response times may vary. All complaints will be handled in a confidential manner and you will be provided with updates during the investigation of your complaint.



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Class and Elegance, Simply the Best.

Filtered and purified under stringent hygiene standards;

Fort Aqua

stands out as affordable, refreshing and
great tasting mineral water.



Fort aqua mineral water is a product of fort beverage industries ltd;
a subsidiary company of murang'a water and sanitation company (muwasco)



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