



**NYERI WATER AND SANITATION COMPANY LIMITED**  
**CONSUMER AGREEMENT FORM**

**To:**  
**The Managing Director**  
**Nyeri Water & Sanitation Company Ltd**  
**P.O. Box 1520-10100**  
**NYERI**

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**PART A: APPLICANT/ CUSTOMER DETAILS**

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

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

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.....

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**PART B: DETAILS OF WATER CONNECTION**

New Connection ..... Change of Tenancy .....

Plot No. .... House No.....

Estate..... Property Owner.....(title document)

Expected number of water users .....

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

**PART D: LANDLORD/ AGENT GUARANTEE**

I Mr / Mrs / Miss .....(attach copy national ID) of P.O. Box .....being 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: .....**

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**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.....

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**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 of service line ..... service pipe materials ..... class .....

Deposit receipt No. .... Labor receipt .....Material receipt .....

Meter size .....Meter 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.....

<b>(a) Domestic Connections Charges (Kshs)</b>	
Application form	100.00
Deposit (Refundable)	2,500.00
Connection Fee	2,500.00
Transport (change of Tenancy)	200.00
Other charges	
<b>Total</b>	
Receipt No.	

<b>(b) Commercial Connections Charges (Kshs)</b>	
Application form	100.00
Deposit (Refundable)	Dependent on connection size, classification where applicable and consumption
Connection Fee	2,500.00
Transport (Change of Tenancy)	200.00
Other charges	
<b>Total</b>	
Receipt No.	

<b>(c) .....Connections Charges (Kshs)</b>	
Application form	100.00

Deposit (Refundable)	
Connection Fee	
Transport (Change of Tenancy)	
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 of .....20.....

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 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.
- 11) No Applicant shall use, or permit to be used the water supply for other purpose except as specified in this application.
- 12) 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.

13)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

14)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 & SANITATION COMPANY LTD**

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