

NYERI WATER AND SANITATION COMPANY LIMITED



CUSTOMER SERVICE AND RELATIONS POLICY

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FOREWORD

The Nyeri Water and Sanitation Company Limited (NYEWASCO) was incorporated on 23rd September, 1997 under the Companies Act, CAP 486. The Company is a wholly owned subsidiary of the Nyeri County Government. NYEWASCO operated as an agent of the defunct Municipal Council of Nyeri until 4th October 2005, when the Company signed a Service Provision Agreement (SPA) with Tana Water Services Board (Now Tana Water Works Development Agency) in line with the Water Act 2002. Upon the transfer of the devolved function for water and sanitation services to the County Governments, the County Government of Nyeri acquired full ownership of the Company through transmission of the shares previously held by defunct Municipal Council of Nyeri. It previously existed as Nyeri Water and Sewerage Company Ltd prior to a name change that was effected in May 2019. The Company's main mandate is to provide high quality water and sanitation services to the people of Nyeri Sub County and its environs.

The policy here on provides guidance, consistency, accountability, efficiency, and clarity on how Nyeri Water and Sanitation Company Ltd operates. It also provides guidelines and a roadmap towards growing the company and the realization of its core mandate which is the provision of Water and Sanitation services. NYEWASCO has a tradition of maintaining the highest standards of business and professional conduct and ethical integrity which reflects and promotes what we value as a company. Indeed, "integrity" is one of NYEWASCO's core values. This policy sets forth the standards of business conduct to which all NYEWASCO employees are expected to conform. The purpose of this policy is to provide a road map for day-to-day operations of the Company. This will ensure compliance with laws and regulations, give guidance for decision-making, and streamline internal processes. It must be remembered that no policy can foresee all possible situations which may arise. Thus, NYEWASCO ultimately relies upon the integrity and judgment of its employees "to do the right thing". This policy presents a general framework against which employees should measure their conduct in individual situations.

As we adopt this policy document, it is my sincere hope that minimum standards and guidelines would be met for the entirety of the Company in our collective effort to truly transform NYEWASCO into a world class water and sanitation services provider as espoused in our Mission and Strategic Plan blueprint. The Company Management will commit itself to the implementation of this policy for its optimum contribution towards the achievement of our Vision and Mission and needs of all our stakeholders.



Patrick K. Munuhe
Chairman - Board of Directors
Nyeri Water and Sanitation Company Ltd

LIST OF ABBREVIATIONS AND ACRONYMS


- SOICT - Senior Officer ICT
- SOHRA - Senior Officer Human Resource & Admin.
- CMCSS - Chief Manager, Commercial Services and Strategy
- CCPRO - Corporate Communication and Public Relations Officer
- CRO - Customer Relations Officer
- ICTO - ICT Officer

1. PREAMBLE

NYEWASCO acknowledge the importance of a **Customer Relations Policy** as a means of addressing needs and desired standards of service delivery to our esteemed customers as we endeavor to be a Company that satisfies and delights its customers.

We are also aware that a customer Relations policy is a management tool that enables organizations to create cordial relations with their customers from the resultant mutual understanding of expectations from each party.

NYEWASCO's desire, therefore, is that this policy shall be of mutual benefit to the company and its customers as aligned to NYEWASCO's Strategic Objective Number 3 to Strengthen Service delivery through employment of appropriate Technology.



ENG. PETER G. KAHUTHU
MANAGING DIRECTOR

1.0 INTRODUCTION

1.1 Background

The Nyeri Water and Sanitation Company Limited (NYEWASCO) was incorporated on 23rd September 1997 under the Kenyan Companies Act, Cap 486 and became operational in July 1998. The company's broad mandate is to provide water and sewerage services to the residents of the Nyeri Town Sub -County and its environs. NYEWASCO operated as an agent of the Municipal Council Nyeri until 4th October 2005, when the company signed Service Provision Agreement (SPA) with Tana Water Services Board (now Tana Water Works Development Agency) as provided for by the Water Act 2002. Upon the transfer of the devolved function of the water and sanitation services to the County Governments, the County Government of Nyeri acquired full ownership of the company through the transmission of the shares previously held by the defunct Municipal Council of Nyeri.

From the onset, NYEWASCO has sought to position itself as a world-class provider of water and sanitation services by focusing on:

- 2.1 Quality Service Delivery and,
- 2.2 Customer Satisfaction

1.2 VISION

“To be a world-class water and sanitation services, provider”

1.3 Mission

To provide reliable quality water, sanitation and allied services at environmentally and economically sustainable levels through application of innovative processes and appropriate technology to the delight of our customers and other stakeholders.

1.4 Core Values

- 1.4.1 Customer Centric
- 1.4.2 Professionalism
- 1.4.3 Innovativeness
- 1.4.4 Teamwork
- 1.4.5 Integrity
- 1.4.6 Responsiveness

1.4.7 Result Oriented

1.5 Motto

'For Quality Water'

2. SCOPE

The policy applies to all engagements between NYEWASCO and her customers

2.1 Purpose of this Policy

The purpose of this Policy is to enlighten customers on the services provided by NYEWASCO, their quality and availability. The policy is a public declaration to the customers on NYEWASCO's commitment to the delivery of these services. It spells out what the services and standard of service delivery that the customers should expect and how to seek remedy if our services fall below our customers' expectations.

NYEWASCO undertakes to attend to all Customers promptly and respectfully without regard to age, gender, sexual orientation, race, ethnicity, disability, language proficiency, social or economic status.

2.2 Policy objectives

The Policy seeks to ensure: -

- 2.2.1 Treat all customers with respect and courtesy;
- 2.2.2 Keep customers informed about products and services and communicate any changes promptly;
- 2.2.3 Consult with customers through regular meetings and provide a 24-hour service channel for customer enquiries;
- 2.2.4 Welcome constructive criticism from customers and use comments and suggestions for improvement; and
- 2.2.5 Offer professional and effective services to all customers.

In all these, our aim is to become "*Customer Centric*".

2.3 Our Commitment to Care

NYEWASCO pledges to offer the highest quality service. The commitment is to act in the best interest of our customers and continually improve our standards of quality in every aspect of our services.

2.4 Customer Care Declarations

Attending to customer's concerns and delivering quality service and products is part of NYEWASCO's core mandate. We, therefore, declare to:

- 2.4.1** Put the needs of the customer first,
- 2.4.2** Treat a customer with courtesy, consideration and respect,
- 2.4.3** Have qualified and supportive staff offering customer services.
- 2.4.4** Deal with all customer issues with efficiency, fairness and integrity,
- 2.4.5** Provide customers with relevant information using the most appropriate means of communication
- 2.4.6** Be as reliable, honest, and friendly at all times to our customers

2.5 Client Expectations

NYEWASCO pledges to uphold and practice these declarations while serving her customers in the following delegated works areas:

2.6 Extension of Water Supply

Prior to making any water supply extensions, NYEWASCO shall undertake to:

- 2.6.1** Carry out a survey to establish the demand, willingness and the affected populations for the intended services through:
 - 2.6.1.1** Public consultation forums
 - 2.6.1.2** Consultations with the relevant County Government Departments on issues related to the extension of the mains, including land issues.
- 2.6.2** Carry out a cost-benefit analysis to establish the following:
 - 2.6.2.1** The viability of the mains extension

- 2.6.2.2 Cost of the mains extension
- 2.6.2.3 Population density of the area
- 2.6.2.4 The expected level of new connections
- 2.6.2.5 Pay-back period
- 2.6.2.6 Availability of funds

Where an extension line within the service area is found not to be viable NYEWASCO will consider alternative means of supply within the approved tariff.

2.7 Connections:

2.7.1 Connection to water supply

NYEWASCO shall avail application forms for new connections at the approved tariff.

2.7.1.1 NYEWASCO will make available application forms through available channels.

2.7.1.2 The prospective customer will fill in and submit the application form.

2.7.1.3 A survey shall be carried out at the customer premises to determine the requirements for the new connection within **2 working days** upon submission of the application forms. An invoice is then raised in line with the applicable tariff.

2.7.1.4 NYEWASCO Officers will be available to inspect all plumbing work done by a customer before effecting any service connection.

2.7.1.5 Connection is effected within one working day upon payment, consequent account opening and confirmation of completion of the pipe laying works by the customer.

2.7.1.6 Refundable deposit is a component of the amount invoiced above. The deposit refund shall be payable within **seven working days** after account closure.

2.7.1.7 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.

2.7.1.8 The meter will be installed at the entrance one meter from plot boundary and the customer has an obligation to allow meter access to Nyewasco staff.

2.7.1.9 For multi-dwelling units or flats, all customer meters shall be placed in one chamber installed one meter from plot boundary in a horizontal position.

- 2.7.1.10 The customer will receive his or her first bill within **one month** from the installation date.
- 2.7.1.11 If a gate valve is malfunctions, the company may replace and debit the applicable cost of the same to the customer's water account.
- 2.7.1.12 If a customer water meter is damaged, the customer shall pay the cost of the meter.
- 2.7.1.13 The new connection materials shall be of the quality approved by NYEWASCO.

2.7.2 Connections to Sewerage Services:

2.7.2.1 NYEWASCO will make available application forms through available channels.

2.7.2.2 The prospective customer will fill in and submit the application form.

2.7.2.3 A survey shall be carried out at the customer premises to determine the requirements for the sewer connection within **2 working days** upon submission of the application forms. An invoice is then raised in line with the applicable tariff.

2.7.2.4 NYEWASCO Officers will be available to inspect and approve all sewer works done by a qualified plumber before effecting any service connection.

2.7.2.5 Connection is affected within **one working day** after sewer works are completed and approved.

2.7.2.6 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.

2.7.2.7 The customer will receive his or her first bill with sewer charges within **one month** from the connection date.

2.8 Billing and Bill Distribution

This policy aims to provide a transparent, open, and accurate billing system through an internationally recognized and secure process that complies with the best practice and bill distribution principles. This will include:

2.8.1 **Monthly** meter readings for all meters

2.8.2 Customers will be required to allow NYEWASCO staff access to all meters at all times for the purposes of meter reading and maintenance

2.8.3 Timely bill production that shall be within a monthly billing cycle.

2.8.4 Bills shall be delivered via E-billing to customers **instantly** after billing is complete

2.8.5 Sensitizing our customers about our tariff.

2.8.6 Allowing the customer to lodge any complaints regarding errors on their bills to the NYEWASCO offices within **two weeks but not later than three months**.

2.8.7 Complaints on erroneous bills shall be acted upon within **2 working days**. 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.

2.9 Payment for Services

NYEWASCO encourages payments by customers and will: -

- 2.9.1 Send bills with notification indicating customer position of indebtedness
- 2.9.2 Send reminders to customers to settle their bills through various channels.
- 2.9.3 Provide a range of payment options; which will include Check off system, Mobile money transfer, bank transfers and cheques.
- 2.9.4 Giving **14 days'** notice on the monthly bill to disconnect customers who are in arrears.
- 2.9.5 Billing on the actual consumption after cut off after which no billing will be done.
- 2.9.6 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 and details.
- 2.9.7 Allowing a customer to have access to his/her detailed statement of account at all times upon payment of requisite fees.

NYEWASCO expects all its services to be paid for and advises both its current and potential customers to refrain from the act of:

- 2.9.1.1 Consuming water illegally
- 2.9.1.2 Tampering with NYEWASCO's water meters
- 2.9.1.3 Water meter bypass

These acts may lead to fines and/or imprisonment as prescribed by the approved tariff and Laws of Kenya.

3.0 Customer Complaints

The Policy on handling customer feedback is geared towards:

Answering all telephone calls politely

- 3.0.1 Directing the customer to the relevant officer or office politely
- 3.0.2 Responding to customers' concerns within **2 working days**.
- 3.0.3 Advising the customers on what action will be taken to correct the complaint(s)
- 3.0.4 Advising the customer on what part he/she can play to assist in resolving the problem.
- 3.0.5 Providing feedback to all customer queries on the issues addressed through the appropriate means.
- 3.0.6 Treating the customer's personal information in strict confidentiality.
- 3.0.7 Enabling customers to examine and authorize changes to all their personal information for the purposes of updating the customer database

3.1 Internal Customer Service

3.1.1 Ambience and staff grooming:

- 3.1.1.1 The customer service center shall be maintained at the highest standard of cleanliness, neatness, and orderliness.
- 3.1.1.2 Formal language and politeness will be maintained at all times at the customer service center.
- 3.1.1.3 Customer facing employees will be provided with a branded uniform blouses/shirts.
- 3.1.1.4 The customer serving staff will be expected to wear identification badges bearing their name

3.1.2 Customer service staff welfare

NYEWASCO believes that satisfied employees translate to satisfied customers. In order to ensure that staff have the necessary dedication and commitment required to serve, the Company will endeavor to:

- 3.1.2.1 Treat all staff as partners in the success of the business.
- 3.1.2.2 Listen to opinions from employees for feedback on how to improve service delivery.
- 3.1.2.3 Value and appreciate the contribution of every staff to the service of our customers.

- 3.1.2.4 Regard fellow employees as internal customers who must be treated with respect, courtesy and honesty.
- 3.1.2.5 Practice pro-active information sharing.
- 3.1.2.6 Create, or contribute to forums for information sharing to ensure full understanding of internal customer service across the organization.

3.1.3 Customer Responsibilities

To facilitate the provision of the above services in a sustainable manner, the customer shall also be expected to do the following:

- 3.1.3.1 Treat NYEWASCO staff with courtesy
- 3.1.3.2 Pay for bills invoiced promptly.
- 3.1.3.3 Avail all information requested by NYEWASCO for execution of service.
- 3.1.3.4 Facilitate access to meters for proper readings, maintenance and inspection of the supply line.
- 3.1.3.5 Abide with the legal requirements and desist from acts of illegal usage of water
- 3.1.3.6 Raise complaints promptly and within the valid time period.
- 3.1.3.7 Report any pipe leaks/bursts, sewer blockages, missing manhole covers etc promptly to the company.
- 3.1.3.8 Avoid construction of permanent structures on water and sewer service lines.
- 3.1.3.9 Report to NYEWASCO all matters that they deem to have negative impact on service provision and especially any illegal practices observed in their area.
NYEWASCO shall treat the reports with confidentiality.

3.2 How to Lodge a Complaint?

Customers are encouraged to forward complaints, suggestions, and compliments to NYEWASCO, either in person, by post, telephone, or short message services and Social media platforms.

A complaints/suggestion box shall be placed at appropriate locations within the company premises and receipt of any suggestion acknowledged within **fourteen working**. While complaints will be treated in confidence, complainants are encouraged to identify themselves to lend credence to their complaints

3.3 Records of Complaints

All complaints shall be recorded in our customer relationship management module 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.

4.0 Risks identification and mitigation

Risk exists as a consequence of uncertainty and is present in all activities of NYEWASCO. Staff and key personnel will support, advise and implement policies approved by the Board to manage risks. Risk management incorporates elements of internal controls. This system encompasses a number of elements that together facilitate an effective and efficient operation, enabling NYEWASCO to respond to a variety of operational, financial, and commercial risks. A key focus of the risk management process is the concentration on control improvements to mitigate significant risks, however there is a need to balance the cost and the effectiveness of the controls.

The identified risks are as presented on Appendix i.

5.0 Amendments to the Customer Policy

This customer policy will be subject to regular review and amendments in line with changing circumstances and in consultations with NYEWASCO customers and other stakeholders.

In order to ensure an ongoing relevance and effectiveness of this POLICY and therefore shall regularly review it to find out:

- 5.1 Whether it continues to reflect our desired approach to customer service and any new initiatives in the area;
- 5.2 Whether the service commitments and standards are still aligned to the needs and priorities of our customers.
- 5.3 Whether it continues to meet our customer service principles and our core values;
- 5.4 Whether the current content is accurate;
- 5.5 Whether we should make changes in the existing methodologies of handling complaints;
- 5.6 Whether there is need to put make new improvement in service delivery out of successful implementation of the set procedures

6.0 CUSTOMER CHARTER TO THE POLICY

	SERVICE RENDERED	CLIENT REQUIREMENTS	USER CHARGES (KSHS)	TIMELINESS
1	NEW WATER CONNECTION	Copy ID, PIN AND DOCUMENT TO PROVE LAND OWNERSHIP	5100	24 HRS
2	NEW WATER CONNECTION (COMMERCIAL)	COPY ID, PIN AND DOCUMENT TO PROVE LAND OWNERSHIP	BETWEEN 5600-32600 BASED ON CATEGORY	24HRS
3	CHANGE OF TENANCY	COPY ID (SELF AND LANDLORD), PIN AND INTRODUCTION LETTER FROM THE LANDLORD OR AGENT	2800	12 HRS
4	SEWER CONNECTION	COPY ID, PIN AND LAYOUT PLAN	DOMESTIC-5100, OTHERS-7600	3 DAYS
5	WATER RECONNECTION	PAYMENT OF FEE	1000	12 HRS
6	METER TEST/CALIBRATION	PAYMENT OF FEE	500	3 DAYS
7	PROVISION OF INFORMATION /ATTENDANCE TO ENQUIRIES /HANDLING CORRESPONDENCES AND SUGGESTIONS (ACCESS TO INFORMATION)	PUT A REQUEST OR VISIT NYEWASCO OFFICES. VISIT NYEWASCO WEBSITE www.nyewasco.co.ke	FREE	VISIT - 15 MINUTES EMAIL - 1 WORKING DAY MAILED REQUEST - UP TO 7 WORKING DAYS IF FIELD VISIT LESS THAN 15 WORKING DAYS
8	PROMPT SERVICE TO VISITING CUSTOMERS (ACCESS TO QUALITY SERVICES)	VISIT OUR OFFICES AND SEEK A SERVICE	FREE	30MIN
9	PROVIDE INFORMATION ON CUSTOMER REQUIREMENTS ON WATER AND SEWERAGE SERVICES	RAISE REQUEST/CONCERN	FREE	30 MINUTES
10	COMMUNICATE OUTCOME OF TENDERING	MUST HAVE APPLIED/TENDERED	FREE	WITHIN 21 DAYS FROM THE DATE OF CONCLUDING THE TENDERING PROCESS

11	RESOLUTION OF COMPLAINTS	REGISTER COMPLAINT VERBALLY DROP IN SUGGESTION BOXES OR MAKE NORMAL CORRESPONDENCE	FREE	WITHIN 21 DAYS FROM THE DATE OF RECEIPT. APPEAL CASE - 30 DAYS
12	MAKE PAYMENTS TO SUPPLIERS AND/OR CONSULTANTS	GOODS /SERVICES/WORKS RECEIPT OF PROPER DOCUMENTATION (DELIVERY, INVOICE, SIGNED LPO, CONTRACT ETC)	FREE	WITHIN 30 DAYS (EXCEPT FOR SPECIAL CONTRACTS)
13	REFUND CUSTOMER DEPOSITS	RAISE REQUEST TO CLOSE ACCOUNT	FREE	7 DAYS
14	COMMUNICATE ON WATER SUPPLY INTERRUPTION	COMMUNICATION THROUGH SMS ON WATER INTERRUPTION BEYOND 6HRS	FREE	WHEN IT OCCURS
15	CUSTOMER SATISFACTION SURVEY	COOPERATION WITH THE PERSONS CARRYING OUT THE SURVEY	FREE	14 AYS

7.0 POLICY COMMUNICATION, IMPLEMENTATION AND REVIEW

7.1 Policy Communication

The overall responsibility to communicate this policy shall rest with the Managing Director.

7.2 Implementation Date

This Policy takes effect on the date it is approved by the NYEWASCO Board of Directors.

7.3 Policy Implementation

It shall be the responsibility of the Commercial Division, under the direction of Chief Manager, Commercial services to oversee the implementation of this Policy in all it's operations.

7.4 Policy Review

This policy shall be reviewed after every three (3) years or earlier as need arises with an aim to enhance efficient delivery of effective outcomes.

APPROVAL

TITLE : CUSTOMER SERVICE & RELATIONS POLICY

APPROVAL AUTHORITY : THE BOARD OF DIRECTORS

SIGNED:



20th June 2022

PATRICK K. MUNUHE
CHAIRMAN,
NYEWASCO BOARD OF DIRECTORS.

DATE

Appendix i: Risks and Risk Mitigation

No.	Risk	Risk description	Level of risk			Mitigation	Responsible person	Review
			Impact	Likelihood	Risk rating			
1.	Technological (CRM System Failure)	System and internet breakdowns	severe	Very likely	High	Power backup, Data back ups	SICTO	Quarterly
2.	Corruption	Soliciting bribes from customers for favors	Very severe	Very likely	Very high	Culture change trainings	SHRO/Section Heads	Quarterly
3.	Volatility Of Business Environment	Unexpected changes in the environment negatively affecting business	Very severe	Very likely	Very high	Flexibility in operations and regular and timely customer updates	CMCSS/CCPRO/CRO	Quarterly
4.	Impersonation	Non staff posing as Nyewasco staff	Very severe	Very likely	Very likely	Implementation of "Tambua" staff verification app	SICTO	Quarterly
5.	Physical Assault	Physical confrontation with customers when a decision is made against their expectation	severe	likely	High	Erecting barriers between customer care staff and customers	CMCSS/SOCS	Quarterly
6.	Customer data Manipulation	Incorrect customer data entry	Very Severe	Very Likely	Very High	User rights management	SICTO	Quarterly