

NYASARE WATER SUPPLY & SANITATION CO. LTD (NYAWASSCO)

Service Charter Table

Services	Service Product	Service Level	Where Can i get the service from
New connection	Processing of application form	Immediately	Customer Care NYAWASSCO
	Installation of connection after payments	1-5 days	New connection team NYAWASSCO
	First bill	1 month	Billing office
Disconnection/ Reconnection	Disconnection for non-payment of water bill	14 days from date of issue of bill	Revenue office
	Reconnection of water supply	Within 24 hours after payment	Revenue office
Customer queries and complaints	Account balance	immediately	Customer Care NYAWASSCO
	Lack of water complaint	1-2 days	Customer Care/Area office NYAWASSCO
	Reply to written complaints	1-3 days	Customer Care NYAWASSCO
	E-mail	Immediate	Customer Care NYAWASSCO
	Complaints through the telephone	Immediate	Customer Care NYAWASSCO
	Office visit complaint	Immediate	Customer Care NYAWASSCO

Water Kiosk	Application for retailing	Up to 1 month	Customer Care NYAWASSCO
Water bill	Meter reading	Monthly 25 th – 2 th	Meter reading office
	Water billing	Monthly	SMS/ Billing office/ ICT Office
Payment for services	Water sales and reconnection fees	Monday-Friday 8.00-5.00 pm	,Mpesa playbill 894650, Co-op Bank A/c.01134481262200,KCB A/c.1106531310, NYAWASSCO Head office
	New connection charge ,water deposits	Monday- 8.00-5.00 pm Friday	Mpesa playbill 894650, Co-op Bank A/c.01134481262200,KCB A/c.1106531310, NYAWASSCO Head office
Attendance to leaks and burst	Repair of leaks and burst	Within 12 hours of reporting	Technical Services Officer
Water quality testing	Residual chlorine	Daily	Technical Services Officer / chemical attendant production
	Chemical analysis	Monthly	Central testing lab/ Gov't Chemist/ KEBS
	Bacteriological analysis	1 month	Central testing lab/ Gov't Chemist/ KEBS
Service reliability	Water supply	7 days in a week	Operations officer and line patrollers offices
	Water quality	KEBS/WASREB standards	Technical/ Production section

Regular update of customers	Newsletters	Quarterly	Customer care
	Media	When need arises e.g. Interruption of water supply	Customer Care
	Stakeholders workshop/ forum	Once a year	Commercial and Finance Office
Office hours	Attendance to customers	Monday-Friday 8.00-5.00 pm	Customer Care office
Other Technical /Commercial services	Meter relocation	1-5 days	Operations officer and line patrollers offices
	Replacement of faulty meters	1-3 days	Operations officer and line patrollers offices
	Meter test	1-5 days	Operations officer and line patrollers offices
	Exhausting services	Within 24 hours after payment	Revenue office

In case of any complaints or complements report to the customer care desk at the NYASARE WATER SUPPLY & SANITATION CO. LTD Office or directly to the Managing Director

P.O. BOX 528-40400 SUNA MIGORI, TEL:0202110652, EMAIL:info@nyasarewater.co.ke or nyasarewater2013@gmail.com

f: nyasarewatersupply, x: nyasarewater.

Our slogan "Water is God's and Nature's free Gift but services must be paid for sustainability"