MURANG'A WEST WATER AND SANITATION COMPANY LTD.

P.O Box 118 - 10202,
Kangema.
Off Kangema - Kanorero Road

Office Line: 0769 951 223
Email: info@mwewasco.co.ke
Website: www.mwewasco.co.ke

Customer Service Delivery Charter

S/ No	Service rendered	Requirements	Charges In Kenya Shillings	Duration
1	Provision of information/attendance to inquiries	Put a request or visit our customer care offices	Free	Visit – 10 minutes Email-1 day Mailed request-14 days Field visit-14 days
2	Provision of new water connection	Title deed/letter from the chief, duly filled agreement form, customer to purchase fittings as prescribed. **Note: The company does NOT sell meters. A monthly meter rent is included in the water bill**	Domestic Connection fee = 1,000 Deposit = 1,000 Commercial Connection fee =5,000 Commercial Connection fee =2,500	7 days
3	Reconnections	Payment of dues, including penalties where applicable and a reconnection fee of Ksh 500	Free	24 hours (excluding weekends)
4	Meter testing	Payment of meter testing fee	500	1 day
5	Meter servicing	Customer makes a request	Free	1 day
6	Dispatch of bills	-	Free	Within the first week of the month
7	Resolution of customer complaints 1) Erroneous bills 2) No water flow 3) Minor bursts 4) Major bursts	1) Visit customer care desk and register complaint 2) Visit or call customer care desk 3) Call customer care desk 4) Call customer care desk	Free	1) 1 day 2), 3) & 4) 1 day but varies according to the magnitude of the problem

Customer Care Tel:	0728 828 168
Head office Tel:	0769 951 223
Email :	info@mwewasco.co.ke | kahutiwater@yahoo.com
Postal address:	Managing Director Murang'a West Water & Sanitation Company Ltd P. O. Box 118-10202 **KANGEMA** Off Kangema-Kanorero Road