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

NEW CONNECTION AGREEMENT FORM **ZONE……**

DATE…….

WALK-ROUTE…….

Between MURANG'A WEST WATER & SANITATION COMPANY LTD AND
……..(NAME OF APPLICANT IN BLOCK LETTERS)
ID NO……...*(ATTACH PHOTOCOPY OF ID*)
MOBILE NO ……...

CONDITIONS OF SUPPLY

1. The Water Service Regulatory Board and Murang'a West Water and Sanitation Company Regulations as from time to time amended shall be deemed to be incorporated in and to form part of these conditions of supply.
2. The applicant, upon approval of his/her application, shall provide fittings and materials required for installation of the new connection up to the meter point after paying the water connection fee. Connection shall be done according to Murang'a West Water and Sanitation Company Service Charter.
3. Murang'a West Water and Sanitation Company has a zero cash policy. All services to be paid for via Safaricom Pay bill 8007900 or Equity Bank account 0030290276210 and Family Bank account 009000010652.
4. All arrears of any account (deceased, inherited and disconnected account) in the same plot number or otherwise shall be payable before new account.
5. The customer shall meet all bills and charges in respect of water supplied in pursuance of this application and Customer Agreement until such time as the supply is disconnected pursuant to a written request made by him/her.
6. If any account is overdue the water supply may be cut off under the provision of the Murang'a West Water and Sanitation Company Rules and proceedings taken to recover the charges due.
7. Any changes in the charges shall be notified in the gazetted tariff, and in addition details thereof shall be sent to each customer with the monthly account preceding such change.
8. The Murang'a West Water and Sanitation Company shall have the right forthwith and without notice to terminate the agreement for any breach by the customer of the conditions of supply, but without prejudice to any antecedent right against the customer including the right to take proceedings.
9. a) No customer shall use, or permit to be used any water supplied in pursuance of an application made by him under these Regulations except for such use as specified by him in his application.
   b) No customer shall convey, or permit to be conveyed by any means whatsoever, for use outside his plot, or for sale, any water supplied to him by Murang'a West Water and Sanitation Company
   c) No customer shall supply water from his/her connection to any other homestead, plot, or premises.
10. The customer's responsibility begins with the meter and immediately after the meter towards his\her house irrespective of the length of pipeline financed by him/her and the water meter shall be 1 meter or 3 feet from the water service pipeline.
11. It is the responsibility of the customers to give access to the land premises to the WSP or his/her authorized agent who shall reserve the right to disconnect in event of no such access being granted.
12. The safety of the meter is the responsibility of the customer and any tampering of the same will be liable to a fine stipulated in the gazetted tariff.
13. In accordance with the Data Protection Act 2019, the Company shall treat all personal information confidentially and use it only for authorized service-related purposes. By signing this form, the applicant confirms that the information provided is true and voluntarily gives consent for its processing.

I hereby make application to be supplied with water from the above water supply for use at

Land Parcel No……..Sub-location…….

Location…….Address……

Type of Use

- ☐ Domestic/Residential
- ☐ Commercial/Industrial
- ☐ Public Schools
- ☐ Government/Institutions
- ☐ Water Vendor

I agree to abide by new connection Regulations and the special conditions set out herein above;

SIGNATURE:……

FOR OFFICIAL USE

Application Accepted For and on Behalf of the Managing Director

APPROVAL 1 – AREA MANAGER / ASST TM

APPROVED BY:…….

SIGNATURE:……

DATE:……

APPROVAL 2 – TECHNICAL MANAGER / COMMERCIAL MANAGER

APPROVED BY:……

SIGNATURE:……

DATE:……