

# NITHI WATER AND SANITATION COMPANY (KAMPUNI YA MAJI NA USAFI YA NITHI)

## NIWASCO

### OUR SERVICE CHARTER (HATI YA UTENDA KAZI)

ITEM	SERVICE	DETAILS OF SERVICE RENDERED		FEE IN KSH	TIME	REMARKS
HALI	HUDU MA		UTENDA KAZI	MALIPO	MUDA	MENGINEYO YANAYOHITAJIKA
1.	NEW CONNECTIONS  KUUNGA NISHWA UPYA	Domestic consumer (single dwelling)	<b>Mtumizi rejareja (Nyumba Moja)</b>	Deposit: 1500 L/charge: 500 <b>Amana: 1,500</b> <b>Kujiandikisha: 500</b>	3 days <b>Siku tatu</b>	Customer to pay for :- <ul style="list-style-type: none"> <li>• Connector</li> <li>• Stop cork</li> <li>• Required number of service pipes</li> <li>• <b>Kizibo cha maji</b></li> <li>• <b>Kiunganishi maji</b></li> <li>• <b>Fereji zinazotakikana</b></li> </ul> <b>Connector: - Kiunganishi ama</b>
		Domestic consumer (more than single dwelling) and consumption >200 m <sup>3</sup> per month	<b>Mtumizi rejareja (Nyumba Nyingi) na matumizi zaidi ya 200 m<sup>3</sup> kwa mwezi</b>	Deposit: 10,000 L/ charge: 500  <b>Amana: 10,000</b> <b>Kujiandikisha: 500</b>	3 days  <b>Siku tatu</b>	Customer to pay for :- <ul style="list-style-type: none"> <li>• Connector</li> <li>• Stop cork</li> <li>• Required number of service pipes</li> <li>• <b>Kizibo cha maji</b></li> <li>• <b>Kiunganishi maji</b></li> <li>• <b>Fereji zinazotakikana</b></li> </ul>
		Water kiosk with consumption > 50 m <sup>3</sup> per month	<b>Kioski ya maji ikiwa na matumizi zaidi ya 50 m<sup>3</sup> kwa mwezi.</b>	Deposit: 1,000 L/charge: 500 <b>Amana: 1,000</b>	3 days  <b>Siku</b>	Subject to kiosk being in place. <b>Lazima kioski kiwepo</b>

			<b>Kujiandikisha: 500</b>	<b>tatu</b>	
	Water kiosk with consumption > 50 m <sup>3</sup> but < 100 m <sup>3</sup> per month	<b>Kioski ya maji ikiwa na matumizi zaidi ya 50 m<sup>3</sup> lakini isizidi 100 m<sup>3</sup> kwa mwezi.</b>	Deposit: 2,000 L/ charge: 500 <b>Amana: 2,000</b> <b>Kujiandikisha: 500</b>	3 days <b>Siku tatu</b>	Subject to kiosk being in place. <b>Lazima kioski kiwepo</b>
	Water kiosk with consumption > 100 m <sup>3</sup> but < 3000 m <sup>3</sup> per month	<b>Kioski ya maji ikiwa na matumizi zaidi ya 100 m<sup>3</sup> lakini isizidi 3000 m<sup>3</sup> kwa mwezi.</b>	Deposit: 2,500 L/ charge: 500 <b>Amana: 2,500</b> <b>Kujiandikisha: 500</b>	3 days <b>Siku tatu</b>	Subject to kiosk being in place. <b>Lazima Kioski kiwepo</b>
	Water kiosk with consumption of > 3000 m <sup>3</sup> per month	<b>Kioski ya maji ikiwa na matumizi zaidi ya 3000 m<sup>3</sup> kwa mwezi.</b>	Deposit: 3,000 L/ charge: 500 <b>Amana: 3,000</b> <b>Kujiandikisha: 500</b>	3 days <b>Siku tatu</b>	Subject to kiosk being in place. <b>Lazima Kioski kiwepo</b>
	Retail shops, workshops and offices with monthly consumption >10 m <sup>3</sup>	<b>Duka rejareja, Karakana na Ofisi ikiwa na matumizi isiyozidi 10 m<sup>3</sup></b>	Deposit: 3,000 L/ charge: 500  <b>Amana: 3,000</b> <b>Kujiandikisha: 500</b>	3 days <b>Siku tatu</b>	Customer to pay for :- <ul style="list-style-type: none"> <li>• Connector</li> <li>• Stop cork</li> <li>• Required number of service pipes</li> <li>• <b>Kizibo cha mazi</b></li> <li>• <b>Kiunganishi maji</b></li> <li>• <b>Fereji zinazotakikana</b></li> </ul>
	Bar, Restaurants & lodgings with monthly consumption > 15 m <sup>3</sup>	<b>Hoteli, Mkahawa na Nyumba za Malazi zikiwa na matumizi isiyozidi 15 m<sup>3</sup></b>	Deposit: 5,000 L/ charge: 500  <b>Amana: 5,000</b> <b>Kujiandikisha:</b>	3 days <b>Siku tatu</b>	Customer to pay for :- <ul style="list-style-type: none"> <li>• Connector</li> <li>• Stop cork</li> <li>• Required number of service pipes</li> </ul>

				<b>500</b>		<ul style="list-style-type: none"> <li>• <b>Kizibo cha mazi</b></li> <li>• <b>Kiunganishi maji</b></li> <li>• <b>Fereji zinazotakikana</b></li> </ul>
		Hotels class 'A' & 'B' with monthly consumption < 150 m <sup>3</sup>	<b>Hoteli kiwango cha 'A' &amp; 'B' zikiwa na matumizi isiyozidi 150 m<sup>3</sup></b>	Deposit: 10,000 L/charge: 500  <b>Amana:10,000</b> <b>Kujiandikisha: 500</b>	3 days  <b>Siku tatu</b>	Customer to pay for :- <ul style="list-style-type: none"> <li>• Connector</li> <li>• Stop cork</li> <li>• Required number of service pipes</li> <li>• <b>Kizibo cha mazi</b></li> <li>• <b>Kiunganishi maji</b></li> <li>• <b>Fereji zinazotakikana</b></li> </ul>
		Hotels class 'C' & 'D' with monthly consumption > 150 m <sup>3</sup>	<b>Hoteli kiwango cha 'C' &amp; 'D' zikiwa na matumizi isiyozidi 150 m<sup>3</sup></b>	Deposit: 15,000 L/charge: 500  <b>Amana: 15,000</b> <b>Kujiandikisha: 500</b>	3 days  <b>Siku tatu</b>	Customer to pay for :- <ul style="list-style-type: none"> <li>• Connector</li> <li>• Stop cork</li> <li>• Required number of service pipes</li> <li>• <b>Kizibo cha mazi</b></li> <li>• <b>Kiunganishi maji</b></li> <li>• <b>Fereji zinazotakikana</b></li> </ul>
		Hospitals with monthly consumption > 150 m <sup>3</sup>	<b>Hospitali ikiwa na matumizi isiyozidi 150 m<sup>3</sup></b>	Deposit: 20,000 L/charge: 500 <b>Amana: 20,000</b> <b>Kujiandikisha: 500</b>	3 days  <b>Siku tatu</b>	Customer to pay for :- <ul style="list-style-type: none"> <li>• Connector</li> <li>• Stop cork</li> <li>• Required number of service pipes</li> </ul>
		Minor construction sites with monthly consumption < 200 m <sup>3</sup>	<b>Mjengo Ndogo pakiwa na matumizi zaidi ya 200 m<sup>3</sup></b>	Deposit: 10,000 L/charge: 500  <b>Amana: 10,000</b> <b>Kujiandikisha:</b>	3 days  <b>Siku</b>	Customer to pay for :- <ul style="list-style-type: none"> <li>• Connector</li> <li>• Stop cork</li> <li>• Required number of service pipes</li> </ul>

		<b>500</b>	<b>tatu</b>	
large construction sites with monthly consumption > 200 m <sup>3</sup>	<b>Mjengo mkubwa ukiwa na matumizi zaidi ya 200 m<sup>3</sup></b>	Deposit: 50,000 L/ charge: 500 <b>Amana: 50,000</b> <b>Kujiandikisha: 500</b>	3 days <b>Siku tatu</b>	Customer to pay for :- <ul style="list-style-type: none"> <li>• Connector</li> <li>• Stop cork</li> <li>• Required number of service pipes</li> </ul>
Light Industries with monthly consumption < 200 m <sup>3</sup>	<b>Kiwanda Kidogo kikiwa na matumizi isiyozidi 200 m<sup>3</sup></b>	Deposit: 10,000 L/charge: 500 <b>Amana: 10,000</b> <b>Kujiandikisha: 500</b>	3 days <b>Siku tatu</b>	Customer to pay for : <ul style="list-style-type: none"> <li>• Connector</li> <li>• Stop cork</li> <li>• Required number of service pipes</li> </ul>
Medium Industries with monthly consumption > 200 m <sup>3</sup> but < 300 m <sup>3</sup>	<b>Kiwanda kiasi kikiwa na matumizi zaidi ya 200 m<sup>3</sup> na isiyozidi 300 m<sup>3</sup></b>	Deposit: 15,000 L/ charge: 500 <b>Amana: 15,000</b> <b>Kujiandikisha: 500</b>	3 days <b>Siku tatu</b>	Customer to pay for :- <ul style="list-style-type: none"> <li>• Connector</li> <li>• Stop cork</li> <li>• Required number of service pipes</li> </ul>
Heavy Industries with monthly consumption > 300 m <sup>3</sup>	<b>Kiwanda Kikubwa kikiwa na matumizi zaidi ya 300 m<sup>3</sup> kwa mwezi</b>	Deposit: 20,000 L/charge: 500 <b>Amana: 20,000</b> <b>Kujiandikisha: 500</b>	3 days <b>Siku tatu</b>	Customer to pay for :- <ul style="list-style-type: none"> <li>• Connector</li> <li>• Stop cork</li> <li>• Required number of service pipes</li> </ul>
Health centres/dispensaries with monthly consumption < 150 m <sup>3</sup>	<b>Kituo Cha Afya ama Zahanati ikiwa na matumizi isiyozidi</b>	Deposit: 5,000 L/ charge: 500	3 days	Customer to pay for :- <ul style="list-style-type: none"> <li>• Connector</li> <li>• Stop cork</li> </ul>

			<b>150 m<sup>3</sup> kwa mwezi</b>	<b>Amana: 5,000 Kujiandikisha: 500</b>	<b>Siku tatu</b>	<ul style="list-style-type: none"> <li>• Required number of service pipes</li> </ul>
		Schools /colleges/other institutions with monthly consumption > 200 m <sup>3</sup>	<b>Mashule na Vyuo vikiwa na matumizi zaidi ya 200 m<sup>3</sup> kwa mwezi</b>	Deposit: 10,000 L/charge: 500 <b>Amana: 10,000 Kujiandikisha: 500</b>	3 days <b>Siku tatu</b>	Customer to pay for :- <ul style="list-style-type: none"> <li>• Connector</li> <li>• Stop cork</li> <li>• Required number of service pipes</li> </ul>
		Schools with consumption < 200 m <sup>3</sup>	<b>Mashule na Vyuo vikiwa na matumizi isiyozidi 200 m<sup>3</sup> kwa mwezi</b>	Deposit: 5,000 L/charge: 500 <b>Amana 5,000 Kujiandikisha: 500</b>	3 days <b>Siku tatu</b>	Customer to pay for :- <ul style="list-style-type: none"> <li>• Connector</li> <li>• Stop cork</li> <li>• Required number of service pipes</li> </ul>
2.	Special reading of meter	-	<b>Kusomwa Spesheli kwa mita ya maji</b>	200	1 day  Siku moja	Customer to request
3.	Disconnection at owners request	-	<b>Kukatiwa maji kwa hiari yako</b>	200	1 day Siku moja	Customer to clear the outstanding bill on the account first
4.	Reconnection	Otherwise than in respect of a first connection	<b>Kushikanishiwa maji</b>	200	1 day Siku moja	Customer to request Mteja awashilshemaombi
5.	Reconnection	After disconnection for non payment	<b>Kushikanishiwa maji baada ya kukatiwa</b>	500	1 day	Customer to have cleared the bill in full

			<b>kwa kutolipa</b>		<b>Siku moja</b>	<b>Mteja alipe gharama zote.</b>
6	Water bowser (own transport ) <b>Lorry ya maji</b>	-		100 per cubic meter	1 day <b>Siku moja</b>	
7.	Meter testing <b>Kuangali a usawa wa mita</b>	Allowable error margin < or equal to 5%	<b>Kiwango cha kukosea mizani kisizidi tano kwa mia</b>	500	1 day <b>Siku moja</b>	Customer to request in writing <b>Mteja awashilshie maombi</b>
8.	Exhauster services		<b>Kupekua Vyoo kutumia lori na mashine.</b>	Payments varies depending on the distance/place.	2 days <b>Siku mbili</b>	Customer to pay in advance <b>Mteja alipie mbele</b>
<b>PENALTIES/ FAINI AU ADA</b>						
9.	Illegal reconnection	Self reconnection after cut-off for non - payment	<b>Kujishikanizia maji (Kuibia maji) Wizi wa Maji</b>	5,000		Billing to be back dated from the date of cut- off Mteja alipe kutoka siku alikatiwa maji
10.	Illegal connection <b>Kujishika</b>	Domestic Mtu binafsi		10,000		Customer to regularize connection Mteja ashikanishiwe tena
		Commercial/Schools/ College/ Hospitals Shule/vyuo na Hospitali		40,000		Customer to regularize connection
		Construction site <b>Mahali panapo Mjengo</b>		100,000		Customer to regularize connection

	<b>nizia maji (Kuibia maji) Wizi wa Maji</b>	Industry <b>Kiwanda</b>		500,000	Customer to regularize connection
11.	Tampering with water meter  <b>Kuchokora mita ya maji</b>	Including but not limited to:- <ul style="list-style-type: none"> <li>- Removal</li> <li>- Reversing</li> <li>- Breaking of seal</li> <li>- <b>Kutoa</b></li> <li>- <b>Kurudisha manyira nyuma</b></li> <li>- <b>Kuvunja hati</b></li> </ul>		5,000	
12.	Loss or damage of meter <b>Kuharibu ama kupoteza mita ya maji</b>	-		Prevailing market price of meter <b>Kulingana na hali.</b>	Supply shall be disconnected until paying for the meter <b>Utakatizwa utumiaji mpaka ulipie mita nyingine</b>