

Job Opportunities



Report Burst and Leakages



Report Illegal Connections



MURANG'A SOUTH

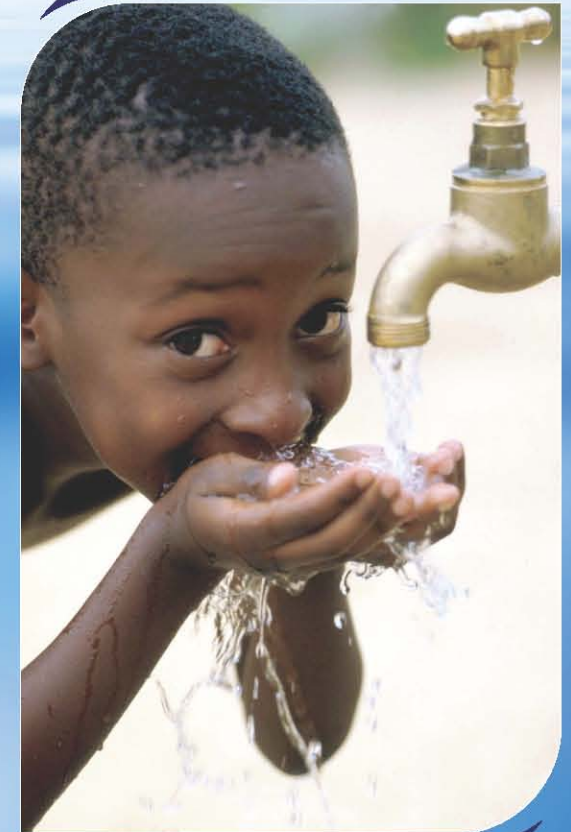
WATER & SANITATION COMPANY

"Quality Water Through Quality Services"

CUSTOMER CARE

For enquiries or to report a problem,
Call MUSWASCO,
Customer care lines: 0716 645 343
0719 503859

For more information please contact
Murang'a South Water and Sanitation Compan Ltd.
P. O. Box 87-01034 Kandara
Office Mobile: 0716 645 345
EMAIL: murangasouth@muswasco.com
OR
murangasouth@gmail.com
WEBSITE: www.murangasouthwater.co.ke



BACKGROUND

Murang'a South Water and Sanitation Company (MUSWASCO) was incorporated on 23rd May 2008 under the Kenya Companies Act, Cap 486. The company is mandated via a Service Provision Agreement (SPA) of November 2011, to provide water and sanitation services to three sub-counties of Murang'a County namely: Kandara, Kigumo and Murang'a South. MUSWASCO is wholly owned by the Murang'a County Government under the Constitution of Kenya 2010. Tana Water Services Board (TWSB) is the current asset developer for the National Government, while the national regulator WASREB is the licensor of the WSPs as per the Water Act 2016.

Vision

To be a model Water and Sanitation Services Provider in Kenya

Mission

To provide quality, affordable, reliable and sustainable water and sanitation services by meeting and exceeding the customers' and stakeholders' expectations.

Strategic Objectives

- To increase access and coverage to safe water and sanitation services.
- To reduce Non-revenue Water levels to standard levels.
- To enhance institutional capacity.
- To enhance financial sustainability.
- To enhance adequate and reliable data.
- To develop and operationalize policies in addressing cross-cutting issues in compliance with the relevant Acts.

Core Values

- Quality service and Customer focus
- Transparency and Accountability
- Good governance
- Innovation
- Team work

CONNECTION REQUIREMENTS

- Copy of I.D.
- Spouses' copy of I.D.
- Photocopy of title deed or letter from the area chief

CONNECTION COST

- Refundable deposit: Ksh 1,500
- Connection cost: Ksh 1500
- Total cost: Ksh 3,000
- Materials from MUSWASCO's service line to your homestead

WATER USE

The water supplied by MUSWASCO is treated and safe to drink



Because it is treated with chlorine it is not safe for farming



PAYMENT OPTIONS

Customers can pay via:

- Mpesa pay bill number 346350
- Equity bank: 0090292737794
- Murata sacco: 006-8056-001-08098
- Unaitas: 002020037
- Enquiries: 10 pay points



GETTING INVOLVED:

- Report bursts and leakages
- Attend *barazas*
- Job opportunities with MUSWASCO
- Report illegal connections
- Report corruption



Attending Barazas