



MURANG'A SOUTH WATER & SANITATION COMPANY LIMITED

KANDARA HEAD OFFICE

P.O. Box 87-01034 KANDARA

CUSTOMER CARE: 0716645343, 0719503859

Email: murangasouthwater@yahoo.com OR murangasouth@gmail.com

Serial no/...../...../CAF/2017

CUSTOMER'S AGREEMENT FORM

SCHEME:

DATE:

Between;

MURANG'A SOUTH WATER & SANITATION COMPANY LTD

&

NAME OF APPLICANT (FULL NAMES IN BLOCK)

.....
(SURNAME) (FIRST NAME) (LAST NAME)

ID NO..... KRA PIN NO..... (ATTACH PHOTOCOPY OF ID AND KRA)

MOBILE NO

SPOUSE/GURDIAN NAME..... ID NO..... (Attach photocopy of I.D)

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

PLOT No.....

Land Parcel No...../ or street,

Village, Sub-location, Location.....

Occupied by me for domestic use, or use in hotel, boarding house, business premises, industry, fire fighting. (Delete items, which do not apply. Details will be required of industrial use)

I agree to abide by the Water Service Provider (undertakers) Rules, the Water (Murang'a South Water and Sanitation Company) General Regulations and the special conditions set out on the back (Next page) hereof; (Signature of applicant)

Postal Address.....

Employer's Name.....

Employer's Address.....

Employer's phone no.....

Residential Address.....

(At the back please draw a sketch showing location of residence including landmarks where possible)

FOR OFFICIAL USE

Application Accepted For And On Behalf Of the Managing Director

INTENDED SERVICE LINE:.....

NRW OFFICER

DATE:.....

SIGNATURE:.....

(After approval whether viable for connection)

CUSTOMER CATEGORY:.....

GPS COORDINATES OF THE LOCATION

Lat:.....

Long:.....

(After approval whether viable for connection)

CONDITIONS OF SUPPLY

1. The Water Service Provider Rules, and Murang'a South 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. Applications for the execution of works will as a rule be dealt with in the order of priority of date, but the Water Service Provider reserves the right of executing the work in the manner and at the time best suited to his convenience.
3. All arrears of any account (deceased, inherited and disconnected account) in the same/not same plot number shall be payable before new account.
4. If any account is overdue the water supply may be cut off under the provision of the Water Service Providers Rules and proceedings taken to recover the charges due.
5. Any changes in the charges shall be notified in the Gazette, and in addition details thereof shall be sent to each customer with the monthly account preceding such change.
6. The Water Service Provider 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.
7. 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 the Water Service Provider.
8. In accordance with Regulations the customer shall deposit Kshs 1,500 for domestic and Kshs 10,000 for business premises which shall be retained by the Water Service Provider for the period during which the customer is supplied with water.
9. The customer shall meet all 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.
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.

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11. It is the responsibility of the customers to give access to the land premises to the WSP or his 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 tempering of the same will be liable for a fine stipulated in the water rules.
13. It's the responsibility of the customer to provide the required materials as assessed by the office from the water service pipeline. This includes the unskilled labor.

FOR OFFICIAL USE

BILLING OFFICE

Connection No:
Meter S/No......
 Size of Meter:
 Initial Meter Reading:
 Customer Category:.....

Scheme:.....
Zone:
 Walk route:.....
 Receipt (Deposit) No:
 Receipt (works) no:

(Attach copy of receipts)

NRW/METERING DEPARTMENT

NRW SUPERVISOR

DATE:
SIGNATURE:.....

CONNECTION DONE BY:.....
SIGNATURE:.....

DATE WATER TURNED ON:.....

CUSTOMER SIGNATURE:.....
(Confirmation water turned on)

CONNECTION DUE FOR BILLING

BILLING OFFICER
DATE:.....
SIGNATURE:.....

CONFIRMATION WHEN CUSTOMER CONNECTED

DEBT CONTROL OFFICER
DATE:.....
SIGNATURE:.....

DRAW A SKETCH SHOWING AREA OF RESIDENCE BELOW AND RELATE IT TO A LAND MARK