



MURANG'A SOUTH WATER & SANITATION COMPANY LIMITED

KANDARA HEAD OFFICE
P.O BOX 87-01034 KANDARA

OFFICE MOBILE: 0716-645345 CUSTOMER CARE NO: 0716-645343(KANDARA) 0719-503859(KIGUMO)

EMAIL: murangasouth@gmail.com, info@muswasco.co.ke OR maraguawater@yahoo.com

DATE:	SCHEME: <input type="text"/>
	ACCOUNT NO.: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

PLEASE FILL ALL RESPONSES WHERE APPLICABLE IN CAPITAL LETTERS AND TICK IN THE APPLICABLE BOX

CUSTOMER AGREEMENT FORM

Between;
MURANG'A SOUTH WATER & SANITATION COMPANY LTD
&

Applicant's Surname/Company name:	Other Names:
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KRA PIN NO: (Attach copy)	National ID No/Incorporation No (Attach copy)	Ownership of property: If other, specify
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Tel/Mobile No:	E-mail address:
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Postal Address:	Code:	Town:
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SPOUSE/NEXT OF KIN/GURDIAN NAME:

National ID No. (Attach copy)	Phone No.	E-mail address:
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Applicant's Signature; _____ Date _____

Application Received by: _____ signature _____ Date _____

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

PHYSICAL LOCATION	Land Parcel No:	Location /Area:	Street:
	Plot No:	Sub-location/Village:	

TYPE OF SUPPLY	Domestic/Residential <input type="checkbox"/>	Commercial/Industrial <input type="checkbox"/>	Government/Institutions <input type="checkbox"/>
	Schools/Universities/Colleges <input type="checkbox"/>	Bulk Water <input type="checkbox"/>	Multi-Dwelling Units <input type="checkbox"/>
	New premise Separation <input type="checkbox"/>	Stand Pipes/Water Kiosk <input type="checkbox"/>	

MURANG'A SOUTH WATER & SANITATION COMPANY LTD

CONDITIONS OF SUPPLY

1. The Water Service Provider's 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. All applications for the execution of works will be dealt with in the order of priority or date, but the Water Service Provider reserves the right of executing the work in the manner and at the time best in its convenience.
3. The company shall have the right forthwith and without notice to terminate the agreement for any breach by the consumer to the conditions of supply, but without prejudice to any antecedent right against the consumer including the right to take court proceedings
4. All arrears of any account (deceased, inherited and disconnected account) in the same plot/parcel of land shall be payable before new account.
5. If any account is overdue the water supply shall be cut off and shall only be reconnected upon payments of the outstanding bills and requisite reconnection fees.
6. All water consumed shall be billed at the end of thirty days' consumption. Water Bill payments shall be made strictly through electronic money transfer platforms including MPESA Paybill and through Bank Transfers and Cheques.
7. Customers shall be bound by and should comply with the tariff and conditions outlined in the **Gazette Notice No. 10543** published in the **Kenya Gazette Vol CXXV-No. 180** of 11/08/2023. Any changes in the water tariffs shall be notified in the Kenya Gazette one month before implementation. The same shall also be displayed on the Company's Notice board, company website and Service Centers.
8. (A) No customer shall use or is permitted to use, any water supplied in pursuance of this application except for such use as specified by him in his/her application.
(B) No customer shall convey, or permit to be conveyed by any means whatsoever, for use outside his/her plot, or for sale, any water supplied to him/her by MUSWASCO
9. In accordance with regulations, the customer shall pay a Water Deposit and New Connection Fee in the respective consumer category as per the approved tariff.
10. 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/her.
11. The customer's responsibility begins with the meter and immediately after the meter towards his/her premise 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.
12. It is the responsibility of the customers to give access to the land premises to the WSP or its authorized agents who shall reserve the right to disconnect in event of no such access being granted.
13. It's the responsibility of the customer to provide the required materials as assessed by the office from the water service pipeline.
14. The company shall be responsible for all water supply facilities up to the connection point. Thereafter the responsibilities and risks pass to the customer.
15. A) The safety of the meter is the responsibility of the customer. It is unlawful for anyone to tamper with a water meter as it is the property of the company. The meter should not be removed and kept in the house at any time. Meter tampering shall lead to disconnection of supply services and the company reserves the right to lodge a criminal complaint against the customer. In addition, the customer shall be required to pay any applicable penalties prior to any reconnection of services.

B) It is unlawful for anyone to pump water directly from the supply line/meter using a pump. Should there be such direct pumping the company will disconnect services, in addition the customer shall be required to pay the applicable penalties prior to any reconnection of services

16. Except in cases of emergencies, the Company shall endeavor to notify of any service Interruption
17. Customers may lodge complaints with and report any corrupt practices involving the Company's employees/agents at any service center or drop a confidential note at our suggestion/reporting boxes.
18. The company reserves the right to reject your application or withdraw the connection for any false information given or default on payments for services rendered for your other existing connections.
19. In case of changes of ownership of the building a new water agreement must be entered into, and the applicant shall provide required documentation and pay the applicable charges as per the approved tariff.
20. The customer shall give a written notice of fourteen days, where services of MUSWASCO are no longer required prior to the termination of the contract.
21. In cases of meter theft, a police abstract should be produced before issuing another meter.
22. Customers are requested to compare the meter readings indicated on the monthly bill with the actual reading on the meter for their personal authentication of bills issued.
23. Customers are required to update their telephone contacts to enable them receive the SMS bills.

CUSTOMER OBLIGATION:

I agree to abide by the Water Service Provider's Rules, the (Murang'a South Water and Sanitation Company) General Regulations, the special conditions set out in this contract and hold myself responsible for payment of water and all other applicable charges, until such a time as the agreement is terminated in accordance with the company policy.

Applicant Signature: _____ Date: _____

FOR OFFICIAL USE ONLY

RECEIPT OF REQUISITE FEES

Connection fees (Kshs).....Ref. No.....

Deposit (Kshs).....Ref. No.....

Payment date.....

COMPANY OBLIGATION

Application Accepted for and on behalf of the Managing Director.

Murangá South Water and Sanitation Co. LTD hereby agrees to supply water to the applicant above according to the terms and conditions specified in this contract

Application Accepted by;

CUSTOMER CARE ASSISTANT:

Name:..... Signature..... Date