

CUSTOMER SERVICE CHARTER

OCTOBER 2018

**County Government of
Laikipia**



**Nanyuki Water and
Sewerage Company**





County Government of Laikipia

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Nanyuki Water and Sewerage Company

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Purpose of the Charter

This charter is Nanyuki Water and Sewerage Company's (NAWASCO) public declaration of its commitment to deliver water and sewerage services within its licensed service area. The Charter spells out the standards of service delivery that a customer should expect, and the steps that may be taken if services fall below customer expectations. This service charter is subject to occasional review and update.

NAWASCO's Vision

Premiere Utility in Excellent Service Delivery.

NAWASCO's Mission

To sustainably provide excellent water and sanitation services through professional and competitive practices to the satisfaction of our stakeholders

Core Values

Integrity and Professionalism, Respect for Diversity, Environmental Sustainability, Stakeholder Participation, Teamwork and result oriented.

NAWASCO's Commitments to Clients

Water Quality – NAWASCO will supply water that is safe to drink and continuously monitor quality of water supplied to adhere to these standards;

Continuity of water supply – NAWASCO will, as much as is technically feasible, provide 24/7 hours of water supply. Where this is not feasible, the utility will publish, communicate and adhere to a water rationing schedule;

- At least 48-hour notice will be given prior to planned supply interruptions
- NAWASCO will strive to respond promptly (within 2 hours) of unplanned interruptions

Water flow and pressure – NAWASCO will provide water at a rate of at least 1000l/hour and within a standard pressure gauge;

New connections – NAWASCO will install or activate water service connections within 10 business days or on an agreed day, once the conditions for connection including fees and other charges are satisfied;

Identification – NAWASCO employees and contractors will carry and always display identification to clients. This includes meter readers who visit client premises;

Waste water treatment – NAWASCO will maintain and operate the wastewater service up to the client's property connection point. Wastewater will be removed from client property and treated to high quality to protect public health and environment;

Queries/concerns – NAWASCO will maintain a Customer Care desk that will observe courteousness, confidentiality and urgency in addressing client queries/ concerns;

Information dissemination – NAWASCO will make available publicly relevant information including water tariffs and metering schedules.

Service level – NAWASCO commits to adhere to the timelines of service delivery specified in its Service Level Commitments.

NAWASCO's Expectations of Clients

NAWASCO Assets – Consumers will provide reasonable access to water meters to enable meter reading and/or maintenance and inspection of the water network. Consumers will also take care of the assets and promptly report to NAWASCO in case of damages;

Asset Maintenance – Consumers will report any pipe bursts/leaks, missing fittings and chamber covers promptly to the company. Further, consumers will not construct any structures on water and sewerage pipelines;

Staff engagement – Consumers will treat the NAWASCO staff with courtesy and respect;

Billing and Payment – Consumers will promptly pay their water bills and any other charges they may incur. They will also notify NAWASCO of any changes of address / ownership or any change land use;

Waste disposal – Consumers will dispose household waste correctly, including not flushing foreign objects (e.g. plastics) into the sewerage system;

Transparency and Accountability – Consumers will not engage in any activities that may lead to defrauding NAWASCO. This includes engaging in meter tampering, meter bypassing and installation of illegal water connections which will attract a penalty.

Payment Details

M-pesa Paybill – 540300; Acc: Water account #
Equity Bank – Acc. #: 0270295023483
Sidian Bank – Acc. #: 01019020000667
Post Bank - Acc. #: 0744130012585

KCB – 1103189492
Posta – NAWASCO
(All payments should quote the water account number)

Feedback Mechanisms

For enquiries, complaints, compliments, suggestions or reports, you may contact the utility by telephone, email, social media sites or in person by visiting the utility offices.
E: nawascom@yahoo.com; **T:** 0734810463 / 0716136559 / 062-2031351; **Toll Free**
Phone #- 0800721101; **Facebook:** Nanyuki Water and Sewerage Company



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Service Level Commitments

Services	Requirements	Timelines	Contact Person / Dept.
New Connections (Water and Sewerage)	Completed application form and copies of ID, pin certificate, contact information of an already existing connection within proximity of target premises & proof of ownership Cost Application form – KES 200; New connection fee and Deposit – vary with customer type (See tariff structure)	Processing application form – Immediately after form submission (<i>before the applicant leaves the office</i>)	Customer Care
		Installation of connection – Within of 10 working days upon payments	Technical Team – Meter Installations Liaison
Meter reading	Access to meters (within utility's working hours 8:00 – 5:00pm)	Once every calendar month (according to Metering schedule)	Meter Readers
Meter testing	Request for meter testing; Fee of KES 500	Within 3 working days of making a request	Request for testing – Customer Care Meter testing – NRW Officer
Meter servicing	Request for meter servicing	Within 3 working days of making request	Request for servicing – Customer Care Meter servicing – NRW Officer
Billing	-	Once every month (according to billing schedule)	Billing Officers
Dispatch of bills	-	Once every month (according to billing schedule)	Domestic bills – SMS Manual Bills (upon request) – Meter Readers
Disconnections	Water payment arrears beyond the payment due date	After expiration of the bill due date	Revenue Office
Reconnections	Payment of arrears; Request for reconnection (by providing evidence of payment) Cost Reconnection fee – KES 500 Penalties where applicable – See tariff structure	1 working day after making payments and making request for reconnection	Processing reconnection request – Customer Care
			Revenue Office
Resolution of customer complaints And Feedback to the utility	Erroneous bills	Within 3 working days of making request	Processing complaint and feedback – Customer Care Resolving bill error – Billing Officers
	Water supply concerns (no water flow, pressure issues)	Feedback on supply disruption – 1 working day (may vary with magnitude of problem)	Resolving disruption concerns – O&M Team
	Water distribution concerns (pipe bursts/leakages)	1 working day (may vary based on magnitude of problem)	Resolving supply concern – NRW officer or O&M Team based on nature of the problem
	Other complaints/feedback (e.g. water quality, uncourteous staff, odor from sewerage treatment works)	1 working day (may vary based on nature of complaint)	Processing and assigning complaint/concern – Customer Care
Account Closure	Submit request to the Customer Care office	1 working day (as long as there are no pending arrears)	Processing request – Customer Care officer Account closure – Revenue Office
Sewer maintenance	Request for sewer maintenance services	Within 1 working day of making request	Processing request – Customer Care office Sewer maintenance - Sewerage foreman
Exhauster services	Submit request to the Customer Care office Cost KES 5,000 + mileage charges (@KES 75/KM)	Within 2 working day after making payments	Processing request – Customer Care Provision of services – Sewerage foreman



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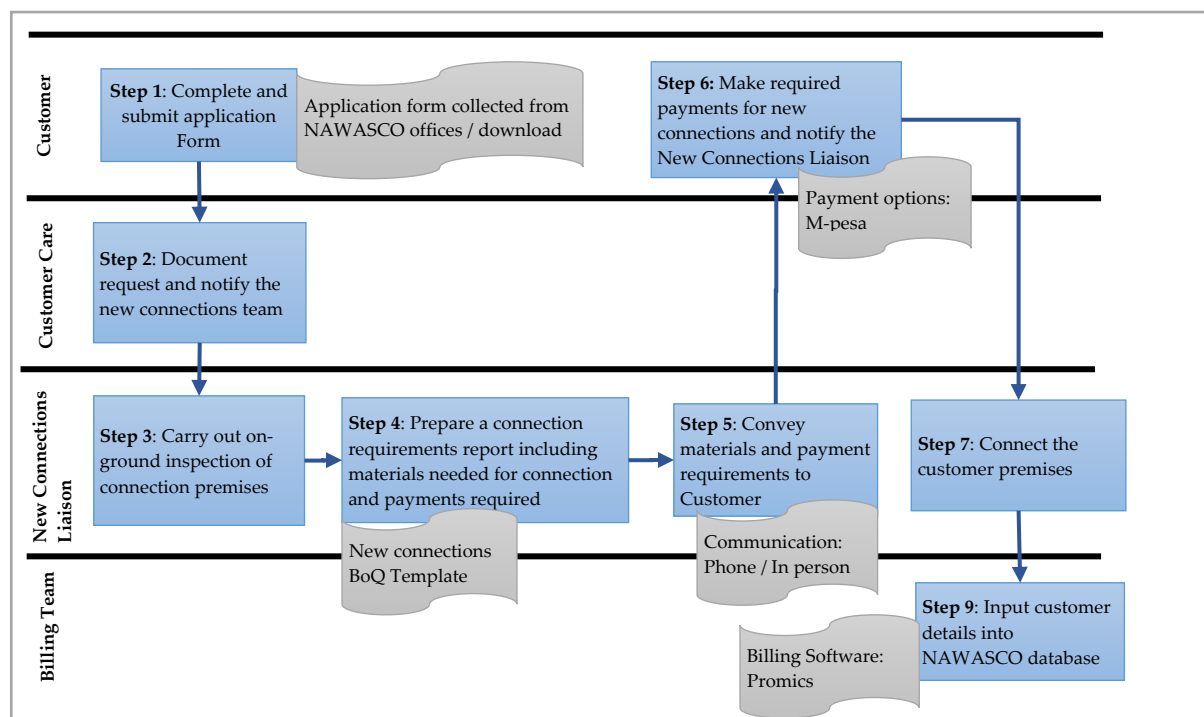
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Standard Operating Procedures

Application Process

The schematic below summarizes the application process.



Step	Description	Timeline (Working Days)
Step 1	Complete Application Form The prospective customer shall complete the application form for a new connection. This form shall be made available by NAWASCO and can either be collected from NAWASCO offices or downloaded from the website. The Customer Care Officer is responsible for ensuring that the forms are available upon request. Customers are responsible for completing the forms and submitting them to the Customer Care desk.	1 day
Step 2	Documentation of request for new connection The Customer Care Officer is responsible for documenting the request for a new connection. The documentation process shall include: - Issuance of a 'new connection request' reference ID - Explaining the procedure involved in getting a new connection to the customer - Assigning the connection request to the relevant person (New Connections Liaison) and sharing their contact information with the customer.	
Step 3	On-ground Inspection The assigned Liaison is responsible for conducting a ground survey to i) verify the target location for the new connection, ii) determine the feasibility of and materials	1 day



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	needed for the new connection.	
Step 4	Preparation of a connection requirements report Following the site survey, the Liaison shall develop a bill of quantities (BoQ) for materials needed for the water connection. For transparency, a standard BoQ template shall be adopted by NAWASCO and availed online for reference from the company's website. The BOQ template shall list the different materials that could be needed for a connection and their specified prices. The prices shall be the averages of costs provided by the utility's pre-qualified suppliers and shall be updated with every prequalification cycle. Following completion of the BoQ template, the Liaison shall determine the total cost of getting a connection for the specific applicant. This shall include the cost of materials, and the application fee, the new connection fee, and the water deposit as specified in NAWASCO's tariff structure.	
Step 5	Conveying connection requirements to Customer The New Connections Liaison shall convey the payment requirement details to the prospective customer.	
Step 6	Payment for new connection The customer/applicant shall be responsible for making payments to the utility as stipulated in the costing breakdown. All payments shall be via mobile money (M-pesa). The application shall take effect once the applicant provides evidence of payment (to the Liaison) and a signed consumer contract is submitted to the utility, through the Customer Care Officer.	-
Step 7	Implementation of new customer connection The New Connections Liaison shall carry out the actual connection of the premises to the utility's water distribution network.	
Step 8	Input of customer details into NAWASCO database The Liaison shall liaise with the Billing office to update NAWASCO's database with the applicant's details for the creation of a new customer account in the utility's database – Promics.	Within 10 days



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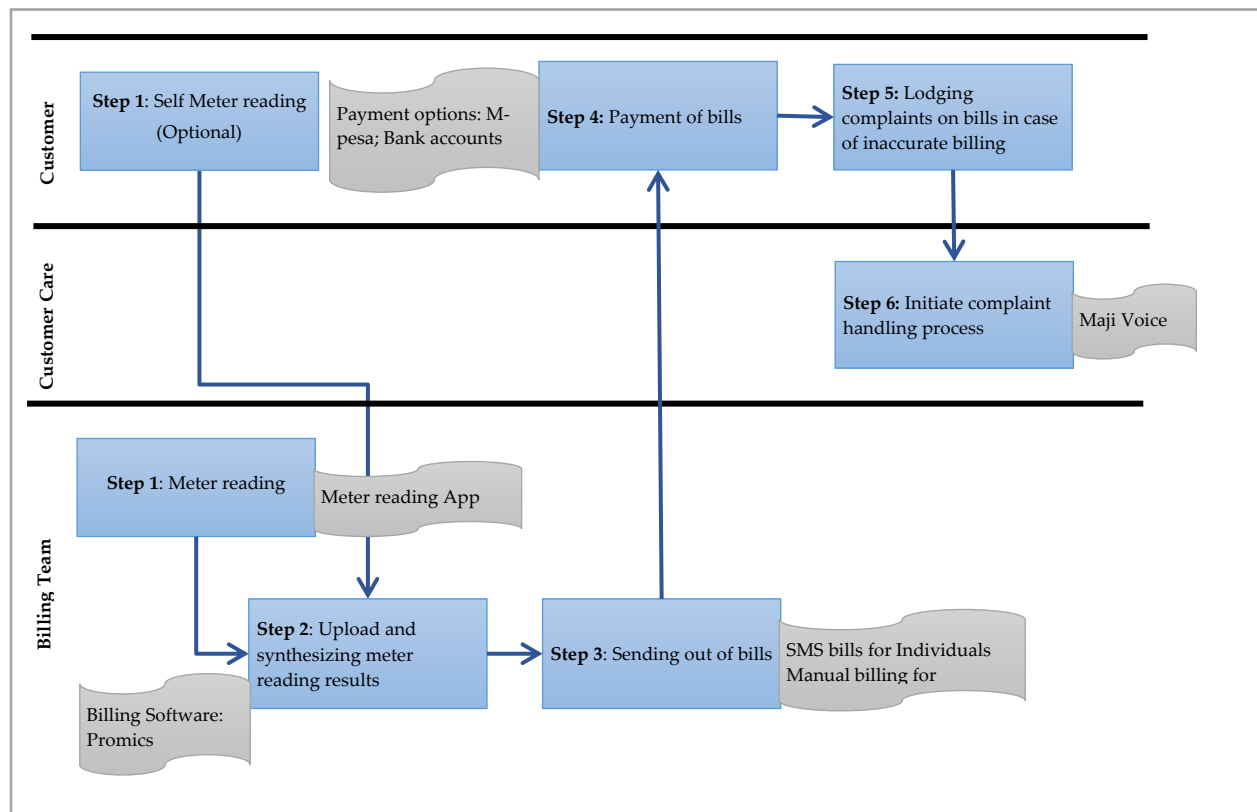


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Meter Reading and Billing Process

The schematic below summarizes the meter reading and billing process.



Step	Description	Timeline
Step 1	Meter Reading Each meter shall be read once every calendar month. The reading cycle across the 19 NAWASCO blocks shall be published on the utility's website. Meters may be read by either: 1. A NAWASCO meter reader. In this case, the customer shall ensure access to the meter within their premises. All meter reading exercises shall be carried out within the utility's normal working hours (8 am – 5 pm). 2. The customer may opt to remit their own meter readings, where they shall provide photographic evidence of the meter reading to the NAWASCO billing officer. Readings must be submitted within the reading cycle timelines as published on the company website.	Meter read once a month;
Step 2	Compiling and synthesizing meter reading results All meter reading by NAWASCO staff shall be done using the utility's meter reading app. Once collected using the App, or a photo of the reading is provided by the customer, the meter readings data will be uploaded (synced) onto the utility's billing software (Promics) for synthesis. The synthesizing will include: - Determining the monthly consumption and reviewing the data for any anomalies /	Within 1 days of meter reading



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	outliers. - In the event of anomalies, the billing officer will request the responsible meter reader / customer for a meter reread to verify data provided. - Customer bills shall be auto-calculated by the billing software (Promics)	
Step 3	Sending out bills The billing office is responsible for issuing bills to consumers for water consumed. Domestic bills shall be communicated via SMS while manual bills will be delivered to clients that opt to receive manual bills (e.g. institutional clients and large commercial entities) The bill shall observe simplicity and include, at a minimum: i) cost breakdown for the bill, ii) the bill due date, iii) applicable modes of payment and the payment details, and iv) contact number in case of queries.	
Step 4	Payment of bills After receiving the bills, customers will be responsible for making payments before the due date as specified in the bill. All payments shall be done through either mobile money platforms and bank deposits.	Within 2 weeks of receiving the bill
Step 5	Lodging complaints on bills In the event of a bill related query, the customer shall contact the Customer Care Officer with questions and/or complaints.	-
Step 6	The Customer Care officer shall initiate the Complaint and Dispute Handling process.	-



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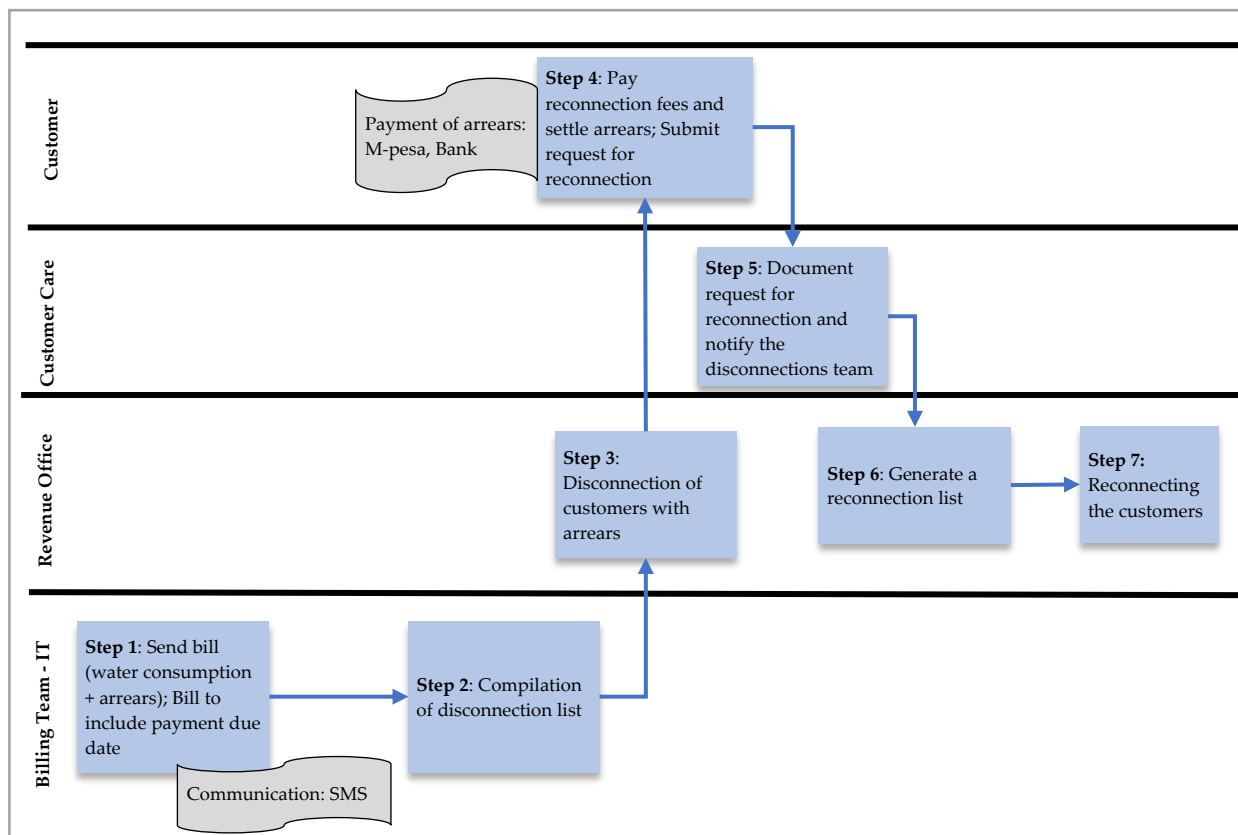


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Disconnection and Reconnection Process

The schematic below summarizes the disconnection and reconnections process.



Step	Description	Working Days
Step 1	Send bill with payment due date As described in the Metering and Billing process, the billing office is responsible for calculating and distributing water consumption bills within timelines provided in the Metering schedule. This schedule shall be published on the Utility's website for reference. The bill shall include the cost breakdown, including any arrears from the previous month. Additionally, a payment due date, which shall be 10-working days after dispatch of the water bills, shall also be specified.	-
Step 2	Compilation of disconnection list Disconnections shall be conducted daily (working days), with the disconnections schedule aligning to the meter reading schedule. The billing office will compile a list of clients with arrears from the previous billing cycle and who are due for disconnection. The compiled list shall be handed over to the Revenue office team for disconnections.	Daily (Informed by Disconnection Schedule)
Step 3	Disconnections The revenue office team is responsible for effecting the disconnections based on the	Daily



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	list provided by the billing – IT team.	
Step 4	Application for reconnection Arrears and a reconnection fee of KES 500 must be paid prior to making a request for reconnection. The reconnection fee payment MUST be done via NAWASCO's M-Pesa paybill number where the customer's account number shall be followed by 'RC' (Account #: XXXXRC) to indicate that this is payment towards reconnection. The payment procedure for arrears is similar to that of paying water bills (M-pesa, bank deposit). Following payment, a request for reconnection shall be made through the Customer Care office or the Billing – Disconnections office.	-
Step 5	Documenting Request for Reconnection Evidence of payment of arrears and payment of the reconnection fee must be provided for the request to be accepted. Once accepted, the reconnection request shall be recorded in the 'Reconnections Book' for action.	1 working day (after acceptance of request to reconnect)
Step 6	Generate a reconnection list A reconnections list shall be generated on a daily basis for persons who have paid their arrears and the reconnection fees and submitted a request for reconnection. This list is based on entries made in the 'Reconnections Book'.	
Step 7	Reconnecting the customers The Revenue office team is also responsible for reconnecting customers to the water supply. Reconnections will be done daily (working days).	



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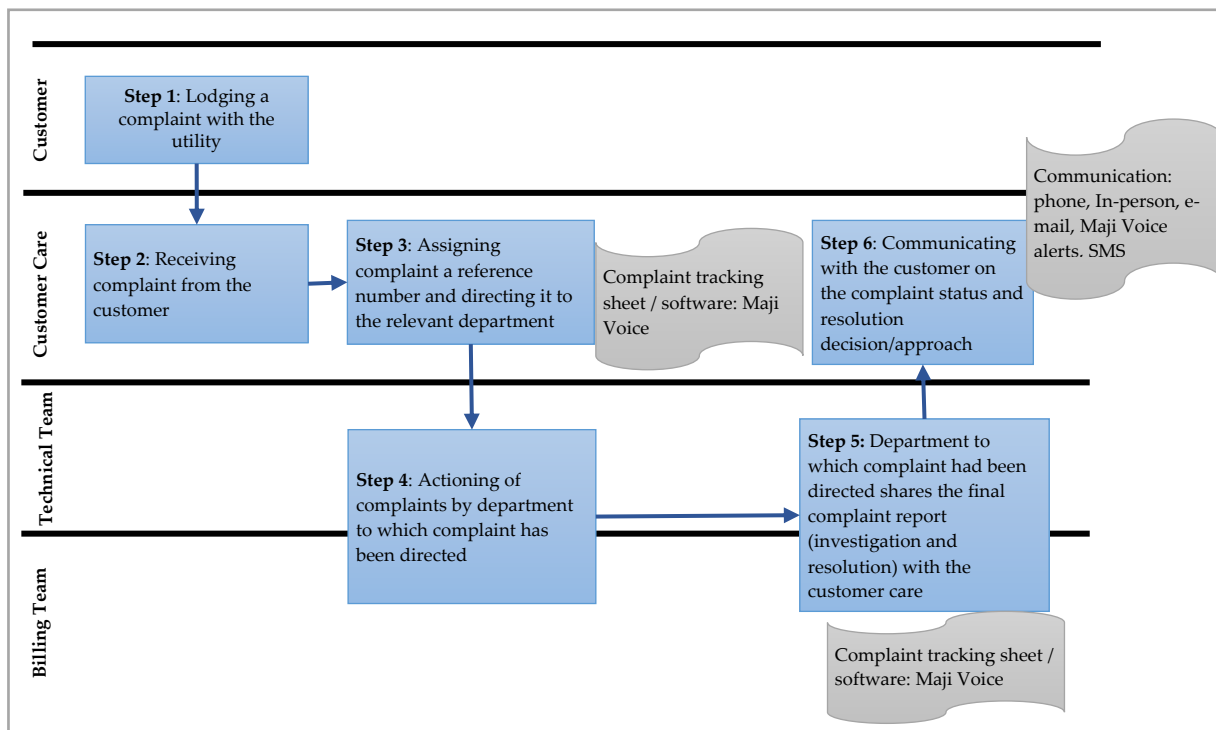


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Complaints and Dispute handling

The schematic below summarizes the complaints and dispute handling process.



Step	Description	Working Days
Step 1	Lodging a complaint The customer shall contact the Customer Care desk with questions and/or complaints. Channels for complaints include: phone call, office walk-ins, email or social media. Details of the various channels will be made available on the company website and social media pages.	1 day
Step 2	Receiving complaints Once complaints are received, the Customer Care Officer shall record them on Maji Voice, the utility's complaint tracking software. This shall allow the Officer to assign a complaint reference number which shall be shared with the client for reference. The officer shall also explain the procedure of addressing complaint to the consumer, including the expected timelines to resolve the issue.	
Step 3	Assigning complaint to relevant department Through Maji Voice, the Customer Care Officer shall be responsible for assigning the complaint to the relevant department and person within the department. In the event that the Maji Voice platform is not working, a tracking sheet to follow-up on the status of addressing the complaint shall be created and the tracking process done manually. Various types of complaints may be recorded including:	



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	Type of Complaint		Relevant Department
	Erroneous bills	Billing section – IT	
	Water supply issues (no supply, low pressure)	Technical Department – O&M	
	Bursts and leakages	Technical Department – NRW	
	Meter servicing and replacement of faulty meters		
	Poor customer service	Customer Care	
Step 4	Actioning complaints Once assigned to a department, the relevant personnel will be responsible for investigating and resolving the complaint. The resolving process may involve various departments working together, depending on the nature of the complaint.		Within 5 working days (depending on nature of complaint).
Step 5	Submitting the complaint report to Customer Care For complaints recorded and assigned on Maji Voice, the responsible persons shall be required to update Maji Voice with the status of the conflict/dispute resolution. For manual tracking, the responsible persons shall regularly update the complaint tracking sheet and the Customer Care desk on the status of resolving a complaint. They shall also communicate the final output of the complaint resolution process to the Customer Care desk for communication to the water consumer.		Regular (depending on nature of complaint)
Step 6	Communicating complaint report to customer The Customer Care Officer shall be responsible for providing regular updates to consumers on the status of their complaint. When using Maji Voice, an SMS alert shall be automatically sent to the complainant once the issue raised has been resolved. For manual processes, the Customer Care officer shall be responsible for updating the consumer on the outcomes of the complaint assessment, the resolution measures and any actions that may be needed of the consumer.		Regular (depending on nature of complaint)



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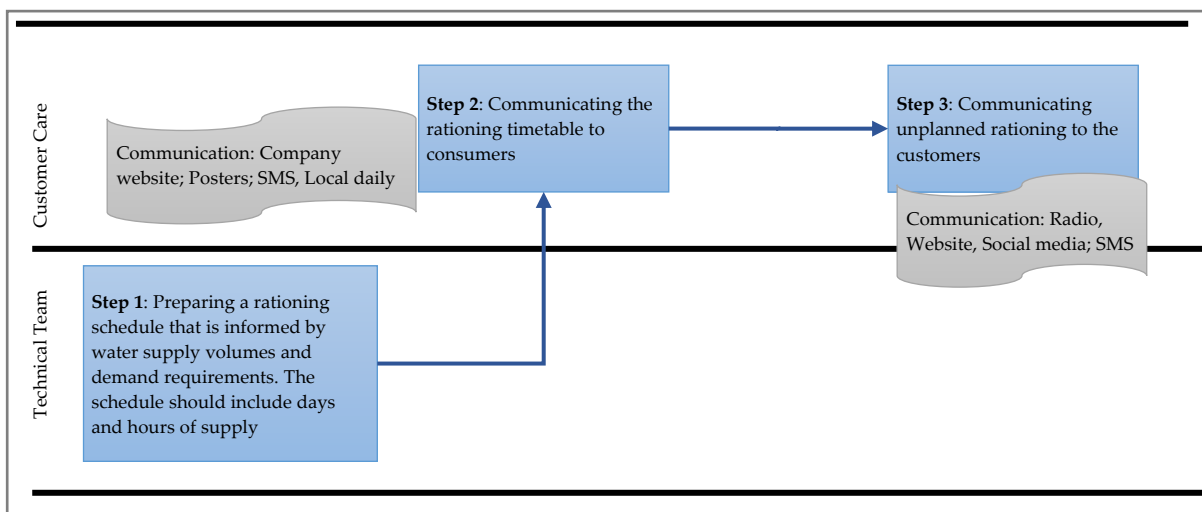


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Reliability of Supply

The schematic below summarizes the actions involved in managing customer expectations regarding water supply. It applies to both scheduled and unscheduled supply interruptions.



Step	Description	Timeline
Step 1	Preparing a rationing schedule Recognizing that NAWASCO's water supply is under increasing pressure with increasing populations in Nanyuki town, it's water supply may not adequate to meet the water demand, and especially during the dry seasons. The utility shall therefore develop a rationing schedule in instances of significant water shortage and/or for target areas that cannot receive 24/7 supply. The schedule shall specify the days and hours of service for the different blocks. As much as it feasible, the water supply hours shall be within non-working hours (before 8am and after 5pm) when most consumers are home and can collect water for individual storage.	-
Step 2	Communicating rationing schedule to consumers Various avenues shall be adopted to communicate the rationing schedule to Clients including: the company website, social media pages, posters in the affected areas, SMS to affected clients and the local dailies.	-
Step 3	Communication unplanned interruptions to consumers Unplanned water interruptions that affect supply for more than 2 hours shall be communicated to the clients. These may be interruptions due to power disruptions, pumping issues, scheduled treatment works maintenance and significant pipe bursts, among others. These interruptions will be communicated through various channels including social media in a manner that will ensure consumers are well informed. The Customer Care officer shall also be responsible for responding to any water supply queries presented to the utility through the various channels (social media, phone calls).	-



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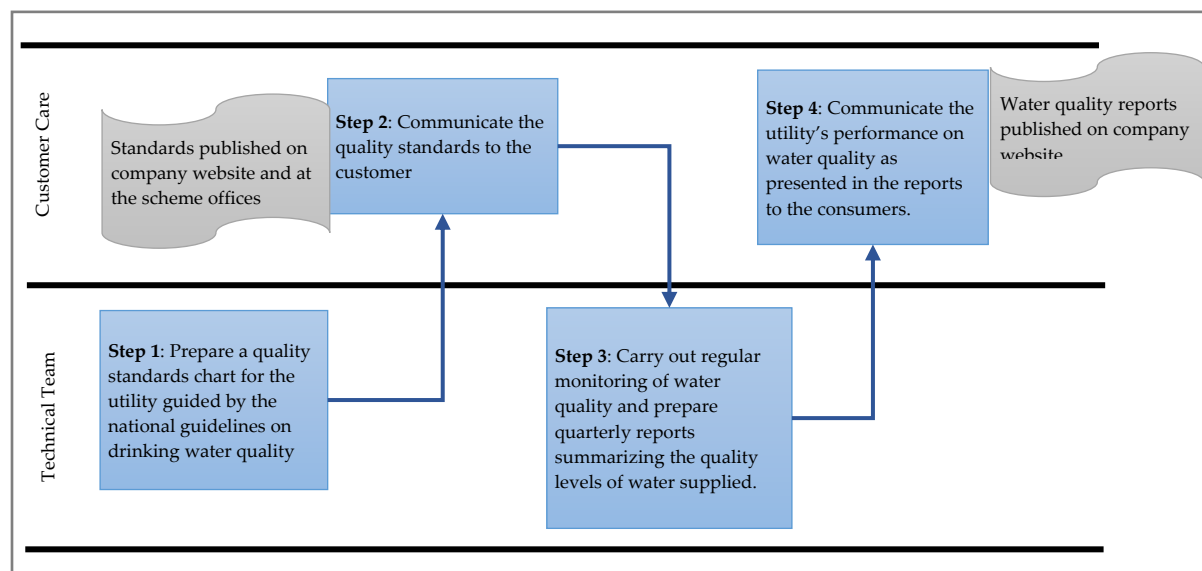


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Water Quality

The schematic below summarizes the actions involved in managing customer expectations regarding water quality, and how to keep them informed on the utility's performance on the same.



Step	Description	Timeline
Step 1	Preparing quality standards chart The technical team, and specifically the laboratory attendant shall prepare a document on NAWASCO's commitment to standards of water quality supplied. This document shall be modeled after the Kenya Guidelines on Drinking Water Quality and Effluent Monitoring.	-
Step 2	Communicating quality standards to consumers The technical team shall work with the Customer Care team to ensure that the utility's water quality standards chart, as guided by the national guidelines for drinking water quality, is uploaded onto the company's website.	-
Step 3	Regular water quality monitoring The technical team shall carry out regular water quality testing to ensure that water supplied by the utility meets the national guidelines for drinking water quality as required by the Regulatory Authority WASREB). In addition to the water quality reporting requirements to WASREB, NAWASCO shall regularly inform the public on the quality of water supplied. Water testing results will be synthesized and compiled on a quarterly basis to provide an update on the utility's water quality commitments.	-
Step 4	Sharing of quarterly water quality reports The technical team shall work with the Customer Care desk to ensure that water quality reports are uploaded onto the utility's website on a quarterly basis for customer reference.	Quarterly