



# KITUI WATER AND SANITATION COMPANY LIMITED

## VISION

An **excellent** provider of water and sanitation services.

## MISSION

Spur sustainable competitiveness in water and sanitation services provision through quality, reliable, efficient and innovative technologies progressively diminishing Non- Revenue Water and enabling high stakeholder satisfaction.

## CUSTOMER SERVICE CHARTER

SERVICES/GOODS RENDERED		REQUIREMENTS	USER CHARGES	DURATION
1.	New water connections	A copy of Identification Document (ID), KRA PIN Certificate and Land ownership document- Title deed	As per the approved water tariff	21 days
2.	Supply of water by tankers	Dully-filled water bowser services request form	Kshs. 3,500, Kshs. 7,000 respectively per tanker within the WSP area for all consumers	1 day
3.	Meter Testing	Filled request form	Kshs.500	10 days
4.	Response time on written complaints	Filled complaint form	Free	5 days
5.	Response to enquiries	Contact customer care office 0701545554, email at <a href="mailto:kitwasco@gmail.com">kitwasco@gmail.com</a> or visit to any of our offices	Free	1 day
6.	Termination of account	Application for account termination	Payment of final bill based on final readings after meter removal	14 days
7.	Reconnection upon disconnection due to non- payment	Payment of amount due	1) Kshs.1,000 for normal disconnection. 2) Kshs. 5,000 for Tee disconnection	2 days
8.	Disconnection of supply at the request of customer	Fill a request form Payment of outstanding bill Pay cutoff on request charges	Kshs. 200	2 days
9.	Reconnection upon request of customer	Fill a request form	Kshs. 200	1 day
10.	Refund of security deposits	Application for account closure	Payment of final bill	7 days
11.	Sewer connection	A copy of Identification Document (ID), KRA PIN Certificate and Land ownership document- Title deed	As per the approved water tariff	21 days
12.	Sewer reconnection fee	Fill a request form Payment of outstanding bill Pay cutoff on request charges	Kshs. 15,000	2 days
13.	Private sewer unblocking	Written application	Kshs. 2,500	1 day
14.	Leak detection services	Customer request	Kshs. 1,000	7 days
15.	Exhauster services	Dully-filled exhauster services request form	1. Kshs.5,000 per trip 2. Kshs.4,000 per trip for informal settlements	1 day
16.	Private exhauster (dumping into company's sewer system)	1. Waste transportation license issued by NEMA 2. Filling of an Application Form	Kshs.15,000 per truck per month or Kshs. 5,000 per truck per trip	1 day
17.	Water quality complaints	Register complaint	Free	1 day
18.	Statement of account fees	Customer request	Kshs. 200	1 day

***For more information, clarification, complaint or concerns, kindly contact us through the following:***

### **Kitwasco Headquarters:**

***Kyangwithya-Misewani Rd,  
Opposite Governor's office,  
100M from Gate B.***

***P.O Box 341-90200, Kitui,  
Kenya.***

***Telephone: +254701545554***

***Toll free: 0 800 724 750***

***Email: [kitwasco@gmail.com](mailto:kitwasco@gmail.com)***

***Social media:***

### **Satellite Offices:**

***Kaewa, Kithyoko Chief's Camp, Katheka Town, Tulia Market, Matinyani Chief's Camp, Kwa Vonza Chief's Camp, Manyenyoni Sewerage Operations, Operation's Office before the Governor's Office, Katwala Market, Ikanga-near Ikanga Hospital, Mutomo-near CDF'S office, Kamutei, Kanyangi Chief's Camp, Mutitu Chief's Camp, Voo Chief's Camp***