Item/ Service	Charge (Ksh.)
Water Deposit	
Category of consumer	
Domestic	2500
Retail shops less than 10m^3	3000
Retail shops more than 10m^3	3,500
Bar, and restaurants less than 15 m^3	4000
Bar, restaurants more than 15 m^3	6,000
Hotel class "A" and "B" less than 150 m^3	12,000
Hotel class "A" and "B" more than 150 m^3	15000
Hotel class "C" and 'D' less than 150 m^3	18000
Hotel class "C" and 'D' more than 150 m^3	20,000
Hospitals more than 150 m^3	20,000
Health centres less than 150 m^3	12,000
Schools and other institutions more than 200 m^3	20,000
Schools less than 200 m^3	10,000
Minor construction sites of more than 200 m^3	15,000
Major construction sites more than 300 m^3	50,000
Light industries less than 200 m^3	30,000
Medium industrial between 200 m^3 and300 m^3	50,000
Heavy industries of more than 300 m^3	100,000
Water Kiosks	5,000
Customers with only sewer connection to be charged a deposit equivalent to water connection	
Other Charges	
Service	
New water connection fee – Connection size: ½ inch to 1 inch	2,500
New water connection fee – Connection size: 1.5 inches to 3 inches	7,500
New water connection fee – Connection size above 3inches	15,000
Water Reconnection fee – at meter point	1,000
Water Reconnection fee – at mains	5,000 and double deposit
Tankers	3,500, 7,000 respectively per tanker within the WSP area for all consumers
Sale of water Per M^3 at bowsing point (own tanker)	As per the approved Tariff
Replacement of stolen or damaged meters	100% of the market cost of the meter
Meter testing on request	500
Sewer Connection- Residential/ Domestic	5,000
Sewer Connection- Commercial, Government, Schools, Universities and Colleges	7,500
Sewer Connection- Industrial	15,000
Private sewer unblocking	2,500
Leak detection services	1,000
Sewer Reconnection fee	15,000
Statement of account fees	200
For cutting off the supply at the request of the consumer	200
For turning on the supply otherwise than in respect of a first connection	200
Exhauster Services (Company Exhauster)	5,000 for other customers and 4,000 for informal settlements
Private Exhausters (Dumping into the company's sewer system)	15,000 per Truck per month
Penalties	

Item/ Service	Charge (Ksh.)
Illegal water connection, -Commercial, Industry, Construction (Fraud)	100,000 plus estimated consumption during the period of illegality
Illegal water connection, (Fraud) – Domestic	30,000 plus estimated consumption during the period of the illegality
Overcharging (fraud) at water kiosk	15,000
Illegal sewer connection- Commercial, Industry, Construction	100,000
Illegal sewer connection- Domestic, Government, Schools, Universities & Colleges	30,000
Self-reconnection after cut-off for non-payment	5,000 and billing to be backdated from the date of cut-off
Surcharge for tampering with meters (this to include meter removal, reversing of meter etc)	5,000
Surcharge for direct suction of water from the supply line using a pump	10,000