



THE CUSTOMER CONTRACT DETAILS

The service provider shall formulate and publish in English and Kiswahili a customer contract which shall have the following as a code of practice.

1. The nature of the service to the customers
2. The standards accepted for effluent discharge
3. Terms and conditions on which those services are provided
4. Arrangement of payments of accounts by customers including payment of advance deposits.
5. The right to disconnect for non payment of water
6. The right to seize assets in non payment of water bills
7. The right of set off where the entity refusing to pay the bill is a public entity
8. The use of escrow accounts to ensure that public sector institutions pay their bills
9. Provide information on availability of facilities in respect of testing customer meters
10. Method of determination of proof of readings
11. The effect of a customer meter reading in measurement and determination of associated charges
12. Liability of charges after ceasing to occupy the premises
13. The customer service standards
14. The code of practice and procedures on leakage control
 - Define responsibilities of customer in respect leaks from any pipe or storage unit vested in the customer
 - Define the liabilities of customer in respect of financial costs due to leaks after water has passed the customer meter
 - The potential liability where the customer was aware of the leak or should have been aware if he were managing the water supply and plumbing systems on the premises





15. The code and practice of procedures on disconnections

- It shall inform the of the rights of the service provider to disconnect
- Not to provide water or sewerage when the customer has failed to make payment

16. The customer complaints procedures

- Method of making a complaint
- Facilities for accepting written complaint
- Telephone complaints
- Personal visits
- Appropriate contract person in first visit
- Supervisors in case on non action

17. The code of conduct in respect of entry on to land

- Prior notice to be served except in emergency
- Requirement of all officers , employees or agents of service provider to carry appropriate identification

18. The code of practice and procedures on pollution prevention

