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CUSTOMER SERVICE CHARTER

(a) Vision

'To be a reputable water and sanitation service provider'

(b) Mission

'To provide sustainable, safe and affordable water and sanitation services to our customers through expertise, technology and innovation'

(C) Core Values

To achieve the vision, mission and objectives, it is necessary to prescribe clear values. Values form the belief system that is shared by the members of an organization and determines their actions and behaviour amongst themselves and outsiders. KIRIWASCO prescribes to the following core values

i. Innovation and creativity

The company shall embrace new technologies to serve our customers efficiently.

ii. Teamwork

The company shall ensure there is inclusivity of all in its operations to achieve its strategic goals.

iii. Good Governance

We shall produce results that meet the needs of customers while making the best use of resources at our disposal.

iv. Transparency and Accountability

The company shall undertake its mandate in a transparent and accountable manner to its customers and stakeholders.

v. Customer centric

The company shall always put customer first in its undertakings.

vi. Professionalism

The company shall ensure that the staff conducts their duties diligently in an effective and efficient manner.

vii. Commitment to Environmental sustainability

The company shall ensure that it is involved in environmental conservation

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CHAPTER 1:
INTRODUCTION

1.0 Overview

This chapter contains the background information of the Kirinyaga Water and Sanitation Company Ltd, its mandate/functions as per the Water Act 2016, WASREB License conditions. In addition, the chapter describes how the strategic plan is organized.

1.1 Background

Kirinyaga Water and Sanitation Company Limited (KIRWASCO) was incorporated under the Companies Act Cap 486 laws of Kenya and is wholly owned by The County Government of Kirinyaga (Certificate of incorporation No. 124009, dated 6th April, 2006) The company's offices are located in Kerugoya Town. Kiriwasco is responsible for efficient and economical provision of Water and Sanitation Services in Kirinyaga County, area covering 937 Km^2 with a population of 477,302 people as per the Service Provision agreement (SPA) signed between the company and Water Services Regulatory Board (WASREB). The Company is a Water Service Provider. As per the definition of The Water Act 2016 "Water Services Provider" means a company, public benefits organization or other person providing water services under and in accordance with a licence issued by the Water Services Regulatory Board (WASREB) for the service areas defined by the licence.

1.2 Mandate and Functions of KIRIWASCO

Section 77(1) of The Water Act stipulates that a county government shall establish water services providers. Further Section 77 (2) states that in establishing a water services provider, a county government shall comply with the standards of commercial viability set out by the Regulatory Board. Therefore, as per Section 78(1) of the Water Act 2016 the responsibilities of the water services provider shall be for: -

1. (a) the provision of water services within the area specified in the licence (b) The development of county assets for water service provision.

(2) A licensed water services provider shall have such other powers and functions as may be conferred on it by this Act or any other Act.

1.3 The Service Charter

The purpose of this services charter is to enhance awareness on our role as a Water Service provider (WSP) and the services customers should expect from us. The charter provides information on the range of services that we provide and the standards we have set for giving these services. It also outlines customer responsibilities and indicates avenues for remedy where services may fall short of the prescribed standards. We commit in this charter to continuous improvement in pursuit of client satisfaction and achieving excellence in our operations.

CHAPTER 2:

PURPOSE OF THE CHARTER

The purpose for this Charter is to enlighten our esteemed customers on the services provided by KIRIWASCO, their quality and availability. The Charter is also our public declaration to our customers of our commitment to the delivery of these services. It spells out what the services and standard of service delivery that the customers should expect from us, and how to seek remedy if our services fall below our customers' expectations.

Our Customer Charter seeks to ensure that we:

- Treat all customers with respect and courtesy
- Keep customers informed about our products and services and communicate any changes promptly
- Consult with customers through regular meetings and provide a 12-hour service channel for customer enquiries
- Welcome constructive criticism from customers and use comments and suggestions for improvement; and
- Offer professional and effective services to all customers.

In all these, our aim is to become "Customer Focused".

2.1 Our Commitment to Care

All Company staff pledge to our current and future customers the highest quality service. We commit to provide a level of customer care, which will at the very least, meet our customers' expectations.

Our commitment at all times is to act in the best interest of our customers and continually improve our standards of quality in every aspect of our services.

2.2 Customer Care Declarations

Solving customers' problems and delivering quality service and products is not just part of our job, it is our job.

We therefore declare to;

- Welcome a customer with a smile,
- Treat a customer with courtesy, consideration and respect,
- Listen and respond appropriately to every customer,
- Have qualified and supportive staff to deal with customer complaints,
- Deal with all customer issues with efficiency, fairness and Integrity,
- Provide customers with relevant written information where suitable,
- Be as reliable, honest, and friendly as customers would like us to be

CHAPTER 3:

CLIENT EXPECTATIONS

We pledge to uphold and practice these declarations while serving our customers in the following delegated works areas:

3.1. Extension of Water Supply

Prior to making any water supply extensions, we shall undertake to: Carry out a survey to establish the demand, willingness and the affected population's ability to pay for the intended services through:

- Questionnaires
- Interviews
- Surveys
- Consultations with the local authority on issues related to extension of the mains, including land issues

Carry out a cost benefit analysis to establish the following:

- The viability of the mains extension
- Cost of the mains extension
- Population density of the area
- The expected level of new connections
- Break-even period
- Pay-back period

Where an extension line is found to be unviable, KIRIWASCO has a social responsibility to provide water at the ruling tariff.
We shall extend water supply to all areas established to have potential demand.

We shall communicate with our customers about the following:
Availability of Water services.

- Location of our contact offices
- Price of our water services
- Public health safety and advantages of consuming KIRIWASCO's water.

3.2 Connections to Water Supply:

a. We shall make available application forms for new connections at the approved charge. The Front Desk Officer and other officers will always be available to guide every applicant on how to fill the form correctly and register completed forms.
b. We shall carry out a survey of the customer premises and determine the
c. requirements for the new connection within 24 hours of registering the application forms and payment of requisite survey fees.

d. Our staff will be available to inspect all plumbing work done by a customer before effecting any service connection. Connection is effected within seven days day once the pipe laying works is completed.

e. Every customer is provided with a meter upon payment of a refundable deposit as per our tariff. The deposit refund shall be payable within one month after closing of account. During the installation of a new connection, the customer will be provided with information explaining how to maintain the service line, what to do in case of water leaks and

economical use of water. The customer will receive his or her first bill within one month from the connection date.

3.3 Billing and Bill Distribution

We pledge to provide an accurate billing system through an internationally recognized and secure billing process that complies with the best practice billing and bill distribution principles. This will include:

- Monthly meter readings
- Requesting customers to allow KIRIWASCO staff access to all meters at all times for the purposes of meter reading and maintenance
- Timely bill sending that shall be within a **30 days billing cycle**
- Bills shall be delivered to customers via **E-billing or E-mail on the production day.**
- Making our tariffs easy to understand and providing the detail(s) needed
- Working with the customer to correct any problem, and taking action for any billing problem.
- Allowing the customer to lodge any complaints regarding errors on their bills to the KIRIWASCO's offices immediately after receipt of bill
- Complaints on erroneous bills shall be acted upon within five days. However, in special instances, this period may vary depending on the nature of investigations required, in which case, the customer will be regularly updated on the progress made.

3.4 Payment for Services

We will make it easier for our customers to make payments by:

- Indicating customer position of indebtedness
- Reminding customers to settle their bills through Sms
- Providing a range of payment options; which will include M-Pesa and bank deposits.
- Requesting customers to accompany payments with the latest bill to provide details of accounts.
- Giving 14 days notice on the monthly bill to disconnect customers who are in arrears.
- Billing on the actual consumption after cut off after which no billing will be done.
- Allowing a customer to have access to his/her detailed statement of account at all times during office hours

KIRIWASCO expects all its services to be paid for and advises both its current and potential customers to refrain from the act of:

- Consuming water illegally.
- Tampering with the KIRIWASCO's water meters.
- Water meter bypass

These acts may lead to heavy fines and/ or imprisonment as prescribed by the law.

The Company shall do everything possible to ensure that all unregistered and all illegal connections are legalized.

3.5 Disconnection

Our customer policy aims at discouraging the disconnection of our services, but rather using all available means that give the customer the opportunity to pay.
These include sending reminders through:

- Sms encouraging prompt payment of bills
- Bills posted to be accompanied by a caution to pay
- 14 clear days are given to the customer within which he/she should have paid the bill.
- Once in a while carry out physical visits to encourage customers to pay
- Confirm that the customers have not paid before issuing the disconnection orders
- Effect disconnection as the very last resort
- During disconnection if a customer produces proof of payment such as receipts, effect the re-connection of service.
- First disconnection to be effected through a rubber seal.
- Failure to pay within one month, a disconnection from the main to be effected.

3.6 Reconnection

Reconnection will be carried out after:

- Full payment of the amount due.
- Part payment and, signing of agreement/promissory note to pay the balance by installment.
- Payment of reconnection fee as per our tariffs.
- All paid up customers will be reconnected within two days after payment of arrears.

3.7 Water Pipe Maintenance

3.7.1 Main Pipes and Distribution

- Under normal circumstance, water supply will be closed off to reduce water loss within one hour after a report of leak/burst is received.
- Within 12 hours of receipt of report on leak/burst, repairs will be completed and the pipes flushed before water supply to customers is resumed.
- The site of repairs will be reinstated to the original state before leaving the site.

3.7.2 Service Lines

- Under normal circumstance, water supply will be closed off to reduce water loss within 30 minutes after a report of leak/burst is received.
- Within 6 hours of receipt of report on leak/burst, repairs will be completed and the pipes flushed before water supply to customers is resumed.
- The site of repairs will be reinstated to the original state before leaving the site.

3.8 Response to Customer Complaints

We value customer complaints and we consider them as feedback/ suggestions for improvement. Our policy on handling customer complaint is geared towards:

- Answering all telephone calls politely

- Directing the customer to the relevant officers or office politely
- Responding to technical and non-technical complaints within 24 hours
- Advising the customer of what action we will take to right the wrong
- Advising the customer on what part he/she can play to assist in resolving the problem
- Providing feedback to all customer queries on the issues addressed in writing or calling.
- Treating the customer's personal information in the strictest confidence. In particular, we will not give any information supplied to us to any organization without the customer's consent or unless we are required by the law to do so.
- Enabling customers to examine and authorize changes to all their personal information for the purposes of updating the customer database;
- Discussing details of customer service only with themselves or their authorized representatives.

3.9 Internal Customer Service

At KIRIWASCO, we believe that satisfied employees translate to satisfied customers. On the other hand, an organization's management style to a great extent determines the employees' culture and sense of self confidence and self-worth. Together, these self-perceptions can determine the quality standards of customer care that the employees provide to the customers. In order to ensure that our staff have the necessary dedication and commitment required to serve, we pledge to:

- Treat all staff as partners in the success of our business.
- Listen to opinions from employees for new ideas on how to improve our services.
- Value and appreciate the contribution of every staff to the service of our customers.
- Regard fellow employees as internal customers who must be treated with respect, courtesy and honesty.
- View interruptions from fellow employees not as nuisances, but as opportunities to serve them better,
- Create forums to share information.
- Practice pro-active information sharing.
- Create, or contribute to forums for information sharing to ensure full understanding of internal customer service across the organization.
- Give feedback to employees about their work performance.
- Continuously empower and develop staff by training them in customer care skills.

CHAPTER 4: CUSTOMER SERVICE

To facilitate the provision of the above services in a sustainable manner, the customer shall also be expected to do the following:

- Treat the KIRIWASCO staff with courtesy.
- Pay for bills invoiced promptly.
- Avail all information requested by KIRIWASCO for execution of service.
- Facilitate access to meters for proper readings, maintenance and inspection of the supply line.
- Abide with the legal requirements and desist from acts of illegal usage of water. Raise complaints promptly and within the valid time period.
- Avoid collisions and compromises that would lead to defrauding the organization. Report any pipe leaks/bursts, missing manhole covers etc promptly to the company, Avoid construction of permanent structures on water service lines.
- Report to KIRIWASCO all matters that they deem to have negative impact on service provision and especially any illegal practices observed in their area. KIRIWASCO shall treat the reports with utmost confidence.

4.1 How to Lodge a Complaint

Customers are encouraged to forward complaints, suggestions and compliments to the under mentioned, either in person, by post, telephone, fax or by e-mail, facebook inbox. A complaints/suggestion box is maintained at the Customer care area and feedback will be given within 5days while complaints will be treated in confidence.
Customers are encouraged to identify themselves in the complaint to lend credence to their complaints. Complaints may be made after official working hours, weekends and public holidays through:

• KIRIWASCO Offices or vide Telephone: 0715 413 591 / 0746 555 368

4.2 Records of Complaints

All complaints shall be recorded at our front offices desk for prompt follow-up and shall also be used for internal performance and processes evaluation and monitoring. The complaints shall also be used for measuring the quality of our service and shall form the basis for revised targets for improvement and benchmarking.

4.3 Relevance and Continuity

We wish to ensure an ongoing relevance and effectiveness of this Charter and therefore shall regularly review it to find out:

- Whether it continues to reflect our desired approach to customer service and any new initiatives in the area;
- Whether the service commitments and standards are still aligned to the needs and priorities of our customers.
- Whether it continues to meet our customer service principles and our core values;

- Whether the current content is accurate;
- Whether we should make changes in the existing methodologies of handling complaints;
- Whether there is need to put or make new improvement in service delivery out of successful implementation of the set procedures.

4.4 Amendments to the Customer Service Charter

This customer charter will be subject to regular review and amendments in line with changing circumstances and in consultations with KIRIWASCO customers and stakeholders.

OUR PRAYER:

All our esteemed customers will willingly and promptly pay their monthly water bills, not because they fear to have the service disconnected, but because they appreciate our services.

Description of Service	Requirements	Charge (Kshs.)	Timelines
WATER SUPPLY			
New water connection	1. One passport photo 2. Filled up Application form 3. Copies of: - ID/Passport/Registration Certificate/Certificate of Incorporation (for institutions) - Pin Certificate - Land ownership documents 4. Administration approval letter for informal settlements	New water connection fee 0.5 - 1 inch - Kshs. 2,500 1.5 -3 inch -Kshs. 7,500 above 3 inch -Kshs 15,000 and water deposit as per the water tariff guideline.	14 days
Supply of water by tanker	1. Customer's formal request acknowledged through payment of service. 2. All outstanding bills on the account must be paid up	1. Kshs.2,500 per tanker of 8,000 liters delivered within Kirinyaga 2. Kshs.5000 per tanker of 16000 litres delivered within Kirinyaga	3 days
Leak repairs	Report	Free	48hrs
METER READING AND BILLING			
Meter Reading	Access/Co-operation	Free	30 days cycle
Meter Servicing	Access/Co-operation	Free	24 hrs
Meter Testing	Access/Co-operation	Kshs.500	3 days
Billing Cycle	None	Free	30 days
Billing enquiries	Dial USSD *483*85#	Kshs. 2 for USSD Service	Immediate
Billing query resolution	Account number Phone number	Free	One (billing cycle/30 days)
PAYMENTS			

Water re-connection on disconnection due to non-payment	Co-operation	1. Reconnection at meter point-Kshs.1000 2. Reconnection from main line - Kshs. 5000 and double deposit	24hrs
Illegal connection-Commercial,Industrial,construction (fraud)	Access	Kshs.100,000 plus estimated consumption during the period of the illegality	1 day
Illegal connection-domestic (fraud)	Access	Kshs.30,000 plus estimated consumption	2 day
		during the period of the illegality	
Overcharging (fraud) at water kiosk	Access	Kshs. 15,000	1 day
Self-reconnection after cut off for non-payment	Access	Kshs.5,000 and billing to be backdated from date of cut off	1 day
Disconnection of supply at the customer's request	Co-operation	Free	5 days
Surcharge for tampering with meters (this to include meter removal, reversing of meter e.t.c)	Co-operation	Kshs. 10,000	1 day
Surcharge for direct suction of water from the supply line using a pump	Co-operation	Kshs. 10,000	1 day
Refund of Customer deposit	Application for de-enrolment	Payment of final bill	14 days
Description of Service	**Requirements**	**Charge (Kshs.)**	**Timelines**
SEWERAGE SERVICES			
Sewer connection	1. Application form copies of: a. ID or Passport b. Pin No. c. Approval of construction by Kirinyaga County Government	Residential/Domestic - Kshs.5,000 Commercial, Government, Schools, Universities and colleges -Kshs 7,500 Industrial - Kshs. 15,000	14 days
Private sewer unblocking	Written application	Kshs. 2,500	48 hrs
Sewer Reconnection	Access	Kshs. 15,000	48 hrs
Leak detection services	Access	Kshs. 1,000	48 hrs

Illegal sewer connection-Domestic,Government,Schools,Universities and colleges	Access	Kshs. 30,000	1 day
Illegal sewer connectionCommercial, Industry, Construction	Access	Kshs.100,000	1 day
Statement of account	Application request	Kshs. 200	1 day
Cutting off the supply at the request of the customer	Application request	Kshs. 200	1 day
Turning on the supply otherwise than in respect of a first connection	Application request	Kshs. 200	1 day
EXHAUSTER SERVICES			
Booking of exhauster	Customer Makes a request through exhauster requisition form indicating all the necessary details on:- 1. Type of facility to be exhausted 2.	Charges within Kirinyaga County 1. 5,000 per load 2.Kshs. 4,000 for informal settlements.	3 days
	Accessibility of site 3. Site location (a sketch of the site plan is indicated on the request form) 4. Number of loads		
Private exhauster (dumping into company's sewer system)	Requirements for licensing of private exhausters: 1. Waste transportation license issued by NEMA 2. Filling of an application form	Kshs. 15,000 per truck per month	
WATER QUALITY SERVICES			
Water quality complaints	Dial USSD *519*89# and lodge a complaint or Report to the customer care desk	Free	24hrs