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**THIKA WATER AND SEWERAGE COMPANY**

**WATER APPLICATION FORM**

MOBILE: 0734660000, 0720418444

EMAIL:thikawater@yahoo.com

info@thikawater.co.ke

THIKA WATER AND SEWERAGE COMPANY

P.O.BOX 6103-01000

THIKA KENYA

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Account No.:

Work Request No.:

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|  |  |  |  |  |  |  |

Application No.:

PLEASE FILL ALL RESPONSES WHERE APPLICABLE IN CAPITAL LETTERS AND TICK IN THE APPLICABLE BOX

**APPLICANT/CUSTOMER DETAILS**

Meter No.

Types of Supply

Region

New Premise/Separation

Floor No.

Government/institutions

Plot /L.R No:

Other if other specify

Stand pipes/water kiosk

Domestic/residential

No.of dwelling

Houses …………

Street

Schools/Universities/Colleges

Commercial/Industrial

Location /Area

House No/Apartment No.

**LANDLORD GUARANTEE** (where Tenant is Applying)

Name of Landlord……………………………………………………………………………..

Address ………………………………………………………………………………

Tel/Fax/Email ………………………………………………………………………………

**I, the above named Landlord certify that the above named applicant is my tenant, w.e.f…………………………….Date) and herewith guarantee that in the event that the tenant fails to pay the bill, I shall undertake to pay outstanding bill. I herewith undertake to notify Thika Water and Sewerage Co Ltd on any change in tenancy one month in advance.**

**Signature of landlord…………………………………… Date………………………….**

**ID/No …………………………………… (Attach copy) PIN No …………………………………… (Attach Copy)**

Postal Address

Code

Town

**Alternate Contact Person…**

PIN NO: (Attach copy)

**………………………………**……

Last Name/Company name:

Other Names

Postal Address

Code

E-mail address:

Ownership of property: If other, specify

**……………………………………………**….

National ID Passport No/incorporation No (Attach copy)

Tel.No. (office/Home):

Tel.No. (Mobile):

E-mail address:

Applicant’s Signature; \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Application Received by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**THIKA WATER &SEWERAGE COMPANY LTD**

**CONDITIONS OF SUPPLY**

1. All application for the execution of works will be dealt with in the order of priority or date, but the company reserves the right of executing the work in the manner and at the time best in its convenience.
2. The company shall have the right forthwith and without notice to terminate the agreement for any breach by the consumer to the conditions of supply, but without prejudice to any antecedent right against the consumer including the right to take court proceedings
3. All water consumed shall be billed at the end of thirty days consumption. Payment shall be done by cash, cheque at our offices (Teller), bank transfer, M-pesa and direct bank deposit in equity bank account no. 0090294392028 for water payment only.
4. If any account is overdue the water supply shall be cut off and shall only be reconnected upon payments of the outstanding bills and requisite reconnection fees.
5. Customers shall be bound by the Kenya Gazette notice Vol.CXVIII -No.143 of 18/11/2016. Any changes in the water tariffs shall be notified in the Kenya Gazette one month before implementation. The same shall also be displayed on the Company’s Notice board, company website and Services Centre’s.

6. (A) No consumer shall use or is permitted to use, any water supplied in pursuance of this application except for such use as specified by him in his application.

(B) No consumer shall convey, or permit to be conveyed by any means whatsoever, for use outside his

plot, or for sale, any water supplied to him by Thiwasco.

7. The customer shall pay the prescribed deposit in line with services being requested as per the existing tariff which shall be retained by the company for the period during which the consumer is supplied with water, or maintains a connection. The amount will be refunded to the consumer upon termination of the agreement and production of the deposit receipt.

8. The company shall be responsible for all water supply facilities up to the connection point.

Thereafter the responsibilities and risks pass to the customer.

9. A) It is unlawful for anyone to tamper with a water meter which is the property of the company. Should there be tampering with the meter the Company will disconnect services and lodge a criminal complaint against the customer. In addition the customer shall be required to pay any applicable penalties prior to any reconnection of services.

B) It is unlawful for anyone to pump water directly from the supply line/meter using a pump. Should there be such direct pumping the company will disconnect services, in addition the customer shall be required to pay the applicable penalties prior to any reconnection of services

10. It is the responsibility of the customer to give access to the meter and premises to the Company’s authorized agents who shall reserve the right to disconnect from the mains in the event of no such access being granted. Such agents shall at all times identify themselves.

11. Except in cases of emergencies, the Company shall endeavor to notify of any service

Interruption.

12. The company may ration the supply of water in times of shortage. In such events the rationing program shall

be published at least 7 days before the commencement of rationing in media of wide circulation.

13. Customers may lodge complaints with and report any corrupt practices involving the Company’s

Employees/agents at any service or drop confidential note at our corruption reporting boxes.

14. The company reserves the right to reject your application or withdraw the connection for any false

information given or default on payments for services rendered for your other existing connections.

15. In case of changes of ownership of the building a new water agreement must be entered into, and the

applicant must produce the last water bill receipt (if any)

16. The company may from time to time amend the terms and conditions set out herein provided that no

amendment shall come into force except with prior notice of at least three months.

17. The customer shall give a written notice of fourteen days, where services of Thiwasco are no longer

required and terminate the contract surrender deposit receipt and request for refund.

18. Meter once connected is in custody of the customer.

19. Meter should not be removed and kept in the house at any time

20. In cases of meter theft, a police abstract should be produced before issuing another meter.

21. Customers are requested to compare the meter readings indicated on the monthly bill with the actual reading

on the meter.

22. Customers are required to update their telephone contacts to enable them receive the sms bills.

**CHARGES**

New Connection ½’’ -<1’’………………………………………………………………Kshs. 2,500.

New Connection 1’’- <3’’…………………………………………………………….....Kshs. 7,500.

New Connection above 3’’……………………………………………………………....Kshs. 15,000.

Reconnection fee-at meter point……………………………………………………........Ksh.1, 000.

Reconnection fee-at mains……………………………………………………………….Ksh. 5,000 and double deposit

Deposit (Domestic consumer-Single dwelling) ………....………………………………Ksh.2, 500.

Water Kiosk………………………………………………………………………………Ksh.5, 000.

Commercial……………………………………………………………………………….Ksh.25, 000.

Industries…………………………………………………………………………………..Ksh.50, 000.

Domestic Construction…………………………………………………………………….Ksh.15, 000.

Commercial Construction…………………………………………………………………Ksh.50, 000.

Replacement of all stolen or damaged meters……………………….100% of the market cost of the meter

Meter testing on request……………………………………………………………………Ksh.100.

Leak Detection Services……………………………………………………………………Ksh.1, 000.

Sewer Connection –Residential…………………………………………………………….Ksh.5, 000.

Sewer Connection –Commercial……………………………………………………….......Ksh.7, 500.

Sewer Connection –Industrial …………………………………………………………...... Ksh.15, 000.

Private Sewer unblocking –per manhole…………………………………………………... Ksh.2, 500.

Sewer Reconnection ………………………………………………………………………..Ksh.15, 000.

Exhauster services (Company –Exhauster) ………………………………Ksh. 5,000 other customers Ksh.4000-Informal settlements.

**OTHER CHARGES**

Illegal connection (Domestic)……………………………………………………………Ksh.30, 000

Illegal connection (Commercial, construction) …………………………………………..Ksh.100, 000

**CUSTOMER OBLIGATION:**

I agree to abide by the terms and conditions specified above and hold myself responsible for payment of water, sewerage, meter rent, and all other relevant charges, until such a time as the agreement is terminated in accordance with the company policy

Date:

Applicant Signature:

FOR OFFICIAL USE ONLY

**COMMERCIAL DEPARTMENT**

Connection fees (Kshs)……………...Rec.No………………………………….…...

Deposit (Kshs)………………………Rec.No…………………………………….……...Payment date……………………

Cluster………………………………. Zone code ………………….............. Sub-Zone………………….

**Clearance of Plot L.R.No.**

Enlist/Attach all old Active/non-active A/Cs A/c balance Receipt No.

Billing clerk: A/c No Allocated as per physical cluster zone

Billing clerk …………………………………Sign ……………………………Date…………………………...

**COMPANY OBLIGATION**

**THIWASCO** hereby agree to supply water to the applicant above according to the terms and conditions specified in this contract

**COMMERCIAL MANAGER** **TECHNICAL DEPARTMENT**

Signature…………………… Signature……………………...

Date………………………… Date…………………………...

**New connection artisan.** Installs meter, gives report to new connection officer.

Meter no………………...meter size………...Readings…………. issued by…………………. sign …………. date…………...

**Commercial Dpt New connection officer**:

Meter No. ………Meter size…………. Readings …………. By …………………. sign…………… Date………...

**Data Entry clerks:** Receives new application forms from new connection officer, inputs information in the system, files a copy and forwards the original to Internal Audit

Signature ………………………………. Date………………………………………

**Internal Audit:** Verify and filling of the Original copy

Sign…………………………………………………..Date……………………………………