

OTHAYA MUKURWEINI WATER & SANITATION PLC {OMWASCO PLC}



CHINGA DAM (source for the Mukurweini Water Supply)

2: To change the background from the current to

FORWARD

THE PURPOSE OF THE CHARTER

At othaya mukurweini PLC, we are committed to providing high-quality, reliable, and customer-centric services. This Service Charter outlines our dedication to delivering efficient and sustainable water services while ensuring transparency, accountability, and responsiveness to our customers' needs.

The purpose of this charter is to set clear expectations regarding the services we provide, our obligations to our customers, and the standards we uphold. It also defines the rights and responsibilities of both the customers and us, fostering a strong partnership based on mutual respect and trust.

We continuously strive for excellence in service delivery and welcome feedback from our customers to enhance our operations and ensure satisfaction. This charter serves as a reference point for our commitment to integrity, professionalism, and continuous improvement in the provision of water services.

The customer charter seeks to ensure that we:

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

VISION, MISSION, CORE VALUES



Our Vision

To be the water and sanitation services provider of choice.



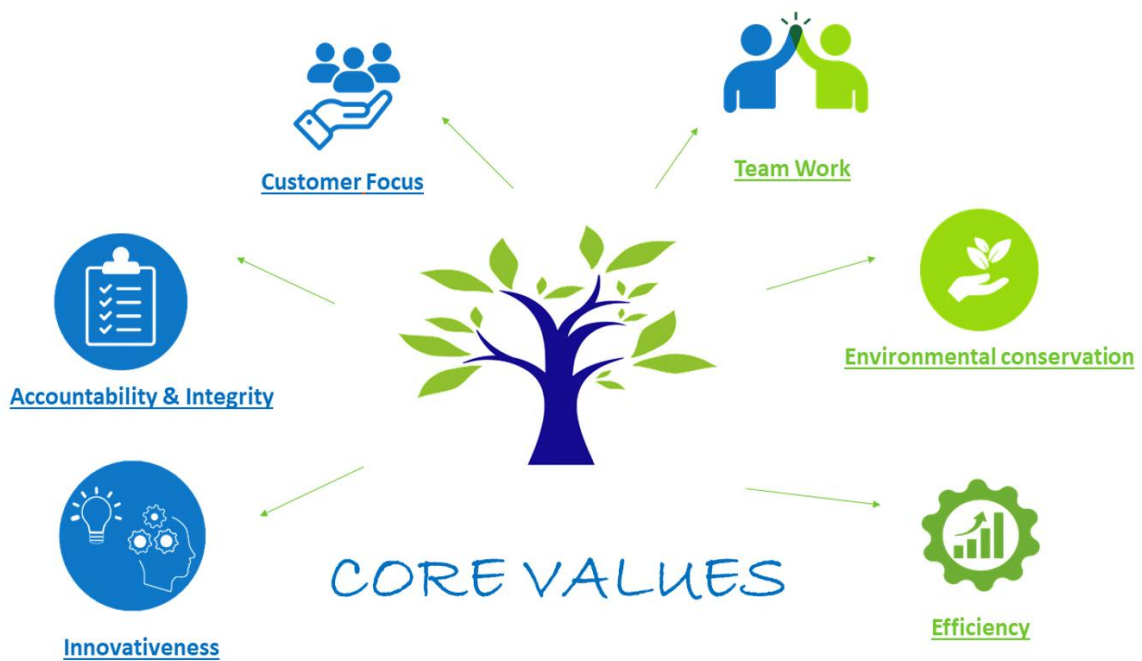
Our Mission

To provide reliable clean Water and Sanitation solutions.



Core Values

OMWASCO is firmly committed to the following core values:



Customer service charter

Description of service	Requirements	Charge (ksh)	Timelines
Water supply			
New water connection	<ol style="list-style-type: none"> Land ownership document, or approval letter for informal settlements Copy of KRA pin Copy of national ID/passport/registration certificate of incorporation (for institutions) or introduction letter the relevant authority 	<p>New water connection fee</p> <p>20-32 mm - Kshs.2,500</p> <p>50 – 90mm - Kshs.7,500</p> <p>above 90mm - Kshs.15,000</p> <p>Deposit in Kshs.</p> <ol style="list-style-type: none"> Domestic - Kshs.2,500 Kiosk - Kshs.5,000 Industry light - Kshs.30,000 Medium- Kshs.30,000 Heavy - Kshs.100,000 retails $\leq 10m^3$ -ksh 3000 $\geq 10m^3$ -ksh 3500 bar and restaurants $\leq 15m^3$ -ksh 4000 $\geq 10m^3$ -ksh 6000 hotel class A,B $\leq 150m^3$ -ksh 12000 $\geq 150m^3$ -ksh 15000 hotel class C,D $\leq 150m^3$ -ksh 18000 	3days

		$\geq 150\text{m}^3$ -ksh 20000 7. hospital and health centre $\leq 150\text{m}^3$ -ksh 12000 $\geq 150\text{m}^3$ -ksh 20000 8. Schools and other inst. $\leq 200\text{m}^3$ -ksh 10000 $\geq 200\text{m}^3$ -ksh 20000 9 minor construction site - $\geq 200\text{m}^3$ -ksh 15000 10. major construction site $\geq 300\text{m}^3$ -ksh 50000	
Supply by Rationing	Rationing schedule	Free	As per schedule
Distribution lines Leak repairs	Report	Free	24 hrs
Distribution lines burst	Report	Free	6 hrs
Leak detection (customer line)	Written application by customer	Ksh 1000	12 hrs
Interruption of water supply	Cooperation	Free	1 day
Pipeline extension	Request	Free	30 days
SEWERAGE SERVICES			
Sewer connection	1.Land ownership document, or approval letter for informal settlements 2.Copy of KRA pin 3.Copy of national ID/passport/registration certificate of incorporation (for institutions)or introduction letter the relevant authority	Domestic – ksh 5000 Institution - ksh7500 Industry – ksh 15000	5 days
Sewer reconnection	Pay fee	Ksh 15000	1day
Sewer Overflows/blockage	Report	free	6 hrs
Private sewer unblocking	Report	Ksh 2500	8 hrs
Booking of exhauster	Customer request for exhaustion	Ksh 5000 within wsp and additional ksh100 per km outside wsp	12 hrs Site visit mileage

Private exhauster (dumping into company's sewer system)	Pay fee	Ksh 15000 monthly per truck	
Meter reading and billing			
Meter reading	Grant access	Free	30 days cycle
Meter servicing	Report and grant access	Free	5days
Meter testing	Request	Ksh 1500	7 days
Billing cycle	none	Free	
Billing enquiries	Dial ussd code Mobile app	As per service provider rates	immediate
Billing query resolution	Account number Phone number CRM ticket Written complaints	Free	One billing cycle (30 days)
Special reading	Request	Ksh 500	12 hrs
Reconnection	Full payments	ksh1000	3 days
Disconnection (owners request)	Clear outstanding bills	Ksh 500	1 days
Reconnection (owners request)	Request	Ksh 200	1 day

3.1 Who Are Our Customers?






These are legal entities that need and use our services under one or more of the following categories:

-  Domestic
-  Schools
-  Public Sector Institutions
-  Commercial Institutions
-  Industries
-  Multi-dwelling
-  Water Kiosk

3.2 OMWASCO Customer Care Pledge

All company staff pledge the highest quality services to our customers. 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 quality in every aspect of our services.

While solving customers' problems and delivering services and products, we pledge to:

-  Maintain a welcoming demeanor
-  Adopt a customer need centered approach
-  Attend to all customers with dignity, courtesy and respect
-  Resolve customer issues with efficiency, fairness and integrity
-  Communicate clearly and effectively with customers

- ✚ Take corrective action on errors and deficiencies that may occur
- ✚ Employ professionalism in service delivery
- ✚ Promote cost-effectiveness
- ✚ Environmentally friendly approach in our day to day operations,

We pledge to uphold and practice these declarations while serving our customers.

4.1 Water Quality

At OMWASCO we prioritize your health and well-being by upholding the highest water quality standards, ensuring reliability and safety in every drop. We are committed to providing clean, safe, and high-quality water that meets and exceeds the standards set by the World Health Organization (WHO) and the Kenya Bureau of Standards (KEBS).

4.2 Getting Connected to the Water Supply

- a) To get a new connection applicants should visit the customer care desk in any of our offices in Othaya or Mukuruwe-ini
- b) The front office staff and other officers will be available to guide applicants on the new connection process and checks the required documents.
- c) Upon verification, the officer then books a new connection survey to be carried out by a field technician.
- d) Once the field technician verifies that the connection is feasible and the customer has availed the required fittings, he/she approves the survey and issues a signed fittings inspection form to be presented at the office during payment.
- e) The customer then visits the office to pay for the new connection charges as per the approved tariff.
- f) The connection will be effected and a meter installed within 3 days after the payment is made.
- g) The customer will receive his/her first bill within one month from the connection date

4.3 Location of the water meter

- a) The meter shall be located within 1m from the customer's property boundary or as OMWASCO shall determine in consultation with you.
- b) The safety of the meter shall be the responsibility of the customer.
- c) The customer should ensure that the meter is accessible to the company staff.

4.4 Extension of water supply

Prior to making any extensions we undertake to do the following to enable prioritization of the extension mains:

- ✚ Carry out a survey to establish the demand, willingness and ability of the affected population to pay for the intended services
- ✚ Consult with stakeholders and relevant authorities on issues relating to extension of the mains, including land issues
- ✚ Carry out an analysis to establish:
 - Population to be served
 - Expected level of service
 - Viability of the mains extension

4.4 Extension through Third Party Property

Where a customer has to get water through a third party's property, a way leave form shall be signed by the third party and the meter point will be within the property of the third party. The customer is responsible for all costs associated with the installation, maintenance and repair of the water line from the meter point.

5.0 BILLING AND BILL DISPATCH

Billing process:

- a) Read all meters on a monthly basis
- b) Where the meter is inaccessible the customer is prompted via sms to submit the reading within 48 hours via sms/whatsapp/email or physically to our offices.
- c) Compute bills based on the approved tariffs
- d) Dispatch the bills via sms and email.
- e) Where the customer is dissatisfied he/she is free to lodge complaints regarding billing errors to our offices via phone call, sms, whatsapp, email or formal writing.

6.0 PAYMENT FOR SERVICES

- a) Acknowledge a receipt of payments via sms
- b) Provide a range of payment options such as cheques (personal cheques not accepted), electronic and by mobile money

Note 1:

- i) OMWASCO expects that all its services be paid for and advises all its customers to refrain from any act of:

Water theft

- Consuming water illegally
- Tampering with the water meters
- Installing pipe bypass, illegal connections and self-reconnections

These acts are liable to fines or imprisonment as per the law prescribes.

Note 2: Destructions of company infrastructure

1. Where water distribution networks are damaged by third parties such as road contractors during road upgrade works the third party will be liable for cost associated with the repairs or relocation of the affected networks.
2. Any party who maliciously damages the network will be liable for penalties as per the prescribed laws

7.0 DISCONNECTION

Our policy is to avoid disconnecting water services, but rather give the customer every opportunity to pay. These opportunities include:

- a) Ensuring the bill is fully paid on time.
- b) Giving **14 days'** notice before disconnecting the water service.
- c) Refraining from disconnecting if a customer produces proof of payment
- d) Effecting disconnection of the service as the very last result if you fail to pay your water bill by the due date.
- e) Disconnected water account with sewerage tariff shall be charged based on average sewer charges for the last three months before disconnection

Note:

- i) If the disconnection order is issued before payment is received, then a disconnection fee of {**kshs 1,000**} is charged

- ii) If you are vacating your property, notify us at least 48 hours prior to your leaving the premises so that we disconnect the water and charge you a final water services bill. If no notice is received, the accruing bill will be chargeable to the premises.

8.0 RECONNECTION

Reconnection will be carried out after:-

- a) Full payment of the amount due
- b) Part payment and signing of a commitment to pay the balance in installments
- c) Payment of reconnection fee as per our tariffs
- d) If for any reason your property has been disconnected from our water supply system, we will reconnect the property within **24 working hours {3 days}**

All paid up customers will be reconnected within **24 working hours{3 days}**

9.0 INTERRUPTION TO WATER SERVICE

Water service may be unavailable to our customers in the following incidences:

9.1 Interruption to Service

- a) In the event of planned interruption of services the company will give customers at least 24 hours' notice.
- b) Where unplanned interruption of water supply occurs the company will reinstate the services within 6 hours unless where situations don't allow.

9.3 Maintenance of Main Pipes and Distribution

We pledge to:

- a) Within 6 hours from receipt of leak/burst report, attend any site of a burst or leak which might cause substantial or moderate damage to your or neighbors property or the environment and under normal circumstances, closed off the water supply to reduce water loss/damage.
- b) Within 6 hours from receipt of leak/burst report, resume normal supply after completing repairs and flushing the pipeline
- c) Reinstate the site of repair to its original state before leaving

9.4 Maintenance of Service lines

We pledge to:

- a) Within 24 hours from receipt of leak/burst report, attend any site of a burst or leak which might cause substantial or moderate damage to your or neighbours property or the environment and under normal circumstances, closed off the water supply to reduce water loss/damage.
- b) Within 24 hours from receipt of leak/burst report, resume normal supply after completing repairs and flushing the pipeline
- c) Reinstate the site of repair to its original state before leaving

9.3 Water Rationing

We have a responsibility to supply you with water 24 hour in a day all year round. In case of circumstances beyond our control (e.g. drought, supply capacity limitation etc) then a rationing programme shall be introduced and communicated to the affected customers

10.0 ENTRY TO YOUR PROPERTY

10.1 OMWASCO's rights

Our employees and other authorized personnel shall have a right of entry to your property for purposes such as meter reading, inspection, repairs and maintenance. This entry will be during working hours except on extreme cases of emergencies.

10.2 Worker identification

Our employees and people authorized by us are required to carry and display current identification at all times.

11. INTERNAL CUSTOMER SERVICE

In OMWASCO, 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, 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:

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

12.0 CUSTOMER RESPONSIBILITIES

To facilitate the provision of the above services in a sustainable manner, we expect the customer to do the following:

- a) Treat OMWASCO staff with courtesy
- b) Protect the meter against theft or damage after installation
- c) Facilitate access to meters for readings, inspection or maintenance of the supply line
- d) Pay for bills invoiced promptly
- e) Report promptly any pipe leaks/bursts/blockages, missing manhole covers, etc to the company via the availed channels
- f) Keep the pipe networks after the meter in good state to avoid leakages which later translates to high bills due to spillages. Note the company responsibility goes up to the meter point.
- g) Provide accurate information requested by OMWASCO for execution of service.
- h) Raise any complaints promptly and within the valid time period.
- i) Be good citizens, abide by the law and desist from illegal connections or illegal water use.
- j) Avoid compromising/colluding with staff, giving bribes to staff, etc; acts that would lead to defrauding the organization.
- k) Avoid giving money to staff to pay your service bills but use the provided modes for payments otherwise the company is not responsible for money given and not accounted for.

- l) Avoid doing any construction on company infrastructure
- m) Report all matters that they deem to have negative impact on service provision and especially any illegal practices observed in their area. OMWASCO shall treat the reports with utmost confidence.

13.0 CUSTOMER COMPLAINTS

13.1 Resolving your problem

We take Customer Complaints as feedback/suggestions for improvement.

In this regard, we pledge to:

- a) Answer all telephone calls politely
- b) Direct the customer to the relevant officer without delay
- c) Advise the customer of the action we will take to right the wrong.
- d) Advise the consumer on what part he/she can play to assist in resolving the problem.
- e) Respond to complaints as per stipulated time frames.
- f) Provide feedback to all customer queries on the issues addressed verbally or in writing.
- g) Treat consumer's personal information in the strictest confidence. In particular, we pledge not to give any information supplied to us to third parties without the customer's consent unless required by law to do so.
- h) Enable the customers to examine and authorize changes to all their personal information for the purpose of updating the customer database.
- i) Discuss details of customer service with themselves only or their authorized representatives.

13.2 Dissatisfied Customers

If you are ever dissatisfied about any aspect of your dealings with us, often all it takes to find a solution is to talk with one of our customer service officers. Our staff are ready and equipped to listen to your concern and aim at first point of contact, to resolve your problem. However, if your problem is more complex, you will be referred to a supervisor.

In the majority of cases, the expertise of a supervisor should help you to reach a solution. If this isn't the case, senior management will be brought into the process.

13.3 How to take the matter further

If you are still not satisfied, we will help you refer the matter to the Tana Water Service Board for guidance

We will respond within **5 working days** to any complaint lodged with us. If the case is complex and we are unable to deal with the substance of the enquiry within five days, where appropriate, the main reply will explain the reasons for our decision, including details of any legislative or policy basis.

13.4 Dispute against a member of staff

In case a customer has a complaint against a member of staff, the complaint should be put in writing to the **Managing Director, OMWASCO, P.O Box 482-10106, Othaya**. The customer should provide all the details relating to the complaint and the circumstances thereof. After a thorough investigation the **Managing Director** or his appointee will respond to the customer as soon as possible.



13.5 Information and Enquiries

If you have an enquiry, please contact us on the address given below. Our aim is to answer your enquiry promptly and courteously.

You can also make an enquiry by writing or by email. If you request a written reply, you will receive one within ten working days. Otherwise, we will respond to your enquiry through the customer care desk.

Office Hours and Telephone Contact

Our offices will be open during the following hours

-  Monday to Thursday: 8.00am to 5.00 pm
-  Friday: 8.00am to 4.00pm.

Contacts

Office Telephone: 0702145585-..... – Othaya Head Office
0702598602.....– Mobile (sms whatsapp)
Toll Free line: 0800704270..... –

14.0 HOW TO LODGE A COMPLAINT, SUGGESTION OR COMPLIMENT

Customers are encouraged to forward complaints, corruption reports, suggestions or compliments to the **Managing Director in person, through complaints/suggestion/anti-corruption boxes, or postage, telephone, e-mail to the addresses below:**

Postage Address: The Managing Director
P. O. Box 482-10106
OTHAYA

Tel. 0702145585

Email: omwasco@gmail.com

While complaints will be treated in confidence, complainants are encouraged to identify themselves to lend credence to their complaints.

Complaints may also be made after official working hours, weekends, public holiday through:

- Station: ~~OMWASCO Head Office~~
Along Kanyange Road next to AP lines
OTHAYA
Telephone number: 0702145585
- Station: Mukurweini Area Office
Next to Mukurweini Police Station
MUKURWEINI
Telephone number 0702145585

14.0 RECORDS OF COMPLAINTS

All complaints shall be recorded at any of our two water supply offices for prompt action and shall also be used for monitoring and evaluation of the internal processes performance.

15.0 MONITORING AND REVIEWING

We wish to ensure an ongoing relevance and effectiveness of this charter and therefore shall regularly review it to determine whether:

- a) It continues to reflect our desired approach to customer service and any new initiatives in the area
- b) The service commitments and standards are aligned to the needs and priorities of our customers
- c) It continues to meet our customers service principles and our core values
- d) The current content is accurate
- e) We need to make changes in the existing methodologies of handling complaints
- f) There is to need make improvement in service delivery

16.0 IMPROVEMENT OF THE CHARTER

In light of the ever changing organizational and environmental circumstances, we will in consultation with our customers and stakeholders subject this charter to regular review and amendments with a view to improving our service delivery.