



SERVICE CHARTER

Ngandori Nginda water consumers Association water services is committed to treat all customers with respect and courtesy, Offer professional and effective services, Welcome constructive suggestions or improvements and inform about our products and services, and communicate any changes promptly.

NO	SERVICE RENDERED	CLIENT REQUIREMENTS	USER CHARGES (KSH)	TIMELINES
1	Getting Connected to the Water Supply(domestic)	Payment of new connection fees and providing the required fittings guided by our technicians	2500	5 days
2	Installation of the water meter	Protect the meter against theft or damage after installation	Free	1 day
3	Extension of water supply	Co-operation for lee ways and application of new connections	Free	
4	Disconnection	Ensure timely payments to avoid disconnection	Free	14 days
5	Reconnection	Full payment of outstanding balances and reconnection fees penalty	350	1 day
6	Disconnection (Owners request)	To request for disconnection in writing	200	1 day
7	Meter testing(Owners request)	To request for meter testing in writing	200	1 day
8	Interruption to water supply for normal planned activities	Co-operation	Free	1 day
9	Maintenance of Main Pipes and Distribution	Report promptly any pipe leaks/bursts/blockages, missing manhole covers	Free	6 hours
10	Maintenance of Service lines	Report promptly any pipe leaks/bursts/blockages, missing manhole covers	Free	3 hours
11	Resolve complaints	Report all forms of complains to the office	Free	24 hours
12	Reading of water meter on monthly basis	Facilitate access to meters for readings, inspection or maintenance	Free	Monthly

SAFE WATER FOR ALL