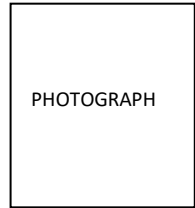




KARURI WATER AND SANITATION CO. LTD
P.O BOX 818 – 00219 KARURI. TEL 0727484139,
Email: info@karuriwater.co.ke website: www.karuriwater.co.ke



WATER CONTRACT FORM
(NOT FOR SALE)

SERIAL NO......

PERSONAL DETAILS

Name.....

ID No.....

KRA Pin No.....

Address.....

Tel No.....

Email Address.....

Occupation Details (for self-employed)

OR

Employer details (for those employed)

Type of Business/Name of employer..... Tel No.....

Location of Business/Employer..... Address.....

Plot/Premises particulars

Owner of plot/premises..... Address.....

Plot No..... Tel No.....

KRA Pin No.....

Relationship between the applicant and Landlord.....

Sub location..... Location.....

Expected No. of beneficiaries.....

I.....the bearer of ID No.....

Being the landlord of the above plot and having understood the bylaws of the company do hereby accept the above named person to connect water in my plot and accept to pay any outstanding balances in case the applicant defaults. **In case the land owner is deceased also attach a death certificate.**

Landlord signature..... **Date**.....

I agree to abide by the conditions of supply and hold myself responsible and accountable for all payments in relation to this connection which I am applying until such a time as the agreement may be terminated by either party in accordance with the set conditions. Attached is a sketch of my premises/plot

Applicant's signature..... **Date**.....

Zonal in charge/Representative

I have visited the applicant's premises and certify that there is no other connection/other separate connections. The applicant had never had any other water connection with us before and

does not owe the company any money in the past. I have identified the nearest connection point and have advised him the fittings he requires to purchase. Attached is my sketch of the area. The applicant may/may not be considered for a connection.

Zonal in charge name.....P/No.....Sign.....

Verification

I.....P/No.....have verified by physically visiting the premises that all details pertaining to this application are correct and the connection should be approved.

Sign..... **Date**.....

Technical Department

I certify that the customer should be charged/not charged deposit of Kshs.....Charged/not charged connection fee Kshs.....Other charges (Specify).....

Reasons for not charging.....

Technical/Scheme Manager.....**Sign**.....**Date**.....

Approval

Application approved/not approved for connection on behalf of Karuri Water and Sanitation Company

Managing Director.....**Sign**.....**Date**.....

Revenue clerk

Particulars	Amount (Kshs)	Receipt No	Sign	Date
Customer's deposit
Connection Charges
Other charges

Commercial Department

Nearest connection 1.....
 Zone/Location..... Nearest connection 2.....
 Connection Account No..... Meter size.....
 Meter serial Number..... Supply Classification.....
 Turn on reading..... Installed by.....
 Date of installation..... Sign.....
 Witnessed by..... Sign.....

I certify that the above information is correct and the form should be submitted to billing unit for processing

Commercial Manager.....**Sign**.....**Date**.....

Billing Unit

We have received your consumer's applicant/contract form and we have accepted/rejected the form. We have keyed in your customer's details in our billing unit data base for billing processing.

Reasons for rejection.....

Billing Unit Officer.....Sign.....Date.....

CONDITIONS FOR SUPPLY

1. A complete new connection application is to be returned with the following attachments:
 - **A Coloured passport photograph**
 - **A copy of the ID**
 - **A copy of the KRA pin**
 - **A copy of the plot or land title deed (if incase not available)**
 - **A copy of the lease or sale agreement or,**
 - **Updated search certificate or,**
 - **Chief's letter indicating why the title is not available**
2. New connections will be dealt with as a rule, be dealt with in order of priority or date, but the company reserves the right of executing the works in the manner and at the time best to its convenience. The connection fee is Kshs.**3,040**
3. All connection charges are payable on demand. However, deposit can be made upon approval by management as arrangements for connection are being done.
4. The Company will provide a ½ inch water meter and the customer will be charged a monthly meter rent of Kshs. **50** for as long as the connection shall remain in existent. Meter rent is chargeable even when the connection is disconnected. The meter shall be the property of the Company.
5. Consumers requiring ¾ and 1 inch water meters will be expected to buy the meters from the company at the prevailing market value that will be communicated upon request.
6. All fees are payable to our various bank accounts as advised by the office and customers are warned of giving money to employees of the Company to pay on their behalf. Please ensure that you receive official receipts upon presentation of the bank slips to the office.
7. Labor for trenching and back filling from the main supply line to the location of the standpipe together with pipes & fittings required for the same is the responsibility of the customer but joining the pipes from the mains up to the meter is the responsibility of the company at no cost. **N.B INCASE OF DAMAGE ON THE MAIN LINE WHILE TRENCHING, THE CUSTOMER WILL BE HELD LIABLE FOR THE REPAIR REQUIRED.**
8. If any account is overdue, the water supply will be disconnected and proceedings taken to recover the charges due. Public entities are required to have escrow accounts upon application. The Company also reserves the right to set off a non-recoverable debt for public entities.
9. Any changes in the charges and water tariffs shall be notified in the gazette and in addition details thereof shall be sent to each consumer with the monthly amount preceding such charge.
10. The company shall have the right forthwith and without notice to terminate the agreement for any breach by consumer to the conditions of the supply, but without prejudice to any antecedent right against the consumer including the right to take proceedings
11. No consumer shall use, or permit to be used any water supplied in pursuance of an application made by him/her except for such use as specified in the application
12. No consumer shall convey, or permit to be conveyed by any means whatsoever, for use outside his plot, or for sale, any water supplied by the company.
13. The consumer shall deposit **Kshs1,500 for domestic connection**
 - **Kshs 10,000 for more than one single dwelling**
 - **Kshs 10,000 for minor construction connection.**
 - **Kshs 10,000 for institutions connection.**
 - **Kshs 50,000 for Major Construction.**
14. Sanitation Type;
 - **Flush or Pour Flush to Septic Tank**
(a)Individual (b) Shared
 - **Flush or Pour Flush to Pit Latrine**
(a) Individual (b) Shared

- **Ventilated Improved pit latrine**
(a) Individual (b) Shared
 - **Pit Latrine with Slab**
(a) Individual (b) Shared
 - **Ordinary Pit latrine**
(a) Individual (b) Shared
 - **Composting Toilets**
(b) Individual (b) Shared
15. The deposit shall be retained by the company for the period which the consumer is supplied with water, or maintains a connection. The amount will be refunded upon clearance of any pending bills, termination and a request in writing made by the consumer and upon production of the original deposit receipt the consumer should expect the refund within sixty (60) days upon receipt of the request.
 16. The consumer responsibility begins immediately after the water meter towards his/her house or plot irrespective of the length of the pipeline financed by him/her. In the event of complaints or compliments, the consumer can visit the office or contact through a phone call or by email as provided.
 17. It is the responsibility of the consumer to give access to the meter and premises to the company staff who shall have the right to disconnect in the event of no such access being granted.
 18. The security of the meter is vested in the consumer. In the event of theft of the meter, the consumer is required to pay for a replacement meter according to the company's specification before resumption of water supply.
 19. The consumer is expected to communicate to the office in case of leakage or damage on his premise before or after the meter for prompt repairs. In the event of leaks after the meter towards the premise, the customer is liable for the units tabulated. Repairs from the main to the meter are to be addressed by the company plumber, leakages from the meter to the premise can be addressed by the customer however, the customer is not authorized to tamper with the meter.
 20. The consumer is expected to state/disclose any other connection ever held with the company in the same premises being applied for.
 21. The company reserves the right to reject an application or withdraw the connection for false information given.
 22. In case of change of ownership of the building, a new water agreement must be entered into and the applicant must produce the last water bill fully paid.
 23. The company reserves the right to install water meters and does not in any way accept private consumer meters.
 24. The consumer will be penalized if found to have tampered in any way with the meter according to the prevailing approved penalties by the Regulator.
 25. The consumer is liable to the set penalties if found to bypass the meter, reconnecting oneself even after paying the water dues or tampering in any way with the water mains as per approved rates by the regulator.
 26. The water meter will be installed not more than one (1) meter from the boundary of the consumer premises and at least 300mm above ground level.
 27. **In the attempt to collect long time debts, the company may list defaulters with Credit Reference Bureau(CRB)**

Consent Clause

- a).** I/We warrant that the information given in this application form is true and complete and authorize you to make any enquires necessary in connection with this application.
- b).** I hereby confirm that I have authorized Karuri Water and Sanitation company to share my credit information/ access my credit profile and those of the directors/Guarantors for credit appraisal with licensed Credit Reference Bureaus (CRBs).
- c).** I further release the CRB and Karuri Water Company and its officers, employees and agents from all claims, actions or proceedings of whatsoever nature and howsoever arising, suffered or incurred in connection with this sharing and access for the purpose afore stated.
- d).** I/we confirm that we have read and understood the standard trading terms and conditions (as amended from time to time) and agree to be bound by them. I/We agree that am/Are jointly/severally reliable for amount outstanding at any time in the account.

NAME.....SIGN.....DATE.....

Note: the conditions in this agreement may change from time to time according to the company's policy

SKETCH SHOWING LOCATION FOR CONNECTION (Pipeline and plot) TO BE COMPLETED BY APPLICANT

NAME..... SIGN.....DATE.....

SKETCH SHOWING LOCATION FOR CONNECTION (Pipeline and plot) TO BE COMPLETED BY ZONAL IN CHARGE /REPRESENTATIVE

NAME..... SIGN.....DATE.....