



NAKURU RURAL WATER & SANITATION COMPANY LIMITED

Website: www.naruwasco.co.ke

E-mail: info@naruwasco.co.ke

Mobile No: +254 721-344 898, +254 791 389 372, P.O. Box 386 – 20100 Nakuru

CUSTOMER CONTRACT FORM

I/We _____ Contact Address: _____

ID No: _____ KRA PIN: _____

hereby request you to supply water to my property detailed herein below. I agree to abide by all terms and conditions specified in the prevailing water Act, tariffs, water regulations and company policies. I/We also understand that the pipes and fittings used between the supply main and water meter will be property of the company for the purposes of operational and maintenance and also those between the water meter and my premises will be my responsibility. I hold myself responsible for payment of all water, sewer charges, and refuse collection charges until such a time as the agreement is terminated in accordance with terms and conditions.

Signature: _____ Date: _____

Consumer Details

Phone No: _____ E- mail Adress: _____

Plot Number/LR No: _____

Road/Street Name: _____

Landlord's Certificate

Name of the Landlord _____ ID. No: _____

(Attach Copy) Address: _____. I the above-named Landlord hereby certify that the above-named person is my tenant/sub-tenant with effect from (date) _____ guarantee that bills in respect of the above connection shall be paid.

Signature of the Landlord: _____ Date: _____

For Official Use

Check List

S/No	Particulars	Availed
1.	Customer Tariff Category	<input type="checkbox"/>
2.	Application For: 1. Water Only 2. Water and Sewer 3. Sewer Only	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
3.	Survey Form Attached	<input type="checkbox"/>
4.	Copy of ID Number	<input type="checkbox"/>
5.	Copy of KRA PIN	<input type="checkbox"/>
6.	Copy of title Deed/ Land Sale Agreement	<input type="checkbox"/>
7.	Land Lord Certificate Attached	<input type="checkbox"/>

(Attach Copy of ID, KRA PIN, Title Deed/Sale Agreement)

For enquiries, please contact us on: Customer Care +254 791 389 372,

E-mail: info@naruwasco.co.ke, Website: www.naruwasco.co.ke

Conditions of Supply

1. Application for the execution of works will as a rule, be dealt with in the order of priority of date, the company reserves the right of executing the work in the manner and at the time best to its convenience.
2. All charges shall be payable on demand.
3. If any account is overdue the water supply shall be cut off in accordance with prevailing water rules (Water Act, tariff, relevant company policies) and proceedings taken to recover the charges due.
4. Any changes in the charges shall be notified in the Kenya gazette, and in addition details thereof shall be sent to each consumer with the monthly account preceding such change.
5. 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 proceedings.
6. In accordance with regulation 2 of these conditions, the consumer shall pay a deposit which shall be retained by the water company for the period during which the consumer is supplied with water.
7. The pipes and fittings used between the supply main and water meter will be property of the company for the purposes of operational and maintenance, and the customer's responsibility begins after the meter towards customer premises.
8. It is the responsibility of consumer to give unconditional access to the company staff to the meter and premises failure to, the company shall reserve the right to disconnect in the event of no such access being granted.
9. It is the responsibility of the customer to secure the meter from any damage or theft. A surcharge applies for replacement of any meter lost or damaged at the market rate.
10. In case of changes of ownership of the premises, a new contract will have to be entered into. In this case, all pending bills in the account shall be cleared prior to taking over.
11. The customer shall provide water connection fittings.

Verified By: _____
Area Manager

Date: _____

Authorized By: _____
Commercial Manager

Date: _____

(Attach Copy of ID, KRA PIN, Title Deed/Sale Agreement)

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