CUSTOMER SERVICE CHARTER

MARWASCO is committed to Timely, Efficient and Effective Service Delivery

SERVICE RENDERED	CLIENT REQUIREMENTS/EXPECTATIONS	CHARGES(Ksh)	TIMELINES
Process application for new water connection	Payment of new connection fees and providing the required fittings as guided by our technicians	As per the guidelines	3 working days
Installation of the water meters	Protect the water meter against theft or damage after installation		1 day
Disconnection	Ensure timely payments to avoid disconnection	As per the tariffs	14 days before the due date
Reconnection	Provide proof of payment	As per the tariffs	24hrs
Disconnection(owners request)	To request for disconnection in writing	As per the tariffs	1 day
Reading of water meter	Facilitate access to meters for readings, inspection or maintenance	Free	Monthly
Information provision	• office visit, Social media (twitter, Facebook), Email address Websites	Free	immediately
Water Qaulity Testing	Water Quality analysis	As per the Tariffs	5 Days
Installation of a new connection sewer	Approved drawings plan and design(sewer connection)	As per the tariffs	Sewer-within 3 working days
Meter reading	Free access to customers premise	Free	Every month
Bill delivery	Through SMS or email	Free	Last day of the month
Payment for services: modes of payment	• KCB Bank • Cheques • Query of bills, complaints and compliments	Continuous	Continuous
Disconnection and reconnection water and sewer	Free access to customers premise	As per the tariffs	Disconnection: due date reconnection: within 24hrs after payment

Marsabit water and sewerage company limited is committed to offer professional and effective service to all customers with respect and courtesy. the company is open to suggestion on ways to improve water and sewerage services to its customers. We offer information on our products and services and communicate any changes that may affect service delivery.

Any service that does not conform to the above standards or any officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to:

The Managing Director
Marsabit Water and Sewerage Company (MARWASCO)
P.O. Box 69-60500
Marsabit, Kenya

or

Email: Infor@Marwasco.co.ke
Hotline: +254 726 689 803
Facebook: Marsabit Water Sewerage Company
Twiter: Marwasco Marsabit