



Quality water Quality Life

CUSTOMER SERVICE CHARTER

Ol Kalou Water and Sanitation Company is committed to provision of efficient, affordable and sustainable water supply and sanitation services to the entire Ol Kalou township and its environs, with integrity, accountability and professionalism.

OUR VISION

To be a role model Water and Sanitation Company in the country.

OUR MISSION

To ensure sustainable, efficient, effective and reliable provision of quality and affordable water and sanitation services to the people of Ol Kalou Sub-county of Nyandarua County.

DESCRIPTION OF SERVICE	REQUIREMENT(S) FROM CLIENTS	CHARGES (Kshs.)	TIMELINESS
Attend to customers/visitors on arrival	Clarity and Courtesy	Free	Within Three (3) minutes on arrival
Provision of information	Upon Request	Free	Depends on nature of information requested
New water connection(s)/Separations	Filled application form(s), copy of title deed, ID and KRA pin number	Applicable/Gazetted charges	3 days
Disconnection on owners request	Submit request	Applicable/Gazetted charges	Within 24 hours
Reconnect services after payment	Receipt of payment	Gazetted Re-connection charges	Within 24 hours
Replacement of faulty meters	Report	Free	Within 2 days
Respond to emergencies (water service faults)	Report	Free	Within 2 hours
Meter Testing	Order request, Receipt of payment	500.00	5 days
Bill Services	Provide access to meter for readings	Monthly Bill	Once a month
Resolving of billing related complaints written/verbal	Evidence of complaint	Free	20 days
Investigate complaint and necessary follow ups	Report complaints	Free	24 hours

CUSTOMER RESPONSIBILITY

1. Treat the Ol Kalou Water and Sanitation Company staff with courtesy.
2. Avail all information requested by Ol Kalou Water and Sanitation Company for execution of service.
3. Abide with the legal requirements and desist from acts of illegal usage of water.
4. Report leaks, bursts and any illegal connections witnessed for appropriate Company action.
5. Pay for bills invoiced and update any changes of personal details promptly.
6. Facilitate access to meters for proper readings.
7. Maintain service lines after the meter to avoid water loss through leakage.
8. Practice rational use of water in order to preserve and optimize the available water.
9. Ensure the meter is raised at 300mm above the ground and installed near the entrance to the property.

Please direct all enquiries ,suggestions, concerns, complaints or compliments to:

The Managing Director, Ol Kalou Water and Sanitation Company Limited,

P.O. Box 455-20303, Ol kalou, Kenya. Tel: 020 231 2471

Company Offices-Jua Kali, Off Ol kalou-Njabini Road

Email: info@olkalouwater.co.ke Or olwasco03@yahoo.com

Website: www.olkalouwater.co.ke



@olkalouwater