



Kiambu Water and Sew. Co. Ltd

P. O Box 409 – 00900 Kiambu
Telephone: 0202133977 / 0716452238

Website: www.kiambuwater.com
Email: info@kiambuwater.com
Kiwasco.water@gmail.com

WATER/SEWER CONNECTION APPLICATION FORM

ACCOUNT NUMBER

CUSTOMER DETAILS

<i>Surname.</i>	<i>First Name.</i>	<i>Middle name.</i>	ATTACH PASSPORT PHOTO HERE
<i>ID card No.</i>	<i>Telephone No.</i>	<i>P.O. Box/ postal Code.</i>	
<i>PIN No.</i>	<i>Email address.</i>	<i>Fax No.</i>	
<i>Employer/Self-employed.</i>	<i>Employer/Business Name.</i>	<i>Address Code.</i>	

AREA OF SUPPLY INFORMATION

<i>Location name.</i>	<i>Village name.</i>	<i>Plot number/LRN.</i>
<i>Name of the building.</i>	<i>House number.</i>	<i>No family members.</i>

I /We Owners/Tenants of the above premises apply for water connection and abide to pay all monthly bills resulting from services rendered by the company.

Applicant Name

Signature

Date

SKETCH SHOWING LOCATION FOR CONNECTION (Pipeline and plot)

To be completed by Applicant.

GPS Coordinates:

Point No: _____

X _____

Y _____

Any Comments:

SUPPLY AGREEMENT

1. The applicant must have read, understood and read to abide with the Acts, by-laws & company policies which govern the water service provision. The applicant must be willing to abide to the following terms of supply as provided below. The applicant must attach a copy of national ID, P.I.N number, plot number,
2. The company will shall do connection up to 8m if there will be any additional length you are required to share the cost.
3. The KIWASCO shall only facilitate connection where there is existing service line. In case there is no surface line customer is obliged to wait for pipeline extensions.
4. Immediately after application, the company shall carry field survey to ascertain service provision within two days. After ascertaining the ability to supply the connection shall be done in seven days from the date of application,
5. That I shall procure the right quality of pipes and fittings for water connection. The meter shall be connected 3 feet from the mainline and at least 1foot from the ground. I shall keep the meter accessible and in legible condition. I shall construct a chamber to secure the meter.
6. The company shall produce water bills at the end of each month and charges shall be payable within 14 days after invoicing. Payment shall be done by cash, cheque, M-PESA or RTGS from the government departments.
7. Upon receipt of water bill, the customer shall forward any complains arising from that bill in 14 days. After this the company shall deem the bill to be correct and may not accept any adjustment after that period.
8. That I shall allow KIWASCO personnel access to inspect the water connection to ascertain that it's in good working condition. This shall also include carrying investigation exercises where illegal connection is suspected.
9. I shall not engage in any kind of meter damage or/and water tampering so as to avoid fraudulent/unauthorized water usage.
10. Where water connection is tampered with, the company shall disconnect such account. The company shall deal with that culprit in accordance with its illegal water usage policy. Reconnection shall be made upon paying all outstanding debts, illegal connection charges and reconnection fee.
11. If any account is overdue the company shall disconnect the account and shall only reconnect the same after payment of outstanding debt and payment of reconnection charges.
12. That I shall not be permitted to use water for any other purposes except for the one I have applied for in this application form.
13. I shall pay water deposit applicable to service being requested in accordance to approved water tariffs. The deposit shall be refundable upon clearance of all outstanding balances and termination of the account.
14. The company shall be responsible for water supply facilities up to the meter connection; thereafter the customer shall bear the responsibility. That I have the responsibility to inform the company of any water leakage/burst for the Co. to attend immediately.
15. Any change in water tariff shall be notified to the customer in the Kenya Gazette two months before implementation, the same shall be displayed on the company notice board and service charter.
16. Where I have more than one water account and one connection is disconnected due to unpaid water bills, the company may disconnect other account/s in an effort to recover payment of the one in arrears.
17. Where I have been served with water and sewer services, and the account/s are in arrears, the company may disconnect water and sewer connections until the account is settled. The company may offer a grace period of two weeks before disconnecting the sewer line for the customer to settle the account, however the company shall calculate an estimated sewer charge based on previous consumption for the period which water was disconnected and debit the same in customer's account for payment. If payment is not settled the company shall disconnect sewer line.
18. The Customer will be provided with a meter upon application which shall be installed, it shall be the customer responsibility to make sure the meter is secured. Where meter is lost or negligently damaged, the customer shall pay a fee equivalent to the cost of the meter at the prevailing market price to the company for another replacement meter to be installed.
19. The customer shall make sure that the meter is accessible at all times and is in legible condition i.e. raised above the ground by at least one foot, where meter is continuously kept in a condition that it cannot be read, the company shall disconnect water supply until such time proper arrangement are made for meter reading exercises.
20. The provisions and condition of supply of this contract may be amended from time to time by the company and shall form the basis of my/our contract with the company.
21. In case of a meter separation, the company shall install a main meter that shall check the consumption of other meters, If there is any difference in consumption between the main and other meters where the main meter register higher consumption it shall be my responsibility to pay for this difference.

Customer:

Signed by _____ Signature _____ Date _____

For and on behalf of the Kiambu Water and Sewerage Company:

Name _____ Signature _____ Date _____

KIAMBU WATER AND SEWERAGE COMPANY LIMITED

WATER/SEWER APPLICATION FORM STAGES CHECK LIST

For account.....

CUSTOMER CARE

I have received and confirmed that the application form is dully filled. I also confirm that the documents required for this type of application as per water/sewerage supply requirements are attached the form. (Copies of documents must be signed as certified)

I have confirmed that the applicant does not own any money in the past.

Officer's Name

Signature

Date

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TECHNICAL DEPT

1. WATER CONNECTION

I have carried the survey and certified that the company is **ABLE / NOT ABLE** (*tick applicable*) to supply water to this customer (If the company is not able to supply water/sewerage, please indicate the reason(s) as to why)

For the purpose of determining applicable water deposit, I confirm that the applied water connection is meant for _____
(*indicate the purpose e.g. domestic, commercial, yard tap, water kiosk*)

I have visited the applicant premise and confirmed that there is no meter separation and there had never had a previous water connection with KIWASCO.

Existing distribution line in inches..... service line diameter in inches.....Length of service pipe line class.....

2. SEWER CONNECTION

Existing water connection: - (Yes, No) Connection no.....

Existing size of sewer pipe..... Distance from existing pipe.....

No of manholes required for connection.....length of pipe required.....pipeline size required for connection.....

Sources of Water Metered (Yes, No)

Officer's Name

Signature

Date

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TECHNICAL MANAGER

I certify connection to be installed in accordance to the company's Metering policy.

Officer's Name

Signature

Date

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Sewer /water approved for connection on behalf of kiambu water

MANAGING DIRECTOR _____

Signature _____

Date _____

COMMERCIAL DEPT

I have assigned this application account number For billing purposes

Officer's Name

Signature

Date

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FINANCE DEPT

I have received payment for this connection and issued official receipts as below;

Water deposit Kes.....receipt No..... Date.....

Application fee Kes.....receipt No..... Date.....

Skilled labour Ksh.....receipt No..... Date.....

Connection /MaterialKes.....receipt No..... Date.....

Officer's Name

Signature

Date

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COMMERCIAL DEPT

I have assigned Mr.authority to collect water meter & fittings (gatevalve, saddle clamp, 8m pipe ppr, adaptor and nipple size.....) from the store and install the same

Officer's Name

Signature

Date

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Prepared by		Approved by		Issue No 0002	Revision No 0001
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STORES SECTION

I have issued a water meter with a serial numbersize..... pipe size & length.....saddle clamp..... adapter size..... gatevalve.....to the officer named above.

Witnessed by customer Sign Date.....
 Officer's Name Signature Date

TECHNICIAN

1.) WATER CONNECTION

I have installed this meter on this date And I have notify Mr..... A meter reader in charge of this zone of this installation, Meter readings on installation is

Technical Officer's Name Signature Date

Location for this Meter installed in zone _____ and specifically in walk _____ Next to account _____ route _____

Meter readers Name Signature Date

2)SEWER CONNECTION

I have installed this sewer connection in accordance to the company's policy.

Officer's Name Signature Date

COMMERCIAL DEPARTMENT

Having confirmed all fields in this checklist to be dully filled I authorize this account to be activated in billing system

Officer's Name Signature Date

BILLING OFFICER

I activated this account and filed customer application form

Officer's Name Signature Date

3) GIS SECTION

GPS Coodinates Capturing.

GPS Coordinates	Waypoint No.	X	Y
Water Meter			
Tee junction			
Meter Brand			
Meter Material			
Mode of Installation	Horizontal/Vertical		Raised/Level

Comments:

I certify that the GIS coordinates have been captured and updated in the Company GIS database .

Officer's Name Signature Date



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DATA SUBJECT CONSENT FORM

Introduction: Kiambu Water and Sewerage Company ("We", "Us", "Our") is committed to protecting your personal data in compliance with the Data Protection Act, 2019. This consent form seeks your approval to collect, process, and store your personal data for specific purposes in connection with our services.

What Data We Collect: We may collect and process the following types of personal data:

- Full Name
- Identification Number (ID/Passport)
- Physical and Mailing Address
- Phone Number and Email Address
- Land ownership details
- Payment Details (for billing purposes)
- Customer Service Interactions
- Water Meter Readings and Service Data

Purpose of Data Collection: The personal data we collect will be used for the following purposes:

- To provide and manage water and sewerage services.
- To process billing, payments, and financial records.
- To communicate with you regarding service updates, customer service issues, and changes to our services.
- To fulfill legal and regulatory obligations.
- To improve our services based on customer feedback.

Sharing Your Data: We may share your personal data with third-party service providers or government authorities where it is necessary for service delivery, regulatory compliance, or legal obligations. This will always be done in accordance with relevant laws and only for the purposes specified above.

Your Rights: As a data subject, you have the following rights:

- The right to access your personal data.
- The right to request correction or deletion of your data.
- The right to object to the processing of your data.
- The right to withdraw your consent at any time.
- The right to lodge a complaint with the Data Protection Commissioner if you feel your data is being mishandled.

Consent: By signing below, you agree to the collection, use, and processing of your personal data as outlined in this form. If you wish to withdraw your consent at any time, please contact us at info@kiambuwater.com or call +25420 2133 977

Name: _____

ID/PP No: _____

Date: _____

Sign: _____

Prof. Benard Njoroge (Chairman), Ms. Grace Njuguna, Mr. Shadrack Waweru
Eng. Jennifer Musyoki, Mr. Charles Gikonyo, Mr. Zachary Gitau.

“Maji safi ni uhai”



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CUSTOMER PRIVACY NOTICE

Introduction: Kiambu Water and Sewerage Company ("We", "Us", "Our") values your privacy and is committed to protecting your personal data. This Privacy Notice explains how we collect, use, and share your personal information and informs you of your rights under the Data Protection Act, 2019.

1. Personal Data We Collect: We may collect and process the following personal data about you:

- Full Name
- Identification Number (ID/Passport)
- Physical and Mailing Address
- Phone Number and Email Address
- Land ownership details
- Payments Details (for billing purposes)
- Customer Service Interactions
- Water Meter Readings and Service Data

2. How We Use Your Data: We use your personal data for the following purposes:

- To provide water and sewerage services, including billing and account management.
- To communicate with you about your account, service issues, and updates.
- To comply with our legal and regulatory obligations.
- To improve our services based on customer feedback and water usage data.
- To process complaints and customer service inquiries.

3. Lawful Basis for Processing: We process your personal data based on the following lawful bases:

- Performance of a contract (provision of water and sewerage services).
- Legal and regulatory obligations.
- Legitimate interests in improving our services and maintaining communication with customers.

4. Sharing Your Data: We may share your personal data with:

- Service providers (such as billing agents or contractors) who help us deliver our services.
- Government agencies or regulators as required by law.
- Third parties only where necessary for the provision of services, with appropriate safeguards in place.

5. Your Data Protection Rights: You have the following rights regarding your personal data:

- **Right to Access:** You can request a copy of the personal data we hold about you.
- **Right to Rectification:** You can request that we correct any inaccurate or incomplete personal data.

Prof. Benard Njoroge (Chairman), Ms. Grace Njuguna, Mr. Shadrack Waweru
Eng. Jennifer Musyoki, Mr. Charles Gikonyo, Mr. Zachary Gitau.

“Maji safi ni uhai”

- **Right to Erasure:** You can request that we delete your personal data, subject to legal and contractual obligations.
- **Right to Restrict Processing:** You can request a restriction on the processing of your personal data.
- **Right to Object:** You can object to the processing of your personal data, particularly in cases of direct marketing.
- **Right to Data Portability:** You can request the transfer of your data to another service provider.
- **Right to Withdraw Consent:** If we rely on your consent for processing, you can withdraw it at any time.

6. Data Retention: We will retain your personal data for as long as necessary to fulfill the purposes for which it was collected, including any legal or reporting requirements.

7. Security of Your Data: We take appropriate technical and organizational measures to protect your personal data from unauthorized access, loss, or damage.

8. Changes to This Notice: We may update this Privacy Notice from time to time. Any changes will be communicated to you via our website or other communication channels.

9. Contact Information: If you have any questions or concerns about how we handle your personal data, or if you wish to exercise any of your rights, please contact us at:

Managing Director

Kiambu Water and Sewerage Company

P.O Box 409, 00900, Kiambu

info@kiambuwater.com

+25420 2133977

You may also lodge a complaint with the Office of the Data Protection Commissioner at compliance@odpc.go.ke