

**NAIROBI CITY WATER AND SEWERAGE COMPANY**



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NAIROBI CITY WATER AND SEWERAGE COMPANY  
HEAD OFFICE P.O. BOX 30606, G.P.O 00100  
NAIROBI, KENYA



**NAIROBI WATER**

*Improving Reliability*

**APPLICATION FOR WATER/ SEWER FORM  
NCWSC/CD/COM/01-FORM E1**



CONDITIONS OF SUPPLY

1. All application for the execution of works will be dealt with in the order of priority or date, but the water undertaker reserves the right of executing the work in the manner and at the time best to his convenience.
2. 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.
3. All water consumption shall be billed at the end of each month and charges including a service charge to be specified shall be payable within 14 Fourteen days after invoicing. Payment shall be done by cash or cheque.
4. If any account is overdue the water supply shall be cut off and shall only be reconnected upon payments' of the outstanding bills and requisite reconnected fees.
5. Any charges in the water tariffs shall be notified in the Gazette two months before implementation. The same shall also be displayed on the Company's Notice Board and Service Centres.
6. (a) No consumer shall use, or permit to be used, any water supplied in pursuance of this application except for such use as specified by him in his application.  
(b) No consumer shall convey, or permit to be conveyed by any means whatsoever, for use outside his plot, or for sale, any water supplied to him by the water undertaker.
7. The customer shall pay the prescribed deposit in line with service being requested which shall be retained by the company for the period during which the consumer is supplied with water, or maintains a connection. The amount will be refunded to the consumer upon termination to the agreement and production of the deposit slip.
8. The company shall be responsible for all water supply facilities up to the meter connection. Thereafter the responsibilities and risks pass to the customer.
9. It is unlawful for anyone to tamper with a water meter. Should there be tampering with the meter the Company will disconnect services and lodge a criminal complaint against the customer. In addition the Customer shall be required to pay any applicable penalty prior to any reconnection of services.
10. It is the responsibility of the customer to give access to the meter and premises to the Company's authorized agents who shall reserve the right to disconnect in the event of no such access being granted. Such agents shall at all times identify themselves.
11. Except in cases of Emergencies, the Company shall endeavour to publish notices of any service interruption.
12. The Company may ration the supply of water in times of shortage. In such events the rationing programme shall be published at least 7 days before the commencement of rationing in such media as the company may deem fit.
13. Customers may lodge complaints with and report any corrupt practices involving the Company's employees at any service centre or call Customer care on Telephone Numbers 0703080000/0724253582/0703 050 598/0702 206328/0702 206418/ 0702 205964
14. State other connections held by the consumer.  
Account Number  
(i) .....  
(ii) .....(iii) .....
15. The company reserves the right to reject your application or withdraw the connection for any false information given or default on payments for services rendered for your other existing connections.
16. In case of changes of Ownership of the Building a new water agreement must be entered into, and the Applicant must produce his last water bill receipt (if any).
17. The Company may from time to time amend the terms and conditions set out herein provided that no amendment shall come into force except with prior notice of at least three months.
18. This customer service contract is assignable to Athi Water Service Board or its nominee.
19. The customer shall give a written notice of fourteen days, where services of NWSC are no longer required for termination of contract.

**CUSTOMER OBLIGATION.**

I agree to abide by the terms and conditions specified above and hold myself responsible for payment of water, sewerage meter rent and all other relevant charges, until such a time as the agreement is terminated in accordance with the Company Policy.

Applicant's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**SKETCH SHOWING LOCATION FOR CONNECTION (Pipeline and plot).**  
To be completed by Applicant

**CONSUMER CLASSIFICATION**

- 01 - DOMESTIC
- 02 - COMMERCIAL
- 03 - INDUSTRIAL
- 04 - KIOSKS

Photograph

**COMPANY OBLIGATION**

The NCWSC hereby agree to supply water to the address shown above as requested by the applicant above according to the terms and conditions specified in this contract.

Signature .....Date .....

COMMERCIAL DIRECTOR