

THIKA WATER AND SEWERAGE COMPANY

WATER APPLICATION FORM



MOBILE: 0720418444
 EMAIL: info@thikawater.co.ke

THIKA WATER AND SEWERAGE COMPANY
 P.O.BOX 6103-01000
 THIKA KENYA

Application No.: _____	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Work Request</td> <td style="text-align: center;"> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> </td> </tr> <tr> <td style="padding: 2px;">Account No.:</td> <td style="text-align: center;"> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> </td> </tr> </table>	Work Request	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Account No.:	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
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PLEASE FILL ALL RESPONSES WHERE APPLICABLE IN CAPITAL LETTERS AND TICK IN THE APPLICABLE BOX

APPLICANT/CUSTOMER DETAILS

Last Name/Company name:		Other Names	
PIN NO:(Attach copy)	National ID Passport No/incorporation No (Attach copy)	Ownership of property: If other, specify (Attach copy)	
Tel.No. (office/Home):	Tel.No. (Mobile):	E-mail address:	
Postal Address	Code	Town	
Alternate Contact Person...			
Postal Address	Code	E-mail address:	

Applicant's Signature; _____ Date _____

Application Received by: _____ signature _____ Date _____

Region	House No/Apartment No.	Location /Area	Street
Types of Supply	Plot /L.R No:	Floor No.	New Premise/Separation
	Domestic/residential No.of dwelling Houses <input type="checkbox"/>	Commercial/Industrial <input type="checkbox"/>	Government/institutions <input type="checkbox"/>
	Schools/Universities/Colleges <input type="checkbox"/>	Other <input type="checkbox"/> if other specify	Stand pipes/water kiosk <input type="checkbox"/>

LANDLORD GUARANTEE (where Tenant is Applying)

Name of Landlord.....

Address

Tel/Fax/Email

I, the above named Landlord certify that the above named applicant is my tenant, w.e.f.....Date) and herewith guarantee that in the event that the tenant fails to pay the bill, I shall undertake to pay outstanding bill. I here with undertake to notify Thika Water and Sewerage Co Ltd on any change in tenancy one month in advance.

Signature of landlord..... Date.....

ID/No (Attach copy) PIN No (Attach Copy)

THIKA WATER & SEWERAGE COMPANY LTD

CONDITIONS OF SUPPLY

1. All application for the execution of works will be dealt with in the order of priority or date, but the company reserves the right of executing the work in the manner and at the time best in its 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 court proceedings
3. All water consumed shall be billed at the end of thirty days consumption. Payment shall be done guided by the information provided on the monthly bills.
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 reconnection fees.
5. Customers shall be bound by the Kenya Gazette notice Vol.CXXIII -No.230 of 12/11/2021. Any changes in the water tariffs shall be notified in the Kenya Gazette one month before implementation. The same shall also be displayed on the Company's Notice board, company website and Services Centre's.
6. (A) No consumer shall use or is permitted to use, 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 Thiwasco.
7. The customer shall pay the prescribed deposit in line with services being requested as per the existing tariff 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 of the agreement.
8. The company shall be responsible for all water supply facilities up to the connection point.
Thereafter the responsibilities and risks pass to the customer.
9. A) It is unlawful for anyone to tamper with a water meter which is the property of the company. 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 penalties prior to any reconnection of services.
B) It is unlawful for anyone to pump water directly from the supply line/meter using a pump. Should there be such direct pumping the company will disconnect services, in addition the customer shall be required to pay the applicable penalties 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 from the mains 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 endeavor to notify of any service interruption.
12. The company may ration the supply of water in times of shortage. In such events the rationing program shall be published at least 7 days before the commencement of rationing in media of wide circulation.
13. Customers may lodge complaints with and report any corrupt practices involving the Company's employees/agents at any service or drop confidential note at our corruption reporting boxes.

14. 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.
15. In case of changes of ownership of the building a new water agreement must be entered into, and the applicant must produce the last water bill receipt (if any)
16. 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.
17. The customer shall fill a termination form and provide a copy of their ID, where services of Thiwasco are no longer required and terminate the contract and request for refund of the deposit.
18. Meter once connected is in custody of the customer.
19. Meter should not be removed and kept in the house at any time
20. In cases of meter theft, a police abstract should be produced before issuing another meter. The customer shall cater for 100% market value of the meter cost
21. Customers are requested to take monthly readings especially on the date the Company's meter readers take their readings to compare with the readings indicated on the monthly bill.
22. Customers are required to update their telephone contacts and email addresses to enable them receive bills.

MISCELLANEOUS CHARGES

Water Deposit

Category of consumer

Domestic.....	Kshs.2,500
Retail shops less than 10m ³	Kshs.3,000
Retail shops more than 10m ³	Kshs.3,500
Bar, restaurants less than 15m ³	Kshs.4,000
Bar, restaurants more than 15m ³	Kshs.6,000
Hotel class "A" and "B" less than 150m ³	Kshs.12,000
Hotel class "A" and "B" more than 150m ³	Kshs.15,000
Hotel class "C" and "D" less than 150m ³	Kshs.18,000
Hotel class "C" and "D" more than 150m ³	Kshs.20,000
Hospitals more than 150m ³	Kshs. 20,000
Health centers less than 15m ³	Kshs. 12,000
Schools and other institutions more than 200m ³	Kshs. 20,000
Schools less than 200m ³	Kshs.10,000
Minor construction sites more than 200m ³	Kshs. 15,000
Major construction sites more than 300m ³	Kshs. 50,000
Light industries less than 200m ³	Kshs.30,000
Medium industrial between 200m ³ and 300m ³	Kshs.50,000
Heavy industries more than 300m ³	Kshs.100,000
Water Kiosks.....	Kshs.5,000
Customers with only sewer connections to be charged a deposit equivalent to water connection.	

OTHER CHARGES ; Service

New water connection fee- Connection size: ½ inch to 1 inch.....	Kshs.2,500
New water connection fee- Connection size: 1.5 inches to 3 inches.....	Kshs.7,500
New water connection fee- Connection size above 3 inches.....	Kshs.15,000
Water Reconnection fee- at meter point.....	Kshs.1,000
Water Reconnection fee- at mains	Kshs.5,000 and double deposit
Tanker- 8,000, 16,000 liters	Kshs.2,500, 5,000 respectively per tanker within THIWASCO area for all consumers
Sale of water per M ³ at bowing point (own tanker)	Kshs.80
Replacement of stolen or damaged meters.....	100% of the market cost of the meter
Meter testing on request.....	Kshs.500
Sewer Connection-Residential/Domestic.....	Kshs.5,000
Sewer Connection-Commercial, Government, Schools, Universities and Colleges	Kshs.7,500
Sewer Connection-Industrial	Kshs.15,000
Private sewer unblocking.....	Kshs.2,500
Leak detection services.....	Kshs.1,000
Sewer Reconnection fee.....	Kshs.15,000
Statement of account fees.....	Kshs.200
For cutting off the supply at the request of customer.....	Kshs.200
For turning on the supply otherwise than in respect of a first connection.....	Kshs.200
Exhauster Services (Company Exhauster)	Kshs.5,000 for other customers and 4,000 for informal settlements
Private Exhausters (Dumping into the company's sewer system)	Kshs.15,000 per Truck per month

ITEM/SERVICES**Penalties**

Illegal water connection- Commercial, Industry, Construction (Fraud)	Kshs.100,000 plus estimated consumption during the period of illegality
Illegal water connection, (Fraud)-Domestic	Kshs.30,000 plus estimated consumption during the period of the illegality
Overcharging (fraud) at water kiosk	Kshs.15,000
Illegal sewer connection- Commercial, Industry, Construction	Kshs.100,000
Illegal sewer connection- Domestic, Government, Schools, Universities and Colleges	Kshs.30,000
Self- reconnection after cut off for non-payment	Kshs.5,000 and billing to be backdated from date of cut off
Surcharges for tampering with meters (this to include meter removal, reversing of meter e.t.c)	Kshs.5,000
Surcharge for direct suction of water from the supply line using a pump	Kshs.10,000

CUSTOMER OBLIGATION:

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

Applicant Signature: _____ Date: _____

FOR OFFICIAL USE ONLY

New connection officer:

Connection fees (Kshs).....Ref. No.....

Deposit (Kshs).....Ref. No.....

Payment date..... Sign.....

Cluster..... Zone code Zone Name.....

Meter No. Meter size..... Readings

Installation Artisan..... Installation Date..... Sign.....

New Connection Officer Sign

COMPANY OBLIGATION

THIWASCO hereby agree to supply water to the applicant above according to the terms and conditions specified in this contract.

O&M Metering Officer:

or

Chief Manager Commercial Services:

Signature.

Signature:

Date.....

Date:.....