



HOMA BAY COUNTY WATER AND SANITATION CO. LTD

P.O. Box 170 (Postal Code -40300)

Homa Bay

Tel: 717428030

E-mail: info@homawasco.co.ke

Service Charter – Water and Sanitation Services

Services	Requirements	Charges (in KES)	Timelines	Contact Person / Dept.
New Connections- Water	Capturing of customer details (ID photocopy, KRA Copy, plot number).	<p>Deposit: Connection size: - ½” (inch) to 1” pipe-Kshs. 2,500/- 1.5” (inch) to 3” pipe-Kshs. 7,500/- Above; 3” (inch) pipe- Kshs. 15,000/-</p> <p>New connection fee: Between Kshs. 2,500-50,000 <i>(The rate varies according to the prevailing tariff and the consumer category)</i></p>	3 working days	Scheme Managers Customer Care Officer Revenue Clerks Zonal Officers
New Connections - Sewer Only	Capturing of customer details (ID photocopy, KRA Copy, plot number).	<p>Deposit fee:- Residential/ Domestic -Kshs. 5,000/- Commercial, Government, schools, Universities, and colleges – Kshs. 7,500 Industrial -Kshs. 15,000.</p>	1 day	Customer Care officer Wastewater Superintendent.
Installation of new sewer connection	Physical installation from the nearby line to the customer’s premise	Trenching and backfilling costs borne by the consumer	3 working days.	Technical Team – Wastewater officer

Meter testing	Request for meter testing	Kshs. 500	3 working days	Request for testing – Customer Care Officer Meter testing- NRW Officer Scheme Managers
Meter servicing	- Request for meter servicing	Free	3 working days	Request for servicing – Customer Care officer Meter servicing – Zonal Officers Scheme Managers
Special meter reading / Special cut off on customer request	- Customer request for meter re-read. - Cut off on customer request (the balance should be zero (0))	Kshs. 200	Within 24 hours	Scheme Managers Zonal Officers
Billing	-	Free	From 20 th to 29 th monthly	Scheme Managers Revenue Officer
Dispatch of bills	-	Free	30 th -1 st of every Month Domestic – SMS Institutions– paper bills/ Emails	Revenue Manager Scheme Managers
Disconnections (Water/ Sewer)	Disconnection list after the due date.	-	Upon expiry of the bill due date	Scheme Managers Zonal Officers Sewerage Superintendent

Reconnections Water	-Clearance of all arrears; -Initiate part payment arrangement	Reconnection fee – Kshs. 1000 (Penalties may apply where applicable)	2 working days	Customer Care Officer Scheme Managers Zonal Officers
Reconnections - Sewer	- Clearance of all arrears; - Initiated payment arrangement	Reconnection fee – Kshs. 2,000	2 working days after making payments.	Customer Care Officer Technical Team (Waste water)
Sewer maintenance	-	Free	Continuous process	Waste water superintendent / waste water officer
Resolution of customer complaints And feedback to the utility	Registration of complaints	Free	Feedback on the complaint– 1 working day Resolution of the complaint – 3 days (Depending on the nature of the problem)	Customer Care Officer Scheme Manager
	Water supply concerns (no water flow, pressure issues, bursts/leakages, water quality)	Free	1 day	Technical Team
	Sewerage concerns (pipe blockage/bursts/leakages)	Free	3 working days	Customer Care Officer Waste water superintendent / waste water officers

Water Bowser services	Submit request to the Customer Care officer	Water Bowser – Kshs. 5,000 for water only per tanker for all consumers. <i>(Total cost will include cost of fuel according to distance).</i>	Water is delivered on a first come first served basis.	Transport officer. Customer care Officer
Water Kiosk	Water Kiosk Registration Copy of ID and KRA pin	Registration Fee- Kshs. 7,500 Deposit- 5,000 New connection fee- 2,500	1 day	Customer Care Officer Marketing Officer Revenue Manager
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Private Tankers	Copy of ID and KRA pin Color of the tanker- Sky blue with the words CLEAN WATER written in white on the sides of the water tanker in a font size that is visible. The identity of the tanker and telephone contact be clearly labelled on the body of the tank.	Permit Fee:- less than 5,000 litres - Kshs. 1,500/- 5,000 to 9,000 Litres- Kshs. 2,500/- 10,000 to 15,000 Litres - Kshs. 3,500/- Above 15,000 Litres - Kshs. 5,000/-	1 day	Customer Care Officer Marketing Officer Revenue Manager
Exhauster services	Request submission	Residents in Low Income Areas will be charged Kshs. 4,000; All other residents within a 5km radius in Homa Bay Town will be charged Kshs. 5,000 The price of exhausting only is Kshs. 4,000 and Kshs. 5,000. <i>(Total cost will include cost of fuel according to distance).</i>	Exhausting services will be provided in the order of payment by the customer.	Customer Care Officer Waste water superintendent Transport officer.

Private Exhausters	Registration of permit Copy of KRA and ID Filling of registration form Disposal Charges Disposal	Monthly charges of Kshs. 15,000	1 day 1 st to 5 th monthly During working hours	Revenue Manager Customer Care Officer Marketing Officer
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Note: Charges may vary according to the prevailing tariff.

