

**1. Application forms for services**

**a. New connection form**

**APPLICATION FOR WATER SUPPLY**

**1. APPLICANT:** (Attach copy of ID/PASSPORT and PIN) Date of Application.....

Scheme.....Zone.....  
Name.....P.O BOX.....  
Account Number.....ID/Passport..... Pin No.....  
Mobile No.....email address..... Office No.....

The purpose of water consumption/ use shall be for (Tick intended use :)  
(a)Domestic use (-) individual house; (-) Communa; Multi Dwelling Unit (-)  
(b)Business: (-) School I college/institutional; (-) Health center/dispensary I Hospital; (-) Hotel I lodging/Bar I restaurant ;(-); Industrial; (-)  
Construction; (-) Car Wash (-) Any other specify.....  
(c) Government Institutions (-)  
Sewerage Unit: Premises to be charged sewer services Yes, I No  
Sanitation Types: VIP (-) PIT Latrine (-) Flash (-) None (-)

**TO BE FILLED BY COMMERCIAL/BUSINESS APPLICANTS ONLY**

Nature of Business.....  
Business Name.....P.O Box.....Code.....  
Phone Number Mobile.....Office No.....  
Plot No..... Building..... Street/Estate.....

**2. DECLARATION**

I hereby apply for water connection to the above premises and stated use. I understand that the connection will be made after the approval on payment of all fees and charges due by the applicant. I agree by the current water tariffs and undertakers' by-laws and regulations relating to water supply. I also understand the pipes and fittings so used in the supply will become the property of KIRIWASCO up to the water meter for the purpose of operations and I will also resume responsibility of the water meter. I will also authorize KIRIWASCO personnel entry into my premises of supply for purpose of reading the meter and inspecting the installation to ascertain that the same is in good working condition.

Land Registration/Identification.....  
Location.....Sub-location.....Village Name.....  
CONN. No YOU ARE APPLYING FOR.....YOUR PREVIOUS CONN. No.....  
Applicants Signature.....Date.....

**3. LANDLORD CERTIFICATE (PLEASE ATTACH LANDLORD COPY OF ID)**

I.....ID No.....Plot No.....  
Being the landlord do hereby confirm that the applicant is my tenant at the premises above stated and do hereby undertake to assist KIRIWASCO in recovering due from the Applicant whenever requested.  
Signature.....Mobile No.....Date.....

**SURVEY SECTION**

**SITE SKETCH**

**4. WATER ASSESMENT FORM**

No.	ITEMS	SIZE	QUATITY
1	G.I TEE		
2	VALVE SOCKETS		
3	GATE VALVE		
4	STOP CORK		
5	G.I STANDS		
6	G.I NIPPLE		
7	G.I BEND		
8	G.I ELBOWS		
9	G.I SOCKETS		
10	TAP		
11	TANGIT/SOLVENT CEMENT GUM		
12	SADDLE CLAMP		
13	PVC PIPE		
14	METER STAND		
15	PVC TEE		
16	THREAD TAPES		
17			
18			

I ..... Staff No..... visited the site and undertook the material quantities estimates quoted in the above table on (date) .....Further, my site observations were;

- a) Other conditions on the plot (Active and Inactive) .....
- b) There is an appropriate service line nearby.
- c) The meter position will be as per company policy i.e. not more than one-meter from the main line.

The existing main supply pipeline is .....mm(diameter) Material.....Class.....it is..... (Distance) measured from the connection point. The required serve materials are as above.

I..... (S.M.O) Certify that the information filled in Section 4 above is correct.  
 Sign.....Date.....

**5. CHARGES for** Connection No.....

ITEMS	KSH	RECEIPT No.	ASSESSED BY
Skilled Labor Charge			
Water Deposit			
Cost of Connection fittings			
Application Form			

**6. AUTHORITY TO ISSUE METER**

N.R.W O/T.M: Name..... Sign..... Date.....  
 M.S/T.M: Name..... Sign..... Date.....  
 Meter Issued to: Name..... Sign..... Date.....  
 Meter Issued By: Name..... Sign..... Date.....  
 Meter Serial No..... (Stores)

**7. METER INSTALLATION REPORT (TO BE FILLED DURING METER INSTALLATION)  
 CORDINATES**

Connection being installed	E	3									
No.....	N	9	9								
Nearest Connection	E	3									
No.....	N	9	9								

Readings of Newly Installed Meter.....

**CUSTOMER ACKNOWLEDGEMENT: (Please call the number below if you have any issue)**

I .....ID No.....do hereby acknowledge that the above described water meter has been installed in my premises and that am satisfied with the work so performed. Customer

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

Please make sure the above survey details are filled and sealing done on the meter and liners installed on the meter before signing below.

SUBMITTED BY (Plumber)

Name.....Sign.....Date.....

**8. GIS SECTION**

I certify that this form was received from the field on.....and that the survey details in section 7 are correct, Cadastral Map..... Scan Path.....

(NAME) .....SIGN.....DATE.....

**N.B: Technicians to submit this form to GIS office with report on section 7 above after every meter installation.**

**FOR OFFICIAL USE ONLY:**

**9. METERING SECTION**

This is to certify that connection No. ....Meter reading.....has been connected by:

Name.....Date.....Sign.....

Technician in Charge.....Sign.....Date.....

Head of metering section..... Sign.....Date.....

**10. BILLING SECTION**

New Account No..... Old Account No.....if any

Outstanding balances Ksh.....in the name of.....

The connection data was keyed in the computer ready for billing by.....Date.....

Time.....

**11. GENERAL TERMS AND CONDITIONS**

I agree to abide by the water act 2002 and regulations which are laid down by KIRIWASCO, Tana Water Services Board and by the Water Regulatory Board and hold myself/ourselves responsible for payment of water, meter rent, penalty charges (where applicable) and for refuse collection until such a time the agreement is terminated by one of the parties. Some of the rules that I agree to abide by include and not limited to the following:

1. The Kirinyaga Water and Sanitation Company (KIRIWASCO) here referred in this contract as “Water Service Provider” will from time to time amend these conditions as will be deemed fit.
2. The water supplied by KIRIWASCO is treated water for the purpose of domestic use only and shall therefore NOT be used for irrigation and any consumer found using KIRIWASCO supplied water for irrigation will be liable for contravening this contract.
3. All charges shall be payable on demand.
4. All payment shall be made to KIRIWASCO office and an official receipt obtained.
5. The consumer shall not remove any duration nor interfere with the water meter in whichever way, and shall undertake plumbing works after the meter.
6. The customer shall pay for any water leaks after the meter, but works from the meter towards the main supply is the duty of KIRIWASCO.
7. The consumer shall ensure that meter supplied to them is secured and should it be willfully damaged, or is stolen they shall pay the cost of a new meter to KIRIWASCO.
8. The consumer will not sell the water supplied to third parties nor shall connect or permit to be connected the supplied water to another consumer, to another independent property or building Unit. Further, they will not give water to consumers whose water, supply has been disconnected.
9. The consumer shall ensure timely payment of monthly water bills. Failure to will lead to disconnection and provision proceedings taken to recover the charges due.
10. Illegal water use shall be penalized based on tariff/estimated usage.
11. Deposit refund will be within 30 days of notice from customer.

12. The Water (Undertaker) Rules and the Water Development General Regulation (Water Act 2002) and from time to time amendments shall be deemed to be incorporated in and to form part of these conditions of supply.
13. Applications for execution of works, will as a rule, be dealt with in the order of priority of date, but the water undertaker reserves the right of executing the works in the manner and at the best situated to his convenience.
14. All water connections shall be installed with meters and full responsibility solely lies with the consumer.
15. If any account is overdue the water supply may be cut-off under the provision of the Water (Undertaker) Rules, (Water Act 2002) and proceedings taken to recover the charges due.
16. Any changes in the charges shall be notified in the Gazette and in addition details there of shall be sent to each consumer with the monthly account preceding such charge.
17. The Water Undertaker shall have the right forthwith and without notice to terminate the agreement for any breach by consumer of the conditions of supply, but without prejudice to any antecedent right against the consumer including the right to take proceedings.
18. (a) No consumer shall use or permit to be used any water supplied in pursuance of an application except for such use as specified in his application.  
  
(b) No consumer shall convey, or permit to be conveyed by any means whatever, for use outside his plot or for sale, any water supplied to him by the Water Undertakers.
19. In accordance with regulation 12 of these Regulations shall deposit Ksh.....which shall be retained by the Water Undertaker for the period during which the consumer is supplied with water.
20. The consumer shall meet all charges in respect of water supplied in pursuance of this application and consumer's agreement until such a time as the supply is disconnected pursuant to a written request made by him.
21. The KIRIWASCO has been authorized to carry out checks or obtain credit information from credit reference bureau (CRB) in the event of the water account going into default; such details will be forwarded to CRB for listing.

**I have read and understood the above conditions and will be abide by them with no omission or exemption.**

Customer Signature.....Date.....

**b. Meter testing form**



**KIRINYAGA WATER & SANITATION COMPANY  
(KIRIWASCO)**

P.O BOX 360-10300, KERUGOYA  
TEL: 0715413591 / 0731298513

Email – kirivasco@yahoo.co.uk/kirivasco@gmail.com

Date.....

**METER TESTING APPLICATION FORM**

**PART 1 to be filled by applicant**

Date.....  
Customer Name.....  
A/C Number.....  
Area/Zone.....  
Phone Number.....  
Reason for Meter Testing.....  
Recommendation (Scheme/Area Manager).....  
Authorized by TM; (sign).....  
Date.....

**PART II for official use only;**

METER	Serial No.	Readings	Readings	Readings	Average
Testing Meter					
Customer Meter					

**Calculations**

**Conclusions**

.....  
.....  
.....

**Recommendation**

.....  
.....  
.....

**Test conducted by:**

- 1) .....
- 2) .....

**Supervised by:** .....

**Confirmed by: (Customer).....**

**Forward approval (TM).....**

**Approved by (MD).....**

**CLOSE OF ACCOUNT FORM**

**APPLICANTS DETAILS**

Account Name: ..... Pipeline No.....  
Conn. No: ..... Account No..... Meter No.....  
ID No: ..... (Attach Copy of ID)  
P. O BOX ..... Code ..... Mobile No..... (Current)  
Email address:.....  
Name of the bank:..... Branch.....  
Account Name :..... Account Number.....  
Reason.....

**(Attach the original receipt of deposit)**

Preferred mode of refund

1) Cheque

2) Deposit to the bank

Indicate the mode of notification after the amount has been deposited into your account: (tick where appropriate)

1. Letter

2.SMS

3. E-mail.

**(NB: You are encouraged to use E-mail)**

Customer Signature: ..... Date: .....

**For Official Use Only**

Last Meter Readings.....
Confirmed by Scheme Meter Reading Officer.....
Approved by Scheme Management Officer.....
REFUND
Transaction captured in the system by.....
Reference No: .....

**d. Wrong payment receipts**

**REQUEST FOR CORRECTION OF MONEY PAID INTO WRONG ACCOUNTANT FORM/  
UNCAPTURED RECEIPT**

- e. Account No: .....
- f. Account Name:.....
- g. Payment Details**
- h. Transaction Reference .....Date.....
- i. Amount(kshs).....
- j. Payment made in the account No (Wrong Account) .....
- k. Telephone Number in case of MPESA payment.....
- l. Un captured receipt No.....Amount.....
- m. (Attach copy of the receipt from the BANK,).....
- n. **Note:** In case of any dispute arising from the transfer of the payment amount involving the account holder where the amount was originally paid, the management reserves the right to reverse the above transaction.
- o. Name: .....
- p. Requested by(Signature): .....Mobile phone: .....
- q. For Official Use Only**

Checked by(cashier/(SMRO).....
Approved by(SMO).....
Transaction captured in the system by.....
ReferenceNo:.....