



CUSTOMER SERVICE CHARTER

FEB 2023

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WHO WE ARE

Malindi Water and Sewerage Company (MAWASCO), was incorporated under the Company's Act (Cap 486) of the Laws of Kenya as a public company limited by shares on 24th August 2005 and came into full operation on 1st February 2006 and is located in Malindi town, in Kilifi County. Our mandate is the provision of water and sanitation services a commercial activity that generates revenues to sustain our operations in Malindi, Magarini and Parts Kilifi North sub-counties

OUR **MANDATE**

Provide
Quality Water

And

Sanitation Services
to Customers

OUR PHILOSOPHY

Vision

“A premiere water and sanitation service provider”

Mission

“To enrich the quality of life of our customers through provision of clean, safe, reliable, sufficient and high quality water and sanitation services in sustainable approaches that exceed our stakeholders’ expectations”

Corporate Values

MAWASCO core values abbreviated as ‘CIITE’ which are shown below:

- Customer Focus
- Innovativeness
- Integrity
- Team Work
- Excellence

“CIITE”

CUSTOMER VALUE PROPOSITION

Our Commitment to the residents of Malindi, Magarini and Part of Kilifi North Constituencies.

Reliable, accessible, quality water and sanitation services.

We also recognize that there is need for mutual commitment from our esteemed customers and other stakeholders to ensure cordial working relationship and enhance customer experience.

We trust that we shall together embrace these principles for improved water and sanitation services in Kilifi County and give true meaning to our *Mantra*; *provide every reason for a smile.*



CUSTOMER RESPONSIBILITIES

- Prompt payment of water bills: 14 days after bill delivery.
- Monitor use of water to ensure that there is no wastage which may result in high bills.
- Report all leaks and bursts promptly to ensure uninterrupted water supply.
- Report all illegal water connections around you to MAWASCO.
- Avoid wilful damage with the meter otherwise surcharge will apply
- Grant Meter accessibility monthly to enable meter reading.
- Ensure proper maintenance of service lines after the meter to avoid loss of water and high bills.
- Avoid construction of permanent structures on water lines.
- Understand and know how to read your meter.
- Use the Company's USSD code *483*75# for bill query and bill payment.
- While making new water connections ensure compliance with the minimum technical standards.
- Avoid unethical practices that would compromise the standard of service deliver.
- Forward all complaints to the Company and demand for action.

SERVICE DELIVERY TIMELINES

Services	Requirements	Service cost	Timeline	Responsible Section
Billing Inquiry	Use USSD code *483*75#, Call +25477800555, Visit Our Offices or Send an email to info@malindiwater.co.ke ; Malindiwater6@gmail.com	Free	Immediate	Customer Care
Report Complaint	Call +25477800555, Visit Our Offices or Send an email to info@malindiwater.co.ke ; Malindiwater6@gmail.com	Free	Immediate	Customer Care
Water shortage and Low pressure	Report through the above provided channels	Free	8 Working hours	NRW Section
Bust and Leakages	Report through the above provided channels	Free	8 Working hours	NRW Section
Meter Test	Make a formal request	500	3 Working days	Request for testing - Customer Care Meter testing - NRW Officer
Meter reading	Provide Access to the Meter with working hours (8:00 AM-5:00 PM)	Free	Monthly	Zonal Metering section
Meter Relocation	Make a Formal Request	Cost depends of the distance	3 Working days	Zonal Metering section
Field Investigations	Make a Formal Request	Free	3 Working days	Zonal Metering section
Bill Delivery	Provide correct email address or phone number.	Free	Monthly	Billing

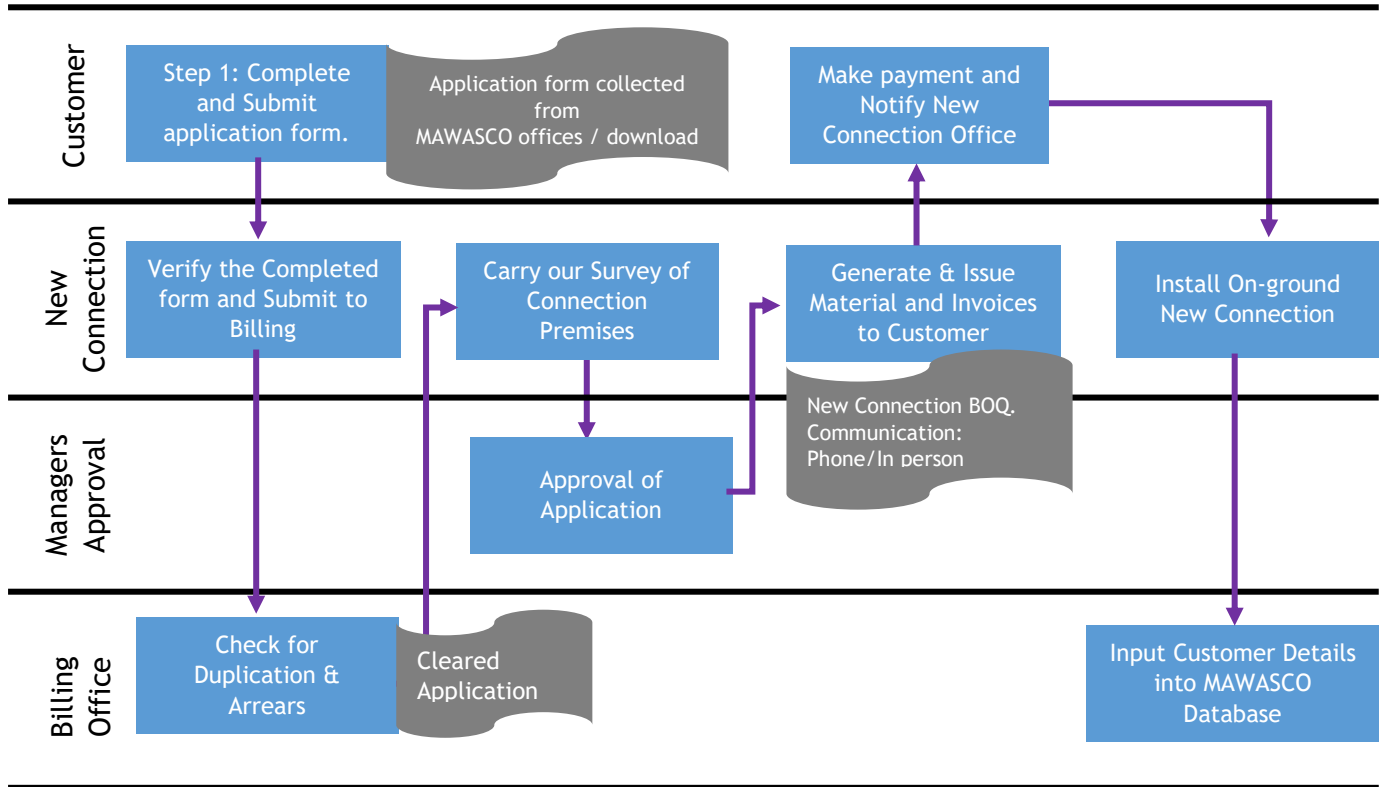
Services	Requirements	Service cost	Timeline	Responsible Section
Bill adjustment Request	Write a letter or Send an email to info@malindiwater.co.ke ; Malindiwater6@gmail.com	Free	10 Working days	Billing
Bills payment	Payment channels: ▪ COOP_Bank: 01141654162600 ▪ Mpesa Paybill: 708001 ▪ Post Bank: 0744130013926 ▪ Equity Bank: 0450293125064 ▪ KCB Bank: 1104220504 ▪ Family Bank: 09800017525 ▪ Posta Kenya Offices ▪ Pay to any of the Above Bank Agents. ▪ Malindi Cashier Office	Transactional charges as per vendor	Immediate for MPESA and Payments at the Officer and 24 Working Hours for Other Channels	Revenue Office
Adjustment of payments made to a wrong account	Write a letter or Send an email to info@malindiwater.co.ke ; Malindiwater6@gmail.com	Free	10 Working days	Revenue Office
MPESA Reversal	Write a letter or Send an email to info@malindiwater.co.ke ; Malindiwater6@gmail.com	Free	10 Working days	Revenue Office
Reconnection	▪ Clearance of water bill arrears ▪ Payment of reconnection fee	KES 1,000	24 Working hours	Processing reconnection request - Customer Care Revenue Office
Disconnection by Request	▪ Write a request letter ▪ Copy of ID/Certificate of Incorporation for Companies ▪ Clearance of arrears	KES 200	24 Working hours	Processing request Customer Care Account closure

Services	Requirements	Service cost	Timeline	Responsible Section
				Billing Office
Termination of Account	Make a Formal Request	KES 200	3 Working days	Processing request Customer Care Account closure Billing Office
Deposit Refund	Provide correct phone number or bank details	Free	14 Working days	Revenue Office
New Water Connection	▪ Duly filled form submission ▪ Provide copies of: a. ID/Passport of applicant; Landlord where applicable b. KRA pin certificate of applicant c. Tenancy agreement for Rentals, Copy of Land Sales agreement or Title deed.	Payment of Deposit and New Connection fees as per the Gazetted Water Tariff	5 Working days	New Connection/Per-Urban Section

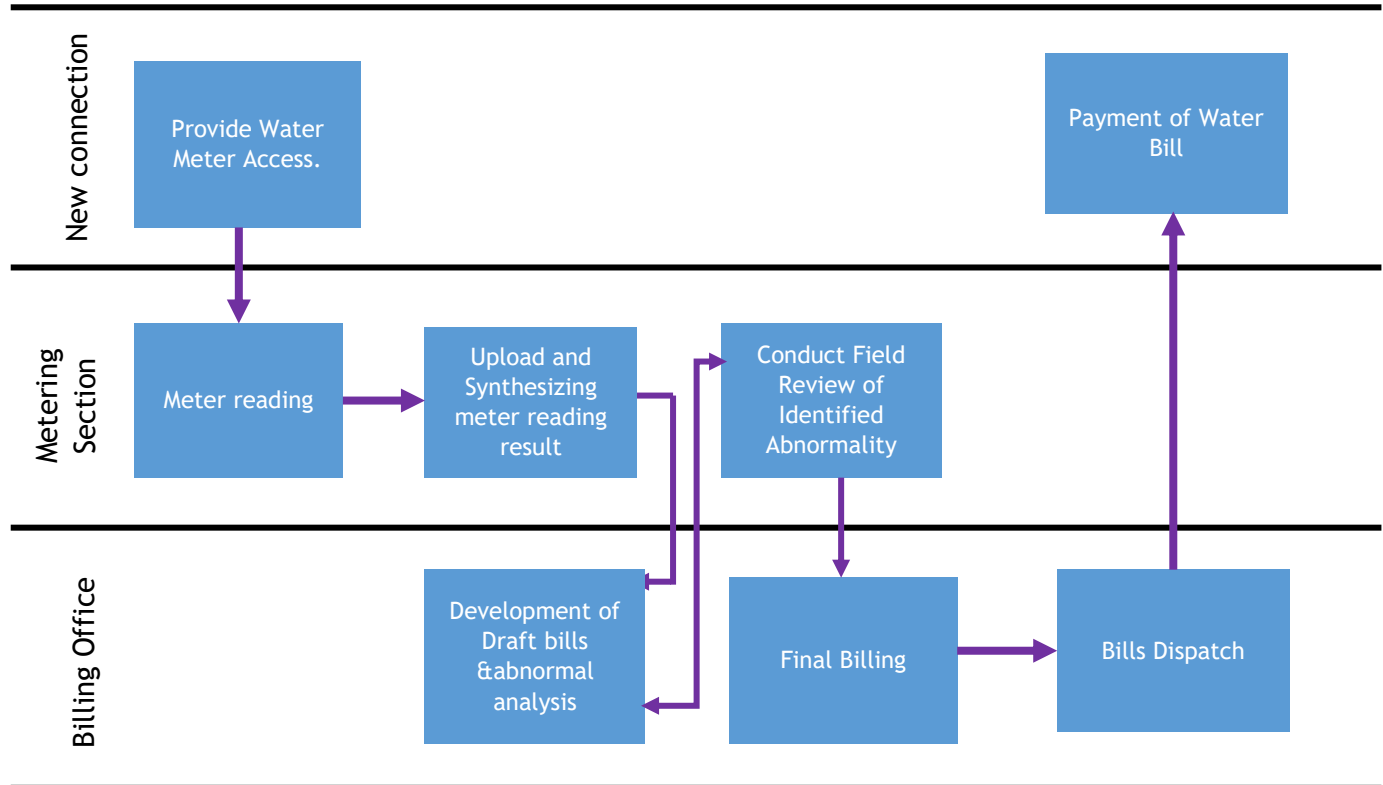
WATER TARIFF

Malindi Water & Sewerage Co. Ltd (MAWASCO)				
Consumer Categories	Consumption Block	Current Tariff	Consumption Block	Recommended Tariff
	(m3)	(Kshs/M ³)	(m3)	(Kshs/M ³)
Domestic/Residential	0-6	60	1-6	105
	7-20	77	7-20	150
	21-50	100	21-50	180
	51-100	120	51-100	200
	100-300	165	101-300	220
	>300	225	>300	240
Multi- Dwelling Units	Flat Rate	N/A	Flat Rate	150
Government Institutions	1-50	95	1-50	150
	51-100	120	51-100	170
	101-300	165	101-300	190
	>300	225	>300	225
Commercial/Industrial	1-50	95	1-50	150
	51-100	120	51-100	170
	101-300	165	101-300	190
	>300	225	>300	225
Schools/ Colleges/Universities	1-600	50	1-600	150
	600<1200m3	75	600<1200m3	160
	>1200m3	100	>1200m3	170
Water Kiosks	per m3	35	per m3	50
Bowsing Points	per m3	130	per m3	180

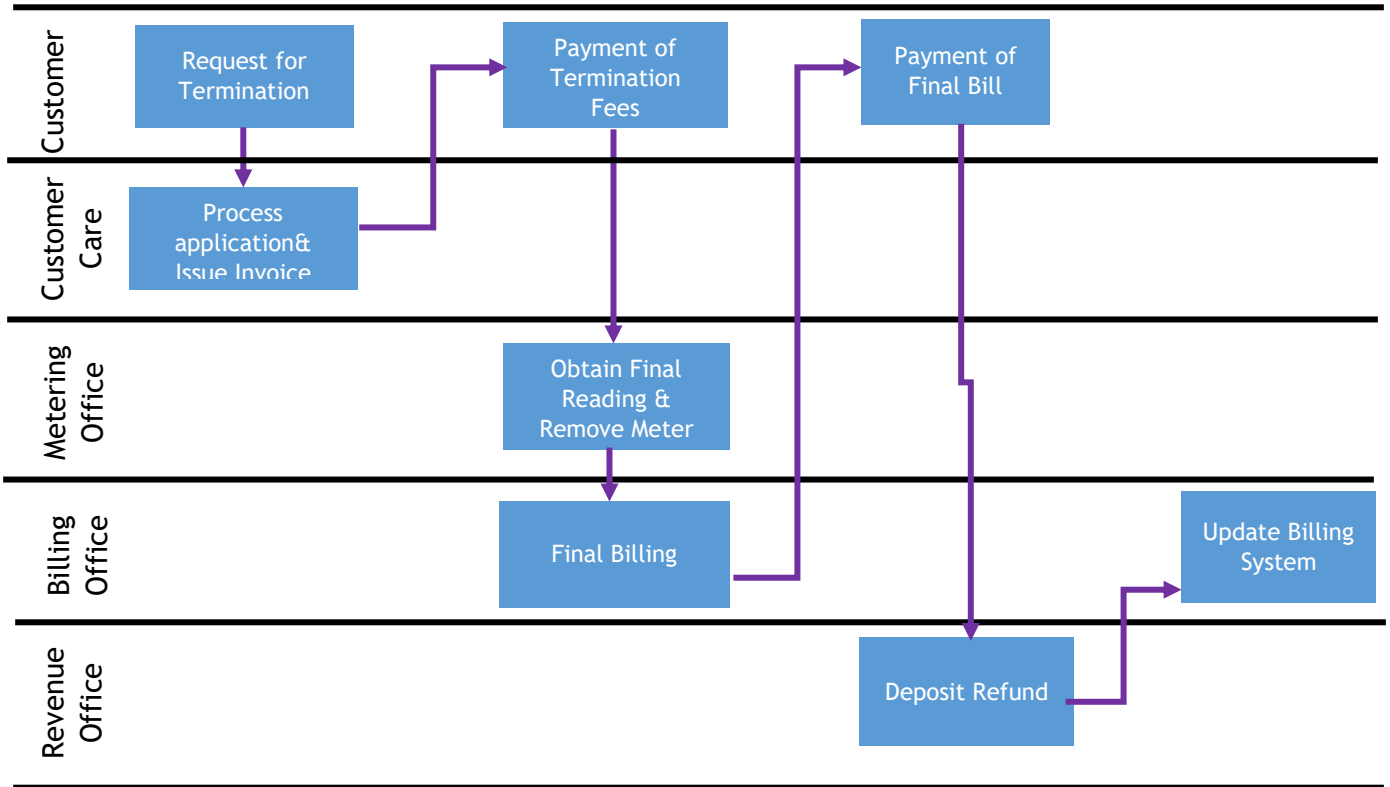
NEW APPLICATION PROCESS



METER READING AND BILLING PROCESS



ACCOUNT TERNIMATION PROCESS



RELEVANCE OF THE CHARTER

The Company shall ensure continuous relevance of the Customer Service Charter in consultation with its stakeholders with a view of improving the customer experience.

The review of the Charter will be done after every Two years or earlier; as necessary



PAYMENT CHANNELS

	MPES PAYBILL: 708001
	KCB ACCOUNT: 1104220504 AND ALL KCB BANK AGENTS
	ALL POST BANK BRANCHES AND AGENTS.
	ALL FAMILY BANK BRANCHES AND AGENTS.
	ALL ACOOPERATIVE BANK BRANCHES AND AGENTS
	ALL POSTA KENYA OFFICES



CONTACTS

Physical address: Next to County Assemble of Kilifi

Postal Address: P.O.Box 410-80200 Malindi, Kenya

Tel No.: 042-2131037/2130923/2121132

Fax: 042-2131206

Email: info@malindiwater.co.ke

Malindiwater6@gmail.com

Social Media



Malindi Water and Sewerage Company Ltd