

SERVICES	SERVICE PRODUCT	DURATION	SERVICE COST	Where can public get services from	
New connection	APPLICATION FORM	Immediate	Free	Peri-urban/ Website Billing/ customer relations	
	Provision of cost estimate	5 Days	2500		
	First Bill	One month			
Disconnection Reconnection	Disconnection for non payment	14 days form date of issue of bill	Free	Zonal metering section	
	Reconnection of water supply	Within 24hrs of payment	1000		
Procurement	Procurement of goods and services	In accordance to procurement and disposal act 2005	free	Procurement ofiice / website	
Customr queries and complaints	Account balance	Immediate	Free	Customer relation/ Website	
	Lack of water complaint	8 hours	free		
	Written complaints	3 days	free		
		1 day	free		
	Email complaints				
	Complaints through phone	Third Ring	free		
	Office visit complaints	Immediate	free		
	High consumptions	3 days	free		
		8 hours	free		
	Low pressure complaints				
	Meter test	3 days	500		
	Termination of customer account	3days	200		
Process of refund after termination	5 days	free			

Water kiosk	Application for retailing	Consider done once per year	7500	Peri-urban section	
Water bills	Meter reading	Monthly	Free	Zonal metering section	
	Meter reading	monthly	free	Billing section	
Payment Services	Watamu sales	Monday – Friday 8:00 am to 4:00pm	Depends on the amount of cubic meters consumed Minimal being 410	Malindi cash office	
	Malindi office	Monday –Friday 8:00 am to 4:00pm			
	Watamu Office	Monday – Friday 8:00am to 4:00pm	M-pesa depend on the amount being paid. Minimal is ksh 22	Watamu cash office	
	Agency cash payments	Monday- Friday 8:00am to 4:00pm	Equity free Posta shs 20 flat rate Post bank free	M-pesa, equity, Posta & post bank	
Attendance to leaks and bursts	Repair of leak and burstd	Within 8 hours of report	payment	Operation and maintenance section	
	Backfilling of trench/excavations in road ways	1 day			
Water analysis	Residual chlorine	3 times daily		Water quality/ lab section	
	Chemical analysis	Monthly			
	Bacteriological analysis	Bi-monthly			
Service Reliability	Water supply	24hrs/7days in a week/365 days in a year	Free	Water/ lab section	

	Water quality	Kebs Standards			
Regular update and Education of customers	News letters	Monthly	Free	Customer reallion office	
	Media	Periodically/based on need			
	Public Address	Periodically / based on need			
	Customer Clinic	3 times quaterly		Customer Relation/ peri-urban	
Office Hours	Attendance to customers	Monday- friday	free	Malindi and watamu offices	
Other technical services	Meter relocation	3 d	Cost depends on the distance	Zonal metering section	
	Replacement of faulty meters	2 days	Free		
	Field investigation	3 days	free		
Sewerage	Sewerage/ sanitation facility	During project period		Peri-urban	