

**GATAMATHI WATER AND SANITATION COMPANY  
P.O BOX 93-10204  
KIRIA-INI**

**CUSTOMER AGREEMENT FORM**

Applicant's Full Name.....  
IDNo..... Address.....  
Tel No..... Fax..... E-mail.....

Type of premises..... Water usage.....  
Plot No..... House No..... Supply zone.....  
Street/Road/Locality.....

Name of Employer.....  
Address..... Tel.....

I hereby agree to abide by the terms and conditions stated overleaf and regulations defined in the water Act 2002 and any other amendments thereof. I hold myself responsible for payment of all water charges until such a time as the agreement is terminated in accordance with the terms and condition of supply.

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

**LANDLORD'S CERTIFICATE**

I..... ID NO.....  
P.O box..... Tel..... being the  
owner of the above plot do hereby confirm that the applicant is my tenant at the above premises and hereby undertake to ensure that all dues to GWASCO as a result of this agreement are fully paid by the applicant.

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

**FOR OFFICIAL USE ONLY**

**A. ZONE SUPERVISOR**

Type and size of existing distribution line.....mm, type and size of required  
service line.....mm, length of the service line.....m, pipes/material/fittings  
required.....  
Recommended/Not Recommended (Reasons).....  
Name..... Signature.....Date.....

**B. CASH OFFICE**

Applicant has paid connection fees Ksh..... Receipt No..... Date.....  
Deposit Ksh..... Receipt No..... Date.....  
Account No..... Deposit ledger No.....  
Old No.(if any)..... Name.....  
P .O Box..... Unpaid arrears (if any).....  
Entered by..... Signature..... Date.....

**APPLICATION RECOMMENDED BY TECHNICAL MANAGER**

Approved  
by.....signature.....date.....

**WATER CONNECTION DETAILS**

Meter No.....Meter Size.....Index  
reading.....  
Installed by  
.....Signature.....Date.....  
Connection number.....Date of meter  
Entry.....  
Entered  
by.....Date.....Signature.....

**Approval by general manager.....Date.....**

**TERMS AND CONDITION OF SUPPLY**

1. All charges shall be paid on or before 5<sup>th</sup> of every month.
2. Disconnection of supply will be effected without notice for any customer with arrears exceeding one month
3. The customer will be notified of changes in tariffs that will be effected
4. No customer shall change the purpose for which the water was applied for without prior authority from GWASCO
5. No customer shall convey or permit to be conveyed by any means whatsoever for use outside his plot without authority from GWASCO
6. During application, the customer will pay a connection fees, and a deposit, which shall be retained by GWASCO for the period during which the customer is supplied.
7. On acceptance of the application, GWASCO shall provide a new working meter as and all necessary materials and unskilled labour.
8. On application, execution of the works will be in order of first come first served and GWASCO reserves the right of executing the works in manner and time suited to its convenience.
9. After application, the customer will be responsible for the security, accessibility and durability of the meter.
10. GWASCO shall be responsible servicing, repair or replacement of non-working durability of the meter.
11. The customer will be responsible for the maintenance of the service line from the distribution Tec.
12. The customer shall meet all charges in respect of water supplied in pursuance of this application/agreement until such a time the supply is disconnected pursuant to a written request made by him or due to breach of the terms and conditions of supply.
13. After disconnection, the consumer shall not reconnect himself, tamper with or draw water from the disconnection. A customer who does or allows this to happen will be liable to prosecution in accordance with rules and regulations set out by water Act 2002.
14. After disconnection, reconnection will be effected after payment of the total outstanding bill, the stipulated reconnection fee and updating of deposit to the current requirement
15. GWASCO shall have the right forthwith and without notice to the customer to terminate the agreement if any of the above terms and conditions of supply are breached or defaulted and the onus of reinstating the agreement remains a prerogative of GWASCO.
16. GWASCO shall is under no obligation to guarantee/maintain a constant/regular water supply due to factors/circumstances, which would be beyond the predictions/control of GWASCO.
- 17. GWASCO will and within its ability strive to give the consumer the best service available as contained in its *customer service charter*.**