



## NAKURU RURAL WATER AND SANITATION COMPANY LIMITED

### CUSTOMER SERVICE CHARTER

SERVICE REQUIRED	CLIENT REQUIREMENTS	CHARGES	TIMELINES
Attend to customers/visitors on arrival	Clarity and courtesy	free	Within Ten (10) minutes on arrival
Provision of information	Put request or visit any NARUWASCO Office	Free	immediately
Process application for new Water/sewer connection	Submit application complete with all attachments copy of ID, KRA pin, title deed	Free	5 Working days
Connect a new applicant after approval of application	Payment of applicable charges	According to applicable rates	5 working days
Answering of incoming calls during working hours/days	Call switchboard /customer service	Free	2 rings
Reconnect water after payment is made	Provide proof payment	Free	1 Working days
Advisory on planned works requiring entry into client property	Nil	Free	1 Working Day
Response to emergency water/sewer breakdown	Report	Free	1 hr.
Repair of pipeline 250mm or less	Report	Free	Within 24 hrs.
Repair of pipeline over 300mm	Report	Free	Within 48 hrs.
Water tanker supply	Within 15 Kms	Shs 5,000	1 Working Day
Water Laboratory Services	Request for Lab Services	According to applicable rates	5 Working days
Acknowledge receipt of written complaints	Written complaints	Free	1 Working Day
Resolution of complaints.	Report	Free	3 working days

**Vision:** To be leading water services provider company in the country

**Mission:** To provide adequate quality water and sanitation services in a commercially, environmentally sustainable manner to the delight of our esteemed customers.

**Please Direct All Enquiries, Suggestions, Concerns, Complaints or Compliments to:**

**The Managing Director,  
Nakuru Rural Water and Sanitation Company Ltd,**

Stanley Mathenge Road, PO Box 386-20100, Nakuru, Kenya | **Telephone:** +254 51 2213214, +254 721 344 898 | **Email:** info@naruwasco.co.ke

**For all Services Dial**

**\*483\*032#**

**Customer Care Line:**

**0792 325 558, 0791 389 372**