



SAMBURU WATER AND SANITATION COMPANY LIMITED

CUSTOMER SERVICE CHARTER

Providing Clean Water and Sanitation Services in Samburu County | Reliable · Clean · Affordable

+254 757 761 604

info@samburuwaterco.co.ke

NDMA Office Block, Maralal | P.O Box 428-20600

samburuwaterco.co.ke

1. FOREWORD

This Customer Service Charter outlines the standards of service that customers should expect from **SAWASCO**. The Charter reflects our commitment to delivering efficient, reliable, and safe water services to all customers in Samburu County. Prepared in line with the regulatory framework provided by **WASREB** under the **Water Act 2016**.

2. ABOUT SAWASCO

Samburu Water and Sanitation Company Limited is a water service provider wholly owned by the **Samburu County Government**. Operates under the regulatory oversight of **WASREB**. Currently provides:

- Water supply services
- Water distribution
- Water bowser supply

SAWASCO does **not** currently operate a centralised sewerage system.

3. VISION

To be a leading provider of **sustainable and reliable** water services in Kenya.

4. MISSION

To provide **reliable, clean, and affordable** water services to the residents of Samburu County while promoting environmental sustainability.

5. CORE VALUES

Our service delivery is guided by the following values:

- Integrity
- Professionalism
- Accountability
- Transparency
- Customer Focus
- Environmental Stewardship

6. AREAS OF SERVICE

SAWASCO currently provides water services in:

- Maralal
- Archers Post
- Wamba
- Baragoi
- Kisima
- Suguta Marmar

7. OUR SERVICES

Water Supply Services

- Provision of potable water
- New water connections
- Meter installation
- Meter reading and billing
- Water distribution

Water Access Support

- Water bowser services

8. WATER QUALITY ASSURANCE

SAWASCO is committed to providing water that meets **national health and safety standards**. Water quality management includes:

- Regular water testing
- Monitoring of water treatment processes
- Laboratory analysis of water samples
- Compliance with public health standards

9. WATER SUPPLY RELIABILITY STANDARDS

SAWASCO strives to ensure reliable water supply through:

- Preventive maintenance of water infrastructure
- Prompt repair of leaks and bursts
- Water rationing schedules during shortages
- Monitoring of system pressure and supply levels

10. SERVICE DELIVERY STANDARDS (SERVICE GUARANTEE)

SERVICE	SERVICE STANDARD
New water connection <i>Requirements: KRA Pin, duly filled application form, connection fee KES 5,000</i>	Within 2 working days
Leakage repairs	Within 24 hours
Billing queries	Within 48 hours
Response to customer inquiries	Within 24 hours

11. BILLING & PAYMENT

Water bills are issued **monthly** based on meter readings. Customers must quote their **account number or meter number** when making payments.

Payment Channels

- **MPESA Paybill:** 889910
- **Equity Bank A/C:** 1100263502267

M-PESA PAYBILL

889910

EQUITY BANK

1100263502267

WATER RATIONING SCHEDULE

AREA	SUPPLY DAYS	SUPPLY HOURS
Mtaro	Monday	8:00 AM – 5:00 PM
Pcea	Tuesday	8:00 AM – 5:00 PM
Town	Wednesday	8:00 AM – 5:00 PM
Sunrise-Yare Zones	Friday	8:00 AM – 5:00 PM
Lkuroto	Mon / Wed / Sun	8:00 AM – 5:00 PM
Shabaa / Loresho	Sunday	8:00 AM – 5:00 PM
Milimani Line 01/02	Mon / Sunday	8:00 AM – 5:00 PM

SERVICE	SERVICE STANDARD
Installation of meter after payment	Within 24 hours
Meter replacement	Within 3 working days
Reconnection after payment	Within 24 hours
Water bowser service request	Same day
Complaint resolution	Within 48 hours

Lipa Na M-Pesa
Account: Meter / Connection No.

Account: Meter / Connection No.

AREA	SUPPLY DAYS	SUPPLY HOURS
County	Thursday	8:00 AM – 5:00 PM
Nomotio	Wed / Fri / Sun	8:00 AM – 5:00 PM

12. DISCONNECTION & RECONNECTION

Water supply may be disconnected due to:

- Non-payment of bills
- Illegal water connections
- Meter tampering
- Violation of water service regulations

Reconnection within **24 hours** after payment of outstanding bills and reconnection charges.

13. CUSTOMER RIGHTS

Customers have the right to:

- Safe and clean water
- Reliable water supply
- Accurate billing
- Access to information
- Fair and respectful treatment
- Prompt complaint resolution

14. CUSTOMER RESPONSIBILITIES

Customers are expected to:

- Pay water bills on time
- Protect water meters
- Avoid illegal connections
- Report leaks or bursts
- Allow staff access for meter reading
- Use water responsibly

15. CUSTOMER COMPLAINT HANDLING PROCESS

Customers may report complaints through:

- **Phone:** +254 757 761 604
- **Email:** info@samburuwaterco.co.ke
- **Customer Care Desk:** SAWASCO Offices – Maralal

Complaints will be:

- Acknowledged within **24 hours**
- Resolved within **48 hours**

16. COMPLAINT ESCALATION FLOW



17. PERFORMANCE MONITORING

SAWASCO continuously monitors service performance through:

- Customer feedback
- Service delivery indicators
- Regulatory performance reporting
- Internal monitoring systems

18. OUR COMMITMENT

SAWASCO commits to:

- Efficient service delivery
- Transparency and accountability
- Continuous improvement
- Customer satisfaction
- Sustainable water resource management

19. CHARTER REVIEW

This Customer Service Charter will be reviewed **periodically** to ensure continuous improvement and compliance with regulatory standards.

20. CONTACT INFORMATION

- **Organisation:** Samburu Water and Sanitation Company Limited
- **P.O Box:** 428 – Maralal, Kenya
- **Phone:** +254 757 761 604
- **Email:** info@samburuwaterco.co.ke
- **Website:** samburuwaterco.co.ke

★ OUR PROMISES

- Safe, clean drinking water meeting KEBS standards

📄 SERVICE PROCEDURES

Water Quality Testing

⚙️ OTHER SERVICE CHARGES

SERVICE

New Water Connection – Domestic	5,000
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💧 WATER CONSUMPTION CHARGES

- Transparent billing and tariff structure
- Regular communication during service interruptions
- Professional and courteous staff
- Fair and consistent application of tariffs

- Collect water sample in clean container
- Visit offices with sample and ID
- Fill testing request form
- Receive results within 3 working days (Free for registered customers)

Re-connection Services

- Clear all outstanding bills & pay KES 1,000 fee
- Submit application at our office
- Re-connection within 24 hours (Receive SMS)

SERVICE	
New Water Connection – Commercial	10,000
Meter Re-connection	1,000
Water Bowser Services – 5,000 litres	750
Water Bowser Services – 10,000 litres	1,500
Water Bowser Licence – 5,000L (annual)	3,000
Water Bowser Licence – 10,000L (annual)	7,500
Water Borehole Licence (annual)	7,500

CHECK BILL BALANCE

USSD: *483*002#

Office: Visit our offices with account details

Phone: Call +254 757 761 604

CUSTOMER CATEGORY	CONSUMPTION (M ³)	
DOMESTIC		
0 – 6	Flat Rate	300
7 – 20	Per m ³	75
21 – 50	Per m ³	97.50
51 – 100	Per m ³	120
101 – 300	Per m ³	150
Above 300	Per m ³	195
COMMERCIAL		
0 – 6	Flat Rate	300
7 – 20	Per m ³	100
21 – 50	Per m ³	130
51 – 100	Per m ³	160
101 – 300	Per m ³	200
Above 300	Per m ³	260
GOVERNMENT INST.		
0 – 6	Flat Rate	300
7 – 20	Per m ³	100
21 – 50	Per m ³	130
51 – 100	Per m ³	160
101 – 300	Per m ³	200
Above 300	Per m ³	260
SCHOOLS & COLLEGES		
0 – 600	Per m ³	80
601 – 1,200	Per m ³	120
Above 1,200	Per m ³	180
WATER KIOSKS		
All consumption	Per m ³	35

MAJI VOICE PLATFORM

SMS 15444 Web majivoice.com App [Maji Voice](#) (Play Store / App Store)

DIRECT CONTACT

+254 757 761 604 complaints@samburuwaterco.co.ke

info@samburuwaterco.co.ke NDMA Office Block, Maralal