

LIMURU WATER & SEWERAGE COMPANY LTD

P.O BOX 1286-00217, Tel: +254 725 054 212, Website: www.limuruwater.go.ke,
Email: info@limuruwater.go.ke/liwaseco@yahoo.com

CUSTOMER SERVICE DELIVERY CHARTER

	SERVICES/GOODS RENDERED	REQUIREMENTS	USER CHARGES	TIMELINE
1	Attend to customers/visitors on arrival	Clarity and Courtesy	Free	Within Three (3) minutes on arrival depending on the nature of the inquiry.
2	Response to inquiries	Use of Appropriate channels; 1. Customer Care desk 2. Suggestion Boxes within our offices 3. E-mail, Mail, Telephone & Social media	Free	Immediate
3	Answering of incoming calls	Call to Switch Board	Free	2 rings
4	Resolving of billing-related complaints written/verbal	Evidence of complaint	Free	7 days
5	Procurement of Goods, Services & Works	Prequalification / tender documents Compliance with the Public Procurement & Asset Disposal Act 2015 and Regulations 2020	Free from LWSC website and PPIP	30 days
6	Paying our Suppliers	Supporting Documents; 1.Invoices 2.Credit Note 3.Delivery Note 4. Approved Contract	Free	30 days
7	New water connection after payment.	Filled Application form(s), copy of title deed, ID and KRA pin number	Depends on tariff and category (Accessible in LWSC website)	2 days
8	Sewer Connections after customer payment (Domestic, Commercial, Industrial)	Filled Application Form(s), Water Account No., copy of ID & KRA pin	Depends on tariff and category (Accessible in LWSC website)	2 days
9	Meter Testing	Request order and payment receipt.	500	2 days
10	Meter reconnection (Normal) Meter reconnection(Main)	Order request, Receipt of payment	1000 5000	1 day
11	Stolen Meter Replacement	Police abstract, copy of ID, customer contacts	Prevailing market price	2 days
12	Sewer Unblocking (main line) Sewer Unblocking (Private lines)	Report at the customer service desk	Free 2500	2 hours 2 hours
13	Leaks and bursts • Major burst • Minor burst	Report at the customer service desk	Free Free	48hrs 2hrs
14	Meter reading Meter reading on owner request	Access to customer meter	Free	20th – 30th /31st
15	Change of name	Fill a form, attach ID & PIN certificate	1000	1 day