



SIBO Water and Sanitation Company Limited (SIBOWASCO)

P. O. BOX 214 - 40600 SIAYA TEL: + 254 715 500 071 : +254 732 500 071 Email:info@sibowasco.co.ke
SIBO HQS Opp. Siaya Police Station Off Siaya – Boro Road www.sibowasco.co.ke

WATER APPLICATION FORM

Request No:

PLEASE FILL ALL RESPONSES WHERE APPLICABLE IN CAPITAL LETTERS AND TICK IN THE APPLICABLE BOX

CUSTOMER'S DETAILS

Last Name/Company name:		Other Names	
PIN NO: (Attach copy)		Ownership of property: If other, specify (Attach copy)	
National ID Passport No/incorporation No (Attach copy)			
Tele.No. (office/Home):	Tele.No. (Mobile):	E-mail address:	
Postal Address:	Postal Code:	Town:	
Alternate Contact Person			
Postal Address:	Postal Code:	Town:	

SUPPLY DETAILS

Region	House No/Apartment No:	Location/Area:	Street:	
	Plot/LR No.:	Floor No.	New Premise/separation.	Meter Number
Type of Supply	Domestic/Residential No. of dwelling houses <input type="checkbox"/>	Commercial/Industrial <input type="checkbox"/>	Government/Institutions <input type="checkbox"/>	
	Schools/universities/ Colleges <input type="checkbox"/>	Stand Pipes/ Water Kiosks <input type="checkbox"/>	Other (if other, specify) <input type="checkbox"/>	

Applicant Name: Applicant Signature: Date:

LANDLORD GUARANTEE (where Tenant is Applying)

Name of Landlord:

Address:

Tel/Fax/Email:

I, the above named Landlord certify that the above named applicant is my tenant, w.e.f.....(Date) and herewith guarantee that in the event that the tenant fails to pay the bill, I shall undertake to pay outstanding bill. I herewith undertake to notify Thika Water and Sewerage Co Ltd on any change in tenancy one month in advance.

Signature of landlord: Date:

ID/No: (Attach copy) PIN No: (Attach Copy)

SIBO Water and Sanitation Company Limited

(SIBOWASCO)

CONDITIONS OF SUPPLY

1. All application for the execution of works will be dealt with in the order of priority or date, but the company reserves the right of executing the work in the manner and at the time best in its convenience.
2. The company shall have the right forthwith and without notice to terminate the agreement for any breach by the consumer to the conditions of supply, but without prejudice to any antecedent right against the consumer including the right to take court proceedings
3. All water consumed shall be billed at the end of thirty days consumption. Payment shall be done by cash, cheque at our offices (Teller), bank transfer, M-pesa and direct bank deposit in equity bank account no. 000000-111111-666666 for water payment only.
4. If any account is overdue the water supply shall be cut off and shall only be reconnected upon payments of the outstanding bills and requisite reconnection fees.
5. Customers shall be bound by the Kenya Gazette notice Vol.CXVIII -No.143 of 18/11/2016. Any changes in the water tariffs shall be notified in the Kenya Gazette one month before implementation. The same shall also be displayed on the Company's Notice board, company website and Services Centre's.
6. (A) No consumer shall use or is permitted to use, any water supplied in pursuance of this application except for such use as specified by him in his application.
(B) No consumer shall convey, or permit to be conveyed by any means whatsoever, for use outside his plot, or for sale, any water supplied to him by SIBWASCO.
7. The customer shall pay the prescribed deposit in line with services being requested as per the existing tariff which shall be retained by the company for the period during which the consumer is supplied with water, or maintains a connection. The amount will be refunded to the consumer upon termination of the agreement and production of the deposit receipt.
8. The company shall be responsible for all water supply facilities up to the connection point. Thereafter the responsibilities and risks pass to the customer.
9. A) It is unlawful for anyone to tamper with a water meter which is the property of the company. Should there be tampering with the meter the Company will disconnect services and lodge a criminal complaint against the customer. In addition the customer shall be required to pay any applicable penalties prior to any reconnection of services.
B) It is unlawful for anyone to pump water directly from the supply line/meter using a pump. Should there be such direct pumping the company will disconnect services, in addition the customer shall be required to pay the applicable penalties prior to any reconnection of services
10. It is the responsibility of the customer to give access to the meter and premises to the Company's authorized agents who shall reserve the right to disconnect from the mains in the event of no such access being granted. Such agents shall at all times identify themselves.
11. Except in cases of emergencies, the Company shall endeavor to notify of any service Interruption.
12. The company may ration the supply of water in times of shortage. In such events the rationing program shall be published at least 7 days before the commencement of rationing in media of wide circulation.
13. Customers may lodge complaints with and report any corrupt practices involving the Company's Employees/agents at any service or drop confidential note at our corruption reporting boxes.
14. The company reserves the right to reject your application or withdraw the connection for any false information given or default on payments for services rendered for your other existing connections.
15. In case of changes of ownership of the building a new water agreement must be entered into, and the applicant must produce the last water bill receipt (if any)
16. The company may from time to time amend the terms and conditions set out herein provided that no amendment shall come into force except with prior notice of at least three months.
17. The customer shall give a written notice of fourteen days, where services of Thiwasco are no longer required and terminate the contract surrender deposit receipt and request for refund.
18. Meter once connected is in custody of the customer.
19. Meter should not be removed and kept in the house at any time
20. In cases of meter theft, a police abstract should be produced before issuing another meter.
21. Customers are requested to compare the meter readings indicated on the monthly bill with the actual reading on the meter.
22. Customers are required to update their telephone contacts to enable them receive the sms bills



SIBO Water and Sanitation Company Limited (SIBOWASCO)

CHARGES

New Connection ½” -<1”.....	Kshs. 2,500.
New Connection 1”- <3”.....	Kshs. 7,500.
New Connection above 3”.....	Kshs. 15,000
Reconnection fee-at meter point	Ksh.1, 000.
Reconnection fee-at mains	Ksh. 5,000 and double deposit
Deposit (Domestic consumer-Single dwelling)	Ksh.2, 500.
Water Kiosk	Ksh.5, 000.
Commercial	Ksh.25, 000.
Industries	Ksh.50, 000.
Domestic Construction	Ksh.15, 000.
Commercial Construction.....	Ksh.50, 000.
Replacement of all stolen or damaged meters	100% of the market cost of the meter
Meter testing on request	Ksh.100.
Leak Detection Services	Ksh.1, 000.
Sewer Connection –Residential	Ksh.5, 000.
Sewer Connection –Commercial	Ksh.7, 500.
Sewer Connection –Industrial.....	Ksh.15, 000.
Private Sewer unblocking –per manhole.....	Ksh.2, 500.
Sewer Reconnection	Ksh.15, 000.
Exhauster services (Company –Exhauster)	Ksh. 5,000 other customers Ksh.4000-Informal settlements.

OTHER CHARGES

Illegal connection (Domestic).....	Ksh.30, 000
Illegal connection (Commercial, construction)	Ksh.100, 000

CUSTOMER OBLIGATION:

I agree to abide by the terms and conditions specified above and hold myself responsible for payment of water, sewerage, meter rent, and all other relevant charges, until such a time as the agreement is terminated in accordance with the company policy.

Applicant Name: Applicant Signature: Date:



SIBO Water and Sanitation Company Limited (SIBOWASCO)

FOR OFFICIAL USE ONLY

COMMERCIAL DEPARTMENT

Connection fees (Kshs) Rec.No.....

Deposit (Kshs) Rec.No..... Payment date

Cluster..... Zone code Sub-Zone

Clearance of Plot L.R.No.

Enlist/Attach all old Active/non-active A/Cs A/c balance Receipt No.

Billing clerk: A/c No Allocated as per physical cluster zone

Billing clerk : Sign: Date.....

COMPANY OBLIGATION

SIBOWASCO hereby agree to supply water to the applicant above according to the terms and conditions specified in this contract:

COMMERCIAL MANAGER

TECHNICAL DEPARTMENT

Signature

Signature

Date:

Date:

New connection artisan. Installs meter, gives report to new connection officer.

Meter no..... meter size..... Readings

Issued by..... Sign..... Date.....

Commercial Dpt New connection officer:

Meter No..... Meter size..... Readings

By..... Sign..... Date

Data Entry clerks: Receives new application forms from new connection officer, inputs information in the system, files a copy and forwards the original to Internal Audit.

Signature Date

Internal Audit: Verify and filling of the Original copy

Signature Date