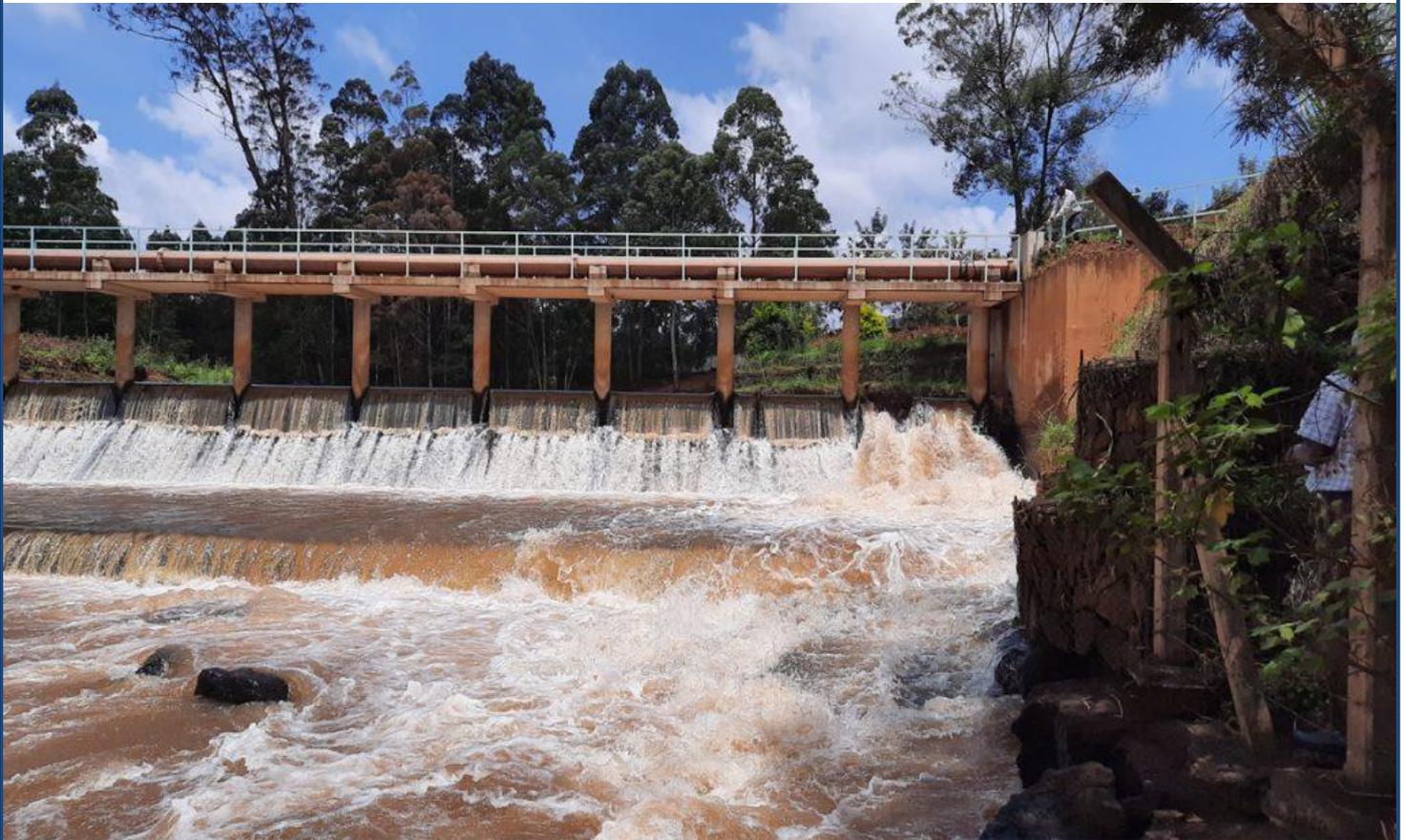




# **RUIRU - JUJA WATER & SEWERAGE COMPANY LIMITED**



## **CUSTOMER SERVICE CHARTER**



**Jacaranda Water Treatment Plant1**



**WATER METER**



**GET CONNECTED**

## **Purpose of Our Service Charter**

At Ruiru-Juja Water and Sewerage Company Ltd (RUJWASCO), we are dedicated to giving the best customer experience by providing high quality, reliable and non-discriminatory services that meet our customers' needs.

This service charter is a public declaration to our customers of our commitment to improving the quality and availability of our services and ways of communicating with our customers.

It also spells out the standard of service delivery that the customer should expect from us and how to seek remedy when we fall below these standards and expectations.

## **Our Vision**

To be a world class provider of water and sewerage services.

## **Our Mission**

To provide quality and reliable water and sewerage services by embracing high standards of professionalism and integrity in our service delivery.

## **Our Core Values**

- Focus on customer service
- Integrity in all our actions
- Efficiency in management of all resources
- Passion for excellence
- Embrace team work
- Continuous capacity building
- High standards of Corporate Social Responsibility

## **Service Standards you can expect of our Employees**

### **General:**

- We will respect our customers.
- We will provide prompt, friendly, courteous and efficient customer service and at all times remain professional.
- If you are making a request that requires action, we will provide you with a reference number to quote, if applicable, in order to contact us again.
- We will diversify channels of communication to your convenience
- We will take ownership of your enquiry, follow-up and keep you informed of progress to completion.
- We will be realistic about what we can do and in what timeframes.
- We will provide you with accurate and consistent information.
- We will show respect for your privacy in your dealings with us and the confidentiality of information discussed.
- We will strive to excel in providing excellent customer service through continuous improvement, customer surveys and identification of new technologies to assist in the customer experience.
- We will actively seek your feedback on our services to ensure they meet your needs.

### **Face to Face Communication**

- Our frontline customer service employees will wear a name badge for ease of identification and engagement.
- We will ensure that all the frontline staff are presentable, informed, and well trained to satisfactorily address your queries.
- We will provide you with information and news about state of our services and relevant options and available services to you.
- We will listen to you and discuss your requirements fully.
- We will endeavor to satisfy your request at the time of your visit.
- When enquiries of a technical or specialized nature are made at any of our Customer Service Centers, the appropriate officer will be called to assist if available, or contact will be made within 24 hours to arrange an appointment or to discuss the matter over the phone.
- We will always be open for immediate feedback from our customers during and after service delivery.

### **Contact Center**

#### **i) Telephone communication**

Telephone services are available during regular office hours from 8 am to 5 pm (Monday - Friday) and toll free throughout the day

- We will endeavor to answer your call promptly.
- For unanswered calls, you will be able to leave a message and we will return your call within 2 hours during office hours.
- We will advise you of any delays and offer suitable options or offer to return your call.

- We will introduce ourselves by name and designation. We will provide a direct contact number for further communications when necessary.
- We will take responsibility for, and ownership of, your enquiry.
- Where possible, when customer calls are transferred internally, we will introduce your call to the recipient so as to reduce the need for you to explain the purpose of your call multiple times.

## **ii) Internet or Social Media communication**

- We will maintain RUJWASCO website with relevant and up-to-date information that is easily understood and accessible.
- We will post interesting, engaging, relevant and up-to-date information on our social media platforms that encourages interaction and feedback.
- We will respond to enquiries and posts on our social media platforms in a timely and professional manner.
- We will continue to review and adapt RUJWASCO's web-based and social media platforms to further engage and connect with our customers and provide innovative customer solutions.

## **Written or email communication**

- We will write to you in clear, concise language that is easily understood.
- We will send out standard information to you within 24 hours of receiving your request in our registry system.
- We will respond to your letter or e-mail of general correspondence on our services within 7 working days of receipt.
- If your enquiry requires in-depth research or follow-up that will take longer than 7 working days, we will acknowledge your correspondence, and where possible, provide an expected completion date and details of the employee responsible for the response.

## Our Service requirements and timelines

Service Description	Requirements	Charge (Kshs.)	Timeline	Penalty for unexplained delays
<b>Water Supply</b>				
New water connections	<ol style="list-style-type: none"> <li>1. Filled up application form;</li> <li>2. Copies of: <ol style="list-style-type: none"> <li>i. ID/Passport(for individuals);</li> <li>ii. Registration certificate/certificate of incorporation (companies/institutions)</li> <li>iii. Pin Certificate;</li> <li>iv. Land registration or plot number;</li> </ol> </li> <li>3. Landlord's signature if tenant;</li> <li>4. Consent letter if crossing neighbor's plot</li> <li>5. Authority letter if crossing public road;</li> <li>6. Connection materials and fees;</li> <li>7. Trenching, pipe laying and backfilling by customer;</li> <li>8. Bill Security deposit: <ol style="list-style-type: none"> <li>i. Water deposit: KCB 1102730939</li> <li>ii. Connection fee: KCB1102724033</li> </ol> </li> </ol>	<p><b>Standard connection fee:</b> 2,500</p> <p><b>Bill Security deposit:</b></p> <ul style="list-style-type: none"> <li>•Domestic (single dwelling) = 2,500</li> <li>•Domestic (multiple dwelling, &gt;200m3) = 10,000</li> <li>•Water kiosks: 5,000</li> </ul> <ul style="list-style-type: none"> <li>•Shop, workshop, office: &gt;10m3 = 3,000</li> <li>•Restaurant, Lodge, bar: &gt;15m3 = 4,000</li> <li>•Hotel Cl. A&amp;B: &lt;150m3 =12,000</li> <li>•Hotel Cl. C&amp;D: &gt;150m3 =18,000</li> <li>•Hospitals &gt;150m3 = 20,000</li> <li>•Minor construction site &lt;200m3 = 15,000</li> <li>•Large construction site &gt;200m3 = 50,000</li> <li>•Light industries &lt;200m3 = 30,000</li> <li>•Medium industries 200-300m3 =50,000</li> <li>•Heavy industries &gt;300 m3 = 100,000</li> <li>•Dispensaries &lt;150m3 = 12,000</li> <li>•Schools &gt;200m3 = 20,000 &lt;200m3 =10,000</li> </ul>	3 working days for meter connection once customer pays security deposit	Company refunds 5% of labour cost to customer for each day delay after 3 working days

Service Description	Requirements	Charge (Kshs.)	Timeline	Penalty for unexplained delays
Leak detection	Written request by customer	1,000	3 working days	Waiver of applicable charges
Leak/burst repairs	Report	Free	2 working days	Appropriate surcharge on responsible staff
Notice of water supply interruption	Communication	Free		Written apology to all affected consumers in appropriate media
<b>Meter Reading and Billing</b>				
Normal Meter reading	• Access/cooperation; or • Accurate estimates based on previous consumption	Free	30 days cycle	Meter reader refunds credits and debits for wrong bills
Special reading of meter	Written request by customer	500	2 working days upon receiving request	Company refunds charge
Billing cycle	None	Free	30 days cycle	
Billing inquiries	A USSD (Unstructured Supplementary Service Data) number for bill balance	Kshs. 5 above the normal rates	One billing cycle	
Billing complaints	Report no later than 3 months from date of billing.	Free	No later than 3 months	No bill adjustment after 3 months
Bill balance query resolution	Account number; phone number; complaint reference number.	Free	5 working days from date of query	Responsible staff pays credits/debits to customer
Temporary disconnection / termination	Own disconnection request, documents	Pay full bill balance	5 working days from date of request	Responsible staff pays 10% of the correct bill given after 14 days
<b>Meter Maintenance</b>				
Planned Meter servicing	Meter servicing schedule	Free	Quarterly	Written reprimand to responsible staff on 1 <sup>st</sup> failure;
Curative meter servicing	Report	Free	14 days from previous meter reading cycle	Written reprimand to responsible staff on 1 <sup>st</sup> failure
Meter testing on customer request	Access/cooperation	500	7 working days	Refund 50% charge for action delay
Faulty meter replacement	Test report	Free	5 working days upon reporting	Responsible staff pays company per m3 loss
Meter loss or damage	Police abstract Payment at cost	Cost of the meter	3 working days upon paying for new meter	Responsible staff pays company per m3 loss
<b>Payments</b>				
Monthly bill	1. Mpesa pay bill – Family bank 222178 2. Mpesa pay bill –KCB bank 522223 3. Family Bank - 024000002855 4. Barclays Bank - 0721051722 5. KCB - 1102724033 6. Post Bank - 0744130011658	As per balance	14 days from bill date	Customer pays reconnection charge

Service Description	Requirements	Charge (Kshs.)	Timeline	Penalty for unexplained delays
Reconnection if disconnected for debt	1. Debt payment 2. Reconnection fees 3. Access/cooperation	<ul style="list-style-type: none"> <li>Bill balance;</li> <li>1,000</li> </ul>	2 working days upon paying the charge	Refund reconnection charge to customer; recover from responsible staff
Reconnection if own disconnection request	Bill payment, cooperation	200	2 working days upon paying the charge	Refund reconnection charge to customer; recover from responsible staff
Illegal connection penalty - Industry	Access Regularize	100,000	1 working day to issue penalty; 7 working days to connect upon payment of surcharge	Written apology for unexplained delay; reprimand responsible staff
Illegal connection penalty – Construction Site	Access Regularize	100,000	1 working day to issue penalty; 7 working days to connect upon payment of surcharge	Written apology for unexplained delay; reprimand responsible staff
Illegal connection penalty - (commercial, schools, colleges, hospitals).	Access Regularize	100,000	1 working day to issue penalty; 7 working days to connect upon payment of surcharge	Written apology for unexplained delay; reprimand responsible staff
Illegal connection penalty: domestic	Access Regularize	30,000	1 working day to issue penalty; 7 working days to connect upon payment of surcharge	Written apology for unexplained delay; reprimand responsible staff
Deposit refund	De-enrollment request Approved de-enrolment and receipt	Pay all bills	14 working days upon receiving correct documents	Refund customer's logistical cost; surcharge responsible staff
Unjustified disconnection	Report	Nil	1 day	No reconnection charge; credit daily consumption equivalent amount to customer account; surcharge staff responsible
<b>Sewerage services</b>				
New sewer connection	1. Filled up application form; 2. Copies of: i. ID/Passport(for individuals); ii. Registration certificate/certificate of incorporation (companies/institutions)	Standard connection fee: Residential/Domestic=5000 Commercial .government,schools,universities and colleges=7,500	10 working days connection once customer pays connection fee	Company refunds 5% of labour cost to customer for each day delay after 10 working days

Service Description	Requirements	Charge (Kshs.)	Timeline	Penalty for unexplained delays
	iii. Pin Certificate; iv. Land registration or plot number; 3. Landlord's signature if tenant for corporate customers. 4. Consent letter if crossing neighbor's plot 5. Authority letter if crossing public road; 6. Design layout approved by RUJWASCO 7. Connection materials and fees; 8. Trenching, pipe laying and backfilling by customer; 9. Connection fee: KCB 1102724033			
Sewer overflow/blockages	Report	Free	5 working days	Appropriate surcharge on responsible staff
Private sewer unblocking	Request Payment of charge Access	2,500	Commencement of work 2 working days after request	Appropriate surcharge on responsible staff
<b>Exhauster Services</b>				
Booking company exhauster	Exhauster requisition stating: 1. Type of facility to exhaust; 2. Site location; 3. Accessibility 4. Estimated number of loads	Charges within service area: 1. 5,000 per 10 m <sup>3</sup> 2. 4,000 per 10m <sup>3</sup> for Low-Income Areas Extra charges <u>outside</u> service area: additional 1,000 per km	3 working days	Company refunds 10% of charge to customer after 3 working days
Private exhauster dumping into RUJWASCO system	Licensing: 1. Waste transportation license issued by NEMA, 2. Filled application 3. Certificate of Inspection of exhauster equipment by RUJWASCO engineer.	15,000 per truck per month	Monthly	Failure of payment results in no access to dumping.
<b>Laboratory Services</b>				
Water quality complaints	Report	Free	2 working days	Written apology for unexplained delay
Water quality testing (RUJWASCO Water Source)	Written request	Free	As prescribed upon receiving sample	Written apology for unexplained delay
Water quality testing (private water source)	Written request Payment of charges	Physio-Chemical Analysis: 5,000 Bacteriological analysis: 2,000	Phys.-Chem.: 2 working days Bacteriological: 5 working days	Refund 10% charge for unexplained delay

## **Measuring and improving quality of our service**

We will measure and improve the quality of our services by:

1. Conducting Customer Satisfaction survey.
2. Obtaining feedback from the customers using feedback forms and customer service surveys.
3. Implementing quality training and coaching activities for our staff.
4. Using key performance indicators monitored by the regulator, WASREB.
5. Using effective internal systems and corporate reporting to measure our performance.
6. Recognizing our staff for customer service delivery excellence.

## **Customer Obligations**

To facilitate the provision of the above services in a sustainable manner, the customer shall also be expected to oblige to the following:

1. Pay for bills invoiced promptly.
2. Facilitate access to meter for proper readings.
3. Raise complaints promptly.
4. Update the company with any changes of your details promptly.
5. Treat our staff with courtesy without offering gifts or tips.
6. Provide all the information requested for serving you better.
7. Abide with the legal requirements and desist from illegal usage of water.
8. Avoid colluding with staff to defraud the company.
9. Report all matters deemed of negative impact on service provision such as illegal practices in your area.
10. Present new ideas to help improve quality of serves.
11. Invest in water storage facilities of a minimum capacity of 6,000 litres (6m<sup>3</sup>) to have some water during times of interruption.

## **Review**

The charter will be reviewed any time RUJWASCO's Strategic Plan and/or tariffs are reviewed.

## **Our Contacts**

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