



# GATUNDU WATER & SANITATION COMPANY LIMITED

P.O BOX 140-01030 Gatundu  
TEL: 011 5122379 Email: info@gatunduwater.co.ke , Gatwasco@gmail.com

## CONNECTION APPLICATION FORM

Date.....

I.....of ID No.....

(Full Name in Block Capitals, Surname first)

Hereby make an application to Gatundu Water & Sanitation Co. Ltd for supply of water to

L.R/PLOT No..... SCHEME.....

KRA PIN..... SUBZONE.....

EMAIL ..... WALK ROUTE .....

Occupied by me for domestic use, Multi dwelling, commercial/industrial use, Government/Institution, construction, kiosk.

I agree to abide by the Water Act, Company's rules and regulations, any other by laws and the special conditions set out on the back hereof.

Signature of Applicant..... Gender.....

Residential Address.....

.....

Contact.....

### **FOR OFFICIAL USE ONLY**

Application accepted for and on behalf of the company

Date..... Designation.....

### **HEAD OF DEPARTMENT/OFFICER IN CHARGE**

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

Receipt(Deposit) No .....Receipt (Works & App.) No .....

Date connection installed.....Turn on readings.....

Customer Signature..... Account number .....

Remarks.....

## CONDITIONS OF SUPPLY

1. The Water Act 2002/2016 as from time to time amended shall be deemed to be incorporated in and to form part of these conditions of supply.
2. Applications for the execution of works, will as a rule, be dealt with in the order of priority of date, but the water Undertaker reserves the right of executing the work in the manner and at the time best suited to his convenience.
3. GATWASCO shall only facilitate connection where there is existing service line. In case there is no service line, customer is obliged to wait for pipeline extension.
4. Any change in water tariff shall be notified in Kenya Gazette before implementation, and in addition details thereof shall be sent to each consumer with the monthly account preceding such change.
5. a) That I shall not be permitted to use water for any other purposes except for the one I have applied for in this application form.  
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 the Water Undertaker.
6. In accordance with regulation 12, the consumer shall pay the applicable deposit amount, dependent on the category applied for. The deposit shall be retained by the Water Undertaker for the period during which the consumer is supplied with water.
7. The customer will be provided with a meter upon application which shall be installed, it shall be the customer responsibility to make sure the meter is secured. Where meter is lost or negligently damaged, the customer shall pay a fee equivalent to the cost of meter at the prevailing market price to the company for another replacement meter to be installed.
8. Where water connection is tampered with, the company shall disconnect such account. The company shall deal with that culprit in accordance with its illegal water usage policy. Reconnection shall be made upon paying all outstanding debts, illegal connection charges and reconnection fee.
9. If any account is overdue, the company shall disconnect the account and shall only reconnect the same after payment of outstanding debt and payment of reconnection charges.
10. The company shall be responsible for water supply facilities up to the meter connection; thereafter the customer shall bear the responsibility. That I have the responsibility to inform the company for any water leakages/burst for the company to attend immediately.
11. Where I have more than one water account and one connection is disconnected due to unpaid water bills, the company may disconnect other account/s in an effort to recover payment of the one in arrears.
12. The customer shall make sure that the meter is accessible at all times and is in legible condition i.e raised above the ground by at least one foot, where meter is continuously kept in a condition that cannot be read, the company shall disconnect water supply until such time proper arrangement are made for meter reading exercises.
13. In case of a meter separation, the company shall install a main meter that shall check the consumption of other meters, if there is any difference in consumption between the main and other meters where the main meter register higher consumption, it shall be my responsibility to pay for this difference.
14. The consumer shall meet all charges in respect of Water supplied in pursuance of the application and consumer's agreement until such time as the supply is disconnected pursuant to a written request made by him upon payment of Kshs. 200 and settlement of any outstanding arrears.
15. Domestic connection pipes MUST not be more than ½" in diameter
16. An agent of the service provider shall have the right to access customer premises for the purposes of execution of the company's mandate.