



OTHAYA–MUKURWEINI WATER AND SANITATION PLC

CUSTOMER SERVICE CHARTER

VISION

A Water Service Provider of Choice.

MISSION

To be a provider of accessible, adequate, affordable, and quality water services while conserving the environment.

OUR SERVICES, STANDARDS AND TIMELINES

SERVICE	REQUIREMENT	CHARGE (KSh)	TIMELINE
Customer Inquiries	Visit/Call/Email/SMS	FREE	Immediately
New Water Connection	- Land ownership documents - National Identity card (ID) - KRA PIN	Connection Fee (2,500 – 15,000) Deposit (2,500 – 100,000) As per Approved Tariff (Gazette Notice No. 3551)	3 Days
Sewer Connection	- Land ownership documents - National Identity card (ID) - KRA PIN	Connection Fee (5,000 – 15,000) As per Approved Tariff (Gazette Notice No. 3551)	5 Days
Extension of Water & Sewer service line	Customer request	FREE	30 Days
Water Turn OFF (Owner's Request)	No outstanding bill	500	24 Hrs
Water Turn ON	Request	200	24 Hrs
Water Disconnection	Unsettled overdue bill	FREE	14 Days after bill dispatch
Water Reconnection	Clear outstanding bill	At Meter Point = 1000 At Main = 5,000 & Double Deposit	3 Days
Sewer Reconnection	Clear outstanding bill	15,000	3 Days
Sewer Unblockage	Notification & Customer request	FREE	Immediately
Private Sewer Unblockage	Owner's request	2,500	24 Hrs
Exhauster services	Customer request	5,000	24 Hrs
Burst/Leakages Repair	Customer report	FREE	6 – 24 Hrs
Meter Reading	Customer grant access	FREE	Monthly
Special Meter Reading	Customer request	500	12 Hrs
Meter Testing	Customer request	1,500	5 Days
Replacement of Stolen or Damaged Meter	Police Report (Stolen Meter)	100% Market cost of Meter	3 Days
Leak Detection	Customer request	1,000	24 Hrs
Interruption of Water supply for normal planned activities	Customer Co-operation	FREE	24 Hrs
Resolution of Customer Complaints	Report	FREE	7 Days depending on the Nature of Complaint

OFFICES:

OMWASCO Headquarters
Along Othaya–Kanyange Road
(Othaya Town)

OMWASCO Mukurwe-ini Office
Next to Mukurweini Police Station
(Mukurwe-ini Town)

GET IN TOUCH

OMWASCO PLC
P.O. BOX 482-10106 Othaya, Kenya
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🌐 www.omwasco.co.ke
✉ info@omwasco.co.ke
📞 0702 598 602 / 0791 574 454

WORKING HOURS

Monday – Thursday:
8:00 AM – 5:00 PM
Friday: 8:00 AM – 4:00 PM
Saturday/Sunday/Public Holidays:
Closed



SCAN ME
VISIT OUR WEBSITE