

Takaba Water and Sewerage Company (TAWASCO)



Customer Service Charter

2025 Edition

A high-speed photograph of water splashing, creating a dynamic and textured background. The water is captured in mid-air, with droplets and ripples visible, giving a sense of movement and freshness. The color is a deep blue, and the lighting highlights the edges of the water droplets.

INTRODUCTION

At **Takaba Water and Sewerage Company (TAWASCO)**, we recognize the importance of clearly outlining our services and the standards our customers can expect. This Service Charter serves as a declaration of our commitment to providing efficient, reliable, and customer-focused services in the provision of water and sewerage. We aim to continuously improve our service delivery to exceed customer expectations.

We encourage our customers to partner with us by offering feedback and suggestions that will help enhance service delivery.

Our Vision

To be a leading provider of reliable, safe, and sustainable water and sanitation services in Kenya.

Our Mission

To deliver quality and adequate water and sewerage services through innovation, professionalism, and customer focus.

Core Values

- **Integrity**
- **Teamwork**
- **Customer Focus**
- **Equity and Inclusivity**
- **Environmental Stewardship**
- **Innovation and Continuous Improvement**

NO	SERVICE RENDERED	CUSTOMER REQUIREMENT	CHARGES {KSH}	TIMELINES
1	New Water Connection	Completed application, ID, PIN, land ownership or tenancy proof	-	1 working days
2	Meter Reading	Accessible meter location		Monthly
3	Meter Servicing	Access for inspection		Within 7 days
4	Meter Testing	Request via form		Within 7 days
5	Water Tanker Services	Written request + full payment + cleared bills		3 days
6	Leak Repairs	Report via call or in person		Within 48 hours
7	Water Quality Complaints	Report to customer care		Within 24 hours
8	Billing	Valid meter reading		Every 30 days
9	Final Billing	De-enrolment request & clearance		Within 14 days
11	Reconnection (non-payment)	Cleared dues + cooperation		Within 24 hrs
12	Illegal Connection (Domestic)	Fraudulent access		1 day
13	Illegal Connection (Commercial)	Fraudulent access		1 day
14	Disconnection on Request	Formal application		5 days
15	Security Deposit Refund	After final bill paid		14 days
16	Booking of Exhauster	Request through exhauster requisition form		

A background image featuring a dynamic water splash at the top, with a large, clear stream of water falling from the center towards the bottom, creating a sense of movement and freshness. The water is bright blue and white, contrasting with the lighter blue background.

Customer Obligations

To ensure smooth service delivery, customers are expected to:

1. Treat TAWASCO staff with respect.
2. Provide accurate and timely information when requested.
3. Pay bills promptly and update personal details.
4. Avoid illegal water connections or tampering with meters.
5. Report leaks, bursts, and illegal activities promptly.
6. Ensure meters are accessible and 300mm above ground.
7. Use water responsibly and avoid wastage.
8. Maintain water lines from the meter onward.

Contact Us

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