

Summary Report

Q&A; Summary of the Eldoret Water and Sanitation Company Ltd (ELDOWAS) Water Bill

Q1: What is the due date for the water bill?

A: The due date is **22-12-2024**.

Q2: What is the total amount payable?

A: The total amount payable is **Ksh -465.00** (indicating a credit balance).

Q3: What is the account number and billing details?

A:

1 **Account Number:** 3087085-001

1 **Bill Number:** B2413118417

1 **Billing Date:** 11-12-2024

1 **Billing Month:** November 2024

Q4: What are the charges included in the bill?

A:

1 **Balance Brought Forward:** -112.50

1 **Standing Charge:** 50.00

1 **Water Charges:** 35.00

1 **Sewer Amount:** 22.50

1 **Cleaning:** 40.00

Q5: What is the meter reading and consumption?

A:

- 1 ****Meter Serial:**** 7041075
- 1 ****Previous Reading:**** 775
- 1 ****Current Reading:**** 776
- 1 ****Consumption:**** 1 unit

Q6: What payment methods are accepted?

A: Payments can be made via:

- 1 ****Cash Deposit****
- 1 ****RTGS****
- 1 ****EFT****
- 1 ****M-Pesa Paybill:**** 511000
- 1 ****Airtel Money Paybill:**** ELDOWAS

Q7: Are personal cheques accepted?

A: No, personal cheques are ****no longer accepted****. Payments should be made through the approved methods listed above.

Q8: What happens if the bill is not paid on time?

A: The service is due for disconnection ****within 14 days from the billing date**** (11-12-2024).

Q9: Where should cheques (if applicable) be sent?

A: Cheques should be crossed, made payable to ****Eldoret Water and Sanitation Co. Ltd****, and forwarded to:

The Commercial Manager, P.O. Box 8418-30100, Eldoret, along with the statement.**

Q10: How can I contact ELDOWAS for inquiries?

A:

1 ****Phone:**** 053-2061915, 2063403

1 ****Mobile:**** +254 724255538

1 ****Fax:**** 053-2063556

1 ****Email:**** info@eldowas.or.ke

1 ****Website:**** www.eldowas.or.ke

Q11: What is the property description and location?

A:

1 ****Address:**** Pioneer St, Apt 74, Eldoret-30100

1 ****Plot Number:**** 15/537/008

1 ****Zone/Route:**** Route 06 - 09

Q12: Is ELDOWAS ISO certified?

A: Yes, ELDOWAS is ****ISO 9001:2015 certified****.