

# 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 are the charges included in the bill?

A: The charges include:

- 1   \*\*Balance Brought Forward\*\*: -112.50
- 1   \*\*Standing Charge\*\*: 50.00
- 1   \*\*Water Charges\*\*: 35.00
- 1   \*\*Sewer Amount\*\*: 22.50
- 1   \*\*Cleansing\*\*: 40.00

## Q4: What is the consumption for the billing period?

A: The consumption is \*\*1 unit\*\* (current reading: 776, previous reading: 775).

## Q5: What is the account number and billing details?

A:

- 1   \*\*Account No.\*\*: 3087085-001

1   **\*\*Bill No.\*\***: B2413118417

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

1   **\*\*Billing Month\*\***: 2Nov024

### **Q6: What is the meter serial number?**

A: The meter serial number is **\*\*7041075\*\***.

### **Q7: What payment methods are accepted?**

A: Payments can be made via:

1   **\*\*Cash Deposit\*\***

1   **\*\*RTGS\*\***

1   **\*\*EFT\*\***

1   **\*\*Mpesa Paybill\*\***: 511000

1   **\*\*Airtel Money Paybill\*\***: ELDOWAS

### **Q8: Are personal cheques accepted?**

A: **\*\*No\*\***, personal cheques are no longer accepted.

### **Q9: 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).

### **Q10: Where should cheques be forwarded if used?**

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.**

**Q11: How can I contact ELDOWAS for inquiries?**

A: Contact details:

1   **\*\*Tel\*\***: 053-2061915, 2063403

1   **\*\*Fax\*\***: 053-2063556

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

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

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

**Q12: What is the property address and description?**

A: The property is located at **\*\*E Pioneer St, Apt 74, Eldoret-30100\*\***, with **\*\*Plot Number 15/537/008\*\***.

**Q13: What is the billing zone/route?**

A: The billing zone/route is **\*\*Route 06 - 09\*\***.

**Q14: What is the message regarding payment?**

A: The company advises customers to pay through the listed payment methods and warns of disconnection if payment is not made within 14 days.