

LANDLORD GUARANTEE

(Where Tenant is applying)

Name of Landlord.....
 Postal Address..... Code.....City/Town.....
 Tel/Fax/Email.....

I, The above named landlord hereby certify that the within named applicant is my tenant/sub-tenant with effect from..... (Date) and guarantee that bills in respect of this connection shall be paid by me in the event the tenant fails to pay. I herewith undertake to notify Oololaiser Water and Sewerage Company on any change in tenancy one month in advance.

Signature of Landlord:Date: ID No./Passport No.....
 PIN No.

FOR OFFICIAL USE ONLY

Connection Details	Water	Sewerage	Remarks
No. of connection points			
Connection size			
Classification: Domestic (SD) <input type="checkbox"/> Domestic (MD) <input type="checkbox"/> Commercial <input type="checkbox"/> Industrial <input type="checkbox"/> Institution <input type="checkbox"/> Kiosk <input type="checkbox"/> super ceeding <input type="checkbox"/>			
Connection fee (Ksh)			
Water connection Survey Report:			
Surveyed by:..... Signature: Date:			
Recommended by:..... Signature: Date:			
Checked by:.....	Approved by:		
Date: Signature:	Signature:Date:		

CONNECTION CHARGES

Deposit Payable (Kshs.)Receipt No.Date.....
 Connection Fee Payable (Kshs.)Receipt No.Date.....
 Other Charges Payable (Kshs.)Receipt No.Date.....

CONNECTION DETAILS

Connection Number Allocated..... Route/Line.....
 GPS coordinates.....
 Meter Serial No..... Meter Size



Oololaiser Water

Head Office, Isalu Centre
 Magadi Road, Ongata Rongai
 P. O. Box 333 – 00206, Kiserian
 Tel: +254 20 2012075
 Moblie: +254 724 310 714
 Email: info@oololaiserwatercompany.co.ke

OLOOLAISER WATER AND SEWERAGE COMPANY LIMITED

CUSTOMER WATER SUPPLY CONTRACT

CUSTOMER DETAILS

Last Name	Middle Name	First Name
-----------	-------------	------------

PIN NO (Attach copy)	National ID (Attach copy)	Title deed No.(Attach copy)	Other <input type="checkbox"/> If other ,Specify
----------------------	---------------------------	-----------------------------	--

Tel No. (Office/Home)	Tel No. (Mobile)	Email Address
-----------------------	------------------	---------------

Physical Address:	Occupation	Place of work
-------------------	------------	---------------

Fax No.	Postal Address	Code	City/Town
---------	----------------	------	-----------

Alternate contact person		
	Mobile	Email

SUPPLY DETAILS

Region	House No./Apartment No.	Location		Street
	Plot/LR. No	Floor No.	New Premise	Meter Number
Employment details	Name of Employer (if self, Name of Business)			
	Postal Address	Cell phone/Email address		
(Company to attach certificate of incorporation)				

I/We, owner/Occupier of the above premise here-by apply for :

Water connection and Meter Installation

Applicant signature: Date :

Application Received by:Signature: Date:

Meter Ownership.....Meter Type

Turn on Reading

Date of Installation.....

Proposed Average Consumption (cubic meter/ month.....

Connection Installed by Date Signature.....

BILLING UNIT

Data Keyed in by.....Date.....

Verified by.....Date.....

OLOOLAISER WATER & SEWERAGE COMPANY LTD
CONDITIONS OF SUPPLY

1. All application for the execution of works will be dealt with in the order of priority or date, but the company reserves the right of executing the work in the manner and at the time best in its convenience.
2. The company shall have the right forthwith and without notice to terminate the agreement for any breach by the consumer to the conditions of supply, but without prejudice to any antecedent right against the consumer including the right to take court proceedings
3. All water consumed shall be billed at the end of thirty days consumption. Payment shall be done by Mpesa to the company pay-bill no. 919100, cheque at our offices, Post bank and also Posta.
4. If any account is overdue the water supply shall be cut off and shall only be reconnected upon payments of the outstanding bills and requisite reconnection fees.
5. Customers shall be bound by the Kenya Gazette Notice. Any changes in the water tariffs shall be notified in the Kenya Gazette one month before implementation. The same shall also be displayed on the Company's Notice board, company website and Services Centre's.
6. (A) No consumer shall use or is permitted to use, any water supplied in pursuance of this application except for such use as specified by him in his application.
 (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 OLWASCO.
7. The customer shall pay the prescribed deposit in line with services being requested as per the existing tariff which shall be retained by the company for the period during which the consumer is supplied with water, or maintains a connection. The amount will be refunded to the consumer upon termination of the agreement and production of the deposit receipt.
8. The company shall be responsible for all water supply facilities up to the connection point.
 Thereafter the responsibilities and risks pass to the customer.
9. A) It is unlawful for anyone to tamper with a water meter which is the property of the company. Should there be tampering with the meter the Company will disconnect services and lodge a criminal complaint against the customer. In addition the customer shall be required to pay any applicable penalties prior to any reconnection of services.

- (B) It is unlawful for anyone to pump water directly from the supply line/meter using a pump. Should there be such direct pumping the company will disconnect services, in addition the customer shall be required to pay the applicable penalties prior to any reconnection of services
10. It is the responsibility of the customer to give access to the meter and premises to the Company's authorized agents who shall reserve the right to disconnect from the mains in the event of no such access being granted. Such agents shall at all times identify themselves.
11. Except in cases of emergencies, the Company shall endeavour to notify of any service Interruption.
12. The company may ration the supply of water in times of shortage. In such events the rationing program shall be published at least 7 days before the commencement of rationing in media of wide circulation.
13. Customers may lodge complaints with and report any corrupt practices involving the Company's Employees/agents at any service or drop confidential note at our corruption reporting boxes.
14. The company reserves the right to reject your application or withdraw the connection for any false information given or default on payments for services rendered for your other existing connections.
15. In case of changes of ownership of the building a new water agreement must be entered into, and the applicant must produce the last water bill receipt (if any)
16. The company may from time to time amend the terms and conditions set out herein provided that no amendment shall come into force except with prior notice of at least three months.
17. The customer shall give a written notice of fourteen days, where services of OLWASCO are no longer required and terminate the contract surrender original deposit receipt and request for refund.
18. Meter once connected is in custody of the customer.
19. Meter should not be removed and kept in the house at any time
20. In cases of meter theft, it's the responsibilities of the customer to report to the company immediately .
21. Customers are requested to compare the meter readings indicated on the monthly bill with the actual reading on the meter.
22. Customers are required to update their telephone contacts to enable them receive their sms bills.

CUSTOMER'S OBLIGATION

I agree to abide by the terms and conditions specified in the Water Act 2016 and hold myself responsible for payment of water, sewer and meter rent until such time as the agreement is terminated in accordance with the Company's policy

Signature.....Date.....

FOR OFFICIAL USE ONLY

COMPANY OBLIGATION

OLWASCO hereby agree to supply water to the applicant above according to the terms and conditions specified in this contract

COMMERCIAL MANAGER

Signature.....
 Date.....

TECHNICAL MANAGER

Signature.....
 Date.....