



Oololaiser Water

OLOOLAISER WATER AND
SEWERAGE COMPANY

CUSTOMER SERVICE CHARTER
FIRST EDITION.

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STATEMENT FROM THE BOARD OF DIRECTORS

We, at Ololaiser Water and Sewerage Company Limited, our mandate is to operate and provide water and sewerage services in Ongata Rongai, Kiserian, Ngong, Upper Matasia, Lower Matasia, Kimuka and their environs on a sound, commercial and viable platform.

We acknowledge the importance of a Customer Service Charter as a means of communicating our services and desired standards of service delivery to our esteemed customers as we endeavor to be a company that meets your need

We realize that offering quality service is the surest way in which we can deliver to our customer and our desire is to be a company that delights its customers.

This customer charter is a commitment on our part to deliver high quality service and create good business relationship with our customer.

It is our expectation that you, our dear customer shall assist us to serve you better and improve the way we serve you by giving us continued feedback and support as we work to make you a satisfied client.

Our desire therefore, is that this Charter shall be of mutual benefit to all.

STATEMENT FROM THE MANAGING DIRECTOR

To us in Oloolaiser Water and Sewerage Company Limited, “The customer is the reason we exist”.

This customer service charter comes at a time when the company is renewing its commitment to offer excellent services to our customers. As a service organization, it is incumbent upon us to ensure that all our customers are offered the highest quality of service.

This Customer Service Charter is intended to promote awareness of the availability and quality of service offered by the company.

It outlines the responsibilities that we have towards our customers, sets out the obligation of our customers in assisting us to give them a quality service and spells out how to seek remedy in case each of the two parties defaults on its obligations.

Most important is our promise and commitment to provide the best to our customers and they will judge us by how we deliver on these promise and through this, we hope to create customers who are not only satisfied but loyal and supportive.

ABOUT US

Oloolaiser Water and Sewerage Company Limited is a water service provider incorporated on 30th June 2006 under the Company's Act 2015, Cap 486. The company is a wholly owned subsidiary of the County Government of Kajiado and has its headquarters at Isalu Centre Ground Floor along Magadi Road in Ongata Rongai. The company has Customer Care Offices at Ongata Rongai Chief's Office, at Gataka booster station Next to the Ongata Rongai Assistant County Commissioner's Office, Nkaimurunya Borehole next to Gataka Police Post, Kiserian Water Office, Silanga Borehole, Ngong Main borehole at Bulbul borehole next to Bulbul trading Centre and also at Kimuka Centre.

The Company's formation arose from the enactment of the Water Act 2002, which created new institutions to manage water resources and services in Kenya. The Company, therefore, took over the provision of water and sewerages services from the Ministry of Water and Irrigation and National Water Conservation and Pipeline Corporation who were responsible for water services in Ngong and Ongata Rongai Townships and Kiserian Township respectively.

The Company operates under a license provision by Water Services Regulatory Board (WASREB), a state corporation to provide sustainable and efficient water and sewerage services within Ongata Rongai, Kiserian, Ngong, Kahara, Kimuka, Silanga and their environs and still expanding coverage.

PURPOSE OF THIS CHARTER

The purpose of this charter is to enlighten our esteemed customers on the services provided by Oololaiser Water and Sewerage Company Limited, their quality and availability and our commitment to the delivery of these services.

The Charter is also our public declaration to our customers and the public of our commitment to the delivery of these services. It also spells out the standard of service delivery that the customer should expect from us and how to seek remedy when we fall below these standards and expectations.

OUR VISION

“To be the industry leader and water service provider of choice”.

OUR MISSION

“To provide water and wastewater services that are economically viable, environmentally sound, socially responsible and responsive to customer needs, thereby enhancing the services of the company to all the people across the cluster area”.

OUR CORE PURPOSES

- *Satisfied customers*
- *Efficient workforce*
- *Adequate network coverage*
- *Conservation of the environment*
- *Contributing to national development*
- *Decentralization/ private sector involvement*

OUR CORE VALUES

- *Responsiveness to customers,*
- *Economic viability,*
- *Environmental sustainability,*
- *Social responsibility.*

OUR CORE STAKEHOLDERS

- *Our esteemed water consumers*
- *National Government of the Republic of Kenya*
- *County Government of Kajiado*
- *Development partners*
- *The general public*
- *Tanathi Water Services Board and other Water institutions*

OUR QUALITY POLICY

“To be committed and endeavour to provide quality water and sewerage services to our esteemed customers and other stake holders in an efficient and cost effective manner, ensuring utmost customer delight and continuous service improvement in an environmentally friendly manner

OUR CONTACTS

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OUR SERVICES

The mandate given to us under the service provision agreement by Tanathi Water Services Board is to operate and provide water and sewerage services in our area of jurisdiction on a sound, commercial and viable basis.

On top of the above, we believe that our success will come from providing high quality water and sewerage services, offering excellent customer services, continual improvement and placing our customers in a position of priority above all else.

Customers of Ololaiser Water and Sewerage Company Limited will know the full range of services and standards to expect from the Water Company once the Charter is launched. The Charter comes in the wake of the new era of customer-focused service delivery by public institutions as defined in the Water Sector reforms blue print.

Water and Sewerage Services

Our commitment is to provide safe and reliable water services to our customers all year round. We shall ensure that the water we provide meets all the international, national and regulatory standards we adhere to and distribute the available water equitably.

Extension of Water and Sewerage Services

It is our duty to serve the populations of the mandate areas in which we serve with clean, reliable and safe water. We shall make periodic network extensions of water services to areas identified to have demand potentials and currently not served.

Water Distribution

We shall ensure that water distribution is equitable. If the demand required cannot be met, the Company shall publish water distribution schedules for the deficit areas and the residents promptly informed.

Network Maintenance

Where major network and equipment maintenance works are planned which may adversely interrupt services, we shall inform the customers at least three days in advance.

Interruption of water services

We may sometimes interrupt the water supply to undertake major repairs of bursts and replacement of pipelines sections. When this happens, we shall give a 12 hours' notice in advance.

Service connections

Where our service networks exist, we commit to connect all applicants who meet our standard requirements. All paid up new connection and where the consumer has provided the requisite material, the installation shall be effected within 3 days and in circumstances where we are unable/ we shall notify the customer with the reasons and state a time when the work shall be executed.

New connection procedure

Our Customers can open water accounts at all our customer care offices for all the areas under the Company Jurisdiction. Our staffs in the customer service desks have been trained in the account opening procedures and will be delighted to help our customer on this endeavour. The account opening process will take 10 business days upon which notification for approval will be issued to the applicant. The following procedure shall apply for new connections,

- Consumer water supply contract forms shall be offered free of charge at any of our customer care offices
- Our customer care officers are available to guide the applicant to fill in the form
- The applicant will be requested to provide the following
 - Documentary proof of ownership of property where the service is required
 - Copies of the applicant's identification (Identity card/Driving license/ Passport), corporate bodies and institutions to provide incorporation certificate and PIN certificates
 - Obtain the signature of the landlord if the applicant is a tenant
 - Obtain written consent from the owner if the connection pipes are to pass another person's property
 - Obtain written permission from the relevant authority if the connection will involve excavating across a public road
- The applicant shall return duly filled application form with the required attachments to our offices for processing and approval.
- The cost of materials and trenching for the length from the company's mains towards the applicant's property shall be borne by the applicant.

- Every new service connection will attract a connection fee and applicable deposit charges in accordance with the prevailing gazzetted tariffs as approved by Water Services Regulatory Board.
- We shall provide every new connection with a meter at no cost, however a monthly meter rent charge shall apply as per prevailing tariffs.
- New connections will be effected only by authorized staff of the company.

Meter Reading

We shall undertake to read all meters on a monthly (30 days) cycle. Where this is not possible, a reasonable estimate will be used for billing, the consumed units will be indicated on the bills and where billed on estimate, it shall be indicated. Where bills are estimated, the account shall be automatically corrected upon receipt of an actual meter reading in the subsequent months and the estimated bills credited to the account.

Billing

We shall maintain a 30-day billing cycle for all customers. The billing shall be based on the consumption as recorded by the meter, where a meter is not read an estimate shall be used.

Bill Distribution

We shall distribute water bills to our customer's premises by the 8th of every month. Every customer shall be obliged to enquire from our offices for their bills should they not receive it by the 8th of the month.

Payment for services

We are obliged to facilitate our customers in the process of paying for our services. We shall strive to make this process as convenient and flexible to our customers as possible by providing a variety of payments options and as many pay points as is economically possible, such shall include;

- Direct deposit to our revenue account at all Kenya Commercial Bank branches within Kenya
- Cash office at our headquarters (cheques only)
- Over the counter payments at all Postbank branches within Kenya
- Electronic funds transfer to our revenue account
- Over the counter payment at all Post Offices within Kenya.
- Safaricom Lipa na M-Pesa platform.

We shall ensure that all payments are credited to consumer water accounts every billing cycle.

Disconnection

The company does not intend to disconnect any of our customers but will do so if we get proof of illegal usage, a customer fails to pay for our services within the due date, wastage and upon the request of the consumer. Disconnections for nonpayment and illegal usage shall attract penalties as per the tariff.

Reconnections

A customer that has been disconnected for nonpayment will be reconnected upon clearing his outstanding balance to zero and the prevailing reconnection fee.

Customer disconnection due to illegal use will be connected legally after clearing the appropriate penalty imposed and successfully meeting our terms of water supply.

Accounts disconnected on the request of the consumer will be reconnected upon payment of the turn on fee, however the disconnection will be effected subject to clearing the total amount due and cut off on owners request fee.

Leakages

We shall carry out daily monitoring of our distribution network and deal with all identified leakages and burst within 24hours of detection and isolation of the section to arrest wastage.

Customer Service

The company will ensure that all the frontline staff are presentable, easily identifiable, informed, knowledgeable and well trained to help in the satisfactory handling of our customer queries.

We shall conduct biannual customer satisfaction surveys to assess customer needs and ensure continual service improvement.

Customer complains

We promise to respond to all complains put forward by our customers in a timely and satisfactory manner. Customers can call, mail, write or visit our customer care offices to register their complaints. Where a customer is not satisfied with the decision taken by the action officer, they may appeal to the Managing Director.

All billing complains shall be resolved within 10 days of official receipt. We shall acknowledge and respond to all complaints brought to us within 72 hours of reporting depending on nature of issues to be resolved.

Records of Customer complains

All complaints shall be recorded for prompt follow-up and shall also be used for internal performance and process evaluation and monitoring. The complaints shall also be used for measuring the quality of our services and shall form a basis for revised targets for improvements and benchmarking

Environmental Safety

- We shall initiate and join our customers and other stakeholders in activities aimed at improving the environment
- We shall ensure a safe working environment where customers will enjoy interacting with our staff
- We shall ensure that our activities do not interfere with the integrity of the surrounding areas

Service Provision to the informal and/ or low income areas

Oloolaiser recognizes the alarming situation in the low income settlements with the low levels of basic public services such as water and sanitation. In our bid to participate in the realization of the Millennium Development Goals, we commit ourselves to

- Increase access to clean and safe piped water by developing interventions that meet the needs of this areas
- Institute affordable tariffs to the low income communities to support accessibility to clean and safe water
- Improve on the hygiene and health conditions of the low income areas through sanitation interventions that are adoptable to the community

Debt Recovery

Defaulting consumers

We appreciate all our consumers and acknowledge the honour they have given us to serve them, because of this, we try as much as we can not to be in a position of conflict with them. In circumstances where they do not pay for our services, we courteously try all amicable ways to recover our dues and when we fail, such customers shall be treated as defaulters which may lead to possible legal action to recover our payment as the law provides.

Water theft

- Illegal connection to our network is a criminal offence and the offender will be punished under the prevailing statutes

- Illegal use or theft of water services will attract a penalty as per the prevailing approved tariff

Obligations

Our obligation

To our Customers we shall:

Welcome all our customers with a smile at all the time,

- Put the needs of the customer first
- Treat customers with courtesy, consideration and respect
- Listen and respond appropriately to all our customers
- Have qualified and supportive staff to deal with customer complaints
- Deal with all customer issues with efficiency, fairness and integrity.
- Provide customers with all necessary possible information to solve complaints.
- Be as reliable, honest, and friendly beyond what our customers would like us to be

Customer obligation

To facilitate the provision of the above services in a sustainable manner, the customer shall also be expected to oblige to the following:

- Pay for bills invoiced promptly. Cash payments can be made at any Postbank branch countrywide or the following designated Post Offices, Ongata Rongai, Kiserian and Ngong Hills and through Safaricom M-Pesa pay bill no 919100.
- Facilitate access to meter for proper readings.
- Raise complaints promptly.
- Update the company with any changes of customer and property details promptly.
- Treat our staff with courtesy and do not offer them gifts or tips.
- Avail all the information requested by the company for the execution of service.
- Abide with the legal requirements and desist from illegal usage of water.
- Avoid collusions and compromises that would lead to defrauding the organization.

- Report to the company all matters that that you deem to have a negative impact on service provision and especially any illegal practices observed in the area.
- Customers are encouraged to bring forth new ideas to help the company understand and serve their needs in a better way.
- Customers are advised to invest in water storage facilities of a minimum capacity of 6,000 litres (6m³) to ensure availability of water during times of interruption.

To each other as employees

- Treat each other as partners in the success of our business
- Listen to opinions from employees for new ideas on how to improve our services
- Value and appreciate the contribution of every staff to the service of our consumers
- Regard fellow staff as internal customers who must be treated with respect, courtesy and honesty
- Create forums to share information
- Practice pro-active information sharing
- Give feedback to employees about their work performance
- Continually empower and develop staff through training and capacity building

TIPS ON WATER USAGE

Water conservation starts at home, where our daily use of water adds up to some unsightly amounts. Fortunately, you can dramatically reduce your water usage hence your water bill through helpful tips that you can use at home.

- Fix all water leakages on the installation in your home to avoid wastage of significant amounts of water
- Maintain service lines after the meter to avoid water loss through leakages
- Periodically clean your water storage tank to ensure quality of water is sustained once the supply is drawn into your homestead.
- Use a broom than a hose to clean off drive ways, steps and sidewalks.
- Turn off water while brushing your teeth or shaving to keep excess water from going down the drain.
- Practice rational use of water in order to preserve and optimize the available water.
- When washing dishes rinse off in a sink partially filled with water instead of using running water.
- Vegetables and fruits should be washed in a bowl rather than under a running tap. Re - use this water for cleaning or watering house plants.
- Soak your dirty pots and pans instead of letting the water run while you scrape them clean.
- Using a watering can instead of a hose will reduce water wastage, a water sprinkler in the garden uses almost as much water in an hour as a family of four uses in a day.
- Check regularly for unseen water leakages. To detect a leak, carry out the following test; Record your meter reading, then wait for about two hours when all taps are closed and no water is being used then take the meter readings again. If the reading remains exactly the same, then you can be sure that there is no leak. If the reading changes then you have a leak within your property, call a licensed plumber.
- Reuse water; instead of pouring used water down the drain use it to flush your toilet or water your garden or plot plants. Place a bucket in the shower to catch excess water for reuse.

Plans for the future

Our commitment is centered on making life easy and more comfortable to all our customers and stakeholders, to this end, we plan to:

- Carry out research and create systems of improving life to the communities within our coverage
- Research and set up systems to safe guard against future water reduction levels
- Work with all our stakeholders to set up systems that will minimize the effect of waste water.
- Research and participate in finding remedies and solutions to environmental pollution
- Adopt new technologies to improve service delivery

SERVICE TO THE URBAN POOR

Oloolaiser Water and Sewerage Company Limited in its desire to fulfill its mandate to provide water to all, recognizes that there are those among us that cannot afford our services.

We therefore do avail the low income in the urban areas with water at a subsidized and affordable cost through Water Kiosks that are in easily accessible locations.

These are some of our most valued customers and we take pride in delighting them too, we are able to do this through your support as you pay your bills promptly so keep up the good work.

Oloolaiser Water and Sewerage Company Limited

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