



MERU COUNTY RURAL WATER AND SANITATION SERVICES COMPANY LIMITED

MeRuWASCO

CUSTOMER SERVICE CHARTER

2024/2025 – 2027/2028

"Huduma Bora Ni Haki Yako" Good Service is Your Right

Commitment to Courtesy, Reliability and Excellence in Service Delivery

1. ORGANIZATIONAL INFORMATION

Meru County Rural Water and Sanitation Company Limited (MeRuWASCO) is fully owned by the county government of Meru with a mandate to provide adequate, reliable and affordable water supply and sanitation services across nine water schemes in Meru County: Muriri, Ngundune, Kianjae, Maua, Timau, Nkubu, Mwimbi, Kanyaka, Mitunguu and Maili Tatu.

Vision

To be the leading water and sanitation services provider in Kenya.

Mission

To avail and ensure integrated economic water and sewerage services by developing a sound and sustainable financial system as a water service provider.

2. HOW TO REACH US

Contact Method	Details / Hours
Headquarters	P.O. BOX 467, MERU MERU – NANYUKI ROAD
Telephone	0757 227 115
Email	info@meruwasco.co.ke
Website	www.meruwasco.co.ke
Office Hours	Monday – Friday: 8:00 AM – 5:00 PM

3. WATER SUPPLY TARIFFS (2024/2025 – 2027/2028)

3.1 Domestic/Residential Water Tariff

Usage Block (M ³)	Tariff (KSh/M ³)	Notes
1–6	90	Lifeline block
7–20	100	Normal use
21–50	105	Higher use
51–100	110	High use
101–300	115	
>300	120	Bulk use

3.2 Commercial and Industrial Tariffs

Consumer Type	Usage (M ³)	Tariff (KSh/M ³)
Commercial/Industrial	1–50	100
	51–100	105
	101–300	115
	>300	120
Water Kiosks	Per M ³	85

Sewerage Tariff: Charged at 75% of water volumes for all customer categories. Sewerage will be billed at the same rates applicable to water.

Annual Indexation: Tariffs are eligible for annual indexation effective July of each year in line with WASREB regulations.

4. CONNECTION AND SERVICE CHARGES

Service	Charge (KSh.)
New water connection – Domestic	2,500
New water connection – Commercial/Industrial (1.5–3 inches)	7,500
New water connection – Industrial (above 3 inches)	15,000
Water Reconnection fee (at meter point)	1,000
Meter testing on request	500
Statement of account fees	200
Leak detection services	1,000
Exhauster services (private)	5,000

5. BILLING AND PAYMENT INFORMATION

5.1 Understanding Your Water Bill

- The consumption charge is calculated by multiplying your meter reading by the applicable tariff rate
- Domestic customers benefit from lifeline tariffs (0–6 M³) at subsidized rates (KSh. 90/M³)
- If your meter is faulty or inaccessible, you will be billed on the average of your last three months' consumption

5.2 Meter Reading and Billing Cycle

- Meters are read MONTHLY on a regular 30-day cycle
- You have the right to take your own meter reading to track consumption and verify accuracy
- Denying our staff access to the meter for reading is against the Water Act and may result in estimated billing
- Billing complaints must be reported within THREE MONTHS of the billing date

5.3 Payment Methods

- **M-PESA:** Lipa na M-Pesa Paybill 824570 (include your account number and full amount)
- **Bank Transfer:** Co-op Bank Account – Account details available at our offices

5.4 Payment Due Dates and Penalties

- Water bills are DUE WITHIN 14 DAYS of billing date
- Failure to pay within 14 days will result in a DISCONNECTION NOTICE
- 14 days after the disconnection notice, non-paying accounts will be disconnected
- Self-reconnection after disconnection is illegal (Water Act 2016) and will incur a KSh. 5,000 surcharge plus backdated billing

6. YOUR RIGHTS AS A CUSTOMER

- Right to receive reliable, adequate and safe water supply
- Right to water that meets Kenya Bureau of Standards and WHO quality requirements
- Right to transparent, accurate and clear billing based on actual meter readings
- Right to request meter testing and billing adjustments for identified errors
- Right to receive 14 days' written notice before disconnection for non-payment
- Right to reconnection within 24 HOURS of paying outstanding balance plus reconnection fee
- Right to prompt service for reported leaks, bursts, and blocked sewers
- Right to lodge complaints in person, by phone, email, or SMS
- Right to receive a complaint reference number immediately upon reporting
- Right to escalate unresolved complaints to scheme management or head office

7. YOUR RESPONSIBILITIES AS A CUSTOMER

- Maintain taps, pipes, plumbing and drainage on your property to prevent water loss
- Provide easy ACCESS TO YOUR WATER METER for our staff to read, test, and maintain
- Grant authorized staff access to your property for repairs and modifications to water assets
- Use water responsibly and avoid wastage to help sustain supply for all
- Pay water bills PROMPTLY (by day 14) to avoid service disruption
- Report leaks, bursts, and water quality issues IMMEDIATELY
- Report illegal water connections and meter tampering in your area
- Protect water meters from damage, theft, or interference
- Register for e-billing to receive bills via email and track your account online
- NOT reconnect water yourself after disconnection (this is a criminal offense)

8. SERVICE DELIVERY STANDARDS & RESPONSE TIMES

MeRuWASCO commits to the following service standards and timelines:

Service	Timeline	How to Report
New water connection	14 days from application	Visit office with completed form
Meter survey for connection	7 days after application	Automatic after registration
Water pipe leak repair	12 hours of report	Call office
Burst pipe repair	24 hours of report	Call office
Sewer blockage clearance	12 working hours	Call office
Water reconnection (after payment)	24 hours	Visit office / Call
Billing complaint resolution	30 days (1 billing cycle)	Visit office / Call / Email
General complaint acknowledgment	Immediate (same day)	Receive ticket number
Written communication response	5 working days	Email / letter

9. COMPLAINT HANDLING & ESCALATION PROCEDURES

We welcome your feedback and take all complaints seriously. Follow these steps to report issues:

STEP 1: REPORT YOUR COMPLAINT

In Person: Visit our office during business hours with your account number and bill

By Phone: Call 0757227115 and request the Customer Care Officer

By Email: Send details to info@meruwasco.co.ke with your account number

Scheme Manager: Contact your local scheme manager at your water scheme office

STEP 2: RECEIVE ACKNOWLEDGMENT

You will receive a COMPLAINT TICKET NUMBER immediately for tracking your complaint. Keep this number safe.

STEP 3: RESOLUTION TIMELINE

Complaint Type	Resolution Time	Escalation If Delayed
Emergency (leak, burst)	12–24 hours	Scheme Manager
Billing dispute	30 days	Managing Director
General complaints	5 working days	Managing Director

STEP 4: ESCALATION

STEP 1: REPORT YOUR COMPLAINT

Scheme Manager (local level)

MeRuWASCO office (Customer Care)

STEP 2: ESCALATION LEVEL 1

General Manager, MeRuWASCO
P.O. Box 467, Meru
Tel: 064-31781 | Email: info@meruwasco.co.ke
Response Time: 5 working days

STEP 3: ESCALATION LEVEL 2

Meru County Government - County Executive Committee (Water, Sanitation & Irrigation)
For unresolved complaints after 30 days
Rationale: Water is devolved to counties; Meru County Government owns MeRuWASCO

STEP 4: ESCALATION LEVEL 3 (Optional)

Water Action Groups (Meru) - if established in your area
These are community-based oversight mechanisms

STEP 5: ESCALATION LEVEL 4 (For Regulatory Issues)

WASREB (Water Services Regulatory Board)
5th Floor, SHA Building, Ngong Road, Nairobi
P.O. Box 42621-00100 Nairobi
Tel: +254 (020) 2733561 | Email: Info@wasreb.go.ke
For regulatory violations ONLY, not general complaints

STEP 6: FINAL APPEAL

Commission of Administrative Justice (Ombudsman)
2nd Floor, West End Towers, Off Waiyaki Way, Westlands, Nairobi
P.O. Box 20414 – 00200, Nairobi
Tel: +254-20-2270000
Email: complain@ombudsman.go.ke

10. SERVICE DELIVERY CONDITIONS & TARGETS

Performance Target	2024/25 – 2027/28
Water Coverage (%)	92–93%
Water Quality Compliance (%)	100%
Non-Revenue Water Reduction (%)	39% → 36%
Hours of Supply (daily)	17 → 20 hours
Collection Efficiency (%)	95%
Metering Ratio (%)	86% → 92%

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