



# VIHIGA WATER & SANITATION COMPANY

**Vision:** To be a leading water service provider in Kenya, recognized for excellence, innovation and customer satisfaction.

**Mission:** To provide safe, reliable, affordable water and sanitation services through sustainable, eco-friendly, efficient and effective management of water supply and sanitation facilities that meets our customers' expectations.

## SERVICE CHARTER

SERVICES	SERVICE PRODUCT	SERVICE LEVEL	WHERE PUBLIC CAN GET SERVICES FROM
New connection	Processing of application form	Immediate	Customer care HQS
	Installation of connection after payment	1-2 Days	Technical manager
	First bill	One (1) month	Commercial & Finance manager
Disconnection/reconnection	Disconnection for non payment of water bill	14 days from date of issue bill	Technical manager/Commercial & Finance manager/scheme supervisor
	Reconnection water supply	Within 24hrs after payment	Scheme supervisor in the relevant area
Customer queries and complains	Account balance	Immediate	customer care viwasco HQS/Billing officers
	Lack of water complains	1-2 Days	customer care viwasco HQS/Scheme office
	Reply to written complains	1-3 Days	customer care viwasco HQS/Scheme office
	Email	Immediate	customer care viwasco HQS/Scheme office
	Complains through the telephone	Immediate	customer care viwasco HQS/Scheme office
	Office visit complains	Immediate	customer care viwasco HQS/Scheme office
	Process of refund after termination	2 weeks	customer care viwasco HQS/Scheme office
Water kiosk	Application for retailing	Upto 1 month	customer care viwasco HQS/Scheme office
Water bill	Meter reading	Monthly	Commercial & Finance Manager
	Water billing	Monthly	sms/customer care/scheme office
Payment for services	Water sales	Monday-Friday 8.00am-5.00pm Monday-Sunday (24/7hrs)	Cheques MPESA payments
	Water bowser services after payment	1-4 hrs	Commercial & Finance Manager
Attendance to leaks	Repair of leaks and bursts	within 12hrs of report	Technical manager/Technical team
Water quality testing	Residual chlorine	Daily	Water quality officer
	Chemical analysis	Monthly	Water quality officer
	Bacteriological analysis	Monthly	Water quality officer
Service reliability	Water supply	3days in a week	Technical Manager
	Water quality	KEBS/WHO standards	Government chemist & LVNWWDA
Regular update education of customers	News letters	Quarterly	Corporate affairs division
	Media	When need arises e.g interruption supply	Corporate affairs division
	Customer clinic/Public service week	Once a year	Corporate division/ Commercial division
Office hours	Attendance to customers	Monday-Friday 8am-5pm	Headquarters/Scheme offices and all staff
Other Technical Services	Meter relocation	1-2 days	Technical manager/ Scheme supervisor
	Replacement of faulty meters	1-2 days	Technical manager/ Scheme supervisor
	Meter test	1-3 days	Technical manager/ Scheme supervisor
	Field Investigation	1-3 days	Technical manager/ Scheme supervisor
Blockage removal	Sewarage overflow	24 hours	Technical manager/ Sewer operator

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Customers may contact us on the following physical address:

P.O BOX 740-50300 MARAGOLI

Email: [info@vihigawater.co.ke](mailto:info@vihigawater.co.ke)

we are located adjacent Municipal grounds along kegoye road in Vihiga County.

 0799 945 300



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[www.vihigawater.co.ke](http://www.vihigawater.co.ke)