

PAYMENT OF WATER BILLS

You can now pay your Water Bills through:

- **M-PESA - Business No. 821630**
- **KCB Bank or Agent - A/C 1102737380**
- **Cash at the EPZA Head Office**

HOW TO PAY THROUGH MPESA

1. On your phone go to Safaricom Services.
2. Select the **M-PESA** option.
3. Select Payment Services.
4. Select Pay Bill Option.
5. Enter Our Business No. **821630** and Click OK.
6. Then enter your **FOUR** water account number starting with WS e.g. WS0123 and click OK.
7. Enter the amount you want to pay e.g. 100 and click OK.
8. Enter your **PIN NO** and click OK.
9. To avoid disconnection, pay your bill 2 days before the Date Due.

FOR COMPLAINTS:

If our services are not up to your expectations, customers are encouraged to forward complaints, suggestions and comments to the Chief Executive Officer in person, by post, telephone, and email.

Information received through the complaints or suggestion box will be acknowledged within 7 days, treated in confidence and acted upon within 15 working days of date of opening/receipt.

Clients are encouraged to report any illegal connection, burst water pipes and vandalism.



Export Processing Zones Authority

P.O BOX 50563 NAIROBI, 00200

TEL: 0713051172/3, 0733683222, 0786683222

Email: complaints@epzakenya.com

Website: www.epzakenya.com

Making Investments Happen!



EXPORT PROCESSING ZONES AUTHORITY



SERVICE CHARTER – WATER SERVICES

The EPZA Customer Service Charter is an affirmation of our commitment to EPZA's mandate under the Export Processing Zones Act (Cap 517 of Kenya) i.e promotion and facilitation of export-oriented investment and the development of an enabling environment for such investments, part of that enabling environment includes providing infrastructure services.

Making Investments Happen!

SERVICE CHARTER MATRIX– EPZA WATER SERVICES

This charter express our commitment to courteous, efficient, effective, professional, and timely customer service. We also seek to have our esteemed customers learn their rights and responsibilities so as to create a cordial working relationship, improve service delivery and increase customer satisfaction.

| | SERVICE RENDERED | CUSTOMER EXPECTATION | USER CHARGES | TIME FRAME |
|---|--|--|---|---|
| 1 | Decision on application for new water accounts | Prompt decision on applications for water and sewerage services | None | Within 10 days of receipt of all required documents |
| 2 | Meter reading and billing | Meters read and accurate bills prepared | None | Meters read once every month and accurate bills dispatched to consumer by 5 th of every month |
| 3 | Connection of new water account | Timely and efficient connection to water supply | <u>Domestic (single dwelling) consumers</u> : Deposit Ksh10,000, connection charges :Ksh.10,000 <u>Domestic (Multiple dwelling) consumers</u> : Deposit Ksh 30,000 to Ksh 60,000, connection charges : Ksh25,000 to Ksh100,000 <u>Commercial Consumers (large buildings, multiple dwellings)</u> : Deposit Ksh 35,000 to Ksh100,000, connection charges : Ksh15,000 to Ksh100,000 <u>Housing Estates:</u> Deposit Ksh 200,000– Ksh.500,000, connection charges : Ksh.100,000 <u>Industrial Consumers</u> : Deposit Ksh. 200,000– Ksh 900,000, connection charges : Ksh.100,000 <u>Schools/ Colleges / Institutions:</u> Deposit Ksh. 50,000 Connection charges :Ksh. 100,000 <u>Health centers /dispensaries</u> less than 150 m ³ /month: Deposit Ksh. 25,000 Connection charges : Ksh. 50,000 (Charges depend on estimates of water consumption established through survey. Deposits are refundable.) | Within 5 days of receipt of full payment of required charges, from a newly approved water consumer. |
| 4 | Reconnection after disconnection | Prompt resumption of supply after account regularized. | Ksh. 2,000 reconnection fee | Within 1 working day of full payment of the outstanding bill and the reconnection fee |
| 5 | Handling of complaints | Quick complaint resolution and feedback. (The complaints mechanism does not invalidate the client's right to appeal against any decision made by the Authority as provided for in section 31(1) of | None | Assign complaint to a specific officer who will investigate, resolve and advise the complainant, within 15 working days of initial receipt. |
| 6 | Change of account / user name. | Timely and efficient change of name of water user account. The customer to fill the change of tenancy forms attaching photocopy of ID, title deed or | Ksh. 500 | Within 1 working day of submission of change of account/user form |
| 7 | Meter testing on request | Accurate and efficient meter operation | Ksh. 1000 | Within 1 working day of request for tests. |