

RUNDA WATER LIMITED

CUSTOMER SERVICE CHARTER

Introduction

Dear Esteemed Customer

I am pleased to introduce The Runda Water Limited's Customer Service Charter. This Charter has been developed to identify our customer service commitments to you, and inform you of your rights and responsibilities as a consumer/customer.

In addition, the customer service charter sets out the Runda Water Limited's rights and obligations in the provision of water and other services.

Throughout this Charter, we have clearly outlined our dedication to you through our 20 hour service and water supply, 7 days a week, whilst acknowledging the sustainability requirements within the estate and our area of jurisdiction.

I recommend you read this Charter and please feel free to give your comments where necessary.

Katherine Kariuki
Chairperson
Runda Water Limited

P.O. Box 505 Village Market
00621 Nairobi – Kenya
Tel. 020 7122063, 0722207081/0734652203
Email: rundawater@rundawater.co.ke



RUNDA WATER CUSTOMER SERVICE CHARTER

Runda Water Customer Charter summarises consumers rights and obligations as a residential customer, and our service standards and commitments to you.

1. Our commitment to quality, safety and reliability

Twenty hours a day, seven days a week (under normal operating conditions), Runda Water delivers high quality, safe and reliable water supply and services that are economically and environmentally sustainable to the Runda Estate Residents in the northern part of Nairobi City.

Runda Water Limited (RWL) was incorporated under the Companies Act in 1973 and is one of the many agents appointed by Athi Water Services Board (a state corporation) to ensure efficient and economical provision of water and sewerage services within Nairobi City. It is registered as a Limited Company by Shares. & has a Certificate of Incorporation No C. 112393.

We value our customers, our community and the environment and commit to:

- providing you with water that complies with the WHO and KEBS Drinking Water Guidelines issued by the National Government of Kenya;
- supplying water at the required pressure (between 210kPa and 800 kPa at the boundary) and flow rate (23 litres/minute) to meet your household needs in areas defined by RWL;
- (Please note: This supply pressure is available at the RWL meter, located at the customer's property gate. This pressure may occasionally be affected by high consumption or flushing/flow test activities. Water appliances installed after the meter may reduce the water pressure to the customer. Some individual customers or small areas of reticulation may experience pressure outside these limits and may require their own pressure booster equipment within the property boundary.)
- undertaking water network system loss initiatives to reduce water leakage which may necessitate lowering water pressures in some supply zones. This will only be undertaken following customer consultation and with consideration to the standard pressure requirements;
- protecting your health and the environment by operating and maintaining the infrastructure for the effective collection, transport and treatment of water; and
- connecting your property to our water and sewerage network within 5 working days of receiving your application and payment, where the relevant service is available.

2. Our response to service interruptions

Runda Water strives to minimise customer inconvenience during planned and unplanned service interruptions by:

- providing you with at least 48 hours notice of any planned works that may disrupt your water supply;

- communicating with customers and the 2 facilities with identified special needs, prior to planned water supply interruptions;
- in the event of unplanned water supply interruptions, striving to restore normal service levels within five hours, 90% of the time;
- aiming to have fewer than 10 unplanned water supply interruptions per year;
- responding to urgent water supply incidents in less than one hour, in 90% of cases; and
- depending on the length and severity of disruption, providing more information about planned or unplanned service interruptions via email and our Customer Service Centre - 92 Runda Grove.

3. Our customer service commitments

Runda Water values its customers and aims to always respond in a respectful, efficient and timely manner. We commit to being:

- **Available** - We are on call 24 hours a day, seven days a week, 365 days a year, for faults and emergencies. You can call the General Manager on 0722 829 519, Commercial Manager on 0720 201 812 and Technical Manager on 0720 239 295.
- **Contactable** - Our Customer Service Counter can assist with your general enquiries during office hours, and you can also submit questions at any time through our email address.
- **Identifiable** - Our Customer Service team members will provide you with their first name and supply a reference number for customer requests. Our uniformed field staff will produce photo ID on request.
- **Responsive** - We will answer 80% of calls to our Customer Service Call Centre within 30 seconds and acknowledge written enquiries within 3 days.
- **Respectful** - We will treat your information with strict confidence, in accordance with our Privacy Policy.

4. Privacy Issuing bills and reading your water meter

Runda Water bills are sent to all customers every month. All water usage, fixed meter rental fee and monthly charges are billed by the 25th day of every month.

To calculate your usage charges, Runda Water reads your property's water meter on the 20th day of every months, just prior to issuing your bill. You can leave a meter records book at your gate where our meter readers can write the current readings, and your bill is emailed to you shortly after this.

Consumers and property owners are responsible for ensuring the water meter is clear and accessible so that we can read it. If your water meter is inaccessible and you do not co-operate with our staff to take your reading in the required time, we may estimate your usage charges for that billing period.

5. Concealed leaks

Runda Water strongly advises you to read your water meter regularly to help you monitor your water usage and check for concealed leaks on your property, caused by broken or cracked pipes hidden in walls, driveways or underground. Concealed leaks

on the customer's side of the water meter are the responsibility of the property owner. This is common practice in Kenya and all over the world.

6. Paying your bill

Runda Water's payment terms are 15 days interest-free for water and services bills. It is important to pay your bill by the due date in order to avoid backlog of unpaid bills or any overdue amounts.

Runda Water will only accept the following methods of payment for bills:

- **Direct debit** – automatically pay the total amount due on your bill every month to our Bank, Commercial Bank of Africa, Village Market Branch - Nairobi

Account No. 644 107 00111.
- **MPesa Payments** – from your Safaricom mobile phone to Paybill No. 880106, followed by your Water Account No. to complete the transaction.
- **By Post** – send a cheque by post to Runda Water Limited through P.O.Box 505 - 00621 Nairobi.
- **In person** – by cheque or cash at our offices in Runda Estate, 92 Runda Grove.

Financial hardship

Runda Water will always offer a range of payment plans to customers who are experiencing financial hardship. If you are experiencing payment difficulties, please contact us as soon as you receive your bill and before its due date to discuss suitable payment arrangements.

7. Your responsibilities and obligations

To ensure the Runda Water can maintain your water supply and services, protect the environment, and bill you correctly, you have some responsibilities and obligations to:

- provide clear and safe access to your water meter for our meter readers;
- read your own water meter regularly to monitor your water usage and detect problems such as concealed leaks;
- maintain your plumbing, fittings and appliances to prevent wastage and ensure you pay only for the water you use;
- make sure your plumbing and waster water system is not connected to the storm water drainage system;
- dispose of waste responsibly and do not put any hazardous or toxic substances down the sink, drain or toilet into the septic tank;
- advise if you have any special needs or conditions that you will be unable to be meet if your water supply is interrupted;
- inform Runda Water immediately on changes to your contact details or ownership of your property;
- promptly report faults, emergencies and any other issues or concerns regarding Runda Water's areas of operation;

- always contact Runda Water in the first instance for any water or services related matter; and
- pay your bills on time, to avoid being disconnected and charged reconnection fee thereby incurring unnecessary costs & inconveniences associated with unpaid bills.

8. Handling complaints

If you have any issues with Runda Water we have a thorough internal process to investigate and resolve the matter. Runda Water will always manage complaints in accordance with Customer Satisfaction Guidelines for Complaints Handling in WSPs.

Please contact us first so we can work with you personally to address your concerns. If, following our investigations, the complaint is not resolved to your satisfaction we will escalate your complaint to our General Manager or constitute a Complaint Management Team for review.

Following this review, if you remain unsatisfied with the outcome, you can then refer your complaint to the Chairperson of Runda Water Board.

9. Water Connections and Termination of contracts

Runda Water's intention is to ensure that all new customers are served as soon as possible.

1. On new connections, the Customer care desk and other officers will always be available to guide every applicant on how to submit the required documents and fill the Water Supply Agreement form correctly. They will also register the completed forms.
2. We shall carry out a survey of the customer premises to determine the requirements for the new connection within 48 hours after an application has been approved and the requisite fees paid.
3. Our field staff will be available to inspect all plumbing works done by a customer from the service line up to the water meter point before connection. Installation of a new connection and water meter will be effected within a day once the pipe laying is completed.
4. The deposit refund shall be payable within three days after receipt of official contract termination letter, final meter readings, billing, payments and closing of account.

10. Feedback and Redress Mechanism

We are committed to courtesy, quality and excellence in service delivery. Where our services fall below the stated standards, or where you are unable to access our services, please contact;

**The General Manager,
Runda Water Limited,
P.O. Box 505 Village Market - 00621 Nairobi.
Telephone: 0722 207 081 / 0734 652 203
E- Mail: rundawater@rundawater.co.ke**

RUNDA WATER LIMITED
CUSTOMER SERVICE CHARTER
FOR WATER SUPPLY & OTHER SERVICES

SERVICES	SERVICE PRODUCT	SERVICE LEVEL	WHERE CUSTOMERS CAN GET SERVICE FROM
New connections	Processing of application forms	Immediate	Runda Water offices- 92 Runda Grove
	Installation of water after payments of connection fee	1 to 5 days	Runda Water offices- 92 Runda Grove
	First Bill	One (1) Month	Customer care/emailed/delivered
Disconnection and re-connection	Disconnection for non-payment of bills	15 days from the date of issue of bill	Runda Water offices- 92 Runda Grove
	Re-connection of water supply	Within 24 hours after payment	Runda Water offices- 92 Runda Grove
Customer Queries and Complaints	Account Balance	Immediate	Runda Water offices- 92 Runda Grove
	Lack of Water	Immediate	Runda Water offices- 92 Runda Grove
	Reply to complaints: 1. Written complaints	1 to 2 days	Runda Water offices- 92 Runda Grove
	2. Emails	Immediate	
3. Telephone 4. Office visit	Immediate		
Termination of contract	Process of refund after termination	3 to 5 days after receipt of contract termination letter & meter reading	Runda Water offices- 92 Runda Grove
Water & Services bills	Meter readings	Monthly	Customer care at Front Desk
	Billing for water & other Services; road maintenance street lighting, security	Monthly	Runda Water offices- 92 Runda Grove Customer care/emailed/delivered
Payment for services	Water sales and other services	Monday - Friday 8:00 AM - 5:00 PM Saturdays 8:00 - 1:00PM	Runda Water offices- 92 Runda Grove Direct deposit to CBA- V. Market MPESA Payments
Attendance to leaks and pipe bursts	Repair of leaks and bursts	Within 2 hours of report	Runda Water offices- 92 Runda Grove reports to Technical Department
Water Quality Testing	Raw Water	Daily - every 2 hours	Runda Water Laboratory - RW Offices
	Residual Chlorine	Daily - every 2 hours	Runda Water Laboratory - RW Offices
	Chemical analysis	Monthly	Government Chemist/KEBS
	Bacteriological analysis	Weekly	Government Chemist/KEBS and at Runda Water Laboratory - RW Offices
Service reliability	Water Supply	20 hours daily	Government Chemist/KEBS and at Runda Water Laboratory & RW Offices
	Water Quality	WHO & KEBS standards	
	Other Services	Daily basis	Runda Water offices- 92 Runda Grove

Regular update and information to customers	Newsletters, personal visit to RW Offices, Open days	When need arises or queries from customers Once every year	Customer care at Front Desk Runda Water offices- 92 Runda Grove
Office Hours	Attendance to customers and visitors	Monday - Friday 8:00 AM - 5:00 PM Saturdays 8:00 - 1:00PM	Customer care at Front Desk Runda Water offices- 92 Runda Grove
Other Services	Replacement of faulty water meters	1 to 3 days	Runda Water offices- 92 Runda Grove services carried out by Commercial and Technical Departments
	Meter re-location	1 day	
	Meter testing	3 to 5 days	
	Field investigations	1 to 3 days	Field investigation unit

Offering Efficient, Effective and Quality Service and Products to our Customers