



VOI ZONE

**TAVEVO WATER & SEWERAGE COMPANY LTD
P.O. BOX 6 – 80300, VOI
CONSUMER AGREEMENT FORM**

CONSUMER DETAILS

Account Number :

Applicant's Name:

ID No :

PIN number:

Mob/Tel No:

Email No:

Postal Address: Code.....Town.....

Plot No /Hse No..... **Location** :.....

I hereby request you to supply water to the property shown above. I agree to abide by the terms and conditions specified in the water By-laws and hold myself responsible for payment of all water, meter rent, sewers conservancy refuse collection charges until such time as the agreement is terminated in accordance with the corporation By-Laws.

Applicant's Signature.....

Date:

NOTES

In case of changes of ownership of the building a new water agreement will have to be entered into.

The applicant must produce his last water bill receipt

The corporation Water By-laws are available for reference on request.

Please complete:

EMPLOYER'S CERTIFICATE

I certify that

Mr./Mrs./Miss.....is

employed by..... as stated above.

Signature.....

Official stamp..... Date.....

Registration certificate.....

METERS NOT FOR SALE

LAND LORD'S OR AGENTS CERTIFICATE

Name of Landlord:

Address:.....

I the above named Landlord hereby certify that Mr/ Mrs/ Ms: is my tenant/sub-tenant with effect from (date).....

and guarantee that bills in respect of the above connection shall be paid.

Signature of the Landlord.....Date.....

NOTE; (Attach copy of Identity Card and Pin certificate)

CUSTOMER SURVEY DETAILS

Site sketch

State the immediate connection details

Neighbour to:.....

I have carried out the survey and certified the following:

No other connection before:

The meter position will be as company policy:

Surveyed by.....sign.....Date.....

CUSTOMER CARE UNIT

New Account no.....Old Account No.....confirmed no outstanding balance (if any) ksh.....in the name of.....

METERS NOT FOR SALE

Name.....

Sign.....Date:.....

TECHNICAL FIELD REPORT.

1. NAME:
2. ACCOUNT NO:.....
3. LOCATION:
4. TEL/MOB NO:.....
5. PLOT NO.....
6. NEW/SUPERLEEDING.....
7. TAKE OFF DETAILS.....
8. NO. OF PIPES LAID.....
9. WATER SITUATION IN THE AREA.....
10. TYPE OF PREMISES.....
11. INTENDED WATER USE.....
12. CONSUMER WATER DEMAND.....
13. AVERAGE ANTICIPATED CONSUMPTION.....
14. IF SUPERCEDING A/C PREVIOUS OUTSTANDING BILL.....
15. AMOUNT PAID KSHS.....VIDE RECEIPT NO.....
16. TERMINATION PAID KSHS..... VIDE RECEIPT NO.....
17. ADJUSTMENT AMOUNT AND NUMBER IF ANY CREDIT DONE.....
18. COMMERCIAL DEPOSIT.....
19. LABOUR CHARGES.....

METERS NOT FOR SALE

ESTIMATE OF EXPENDITURE FOR CONNECTION

**NOTE: All other money are non refundable except the deposit
(Please attach quotation receipt)**

	Item	Total	charges	Receipt no	Date
1	Water deposit				
2	New Connection Fees				
	TOTAL				

If superseding account.

	item	Total	charges	Receipt no	Date
1	Water deposit				
2	Connection fee				

✓
TECHNICAL /COMMERCIAL UNIT(pipefitter/meter reader)

METER NO:.....

INSTALLATION DATE:.....**SIZE**

METER READING.....

NAME:.....

SIGN.....**DATE:**.....

METERS NOT FOR SALE

REMARKS.....
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REQUIREMENTS

- ✓ ID COPY
- ✓ SALES AGREEMENT/TITLE DEED/ALLOTMENT
- ✓ COPY OF KRA PIN CERTIFICATE
- ✓ APPLICABLE WATER DEPOSIT IN TARIFF
- ✓ PIPES AND FITTINGS FOR CONNECTIONS TO THE PREMISES

CONDITIONS OF SUPPLY

1. The water (undertakers) rules and water (general) regulations as from time to time amended shall be deemed to be incorporated in and to form part of these conditions of supply.
2. Application for the execution of works will as a rule, be dealt with in the order of priority of date, but the water provider reserves the right of executing the work in the manner and at the time best to his convenience.
3. All charges shall be payable on demand.
4. If any account is overdue the water supply shall be cut off under the provision of the (water providers) as per water Act 2002 and any rules regarding water provision and proceedings taken to recover the charges due.
5. Any changes in the charges shall be notified in the gazette, and in addition details thereof shall be sent to each consumer will terminate the agreement for any breach by consumer including the right to take proceedings.
6. With prejudice to any antecedent right against the consumer including the right to take proceedings, no consumer shall use or permit to be used any water supplied in pursuance of an application made by him under these regulations except for such use as specified by him in his application.
7. No consumer shall convey, or permit to be conveyed by any means whatever for use outside his plot or for sale any water supplied to him by water undertaker.
8. The consumer shall deposit Kshs.....which shall be retained by the water provider for the period during which the consumer is supplied with water
9. The consumer shall meet all charges in respect of water supplied of pursuance of this application and consumers pursuant to a written request made by him.
10. The consumers' responsibility begins immediately after the meter towards his house irrespective of the length of pipeline financed by him reserve the right to disconnect in the event of no such access being granted.
11. It is the responsibility of the consumer to give access to the meter and premises to the water undertaker or his authorized agent who shall reserve the right to disconnect in the event of no such access being granted.

I have read and understood the above conditions and will abide by them with no omission or exemption

Customer sign.....date.....20.....

On behalf of TAVEVOWATER AND SEWERAGE COMPANY

METERS NOT FOR SALE

Name.....
ZonalManager.....
Signature.....
Date...../...../20.....

Billing unit

Connection initialized in the computer by.....
First billing due for the month of.....20.....
sign.....date.....20.....

METERS NOT FOR SALE