



IMETHA Water and Sanitation Company LTD (IMETHAWASCO) is appointed by Tana Water Services Board to provide adequate, reliable and affordable water in the area of its jurisdiction.

#### OUR VISION.

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

#### OUR MISSION

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

No.	Services rendered	Client Requirement	User charges (Kshs.)	Timelines
1	Provision of information/attendance to enquiries/handling correspondences	Put a request or visit IMETHAWASCO offices	Free	Visit—10 minutes Email—1 working day Mail request 14 working days
2	Handling of complaints and compliments	Put in suggestion box or contact our offices using the addresses given below	Free	48 hours after receiving the complaint
3	Provision of connections to water supply	-Survey of new connection requirements -Filling and signing water supply agreement form; Provision of ID photocopy, PIN No. photocopy, plot number, postal address and mobile phone number -Domestic use connection -Retail shops, w/shops, offices, -Bar, restaurant, lodgings -Minor construction site -Actual connection after inspection of plumbing works	2,500 3,000 5,000 10,000	24 hours after payment  1 day with all the necessary documents
4	First bill delivery after connection		Free	1 month after connection date
5	Billing and bill distribution		Free	1 week after billing
6	Payment of services rendered	Notice before disconnection of accounts with arrears  Disconnection  Reconnection	Free   500	14 days' notice after billing  Failure to pay within 14 days notice  24 hours after payment
7	Water pipe maintenance	Main pipes and distribution lines leaks and bursts Repairs	Free	30 minutes after report of leak or burst pipe  12 hours after report

#### CUSTOMER RIGHTS AND RESPONSIBILITIES

To ensure optimal customer service delivery, customers are requested to: -

- ☐ Maintain taps, pipes, plumbing and drainage on their property.
- ☐ Arrange access for our staff to enter their property to carry out repairs and modifications to water assets if required.
- ☐ Provide easy access to water meters by our staff to determine water consumption.
- ☐ Take a responsible approach to the amount of water used on premises.
- ☐ Pay their water bills on time.

#### Feedback and redress mechanisms

##### “Commitment to Courtesy and Excellence in Service Deliver”

For our clients who are unable to access our services or who receive services that do not conform to the stated standards should report to:

a)The Scheme Managers  
Timau, Tigania (Muriri and Ngundune), Maua, Kanyakine, Nkubu, Mwimbi, Mitunguu/Tunyai, Mutonga/Gituma, Kibunga/Kakimiki. These schemes are located in Meru Central, Meru North and Tharaka Districts.  
IMETHAWASCO

b)The General Manager  
IMETHAWASCO HQs  
MERU – NANYUKI ROAD  
P.O BOX 467, MERU.  
TEL 064-31781, FAX 064-32453  
E-mail: [imethawasl@yahoo.com](mailto:imethawasl@yahoo.com), [imethawasl@gmail.com](mailto:imethawasl@gmail.com), [info@imethawasco.co.ke](mailto:info@imethawasco.co.ke)

Web: [www.imethawasco.co.ke](http://www.imethawasco.co.ke)

c)The Commission Secretary/Chief Executive Officer  
Commission of Administrative Justice, 6<sup>th</sup> Floor,  
Prime Minister's Building, Nairobi  
P O Box 20414 – 00200, Nairobi  
Tel: +254020 2270000  
Email: [certificationpc@ombudsman.go.ke](mailto:certificationpc@ombudsman.go.ke)  
Web: [www.ombudsman.go.ke](http://www.ombudsman.go.ke)

HUDUMA BORA NI HAKI YAKO