



SAMBURU WATER AND SANITATION COMPANY LIMITED

SERVICE CHARTER

Providing Clean Water and Sanitation Services in Samburu County | Reliable • Clean • Affordable

★ OUR PROMISES

- Safe, clean drinking water meeting KEBS standards
- Transparent billing and tariff structure
- Regular communication during service interruptions
- Professional and courteous staff
- Fair and consistent application of tariffs

🕒 RESPONSE TIMES

Leakage repairs: Within 24 hours

New connections: Within 2 working days

Billing queries: Within 48 hours

Water quality complaints: Immediate response

Re-connections: Within 24 hours after payment

📄 SERVICE PROCEDURES

Water Quality Testing

- Collect water sample in clean container
- Visit offices with sample and ID
- Fill testing request form
- Receive results within 3 working days (Free for registered customers)

Re-connection Services

- Clear all outstanding bills & pay KES 1,000 fee
- Submit application at our office
- Re-connection within 24 hours (Receive SMS)

📅 WATER RATIONING SCHEDULE

Area	Supply Days	Supply Hours
County	Monday	8:00 AM - 5:00 PM
Pcea	Tuesday	8:00 AM - 5:00 PM
Town	Wednesday	8:00 AM - 5:00 PM
Loikas	Thursday	8:00 AM - 5:00 PM
Yare & Sunrise	Friday	8:00 AM - 5:00 PM
Milimani	Saturday	8:00 AM - 5:00 PM
Shabaa	Sunday	8:00 AM - 5:00 PM

⚙️ OTHER SERVICE CHARGES

Service	Charge (KES)
New Water Connection - Domestic	5,000
New Water Connection - Commercial	10,000
Meter Re-connection	1,000
Water Bowser Services - 5000 litres	750
Water Bowser Services - 10000 litres	1,500
Water Bowser Licence - 5000L (annual)	3,000
Water Bowser Licence - 10000L (annual)	7,500
Water Borehole Licence (annual)	7,500

📄 CHECK BILL BALANCE

USSD: *483*002#

Office: Visit our offices with account details

Phone: Call +254 757 761604

💧 WATER CONSUMPTION CHARGES

Customer Category	Consumption (m³)	Rate (KES)
Domestic	0 - 6	300
	7 - 20	75
	21 - 50	97.50
	51 - 100	120
	101 - 300	150
	Above 300	195
Commercial	0 - 6	300
	7 - 20	100
	21 - 50	130
	51 - 100	160
	101 - 300	200
	Above 300	260
Government Inst.	0 - 6	300
	7 - 20	100
	21 - 50	130
	51 - 100	160
	101 - 300	200
	Above 300	260
Schools & Colleges	0 - 600	80
	601 - 1200	120
	Above 1200	180
Water Kiosks	Per m³	35

MAJI VOICE PLATFORM

SMS: 15444 **Web:** majivoice.com **App:** Maji Voice

DIRECT CONTACT

📞 +254 757 761604 📧 complaints@samburuwaterco.co.ke 📍 NDMA Block, Maralal