



JULY 2026

CUSTOMER
SERVICE CHARTER

TABLE OF CONTENTS

WHO WE ARE	4
OUR PHILOSOPHY	5
CUSTOMER VALUE PROPOSITION	6
COMMUNICATION	8
CUSTOMER SERVICE STANDARDS	9
● Customer Service	9
● Reliable Quality Water	10
SERVICE DELIVERY TIMELINES	11
● Deadline for Bill Payment -10th of Every Month	13
● Other Services	17
CUSTOMER RESPONSIBILITIES	18
QUALITY STAFF	20
RELEVANCE OF THE CHARTER	20
PAYMENT	22





WHO WE ARE

Garissa Water And Sewerage Company Ltd (GAWASCO) was incorporated under the companies act (Cap 486) of the Laws Of Kenya as a Public Company Limited by shares in 2006. Owned by the Garissa County Government. The Company started its operations on 2006 having been registered as Garissa Water and Sewerage Company Limited

The company provides and distributes sustainable supply of potable water for commercial, industrial and domestic purposes. It is also charged with provision, control and maintenance of sewerage services for commercial, industrial and domestic concerns. It is in charge of treatment and disposal of sewerage generated within the service area. GAWASCO serves Garissa township and its environs covering a total of 65km² (Township area). With the recent Garissa Water Act (2018), the mandate of GAWASCO was extended to cover the entire county.



OUR PHILOSOPHY

Vision

"To be a model water and sewerage service provider in the northern region"

Mission

*"provide quality portable water and sewerage services
to the satisfaction of our stakeholders"*

Corporate Values

The values that GAWASCO wish to foster and sustain are summarized as follows:

- Customer Satisfaction
- Sustainability
- Quality and Portability
- Reliability
- Affordability

CUSTOMER VALUE PROPOSITION

Our promise to the residents of Garissa County;

Reliable, accessible, quality water and sanitation services.

We also recognize that there is need for mutual commitment from our esteemed customers and other stakeholders to ensure cordial working relationship and enhance customer experience.

We trust that we shall together embrace these principles for improved water and sanitation services in Garissa County and give true meaning to our slogan;

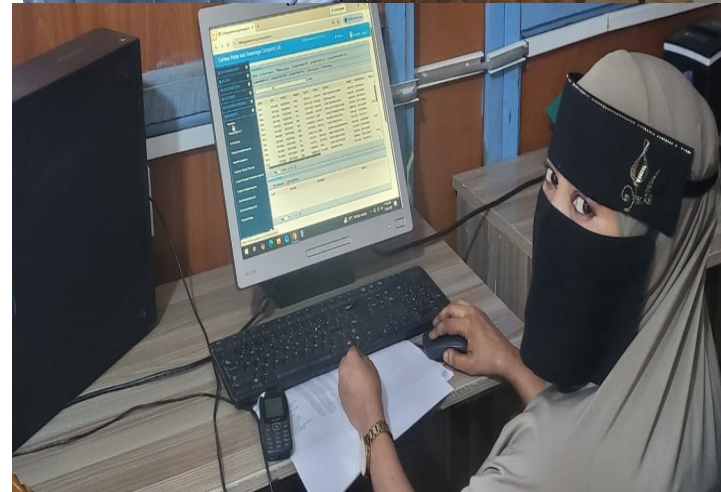




COMMUNICATION

At the core of our commitment to serve Garissa County is effective and efficient communication. We always aim to:

- a. Ensure sufficient access and availability of our customer service staff to respond to service queries.
- b. Endeavor to provide answers to the questions and queries raised.
- c. Endeavour to open channels of communication through our call center, website, e-mail and social sites.
- d. We commit to reply to all written communication within 7 days of receipt.



CUSTOMER SERVICE STANDARDS

To emphasize our commitment, we guarantee the following service standards and reinforce them with comprehensive policies where applicable.

Customer Service

- a. The Company undertakes to resolve all reported customer complaints and communicate to the customer upon resolution of the complaints.
- b. The Company undertakes to communicate immediately all water supply interruptions, water quality discrepancies, special project updates and challenges requiring customer attention through hand delivered notices, the media, telephone or SMS.
- c. The company shall call major customers and bula representatives to confirm the status of water supply and sanitation services on a daily basis.



CUSTOMER SERVICE STANDARDS

- d. All our staff shall display their staff identification at all times while on duty.
- e. The Company shall communicate due date for bill payment through bills, telephone, SMS and emails.

Reliable Quality Water

We undertake to ensure adequate and consistent supply of clean and potable water that meets the standards of regulatory and statutory institutions including Water Services Regulatory Board (WASREB), Kenya Bureau of Standards (KEBS), NEMA, World Health Organization and Ministry of Water & Irrigation.



SERVICE DELIVERY TIMELINES

<i>Service Rendered</i>	<i>Client Requirements / Expectations</i>	<i>Charges (Ksh.)</i>	<i>Timelines</i>
Process application for new water connection	Payment of new connection fees and providing the required fittings as guided by our technicians	According to applicable / gazetted tariffs	15 working days
Installation of the water meter	Protect the water meter against theft or damage after installation		1 week
Disconnection	Ensure timely payments to avoid disconnection	According to applicable / gazetted tariffs	14 days from the billing date
Reconnection	Provide proof of payment	According to applicable / gazetted tariffs	Within 24 hours after payment
Disconnection (owner's request)	To request for disconnection in writing	According to applicable / gazetted tariffs	Within 24 hours after request

Reconnection (owner's request)	To request for reconnection in writing	Free	Immediately
Reading of water meter on monthly basis	Facilitate access to meters for readings, inspection or maintenance	Free	Monthly
Information Provision	• Office visit • Tel: +254 790 303 030 • Social media (Facebook: Garissa Water & Sewerage Company - Gawasco, TikTok: garissawaterandseweragecompany_) • Email: info@gawasco.org, garissawater@yahoo.com • Website: www.gawasco.org • P.O. Box 1088-70100, Garissa	Free	Immediately
Installation of a New Connection: • Water • Sewer	Upon application with support documents, payment of required fees and the customer's proximity to the service line. Approved drawings, plan and design (sewer connection).	According to applicable / gazetted tariffs	Water - within 4 days after application Sewer - within 10 days after application
Billing: Meter reading	Free access to customer's premise	Free	Every month

Bills Notification	Through SMS or email	Free	First day of the month
Payment for Services: Modes of payment	• M-Pesa Pay Bill Number: 880600 • First Community Bank, Account: 2976982901 • Post Office Bank, Account: any branch countrywide • Cheques		Continuous
Disconnection and Reconnection: Water and sewer	Free access to customer's premise	According to applicable / gazetted tariffs	Disconnection - due date Reconnection - within 24 hrs after payment

CUSTOMER RESPONSIBILITIES

- a. Prompt payment of water and sewer bills. All customers should pay bills by 10th day of each month.
- b. Report all illegal water connections around you to GAWASCO. Illegal water consumption frustrates company growth and future prospects.
- c. Avoid wilful damage or interference with the meter. Any such damage will result in surcharge as approved by WASREB.
- d. Grant accessibility monthly to enable the company read your meter and give you accurate bills.
- e. Ensure proper maintenance of service lines after the meter to avoid loss of water and high bills.
- f. Avoid construction of permanent structures on water and sewer service lines.
- g. Understand and know how to read your meter to help the Company remain accountable and transparent in billing.
- h. Monitor use of water to ensure that there is no wastage which may result in high bills.
- i. Report all leaks and bursts promptly to ensure uninterrupted water supply.
- j. Forward all complaints to the Company and demand for action.
- k. Use USSD code ***873*067#** for complaints, compliments and bill query.
- l. Ensure minimum storage in your house of 200 litres for domestic use and 6 hours of average consumption for industrial or commercial use.
- m. While making new water or sewer connections ensure compliance with the minimum technical standards of the Company and engage qualified contractors.
- n. Do not discharge solids or old rugs, diapers and cotton wool into the sewer systems.
- o. Industries should pre-treat their waste to conform to the required standards before discharging into the public sewer.
- p. Avoid unethical practices that would compromise the standard of service delivery.

QUALITY STAFF

We commit to ensure that our staffs are well trained in their respective professional fields, motivated and incentivized to provide the highest level of customer service, provided with good working environment and protective wear when delivering service to our customers. Our staff will always be responsive, courteous and highly professional in all interactions with customers.

RELEVANCE OF THE CHARTER

- a. The Company shall ensure continuous relevance of the Customer Service Charter in consultation with its stakeholders with a view of improving the customer experience.
- b. The review of the Charter will be done after every three years or earlier; as necessary.





PAYMENT CHANNELS:

***873*067#**

M-PESA

POSTBANK
My Bank, My Choice, My Future

**Paybill No.
880600**

USSD code ***873*067#** To query your bill and register your complaints.

Contacts

P.O Box 1088-70100 Garissa

Office lines: +254 90303030

E-mai:garissawater@yahoo.com or info@gawasco.org

Website: www.gawasco.org

Social media



0790303030



Garissa Water and Sewerage Company Ltd