

Service	Requirements	Processing Time	Applicable Charges (Ksh.)
New Water Connection	• Copy of National ID • Copy of KRA PIN Certificate • Passport-size Photograph • Proof of Land Ownership or Occupancy (where applicable)	Within 24 Hours after submission of all required documents and payment confirmation, subject to technical feasibility.	5,000.00 <i>Additional material and infrastructure costs may apply depending on site conditions.</i>
Water Reconnection	• Customer Account Number • National ID • Clearance of outstanding water bills • Payment of the applicable reconnection fee	Within 24 Hours after payment confirmation and account verification.	Reconnection at Meter – 500.00 Reconnection at Main Line – 1,000.00
Meter Installation & Replacement	• National ID • Customer Account Number (existing customers) • Technical inspection where applicable	Within 24 Hours , subject to meter availability and technical inspection.	Charges vary depending on: • Meter size • Market price • Installation requirements <i>An official quotation will be issued before payment.</i>
Leak Reporting & Repairs	• Customer Name • Mobile Number • Customer Account Number (if available) • Exact location of leak • Description of the problem • Nearest landmark	Emergency leaks attended to within 24 Hours , depending on severity and accessibility.	FREE No charges apply for reporting water leaks or suspected illegal connections.

Important Notes

Illegal connection penalties (domestic Ksh 5,000–30,000 / commercial Ksh 30,000–100,000)