



What is a Water Meter?

A water meter is an instrument or gadget which measures water consumption at a Customer's premises on a daily basis.

The Water meter enables Customers only to pay for what they have consumed. Through analyzing water meter readings in time, establishes trends and patterns in water consumption of a customer. This information is useful when carrying out water demand management.

Water meter positioning

A water meter is positioned 1.0 meter inside the Customer's premises or plot boundary. This meter position marks the limit or demarcation of the Company's responsibility. The Customer is responsible for all repairs after the meter as well as safeguarding the meter.

Water meter ownership

The Water meter installed at the customer premises belongs to the Company and its procurement cost is borne by the Company. The Customer is charged with the responsibility of ensuring its security. If the water meter gets damaged or lost, the customer will be required to pay prescribed fees in full so that replacement is done with a new one.

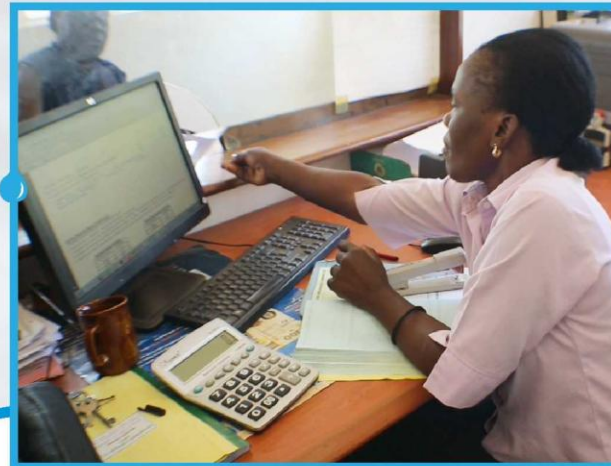
Reading of water meter

The Company through a customer Service Assistant reads the meter on a monthly basis. The readings are taken when the bill is being taken to the customer's premises and readings are accurately recorded on the card carried by the Customer Service Assistant. Meter readings are submitted to billing office for computation. The computation according to an approved tariff by the regulator National Water and Sanitation Council (NWASCO).



Billing and Faulty meters

When a meter is faulty, the Company will repair the water meter. If the water meter cannot be repaired then the billing will be done based on the average charge of the previous three months. A new water meter will be provided after it is established that the faulty water meter cannot be repaired and the fault was due to normal wear and tear and not vandalism or malpractices at a customer premises.



High water consumption

A customer must check taps, geysers and cisterns and ensure that these are not leaking. A drop of water should not be ignored as it will make a flood at the end of the day. Leakages, thus, if not quickly resolved contribute significantly to customers having high water bills. These eventually put a strain on the household budget.

Fixed charges rate and water use

Fixed charges encourage water wastage instead of water conservation. Through use of water meters customers regulate their water usage and use only what they need. This results in reduced monthly water bills, water wastages, improved water pressure, availability of water to premises on high terrains, improved willingness to pay and reduced billing complaints. The policy of the Company therefore is to meter every customer.

