

WATER PROVISION SERVICE AGREEMENT

1. All applications for the execution of works will be dealt with in the order of priority or date, but the utility reserves the right of executing the work in the manner and at the time best in its convenience.
2. The utility shall have the right forthwith and without notice to terminate the agreement for any breach by the consumer to the conditions of supply, but without prejudice to any antecedent right against the consumer including the right to take court proceedings
3. All water consumed shall be billed at the end of every month of consumption. Payment shall be done by cash, cheque at our offices (Teller), bank transfer, and direct bank deposit in **BXWD0003136** bank account no. **062-4722500** for water payment only.
4. If any account is overdue the water supply shall be cut off and shall only be reconnected upon payments of the outstanding bills and requisite reconnection fees.
5. (A) No customer shall use or is permitted to use, any water supplied in pursuance of this application except for such use as specified by him in his application.
(B) No customer shall convey or permit to be conveyed by any means whatsoever, for use outside his plot, or for sale, any water supplied to him by the utility
6. The customer shall pay the prescribed deposit in line with services being requested as per the existing tariff which shall be retained by the utility for the period during which the consumer is supplied with water or maintains a connection. The amount will be refunded to the consumer upon the termination of the agreement and the production of the deposit receipt.
7. The utility shall be responsible for all water supply facilities up to the connection point. Thereafter the responsibilities and risks pass to the customer.
8. A) It is unlawful for anyone to tamper with a water meter which is the property of the utility. Should there be tampering with the meter the utility will disconnect services and lodge a criminal complaint against the customer. In addition, the customer shall be required to pay any applicable penalties prior to any reconnection of services.
B) It is unlawful for anyone to pump water directly from the supply line/meter using a pump. Should there be such direct pumping the utility will disconnect services, in addition the customer shall be required to pay the applicable penalties prior to any reconnection of services
9. It is the responsibility of the customer to give access to the meter and premises to the utility's authorized personnel who shall reserve the right to disconnect from the mains in the event of no such access being granted. Such personnel shall at all times identify themselves.
10. Except in cases of emergencies, the utility shall endeavor to notify of any service interruption.
11. The utility may ration the supply of water in times of shortage. In such events the rationing program shall be published at least 7 days before the commencement of rationing in media of wide circulation
12. Customers may lodge complaints with and report any corrupt practices involving the utility's employees/agents at any service or drop confidential note at our suggestion boxes.
13. The utility reserves the right to reject your application or withdraw the connection for any false information given or default on payments for services rendered for your other existing connections.
14. In case of changes of ownership of the building a new water agreement must be entered into, and the applicant must produce the last water bill receipt (if any)
15. The utility may from time to time amend the terms and conditions set out herein provided that no amendment shall come into force except with prior notice of at least three months.
16. The customer shall give a written notice of fourteen days.
17. Meter once connected is in custody of the customer.
18. Meter should not be removed and kept in the house at any time
19. In cases of meter theft, a police abstract should be produced before issuing another meter.
20. Customers are requested to compare the meter readings indicated on the monthly bill with the actual reading on the meter.
- 21.

I ----- accept the above terms and conditions of this service agreement.

Signature-----

Date-----



Dolow Water
Management Company
