

## THE NEW PROPOSED TARIFF

The company successfully applied for a cost recover tariff that is awaiting gazzetment and the rates are as follows:-



### CUSTOMER RESPONSIBILITIES

- Timely payment of bills
- Report suspicious activities around water infrastructure
- Allow water service providers access to water points & infrastructure with water supply
- Report unauthorized usage/ interference with water supply
- Provide feedback on services received
- Pay for repair or maintenance resulting from negligence

### CUSTOMER RIGHTS

- Good quality of water
- Regular supply
- Official receipting
- Ethical and efficient services
- Satisfactory response to your complaints

### EMAIL ADDRESS

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# WOWASCO

WOTE WATER AND SEWERAGE  
COMPANY LIMITED

**CUSTOMER CARE NUMBER**  
0790 833 100 or 0783 833 100

[www.wotewater.co.ke](http://www.wotewater.co.ke)

# ABOUT US

Wote Water & Sewerage Company Ltd. (WOWASCO) is a private company limited by shares incorporated on June 28, 2006. The company supplies Wote municipality and its surrounding areas covering a total service area of 155,467km<sup>2</sup>. The company is fully owned and operates as an entity of the County Government of Makueni as per water act 2016.

The company currently relies on eight boreholes producing a total of 1750 cubic meters (m<sup>3</sup>) per day against a total demand of ~14,000m<sup>3</sup> per day. The county is in the process of constructing three sand dams along River (Kaiti bulk water supply project), which is expected to produce an additional 1,200m<sup>3</sup> per day once it is completed.

## VISION

Access to quality, reliable, affordable water and sanitation services for all.

## MISSION

To provide clean, safe, reliable, affordable and sustainable water and sanitation services through collaborative processes within Wote municipality and its environs.

## CORE VALUES

The core values are the fundamental principles that guide the behavior of every person or entity working with WOWASCO. They should be practiced and embraced to create the organizational culture to drive WOWASCO vision. The values guiding WOWASCO include the following abbreviated as (CAPITAL)

- **Customer focus:** Always thinking first of the customer needs and expectations.
- **Accountability and Transparency:** Taking ownership and responsibility for our actions and providing a precise account of them in a transparent manner.
- **Integrity:** being an ethical person under all circumstances and demonstrating honesty, transparency, and respect for others.
- **Professionalism and Commitment:** Behavior and performance that at minimum meet the standards prescribed in WOWASCO's policies and procedures.
- **Teamwork:** Committing to work as a team and collaborate to synergize our strengths
- **Affirm Equity:** Fair and just treatment of the people we serve. We shall strive for equal access to services and resources and equal opportunities in all spheres of WOWASCO for both men and women.
- **Lawfulness** – Strict adherence to the relevant laws and rules/regulations.

## ZERO TOLERANCE TO ILLEGAL CONNECTIONS/WATER THEFT

A high percentage of water is lost as Non-Revenue Water. Non-Revenue Water (NRW) is defined as the amount of water which is not billed and does not earn revenue. The company's NRW as at June 2025 was 35% .NRW occurs as either a commercial loss which includes water theft (illegal connections/by pass), meter tampering, unbilled consumptions, meter errors, meter reading errors and unmetered connections or as physical loss through vandalism, bursts and leakages.

## VANDALISM

**MAKUENI COUNTY WATER ACT 2020** Cap 70 (1) “Any Person who willfully vandalizes, damages or destroys infrastructure or a facility of water, sanitation or sewerage services provider commits an offence and shall upon conviction be liable to imprisonment for a term not more than twelve months or a fine not more than one hundred shillings or both.

## ILLEGAL CONNECTIONS/WATER THEFT

**MAKUENI COUNTY WATER ACT 2020** Cap 71 (1) “Any person who illegally connects to, diverts, tampers with measuring devices, lays any pipes and utilizes for any purpose, water and or sewerage services provided by a water service provider shall be guilty of an offence and upon conviction shall be liable to imprisonment for a term not exceeding 12 months and a fine not more than one hundred thousand shillings or both”

Cap 71(2) upon conviction the offender shall additionally be liable to a surcharge of the full value of water services illegally utilized, with interest computed at the rate of 12% per annum until paid in full, which surcharge shall be recoverable as a debt owed to the water service provider.

- *Water is Life*
- *water theft is a criminal offence punishable by law*
- *don't be a victim*
- *report any vandalism , illegal connection, water bursts or any illegality on water infrastructure to the office through our customer care numbers*

## SANITATION SERVICES

WOWASCO in partnership with the County Government of Makueni and Water Sector Trust Fund embarked on the construction of a **DECENTRALISED TREATMENT FACILITY (DTF) at Kwakathoka**. The project is aimed at improving the sanitation status in Wote Municipality and its environs. The project is almost complete and is expected be commissioned by June 2026.

