



SERVICE CHARTER

SERVICE PROVIDED	TIME / SERVICE DELIVERY	Service Fee
Household connection on water network	Requirements: <ul style="list-style-type: none">• Proof of payment of service fee• A copy of the land title• A copy of ID of the Land owner• Signed Contract Timeline: Within 2 working days upon the client's provision of the connection materials.	20,000 FRW
Connection of commercial building and industries on water network	Requirements: <ul style="list-style-type: none">• Proof of payment of service fee• Proof of payment as per Bill of Quantities (Validity: Three Months).• A copy of land title• A copy of ID of the Land owner• Copy of RDB Certificate for Businesses• Signed contract Timeline: Within 2 working Days	20,000 FRW
Supplementary water meter for household	<ul style="list-style-type: none">• Duly filled application request• Main POC Number with no outstanding balance Timeline: Within 2 working days	67,200 FRW
Supplementary water meter for commercial building and industries	Requirements: <ul style="list-style-type: none">• Duly filled application request• Main POC Number with no outstanding balance• Proof of payment as per Bill of Quantities (Validity: Three Months) Timeline: Within 2 working days	It depends on the type of meter.
Meter replacement (theft or damaged by the client)	In case of meter theft, the cost of its replacement is incurred by the client. Requirements: <ul style="list-style-type: none">• Duly filled request form• Payment of any outstanding balance• Proof of service fee payment Timeline: Within 2 working days	67,200 FRW
Meter replacement (technical defects)	In case of meter's default (unreadable or not accurate) the cost is incurred by WASAC Group after confirming its defect upon meter testing results. Requirements: <ul style="list-style-type: none">• Duly filled request form Timeline: Within 2 working days	Free of charge
Request for meter test	Requirements: <ul style="list-style-type: none">• Duly filled request form• Proof of service fee payment Timeline: Within 2 working Days	6 000 FRW
Meter readings	Monthly Invoice	Free
Payment of water invoice	Requirement: <ul style="list-style-type: none">• Monthly water bill Timeline: Payment must be made within 15 days of receiving the invoice. A penalty of 5% will be applied to any invoice that remains unpaid after 30 days. In addition, a delay interest of 1.5% per month will be charged on the outstanding balance starting from the 31st day. Please note that the combined total of penalties and interest will not exceed the original invoice amount. Failure to settle the invoice, including any applicable penalties and interest, may result in the disconnection of water services at any time after the invoice remains unpaid for 30 days. Payment Mode: <ul style="list-style-type: none">• Commercial banks• MTN Mobile money and Airtel money	N/A
Reconnection service	Requirements: <ul style="list-style-type: none">• Proof of payment of the water invoice and penalty fees• Proof of payment of the reconnection fees Timeline: Immediately after provision of the above and penalty fee payment	5,000FRW

Change of water connection ownership	Requirements: <ul style="list-style-type: none"> • Duly filled application form • Clearing any outstanding invoices Timeline: Immediately after provision of the above	Free
Water connection termination	Requirements: <ul style="list-style-type: none"> • Duly filled application form • Clearing any outstanding invoices Timeline: Immediately after provision of the above	Free
Time to attend to water service disruption or Leakage	Timeline: Within three hours	Free
Modification of connection point or / and pipeline route	Requirements: <ul style="list-style-type: none"> • Duly filled request form • Proof of payment as per Bill of Quantities (Validity: One month) Timeline: Within 2 working days	30,000 Frw
Public tap	Requirements: <ul style="list-style-type: none"> • The request from the Executive Secretary of the Sector to be addressed to the WASAC Group Branch and approved by Director of Commercial Services • Proof of land availability signed by ES of the sector • Signed contract with public tap manager, witnessed by ES of the cell Timeline: Within 2 working days	N/A
Water and wastewater quality testing	Requirements: <ul style="list-style-type: none"> • Duly filled request form to be addressed to Commercial Director • Proof of payment as per Quotation (Validity of the quotation: Three Months). Timeline: <ul style="list-style-type: none"> • Within 5 working days for water • Within 7 working days for Wastewater 	Testing fee: Depends on requested water or wastewater quality parameters (Bacteriological, Physical and Chemical and Heavy metals)
Illegal water connection fines	Illegal connection fines: <ul style="list-style-type: none"> • Household: 1,000,000 Frw+ Regularization of invoice • Commercial/Institution: 3,000,000 Frw+ Regularization of invoice Rewards to individuals who report illegal connection: <ul style="list-style-type: none"> • Household: 50,000 Frw • Commercial/Institution: 100,000 Frw 	N/A
Works and Supervision	<ul style="list-style-type: none"> • Dully filled request form • Submission of signed quotation or BoQ to the client. (The validity of the BoQ is for three Months) • Contract 	As per provided quotation /BoQ

 Toll free:3535
  @wasac_rwanda
  info@wasac.rw
  www.wasac.rw

NB: After a water connection is established, all materials, including pipes and fittings laid in the network, become the property of WASAC Group.