



NAIVASHA WATER & SANITATION COMPANY LIMITED

OUR REF: NAIWASCO/NOTICE/01/2024

14th May, 2024

To Our Esteemed Customers,

RE: SEWER BILLING

We hope that this message finds you well!

NAIVAWASCO want to take a moment to express our deepest gratitude for your unwavering support. It is customers like you who make our journey truly remarkable and your loyalty and support inspire us every day to strive for excellence in everything we do. Whether it is through your feedback, your engagement with our services, or simply choosing us time and again, you contribute immensely to our growth and success.

In addition, the company sincerely apologize for the billing error you might have encountered on your utility bill reminder sent on 13 May 2024. This was because of a system upgrade that was being tested purposely as a future patch update geared towards correctly billing of this aforementioned service. We understand the inconvenience this has caused and want to assure you that the issue has been rectified. Your corrected statement will reflect the accurate charges to date and as per the bills shared as at April 2024 period. We however appreciate your understanding and patience in this matter.

As we continue on this journey, please know that your satisfaction remains our top priority and that we are committed to exceeding your expectations and delivering the best experience possible. As such, we would like to bring to your attention the following notices;

1. **That**, and as per the tariff guidelines, we are required to bill you for your sewer service based on the consumption of water from NAIWASCO water connection as well as other additional sources.

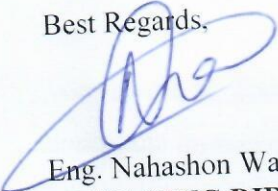


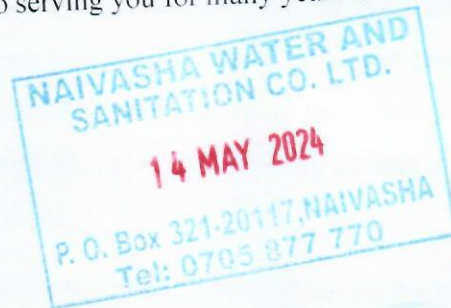
2. **That**, you are therefore required to meter all other additional water sources and disclose them to NAIVAWASCO to enable actualize on the guideline highlighted under note (1) above.
3. **That**, failure to adhere to the notice may lead to disconnection of our service(s) until such a time when the above guidelines have been met.

Also kindly always remember to pay your bills on time to avoid additional reconnection fees and interruption in our service provision to your premise. If you have any further questions or concerns, please do not hesitate to reach out to us via our customer care number 0704343691.

Once again, thank you for choosing us and being a part of our extended family. We are truly grateful for your support and look forward to serving you for many years to come.

Best Regards,


Eng. Nahashon Wahome
MANAGING DIRECTOR



"With You Forever"