



NZOIA WATER SERVICES COMPANY LIMITED

Maji Safi Maisha Poa!!!

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1.0 Nzoia Water Services Company LTD Approved Tariff Structure

1.1 Water Tariff for the period 2024/2025 to 2026/2027

Consumer Categories	Consumption Block	Approved Tariff
	(m3)	(KSh./m3)
Domestic/Residential	1-6	100
	7-20	133
	21-50	148
	51-100	163
	101-300	178
	>300	190
Multi-Dwelling Units	Per m3	133.00
Government Institutions/ Commercial/Industrial	1-50	148
	51-100	163
	101-300	178
	>300	190
Schools/ Colleges/Universities	1-600	148
Consumer Categories	Consumption Block	Approved Tariff
	(m3)	(KSh./m3)
	600<1200m3	178
	>1200m3	190
Unique Consumer Categories	Bulk Water Supply (Per m3)	80
	Water Kiosks (Per m3)	75

Customers with non-functional meters shall be billed based on the average of the last three months' bills.

1.2 Sewerage Tariff Structure for the period 2024/2025 to 2026/2027

(c) Consumers with a Water Connection

Sewerage will be charged at 75% of the water volumes, billed at the tariff for water specified (in 1.1) above for all customer categories.

(d) Consumers without a Water Connection

Sewerage consumers without a water connection shall be charged as follows:

Single dwelling Domestic unit: KSh. 300 Per Month

All other categories: 75% of the Volume of water consumed as per the metered source at the rates specified (in 1.1) above.

1.3 Miscellaneous Charges

Item/ Service	Charge (KSh.)
Water Deposit	
Category of consumer	
Domestic	2,500
Retail shops less than 10m3	3,000
Retail shops more than 10m3	3,500
Bar and restaurants less than 15 m3	4,000
Bar, restaurants more than 15 m3	6,000
Hotel less than 150 m3	12,000
Hotel more than 150 m3	15,000
Hospitals more than 150 m3	20,000
Health centres less than 150 m3	12,000
Schools less than 200 m3	10,000
Schools and other institutions more than 200 m3	20,000
Minor construction sites of more than 200 m3	15,000



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Major construction sites more than 300 m ³	50,000
Light industries less than 200 m ³	30,000
Medium industrial between 200 m ³ and 300 m ³	50,000
Heavy industries of more than 300 m ³	100,000
Water Kiosks	5,000
*Customers with only sewer connection are to be charged a deposit equivalent to water deposit	
Other Charges	
Service	
New water connection fee	2,500
Water Reconnection fee – at meter point	1,000
Water Reconnection fee – at mains	5,000 and double deposit
Tanker – 8000, 16,000 litres	2,500, 5,000 respectively, per tanker within WSP Service Area for
Sale of water Per M3 at bowsing point (own tanker)	133
Replacement of stolen or damaged meters	100% of the market cost of the meter
Meter testing on request	500
Sewer Connection- Residential/ Domestic	2,500
Sewer Connection- Commercial, Government, Schools, Universities and	5,000
Sewer Connection- Industrial	15,000
Private sewer unblocking	2,500
Leak detection services	1,000
Sewer Reconnection fee (At mains)	15,000
For cutting off the supply at the request of the consumer	200
For turning on the supply otherwise than in respect of a first	200
Exhauster Services (Company Exhauster)	5,000 for other customers and 4,000 for informal settlements
Private Exhausters (Dumping into the company's sewer system)	15,000 per Truck per month
Penalties	
Illegal water connection -Commercial, Industry, Construction (Fraud)	100,000 plus estimated consumption during the period of
Illegal water connection (Fraud) – Domestic	30,000 plus estimated consumption during the period of the illegality
Overcharging (fraud) at water kiosk	15,000
Illegal sewer connection- Commercial, Industry, Construction	100,000
Illegal sewer connection- Domestic, Government, Schools, Universities and	30,000
Item/ Service	Charge (KSh.)
Self-reconnection after cut-off for non-payment	5,000 and billing to be backdated from the date of cut-off
Surcharge for tampering with meters (this to include meter removal, reversing of meter etc)	5,000
Surcharge for direct suction of water from the supply line using a	10,000