

SERVICE PROVIDED	TIME/SERVICE DELIVERY	COST
Household connection fee on water network	Two working days after availing connection materials by the client	20,000 FRW
	Client falling in social category UBUDEHE 1&2 can pay connection fee in installements of six (6)months	20,000 FRW
Connection of commercial building and industries	Ten (10)days, requirements: Pay 20,000frw for labor cost Purchase of connection materials Avail land title Copy of ID card	20,000 FRW
Supplementary water meter	Customer make a request to the branch manager who will conduct an assessment before approval	67,200 FRW
Meter theft or its default	In case of meter theft, the cost of its replacement is incurred by the client.	47,200 FRW
	In case of meter's default (unreadable or not accurate) the cost is incurred by WASAC Group after confirming its defect.	Free of charge
Request for meter test	The meter test request by client is done after payment of test fee	1,500 FRW
Meter readings and billing cycle	Monthly	Free
Payment of water bills	15 days after receiving the invoice	Amount due
Payment mode	Customers pay bills through -commercial banks -mobile money and airtel money	Amount due
Reconnection service	Immediate after payment of amount due and fine	5000FRW
Resolution of queries	Immediate	Free
Response to letters	48 hours	Free
Changing address	Immediate, upon request from client	Free
Ending contract	Immediate , upon request from client	Free
Time for intervention	2-3 hours	Free
Prepayment contract service	Immediate after the customer clear all outstanding invoices	Free of charge
Change of pipe	Five working days after payment of labor and purchase of materials	Quotation fee
Public tap	The request to be addressed to the commercial director through the local authorities	Pay monthly invoice
Validity of approved bills of quantity	Three months. After this period the customer is entitled to pay 5000 FRW for its revision	Pay related fee
Connection contract	Before connection, the client must sign the contract between him/her and WASAC Group, which governs the terms and conditions of water supply.	Free

**N.B:** After connection, materials(pipes and fittings) laid in the network become WASAC Group's property.