



Meter Serial #

.....

Serial #

.....

Zimbabwe National Water Authority

APPLICATION FOR CLEAR WATER CONNECTION

THE CATCHMENT MANAGER

NAME OF CATCHMENT/SERVICE CENTRE:.....

ADDRESS:.....

SECTION A (To be completed by applicant)

TECHNICAL DETAILS

Name of Section

Stand number and or description of property: (attach plan):
.....

Purpose for which water is required :

Maximum height of building to be supplied:..... metres

Proposed size of service connection: Domestic Low Industrial Other (specify overleaf)
High

Estimated quantity of water required per day.....cubic metres

Date by which supply is required :

CUSTOMER DETAILS (Complete in Capital Letters)

Surname / Company Name

First Name(s) (in full)

Date of Birth

Nationality

Marital Status

National Registration Number(Company Registry No. for Companies).....

Postal Address

Physical Address

Telephone CELL

Email Address

Property Owner's Name

Property Owner's Address

Name of Employer

Employer's Address and Telephone Number.....

Employee number Occupation

Number of years with employer

Monthly Net Income : Bus..... OTHER

Name of person responsible for paying the account.....

Have you ever been declared insolvent? Yes No

SPOUSE'S DETAILS

Name of Spouse in full.....I.D.....

Spouse's Employer.....

Employer's address and telephone number.....

Physical & Postal address.....

Contact telephone numberCell:.....

REFERENCES

Provide particulars of two relatives/friends for individuals or two directors in case of companies

1. Name in Full.....

I D Number.....

Address.....

Contact Tel:

2. Name in Full.....

I D Number.....

Address.....

Contact Tel:

Credit References

please give us two credit references

1. Company:

Account Number.....

Satatus of account Operational Closed

Contact Tel:

2. Company:

Account Number.....

Satatus of account Operational Closed

Contact Tel:

BANKING DETAILS

Applicant's bankers.....

Type of Account.....

Account Number.....

Branch.....

GUARANTEE

To be completed by a guarantor and signed by both guarantor and applicant.

I..... National Registration Number.....of...

(residential address).....and Employed by (name, address and

telephone number of Employer).....

Do hereby bind myself as guarantor and co-principal debtor for services rendered by ZINWA to the applicant. I understand that should the applicant default in paying the water account, I shall become liable to pay the whole amount owing to ZINWA as if I personally had entered into the agreement as between applicant and ZINWA. We declare and certify that the information we have given in this form is true and correct to the best of our knowledge.

.....
Guarantor's Signature

.....
Applicant's Signature

Date.....

Date.....

Section B (for Office use only)

CREDITOR CONTROL VETTING

Document checked by: Date:

Comments:

Credit records checked by: Date:

Approved by Credi Control.....AC number Allocated.....Consumer Code

Document Checked By: Date:

WATER SUPPLIES OPERATIONS

Date Application Received..... Type of Connection.....

Instruction to connect Water issued to Water Supplies Operator on Tariff Code

Connection Instruction Number

CASHIER

Please obtain: (1) Connection fee for mm meter \$.....

(2) Security Deposit \$

(3) Other Charges (Specify) \$

CATCHMENT ACCOUNTANT

Receipt and Account Verified By:

Name & Signature Date

TERMS AND CONDITIONS OF WATER SUPPLY

1. Acceptance of this connection establishes a contract between the customer and the Water supply Authority, and the customer agrees to submit himself to the jurisdiction of any Magistrate Court in Zimbabwe in the event of any dispute arising directly or indirectly from the terms of the contract irrespective of the amount that may be involved even if it exceeds the normal jurisdiction of the Magistrates Court.
2. Before supplies may be made available a deposit which is a security given to the satisfaction of the Authority, as directed by the Chief Executive Officer, in addition to the supply authority's right to disconnect supplies for failure to pay any account by its due date, the deposit paid, or security given will be held as surety against payment of accounts rendered. The Water Supply Authority may, at any time and its sole discretion, require any deposit or security to be increased, if in its opinion circumstances so require.
3. The payment of the connection fee gives no right or title to any of the authority's equipment, and the Authority reserves the right to make extensions from any of its pipeline or network without refund of any nature except in the case of group schemes or similar where the initial customer/s paid for the infrastructure and other new customer/s join in within the first five years
4. Where the installation is subject to a fixed monthly charge in terms of the ruling tariff, the fixed monthly charge is from the date the supply is made available, whether the service is used to this value not.
5. Siting of the connection to the main pipelines, will be determined by the Water Supply Authority, which shall be provided free of charge, with such rights over land as necessary for the purpose of water supply, and for the extension, or development of the Water Supply Authority's pipelines.
6. Trees shrubs, embellishments or anything which may obstruct, impede or interfere with the pipelines of the Water Supply authority shall be removed or otherwise dealt with by the owner or customer to the satisfaction of the Water Supply Authority except where the Authority was granted way leave.
7. The customer agrees that charges may be based on actual meter readings or on average consumptions and that on request by the Water Supply Authority he will complete and return to the Water supply Authority an official meter reading return. The submission of meter reading cards does not remove the Water Supply Authority's right to enter the premises to take cross checks on actual meter readings.
8. If payment of the connection fee is to be deferred by agreement with the Water Supply authority's credit control staff, An irrevocable bank guarantee, or other approved security, which must be provided on acceptance of this quotation, must secure the outstanding balance.
9. The charges for supplies will be in accordance with the gazetted tariffs and/or any amendments thereto as approved by the appropriate Minister.
10. In the event that the Authority upon inspection discovers that the meter was not giving correct reading resulting in overcharging or undercharging the customer agrees that upon correction of the meter and if it is found that he was being over charged, his account will be credited with the amount for the period he was overcharged and if he was being undercharged his account will be debited with the amount for the period he was undercharged.
11. If for any reason a supply of water is not made available within 6months of this agreement being returned to the supply Authority, both Offer and agreement shall be regarded as cancelled and a further application must be submitted, should water service still be required.
12. The payment of a connection fee does not bind the Water Supply Authority to make a supply available by any given date, but every effort will be made to provide the required supply within reasonable time.
13. The Water Supply Authority's meters and associated facilities will be in the customer's care. They will be repaired or replaced by the authority at a cost to the customer if stolen, destroyed or damaged.
14. The customer undertakes to pay interest on overdue accounts at the prime bank rates or as may be fixed from time to time, Legal costs at Legal Practitioner and client scale and collection commission in the event that any legal action is taken against him for the recovery of the outstanding amount.
15. The supply of water is subject to these conditions; the provisions of the Water Act (chapter 20.23) by-laws and regulations affecting the supply of water as amended from time to time. Word phrases used in these conditions that are defined in the legislation referred in this paragraph shall be interpreted in accordance with such definitions. This application shall not be deemed to limit or derogate from the rights of the Authority.