



ZINWA

For Communities. For Development

Meter Serial Number:

Zimbabwe National Water Authority

APPLICATION FOR CLEAR WATER CONNECTION

NAME OF CATCHMENT:

SECTION A (To be completed by applicant)

TECHNICAL DETAILS

Name of station:

Stand number:

Domestic High density ☐ Domestic Low density ☐ Commercial ☐ Industrial ☐ Other ☐

CUSTOMER DETAILS (Complete in Capital Letters)

Surname/Company Name:

First Name(s) (in full):

Date of Birth:

Nationality:

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

Address:

Telephone: CELL:

APPLICANT SIGNATURE:

Section B (for Office use only)

CREDIT CONTROL VETTING

Document checked by: Date:

Comments:

Approved By Credit Control.....A/C number Allocated..... Consumer Code

WATER SUPPLY OPERATIONS

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

Instruction to connect issued on (Date).....

Connection Instruction Number.....

CASHIER

Please obtain: (1) Connection fee for.....mm meter \$.....
(2) Security Deposit\$.
(3) Other Charges (Specify)\$.

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/herself 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 maybe involved even if it exceeds the normal jurisdiction of the Magistrates Court.**
- 2 **Before supplies maybe 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 or 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 make cross checks on actual meter readings.**
- 8 **The charges for supplies will be in accordance with the gazette tariffs and/or any amendments thereto as approved by the appropriate Minister.**
- 9 **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 overcharged, his account will be credited with the amount for the period he was over charged and if he was being undercharged his account will be debited with the amount for the period he was undercharged.**
- 10 **If for any reason a supply of water is not made available within 6 months 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.**
- 11 **The payment of a connection fee binds the Water Authority to provide service within 14 working days**
- 12 **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.**
- 13 **The customer under takes 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.**
- 14 **The supply of water is subject to these conditions; the provisions of the Water Act (Chapter 20:24), by-laws and regulations affecting the supply of water as amended from time to time. Words, 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.**