



Kampala office: Plot 6 Acacia Avenue, Kololo
P. O. Box 35501, Kampala – Uganda
Phone: +256 312 235 225

Kalangala office: Plot 3-5 Mwena Road,
Kalangala Town Council
Phone: +256 312 353 510/11
+256 794 235 225

GUIDELINES / PROCEDURES ON WATER CONNECTIONS

CATEGORY1: Existing Kalangala Town Council Customers

- Need to fill an application form

Requirements:

- LC 1 Letter
- 1 Passport photo
- Photocopy of National ID and photocopy of land title or land agreement.
- Initial deposit of UGX 50,000/= (should be banked and the bank slip brought to KIS offices)

CATEGORY1: NEW CUSTOMERS

- Need to fill an application form
- KIS technical team makes a survey

Requirements:

- LC 1 Letter
- 1 Passport photo
- Photocopy of National ID and photocopy of land title or land agreement.

Charges:

- UGX 100,000/= connection fees – for customers in a distance not more than 50meters from an existing water pipeline.
- UGX 50,000/= Initial deposit fee

NB: The money should be banked, and the bank slip brought to KIS offices.

- Actual connection done within one week.

Inquiries:

- Toll Free Line: 0800 253 500
- Customer service: 0794 235 225 / 0312 253 500/10/11