

# Frequently Asked Questions

## JuaBill FAQ's

- How do I check or query my bill?
- I haven't received the email for my bill.
- How long does it take to get the bill on email?
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# How do I check or query my bill?

You can check your monthly pending bill at <https://juabill.com/checkbill>

Step 1: Your account number is your House Number but with prefix NHE-. For instance, if your house number is T02, your account number will be NHE-T02.

Step 2: Input a working email address where the bill shall be sent to.

Step 3: Check your Inbox for mail from Juabill.

# I haven't received the email for my bill.

Confirm that you entered your Account Number and Email address information correctly.

If so, and your inbox is still empty, don't worry! Contact us and we'll avail your bill as soon as possible.

Imani Labs Limited  
Nairobi, Kenya  
P.O Box 50566-00100  
(+) 254 796 935 400  
support@imanilabs.com

We are also available online via Live Chat.

# How long does it take to get the bill on email?

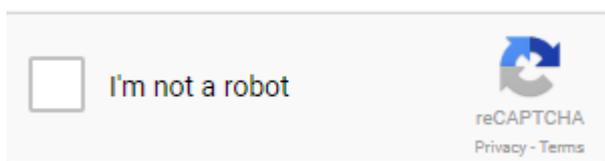
Response emails from <https://juabill.com/checkbill> take less than 2 minutes after they are requested.

Feel free to reach out to us if your response email is taking longer than this!

Imani Labs Limited  
Nairobi, Kenya  
P.O Box 50566-00100  
(+) 254 796 935 400  
[support@imanilabs.com](mailto:support@imanilabs.com)

# I am getting an invalid response when checking my bill online?

Make sure you're verifying your details and getting past the reCaptcha as well.



Make sure you are using the correct Account Number. For example NHE-"HOUSE NUMBER" i.e NHE-T02

Make sure your Account Number has no spacing between the letters of the text.

If the issue persists, do not hesitate to Contact us

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# What is my account number?

Your account number is the prefix NHE- plus your house number i.e T02

i.e NHE-T02

The prefix NHE - Ngara Housing Estate is only for NHE Residents

# What should I use as my account number?

Your account number is the prefix NHE- plus your house number i.e T02

i.e NHE-T02

The prefix NHE - Ngara Housing Estate is only for NHE Residents

# I do not know my water bill account number

Juabill uses a prefix for your residence + your house number to provide every resident with an account number.

Such that, if Ngara Housing Estate, the prefix is NHE- plus the House number i.e NHE-T01

# I have not received the SMS bill?

The SMS bill from JuaBill is always sent to House Owners.

You can, however, check your bill online. Navigate to [juabill.com](http://juabill.com), click check bill. Key in your Account number and email then click submit.

# CheckBill Email / SMS Template

Dear ,

You may check for your outstanding water bill online via;-

<http://juabill.com/checkbill>

Account: NHE-

Valid Email :

Please do not forget to tick off Terms and Conditions and ReCaptcha to complete the form.