



KWARA STATE GOVERNMENT  
KWARA STATE WATER CORPORATION (KWWC)

## KWARA STATE WATER BOARD SERVICE LEVEL AGREEMENT

The Agreement describes the key Services provided by the KWARA STATE WATER BOARD LIMITED and the standards we have committed to in terms of service delivery to our end users.

**1. GOAL AND OBJECTIVES:** The Objective and Goals of the Service Level Agreement (SLA) are:-

To ensure strict compliance to the Kwara State Water Board In accordance with the provisions of Kwara State Rural Water Supply and Sanitation Agency Law No 2 of 2006, available (online at <https://kwaralaws.ng/product/k48kwara-state-rural-water-supplyand-sanitation-agency-law/>) to supply potable water to its customers in Kwara State, it is crucial for individuals or corporations seeking water connection approval to strictly adhere to the guidelines provided.

**STAKEHOLDERS: KWARA STATE WATER BOARD and beneficiaries as captured in the following table.**

**2. PERIODIC REVIEW:** Once a year as the need arises.

**3.** When there is default, the remedy is through our Grievance Redress Mechanism.

### KWARA STATE WATER BOARD SCOPE OVERVIEW

S/ N	DEPARTMENT RESPONSIBLE	SERVICE	COST (NGN)	BENEFICIARIES	REQUIREMENTS/ STEPS/PROCEDURES	RESPONSE TIMELINES	VALIDITY
1.	Commercial Department	Water connection	<p>Unit price per cubic meter is N500 for household and N1000 for industrial</p> <p>Connection meter NGN 10,000 for household</p> <p>Connection meter N25,000 for Industrial</p>	General public	<p>1. Applicant obtain, fill and submit application form @ KwaraState Water Board Ltd, 147, Ndidem Usang Iso Road, Calabar,</p> <p>Or To the General Manager of any of the other 8 stations outside Calabar</p> <p>2. The application form contains the following information:</p> <p>a. Name of customer</p> <p>b. Address of Customer</p> <p>c. Phone number of customer and email address</p> <p>d. Address: (i) Customer's residential address (ii). Address for the proposed water connection</p> <p>e. Number of Connections (how many meters)</p> <p>f. Name of Next of Kin and address</p> <p>g. Purpose of connection: Institutional, Industrial, Commercial or Personal</p> <p>h. Signature and date</p> <p>i. Landlord's consent: Passport photograph, address, name and signature with date (in the case</p>	2 days	Kwara State Water Board Ltd as registered with Certificate No. 339739 by the Corporate Affairs Commission, in Pursuant to the Companies and Allied Matters under Decree 1990 incorporated on 12th August, 1998

					<p>where the intending customer is a tenant)</p> <p>j. Attach a copy of means of identification (National ID Card, International Passport or Driver's license)</p> <p>k. Attach one passport photograph</p> <p>l. The Director of Commercial Services assigns the assessment team to the site to carry out site assessment and determine:</p> <p>i. The distance between our water mains and the property of the intending customer ii. The nature and purpose of connection/ water needs (for business, institutional, industrial, or private use)</p> <p>iii. the standard connection distance, which is 12m at N15,000 per connection charge (the cost is borne by the client but service provided by Us), the client bears any further cost of materials for any further dimension away from the standard 12m.</p> <p>Timeline for the assessment is one day.</p> <p>After assessment, a bill is generated for client to make payment at our designated Bank below:</p> <ul style="list-style-type: none"> <li>• First Bank of Nigeria PLC</li> <li>• Account name: Cross River State Water Board Limited</li> </ul>		
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					<ul style="list-style-type: none"> <li>Account Number: 2009734849</li> </ul> <p>The client is informed via phone call, text message or can walk into our office to inquire of his or her application status.</p> <p>The client then submits copy of proof of payments for release of the followings:</p> <ul style="list-style-type: none"> <li>Meter from the Commercial stores</li> <li>Presentation of the released meter to the Customer Care Unit for documentation of already tendered Clients information/ opening of customer account in the company database.</li> </ul> <p>Timeline is within one day</p> <p>Meter(s) is/are released to the Pipeline and maintenance Unit for connection</p> <p>Processing Timeline: 2 days Customer Relations Information:</p> <p>During the process of registration, customers are duly informed about the following details for a healthy business relationship:</p> <ol style="list-style-type: none"> <li>That there are 3 categories of customers thus: (1) metered customers, those who pay base on their meter readings (N500/cubic meter or 5 drums of water, though</li> </ol>		
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					<p>under-price review), (2) Prepaid customers consume base on their recharged amount and; (3) Estimate customers are those who have lost their meters to theft, etc. and are billed based on their previous consumption records/number of household assessed through routine customer validation exercise.</p> <p>2. That of present times Private customers pay a flat rate of N3,000/month for the least household customer size</p> <p>3. To pay their bills promptly to avoid disconnection</p> <p>4. Demand notice is served to debtors elapsing at 2 weeks, informing them to pay their bills, failure of which Enforcement and Disconnection teams are dispatched</p> <p>5. Reconnection fee is N5,000 for private usage and N10,000 for corporate customers</p> <p>8. Customers are advised to protect their water meters from theft or destruction</p> <p>8. Cost of meter replacement is borne by the customer at N25,000</p>		
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