GOVERNMENT OF CROSS RIVER STATE

CROSS RIVER STATE WATER BOARD LTD (CRSWBL)

APPLICATION PROCESS AND GUIDELINES FOR OBTAINING APPROVAL FOR WATER CONNECTON

In accordance with the provisions "Cross River State Water Board Ltd was registered with Certificate No. 339739 by the Corporate Affairs Commission, in Pursuant to the Companies and Allied Matters under Decree 1990 of Cross River State and was incorporated on 12th August, 1998; to supply potable water to its customers across the nine (9) major Urban Towns (Calabar, Akamkpa, Itigidi, Ugep/Ediba, Obubra, Ikom, Ogoja, Obudu and Okpoma).

Find below the guidelines to the process.

1. Applicant obtained application form from Cross River State Water Board Ltd, 147, Ndidem Usang Iso Road, Calabar and submits application to the Managing Director, Cross River State Water Board Ltd, at Cross River State Water Board Ltd 147, Ndidem Usang Iso Road, Calabar.

Or

To the General Manager of any of the other 8 stations outside Calabar

2. The application form contain the following information:

   a. Name of customer
   b. Address of Customer
   c. Phone number of customer and email address
   d. Address: (i) Customer's residential address (ii). Address for the proposed water connection
   e. Number of Connections (how many meters)
   f. Name of Next of Kin and address
   g. Purpose of connection: Institutional, Industrial, Commercial or Personal
   h. Signature and date

i. Landlord's consent: Passport photograph, address, name and signature with date (in the case where the intending customer is a tenant)
j. Attach a copy of means of identification (National ID Card, International Passport or Driver's license)
k. Attach one passport photograph

l. The Director of Commercial Services assigns the assessment team to the site to carry out site assessment and determine:

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)

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.

Timeline for the assessment is one day.

After assessment, a bill is generated for client to make payment at our designated Bank below:

- First Bank of Nigeria PLC
- Account name: Cross River State Water Board Limited
- Account Number: 2009734849

The client is informed via phone call, text message or can walk into our office to inquire of his or her application status.

The client then submits copy of proof of payments for release of the followings:

- Meter from the Commercial stores
- 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.

Timeline is within one day

Meter(s) is/are released to the Pipeline and maintenance Unit for connection

Processing Timeline: 2 days
Customer Relations Information:

During the process of registration, customers are duly informed about the following details for a healthy business relationship:

1. 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 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 the idea about their previous consumption or base on the assessed number of household (through routine customer enumeration exercise).
2. That of present times Private customers pay a flat rate of N3,000/month for the least household customer size
3. That customers should call the customer care lines in case of emergency, information, or further enquiries
4. To pay their bills promptly to avoid disconnection
5. 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
6. Reconnection fee is N5,000 for private usage and N10,000 for corporate customers
7. Customers are advised to protect their water meters from theft or destruction
8. That the cost of meter replacement is borne by the customer at N25,000

For more information, enquiry or complaints please visit the office of the CRSWBL, at 147, Ndidem Usang Iso Road or call: +234 8038556024



Glory A. Edet
Director, Commercial Services
For: Managing Director
Cross River State Water Board Ltd

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