



**CROSS RIVER STATE
WATER BOARD LTD.**

RC 339739

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February 27, 2025

The State Reform Champion
State Action on Business Reforms
Fabrication Academy Centre
Calabar

Dear Madam

**SUBMISSION OF SERVICE LEVEL AGREEMENT
COMPLIANCE REPORT FOR FEBRUARY, 2025**

By the Managing Director's directive, I hereby forward the Service Level Agreement Report of Cross River State Water Board Ltd. for February, 2025 stating as follows: that as was resolved by the Management at its meeting of 9th December 2024 that at the installation of the newly procured equipment, the Utility shall test run for the period of 7 months without billing the customers, to build trust in their minds, we therefore generated no revenue in the month of February, 2025.

Thank you.

Yours faithfully

A handwritten signature in blue ink, appearing to be 'Mrs. Glory A. Edet', is written over a horizontal line.

Mrs. Glory A. Edet
Director of Administration
for: Managing Director



CROSS RIVER STATE WATER BOARD LTD

SERVICES:

1. Water Connection
2. Billing

MONTH: February Report

SERVICE LEVEL AGREEMENT COMPLIANCE REPORT									
SN	NATURE OF SERVICE REQUESTED	CHANNEL OF REQUEST	CLIENT NAME	CLIENT EMAIL	CLIENT TELEPHONE NUMBER	DATE OF REQUEST	DECISION REACHED	DATE DECISION WAS MADE AND COMMUNICATED TO APPLICANT (APPROVED OR DENIED)	EXPECTED TIMELINE PER SLA
Due to vandalization of our plants/ equipment, since November 2023 to date, water connection and distribution across the state was suspended to enable our Engineers ascertain the extend of damages. Approval for funds and procurement for damage plants/equipment was carried out for replacement of damage equipment on January 2024. As a result of this, the management suspended all water connections/disconnections and billing of all categories of customers until September 2025									

27/2/25

Director of Administration: Mrs. Glory Asuquo Edet

DATE: 27th February 2025