



**CROSS RIVER STATE
WATER BOARD LTD.**

RC 339739

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May 26, 2025

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

Dear Madam

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

I have directive of the Managing Director, Cross River State Water Board Ltd, to submit the Service Level Agreement Compliance Report in respect of Cross River State Water Board Ltd for the month of May 2025, and wish to inform that we are still undergoing our 7 months test run service at no cost to our customers as was resolved in the Management meeting of 9th December, 2025.

Thank you.

Yours faithfully

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



CROSS RIVER STATE WATER BOARD LTD

SERVICES:

1. Water Connection
2. Billing

MONTH: May 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									

Director of Administration: Mrs. Glory Asuquo Edet
DATE: 26th May 2025

