



**CROSS RIVER STATE
WATER BOARD LTD.**

RC 339739

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June 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 JUNE, 2025**

By the directive of the Managing Director, I hereby submit the Service Level Agreement Compliance Report of the Cross River State Water Board Ltd. for the month of June 2025.

However, the report has it that we are still in the period of free water distribution to customer, following our Management resolution on 7 months free water supply to customers to build confidence in them after a long break.

Thank you.

Yours faithfully

A handwritten signature in blue ink, appearing to be "Glory A. Edet", is written above the printed name.

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



CROSS RIVER STATE WATER BOARD LTD

SERVICES:

1. Water Connection
2. Billing

MONTH: June 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 Asugum Idet
DATE: 27th June 2025

