



**CROSS RIVER STATE
WATER BOARD LTD.**

RC 339739

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July 27, 2025

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

Dear Madam

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

The Managing Director has directed the submission of the Service Level Agreement Compliance Report for the month of July, 2025 which has to state that, we have been distributing water at no cost to members of the public. This exercise is expected to end in August, 2025 being the 7th month of the test run.

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: July 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: 27th July 2025