



**CROSS RIVER STATE
WATER BOARD LTD.**
RC 339739

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August 28, 2025

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

Dear Madam

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

I have directive of the Managing Director to submit the Service Level Agreement Compliance Report in respect of Cross River State Water Board Ltd. for the month of August, 2025; and wish to inform that the period of free distribution to customers ends this month of August, 2025 being the 7th month free trial period. This is following the Management resolution at its meeting of 9th December 2025.

To this end, we are hoping to start collection from customers from September 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: August 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: 28th August 2025