



KWARA STATE GOVERNMENT
KWARA STATE WATER CORPORATION (KWWC)

**APPLICATION PROCESS AND GUIDELINES FOR OBTAINING
APPROVAL FOR WATER CONNECTION**

In accordance with the provisions of Kwara State Rural Water Supply and Sanitation Agency Law No 2 of 2006, available (online at <https://kwaralaws.ng/product/k48kwara-state-rural-water-supply-and-sanitation-agency-law/>) to supply potable water to its customers in Kwara State, it is crucial for individuals or corporations seeking water connection approval to strictly adhere to the guidelines provided. This is to ensure a smooth and efficient application process.

1. Applicant obtained the application form from Kwara State Rural Water Supply and Sanitation Agency, GH4H+2VX, Sango Rd, Oko Erin 240102, Kwara
2. The application form contains the following information:
 - a. Name of customer
 - b. Address of Customer
 - c. Phone number of customer and email address
 - d. Address: (i) Customer's residential address (ii). Address for the proposed water connection
 - e. Number of Connections (how many meters)
 - f. Name of Next of Kin and address
 - g. Purpose of connection: Institutional, Industrial, Commercial or Personal
 - h. Signature and date

- i. Landlord's consent: Passport photograph, address, name, and signature with date (in the case where the intending customer is a tenant)
 - j. Attach a copy of means of identification (National ID Card, International Passport or Driver's license)
 - k. Attach one passport photograph
- l. The Chairman assigns the assessment team to the site to carry out a site assessment and determine:
 - i. The distance between our water mains and the property of the intending customer
 - ii. The nature and purpose of connection/ water needs (for business, institutional, industrial, or private use)
 - iii. the standard connection distance, which is 12m at N15,000 per connection charge (the cost is borne by the client, but service provided by Us), the client bears any further cost of materials for any further dimension away from the standard 12m.

The timeline for the assessment is one day.

After the assessment, a bill is generated for the client to make payment at Kwara State Internal Revenue Services on the same State Internal Revenue Service (KWIRS).

<https://selfservice.kwirs.com/>

The client is informed via phone call, text message, or can walk into our office to inquire about his or her application status.

The client then submits a copy of proof of payments for the release of the following:

- Meter from the Commercial stores
- Presentation of the released meter to the Customer Care Unit for documentation of already tendered Clients' information/ opening of customer accounts in the company database.

The timeline is within one day.

Meter(s) is/are released to the Pipeline and maintenance Unit for connection.

Processing Timeline: 2 days

Customer Relations Information:

During the process of registration, customers are duly informed about the following details for a healthy business relationship:

1. That there are three categories of customers thus: (1) metered customers, those who pay based on their meter readings (N500/cubic meter or five drums of water, though underprice review), (2) Prepaid customers consume based on their recharged amount, and (3) Estimate customers are those who have lost their meters to theft, etc., and are billed based on the idea of their previous consumption or based on the assessed number of household (through routine customer enumeration exercise).
2. Currently, Private customers pay a flat rate of N2,000/month for the least household customer size.
3. That customers should call the customer care lines in case of emergency, information, or further inquiries
4. To pay their bills promptly to avoid disconnection.
5. Demand notice is served to debtors elapsing at three weeks, informing them to pay their bills, failure of which Enforcement and Disconnection teams are dispatched
6. Reconnection fee is N5,000 for private usage and N10,000 for corporate customers
7. Customers are advised to protect their water meters from theft or destruction
8. That the cost of meter replacement is borne by the customer at N25,000

For more information, inquiry or complaints, please visit the office of the Kwara State Rural Water Supply and Sanitation Agency, GH4H+2VX, Sango Rd, Oko Erin 240102, Kwara, or call: +08093542028.

**Chairman,
Kwara State Rural Water Supply and Sanitation Agency**

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