



BAUCHI STATE URBAN WATER AND SEWERAGE CORPORATION

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(All correspondence to the Managing Director)



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Date: _____

CUSTOMER CHARTER: WATER AND SEWERAGES CORPORATION

A. INTRODUCTION

As provided in the [2014 gazetted Bauchi State Water and Sewerage Corporation \(BSUWSC\) water Law](#), the objectives of the Corporation shall be to:-

- ✓ Provide safe, adequate and affordable water supply Services to the residents of the Service Areas in accordance with the Law;
- ✓ Provide sewage and wastewater management Services, whether by the provision of sewers or otherwise, for the collection, treatment, and disposal of sewage and wastewater generated by Consumers within its area of operation, and Other Services incidental thereto.
- ✓ Collaborate with the Ministry responsible for Water Resources to secure efficient use, conservation and protection of water resources;
- ✓ In accordance with the State tariff Policy and regulations issued by the Ministry, operate on sound commercial practice and maintain Customer focus for service sustainability and efficiency while ensuring that its revenues are sufficient.

B. SERVICE CONNECTIONS

I. Customer Category

- ✓ Residential
- ✓ Commercial
- ✓ Industrial/Institutions

Where our services exist, we commit to connect all applicants who meet our standard requirements. All paid up new connections shall be effected within **three days** and in circumstances where we are unable, we shall notify the customer with the reason and name a time when the work will be done.

II. New Connection Procedure

The following procedure shall apply for new applicants:

- ✓ A customer must complete a new connection form to indicate his need for the water services.
- ✓ Upon the payment of ₦250.00 a prospective customer is issued with a form. Inclusive in the form are the terms and conditions of connection.
- ✓ In addition, each customer pays NGN10,000.0, NGN20,000 and NGN35,000 as connection fees for residential, Institutions and Commercial connections respectively.

C. GENERAL APPLICATION REQUIREMENTS FOR NEW CONNECTION

The customer will ensure the following:

- ✓ After payment of new connection fees, the Corporation sends staff to survey the area with a view of generating Coordinate and Delivery Point Code (DPC) for customer.
- ✓ Provide documentary proof of ownership of the property where the service is required,
- ✓ Obtain signature of the landlord if the applicant is a tenant or a trustee if the applicant is a minor.
- ✓ Attach a passport size photograph or a stamp on the forms in case of individual persons and corporate bodies respectively,
- ✓ Obtain written permission from the local authority if the connection will involve excavating a road.
- ✓ Obtain written permission from the owner if the connection pipes are to pass through another person's property.
- ✓ The customer shall then return dully filled application forms with the required attachments to our offices.
- ✓ BSUWSC provide supervision for new connections installation free for distances up to the meter point.
- ✓ The cost of labour, materials and supervision subsequently shall be borne by the customer in accordance with the existing BSWSC connection policy.
- ✓ Every new service connection will attract a fee which is in accordance with the existing policy.
- ✓ New connections will be effected by only authorized BSWSC staff
- ✓ Where the disconnection of a defaulting customer involves the removal of the water meter as part of the effective disconnection procedures, the removed water meter shall be returned to the Area Stores, Zonal Stores or Central Stores as the case may be, with the appropriate supporting

documentation, within three working days from the date of the disconnection (effective disconnection).

- ✓ (ii) Where a reconnection involves re-installation of a water meter, the first priority will be given to reinstalling the meter that was earlier removed from the property being reconnected. A new or different meter shall be used for reconnecting such an account only after confirmation that the previous meter was duly installed at another property, at very exception cases, or disposed-off.

D. COST OF CONNECTION TO BSUWSC DISTRIBUTION PIPE

S/No	Diameter of service pipe	Diameter of Distribution pipe (Amount in Naira)					
		3"	4"	6"	8"	12"	16"
1	½"	2,700.00	3,000.00	3,150.00	3,750.00	3,900	4,200.00
2	¾"	4,200.00	4,950.00	5,250.00	5,550.00	5,850.00	7,500.00
3	1"	4,350.00	5,025.00	5,400.00	5,850.00	6,000.00	12,000.00
4	1 1/4"			6,900.00	7,000.00	8,250.00	21,000.00
5	1 1/2"			9,150.00	9,600.00	15,750.00	25,500.00
6	2"			10,500.00	13,650	20,250.00	36,000.00
7	3"				150,000.00	225,000.00	300,000.00
8	4"					400,000.00	600,000.00
Construction site							30,000.00
Car Wash							30,000.00
Block industries							35,000.00
Institutions							20,000.00
Re-Connection charges for residential							1,500.00
Re-Connection charges for commercial/institutions							3,000.00
Labour charges per length of pipe							500.00

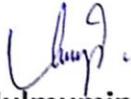
E. BSUWSC Customers Are Classified as:

- i. Public consumer,
- ii. Domestic consumer,
- iii. Industrial/Commercial consumer,
- iv. Institutional consumers.

- State institutions including Ministries and Parastatals
- Federal institutions including branches of the security forces

F. WATER THEFT

Illegal connection to our network is a criminal offence and the offender will be punished under the law establishing BSUWSC.



Engr. Abdulmumin Mailafiya
Deputy Director (Ops)