
**WATER AND SEWERAGE CONNECTIONS GUIDELINES FOR
REGULATED WATER UTILITIES**

**LAUNCHING OF WATER UTILITIES PERFORMANCE REVIEW REPORT
FOR FY. 2017/18**

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Presentation Layout

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Background Information

- ❑ Functions of EWURA have been stipulated in EWURA Act cap.414 sec 7, Water and Sanitation Act (2009) Section 28 (1)
- ❑ Monitoring the quality and cost of services provided by water utilities,
- ❑ Wide variation on connection charges across the regulated water utilities.
- ❑ High connection charges are among the barriers for improving access to water and sanitation services particularly.
- ❑ Study on New Water and Sewerage Connection Charges.

WATER CONNECTIONS

□ Introduction

- ✓ Water utilities in the country had different new connection procedures for water and sewerage.
- ✓ The purpose of Guidelines is to create standard operating procedures that can be monitored and evaluated fairly for all Regulated Water Utilities (RWUs).

□ Description of a water connection

- ✓ “Water service line conveying water from the distribution network of RWU to the customer property”.

New connection Procedures

- Application form
- Survey of applicant property
 - ✓ To identify of connection point and distance
 - ✓ Design the service line;

Note: The cost of survey is borne fully by the RWU
- Cost estimates
 - ✓ RWU will prepare cost estimates.
- Sharing of cost estimates with customer
 - ✓ To be completed within 3 working days
 - ✓ RWU shall provide feedback and clarification
- Metering
 - ✓ Every water connection shall be metered

New Connection Procedures Cont.....

■ Payment

- ✓ RWU may accept payments in full or by installments
- ✓ Payments by installments shall not exceed 3, payable within three months period

■ Connection work

- ✓ Connection will be made immediately after full payment

■ Publication of unit cost

- ✓ Unit cost will be published by RWU on regular basis.

■ Compliance to customer Service Charter

- ✓ Comply with Rule No. 4 of the Water Supply And Sanitation Rules (Quality Of Service) GN. 176 rules, 2016

■ Procurement of materials

- ✓ Procurement of materials will be done by RWU

Ownership, Maintenance & Cost Issues

- **Ownership and control of service line**
 - ✓ Property of customer under control of the RWU. As in Rules 10 and 11 of The Water Supply and Sanitation (Quality of Service) Rules, 2016 .
- **Maintenance of customers connections**
 - ✓ Repair and maintenance after the water meter is the responsibility of the customer.
- **Connections in un-surveyed areas**
 - ✓ RWU and the Applicant shall jointly seek assistance of the LGA
- **Reducing the cost of water connection**
 - ✓ Part of the new connection cost may be financed by the RWU, and include in the approved Business Plan

SEWERAGE CONNECTIONS

- Procedures for new sewerage connection**
- ✓ Application
- ✓ Survey of applicant property
- ✓ Cost estimate
- ✓ Sharing of cost estimate with customer
- ✓ Payment
- ✓ Connection work
- ✓ Publication of unit cost - displayed at notice board
- ✓ Connect customer
- ✓ Procured materials

Ownership & Maintenance

❑ Ownership

- ✓ The customer ownership shall be from the lateral sewer chamber/control chambers upstream

❑ Repair and maintenance of sewerage connection

- ✓ The repair and maintenance of a customer connection from the lateral sewer chamber/control chamber upstream is the responsibility of the customer

Thank You