



IMO STATE WATER AND SEWERAGE CORPORATION (ISWSC)
 Ugwu Orji, Okigwe Road, Owerri, Imo State
 Tel No: 08033410762
<https://www.iswsc.org.ng>

APPLICATION PROCESS AND GUIDELINES FOR WATER CONNECTION (FOR DOMESTIC, COMMERCIAL, GOVERNMENT, INDUSTRIAL AND INSTITUTIONAL USE) IN IMO STATE

In accordance with the Imo Water Law No. 42 of 2019(available online at <https://iswsc.org.ng/sites/default/files/2021-03/Imo%20State%20Water%20Law.pdf>), all individuals and organizations in Imo State can apply for water connection through the following process:.

Step	Procedures	Duration	Associated Cost
STEP 1 Start your application	Start your application by using the process below: Write an application letter	7 days	No charge

	<p>addressed to:</p> <p>Imo State Water and Sewerage Corporation Ugwu Orji, Okigwe Road, Owerri, Imo State, Nigeria. (Endeavour to attach a functional email address in the application letter)</p> <p>AND</p> <p>A reply will be sent to the applicant in the email address provided.</p>		
<p>STEP 2 Pay the Connection Fee</p>	<p>The applicant is to pay the connection fee</p>	<p>Within 30 days</p>	<p>The applicant is to pay the connection fee to the designated account to the designated Imo state Government's TSA revenue account, 10022569768, UBA PLC account according to the rates, according to the rates provided below:</p>

				Domestic	Commercial	Government	Industrial	Institutional	
				Price(N/m ³)	170	325	300	400	350
				Price (N/L)	0.17	0.33	0.30	0.40	0.35
				Avg. Monthly Consumption (M ³)	16	25	35	55	70
				Avg. Monthly Charge (N)	2,720	8,125	10,500	22,000	24,500
Step 3 Submit Evidence of Payment	The applicant is to forward evidence of payment to the water supply service provider covering their jurisdiction whose office is situate at the Imo State Water and Sewerage Corporation	Within 30 days	No processing fees applicable						
Step 4 Reticulation Water	The water supply service provider will	The reticulation timeline for							

Supply Point	reticulate a supply point within 100 metres of the applicant's property.	applicants who have paid the water connection fee is within 42 Working Days	
Step 5 Connection from the reticulated supply point provided by the water supply service provider to the applicant	The applicant is to make a connection from the reticulated supply point provided by the water supply service provider at their own discretion or in accordance with a private arrangement with the service provider.	Within 42 days	No fee charges

**For more information, enquiry, or complaints please contact Imo State Water and Sewerage Corporation located at Ugwu Orji,
Okigwe Road P.M.B 1146, Owerri Imo State Tel No.
+2348033410762 between 8:00AM and 4PM (Monday–Friday, excluding public holidays,**

Customer care email: iswscustomer care@gmail.com

Customer Care number: 07039314281 or 09086310798 or visit our website at iswscorp.org.ng and send your
feedback

Signed:

Managing Director/CEO,
Imo State Water and Sewerage Corporation

23/12/2022