



NIGER STATE WATER AND SEWAGE CORPORATION (NISWASEC)

Guidelines and Procedures for New Water Connection

There are six (6) major steps in applying for a new connection, in the distribution service areas of Niger State, covering Minna metropolis, Suleja, Bida, Kontagora, and New Bussa.

STEP 1

Customer Application for New Connection:

1. Customers are expected to visit any NISWASEC premises to obtain the application form at no cost or download same via www.nswb.nigerstate.gov.ng

The Completed form can be submitted through the following procedures

- 1.1 Manually: at the customer care desk
- 1.2 Electronic: www.nswb.nigerstate.gov.ng

The process is completed within 1 day

STEP 2

2. Pre-connection processes:

- 2.1 Issuance of provisional approval
- 2.2 Site survey.

The process is completed within 1 day

STEP 3

3. **Quote (Cost):** www.nigerigr.com - NISWASEC shall prepare an estimated Cost schedule of the materials based on the prevailing market costs (NISWASEC quotation and price schedule) associated with the new connection; including but not limited to:

- i. A connection fee (for both domestic and for commercial category) shall be charged.
- ii. Costs of all required fittings, pipes, accessories and ancillary works.
- iii. The excavation earthwork, installation and testing,

Note: stages 1 to 3 are usually carried out within 24hours of receipt of an application.

The process is completed within 1 day

STEP 4**4.0 Payments:** www.nigerigr.com

4.1 After the acceptance of the quote, the applicant will be required to make all payments, in FULL or on terms and conditions as may be approved by Management.

4.2 All payment shall be as officially provided by NISWASEC to the Corporation revenue account: Polaris Bank, Account No: 4030018160.

4.3 The New connection & metering authorized Team shall contact the applicant when the payment has been confirmed and only then can any physical/preparatory work in respect of the said connection be allowed through the issuance of a **Work Permit**.

4.4 Any work that can be related to pipe laying, excavation earth work, drilling or other forms of activities towards or around the utility water supply infrastructure will be criminally prosecuted if conducted before the issuance of a valid WORK PERMIT.

4.5 The receipt of ALL payment MUST comply with prevailing NISWASEC financial rules and procedures and the exercise, including payment verification shall be the responsibility of the Finance Department.

The process is completed within 1 day

STEP 5**5.0 Connection:**

5.1 Upon confirmation of payment, the head of connection unit shall aim to execute the connection of the prospective customer within 1 day.

STEP 6**6.0 Execution of new connection:**

6.1 NISWASEC shall in response to an applicant fulfillment of ALL the conditions and requirements for a new connection, notify the prospective applicants and schedule the expected time for the necessary works to realize the new water connection. Upon activation of the new connection the authorized official shall deliver a routine report to the office of the Managing Director through the Head/Director Commercial Services and copy Billing Unit through internal Audit.

The process is completed within 1 day

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Fees and Charges

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TABLE 1: Registration Fees for New WATER Connection

S/No.	CATEGORY	RATE
1	Domestic Customers	N15,000
2	Commercial Customers	N25,000
3	Industrial Customers	N25,000

TABLE 2: Other Fees and charges

S/No.	CATEGORY	RATE
1	Site Survey Charges	N5,000
2	Meter Installation accessories charge	N30,000
3	Reconnection fees	N2,000

TABLE 3: Tariff Rates

Category of Customers	Flat Rate (NGN/connection/month)	Volumetric Rate (NGN/cubic meter billed)
Domestic		
Domestic on Gravity Main	1,000	40
Domestic on Pumping Main	2,000	80
Commercial		
Primary Schools	3,000 - 5,000	200
Post-Primary Schools	10,000 - 20,000	200
Tertiary Educational Institutions	80,000 - 300,000	200
Bakeries	3,000-10,000	200
Restaurants	3,000 - 10,000	200
Hotels	4,000-20,000	200
Abattoirs	10,000-20,000	200
Car Wash	10,000-15,000	200
Block Industries	10,000-16,000	200
Water Bottling Companies	10,000-80,000	200
Markets	10,000	200
Motor Parks	10,000	200
Public Toilets	8,000-13,000	200
Public Standpipes (PSPs) - Paid by Local Government	5,000	200
Commercial Standpipes	8,000	200
Truck Loading Points: NGN/ Tanker of 8 m ³ Capacity	1,000	200
Truck Loading Points: NGN/Tanker 10 m ³ Capacity	1,500	200
Truck Loading Points: NGN/Tanker 12 m ³ Capacity	2,000	200
Truck Loading Points: NGN/Tanker 15 m ³ Capacity	2,500	200
Religious Institutions (Mosques and Churches)	Free	200
Military Barracks	-	200
Police Barracks	-	200