



ABIA STATE WATER AND SEWAGE CORPORATION (AbSWSC)

No 1 Isiama Afara Umuahia, Abia State

MANDATORY ADVANCE COMMUNICATION OF RULES OF UPCOMING CHANGES IN FEES

**IN LINE WITH THE EXECUTIVE ORDER ON THE PROMOTION OF
TRANSPARENCY AND EFFICIENCY IN THE BUSINESS
ENVIRONMENT PASSED IN 2024, ABIA STATE WATER AND SEWAGE
CORPORATION COVENANTS:**

1. ETHICAL CODES THAT GUIDE OUR SERVICE FEE CHANGES

- a. Stakeholders' Satisfaction: We prioritize Stakeholders satisfaction in our dealings with them. Changes in our service fees will take into consideration the concerns of users of our services.
- b. Integrity: The processes leading to any upward change in our fees will be communicated timely. We will adopt open dialogue, full disclosure of every relevant information.
- c. Value Addition: Value addition will drive any changes in fees. Alternative options may be provided where necessary

2. STATEMENT OF COMMITMENT TO MANDATORY COMMUNICATION OF RULES OF UPCOMING CHANGES IN FEES.

Our commitment to mandatory advance communication of changes in fees shall form part of the Service Level Agreement with our Clients. We are committed to keeping our agreement with Clients.

- a) In compliance with the Executive Order on the Promotion of transparency and Efficiency in the business environment, Abia State Water and Sewage Corporation is mandated to give advance notice of upcoming changes in fees, and such changes shall come into effect after a minimum of 30 days after the date of notice of the changes to

our customers.

- b) We shall keep to this provision of the Executive Order to promote efficiency and transparency of official fees, levies for all users of the services of Abia State Water and Sewage Corporation.
- c) Such services include but not limited to: Services for Water connection for Domestic, Commercial and Institutional purposes.

For more information and feedback, Visit:

Abia State Water and Sewage Corporation located at No 1 Isiama Afara Street Umuahia, Abia State between 8:00AM and 4PM (Monday–Friday), excluding public holidays,

OR send us an email at

Email: janysagroworld016@gmail.com; Customer Care Number: Telephone. 07035078483 and send your feedback,



*Engr. Okonkwo Felix Nduka
General Manager, Abia State Water and Sewage Corporation (ABSWSC)*

December, 2024