



# ABIA STATE WATER AND SEWAGE CORPORATION (AbSWSC)

## Service Level Agreement (SLA) ON WATER CONNECTION

Between Abia State Water and Sewage Corporation (AbSWSC) And  
[Customer Name]

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### 1. Introduction

This Service Level Agreement (SLA) is entered into by Abia State Water and Sewage Corporation (AbSWSC) and ..... to ensure a clear understanding of the services provided by ABSWSC, the level of service expected, and the responsibilities of both parties.

### 2. Purpose

The purpose of this SLA is to define the terms and conditions under which AbSWSC will provide water supply and sanitation services to the customer, ensuring quality, reliability, and customer satisfaction.

### 3. Scope of Services

AbSWSC agrees to provide the following services to the customer:

- **Water Supply Services:** Provision of potable water to the customer's premises.
- **Sanitation Services:** Collection, treatment, and disposal of sewage and wastewater.
- **Maintenance Services:** Regular maintenance of water supply and sanitation infrastructure.

### 4. Service Availability

- **Water Supply:** AbSWSC will ensure continuous water supply. Scheduled maintenance and unforeseen outages will be communicated in advance whenever possible.
- **Sanitation Services:** Sanitation services will be available. Response to sewage issues will be initiated within 48 hours of a reported incident.

## 5. Quality of Service

- **Water Quality:** AbSWSC will ensure that the water supplied meets the national and WHO standards for potable water.
- **Sanitation Standards:** All sewage and wastewater will be treated in compliance with environmental and public health regulations.

## 6. Performance Metrics

- **Customer Satisfaction:** AbSWSC will conduct intermittent customer satisfaction surveys to ensure service quality.

## 7. Customer Responsibilities

- **Timely Payments:** The customer agrees to pay all bills for services provided by AbSWSC on time.
- **Infrastructure Access:** The customer will provide access to AbSWSC personnel for maintenance and emergency repairs.
- **Reporting Issues:** The customer will promptly report any issues or disruptions in service to AbSWSC.

## 8. Billing and Payment

- **Billing Cycle:** AbSWSC will bill the customer on a monthly/quarterly basis.
- **Payment Terms:** Payments are due within 30 days of the billing date.
- **Late Payments:** Late payments will incur a penalty of 5% of the outstanding amount per month. For more information see: Application process and guidelines for water connection (for domestic, commercial, government, industrial and institutional use) in Abia state

## 9. Dispute Resolution

Any disputes arising out of this SLA will be resolved through the following process: The Grievance Redress Mechanism of the Agency, including Negotiation, Mediation and Arbitration.

## 10. Term and Termination

- **Term:** This SLA is effective from [Start Date] and will continue for a period of 1 year, after which it will be reviewed and renewed.
- **Termination:** Either party may terminate this agreement with 30 days' written notice. AbSWSC may terminate the agreement immediately in case of non-payment or misuse of services by the customer.

## 11. Force Majeure

AbSWSC will not be liable for any failure or delay in performance due to causes beyond its reasonable control, including natural disasters, acts of terrorism, and other unforeseen events.

## 12. Amendments

This SLA may be amended only by a written agreement signed by both parties.

## 13. Governing Law

This SLA is governed by the laws of the Federal Republic of Nigeria and Abia State Water Law of 2021

## 14. Signatures

By signing below, both parties agree to the terms and conditions of this SLA.

### Abia State Water and Sewage Corporation (AbSWSC):

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[Name, Position]

Date: \_\_\_\_\_

### [Customer Name]:

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[Customer Name, Position]

Date: \_\_\_\_\_

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## 15. Contact Information

### AbSWSC:

- Customer Service: [07035078483]
- Email: [janysagroworld016@gmail.com]
- Office Address: [1 Isiama Afara Umuahia]

### Customer:

- Name: [Customer Name]
- Address: [Customer Address]
- Phone Number: [Customer Phone Number]
- Email: [Customer Email Address]

This document represents a comprehensive agreement between AbSWSC and the customer, ensuring clarity, reliability, and mutual understanding of the services and expectations involved.



*(Nduka*

*General Manager, Abia State Water and Sewage Corporation*