



## **IMO STATE GOVERNMENT**

### **IMO STATE WATER & SEWERAGE CORPORATION**

**Okigwe Road, Owerri, Imo, Nigeria**

#### **MANDATORY ADVANCE COMMUNICATION OF RULES OF UPCOMING CHANGES IN FEES**

IN LINE WITH

#### **EXECUTIVE ORDER ON THE PROMOTION OF TRANSPARENCY AND EFFICIENCY IN THE BUSINESS ENVIRONMENT PASSED IN DECEMBER, 2023**

#### **ETHICAL CODES THAT GUIDE OUR SERVICE FEE CHANGES**

- 1 Stakeholders' engagement: 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.
- 2 Transparency and Honesty: 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.
- 3 Value Proposition: Value addition will drive any changes in fees. Alternatives options may be provided where necessary

**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.

In compliance to the Executive Order on the Promotion of transparency and Efficiency in the business environment, Imo State Water and Sewerage Corporation is mandated to issue a two weeks' advance communication of upcoming changes in fees, levies etc to our customers. 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 Imo State Water and Sewerage Corporation.

Such services include Water connection, Bore- hole testing and approval.

For more information, Please, contact:

The HOD, Engineering Services, Imo State Water & Sewerage Corporation on  
08062328177

Signed

The General Manager

