



IMO STATE WATER AND SEWERAGE CORPORATION (ISWSC)

Ugwu Orji, Okigwe Road, Owerri, Imo State Tel No: 08033410762

<https://www.iswsc.org.ng>

Service Level Agreement (SLA) ON WATER CONNECTION

**Between Imo State Water and Sewerage Corporation (ISWSC) And
[Customer Name]**

1. Introduction

This Service Level Agreement (SLA) is entered into by Imo State Water and Sewerage Corporation (ISWSC) and to ensure a clear understanding of the services provided by ISWSC, 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 ISWSC will provide water supply and sanitation services to the customer, ensuring quality, reliability, and customer satisfaction.

3. Scope of Services

ISWSC 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:** ISWSC 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:** ISWSC 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:** ISWSC 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 ISWSC on time.
- **Infrastructure Access:** The customer will provide access to ISWSC personnel for maintenance and emergency repairs.
- **Reporting Issues:** The customer will promptly report any issues or disruptions in service to ISWSC.

8. Billing and Payment

- **Billing Cycle:** ISWSC 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 Imo 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. ISWSC may terminate the agreement immediately in case of non-payment or misuse of services by the customer.

11. Force Majeure

ISWSC 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.
Imo Water Law No. 42 of 2019

14. Signatures

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

Imo State Water and Sewerage Corporation (ISWSC):

[Name, Position]

Date: _____

[Customer Name]:

[Customer Name, Position]

Date: _____

15. Contact Information

ISWSC:

- Customer Service: [Phone Number]
- Email: [Email Address]
- Office Address: [Office Address]

Customer:

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

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

Signed: GM/CEO

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