



ENUGU STATE GOVERNMENT
ENUGU STATE MINISTRY OF WATER RESOURCES
ENUGU STATE WATER CORPORATION (ENSWC)

APPLICATION PROCESS AND GUIDELINES FOR OBTAINING WATER CONNECTION IN ENUGU STATE

Pursuant to the provisions of "The Enugu State Water Sector Law 2021"

Step 1: Submission of application at Enugu State Water Corporation (ENSWC) office

- ⇒ Application is submitted manually at the office of the Managing Director (MD), ENSWC, No. 3 Constitution Road, GRA, Enugu.
- ⇒ The application will specifically request for new connection to the property indicating its location (address) and type of property.
- ⇒ The Applicant should also indicate his/her name, telephone number, email on the application letter.
- ⇒ The documents required for this process are:
 - i) Property Certificate of Occupancy /Deed of Assignment
 - ii) Landlord/Tenant Id Card
 - iii) Current Tax Clearance Certificate
 - iv) Building Permits
 - v) Irrevocable Power of Attorney
 - vi) Copy of Utility Bill

Step 2: Collection and Submission of Application Form ENSWC/NWC/001

- ⇒ Upon submission of application letter in step one, the applicant is issued the application Form ENSWC/NWC/001 for completion. The form will contain the following details: names, location and type of property, ownership status (Landlord, Tenant, etc), telephone nos, Email address, declarations.
- ⇒ The completed Form ENSWC/NWC/001 is submitted physically at the MDs office, No. 3 Constitution Road, GRA, Enugu, for further processing

Step 3: Verification of property and approval of application

- ⇒ The property for which the application is made is then verified with a view to finding out if it previously had an account with the Corporation and if there is an existing trunk main through which the property can be connected.

- ⇒ The location and nature of the property are also taken into account for classification purposes
- ⇒ Upon successful verification of the property and documents, the Managing Director issues an approval for the connection

Step 4: Payment of connection fees

Upon successful verification of the property and approval by the Managing Director, the applicant can make payment for the connection fee of **₦20,000.00** into the Enugu State Government Single Treasure Account in any Bank through the Interswitch payDirect Platform using the Water Corporation Code and New Water Connection Code

Step 5: Verification of Payment, upload of applicant's detail on database and issuance BEME

- ⇒ Once the payment of the connection fee is made, an assessment of the material and labour requirements for the connection will be made and communicated to the Applicant
- ⇒ The Customer's details are sent to the State Government Data Processing Consultant by name Byte Works who uploads the Customer into the Water Corporation Customer Data Base. An account name and property identification (ID) number are generated
- ⇒ A Bill of Engineering Measurements and Evaluation (BEME) is also issued to the applicant by ENSWC for purchase of materials or provision of funds.

Step 6: Connection of premises

- ⇒ When the applicant provides the materials or the funds, officers responsible for the connection are dispatched to the property for immediate connection of the property.
- ⇒ Please note that applicant can provide materials themselves or provide funds per the BEME to ENSWC.

Timeframe:

The timeframe for the entire process is **7 days**

For more information, enquiry or complaints please visit the ENSWC office at No. 3 Constitution Road, GRA, Enugu or call: +234 8074716007, 08033287579 from 8:00AM – 4:00PM Monday to Friday.

Signed
Managing Director
Enugu State Water Corporation (ENSWC)

