



ANAMBRA STATE MINISTRY OF POWER AND WATER RESOURCES

Ukwu-oji Bus Stop, Behind Old Government House, Awka, Anambra State

1. **Working Hours:** Monday to Friday: 8:00am to 4:00pm
2. **Contact Person:** Onyedibe, Okechukwu
3. **Contact Number(s):** +2349068512794
4. **Email:** mpwr@anambrastate.gov.ng; onyedibeokechukwu@gmail.com

SERVICE LEVEL AGREEMENT (SLA) ON WATER CONNECTION FEE

S/N	SERVICE RENDERED			TIMELINE																							
	Working Day(s)			Monday to Friday: 8:00am to 4:00pm																							
1	Applicants Documentation	Official	Enquiry	The applicant makes enquiry at the Anambra State Urban Water Assets Holding Coporation (ASUWAHC) headquarters at Aroma Awka, along Enugu-Onitsha expressway or any of our zonal offices at Nnewi, Onitsha, and Otuocha to obtain the Water Connection Expression of Interest (EoI) Form (attached herewith) from the Customer/Consumer Care unit of the Corporation with this phone number: +2348134933500 Submit the filled form to the same office.																							
3	Feedback			A reply will be sent to the applicant in the contact phone number and email address provided Processing Timeline: Submitted EoIs for water connections will be processed within 21 Working Days.																							
4	Payment Receipt and Price categories			The applicant is to pay the connection one-off fee to the account details designated here according to the rates provided below as approved by the State Executive Council, February 2020: Anambra State Government Pay Direct 12040260 <table><tr><td></td><td>Dome stic</td><td>Com merci al</td><td>Gove rnme nt</td><td>Indus trial</td><td>Instit ution al</td></tr><tr><td>Price (₦/m 3)</td><td>170</td><td>325</td><td>300</td><td>400</td><td>350</td></tr><tr><td>Price</td><td>0.17</td><td>0.33</td><td>0.30</td><td>0.40</td><td>0.35</td></tr></table>							Dome stic	Com merci al	Gove rnme nt	Indus trial	Instit ution al	Price (₦/m 3)	170	325	300	400	350	Price	0.17	0.33	0.30	0.40	0.35
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		(N/L)					
		Avg. Monthly Consumption (M3)	16	25	35	55	70
		Avg. Monthly Charge (N)	2,720	8,125	10,500	22,000	24,500
		Connection One-off Fee (N)	30,000	40,000	50,000	100,000	120,000
5	Payment Documentation	The applicant is to forward evidence of payment to the Corporation's headquarters or the nearest zonal office covering their jurisdiction					
6	Delivery Time Line	The Corporation will reticulate a supply point within 10 metres of the applicant's property at the applicant's expense. Timeline: The reticulation timeline for applicants who have paid the connection fee is within 21 Working Days					
7	Service Delivery	The applicant is to make a connection from the reticulated supply point provided by ASUWAHC at their own discretion or in accordance with any arrangement made with ASUWAHC					

Hon. Ikeobi Ejiofor

MD/CEO

Anambra State Urban Water Assets Holding Corporation (ASUWAHC)

23rd December, 2025