



## **GOMBE STATE WATER BOARD**

### **PROCEDURE FOR APPLYING FOR BULK WATER SUPPLY SERVICES**

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#### **Guiding Laws and Regulation**

In accordance with the Gombe State Water Board (Amendment) Law, 2011, the Gombe State Water Board is empowered to regulate and oversee water supply services, including bulk water supply, within the state. The law mandates the Board to ensure efficient distribution, promote sustainability, and establish service charges, all aimed at managing the state's water resources effectively and equitably.

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#### **Purpose and Context**

This guideline provides a clear, step-by-step process for businesses, estates, industrial facilities, and other large-scale consumers in Gombe State to apply for bulk water supply services from the Gombe State Water Board.

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#### **STEP 1: Confirm Service Availability**

- Visit the Gombe State Water Board office or contact their customer service to confirm the availability of bulk water supply in your area.
  - Ensure your property or facility has the necessary infrastructure for bulk water connection (e.g., pipelines, reservoirs, or tanks).
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#### **STEP 2: Pre-Application Requirements**

Prepare the following documents:

1. **Business/Organisation Registration Certificate** (for corporate entities).
2. **Proof of Property Ownership or Lease Agreement.**

3. **Tax Clearance Certificate (TCC)** for businesses or estates.
  4. **Site Layout Plan** showing the location of the water connection point.
  5. **Estimated Water Demand Report**, detailing the expected daily or monthly consumption.
  6. **Valid Identification Document** (for individuals or business representatives).
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### **STEP 3: Application Submission**

- Visit the **Gombe State Water Board Head Office** at the State Secretariat Complex and obtain the **Bulk Water Supply Application Form**
  - Fill out the form accurately and attach all required documents.
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### **STEP 4: Payment of Application Fee**

- Pay the non-refundable application fee at the Gombe State Water Board's payment desk or through the platform: [www.irs.gm.gov.ng](http://www.irs.gm.gov.ng)
  - Collect your payment receipt, which must be submitted with your application.
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### **STEP 5: Site Assessment and Feasibility Study**

- After submitting your application, the Gombe State Water Board will send a technical team to your location to:
    1. Conduct a site assessment.
    2. Verify infrastructure compatibility.
    3. Determine connection feasibility.
    4. Provide recommendations for any upgrades or additional infrastructure required.
  - The assessment report will be prepared within **7 working days**.
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### **STEP 6: Approval and Contract Agreement**

- If the assessment is favourable, the application will be approved, and a **Bulk Water Supply Service Agreement** will be issued.
  - The applicant must review, sign, and return the agreement within **5 working days**.
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### **STEP 7: Installation and Connection**

- Once the agreement is signed and any additional infrastructure upgrades (if required) are completed, the Gombe State Water Board will proceed with:
    1. Installing the bulk water meter.
    2. Connecting the property to the bulk water supply system.
  - This process will be completed within **10 working days** from the date of agreement finalisation.
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## **STEP 8: Regular Billing and Payments**

- Bulk water supply users will receive monthly bills based on meter readings.
  - Payments can be made via:
    1. Direct bank deposit or transfer to the Gombe State Water Board account.
    2. Online payment through the [www.irs.gm.gov.ng](http://www.irs.gm.gov.ng)
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## **STEP 9: Maintenance and Support**

- The Gombe State Water Board will provide periodic maintenance of the bulk water supply infrastructure.
  - Customers are advised to promptly report leaks, service disruptions, or other issues to the Board's customer service unit.
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## **Contact Information**

For more information, enquiries, or complaints:

- **Gombe State Water Board Headquarters**
- **Address:** Pantami Behind Gombe State Stadium, Gombe,
- **Phone:** +2348028409473
- **Email:** [gswbmail@gswb.org.ng](mailto:gswbmail@gswb.org.ng)
- **Office Hours:** Monday to Friday, 8:00 AM – 4:00 PM.

## **FEE STRUCTURE FOR BULK WATER CONNECTION SERVICES**

Fee Category	Description	Amount (₦)
1. Application Fee	Non-refundable fee for processing the application.	5,000
2. Site Assessment Fee	Cost of technical team visit to assess property suitability.	10,000
3. Infrastructure Connection Fee	Labour and materials for connecting to the bulk water system.	<b>Small Enterprises/Estates:</b> 20,000
		<b>Medium Enterprises:</b> 30,000
		<b>Industrial Facilities:</b> 50,000
4. Bulk Water Meter Installation Fee	Cost of procuring and installing the bulk water meter.	<b>Standard Meter (Small Business):</b> 15,000
		<b>Industrial Meter:</b> 25,000
5. Security Deposit	Refundable deposit against unpaid bills or meter damage.	<b>Small Enterprises/Estates:</b> 10,000
		<b>Medium Enterprises:</b> 20,000
		<b>Industrial Facilities:</b> 50,000

<b>6. Monthly Bulk Water Tariff</b>	Payable per cubic metre based on water consumption.	<b>Small Enterprises/Estates:</b> 200 per m <sup>3</sup>
		<b>Medium Enterprises:</b> 180 per m <sup>3</sup>
		<b>Industrial Facilities:</b> 150 per m <sup>3</sup>
<b>7. Maintenance Fee</b>	Annual fee for infrastructure maintenance.	<b>Small Enterprises/Estates:</b> 5,000/year
		<b>Medium Enterprises:</b> 10,000/year
		<b>Industrial Facilities:</b> 15,000/year

**Special Discounts for Stakeholders**

<b>Stakeholder Category</b>	<b>Discount Description</b>	<b>Discount Rate (%)</b>
Government-Owned Facilities	Discount on connection fees	20%
Educational and Healthcare Institutions	Discount on all fees	25%

Non-Governmental Organisations (NGOs)	Discount on application and connection fees	15%
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**Payment Options**

- 1. Fees can be paid in installments over **3 months** (for connection and security deposit).
- 2. Discounts apply for upfront payments.

Signed:

Managing Director/CEO,

Gombe State Water Board

20th December, 2023