Form: NC-01

NATIONAL WATER SUPPLY AND DRAINAGE BOARD

Application for New Water Connection

Registration No.:

(For Office Use Only)

VERY IMPORTANT: No document, bill, or any other statement of information related to this water connection shall be valid for any civil rights of the applicant, and the Board shall not be bound by any legal proceedings or liability in respect thereof.

Before completing this application, please read the attached instruction sheet carefully and follow the instructions.

01 Full Name of Applicant (Rev./ Mr./ Mrs./ Miss)

02 Institution / Business Name (If an institution, state the designation/title and business name to be printed on the water bill)

03 Name with Initials (Write the name with initials in English CAPITAL letters, leaving one blank box between each name)

04 National Identity Card / Passport Number (Attach a photocopy)

05 If the address of the location where the water connection is requested (Instruction sheet Annex - 01) is not the address mentioned in the identity card, please attach a document verifying the address (Form NC-02). If it is a business or institution, please specify the designation and business name that should appear on the bill.

06 Address in English CAPITAL Letters

07 Grama Niladhari Division : Division No :

08 Divisional Secretariat Division : Division No :

09 If the applicant is permanently residing at another location, provide that address - (Instruction Sheet Annex- 01)

10 **Contact Details**

10.1 Telephone No – Mobile (Compulsory)
Whatsapp
10.2 Residential telephone Number
10.3 Office Telephone Number (if available)
10.4 Email address

11 Type of New Water Connection Required (Please place a ✓mark against the applicable category)

	✓mark	Required daily water consumption (Litres)
11.1 Domestic		
11.2 Business / Commercial		
11.3 Factory / Manufacturing		
11.4 Other [Ex: School/Religious)		

12 Does a Community Water Supply Scheme exist at the location where you are requesting the water supply? Yes ☐ No ☐

If such a scheme exists, submit a letter from the Community Water Organization confirming that it has no objection to providing an NWSDB water supply.

13	Trench Excavation for Laying Water Pipes – Will the applicant undertake the excavation of trenches required for laying the water pipes? (Please place a √ mark)	Yes		No	
	(Obtain the specifications relating to trench excavation from the relevant Water Supply Operations Office)	Yes		No	
	13.1 For the Distribution Pipe (For example, along the main road)				
	13.2 For the Water Connection (From the distribution pipe up to the water meter)				

14 If a sewerage connection already exists at this location, state the account number

		/			/				/				/			

15 If information is available regarding a NWSDB water connection at a nearby house, state the relevant water bill account number.

		/			/				/				/		

16 Draw a sketch showing the route by which the location where the water connection is required can be reached, including sufficient details to identify the location easily. If necessary, attach an additional sketch.

To record GPS coordinates (read the instruction sheet on how to obtain coordinates) (Annex 03 and 04)

Latitude (N)											Longitude (E)									

(The sketch should indicate: Main road, Side road, House/Institution . Other relevant landmarks)

17 Has a water connection previously been obtained for this location? Yes ☐ No ☐

If yes,

17.1 Account Number:

		/			/				/				/		

17.2 Type / Category

18 If a water supply was previously obtained for these premises, state the reason for requesting another water supply. A second water supply at the same premises will only be provided for a separately constructed and completed house/building.

Reason :

Important Notice: The Board will provide water only up to the water meter. The applicant shall properly arrange the water storage and internal distribution system within the premises according to the construction requirements. As the Board may temporarily suspend the water supply for operational, maintenance, repair, or other essential activities required for the proper functioning of the water distribution system, the applicant should make arrangements to store a quantity of water at least equivalent to the daily consumption requirement.

I hereby declare that the information provided in this application is true and correct.

If any information provided herein is subsequently found to be false, I agree and undertake to pay any loss, outstanding amount, or penalty determined by the Board as having resulted from such false information.

I further agree that the Board may disconnect the water supply obtained on the basis of false information.

Applicant's Signature

D	D		M	M		Y	Y	Y	Y

Date

Form NC 02

Certification of Residence / Address

This certification is required **only when the address of the location where water is requested cannot be confirmed through the applicant's National Identity Card or an electricity bill issued in the applicant's name for that location**.

The Grama Niladhari shall certify the address of the location where the water supply is requested.

Regional Engineer/OIC ( )
National Water Supply and Drainage Board

Certificate & Residence/Address

Mr. / Mrs. / Miss _____
is permanently / temporarily / as a tenant residing at: No. _____
_____
in the _____ Divisional Secretariat Division, _____ Grama Niladhari Division, for a period of _____ years, and that he/she **is / is not the legal owner** of the said premises.

I further certify that a house/business premises is being constructed / proposed to be constructed at the above location according to Building Application No. _____ dated _____ and the relevant building permit.

Signature and Official Stamp of Grama Niladhari: _____

Date: _____

Receipt / Acknowledgement of Application

The registration number of your water connection application is the Generated Reference Number.	

Please note that acceptance of this application does not constitute a guarantee that a water connection will be provided.

Applicant's Name	
Name of Officer Receiving the Application	

Designation		**Signature**	
Date		**Official Seal**	

Telephone number to be contacted for further information	
Regional Engineer's Office / Acting Officer's Office. National Water Supply & Drainage Board	

Instructions for Completing the Application for a Water Connection

A. Instructions for Completing Form NC-01
B. Instructions for Obtaining the Water Connection After Submitting the Application

A. The following instructions should be followed when completing **Form NC-01**.

Item	Instructions
1	Clearly write the applicant's full name as stated on the National Identity Card in the relevant boxes.
2	If it is an institution, clearly enter the designation/title or business name as stated in the institution's registration certificate and as required to appear on the bill.
3	Write the name with initials in English CAPITAL letters, leaving one blank box between each name.
4	Write the applicant's National Identity Card (NIC) number or passport number clearly, one digit per box (attach a photocopy of it with this application).
5	If the address on the National Identity Card is the same as the location where water is requested, submit a copy of the NIC. If the address differs, submit one of the following: • Grama Niladhari certificate • Relevant year's assessment/rates notice; or • Electricity bill issued in the applicant's name.
9	If you are not residing at the location where the water connection is needed and are permanently residing at another location, please state that address. (Leave a blank box between each name.)
10	Provide: • Mobile telephone number; • Home telephone number; • Office telephone number; and • Email address, where applicable.
12	If the requested location is in an area operated in association with a community-based organization, state this and submit a letter confirming the organization's consent to obtain an NWSDB water connection.
13	Clearly state whether the applicant will excavate and close the required trenches to the specified depth and length. If the applicant does not undertake this work, the cost will be considered as work to be carried out by the NWSDB and the relevant amount will be included in the estimate.
16	Draw a clear sketch here to help identify the location where the water connection is required. Attach separate sketches if necessary. If there is a water supply at a neighboring house, stating its account number will help in identifying your location. Please enter the coordinates (GPS Coordinates) in the relevant table to confirm the location where the water supply is to be provided. Instructions on how to obtain these coordinates are attached herewith. (See Annex 03 and Annex 04.)
18	If a water supply connection was previously obtained for this location, the relevant details must be provided. For a second water connection, a certificate confirming that all outstanding amounts relating to the existing water supply connections have been fully settled must be obtained.

Complete the application, submit it to the National Water Supply & Drainage Board, and obtain the receipt.

B, **Instructions for Obtaining the Water Connection After Submitting the Application**

B1. Based on your application, the Board will issue:

- A payment voucher containing the estimate;
- A document containing details regarding road cutting required for providing the water connection; and
- The agreement to be entered into with the Board for obtaining the water connection.

1. Road Cutting
   a) Submit the road-cutting document to the institution responsible for maintaining the relevant road.
   b) First pay the amount required for repairing the road damage to that institution.
   c) Then pay the relevant estimated amount to the National Water Supply & Drainage Board.
   d) After making these payments, submit the relevant payment receipts and the road-cutting permit issued by the institution responsible for maintaining the road to the relevant Board office.
2. Payments to NWSDB
   Payments required for obtaining the water connection must be made at the location specified in the relevant voucher.

B2. If the relevant water consumer cannot personally attend to sign the agreement with the Board, the agreement must be signed before a **Justice of the Peace / Commissioner for Oaths**, witnessed by two witnesses, and submitted to the relevant Board office.

B3. A refundable deposit must be paid when obtaining the water connection.
This deposit may be reclaimed when the applicant no longer requires the water supply, after disconnecting the supply from the main pipe and cancelling the account.

B4. The water connection will be provided only through the access road serving the premises and from the main access point to the premises, such as the **main gate**.
It will not be provided through another property, road, or location.

B5. Normally, a domestic water connection is provided using a **½-inch (20 mm) diameter pipe**.
Depending on the applicant's request, consumption pattern, and technical feasibility, a **¾-inch (25 mm) diameter pipe** may be considered.
The applicant should construct the required stand/support for installing the water meter. If not the cost may be included in the estimate. Relevant instructions will be provided by the respective office.

B6. If the applicant has difficulty making the payment in one instalment, an instalment payment facility is available. However, persons residing in rented or leased premises are **not eligible to pay the estimated amount in instalments**. The applicable instalment interest will apply when entering into an instalment agreement.

B7. The Board supplies water only up to the water meter.
The applicant must properly arrange the internal water distribution system within the premises.
Since the Board may temporarily suspend the water supply for operational, repair, or other essential work, the applicant should make arrangements to store sufficient water equivalent to the **daily consumption requirement**.

B8. If you have any additional questions regarding this matter, please contact the telephone number stated on the receipt for further information.

Please use clean drinking water sparingly and help ensure that water is available for others to drink.

Annex 03

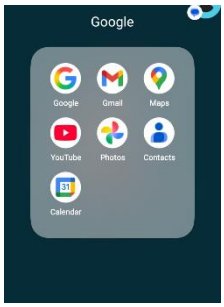
Instructions on How to Find the Coordinates of Your House

How to get Coordinates on Android Phones

This instruction sheet explains how to obtain the coordinates of the location of your house using the Google Maps application.

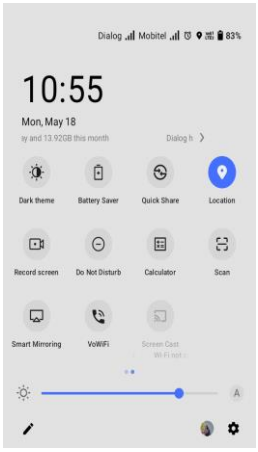
Steps

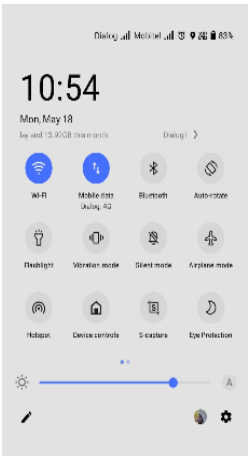
1. Open the Google Maps application.

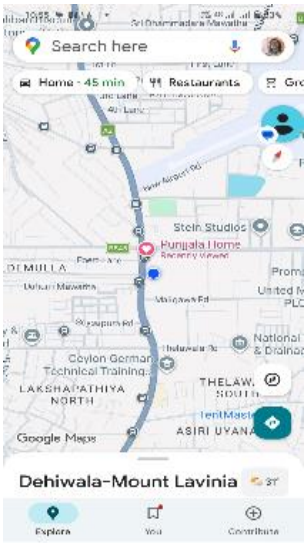


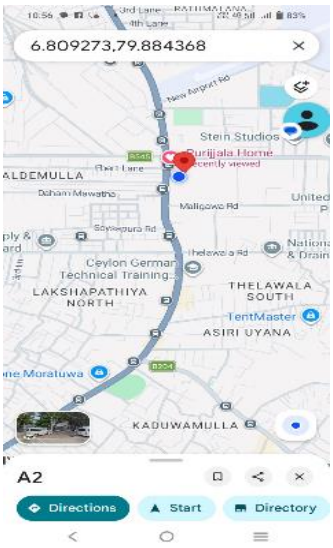
2. If Google Maps is not installed on your phone, download it from the Play Store.
3. Make sure that your **Location** and **Mobile Data** are enabled.

   Wait for a short time until your location becomes stable.
4. Select **"Find my location"** and zoom in closer to your location.
5. If you are inside the house, go outside and wait until your location becomes fixed.
6. When your location is not fixed accurately, a large light-blue circle may appear around the location marker.









How to get Coordinates

- Press and hold on the exact spot of your house until a **red pin** appears.
- The **Coordinates** will appear in the search bar or at the bottom of the screen.

Example : Latitue – 6.809273
Longitute – 79.884368

How to Get Coordinates on iPhones

Step 1 - Open Google Maps on your iPhone.





If you do not have it installed, download it from the Apple App Store.

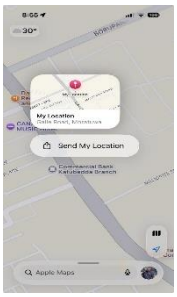
Step 2 - Turn on:

- **Location Services**
- **Mobile Data** or Wi-Fi



To enable Location Services:
1. Open **Settings**
2. Go to **Privacy & Security**
3. Tap **Location Services**
4. Turn it ON
5. Allow access for Google Maps

Step 3- Open Google Maps and tap the **current location** icon.
Wait a few seconds until the blue dot shows your exact location.



Step 4 - Zoom in to your house location.

Step 5 - Press and hold your house location on the map until a **red pin** appears.

Step 6 - The coordinates (Latitude & Longitude) will appear in the search bar or information panel.



Example: - 6.9271, 79.8612

Using Apple Maps (Alternative Method)

You can also use Apple Maps:
1. Open Apple Maps
2. Touch and hold the location
3. A pin will appear
4. Swipe up the information panel
5. The coordinates will be displayed

Tips

- Stand outside the house for better GPS accuracy.
- Wait a few seconds until the blue location circle becomes smaller.
- Use satellite view for better identification of your house.

File No.: _____

CUSTOMER AGREEMENT FOR A WATER CONNECTION WITH NWSDB

I/We, residing at: …….

agree to obtain a water connection from the **National Water Supply & Drainage Board** for:……..
…….

I/We acknowledge that I/we are fully aware of the conditions stated in the **National Water Supply & Drainage Board Act No. 2 of 1974**, the **Amendment Act No. 13 of 1992**, and any conditions subsequently imposed by the Government or the National Water Supply & Drainage Board.

I/We agree to comply with such conditions and charges.

If I/we fail to comply with the applicable conditions and charges, I/we understand that the Board may disconnect the water connection at any time at its discretion.

I/We also acknowledge that the Board has the right to take legal action against me/us, the Department/Ministry/Institution, as applicable, to recover outstanding amounts.

[The conditions included in some regulations and orders under the above mentioned Acts are presented below for clarity and ease of reference. However, the list is not exhaustive and is provided for the convenience of customers.]

CONDITIONS RELATING TO WATER SUPPLY

01. Prevention of Wastage

The consumer shall ensure that the water supplied is not wasted or improperly used.

02. Temporary Construction Supply

If the water supply is for construction or provided to a contractor, it is a temporary water supply and is subject to disconnection after 6 months; therefore, if the water supply is required again, a new agreement must be entered into to obtain it.

03. Inspection

Any officer authorized by the General Manager of NWSDB for water-supply-related duties shall be permitted, at any reasonable time, to inspect internal water pipes and installed equipment.

04. Water Charges

The consumer shall pay the applicable water charges to the General Manager of NWSDB according to the consumption recorded by the water meter, which remains the property of the Government in relation to the water supply.

05. Materials and Equipment

The costs of all materials required from the main pipe to the water meter for providing the water connection shall be included in the estimate prepared by the Board.

Materials supplied by the customer will not be accepted.

Even if the customer has paid for such materials through the estimate, those materials shall remain the property of the Board.

The Board has the right to use such equipment and pipe routes to provide water to another customer.

No person other than Board employees shall interfere with or carry out any work on such equipment or pipe routes.

06. Loss or Damage

If the above equipment or pipes are lost, destroyed, or damaged, the customer must inform the Board. Except where the damage is caused by a manufacturing defect in the equipment, the customer shall pay all costs incurred for repairing or replacing the damaged items.

07. Meter Reading

The customer shall provide access and facilities for officers who visit to read the water meter.

If the meter is not functioning, the Board's representatives cannot access the meter, or an unavoidable reason requires an estimated bill to be issued, the customer shall provide the necessary facilities for meter reading.

Failure to do so may result in the Board disconnecting the water supply.

08. Internal Plumbing

The Board shall not be responsible for maintaining any water pipes or equipment installed **after the Board-owned water meter**.

09. Pumping / Interference

It is an offence to improperly interfere with the water supply or install a pump on the Board's pipe to increase pressure in a manner that affects the efficient supply of water to other customers.

The Board may disconnect the relevant water supply and impose a penalty.

10. Improper Use / Tariff Category

The customer shall not use the water supply provided under one category for activities subject to a higher tariff category.

If the customer's use changes so that a higher tariff category applies, the customer shall pay charges under that category from the date determined by the Board and shall be subject to any applicable penalty.

11. Payment of Water Bills

When the amount payable for the water supply is notified via bills/SMS, you are bound to pay it. If said amount is not paid in full within 30 days from the date the bill is issued, or if any of the conditions regarding the supply mentioned herein are violated, the Board reserves the right to disconnect the water supply. If there are other water connections in addition to this connection, and there are arrears from before or after they have been disconnected, the Board has the authority to disconnect those water supplies after debiting the existing arrears, even if there are no arrears in the account related to this water connection or other accounts related to this location.

12. Reconnection

A disconnected water supply will only be reconnected after the customer pays all outstanding charges and all costs incurred for reconnection.

13. Unauthorized Supply / Sale

Improper use of the water supply or supplying or selling part of the water supplied to another person is a punishable offence.

A penalty may also be imposed according to the Board's procedure.

14. Temporary or Permanent Disconnection

A customer wishing to temporarily or permanently disconnect the water supply must give written notice **at least one week in advance**.

The customer must pay for water supplied up to the date of disconnection.

15. Disconnection for Non-Payment

If water bills have not been properly paid, the Board may notify the customer by printing a disconnection notice on the bill, sending it by post, or displaying it at the premises.

The Board may disconnect the water supply from the meter/main pipe regardless of whether persons are present at the premises.

Where necessary, the Board may enter the premises with the assistance of the Police to disconnect the water supply.

16. Subdivision of Property

In the event the original land is subdivided and new assessment numbers are assigned, the owner must notify the Board in writing of the new assessment numbers and the details of the new owners. Failure to do so will not exempt one from any liability. Please be aware that even after the original land or any subsequently separated portion is transferred, one remains liable to pay any arrears due to the Board on the original land.

17. Sale of Premises

If the premises with the relevant water supply is sold, the new owner must pay the required deposit and enter into a new agreement.

If this is not done, the Board has the right to disconnect the water supply.

If there are outstanding amounts relating to the water supply at the time of purchase, the new owner is also liable to pay the full outstanding amount.

18. Reconnection After Disconnection

After disconnecting the water supply at the meter, the Board has the authority to also disconnect it from the main pipeline. If the water connection is required later, even if it has not been reconnected within 365 days of disconnection, notice must be sent via registered post within those 365 days of disconnection. If water supply is required again after the account has been cancelled, a new water connection must be obtained by paying the water supply charges and any arrears from the previous account.

19. Revision of Charges and Conditions

After giving public notice or written notice to the customer, the Board may revise or change certain conditions relating to water supply or the applicable tariff from time to time.

Such revisions or changes shall become effective from the date stated in the notice.

20. Obstruction of Service Pipe

If the water pipe between the Board's service pipe and the water meter becomes intentionally or legally obstructed, the Board has the right to disconnect the water connection.

21. Tenant / Lessee

Where a tenant or lessee obtains a water supply, the tenant/lessee must, at the end of the tenancy/lease period, inform NWSDB and take the necessary steps either to disconnect the supply or transfer it to the property owner's name.

If this is not done, the tenant/lessee remains responsible for the relevant water supply.

22. Sub-Meters

Where separate sub-connections are provided from the main water supply to a premises, if there is a difference between the consumption recorded by the main meter and the total consumption recorded by the sub-meters during a specified period, the shortage may be allocated proportionately among the accounts associated with the sub-meters.

Alternatively, the shortage may be charged under a separate account.

If such charges are not paid, the main water supply may be disconnected even if the outstanding amounts of the individual sub-meter accounts have been settled.

23. Temporary Suspension of Water Supply

The Board may temporarily suspend the water supply to inspect the proper operation of the water distribution system, carry out emergency repairs, or perform other necessary work.

The Board shall not be responsible for losses resulting from such suspension.

Where possible, prior notice will be given to the customer.

To minimize inconvenience, the customer should maintain a water storage tank with a capacity of at least **24 hours' consumption**.

24. Accuracy of Documents and Information

The customer is required to provide true and accurate documents and information when applying for the water supply.

If it is subsequently established that the information is false or inaccurate, NWSDB has the right to disconnect the water supply from the main pipe.

The Board shall not be responsible for any loss or damage suffered by the customer as a result of such disconnection.

25. Monthly Bills and SMS Notifications

After the monthly meter reading is taken, the monthly water bill and all notifications will be sent by **SMS** to the telephone number provided by the customer.

Payment must be made within **30 days**.

If the telephone number provided to the Board changes, it is the customer's responsibility to update the number.

If the water supply is disconnected because the customer failed to update the telephone number, the customer shall be considered responsible for the disconnection caused by such negligence.

CUSTOMER DECLARATION

I/We, _____, hereby confirm that I/we have read and understood all the above conditions and agree to comply with all such conditions, including any conditions imposed from time to time.

Domestic Applicant

Name: .....

Address: .....

Ownership/Tenant Status: .....

NIC No: .....

Signature: .....

Date: .....

Non-Domestic Applicant (Business/Company/State Institution)

Name: .....

Address: .....

Authorized Persons:

1. Full Name: .....
   NIC No: .....
   Signature: .....
   Date: .....
2. Name: .....
   NIC No: .....
   Signature: .....
   Date: .....

(If it is not signed in the presence of an officer of the board, the following section will apply)

Witnesses (2 persons):

3. Full Name: .....
   NIC No: .....
   Signature: .....
   Date: .....
4. Name: .....
   NIC No: .....
   Signature: .....
   Date: .....

Sworn/affirmed before me on .....

Commissioner for Oaths / Justice of Peace
Authorized Officer Name: .....

Signature | NIC | Date | Official Seal

Authorized Officer's Name: .....

.....	.....	.....	.....
Signature	NIC	Date	Official Seal

General Instructions

1. If you wish to receive your monthly water bill by **email**, the email address you have provided will be activated in the system only after you **accept** the automated email sent by the Board.

2. All inquiries, requests, and customer complaints relating to your water supply should be reported through the Board's **toll-free hotline 1939**.

Form: NC-04

Application Form for Change of Name and/or Address in a Water Billing Account

1.0 Current Account Details

1.1 Account Number: .....

1.2 Name: .....

1.3 Address: .....

2.0 Details to be Changed

2.1 Full Name: .....

2.2 Name with Initials (in English Capital Letters): .....

2.3 National Identity Card (NIC) Number: .....

2.4 Address: .....

2.5 Address to be Changed (in English Capital Letters): ……..…
…….....

2.6 Telephone Number:

- Mobile: .....
- Landline: .....

2.7 Email Address: .....

3.0 Reason for the Change

.....

For Change of Name

When applying for a change of name, **one** of the following documents must be submitted together with its original for verification. The document must contain both:

- the address appearing on the current water bill issued for the premises; and
- the name requested to be updated.

Acceptable documents are:

- Copy of the National Identity Card (NIC);
- Certificate issued by the Grama Niladhari;
- Electricity bill;
- Assessment Rates Notice for the relevant year; or
- Copy of the Title Deed.

In addition, a letter confirming that the previous account holder has **no objection** to the change of name must be submitted. If such a letter cannot be obtained, the applicant must submit a **Sworn Affidavit** confirming the same.

For Change of Address

Where **only the address** is to be changed while **the account holder's name remains unchanged**, the applicant shall submit **one** of the following documents together with its original for verification to certify that the previous address and the requested new address refer to the **same property**:

- Certificate issued by the Grama Niladhari; or
- Assessment Rates Notice.

Grama Niladhari's Certificate for Change of Address

I hereby certify that Mr./Mrs./Ms. ..... is a resident of ..... (address) within the ..... Grama Niladhari Division of the ..... Divisional Secretariat Division, and has obtained a water supply connection to premises bearing No. ..... under Account No. .....

I further certify that the address currently recorded in the water billing account as: ……

.....

and the address requested to be changed to: ……..

.....

both refer to **the same premises only**.

....

Signature and Official Seal of the Grama Niladhari Date

Important

Where a **change of customer name** is requested for the purpose of obtaining relief relating to a **high water bill**, or where the customer name of an account has been changed **repeatedly within a short period**, it is **mandatory** to submit:

- the Assessment Rates Notice; and
- a copy of the Title Deed,

together with their respective originals for verification.

Form: NC-05

Declaration by the Applicant

I, **.....** (Full Name), a permanent resident of No. **....., ... Street**, **..... Grama Niladhari Division**, **..... Divisional Secretariat Division**, **..... District**, do hereby solemnly, truthfully, and sincerely declare as follows:

1. I am the above declarant, and my National Identity Card (NIC) Number is **.....**.

2. I am the **new owner / occupant** (delete whichever is inapplicable) of the premises bearing No. **....., ... Street**, **..... Grama Niladhari Division**, **..... Divisional Secretariat Division**, **..... District**.

I acknowledge that, following my application to change the **name and/or address** in respect of the water billing account for the above premises, if any legal objection is raised by the previous owner(s) due to any inaccuracy or misrepresentation in the information provided by me in connection with this application, resulting in the transfer or disconnection of the water supply, the Board shall **not be held responsible** for any loss or damage incurred by me.

I further agree, as the applicant, that in such an event I shall reimburse the Board for all expenses incurred by it.

Applicant's Name: **.....**

3. I further declare that the change of **name and/or address** in the water billing account is a service provided solely upon my request. I understand and acknowledge that such a change **does not constitute legal proof of ownership** of the premises and **shall not be used or relied upon for any legal proceedings or for establishing ownership of the property.**

....

Signature of the Applicant **Date**