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.