Form: NC-03

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**.