

File No .....

**National Water Supply and Drainage Board**

**Agreement entered into by the consumer with the National Water Supply and Drainage Board for a Water Service Connection.**

I ..... of ..... hereby agree to abide by the following terms, and conditions relating to obtaining a water service connection in the water Supply Schemes of the National Water Supply and Drainage Board.

Address of the premises: .....

- 01 I agree to abide by the Terms and Conditions laid down in the National Water Supply and Drainage Board Act, No.02 of 1974 and of those in the National Water Supply and Drainage Board (Amendment) Act, No.13 of 1992 as well as any other conditions that may be subsequently laid down by the Government or the National Water Supply and Drainage Board. I am fully aware that if I fail to conform to such rules and conditions, I shall be liable to disconnection of this service connection at any stage whatsoever at the discretion of the National Water Supply and Drainage Board.
- 02 I undertake to ensure that the water supplied to the premises is not wasted and that it is not used for any irregular purpose.
- 03 I agree to provide facilities at all reasonable times to any officer whomsoever authorized by the General Manager of the National Water Supply and Drainage Board to inspect all internal water pipes and fittings.
- 04 I agree to pay the water rates payable to the General Manager of the National Water Supply and Drainage Board in respect of the readings appearing on the water meters which remain as State property in respect of water service connections for domestic consumption as well as other connections of the National Water Supply and Drainage Board.

*(Given below are the terms and conditions contained in some of the regulations and orders of the above enactments for sake of classification. It must be noted however, that they are in no way comprehensive and that are given solely for facilitating the understanding of the consumers).*

- 05 The pipeline up to the water meter providing the water connection to the consumer including the water meter and all the equipment and pipes shall remain the property of the Board and no person other than the employees of the Board shall meddle with such equipment or pipes for any reason whatsoever.
- 06 Although the consumer makes outlays of moneys for the pipelines and equipment required for providing the water supply, they remain the property of the Board. The Board has the right to make use of such pipelines and equipment for the purpose of providing a water supply to any other consumer.
- 07 If the above equipment or pipes are lost, destroyed or damaged, the consumer shall inform such fact to the Board and except in instance where such damage has been caused by faulty equipment and workmanship, the consumer shall pay all expenses of repairing or replacing such items to the Board.
- 08 In the event of the water meter getting out of order or any representative of the Board being unable to have access to it for the purpose of taking down the meter readings, the water consumption during the period concerned will be assumed on the basis of the previous average consumption recorded thereon or on the basis of some other appropriate method and the water bill will be accordingly submitted to the consumer.
- 09 The Board will not assume the responsibility of maintaining any water pipe or equipment installed after the installation of the water meter belonging to the Board.
- 10 The Consumer should not interfere with the efficient supply of water to other consumers by the way of installation of suction pumps or any such appliances to enhance the supply. In such irregularities the Board is authorized to disconnect the water supply concerned and the consumer shall be liable to a penalty.

- 11 The consumer must not use his water supply provided to him under a particular tariff system for any purpose whatever for which a higher tariff applies. In the event of a consumer's water supply being changed bringing under a higher tariff, such consumer shall be liable to pay water rates under such higher tariff from the date such higher tariff becomes effective.
- 12 The Board reserves to itself the right of disconnecting the water supply in the event of failure on the part of the consumer to pay in full the amount payable in respect of the water supply as notified to him per bills or in the event of violating any terms and conditions stated herein relating to the water supply.

In case of the prevalence of extra number of service connections in the same premises and disconnected for non settlement of arrears the Board reserves the right to recover such arrears by the way of disconnecting the existing service line notwithstanding the arrears position of the existing connection.

These terms and conditions will apply to the consumer, the landlord or any other person. A disconnected water supply will be restored only after the consumer had paid all costs of such restoration of supply and arrears outstanding.

- 13 It is a punishable offence for a consumer to abuse or misuse the water supplied to him by the Board or to supply or sell a part of his own water supply to another.
- 14 In the event of any consumer intending to have his water supply terminated, notice of such intention should be given at least one week earlier in writing and the consumer will be required to make payments in respect of the water supply effected up to the date of such termination.
- 15 Water Board has the right to disconnect supply while payments are outstanding after informing the Consumer on the printed bill itself or sent through post or by displaying a notice at the premises. If the Consumer is not available at the premises at the time of the Disconnection the Board shall take action with entering premises with Police or by disconnecting the supply through main supply line.
- 16 In case of a subdivision of the main land where the Service line is installed and provide separate assessment numbers by the respective local authority the consumer is responsible to provide such details to the Board. In failure to provide such details the consumer is liable to

settle all the dues related to the service connection given for main land irrespective of the ownership change

- 17 In a situation where premises is sold new owner must provide a deposit and signup for a new agreement. If such agreement is not made Water Board has right to disconnect the supply.
- 18 After disconnecting a Supply Water Board has the right to remove the supply line. Even if reconnection is not made effective within 365 days a request letter has to be sent on or before 365 days to the Board in registered post regarding the willingness to obtain the reconnection. If an event where account is closed it is necessary to pay the new connection charges and settlement of previous outstanding by the applicant to restore the supply.
- 19 the board is empowered to periodically revise or alter any of the terms and conditions or the rates coming under the Tariff systems relating to the water supply after public notice or written notice to the consumer. Such revision or alterations will be effective from the date of such notification.
- 20 Water Board reserves the right to disconnect the supply if supply route is obstructed by purpose or blocked due to legal issues.
- 21 Consumer is abided to provide authentic documents in applying for a water supply connection. If it is been proved later that submitted documents are forged National Water Supply & Drainage Board has the right to disconnect supply from the main supply line.
- 22 Whenever the service line is obtained by a tenant or lessee such tenant or lessee should aware the Board in respect of the termination of their tenancy / lease agreement and make necessary arrangements the change the ownership of account. If not the tenant or lessee is further responsible to settle the outstanding arrears.

I hereby inform that I have read and understood all the above mentioned terms and conditions and that I agree to conform to all those and any other terms and conditions whatever that may be imposed from time to time.

*(Please delete the inappropriate)*

A.  Domestic Owner/Tenant/Lessee

1. Applicant's Full Name : .....
2. Service address : .....
3. Applicant's Signature : .....
4. National Identity Card Number : ..... Date.....

B.  Non Domestic Name of the Business (Company / institution / Partnership Company)

1. Service address: .....
- Name of the Head of Government Organization / Authorized Officer, Directors Name *(If a Company)* or  
Name of Business Enterprise owner  
Full Name : .....
- Signature : .....
- National Identity Card Number : .....
- Date : .....
- Seal :

2. Service address: .....
- Name of the Head of Government Organization / Authorized Officer, Directors Name *(If a Company)*  
or Name of Business Enterprise owner  
Full Name : .....
- Signature : .....
- National Identity Card Number : .....
- Date : .....
- Seal :

..... OR .....

C. If required only

Witness Details

Swear and affirm before me on 01. Full Name : .....

..... Of ..... 20.....

Commissioner of Oath / Justice of Peace N.I.C.No : .....

Full Name : ..... Signature : ..... Date: .....

Address : ..... Seal (if any) : .....

.....

.....

Signature : ..... 02. Full Name : .....

Seal : ..... N.I.C.No : ..... Date: .....

Signature : ..... Date: .....

Seal (if any) : .....

**For Office Use only**

Full Name of Authorized Officer of the Board: .....

Designation : .....

Signature : .....

Seal : ..... Date: .....

