



## GUIDELINE FOR WATER DISCONNECTION

- a) A customer will be disconnected from water supply upon receiving notice from District Manager 7days after receiving the final notice due to the following;
- Customer who fails to settle his bill or half of his total debt for up to 120 days.
  - Identified water illegal connection.
  - Failing to provide timely access to meter for reading.
  - Identified contamination due to negligence customer to repair pipe leakages. In this case, there will be instant disconnection due to contaminating the treated water.
  - Breaches of Regulations, illegal activities or unauthorized use
- b) After 7days of final notice, a team from the district or nearby zonal office will disconnect the water connection.
- c) Customer record will be updated for the disconnection made into the ledger card of customers.

The water disconnection process takes up to 7days.

For further information or complaints contact the Katsina State Water Board at No. 8 Olusegun Obasanjo Drive, +2348037040310 or [info@ktswb.com.ng](mailto:info@ktswb.com.ng)

A handwritten signature in black ink, consisting of a stylized 'M' followed by a long horizontal stroke and a loop.

Signed:

The Managing Director  
Katsina State Water Board

10th July, 2025