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The Gazette of the Democratic Socialist Republic of Sri Lanka
EXTRAORDINARY

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No. 2378/12 – MONDAY, APRIL 01, 2024

(Published by Authority)

PART I: SECTION (I) – GENERAL

Government Notifications

MINISTRY OF WATER SUPPLY AND ESTATE INFRASTRUCTURE DEVELOPMENT

Water Supply Connection Guidelines for Water Supply Providers

I, Jeevan Thondaman as the Minister of Water Supply and Estate Infrastructure Development do hereby declare the “Water Supply Connection Guideline for Water Supply Providers” referred to in the following schedule

JEEVAN THONDAMAN,
Minister of Water Supply and Estate Infrastructure Development.

Ref: DEV/04/ADB/GEN/01
Ministry of Water Supply and Estate Infrastructure Development,
“Lakdiya Medura”
35, New Parliament Road,
Pelawatta,
Battaramulla.
27th of March 2024.



WATER SUPPLY CONNECTION GUIDELINES FOR WATER SUPPLY PROVIDERS**1. INTRODUCTION****1.1 BACKGROUND**

There are various Water Supply (WS) Providers operating in the country with their mandate/ authority given to them under enactments and vested power. The main WS Providers to the customers through connected pipelines are National Water Supply & Drainage Board (NWSDB), Local Authorities (LAs), Community Based Organizations (CBOs); apart from private vendors who are supplying water directly to customers using various filtration technologies and through bowser supplies.

At present, the NWSDB provides potable water to about 48% of the population through water supply schemes it manages. CBOs and LAs provide potable water to a further 12% of the population. The NWSDB serves about 3.0 million customers, of which 2.8 million are domestic customers. Due to the limitations of capacities of water resources and treatment facilities of water supply schemes and low-pressure areas, it is difficult to extend the services to new areas. It should be noted that, though connected to the NWSDB live networks, some active consumers do not receive continuous water supply to their premises and in some exceptional cases, customers receive water only for a few hours in the day. Most of the CBO and LA manage schemes also has limited capacities of Water Supply.

Due to the current economic crisis, the Government of Sri Lanka (GOSL) cannot bear capital cost for new projects or facility improvements. Thus, providing water to prospective customers has become even harder to serve larger population and greater water coverage. Therefore, it is required to reduce wastage before and after the meter and apply demand management approaches to increase water availability and provide water to more population.

However, most of the households and the institutions did not made attention or considered the matter seriously; because the previous tariff structure did not encourage them to spend money for reduce water losses or better-quality water fittings within the house and institutions. Another concern in this aspect of water losses within the houses and institutions, is poor workmanship of plumbing system installations and maintenance /repairs.

In order to ensure the equity in service delivery and reduce water wastage, recognizing having of a comprehensive and common connection guideline to be followed by all Water Supply Providers, it was decided to prepare Water Connection guideline.

1.2 PURPOSE

The Connection Guideline only applies to the WS Providers, those who distribute water through connected pipeline aiming to provide reliable and sustainable services and to comply with legislative requirements.

The Connection Guidelines set out the technical, procedural, and commercial requirements of WS Providers in relation to water supply connection and water service facilities to customer's premises. It is intended that this Connection Guidelines will encourage well planned, well designed, and cost-effective connections, new water supply systems, augmentations, and extension of WS Providers' infrastructure.

Having water connection guidelines is essential for the responsible and sustainable management of water resources, promoting equitable access, protecting public health, and ensuring the overall well-being of communities.

1.3 CONTENT

The Connection Guidelines includes:

- a. The right of any person or entity seeks new connections, upgrade of connections and increased water demand to WS Providers' infrastructure.
- b. Description of the types of new applications for water supply connection that require an initial assessment.
- c. Technical requirements, such as specifications for the design and construction of assets such as plumbing and installation of fittings and equipment;
- d. Procedural requirements, such as process for the approval of plumbing works, inspection of technical compliance of work, handing over of connection, Inspection by WS Providers, ensuring future access to those assets and disseminate awareness materials to reduce water wastage; and
- e. Commercial requirements, to ensure that the impact of new applications for connection does not impose additional costs on existing customers and/ or WS Providers.

1.4 OBJECTIVES

The objective of the Connection Guidelines is to facilitate assessment and approval of new connections, upgrades of connections, which increase water demand that has an impact on WS Providers' infrastructure or services.

WS Providers' technical, procedural and commercial documents will be developed taking into account the following objectives:

- a. Ensure equitable access within the available area of coverage.
- b. Enabling transparent water connection process
- c. Optimize the strategic use of WS Providers' infrastructure.
- d. Not hinder or compromise WS Providers' customer service levels.
- e. Not hinder or compromise WS Providers' operational and maintenance requirements.
- f. Ensure proper infrastructure planning and management.
- g. Ensure consistency and standardization.
- h. Minimize environmental impact and maximize resource conservation due to new demand for water connections.
- i. Minimized water wastage with quality goods and services.
- j. Ensure the water quality within the premises.
- k. Ensure customer relations.
- l. Ensuring the customer grievances and complaints
- m. Ensure compliance with regulations.
- n. Contribute for long-term sustainability.
- o. Ensure the preparedness for emergency situations.
- p. Minimize risks to the customer's and other civil society perspective.
- q. New water connections do not affect the existing customers.
- r. Ensure customer satisfaction.
- s. Encourage the water conservation methodologies.

2. INTENT AND GENERAL PRINCIPLES

2.1 INTENT

WS Providers are committed to make a difference to the lives of consumers, by being a trusted, modern utility delivering value now and into the future. However, providing water to prospective customers has become harder to serve larger population and greater water coverage due to limitation of capacities of water supply schemes. Therefore, it is required to reduce water wastage before and after the meter and apply demand management approaches to allow increased water availability and provide water to more population. Application of the Connection Guidelines supports the GOSL objective to provide clean water to all its citizens and WS Providers' intent of increasing water coverage in the country. The Connection

Guidelines only apply to declared water supply service areas by respective WS Providers. Any development activities in these Water Supply areas must comply with the Connection Guidelines. It is the applicant's responsibility to follow adequate quality assurance processes when applying for connections in accordance with the Connection Guidelines. Any deviation from the Connection Guidelines should comply with the national standard requirements. Then only such deviation would be considered by WS Providers. WS Providers may amend any existing technical, procedural and charging documents at any time with the approval of the supervisory and/or regulatory institution where appropriate and stakeholders will be consulted during any such review.

2.2 GENERAL PRINCIPLES

In order to deliver compliant water connection, the following principles apply:

1. WS Providers shall apply their technical, procedural, and commercial requirements in a fair, equitable and consistent manner.
2. WS Providers may request that water connections are upgraded to meet current standards whenever ownership is changed, or when a change in supply system is proposed; Administrative documents to be reviewed at a nominal fee. Upgrade to be done considering benefits to customer and WS Provider.
3. WS Providers may apply conditions that are specific to a particular project that may not be included in technical, procedural, or Commercial documents. WS Providers shall aware the customers such as early as possible. (This will be applicable in exceptional circumstances)

3. RIGHTS AND OBLIGATIONS

3.1 APPLICANT'S RIGHTS AND OBLIGATIONS

An applicant has the right to apply for a new water connection, upgrade an existing connection, to their premises or development activity.

An applicant shall obtain an LA's assessment number, consent of the owner of the property and necessary approvals from respective LAs where necessary, prior to commencing any development activity.

An applicant shall comply with all technical, procedural and commercial requirements and any conditions issued. Ensure the applicant's rights and obligations according to Right to Information (RTI) Act

3.2 WS PROVIDERS' RIGHTS AND OBLIGATIONS

Upon receipt of an application for water supply connection, WS Providers provide:

- Preliminary advice;
- Approval letter (with or without conditions); or
- Letter of rejection.

WS Providers are not obligated to provide a new water connection, upgrade an existing connection, or accept an increased load on its infrastructure if it is not commercially/ technically feasible /viable to do so. WS Providers may, if it becomes aware of development activity of which no assessment has been obtained, serve a written notice requesting that the Connection Guidelines (or any other Guidelines, standard or legislation) is complied with in a specified period of time.

All water supply providers shall comply with the Consumer Protection Laws in Sri Lanka. As per clause 32 of the Consumer Affairs Authority Act No. 9 of 2003, In every contract for the supply of goods or for the provision of services

by any person in the course of a business of supply of such goods or provisions of such services to a consumer, there is an implied warranty that

- (a) the services will be provided with due care and skill ;
- (b) that any materials supplied in connection with provision of such services will be reasonably fit for the purpose for which they are supplied ;
- (c) the goods supplied or services provided will be in conformity with the standards and specifications determined under section 12 of the Act ; and
- (d) the goods supplied will be reasonably fit for the purpose for which they are supplied.

3.3 DISPUTES

Any disputes between an applicant and WS Providers regarding the application of the Connection Guidelines can be lodged to Ministry in charge of Water Supply by customers of NWSDB and CBO schemes, relevant Provincial Councils, by customers of Local Authority base water supply schemes.

Where issues cannot be resolved internally, the matter may be referred by either party to the proposed Water Industry Regulator (after establishment) for settlement.

4. TECHNICAL REQUIREMENTS

WS Providers should provide the following technical documents that apply to development activity and water connection with which an applicant must comply.

Proposed Documents are as follows and facilitate to access the applicants *via* the online also.

4.1 TECHNICAL DOCUMENTS

1. Water Supply Connection Guidelines by various WS Providers.
2. Technical Guidelines required by developers, contractors and other service providers to use for planning, design and construction of water supply infrastructure including water demand and storage guideline.
3. The National Plumbing Guidelines for water services
4. Standard Water Supply material and equipment's Manual
A list of material and equipment to be installed by customer shall comply with relevant SLS standards. If the SLS standards are not available, use standards acceptable to SLSI.
5. Standard Design Drawings
A series of design drawings for use in infrastructure and laying standards readily available with WS Providers to be given to applicants.
6. WS Providers - Water Metering Code
WS Providers are required, for the purpose of measuring the amount of water supplied to a customer, to install a meter on the land to which the water supply is made available or in any other location. Furthermore, Water Metering Code setting out the arrangements and conditions for installing, testing, verifying and replacing meters owned by the WS Providers. This code shall also contain the conditions on which a portable meter will be issued and the conditions relating to its use. The Water Metering Code sets out the rights and responsibilities of an applicant and the WS Providers in relation to metering of potable water.

5. PROCEDURAL REQUIREMENTS

Under these connection guidelines, there are certain documents and application forms are developed to be used by WS Providers and customers.

5.1 GENERAL PROCEDURAL REQUIREMENTS FOR THE NOTIFICATION, ASSESSMENT, APPROVAL OF WATER SUPPLY CONNECTIONS

These general procedural requirements are designed to help the applicants in meeting their obligations as detailed in the Connection Guidelines and are supported by a range of other specific procedural documents and application forms.

5.1.1 Express the Intention to Get Supply

If an applicant intends to obtain a water supply connection for their requirement, should contact WS Providers as early as possible by providing all necessary information about the requirement. This will assist WS Providers in undertaking a preliminary assessment for the possibility of giving water supply connection. WS Providers may maintain necessary technical data bases physically or digitally to avoid conflict and disagreements within this process. Further to maintain data on information of customer requests.

5.1.2 Assessment

WS Providers will assess and provide formal response on the procedural, technical, and financial requirements for the proposed Connection Applications submitted. If it is a development activity a more comprehensive assessment is needed.

5.1.3 One Unit of WS Provider to handle with Customers.

WS Providers will have one unit to handle with customers and all prearrangements with regard to water connection, including approval from road authorities to be arranged by this unit. This unit will obtain the service of other units to give water supply connections. WS Provider will maintain an updated effective data base of service line locations with roads and related road agency locations officials *etc.*

5.1.4 Road Damages and Reinstatement

Trenching works and road reinstatement to be done with higher level of quality

5.1.5 Plumbing works within the premises.

The applicant will need to engage Qualified Plumbers (Accredited Plumbers by CIDA subjected to the availability of CIDA publication or Plumbers registered with that WS Provider), to undertake plumbing works within the premises in accordance with the Connection Guidelines. If the building area is more than 500 M² Chartered Engineers certification is required. Type plans are available with WS Providers for the different requirements of the applicants.

5.1.6 Completion of Construction and Obtaining Clearance.

Upon completion of construction as per all set guidelines and type plans, the applicant should get the Certification on Compliance from the Qualified Plumbers (Accredited Plumber by CIDA subjected to the availability of CIDA publication or Plumbers registered with that WS Provider).

5.1.7 Completion of Connection to System

WS Providers should connect to the system within 3 days of time, after satisfying them that all requirements which are expected to be fulfilled by the applicant is complete. During this connection handing over, an acknowledgment should be obtained with feedback from the applicant that the connection was given as per the Connection Guidelines and the applicant's requirement. WS Providers shall establish overall data processing and management system to have transparency of the entire transaction.

5.1.8 Water Storage Facilities

It is recommended to have required water storage facilities at the customer premise.

5.1.9 Rainwater Harvesting Arrangement

Arrangement to harvest rainwater as per Urban Development Authority (UDA) regulations within their premises/ development activity should be satisfy themselves before approving the building plan by Municipal and Urban councils. WS Provider should give priority for them and asses accordingly when applicant request the water supply connection.

5.1.10 Inspection by WS Providers Beyond Meter

To assist and improve the drinking water quality and standards, it is important to have in place random inspection schedules by the WS Providers beyond the meter of customers upon request of the customer. WS Providers may arrange gender balance teams (subjected to the availability) for inspections. Customers to bear the inspection cost of the WS Providers and customers also shall make the necessary repairs to avoid water contamination and pollution within its premises as per the legal requirements and standards.

5.1.11 Illegal Usage of Water

All the WS Providers should have a penalty formula to deal with the illegal usage of water by consumers and this has to be very clearly communicated during the supply of the water connection and widely disseminated through different communication means.

5.1.12 Complaint Handling System

WS Providers should establish an efficient and reliable complaint handling system within their organizational system and make aware customers from the beginning.

5.1.13 Awareness Materials

WS Providers should disseminate awareness materials to reduce water wastage after the water meter.

5.2 WS PROVIDERS' APPLICATION FORMS/ DOCUMENTS

WS Providers should have simplified series of documents, instruction guides, and application forms to facilitate application for connecting water supply and certification.

5.3 WATER CONNECTION DRAWING FORMAT

The different plans for plumbing and installation of equipment and fittings for water connections should be readily

available with WS Providers which will be develop in consultation with community members including women, especially those from low-income households in CBO manage schemes and provided to applicants or give access to website. Adequate awareness should be done on this and recognized as “approved to construct drawings”.

5.4 WS Providers’ Disinfection Procedure for Newly Connected Customers for Pipelines and Equipment

WS Providers should advice newly connected customers to go for disinfection (chlorination and bacteriological treatments and tests) on their internal Pipelines and Equipment. Procedure should be included in the Plumbing Guidelines

6. COMMERCIAL REQUIREMENTS

6.1 GENERAL

Charges related to water supply connection by WS Providers to be followed given in the pricing formula/ guideline with the approval of the supervising/regulating institution where appropriate and stakeholders will be consulted during any such review.

However, WS Providers have a range of charges related to water supply connection application including but not necessarily limited to:

- Connections;
- Capital contributions;
- Road reinstatement charges;
- Recoverable works; and
- Administrative services.

All the prearrangements with regard to water connection, including obtaining approval from various entities (*e.g.* Necessary Local Authority Approval, Road Excavation Approval) should be done by WS Providers.

WS Providers to arrange general accepted and convenient payment options.

WS Providers shall have their charges and fees published.

6.2 SECURITY DEPOSIT

WS Providers may require an applicant to lodge security cash deposit. For the construction sites or the proposed development activity for the specific time with change of customer after completion of construction, security deposit may provide in the form of a financial bond. Application of security will be assessed by WS Providers taking into account the risk to WS Providers’ infrastructure, services and other liability

7. NECESSARY APPLICATION FORMS AND INSTRUCTIVE DOCUMENTS

7.1 GENERAL

1. Informative Document Process for Obtaining Water Connection
2. Application Form for Express the Intention and to Get Water Supply Connection of ½ inches and ¾ inches for Domestic/ Nondomestic
3. Application Forms for Clearance of Water Supply Provider for Development Activity
4. Separate Application procedure for other above (more than ¾ inches) for Domestic/ Nondomestic
5. Instructive Documents to fill up the above Applications.
6. Updated pricing formula/ guideline for different types of water supply connections and security deposits

7.2 TECHNICAL DOCUMENTS

1. Water Supply Connection Guidelines by various WS Providers.
2. How to position Water Facilities within the premises.
3. The National Plumbing Guidelines for water services
4. Standard Water Supply material and equipment's Manual.
5. WS Providers' Standard Drawings for Water Connection.
6. WS Providers' Disinfection Procedure for Newly Connected Customers for Pipelines and Equipment
7. Water meter application multi metering for condominiums and multiple dwellings
8. WS Providers - Water Metering Code and Smart Metering details (if available)

7.3 Documents to fulfill the Procedural Requirements of Water Supply Connection

1. Updated List of Accredited Plumbers by CIDA
2. Formats for informing the Completion of Construction and Customer feedback.
3. Formats for Agreement Form with WS Providers and Consumers.
4. Dispute Reporting Formats for customers of NWSDB and CBO manage schemes to Ministry in charge of Water Supply, customers of Local Authority based schemes to respective Provincial Councils and all customers to Water Industry Regulator once the Independent Regulator in place.
5. Format for Random Inspection Report for Customer Premises.

8. GENERAL

8.1 DEFINITIONS

8.1.1 “Connection Guidelines” means a gazetted and published guidelines by Ministry in charge for Water Supply for new water supply connections, upgrade of connections and connection related activities which are necessarily follow by WS Providers;

8.1.2 “Connection” means physical connection from WS Providers' infrastructure to a lot, property, building, premises or area of development activity including construction sites;

8.1.3 “WS Providers” means any water supply providers mandated and authorized with specific acts and authority to distribute water to the customers (NWSDB, Local Authorities, CBOs *etc.*) through connected pipeline;

8.1.4 “Customer” means the owner, lessee or occupier of any premises, the receiver, attorney, agent, manager, guardian, or committee of such owner, lessee or occupier, or any other person in charge or having the control or possession of any premises in the right of the owner, or having possession in his own right or in that of his wife or any other person;

8.1.5 “Infrastructure” means the assets under ownership of WS Providers;

8.1.6 “Development activity” means works either proposed or actualized that needs any changes to the existing or future infrastructure or services of WS Providers;

8.1.7 “Distributing pipe” means any pipe conveying water supplied by the WS Providers and directly connected to the supply pipe and owned by the consumer;

8.1.8 “premises” means any dwelling house, hotel, shop, office, or any place of business, together with its appurtenances.

8.1.9 “service pipe or main” means any pipe line of the water supply system owned and controlled by the water supply providers and intended for the distribution of water;

8.1.10 “Supply pipe” means a pipe directly subject to water pressure from a service pipe or main and owned by the consumer;

8.1.11 “Potable water” means that is suitable for human consumption (intended for use as drinking or cooking) and meets Sri Lankan Drinking Water Guidelines as per SLSI and WHO standards;

8.1.12 “non-potable water” means that is not intended for drinking water, but may be used for other purposes dependent on water quality;

8.1.13 “Wastewater” means that has been used. Includes greywater (from bath, showers and washing machines) and backwater (from toilets);

8.1.14 “water for domestic purposes” means a supply of water for use on premises for the reasonable drinking, washing, cleaning, cooking and sanitary requirements of the consumer;

8.2 DESCRIPTION/DEFINITIONS

8.2.1 Plumbing to be done by persons holding a license.

For the purpose of these rules no plumbing or fitting of any description whatsoever, in relation to, or in connection with, the water supply system, shall be done either inside, or outside of any premises except by a person or persons holding a license to carry out such work which shall have been issued by the CIDA or plumbers registered with WS Providers. This rule shall apply to all existing installations, repairs to same, and to all new works. (This will be applied only when the availability of sufficient number of registered plumbers)

8.2.2 Stop valve on supply pipe.

Every supply pipe shall be fitted, inside the premises, with a stop valve with an area of waterway of a size and type to be approved by these guidelines and such stop valve shall, if below the surface of the ground, be suitably protected by a cement concrete box of approved type and size and fitted with a proper cover.

8.2.3 Record of meter to be accepted as correct.

(1) Consumption of all water used will be measured by a meter which is the property of the WS Providers, and the consumer is bound to accept the registered figure as correct, unless it is proven to the satisfaction of the WS Providers that there is some defect in the mechanism of the meter.

(2) If a meter for any reason ceases, omits or otherwise fails to register the quantity of water consumed, a consumer shall pay in respect of water supplied a reasonable sum in respect of any such period (not exceeding three months) of meter failure, based on the amount of the consumption of such consumer to be ascertained by comparison with periods of like duration.

8.2.4 Sale of water

Except with the permission of the WS Providers no consumer shall be permitted to sell water to any other person. Such permission may be granted on such terms and conditions as the WS Providers may deem fit.

8.2.5 Interference with meters

No meter shall be removed or interfered with under any circumstances, except by a person in the employ of the WS Providers.

8.2.6 Notice of discontinuance or supply

(1) The owner of any house or premises supplied with water by the WS Providers, or any other person liable for payment of charges for water, shall give to the WS Providers notice in writing of his intention to discontinue the use of such water or of the intention on the part of the occupier to vacate such house or premises, seven clear days before such discontinuance or such vacation and if such person neglects to give such notice, he shall be liable to pay for all water registered by the meter until the use of the water is discontinued or the house or premises become vacant, as the case may be whichever is the later date.

(2) The notice required by paragraph (1) of this rule shall be of no effect unless it be in writing signed by or on behalf of the person liable for payment of the water charges and be left at or sent by prepaid registered letter post to the office of the WS Providers.

8.2.7 Supply of water to builders and construction sites

Water may be supplied to builders and construction sites (If any other sources are not available) for the purpose of erecting new buildings or altering or extending existing buildings or a part thereof.

8.2.8 Inspections

Any person appointed by the WS Providers for the purposes of to inspect and examine pipes, meters, fittings, works and apparatus for the supply of water shall be dressed either in the uniform clothing of the WS Providers and provided with an authority signed by a responsible official of the WS Providers, which said authority must be produced if required by the owner or occupier of any premises which are being inspected

8.2.9 Waste of water

The consumer shall maintain good order and condition in all pipes, faucets, valves, flushing cisterns and fittings of every description within the premises and shall be liable for all waste whatsoever the cause. The inspector appointed by the WS Providers shall have the right of access at all times to the premises to examine for waste and shall have authority to serve notice upon the consumer to repair any defect within forty-eight hours. If the consumer neglects to remedy such a defect within the time specified in the notice, then the WS Providers shall have the power to enter and cut off the supply.

8.2.10 Road reinstatement charges

The charge for road reinstatement occasioned by trenching and damage to any service pipe or main shall be borne by the customer at the rate given by the WS Providers so requiring reinstatement.

8.2.11 Rainwater Harvesting

Rainwater is a universal resource, harvested from roofs and ground catchments, safely stored and/or infiltrated, treatable as its end use. Rainwater Harvesting is mandatory in all areas under Municipal and Urban council jurisdiction for new buildings of roof area more than 500 M² under the UDA regulations.

Attachment A – Process for Obtaining Water Connection

Process steps	Requirements/ Responsibilities fulfill by Applicants	Services by WS Providers
Step 1 Express the Intention to Get Supply	Accurately completed Application Form to obtain water connection.	
Step 2 Assessment		To check the suitability of water supply connection and inform applicant if it is not viable.
Step 3 Estimate Connection Charges	Pay estimated connection charges	Issue estimate including road reinstatement charges if the connection is viable
Step 4 Plumbing works within the premises.	Arrange Plumbing certificate. Plumbing certificate to be submitted together with the Application Form to obtain water connection, for completed buildings.	Check the required certification.
Step 5 Completion of New Connection to System	Customer feed back to be filled and certified.	Completion report to be prepared. Meter reader to accept the Meter placement.
Step 6 Disinfection Procedure	Disinfection of internal Pipelines and Equipment to be carried out as per the Plumbing Guideline.	Advice customers

For office use only

a. Applicant and Location Details

Rev./Mr./Mrs./Miss.

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[illegible]

[illegible][illegible]

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Division :

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14A

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12. The tentative date of water connection required

13. Whether the applicant will excavate the trench for laying water pipes :

Yes

No

(Obtain the specifications for excavation from the relevant Office of the WS Provider)

14. Location Details

Outline the route to the site with complete details required to easily locate the location where the water connection is required. (Attach another diagram if needed. If GPS coordinates can be recorded it will be easier in the future)

15.

To record GPS Coordinates

Latitude (N)

Longitudinal (E)

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If the applicant is permanent residence of another place, its address:

b. Previous Water Connection Details

16. Has water connection been obtained before this location/premises or subdivision of the premises?

Yes

No

17. If yes, the account no. :

18. Previous water connection from

(National Water Supply and Drainage Board - NWSDB/ LA/Community Base Organization CBO)

NWSDB

Local Authority

CBO Scheme

19. Reason for applying new Connection:

c. Details of Household

20. Number of Persons in Household

21. Details of Household

Single storey building

Double storey building

Multi storey building

22. If the application for commercial purpose

Boarding Rooms

Tuition Class

Shop

Medical Clinic / Dispensary

Private Hospitals

d. Declaration by the applicant

I here by certify that the information given by me above is correct and true to best of my knowledge

.....

Applicant Signature

e. Construction/Plumbing Certificate :

Certification by Accredited Plumber

(subjected to the availability of CIDA publication)

01. Types Plans used for Plumbing and Construction

1	<input type="text"/>	5	<input type="text"/>	9	<input type="text"/>
2	<input type="text"/>	6	<input type="text"/>	10	<input type="text"/>
3	<input type="text"/>	7	<input type="text"/>	11	<input type="text"/>
4	<input type="text"/>	8	<input type="text"/>	12	<input type="text"/>

02. Proof documents for the fittings and equipments used

03. Rain Water Harvesting arrangement is made within the premises/development activities

Yes

No

04. Gray Water re use mechanism is

Available

Not available

05. I certify /do not certify the construction, Plumbing work and installation of water related equipment was done as per the guidelines setout by the Water Supply Provider and recommend/not recommend the water supply connection

Accredited Plumbing Name

Accredited membership Number

Signature of Accredited Plumber

Date:-

f. Chartered Civil Engineers Certification(Only for buildings total flow area more than 500 M²)

01. I certify /do not certify the construction, Plumbing work and installation of water related equipment was done as per the guidelines setout by the Water Supply Provider and recommend/not recommend the water supply connection

Chartered Civil Engineers Name:-

Membership Number:-

Signature of Chartered Civil Engineer

Date:-

g. Office Use Only

1. Technical Suitability give Water Connection

Yes

☐

No

☐

2. If technically not viable to give connection, briefly reason out?

Name of the site Inspection officer: -

Date of Inspection: -

Signature: -

Date: -

03. Verification

Verified by: -

Designation: -

Signature: -

Date: -

04. Water supply connection is not possible / Recommended for estimate.

Authorized officer's Name: -

Designation: -

Signature: -

Date: -

h. Terms and Reference

01. I hereby declare my willingness to become a subscriber subject to the details of my water application.
02. I agree to take water connection within 3 months after paying the connection fee.
03. Fully and continuously agree that my water connection will not supply water to the drinking water needs of any other resident and if so, provided you agree to pay reasonable compensation for disconnection of my water connection.
04. I acknowledge that you have the power to check the functioning of the water meter provided and installed at my expense.
05. I agree to pay the water bills within the relevant period and if I fail to do so, I am bound to pay the fines charged.
06. In the event of a period of drought, I am committed to receiving a specified amount of water as prescribed.
07. If the place where the water connection is obtained changes due to any reason, I agree to notify the same in writing and pay the service charges due for the same.
08. Agree to transfer ownership of residential land or house in case of transfer/sale/rental/lease.
09. I am bound to bear the costs of internal pipe networks, fittings, repair, installation of spare parts or any other type of work.
10. I agree to ensure cleaning storage tanks, equipment as glasses, bottles for maintain the quality of provided water.
11. I agree to minimize wastage of treated water & reuse the water whenever possible.
12. I agree to assist your inspections to check the water quality and internal plumbing work.

Water Service Provider:**Water Service Institution:****Date of Connection Provided:**

01. Name with Initials: -

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[illegible]

--

[illegible][illegible]

--

Latitude (N)

[illegible]

09. If the applicant is permanent residence of another place, its address:

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b. Connection Line and work Details

10. Service Line Details

Distribution Main Diameter		Type of the main	
Existing Common Main Diameter		Depth of the Water Main	

11. Extended Common Main Details (If Any)

Common Main Diameter		Length	
Depth to the Water Main		Distance to the new connection	
No. of connection applied			

12. Details of provided connections.

Size of the service connection		Size of the Water Meter	
Meter No.		Meter Brand Name	
No. of Digits		Initial Reading	
Seal Tag Serial No.			

13. Time Consumption

Backhoe Hr.		Breaker Hr.	
Aspilt Cutter Hr.		Completion of the work Hr.	

14. Details of Duty Gang

Pipe Fitter		Labour I	
Labour II		Labour III	
Driver		Backhoe Operator	
Vehical No.		Backhoe No.	

C. Meter Placement & Proposed Account Number

15. Meter placement is convienion for the reading: Yes ☐ No ☐

16. Account Number & Address of right side premises

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17. Account Number & Address of left side premises

18. Proposed Account Number

Meter Readers Name Signature.....

d. Remarks

Officer:- Name Signature

Designation Date

e. Customers Feedback

01. Time taken to obtain Cost Estimate.		
02. Time taken to make the Payment after receiving the Estimate.		
03. Time taken to give Water Connection after the Payment.		
04. Any additional fittings requested by WS Provider.		
05. Agreed with the place of the Water Meter.	Yes	<input type="checkbox"/> No <input type="checkbox"/>
06. Any water leak after the installation of Water meter.	Yes	<input type="checkbox"/> No <input type="checkbox"/>
07. All damaged places were repaired.	Yes	<input type="checkbox"/> No <input type="checkbox"/>
08. Depth of the trench excavated for the house connection.		
09. Materials used for bedding during the installation		
10. Materials used to surround the connection after installation		
11. Road damages were reinstated satisfactorily.	Yes	<input type="checkbox"/> No <input type="checkbox"/>
12. Time taken to reinstate the trench after the installation.		

22A

I කොටස: (I) ඡේදය - ශ්‍රී ලංකා ප්‍රජාතාන්ත්‍රික සමාජවාදී ජනරජයේ අති විශේෂ ගැසට් පත්‍රය - 2024.04.01

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13. Your system was tested after assembly. Yes ☐ No ☐

14. How do you rate the Service Excellent ☐ Good ☐ Average ☐ Poor ☐

(Application to Completion)

15. Suggestions to enhance the efficiency of the house connection process.

Signature of Customer Date

RANDOM INSPECTION REPORT FOR CUSTOMER PREMISES

Water Service Provider:	Account Number: -
Water Service Institution:	
Date of Inspection:	

a. Customers Details

01. Name with Initials : -

02. Address of the Place : -

03. National Identity Card Number /Driving License Number/Passport Number : -

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04. E-mail :

05. Telephone Number : Residence :

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Mobile :

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07. If the Customers permanent residence is another place, its address :

b. Water Quality

08. Following test will be carried out at the premises

Total Disolved Salt (TDS)	<input type="text"/>
Residual Chlorine (RCL)	<input type="text"/>
PH	<input type="text"/>
Turbidity	<input type="text"/>

09. Frequency of cleaning storage tank

c. Water Wastage

10. Check water meter reading after closing all the taps

No Change

☐

Meter Working

☐

11. If the meter is working check the visible leaks in the system, all pipe fitting and valves and note details.

12. Whether the standard pipe fittings were installed ? Yes

☐

No

☐

13. Who did the Plumbing work?

Qualified Plumber

☐

Mason

☐

Any Other Person

☐**d. Recommendation**

Officer 1 :- Name Signature

Designation

Date

Officer 2 :- Name Signature

Designation

Date

EOG 04 - 0013