

Central Water Authority (Water Supply for Domestic Purposes) Regulations 2011

GN No. 238 of 2011

Regulations made by the Central Water Board, with the approval of the Minister, under section 49 of the Central Water Authority Act

1. These regulations may be cited as the **Central Water Authority (Water Supply for Domestic Purposes) Regulations 2011**.

2. In these regulations -

"Act" means the Central Water Authority Act;

"bill" means a notice of payment issued by the Authority under regulation 16;

"communication pipe" means that portion of the service which lies between the main and the meter or stop cock of the Authority located within or near the boundary of the property of the consumer;

"consumer" means a person-

- (a) to whom the Authority agrees to supply or supplies water for domestic purposes; and
- (b) who is the owner or occupier of the property where the water is supplied;

"domestic purpose", in relation to water supplied to a consumer, means for the purpose of cooking, drinking, washing, or for any other purpose of domestic life;

"living quarter" means a separate and independent place of abode occupied as a distinct and separate holding or tenancy or otherwise by a household for the purpose of living;

"main" means a pipe, other than a communication pipe or supply pipe, which is laid by the Authority to provide water through the water supply networks;

"meter" means a device which measures and records the volume of water supplied to a consumer;

"monthly metered water supply" means the volume of water supplied by the Authority to

a consumer for a period not exceeding 35 days and registered by such meter as may be approved by the Authority;

"service" means the pipe system which comprises all the pipes, valves and other fittings which are used to supply water from the water works to a consumer;

"stopcock" means a valve which regulates or stops the flow of water through a pipe;

"supply pipe" means any part of a service, not being a main or a communication pipe;

"water charges" means the amount payable for the monthly metered water supply at the rate specified in Part D of the First Schedule;

"water works" means the different system of canals, conduits, mains, communication pipes, wells, dams, reservoirs, fountains, treatment works, machine and other appliances of the Authority, for supplying and measuring water, and includes all works, structures, rights of way and other appurtenances held by the Authority for the purpose of carrying into effect these regulations.

3. Every person who is the owner or occupier of a property and who wishes to have water supplied to that property for domestic purposes shall –
 - (a) make a written application to the Authority in the form set out in the Second Schedule; and
 - (b) pay the non-refundable processing fee specified in Part A of the First Schedule at the time of making the application.
4. An application made under regulation 3 shall be accompanied by-
 - (a) 2 site plans of the property referred to in regulation 3;
 - (b) the original and one photocopy of the applicant's National Identity Card;
 - (c) such other information as the Authority may require.
5. On receipt of an application made under regulation 3, the Authority may cause the property referred to in that regulation to be inspected.
6. (1) Where the Authority grants the application and agrees to supply the property with water, it shall -
 - (a) notify the applicant in writing of its decision; and
 - (b) inform him of the fees, deposit and such other costs as the Authority has incurred or will incur to supply the property with water.(2) The minimum amount payable under paragraph (1)(b) shall be the minimum

fee for a new supply and where applicable, the minimum reinstatement fee, specified in Part A of the First Schedule.

(3) The deposit payable by the consumer shall be in respect of each living quarter.

7. (1) The consumer shall -

- (a) pay the costs, deposit and fees referred to in regulation 6;
- (b) provide and set up, at his own cost, such supply pipe as may be approved by the Authority,

before the Authority carries out any works to supply water to him.

(2) Where the consumer is unable to make one single payment in respect of the costs, deposit and fees before the works are carried out, the Authority may, on request in writing made by the consumer, accept from the consumer a part payment representing 25 per cent of the amount payable, the remaining balance being payable in 4 monthly instalments.

8. (1) Where the consumer fails to pay the costs, deposit and fees referred to in regulation 6 within 6 months from the date of a notification under regulation 6(1)(b), he shall be deemed to have abandoned his application.

(2) Where the Authority refuses or is unable to supply water to the property of the applicant, it shall, as soon as reasonably practicable, inform the applicant, in writing, of the reasons for its refusal or inability to supply the water.

(3) Where the Authority agrees to supply water to a consumer, it shall provide and set up, at the cost of the consumer, a communication pipe which shall at all times remain the property of the Authority.

9. (1) The volume of water supplied to every consumer shall be measured by a meter provided and set up by the Authority at the consumer's cost.

(2) The meter shall, at all times, remain the property of the Authority.

(3) Every meter shall -

- (a) be fixed in or as near as possible to the consumer's property;
- (b) be enclosed in a chamber made of cement or other material acceptable to the Authority and in accordance with such specifications as it may determine;

- (c) where the Authority so determines, be locked by means of a padlock the key of which shall remain in the custody of the Authority.
- (4) Where, at the request of a consumer, the Authority makes, provides or installs the chamber referred to in paragraph (3)(b), any cost incurred by the Authority for making, providing or installing the chamber shall be borne by the consumer.
- (5) Where an applicant, at the time of making an application under regulation 3, or a consumer informs the Authority that the supply of water will be distributed to more than one living quarter, the Authority may, where it is practicable, cause a meter to be installed in each living quarter at the cost of the applicant or consumer, as the case may be.
- (6) Every consumer shall pay the meter rent specified in Part B of the First Schedule.
- (7) Every consumer shall be personally liable to the Authority for any damage caused to a meter.
- (8) (a) Where the Authority has reasonable grounds to believe that a meter installed at the place of a consumer is not functioning properly, it shall replace or repair the meter, as the case may be.
- (b) The volume of water supplied to a consumer during a period when a meter was not functioning properly or was removed by the Authority shall be calculated by reference to the average daily rate of consumption by the consumer.
- (9) (a) A consumer who is dissatisfied with the functioning of his meter may, on payment of the examination fee specified in Part A of the First Schedule, make a written application to the Authority to have the meter examined.
- (b) Where, after the examination of the meter, the Authority is satisfied that the meter was not functioning properly, it shall -
- (i) reimburse to the consumer the examination fee paid by him under subparagraph (a); and
 - (ii) make the necessary adjustments to any amount payable by the consumer.
- (10) For the purpose of this regulation -

- (a) "average daily rate of consumption" means the volume of water calculated by reference to the last 2 consecutive readings of an accurate meter;
 - (b) a meter shall be deemed to be accurate if the volume of water recorded from a calibrated meter gives a tolerance of plus or minus 5 per cent.
- 10. (1) No person, except the Authority, shall alter, extend, repair or relocate a communication pipe.
- (2) Every consumer who wishes to have a communication pipe which is within the boundary of his property or of the property he occupies, relocated or extended, shall make a written application to the Authority.
- (3) On receipt of an application under paragraph (2), the Authority may -
 - (a) require the consumer to furnish such information as it may require, including a site plan of the property, the original and a photocopy of his National Identity Card; and
 - (b) cause the property to be inspected.
- (4) Any relocation or extension of a communication pipe shall be made at the cost of the consumer and, as far as reasonably practicable, in accordance with the requirements of the consumer.
- (5) Where the Authority is of the opinion that the cost of the relocation or extension is likely -
 - (a) to be 500 rupees or less, it shall provide the consumer with an estimate of the cost;
 - (b) to exceed 500 rupees, it shall provide the consumer with a detailed estimate of the cost.
- (6) The consumer shall pay to the Authority an estimate provided to him under paragraph (5) before any works relating to the relocation or extension are carried out.
- (7) The Authority shall, on completion of the works referred to in paragraph (6), provide to the consumer a statement of the actual cost incurred by the Authority and -
 - (a) may recover any balance in excess of the estimated cost from him;
 - (b) shall refund to him any amount paid in excess of the actual costs.

- 11.** Where a consumer installs, alters, extends or repairs a supply pipe, he shall -
- (a) use such pipe, and fittings to be used with the pipe, as may be approved by the Authority and are capable of withstanding a minimum test pressure of 6 Bar;
 - (b) use a pipe and fittings of a material and quality acceptable to the Authority;
 - (c) not connect any pump or similar device on any part of the supply pipe which is directly connected to the meter unless the pump or device is connected on that part of the supply pipe which is located after the water tank; and
 - (d) fix a non-return valve as near as possible to the meter.
- 12.** (1) Every consumer shall keep his supply pipe in a good state of repair to the satisfaction of the Authority.
- (2) Where a supply pipe of a consumer is defective or in need of repair, or its material or quality is not in accordance with the requirements of the Authority, it may serve a written notice on him -
- (a) requiring him to take such remedial action within a period specified in the notice; and
 - (b) informing him that, if he fails to comply with the notice, the Authority may discontinue supply of water to him.
- (3) Where a consumer fails to comply with a notice served on him under paragraph (2), the Authority may, at the cost of the consumer, discontinue the supply of water to him.
- 13.** (1) Subject to paragraph (2), a deposit paid by a consumer under these regulations shall be returned to him on his application for the termination of water supply to him.
- (2) The Authority may use the deposit to settle any amount due by the consumer to it.
- (3) Where the Authority has discontinued water supply to a consumer for non-payment of water charges or waste water fees, charges or rates, it shall not re-establish the supply of water, unless he pays the difference between his existing deposit, if any, and the deposit specified in Part C of the First Schedule to the Authority.
- 14.** (1) The Authority shall cause the meter of every consumer to be read in order to obtain the monthly metered water supply.
- (2) Where the Authority is unable in any month to obtain a reading on the meter

of a consumer for the month or the monthly metered water supply, the Authority shall calculate the volume of water supplied during that month by reference to the average daily rate of consumption.

(3) Where the Authority considers that the water charges are excessive on account of unnoticed leaks from the supply pipe or any other valid reason, the Authority may adjust the water charges and, where applicable, the waste water fees, charges and rates.

15. (1) Subject to paragraphs (2) and (3), every consumer shall pay the water charges specified in Part D of the First Schedule for each living quarter.

(2) Every consumer shall pay the minimum water charge as specified in Part D of the First Schedule for each living quarter, where he has not consumed any water or consumed up to 10m³ of water, unless he has given at least one month's written notice, in the form set out in the Third Schedule, to the Authority to have his water supply discontinued.

(3) Where an applicant, when making an application under regulation 3, or a consumer informs the Authority that the supply of water shall be distributed to more than one living quarter and it shall not be possible to install a meter for each living quarter, the Authority may, for the purpose of preparing his bill, agree with the applicant or consumer, as the case may be, that-

- (a) the monthly metered water supply shall be divided by the number of living quarters to obtain the average volume of water supplied to each living quarter;
- (b) the average water charge for each living quarter shall be calculated by reference to the average volume of water supplied to each living quarter obtained under subparagraph (a), the minimum water charge and the monthly rate per cubic metre; and
- (c) the water charge payable shall be the number of living quarters multiplied by the average water charge obtained under subparagraph (b).

16. (1) For the purposes of these regulations, sections 20(2)(m) and 21A of the Act and section 25 of the Waste Water Management Authority Act, the Authority shall issue to every consumer a single bill comprising -

- (a) the water charges payable under these regulations;
- (b) the waste water fees, charges or rates, where such fees, charges or rates are payable; and
- (c) any fees or charges payable to the Authority under any other enactment.

(2) A consumer who is issued with a bill under paragraph (1) shall, subject to paragraph (3), pay the bill within 21 days from the date the bill is issued and any payment made thereafter shall be subject to a surcharge of 10 per cent.

(3) A consumer who receives a benefit under Part II of the National Pensions Act shall settle the amount payable within 35 days from the date on which the bill is issued, and any payment made after that delay shall be subject to a surcharge of 10 per cent.

(4) Where the amount payable under paragraphs (2) and (3) is not a multiple of 10 cents, it shall be increased to the nearest multiple of 10 cents.

(5) The Authority may accept payment of arrears of water charges and waste water fees, charges and rates, by instalments.

17. Where a consumer wishes to have his water supply discontinued, he shall make a written application to the Authority in the form set out in the Third Schedule and produce his National Identity Card, together with a receipt of payment in respect of the bill for the month preceding the month in which he makes the application.

18. Where a consumer uses water supplied to him for domestic purposes for another purpose, the water charges payable by him shall be calculated using the water rate which is higher of the rate for domestic purposes and the other purpose.

19. (1) A consumer who fails to receive his bill for the current month shall, as soon as reasonably practicable, inform any Customer Service Centre of the Authority.

(2) (a) Where a bill remains unpaid after 60 days from the date of its issue, the Authority may discontinue the supply of water to the defaulting consumer.

(b) The onus of proof of payment of the alleged unpaid bill shall rest with the consumer.

(3) The Authority may discontinue the supply of water of a consumer who fails to pay within such time as may be specified in a notice, any other amount due to the Authority under these regulations.

(4) Where a consumer wishes to have his water supply reestablished after the water supply has been discontinued following an application made by him under regulation 17 or where the Authority has discontinued the supply of water to him under paragraph (2) or (3), he shall make a written application to the Authority in the form set out in the Third Schedule.

(5) Where the Authority agrees to re-establish the water supply, it shall inform the consumer of its decision and request him to settle any amount due by him to the Authority.

(6) Subject to paragraph (7), the Authority shall not re-establish the water supply, unless the consumer pays -

- (a) where the water supply is discontinued at meter, the re-establishment fee specified in Part A of the First Schedule;
- (b) where the water supply is discontinued from main, the minimum fee for a new supply and the minimum road reinstatement fee, where applicable, specified in Part A of the First Schedule;
- (c) any amount due by him to the Authority; and
- (d) the difference between his existing deposit, if any, and the deposit specified in Part C of the First Schedule.

(7) Where the consumer is unable to effect a single payment for the amount payable under paragraph (6), the Authority may, on written application made by him, re-establish the water supply on payment of not less than 25 per cent of the arrears of water charges and waste water fees, charges and rates, where applicable, the remaining balance being payable in 4 monthly instalments.

20 (1) No person shall, without lawful authority or reasonable excuse -

- (a) abstract, consume or use water from water works;
- (b) tamper, interfere with, damage or destroy a meter or any other installation or device set up by the Authority to record the supply of water from the water works;
- (c) open or close any cock, valve, sluice or any other similar device in the water works;
- (d) install or cause to be installed a pump or other similar device on any part of the supply pipe which is directly connected to the meter and before a water tank.

(2) No person shall-

- (a) do or cause to be done any act which is likely to impede the flow of water or to pollute water in water works, or to render it unfit for consumption;
- (b) trespass on any land held by the Authority for the purpose of carrying into effect these regulations and on or near which a notice giving adequate warning to trespassers has been posted.

21. The Central Water Authority (Water Supply for Domestic Purposes) Regulations 1992 are revoked.

22. Any application received by the Authority before the coming into operation of these regulations, and in respect of which the Authority has not yet agreed to supply water to the applicant, shall be processed in accordance with these regulations.

23. These regulations shall come into operation on 1 January 2012.

Made by the Central Water Board on 28 December 2011 and approved by the Minister on 28 December 2011.

FIRST SCHEDULE

[Regulations 2, 3, 6, 7, 9, 13, 15 and 19]

**FEES, METER RENT, DEPOSIT AND
WATER CHARGES**

Part A - Fees

	(Rs)
1. Processing fee for new water supply	300
2. Minimum fee for new water supply	1,300
3. Minimum road reinstatement fee	500
4. Examination fee for testing meter	200
5. Re-establishment fee	500

Part B – Meter rent

	(Rs)
Meter of nominal diameter -	
(a) of 12 or 18 mm	10
(b) of 25 mm	30
(c) of 37 mm	45
(d) of 50 mm	60
(e) of 75 mm	90
(f) of 100 mm	150
(g) Greater than 100 mm	200

Part C – Deposits

	(Rs)
Meter of nominal diameter of -	
(a) 12 mm	200
(b) 18 mm	1,000
(c) 25 mm	1,500
(d) 37 mm	2,500
(e) 50 mm	5,000
(f) 75 mm	10,000
(g) 100 mm	25,000

Part D – Water Charges

	(Rs)
Minimum water charge (Tariff 10)	45

Tariff 11 Water Charges

	Monthly Rate Per cubic metre (Rs)
First 10 cubic metres	6.00
Next 10 cubic metres	8.00
Next 30 cubic metres	17.00
Every additional cubic metre	32.00

SECOND SCHEDULE

[Regulation 3]

**APPLICATION FOR WATER SUPPLY
(DOMESTIC PURPOSES)**

1. Name of applicant
2. National Identity Card No.
3. Address of property to be
supplied with water
4. Number of living quarters
to be supplied
5. Address for delivery of
accounts and service of
notices
6. Estimated volume of water
to be consumed monthly
7. Date on which supply is
required
8. I hereby apply for the supply of water from the Central
Water Authority as detailed above, and undertake to use and
pay regularly the water supplied to me in accordance with
the Central Water Authority (Water Supply for Domestic
Purposes) Regulations 2011.

Date :

Signature of
Applicant:

THIRD SCHEDULE

[Regulations 15, 17 and 19]

**APPLICATION FOR DISCONNECTION OR
FOR RE-ESTABLISHMENT OF WATER SUPPLY
(DOMESTIC PURPOSES)**

1. Name of applicant
2. National Identity Card No.
3. Address of property
where water supply is to
be discontinued or re-
established (*)
4. Account number
5. Address for delivery of
accounts
6. Date on which water supply
is to be discontinued or re-
established (*)
7. I,, residing
at hereby apply for
the disconnection/re-establishment (*) of water supply
from the Central Water Authority as detailed above.
8. I undertake to use and pay regularly the water supplied to
me in accordance with the Central Water Authority (Water
Supply for Domestic Purposes) Regulations 2011. (*)

Date : Signature of
Applicant:

(*) Delete if not applicable.