

Liberia Water and Sewer Corporation

Policy and Procedures for Customers Billing, Payments, Disconnection and Reconnection

Billings Policy and Procedures

1. Borehole Customers (Customers that are water vendors):

For metered customers

Consumption	Meter Customers Tariff
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5,001- 25,000 gallons-----	US\$0.010
25,001-50,000 gallons-----	US\$0.008
50,001-100,000 gallons-----	US\$0.006
100,001 and Above-----	US\$0.004

Registration and Meter Fees---US\$25

For Flat Rate Customers

Consumption	Flat Rate Customers Tariff
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5,001- 50,000 gallons-----	US\$100
50,001-100,000 gallons-----	US\$200
100,001-250,000 gallons-----	US\$350
250,001 -400,000 gallons-----	US\$500
400,001 gallons and Above-----	US\$1,500

2. Family Customers (Customers with direct water connection to their homes):

For Metered Customers

For these customers, they are bill by subtracting the previous meter reading from current reading the answer in cubic is then multiply by 264.17gallons standard rate, then the answer in gallon is multiply by US\$0.005.

For Flat Rate Customers

6,000 gallons multiply by the tariff US\$0.005

3. Business Customers (Customers with direct water connection to their business):

For Metered Customers

For these customers, they are bill by subtracting the previous meter reading from current reading the answer in cubic is then multiply by 264.17gallons standard rate, then the answer in gallon is multiply by US\$0.015.

For Flat Rate Customers

6,000 gallons multiply by the tariff US\$0.015

4. GOL Ministries and Agencies (These are government agencies such as public buildings using sewage services that are receiving constant supply of water charged)

These category of customer are charge with the tariff of US\$0.0.015

5. Kiosk or Cash and Carry (Customers who go to public kiosk to collect water):

The Kiosk are operated by individuals that have contract with the Liberia Water and Sewer Corporation or community Water Management Teams in communities that have contract with the corporation.

Tariff for this category shall be L\$5.00 for five-gallon container or US\$0.0025 per gallon

6. Water Trucking (Customers in this category are two):

Category A

Customers who who lift water in large quantities, using their own tankers.

Tariff US\$20 per 1000gallons (gantry) and lifting from shallow well at Airfield US\$15 per 1000 gallons lifted.

Category B

LWSC has a water truck service that transports minimum 500 gallons of water to customers' desired destinations. Customers using this truck service are charged the following

500 gallons shall pay US\$13, US\$25 per 1000 gallons around Monrovia, Outside of Monrovia including GSA Road, Paynesville, Gardnerville, Virginia, etc shall pay.

US\$15 Per 500 gallons

US\$30 Per 1,000 gallons

7. Desludging (Customers in this category are charge with different tariff per locations):

Location	Cost	Rate
A.) Somalia Drive-----	US\$125-----	Flat
B.) Congo Town, ELWA to Redlight-	US\$125-----	Flat
C.) Sinkor (DSK)-----	US\$80-----	Flat
D.) Old Road-----	US\$100-----	Flat
E.) Caldwell Junction to Caldwell New Georgia, Duala to St. Paul Brdge-	US\$125-----	Flat
F.) Caldwell Digsville to Lousiana---	US\$150-----	Flat
G.) Lousiana to Whiteplains-----	US\$250-----	Flat
H.) Bensonville -----	US\$300-----	Flat
I.) Central Monrovia to Freeport---	US\$80-----	Flat
J.) Brewerville-----	US\$150-----	Flat
K.) VOA to Poor River and its Environ-	US\$250-----	Flat
L.) Bomi, Cape mount & Gbarpolu----	US\$700-----	Flat
M.) ELWA, Rehab, Thinkers Village----	US\$150-----	Flat
N.) Boss Town, EBK Barrack, Marshall And its Eviron-----	US\$200-----	Flat
O.) Robertsfield-----	US\$300-----	Flat
P.) Parker Paint, Omega, Bernard Farm When Town, Morrison Farm and its Environ-----	US\$200-----	Flat
Q.) Mount Barclay, Fendell, Johnsonville And its Environ-----	US\$200-----	Flat
R.) Margibi-----	US\$350-----	Flat
S.) Buchanan-----	US\$400-----	Flat
T.) Bong County-----	US\$700-----	Flat
U.) Billima to Point four junction And it environs-----	US\$100-----	Flat

8. Sewer (Customers connected to the sewage network, customers in this category are charge with different tariff per structure):

- a.) Two to three-bedroom house-----US\$10 Per month
- b.) Four-bedroom single building-----US\$15 Per month
- c.) Two apartment building-----US\$50 Per month
- d.) Hotels-----US\$250 Per month
- e.) Small Commercial Centers-----US\$75 Per month
- f.) Churches/ Mosques alone-----US\$30 Per month
- g.) Business/ commercial centers
Non-entertainment with maximum
Three bed rooms or less-----US\$40 Per month
- h.) Church or Mosque with school-----US\$50 Per month
- i.) Medium Size building-----US\$125 Per month

Payment Policy and Procedures

When a Customer received a bill, the customer then proceeds to the designated banks of Liberia Water and Sewer Corporation namely **Ecobank** and **Liberia Bank for Development and Investment (LBDI) to deposit**. The designated Accounts for payment are indicated below.

Ecobank	Currency	LBDI	Currency
6100511902-----	USD	002USD21511074303-----	USD
6100063772-----	USD	002LRD21511074302-----	LRD
6101622061-----	LRD		
6101622961-----	LRD		

After deposits to the account, the customer then moves to any convenient location hosting LWSC Cashiers with deposit slip to obtain valid official receipt.

The locations that host our Cashiers are Front Street Office, Caldwell Office, Air Field Gantry Office, New Georgia Office, Buchanan Office, Kakata Office and Zwedru Office 9:00AM To 5:00PM daily.

Customers can also make payment through mobile through Lonestar Money Platform.

Disconnection Policy and Procedures

Customers with arrears Up to US\$200 and above get disconnected, with this Account Receivable prepares the disconnection form as per the amount and then presents it to Technical Services/Field Service for implementation.

Reconnection Policy and Procedures

Customers will have to paid 80% of arrear plus US\$20 for reconnection, but with negation customers can pay 50% of arrear which is predicated upon management consideration.

In furtherance, implementation of customer reconnection goes by Customer reaching Account Receivable for Reconnection discussion and then proceed to Cashier Room for payments of bills and reconnection fees after which the customer go back to Account Receivable Section with receipt for reconnection form preparation. Account Receivable prepares the form and submit it to Field Services for implementation.

Registration fees for potential customers is US\$70.