Ekiti Water & Sewerage Company Ltd

(RC 1930930)

Annual Report

&

Technical Performance Report

for the Year Ended December 31, 2024

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Chairman's Message

Dear Distinguished Stakeholders,

It is my privilege to present the Chairman's Report for the fiscal year ended December 31, 2024 This year has been one of both challenges and opportunities as we navigated an ever-changing economic and business environment in our company. Our company has made significant strides in providing clean and potable water to the good people of Ekiti State. We would like to express our gratitude to all our employees, who worked tirelessly to ensure that our customers received excellent service. We also appreciate the support of our stakeholders, including the Ekiti State Government, our customers, and the general public.

Prof Mobolaji Aluko

Chairman of the Board
5th May, 2025

Managing Director's Overview

Dear Shareholders, or stakeholders

It is with great pleasure that I present the Managing Director's Report for the fiscal year ended December 31, 2024. This has been a year of resilience and toughness with a view to making progress for our company, Ekiti Water and Sewerage Company Ltd, despite the dynamic and, at times, challenging operating environment.

Considering the complexities of the global economy, I am pleased to report that Ekiti Water & Sewerage Company Ltd has delivered ₦64,472,546.60 **(Sixty-four Million, four Hundred and seventy-Two Thousand, five hundred and forty-six naira and sixty kobo)** only during the year under review as opposed to ₦33,752,000 (Thirty-Three Million, Seven Hundred and Fifty-Two Thousand Naira) only in the prior year. Revenues increased by 47.65% reflecting improvement in revenue generation and high performance of the company and support from the State Government.

We successfully completed several projects, including the rehabilitation of Fajuyi Booster Station and the expansion of our distribution network through the replacement of pipeline, Adehun, Ado Ekiti. Also, we enjoyed the support of the State Government and the Ministry of Infrastructure and

Public Utilities during the fiscal year under review. Management made great effort to reduce our high level of non-revenue water and other water thefts. Moreover, we achieved good customer support and interactions with Water Customer Associations (WCAs), Civil Society Organizations (CSOs) and a network of Non-Governmental Organizations (NGOs) as well as sustainability goals, customer milestones, or operational improvements.

Corporate Profile

Ekiti State Water Corporation was established in 1999 and now metamorphosized to Ekiti Water & Sewerage Company Ltd in May, 2022 to provide clean and potable water to the people of Ekiti State. Our company is committed to providing excellent services to our customers while ensuring the sustainability of our operations.

Vision

To be a leading, customer oriented, self-sustaining and financially viable water utility in Nigeria.

Mission

To provide potable water and safe sewerage services to the residents of urban areas and small towns in Ekiti State at sustainable price.

Core Values

Quality, efficient, effective service delivery, commitment to customers' satisfaction, integrity, teamwork and discipline as the cornerstone of our belief system.

Operational Highlights

Over the past year, we have achieved several key milestones. Our staff, both core and non-core are ever loyal, committed and vibrant to meeting organizational goals. Although our revenue greatly increased from ₦33,752,000 (Thirty-Three Million, Seven Hundred and Fifty-Two Thousand Naira) only in the year 2023 to ₦64,472,546.60 **(Sixty-four Million, four Hundred and seventy-Two Thousand, five hundred and forty-six naira and sixty kobo)** only in 2024 by 47.65% during the reporting year. A lot of strategies have been put in place to improve performance in the fiscal year 2025. Our reduction in water production from 4,195,914m^3 in 2023 to 3,042,441m^3 in 2024 by 27.49% was due to a some damages Ero Water Scheme (damaged transformer), frequent outages from our power plant and high cost of diesel which resulted into generator a non-option in the marketplace.

Additionally, we implemented metering system and POS payment system as a digital transformation program, supply chain optimizations, or cost efficiency measures, which have streamlined our operations and enhanced overall productivity. Payment of cash for our water services is gradually fading away and becoming increasingly unpopular.

Financial Performance

During the fiscal year under review, input costs went up the ceiling. Such costs include electricity, diesel, gasoline, chemicals (aluminum, HTH and Lime), stationery and computer equipment; and other peripherals. All these have negative impacts on our operations during the fiscal year. In all these, we pride ourselves in production and distribution of quality water that meets not only the World Health Organization standard but also Nigeria Standard for Drinking Quality Water (NSDQW). In the coming years, we will strategically work to ensure we stay ahead of the curve and meet customer demands effectively.

Projects and Initiatives

- Extension of water pipeline network, which will increase our numbers of connections and service areas by 7%.
- Establishment of 2 numbers District Metering Areas (DMAs) and installation of zonal bulk meters in the established DMAs to reduce our non-revenue water by 5%.
- Implementation of a new customer management system, which will improve our customer service delivery.
- Conducting a feasibility study for the construction of a new reservoir, which will increase our water supply.

Strategic Developments

In alignment with our long-term strategy, we made significant progress in digital transformation through the deployment of point of sales payments (POS), geographical expansion where we have five business areas. Our investment in the rehabilitation of Ero Water Schemes and Egbe Water Treatment Plants has positioned us well to meet the evolving demands of our customers and stakeholders, subject to availability of power supply.

Sustainability and Corporate Responsibility

At Ekiti Water & Sewerage Company Ltd, sustainability remains at the core of our operations. This year, we reduced our carbon footprint significantly by depending more on power source and use less of generators and the attendant carbon that damages the eco system. At the Headquarters that has not been energized, we introduced the use of solar power in some offices to power of vending equipment, computer and other accessories. These efforts reflect our commitment to creating long-term value for the environment and society. Moreover, the company continues to support students of higher institutions to gain practical experience in business and hydrological engineering and quality control through their regular SIWES.

Challenges and Opportunities

While we faced headwinds and gusts such as power outages, frequent break down of electrical spares, damages to our pipelines due to infrastructure development, thefts on our meters and other equipment, we have adapted swiftly by leveraging our strengths and remaining agile. Looking ahead, we see significant opportunities in water production as blue gold

Acknowledgments

I would like to express my deepest gratitude to the State Government- our major stakeholder-customers, employees, and partners for their unwavering support. Your trust and confidence inspire us to strive for excellence every day. I also extend my appreciation to the Board of Directors for their guidance and leadership throughout the year.

Sustainability and Social Responsibility

Sustainability is a cornerstone of our strategy to sustaining environmentally friendly operations. This year, we made significant progress in reducing our environmental impact on the ecosystem by achieving carbon neutrality, promoting environmentally friendly water usage. We also continued our commitment to the communities we serve by investing in smart metering solution for ease of payments and drastic reduction in non-revenue water; that has been the bane of our challenges. We created a stakeholder engagement forum, which provided a platform for our stakeholders to engage with us.

Governance and Compliance

- Complied with all relevant regulations and laws, including the Nigerian Water Resources Act.
- Maintained a strong governance structure to ensure transparency and accountability.
- Conducted regular audits to ensure financial integrity.
- Implemented a risk management framework to identify and mitigate risks.
- Developed a Risk. Resilience and Emergency Response Plan (RERRP)
- Established a Non-Revenue unit to develop non-Revenue water (NRW) reduction strategies and implementation

Challenges and Risks

While we ponder on the challenges of frequent power outages, thefts at our headworks and thefts on our domestic and nodal meters as well as supply chain disruptions, communal tensions, competitive pressures. With the strategies we are putting in place, and our proactive measures the risks would substantially be mitigated.

Future Outlook

Looking ahead, I am optimistic about our growth trajectory. Our focus remains on the provision of potable water to our various customers in the urban communities of the State. The key priorities, e.g., innovation, service area extension, market expansion, customer satisfaction, which will drive sustainable long-term value creation will help in driving the service for superior performance. We are well-positioned to capitalize on emerging trends, drive sustainable growth, and deliver superior value to our stakeholders. We are confident in our ability to seize opportunities and navigate the complexities of the sector.

Appreciation

I extend my heartfelt thanks to our employees for their unwavering dedication and hard work, our Board of Directors for their invaluable guidance, and our stakeholders for their continued trust and support. Together, we have built a strong foundation that positions Ekiti Water and Sewerage Company Ltd for success in the years to come.

Thank you for your confidence in our company.

Sincerely,

'Wole Afolabi, FCA
Managing Director
12th August, 2025

Corporate Information

Registered Office
Ekiti Water & Sewerage Company Ltd
Ekiti Water House
Ado Ekiti Iworoko Road
Ado Ekiti
Ekiti State

Prof Mobolaji Aluko	Chairman
Mr. Folorunso James Bamidele	Member
Engr, Olumide Ayodele Ajayi	Member
Oluwole Afolabi FCA	Managing Director
Barr. Gbemiga Adaramola	Company Secretary

Management Staff

- Oluwole Afolabi — Managing Director
- Engr. Oluwatoba Opeyemi — Director (Operation & Maintenance)
- Mr. R.S Fasusi — Director (Admin & Supplies)
- Engr. Ayedun Oladipupo — Director (Commercial Service)
- Mr. Dada Vincent — Director (Finance & Accounts)
- Mrs. Folasade Taiwo — Director (Quality Control)
- Engr Alabi Abiodun M. — Director (Design & Construction)
- Mr Salami Kasali — Director (Planning, Research and Statistics)

- Mr. Olomu Olaosebikan John — Chief Internal Auditor
- Engr. Obafemi Albert — Director Surveillance and Infrastructure
- Mr. Agboola Temitope — Head, Corporate Communication unit.
- Miss Seun Olowolagba — Director Sanitation & Sewerage
- Engr Owolabi Timothy — Director Procurements

Auditors

FEMI OLATIILU & CO
Certified National Accountants
7, Temidire Avenue, Olokemeji, Odo Ado,Ekiti
P O Box 2324,
Ado Ekiti,
Ekiti State
Email oluolatiilu @ gmail.com

Bankers

Zenith Bank Plc – Overhead	(Account Number 1228272824)
Zenith Bank Plc – SURWASH	(Account Number 1229056977)
United Bank of Africa Plc	(Account Number 1003372017)
United Bank for Africa Plc	(Account Number 1003378466)
Sterling Bank Plc	(Account Number 0029679509)
Wema Bank	(Account Number 0123254623)

Financial Statements

(All financial statements of the company are available on the company's official website through the link https://ekitiwater.com/2021-2022-2023-audited-accounts-for-ekiti-state-water-corporation/;)
Auditors Report
Statement of Financial Position or Balance Sheet
Cashflow Statement
Statement of Changes in Equity
Notes to Financial Statements

Shareholder Information

S/N	STAKEHOLDERS (EXTERNAL)	RESPONSIBILITIES
1	MDAS • Ministry of Infrastructure and Public Utilities	Supervisory and collaboration for efficient

	• Governor's Office • Ministry of Works • Ministry of Health and Human Services • Ministry of Environment and Natural Resources • Ministry of Justice • Ministry of Budget, Economic planning and Performance Management • Ministry of Finance and Economic Development • Bureau of Public Procurement • State Bureau of Statistics • Regulatory Agency • Office of the Accountant General • Office of the State Auditor General • Fiscal Responsibility Commission • Bureau of Central Internal Audit etc.	service delivery.
2	Non-Government Organisations • NEWSAN (Network for Water, Sanitation and Hygiene) • EDFHO (Environment Development and Family Health Organization) • Civil Society Organization (CSO) • Water Consumer Association (WCA)	Providing collaborative support on issues bothering on regular water supply and payment of water tariff.
3	DONOR AGENCIES • World Bank • European Union	Providing support for the institutionalization, capacity building and execution of water projects
	INTERNAL	
1	Company Staff • Managing Director • Management Team • Business Manager • Members of staff	Providing administrative and leadership role for effective and efficient service delivery.
2	Staff Union • Amalgamated Union of Public Corporations, Civil Service, Technical and Recreational Services Employee (AUPCTRE)	Collaborating with other Unions in the State to ensure effective representation of staff and welfare

TECHNICAL PERFORMANCE REPORT

This technical performance report provides an assessment of our technical operations, highlighting key Performance Indicators (KPIs), and achievements. This report outlines our progress in water production, treatment, distribution and infrastructure management, showcasing our commitment to delivering reliable and sustainable water services to the people of Ekiti State.

Q1 Performance Report

	KPI	INDICATORS	UNIT			
A	Service Coverage			JAN,2024	FEB,2024	MARCH,2024
1	Network coverage					
2		Transmission/Main Network	km	506.9	506.9	506.9
		Distribution Network	km	786.7	786.7	786.7
	a	Number of customers connected (customer base)		9,365	9,372	14,081
	b	total active metered		-	-	-
	c	totaL non active metered		-	-	-
	d	total active unmetered		4,986	4,996	5,002
	e	total non active unmetered		-	-	-
		total number of metered comercial customer served		-	-	-
		total number of unmetered comercial customer served		-	-	-
		total number of metered institution customer served		-	-	-

		total number of unmetered institution customer served		-	-	-
		Number of populations served		160,606	160,646	160,806
B	**Operation and Maintenance (O&M)**					
1	**Water Production**		**M^3**	207,490	373,859	421,046
2	**Water consumption**					
		% Consumed by the residential customers	**M^3**	2.90%	1.15%	1.68%
		Meter	**M^3**	1,983.60	1,152.00	1,825.60
		Un-metered	**M^3**	4,028.40	3,164.40	5,263.20
		% Consumed by commercial consumers	**M^3**	-	-	-
		Meter	**M^3**	-	-	-
		Un-metered	**M^3**	-	-	-
		% Consumed by Institution consumers	**M^3**	-	-	-
		Meter	**M^3**	-	-	-
		Un-metered	**M^3**	-	-	-
3	**Network Performance**					
		Total number of pipe breaks for both transmission and distribution network as stated below in relation to sizes of pipes	**No**	-	10	6
		900mm		-	-	-
		750mm		-	-	-
		650mm		-	-	-
		600mm		-	-	-
		500mm		-	-	-
		450mm		-	-	-
		350mm		-	-	-

		300mm		-	-	-
		250mm		-	-	-
		200mm		-	-	-
		150mm		3	-	-
		100mm		2		1
		50mm		-	-	-
		Average recovery cost of pipe breaks	₦	-	26,070.00	250,100.00
C	Non- Revenue Water (NRW)		%			
1	Unaccounted for water	Total volume of water produced	M^3	207,490.00	373,859.00	421,046.00
		Total volume of water supplied	M^3	176,836.00	330,764.00	296,525.00
		Total volume of NRW		201,478.00	369,542.60	413,957.20
		% of NRW		97.10%	98.85%	98.32%
D	Economics and Financial					
1	No. of new connections	No of new meter installed and served	No	1	6	4
		No of new unmeter customer and served	No	10	5	23
		Cost recovery	%	7.98	3.98	4.15
		Revenue Collection Efficiency	%	-	-	28%
		Billing Efficiency	%	-	-	11%
		No of bill produced/scheme	No	-	0	1742
		No of bill Responded	No	-	-	199
		No of unmetered connections	No			5,002
		No of metered connections	No	9,365	9,372	9,079
		Metering penetration ratio (%) No of customer metered	%	100.00	100.00	64.48
		Tanker Revenue/day	₦	22,838.71	17,000.00	9,774.19
		Total Operational costs	₦	22,066,665.88	32,409,762.00	35,917,246.62

		Average Revenue Generation/day	₦	56,819.35	46,018	48,077.42
2	Total revenue generation		₦	1,761,400.00	1,288,500.00	1,490,400.00
3	Tariff/Average. Water charges		₦	Flat rate (Unmetered Domestic) @N2000. Metered Domestic @N200/Cu.m	Flat rate (Unmetered Domestic) @N2000. Metered Domestic @N200/Cu.m	Flat rate (Unmetered Domestic) @N2000. Metered Domestic @N200/Cu.m
				Metered Institution@ N250/Cu.m	Metered Institution@ N250/Cu.m	Metered Institution@ N250/Cu.m
4	Staff per 1000 connections		No	39	39	26
E	Quality of service					
1	Continuity of service (Hours per day. Avg.)		hr	9	9	8
2	Customer complaint resolution					
		No of complaints	No	56	66	40
		Average response time	hr	24	24	12
		No of complaints resolved within the timeframe	No	6	11	6
		Percentage of complaint resolved	%	11%	17%	15%
3	Water quality Monitoring (% of Test that complied with Na					
		No of Test carried out	No	1,070	1,018	1,017
		Number of tested passed		1,017	987	956
		Percentage of sample that passed quality standard	%	95%	97%	94.1%

Q2 Performance Report

	KPI	INDICATORS	UNIT			
A	Service Coverage			April,2024	MAY,2024	JUNE,2024
1	Network coverage					
2		Transmission/Main Network	km	506.9	506.9	506.9
		Distribution Network	km	786.7	786.7	786.7
	a	Number of customers connected (customer base)		14,088	14,094	14,103
	b	total active metered		-	-	-
	c	totaL non active metered		-	-	-
	d	total active unmetered		5009	5015	5024
	e	total non active unmetered		-	-	-
		total number of metered comercial customer served		-	-	-
		total number of unmetered comercial customer served		-	-	-
		total number of metered institution customer served		-	-	-
		total number of unmetered institution customer served		-	-	-
		Number of populations served		160,862	160,910	161,022

B	**Operation and Maintenance (O&M)**					
1	**Water Production**		**M^3**	310,906.00	185,680	338,585
2	**Water consumption**					
		% Consumed by the residential customers	**M^3**	3.11%	3.71%	2.03%
		Meter	**M^3**	1,528.63	1,664.00	1,374.00
		Un-metered	**M^3**	8,134.56	7,288.56	7,331.40
		% Consumed by commercial consumers	**M^3**	-	-	-
		Meter	**M^3**	-	-	-
		Un-metered	**M^3**	-	-	-
		% Consumed by Institution consumers	**M^3**	-	-	-
		Meter	**M^3**	-	-	-
		Un-metered	**M^3**	-	-	-
3	**Network Performance**					
		Total number of pipe breaks for both transmission and distribution network as stated below in relation to sizes of pipes	**No**	7	4	2
		900mm		-	-	-
		750mm		-	-	-
		650mm		-	-	-
		600mm		-	-	-
		500mm		-	-	-
		450mm		1	-	-
		350mm		-	-	-
		300mm		-	1	-
		250mm		-	2	-
		200mm		-	-	-
		150mm		1		
		100mm		3	1	2
		50mm		-	-	-

		Average recovery cost of pipe breaks	**₦**	31,085.71	92,500.00	27,000.00
C	**Non- Revenue Water (NRW)**		**%**			
1	**Unaccounted for water**	**Total volume of water produced**	**M³**	310906	241,492	428,790
		Total volume of water supplied	**M³**	244682	182,680	338,585
		Total volume of NRW		301,242.81	232,539.44	420,084.60
		% of NRW		96.89%	96.29%	97.97%
D	**Economics and Financial**					
1	**No. of new connections**	**No of new meter installed and served**	**No**	5	3	2
		No of new unmeter customer and served	**No**	6	9	29
		Cost recovery	**%**	3.85	4.00	21.88
		Revenue Collection Efficiency	**%**	25%	18%	24%
		Billing Efficiency	**%**	20%	14%	15%
		No of bill produced/scheme	**No**	2445	2,642	2088
		No of bill Responded	**No**	484	380	323
		No of unmetered connections	**No**	5009	5015	5024
		No of metered connections	**No**	9,079	9,079	9,079
		Metering penetration ratio (%) No of customer metered	**%**	64.44	64.42	64.38
		Tanker Revenue/day	**₦**	7,066.67	9,370.97	5,391.67
		Total Operational costs	**₦**	44,953,355.80	35,742,672.34	38,213,921
		Average Revenue Generation/day	**₦**	57,720	46,074.19	278,725.00
2	**Total revenue generation**		**₦**	1,731,600.00	1,428,300.00	8,361,750.00

3	**Tariff/Average. Water charges**		**₦**	Flat rate (Unmetered Domestic) @N2000. Metered Domestic @N200/Cu.m	Flat rate (Unmetered Domestic) @N2000. Metered Domestic @N200/Cu.m	Flat rate (Unmetered Domestic) @N2000. Metered Domestic @N200/Cu.m
				Metered Institution@ N250/Cu.m	Metered Institution@ N250/Cu.m	Metered Institution@ N250/Cu.m
4	**Staff per 1000 connections**		**No**	26	26	25
E	**Quality of service**					
1	**Continuity of service (Hours per day. Avg.)**		**hr**	8	8	8
2	**Customer complaint resolution**					
		No of complaints	**No**	40	57	37
		Average response time	**hr**	12	12	12
		No of complaints resolved within the timeframe	**No**	6	15	2
		Percentage of complaint resolved	**%**	15%	26%	5%
3	**Water quality Monitoring (% of Test that complied with Na**					
		No of Test carried out	**No**	836	836	1180
		Number of tested passed		805	803	1,108
		Percentage of sample that passed quality standard	**%**	96.35%	96.35%	93.94%

Q3 Performance Report

	KPI	INDICATORS	UNIT			
A	Service Coverage			JULY,2024	AUGUST,2024	SEPT,2024
1	Network coverage					
2		Transmission/Main Network	km	506.9	506.9	506.9
		Distribution Network	km	786.7	786.7	786.7
	a	Number of customers connected (customer base)		14,117	14,122	14,126
	b	total active metered		-	-	-
	c	totaL non active metered		-	-	-
	d	total active unmetered		4777	4782	4,786
	e	total non active unmetered		-	-	-
		total number of metered comercial customer served		-	-	-
		total number of unmetered comercial customer served		-	-	-
		total number of metered institution customer served		-	-	-
		total number of unmetered institution customer served		-	-	-
		Number of populations served		161,094	161,094	144,508
B	Operation and Maintenance (O&M)					

1	**Water Production**		**M3**	182,675	94,230	90,180
2	**Water consumption**					
		% Consumed by the residential customers	**M3**	3.04%	5.04%	9.55%
		Meter	**M3**	930.00	1,714.40	6,740.00
		Un-metered	**M3**	6,213.60	5,452.41	1,875.60
		% Consumed by commercial consumers	**M3**	-	-	-
		Meter	**M3**	-	-	-
		Un-metered	**M3**	-	-	-
		% Consumed by Institution consumers	**M3**	-	-	-
		Meter	**M3**	-	-	-
		Un-metered	**M3**	-	-	-
3	**Network Performance**					
		Total number of pipe breaks for both transmission and distribution network as stated below in relation to sizes of pipes	**No**	4	1	-
		900mm		-	-	-
		750mm		-	-	-
		650mm		-	-	-
		600mm		-	-	-
		500mm		-	-	-
		450mm		-	-	-
		350mm		-	-	-
		300mm		-	-	-
		250mm		-	-	-
		200mm		-	-	-
		150mm		1		-
		100mm		1	-	-
		50mm		-	-	-
		Average recovery cost of pipe breaks	**₦**	8,250.00	-	-

C	Non- Revenue Water (NRW)		%			
1	Unaccounted for water	Total volume of water produced	M^3	235,024	142,142	90,180
		Total volume of water supplied	M^3	182,675	94,230	64,330
		Total volume of NRW		227,880.40	134,975.19	81,564.40
		% of NRW		96.96%	94.96%	90.45%
D	Economics and Financial					
1	No. of new connections	No of new meter installed and served	No	261	4	0
		No of new unmeter customer and served	No	5	6	5
		Cost recovery	%	3.19	3.81	2.46
		Revenue Collection Efficiency	%	19%	16%	29%
		Billing Efficiency	%	13%	11%	8%
		No of bill produced/scheme	No	2095	2120	**805**
		No of bill Responded	No	277	224	61
		No of unmetered connections	No	4777	4782	4,786
		No of metered connections	No	9,340	9,340	9,340
		Metering penetration ratio (%) No of customer metered	%	66.16	66.14	66.12
		Tanker Revenue/day	₦	5,451.61	9,080.65	-
		Total Operational costs	₦	34,361,149	30,019,664	31,768,353.09
		Average Revenue Generation/day	₦	35,338.71	36,932.26	26,091.50
2	Total revenue generation		₦	1,095,500.03	1,144,900.00	782,745.00

3	**Tariff/Average. Water charges**		**₦**	Flat rate (Unmetered Domestic) @N2000. Metered Domestic @N200/Cu.m	Flat rate (Unmetered Domestic) @N2000. Metered Domestic @N200/Cu.m	Flat rate (Unmetered Domestic) @N2000. Metered Domestic @N200/Cu.m
				Metered Institution@ N250/Cu.m	Metered Institution@ N250/Cu.m	Metered Institution@ N250/Cu.m
4	**Staff per 1000 connections**		**No**	25	24	24
E	**Quality of service**					
1	**Continuity of service (Hours per day. Avg.)**		**hr**	8	8	8
2	**Customer complaint resolution**					
		No of complaints	**No**	23	17	7
		Average response time	**hr**	12		-
		No of complaints resolved within the timeframe	**No**	7	0	0
		Percentage of complaint resolved	**%**	30%	0%	0%
3	**Water quality Monitoring (% of Test that complied with Na**					
		No of Test carried out	**No**	772	714	599
		Number of tested passed		726	688	519
		Percentage of sample that passed quality standard	**%**	94%	96.40%	86.62%

Q4 Performance Report

	KPI	INDICATORS	UNIT			
A	Service Coverage			OCT,2024	NOV,2024	DEC,2024
1	Network coverage					
2		Transmission/Main Network	km	506.9	506.9	506.9
		Distribution Network	km	786.7	786.7	786.7
	a	Number of customers connected (customer base)		14,184	12,856	12,874
	b	total active metered		-	-	-
	c	totaL non active metered		-	-	-
	d	total active unmetered		4,791	3,509	3,514
	e	total non active unmetered		-	-	-
		total number of metered comercial customer served		-	-	-
		total number of unmetered comercial customer served		-	-	-
		total number of metered institution customer served		-	-	-
		total number of unmetered institution customer served		-	-	-
		Number of populations served		144,972	134,348	134,492
B	Operation and Maintenance (O&M)					

1	Water Production		M^3	190,480	204,493	280,483
2	Water consumption					
		% Consumed by the residential customers	M^3	5.88%	10.46%	6.02%
		Meter	M^3	7,559.00	6,941.50	8,143.75
		Un-metered	M^3	3,650.40	5,673.60	8,745.12
		% Consumed by commercial consumers	M^3	-	-	-
		Meter	M^3	-	-	-
		Un-metered	M^3	-	-	-
		% Consumed by Institution consumers	M^3	-	-	-
		Meter	M^3	-	-	-
		Un-metered	M^3	-	-	-
3	Network Performance					
		Total number of pipe breaks for both transmission and distribution network as stated below in relation to sizes of pipes	No	-	-	-
		900mm		-	-	-
		750mm		-	-	-
		650mm		-	-	-
		600mm		-	-	-
		500mm		-	-	-
		450mm		-	-	-
		350mm		-	-	-
		300mm		-	-	-
		250mm		-	-	-
		200mm		-	-	-
		150mm		-	-	-
		100mm		-	-	-
		50mm		-	-	-
		Average recovery cost of pipe breaks	₦	-	-	-

C	Non- Revenue Water (NRW)		%			
1	Unaccounted for water	Total volume of water produced	M^3	190,482	120,547	280,483
		Total volume of water supplied	M^3	149,802	153,838	245,843
		Total volume of NRW		179,272.60	107,931.90	263,594.13
		% of NRW		94.12%	89.54%	93.98%
D	Economics and Financial					
1	No. of new connections	No of new meter installed and served	No	53	7	20
		No of new unmeter customer and served	No	3	5	2
		Cost recovery	%	2.93	4.82	4.81
		Revenue Collection Efficiency	%	52%	73%	-
		Billing Efficiency	%	16%	24%	#VALUE!
		No of bill produced/scheme	No	389	570	-
		No of bill Responded	No	64	136	-
		No of unmetered connections	No	4791	3509	3514
		No of metered connections	No	9,393	9,347	9360
		Metering penetration ratio (%) No of customer metered	%	66.22	72.71	72.70
		Tanker Revenue/day	₦	8,564.52	9,650.00	24,770.00
		Total Operational costs	₦	34,690,375.18	27,914,465.02	36,824,545.00
		Average Revenue Generation/day	₦	32,816.13	44,804.00	57,136.81
2	Total revenue generation		₦	1,017,800.00	1,344,120.00	1,771,241.00
3	Tariff/Average. Water charges		₦	Flat rate (Unmetered Domestic) @N2000. Metered Domestic @N200/Cu.m	Flat rate (Unmetered Domestic) @N2000. Metered Domestic @N200/Cu.m	Flat rate (Unmetered Domestic) @N2000. Metered Domestic @N200/Cu.m

				Metered Institution@ N250/Cu.m	Metered Institution@ N250/Cu.m	Metered Institution@ N250/Cu.m
4	**Staff per 1000 connections**		**No**	23	25	25
E	**Quality of service**					
1	**Continuity of service (Hours per day. Avg.)**		**hr**	8	8	8
2	**Customer complaint resolution**					
		No of complaints	**No**	17	5	25
		Average response time	**hr**	24	-	12
		No of complaints resolved within the timeframe	**No**	3	0	8
		Percentage of complaint resolved	**%**	18%	0%	32%
3	**Water quality Monitoring (% of Test that complied with Na**					
		No of Test carried out	**No**	1014	830	915
		Number of tested passed		1,003	747	897
		Percentage of sample that passed quality standard	**%**	98.90%	99%	98%