



Ekiti Water & Sewerage Company Ltd (RC 1930930)

Annual Report

&

Technical Performance Report

**for the Year Ended December 31,
2025**

Contents

Chairman's Message	4
Managing Director's Overview	5
Corporate Profile.....	8
Operational Highlights.....	8
Financial Performance	9
Projects and Initiatives.....	9
Strategic Developments	9
Sustainability and Corporate Responsibility.....	9
Challenges and Opportunities.....	10
Sustainability and Social Responsibility.....	10
Governance and Compliance	10
Challenges and Risks	11
Future Outlook.....	11
Corporate Information	11
Management Staff	11
Auditors	12
Bankers	12
Financial Statements	12
Shareholder Information	13
TECHNICAL PERFORMANCE REPORT	14
2.0 System Overview	14
3.0 Water supply and demand	15
3.1 List of Dams/Schemes considered with the volume of water produced in CUM between January – December, 2025.....	15
3.2 Water Treatment Performance from January to December, 2025	15
3.3 Water Supply	16
4.0 Water quality	17
4.1 Physical test	17
4.2 Chemical test.....	17
A. Inorganic Constituents	17
B. Disinfectant and Residuals	17
4.3 Microbiological test	17
4.4 Tools and reagents.....	18
4.5 Sampling and monitoring frequency.....	18

5.0 Non Revenue Water	19
5.1 Bulk meters reading, sizes and status	20
5.2 More locations proposed for the installation of bulk meters to increase the number of districts, enhance data capturing and monitoring.	20
6.0 SUMMARY REPORT ON NON-REVENUE WATER (SEPTEMBER- DECEMBER 2025)	21
7.0 Asset Maintenance Compliance.....	22
8.0 Customer connection and service	24
8.2 Customer Service	24
customer satisfaction survey	24
Quarterly Performance Report.....	25
Q1 Performance Report	25
Q2 Performance Report	31
Q3 Performance Report	38
Q4 Performance Report	44

Chairman's Message

Dear Distinguished Stakeholders,

It is my pleasure and honour to present the Chairman's Report for the fiscal year ended 31st December, 2025. The year under review was one marked by both significant challenges and valuable opportunities, as our Company operated within an evolving economic, social, and business environment. Despite these realities, Ekiti Water & Sewerage Company Limited remained steadfast in its commitment to delivering safe, reliable, and affordable water services to the people of Ekiti State.

Throughout the year, the Company recorded notable progress in advancing its mandate of providing clean and potable water across various communities in the State. Strategic investments in critical infrastructure, operational improvements, and enhanced service delivery initiatives contributed to increased coverage, improved reliability of supply, and growing public confidence in our operations. These achievements underscore the Company's resolve to support public health, economic development, and improved quality of life for our citizens.

On behalf of the Board of Directors, I extend our sincere appreciation to the Ekiti State Government for its unwavering support, policy guidance, and strategic direction. We are also grateful to our esteemed customers, development partners, and the general public for their continued cooperation, trust, and constructive engagement with the Company.

As we look ahead, the Board remains committed to strengthening corporate governance, enhancing operational efficiency, and supporting Management in implementing strategies that will ensure the long-term sustainability of the Company. We are confident that with the continued collaboration of all stakeholders, Ekiti Water & Sewerage Company Limited will build on the gains of 2025 and deliver even greater value in the years to come.

Hon. Bar. Kola Amire-Kolade
Chairman of the Board

Managing Director's Overview

Dear Shareholders, or stakeholders

Distinguished stakeholders, representatives of government, development partners, traditional rulers, community leaders, esteemed customers, members of the press, and staff of Ekiti Water & Sewerage Company Limited, ladies and gentlemen,

I am pleased to present the report of the Managing Director, Ekiti Water & Sewerage Company Limited for the just-concluded December 31, 2025 operational year. The year 2025 was a significant and demanding year for the Company, one that required strategic focus, operational discipline, and strong collaboration among all stakeholders. Guided by the policy direction of the Ekiti State Government and the strategic oversight of the Board of Directors, Management remained committed to improving water supply services, strengthening operational efficiency, and enhancing customer satisfaction across the State.

One of the major achievements of the year was the improvement in water supply reliability through targeted infrastructure interventions. The procurement, installation, and rehabilitation of critical pumping facilities and booster stations led to improved water pressure and expanded supply to previously underserved locations. These interventions directly translated into increased service coverage and improved customer confidence in our operations.

In the area of customer growth and commercial performance, the Company recorded commendable progress in 2025. Through the commitment of the Commercial Department, particularly the metering unit, and the effective collaboration with the Surveillance, Infrastructure, and Maintenance Departments, we exceeded our annual target for new customer connections. This achievement reflects Management's focus on expanding access, strengthening revenue assurance, and promoting a culture of accountability.

Water quality assurance remained a top priority throughout the year. Routine sampling and laboratory testing were carried out across various supply points to ensure that water supplied to our customers met approved quality standards. We recognize that safe potable water is fundamental to public health, and Management remains unwavering in upholding this responsibility.

Stakeholder engagement and community sensitization also featured prominently in our 2025 activities. Through regular community meetings, sensitization programs, and customer engagement initiatives, we sought to promote mutual understanding, address service-related concerns, and encourage responsible water use and prompt bill payment. These engagements have strengthened trust and partnership between the Company and the communities we serve.

I wish to express Management's appreciation to His Excellency, the Executive Governor of Ekiti State, the Honourable Commissioner, Ministry of Infrastructure and Public Utilities (MIPU) and relevant ministries, departments, and agencies for their continuous support and guidance. I also acknowledge the invaluable contributions of our development partners and regulatory institutions in advancing sector reforms and capacity development.

On behalf of Management, I sincerely thank the Chairman and Members of the Board of Directors for their leadership, policy guidance, and oversight throughout the year. I also commend the dedication, professionalism, and resilience of the entire staff of Ekiti Water & Sewerage Company Limited, whose collective efforts made the achievements of 2025 possible despite challenges such as rising operational costs, energy constraints, and aging infrastructure.

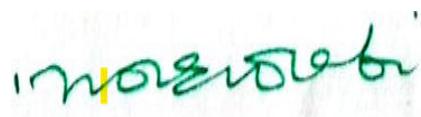
Distinguished stakeholders, while we take pride in the progress recorded in 2025, we are fully aware that there is still much work ahead. In the coming year, Management will continue to prioritize infrastructure development, improved cost recovery, operational efficiency, and customer-centered service delivery, while strengthening partnerships with all stakeholders.

Considering the complexities of the global economy, I am pleased to report that Ekiti Water & Sewerage Company Ltd has delivered **₦46,563,418.65 (Forty-six Million, five Hundred and sixty-Three Thousand, five hundred and eighteen naira and sixty-five kobo)** only during the year under review as opposed 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 the prior year. Revenues reduced by 72.22% reflecting a slight drop in revenue generation compare to previous year. However, the revenue target for the year 2025 stood at **₦32,500,00.00 (Thirty Two Million, five Hundred**

Thousand naira only) while and high performance of the company and support from the State Government.

In conclusion, I thank you all for your continued support, cooperation, and constructive feedback. Together, we can build a more efficient, sustainable, and resilient water and sewerage service that meets the needs and aspirations of the people of Ekiti State.

Thank you for your attention.

A handwritten signature in green ink, appearing to read 'Wole Afolabi'. The 'W' and 'A' are capitalized and have a yellow highlight on the vertical strokes.

Mr Wole Afolabi
The Managing Director.

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 slightly reduced from **₦64,472,546.60** (Sixty-four Million, four Hundred and seventy-Two Thousand, five hundred and forty-six naira and sixty kobo) only to **₦46,563,418.65** (**Forty-six Million, five Hundred and sixty-Three Thousand, five hundred and eighteen naira and sixty-five kobo**) only during the year under review as opposed to in 2025 by 27.77% during the reporting year. A lot of strategies have been put in place to improve performance in the fiscal year 2026. Our reduction in water production from 1,482,255m³ in 2025 to 3,042,441m³ in 2024 by 48.7% was due to some damages at 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 customers by 250 additional numbers of connections.
- Establishment of 2 numbers District Metering Areas (DMAs) and installation of zonal bulk meters in the established DMAs to reduce our non-revenue water.
- Implementation of community engagement and sensitization programmes, 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

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.

Corporate Information

Registered Office

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

Prof Mobolaji Aluko
Mr. Folorunso James Bamidele
Engr, Olumide Ayodele Ajayi
Oluwole Afolabi FCA
Barr. Gbemiga Adaramola

Chairman
Member
Member
Managing Director
Company Secretary

Management Staff

- Oluwole Afolabi Managing Director

- Engr. Oluwatoba Opeyemi Director (Operation & Maintenance)
- Mr. Ilesanmi Oluwafemi 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:

1. <https://ekitiwater.com/2021-2022-2023-audited-accounts-for-ekiti-state-water-corporation/>;
2. <https://ekitiwater.com/2024-audited-financial-statement-afs-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 <ul style="list-style-type: none"> • Ministry of Infrastructure and Public Utilities • 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. 	Supervisory and collaboration for efficient service delivery.
2	Non-Government Organisations <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • World Bank • European Union 	Providing support for the institutionalization, capacity building and execution of water projects
INTERNAL		
1	Company Staff <ul style="list-style-type: none"> • Managing Director • Management Team • Business Manager • Members of staff 	Providing administrative and leadership role for effective and efficient service delivery.

2	<p>Staff Union</p> <ul style="list-style-type: none"> • 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
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TECHNICAL PERFORMANCE REPORT

This technical performance report provides an overview of the condition of potable water supply in Ekiti state, also, efficiency of operational equipment, system reliability, water quality, infrastructural management and customer care. The utility delivered potable water services to approximately 13,026 connections across the state, ensuring compliance with national drinking water standards and meeting Key Performance Indicator (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.

2.0 System Overview

Below is the details of dams and schemes of Ekiti Water and Sewerage Company.

Dam/Scheme	Treatment Plant Capacity (CUM)	Average population to be served (using 100liters per capital per day @100 percent efficiency)	Number of connections	Total population served based on number of connections (considering five people per household)	Distribution network length	Status of the Dam/Scheme
Ureje (Ado)	10,000	100,000	5,000	25,000	-	Functional
Ero (Ikun)	104,500	1,045,000	6,000	30,000	-	Functional
Egbe ()	66,000	660,000				Not Functional
Itapaji	5,175	51,750				Not Functional
Efon	675	6,750	1,120	5,600		Functional
Ikere	225	2,250	172	860		Not Functional
TOTAL	176,575	1,765,750	7,292	36,460		

3.0 Water supply and demand

Total water supplied, the actual water produced from the treatment plants and the target set are analyzed below based on all the dams/schemes of EKWSC. The table below shows the total water produced and downtime from all the functioning dams/schemes, including those having minor issues that can be resolved in short term with limited resources.

3.1 List of Dams/Schemes considered with the volume of water produced in CUM between January – December, 2025

Dam/Scheme	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Ado	86,460	66,190	68,140	84,840	76,320	63,950	56,260	80,100	64,769	79,030	93,070	79,170
Ero								23,753	41,917	66,167.56	20,009	82,679
Egbe		15,492										
Efon	750	250						188	1,375	4,250		1937.5
Total	87,210	81,932	68,140	84,840	76,320	63,950	56,260	104,041	108,061	149,447.56	113,079	163,786.5

Dam/Scheme	Total Targeted vol. at 70percent capacity (CUM)	Total Actual volume produced (Jan-Dec,2025) (CUM)	Deficit (CUM)	Performance (%)
Ado	1,890,000	898,299	991799	47.53%
Ero	19,750,500	234,525.56	19,515,974	1.18%
Egbe	12,474,000	15,492	12,458,508	0.12%
Efon	127,575	8751	118,824	6.86%
TOTAL VOLUME	34,242,075	1,157,067.56	33,085,105	3.38%

3.2 Water Treatment Performance from January to December, 2025

Dam/Scheme	Plant	Plant	HTH	Alum	Lime	Energy	Remark
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	Down Time (%)	Targeted Down Time (%)	Used Kg	Used	Used	used kwh	
Ado	66	30	1,295	47,475	14,550	141,410	The energy data is for Five months
Ero		50	180	11,600	4,575	144,363	The energy data is only for Sep - Dec 2025
Egbe		30	60	900	300		Energy meter is not Functional but the reading will be taken manually when pumping is ongoing
Efon		10	80.6	211	176		Energy meter is not available

3.3 Water Supply

Indicator	Target	Actual	Remark
Volume of water supplied Through distribution lines	percentage		This will be achieved when district meters are installed. Although two Districts were created

4.0 Water quality

Several tests and analyses were carried out by the Quality Control Department to ensure the quality of the water supplied is within the ISO standard. Below is the summary of the test carried out and the result obtained between January to November.

4.1 Physical test

Test	Purpose	Total Test	Total passed	Passed%
Color (TCU)	To detect contamination or organic matters	828	758	92%
Turbidity (NTU)	Measure cloudiness from suspended particles	788	716	91%
Odor	Free from small	830	753	91%
Taste		818	815	100%
Temperature 0C		751	706	94%
Conductivity		758	746	98%
Total Dissolved Solid (TDS)	Indicates scaling potential and taste	813	800	98%

4.2 Chemical test

A. Inorganic Constituents

Test	Purpose	Total Test	Total passed	Passed%
PH	Indicate acidity/alkalinity	703	664	94%
Hardness		39	33	85%

B. Disinfectant and Residuals

Test	Purpose	Total Test	Total passed	Passed%
Free Residual Chlorine	Ensure disinfection effectively	516	457	89%
Total Chlorine	Ensure proper chlorination	537	531	99%

4.3 Microbiological test

To ensure water is free from disease causing organisms, the following test were carried out

Test	Purpose	Total Test	Total passed	Passed%
Bacteriological test		48	43	90%

(Ecoli)				
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4.4 Tools and reagents

Quality control department has the ability to perform potency test due to the several reagents and tools procured by EKWSC. However, to enhance quality of water supply, we need to procure some tools to increase the number of tests we have the ability to carry out.

Below is the list of tools to be procured

S/n	Tools
1	Furnace
2	De-ionizer cartridge
3	Turbidity meter
4	Chlorine meter
5	Perforated sintered glass crucible
6	Tared porcelain or silica crucible

4.5 Sampling and monitoring frequency

S/n	Sampling	Frequency	Remark
1	Raw water	daily	-
2	Treated water	daily	-
3	Distribution system	irregular	Time table will be developed to standardize data collection from sampling locations.
4	Storage tanks and reservoirs	irregular	Time table will be developed to take sample data from all functioning reservoirs and tanks

5.0 Non Revenue Water

Non-revenue water is a serious issue at EKWSC but effort is ongoing to restructure the existing method of collecting and reporting data. Most of the existing data were been calculated due to bad or inefficient bulk meters.

Non-revenue water unit has been created and work is ongoing to reposition the method used in data acquisition and diagnose the entire system with the intention to generate report that will state the present condition of non-revenue water in the entire water infrastructure and mitigation plan to enhance revenue generation.

Ado Business unit was selected for the first phase of non-revenue water diagnostics due to the complexity and huge network of the entire distribution system across the state.

Ado water distribution network has been divided into eight zones as shown below

ZONE 1	ZONE 2	ZONE 3	ZONE 4	ZONE 5	ZONE 6	ZONE 7	ZONE 8
IREWUMI, IKINGBINSHIN, OLORUNSOGO, IJADU, ADEWUMI, PEACE AVENUE, FATIMEHIN STREET, ADEHUN, ILE ILERI, ADEPARUSI, FALEYE, TEMIDIREE, OLORUNDA	CAR WASH, BALERMO, ONALA, MATER CHRISTI, TINUOLA, OKE ILA, AFAO ROAD, FEDERAL HOUSING, STATE HOUSING, FAYOSE HOUSING, MIDAS, ILOKUN	BETTER LIFE, OKE ALA, IYIN ROAD, TRADE FAIR, NOVA ROAD, IFESOWAPO, SURULERE, PEACE COMMUNITY (SURULERE), BASIRI, BOJURI/JESUS AVENUE, JIMOH ALIU, OWODE	DALIMORE, AJOWA, STADIUM, OKESA, BAWA ROAD, AKIN AKEJU, STATE HOSPITAL, FAJUYI, FIRST BANK, OKE ISE, ADEBAYO, DOCTORS' QUARTERS	IMMIGRATION, MATTHEW	AJILOSUN, BAMGBOYE, MOFERERE, FALANA, OLUJODA, ALHAJI OGUNLAYI, DEEPER LIFE, AJEBAMIDELE, FAGHOHUN	EKUTE, OKE ONIYO,	IRONA, ISATO, OKE ORI OMI, FASUAN OMISANJANA, ILawe ROAD

1. Zone 6 has further been divided into District 1 and 2 for better non-revenue water data capturing and monitoring. Bulk meter for the two districts has been procured and installed.
2. Condition of some of the existing bulk meters has been established as detailed below

5.1 Bulk meters reading, sizes and status

S/N	Pipe Size	BULK METER LOCATION	BASE READING (May 3rd, 2024)	1ST READING (May 23, 2024)	TOTAL CONSUMED	Status
1	200mm	Okeayoba Reservoir inlet	897870	901064	3194	Good
2	200mm	Okeayoba Reservoir outlet 1 (govt house side)	192826	194754	1928	Good
3	200mm	Okeayoba Reservoir outlet 2 (Okesha side)	550955	553392	2437	Good
4	160mm	Fajuyi inlet	30235	30680	445	Good
5	160mm	Fajuyi outlet	28795	29121	326	Good
6	63mm	Betterlife	1716	1748	32	Good
7		Faglo left side	881	917	36	Good
8	100mm	Ekute 1	63913	63913	0	Bad
9	100mm	Ekute 2	25562	25759	197	Good
10	100mm	Bamgboye	404	404	0	Bad
11	100mm	Ogunlaiyi	3787	3790	3	Good
12	100mm	Olujoda	99980	99980	0	Bad
13	100mm	Falanan	3560	3682	122	Good
14	160mm	Moferere	68304	68304	0	Bad

5.2 More locations proposed for the installation of bulk meters to increase the number of districts, enhance data capturing and monitoring.

S/N	Type	Size	Location
1	Electromagnetic	200mm	Raw water inlet to new plant
2	Electromagnetic	150mm	Raw water inlet to old plant
3	Electromagnetic	200mm	Old treatment high lift pump outlet line 1 (old line)
4	Ultrasonic	200mm	Old treatment high lift pump outlet line 2 (New line)
5	Electromagnetic	200mm	New treatment high lift pump outlet
6	Electromagnetic	150mm	Fajuyi to Basiri line
7	Electromagnetic	150mm	Fajuyi to Awedele line

8	Ultrasonic	100mm	Fajuyi to Ojojolu line
9	Ultrasonic	125mm	Fajuyi to Teaching Hospital
10	Electromagnetic	125mm	Fajuyi to NAO
11	Electromagnetic	160mm	Ajowa line
12	Electromagnetic	160mm	Nova Junction to Adehun
13	Ultrasonic	160mm	Housing right side
14	Electromagnetic	160mm	Housing left side
15	Electromagnetic	200mm	Bamgboye side
16	Ultrasonic	150mm	Moferere side
17	Turbine	150mm	Mobil
18	Electromagnetic	100mm	Agric Olope line
19	Electromagnetic	150mm	Ejigbo (Immigration line)
20	Turbine	150mm	Ejigbo (Matthew line)
21	Ultrasonic	150mm	Okebola
22	Turbine	200mm	Okeila reservoir inlet
23	Electromagnetic	100mm	Bamgboye
24	Turbine	100mm	Immigration

6.0 SUMMARY REPORT ON NON-REVENUE WATER (SEPTEMBER- DECEMBER 2025)

The two DMAs were fully established on 16th of September, 2025. Two bulk meters were installed and readings of water inflow to the meters were recorded.

Total analysis of water diverted to the two districts for the month of October and December can be seen below

Districts	Volume of water inflow to the district	Cost of water inflow to the district	Volume of water billed	Cost of water billed	Volume of Non - revenue water	Cost of Non-revenue water	Percentage of non-revenue water
District 1	264.54	66,135	568	142,000	-303.46	-75,865	-
District 2	2,226.55	556,637.5	1,096	274,000	1,130.55	282,637.5	51%

The volume of water inflow to district 1 is less compared to the bill produced, which is why we don't have non-revenue water in district one.

The non-revenue water at district two can be reduced by connecting more customers, this will increase the number of billed consumption and non-revenue water will reduce.

7.0 Asset Maintenance Compliance

S/n	Asset	Activity	Compliance percentage	Remark
1	Pumps and motors	Check for abnormal noise, vibration, inspect seals and monitor gauges	100	
2	Chlorination/dosing units	Inspect chlorine tanks, inspect dosing accuracy	100	
3	Treated water quality	Test PH, Chlorine residual, turbidity and temperature	100	
4	Sludge disposal system	Inspect and clean screens, ensure pumps are functional	100	
5	General house and environment cleaning	Cleaning plant floor, removal of debris and weed from the plant and environment	70	
6	Valves and actuators	Check valves for leaks or sluggish movement	80	
7	Air valve and vent	Inspect for clogging or malfunction	50	
8	Electrical panels	Clean panels, check for loose connections	90	
9	Flow meters and pressure gauges	Calibrate/check readings against expected ranges	20	
10	Standby generators	Run and inspect, top up fluid	95	
11	Greasing/oiling	Lubricate moving parts of pumps and motors as schedule	90	
12	Backwashing filters	Inspect media, check backwash schedule/log	50	No log for backwashing
13	Sedimentation tanks	Inspect sludge	60	

		level, remove accumulated sludge		
14	Chemical feed system	Clean tanks, check dosing pumps, verify concentrations	90	
15	Reservoirs and storage tanks	Inspect for leak and sludge	40	
16	Distribution network sample points	Perform flushing and quality sampling at strategic points	20	
17	Safety equipment	Check fire extinguisher, PPE	10	
18	Pump efficiency	Check flow rate, head and power consumption	80	
19	Chemical storage area	Check expiry date and inventory	100	
20	Alarms and interlocks	Test for functionality and response time	0	
21	Security system	Inspect CCTV, Fencing locks and lighting	50	

8.0 Customer connection and service

Indicator	Target	Actual	Remark
Total number of connections	15,000	13,026	
Customer complain resolved within 48hours	70%	80%	
Water distribution network expansion	200m per month	-	
Communication platforms	4	5	
New Connections	120	250	

8.2 Customer Service

customer satisfaction survey

A customer satisfaction survey was carried through a google form to get feedback from the customer on service delivery. The Customer Satisfaction Survey for the Ekiti Water & Sewerage Company Limited is an important tool used to assess how customers perceive water services provided across Ekiti State.

Purpose of the Survey

- To measure customer satisfaction with service delivery, including water supply reliability, billing, response to complaints, and overall service quality.
- To understand customer perceptions and needs which can help guide operational improvements and strategic planning.
- To strengthen customer-provider relationships, build trust, and encourage transparent communication.

Link for customer satisfaction survey: <https://forms.gle/w9Vo4HVzQJ34bg2K6>;

Quarterly Performance Report

Q1 Performance Report

KPI	INDICATORS	UNIT		January	Feburary	March
Service Coverage	Transmission/Main Network	km		507	507	507
Network coverage	Distribution Network	km		787	787	787
a	Number of customers connected (customer base)		ADO	9,376	9,388	9,392
			IDO	2,335	2,335	2,335
			IKERE	172	172	172
			EFON	1,121	1,121	1,121
			TOTAL	13,004	13,016	13,020
b	Total installed meters		ADO	9,029	9,041	9,045
			IDO	262	262	262
			IKERE	63	63	63
			EFON	1	1	1
			TOTAL	9,355	9,367	9,371
c	Total active meters		ADO	1,348	1,367	1,371
			IDO	262	262	262
			IKERE	63	63	63
			EFON	1	1	1
			TOTAL	1,674	1,693	1,697
d	Total inactive meters customer		ADO	7,674	7,674	7,674
			IDO	-	-	-
			IKERE	-	-	-
			EFON	-	-	-
			TOTAL	7,674	7,674	7,674
	Total unmetered customers		ADO	347	347	347
			IDO	2,073	2,073	2,073
			IKERE	109	109	109
			EFON	1,120	1,120	1,120
			TOTAL	3,649	3,649	3,649
e	Total active unmetered customers		ADO	347	347	347
			IDO	2,073	2,073	2,073
			IKERE	1,120	1,120	1,120
			EFON	109	109	109
			TOTAL	3,649	3,649	3,649
	Total non active unmetered customers		ADO	-	-	-
			IDO	-	-	-
			IKERE	-	-	-
			EFON	-	-	-
			TOTAL	-	-	-
	Numbers of metered commercial customers		ADO	8	8	8
			IDO	1	1	1
			IKERE	5	5	5
			EFON	-	1	1
			TOTAL	14	15	15
	Numbers of unmetered		ADO	-	-	-

	commercial customers	IDO	1	1
		IKERE	-	-
		EFON	-	-
		TOTAL	1	1
	Number of metered institution customers	ADO	3	3
		IDO	-	-
		IKERE	1	1
		EFON	1	1
		TOTAL	5	5
	Number of unmetered institution customers	ADO	-	-
		IDO	8	8
		IKERE	-	-
		EFON	-	-
		TOTAL	8	8
	Number of population served per schemes/dam	ADO	77,670	77,766
		IDO	21,100	21,100
		IKERE	2,828	2,828
		EFON	9,210	9,210
		TOTAL	110,808	110,904
				110,936
No. of new connections	Number of new meter installed and served per month	ADO	7	12
		IDO	-	-
		IKERE	-	-
		EFON	-	-
		TOTAL	7	12
	Number of new unmeter installed and served per month	ADO	-	-
		IDO	-	-
		EFON	-	-
		IKERE	-	-
		TOTAL	-	-
	Number of bills produced per month	ADO	111	78
		IDO	-	-
		IKERE	-	-
		EFON	-	-
		TOTAL	111	78
				40
	Number of bills responded per month	ADO	37	27
		IDO	-	-
		IKERE	-	-
		EFON	-	-
	Total revenue generation per month	TOTAL	37	27
		ADO	1,663,500	1,583,750
		IDO	-	-
		IKERE	25,000	28,000
		EFON	-	-
		TOTAL	1,688,500	1,611,750
				4,599,000
	Total operating cost per month	ADO	-	-
		IDO	-	-
		IKERE	-	-
		EFON	-	-
		TOTAL	60,223,013	56,038,811
				47,793,529

Operation and Maintenance (O&M)	TOTAL Water produced (m3) per scheme	M³	ADO	103,576	103,576	73,980		
Water Production			ERO	-	-	-		
			IKERE	-	-	-		
			EFON	750	250	188		
			TOTAL	104,326	103,826	74,168		
Water consumption	% Consumed by the residential customers	M³	ADO	6%	5%	7%		
			ERO					
			IKERE					
			EFON	100%	100%	100%		
			TOTAL					
	Meter	M³	ADO	3,593	3,445	3,303		
			ERO	133	-	-		
			IKERE	125	140	150		
			EFON	-	-	-		
			TOTAL	3,850	3,585	3,453		
	Un-metered	M³	ADO	2,333	2,000	2,128		
			ERO	-	-	-		
			IKERE	-	-	-		
			EFON	750	250	188		
			TOTAL	3,083	2,250	2,316		
	% Consumed by commercial consumers(TANKER SERVICE)	M³	ADO	0.12%	0.13%	0.13%		
			ERO	-	-	-		
			IKERE	-	-	-		
			EFON	-	-	-		
			TOTAL		133	98		
	Meter	M³	ADO	-	-	-		
			ERO	-	-	-		
			IKERE	-	-	-		
			EFON	-	-	-		
			TOTAL	-	-	-		
	Un-metered	M³	ADO	125	133	98		
			ERO	-	-	-		
			IKERE	-	-	-		
			EFON	-	-	-		
			TOTAL	125	133	98		
	% Consumed by Institution consumers	M³	ADO	1%	2%	1%		
			ERO					
			IKERE					
			EFON	0%	0%	0%		
			TOTAL	0%	2%	1%		
	Meter	M³	ADO	1,047	1,744	1,047		
			ERO	-	-	-		
			IKERE	-	-	-		

			EFON	-	-	-
			TOTAL	249	1,744	1,047
Un-metered	M ³	ADO	-	-	-	-
		ERO	-	-	-	-
		IKERE	-	-	-	-
		EFON	-	-	-	-
		TOTAL	-	-	-	-
Network Performance						
	No	Total number of pipe breaks for both transmission and distribution network as stated below in relation to sizes of pipes	ADO	4		
			ERO			
			IKERE			
			EFON			
			TOTAL	4	-	-
	ADO	900mm				
		750mm				
		650mm				
		600mm				
		500mm				
		450mm				
		350mm				
		300mm				
		250mm				
		200mm		1		
		150mm		3		
		100mm				
		63mm				
		50mm				
		Average recovery cost of pipe breaks	N	39,000.00	-	-
IDO/ERO	M ³	900mm				
		750mm				
		650mm				
		600mm				
		500mm				
		450mm				
		350mm				
		300mm				
		250mm				
		200mm				
		150mm				
		100mm				
		50mm				
		Average recovery cost of pipe breaks	N	-	-	-
Non- Revenue Water (NRW)			%			
	Total volume of	M ³	ADO	103,576	103,576	73,980

	water produced		ERO	-	-	-
			IKERE	-	-	-
			EFON	750	250	188
			TOTAL	104,326	103,826	74,168
Unaccounted for water	Total volume of water supplied	M ³	ADO	86,460	86,460	67,960
			ERO	0	0	0
			IKERE	0	0	0
			EFON	750	250	188
			TOTAL	87,210	86,710	68,148
	Total volume of NRW	M ³	ADO	96,479.53	96,254.43	67,404.96
			ERO	- 132.50		
			IKERE	- 125.00	- 140.00	- 150.00
			EFON	-	-	-
			TOTAL	97,019.20	96,114.43	67,254.96
	% of NRW	M ³	ADO	93%	93%	91%
			ERO			
			IKERE			
			EFON	0%	0%	0%
			TOTAL	93%	93%	91%
Economics and Financial						
	Cost recovery	%	ADO			
			ERO			
			IKERE			
			EFON			
			EGBE			
			TOTAL	3%	3%	10%
	Revenue Collection Efficiency	%	ADO	114%	93%	233%
			ERO	0	0	0
			IKERE			
			EFON			
			TOTAL	114%	93%	233%
	Billing efficiency	%	ADO	33%	35%	78%
			ERO			
			IKERE			
			EFON			
			TOTAL	33%	35%	78%
	Metering penetration ratio (%) No of customer metered	%	ADO	96%	96%	96%
			ERO	11%	11%	11%
			IKERE	37%	37%	37%
			EFON	0%	0%	0%
			TOTAL	72%	72%	72%
	Tanker Revenue/day	₦	ADO			
			IKERE			
			TOTAL			
	Average Revenue	₦	ADO	53,661.29	54,612.07	148,354.84

	Generation/day		ERO	-	-	-
			IKERE	806.45	965.52	967.74
			EFON	-	-	-
			TOTAL	54,467.74	55,577.59	149,322.58
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	Flat rate (Unmetered Domestic) @N2000. Metered Domestic @N200/Cu.m
		N	Metered Institution@ N250/Cu.m	Metered Institution@ N250/Cu.m	Metered Institution@ N250/Cu.m	Metered Institution@ N250/Cu.m
Staff per 1000 connections		No		22	22	22
Quality of service						
Continuity of service (Hours per day. Avg.)		hr				
Customer complaint resolution						
	No of complaints	No	ADO	11	9	10
			ERO			
			IKERE			
			EFON			
			EGBE			
			TOTAL	11	9	10
	Average response time	hr	ADO	12	12	12
			ERO			
			IKERE			
			EFON			
			EGBE			
			TOTAL	12	12	12
	No of complaints resolved within the timeframe	No	ADO	8	6	8
			ERO			
			IKERE			
			EFON			
			EGBE			
			TOTAL	8	6	8
	Percentage of complaint resolved	%	ADO	73%	67%	80%
			ERO			
			IKERE			
			EFON			
			EGBE			
			TOTAL	73%	67%	80%

Water quality Monitoring (% of Test that complied with Na	No of Test carried out	No	ADO	920	752	374
			ERO			
			IKERE			
			EFON	24	8	
			EGBE			
			TOTAL	944	760	374
	Number of tested passed		ADO	869	712	372
			ERO			
			IKERE			
			EFON	24	8	
			TOTAL	893	720	372
	Percentage of sample that passed quality standard	%	ADO	94.46%	92.80%	99%
			ERO			
			IKERE			
			EFON	100.00%	100.00%	-
			TOTAL	95%	107.78%	99%

Q2 Performance Report

KPI	INDICATORS	UNIT		April	May	June
Service Coverage	Transmission/Main Network	km		507	507	507
Network coverage	Distribution Network	km		787	787	787
a	Number of customers connected (customer base)		ADO	9,396	9,397	9,398
			IDO	2,335	2,335	2,335
			IKERE	172	172	172
			EFON	1,121	1,121	1,121
			TOTAL	13,024	13,025	13,026
b	Total installed meters		ADO	9,049	9,050	9,051
			IDO	262	262	262
			IKERE	63	63	63
			EFON	1	1	1
			TOTAL	9,375	9,376	9,377
c	Total active meters		ADO	1,375	1,376	1,377
			IDO	262	262	262
			IKERE	63	63	63
			EFON	1	1	1
			TOTAL	1,701	1,702	1,703
d	Total inactive meters customer		ADO	7,601	7,601	7,601
			IDO	-	-	-
			IKERE	-	-	-

		EFON	-	-
		TOTAL	7,601	7,601
	Total unmetered customers	ADO	347	347
		IDO	2,073	2,073
		IKERE	109	109
		EFON	1,120	1,120
		TOTAL	3,649	3,649
e	Total active unmetered customers	ADO	347	347
		IDO	2,073	2,073
		IKERE	1,120	1,120
		EFON	109	109
		TOTAL	3,649	3,649
	Total non active unmetered customers	ADO	-	-
		IDO	-	-
		IKERE	-	-
		EFON	-	-
		TOTAL	-	-
	Numbers of metered commercial customers	ADO	8	8
		IDO	1	1
		IKERE	5	5
		EFON	1	1
		TOTAL	15	15
	Numbers of unmetered commercial customers	ADO	-	-
		IDO	1	1
		IKERE	-	-
		EFON	-	-
		TOTAL	1	1
	Number of metered institution customers	ADO	3	3
		IDO	-	-
		IKERE	1	1
		EFON	1	1
		TOTAL	5	5
	Number of unmetered institution customers	ADO	-	-
		IDO	8	8
		IKERE	-	-
		EFON	-	-
		TOTAL	8	8
	Number of population served per schemes/dam	ADO	77,830	77,838
		IDO	21,100	21,100
		IKERE	2,828	2,828
		EFON	9,210	9,210
		TOTAL	110,968	110,976
No. of new connections	Number of new meter installed and served per month	ADO	4	1
		IDO	-	-
		IKERE	-	-
		EFON	-	-
		TOTAL	4	1
	Number of new unmeter installed and served per month	ADO	-	-
		IDO	-	-
		EFON	-	-

			IKERE	-	-	-
			TOTAL	-	-	-
	Number of bills produced per month		ADO	40	206	155
			IDO	-	-	-
			IKERE	-	-	-
			EFON	-	-	-
			TOTAL	40	206	155
	Number of bills responded per month		ADO	187	176	70
			IDO	-	-	-
			IKERE	-	-	-
			EFON	-	-	-
			TOTAL	187	176	70
	Total revenue generation per month		ADO	1,167,700	710,500	639,000
			IDO	-	-	-
			IKERE	100,000	-	-
			EFON	-	-	-
			TOTAL	1,267,700	710,500	639,000
	Total operating cost per month		ADO			
			IDO			
			IKERE			
			EFON			
			TOTAL	47,588,492	49,796,712	49,796,712
Operation and Maintenance (O&M)						
Water Production	TOTAL Water produced (m³) per scheme	M³	ADO	150,080	91,460	82,280
			ERO	-	-	-
			IKERE	-	-	-
			EFON	250	1,750	-
			TOTAL	150,330	93,210	82,280
Water consumption						
	% Consumed by the residential customers	M³	ADO	3%	4%	4%
			ERO			
			IKERE			
			EFON	100%	100%	#DIV/0!
			TOTAL	3%	6%	4%
	Meter	M³	ADO	2,884	2,178	2,120
			ERO	-	-	-
			IKERE	-	-	-
			EFON	-	-	-
			TOTAL	2,884	2,178	2,120
	Un-metered	M³	ADO	1,771	1,836	1,231
			ERO	-	-	-
			IKERE	-	-	-
			EFON	250	1,750	-
			TOTAL	2,021	3,586	1,231
	% Consumed by commercial consumers(TANKE	M³	ADO	0.05%	0.00%	0.01%
			ERO	-	-	-
			IKERE	-	-	-

	R SERVICE)		EFON	-	-	-
		TOTAL	77	-	5	
Meter	M ³	ADO	-	-	-	
		ERO	-	-	-	
		IKERE	-	-	-	
		EFON	-	-	-	
		TOTAL	-	-	-	
		ADO	77	-	5	
Un-metered	M ³	ERO	-	-	-	
		IKERE	-	-	-	
		EFON	-	-	-	
		TOTAL	77	-	5	
		ADO	1%	4%	6%	
		ERO				
% Consumed by Institution consumers	M ³	IKERE				
		EFON	0%	0%	0%	
		TOTAL	1%	4%	6%	
		ADO	2,093	3,837	5,233	
		ERO	-	-	-	
		IKERE	-	-	-	
Meter	M ³	EFON	-	-	-	
		TOTAL	2,093	3,837	5,233	
		ADO	-	-	-	
		ERO	-	-	-	
		IKERE	-	-	-	
		EFON	-	-	-	
Un-metered	M ³	TOTAL	-	-	-	
		ADO	-	-	-	
		ERO	-	-	-	
		IKERE	-	-	-	
		EFON	-	-	-	
		TOTAL	-	-	-	
Network Performance						
	Total number of pipe breaks for both transmission and distribution network as stated below in relation to sizes of pipes	No	ADO	4	3	1
			ERO	2		
			IKERE			
			EFON			
			TOTAL	6	3	1
ADO	900mm					
	750mm					
	650mm					
	600mm					
	500mm					
	450mm					
	350mm					
	300mm					
	250mm					
	200mm			1	1	
	150mm					
	100mm				2	

	63mm			3		1
	50mm					
	Average recovery cost of pipe breaks	₦		71,250.00	31,666.67	15000
IDO/ERO	900mm					
	750mm					
	650mm					
	600mm					
	500mm					
	450mm					
	350mm					
	300mm					
	250mm					
	200mm					
	150mm					
	100mm					
	50mm					
Non- Revenue Water (NRW)	Average recovery cost of pipe breaks	₦	-	97000		
		%				
	Total volume of water produced	M ³	ADO	150,080	91,460	82,280
			ERO	-	-	-
			IKERE	-	-	-
			EFON	250	1,750	-
			TOTAL	150,330	93,210	82,280
Unaccounted for water	Total volume of water supplied	M ³	ADO	84,590	74,572	63,950
			ERO	0	0	0
			IKERE	0	0	0
			EFON	250	1750	0
			TOTAL	84,840	76,322	63,950
	Total volume of NRW	M ³	ADO	143,255.63	83,609.40	73,690.87
			ERO			
			IKERE			
			EFON	-	-	-
			TOTAL	143,255.63	83,609.40	73,690.87
	% of NRW	M ³	ADO	95%	91%	90%
			ERO			
			IKERE			
			EFON	0%	0%	
			TOTAL	95%	90%	90%
Economics and Financial						
	Cost recovery	%	ADO			
			ERO			
			IKERE			
			EFON			
			EGBE			

			TOTAL	3%	1%	1%
Revenue Collection Efficiency	%		ADO	567%	113%	208%
			ERO	0	0	0
			IKERE			
			EFON			
			TOTAL	567%	113%	208%
Billing efficiency	%		ADO	468%	85%	45%
			ERO			
			IKERE			
			EFON			
			TOTAL	468%	85%	45%
Metering penetration ratio (%) No of customer metered	%		ADO	96%	96%	96%
			ERO	11%	11%	11%
			IKERE	37%	37%	37%
			EFON	0%	0%	0%
			TOTAL	72%	72%	72%
Tanker Revenue/day	₦		ADO			
			IKERE			
			TOTAL			
Average Revenue Generation/day	₦		ADO	38,923.33	22,919.35	21,300.00
			ERO	-	-	-
			IKERE	3,333.33	-	-
			EFON	-	-	-
			TOTAL	42,256.67	22,919.35	21,300.00
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
Staff per 1000 connections		No		21	21	22
Quality of service						
Continuity of service (Hours per day. Avg.)		hr				
Customer complaint resolution	No of complaints	No	ADO	10	12	12
			ERO			
			IKERE			
			EFON			

			EGBE			
			TOTAL	10	12	12
Average response time	hr	ADO		10	12	10
		ERO				
		IKERE				
		EFON				
		EGBE				
		TOTAL		10	12	
No of complaints resolved within the timeframe	No	ADO	5	8	11	
		ERO				
		IKERE				
		EFON				
		EGBE				
		TOTAL	5	8	11	
Percentage of complaint resolved	%	ADO	50%	67%	92%	
		ERO				
		IKERE				
		EFON				
		EGBE				
		TOTAL	50%	67%	92%	
Water quality Monitoring (% of Test that complied with Na						
	No of Test carried out	ADO	308	413	658	
		ERO				
		IKERE				
		EFON	8	24		
		EGBE				
		TOTAL	316	437	658	
	Number of tested passed	ADO	288	405	631	
		ERO				
		IKERE				
		EFON	8	24	-	
		EGBE				
		TOTAL	296	429	631	
	Percentage of sample that passed quality standard	ADO	94%	98%	96%	
		ERO				
		IKERE				
		EFON	100%	100%	-	
		EGBE				
		TOTAL	94%	98%	96%	

Q3 Performance Report

	KPI	INDICATORS	UNIT		July	August	Sept
A	Service Coverage	Transmission/Main Network	km		507	507	507
1	Network coverage	Distribution Network	km		787	787	787
2	a	Number of customers connected (customer base)		ADO	10,834	10,833	10,833
				IDO	4,222	4,222	4,222
				IKERE	856	856	856
				EFON	3,493	3,493	3,493
				TOTAL	19,405	19,404	19,404
	b	Total installed meters		ADO	8,954	8,958	8,959
				IDO	262	262	262
				IKERE	63	63	63
				EFON	1	1	1
				TOTAL	9,280	9,284	9,285
	c	Total active meters		ADO	1,353	1,357	1,358
				IDO	262	262	262
				IKERE	0	0	0
				EFON	0	0	0
B				TOTAL	1,615	1,619	1,620
	d	Total inactive meters customer		ADO	7,601	7,601	7,601
				IDO	0	0	0
				IKERE	63	63	63
				EFON	1	1	1
				TOTAL	7,665	7,665	7,665
1	e	Total unmetered customers		ADO	1,880	1,875	1,874
2				IDO	3,960	3,960	3,960
				IKERE	793	793	793
				EFON	3,492	3,492	3,492
				TOTAL	10,125	10,120	10,119
	e	Total active unmetered customers		ADO	342	337	336
				IDO	2,200	2,200	2,200
				IKERE	0	0	0
				EFON	0	0	0
				TOTAL	2,542	2,537	2,536
3		Total non active unmetered customers		ADO	1,538	1,538	1,538
				IDO	1,760	1,760	1,760
				IKERE	793	793	793
				EFON	3,492	3,492	3,492
				TOTAL	7,583	7,583	7,583
		Numbers of Domestic customers		ADO	10,763	10,762	10,762
				IDO	4,009	4,009	4,009
				IKERE	801	801	801
				EFON	3,452	3,452	3,452
				TOTAL	19,025	19,024	19,024

		ADO	8,936	8,940	8,940
	Numbers of metered Domestic customers	IDO	261	261	261
		IKERE	57	57	57
		EFON	0	0	0
		TOTAL	9,254	9,258	9,258
	Numbers of unmetered Domestic customers	ADO	1,827	1,822	1,821
		IDO	3748	3,748	3,748
		IKERE	744	744	744
		EFON	3,452	3,452	3,452
		TOTAL	9,771	9,766	9,765
	Numbers of metered commercial customers	ADO	15	15	15
		IDO	1	1	1
		IKERE	5	5	5
		EFON	0	0	0
		TOTAL	21	21	21
	Numbers of unmetered commercial customers	ADO	31	31	31
		IDO	16	16	16
		IKERE	35	35	35
		EFON	40	40	40
		TOTAL	122	122	122
C 1	Number of metered institution customers	ADO	3	3	3
		IDO	0	0	0
		IKERE	1	1	1
		EFON	1	1	1
		TOTAL	5	5	5
D 1	Number of unmetered institution customers	ADO	22	22	22
		IDO	196	196	196
		IKERE	14	14	14
		EFON	0	0	0
		TOTAL	232	232	232
	Number of population served per schemes/dam	ADO	103,854	103,846	103,846
		IDO	85,322	85,322	85,322
		IKERE	16,770	16,770	16,770
		EFON	41,254	41,254	41,254
		TOTAL	247,200	247,192	247,192
	No. of new connections	ADO	5	3	4
	Number of new meter installed and served per month	IDO			
		IKERE			
		EFON			
		TOTAL	5	3	4
		ADO	-	-	-
		IDO	-	-	-
		EFON	-	-	-
		IKERE	-	-	-
		TOTAL	-	-	-
2 3 4	Number of bills produced per month	ADO	155	204	210
		IDO	-	-	-
		IKERE	-	-	-
		EFON	-	-	-

E			TOTAL	155	204	210
1	Number of bills responded per month	ADO	41	30	42	
2		IDO	-	-	-	
		IKERE	-	-	-	
		EFON	-	-	-	
		TOTAL	41	30	42	
3	Total revenue generation per month	ADO	7,616,000	609,500	579,500	
		IDO		8,000	13,500	
		IKERE	-	-	-	
		EFON	-	-	-	
		TOTAL	7,616,000	617,500	593,000	
	Total operating cost per month	ADO				
		IDO				
		IKERE				
		EFON				
		TOTAL	48,272,079	65,566,379	53,170,071	
Operation and Maintenance (O&M)	TOTAL Water produced (m ³) per scheme	ADO	73,260.00	106,600	132,172.50	
Water Production		ERO	-	25,385	42,353.30	
		IKERE	-			
		EFON	-	187.5	1,375.00	
		TOTAL	73,260	132,173	175,901	
	% Consumed by the residential customers	ADO	6%	3%	3%	
		ERO				
		IKERE				
		EFON				
		TOTAL	6%	3%	3%	
	Meter	ADO	2,360	2,087.5	1,610	
		ERO	0	0	0	
		IKERE	0	0	0	
		EFON	0	0	0	
		TOTAL	2,360	2,088	1,610	
	Un-metered	ADO	1,850.4	1,382.4	1,854.0	
		ERO	-	57.6	67.5	
		IKERE	0	0	0	
		EFON	0	0	0	
		TOTAL	1,850	1,440	5,142	
	% Consumed by commercial consumers	ADO	11.43%	4.49%	1.98%	
		ERO	0	0	0	
		IKERE	0	0	0	
		EFON	0	0	0	
		TOTAL	11.43%	4.49%	1.98%	
	Meter	ADO	8,372	5,930	3,488.20	
		ERO	0	0	0	
		IKERE	0	0	0	
		EFON	0	0	0	

			TOTAL	8,372	5,930	3,488
Un-metered	M ³	ADO	0	0	0	
		ERO	0	0	0	
		IKERE	0	0	0	
		EFON	0	0	0	
		TOTAL	-	-	-	
% Consumed by Institution consumers	M ³	ADO	0%	0%	0%	
		ERO				
		IKERE				
		EFON				
		TOTAL	0%	0%	0%	
Meter	M ³	ADO	0	0	0	
		ERO	0	0	0	
		IKERE	0	0	0	
		EFON	0	0	0	
		TOTAL	-	-	-	
Un-metered	M ³	ADO	0	0	0	
		ERO	0	0	0	
		IKERE	0	0	0	
		EFON	0	0	0	
		TOTAL	-	-	-	
Network Performance	Total number of pipe breaks for both transmission and distribution network as stated below in relation to sizes of pipes	ADO	1			
		ERO	6	6		
		IKERE				
		EFON				
		TOTAL	7	6	-	
ADO	900mm					
	750mm					
	650mm					
	600mm					
	500mm					
	450mm					
	350mm					
	300mm					
	250mm					
	200mm					
	150mm					
	100mm				6	1
	63mm			1		
	50mm					
	Average recovery cost of pipe breaks	N		45,000.00		107,600.00
IDO/ERO	900mm					
	750mm					
	650mm					
	600mm					
	500mm					

450mm					
350mm					
300mm					
250mm					
200mm					
150mm			6	6	5
100mm			1		
50mm					
Average recovery cost of pipe breaks	N	-	100,000.00	36,000.00	107,600.00
Non- Revenue Water (NRW)	Total volume of water produced	M³	ADO	73,260	106,600
			ERO	-	25,385
			IKERE	-	-
			EFON	-	188
			TOTAL	73,260	132,173
	Total volume of water supplied	M³	ADO	56,920	80,100
			ERO	0	23,753.30
			IKERE	0	0
			EFON	0	188
			TOTAL	56,920	104,041
Unaccounted for water	Total volume of NRW	M³	ADO	44,337.60	70,699.90
			ERO	-	23,695.70
			IKERE	-	-
			EFON	-	188.00
			TOTAL	44,337.60	94,583.60
	% of NRW	M³	ADO	78%	88%
			ERO	0%	0%
			IKERE	0%	0%
			EFON	0%	100%
			TOTAL	78%	91%
Economics and Financial	Cost recovery	%	ADO		
			ERO		
			IKERE		
			EFON		
			EGBE		
			TOTAL	16%	1%
	Revenue Collection Efficiency	%	ADO	66%	47%
			ERO		
			IKERE		
			EFON		
			TOTAL	66%	47%
	Billing efficiency	%	ADO	26%	15%
			ERO	0%	0%
			IKERE	0%	0%
			EFON	0%	0%

			TOTAL	26%	15%	20%
Metering penetration ratio (%) No of customer metered	% ₦	ADO	83%	83%	83%	
		ERO	6%	6%	6%	
		IKERE	7%	2%	7%	
		EFON	0%	0%	0%	
		TOTAL	48%	48%	48%	
Tanker Revenue/day	₦	ADO				
		IKERE				
		TOTAL				
Average Revenue Generation/day	₦	ADO	245,677.42	20,316.67	18,693.55	
		ERO	-	266.67	435.48	
		IKERE	-	-	-	
		EFON		-	-	
		TOTAL	253,866.67	20,583.33	19,766.67	
	-		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	
Tariff/Average. Water charges	₦		Metered Institution@ N250/Cu.m	Metered Institution@ N250/Cu.m	Metered Institution@ N250/Cu.m	
Staff per 1000 connections	No		14	14	14	
Quality of service	hr		8	8	8	
Continuity of service (Hours per day. Avg.)						
Customer complaint resolution	No of complaints No	ADO	8	10	6	
		ERO	7	6	4	
		IKERE				
		EFON				
		EGBE				
Average response time	hr	TOTAL	15	16	10	
		ADO	12	12	12	
		ERO	12	12	12	
		IKERE				
		EFON				
No of complaints resolved within the timeframe	No	EGBE				
		TOTAL	12	12	12	
		ADO	6	8	5	
		ERO	6	4	2	
		IKERE				
No of complaints resolved within the timeframe	No	EFON				

			EGBE			
			TOTAL	12	12	7
			ADO	75%	80%	83%
			ERO	86%	67%	50%
			IKERE			
			EFON			
			EGBE			
			TOTAL	80%	75%	70%
	Water quality Monitoring (% of Test that complied with Na		ADO			
			ERO			
			IKERE			
			EFON			
			EGBE			
			TOTAL	799	578	636
			ADO			
			ERO			
			IKERE			
			EFON			
			EGBE			
			TOTAL	743	348	530
			ADO			
			ERO			
			IKERE			
			EFON			
			EGBE			
			TOTAL	93.0%	60.2%	83.3%

Q4 Performance Report

	KPI	INDICATORS	UNIT		Oct	Nov	Dec
A	Service Coverage	Transmission/Main Network	km		507	507	507
1	Network coverage	Distribution Network	km		787	787	787
2	a	Number of customers connected (customer base)		ADO	10,833	10,833	10,832
				IDO	4,222	4,222	4,222
				IKERE	856	856	856
				EFON	3,493	3,493	3,493
				TOTAL	19,404	19,404	19,403
	b	Total installed meters		ADO	8,961	8,965	8,965
				IDO	262	262	262
				IKERE	63	63	63
				EFON	1	1	1
				TOTAL	9,287	9,291	9,291
	c	Total active meters		ADO	1,451	1,455	1,455

		IDO	262	262	262
		IKERE	0	0	0
		EFON	0	0	0
B		TOTAL	1,713	1,717	1,717
		ADO	7,510	7,510	7,510
		IDO	0	0	1
		IKERE	63	63	63
		EFON	1	1	1
		TOTAL	7,574	7,574	7,575
1		ADO	1,872	1,868	1,867
2		IDO	3,960	3,960	3,960
		IKERE	793	793	793
		EFON	3,492	3,492	3,492
		TOTAL	10,117	10,113	10,112
		ADO	334	330	329
		IDO	2,200	2,200	2,200
		IKERE	0	0	0
		EFON	0	0	0
		TOTAL	2,534	2,530	2,529
3		ADO	1,538	1,538	1,538
		IDO	1,761	1,762	1,763
		IKERE	793	793	793
		EFON	3,492	3,492	3,492
		TOTAL	7,584	7,585	7,586
		ADO	10,762	10,762	10,761
		IDO	4,009	4,009	4,009
		IKERE	801	801	801
		EFON	3,452	3,452	3,452
		TOTAL	19,024	19,024	19,023
		ADO	8,947	8,947	8947
		IDO	261	261	261
		IKERE	57	57	57
		EFON	0	0	0
		TOTAL	9,265	9,265	9,265
		ADO	1,819	1,815	1,814
		IDO	3,748	3,748	3,748
		IKERE	744	744	744
		EFON	3,452	3,452	3,452
		TOTAL	9,763	9,759	9,758
		ADO	15	15	15
		IDO	1	1	1
		IKERE	5	5	5
		EFON	0	0	0
		TOTAL	21	21	21
		ADO	31	31	31
		IDO	16	16	16
		IKERE	35	35	35
		EFON	40	40	40
		TOTAL	122	122	122

			ADO	3	3	3
C		Number of metered institution customers	IDO	0	0	0
1			IKERE	1	1	1
			EFON	1	1	1
			TOTAL	5	5	5
D		Number of unmetered institution customers	ADO	22	22	22
1			IDO	196	196	196
			IKERE	14	14	14
			EFON	0	0	0
			TOTAL	232	232	232
E		Number of population served per schemes/dam	ADO	103,846	103,846	103,838
1			IDO	85,322	85,322	85,322
			IKERE	16,770	16,770	16,770
			EFON	41,254	41,254	41,254
			TOTAL	247,192	247,192	247,184
2	No. of new connections	Number of new meter installed and served per month	ADO	27	4	1
			IDO			
			IKERE			
			EFON			
			TOTAL	27	4	1
3		Number of new unmeter installed and served per month	ADO	-	-	-
4			IDO	-	-	-
E			EFON	-	-	-
1			IKERE	-	-	-
2			TOTAL	-	-	-
2		Number of bills produced per month	ADO	207	202	
3			IDO	-	-	-
4			IKERE	-	-	-
E			EFON	-	-	-
1			TOTAL	207	202	-
2		Number of bills responded per month	ADO	46	60	
3			IDO			
4			IKERE			
E			EFON			
1			TOTAL	46	60	-
3		Total revenue generation per month	ADO	748,000	1,078,300.00	2,024,180.00
			IDO	57,500	61,000	33,700
			IKERE	-	-	
			EFON	-	-	
			TOTAL	805,500	1,139,300	2,057,880
3		Total operating cost per month	ADO			
			IDO			
			IKERE			
			EFON			
			TOTAL	50,263,025		
	Operation and Maintenance (O&M)	TOTAL Water produced (m3) per scheme	M³	104,354	110,220	99,120
			ADO			

	Water Production		ERO	73700	21,000	78,200
			IKERE		-	
			EFON	4250	-	1,938
			TOTAL	182,304	131,220	179,258
			ADO	4%	5%	9%
	% Consumed by the residential customers	M³	ERO			
			IKERE			
			EFON			
			TOTAL	4%	5%	9%
			ADO	2,130	3,377.5	4,836
	Meter	M³	ERO	158	305	168.5
			IKERE	0	0	0
			EFON	0	0	0
			TOTAL	2,475	3,683	5,005
			ADO	2,318.4	2,314.8	3,679.1
	Un-metered	M³	ERO	187.2	-	-
			IKERE	0	0	0
			EFON	0	0	0
			TOTAL	2,506	2,315	3,679
			ADO	7.46%	0.00%	4.09%
	% Consumed by commercial consumers	M³	ERO	0	0	0
			IKERE	0	0	0
			EFON	0	0	0
			TOTAL	7.46%	0.00%	4.09%
			ADO	13,605	0	7325.8
	Meter	M³	ERO	0	0	0
			IKERE	0	0	0
			EFON	0	0	0
			TOTAL	13,605	-	7,326
			ADO	0	0	0
	Un-metered	M³	ERO	0	0	0
			IKERE	0	0	0
			EFON	0	0	0
			TOTAL	-	-	-
			ADO	0%	0%	0%
	% Consumed by Institution consumers	M³	ERO			
			IKERE			
			EFON			
			TOTAL	0%	0%	0%
			ADO	0	0	0
	Meter	M³	ERO	0	0	0
			IKERE	0	0	0
			EFON	0	0	0
			TOTAL	-		
			Un-metered	M³		
			ADO	0	0	0
			ERO	0	0	0

				IKERE	0	0	0
				EFON	0	0	0
				TOTAL	-		
	Network Performance	Total number of pipe breaks for both transmission and distribution network as stated below in relation to sizes of pipes	No	ADO	1		
				ERO	5		
				IKERE			
				EFON			
				TOTAL	6		
	ADO	900mm					
		750mm					
		650mm					
		600mm					
		500mm					
		450mm					
		350mm			4m		
		300mm					
		250mm				1	
		200mm					
		150mm					
		100mm					
		63mm					
		50mm					
		Average recovery cost of pipe breaks	₦		211,000.00	260000	
	IDO/ERO	900mm					
		750mm					
		650mm					
		600mm					
		500mm					
		450mm					
		350mm					
		300mm					
		250mm					
		200mm					
		150mm					
		100mm			5		
		50mm					
		Average recovery cost of pipe breaks	₦	-	211,000.00	55000	
	Non- Revenue Water (NRW)	Total volume of water produced	M ³	ADO	104,354	110,220	99,120
				ERO	73,700	21,000	78,200
				IKERE		-	
				EFON	4,250	-	1,938
				TOTAL	182,304	131,220	179,258
	Unaccounted	Total volume of water supplied	M ³	ADO	79,030	93070	79,170
				ERO	66,168	20009	82,679

			IKERE	0	0	0
			EFON	4,250	0	1,938
			TOTAL	149,448	113,079	163,787
			ADO	60,976.70	87,377.70	63,329.14
			ERO	65,822.86	19,704.00	82,510.50
	Total volume of NRW	M³	IKERE	-	-	
			EFON	4,250.00	-	1,937.50
			TOTAL	79,106.03	107,081.70	147,777.14
			ADO	77%	94%	80%
			ERO	99%	98%	100%
	% of NRW	M³	IKERE	0%	0%	0%
			EFON	100%	#DIV/0!	100%
			TOTAL	91%	95%	90%
	Economics and Financial	Cost recovery	%	ADO		
				ERO		
				IKERE		
				EFON		
				EGBE		
				TOTAL	2%	-
		Revenue Collection Efficiency	%	ADO	78%	
				ERO		
				IKERE		
				EFON		
				TOTAL	78%	0%
		Billing efficiency	%	ADO	22%	30%
				ERO	0%	0%
				IKERE	0%	0%
				EFON	0%	0%
				TOTAL	22%	30%
		Metering penetration ratio (%) No of customer metered	%	ADO	83%	83%
				ERO	6%	6%
				IKERE	7%	7%
				EFON	0%	0%
				TOTAL		
		Tanker Revenue/day	₦	ADO		2,043.33
				IKERE		
				TOTAL		2,043.33
		Average Revenue Generation/day	₦	ADO	24,933.33	34,783.87
				ERO	1,916.67	1,967.74
				IKERE	-	-
				EFON	-	-
				TOTAL	26,850.00	37,976.67
						68,596.00

					Flat rate (Unmetered Domestic) @N2000	Flat rate (Unmetered Domestic) @N2000	Flat rate (Unmetered Domestic) @N2000
			-		Metered Domestic @N200/Cu.m	Metered Domestic @N200/Cu.m	Metered Domestic @N200/Cu.m
	Tariff/Average. Water charges		N		Metered Institution@ N250/Cu.m	Metered Institution@ N250/Cu.m	Metered Institution@ N250/Cu.m
	Staff per 1000 connections		No		14	13.66	13.66
	Quality of service		hr		8	8	8
	Continuity of service (Hours per day. Avg.)						
	Customer complaint resolution	No of complaints	No	ADO	8	5	10
				ERO	4	2	3
				IKERE			
				EFON			
				EGBE			
				TOTAL	12	7	13
		Average response time	hr	ADO	12	12	12
				ERO	12	12	12
				IKERE			
				EFON			
				EGBE			
				TOTAL	12	12	12
		No of complaints resolved within the timeframe	No	ADO	6	3	8
				ERO	4	2	3
				IKERE			
				EFON			
				EGBE			
				TOTAL	10	5	11
		Percentage of complaint resolved	%	ADO	75%	60%	80%
				ERO	100%	100%	100%
				IKERE			
				EFON			
				EGBE			
				TOTAL	83%	71%	85%

Water quality Monitoring (% of Test that complied with Na	No of Test carried out	No	ADO			
			ERO			
			IKERE			
	Number of tested passed	No	EFON			
			EGBE			
			TOTAL	1087	840	
	Percentage of sample that passed quality standard	%	ADO			
			ERO			
			IKERE			
	Number of tested passed	%	EFON			
			EGBE			
			TOTAL	98.4%	98.8%	