



**PAY YOUR
BILLS IN
TIME ALWAYS**

BILL PAYMENT OPTIONS

You can pay your bills using
any of the following means:



Off Paul Kagame Highway,
Murry Road,
Private Bag 59
Area 4, Lilongwe
Email: crwb@crwb.org.mw



www.crwb.org.mw



@CRWBMalawi



Central Region Water Board



Towards Excellence in Provision of
Potable Water and Sanitation Services

FREE NEW WATER CONNECTION GUIDELINES



BACKGROUND

The Ministry of Water and Sanitation is responsible for the provision of potable water and safe sanitation in Malawi. The Ministry serves the urban and town centres in Central Region through the Central Region Water Board (CRWB).

The CRWB has been connecting customers upon receiving connection fees or once the customer has bought connection materials. This has seen low-income households unable to equally access the service. Consequently, low-income households have had to resort to unsafe water sources leading to many cases of water borne diseases, poor school performance among girls from low income households and also high cases of gender-based violence, among other negative outcomes.

To reverse this unfortunate situation and accelerate the attainment of the 6th United Nations Sustainable Development Goal: “Clean Water and Safe Sanitation for All” and to realize the Malawi 2063 aspirations, the Government, from 1st April, 2022 commenced free water connections. The implementation of the free water connection policy will be governed by the guidelines provided below.

GUIDELINES THAT WILL SAFEGUARD SMOOTH IMPLEMENTATION OF FREE NWC

The guidelines listed below have been drafted to assist CRWB and applicants in administering free New Water Connections policy.



A. ELIGIBLE APPLICANTS

1. Eligible applicants shall be all applicants intending to use the water for domestic purposes. Institutions and commercial applicants are not eligible.
2. Eligible applicants will be given one free connection in a year. In this case, applicants will be required to present their national IDs.



B. TECHNICAL ELIGIBILITY

The following shall be conditions for technical eligibility.

1. The service line shall be either 15 mm or 20 mm in diameter. Where an applicant requires a bigger pipeline, full costs payment shall apply.
2. The free connection will be for a maximum distance of 24m from the

service line. The additional costs for excess distance will be paid for by the applicant.

3. Applications for water connections outside the existing reticulated areas shall not be eligible
4. Applications for water connections outside the existing water areas shall not be eligible
5. All applications will be subjected to scrutiny for space of pipelines to pass and /or safely pass to avoid risk of contamination of the water.



C. MAXIMUM NUMBER OF FREE CONNECTIONS PER YEAR

1. The maximum number of free connections made in a year shall be determined from time to time by the CRWB based on cost affordability. For Financial Year 2022/2023 the numbers will be **5,000** connections
2. Connections will be made on a first come first serve basis
3. Additional connections will be made outside the free connection provision for applicants willing to pay