IMMEDIATE RELEASE

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**NATIONWIDE REVENUE MOBILIZATION EXERCISE**

Management of Ghana Water Limited (GWL) wishes to inform its cherished customers and the public that the company will embark on a nationwide revenue mobilization exercise to retrieve all arrears owed by customers from **Monday, November 20, 2023**.

As part of the exercise, Disconnection teams and Task Forces in the various regions and districts offices will disconnect all categories of customers whose bills are in arrears. Disconnected customers will be made to pay their bills in full together with reconnection fees before they are reconnected. We therefore advise our valued customers to make efforts to pay their bills and clear all arrears to avoid being disconnected.

Apart from disconnecting defaulters, the teams will check illegal connections, self –reconnections and the use of in-line boosters pumps illegally at customer premises. All persons found to be engaged in such criminal activities shall be arrested by the Police and prosecuted.

Paid up customers must leave their payment receipts behind when leaving their homes (premises) to avoid wrongful disconnections. Also, customers who have paid via mobile money or other electronic means will need to show SMS or electronic payment receipts as proof of payment.

Payment of water bills can be made at all Ghana Water Limited (GWL) Offices and Revenue Collection Points, via mobile money payments such as Vodafone cash, MTN MOMO, AT Cash, Slydepay, Express Pay and all GWL partnered banks across the country. Follow the mobile money payment process on your network and pay your bills in comfort. Payment can also be made via the GWL Customer App which can be downloaded from Google Play Store or App Store.

Management entreats customers to cooperate with the teams as they undertake this all-important exercise in our effort to collect and mobilize the much-needed revenue to improve on our water supply service in the country.

The public is also encouraged to contact GWL via WhatsApp on these numbers; **0555123393, 0555155524**, or **call 0207385088, 0207385089, 0207385090 for any enquiries**. The toll-free line is **0800 40 000** for Vodafone cell and land lines only and **0302 218240** for all other networks. The cooperation of the public is greatly appreciated.

GWL……At Your Service

**END**