

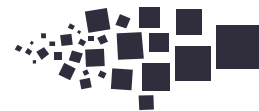


المركز الجهوي للاستثمار  
Centre Régional d'Investissement  
الدار البيضاء - سطات  
Casablanca - Settat

# Factor costs

## HANDBOOK

## Water, Electricity, and Wastewater Connection



## FACTOR COSTS

### Handbook: Water, Electricity, and Wastewater Connection

In order to connect your project to the water, electricity, and wastewater networks, and once the required authorizations have been obtained, it is essential to prepare the connection file and submit it to the Casablanca-Settat Regional Multi-Services Company (Société Régionale Multi-Services de Casablanca-Settat).

#### >>> Casablanca-Settat Regional Multi-Services Company (SRM).

The Regional Multi-Services Company (SRM) is the responsible entity for the distribution of potable water, electricity, and wastewater services across the Casablanca-Settat Region. To facilitate access to its services, particularly for industrial operators, hotel owners, real estate developers, and land developers.

SRM has established a dedicated department known as the "Key Accounts Department." This department offers personalized assistance through the establishment of a multi-professional services agency, where advising engineers address all inquiries related to the connection aspects of investment projects.

#### Web portal

**Contact :** (+212) 523-40-31-37



#### Authorization request

Requests for connection to water, electricity, and wastewater networks must necessarily follow these major steps:

##### 1. Application for a construction permit

This step is crucial for any new construction project and is carried out through the ROKHAS platform



ROKHAS Platform

Representatives of the SRM are members of the commission responsible for delivering decisions on authorization requests and examining the related technical files.

The preparation of technical files is a key step for submitting the authorization request through ROKHAS platform.



### The main steps to follow are outlined below:

- Preparation of the technical file by consulting firms appointed by investors.
- Request for a preliminary review by the project engineers of the SRM Multi-Pro agency in order to anticipate comments and finalize the technical aspects to be submitted for the construction permit.



## 2. Submission of the administrative and technical file via ROKHAS platform

Submission must be handled by a professional (architect) appointed by the investor through the platform.

An administrative and technical commission reviews the application in order to provide its opinion.



**a.** Once the commission approves the construction permit request, the investor proceeds to a Pro-forma invoice request for connection purposes from SRM project manager;

This invoice quotation request must be accompanied by the project's technical and administrative file.

The pro forma invoice is then provided by sector, accompanied by the corresponding approved plans.

### **b.** Establishment of Agreements and Payments:

Agreements are concluded between the investor and the SRM, defining the various contractual aspects between the two parties.

SRM may consider granting payment facilities, upon request and after reviewing the application file.

**c.** Execution of the connection.

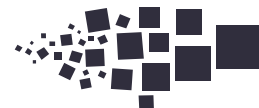
**d.** Provisional acceptance of the connection.

**e.** Subscription to the service contract

**f.** Commissioning of the connection.

**g.** Post-connection follow-up: This stage is handled by another SRM team to address the immediate needs of investors, as well as requests for capacity increases or any modifications to be carried out during the operational phase.

**h.** Billing management.



## FACTOR COSTS

### Handbook: Water, Electricity, and Wastewater Connection

#### Key account services

- **Procedures**



Electrical network  
connection



Potable water  
subscription

- **Rokhas Platform for Connection :**

Rokhas is the platform that facilitates digital management of urban planning and economic authorizations at the national level. The processing workflow is fully paperless, from the authorization request submission by the applicant to electronic signature by the president of the relevant municipality. The commission members involved in this process digitally review the files and electronically sign their decisions.

- **Deposit at ROKHAS platform**



- **Billing**



- **General information**



NB : Connection price depends on several factors: the location of the project, its proximity or distance from water, electricity, and sanitation infrastructure, requested capacity, etc.

**Thanks for your time and attention You can reach us at:**

**Casablanca-Settat Regional Investment Center**

Corner of Ghandi Boulevard & Laarbi Doghmi Street - Casablanca  
Phone: +212 522 49 42 42 / Fax : +212 522 48 21 15 / [info@casainvest.ma](mailto:info@casainvest.ma)

[www.casainvest.ma](http://www.casainvest.ma)    [www.cri-invest.ma](http://www.cri-invest.ma)    [www.cri-accompagnement.casainvest.ma](http://www.cri-accompagnement.casainvest.ma)  
[www.edata.casainvest.ma](http://www.edata.casainvest.ma)    [www.qimam.ma](http://www.qimam.ma)

   [cricasasettat](https://www.facebook.com/cricasasettat)