
Office of Utilities Regulation

DETERMINATION NOTICE

Runaway Bay Water Company Limited
(RBWC) - Water and Sewerage Rates for
Runaway Bay & Caymanas Country Club Estate

August 27, 2015



3rd Floor, PCJ Resource Centre
36 Trafalgar Road
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Jamaica, West Indies

DOCUMENT TITLE AND APPROVAL PAGE

1. DOCUMENT NUMBER: 2015/WAS/004/DET.002

2. DOCUMENT TITLE: Runaway Bay Water Company Limited (RBWC) - Water and Sewerage Rates for Runaway Bay & Caymanas Country Club Estate

3. PURPOSE OF DOCUMENT

This document outlines the Office's decision on the rates to be charged by RBWC for water and sewerage services provided to its customers in Runaway Bay, St. Ann and Caymanas Country Club Estate, St. Catherine.


4. ANTECEDENT PUBLICATIONS

Publication Number	Publication Title	Publication Date

5. Approval

This document is approved by the Office of Utilities Regulation and the decisions therein become effective on August 31, 2015.

On behalf of the Office:



Albert Gordon
Director General

2015/08/28
Date

Table of Contents

1. Introduction	4
2. Legal Framework.....	4
3. Small Private Providers Water Policy/ Methodology.....	5
4. RBWC's Proposal.....	6
5. Office Evaluation of Application	8
Water Rates	9
Sewerage Rates	10
6. Office Decision on Rates.....	11
7. RBWC Public Consultation.....	12
8. Office Decisions on Quality of Service Standards and Performance Criteria.....	16
9. Summary of Determinations.....	20

1. Introduction

1.1 The Runaway Bay Water Company Limited (RBWC) applied to the Office of Utilities Regulation (OUR/Office) on April 24, 2014 for potable water and sewerage rate increase for services delivered to its customers in Runaway Bay, St. Ann and the Caymanas Country Club Estate, Caymanas Area, St. Catherine (Tariff Application).¹ RBWC is the holder of a licence for the supply and distribution of water for the Runaway Bay area and water and sewerage licences for the Caymanas Country Club Estate area.

1.2 RBWC is also the holder of three licences issued by the Water Resource Authority in July 2013 for the abstraction and use of water in Cardiff Hall and Mount Edgecombe, in Runaway Bay, St Ann. The company was also issued with licences in October 2014 to abstract water from the Ellis Golf Club Replacement Well, in St. Catherine.

2. Legal Framework

2.1 RBWC is a regulated utility pursuant to the Office of Utilities Regulation Act (OUR Act) and operates under the Runaway Bay Water Company Limited Water Supply Licence, 2004 (2004 Licence), Runaway Bay Water Company Limited Water Supply Licence, 2014 and Runaway Bay Water Company Limited Sewerage Service Provider Licence, 2014 (the 2014 Licences) for the respective service areas issued by the Minister of Water, Land, Environment, and Climate Change on the recommendation of the OUR.

2.2 Clause 18 of the 2004 Licence provides,

Price Controls

1. *“The Licensee is subject to conditions in Schedule 3”.*

¹ RBWC provides water to 392 customers in Runaway Bay, St. Ann and both sewerage and water services to 231 customers in Caymanas Country Club Estate, St. Catherine. Customer numbers are as at May 2014.

2. *The rates to be charged by the Licensee in respect of the prescribed utility services shall be subject to such limitation as may be imposed from time to time by the Office.*”

There are similar provisions Clause 13 of the 2014 Licence.

2.3 Schedule 3 of the 2004 Licence provides as follows:

Initial Tariff

“On the granting of this License the Licensee shall submit a proposal to the Office for the initial tariffs to be charged in respect of services”.

Subsequent Tariff

“At such intervals as the Licensee may determine but no more than once every two years, the Licensee may submit an application for a tariff review. The Application must be supported with data and information as the Office will determine.”

Similar provisions are set out in Schedule 3 of the 2014 Licence.

3. Small Private Providers Water Policy/ Methodology

3.1 Even though the licences set out provisions for tariff computations, the Office has to date adopted a principle of non-objection to rates proposed by small providers, such as RBWC, provided that the rates do not exceed the equivalent rates charged by the National Water Commission (NWC). This recognizes the burden and costs that may be imposed on such providers especially at the start-up phase. In the instances, however where the proposed rates are higher than those being charged by NWC, the Office will automatically insist on the provision of cost information in support of the application and a rate review will be conducted.

- 3.2 In the specific circumstance of RBWC, at least one of the licences newly issued and while the company has suggested that it has management accounting reports, there is no indication that it has the detailed audited financials that would be required for a formal tariff review. In the circumstances, the Office has determined that it will approve a tariff based on its principle of non-objection and prescribe quality of service standards.
- 3.3 The Office wishes to notify licensees that it proposes to revisit its practice regarding automatic non-objection to a rate review for small providers where rates are lower than those of the NWC which may result in small water providers having to make a tariff application in accordance with Schedule 3 of their Licences. In the circumstances, RBWC could anticipate the likelihood that its next tariff application will be subject to a formal rate review consistent with its Licences. It is therefore, expected that RBWC will use the time afforded by this tariff period to prepare for a possible formal tariff review process. The Office will formally notify the industry players and in any event, give RBWC ample notice of its decision after its review of the practice of non-objection has been completed.

4. RBWC's Proposal

- 4.1 RBWC, in its Tariff Application included a breakdown of the proposed rate structure for water and sewerage rates and charges (see Tables 1 and 2 below), the results of a Technical Audit Report (March to September 2013) and data for daily water treatment, daily water production, daily water pressure and daily flows - all for the seven (7) months period March to September 2013. RBWC indicated that the proposed increase of the rates was against the background of increased operating costs given the rise in inflation over the six year period since 2008 when rates were last increased.

Table 1: RBWC Proposed Water Rates & Charges

Rate Category		RBWC Proposed Water Rates
Residential Service Charge		
5/8 inch/15mM		\$ 630.69
1 inch/ 5 mm		\$1,692.85
2 inch/ 50mm		\$4,514.22
3 inch/ 75 mm		\$8,198.56
4 inch/ 100mm		\$13,244.03
4 inch/ 100mm (NWC by contract)		\$6,693.5
8 inch/ 200mm (NWC by contract)		\$10,196.85
Consumption Bands (GAL)	(\$/1000 GAL)	
Commercial		\$1,348.30
Condominiums		\$668.84
Bulk Supply Rate for each '000' Gal (NWC by contract)		\$156.76
Domestic Volumetric Charges		
00 to 03		\$359.56
03 to 06		\$633.91
06 to 09		\$684.45
09 to 12		\$873.61
12 to 20		\$1,088.01
20 & above		\$1,400.31
Consumption Bands (Litres)	(\$/1000 Litres)	
Commercial		\$296.48
Condominiums		\$147.05
Bulk Supply Rate for each '000' Gal (NWC by contract)		\$34.49
Domestic Volumetric Charges		
00 to 14		\$79.05
14 to 27		\$139.37
27 to 41		\$150.53
41 to 55		\$192.15
55 to 91		\$239.25
91 & above		\$307.98

Table 2: RBWC Proposed Sewerage Rates

Rate Category	RBWC Proposed Sewerage Rates
Consumption Bands (GAL)	(\$/1000 GAL)
Commercial	\$1,234.04
Condominiums	\$ 612.15
Domestic Volumetric Charges	
00 to 03	\$329.09
03 to 06	\$580.19
06 to 09	\$626.44
09 to 12	\$799.58
12 to 20	\$995.80
20 & above	\$1,281.64
Consumption Bands (Litres)	(\$/1000 Litres)
Commercial	\$271.35
Condominiums	\$134.59
Domestic Volumetric Charges	
00 to 14	\$72.35
14 to 27	\$127.56
27 to 41	\$137.78
41 to 55	\$175.87
55 to 91	\$218.97
91 & above	\$281.88

4.2 In a follow-up letter to the Tariff Application, RBWC expressed its interest in the continued application of the Price Adjustment Mechanism (PAM) to the account of its customers. The PAM applied by RBWC is equivalent to that of the NWC with a one month lag.

5. Office Evaluation of Application

5.1 The Office has examined the RBWC's Tariff Application and ascertained that the proposed water and sewerage volumetric and service charges are lower than those currently charged by the NWC for equivalent services and rate categories.

Water Rates

5.2 The proposed rates are for the water services that are being provided by RBWC to Runaway Bay, St. Ann, and Caymanas Country Club Estate, St. Catherine. The comparison between water rates proposed by RBWC and NWC's actual rates for residential, commercial, condominiums and bulk water supply is set out in Tables 3, 4, and 5 below.

Table 3: Comparison of RBWC and NWC Residential Service Charge

Residential Service Charge	RBWC Proposed Rates	Current NWC Rates
5/8 inch/15mm	\$630.69	\$758.18
1 inch/ 5 mm	\$1,692.85	\$2,035.09
2 inch/ 50mm	\$4,514.22	\$5,426.84
3 inch/ 75 mm	\$8,198.56	\$9,856.24
4 inch/ 100mm	\$13,244.03	\$15,921.54
4 inch/ 100mm (NWC by contract)	\$6,693.50	-
8 inch/ 200mm (NWC by contract)	\$10,196.85	-

Table 4: Comparison of RBWC and NWC Residential Volumetric Rates

Domestic Volumetric Rates	RBWC Proposed Water Rates	Current NWC Rates
Consumption Bands (GAL)	(\$/1000 GAL)	(\$/1000 GAL)
00 to 03	\$359.56	\$432.26
03 to 06	\$633.91	\$762.06
06 to 09	\$684.45	\$822.81
09 to 12	\$873.61	\$1,050.21
12 to 20	\$1,088.01	\$1,307.97
20 & above	\$1,400.31	\$1,683.61
Consumption Bands (Litres)	(\$/1000 Litres)	(\$/1000 Litres)
00 to 14	\$79.05	\$95.04
14 to 27	\$139.37	\$167.59
27 to 41	\$150.53	\$180.95
41 to 55	\$192.15	\$230.97
55 to 91	\$239.25	\$287.60
91 & above	\$307.98	\$370.23

Table 5: Comparison of RBWC/ NWC Commercial, Condominium & Bulk Supply Rates

Rate Category	RBWC Proposed Water Rates	Current NWC Rates
	(\$/1000 GAL)	(\$/1000 GAL)
Commercial	\$1,348.30	\$1,620.90
Condominiums	\$668.84	\$804.06
Bulk Supply Rate for each '000' Gal (NWC by contract)	\$156.76	-
	(\$/1000 Litres)	(\$/1000 Litres)
Commercial	\$296.48	\$356.40
Condominiums	\$147.05	\$176.78
Bulk Supply Rate for each '000' Gal (NWC by contract)	\$34.49	-

Sewerage Rates

5.3 The proposed rates are for sewerage services to be provided by RBWC for Caymanas Country Club Estate, in the Caymanas area, St. Catherine. The comparison between sewerage rates proposed by RBWC and NWC's actual rates is set out in Table 6 below.

Table 6: Comparison of RBWC and NWC Sewerage Rates

Details	RBWC Proposed Sewerage Rates	Current NWC Rates
Consumption Bands (GAL)	(\$/1000 GAL)	(\$/1000 GAL)
Commercial	\$1,234.04	\$1,471.07
Condominiums	\$612.15	\$729.74
Domestic Volumetric Charges		
00 to 03	\$329.09	\$392.30
03 to 06	\$580.19	\$691.62
06 to 09	\$626.44	\$746.75
09 to 12	\$799.58	\$953.14
12 to 20	\$995.80	\$1,187.07
20 & above	\$1,281.64	\$1,527.98
Consumption Bands (Litres)	(\$/1000 Litres)	(\$/1000 Litres)
Commercial	\$271.35	\$323.45
Condominiums	\$134.59	\$160.44
Domestic Volumetric Charges		

Details	RBWC Proposed Sewerage Rates	Current NWC Rates
00 to 14	\$72.35	\$86.26
14 to 27	\$127.56	\$152.09
27 to 41	\$137.78	\$164.23
41 to 55	\$175.87	\$209.61
55 to 91	\$218.97	\$261.02
91 & above	\$281.88	\$336.01

Price Adjustment Mechanism (PAM)

5.4 RBWC proposed the inclusion of the PAM to be included in RBWC's rate structure.

The Office took note of the fact that the PAM proposed by RBWC is that equivalent to the monthly PAM afforded to the NWC. In the circumstances and having regard to the fact that this means RBWC rates will always be below that of the NWC, the Office gives its assent to the proposed PAM methodology. The Office stipulates, however, that a month lag be applied to the PAM used by RBWC, that is and by way of example, the NWC's PAM rates for October should be reflected on November's bills. This will give the Office time to review the PAM rates calculated by the NWC and also allow for transparency in the data that is used to calculate the PAM for RBWC.

Reconnection Fee

5.5 Reconnection fees applied by the company remain unchanged. The current reconnection fee applied by the company is \$4,370.

6. Office Decision on Rates

6.1 The Office having reviewed and considered RBWC's Tariff Application has made the following determination on rates:

Determination 1:

The water and sewerage rates proposed by RBWC are lower than NWC's equivalent rates.

Determination 2:

In accordance with the Office's water policy and practice with respect to small private providers, the Office has no objection to water and sewerage rates for customers in Runaway Bay, St. Ann and Caymanas Country Club Estate, St. Catherine.

Determination 3:

The Office has determined that the water and sewerage rates herein to which it has given its non-objection are effective August 31, 2015, and shall be in effect for a period of twenty-four (24) months. Any application for adjustments to these rates should be filed with the Office sixty (60) days prior to the date on which it is intended for new rates to become effective.

Determination 4:

The bulk water provided by RBWC to NWC is supplied on the basis of mutually agreed contractual terms between the parties. Therefore, the proposed rates are outside the OUR's regulatory purview and the Office has determined that it will refrain from prescribing on this arrangement.

Determination 5:

The application of the Price Adjustment Mechanism (PAM) is to be included in RBWC's rate structure. The Office gives its assent to the proposed PAM methodology, a monthly PAM is to be applied to the basic rate and a month lag is to be applied to the PAM used by RBWC.

Determination 6

Reconnection fee charge by the company remains unchanged.

7. RBWC Public Consultation

The OUR, in keeping with its practice and statutory requirements, consulted with the residents of Caymanas Country Club Estate on July 7, 2015 and customers of Runaway

Bay on July 9, 2015 (the Consultations) in order to obtain comments on RBWC's Tariff Application. Customers were invited to hear first-hand RBWC's proposal and plans, provide feedback on the RBWC's tariff requests and comment on existing and proposed quality of service standards.

Predominant Concerns of Customers

7.1 Quality of Water

A number of customers expressed the view that the water distributed by RBWC is of a very poor quality and stated that it was "unfit for human consumption and bodily use". They further indicated that due to the 'hardness' of the water, their faucets, washers and heaters required regular repairs. Customers also expressed concern about the low level of residual chlorine in the water supply.

RWBC'S Response:

RBWC, in response to these concerns, advised that the internationally accepted standard stipulates a maximum calcium level of 500mg/l and that the level at Caymanas Country Club Estate was found to be between 300-330 mg/l. RBWC accepted, however, that the high calcium level may result in discoloration and corrosion of stainless steel appliances.

They assured the customers that the water was safe for consumption as daily tests were conducted and that the residual chlorine levels were in keeping with the stipulations of the Ministry of Health. RBWC further explained that the source of the water accounted for the taste as well as for the 'hardness' of the water. They advised that efforts will be made to find a solution that will address the issue relating to the hardness of the water supplied.

7.2 Sewer System – Maintenance and Treatment

Residents enquired about what plans would be implemented to have the sewer system connected to the Soapberry facility and the time frame for completion. They also

expressed concern about the current sewer system stating that the lift station in the community required frequent treatment and maintenance in order to reduce the pungent odour.

RBWC's Response:

RBWC advised residents that a contract for construction of infrastructure to connect to the Soapberry facility had been finalized and that work was expected to begin soon with the expectation that the project would be completed by early 2016.

RBWC explained that the frequency of the pungent odour from the lift station in the community was as a result of debris, fabric and other non-biodegradable materials being passed through the system. This has caused disruptions in the sewerage flow thereby resulting in constant back-ups. They assured the residents that regular treatment of the lift station was conducted and encouraged the residents to refrain from misusing the system.

7.3 Increase Service Charge and Water Rate

Customers expressed opposition to the proposed increase of eighteen percent (18%). They queried whether the impact of the foreign exchange rate on the operations of RBWC was the basis for requesting this level of increase. They further requested that the increase not be approved until the company addresses the issue of the hardness of the water as well as their other concerns. Residents also suggested that if the increase is to be granted, it should be done incrementally, rather than as a one-time increase.

The customers asked the OUR to take into consideration that the poor quality of water has caused customers to purchase water for consumption and other purposes which was at an additional cost.

RBWC's Response:

RBWC explained that inflation and the foreign exchange rate had directly impacted their operating cost, especially the cost of electricity to operate the pumps. They also pointed

out that the RBWC's customers would still pay eight percent (8%) less than NWC's customers if the increase was granted.

OUR's Response:

The OUR in responding to the residents' concern regarding OUR's discretion, advised that all factors would be taken into consideration before a determination is made.

7.4 Billing and Metering

Customers recommended that RBWC upgrade its billing system as the adjustments and credits were not displayed on the current billing structure. Queries were raised regarding instances where the meter reading figure on bills contradicted the figure on the meter. The residents also raised concerns about the accuracy of the meters.

RBWC's Response:

RBWC welcomed the recommendation to invest in its billing system to address the customers' concerns. They also explained, that where inconsistencies in meter readings were found, the current billing structure prevented the customer from being overcharged. With regard to the accuracy of the meters, RBWC assured the customers that the meters were tested by the Bureau of Standards, Jamaica.

7.5 Complaint Handling and Customer Service

Residents stated that they were unaware of the contact person to whom complaints should be addressed, and that the reported complaints, were not acknowledged nor investigated in a timely manner.

RBWC's Response:

RBWC outlined its complaints handling process to the residents and provided them with contact details of the persons with responsibility for resolving complaints.

OUR's Response:

The OUR informed the residents of the Guaranteed Service Standards which will guide the provision of minimum service quality by RBWC and includes the handling of complaints and the penalties for breaches of the Standards.

7.6 Monitoring

Customers enquired about which organization was responsible for monitoring the quality of the water distributed by RBWC. The residents also expressed the desire to be advised of the results of the quality standard tests that were conducted.

RBWC's Response:

RBWC advised that the Ministry of Health (MOH) was the body responsible for monitoring the quality of water, but that the company carried out its own independent tests daily. They stated that efforts would be made to provide residents with suitable reports of the tests conducted.

7.7 Interruption of Service

Customers asked whether the company had plans to address circumstances when their service was disrupted due to electricity power outage or the main pump being out of service.

RBWC's Response:

RBWC stated that there was an additional pump in place and that the rate increases requested would fund the cost of Standby Generators.

8. Office Decisions on Quality of Service Standards and Performance Criteria

Taking into consideration the concerns expressed by customers at the Consultations, the OUR's mandate to protect the interest of consumers and the need to encourage improved

efficiencies in the day to day operation of the utility, the Office has developed and approved the following the following quality of service standards, compliance directive and performance criteria for RBWC. The service standards established for RBWC which will result in customers being compensated for breaches of Guaranteed Standards. RBWC is required to provide the OUR with a report outlining the measures that the company is taking to reduce the level of calcium in the water within three (3) months after the effective date of this Determination Notice².

8.1 Water Quality Report

RBWC is required to develop strategies that will assist it in reducing the calcium level in its water supply. In this regard, RBWC shall provide the OUR with a report outlining the measures that the company is taking to reduce the level of calcium in the water within three (3) months after the effective date of this Determination Notice. The report should specify the current calcium levels and a clear path as to how the company will reduce this level over a specified time period.

8.2 Overall and Guaranteed Standards

In accordance with Clause 17 of its 2004 Licence and Clause 12 of the 2014 Licences which state: *"The Licensee shall comply withany schemes introduced by the Office from time to time to enhance customer service and Quality of Service generally"*, the following Overall and Guaranteed Standards shall apply to RBWC.

Table 7: Overall Standards

Category	Performance Measure
Water Quality	<ul style="list-style-type: none"> - At least ninety-five percent (95%) of water samples must be collected from water production sources for testing. - At least ninety-five percent (95%) of water samples must be negative with coliform bacteria. - The level of residual chlorine should be about 0.5mg/l and present in at least ninety-five percent (95%) of samples. - Any other standards imposed by the Ministry of Health from time to time.
Water Pressure	RBWC shall ensure that the pressure of water to customers is in the range 20 – 60 psi and take all reasonable steps to ensure that customers receive an adequate supply of water at all times.
Water Supply	Required notification time should be given for at least ninety percent (90%) of planned interruptions. At least ninety percent (90%) of emergency lock-offs should be restored within the required time.
Environmental	RBWC shall conform to all and any standards that may be established by NEPA/NRCA. The Licensee shall provide the Office with copies of any licences, standards, special permits issued by NEPA/NRCA from time to time which shall form part of the licence.
Correction of sewerage problem	Clear ninety percent (90%) of all reported blocked mains within four (4) hours of the report being received.
Sewerage/odour	RBWC shall maintain the plant in such a manner as to minimize complaints of odour. There shall be no more than five (5) complaints per fifty (50) customers regarding odour in any month.
Sewerage effluent quality	RBWC shall ensure that sewerage effluent is within the standards specified by NEPA.

Table 8: Guaranteed Standards

Code	Guaranteed Standard	Mode of Compensation
GS1 – Connection of New Customers	RBWC is required to connect all new customers complete with working meters, where water supply is available at the property boundary, within three (3) working days after signing the contract for connection.	Automatic
GS2 – Issue of First Bill	RBWC must issue (print and mail/deliver) a bill to a customer based on a meter reading within thirty (30) working days after the account is opened.	Claim
GS3(a) – Response to complaints - Acknowledgements	RBWC must acknowledge written customer complaints within three (3) working days.	Claim
GS3(b) – Response to Complaints - Investigations	RBWC must, within fifteen (15) working days of receipt of complaint, complete investigation and inform the customer of the results.	Claim
GS3(c) – Investigations involving 3rd party	RBWC must, within thirty (30) working days, complete investigation involving a 3 rd party.	Claim
GS4 (a)– Wrongful Disconnection	RBWC shall not disconnect the service of an account which is not in arrears or is at the time, the subject of an investigation internally or by the OUR.	Automatic
GS4 (b) – Reconnection after Wrongful Disconnection	Where RBWC has wrongfully disconnected a service account, it shall be reconnected within twelve (12) hours.	Automatic
GS5 – Repair or Replacement of Faulty Meter	RBWC must, within ten (10) working days after detection, repair or replace any malfunctioning meter.	Automatic
GS6 – Meter Readings	RBWC must render a bill based on a meter reading each month.	Automatic
GS7 – Reconnection after Payment of Overdue Amount	RBWC must, within twenty-four (24) hours of receipt of all applicable payments (reconnection fee etc.) reconnect customers disconnected for a debt.	Automatic
GS8 – Payment of Compensation	RBWC must credit customer's account within one (1) billing period after verification of a breach of any of the prescribed Guaranteed Standards. For the avoidance of doubt, if RBWC does not compensate the customer within the specified time, this results in another breach. Where applicable, customer must submit claims within one hundred and twenty (120) working days after the breach.	Automatic

Compensation for breach of a guaranteed standard is equivalent to four (4) times the applicable service charge.

Determination 7:

The Office has determined that RBWC shall develop water quality strategies to assist it in reducing the level of calcium in the water and provide the Office with a report within three

(3) months after the effective date of this Determination Notice. The report should specify the current calcium levels and a clear path detailing how the company will reduce this level over a specified time period.

Determination 8:

RBWC shall adhere to the Quality of Service Standards and Performance Criteria outlined in Tables 7 & 8 above, along with all the other standards in RBWC's Licences and service contracts.

Determination 9:

The Guarantee Standards shall become effective two (2) months after the effective date of the Determination Notice. This will allow RBWC time to carry out any changes that may be necessary to its billing system. A sample Claim Form is attached hereto as **Annex A**.

Determination 10:

RBWC shall submit quarterly reports to the Office on its performance against the Guaranteed Standards. These reports shall indicate the number of breaches committed against each standard, the potential payout for each breach and the actual payout.

9. Summary of Determinations

- (1) As the water rates proposed by the RBWC for residential, commercial and condominiums in the Runaway Bay, St. Ann and Caymanas Country Club Estate, St. Catherine, are below the equivalent rates charged by the NWC, the Office has no objections to these rates.
- (2) The Office has given its non-objection and the rates are effective August 31, 2015 and shall be in effect for a period of twenty-four (24) months. Any application for adjustments to these rates should be filed with the Office, sixty (60) days prior to the date on which it is intended for new rates to become effective.

- (3) The bulk water provided by RBWC to NWC is supplied on the basis of mutually agreed contractual terms between the parties. Therefore, the proposed rates are outside the OUR's regulatory purview and the Office has determined that it will refrain from prescribing on this arrangement.
- (4) The application of the Price Adjustment Mechanism (PAM) is to be included in RBWC's rate structure. The Office gives its assent to the proposed PAM methodology, a monthly PAM is to be applied to the basic rate and a month lag is to be applied to the PAM used by RBWC.
- (5) Reconnection fee charge by the company remains unchanged.
- (6) RBWC shall adhere to the Quality of Service Standards and Performance Criteria outlined in Tables 7 & 8 above along with all the other standards in RBWC's Licences and service contracts.
- (7) RBWC shall submit a Water Quality Strategy Report to the Office within three (3) months of the effective date of the Determination Notice which shall *inter alia* specify the current calcium levels and a clear path detailing how the company will reduce this level over a specified time period
- (8) RBWC shall submit quarterly reports to the Office on its performance against the Guaranteed Standards. These reports shall indicate the number of breaches committed against each standard, the potential payout for each breach and the actual payout.

Annex A

1. Company Name (if applicable): <div style="border: 1px solid black; height: 15px; width: 100%;"></div>									
2. First Name: <div style="border: 1px solid black; height: 15px; width: 100%;"></div>					3. Last Name: <div style="border: 1px solid black; height: 15px; width: 100%;"></div>				
4. Service Address: <div style="border: 1px solid black; height: 15px; width: 100%;"></div> <div style="border: 1px solid black; height: 15px; width: 100%;"></div> <div style="border: 1px solid black; height: 15px; width: 100%;"></div>					5. Contact Numbers: <div style="border: 1px solid black; height: 15px; width: 100%;"></div> <div style="border: 1px solid black; height: 15px; width: 100%;"></div>				
6. TRN: <div style="border: 1px solid black; height: 15px; width: 100%;"></div>					7. ID Type: <input type="checkbox"/> Driver's Licence <input type="checkbox"/> Passport <input type="checkbox"/> Voter's				
8. ID #: <div style="border: 1px solid black; height: 15px; width: 100%;"></div>					9. <div style="display: flex; justify-content: space-between;"> <div>Customer Number : <div style="border: 1px solid black; height: 15px; width: 100%;"></div></div> <div>Premises Number : <div style="border: 1px solid black; height: 15px; width: 100%;"></div></div> </div>				
10- Customer Signature: _____									
11. State the Standard Breached: <div style="border: 1px solid black; padding: 2px; display: inline-block;">W G S</div>									
12. Describe the Breach: _____ <div style="border: 1px solid black; height: 40px; width: 100%;"></div>									
<div style="display: flex; justify-content: space-between;"> <div>Date Claim Received (dd/mm/yyyy): <div style="border: 1px solid black; height: 15px; width: 100%;"></div> </div> <div>Employee Number: <div style="border: 1px solid black; height: 15px; width: 100%;"></div> </div> <div>Received By (Full Name & Signature): <div style="border: 1px solid black; height: 15px; width: 100%;"></div> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div>Date and Time Service Delivered: <div style="border: 1px solid black; height: 15px; width: 100%;"></div> </div> <div><div style="border: 1px solid black; height: 15px; width: 100%;"></div> am/pm</div> <div>Date and Time Service Delivered: <div style="border: 1px solid black; height: 15px; width: 100%;"></div> </div> <div><div style="border: 1px solid black; height: 15px; width: 100%;"></div> am/pm</div> </div> <div style="margin-top: 10px;">Compensatory Payment \$ _____ to be applied to Customer & Premises Number: _____</div> <div style="margin-top: 5px;">Approved By (CRM): _____ Date: _____ (dd/mm/yyyy)</div> <div style="margin-top: 5px;">Date Account Credited: _____ Cost Centre Number: _____</div> <div style="margin-top: 5px;">Date CS Updated: _____ (dd/mm/yyyy)</div>									

Section D: Customer Receipt	
Contact Code	Date: _____
State the Standard Breached	<div style="border: 1px solid black; padding: 2px; display: inline-block;">W G S</div>
Customer & Premises	_____
Address	_____
Employee Name & Signature	_____