

Guaranteed Service Standards Customer Claim Form

Note: Customers* must submit claim within 120 days of the perceived breach.



Section A: Customer Information

1. Company Name (if applicable):

2. First Name: 3. Last Name:

4. Service Address:

5. Contact Numbers:

6. TRN:

7. ID Type: Driver's Licence Passport Voter's
 8. ID #:

9. Customer Number: Premises Number:

10. Customer Signature: _____

Section B: Description of Breach

11. State the Standard Breached:

12. Describe the Breach: _____

Section C: For The NWC Use Only

Date Claim Received (dd/mm/yyyy): Employee Number: Received By (Full Name & Signature): _____

Date and Time Service Delivered: am/pm Date and Time Service Delivered: am/pm

Compensatory Payment \$ _____ to be applied to Customer & Premises Number: _____

Approved By (CRM): _____ Date: _____ (dd/mm/yyyy)

Date Account Credited: _____ Cost Centre Number: _____

Date CS Updated: _____ (dd/mm/yyyy)

Section D: Customer Receipt

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Contact Code	_____ Date: _____
State the Standard Breached	<input type="text" value="W"/> <input type="text" value="G"/> <input type="text" value="S"/> <input type="text"/>
Customer & Premises	_____
Address	_____
Employee Name & Signature	_____

* Customer means a legitimate account holder with the National Water Commission.