

### OUR Makes Adjustments to Some NWC Guaranteed Standards

**(KINGSTON, Jamaica; 2016 December 9):** The Office of Utilities Regulation (OUR) has made adjustments to several of the National Water Commission’s (NWC’s) Guaranteed Standards, in its Mid-Tariff Determination Notice which took effect 2016 December 5.

In its effort to ensure that utility customers are continually provided with an acceptable level of service, the OUR, in the 2013 Determination Notice on NWC’s Rate Application, mandated a mid-tariff review of the Guaranteed Standards Scheme.

Cognizant of the implications on the NWC's revenues, this mid-tariff review did not seek to introduce additional automatic standards or increase penalties. However, a number of standards were modified as set out below.

CODE	FOCUS	DESCRIPTION	PERFORMANCE
WGS3	Appointments	Keeping appointments	<p>Must make and keep an appointment at customer’s request and must notify customer within reasonable time prior to the appointed time, if the appointment will not be kept.</p> <p><b>Compensation type: Claim</b></p> <p><b>Modification:</b> Must make and keep an appointment at customer’s request and must notify customer at least twenty-four (24) hours prior to the appointed time, if the appointment will not be kept.</p>
WGS 6	Account status	Issue of account status	<p>Meter to be read on same day customer is moving, if on a weekday (within two (2) working days of move if on a weekend) provided five (5) working days’ notice of move is given. Maximum time of fifteen (15) working days to provide final bill after move and forty-five (45) days to refund the credit balances.</p> <p><b>Compensation type: Claim</b></p>

CODE	FOCUS	DESCRIPTION	PERFORMANCE
			<b>Language Modification:</b> Meter to be read on same day customer is moving if on a weekday or within two (2) working days of move if on a weekend, provided five (5) working days' notice of move is given. Maximum time of fifteen (15) working days to provide final bill after move and forty-five (45) days to refund the credit balances.
WGS 7	Water meters	Meter installation	Maximum of <u>thirty (30) working days</u> to install meter on customer's request  <b>Compensation type: Claim</b>  <b>Language Modification:</b> Maximum of <u>thirty (30) working days</u> to install meter on customer's written request.

NWC did not actually propose changes to the Guaranteed Standards Scheme in its mid-tariff review submission but reported on its performance under the standards for the period 2013 October - 2015 December. NWC reported an average compliance rating of 97% over the review period, which correlates with the quarterly reports submitted by the Commission.

While reviews are conducted on the quarterly Guaranteed Standards reports, an assessment of specific Guaranteed Standards will be done as part of an upcoming audit of the NWC's billing and metering systems. This will among other things, provide an indication of the accuracy of the NWC's reporting of its performance relative to the Guaranteed Standards. It is also envisaged that the information obtained from the audit will further assist in identifying the changes that need to be made to the Guaranteed Standard Scheme.

The Guaranteed Standards are prescribed performance measures that guide the provision of service delivered by the NWC to its customers. Failure on the part of the Commission to adhere to the standards may result in compensation being paid to the affected customer in the form of a credit to the account.