



What are the Guaranteed Standards?

The Guaranteed Standards are performance measures that guide the provision of utility services delivered by the National Water Commission, small water providers and the Jamaica Public Service Company Ltd. If the companies fail to honour the agreement, the customer is entitled to compensation which is applied as a credit to the account. Customers should know their rights and hold the utility service providers accountable.

HOW ARE CUSTOMERS COMPENSATED?

- Compensation for breach of a standard is four (4) times the applicable service charge OR six (6) times the service charge for those in the special compensation category.
- Where applicable, customers must submit their claims within 120 days of the breach.
- Breaches of individual standards will attract compensation of up to six (6) periods of non-compliance.

STANDARDS ATTRACTING SPECIAL COMPENSATION

These standards are:

- Reconnection after payment of overdue amounts.
- Wrongful disconnection.
- Reconnection after wrongful disconnection.

Guaranteed Standards claim forms are available at all NWC offices and on the company's website [www.nwcjamaica.com]. They can also be found on the OUR's website [www.our.org.jm].

Once you have filled out the form, ensure that it is signed by a customer service representative and that you receive a receipt. Credit will be applied to your NWC account within 30 days after the claim is received, reviewed and approved.

This credit will be reflected on your bill as a "Guaranteed Standard Compensation". If your bill does not reflect the credit, contact your parish office for further information.

WHO WE ARE

The Office of Utilities Regulation Act of 1995 established the Office of Utilities Regulation ('the Office'/OUR) as a body corporate. Under the Act, the OUR is charged with the responsibility of regulating the provision of utility services in the following sectors:

- **ELECTRICITY**
- **TELECOMMUNICATIONS**
- **WATER & SEWERAGE**
- **PUBLIC TRANSPORTATION BY ROAD, RAIL AND FERRY**

WHAT WE DO

- Ensure that consumers of utility services enjoy an acceptable quality of service at a reasonable cost.
- Establish and maintain transparent, consistent and objective rules for the regulation of utility service providers.
- Promote the long-term efficient provision of utility services for national development consistent with Government policy.
- Provide an avenue of appeal for consumers who have grievances with the utility service providers.
- Work with other related agencies in the promotion of a sustainable environment.
- Act independently and impartially.



OFFICE OF UTILITIES REGULATION



APPROVED

NEW GUARANTEED STANDARDS FOR 2013-2018

NATIONAL WATER COMMISSION



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Regulating Utilities For The Benefit Of All

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Publication Date: June 2014

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NATIONAL WATER COMMISSION GUARANTEED STANDARDS 2013-2018



TYPE OF SERVICE	NWC MUST	TYPE OF COMPENSATION	CODE
CONNECTION AND DISCONNECTION	Within a maximum time of ten (10) working days, connect customer's supply and install meter after the establishment of a contract.	CLAIM	WGS1
	Apply automatic compensation where in error they disconnect a supply associated with an account which has no overdue amount, or is currently under investigation by the OUR or NWC and only the disputed amount is in arrears.	AUTOMATIC	WGS5
	Restore supply within a maximum of 24 hours after payment of overdue amount.	AUTOMATIC	WGS11
	Reconnect a supply it inadvertently disconnected within eight (8) hours of being notified of the error.	AUTOMATIC	WGS12
BILLING	Issue the first bill to the customer within the maximum time of forty (40) working days after connection of supply and installation of meter.	CLAIM	WGS2
	Bill customer for adjustment within three (3) months of (i) identification of the error or (ii) subsequent replacement of faulty meter.	CLAIM	WGS15
	Ensure that an estimated bill is based on the average of the last three (3) actual readings.	AUTOMATIC	WGS14
	Read the meter on the same day that the customer is moving, if on a weekday (within two (2) working days of move if on a weekend) providing five (5) working days' notice of move is given. The maximum time is fifteen (15) working days for the NWC to provide final bill after a move and forty-five (45) days to refund credit balances.	CLAIM	WGS6
DELIVERY OF CUSTOMER SERVICE	Make and keep an appointment at the customer's request. NWC must notify customer within a reasonable time, prior to appointed time, if it cannot keep the appointment.	CLAIM	WGS3
	Acknowledge customer's written complaint, after receipt within a maximum of five (5) working days.	CLAIM	WGS4(a)
	Respond within a maximum of thirty (30) working days after receipt of complaint to complete their investigation and respond, or provide an update.	CLAIM	WGS4(b)
METER SERVICE	Install meters on customer's request within a maximum of thirty (30) working days.	CLAIM	WGS7
	Verify, repair or replace meter after being informed of defect within maximum time of twenty (20) working days.	AUTOMATIC	WGS8
	Provide customer with details of the date of the change, meter reading on the day, and serial number of the new meter.	CLAIM	WGS9
	Should not send customer more than two (2) consecutive estimated bills (where NWC has access to meter).	AUTOMATIC	WGS10(a)
	Exceptional meter readings – Where the consumption increases by at least fifty (50%), then the customer is to be alerted within one (1) billing period.	CLAIM	WGS10(b)
PAYMENT OF COMPENSATION	Process claim within a maximum of 30 days after claim is received and make payment- automatic credits should also be made within this period. Customer must make claim within 120 days.	AUTOMATIC	WGS13