



TO: Office of Utilities Regulation

FROM: Consumer Advisory Committee on Utilities (CACU)

RE: Review of the Billing Cycle for the National Water Commission (NWC)

DATE: 6th February, 2026

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The CACU is pleased to participate in the referenced consultation document regarding the Review of the Billing Cycle for the National Water Commission (NWC).

Responses below reflect the considered views of the Members and are consistent with what we believe to be industry best practices and in the best interest of the consumer.

Question 1:

Considering the impact on the monthly charges, what are your views on NWC's current practice to prorate the Fixed Monthly Service Charge depending on the number of billing days?

CACU Response:

It is reasonable for the NWC to prorate the Fixed Monthly Service Charge (FMSC), if it varies the number of billing days, to ensure that **customers only pay charges for the service period received** from the NWC.

Question 2:

What are your views on maintaining a monthly billing cycle standard for NWC?

CACU Response:

We support the suggestion to maintain a monthly billing cycle standard for the NWC, as this would align with the billing cycles of the other major utilities – electricity and telecommunications. Additionally, streamlining the billing cycles of all utilities would provide for more efficient budget administration of bill payments in households and businesses, given that a large number of customers are salaried on a monthly basis.



Question 3:

Do you agree that a maximum number of days should be established for NWC's billing cycle? Please provide details to support your response.

CACU Response:

The CACU supports the imposition of a maximum number of days in the NWC's billing cycle, in order to prevent "bill shock" and extended billing periods. The standard and/or specified billing period would eliminate exceptionally long billing periods which lead to unexpectedly high, accrued charges, thereby invoking customer angst and timely payment issues.

Question 4:

What are your views on defining/restricting the NWC's billing period to no more than thirty-one days? Please provide details to support.

CACU Response:

Realigning the NWC's billing period to thirty-one (31) days is prudent and aligns with the other billing periods of the other major utilities. It is our view that this approach will significantly improve households and business customers' management of their utility expenses and enhance predictability and improved budget management.