



## What if there is a problem with your bill?

If your bill is too high check for leaks in your home:

- Make sure no water is running
- Turn off all faucets (water taps) and water consuming appliances
- Check for a leaky toilet

### Read water meter

- Write down the reading. Read meter again in 30 to 60 minutes. If the meter reading has changed you have a leak. Contact a plumber and have it corrected immediately!

### Why should you pay us on time?

- It prevents disconnection.
- It ensures better services to all Barbadians.
- To obtain good credit ratings.

Visit or call our Customer Service Centre:  
**434-4292**



*"Quality water, Quality people"*

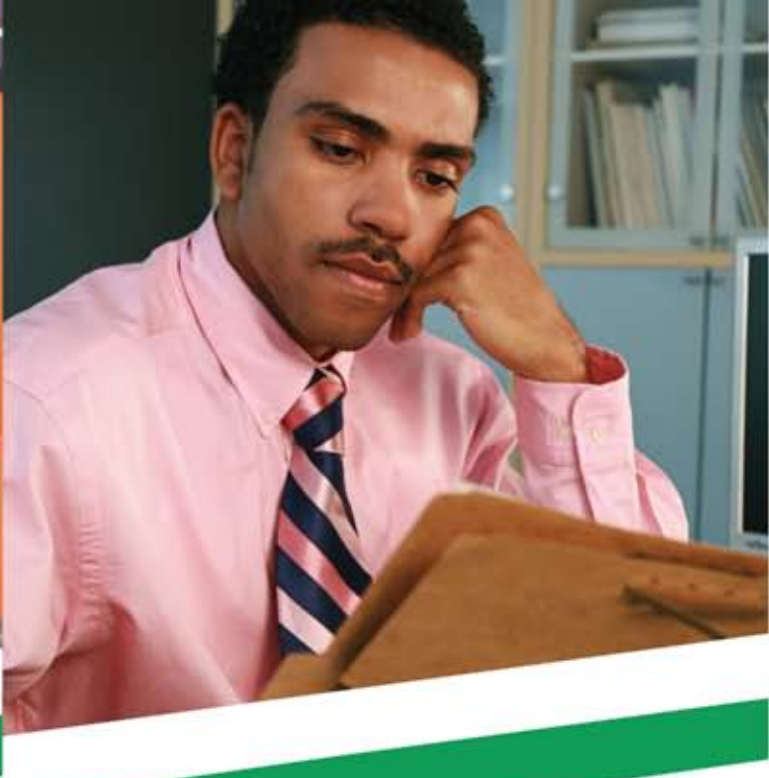
BWA Customer Service Centre,  
Coles Building, Probyn Street, Bridgetown



*"Quality water, Quality people"*

## Let's work together on settling your arrears

Every bill paid on time means better service for all Barbadians



## The value of timely Bill Payment

Water is a natural resource that is easily taken for granted; it falls freely from the sky and into the earth, seas and various reservoirs without any help from man.

However, the convenience of getting potable water at the turn of a tap or the push of a button, mandates a more sophisticated process with much human intervention, equipment and technology along the way.

When water bills are unpaid it puts a strain on the Barbados Water Authority and its ability to effectively serve our communities.

As we have a responsibility to our public to deliver the highest quality product and service, we are taking the necessary measures to ensure this through the introduction of debt collection agents.

## Who is a Debt Collection Agent?

A debt collection agent is an individual who demands payment on behalf of the service provider, for a service rendered after an appropriate period of time has passed and the customer has not paid the service provider.

The Barbados Water Authority would be represented by the following debt collection agencies:

- AJ Duke Debt Collection Services Inc.
- Absolute Advantage Inc.
- Global Credit Inc.
- WH Bryan & Co. Ltd.

## How to avoid having your Water Account handed over to a Debt Collection Agent?

### Pay your bill on time:

Once you are in arrears, you face the possibility of being disconnected or having your account handed over to a debt collection agent.

- Use payment options: BWA Customer Service Centre, online payment, Sure Pay, BNB - all Branches, Barbados Public Workers Cooperative Credit Union Limited (BPWCCUL) and all Post Office outlets.
- Online Payments can be made using Scotiabank, FirstCaribbean International Bank and Royal Bank of Canada.
- Set a specific date or date range within a reasonable time frame for paying your bill. (must be before due date).
- Have reminders: use cell phone reminders, calendars, diary or emails.
- Pay your water bill 2 or 3 months in advance especially when traveling.

## What if you can't pay your bill on time?

Contact Water Authority's Customer Service Centre immediately. [1-246-434-4292](tel:1-246-434-4292)

- Explain your reason. With open, honest communication, we will work with you during your difficult time to suggest ways of handling your debt, which may include a modified payment plan.
- Do not wait until your accounts have been turned over to a debt collection agent. At that point, it will be too late.