

BARBADOS WATER AUTHORITY

TERMS FOR THE INSTALLATION OF POTABLE WATER SERVICES

APPLICATION PROCESS



All persons making application for new services are required to do so at the Authority's Customer Service Centre at Manor Lodge Complex, Green Hill, St. Michael. They must also complete an application card available on location.

DOCUMENTATION REQUIREMENTS

1. Persons applying for service are required to present an acceptable form of identification such as their National Identification Card or Passport.
2. Proof of ownership of the land or written permission from the Owner(s) of the land on or over which the water service is intended to be installed being handed to the Authority as part of the application documents. The land owners should state in writing their consent for the installation to be placed on or over their land before permission from the Authority to do so is granted. The application will **not be approved** by the BWA in the absence of these.
3. Persons applying for domestic service to a wooden house are required to pay a **deposit of \$350**, in advance, along with the completed application form.
4. Persons applying for domestic service to a wall house or who require service for building/construction purposes are required to submit an approved plan from the Town & Country Planning Department (**ONLY**), a recent land tax receipt and pay a **deposit of \$400**, in advance, along with the requisite completed application form.
5. All fees are estimated as the installation costs may exceed the figure quoted. Any excess costs are billed to the customer, while any monies to be refunded are credited to the customer's account, following installation of the service.
6. The property owner to which service is to be installed or a representative may complete the form, but it must bear the owner's signature and name for accounting purposes.
7. Persons resident outside of Barbados who are applying for service, must appoint a local agent who will accept responsibility for the service in the applicant's absence. This is to facilitate the receipt of bills, as BWA does not mail bills overseas.

CUSTOMER RESPONSIBILITY

The customer is **responsible for**:

- ❑ All plumbing after (behind) the meter.
- ❑ Leaks once they are behind the meter. Those before (in front of) the meter should be reported to the BWA.
- ❑ Making sure that meters are accessible at all times and kept free of any encumbrances, undue overgrowth etc.
- ❑ Any bills generated as a result of leaks on their property.

The customer is **warned that**:

- ❑ Where an occupier or any other person willfully, maliciously or carelessly damages any fitting or apparatus of the BWA, the Authority may include the cost of repairs on the appropriate water bill.
- ❑ Unpaid water bills are a lien on the property so all accounts should be brought and kept up to date.

BILLING FOR SERVICE

1. Once the service has been installed, the customer will immediately start to be billed for said service. If the service is not actually in use as yet, they will be billed at the minimum charge of **\$32 per 30-day billing period** which represents payment for **0 – 11 cubic metres** of water usage.

2. All owners of properties connected to the public sewerage system are advised that an additional monthly charge is placed on the water bill for the collection, treatment and disposal of their wastewater. The rates are: **1/3 of the water bill** for **domestic** customers and **2/3 of the water bill** for **Commercial, Industrial & Institutional** customers.

PROVISION OF SERVICE

1. As stipulated under the “**WATER RESOURCES PROTECTION POLICY**”, the Barbados Water Authority will **NOT** be installing any new water connections to properties located in **Zone 1** areas.

2. All persons making application for new services must prepare the premises for connection of service at his own expense. This includes:

- i. Placement of a marker on the site to identify said site.
- ii. Provision of accurate description of directions to the location.
- iii. Contact name, telephone number and address.
- iv. Laying of their portion of the service pipe as outlined below.

3. For services of diameter ½” to 2”, that portion of the service line which the customer is required to lay should be buried at least one foot deep and terminated two (2) feet from the road edge.

4. This portion of the service line may be of galvanize (G.I) or P.V.C pipe. A threaded end, or in the case of P.V.C. pipe, an appropriate adaptor, must be provided for the connection.

5. The P.V.C. pipe must be:

- (a) Buried to a depth of 12” along its entire length.
 - (b) Surrounded by sand along its entire length.
 - (c) Of specification of schedule 40 pressure pipe or better.
6. Service will be provided **within 90 days** after submission of the application.

SIZING OF SERVICE PIPE

Non-Domestic Services

Service pipe and/or meter sizes or applications for changes in service pipe or meter sizes are to be determined and approved by the Distribution or Waste Control Unit Engineers, using approved consumption figures for intended use and any other relevant factors.

Domestic Services

Half-inch (1/2”) or three-quarter-inch (3/4”) service pipes and meters will be utilised for these services. Any size requested over these **MUST** be approved by the Distribution Engineers prior to payment.

Pressure

The minimum pressure that the Barbados Water Authority will guarantee is 25 psi (pounds per square inch) or 58 feet.

LOCATION OF SERVICE & METER

1. The customer should identify and ensure that the service is located in the right place (e.g. not in the driveway). The meter shall be located 1 to 2 feet from the lot boundary marker and within the 5 ft. verge/road reserve, outside the guard wall and connected to the service crossing provided (when provided by the developer).
2. The cost of future requests for relocation of service and meter shall be borne by the Service Owner unless instigated by the BWA.
3. Meter surroundings should not be used as a dumpsite. The cost of digging up buried meters will be charged to the landowner/person whose name appears on the water bill and said costs will be added to the bill.
4. The meter, although it remains the property of the BWA, is on loan to an individual homeowner and as such should be maintained in a proper manner. Any damage caused to it will result in some measure of inconvenience to both the Authority and the customer.

THE CUSTOMER SHALL NOTIFY THE BWA, BY TELEPHONE OR LETTER, TO MAKE THE CONNECTION WHEN THE ABOVE CONDITIONS HAVE BEEN SATISFIED. WHERE THE ABOVE STANDARDS AND CONDITIONS ARE NOT MET, THE BARBADOS WATER AUTHORITY WILL NOT MAKE THE CONNECTION TO ITS DISTRIBUTION SYSTEM.