

Barbados Water Authority Guaranteed Standards of Service 2018 - 2020

STANDARD	SERVICE CATEGORY	TARGET	COMPENSATION
<u>GWS 1</u>	Installation of Service.		
	1a. This refers to the time it should take between application, payment for service and the installation, for a standard connection in a Zone other than a Zone 1 area.	Residential ¹ – 14 days Commercial ² - 10 days	Refund of the standard domestic 30 day minimum charge. (R)
	1b. This refers to the time to complete an investigation on receipt of an application for service in a Zone 1 area.	Residential – 14 days Commercial – 10 days	
	1c. This refers to the installation time after the completion of the investigation and approval in a Zone 1 area.	Residential – 14 days Commercial – 10 days	Refund of double the standard domestic 30 day minimum charge. (C)
	(Zones are defined by the BWA)		
<u>GWS 2</u>	Issuance of First Bill		
	This refers to the time elapsing between the installation of water service and the issuance of the first water bill. (Interim bill to be issued if read bill cannot be generated)	No more than 30 days after installation of service.	\$15 (R) \$30 (C)
<u>GWS3</u>	Response to Complaints		
	This refers to the time frame in which the BWA must acknowledge a customer's complaint about billings or other Standards of Service issues.	Acknowledgement provided within 7 days of receipt of complaint. Investigation of complaint and findings provided within 20 days of receipt of complaint. (Inclusive	\$15 (R) \$30 (C) \$15 (R) \$30 (C)

¹ Residential customers refers to persons that indicate they are applying for a domestic service on their applications for water. (R)

² Commercial customers refers to persons that indicate they are applying for a commercial service on their application for water.(C)

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		of acknowledgement time)	
<u>GWS4</u>	Wrongful Disconnections This refers to the loss of service where the customer has been disconnected in error.	Reconnected within 10 hours after notification of the error.	\$50 (R) \$100 (C)
<u>GWS 5</u>	Meter Installations (Existing Service) This refers to the time frame in which the BWA will install a meter on the customer's request. (Customers with a fixed rate requesting a meter).	Meter to be installed within 45 days of receipt of request.	\$15(R) \$30 (C)
<u>GWS6</u>	Repair/Replacement of Faulty Meter This refers to the time taken, after the report of a fault, for the BWA to assess and repair/replace a faulty meter, where applicable.	Assess and determine operational status of meter and report findings to the customer within 15 days. Replace/repair faulty meter within 30 days of confirmation of defect.	\$15 (R) \$30 (C) \$15 (R) \$30 (C)
<u>GWS7</u>	Reconnection After Payment of Overdue Amount and Reconnection Fee This refers to the timely reconnection of a customer's service after satisfactory settlement of overdue amounts and reconnection fee at the BWA's offices.	Maximum of 24 hours to restore supply.	\$15 (R) \$30 (C)
<u>GWS 8</u>	Scheduling of Field Appointments This refers to appointments scheduled by BWA representatives. Where the BWA is unable to keep an appointment with a customer, the BWA will contact the customer at least 24 hours before the scheduled appointment to cancel	All scheduled appointments shall be honoured. Appointments may be scheduled: Morning (8:00 a.m. to 12:00 noon) or afternoon (12:01 pm to 4:00 pm)	\$15 (R) \$30 (C)

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	<p>and notify of a new date. (Monday to Friday).</p> <p>The customer should be given a work order number as confirmation of a scheduled appointment.</p>		
<u>GWS 9</u>	<p>Reliability of Supply</p> <p>This refers to the provision of a minimum quantity of running water over a 30 day period (a billing period)</p>	<p>Customers shall be supplied with at least 8m³ of running water over a 30 day period (a billing period).</p>	<p>Refund of the standard domestic 30 day minimum charge. (R)</p> <p>Refund of double the standard domestic 30 day minimum charge. (C).</p>