

## Barbados Water Authority Overall Standards of Service 2018 -2020

STANDARD	SERVICE CATEGORY	TARGET
<p><b><u>OWS 1</u></b></p>	<p><b>Meter Reading</b></p> <p>This refers to the time frame between each meter reading.</p>	<p>100% of accessible meters to be read monthly.</p>
<p><b><u>OWS 2</u></b></p>	<p><b>Investigation of Water Quality</b></p> <p>This refers to the time frame in which the BWA will investigate and submit findings to the Commission when there is a complaint relating to water quality.</p>	<p>In 95% of instances, preliminary reports are to be submitted within 72 hours and comprehensive reports are to be submitted within 2 weeks of receipt of complaint.</p>
<p><b><u>OWS3</u></b></p>	<p><b>Reinstatement of Service after Electrical Outages by Supplier of Electricity</b></p> <p>This refers to the time frame in which service will be restored after occurrence of an electrical outage. Customers in the affected areas shall be kept informed of the progress.</p>	<p>In 95% of instances, the water supply shall be reinstated within 8 hours of restoration of electrical supply.</p>
<p><b><u>OWS 4</u></b></p>	<p><b>Reinstatement of Service after In-House Fault (Fault residing within the control of BWA)</b></p> <p>This refers to the time frame in which service will be restored after an in-house fault, e.g. mechanical failure, internal electrical fault. Customers in the affected areas shall be kept informed of the progress.</p>	<p>In 95% of instances the supply shall be reinstated within 8 hours of occurrence of fault.</p>
<p><b><u>OWS5</u></b></p>	<p><b>Reinstatement of Property</b></p> <p>This refers to the time frame in which roads, walkways and/or property including guard walls, will be restored after damage due to mains or service pipe repairs, or the installation of new services.</p>	<p>In 95% of instances temporary reinstatement shall occur at the end of work each day.</p> <p>In 95% of instances permanent reinstatement shall occur within 20 working days of completion of works.</p>
<p><b><u>OWS 6</u></b></p>	<p><b>Minimum/Maximum Water Pressure</b></p>	<p>A water pressure of between 25 to 80 pounds per square inch</p>

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	This refers to the water pressure that must be maintained.	(psi) shall be maintained at all times.
<b><u>OWS 7</u></b>	<p><b>Notify Public of Intention to Interrupt Supply</b></p> <p>This refers to the period of notice to be given to customers when there are planned interruptions. Customers in the affected areas shall be kept informed of the progress.</p>	In 95% of instances customers are to be notified not less than 48 hours before scheduled service interruption.
<b><u>OWS 8</u></b>	<p><b>Correction of Sewerage Problem</b></p> <p>This refers to the time in which the BWA has to correct sewerage problems after being informed. <b>(The problems referred to include blockages of sewer lines, overflows and breakage of sewer lines, etc.)</b></p>	95% of all sewerage problems shall be corrected within 48 hours of notification of the sewerage problem.
<b><u>OWS 9</u></b>	<p><b>Wastewater Effluent Quality</b></p> <p>This refers to the quality of wastewater effluent being discharged from the BWA's sewerage treatment plants.</p>	95% of samples shall conform to the Environmental Protection Department's (EPD's) wastewater discharge standards.
<b><u>OWS 10</u></b>	<p><b>Potable Water Quality</b></p> <p>This refers to the quality of water supplied to customers. Potable water shall comply with the World Health Organization (WHO) Potable Water Guidelines including those for turbidity, chlorine residual, faecal coliforms, faecal streptococci, nitrates and total dissolved solids.</p>	100% of samples taken shall be within the potable water quality limits established by the WHO.
<b><u>OWS 11</u></b>	<p><b>Repair of Ruptured Pipes</b></p> <p>This refers to the time taken, after the report of a ruptured pipe, for the BWA to effect repairs <b>(service lines)</b></p> <p><b>(Where the rupture appears before the meter, the BWA is responsible for effecting the repairs at</b></p>	90% of ruptured pipes shall be repaired within 5 days of notification of rupture.

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	<p><b>no cost to the customer. Ruptures after the meter are the responsibility of the customer.)</b></p>	
<p><b><u>OWS 12</u></b></p>	<p>This refers to the time taken, after the report of a ruptured main, for the BWA to effect repairs (transmission lines). Customers in the affected areas shall be kept informed of the progress.</p>	<p>In 95% of instances mains repairs shall be effected within 24 hours of notification of rupture.</p>