

Guaranteed Standards of Service for BWA

Table 1 - Guaranteed Standards of Service for BWA

STANDARD	SERVICE CATEGORY	TARGET	COMPENSATION
GWS 1 (Amended)	<p>Installation of Service</p> <p>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 (Zone A or Zone B¹) area.</p> <p>(After submission of an accurately completed application and the customer is in close proximity to the BWA's infrastructure)</p>	<p>Residential (R)³ - Ten (10) working days</p> <p>Commercial (C)⁴ - Eight (8) working days</p>	<p>Refund of the standard domestic thirty (30) day minimum charge. (R)</p> <p>Refund equivalent to double the standard domestic thirty (30) day minimum charge. (C)</p>
	<p>1b. This refers to the time taken to complete an investigation on receipt of an application for service, in a Zone 1 (Zone A or Zone B) area.</p> <p>(After submission of an accurately completed application is in close proximity to the BWA's infrastructure²)</p>	<p>Residential (R) - Ten (10) working days</p>	
	<p>1c. Installation time after the completion of the</p>	<p>Residential (R) - Ten (10) working days</p>	

¹ The new Zonal regulations have not yet been settled. However, once the Zones have been finalized, the new Biological Control Zone will be applicable.

² In instances where the customer must seek approval from the Town and Country Planning Office, the time allocated for the BWA to complete the job does not commence until the approval has been granted.

³ Residential customers refer to persons that indicate they are applying for a domestic service on their application for water. (R)

⁴ Commercial customers refer to persons that indicate they are applying for a commercial service on their application for water. (C)

STANDARD	SERVICE CATEGORY	TARGET	COMPENSATION
	<p>investigation and approval in Zone 1 (Zone A or Zone B) area.</p> <p>(Zones are as defined by the BWA)</p>		
<p>GWS 2</p>	<p>Issuance of First Bill</p> <p>This refers to the time elapsing between the installation of water service and the issuance of the first water bill.</p> <p>(Interim bill to be issued if a bill with a reading cannot be generated)</p>	<p>No more than twenty (20) working days after installation of service.</p>	<p>\$15 (R) \$30 (C)</p>
<p>GWS 3 Amended</p>	<p>Response to Complaints</p> <p>This refers to the timeframe in which the BWA must acknowledge a customer's complaint about billing or other Standards of Service issues.</p>	<p>Acknowledgement provided within five (5) working days of receipt of written or emailed complaint. (Complaints made via telephone or walk-in will be deemed to have been acknowledged at the time the complaint was made.)</p> <p>Investigation of complaint and findings provided within fifteen (15) working days of receipt of complaint. (Inclusive of acknowledgement time)</p>	<p>\$15 (R) \$30 (C)</p> <p>\$15 (R) \$30 (C)</p>

STANDARD	SERVICE CATEGORY	TARGET	COMPENSATION
<p>GWS 4</p>	<p>Wrongful Disconnections</p> <p>This refers to the loss of service where the customer has been disconnected in error.</p> <p>(This does not apply where bills have been correctly stamped “due for disconnection”)</p>	<p>Reconnected within ten (10) hours after notification of the error.</p>	<p>\$50 (R) \$100 (C)</p>
<p>GWS 5 Amended</p>	<p>Meter Installation or Meter Repositioning (Existing Service)</p> <p>5a) This refers to the time frame in which the BWA will install a meter on the customer’s request. (Customer with a fixed rate requesting meter)</p> <p>5b) This refers to the time it takes between the customer’s request for, and the actual repositioning of the meter.</p>	<p>Meter to be installed within thirty (30) working days of receipt of request.</p> <p>Meter to be relocated within fifteen (15) working days of receipt of request and payment of deposit where applicable (Assuming the request is feasible)</p>	<p>\$15 (R) \$30 (C)</p> <p>\$15 (R) \$30 (C)</p>
<p>GWS 6</p>	<p>Repair/Replacement of Faulty Meter</p> <p>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.</p>	<p>Assess and determine operational status of meter and report findings to the customer within ten (10) working days.</p> <p>Replace/repair faulty meter within twenty (20) working days of</p>	<p>\$15 (R) \$30 (C)</p>

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		confirmation of defect.	\$15 (R) \$30 (C)
GWS 7	<p>Reconnection After Payment of Overdue Amount and Reconnection Fee</p> <p>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.</p>	Maximum of twenty-four (24) hours to restore supply	\$15 (R) \$30 (C)
GWS 8 NEW	<p>Application for Reconnection of service previously disconnected from the main</p> <p>This refers to the timely reconnection of a customer's service that was disconnected from the main, after satisfactory payment of applicable fees at the BWA's offices.</p>	<p>Residential (R) - Seven (7) working days</p> <p>Commercial (C) - Five (5) working days</p>	\$15 (R) \$30 (C)
GWS 9 (Previously GWS 8)	<p>Scheduling of Field Appointments</p> <p>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 twenty-four (24) hours before the scheduled appointment to cancel and notify of a</p>	All scheduled appointments should be honoured and are to be scheduled between the hours of (8:00-10:00,10:00-12:00,12:00-14:00,14:00-16:00)	\$15 (R) \$30 (C)

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	<p>new date. (Monday to Friday)</p> <p>The customer should be given a work order number as confirmation of scheduled appointment.</p>		
<p>GWS 10 (Previously GWS 9)</p>	<p>Reliability of Supply This refers to the provision of a minimum quantity of running water over a thirty (30) day period (a billing period).</p>	<p>Customers shall be supplied with at least 8m³ of running water over a thirty (30) day period (a billing period).</p>	<p>Refund of the standard domestic thirty (30) day minimum charge. (R). Refund of double the standard domestic thirty (30) day minimum charge. (C)</p>

Overall Standards of Service for BWA

Table 2 – Overall Standards of Service

STANDARD	SERVICE CATEGORY	TARGET
OWS 1	<p>Meter Reading</p> <p>This refers to the time frame between each meter reading.</p>	100% of accessible meters to be read monthly.
OWS 2 (Amended)	<p>Investigation of Water Quality</p> <p>This refers to the time frame in which the BWA will investigate and submit findings to the Commission where there is a complaint relating to water quality. (This relates to issues other than “White Water” or “Brown Water” that are rectified by the flushing of the mains).</p>	In 95% of instances, preliminary reports are to be submitted within seventy-two (72) hours and comprehensive reports are to be submitted within two (2) weeks of receipt of complaint.
OWS 3	<p>Reinstatement of Service after Electrical Outages by Supplier of Electricity</p> <p>This refers to the time frame in which service is restored after occurrence of an electrical outage. Customers in the affected areas shall be kept informed of the progress.</p>	In 95% instances, the water supply shall be reinstated within eight (8) hours of restoration of electrical supply
OWS 4	<p>Reinstatement of Service after In-House Fault (Fault residing within the control of the BWA)</p> <p>This refers to the time frame in which service is 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>	In 95% of instances, the supply shall be reinstated within eight (8) hours of occurrence of in-house fault.
OWS 5	<p>Reinstatement of Property</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 pipes 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 twenty (20) working days of completion of works.</p>

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OWS 6	<p>Minimum/Maximum Water Pressure</p> <p>This refers to the water pressure that must be maintained.</p>	<p>A water pressure of between 25 to 80 pounds per square inch (psi) shall be maintained at all times.</p>
OWS 7	<p>Notify Public of Intention to Interrupt Supply</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>	<p>In 95% of instances customers are to be notified not less than forty-eight (48) hours before scheduled service interruption.</p>
OWS 8	<p>Correction of Sewage Problem</p> <p>This refers to the time in which the BWA has to correct sewerage problems after being informed. (The problems referred to, include blockages of sewer lines, overflows and breakage of sewer lines, etc.)</p>	<p>95% of all sewerage problems shall be corrected within forty-eight (48) hours of notification of the sewerage problem.</p>
OWS 9	<p>Wastewater Effluent Quality</p> <p>This refers to the quality of wastewater effluent being discharged from the BWA's sewerage treatment plants.</p>	<p>95% of samples shall conform to the Environmental Protection Department's (EPD's) wastewater discharge standards.</p>
OWS 10 (Amended)	<p>Potable Water Quality</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>	<p>100% of samples taken shall be within the potable water quality limits established by the WHO.</p>
OWS 11 (Amended)	<p>Repair of Ruptured Pipes</p> <p>This refers to the time taken, after the report of a ruptured pipe, for the BWA to effect repairs (service lines).</p>	<p>90% of ruptured pipes shall be repaired within five (5) working days of notification of rupture.</p>

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	<p>(Where the rupture appears before the meter, the BWA is responsible for effecting the repairs at no cost to the customer. Ruptures after the meter are the responsibility of the customer).</p>	
<p>OWS 12</p>	<p>Repair of Ruptured Mains</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 twenty-four (24) hours of notification of rupture.</p>
<p>OWS 13 (New)</p>	<p>Billing Accuracy</p> <p>This refers to the incidence of errors (typographical, errors of omission, etc.) on a customers' invoice.</p>	<p>90% of bills are to be error free.</p>