

FAQs

Barbados Water Authority (BWA) Guaranteed Standards of Service Compensatory Claim

1. What is a Guaranteed Standard of Service (GSS) compensatory payment?

A Guaranteed Standard of Service compensatory payment is a payment that the Barbados Water Authority (BWA) is required to make to a customer, if it fails to achieve a Guaranteed Standard of service target, in accordance with the BWA Standards of Service. Customers are **only eligible** to be compensated for claims associated with Guaranteed Standards.

2. How can a customer claim a GSS compensatory payment?

If a customer believes that a BWA Guaranteed Standard of Service has not been met, in accordance with the associated target outlined in the BWA Standards of Service Decision document, and wishes to make a claim; they are required to complete the BWA Compensatory Claim form.

3. Where can the Compensatory Claim form be found?

The Compensatory Claim form can be accessed on the BWA's website at <https://barbadoswaterauthority.com>. Forms can also be acquired from the BWA's office, Pine Commercial Estate, The Pine, St Michael.

4. How is a compensatory payment made?

A compensatory payment takes the form of a credit on the customer's water & service invoice. The payment is a fixed one-time payment. Compensatory payments are not prorated.

5. After completing the compensatory payment claim form, how long must I wait before my account is adjusted?

A compensatory claim will be processed within two (2) months of the submission of the claim, and the customer will be advised of the outcome. If the claim is accepted, the customer's account will be credited. If the claim is denied, the customer will be notified of the decision, as well as the reason why.

6. What else should I know about compensatory payment claims?

All claims for a compensatory payment must be submitted within three (3) months of the occurrence of the event giving rise to the claim. Customers making claims after this timeframe are not eligible for compensation.