

THE BAHAMAS WATER AND SEWERAGE CORPORATION



CUSTOMER SERVICE GUIDE

"Committed To Growth, Committed to Quality"

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OUR VISION & MISSION STATEMENT

OUR VISION:

COMMITTED TO GROWTH, COMMITTED TO QUALITY

OUR MISSION:

To transform the Corporation into an efficient, customer focused organization that provides quality service and enjoys a reputation for consistently high performance.



WELCOME TO THE WATER & SEWERAGE CORPORATION

It is with great pleasure that we welcome you to the Water and Sewerage Corporation! You are being served by one of the most unique water and sewerage utilities in the Caribbean. We currently service:

- New Providence
- Abaco and Cays
- Andros
- Bimini & the Berry Islands
- Eleuthera
- Exuma and Cays
- Inagua
- Long Island
- San Salvador
- Ragged Island
- Acklins
- Crooked Island
- Long Cay
- Mayaguana
- Cat Island (tankering only)

You will be served by a team of dedicated personnel, committed to providing our customers with quality service and product. We are likewise committed to quick and efficient resolutions to issues, challenges, and concerns brought to our attention. We value all of our customers.

For all new and potential customers, we are ready to welcome you. And, to our existing customers, we say thank you for your patronage and loyalty to the safest source of potable water and wastewater treatment available to you, for your health and safety.

INTRODUCTION

The Water and Sewerage Corporation is charged with the responsibility of providing potable water to communities throughout the Bahamas. **This quite naturally comes with its unique challenges, as each island - and indeed, settlements of some islands, may have varying water requirements.** New Providence, the busiest tourist destination, with a high concentration of individuals and businesses, presents its own challenges in water supply requirements. This high population density raises the real threat of over-pumping and pollution of groundwater supplies; hence, everyone must play a part in the conservation effort.

THE USE OF PRIVATE OR ALTERNATE SUPPLY

There is a common misconception that private well water is safe and inexpensive. In reality, the utilization of private well water is unsafe, and could easily be a contributing factor to a number of health issues being experienced today. We are simply putting our health, and that of our families, at serious risk. Businesses, particularly restaurants, schools and preschools are required by law, to connect and remain connected, to the treated water provided by WSC, and should avoid using well water to prepare food, wash hands or utensils, as this poses a serious risk of contracting water-borne diseases.

WATER TREATMENT

The Water and Sewerage Corporation treats and monitors its water supply to ensure it meets all local and international water quality standards. This is our promise and commitment to our customers.

SEWAGE COLLECTION, TREATMENT & DISPOSAL

Our responsibility does not rest solely with water treatment. Safe collection, treatment and disposal of sewage is also our concern, and we recognize our duty to assist in monitoring and enforcing, any laws that seek to protect our already fragile environment from further damage.

With these environmental and public health issues in mind, we are pleased to provide our informational booklet that will answer some of the most frequently asked questions about our services.

CONTACT INFORMATION

For more information about the Corporation and its services, please log on to our website www.wsc.com.bs, or e-mail us at wcinfo@wsc.com.bs, or call our hot lines at:

CALL CENTRE	302-5599
HEADQUARTERS	302-5500
EMERGENCIES AFTER 10:00PM	325-4504
FAMILY ISLAND TOLL FREE	242-300-0150

OFFICE HOURS

■ **87 Thompson Blvd Headquarters Office:**

- Monday - Friday from 9:00am to 5:00pm

■ **Payment Stations:**

Headquarters, Thompson Blvd:

- Monday - Friday from 8:30am to 6:00pm
- Saturdays from 10:00am - 3:00pm

■ **Family Islands Offices:**

- Monday - Friday from 9:00am to 5:00pm

■ **Family Island Administration:**

90 Thompson Blvd, Nassau:

- Monday - Friday from 9:00am to 5:00pm

CUSTOMER SERVICE CENTRES

New Providence

Corporate Offices are located at:

87 Thompson Blvd.

Our mailing address:

P. O. Box N-3905
Nassau, Bahamas

Call Centre: 302-5599

Emergencies: 302-5500

Main Office: 302-5500

Business Office Fax: 328-3896

Toll Free: 302-5500

Our E-Mail Address for:

- General Information:
- Customer Complaints:
- New Connections (include your emailed appl. for service):
- ReconNECTIONS:

wcinfo@wsc.com.bs
wscomplaints@wsc.com.bs
wcconnect@wsc.com.bs
wcconnect@wsc.com.bs

Our Website:

www.wsc.com.bs

FAMILY ISLAND OFFICE CONTACTS

Abaco

Main Office located at:

Queens Highway, Marsh Harbour
367-2995 367-2993 (Fax)

Sub-offices:

Treasure Cay	365-8936	
Cooper's Town	365-0093	
Green Turtle Cay	367-4346	367-2993 (Fax)
Grand Cay & Moore's Island	367-2995	

Andros

Main Office located at:

Queens Highway, Nicholls Town
329-2025 329-2244 (Fax)

Sub-offices:

Morgan's Bluff	329-2188	329-2244 (Fax)
Fresh Creek (Central)	368-2407	368-2809 (Fax)
The Bluff (South)	369-4674	369-4675 (Fax)
Mangrove Cay	369-0888	

FAMILY ISLAND OFFICE CONTACTS (Cont'd)

Acklins

Snug Corner 344-3690 337-0927 (Fax)

Bimini

Alice Town 347-3454 347-3457 (Fax)

Eleuthera

Governor's Harbour 332-2370 332-2371 (Fax)

Bogue 335-1250

Harbour Island 333-2417 333-2418 (Fax)

Rock Sound 334-2680

Spanish Wells 333-4762 333-4756 (Fax)

Exuma

George Town 336-2863 or 336-2867 336-2870 (Fax)

Black Point 355-3073

Inagua

Matthew Town 339-1600 339-2088 (Fax)

Long Island

Deadman's Cay 337-0972 337-0927 (Fax)

Ragged Island

Duncan Town 344-1508 (Chief Councilor's Office)

San Salvador

Cockburn Town 331-2150

BILL PAYMENT CENTRES

- Water and Sewerage Headquarters
87 Thompson Boulevard

- Any Branch of:

- ▶ Bank of The Bahamas
- ▶ Commonwealth Bank
- ▶ Fidelity Bank (Bahamas) Ltd.
- ▶ Finco (Bankline only)
- ▶ First Caribbean Bank
- ▶ Royal Bank of Canada
- ▶ Scotia bank

- At any WSC Office located in the Family Islands.

BILL PAYMENT METHODS

- Cash or cheque payments
- Online, as available, through your bank of choice
- Credit Card Payments
 - ▶ Visa, Master Card, Suncard and Debit Cards
- Government Salary Deduction



AGREEMENTS FOR SERVICES

PREAMBLE

The Water and Sewerage Corporation provides water and sewerage services.

Upon receipt of an application for service/s, an account is established, the availability of service/s in the area is determined, and where available, the customer is provided with a single account for both water and sewer services, or water only account for non-sewerage islands or areas.

Currently, designated areas in New Providence and Abaco are connected to the centralized sewer services of the Corporation. Some of our customers, although connected to water supplied by the WSC, elect to utilize private supplies, and retain, pursuant to the WSC Act, 1976 and associated Regulations, their water meters. These customers are billed for minimum and sewerage charges, whilst customers in non-sewered areas are billed for minimum charges only. Properties where meters are have been removed; these accounts are billed for sewerage charges only.

GENERAL CONDITIONS FOR THE AGREEMENT OF SERVICES

CONTRACTUAL OBLIGATION

A completed application is deemed to be a written contract for service, and shall be in full force and in effect until one of the following conditions exist:

- the account holder/application/party contracting for service(s) notifies the Corporation, in writing, of the sale of the premises at the service location, supported by documented proof of mentioned sale, or notification that:
 - The premises has been demolished, broken down or has become uninhabitable, or
 - The account has been terminated and made final by the Corporation, due to non-payment

Note that:

- i) **WATER ONLY Accounts** can be made final.

In the case of a final account it shall be:

- Terminated
- Final reading obtained

Final bill rendered during which time the deposit is applied or final bill credit amount refunded
Should the bill result in a credit, a refund cheque is prepared for the account holder.

ii) **COMBINATION SERVICE Accounts** (i.e. water and sewer services)
*water service only will be made inactive.

The Corporation shall enter into an Agreement for Service via the application with each customer, which shall define the contractual obligation of the customer and the Corporation. In the event an Agreement for Service has not been entered into between the Corporation and the customer, the use and acceptance of service shall constitute ratification and acceptance of the terms and conditions of service applicable to all customers similarly situated, as described, *pursuant to the law, The WSC Act, 1976 and associated legislation.*

Your right to uninterrupted service depends upon acceptance of responsibilities outlined on the application form. You should also be aware that illegal connection of the water supply, or cross connection of any other supply to the Corporation's, are criminal acts that carry penalties under the law.

REJECTION OF APPLICATION - SERVICE REASON

WSC reserves the right to reject an application for service that would not be available under a standard connection, or that would involve excessive service cost, or that would likely negatively affect the supply of service to other customers, or for other good and sufficient reasons.

REJECTION OF APPLICATION - CUSTOMER REASON

WSC reserves the right to reject an application for service if the applicant is delinquent in payment of water and/or sewer bills at any location. In addition, if a property owner has received water and/or sewer service for which he/she has not paid, WSC may reject an application for service by anyone at that location until the bill has been paid.

SERVICE ACROSS PRIVATE PROPERTY

Water and sewer service will not be extended across private property. It will be the responsibility of the property owner to provide the service lateral from the structure to the right-of-way or utility easement, where the constructed water and/or sewer main are located. The customer requesting service will also be responsible for procuring the necessary access across the private property lying between WSC's infrastructure, and the customer to be served.

INCOMPLETE OR FALSE INFORMATION

- If any of the information provided to the Corporation, to establish an account, or transfer an existing account is incomplete, WSC may deny service to the premises, or may delay the service, until the information is provided to the satisfaction of WSC;
- If any of the information provided to the Corporation to establish an account, or transfer an existing account is false, WSC may disconnect the service to the premises, and seek legal recourse.

JOINT LIABILITY

- Spouses receiving service to premises they jointly own or occupy are deemed to be joint customers-of-record, and shall be jointly and severally liable for unpaid delinquent charges.
- If service is provided to property owned by a person jointly with the customer-of-record, or if the customer-of-record is an agent or property manager for one or more owners of property, the joint owners shall all be treated as customers, and each shall remain jointly and severally liable with the customer-of-record for unpaid delinquent charges.
- WSC may request proof of residency or ownership when occupancy and/or liability is in question.

SERVICES/SECURITY DEPOSITS

Service deposits are payable to the Corporation pursuant to *The WSC Act, 1976, Subsidiary Legislation, WSC Water Supply Section 39 (19) (3): Deposits in respect of the distribution and supply of water shall be as follows—*

- (a) *For dwelling houses (including apartments), with one (1) bathroom or one water closet or otherwise supplied with water -- \$55.00;*
- (b) *For dwelling houses (including apartments), with two (2) or more bathrooms or two (2) or more water closets --\$115.00;*
- (c) *For commercial establishments (excluding apartments) - such amount as is equivalent to the average or estimated billing per meter per quarter but being an amount not less than \$115.00.*

	New Providence	Family Islands
■ Residence with one (1) bathroom (including apartments)	\$ 55.00	\$20.00
■ Residence with two (2) or more bathrooms	\$115.00	\$40.00
■ Non-residential minimum average	\$225.00	\$40.00

The Corporation reserves the right to apply service deposits to the outstanding balance after one (1) year of no payment, pursuant to WSC policy and procedures, and The WSC Act, 1976.

OCCUPANCY CERTIFICATE

NEW ACCOUNTS

As set forth in *The WSC Act, 1976, Section 21(2)*:

—...The application shall be made before occupation of the premises.//

THE BUILDINGS CONTROL DIVISION WILL NOT ISSUE AN OCCUPANCY CERTIFICATE FOR A BUILDING, WHICH REQUIRES CONNECTION TO THE PUBLIC WATER SYSTEM, UNTIL PROOF OF APPLICATION FOR THE SUPPLY OF WATER IS PRESENTED.

For further details, please see the Application Process on page 30.

EXISTING ACCOUNTS

Customers with existing accounts, who require approval of occupancy form, must satisfy all outstanding charges, before the occupancy form is stamped.

POSTAL ADDRESS CHANGE

Request for address changes must be submitted in writing, including email or facsimile. Note that an owner, who wishes to have bills mailed to a tenant, may request this service, in writing, but the account will remain in the owner's name, who shall remain ultimately responsible in every aspect for the account.

CHANGE OF OWNERSHIP

It is important to notify the Corporation when buying or selling a property, to facilitate the issuance of a final bill to the seller, and the establishment of a new account (new Customer ID number, in particular) for the buyer. Failure, on the part of the former owner, can result in a continuation of the seller's liability to the Corporation, and the interruption of the buyer's service.

Both the buyer and seller should complete Change of Ownership forms and submit, along with proof of sale/purchase of the property, to a WSC Customer

Service Centre. As set forth in *The WSC Act, 1976, Subsidiary Legislation, WSC Water Supply Section 39 (14)*:

- (1) *The owner of any house or premises supplied with water by the Minister, or any other person liable for payment of charges for water, shall give to the Minister notice in writing of his intention to discontinue the use of such water or of the intention on the part of the occupier to vacate such house or promises, seven clear days before such discontinuance or such vacation and if such person neglects to give such notice, he shall be liable to pay for all water registered by the meter until the use of the water is discontinued or the house or premises become vacant, as the case may be whichever the later date is.*
- (2) *The notice required by paragraph (1) of this rule shall be of no effect unless it be in writing signed by or on behalf of the person liable for payment of the water charges and be left at or sent by prepaid registered letter post to the office of the Minister.*

The new owner is to provide supportive documentation, for details, see the Application Process on page 30.

TRANSFERS OF BALANCES

- Transfers of balances are permitted pursuant to the written request of the account holders.
- Where a person, liable for delinquent charges at one address, is found to have an account in his name at another address, the delinquent amounts due at the previous address may be transferred to the account at the new address, and service may be discontinued at the new address until the delinquent amounts are paid. The name on the account need not be the same if ownership or residency can be established.

CUSTOMER'S PLUMBING

WSC does not assume the responsibility of inspecting the user's piping or apparatuses.

CUSTOMER-SIDE MAINTENANCE

The customer's piping and apparatuses shall be installed and maintained at the customer's expense, in a safe and efficient manner in accordance with WSC's policies and procedures, and in full compliance with the sanitary regulations of Water and Sewerage Corporation.

ABANDONED SERVICE LINES

Any service line, installed by WSC, where no payment has been made by the customer for up to six (6) years following the date of installation, or date of discontinuance of service, shall be deemed abandoned, and may result in the removal/deactivation by WSC, at its discretion. Reinstallation and/or reinstatement of any service line that has been removed/deactivated under this policy shall be in accordance with WSC's New Connection policies and procedures.

Changed your postal address?

Please let us know.
This helps us with mailing and account billing functions

302-5600 • 328-3896
wscomplaints@wsc.com.bs



WATER AND SEWERAGE CORPORATION



DISCONNECTIONS & RECONNECTIONS OF SERVICES

UNOCCUPIED PREMISES

WATER

To safeguard your services, in the event of absence, if you are leaving your premises for a period one (1) month or longer, we recommend that:

- i. You contact your nearest Customer Service Centre
- ii. Request to have your meter read, and the water supply disconnected.

Note that:

- A fee is applicable for this service and minimum charges will continue during the period the meter is off.
- If leaving premises for a shorter period, we recommend that you turn off your cut-off valve. (For additional details, see page 32).

Arrangements can be made to have the meter read and reconnected, by leaving those instructions in advance, or calling when you are ready for service.

In the event that a tenant vacates the property, it remains the responsibility of the owner, to request a special meter reading. Meters will be read within two (2) working days of notice of change of tenancy, to ensure the last bill covers the period of their occupancy.

SEWER

If your premises are connected to city sewer, no adjustments will be made for temporarily unoccupied premises. However, if the premises are unoccupied for six (6) months or longer, the Corporation may be notified in writing. Upon receipt of the notice, the premises are inspected to confirm the unoccupied status, and the account may be reviewed for any adjustments. As set forth in *The WSC Act, 1976, Subsidiary Legislation, WSC Sewerage Rates Regulation Section 39 (6): Where the Corporation is satisfied that any premise has been vacant for a period of not less than six (6) months, the Corporation may in its discretion grant the owner of those premises relief from the payment of any sum payable under Regulation 3, but such relief shall not exceed an amount equivalent to one-half of the sewerage charge payable during that period.*

Hotels experiencing less than 30% occupancy for at least six (6) months at a time may also apply for a sewerage rebate.

Note that: The customer may apply on an annual basis for additional consideration.

GETTING YOUR WATER SUPPLY RECONNECTED AFTER DISCONNECTION

A customer will be deemed to have satisfied the requirements for reinstatement and/or reconnection subject to the following:

- Payment in full of the balance due, net of any approved adjustments not yet posted
- Payment of security deposit, as necessary, to meet current requirements
- Payment of reconnection fee, and or
- Alternative arrangements to satisfy all of the above, via an installation payment plan.

Additional charges may be warranted for the reinstatement and/or reconnection of services.

ACTIVE ACCOUNTS

Under normal circumstances, the Corporation undertakes to reconnect, on the same day, all accounts, for which payment is received by 6:00 p.m. Reconstructions for payments made after 6:00 p.m., cannot be guaranteed, but will be subject to an after-hours fee of \$30.00, where same day reconnection is requested.

DORMANT ACCOUNTS

Accounts that have been dormant (i.e. no water usage) for twelve (12) months or more, may require additional measures, to include, clearing of the service line. In such case, same day reconnection is not guaranteed. However, the Corporation will ensure timely response to such request.

ACCESS TO PROPERTY

TIME OF ENTRY

The Corporation's personnel is to be granted entry to your premises at a time deemed reasonable to conduct business on behalf of the organization.

IDENTIFICATION

The Corporation's uniform and/or identification card are to be worn by its personnel to conduct business on behalf of the Corporation as pursuant to *The WSC Act, 1976, Subsidiary Legislation, WSC Water Supply Rules Section 39 (17): Any person appointed by the Corporation for the purposes of Section 6(1) (e) of The Act, to inspect and examine pipes, meters, fittings, works and apparatus for the supply of water shall be dressed wither in the uniform clothing of the Ministry or provided with an authority signed by a responsible official of the Ministry, which said authority must be produced if required by the owner or occupier of any premises which are being inspected.*

Additionally, all employees conducting business on behalf of WSC shall be operating in a marked WSC vehicle.

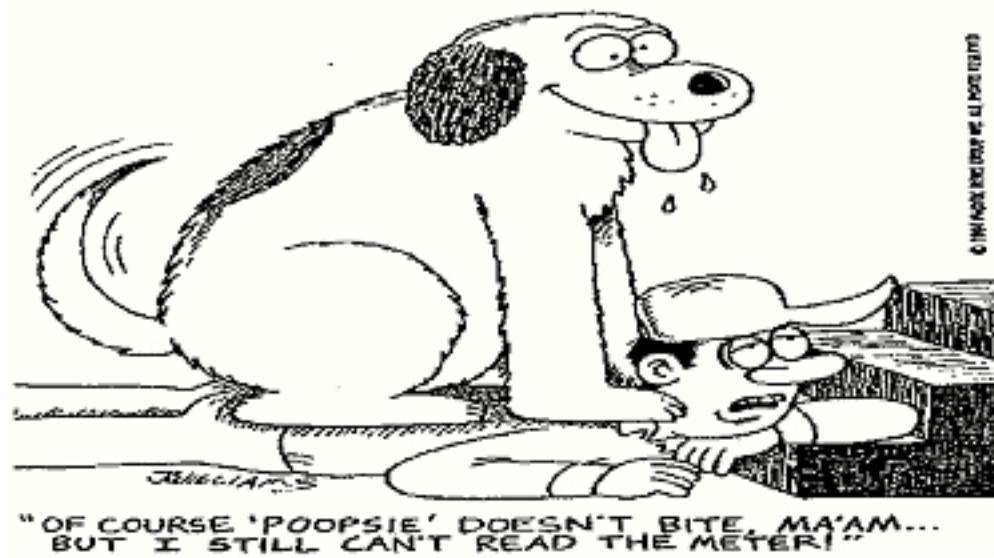
ACCESS TO PROPERTY

Each customer shall grant or convey, or shall cause to be granted or conveyed, to the Corporation a perpetual easement and/or right-of-way across any property owned or controlled by the customer wherever said perpetual easement and/or right-of-way is necessary for the Corporation's water and/or sewer facilities and lines to be able to serve the customer.

Is your water meter accessible?

HELP US TO HELP YOU TO:

- Avoid the hassle of undue billing estimations, and billing corrections. Let's get it right the first time!
- Avoid the inconvenience of disconnections due to non-receipt of water bills



(For additional information, see page 37)

BILLING

BILLING DISPUTES

In the event of a billing dispute, the customer shall contact any of the Corporation's Customer Services Centres, the Call Centre, or email wscomplaints@wsc.com.bs, to request an investigation of the account.

The Corporation will:

- i) Investigate the billing and respond in writing within ten (10) business days.
- ii) Not disconnect service for non-payment of the disputed amount while the dispute is under review pursuant to its policies and procedures, provided that such review has been commenced prior to the account becoming delinquent or past due.

- At a minimum, payment equal to the customer's average monthly/quarterly bill / usage must be received by the Corporation, to avoid interruption of service.
- The customer's average monthly or quarterly usage will be the average of the customer's usage for the preceding 12-month period. Where no previous usage history exists, consumption for calculating the average monthly usage will be estimated on the basis of usage levels of similar customers under similar conditions.

BILLING ERRORS AND/OR OMISSIONS

Bills will be adjusted in full for clerical or computer errors. However, if the error was billing for services which were never rendered (for example charging you for water whilst you were using a private system), an adjustment will be made to reverse water charges, and a service call will be made to your property to ensure that a cross connection does not exist. A gate or check valve will be installed, at a fee, to eliminate any cross connection. (Refer to Section on Cross Connections, page 33)

BILLING CORRECTIONS

In the event a billing correction is required, the Corporation reserves the right to provide a revised bill in order to rectify the bill, and will notify the customer in Writing of any bill corrections.

BILLING CYCLE/PERIOD

Meters shall be read and customers billed on a quarterly or monthly basis. If your meter is not read quarterly or monthly, the Corporation reserves the right to estimate your bill based on your past consumption for no more than two (2) consecutive periods. If your account is estimated you may contact the Corporation to request a reading of your meter.

The amount billed shall be based upon the amount of water passing through the water meter, which shall constitute *prima facie* evidence of the quantity of water delivered to the customer.

PRORATION

If a total period of service is less than the normal billing period for opening and closing bills, such bills will be prorated on a daily basis.

NON-RECEIPT OF BILLS

The Corporation shall not be responsible for bills that are not delivered by the Bahamas Postal Service. If you do not receive your bill by the end of your month or quarter, as applicable, you should contact the Water and Sewerage's Call Centre at 302-5599, or toll free from the Family Islands at 242-300-0150, for your balance, or email wscomplaints@wsc.com.bs.

DISCOVERY OF UNBILLED ACCOUNTS

If we discover that you have received water and/or sewer service, but we have not billed you, or incorrectly billed you, we will send you a bill for up to three (3) years of service, even if you received service for more than three (3) years and were not billed for it. No interest charges are included for unbilled past service. Of course, if your account has been in your name for less than three (3) years, or if we can determine that the billing error or omission began less than three (3) years ago, we will prepare the bill accordingly. If the amount due is large you may qualify for an installment payment plan. (See Payments Services on Page 24),

HIGH BILLS

Almost all homes develop plumbing leaks over time. These leaks can add up to a significant amount of wasted water. Toilet tanks are often the largest source of water loss in your home. They are notorious for their hidden, silent loss of water. Just a small invisible toilet leak of only two (2) tablespoons per minute, comes to 15 gallons per day, 105 gallons per week, and 5,460 gallons per year.

A good way to check for a toilet leak is to add a couple drops of food coloring to the inside of the tank section. Wait approximately five (5) minutes and check the bowl of the toilet. If the color has been drawn into the bowl then you most likely have a leak. Toilet tank leaks typically result from worn parts that may need replacing or from misalignment of some part of the flushing mechanism. If you have tested your toilets and they are working properly, the next thing to look for is a leaky faucet or hose. (For additional information, see Credit & Adjustments on Page 51).

COPY OF SAMPLE BILL

Page 1

Account Representative

Account Number

SERVICE ADDRESS

1126 SUGAR APPLE ST

ACCOUNT NUMBER

CYCLE

BILL DATE

DUE DATE

REP 3

127331-125782 23-01 3/29/11 4/14/11

Total New Charges
Overdue Balance
Total Amount Due

122.60
168.70
291.30



997 THOMPSON BLVD.
P.O. BOX N-3905, NASSAU, HAHAMAS
TELEPHONE: (242) 302-5500
TOLL FREE LINE: (242) 300-0180
FAX: (242) 328-3996

WATER & SEWERAGE CORP.
SUGAR APPLES ST.
P.O. BOX N-3905
NASSAU NP 99000-1

PAYMENT TYPE CHEQUE SUNCARD
 VISA MASTERCARD

CARD #
EXPIRY DATE
PAYMENT

Meter reading at Start/End
Dates

Cycle-Route - Quarterly /Monthly Billing
Period

Due Date

REP 3

Last Bill Amount
Payments
Adjustments
Overdue Balance

248.70
80.00-
168.70

SERVICE ADDRESS

1126 SUGAR APPLE ST

ACCOUNT NUMBER

CYCLE

BILL DATE

DUE DATE

127331-125782 23-01 3/29/11 4/14/11

Rate Class : RESIDENTIAL QUARTERLY
Last payment amount/date: 80.00 12/30/10

Service	Period	Days	Meter Number	Mult	Kgal	Current	Previous	Usage
W	12/23/10 - 3/21/11	88	05229298	1.000	HGAL	117100	109300	7

Service
W Minimum charge
W 8.00 - 13.00
TOTAL WATER SERVICES

S Sewer Unit Charge 12/23/10 3/25/11

Consumption
3.00
5.00

Charge
36.00
60.50

26.10

26.10

122.60
168.70
291.30

The Corporation advises its customers to please make water meters
accessible to ensure correct reading and billing of your account.

Service Start/End Dates of
Current Bill

Meter Number

Gallons of water registered per
thousand

VISIT OUR WEBSITE WWW.WSC.COM.BS OR EMAIL: INCOMPLAINTS@WSC.COM.BS

WWW.WSC.COM.BS

PAYMENT SERVICES

MAKING A PAYMENT

Payments are pursuant to the prescribed due dates indicated on the billing statement. Non-receipt of a bill by the customer shall not release the customer from the duty to make reasonable inquiry as to the amount of the bill, and prompt payment thereof. Pursuant to *The WSC Act, 1976, Subsidiary Legislation, WSC Water Supply Rules Section 39 (24)*:

- 1) *The amount due to the Minister for water supplied shall be due and payable on demand to the Minister.*
- 2) *The amount due and demanded for water supplied shall be paid by and recoverable from the person entering into the agreement with the Minister.*
- 3) *Such agreement shall in all cases be made between the Minister and the owner of the premises, save that when the owner of the premises is the Government or any Public Department then the Minister may make such agreement with a tenant or other occupier of the premises.*
- 4) *If any person makes a default in payment of any sum payable by him, the Minister may cut off supply of water to that person until such sum, together with all the expenses incurred by the Minister, shall have been paid.*

PAYMENT CHALLENGES

As a customer, if you are experiencing financial challenges, you may contact The Credit and Collections Section or Customer Service Centre of the Corporation, prior to the account becoming delinquent, to ascertain if a financial agreement can be established.

APPLICATION OF PARTIAL PAYMENT

In the event payment is made in an amount less than the total due on a bill, any such amount shall be allocated to outstanding charges in the following order:

- i. Previous Balances
- ii. Sewer Charges
- iii. Water Charges

OVERPAYMENT AND UNDERPAYMENT OF UTILITY BILLS

Even in the most efficient utility operation and billing system, there will be instances of billing error, misread meters, etc., which result in overpayment or underpayment.

As a customer, if you are overcharged, you are entitled to a credit for the amount overcharged in error. The statute of limitations applicable to the credit for water service overpayments, whether due to a billing error, meter reading error or a faulty water meter is six (6) years from discovery of the error. If WSC discovers that it has been undercharging a customer, WSC will require the customer to render the amount of any underpayment.

DORMANT ACCOUNTS

An account shall be considered dormant if no payment has been received and/or no water consumed within one (1) year or more.

The Corporation reserves the right to enlist recovery services from a Collection Agency and/or the legal services of an attorney, for the collection of unpaid charges.

The Corporation shall provide the customer with reasonable and adequate written notice of its intention to terminate the account. The Corporation may further place a tag or visitation card, in advance of its intention to terminate the account at the premises served.

For services to be restored, the customer must pay all amounts due to the Corporation or enter into an installation payment plan prior to the requested restoration of service.

PROVISION OF WATER SERVICES

DEFINITIONS

- 1) **Active Account** means an account that is using the Corporation's services and making payment.
- 2) **Agreement for Service** means the contractual document which establishes the relationship between the customer and Corporation under which service to the customer is rendered and payment to the Corporation for said service is made.
- 3) **Customer** means an owner, corporation, partnership, firm or association receiving water and/ or sewer service from the Corporation for consumption or usage within its premises.
- 4) **Dormant** means an account where a meter is non the property, but no payment received or consumption for a period of one (1) year.
- 5) **Inactive Account** means an account for which the meter has been removed, the account terminated and finalised and the customer may or may not have an unpaid final balance.
- 6) **Owner** means a person(s), firm, private or public corporation, association, or other entity, including governmental agencies and other units of government, having any interest whatsoever, whether legal or equitable, sole or partial, in any premises, but does not include a tenant renting the premises.
- 7) **Premises** mean any and all real property or tangible personal property affixed to real property served by the Corporation or capable of being served by the Corporation as a result of the existence of a service connection.
- 8) **Water Service** means the supply of potable water to a point of delivery by The Corporation. It includes the readiness and ability on the part of the Corporation to supply water to the customer on demand due to the presence of a service connection.
- 9) **Tampering** means any willful alteration or interference with the water meter, or other system components belonging to the Corporation.
- 10) **Quarter** means the three month billing interval between successive meter readings dates.

CLASSES OF WATER SERVICE

Residential Classes

Residential Quarterly	RE	Single family dwelling unit billed quarterly
Residential Monthly	RM	Premises billed monthly based on consumption level
Pensioner	PE	Discounted service to a person sixty-five (65) and older for domestic dwelling purpose only

Non-Residential Classes

Government Monthly	GM	Government service billed monthly
Government Quarterly	GQ	Government service billed quarterly
Gov't Agency Monthly	AM	Government Agency service billed monthly
Gov't Agency Quarterly	AQ	Government Agency service billed quarterly
Gov't Corp Monthly	CM	Government Corporation service billed monthly
Gov't Corp Quarterly	CQ	Government Corporation service billed quarterly
Hotel Monthly	HM	Hotel properties service billed monthly
Hotel Quarterly	HQ	Hotel properties service billed quarterly
Non-residential Monthly	NM	Business accounts billed monthly
Non-residential Quarterly	NQ	Business accounts billed quarterly
Churches	CH	Churches billed quarterly
Subdivision Developers	SD	Subdivision developer for infrastructural charges

Dormant Classes

Dormant Res. Quarterly	DS	Dormant residential quarterly
Dormant Res. Monthly	DR	Dormant residential monthly
Dormant Pensioner	DP	Dormant pensioner quarterly
Dormant Gov't Monthly	DD	Dormant Government service monthly
Dormant Gov't Quarterly	DE	Dormant Government service quarterly
Dormant Gov't Agency Monthly	DA	Dormant Government Agency monthly
Dormant Gov't Agency Quarterly	DB	Dormant Government Agency quarterly
Dormant Gov't Corporation Monthly	DF	Dormant Government Corp monthly
Dormant Gov't Corporation Quarterly	DG	Dormant Government Corp quarterly
Dormant Hotel Quarterly	DH	Dormant Hotel quarterly
Dormant Hotel Monthly	DI	Dormant Hotel monthly
Dormant Non-res Monthly	DM	Dormant Non-residential monthly
Dormant Non-res Quarterly	DN	Dormant Non-residential quarterly
Dormant Churches	DC	Dormant Churches quarterly

PROVISION OF WATER FOR FIRE FIGHTING PURPOSES

The present water transmission and distribution system are designed specifically to meet the demands of its residential and non-residential customers, and not considered to provide "fire flows" for firefighting purposes.

Fire flows can only be provided where there is a large domestic/commercial/industrial water demand whereby fire flows are not the driver of water infrastructural needs, but an additional demand on the system.

On New Providence, WSC only supplies approximately 35% - 40% of the water demand due to the use of private water supplies, therefore our flow rates are much lower than would be expected for a similar size metropolitan area with similar population density. Additionally, the ease of access to ground and sea water, and the high cost of desalinated water, signifies that using potable water for firefighting is not economically feasible.



Returning Customers

Having problems with your well water?

Why not talk to us today
about reconnecting to city supply
at no cost.

call us for further details 302-5600

Fax. 328-3896
wscomplaints@wsc.com.bs



WATER NEW CONNECTION CHARGES

Pursuant to the WSC, Act, 1976, Section 21(1) Any new or reconstructed premises of a floor area of more than 450 square feet and situated within 200 yards (600 feet) of any service pipe or main erected or reconstructed in an area of supply subsequent to the commencement of this Act, the owner of the premises shall make application to the Corporation for the supply of water.

New connection charges will be applied whenever there is no existing connection, or where any previous connection has been disconnected from the main.

In New Providence, there is a distribution charge of \$262.50. In addition to applicable security deposit and meter box fee, the installation charge by meter size shall be:

	<u>New Providence</u>	<u>Family Islands</u>
<input checked="" type="checkbox"/> 1/2", 5/8" and 3/4 " supply pipe	\$ 250.00	\$ 100.00
<input checked="" type="checkbox"/> 1" supply pipe	\$ 500.00	\$ 310.00
<input checked="" type="checkbox"/> 2" supply pipe	\$ 1, 500.00	\$ 520.00
<input checked="" type="checkbox"/> 4" supply pipe	At cost	At cost

MULTIPLE CONNECTIONS

If multiple connections to the same property are requested at the time of initial application, the first shall be billed at full cost. Each additional connection shall be discounted by the installation distribution charge.

STANDARD AND NON-STANDARD CONNECTIONS

STANDARD

Once relevant paperwork and payments are received from the applicant, a standard water connection may take up to five (5) days. A connection is deemed standard once situated within 60 feet from the service pipe or water main pursuant to the WSC Act, 1976, Subsidiary Legislation.

NON-STANDARD

Premises in excess of 60 feet from the main may require a long service connection, which is predicated on the cost to the Corporation and the potential consumer. Otherwise, the application is accepted pending the installation of service to the area. In such cases, occupancy certificate will proceed upon receipt of payment. Non-standard connections may take ten (10) days or more for completion.

WATER APPLICATIONS AND SERVICES



NOTICE

NEW PREMISES

Under the
WATER AND SEWER CORPORATION ACT (CHAPTER 184)
And the
BUILDINGS REGULATIONS ACT (CHAPTER 188)

Any new or reconstructed premises of a floor area of more than 450 square feet and situated within 200 yards of any service pipe or main is required to make application to the Corporation for the supply of water.

Section 21 (2) goes on to state that:

"The application shall be made before occupation of the premises."

THE BUILDINGS CONTROL DIVISION WILL NOT ISSUE AN OCCUPANCY CERTIFICATE FOR A BUILDING WHICH REQUIRES CONNECTION TO THE PUBLIC WATER SYSTEM UNTIL PROOF OF APPLICATION FOR THE SUPPLY OF WATER IS PRESENTED.

It should be further noted that Section 21 (4) of the Water and Sewerage Corporation Act gives the Corporation the following authority:

"On failure or neglect by the owner to cause the premises to be connected to the water supply system before occupation of the premises, the Corporation may enter into the premises at any reasonable hour and connect the same and the expense thereof shall become a debt due from and owing by the owner to the Corporation, and a charge upon the premises, and, in addition thereto, the owner shall be guilty of an offence and liable to a fine of five hundred dollars or imprisonment for a term of three months or both such fine and imprisonment."

It is advisable that you get your water connection in the early stages of construction so that your plumber can pressure test the pipes before they are covered. This simple step can avoid major leaks in walls and underground.

KEEPING YOU INFORMED, SO YOU CAN GET CONNECTED

APPLICATION PROCESS

Only the property owner(s), their authorized agents, authorized company directors, or trustees of a non-profit organization, may apply for services.

Application processing takes no more than five (5) days.

All accounts will be established in the owner's name, or more specifically, the name that appears on the conveyance. The owner is responsible for the account in every aspect.

NO WATER AREA

All requests for new and/or special line extensions, including extensions of water mains required outside of the area currently served, shall be paid for by the owners/customers involved, and in accordance with the provisions set forth by WSC. Should WSC deem it necessary to install oversized lines, then the WSC may pay the difference in cost.

Special extensions of WSC's water mains will be made only where the property Owner/customer pays the entire costs of such extensions. Where a property Owner/customer or group of property owners/customers pay for the cost of a special extension, the terms and security of payments shall be as prescribed by WSC, and must meet the approval of WSC. Additionally, the size, specifications, and installations of all water main extensions shall be determined by WSC, and no connections will be made by WSC, unless the extensions conform to WSC's specifications, ownership and control of the extended main, shall revert to WSC.

WATER AVAILABLE

In areas where water is available, an application form should be completed and submitted, along with relevant supportive documents to prove ownership and proper identification. Requirements vary for businesses and churches.

APPLICATION PROCESS

i) Complete an application form and provide proof of ownership, which can be submitted to a Customer Service Centre in your area.

ii) Proof of ownership can be in the form of:

- Conveyance**
- Letter from the mortgage holder.**
- Company's authorization on letterhead along with articles of association or incorporation.**

iii) Identification can be submitted in the form of:

- Passport or voters card**
- Driver's license**
- NIB Card or Social Security #**

In the case of:

- Joint ownership, all owners (e.g. husband and wife, or their authorized agent(s)) must sign. Authorization for agents must be submitted in writing to The Corporation.
- Limited companies, the application must be:
 - i. Signed by two (2) or more directors of the company,
 - ii. Accompanied by a copy of the resolution authorizing these directors to sign on behalf of the company and
 - iii. An article of association, and
 - iv. Certificate of good standing
- Churches, not for profit or similar association, at least two (2) trustees must sign.

METER LOCATION

WSC may install its meter at the property line or, at WSC's option, on the customer's property, or in a location mutually agreed upon. Meters should be located away from traffic, garbage enclosures, or other obstructions.

METER CLUSTERING

When two (2) or more meters are to be installed on the same premises for different customers, the meters shall be closely grouped with each clearly designated regarding the customer to whom it applies.

CUT-OFF VALVES

The customer shall furnish and maintain a private cut-off valve on the user's side of the meter. WSC shall furnish and maintain a similar cut-off valve on the Corporation's side of the meter.

WATER QUALITY

The Water and Sewerage Corporation is committed to providing its customers With the safest and most reliable water supply. Informed customers are our best allies in maintaining safe drinking water. Our water quality laboratory provides assurance that the water delivered is safe, clean, and meets World Health Organization (WHO) drinking water health standards. This is accomplished by collecting and testing, drinking water samples, over the course of a year, from hundreds of sites including groundwater wells, trenches, reservoirs, reverse osmosis plants, and pumping stations, and from customer taps throughout the water distribution system. Each sample may be tested for numerous constituents, which may include bacteria, minerals, metals, or other chemicals.

CROSS CONNECTIONS

No matter how well we treat the water we supply our customers, there is always the danger of contamination through the cross-connection of private well systems to the city supply. This is a dangerous piping arrangement, which can allow unsafe water, sewage, chemical solutions or other dangerous liquids, to enter the potable water system. This presents a serious health hazard. Therefore, the Corporation takes reasonable precautions to protect the city distribution system from private well infiltration. We advise all private well users to install a non-returnable (check) valve on their private water system to prevent back-siphonage of possible contaminated water into the city supply. This device should be installed by your plumber at a point in your main before the well water or reservoir discharge line joins the supply line to your home.

If a cross connection is discovered by Water & Sewerage Corporation personnel, the contaminating supply is immediately disconnected, a control valve installed at cost, applicable fees assessed to the account holder, and all associated cost relevant to remedy the cross connection. We advise our consumers to cooperate with us fully, when such situations occur, to ensure the safety of the potable water supply system.

Our message to customers is to use the safe, disinfected city water supply where available. It is our duty to act responsibly as individuals in order to safeguard our own health.

Where city water is not available, the private supply must be treated by the user. Please contact the Water and Sewerage Corporation website (www.wsc.com.bs) for additional information of private well treatment.

WATER SUPPLY TESTING

The Corporation offers water quality testing for its supply upon request by the customer; this will result in a report that documents the findings of the test with recommendation on effective remedies to improve your supply. There is no cost to this service; however evidence is required concerning your complaint.

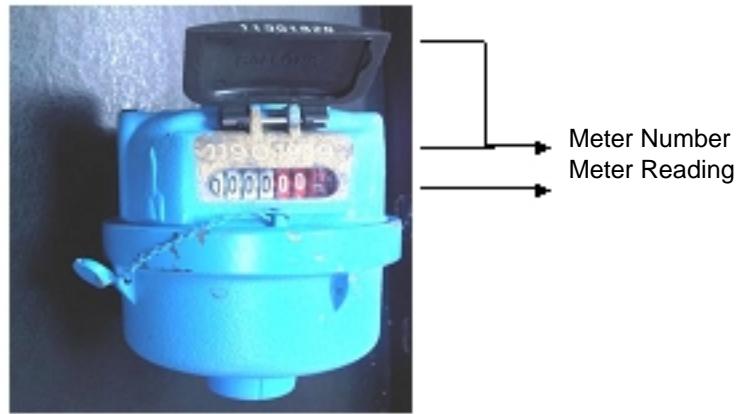
WATER CONSUMPTION

When the Corporation determines that unusually high water consumption is occurring at a premises, it shall make a reasonable attempt to notify the customer of such increased consumption as soon as practicable, and shall inform the customer of its leak rebate procedure accordingly.

Under no circumstances, shall failure to provide such notice constitute a basis for imputing liability to the Corporation for any such increased water consumption. Pursuant to the *WSC Act, 1976, Subsidiary Legislation, WSC Water Supply Rates Section 39 (11) (1) Consumption of all water used will be measured by a meter which is the property of the Minister, and the consumer is bound to accept the registered figure as correct, unless it is proven to the satisfaction of the Minister that there is some defect in the mechanism of the meter.*

(3)If a meter for any reason ceases, omits or otherwise fails to register the quantity of water consumed, a consumer shall pay in respect of water supplied a reasonable sum in respect of any such period (not exceeding three months) of meter failure, based on the amount of the consumption of such consumer to be ascertained by comparison with periods of like duration.

METER INFORMATION



METER PROTECTION

It is the customer's responsibility to ensure that the meter is protected and accessible at all times.

HOW TO READ YOUR METER

It is very easy to read a water meter. The dials on the meter record the consumption in gallons. The red dials to the right record the decimal quantities consumed while the white dials record the whole number quantities consumed.

1. Read the numbers from left to right.
2. Usage is measured in Imperial Gallons (IGs) where 1 IG = 1.2 US Gallons.
3. If your meter is reading less than the reading indicated on your bill the "current reading" column, contact your nearest Customer Service Centre for help.

Meters are read monthly or quarterly (three months) as applicable. For more information on when your meter should be read, please contact your local office for assistance. Water meters are the property of the Water and Sewerage Corporation. It is therefore, a criminal offence to hinder access for reading, disconnecting or carrying out maintenance work on the Corporation's meter or service line leading to the meter.

ABOUT YOUR METER

FUNCTIONALITY

The useful life of the average meter is approximately ten (10) years. Occasionally, some meters do not live the full life prescribed by the manufacturers, hence the need to change the meter.

The Corporation has embarked on a meter change program to ensure that customers' meters are updated every ten (10) years. This service is free to all customers. By law, your account can be charged for estimated normal usage when your meter is stuck.

A malfunctioning Meter: A common malfunction of water meters is their failure to register consumption due to acts of nature, age, and factors that are intentional or unintentional acts.

Question: **What if the meter stops working?**

Answer: The water meter at your premises is "STUCK," and is no longer able to register your water usage. The Corporation should be notified immediately to facilitate a meter change, free of charge.

- In the case where your water meter fails or otherwise cease to register your consumption, an estimation of your consumption will be made. This estimation shall be based on your actual historical data.

METER TEST

Question: **What is a faulty meter?**

Answer: A meter, which when tested, is found to be fast or slow.

- When it is suspected that a meter is stuck or malfunctioning, it may be tested on site, at the customer's premises.
- When a test meter is installed, the existing meter must first be removed, so that, any water usage on the property will continue to register. If the tested meter is found to be accurate, any usage that registered on that meter prior to removal for testing will be taken into account in calculating the bill. A small fee will also be applied for the testing service. However, no fee will be assessed if a tested meter is found to be faulty.
- Meters would generally under-register (slow down) over time. It is rare to find a meter that runs fast. However, in both cases, these meters are

changed free of charge, immediately, and the customer's account is adjusted (debited or credited) as necessary.

METER TAMPERING

When it is suspected that a meter is or has been tampered with, the owner or occupant of the premises, as the case may be, shall be guilty of an offence and subjected to legal prosecution by the Corporation.

WSC may, in addition to prosecution by law, assess a charge for estimated Water usage and costs to identify and correct any damages and permanently refuse service to any customer who repeatedly tampers with a meter or other measuring device.

METER ACCESS

The owner is required to grant access to the Corporation's personnel to the meter on your property. You are prohibited from blocking access, enclosing, or covering the meter. You are also prohibited from denying access to the Corporation's personnel based on verbal or physical threats. Failure to grant access to the meter is subject to:

- Account estimations
- Warnings
- Fines
- Removal of the Corporation's asset.

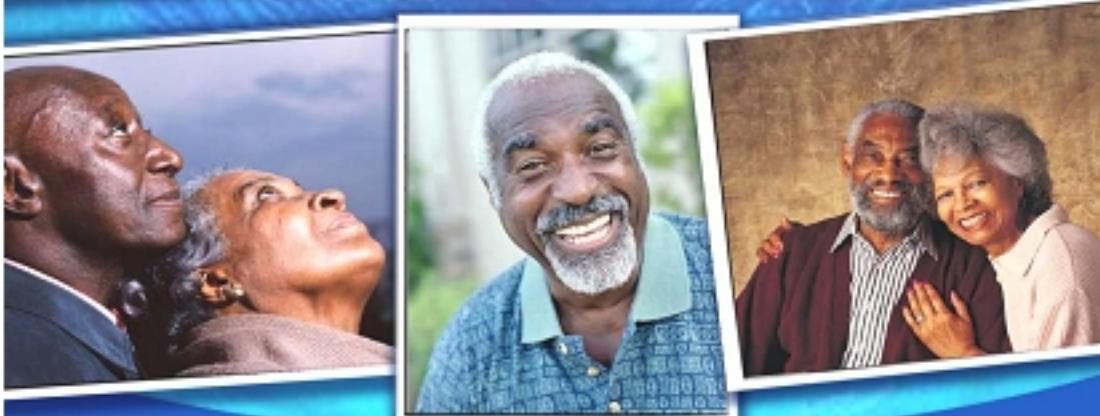
UPGRADING OR DOWNSIZING A METER

The owner or Corporation can elect to upgrade a meter, as the existing meter may be too small to facilitate the water requirements for the building(s). The owner can visit one of our Customer Service Centres to request a meter upgrade. The Corporation reserves the right to upgrade a meter based on the water supply requirement of the building(s) with the associated costs charged to the owner.

A meter may require downsizing based on the water requirement for the area or building(s). The owner can visit one of our Customer Service Centres to request a meter downsize. The Corporation reserves the right to downsize a meter based on the water supply requirement of the area or building(s) with the associated reduction of charges applied to the account.

METER FAILURES

In the event of a meter failing to register properly, the account shall be charged an estimate of the consumption from whatever may be considered the most reliable data or method available to the Billing Department. (For Additional Information, see Malfunctioning Meter Section on page 36).



Senior citizens

You can Receive 30% Discount on Your Water and Sewerage Bills

We've introduced a simple Annual Renewal procedure

Eligibility Requirements:

Minimum age 65 years • only the account holder may apply
applicant must live at the premises • limit one account per customer

Visit our office at 87 Thompson Boulevard and present your National Insurance card and photo identification for verification
For further details call our customer Service Hotline: 302-5600



ILLEGAL CONNECTIONS



ILLEGAL CONNECTION vs. ILLEGAL RECONNECTIONS

Illegal Connections also refer to illegal reconnections by customers. The difference, however, is that the consumption used fails to register on a meter, due to a direct link to the Corporation's main supply line. Illegal connections are an offence, which is liable to a fine of \$1,000.00 or to imprisonment for a term of Six (6) months or both. Pursuant to *The WSC, Act, 1976 Section 6 (1), The Corporation shall have all the powers necessary for the carrying out of its functions and, in particular, without limited the generality of the foregoing, may*

- (c) enter any land for any of the following purposes -
- (v) demolishing any unauthorised water or sewerage works.

Illegal Reconstructions occur if at any time after the water supply has been disconnected or cut off from the premises, the owner or occupant of the premises reconnects the water supply without authorization from the Water and Sewerage Corporation. The owner or occupant of the premises, as the case may be, shall be guilty of an offence and liable to a fine of \$50 per day for each day for the duration the supply was turned on illegally.

CROSS CONNECTIONS

Another illegal connection is a cross connection, when residents fail to install check valves in the line which connects their well water or reservoir discharge line with the main that carries the corporation's water supply into their home. (For further information, see Cross Connections in the Water Quality Section page 33).

SEWER APPLICATIONS AND SERVICES

APPLICATION PROCESS

Pursuant to the law, The WSC, Act 1976, Section 29 (1), All new premises within the area to which the sewerage system extends shall be connected to it. All accounts will be established in the owner's name or more specifically, the name that appears on the conveyance. The owner is responsible for the account in every aspect.

SEWER AVAILABLE

In areas where there is a centralized sewer system available, an application form should be completed and submitted, along with the documents specified for processing. Requirements vary for businesses and churches. Our Customer Services Representatives will be pleased to address any questions or concerns.

Application processing takes no more than five (5) days, after which, payment may be made to facilitate the connection to the sewer system.

STANDARD AND NON-STANDARD CONNECTIONS

STANDARD

A Standard Sewer connection has the standpipe visible at the property's boundary. Once the application process is completed the standard connection may take up to ten (10) days or more for completion.

NON- STANDARD

A non- standard connection requires the Corporation to assess and cost the connection to the municipal sewer system on a case by case basis. This connection once processed should take no longer than thirty (30) days.

CONNECTING TO THE CORPORATION'S SEWERAGE SYSTEM

It is required by law, primarily for public health, and to eliminate ground water pollution and contamination.

PAYING FOR SEWER FIXTURES THAT ARE NOT BEING USED

If a fixture is on the premises, it is available for use; hence, billing for the fixture will continue.

IF PREMISES IS NOT USING CITY WATER, YOUR ACCOUNT WILL BE BILLED FOR SEWER SERVICES

There are two separate services: water supply services and wastewater disposal services. Customers using their private water supplies are still liable for quarter/monthly sewerage charges if they are connected to the city sewer system.

FEES AND CHARGES

NEW PROVIDENCE WATER RATES

Effective March 1, 1999, the water rates are as follows:

MINIMUM CHARGES

All customers shall be charged a minimum monthly/quarterly charge, which shall be in accordance with the prevailing rate schedule, plus the actual amount of water consumed.

Customers shall not receive a credit for any period during which water consumption is less than that of the minimum quarterly charge.

There is a minimum charge assessed based on the meter size and rate class of the account as follows:

Meter size	Residential	Non-residential
½ inch	\$36.00	\$60.00
1 inch	\$70.00	\$91.00
2 inch	N/A	\$239.00
3 inch	N/A	\$297.50
4 inch	N/A	\$795.00
6 inch	N/A	\$1,390.00
8 inch	N/A	\$1,987.00

RESIDENTIAL PROPERTIES

Minimum charge per quarter (Includes first 3,000 gallons consumed)	\$36.00
Consumption charge per 1,000 gallons (For 3,001 - 13,000 gallons per quarter)	\$12.10
Consumption charge per 1,000 gallons (For 13,001 - 99,999 gallons per quarter)	\$18.95
Consumption charge per 1,000 gallons (For 100,000 gallons or greater per quarter)	\$15.26

NON-RESIDENTIAL PROPERTIES

Minimum charge per period (Includes first 3,000 gallons consumed)	\$60.00
Consumption charge per 1,000 gallons (For 3,001 - 13,000 gallons per quarter)	\$13.15
Consumption charge per 1,000 gallons (For 13,001 - 400,000 gallons per quarter)	\$20.90
Consumption charge per 1,000 gallons (For 400,001 gallons or greater per quarter)	\$15.50

SEWER RATES & ASSOCIATED CHARGES

NEW PROVIDENCE SEWER RATES

The amount of your sewer bill is determined by the unit count attached to the fixtures on property as indicated below. This unit count is based on the amount of water which flows into your drain and into the sewerage system. Call to arrange a sewer inspection if you have added, removed or renovated your premises resulting in changes to your fixtures.

SEWER RATES	
Downtown (Quarterly)	Per Unit
Residential	\$5.44
Non-residential	\$9.18
All Other Areas (Quarterly)	
Residential	\$2.90
Non-residential	\$9.18

FIXTURES UNIT COUNT AND ASSOCIATED CHARGES

CLASSIFICATION OF SANITARY FIXTURES

Fixture	Number of Units
Bathtub (without overhead showers)	2
Bidet	2
Dishwasher (Domestic)	2
Floor Drains	3
Lavatory (with small pipe plug outlet)	1
Lavatory (barber, beauty parlor)	2
Laundry Tray (1 or 2 compartments)	2
Shower Stall (Domestic)	2
Combination Sink and Tray	3
Combination Sink and Tray with food disposal	3
Kitchen Sink (Domestic)	2
Kitchen Sink (Domestic w/ food grinder)	3
Service Sinks (Combination trap standard)	3
Janitor Service Sink (Trap Ordinary)	2
Wash Sink (Circular or multiple) each faucet	1
Urinal	4
Water Closet (Tank Operated Toilet)	4
Water Closet (Valve Operated Toilet)	8
Automatic Clothes Washer	4

SERVICE REQUESTS AND APPLICABLE FEES

SERVICE REQUESTS

The Corporation is always willing and prepared to complete service requests from its valued customer for a very low and reasonable fee. These include:

WATER RELATED ITEMS	FEES
After hours reconnection	\$30.00
Change damaged meter	\$30.00
Change stuck/old meter	NO FEE
Check high consumption/ Five (5) min observation	\$17.00
Check meter reading	\$ 8.00
Install gate/check valve	\$45.00
Install meter box	\$45.00
Payment reminder (no disconnection)	\$10.00
Reactivate inactive account - new connection	TBD
Read meter and disconnect water supply	\$16.00
Read meter and leave supply connected (special reading)	\$ 8.00
Reconnect water supply	\$16.00
Relocate meter	\$50.00
Remove/Replace meter	\$17.00
Test meter	\$17.00
Water Quality Test (Private Wells)	\$125.00

SEWER RELATED ITEMS	FEES
Confirm connection of brackish water system	\$ 8.00
Disconnect sewer services	COST
Make brackish water connection	COST
Sewer units inspection	\$17.00

OTHER FEES & CHARGES

PRIVATE WELLS TESTING

Safe water is essential to good health. All private water supplies can pose a threat to health, unless they are properly protected and treated. As the owner of a private well, it is your responsibility to see that your water supply is free of harmful contaminants. You cannot automatically assume that your well is safe.

The Corporation offers private well testing services, which helps you keep track of water quality and finds possible risks to your health. Please visit our Head Office, or the WSC website to request this service. The testing fee is payable upon request of service.

BILL DELIVERY FEES

In accordance with and pursuant to the *WSC, Act, 1976 Subsidiary Legislation, WSC Water Supply Rates Section 39 (23) (1) The charge for the delivery of bills by hand to addresses shall be one dollar.*

RETURN CHEQUE FEE

The Corporation shall impose a Returned Cheque Fee for each cheque that is returned by the bank for insufficient funds. The account will be flagged upon receipt of a dishonored cheque, the payment reversed and a \$15.00 return cheque fee applied. The account is flagged for a twelve (12) month period which will preclude the acceptance of another cheque. During this time, only cash will be accepted for payment.

DAMAGES TO WSC INFRASTRUCTURE

TAMPERING

Tampering with the Corporation's meters, water mains, or other system components are prohibited. It is the policy of the Corporation to prosecute persons in violation to the fullest extent of the law, pursuant to *WSC, Act, 1976, Subsidiary Legislation, WSC Water Supply Rules Section 39 (13), No meter shall be removed or interfered with under any circumstances, except by a person in the employ of the Minister.*

DAMAGES

Damages to the Corporation's water or sewerage system are prohibited by law.

Pursuant to WSC, Act, 1976, Section 37(1) Any person who *willfully injures or causes to be injured the water-supply system or the sewerage system in any manner whatever shall be guilty of an offence and liable to a fine of one thousand dollars (\$1,000) or to imprisonment for a term of six (6) months or both such fine and imprisonment and to pay such sum as may be determined by the court as compensation to the Corporation for any expense incurred or likely to be incurred in repairing the injury.*



Leak Rebates



Have a Leak?

You may qualify for an account rebate
Why not call us today for further details

tel. 302-5600 • fax. 328-3896
wscomplaints@wsc.com.bs

FAMILY ISLAND WATER RATES

Effective March 1, 1999, the water rates are as follows:

ABACO, ELEUTHERA, EXUMA AND SAN SALVADOR

There is a minimum charge assessed based on the meter size and rate class of the account as follows:

Meter size	Residential	Non-residential
½ inch	\$18.00	\$25.00
1 inch	\$60.00	\$83.50
2 inch	N/A	\$223.00
3 inch	N/A	\$371.00
4 inch	N/A	\$742.00
6 inch	N/A	\$1,298.00
8 inch	N/A	\$1,855.00

RESIDENTIAL PROPERTIES

Minimum charge per quarter (Includes first 2,000 gallons consumed)	\$18.00
Consumption charge per 1,000 gallons (For 2,001 - 13,000 gallons per quarter)	\$ 6.00
Consumption charge per 1,000 gallons (For 13,001 - 26,000 gallons per quarter)	\$ 7.40
Consumption charge per 1,000 gallons (For 26,001 gallons or greater per quarter)	\$ 8.40

NON-RESIDENTIAL PROPERTIES

Minimum charge per period (Includes first 2,000 gallons consumed)	\$25.00
Consumption charge per 1,000 gallons (For 2,001 - 13,000 gallons per quarter)	\$ 6.72
Consumption charge per 1,000 gallons (For 13,001 - 26,000 gallons per quarter)	\$ 8.29
Consumption charge per 1,000 gallons (For 26,001 gallons or greater per quarter)	\$ 9.41

OTHER ISLANDS

RESIDENTIAL PROPERTIES

Minimum charge per quarter (Includes first 2,000 gallons consumed)	\$18.00
Consumption charge per 1,000 gallons (For 2,001 - 13,000 gallons per quarter)	\$ 3.45
Consumption charge per 1,000 gallons (For 13,001 - 26,000 gallons per quarter)	\$ 4.35
Consumption charge per 1,000 gallons (For 26,001gallons or greater per quarter)	\$ 6.00

NON-RESIDENTIAL PROPERTIES

Minimum charge per quarter (Includes first 2,000 gallons consumed)	\$25.00
Consumption charge per 1,000 gallons (For 2,001 - 13,000 gallons per quarter)	\$ 3.86
Consumption charge per 1,000 gallons (For 13,001 - 26,000 gallons per quarter)	\$ 4.87
Consumption charge per 1,000 gallons (For 26,001 gallons or greater per quarter)	\$ 6.72

FAMILY ISLAND SEWER RATES

Rate	Per Unit
Residential	\$2.90
Non-residential	\$9.18

FAMILY ISLAND SERVICE REQUEST

WATER RELATED ITEMS	FEES
Disconnecting or reconnecting meter at customer's request	\$10.00
Read meter and leave supply connected (special reading)	\$ 5.00
Removing, replacing, or testing ½" meter	\$10.00
One inch meter or larger	\$10.00

Service charge for visit to disconnect

10% of overdue balance and subject to a minimum of \$15.00

Deposits

New Connections

SYSTEM DEVELOPMENT FEES

Subdivision developments are expected both to pay a System Development Fee (SDF) and bear the cost of constructing water and/or sewer infrastructure within the development, including tie-in costs to connect to the utility network. The SDF is intended to represent the development's pro-rata share of the cost of infrastructure that would be required to serve that development.

A subdivision developer may either elect to privately construct subdivision infrastructure, in accordance with WSC specifications, or pay a Contractor's Deposit (CD) to the Corporation, to construct on its behalf.

Privately constructed infrastructure shall be constructed in accordance with specifications approved by WSC, and shall be subject to testing (at the Developers expense) prior to transfer to WSC. System Development Fees and Contractor's Deposits, where applicable, are payable in full, prior to commencement of any in-house construction works, or final acceptance of the infrastructure.

For developer-constructed works, the Engineering and Planning Division will prepare a valuation estimate based on design drawings, and/or external valuations provided by the Developer's Engineer of Record, or other submissions to the Ministry of Public Works. This will be the value at which the assets will be recorded upon transfer.

Important considerations when buying property:

- Find out if water and/or sewer utilities are already in place
- If water and/or sewer utilities have not been constructed, ask the developer/seller if they will be included in the sale, and if so, when they will be constructed.
- If water and/or sewer utilities are not included, you may be required to pay an additional amount to construct the infrastructure before you are granted an occupancy certificate
- Call a Customer Service Representative if you have any questions about the status of services to the property.

CREDITS & ADJUSTMENTS

SENIOR CITIZENS DISCOUNT

The Senior Citizens discount is applicable to residential premises only, appearing in the name of the owner, who is a citizen or permanent resident of The Commonwealth of The Bahamas, and resides at the premises. Accounts appearing in the name of companies or rental properties and/or trust will not qualify. Senior citizens who qualify for Old Age Pension may obtain a 30% discount on Water and Sewer services. Our minimum charges are excluded from the rebate calculation. Upon presentation of appropriate identification, i.e. Passport, voter's card or other government issued identification; the Senior Citizen customer's discount is initiated for the next billing period, and is subject to annual verification and renewal. In the case of incapacitated seniors, an appointment can be scheduled for visitation, through contacting the Call Centre.

LEAK REBATES

Customers who have experienced a high consumption (more than 40% above the average quarterly consumption) due to leaks may be entitled to a leakage rebate. The formula for leak rebates proposes that the Corporation and the customer share excess water charges.

- (a) The leak must be underground, within a foundation, or inside a wall.
- (b) The leak must be within the plumbing fixtures
- (c) The customer has to submit written confirmation by a licensed plumber substantiating the presence and subsequent repair of the leak
- (d) Leak rebates may be granted once every twelve (12) months
- (e) Leak rebates may be granted after the passage of four (4) consecutive billing quarters

HIGH WATER CONSUMPTION OR POSSIBLE LEAK

Occasional changes in consumption are quite common. This checklist points out some likely causes for increases in a customer's water usage:

- An increase in the number of occupants during the period, or a part thereof.
- House guests
- Watering lawns and gardens in the dry season, and in the middle of the day whilst the sun is at its brightest
- Children or entire family at home, school break, vacationing, etc.

- Construction or renovation work in progress and/or completed during the period
- Seasonal changes in personal habits (e.g. longer, more frequent showers, use of Jacuzzis or spas and, more laundry in the summer).

In the event the water used cannot be explained as described above, you may have a leak.

IF YOU SUSPECT A LEAK

- Turn off all faucets and monitor the dial on your water meter for 15 minutes without using any water. If the dial moves, this is a strong indication that there may be a leak.
- Put some food coloring in the toilet tank (not the bowl) and wait 30 minutes without flushing. If the food coloring appears in the toilet bowl, your toilet has a leak.
- Check the water level in the tank; if it is above the overflow pipe, you're losing water.
- If water faucets must be constantly tightened to stop drips, or water is seeping out around the faucets when they are on, water is being wasted.
- Consult a licensed plumber for a thorough inspection.

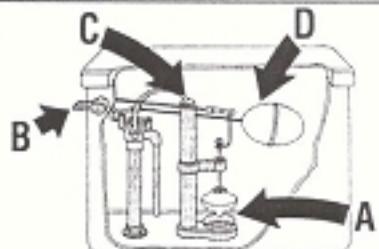
TOILET LEAK DETECTION



LEAK TEST

- 1 Wait 5-10 minutes after the last flush cycle to perform the leak test.
- 2 Remove the cover. Gently drop one Leak Detective tablet into tank. Do not flush.
- 3 Wait 15-20 minutes.
- 4 If blue dye color appears in bowl, you have a leak. (Don't worry, it won't stain the bowl).

SOURCES OF THE LEAK MAY BE:



- 1 The flapper valve and valve seat (A) have deteriorated or corroded.
- 2 The flushing arm and lift chain (B) are not working properly.
- 3 The water level in the tank is too high and spills into the overflow tube (C).
- 4 The float rod, ballcock and/or float ball (D) are corroded.

Replacement parts are available at hardware and plumbing supply stores or consult your local plumbing professional.

COMPLAINT HANDLING

The Corporation appreciates the opportunity to address any complaint or concern a customer may express. Complaints may be submitted to the Corporation via email to wscomplaints@wsc.com.bs, via letter or fax to 328-3896 or through a walk-in complaint.

The Customer Handling and Response Management Unit (CHARM-Unit) was established to facilitate complaints whether:

- Telephonic**
- Email**
- Fax**
- Letters**
- In person**

Upon receipt of a complaint the unit immediately issues a service request for Investigation and complaint resolution. The Unit is also responsible for the customer satisfaction follow-up process ensuring feedback on our services from you, our valued customers.

LOW PRESSURE/NO WATER

Occasionally, the Corporation may have to reduce pressure or shut off water to an area to carry out repairs. If you experience low pressure or no water, contact your nearest Customer Service Centre immediately. Be sure that all fixtures are left off to avoid potential flooding when the supply returns to normal.

A low pressure or no water problem that is only affecting your house and not your neighbors may be indicative of a problem on your premises. Check your shut off valve to make sure it has not been accidentally closed, or shut/cut off by the Corporation. If the Corporation for any reason disconnected the supply, be aware that by reconnecting it yourself you have committed a serious offence referred to as an illegal reconnection. If you are unable to determine what the problem is, call a plumber for advice.

DISCOLORED OR SMELLY WATER

If you experience discolored, red or smelly water, contact the nearest Customer Service Centre immediately.

If clothing or other items are damaged by discolored water, customers may elect to present them for inspection, or alternatively contact the Call Centre to schedule an appointment for visitation. This inspection requires receipts, where possible, to support any claim you may make. The Corporation may at its discretion grants a discount on your bill.

INQUIRY TRACKING

Written complaints to the Corporation are assigned an Inquiry Tracking Ticket. This process ensures an acknowledgement, initiation of appropriate action, completion with an update or definitive response within a specified time, to the satisfaction of our customers.

Customers who are dissatisfied with the response to their concern, may write, fax or email, to the Attention of the Assistant General Manager of Commercial Operations or the General Manager of the Corporation.





FREQUENTLY ASKED QUESTIONS

■ HOW DO I CHANGE MY NAME ON MY ACCOUNT BECAUSE OF A MARRIAGE OR DIVORCE?

- If you are now married, please send in your request for name change with a copy of your marriage certificate.
- If you are divorced, we will need a copy of your driver's license, the name changed on the deed section, or a copy of the court ordered Decree Absolute.

■ IF MY SPOUSE AND I ARE SEPARATING OR DIVORCING, CAN THE SUPPLY REMAINS CONNECTED?

- The supply can remain connected as long as the joint ownership of the property is not severed.
- WSC requires a written commitment as to the individual responsible for making payment to the Corporation.

■ SEWAGE IS BACKED UP IN MY HOME, WHOM SHOULD I CALL?

Contact our Call Centre at 302-5599, or the Emergency Complaint Line at 325-0505 before calling a plumber. WSC will come to your residence and determine where the blockage is located. If the blockage is in your lines, you will need to contact a plumber.

■ CAN I HAVE MY BILL EMAILED TO ME?

Contact our Call Centre at 302-5599, or email us at wscomplaints@wsc.com.bs, we will immediately update our records to enable the emailing of bills when rendered.

■ CAN I GET A REPRINT OF MY BILL?

Contact our Call Centre at 302-5599, or email us at wscomplaints@wsc.com.bs, reprints are available upon request.

■ CAN I GET A COPY OF THE ORIGINAL BILLS TOO?

Yes, contact our office and we will be happy to accommodate your request.

■ **CAN A BILL BE SENT TO A LANDLORD AND TENANT?**

We can issue a duplicate bill to the tenant, once given written permission from the account holder, to place the tenant as a Third Party on the Account. Notify us each time you have a new tenant if you would like a copy of your bill. It is recommended that you do this with each change in tenant.

■ **IF THERE IS A CREDIT ON THE ACCOUNT, WHO GETS THE REFUND?**

Refund cheques are made out to the account holder only, unless the Account Holder specifically provides a written request for the final bill credit refund to be made out to a third party.

■ **CAN I RECEIVE A BILL IF I LIVE OUTSIDE OF THE BAHAMAS?**

We can setup the account with an Alternative Address to facilitate receipt of bills in the United States, or other countries, or alternatively, email the bills to a specified email address.

*We're
here
for
you!*



**FOR IMPROVED CUSTOMER CARE,
PLEASE SHARE....**

UPDATE YOUR CONTACT INFORMATION!

HOME, WORK AND CELL PHONE Nos.
 E-MAIL ADDRESS
 UPDATED HOUSE No. & STREET NAME
 OTHER PERTINENT ACCOUNT INFORMATION

CONTACT US TODAY!

► **CALL:** **302-5599**
► **EMAIL:** **WSCCOMPLAINTS@WSC.COM.BS**
► **CONTACT:** **WWW.WSC.COM.BS**
► **VISIT:** **WSC OFFICE or ANY PAYMENT CENTRE**

ASKING YOU TO SHARE, TO HELP US IMPROVE OUR CUSTOMER CARE!

WATER SAVING TIPS

It is estimated that less than 1% of treated water is used for drinking. Lawn maintenance can account for as much as half a household's water usage. Inside your house, around 40% of water usage is for flushing toilets, 30% for showers or baths, 15% for laundry and dishes and most of the remaining 10% is used for sundry cleaning or lost to leaks.

Here are some tips to save water:

- Don't wash or rinse dishes or clothing under running water. Catch a sink full of water instead.
- Use a sink full of water to rinse vegetables or prepare foods.
- Turn off water while brushing your teeth or shaving.
- Don't wash your car under a running hose or play with hoses and sprinklers on a hot day.
- Invest in good quality fixtures and check regularly for even the smallest drips. Change washers regularly.
- Take shorter showers and switch to a low flow showerhead.
- Use your automatic washing machine or dishwasher only for full loads.
- Water your lawn in the early mornings and only when it needs it. Plant drought-tolerant trees and shrubs.
- Use a rake or broom instead of a hose to clear gutters, driveways and sidewalks of leaves and debris.
- Don't use a toilet as a trash can to flush away tissues, cigarette butts, bits of paper - in short, anything that ought to go in a wastebasket.
- To reduce the amount of water in the tank used to flush, fill a few plastic soap or laundry bottles with water to weight them and put them in the toilet tank. Be careful not to put these bottles where they can jam the flushing mechanism and don't reduce the volume of water so much that you end up flushing twice!
- Identify the location of the main shut-off valve to your property and all the shut-off valves in your house and show them to your family member. You all need to know how to shut off the water supply to a burst heater or to the house if a pipe has ruptured.

Water and Sewerage Corporation
87 Thompson Boulevard
P. O. Box N-3905
Nassau, Bahamas

CONTACT INFORMATION

Call Centre: Tel: (242) 302-5599
Fax: (242) 328-3896

Emergency Complaints: Call: (242) 302-5500

Family Island Complaints: Toll free: (242) 300-0150
Or Contact the Local Island

E-mail: wscomplaints@wsc.com.bs

Visit our website for more information: www.wsc.com.bs