

## Commission Decision - BWA Standards of Service 2018-2020

### DECISION

#### BARBADOS WATER AUTHORITY STANDARDS OF SERVICE 2018-2020

On May 31, 2017, the Fair Trading Commission issued its Decision on the Barbados Water Authority (BWA) Standards of Service 2018-2020. Nine (9) Guaranteed Standards and twelve (12) Overall Standards comprise the Standards of Service, which establish minimum, mandatory levels of service for the BWA. These Standards will take effect from January 1, 2018. This will allow the BWA to sensitise its customers and prepare its operating systems for the administration of the Standards of Service.

The Commission's Decision stipulates that:

- Compensatory payments shall be made by the BWA to individually affected customers for not achieving targets under the Guaranteed Standards of Service;
- The BWA is required to make public its compensation policy for its failure to attain a Guaranteed Standard of Service, e.g. on its website, through its Customer Service Representatives, on its bills; and
- The BWA is required to report to the Commission, on a quarterly and annual basis, its performance under these Standards of Service.

Copies of the Decision, which provides details on the individual BWA Standards of Service, may be accessed [here](#) or obtained from the Fair Trading Commission, 2nd Floor, Cedar Court, Monday to Friday, between 9:00 a.m. and 4:00 p.m.

May 31, 2017