



# FAIR TRADING COMMISSION

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**BARBADOS**

**NO. FTCURD/DECSOS/BWA-2017-01**

## FAIR TRADING COMMISSION

**IN THE MATTER** of the Fair Trading Commission Act, Cap. 326B of the Laws of Barbados;

**AND IN THE MATTER** of the Utilities Regulation Act, Cap. 282 of the Laws of Barbados;

**AND IN THE MATTER** of the Utilities Regulation (Procedural) Rules, 2003 and the Utilities Regulation (Procedural) (Amendment) Rules, 2009;

**AND IN THE MATTER** of the Consultation and Determination of the Standards of Service for the Barbados Water Authority pursuant to Section 3(1)(d) of the Utilities Regulation Act, CAP. 282 of the Laws of Barbados.

**BEFORE:**

Mr. Jefferson Cumberbatch  
Dr. Philmore Alleyne  
Mr. Andrew Willoughby  
Mr. Kendrid Sargeant  
Mr. Donley Carrington

Chairman  
Commissioner  
Commissioner  
Commissioner  
Commissioner

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**ORDER**

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## ORDER

This Order is made pursuant to **Section 38(c) (ii)** of the **Utilities Regulation Act (URA)** CAP. 282 of the Laws of Barbados.

**WHEREAS** in recognition of the issues that have been considered and determined throughout the consultation and determination of the Standards of Service for the Barbados Water Authority.

**UPON CONSIDERING** the submissions of the Barbados Water Authority on the Consultation Paper for the Standards of Service for the Barbados Water Authority dated June 6, 2016;

**UPON CONSIDERING** the public's comments on the issues raised in the said Consultation Paper for the Standards of Service for the Barbados Water Authority;

### **IT IS HEREBY ORDERED THAT:-**

1. The Barbados Water Authority shall comply with the prescribed Standards of Service set out at Tables 1 and 2 of the Schedule below subject to the exemptions set out in the Standards of Service Decision dated **May 31<sup>st</sup>, 2017**;
2. The Barbados Water Authority shall pay the prescribed amounts set out at Table 1 of the Schedule below to any person who is affected by its failure to provide the utility service in accordance with the prescribed Standards of Service and in the manner set out in the Standards of Service Decision dated **May 31<sup>st</sup>, 2017**; and
3. This Order shall take effect as of **January 1<sup>st</sup>, 2018** until **December 31<sup>st</sup>, 2020**.

Dated this        day of May 2017

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Jefferson Cumberbatch  
Chairman

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Philmore A. Alleyne  
Commissioner

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Andrew W. Willoughby  
Commissioner

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Kendrid Sargeant  
Commissioner

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Donley Carrington  
Commissioner

## SCHEDULE

**Table 1 - Guaranteed Standards of Service**

STANDARD	SERVICE CATEGORY	TARGET	COMPENSATION
<b><u>GWS 1</u></b>	<b>Installation of Service.</b>  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 area.	Residential <sup>1</sup> - 14 days  Commercial <sup>2</sup> - 10 days	Refund of the standard domestic 30 day minimum charge. (R)          Refund of double the standard domestic 30 day minimum charge. (C)
	1b. This refers to the time to complete an investigation on receipt of an application for service in a Zone 1 area.	Residential - 14 days  Commercial - 10 days	
	1c. This refers to the installation time after the completion of the investigation and approval in a Zone 1 area.	Residential - 14 days  Commercial - 10 days	
	<b>(Zones are as defined by the BWA)</b>		
<b><u>GWS 2</u></b>	<b>Issuance of First Bill</b>  This refers to the time elapsing between the installation of water service and the issuance of the first water bill.   <b>(Interim bill to be issued if read bill cannot be generated)</b>	No more than 30 days after installation of service.	\$15 (R)  \$30 (C)
<b><u>GWS 3</u></b>	<b>Response to Complaints</b>  This refers to the time frame in which the BWA must acknowledge a customer's complaint about billings or other Standards	Acknowledgement provided within 7 days of receipt of	\$15 (R)  \$30 (C)

<sup>1</sup> Residential customers refers to persons that indicate they are applying for a domestic service on their application for water. (R)

<sup>2</sup> Commercial customers refers to persons that indicate they are applying for a commercial service on their application for water. (C)

STANDARD	SERVICE CATEGORY	TARGET	COMPENSATION
	of Service issues.	complaint. Investigation of complaint and findings provided within 20 days of receipt of complaint. <b>(Inclusive of acknowledgement time)</b>	\$15 (R) \$30 (C)
<u><b>GWS 4</b></u>	<b>Wrongful Disconnections</b>  This refers to the loss of service where the customer has been disconnected in error.	Reconnected within 10 hours after notification of the error.	\$50 (R) \$100 (C)
<u><b>GWS 5</b></u>	<b>Meter Installations (Existing Service)</b>  This refers to the time frame in which the BWA will install a meter on the customer's request. <b>(Customers with a fixed rate requesting a meter).</b>	Meter to be installed within 45 days of receipt of request.	\$15 (R) \$30 (C)
<u><b>GWS 6</b></u>	<b>Repair/Replacement of Faulty Meter</b>  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.	Assess and determine operational status of meter and report findings to the customer within 15 days.  Replace/repair faulty meter within 30 days of confirmation of defect.	\$15 (R) \$30 (C)  \$15 (R) \$30 (C)
<u><b>GWS 7</b></u>	<b>Reconnection After Payment of Overdue Amount and Reconnection Fee</b>  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.	Maximum of 24 hours to restore supply.	\$15 (R) \$30 (C)

STANDARD	SERVICE CATEGORY	TARGET	COMPENSATION
<u><b>GWS 8</b></u>	<p><b>Scheduling of Field Appointments</b></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 24 hours before the scheduled appointment to cancel and notify of a new date. <b>(Monday to Friday)</b></p> <p>The customer should be given a work order number as confirmation of a scheduled appointment.</p>	<p>All scheduled appointments shall be honoured.</p> <p>Appointments may be scheduled: Morning (8:00 a.m. to 12:00 noon) or afternoon (12:01 p.m. to 4:00 p.m.)</p>	<p>\$15 (R)</p> <p>\$30 (C)</p>
<u><b>GWS 9</b></u>	<p><b>Reliability of Supply</b></p> <p>This refers to the provision of a minimum quantity of running water over a 30 day period (a billing period).</p>	<p>Customers shall be supplied with at least 8m<sup>3</sup> of running water over a 30 day period (a billing period).</p>	<p>Refund of the standard domestic 30 day minimum charge. (R)</p> <p>Refund of double the standard domestic 30 day minimum charge. (C)</p>

**Table 2 - Overall Standards of Service**

STANDARD	SERVICE CATEGORY	TARGET
<u><b>OWS 1</b></u>	<p><b>Meter Reading</b></p> <p>This refers to the time frame between each meter reading.</p>	<p>100% of accessible meters to be read monthly.</p>
<u><b>OWS 2</b></u>	<p><b>Investigation of Water Quality</b></p> <p>This refers to the time frame in which the BWA will investigate and submit findings to the Commission when there is a complaint relating to water quality.</p>	<p>In 95% of instances, preliminary reports are to be submitted within 72 hours and comprehensive reports are to be submitted within 2 weeks of receipt of complaint.</p>
<u><b>OWS 3</b></u>	<p><b>Reinstatement of Service after Electrical Outages by Supplier of Electricity</b></p> <p>This refers to the time frame in which service will be restored after occurrence of an electrical outage.</p> <p>Customers in the affected areas shall be kept informed of the progress.</p>	<p>In 95% of instances, the water supply shall be reinstated within 8 hours of restoration of electrical supply.</p>
<u><b>OWS 4</b></u>	<p><b>Reinstatement of Service after In-House Fault (Fault residing within the control of BWA)</b></p> <p>This refers to the time frame in which service will be restored after an in-house fault, e.g. mechanical failure, internal electrical fault. Customers in the affected areas shall be kept informed of the progress.</p>	<p>In 95% of instances the supply shall be reinstated within 8 hours of occurrence of fault.</p>
<u><b>OWS 5</b></u>	<p><b>Reinstatement of Property</b></p> <p>This refers to the time frame in which roads, walkways and/or property including guard walls, will be restored after damage due to mains or service pipe repairs, or the installation of new services.</p>	<p>In 95% of instances temporary reinstatement shall occur at the end of work each day.</p> <p>In 95% of instances permanent reinstatement shall occur within 20 working days of completion of works.</p>

STANDARD	SERVICE CATEGORY	TARGET
<u>OWS 6</u>	<p><b>Minimum/Maximum Water Pressure</b></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>
<u>OWS 7</u>	<p><b>Notify Public of Intention to Interrupt Supply</b></p> <p>This refers to the period of notice to be given to customers when there are planned interruptions.</p> <p>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 48 hours before scheduled service interruption.</p>
<u>OWS 8</u>	<p><b>Correction of Sewerage Problem</b></p> <p>This refers to the time in which the BWA has to correct sewerage problems after being informed. (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 48 hours of notification of the sewerage problem.</p>
<u>OWS 9</u>	<p><b>Wastewater Effluent Quality</b></p> <p>This refers to the quality of wastewater effluent being discharged from the BWA's sewerage treatment plants.</p>	<p>95% of samples shall conform to the Environmental Protection Department's (EPD's) wastewater discharge standards.</p>
<u>OWS 10</u>	<p><b>Potable Water Quality</b></p> <p>This refers to the quality of water supplied to customers. Potable water shall comply with the World Health Organization (WHO) Potable Water Guidelines including those for turbidity, chlorine residual, faecal coliforms, faecal streptococci, nitrates and total dissolved solids.</p>	<p>100% of samples taken shall be within the potable water quality limits established by the WHO.</p>



STANDARD	SERVICE CATEGORY	TARGET
<u>OWS 11</u>	<p><b>Repair of Ruptured Pipes</b></p> <p>This refers to the time taken, after the report of a ruptured pipe, for the BWA to effect repairs (service lines).</p> <p><b>(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.)</b></p>	90% of ruptured pipes shall be repaired within 5 days of notification of rupture.
<u>OWS 12</u>	<p><b>Repair of Ruptured Mains</b></p> <p>This refers to the time taken, after the report of a ruptured main, for the BWA to effect repairs (transmission lines). Customers in the affected areas shall be kept informed of the progress.</p>	In 95% of instances mains repairs shall be effected within 24 hours of notification of rupture.