



# PUBLIC CONSULTATION

## REVIEW OF BARBADOS WATER AUTHORITY (BWA) STANDARDS OF SERVICE 2018-2020

The Fair Trading Commission is seeking public input on its review of the Barbados Water Authority (BWA) Standards of Service 2018-2020.

Interested persons are encouraged to submit their responses to the Commission's consultation paper on the matter, which may be reviewed at [www.ftc.gov.bb](http://www.ftc.gov.bb). The paper provides details on the Commission's proposed changes to the Standards, including automatic compensation for customers whenever BWA does not meet a Standard, the modification of a Standard to address the BWA's backlog of customer requests and other amendments which seek to improve BWA's service delivery to customers.

Comments should be submitted no later than **4:00 p.m. on Thursday June 17, 2021**. Submissions may be mailed, e-mailed or faxed to:

**Chief Executive Officer  
Fair Trading Commission  
Good Hope,  
Green Hill,  
St. Michael  
E- mail: [info@ftc.gov.bb](mailto:info@ftc.gov.bb)  
Fax: (246) 424-0300**

For further information, contact the Fair Trading Commission at 424-0260.