



FAIR TRADING COMMISSION

BARBADOS

NO. FTCUR/DECSOS/BWA-2022-10

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 Review 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:

Tammy Bryan
Donley Carrington
Roger Barrow
Jermaine Beckford

Chairman
Commissioner
Commissioner
Commissioner

ORDER

ORDER

This Order is made pursuant to Section 38(c)(ii) of the Utilities Regulations Act CAP. 282 of the Laws of Barbados (the “URA”);

WHEREAS in recognition of the issues that have been considered and determined throughout the Fair Trading Commission’s (the “Commission”) review of the Standards of Service for the Barbados Water Authority (the “BWA”);

AND UPON READING AND CONSIDERING the respective written submissions of the BWA and AnchorBridge Environmental Inc., an interested party, in response to the Commission’s public consultation (by way of a Consultation Paper for the Determination and Applicability of the Standards of Service for the BWA, dated May 20, 2021);

AND UPON READING AND CONSIDERING the respective written submissions and evidence of the BWA and Mrs. Judith Ann Aycock-Harding, intervenor, submitted during the Commission’s public written hearing which commenced on June 6, 2022, and the Commission’s own research.

IT IS HEREBY ORDERED THAT:-

1. The BWA shall comply with the prescribed Standards of Service set out at Tables 1 and 2 of the attached Schedule subject to the exemptions set out in the Standards of Service Decision dated the 9th day of December, 2022 (the “Decision”);
2. The BWA shall pay the prescribed amounts set out at Table 1 of the attached Schedule 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 Decision;

3. The Decision, and consequently, this Order, shall take effect on the 1st day of January 2023;
4. The Standards of Service set out in the Decision shall remain in effect for a period of three (3) years from the date of their implementation; and
5. The Commission shall be at liberty to extend the validity of the Standards of Service set out in the Decision for a further period of no more than two (2) years.

Dated this 12th day of December 2022

Original Signed By

.....

Tammy Bryan
Chairman

Original Signed By

.....

Roger Barrow
Commissioner

Original Signed By

.....

Jermaine Beckford
Commissioner

Original Signed By

.....

Donley Carrington
Commissioner

Table 1 - Guaranteed Standards of Service for BWA

STANDARD	SERVICE CATEGORY	TARGET	COMPENSATION
<p>GWS 1 (Amended)</p>	<p>Installation of Service</p> <p>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 (Zone A or Zone B¹) area.</p> <p>(After submission of an accurately completed application and the customer is in close proximity to the BWA's infrastructure)</p> <p>1b. This refers to the time taken to complete an investigation on receipt of an application for service, in a Zone 1 (Zone A or Zone B) area.</p> <p>(After submission of an accurately completed application is in close proximity to the BWA's infrastructure²)</p> <p>1c. Installation time after the completion of the investigation and approval in Zone 1 (Zone A or Zone B) area.</p> <p>(Zones are as defined by the BWA)</p>	<p>Residential (R)³ - Ten (10) working days</p> <p>Commercial (C)⁴ - Eight (8) working days</p> <p>Residential (R) - Ten (10) working days</p> <p>Residential (R) - Ten (10) working days</p>	<p>Refund of the standard domestic thirty (30) day minimum charge. (R)</p> <p>Refund equivalent to double the standard domestic thirty (30) day minimum charge. (C)</p>

¹ The new Zonal regulations have not yet been settled. However, once the Zones have been finalized, the new Biological Control Zone will be applicable.

² In instances where the customer must seek approval from the Town and Country Planning Office, the time allocated for the BWA to complete the job does not commence until the approval has been granted.

³ Residential customers refer to persons that indicate they are applying for a domestic service on their application for water. (R)

⁴ Commercial customers refer to persons that indicate they are applying for a commercial service on their application for water. (C)

STANDARD	SERVICE CATEGORY	TARGET	COMPENSATION
GWS 2	<p>Issuance of First Bill</p> <p>This refers to the time elapsing between the installation of water service and the issuance of the first water bill.</p> <p>(Interim bill to be issued if a bill with a reading cannot be generated)</p>	No more than twenty (20) working days after installation of service.	\$15 (R) \$30 (C)
GWS 3 Amended	<p>Response to Complaints</p> <p>This refers to the timeframe in which the BWA must acknowledge a customer's complaint about billing or other Standards of Service issues.</p>	<p>Acknowledgement provided within five (5) working days of receipt of written or emailed complaint. (Complaints made via telephone or walk-in will be deemed to have been acknowledged at the time the complaint was made.)</p> <p>Investigation of complaint and findings provided within fifteen (15) working days of receipt of complaint. (Inclusive of acknowledgement time)</p>	<p>\$15 (R) \$30 (C)</p> <p>\$15 (R) \$30 (C)</p>
GWS 4	<p>Wrongful Disconnections</p> <p>This refers to the loss of service where the customer has been disconnected in error.</p> <p>(This does not apply where bills have been correctly stamped "due for disconnection")</p>	Reconnected within ten (10) hours after notification of the error.	\$50 (R) \$100 (C)
GWS 5 Amended	<p>Meter Installation or Meter Repositioning (Existing Service)</p> <p>5a) This refers to the time frame in which the BWA will install a meter on the customer's request. (Customer with a fixed rate</p>	Meter to be installed within thirty (30) working days of receipt of request.	\$15 (R) \$30 (C)

STANDARD	SERVICE CATEGORY	TARGET	COMPENSATION
	<p>requesting meter)</p> <p>5b) This refers to the time it takes between the customer's request for, and the actual repositioning of the meter.</p>	<p>Meter to be relocated within fifteen (15) working days of receipt of request and payment of deposit where applicable (Assuming the request is feasible)</p>	<p>\$15 (R) \$30 (C)</p>
GWS 6	<p>Repair/Replacement of Faulty Meter</p> <p>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.</p>	<p>Assess and determine operational status of meter and report findings to the customer within ten (10) working days.</p> <p>Replace/repair faulty meter within twenty (20) working days of confirmation of defect.</p>	<p>\$15 (R) \$30 (C)</p> <p>\$15 (R) \$30 (C)</p>
GWS 7	<p>Reconnection After Payment of Overdue Amount and Reconnection Fee</p> <p>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.</p>	<p>Maximum of twenty-four (24) hours to restore supply</p>	<p>\$15 (R) \$30 (C)</p>
GWS 8 NEW	<p>Application for Reconnection of service previously disconnected from the main</p> <p>This refers to the timely reconnection of a customer's service that was disconnected from the main, after satisfactory payment of applicable fees at the BWA's offices.</p>	<p>Residential (R) - Seven (7) working days</p> <p>Commercial (C) - Five (5) working days</p>	<p>\$15 (R)</p> <p>\$30 (C)</p>

STANDARD	SERVICE CATEGORY	TARGET	COMPENSATION
<p>GWS 9 (Previously GWS 8)</p>	<p>Scheduling of Field Appointments</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 twenty-four (24) hours before the scheduled appointment to cancel and notify of a new date. (Monday to Friday)</p> <p>The customer should be given a work order number as confirmation of scheduled appointment.</p>	<p>All scheduled appointments should be honoured and are to be scheduled between the hours of (8:00-10:00,10:00-12:00,12:00-14:00,14:00-16:00)</p>	<p>\$15 (R) \$30 (C)</p>
<p>GWS 10 (Previously GWS 9)</p>	<p>Reliability of Supply</p> <p>This refers to the provision of a minimum quantity of running water over a thirty (30) day period (a billing period).</p>	<p>Customers shall be supplied with at least 8m³ of running water over a thirty (30) day period (a billing period).</p>	<p>Refund of the standard domestic thirty (30) day minimum charge. (R).</p> <p>Refund of double the standard domestic thirty (30) day minimum charge. (C)</p>

Table 2 – Overall Standards of Service

STANDARD	SERVICE CATEGORY	TARGET
OWS 1	<p>Meter Reading</p> <p>This refers to the time frame between each meter reading.</p>	100% of accessible meters to be read monthly.
OWS 2 (Amended)	<p>Investigation of Water Quality</p> <p>This refers to the time frame in which the BWA will investigate and submit findings to the Commission where there is a complaint relating to water quality. (This relates to issues other than “White Water” or “Brown Water” that are rectified by the flushing of the mains).</p>	In 95% of instances, preliminary reports are to be submitted within seventy-two (72) hours and comprehensive reports are to be submitted within two (2) weeks of receipt of complaint.
OWS 3	<p>Reinstatement of Service after Electrical Outages by Supplier of Electricity</p> <p>This refers to the time frame in which service is restored after occurrence of an electrical outage. Customers in the affected areas shall be kept informed of the progress.</p>	In 95% instances, the water supply shall be reinstated within eight (8) hours of restoration of electrical supply
OWS 4	<p>Reinstatement of Service after In-House Fault (Fault residing within the control of the BWA</p> <p>This refers to the time frame in which service is 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>	In 95% of instances, the supply shall be reinstated within eight (8) hours of occurrence of in-house fault.
OWS 5	<p>Reinstatement of Property</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 pipes 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 twenty (20) working days of completion of works.</p>

STANDARD	SERVICE CATEGORY	TARGET
OWS 6	<p>Minimum/Maximum Water Pressure</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>
OWS 7	<p>Notify Public of Intention to Interrupt Supply</p> <p>This refers to the period of notice to be given to customers when there are planned interruptions. 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 forty-eight (48) hours before scheduled service interruption.</p>
OWS 8	<p>Correction of Sewage Problem</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 forty-eight (48) hours of notification of the sewerage problem.</p>
OWS 9	<p>Wastewater Effluent Quality</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>
OWS 10 (Amended)	<p>Potable Water Quality</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>
OWS 11 (Amended)	<p>Repair of Ruptured Pipes</p> <p>This refers to the time taken, after the report of a ruptured pipe, for the BWA to effect repairs (service lines). (Where the rupture appears before the meter, the BWA is responsible for effecting the repairs at no cost to the customer. Ruptures after the</p>	<p>90% of ruptured pipes shall be repaired within five (5) working days of notification of rupture.</p>

STANDARD	SERVICE CATEGORY	TARGET
	meter are the responsibility of the customer).	
OWS 12	<p>Repair of Ruptured Mains</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>	<p>In 95% of instances mains repairs shall be effected within twenty-four (24) hours of notification of rupture.</p>
OWS 13 (New)	<p>Billing Accuracy</p> <p>This refers to the incidence of errors (typographical, errors of omission, etc.) on a customers' invoice.</p>	<p>90% of bills are to be error free.</p>