



Client Charter

WHO WE ARE

Runaway Bay Water Company

Runaway Bay Water Company Limited (RBWC) was incorporated in 1968 and was later acquired in 1977 by the Urban Development Corporation (UDC) and remains a wholly owned subsidiary of the Corporation.

The company abstracts water from its two wells in Cardiff Hall and Mount Edgcombe, St. Ann, treats and distributes 20% of potable water to its commercial and domestic customers and 80% to the National Water Commission (NWC) who then supplies this water to customers in adjoining communities.

In 2014, RBWC expanded to provide potable water and sewage services to Caymanas Country Club Estates in St. Catherine. Today, the RBWC also manages the operations at the Caymanas Commercial Office.

OUR COMMITMENT

We value our clients and therefore are committed to providing sustainable, high quality and reliable water and sewage services that meet or exceed environmental and all other regulatory requirements.

We promise to be responsive to the need of our clients and our relationship with you will be guided by the following principles:

- **Quality**

We promise to employ the highest standards through timely and efficient delivery of our product and services and will benchmark our operations against national and international best practices.

- **Reliability**

We will work to ensure that you enjoy a reliable and safe water supply and secure access to information, that you can trust. We will continuously develop our product, services and business processes to provide you with an improved customer experience.

- **Accountability**

We will conduct our business in a transparent manner, assume responsibility for our actions when required and communicate openly and regularly with our clients and stakeholders.

We will work to ensure that our product complies with the standard of the World Health Organisation (WHO) and relevant laws and regulations of the Government of Jamaica (GOJ) which govern the operation of companies that provide potable water and sewage services.



- **Fairness**

We will act fairly and reasonably in a consistent and ethical manner. We have established a clear set of procedures to ensure that any issue or complaint reported to us are resolved reasonably and promptly.

OUR PROMISE: CUSTOMER CARE

Our aim is to deliver on our commitments and to this end, we promise to:

- Treat our clients in a prompt, courteous and efficient manner, and when appropriate, in a confidential manner.
- Identify ourselves by name when speaking to you on the telephone and face to face.
- Answer telephone calls within **three (3) rings** ninety percent (90%) of the time.
- Acknowledge queries immediately if face to face, within **two (2) business days** if received by email and five (5) business days if received by mail.
- Acknowledge you immediately on arrival and, if you have an appointment with us, ensure you are seen within **five (5) minutes** of your scheduled appointment.

In cases where we are unable to keep our scheduled appointment with you, we endeavour to notify you within **twenty-four (24) hours** prior to the appointment and reschedule same at a convenient time for both parties.

- Meet with you within **fifteen (15) minutes** of your arrival if you do not have an appointment. If this is not possible, we will offer you the option either to continue waiting until an officer is available or to schedule an appointment.
- Train and develop our team members so that they have the right knowledge and skills to adequately address your issues.
- Continuously develop our technology and infrastructure to meet and maintain your expectation of a quality product.

OUR PROMISE: SERVICE DELIVERY

We value our customers and therefore commit to:

- Provide potable water **24 hours per day**, seven (7) days per week.
- Provide accurate meter readings monthly.
- Provide monthly bills within **seven (7) business days** after the end of the month.
- Ensure water quality meets national and international standards through regular testing.
- Maintain at a minimum, **ninety-six percent (96%)** service delivery standard.
- Limit downtime to not more than **four percent (4%)** for the year in keeping with international standards.

- Provide **twenty-four (24) hours** notification for at least ninety percent (90%) of planned service interruptions.
- Restore at least **ninety percent (90%)** of unplanned service interruptions within the period communicated to customers.

WATER & SEWAGE QUALITY PERFORMANCE

Providing you with a reliable, safe supply of water at a reasonable cost is what we do at RBWC. Therefore, we will aim to have:

1. The pressure of water to clients is in the range of **20 and 60 psi** and take all reasonable steps to ensure that customers receive an adequate supply of water most of the time.
2. The testing for chlorine residue in the water distributed is carried out **every day** and findings recorded.
3. All samples of treated water taken to the laboratory receive negative results for the presence of coliform.
4. The residual chlorine is between 0.5 and 5.0 mg/l and present in at least **ninety five percent (95%)** of samples.

The effective management of sewage effluent is very important to us and therefore, RBWC endeavours to:

1. Clear **ninety percent (90%)** of all reported blocked mains within four hours of the report being received.
2. Maintain the plant in such a manner that will minimise complaints of odour, to no more than **five (5) complaints per fifty (50) clients** in any month.
3. Ensure that sewage effluents are within the standards specified by NEPA.

OUR RESPONSE TO COMPLAINTS

If you have a complaint, you may telephone, send correspondence by email, regular mail or visit our office. We recognise that handling complaints is an integral part of our wider Customer Service objectives. Most complaints can be dealt with informally and quickly by the officer with whom you have been dealing.

However, if you are dissatisfied, you may write to the Manager, Runaway Bay Water Company. Your complaint will be investigated and a reply sent to you **within ten (10) business days**.

If you are not satisfied with this reply, you can write to the Customer Service Manager who will review the matter and reply **within fifteen (15) business days**.

For investigations involving a third party, we intend to have those completed **within thirty (30) business days**. Where necessary, you will be given the opportunity for a personal hearing with our Deputy General Manager or General Manager.

In all cases, your complaint will be fully and objectively investigated and treated in confidence and an explanation given. If we have made a mistake, we will apologise and take the necessary corrective action(s) without delay.

GUARANTEED STANDARDS OF SERVICE

There are guaranteed standards established by the Office of Utilities Regulations (OUR), which the RBWC is required to adhere to in its day-to-day dealings with its clients.

You may submit a claim to us by completing the RBWC Guaranteed Standards Form which is available at our offices and via our corporate website at www.udcja.com.

CODE	DESCRIPTION	STANDARD
GS1	Connection of New Customers	To connect all new customers with working meters, where water supply is available at the property boundary, within three (3) business days after signing the contract for connection. Compensation Type: Automatic
GS2	Issue of First Bill	To issue via print, mail or deliver a bill to a customer based on a meter reading within thirty (30) business days after the account is opened. Compensation Type: Claim
GS3 (a)	Response to Complaints Acknowledgements	To acknowledge written complaints within three (3) working days of receipt. Compensation Type: Claim
GS3 (b)	Response to Complaints	To complete the investigation and inform customers of the results within fifteen (15) business days of receipt of complaint. Compensation Type: Claim
GS3 (c)	Investigations Involving Third Party	To complete investigations into a complaint involving a third party within thirty (30) business days. Compensation Type: Claim
GS4 (a)	Wrongful Disconnection	To not disconnect the service of an account which is neither in arrears nor is the subject of an investigation by us or the OUR. Compensation Type: Automatic

GUARANTEED STANDARDS OF SERVICE

CODE	DESCRIPTION	STANDARD
GS4 (b)	Reconnection after Wrongful Disconnection	To reconnect any supply that was wrongfully disconnected within twelve (12) hours and provide a written apology. Compensation Type: Automatic
GS5	Repair or Replacement of Faulty Meter	To repair or replace any malfunctioning meter within ten (10) business days after detection, or after being informed of a meter defect. Compensation Type: Automatic
GS6	Meter Readings	To provide a bill based on meter reading each month. Compensation Type: Automatic
GS7	Reconnection After Payment of Overdue Amount	To reconnect customers disconnected for any outstanding balance within twenty-four (24) hours of receipt of all applicable payments inclusive of reconnection fee etc. Compensation Type: Automatic
GS8	Payment of Compensation	To credit customers' accounts within one (1) billing period after a breach of the prescribed Guaranteed Standards. Customers are however required to submit claims to us within one hundred and twenty (120) days after the breach in order to be considered for compensation Compensation Type: Automatic

YOUR RESPONSIBILITY

We are committed to providing a high standard of service by adopting a professional approach to all aspects of our business. There are many ways in which you can help us to continuously improve service delivery. You can help us by:

- Honouring your contractual arrangements with us.
- Protecting your meter from accident and damage as you may be charged for replacement of damaged or lost meters and fittings.
- Keeping your meter clear from obstruction so we may safely access and read your meter. All pipework from the meter outlet into your property is your responsibility.
- Advising us as soon as possible if your meter is damaged or leaking.
- Paying your bill by the due date. If your bill remains unpaid after a reminder notice has been issued there is the possibility that your service will be disconnected. You can utilise our online service by clicking on the link <https://jm.scotiabank.com/personal.html> or by visiting our offices to pay your bill.
- Contacting us as soon as possible if you are having difficulty paying your bill.
- Conducting yourselves in a courteous manner when visiting and calling our offices.
- Seeking an appointment to ensure that the appropriate person is available to meet with you as requested.
- Sharing comments and suggestions for improved service.
- Advising us if you are dissatisfied with the services we provide.



MEASURING OUR PERFORMANCE

We will ensure that the right systems are in place to inform us where we need to improve, by setting specific customer service targets and annually measuring how we are doing against these targets. We will employ performance measures, including: -

- Customer Surveys
- Customer Feedback Forms


We will report annually on our performance through our corporate websites, social media platforms and Annual Report.


HOW TO CONTACT US

We look forward to hearing from you and ask that you utilise the following channels to contact us:

Runaway Bay Water Company Office

 rwbc@udcja.com

 1036a – 1037a Ricketts Drive Cardiff Hall, P.O. Box 146, Runaway Bay, St. Ann.

 876-973-7303
Mondays to Fridays, 8:30 a.m. -4:30 p.m.


24-Hour Emergency Lines:

Cardiff Hall Plant – 876-973-4631

Mt. Edgecombe Plant – 876-973-5696

Caymanas Commercial Office

 cdccustserv@udcja.com

 Caymanas Estate, Spanish Town, St. Catherine

 876-746-9909/876-280-9179


24-Hour Emergency Line:

876-280-9179

UDC Customer Service Unit

 customerservice@udcja.com

 Urban Development Corporation, 12 Ocean Boulevard, Kingston

 876-656-8031