

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) Investigations 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

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