

THE OFFICE OF UTILITIES REGULATION ACT

ORDER

*(under section 11)*

The Office of Utilities Regulation (National Water Commission)(Water L N 212/A/2013  
Supply and Sewerage Service Rates and Charges) Order, 2013

## THE OFFICE OF UTILITIES REGULATION ACT

## ORDER

*(under section 11)*

THE OFFICE OF UTILITIES REGULATION (NATIONAL WATER  
COMMISSION)(WATER SUPPLY AND SEWERAGE SERVICE RATES AND  
CHARGES) ORDER, 2013

L N 212'A/2013

*(Made by the Director General of the Office of Utilities Regulation  
on the 24th day of October, 2013)*

1. This Order may be cited as the Office of Utilities Regulation (National Water Commission) (Water Supply and Sewerage Services Rates and Charges) Order, 2013.

2. With effect from the 3rd day of October, 2013, an occupier of property—

- (a) Situated in any area of Jamaica in respect of which consumers receive water supply or sewerage services directly from the Commission; and
- (b) Who receive any such water supply or sewerage services, shall pay to the Commission, at the main offices of the Commission or at such other places as the Commission from time to time specify, the applicable rates and charges set out in the First Schedule.

First Schedule

3. The provisions of Article 2 shall have effect in lieu of the provisions of Regulations 6, 7, 10, 20 and 21 of the National Water Commission (Water Supply Services) (Rates and Charges) Regulations, 1985.

4. With effect from the 3rd day of October, 2013, the Quality of Service Standards (Guaranteed Standards) set out in the Second Schedule shall apply to the National Water Commission.

Second Schedule

*THE OFFICE OF UTILITIES REGULATION (NATIONAL WATER COMMISSION)  
(WATER SUPPLY AND SEWERAGE SERVICES RATES AND CHARGES) ORDER 2013*

FIRST SCHEDULE

Rates and Charges

*Service Charges*

Where the size of the meter does not exceed—

5/8 inch/15mm	\$684 09
¾ inch/20mm	\$1,404 13
1 inch/25mm	\$1,836 23
1 ¼ inch/30mm	\$3,456 43
1 ½ inch/40mm	\$3,456 43
2 inch/50mm	\$4,896 54
3 inch/75mm	\$8,893 12
4 inch/100mm	\$14,365 73
6 inch/150mm	\$21,890 61

WATER RATES

Residential Consumers (Imperial Metered)—  
(*Rates are per 1 000 gallons*)

For up to 3,000 gallons at a rate of	\$390 02
For the next 3,000 gallons at a rate of	\$687 59
For the next 3,000 gallons at a rate of	\$742 41
For the next 3,000 gallons at a rate of	\$947 59
For the next 8,000 gallons at a rate of	\$1,180 16
Over 20,000 gallons at a rate of	\$1,519 09

Residential Consumers (Metric Metered)—  
(*Rates are per 1,000 litres*)

For up to 14,000 litres at a rate of	\$85 75
For the next 13,000 litres at a rate of	\$151 21
For the next 14,000 litres at a rate of	\$163 27
For the next 14,000 litres at a rate of	\$208 40
For the next 36,000 litres at a rate of	\$259 50
Over 91,000 litres at a rate of	\$334 05

Commercial and Industrial Consumers

Imperial metered (per 1,000 gallons)	\$1,462 51
Metric metered (per 1,000 litres)	\$321 57

Ships will be charged at the commercial rate

FIRST SCHEDULE, *cont'd*

Condominiums

Imperial metered (per 1,000 gallons)	\$725 49
Metric metered (per 1,000 litres)	\$159 51

Primary Schools—

Imperial metered (per 1,000 gallons)	\$585 04
Metric metered (per 1,000 litres)	\$128 65

Consumers (Unmetered)

Rates in accordance with Special Contract

SEWERAGE RATES

Residential Consumers (Imperial Metered)

*(Rates are per 1,000 gallons)*

For up to 3,000 gallons at a rate of	\$353 97
For the next 3,000 gallons at a rate of	\$624 04
For the next 3,000 gallons at a rate of	\$673 78
For the next 3,000 gallons at a rate of	\$860 00
For the next 8,000 gallons at a rate of	\$1,071.07
Over 20,000 gallons at a rate of	\$1,378 67

Residential Consumers (Metric Metered)

*(Rates are per 1,000 litres)*

For up to 14,000 litres at a rate of	\$77.83
For the next 13,000 litres at a rate of	\$137.23
For the next 14,000 litres at a rate of	\$148.18
For the next 14,000 litres at a rate of	\$189.13
For the next 36,000 litres at a rate of	\$235 51
Over 91,000 litres at a rate of	\$303 18

Commercial and Industrial Consumers

Imperial metered (per 1,000 gallons)	\$1,327.32
Metric metered (per 1,000 litres)	\$291.84

*THE OFFICE OF UTILITIES REGULATION (NATIONAL WATER COMMISSION)  
(WATER SUPPLY AND SEWERAGE SERVICES RATES AND CHARGES) ORDER, 2013*

FIRST SCHEDULE, *cont'd*

Condominiums—

Imperial metered (per 1,000 gallons)	...	\$658.43
Metric metered (per 1,000 litres)	..	\$144.76

Primary Schools—

Imperial metered (per 1,000 gallons)	.	\$530.96
Metric metered (per 1,000 litres)	.	\$116.76

MISCELLANEOUS FEES

*Disconnection and Reconnection Fee—*

Residential Unmetered Services (Locked)	..	\$798.00
Residential unmetered service Removal and Replacement	.	\$3,547.00
Residential Metered Service (Locked)	.	\$798.00
Residential Metered Service Removed and Replaced 5/8 inch/15mm and 3/4 inch/20mm	...	\$7,099.00
Residential Metered Service Removed and Replaced 1 inch/25mm and over	..	\$10,652.00
Commercial Metered Service (Locked)	...	\$798.00
Commercial Metered Service Removed and Replaced Illegal Connections, Domestic and Commercial, the actual cost of removing and restoring service	...	\$10,652.00

PRICE ADJUSTMENT MECHANISM

A price adjustment mechanism (hereinafter referred to as PAM) shall be applied monthly to all rates charged and fees payable by an occupier under this Order in accordance with the following formula—

$$PAM = [w_{fe} * \Delta FE + w_{cpi} * \Delta CPI + w_{ex} * \Delta kwh + w_{wt} * \Delta WT + w_{ar} * \Delta AR] * 100$$

FIRST SCHEDULE, *cont'd*

Where,

- $\Delta FE$  is the percentage change in the J\$/US\$ exchange rate,
- $\Delta CPI$  is the percentage change in the Consumer Price Index,
- $\Delta kwh$  is the percentage change in the kilowatt hour charge for electricity;
- $\Delta WI$  is the percentage change in the Jamaican Wage Index,
- $\Delta AR$  is the percentage change in the Asset Revaluation Index,
- $^w_{fe}$  is the weight associated with J\$/US\$ exchange rate;
- $^w_{ec}$  is weight associated with the kilowatt hour charge for electricity;
- $^w_{cpt}$  is the weight associated with the Consumer Price Index,
- $^w_{wrt}$  is the weight associated with the Jamaican Wage Index, and
- $^w_{ar}$  is the weight associated with the Asset Revaluation Index.

K-FACTOR

A K-factor of 14% in Tariff Year 1 shall be calculated on the bill balance after the X-factor is deducted, but the X-factor shall not be applicable in tariff year 1

The K-factor is to be treated as a separate revenue stream from that of the rates.

The K-factor in ensuing years shall be pursuant to Determination Notice Number 2013/WAS/004/DET 003 but shall be subject to review by the Office of Utilities Regulation after tariff year 3

X-FACTOR

An X-factor at a rate fixed by the Office of Utilities Regulation, pursuant to Determination Notice Number 2013/WAS/004/DET 003 shall be subject to review by the Office of Utilities Regulation after tariff year 3

The X-factor is to be calculated as a deduction from the bill after the normal rates and PAM

ANNUAL PRICE ADJUSTMENT MECHANISM

"base exchange rate" J\$ 101 76 to US\$ 1 00,

"base electricity rate" is J\$31 41 /kWh,

"base consumer price index" is 200 9

"exchange rate weight" has a fixed value of 0 24 and

"electricity rate weight" has a fixed value of 0 25

"consumer price index weight" has a fixed value of 0 51

FIRST SCHEDULE, *contd*

There shall be an annual price adjustment (hereinafter referred to as ANPAM) applied yearly to all base rates, base charges and fees payable by an occupier under this Order effective the 1st day of August in each year in accordance with the following formula.—

$$\text{New Base rate} = \text{Old base rate} \times (1 + \text{ANPAM} \pm Z)$$

$$\text{New Base charge} = \text{Old base charge} \times (1 + \text{ANPAM} \pm Z)$$

$$\text{New Fee} = \text{Old fee} \times (1 + \text{ANPAM} \pm Z)$$

Where  $\text{ANPAM} = [\text{}^w_{fe} \cdot \Delta \text{FE} + \text{}^w_{cpi} \cdot \Delta \text{CPI} + \text{}^w_{ec} \cdot \Delta \text{kwh}] \cdot 100$

where  ${}^w_{fe}$  is the weight for foreign exchange,

${}^w_{cpi}$  is the weight for CPI,

${}^w_{ec}$ , the weight for kWh, and

$\Delta$  is the percentage change in the respective variables, that is, new base value of each variable less the old base value

SECOND SCHEDULE

*Guaranteed Standards*

Code	Focus	Description	Performance
WGS 1	Access	Connection to supply	Maximum time of <u>ten (10) working days</u> to connect supply and install meter after establishment of contract.  Compensation type: Claim
WGS 2	Delivery of bills	Issue of first bill	Maximum time of <u>forty (40) working days</u> after connection of supply and installation of meter.  Compensation type: Claim
WGS 3	Appointments	Keeping appointments	Must make and keep an appointment at customers request and must notify customer within reasonable

SECOND SCHEDULE, *contd*

Code	Focus	Description	Performance
			time prior to appointed time, if the appointment will not be kept
			Compensation type Claim
WGS 4(a)	Complaints	Acknowledgement	Maximum of five (5) <u>working days</u> to acknowledge customer written complaints, after receipt
			Compensation type Claim
WGS 4(b)	Complaints	Investigations	Maximum time of thirty (30) <u>working days from the date of receipt of the complaint</u> to complete investigation and respond or provide an update
			Compensation type Claim
WGS 5	Disconnection	Wrongful Disconnection	Where the NWC disconnects a supply that has no overdue amount or is currently under investigation by the OUR or the NWC and only the disputed amount is in arrears
			Compensation type Automatic
WGS 6	Account status	Issue of account status	Meter to be read on same day customer is moving if on a weekday (within two (2) working days of move if on a weekend) provided five (5) working days' notice of move is given Maximum time of fifteen (15) working days to provide final bill after move and forty-five (45) days to refund credit balances
			Compensation type Claim



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SECOND SCHEDULE, *cont'd*

Code	Focus	Description	Performance
WGS 7	Water meters	Meter installation	<p>Maximum of thirty (30) working days to install meter on customer's request</p> <p>Compensation type Claim</p>
WGS 8	Water meters	Repair or replacement of faulty meters	<p>Maximum time of twenty (20) working days to verify and repair or replace meter after defect is identified by or reported to the NWC</p> <p>Compensation type Automatic</p>
WGS 9	Water Meters	Changing Meters	<p>NWC must provide customer with details of the date of the change, the reading on the old meter on the day and serial number of the new meter</p> <p>Compensation type Claim</p>
WGS 10	Water Meters	Meter reading	<p>Should NOT be more than two (2) consecutive estimated bills (where company has access to meter)</p> <p>Compensation type Automatic</p>
WGS 10(b) (NEW)	Water Meters	Exceptional Meter Readings	<p>Where consumption increases by at least fifty per cent (50%), then the customer is to be alerted within one billing period</p> <p>Compensation type Claim</p>
WGS 11	Reconnection	Reconnection after payment of overdue amount	<p>Current Maximum of twenty-four (24) hours to restore supply</p> <p>Compensation type Automatic</p>

SECOND SCHEDULE, *cont d*

Code	Focus	Description	Performance
WGS 12	Reconnection	Reconnection after wrongful disconnection	NWC must reconnect a supply if inadvertently disconnected within eight (8) hours of being notified of the error  Compensation type Automatic
WGS 13	Compensation	Payment of compensation	Maximum of thirty (30) working days to process and apply credit to customer's account  Compensation type Automatic
WGS 14 (NEW)	Estimation of Consumption	Method of Estimation	An estimated bill should be based on the average of the last three (3) actual readings  Compensation type Automatic
WGS 15 (NEW)	Billing Adjustment	Timeliness of adjustment to customer's account	Where necessary, customer must be billed for adjustment within three (3) months  (i) identification of error, or  (ii) subsequent to replacement of faulty meter  Compensation type Claim

*New Guaranteed Standards*

The Office has included the new guaranteed standards below in the current scheme

- 1 Exceptional Meter Readings—Where the consumption increases by at least fifty per cent (50%), then the customer is to be alerted within one (1) billing period
- 2 Estimation of Consumption—An estimated bill should be based on the average of the last three (3) actual meter readings
- 3 Billing Adjustment—Where necessary, customer must be billed for adjustment within three (3) months (i) of identification of error, or (ii) subsequent to replacement of faulty meter

*Amended Standards*

The Office has amended the standards below as follows

- WGS 2—*Issue of First Bill*  
  
Maximum of forty (40) working days after connection of supply and installation of meter

SECOND SCHEDULE, *cont'd*

- WGS 4(b)—*Complaints*  
Maximum time of thirty (30) working days from the date of receipt of complaint to complete investigation and respond or provide an update
- WGS 5—*Wrongful Disconnection*  
Where the NWC disconnects a supply that has no overdue amount or is currently under investigation by the OUR or the NWC and only the disputed amount is in arrears
- WGS 6—*Account Status*  
Meter to be read on same day customer is moving, if on a weekday (within 2 working days of move if on a weekend) providing 5 working days' notice of move is given. Maximum time of 15 working days to provide final bill after move and 45 days to refund excess amounts remaining on the account
- WGS 8—*Repair or replacement of faulty meters*  
Maximum time of twenty (20) working days to verify, repair or replace meter after defect is identified or reported

*Compensation Mechanism*

The Office has determined that the compensation for breach of a Guaranteed Standard will be four (4) times the applicable service charge

Where applicable, customers must submit claims within 120 working days after the breach is committed

*Special Compensation*

In the case of Reconnection after payment of Overdue Amounts, Wrongful Disconnection and Reconnection after Wrongful Disconnection, the compensation will be six (6) times the applicable service charge

Breaches of individual standards will attract compensation up to six (6) periods of non-compliance

*Mid-tariff Review*

The Office will be conducting a mid-tariff review on the Guaranteed Standards Scheme