

### **NWC to restart Late Payment Fee**

**(KINGSTON, Jamaica; 2017 June 23):** The Office of Utilities Regulation (OUR), has given the National Water Commission (NWC) the go-ahead to resume applying Late Payment Fees (LPF) to applicable bills come 2017 July 1.

On 2017 March 31, the OUR issued a Directive to the NWC to stop charging their customers LPF on bills for which there are amounts outstanding, with immediate effect and until further notice. Following a review of information as well as discussions with NWC, the OUR wrote to them on 2017 June 16, expressing satisfaction that appropriate measures were implemented to resolve the issues which had caused the erroneous application of the LPF to some customers' bills.

The OUR has asked the NWC to provide its customers with notice prior to its resumption of the LPF.

The OUR's investigation into the issue came against the background of complaints received from NWC's customers that the LPF was being applied to their accounts although their bills were settled in full, on or before the due dates.

The OUR will continue to monitor the application of the LPF and urges customers to report any billing anomalies.