



OFFICE OF UTILITIES REGULATION
Regulating Utilities for the Benefit of All

Table 8: Guaranteed Standards

Code	Guaranteed Standard	Mode of Compensation
GS1 – Connection of New Customers	RBWC is required to connect all new customers complete with working meters, where water supply is available at the property boundary, within three (3) working days after signing the contract for connection.	Automatic
GS2 – Issue of First Bill	RBWC must issue (print and mail/deliver) a bill to a customer based on a meter reading within thirty (30) working days after the account is opened.	Claim
GS3(a) – Response to complaints -Acknowledgements	RBWC must acknowledge written customer complaints within three (3) working days.	Claim
GS3(b) – Response to Complaints - Investigations	RBWC must, within fifteen (15) working days of receipt of complaint, complete investigation and inform the customer of the results.	Claim
GS3(c) – Investigations involving 3rd party	RBWC must, within thirty (30) working days, complete investigation involving 3 rd party.	Claim
GS4 (a)– Wrongful Disconnection	RBWC shall not disconnect the service of an account which is not in arrears or is at the time, the subject of an investigation internally or by the OUR.	Automatic
GS4 (b) – Reconnection after Wrongful Disconnection	Where RBWC has wrongfully disconnected a service account it shall be reconnected within twelve (12) hours	Automatic
GS5 – Repair or Replacement of Faulty Meter	RBWC must, within ten (10) working days after detection, repair or replace any malfunctioning meter.	Automatic
GS6 – Meter Readings	RBWC must render a bill based on a meter reading each month.	Automatic
GS7 – Reconnection after Payment of Overdue Amount	RBWC must, within twenty-four (24) hours of receipt of all applicable payments (reconnection fee etc.) reconnect customers disconnected for debt.	Automatic
GS8 – Payment of Compensation	RBWC must credit customer’s account within one (1) billing period after verification of a breach of any of the prescribed Guaranteed Standards. For the avoidance of doubt, if RBWC does not compensate the customer within the specified time, this results in another breach. Where applicable, customer must submit claims within one hundred and twenty (120) days after the breach.	Automatic

NOTE: Compensation for breach of a Guaranteed Standard is equivalent to four (4) times the applicable service charge.

Excerpt from page 19 of Determination Notice - Runaway Bay Water Co (RBWC), effective date 2015 Aug 31.

1. DOCUMENT NUMBER: 2015/WAS/004/DET.002
2. DOCUMENT TITLE: Runaway Bay Water Company Limited (RBWC) - Water and Sewerage Rates for Runaway Bay & Caymanas Country Club Estate