

# Please Keep Water Meters and Pipelines Clear



The National Water Commission (NWC) is reminding customers to keep their water meters and pipelines clear and accessible. Water Meters and pipelines are sometimes inadvertently covered with construction material, debris or overgrowth, making them inaccessible to the meter reader. In some cases people build on top of NWC pipes and meters, in clear breach of the NWC regulations.

**Please obey the law and help the NWC to serve you better by keeping the water meters and pipelines clear and accessible,**

avoiding estimated bills and the cost and inconvenience to the customer of repeated NWC visits, or damage to property in order to access and maintain pipes and meters.



*Water is life*

The National Water Commission  
.... Serving you in so many ways.

# New Customer Information System Coming Soon To NWC

Work continues apace on the implementation of a new customer information system (CIS) to enable improved service to customers and more efficient management decision-making at the National Water Commission.

The US\$7M CIS project is being implemented as part of modernizing the information technologies available to support customer service efficiencies.

According to Corporate Public Relations Manager Charles Buchanan, the National Water Commission has long recognized the need to improve the Customer Account System (CAS), computerized system that supported most of its customer service activities. But the high cost of an appropriate replacement system frustrated plans for changing this system for many years.

CIS Project Manager, Mrs. Coleen Palmer-Wright, explains that the objective of the

CIS Implementation Project is to "modernize the National Water Commission's legacy Customer Information and Billing Systems processes, procedures, and requirements to provide a long-term automated solution that is user-friendly and powerful enough to meet the current and anticipated future needs of NWC."

Among the goals of the project are to:

- Enhance Customer Service and Customer Satisfaction through easy access to more information and ability to minimize the response time to inquiries
- Improve Cash flow, Work flows, Information Flows and Information Management through enhanced audit trails
- Support key performance indicators
- Allow for future growth and change
- Enhance decision making process
- Greater flexibility in responding to changes initiated by external regulatory requirements and market conditions

- Enhanced compliance with O.U.R. and other regulatory standards and thereby avoid monetary penalties
- Increased user confidence in system reliability and accuracy
- Increased protection against fraud and revenue loss
- Increased computer support in the performance of routine clerical and processing functions

Project implementation began in January of 2008 year and it is expected that the system will be operational and 'go live' by August of this year.

Since project start-up, the multi-skilled project team has been working to complete the various elements of the project to deliver the benefits to the NWC and its customers on time, within budget and in keeping with all requirements and specifications.

## DROUGHT CONDITIONS CONTINUE TO AFFECT SOME NWC FACILITIES



The National Water Commission wishes to remind its customers that some of its systems islandwide are still being impacted by drought conditions. The Hermitage/Constant Spring System, one of two major catchment facilities and which serves a large section of the Corporate Area is still just over 60% of its storage capacity.

## SEWERAGE CONNECTIONS: MONA ROAD

As part of the National Water Commission's commitment to improve and expand its sewerage services delivery across the Corporate Area, the Mona Road extension has now been added to its sewerage network. With this addition, the Commission continues to remind and educate owners/occupiers of premises of the responsibilities involved and the procedures for getting connected.

Under the law, wherever sewerage network exists, the Commission will impose sewerage charges on all properties within 100 yards of sewer mains. Sewerage charge is 100% of water charge and will be applied whether or not a customer chooses to connect to the sewerage system.

Despite the fact that connecting to the system is a private responsibility, the NWC will provide every possible assistance to ensure that properties are properly connected and discharging into the public sewers in the shortest possible time.

In the case of Mona Road, which was completed late last year, the National Water Commission will soon begin to apply sewerage charges. All owners/occupiers who reside along this corridor who have not already connected are being asked to contact the Wastewater Department at Marescaux Road to begin the connection process.

The NWC therefore reminds customers to be understanding and to continue to observe strict conservation practices.

## MAINTENANCE WORK TO AFFECT WATER SUPPLY ST. JAMES



The National Water Commission is advising customers in **Mango Walk, Norwood, Dunbar Acres and Upper-deck in St. James** that they will experience low water pressure or instances of no water on **Monday February 23, and Tuesday February 24, between 10 am and 2 pm.**

This disruption is to carry out necessary maintenance work.

*The NWC apologizes for any inconvenience that this disruption may cause and urges customers in these areas to store water for use during the period.*

Water is Precious



Pay your water bills on time...

We would much rather collect than disconnect.

1-888-CALL NWC  
(225 5692)



*Water is life*