



**To: All News Editors**

**October 16, 2009**

### **NWC RESOLVING 'TEETHING ISSUES' WITH NEW SYSTEM**

The National Water Commission (NWC) is working to resolve a few glitches and teething issues that have developed with the implementation of its new state-of-the-art Customer Information System (CIS) rolled-out during September.

According to the NWC the new CIS aimed at providing modern and effective information technology support facilities linking all key areas of the company's operations and customer contacts going forward has been working well so far. Most customers have received their new bills and are getting adjusted to the new system. However, as with the implementation of any major change of systems and processes, there have been a few issues that are now being corrected.

Some of the issues relate to technical problems being addressed within NWC while others relate to getting customers and other users adjusted to the new system. These issues include:

- **Delay in receipt of new bills by some customers;**
- **Changes in the billing cycle resulting in some customers receiving either longer-than-normal or shorter-than-normal billing periods;**
- **Unfamiliarity and other difficulties in using the new 14-digit Customer and Premises Numbers that replaces the previous 12-digit Account Number at some payment locations; and,**
- **Increased volume of calls and occasional difficulties in customers getting through to the toll free number (1-888-CALL NWC or 1-888-225-5692).**

While NWC continues to work at resolving all these issues, customers experiencing any of these difficulties are urged to:

- Continue to make payment as per usual on their average water supply bill, call the NWC Call Centre or check the NWC Website at [www.nwcjamaica.com](http://www.nwcjamaica.com) for their current balance;
- Check on the bill to determine the relevant billing period or number of days being billed for;

(more)

- Use the old Account Number in any instance that difficulty is encountered with the new Customer Number and Premises Number as all transactions using either set of numbers will be posted to the correct account; and,
- Ensure that they are calling the correct numbers (1-888-225-5692) when trying to access the NWC Call Centre.

According to Corporate Public Relations Manager Charles Buchanan, “The NWC apologizes for any inconvenience caused and asks that customers continue to bear with us while we work to maximize the benefits of the new system designed to serve our valued customers better.”

The system comes at no additional cost to customers and provides a number of benefits including an easier-to-read new bill giving new information to help customers better understand their water service account, better monitor their water usage, save water and save money as well as facilitating faster, easier and more efficient service.

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