



To: ALL NEWS EDITORS

Wednesday, May 25, 2011

NWC STEPS UP COLLECTIONS EFFORTS AND WARNS OF FRAUDSTERS

Even as the National Water Commission (NWC) continues to implement new measures to boost flagging collections and increasing receivables and delinquency, the water utility is also warning customers of reports of imposters posing as bill collectors or otherwise seeking to extort money from the public in relation to fictitious water bills.

The National Water Commission urges all our valued customers to pay their water bills in full and on time to any NWC Commercial Office islandwide or from hundreds of other authorized payment locations through financial institutions and bill payment outlets such as:

- **Paymaster**
- **Bill Express**
- **RBTT**
- **Jamaica National Building Society (JNBS)**
- **National Commercial Bank (NCB)**
- **PanCaribbean Ltd.**
- **Prime Trust Financial Corporation Cambio**
- **Alliance Financial Services**

Water bill payments may also be made via the telephone using either TeleMidas or TeleScotia as well as using online payment options at www.scotiabank.com.jm, www.jncb.com, www.billexpressonline.com or www.paymaster-online.com.

While the NWC is urging all its customers to pay their bills so as to ensure continued service, it also wants customers to ensure that they are making the payments only to duly authorized persons. Recently, it has come to the attention of the National Water Commission (NWC) that unscrupulous persons have been attempting to commit acts of fraud against members of the public by approaching customers and misrepresenting themselves as collecting funds on behalf of the NWC.

The National Water Commission wishes to advise and remind members of the public that, in the first instance, the NWC only collects cash for payment against customer accounts at the cashier counter at its Commercial Offices or through the offices of authorized payment agencies. No employee or anyone else is authorized to collect cash on behalf of the NWC on the streets or at customers' premises.

Secondly, all persons doing business on behalf of the NWC are duly identified and are required to produce their company identification at the customer's request.

Thirdly, persons in arrears to the Commission are always directed to make their payment to the NWC through its Commercial Offices or the offices of its authorized payment agencies.

The public is therefore warned not to pay cash to anyone approaching them at their premises and claiming to be collecting cash on behalf of the NWC and to be careful in transacting business with persons purporting to be doing so on behalf of the NWC. Any such suspicious approach by anyone should be reported to the nearest police station, 119, or the NWC's Security Department at 929-5430-5.

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