



TO: NEWS EDITORS

January 9, 2012

NWC RESUMES SATURDAY OPENING IN PORTMORE

After a hiatus of several years, the National Water Commission (NWC) will this week reintroduce Saturday opening at its Portmore Branch. On Saturday, January 14, the NWC will reopen its doors to welcome customers at Shop 1a Portmore Mall between the hours of 9:00 a.m. and 2:00 p.m. where the whole range of services will be offered.

The decision to return to this arrangement came after very careful analysis, spurred by increasing demand from our customers in the domicile community. Over recent years customers had been expressing to the NWC the inconvenience being experienced. According to one customer, "I work outside of Portmore and Saturday is the only time I get to pay my bills. The reopening of the NWC office will allow me to pay my water bill without having to pay a processing fee. I will also be able to get other customer service matters addressed".

The NWC will continue to assess the success of its operations and will, based on its findings, determine whether Saturday openings will be replicated in other parts of the island. The utility service provider once again welcomes all its customers and encourages as many of them as possible to make use of the facility to ensure that their customer experiences may be satisfied.

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