

NWC DOES IT AGAIN!

In a recent survey commissioned by the Office of Utilities Regulation (OUR), householders and commercial enterprises have indicated that they are most satisfied with the services of the National Water Commission (NWC) when compared with the other utility service providers in the island.

In the OUR National Consumer Survey 2003, 59% of respondents indicated a general satisfaction with the level of service offered by the NWC, covering accuracy and timeliness of bills, professionalism and courtesy of staff, reliability of service, and, speed in resolving problems. The survey also pointed to an overall satisfaction with the NWC's Call Centre services.

Commenting on the report, NWC President, E. G. Hunter said that the Commission was gratified but still committed to measures aimed at further improvements in customer satisfaction, service delivery and corporate image building.

"This number 1 position is not achieved by accident and cannot be sustained without deliberate effort. Customer satisfaction requires the continued commitment of scarce resources to customer service training, business policy commitments, maintenance of toll-free telephone contacts, a wider range of payment options infrastructure expansion, pump replacement projects, customer metering programme and other improvement projects that strengthen our ability to serve our customers", Mr. Hunter said.

Pointing to the significance of the Commission's achievements as indicated by the results of the survey, Mr. Hunter said that the achievement is even more significant considering the many challenges faced by the NWC in providing quality water supply to its many customers. Among these challenges he said, are the difficulties associated with providing piped water supply over Jamaica's hilly and mountainous terrain, increasing electricity and other operating costs, aged infrastructure and the necessary restructuring exercises currently being undertaken by the Commission.

The OUR National Consumer Survey was conducted between November 2002 and March 2003 by Market Research Services Ltd. to assess, among other things, the performance of the OUR and the three main utility service providers, namely, the NWC, Cable and Wireless Jamaica, and, the Jamaica Public Service Company Ltd.