



To: All News Editors

February 13, 2025

NWC launches new email address for Amnesty Programme

As part of continued efforts to streamline communication and ensure that customers can easily access information and support related to the Amnesty Programme, the National Water Commission (NWC) has launched a dedicated email address: **amnesty@nwc.com.jm**

Through this email address, customers can easily communicate with a representative from the NWC's Contact Centre to receive information about the programme that ends on March 31, 2025.

In addition to the new email address, customers may still get information about the programme by visiting an NWC office, calling the customer service team via the toll-free line 888-CALL-NWC (888-225-5692) or visiting the NWC website at www.nwcjamaica.com.

Meanwhile, the NWC is celebrating the success of the Amnesty Programme, with more than 8,500 customers responding positively to the initiative since its launch on January 2, 2025. Many customers have successfully formalised their contracts and had their water services reconnected, benefiting from much-needed relief on their debt to the utility.

The write-off initiative is designed to assist customers in settling outstanding balances and regaining access to essential water services.

Under the Amnesty Programme, residential customers whose accounts have been disconnected for six months or more will benefit from a waiver of reconnection fees and a 50% debt write-off, provided they pay the remaining 50%. Additionally, pensioners and PATH beneficiaries are eligible for a 100% discount on debts older than two years - applicable to both active and inactive accounts.

Customers in arrears can also access further benefits through the Customer Relief Measures, which offer discounts of between 25% and 50% based on the age of the outstanding debt.

Additionally, thousands of customers may get a share of \$7.6 million in cash and prizes in the NWC's Bill Free Promotion, which also runs until March 31, 2025. For this promotion, 350 residential customers who pay their bills on time and in full during the promotion period will receive \$20,000 each in water credit. Also, three customers who register for

NWC's e-bill service and meet the payment requirements will have the chance to win a share of \$600,000 in cash.

With the initiatives running until March 31, 2025, eligible customers are encouraged to take full advantage of these opportunities for relief and rewards.

-END-

CONTACTS:

Corporate Public Relations Department

876 929-1128, 876 929-5430-5

Community Relations Department (Eastern)

876 929-3540-5

Toll Free 888-225-5692