



**To: All News Editors**

**December 30, 2021**

## **NWC's upgrading of their Customer Information System to temporarily affect some On-line and related services**

Customers of the National Water Commission (NWC) may experience some disruption in the online and related customer services during the period December 31, 2021 through to January 4, 2022. This will be due to the current upgrading of the NWC's customer information system. The main services to be affected are as follows:

1. Online Bill Query via the Corporate Website – Customers can retrieve their bill balance information via this medium, however, transactions recorded will be as at December 29, 2021
2. iPay Online Payment Portal – Customer Bill Balance information will be as at December 29, 2021. Payments made from December 30, 2021 to January 4, 2022, will be updated to customers' accounts on January 4, 2022.
3. The Interactive Voice Response (IVR) via Toll Free line – The Account Bill Balance option will provide customer balances as at December 29, 2021. Customers may also speak directly with an agent for additional information.
4. Customary Text message notification in relation to Bill related information will be suspended as of December 31, 2021 through to January 4, 2022. All other general text messages such as disruptions will continue to be distributed as deemed necessary.

Customers making payments at the Commercial Offices during the disruption period must present a copy of the bill information with the correct account number to complete the bill payment transactions. Additionally, Online Applications for Service via the NWC website may still be submitted, however, customers may experience minor delays in response during the unavailability period stated.

The upgrading of the Customer Information System is being implemented as part of an overall drive to improve service delivery to customers using various online platforms. Among the benefits to be derived from the upgraded system include but not limited to real time information for customer payments, facilitation of multiple email addresses per customer account as well as the introduction of the Customer Web Access portal for customer self-services.

We do appreciate your understanding during this time and will continue to serve you in so many ways.

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