



TO: NEWS EDITORS

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NWC NOT OPPOSED TO OUR AUDIT

The National Water Commission (NWC) welcomes the announcement by the Office of Utilities Regulation (OUR) of its intention to undertake an audit of the National Water Commission's Billing and Metering System.

NWC President Mark Barnett said that as a statutory body and an extensively regulated utility service provider, the NWC is always open to appropriate scrutiny and examination of its systems and operations. Mr. Barnett further points out that the present NWC Billing and Metering System is extensively used by local and international utilities and was implemented with the full knowledge of the Office of Utilities Regulation (OUR) and other critical stakeholders.

The Customer Suite system used by the NWC since 2009 was recognized then as the industry-leading customer care and revenue cycle management system providing a single solution for managing all customer-interfacing processes from simple inquiries to complex billing and billing investigations.

According to the NWC, while no system is perfect, it is confident that its Billing and Metering System and the bills being generated are accurate and timely. The NWC is therefore not opposed to the OUR auditing its system.