



To: The News Editor

March 20, 2018

**NWC REVIEWING LATE FEES CHARGED IN MARCH 2018**  
**CUSTOMERS TO IGNORE LATE FEES FOR BILLS PAID ON TIME**

The National Water Commission is advising that a number of customers' accounts have been impacted by an erroneous applied late payment fee of \$250.00. This charges will appear on some customer bills printed in March 2018 and may have been incorrectly applied to a number of accounts for which the overdue balances have already been paid.

The public is being assured that the NWC is aware of the issues surrounding the incorrect charges and has taken the necessary steps to have this anomaly corrected within the shortest possible time.

The NWC currently rewards customers with an early payment incentive for full payments that are made on or before the due date. However, if the bill is not paid on time or in full then a late fee is applicable.

For further queries and balance updates customers may contact the NWC's Call Centre at 1-888-225-5692 or email us at [customercare@nwc.com.jm](mailto:customercare@nwc.com.jm) .

The NWC sincerely regrets this error and craves the patience and understanding of its valued customers whilst the issue is being corrected.

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