



To: All News Editors

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NWC URGES CUSTOMERS TO CHECK THEIR CONNECTIONS

“Check your water supply connections regularly,” that’s the advice to customers from the National Water Commission (NWC), Jamaica’s premier provider of more than 90% of the potable water delivered in Jamaica.

The advice comes as part of the Commission’s ongoing public education where it seeks to educate and advise customers on common problems observed in the utility service.

Since late 2016 when the NWC started doing active leak detection in Kingston and St. Andrew using special listening devices, nearly 3,000 of the 4,700 leaks found have involved service connections – both on the NWC side and the customer side.

According to Corporate Public Relations Manager Charles Buchanan, it is important to remind customers from time to time that their responsibility for the pipes and water usage on their property begins at the point immediately after the meter.

In other words, Buchanan says, “the NWC is responsible for the water mains along the public roadway and also for the portion of the service connection leading from the public main to the water meter usually situated near the boundary on the customer’s property. The customer is responsible for the pipe network from the point it leaves the meters and all the way through the property and even if it goes underneath the building.”

Customers are reminded that each customer connection should have a customer lock-off and non-return valve, especially where a water storage tank is on the property. These devices are to allow the customer to be able to lock-off all water to their property in order to do repairs to

leaks and for any other purpose, or to prevent water from the property from flowing out into the public mains.

Buchanan emphasizes that each customer should have their own lock-off on the customer's side of the service connection and not rely on the NWC lock-off between the meter and the main on the road.

According to Buchanan many issues of poor water supply service at a property are related to problems with the pipeline on the property. He cites instances in which NWC customers develop leaks on their properties and have great difficulty and cost because they had not installed a lock-off valve for themselves. Non-return valves and these other devices may also develop defects and so it is important that customers do periodic checks to see that all parts of their water service infrastructure is working well.

The NWC also points to many instances where, although water is reaching the meter at good pressure, leaks or blockages on the customer side of the connection results in poor supply to reach other parts of the property.

"Please check your water connections and other parts of your pipeline networks regularly," he urges. "That simple checking can save you a lot of money and inconvenience."

