



## **NWC INTENSIFIES CUSTOMER ENGAGEMENT**

### **..company launches second phase of customer connections programme..**

The Darliston Transportation Centre in Westmoreland was abuzz with activity as the National Water Commission (NWC) rolled out the second phase of its customer engagement and community outreach programme – ‘customer connections’, today. The initiative is in keeping with the NWC’s continued drive to strengthen stakeholder relations, and is being used as a vehicle to provide critical services, disseminate information and facilitate dialogue.

Customer Connections was first launched in June 2017 and provided the opportunity for persons in seven major towns across western Jamaica to obtain vital information about NWC services and access to free health care. This year, the Agency seeks to positively impact the lives of residents in thirteen communities across six parishes in western Jamaica.

This targeted approach includes the set-up of a mobile office equipped to facilitate bill payment, applications for water, bill queries and to disseminate information on how to read the water meter and check for leaks. To further enhance the experience, the NWC has re-established a partnership with Western Regional Health Authority to provide free HIV, blood pressure, sugar and cholesterol tests. As an added benefit, the NWC has also brought on board the Registrar General’s Department to facilitate birth, marriage and death certificate applications and the HEART Trust-NTA to offer information on training opportunities.

According to the Vice President, Kevin Kerr the customer connections programme is one of several engagement approaches being employed by the NWC. “It is a valuable customer driven initiative which takes us into communities to the people we serve, as we aim to improve service delivery. We hope that this initiative will engender greater compliance and empower individuals to become more responsible citizens”, he said.

The next stop under the second phase of the programme will be on Wednesday July 11, 2018 at the Haughton Playing Field in Green Island, Hanover.