



December 7, 2018

NWC Still Offering “Welcome Back” to Delinquent Customers

The National Water Commission (NWC) is reminding the public that, among the range of measures that it is employing to manage bill payment and delinquency, it is still offering a Welcome Back Programme to delinquent former customers who wish to re-start a paying relationship with the utility.

Under the **Welcome Back Programme**, persons who contact the NWC may be offered:

- **Flexible, Personalized Payment Plans** with extended payment arrangements ranging from 6-36 months, to clear arrears while paying for current consumption.
- The waiving of reconnection fees as an incentive for the restoration of supply.
- Some portion of the debt may be forgiven or written off (subject to special conditions applied).
- Suspension of any legal action or placement of liens against the property that the Commission might otherwise take, so long as the Welcome Back agreements are being kept.

The Welcome Back Programme is only one of a mixture of incentives being offered to the public to regularize their payment relationship with the NWC or face more punitive revenue recovery action including prosecution of persons found trespassing on the works of the NWC, increased bailiff activities and civil litigation for debt recovery.

Recently, the National Water Commission reported that it had successfully initiated more than 50 different court actions in recent months against persons in its Eastern Division alone.

-END-