

# Guaranteed Service Standards Customer Claim Form

Note: Customers\* must submit claim within 120 days of the perceived breach.



**Section A: Customer Information**

1. Company Name (if applicable):

2. First Name:  3. Last Name:

4. Service Address:

5. Contact Numbers:

6. TRN:

7. ID Type:  Driver's Licence  Passport  Voter's  
 8. ID #:

9. Customer Number:  Premises Number:

10. Customer Signature: \_\_\_\_\_

**Section B: Description of Breach**

11. State the Standard Breached:

12. Describe the Breach: \_\_\_\_\_  
 \_\_\_\_\_

**Section C: For The NWC Use Only**

Date Claim Received (dd/mm/yyyy):  Employee Number:  Received By (Full Name & Signature): \_\_\_\_\_

Date and Time Service Delivered:  am/pm Date and Time Service Delivered:  am/pm

Compensatory Payment \$ \_\_\_\_\_ to be applied to Customer & Premises Number: \_\_\_\_\_

Approved By (CRM): \_\_\_\_\_ Date: \_\_\_\_\_ (dd/mm/yyyy)

Date Account Credited: \_\_\_\_\_ Cost Centre Number: \_\_\_\_\_

Date CS Updated: \_\_\_\_\_ (dd/mm/yyyy)

**Section D: Customer Receipt**

**Section D: Customer Receipt**

Contact Code	_____ Date: _____
State the Standard Breached	<input type="text" value="W"/> <input type="text" value="G"/> <input type="text" value="S"/> <input type="text"/>
Customer & Premises	_____
Address	_____
Employee Name & Signature	_____

\* Customer means a legitimate account holder with the National Water Commission.

# Guaranteed Standards of Service

Effective October 03, 2013

CODE	NAME OF STANDARD	STANDARD	DESCRIPTION
<b>WGS1</b>	Access	Connection to Supply	Maximum of ten (10) working days to connect supply and install meter after establishment of contract. <b>Compensation type: Claim</b>
<b>WGS2</b>	Delivery of bills	Issue of first bill	Maximum of forty (40) working days after connection of supply. <b>Compensation type: Claim</b>
<b>WGS3</b>	Appointments	Issue of first bill	Must make and keep an appointment at customers request and must notify customer within reasonable time prior to appointed time, if the appointment will not be kept. <b>Compensation type: Claim</b>
<b>WGS4(a)</b>	Complaints	Acknowledgement	Maximum of five (5) working days to acknowledge customer written complaints after receipt. <b>Compensation type: Claim</b>
<b>WGS4(b)</b>	Complaints	Investigations	Maximum of thirty (30) working days from the date of receipt of the complaint to complete investigation and respond or an update <b>Compensation type: Claim</b>
<b>WGS5</b>	Disconnection	Wrongful Disconnection	Where the NWC disconnects a supply that has no overdue amount or is currently under investigation by the OUR or the NWC and only the disputed amount is in arrears. <b>Compensation type: Automatic</b>
<b>WGS6</b>	Account Status	Issue of account status	Meter to be read on same day customer is moving, if on a weekday; within two (2) working days of move if on a weekend, providing five (5) working days' notice if move is given. Maximum time of fifteen (15) working days to provide final bill after move and forty five (45) days to refund credit where applicable. <b>Compensation type: Claim</b>
<b>WGS7</b>	Water Meters	Meter Installation	Maximum of thirty (30) working days to install meter on customer's request <b>Compensation type: Claim</b>
<b>WGS8</b>	Water Meters	Repair or replacement of faulty meters	Maximum of twenty (20) working days to verify, repair or replace meter after defect is identified or reported. <b>Compensation type: Automatic</b>
<b>WGS9</b>	Water Meters	Changing Meters	NWC must provide customer with details of the date of the change, the reading on the old meter on the day and serial number of the new meter. <b>Compensation type: Claim</b>
<b>WGS10(a)</b>	Water Meters	Meter Reading	There should NOT be more than two (2) consecutive estimated bills (where the company has access to meter) <b>Compensation type: Automatic</b>
<b>WGS10(b)</b>	Water Meters	Exceptional Meter Reading	Where consumption increases by at least fifty percent(50%) the customer is to be alerted within one billing period. <b>Compensation type: Claim</b>
<b>WGS11</b>	Reconnection	Reconnection after payment of overdue amount.	Maximum of twenty-four (24) hours to restore supply <b>Compensation type: Automatic</b>
<b>WGS12</b>	Reconnection	Reconnection after wrongful disconnection	NWC must reconnect a supply that was inadvertently disconnected within eight (8) hours of being notified of the error. <b>Compensation type: Automatic</b>
<b>WGS13</b>	Compensation	Payment of compensation	Maximum of thirty (30) working days to process and apply credit to customer's account.
<b>WGS14</b>	Estimation of Consumption	Method of Estimation	An estimated bill should be based on the average of the last three (3) readings. <b>Compensation type: Automatic</b>
<b>WGS15</b>	Billing Adjustment	Timeliness of adjustment to customer's Account	Where necessary, customer's account must be billed for an adjustment within three (3) months of (i) identification of error; or (ii) subsequent to replacement of faulty meter. <b>Compensation type: Claim</b>

**NOTE:** Claim forms received as attachment to written correspondence should be completed by the receiving officer and the receipt mailed to the customer along with the acknowledgement letter within the time frame specified in the NWC's Business policy.