



**DON'T** waste **TIME!**

Stay off the **LINE**

Get your bill and PAY HOW YOU LIKE!

# CUSTOMER SERVICE GUIDE

“Committed to **Growth**, Committed to **Quality**”



**WE'VE GONE  
PAPERLESS!  
GET YOUR BILLS  
BY EMAIL**

**SIGN UP FOR  
E-NOTIFICATION  
TODAY**



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## Our Vision

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“COMMITTED TO GROWTH, COMMITTED TO QUALITY”



## Our Mission

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To transform the Corporation into an efficient, customer focused organization that provides quality service and enjoys a reputation for consistently high performance.

# WELCOME TO THE WATER & SEWERAGE CORPORATION

It is with great pleasure that we welcome you to the Water and Sewerage Corporation! You are being served by one of the most unique water and sewerage utilities in the Caribbean.

The Water and Sewerage Corporation (WSC) is under the jurisdiction of the Minister of Works & Urban Development. The Corporation is a wholly owned Government organization, entrusted with managing, maintaining, distributing and developing the water resources of The Bahamas.

The Water and Sewerage Corporation Act of 1976 established the Water and Sewerage Corporation and defines the responsibilities of the Corporation, including but not limited to:

- Providing water supplies for domestic, business, and other uses;
- Providing adequate drainage and disposal of sewage and other effluent;
- Expanding and extending the Commonwealth's water and sewer systems to all parts of the country;
- Ensuring and controlling the optimum development and use of the nation's water resources;
- Serving as advisor to the Minister responsible for the water and sewerage resources and systems of the nation;
- Drafting regulations for the responsible Minister's consideration and approval; and
- Registering and servicing users of the water and sewerage systems.

You will be served by a team of dedicated personnel, committed to providing our customers with quality service and product. We are likewise committed to quick and efficient resolutions to issues, challenges, and concerns brought to our attention. We value all of our customers.

For all new and potential customers, we are ready to welcome you. And, to our existing customers, we say thank you for your patronage and loyalty to the safest source of potable water and wastewater treatment available to you, for your health and safety.

# INTRODUCTION

The Water & Sewerage Corporation is focused on fulfilling our mandate of maintaining a high level of corporate integrity and excellence in everything we do. With each stage of our growth, we have held true to our vision and mission. As we move forward, we will continue to enhance and expand our technologies and skill sets to meet the changing needs of the Bahamian people.

## **THE USE OF PRIVATE OR ALTERNATE SUPPLY**

There is a common misconception that private well water is safe and inexpensive. In reality, the utilization of private well water is unsafe, and could easily be a contributing factor to a number of health issues being experienced today. We are simply putting our health, and that of our families, at serious risk. Businesses, particularly restaurants, schools and preschools are required by law, to connect and remain connected, to the treated water provided by WSC, and should avoid using well water to prepare food, wash hands or utensils, as this poses a serious risk of contracting water-borne diseases.

## **WATER TREATMENT**

The Water and Sewerage Corporation treats and monitors its water supply to ensure it meets all local and international water quality standards. This is our promise and commitment to our customers.

## **SEWAGE COLLECTION, TREATMENT & DISPOSAL**

Our responsibility does not rest solely with water treatment. Safe collection, treatment and disposal of sewage is also our concern, and we recognize our duty to assist in monitoring and enforcing, any laws that seek to protect our already fragile environment from further damage.

With these environmental and public health issues in mind, we are pleased to provide our informational booklet that will answer some of the most frequently asked questions about our services.

# WSC CONTACT INFORMATION

## NEW PROVIDENCE

### Main Office

E George Moss Building  
#38 University Drive  
P.O.BOX N-3905

Contact Centre: (242) 302-5599

Emergencies: (242) 325-0505

Pay by Phone: (242) 302-5630

### Office Hours:

- Monday - Friday from 8:30am - 6:00pm

### Our E-Mail Address for:

- General Information:
- Customer Complaints:
- New Connections (include your emailed application):
- Reconnections:
- E Notification Sign Up:
- VAT Business Registrants

### Our Website:

Toll Free: (242) 300-0150

### Mall at Marathon Office

Telephone: (242) 394-0155/6

### Office Hours:

- Monday - Friday from 8:30am - 6:00pm
- Saturdays from 9:30am - 3:00pm

### Family Island Administration

#90 University Drive

### Office Hours:

- Monday - Friday from 9:00am - 5:00pm

[wcinfo@wsc.com.bs](mailto:wcinfo@wsc.com.bs)

[help@wsc.com.bs](mailto:help@wsc.com.bs)

[wccconnect@wsc.com.bs](mailto:wccconnect@wsc.com.bs)

[wccconnect@wsc.com.bs](mailto:wccconnect@wsc.com.bs)

[www.wsc.bs/signup](http://www.wsc.bs/signup)

[vat@wsc.com.bs](mailto:vat@wsc.com.bs)

[www.wsc.com.bs](http://www.wsc.com.bs)



## **FAMILY ISLANDS**

Office Hours: Monday - Friday from 9:00am - 5:00pm

### **ABACO**

Queens Highway, Marsh Harbour  
(242) 367-2995  
(242) 367-2993

#### **Sub-offices:**

Treasure Cay  
(242) 365-8936  
Cooper's Town  
(242) 365-0093  
Green Turtle Cay  
(242) 367-4345  
(242) 367-2993  
Grand Cay & Moore's Island  
(242) 367-2995

### **ANDROS**

Queens Highway, Nicholls Town  
(242) 329-2025  
(242) 329-2014

#### **Sub-offices:**

Fresh Creek (Central)  
(242) 368-2407  
(242) 368-2809  
The Bluff (South)  
(242) 369-4674  
(242) 369-4675  
Mangrove Cay  
(242) 369-0888  
(242) 369-0887

### **ACKLINS**

Snug Corner  
(242) 344-3690  
(242) 344-3691

### **BIMINI**

Alice Town  
(242) 347-3454  
(242) 347-3457

### **ELEUTHERA**

Governor's Harbour  
(242) 332-2370  
(242) 332-3164

#### **Sub-offices:**

Lower Bogue  
(242) 335-1250  
Harbour Island  
(242) 333-2417  
(242) 333-2418  
Rock Sound  
(242) 334-2680  
Spanish Wells  
(242) 333-4762  
(242) 333-4756

### **EXUMA**

George Town  
(242) 344-3690  
(242) 344-3691

#### **Sub-office:**

Black Point  
(242) 355-3073  
(242) 333-4756

### **INAGUA**

Matthew Town  
(242) 339-1600  
(242) 339-2088

### **LONG ISLAND**

Deadman's Cay  
(242) 337-0972  
(242) 337-0927

### **RAGGED ISLAND**

Duncan Town  
(242) 344-1508

### **SAN SALVADOR**

Cockburn Town  
(242) 331-2150

### **MAYAGUANA**

(242) 225-6209



## We've heard you, We've Listened, We've Responded.

Landlords, you no longer have to pay for your tenants water bill. The renter can pay for their own. Why not give your tenants permission to apply for their own account today?

COMMITTED TO **GROWTH.** COMMITTED TO **QUALITY.**



Contact us today for more info  
**(242) 302-5599 | [wsc.com.bs](http://wsc.com.bs)**



# AGREEMENTS FOR SERVICES.

## GENERAL CONDITIONS FOR THE AGREEMENT OF SERVICES

### CONTRACTUAL OBLIGATION

A completed application is deemed to be a written contract for service, and shall be in full force and in effect until one of the following conditions exist:

- The Account holder/application/party contracting for service(s) notifies the Corporation, in writing, of the sale of the premises at the service location, supported by documented proof of mentioned sale, or notification that:
  - The premises have been demolished, broken down or has become uninhabitable, or
  - The account has been terminated and made final by the Corporation, due to non-payment.

Note that:

- i. **WATER ONLY Accounts** can be made final.  
In the case of a final account it shall be:
  - Terminated
  - Final reading obtained
  - Final bill rendered during which time the deposit applied or final bill credit amount is refunded.
  - Should the bill result in a credit, a refund cheque is prepared for the account holder.
- ii. **COMBINATION SERVICE Accounts** (i.e. water and sewer services) \*water service only will be made inactive.

The Corporation shall enter into an Agreement for Service via the application with each customer, which shall define the contractual obligation of the customer and the Corporation. In the event an Agreement for Service has not been entered into between the Corporation and the customer, the use and acceptance of service shall constitute ratification and acceptance of the terms and conditions of service applicable to all customers similarly situated, as described, *pursuant to the law, The WSC Act, 1976 and associated legislation.*

Your right to uninterrupted service depends upon acceptance of responsibilities outlined on the application form. You should also be aware that illegal connection of the water supply, or cross connection of any other supply to the Corporation's, are criminal acts that carry penalties under the law.

### **REJECTION OF APPLICATION - SERVICE REASON**

WSC reserves the right to reject an application for service that would not be available under a standard connection, or that would involve excessive service cost, or that would likely negatively affect the supply of service to other customers, or for other good and sufficient reasons.

### **REJECTION OF APPLICATION - CUSTOMER REASON**

WSC reserves the right to reject an application for service if the applicant is delinquent in payment of water and/or sewer bills at any location. In addition, if a property owner has received water and/or sewer service for which he/she has not paid, WSC may reject an application for service by anyone at that location until the bill has been paid.

### **SERVICE ACROSS PRIVATE PROPERTY**

Water and sewer service will not be extended across private property. It will be the responsibility of the property owner to provide the service lateral from the structure to the right-of-way or utility easement, where the constructed water and/or sewer main are located. The customer requesting service will also be responsible for procuring the necessary access across the private property lying between WSC's infrastructure, and the customer to be served.

### **INCOMPLETE OR FALSE INFORMATION**

- If any of the information provided to the Corporation, to establish an account, or transfer an existing account is incomplete, WSC may deny service to the premises, or may delay the service, until the information is provided to the satisfaction of WSC;
- If any of the information provided to the Corporation to establish an account, or transfer an existing account is false, WSC may disconnect the service to the premises, and seek legal recourse.

### **JOINT LIABILITY**

- Spouses receiving service to premises they jointly own or occupy are deemed to be joint customers-of-record, and shall be jointly and severally liable for unpaid delinquent charges.
- If service is provided to property owned by a person jointly with the customer-of-record, or if the customer-of-record is an agent or property manager for one or more owners of property, the joint owners shall all be treated as customers, and each shall remain jointly and severally liable with the customer-of-record for unpaid delinquent charges.
- WSC may request proof of residency or ownership when occupancy and/or liability is in question.

## SERVICES/SECURITY DEPOSITS

Service deposits are payable to the Corporation pursuant to *The WSC Act, 1976, Subsidiary Legislation, WSC Water Supply Section 39 (19) (3): Deposits in respect of the distribution and supply of water shall be as follows—*

- *For dwelling houses (including apartments), with one (1) bathroom or one water closet or otherwise supplied with water -- \$61.60;*
- *For dwelling houses (including apartments), with two (2) or more bathrooms or two (2) or more water closets --\$128.80;*
- *For commercial establishments (excluding apartments) - such amount as is equivalent to the average or estimated billing per meter per quarter but being an amount not less than \$128.80.*

	<b>New Providence</b>	<b>Family Islands</b>
Residence with one (1) bathroom (including apartments)	\$61.60	\$22.40
Residence with two (2) or more bathrooms	\$128.80	\$44.80
Non-residential minimum average	\$252.00	\$44.80

The Corporation reserves the right to apply service deposits to the outstanding balance after one (1) year of no payment, pursuant to WSC policy and procedures, and The WSC Act, 1976.

## OCCUPANCY CERTIFICATE

### NEW ACCOUNTS

As set forth in The WSC Act, 1976, Section 21(2):

“...The application shall be made before occupation of the premises.”

THE BUILDINGS CONTROL DIVISION WILL NOT ISSUE AN OCCUPANCY CERTIFICATE FOR A BUILDING, WHICH REQUIRES CONNECTION TO THE PUBLIC WATER SYSTEM, UNTIL PROOF OF APPLICATION FOR THE SUPPLY OF WATER IS PRESENTED.

For further details, please see the Application Process on page 29.

## **EXISTING ACCOUNTS**

Customers with existing accounts, who require approval of occupancy form, must satisfy all outstanding charges, before the occupancy form is stamped.

## **POSTAL ADDRESS CHANGE**

Request for address changes must be submitted in writing, including email or facsimile. Note that an owner, who wishes to have bills mailed to a tenant, may request this service, in writing, but the account will remain in the owner's name, who shall remain ultimately responsible in every aspect for the account.

## **CHANGE OF OWNERSHIP**

It is important to notify the Corporation when buying or selling a property, to facilitate the issuance of a final bill to the seller, and the establishment of a new account (new Customer ID number, in particular) for the buyer. Failure, on the part of the former owner, can result in a continuation of the seller's liability to the Corporation, and the interruption of the buyer's service.

Both the buyer and seller should complete Change of Ownership forms and submit, along with proof of sale/purchase of the property, to a WSC Customer Service Centre. As set forth in *The WSC Act, 1976, Subsidiary Legislation, WSC Water Supply Section 39 (14)*:

- 1) *The owner of any house or premises supplied with water by the Minister, or any other person liable for payment of charges for water, shall give to the Minister notice in writing of his intention to discontinue the use of such water or of the intention on the part of the occupier to vacate such house or premises, seven clear days before such discontinuance or such vacation and if such person neglects to give such notice, he shall be liable to pay for all water registered by the meter until the use of the water is discontinued or the house or premises become vacant, as the case may be whichever is the later date.*
- 2) *The notice required by paragraph (1) of this rule shall be of no effect unless it be in writing signed by or on behalf of the person liable for payment of the water charges and be left at or sent by prepaid registered letter post to the office of the Minister.*

The new owner is to provide supportive documentation, for details, see the Application Process on page 29.

## **TRANSFERS OF BALANCES**

- Transfers of balances are permitted pursuant to the written request of the account holders.
- Where a person, liable for delinquent charges at one address, is found to have an account in his name at another address, the delinquent amounts due at the previous address may be transferred to the account at the new address and service may be discontinued at the new address until the delinquent amounts are paid. The name on the account need not be the same if ownership or residency can be established.

## **CUSTOMER'S PLUMBING**

WSC does not assume the responsibility of inspecting the user's piping or apparatuses.

## **CUSTOMER-SIDE MAINTENANCE**

The customer's piping and apparatuses shall be installed and maintained at the customer's expense, in a safe and efficient manner in accordance with WSC's policies and procedures, and in full compliance with the sanitary regulations of Water and Sewerage Corporation.

## **ABANDONED SERVICE LINES**

Any service line, installed by WSC, where no payment has been made by the customer for up to six (6) years following the date of installation, or date of discontinuance of service, shall be deemed abandoned, and may result in the removal/deactivation by WSC, at its discretion. Reinstallation and/or reinstatement of any service line that has been removed/deactivated under this policy shall be in accordance with WSC's New Connection policies and procedures.

# DISCONNECTIONS & RECONNECTIONS OF SERVICES

## UNOCCUPIED PREMISES

### WATER

To safeguard your services, in the event of absence, if you are leaving your premises for a period one (1) month or longer, we recommend that:

- i. You contact your nearest Customer Service Centre.
- ii. Request to have your meter read, and the water supply disconnected.

#### Note that:

- A fee is applicable for this service and minimum charges will continue during the period the meter is off.
- If leaving premises for a shorter period, we recommend that you turn off your cut-off valve.

Arrangements can be made to have the meter read and reconnected, by leaving those instructions in advance, or calling when you are ready for service.

In the event that a tenant vacates the property, it remains the responsibility of the owner, to request a special meter reading. Meters will be read within two (2) working days of notice of change of tenancy, to ensure the last bill covers the period of their occupancy.

### SEWER

If your premises are connected to city sewer, no adjustments will be made for temporarily unoccupied premises. However, if the premises are unoccupied for six (6) months or longer, the Corporation may be notified in writing. Upon receipt of the notice, the premises are inspected to confirm the unoccupied status, and the account may be reviewed for any adjustments. As set forth in The WSC Act, 1976, Subsidiary Legislation, WSC Sewerage Rates Regulation Section 39 (6): Where the Corporation is satisfied that any premises has been vacant for a period of not less than six (6) months, the Corporation may in its discretion grant the owner of those premises relief from the payment of any sum payable under Regulation 3, but such relief shall not exceed an amount equivalent to one-half of the sewerage charge payable during that period.

Hotels experiencing less than 30% occupancy for at least six (6) months at a time may also apply for a sewerage rebate.

Note that: The customer may apply on an annual basis for additional consideration.



## **GETTING YOUR WATER SUPPLY RECONNECTED AFTER DISCONNECTION**

A customer will be deemed to have satisfied the requirements for reinstatement and/or reconnection subject to the following:

- Payment in full of the balance due, net of any approved adjustments not yet posted.
- Payment of security deposit, as necessary, to meet current requirements.
- Payment of reconnection fee, and or
- Alternative arrangements to satisfy all of the above, via an installation payment plan.

Additional charges may be warranted for the reinstatement and/or reconnection of services.

### **ACTIVE ACCOUNTS**

Under normal circumstances, the Corporation undertakes to reconnect, on the same day, all accounts, for which payment is received by 6:00 p.m. Reconnections for payments made after 6:00 p.m., cannot be guaranteed.

### **DORMANT ACCOUNTS**

Accounts that have been dormant (i.e. no water usage) for twelve (12) months or more, may require additional measures, to include, clearing of the service line. In such case, same day reconnection is not guaranteed. However, the Corporation will ensure timely response to such requests.

# **ACCESS TO PROPERTY**

## **TIME OF ENTRY**

The Corporation's personnel are to be granted entry to your premises at a time deemed reasonable to conduct business on behalf of the organization.

## **IDENTIFICATION**

The Corporation's uniform and/or identification card are to be worn by its personnel to conduct business on behalf of the Corporation as pursuant to The WSC Act, 1976, Subsidiary Legislation, WSC Water Supply Rules Section 39 (17): Any person appointed by the Corporation for the purposes of Section 6(1) (e) of The Act, to inspect and examine pipes, meters, fittings, works and apparatus for the supply of water shall be dressed whether in the uniform clothing of the Ministry or provided with an authority signed by a responsible official of the Ministry, which said authority must be produced if required by the owner or occupier of any premises which are being inspected.

Additionally, all employees conducting business on behalf of WSC shall be operating in a marked WSC vehicle.

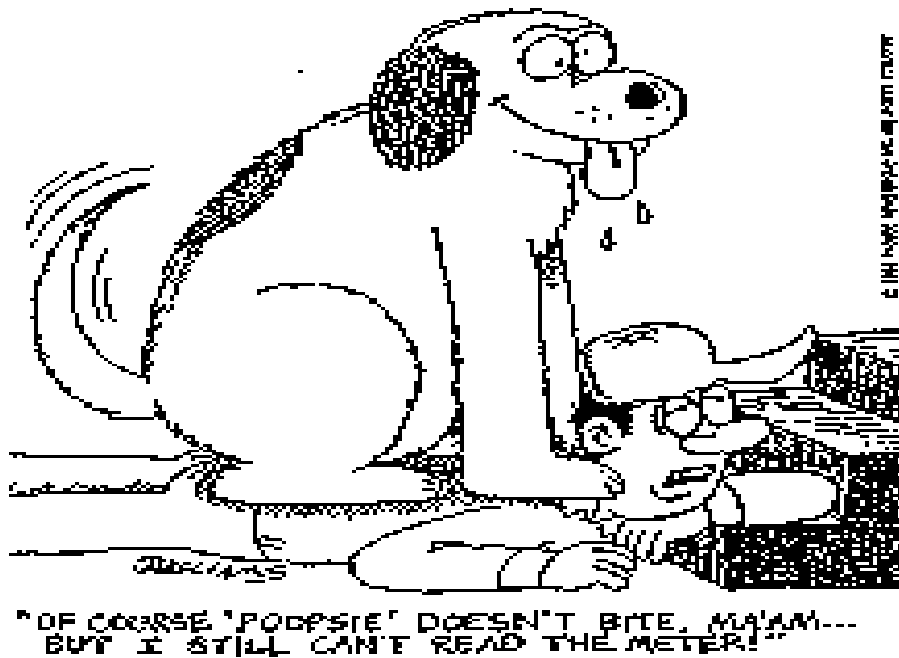
## **ACCESS TO PROPERTY**

Each customer shall grant or convey, or shall cause to be granted or conveyed, to the Corporation a perpetual easement and/or right-of-way across any property owned or controlled by the customer wherever said perpetual easement and/or right-of-way is necessary for the Corporation's water and/or sewer facilities and lines to be able to serve the customer.

# Is your water meter accessible?

## HELP US TO HELP YOU TO:

- Avoid the hassle of undue billing estimations, and billing corrections. Let's get it right the first time!
- Avoid the inconvenience of disconnections due to non-receipt of water bills.



(For additional information, see page 32)

# **BILLING**

## **BILLING DISPUTES**

In the event of a billing dispute, the customer shall contact any of the Corporation's Customer Services Centres, the Call Centre, or email [help@wsc.com.bs](mailto:help@wsc.com.bs), to request an investigation of the account.

The Corporation will:

- i. Investigate the billing and respond in writing within ten (10) business days.
  - ii. Not disconnect service for non-payment of the disputed amount while the dispute is under review pursuant to its policies and procedures, provided that such review has been commenced prior to the account becoming delinquent or past due.
- At a minimum, payment equal to the customer's average monthly/quarterly bill/usage must be received by the Corporation, to avoid interruption of service.
  - The customer's average monthly or quarterly usage will be the average of the customer's usage for the preceding 12-month period. Where no previous usage history exists, consumption for calculating the average monthly usage will be estimated on the basis of usage levels of similar customers under similar conditions.

## **BILLING ERRORS AND/OR OMISSIONS**

Bills will be adjusted in full for clerical or computer errors. However, if the error was billing for services which were never rendered (for example charging you for water whilst you were using a private system), an adjustment will be made to reverse water charges, and a service call will be made to your property to ensure that a cross connection does not exist. A gate or check valve will be installed, at a fee, to eliminate any cross connection.

## **BILLING CORRECTIONS**

In the event a billing correction is required, the Corporation reserves the right to provide a revised bill in order to rectify the bill, and will notify the customer in writing of any bill corrections.

### **BILLING CYCLE/PERIOD**

Meters shall be read and customers billed on a quarterly or monthly basis. If your meter is not read quarterly or monthly, the Corporation reserves the right to estimate your bill based on your past consumption for no more than two (2) consecutive periods. If your account is estimated, you may contact the Corporation to request a reading of your meter.

The amount billed shall be based upon the amount of water passing through the water meter, which shall constitute prima facie evidence of the quantity of water delivered to the customer.

### **PRORATION**

If a total period of service is less than the normal billing period for opening and closing bills, such bills will be prorated on a daily basis.

### **NON-RECEIPT OF BILLS**

The Corporation shall not be responsible for bills that are not delivered by the Bahamas Postal Service. If you do not receive your bill by the end of your month or quarter, as applicable, you should contact the Water and Sewerage's Call Centre at 302-5599, or toll free from the Family Islands at 242-300-0150, for your balance, or email [help@wsc.com.bs](mailto:help@wsc.com.bs).

### **E NOTIFICATION SIGNUP**

With e-notifications you'll get your statement sent directly to your smart phone or computer every time, so you don't have to wait for it in the mail!

### **DISCOVERY OF UNBILLED ACCOUNTS**

If we discover that you have received water and/or sewer service, but we have not billed you, or incorrectly billed you, we will send you a bill for up to three (3) years of service, even if you received service for more than three (3) years and were not billed for it. No interest charges are included for unbilled past service. Of course, if your account has been in your name for less than three (3) years, or if we can determine that the billing error or omission began less than three (3) years ago, we will prepare the bill accordingly. If the amount due is large you may qualify for an installment payment plan.


### **HIGH BILLS**

Almost all homes develop plumbing leaks over time. These leaks can add up to a significant amount of wasted water. Toilet tanks are often the largest source of water loss in your home. They are notorious for their hidden, silent loss of water. Just a small invisible toilet leak of only two (2) tablespoons per minute, comes to 15 gallons per day, 105 gallons per week, and 5,460 gallons per year.

A good way to check for a toilet leak is to add a couple drops of food coloring to the inside of the tank section. Wait approximately five (5) minutes and check the bowl of the toilet. If the color has been drawn into the bowl then you most likely have a leak. Toilet tank leaks typically result from worn parts that may need replacing or from misalignment of some part of the flushing mechanism. If you have tested your toilets and they are working properly, the next thing to look for is a leaky faucet or hose.

## HOW TO READ YOUR WATER BILL

SERVICE ADDRESS			
NASSAU			
ACCOUNT NUMBER	CYCLE	BILL DATE	DUE DATE
999999-999998	20-21	3/5/15	4/14/15
Total New Charges		392.00	
Overdue Balance		99.51	
Total Balance Due		491.51	



**887 THOMPSON BLVD.**  
**P.O. BOX N-3905, NASSAU, BAHAMAS**  
**TELEPHONE: (242) 302-5599**  
**FAX: (242) 328-3896**  
**PAY BY PHONE: (242) 302-5630**  
**TAX ID NO: 108031342**

PAYMENT TYPE  CHEQUE  SUNCARD  
 VISA  MASTERCARD

SAMPLE CUSTOMER  
 123 ANYWHERE ST  
 P.O. BOX XX-12345

CARD # \_\_\_\_\_  
 EXPIRY DATE \_\_\_\_\_  
 PAYMENT AMOUNT \$ \_\_\_\_\_  
 SIGNATURE \_\_\_\_\_

NASSAU RETURN THIS PORTION WITH YOUR PAYMENT.

ACCOUNT NUMBER	CYCLE	BILL DATE	DUE DATE	LAST	Bill Amount
999999-999998	20-21	3/5/15	4/14/15		599.81
Payments					(500.00)
Adjustments					-
Overdue Balance					99.81
<b>Rate Class : RESIDENTIAL QUARTERLY</b>					
<b>Service Period</b>		<b>Days</b>	<b>Meter Number</b>	<b>Current</b>	<b>Previous</b>
12/5/14 to 3/5/15		90	11A670755	345500	324900
<b>CONSUMPTION</b>					<b>CHARGES</b>
W MINIMUM CHARGES					3.00
W 3,000-13,000					10.00
W 13,000-100,000					8.00
W TOTAL WATER SERVICES					308.60
S SEWER CHARGES					26.10
VAT TAX @ 7.5%					25.10
VAT					2.25
NP RECONNECTION FEES					29.95
<b>Total New Charges</b>					392.00
<b>Overdue Balance</b>					99.51
<b>Total amount Due</b>					491.51

**1. Account number**

The numbers used to identify the customer.

**2. Cycle/Route**

For the purpose of billing and reading meters for metered services, accounts are divided into several districts. Each area is its own billing cycle (groups of locations) and meter reading route.

**3. Bill Date**

The last day of customer's billing cycle.

**4. Due Date**

Date you must pay your bill.

**5. Service Period**

The time period during which customer is charged to use the service.

**6. Meter Number**

The unique number used to identify the customer's meter.

**7. Meter Reading**

The reading taken from the customer's meter on the read date.

**8. Consumption**

The use of our water services. Gallons of water are registered per thousand.

**9. Total New Charges**

The amount the customer owes for the current billing period.

**10. Overdue Balance**

The charges billed on a previous statement and have not been paid as yet.

**11. Total Amount Due**

The amount the customer owes for the current billing period plus the overdue balance and any other adjustments.

## **MAKING A PAYMENT**

Payments are pursuant to the prescribed due dates indicated on the billing statement. Non-receipt of a bill by the customer shall not release the customer from the duty to make reasonable inquiry as to the amount of the bill, and prompt payment thereof. Pursuant to The WSC Act, 1976, Subsidiary Legislation, WSC Water Supply Rules Section 39 (24):

- 1) The amount due to the Minister for water supplied shall be due and payable on demand to the Minister.
- 2) The amount due and demanded for water supplied shall be paid by and recoverable from the person entering into the agreement with the Minister.
- 3) Such agreement shall in all cases be made between the Minister and the owner of the premises, save that when the owner of the premises is the Government or any Public Department then the Minister may make such agreement with a tenant or other occupier of the premises.
- 4) If any person makes a default in payment of any sum payable by him, the Minister may cut off supply of water to that person until such sum, together with all the expenses incurred by the Minister, shall have been paid.

## **PAYMENT CHALLENGES**

As a customer, if you are experiencing financial challenges, you may contact The Credit and Collections Section or Customer Service Centre of the Corporation, prior to the account becoming delinquent, to discuss a financial agreement.

## **APPLICATION OF PARTIAL PAYMENT**

In the event payment is made in an amount less than the total due on a bill, any such amount shall be allocated to outstanding charges in the following order:

- i. Previous Balances
- ii. Sewer Charges
- iii. Water Charges
- iv. Value Added Tax

## **OVERPAYMENT AND UNDERPAYMENT OF UTILITY BILLS**

Even in the most efficient utility operation and billing system, there will be instances of billing error, misread meters, etc., which result in overpayment or underpayment.

As a customer, if you are overcharged, you are entitled to a credit for the amount overcharged in error. The statute of limitations applicable to the credit for water service overpayments, whether due to a billing error, meter reading error or a faulty water meter is six (6) years from discovery of the error. If WSC discovers that it has been undercharging a customer, WSC will require the customer to render the amount of any underpayment.

## **DORMANT ACCOUNTS**

An account shall be considered dormant if no payment has been received and/or no water consumed within one (1) year or more.

The Corporation reserves the right to enlist recovery services from a Collection Agency and/or the legal services of an attorney, for the collection of unpaid charges.

The Corporation shall provide the customer with reasonable and adequate written notice of its intention to terminate the account. The Corporation may further place a tag or visitation card, in advance of its intention to terminate the account at the premises served.

For services to be restored, the customer must pay all amounts due to the Corporation or enter into an installation payment plan prior to the requested restoration of service.





# DON'T WASTE TIME, STAY OFF THE LINE

Get your bill by E-Notification or  
Online and **PAY HOW YOU LIKE!**



## BILL PAYMENT OPTIONS



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WATER SERVICES & PAYMENTS



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# PROVISION OF WATER SERVICES

## DEFINITIONS

1. **Active Account** means an account that is using the Corporation's services and making payment.
2. **Agreement for Service** means the contractual document which establishes the relationship between the customer and Corporation under which service to the customer is rendered and payment to the Corporation for said service is made.
3. **Customer** means an owner, corporation, partnership, firm or association receiving water and/ or sewer service from the Corporation for consumption or usage within its premises.
4. **Dormant** means an account where a meter is on the property, but no payment received or consumption for a period of one (1) year.
5. **Inactive Account** means an account for which the meter has been removed, the account terminated and finalled and the customer may or may not have an unpaid final balance.
6. **Owner** means a person(s), firm, private or public corporation, association, or other entity, including governmental agencies and other units of government, having any interest whatsoever, whether legal or equitable, sole or partial, in any premises, but does not include a tenant renting the premises.
7. **Premises** mean any and all real property or tangible personal property affixed to real property served by the Corporation or capable of being served by the Corporation as a result of the existence of a service connection.
8. **Water Service** means the supply of potable water to a point of delivery by the Corporation. It includes the readiness and ability on the part of the Corporation to supply water to the customer on demand due to the presence of a service connection.
9. **Tampering** means any willful alteration or interference with the water meter or other system components belonging to the Corporation.
10. **Quarter** means the three-month billing interval between successive meter readings dates.

Step by Step Guideline:



# MY ACCOUNT

Sign-Up for your Online account

PAY YOUR BILL, VIEW BILL STATEMENTS & SEE CONSUMPTION HISTORY  
ALL FROM YOUR MOBILE DEVICE!

## FEATURES TRY IT!

- Manage one account or multiple accounts under a single login
- Get up to date account information
- View billing, payment and transaction history
- View and print billing statement
- Get consumption summary and graphs
- Compare your consumption to other customers in your area
- Pay your bill securely



## REGISTER NOW! ITS' QUICK

- Get a copy of your bill.
- Get account & meter numbers from bill.

1653 RETURN THIS PORTION WITH YOUR PAYMENT SIGNATURE

SERVICE ADDRESS			
ACCOUNT NUMBER	CYCLE	BILL DATE	DUE DATE
099999-000000	20-62	12/09/16	1/02/17

Date Class : RESIDENTIAL QUARTERLY  
Last payment amount/date: 7.39 7/09/16

SERVICE PERIOD	DAYS	METER NUMBER	MULT	Kgal	CURRENT	PREVIOUS	USAGE
9/05/16 12/07/16	93	9wsc89302	1.000	HGAL	10100	6100	4

Last Bill Amount 197.01  
Payments .00  
Adjustments .00  
Overdue Balance 197.01

## IT'S EASY STEPS TO REGISTER

### Login Details

#### Proposed User Name @

This customer is the charge account holder.

#### Proposed Password @

8 to 16 letters, 6 characters min.

#### Confirm Password

Confirm Password

#### Forgot Password Security Question @

Select One - Enter appropriate question

#### Forgot Password Security Answer @

Enter an answer you will remember

#### Email Contact @

This number is used: 9679766

### Personal Details

#### First Name

New Bill name

#### Last Name

New Bill name

#### Street Address

Home and address

#### Country Code

Country Code

#### Phone Number

Country Code and address

#### Account Number @

CHRG MTR NO

#### Meter Number @

METER NO

#### Your Meter Number @

- Create username
- Create password
- Choose security q&a
- Provide first and last names
- Provide email address
- Provide phone contact
- Enter account number
- Enter meter number
- Accept terms
- Press register

## FLEXIBLE ACCESS IT WORKS

You can access your account from our website at [www.wsc.com.bs](http://www.wsc.com.bs) or from our mobile app.



[www.wscmobile.me](http://www.wscmobile.me)

Download our mobile app today!

Contact us today for more info:

(242)302-5599

[wsc.com.bs](http://wsc.com.bs)



# WATER NEW CONNECTION CHARGES

*Pursuant to the WSC, Act, 1976, Section 21(1) Any new or reconstructed premises of a floor area of more than 450 square feet and situated within 200 yards (600 feet) of any service pipe or main erected or reconstructed in an area of supply subsequent to the commencement of this Act, the owner of the premises shall make application to the Corporation for the supply of water.*

New connection charges will be applied whenever there is no existing connection, or where any previous connection has been disconnected from the main.

In New Providence, there is a distribution charge of \$294.00. In addition to applicable security deposit and meter box fee, the installation charge by meter size shall be:

	<u>New Providence</u>	<u>Family Island</u>
½, 5/8" and ¾" supply pipe	\$ 280.00	\$ 112.00
1" supply pipe	\$ 560.00	\$ 347.20
2" supply pipe	\$ 1,680.00	\$ 582.40
4" supply pipe	At cost	At cost

## MULTIPLE CONNECTIONS

If multiple connections to the same property are requested at the time of initial application, the first shall be billed at full cost. Each additional connection shall be discounted by the installation distribution charge.

## STANDARD AND NON-STANDARD CONNECTIONS

### STANDARD

Once relevant paperwork and payments are received from the applicant, a standard water connection may take up to five (5) days. A connection is deemed standard once situated within 60 feet from the service pipe or water main pursuant to the WSC Act, 1976, Subsidiary Legislation.

### NON-STANDARD

Premises in excess of 60 feet from the main may require a long service connection, which is predicated on the cost to the Corporation and the potential consumer. Otherwise, the application is accepted pending the installation of service to the area. In such cases, occupancy certificate will proceed upon receipt of payment. Non-standard connections may take ten (10) days or more for completion.

# WATER APPLICATIONS AND SERVICES



## NOTICE

### NEW PREMISES

Under the  
**WATER AND SEWER CORPORATION ACT (CHAPTER 184)**  
And the  
**BUILDINGS REGULATIONS ACT (CHAPTER 188)**

Any new or reconstructed premises of a floor area of more than 450 square feet and situated within 200 yards of any service pipe or main is required to make application to the Corporation for the supply of water.

Section 21 (2) goes on to state that:

"The application shall be made before occupation of the premises."

THE BUILDINGS CONTROL DIVISION WILL NOT ISSUE AN OCCUPANCY CERTIFICATE FOR A BUILDING WHICH REQUIRES CONNECTION TO THE PUBLIC WATER SYSTEM UNTIL PROOF OF APPLICATION FOR THE SUPPLY OF WATER IS PRESENTED.

It should be further noted that Section 21 (4) of the Water and Sewerage Corporation Act gives the Corporation the following authority:

**"On failure or neglect by the owner to cause the premises to be connected to the water supply system before occupation of the premises, the Corporation may enter into the premises at any reasonable hour and connect the same and the expense thereof shall become a debt due from and owing by the owner to the Corporation, and a charge upon the premises, and, in addition thereto, the owner shall be guilty of an offence and liable to a fine of five hundred dollars or imprisonment for a term of three months or both such fine and imprisonment."**

It is advisable that you get your water connection in the early stages of construction so that your plumber can pressure test the pipes before they are covered. This simple step can avoid major leaks in walls and underground.

**KEEPING YOU INFORMED, SO YOU CAN GET CONNECTED!**

## APPLICATION PROCESS

Property owner(s), their authorized agents, authorized company directors, or trustees of a non-profit organization and tenants may apply for services.

Application processing takes no more than five (5) days.

## **NO WATER AREA**

All requests for new and/or special line extensions, including extensions of water mains required outside of the area currently served, shall be paid for by the owners/customers involved, and in accordance with the provisions set forth by WSC. Should WSC deem it necessary to install oversized lines, then the WSC may pay the difference in cost.

Special extensions of WSC's water mains will be made only where the property owner/customer pays the entire costs of such extensions. Where a property owner/customer or group of property owners/customers pay for the cost of a special extension, the terms and security of payments shall be as prescribed by WSC, and must meet the approval of WSC. Additionally, the size, specifications, and installations of all water main extensions shall be determined by WSC, and no connections will be made by WSC, unless the extensions conform to WSC's specifications, ownership and control of the extended main, shall revert to WSC.

## **WATER AVAILABLE**

In areas where water is available, an application form should be completed and submitted, along with relevant supportive documents to prove ownership and proper identification. Requirements vary for businesses and churches.

## **APPLICATION PROCESS**

- i. Complete an application form and provide proof of ownership, which can be submitted to a Customer Service Centre in your area.
- ii. Proof of ownership can be in the form of:
  - **Conveyance**
  - **Letter from the mortgage holder.**
  - **Company's authorization on letterhead along with articles of association or incorporation.**
- iii. Identification can be submitted in the form of:
  - **Passport or voters card**
  - **Driver's license**
  - **NIB Card or Social Security #**

In the case of:

- Joint ownership, all owners (e.g. husband and wife, or their authorized agent(s) must sign. Authorization for agents must be submitted in writing to The Corporation.
- Limited companies, the application must be;
  - i. Signed by two (2) or more directors of the company,
  - ii. Accompanied by a copy of the resolution authorizing these directors to sign on behalf of the company and
  - iii. An article of association, and
  - iv. Certificate of good standing
- Churches, not for profit or similar association, at least two (2) trustees must sign.

### **TENANTS**

Landlords you can complete a form authorizing the Corporation to establish an account in a tenant's name. Landlord and New Tenants must provide either a Passport, Driver's License or Voter's Card, along with a National Insurance Card and the Lease Agreement, Rent Receipt or Deposit Receipt in the same name. Non-Bahamians must supply all of the above, plus a valid Work Permit or proof of permanent residency. Landlords should also immediately inform the Corporation whenever a tenant moves out.

### **METER LOCATION**

WSC may install its meter at the property line or, at WSC's option, on the customer's property, or in a location mutually agreed upon. Meters should be located away from traffic, garbage enclosures, or other obstructions.

### **METER CLUSTERING**

When two (2) or more meters are to be installed on the same premises for different customers, the meters shall be closely grouped with each clearly designated regarding the customer to whom it applies.

## **CUT-OFF VALVES**

The customer shall furnish and maintain a private cut-off valve on the user's side of the meter. WSC shall furnish and maintain a similar cut-off valve on the Corporation's side of the meter.

## **WATER QUALITY**

The Water and Sewerage Corporation is committed to providing its customers with the safest and most reliable water supply. Informed customers are our best allies in maintaining safe drinking water. Our water quality laboratory provides assurance that the water delivered is safe, clean, and meets World Health Organization (WHO) drinking water health standards. This is accomplished by collecting and testing, drinking water samples, over the course of a year, from hundreds of sites including groundwater wells, trenches, reservoirs, reverse osmosis plants, and pumping stations, and from customer taps throughout the water distribution system. Each sample may be tested for numerous constituents, which may include bacteria, minerals, metals, or other chemicals.

## **CROSS CONNECTIONS**

No matter how well we treat the water we supply our customers, there is always the danger of contamination through the cross-connection of private well systems to the city supply. This is a dangerous piping arrangement, which can allow unsafe water, sewage, chemical solutions or other dangerous liquids, to enter the potable water system. This presents a serious health hazard. Therefore, the Corporation takes reasonable precautions to protect the city distribution system from private well infiltration. We advise all private well users to install a non-returnable (check) valve on their private water system to prevent back - siphonage of possible contaminated water into the city supply. This device should be installed by your plumber at a point in your main before the well water or reservoir discharge line joins the supply line to your home.

If a cross connection is discovered by Water & Sewerage Corporation personnel, the contaminating supply is immediately disconnected, a control valve installed at cost, applicable fees assessed to the account holder, and all associated cost relevant to remedy the cross connection. We advise our consumers to cooperate with us fully, when such situations occur, to ensure the safety of the potable water supply system.

Our message to customers is to use the safe, disinfected city water supply where available. It is our duty to act responsibly as individuals in order to safeguard our own health.



Where city water is not available, the private supply must be treated by the user. Please contact the Water and Sewerage Corporation website ([www.wsc.com.bs](http://www.wsc.com.bs)) for additional information of private well treatment.

### **WATER SUPPLY TESTING**

The Corporation offers water quality testing for its supply upon request by the customer; this will result in a report that documents the findings of the test with recommendation on effective remedies to improve your supply. There is no cost to this service; however, evidence is required concerning your complaint.

### **WATER CONSUMPTION**

When the Corporation determines that unusually high water consumption is occurring at a premises, it shall make a reasonable attempt to notify the customer of such increased consumption as soon as practicable, and shall inform the customer of the leak rebate procedure accordingly.

Under no circumstances, shall failure to provide such notice constitute a basis for imputing liability to the Corporation for any such increased water consumption. Pursuant to the *WSC Act, 1976, Subsidiary Legislation, WSC Water Supply Rates Section 39 (11) (1) Consumption of all water used will be measured by a meter which is the property of the Minister, and the consumer is bound to accept the registered figure as correct, unless it is proven to the satisfaction of the Minister that there is some defect in the mechanism of the meter.*

## **METER INFORMATION**



## **METER PROTECTION**

It is the customer's responsibility to ensure that the meter is protected and accessible at all times.

## **HOW TO READ YOUR METER**

It is very easy to read a water meter. The dials on the meter record the consumption in gallons. The red dials to the right record the decimal quantities consumed while the white dials record the whole number quantities consumed.

1. Read the numbers from left to right.
2. Usage is measured in Imperial Gallons (IGs) where 1 IG = 1.2 US Gallons.
3. If your meter is reading less than the reading indicated on your bill the "current reading" column, contact your nearest Customer Service Centre for help.

Meters are read monthly or quarterly (three months) as applicable. For more information on when your meter should be read, please contact (242) 302-5599. Water meters are the property of the Water and Sewerage Corporation. It is therefore, a criminal offence to hinder access for reading, disconnecting or carrying out maintenance work on the Corporation's meter or service line leading to the meter.

## **ABOUT YOUR METER**

### **FUNCTIONALITY**

The useful life of the average meter is approximately ten (10) years. Occasionally, some meters do not live the full life prescribed by the manufacturers, hence the need to change the meter.

The Corporation has embarked on a meter change program to ensure that customers' meters are updated every ten (10) years. This service is free to all customers. By law, your account can be charged for estimated normal usage when your meter is stuck.

**A Malfunctioning Meter:** A common malfunction of water meters is their failure to register consumption due to acts of nature, age, and factors that are intentional or unintentional acts.

**Question:**           **What if the meter stops working?**

**Answer:**           The water meter at your premises is “STUCK,” and is no longer able to register your water usage. The Corporation should be notified immediately to facilitate a meter change, free of charge.

- In the case where your water meter fails or otherwise cease to register your consumption, an estimation of your consumption will be made. This estimation shall be based on your actual historical data.

## **METER TEST**

**Question:**           **What is a faulty meter?**

**Answer:**           A meter, which when tested, is found to be fast or slow.

- When it is suspected that a meter is stuck or malfunctioning, it may be tested on site, at the customer's premises.
- When a test meter is installed, the existing meter must first be removed, so that, any water usage on the property will continue to register. If the tested meter is found to be accurate, any usage that registered on that meter prior to removal for testing will be taken into account in calculating the bill. A small fee will also be applied for the testing service. However, no fee will be assessed if a tested meter is found to be faulty.
- Meters would generally under-register (slow down) over time. It is rare to find a meter that runs fast. However, in both cases, these meters are changed free of

charge, immediately, and the customer's account is adjusted (debited or credited) as necessary.

### **METER TAMPERING**

When it is suspected that a meter is or has been tampered with, the owner or occupant of the premises, as the case may be, shall be guilty of an offence and subjected to legal prosecution by the Corporation.

WSC may, in addition to prosecution by law, assess a charge for estimated Water usage and costs to identify and correct any damages and permanently refuse service to any customer who repeatedly tampers with a meter or other measuring device.

### **METER ACCESS**

The owner is required to grant access to the Corporation's personnel to the meter on your property. You are prohibited from blocking access, enclosing, or covering the meter. You are also prohibited from denying access to the Corporation's personnel based on verbal or physical threats. Failure to grant access to the meter is subject to:

- Account estimations
- Warnings
- Fines
- Removal of the Corporation's asset.

### **UPGRADING OR DOWNSIZING A METER**

The owner or Corporation can elect to upgrade a meter, as the existing meter may be too small to facilitate the water requirements for the building(s). The Corporation reserves the right to upgrade a meter based on the water supply requirement of the building(s) with the associated costs charged to the owner.

A meter may require downsizing based on the water requirement for the area or building(s) downsize. The Corporation reserves the right to downsize a meter based on the water supply requirement of the area or building(s) with the associated reduction of charges applied to the account.

The owner can visit one of our Customer Service Centres to request a meter upgrade or downsize.

## METER FAILURES

In the event of a meter failing to register properly, the account shall be charged an estimate of the consumption from whatever may be considered the most reliable data or method available to the Billing Department.



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## ILLEGAL CONNECTIONS



### ILLEGAL CONNECTION vs. ILLEGAL RECONNECTIONS

Illegal connection also refer to illegal reconnections by customers. The difference, however, is that the consumption used fails to register on a meter, due to a direct link to the Corporation's main supply line. Illegal connections are an offence, which is liable to a fine of \$1,000.00 or to imprisonment for a term of six (6) months or both. Pursuant to The WSC, Act, 1976 Section 6 (1), The Corporation shall have all the powers necessary for the carrying out of its functions and, in particular, without limited the generality of the foregoing, may

- (c) enter any land for any of the following purposes -
  - (v) demolishing any unauthorized water or sewerage works.

**Illegal Reconnections** occur if at any time after the water supply has been disconnected or cut off from the premises, the owner or occupant of the premises reconnects the water supply without authorization from the Water and Sewerage Corporation. The owner or occupant of the premises, as the case may be, shall be guilty of an offence and liable to a fine of \$50 per day for each day for the duration the supply was turned on illegally.

### CROSS CONNECTIONS

Another illegal connection is a cross connection, when residents fail to install check valves in the line which connects their well water or reservoir discharge line with the main that carries the corporation's water supply into their home.

# **SEWER APPLICATIONS AND SERVICES**

## **APPLICATION PROCESS**

Pursuant to the law, The WSC, Act 1976, Section 29 (1), All new premises within the area to which the sewerage system extends shall be connected to it. All accounts will be established in the owner's name or more specifically, the name that appears on the conveyance. The owner is responsible for the account in every aspect.

## **SEWER AVAILABLE**

In areas where there is a centralized sewer system available, an application form should be completed and submitted, along with the documents specified for processing. Requirements vary for businesses and churches. Our Customer Services Representatives will be pleased to address any questions or concerns.

Application processing takes no more than five (5) days, after which, payment may be made to facilitate the connection to the sewer system.

## **STANDARD AND NON-STANDARD CONNECTIONS**

### **STANDARD**

A Standard Sewer connection has the standpipe visible at the property's boundary. Once the application process is completed the standard connection may take up to ten (10) days or more for completion.

### **NON- STANDARD**

A non- standard connection requires the Corporation to assess and cost the connection to the municipal sewer system on a case by case basis. This connection once processed should take no longer than thirty (30) days.

## **CONNECTING TO THE CORPORATION'S SEWERAGE SYSTEM**

It is required by law, primarily for public health, and to eliminate ground water pollution and contamination.

## **PAYING FOR SEWER FIXTURES THAT ARE NOT BEING USED**

If a fixture is on the premises, it is available for use; hence, billing for the fixture will continue.

## **IF PREMISES IS NOT USING CITY WATER, YOUR ACCOUNT WILL BE BILLED FOR SEWER SERVICES**

There are two separate services: water supply services and wastewater disposal services. Customers using their private water supplies are still liable for quarter/monthly sewerage charges if they are connected to the city sewer system.



# FEES AND CHARGES

## NEW PROVIDENCE WATER RATES

All water and sewer charges are subject to a VAT (Value Added Tax) charge at 12%.

### MINIMUM CHARGES

All customers shall be charged a minimum monthly/quarterly charge, which shall be in accordance with the prevailing rate schedule, plus the actual amount of water consumed.

Customers shall not receive a credit for any period during which water consumption is less than that of the minimum quarterly charge.

There is a minimum charge assessed based on the meter size and rate class of the account as follows:

Meter size	Residential	Non-Residential
½ inch	\$40.32	\$67.20
1 inch	\$78.40	\$101.92
2 inch	N/A	\$267.68
3 inch	N/A	\$345.20
4 inch	N/A	\$890.40
6 inch	N/A	\$1,556.80
8 inch	N/A	\$2,225.44

### RESIDENTIAL PROPERTIES

Minimum charge per quarter (includes first 3,000 gallons consumed) 1/2" meter	\$40.32
Consumption charge per 1,000 gallons (For 3,001 - 13,000 gallons per quarter)	\$13.55
Consumption charge per 1,000 gallons (For 13,001 - 99,999 gallons per quarter)	\$21.22
Consumption charge per 1,000 gallons (For 100,000 gallons or greater per quarter)	\$17.09

## NON-RESIDENTIAL PROPERTIES

Minimum charge per period (Includes first 3,000 gallons consumed) 1/2" meter	\$67.20
Consumption charge per 1,000 gallons (For 3,001 - 13,000 gallons per quarter)	\$14.73
Consumption charge per 1,000 gallons (For 13,001 - 400,000 gallons per quarter)	\$23.41
Consumption charge per 1,000 gallons (For 400,001 gallons or greater per quarter)	\$17.36

## SEWER RATES & ASSOCIATED CHARGES

### NEW PROVIDENCE SEWER RATES

The amount of your sewer bill is determined by the unit count attached to the fixtures on property as indicated below. This unit count is based on the amount of water which flows into your drain and into the sewerage system. Call to arrange a sewer inspection if you have added, removed or renovated your premises resulting in changes to your fixtures.

<b>SEWER RATES</b>	
<b>Downtown (Quarterly)</b>	<b>Per Unit</b>
Residential	\$6.09
Non-residential	\$10.28
<b>All Other Areas (Quarterly)</b>	
Residential	\$3.25
Non-residential	\$10.28

## **FIXTURES UNIT COUNT AND ASSOCIATED CHARGES**

<b>CLASSIFICATION OF SANITARY FIXTURES</b>	
<b>Fixture</b>	<b>Number of Units</b>
Bathtub (without overhead showers)	2
Bidet	2
Dishwasher (Domestic)	2
Floor Drains	3
Lavatory (with small pipe plug outlet)	1
Lavatory (barber, beauty parlor)	2
Laundry Tray (1 or 2 compartments)	2
Shower Stall (Domestic)	2
Combination Sink and Tray	3
Combination Sink and Tray with food disposal	3
Kitchen Sink (Domestic)	2
Kitchen Sink (Domestic w/ food grinder)	3
Service Sinks (Combination trap standard)	3
Janitor Service Sink (Trap Ordinary)	2
Wash Sink (Circular or multiple) each faucet	1
Urinal	4
Water Closet (Tank Operated Toilet)	4
Water Closet (Valve Operated Toilet)	8
Automatic Clothes Washer	4

## SERVICE REQUESTS AND APPLICABLE FEES

### SERVICE REQUESTS

The Corporation is always willing and prepared to complete service requests from its valued customer for a very low and reasonable fee. These include:

<b>WATER RELATED ITEMS</b>	<b>FEES</b>
After hours reconnection	\$33.60
Change damaged meter	\$33.60
Change stuck/old meter	NO FEE
Check high consumption/ Five (5) min observation	\$19.04
Check meter reading	\$ 8.96
Install gate/check valve	\$50.04
Install meter box	\$50.04
Payment reminder (no disconnection)	\$11.20
Reactivate inactive account - new connection	TBD
Read meter and disconnect water supply	\$17.92
Read meter and leave supply connected (special reading)	\$ 8.96
Reconnect water supply	\$17.92
Relocate meter	\$56.00
Remove/Replace meter	\$19.04
Test meter	\$19.04
Water Quality Test (Private Wells)	\$140.00

<b>SEWER RELATED ITEMS</b>	<b>FEES</b>
Confirm connection of brackish water system	\$ 8.60
Disconnect sewer services	COST
Make brackish water connection	COST
Sewer units inspection	\$19.04

### SERVICE CHARGE FOR VISIT TO DISCONNECT

**10% of Overdue balance and subject to a minimum of \$23.52.**

## **OTHER FEES & CHARGES**

### **PRIVATE WELLS TESTING**

Safe water is essential to good health. All private water supplies can pose a threat to health, unless they are properly protected and treated. As the owner of a private well, it is your responsibility to see that your water supply is free of harmful contaminants. You cannot automatically assume that your well is safe.

The Corporation offers private well testing services, which helps you keep track of water quality and finds possible risks to your health. Please visit our Head Office, or the WSC website to request this service. The testing fee is payable upon request of service.

### **BILL DELIVERY FEES**

In accordance with and pursuant to the WSC, Act, 1976 Subsidiary Legislation, WSC Water Supply Rates Section 39 (23) (1) The charge for the delivery of bills by hand to addresses shall be \$1.00.

### **RETURN CHEQUE FEE**

The Corporation shall impose a Returned Cheque Fee for each cheque that is returned by the bank for insufficient funds. The account will be flagged upon receipt of a dishonored cheque, and the payment reversed.

## **DAMAGES TO WSC INFRASTRUCTURE**

### **TAMPERING**

Tampering with the Corporation's meters, water mains, or other system components are prohibited. It is the policy of the Corporation to prosecute persons in violation to the fullest extent of the law, pursuant to *WSC, Act, 1976, Subsidiary Legislation, WSC Water Supply Rules Section 39 (13), No meter shall be removed or interfered with under any circumstances, except by a person in the employ of the Minister.*

## DAMAGES

Damages to the Corporation's water or sewerage system are prohibited by law. Pursuant to *WSC, Act, 1976, Section 37(1)* Any person who willfully injures or causes to be injured the water-supply system or the sewerage system in any manner whatever shall be guilty of an offence and liable to a fine of one thousand dollars (\$1,000) or to imprisonment for a term of six (6) months or both such fine and imprisonment and to pay such sum as may be determined by the court as compensation to the Corporation for any expense incurred or likely to be incurred in repairing the injury.

# High Bill?

## Not sure why?

**You may have a leak.**  
We can guide you on steps to take and explain whether you qualify for a leak rebate.



Let's Talk! Give us a Call.

**(242) 302-5599**

Or visit us today!

[www.wsc.com.bs](http://www.wsc.com.bs)



All water rates are subject to a VAT (Value Added Tax) charge.

## **ABACO, ELEUTHERA, EXUMA AND SAN SALVADOR**

There is a minimum charge assessed based on the meter size and rate class of the account as follows:

<b>Meter size</b>	<b>Residential</b>	<b>Non-Residential</b>
½ inch	\$20.16	\$28.00
1 inch	\$67.20	\$93.52
2 inch	N/A	\$249.76
3 inch	N/A	\$415.52
4 inch	N/A	\$831.04
6 inch	N/A	\$1,453.76
8 inch	N/A	\$2,077.60

### **RESIDENTIAL PROPERTIES**

Minimum charge per quarter (includes first 2,000 gallons consumed) 1/2" meter	\$20.16
Consumption charge per 1,000 gallons (For 2,001 - 13,000 gallons per quarter)	\$ 6.72
Consumption charge per 1,000 gallons (For 13,001 – 26,000 gallons per quarter)	\$ 8.29
Consumption charge per 1,000 gallons (For 26,001 gallons or greater per quarter)	\$ 9.41

### **NON-RESIDENTIAL PROPERTIES**

Minimum charge per period (Includes first 2,000 gallons consumed) 1/2" meter	\$28.00
Consumption charge per 1,000 gallons (For 2,001 - 13,000 gallons per quarter)	\$ 7.53
Consumption charge per 1,000 gallons (For 13,001 – 26,000 gallons per quarter)	\$ 9.28
Consumption charge per 1,000 gallons (For 26,001 gallons or greater per quarter)	\$ 10.54

## OTHER ISLANDS

### RESIDENTIAL PROPERTIES

Minimum charge per quarter (includes first 2,000 gallons consumed) 1/2" meter	\$20.16
Consumption charge per 1,000 gallons (For 2,001 - 13,000 gallons per quarter)	\$ 3.86
Consumption charge per 1,000 gallons (For 13,001 – 26,000 gallons per quarter)	\$ 4.87
Consumption charge per 1,000 gallons (For 26,001 gallons or greater per quarter)	\$ 6.72

### NON-RESIDENTIAL PROPERTIES

Minimum charge per period (Includes first 2,000 gallons consumed) 1/2" meter	\$28.00
Consumption charge per 1,000 gallons (For 2,001 - 13,000 gallons per quarter)	\$ 4.32
Consumption charge per 1,000 gallons (For 13,001 – 26,000 gallons per quarter)	\$ 5.45
Consumption charge per 1,000 gallons (For 26,001 gallons or greater per quarter)	\$ 7.53

<b>FAMILY ISLAND SEWER RATES</b>	
<b>Rate</b>	<b>Per Unit</b>
Residential	\$3.25
Non-residential	\$10.28

### FAMILY ISLAND SERVICE REQUEST

<b>WATER RELATED ITEMS</b>	<b>FEES</b>
Disconnecting or reconnecting meter at customer's request	\$11.20
Read meter and leave supply connected (special reading)	\$ 5.60
Removing, replacing, or testing ½" meter	\$11.20
One inch meter or larger	\$11.20

### Service charge for visit to disconnect

10% of overdue balance and subject to a minimum of \$16.80.



## **SYSTEM DEVELOPMENT FEES**

Subdivision developments are expected both to pay a System Development Fee (SDF) and bear the cost of constructing water and/or sewer infrastructure within the development, including tie-in costs to connect to the utility network. The SDF is intended to represent the development's pro-rata share of the cost of infrastructure that would be required to serve that development.

A subdivision developer may either elect to privately construct subdivision infrastructure, in accordance with WSC specifications, or pay a Contractor's Deposit (CD) to the Corporation, to construct on its behalf.

Privately constructed infrastructure shall be constructed in accordance with specifications approved by WSC, and shall be subject to testing (at the Developers expense) prior to transfer to WSC. System Development Fees and Contractor's Deposits, where applicable, are payable in full, prior to commencement of any in-house construction works, or final acceptance of the infrastructure.

For developer-constructed works, the Engineering and Planning Division will prepare a valuation estimate based on design drawings, and/or external valuations provided by the Developer's Engineer of Record, or other submissions to the Ministry of Public Works. This will be the value at which the assets will be recorded upon transfer.

Important considerations when buying property:

- Find out if water and/or sewer utilities are already in place.
- If water and/or sewer utilities have not been constructed, ask the developer/seller if they will be included in the sale, and if so, when they will be constructed.
- If water and/or sewer utilities are not included, you may be required to pay an additional amount to construct the infrastructure before you are granted an occupancy certificate.
- Call (242) 302-5599 if you have any questions about the status of services to the property.

# CREDITS & ADJUSTMENTS

## SENIOR CITIZENS DISCOUNT

The Senior Citizens discount is applicable to residential premises only, appearing in the name of the owner, who is a citizen or permanent resident of The Commonwealth of The Bahamas, and resides at the premises. Accounts appearing in the name of companies or rental properties and/or trust will not qualify. Senior citizens who qualify for Old Age Pension may obtain a 30% discount on Water and Sewer services. Our minimum charges are excluded from the rebate calculation. Upon presentation of appropriate identification, i.e. Passport, voter's card or other government issued identification; the Senior Citizen customer's discount is initiated for the next billing period, and is subject to annual verification and renewal. In the case of incapacitated seniors, an appointment can be scheduled for visitation, through contacting the Call Centre.

## LEAK REBATES

Customers who have experienced a high consumption (more than 40% above the average quarterly consumption) due to leaks may be entitled to a leakage rebate. The formula for leak rebates proposes that the Corporation and the customer share excess water charges.

- a. The leak must be underground, within a foundation, or inside a wall.
- b. The leak must be within the plumbing fixtures.
- c. The customer has to submit written confirmation by a licensed plumber substantiating the presence and subsequent repair of the leak.
- d. Leak rebates may be granted once every twelve (12) months.
- e. Leak rebates may be granted after the passage of four (4) consecutive billing quarters.

## HIGH WATER CONSUMPTION OR POSSIBLE LEAK

Occasional changes in consumption are quite common. This checklist points out some likely causes for increases in a customer's water usage:

- 💧 An increase in the number of occupants during the period, or a part thereof.
- 💧 House guests
- 💧 Watering lawns and gardens in the dry season, and in the middle of the day whilst the sun is at its brightest.
- 💧 Children or entire family at home, school break, vacationing, etc.


- Construction or renovation work in progress and/or completed during the period
- Seasonal changes in personal habits (e.g. longer, more frequent showers, use of Jacuzzis or spas and, more laundry in the summer).

In the event the water used cannot be explained as described above, you may have a leak. Visit our website for water conservation tips.

### **IF YOU SUSPECT A LEAK**

- Turn off all faucets and monitor the dial on your water meter for 15 minutes without using any water. If the dial moves, this is a strong indication that there may be a leak.
- Put some food coloring in the toilet tank (not the bowl) and wait 30 minutes without flushing. If the food coloring appears in the toilet bowl, your toilet has a leak.
- Check the water level in the tank; if it is above the overflow pipe, you're losing water.
- If water faucets must be constantly tightened to stop drips, or water is seeping out around the faucets when they are on, water is being wasted.
- Consult a licensed plumber for a thorough inspection.

## TOILET LEAK DETECTION

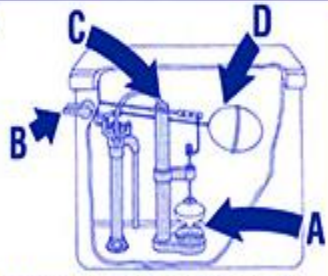


Leaks always get larger and cost you more the longer you wait.

### LEAK TEST

- 1 Wait 5-10 minutes after the last flush cycle to perform the leak test.
- 2 Remove the cover. Gently drop one Leak Detective tablet into tank. Do not flush.
- 3 Wait 15-20 minutes.
- 4 If blue dye color appears in bowl, you have a leak. (Don't worry, it won't stain the bowl).

### SOURCES OF THE LEAK MAY BE:



- 1 The flapper valve and valve seat (A) have deteriorated or corroded.
- 2 The flushing arm and lift chain (B) are not working properly.
- 3 The water level in the tank is too high and spills into the overflow tube (C).
- 4 The float rod, ballcock and/or float ball (D) are corroded.

*Replacement parts are available at hardware and plumbing supply stores or consult your local plumbing professional.*

## COMPLAINTS HANDLING

The Corporation appreciates the opportunity to address any complaint or concern a customer may express. Complaints may be submitted to the Corporation by phone or email to [help@wsc.com.bs](mailto:help@wsc.com.bs), via letter or through a walk-in complaint. See ad.



**Only a phone call away!**

**Multi-Channel Contact Centre**  
**(242) 302-5599**

You don't have to leave home to get the assistance you need. Just call our **Contact Centre** and speak with one of our helpful customer service representatives.

**Connect with us**  
Pay by phone **242-302-5630**  
Emergency Helpline **242-325-0505**  
Family Islands Toll Free **242-300-0150**

[help@wsc.com.bs](mailto:help@wsc.com.bs) | [www.wsc.com.bs](http://www.wsc.com.bs)

### LOW PRESSURE/NO WATER

Occasionally, the Corporation may have to reduce pressure or shut off water to an area to carry out repairs. If you experience low pressure or no water, contact your nearest Customer Service Centre immediately. Be sure that all fixtures are left off to avoid potential flooding when the supply returns to normal.

A low pressure or no water problem that is only affecting your house and not your neighbors may be indicative of a problem on your premises. Check your shut off valve to make sure it has not been accidentally closed, or shut/cut off by the Corporation. If the Corporation for any reason disconnected the supply, be aware that by reconnecting it yourself you have committed a serious offence referred to as an illegal reconnection. If you are unable to determine what the problem is, call a plumber for advice.

## **DISCOLORED OR SMELLY WATER**

If you experience discolored, red or smelly water, contact the nearest Customer Service Centre immediately.

If clothing or other items are damaged by discolored water, customers may elect to present them for inspection, or alternatively call our Contact Centre to schedule an appointment for visitation. This inspection requires receipts, where possible, to support any claim you may make. The Corporation may at its discretion grant a discount on your bill.

## **INQUIRY TRACKING**

Written complaints to the Corporation are assigned an Inquiry Tracking Ticket. This process ensures an acknowledgement, initiation of appropriate action, completion with an update or definitive response within a specified time, to the satisfaction of our customers.

Customers who are dissatisfied with the response to their concern, may write or email to [help@wsc.com.bs](mailto:help@wsc.com.bs).

## **FREQUENTLY ASKED QUESTIONS**

### **💧 Where does WSC's water come from?**

We purify sea water using the process of reverse osmosis as the method of desalination (de-salting) of the sea water. We have two well fields in New Providence: Windsor Plant completed in 1997, and Blue Hills Plant completed in 2006, then expanded in 2011. These two plants are capable of producing a total of 14 million imperial gallons of high quality water daily.

### **💧 What measures has WSC taken to improve water pressure and quality?**

The Corporation has undertaken an aggressive program to reduce water losses from underground leaks. To date it has yielded savings of over one billion gallons of water since 2013. By reducing water losses, the Corporation has been able to steadily increase water pressures, and today, many areas of New Providence now consistently receive good water pressures both during the day and at night. The Corporation has also made significant strides in addressing red (rusty) water issues by changing water mains, and improving maintenance in affected areas.

### **💧 What if my name is not currently on the account but I am the homeowner?**

Complete a Change of Ownership form and provide documents showing proof of ownership and identification. (See page 31).

### **💧 I am constructing or just purchased a rental building. How do I arrange for my tenants to get a connection?**

Complete an application form, provide proof of ownership of the home (e.g. conveyance or bank letter), and provide identification i.e. Passport, Driver's License, and an NIB Card. Whenever a new tenant occupies a unit, complete a form authorizing the tenant to receive service. You should also immediately inform the Corporation whenever a tenant moves out.

### **💧 How do I change my name on my account because of a marriage or divorce?**

If you are now married, please send in your request for name change with a copy of your marriage certificate.

If you are divorced, we will need a copy of your driver's license, the name changed on the deed section, or a copy of the court ordered Decree Absolute.

💧 **Can I have my bill emailed to me?**

We issue paperless bills. Sign up for E Notification and get your bills by email.

💧 **What are my bill payment options?**

You can pay your bills at WSC Pay stations, via Phone, Online, at Local Banks, Cash and Go, Omni Money Transfer and WSC Mobile App.

💧 **If there is a credit on the account, who gets the refund?**

Refund cheques are made out to the Account holder only, unless the Account holder specifically provides a written request for the credit refund to be made out to a third party.

💧 **What if I am concerned about cross contamination between city supply and private wells?**

Customers are required to install check valves to avoid cross contamination of city supply.

We stringently monitor and test our water supply at various points throughout the system. When appropriate, we take further measures to prevent cross contamination including installing additional check valves.

💧 **How could I have used this much water?**

You may not have. A bill may be estimated if the meter is inaccessible due to a locked gate, or something obstructing access to the meter, Alternatively, the numbers on your meter may have been transposed or hard to read. Check the reading on your bill against the current reading on your meter. Call us at 302-5599 if your current reading is less than the reading on the bill, We'll investigate to determine if there was a billing error, and issue a revised bill if necessary. If the reading is correct, and you cannot account for a large increase in your water usage, you may have a leak. Leaks can be difficult to detect. Get a licensed plumber to check the premises and make repairs. Get a report from your plumber outlining his findings, and any repairs that were made. Submit it to the Corporation, and you may be eligible for a leak rebate or credit against your bill for part of the cost of the wasted water.

💧 **What does the Corporation do about Rusty Water?**

The Corporation replaces over 15 miles of pipe each year, and eventually all metal pipes will be replaced. In the interim, the most effective solution is to flush water pipes in affected areas to remove sediment. A free filter system may also be installed on your property, just after the water meter, to trap rust particles and other sediments that may be present. Filters are then changed as often as is necessary to alleviate discoloration.

💧 **What if I do not have a septic tank?**

For homes without septic tanks, waste flows from your premises to the sewerage collection system, where it is treated and disposed to minimize pollution.

💧 **Sewage is backed up in my home, who should I call?**

If you are connected to the Corporation's Sewer System call our Contact Centre at 302-5599 before calling a plumber. WSC will come to your residence and determine where the blockage is located. If the blockage is in your lines, you will need to contact a plumber.

💧 **What do I do if my water is leaking?**

Turn off your water from the WSC pump as soon as possible to avoid incurring additional charges. Contact WSC via telephone or email.

💧 **Who is responsible to protect the water meter?**

The customer is responsible for protecting the meter and may do so by purchasing a meter box cover from the Corporation or having one properly constructed to the Corporation's satisfaction.

💧 **Water wasting, who can I contact?**

Residents can help by reporting water wastage to our Contact Centre at 302-5599 or send us an email to [help@wsc.com.bs](mailto:help@wsc.com.bs) or via the Corporation's mobile app. In order for us to respond to your report, please include the following information:

1. Address where you observed water wasting.
2. Time of day you observed the water being wasted.
3. Brief description of how water was being wasted Your personal information will remain private and will not be shared.



# HURRICANE SAFETY TIPS



Clean water is an essential part of your emergency supplies kit. You will need water for drinking, preparing food, and taking care of sanitary requirements. Follow these simple guidelines:



## DETERMINE YOUR WATER NEEDS

- Allocate at least 1 gallon of water per person per day for drinking and sanitation.
- Store a three day supply for each person - so at least 3 gallons per person.
- Children, nursing mothers and sick persons may need more. People also drink more in extreme heat.
- Don't forget your pets! A dog needs 1/2 gallon of water per day.



## STORE WATER IN A CLEAN CONTAINER

- Use plastic water or soda bottles. Bottles that contained milk or fruit juices tend to promote bacterial growth.
- How about a bathtub? A bathtub holds enough water for 4 people for 3 days.
- Thoroughly **clean and rinse** containers before filling them.
- If you are filling containers from a private well water supply, add **plain liquid bleach** to kill germs. Add 16 droplets (1/2ml) to 1 gallon, or 1/2 teaspoon to 5 gallons of water.
- Commercially bottle water is a good alternative for your drinking water supply. Keep the water in the original bottle, and do not open until you need to use it.



## THINGS TO REMEMBER

- Water from private wells, roofs or gutters should only be used for flushing. Adding bleach will not remove or neutralize potentially harmful chemicals such as household cleaners, pesticides, fuel and oils from roadways etc. Water from swimming pools may also be unsuitable to drink.
- Boil water before using, if it has been stored for several days.
- Your emergency supplies kit should include hand sanitizer, moist towelettes, garbage bags and plastic ties for sanitation and personal hygiene needs. This reduces water usage.
- Stock a 3-day supply of non-perishable, easy to prepare foods, preferably those that do not require adding water for preparation - e.g. some soups.
- Before a storm, check the shut-off valve for the water line that enters your home. Make sure the valve can be completely shut off in the event of a broken pipe.
- Listen to official alerts for the latest updates, and follow their instructions.



## IF YOU NORMALLY USE A PRIVATE WELL SUPPLY

- You should always maintain access to the city water supply, especially when preparing for a hurricane! Get connected today!
- Flooding during and after a hurricane makes well water extremely unsafe because pollutants including raw sewage, chemicals and microorganisms can contaminate wells, especially in populated areas.

Emergency Helpline (242) 325-0505  
Family Island Toll Free (242) 300-0150  
Contact Centre (242) 302-5599

[help@wsc.com.bs](mailto:help@wsc.com.bs) | [www.wsc.com.bs](http://www.wsc.com.bs)



# TIPS

## FOR **SAVING** WATER

**1** Install a water saving shower head and try to limit shower to 5 minutes.



**2** Use Washing Machine and Dishwasher for full loads only.



**3** Do not use a toilet as a place to dispose trash such as cigarette butt, tissue and other small bits.



**4** Check and repair all possible leaks. (Toilets, faucets, pipes etc.)



**5** Do not leave water running for:



Brushing your teeth



Shaving  
(fill the tank)



Washing dishes  
(fill the sink)

**6** Water the garden or other plants around the home at times of least evaporation, in the morning or evening.



**7** Use buckets for cleaning floors, windows and cars.



Contact Us Today!  
**(242) 302-5599**

[www.wsc.com.bs](http://www.wsc.com.bs)





# Anytime, anywhere!



## Pay by Phone

# (242) 302-5630

A convenient option to check account information, bill and payment history and make a payment.



### Connect with us

Contact Centre - 302-5599

Emergency Helpline - 242-325-0505

Family Island Toll Free - 242-300-0150

[help@wsc.com.bs](mailto:help@wsc.com.bs) | [www.wsc.com.bs](http://www.wsc.com.bs)  

Have your bill ready and dial 302-5630.

Voice Menu Options:

Press 1 to make a payment

Press 2 for detailed account information

Press 3 for payment history

Press 4 for billing history

Press 0 to speak to a Department staff during normal working hours

Press \* for general business information about the system

Follow these steps to pay your bill: -

1. Press menu option 1 to make a payment.
2. Enter the account number to the left side of the dash then follow with the # key.
3. Enter the account number to the right side of the dash then follow with the # key.
4. Validate account name.
5. Follow instructions to select payment amount and enter Credit Card Information (Visa and MasterCard accepted).

# the Power to Pay

in the palm of your hand!

SAVE TIME and pay your bill online or with our mobile app



## wscmobile

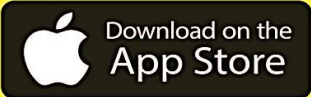


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