

**REGULATED  
INDUSTRIES  
COMMISSION**



**QUALITY OF SERVICE  
STANDARDS  
FOR THE  
SUPPLY AND DISTRIBUTION OF WATER  
AND FOR  
WASTEWATER SERVICES  
DRAFT FOR CONSULTATION**

Proposed Guaranteed Standards – Water/Wastewater Sector

| CODE  | SERVICE DESCRIPTION  | PERFORMANCE MEASURE  | REQUIRED UNITS  | FURTHER PERIOD FOR COMPENSATION |
|-------|--|--|---|---------------------------------|
| GWS1  | Implementation of schedules  | Specified period to provide water supply<br><b>Schedules of not less than twice a week for a minimum of 12 hours</b>   | As per scheduled times  |                                 |
| GWS2  | Restoration of Supply <ul style="list-style-type: none"> <li>Planned</li> <li>Unplanned</li> </ul> | Maximum time to restore supply   | <b>Planned:</b><br>48 hrs for non –strategic mains<br>72 hrs for strategic mains<br><b>Unplanned:</b><br>18 hrs for non –strategic mains<br>72 hrs for strategic mains  | 12 hours                        |
| GWS3  | Truck borne Supply   | Truck borne supply if no mains supply available  | <ol style="list-style-type: none"> <li>Within 12 hours when two prescribed water schedule service times are missed</li> <li>Within 4 hours after prescribed times for planned interruptions ends</li> <li>Within 24 hours after start of unplanned interruption once it exceeds 24 hours</li> </ol> |                                 |
| GWS4  | Repair to Water Service Connections (WSC)  | Maximum time to repair WSC   | From 24 hrs to 72 hours (see below for details)   | See below for details           |
| GWS5  | Installation of new WSCs   | <ol style="list-style-type: none"> <li>Survey of customer’s property</li> <li>Installation of WSC</li> </ol>   | <ol style="list-style-type: none"> <li>Within 5 working days of application</li> <li>Within 7 working days of payment</li> </ol>  | 24 hours                        |
| GWS6  | Reconnections  | Maximum time to reconnect supply   | 24 hrs  | 24 hours                        |
| GWS7  | Response to billing queries  | <ol style="list-style-type: none"> <li>Reply to billing queries</li> <li>Solution to billing queries</li> </ol>  | <ol style="list-style-type: none"> <li>Within 5 working days</li> <li>Within 30 working days</li> </ol>   | 24 hours                        |
| GWS8  | Response to written complaints   | <ol style="list-style-type: none"> <li>Reply to complaints</li> <li>Solution to complaints</li> </ol>  | <ol style="list-style-type: none"> <li>Within 5 working days</li> <li>Within 30 working days</li> </ol>   | 24 hours                        |
| GWS9  | Compensatory Payments  | <ol style="list-style-type: none"> <li>Time to respond to claim and credit compensatory payment</li> <li>Time to respond to claim after accepting liability</li> </ol> | <p>90 days</p> <p>35 working days</p>   | <p>7 days</p> <p>7 days</p>     |
| GWS10 | Poor Drinking Water Quality  | Incident as established by the RIC as having provided poor drinking water quality  | Compensation to customer as per GWS9  |                                 |

## GWS4 - Leak Type, Classification and Repair Periods

| Nature of Leak                                  | Classification | Time Frame      | Further Period for Compensation |
|---|----------------|-----------------|---------------------------------|
| WSC leaking and resulting in damage to property | Urgent         | Within 24 hours | 12 hrs                          |
| Leak affecting supply to customer               | Important      | Within 72 hours | 24 hrs                          |

### ***Compensation For Breach of Guaranteed Standards:***

*Compensation is 15% of monthly bill for domestic, commercial, cottage and agricultural customers, 3% for industrial customers*

*Further compensation is 5% of monthly bill for domestic, commercial, cottage and agricultural customers, 1% for industrial customers*

*Further compensation applies for a maximum of three periods*

## Proposed Overall Standards– Water/Wastewater Sector

| Code        | Service Description   | Performance Measure   | Required Units  |
|-------------|---|---|---|
| <b>OWS1</b> | Communication in regard to Supply Interruptions                 | Minimum time to communicate before interruption                 | 48 hours  |
| <b>OWS2</b> | Water Pressure  | Minimum and maximum Head  | Minimum 14m Head<br>Maximum 70m Head  |
| <b>OWS3</b> | Metering  | 1. Timely reading of meters<br>2. Maximum time to repair meters | 1. Every 6 months for domestic customers and every 3 months for non-domestic customers<br>2. Within 30 days |
| <b>OWS4</b> | Improvement to drinking water quality & sewage effluent quality | WHO/T&T standards   | As per standards  |
| <b>OWS5</b> | Repair to sewers  | Maximum time to repair sewers                                   | <b>Minor Repairs - 24 hrs</b><br><b>Major Repairs – 72 hrs</b>  |
| <b>OWS6</b> | Road restoration  | Code of Practice (CP)   | 24 hrs temporary, 7 days permanent road restoration   |
| <b>OWS7</b> | Leakage   | Code of Practice (CP)   | As per CP   |
| <b>OWS8</b> | Disconnections  | Code of Practice (CP)   | As per CP   |
| <b>OWS9</b> | Mains Laying  | Code of Practice (CP)   | As per CP   |

### **KEY:**

**GWS** – Guaranteed Water Standard

**OWS** – Overall Water Standard

**WHO** – World Health Organization

**“New Service Standards set by the RIC will  
*benefit us all!*”**

**For Further Information Contact:**

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