



CUSTOMER CHARTER



Life in every drop



Who We Are

Runaway Bay Water Company (RBWC) is a subsidiary of the Urban Development Corporation (UDC) that extracts and distributes bulk water to the National Water Commission (NWC) and supplies domestic water to customers in Cardiff Hall and surrounding areas from wells it operates in Cardiff Hall and Mount Edgecombe.

More recently, RBWC expanded services to Caymanas Country Club Estates, St. Catherine through Caymanas Development Company (CDC).



OUR COMMITMENT

We are committed to continuously improve customer satisfaction by monitoring our performance against established objectives. We promise our valued customers easy access to high quality potable water while being responsive to their needs. Our relationship with you therefore will be guided by the following principles:

- **Quality**

We promise to employ the highest standards in the timely and efficient delivery of our product and will benchmark our operations against national and international best practices.

- **Reliability**

We will work to ensure that you enjoy reliable and safe water supply and secure access to information that you can trust. We will continuously develop our product, service and business processes to provide you with an improved customer experience.

- **Accountability**

We will conduct our business in a transparent manner, while assuming responsibility for our actions and communicating openly and regularly with our clients and stakeholders.



We will work to ensure that our product complies with the relevant laws and regulations of the Government of Jamaica which govern the operation of companies that provide water services.

- **Fairness**

We will act fairly and reasonably towards you in a consistent and ethical manner. We will establish a clear set of procedures to ensure that issues are resolved fairly and quickly. For more details regarding our complaints procedure, please visit www.udcja.com.

OUR STANDARDS OF SERVICE

We aim to:

Treat all customers in a prompt, courteous and efficient manner, and when appropriate, in a confidential manner.

Identify ourselves by name when speaking to you on the telephone and face to face.

Answer telephone calls within three (3) rings ninety percent (90%) of the time.

Acknowledge you immediately on arrival and, if you have an appointment with us, ensure you are seen within five (5) minutes of your scheduled appointment.

In cases where we are unable to keep our scheduled appointment with you, we endeavour to notify you within twenty four (24) hours prior to the appointment and reschedule same at a convenient time for both parties.



Meet with you within fifteen (15) minutes of your arrival if you do not have an appointment. If this is not possible, we will offer you the option either to continue waiting until an officer is available or to schedule an appointment.

Train and develop our team members so that they have the right knowledge and skills to meet your needs.

Continuously develop our technology and infrastructure to meet and maintain your expectation of a quality product.

WATER & SEWAGE QUALITY PERFORMANCE

Providing you with a reliable, safe supply of water at a reasonable cost is what we do at RBWC. Therefore, we will ensure that;

- a) The pressure of water to customers is in the range of 20 and 60 psi and take all reasonable steps to ensure that customers receive an adequate supply of water most of the time.
- b) Required notification time is given for at least ninety percent (90%) of planned interruptions
- c) At least ninety percent (90%) of emergency lock offs are restored within the time specified.



Additionally, we will aim to have:

1. Testing for chlorine residue in the water distributed carried out every day and findings recorded.
2. All samples of treated water taken to the laboratory receive negative results for the presence of coliform.
3. Residual chlorine of at least .4ppm in potable water distributed by the RBWC at all times
4. All standards established by the Ministry of Health, National Water Resources Authority and Office of Utilities Regulation for potable water supplies adhered to.

The effective management of sewage effluent is very important to us and therefore, RBWC endeavours to:

- Clear ninety percent (90%) of all reported blocked mains within (4) hours of the report being received.
- Maintain the plant in such a manner that will minimise complaints of odour, to no more than five (5) complaints per fifty (50) customers in any month.
- Ensure that sewage effluents are within the standards specified by NEPA.

SERVICE GUARANTEES

Connection of New Customers

Our aim is to connect all customers with accurate working meters that are certified by the Jamaica Bureau of Standards within three (3) working days upon signing the contract for connection and paying the requisite fees.



Issue of First Bill

We will provide new customers with a bill based on metre reading within thirty (30) working days after their account is opened.

Metre Reading

We will provide customers with a bill based on a meter reading each month.

Wrongful Disconnection

We will not disconnect the supply of an account which is neither in arrears nor is the subject of an investigation internally or by the Office of Utilities Regulation. Where we have wrongfully disconnected a customer's supply, reconnection will be carried out within twelve (12) hours.

Repair or Replacement of Faulty Metre

We are committed to repair or replace any malfunctioning metre within ten (10) working days after detection is made.

Reconnection After Payment of Overdue Amount

Where outstanding balances including the reconnection fees or where a duly signed arrangement is made to a disconnected account, we will within twenty four (24) hours of receipt of payments, reconnect the customer's supply.



Payment of Compensation

Runaway Bay Water Company/Caymanas Development Company will credit customers' accounts within one (1) billing period after verification of a breach of any of the prescribed guaranteed standards. Customers must however submit claims within one hundred and twenty (120) working days after the breach.

RESPONSE TO COMPLAINTS

If you have a complaint, you may telephone, send correspondence by regular mail, email, fax or visit our office. We recognise that dealing with complaints is an integral part of our wider Customer Service objectives. Most complaints can be dealt with informally and quickly by the officer with whom you have been dealing.

However, if you are dissatisfied, you may write to the Manager, Runaway Bay Water Company if you receive water directly from RBWC or the Director, Caymanas Development Company if you receive service through CDC.

We will acknowledge receipt of written complaints received within three (3) working days. Your complaint will be investigated and response provided within fifteen (15) working days.

For investigations involving a third party, we intend to have those completed within thirty (30) working days.

If the matter is complex, it may take longer to respond, but you will be informed when to expect a reply. Where necessary, you will be given the opportunity for a personal hearing with the relevant Deputy General Manager or General Manager of the UDC.



In all cases, your complaint will be fully and objectively investigated and treated in confidence and an explanation given. If we have made a mistake, we will apologise and take corrective action within fifteen (15) working days of discovery.

YOUR RESPONSIBILITY

We are committed to providing a high standard of service by adopting a professional approach to all aspects of our business. There are many ways in which you can help us to continuously improve the standards of service delivery.

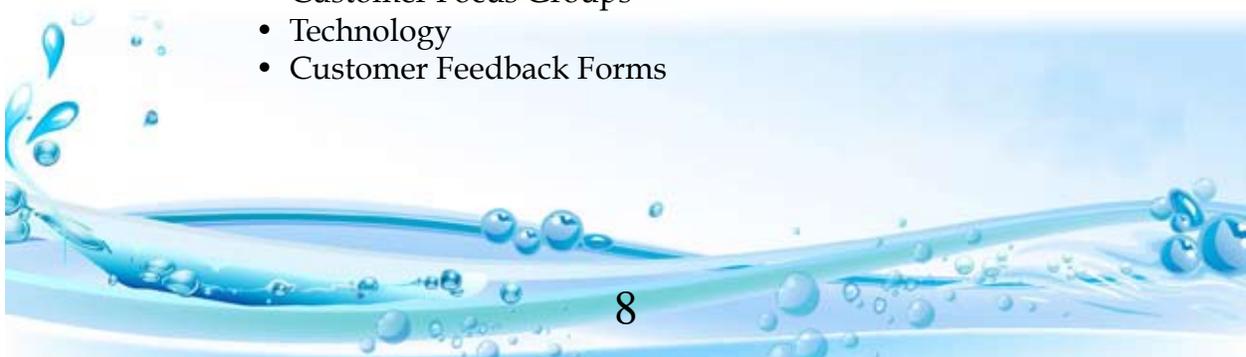
You can help us by:

- Honouring your contractual arrangements with us
- Conducting yourselves in a courteous manner when visiting and calling our offices.
- Advising us if you are dissatisfied with the services we provide.
- Sharing comments and suggestions for improved service.
- Responding to customer surveys on quality of service.
- Seeking an appointment to ensure that the appropriate person is available to meet with you as requested.

MEASURING OUR PERFORMANCE

We will ensure that the right systems are in place to inform us where we need to improve, by setting specific customer service targets and regularly measuring how we are doing against these targets. We will employ performance measure, including:-

- Customer Surveys
- Mystery Shopping
- Customer Focus Groups
- Technology
- Customer Feedback Forms



We will report regularly on how we are doing through our website and Annual Report.

HOW TO CONTACT US

Runaway Bay customers may contact us at:

Runaway Bay Water Company Limited
1036a – 1037a Ricketts Drive Cardiff Hall
P.O. Box 146

Runaway Bay, St. Ann

Tel #: (876) 973-7303; Fax # 973-4581

24-Hour Emergency Lines:

Cardiff Hall Plant – (876) 973-4631

Mt. Edgecombe Plant – (876) 973-5696

Opening Hours: Monday to Friday 8:30 a.m. to 4:30 p.m.
except on Public Holidays

Email:rwbc@udcja.com

Caymanas Customers may contact us at:

Caymanas Development Company Limited
Caymanas Estate

Spanish Town, St. Catherine

Tel # (876) 746-9909/ Cell # (876) 280-9179

24-Hour Emergency Line: (876) 280-9179:

Opening Hours: Monday to Friday 8:30 a.m. to 4:30 p.m. and
every last Saturday of the month, 10:00 a.m. to 2:00 p.m. except
on Public Holidays

Email:cdccustserv@udcja.com or info@udcja.com

For all Customers

Customer Service Unit

Urban Development Corporation

12 Ocean Boulevard, Kingston Mall

Tel: (876) 656-8031

Email: info@udcja.com or cr@udcja.com

