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No. 71B

THE OFFICE OF UTILITIES REGULATION ACT

THE OFFICE OF UTILITIES REGULATION (RUNAWAY BAY WATER COMPANY LIMITED
(WATER SUPPLY AND SEWERAGE SERVICES RATES AND CHARGES))
ORDER, 2021

WHEREAS by sections 4(4) and 11 of the Office of Utilities Regulation Act, the Office of Utilities Regulation may, by order published in the Gazette, prescribe the rates to be charged by a licensee in respect of its prescribed utility service.

AND WHEREAS the Office of Utilities Regulation, having reviewed an application by Runaway Bay Water Company Limited (RWBC) for an increase to their Water and Sewerage Rates, issued the Determination Notice titled "Runaway Bay Water Company Limited Water and Sewerage Rates" (Document Number: 2021/WAS/001/DET.001) dated the 27th day of April, 2021.

In exercise of the powers conferred on the Office of Utilities Regulation by section 11 of the Office of Utilities Regulation Act, and of every other power hereunto enabling, the following Order is hereby made:—

1. This Order may be cited as the Office of Utilities Regulation (Runaway Bay Water Company Limited (Water Supply and Sewerage Services Rates and Chages)) Order, 2021.
2. With effect from the 1st day of May, 2021, an occupier of property—
 - (a) situated in the area of Caymanas Estate, St. Catherine and Cardiff Hall, St. Ann in respect to which consumers receive water supply services directly from RBWC and also situated in the area clusters A & B Caymanas Country Club Estate, Caymanas Estate, St. Catherine in respect to which consumers receive sewerage services directly from RBWC; and
 - (b) who receives any such water supply or sewerage services from RBWC, shall pay to RBWC, at its offices or at such other places as the company from time to time specify, the applicable rates and charges set out in the First Schedule.
3. With effect from 1st day of May, 2021, the Quality of Service Standards (Guaranteed Standards) set out in the Second Schedule shall apply to Runaway Bay Water Company Limited.

FIRST SCHEDULE
Rates and Charges

<i>Service Charge</i>		
<i>Meter/Service Connection Size</i>		<i>Charge</i>
	—————	—————
5/8 inch/15mm		\$690.34
1 inch/25mm.		\$1,978.89
2 inch/50mm		\$5,276.99
3 inch/75mm		\$9,583.87
4 inch/100mm		\$15,481.87
<i>Volumetric Rate</i>		
<i>Consumer Category</i>	<i>Water Rate</i>	<i>Sewerage Rate</i>
	—————	—————
Residential (Imperial Metered)		
For up to 3,000 gallons	\$401.63	\$467.23
For the next 3,000 gallons	\$714.28	\$826.75
For the next 3,000 gallons	\$778.71	\$905.98
Over 9,000	\$1,327.04	\$1,545.88
Residential (Metric Metered)		
For up to 14,000 litres	\$88.30	\$102.72
For the next 13,000 lites	\$157.04	\$181.77
For the next 14,000 litres	\$171.26	\$199.25
Over 41,000	\$291.88	\$340.02
Commercial (Imperial Metered)		
For up to 2,000,000	\$1,533.14	\$1,785.75
Over 2,000,000	\$893.67	\$1,049.91
Commercial (Metric Metered)		
For up to 9,100,000	\$337.12	\$392.66
Over 9,100,000	\$196.51	\$228.88
Condominiums		
Imperial Metered	\$760.53	\$885.84
Metric Metered	\$167.21	\$194.76
<i>Miscellaneous Fees</i>		
<i>Type</i>	<i>Fees</i>	
	—————	
Reconnection	\$4,370.00	

FIRST SCHEDULE
Guaranteed Standard

Code	Guaranteed Standard	Mode of Compensation
GS1—Connection of New Customers	RBWC is required to connect all new customers with working meters, where water supply is available at the property boundary, within three (3) working days after signing the contract for connection.	Automatic
GS2—Issue of First Bill	RBWC must issue (print and mail/deliver) a bill to a customer based on a meter reading within thirty (30) working days after the account is opened.	Claim
GS3(a)—Response to complaints— Acknowledgements	RBWC must acknowledge written customer complaints within three (3) working days of receipt.	Claim
GS3(b)—Response to Complaints— Investigations	RBWC must, within fifteen (15) working days of receipt of a complaint, complete the investigation and inform the customer of the results.	Claim
GS3(c) - Investigations involving 3rd party	RBWC must, within thirty (30) working days, complete investigations into a complaint involving a 3rd party.	Claim
GS4(a)—Wrongful Disconnection	RBWC shall not disconnect the service of an account which is neither in arrears nor is the subject of an investigation internally or by the OUR.	Automatic

Code	Guaranteed Standard	Mode of Compensation
GS4 (b)—Reconnection after Wrongful Disconnection	RBWC must, within twelve (12) hours, reconnect any supply that the company wrongfully disconnects and a written apology extended.	Automatic
GS5—Repair or Replacement of Faulty Meter	RBWC must, within ten (10) working days after detection, or after being informed of a meter defect, repair or replace any malfunctioning meter.	Automatic
GS6—Meter Readings	RBWC must render a bill based on a meter reading each month.	Automatic
GS7—Reconnection after Payment of Overdue Amount	RBWC must, within twenty-four (24) hours of receipt of all applicable payments (reconnection fee etc.), reconnect customers disconnected for any outstanding balance.	Automatic
GS8—Payment of Compensation	<p>RBWC shall credit customers' accounts within one(1) billing period after a breach of any of the prescribed Guaranteed Standards.</p> <p>For the avoidance of doubt, if RBWC does not compensate the customer within the specified time, this will result in another breach. Where applicable, customer must</p>	Automatic

<u>Code</u>	<u>Guaranteed Standard</u>	<u>Mode of Compensation</u>
	submit claims within one hundred and twenty (120) days after the breach.	

Dated this 29th day of April, 2021.

ANSORD E. HEWITT
Director-General
Office of Utilities Regulation.