

**PUBLIC UTILITIES COMMISSION  
OF  
TRINIDAD AND TOBAGO**

**TARIFF BOOK TO ORDER 83**

**SCHEDULE OF RATES AND CHARGES  
OF THE  
WATER AND SEWERAGE AUTHORITY  
OF TRINIDAD AND TOBAGO**

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## 1.0 DEFINITIONS

In this document:

“actual cost” means direct costs plus overheads

“arrears” means amounts due on a bill which have not been paid by the due date.

“applicant” means any person who requests water or sewerage services from the the Water and Sewerage Authority.

“authorised” means authorised by the Public Utilities Commission.

“Authority” means the Water and Sewerage Authority established under the Water and Sewerage Act, Chapter 54:40 of the Laws of Trinidad and Tobago.

“Customer” or “consumer”, used interchangeably, means any person or organization who has entered into an agreement or contract with the Authority for the provision of water and sewerage services.

“Commission” means the Public Utilities Commission created by the Public Utilities Commission Act, Chapter 54:01 of the Laws of Trinidad and Tobago.

“deferred payment plan” means payment of arrears by an instalment plan.

“delinquent customer” is a person who accumulates two consecutive months of arrears.

“denial” means any determination by the Authority in writing, in response to an application for service, that the service requested shall not be provided.

“disconnection” means the interruption of service for non-payment of bills or at the request of the customer.

“interruption” means temporary loss of service.

“meter” means any appliance used to measure the volume of flow rate of Water or Sewerage in any part of the Water and Sewerage System.

“owner” means the person for the time being receiving the rack-rent of the premises in connection with which the word is used, whether on his own account or as agent or trustee for any other person, or who would so receive the same if those premises were let at a rack-rent.

“premises” includes land.

“public standpipe” means any fountain, standpipe, dipper, valve, tap or appliance used or intended to be used for supplying water to the public generally or a section of the public, and in respect of which water rate is levied by or under the Water and Sewerage Act.

“sewerage” includes the waste of animal life other than stable manure, the draining of stable water and liquid waste discharged from sinks, basins, baths and all other water which has been used for domestic purposes or in any industrial processes, and all waste water.

“sewerage facilities” means the provision of the service of removal of sewerage (within the meaning of section 61(1) of the Water and Sewerage Act) by means of the sewer system or any part thereof and includes services incidental thereto, and permitted under the Water and Sewerage Act.

“suspended service” means disconnection of the supply of water as requested by the customer for a period of not more than three (3) months.

“temporary customer” is a person who applies for and receives a supply of water periodically each year, intermittently during the year, or at other irregular intervals.

“temporary service” means service which is provided periodically each year, intermittently during the year, or at other irregular intervals.

“watercourse” includes all rivers, streams, ditches, drain cuts, culverts, dykes, sluices, sewers (other than the sewer system) and passages through which water flows whether on the surface of the land or underground.

## **2.0 DEFINITIONS OF CUSTOMER CLASSES**

### **2.1 Domestic**

- a) All premises used entirely as living quarters by private households whether owner-occupied or rented.
- b) All premises used, whether solely or partly for business, trade or manufacturing purposes which are not registered for Value Added Tax.

Domestic rates shall apply in the following cases:-

- a) Standpipe A1

Domestic premises without a service connection or land zoned for domestic use or land which is not zoned within a quarter mile of a public standpipe.

- b) Externally serviced A2

Premises which are served by yard tap outside of the covered and enclosed portion of the premises

- c) Internally Serviced A3 and A4

Premises fitted with internal plumbing.

- d) Schools

Premises used solely for teaching and education and registered as schools by the Ministry of Education.

- e) Places of worship and Premises used for Charitable Purposes.

Premises used solely by religious bodies as places of worship and by charitable organizations which are registered with the Ministry of Social Development and Family Services.

- f) Private Doctors' or Veterinarian offices except where they are part of a Medical or Veterinarian Clinic, or a Dental or Optical establishment.

- g) Old People's Homes where the care is essentially custodial and not medical.

## 2.2 Agricultural

Premises used for agricultural operations, including crop and livestock farming, forestry, fishing and horticulture.

Customers who apply for a water connection for agricultural purposes may be required to present proof of such in the form of certificate from the Ministry of Agriculture.

## 2.3 Non-Domestic

- a) All connected premises where businesses registered for Value Added Tax are conducted. Includes the following services which are exempt from VAT under the Value Added Tax Act, 1989:
  - (i) Public Postal Services
  - (ii) Gambling, Betting and Lottery Establishments
  - (iii) Real Estate Brokerage Firms
  - (iv) Insurance Services Establishments
  - (v) Banking and Finance Houses
  - (vi) Stock Brokerage Establishments
  - (vii) Hire Purchase Services Establishments
  - (viii) Hotels, Inns and Guest Houses with accommodation capacity of 10 or more guest rooms
  - (ix) University of the West Indies
  - (x) Hugh Wooding Law School
  - (xi) Private Hospitals, Clinics, Dental, Optical, Medical Laboratory and Veterinary Establishments
- b) All connected premises where marketing operations of agricultural Customers which are registered for Value Added Tax are conducted.
- c) All connected premises used for the exercise of the functions of any public authority.
- d) All premises or land zoned or used for non-domestic purposes without a service connection within a quarter mile of a public standpipe.

## 2.4 Cottage

All businesses that are classified by this Tariff as Non-Domestic and are Conducted on domestic premises or in a structure which is partly used for business and partly as domestic premises.

## 2.5 General

Where the Annual Taxable Value of the separate parts of a building or of the separate covered buildings within a common boundary can be disaggregated each part shall be classified and billed separately in accordance with these rules.

**3.0 SCHEDULE OF RATES AND CHARGES**

**3.1 Water Services**

**3.1.1 Domestic**

A<sub>1</sub> Standpipe - \$33.75 per quarter

A<sub>2</sub> Externally Serviced - \$67.50 per quarter

A<sub>3</sub> Internally Serviced (Unmetered)

<u>ATV (\$)</u>	<u>CHARGE</u>
0 - 500	95% of ATV Minimum \$108/quarter
501 - 1000	81% of ATV Minimum \$118/quarter
1001 - 2000	54% of ATV Minimum \$203/quarter
Over 2000	47% of ATV Minimum \$270/quarter Maximum \$304/quarter

A<sub>4</sub> Internally Serviced (Metered)

Up to 150 cubic meters	- \$1.75 per cub. meter/qtr.
Above 150 cubic meters	- \$3.50 per cub. meter/qtr.
	Minimum bill - \$30/quarter

A<sub>5</sub> Charitable Institutions and Places of Worship (Unmetered) - Minimum Domestic Bill of \$108/quarter

A<sub>6</sub> Charitable Institutions and Places of Worship (Metered)

Up to 150 cub/meters	- \$1.75 per cub. meter/qtr.
Above 150 cub/meters	- \$ 3.50 per cub. meter/qtr.
	Minimum Bill - \$30/quarter

### 3.1.2 Non Domestic

#### B. Industrial

- B<sub>3</sub> - Unmetered - \$474 per month
- B<sub>4</sub> - Metered - \$3.50 per cub. meter/mth.  
Minimum Bill - \$35 per mth.

#### C. Commercial

- C<sub>3</sub> - Unmetered - \$474 per month
- C<sub>4</sub> - Metered - \$3.50 per cub. meter/mth.  
Minimum Bill - \$35 per mth.

#### D. Cottage

- D<sub>3</sub> - Unmetered - \$300 per month
- D<sub>4</sub> - Metered – Up to 150 cub.m. - \$2.50 per cub. meter/mth.  
Above 150 cub.m. - \$3.50 per cub. meter/mth.  
Minimum Bill - \$25 per month

#### E. Agricultural

- E<sub>3</sub> - Unmetered - 15% of ATV  
Minimum Bill - \$105 per mth
- E<sub>4</sub> - Metered - \$2.25 per cubic meter  
Minimum Bill - \$20 per mth

- F. Unserviced Premises - \$50 per month



### 3.2 Sewerage Services

#### 3.2.1 Domestic

##### A<sub>3</sub> Internally Serviced (Unmetered)

Water Bill <\$202.50/qtr	- \$75.50/qtr
Water Bill >\$202.50/qtr	- \$93.25/qtr

##### A<sub>4</sub> Internally Serviced (Metered) - 50% of Water Bill

##### A<sub>5</sub> Charitable Institutions and Places of Worship (Unmetered) - \$75.50 per quarter

##### A<sub>6</sub> Charitable Institutions and Places of worship (Metered) - 0% of Water Bill per quarter

#### 3.2.2 Non Domestic

##### **B. Industrial**

B<sub>3</sub> - Unmetered - \$237 per month

B<sub>4</sub> - Metered - 50% of Water Bill

(Where the supply of water to industrial users for non-domestic and domestic purposes can be separately metered and the industrial wastewater is not discharged into the sewer system, the sewer charge shall be 50% of the charges for that portion of water used for domestic purpose.)

##### **C. Commercial**

C<sub>3</sub> - Unmetered - \$237.00/month

C<sub>4</sub> - Metered - 50% of Water Bill

##### **D. Cottage**

D<sub>3</sub> - Unmetered - \$100 per month

D<sub>4</sub> - Metered - 50% of Water Bill

##### **E. Agricultural**

E<sub>3</sub> - Unmetered - 50% of Water Bill

E<sub>4</sub> - Metered - 50% of Water Bill

**3.3 Other Charges**

3.3.1 Water Connection

- (i) Domestic - \$187.50 Standing Labour Charge plus Cost of Material
- (ii) Non Domestic - Actual Cost
- (iii) Reconnection after Disconnection - \$500.00

3.3.2 Sewerage Connection - Actual Cost

3.3.3 Swimming Pool (Unmetered) - \$160.00/quarter

3.3.4 Building Tap

- (i) Domestic - Tariff Items A<sub>3</sub> and A<sub>4</sub> as appropriate
- (ii) Non-Domestic - Tariff Items B and C as appropriate

3.3.5 Disconnection at Customer's request - \$312.00

3.3.6 Abstraction of Water from Water Courses

- (i) For irrigation purposes - \$0.10/cub.meter/mth.
- (ii) Other - \$0.36/cub.meter/mth  
Min. Bill \$120.00/mth.

3.3.7 Water Meter Charges

- (i) Domestic - to be determined
- (ii) Non-Domestic:

<u>Monthly Charge</u>			
<u>Meter Size</u> mm	<u>Installation</u>	<u>1<sup>st</sup> twelve Months</u> \$	<u>After 1st twelve months</u> \$
20	899.50	32.00	15.00
25	1,516.00	54.00	25.00
40	2,087.00	75.00	35.00
50	2,542.50	91.00	42.50
75	6,145.00	219.50	102.50
100	9,297.50	338.00	155.00
150	15,420.00	551.00	257.00
200	23,236.00	830.50	387.50
250	39,365.50	1,407.50	656.00

3.3.8 All Other Services Not Provided for – Actual Cost

## **4.0 GENERAL RULES FOR THE APPLICATION OF WATER AND SEWERAGE RATES**

### **4.1 Introduction**

These rules shall be used by the Water and Sewerage Authority in the application of the authorised rates contained in this Tariff.

### **4.2 Application For Service**

The Water and Sewerage Authority (the Authority) shall supply water to the premises of any applicant within the area served by the system, within twenty-eight (28) business days of receipt of the completed written application for service and the authorised installation charge or such later time as may be specified by the applicant except:

- (i) Where prevented by labour strikes or precluded by law or by circumstances beyond the control of the Authority.
- (ii) Where there is a lack of facilities: or
- (iii) Where there are outstanding arrears on a previous account for which the applicant was responsible.

If the provision of service is delayed beyond twenty-eight (28) business days from the receipt of the completed written application for service or such later time as may be specified by the applicant, the Authority shall inform the applicant of the reasons for the delay and the estimated time when the service would be installed. Notification may be either oral or written.

The Authority shall require, as a general principle, that applicants for the supply of water to their premises or for sewerage connections or for any other service by the Authority, post a security deposit as a condition of receiving the service.

The Authority shall be required to provide service to an applicant who owes money for service provided to a prior account under the same name where:

- (i) the applicant makes full payment for service provided to any such prior account in his/her name: or
- (ii) the applicant agrees to make payments under a deferred payment plan as defined by the Authority: or
- (iii) the applicant has an unresolved billing dispute or query and the amount owed is not more than the amount under dispute or query.

An application for the supply of water shall include name, identification number of applicant (ID Card or Passport), and where applicable, address and account number(s) of prior accounts with the Authority. The application shall be deemed completed when proof of the applicant's identity, proof of ownership of the premises or written acceptance of responsibility for the service to be supplied has been received by the Authority.

### **4.3 Denial**

The Authority shall not deny an application for the supply of water or for a sewerage connection without advising the applicant within twenty-eight (28) business days of receipt of the application for service of:

- (i) the reason or reasons for the denial:
- (ii) the plans by the Authority to provide service in that area: and/or
- (iii) precisely what the applicant and/or the Authority must do for service to be provided.

### **4.4 Disconnection/Suspension**

The Authority may suspend or disconnect service if the customer:

- (i) fails to pay the Authority or one of its authorised agents charges due for service rendered previously: or
- (ii) fails to pay or fails to agree (in writing) to pay equipment and installation charges for the provision of service: or
- (iii) fails to pay amounts due under a deferred payment plan or:
- (iv) fails to pay any deposit required under the tariff or these rules as a condition for the provision or service: or
- (v) uses the supply of water in such a manner as in the opinion of the Authority gives rise or tends to give rise to contamination of the supply.

### **4.5 Notice of Disconnection**

After issuing the notice of suspension/disconnection on the bill, and prior to the scheduled date for suspension/disconnection, the Authority shall attempt to notify the customer by telephone of the intended suspension/disconnection and explain how suspension or disconnection may be avoided. The attempt to notify the customer by telephone may be done during non-working hours.

### **4.6 Disconnection or Termination Without Verification of a Delinquent Account**

The Authority shall not suspend, disconnect or terminate service for non-payment of bills rendered unless it has verified that payment has not been received at any payment center of the Authority.

#### **4.7 Posting of Payment**

The Authority shall ensure that any payments made to the Payment Centres of the Company in response to notices of disconnection are posted to the customer's account on the day payment is received.

Payment received before the due date for disconnection shall be posted so that suspension or disconnection does not occur.

#### **4.8 Additional Notice Required When Payment by Cheque is Subsequently Dishonoured**

The Authority shall make reasonable efforts to contact the customer within 24 hours (one working day) when the Authority is in receipt of a cheque which has been dishonoured. Upon contacting the customer, the Authority shall give him or her an additional 24 hours (one working day) to pay the amount stated in the cheque before starting suspension or disconnection procedures.

Where the customer repeatedly presents cheques which are subsequently dishonoured, his or her service may be disconnected at the Authority's discretion.

#### **4.9 Billing Queries**

Where the owner or occupier of the premise as appropriate fails to pay within seven days after a demand therefore any instalment of a water rate or sewerage rate payable in respect of any premises, the authority may cut off the supply of water to the premises and recover the expenses reasonably incurred by it in so doing in the same manner as the instalment due, save that if, before the expiration of the said seven days, notice in writing is given to it that there is dispute as to the amount due in respect of the water rate or sewerage rate, or as to the liability to pay the rate, the Authority shall not cut off the supply of water until the dispute has, on the application of either party, been settled by a court of summary jurisdiction, but only if the occupier or owner tenders the amount due in respect of the water rate or sewerage rate, as the case may be, without prejudice to the dispute.

#### **4.10 Reconnection of Service**

The Authority shall reconnect a suspended or disconnected service unless prevented by circumstances beyond its control, or unless a customer requests otherwise, within three (3) working days of:

- (i) receipt by the Authority of the arrears for which service was suspended or disconnected and the authorised fee for reconnection, or upon confirmation that the conditions which caused suspension or disconnection of service have been eliminated: or
- (ii) agreement by the Authority and the customer on a deferred payment plan and the payment of any down payment, required under the plan.

#### **4.11 Emergency Interruptions of Service**

The Authority may interrupt service whenever the safety of persons or property is endangered or whenever required to maintain the integrity of the water supply system.

#### **4.12 Disconnection on Request**

When disconnection is requested by the owner or occupier of the premises as appropriate at least seven (7) days notice shall be given to the Authority in writing. Until

- a) such notice is given and
- b) any authorised disconnection fee applicable has been paid, and
- c) in the case of a metered supply, the Authority has read the meter,

the owner occupier as appropriate shall be responsible for any charges incurred for water consumed and any other applicable charges.

#### **4.13 Contents of Bills**

The Authority's bills to a customer shall include:

- a)
  - the name and address;
  - account number of the customer;
  - telephone number of the Authority's business office which may be contacted to discuss the bill or report complaints about the service;
  - current amount owed for each service provided;
  - the date by which payments for the current period may be paid;
  - credits from past bills;
  - any amounts owed and unpaid from previous bills; and
  - any credits and charges due to adjustments to past bills.
- b) a statement that the bill may be paid in person at any local company offices or other authorized offices;
- c) for water supplied through a meter, the meter reading at the beginning and at the end of the billing period;
- d) for water charged on the basis of the Annual Taxable Value of the property, the Annual Taxable Value and the amount due for that billing period;
- e) the amount due for sewerage;

- f) a notice of disconnection on the bill;
- g) the last date for payment of the bill before starting disconnection or suspension procedures.

A listing of water and sewerage services being provided and the current fixed and monthly charges shall be provided upon request.

#### **4.14 Complaints to the Water And Sewerage Authority**

Customer complaints about bills for the supply of water, deposit requests or other service problems shall be made to the Authority.

The Authority shall state in the Telephone Directory and on its bills the Telephone numbers and offices where complaints can be made, and the manner in which complaints can be made.

The Authority shall promptly investigate any complaint and report the results to the complainant. The report of the investigation shall be made orally, unless the complainant requests a written report of their findings. The Authority shall send the written report within seven (7) business days of the request by the complainant. If the Authority is unable to give an oral report, a letter requesting the customer to call the Authority or a written copy of the report shall be sent to the complainant no later than two (2) business days after the results of the investigation are determined. If no reply is received to the letter requesting the customer to call in seven (7) business days, a written copy of the report shall be sent to the complainant no later than the tenth (10<sup>th</sup>) business day after the original letter was sent to the customer.

The Authority shall notify the customer that he can complain to the Public Utilities Commission if his complaint is not resolved.

A copy of these rules and the current tariff shall be provided to each new customer. Additional copies may be provided on request.

#### **4.15 Metered Supplies**

Save as hereinafter provided, all charges for water supplied by meter shall be based on meter readings made by officers of the Authority and all meters shall be presumed to be accurate until the contrary is proved.

If a meter is found to be out of order or if it is to be removed for repairs or alternation, the fact shall be noted in writing to the owner or occupier of the premises.

On fixing a new meter or refixing the old meter a second notice shall be handed to the occupier of the premises.

The consumption for the time during which the service was without a meter shall be calculated according to the average daily rate of consumption that obtained immediately preceding the removal of the meter during the period between two successive readings whilst the meter was in good order.



The Authority shall, upon request and deposit of the authorised charge for meter testing by the consumer, or where it is of the opinion that a water meter is not measuring water consumption accurately, remove and test the meter.

Where the meter when tested at the request of the customer:

- (i) is found to register within 2 percent of the volume of the water actually passing through the meter, that meter shall be deemed to be measuring accurately and the deposit shall be forfeited to the Authority;
- (ii) is found to register more than two percent outside of the volume actually passing through the meter, that meter shall be deemed to be measuring inaccurately and the deposit shall be returned to the consumer;
- (iii) where the meter is deemed to be measuring inaccurately, the Authority shall adjust the account for that meter adding to or deducting from the water billings to reflect the inaccuracy of the reading measured in testing, to properly represent the cost of the water supplied through the meter for the month preceding removal and testing of the meter.

All meters shall henceforth be provided by, and be under the sole control of, the Authority who shall determine the positions of the meters and have access thereto at all times.

The Authority shall be responsible for any damage caused to the owner's property arising from the meter or any connections.

Charges for repairs to meters necessitated by damage which in the opinion of the Authority is due to any wilful act or to negligence by the owner of the premises shall be paid for by the owner of the premises in which the meter is fixed.

Where a meter is supplied by the Authority to an un-metered service the customer shall pay the authorised installation charge and meter service charge which may be paid in instalments at the discretion of the authority, but the meter shall remain the property of and shall be read and maintained by the Authority.

The Cost of fixing a meter in position in any other case, and the cost of shifting a meter at the request of the owner shall be a charge payable by the owner.

In the absence of a meter owned by the Authority, the reading of meters owned by the customer, or estimates by the Authority shall be used until the supply is metered by the Authority.

If the Authority is unable to obtain a meter reading or if a water meter fails to register properly the amount of water being used or if water supplied through a meter has not for any reason whatsoever registered on the meter, the amount of water supplied since the last time the meter was read and was recording accurately, may be estimated by the Authority, based on previous consumption or daily average consumption, and the customer shall pay the charges based on such estimate of the supply.

Payment of an estimated amount or an amount based on the readings of a meter other than a meter owned by the Authority, shall not excuse the customer from liability for payment of a greater amount which may be owing after the Authority's meter is read.

Where the volume recorded by the Authority's meter is less than the estimated volume based on the readings of a meter owned by the Authority, the customer shall be refunded the value of the difference between the estimate and the volume read on the Authority's meter.

#### **4.16 Service Work**

In the event of a failure or interruption of water service to any premises, the Authority may, upon request of and deposit by the consumer of an amount equal the cost, to be estimated by the Authority, of ascertaining and remedying the cause of the failure or interruption, take such action as is reasonably necessary to ascertain and remedy the failure or interruption.

Where the Authority takes action, and ascertains the cause or place of the failure or interruption to be:

- a) across the property line on the premises receiving water service, the deposit of the consumer shall be forfeited to the authority;
- b) between the watermain and the property line of the premises receiving water service, the deposit shall be returned to the consumer.

#### **4.17 Rebates For Intermittent Supply**

- a) The rebate applies only to un-metered customers
- b) In areas subject to scheduled service, a rebate/credit becomes due whenever the authority implements its schedule service
- c) In areas not subject to scheduled services, the rebate/credit becomes due after the fifth day of continuous interruption or after a cumulative total of 10 days or 240 hours of interruptions over the billing period.