NATIONAL WATER & SEWERAGE AUTHORITY

PRIVATE WATER SERVICE, ADDITIONAL METER, TEMPORARY & SEWER CONNECTION APPLICATION FORM

SECTION A– APPLICANT'S INFORMATION

Applicant's Name: _____

Applicant's Alias (other known name): _____

Billing Address:_____

Email Address: _____

Telephone Nos.: Work_____ Home _____ Cell_____

Please provide sight of:

ID.: _____ Application Date: _____dd/____mm/ ____yy

National ID ☐ Passport ☐ NIS ☐

Drivers Licence ☐ _____ (DL No.)

New Service ☐ Transfer of Service ☐

Account No. _____

Service Required: (a) Water ☐ (b) Add. Meter ☐ (c) Sewer ☐

A/c#_____

Service Location :_____

directions to get to Intended Service:_____

_____

_____

Nature of Building: Domestic ☐ Non– Domestic ☐ Industrial ☐

If Non– Domestic :

Trading / Registered Name: _____

Applicant's position in the Company:_____

SECTION B– OWNERSHIP

Do you own the property where service is required? YES ☐ NO ☐

If no, please go to **SECTION D**

If yes, do you have title documents proving that you are the owner of the property? YES ☐ NO ☐

Please indicate whether you have annexed any of the following documents in support of this Application:

Conveyance ☐ Will/ Adminstration/Probate ☐ Statutory Declaration ☐

Where the Applicant has no proof of ownership please fill in the correct statement below:

A) I have been in continuous undisturbed possession of the said property for a period of _____years, commencing in or around ____/____/_____;

B) I am solely entitled to the property in its entirety, being the sole beneficiary of _____who died on _____/_____/_____ and at the date of his/her death was the owner of the property and whose estate has not been Administered;

C) I am jointly entitled with _____ to the property in un divided shares being the beneficiaries of _____who died on _____/_____/_____ and at the date of his death was the owner of the property and whose estate has not been Administered. The other owners are aware of the Applicant's applica tion herein and have given their permission for the said connection to be made.

D) I purchased the property from the previous owners on ____dd/_____mm/_____yy but the property

has not been formally conveyed to me so I therefore do not have any proof of ownership (Conveyance,. Statutory Declaration.)

E) The owners of the property have agreed to convey the property to me by Deed of Gift but the Conveyance is not yet complete. ☐ (Please tick box if this is the appropriate description.)

SECTION C –WHERE THE APPLICANT HAS NO PROOF OF OWNERSHIP

- The Applicant will pay a security deposit as assessed by NAWASA prior to the installation of the PWS:
- This deposit will be used to strictly cover any installation costs and arrears left after the service is closed/terminated;
- A refund of the deposit will become due on termination of the service or upon submission of proof of ownership
- NAWASA reserves the right to institute legal proceedings for the recovery of any monies due and owing by the Applicant.
- In the event of a successful claim by a third party of ownership of the property trumping the Applicant's claim of ownership:

  - The Applicant by the signing of this agreement, agrees to indemnify NAWASA against any claims by third parties whatsoever arising out of the establishment and existence of the connection;

  - NAWASA shall immediately disconnect the service or enter into an arrangement with the third party/ parties and severe the existing relationship;

  - NAWASA shall apply the deposit to any outstanding balance /arrears on the Account for the Property and any other relevant charges and refund the deposit less these deductions.

SECTION D - WHERE THE APPLICANT IS NOT THE OWNER OF THE PROPERTY

Owner's Name: _____

Owner's Address_____

Telephone Nos.: Home_____ Work _____Cell _____

Kindly attach to this application a letter from the Owner giving the applicant permission to establish connection and a copy of the Owner's proof of ownership e.g. Covenyance or Statutory Declaration. A copy of the form for the letter from the Owner is available from NAWASA's Customer Service Department (CSU)

SECTION E— USER OF THE PROPERTY

Are you the main user of the services applied for? YES ☐ NO ☐

If no, please state the name of the main user _____

Have you (or any intended user) ever been provided with service by NAWASA before?

YES ☐ NO ☐

Was there a water line on the property before? YES ☐ NO ☐

If yes, state previous account number or meter number or Owner's name _____

_____

Nearest NAWASA Customer _____

Telephone No. _____

SECTION F– GENERAL INFORMATION

- The Applicant shall be responsible for the payment of all charges associated with this Connection;
- NAWASA reserves the right to terminate the service in the event that any of the above information is false or incorrect.
- Please ensure that you have read the Terms and Conditions attached before signing and returning this application form.

SECTION G—DECLARATION

I/ WE hereby certify that all the information provided in this application is true and that I/WE have read, understood and agree with NAWASA' s Terms and Conditions.

SIGNATURE/S _____ _____

FOR OFFICE USE ONLY

Main Size _____ Installation Cost _____

Date _____dd/_____mm/____yy

Estimate Prepared by _____

Amount Paid _____ Receipt No._____ Payment Date ____dd/____mm/____yy

Meter #_____ Initial Reading _____ Route # _____

Nearest Meter #_____ Source_____

Checked by (CSU) _____ Effective Date _____dd/_____mm/_____yy

Checked & Approved By: _____

Service Installed By:_____

TERMS AND CONDITIONS FOR THE SUPPLY OF WATER

1.**Restrictions in Service**: There may be a restriction in service where there is a deficiency in the source of supply owing to a drought, or any contingency affecting any supply works or machinery, or to any interruption caused by repairs, accident or other cause.

2. The above mentioned restrictions in service do not:

2.1. Impose any liability on the Authority by reason of the reduction or temporary, discontinuance of the water supply;

2.2. Affect the liability of owner to pay all the proper rates, charges or fees.

3. All efforts will be made to ensure that bills are issued and received by Customers; however the non-receipt of bills does not exempt a Customer from the obligation to pay the amount due and owing.

4. Failure to pay bills within 30 (thirty) days of bill date makes the service liable for disconnection.

5. The Customer is responsible for such charges as determined by NAWASA for:

5.1 the installation of the meter

5.1. the relocation of the meter at the request of the Customer

5.2. the replacement of the meter by a larger or smaller meter required by reason of any increase or decrease in the consumption of water and for any works required.

5.3 irrespective of the Customer's request for the reallocation of the meter, meters shall be placed in accordance with the Authorities policies and regulations and shall not be relocated to an area in direct conflict with these.

6. **Irrespective of clause 5 herein the Authority may at its own expense resite the meter and chamber in order to conform to the Authority's policies and regulations**.

7. The Customer shall grant to authorised officers of the Authority permission to enter any premises at reasonable times for the purpose of carrying out all such works as are referred to in section 5 above, provided that twenty – four (24) hours' notice of the intended entry has been given to the Customer .

8. The meter shall remain the property of the Authority and shall not be removed or in any way disturbed, tampered or interfered with, except by an authorised officer of the Authority.

9. Any question as to the accuracy of the meter shall be determined as prescribed by the NAWASA Act of 1990.

10. For charging purposes, a meter is considered to be accurate unless the degree of error in recording exceeds 5%.

11. The Authority is responsible for the repair, maintenance and replacement of the pipes and fittings up to the point of sale, which is the meter. The Customer is responsible for the repairs, maintenance and replacement of his water supply pipe and fittings from the property to the meter.

12. Customers are reminded that they are liable for the cost of all water recorded by the meter and are therefore strongly advised to make frequent checks to detect hidden leakage or high consumption.

13. Requests for changes in account details must be confirmed by the Customer in writing.

14. All Application forms must be accompanied by a copy of the title deed, lease, declaration or any supporting document that will indicate ownership or capacity to authorise the service connection.

15. The application by a Tenant, licensee or other non- owner occupant must be accompanied by a copy of the lease and written permission from the landlord/ landowner. This permission document must be signed and such signature must be witnessed by a Justice of the Peace or Notary Public. A deposit would be required in these circumstances.

16. Boundary marks must be established before any service connection is installed.

17. Where a Landlord requires that a tenant's name and or mailing address be added to the account information, the request must be made in writing and signed by the Landlord. Written requests must also be submitted by the Landlord in order to remove the Tenant's information from the account.

18. An application form would not be processed if the form is incomplete or the relevant documents are not provided.

19. NAWASA would not be in any way responsible for the removal of any pipes existing on the property irrespective the origins of the said pipes.

20. A 10% cancellation fee of any payment made with respect to service connection is applicable on any refund when the applicant changes his mind about the service.

21. Any property for which a connection already exists shall not receive a new service; instead a reconnection/ reinstatement of the service would be applicable.

22. Any pipes provided by the applicant as requested must be available prior to the installation for the connection service.

23. Applications submitted for commercial activities must be affixed with the company stamp and must be made in the Registered Business Name or Company Name and a copy of the registration documents or certificate of incorporation must be provided.

24. Where the land is owned by the Government of Grenada the Applicant is to provide official correspondence from the relevant Ministry giving permission for the Applicant to make the said application for PWS on the property in question.

25. Where the meter is damaged by the Customer the said Customer would be responsible for its replacement at a cost to be determined by the Authority.

26. In accordance with the provisions of the National Water and Sewerage Authority Act please be advised that it is illegal to connect any pipe line before the meter, Any such occurrence will be subject to criminal prosecution.