



THE GUYANA WATER INC.'s COMMITMENT

The Guyana Water Inc. in its Charter, is committed to provide Quality Water and continuous service to its Customers. To this end, the company ensures that it has the minimum number of days to have fault rectified. Below is a snapshot of the Company's Charter to the public.

Your rights to drink quality water

If at any time we believe that there is a problem with the quality of your water, due to our supply system, we will provide appropriate advice and an alternative water supply where we think necessary and possible.

If you tell us you that you have problems with your water supply, we will investigate.

If you report a water quality problem which in your assessment may have impacted on the safety of your water supply, we will:

- Visit you within 1 working day, and
- Solve the problem within 3 working days, and
- Give you an alternative water supply where appropriate

Your rights to continuous service

We aim to provide a constant supply of water, but some events will inevitably interrupt the flow, example bursts in mains, pump failures or power cuts. If there is a problem please call our Customer Service Centre on 227-8701.

Where there is an interruption to your water supply caused by a problem in our side of the system (for example a burst water main), we will:

- Aim to restore the supply within one day
- Give you an alternative water supply where appropriate

We will ensure that unplanned interruptions to your water supply do not occur more than 3 times a year.

We will give you 3 working days' advance notice for any planned interruption to your water service, preferably in the local TV, Radio, Public Address System, Bell Crier and or newspaper (including when and how long they will occur).

Information extracted from Guyana Water Inc.'s website. To read more on GWI's Obligations and Commitment visit: [GWI Customer Charter | Guyana Water Inc. \(gwiguyana.gy\)](http://www.gwiguyana.gy)