

## Codes of Practice For Belize Water Services

<i>Basis for Codes</i>	<p>Belize Water Services Ltd. (BWS) was granted a twenty five year operating license “the License” under Section 15 of the Water Industry Act “the Act” on March 20, 2001 by the Public Utilities Commission (PUC). Condition 5 of the License, “Codes of Practice”, requires that the Licensee, BWS, prepare and submit to the PUC for its approval three codes, namely; “the Customer Code”, the “Disconnection Code” and the “Leakage Code”. Condition 2 of the License allows for “quality of services standards” to be set out in the Codes of Practice. Condition 2 also provides for quality of service standards to be prescribed by Regulations, Byelaws, Orders, etc. of the PUC pursuant to any powers contained in the Act or the License. The PUC will be establishing “Quality of Service Standards” by Regulations, Orders, etc.</p>
<i>Information and Monitoring</i>	<p>This document sets out the Customer Code, the Disconnection Code, and the Leakage Code. BWS will provide the PUC with all information necessary to effectively monitor performance and will facilitate the PUC or its agents in performing independent tests to measure such performance.</p>
<i>Review of Codes</i>	<p>These codes shall be reviewed annually to establish appropriate levels of service that are achievable within the cost structure of the Licensee’s Business and can be afforded by customers. The implementation and monitoring of these Codes of Practice will commence on date of approval of the Codes of Practice by the PUC. The annual review is to be completed by June 30<sup>th</sup> of each year.</p>
<i>Notification to Customers</i>	<p>BWS will be responsible for notifying customers of the existence of these Codes of Practice at all opportunities and at a minimum annually.</p>

<i>Authorized service areas</i>	BWS provides potable water services to all of Belize's major urban centers and some adjacent rural communities as defined in the authorized service areas in the License. BWS also provides sewerage services to certain zones within the authorized service areas. These services are to be provided in accordance with Quality of Service Standards and Codes of Practice approved by the PUC from time to time.
<i>Purpose</i>	The purpose of the Codes of Practice is to establish a transparent protocol that defines the utility/customer interface for the effective, efficient, fair, and non discriminatory delivery of water and sewerage services to the customers of the Licensee, BWS.

**CUSTOMER CODE**

<i>Rights and Obligations</i>	BWS must inform customers of their rights and obligations through appropriate publications which are to be updated on a regular basis and made available at all of their offices countrywide. Publications must be approved by the PUC.
<i>Facilitation of Complaints</i>	BWS must facilitate customers in making complaints that relate to service delivery such as faults, leaks, non-receipt of bills, etc through easy and sufficient access. Contact information is to be made readily available to all customers. That is, telephone numbers, fax numbers, mail address, emails, and walk-in contact personnel names at all BWS offices countrywide.
<i>Dispute referred to PUC</i>	If a dispute arises between the Customer and BWS in relation to delivery of services under the Codes of Practice that cannot be settled by the parties after reasonable effort on both parts, the matter may then be referred to the PUC for a binding determination.
<i>Computation of time</i>	In the computation of time under these Codes of Practice where (a) there is a reference to a number of business days between two events the business days shall be counted by excluding the business day on which the first event happens and including the business day on which the second event happens and (b) the time for doing an act under these Codes expires on a holiday, the act may be done on the next business day.
<i>Appointments</i>	An appointment shall be an action that requires BWS to meet with a Customer at the Customer's premises for the purpose of investigating and resolving a complaint or for the carrying out of certain works that require access to the customers premises with their presence needed.
	Appointments shall be limited to a practical number per working day as determined by BWS and approved by the PUC.

<i>Setting Appointments</i>	Where an appointment is required, the Customer shall complete an appointment card, stating telephone number, address and the preferred date and time of appointment together with completing details as to the nature of the complaint or issue that requires an appointment. It is the responsibility of BWS to inform customers if the visit will take place in the morning before 12 mid-day or in the afternoon.
<i>Rescheduling Appointments</i>	If BWS cannot keep the appointment, the company must inform the customer and reschedule no later than one-half working day immediately prior to the appointment time. In the event of such rescheduling, BWS will make every effort to reschedule to the convenience of the customer.
	If the customer does not keep the appointment and failed to notify BWS, the company shall have the right to define and reschedule the subsequent appointment based on the workload of the appropriate BWS representative.
<i>Application for connection to water supply and relevant fees, charges, etc.</i>	BWS is to ensure that customers are promptly connected to the water supply after completing the application process and making payment of appropriate fees, charges, etc. as approved by the PUC from time to time or defined in applicable Acts and Regulations. Details relating to the charges and fees that are applicable to each customer shall be clearly defined and informed to the customer by BWS during the application process and subsequently from time to time as necessary to keep the customer current on applicable fees and charges.
	Where a water distribution pipe is available within thirty feet of the property boundary, BWS is required to connect customers within seven days following the completion of the application process and the payment of the applicable deposit fee and the connection fee. Where permission is needed to carry out the works from the municipal authority, the seven days commences immediately upon the receipt of the required permission. Such permission is to be vigorously

	pursued by BWS.
	Where water distribution line is not available within thirty feet of the property boundary and the property is located within BWS authorized service areas as defined at March 23, 2001, the customer upon completion of the application process and payment of the applicable deposit fee, connection fee, and infrastructure charge will be notified in writing by BWS within seven days as to when the required works will be completed and the customer connected to the water supply.
	Where the property is outside of BWS' authorized service area as defined at March 23, 2001, the connection will be subject to the planned and budgeted expansion included within the company's five year Business Plan. The customer will be required to pay the applicable deposit fee, connection fee, and infrastructure charge. BWS will notify the customer upon his query as to whether the service is planned and budgeted in the business plan and to any alternatives that may be available to the customer within seven working days.
<i>Developer projects</i>	For residential, commercial, or industrial projects that are being promoted through a developer (private or public), the cost to the developer will be determined through the Net Present Value methodology defined in Statutory Instrument 67 of 2002. BWS will initiate discussions with developers within seven days of receipt of their query. Customers seeking connection from within a network established by a developer will be required to pay the applicable deposit fee and connection charge.
<i>Transfer of Accounts</i>	Customers who are relocating within a BWS authorized service area can transfer their account from the current address to the new address. A deposit fee is not required for customers who request a transfer. In the instance where the new address already has an existing water connection, only a transfer charge is

	applicable. Otherwise, the other charges as defined above apply.
<i>Billing period and format</i>	BWS is to ensure that customers are billed on a monthly basis in a timely manner. Bills should be produced in a statement form and include the balance carried forward from the previous month's bill, metered water charges for the period being billed, and all payments and other approved charges made to the account during the period being billed. The total due should be clearly displayed on the face of the bill. The units of measurement and the tariffs charged are as determined and approved by the PUC from time to time.
<i>Bill delivery and due date</i>	BWS must post by mail or deliver by courier where mail services are not available the bill to the customer within seven days from the date when the meter was read (reading date). A bill is deemed served to a Customer if BWS delivers the bill to the service or mailing address provided by the Customer. Customers are to be given thirty days from billing date to pay the current month's bill. Amounts outstanding for more than thirty days are considered overdue.
<i>First Bill</i>	BWS must issue a bill to a new customer within 45 days after connection to ensure the customer account has been properly incorporated into the billing system.
<i>Assessment of Charges for water consumed</i>	BWS shall read the customer's meter every month and provide a bill. In the event access to the meter is not possible for a particular reading date, an estimate of the water consumed will be calculated based on the average of the monthly consumption for previous six-month period. If the customer does not have a six month history then the average of the consumption for the period in which he/she has received water will be used.
<i>Estimated Bills</i>	Estimated bills are not to be issued for three consecutive months nor more than three times in any twelve-month period. A notice informing the customer that

	the bill statement is an estimated charge and including the reason for it is to be released with the month's bill.
<i>Meter Access</i>	Where access to a water meter to obtain a direct reading is consistently a problem, BWS will notify the customer in writing of the problem and request that the Customer take the necessary steps to ensure that access to the meter is facilitated. The customer is obligated to provide ready access for meter readings.
<i>Final Meter Reading</i>	Where a customer is terminating service, BWS is required to read the meter on the day requested by the customer provided that the customer gives at least three working days notice to BWS. The customer is required to provide BWS with a forwarding address and telephone number to facilitate the delivery by BWS of the final bill and/or deposit refund. BWS is to provide a final bill within 30 days of the customer closing the account.
<i>Changing or Relocation of Meter</i>	Where a water meter needs to be changed or relocated, the water meter can only be changed or relocated under the authority of BWS.
<i>Complaints</i>	BWS is to ensure that customer complaints are documented at the time they are made and dealt with in a thorough and expeditious manner.
<i>Making a complaint</i>	Customers can make complaints over the telephone, by writing in, or visiting any BWS office. Whenever a customer makes a complaint, BWS must respond to the complainant within 5 working days from the date of the receipt of the complaint.
<i>Resolving billing complaints</i>	Customers making complaints on a particular bill must do so at least five days before the due date. Complaints dealing with billing issues must be resolved by BWS within 30 days of receiving the complaint. While the complaint is pending resolution, the customer is required to pay the billed amount, or the

	<p>average monthly bill if agreed to with the complainant by BWS, by the due date to avoid disconnection. The amount paid will be held in trust by BWS pending the resolution of the complaint.</p>
<p><i>Resolving other complaints</i></p>	<p>If customers complain about faulty meters, low pressure, poor water quality etc. BWS must promptly respond to the complaint and take remedial action as required. For such complaints that BWS may feel are outside of their license obligations or not a result of anything they have done or have failed to do, BWS must acknowledge receipt of the complaint within 5 working days. BWS must thereafter provide a written substantive reply to the Customer within thirty days. The reply must clearly state the details and result of any investigation and if appropriate set out recommended actions.</p>
<p><i>PUC intervention</i></p>	<p>If the customer feels that the complaint was not satisfactorily resolved, and has exhausted his/her appeal at the senior management level of BWS from whom he/she is entitled to be heard, the customer may then approach the PUC to intervene in the dispute and make a determination that will be binding on both parties. In responding to the customer complaint, BWS is required to inform the customer of their recourse to the PUC.</p>
<p><i>Cashier Services</i></p>	<p>BWS is to ensure that customers have adequate access to cashier services and also ensure that payments made by customers are accurately processed to their accounts within one (1) day of the payment being received. BWS shall make available to all their customers adequate and conveniently located facilities for the payment of bills during normal working hours. In this regard, BWS will utilize trained cashiers in each branch office, collection agents, and banks to facilitate customers in paying their bills.</p>
<p><i>Disruption of Supply</i></p>	<p>BWS will diligently endeavor to minimize disruption of supply resulting from unplanned work (emergencies) and ensure that when interruptions do occur adequate and timely notifications are made to the affected persons and the PUC.</p>



<i>Unplanned interruptions</i>	<p>If an unplanned service interruption occurs from a broken main, loss of power, or other unforeseen circumstance, BWS must immediately inform the affected customers, the PUC, and the Ministry of Health (where health is at risk) on the nature of the problem and the time estimated to restore the supply. In instances where BWS is not able to restore the supply within 24 hours BWS will provide frequent updates so that customers are continuously and accurately informed as to when the service will be restored.</p>
	<p>Where outages or shortages will be for an extended duration (beyond 24 hours), BWS will within the practical constraints of delivery logistics, capacity, water demand and geographic location, provide water to customers for their basic needs.</p>
<i>Planned interruptions</i>	<p>In carrying out essential works that require planned interruptions to the water supply BWS must provide advance notification through radio or other means of public announcements that are most effective in reaching the affected customers. For planned interruptions of less than 2 hours, the notice shall be 24 hours in advance; for planned interruptions of 2 to 4 hours, the notice shall be 48 hours in advance; and for planned interruptions of 4 to 8 hours, the notice shall be 72 hours in advance. Planned interruptions should not exceed 8 hours duration.</p>
<i>Quality of Service Standards</i>	<p>BWS is to ensure that all customers are receiving on a continuous basis (aside from planned and unplanned interruptions) water supply at water pressure and water quality levels that are reasonable given the physical and operational limitations of the water system.</p> <p>Quality of Service Standards will be established by the PUC through Regulations. BWS will be required to adhere to these Regulations once they are</p>

	<p>promulgated.</p> <p>The Ministry of Health and the Department of the Environment are responsible for water quality and effluent discharge respectively.</p>
<i>Contaminated Water</i>	<p>BWS is to protect customers from consuming contaminated water and ensure that customers are compensated for water loss as a result thereof. BWS must continuously monitor and test water supplied to customers. If at any time that the water being distributed to customers from BWS' supply system becomes contaminated, BWS must immediately cut off the supply of the contaminated water and inform affected customers, the PUC, the Ministry of Health, and the Municipal Authority. The notice to the affected customers is to include appropriate action that should be taken by the customers to avoid any consumption of the contaminated water.</p>
	<p>Where BWS water supply is connected into a customer storage reservoir, the reservoir is to be installed in such a way as to avoid backflow into the BWS system, especially if the customer reservoir is supplied by another source such as well or rain water.</p>
<i>Civil Works</i>	<p>BWS is to ensure that persons are not unduly hindered from accessing their property because of works being carried out by BWS on streets or other public thoroughfares. Where restriction of access is unavoidable BWS will give advance notice of the time when the work will be done.</p>
<i>Flooding from Sewer</i>	<p>BWS is to ensure that adequate sewer capacity is in place so as to protect homes from flooding. If water escapes from the sewer system of BWS and enters a customers' property, a payment will be made depending on the scale and type of discharge and based on an insurance valuation. Flooding due to sewer blockage created by customers or third parties may not warrant any compensation from BWS.</p>

<i>Faulty Water Meter</i>	<p>When a customer complains to BWS that there is a problem with their water meter, BWS will conduct an onsite investigation and if necessary conduct a calibration test. The details of the conduct of the test and the results will be forwarded to the PUC within two (2) days of the conduct of the test. In the event that the meter is found to be malfunctioning then the meter shall be changed within 10 working days and the customer's bill shall be adjusted (up or down). Adjustments will be based on an average of the last six months consumption prior to the period under review. Where there is insufficient record of past consumption, the adjustment will be based upon typical usage for property of a similar type. The customer's measured charges will be subject to further adjustment if subsequent actual usage is significantly different from the adjusted figures. The period for which the adjustment applies is limited to the month prior to the billing period in which the test was conducted and the malfunction was detected through to the date of the meter change.</p>
<i>Changing Meters</i>	<p>Where BWS changes a customer's meter, the company will leave at the customer's premise written details of the readings of the old and new meter, the date of change, and the serial number of the newly installed meter. If the customer or occupants are on the premises, BWS will also liaise directly with them.</p>
<i>Billed on wrong meter</i>	<p>If as a result of a meter change or otherwise wherein the customers account is linked to a meter number that is for a meter that is not directly connected to the customer's water supply and the customer is therefore billed for water consumption that is registered through a wrong meter (as defined here), BWS can adjust the customer's accounts only as follows:</p> <p>(1) where the amount billed on the wrong meter is greater than the amount that would have been billed on the correct meter, the customer is obligated to pay only the lesser amount and BWS is to refund the</p>

	<p>customer the excess amount paid.</p> <p>(2) Where the amount billed on the wrong meter is less than the amount that would have been billed on the correct meter, BWS can adjust the customer's bill upward. The period for which the adjustment applies is limited to the month prior to the billing period in which the error was detected through to the date the error was corrected on the customer's account.</p> <p>BWS is required to immediately notify the customer of any such errors in writing.</p>
<p><i>Tariffs, rates, fees, and charges</i></p>	<p>BWS is to charge customers only the tariffs, rates, fees and charges approved from time to time by the PUC (Schedule 1). Where BWS incorrectly charges a customer, BWS must rectify the error on the next monthly bill. Where the customer has been overcharged and has paid, BWS will refund the customer within five working days.</p>

**DISCONNECTION CODE**

<i>Customers to be kept connected</i>	It is recognized that at times it may be difficult for some customers to pay their bills and/or assessed charges. Considering that water is an essential service, BWS will make every effort to prudently manage customer accounts and keep customers connected to the water supply.
<i>Payment arrangements</i>	Customers are given a maximum of 30 days after billing date to pay their bills. If any residential customer is unable to pay their bills, the customer can contact BWS in advance of the due date, and negotiate terms for settling outstanding balances while retaining services. BWS must afford customers who can demonstrate the need for such assistance this opportunity.
<i>Limits on payment plan</i>	For warranted situations, BWS may offer such customers a payment plan on terms tailored to meet the customer's ability to pay. BWS will offer the option of a payment plan to a customer only once in any consecutive 12 month period. A payment plan negotiated between BWS and the customer should include arrangements for amortizing outstanding arrears, payment of current usage, and where reasonable should not exceed 6 months.
	At all times during the payment plan period customers must ensure that they pay all current bills and balances. Failure to do so may result in immediate disconnection.
<i>Security Deposit</i>	If a customer is disconnected for non-payment more than twice within a consecutive twelve (12) month period, BWS may require that the security deposit required of the customer be increased to an amount three (3) times the average monthly bill rounded up to the nearest dollar. The average monthly bill will be based on the recent six (6) months history or the full customer history if the customer has been connected for less than six (6) months.

<i>Public Announcements</i>	At least one week prior to the due date for payment of bills, BWS will make public announcements reminding customers that bills must be paid by the due date to avoid disconnection.
<i>Indemnity from damages</i>	BWS will disconnect customers who have not paid by the due date. BWS shall not be held accountable for any damages to customers' property (after the meter), which resulted from the absence of water due to lawful disconnection for non-payment of water bills. BWS will not carry out any disconnection on Fridays after mid-day, Saturdays and Sundays, and public and bank holidays.
<i>Disconnection in error</i>	Where BWS disconnects a customer in error, BWS will reconnect the customer within 2 hours upon notification and rectify any damages caused.
<i>Time for Reconnection</i>	BWS shall reconnect customers within one (1) working day after full payment has been received from the customer.
<i>Debt Collection Agency</i>	Where disconnected customers do not pay outstanding balances within 60 days of the due date, BWS may pass the account over to a Bailiff or Debt Collection Agency to pursue for collection. BWS will, however, retain the rights to take legal action against customers with arrears.
<i>Reconnection Fee</i>	Whenever a customer who is temporarily disconnected requests reconnection, BWS will require the payment of a reconnection charge by the customer prior to the reconnection to the water supply. The reconnection charge is determined by the PUC from time to time

<b>LEAKAGE CODE</b>	
<i>Metered Water</i>	Every Customer connected to the water system of BWS is to be given a meter from which measured usage will be determined.
	The meter will be attached to the Customer's section of the service pipe near the boundary to the Customer's premise and accessible for reading and changing. The meter will be installed a maximum of three (3) feet inside any property.
<i>Leakage Check</i>	When BWS installs a meter for a customer, BWS will check on behalf of the customer if there are any leaks in the supply pipe by noting if the meter registers water usage when all water devices are turned off within the premises.
	If a leak is detected in the supply pipe, BWS will notify the customer verbally if the customer is present and in writing of the leak and ask for the leak to be repaired before BWS begins supplying water to the premises.
<i>Customer responsible for detection and repair of leaks</i>	At all times water is being supplied, customers are responsible for the repair of any leaks on the customer side of the meter. If BWS suspects and /or detects a leak on the customer's side of the meter, BWS will request, verbally if the customer is present and in writing, that the customer check for any leaks and immediately repair any leak detected. If the customer fails to repair the leak, BWS shall be entitled to treat any subsequent loss of water as consumption by the customer and to charge the customer accordingly.
<i>Case of waste and injury</i>	In cases where escaping water is likely to cause waste of water or injury

	<p>to persons or property, BWS may execute such works as they feel necessary or expedient in the circumstances and the expenses reasonably incurred by BWS can be recovered summarily as a civil debt from the owner.</p>
<p><i>Adjustment of charges upon prompt repair of leaks</i></p>	<p>If a customer receives a bill showing abnormally high consumption (at least 2 times the customer's average monthly bill or 3,000 gallons whichever is higher) that is not caused by a faulty meter, a leak may exist on the customer's side of the meter. If the customer identifies a leak and carries out the necessary repairs within ten (10) working days following notification by BWS that the problem is not a faulty meter, BWS shall adjust the customer's charges upon confirmation by BWS that the leak was repaired thoroughly.</p>
<p><i>BWS not required to make adjustments</i></p>	<p>Where a leak has been caused by negligence of the customer, owner, or an agent and where any of those persons knew or ought to have known that there was a leak and failed to repair it, BWS is not required to make any adjustment to the measured charges.</p>
<p><i>Adjustments</i></p>	<p>Adjustment for leaks will be applicable to residential customers only. In instances where BWS makes an adjustment to the customer bill, the adjustment will be based upon the average consumption during the period of 6 months just then expired. Where there is no record of past consumption, the adjustment will be based upon typical usage for property of a similar type. The customer charges will be adjusted again if subsequent actual usage is significantly different.</p>



**PUBLIC UTILITIES COMMISSION  
Codes of Practice**

**Schedule1 (Part 1)**

**Per US Gallons (4/5 Imperial Gallon)**

**Areas of Supply**

**Rates and Conditions**

- A. Those areas of Belize City and Belmopan City within the sewer zones.**
- 2.(a) In any one month for less than 1,001 gallons a fee of .....\$9.00
  - (b) Proportionate fee for every gallon thereafter up to 2,000 gallons inclusive at the rate per 1,000 gallons of .....\$15.00
  - (c) Proportionate fee for every gallon above 2,000 gallons and up to 3,000 gallons inclusive at the rate per 1,000 gallons of .....\$16.50
  - (d) Proportionate fee for every gallon above 3,000 gallons and up to 4,000 gallons inclusive at the rate per 1,000 gallons of .....\$17.50
  - (e) Proportionate fee for every gallon above 4,000 gallons and up to 5,000 gallons inclusive at the rate per 1,000 gallons of .....\$18.50
  - (f) Proportionate fee for every gallon above 5,000 gallons and up to 6,000 gallons inclusive at the rate per 1,000 gallons of .....\$19.50
  - (g) Proportionate fee for every gallon above 6,000 gallons and up to 7,000 gallons inclusive at the rate per 1,000 gallons of .....\$20.00
  - (h) Proportionate fee for every gallon above 7,000 gallons and up to 8,000 gallons inclusive at the rate per 1,000 gallons of .....\$20.50
  - (i) Proportionate fee for every gallon above 8,000 at the rate per 1,000 gallons of ...\$21.00
- B. Corozal, Orange Walk, Benque Viejo del Carmen, San Ignacio/Santa Elena, Dangriga, Punta Gorda, Burrell Boom, San Jose Succotz, Ladyville, Sandhill, Hattievilla, Roaring Creek, Camalote, Teakettle, and those areas of Belize City and Belmopan outside of sewer zones and all other sub-urban and villages serviced by Belize Water Services Limited.**
- 2.(a) In any one month for less than 1,001 gallons a fee of .....\$7.50
  - (b) Proportionate fee for every gallon thereafter up to 2,000 gallons inclusive at the rate per 1,000 gallons of .....\$11.50
  - (c) Proportionate fee for every gallon above 2,000 gallons and up to 3,000 gallons inclusive at the rate per 1,000 gallons of .....\$12.50
  - (d) Proportionate fee for every gallon above 3,000 gallons and up to 4,000 gallons inclusive at the rate per 1,000 gallons of .....\$13.00
  - (e) Proportionate fee for every gallon above 4,000 gallons and up to 5,000 gallons inclusive at the rate per 1,000 gallons of .....\$13.50
  - (f) Proportionate fee for every gallon above 5,000 gallons and up to 6,000 gallons inclusive at the rate per 1,000 gallons of .....\$14.50

(g) Proportionate fee for every gallon above 6,000 gallons and up to 7,000 gallons inclusive at the rate per 1,000 gallons of .....\$15.50

(h) Proportionate fee for every gallon above 7,000 gallons and up to 8,000 gallons inclusive at the rate per 1,000 gallons of .....\$16.00

(i) Proportionate fee for every gallon above 8,000 at the rate per 1,000 gallons of ...\$16.50

**C. San Pedro, Ambergris Caye**

2.(a) In any one month for less than 1,001 gallons a fee of .....\$22.00

(b) Proportionate fee for every gallon thereafter up to 2,000 gallons inclusive at the rate per 1,000 gallons of .....\$26.00

(c) Proportionate fee for every gallon above 2,000 gallons and up to 3,000 gallons inclusive at the rate per 1,000 gallons of .....\$28.00

(d) Proportionate fee for every gallon above 3,000 gallons and up to 4,000 gallons inclusive at the rate per 1,000 gallons of .....\$30.00

(e) Proportionate fee for every gallon above 4,000 gallons and up to 5,000 gallons inclusive at the rate per 1,000 gallons of .....\$32.00

(f) Proportionate fee for every gallon above 5,000 gallons and up to 6,000 gallons inclusive at the rate per 1,000 gallons of .....\$38.00

(g) Proportionate fee for every gallon above 6,000 gallons and up to 7,000 gallons inclusive at the rate per 1,000 gallons of .....\$45.00

(h) Proportionate fee for every gallon above 7,000 gallons and up to 8,000 gallons inclusive at the rate per 1,000 gallons of .....\$50.00

(i) Proportionate fee for every gallon above 8,000 at the rate per 1,000 gallons of ...\$55.00

## Schedule 1 (Part 2)

### Other Charges

Description	Fee
Reconnection Fee (Belize City & Bmp)	25.00
Reconnection Fee (Other BWS Service Areas excl. S. P.)	25.00
Reconnection Fee( San Pedro)	25.00
Transfer Fee (Belize City & Bmp)	20.00
Transfer Fee (Other BWS Service Areas excl. S. P.)	20.00
Transfer Fee(San Pedro)	20.00
Water Connection Fee Residential (Belize City & Bmp )	85.00
Water Connection Fee Commercial (Belize City & Bmp )	variable
Water Connection Fee Residential (Other BWS Service Areas excl. S.P.)	85.00
Water Connection Fee Commercial(Other BWS Service Areas excl. S.P.)	variable
Water Connection Fee Residential (San Pedro)	127.50
Water Connection Fee Commercial (San Pedro.)	637.50
Sewer Connection Fee Residential (Belize City & Bmp )	100.00
Sewer Connection Fee Commercial (Belize City & Bmp )	variable
Sewer Connection Fee Residential (Other BWS Service Areas excl. S.P.)	-
Sewer Connection Fee Commercial(Other BWS Service Areas excl. S.P.)	-
Sewer Connection Fee Residential (San Pedro)	150.00
Sewer Connection Fee Commercial (San Pedro.)	variable
Water Infrastructure Fee	150.00
Sewer Infrastructure Fee	1,695.00
Security Deposit Residential (Belize City & Bmp)	50.00
Security Deposit Commercial (Belize City & Bmp)	200.00
Security Deposit Residential (Other BWS Service Areas excl. S.P.)	50.00
Security Deposit Commercial(Other BWS Service Areas excl. S.P.)	200.00
Security Deposit Residential ( San Pedro)	50.00
Security Deposit Commercial (San Pedro)	300.00

**Provided however, where a customer is disconnected for non-payment of tariffs more than twice within a twelve month period, the licensee shall require that the security deposit be an amount equivalent to three times the average monthly bill rounded up to nearest \$10.00 (based on the last six months or the full customer history if the customer has been connected for less than six months). The customer shall not be required to pay any additional amount where the existing deposit meets or exceeds the above calculation.**