



CUSTOMER HANDBOOK

ISSUED 2023

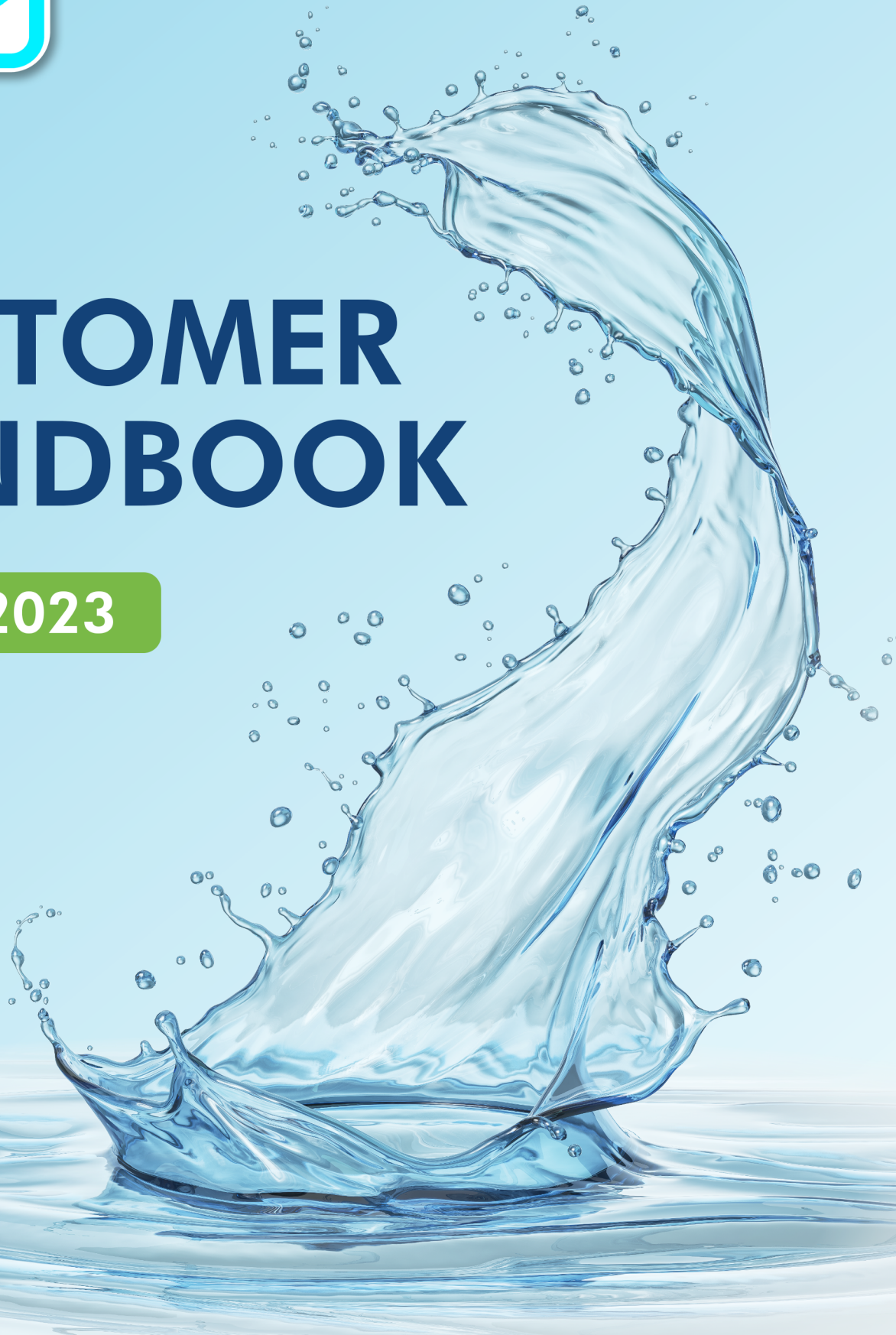


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INTRODUCTION

Welcome to Provo Water Company Ltd (PWCo). We developed this handbook to inform you about our services. It reaffirms our commitment to meeting your expectations and improving service delivery.

PWCo was appointed in 1997 as a water and sewerage undertaker for the island of Providenciales and surrounding Cays. The Water and Sewerage Ordinance (CAP. 8.03) establishes the standards for water and sewerage undertakings and subsequent revisions, including any order or bylaw made under it.

PWCo is committed to providing you with the best service possible. If you have specific questions or service concerns, please contact our office.



CONTACTING US

Administrative and Customer Service Office
Provo Water Company Ltd
197 Grace Bay Road, Providenciales
Turks & Caicos Islands
Open Monday through Friday 9:00 am to 4:00 pm
Office: (649) 946-5202
After Hours Emergencies: (649) 231-0705

Email: Customerservice@provowater.com

Visit our website at <https://provowater.com> to stay up to date on events in the service area, service enhancements, water-saving tips, resources and network upgrades. Our website is also a gateway for online services, including service applications, area outage alerts, the MyAccount payment portal and to apply for payment extensions.

PWCo uses Facebook ([@provowater](https://www.facebook.com/provowater)) and Twitter ([@provowatertci](https://twitter.com/provowatertci)) to communicate projects and services. We also regularly include information about billing, web portal and mobile app features, water conservation tips, new services and other topics of interest in our bill inserts.

Please note, we take your privacy seriously. When you contact us, we store the information you provide securely and confidentially. We will only disclose your information if required to do so by law or by a regulatory authority's directions. Our policies and procedures ensure that your data is protected and used only for the purpose for which it was collected. By storing your information in a safe and responsible manner, we aim to build trust with our customers and maintain their confidence in our services.

EMERGENCY SERVICES

Our emergency 24-hour fault line, (649) 231-0705 or (649) 946-5202, is always open for outage and leak reports. Please note:-

- ◆ All reports of no-water received after 8:00 pm will be investigated the following morning.
- ◆ All reports of burst pipes and leaks received after 8:00 pm will be investigated immediately to stop and prevent water wastage. Repairs and reinstatement of service will resume the following morning.

HANDBOOK REVISIONS

The purpose of this Customer Handbook is to provide you, our customer, with a guide to commonly asked questions and needed services, and to provide basic information that you will need to fulfill your responsibilities.

PWCo reserves the right to alter, suspend, revise or otherwise change its requirements as may be required by changing conditions, to protect the interests of the customer, the company or the general public. Revisions to the booklet will be posted online at <https://provowater.com>.



GETTING TO KNOW US

PWCo is the leading water distribution company in the Turks and Caicos Islands. We supply safe, reliable and high-quality potable water to more than 6,000 homes and businesses in Providenciales. Our typical water consumption is approximately 1.7 million gallons a day (MGD) with a maximum supply capacity of 3.5 MGD.

We provide customer updates about all service disruptions, whether planned or unplanned and promptly remedy issues that result from disruptions. We periodically evaluate our services to continually improve our standards and service quality.

MISSION

To distribute safe, reliable and high-quality drinking water through exceptional customer service while protecting the environments in which we live and work.

CORE VALUES



Respect

- ◆ Treat people with courtesy, politeness and kindness
- ◆ Listen without interruption
- ◆ Honour best practices and new ideas



Responsiveness

- ◆ Take initiative
- ◆ Act promptly
- ◆ Provide quick information and replies

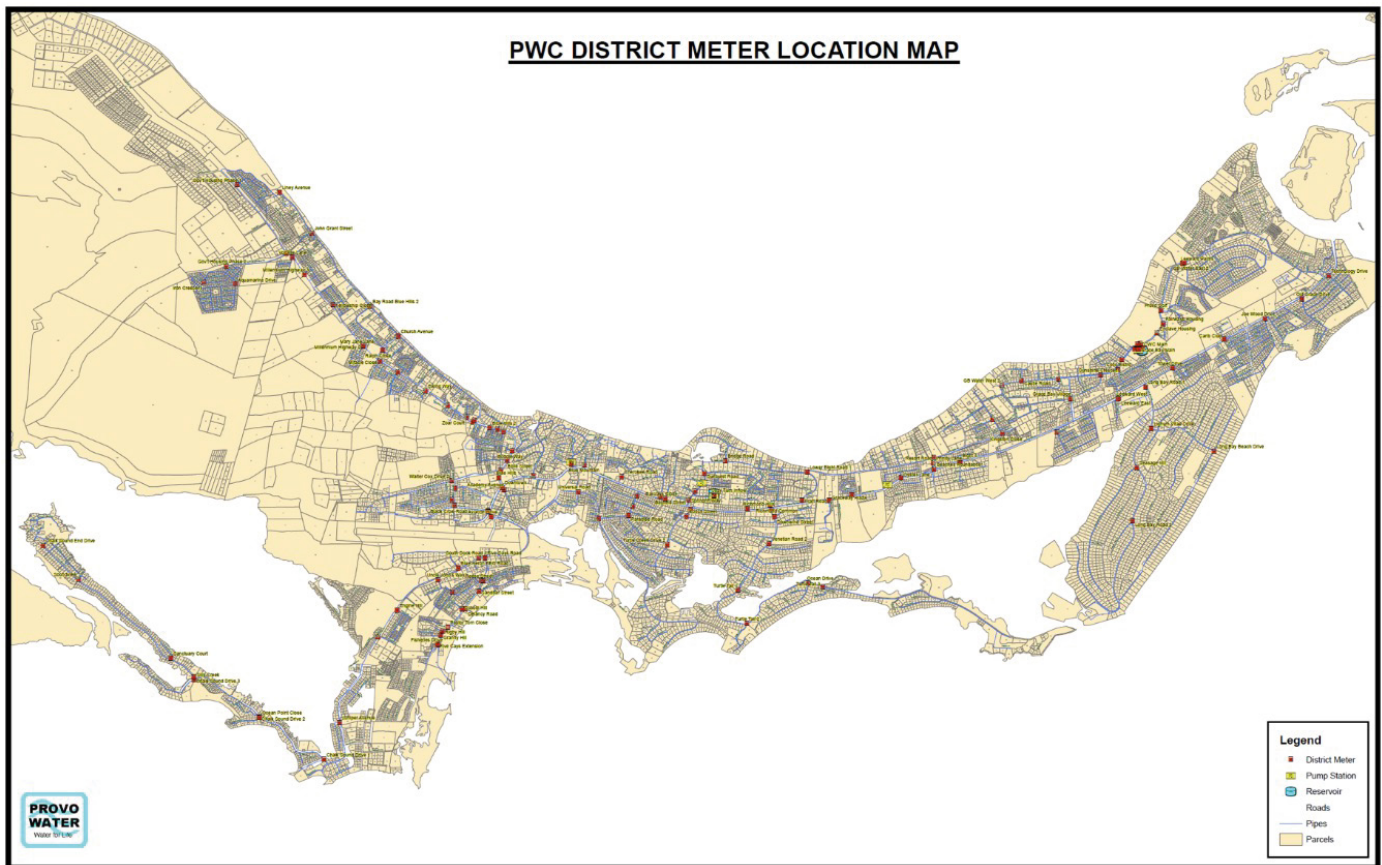


Responsibility

- ◆ Take ownership
- ◆ Be accountable
- ◆ Inspire others
- ◆ Acquire new knowledge and stay current

OUR SERVICE AREA

PWCo delivers water to over 90% of Providenciales developed areas through roughly 150 miles of pipeline. Our distribution system includes 138 district meters, 31 sampling stations, 5 million-gallon water storage tanks and three booster pump stations. View our [Water Distribution Map](#) online for further information.



RATES AND TARIFFS

At PWCo, we periodically review and adjust our rates and charges to ensure they remain fair and competitive. These rates are subject to conditional review on an annual basis, with any rate changes implemented only after being approved by the Water and Sewerage Board. We provide reasonable notice and publicly announce any changes to ensure transparency.

VOLUME RATES

DOMESTIC USE - POSTPAID

CONSUMPTION (GALLONS PER MONTH)	\$ PER GALLON
Up to 1,000	0.03335
Above 1,000	0.04022

COMMERCIAL USE - POSTPAID

CONSUMPTION (GALLONS PER MONTH)	\$ PER GALLON
Up to 300,000	0.04022
300,001 - 600,000	0.03433
600,001 - 750,000	0.03237
Greater than 750,000	0.02943
Trucker	0.02530

FLAT CHARGES

MINIMUM MONTHLY CHARGE

METER SIZE	MONTHLY MIN.
5/8"	\$20
1	\$40
1 ½	\$100
2	\$200
3	\$400
4	\$600

OTHER CHARGES

TYPE OF CHARGE	COST
Late Penalty (on the past-due balance)	2%
Reconnection Fee	\$25
Temporary Closure Fee	\$25
Transfer Service	\$75
Return Cheque Fee	\$95
Meter Tampering/ Theft	\$500
Uncapping of Service	priced per new connection fee
Chamber Relocation	priced per new connection fee

CONNECTION AND DEPOSIT

RESIDENTIAL

METER SIZE	CATEGORIES	INSTALLATION *(\$)	DEPOSIT (\$)	TOTAL CHARGE (\$)
5/8"	Belonger	\$340	\$250	\$590
	Tenant		\$250	\$250
5/8"	Owner	\$340	\$350	\$690
	Tenant		\$350	\$350

COMMERCIAL

METER SIZE	INSTALLATION *(\$)	DEPOSIT (\$)	TOTAL CHARGE (\$)
5/8"	\$550	\$ 350	\$900
1"	\$750	\$ 400	\$1,150
1 ½"	\$2,150	\$ 700	\$2,850
2"	\$4,000	\$2,000	\$6,000
3"	\$5,550	\$2,500	\$8,050
4"	\$6,650	\$6,000	\$12,650
6"	\$10,500	\$7,140	\$17,640

FIRE HYDRANT

METER SIZE	INSTALLATION *(\$)	DEPOSIT (\$)	TOTAL CHARGE (\$)
3"	\$ 5,800	\$ 2,500	\$ 8,300

- ◆ All installations inclusive of meter, antenna, transmitter, backflow/ check valve, shut-off valve and chamber.
- ◆ These rates are subject to conditional review on an annual basis.
- ◆ All connections are subject to PWCo's Rules of Supply and any subsequent amendments.
- ◆ * Revised 15 October 2023



OPENING AN ACCOUNT

To request water service, prospective customers must complete an Application for Water Service, available online at <https://provowater.com>, through email at customerservice@provowater.com or in person at our Customer Service office at 197 Grace Bay Road between 9:00 am and 4:00 pm. Service will be provided once all necessary information has been received from the applicant.

Please note: Only the applicants listed on the account are authorized to discuss or transact account business. To update any account information, send the requested changes in writing to customerserve@provowater.com. It may take up to three business days for the changes to take effect.

RESIDENTIAL

DEFINITION OF RESIDENTIAL SERVICE

In order to qualify for residential water service, a property must comprise of one or more separately metered dwelling units, each of which provides living accommodations that includes a minimum of a kitchen, bedroom and bathroom.

Residential properties (as defined above) that are registered in a business name may qualify for residential service by completing the commercial application and requirements; see [Commercial Service](#).

Property owners and tenants who need water service must provide the following documentation: -

- ◆ Completed [Residential Service Application](#)
- ◆ Refundable deposit ([see rates & tariffs](#))
- ◆ Installation fee ([see rates & tariffs](#))
- ◆ Planning approved site plan or surveyor map (first-time connection)
- ◆ Two valid forms of government identification showing photo and signature
 - ◆ **Required:** Passport or TCI status card.
 - ◆ **Other:** Driver's licence, NIS or NHIP card, other.
- ◆ Proof of property ownership: land register, transfer of land, duly signed purchase agreement or letter of ownership. -
 - ◆ If submitting a letter of ownership, it must be issued by an attorney and clearly state the block/parcel numbers and the name of the previous owner. The letter should not be more than six months old.
 - ◆ If submitting the land register, photocopies must be certified by the Land Registry Office.

RENTAL PROPERTY

Property owners must provide written authorization for their tenant to establish a service. The following documents must be submitted by the property owner.

- ◆ One valid form of government identification showing photo and signature
- ◆ Proof of property ownership: land register, transfer of land, duly signed purchase agreement or letter of ownership.
- ◆ [Landlord Consent Form](#) or lease agreement. The account will be set up in the name or names specified in the lease.

COMMERCIAL

DEFINITION OF COMMERCIAL SERVICE

Any building or property which does not meet the criteria for residential water service will be considered commercial in nature and billed at the commercial water rates.

To open a commercial account or establish service in the name of a business, please provide the following documentation:

- ◆ Completed [Commercial Service Application](#)
- ◆ Refundable deposit. ([see rates & tariffs](#))
- ◆ Installation fee ([see rates & tariffs](#))
- ◆ Planning approved site plan or surveyor map (first-time connection)
- ◆ Current business licence.
- ◆ Certificate of Incorporation (where applicable)
- ◆ Articles & Memorandum of Association or Articles of Incorporation (*where applicable*)
- ◆ Register of Officers and Directors (*where applicable*)
- ◆ Letter of Guarantor from a Director (*where applicable*)
- ◆ Two valid forms of government identification showing photo and signature of the Director (*where applicable*)
 - ◆ **Required:** Passport or TCI Status Card
 - ◆ **Other:** Driver's licence, NIS or NHIP card, other.
- ◆ Proof of property ownership: land register, transfer of land, duly signed purchase agreement or letter of ownership.
 - ◆ If submitting a letter of ownership, it must be issued by an attorney and clearly state the block/parcel numbers and the name of the previous owner. The letter should not be more than six months old.
 - ◆ If submitting the Land register, photocopies must be certified by the Land Registry office.



DEPOSIT

When opening an account with PWCo, customers are required to pay a refundable security deposit to secure any outstanding balance should they terminate an account. The amount of the deposit varies depending on the connection size and type. Please note that this deposit does not accrue any interest.

Upon terminating your account, the deposit will be adjusted with your final bill amount. If your final bill amount exceeds your deposit, you will be required to make a final payment. Alternatively, if your deposit is more than your final bill amount, you will receive a refund via bank transfer or cheque. For detailed information on rates and tariffs, please refer to the rate and tariff sheets.

Note: customers who hold Turks & Caicos Islands Passports or Status Cards are eligible for a reduced deposit rate on a 5/8" water service connection.

CONNECTING WATER SERVICE

INSTALLING A NEW CONNECTION

If the property is not yet connected to the water distribution network, PWCo may take up to ten (10) business days to complete the installation after receiving the applicable documents and fees. To be eligible for water service, the property must have principal frontage on a PWCo water pipeline. If the property does not have frontage, then a water pipeline extension will be required; please see [extending a pipeline](#).

LOCATION OF METER CHAMBER

Prior to installing a new meter chamber, PWCo will identify a location along the frontage of the property that provides an optimal communication signal. PWCo will also attempt to contact the customer to confirm the location of the chamber installation.

PWCo may relocate a meter chamber when deemed necessary and at its own expense.

If a customer makes a request for a meter chamber to be relocated due to construction (i.e., driveway, wall, regrading, etc.), a relocation fee will be charged. This fee will be based on the size of the service connection; please [see rates & tariffs](#).

REACTIVATING AN EXISTING SERVICE

If a property is already connected to the water distribution network, PWCo will activate the connection within three business days after receiving the applicable documents and fees. Any account with outstanding balances must be paid in full prior to the connection of services.

In order to prevent potential flooding when service is restored, it is the customer's responsibility to ensure that all faucets are turned off prior to a site visit. If a PWCo technician detects continuous flow, as a precaution, the shut off valve will be turned off and a red flag will mark the location. See [locating your Shut Off Valve](#).

UNCAPPED SERVICE CONNECTION

If the water service has been capped at the water pipeline, the customer will need to apply for a new service connection and pay an uncapping fee along with any outstanding balance on their previous account. PWCo will activate the connection within ten business days.

PRESSURE AND CONTINUITY OF SERVICE

PWCo will endeavour to maintain normal operating pressure of not less than 20 psi at the service connection to meet the reasonable needs and requirements of customers. If the customer desires a higher pressure on multiple floor buildings, they can install a privately owned and maintained cistern and/ or booster pump at their own expense.

PWCo may not be able to provide operating pressure if:

- ◆ There is a planned or unplanned water supply interruption.
- ◆ There is a leak on the distribution or service pipeline.
- ◆ The service is provided via a private line.
- ◆ The service is disconnected due to non-payment.
- ◆ A valve on the property is turned off or is in the half-closed position.

EXTENDING A PIPELINE

It is PWCo's mission to expand our water supply network to unserved areas and improve the existing distribution system to ensure daily and equitable water supply. New pipeline extensions are installed along public road accesses and easements.

PWCo does not offer refund schemes for privately funded water pipelines. All pipelines are owned and maintained solely by PWCo.

Customers interested in extending a pipeline to bring new water service to their property or neighborhood, should contact PWCo's office for further information.



PIPELINE EXTENSIONPROCESS

If your project requires an extension or upgrade to the existing water distribution system, you are required to apply for a pipeline extension. Please complete the [Commercial Development Checklist](#), including the block/parcel details, contact information, building permit and approved site plan.

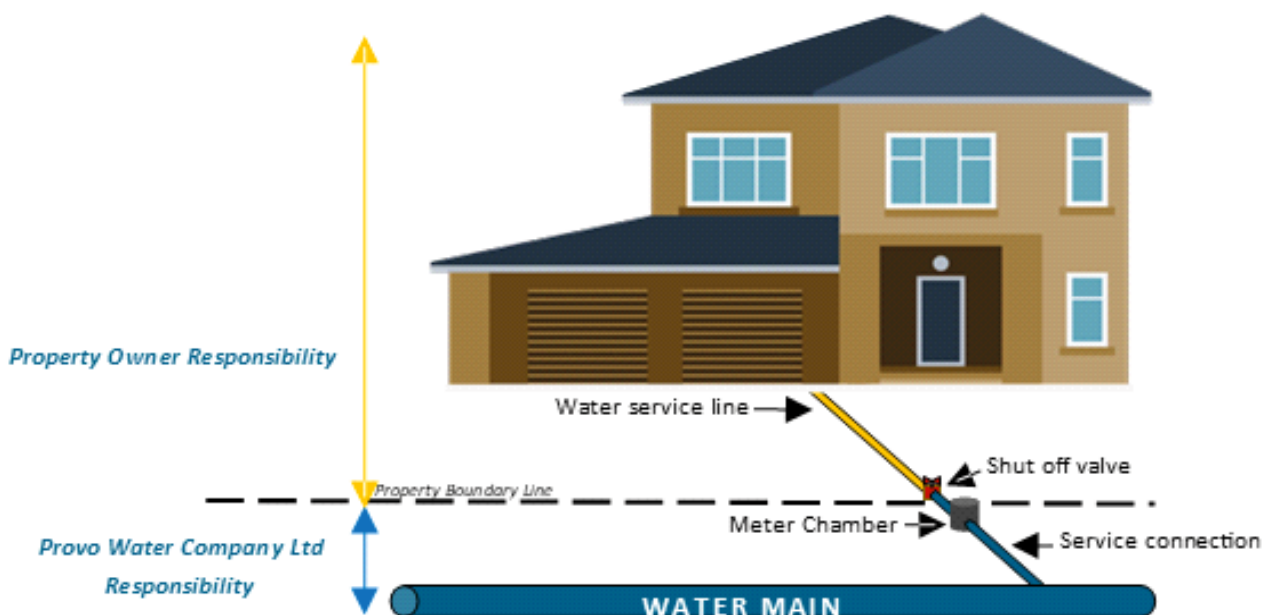
PWCo will provide a quotation for the service, including the cost, size, length and estimated lead time. Please note that the quoted costs will not include the charge for the meter connection. Please [see rates & tariffs](#) for the cost of a service connection.

To accept the quotation, please sign and return the agreement with a 50% down payment.

Once the agreement is accepted, PWCo will proceed with trenching, installation and tie-in of the new distribution pipeline which will be tested and disinfected before being commissioned for use.

The remaining balance of the payment is due upon completion; after payment a completion certificate will be provided.

RESPONSIBILITIES



The installation of a new water service to your property is a collaborative effort between PWCo and the customer, each with specific responsibilities.

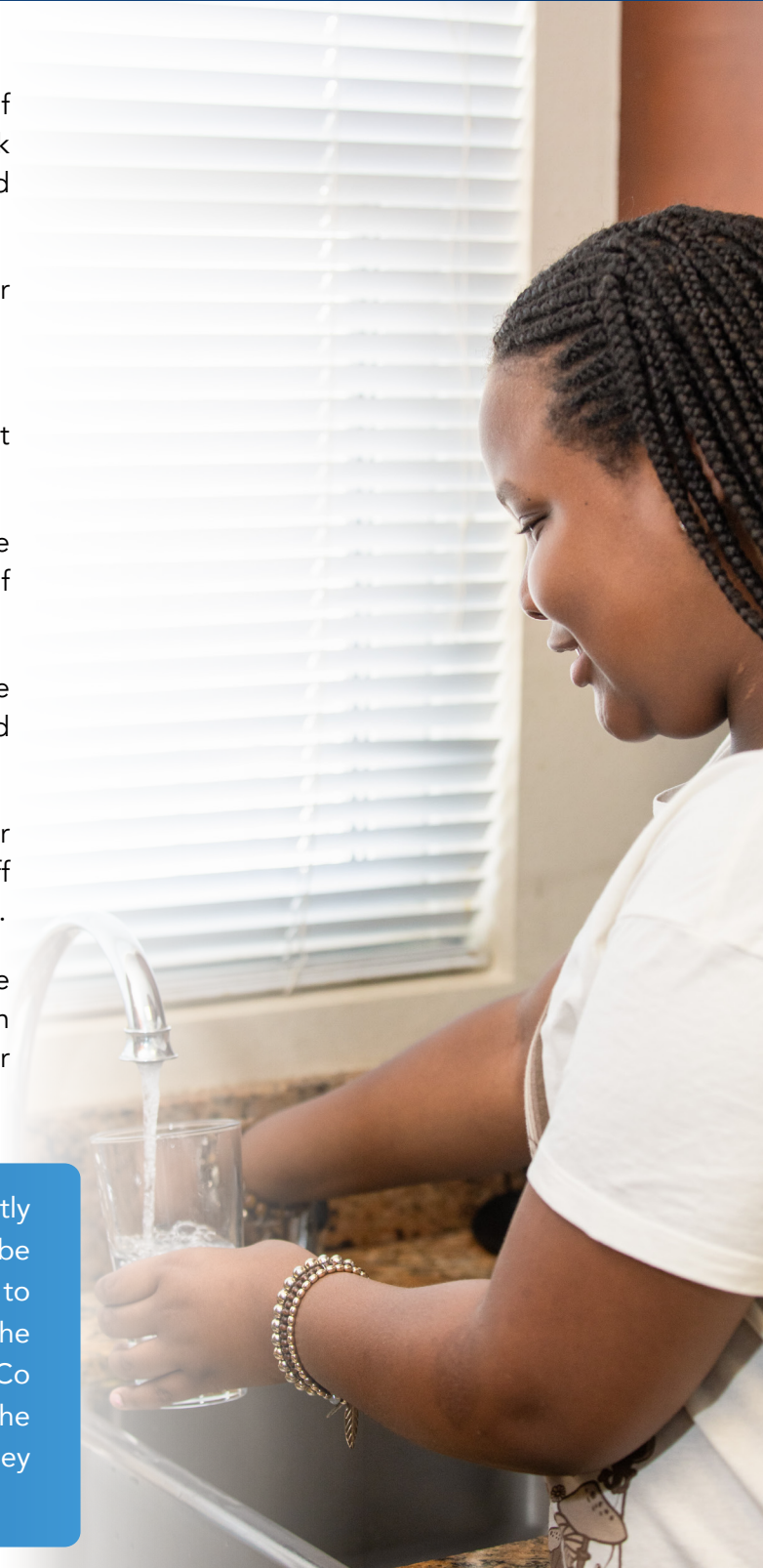
PWCO RESPONSIBILITIES

- Maintain the PWCo owned service line including the meter, chamber and shut-off valve from the water pipeline in the street to the meter chamber installed at the property boundary.
- Repair and replace meters, chambers and devices.
- Identify and install a meter chamber in an appropriate location along the front boundary of the property to ensure visibility and proper radio communication.
- Request approval before attaching any communication devices to your wall or property.
- Notify customers before entering a property.

CUSTOMER RESPONSIBILITIES

- Ensure the chamber location stays clear of shrubbery and other obstructions that could block the communication signal. Avoid burying and covering the meter chamber.
- Do not tamper with the meter chamber or meter installation.
- Pay for any repairs to the shut-off valve, meter, backflow preventer, or service pipe that are not caused by a PWCo employee.
- Connect the service line on their side of the shut-off valve and ensuring the line is free of leaks.
- Maintain all interior home plumbing, including the service line on their side of the shut-off valve and chamber.
- Ensure all valves, faucets, hoses and other appliances that demand water are turned off before any PWCo field technician turns the meter on.
- If there is more than one meter chamber, it is the customer's responsibility to clearly label each meter chamber to correspond with the unit number being supplied.

Note: when incorrect billing results from incorrectly labelled meters chambers, PWCo will not be responsible for credit adjustments to bills issued prior to being notified. Upon notification from the landlord/owner of incorrectly identified meters, PWCo will correct all future billing records to reflect the correct meter identification for the units/areas they service.





BILLING AND PAYMENTS

A customer who has applied for or received water service at a premises will be held responsible for all service and charges for that premises until they have properly notified PWCo to disconnect the service from their account.

PWCo sends bills once per month via email. Customers may also access water usage and bills through PWCo's web portal at <https://provowater.com> or via the MyAccount app (see below).

READING YOUR BILL

The following guide provides an overview of how to read your water bill and offers a detailed explanation of each section.

Provo Water Company
197A Grace Bay Road, Grace Bay, Providenciales,
Turks & Caicos Islands, TKCA 1ZZ
Tel: (649) 339-9282/4792 • Fax: (649) 946-5204
Email: customerservice@provowater.tc
Website: www.provowater.com

Invoice No. – B2207010223120

Account No	5009999
Invoice Date	7/1/2022
Due Date	07/18/22
Total Amount Due (if paid by due date)	\$148.92

☐ Check here to change mailing address and make changes below

BILL TO

Jane Doe
197 Grace Bay Road,
Grace Bay, PLS TKCA 1ZZ

REMIT PAYMENT TO

Provo Water Company
197A Grace Bay Road
Grace Bay, Providenciales TKCA 1ZZ
Turks and Caicos Islands
www.provowater.com

Customer Service: 1-649-946-5202 9am-4pm M-F

Thank you for choosing Provo Water Company as your provider of potable water. If your next payment is received on or before your service bill due date you will have continuous water supply. If your payment is not received by the bill due date, your water supply may be interrupted and penalty charges of 2% and a reconnection fee of \$25 will be applied to your account (see your Terms of Service for details).

Please see the back of this invoice for Provo Water Company's convenient payment locations in your area. If you have any questions about this invoice or your service with Provo Water Company, call us at 649-946-5202.

BURSTS & EMERGENCIES (24/7)

Provo Water Company: 649231-0705

Service Location: 197 Grace Bay Road, Grace Bay, PLS TKCA 1ZZ

Market ID: 607071320001

Meter Number	Type	Service Start	Service End	Current Read	Previous Read	Multiplier	Gal Used
2019700367		06/01/22	07/01/22	47471	44929		2,542

Usage Charges (Provo Water)

Domestic Tiered Usage Charge 1/2 in Meter (\$0.033 per GAL x 1,000 G
Domestic Tiered Usage Charge 1/2 in Meter (\$0.04 per GAL x 1,542 GA

TOTAL CURRENT CHARGES

\$95.37

Account Payments & Adjustments

Payments	Adjustments
Card Payment on 6/4/2022	Late Payment Penalty on 6/17/2022
TOTAL PAYMENTS (\$53.25)	TOTAL ADJUSTMENTS \$1.05

Amount Paid

\$

Make check payable to: Provo Water, or visit our web page to learn about other ways to pay your bill

INVOICE SUMMARY

Previous Balance	\$105.75
Account Payments Received	(\$53.25)
Past Due Balance	\$52.50
Location(s) Current Charges	\$95.37
Account Period Adjustments	\$1.05
TOTAL AMOUNT DUE	\$148.92

EXTENDED PAYMENT PLANS SUMMARY

Deposit Amount Held	\$0.00 - \$100.00
Deferred Payment Balance	\$0.00

1. General Account Information

- ◆ **Account number** — PWCo uses this number to identify customers and their property address in its billing system. Customers should use this number when asking questions about their account.
- ◆ **Invoice date** — Date PWCo issued the bill.
- ◆ **Due date** — To avoid late payment fees, payment must be received by this date.
- ◆ **Total amount due** — This number reflects all current and outstanding charges.

2. Customer Name and Service Address — The name and service address PWCo has on file for an account.

3. Message Box — Important information about rates plus PWCo contact details.

4. Invoice Summary — A snapshot of the account since your last bill. It includes the balance from any previous bills, payments, current charges, other adjustments and total amount due for the month.

5. Extended Payment Plan Summary

- ◆ **Deposit held** — The total deposit amount we are holding for the client service connection(s).
- ◆ **Deferred payment plan balance** — The balance owing if the customer has a payment plan. The remaining balance if a payment plan is in place.

6. Service Location Details — Meter and usage details for each service location on the account:

- ◆ **Meter number** — Serial number of the meter on the property.
- ◆ **Billing start-and-end dates** — The start and end dates of the current billing period.
- ◆ **Current reading and previous readings** — The readings taken at the end of this billing period and any previous bill.
- ◆ **Gallons used** — Water usage in gallons for this bill.

7. Usage Charges — The breakdown of the usage charges under the total current charges.

8. Account Payments and Adjustments

- ◆ **Payments** — Any payments made to the account during the current billing period.
- ◆ **Adjustments** — Any adjustments made to the account during the current billing period.

RESPONSIBILITIES

PWCO RESPONSIBILITIES:

- ◆ Base the bill for post-paid meters on meter-recorded (actual) water consumption.
- ◆ Issue a reminder notice for any overdue bill.
- ◆ Charge a two percent (2%) late payment fee on any overdue balance.
- ◆ Disconnect the water supply if overdue bill is not paid, unless otherwise agreed.

CUSTOMER RESPONSIBILITIES

- ◆ Pay the bill within 15 days of the invoice bill date.
- ◆ Provide written notice to close the account if there is a change of property ownership/ occupancy.
- ◆ Keep contact details (including email and cell phone number) current to receive bills and other notices on time.
- ◆ Notify PWCo promptly of any payment problems, if you have not received a bill, or have a concern related to the service, safety, billing, or customer service.



BILL DISPUTES

If a customer believes there is an error in a bill, they should contact PWCo office by emailing customerservice@provowater.com before the due date. While we investigate, we will not disconnect an account if:

- ◆ The customer submits the complaint on or before the bill's due date and
- ◆ The customer has paid an amount equal to an average of the previous three months' bills.

We will respond within seven (7) business days and inform the customer of our findings and recommendations. Our investigation may include checking your meter and assessing the supply for leaks.

ESTIMATED BILLS

If a meter should fail to register for any reason, an estimated bill will be submitted. It will be based on an average usage over a three month similar period or a reasonable estimate usage for a new customer. PWCo will replace the meter within seven business days.

If the meter is damaged due to tampering, the customer will be required to pay a meter tampering fee, [see rates & tariffs](#) page.

MINIMUM MONTHLY CHARGE

A monthly minimum charge will be applied to the customer's bill if no usage is recorded for that month. See the [rate and tariff page](#).

PAYMENT OPTIONS

AUTOPAY

When customers choose AutoPay, payments are automatically deducted from debit or credit cards. The monthly bill will show the exact amount and date that the account will be debited. This service is free to use.

To sign up for AutoPay:

- ◆ Log on to our MyAccount web portal <https://provowater.com/>
- ◆ Under Payments, select "Setup AutoPay"
- ◆ Select "Add Payment Details" and enter card information
- ◆ Select "Save payment method"

Alternatively, contact PWCo office on 649-946-5202 or email customerservice@provowater.com for a credit card authorization form.

Once enrolled in AutoPay, any outstanding bill will be paid in full. All future bills will be charged to the card's account seven days after the bill has been issued. The amount charged will be the amount due, as shown on the utility bill.

To cancel AutoPay, sign in to the Web Portal <https://provowater.com/>, select "Stop AutoPay" or email customerservice@provowater.com to cancel this payment feature.

IN PERSON

Customer can pay by cash or cheque at Graceway IGA, Graceway Gourmet or Smart Supermarket. Customers should provide their account number to the cashier when making payment. Payments made via this mode are posted within 15 minutes.

ONLINE

Pay online anytime on PWCo's web portal at <https://provowater.com/> or using the MyAccount app. These payments are posted immediately to the customer's account.

PWCo's payment system allows customers to make a one-time payment or set up automatic payments, paying with a credit or debit card.

Customers may also pay via the following online bank portals:

[CIBC First Caribbean International Bank](#)

[Scotiabank Turks & Caicos](#)

[RBC Royal Bank Canada](#)

Customers must include a PWCo account number in the reference field. Payments made through online banking may take two business days to post to your account.

PAYMENT ARRANGEMENTS

We understand that financial difficulties can arise and we are here to help. PWCo provides payment arrangement plans to help customers manage their past-due balances while keeping their service active.

Approval of payment arrangements is determined by the Customer Service Department and is based on individual cases.

Payment arrangement requests must be submitted no later than 24 hours prior to the service disconnect date. Arrangement requests submitted on the scheduled disconnect day will not be considered. Contact our office at (649) 946-5202 or email customerservice@provowater.com.

EXTENDED PAYMENT ARRANGEMENTS

Under an extended payment plan (which is subject to terms and conditions), the customer is required to make an initial payment equal to the average of the previous three months' bills. PWCo divides the remaining balance, excluding any deposit, into negotiated installments. The unpaid balance is subject to an interest fee that is based on the term of the extended payment arrangement. Each month, the customer pays the installment amount plus the current bill by the bill's due date. Service may be disconnected without notice if the customer fails to make payments in accordance with the terms of the payment arrangement. Failure to comply may also lead to cancellation of the extended payment arrangement; in this case the customer is required to pay the balance in full immediately.

PAYMENT REVERSALS

Payments in error: PWCo requires a request for a refund including a submission of proof of payment to customerservice@provowater.com. We will endeavour to process the refund within two business days.

RETURN CHEQUE

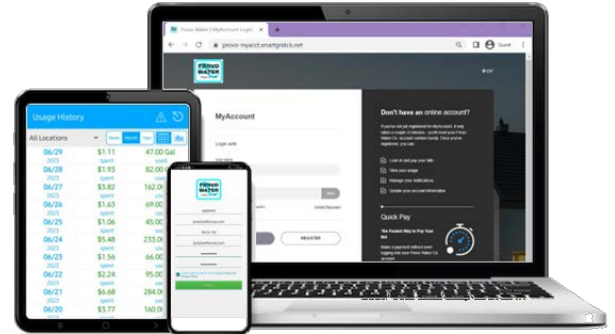
In the event a cheque payment is returned, the account will be charged a \$95.00 fee and unpaid accounts will be subject to disconnection. Cheques will no longer be accepted on accounts with three returned payments.

MYACCOUNT WEB PORTAL

The My Account portal is a self-service portal which allows PWCo customers access to various features through the portal navigation bar.

Customers can:

- ◆ View, pay or print monthly bills and view payment history.
- ◆ Complete payments with the "Quick pay" feature.
- ◆ Setup AutoPay using a debit or credit card
- ◆ Manage multiple account locations
- ◆ Update account details
- ◆ View and monitor hourly, daily and monthly water usage.

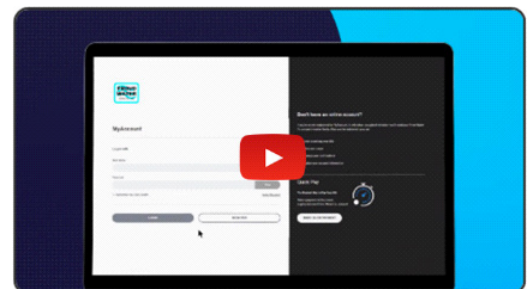


To sign up, refer to a recent bill to verify your account number.

- ◆ Visit <https://provowater.com>
- ◆ Click "log into My Account", to be redirected to the web portal
- ◆ Click "Register" to create a new profile
- ◆ Enter the seven-digit account number, your telephone number with area code, email address and the code TKCA 1ZZ
- ◆ Create a unique password. Make sure you confirm. Use the email address PWCo has on file for you.
- ◆ Check your email for a verification message and click on the link.
- ◆ You are now registered!

Watch our informative video for additional instructions:

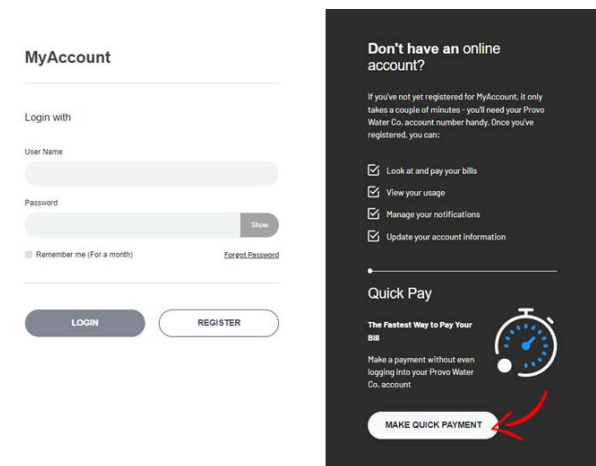
[How to register your account.](#)



MAKE QUICK PAYMENT

The MyAccount web portal allows you to make one-time payment without logging into the web portal.

- ◆ Select the "Make Quick Payment" button on the right side of the login page.
- ◆ Enter your account number, last name, zip code "TKCA 1ZZ" and payment type, then select "Next".
- ◆ Enter the payment amount and credit/ debit card details, then select "Pay Now".



MYACCOUNT MOBILE APP

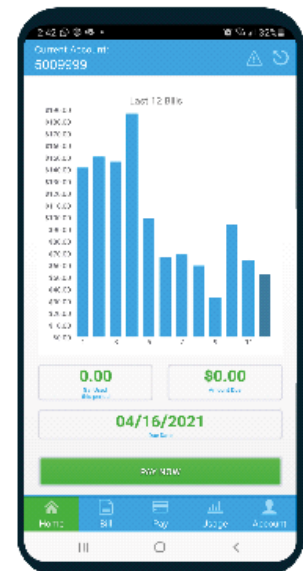
The MyAccount app offers a simple way to view your PWCo account from anywhere.



To register for MyAccount access, use your seven-digit account number, your telephone number with area code, email address and the zip code TKCA 1ZZ.

MyAccount offers the following tools:

- ◆ **MyStatement** — View your current or previous water bills
- ◆ **MyPayments** — View your account payment history for the previous twelve months. Customers can also make payments using a debit or credit card.
- ◆ **MyUsage** — View and track hourly, daily and monthly usage (meter readings) over the past 24 months.



For assistance with MyAccount, call (649) 946-5202 or email customerservice@provowater.com.



DISCONNECTION AND RECONNECTIONS

Full payment is due 15 days after the billing date. It is the customers responsibility to pay the bill in full and on time. Unpaid bills incur a two percent late fee on the current balance.

If customers do not pay the amount due by the due date, PWCo issues automated payment reminders and disconnect notices via email and text message. For billing queries, see bill disputes section.

The schedule below shows the actions PWCo takes in the event of non-payment:

Day 1: Bill issued
Day 12: Payment reminder
Day 15: Bill payment due and past due notice
Day 16: Incur 2% late charge on the past due balance
Day 28: Disconnection notice
Day 29: Disconnection

If bill payment is not received, water service will be disconnected 14 days after the due date. Please note PWCo will do not disconnect water service for non-payment on Saturdays, Sundays or public holidays. If the service is disconnected, the customer will need to pay the delinquent balance in full in order to have the water reconnected.

SERVICE DISCONNECTION AND RECONNECTION

Non-payment disconnects are scheduled from 8:00am to 2:00pm weekdays. If the water service is disconnected for non-payment, you must pay the past due balance in full.

If the water service is disconnected remotely, the system will dispatch an automated request to reconnect the service once your payment is received in full and applied to the account. Remote reconnects occur one hour after the payment is processed.

PWCo will endeavour to reconnect a water service that is manually disconnected in the field after 2:00 pm on the same day we receive payment, subject to the payment being received by 2:00 pm, otherwise reconnection will take place the following business day.

Payments made via online banking can take up to two business days to show on the account. To ensure that your water service is not interrupted, please inform us promptly after making a payment so that we can restore your service as soon as possible.

Feel free to contact our office (649) 946-5202 should you experience any delays in the reconnection of your service.

SERVICE DISCONNECTION WITHOUT NOTICE

PWCo reserves the right to disconnect water service without further notice due to any of the following reasons:

- ◆ Evidence of meter tampering or an attempt to defraud PWCo, such as an illegal connection.
- ◆ Emergency repairs and maintenance to the distribution water pipelines.





CLOSING, TERMINATING, AND TRANSFERRING SERVICE

TEMPORARY CLOSURES

If you plan to be away for an extended period, you can request a temporary suspension of your water service to avoid incurring the minimum fee. The temporary closure will disconnect the water service during your absence.

You must request this pause and reactivation of service in writing forty-eight (48) hours in advance and pay all outstanding balances. Please see [see rates & tariffs](#) for the temporary closure fee.

PERMANENT CLOSURES

To permanently stop water service at a particular location, submit your request at least 48 hours in advance of the shut-off date. Water service will be turned off and your deposit will be applied to the final bill. The balance of the deposit, if any, will be refunded within ten business days. You may request your refund in the form of a cheque, direct deposit or credit on an active account.

Any outstanding balance after termination, must be paid within 15 days. If you fail to make payment on a delinquent account or respond to notification letters, you will be considered a bad debt or PWCo may pursue legal action for the collection of any outstanding balances.

TRANSFERS OF SERVICE

If you have an active account and are relocating to a different property, you must request an [Account Closure](#) for your existing location and apply for water service at the new location. Please refer to [Opening an Account](#) for a list of requirements. PWCo will transfer your deposit to your new service location. Please see the [see rates & tariffs](#) page for the transfer fee.

IN THE CASE OF DEATH

In the case of death of a customer, the executor of the estate or occupant has 60 days to request a transfer of the account into their name. Failure to transfer the account within this period may result in the disconnection of water service to the deceased customer's address.

METER TAMPERING/ THEFT

When theft or tampering of service is suspected, PWCo will disconnect the water service and contact the customer immediately. All past due, current due and tampering fees must be paid, or acceptable arrangements made before service is reconnected. PWCo reserves the right to refer all meter tampering and theft of service cases to the Police Department for possible prosecution.

WATER QUALITY

PWCo extracts water from deep saltwater wells and treats the water using its state state-of-the-art desalination system, monitoring each process to guarantee water quality.

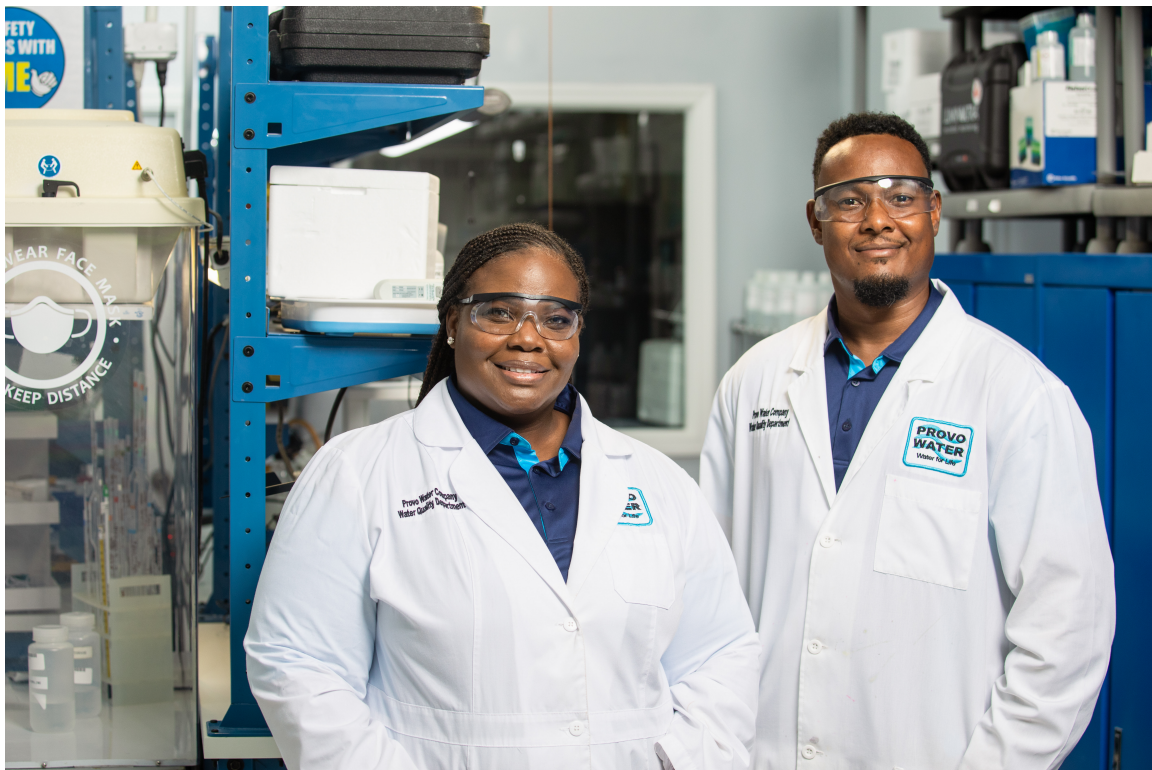
PWCo's Water Quality Department (WQD) is the only internationally accredited water testing laboratory in the Turks and Caicos Islands. The WQD specialises in analysing drinking water for chemical and microbiological contamination. Routinely, we perform approximately 1,000 tests per year on water from our reservoirs and the distribution system to ensure our customers receive the highest quality water possible. We test using the water quality guidelines in the PWCo's Instrument of Appointment, the World Health Organization (WHO) and Environmental Protection Agency (EPA) adopted standards.

REQUESTING A WATER QUALITY TEST

Customers with a water quality concern or requiring a water quality test should call (649) 946-5202 or email

customerservice@provowater.com. The service is free to PWCo customers and the results will be available within 24 hours of receipt of a water sample. Non-customers can also request a test, but there will be a fee and the results will arrive within five business days after receipt of a water sample.

Please visit our website for our list of services and fees at <https://provowater.com>.



WATER METERS AND DEVICES

ADVANCED METER INFRASTRUCTURE

In 2017, PWCo upgraded the entire metering system with Advanced Meter Infrastructure (AMI), also known as smart water meters. AMI technology offers several benefits, including reading meters every hour instead of once per month. PWCo's web portal allows you to view your water use patterns and modify behaviour, potentially leading to greater water conservation and lower bills. The system also assists in identifying any leaks on your side of the water meter, sending high usage alerts and notifications via email.

SMARTWATER METERS

All PWCo customers now have smart water meters installed in their meter chambers. They allow PWCo to measure the water flow and use wireless communication to automatically transfer the consumption data and other critical information through the network to its billing system.

Customers can check water meter readings 24/7 at <https://provowater.com> or via the MyAccount app ([see MyAccount Web Portal section](#)).

REMOTESHUT-OFF VALVE

PWCo customers with 5/8" water connections are equipped with a remote. This device allows for PWCo personnel to connect or disconnect water service remotely. Remote shut off valves allow the connection and/or disconnection of water service to the customer without being physically on site.

SHUT-OFF VALVES

Water valves control the flow of water through the pipes in your home. Sometimes it is necessary to shut off the pipeline water valve for your entire home, for example:

- ◆ Plumbing renovations are needed
- ◆ Replacing water valves
- ◆ There is a large water leak
- ◆ When you are going to be away for an extended period of time.

LOCATING YOUR SHUT-OFF VALVE

- ◆ First, locate your meter chamber; it is the oval metal box in the ground at the boundary of your property and should be locked at all times; contact PWCo if you need access. Do not try to open or tamper with the meter chamber.
- ◆ The shut-off valve is located on the pipe that runs between the meter chamber and the building receiving water. It will be about a foot away from the meter chamber. The shut-off valve may be encircled by a piece of pipe measuring six inches (6") in diameter or a valve box for protection. You may need to carefully dig around the valve to expose it.
- ◆ If there are multiple service lines on the property, each chamber should be labeled according to the corresponding unit/building number.

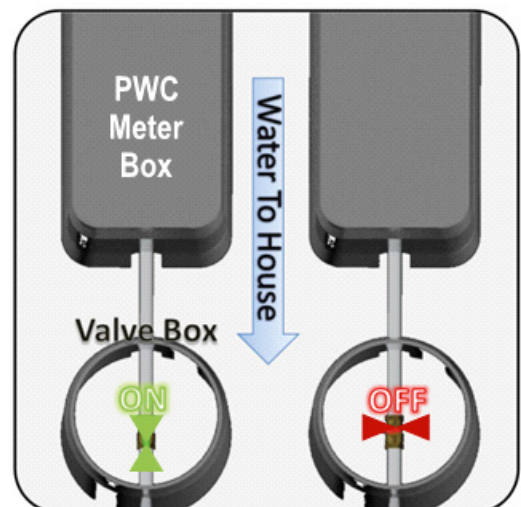


Watch this video for additional instructions:
[Locate your shut-off valve](#)

OPENING AND CLOSING YOUR SHUT-OFF VALVE

To close the shut-off valve, turn the handle counter clockwise so that it is perpendicular (across) to the valve body.

To open the shut-off valve, turn the handle clockwise until the handle is in line with the valve body.



WATER LEAKS AND ADJUSTMENTS

A properly maintained plumbing system can provide years of uninterrupted water service. A poorly maintained system can lead to high usage bills, leaks and property damage. PWCo encourages customers to get to know their plumbing, regularly review their bills and always perform maintenance to avoid problem developing.

LEAK ALERTS AND NOTIFICATIONS

PWCo's automated metering infrastructure provides access to timely and accurate information about water consumption. Using this information, PWCo can detect abnormal consumption patterns and notify you so that you can check for a water leak. However, receiving one of these notifications does not necessarily mean that you have a leak. A water leak is defined as, "unintentional water loss caused by broken, damaged and/or malfunctioning plumbing fixtures, pipes or irrigation equipment at a property."

We provide automated notifications as a courtesy. Our system sends two types of notifications for abnormal usage on your property:

- ◆ **High flow notification:** We send this type of automated email notification if your property's water meter has recorded a high flow event in excess of 180 gallons per hour for a 5/8" meter or 360 gallons per hour for a 1" meter. We will continue sending notifications as long as usage exceeds the thresholds. You may receive this notification if you are filling a pool, cistern or irrigation system, but it could be due to an unexpected event. These thresholds are subject to change.
- ◆ **Leak/continuous flow notification:** We send this type of notification if your property's water meter has recorded continuous water usage of at least one gallon per hour every hour over a period of seven days.



PWCo is unable to locate or repair leaks on your property. It is the customer's responsibility to locate and repair any leaks or other causes of high-water usage on their property. If you need help locating a leak, we suggest contacting a plumber or a local leak detection service.

LEAK ADJUSTMENTS

If high use results from a leak, PWCo may grant customers an adjustment on the leak event, at their sole discretion. We determine leak adjustments by calculating six months' average usage prior to the leak.

At its sole and absolute discretion, PWCo may (but is under no obligation to) bear a percentage of the excessive water usage for the period of the leak event only. This is limited to a maximum of three billing periods. The adjustment will be reflected as a credit on the following month's bill.

Customers seeking a leak adjustment should email customer service at customerservice@provowater.com to request assistance within 14 business days of the first high bill due date. The request should include the date the leak was discovered and repaired, the location of the leak (inside or outside) and photos of the repair.

The following requirements apply:

- ◆ Residential customers only may apply.
- ◆ Customers are required to pay an average monthly bill amount, calculated over the three months prior to the leak, while we investigate your request.
- ◆ Only one leak adjustment every twelve (12) month period.
- ◆ Account must be in good standing on all current billings.

Submitting a request for leak consideration does not guarantee leak adjustment approval or any financial forgiveness. PWCo will not issue a water leak adjustment where there is evidence the customer has abused, neglected, damaged or failed to properly repair or maintain the cause of the leak.

NOTE: To avoid late fees, service interruption and termination of service, customers must pay their average monthly bill amount according to the statement due date while we review the leak adjustment request. We will convey the decision in writing. If granted, a leak adjustment will be applied to the account and will be shown on the next bill. You will also be informed of the remaining balance to be paid. Payment arrangements may be made if the remaining balance is substantial.

RESPONSIBILITIES

PWCO RESPONSIBILITIES

- ◆ Inspect the meter chamber and surrounding area for possible leaks and make necessary repairs.
- ◆ Repair leaks or bursts to the pipeline before the meter chamber from the time of reporting or identification within 24 hours.

CUSTOMER RESPONSIBILITIES

- ◆ Maintain the private plumbing system, including any connected irrigation sprinkler system.
- ◆ Identify and fix any leaks in the piping between the line's point of connection to the water meter and the building receiving the water.
- ◆ Paying for any repairs or replacements due to tampering.

METER TESTING

Customers may question the accuracy of the water meter measuring consumption at their property and have the right to request a meter test. Removal of the meter will be scheduled in advance and at the convenience of the customer and PWCo.

If the test shows that the meter is accurate within two percent, no adjustment will be made to the customer's bill. If the test shows the meter's accuracy to be in excess of two percent, an adjustment will be made to the customer's bill.



MAINTENANCE WORK AND ACCESS

PWCo employees may enter the front boundary of your property to read a water meter, inspect pipes or fittings connected to our infrastructure, investigate suspected water theft, carry out water-related investigations or inspections and respond in the case of an emergency. A PWCo vehicle and photo identification will be used to identify PWCo employees and contractors.

If a PWCo employee needs to enter your property, the Customer Service Department will provide prior notice.

RESPONSIBILITIES

PWCO RESPONSIBILITIES:

- ◆ Notify before entering or working on your property.
- ◆ Remain on your property for as long as is reasonably necessary to complete work.
- ◆ Perform work on PWCo's water meter as far as the ball valve.
- ◆ Prior notification if the removal of any landscaping, gravel, or driveway material is necessary and will reinstate it as close as possible to its original condition.
- ◆ Remove debris and equipment from the property after completing work.

CUSTOMER RESPONSIBILITIES:

- ◆ Ensuring access at all times to fittings, including meters, inspection openings and access points.
- ◆ Maintaining the property infrastructure.
- ◆ Removing trees and debris, if needed.

CALL BEFORE YOU DIG

PWCo meter chambers and pipelines are vital for delivering water services. Before any excavation, trenching or construction work which may be near the meter chamber or main pipeline, please contact PWCo's customer service department.

PWCO RESPONSIBILITIES:

- ◆ Locate and mark water pipelines using safety paint or flags.
- ◆ Relocate the meter chamber to a position along the property boundary, if necessary.

CUSTOMER RESPONSIBILITIES:

- ◆ Notify PWCo prior to undertaking any project around or near the water pipeline.
- ◆ Excavate with caution.
- ◆ Respect any markings or flags used to identify the pipeline locations.
- ◆ Contacting PWCo 24-hour emergency number at (649) 231-0705 or (649) 946-5202 to report leaks or a ruptured water pipeline.

PWCO PROJECTS AND ROAD WORKS

PWCo maintains and upgrades the water delivery infrastructure. We continually replace ageing pipelines and pipeline extensions.

Despite our efforts, this process can be inconvenient, noisy and messy. We endeavour to provide customers with advance notice and updates of projects, traffic disruptions and to restore asphalt and sidewalks to engineering standards.

FIRE HYDRANTS

PWCo has approximately 97 fire hydrants located along our main distribution line across Providenciales. It is PWCo's responsibility to ensure that they are kept serviceable and available for use by the Fire Department.

Fire hydrants on private property, including their water charges and maintenance are the responsibility of the customer.

SERVICE INTERRUPTIONS

Occasionally, the water supply will need to be interrupted, either because of a damaged pipeline and planned or unplanned maintenance works.

For planned interruptions, PWCo will notify customers 24 hours in advance. In unplanned circumstances, we will do our best to provide regular updates of work.

Notifications of water supply interruptions will be sent via email, SMS text message or our social media pages. Notifications include the date, time and expected duration of the water supply interruption.

Please ensure PWCo has all your current contact details. To enquire about a service interruption please call (649) 231-0705.

WAYS TO SAVE WATER AND MONEY

We offer a variety of tips to help you save money and to encourage water efficiency at home, making a difference in your monthly water costs today and for years to come. For more information visit our website <https://provowater.com>.