

To: The New Editor March 27, 2020

NWC WEBSITE LIVE CHAT FULLY LAUNCHED AS SOCIAL DISTANCING IS ENCOURAGED WHILE ACCESSING SERVICES

The National Water Commission has fully launched the **NWC Website Live Chat** on the NWC Website at www.nwcjamaica.com. The Live Chat facility, which has been utilized by our valued customers on the iPay Online Payment portal for more than a year, was recently expanded in response to the Covid-19 pandemic. Customers will now be able to engage Customer Care Representatives in a Live Chat session and conduct business as they normally would during walk-in visits, which have been temporarily suspended. This is another medium being offered by the NWC, as part of the continued commitment to quality service while promoting public safety in these challenging times. Customers may also contact the Company by the designated contact numbers including our Toll-Free line at 888-225-5692 as well as our social media channels and email.

The NWC stands dedicated to addressing customer complaints and service-related matters, including reconnection requests, payment arrangements, new service applications for added convenience. While there will be no disconnections during this period, customers are encouraged to continue to pay their bills on time, using iPay on the NWC Website, banking bill payment options or third party bill payment agencies, to keep things flowing for the benefit of all Jamaicans.

The NWC encourages everyone to remain safe and follow the guidelines from the Health Authorities to ensure the well-being of all.

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