

WATER & SEWERAGE DEPARTMENT

MINISTRY OF COMMUNICATIONS & WORKS
GOVERNMENT OF THE VIRGIN ISLANDS



Application For New Water Serviceline

*P.O. Box 130, Road Town, Tortola, VG1110, British Virgin Islands
Tel No: (284) 468-5834 or 468-5901 Email: wsd@gov.vg*

Revised 11th April, 2022



APPLICATION REQUIREMENTS

PLEASE NOTE THAT ALL APPLICANTS ARE REQUIRED TO HAVE THE FOLLOWING ATTACHED TO THIS APPLICATION FORM TO BE BROUGHT BACK TO THE DEPARTMENT FOR PROCESSING:

1. A copy of a valid picture ID such as a Driver's License or Passport.
2. A copy of Land Ownership such as Land Deed verifying ownership.
3. Notarized letter from Notaries Public giving authorized representative or persons permission to apply for water on behalf of property owner.
4. Where the owner of the premises is a company, a certificate of good standing and evidence of persons authorized to sign on behalf of the company and their titles from the BVI Government Companies Registry must accompany the application.
5. Authorization letter from property owner if the connection is required to cross on someone's property or if the connection is from an existing customer service line.
6. All outstanding bills must be paid in full before a connection can be done.

Failure to complete the form in its entirety and submit all required documents would result in delay in processing of your application.



PLEASE NOTE:

- [i] In completing this form, you would be applying for potable water to be supplied to your premises from the Public Water Supply network in accordance with the Terms and Conditions set out. Please note that even when the Service is approved, the water supply would not be turned on until a meter is installed. In order for services to be considered, page six (6) of this application must be completed.

- [ii] Where the Owner of the premises is a company, a certificate of good standing and, where necessary, evidence of persons authorised to sign on behalf of the company and their titles from the Virgin Islands Government’s Companies Registry must also accompany this application.

- [iii] The Water and Sewerage Department shall honor only those applications that are completely filled out by the Owner of the premises or by his/her authorised representative.

- [iv] You are required to familiarize yourself with the terms and conditions of this agreement, and to sign as having read and agree to the contents therein.

This certifies that I have read the Terms and Conditions of this Agreement, and hereby affix my name and signature as confirmation that I understand and fully agree with its contents.

 Name of Owner (Print name) Signature Date

 Authorised Representative Signature Date

Water Supply Application Terms and Conditions



1. The Owner, and or his/her authorised representative, is permitted to access the Public Water Supply network by an approved connection which is to be provided by the Water and Sewerage Department for the purpose of delivering a supply of safe potable water.
2. The approved connection is not to be used in a manner that would result in the waste of water. The Water and Sewerage Department must be immediately advised of any inability to stop the flow of water.
3. The approved connection shall be used in a manner which does not cause damage to the infrastructure of the Water and Sewerage Department. Should any damage occur to the property of the Water and Sewerage Department, the Owner, or his/her duly authorised representative, shall immediately notify the Department and agree to reimburse the Water and Sewerage Department the cost of the repair of those works. Any loss of water that is measured by the meter remains the responsibility of the Owner.
4. The Owner is responsible for the payment of all charges to the Water and Sewerage Department. Consequently, in the event of a disconnection, the water expense incurred by a tenant who has left the Apartment must be paid by the Owner, the Owner having agreed to be responsible. However, the Owner may elect to have water accounts assigned in the names to Tenants throughout the duration of said Tenant's rental stay, which would ensure that the Owner is relieved of this expense.
5. The assignment/transfer of water accounts (residential) is approved through application bearing a cost of \$120.00. The assignment/transfer must be mutually agreed to by Owner and Tenant, hence the requirement for both parties to sign off on the Application. The transfer of a water or sewer account to a tenant's name, during the period of occupancy, is recommended.
6. The Owner, or his/her authorised representative, or any other agent shall not alter the index of the water meter or modify or tamper with any part of the connection prior to the meter dial. This is an offence, punishable by law.
7. Each illegal connection detected on the property will be liable for charges as determined by the Director, but within the confines of monthly water usage, to be calculated over the period of the illegal connection.
8. The Owner, or his authorised representative, is responsible for any willful or incidental damage, including wear and tear to the connection after the meter reading dial. Any leakage occurring after the meter dial will be read by the meter and is an expense of the Owner/Tenant. All leaks are to be reported urgently to the Department's Customer Care Services Center.



9. The Water and Sewerage Department reserves the right to average or estimate water usage and suspend or terminate this agreement where you fail to provide access to the water meter for reading purposes, or where the Water Meter is allegedly lost, stolen, damaged or defective, or the meter fails for any other reason to register a correct reading. Further, the Authorised Officer of the Water and Sewerage Department, or his/her designated agent, may terminate this agreement, disconnect and remove its meter at its own discretion.
10. Only connections approved by the Water and Sewerage Department are allowed to utilise the water from the Public System. It is therefore your responsibility to ensure that no illegal connections are made to the approved connection. You are liable for such illegal connections.
11. You are required to advise the Water and Sewerage Department, through its Customer Care Services Division immediately, when a water meter has been lost or stolen. In the event of a lost or stolen meter, the Water and Sewerage Department reserves the right to estimate your monthly consumption, taking into consideration your historic consumption.
12. Meter reading occurs between the first (1st) and thirteenth (13th) day of each month. Payments occur from the fourteenth (14th) day to the end of each month. Announcements are issued monthly of areas to be disconnected. In the event you do not receive your bill, please call our Customer Care Services Division at 468-3701 extensions 5834 or email us at wsd@gov.vg to request information on your account.
13. If you are disconnected, all outstanding amounts must be paid, together with a reconnection fee of \$20.00. If your name appears on the disconnection list, on the date of payment, you are liable to pay the reconnection fee. Disconnections are prompted by your "Due Date". Additionally, there is a 24-hour turn-around time for a reconnection. Please note that amounts paid on disconnected accounts, does not provide a customer with the authority to remove the lock. This is an offence and will be dealt with accordingly.
14. The Water and Sewerage Department or its assigned employees may enter upon the property from time to time to read, inspect, repair, remove, retrieve or confiscate the meter and or terminate services, when necessary.
15. The Water and Sewerage Department reserves the right to withdraw, rescind or suspend this agreement at any time without notice and you agree to release the Water and Sewerage Department from any loss or inconvenience resulting from the suspension or withdrawal of this agreement.
16. This agreement may be revoked or suspended should you or your authorised representative or agents provide false or misleading information to the Water and Sewerage Department.
17. You shall comply with reasonable directives given by an officer of the Water and Sewerage Department. Failure to comply may result in the removal of the meter and termination of services.
18. The Water and Sewerage Department may modify the terms and conditions of this Agreement at any time by giving the applicant seven (7) days notice in writing.

19. This agreement is between the Water and Sewerage Department and the Owner.



Acknowledgement:

I have read and fully understand the Terms and Conditions of the Agreement and hereby agree to carry out my water connection activities in accordance with the Terms and Conditions of this Agreement.

Owner

Director - WSD

WATER & SEWERAGE DEPARTMENT

MINISTRY OF TRANSPORTATION, WORKS & UTILITIES
GOVERNMENT OF THE BRITISH VIRGIN ISLANDS



**APPROVAL
NUMBER:**

PRIVATE/COMMERCIAL WATER SUPPLY

Application for a Water Supply

Name of Property Owner:			
Mailing Address (P.O Box - for billing purposes):			
Address at which Connection is required:			
Name of Authorised Representative:		Telephone /Mobile No:	
Social Security Number:		Email Address:	
Term of Agreement	Short Term	<input type="checkbox"/> Up to three months <input type="checkbox"/> Up to six months (initial period)	
	Long term	<input type="checkbox"/> Up to one year <input type="checkbox"/> On-going	
Intended Use of Supply:			
<input type="checkbox"/> Residential (single) <input type="checkbox"/> Residential (Multi) <input type="checkbox"/> Church <input type="checkbox"/> Business <input type="checkbox"/> Construction <input type="checkbox"/> Laundry/Laundromat <input type="checkbox"/> Hotel <input type="checkbox"/> Other (Please specify)			
No. of Meters requested: _____			
Owner of Premises:			
Block _____ Parcel _____ Registration Section _____			
Identifiable landmark close to location:			
Name of Owner (Print Name) _____		Signature _____	Date _____
Name of Authorised Representative _____		Signature _____	Date _____
FOR OFFICE USE ONLY			
Authorised Department Head Signatures:			
<input type="checkbox"/> Approved	_____	_____	_____
	Head of Accounts	Director, WSD	Date
Authorised Signatures:			
<input type="checkbox"/> Not Approved	_____	_____	_____
	Head of Accounts	Director, WSD	Date
Reason(s):			

FIXTURES TO BE CONNECTED



Number of Fixtures												
DESCRIPTION	UNIT1	UNIT 2	UNIT 3	UNIT 4	UNIT 5	UNIT 6	UNIT 7	UNIT 8	UNIT 9	UNIT 10	UNIT 11	TOTAL
Yard Tap												
Shower												
Kitchen Sink												
Water Closet (Toilet)												
Face Basin												
Washer												

Please Note:

- [i] A unit as described above (Unit 1, Unit 2, Unit 3, etc.) refers to a property containing a fixture or group of fixtures being served by this service line and a common meter. Thus a unit could be an apartment, a single resident, an office or a single standpipe in a yard.

- [ii] Should the customer desire to have more units than those provided for above, please attach another page with the information required above to be supplied under appropriately labeled columns.

Application made by _____

Date _____

This page must be completed. Failure to complete the form in its entirety would delay its processing.