

Customer Information Form – Residential

Clean Water & Sanitation for a Better Life

Purpose of Update

Change of ownership: *(Please attach title copy)

Name of Previous Owner: _____

Update of account details:

*Account Number: _____ Meter Number: _____

*Full Name as per Birth Certificate: _____

Date of Birth: ____/____/____

Gender: Male Female

Marital Status: Married Single

* T.I.N: _____

*Identification Type: Driver's License

ID No: _____

(Please attach ID & Voter's ID

ID No: _____

TIN card/ letter copy) Passport

ID No: _____

Phone: Home: _____ * Mobile: _____ Work: _____

Employer: _____ Occupation: _____

Email ID: _____ Billing Mode: Email SMS alert *Select only **ONE**

Postal Address: _____

Physical Address: _____

Opting for myBill Info Card: Yes **WAF will advise once Card is ready for collection

Free Water Usage Allowance: *(If collective household income is less than \$30,000 per annum)

*Annual Household Income: \$ _____

*(Please attach Latest **Pay Slip** for all employed members of the household together with a **Statutory Declaration Form**)

Declaration

I, _____ do hereby solemnly and sincerely declare that all information provided herein is true and correct to the best of my knowledge. I hereby authorise the Authority to use the information for the purpose of updating their record and any other purpose befitting the efficient discharge of their responsibilities. *For Customers opting for SMS and E-billing - I understand that it is my responsibility to inform WAF when I change my mobile number or email address so as to continue to receive my WAF bill. Also by registering to the WAF Get Bill SMS and E-bill Service that my hard copy bills will be available to me upon request at a WAF Customer Service Centre.*

Signature: _____

Date: ____/____/____

Official Use

Received / Vetted By (Name): _____

WAF ID: _____

Signature: _____

Date: ____/____/____

Terms and Conditions

Herein, Water authority of Fiji would be referred to as the “Authority”

Under Section **26** of the Water Authority of Fiji Act;

The owner or occupier of premises in an area where the Authority is able to supply water or provide sewerage or other services to such premises may, in writing, apply to the Authority for the supply of water or for the provision of sewerage or other services, subject to conditions.

Under Section **24** of the Water Authority of Fiji Act;

An officer of the Authority may enter, remain or cross any land at any reasonable time when carrying out any function or power under this Promulgation.

If the Authority does any work on the property of another person, for the purposes of this Promulgation, the Authority shall, as far as is practicable; ensure that little damage is caused to the property; and restore the surface of and repair any damage on, such property.

Under Section **27** of the Water Authority of Fiji Act;

The Authority may provide service connections to a premise within the vicinity. It is also to be noted that, no owner or occupier of premises shall connect the premises to the Water System or Sewerage System except with the prior written approval issued by the Authority and any connection made by the owner or occupier shall be done at the expense of the owner or occupier, subject to conditions imposed by the Authority.

Under Section **30, sub-section 4** of the Water Authority of Fiji Act.

The obligations of a customer in relation to supply are to be aware of the liability to the Authority and to promptly pay for services provided by the Authority; to protect the assets of the Authority; to provide correct and up to date information to the Authority, including changes of ownership and occupation of premises; to promptly advise the Authority of any defects in the assets of the Authority and to minimise any damage or consequence of such defects.

Under Section **31** of the Water Authority of Fiji Act;

The Authority may without notice discontinue, ration or limit any supply of water or other service provided by it if it considers it necessary or desirable to do so; by reason of any accident or emergency; to facilitate any work done or to be done by the Authority; to avoid or limit pollution; or for the conservation of water, and give notice of its action and indicate the likely duration of such discontinuance, rationing or limitation.

Under Section **34 and 35** of the Water Authority of Fiji Act;

The owner of a premises / occupier to which services are provided by the Authority is liable to pay any rates due to the Authority in respect of such services. If any rates remain unpaid at the expiry of *30 days* from the date on which the rates fall due, the Authority may charge the prescribed interest on the amount of the unpaid sum from the date they fall due until the date of payment.

If any rates in respect of any premises remain unpaid after becoming due for payment, the Authority may disconnect the supply of water. If the supply of water is disconnected, the supply shall not be reconnected unless the owner or occupier of the premises applies for reconnection and pays all costs associated with the disconnection and reconnection of the supply and all outstanding amounts.

Under Section **36** of the Water Authority of Fiji Act;

A person, who wilfully destroys, damages, tampers with or interferes with any asset of the Authority including its Water System or Sewerage System commits an offence and is liable to conviction with a fine not exceeding \$1,000,000 or to imprisonment for a term not exceeding 10 years.

A person who obstructs or attempts to obstruct the officer of the Authority in the exercise of any power or duty under this Promulgation; sells or offers for sale any prescribed plumbing or associated hardware for the exclusive use of the Authority or uses such plumbing hardware in any manner inconsistent with the regulations, commits an offence and is liable to conviction with a fine not exceeding \$10,000 or to imprisonment for a term not exceeding 2 years.

Under Section **39** of the Water Authority of Fiji Act;

The Authority is not liable for any loss or damage arising from the escape of water from its assets. As any water loss after it passes the Authority assets are subjected chargers as prescribed.