

CONSUMER RIGHTS

The human right to water entitles everyone to sufficient, affordable, accessible and safe water for personal and domestic use.

CONSUMER RESPONSIBILITIES

- ✓ Conserve water in the home
- ✓ Repair leaky taps and toilets as soon as they are identified
- ✓ Pay your water bill
- ✓ Have you moved recently? Please update your mailing address with the billing centre
- ✓ Do not block access or tamper with your water meter
- ✓ Respect signage and rules established by the Water Services Department
- ✓ Know the Water Overseer and Meter Reader in your community
- ✓ Report pipe breaks or leaky standpipes in your community
- ✓ Report incidents of misuse / abuse of water
- ✓ Catch rainwater to irrigate gardens or wash cars
- ✓ Make sure your septic tank is pumped every 3-5 years
- ✓ Be responsible when disposing of liquid and solid waste



WATER SERVICES DEPARTMENT

P.O. Box 80, Needsmust
Basseterre, St. Kitts
Phone: (869) 466-3070 / 1467
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Office hours of operation:
8 AM to 4 PM
Monday to Friday

Emergency contact information

Clerk of Works	869-762-9241
Foreman, Basseterre	869-663-2181
Foreman, Rural East	869-762-9244
Foreman, Rural West	869-762-9466



OUR MISSION

To ensure that all reasonable needs of our consumers are met in a timely and efficient manner through the effective management of our water resources.

WATER CONNECTS US ALL!

We all have a **shared** responsibility to manage our precious water resources.



WATER CONSERVATION TIPS

There are 4 basic ways to save water:

Economize

Be conscious of the amount of water you use. Whenever you can, use less.

Fix Leaks

Leaks in the home can waste about 10% of the water used in homes. Most leaks are easy to spot and repair with basic know-how and simple tools

Use Water-Saving Devices

Numerous simple devices can reduce water usage including aerators, flow regulators and displacement devices.

Re-use Water

Used water from the kitchen sink or shower is often suitable for other purposes such as irrigation.

IN THE BATHROOM

A leaky toilet can waste up to 200 gallons per day!

- Do no flush unnecessarily
- Limit your shower time to less than 5 minutes
 - Turn off the water while shampooing
- Install low-flow showerheads or flow restrictors
- Use a glassful of water to brush your teeth, not a continuously running pipe
- Check your toilet for leaks
 - The plunger ball in the toilet tank wears with age and can cause leaks
 - Add a few drops of food colouring into the tank

- Leave for 10-15 minutes without flushing
- If colouring appears in the bowl, you have a leak
- Try cleaning the plunger ball and valve seat – try the colouring test again
- No luck? The valve and ball assembly may need to be replaced
- Call your local plumber
- Purchase a water-conserving (low-flow) toilet
 - Low-flow toilets use about 1.6 gallons per flush compared to 3.5 gallons in older toilets
 - Have an older toilet? Try placing a one-quart plastic bottle in the tank away from movable parts

IN THE KITCHEN

A leaky faucet (slow drip) can waste up to 10 gallons per day!

- Install flow aerators on kitchen faucets
- Rinse fruit and veggies in a bowl of water instead of under running water
- If you wash dishes by hand, don't leave the water running for rinsing. If you have two sinks, fill one with rinse water. If you only have one sink, use a spray device or short blasts instead of letting the water run.
- Run your washing machine and dishwasher only when full
- Don't defrost frozen foods with running water. Either plan ahead by placing frozen items in the refrigerator overnight or defrost them in the microwave.

OUTDOORS

Watering your lawn and plants around midday can waste up to 300 gallons per month!

- Use a hard broom to sweep driveways, gutters and steps
- Water during the cool parts of the day. Early morning is better than dusk since it helps to prevent the growth of fungus. Also try using “grey water” to water plants and lawn.
- Put a layer of mulch around trees and plants. Chunks of bark, peat moss or gravel slows down evaporation.
- Drive your car onto a lawn to wash it. Rinse water can help water the grass. Also wash with a bucket of water and a rag not a running hose.
- Tell your children not to play with the garden hose

We live in a country with a reliable water supply. Fresh clean drinking water is yours to use whenever you need it, just turn on the tap. But remember – water costs! Extensive work and money are involved in treating and bringing the precious commodity to our homes and businesses. Following the tips outlined can save you thousands of gallons of water and saves money too. Be alert. If you see water being wasted in your home, tighten up. If you see it being wasted elsewhere, speak up!

We cannot afford to wait until the well runs dry. Water is life. Save water! Save life!