



Water and Sewerage Triennial Tariff Review: Final Determination

The National Utilities Regulatory Commission (NURC) pursuant to section 6 of the National Utilities Regulatory Commission Act Ch 9.01 of the Revised Laws of Saint Lucia hereby makes the final determination for the new tariffs for water and sewerage for the Water and Sewerage Company (WASCO) for the provision of water and sewerage services. The new tariffs shall take effect during WASCO's June 2026 billing cycle.

Ref: New Tariff for the Water and Sewerage Company Inc. (WASCO)

Summary of Decision



Agency:	National Utilities Regulatory Commission (NURC)
Water Company:	St. Lucia Water and Sewerage Company Inc (WASCO)
Activity:	Triennial Tariff Review
Type of Review:	Triennial
Duration of New Tariff:	Triennial period 2024 to 2027
Stage:	Final Determination Notice

Publication of Draft Determination Report

The National Utilities Regulatory Commission invited the public to comment on the proposed tariff increase for water and sewerage pursuant to Section 82 (4) of the Water and Sewerage Act of 2005, Cap.9.03 as amended in 2008. This section of the act stipulates that the National Utilities Regulatory Commission shall publish the draft Extraordinary Tariff Determination in the Gazette and at least 2 newspapers in general weekly circulation in St. Lucia and shall invite comments from the public within at least 2 weeks from the date of publication. Pursuant to Section 82(5) the Commission shall consider the comments made by the public and shall make the changes as it sees fit to the report.

A summary of the Draft Determination was published in the Gazette and two newspapers as follows:

- Voice Newspaper: Saturday January 31, 2026 and Saturday February 7, 2026
- St. Lucia National Gazette: February 2, 2026 and Monday February 9, 2026

The Draft Determination was also placed on the NURC's official website (nurc.org.lc) as well as the website of the Government of St. Lucia (www.govt.lc)

Public Feedback on the Proposed Tariff Increase (Water and Sewerage)

Although the Water and Sewerage Act, Cap. 9.03, as amended, and the Water and Sewerage (Tariff) Regulations, 2008 do not expressly require public consultations for the purposes of an extraordinary tariff review, the Commission nonetheless undertook consultations with key stakeholders and members of the public as part of its review process. The consultations were conducted as follows:

- Stakeholder Consultation – Castries – Monday, 9 February 2026
- General Public Consultation – Gros Islet – Tuesday, 10 February 2026
- General Public Consultation – Vide Bouteille – Wednesday, 11 February 2026
- General Public Consultation – Dennery – Thursday, 12 February 2026
- General Public Consultation – Canaries – Monday, 16 February 2026
- General Public Consultation – Vieux Fort – Tuesday, 17 February 2026

During each consultation, WASCO cited several reasons for their submission, some of which are as follows:

- The existing tariff does not allow it to meet its obligations as service provider
- The last tariff adjustment took place in 2013 more than 10 years ago
- The costs of energy consist of a significant cost portion of WASCO's cost
- Demands for improved service cannot be satisfied with current revenue streams

At the consultations sessions organized by the NURC, stakeholders demonstrated that they recognized the need for investment to improve water and sewerage services in Saint Lucia. Support for tariff adjustments was consistently conditional on demonstrable service improvements, credible NRW reduction, transparent communication, and strengthened accountability mechanisms. Persons at the meeting were sympathetic to the idea of an increase. Some even made the point that they were willing to pay more for water. A number of persons argued, that an increase in the water rate is necessary, so that the company can undertake the necessary improvement to the water network by replacing damaged and outdated infrastructure.

While most persons understand the need for the tariff increase, most believe that there needs to be stricter mechanisms in place to hold the utility accountable for the proved improved service delivery if there is to be a tariff increase given current the poor service delivery, and the lack of consistent water supply.

The Commission's Comments

The National Utilities Regulatory Commission (“NURC” or “the Commission”) has given due consideration to the comments and submissions received during the consultation process undertaken as part of the Triennial Tariff Review Adjustment. The Commission can now issue its Final Determination in relation to water tariffs for the Water and Sewerage Company Inc. (“WASCO”), pursuant to section 81 of the Water and Sewerage Act, Cap. 9.03 and the Water and Sewerage (Tariff) Regulations, 2008.

In arriving at its determination, the Commission considered the findings and recommendations contained in the Final Determination Report prepared by the Tariff Consultants, ECONTEC Consultores, together with stakeholder submissions, affordability considerations as well as operational requirements and financial sustainability challenges faced by WASCO.

Water Consumption

The Commission has determined that adjustments to the existing water tariff structure are necessary to support WASCO’s operational sustainability, infrastructure investment requirements, and continued delivery of water services throughout Saint Lucia.

The Commission further determined that the domestic base rate shall remain unchanged at EC \$24.42 to mitigate the impact on vulnerable consumers. Adjustments to the remaining tariff categories shall be implemented on a phased basis during 2026 and 2027 as follows:

- Other Domestic Tiers – increase of 37.34%
- Commercial – increase of 37.34%
- Government – increase of 37.34%
- Hotels and Boats – increase of 76.17%

NOTE: one increase of the stated percentage in 2026 and another in 2027.

The Commission considers that the approved tariff structure achieves an appropriate balance between affordability, equity, and the financial sustainability of WASCO.

New Water Tariff Scheme

	Existing Tariff	Jun-26	Jan-27
Water: Consumption Charge Rates			
Domestic			
Base Rate (0-2000 gal)	24.42	24.42	24.42
Tier 1 (2000-3000 gal)	12.21	16.77	23.03
Tier 2 (>3000 gal)	24.92	34.23	47.00
Commercial			
Base Rate (0-2000 gal)	66.46	91.28	125.36
All other usage (>2000 gal)	33.23	45.64	62.68
Government			
Base Rate (0-2000 gal)	46.52	63.89	87.75
All other usage (>2000 gal)	23.26	31.95	43.87
Hotels			
Base rate (0-2000 gal)	73.10	128.78	226.87
All other usage (>2000 gal)	36.55	64.39	113.44
Boats			
All Usage	66.46	117.08	206.26

With this tariff structure the base rate for domestic water consumption remains at EC \$24.42. To achieve these all-other tiers and consumer classes are subject to a *phased increase* of 37.34% except for hotels and boats which are subject to a phased increase of 76.17%.

Sewerage Consumption

The Commission utilized the same key areas of WASCO’s operational sustainability, infrastructure investment requirements, and continued affordable delivery of water services throughout Saint Lucia as the main factors for the final termination of the sewerage tariff adjustment.

New Sewerage Tariff Scheme

	Existing Tariff	Jun-26	Jan-27
Sewer: Consumption Charge Rates			
Domestic			
Minimum (0-2000 gal)	16.44	22.58	31.01
Tier 1 (2000-3000 gal)	8.22	11.29	15.50
Tier 2 (>3000 gal)	15.61	21.44	29.44
Commercial			
Minimum (0-2000 gal)	41.32	56.75	77.94
All other usage (>2000 gal)	20.66	28.37	38.97
Government			
Minimum (0-2000 gal)	25.64	35.21	48.36
All other usage (>2000 gal)	12.82	17.61	24.18
Hotels			
Minimum (0-2000 gal)	44.04	77.59	136.68
All other usage (>2000 gal)	22.02	38.79	68.34

For sewer rates all tiers and categories are subject to a phased increase of 37.34% except for hotels which are subject to a *phased increase* of 76.17%.

NOTE: The term “*phased increase*” implies that there will be a total of two increases with one increase taking place in 2026 and another taking place in 2027. (see tables above).

NOTE: Figures beyond minimum charges are based on usage of 1000 gallons for both water and sewerage consumption.

Efficiency Improvements

By approving the new tariffs for WASCO, the NURC expects to see some level of improvement at WASCO and will therefore be engaging the company immediately to establish performance targets, which must be achieved during the tariff period. These are some of the areas that will be given consideration:

- Reductions in Non-Revenue Water
- Increased efficiency of WASCO
- Increased response to customers complaints
- More reliable and consistent service delivery
- Improved Infrastructure
- Improved accountability through regular reporting

NOTE: *The above is a non-exhaustive list.*

Service Standards Agreement

As part of the approved tariff structure, a Service Standards Agreement will be negotiated and finalized with WASCO. Upon completion, the Service Standards Agreement will be placed on the NURC's official website (nurc.org.lc).

John Compton Dam Raw Water Pipeline Special Account

As part of the approved tariff adjustment, 5.83% of the water rate increase applicable to Tier 1 and Tier 2 domestic, commercial, and government consumers, together with 11.08% applicable to hotels and marine vessels, shall be allocated toward the John Compton Dam Raw Water Pipeline Project.

The allocation shall be used for the replacement and upgrading of critical raw water pipelines and associated infrastructure connected to the John Compton Dam. These funds shall be managed through a dedicated account name the John Compton Dam Pipeline Special Account established specifically for the Project.

The John Compton Dam Pipeline Special Account shall be used exclusively for costs associated with the JCD Raw Water Pipeline Replacement Project, including pipeline replacement works, procurement, project management, and related operational requirements. Approval from the National Utilities Regulatory Commission ("NURC") must first be obtained before the funds may be utilized for any other purpose.

WASCO shall provide periodic reports to the NURC on the management and utilization of the Tariff Allocation Account, including expenditure reports, project progress updates, bank statements, and such other information as the Commission may reasonably require ensuring transparency, accountability, and regulatory oversight.

Conditions for Managing John Compton Dam Raw Water Pipeline Special Account

1. All Goods, services and work must be procured in accordance with WASCO's standard procurement processes, ensuring competitive bidding, where feasible.
2. A detailed expenditure report (the NURC may request audited financial report) must be presented to the NURC on a quarterly basis on the operation of the JCD Raw Water Pipeline Project Account.
3. The JCD Raw Water Pipeline Project Account shall only be used for the JCD Raw Water Pipeline Project. Approval must first be obtained from the NURC to utilize the JCD Raw Water Pipeline Project Account for any other purpose.
4. Continuation of the JCD Raw Water Pipeline Project Account beyond the life of the project must be justified with documentary evidence.

Quarterly Report

WASCO will need to submit Quarterly Reports to the NURC with the following information:

1. Production, Treatment and Quality of water
2. Water Services
3. Wastewater Services
4. Non-Revenue Water (NRW)
5. Customer services
6. Strategic Planning
7. Staffing information (including recruitment and categories)
8. Accounting System
9. Service interruption (areas; duration and reasons)
10. Detailed information on maintenance expenses (administrative expense)
11. Detailed information on selling expenses

Financial Statements

WASCO must have its yearly Financial Statements up to date and audited. Only audited Financial Statements shall be presented to the NURC henceforth.

Monitoring; Compliance and Enforcement

The NURC will establish a unit that will be tasked with monitoring; compliance and enforcement of regulations, service standards; efficiency and other critical areas that are necessary to cause improvement and increase efficiency at WASCO.