

## **APPENDIX A**

### **TERMS OF REFERENCE – Enforcement Officer**

#### **Services and duties of the Enforcement Officer**

**Title:** Enforcement Officer

**Department:** Customer Services Department

**Reports To:** Arrears Recovery Coordinator

**Location:** Head Office, Vlissengen Road and Church Street,  
Georgetown

#### **Scope of Services**

1. **Customer Verification:** Conduct on-site visits to verify customer information, ensuring the accuracy and completeness of customer records.
2. **Address Validation:** Confirm customer addresses to ensure proper billing and service delivery.
3. **Contact Information Updates:** To enable effective communication, update and verify customer contact details, such as phone numbers and email addresses.
4. **Water Usage Assessment:** Record and verify water usage data, including meter readings and water consumption patterns.
5. **Identify Irregularities:** Report any irregularities, discrepancies, or potential fraud in customer information to the relevant department.
6. **Provide Excellent Customer Service:** Interact with customers professionally, address inquiries, and provide information about the company's services and policies.
7. **Data Collection:** Collect and maintain accurate records of customer information and verification activities.

8. **Documentation:** Complete verification forms (soft or hard copy) and reports, ensuring they are accurate and submitted manually or electronically in a timely manner.
9. **Adherence to Company Policies:** Comply with company policies and guidelines while working in the field.
10. **Safety Compliance:** Adhere to safety protocols and guidelines to ensure personal safety and the safety of others while working in the field.
11. **Any Other Duties:** Duties that are in alignment with the Job Title.