

# WASA On Course ... Towards A Water-Secure T&T



*"Water Security for Every Sector.  
Deliver it. Sustain it."*



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# WASA ON COURSE TOWARDS A WATER-SECURE T&T

At the Water and Sewerage Authority (WASA) our mission is to ensure the people of Trinidad and Tobago – everyone, everywhere – enjoy the benefits of a clean and consistent water supply. This vision for our nation and our organisation led us in 2010 to embark upon a quest to become the best performing water utility in the western hemisphere. To do so, we are transforming our organisation through four developmental pillars – serving our customers better, controlling costs, enhancing our revenues and investing in the development of our team.

For the benefit of our stakeholders, customers and the general public, this opportunity will be used to present a snapshot of a few of our projects that are geared towards a better quality of life for the people of Trinidad and Tobago.



## Serving communities better

We want you, your family and community to enjoy the best possible service. To provide that top-class service, the Authority has set targets for potable water delivery and wastewater collection, treatment and disposal. This means we are working to ensure that our customers have:

- Pipe-borne supply for 24 hours at least five times per week (24/5) – 81% achieved as at 31st December, 2012



Holla Pipeline Replacement Project

## Investing in Water Systems

To better meet the water needs of communities throughout T&T, WASA has undertaken a number of key projects across the nation at a cost of over TTS450 million.

- Replacement of 28 kilometres of the Navet Trunk Main to improve service to an estimated 200,000 consumers in South-East Trinidad.
- Installation of pipelines in Union and Bristol Villages in Mayaro and Brasso Venado, Tabaquite where residents experienced a pipe-borne water supply for the first time.
- Construction of new booster pumping station at South



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## Investing in Water Systems (cont'd)

Oropouche to better supply communities from Otaheite to La Brea and Avocat to Erin.

- Construction of water treatment plants at La Fillette, Talparo, Penal and Matura
- Pipeline Projects undertaken across the country including L'Anse Mitan in Carénage and Covigne in Diego Martin
- Commencement of the replacement of 44 kilometres of the aged Hollis Trunk Main between Port of Spain and Valencia
- Largest purchase of pipes for several ongoing and proposed projects including the installation of a 44-inch diameter Dual Caroni South Trunk Main; work on the first phase entails the installation of 28 kilometres of pipe between the Caroni Water Treatment Plant and Couva



*From left: WASA Senior Manager Project Appraisal, Daren Gazze; Minister of the Environment and Water Resources, Senator the Honourable Ganga Singh; Outgoing Ambassador for the People's Republic of China, His Excellency Yang Youming; Chaguanas Mayor, Orlando*

*Nigassar; and PSA President, Watson Duke at a ceremony at Factory Road, Perseverance, Chaguanas, to commemorate the largest single purchase of pipes by WASA on March 1st, 2013.*



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## Malabar, San Fernando receive major wastewater upgrade

Proper wastewater management is essential for any community and WASA is committed to ensuring that as communities grow and develop their wastewater infrastructure develops as well. Malabar and San Fernando are two areas that will enjoy improvements to their wastewater facilities thanks to a multi-phase loan agreement between the Government of Trinidad and Tobago and the Inter-American Development Bank (IDB). Set at US\$546.5 million, the first tranche of the loan (US\$246.5 million) will be used for works in the two communities. The loan is the largest of its kind in the English-speaking western hemisphere and its intended impact is towards the sustainable development of T&T.

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*IDB Water and Sanitation Specialist, Evan Cuyetano, shakes hands with Minister of the Environment and Water Resources, Senator the Honourable Ganga Singh, while WASA's Ag. CEO Gerard Yorke and Minister of Planning and Sustainable Development, Senator Dr. the Honourable Bhendradatt Tewarie, look on.*

## Wastewater Projects 2013

### • LANGE PARK AND ENVIRONS

Major expansion of the Lange Park Wastewater Treatment Plant (WWTP) to make it fully capable of handling the community's present and future needs.

### • EDINBURGH 500

Rehabilitation of the Edinburgh 500 WWTP to increase capacity and reduce odour and noise.

### • HDC TREATMENT PLANTS

Improvements to over eight HDC treatment plants (Bon Air East, Cantaro, Frederick Settlement, Orange Field, Valencia, Buento, Debe and Maloney) to meet the communities' current and projected needs and improve service.

### • ST JOSEPH AND ENVIRONS

Expansion of facilities at the Mountain View WWTP.

### • TUNAPUNA, TACARIGUA, TRINICITY

Integration of ten existing sewerage systems into an advanced, fully-functional WWTP with five times the current wastewater treatment capacity and new sewers.

### • SOUTH-WEST SEWERAGE UPGRADE

Major improvements to the wastewater transmission and treatment facilities of over 3,500 citizens in south-west T&T.

### • VISTABELLA AND SAN FERNANDO

Replacement of over 250m of 762 diameter pipeline that was washed away due to flooding.



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**Towards a leaner,  
more profitable  
water provider**



Lennox Williams pours himself a drink of water.

To give our customers the best, WASA must be more efficient and profitable. Lower expenditures and greater revenue mean more resources can be put towards giving the nation the best possible service at the best price. To that end, we have carried out several activities to boost the Authority's profitability. These include:

- In fiscal year 2011-12, the Authority achieved its highest annual collection of rates – \$836 million
- Providing infrastructure development services to large developers and institutions such as EMBD, HDC and St. Ann's Hospital
- Providing maintenance services to the Port of Spain City Corporation and the Couva/Tabaquite/Talparo Regional Corporation

## Ongoing Projects Trinidad 2013

### • PENAL AND SIPARIA

Installation of new mains from Siparia to the Penal Water Works to reduce leakage by 20% and provide more water to the St Patrick area.

### • CLAXTON BAY AND SPRINGLANDS

Installation of new main to improve supply to Springlands, Bhagwansingh Trace and Caratal Road.

### • POINT FORTIN, LA BREA, SANTA FLORA, ERIN

Installation of over 2.4km for the new Point Fortin Desalination Plant to serve these four communities.

### • BICHE

Installation over 9km of 400mm main to greatly improve water supply to more than 2,500 people in Biche.

### • CALCUTTA SETTLEMENT

Installation of 1.9km of 150mm of PVC to improve service to the residents of Calcutta Settlement.

### • BARRACKPORE

Installation of 4.2km of 200mm main to improve the reliability of supply to the area.



Customers at WASA's Rates Payment Centre, Head Office, St. Joseph



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A smiling Lakshmi Ramdeo in her kitchen at upper Diego Martin.



Deepansh Ramdeo waters his kitchen garden.

## T&T says 'yes' to better service

As a culmination of these efforts, in the last MORI POLL conducted in May-June 2011, a 67% customer satisfaction rating was achieved, an improvement of 30% from the previous poll.

Having undertaken 206 projects, the Authority will continue implementing measures in 2013 and beyond towards improving the service to customers in both water and wastewater.

## Completed Projects in Trinidad

- **DROPOUCHE**  
Construction of the South Oropouche Booster Station serving a community of over 44,000 people.
- **GOLCONDA AND DEBE**  
Installation of 5km of 400mm main to improve service to more than 1,475 people in these communities.
- **PENAL**  
Replacement of defective equipment at the Penal WTP, which serves over 12,000 people.
- **EL SOCORRO AND SAN JUAN**  
Installation of 2,000m 8" PVC from El Socorro to San Juan and 390m 4" PVC within El Socorro, improving service to more 6,000 people.
- **CLAXTON BAY**  
Completion of the Tulip Booster Station and Pipeline Project in Claxton Bay, serving a community of 12,000.



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## NSDP Projects Trinidad

PROJECT NAME	PROJECT IMPACT
Alleyne Road to Rambaran Road along Brasso Venado East	To improve the current supply to parts of Sangre Grande and provide a water supply to 36 additional customers
Anderson Sealey Terrace, Sangre Grande	To provide a water supply to 175 additional customers
Brown Avenue, Morkey Town in Morkey Town	To provide a water supply to 53 additional customers
Hill Crest Drive, Claxton Bay	To provide a water supply to 90 additional customers
La Retreat Dump Road off River Valley Road Extension, Hillview off Eye Pass Road and Dominic Avenue, Arima	To provide a water supply to a combined 274 additional customers



Courland Pipeline Cross-Country Route

## Proposed Projects Trinidad

- SAN FERNANDO BOOSTER UPGRADE**  
 Carry out a major refurbishment of the booster to meet the needs of communities in the South, accommodate new developments and serve industrial clients.
- UNIVERSAL METERING**  
 Installation of 8,000 metres for north-west Trinidad for improved water management.
- CARONI WATER TREATMENT PLANT UPGRADE**  
 Refurbishment of plant and equipment to improve water quality and operational efficiency.
- IMPROVING SERVICE FOR ST JOSEPH, BARATARIA AND LAVENTILLE**  
 Installation of new mains to increase water capacity and reduce leakage.



## Giving Employees a Fresh Start

Seeking to balance the needs of our customers, employees and organisation, WASA introduced a Voluntary Early Separation Plan (VESP) giving team members the opportunity to go out on their own with a payment package. With an initial funding of US\$20 million provided by the IDB, to date 704 employees have accessed the VESP facility. VESP will also assist in controlling the Authority's costs and help us to become more efficient in serving the public.

## Starting a national dialogue



Water services aren't the only resource that WASA provides. During the period we undertook a sweeping, youth-focused campaign to increase public knowledge about our water system, rivers and watersheds; wastewater and reuse as well as conservation. WASA held National Secondary Schools quizzes on these topics in 2011, 2012 and 2013 with the aim of creating a new and more conscious water user.

In addition, we introduced our Customer Outreach Caravan in rural communities in Tobago thus making it more convenient for our customers to pay their bills and make inquiries about their level of service (A Customer Outreach Caravan will also be introduced in Trinidad.)

Minister of State in the Ministry of the Environment and Water Resources, the Honourable Ramona Ramdial (R) and Member WASA Board of Commissioners, Hewlett Waldron (L), present 1st Place prize to Presentation College, Chaguana's (L-R): Marc Bhopalsingh, Mikael Rajkumar, Reece Bajnathsingh and Joshua Manickchand.

## Lasting change for the people of T&T

To ensure that we remain on the path of continuous and lasting improvement and service delivery to the people of T&T, the Authority is pursuing public-private partnerships, locally and internationally. These have thus far included:

- The "Doing Business with WASA" fora, held in collaboration with the Trinidad and Tobago Chamber of Industry and Commerce and the Energy Chamber which enabled business men and women to gain a better appreciation and understanding of the Authority's tender rules and procurement processes.
- Reviewing of our business processes by Aguagest Solutions S.A, of Spain
- Developing of a Performance Improvement Plan by National Water and Sewerage Corporation of Uganda
- Preparing of a proposal by Public Utilities Board of Singapore for:
  - Water reuse from the Beetham Wastewater Treatment Plant
  - Use of additional areas in the Caroni River Basin for potable water production
  - Use of the effluent at Beetham to supply the industries at Point Lisas with ultra pure water