



## Featuring

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- Departmental Reports
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- Sports Club Report
- April Floods 2011

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# Central Water & Sewerage Authority CWSA ANNUAL REPORT DECEMBER 2012



For more information on CWSA's Products and Services visit our office located at New Montrose or visit our website at [www.cwsasvg.com](http://www.cwsasvg.com)



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### How Social Media Impact the Receipt of Information – CWSA Context



Mrs. Symantha George  
Editor

According to Gnip, Inc.'s Whitepaper entitled "Social Media and Markets: The New Frontier" "Social media is growing exponentially. Facebook has exploded from one bored college sophomore to 800 million users in nearly 200 countries in just seven years; Twitter users generate 250 million new Tweets each day", its no wonder that in this digital age smart phones, and tablets are becoming can't live without gadgets.

Recently our own Vincent Reid shared his experience from his recent training

This was a clear example of the speed at which information can be communicated around the globe, a far cry from the telegram and traditional mail postage.

The social media can also serve as a reactive mass communication tool for unanticipated events or in the case of the CWSA, for the announcement of new initiative and developments such as the disruption in water supply or changes in garbage collection routes or schedules, or the announcement of the next free white goods collection initiatives.

**"The social media also allows for the involvement of several hosts or volunteers who very often effectively reduce response time on customer complaints and inquiries..."**

course in Japan. He stated that during his presentation on a "My Bag" project which he will implement here in SVG, a post on Facebook by Ms. Joan Ryan Public Relations and Marketing Manager popped up. In her post Ms. Ryan was encouraging the public to use reusable biodegradable bags for shopping. This he was able to utilize to enhance his presentation while in Japan.

The social media now serves as quite an effective channel of communication and provides another important broadcast venue from which to provide updates. The social media also allows for the involvement of several hosts or volunteers who very often effectively reduce response time on customer complaints and inquiries, thereby reducing and diverting calls from the customer service Call-Centers

As primary custodians of the CWSA's corporate image the Public Relations and Marketing Department (PRMD) is charged with the responsibility of always being aware of the environment in which we operate and to have the pulse of our customers and other stakeholders.

The challenge has therefore now expanded from monitoring radios and the print media to the internet based social media and websites. This requires that each post or complaint that is registered gets urgent attention. It also requires investigation and follow-up from receipt to resolution.

The response also has to be timely, accurate and clear, since the timeliness, quality and accuracy of the response is a clear reflection of the CWSA's image and customer confidence surrounding the level of service on offer.

Monitoring and managing the social media and website can quite easily grow into a full-time responsibility for an employee or department within the modern organization. Until that level has been reached, the CWSA will continue to utilize several team members working in tandem to ensure that there is a constant flow of timely information from each department to its customers through the social and other media.

## Message from the Minister



**Hon. Clayton Burgin**

Minister of Health, Wellness and the Environment

On the occasion of my first contribution to the CWSA's Annual Report, I wish to communicate how proud I am, as Minister with responsibility for the CWSA/SWMU, in saluting the Board of Directors, Management and the staff of this important Institution.

Indeed, in recognition of the important contribution which the CWSA/SWMU makes to the improvement in the quality of lives of all Vincentians, Government continues to set policy and to repose total confidence in the Board and Management of the Authority to effect such policies that are key to the success of the Institution now and in the future.

In this regard, I pledge Government's continued support and total commitment towards ensuring that the CWSA/SWMU remains a quality, viable State enterprise and that it continues to have the capacity and resources to provide continuous improvements and expansions to all of the services provided, namely solid waste, sewerage and water supply.

To the hardworking staff of the Authority, a special thank you for your efforts during normal routine times and more especially, during times of emergency. The Nation is proud of you and admires you as you continue to lift the image of the Institution.



## CWSA Board of Directors

**From Left to Right Back row:** Mr. Maxwell Robertson, Mr. Michael Browne (*Chairman*), Mr. Grantley William, Mr. Louis DeShong, Mr. Raymond Ryan

**Sitting left to right:** Mr. Rudolph Daize, Mrs. Laura Anthony-Browne, Mr. Crawford Young (*Deputy Chairman*)



**Mr. Michael Brown**  
Chairman,  
CWSA Board of Directors



## A people's Institution getting better

The recent increases in water-rates and the environmental fee, necessary and reasonable in the current circumstances, have understandably placed the CWSA under the national microscope, and subjected our organization to further public scrutiny. This is natural. But, they have, at the same time, caused us to be more reflective and self analytical. That too is natural.

They place a responsibility on us, as an institution with a sound outstanding track-record, to lift our game another notch, to “go to the next (higher) level.” In order to do this, it is incumbent on each member of the CWSA family (board, management, staff) to do a self-review, aided by the relevant policies, programmes, practices and internal structures (departments) of our organization.

At the individual level, each of us must ensure that a personal development programme is in place. This entails that, as a personality, we commit to make ourselves better human beings. That task may involve academic improvement (e.g. taking a course), or a fitness project (losing a few pounds, strengthening our cardio-vascular) or a community volunteer activity. Just as our new rates challenge our fellow-citizens, we too must challenge our own selves. Be better today that we were yesterday!

Our personal development is inseparable from our professional development. Indeed, it leads to it and provides the requisite platform. Thus, existing skills should be strengthened and new

ones acquired. The self discipline that characterizes our personal programme becomes transferable to our professional life. Where we were punctual some of the times, we must now strive for 100% punctuality. Giving and carrying out instructions must take on greater focus and meaning.

Our professional development involves, among other things, our understanding of the CWSA as a people's institution, dedicated to the provision of top quality services and products. We cannot settle for less. But, for this mission to become an improved reality, it is imperative that each member of the

**“Our personal development  
is inseparable from our  
professional development..”**

board, management, and staff goes the extra mile. This is the hallmark of our professionalism! In this way, our professional development strengthens our institutional development.

To be sure, the definition of the CWSA as a “people's institution” means that we take care of our people within the CWSA. We are family, and, like family, we look out for each other. Without doubt, issues will continue to arise, as in all families, but invariably they are ones that can be addressed with dialogue, tact and patience. As part of “taking care”, Board and management will work closely with

staff, through the medium of their trade union, to ensure that remuneration and benefits are appropriately increased through the new collective agreement. That is assured!

CWSA's institutional development and strength, derived from personal and professional programmes, will redound to the benefit of our nation. They will contribute to national development.

The systematic expansion of quality services and products will continue, albeit within the strictures of our finances. Even so, we will stretch our dollar to its furthest limits. But we will expand our contribution to national development as we remain committed to impacting all facets of life: culture, education, sports, employment, health, to mention some. And we will not rest on our laurels. Our love of St. Vincent and the Grenadines is too profound.

So, our recent increases are not simply and narrowly a financial measure. Their implications are very far-reaching, touching our personal, professional, institutional, and national lives. Let's improve them on all levels.

On behalf of the CWSA and the people of St. Vincent and the Grenadines, I take this opportunity to thank outgoing Chairman of the Board of Directors, Bro. Richard McLeish, for noteworthy services rendered to our organization and country, and to extend best wishes in his new endeavour. Thanks also go out to Bro. Crawford Young, during his time as Acting Chairman of the Board.

## From the General Manager



**Mr. Garth Saunders**  
General Manager

The past twelve months have been relatively quiet compared with the hectic years of 2009 to 2011 when the CWSA's resources were challenged in quick succession by a drought, a hurricane and a major flood. This past year, our resources were again challenged but in the form of maintaining financial stability, as we fought to maintain service levels and meet increasing demands, while at the same time restricting capital expenditure and keeping expenses at budgetary levels or below.

While we were successful in achieving that balance, it must be understood that the CWSA, unlike most business entities, did not have the luxury of automatically increasing prices to meet the steadily rising cost of inputs and debt servicing since 2008. This meant that the CWSA needed to apply to the

**"The CWSA is unlike the Jamaica National Water Commission (JNWC) which boasts a Price Adjustment Mechanism (PAM)."**

Government for an increase in prices/rates that had remained fixed since 2007. The CWSA is unlike the Jamaica National Water Commission (JNWC) which boasts a Price Adjustment Mechanism (PAM). This instrument effectively guarantees the financial stability of the JNWC, effectively varying customer's invoices to meet fluctuations in foreign exchange, electricity charges and consumer price index.

There is also little doubt that a great deal of our success at achieving this balance also came from the hard work and discipline of our staff at all levels of the institution. Over the past three years there has been a clear understanding and culture of

curtailing wastage and minimizing costs and expenses in these challenging times. It is because of these achievements that I am proud to be the leader of a group of extraordinary Nation builders, who remain our first responders after disasters and are the custodians of our environment providing 24/7 service to the Nation.

Today, the CWSA is a very diverse organization, proudly boasting departments such as Public Relations & Marketing, Finance, Customer Service, Information and Communication Technology, Human Resource and Solid Waste Management Unit. The seventh and oldest department of the CWSA, the Engineering department now boasts a Water Resource unit along with units for Sewerage, Road Repairs and Construction, Water Quality Management, planning, design and project management.

We are however well aware that much of this progress would not have been possible at this time without the strong shoulders of our predecessors and for their hard work and forward planning we shall be eternally grateful. In this regard, the cover of this year's annual report features a picture of our beloved water superintendent, the late James Hamilton.

"Hamo" was a cast iron pipe expert, a polite, competent, sincere gentleman who took customer care to heart, spending the greater portion of his life at the CWSA's compound long before we implemented the emergency service in 1992. "Hamo" felt it necessary to personally be on-call, after hours, just in case there was a customer complaint to address. This service he volunteered with no additional remuneration; today we have evolved to providing a full crew service up to 8:00 pm every day.



When the new Technical Operations Complex was recently commissioned at a staff meeting, we could not help but reflect on the sterling contribution of our friend and colleague, the late James Hamilton.

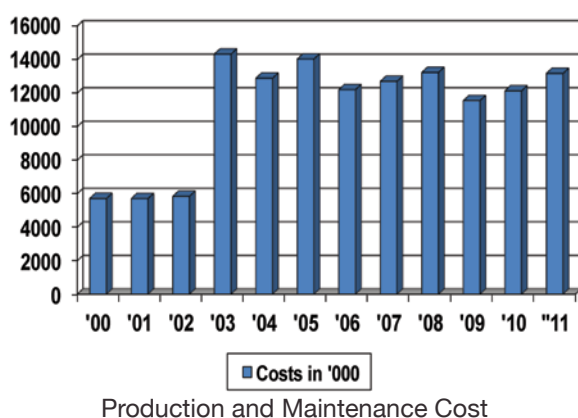
As we begin another year in the life of the CWSA, let us give thanks to Almighty God for his blessings in the past and may we always reflect on the past as we plan for the future.

## Background to the 2012 rate increase

In March 2012, the CWSA implemented its third five-yearly rate increase. Coming at a time when there are challenges in the economic environment for all our customers, it is absolutely essential that, in the absence of a Public Utilities Board or Commission, all CWSA's customers and stakeholders gain a dispassionate appreciation for the need and the importance of the 2012 rate increase.

Throughout the 1990s the CWSA, without the Solid Waste Unit, regularly reported average annual profits of \$1.5 million. That situation was however to change in 2002 with the assumption of responsibilities for providing solid waste services. Indeed, from 2003 production & maintenance costs for the Authority more than doubled.

At that time, a 10% increase in water rates and the introduction of the \$5 per month solid waste charge was requested of Government and was duly approved.



However, in spite of these increases in rates the CWSA's surplus position declined substantially to an annual average of \$400,000 mainly due to the cross-subsidization of the solid waste operations. The records show that the Solid Waste Management Unit in fact reported an average annual loss of \$1.1 million between 2002 and 2007.

Quite apart from the additional burden of the Solid Waste unit, the CWSA in 2003, embarked on the important \$23 million Windward Water Supply Project. This project was expected to impose additional debt servicing requirements for the CWSA of \$3million annually and quite naturally, another increase in rates was imminent.

In order to determine the precise level of increase in rates to cater for this significant increase in debt servicing, the future financing of solid waste operations and future water supply sewerage and solid waste projects, the CWSA engaged its UK consultants BCEOM to review existing tariffs and to make recommendations to management for increases.

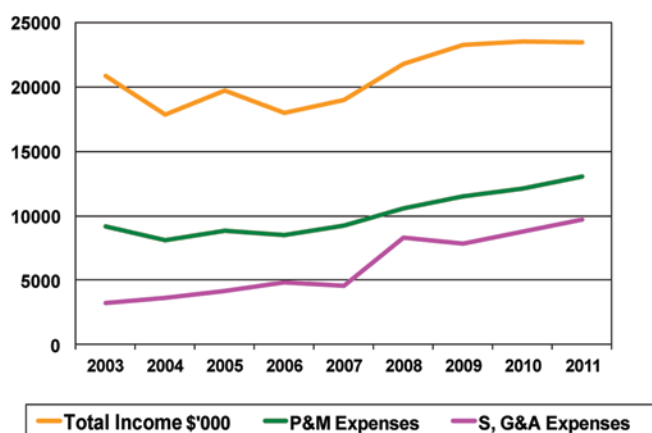
The 2006 report from the consultants BCEOM revealed that the CWSA needed an immediate increase in annual revenue. According to BCEOM, this required an increase in rates for water

supply and sewerage of 29% and a 100% increase in Solid waste charges from \$5 to \$10 per month. Their expectation was an overall increase in annual revenue from \$18.5 million in 2007 to \$26.5 million in 2008. Needless to say the government of the day strongly objected to this level of increase and what was in fact implemented in 2007 was a 12% increase in water and sewerage and an increase in solid waste charges from \$5 to \$8 per month.

The implications for the CWSA of this partial increase in 2007 were clear. It meant that if operations and maintenance service levels were going to be maintained then the number of capital improvement projects would have to be curtailed. The result was a sharp decline in the implementation of capital projects from 70% in 2007 to a low of 13% in 2010.

So that although consumers were spared from a higher initial increase in rates, a significant number of them would experience delays in the improvement of service delivery. Large projects like the Grenadines Solid Waste Management Project, the Kingstown Sewerage Project and the Hermitage Improvement Project all had to be shelved.

The post 2008 period to present saw the CWSA having to endure significant increases in the cost of its inputs, including



materials, fuel and electricity costs. At the same time there were reductions in demand from major commercial water users, resulting in a revenue stream that remained flat in the face of mounting costs.

The result was an application to the Government for an increase in rates that would take the CWSA closer to the levels the consultants had recommended the Authority to be at in 2007. Apart from the increase recommended in 2007 BCEOM had also recommended another increase in 2012 that was to take rates and charges above the newly implemented current levels.

The CWSA is however hopeful that another rate increase would not be required before the end of this new five-year period. It is also expected that the improvement in the financial position would put the Authority in a better position to implement several of its future improvement projects.

## Financial Report – ( 2011 – 2012 )



**Ms. Monique Hull**  
Financial Controller

The financial performance of the CWSA for the financial year July 1st, 2011 to June 30th, 2012 showed a slight improvement over that of the previous year. Overall revenue increased by 5.4 % while at the same time overall operational costs increased by 2.4% before foreign exchange considerations.

It must be noted that without the foreign exchange fluctuations the CWSA would have reported a surplus of \$776,000, however the relatively low value of the Euro at June 30th 2012, compared to the same time last year, meant that a foreign exchange gain of \$2.3 million had to be applied taking the overall surplus to just over \$3 million. This represented a turnaround in its net position of \$6.5 million over the last financial year when the CWSA suffered a \$3.4 million foreign exchange loss.

The reported increase in revenue was due in a large part to the increase in rates charged for water, sewerage and solid waste services, which took effect from March 2012. This increase in

rates was required in order to address the situation where in 2011, the CWSA's costs equaled its total revenue, a clearly untenable situation, brought about by the steadily rising costs of inputs since 2008 and a corresponding constant revenue stream from rates that remained fixed since 2007.

During the year the CWSA also continued to meet its debt repayment obligations with its long-term loan position improving from \$18.7 million in 2011 to \$16.2 million in 2012. There was also a significant improvement in the Authority's cash position over the past year.

Trade receivables however showed a sizeable increase as at June 30th mainly due to the non-payment of Grenadines customers for solid waste services, the increased rates and the fact that the eventual transfers from Government did not meet the end of year deadline.

The Solid Waste Management Unit again recorded a net surplus. This was due mainly due to the increase in revenue consequent upon the increased rates and a few significant new revenue generating initiatives. It is however projected that the low depreciation expenses currently being applied will again rise in the coming year with the acquisition of several pieces of large replacement equipment.

Over the last financial year the CWSA increased its total connections to just over 36,700. This was due in a large part to the Government sponsored Alba-Caribe funded initiative which grants free water connections to the disadvantaged residents who have no access to pipe-borne water.

### STATEMENT OF FINANCIAL POSITION

ASSETS			
	2012 \$'000	2011 \$'000	Variance \$'000
Property, Plant and Equipment	7188	73106	(1,918)
Investment Securities and Deposits	2071	1950	121
Current Assets	14962	12965	1,997
<b>TOTAL ASSETS</b>	<b>88,221</b>	<b>88,021</b>	<b>200</b>
EQUITY AND LIABILITIES			
	2012 \$'000	2011 \$'000	Variance \$'000
Revaluation Surplus	12,152	12,152	-
Retained Earnings	25,743	22,669	3,074
<b>TOTAL EQUITY</b>	<b>37,895</b>	<b>34,821</b>	<b>3,074</b>
Loans	16,226	18,647	(2,421)
Retirement Benefit Obligations	272	300	(28)
Consumer Contributions	11,783	11,972	(189)
Government Grant	16,512	16,850	(338)
Current Liabilities	5,533	5,431	102
<b>TOTAL LIABILITIES</b>	<b>50,326</b>	<b>53,200</b>	<b>(2,874)</b>
<b>TOTAL EQUITY AND LIABILITIES</b>	<b>88,221</b>	<b>88,021</b>	<b>200</b>

	2012 \$'000	2011 \$'000	Variance \$'000
<b>REVENUES</b>			
Water Income	15,960	15,224	736
Sewerage Income	580	526	54
Solid Waste Income	6,272	5,969	303
Government Transfer	335	343	(8)
Other Income	1,589	1,406	183
<b>TOTAL REVENUES</b>	<b>24,736</b>	<b>23,468</b>	<b>1,268</b>
<b>OPERATIONAL COSTS</b>			
Production and Maintenance	(12,704)	(13,039)	335
Administrative Costs	(10,614)	(9,742)	(872)
Foreign Exchange Gain (Loss)	2,298	(3,456)	5,754
Finance Charges	(642)	(645)	3
<b>TOTAL OPERATIONAL COSTS</b>	<b>(21,662)</b>	<b>(26,882)</b>	<b>5,220</b>
<b>SURPLUS</b>	<b>3,074</b>	<b>(3,414)</b>	<b>6,488</b>



**Mr. Winsbert Quow**  
Solid Waste Manager

The past year has been a challenging, yet very rewarding and successful period for the Solid Waste Management Unit (SWMU). There was a general improvement in the overall performance of the Unit demonstrated by significant improvements in all areas of its operations, including an increased focus on waste diversion activities and a significant reduction in fleet and equipment down times due mainly to improvements in the support services provided by the garage staff.

Household waste collection continued as a weekly service on mainland St. Vincent and a twice weekly service in the Grenadines. A 100% success rate was achieved through the effective utilization of a combination of in-house and private contractors. There was also the introduction of the a twice yearly, free collection service in an effort to reduce the likelihood of illegal dumping of used scrap metals and other household items.

Disposal activities at the landfills continue to expand with data showing increased volumes of waste arriving at all sites. This has resulted in the costly replacement of the twelve year old heavy equipment plant at the facility and has also necessitated the ultimate expansion of the waste diversion activities particularly at the main facility at Diamond.

Waste Diversion accomplishes two main objectives for the Unit; the extension of the lives of the landfills and the opportunity to create additional revenue streams so that the Unit can improve

## Solid Waste Management Unit Report 2012

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its nation-wide environmental management efforts. In this regard, compost production has now expanded through the provision of increased concreting and covered areas and the employment of permanent staff dedicated to this operation. Training has also been provided to staff in this area both locally and in Japan.

Wood chip production also continued at the Diamond landfill; however the main waste diversion accomplishment at that facility during the year was the reduction by over 500,000 cubic yards of landfill space through the processing and export of scrap metal. This is expected to be an on-going exercise aimed at creating additional landfill space. Charcoal production continues at the Belle Isle facility through the use of the in-house designed kiln which produces up to 100 sacks of coals per month.

The CWSA/SWMU has also begun partnerships with the private sector in the collection, processing and export of plastic bottles and other recyclables. The objective here is to reduce the volume of littering and illegal dumping of waste in the environment. More importantly, in the New Year, there will be renewed efforts at public awareness and education and the installation of litter bins at strategic locations.

This year saw increased collaboration of the Public Relations and Marketing department and the SWMU including the hosting of the inaugural National Waste Management Symposium at the CWSA/SWMU Headquarters. This will be an annual event aimed at bringing together all the public, private sector and NGO stakeholders to identify weaknesses and challenges and to formulate and design solutions for future implementation.



# Engineering Report



**Mr. Brian DaSilva**  
Engineering Manager

The past year saw the CWSA scale back its capital projects implementation due to budgetary constraints. Although many small water supply system improvements and expansions were undertaken as usual during the normal course of our operations, only four (4) major projects were undertaken.

## The New Montrose Operations Centre

This \$2.1 million project began three years ago and was finally completed and totally occupied by mid-2011. The design and construction of this facility was done almost totally in-house with architectural input from Mrs. Deidre Myers. The facility was a long-awaited one, geared towards significantly improving the working and operating environment of as many as 25% of the CWSA's staff who were formerly housed in far less comfortable surroundings. This represents the consistent policy of the CWSA over the past twenty-five years of gradually improving the conditions for its most precious resource. The Solid Waste Management Unit (SWMU) was also the beneficiary of new office space, being allocated the entire first floor of this new facility.

## The Majorca System Improvement

The third phase of this project commenced in July of 2012 and represents the replacement/upgrade of the undersized transmission main from Majorca to the first distribution point at Kelburney.

Under this project 3900 ft of 8" ductile iron pipes are to be replaced with 12" pipes. The total cost of the project is \$500,000 and the project engineer is Mr. Kem Bartholomew. The project will improve the supply of water to areas such as Belmont, Fountain, Fairhall, Arnos Vale, Dorsetshire Hill and Queens Drive and is scheduled for completion by March 2013.

## The Hermitage Improvement Project

This current phase of the project commenced on May 9th, 2012 with the main objective of increasing the storage capacity of the Hermitage system from 100,000 gallons to 600,000 gallons.

This will be achieved by the in-house design and construction of two storage tanks, each of 250,000 gallon capacity, one in Rose Hall to supply areas from Spring Village northward to Richmond and the other at Belle Isle to supply Keartons, Barrouallie, Peter's Hope and Mt. Wynne. It is expected that 13,000 residents will benefit from an improved quality and a more regular supply of water.



This first Phase of the project encompasses the construction of the first storage tank at Jack Hill in Rose Hall. At the proposed tank site over 2200 cubic yards of material was excavated to achieve the final level of 1325 feet above sea level upon which the reinforced concrete tank will be erected. In order to gain vehicular access to the site 1500 feet of road was excavated, graded, filled and stabilized. Also, a 130 foot long reinforced concrete cantilever retaining wall was constructed to convert a narrow 3 feet ridge to a motorable track in excess of 13 feet wide. During the first phase also a combined total of over 3700 feet of pipelines were installed in one trench that will serve as the inlet, outlet and washout lines to the storage tank. Additionally 4000 ft of 4" pipeline will also be installed to complete the link back to Spring Village and Cumberland. Project Engineer Bernard Maloney indicated that this project is expected to be completed by August 2013.

## The Meter Replacement Project

This Phase of the project Involves the replacement of some 2000 domestic water meters that have exceeded fifteen years of working life and have also exceeded the prescribed throughput. As water meters age, they are less likely to record low flows and the result is an overall under-registering. In order to ensure accuracy and fairness, the CWSA periodically embarks on planned meter replacement programs.

## Customer Care Report



**Mr. Phillip Dalrymple**  
Customer Care Manager

**D**uring the period 2010-2011 the Customer Care Department continued to work assiduously to ensure that quality service was being delivered to all of our valued customers on mainland St. Vincent, and in the Grenadine islands of Bequia, Canouan and Union Island. Special emphasis was placed on the following areas: Meter reading, bill distribution, new connections, cash collections, cash payment services and sale of water to ships, and most importantly addressing customer complaints in an expeditious manner.

### **Meter Reading:**

In an effort to improve the quality of our billing system the Customer Service Department took the initiative to increase, the number of meter readers and clerks to ensure the timely and accurate processing of data and information. Further measures were implemented to improve checks and balances on information received and enhanced technology improved the management of the overall meter reading schedule.

### **Bill distribution:**

The meter readers also assisted with bill distribution and reporting of meter faults

and apparent customer issues. This process ensured that there was some improvement in the delivery of bills, however further improvement will be sought in the year ahead.

### **Collections:**

Four customer service representatives were available for most of the busy days at the main cash office. This facilitated a shortened stay in the waiting line for customers and resulted in a more efficient cash collection system. The department will however focus in the new year on encouraging more online bill payment.

### **New Connections:**

In order to avoid delays this process was improved with the receipt of more accurate and relevant information from the technical section. Consequently, customers generally saw a reduction in waiting time for new connections and this was also facilitated by utilizing the deposit system which sometimes allowed for simultaneous assessment and connection of new consumers.

The department also continues to monitor its after hours call centre/emergency service with the main objective being to be even more responsive to customer complaints after regular working hours and on weekends.

During the past year the department embarked on a series of phased improvements to its customer service area at the main office. This is consistent with our objective of providing our customers, both internal and external with a comfortable and secure environment in which they can easily

and efficiently interact.

### **Reception:**

This desk is staffed by eager and helpful staff to ensure customer satisfaction. The receptionist received training in the areas of quality customer service and interpersonal skills. Training, however, is ongoing.

### **Bill Payment Services:**

The number of cashiers were increased and the customer service/enquires clerk was trained to also take cash.

The enquiries clerk and cashiers received continuing training in their respective fields. In support of our efforts at more efficient bill payment, several commercial banks now offer an online bill payment service. These include CIBC/FCIB, BOSVG and Scotia Bank.

### **Ship Sales & Service Unit:**

During the past year, the hours of work were extended in response to a request from several vessels. This required further cross-training and rotation of staff in order to maintain and improve the quality of service delivered.

Some major objectives of the Department for 2012 included conducting a customer survey, creating a customer friendly atmosphere which offers a high level of privacy, and the introduction of a flexi-time system which includes both extended hours and weekend scheduled works.

Finally, all customer care employees will continue to be trained and re-trained to offer our valued customers a high level of quality service in a professional manner.



## Information Technology Report



**Ms. Melissa Joshua**  
Information Technology Manager

**T**wo Thousand and Twelve has been a challenging yet rewarding year for the Information Technology Department. There were several new opportunities that we were assigned and several challenges that were accomplished.

Assistance and support continue to be provided to over 80 office employees in various departments and offices, including offices in Arnos Vale, Belair, Diamond, Georgetown, Bequia, Canouan, Union Island, Belle Isle and the Sewerage Department in Kingstown.

Many of the CWSA's operations depend on the computer for day-to-day functions and the Information Technology Department's priority is to equip staff with the necessary tools needed for these functions in order to improve employee productivity. The Information Technology Department also ensures that these operations and services are effectively delivered not only to our employees, but to our customers as well.

With the rapid growth and demands of the organization, the CWSA has recently expanded its New Montrose office building hence placing extra demands on the Department.

This required the Information Technology Department to embark on the design, planning and implementation of the infrastructure for the New Montrose building expansion, which also houses the Solid Waste Management Unit and the Public Relations Department. There were also several investments to equip this building with the necessary computers and networking equipment to improve the overall operations of the CWSA.

Other achievements included the addition of wireless access points and the expansion of the communication network adding more telephones thereby improving the efficiency throughout the organization.

The CWSA's website [www.cwsasvg.com](http://www.cwsasvg.com) continues to be developed and maintained in-house.

Overall, 2012 has reflected substantial progress as the CWSA continues to advance with the continually changing information and communication technology environment. However, much work still needs to be done to develop and implement the CWSA's information management systems.

The Information Technology Department looks forward to yet another rewarding year in 2013.



# Human Resource Management Report



**Mrs. Yvette Daniel**

Human Resource Manager

**A**t June 30, 2012 our total staff numbered 279. Of this 214 represent the Water and Sewerage Section and 65 from the Solid Waste Management Unit. Once again the situation remained relatively stable as far as staff turnover was concerned.

## RECRUITMENT

There were twelve (12) new recruits appointed on probation, Simono Andrews-Meter Reader, Ossiah Stephens-Data Entry Clerk, Elvin Roberts -Backhoe Operator, Rodney Lewis-Security Guard, Michael Creese-Operations Engineer, Carlos Cumberbatch-Chlorinator Operator, Giselle Young-Assistant Accountant, Bernard Maloney-Engineer, Adam Babb, Jaiwani Sayers, Fitzroy Browne-Mechanics and Andel Jack-Driver/Messenger.

## CONFIRMATION

Twenty-five (25) persons were confirmed in their posts upon successful completion of their probationary period.

## PROMOTION

Twelve (12) persons were promoted during the period: Charlene Edwards was promoted to the post of Accountant, Helen Wilson to Assistant Accountant, LaToya Simon-Antoine-Accounts Payable Supervisor, Debbie Myle-Senior Accounts Payable Clerk, Candace Matthias, Accounts payable Clerk, Samuel Warrick- District Supervisor, Eardley Yearwood, Montgomery Alexander- Pipefitters, Sean Hazell-Apprentice pipefitter, Viale Richards- Gauging Technician and Winston Bascombe-Treatment Plant Attendant.

## RETIREMENT

The CWSA bade farewell to its latest group of retirees in Glen Lynch (44yrs), Wilbert Labban (23yrs) Leroy Ballantyne (42yrs) Baston Gurley (34yrs) and Bertram Pompey (8yrs)

## TRAINING

The CWSA continued to uplift the standard of operations through the implementation of appropriate training. Seventy-three (73) employees also participated in the following training programs locally and overseas during the period under review.

- Chemical safety training
- CPR training
- Water safety planning in the Caribbean
- Waste Water Management
- ReCaribe Conference
- Water Treatment
- Procurement and Inventory Management
- Tax registration
- Global market Outlook
- Technical use of water treatment kit
- Climate change
- Performance management
- Supervisory management
- Customer Service
- Information Technology
- Practical membrane Filtration
- Water information systems
- River Modelling
- Advanced groundwater data collection and analysis
- Water Distribution
- Preparedness and response for health emergencies
- Occupational safety and health
- Hydro climatic hazards in water resources management
- Solid waste management
- Environmentally sound management of laboratory chemicals
- Integrated watershed management
- Customer Service Excellence
- River engineering
- Understanding and applying the labour laws
- Designing and implementing successful utility
- Reform and sanitation



- CSME consultation on government procurement
- Practical Internal auditing
- Sustainable Solid Waste management
- Water Operators Conference
- Environmental Health training

## LONG-TERM TRAINING

The following persons are receiving training assistance and are currently enrolled in the B.Sc. Management Studies with the University of the West Indies- Ronique Glasgow, Danika Parsons, Symantha George and Kurlene Findlay-Anderson.

## SUCCESSFUL COMPLETION



**Mr. Gary DaSilva**  
MSc. Construction and Real Estate Management, University of Reading



**Ms. Melissa Joshua**  
Dip. Management Studies and MBA University of Sunderland



**Mrs. Gaylene Matthias**  
ACCA, Certificate International Auditing



**Ms. Susette May**  
BSc. Management Studies, UWI



**Mr. Kem Bartholemew**  
BSc. Civil Engineering, UWI



**Ms. Heleanor Creese**  
BSc. Management Studies, UWI



**Mr. Samuel Warrick**  
Class 1 Water Distribution General Technicians Certificate in Hydrology



**Ms. Suzette Bradshaw**  
BSc. Management Studies, UWI



**Ms. La Toya Simon**  
HN Diploma program in Business (Finance) RDI



**Mr. Rodway McLean-Power**  
Associate Degree Computer Aided Drafting at Keiser University

## EDUCATION SCHOLARSHIPS

During the period eight students who are children of employees were granted Scholarships:



Kaliyah Lewis, Xaria Young, Arnel Horne, Miska Caine-Richards, Sheresa Gaymes, Clea Westfield, Mukassa Gaymes, Triston Maloney

## RECOGNITION

Four of our employees were recognised for longstanding service to the CWSA (25 years and over) at the Annual Christmas Dinner. Edgerton Penniston, Christopher Bynoe, Elvin Jackson, Moses Culzac

## CONCLUSION

We must commend those persons who took up the challenge to develop themselves through pursuing studies at higher levels. We also congratulate those who have completed their programmes of study.

Once again, we must express our deep gratitude to those persons who continue to devote much time and effort to assist when called upon. A lot has happened in human resource development at this organization that makes us very happy. However, there is a need for more to be accomplished. I wish to remind employees that failure to succeed does not mean that we must give up but that we must try harder and explore other alternatives.

We greatly appreciate the contribution that our employees are making to the overall development of the organization. We look forward to the continued support of everyone as we press forward into the future.





**Ms. Joan Ryan**  
Manager, Public Relations & Marketing  
Department

## Public Relations & Marketing Department Report 2012

The Public Relations and Marketing (PRM) department of the CWSA is the newest department and is charged with the responsibility of promoting a company-wide integrated approach to marketing by working closely with the Authority's technical and administrative staff to ensure consistency of the CWSA's messages, image and the quality and accuracy of its external communications.

During the past year, progress towards the achievement of all of these goals was more than satisfactory as the department broadened its horizons, in spite of its limitations.

In terms of internal relations initiatives, four quarterly staff meetings were arranged and convened, where the General Manager had periodic opportunities to update staff on progress within the Authority and also listened directly to concerns from staff. The average turnout at these meetings was 150 persons and they were all convened upstairs the new Technical Operations Complex. Additionally, the department produced four quarterly newsletters.

The department also arranged the very important Annual Staff dinner which this year catered to over 400 persons and provided the much needed opportunity for all staff from different regions and departments to socialize in a relaxed atmosphere.

A key responsibility of the department also includes promoting and upholding the longstanding positive image of the Authority. This was done through significant amounts of media and community education and awareness programs; and that all staff members were properly outfitted with uniforms.

Public education continued during the year with radio messages, newspaper advertising, visits to schools, pre-schools and youth summer sessions. Department personnel also delivered lectures to various institutions on waste management, water resource management and general environmental issues. There was also the in-house production of a documentary on CWSA's water supply systems, the third of its kind.

The departments' personnel also represented the CWSA and its General Manager at several important local and regional workshops related to both water supply and waste management.

The marketing arm of the department also made significant strides during the year, spearheaded by the SWMU mascot Gabby who delivered several important messages to our youth. Information technology the internet and especially the social media were also fully leveraged during the year with on-going maintenance of the Authority's website and Facebook page. This year also, the CWSA came up with another outstanding production for its calendar and this very publication represents the culmination of all the very important departmental achievements for 2012.



## White Goods Collection

by: Winsbert Quow

The first ever island- wide white goods collection service was offered to customers in September 2011. White goods include mainly household appliances and furniture (e.g. fridges, stoves, washing machines, chair sets etc). This service was offered free of cost and sought to prevent these items from being illegally dumped over bank sides, in rivers and on beaches.

An extensive public sensitization campaign was conducted prior to the execution of the activity using newspaper and radio ads, radio programmes and the distribution of flyers to householders. This was necessary to ensure that residents were made aware of what should and should not be done during the period of collections. Specifically, what items are regarded as white goods and should be placed for collection and to desist

from placing items out for collection after the period had ended.

The response from the public was very positive with the SWMU along with its private contractors collecting 115 truckloads of items, translating in volume to approximately 1,600 cubic yards of scrap material. The recyclable scrap metal was stockpiled at the Diamond Landfill for processing in the SWMU scrap metal programme that compacts, containerizes and ships off-island for recycling.

The second island-wide white goods collections initiative was executed in January 2012 and 59 truckloads (670 cubic yards) of material were collected. The intention is for the SWMU to provide this service at least twice yearly and to seek investors willing to process and export the compacted metal.



The CWSA/SWMU announces its Third "Free White Goods" Collection initiative on St. Vincent. From MONDAY SEPTEMBER 24TH TO SATURDAY SEPTEMBER 29TH 2012

Collection will be on the same day as the regular garbage collection day for your area. Please ensure that white goods are placed at your usual collection point by 6:00 a.m.

### PLEASE NOTE:

The collection of construction materials (Galvanize, Wood, Steel etc.), Green Waste & Derelict Vehicles would continue to be a paid service. Please contact CWSA's main office at New Montrose for more information at 456-2946.



## C.W.S.A. Sports Club Report

by: Michael Creese, President

The President and Executive of the CWSA Sports Club take this opportunity to greet all members of the Club and CWSA staff in general. This is my opportunity to remind you of the wonderful job that we all have been doing over the last months.

Many have been the moments which have shaped the Club and defined who we are and what we are hoping to become. The vast difference in personalities, opinions, characters and desires have sometimes been a challenge, however we have largely been a group of persons with one goal; to find time to have fun away from work.

Over the period in review, we have seen the party lovers, athletes, the domino scholars, the waitresses serving at our events and even those who give everything for that '50' of the 50/50. At the end of it all, we have seen that there is so much that can be done.

The same way we acknowledge that it is really the people that make any country, we must also expect the same to hold for our Sports Club. In this regard, I am happy to report that the support from executive and those interested hardworking volunteers has been great and well appreciated. From the driver who takes the players to their homes after games to those that help prepare the soups, the cases of chicken and meats or even those that visit the sporting events as spectators.

Each one of us has a part to play and while we have been doing that fairly well, we trust that more involvement will be seen in the New Year well. Once again, all efforts are greatly appreciated.

'All work and no play makes jack a dull boy', and at the CWSA, the saying could not be more true. At any service oriented company, the saying takes on more meaning.

It is essential that we find opportunities and ways to deal with the stress from our work responsibilities by including a bit of recreation in maintaining the work-life balance that is so essential for maximum productivity.

This is in essence what the club is all about. It is about finding another side to work, something different than the stress we sometimes encounter every day. It is about finding a way to concentrate on events that would relax us as we interact with our colleagues in a relaxed environment.

Over the past year, the club has been able to execute several activities to help realize these goals. We have had the opportunity to participate in cricket, football and netball competitions. The Local Organizing Committee successfully hosted the Caribbean Easter Festival here in St Vincent and the Grenadines. We were also

able to execute several games and relaxing afternoon events to include a domino tournament and Children Christmas Party. The month of March saw the staging of the Annual Heroes Day Walk. Within it all, there was something for everyone.

The Club has also worked on many occasions with the management through its Public Relations Department. We want to express our heartfelt gratitude to the Board of Directors, the General Manager and his team for allowing us to be a vibrant and important unit of this organization

We also wish to thank all other organizations who have partnered with us through our various activities. However, the biggest thanks go out to all CWSA employees and the members of the Club. We are the Club; we are responsible for the direction it takes. Embrace it and make it yours. Together we play, together we work and achieve.

"All work and no play make  
jack a dull boy'..."

## The 2012 Waste Management Symposium

by: Winsbert Quow

The SWMU in collaboration with the Public Relations and Marketing Department hosted the first ever national solid waste management symposium on May 31st 2012. This was held at the recently completed SWMU's main office in Montrose, which provided the perfect intimate setting for the activity. Forty (40) participants attended from various stakeholder organizations including, the Police Force, Public Health Department, the National Hotel Association, the Tourism Authority, Resort Developers and the Forestry Division.

The main reasons for hosting this event were to highlight the nationwide issues of littering and illegal dumping of garbage and their impact on national development and to propose solutions for strengthening the enforcement of the existing legislation, while increasing the effectiveness of public education initiatives.

The feature address was delivered by well -renowned Public Health Consultant Mr. Carl Browne supported by presentations by several key stakeholders such as the Tourism Authority, the Physical Planning Department and Forestry Division. These presentations focused on how poor waste management practices affect their respective sectors and proposed solutions toward addressing the issues.

Overall, the event was considered to be a huge success as it was unanimously agreed that a greater nationwide co-ordinated effort is needed to implement sustained public awareness programmes and to strengthen the enforcement of the provisions of the Litter Act.



## The Water Resource Unit

by: Garth Saunders

The past year saw increased activity and growth of the newest unit within the Engineering Department. The establishment of the hydrologic network is now regarded as complete and our staff is now dedicated to data collection and analysis and maintaining the various sites and equipment. Data collected is also shared with various local and regional water resource agencies and stakeholders.

During 2013, the Water Resource Unit will be increasing its inventory and range of equipment, including computer hardware and software to better assist the engineering/planning and design department in gathering design data in a more efficient manner.

Station Description	Parameters Measured	Quantity
Rain gauges	Rainfall	28
Water Level Recorders	Water level	13
Total Climate/Weather Station	Rainfall, Relative Humidity, Solar Radiation, Barometric Pressure, Wind Speed, Evaporation, Max & Min temperature	2
River Flow Recorders	Flow/Discharge	21
Groundwater Monitors	Temperature, Water Level, Conductivity, PH, Turbidity	26
Water Production	Water produced	15
Multi-Parameter Water Quality Sampler	Water level, Turbidity, PH, Conductivity, temperature, water density, oxygen content.	1



## Garbage or Resource

by: Greg Francois

**A**ttitudes towards garbage have changed or to put it more accurately perhaps, have evolved over the years. The fairly recent revolution in technological and other science based discoveries and developments have created a new question concerning what was once known as waste. Thus the more advanced the society the bigger the question looms; is it garbage or is it resource?

In the past, life was a lot simpler. That simplicity was apparent even in the things we threw away, comprising mostly organic matter which was piled around the tree roots, or fed to animals. There were also things which we were able to burn without releasing harmful chemicals into the environment. Incidentally, we hardly considered that we were in fact composting or incinerating. Back then garbage was known as all unwanted material, with a subsequent upgrade to refuse; things we had no further use for.

With the passage of time the build up of refuse began to weigh heavy on the environment. It was soon apparent that despite our best efforts at placing garbage at tree roots burying and burning, there were new types of discarded materials, that did not easily disappear. These included several types of plastics,

bottles, cans and equipment. The tree roots could not extract nutrients from them, nor the earth absorb this new waste. The air could not absorb the fumes when they were burnt. It was then that questions began circulating; questions like, what can we do with it?

During the time of this dilemma a bold and innovative question was placed on the table of many industrialized nations. The great thinkers of the day dared to ask, is it really garbage or is it a resource? A number of ideas were put forth. The piles around the tree roots were now described as composting - a wholly "novel" idea. And burning was upgraded to incineration. When someone asked what should be done with all this heat the quick fire response was let's turn it into electricity.

Beginning in the industrialized countries the piles will hopefully diminish in pursuit of the zero waste concept. In such places very few things are considered waste anymore. Whenever the question was asked is it garbage or resource? The answer is now almost always-resource. Unfortunately for some people and societies the question is yet to be asked is it garbage or resource? What do you think?

## Scrap Metal Processing





## Outreach efforts within the PRDM

by:Joan Ryan

Information that reaches the public must be dynamic and constant in flow, that is why the Public Relations and Marketing Department within the CWSA utilizes every medium possible to reach its various audiences. The print and electronic media are key to ensuring that all activities of the Authority reach the general public. Over the past twelve years a cordial and solid relationship was developed between the CWSA and the various media houses throughout St Vincent and the Grenadines. This relationship has enabled the publication of various events and activities hosted and initiated by the Authority.

The public relations arm of the CWSA over the past two years faced and dealt with several challenges including education and awareness on the effects of natural disasters on our water supply systems, illegal dumping and littering, the rate increase of 2012 and the introduction of a new free white goods

collection service. The department was also involved in several national cleanup programmes, and continued with the general education and updates regarding our projects and other improvements within the Authority. Cognizant of the diverse audience base and their locations, we saw it fit to use radio, television, newspapers and the internet to ensure that our messages were delivered to every village and sector in SVG.

Over the past two years the Authority hosted four national press conferences that informed and educated the public about the effects of Hurricane Thomas on our systems, the ravages of the flash floods, the rate increase of 2012 and the introduction of the free white goods collection service. The various media houses must also be commended for often taking the initiative in seeking information about waste management or water resources management issues from the CWSA.

## Cleanup Activities for 2011 to 2012

by:Symantha George



Following the January 2011 media briefing on illegal dumping and littering in Kingstown, several community groups and individuals were spurred into action. Assistance was sought from the CWSA from the various interest groups and communities in launching and effecting several successful cleanup activities all over the island.

Special commendation must go out to those communities, who over the years have been consistently hosting clean-up activities. They have greatly assisted the SWMU in creating an awareness of the issue of illegal dumping and in changing the mind set towards waste management in our county.

The communities and interest groups include: Kingstown, Arnos Vale, Owia, Petit Bordel, Chateaubelair, Roucher Bay, Campden Park, Questelles, South Rivers, Sandy Bay, Diamond Village, Dauphne, Georgetown, Byera Hill, Greggs, Bridgetown Biabou, Diamond Government School, Caribbean Youth Environment Network (CYEN), and the Community of Rose Bank.

The SWMU also held a community discussion on proper waste management prior to the Owia cleanup; this was facilitated by Vincent Reid, our Solid Waste Supervisor.



## PRMD Schools Programme

by: Symantha George

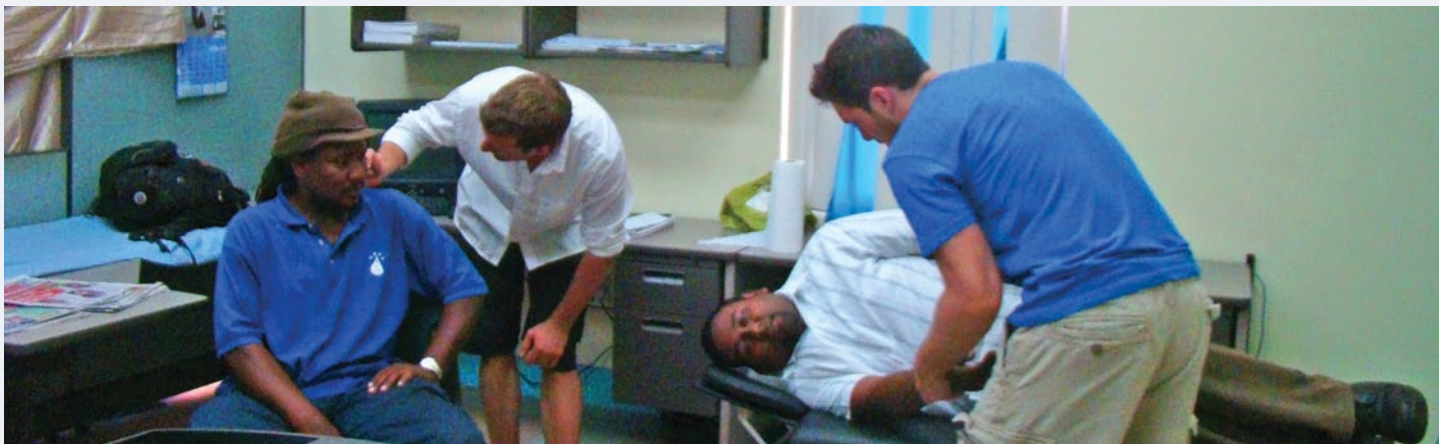
The Public Relations & Marketing Department offered financial and other assistance in the establishment and continued support of environmental clubs in various primary and secondary schools throughout the country. Our efforts included:

- The facilitation of discussions with students on waste management issues and other environmental concerns
- The facilitation of school/community groups visit to our landfills on mainland and in the Grenadines
- The use of Gabby, the CWSA mascot in the Schools' Education Litter Reduction Programme.

### To date, Gabby has visited 16 kindergartens & 20 primary schools

- |   |   |   |
|---|---|---|
| <ul style="list-style-type: none"> <li>• Summit Primary School</li> <li>• Fancy Government</li> <li>• Owia Government</li> <li>• Georgetown Government</li> <li>• Dickson Government</li> <li>• Tourouma Primary School</li> <li>• Langley Park Primary</li> <li>• Sandy Bay Primary</li> <li>• Pamelus Burke Primary</li> <li>• South Rivers Government</li> <li>• Children Castle Pre-school</li> <li>• Park Hill Government</li> <li>• Colonarie Primary</li> <li>• West St. George Primary</li> <li>• Spring Village Methodist</li> </ul> | <ul style="list-style-type: none"> <li>• Calliaqua Anglican School</li> <li>• St. Mary's RC School</li> <li>• Fancy Pre-school</li> <li>• Owia Pre-school</li> <li>• Stars Pre-school, Georgetown</li> <li>• Grace &amp; Truth Pre-School , Georgetown</li> <li>• Sunshine Pre-School, Overland</li> <li>• Methodist Pre-School, Sandy Bay</li> <li>• Byera Pre-school</li> <li>• Sunny Hill Pre-school, Park Hill</li> </ul> | <ul style="list-style-type: none"> <li>• Gail's Pre-school, Colonaire</li> <li>• Happy Day's Pre-School</li> <li>• Imani Pre-school and Nursery</li> <li>• Calliaqua Pre-school</li> <li>• Diamond Government</li> <li>• Sugar Mill Academy</li> <li>• Lodge Village Primary</li> <li>• Windsor Primary School</li> <li>• Vinsave Pre-school</li> </ul> |
|---|---|---|





## Chiropractors Visit CWSA

by: Rae-Anne McDowall

Employees and customers were treated to free consultations and realignments when a team of three alternate medicine personnel and a camera man came to our shores to show Vincentians the benefits of chiropractic therapy.

Chiropractic is defined as a system of complementary medicine based on the diagnosis and manipulative treatment of misalignments of the joints, esp. those of the spinal column, which are held to cause other disorders by affecting the nerves,

muscles, and organs. The process began with a short lecture to ensure participants knew what they were volunteering for and the benefits and/or possible disadvantages of being realigned.

The next step was to go to either of the two practicing chiropractors and be "straightened out. When asked how they felt after, some volunteers remarked that they felt no difference, while other said they felt a marked improvement in their posture.

## CUEA Paints the fences of two important Landmarks in SVG.

by: Symantha George

As part of its usual social outreach the Caribbean Utilities Employees Association (CUEA) on Saturday 7th April joined forces with the CWSA and VINLEC Sports Clubs to give a facelift to the fencing and rails of the St. George's Anglican Cathedral and the Kingstown Methodist Church. Below are some photographs of the day.



## The 2011 to 2012 Retirees

### **BASTON GURLEY (34 yrs service)**

Baston Gurley began his employment at the CWSA in June 1978. He started as a Treatment Plant Attendant, a position he held until 1996 when he was promoted to the position of Caretaker/Chlorinator Operator at the Montreal Water Supply System.

Baston is a no-nonsense and very skilled worker who displayed a high level of responsibility, which was further confirmed through his management and monitoring skills during the 2009 to 2010 drought. Baston has a great sense of humor and is well-known as an all round good guy. Mr. Gurley retired in April 2012.

### **LEROY BALLANTYNE (42 yrs service)**

Leroy 'Bally' Ballantyne began his career with the CWSA in February 1970 as laborer. Bally was gradually promoted up the ranks and was appointed to the position of Pipefitter 2 in July of 1988 and Pipe Fitter 1 from September 1990 to the time of his retirement.

Bally is a hard worker and is described as very serious about his work and was one of the great motivators on the job, often encouraging the other guys to let's get the job done.

Bally is also known to be outspoken but at the same time, very mannerly and respectful. He was also a major source of entertainment at most of the Authority's. Leroy Ballantyne retired in February 2012.

### **SIGBERT WILLIAMS (42 Yrs)**

Sigbert Williams joined the CWSA in June 1970 as an Assistant Pipefitter. In the ensuing years, Sigbert is always proud to recount the numerous on the job training and experiences he encountered along the way, including high praises from his supervisors messes Mounsey, Patterson and Cambridge.

In 1988 his consistent performance earned him a promotion to the ranks of skilled Pipefitter and in 1990 he was appointed as Acting Water Inspector and later confirmed in that post in November 1991. In 1997 he was among 18 employees who were honoured at the official opening of the New Head Office Building at New Montrose.

Sigbert was assigned as team leader to the Mc Carthy Project in 1989 under then engineer and current CEO Garth Saunders. There, he displayed outstanding leadership qualities. In 2006, he was last appointed District Supervisor in charge of Sewerage Management and Road Repairs up until his retirement date of June 2012.

### **GLEN LYNCH 40 yrs service)**

Mr. Glenn Lynch started his employment with the Central Water and Sewerage Authority on the 1 March, 1970. He filled the position of Junior Technician on 1 January 1974 and became a Water Supervisor with responsibility for Production and Sources in 1980. Mr. Lynch was appointed Training Co-ordinator in April, 1981 and in June 1985 he was appointed to the position of Water Inspector for the South Leeward area and was confirmed in that position in May 1988.

Mr. Lynch worked in several areas throughout the country and contributed to the development of the institution. He provided leadership and guidance to many of the employees whom he interacted with. Mr. Lynch retired on 13 October, 2010. The CWSA commends Mr. Glenn Lynch for his unstinting years of commitment to the organization.

### **WILBERT LABBAN (23 yrs service)**

Mr. Wilbert Labban joined the Central Water and Sewerage Authority as a temporary driver on 3 November, 1988. It did not take him long to establish himself as a competent and skillful driver and became a permanent member of staff. In 1996 he was appointed Pipefitter/Driver in the Operations and Maintenance Section. He earned the respect and confidence of many among the staff. Labban is very reliable and always willing to assist and go the extra mile to assist anyone who needed his assistance even in his own time.

Labban showed his versatility and adaptability, so when the CWSA began to build new systems creating the need for specialized heavy equipment operators, he lifted his game and rose to the challenges of the day. In 1997, Mr. Labban attended a training attachment in Grenada at the National Water and Sewerage Authority (NAWASA) where he underwent specialist training in the operations of heavy equipment.

Mr. Labban's training has brought significant benefits to the CWSA and as a Specialist Driver, his job took him through some of the most challenging terrains in this country. He performed an integral role in the construction of the Jennings Water Supply Project. Labban enjoyed his job and equally enjoyed socializing with his colleagues. Mr. Labban retired on 24 February, 2011.

### **BERTRAM POMPEY (8 yrs service)**

Mr. Bertram Pompey joined the employment of CWSA on 14 October, 2003 as a Driver. He was assigned to the Administration and Human Resources Department. Mr. Pompey performs his duties with a great deal of enthusiasm. Mr. Pompey has a pleasant personality and enjoys interacting with the staff. Mr. Pompey retired in January 2011.

# The 2011 April Floods

by: Rae-Anne McDowall

On April 11th 2011, torrential rainfall in the Perseverance and Jennings valley, 11 and 10 inches respectively, caused rivers to become swollen, and resulted in a severe and devastating flash flood which destroyed everything in its path. People, trees and livestock weren't the only things to feel the wrath of Mother Nature, as two of our major systems were severely damaged by the angry waters. The Jennings and Perseverance Water Supply Systems, which feed the windward coast from Georgetown southwards to Diamond and parts of the island's interior were severely damaged.



Residents were left without a constant supply of water, or for some, without a supply altogether. The Engineering Department of the CWSA worked tirelessly over the first few days to repair the systems enough to restore water to some consumers in the first three days and gradually to all consumers after three weeks. Long days and nights were spent in these mountains repairing broken lines and replacing lines that were washed away.

The early morning of Tuesday April 12th, the day after the disaster, the treatment plant attendants were busy walking the lines, surveying and evaluating damages and relaying information to Engineering department and Management about the damages sustained by the systems. Cleaning of the intakes also begun on that day as well as transportation of pipes from the Belair Complex to Byrea as the bridges at Mt. Young and at Byrea were impassable.



One of the major challenges was accessing the treatment plants as a result of the severity of the damage to the road networks and bridges. In order to expeditiously exercise restoration works, major road clearing and temporary measures had to first of all be undertaken to make the roads partially accessible and motorable. This was done in conjunction with The Roads, Building and General Services Authority (BRAGSA).



These temporary measures consisted of filling eroded trenches and cavities with stones, small works to divert water from the road surface, clearing, grading, excavation and filling. Some cutting of fallen trees and logs was also necessary.

The Customer Care Department also played a vital role with the mobilization of its staff to deliver water to the affected communities each day and night, via the Water Tender.

Simultaneously, the Public Relations and Marketing Department worked to ensure that the public was thoroughly informed of progress being made to restore water to the affected communities. The department also worked along with the Ministry of Education to ensure a continuous supply of water to affected schools. Several water storage tanks were also donated to schools by the CWSA to augment their storage capacity.





## Reducing and Managing Energy Costs In Our Buildings

by: Gidroy DaSilva

It's no surprise that our office buildings are significant energy consumers. But did you know that office buildings on average use 17KWh per square foot of electricity? In fact according to the Air-Conditioning and Refrigeration Institute, (ARI 1993) energy costs are estimated at 20% of the total operational budget for an average office building. So where is all this energy going? A/C system represents 47% of total building energy use. On average lighting represents 18% of total energy use. So with a combined total energy use of 65%, A/C and lighting are the best place to focus energy reduction efforts.

### The low cost options:

- Focus on quick fixes! Low cost solution first
- Train staff to turn lights off when they leave an unoccupied room
- Use sleep mode settings and 'smart power strips' for equipment such as computers when not in use
- Set back temperature settings during overnight and closed hours
- Have the A/C systems serviced and cleaned on a regular basis. For example, checking the economizer, change filter, clean condensed coils and check the air flow (both the return air and the air coming out from the register).

After addressing those things, focus on the high costs - longer term solutions:

Lighting upgrade to high efficiency compact fluorescent (CFL) and or LED.

Daylight opportunities - where we have enough window space to allow sufficient natural sunlight to light the area and don't have to use the manufactured lights installed.

Anti-compression short cycling for roof top A/C units - this takes advantage of the fact that A/C systems are over-sized by design, which causes excessive compressor cycling and

that excessive compressor cycling waste a ton of energy and it's also hard on the system components. So in essence anti-compressive short cycling gives us a minimum of 10% energy reduction on these loads; it is much easier on the equipment and the components within the system, and it also narrows the temperature variations/flow within the building itself which is nice for occupants (staff and customers).

Demand control ventilation-most A/C systems are designed to supply ventilated air based on assumed occupancy rather than actual occupancy. This results in over ventilation which waste both money and energy.

Building management systems - where we monitor and control all the building mechanical and electrical equipment as a cohesive whole Equipment replacement- some of the equipment are at the end of their life span and cost more to maintained than to replace. All replacement should be of highest efficiency possible; they might cost a little bit more up-front but we can save a bundle in the overall life cycle cost of running these equipment.

### Which option to choose?

Choosing which potential energy efficiency technologies or approaches to employ does not have to be complicated.

### The decision should be based on the following:

- Options that improve or at least do not affect staff comfort and productivity. This has to be paramount - much greater energy savings without sacrificing staff comfort and productivity
- Proven track record of success
- Cost effectiveness and gives a generous return on investment
- Consistency with the CWSA's goals and culture.



## Vincent Reid's Japan Experience

Hey, Reid here.

Japan you asked? Three words; Exciting, Interesting, Informative. Let me break it down for you using those descriptive words as I chronicle my training in Japan.

Take the 24 hour flying time to my final destination out of the equation and let's begin from "touchdown" at Narita International Airport, Tokyo, into a totally different world. I was greeted with a floral design at the airport that will make the best garden here in SVG look simple, and then worked my way into the loud sound of silence, into a very peaceful quiet world, a highly automated society where everything moves fast but yet perfectly organized.

Japan's culture is what is most interesting; its effect on Japanese people is reflected in their quiet, humble, polite demeanor. Their dedication and commitment to work and development speak volumes and is manifested in the numerous industries and wide-spread modernization, yet their lifestyles speak of a rich, historical, cultural confirmation to ancestry.

More importantly though, I attended an extensive training program that highlighted the importance of the 3r's (Reduce, Recover, Recycle) initiative in that country's approach to effective waste management. Through classroom lectures and field visits I was able to experience first hand an industry where nothing goes to waste, again, nothing goes to waste. The waste that is generated is either recycled or incinerated and if you thought ash was waste, think again. That ash, in most cases, is processed into a hard pebble like material that is used in construction. Nothing goes to waste.

In recycling; Metals are compacted into cubes of approximately 2ft square and shipped on demand to places like China. PET bottles are also compacted and bailed and are used in the production of protective clothing, Sporting jackets, Ties etc. Our Solid Waste Manager Mr. Quow, proudly wears his lovely tie made from pet bottles. Other major recyclable items include glass bottles, other plastics, vehicles, white goods, food and textiles.

In short, Japan was an experience I will never forget, and has helped me widen my scope of thinking, oh how I wish I can go back.

## Remembering a Fallen Employee

**R**andolph Alfred Lewis was born to Belfast and Almada Lewis of Calder on April 23rd 1953. He was the tenth of eleven children, being the last of 5 boys. Randy, as he was also known, attended the Calder Government School Where he obtained his primary education. He later went on to learn a trade as a mechanic with Albion Thomas of Calder.

Randy later became a van driver, travelling to Fair Hall driving vans like "Horn-fo dem", "Behold – he- cometh", and "Wonder-knot" and later driving vans to his home town of Calder. It was at this stage in his life that he met Marcella Holder and the relationship produced 4 kids at the time. After years of driving vans, Randy went to Tortola in pursuit of a better life for him and his family, but the sojourn only lasted three years.

In 1998, Randy joined the staff of the CWSA and after three years was employed at the Solid Waste department, as a driver; a position he occupied up to the time of his death.

Randy, enjoyed the Friday afternoon fishing with his co-workers or his "boys" as he would often refer to them. Sadly, for all his family, friends and co-workers, that Friday afternoon ritual was to be his last outing.

As an employee, Randy was a quiet unassuming and sometimes serious employee who did his job efficiently with no complaints to or from management.



The management and staff of the CWSA are all deeply saddened to have lost an important member of the team. To his entire family circle, we trust that the pain of his loss will soon be transformed into pleasant and lasting memories of his time on Earth.

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## *Our Mission Statement*

To consistently provide all consumers with the highest quality water supply, sewerage and solid waste management services in an efficient and affordable manner.

