



CBWMP INC.

CARIBBEAN BASIN WATER MANAGEMENT PROGRAMME INC.

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Dear Reader!

CBWMP is pleased to launch its quarterly newsletter.

We invite contributions to this publication to highlight your utility's achievements and challenges during the period.

Please forward your contribution to cbwmp@candw.lc

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LEAD STORY



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Hurricane forces St. Lucia's 2nd water-related emergency in less than a year **CBWMP's proposals on handling water in emergencies offer ways out of Caribbean's water woes**

St. Lucia has recorded its second water-related state emergency in less than a year, again due to a natural disaster, this time as part of a national disaster declaration by the island's government following a slow hurricane bringing two days of steady rain, packing sustained high winds and knocking the island's water and other public utilities completely out. In the first quarter of 2010 a severe drought forced the island to do without and conserve water; in the last quarter, a Category One hurricane knocked out the island's main dam and seriously ruptured water facilities right across the 616 square kilometer island.

Hurricane Tomas hit the island on October 31 and November 1, 2010 with sustained heavy rains and 90 mph winds slowly moving across the island, resulting in five deaths. In addition, countless homes were destroyed and there were several landslides, fallen trees, severely damaged roads, bridges washed away, electricity and telecommunications knocked out and both airports closed.

The island's multi-million-gallon Sir John Compton Dam at Roseau suffered electrical and mechanical damage and was left inaccessible as a result of several landslides in adjoining areas.

With the water system shut down, government and medical authorities issued early warnings for sanitary approaches to use of water and food, including boiling tap water before drinking and ensuring food is properly handled and cooked.



The John Compton Dam simply couldn't look like this after Tomas.

water lawns and gardens. In St. Lucia's case, the national water emergency enabled the police to prevent and even arrest persons who used water for other than drinking and cooking purposes.

Water operators in Barbados, St. Lucia and St. Vincent and the Grenadines – the islands mainly affected by Tomas -- had once again, in less than six months, to remind citizens that water is the most important resource to preserve in cases of natural disaster, whether drought or hurricane.

Health officials in St. Lucia pointed to the recent outbreak of cholera in Haiti to remind why it's always necessary to ensure access to and use of clean water in the aftermath of natural disasters.



St. Lucia's National Emergency Management Organization (NEMO) Director Dawn French (inset) was both praised and criticized during and after the visit by Hurricane Tomas. But the island's Sir John Compton Dam at Roseau was knocked out by the extreme weather system, creating a water crisis with health concerns -- and underlining, once again, the need for St. Lucia and the Caribbean to always heed warnings and learn lessons from earlier experiences.

With no water in pipes, many resorted to use of dirty or untreated water in many areas, especially those cut off from the rest of the island by landslides and fallen trees. Water had to be shipped to the popular West Coast town of Soufriere by boat and many others areas only got water by helicopter.

The damage to the Roseau Dam is such that local water officials expected it would take quite some time to access and assess the damage, source parts and implement repairs before fresh water would start flowing after Tomas.

Coming just six months after the drought reduced water levels at the dam to dangerously low proportions, the hurricane damage adds to the problems already faced at the massive modern facility constructed two decades ago with Canadian assistance.

Many engaged in panic stocking of bottled water, but many more had to be reminded to save fresh water and stop using available water to wash cars and

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However, as was the case at the beginning of the year, it's been found that most people in most islands and Caribbean territories continue to pay no heed or insufficient attention to disaster warnings and many simply completely ignore the lessons of the past and recommendations from earlier experiences.

Earlier this year, the regional workshop hosted and coordinated in St. Lucia by the CBWMP to discuss and advocate responses to the drought that affected the region over a three-month period offered many recommendations regarding management of water resources before, during, after and between emergencies.

Many of the recommendations from the St. Lucia workshop remain relevant, appropriate, adaptable and adoptable across the region. They could and should have come into play during the island's second state of national water emergency.

How these (and other recommendations before and since) are seen and whether they are acted upon can have implications for the speed of recovery from the island's water woes. But these valuable recommendations are also applicable to not only states affected by Tomas, but also to those unaffected territories.

After all, no one, no island, no territory, no state should have to wait to be visited by a disaster to start to get prepared – which is why the CBWMP and other regional and national entities took that early step, earlier this year, to host the successful regional search conference for solutions.

Mankind has a laissez faire approach to disaster management, but Nature seems bent on insisting that recommendations from such conferences be more readily adopted and implemented across the Caribbean.



WASCO Managing Director John Joseph, also a top executive of the CBWMP, was at pains to assure St. Lucians, through the press, that all was being done to restore water works across the island and get the John Compton Dam functioning as soon as possible after Tomas

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CBWMP/CWWA submit joint water facility proposal to European Union

On October 6th 2010, the Caribbean Basin Water Management Programme (CBWMP) and the Caribbean Water and Waste Water Association (CWWA) submitted a joint proposal to the European Union for funding of a project to consolidate the Caribbean Water Operators Partnerships (CariWOPs). The purpose of the project is to create a Regional Centre for Best Practice and Advocacy in the Water Sector. It also seeks to consolidate the Caribbean Water Operators Partnerships as part of the regional platform of the Global WOPs Alliance (GWOPA) in the Caribbean. Additionally, the project aims at giving Caribbean water utilities the sustained means to underpin and lever their ongoing efforts in the improvement of governance, capacity, financing and public outreach. As the applicant, the CBWMP will implement the project with assistance from the Spanish Association of Public Water and Wastewater Operators (AEOPAS). The CWWA will serve as the beneficiary partner while the supporting (and co-financing) partners are UN HABITAT, the Inter-American Development Bank (IADB) and the Caribbean Development Bank (CDB).



CBWMP Executive Director Victor Poyotte (left), EU Consultant Jose Cordovilla and CWWA President Cyprian Gibson attended the meeting discussing the partnership at the CBWMP Secretariat in Castries.

A number of non-utility and non-state actors have been identified to serve as Associates. They include: the Caribbean Utilities Employees Association (CEHI), the Caribbean Institute for Meteorology and Hydrology (CIMH); the Caribbean Women's Association (CARIWA), the University of the West Indies (UWI), the Organisation of Caribbean Utility Regulators (OOCUR), the University of Florida Public Utility Research Center (PURC) and the International Labour Organisation (ILO) Caribbean Office. It is anticipated that the project will build on the efforts of the IADB's Water and Sanitation Initiative. It will also serve as an investment-planning tool to the Caribbean Development Bank and will rely on the experience of the CIMH, which is currently implementing the Caribbean Water Initiative (CariWIN).

Overall project oversight will be by a Project Steering Committee comprising one representative each of CBWMP, AEOPAS, CWWA, IADB, CDB and the UN-HABITAT. The CBWMP Executive Director will function as an ex-officio member of the Committee and the Chair of the Committee will be the representative of the CWWA. The Steering Committee will meet quarterly to approve the Work Plans and Budgets for the project, as well as the Regular Progress Reports as requested by the EU. It will also be responsible for the Annual Progress Reports and budgets and the "End of Project" Reports. For this purpose both associations have signed a specific Memorandum of Understanding (MoU), which details this joint governing structure for CariWOPs initiative.

Ongoing project management will be the responsibility of the CBWMP Secretariat. The Executive Director will function as the Regional Project Coordinator. He will be assisted by the CBWMP Programme Officer and Administrative Assistant. Staff of the CWWA Secretariat will provide day-to-day administrative support. Additionally, the project will recruit a Technical Officer, a Communications & Marketing Officer and an IT Systems Specialist to spearhead specific aspects of the project. The project which is estimated to cost up to 1,440,000 Euros, is expected to be implemented over a period of five years.

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Secretariat Hosted Executive Meeting

The CBWMP Secretariat on September 24, 2010 hosted an Executive Committee meeting to review the status of programs and activities to date and to plan ahead for successful completion of future tasks.

Chaired by CBWMP President Bernard Ettinoffe of Dominica, the meeting was also attended by Vice President Christopher Husbands (Grenada), Secretary Ivan Rodrigues (Antigua) and Treasurer John Joseph (St. Lucia).

Executive Director Victor Poyotte presented his report to the Executive, as did Program Officer Suzanne Joseph. The secretariat and member organizations' financial status were also discussed.

The packed agenda included reviews of the organization's current status, its strategic partnerships, membership and training activities, regional and international conferences, member utility classification, certification programs, management support, disaster management, publications, general administration and project proposal development.



CBWMP Treasurer, John Joseph, updated the latest Executive Meeting on the state of the organization's finances.

First CBWMP Annual Magazine Under Way

The 2009-2010 Annual CBWMP Magazine – the first to be produced by the CBWMP – is under way. The Secretariat is hard at work putting together what Executive Director Victor Poyotte promises to be “a complete pictorial and overall report of our activities during the last financial year.” He says this is another step in “the continuing efforts of the Secretariat to deliver improved communications services to our affiliates in as many ways possible.” He recalled the establishment of the CBWMP Newsletter e-source during the past year, four (quarterly) issues of which have been published. The magazine is expected to be produced by the end of 2010.

CBWMP Initiates Caribbean Tariff Study

In 2009, the CBWMP Secretariat undertook a review of the existing tariff and rates applicable in all 13 member utilities. Given the success of the study, and in light of the CariWOP proposal, the Secretariat invited CWWA to participate in an expanded regional study. As a result, the Secretariat circulated a template for data collection and invited interested utilities to return the completed questionnaire by 31st August 2010.

At the end of the data collection period the Secretariat received responses from three CWWA utilities: The Bahamas Water & Sewerage Corporation (BWSC), the National Water Commission of Jamaica (NWCJ) and the Water & Sewerage Authority (WASA) of Trinidad & Tobago.

Earlier in the year, the management of the Belize Water Services Limited (BWSL) provided the Secretariat with relevant information for the study.

Regional Benchmarking Initiative Under Way

The CBWMP is working with other entities to assist operators of large and small water and waste water systems in the Caribbean to improve their assessment of performance indicators and increase capacity building.

With assistance from UN Habitat and the Inter-American Development Bank (IADB), the Public Utility Research Centre of Florida is working with the Caribbean Water and Waste Water Association (CWWA) and the CBWMP to collect water and

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sanitation sector performance data and indicators for utilities across the region.

Utilities collected data on the range, patterns and trends of utility information system capabilities, which was presented at an October 4th 2010 workshop on Information Systems for Performance Indicators.

Phase 1 of the program involved each utility designating an official CARIWOPs Data Coordinator assigned to collect financial and operating data to maintain consistency and continuity in reporting information.

Performance data information collected included basic information like network length, service quality, coverage, price structure, total volume of water produced, volume of water sold, total staff, outsourcing expenditures and year-end accounts receivable.

CBWMP and CWWA have supported initiatives to strengthen capacity building in the region and are now promoting this project, with European Union backing, as a means of improving utility performance to contribute to the attainment of the United Nations Millennium Development Goals (MDGs) in the water and sanitation sector in the Caribbean.

The data collection project also lays the foundation for a larger capacity-building initiative to build on lessons learned and on gaps in staff capacities identified by this collaboration.

The planners foresee establishing a Training Centre of Excellence for Water and Wastewater Operators in the Caribbean in joint venture with World Water and Wastewater Solutions Limited (WWWS Ltd).

The supporting and co-financing partners in this ongoing project are: UN Habitat, the Inter-American Development Bank (IADB) and the Caribbean Development Bank (CDB). Other entities include: The Caribbean Utilities Employees Association (CUEA), the Caribbean Environmental Health Institute (CEHI), the Caribbean Institute for Meteorology and Hydrology (CIMH); the Caribbean Women's Association (CARIWA), the University of the West Indies (UWI), the Organisation of Caribbean Utility Regulators (OOCUR), the University of Florida Public Utility Research Center (PURC) and the International Labour Organisation (ILO).

CBWMP attends GWOPA Stockholm leadership meeting



Executive Director Victor Poyotte represented Cari-WOP (as an observer) at the 3rd Meeting of the Global Water Operators Partnership Alliance (GWOPA) Steering Committee, held in Stockholm, Sweden on 5th September 2010.

GWOPA President Bert Diphooorn chaired the meeting, which was also attended by new members and observers.

The meeting heard a report on GWOPA work progress, highlights and expenditures (2009-2010), which was presented by Faraj El-Awar, the Programme Manager of GWOPA, containing highlights of activities undertaken and the expenditures for the financial year 2009-10, under six areas of activity. Specific activities undertaken in Latin America and the Caribbean (LAC-WOP) during the year were discussed. These include: Support to Regional WOP Platforms, Knowledge Management, Benchmarking, Capacity Building and Training, Financial Guidance and Linking, Advocating, Communication and Alliance-Building.

The meeting heard presentation of Terms of Reference for the Integrity Sub-Committee, as well as a presentation on the GRUBS monitoring system and the recently-launched GWOPA Website. There was also a presentation of the GWOPA's next



CBWMP Executive Director Victor Poyotte represented Cari-WOP at the global meeting in Stockholm, Sweden

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Work Plan.

The Stockholm meeting also discussed plans for the upcoming Bi-Annual Congress and General Assembly scheduled for Abu Dhabi, United Arabs Emirates (UAE) from 19-20 January 2011. It is expected that the meeting will be a platform for inter-regional exchange, sharing information from different regions of world and gathering information on new partners.

The Assembly – which is primarily an event for water and sanitation utilities to have their say -- is expected to receive a report on the work of GWOPA and to replace 50% of the members of the Steering Committee.

Participants will be representatives of Regional WOPs. The program for the two days will include: Thematic Sessions, Results of Case Studies, Partners Sessions, a Latin America and Caribbean Presentation, then next GWOPA General Assembly, the Vote for Steering Committee Members and a Matchmaking Session for Mentors/Mentees.

COOPERATION & COLLABORATION



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Two in First CARIWOP Twinning Compact *Belize and Guyana in Water Operators Partnership Agreement*

The Guyana Water Incorporated (GWI) and Belize Water Services Limited (BWSL) have reached agreement on a potential twinning arrangement between the two utilities. The agreement was reached at the Water Operators Partnership meeting held in Guyana on 18th May 2009. GWI is particularly interested in learning from the experiences of the BWSL in reducing Non-Revenue Water (NRW) and in reinvesting subsidies to achieve a reduction in operational cost are specific areas of for. The twinning is also an opportunity for both utilities to share their experiences in distinct NRW reduction tasks, such as active and passive leakage control, district metered areas and revenue metering. Additionally there is the opportunity for both utilities to share their experiences in iron and manganese in source wells.

The objectives of the WOP are to: reduce non-revenue water (NRW), reinvest subsidies to achieve a reduction in operational costs and the effective treatment of iron and manganese. It is envisaged that the objectives of the twinning agreement can be accomplished through exchange visits for high level personnel of both companies. The estimated duration of the two visits is 15 days.

Both the GWI and BWSL have designated staff to participate in the twinning activities and to ensure that the expected outputs of the WOP the achieved. It is anticipated that the GWI Team visiting Belize while the team from BWSL will visit Guyana at a later date. The teams will prepare a Results Report at the end of the visits and an "Action Plan" defining the follow-up activities to be carried out by them to achieve the objectives of the WOP.

The Water Operators Partnership for Latin America and Caribbean (WOP-LAC) Secretariat coordinated the exchange. Assistance was also received from the Inter-American Development Bank (IDB) and the UN-HABITAT.

With the successful implementation of this first twinning activity it is hoped that member utilities interested in participating in twinning and training will be encouraged to initiate twinning arrangements with counterparts in the region or at the international level.

CBWMP and CARIWOP *Promoting Regional Best Practices, Consolidation and Advocacy*

The CBWMP is engaged in an important regional initiative: to create a Regional Centre for Best Practice and Advocacy in the Water Sector and to consolidate the Caribbean Water Operators Partnerships alliance 'CariWOPs'. The project aims at giving Caribbean water utilities sustained means to underpin and lever their ongoing efforts in the improvement of governance, capacity, financing and public outreach.

The initiative is being implemented by the CBWMP, with the assistance of the Spanish Association of Public Water & Wastewater Operators (AEOPAS). However, it will benefit of all the water stakeholders in the Caribbean Water and Wastewater Association (CWWA).

The project is being undertaken because the Caribbean region has levels of improved access to water which, according to the World Bank, vary from 45% to 100% of the population. However, it has also been found that the actual proportion with direct, continuing and safe access to water is less than the figures indicate.

The combination of high losses as a result of leakage, illegal connections and under-billing (in excess of 50%) and inadequate investment in production and treatment infrastructure, often results in intermittent supply, low pressure and poor drinking water quality -- at least, at certain times of the year and in certain areas. This inefficiency also contributes to high pumping costs and inadequate supply.

But, sanitation coverage is much less extensive than that of water supply, and wastewater is often inadequately or not treated prior to discharge. In general, water tariffs in the region barely cover or are even below operating costs. Furthermore, the World Bank also estimates that labour productivity for a typical Caribbean utility is usually around half of that considered to be best practice in Latin America; and the professional salaries are not sufficient to attract and retain the talent required -- particularly in the areas of technical and financial management.

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Despite the wide range in size of Caribbean water utilities, all face a common major challenge: to expand access to appropriate levels of water and sanitation services to their growing urban populations, acquiring sustainable levels of self-sufficiency. The aim of the project, therefore, is to bridge this capacity gap by providing and managing the resources to scrutinise and monitor the state of the sector and advocate policies and best practices from a credible standpoint.

The project also intends to: Promote partnering and twinning between regional utilities, as well as with hemispheric and global entities, for the exchange and interchange of experience; to build a centralised communication platform to expose, debate and update all relevant information about the sector challenges; and to provide a gateway for public participation.

The project intends to supervise the formulation and use of performance improvement plans for the utilities, as well as to provide training, enable professional qualification, promote continuing professional development and strengthen the social perception of the sector as a responsible actor, central to the well-being of the communities.

Overall project oversight will be by a joint CBWMP/CWWA Steering Committee, with the CBWMP Executive Director as an ex-officio member. The Committee will meet quarterly to approve the Work Plans and Budgets for the project, as well as the Regular Progress Reports, as requested by the EU. It will also be responsible for the Annual Progress Reports and Budgets and the End of Project reports.

The CBWMP was chosen to drive this project based on its proven history of extensive experience in managing capacity building activities from its very inception as a “train the trainers” organisation.

CBWMP has managed the organisation of the three CariWOPs events: in Georgetown, Guyana in May 2009; in Saint Thomas (USVI) in October 2009; and in Belize in May 2010. It also carries out extensive professional training to water operators in the region and collaborates actively in the organisation of the CWWA Annual Conference with the host organisation.