

ACTON PLAN BRIEF - Desal Shutdown – November 20th to 25th, 2013

1.0 Identified Situation

A planned six (6) day shutdown of Desalcott from November 20th to 25th 2013 to

- i. Facilitate expansion works necessary to increase delivery to 40 mgd by January 2014.
- ii. Carry out routine maintenance works.

This will result in a production daily deficit of approximately **32 mill/gall/day** for the period.

2.0 Contingency Measures

Contingency measures have been put in place in the following areas.

Table 1: Summary of Contingency Measures

Component		Details
1	Production Facilities	<ul style="list-style-type: none"> ✓ All production facilities will be fully operational with a 100% reliability. ✓ Caroni WTP will maintain optimum production of 75 mgd of which, South will receive 47 mgd and North 28 mgd.
3	Redistribution of water Scheduling	<ul style="list-style-type: none"> ✓ Schedules will be readjusted in Central, South East, South West and North West Trinidad to supplement supplies.
4	Water Trucking	<ul style="list-style-type: none"> ✓ WASA and contracted tankers will provide a fleet of 91 trucks to be used as and when needed. In addition North tankers will be redeployed to South with a skeletal fleet left operating in North. ✓ Additional filling bays will be set up at Caroni, Carlsen Field, Freeport and Malgretoute.
5	Storage Capacity	<ul style="list-style-type: none"> ✓ <i>Critical reservoirs to be filled:</i> California Tank, Naparima Reservoir, Marryat Reservoir, Chacon Reservoir, Siparia #1 Tank, Quarry/Bennette tanks, Center Mountain, Mt. Hope, Picton II. Total Reserve : 24.9 Million Gallons.
6	Point Lisas Industrial Estate	<ul style="list-style-type: none"> ✓ A 24/7 supplemental supply from Caroni will be made available to the Industrial Estate at a minimal pressure of 21 psi. Supply will be monitored 24/7.
7	Additional Crews	<ul style="list-style-type: none"> ✓ A total of 87 In house and Contracted crews will be available to effect pipeline repairs
9	Internal Water Conservation measures	<ul style="list-style-type: none"> ✓ There will be a temporary stoppage of Pressure Testing and Flushing of mains to conserve supplies.
10	Daily Communication with all major stakeholders	<ul style="list-style-type: none"> ✓ All major stakeholders will be apprised as necessary.

3.0 Critical Customers

A total of 172 schools and 75 public institutions have been identified as critical customers. These include

- ✓ Schools
- ✓ Medical Institutions
- ✓ Fire Services
- ✓ Cities/Borough
- ✓ Key Commercial Districts.

These institutions have been singled out for special focus in terms of truck borne supplies. They will be monitored and reported on twice daily. In addition bottled water is being provided to a total of 22 schools and Health Institutions in critically affected areas where water schedules are stringent. The focus is providing bottled water for drinking purposes while truck borne water can be utilised for flushing of toilets and washing of hands.

4.0 Sensitive Areas

For domestic customers, “Hot spot” areas highlighted in red in Table 2 are expected to face the brunt of the production deficit. These areas will be continuously monitored and reported on by Technical personnel.

Table 2: Areas Affected

Region	General Areas
South Central	Caroni/St . Helena, Cunupia, Felicity, Las Lomas , Chaguanas, Carapichaima, Claxton Bay, Plaisance Park, Caratal, St. Margaret’s , Gasparillo, Springland, Marabella, San Fernando, Vistabella, Taruba
South West	Cocoyea, Corinth, St. Madeline, Barrackpore, Rochard Rd, Rock Rd, Reform , Penal, Debe, Diamond , La Fortune, Woodland, Gulf View, La Romaine, Phillipine , Palmiste, Duncan Villlage, Rousillac, La Brea, Sobo , Point Fortin, Vance River, Square Deal, Vessigney, Siparia, Erin, Robert Hill , Avocat, Fyzabad, Thick Village, San Francique
South East	St Julien, Hindustan, St. Mary’s, Buen Intento, Tableland , Malgretoute, Princes Town , Rio Claro, Brickfield, Tabaquite, Ben Lomand, Williamsville, Moruga
Point Lisas	Point Lisas Industrial Estate
North	Belmont, Champ Fleurs, El Socorro, Laventille, Malick, Quarry Drive, Mt. D’or Rd , Santa Cruz, Santa Cruz Old Rd, Saddle Rd – San Juan , Cascade, Morvant , Port of Spain

5.0 External Communication Plan.

Two weeks prior to the shutdown, information on the planned shutdown has been communicated through the written and televised media. There has been wide notification of the planned shutdown through television, radio and press interviews as well as advertisements in the press and on radio and through the use of social media. Senior WASA personnel have appeared on major Television Stations and Radio Stations with focus on specific target audiences.

The schedule is available on the Authority’s website and via its Facebook page and Twitter account. Among the groups/agencies targeted for circulation of the schedules are :

- ✓ Members of Parliament whose constituencies are affected by the shutdown,
- ✓ Regional Corporations
- ✓ Office of the Prime Minister
- ✓ Ministries of Health; Education, GISL Ltd
- ✓ Fire and Police Services
- ✓ Other Interest Groups

During the shutdown, the external communication strategy would target all stakeholders with respect to

- i. Changes in supply schedules as situation arise.
- ii. Unplanned emergency Situations on the Water supply network
- iii. Availability/Expansion of truck borne Service
- iv. Water Conservation
- v. Leak repairs
- vi. Formal / Public Notifications

Hotline Numbers

In addition to the 800-4420; 800-4426 and 800-LEAK numbers already in existence, several new hotline numbers have been introduced for use by customers:

- ✓ 490-9528,
- ✓ 307-1882,
- ✓ 342-4422,
- ✓ 776-1032
- ✓ 775-2819
- ✓ 775-2501.