



TRINIDAD AND TOBAGO GAZETTE (EXTRAORDINARY)

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615

GOVERNMENT OF THE REPUBLIC OF TRINIDAD AND TOBAGO
FREEDOM OF INFORMATION ACT (FOIA) 1999

Updated Public Statement, 2019 of

THE WATER AND SEWERAGE AUTHORITY (WASA)

In compliance with Sections 7, 8 and 9 of The Freedom of Information Act (FOIA) 1999

In accordance with Sections 7 (1) b, 8 (2) (b) and 9 (2) (b) of the Freedom of Information Act 1999 (FOIA), the Water and Sewerage Authority (WASA) is required by law to publish the following Updated Statement for 2019 which lists the documents and information generally available to the public.

The Act gives members of the public:

- A legal right for each person to access information held by WASA;
- A legal right for each person to have official information relating to him/her amended where it is incomplete, incorrect or misleading;
- A legal right to obtain reasons for adverse decisions made regarding an applicant's request for information under the FOIA;
- A legal right to complain to the Ombudsman and to apply to the High Court for Judicial Review to challenge adverse decisions made under the FOIA.

2019 UPDATED PUBLIC STATEMENT OF
THE WATER AND SEWAGE AUTHORITY (WASA)—CONTINUED

SECTION 7 STATEMENTS

SECTION 7 (1) (a) (i)

Function and structure of WASA

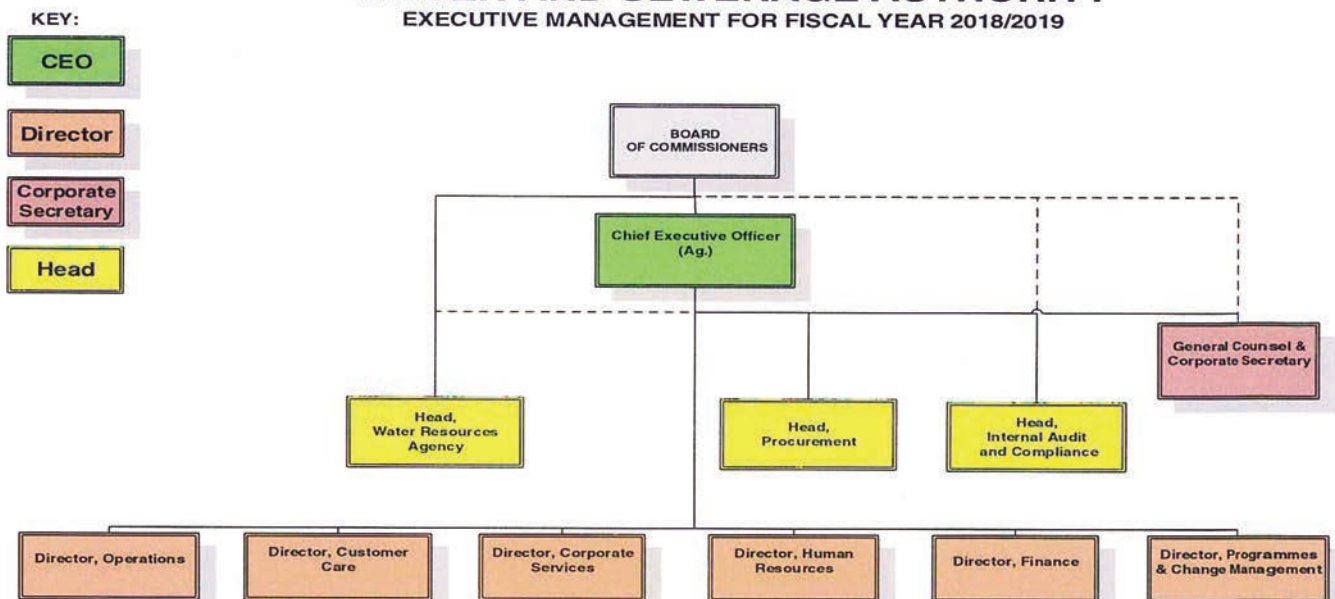
Mission Statement:

WASA’s Mission as a Customer Service Business is:

- *To be a leading provider of water and wastewater services*
- *To deliver customer service along the highest internationally recognised and accepted standards*
- *To continuously develop best business practices utilizing advanced technology and a well developed and motivated workforce*
- *To leverage on industry expertise to offer global water and wastewater services*
- *To sustain a commercialised business while remaining sensitive to our stakeholders and the environment*

WASA is a statutory body established in 1965 by an Act of Parliament, Chapter 54:40 of the Revised Laws of the Republic of Trinidad and Tobago. It comprises a Board of Commissioners headed by the Chairman, an Executive Management Team headed by the Chief Executive Officer and permanent and contract staff.

WATER AND SEWERAGE AUTHORITY
EXECUTIVE MANAGEMENT FOR FISCAL YEAR 2018/2019



2019 UPDATED PUBLIC STATEMENT OF
THE WATER AND SEWAGE AUTHORITY (WASA)—CONTINUED

DETAILS OF RESPONSIBILITY CENTRES

Office of the Chief Executive Officer

➤ Internal Audit & Compliance

- Independent Objective Assurance
- Consulting/Advisory Services
- Governance, Risk Management and Control Improvements
- Monitoring Compliance with Code of Ethics and Business Conduct
- Administering the Authority's Whistle Blowing System
- Special Investigations and Exercises relating to Irregularities and Fraud
- Risk Assessment including Fraud Risk Assessment
- Compliance, Financial, Operational and IT Auditing
- Ethics and Values Promotion
- Business Process Reviews
- Protection against Fraud and Theft of the Organisation's Assets
- Policies Review

Head, Water Resources Authority

➤ Water Resources Management

- Watershed Management
- Adopt_a River Programme
- Planning and Investigations
- Licensing and allocation
- Monitoring and Data management
- Instrumentation and telemetry
- Water Resources Tobago

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2019 UPDATED PUBLIC STATEMENT OF
THE WATER AND SEWAGE AUTHORITY (WASA)—CONTINUEDHead, Procurement

- Procurement
 - Contracts
 - Supply Management

- Inventory
 - Procurement Warehousing
 - Stock Management
 - Stores Accounting

General Counsel & Corporate Secretary

- Corporate Secretariat
 - Board & Committees
 - Corporate Governance
 - Statutory Compliance (FOIA, SEC)
 - Contracts
 - Office Services

- Legal Services
 - Land and Property Administration
 - Commercial and Contract Management
 - Claims Management
 - Litigation
 - Arbitration
 - Alternative Dispute Resolution
 - Legal Advisory and Opinions

Director, Operations

- North, South & Tobago Regions
 - Water Treatment and Production
 - Water Distribution and Transmission (Pipeline maintenance, System Management and Road Restoration)
 - Wastewater Management (Collection, Treatment and Disposal)

2019 UPDATED PUBLIC STATEMENT OF
THE WATER AND SEWAGE AUTHORITY (WASA)—CONTINUED

- Asset Maintenance (Routine, Preventative, Predictive)
- Water Quality Monitoring and Management
- Water Loss Control
- Operations Administration

➤ Technical Services

- Water Production and Distribution Optimization, Asset Optimization, Research and Development
- SCADA Systems
- Central Workshop Facility (CWF)
- Well Maintenance
- Emergency Systems
- In-house Pipeline Installation
- Quality Monitoring and Assurance
- Management of the Operation and Maintenance of Wastewater Contracts
- Management of the Operation and Maintenance of Water Contracts (Desal)

➤ Projects

- Major Pipeline Installation

Director, Finance

➤ Project Accounting

- Project Expenditure Reporting
- Funds Management
- Project Accounting & Reconciliation

2019 UPDATED PUBLIC STATEMENT OF
THE WATER AND SEWAGE AUTHORITY (WASA)—CONTINUED

➤ Management Services

- Preparation of Authority's Draft Estimates of Expenditure
- Preparation of Mid-Term Review
- Budget Compliance and Cost Control
- Cost and Expenditure Analysis

➤ Financial Services

- Preparation of Monthly Management Accounts
- Preparation of Audited Financial Statements
- Maintenance of a Fixed Assets Register
- Preparation of Bank Reconciliation Statements

➤ Exchequer Services

- Payment of Goods and Services to Creditors
- Management queries of Creditors' Accounts
- Payment of Employee Salaries, Wages and other Approved Allowances
- Disbursement of Employee and Creditor Cheques and Preparation of Statutory Deductions

➤ Treasury

- Loan Portfolio Management
- Cash Flow Management
- Foreign Currency Management
- Reporting
- Loans Management
- Funds Management and Investment
- Treasury Management

Director, Corporate Services

➤ Facilities Management

- Grounds and Building Maintenance

2019 UPDATED PUBLIC STATEMENT OF
THE WATER AND SEWAGE AUTHORITY (WASA)—CONTINUED

- Accommodation Management
- Land and Risk Management
- Insurance Portfolio Management

- Security
 - Security Services
 - Inter-Agency Relations
 - Investigations

- Information Communication Management
 - Application Development, Administration and Support
 - Network Maintenance
 - Telecommunications
 - Information Systems support and services
 - Database Administrative and Management
 - Systems Administration (Security, Network, Email, Server)
 - Strategy and Administration (Solutions Evaluations, IT Contract Management)

- Transport Services
 - Fleet Management and Maintenance
 - Fleet Contract Management

- Records Management
 - Mail Management
 - Document Management
 - Document Preservation
 - Document Retention
 - Records and Information Management

Director, Customer Care

- Corporate Communications
 - Brand Management
 - Public Education
 - Event Planning/Management
 - Stakeholder Feedback

2019 UPDATED PUBLIC STATEMENT OF
THE WATER AND SEWAGE AUTHORITY (WASA)—CONTINUED

- Social Responsibility
- Call Center Management
- Customer Service Strategy, Policies and Procedures Development
- Customer Needs Assessment & Engagement Strategies

➤ Customer Response

- Customer Care Outreach
- Service Level Monitoring
- Community Relations

➤ Customer Business Service

- Customer & Revenue Growth
- Service Centers Management
- Business Enhancement
- Customer Accounting and Customer Information Management
- Customer Interface
 - Metering

Director, Programmes & Change Management

➤ Project Implementation

- Pipeline Repair and Installation
- Management of Contracted Projects
- Management of Self Help Projects

➤ Water Projects

- Water Project Appraisal
- Engineering and Process Designs
- Wells Designs
- Network Designs
- Network and Pressure Management
- Stakeholder Consultations

2019 UPDATED PUBLIC STATEMENT OF
THE WATER AND SEWAGE AUTHORITY (WASA)—CONTINUED

- Regulatory Management
 - Workplace Health and Safety
 - Regulatory Compliance
 - Emergency and Risk Management
 - Environmental Monitoring and Reporting

- Wastewater Projects
 - Project Feasibility and Appraisal
 - Project Planning, Designs and Review
 - Projects Contracts Negotiations
 - Project Monitoring
 - Project Support and Administration
 - Project Finance Monitoring
 - Stakeholder Management
 - Stakeholder Consultations

- Strategic Planning
 - Strategic Planning
 - Tariff Reviews
 - Project Portfolio Risk Identification
 - Project Documentation Management and Control
 - Portfolio Reporting
 - Portfolio Support and Services
 - Change Management

- Research & Development
 - Infrastructure Designs Approval (Commercial and Developments)
 - Building and Development Approval
 - Compliance Monitoring of Building Designs
 - Approval of interconnections (New Development)
 - System Optimization

2019 UPDATED PUBLIC STATEMENT OF
THE WATER AND SEWAGE AUTHORITY (WASA)—CONTINUED

- Engineering Drawing and Designs
- Geomatics Surveys
- Geoinformatics

➤ Health, Safety and Environment

- Emergency Planning

Director, Human Resources

➤ Workforce Planning & Organizational Development

- Organizational Structure Design and Implementation
- HR Policy Development and Monitoring
- HR Risk Identification Monitoring & Reporting
- HR Measurements
- HR Auditing and Cost Monitoring

- Employee Engagement Strategy Development
- Job Evaluations, Classification and Job Description Development
- Manpower Demand and Supply Forecasting
- Performance Management
- Succession and Career Planning and Management
- Knowledge and Talent Management

➤ Training and Development

- Programme Design and Delivery, Facilitation and Monitoring
- Talent Development, Planning and Monitoring
- Internship and Apprenticeship Programme Management
- Learning Resources, Membership and Subscription to Professional Organizations
- Training Awards

2019 UPDATED PUBLIC STATEMENT OF
THE WATER AND SEWAGE AUTHORITY (WASA)—CONTINUED

- Administrative Services
 - Employee Resources and Retention
 - Leave Administration
 - Medical Plan Administration
 - HR Information Management
 - Employee Separation and Pensions Management
 - Wages, Salaries and Benefits Administration

- Workforce Assessment
 - Industry Standards Development and Management
 - Workforce Assessment and Certification
 - Programme Design and Facilitation

- Workforce Wellness
 - Employee Support Services
 - Workforce Wellness Programmes Administration

- Industrial and Employee Relations
 - Employee Relations
 - Collective Bargaining & Research
 - Salary Benchmarking
 - Grievances & Discipline Management

EFFECT OF FUNCTIONS ON MEMBERS OF THE PUBLIC

The primary responsibility of WASA is the provision of consistent and reliable water and wastewater services. As such, WASA's function impacts on the quality of life of all sectors in the country and on every citizen of Trinidad and Tobago. The public through Parliamentary Representation and the Regulated Industries Commission has the opportunity to be involved in the formulation of policy via public comment.

2019 UPDATED PUBLIC STATEMENT OF
THE WATER AND SEWAGE AUTHORITY (WASA)—CONTINUED

SECTION 7 (1) (a) (ii)

Categories of documents in the possession of WASA

General Administration Documents

- Documents relating to the Office of the Chief Executive Officer (CEO)
- Divisional/Departmental monthly reports
- Documents relating to all Divisional Operations

Documents relating to Board and Executive Leadership Team

- Board and Committee Notes
- Minutes of Board and Committee Meetings
- Ministerial and/or other Communication with Chairman and/or Board of Commissioners
- Communiqué to staff
- Notes of the Meetings of the Leadership Team/Management

Documents relating to Union Matters

- Collective Agreements
- Documents and minutes relating to Disciplinary Tribunal matters
- Documents relating to Memoranda between Unions and Management

SECTION 7 (1) (a) (iii)

Materials prepared for publication or inspection

The public may inspect and/or obtain copies of the following material between the hours of 8:00 a.m. to 4:00 p.m. Monday – Friday at

Water and Sewerage Authority, Head Office, Farm Road, St. Joseph

662-2302/7 ext. 2208

Fax 645-6443

Website : www.wasa.gov.tt

- Collective Agreements
- Monthly Reports/ News releases

2019 UPDATED PUBLIC STATEMENT OF
THE WATER AND SEWAGE AUTHORITY (WASA)—CONTINUED

- Water and Sewerage Act and other legislation
- Performance Bonds
- Application Forms
- Guidelines/ Policy Documents
- Audited Financial Statements
- Verification Forms
- Administrative Policies and Procedures
- Request for Service Forms
- Rules and Procedures for the Invitation and Consideration of Tenders for the Award of Contracts for Articles, Works and Services for WASA
- Annual Dry Season Plan

MATERIALS PREPARED FOR INSPECTION BY THE PUBLIC

The following documents are available as indicated. Unless noted otherwise publications are free and available from the Designated Officer.

OFFICE OF THE CHIEF EXECUTIVE OFFICER

- Correspondence from the various Ministries and external agencies
- Documents, reports and correspondence from Divisions within the Authority
- Monthly Reports/ News Releases

DIRECTOR, OPERATIONS

OPERATIONS

- Water Supply and Conservation Plan
- Press Releases – Plant Shutdown & Disruption of Service

DIRECTOR, FINANCE

FINANCE

- Audited Financial Statements
- Management Accounts
- Aged Analysis of Debtors

2019 UPDATED PUBLIC STATEMENT OF
THE WATER AND SEWAGE AUTHORITY (WASA)—CONTINUED

DIRECTOR, CORPORATE SERVICES

CORPORATE SERVICES

- Request for Service Forms
- Rules and Procedures for the Invitation and Consideration of Tenders for the Award of Contracts for Articles, Works and Services for WASA
- Documentation relating to Requests for Proposal, Invitation to Tender
- IT Policy
- Security Procedures
- Fleet documentation

GENERAL COUNSEL & CORPORATE SECRETARY

CORPORATE SECRETARIAT

- Documents relating to Board and Committee Meetings
- Correspondences - Board Members
- Documents relating to Sanitary Constructors License
- Freedom of Information Act (FOIA) - Applications and correspondence relating to requests for information

LEGAL SERVICES

- Legal Contracts
- Claim Reports
- Copies of Court Proceedings
- Performance Securities
- Deeds, Lease & Licences
- Policies: Claims & Risk Management Policy

DIRECTOR, CUSTOMER CARE

CORPORATE COMMUNICATIONS

- News Releases
- Published Advertisements
- Secondary School Quiz Competition Documentation
- Water, Wastewater, Environmental and Conservation Information Brochures

2019 UPDATED PUBLIC STATEMENT OF
THE WATER AND SEWAGE AUTHORITY (WASA)—CONTINUED

DIRECTOR PROGRAMMES & CHANGE MANAGEMENT

PROJECTS

- Project Reports
- Tender Documents
- Contracts
- Operations & Maintenance Manual
- Consultancy

HEALTH, SAFETY, ENVIRONMENT

- Health and Safety Operating Procedures
- Health & Safety Reports
- Environmental Assessment Reports
- Domestic Production Report
- Reports related to regulatory requirements

DIRECTOR, HUMAN RESOURCES

HUMAN RESOURCES

- Collective Agreements
- Memoranda of Agreement
- Letters of Understanding

SECTION 7 (1) (a) (iv)

Literature available by subscription

Members of the public may subscribe for the following material:

The Authority's Newsletter—"Daily Update"

Please contact or write to:

Corporate Communications Division

WASA, Farm Road, St. Joseph

Tel. 662-2302/7

Website: www.wasa.gov.tt

2019 UPDATED PUBLIC STATEMENT OF
THE WATER AND SEWAGE AUTHORITY (WASA)—CONTINUED

SECTION 7 (1) (a) (v)

Procedure to be followed when accessing a document from the Public Authority

How to Request Information:

➤ *General Procedure*

Our policy is to respond to all oral and written requests for information. However, in order to have the rights given to you by the FOIA (for example the right to challenge a decision if your request for information is refused), you must make your request in writing. The applicant must complete the appropriate form (*Request for Access to Official Documents*) for information that is not readily available to the public. These forms are available for download from the website www.wasa.gov.tt and from the designated officer.

➤ *Addressing Requests*

To facilitate prompt handling of your request, please address it to the Designated Officer of WASA see Section 7 (1) (a) (vi).

Details in the Request

Applicants should provide details that will allow for ready identification and location of the records that are being requested. If insufficient information is provided, clarification will be sought from the applicant. If clarification on what details to include is needed, applicants are advised to communicate with the Designated Officer.

Requests not handled under the FOIA

A request under the FOIA will not be processed to the extent that it asks for information, which is readily available to the public, either from this public authority or from another public authority, for example brochures, pamphlets, reports etc.

Responding to your Request

➤ *Retrieving Documents*

WASA is required to furnish copies of documents only when they are in our possession or we can retrieve them from storage. Information stored in the National Archives or another storage center will be retrieved in order to process your request.

2019 UPDATED PUBLIC STATEMENT OF
THE WATER AND SEWAGE AUTHORITY (WASA)—CONTINUED

Prior to the commencement of the Freedom of Information Act, 1999 old records may have been destroyed. The granting of a request for such documents may therefore be impossible. Various laws, regulations and manuals give the time periods for keeping records before they may be destroyed.

➤ *Furnishing Documents*

An applicant is entitled to copies of information we have in our possession, custody or power, once the requirements of the FOIA are satisfied. We are required to furnish only one copy of a document. If we cannot make a legible copy of a document to be released, we may not attempt to reconstruct it. Instead, we will furnish the best copy possible and note its quality in our reply.

Please note we are not compelled to do the following:

- (a) Create new documents. For example, we are not required to write a new programme so that a computer will print information in the format that you prefer.
- (b) Perform research for you.

Time Limits

➤ *General*

The FOIA sets a time limit of thirty (30) calendar days for determination of your request for access to documents. If we fail to meet this deadline, the FOIA gives you the right to proceed as though your request has been denied. We will try diligently to comply with the time limit. If it appears that processing your request may take longer than the statutory limit, we will acknowledge your request and advise you of its status. Since there is a possibility that requests may be incorrectly addressed or misdirected, you may wish to call or write to confirm that we have received the request and to ascertain its status.

➤ *Time Allowed*

We will determine whether to grant your request for access to information as soon as practicable but no later than 30 days after the day on which the request is duly made as required by Section 15 of the FOIA. If a decision is taken to grant access to the information requested, you will be permitted to inspect the documents and/or be provided with copies.

2019 UPDATED PUBLIC STATEMENT OF
THE WATER AND SEWAGE AUTHORITY (WASA)—CONTINUED

SECTION 7 (1) (a) (vi)

The Designated Officer in WASA is responsible for:

- (a) The initial receipt of and action upon notices under Section 10,
- (b) Requests for access to documents under Section 13 and
- (c) Applications for corrections of personal information under Section 36 of the FOIA

The Designated Officer is:

Dion Abdool
General Counsel & Corporate Secretary
WASA, Farm Road, St. Joseph
662-2302/7 ext. 2208
Website : www.wasa.gov.tt

SECTION 7 (1) (a)(vii)

Advisory Boards, Councils, Committees, and other bodies (Where meetings/minutes are open to the public)

- Public Tender Openings

SECTION 7 (1) (a) (viii)

Library/Reading Room Facilities

You may make general enquiries to our General Counsel & Corporate Secretary at *662-2302 ext. 2208*. The Library/Reading Room in the Public Authority is located at WASA, Head Office, St. Joseph.

The Library/Reading Room is open to the public from Mondays to Fridays between the hours of 8:00 a.m. to 4:00 p.m.

- Provision of documents may be subject to a charge to cover administrative costs, (An Index of prices is available in the Library)
- No smoking, eating or drinking is allowed in the Reading Room/Library area

2019 UPDATED PUBLIC STATEMENT OF
THE WATER AND SEWAGE AUTHORITY (WASA)—CONTINUED

SECTION 8 STATEMENTS

SECTION 8 (1) (a) (i)

Documents containing interpretations or particulars of written laws or schemes administered by the public authority, not being particulars contained in another written law

- Water and Sewerage Act, Chap. 54:40
- Regulated Industries Commission Act, No. 26 of 1998
- Collective Agreements

SECTION 8 (1) (a) (ii)

Manuals, rules of procedure, statements of policy, records of decisions, letters of advice to persons outside the public authority, or similar documents containing rules, policies, guidelines, practices or precedents.

- Training Policy
- Rules and Procedures for the Invitation and Consideration of Tenders for the Award of Contracts for Articles, Works and Services for WASA
- Environmental Management System (EMS) Policy Document
- The National Plumbing Code of Trinidad and Tobago
- Health and Safety Code and Policy
- Code of Ethics & Business Conduct

SECTION 8 (1) (b)

In enforcing written laws or schemes administered by the public authority where a member of the public might be directly affected by that enforcement, being documents containing information on the procedures to be employed or the objectives to be pursued in the enforcement of, the written laws or schemes.

At this time, we have no information.

SECTION 9 STATEMENTS

SECTION 9 (1) (a)

A report or a statement containing the advice or recommendations, of a body or entity established within the public authority.

At this time, we have no reports or statements.

2019 UPDATED PUBLIC STATEMENT OF
THE WATER AND SEWAGE AUTHORITY (WASA)—CONTINUED

SECTION 9 (1) (b)

A report, or a statement containing the advice or recommendations, (1) of a body or entity established outside the public authority by or under a written law, (2) or by a Minister of Government or other public authority for the purpose of submitting a report or reports, providing advice or making recommendations to the public authority or to the responsible Minister of that public authority.

- Water Resources Management Strategy Documents

SECTION 9 (1) (c)

A report or a statement containing the advice or recommendations, of an inter-departmental Committee whose membership includes an officer of the public authority.

- Evaluation Reports of Tenders/Quotations

SECTION 9 (1) (d)

A report, or a statement containing the advice or recommendations, of a committee established within the public authority to submit a report, provide advice or make recommendations to the responsible Minister of that public authority or to another officer of the public authority who is not a member of the committee.

At this time, we have no reports or statements.

SECTION 9 (1) (e)

A report (including a report concerning the results of studies, surveys or tests) prepared for the public authority by a scientific or technical expert, whether employed within the public authority or not, including a report expressing the opinion of such an expert on scientific or technical matters.

- Tobago Groundwater Assessment and Wells Development Programme

SECTION 9 (1) (f)

A report prepared for the public authority by a consultant who was paid for preparing the report.

2019 UPDATED PUBLIC STATEMENT OF
THE WATER AND SEWAGE AUTHORITY (WASA)—CONTINUED

- London Economics Study on Tariff.
- Greater Port of Spain Sewerage System Study (GPOSSS)

SECTION 9 (1) (g)

A report prepared within the public authority and containing the results of studies, surveys or tests carried out for the purpose of assessing, or making recommendations on, the feasibility of establishing a new or proposed Government policy, programme or project.

At this time, we have no reports.

SECTION 9 (1) (h)

A report on the performance or efficiency of the public authority, or of an office, division or branch of the public authority, whether the report is of a general nature or concerns a particular policy, programme or project administered by the public authority.

- Ombudsman Annual Reports
- Audit Reports

SECTION 9 (1) (i)

A report containing (1) final plans or proposals for the re-organisation of the functions of the public authority, (2) the establishment of a new policy, programme or project to be administered by the public authority, or (3) the alteration of an existing policy programme or project administered by the public authority, whether or not the plans or proposals are subject to approval by an officer of the public authority, another public authority, the responsible Minister of the public authority or Cabinet.

- Business Plan

SECTION 9 (1) (j)

A statement prepared within the public authority and containing policy directions for the drafting of legislation.

- Amendment of the Water and Sewerage Act

2019 UPDATED PUBLIC STATEMENT OF
THE WATER AND SEWAGE AUTHORITY (WASA)—CONTINUED

SECTION 9 (1) (k)

A report of a test carried out within the public authority on a product for the purpose of purchasing equipment.

At this time we have no reports.

SECTION 9 (1) (l)

An environmental impact statement prepared within the public authority.

At this time we have no statements.

SECTION 9 (1) (m)

A valuation report prepared for the public authority by a valuator, whether or not the valuator is an officer of the public authority.

Valuation Reports of Properties for Acquisition/Sale/Lease.