

MEETING OF OBSERVATORIO REPRESENTATIVES – COMMUNITIES –
INTERAGUA
Agreement of June 10, 2009

In application of the agreement among INTERAGUA and representatives of the OBSERVATORIO and COMMUNITIES signatories of the complaint before the CAO, of last May 12 and 13, a work meeting facilitated by the CAO – Ombudsman took place in the city of Guayaquil, on June 10, 2009.

The participants accredited by the above-mentioned organizations were:

OBSERVATORIO: César Cárdenas, Augusto Parada and Tania Crespín

USER ASSEMBLY: Eduardo Chulli, Raúl Quinancela and Teresa Riascos

INTERAGUA: Oscar García, Marcos Landivar, Pilar Murillo and Jaime Vásconez

CAO Team: Antonio Bernales, Independent Facilitator; Kate Kopischke, CAO Ombudsman and Susana Rodríguez, CAO Research Analyst.

The meeting was held with the purpose of addressing the following issues:

- I. Meter testing and evaluation. Ref. Point 1 of the May 12-13 Minute agreement.
- II. Terms of Reference for the Study about users' non-payment. Ref. Point 5 of the May 12 and 13 Minute.

AGREEMENTS

I. Meter testing and evaluation

1. Interagua will review meters in each household. Users and OBSERVATORIO will participate. 10% of the 382 qualified as high billing will be taken as a sample.
2. The technical assistance to the OBSERVATORIO will be selected by the OBSERVATORIO.
3. The selection of the sample will be conducted by the OBSERVATORIO.
4. INTERAGUA will suspend meter changes in the ensemble of households of this group and will share information of changes already made with the OBSERVATORIO.
5. Measuring and revision within the household will be at no charge to the user. Geophones will be used if necessary
6. Test results will contribute to suggestions for communication strategies and education campaigns for the citizens towards taking responsibility.
7. Recommendations will be extensive for the continuous improvement of citizen service and education.
8. INTERAGUA will offer, to the cases that so require, flexible financing according to the user's possibilities in order to ensure the provision of the service.
9. A visit to INTERAGUA testing bank to be done on Tuesday June 23, at 2 p.m.

10. In the July 1 meeting, the OBSERVATORIO will present the sample and the four day visit will take place from July 6 to 11.
11. A brigade will be formed, integrated by personnel from INTERAGUA, and by delegates from the OBSERVATORIO and popular organizations of the Table in order to conduct the testing.

II. STUDY TERMS OF REFERENCE

Agreements

1. The Terms of Reference raised by the OBSERVATORIO will be reviewed by INTERAGUA and its observations and suggestions will be forwarded on Wednesday 17. Both parties agreed to reach consensus on the issues that remain pending.
2. Qualification criteria for the invited candidates will be established. INTERAGUA will propose them to the OBSERVATORIO on Monday 15.
3. The list of candidates to be invited will be formed collaboratively among the parties on Wednesday 17. The OBSERVATORIO will do the pre-qualification and will deliver the short list to be invited.
4. CAO will communicate how much money it can supply to finance the study and the requirements for contracting, on Monday June 15.

The parties will meet on July 1 and 2 in the OBSERVATORIO facilities, at 9 a.m., to address the established agenda.

The following persons sign as a symbol of conformity in the city of Guayaquil on May 13, 2009:

César Cárdenas
Augusto Parada
Eduardo Chulli
Raúl Quinancela
Teresa Riascos
Oscar García
Marcos Landívar
Pilar Murillo
Antonio Bernales
Kate Kopischke, CAO-Ombudsman
Susana Rodríguez
Tania Crespín