

Meeting OCSP Representatives – Representatives of Users Assembly and Interagua
Minute of September 2009

The dialogue table meeting between INTERAGUA and members of the OBSERVATORIO CIUDADANO DE SERVICIOS PUBLICOS, signatories of the complaint before the CAO and representatives of the Users Assembly, took place at the Hotel Grand Guayaquil on September 15.

The participants for the above-mentioned organizations were:

OBSERVATORIO: César Cárdenas, Magali Huacón, Augusto Parada and Tania Crespín

USER ASSEMBLY: Eduardo Chulli, Raúl Quinancela, Alfredo Carrasco, Gabriel Sandoval and Antonio de Mera

INTERAGUA: Oscar García, Marcos Landivar, Pilar Murillo and Sarita Mazuera

CAO Team: Antonio Bernales and Susana Rodríguez

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

- I. Terms of Reference for the user study
- II. Issues related the resolution of the 3,500 cases submitted to Interagua

The parties agree that:

The cases submitted by the Observatorio will be reviewed case by case. The first instance will always be Interagua, as it was done with the group of high bills.

These results are available for the Table and can be reviewed by the joint evaluation instance, as a voluntary mechanism for the user's defense proposed by the Observatorio and which Interagua suggests be evaluated in its procedures.

Interagua will evaluate the procedure in such a way that the pilot phase can technically operate as a second instance and the 3,500 cases submitted can be resolved in a 60-day period. The result of this analysis will be delivered via e-mail on Friday September 18th.

Observatorio, Users and Interagua will meet for discussion on September 23 at 15:00 in Interagua's Polideportivo Office.

Any new cases that arise related to problematic community issues will be directed to INTERAGUA's Community Engagement.

The validity of the November 13, 2008 agreement is extended to November 30, 2009, for those cases whose analysis and resolution are pending.

The cases already resolved per the user's satisfaction due to the transitory article and the revision of high billing were already addressed and the information was delivered to the Observatorio.

Meeting OCSP Representatives – Representatives of Users Assembly and Interagua
Minute of September 15, 2009

Interagua will reiterate the communication in regards to the resolutions to all users already benefited in case they have doubts about those resolutions.

Interagua will send a communication to the users whose cases have not been resolved, giving them the option of availing themselves of the proposal for the gradual cancellation of 50% of the debt - capital greater than one year – and 100% cancellation of penalties and interests, which was presented by Interagua for these cases. The users, free and voluntarily and at their own responsibility, will be able to avail themselves of the proposal, and the complaint will be considered resolved. The proposal will be valid until October 30, 2009.

Those users who did not avail themselves of Interagua's above-mentioned offer would become the new universe of users for the execution of the corresponding study, therefore with the understanding that the study would start on November 4, 2009.

Signed by:

César Cárdenas
Magali Huacón
Augusto Parada
Tania Crespín
Eduardo Chulli
Raúl Quinancela
Alfredo Carrasco
Gabriel Sandoval
Antonio de Mera
Oscar García
Marcos Landivar
Pilar Murillo
Sarita Mazuera
Susana Rodríguez