

ACT OF THE INTERAGUA– USERS AND OBSERVATORIO CIUDADANO DE
SERVICIOS PUBLICOS DIALOGUE TABLE

GRAN HOTEL GUAYAQUIL, FEBRUARY 25-26, 2010

Present on behalf of Interagua: Oscar García, Pilar Murillo, Sarita Mazuera, Gina Rodríguez;

On behalf of the Observatorio Ciudadano de Servicios Publicos: Augusto Parada, Magalí Huacón, Melida Caicedo, Tania Crespin;

On behalf of the Users' Assembly: Eduardo Chulli, Ana Peralta and Alfredo Carrasco;

Facilitator, appointed by the CAO: Antonio Bernales.

The session of the next day had the presence of César Cárdenas, from the Observatorio.

The session was initiated and the following agenda was submitted:

1. Conflict Resolution Table

Advances were reviewed and the need to complete the Table's work was pointed out, taking advantage of the remaining 30 days committed with the support of the CAO and that it was necessary to consider the state of the agreements to verify the origin and meaning of this pending activity.

Also listed were the aspects of improvement in the customer service system and the quality of services rendered by Interagua, including the creation of a new instance for users' defense which is under study.

After reviewing the advances it was agreed:

1. To culminate the process of the Conflict Resolution Table during the remaining 30 days, as from the date established in the next meeting, on March the fifth at the Interagua facilities in San Eduardo, at 8.30 am.
2. It is agreed to include in the Table's analysis of results the recommendations towards the improvement of customer service quality for users, as well as the functions and structure of the users' defense under preparation in Interagua.
3. The reconciliation of data from cases attended by the Table, between the Observatorio and Interagua shall be performed on Monday, March 1 and complemented at the end of the activity.

A first reconciled report shall be sent to the CAO shortly.

2. Payment agreements

The Table deliberated on the aspects proposed by the Observatorio.

Interagua detailed the improvements that were being incorporated in the new format of agreement under preparation and billing;

Outstanding were:

- legal aspects of the use of scanned signatures
- the inclusion of mediation and arbitration to be performed by credited institutions
- solution to the issue of blank pages, signed and notarized in the contracts previous to the new format which is being established at Interagua by its legal function.

AGREEMENTS

1. Interagua shall submit, at the next meeting, the answers for the resolution of the above mentioned issues.
2. Interagua shall send a letter addressed to the Observatorio and Users' Assembly, introducing Mr. Milton Narváez Castañeda as Collections Assistant Manager, authorized to sign payment agreements by scanned signature. Interagua shall maintain the use of scanned signatures.
3. An informative campaign and sample study of the social aspects of the remaining users that did not take part in the Agreement of Debt Forgiveness with the Observatorio.

To ensure best results and lessons from the Conflict Resolution Table, the participants discussed the need to consider complementary actions to achieve a greater number of persons attended to at the Table and look further into the causes affecting their situation. In this sense it was agreed that:

4. Interagua shall send a new communiqué inviting the users who have not yet approached the Table, referencing the chronogram agreed upon at the meeting on March 5. This campaign shall be complemented with the support of telephone communications.
5. In the same March 5 session, options shall be evaluated for the sample study proposed by the Observatorio, about which Interagua is informed.
6. The proposal of the delegates of the Users' Assembly to pay voluntary visits to heighten public consciousness in certain areas with logistic support from Interagua will be analyzed by the company in regards to the possibility of providing support.

VARIOS

The Mapasingue delegate submitted cases that required immediate attention. After their review, it was agreed:

1. Interagua and the users' delegates shall set the chronogram of activities to address and solve the cases presented in this area.

It being 14:00 hours on Friday, February 26, the session was declared closed.

Attendants sign on the second day.

Cesar Cardenas
Observatorio Ciudadano de
Servicios Públicos

Melida Caicedo
Observatorio Ciudadano de
Servicios Públicos

Tania Crespín
Observatorio Ciudadano de
Servicios públicos

Ana Peralta
Representante Usuarios

Eduardo Chulli
Representante Usuarios

Gina Rodriguez
Interagua

Alfredo Carrasco
Representante Usuarios

Oscar Garcia
Interagua

Pilar Murillo
Interagua

Antonio Bernales
Facilitador CAO

Agusto Parada
Observatorio Ciudadano de
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