



PUC- GCA's comment on GWI's Application for rate increases

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GUYANA CONSUMERS ASSOCIATION

C/o sub-office, 26 First Avenue, Subbryanville, Georgetown
9/02/18

The Chairman & Commissioners
Public Utilities Commission
New Garden Street, Queenstown
Georgetown

Copied to Secretary, PUC

Dear Madam and Sirs,

The Guyana Consumers Association (GCA) thanks you for your invitation to the Hearing on Guyana Water Inc.'s Application for change of rates. Before Guyana Water Inc. (GWI) could make such an Application, the following factors precedent must be satisfied:-

(1) On page 1. of GWI's Application, it is mentioned that the raison d'etre of the Application was that costs have escalated but rates have not. However, no accounts were provided so no evaluation of GWI's claim could have been made. We would suggest that PUC's Finance Section and GWI's Accounts Section meet and review the Accounts, ascertaining shortfalls and in what areas. Except this is done, there could be no rational consideration of rate increases.

(2) GWI's Billing System is very faulty and needs rectification before any increases in rates are permitted. On page 2. paragraph 1 of GWI's Application, the promise is made that their Billing System will immediately accommodate any changes. Our contention is that the Billing System needs to be rectified in the first place as a condition precedent to any rate increases or greater confusion and injustices to the customers will occur. We are appending herewith copy of a complaint from a consumer which is apposite to GWI's poor Billing System.

(3) In the Application, there is no mention of the level of water losses caused by GWI's failure to effect quick repairs to broken pipes and mains. It is well-known that the water infrastructure in Georgetown is old and leaky. GWI must give what percentage of their water supply is lost by leaky pipes as GPL always gives the quantum of line losses. Except this is done, customers may be unfairly asked to pay for water lost by GWI's fault.

Except (1) to (3) are addressed, the GCA and likely the PUC may not find it easy to intelligently and rationally deliberate on changes in rates. The GCA are therefore suggesting that GWI be given time to put their house in order before any changes in rates could be considered.
Yours sincerely

J. Deonauth MA
Secretary, Guyana Consumers Association.

P.S. If the Hearing were to be deferred, then some time could be devoted to discussing how GWI could improve the presentation of their Application, if they wished. JD