



# Guyana Water Inc.

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The Water  
Guardian

**RECEIVED**

Date: September 30, 2022  
PUBLIC UTILITIES COMMISSION

September 30, 2022

Ms. Dela Britton  
Chairperson  
Public Utilities Commission  
106 New Garden Street, Queenstown  
Georgetown

Dear Ms. Britton

**Request for Information – Public Hearing September 21, 2022 for review of order 2 of 2018**

With reference to the letter dated September 21<sup>st</sup>, 2022, GWI wishes to thank you for providing us with the opportunity to present our information which will aid in your deliberations on the issue of GWI's reconnection charges and subsequently published for the public's knowledge.

Please find below, the responses to the questions outlined in your correspondence:

**1. *Kindly indicate whether the timeframe for reconnections is the same as it relates to metered and unmetered consumers, and further is the same timeframe applicable for consumers in rural and urban areas?***

The timeframe for reconnections is the same for metered and unmetered customers, and also for rural and urban areas. The Guyana Water Inc. endeavours to reconnect the water supply within 48 hours after customers would have adequately settled arrears and paid the reconnection fee.

**2. *Kindly indicate what GWI's performance targets are for the period January 1, 2022 to June 30, 2022 for reconnection of customers' disconnected service.***

- The Guyana Water Inc. has a 100% target for reconnection of customers' service once the criteria for reconnection is met – i.e. payment of arrears (which includes entering into payment contract) and reconnection fee.

### 3. *Kindly enumerate the current disconnection programmes/initiatives of the company.*

The following steps are taken to engage customers to pay their bills before disconnection is effected:

- ✓ Bills are printed and distributed monthly. To aid in the bill delivery efficiency, GWI has introduced innovative ways of informing customers of their outstanding balances. These include the GWI Customer App, Ebilling and coming soon a Whatsapp ChatBot.
- ✓ Payment due dates for each Region are published via social media. This is also sent via SMS and email blasts.
- ✓ Reminder calls are made leading up to due dates.
- ✓ Reminder letters are issued to customers cautioning against defaulting, and giving the customers a time period to pay where payment contracts are also offered.
- ✓ Announcements via PA system are conducted in targeted villages.
- ✓ Villages for disconnection are being published via social media.
- ✓ House visits are conducted.
- ✓ Community outreaches are conducted.

When all of this fails and the disconnection team is at the customer to disconnect, GWI still offers a chance to the customer to visit the office to make payments by issuing a **stay of disconnection**.

GWI has also implemented two promotions to offer relief to Disconnected Customers:

- Customer Assistance Programme (CAP) - May to June 2021 (50% Reconnection Fees were waived and along with 50% off on the arrears)
- GWI's Anniversary Relief Programme - May to July 2022 (100% Reconnection Fees were waived along with 50% off on the arrears)

Even though these concessions were offered to customers, the response from the disconnected customers was unsatisfactory.

### 4. *The data on illegal reconnection for both metered and unmetered disconnected consumers.*

GWI's field officers constantly monitor the disconnected customers who are not making payments, the investigation is conducted by visiting the properties of these customers. From January to July 2022, the following table highlights the number of customers found to have been illegally receiving water after being disconnected:

Illegal Reconnections	Unmetered	Metered	Total
	1066	1088	2154

Legal proceedings are instituted against persons found to have illegally connected their service connections as follows:

- Lawyer's Letters are prepared and sent
- If there is no favourable response from the customer, the next step is Litigation which has accelerated over the past year.



## 5. The current level of Non-Revenue Water

The current NRW is 66.7%. The following measures are in place to reduce the level of NRW:

- Metering Programme
- Network Management
- Leakage Control
- Pressure Management

### Capital Investment required to reduce NRW

GWI's Strategic Plan NRW target value is 55% by end 2025. However, Government has recognised the importance of NRW reduction and has committed more than GY\$2.35 billion over the next three years to reduce NRW to between 45% to 50%.

These investments include:-

- The upgrading and replacement of aged T&D networks across the coast;
- Installation of water meters (approx. 70,000, incl. replacements, DMAs & DCMs). The utility's target is to achieve a 90% metered coverage; and
- Institutional capacity strengthening in this core area of management

### Disaggregated Costs for Disconnection and Reconnection.

1. The number of customers both metered and unmetered disconnected in the month of July or August 2022.

The table below represents the disaggregation of both metered and unmetered customers disconnected in the month of August 2022:

Month	Metered	Unmetered	Grand Total
August	1123	534	1657

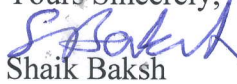
2. A detailed breakdown of the costs incurred by the company for disconnections and reconnections in the month of July or August 2022. This should include the costing as it relates to the various modes of disconnection vis-à-vis turnkey, saddle, etc.

**The Table below shows the Costs by Methods of Disconnections & Reconnections Conducted in August 2022:**

(Please find attached in Appendix 1, the Disaggregation of Unit Cost by Method of Disconnection and Reconnection)

Method of Disconnection	Disconnection Cost	Reconnection Cost	Total Costs
Disconnection by regulating cutter (saddle)	336,400	49,400	385,800
Disconnection by regulating cutter & removal of polyhose and stopcock	2,035,00	116,800	2,152,600
Disconnection by way of cut and plug	3,378,580	2,077,600	5,456,180
Disconnection by way of turn off meter	2,755,000	1,125,600	3,880,600
<b>Total Costs Accumulated</b>	<b>8,505,780</b>	<b>3,369,400</b>	<b>11,875,180</b>

Yours Sincerely,



Shaik Baksh  
Chief Executive Officer  
Guyana Water Incorporated

**APPENDIX 1**

**DISAGGREGATION OF UNIT COST BY METHOD OF DISCONNECTIONS & RECONNECTIONS CONDUCTED IN AUGUST 2022**

Method of Disconnection	Unit Cost for Disc				Unit Cost for Recon				Total Cost for Disc. & Recon	Reconnection Charge	Surplus (Deficit)
	LABOUR	MATERIAL	ADMIN	TOTAL	LABOUR	MATERIAL	ADMIN	TOTAL			
Disconnection by regulating cutter (saddle)	3,500		2,300	<b>5,800</b>	2,500		1,300	<b>3,800</b>	<b>9,600</b>	<b>7500</b>	<b>(2,100)</b>
Disconnection by regulating cutter & removal of polyhose and stopcock	3,500		2,300	<b>5,800</b>	2,500	4,500	1,300	<b>8,300</b>	<b>14,100</b>	<b>7500</b>	<b>(6,600)</b>
Disconnection by way of cut and plug	1,500	2,660	2,300	<b>6,460</b>	1,500	2,500	1,300	<b>5,300</b>	<b>11,760</b>	<b>7500</b>	<b>(4,260)</b>
Disconnection by way of turn off meter	1,500		2,300	<b>3,800</b>	1,500		1,300	<b>2,800</b>	<b>6,600</b>	<b>7500</b>	<b>900</b>