



STANDING COMMITTEE ON NATURAL RESOURCES

**2013-2014 Consolidated Annual Review of the Water
Authority of Fiji**



PARLIAMENT OF THE REPUBLIC OF FIJI
Parliamentary Paper No. 19 of 2019



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Report of the Standing Committee on Natural Resources

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Chair's Foreword

I am pleased to present the review report of the Standing Committee on Natural Resources on the Water Authority of Fiji Annual Report 2013-2014.

The Standing Committee is established under section 109 (2)(c) of the Standing Orders (SO) of the Parliament of the Republic of Fiji.

The purpose of the review was to scrutinize the Water Authority of Fiji Annual Report 2013-2014 specifically on the Authorities operations and Administrations.

The global demand for water has been increasing at a rate of about 1% per year over the past decade as a function of population growth, economic development and changing consumption patterns, among other factors, and it will continue to grow significantly over the foreseeable future.

The findings and recommendations put forward by the committee are to assist the Water Authority of Fiji in its management, infrastructure, service delivery and increasing the water volume to cater for the increasing demands of this nation.

Despite the Annual Report 2013-2014, Water Authority of Fiji (WAF) has done stupendous work which the Committee discerns during the presentation by WAF and Site Inspection in providing our Nation with clean and safe water.

I wish to extend my appreciation to the Management and Staff of Water Authority of Fiji for their dedication and service to all our Fijians and visitors to our shores.

I take this opportunity to also thank my committee members for compiling this bipartisan report.

On behalf of the Standing Committee on Natural Resources, I submit this report to the Fijian Parliament.



Hon. Sanjay Kirpal
Chairman

Acronyms

ARU	Accounts Receivable Unit
CAPEX	Capital Expenditure
CSA	Commercial Statutory Authority
CS	Customer Service
DMA	District Metered Areas
EEO	Equal Employment Opportunity
FMIS	Financial Management Information System
GIS	Geographical Information System
ICT	Information and Communication Technology
ISO	International Organisation for Standardisation
JEE	Job Evaluation Exercise
KPI	Key Performance Indicators
LPUE	Long Period of under-estimated
NDP	National Development Plan
NRW	Non-revenue Water
PSIP	Public Sector Investment Programme
PUBS	Public Utility Billing System
SCADA	Supervise, Control and Data Acquisition
SDG	Sustainable Development Goals
SMS	Short Message Service
TPAF	Training and Productivity Authority of Fiji
WAF	Water Authority of Fiji
WHO	World Health Organization
WSD	Water and Sewerage Department

1.0 Recommendation

During the period of review, the Committee made recommendations to the overall operations of WAF in a bipartisan manner.

- 1.1 Water Authority of Fiji considers the appointment of the Chief Executive Officer to steer the organisation towards achieving relevant SDG's and timeline of 2030 together with the 5 and 20 Year National Development Plan (NDP).
- 1.2 Perhaps WAF should consider restructuring through its reforms to encourage accountability through key performance indicators (KPIs).
- 1.3 To improve on its annual financial reporting system to be aligned with the Ministry of Economy, the FMIS (Financial Management Information System) requirements.
- 1.4 Improve on its Gender balance in terms of the authority staff recruitment as per SDG 5.
- 1.5 Be more transparent in its tender process by using other mediums rather than TENDERLINK alone.
- 1.6 WAF to consider looking into other water sources for developments such as Nakavika Dam in Navua and Nawaicoba Akheel Dam in Nadi to meet future demands.
- 1.7 The monitoring of water and waste management services to be more vigilant particularly the control of algal bloom by Environmental Officers.
- 1.8 Being a critical asset infrastructure, all Water Authority facilities to be manned with strict vigilance to avoid unwarranted activities that may pose threats to the general public.
- 1.9 Implementation of more water supply developments in the rural and maritime areas.
- 1.10 Continue improving technology and customer services.

2.0 Introduction

The Water Authority of Fiji Annual Report was submitted to the Standing Committee on Natural Resources during the last parliament sitting held on Friday 30th November, 2018.

The Standing Committee on Natural Resources has been mandated to look into matters that relates to agriculture, forests, fisheries, land, minerals, environment, water and marine services under Standing Orders 109 (2)(c) . Hence, the Water Authority of Fiji is listed as one of the Committee's relevant stakeholders as its roles and responsibilities falls under the mandate of the Committee.

Water Authority of Fiji (WAF) is a new Commercial Statutory Authority (CSA). It was established by the Government of Fiji to provide efficient and effective water and wastewater services in an environmentally sound and sustainable manner under the WAF Promulgation 2007.

The Government of Fiji started reforming the Water and Sewerage Department in 2009. The objective of this reform was to enhance the sustainable delivery of water and sewerage services to appropriate levels of service. The reform aimed at strengthening the then Water and Sewerage Department (WSD) before establishing the Water Authority of Fiji, which is dedicated to the delivery of water supply and sewerage services, autonomous and be able to mobilise the necessary resources to meet the demand, effectively and efficiently at required quality standards.

From January, 1, 2010, WAF officially took over responsibilities, functions and operations previously carried out by WSD.

The first few years of operations are key to establishing the most effective culture and mix of people, processes, procedures, governance, equipment, policies and monitoring and reporting. Year 2019 will be WAF's tenth year in operation.

3.0 Gender Analysis

Pursuant to Standing Orders 110 (2), full consideration is given to the principle of gender equality so as to ensure all matters are considered with regard to the impact and benefit on both men and women equally.

Committee noted that WAF practised Equal Employment Opportunity (EEO) framework, whereby females were given equal and fair opportunity to work in WAF's male dominant work force. It was also noted that WAF, through its Human Resources Department, recruit personnel's under the Open Merit Recruitment Selection process benchmarking to the Civil Service Recruitment and Selection process.

The Committee gathered evidences on WAF's staff structure in terms of gender and the latest workforce number as at February 2019 listed hereunder;

3.1 Workforce

Project Staff	Attaché	Permanent	Project Staff	Total Workforce
2359	43	1100	53	3555

3.2 Gender

Gender	Project Staff	Attaché	Permanent	Project	Total
Female	264	19	137	6	426
Male	2095	24	963	47	3129
Grand Total	2359	43	1100	53	3555

4.0 Conclusion

Despite the late submission of the 2013 and 2014 Annual Report by the Water Authority of Fiji, the Committee concluded that there was a tremendous improvement in terms of water services technology and infrastructure.

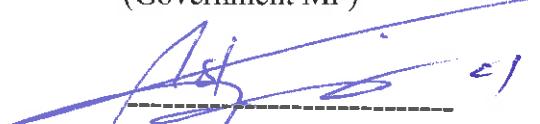
This was witnessed by the Committee during its site visit to WAF HQ, Waste Water Treatment Plant in Kinoya and Tamavua Treatment Plant in Wailoku and also heard from the oral submissions made by the Water Authority of Fiji in Parliament.

2013-2014 CONSOLIDATED ANNUAL REVIEW OF THE WATER AUTHORITY OF FIJI

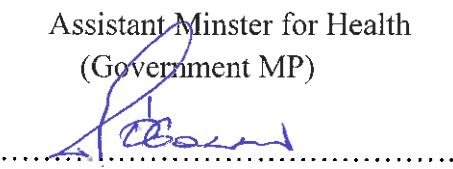
The Committee wishes to acknowledge the Board, Management and staff of the Water Authority of Fiji for the work done in 2013 and 2014 and over the past years even with the nationwide challenges faced by the organisation. The Committee noted that WAF is trying its best to uphold its vision and mission to provide the best services to the people of Fiji even though funds were not available.

Committee Members' Signature:

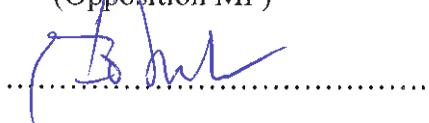
1. Hon. Sanjay Kirpal,
Chairman
(Government MP)



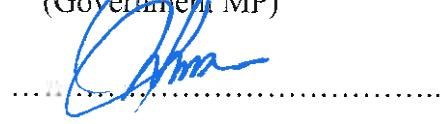
3. Hon. Alexander O'Connor,
Member
Assistant Minister for Health
(Government MP)



5. Hon. Peceli Vosanibola,
Member
(Opposition MP)

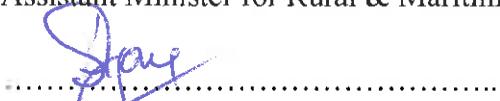


7. Hon. Rohit Sharma, **Member**
Alternate Member
(Government MP)



2. Hon. Jale Sigarara,
Deputy Chairman

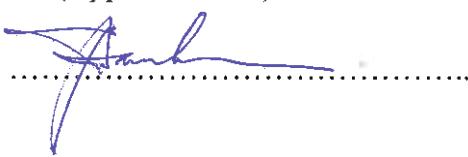
Assistant Minister for Rural & Maritime Development



4. Hon. Mitieli Bulanauka,
Member
(Opposition MP)



6. Hon. Jese Saukuru,
Alternate Member
(Opposition MP)



Appendix 1

1.0 Committee Procedure

The Committee had its first meeting on Tuesday, 29th January to confirm its activities for 2019. On Wednesday 30th January 2019, the Committee met at the Small Committee room in Parliament to consider the 2013 - 2014 consolidated annual report of the Water Authority of Fiji. The Members read through the WAF annual report, 2013- 2014, prepared substantive questions which were sent to the Water Authority officials to respond to. The WAF was also invited to present an overall overview of the Water Authority of Fiji annual reports for 2013- 2014 before the Committee on Wednesday 29th February, 2019 in Parliament. Written and oral submissions were received from the WAF submitters.

In addition to the programs set out for the Committee on WAF's annual report scrutiny, it conducted a site visit to WAF on Tuesday 26th February, 2019. The purpose of the site visit was for the Members to physically validate their findings on the overall operations of WAF and to gather data as evidences as highlighted in the 2013-2014 annual report.

2.0 Committee Members

The Members and Alternate Members of the Standing Committee on Natural Resources:

1. Hon. Sanjay Kirpal - Chairperson (Government MP)
2. Hon. Jale Sigarara - Deputy Chairperson and Assistant Minister for Rural & Maritime Development, (Government MP);
3. Hon. Alexander O'Connor – Member and Assistant Minister for Health (Government MP),
4. Hon. Mitieli Bulanauca - Member (Opposition MP);
5. Hon. Peceli Vosanibola – Member (Opposition MP);
6. Hon. Jese Saukuru – Alternate Member (Opposition MP);
7. Hon. Rohit Sharma – Alternate Member (Government MP).

3.0 Evidence and Advice Received

The Committee received written and oral submissions on the 2013-2014 WAF Annual report from the following:-

1. Mr. Neman Waqanivalu - General Manager Planning, Design and Construction
2. Ms. Talei Ligairi - General Manager, Legal Governance, Corporate and Compliance
3. Mr. Michael Lal - Chief Financial Officer
4. Ms. Joana Kaloucava - Project Accountant
5. Mr. Sekove Uluinayau - General Manager Corporate Services and Acting General Manager Water Operations

Copies of written responses were distributed to the Committee Members on Wednesday 20th February, 2019 as evidences of WAF submissions.

Appendix 2

4.0 Committee Analysis

4.1 Committee Findings & Deliberations

The Committee during its deliberations undertook a through reading of the content of the Water Authority of Fiji Annual report for 2013 -2104 respectively. Questions were compiled by the Committee and forwarded to the Water Authority of Fiji personnel for their responses. The written responses from WAF was analysed by the Committee and below are the findings.

4.2 WAF Initiatives and Achievements

4.2.1 Question No: 1

As Way Forward for Water Authority of Fiji, can WAF update the Committee on its overall performance and initiatives in place to be able to achieve all its targets in line with the Government National Development Plan and the SDG's, Sustainable Development Goals.

4.2.2 WAF's Reponses to Question 1.

The Committee noted the initiatives and achievements of WAF as highlighted below:-

a) Reduction of NRW from 51.7% (2013) to 29.5% (2018)	b) Establishment of Zones and DMA (District Metered Areas)
c) Capturing WAF assets on Geographical Information Systems	d) Automation of Water Treatment Plants (SCADA system)
e) Set-Up National Control Centre – Real time monitoring	f) Water & Wastewater Water Modelling
g) 20 Year Master Plan (4 major systems)	h) Gentrack system (billings and complaints system)
i) Water Safety Plans (developed)	j) Water Catchment monitoring – chemical & microbial parameters
k) Water Quality – ISO standards	l) Water Conservation
m) Financial accounts are up to date	n) Extension of coverage
o) System reticulation gap studies	p) Strengthening Compliance – Legal, Financial, Contracts

4.2.3 WAF's customer service performance to date included:-

a) Launch customer service charter	b) Bill pay channels – customer convenience
c) SMS–Billings Update/Disruption Notices	d) Billing Mode – SMS, E-mails and Post
e) MyBill Info Card	f) Awareness and Regular Community Visits
g) Customer resolution – improved turnaround time	h) Carnivals/Uni Open Days

i) Continuous Roadshow CS/Rural	j) 24/7 Call Centre
k)TV/Radio talkback shows	l) Quematic machine

WAF stated that all of its current and upcoming initiatives, programmes and activities is aligned to the National Development Plans and Goal 6 of the Sustainable Development Goals. These programmes were extracted from the WAF 20 year Water Master Plan for the 4 major systems (Suva-Nausori, Nadi-Lautoka, Sigatoka and Labasa) in Fiji. The remaining master plans for other water and wastewater system will be completed in 2019. These initiatives would also be clearly documented in our Strategic Plan 2019 to 2021 which is currently being developed.

For achievement of targets against the NDP, one of the major projects was the Rewa River Water Supply Scheme to further improve the Suva to Nausori water supply. Works will commence in November 2019.

4.3 Question No 2

What are the key challenges WAF faces whilst trying to achieve its strategic objectives and how is WAF planning to overcome these?

4.3.1 In response to question 2, WAF highlighted the challenges tabulated below:-

4.3.2 The Authority is now working towards implementing the outcome of a Job Evaluation Exercise to address retention of staff and in addition the review of the Human Resource Policies and application of Labour Laws evenly to both sets of employees, the union and non-union members of the workforce.

Challenges	Result
a) Aged infrastructure	Resulting in continuous bursts and leakages on our pipe network. WAF is overcoming these through its annual PSIP pipe replacement programmes, planned repairs and maintenance works and water carting to affected customers.
b) Undersized pipes	Due to rapid growth in population and construction activities, current undersized and old pipes is affecting consistent water supply resulting in some intermittent areas within WAF's reticulation system. WAF is overcoming these by upsizing these pipes to cater for growth in the next 10 – 20 years.
c) Hydraulic designs	Lack of hydraulic design software in the Government department days had limited the department's capacity to plan and design for future infrastructure to meet demands due to rapid growth and developments. WAF has now set-up a Water Modelling team and Geographical Information Systems (GIS) unit in 2013 to rectify and correct these hydraulic designs and digitize infrastructure developments

d) Manual Operations Work	Most of their operational works are carried out manually and is time consuming and takes up human and financial resources. WAF is overcoming these through some automation programmes such as the set-up of the SCADA and telemetry system, the National Control Centre whereby real-time monitoring and control of the key water and wastewater assets are captured. Most of these works are being piloted in the Central/Eastern division and WAF plans to replicate these in the Northern and Western regions.
e) Geographical and topographical challenges	Most of the population is around coastal areas hence the Water and Waste Water systems around these locations. During times of natural disasters WAF assets continuously get damaged. The Authority has recently built capacity to address this by using new technologies to include climate resilient utility. Further our population outside central business district is spread in addition to 112 inhabited islands that require Water & Waste Water services which are costly. Such challengers also add to the requirements of high energy costs that account for more than 23M in bills per year.
f) Lack of competent local contractors to support WAF operations	Local contractors lack competency to build structures and engage in projects as per design by the Authority. This pushes WAF to engage external contractors adding to the high cost increasing expenditure for CAPEX.
g) Skilled technical workforce	WAF was faced with a shortage of qualified and experienced engineers and technical staff. This affected the effectiveness and efficiency of the service delivery. WAF is overcoming these through its Graduate Engineers programme recruiting directly from local Universities. WAF is also engaging in twinning arrangements with overseas Water Utilities to build technical capacity of in-house staff.
h) Retention of staff	Recent pay rises in the private sector and public sector has contributed towards a lot of skilled workforce to opt for positions outside WAF especially in the scarce skill area that include ICT, Engineering, Human Resources Management and Carpentry. WAF is now working towards implementing the outcome of JEE to address retention of staff. In addition review of HR Policies and application of Labour Laws evenly to both sets of employee i.e. union and non-unionised.

4.4 WAF Financial Statement for the year ended 2013/2014

- 4.4.1 Question 3** - The WAF Audit Opinion for 2013 and 2014 was somewhat similar. Have the Authority address the issues raised by the Auditor?
- 4.4.2 WAF'S Response** - The Water Authority of Fiji's responses to the Committee was that water & sewerage rates billed to customers was revenue to the Authority. The Authority's ordinary activities comprise the provision of water supply and waste water services as set out in section 7 of the Water Authority of Fiji Promulgation 2007. The Authority enters into contractual arrangements with domestic and commercial customers and provides these services directly to customers. The Authority invoices customers for the services and customers pay to the bank account specified by the Authority. All fees and charges billed by the Authority to customers are payable by the customers to the Authority. The Authority bears the credit risk if customers do not pay their invoices. The Authority's promulgation does not specifically state that the collections have to be deposited in a specified account.
- 4.4.3** Furthermore, the Authority has an arrangement with the Fiji Government, in its capacity as the Authority's shareholder, to pay the remittances from its customers into the Government's consolidated bank account. The Authority's view was that this should be treated as either a loan to the government or a distribution to the Government (as the sole shareholder of the Authority).
- 4.4.4** The Authority enters into contracts to customers directly with domestic and commercial customers to supply water and provide waste water services. These services are provided to customers directly by the Authority using its own assets and resources. The Authority invoices customers on a quarterly basis following the provision of the water and waste water services.
- 4.4.5** WAF has also completed the process of Verification of all Assets on State Land, i'Taukei Lease and Freehold. Verification Report of all i'Taukei leases submitted to Director Lands for process validation. Co-shared Assets currently undergoing survey before final submission was made to Director Lands.
- 4.4.6** Currently, a monthly fixed assets general ledger reconciliation and a fixed asset register was prepared. The second half of 2019, the Authority plans to conduct a full Board of survey.
- 4.4.7** The wages & salaries component consist of expenses that is not subject to FNPF such as the annual leave accruals, meal & subsistence allowance, TPAF levy, non-FNPF members and staff movement during the year 2013.
- 4.4.8** The main 4 specific circumstances that lead to write off where:
- Leakages on customers side
 - Long period of underestimated usage (LPUE)

- First reading for usage accumulated over the years – Meters being installed but not read for a period of more than one year with first reading and billing being made.
 - Accumulated arrears for schools and religious organizations prior to 2010 before WAF was established
- 4.4.9** To avoid the write off debts from reoccurring the below mechanisms has been placed:
- 4.4.10** To avoid leakages in customers plumbing works WAF embarked extensive customer awareness campaign (including using professions external assistance) to educate customers on how to recognize the possibility of leaks existing on their premises, prudent water usage, and other basic billing matters. Further as means to assist customers, WAF also provided technical assistance to locate leaks who may found difficulty in locating leaks within their premises;

4.5 Question No: 4

The Committee noticed that almost 80% of allowance for un-collectability to trade receivables. What are the measures taken to avoid high percentage debt write off? What actions were taken by the WAF to improve its collection process to avoid writing off trade receivables?

- 4.5.1 WAF's Response** - All the questions on accounts receivable are interrelated and focus on the measures, plans that WAF has undertaken to avoid the accumulation of arrears and writing of trade receivable in future.
- 4.5.2** WAF to avoid the accumulation of arrears has implemented the following procedures:

Accounts Receivable Unit (ARU) in Revenue Finance department established who are responsible for debtors follow up and recovery. ARU are proactively involved in identifying debtor issues, establish contact with the debtors and discuss available repayment avenues to resolve the arrears;	Enforcement of meter disconnection is done to enable the customers to clear their debts on time;
Customers whose meters are disconnected are also required to register within our billing system before meters are considered for reconnection. Proper identification and contact information facilitates ease in debt follow up;	More options has been provided to customers to receive the bills as (Postage, Electronic and SMS) , which allows customers to be aware of their debts and pay on time;
Focus on Dispute resolution so customers can settle	Accounts with large debt balances have been allowed to make payment

the debts on time	arrangements to ease the financial burden. Failure to adhere to the agreed repayment schedule will result in disconnection;
Focus on the replacement of faulty meters. This reduces the incidents of estimate bills, incorrect estimate billing and refusal to pay estimates;	For new customers registered in the new billing system the TIN number is used as the primary identifier. Hence customers relocating to new residence, the meters are plugged off from the former site and arrears is moved to the new account in the new location
With respect to collections, improvement with the implementation of the new billing system “Gentrack” has improved the time taken to generate customer information and revenue reports. There are additional features and functionalities being available in contrast to PUBS, for instance, the “credit control cycle”.	The credit control cycles are used to assist with customers that do not make payments on time. The function allows customers account to progress through a cycle of stages, each stage pertaining to a specific action that will apply to aged customers (i.e. letter sent to remind customers of overdue status and likelihood of account disconnection).
There is an automated credit control procedure in Gentrack that performs a 2 step process. This involves sending SMS text to the customer if contact is available and a reminder letter is generated that can be send over to customers via email and postal.	Then Gentrack also creates an entry in the work queue to place the call reminder. The automated credit control function results in the creation of a call queue that forces an aged list of accounts to be actioned. When PUBS was in use, the finance officer assigned to Debt recovery could manually choose a sample of aged customers (20 large accounts) to action on a daily or weekly basis. This process is automated in Gentrack and results in staff being overwhelmed with pending tasks as the system selects all the aged accounts for action rather than providing option for a sample to be selected for review

4.6 Chief Executive Officer's Report

4.6.1 Question 5 Customer Satisfaction Survey

What are the benchmarks for the Customer Satisfaction for each criteria?

- 4.6.2 WAF has commenced work from 2018 with preliminary investigation and concept design works for the proposed water supply system to service the reticulation gap in the corridor along the Kings Road from Nausori to Korovou. WAF has this year

commissioned an Engineering Consultancy firm from Australia to carry out a Master Plan study for Korovou Water Supply which will also cover part of areas within this corridor.

WAF will also be engaging in May of this year, a Consultant to carry out modelling and a servicing strategy study for the new Rewa Water Supply Scheme which will also look at the extension of coverage of supply from Nausori to Korovou including villages in the tikina of Namara.

WAF's core function is to ensure that all Fijians are provided with clean and safe drinking water and the current and upcoming programmes and activities under our annual PSIP are prioritized to ensure we achieve the targets stated in the NDP.

4.6.3 The strategies put in place by WAF to ensure we meet the NDP targets is documented in the current Strategic Plan with the following 10 Strategic Objectives;

- Provide consistent water supply 24/7 to all customers.
- Effective Planning and Project Management
- Safe Drinking Water
- Adequate Sanitation Systems
- Improve Rural Services
- Sustainable and Efficient Service Delivery
- Building Personnel Capacity
- Increase Services Coverage
- Management Information Systems
- Effective Communication with Customers and Stakeholders

Appendix 3

- 1. WAF's Responses to Members Questions**
- 2. Information Brief**
- 3. Committee Site Visit Photos**

1. WAF's Responses to Members Questions



Clean Water & Sanitation for a Better Life

**STANDING COMMITTEE ON NATURAL RESOURCES
AUDIT REPORT FOR 2013 & 2014
RESPONSE BY WATER AUTHORITY OF FIJI**

20TH FEBRUARY 2019

STANDING COMMITTEE ON NATURAL RESOURCES

AUDIT REPORT FROM 2013-2014

20 FEBRUARY 2019

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Part A: Generic Questions

Questions	WAF Response & Action taken
<p>1) Can the Authority update the Committee on the status of its Financial Statements from 2015, 2016 as it was revealed in the Chairman's report that all Financial Statements for WAF would be updated in September 2017? If the Committee could be updated as well of the 2017 financial report.</p>	<p>The status of the Financial Statements are as follows:</p> <ul style="list-style-type: none"> ▪ 2015 – Audited Financial Statements (FS) available ▪ 2016 – FS with Office of Auditor General pending finalisation of the audit ▪ 2017 & 2018 – Draft FS approved by Board and awaiting commencement of audit
<p>2) As Way Forward for Water Authority of Fiji, can WAF update the Committee on its overall performance and initiatives in place to be able to achieve all its targets in line with the Government National Development Plan and the SDG's, Sustainable Development Goals.</p>	<p>Overall, WAF's operational performance to date includes;</p> <ul style="list-style-type: none"> (a) Reduction of NRW from 51.7% (2013) to 29.5% (2018) (b) Establishment of Zones and DMA (District Metered Areas) (c) Capturing WAF assets on Geographical Information Systems (d) Automation of Water Treatment Plants (SCADA system) (e) Set-Up National Control Centre – Real time monitoring (f) Water & Wastewater Water Modelling (g) 20 Year Master Plan (4 major systems) (h) Genttrack system (billings and complaints system) (i) Water Safety Plans (developed) (j) Water Catchment monitoring – chemical & microbial parameters (k) Water Quality – ISO standards (l) Water Conservation (m) Financial accounts are up to date (n) Extension of coverage

Questions	WAF Response & Action taken
	<p>(o) System reticulation gap studies (p) Strengthening Compliance –Legal, Financial, Contracts</p> <p>WAF's customer service performance to date includes;</p> <ul style="list-style-type: none"> (a) Launch customer service charter (b) Bill pay channels – customer convenience (c) SMS – Billings Update/Disruption Notices (d) Billing Mode – SMS, E-mails and Post (e) MyBill Info Card (f) Awareness and Regular Community Visits (g) Customer resolution – improved turnaround time (h) Continuous Roadshow – CS/Rural (i) Carnivals/Uni Open Days (j) TV/Radio talkback shows (k) 24/7 Call Centre (l) Quematic machine

All of WAF's current and upcoming initiatives, programmes and activities is aligned to the National Development Plans and Goal 6 of the Sustainable Development Goals. These programmes were extracted from our 20 year Water Master Plan for the 4 major systems (Suva-Nausori, Nadi-Lautoka, Sigatoka and Labasa) in Fiji. The remaining master plans for other water and wastewater system will be completed in 2019. These initiatives will also be clearly documented in our Strategic Plan 2019 to 2021 which is currently being developed

Questions	WAF Response & Action taken
3) Outline some of the strategies and measures the Authority has in place to ensure that ISO standards are always achieved.	<p>WAF National laboratory has undergone the final assessment for ISO 17025: 2005 accreditation on January 24th – 25th, 2019. Unofficially the lab has passed the assessment and we now awaiting an endorsed submission from the assessment body certifying the microbiology testing as a ISO 17025: 2005 certified lab. Testing scope will cover all drinking water, wastewater and receiving water types.</p>
4) One of WAFs Values is “Individual attitude to do the right job, do it once and do it right”. Can you highlight how WAF upholds this?	<p>For achievement of targets against the NDP, one of the major projects is the Rewa River Water Supply Scheme to further improve the Suva to Nausori water supply. Works will commence in November 2019.</p> <ul style="list-style-type: none"> ■ Since the transition from Water & Sewerage Department to WAF in 2010, one of the key challenges we faced during this transition period was the workforce attitude towards change as most operational staff were still following old ways of doing their daily work. ■ Standard Operating Procedures were developed to ensure efficient and effective service delivery in WAF. In addition, a dedicated Process Reengineering staff was recruited to streamline and improve business processes. This process ensures that we do the right job, do it once and do it right. ■ WAF has also adopted an Open Merit Recruitment System to ensure that we are recruiting members of the staff which serve fit for purpose ■ Joint utility code of practice between utilities to enhance coordination of our capital works programmes are now also in place. ■ In addition, during 2013 – the 1st ever WAF Strategic Plan was developed with a New Vision, Mission, and Values. This provided a guide for WAF to ensure that we were heading in the same direction towards realizing our vision and upholding our values.

Questions	WAF Response & Action taken
5) What are the key challenges WAF faces whilst trying to achieve its strategic objectives and how is WAF planning to overcome these?	<p>The current Strategic Plan states 10 strategic objectives that we need to achieve and the key challenges we're facing are as follows;</p> <ul style="list-style-type: none"> (a) Aged infrastructure – resulting in continuous bursts and leakages on our pipe network. WAF is overcoming these through its annual PSIP pipe replacement programmes, planned repairs and maintenance works and water carting to affected customers. (b) Undersized pipes – due to rapid growth in population and construction activities, current undersized and old pipes is affecting consistent water supply resulting in some intermittent areas within WAF's reticulation system. WAF is overcoming these by upsizing these pipes to cater for growth in the next 10 – 20 years. (c) Hydraulic designs – lack of hydraulic design softwares in the Government department days had limited the departments capacity to plan and design for future infrastructure to meet demands due to rapid growth and developments. WAF has now set-up a Water Modelling team and Geographical Information Systems (GIS) unit in 2013 to rectify and correct these hydraulic designs and digitize infrastructure developments. (d) Manual Operations Work – most of our operational works are carried out manually and is time consuming and takes up human and financial resources. WAF is overcoming these through some automation programmes such as the set-up of our SCADA and telemetry system, the National Control Centre whereby real-time monitoring and control of our key water and wastewater assets are captured. Most of these

Questions	WAF Response & Action taken
	<p>works are being piloted in the Central/Eastern division and we plan to replicate these in the Northern and Western regions.</p> <p>(e) Geographical and topographical challenges - most of our population is around coastal areas hence the Water and Waste Water systems around these locations. During times of natural disasters WAF assets continuously get damaged. The Authority has recently built capacity to address this by using new technologies to include climate resilient utility. Further our population outside central business district is spread in addition to 112 inhabited islands that requires Water & Waste Water services which is costly. Such challengers also add to the requirements of high energy costs that account for more than 23M in bills per year.</p> <p>(f) Lack of competent local contractors to support WAF operations- Local contractors lack competency to build structures and engage in projects as per design by the Authority. This pushes WAF to engage external contractors adding to the high cost increasing expenditure for CAPEX.</p> <p>(g) Skilled technical workforce – WAF was faced with a shortage of qualified and experienced engineers and technical staff. This affected the effectiveness and efficiency of our service delivery. WAF is overcoming these through its Graduate Engineers programme recruiting directly from local Universities. WAF is also engaging in twinning arrangements with overseas Water Utilities to build technical capacity of our in-house staff.</p> <p>(h) Retention of staff – recent pay rises in the private sector and public sector has contributed towards a lot of skilled workforce to opt for positions outside WAF especially in the scarce skill area that include ICT, Engineering, Human Resources</p>



Questions	WAF Response & Action taken
6) Committee noted the significant increase of professional fees in 2013 compared to professional fees in years 2014 & 2012. Please explain why?	The significant increase in professional fees relates to consultancy services provided by various expatriates on ADB related projects, for e.g. The Major Sewer Rehabilitation Project and the ADB funded PMU Water and Sewer Upgrade Projects commissioned in 2013. These consultancy works were in work in progress from 2010 and completed in 2013, hence the drastic increase.
7) Modified Opinion	<p>The WAF Audit Opinion for 2013 and 2014 was somewhat similar. Have the Authority address the issues raised by the Auditor?</p> <p>a) Cash received from water rates customers are not banked in the Authority's account. Instead it is banked in Government's consolidated Fund account. However, the Authority has recorded the rates received as Authority's. The Authority has departed from International Accounting Standards (IAS18). The revenue of the Authority amounting \$29,979,842 is not reported fairly in accordance with IAS 18.</p>
<p>Part B: WAF Financial Statement for the year ended 2013/2014</p>	



Questions	WAF Response & Action taken	
	<p>The Authority has an arrangement with the Fiji Government, in its capacity as the Authority's shareholder, to pay the remittances from its customers into the Government's consolidated bank account. The Authority's view is that this should be treated as either a loan to the government or a distribution to the Government (as the sole shareholder of the Authority).</p> <p>The Authority enters into contracts to customers directly with domestic and commercial customers to supply water and provide waste water services. These services are provided to customers directly by the Authority using its own assets and resources. The Authority invoices customers on a quarterly basis following the provision of the water and waste water services.</p>	<p>WAF have completed the process of Verification of all Assets on State Land, I'Taukei Lease and Freehold. Verification Report of all I'Taukei leases submitted to Director Lands for process validation. Co-shared Assets currently undergoing survey before final submission is made to Director Lands.</p> <p>Currently, a monthly fixed assets general ledger reconciliation and a fixed asset register is prepared. The second half of 2019, the Authority plans to conduct a full Board of Survey.</p>
8) On page 51, item 8 Personnel expenses – Salaries and wages and Fiji National Provident Fund	<p>b) Opening balance of 2010 for PPE amounting to \$1,888,909,608 was not subject to valuation at the time of its transfer from Public Works Department. These assets were valued in 2006. Consequently, accuracy of the opening balance could not be determined.</p>	<p>The wages & salaries component consist of expenses that is not subject to FNPF such as the annual leave accruals, meal & subsistence</p>

Questions	WAF Response & Action taken
<p>The FNPF contribution by the staff in 2013 was \$1,237,061 whereas the salaries and wages paid out to the staff amounted to \$15,531,311. Can you please explain to the Committee as to why the reduction in the FNPF contribution as the figures logically does not match? Secondly, on page 80 on the same item 8, FNPF dropped in 2014 from \$1,237,061 to \$1,133,628. Please explain more on the reduction in figures given?</p>	<p>allowance, TPAF levy, non-FNPF members and staff movement during the year 2013.</p>
<p>9) On page 51, item 8 Operating Expenses - Doubtful Debts</p> <p>On Doubtful Debts, the committee notes that there is a write off debt of (\$4,017,415). What has WAF done or what plans it has in place to avoid the write off debts from reoccurring?</p>	<p>Response to this question –refer to Question 11.</p> <p>The main 4 specific circumstances that lead to write off where:</p> <ol style="list-style-type: none"> 1. Leakages on customers side 2. Long period of underestimated usage (LPUE) 3. First reading for usage accumulated over the years – Meters being installed but not read for a period of more than one year with first reading and billing being made. 4. Accumulated arrears for schools and religious organizations prior to 2010 before WAF was established <p>To avoid the write off debts from reoccurring the below mechanisms has been placed:</p> <ol style="list-style-type: none"> 1. To avoid leakages in customers plumbing works WAF embarked extensive customer awareness campaign (including using professions external assistance) to educate customers on how to recognize the possibility of leaks existing on their premises, prudent water usage, and other basic billing matters. Further as means to assist customers, WAF also provided technical assistance to locate leaks who may found difficulty in locating leaks within their premises;



Questions

<p>WAF Response & Action taken</p> <p>2. To avoid bill accumulation on (LPUE), WAF has an ongoing meter replacement program to replace faulty and un-registering meters. This will reduce the incidents of estimate bills, incorrect estimate billing and refusal to pay estimates;</p> <p>3. Meter readings are now carried out on a timely manner;</p> <p>4. To control high accumulation arrears for schools and religious organizations, discussion and meetings are held with the head of the organizations on the water bills and on the need for timely settlement.</p>	<p>10) On page 51, item 8 Personnel expenses</p> <p>The total number of workforce as highlighted in the report is 1,156. Can you please update the Committee on the current total workforce, the ethnicity and gender composition of the Water Authority of Fiji?</p>																																		
	<p>We provide below an update on the latest workforce numbers as at February 2019</p> <p>Workforce:</p> <table border="1"> <thead> <tr> <th>Project Staff</th> <th>Attaché</th> <th>Permanent Staff</th> <th>X-Project Staff</th> <th>Total Workforce</th> </tr> </thead> <tbody> <tr> <td>2359</td> <td>43</td> <td>1100</td> <td>53</td> <td>3555</td> </tr> </tbody> </table> <p>Gender:</p> <table border="1"> <thead> <tr> <th>Gender</th> <th>Project Staff</th> <th>Attaché</th> <th>Permanent</th> <th>X-Project Staff</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Female</td> <td>264</td> <td>15</td> <td>137</td> <td>6</td> <td>426</td> </tr> <tr> <td>Male</td> <td>2095</td> <td>24</td> <td>563</td> <td>47</td> <td>3129</td> </tr> <tr> <td>Grand Total</td> <td>2359</td> <td>43</td> <td>1100</td> <td>53</td> <td>3555</td> </tr> </tbody> </table> <p>Only for the purposes of this report, we have captured ethnicity of our workforce.</p>	Project Staff	Attaché	Permanent Staff	X-Project Staff	Total Workforce	2359	43	1100	53	3555	Gender	Project Staff	Attaché	Permanent	X-Project Staff	Total	Female	264	15	137	6	426	Male	2095	24	563	47	3129	Grand Total	2359	43	1100	53	3555
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Questions

WAF Response & Action taken	
Ethnicity	Total
Indo - Fijian	428
Itaukei	3,088
Others	20
Rotuman	19
Grand Total	3,555

| 11) On page 53, item 12 Trade and other receivables The Committee noticed that almost 80% of allowance for un - collectability to trade receivables. What are the measures taken to avoid high percentage debt write off? | All the questions on accounts receivable are interrelated and focus on the measures, plans that WAF has undertaken to avoid the accumulation of arrears and writing off trade receivable in future. WAF to avoid the accumulation of arrears has implemented the following procedures: - a) Accounts Receivable Unit (ARU) in Revenue Finance Department established who are responsible for debtors follow up and recovery. ARU are proactively involved in identifying debtor issues, establish contact with the debtors and discuss available repayment avenues to resolve the arrears; - b) Enforcement of meter disconnection is done to enable the customers to clear their debts on time; - c) Customers whose meters are disconnected are also required to register within our billing system before meters are considered for reconnection. Proper identification and contact information facilitates ease in debt follow up; 11) (b) What actions were taken by the WAF to improve its collection process to avoid writing off trade receivables? |


Questions	WAF Response & Action taken
	<ul style="list-style-type: none"> d) More options has been provided to customers to receive the bills as (Postage, Electronic and SMS) ; which allows customers to be aware of their debts and pay on time; e) Focus on Dispute resolution so customers can settle the debts on time; f) Accounts with large debt balances have been allowed to make payment arrangements to ease the financial burden. Failure to adhere to the agreed repayment schedule will result in disconnection; g) Focus on the replacement of faulty meters. This reduces the incidents of estimate bills, incorrect estimate billing and refusal to pay estimates; h) For new customers registered in the new billing system the TIN number is used as the primary identifier. Hence customers relocating to new residence, the meters are plugged off from the former site and arrears is moved to the new account in the new location. i) With respect to collections, improvement with the implementation of the new billing system "Gentrack" has improved the time taken to generate customer information and revenue reports. There are additional features and functionalities being available in contrast to PUBS, for instance, the "credit control cycle". <ul style="list-style-type: none"> • The credit control cycles are used to assist with customers that do not make payments on time. The function allows customers account to progress through a cycle of stages, each stage pertaining to a specific action that will apply to aged customers (i.e. letter sent to remind customers of overdue status and likelihood of account disconnection).



Questions	WAF Response & Action taken
	<ul style="list-style-type: none"> • There is an automated credit control procedure in Gentrack that performs a 2 step process. This involves sending SMS text to the customer if contact is available and a reminder letter is generated that can be send over to customers via email and postal. • Then Gentrack also creates an entry in the work queue to place the call reminder. The automated credit control function results in the creation of a call queue that forces an aged list of accounts to be actioned. When PUBs was in use, the finance officer assigned to Debt recovery could manually choose a sample of aged customers (20 large accounts) to action on a daily or weekly basis. This process is automated in Gentrack and results in staff being overwhelmed with pending tasks as the system selects all the aged accounts for action rather than providing option for a sample to be selected for review.
C. Chief Executive Officer's Report	
12. On page 17, Customer Satisfaction Survey What are the benchmarks for the Customer Satisfaction for each criteria?	<ul style="list-style-type: none"> ■ WAF uses the Pacific Water and Wastewater Association benchmarks to gauge its performance. On the area of customer satisfaction, the target is meet over 90% of satisfied customers. ■ WAF currently undertakes this CS survey in-house and is now looking at getting an independent organization to undertake this exercise for us.

Questions	WAF Response & Action taken
D. Current view	<p>13. Please update the Committee of the WAF's program for 2017 – 2018 on the Water Reticulation system constructed between Nausori and Korovou. This is also highlighted on the 5 year and 20 year National Development Plan. Has the Authority achieved this annual target? If not why? If yes what strategies did the Authority implement to achieve this?</p> <ul style="list-style-type: none"> ■ WAF has commenced work from 2018 with preliminary investigation and concept design works for the proposed water supply system to service the reticulation gap in the corridor along the Kings Road from Nausori to Korovou. WAF has this year commissioned an Engineering Consultancy firm from Australia to carry out a Master Plan study for Korovou Water Supply which will also cover part of areas within this corridor. ■ WAF will also be engaging in May of this year, a Consultant to carry out modelling and a servicing strategy study for the new Rewa Water Supply Scheme which will also look at the extension of coverage of supply from Nausori to Korovou including villages in the tikina of Namara. <p>The Five Year National Development Plan 2017 – 2021, states that; I quote "Constitution guarantees the right of every Fijian to clean and safe water in adequate quantities and accessible and adequate sanitation facilities" un quote.</p> <p>How is the Water Authority prioritizing this goals? Please explain the strategies that will be implemented by the Authority in order to achieve this plan by 2017 – 2021?</p> <ul style="list-style-type: none"> ■ WAF's core function is to ensure that all Fijians are provided with clean and safe drinking water and the current and upcoming programmes and activities under our annual PSIP are prioritized to ensure we achieve the targets stated in the NDP. ■ The strategies put in place by WAF to ensure we meet the NDP targets is documented in the current Strategic Plan with the following 10 Strategic Objectives; <ol style="list-style-type: none"> 1. Provide consistent water supply 24/7 to all customers. 2. Effective Planning and Project Management 3. Safe Drinking Water 4. Adequate Sanitation Systems 5. Improve Rural Services 6. Sustainable and Efficient Service Delivery

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Questions	WAF Response & Action taken
	<ul style="list-style-type: none">7. Building Personnel Capacity8. Increase Services Coverage.9. Management Information Systems10. Effective Communication with Customers and Stakeholders

2. Information Brief

Annual Report Summary-Water Authority of Fiji (2013-2014)

Standing Committee on Natural Resources

Vision-“The effective and efficient delivery of quality drinking water and wastewater service in accordance with World Health Organization guidelines.”
Mission-“The Water Authority of Fiji is committed to operating as an independent, effective, efficient and financially viable water supply and wastewater service provider delivery agreed levels of services to the people of Fiji.”

Principal Activity	2013-2014	MPs Comments
	<ul style="list-style-type: none"> • The Water Authority of Fiji is a Commercial Statutory Authority (CSA) that was formed by the Government of Fiji under the WAF Promulgation 2007 in order to provide environmentally sound, sustainable, efficient and effective water and wastewater services. • WAF is responsible for providing access to quality drinking water and wastewater services to over 144,000 residential and non-residential metered customers, reaching over 700,000 people nationwide, with an area of operation that covers 18,274 square kilometres with a water and wastewater network of more than 4,200 kilometres of pipes. 	
Organization Structure	<ul style="list-style-type: none"> • The number of employees for 2013: 1,156 • The number of employees for 2014: 1,196 <p>The Authority is organised into five Strategic Business Units (SBUs) as follows:</p> <ul style="list-style-type: none"> • Corporate SBU Headed by the CEO, the Corporate SBU is responsible for driving the Authority in achieving the corporate vision, assisted by the following supporting units: Human Resources Unit; Internal Audit Unit; Legal Unit; Security Unit; Strategic Planning Unit & Rural and Outer Island Water Schemes Unit. 	



- **Production SBU**
Headed by a General Manager, overseen by the Chief Operating Officer, the Production SBU is responsible for the monitoring, maintenance and operations of the Authority's assets and resources and is supported by the activities of the following sub-units to ensure the effective and efficient use of WAF assets: Water Assets – network distribution system, intakes, reservoirs, treatment plants; Waste Water Unit; Environment Unit; National Water Quality Laboratory (NWQL); Water Loss Unit; Technical Services Unit & GIS Unit.
- **Project Management SBU**
This Unit is responsible for the implementation of all major and minor projects funded by the Government of Fiji and donors such as the Asian Development Bank. It is headed by a General Manager, overseen by the Chief Operating Officer, and is comprised of four sub-units: Capital Work Project; ADB Funded Projects; Flood Recovery Projects & Land Management Unit.
- **Finance SBU**
Responsible for all financial aspects of all of the Authority's business operations, the Unit is divided into sub-units that encompass the financial reporting standards overseen by the Chief Finance Officer. The specific roles of the sub-units are: Financial Accounting Team; Management Accounting Team; Revenue Accounting Team; Project Accounting Team; Fleet Management Team; Procurement Unit & Information Communication Technology (ICT) Unit.
- **Customer Services SBU**
Headed by a General Manager, the Customer Services SBU has the key aim of delivering cost effective, efficient customer services, 24/7 to commercial and residential customers in the Central/ Eastern, Western, Northern Divisions, Customer Services is responsible for strategic

	<p>relations and communications, billing, debt management and compliance. Supporting units within this SBU are: Customer Accounts Unit/Billing; Customer Care-includes 24/7 Call Centre; Corporate Communications Unit; Trade Waste Unit & Technical Services.</p>
Achievements/Major Highlights	<ul style="list-style-type: none"> In its five years of existence from 2010 to 2014, the Authority's revenue growth has shown a steady increase, achieving an average revenue growth of \$28.9m compared with \$15.3m average revenue growth achieved by the previous body, the Water and Sewerage Department. WAF took the initiative to establish an excellent twinning arrangement with Hunter Water, based in Australia, under the auspices of the Asia Development Bank (ADB) and Pacific Water and Wastewater Association (PWWA). These twinning programmes allow skills, knowledge and technical transfers that are extremely beneficial to WAF. The twinning program with Hunter Water Australia was sponsored by the ADB to develop the water network model in the Nadi-Lautoka and Suva-Nausori areas. The H2O MAP software was purchased to facilitate water modelling of the water reticulation systems. Assistance was obtained from Consultant Engineers engaged under the ADB loan programme to initiate water modelling and to train staff. Water modelling allows the identification of limitations and bottlenecks in the system, vital for demand management. It is also a necessary prerequisite for the formulation of Master Plans for the development and improvement of the systems in the medium to long term. In 2013, 80% of the pipe laying was completed from the new water source at Veisari (\$515,000) and 75% of the Lami - Delainavesi upgrade works was completed (\$4.42m). Waste Water Treatment Plants Projects completed in 2013 included the supply and installation of <i>Insitu Sewer Relining System</i> in part of Suva City (\$2.57m), Package 5F and 5G Sewer coverage for Nasese and Samabula areas (combined cost \$22.19 m), and the construction of the third trickling filter at the Kinoya Waste Water Treatment Plant (\$2.17m). The Integrated Water Resource Team (IWRM) was initiated on 3



- September 2014, for the purpose of overcoming fragmented data collected from teams working in isolation, and to prevent possible resulting delays and errors in implementation of projects.
 - To improve the delivery of service to WAF customers, key strategies introduced during 2013 saw the launch of the E-billing and Q-matic facilities, the introduction of EFTPOS for bill payment, the renovation of the Call Centre, with services extended until 10pm daily, the introduction of standard operating procedures and staff training in customer service.
 - Also introduced were key strategies designed to increase customer satisfaction with the services provided. These included the introduction of an on-line bill calculator, customer satisfaction surveys, the setting up of DMA operations, the establishing of a Trade Waste Policy and the roll-out of meter verification, upgrade and meter replacement works.
 - WAF currently uses the Public Utility Billing System (PUBS), a web-based application software for billing the organization's more than 143,000 active metered customers on a quarterly basis, based on water usage and other services such as Special Reading, Special Disconnection, Reconnection and Meter Testing fees. These customers range from commercial, domestic and government account groupings.
 - The WAF National Call Centre operates 24/7, 7 days a week with staff accordingly rostered. The Call Centre switched to Mitel information system in 2014 and upgraded the network in order to serve valued customers. A call recording system was installed in order to audit calls and improve the quality of service.
 - A record 72 rural projects were completed in 2013, benefitting 13,857 rural dwelling members of the population, more than the combined number assisted in 2011 and 2012, (6,051 and 6,723 respectively). Amongst these projects was the upgrading of the rural water supply system for the two villages of Burerua and Sawakasa Naba Rua in Tailevu that are separated by the main road, about 10 minutes drive from Korovou Town, on the way to Natovi Jetty.

- WAF also increased its revenue and exceeded 2014's target due to timely meter disconnections.

WAF Revenue Collection 2010-2014:

Year	Revenue Target \$m	Actual \$m
2010	28.0	25.4
2011	28.0	24.7
2012	28.0	24.9
2013	28.0	28.0
2014	28.0	30.0

Financial Position (Company's)	Financial Items	2014 \$	2013 \$	2012 \$
Total Revenue (Revenue + Other Income)	98,126,764	96,588,616	85,606,216	
Total Expenditure (Personnel Expenses + Operating Expenses)	71,941,221	70,125,764	78,166,883	
Total Assets	1,818,564,558	1,826,112,864	1,843,933,461	
Total Liabilities	245,099,057	192,876,333	154,431,479	



Audit Opinion

• 2013:

Basis of Qualified Audit Opinion

1. Included in financial statements as Revenue (Note 5) are water and sewerage charges of \$28,853,796 and Trade Receivables (Note 12) of water and sewerage charges of \$7,747,479. Receipts from these charges are Government revenue which is directly deposited in the consolidated bank account of the Government. International Accounting Standards (IAS) 18 has set two criteria which need to be met for revenue recognition. One of the criteria's requires that economic benefit associated with the item of revenue should flow to the entity. Thus, the Authority has not met the recognition criteria for recording these charges as revenue. Consequently, revenue and receivable are not fairly stated in the Statement of Comprehensive Income and Statement of Financial Position respectively.
2. Opening balance of Property, Plant and Equipment amounting to \$1,888,909,608 for the year ended 31 December 2010 was not subject to valuation at the time of the transfer to Water Authority of Fiji. The valuation of these assets was carried out in 2006. Consequently, the Auditor is not able to confirm the valuation of the opening balance of property, plant and equipment when it was transferred in 2010. As a result, the Auditor is unable to ascertain if property, plant and equipment of \$1,783,049,975 is fairly stated in the Statement of Financial Position.

In the Auditors opinion, except for the matters discussed in the basis of qualification paragraphs, the financial statements presents fairly, in accordance with the International Financial Reporting Standards and the Public Enterprise Act, the financial position of the Authority as at 31 December, 2013 and of the results of its operations and its cash flows for the year then ended.



<ul style="list-style-type: none"> • <u>2014:</u> <p><i>Basis of Qualified Audit Opinion</i></p> <ol style="list-style-type: none"> 1. Included in financial statements as Revenue (Note 5) are water and sewerage charges of \$29,979,842 and Trade Receivables (Note 12) of water and sewerage charges of \$10,032,426. Receipts from these charges are Government revenue which is directly deposited in the consolidated bank account of the Government. International Accounting Standards (IAS) 18 has set two criteria which need to be met for revenue recognition. One of the criteria requires that economic benefit associated with the item of revenue should now to the entity. Thus, the Authority has not met the recognition criteria for recording these charges as revenue. Consequently, revenue and receivable are not fairly stated in the Statement of Comprehensive Income and Statement of Financial Position respectively. 2. Opening balance of Property, Plant and Equipment amounting to \$1,888,909,608 for the year ended 31 December 2010 was not subject to valuation at the time of the transfer to Water Authority of Fiji. The valuation of these assets was carried out in 2006. Consequently, the Auditor is not able to confirm the valuation of the opening balance of property, plant and equipment when it was transferred in 2010. <p>In the Auditors opinion, except for the matters discussed in the basis of qualification paragraphs, the financial statements presents fairly, in accordance with the International Financial Reporting Standards and the Public Enterprise Act, the financial position of the Authority as at 31 December, 2014 and of the results of its operations and its cash flows for the year then ended.</p>	<p>Gender Analysis</p> <p>Males comprised 88% of WAF's staffing levels in 2014, due to most technical roles being male-dominated, and 12% females.</p>
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Suggested Questions for WAF

1. Page 5 of the Annual Report states that the "Suva-Nausori Master Plan: Assessment of the performance of the existing system has been completed" Can you elaborate further on this master plan?
2. One of WAFs Values is "Individual attitude to do the right job, do it once and do it right". Can you highlight how WAF upholds this?
3. How does WAF incorporate 'SDG 6 – Clean Water & Sanitation' in its operations?
4. Since most of WAFs work is technical in nature, how can it ensure Gender Equality – SDG5 in its organization?
5. Can you highlight some of WAFs latest achievements?
6. What are the future plans of WAF?
7. What are the key challenges WAF faces whilst trying to achieve its strategic objectives and how is WAF planning to overcome these?

10 December 2018

Disclaimer

The Annual Report Summary was prepared to assist the Standing Committee on Natural Resources in its review of the Water Authority of Fiji 2013-2014 Annual Report. Although every effort has been made to ensure accuracy, it should not be taken as a complete or authoritative guide to the Report. The Research and Library Team shall not be liable for any errors or omissions, or for any loss or damage of any kind arising from its use, and may remove, vary or amend any information at any time without prior notice. The Research and Library Team accepts no responsibility for any references or links to, or the content of, information maintained by third parties. Other sources should be consulted in the review of the Report.

3. Committee Site Visit Photos



PARLIAMENT
REPUBLIC OF FIJI
STANDING COMMITTEE ON NATURAL RESOURCES



WATER AUTHORITY OF FIJI SITE VISIT



The Committee on Natural Resources conducted a site visit to the Water Authority of Fiji (WAF) on the 26 February 2019 to the *WAF Headquarters Manohan Building, Centre Point, Nasinu, Kinoya Waste Water Treatment Plant and Wailoku Water Treatment Plant*.



The Committee visited the *Water Quality Lab* at Kinoya Waste Water Treatment Plant and was briefed on the processes and procedures on conducting water quality testing.

Hon. Members were enlightened on the Waste water pumping system where the Authority adheres to *National Liquid Standards* for sustainable liquid waste management.



The Committee briefed on the on-going challenges faced by the Authority on trade wastes from industries in terms of dumping of heavy metals which is a threat to the environment if not treated carefully.

Committee at the *Tamavua Water Treatment Plant*.



Hon. Members and secretariat team of the *Standing Committee on Natural Resources* with the *Executive Management* team of the *Water Authority of Fiji* and Staff of the *Tamavua Water Treatment Plant*.