

## **Message From the Chairman of the Board of Commissioners Mr. Richard Byles**

Less than two years ago, the other commissioners and I took on the challenging appointment as members and Chairman of the Board of Commissioners of the National Water Commission.

Since then, after full and open consultation with the staff and their unions, we have implemented a thoroughgoing restructuring programme, already producing positive results in respect of greater management focus, technical efficiency and cost savings. By the end of the year that process will be completed.

Having been granted a tariff increase effective January, the NWC is now in a position to implement a series of improvement measures embodied in a 3-year plan which we are now making public. We intend to resolutely implement this plan which can be summarized in the following five objectives that have been identified as critical to the financial well being of the company, quality of service delivery and sustainability of our operations:

1. To make NWC a viable, bankable entity with sustainable profitability, significant net worth and adequate working capital to deliver on its mandate;
2. To maintain a high standard of product quality to the benefit of our customers;
3. To improve customer care and raise the public image of the company;
4. To improve system capability, reliability and operating efficiency;
5. To efficiently select and execute committed capital projects.

We pledge to all our valued, paying customers across Jamaica that with the recently receive rate increase we will provide a better, more efficient and more reliable service. To this we are solemnly committed and invite the full support of all our staff and all our customers.

## **Message From the President Mr. E. G. Hunter**

Since its formation in 1980, the National Water Commission has been charged with the tremendous responsibility of satisfying the nation's most critical water supply and wastewater service needs. In all these years the National Water Commission has had to contend with challenging topographical and infrastructural circumstances, with limited resources and ever-increasing customer expectations.

Despite various efforts aimed at addressing these problems over the years, the utility has never been able to attain a path of consistent growth, financial viability and our desired level of service to our customers.

The business of supplying potable water to a nation and undertaking wastewater service to its population centres remains a hard and difficult task. We in the service know that, despite appearances of simplicity and ease, water and wastewater services are highly involved, complex, troublesome and costly undertakings.

The core business of serving our customers deserves and demands all the support that modern infrastructure and technology can provide to make us more productive, effective and efficient.

The National Water Commission is committed to doing everything in our power to make our operations more viable. We have already started our 18-month Re-structuring and Modernization Programme, we are seriously engaged in identifying and testing various new technologies to make our operations more effective and efficient and we are making the hard decisions necessary to provide our customers with the best service.

In order to achieve these objectives, specific targets have been set for financial performance, operating performance, level of customer service, project selection and management. Many of these projects have already started with a very strong emphasis on performance management.

And we are determined to succeed.

## OUR COMMITMENTS

- The National Water Commission, from all levels of its management and operations, commits to remained focused on the following two critical objectives for the next three years:
- To transform itself into a viable and bankable entity, capable of funding all its operational expenses and future capital costs. To improve the quality of service to paying customers and expand our customer base, fully justifying our new rates and receiving the best return on our invested dollar.

In achieving these broad objectives, the NWC commits to, in the next three years:

- Reduce Non-Revenue Water to 50%
- Process 12 million gallons more sewage per day
- Increase our potable water capacity by 20 million gallons per day
- Improve our customer care
- Achieve a profitable, cash positive, bankable financial status
- Earn greater respect for itself as a professional enterprise serving the good of Jamaica.