

Citizen Observatory for Public Services  
[Observatorio Ciudadano de Servicios Públicos]

Guayaquil, February 11, 2009  
OFFICIAL NOTE-DIR-EWT-OCSP-021109

Jose F. Fernández García  
Agent of the General Manager  
INTERAGUA  
City

Dear Sirs,

Please find attached the **3,533** cases related to INTERAGUA that have been submitted to the offices of the Citizen Observatory for Public Services by this company's customers, with a view to having their complaints addressed.

We have classified them as follows:

1. CATASTROPHIC AND HIGHLY COMPLEX ILLNESSES, DISABILITIES, OLD AGE, AND PENSIONERS;
2. EXCESSIVE CONSUMPTION AND OVERMANUFACTURING; and
3. SCARCE ECONOMIC RESOURCES.

We trust that INTERAGUA will want to discuss the matter that we have formally raised today, as well as any solutions that may be provided for the users whose files are attached.

If any of the cases that we have attached have already been resolved by INTERAGUA, we would appreciate it if you would deal with them in the appropriate manner.

Attached please find the database for the 3,533 cases.

Very truly yours,

/s/

AUGUSTO PARADA CAMPOS, Attorney-at-Law  
President - OBSERVATORIO

/s/

ARELYS CAICE  
Assistant Secretary  
OBSERVATORIO

[Handwritten: San Eduardo, February 11, 2009 /s/]

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## **MEMORANDUM OF AGREEMENT**

In Guayaquil, on February 11, 2009, the following persons met in order to conclude this Memorandum of Agreement:

- a) **INTERNATIONAL WATER SERVICES (GUAYAQUIL) INTERAGUA C. LTDA.**, represented by the Agent of the General Manager, Mr. José F. Fernández García, hereinafter referred to as "INTERAGUA" or the "Concessionaire;"
- b) Mr. Augusto Parada Campos, attorney-at-law, in his capacity as President of the Citizen Observatory for Public Services;
- c) Mr. David Rodríguez Cheme, attorney-at-law, in his capacity as President of the Unitary Confederation of Districts of Ecuador [*Confederación Unitaria de Barrios del Ecuador C.U.B.E.*], hereinafter referred to as C.U.B.E.;
- d) Mr. Guillermo Leone, in his capacity as representative of the Pilot Program sector; and
- e) Mr. Marlon Cabrera, engineer, in his capacity as representative of the Coastal Society of Engineers [*Sociedad de Ingenieros del Litoral*].

### **FIRST: ANTECEDENTS**

- 1.1 On November 13, 2008, a document was signed between INTERAGUA and the Citizen Observatory for Public Services, C.U.B.E., the Union of Pilot Community Organizations [*Union de Organizaciones Comunitarias de Plan Piloto UOCP*], the Coastal Society of Engineers, and the Councilor for the Canton of Guayaquil, Octavio Villacreses, whereby the parties reached an agreement on the supply of drinking water to various sections of the city of Guayaquil.
- 1.2 On Wednesday, February 11, 2009, the representatives of the Citizen Observatory for Public Services, C.U.B.E, the Pilot Program sector, and the Coastal Society of Engineers met at the offices of INTERAGUA, located in the town of San Eduardo, in order to request that the aforementioned agreement remain in effect.
- 1.3 In light of the foregoing, the parties signed this document.

### **SECOND: AGREEMENT**

Bearing in mind the antecedents, the parties agreed to ratify and keep in effect until May 31, 2009, the conditions agreed to in numeral 1.1 of the first clause of this document, after which, the parties may revise the terms and conditions of this agreement, if the need arises.

They also agreed that the same conditions will apply to the communities of the Martha de Roldosa Cooperative [*Cooperativa Martha de Roldós*], the San Pedro Community, and the Cuba-Camal District in Guayaquil.

In witness whereof, the parties signed this MEMORANDUM OF AGREEMENT on three copies of equal value.

For INTERNATIONAL WATER SERVICES (GUAYAQUIL)  
INTERAGUA C. LTDA.

/s/

José F. Fernández García  
Agent of the General Manager

For CITIZEN OBSERVATORY FOR PUBLIC SERVICES

/s/

Augusto Parada Campos, attorney-at-law  
President

For UNITARY CONFEDERATION OF DISTRICTS OF ECUADOR, C.U.B.E.

/s/

David Rodriguez Cheme, attorney-at-law  
President

For PILOT PROGRAM SECTOR

/s/

Mr. Guillermo Leone  
Representative

For COASTAL SOCIETY OF ENGINEERS

/s/

Marlon Cabrera  
Representative