

MEETING REPRESENTATIVES OF INTERAGUA –OBSERVATORIO
Minute of December 17, 2009

Following-up on the issues concerning the conflict resolution table and other issues in the complaint by the Observatorio Ciudadano de Servicios Publicos before the CAO, a work meeting facilitated by the CAO –Ombudsman Office took place in the city of Guayaquil on December 17, 2009.

The accredited participants of the above-mentioned organizations were:

OBSERVATORIO: César Cárdenas and Augusto Parada

INTERAGUA: Oscar García, Pilar Murillo and Gina Rodríguez

CAO Team: Antonio Bernales, Independent Facilitator; Kate Kopischke, CAO Ombudsman and Susana Rodríguez, CAO Research Analyst.

In accordance with the conversations among the parties, the following has been agreed in this Minute dated December 17, 2009:

Interagua will proceed with revision of the clauses in its pay agreements to ensure that the users are not left defenseless. The notifications to be sent to the users, for first instance cases as well as for those to be invited to the conflict resolution table, will be made according to the following schedule: revision until December 29, 2009, notifications sent out by January 10, 2010.

The conflict resolution table will start to operate on January 11, 2010 beginning with the first instance registry cases. Around mid- February 2010 the dialogue table will be convened in order to evaluate the progress of the conflict resolution table.

On Saturday, January 16, 23 and 30 and February 6, 2009, the cases that have not been registered as a first instance will be received in the Sala Norte offices with Observatorio participants as observers. The Observatorio will provide the corresponding reports to Interagua. The cases that have been registered as a first instance, and if the client continues dissatisfied, will be turned over to the conflict resolution table.

647 cases are considered resolved (8 non-billable, 391 to which the transitory constitution 25 were applied, 117 with zero or positive balance, and 131 with three or less bills due for payment).

César Cárdenas
Augusto Parada
Oscar García
Gina Rodríguez
Pilar Murillo
Susana Rodríguez
Kate Kopischke