



# SAMOA WATER AUTHORITY

## ANNUAL REPORT 2015 – 2016.



*"WATER SUSTAINS LIFE"*

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## STATEMENT TO PARLIAMENT



Hon. Papali'itele Unasa Niko Lee Hang

The Honourable Speaker  
Legislative Assembly of Samoa

I am pleased to present the Annual Report for the Samoa Water Authority for the Financial year ended 30 June 2016 in accordance with Part II Division 5 Section 20 Subsection (5) of the Samoa Water Authority Act 2003.

The 2015 – 2016 Annual Report provides an overview of performance and business highlights as well the audited financial statements for the Authority.

The report will be made available electronically at the SWA website [www.samoawaterauthority.ws](http://www.samoawaterauthority.ws) following endorsement by the Legislative Assembly of Samoa.

Ma le fa'aaloalo,



Papali'itele Unasa Niko Lee Hang  
MINISTER FOR SWA  
**MINISTER OF WORKS, TRANSPORT AND INFRASTRUCTURE**

TABLE OF CONTENTS

<u>Titles</u>	<u>Page</u>
Board of Directors Report	3
Managing Director's report	6
Key Achievements	6
Issues and Challenges	8
Operational Performance and Results	10
Overview of Financial Performance	12
Progress with Corporate Objectives	13
Capital Projects	14
Financial Statements	16

## BOARD OF DIRECTOR'S REPORT

### Overview

The reported period was yet another successful and challenging year for the Authority striving through high costs of production with a constant low tariff. The Board of Directors focused mainly on its core objective of providing strategic governance and policy direction for the Authority. The guiding document for operations is the Authority's 10 year Investment Plan which is continuously monitored and reviewed on a regular basis.

### Activities and Performance

The Board of Directors continues to meet regularly on a monthly basis to discuss status of operations, progress of capital projects, and status of funds and ongoing activities of the Authority. Special meetings were also held when required for any urgent matters and particular policy papers. The Audit Committee also carried out meetings every quarter to assess and advise the Board on audit activities and compliance issues for the Authority. The meetings were consistently attended by all Board members throughout the year.

The notable achievements in terms of governance and strategic direction are provided below;

- Overall approval and effective monitoring of the Budget for Financial Year 2015/2016
- Review and approval of the SWA Corporate Plan 2017 – 2020
- Review and monitoring of the Implementation of the SWA 10 year Investment Plan.
- Approval of the Revised Salary Grade Structure aligning salaries of the Authority with other Ministries and Corporations.
- Approval and support for various capacity building programmes for employees and Directors
- Monitor and advise on progress of major infrastructure projects for extending water supply coverage, improvement in quality of water and reduction of Non-Revenue Water.
- Overall governance and strategic management of Funds.

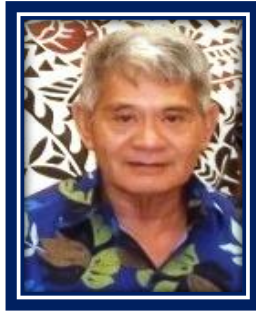
The Authority continues to strive with low level of the current tariff structure and maintaining of an ageing infrastructure in addition to the challenges from external factors such as land issues and social and environmental impacts. The Board recognises that the Authority needs a strong mandate as well as a fair tariff to facilitate its operations and developments. Therefore the review of both the SWA Act and the tariff structure have been initiated to enable programmes and activities in the coming years. It was pleasing to note the achievements in the reported period as well as the challenges to further shape strategies going forward.



Hon. Matataualiitia Afa Lesa

**CHAIRMAN BOARD OF DIRECTORS**

## SWA BOARD OF DIRECTORS



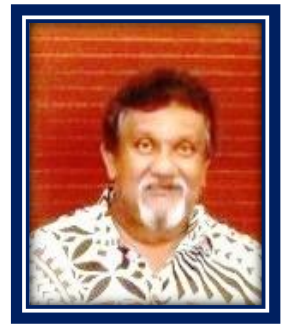
**Hon. Matataualiitia Afa Lesa – Chairman**



**Hon. Gaina Tino  
Director**



**Amiatu Catherine Faolotoi  
Director**



**Tiufea Rudolf Meredith  
Director**



**Papalii Dr. Samuelu Petaia  
Director**



**Leausa Toleafoa Dr. Take Naseri  
Director/CEO MOH**



**Suluimalo Amataga Penaia  
Director/CEO MNRE**



## SWA EXECUTIVE MANAGEMENT



**Front row - Middle: Seugamaalii Jammie Saena – Managing Director**

**Left: Heseti Sione – Manager Commercial Division**

**Right: Namulauulu Irasa Mauala – Manager Savaii Division**

**Back row left to right:**

**Fuimaono Dominic Schwalger – Manager Wastewater Division**

**Tafeamaalii Philip Kerslake – Manager Technical Project Coordination & Assets Management Division**

**Petaia Mafulele – Manager Rural Division**

**John Mauli – Manager Communications and Information Technology Division**

**Kolone Tikeri – Manager Corporate Management Division**

**Faumui Iese Toimoana – Manager Urban Division**

## MANAGING DIRECTOR'S REPORT

### KEY ACHIEVEMENTS

#### 💧 INCREASED ACCESS TO WATER – EXTENSION OF COVERAGE



The reflection on the picture is a common sight which gives true meaning to the service we provide. Access to water is a global objective and is upheld in every aspect of our operations. Almost every village within our coverage areas now have access to water despite a few areas where finding a reliable source is a challenge, however the Authority strives to ensure there is possibility where we can provide. During the reported period the following extensions of our services were achieved with more details covered in our operations performance section;

- 💧 Installation of the Falelauniu phase 2 reticulation network completed which included installation of

more than 5290m of pipeline extending our coverage to new settlements.

- 💧 Siufaga Falelatai - 900 meters of new pipeline installed, extension to cover for community formerly supplied through Independent schemes but now no longer in operation.
- 💧 Satalo Falealili - 700 meters of pipeline, extension of service to supply communities relocated inland.
- 💧 Poutasi Falealili - 600 meters of pipeline, extension of service to supply communities relocated inland.
- 💧 Lotopue Aleipata - 700 meters of pipeline, extension of service to supply tsunami affected communities relocated inland.
- 💧 Utulaelae - 700 meters of pipeline, extension of service to supply communities residing inland.
- 💧 Satalo tsunami road – 700 meters of new pipeline extending services to tsunami affected communities relocated inland.
- 💧 Afiamalu system coverage extended by 500 meters to cover new areas and additional customers
- 💧 Drilling for a second borehole at Falelauniu is successfully completed. Borehole depth is 183 meters, system will provide sufficient supply for the new Falelauniu subdivisions and Nu'u settlements.

#### 💧 COMPREHENSIVE AWARENESS AND COMMUNITY CONSULTATIONS



SWA believes that one of the key element of successful water services is through educating and apprising the community about the realities of water services. During the reported period our PRU team together with our Operations divisions carried out the following awareness and consultations programmes;

- 💧 Community Outreach Awareness with Pulenuu - This program was made with collaboration from the Ministry of Women, Community and Social Development. The seminar for Upolu was conducted on the 12th August 2015 at the Tooa Salamasina Hall while the Savaii seminar was conducted at the Manūtoao Hall on the 13th August 2015. Both seminars were proven fruitful with the input from the Village representatives on issues and concerns with the water supply.



💧 **Radio Programmes.**

- 30 minute Talkback Show every Friday at 10am - live interaction with customers on issues pertaining to SWA services, new developments and ongoing operations
- Malu Taeao Breakfast Show every Wednesday at 7am – live entertaining show informing customers on issues such as wise water usage and payment of water bills.

💧 **Support for academic studies** – SWA has been a prominent choice for field trips from various academic institutions. During the reported period we facilitated field trips for Science students in years 12 & 13 from various colleges, as well site visits from the NUS science programme and APTC plumbing course.

💧 **Project awareness and facilitation** – Comprehensive awareness consultations were carried for Vaivase-uta, Tapatapao, Falelauniu, Vailima, Papaloloa, Papauta and Tanugamanono on the implementation of our project to upgrade water supply for these communities. The consultations guaranteed the smooth implementation of the project works.

💧 **IMPROVEMENT IN WATER QUALITY**



Access to clean water is a universal goal and a human right as declared by the United Nations. The quality of water supplied by SWA is monitored and measured against National drinking water standards regulated by the Ministry of Health. SWA commits to ensure that its treated supply schemes provides reliable quality water compliance with established standards for drinking water and general hygiene practices. The following summarises our achievements in this area;

- 💧 Water quality results for our main Urban treated supply schemes consistently compliant with the national drinking water quality standards as monitored and reported by the Ministry of Health.
- 💧 Borehole supplies for Falelauniu, Faleolo, Malua, Samatau and Satui are equipped with chlorinated facilities ensuring the water is not only clean from the source but also disinfected through the pipelines.
- 💧 Upgrade of raw systems in the urban area (Vaivase uta, Vailima, Tapatapao) is on average 92% completed, project implementation is progressing well expected to be completed by October 2016. This will result in the provision of treated water for majority of the urban area except for a few customers supplied from our raw water schemes at Afiamalu and part of Vailele, Tiavea-uta, Tiavea-tai, Gataivai and Tiavi.
- 💧 No report of any water related widespread disease during the reported period.

💧 **IMPROVEMENT IN RELIABILITY OF WATER SUPPLY SYSTEMS**



The objective of any water distribution system is to ensure reliable supply of water available to the consumers in proper quality. Water distribution systems are one of the many kinds of infrastructure systems amenable to higher levels of serviceability. Some of the benefits of a reliable water system is minimal water losses, safer water quality, minimal disruption in water supply due to maintenance and lesser maintenance cost. The following summarizes our achievements in this area;



- 💧 Vaialele Reticulation system upgrade Phase 1 completed which includes construction and installation of more than 7181m of pipeline to replace the old line.
- 💧 Malololelei transmission pipeline works completed, this will improve reliability of the transmission network to withstand strong river flows during heavy raining.
- 💧 MP11/MP10 pipe replacements completed covering areas from Moataa to Fagalii-tai. Old line decommissioned and customers transferred to the new line.
- 💧 Metering program for Palauli district successfully completed, all existing connections registered and metered. Water supply from the plant now extended to Salimu Faga, this has resulted in reliable supply for the east coast of Savaii Island and savings for electricity costs from five (5) boreholes now on standby.
- 💧 The project for the upgrade of urban untreated water supply schemes in Vailima, Tapatapao and Vaivase-uta is in its final stages. This project includes the construction of 2 slow sand Treatment Plants, a pumping station, and installation of more than 36, 000 meters of distribution pipeline.
- 💧 Installation of float switches for rural boreholes reservoir tanks has resulted in a significant drop in electricity usage with some boreholes recording a 50% drop in electricity usage.

## 💧 ROBUST CORPORATE SUPPORT SERVICES



SWA upholds the importance of its corporate support services in providing an enabling environment for core functions and operations to flow efficiently. Such support services includes the Finance, HR, Administration, PRU and CIT services. Summarized below are some of the significant achievements in our corporate support functions;

- 💧 Notable improvement in financial management, despite slow disbursement of budget support funds. SWA was able to continue the smooth flow of daily operations and implementation of capital projects through proper control and sound management of available funds.
- 💧 Employee Capacity enhancement Programmes;
  - 💧 12 overseas trainings attended by 23 employees from all level
  - 💧 8 local training attended by 17 employees
  - 💧 9 In-house training programmes attended by approximately 105 employees in various levels for both operations and support services
  - 💧 12 Graduates from the APTC Certificate III in Plumbing
  - 💧 5 Graduates from the Apprenticeship programme in the plumbing field 6 new enrollments
- 💧 Salary Structure review approved by the Board of Directors to align SWA salaries with other Ministries and Corporations in an effort to attract and retain qualified and performing employees.
- 💧 Core and Supplementary IT infrastructure & Systems upgraded. Migration of critical server systems and applications into a virtualized environment (Daffron, Billing system, Email, File storage). Installation of Uninterruptible Power Systems and expansion of Wide Network Area connecting remote offices to Headquarters.
- 💧 Call Centre operating systems and procedures improved, network update database established and in operation keeping Management and key personnel informed on status of systems on a regular basis throughout the day as well as control of service orders for daily customer requests.

## ISSUES AND CHALLENGES

Each year the Authority encounters multiple issues and challenges which are also common in all water utilities in the Pacific region. Some of these issues and challenges are within the Authority's control but most are caused by natural factors and social impacts. Whilst not an exhaustive list, the following present the key issues and challenges facing the Authority each year.

- **Cost Recovery** – Water utilities are faced with the challenge of reducing costs while improving efficiency for growth. Infrastructure costs for water services is very substantial while the general appreciation of such concept is quite a challenge. SWA continues to operate with an inadequate tariff unable to recover full costs of providing both water supply and wastewater treatment services. In addition extra efforts and resources are required to enforce payment of water bills due to the unwillingness to pay of some customers and communities. As a result the Authority continues to depend on the Financial assistance from government (CSO) and donor partners to enable new developments, replacement of the aging infrastructure as well as financing the high cost of electricity for rural & Savaii borehole supplies.

- **Climate change** – Extended periods of dry weather (and even to an extent wet weather) continues to impact water levels in water intakes as has been seen recently with the El Nino pattern resulting in Meteorological Office observations of drought. This translates to the scarcity of water compared to a growing demand. In response the Authority has undertaken measures to increase and sustain supply, identify alternative sources and control customer consumption. Climate resilience infrastructures is the aim of all water utilities in the region as well as globally and SWA is eminent of the status of its assets as well as ensuring that all plans and designed are made to withstand the impacts natural disasters.



- **Water Loss Management** – SWA continues to face a challenge in reducing its level of unaccounted water. The Authority uses the term Non-Revenue Water (NRW) to classify this issue because of its impact on the revenue generating capacity of the Authority. Such losses are classified into three (3) components.
  1. **Real Losses** : leakages from distribution network through aging assets, leaking connections and overflows from storage tanks
  2. **Apparent Losses**: commercial losses from illegal connections, customer meter under registration and data handling errors
  3. **Unbilled Authorized Consumption**: water used by the Authority for operational purposes, firefighting and water carting.



Slight progresses recorded in our ongoing efforts however we are anticipating improvements from ongoing developments in our systems going forward.

- **Replacement of an Aging Infrastructure** – Upgrading water infrastructure is becoming an urgent priority for most water utilities. When it comes to upgrading existing water infrastructure, thoughtful, comprehensive and systematic planning as well as substantial capital investment is required. Much improvements have been made to our existing systems however there is a huge portion of our old infrastructure that is deteriorating and in need of repair and/or replacement.



- **Land and Property Issues** – Capital and O&M works (including intake rehabilitation, access, treatment plant construction and installation of pipelines) continue to face delays caused by land issues which include but not limited to land consultations and awareness, Land Transport Road Authority road reserve issues. Landowner issues also contribute to obstruction of access to some of the Authority's intakes and disputes over compensation for crops and other properties affected by works. The Authority continues to face these challenges head on by ensuring extensive consultation through our Public Relations Unit working in conjunction where necessary with the Ministry of Women Community & Social Development, the Land Transport Authority as well as the respective village councils.



- **Protection of Catchment Areas** - Farming and other developments alongside the rivers and catchment areas is also becoming an issue for the safety of our intakes and quality of water. The Authority works

closely with the Ministry of Natural Resources and Environment in enforcing relevant legislation to restrict farming on or near water catchment areas.

- **Vandalism and tampering with SWA assets** – Inappropriate behavior towards assets and facilities is a major interruption in our operations. Tampering with valves causing disruption of water supply to certain areas and also the illegal access and damaging or stealing properties from our facilities such as iron roofing for borehole pump house and fencing for certain compounds. The Authority has sought assistance from Faipule, Pulenuu and Sui o Nu'u to help identify the culprits and put a stop to these unacceptable acts.



## OPERATIONAL PERFORMANCE AND RESULTS

### 1. Service Areas and Coverage

#### 1.1 Service Coverage & Customers Billed

The Authority continues to extend its network coverage to areas without access to piped water supply as well as infrastructure improvement through many of its capital investments. Approximately 83% of the population is estimated to be receiving SWA water supply at the end of this fiscal year, an increase from 81% in June 2015.

This expansion is mainly attributable to increased new connections distributed throughout Upolu and Savaii as well as a continuously updated customer database. An improved water supply scheme at Falelauniu has also increased network coverage to over 150 residents for this area. Furthermore, close to 400 connections have been identified and metered for Vailoa, Vaitoomuli and Faala Palauli further improving services for the Faleata scheme.

Increased coverage is forecasted with improvement works for Aleisa distribution network as well as Vailele MP11 and MP10.

#### 1.2 Customers Billed

**Table 1. Number of Customers billed for last month (June) of FY**

Operation Area and Type	June 2012	June 2013	June 2014	June 2015	June 2016
Urban – domestic	6,024	6,527	6,956	7,178	7,423
Urban – commercial	462	486	504	554	608
<b>Total Urban</b>	<b>6,486</b>	<b>7,013</b>	<b>7,460</b>	<b>7,732</b>	<b>8,031</b>
Rural - domestic	5,279	5,994	6,563	6,366	7,063
Rural – commercial	75	74	83	98	112
<b>Total Rural</b>	<b>5,354</b>	<b>6,068</b>	<b>6,646</b>	<b>6,468</b>	<b>7,175</b>
Savaii – domestic	3,268	3,339	3,519	3,643	4,282
Savaii - commercial	157	154	153	165	172
<b>Total Savaii</b>	<b>3,425</b>	<b>3,493</b>	<b>3,672</b>	<b>3,808</b>	<b>4,454</b>
<b>Total SWA service</b>	<b>15,265</b>	<b>16,574</b>	<b>17,778</b>	<b>18,004</b>	<b>19,660</b>

Table 1 shows a 9% increase in total customers billed from June 2015 to June 2016, majority of which has been from the Savaii and Rural schemes for the year 2016. Commercial connections have also increased, predominantly with the urban schemes. This growth is indicative of increased new connections as a result of SWA network extension, improved services and increased efforts in metering and billing of customers.



## 2. Levels of Service

### 2.1 Water Quality

High level of compliance continues to be maintained for the main urban and rural schemes (Malololelei, Alaoa, Fuluasou JR and Fuluasou EU) as a result of refurbishment works to chlorination facilities in 2014. A monthly average of 97% compliance (SWA tests) was achieved for all twelve months, exceeding 94% from previous fiscal year.

The chlorination program was extended to the Rural and Savaii schemes with pump replacement and facility upgrades, all done in house. This saw an increase in disinfection of borehole supply for the rural schemes in addition to six out of seven package plants (rapid sand filtration plants) chlorinated by June 2016. Water quality results at the borehole level indicated that although assumed to be naturally treated, pipe reticulation may not always be secure minimising effectiveness of chlorination. Package plants on the other hand maintained satisfactory results with 100% compliance for majority of 2016. Aleisa package remains to be chlorinated upon completion of Aleisa – Phase I network improvements. For Savaii, the Palauli water treatment plant in addition to five other supplementary boreholes are now chlorinated with results indicating improved water quality.

### 2.2 Reliability of Service

Notwithstanding unpredictable weather and rainfall patterns, the authority makes every effort to maintain a continuous water supply service to all service areas. Major emphasis for this year has been placed upon utilising the full capacity of water treatment plants, further reducing reliance on pumping from boreholes.

Challenges still remain for the dry season where water rationing continues for mainly the rural areas. Water carting, standby boreholes and interconnectivity of systems allow for continuity of service for when surface water is unreliable.

## 3. Operational Efficiency

### 3.1 Water Loss Management

Management and monitoring of water losses has remained a priority for the Authority over recent years. Capital works aimed at replacing poor condition watermains such as the MP11 Phase II – MP10 pipeline replacement as well as the Aleisa Phase I distribution network improvement projects, inherently reduces non-revenue water (NRW). These and ongoing leak detection and pressure management activities, have contributed to the gradual reduction in NRW over the years as summarised in Table 2.

Table 2. *NRW Percentage*

Division	Units	2012 - 2013	2013 - 2014	2014 – 2015	2015-2016
Urban <sup>a</sup>	%	70	68	64	59%
	L/connection/day	4,006	3,582	3,430	2,790
Rural	%	68	66	62	58%
Savaii	%	72	72	70	65%

Note: (a) NRW for Urban Treated Schemes - Malololelei, Alaoa and Fuluasou JR

NRW weighted average for the main urban schemes has significantly been reduced to 2,790 L/connection/day far exceeding target of 3,150 L/connection/day for the fiscal year. Capacity built through the CEPSCO program combined with ongoing O&M works, has proven effective with reducing both physical and commercial losses along the Alaoa scheme.

Improvement of water distribution management through pressure control and leak detection and repair works continue to provide promising results. Works are also ongoing for the establishment of District Management Areas (DMAs) - with the construction of flowmeter chambers, identification of isolation points as well as the incorporation of DMA zones into the customer database. Priority areas (high NRW) within Alaoa will be targeted primarily with

the outcome of DMA works. A similar approach to identifying priority areas with high NRW has been mirrored across both the Rural and Savaii areas.

Concerted efforts by Operations and Commercial division to address commercial losses continue to improve, evident with monthly meter readings and improvement in the customer database.

### 3.2 Consumer Relations

There has been significant development in the centralisation of customer complaints since independently handled by the CIT Division in 2015. This has allowed for better collection and recording of complaints as well as the implementation and enforcement of procedures for lodging and follow up of service orders (SOs). Since such changes, the following improvements have been made;

- pending SOs (more than 2,000) from 2012 – 2014 identified and resolved
- improved coding of SO type for better classification and ease of analysis
- enhanced teamwork between CIT and O&M staff
- improved responsiveness by O&M staff in resolving complaints

### 4. Wastewater

The wastewater team continues to successfully operate and maintain the Wastewater Plant at Sogi with plant performance tabled below.

**Table x. Wastewater Operational Performance Data**

Performance Indicator Description	Operational Performance 2012-13	Operational Performance 2013-14	Operational Performance 2014-15	Operational Performance 2015-16
Average daily wastewater inflow to the WWTP (m3)	517	504	542	656
Wastewater Treatment Plant Utilization (%)	41%	50%	54%	66%
Percentage of effluent samples complying with SPREP standards	100%	100%	96% – all but two months at 75%	100%

Approximately 20 pump stations serving 16 properties along Sogi, Mulinu Peninsula as well as infill properties at Fugalei and Motootua have been connected to the sewer line extension. These additional customers as well as assumed increased water usage, has contributed to the increased inflow to the plant. Nevertheless, plant operation continues to perform well, indicative of 100% compliance (effluent discharge) in accordance with environmental (SPREP) standards. Capital works for the next financial year include connection of infill properties within existing service areas as well as continuation of the inflow and infiltration reduction program.

## OVERVIEW OF FINANCIAL PERFORMANCE

During the year significant emphasis has been placed on collections and revisiting accounts that were marked disconnected and yet no response from them have been received as well as metering customers that were charged on flat rate but receiving treated supply. These efforts have resulted in the increase of revenue by 6% compared to last year and collections have increased by 23%. Further service improvements is expected as more customers will be on treated supply in the following year from the new Treatment Plants to be completed in October.

Expenses on the other hand, although reduced by 1% compared to last year the drive to improve services and collect water arrears resulted in the increase in net loss by \$158,526. A lot of effort still remains in improving

collections but prioritising works, to control expenditure and still provide reliable water supply to the majority of our customers.

Furthermore financial indicators for Budget Support were met during the financial year in compliance with donor funds under the Water Sector to ensure inflow of funds for the planned improvements of water systems.

## PROGRESS WITH CORPORATE OBJECTIVES

Strategy	Progress
<b>Objective 1: OUR CUSTOMERS AND COMMUNITY</b>	
Resolve WW customer complaints within 24 hours (target 95%)	Achieved/ongoing – 100%
Resolve water connection complaints within 3 working days (target 80%)	Average 91% compliance above target
85% of new connections completed within 10 working days from payment	Ongoing and progressing well
95% bills delivered per month	On-target average 95%
Carry out at least 1 community awareness activity each month	Achieved. Consultation carried out for JICA projects – water metering and billing
Develop a Marketing Plan and Media Policy	In progress, applied through NZ volunteers service for capacity building for local staff
<b>Objective 2: SERVICE DELIVERY</b>	
Compliance with Drinking Water standards (75%)	Average 98% SWA results for main treated schemes
Wastewater Treatment Plant effluent discharge compliance with SPREP standards	average 100% compliance
Wastewater Treatment Plant utilization	average 65% – extension ongoing will add more customers which will increase plant utilization but still within capacity
Non –Revenue Water (2000/conn/day)	Ongoing – details in operational performance section.
<b>Objective 3: FINANCIAL SUSTAINABILITY</b>	
Operating cost recovery (80%)	Improving/ongoing
Billing efficiency (90%)	Average 95% above target
Collection efficiency (80%)	Achieved/ongoing
Reduce accounts received turnover days (90)	Ongoing – progressing well. Refer to financial statements for details
Reduced debt owed to SWA (5%)	Ongoing – progressing well, special disconnection programs ongoing. Special notice issued and legal proceedings considered for high debts above \$10,000.
Increase Metered customers	Ongoing/progressing well – new projects underway to upgrade raw water schemes
<b>Objective 4: INTERGRATED WATER MANAGEMENT</b>	
Increase number of existing borehole supply with disinfection facilities (5)	Achieved – Falelauniu, Faleolo, Malua, Samatau and Satui boreholes now chlorinated, monitoring continues.
Community consultations for projects	Achieved – continuing for ongoing projects JICA, Aleisa and submain works.
Risk Management Plan	Ongoing
Drinking Water safety plans	Progressing well in collaboration with the Water Sector.
Asset Management Plan	Ongoing
Conduct SWA Subsector meetings	Management meetings every week and active participation in monthly TSC meetings
Participate in other subsector meetings including JWSSC	Achieved – ongoing
Present at the Annual Water and Sanitation Sector Review	Achieved
Complete the PWWA questionnaire and participate in Benchmarking activities	Achieved – ongoing
<b>Objective 5: ORGANISATIONAL CAPABILITY</b>	
Monthly CIT checks	Achieved
Perform annual IT hardware and software inspections	Achieved – majority of hardware and software updated depending on available funds
Redesign SWA website	New improved website completed and online
Develop CIT strategic plan, policies and procedures	Achieved/completed
Upgrade servers, firewall backup and disaster recovery	Achieved – ongoing
Vehicle inspection and maintenance	Achieved - ongoing



Increase Training days	Improved – ongoing, staff attending overseas training as well as local trainings available
Employee motivational activities	Progressing well, salary upgrade review approved and implemented, new office uniform
Monthly divisional meetings	Achieved – ongoing
Improve employee awareness of internal activities	Ongoing progressing well
OHS training	Completed/ Ongoing
Management Reports	Achieved, monthly
Reports to Board of Directors	Achieved – on a monthly basis
Annual Reports	AR 14/15 completed approved by Cabinet and tabled in parliament
Corporate Plan and Statement of Corporate Objectives	Achieved – all current, Revised CP 2017 – 2020 awaiting Cabinet approval.
Audit Plan	Achieved
Improve controls and policy compliance	Ongoing, progressing well
Monitor compliance with Legislations, policies and procedures	Ongoing, progressing well
Review SWA Act	Initiated, target to be completed next financial year
Performance Reviews of employees	Ongoing, annual reviews
Review OHS Policy	Completed
Establish partnership with Academic Institutions	Ongoing support through field trips, work experience and part time employment.

## CAPITAL PROJECTS

### 1. JICA Urban Consolidated Untreated Water Supply Rehabilitation Project.

This project includes an upgrade of raw system supplies in the urban area including water supply schemes for Vailima, Vaivase-uta and Tapatapao. This project started in October 2014 and is targeted to be completed in August 2016. Actual Works progress at end of June 2016 is 92%, target to be completed by October 2016.

### 2. CEPSCO Project

This Capacity Enhancement Project is funded by JICA which focuses on exchange of knowledge, ideas and methods between experts from Japan and staff of SWA on the subject of Water Loss management. This project is concentrated on the Alaoa supply scheme utilizing NRW & Leak Detection applying NRW reduction initiatives through Pressure/flow logging/analysis and management, DMA isolation and monitoring, household metering checks and remedial. The project is progressing well. Experts from Japan are on island to continue facilitation of capacity building programmes.

### 3. Aleisa Network Upgrade Phase 1

This projects includes a rehabilitation of the Aleisa water reticulation system. It includes an upgrade of this system to cover new areas and replacement of old and depleted lines to reduce NRW and improve water quality. Project is progressing well despite land dispute with properties encroaching on the road reserve and pipeline route. Project is about 89% completed at end of June.

### 4. Wastewater system Extension project

This project aims to extend the sewer system towards Mulinuu peninsula to cover all government and commercial buildings in that area. The sewer line installation is completed, connections currently underway and progressing well with 98% completed at end of the reported period.

### 5. Malololelei Transmission main

Project completed, costs around \$419,000. New transmission is more reliable to withstand strong water flows during heavy rainfall. Malololelei was our most vulnerable system during severe wet weather conditions.

### 6. System upgrade/ pipe replacement

Includes replacement of old pipelines for reliable and improved water supply as well to reduce in water loss. Pipe replacement works completed for the distribution line on the coast of Moataa towards Fagalii tai MP10/MP11.

### **7. Gataivai Borehole Drilling**

Drilling works continues at Gataivai aiming to construct a new borehole supply scheme to improve water supply for the Gataivai area. Gataivai is currently receiving raw water supply and the Authority is hoping that if this drilling project is successful, thus will provide improved and reliable water supply for this community.