

**INTERAGUA DIALOGUE TABLE
REPRESENTATIVES OF THE USERS AND THE *OBSERVATORIO
CIUDADANO DE SERVICIOS PÚBLICOS* - OCSP (PUBLIC SERVICES
CITIZEN OBSERVATORY)**

GRAN HOTEL GUAYAQUIL, JULY 14, 2010

Those present were: Oscar García, Pilar Murillo, Sarita Mazuera, Gina Rodríguez, Francisca García, representing Interagua; Cesar Cárdenas, Augusto Parada, Magali Huacón, Melida Caicedo, Tania Crespín, representing the Observatorio Ciudadano de Servicios Públicos (OCSP); and Eduardo Chulli, Ana Peralta, and Alfredo Carrasco, representing the Users' Assembly. Acting as the CAO-appointed facilitators were Antonio Bernales and Kate Kopischke.

AGREEMENTS:

1. The report from the Conflict Resolution Table was drafted jointly. Both parties acknowledge the effort and work of the team that was responsible for the activity. The results and lessons learned from this joint effort have enabled Interagua to replicate the experience in similar processes in different sections of the city of Guayaquil. This report is attached to these Minutes.
2. The vision shared by the Table is that the Office of the Ombudsman sanctioned by Interagua should handle community cases and also individual cases, in the near future.
 - The parties agree with the improvements being made by the company and they are willing to explore the feasibility of user participation in the work of the Ombudsman.
 - The OCSP suggests that the representative be selected through a public competition among users.
 - Interagua will share the documents regarding the establishment and operation of the Office of the Ombudsman with the OCSP and the leaders. The OCSP will submit its comments and suggestions within the next 15 days.
3. Interagua welcomes citizen participation in its process of ongoing improvement, through the evaluation of the policies and procedures that the company has, in order to provide a better service.
4. Human right to water and the disconnection of water supply. The constitution recognizes the human right to water. The OCSP recommendation is that Interagua identify an alternative to disconnections.
5. Contamination of marshes. The parties agree to cooperate in identifying cases of alleged contamination and communicate the results of the monitoring to the relevant organizations, when the need arises.

6. Water quality. The parties agree to jointly monitor water quality, and will therefore review the methodology proposed by CAO in its guidelines in order to agree on the steps to be followed, provided they are not at variance with the concession contract. The parties believe that the procedure will encourage the development of strategies for appropriate and responsible use by the population.
7. The state of the internal facilities of educational centers. Interagua is conducting a program for the review of internal facilities, under its social responsibility program. The OCSP suggests that as part of this activity, it should also collect water samples from inside the educational centers so that they can be sent to the appropriate laboratory for analysis, and the results communicated to the education authorities, after which the necessary measures can be taken.
8. The parties agree to hold a meeting involving INTERAGUA-OCSP and USERS' REPRESENTATIVES on Thursday, August 12 at the offices of the OCSP at 9:00 a.m.
9. Within 90 days of this date, the parties agree to hold a final evaluation meeting that will be attended by CAO. The parties are asking CAO to facilitate the systematization process for this experience.

Signed by:

	/s/	/s/
Oscar García	Pilar Murillo	Sarita Mazuera
	/s/	/s/
Gina Rodríguez	Francisca García	
	/s/	/s/
Cesar Cárdenas	Augusto Parada	Magali Huacón
	/s/	/s/
Melida Caicedo	Tania Crespin	
	/s/	/s/
Eduardo Chulli	Ana Peralta	Alfredo Carrasco
	/s/	/s/
Antonio Bernales	Kate Kopischke	