

WAI NEWS



ISSUE 7

THE OFFICIAL NEWSLETTER OF WATER AUTHORITY OF FIJI

JANUARY/FEBRUARY 2015

Free Water Campaign roll out has begun

FIJI'S Honourable Prime Minister, Voreqe Bainimarama, has called upon the Water Authority of Fiji (WAF) to do everything to roll out the Government's Free Water Programme as efficiently as possible.

Speaking as Chief Guest at the WAF Staff Excellence Awards Night, 23rd January, the Prime Minister said that under this programme, which began on February the 1st, up to five people per household will each receive 50 litres - or a total of 250 litres of free water every day, or up to 91,250 litres of free water per year.

"So this is a huge boost to



WAF employees participate in the Free Water Campaign.

the ability of ordinary Fijians to relieve the cost of living pressures that they currently face and I'm very proud of this important achievement," said the Prime Minister.

Customers with a combined

household income of \$30,000 a year must first register for the programme at one of the 11 WAF offices around Fiji by presenting their TIN number together with their latest pay slips.

Unemployed customers can

register by presenting a statutory declaration of income, signed by a Justice of the Peace.

Eligible customers will begin receiving the free water allocation five days after their registration has been approved, and it will be reflected in their next WAF water bill. The allocation is based on international daily water needs standards and an average Fijian household of five.

This registration will last for three years. If during that time the customer's combined household income rises above \$30,000, they must notify WAF immediately to avoid facing a penalty.

Clean drinking water for outer-island communities



Celebrating the water supply at Dravuni.

APPROXIMATELY 5,000 villagers living in 19 villages on nine islands have benefitted from the outer-island water projects completed by the Water Authority of Fiji (WAF) during 2014 at a cost of close to \$1.5 million.

"The Authority continues to provide access

to affordable, reliable, clean drinking water and sanitation systems through the Outer-Island Water Projects," said WAF Chief Executive Officer, Mr Opetai Ravai.

"Each region in the country has a WAF Rural Unit that is responsible for carrying out necessary surveys and the

subsequent construction of approved projects."

Dravuni Village Headman, Onisivoro Tokalauvere, thanked the Government and WAF for the installation of a 10,000 ferro-cement water tank and a solar powered water pump that ensures a continual supply of water for the

first time in six years.

"With our new system, water problems will now be a thing of the past," Mr Tokalauvere said.

Wayalevu Village Headman, Joseva Naqarakoso, echoed similar sentiments on behalf of his village, saying the sustainable water system in his village also included the construction of a new dam, a 10,000-gallon cement tank, water taps and showers.

The numbers benefitting from the Outer-Island Water Projects will soon increase with the completion of a three-and-a-half kilometre pipeline carrying water from the mainland to Malake Island off of Rakiraki, the first of the projects earmarked for completion in 2015.

General Manager Customer Services inspired by workers

AFTER two years at the helm of the Customer Services Department, Ms Fane Vave is bidding farewell to the Water Authority of Fiji (WAF) in order to join her husband while he furthers his studies in Hawai'i.

"Being at WAF has changed my perspective on national priorities and I have a great appreciation for the work, work that is often not acknowledged. The real people out there making things tick are the ones everybody walks past every day without really seeing or appreciating the long hours they put

in, often in high risk areas, to keep systems working," said Ms Vave.

"It is easy to sit in a comfortable office and say, "I am working for my country", but when I look at the people out in the field, that is when I realise I still have so much to learn. That is my greatest appreciation for the job. Even though there is still so much to do, I have been inspired by all the hard working people at WAF.

"This is a very emotional departure, but if there is a place for me here at WAF when I



WAF GMCS, Ms Fane Vave.

return, then I will definitely raise my hand," said Ms Vave.

From the CEO's desk



Mr Opetai Ravai.

IN the last issue of WAI news, we were dealing with the crisis created by the adverse weather event early in December. In this issue we have shown how WAF's teamwork was critical in dealing with these emergencies.

Also in this issue, we are celebrating and acknowledging the excellence and professionalism of many WAF team members throughout 2014.

Government has listened to WAF's request for increased funding and allocated \$176 million, 96% of the Authority's

original submission. This reflects Government's confidence that WAF can deliver, but with this allocation of funds comes an enormous responsibility and an enormous challenge: to spend this funding wisely and effectively, in order to provide the best service possible for the people of Fiji and to see the best return possible upon this major investment Government is making in the infrastructure of WAF.

Adapting to change will be critical. In some cases, it will be necessary to out-source in order to meet project and programme

targets and we will need to quickly acknowledge where using outside expertise would be appropriate and initiate the proper tendering processes.

Remember, everyone at WAF is important. The job you do contributes to the WAF Vision: Providing sustainable quality water through service excellence. We have just celebrated and acknowledged the efforts many of you have made towards attaining this vision. But there is always room for improvement.

Part of the Authority's drive for improvement is reflected in the

recently announced branding exercise that includes the new tagline, Clean Water for a Better Life. This is what we do, it is who we are at WAF. And this year is our opportunity to take our performance to a new level of excellence.

West support team helps prompt repairs at Savura

A prompt response to the slips at Savura saw the Water Authority of Fiji team complete major repairs to the collapsed Waimanu 600 and Headworks 3 trunk mains in less than a week.

"The collapsed Waimanu 600 was identified during routine checks in the early afternoon on Saturday 6th December. Then on Saturday night a second slip took out the Headworks 3, which is located higher up the slope, closer to the road," said Mr Nemani Waqanivalu, WAF Project Engineer.

"Mobilisation began on Monday, clearing the site with three excavators, bringing additional pipes from the West to augment



A job well done. The WAF team restores water to Suva.

the stocks we already had in Suva. The actual mains repair began on Tuesday morning, and by working around the clock in shifts, repairs to Headworks 3 were completed by Wednesday afternoon."

Working in rainy conditions with

water-logged, slippery clay underfoot meant that from start to finish, safety was at the forefront of the operation to repair the mains and restore the supply of treated water to the greater part of Suva.

"Work on Waimanu 600 began on Thursday morning. By this time, our support team had arrived from the West and again, we worked through

the night, completing these repairs by Friday afternoon. Before the weekend was over, there was sufficient water with enough pressure to restore normal supplies to all those who had been affected by the collapsed pipes," said Mr Waqanivalu.

Meeting water carting challenge during crisis

EARLY in December, as the skies opened and torrential rain fell, pipelines at Savura were broken and carried away by landslips.

Ms Miliana Vueti, Water Authority of Fiji (WAF) Customer Service Representative, Support, was amongst those called into the WAF Headquarters on Saturday night to deal with the

resulting crisis.

The biggest immediate challenge was finding enough trucks for carting water in the first two days. Fortunately, by the third day, the number had increased from five water carting trucks to more than 10, but keeping customers supplied meant that for seven days

Ms Vueti and her colleagues, including Ms Amelia Soso, WAF Customer Service Representative, Support, worked anything up to 22 hours at a time, taking only short breaks to rest, to keep the logistics running as smoothly as possible.

Those driving and manning the water carts like Mr William

Morrell, Technical Assistant, (Water Cart), also worked long shifts, starting at three o'clock in the morning, working through to two the next morning.

"We knew people were out there waiting, needing water. So we would rather fill their tanks and buckets first then take our breaks," said Mr Morrell.



Ms Miliana Vueti and Ms Amelia Soso kept logistics running.



Intense moments for the team in the field.



Delivering water was the first priority.

Teamwork solves sewerage spill at Cunningham

AS heavy rain fell on the 5th December, the extreme weather caused the main wastewater trunk line that carries all untreated wastewater from the greater Suva area to the Kinoya Wastewater Treatment Plant to collapse at the four-mile bridge, crossing Cunningham Creek.

With wastewater discharging directly into the creek from the broken, gravity-fed pipeline, WAF engineers immediately began to work to find a solution.

With the first priority being to create a work site, WAF welders and workers from Vatuwaqa Industry worked to remove the collapsed pipe pieces from the creek.

"We approached MWH Global, consulting engineers to the Fiji Roads Authority for assistance together with Fulton Hogan Hiways Joint Venture (FHHJV)," said WAF General Manager Production, Mr Sosiveta Turagaiviu.

Working closely with WAF, FHHJV provided



Installing the new pipeline on Cunningham bridge.

expertise, equipment and engaged a number of subcontractors who organised the fittings, erected scaffolding, controlled traffic, did concrete work and drilling, decontaminated the area and built a pump facility.

Mr Turagaiviu said that one of the immediate by-products of the wastewater spillage was the odour caused by the lack of oxygen when the waste breaks down and releases gases.

From day one of the emergency, a biological product called Bio Plus was

introduced into the spill to neutralise the waste and minimise the odour. This was combined with a process called aerobic digestion, whereby large amounts of oxygen were fed into the spill to counteract the release of gases and odour. The oxygenation process encourages 'good' bacteria to digest the organic matter in the spill.

The replacement pipeline is of a smaller diameter and has been put in place over the top of the bridge, so as to not overload the bridge support beam. A pumphouse has been constructed and a pump installed on the Suva side of the bridge to keep the wastewater flowing.

Mr Turagaiviu said that while the teamwork and efforts of everyone involved in solving the emergency should be commended, "the true heroes are the people living downstream along the Cunningham creek who have had their livelihoods and lifestyles disrupted by the spill."

Education and enforcement essential to protect environment

EDUCATION and enforcement are essential to the maintaining of an efficient, cost effective wastewater treatment system, according to Mr Mitesh Baran Water Authority of Fiji (WAF) Acting Manager Wastewater.

Mr Baran, with colleague Mr Paka Viliame, has returned from a comprehensive training course conducted in Tokyo, Japan, under the auspices of the Japan International Cooperation Agency (JICA).

He strongly believes that there are lessons to be learnt, examples to be followed and practices to be adapted and adopted to suit the situation in Fiji.

"There are environmental studies at tertiary level, but there seems to be a disconnect between the theory and what people actually do. We need to begin the education process with reference to the wastewater system, at primary and secondary levels.

"This would help address some of the negative practices that adversely impact the wastewater system by learning how



(Front, left – right) Mr Joshua of Kenya, Mr Said of Morocco, Mr Ismanto of Indonesia and Mr Mitesh Baran, WAF Acting Manager Wastewater, getting hands on experience with de-moisturising equipment, assisted by the Tokyo laboratory technician (back, centre).

our actions affect the environment. We have to protect what we have here in Fiji before we destroy it," said Mr Baran. "Everything we throw into

storm water drains ends up in the wastewater system, affecting pumps and pipes. For example, recently the Nadawa pump station was overflowing because of the rubbish – clothes, rags, bottles, sticks, everything you could imagine was in there," said Mr Baran.

He said all Japanese citizens take responsibility for protecting the environment by sorting all rubbish and putting it in the designated bins. At the industrial level, all companies generating trade waste have their processes for treating industrial waste to a specified standard before it is released into the municipal wastewater systems.

"For our systems to operate properly, we need to control what enters the system and to be able to enforce penalties on those who do not comply. For this reason, the Trade Waste Policy is being developed," said Mr Baran.

Outer-island villages already benefitting from 2014 Water Projects

THE following villages benefitted from the 2014 Outer-Island Water Projects.

Northern Division

Bua
• Galoa Island

Macuata
• Kavewa Village

Western Division

Nadroga, Malolo
• Tavua Village,

Ba, Yasawa

• Nacula Village • Naisisili Village • Yalobi Village • Ratu Naivalu Primary School, Nalauwaki Village • Matakawalevu Village • Naisisili Village • Natawa Village

Eastern Division

Kadavu
• Dravuni Village • Matanuku Village • Solovola Village • Yavulu Settlement, Nakasaleka

Lau

• Lomati Village, Cicia • Muamua Village, Vanuabalavu • Lomati Village, Matuku

Lomaiviti

• St John's College, Ovalau



Kadavu Provincial Administrator, Mr Peni Tora, commissions the Yavulu Settlement water project.

“Clean Water for a Better Life” - WAF’s new logo

AS Water Authority of Fiji (WAF) is beginning 2015 with a substantially increased budget that reflects the importance of the Authority’s work, it is timely that WAF’s image is taken to a new level with branding.

WAF is introducing a new, modified logo that includes the logo line “Clean Water for a Better Life”. It is what WAF does, and the reason for doing it.

The previous line, “Doing the right job, do it once, do it right” will slowly be phased out.

To ensure that branding and the use of the new logo is

carried out consistently across all WAF Departments, Units and regions, a new WAF Logo Guide has been produced. This is a living document designed to make the use of the new logo and the branding of WAF clear and consistent.

It defines the logo’s colour, the look and proper placement for different stationery and promotional material, suggests the size of advertisements and where the logo can be used and suggests how to use the logo on promotional material and offers suggestions of proper company work and office attire. Through

consistency of placement, proper use of colours, the logo will always be in the same position, sending out the same message that WAF is a quality company.

In full consultation with the CEO and management, Corporate Communications will drive the branding process,



The guide to using the new logo.

which needs to present unified communications: one message, one voice, one consistent image.

Procedures manual for CAPEX submissions



WAF Senior Business Analyst, Mr Manasa Tusulu, at Hunter Water, Australia.

requirements that must be met when making submissions to Government for funding of capital expenditure (CAPEX) projects.

“We need to justify the cost/benefit analysis and present the best business case scenarios as to how funding will be spent for the benefit of our customers, the citizens of Fiji,” said Mr Manasa Tusulu, WAF Senior Business Analyst.

Mr Tusulu spent a week in Australia, late 2014, working with Hunter Water General Manager, Mr Jim Keary

and Senior Engineer, Mr Alan Thornton, on the development of a WAF-specific CAPEX Procedures Manual.

The manual development is part of the WAF-Hunter Water Twinning programme funded by the Asia Development Bank (ADB).

“The key purpose of the manual is to provide consistent, standardised guidelines and templates to assist project managers in the preparation of their CAPEX submissions.

“Now that the document is finalised training sessions will begin this year, giving us a good lead-in time for the preparation of the next submissions to Government,” said Mr Tusulu.

AS an organisation the Water Authority of Fiji (WAF) is unique in its operations with specific

Australia, late 2014, working with Hunter Water General Manager, Mr Jim Keary

Automatic Valveless Gravity Filter improves water quality

WITH an investment of \$3.5 million and the introduction of the Automatic Valveless Gravity Filter, the Water Authority of Fiji (WAF) has introduced a new concept that is improving the quality of treated water at some of the Authority’s more remote water treatment plants.

Water enters the plant, the filtration process takes place and clean water is sent to the reservoir. The process is enhanced by the backwash feature of the AVG that takes place automatically after specified periods of production of treated water, ensuring that

correct filtration also continues automatically.

The AVG is capable of treating water turbidity from up to 15 to 20 NTU to a clear water turbidity level between 0 to 5 NTU.

Turbidity is caused by particles, usually invisible to the naked eye, suspended in untreated water. It is measured in Nephelometric Turbidity Units (NTU) by an instrument called a nephelometer or turbidimeter. This measures the intensity of light scattered at a 90° angle as it passes through a sample of water. Decreased turbidity increases the passage of light through the sample.



Installing the new Automatic Valveless Gravity Filter at Nabouwalu.

AVG installation is underway at the water treatment plants at Vunidawa, Nabouwalu,

Savusavu, Benau, Taveuni, Waiyevo, Bucalevu, Levuka, Navua and Veisari.

Report a leak call 334 6777 or 5777 (Vodafone and Inkk users).

Connect to our website

