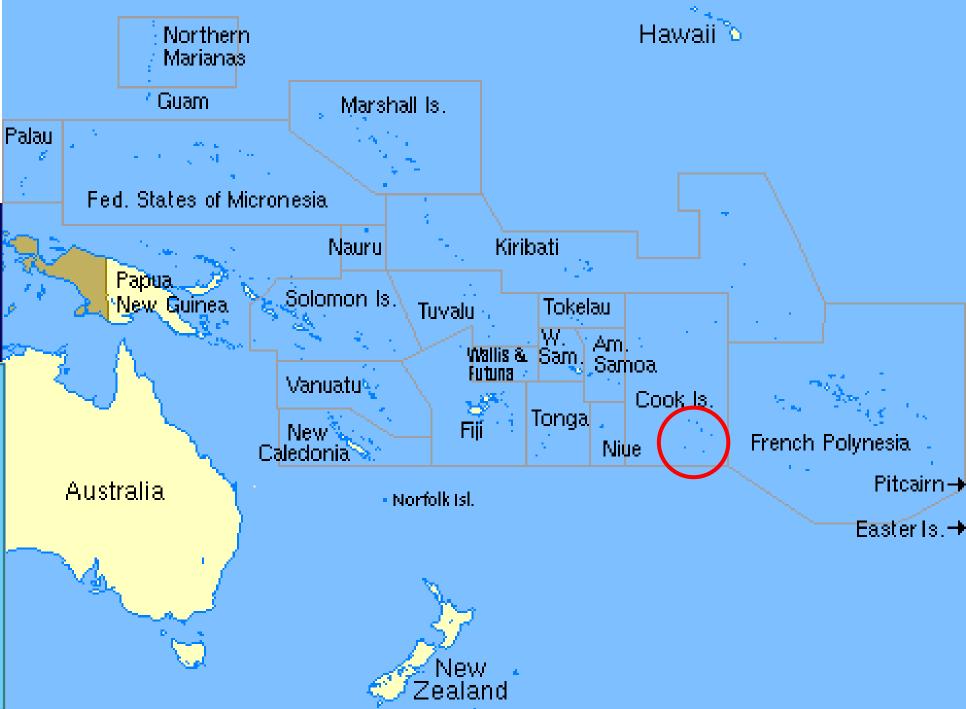
The Cook Islands





- Largest infrastructure project in Cook Islands history
- First joint venture aid project by PRC with another country
- CECCC laid the pipes, McConnell Dowell built the treatment plants
- Cart before horse
- Lessons learned



To Tatou Vai

 New government owned company set-up to operate Te Mato Vai

(lessons learned from past infrastructure projects)

But first, we needed a CEO







Challenges

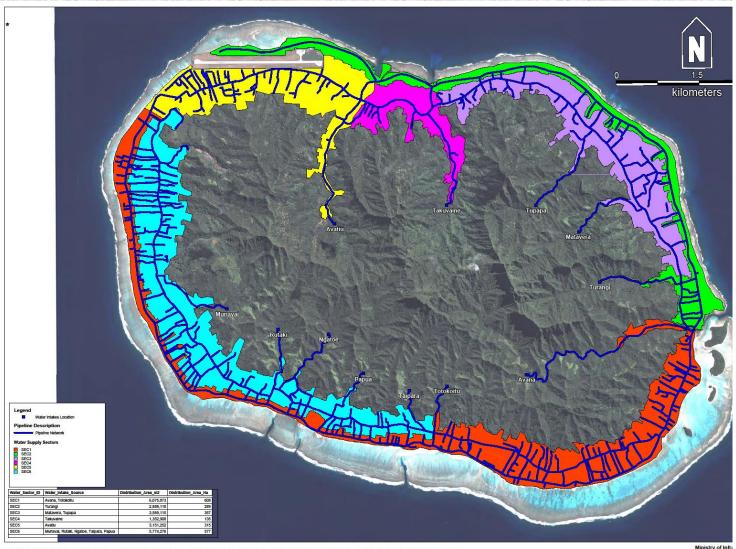
- No staff
- No land
- No electricity (at intakes/water treatment sites)
- No support
- Resistance to use of "chemicals"
- Opposition to disinfection of the water
- Opposition to water charges
- Near zero storage capacity

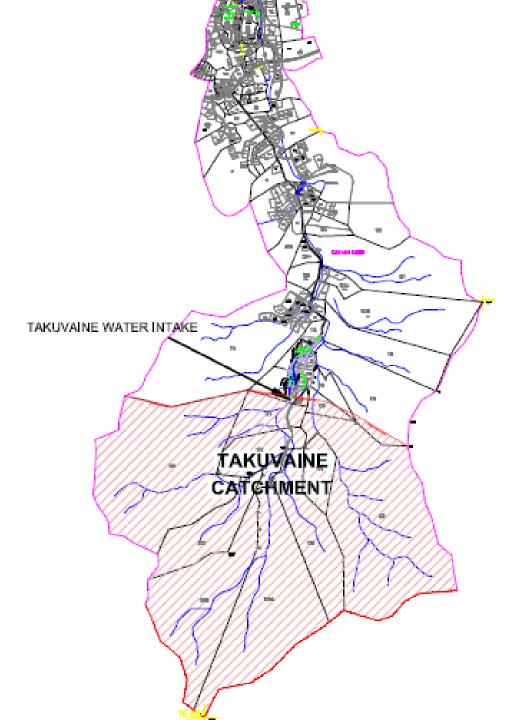


To Tatou Vai Limited - Organisation Structure



No land





No electricity....



- Treatment process designed (GHD) to rely on gravity
- Intakes up valleys no easy access and limited sunlight – no solar power, no comms
- All auxiliary pumps battery powered
- No SCADA or automated control or alarms

No support...

GREAT IDEAS FORCED ON US BY FOREIGN EXPERTS ...

YOU SHALL HAVE NO FUN BUT GOD! AND POT SOME PANTS ON!



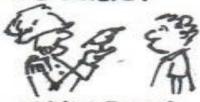
THE BLUE LAWS

YES WE'LL LEND THE MONEY BUT YOU GOTTA USE OUR DESIGN AND BUILDERS!



CHINESE CONSTRUCTION

THESE BIRDS WILL TAKE CARE OF THE WASPS!



MYNAH BIRDS

THAT'S NOT A LEAKING PIPE .. IT'S IRRIGATION!



TE MATO VAI

PLANT PINE TREES FOR BUILDING AND ACACIA FOR FUEL!



OF MANGAIA

YOU'VE NEVER HAD AN OUTBREAK OF WATERBORNE DISEASES - BUT CHLORINGTE ANYWAY AND TAX PEOPLE FOR THE PRIVILESE!



X

... ON AND ON IT SOES

KATA

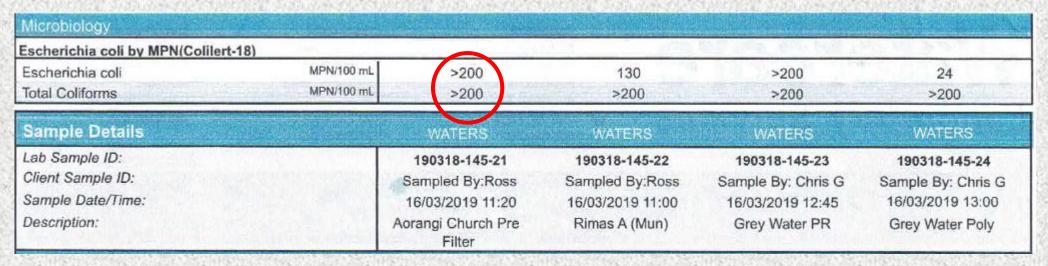


No Chemicals??



Opposition to disinfection

The water quality as is = POOR



- Cook Islands Government yet to make a decision on "disinfection"
- Implied in Funding agreement and Te Mato Vai contract
- 'Consultation' arranged on Rarotonga
- Social media campaign mounted by opponents
- Lack of expert comment/discrediting of science

Water charges anyone?



But things have changed....

- Communications...
- Customer Service
- Staff training commenced
- Leaks being properly prepared
- Clear Purpose (Mission, Vision and Values)

TO TATOU VAI Strategic Framework

OUR VISION

A community-trusted supplier of water services.

To Tatou Vai - Our Water

OUR MISSION

A reliable water supply that is safe to drink – improving the wellbeing of our

Cook Islands people

OUR VALUES

Customer First Accountability

Teamwork

vork Clear communications

ns Hone











OUR PRIORITIES

Our Consumers

Ensuring that consumers are happy with the services we provide. We need to inform our community about To Tatou Vai's role and the importance of high quality water; we need to be sensitive to the cultural/traditional values of our people and earn their trust.

Our Stakeholders

Maintaining an excellent relationship with water catchment owners and stakeholder government agencies. We need to ensure stakeholders understand our role and we need to earn their trust and respect.

Business Excellence

Taking a professional approach to business but never losing sight of our social responsibilities. We aim to recruit high quality staff; train and develop those staff; establish an integrated office/depot facility; establish a positive operating culture and establish appropriate operating procedures and policies.

Environmental stewardship

Our business is intrinsically linked to the environment and we will ensure that environmental responsibility is considered in every decision we make.

Financial responsibility

Ensuring that every dollar is spent wisely; that there is sustainable long term plan; that appropriate provision is made in each year for the replacement and upgrade of assets; and that we operate on a break-even basis.

- Cocoa to clear water (objective is potable water)
- Employment opportunities bringing employment home
- Reservoir storage/infrastructure management and maintenance

