



Clean Water & Sanitation for a Better Life

STATEMENT OF CORPORATE INTENT 2023-2024

Message from CEO



It is my pleasure to present to you the Statement of Corporate Intent for the financial year 2023-2024, on behalf of the Water Authority of Fiji (“WAF”).

As Fiji’s water and wastewater services provider, WAF has a significant role in helping the Fiji Government achieve its vision for Fiji. With the new Board appointed, they welcomed the opportunity to work collaboratively with the Government and the key stakeholders to jointly develop strategies and policies which achieve efficiencies and provide greater benefit to our customers and the communities in Fiji. In delivering on the vision; it is essential that WAF incorporates the expertise, experience and aspirations of its employees in conjunction with its customers. WAF’s essential objective and role is to serve its customers to ensure customer service efficiency and effectiveness are enhanced.

This Statement of Corporate Intent (SCI) sets out how WAF intends to fulfil its vision to be trusted by our communities for exceptional performance every day and our mission to provide safe, reliable and efficient water and wastewater services to all Fijians.

WAF has adopted a holistic approach to address challenges and support a resilient and sustainable water sector, in accordance with WAF’s strategic priorities that captures nine (9) focus areas. The strategic key focus areas are

- 1) Non-Revenue Water Reduction
- 2) Asset Management,
- 3) Capital Project Delivery
- 4) Customer Service
- 5) Living Lab - Kena i Taukei ni Wai,
- 6) Water Sector 2050
- 7) Financial Sustainability and efficiency,
- 8) Digital Transformation,
- 9) Core Skill Development

Apart from the nine (9) focus areas, we will be also be focusing in improving system processes and efficiency.

We will launch the first-ever National Water Sector Strategy 2050 Plan this year, a long-term plan that sets out the strategic objectives for the delivery of water services for the next three (3) decades. It will detail the current and future challenges which affect the provision of water services and the Strategy will focus its interaction with other national and regional strategic plans such as the National Development Plan.

WAF is committed to providing the best water & sanitation services to all Fijians. Our SCI reaffirms our commitment to engage with all our stakeholders to work together, so that we can meet the challenges of today and tomorrow.



Vaturu Dam, Nadi

Contents

2	Introduction	5
	2.1 Legal Framework	5
3	Strategic Overview	6
	3.1 Roles and Responsibilities	6
	3.2 Nature and scope of activities – ‘what we do’	7
	3.3 About us- our area of responsibility	8
4.	Statement of Performance Expectation	9
5.	Operating Environment	10
6.	Budget	11
	6.1 Operating Budget (OPEX)	11
	6.2 Capital Budget (CAPEX)	12

2. Introduction

The Water Authority of Fiji (WAF) was established by the Government of Fiji in January 2010 to provide efficient and effective water and wastewater services to its customers and also setting up water supply systems in rural areas, giving access to water to Fijians to meet their daily needs. The Government of Fiji started reforming the Water and Sewerage Department (WSD) in 2009.

The objective of this reform was to enhance the sustainable delivery of water and wastewater services to appropriate levels of service. From January 1, 2010 WAF officially took over the responsibilities functions and operations previously carried out by WSD. The Statement of Corporate Intent is a requirement pursuant to Section 22 of the WAF Act 2007. The Statement of Corporate Intent states the activities and intentions of WAF for this financial year, together with a summary of the objectives, outline of the activities, projects which will be delivered, financial and non-financial targets, accounting policies, main elements as contained in our Corporate Plan.

2.1 Legal Framework

WAF is guided by the following acts, policies and legislations:

- a) United Nations Sustainable Development Goals (SDG 6 Clean Water and Sanitation); Ensure availability and sustainable management of water and sanitation for all
- b) Fijian Constitution 2013 Sections 35 and 36 – to provide all Fijians proper sanitation and access to clean and safe water.
- c) 5 Year and 20 Year National Development Plan – Section 3.1.1 Water and Sanitation
- d) WAF Act 2007
- e) National Infrastructure Investment Plan (NIIP)-
- f) Other secondary laws and policies:
 - i. Climate Change Act 2021;
 - ii. Rural Water and Sanitation Policy 2021;
 - iii. Environment Management Act 2005;
 - iv. iTaukei Lands Trust Act 1940;
 - v. Mining Act 1978;
 - vi. Land Use Act 2010;
 - vii. Mining Act 1965;
 - viii. Public Health Act 1935;
 - ix. Rivers and Streams Act 1880;
 - x. Rural Land-Use Policy;
 - xi. National Climate Change Policy 2018–2030;
 - xii. Fiji Forest Policy 2007;
 - xiii. Fiji Food and Nutrition Policy 2008; and
 - xiv. The National Disaster Risk Reduction Policy 2018–2030.

3 Strategic Overview

3.1 Roles and Responsibilities

WAF is mandated by its Act to deliver the following:



3.2 Nature and scope of activities – ‘what we do’

WAF is a lifeline utility providing water and wastewater services to over 800,000 people in Fiji. Our services are vital for life, keep people safe and help communities flourish. We supply reliable, high quality drinking water to homes and businesses and collect, treat and discharge their wastewater in environmentally responsible ways.

We manage our inherited water and wastewater assets and plan and build infrastructure to ensure we are climate resilient and reliable and can support growth today and into the future.



3.3 About us - our area of responsibility

Our Key Facts

About us

We operate under a range of legislative and regulatory instruments, including:

- Water Authority of Fiji Act 2007
- Constitution 2013
- Land Transfer Act 1971
- Environment Management Act 2005
- Financial Management Act 2004
- Finance Instructions 2010
- Employment Relations Act 2007
- Accident Compensation Act 2017
- Health and Safety At Work Act 1996

Our Coverage:

Water

- National – 82%
- Urban – 98%
- Rural – 58 %

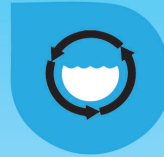
Wastewater

- Urban – 28%- 127,881 Population



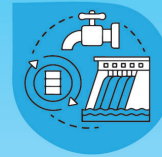
158,206

Number of Water Connections



51

Water Treatment Plants/ Facilities



70

Water Sources



129

Reservoirs



4,233

Water Distribution Length (km)



33,513

Number of wastewater connections



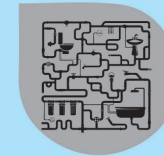
11

Wastewater Treatment Plants



185

Wastewater Pumpstations



836

Wastewater Distribution Length (km)



36

WAF Depots

Key facts

Provided water and wastewater service to more than 800,000 people annually

Approximately treated **130,000** mega litres of drinking water annually

Treated over 21,000 mega litres of wastewater annually



Issue date: 30/10/2023

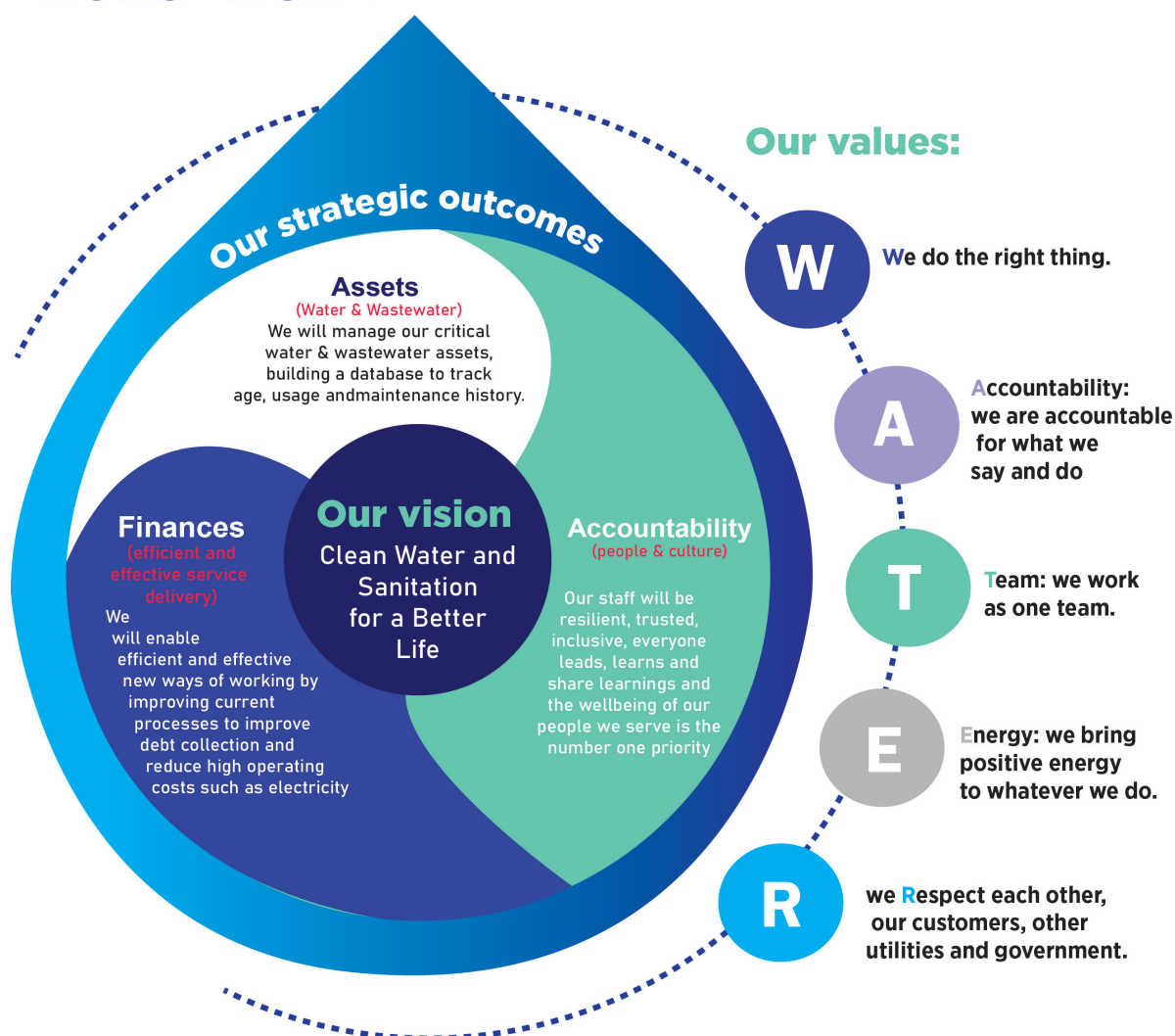
4. Statement of Performance Expectation

Our Strategic Priorities

2023 -2024



Clean Water & Sanitation for a Better Life



Our Mission: We are committed to optimising water and wastewater services through:

- Resilience, Innovation
- Safe Working Practices
- Engaging Stakeholders
- Capacity Building
- Being Environmentally Focussed
- Modernization

Our focus areas:



Reduction in Non-Revenue Water



Improve Customer Service



Digital Transformation (Automation)



Asset Management



Living Lab - Kena i-Taukei ni Wai



Core Skill Development



Capital Project Delivery



Financial Sustainability & Efficiency



Water Sector 2050

5. Operating Environment

a) Environmental Responsibility

- Continue to explore alternative and more efficient and effective energy sources and options.
- We will work towards the reducing sewerage overflows into waterways

b) Commercial Reliability

- Work on business model to progressively achieve financial viability.
- Achieve efficiency across all business unit operations to ensure that our customers receive high levels of service.
- Maintain a robust debt recovery process that is fair and reasonable and is audited on an annual basis.

c) Water Conservation

- Identify the level of water conservation to optimize future investments on behalf of our customers.
- Reduce leakage from our water mains.
- Provide water conservation information for our customers to help manage their water bills.
- Balance the costs of maintaining infrastructure.

d) Service Reliability and Quality

- Deliver levels of service that rate WAF high.
- Enhance the customer experience.
- Building on improving water quality.

e) Social Responsibility

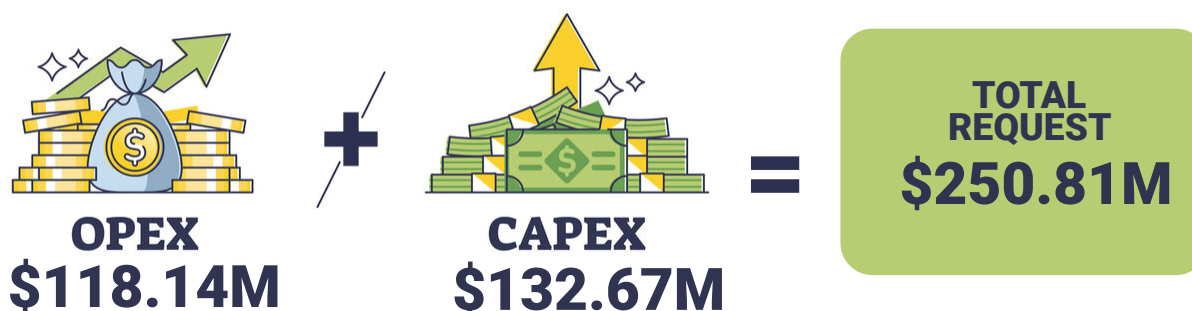
- Continue free water allowance for vulnerable household.
- Building employment brand towards becoming an Employer of Choice.
- Enhance WAF's safety culture to minimize risk.

f) Climate Resilience

- Consider climate resilience in infrastructure design.
- Diversifies water sources in Suva Nausori.
- We are committed to becoming a net-zero emission utility by 2050 and reducing our greenhouse gas emissions and building resilience into our systems.

6. Budget

The Fiji Government is committed to achieve a 24/7 provision of water and wastewater services, the Authority has been allocated a total budget of \$250.81 million: \$118.14 for Operational Expenditure and \$132.67 million for Capital expenditure.



This budget allocation is targeted towards the upgrading of WAF's existing water and wastewater infrastructures, to improve WAF's service sustainability through an efficient, safe and robust water supply system, improve sanitation to urban areas, increase service coverage, and to improve existing water & wastewater treatment capacity and process.

6.1 Operating Budget (OPEX) 2023 - 2024

The table below details Opex budget allocations:

Activity	Budget (\$)
Salaries	\$ 28,945,897.75
Staff Related Costs	\$ 1,323,057.00
Telecommunications	\$ 1,000,000.00
Computer Expenses	\$ 3,500,000.00
General Administration Expenses	\$ 7,122,084.00
Electricity	\$ 25,000,000.00
Chemicals	\$ 6,364,266.00
Fuel and Oil	\$ 4,646,185.60
Repair and Maintenance of Wastewater Treatment Plants	\$ 15,000,000.00
Plant Hire	\$ 11,387,664.35
Vehicle Fleet	\$ 1,220,000.00
OHS Expenses	\$ 1,000,000.00
Contingency	\$ -
VAT	\$ 11,634,488.54
Total WAF	\$ 118,143,643.24

6.2 Capital Budget (CAPEX) 2023 - 2024

The table below details Capex Budget allocation and how the Authority plans the implementation of capital project in the country.

CAPEX BUDGET-2023-2024		
Programme	Scheme	Approved Budget
Water Programme	Water Sources and Water Treatment Plants	\$ 6,885,065.90
	Water Distribution System Project	\$ 33,150,784.17
	Integrated Meter Management (Meter Replacem	\$ 7,906,006.71
	Non Revenue Water Reduction Project	\$ 5,856,608.96
		\$ 53,798,465.74
Wastewater Programme	Wastewater Treatment Plant	\$ 1,582,568.81
	Improvement and Upgrade of Wastewater Distribution System	\$ 4,864,749.55
		\$ 6,447,318.36
Asset Management Programme	Water Catchment Management Programme	\$ 162,160.55
	Relocation of Existing Water and Wastewater Pipeline - FRA Road Works	\$ 527,522.94
	Purchase of Office Equipment	\$ 422,018.35
	WAF Facilities Upgrade	\$ 1,140,472.94
	Land Acquisition	\$ 2,468,807.34
	Environment Management	\$ 158,256.88
		\$ 4,879,239.00
Digital Transformation Programme	Electrical Upgrading Project	\$ 3,636,141.27
	ICT Infrastructure Upgrade	\$ 738,532.11
	GIS	\$ 230,738.53
		\$ 4,605,411.91
Emergency Response Programme	Electrical Upgrading Works	\$ 3,323,394.50
	Emergency Response Contingency	\$ 527,522.94
		\$ 3,850,917.44
Rural Programme	Rural Water Supply Programme	\$ 4,220,183.49
	Rainwater Harvesting Systems- Gov't to reimburse 70% for residential households.	\$ 527,522.94
	Rural Water Carting to Non Metered Areas	\$ 3,165,137.61
		\$ 7,912,844.04
Special Funded Programme	Local Funding - Urban Water Supply and Wastewater Management Project (UWSWWMP)	\$ 23,812,516.65
	EIB Direct Payments - UWSWWMP	\$ 7,493,441.79
	ADB Direct Payments- UWSWWMP	\$ 10,528,087.73
	GCF Grant- UWSWWMP	\$ 9,345,711.97
		\$ 51,179,758.14
	TOTAL RIE REQUEST	\$ 132,673,954.63

