



Carillion Caribbean South Water Project



Location	Trinidad, West Indies
Client	Water & Sewerage Authority
Main Contractor	Carillion (Caribbean) Limited
Contract Value	TT\$ 631 million
Contract Duration	130 weeks

The South Water Project targeted relief of the acute water supply deficit in South and Central Trinidad and the upcoming increase in industrial demand from the Point Lisas Industrial Estate.

Carillion (Caribbean) Limited were also responsible for the management of the Projects TT\$2 million Public Relations and Customer Information Programme. The main goal of this programme was to ensure that all residents of the towns and villages, which were affected by the Project, were involved, informed and consulted. This went alongside encouraging tolerance by consumers in the face of inconveniences and accentuating the positive features and benefits of the project.

Any concerns went to a Hotline set up by Carillion (Caribbean) Limited. There were two telephone lines dedicated to receiving customer related telephone calls. 2 PR Assistants who fully recorded the concerns/queries manned these lines. They also liaised with Carillion's Site Inspectors and Contractors to bring about rapid responses.

To keep the wider community informed advertisements were published in the newspapers, especially if disruptions were likely to affect 1000's of customers. This was supported by continual media releases to both the press and radio. This informed people of disruptions to both traffic and water supply.

The project organised commissioning ceremonies for several of the projects main sites. The aim was to inform the public of the works when they were completed. The general public along with key members of the community such as school principals, religious leaders, business men were invited to the official commissioning of the Water Improvement Projects and to tour the new and/or refurbished Water Treatment Plants.

The South Water Project programme was successful in obtaining the support and co-operation of the people of South and Central Trinidad by keeping them both informed and involved.

In order to achieve this it was realised that they needed to develop and implement a strategy of public information and education campaigns to raise public awareness and appreciation of the efforts being made to improve the supply, quality and dependability of water to communities.

The immediate concern was for those residents living along roads targeted for pipe laying. Fliers and/or letters were placed in resident's mailboxes along these routes at least 2 to 3 days prior to the start of construction. These fliers detailed information about the aims and benefits but also contacts for any concerns.

Environmental Initiatives

Community liaison Fliers, letters, advertisement and media releases to keep people informed. A hotline for queries/concerns. Commissioning ceremonies for the general public.