

JAMAICA'S RESPONSE
THE UNITED NATIONS HUMAN RIGHTS COUNCIL DECISION 2/104
HUMAN RIGHTS AND ACCESS TO WATER

The water policy of the Government of Jamaica, including implementing legislation, regulations, measures and mechanisms, governing access to water and sanitation is derived from the country's traditional and principled position that "water is life". On the conviction that access to clean, safe drinking water and good sanitation is a critical pre-condition for economic development and a major index of the quality of life of the people, universal access to water and sanitation remain priority objectives of the Jamaican Government.

Acknowledging that over thirty countries and a billion people in the developing world are suffering the effects of water shortages, and that 12% of the population in the developed world uses 85% of the world's water, the Government of Jamaica does not support any call or action that would result in treating water as a commodity to be put on the open market for sale. As human life depends on the equitable distribution of water and its sustainability, water pricing and market forces could lead to a situation where water goes to those who can afford it. Jamaica supports the participation of private interests in national efforts to provide equitable access to safe water and good sanitation that is serviced as a need and not provided for profit or commercial gain.

Taking note of the impact of economic globalization, including the dominance of corporate rule on the natural system; industrial production; and the global consumer market; the Government of Jamaica also supports international negotiation and agreement to implement an international water law that inter alia would define, unambiguously, water as a basic need to which access should become a human right, subject to available resources; promote conservation; ban toxic dumping; tax and control industrial water use; regulate corporate agribusiness farming; and penalize corporate polluting.

JAMAICA'S VIEWS ON INTERNATIONAL HUMAN RIGHTS INSTRUMENTS
RELATING TO EQUITABLE ACCESS TO SAFE DRINKING WATER
AND SANITATION

Examination of the relevant international human rights instruments indicates that there are no provisions which explicitly speak to the equitable access to safe drinking water and sanitation. However, by virtue of certain provisions, it could be implied that there is a human right to access safe drinking water and sanitation. For example:

- The Universal Declaration of Human Rights does not specifically address the matter. The Preamble speaks to the rights derived from the inherent dignity of the human person. Article 25 provides that "Everyone has the right to a standard of living adequate for the health and well-being of himself and his family, including food, clothing, housing and medical care and necessary social services..."

- Article 11 of the International Covenant on Economic, Social and Cultural Rights (ICESCR) speak to the continuous improvement of living conditions.
- the Preamble of the International Covenant on Civil and Political Rights speaks to the “inherent dignity of the human person.”
- Article 14 of the Convention on the Elimination of all Forms of Discrimination against Women addresses the needs of rural women and, in paragraph 2 (h), speaks to the right of women to “enjoy adequate living conditions” with specific reference to “water supply”.
- Article 24 of the Convention on the Rights of the Child recognizes the right of the child to the enjoyment of the highest attainable standard of health. Article 27 also recognizes the right of the child to a standard of living adequate for the child’s physical, mental, spiritual, moral and social development.
- Article 2 of the ICESCR notes that each State Party “undertakes to take steps ...to the maximum of its available resources, with a view to achieving progressively the full realization of the rights recognized in the present Covenant by all appropriate means, including particularly the adoption of legislative measures” (emphasis added).
- Article 4 of the Convention on the Rights of the Child states that: “(w)ith regard to economic, social and cultural rights, States Parties shall undertake such measures to the maximum extent of their available resources.” It therefore remains that if there is a right to access safe drinking water and sanitation, it is not an absolute right.

Acknowledging that there is at the present time no recognition in international law of the human right to water, *viz*, that if, for any reason, safe drinking water is inaccessible to an individual, that individual, without more, could encounter difficulties in enforcing such a right in the courts, the Government of Jamaica reiterates that all governments of the international community should take the necessary steps, to the best of their abilities, to ensure that there is access to safe drinking water for all.

JAMAICA’S VIEWS ON THE GUIDELINES FOR THE REALIZATION OF THE RIGHT TO DRINKING WATER AND SANITATION

National understanding is that the UN Human Rights Commission, now Council, Guidelines for the Realization of the Right to Drinking Water and Sanitation speak to the right to a sufficient quantity of clean water for personal and domestic uses; accessibility; and affordable pricing; and refer to the availability and equitable distribution of water; the promotion of efficient water use; improvement of access; affordability; water quality; and the reduction of contamination. For example, Article 2 makes reference to State action to implement the right to water and sanitation and provides that States should at all

levels of government “(f)ormally recognize the right to water and sanitation in relevant laws and regulations.”

The Guidelines’ recommendations are laudable and, while the Government of Jamaica might not be able to account for all the recommendations set out in the Guidelines, national legislation captures some of the main provisions to a large extent. Additionally, as Jamaica’s legislation and policy measures recognize that safe water is a basic need, it is likely that the Government will support the UN direction that access to safe drinking water and sanitation should become a human right, but with the reservation that this is not an absolute right and will depend on the availability of resources. It is in this context that Jamaica recommends that consideration be given to the difference between accepting that: (a) access to water should become a human right subject to available resources, and (b) access to water is today a human right.

JAMAICA’S WATER AND SANITATION REGULATORY FRAMEWORK

While Jamaica has no legislation in place that specifically recognizes the right to water and sanitation, existing legislation recognizes that water and sanitation are basic human needs. It is in this regard that the Jamaica Water Sector Policy, Strategies and Action Plans were formulated by the Government of Jamaica in 2002, to facilitate the structured development of the water sector; realize the commitment to universal access by 2010; and install sewerage sanitation systems in all towns by 2020; encourage the use of freshwater and the treatment and disposal of wastewater in an efficient, equitable and sustainable manner consistent with the social, economic and environmental needs of the country’s present and future generations. For example:

THE NATIONAL WATER POLICY

The objective of the national water policy is to enable action that will have maximum impact on national growth and development, for example:

- enabling all Jamaican households access to safe drinking water and good sanitation by 2010, access which will be ensured and satisfied through a combination of household connections to piped water; water shops; wayside tanks and loading bays; community catchment tanks; stand pipes; trucking; and rain water harvesting.
- development of the national and sub-national water and sanitation sector, including rural water services expansion; promoting water conservation and demand-side management as means to reduce the demand for water; reducing unaccounted-for-water and leaks through metering and replacement of water mains; overhauling the billing system to increase revenue and enable expansion of the service; and encouraging and facilitating private sector participation.
- improving the efficiency of the National Water Commission (NWC), the country’s main water service provider to enable lower provision costs; greater

- availability of water; greater NWC profitability for expansion of the water supply and enhanced customer service.
- expanding the central sewage facilities in all major towns; rehabilitating existing systems in keeping with national and international environmental standards.
- introducing cost recovery mechanisms to ensure that the direct beneficiary pays and that the supply of services is maintained and enhanced.

THE WATER RESOURCES ACT 1995

Jamaica's Water Resource Act 1995, was promulgated in 1996, as response to the acknowledged need for a unified and cohesive legislative framework to enable the proper administration, development and optimal use of Jamaica's water resources; adequate water resources planning to ensure the rational development, equitable allocation of water resources and the control and management of water quality in aquifers and stream channels. It is in this regard that the Act established the Water Resource Authority (WRA) to regulate, allocate, conserve and otherwise manage the country's water resources; viz:

- collect, compile and disseminate hydrologic data.
- undertake planning functions in relation to the national Water Resources Master Plan and Water Quality Control Plans.
- allocating water through permits and licences.
- controlling the quality of water in conformity with the Act.

Use of Permits and Licences

The allocation of water resources through permits to drill/alter wells and licences to abstract and use water is one method of control to prevent over abstraction of resources and regulate the discharge of effluents on the environment. Where a licence is granted for the abstraction and use of water that will generate an effluent, a simultaneous application must be made to the National Environment and Planning Agency (NEPA) for a licence to discharge effluent. No licence is required to abstract and use water where the person has the right of access to the source of water and the water is required for household purposes only.

THE PARISHES WATER SUPPLY ACT

The Parishes Water Supply Act defines the scope and substance of the role of the Parish Councils in national water production and supply. For example, the Parish Councils may fix the water rates to be paid in the District and set out the procedure for such rates. Additionally, all taxpayers resident in a District paying water rates shall be entitled to water supply from the public water supply in the District. A Parish Council is entitled to sell and dispose of water from any waterworks in the District at its discretion and, "if they think fit", may supply water free of water rates or other charges.

THE PUBLIC HEALTH ACT

The Public Health Act speaks to the prevention of contamination of food and drink and gives the Minister of Health the power to ensure, *inter alia*, “the inspection and prevention from contamination of food and drink intended for human consumption, the analyzing and testing of samples of such food and drink by an official analyst, the issuing of certificates in relation thereto, and the condemnation, seizure and disposal of such articles as are unfit for human consumption”.

THE NATIONAL WATER COMMISSION ACT

The National Water Commission Act speaks to the quality, reliability and availability of water supply services and the rates charged.

THE NATIONAL DRINKING WATER REGULATIONS

The draft National Water Regulations, an important corollary of the Water Sector Policy, should come into effect end of 2007 as means of ensuring that the water produced and distributed is safe and healthy. The new regulations were developed under the Public Health Act in line with the Millennium Development Goals and will replace the World Health Organization’s Guidelines and Interim Jamaica Standards for drinking water. The Regulations are obligatory for persons providing drinking water and implementation will be monitored by the Ministry of Health (MOH). *Inter alia*, the Regulations:

1. make it mandatory for all service providers of drinking water to obtain MOH approval to operate in both the public and private domain.
2. shift the responsibility for quality assurance and quality control from the regulatory authorities to the service providers.
2. oblige adoption and implementation of new testing methods for contaminants.
3. enable the Ministry of Health to approve laboratories’ engagement in water testing and stipulate the reporting requirements.
4. strengthen enforcement strategies.

THE NATIONAL SOLID WASTE MANAGEMENT ACT

The National Solid Waste Management Act established the Solid Waste Management Authority with functions that include effective management of solid waste (medical and hazardous waste) in Jamaica as means to safeguard public health. The Authority also reviews applications for solid waste licenses and, in this regard, is mandated to invite the written comments or recommendations of the national water resources authorities to ensure appropriate decision-making in relation to the management of solid waste and the protection of water quality.

THE NATURAL RESOURCES CONSERVATION AUTHORITY ACT

Enacted in 1991, the Natural Resources Conservation Authority Act governs the effective management of the physical environment of Jamaica, *viz*, the wildlife, watershed and beaches and provides:

1. for a regulatory power to set qualitative standards for water and the control of discharges of wastewater into waters or on and into the ground.
2. that it is an offence to discharge on or cause or permit the entry into waters or into the ground of sewage or trade effluent including the discharge of any poisonous, noxious or polluting matter except under and in accordance with a licence granted under the Act.
3. for the establishment of the National Resources Conservation Authority (NRCA) to develop, implement and monitor plans and programmes relating to the management of the environment and formulate standards and codes of practice for the improvement and maintenance of the quality of the environment.

THE OFFICE OF UTILITIES REGULATION ACT

The Office of Utilities Regulation Act governs the supervision of utility services in Jamaica and defines utility services to include the supply or distribution of water and established the Office of Utilities Regulation (OUR) as the oversight body.

JAMAICA'S WATER AND SANITATION STRATEGIES AND ACTION PLANS

Strategies and action plans are developed and executed in line with national and international environmental standards with sustained attention to the quality of water produced and supplied.

The Water Resources Development Master Plan

The Water Resources Development Master Plan came into effect to enable the management of national water resources in order to sustain the water supply and optimize on water use in an efficient, cost-effective and timely manner. The Plan defines water resources as the supply and demand of the country's hydrologic basin level, *viz*, the ground and surface water quality and quantity. The following strategies and projects were identified as means to realize better water resources management and a more reliable water supply system for domestic and irrigation users:

- harmonization of water quality control among all agencies in the water sector.
- development of a Flood Water Control Plan; Flood Plain Mapping; Water Quality Atlas; and Pollution Risk Maps.
- increase public education on water conservation.
- expand irrigation services in line with the National Irrigation Development Plan.
- establish Water Users' Associations as means of increasing farmer involvement in the irrigation process and farm income; promoting efficient on-farm water use; and enabling operation and maintenance of irrigation equipment.
- improve irrigation efficiencies; conditions of canals; install pipe systems and measuring devices and increase water storage facilities such as micro-dams.

The National Irrigation Development Plan

The National Irrigation Development Plan defines the country's irrigable areas and irrigation water demand; assesses the state of the irrigated agricultural sector; and identify/prioritize projects for implementation. The NWC has responsibility for developing the Plan, in collaboration with the National Irrigation Commission (NIC), and for preparing Parish Plans (assess water needs at the sub-national levels and propose appropriate solutions) and implementation of the Plan.

THE NATIONAL WATER/SANITATION INSTITUTIONAL FRAMEWORK

Jamaica has a strong institutional framework in place to manage the water supply and sanitation services and promote and protect the interests of the people in relation to accessing safe drinking water and good sanitation. National water production and distribution are realized by the State and its Agencies, with the private sector having a contributory role at a very small scale.

THE MINISTRY OF WATER

The Ministry of Water was created in 1998 to signal the pre-eminence and centrality of access to water in the national development process and has responsibility for policy development and the coordination of water management related activities.

THE NATIONAL WATER COMMISSION

The National Water Commission (NWC) is a statutory body established in 1980 by the National Water Commission Act and charged with the responsibility to provide and improve urban and rural water supply and sanitation services and make recommendations to enable access to an efficient, coordinated and cost-effective water supply system. NWC is also responsible for the collection, treatment and disposal of urban sewerage systems and empowered to make sewerage connections where it constructs, extends or operates any sewerage system.

NWC Action toward Universal Access

Since 2002, communities island-wide have benefited from the projects implemented by the NWC. To date, the NWC produces and distributes approximately 190MDG of water, serving over 500,000 customers, approximately 85% of the general population through a complex system incorporating about 140 wells; 320 water supply facilities; 68 wastewater treatment plants; and 95 sewage pumping stations, collecting and treating 53 million gallons of wastewater per day. These achievements are the results of the successful completion of various projects, including aimed specifically at:

Production and Distribution of Safe Drinking Water

Projects completed since 2001 to enable access to safe drinking water and good sanitation in the rural and urban areas respectively, include:

- the Lucea/Negril Water Supply Project (installation of transmission and distribution mains and construction of two water storage tanks) completed in April 2001, to provide adequate and reliable water supply for the people (approximately 50,000 persons, hotels and other developments in Lucea/Negril and surrounding areas, facilitating the Parish's economic growth.

- the Great River Water Supply Project completed in October 2005, with the expansion of water production capacity and installation of a trunk main from the Great River to Lucea and improving on water supply for approximately 60,000 persons, hotels and other developments located between the Great River and the Parishes of Lucea and Hanover and obtaining significant reduction in non-revenue water.
- the Milk River Water Supply Project completed in October 2006, resulting in the rehabilitation of water supply and storage facilities; replacement of the defective pipeline network; and installation of transmission and distribution mains.
- the Yallahs Pipeline Restoration Project completed in 2006, with repair and restoration of the conveyance system for the Mona Reservoir serving Kingston and St Andrew and the Yallahs pipeline and intake facilities and river works damaged by Hurricane Ivan.
- the Red Stripe Hurricane Restoration Project substantially completed with the rehabilitation and expansion of water supply systems in seven parishes, *viz*:
 - the Venture River and Westmoreland pipelines, intake works, pumping stations and reservoirs (the Trelawny Sherwood pipeline, treatment works and reservoirs to be completed).
 -
- Sewerage coverage is improving with the majority of households still served by individual sanitation systems and approximately 24% connected to sewerage systems.
 - The NWC launched its Waste Water Treatment and Sewage Effluent Operations Rehabilitation Programme in accordance with the National Sewage Effluent Regulations to improve wastewater treatment and the quality of effluent.

Funding

The NWC is responsible for increasing its operational efficiency to enable cost reduction to the lowest efficient levels, for example through systematic planning to enable the control demand and reduce the amount of capital expenditure needed; use of cost recovery mechanisms to ensure that the beneficiaries of services pay; applying measures to reduce system leaks.

THE PARISH COUNCILS

Parish Councils have the role of operating the minor water supply systems (rainwater catchment, wayside tanks) at the local level and has responsibility for water distribution and collection of user charges.

THE PRIVATE SECTOR

The Government of Jamaica sees privatization as among the strategies to secure economic benefits and not an end in itself. For example, efforts to include private sector participation in the water and sewerage sector are aimed at improving the availability, quality and cost-effectiveness of services delivered. In relation to the water and sanitation sectors, the Government of Jamaica expects private participation to result in improved availability, quality and cost-effectiveness of the services delivered and any such participation must be in the national interest and meet certain criteria, such as:

THE OFFICE OF UTILITIES REGULATION

The Act the Office of Utilities Regulation (OUR) was established by the Act in 1995 with the responsibility to receive and process and review all applications for licenses and rate reviews from the utility companies. It is also the OUR's responsibility to establish the standards that guide the operations of utility companies including the National Water Commission.

In relation to the national water supply sanitation services, OUR regulates the balance between protecting consumer interests; strengthening NWC capacities to improve on these services in the urban and rural areas and recover efficient cost levels; and encouraging other investors to participate in the provision and improvement of these services. In this regard, the objectives of the **OUR** are to:

1. establish and maintain transparent, consistent and objective rules for the regulation of utility service providers.
2. promote the long term, efficient provision of utility services for national development consistent with Government's policy.
3. provide an avenue of appeal for consumers in their relationship with the utility service providers.
4. work with other related agencies in the promotion of a sustainable environment.
5. act independently and impartially.

Guaranteed Standards

The Guaranteed Standards relate to individual service from the respective utility companies and attract a financial penalty if the company breaches these standards. There are also overall standards which relate to the entire customer base, in the case of the NWC, the water quality and water pressure provided.

Promoting and Regulating Private Sector Involvement

In relation to the Government's commitment to universal access to potable water by the year 2010, the Office of Utilities Regulation has implemented the policy of encouraging private sector participation in the distribution of water to widen access to safe drinking water and good sanitation. This policy is being implemented mainly through licensing small private water providers to operate in geographically specific areas providing water and sewerage services. There are currently eight (8) private license water and sewerage entities operating in Jamaica, mainly in the Parishes of St. Ann and St. Catherine. However licenses have also been issued for entities in the Parish of St. Mary.

Protecting Consumer Interests

A principal responsibility of OUR is to safeguard consumers' interests with respect to the quality of service provided and, to attain this objective established and implemented guaranteed standards and a series of overall standards against which the service provided is measured. The OUR also investigates possible breaches of license conditions by the utility companies and takes enforcement action where appropriate, all designed to protect the interests of consumers.

PRACTICAL APPLICATION AND IMPACT OF NATIONAL LAWS, POLICIES AND PROGRAMMES

An examination of the improvements in Jamaica's water supply from 1992 to present indicates that more than 500,000 people have access to piped potable water for the first time or to significant improvements to their water supply, for example:

- ♣ in 1992: 60% of Jamaican households have access to piped water; 15% accessed water by other means (including standpipes); and 75% had overall access to water supply.
- ♣ in 2007: 74% of Jamaican households have access to piped water; 11% accessed water by other means (including standpipes); and 85% had overall access to water supply.
- ♣ the national wastewater treatment and sewage effluent operations

NATIONAL WATER EMERGENCY RESPONSE PROCEDURES

The national water systems are extremely vulnerable to all types of disaster conditions, especially droughts and hurricanes and the National Water Commission (NWC) has strategies in place to mitigate the impact of these severe conditions, including a range of water management measures tailored to meet specific needs of each area/system. Disaster conditions may be very short, as in the case of an earthquake or a landslide, or very long, as in a flood or drought. Jamaica's bimodal rainfall pattern consists of two periods of peak rainfall (October and May) and two corresponding periods of low or no rainfall (February and March) and requires emergency responses when too much or too little affect agriculture; normal stream flow and reservoir storage.

THE DROUGHT RESPONSE PLAN

As Jamaica experiences different types of drought to differing degrees, different types of responses and the intervention of a variety of Agencies individually and collaboratively are required. The decline in yield during the periods of low rainfall impacts on the country's 400 small surface-water dependent supply sources which causes a reduction in the availability of raw water to treat and distribute. Low or no rainfall periods also result in a significant increase in the demand for water to fight fires.

The NWC Drought Response Plan was developed to provide an effective and systematic means for the entire island to reduce the impacts of water shortages over the short or long term and outlines a mechanism for coordinated drought monitoring; impact assessment; response to emergency drought problems; and mitigation of long term drought impacts.

Short Term Drought Response

- ♣ trucking water
- ♣ valve regulation and scheduled rationing of water
- ♣ deploy measures to extract the maximum possible yields from all available sources
- ♣ deploy measures to reduce water waste and leakage
- ♣ encourage water conservation through public education and advertising in the print and electronic media.

Long Term Drought Response

- ♣ identify and develop more well sources less susceptible to drought conditions. Most of the national water systems affected by drought conditions are those supplied by surface sources
- ♣ expand catchment facilities, especially in the Kingston and St Andrew areas where the significant and growing population has caused a spiralling demand on water supply.
- ♣ encourage participation of other service providers to meet customer needs.
- ♣ identify additional water supply sources and extend and improve existing supplies.

THE HURRICANE RESPONSE PLAN

The National Water Commission's response plan for the Caribbean and Atlantic Basin Hurricane Season which begins 01 June ending 30 November is comprehensive and framed in the NWC Hurricane Disaster Preparedness Manual which guides the operation of the NWC Disaster Preparedness Committees. The Disaster Preparedness Manual details the-step-by-step pre-and-post-disaster activities to be undertaken in the national Areas; external and internal communication; checklists and contact details of Parish Disaster Coordinators. It is the responsibility of the Disaster Preparedness Committees to review the Manual annually and update where necessary. Additionally, each NWC Area

Disaster Preparedness Committee and Corporate Administration Department must ensure that any changes to the infrastructure, designated personnel or areas are communicated by March each year to enable the necessary changes.

Emphasis is placed on the distance and time of a hurricane from Jamaica rather than on the latitude and longitude. A tracking map is used to obtain updated information on the speed, location, direction and extent of a hurricane which determine how early rainfall hits and also dictates the action of the NWC Disaster Preparedness Committees. The following highlights facets of the national response plan.

Pre-Disaster Response / Hurricane Warning

In the event of a hurricane, a NWC follow-up advisory is issued internally, officially placing NWC on alert; emergency information to be placed on the airwaves is fed to the NWC Public Relations Department; radio commercials are run advising customers to store water before the hurricane is due to make landfall; advisories are sent to the media on the likely shutdown of systems

Members of Disaster Preparedness Committees should meet at least 12 hours prior to the onset of a hurricane to reinforce plan of action to ensure the least possible damage to plants and equipment. For example, response to a hurricane located at:

- ✚ 1824-1248 kilometers East of Morant Point traveling at 16-24km per hour in a NW direction 32-34 hours away (or 12-14 deg. N. Lat. / 60-65 deg. W. Lon):
 - All Area Disaster Manager to be notified and be on alert; Eastern Division Vice President to make and sustain contact with the national Office of Disaster Preparedness and Management (ODPEM); updates issued to the Public Relation for general release; all generating plants and emergency vehicles topped up with fuel; all reservoirs brought to top level and kept as close to that level as operations allow;
- ✚ 1248-688km East of Morant Point, traveling at 16-24km/hour and 24hours away
 - in the daylight hours, water trucks and tankers to be filled with water and stored at designated areas; remove low ground equipment (such as pumps, engines) to high ground within 12 hours; preparations undertaken to divert river flows 12 hours later
- ✚ 688-128km East of Morant Point, traveling at 16-24km/hour and 12hours away
 - prepare for locking in reservoirs, 2-3hours in advance; shut down water facilities: wells (2-3hours in advance)/treatment plants (3-4hours in advance)/relift stations (3-4hours in advance); wastewater plants: opening bypass to plant (2-3hours in advance)/shutting down pumps (2-3hours in advance).

Post-Disaster Response

- ↗ Area Managers/designated persons make quick assessments, 2-6 hours after the hurricane and submit reports (to Technical Services Manager, Divisional Vice-Presidents) to enable preparation of preliminary damage assessment report and needs list.
- ↗ NWC Emergency Committee to be advised of preliminary damages 4-6 hours after the hurricane and meet with ODPEM, National Works Agency (NWA), JPSCO, Cable & Wireless to confirm mutual aids need.
- ↗ check on start-up of systems where damage is not a limiting factor 6-12 after the hurricane (assuming electricity is available); dry out motors to begin activating stand-by generators; ensure and maintain security of reservoirs; and activate repair crew.
- ↗ preparation to meet actual needs list, including to provide portable treatment plant; portable collapsible water tanks; repair clamps; chlorine.
- ↗ production and distribution of water from undamaged systems to resume within 18-36 hours.
- ↗ distribution of stored reservoir water 2 hours after; mobile tankers will also be used.

NWC Disaster Recovery Information System

NWC's Disaster Recovery Information System (DRIS), a database on the water supply and wastewater systems and areas served by each system, is used to capture and advise on the status of all systems island-wide following the passage of tropical storm or hurricane and plays an important role in the national recovery process. The DRIS allows the NWC Corporate Disaster Team to compile a comprehensive report on the status of the systems in a timely and effective manner, including:

- ↗ provision of information on NWC "jobs in progress" that may pose potential threat to pedestrians and vehicular traffic.
- ↗ capture and store details and updates on all NWC facilities in each Parish and Area and on damages sustained.
