Everyone must select a language!

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Chacun doit choisir une langue!

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• Introduce yourself in the chat box with your name and where you’re calling from
• Post your questions in the Q&A box at the bottom of your screen (do not include your questions in the chat box)
PRESENTERS

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SYSTEMS APPROACHES FOR RURAL WATER SERVICE DELIVERY

Creating the enabling environment for sustainable rural water services
The challenge of sustaining rural water services is well known

- Estimates of 30%-40% of handpumps in sub-Saharan Africa broken at any given time
- Even for piped systems, estimates of around 25% non-functionality are common
- Time to repair these systems can take months

Water sector is acknowledging the need to challenge the common approach of community-based management and take a systems approach to rural water O&M.
MANY APPROACHES TO UNDERSTANDING SYSTEMS
FRAMEWORK FOR UNDERSTANDING SUSTAINABILITY OF RURAL WATER

Country context, urbanization, economic development, decentralization, urbanization, etc...

- National Sector Level
- Service Authority Level
- Service Provider Level

**Institutional Capacity**

**Financing**

**Asset management**

**Water resource management**

**Monitoring and regulation**

Source: USAID Rural Water Technical Brief, Adapted from Sustainability Assessment of Rural Water Service Delivery Models, World Bank Global Water Practice, August 2017
FRAMEWORK FOR SUSTAINABILITY OF RURAL WATER

National Sector Level

Service Authority Level

Service Provider Level

The **national government** is responsible for:

- Defining legal, policy and institutional frameworks
- Defining funding frameworks and budgetary allocations
- Defining regulations for service delivery

Country context, urbanization economic development, decentralization, urbanization, etc...
Historically, many national policies officially endorsed community management for rural schemes. Recently, many countries have passed new policies or guidelines for alternative management models. These include:

- Uganda National Framework for O&M of Rural Water Supplies (2020)
- Kenya WASREB Guideline For Provision of Water and Sanitation Services in Rural and Underserved Areas (2019)

In Mozambique, SPEED+ worked to create a more favorable policy and regulatory environment for private sector involvement in the provision of water services. Operationalizing policy requires:

- Transparency and predictability in the legal framework
- Licensing regime
- Clear investment strategy and tariffs
- Monitoring system
- Coordination and collaboration platforms
The **service authority** is responsible for:
- Planning and by-laws
- Financing investments and service delivery
- Monitoring
- Regulation
- Direct support
- Asset ownership

For rural water services, local governments (e.g. districts) are often the service authority.
## WHAT DO SERVICE AUTHORITIES NEED TO DO?

### Institutional Capacity
- Policies and **strategies**, in alignment with national standards
- Clarity in **roles and responsibilities**
- Full complement of **qualified staff**
- Coordination **structures** in place

### Financing
- Full accounting of **true lifecycle costs**
- Costs matched to **sources of funding**
- Considerations for how to **serve the most poor/vulnerable**

### Asset Management
- Clear **asset ownership**
- Complete **inventory of assets** available
- Allocation of **responsibilities** for different asset maintenance categories
- Financing **plans** and **mechanisms** for asset replacement

### Water Resource Management
- National and sub-national **water resources management institutions** in place
- Representation of **service authorities** or **service providers** in WRM bodies

### Monitoring and Regulation
- Comprehensive monitoring framework in place and being used
- Monitoring system with **sustainability, service level indicators**, and **performance indicators** for service providers is used
- Rural water services are **regulated** and small providers are **registered**
In Kenya, responsibility for providing water services is devolved to the counties.

USAID KIWASH worked to support the counties with this mandate:
- Developed county Water Acts, strategic plans and regulations
- Supported counties on WASH planning and budgeting, including allocation, execution and civil society involvement
- Institutionalized county WASH forums for coordination and accountability
- Resulted in significant progress on regulations and increases in funding allocated to the sector

USAID KIWASH worked with the county governments, private sector actors and civil society organizations to improve governance of water services county-wide
FRAMEWORK FOR SUSTAINABILITY OF RURAL WATER

Country context, urbanization economic development, decentralization, urbanization, etc...

National Sector Level

Service Authority Level

Service Provider Level

Service providers are responsible for:
- Operation & maintenance
- Administration
- Capital maintenance
- Involving users
PROFESSIONALIZED MAINTENANCE SERVICE PROVIDERS

• Clearly defined roles, risks and responsibilities between the asset owner, water operator, maintenance provider, customers, and government formalized through contracts.

• Maintenance provider is registered as a legal entity and operates within a recognized, defined geographic and/or administrative boundary.

• Oversight by local government or an independent regulator, based on performance-based targets and measurable indicators.

• Water tariffs are transparent and subject to regulation. Where subsidies are needed to cover service costs, they are transparent and have governance oversight.
• Public Private Partnership contract with national and local authorities grants UDUMA exclusive right to operate water services in designated area
• UDUMA secures funding from public and private sources to finance the upgrading of all water points
• Inclusive local consultation process with the beneficiary communities to identify needs and to ensure full ownership of the new services
• A local mechanic is responsible for preventive maintenance of the pumps and for repairs. UDUMA ensures a maximum downtime of 72 hours in case of breakdown
• UDUMA collects water fees on a pay-as-you fetch basis, with tariffs set in agreement with local authorities and communities
• UDUMA ensures the upkeep, maintenance and replacement of the water equipment for a 15 year period
Clear contracts between local authorities and service providers
  • Should provide sufficient time for service providers to recover costs
  • Clarity on who is responsible for what costs

Designated service area that is large enough to provide economy of scale

Contracts with local technicians that include service standards

High quality service that people are willing to pay for

Fair tariff structure
FRAMEWORK FOR UNDERSTANDING SUSTAINABILITY OF RURAL WATER

Country context, urbanization, economic development, decentralization, urbanization, etc...

National Sector Level
- Institutional Capacity
- Financing
- Asset management
- Water resource management
- Monitoring and regulation

Service Authority Level

Service Provider Level
Thank you!
Merci!

Join us for our next webinar on October 19.

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