BETTER WATER AND SANITATION FOR THE URBAN POOR

Good Practice from sub-Saharan Africa
Foreword

This Good Practice document is part of an initiative by the Water Utility Partnership (WUP) to document those policies, initiatives and activities that are considered to represent ‘good practice’ in the delivery of water and sanitation services to the urban poor by water utilities in Africa. These practices show sustainable and innovative ways of getting services to low-income communities. The document was developed from case studies undertaken in nine countries in sub-Saharan Africa over a two-year period.

The project was undertaken against the background of rapid urbanization in Africa, which currently has the fastest rate of urban growth in the world. It is expected that, by 2025, the continent’s urban population will have grown from 300 million to 700 million, or from 30% to 52% of the total population.

In big and small urban settlements alike, low-income settlements account for 40 to 70% of the population. Often unplanned and illegal, these settlements share a common problem of inadequate access to basic services such as safe water and adequate sanitation. Poor environmental health and hygiene are chronic features of these settlements, contributing significantly to rising morbidity and mortality rates.

The project was based on the premise that, in some countries, utilities and other service providers (NGOs, communities, the private sector and municipalities) are already undertaking innovative approaches improving water and sanitation service delivery and increasing hygiene awareness in low-income/informal settlements. However, these approaches are often carried out on a piecemeal basis and requirements for scaling up are not well understood, developed or documented.

This project therefore aimed at developing a better understanding of the conditions necessary for water and sanitation services to reach low-income communities. It sought to build on the knowledge and experience of the various actors currently involved in delivering or supporting these services. The WUP worked in partnership with utilities in Zambia, Côte d’Ivoire, Nigeria, Ghana, Malawi, Ethiopia, Senegal, Tanzania and Mali to document and disseminate information on current good practice in the provision of water and sanitation services to the urban poor. The project reviewed the conditions that foster the acceleration and sustainability of private sector, NGO or community-based efforts, and documented the appropriate institutional and regulatory framework for building partnerships between utilities and small-scale or community-based initiatives.

Given the above trends and the fact that poverty alleviation is high on the agenda of most governments in Africa, it is clear that the challenge of delivering water and sanitation services to low-income communities requires a collaborative approach that draws on the knowledge and experience of utilities, communities, governments, the formal and informal private sector, and external support agencies.

We are convinced that this document will prove a vital tool for utilities, NGOs, governments, municipalities and others who are concerned with the challenge of increasing access to water and sanitation by the silent majority - poor people living in informal settlements. We trust you will make good use of the document.

Dennis D. Mwanza
Managing Director
Water Utility Partnership
Acknowledgements

I would like to warmly thank all those who have played a role in bringing this document to its conclusion. In particular, thanks are due to the staff of the water utilities in Addis Ababa, Lusaka, Abidjan, Dar es salaam, Accra, Blantyre, Kano, Dakar and Bamako who made the WUP 5 project possible; the focal point in each utility who organized and managed in-country activities; the consultants who prepared the country case studies and the stakeholders who participated in the various workshops that laid the foundation for this document.

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Mukami Kariuki
WUP 5 Project Manager
# Contents

Foreword by Dennis D. Mwanza, WUP ................................................................. i

Acknowledgements ........................................................................................... ii

List of Boxes and Figures .................................................................................. 3

Acronyms and Abbreviations ............................................................................. 4

## Chapter 1

Introduction ............................................................................................................ 7

## Chapter 2

**Serving the Urban Poor: An Overview of Regional Experience** ............... 9

2.1 A context of rapid urbanization and rising poverty .................................. 9

2.2 Background to the Water Utilities Partnership Project No. 5 ...................... 10

2.3 Key findings and lessons: How the poor gain access to services ............. 11

## Part One: INCREASE ACCESS TO IMPROVED WATER SUPPLY

## Chapter 3

**A Private Connection: The Ultimate Water Supply** ............................... 19

3.1 Extend the network into informal and unplanned settlements .................. 21

3.2 Lower the price of a private connection ......................................................... 28

3.3 Remove administrative and legal barriers to a connection ...................... 33

3.4 Reduce the cost of water supply to poor households ................................. 34

3.5 Develop appropriate payment mechanisms ............................................... 37

## Chapter 4

**Standpipes: An Evolving Approach to Public Water Supply** ................. 41

4.1 Manage public standpipes better to serve the poor ................................. 41

4.2 Promote domestic resale to reach those without connections .................. 46

## Chapter 5

**Intermediate and Independent Service Providers: Filling the Gaps** ....... 53

5.1 Work with local sub-network providers to improve service .................. 54

5.2 Work with water carriers and tankers to improve service ....................... 59

5.3 Enable independent water service providers .......................................... 61
Part Two: INCREASE ACCESS TO IMPROVED SANITATION

Improving Domestic Sanitation .................................................................65

6.1 Promote good on-site sanitation ..........................................................66
6.2 Reduce barriers to network sewerage ....................................................69
6.3 Improve management of and access to public sanitation facilities .......71

Part Three: INCREASE ACCESS THROUGH PRO-POOR POLICY

Policy does matter! Developing Policies and Strategies for Improving Water and Sanitation for the Urban Poor ..................................................79

7.1 Reform national water supply and sanitation policies ............................79
7.2 Strengthen institutional policies, strategies and service delivery arrangements ......83
7.3 Revise financing strategies and pricing policy ........................................85
7.4 Adopt a regulatory environment to serve the urban poor .......................88
7.5 Release bottlenecks in urban development policy ..................................91

Annex WUP5 Case Studies .................................................................95

References ..........................................................................................97
List of Boxes and Figures

Box 1  Reaching the Poor through the Water Development Fund in Côte d’Ivoire
Box 2  Low-pressure Water Tank Systems in Durban, South Africa
Box 3  The Role of Tenure in Improving Access to Water Supply: A Comparison of Ethiopia and Kenya
Box 4  Low-cost standards for the Urban Poor in Manila: Water for the Community
Box 5  Laying Lines in Private Space: the El Alto Condominium System in Bolivia
Box 6  Cost Sharing Arrangement between Users and the Utility in Accra, Ghana
Box 7  Subsidizing Low-income Consumers through Tariff Reform in Côte d’Ivoire
Box 8  Improving Access to Savings and Credit for the Urban Poor in Mumbai, India
Box 9  Delegated Management Arrangements in Arusha, Tanzania
Box 10 Community Management of Standpipes in Dakar, Senegal
Box 11 The Token System in Chipata town, Zambia
Box 12 Approved Resellers in Abidjan, Côte d’Ivoire
Box 13 AREQUAP-CI: an Umbrella Body of Authorized Vendors in Côte d’Ivoire
Box 14 Community Management: Rural Models for Urban Areas?
Box 15 A Community Delegates the Water Service: A Lesson from Bamako, Mali
Box 16 Teshie Tankers Water Association in Accra, Ghana
Box 17 An Independent Water Supply System in Lusaka, Zambia
Box 18 The Aguateros in Ascuncián, Paraguay
Box 19 The “Flying Toilets” of Kibera, Nairobi
Box 20 Cost-sharing arrangements financing household sanitation facilities in Burkina Faso
Box 21 The Role of Micro-credit in Financing Sanitation Improvement.
Box 22 Managing Communal Latrines in Ethiopia
Box 23 Public Awareness and Hygiene Program in Durban, South Africa
Box 24 Privately Funded and Operated Public Toilets and Washrooms, Kano, Nigeria
Box 25 Vacutug in Kibera, Nairobi
Box 26 Pit emptying services in Dar es Salaam, Tanzania
Box 27 A Peri-urban WSS Strategy for Zambia
Box 28 Standpipes: an Intermediate Objective in Senegal
Box 29 Establishing Minimum Technical Standards in Blantyre, Malawi
Box 30 Small-scale Providers of Water and Sanitation Services
Box 31 Financing Investment Costs

Figure i  From Source to Household: How the Water Market Works in African Cities
Figure ii Water and Sanitation Delivery to Low-income Settlements: Key Problems
Figure iii Household Connection Rates in Urban sub-Saharan Africa
Figure iv Comparative Connection Costs in sub-Saharan African Countries
Figure v Connection costs in Côte d’Ivoire
Figure vi Comparison of Tariff Structures
Figure vii Contribution of Consumers to the Water Development Fund in Côte d’Ivoire
Figure viii Domestic Flat Rate Charges in Kano, Nigeria
Figure ix Infrastructure and Investment Costs in Kibera, Nairobi
Figure x Households with Sewerage Connection in sub-Saharan African Cities
Figure xi Comparative Cost of Leasing Public Latrines
Figure xii Growth of Informal Settlements Lacking Water and Sanitation Services
Acronyms and Abbreviations

AREQUAP-CI  Association des revendeurs d'eau dans le quartiers urbains populaires du Côte d'Ivoire - Association of water resellers in urban squatter settlements, Côte d'Ivoire
AFTES  French Association for Underground Works
BWB  Blantyre Water Board
CBO  Community-Based Organization
CFA (FCFA)  Communauté Financière Africaine Franc
CREPA  Regional Center for Low Cost Water and Sanitation, Burkina Faso
CWSC  Chipata Water and Sewerage Company
DCC  Dar es Salaam City Council
DMWS  Durban Metro Water Services
DSSD  Dar-es-Salaam Sewerage and Sanitation Department
EDM  Energie du Mali
ESAs  External Support Agencies
FDE  Fonds de developpement de l-Eau - Water Development Fund
FNE  Fonds National de l'Eau - National Development Fund
GDP  Gross Domestic Product
GHC  Ghana Cedi
GWCL  Ghana Water Company Limited
IHA-UDP  Integrated Holistic Approach Urban Development Programme
IRC  International Water and Sanitation Centre, Delft, the Netherlands
JICA  Japan International Cooperation Agency
KASEPPA  Kano State Environmental Planning and Protection Agency
KfW  Kreditanstalt für Wiederaufbau German Development Bank
km/h  kilometers per hour
KSh  Kenya Shillings
KUDB  Kano Urban Development Board
KW  Kilo Watt
LSL  Lesotho Loti
LYDEC  Lyonnaise des Eaux Company - Morocco
MCA  Manus Coffey Associates
MASAF  Malawi Social Action Fund
m³  cubic meters
mm  millimeters
NGO  Non Governmental Organization
NWF  National Water Fund
NWSC  National Water and Sewerage Corporation, Uganda
N  Nigeria Nairas
ONAS  Office National de l'Assainissement du Senegal
ONEA  Office National de l'Eau et de l'Assainissement, Burkina Faso
O&M  Operations and maintenance
PHP  Philippines Peso
RDCs  Resident Development Committees
Rs.  Indian Rupees
SBEE  Société Béninoise de l'Electricité et de l'Eau
SDE  Sénégalaise des Eaux
SEEG  Société d'Energie et d'Eau du Gabon
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<tr>
<th>Acronym</th>
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<tr>
<td>SEWA</td>
<td>Self Employed Women’s Association</td>
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<tr>
<td>SIBEAU</td>
<td>Société Industrielle Beninoise D’équipement et d’Assainissement Urbain</td>
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<tr>
<td>SODECI</td>
<td>Société de distribution d’eau en Côte D’ivoire</td>
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<tr>
<td>SONELEC</td>
<td>Société Nationale d’Eau et d’Electricité, Mauritania</td>
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<tr>
<td>SONES</td>
<td>Société Nationale des Eaux du Sénégal</td>
</tr>
<tr>
<td>SSIP(s)</td>
<td>Small Scale Independent Provider(s)</td>
</tr>
<tr>
<td>SUMA</td>
<td>Universal service and environmental fee</td>
</tr>
<tr>
<td>TREND</td>
<td>Training, Research and Networking for Development, Ghana</td>
</tr>
<tr>
<td>TShs</td>
<td>Tanzania Shillings</td>
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<tr>
<td>UAWS</td>
<td>Union of African Water Suppliers</td>
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<tr>
<td>UNCED</td>
<td>United Nations Conference on Environment and Development</td>
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<tr>
<td>UNCHS</td>
<td>United Nations Centre for Human Settlements (now UN-Habitat)</td>
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<tr>
<td>UNDP</td>
<td>United Nations Development Program</td>
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<tr>
<td>UNICEF</td>
<td>United Nations Children’s Fund</td>
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<tr>
<td>USV Benin</td>
<td>Benin Union of Sewage Entities</td>
</tr>
<tr>
<td>US$</td>
<td>US dollars</td>
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<tr>
<td>VIP</td>
<td>Ventilated Improved Pit (latrine)</td>
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<tr>
<td>WDF</td>
<td>Water Development Fund</td>
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<tr>
<td>WHO</td>
<td>World Health Organization</td>
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<td>WSP</td>
<td>Water and Sanitation Program</td>
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<td>Water supply and sanitation</td>
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<td>Zambian Kwacha</td>
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OK, you’ve 30 more minutes before I close the tap for the day!
Introduction

What is the purpose of this document?

This document aims to:

(i) describe the **challenges** facing service delivery to low-income urban communities;
(ii) outline key **principles** that guide water and sanitation sector practitioners in the delivery of services to the urban poor; and
(iii) provide **tangible examples** from a range of sub-Saharan African countries to illustrate these principles and challenges.

How was this information compiled?

The information provided in each section of this document has been gathered through a comparative study of water and sanitation services in nine African countries. Based on the knowledge and recommendations of sector practitioners, this investigation (called WUP 5) documented ‘good practice’ – examples of effective policy development and implementation in delivering water and sanitation services to the urban poor.

Who is the target audience?

This document is intended for practitioners in the water and sanitation sector, especially policy and decision-makers involved in the development and/or delivery of water and sanitation services to low-income urban communities. These actors may be associated with water supply and sewerage utilities, line ministries, municipal governments, non-governmental organizations, bilateral or multilateral institutions or the private sector.

What does this document provide?

The document is structured in 3 parts covering the key thematic areas – water supply service delivery, sanitation service delivery and overall policy. Each part describes a series of different actions that can be taken to improve service delivery to low-income communities, outlines key lessons and challenges and identifies the principles of good practice. Each chapter is illustrated with WUP5 case study material and, where appropriate, selected good practice from other regions has been used to supplement the illustrative material from sub-Saharan Africa.

One of the main observations of the authors is that there is never just one solution to any particular problem. Within each country context, the key to a successful strategy lies in the capacity of practitioners working in the water and sanitation sector to innovate and to adapt solutions to address local constraints and opportunities. This document therefore aims to provide the reader with information and examples to support this localized approach, enabling practitioners to draw up a suitable course of action – one that is tailored to local circumstances but builds on regional experience. As such, the document is not intended to recommend specific actions or to prescribe specific practice or policy to be implemented by practitioners and policy-makers, but to provide a source of information for consideration.

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1 The WUP 5 project is described in detail in Chapter 2.