



**BUILDING CAPACITY TO DELIVER SERVICES  
TO LOW INCOME URBAN COMMUNITIES**

# The Water Utility Partnership in Action

**In a unique research initiative led by services providers in Africa, the Water Utilities Partnership is exploring service delivery to the urban poor.**

## THE ACTIVITIES

- Reviewing and documenting current examples of service provision to poor urban communities;
- Raising awareness among policy makers of the constraints faced by poor consumers and promoting initiatives which aim to overcome them;
- Preparing strategies and plans that focus on the demands of poor urban consumers and that enable utilities to take action in the short to medium term;
- Developing pro-poor policies for the long term, putting in place pro-poor regulatory structures; and
- Developing guidelines and tools to facilitate improved service delivery to the urban poor through partnerships with small-and large-scale service providers.

## SPECIFIC OUTPUTS

- Nine stakeholder consultations (Côte d'Ivoire, Ethiopia, Ghana, Malawi, Mali, Nigeria, Senegal, Tanzania and Zambia) to raise awareness, establish problems and priorities, identify activities.
- Country case studies documenting good practices that have improved access to water and sanitation services for the urban poor.
- Toolkit for Improving Water and Sanitation Services Delivery to Low Income Urban Communities.



## LESSONS

- The WUP urges governments, municipalities, utilities and their partners to develop specific policies, strategies and plans for improving access to services in low income communities. The challenge is to address the immediate critical needs of poor consumers while developing longer term vision and appropriate policy.
- The WUP confirms that small-scale private operators, non-governmental and community-based organisations play a critical role in the supply of services to low income urban communities and that utilities should forge partnerships with them to build on their comparative advantages.
- The WUP notes that water supply and sanitation utilities have a pivotal role to play in raising the profile/level of awareness among policy/decision makers, and developing the appropriate capacity to improve water supply and sanitation services for the poor.



**Water and Sanitation Program**

An international partnership to help the poor gain sustained access to improved water supply and sanitation services



**GET CONNECTED [www.wsp.org](http://www.wsp.org) You can also find WUP at [www.wupafrica.org](http://www.wupafrica.org)**

For more information, contact:

WUP Project No. 5  
Project Manager/Subregional Coordinator East and Southern Africa  
P.O. Box 30577  
Nairobi, Kenya  
Tel: 254-2-260305  
Fax: 254-2-260380/6  
Email: [wspaf@worldbank.org](mailto:wspaf@worldbank.org)

Managing Director  
WUP  
05 BP 2642  
Abidjan 05, Côte d'Ivoire  
Tel: 225-21-240828/21-241443  
Fax: 225-21-240063/21-242609  
Email: [wup@africaonline.co.ci](mailto:wup@africaonline.co.ci)

WUP Project No. 5  
Subregional Coordinator West and Central Africa  
01 BP 1850  
Abidjan 01, Côte d'Ivoire  
Tel: 225-22-442227  
Fax: 225-22-486600/22-441687  
Email: [wspaf@worldbank.org](mailto:wspaf@worldbank.org)