



BUILDING CAPACITY TO DELIVER SERVICES TO LOW INCOME URBAN COMMUNITIES

TEN STEPS TOWARDS SERVING THE POOR

...a declaration from the participants of the Water Utilities Partnership/ SSIP Workshop on Services for Low Income Urban Communities, Nairobi, June 2000.

The Challenge: To address the immediate critical needs of the poor in the short term while developing a longer term vision and appropriate policy.

THE STEPS

- 1 Policy matters! The WUP urges governments, municipalities, utilities and their partners to develop specific policies, strategies and plans for improving access to services for low-income communities.**
- 2 Support policy with legislation and regulations that enable utilities to deliver services to informal settlements.**
- 3 Provide incentives to extend services to informal settlements in utility contracts and performance plans.**
- 4 Train utility staff, allocate finances, and develop specific plans to improve services for the poor either directly or in partnership with small-scale providers.**
- 5 Offer a wide range of service delivery options to meet the needs of all consumers, including the poor.**
- 6 Develop appropriate operational and service standards to meet the needs of low-income consumers.**
- 7 Recognize and support small-scale service providers in order to reduce high cost associated with the risk of carrying out informal or "illegal" activities.**
- 8 Encompass all types of service providers in regulations that are simple, user friendly, fair and appropriate.**
- 9 Reform block tariffs to help - not hurt - the poor.**
- 10 Don't forget sanitation! Support on-site improvements and hygiene/environmental health education programs.**



"At the beginning, we roamed through Accra with our tankers and when we identified fire service hydrant points, we secretly tapped from there for sale."

A tanker driver from Ghana, WUP No.5 Case Study, 2000

PARTICIPATING AGENCIES

UTILITIES: SODECI, Addis Ababa Water and Sewerage Authority (AWSA), Ghana Water Company Ltd (GWCL), Kano State Water Board (KNSWB), Société Energie du Mali (EDM), Blantyre Water Board (BWB), Sénégalaise des eaux (SDE), Lusaka Water and Sewerage Company (LWSC), Dar es Salaam Water and Sewerage Authority (DAWASA), Société nationale des eaux du Sénégal, (SONES), National Water & Sewerage Corporation (NWSC)- Uganda, Umgeni Water, Régie Nationale des Eaux du Togo (RNET), Durban Metro Water Services (DMWS), Dirección Nacional de l'Hydraulique du Mali; **SSIPs:** Water Vendors Association (AREQUAP - CI), Karigacha Clean Water (Tanker) Suppliers - Karen, Teshie Water Tanker Owners Association, Kalebule Ltd. (Small Private Operator); **CBOs:** Likhubula Dev't Committee - Blantyre, Tabata Community Development Fund - Dar es salaam; **NGOs:** CARE International - Zambia, Training, Research & Networking for Dev't (TREND Group) - Ghana, Network for Water and Sanitation - Kenya, IRC International Water and Sanitation Centre, Water Engineering & Dev't Centre (WEDC); **INTERNATIONAL AGENCIES:** European Commission, KfW (German Financial Cooperation), World Bank Institute, GTZ-UWASAM Project, UNCHS (Habitat), International Union of Local Authorities - President's Office, World Bank; **MUNICIPAL:** Nairobi City Council - Water and Sewerage Department, Mombasa Municipal Council, Community Infrastructure Upgrading Program (CIUP) - Dar es salaam City Council; **POLICY/GOVERNMENT:** Chairman, Parliament Select Committee on Works & Housing, Office of Parliament, Accra, Ministry of Health, Ministry of Environment and Natural Resources - Kenya, Federal Ministry of Water Resources Development - Nigeria; **UNIVERSITY:** Centre for Social Research (CSR) - University of Malawi, Civil Engineering Department - University of Nairobi; **REGULATORY:** National Water Supply & Sanitation Council - Zambia.



"Vendors are human pipes"

- Bill Wandera from the Video on Small-scale Providers - "A Journey of Discovery"



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 You can also find WUP at 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

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

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