

**CAPACITY BUILDING WORKSHOP ON PARTNERSHIPS
FOR IMPROVING THE PERFORMANCE OF
WATER UTILITIES IN THE ASIA AND PACIFIC REGION
25-27 JULY 2006, BANGKOK, THAILAND**

PROVIDING WATER AND SANITATION SERVICES TO URBAN POOR IN AFRICA REGION

**Mr. Abdelali ZEROUALI
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- A- WATER AND SANITATION SITUATION IN AFRICA

Currently, more than 30 % of African population (330 Millions) lack access to safe water and adequate sanitation

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-B- THE AFRICAN WATER ASSOCIATION

Established in 1980

Objectives:

- To coordinate the search for knowledge and up-date technical, judicial, administrative and economic data gathered in the area of Water Supply, Sanitation and the Environment;
- To foster permanent exchange of information in all areas related to water supply and sanitation, particularly on research and implemented techniques;
- To initiate, encourage and promote any actions of cooperation and exchange in professional training;
- To promote contacts, exchanges and cordial relationship among professionals of the sector in Africa and throughout the world.

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African Water Association

Organs

- THE CONGRESS
- THE GENERAL ASSEMBLY
- THE EXECUTIVE BOARD
- THE SCIENTIFIC AND TECHNICAL COUNCIL
- THE GENERAL SECRETARIAT
- THE COMMUNICATION UNIT

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AFRICAN WATER ASSOCIATION

Actions

- providing members with results of conducted studies, of research and enquiries in terms of water supply, sanitation and environmental sector.
- maintaining close ties with all regional, continental and international agencies devoting their time to water and sanitation issues.
- organizing congresses, colloquia, seminars, workshops and technical sessions.

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AFRICAN WATER ASSOCIATION

Water Utility Partnership

- Initiated in 1996, it is an African regional capacity building program with focus on urban poor water utilities
- Facilitating the increase in coverage of water supply and sanitation services
- Improving the quality of the service through increased investment and reforms of utilities
- Its priority objectives are:
 - + institutional reform of water utilities and sector policies
 - + Operational efficiency of water utilities
 - + WSS services to low-income urban communities and Hygiene

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AFRICAN WATER ASSOCIATION

Water Utility Partnership

Project entitled 'Improvement of Utilities' Capacities to supply low income urban population with water and sanitation services, education in terms of environmental health and hygienic sensitizing campaigns

- **Objectives :**
 - + Better understanding of what are called "good practices"
 - + Improving the access of low income populations to water and sanitation services
- **Approach :**
 - + Conducting study gathering all the actors in the countries so as to discuss crucial problems
 - + Identifying the main challenges in terms of low income population supply
 - + Defining the practices and initiatives that could be useful for improving the supply
- **Result :**
 - + Elaboration of document of case studies
 - + Recording about 36 initiatives and practices
 - + Data basis at the disposal of members via internet of WUP

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**-C- INSTITUTIONAL REFORMS IN WATER SECTOR
IN AFRICA**

Objectives

- increased access to safe drinking water and sanitation services
- enhanced economic efficiency (in the public and private sectors);
- improved quality of service;
- generation of financing for necessary investments (largely from third-party donors);
- Improved resource management; and reduction in the negative impact of service provision on the environment.

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**INSTITUTIONAL REFORMS IN WATER SECTOR
IN AFRICA**

Types of Reforms

- Involvement of international groups in Private Sector Partnership (Concession, delegation contracts)
- Involvement of local national private sector participation
- Decentralization
- Competence transfer

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INSTITUTIONAL REFORMS IN WATER SECTOR IN AFRICA

Main obstacles

- Lack of political commitment
- Absence of a clear policy, legislative and regulatory framework
- The power of incumbent administrations

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-D- PRIVATE SECTOR PARTICIPATION

The public sector remains the owner of all assets and acts as the regulator of the private operator.

Roles of Private Operator (vary according to countries)

- Management of the distribution network appears to be the most common task for private operators;
- Involvement in resource management and treatment are more limited.
- Private operators also tend to play a significant role in the provision of connections to customers,
- And are generally responsible for billing and collection of charges.
- In some cases, however, they have worked with the government in financing large-scale projects.

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-E- REGULATION

Main Organizational Options

- A central government department is responsible for regulating the services provided by public and/or private operators;
- The public company (usually the asset owner) responsible for some service provision also regulates the private operator's activities;
- An independent sector-specific public regulator is established, who monitors and regulates the activities of the private operators, and, in some cases, the public asset-holding company;
- An independent multi-utility public regulator is established, who monitors and regulates the activities of the private operators, and, in some cases, the public asset-holding company as well.

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REGULATION

Main Tasks

- Monitoring the execution of all contracts, ensuring compliance with agreed standards of service and tariff limits;
- Monitoring tariff revisions, considering both the appropriate level and tariff structures;
- Penalising the private operator (and, in some cases, the public operator) where breaches of agreed performance standards are found;
- Setting revised performance standards at regular intervals.

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-F- RESULTS

For those countries who have undertaken major institutional reforms we have noticed very remarkable improvement as follows:

- Cost-efficiency improvements have been evident, although it will take some time for all operational and organisational inefficiencies to be eradicated.
- There has also been evidence of improved Operational efficiency resulting from significant reductions in water losses.
- Improvements in the organisation and management of the sector by central and local government bodies.
- Improvement of service coverage but still more has to come
- There is emerging evidence of improved customer satisfaction with the quality of service provided.
- The degree of cost recovery has improved significantly in some countries. This has arisen through revised pricing schedules and improvements in the rate of bill collection

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Thank you.

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