



# Group 3: Reaching poorer communities – What can WOPs do to leave no one behind?

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Franziska Volk, GWOPA/UN-Habitat



Water and sanitation are critical to achieving the SDGs. '**Leaving no one behind**' is the central promise of the 2030 Agenda for Sustainable Development.

**Human rights** law demands a 'pro poor' focus. Duty-bearers must direct their interventions to those most in need, and develop their capacities to fulfill their obligations.



COMMUNITY OF PRACTICE

**WATER  
RESOURCES  
RESILIENCE &  
CLIMATE CHANGE**



# Climate Change

## **Unserved urban communities are vulnerable to shocks.**

The poorest neighbourhoods are often in areas more exposed to natural hazards such as flooding, sea level rise, forest fires, landslides, volcanic eruptions and tsunamis.

A lack of resilient water and sanitation systems and hygiene facilities means that the community's ability to stay healthy during environmental shocks is severely compromised.

# WOP GVWC Freetown, Sierra Leone with GWCL Accra, Ghana and VEi, Netherlands



## Objectives and Expected Results

Establishment of a competent capable pro-poor team with departmental aspirations

→ The building blocks of a pro-poor department: structure (# departmental staff), strategy, systems, and skills.

## Outcomes

Improved capacity and performance of the Beneficiary GVWC specifically in providing a more inclusive water services, through:

- 1. Data gathering, analysis & insights in LIUCs service delivery.
- 2. Strategy & Establishment Plan for a Pro Poor Department.
- 3. Skills & Policies that Enable a Pro Poor Department to Improve LIUCs service Delivery.

# WOP Bahir Dar, Ethiopia with Helsinki, Finland and VEi, Netherlands



- Low-income area management as 1 out of 7 working areas: Mobilise investments to provide access to water for approximately 3,300 people. Training to write investment proposals to enable BWSS to attract additional funding from other financiers.
- Success so far: Jointly crafted a guideline for implementing connections tailored to LIH through accessible interest-free loans. Main challenge: LIH cannot afford the upfront cost of water connection
- Municipality approved these guidelines and loans for 100 connections.
- ✓ Save time: fetching water is 40 min one way.
- ✓ Save cost: Water from public sources is up to 10 times more expensive.
- ✓ Inclusive: Persons with disabilities rely on vendors

# WOP DWASA Dhaka, Bangladesh and VEi, Netherlands



## Objectives and Expected Results

Improved capacity and performance of Dhaka Water and Sewerage Authority (DWASA) in water service delivery to its 14 million customers in Dhaka and Naranyanganj with special focus on scaling of NRW reduction and service delivery in low income areas.

- # number of people with access to water services
- Non revenue water [L/connection/day]

DWASA enabled to become a mentor in NRW reduction and management to other water service providers

- # of exchange projects with DWASA in mentorship role

## Outcomes

- 1. Reduced non-revenue water levels in 6 (additional) MOD zones in Dhaka
- 2. Improved NRW planning and implementation capacity of DWASA field staff
- 3. Improved service to low income consumers in Dhaka
- 4. DWASA leading the way in improving regional utility performance in NRW reduction and management

WOP KACUWASCO, Kakamega County, Kenya  
 MOWASCO, Mombasa City, Kenya  
 Amatsi Water Water and Sewerage Co., Vihiga County, Kenya  
 KWCL, Kiambu County, Kenya  
 OLWASCO, Kajiado County, Kenya with  
 KIWASCO, Kisumu, Kenya and  
 Water Services Providers Association of Kenya (WASPA), Nairobi,  
 Kenya  
 Stichting Simavi, Amsterdam, The Netherlands



### Objectives and Expected Results

Improve Water and Sanitation services for approximately 250,000 underserved consumers in low-income areas of the 5 targeted WSPs in Kenya

- New connections through the Delegated Management model
- Number of households accessing Water Kiosks
- Increased participation of citizens living in Low Income Areas (LIAs) in joint monitoring of service delivery (i.e. through community consultations & establishment of feedback mechanism)
- Increased customer satisfaction with the quality of services delivered in low-income area

### Outcomes

- Mentees have anchored benchmarking on pro-poor indicators in their operations
- Improved Mentee's internal governance to deliver pro-poor services
- Improved commercial viability
- Improved access to alternative financing and technical assistance (outside of WOP)
- Uptake of pro-poor benchmarking approaches amongst sector stakeholders

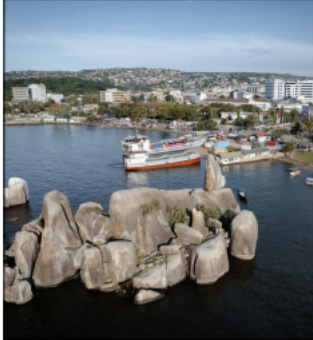
**EU—WOP  
PROGRAMME**



# WOP MWAUWASA, Mwanza, Tanzania with Vei, Utrecht, Netherlands

WATER OPERATORS' PARTNERSHIP

## CASE STUDY



VEI, Utrecht, The Netherlands **MENTOR**

Mwanza Urban Water Supply and  
Sewerage Authority (MWAUWASA),  
Mwanza, Tanzania **MENTEE**



November 2022

New Connections (Extending coverage)	Direct connections	33,000 low-income people by 2021 (20,000 connections expected to be realized by MWAUWASA by 2021)	<ul style="list-style-type: none"> <li>Pro-poor vision, strategy and objectives developed</li> <li>Proposals developed for new water connections</li> <li>Access to water via pro poor infrastructure</li> <li>Access to water via new water household connections</li> <li>Water distribution program developed and implemented</li> </ul>
	Indirect connections	100,000 people	
	Coverage	48%	

WATER OPERATORS' PARTNERSHIP

# CASE STUDY



World Waternet, The Netherlands MENTOR

Société Malienne de Gestion de l'Eau -  
Potable SOMAGEP-HER MENTEE

November 2022

**GWOPA**  
Généralisation de l'Accès à l'Eau Potable



**BEWOP**  
Building Effectiveness of  
Water Operators' Partnerships

## WOP SOMAGEP, Bamako, Mali with World Waternet, Amsterdam, The Netherlands

Pro-poor access to water and sanitation	
1.5.1	Pro-poor coordinators appointed and trained
1.5.2	Pro-poor vision, strategy and objectives developed
1.5.3	Proposals developed for providing people with direct access to improved water and/ or sanitation facilities
1.5.4 (a)	(a) (supervision of) access to water and / or sanitation for poor / vulnerable groups via shared facilities
2.1.1	Access to water and sanitation via pro poor infrastructure (water kiosks, shared yard taps, pre-paid meters, on site toilets, etc)
2.1.2	Access to water and / or sanitation via new water and / sewerage household connections

# Inspirations for working areas of the Utility Platform WOPs with a pro-poor focus 1/2

- Data collection (drone, household surveys...)
- Engaging Communities – Water User Associations (kiosk management), Community Engagement Approaches, importance of clean water and proper sanitation practices (workshops, educational materials, and partnerships with local organizations)
- Proposal writing training and linking to financiers
- Innovation (Finance models) through co-creation in partnership
- Ripple effect – support utilities in becoming a mentor (DAWASA Bangladesh)

# Inspirations for working areas of the Utility Platform WOPs with a pro-poor focus 2/2

- Climate resilience (risk assessments)
- Role of Sanitation and Solid Waste – opportunities for SWOPs
- Formalising (illegal and informal structures) with the support of new regulations or policies
- Organisational Change

# Connect with 200+ peers on LIC

- Community of Practice within Global WOPs Community
- Material in knowledge library
- Developing online learning course

Home

## CoP Low Income Customers



Last saved by Emma Lesterhuis • December 22, 2023 • 1 min read

Published

In this Library you can find templates, training materials and research documentation related to low income service provision via utilities. Currently the following documentation is in;

- [Proposal writing and reporting to donors](#)
- [mWater based WASH surveys](#)
- [Social Connections](#)
- [Climate change related to LIC services](#)
- [Presentations - Serving LIC in the face of Climate Change - Kigali](#)



# Connect with 200+ peers on LIC and 1,500 peers on WOP

- Go to [www.gwopa.org/join](http://www.gwopa.org/join)

← BACK TO GWOPA.ORG

## HELPING OPERATORS HELP ONE ANOTHER.

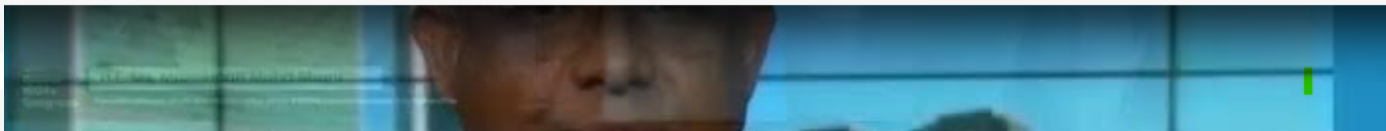
**GWOPA members work together to strengthen public water and sanitation utility capacity and performance so they can provide sustainably-managed services for all.**


GWOPA members advocate for, support or participate in Water Operators' Partnerships (WOPs) - peer partnerships between utilities carried out on a not-for-profit basis. With the principle of solidarity at its core, GWOPA membership unites organizations and individuals from around the world to build awareness of the critical role of utilities, promote effective WOPs, and maximize collective impact.

GWOPA membership is free and open to institutions and individuals. Click on your membership type to apply:

Institutional membership (EN/ES) ▼


**Individual membership**



 **Global WOPs Community**

Official · Open group · 1,582 members · Welcome to global WOPs online C

Posts Files Learning More ▼

 **Barbra Nabuduwa**  
Yesterday at 1:59 PM · 🌐

**Head of GWOPA commends NWSC for impactful initiatives in Urban Poor communities**  
**Joy Alobo 23.04.2024**

The Urban Pro Poor branch today, hosted Asa Jonsson - the Head of the Global Water Op Partnership Alliance (GWOPA), accompanied by Allan Kaford, Principal Engineer of External Services at the branch office in Kisenyi with the aim of providing insight into its operational framework.

GWOPA, an initiative of the UN HABITAT is an international network established to assist v operators through Water Operator's Partnerships (WOPs), facilitate peer support exchange between two or more water operators on a not-for-profit basis, with the objective of strengthening their capacity, enhancing their performance and enabling them to provide service to more people.

The Branch Manager-Urban Pro Poor, Ms. Evelyn Mukajusi, highlighted National Water and Sewerage Corporation's (NWSC) significant strides in addressing sanitation issues and water diseases within informal settlements. These areas, previously afflicted by water scarcity and access to water have witnessed remarkable improvements. For instance, they can go several years without disease outbreaks like cholera and dysentery, which were once prevalent and particularly harmful to vulnerable groups such as children and women.

Additionally, Ms. Evelyn outlined the water consumption patterns in urban poor areas, emphasizing the standardized tariff of Ugx25 per 20-liter jerrycan at prepaid meters. She also hinted on the essential roles fulfilled by operators and vendors in enabling water accessibility across various points within these communities.

# Read: The Impact of a WOP in Serving Low-Income Urban Communities in Ghana



With the support of WaterWorX and the World Bank, the Ghana Water Company's Low-Income Customer Support Unit (LICSU) provided direct access to water services for over 12,000 households reaching out to over 750,000 people

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<https://gwopa.org/the-impact-of-a-wop-in-serving-low-income-urban-communities-in-ghana/>

# Watch: Session recording from 5<sup>th</sup> Global WOPs Congress



## EQUITABLE WATER AND SANITATION PROVISION IN LOW-INCOME AREAS AND INFORMAL SETTLEMENTS

### Co-conveners

WIN - Water Integrity Network  
Nakuru Government, Kenya  
WaterAid  
Eastern Umbrella of Water and Sanitation, Uganda  
GWCL - Ghana Water Company Ltd.  
VEI - Dutch Water Operators  
SEDAPAL - Lima Water Utility Company  
Engineers Without Borders Denmark and Novafos

### The Session

Spatial planning is important for prioritising water services coupled with local ownership and knowledge dissemination. Economic planning taking precedence over utility service delivery, proactive land use planning, and integrity issues in delivering water to Low-Income Settlements (LICs) are identified challenges. The discussions stressed further the role of governments in addressing the financing gap and the need for better preparation to handle irregular practices affecting the poor.

[More Info](#)[Watch the Session](#)

## Journey to Systemic Change



### Perception

- Old: The poor can't pay
- New: The poor already pay and can keep paying



### WSUP Supported Study Reveals:

- The poor in LIUCs pay 5 to 10 times more than GWCL tariff
- Willingness to connect and pay
- Need to remove barriers
- Need for dedicated unit



### Action Oriented

- LICSU unit formed
- GAMA project (I) implemented
- Target exceeded  
3000 → 10,000+

## Financial Sustainability

Subsidized connection fee  
A revolving fund structuring ongoing



Advocacy for tariff allocation  
by PURC



## Easier & Sustainable Procedure

### 1. Mobile office approach

- Register
- Pay
- Connect

### 2. Requirements simplified

### 3. Collaboration with Water User Associations



<https://www.youtube.com/watch?v=8Qxs4ApmsDM>

# Watch: Social Connections and revolving fund



Please find the powerpoint presentation below.



[Social Connections and a Revolving Fund](#)

the presentation made by Zaituni Kanenje about the Experience of NAWASSCO on social connections and a revolving fund.

Knowledge Library of the Low-Income Customer CoP in the Global WOPs Community

# Tools: mWater

The screenshot displays a web interface for a 'Knowledge Library'. On the left, a sidebar contains a search bar labeled 'Search Workplace' and a list of categories. The 'CoP Low Income Customers' category is selected, showing a list of subcategories. The 'mWater-based WASH needs...' subcategory is highlighted. The main content area on the right is titled 'mWater-based WASH needs assessment tools' and includes a 'Published' status indicator. It lists five tools, each with a download icon and a brief description:

- ['Pre-WASH project baseline survey - Post-WASH project impact evaluation' mWater questionnaire](#)  
This is a PDF 'printout' of the survey questionnaire template that can be digitally deployed to you with the corresponding Dashboard (see below) for data COLLECTION in a planned House-to-House survey.
- ['Pre-WASH project baseline survey - Post-WASH project impact evaluation' mWater Dashboard](#)  
This is a PDF 'printout' of the Dashboard template that can be digitally deployed to you with the corresponding questionnaire (see above) for data ANALYSIS in your own planned House-to-House survey.
- [Mentimeter poll on webinar participant experience with digital survey tools](#)
- [mWater WASH needs assessment webinar PPT](#)
- [Webinar recording \(hyperlink to\) Google Drive](#)  
You can download the mWater webinar recording from the hyperlinked Google Drive folder

Knowledge Library of the Low-Income Customer CoP in the Global WOPs Community



# Let`s stay in touch!

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26 April 2024