

Helping cities **adapt to climate change** through improved access to water and sanitation

26th April 2024



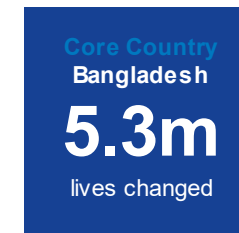
Water & Sanitation for the Urban Poor (WSUP) helps **transform cities** to benefit the millions who lack **access to water and sanitation**.

One of the world's **leading urban specialists** in sustainable water and sanitation solutions in low-income environments

A **non-profit** bringing together the skills of the private sector, governments and NGOs to drive action

Prioritizing **systems change** and scalable solutions

Improving services by working **side-by-side with local providers**: utilities, municipalities and the private sector across seven countries



WSUP has worked in Bangladesh since 2008, improving water, sanitation & hygiene in Dhaka, Chattogram, Rangpur, Barisal, Gazipur and other cities and municipalities.

Successes include:

Development of first **financially viable sanitation waste management service** targeted at the poor.

Track record of **influencing public sector and building capacity** to improve pro-poor service delivery

Delivering **major hygiene interventions** including through DfID-funded South Asia WASH Results programme (2015-2018).



High level achievements and models

❖ Improving service delivery

We have successfully demonstrated that the poor have the willingness and ability to enjoy connections affordably and challenging the sectoral belief that public service level is their exclusive option.

❖ Strengthening enabling environment

WSUP has supported national institutions and county governments to develop policies, laws and regulations that focus on improving delivery and accountability of water and sanitation services to the poor.

❖ Capacity Building

WSUP has successfully worked with partner utilities to build staff teams and management structures that have generated traction for embedment of pro-poor services in utility operations.

❖ Sector Experiential and Research Knowledge

WSUP has become the leading organization in promoting exchange of experiential and research knowledge in Kenyan pro-poor urban water and sanitation sub-sector.

Bangladesh: Climate Smart public sector capacity building

THE NEED

Functional services for low-income communities, including recognising the right of the residents to WASH provision despite lack of formal paperwork

WSUP RESPONSE

WSUP supported the formation of a low-income customer unit within Dhaka Water Supply & Sewerage Authority, creating a local community liaison group to support extension of services to the low income communities (LICs) and ensuring bill collection. Through this, WASH facilities and services were extended to 500,000 people who had never received them before



Low Income Community units for cities

Description

Building on WSUP successes with Dhaka WASA and other City Corporations to improve public sector capacity to deliver services to low-income communities through:

- Influencing City Corporations or utilities to establish separate LIC units for WASH services
- Formation of community-based entities to unlock the right to receive services
- Enabling public sector to expand water services and reduce NRW

Impact

Public sector able to recognise low-income residents as customers, enabling residents to receive appropriate WASH service.

The city corporation or utility can generate a significant amount of revenue and reduce NRW, increasing volume of water available.



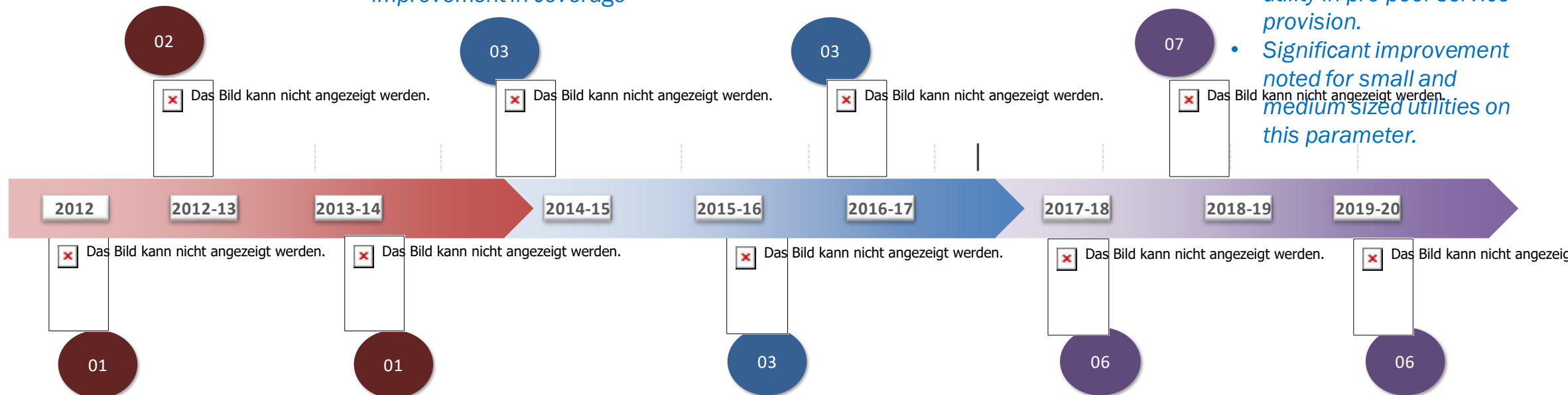
Influencing water regulator for Key Pro-poor Indicator (KPI 10) in Kenya

- Formation of pro poor desks units, dev't of strategic plans and budgetary allocation for the same
- Piloting of various WASH models

***no.of WSPs evaluated against KPI10 and % improvement in coverage*

XXXXXXXXXXXX

- NAWASSCO rated lead utility in pro-poor service provision.
- Significant improvement noted for small and medium sized utilities on this parameter.



- MOU signed with WASREB
- Initiated influencing work for the adoption of a KPI aimed at evaluating poor service provision in the Kenyan utilities.
- Introduced urban pro-poor service provision into the WSPs radar

WASREB Board approval for inclusion of KPI10 parameters in the annual WSPs evaluation matrices for Kenya WSPs

***additional no.of WSPs evaluated against KPI10*

Additional no.of utilities and % improvement in water and sewerage coverage

- NAWASSCO still setting pace for other utilities in pro-poor service provision.
- MAWASCO

Today

KPI 10 structure



Das Bild kann nicht angezeigt werden.

Unexpected developments and impacts of KPI-10

- Several utilities established pro-poor units / pro-poor focal persons
- WASREB taken the lead in managing scale-up phases
- Utility performance data now publicly available on MajiData
- Drafting of WSP pro-poor services guidelines
- Transfer of MajiData from WSTF to WASREB
- KPI-10 initiative has become a learning case for the global WASH sector



Delegated Management Model (DMM) for water Operators in Kisumu, Kenya

- WSUP has worked KIWASCO, a water utility in Kisumu to strengthen DMM model
- The operators act as interface between utility and LIAs
- They ensure safe, affordable and accessible water in LIAs
- Formalise water service delivery in LIAs
- Reduce illegal connections and NRW
- Low-income customers pay less than middle- and high-income customers

Wider lessons for WSUP

- Working with WASH institutions requires a **medium and long-term plan** to realize meaningful change
- This is a slow process that hinges on a journey with the partner institution, **at its own pace**
- BUT: the impacts make it worth the investment!