



THE LOCALIZATION OF INTERNATIONAL AID IN THE WATER AND SANITATION SECTOR IN LEBANON



THE INVOLVEMENT OF USERS IN THE WATER AND SANITATION SECTOR IN LEBANON

Minutes of the working Group No. 1

1st OF DECEMBER 2017, BEIRUT

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Synthesis of the workshop	Erreur ! Signet non défini.

PRESENTATION OF THE THEME OF THE WORKING GROUP

Intervention of Claire Papin-Stammose, pS-Eau

Working groups are organized within the framework of [LEWAP](#), facilitated by pS-Eau. They bring together actors, with notable expertise in the field of water and sanitation, interested in sharing their experiences and discussing their practices.

The working group of today is part of a series of working groups dedicated to the localization of international aid in the water and sanitation sector in Lebanon. Aid localization can be understood as the strengthening of the role of local actors in humanitarian responses, whether users, local NGOs or even institutions.

The theme of the working group today is the involvement of users in the water and sanitation sector in Lebanon.

The 2000 institutional restructure has led to the dismantling of community structures for water management. Those structures have been integrated into the Water Establishments which kept them away from users.

To date, there are no representative structures for users that ensure a follow-up on the management of the services or that defend users' rights. Users are not aware of their rights and are not involved in decision-making and management of the services.

The lack of involvement of the users negatively impacts the operation of the water and sanitation services. Users only have a partial understanding of the services' operation and of the role held by the Water Establishments. This leads to a lack of legitimacy of institutions and a greater propensity to resort to illegal connections or not to pay bills.

As a result, numerous projects aim to strengthen the legitimacy of these institutions. Various tools are put in place such as communication and awareness campaigns, or public information meetings.

Since 2014, Lebanon has exceeded the threshold of water shortage set by the UN. This context of resource scarcity requires changes in water consumption behavior. However, the lack of users' involvement in the sector hinders the implementation of awareness campaigns.

Through the feedbacks of various actors, the following themes will be discussed:

- Improving users' knowledge of their rights;
- Roles that could be played by users in the sector;
- Tools used to strengthen the involvement of users;
- Rooms dedicated to the involvement of users.

OVERVIEW OF GVC INVOLVEMENT IN THE WATER SECTOR IN LEBANON

PRESENTATION BY GVC

Intervention of Racil Charara (r.charara@gvc-lb.org), Gruppo di Volontariato Civile (GVC), [see the PPT presentation](#)

1. Presentation of a pilot project and the methodology used

Before talking about our current project I am just going to give you information about our previous project and the methodology.

GVC started with a small project funded by EU from August 2014 until December 2016 in two localities in Bekaa:

- o Zabboud;
- o Beijeje.

This project was focusing on cost recovery. The common problem for water establishment, specially the one of Bekaa, North and South Lebanon, is the difficulties they have to collect money from people. This project consisted in rehabilitating the network and getting people into this system by subscribing. It succeeded to get 82% of users to get into the system.

This was a pilot project. It involved technical and social part hand and hand to get people into the water establishment, improve the network and support the water establishment.

Also, there was a study (link) based on this research. Focus on social part, on surveys, on citizens' perceptions of the water sector and more details about water consumption, water users.

2. A focus on Non Revenue Water

We focus our approach on non revenue water (NRW). It includes different aspects such as technical losses like leakages, like problems in the network and also management related problems.

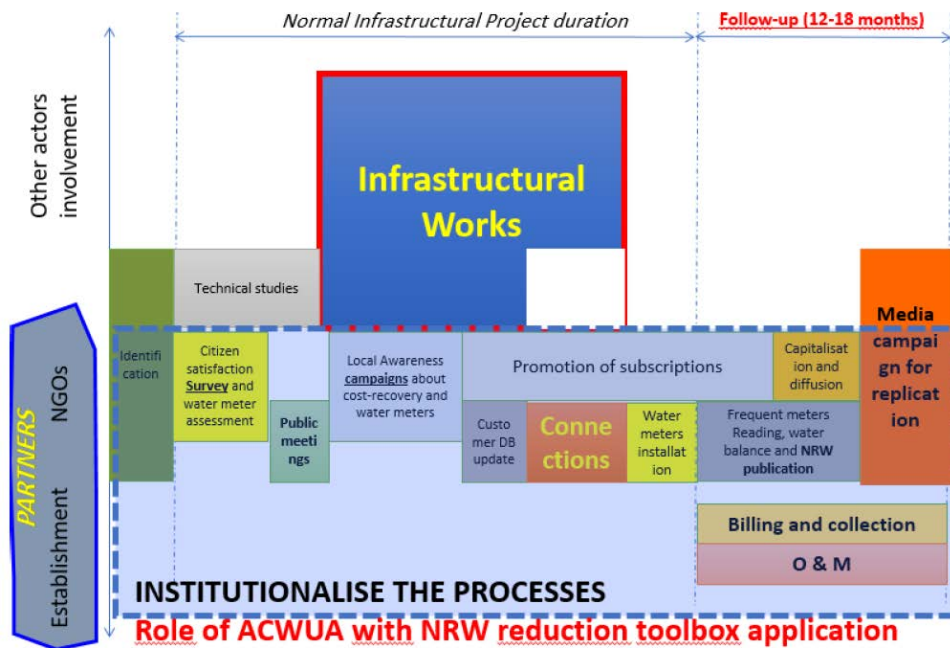
Currently through are project we are trying to tackle this problems. By decreasing NRW, which is very high for the water establishment, somehow we are also participating in the cost recovery of the water establishment. Usually, all our projects are infrastructure related.

Non Revenue Water				
Water Input	Authorized consumption	Billed consumption	Billed metered consumption	Revenue Water
		Unbilled consumption	Billed unmetered consumption (flat rate)	
Water Loss	Apparent losses		Unbilled metered consumption (billing error)	Non Revenue Water
			Unbilled unmetered consumption (eg firefighting)	
	Real losses		Customer meter inaccuracies	
			Data handling errors	
			Unauthorized consumption (theft)	
			Leakage on mains pipes	
		Leakage and overflow on tanks		
		Leakage on service connections		

Source: "Assessing non revenue water and its components: a practical approach", IWA, 2003 (<http://www.iwapublishing.com/pdf/WaterLoss-Aug.pdf>)

3. Approach to water management

We developed a social engineering part that is focusing on users and on water establishments to assist them in the missions they are responsible by law.



Infrastructure intervention will not be successful as much if you do not integrated these different parts.

For this reason, GVC was working in identifying the demand of users, carrying citizens' surveys, organizing public meeting, working on communication. All of these come in parallel in order to reach our objectives.

4. Partners and areas of intervention

Funded by the EU Madad Fund, the project started in November 2016 and it is supposed to finish in December 2019. The project is implemented by a consortium named "Miyah Con" which means "your water" in Arabic. The consortium is formed by GVC, CISP and ACWUA. ACWUA is more involved into capacity building, supporting water utilities.

The consortium is working with Water Establishment of North Lebanon, Bekaa and South Lebanon. The project intervenes in 15 pilot areas in the region of Lebanon more affected by the influx of Syrian Refugees.



5. An approach divided into four pillars

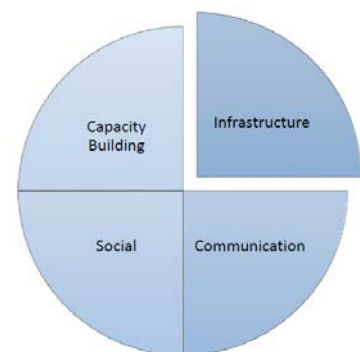
- o Improvement of infrastructure network rehabilitation, building reservoir, working on wells. This technical work is performed by NGOs' contractors and Water Establishments;
- o Improvement of local social-political environment by communication with municipalities, civil society and its organizations.
- o Capacity building: definition & standardization of procedures for NRW reduction for WE with the support of ACWUA. The idea is not just to have a network rehabilitated and social work we need as well to insure that Water Establishment have enough capacities to manage this new network, to be able to provide reliable service to this people. On one side we are working with users to encourage them to subscribe, supporting them to go and to subscribe in a legal way with Water Establishment. We are also working with the Water Establishment to help them to improve the water service to close the vicious circle.
- o National coordination for NRW reduction & NWS application in collaboration with Water Establishment, NGOs, ACWUA and donors.

6. Estimated results

- o Improved access to potable, treated water supply for vulnerable Households (HHs) affected by the Syrian crisis;
- o Improved capacity of Lebanese Water Establishments (WEs) to provide a quality service to all customers and collect water payment fees;
- o Reduced House Hold expenditure on water so when we have water management as the HH level we are also helping the users to reduce their expenditure.
- o Increased regional knowledge sharing between countries affected by the Syrian crisis on their water supply and management. .

7. Activities

- o **Infrastructure:** mainly network at large level like reservoir but also at the HH level we are aiming to install water meters in order to reduce HH expenditures, to have a better management of water, to change the approach of water management and change this mentality were people are consuming on flat rates and make it more environmental conception approach.
- o **Communication:** communication campaign to send these messages to people. How we want to send these messages? What are the special realities of these societies in which we are implementing pilot projects? Each area has its own characteristics. In certain area we are dealing with very bad relationships Water Establishment, in others they have problems between themselves. We are also assessing how WE are communicating with people, how they are disseminating their messages. We are also coordinating with others NGO working in the WASH sector and especially on this communication component.



- **Capacity Building:** we are already doing a lot of training with 4 experts of ACWUA working on NRW, GIS and customer relationship management to assist the Water Establishments, how to manage their database to catch these loses part on the NRW. We started by doing assessment on the beginning of 2017 with the 3 WE. We presented the finding of the assessment in July and the strategy prepared by ACWUA. This strategy called Performance Improvement Plan aims to solve the problems identified by ACWUA.
- **Social:** social part is a huge part of our project also not very appearing like the infrastructure work. Social work, we have communication plan, we develop the strategy how to deal with this people, focus groups, working group. We have done also citizen survey to assess people approach to water. Then we wild o customers survey all of this to get a feedback from people and also send messages to people. A lot of events were organized with people under the social component to get in touch with people, to be present with them and not to disappear after the end of the project. We are talking about 15 pilots projects so you can assume how much people are covered by this component.

This activities cannot be done without coordination with NGO like USAID or SDC to tell them what we are doing and how we can complement their work because this NGO are also supporting the water establishment. Until now, only the Bekaa Water Establishment is organizing monthly coordination meetings.

DISCUSSIONS BETWEEN PARTICIPANTS

1. Synthesis of the issues, objectives and means discuss between participants

Issues identified by participants

- Lack of staff for WE
- Absence of operation and maintenance of the network by WE
- Absence or bad quality of water services leading to an unwillingness to pay
- Political support leading to the unwillingness to pay of users
- Lack of trust on the quality of the service
- Lack of visibility of WE
- Lack of trust in public institutions
- Gap between institutions and citizens
- A missing element for community mobilization
- Unclear legal framework
- Overlapping of competences
- Fragmentation of the international aid

Objectives identified by participants to improve involvement of users

- Improving the financial situation of WE
- Improving the quality of the infrastructure
- Improving the capacities of WE on long term for the exploitation of maintenance
- Improving the communication of WE
- Improving de costumers service
- Improving relations between users and WE
- Building a citizen sense

Means discussed by participants

- Increasing the number of subscriptions and recovery of fees
- Creating communication strategy, tools, support and messages for communication
- Creating responsive and up-dated website, facilitating e-payment, costumers procedure
- Launching of national awareness campaign
- Creating an entity to do the overarching between users and institutions
- Facilitating the link between WE and users through the support of Municipalities
- Institutional reform
- Having a lead donor in each region

2. Feedbacks and discussions

Feedback of GVC

Improving relations between users and WE

Citizen surveys are done by NGO because the WE do not have the capacity or the staff to do it. Then we are organizing meetings with the WE to share the outcomes and problems arouse by users. We are the linking point between users and the WE at the moment, our objective is to

facilitate the connection and when our project is completed we have a better kind of connection between users and WE.

There is a **lack of trust in public institutions** which are not really active in the field, and not really committed. People do not pay because there is no service; there is water interruption, no maintenance, and bad quality. From the other side, the WE they do not have enough incomes from the people to intervene. There is a **gap between institutions and citizens**.

In certain pilot areas without network it is easier to work because they do not have relations with the WE. After building the network people will stop to paying water trucking and it is easier to convince them to subscribe to WE. In other hand, when we are rehabilitating network we find issues because people are not used to pay and they were stealing water. The challenge is to convince people to pay for the service.

There is as well the issue of people who have old unpaid fees. WE need to adapt, to understand the population is not the same, the water condition is not the same neither water scarcity nor water demand. There is a need to have certain incentive or amnesty.

Reinforce the capacities of WE on long term

GVC is constructing and rehabilitating network and reservoir to answer to the needs of the population. By doing this GVC increase the trust between users and WE. GVC is also working to build the capacities of the institutions to insure that they will be able to do the exploitation and maintenance of the infrastructures.

Advocate for institutional reform

GVC is working in partnership with ACWUA which is an institution for water utilities all around the Arabic countries. WE are part of this organization and they took advises from their experts.

Coordination between NGO is important to facilitate dialogue with international donors in order to bring some reform at policy level.

Questions and reactions

Municipality of Zgharta-Ehden

They should draw a decision to a least give the WE get this authority to say ok if you pay now in installment the last five years it is fine. This will encourage people. Some branches of WE are doing it, even illegally to encourage people. Plus there records are not done properly, there are not effective against third parties.

Nabil Rizk

About customers, one of the main issues is the customer data. Now the WE are facing real issue with customer data, people are changing addresses, names. If you want to do water business this cannot work if you do not know who is using the service.

French Red Cross

You are talking to the role of these entities; another angle to look at this is people. In Lebanon you pay thing twice. What are the working mechanisms? Why people do not believe, what are the

determinants? There is a lot of non tangible aspects about the right or duties of taking care of water.

What about the water cycle. We talk about clean water is there is anything done in order to treat sewage water. When you are doing awareness with water meters it is important to say wastewater has also a cost.

GVC

There are several reasons why people do not trust WE. First of all WE are new institutions, less than a decade. There is a lack of staff, they are working with 1/3 of their capacities. In certain area they even do not have offices. Users do not see services or staff from WE. Plus in certain areas there are still some water committees so there is an overlap between competences.

The idea behind water meters is also to make people think about the service and based on that it is a link for future projects dealing with wastewater. When you have water meters it is also a tool to link it to wastewater. You are consuming this much of water then you pay this much for wastewater treatment.

There is as well an issue with citizen sense. In Lebanon and Middle East we do not like to pay for government and it is the same for electricity. Water trucking and bottle water are more expensive than public services. With the citizen survey people are surprised to realize public service is the less expensive service. We need awareness raising campaign for letting them support the public service which is more sustainable for them.

Feedback of the Municipality of Zgharta-Ehden

Absence of operation and maintenance of the network by WE

The main pipe of Tripoli come from Rachaine to Tripoli and was build in 1933, maintain ad hoc and according to people living nearby the water catchment they have never seen anybody coming to maintain it since the war 1975.

Non-identification of WE by users as the authority in charge of water and sanitation

According to the law 221, every single person that pays municipal taxes is supposed to be a water consumer so taxed. But the WE has not communicated to anyone, not even through a flyer, to say you need me money since 2008.

Absence of service which lead to users refusals to pay

You are tackling a major issue and without tackling this major issue between consumer and WE, illegal consumers or consumers who want to pay but no one is telling them to do it or who is expecting to have service before paying cause most of the consumers today in Zgharta by their own means they went to pick water from the pipe which go to Tripoli. They bought their polyethylene and they put their pump.

These buildings were build between 1980 and today no infrastructure is coming to these buildings, there is no of infrastructure or town planning or management. So people feel that they already

payed, which should they payed twice or three times or five times. They are from Rachaine, the source is in their territory so they consider it as their water.

Lack of trust on the quality of the service

They are not sure the water is safe to drink. So they go to Ehden by car, they waste money and they pollute, and they put water in gallons for two weeks and they leave the water that arrives from the pipes.

Unclear legal framework

All of student, the WE done by law but the same law that gave competences and responsibilities on the shoulders on WE did not retrieve this competences or responsibilities from the shoulders of the municipalities. This is clearly said in the law of municipalities which are responsible also to provide good water to their people. I think, I am not talking for other municipalities but my experience, as modest it is maybe, tells me without municipalities nothing will be done.

Need for building a citizen sense

Water is a service and whoever provides a service is rightfully expecting money for it. Communication it is important to let people working on their own minds and wondering how they can help to reach the objectives.

Municipalities can facilitate the link between WE and users

Municipalities should be used as a communication link between local branches of the WE, which do not have the capacities to communicate, and users. There is a missing link in the system.

National awareness campaign

It is time to do a national campaign to raise awareness on the catastrophic situation of 2050 and in Bekaa this has been done, we have reach this in 2022 we should reach 90% of coverage and in the North... There are also issues between and inside institutions themselves which is part of the problem of the water sector. It is time to people to know at the national level the desperate situation may not be not that desperate if something is done by institutions, Ministry, municipalities, citizen and WE. And there should be a campaign at the national level. Good actions have be done with could result and we have a vision of what we want to do. National campaign, local authority should help you because they have contacts.

Questions and reactions:

GVC

The role of municipalities should be more supported in projects but the Law221 entitled WE to be responsible. At local level municipalities are doing everything, even reappearing. The social component of our project is done through municipalities. You sign on MOU with WE and you refer to them from time to time but the daily work which is happening is in communication with municipalities.

We are facing big problems regarding municipalities and institutions, is the absence of the role of the institution strengthening the role of the municipalities in practically. They are the local

authorities which should facilitate this kind of projects. But there are not responsible of this because they are not able to follow up such project, especially in villages. Legally, the WE is responsible of an area and if people pay WE would be able to fix any technical issues. Nevertheless, as municipalities are visible and nearby people are used to go to the municipalities when there is an issue with water.

Another issue is the mentality of the citizens. If there is a spring in the village why should I pay for it and why should I let you take my water to give it to others people. Our main message, is when you are paying 150 dollars per year you are not paying the pipe of the water you are paying the service of the water.

Feedback from Nabil Rizk on UNICEF project with Water Establishments

Lack of visibility for WE

By law 221, WE are in charge of water and sanitation services as well as irrigation for North Lebanon Establishment, Beirut and Mount Lebanon and part of the territory of Bekaa. The south is not in charge because there is the Litani River Authority.

People do not know that WE are in charge of these three main aspects and this is an issue. Plus there are water committees which are in charge of dealing with irrigation and sometimes in coordination with WE.

Improve the communication strategy of WE to improve relations with users

The main issue faced by WE in term of communication are:

- Absence of key messages
- Different messages from one branch of WE to the other
- Lack of communication tools
- Lack of contents

The project of UNICEF aims to structure this communication on long term and to build capacities of communication inside the WE. So they will be able to manage a well functioning customer's service, to improve relations with customers, to improve customer experiences and the organization of the customer service.

UNICEF elaborated with them a communication strategy with the creation of a specialized unit in the WE in charge of all the communication aspects and the improvement of relation with customers. UNICEF hire expert for one year to work inside WE to mobilize the unit. They also encourage WE to recruit some staff even on daily base.

Improve the customer's service

The main issues faced by WE for the customer's service:

- Absence of written procedure customer
- No clean data base

- Lack of automation of some procedures
- Absence of call center at regional level
- Reliance of WE on contractual collection of fees with a door to door collection. These contractual received a fixed salary plus a percentage of the fees collected.

WE should improve the customer's service by having a dynamic and responsible website, responsible and e-payment especially for new customers and new generation.

UNICEF was encouraging WE to have a consolidated call center with library customers of communication tools, brochures and having fresh brand it might give them some sense in having some people that are able to deal with customers.

Improve the capacities of WE

UNICEF approach is to build the capacity and improve the resources and the operational capacities of WE to handle what they have to handle by law. Investing in the structure and the people of the WE for us it was a real challenge because this is the correct and the sustainable and long run investment and this is the highest return for any investment can be done through UNICEF or any other actor.

Overlapping of competences

Inter relationship between key players are clear and not clear in the same time. In some areas WE are sometime replaced by municipalities or by Ministries, or Ministries are replaced by WE or CDR.

Per law, resources are under the umbrella of the Ministry of Water and Energy. Resources management is under the umbrella of WE which do not own the resources.

They are many agencies dealing with capital projects. Most capital projects are done through the government, especially through the CDR or through the Ministry. Depending on the financing availability, WE can be involved in some major projects. It is the case for the WE of Beirut and Mount Lebanon. Others WE do not have the capacity to run or to plan big projects or to restructure the whole network.

As there is a lot of issues in the sector the Ministry do not want to take the whole responsibilities in public. As a consequence, every stakeholder blames the other for not doing something.

Political support leading to the unwillingness to pay of users

There are too much political protections for some people who are not paying. And you can find some influential figure who are lobbying for people not paying.

Need for building a citizen sense

It is well identify that, there is a poor citizenship experience. People as much as they want water, they have to be committed to pay for this water. They have to realize the cost we will be sharing is negligible comparing to the type of assets we are using.

A positive message can be spread; there are water rights and water duties for all stakeholders. It is part of our citizenship, it is a commitment. If we are not really willing to participate in paying, or in

contributing, in financing the operation and maintenance of water sector we cannot on the short run, middle run and long run expect good service and the sustainability of the service. In fact, operation and maintenance has to be done every day.

The citizenship component is very important; building the citizenship is really helpful especially after decades of war in Lebanon people they still feel not confident somehow at social, economical level. Citizenship is not the solution but it can help in building the national unity between people all players and stakeholders. Everybody should be equal under one law and we should feel that we are citizen and protected by law and we have rights by law. This is very important because building citizenship it will help a lot in doing the public service or in managing the public service for water, electricity, telecom and everything.

This will help me to help others and help me to help institution and to help international donors to respect more the community they are serving because they are here for a short period of time to assist this country to be better place for living for the Lebanese or other people living on Lebanese territory. But this is a small and short period of time. It is time for the Lebanese to gain from it otherwise we will lose the opportunity as we lost a lot of opportunities before.

A will to improve the quality of the service from WE employees

In Lebanon, there is a bad image of public services and its employees. They are perceived as people not willing to do something, or to improve their skills or knowledge to improve the service.

During our visits with UNICEF and discussion with employees and Director Generals we found out that people are enthusiastic to do better but they do not have the means and the resources. The central office of WE do not have the capacity to provide them with news knowledge and experiences.

A missing element for community mobilization

There is a missing element related to community mobilization. We developed a kind program that will enable local NGO, International NGO, municipalities and even individual to be part of a local debate, local exchanges when there is some issues related to water rights. WE have to be more costumers friendly and to be very close to people.

If we are going to lobby for a good citizen, we would like to have all people paying we need somebody to speak to people. WE do not those people to speak with the public. There is a kind of intermediate session which has to be established to lobby for a good citizen behavior and to have all people paying. WE do not have the means, resources and staff to do this.

There is a need for an entity doing the overarching between the unsatisfied level of service from WE perspective and public entrusted, unhappiness.

There is room here for international organizations, Ministries, international NGO, municipalities, individuals, academics to play a good role in overarching this. It has to be discuss between all players to find out the solution. It has to be a credible body, accepted by the people to increase the trust when dealing with water issues.

Municipalities as to play a role on advocating for urban planning

One of the challenges faced by WE, if you look to the current situation all villages, or cities or towns in Lebanon the building permit has been issued without making any insurance that there is electricity or water infrastructure.

Lately there is a circular from the Ministry of Interior that allowed 1500m² houses without having a building permit. People are building houses in area not deserved by any infrastructure and then there are asking for services.

This is the role of municipalities to advocate a proper urban planning in the areas. This can be done with the Ministry of Interior or circulars or without it. They are in charge of this by law because they are the local authorities who are in charge of issuing the building permit according to certain criteria as to have a certified engineer or to have drawing map.

Questions and reactions:

Municipality of Zgharta-Ehden

The sense that I was trying to give to the intervention of municipalities is exactly the overarching capacity and the mediation. We have going through a lot of mediation between our population and the WE and many other actors especially related to the Syrian crisis or other.

Addressing the water issue as part of the global civic attitude, could be a good entry point because in this case the municipality is working with authorities on raising the civic awareness, civic attitude, and civic sense of the population.

People considers a lot of services as theirs without feeling the need to be reciprocal about it through paying, respecting. Municipalities can help WE, without influencing their power, but rather as an overarching help. This will facilitate the localization of projects as well as building the trust or awareness at the local level. Localization is the only guarantee of sustainability in time. No matter what we do the municipality will always be regarded as the responsible.

GVC

From a technical point we are not dealing with municipalities. On the social level, municipalities are the entry.

The reform of the water sector is incomplete. It does not address the irrigation which consumes a large portion of water and it is also a polluter of water resources. Law 221 is very thin on irrigation you have to dig to find how the sector is managed. We need some advocacy to create more reform at the policy level related to fees as well as institutionalization of water uses for irrigation.

Municipalities cannot create a new neighborhood and then asking for being connected to the infrastructure. We cannot create the problem and then we advocate the issue and we create a kind of snowball against the WE.

GIZ

There is a part which has to be done by the Lebanese institutions and ministries. But if I look now as a guest on the donor side, and unfortunately you took now the presentation of the best example it is your approach, our approach for Bekaa, to have now this sub-coordination committee. You

have to think about this since these NGO or International Organization they are not donors and also UNICEF is not a donor.

It is absurd that most of us work in two or three regions of this country. Our government should be able to ask for being in charge of a specific region as lead donor and having some leverage about the activities implemented. Everything is fragmented and tripled or doubled. As a result we have sub-coordination committee.

All donors are playing house; if we are not going to finance this, for sure France or Suisse will do it.

BENCHMARKING OF PRACTICES FOR INVOLVING USERS

1. Presentation of the approach

This benchmarking aims to focus in a participatory way on setting the common grounds for involving users in the water and sanitation sector. Participants were asked to share the objectives, tools, challenges and actors they identified to involve users.



2. Table of the results of the benchmark

Objectives	Tools	Challenges	Actors
Being proactive in dealing with customers	Costumer guide, Website	Team coaching at WE, promotion of marketing,	WE leadership, WE employees, Municipalities
Improve costumers experience at WE	Costumer chart, employees code of conduct, job training, public campaign, games	Human resources, financial resources	WE leadership, WE employees, stakeholders, costumers,
Information campaign	Develop printed publication Placed development worker in NLWE	No feedback/ decisions from municipalities	WE, graphic designers
Provision of network	Assessment, develop tender document, participating planning	No feedback/ decisions from municipalities	BWE, Mukhtar, Municipality, GVC, GIZ
Awareness raising, call for action	Home visit	Law interest	All citizens
Water accountability, Cost Recovery, improve WE situation	Citizen surveys, costumer surveys, focus groups, communication campaign	Resistance, policies are blocking, law enforcement, limited WE capacities	NGO, civil society, local organizations, international organizations
Behavior change from costumer/ general public	Private sector marketing campaign on sanitation	Adapted format to population perception, endorsement by government, ownership by municipalities	External intervention to municipal staff
Support municipality staff to communicate better with users	RANAS approach, PHAST methodology	New techniques, cross over from other topic not tangible	NGO promoter of legitimacy, coherence with overall response, acceptance authority
Induce behavior change	Identify determinants for behavioral barriers change, design program, provide scientific evidence	Recommendation never considered by decision makers	Actors and water users
Disseminate, increase awareness of users rights and role	Share the knowledge, stimulate dialogue	Lack of citizenship sense	Actors, policy makers, municipalities, WE, Ministries
Having a concerted approach	Coordination	Unclear legal framework	Ministries, WE, Municipalities, Users, Research, Local and International NGO
Sustainable water and wastewater management	Awareness in schools, documentaries, public meetings	Adapted awareness tools	Teachers, Ministries
Increase democratic decisions	Communication on rights on roles of users	Lack of trust between citizen and WE	Public institutions, users
Awareness raising, dissemination of information	Awareness in schools, documentaries, public meetings	Attendance percentage is low, no space for everyone to express his opinion	Stakeholders and citizens
Involvement, participation	Focus group discussion	Different opinions	Stakeholders

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