

# Objective:



- **The overall objective of the proposed project is to contribute to mitigate tensions among vulnerable population through improved access to more efficient and sustainable safe water supply**





**Specific Objective 1:** *By the end of 2019, to improve the living conditions of marginalized Lebanese and Syrian children and their families, enhancing equitable access to safe water*

**Result 1.1:** Enhanced provision of safe drinking water services to marginalized children and their families

**Activity 1.1.1** Provide equipment package to Bekaa, North and South Water Establishments to intervene in emergency, in cases of leakages or sudden minor failures of the water networks

**Activity 1.1.2** Map contamination sources of E.Coli

**Activity 1.1.3** Equip five wells drilled by the Ministry of Energy and Water and drill two new wells

# LIST OF WELLS



Location	Governorate	Flow	Head	Description
<b>Wadi Al Jamous</b>	Akkar	15l/s	450m	Borehole drilling, Supply & Installation of a Submersible pumping unit, electrical control panel, accessories for new Borehole & Construction of a new Control Room, pumping line, reservoir and connection to the network.
<b>Menyara</b>	Akkar	15l/s	450m	Borehole drilling, Supply & Installation of a Submersible pumping unit, electrical control panel, accessories for new Borehole & Construction of a new Control Room, pumping line, reservoir and connection to the network.
<b>MieMie</b>	South Lebanon	20l/s	240m	Supply & Installation of a Submersible pumping unit, electrical control panel, accessories for new Borehole & rehabilitation of an existing Control Room

<b>Zefta</b>	South Lebanon	10l/s	460m	Supply & Installation of a Submersible pumping unit, electrical control panel, accessories for new Borehole & Construction of a new Control Room and construction of a 150mm pumping line.
<b>Habbouch</b>	South Lebanon	12l/s	550m	Supply & Installation of a Submersible pumping unit, electrical control panel, accessories for new Borehole & Construction of a new Control Room
<b>Ansar</b>	South Lebanon	13l/s	350m	Supply & Installation of a Submersible pumping unit, electrical control panel, accessories for new Borehole & Construction of a new Control Room and construction of a 125mm pumping line.
<b>Ghaboune Aley</b>	Mount Lebanon	N/C	N/C	Supply & Installation of a Submersible pumping unit, electrical control panel, accessories for new Borehole & Construction of a new Control Room and construction of a pumping line.

PS: We were verbally informed that MieMie and Ansar are being tendered urgently by SLWE due to water needs in summer.

- **Result 1.2: Cost efficient schemes are promoted**
- **Activity 1.2.1** Sensitize the customers on improved water demand management
- **Activity 1.2.2** Sensitize the customers on bill payment and collection

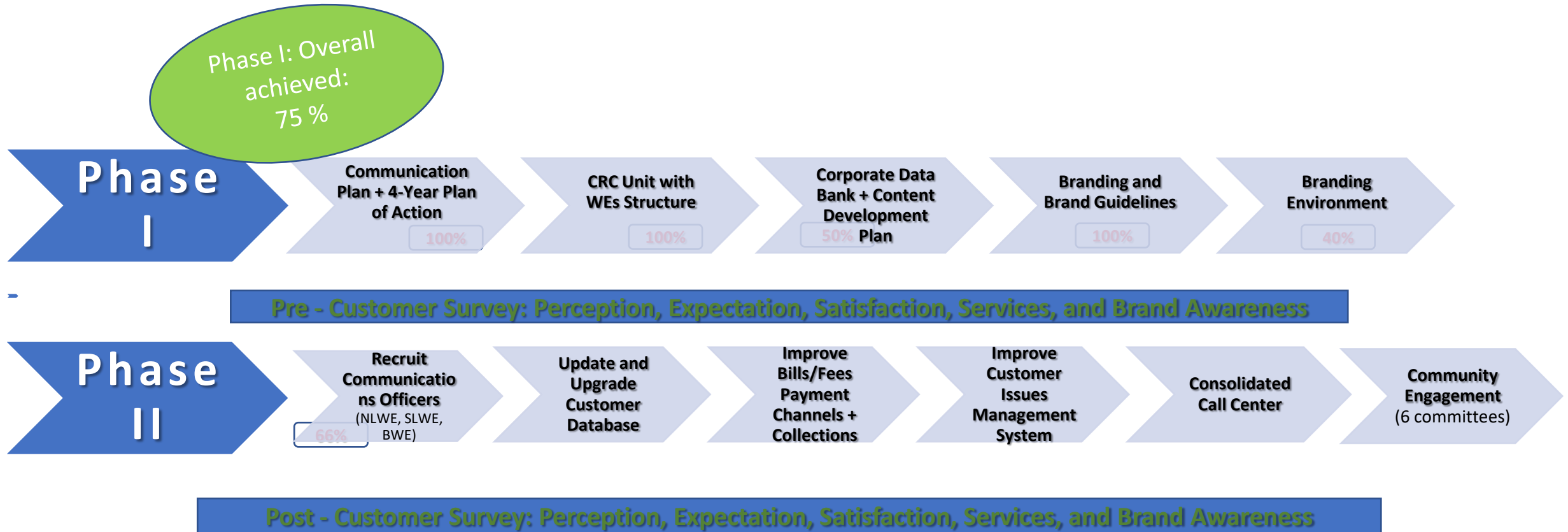




- **Specific Objective 2:** *To guarantee the sustainable and efficient management of water services*
- **Result 2.1** Strengthened accountability of the Water Establishments towards customers
- **Activity 2.1.1** Upgrade and update customer database against planned activities per WE
- **Activity 2.1.2.** Establish and implement a Communication and Customer Relations unit for Bekaa, North and South Water Establishments
- **Activity 2.1.3** Build and operate a consolidated call centre for Bekaa, North and South Water Establishments
- **Activity 2.1.4** Establish a new policy and procedure for complaints/issues management
- **Activity 2.1.5** Analyze the annual budget of Water Establishments to evaluate the financial impact of increased fee collection

# Communications Plan: in a glance

Phase I: Overall achieved: 75 %



Objectives: Promote Bills/Tariffs Payment & Services Enrolment | Increase Visibility & Transparency | Improve CRC Services & Functions | Build Trust & Community Engagement | Advocate Equitable and Safe Water For All | and Co-Branding with Partners

### **Activity 1.1.3 Details:**

The selection of these projects has been based on the following criteria:

- • Number of Syrian refugees served: The area selected host a significant number of Syrian refugees, including in Informal Settlements.
- • Number of poor Lebanese served: The mapping of the 263 most vulnerable municipalities in Lebanon has be considered in the selection process.
- • Overall investment from MADAD III in WASH projects: Areas where fewer investments are foreseen have been prioritized.
- • Approval from the Ministry of Energy and Water and Water Establishments: Each project has be identified in partnership with the Water Establishment and will be officially approved by the Minister of Energy and Water.
- Cost per capita: The cost per beneficiary should be kept reasonable (below USD 100) to ensure that the project serves the maximum number of individuals.