

Monitoring Water Services :
a key of success for sustainability and water for all

Water Service Monitoring in Haïti
L'Observatoire National de l'Eau et de l'Assainissement
en Haïti



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Global Overview / Aperçu Global

- **What is targeted by monitoring?**

The « National W&S Observatory » has 4 main targets: (i) managing water resources, (ii) providing data and trends for planning purposes (iii) evaluating the performance of the water operators (iv) monitoring investment programs. The Observatory is a tool for planning but also for communication, training and motivation.

- **What is monitored?**

20 operational and performance indicators including: water supply continuity, coverage, water quality, metering rates, unit consumption, non-revenue water, unit production costs, water sales, revenue collection rates, unit energy consumption, staff per m3 sold, etc.

- **Who is in charge of the monitoring?**

Several levels: CTEs and CAEPAs (Operational Technical Centres), OREPA (Regional Offices), Head of Operation at the DINEPA and ONEPA.

- **What is the cost of such mechanism and who pays?**

Capital Investment: 2 million US\$. The running of the observatory is an operational cost that will be covered by the water tariff.

- **How and to whom the monitored results are reported.**

The monitored results are reported by the National Observatory and anybody will have access to basic data and indicators.

- **Which kind of actions are implemented regarding monitored results?**

Review and assessment, operation improvement, planning purposes, economic or tariff analyses

Main challenges / Principaux Défis

■ The Target

The Haitian “National W&S Observatory” has been designed after reviewing and assessing the strengths and weaknesses of many existing observatories or reporting systems at the international level (mainly in Europe and Latin America).

■ An on-going process

Some functions of the observatory are already operational but much is still to be carried out.

■ The challenges

The process has started but many challenges are still to be overcome among which:

- Creation of a reliable information network between the various operational centres in the country.
- Define procedures to collect reliable data
- Capacity building

■ The first step

Implementation of a rather exhaustive CTE reporting system with two objectives: supplying data to the observatory, implementing appropriate procedures, and developing capacity building and staff sensitisation.



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LE TEMPS DES SOLUTIONS

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