6 TH WORLD WATER FORUM

Water Services Monitoring

Introduction

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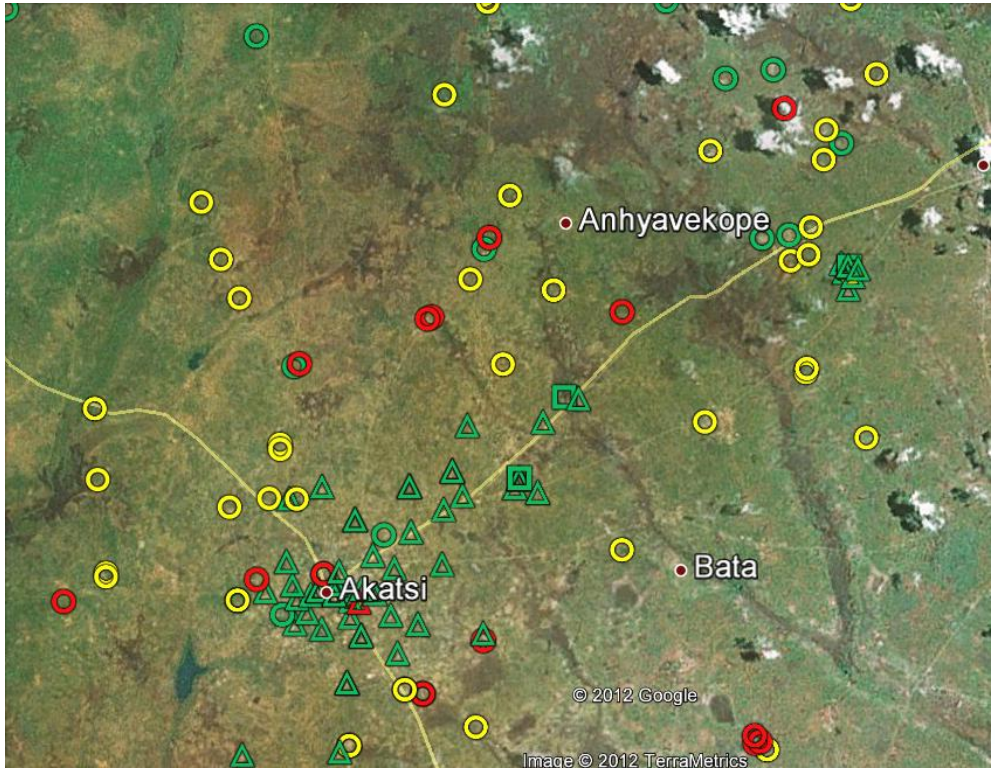
14th March, 2012, Marseille

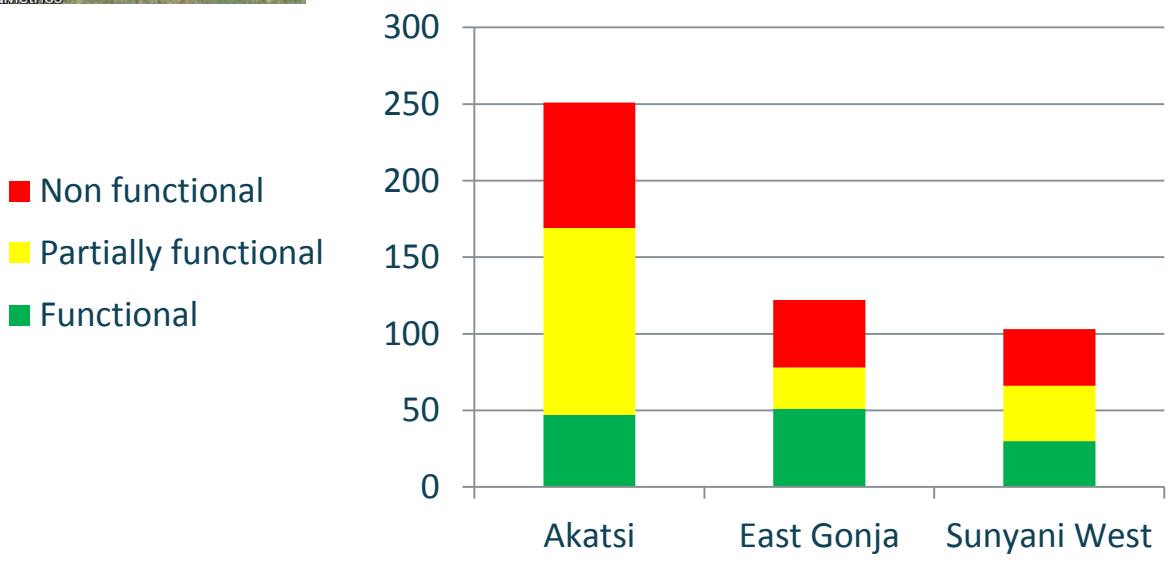
What is the global issue?

- *In developing countries, approximately 1 in 3 small scale water supply systems in rural areas and small towns perform below the expected level.*

- *Water services monitoring, which is being developed in a lot of countries, is essential to reduce service interruptions, to improve financial stability and to enhance transparency.*



Data from triple-s field work in Ghana



What is the aim of session 115?

- ***To learn more about monitoring experiences in Africa, America, Europe and Asia and to identify the ways to advocate and scale up of monitoring of water services delivery***

- ***Organisation of the session***
  - Introduction to trends and issues of water services monitoring
  - Part 1: existing solutions from France, Lao, Kenya, Niger, Chad, Brazil, Ghana
  - Part 2: innovative or developing solutions in Madagascar, Haiti, Palestine, DRC, Mauritania, Uganda, Senegal
  - Conclusions and commitments

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Trends and issues

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14th March, 2012, Marseille

TIME FOR SOLUTIONS

Getting access to water supply infrastructure is good…

Getting access to sustained water services (quantity, quality, accessibility, reliability) is better !!!

What is needed for sustained water services delivery?

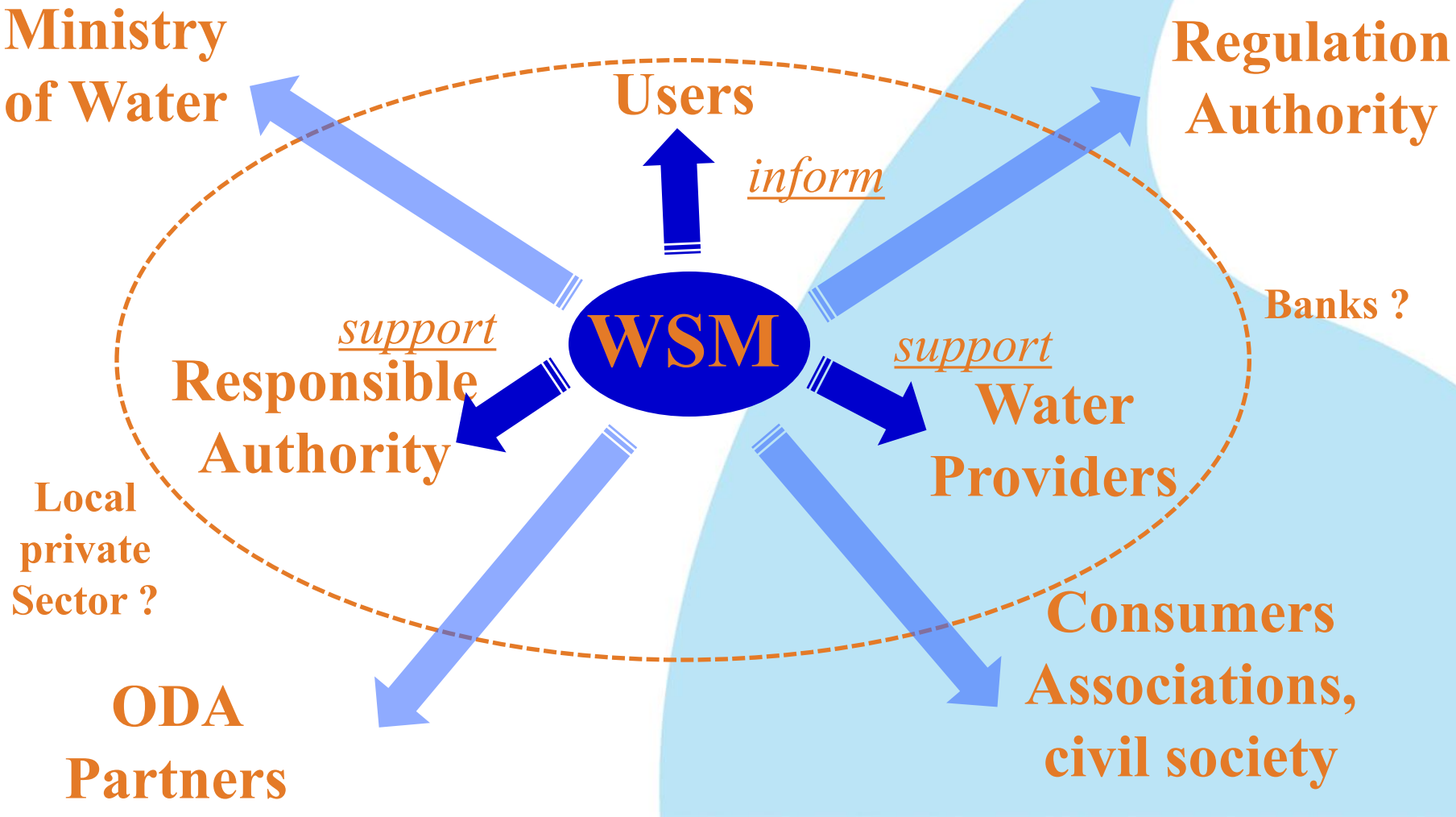
Performance is needed !

1. *… On technical issues*
2. *… On management issues*
3. *… On financial and economic issues*
4. *… On institutional issues*
5. *… On transparency*
6. *… On dialogue between stakeholders*
7. *… On social issues*
8. *… On environnemtal issues*

Water services monitoring: A tool for sustainability

- *COLLECTING – at different frequency according to level – service management AND delivery related data: technical, economic, financial, organisational, institutional data, etc.*
- *Then ASSESSING service management and delivery against objective and robust criteria,*
- *And lastly, PRESENTING THE RESULTS, alongside recommendations for improving management of the service*

For who is WSM useful ?



What are the benefits of WSM?

- *Better Operation & Maintenance help to reduce the number and duration of service interruptions*
- *Decreased water service costs + better cost recovery rates = improved financial stability*
- *Increased and secured financial reserves*
- *Better informed and more educated users, specifically on water services issues, uses of water money, acceptance of water tariffs*
- *Transparency helps conflict resolution on financial issues*

Who monitors what?

- ***Service provider level – collected with high frequency:***
  - Disaggregated service delivery against agreed norms (quantity, quality, reliability etc.)
  - Operational data (financial, technical)
- ***Service authority level – collected with intermediate frequency:***
  - Aggregated service delivery data
  - Service provider performance data (benchmarked)
- ***National level – collected with low frequency:***
  - Highly aggregated (by district, commune etc.) service delivery (coverage) data
  - Highly aggregated performance data

Trends and challenges?

- ***Monitoring of water service delivery is spreading fast in many countries and holds promise for greater sustainability***
- ***What are the main challenges to over come and lessons learned to date?***
  - Cost of monitoring?
  - Accountability, oversight and enforcement?
  - Comparability of data?
  - ……..

MARSEILLE - FRANCE

TIME FOR SOLUTIONS

MERCI / THANK YOU

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