

# All systems go

## Africa

# Understanding Pro-Poor Water Strategies in Urban Water Services

*(based on research carried out on water services in low-income areas by three Kenyan Water utilities)*

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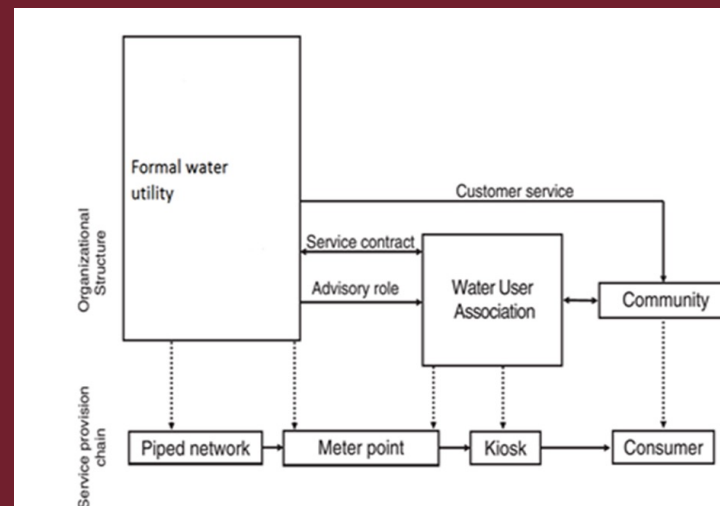
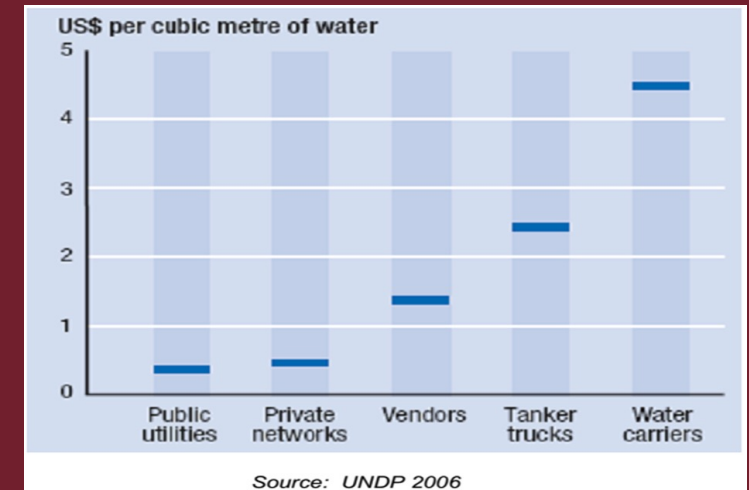
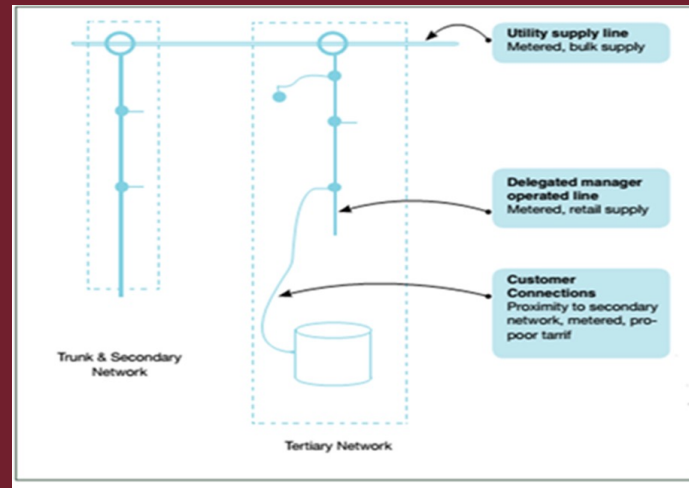
# Background: the evolution of pro-poor water services urban water sector



Two explanations are important in this respect

- The mixed mandate of water utilities
  - commercial mandate, to operate as autonomous entities and on the basis of full-cost recovery
  - the social mandate; of extending service to everyone, including the urban poor
- The challenge of serving the poor
  - the socio-economic and legal characteristics of the consumers living in urban low-income areas (LIAs)
  - the growth and development in the LIAs
  - the relatively low water consumption rates among consumers

# Serving the Poor through Service Differentiation



Classification	Size	MIN.CHARGE 0-10 cu.m.	COMMODITY CHARGE				
			11-20	21-30	31-40	41-50	51-UP
RESIDENTIAL	1/2"	220.00	23.00	25.00	28.00	32.00	37.00
	3/4"	352.00	23.00	25.00	28.00	32.00	37.00
	1"	704.00	23.00	25.00	28.00	32.00	37.00
COMMERCIAL/ INDUSTRIAL	1/2"	440.00	46.00	50.00	56.00	64.00	74.00
GOVERNMENT	1/2"	195.00	23.00	25.00	28.00	32.00	37.00
COMMERCIAL (A)	1/2"	385.00	40.25	43.75	49.00	56.00	64.75
COMMERCIAL (B)	1/2"	330.00	34.50	37.50	42.00	48.00	55.50
COMMERCIAL (C)	1/2"	275.00	28.75	31.25	35.00	40.00	46.25
BULK/Wholesale	1/2"	660.00	69.00	75.00	84.00	96.00	111.00

# Implementation of Pro-Poor Water Services

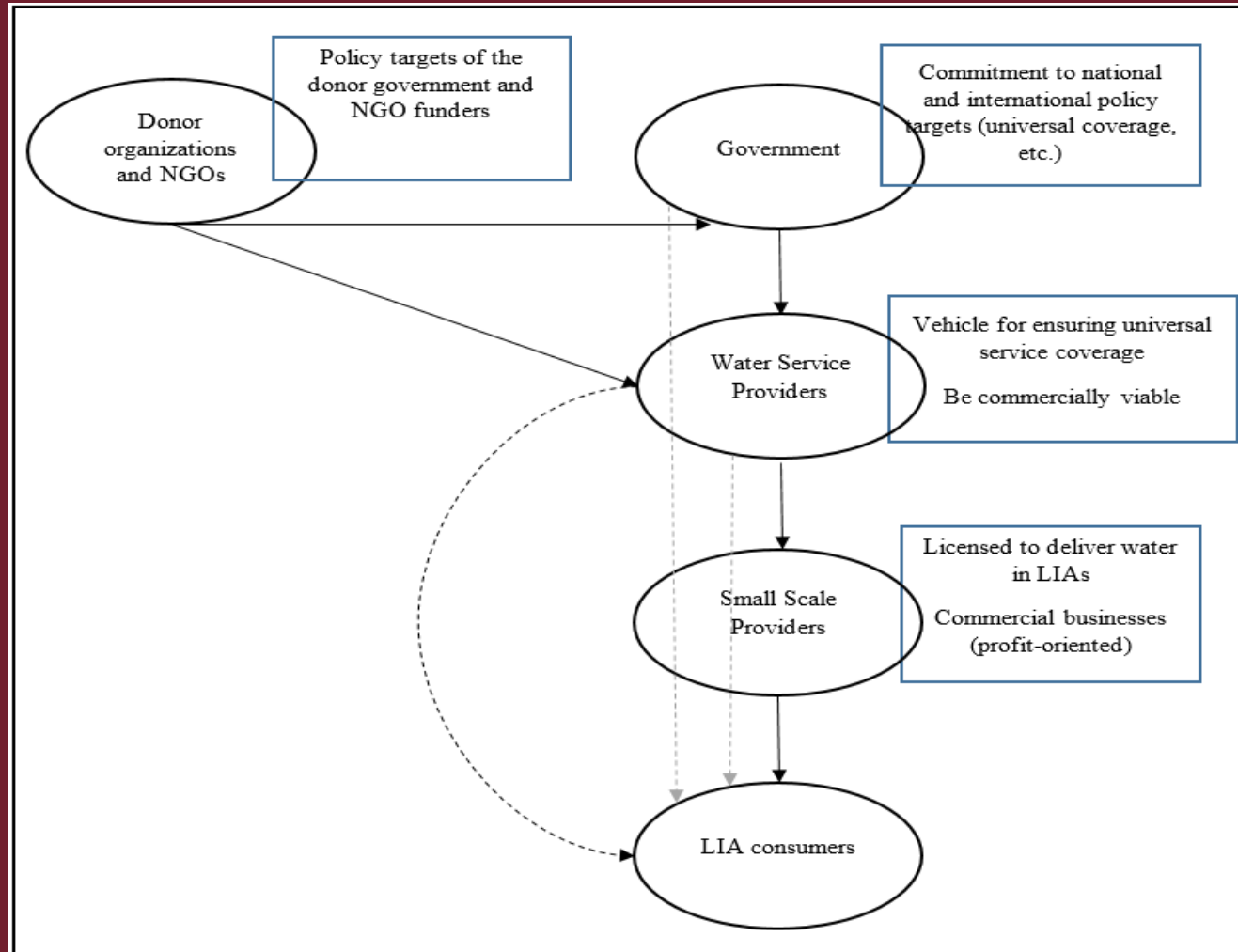


- The use of intermediaries
  - the informal operators who have prior knowledge of water supply in these areas
  - the landlords on whose lands these technologies are constructed
- Low-Income Area units
  - dedicated Operational Units for Low-Income Areas
  - dedicated Advisory Units for Low-Incomes Areas
  - integrated Operational Units for Low-Income Areas

## Lessons Learnt: *risks associated with the implementation of pro-poor strategies*

- Through pro-poor interventions water supply to urban LIAs can be commercially sustainable
- However, it also involves some risks
  - the risk of serving LIAs through intermediaries; *informal providers are accorded the legal status and space to exert more influence*
  - emphasis on technology; *it is not just the technology appropriateness strongly determined by the organizational and financial systems associated with the technology*
- Raises concerns about the quantity, quality reliability, affordability of water supplied to consumers in the LIAs, in the absence of (or limited) monitoring.

# Lessons Learnt: *aligning donor Interests with Interests of Low-Income Consumers*



*It not only a decision of the water utility, but rather the result of a consensus or compromise between the different actors that constitute the broader institutional environment in which the water utilities operate.*

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