



5th Africa Water Week Technical Session Summaries

Sub Theme: Water, Sanitation, and Hygiene: Partnerships, Innovations, and Investments Post - 2015
Lead Convener: USAID
Contact(s): Heather Skilling, Amanda Robertson, USAID
Co-Conveners: AMCOW, SWA, Government of Senegal, IRC, BMG Foundation, WSP-Africa, WaterAid, WSUP, SUWASA

Background:

Sub-theme 1 looked beyond 2015 to explore how to achieve universality, equity, and sustainability in water, sanitation, and hygiene across Africa. Its sessions argued that the answers lie in: (1) building productive and long-lasting partnerships among governments, bilateral agencies and multilateral banks, implementers, and the private sector based on a shared vision and trust; (2) introducing innovations and creative solutions that are realistically applied and broadly commercialized; and (3) more effectively mobilizing and leveraging all available sources of funding for the sector. We sought to stimulate a conversation that flowed through the sessions – using a mix of position papers, stakeholder panels, case studies, called papers, and small group work – to develop recommendations that reach and influence decision makers and other key players in the sector.

The primary objective of the eight sub-theme one Technical Sessions was to raise awareness of the challenges and opportunities today in the WASH sector in Africa. Specific objectives were to:

- Share the outcomes of the April 2014 SWA High Level Meeting (HLM) with the broader WASH community including the commitments tabled by more than 30 African governments
- Publicize the innovative sanitation and hygiene programs adopted by the Government of Senegal and its development partners to achieve results at scale
- Better understand how local governments are fulfilling their roles and responsibilities to support and expand the provision of WASH services in different contexts
- Provide updates on the process of commercialization of sanitation services and the adoption of new technologies from concept to product
- Exchange experience on how to use ICTs to promote consumer voices and raise accountability in delivery of WASH services
- Explore affordable and innovative ways to mobilize funding for sustainable WASH service provision
- Present options for bringing low-income urban and peri-urban consumers into the formal water supply market, and
- Integrate WASH to the Post-2015 Development Agenda

Beyond the SWA High Level Meeting: From Commitments to Results

1st Technical Session: 26 May, 14.00– 15.30hrs

Lead Convener	Sanitation and Water for All (SWA)
Co Conveners	AMCOW and the 90+ SWA Partners, including 36 African countries
Session Objective(s)	Share results from the 2014 SWA High Level Meeting and catalyze action to implement Commitments tabled at the April 2014 meeting in Washington, with wider Africa sector audience.
Session Summary	<p>Over 80 participants attended SWA's session, where high-representatives from partners discussed the recent 2014 HLM and the more technical side of commitment implementation.</p> <p>The panel was chaired by Mr. Samuel Ome, Director for Water Quality Control and Sanitation at the Nigerian Ministry of Water and Resources, moderated by Ms. Doreen Wandera, Executive Director of the Uganda Water and Sanitation NGO Network, and included representatives from two countries - Mr. Amadou Diallo, PEPAM coordinator at the Senegalese Ministry of Water and Ms. Juliana Kamanda, Advisor at Sierra Leone's Ministry of Health and Sanitation - and one development partner, Ms. Heather Skilling, a Senior WASH Advisor with USAID. SWA was represented by its Vice-Chair Mr. Darren Saywell.</p> <p>Presentations kicked off with an overview of the 2014 HLM by Mr. Darren Saywell, where he described the event's unprecedented attendance, with 30 African countries represented, 20 of these at ministerial level (14 ministers of finance). He also describe the main issues raised by participants, including harmonisation and coordination of donor groups, improving human resource capacity in governments, political prioritisation, evidence-based decision-making, national policy generation and planning and financing of WASH.</p> <p>Mr. Amadou Diallo's address focused on the Senegalese Government's plans to involve the private sector in WASH efforts. He described the Government's reforms and how the private sector was positioned to assist addressing the challenges in operations, maintenance and functionality of water sources and systems.</p> <p>Talking about Sierra Leone's commitments, Ms. Juliana Kamanda expanded on the country's Agenda for Prosperity and its Poverty Reduction Strategy Paper, which acknowledges access to sanitation as a clear contributory mechanism to address poverty and develop the economy.</p> <p>Bringing in the perspective of a donor organization, Ms. Heather Skilling stressed USAID's commitment to working with governments in 12 countries to improve sanitation and hygiene for at least 6 million people. She noted that USAID was focussing on two key commitments: working to deliver programmes for sustainable sanitation and hygiene, and providing support for the generation of evidence and knowledge on improving sanitation and hygiene.</p> <p>The panel presentations were followed by a debate with participants, where issues discussed included sustainability, inequalities and the importance of engaging parliamentarians.</p>
Presenters / Panelists/ Moderators	
<ul style="list-style-type: none"> • Chair: Samuel Ome, Director, Water Quality Control & Sanitation, Federal Ministry of Water Resources, Nigeria • Moderator: Doreen Wandera, Executive Director, Uganda Water and Sanitation NGO Network • Amadou Diallo, PEPAM Coordinator, Ministry of Water, Senegal • Juliana Kamanda, Advisor, Ministry of Health and Sanitation, Sierra Leone • Darren Saywell, Vice-Chair of SWA • Ms. Heather Skilling, Senior WASH Advisor, USAID 	

Sanitation, Hygiene, and Health Innovations: Policy and Governance Reforms Supporting New Initiatives

2nd Technical Session: 26 May, 16.30 – 17.30hrs

Lead Convener	Government of Senegal (GOS) Direction Nationale de l'Assainissement
Co Convener	USAID/Senegal (Agathe Sector and Jesse Shapiro)
Session Objective(s)	The GOS and its development partners have supported a range of innovative sanitation, hygiene, and health initiatives with positive outcomes and community involvement; this session will present these initiatives and suggest future directions for significant scale up.
Session Summary	<p>This session focused on key elements of the GOS' (Direction de l'Assainissement) innovative sanitation program. Practitioners made presentations on water resources management and sustainable development, from which the following should be noted:</p> <p>After reaching the MDGs in the area of drinking water in urban as in rural areas, Senegal is implementing a strategy through the implementation of innovative projects such as a pilot project to optimize the AEP network of the city of Dakar with SDE, and the establishment of inter-municipal projects to promote hydraulic solidarity among local communities. Still, one must acknowledge the existence of financial, technical and institutional constraints to the plans</p> <p>Most research has indicated that significant sanitation sector efforts should be made in the post-2015 period. AJPEAS recommends placing sanitation as a priority at the heart of the post-MDG agenda and strongly advocates the establishment of a Regulatory Authority Water and Sanitation Sector in order to remove the current constraints. The pursuit of financial stability of the sub-sector is most urgent.</p> <p>Achieving the MDGs does not mean that the battle for water, access to sufficient quality and quantity, is won. The results reported by Global Water Solidarity in OECD countries should serve as lessons to consolidate and further build on the gains made during many years of struggle against poverty in water.</p> <p>To do this, sector professionals must remain vigilant to ensure a healthy life for the population. Water shortages in Dakar in 2013 (which lasted more than two weeks) are evidence of low resilience of the drinking water supply system. The present infrastructure is unable to handle sudden crises, and remains unpredictable and expensive in terms of costs and technological adaptation.</p> <p>The issue of access to water and sanitation is an eternal struggle, demand continuous innovation and technological and institutional choices constantly renewed according to the challenges of socio economic and priorities.</p> <p>Rural water supply reform efforts through the implementation of the Office of Rural Drilling and the continuation of contract farming in urban areas are the management tools in the drinking water sub-sector. For sanitation, a new sanitation strategy and technical review of contract farming with ONAS are the levers on which future strategies are based.</p> <p>Post-MDG recommendations in the field of drinking water, challenges related to water quality, and especially access to water for the poor are all priorities for future strategic development.</p>
Presenters / Panelists/ Moderators	
<ul style="list-style-type: none"> • Chair/ Moderator: Diène Faye, Directeur Hydraulique • Ibrahima Guirassy, City of Dakar / GWS • Ramatoulaye Ndiaye, AJPEAS • Dean Swerdlin, USAID/PEPAM • Seyi Sene, Direction Nationale de l'Assainement • Rapporteurs: Mohamed CBC DIATTA, AJPEAS / EDEQU 	

The Role of Local Governments in Providing Sustainable WASH Services

3rd Technical Session: 27 May, 10.45 – 12.15hrs

Lead Conveners	IRC and RWSN – Management and Support Thematic Group
Co Conveners	SNV, Water for People
Session Objective(s)	<ul style="list-style-type: none"> • To get a better understanding of how local governments are fulfilling their roles and responsibilities in supporting the provision of WASH services in different contexts; • To improve insight in the challenges that local governments face in order to take up these roles and responsibilities; • To exchange experiences and lessons learnt with initiatives to strengthen local government capacity for providing and sustained WASH service delivery.
Session Summary / Notes	<p>After a brief introduction by Juste Nansi, IRC country Director Burkina Faso, the session opened with a short video displaying various stakeholders representing national governments, local governments and service providers from different countries asked to relate their experiences and views on local governments' role in WASH service provision. Presentations and discussion covered the following topics:</p> <ul style="list-style-type: none"> • Rural and peri-urban- engaging the private sector for O&M • Sustaining CLTS achievements in 3 districts • Construction of new infrastructure and capacity development for sustainability • Planning and coordination for WASH service delivery • Monitoring WASH services for sustainable services • Improving municipal capacities - Perspective from a service provider • Experiences of an NGO in support to local municipalities for improving WASH Services • Central and local government interface in improving service delivery • Strengthening local capacity for management of functionality and O&M for rural water services • Support from National government for sustainable service delivering • Local governments across the world <ul style="list-style-type: none"> ○ They have crucial roles to play in the provision of rural and small town water services. The reality is that local governments often struggle to take up these tasks. The session reflected on the current realities and how to address the challenges to enable local governments effectively implement the post MDG agenda. ○ Representatives of national governments, local governments, service providers and external support agencies shared their views on the way local governments fulfil their responsibilities, the challenges they face and the way forward in strengthening local governments' capacities in ensuring lasting WASH services for the entire population. • At the market place session, facilitators shared cases from Ghana, Burkina Faso, Mali, Malawi, Kenya and Uganda with experiences on strengthening local governments' capacity. <ul style="list-style-type: none"> ○ Participants were fully engaged in sharing their experiences and contributed in identifying lessons learnt and recommendations on the way forward. Also at the heart of the discussions was how local governments can best be supported to acquire the capacities to be able to implement the post MDG agenda. • Sustainability of WASH services at the local level • Decentralisation should be real – policy and practice • Issues of sanitation and hygiene inclusion • Harmonisation and coordination of all stakeholders • Follow-up and monitoring by Local governments • Enforcement of policies and laws • Financing and accountability • Research and testing innovations • How to strengthen local government to provide WASH services • Role of NGO partner and issues regarding capacity of technical services

Moving forward, session participants and presenters identified the following as challenges:

- Funding challenges for planning, implementation and monitoring and scale-up
 - Ghana for example, – Lack of funding to complete nationwide baseline data collection in the remaining 40% of the districts; limited funding of the MMDAs to undertake remedial actions from monitoring; Local governments' inability to secure adequate resources to ensure continuous monitoring using the framework.
- Weak Human Resource and capacity for service sustainability
- Technical support challenges at local government level
- Responsibility often transferred with limited or no resources (eg. Money & HR)
- Systems and structures of local governance are so complicated in some countries (eg. Nigeria); how can WASH interventions be coordinated with such arrangements?

To address these challenges, practitioners proposed the following interesting and/or innovative solutions:

- In Ghana for example, i) basing the framework of indicators for service monitoring on national norms and standards made it more credible and enhanced adoption; ii) The process of engaging everyone towards a collective vision engender a sense of ownership has resulted in the endorsement of the framework for national use.
- When there is need and ownership at the local level people will pay for services
- Effective use of data for planning and budgeting, and monitoring of service delivery.
- Registration of NGOs and other service providers facilitates coordination and monitoring
- Effective planning and budgeting has to be based on good quality data

Overall, the top three takeaways from this session were that:

- a) Decentralization should be real and total (policy and practice connection)
- b) Effective assessment of decentralized WASH service delivery is critical for providing sustainable services
- c) NGOs have a role in strengthening local government for WASH service delivery
- d) Roles of local government varies across countries

Moderator / Speakers / Panelists / Facilitators

- Facilitator: Alana Potter, Regional Manager for Africa, IRC
- Moderator: Jane Nabunya Mulumba, Country Director IRC, Uganda
- Panelists:
 - Doreen Kabasindi Wandera, Executive Director, Uganda Water and Sanitation NGO Network (UWASNET)
 - Andreas Knapp, Hydrophil
 - James Gunu, Akatsi North District, Ghana
 - Kokou Semanou Operations Manager. Eau Vive International, Burkina Faso.
 - Ousmane Ibrahim. Country Sector Leader WASH, SNV – Mali
 - Kate Harawa, Country Director, Water for People- Malawi
 - Hon. Sadio Ouédraogo, Mayor of Gorgadji Municipality, Burkina Faso
 - Boly Bouréïma, Technical Officer, ONEA, Burkina Faso
 - Denis Desille, Programme Officer, pS-Eau, France
- Rapporteur: Abubakari Wumbui, IRC Ghana, Senior Communication Officer

Commercializing Technological Innovations in Sanitation

4th Technical Session: 27 May, 14.00 – 15.30hrs

Lead Convener	The Bill and Melinda Gates Foundation
Session Objective(s)	The session will showcase new products, initiatives and business models and describe the process of commercialization of these new developments from concept to product.
Session Summary	<p>The session investigated how current sanitation operators procure technology to enhance service provision along the value chain, especially for the benefit of the urban poor. The session featured the fecal sludge market structuring program in Senegal, and the role of local commercial banks and small private service providers in extending sanitation services to poor communities. The panel discussion focused on strategies to deploy innovative technologies that are being developed by the Bill and Melinda Gates Foundation to accelerate affordable service delivery and enhance profitability of operators.</p> <p>During the presentations, Mr. Arbogast summarized the investments being made in technological innovations by BMGF WSH program. Mr. Mbéguéré shared the achievements of a project in Dakar, and Ms. Tall shared the perspective of the private sector on sanitation as a business in Dakar. Mr. Dieng closed the presentation with a summary of credit line model for sanitation businesses.</p> <p>The top challenges identified were how to sustain the progress after external support is removed, and more locally, how to replicate the successes in Dakar. Panelists and participants highlighted interesting or innovative potential solutions as including a Dakar call in center to match demand and supply of sanitation services, a certification process for fecal sludge emptiers, and the action of contracting out the operation of FSTPs to the private sector.</p> <p>The session highlighted included the following takeaways:</p> <ul style="list-style-type: none"> • Market interventions can increase access to services for the poor even in the absence of strong regulation • Private sector involvement in sanitation produces economic gains both for the private operator and for the utility
Presenters / Panelists/ Moderators	
<ul style="list-style-type: none"> • Moderator / Rapporteur: Radu Ban, Program Office, Bill and Melinda Gates Foundation, WSH Team • Brian Arbogast, Director, Bill and Melinda Gates Foundation, WSH Team • Mbaye Mbéguéré, Coordinator, Restructuring Market for Fecal Sludge Management in Dakar, National Office for Sanitation in Senegal • Lena Faye Tall, CEO, Fecal Sludge Treatment Plants of Nyaye, Camberene & Rufisque • Moises Dieng, Dep. Director General BSIC Bank 	

Using ICTs to Promote Voice and Accountability in Delivery of WASH Services

5th Technical Session: 27 May, 16.00 – 17.30hrs

Lead Convener	Water and Sanitation Program (WSP) – Africa
Co Conveners	ONAS Senegal, Nairobi Water & Sewerage Company, WASREB, AFEB
Session Objective(s)	Greatly expanded ICT use is essential to reach the majority of the population, the poor, and to create accountability and empower customers. This session will share lessons learned from pioneering experiences from using ICT-based systems to improve delivery of WASH services.
Session Summary	<p>a) <i>Harnessing Information and Communication Technology (ICT) to promote citizen voice and improve services to the poor in Africa, Glenn Pearce-Oroz (Principal Regional Team Leader, Water and Sanitation Program Africa / World Bank)</i></p> <p>The introductory presentation highlighted how important mobile phones and mobile internet connections have become in Africa – both in reach and economic impact. The presentation outlined three examples how mobile-phone based ICT can be useful in the water sector, and how in each case it is critical to embed the ICT application in broader governance structures. The first example showed how WSP deployed mobile mapping technology in Liberia to survey all waterpoints in less than six months. This has been a success because it was tied to a sector-wide planning effort culminating in the National Sector Investment Plan (SIP). The second example was the mWater mobile-phone based water scheme management software mWater as deployed in Benin, which has already succeeded in raising revenue collection. The final example was the MajiVoice customer feedback software that has improved the ability of Kenyan consumers to report and follow up on water supply problems. As in the other cases, a tight integration of the IT solution with existing governance structures (of the utilities, and the national regulator), were crucial for success. These three examples stand for three key ways in which ICT can be useful – for mapping & investment planning, for day-to-day management of systems, and as accountability tools – if they are properly embedded in governance structures.</p> <p>b) <i>Deploying mobile-phone based systems to engage with water consumers, Eng. Stephen Mbugua (Commercial Director, Nairobi City Water and Sewerage Company)</i></p> <p>The second presentation detailed the example of the customer feedback software MajiVoice as deployed by the Nairobi utility. Eng. Mbugua first provided the context, explaining that NCWSC is Kenya's largest utility producing over 500,000 cubic meters of water every day and supplying over 250,000 accounts in a city of 4.5 million. NCWSC is legally bound by mandatory service provision standards, but has in the past struggled to respond to consumers in a timely and reliable manner. NCWSC has introduced the MajiVoice customer feedback software to help customers voice critical service issues (e.g. through dialing simple shortcodes on their mobile phones), to enable utility staff to process and rack complaints better, and the strengthen management through better data availability. A brief film (available here: http://www.youtube.com/watch?v=CLRIRhPlz7s) indicated how exactly MajiVoice works. Eng. Mbugua explained the system, showing that over 30,000 complaints have been processed through MajiVoice in the last 9 months and a large number closed, with positive effect on NRW.</p> <p>c) <i>ICT in urban sanitation: the ONAS experience in fecal sludge management in Dakar peri-urban areas, Mbaye Mbeguere (Coordinator, ONAS Senegal)</i></p> <p>Mbaye Mbeguere outlined the role of ICT tools in his work. Specifically, ONAS has been deploying an SMS based system for customers to request sludge emptying, tied to a bidding procedure to identify the service provider with the best offer for the customer. The system also helps to guide the provider to the customer, states the terms of contract, and can help identify and sanction providers that do not perform the sludge emptying service adequately. So far, up to 600 bidding procedures have been launched, with winning bids for emptying sludge between CFA16,500 and 23,500. Feedback has been positive both from customers and sludge emptying service providers.</p> <p>d) <i>Improved governance and accountability in managing rural water systems: the Benin experience, Julien Djidonou (Operator of Piped Water Scheme of Glodjigbe/Permanent Secretary of AFEB: Benin water private operator association)</i></p> <p>The fourth presentation elucidated the use of the mWater mobile water network management software from the</p>

perspective of a small-system operator from Benin. After a brief introduction in which the general context of private sector participation in Benin was explained, the presentation outlined the features that the mobile-phone based mWater system provides for network operators. These center on customer enumeration with detailed characteristics, keeping track of payments and overall revenue, as well as system performance. This can help monitor technical issues (e.g. the use of energy, breakdowns etc.), of production and performance, distribution to clients and financial statistics. Mr Djidonou reported a direct and significant 19% positive effect on the bill recovery rate through the management functions offered by mWater.

e) *The Role of the Regulator in enhancing consumer engagement in the context of private sector participation, Herbert Kassamani, WASREB*

Herbert Kassamani outlined the mandate of the regulator and how it requires to balance social concerns of consumers with commercial ones by utilities, and emphasized that the regulator realized that too little information was flowing from customers up the service pyramid, which led to a number of initiatives since 2007, including a manual citizen report card survey, the publication of regular IMPACT performance monitoring reports, the passing of Consumer Engagement Guidelines and the institution of volunteer Water Action Groups to engage with consumers and pass their concerns to utilities. From these initiatives, the need for more organized, institutionalized and technically efficient solution to customer engagement and complaint tracking became clear. WASREB has led the development of MajiVoice since the initial prototype created at a 2011 Water Hackathon. WASREB is taking an active role to support the adoption of MajiVoice by utilities beyond Nairobi, to use the generated data to monitor utility performance against their targets, and to take enforcement action.

The key challenges for using ICT as an efficiency tool in the water sector may be summarized as follows:

- (1) Establishing link to existing governance structures: IT tools that are developed on their own, without clear, well-defined links to governance structures that can use them and react to their results and opportunities they provide will fizzle out without clear benefits in terms of improved and expanded services.
- (2) Costs & Infrastructure requirements: Developing new IT systems can be a costly and drawn out process requiring substantial investments (often hundreds of thousands or millions of US Dollars) and involving large risks. There is also a cost that systems will be discontinued if they require large operational expenses. Financing not just the development but the continued operation of IT solutions is a critical challenge.
- (3) The human factor: When rolling out IT systems, the human factor is critical – not only do staff or users be able to easily understand the solution (or be trained if it is more sophisticated), but there may be more complex incentive effects at play (e.g. utility staff who feel threatened by the additional transparency of a complaint tracking system and thus actively undermine or avoid it).

The session highlighted a number of specific innovative, real-life ICT application in the water sector, tackling issues as different as surveying, management-support, consumer feedback and regulation.

Top Session Takeaways:

- (i) ICT technology is having a major impact in Africa, in particular through rapidly expanding mobile phone use. As the examples considered show, new ICT solutions that leverage this technology can yield real efficiency gains in the water sector across a wide variety of applications from surveying and planning, to business management support & accountability.
- (ii) To be effective, it is critical for ITC solutions in the water sector to be tightly integrated with governance structures: data collection tools cannot have a significant impact without a mechanism to use the data for planning & actual investments; ICT management tools cannot work effectively unless utility operators use them in the context of a stable, well-incentivized business environment. Likewise, accountability tools such as MajiVoice need to be embedded in a functional regulatory framework in which captured transgressions have real consequences.
- (iii) The human factor must not be forgotten: ICT tools are only as effective as their users, which may require substantial training in some cases, and in others a deliberate effort to defuse fears or create the right incentives for the adoption of new technology.

Presenters / Panelists/ Moderators

- Moderator: Fadel Ndaw, Senior Water & Sanitation Specialist, WSP-A
- Chair/ Presenter: Glenn Pearce-Oroz, Principal Team Leader for WSP-A
- Presenters: Stephen Mbugua, Commercial Director, Nairobi City Water and Sewerage Company, Mbaye Mbeguere, Coordinator, Program of Fecal Sludge Management and Market Structuring in the Suburbs of Dakar, ONAS Senegal, Julien Djidonoum, Operator of Piped Water Scheme of Glodjigbe, Permanent Secretary of AFEB: Benin Private Water Operators Association, Herbert Kassamani, WASREB
- Rapporteur: Max Hirn, WSP-A, Senegal

WASH Finance Mobilization: What are the opportunities beyond public finance?

6th Technical Session: 28 May, 10.45 – 12.15hrs

Lead Convener	SUWASA
Co Conveners	Africa Development Bank, Water for People, WSSCC, Water Services Trust Fund, Kenya
Session Objective(s)	The session will focus on discussing and coming up with a way forward for financing of water and sanitation services in both rural and urban areas –to meet operation and maintenance, extension of services to those without connections, expansion/rehabilitation of systems and financing new infrastructure (investments).
Session Summary	<p>Huge investments are needed to meet the ever increasing demand for WASH services, but they require a sound financial basis. Full cost recovery based on tariffs should be the long-term goal, but often services are paid for by a combination of Tariffs, Taxes and Transfers. As public financing struggles to meet demand, more innovative ways to raise investment funds from multilateral development banks, commercial and investment banks, micro-finance institutions, and the private sector are needed.</p> <p>This interactive panel discussion with featured presentations will focus on: i) how to ensure that finance mobilization is appropriately scaled to target challenges from the household to the infrastructure development level with sufficient investment, and ii) how to encourage private sector financing with risk reduction techniques.</p> <p>The presenters and participants discussed that with respect to challenges, financing gaps continue to be large and require significant effort to address, but linking market approaches to private financing and micro finance provide opportunities for the sector that need to be further exploited. Focusing on commercial approaches at the micro and macro level will continue to unlock sustainable market based opportunities, beyond the continue government and grant funding.</p> <p><i>Top Session Takeaways:</i></p> <ul style="list-style-type: none"> (i) The demands for sector financing continue to grow rapidly and are failing to keep with sector needs. (ii) Traditional public financing is not keeping up with the demands for new and expanded infrastructure, thus the sector needs to be more creative and proactive in attracting private sector financing for the WASH sector. (iii) One of the keys to attracting private sector financing to the sector is to ensure that the operations are grounded in a financially sustainable commercial approach where regular operations are paid for with user fees.
Presenters / Panelists/ Moderators	
<ul style="list-style-type: none"> • Moderator: Dennis Mwanza, SUWASA • Peter Akari, African Water Facility, African Development Bank • Kate Harawa, Country Director, Water For People, Malawi • Jacqueline Musyoki, CEO, Water Services Trust Fund, Kenya 	

Connecting WASH to the Post-2015 Development Agenda

7th Session: 28 May, 14.00 – 15.30hrs

Lead Convener	WaterAid
Co Conveners	UNICEF, WHO
Session Objective(s)	The session will examine the position of WASH and the importance of strategic alliances within the health, education and other sectors in order to achieve effective implementation of the post-2015 WASH targets.
Session Summary	<p>Delegates discussed the role of water, sanitation and hygiene and how it should be connected into the sustainable development goal process. Delegates heard presentations from representatives of the UNICEF/WHO Joint Monitoring Programme (JMP) and WaterAid on the slow and uneven rates of progress in improving WASH access and the interlinkages between WASH access and outcomes for other sectors including health, education and economic productivity.</p> <p>The emerging consensus around setting a Goal on Water and Sanitation based on the UN Open Working Group, UN High Level Report was also highlighted during the presentations while taking into account of the Common Africa Position on Post 2015 and UN-Water presentation during opening plenary of 5th Africa Water Week.</p> <p>Following a panel session and interactive group discussion, delegates shared their views and agreed as follows:</p> <ol style="list-style-type: none"> (1) Unanimously recommended a Post 2015 Goal on Water and Sanitation for Sustainable Development. Related targets should address issues of Water for Agriculture, Energy, Industrial Use, Water Resources Management, Waste Water Manager, Universal Access to Water Supply, Sanitation and Hygiene, Water Quality and Solid Waste Management (2) Called for a rational approach to dealing with inequality of access to water resources relating to water, sanitation and hygiene targets. (3) Advocated for greater visibility and a specific focus of hygiene within the targets of any sustainable development goal.
Presenters / Panelists/ Moderators	
<ul style="list-style-type: none"> • Chair: Hon. Momodu Maligi, Minister of Water Resources of the Republic of Sierra Leone • Hon. Jacqueline Amongin, Member of Parliament, Uganda • Amadou Diallo, Director of PEPAM, Senegal • Apollos Nwafor, Regional Advocacy Manager (West Africa), WaterAid • Robert Bain, Statistics Specialist (WASH), UNICEF • Lindlyn Moma, Regional Advocacy Manager (Southern Africa), WaterAid • Caren Wakoli, Founder and Chief Executive, Emerging Leaders Foundation • David Delienne, Regional Advisor Water, Sanitation and Hygiene for West and Central Africa (UNICEF) • Nelson Gomonda, Pan Africa Programme Manager, WaterAid • Prisca Harimahefa, Youth Delegate, Madagascar 	

Reaching the Urban Poor

8th Session: 28 May, 16.00 – 17.30hrs

Lead Convener	WSUP
Session Objective(s)	Africa's urban population will triple in the next 35 years: demand for water will increase accordingly, and city agencies are struggling to keep up. But slum dwellers are generally very happy to pay for water... if only they can get a reliable high-quality service. This session will highlight three initiatives which are working to overcome market failures and providing much better water services to slum dwellers. Participants will be invited to share their experiences and debate how cities can provide water services that reach <i>all</i> consumers.
Session Summary	<p>This session was comprised of a series of mini-presentations, followed by an interactive discussion session about the water supply options currently used in participants' cities, and particular discussion about whether individual household connections can be a potential solution for low-income communities (including barriers and strategies to overcome them). It was agreed that the barriers are significant, but options exist that have been successful in some situations.</p> <p>Challenges to reaching the urban poor include: (1) Problems meeting production demand, (2) Outages, (3) NRW, (4) Not enough connections for population, (5) Sustainability challenges, (6) Large percentage of urban poor/low income, (7) Culture of the idea that water should be free, (8) Lack of fixed income to pay fee/inability to pay, (9) Connection costs a barrier to access, (10) Infrastructure vandalized and stolen, (11) Challenging topography for infrastructure expansion, (12) Rapidly expanding populations, (13) Political conflict leading to reduced foreign investment, (14) Challenge as a regulator balancing cost recovery and affordability, (15) Subsidies inadequately target poor, (16) Interference from cartels/resellers, (17) Informal/unplanned areas are seen as high risk/"no go" zones, (18) Bias towards well-paying customers, (19) Lack of KPIs around pro-poor services.</p> <p>Interesting or innovative solutions proposed during the session activities include: (1) Reduced connection costs, (2) Ability for customers to pay lower connection costs over a longer period (costs spread out over multiple monthly bills), (3) Donor inputs, such as GPOB, (4) Cost optimization, (5) Strengthened billing and collection practices, (6) Tackle NRW, (7) Improve performance by increasing budget, investing increased budget in extensions, and, as a result, increasing revenue for reinvestment in utility, (8) Cost-plus system: increasing block structure that includes pro-poor subsidies and charges for volume, (9) Structured utilities: create graduation path for those that currently cannot cover costs, (10) Provide a variety of connection types, (11) Incentivize utilities to be pro-poor and more efficient, and (12) Creation of a utility performance assessment, including a pro-poor KPI.</p> <p>Some comments/recommendations that arose during the exercise include:</p> <ul style="list-style-type: none"> • Barriers to individual connections include: land ownership, connection costs, inability to keep up with growth, not enough water resource, consumptions costs are too high. • Some felt that it was government's responsibility to provide water and that we are currently "holding the poor accountable for something they can't control" and "making people poorer without access to water". • One recommendation was to help the poor understand the issues and take action.
Presenters / Panelists/ Moderators	
<ul style="list-style-type: none"> • Moderator: Guy Norman, WSUP • Sam Huston, SUWASA, Kenya • Judite Manhique, Águas da Região de Maputo, Mozambique • Sylvie Ramanantsoa, WSUP, Madagascar • Chola Mbilima, NWASCO, Zambia • Richard Cheruiyot, WASREB, Kenya 	