

## Access to water in slums

### Philippines



### Bangladesh

## 2011 Annual Report

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## **1. Introduction: Report summary**

### **1.1 Goals**

**Eau et Vie (E&V), French for “Water and Life”, was created to provide access to safe, running water in depressed urban areas of developing countries, building on the founders’ two fields of previous expertise: plumbing in France and microcredit in developing world slum areas.** An NGO in compliance with 1901 French Law was created in August 2008 and a Board of 8 members was constituted.

E&V’s approach is based on the principles of social entrepreneurship and on working in close contact with the concerned communities and local governments. In collaboration with public authorities, **E&V creates small local social businesses in depressed urban areas of developing countries - where no one dares to invest - so as to build and maintain good quality piped water distribution networks.** E&V supports the risk associated with the recovery of initial investment. At the end of the 15-year (max) concession and once the project is viable, public services are meant to take over the ownership of the network and project. In parallel, E&V provides appropriate community training in fire-fighting, sanitation, hygiene and environmental issues.

This report covers the period from January to December 2011.

Five goals were defined and achieved in 2011:

1. Start at least one new project in the Philippines;
2. Sign a partnership agreement with UNDP<sup>1</sup> and local authorities in Bangladesh;
3. Start the Bhashantek project in Bangladesh;
4. Obtain the authorisation to send youth enrolled in ‘service civique’;
5. Develop E&V communication and management tools.

During this period, the programme developed the following activities:

#### → In the Philippines:

- After having signed a new partnership contract with Maynilad Water Services Inc. (Maynilad) a new water network was built in a slum area south of Manila and a second one has begun also;
- The Filipino team was reinforced;
- Negotiations with the water operator in Cebu suggest a partnership agreement for 2012 which would allow E&V to provide access to potable water for 600 families in a slum area.

#### → In Bangladesh:

- Negotiations with UNDP resulted in an agreement protocol which should be validated by the Dhaka water operator early 2012, thus enabling a piped water network to be built in Bhashantek slum where 3,500 families live;
- The Bhashantek slum area was well surveyed and a network plan devised;
- The Bangladesh team was reinforced.

#### → In France:

- The development of water sales management software is still underway in partnership with the Suez Environnement Foundation;
- The authorisation for two ‘service civique’ youths was obtained from La Guilde Européenne du Raid;
- The [www.ngo-waterandlife.org](http://www.ngo-waterandlife.org) website was updated and video footage was added.

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<sup>1</sup> The United Nations Development Programme

## 1.2 Means

### Human resources:

#### → In the Philippines:

- 1 programme manager, with “international volunteer” status (TPA and W&L)
- 1 community coordinator (W&L)
- 1 plumber (TPA)
- 1 assistant plumber (TPA)
- 1 part-time accountant (external consultant for TPA and W&L)

#### In Cavite:

- 1 director (W&L and TPA)
- 1 administrative assistant (TPA)
- 1 encoder (TPA)
- 1 branch manager (TPA)
- 4 independent collectors (freelance for TPA)
- Contract employees to build the network (TPA)
- 1 French volunteer for support work (W&L)

#### In Sipac:

- 2 collectors (W&L)

#### In Cebu:

- 1 programme manager (W&L)
- 1 administrative assistant (W&L)

#### → In Bangladesh:

- 1 E&V expatriate programme manager, on an open-ended contract
- 1 assistant programme manager, on a local open-ended contract
- 1 French volunteer
- 1 plumber on a fixed-term contract

### Material means:

#### → In the Philippines:

#### In Cavite:

- 1 rented office in Salcedo II
- 1 office constructed by TPA in Manggahan
- 4 computers and 1 printer
- Office equipment
- « Quick Books Pro » accountancy software
- Education and training materials (posters, brochures etc)

#### In Cebu:

- 1 rented office in LTHAI
- 2 computers and 1 printer
- Office equipment
- Education and training materials (posters, brochures etc)

#### → In Bangladesh:

- Renting an office for SJP
- 2 computers and 1 printer
- Weekly car and driver rental
- 1 box of visual promotion material



## 1.3 Conclusion

In the Philippines, after a rather uncertain start to the year, the subsidiary Water and Life Philippines (W&L) and the local operator Tubig Pag-Asa (TPA), both created by E&V, saw their projects develop positively. Indeed a new partnership agreement was signed with Maynilad to provide access to potable running water in neighbourhoods south of Metro Manila. A first network was built and currently provides water to households and a second one is to become operational in early 2012. Furthermore negotiations in Cebu have advanced well and the start of a first project in Tipolo area looks more and more probable. In the same way the negotiations with the water operator in Iloilo are progressing. During the year the team was reinforced by the arrival of a Filipino director for Cavite and the recruitment of an operational team in Cebu. Globally, whatever the zones or cities, the need is great and living conditions are often very precarious in the slums. Today TPA and W&L have to face a fresh problem which has not really been investigated so far by the local authorities due to a lack of funds: the presence of wells in these zones, which offer the population access to free water which is often unfit for drinking. In 2012 E&V will have to engage with the local authorities and stakeholders to come to a working solution on this issue which makes it impossible for any water operator's business to develop sustainably such as is the case for TPA. The main goals will be to start activities in Cebu and extend those already present in Cavite.

In Bangladesh, despite the delay, the main goals for 2011 were attained: the partnership agreement with UNDP was formalised and the signing of a multiparty agreement should come about in early 2012. In 2011 the team was also reinforced and can thus quickly become operational once the network construction works begin in 2012. The goals for this new year are thus the construction of the water network in Bhashantek neighbourhood as well as the training and informing of local families and authorities. These sessions will focus on the project's aims and especially on hygiene, environment and fire-fighting questions. In the second half of the year, SJP/W&L will study prospective new zones and expansion of the project, using the recommendations of UNDP and UNICEF. An accounting and administration system shall be put into place and programme learning and exchange with the Philippines projects shall be developed.

## 2. 2008-2010 achievements and 2011 goals reminder

### 2.1 2008-2010 achievements reminder

#### 2.1.1 *Creation of Eau et Vie NGO*

**Eau et Vie (E&V), French for "Water and Life", was created to provide access to safe, running water in depressed urban areas of developing countries, building on the founders' two fields of previous expertise: plumbing in France and microcredit in developing world slum areas.** An NGO in compliance with 1901 French Law was created in August 2008 and a Board of 8 members was constituted.

E&V's approach is based on the principles of social entrepreneurship and on working in close contact with the concerned communities and local governments. In collaboration with public authorities, E&V **creates small local social businesses in depressed urban areas of developing countries - where no one dares to invest - so as to build and maintain good quality piped water distribution networks.** E&V supports the risk associated with the recovery of initial investment. At the end of the 15-year (max) concession and once the project is viable, public services are meant to take over the ownership of the network and project. In parallel, E&V provides appropriate community training in fire-fighting, sanitation, hygiene and environmental issues.

#### 2.1.2 *Prospection and start of projects in the Philippines*

A pre-study was conducted in Manila since E&V staff was familiar with its slums through previous microcredit activities. In view of the local needs and the potential identified during

the study, E&V decided to send an expatriate to Manila in September 2008 to start a pilot project to provide access to running water in a Manila slum. Two local entities were created: Water and Life Philippines (W&L), an NGO<sup>2</sup> whose main goal is social support to the communities involved in the projects and liaising with local stakeholders, and Tubig Pag-Asa (TPA<sup>3</sup>) a social business in charge of the construction and management of the water networks in slum areas. A memorandum of agreement was signed with the water provider Maynilad which enabled TPA to buy the water and ensure its distribution in two slum areas of Sipac, north of Manila. The network was constructed and enabled 585 families to have access to running water. Unfortunately a fire broke out in Sipac in August 2010, killing some of its inhabitants, and destroying the zone and its new water network.

The **overall aim** of the project is to provide access to running water and to improve the living conditions of people living in deprived areas.

The **specific goals** are that the concerned areas have access to an affordable running water network, are equipped with fire hydrants and that the families are trained in hygiene, water management and environmental issues.

Key performance indicators:

- 100% of houses in the area have access to running water;
- 1 fire hydrant is installed for every 500 families;
- The price of one cubic metre of water is established so as to be affordable to the poorest families and to enable the sustainability of the project;
- Health related expenses and absences due to sickness are reduced by 15%.

### *2.1.3 Prospection and start of a project in Bangladesh*

A pre-study conducted in Saigon and Hanoi in Vietnam didn't identify specific needs in the area of access to running water. On the other hand, a pre-study conducted in November 2009 in Bangladesh showed that access to running water was a major problem in slums in Dhaka and even in Chittagong. Numerous local stakeholders were met who showed interest in E&V's approach. After another conclusive prospection visit, E&V decided to start a project in Bangladesh. An expatriate was recruited. In 2010 the prospection and studies undertaken in the slums brought to light the first zone of intervention for E&V work in Bhashantek, north-west of Dhaka. The approach retained in this area is "global". Indeed, through its local partner Shobar Jonno Pani (SJP), E&V is part of a global development programme for the zone in coordination with the government (UPPRP) and the United Nations Development Programme (UNDP).

### *2.1.4 Eau et Vie funding and consolidation of technical means*

#### **Several financial partners offer support to E&V activities:**

- Trafigura Foundation (Philippines and Bangladesh),
- Suez Environnement Foundation (Philippines and Bangladesh),
- Lord Michelham of Hellingly Foundation (Philippines),
- Michel Guillet and the Fondation pour Genève (Philippines and Bangladesh),
- The Delacommune and Dumont SA company (Philippines),
- Henry Huyghues Despointes (Philippines and Bangladesh),
- Institut Robin des Bois (Philippines),
- La Table de Cana (Bangladesh),
- Several private donors (Philippines and Bangladesh).

E&V launched its **website** [www.ngo-waterandlife.org](http://www.ngo-waterandlife.org) in order to publicise its work and inform partners of its progress. The **Suez Environnement Foundation** also provides

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<sup>2</sup> Non-Governmental Organisation

<sup>3</sup> Small-scale local water operator

**technical support** to E&V by leading the **development of the water sales management software** which will be used by TPA and SJP.

## **2.2 2011 goals reminder**

### *2.2.1 Starting at least one new project in the Philippines*

E&V will allow itself the first semester of 2011 to ascertain whether the negotiations underway develop into any meaningful collaboration and whether it will maintain its activities in the Philippines. The aim is to start at least two projects in the Philippines.

### *2.2.2 Signing a partnership agreement with UNDP and DWASA in Bangladesh*

In 2011 the aims are to formalize the partnership with UNDP-UPPRP (technical and financial) and DWASA the water provider, and thus to start the activities in Bhashantek. Therefore, the business plan and feasibility study must be finalized.

### *2.2.3 Starting the construction work for Bhashantek project in Bangladesh*

The aim is to start the construction of the network in June 2011. If this is the case extension to another area could be possible towards the end of the year. Human and technical means will of course have to be adapted accordingly.

### *2.2.4 Obtaining authorisations to send youth enrolled in 'service civique'*

E&V has chosen to send young volunteers to work alongside the expatriates in the Philippines and in Bangladesh. With this in mind the proper authorisations have to be sought to avail of sending youth abroad who are on a 'service civique' programme.

### *2.2.5 Development of Eau et Vie communication and management tools*

The development of the water sales management software will be finalised and operational during the year. Likewise new communication tools will be developed and E&V's website brought up to date.

## **3. 2011 Achievements**

### **3.1 In the Philippines**

#### *3.1.1 Brief activity report and reminder of original goals*

Tubig Pag-Asa (TPA) was created in 2009 working in partnership with Maynilad the water provider for the West of Manila in order to provide access to piped running water in the slum areas of this zone. The aim is to provide potable running water to families and to lower the cost of water access with a view to improving their living conditions/quality of life, especially as regards to health and the environment. TPA's project falls into line with the government's objectives of providing access to safe running water to 86.6% of the population and toilet facilities to 83.8% of the population by 2015.

TPA's project also addresses the urgent need for the National Water Resource Board (NWRB<sup>4</sup>) to allow small scale operators to initiate their water distribution activities in depressed areas where no other operator dares to venture or has a hold.

TPA set up a partnership with Maynilad through which it purchases bulk water from them. It then built and began managing a water distribution network in two neighbourhoods of Sipac, a slum in the municipality of Navotas, North-West of Metro Manila. In August 2010, Sipac was entirely ravaged by a terrible fire which destroyed TPA's entire water network to which 585 families were already connected. This brought an end to W&L's activities in this area.

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<sup>4</sup> Philippine water sector Government agency

### 3.1.2 2011 achievements calendar

	Jan-11	Feb-11	Mar-11	Apr-11	May-11	June-11	July-11	Aug-11	Sept-11	Oct-11	Nov-11	Dec-11
<b>Cavite</b>												
Recruit and train a Filipino branch manager												
End of preliminary community surveys												
Arrival of new volunteer and handover period												
Recruitment and training of the collectors												
Community building												
Election of member representatives (user committees)												
Signature of partnership agreement with Maynilad												
Obtaining commercial license for Salcedo II												
Recruitment and training of a Filipino director												
Construction of Salcedo II water network begins												
Water distribution begins for Salcedo II families									5 Sept			
Network construction finalised in Salcedo II												
Fire-fighting training preparation (material quotes, selection of appropriate training course etc.)												
Construction of Manggahan office												
Construction of Manggahan water network												
Prospection of new zones in Metro Manila												
<b>Cebu – Iloilo</b>												
Follow-up visits to Cebu and Iloilo												
Recruitment of an expatriate programme manager for Cebu												
Recruitment of a team of surveyors for Cebu												
Prospection field surveys												
Negotiations with Iloilo MIWD												

### 3.1.3 Location of activities



### 3.1.4 Partners involved

- In the Philippines**

- **Tubig Pag-Asa (TPA)**

Tubig Pag-Asa, meaning “Water of Hope”, is a Filipino social enterprise which deals with the construction of the network, the distribution of water and the collection of the clients’ payments. TPA was created with the support of E&V.



➤ **Water and Life Philippines (W&L)**

W&L is a Filipino NGO which deals with the prospection, training, sanitation and hygiene aspects of the projects. W&L is E&V's partner in the Philippines.

➤ **Maynilad Water Services Inc. (Maynilad)**

After signing the partnership for Sipac area, Maynilad once again gave a vote of confidence to TPA by allowing it to start working in the province of Cavite. The operator installed the required infrastructure to enable the water network to be built in the depressed urban areas and sells the water to TPA at a negotiated rate. Since 1997 Maynilad holds a 25 year concession for distributing water in the west of Manila.

➤ **Streams of Knowledge**

This autonomous organisation is a partner of UNDP and WSP (Water and Sanitation Programme of the World Bank) and supports the development of policies aimed at ensuring sustainable access to clean water and to sanitation, health and hygiene aspects.

Streams of Knowledge is W&L's partner for negotiations with Maynilad and for the construction of the sanitary complexes.

➤ **MCWD**

Metro Cebu Water District is the main water operator in Cebu City area and its outskirts. TPA and MCWD are working together since November 2010 to identify potential intervention zones. TPA staff regularly meet up with two main contacts, an engineer and an administrative manager, in order to prepare the partnership agreement.

➤ **Miscellaneous**

W&L is regularly in touch with other partners such as HUDO and PCUP, public bodies which work on the rehabilitation of underprivileged areas, the NGO PACSII which is in charge of building houses in Lower Tipolo, Malibu and Pakna'an in Cebu. DSWD (the Department for Social Welfare and Development) also collaborates with TPA to identify depressed areas and assists in networking with other relevant organisations.

• **In Europe**

- Trafigura Foundation
- Lord Michelham of Hellingly Foundation
- Suez Environnement Foundation
- Michel Guillet and the Fondation pour Genève
- The Robin des Bois Institute
- The company Delacommune et Dumont
- Henry Huyghues Despointes

*3.1.5 Target groups : nature and numbers*

600 families in Salcedo II and 240 in Manggahan are the current target groups in the province of Cavite. A hundred or so families still remain in Sipac waiting for relocation. The two prospective areas in Cebu are composed of 600 families in Tipolo and 1,200 families in Pakna'an.

*3.1.6 Means employed*

Human Resources:

- 1 programme manager, with "international volunteer" status (TPA and W&L)
- 1 community coordinator (W&L)
- 1 plumber (TPA)
- 1 assistant plumber (TPA)
- 1 part-time accountant (external consultant for TPA and W&L)

In Cavite:

- 1 director (W&L and TPA)
- 1 administrative assistant (TPA)
- 1 encoder (TPA)
- 1 branch manager (TPA)
- 4 independent collectors (freelance for TPA)
- Contract employees for the building of the network (TPA)
- 1 French volunteer as support (W&L)

In Sipac:

- 2 collectors (W&L)

In Cebu:

- 1 programme manager (W&L)
- 1 administrative assistant (W&L)

Half-way through the year a new TPA organisation chart was created so as to reflect the evolution of the projects in Luzon as well as in the Visayas.



After 3 ½ years of involvement in the creation and development of E&V's activities in the Philippines, Christine, the country manager, left her position at the end of the year. Thanks to her expertise and determination, TPA and W&L succeeded in getting access to water for several communities. The expatriate manager is thus leaving a functional project behind her. E&V recognize her work, and thank her for her help and involvement.

The community coordinator - in charge of prospection in new areas, community work training and field monitoring and evaluation - also left the project in December 2011, for a well earned retirement. Tita Babe's support proved to be invaluable to W&L, for whom she had been working since its creation. She had previously worked for UPLiFT Philippines, in conjunction with E&V France's managers.

During the year, two French volunteers came out to provide support to the W&L team. Hortense, followed by Anne-Cécile, took over certain tasks such as administrative management, website updating and following-up the advancement of the water sales management software installation.

Laëtitia, a French volunteer, came to work in Cavite for 1 ½ months (July/August). She produced a leaflet presenting TPA, with numerous photos of the water network's creation: the graphic explanation of how the project works is proving to be very useful when it comes to prospection.

Furthermore, Belkacem and Adama, two French plumbers working for Sanitaire Qualité Service - a plumbing company with a social integration side - came to Cavite for a two week cultural exchange in August.



*TPA Cavite team with the two plumbers from SQS*

The Bangladesh team came to the Philippines for 8 days in order to find out about the activities and organisation of TPA and W&L. The Filipino plumber and one of the W&L managers are scheduled to visit Dhaka in early 2012. The aim of these exchanges is to share experiences and knowledge, in order to endow each team with new perspectives and approaches.

#### → Human resources in Cavite

2011 began with part of the TPA Sipac team moving to Cavite, following the fire. The entire local team, with the exception of the director and the accountant, live in the project area. The Cavite team is comprised of 4 collectors (2 for each zone: Salcedo II and Manggahan) who were recruited and trained in early April: presentation of TPA and of the collectors' responsibilities, learning meter reading, practice in turning these readings into actual consumption and price per household, learning to face different types of customers through role play, etc. Two ex-employees from Sipac were confirmed in their positions mid-year: Tony, ex-collector for Sipac, was promoted to Branch Manager for Cavite and Yonie as assistant plumber (she had been working alongside Ernesto, TPA's plumber, for 2 years). The encoder, Catherine, who had been working for TPA for 2 years, was promoted to director's assistant. A new encoder was thus recruited at the end of the year.

In September, a director for TPA was recruited. After a one month observation period, he gradually began co-managing the project alongside the expatriate up until the end of December. Joel was recommended to TPA by Maynilad, of which he was one of the heads of department.

The recruitment of a community coordinator - with a social worker background - did however not take place.

Furthermore, an accountant had been recruited in August, but it was found after a trial period that he was not suited for the job. A new attempt at recruiting suitable candidates for these two positions will take place in 2012.

#### → Human resources in Cebu

Stéphane, a 33 year-old French national, worked for Enfants du Mékong in Cebu for 2 years and is married to a Cebuana. He was recruited in September to develop activities in Cebu. He underwent a 15 day training period in Cavite. Six people were recruited short-term, to conduct field investigations in the areas in which Eau et Vie was intending to launch its program.

Once the surveys were completed, Cherry Mae was hired as program assistant. She underwent a week of training in Cavite in data gathering and input in late 2011.

At the end of the year, steps were taken to find a plumber and assistants, with a view to potentially beginning operations in early 2012.



*The Cebu prospection team*

A variety of social organisations (health insurance, retirement funds...) were approached, regarding the new project in Cavite.

#### Material means (joint TPA and W&L):

In Cavite:

- 1 office on location in Salcedo II
- 1 office built by TPA in Manggahan
- 4 computers and 1 printer
- Office equipment
- 1 accounting application « Quick Books Pro »
- Educational tools (posters, brochures...)

An office was built by the TPA team in Manggahan, on a plot lent free of charge by the neighbourhood organization. This office will become indispensable once work starts in the

area. It will first be used to store building equipment, and afterwards as a base for monitoring the project.

In Cebu:

- 1 office rented in LTHAI
- 2 computers and 1 printer
- Office equipment
- Educational and training tools (posters, brochures)



### 3.1.7 Achievements: current status

#### • **Drinking water distribution in Sipac**

In early January 2011, a survey was conducted in Sipac to evaluate the possibility of a new project: the results turned out to be negative, given the insufficient number of families having returned to this area. Until a solution could be found for these families, W&L decided to keep two collectors on site in order to distribute water using a hosepipe. From a hundred or so at the beginning of the year, the number of families using the water was down to 35 after Pedring typhoon in September. Moving TPA's meter, which found itself on private property following the zone's new division after the fire, was taken care of by Maynilad. E&V's social project in Sipac no longer makes sense: hose distribution does not solve the water stocking problem and W&L's social activities cannot take place given the insufficient number of families having settled back in the area. Activities in Sipac will cease in early 2012, after having held an information meeting with the population, and having obtained the refund of the deposit paid to Maynilad by TPA at the beginning of the contract.

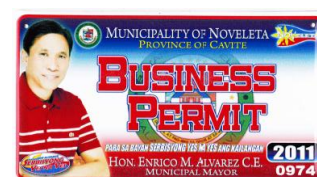
#### • **Construction of a water network in Cavite**

In early 2011, bolstered by the first partnership between TPA and Maynilad, the latter authorized neighbourhoods in Cavite, South-West of Manila, to benefit from TPA's activities and obtain running water. Two zones were suggested by Maynilad and agreed upon by TPA: Salcedo II in Noveleta, and Manggahan in Kawit. On May 15<sup>th</sup> 2011, a 15 year partnership contract was signed for the Cavite projects. The coverage goal was set to 500 new connections per year in 2012 and 2013 for Cavite and the South of Manila (Parañaque and Las Piñas).

#### → Salcedo II

##### Obtaining the commercial license

The commercial license was delivered on July 19<sup>th</sup> 2011 by the Noveleta town hall, allowing TPA to freely pursue its activities in Salcedo II. This permit is to be renewed once a year.



##### Construction of the water network

After a whole period of surveys and community training, work on the water network began in July, and the first main pipes were opened in September. The zone was divided into 4 clusters, each one regrouping around 150 individual meters. A few weeks after the beginning of the work, over 10 families living further than 150 meters from cluster 1 expressed their desire to be connected to the TPA network. In order to avoid laying down hundreds of meters of pipes, a place suitable for installing a small cluster - with a capacity of around 60 meters - was found. Once the houses and individual meters were connected in an entire cluster, cementing work began in the alleys.

July saw the first memberships to TPA. For every new individual meter, a hose is connected to a test-meter calibrated by Maynilad, and it is ascertained that the two readings are identical, in the presence of the new member. In addition to the membership





contract, a questionnaire regarding the household members' physical condition and health-related expenditure is filled in by each new member. This will, in the long run, enable the evaluation of TPA projects' impact on the population's sanitary and financial conditions.

**By the end of December 2011, 232 families were connected to TPA's network, of which 185 were provided with water.**



*Cluster 1 connection to the bulk meter*



*Cluster 1*



*Check meter*



*Individual meters*



*Connections before cementing*



*Calibration*



*Water in the houses*

### Water-quality test

Following a first test with unsatisfactory results, a second one revealed that the water was drinkable. Taking this into account, TPA decided to disinfect the next area's networks before opening them.

### Fire-fighting

In regard to the fire-fighting program initiated in September, a fire hydrant was set up in each cluster, along with an alarm system. A map was drawn up, defining the size and layout



of the fire-fighting network, the position of the hydrants and of the boxes for the hoses. Appropriate training, an organization allowing fast response to fire, and regular practice exercises with Noveleta's fire department, are all gradually being put into place.

#### Organising and leading a users' committee

Thanks to the experience gained with the pilot project in Sipac, it was decided that the community should be fully involved in the project from the very start. A users' committee was set up as soon as TPA began work in the area. Each committee member represents 50 users. The local population got very involved in electing its representatives, who are trained in fire-fighting and relay information between TPA and W&L and the area, in addition to the collectors. The aim is to reinforce the sense of community: these representatives are elected volunteers, participate in setting up the network and in defining community projects. Frequent meetings with the members have enabled information to circulate between the users, TPA and W&L in order to effectively answer the community's needs. During the first few months of activity in the area, the users' committee was addressed in order to find solutions to the problems which came up.



*Electing the representatives*



*Informing the community*

#### → Manggahan

##### Obtaining the commercial license

By December 31<sup>st</sup> 2011, TPA had not yet obtained the commercial license for Manggahan, since the water network was not yet running.

##### Construction of the water network

Work began in early November 2011: the clusters were first of all set up, then the bulk meter was connected to cluster 1, and finally cluster 1 to the 2 other clusters. The water network disinfection will take place once Maynilad gets the water running, that is to say in early 2012. Membership applications to TPA will begin in early January 2012: the Manggahan project will thus be opened around January 10<sup>th</sup>.

#### • **Following up negotiations in Cebu**

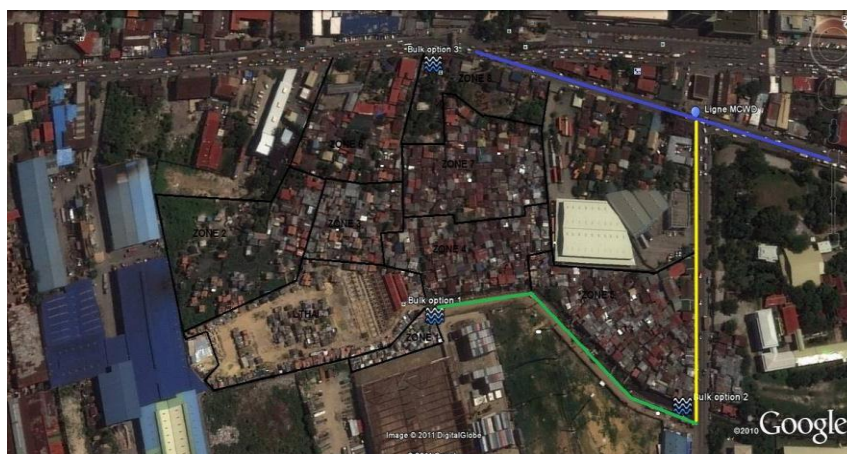
With the prospect of setting up a project in partnership with MCWD becoming clearer, an area manager was recruited as from September.

##### Negotiations with MCWD

Meetings with Cebu's local water provider (Metro Cebu Water District) were taking place again by mid-2011, at regular intervals up until the end of the year. After the elimination of several areas, negotiations with MCWD began concerning Tipolo area. MCWD's technical and planning departments were our partners whilst setting up the project, with the Executive Director supervising negotiations.

Given MCWD's main (blue) pipe's distance from the area in question, a new pipe (in yellow) must be laid down before it can be connected to TPA's bulk meter and the area (green line). The negotiations thus focused on the cost of setting up this yellow connection, originally estimated at 8.2 million Pesos. By the end of the year, and after numerous exchanges, the cost of this line was of 350,000 Pesos for TPA; the cost of the bulk meter was down to 130,000 instead of 700,000 Pesos for TPA, with a deposit estimated at 100,000 Pesos. These

figures were defined once MCWD had been guaranteed a minimal water consumption and TPA accepted to pay for a certain number of cubic meters of water.



Map of Tipolo

#### Identification of the areas of intervention

Prospection was carried out in four areas, before two were finally kept as likely candidates for setting up a project in the near future. A team of 6 surveyors was put together, amongst which an ex-collector from Sipac.

##### → Field survey in the Subangdaku area (Malibu and Mantico)

The local community is neither very well organized nor united. A project for building 286 additional relocation homes is underway, but it is being opposed by part of the community. **346 homes** were called upon in an area comprised of **424 homes**. **89%** of the people interviewed were favourable to the TPA project (**322 homes**). Given the lack of enthusiasm, this area could well be set aside from TPA's priorities, even though the financial investment required is relatively low.

##### → Field survey in the Guizo area (Guizo and Mantuyong)

The same lack of community organization was noted in this area in which two relocation projects are underway: 179 double houses in Guizo (two families per house) and 224 houses in Mantuyong. Work should begin mid 2012. **355 homes** were called upon, in this area comprising **525 homes**. **96%** of the people interviewed were favourable to TPA's project (**343 homes**). This area is very promising, but a private water provider (Filippinas) is already present. This area was also dropped from the list of priorities.

##### → Field survey in the Carreta and Tejero areas

Following two fires in 2010, the authorities and MCWD began making access to running water easier. Households started the process for setting up connections. TPA will see how many of them are connected to the network by the end of 2012: this area has been taken off the list of priorities.

##### → Field survey in the Tipolo area

The relocation area of LTHAI (243 homes) remaining as yet unfinished, a certain number of families are living outside of Lower Tipolo and will come back once the houses have been built. A relocation project is also underway in the Maharlika area (217 homes). Some parts of Lower Tipolo use MCWD and do thus not concern TPA. In all, between 500 and 700 homes in the entire area could be connected to TPA's network. **526 homes** were called upon out of a total of **738 homes**. **98%** of the people interviewed want to join the TPA project (**515 homes**).

**With more than 500 homes concerned, Lower Tipolo was chosen as the area around which to conduct negotiations with MCWD.**

### → Pakna'an

The Pakna'an relocation project (6.5 ha) having just begun, the families have not yet arrived in the area. The program concerns 1,228 homes. 176 out of a total of 840 houses have already been called upon. 100% of the people surveyed wish to join the TPA project.

### Meeting with the social workers and administrative authorities

Locals working on social projects (housing, community help...) and local political leaders (neighbourhood heads and mayors) were met with at the end of the year.

#### • **Prospecting new areas**

##### ➤ *In Metro Manila*

##### → Province of Cavite

- Prospecting has already taken place in two areas of Cavite City (Aplaya-Munti 10-A and 10-B). These two zones already benefit from Maynilad's program for the poor. A lot of families can however not connect themselves to the network, as they are unable to pay for it. Further discussions with Maynilad are underway.
- Another area was visited: Maliski 1 owned by the government and located next to Barangay Talaba 2 and Cavitex. This is a poor area comprised of at least 300 families, who get their water from distributors connected to Maynilad's network (4 Pesos per 20 Litre container). The public fountain was shut down due to unpaid bills to Maynilad (100,000 Pesos). The community wishes to once again have access to a water network, but the area is scheduled for demolition in 2012 and TPA can consequently not make any plans.

##### → Parañaque, Manila

- Boboy Bridge: this area has been demolished.
- Napoleon Compound: small area which was finally demolished in December. The 40 families were rehoused in Paradise Neighbourhood.
- Paradise Neighbourhood: government relocation area, in which 77 families currently live. Construction of the houses is only just beginning, and the alleys have yet to be built. Water comes from a well. There is one single water distributor, who charges 2.5 Pesos per container. The population is interested in TPA, but the authorization to operate here is the main problem.
- Marquez compound: the area came into existence 11 years ago. The two wells here belong to the two neighbourhood heads, who sell water for 3 Pesos per container. Authorizations are also a problem here, as well as the area being quite far from Maynilad's main water lines.

Of the areas in Metro Manila in which prospection took place, Paradise Neighbourhood is the only one in which TPA could feasibly operate in. The problem of authorizations must however be solved, and the question of what Maynilad's intentions in this area are need to be answered.

##### ➤ *In the provinces*

##### → Iloilo (province of Iloilo)

Another meeting was organized with MIWD's (Metro Iloilo Water District) general director, who is very happy to work with TPA and to leave the latter free to build and manage the water network as it sees fit. MIWD suggested that TPA first further its study of the San Isidro neighbourhood and then propose a partnership project. San Isidro currently counts 1,000 families, with an additional 1,000 supposed to be joining it soon. MIWD has already received connection requests from the inhabitants, as there is no electricity nor running water and the cost of water is much too high (around 10 Pesos per container). Considering a possible partnership, MIWD offered TPA a fixed purchase price for water and excluded any

guarantee deposit. Price negotiation with MIWD is proving to be very difficult, due to their legal constitution. The business plan must thus be redrawn, taking into account the retail price and the construction costs to be footed by TPA. A survey looking into the families' composition and water consumption habits needs to be held in early 2012. Moreover, prospection has been going on in San Juan where living conditions have been noticeably declining. For several months now, inhabitants have had no access to running water due to severe technical problems on MIWD's side (lack of pressure, illegal connections and stealing). The price of water has soared (5 Pesos per container + 5 Pesos for delivery) with the proliferation of small businesses thriving on this opportunity.

- **Functional and financial viability of TPA and W&L**

At the end of December, the coverage in Salcedo II was 33.64% with 185 customers, and the monthly consumption 715.15 m<sup>3</sup>. As was the case in Sipac, monthly consumption increase is gradual. The relatively low TPA water consumption level is explained by the existence of free wells in the area.

- **Testing the application developed by Océa**

The volunteer based in Cavite was asked to work with the data management and processing application developers' team, in the context of a partnership with Suez-Environnement. Development fell behind schedule, due to Océa having to take the existence of collectors into account as far as data processing was concerned. The low internet connection speeds in the Cavite office furthermore slowed the application down. The main framework nonetheless meets E&V's needs, and will enable adapting management rules to different countries and programs. A first test with data from Salcedo II was positive. The application should be fully operational in the first semester of 2012.

- **Institutionalisation**

At the end of October 2011, W&L was registered with the Philippines' French Embassy. The latter invited W&L to present its activities during a forum on water in November. The TPA Cavite manager was asked to attend the 4<sup>th</sup> national conference for small water operators on the theme "reinforcing capacities to improve water distribution". These social organizations' responsibilities were highlighted as a priority, as was following the National Regulation Bureau's rules.

### *3.1.8 Conclusion and prospects for 2012*

After a relatively uncertain period at the beginning of the year, TPA and W&L's projects started to take form. A new agreement was signed with Maynilad, focusing on distributing water to the neighbourhoods located south of Metro Manila. One network was set up and opened to families, and a second one will be in the first weeks of 2012. Negotiations in Cebu are moreover well underway, and the launching of a project in Tipolo is appearing more and more likely. Finally, in Iloilo, negotiations with the local water distributor are taking form. During the year, the team was reinforced by the arrival of a Filipino director for Cavite and the recruiting of a team for Cebu. Generally speaking, and whatever the town and the area, needs are always considerable, with living conditions in the slums often unacceptable. TPA and W&L nonetheless have to deal with an issue rarely dealt with by local authorities due to a lack of funding: the existence of wells offering free but usually undrinkable water. In 2012, E&V must bring the authorities and local decision makers to address this issue and take a stand, as these wells make a distributor such as TPA unsustainable. Goals for 2012 are at the very least beginning operations in Cebu and extending those in Cavite.

## 3.2 In Bangladesh

### 3.2.1 Brief activity report and reminder of original goals

Average water consumption per capita is 120 Litres in average Bangladeshi households, 400 Litres in well to do families, and 40 to 50 Litres in the slums. The government's aim is to raise daily consumption to 300 Litres per family, in order to adhere to international standards. In the context of the **Millennium Goals for Development** (a United Nations initiative adopted in 2000 whose aim is to reduce poverty by 2015), measures have been taken by the government in order to benefit the poor. **Low Income Community (LIC)** is a project aiming at **securing water access for every family**. In this context, the government has concentrated on DSK<sup>5</sup>: getting water to the poorest areas and reducing water bills (60 Taka/month down from 100 to 300 Taka/month). It intends on investing in other operators in order to accelerate and optimize access to water in poor areas.

In May 2010, after a positive prospection mission, an expatriate was sent to Bangladesh in order to launch a project providing water to Dhaka's slums.

**The overall aim** is identical to the one in the Philippines: enabling water access and improving living conditions in impoverished areas.

**The specific goals** are as follows: neighbourhoods are equipped with a running water network - sold at a price affordable for local families - and fire hydrants. Households are informed regarding hygiene, water management, and environmental issues.

Key performance indicators:

- 100% of households have access to running water;
- 1 fire hydrant per 500 families;
- The retail price of a cubic meter of water is compatible with the poorest peoples' financial means and with the project's sustainability;
- Health expenditures and leaves of absence due to illness are reduced by 15%.

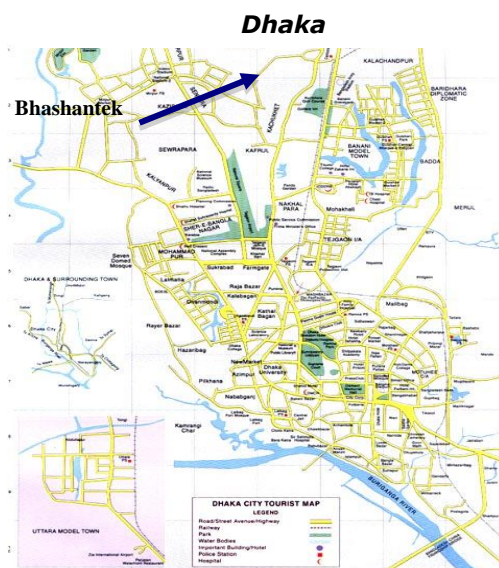
### 3.2.2 2011 Achievements calendar

	Jan-11	Feb-11	March-11	Apr-11	May-11	June-11	July-11	Aug-11	Sept-11	Oct-11	Nov-11	Dec-11
Market survey in Bhashantek												
Mapping of Bhashantek neighbourhood												
Negotiation with UNDP and MoU						MoU						
Negotiations with DNCC and DWASA											Agreement in principle	
Technical feasibility study of the network												
Committee organisation												
CAP development												
Water analysis												
Production of the film and other promotional materials												
Arrival of new expat												
Field visit to the Philippines												
Foundation/NGO creation												
Candidate selection for vacant posts												
Setting up the office												

<sup>5</sup> DSK is an organization with water and sanitation projects in Dhaka and Chittagong in partnership with WASA.



### 3.2.3 Location of activities



### 3.2.4 Partners involved

E&V's way of working in Bhashantek forms part of an international development programme bringing together multiple international and national institutional partners. This multi-partnership does slow down implementation but the group dynamic created definitely strengthens the project, unites all its stakeholders and renders it more sustainable in the long-term.

#### • In Bangladesh

##### ➤ **Shobar Jonno Pani Ltd. (SJP)**

Shobar Jonno Pani Ltd. ("Water for All") is registered with the Company Registration Entity in Bangladesh. Its vocation is to build and manage piped water networks in slum areas. The company was created at the end of 2010 with the support of E&V.

##### ➤ **Dhaka WASA (DWASA)**

DWASA is Dhaka's official water provider. A law from 1996 still limits, at least on paper, providing water for a fee: only DWASA is authorized by the government to do so. DWASA is nonetheless determined to get these legal fetters lifted, in order to meet the Millennium Development Goals. In 2011, DWASA engineers' visit to Bhashantek, along with several other meetings, with LIC's DWASA program officer as well as with the sales manager and the CEO, led to a partnership project which will include the UNDP-UPPRP, DWASA, local group Dhaka City Corporation (DCC), the community of Bhashantek and SJP. In this context, SJP will not be selling water but rather providing a service: access to DWASA water. This setup allows for full compliance with the law, whilst facilitating the signing of an agreement between DWASA, the UNDP-UPPRP and SJP.

A concept note, validated by the UNDP, has been submitted and validated by DWASA. It entails a contract between the community of Bhashantek which is requesting, backed by the DCC, a connection to the water provider DWASA, as well as a contract for water network management in the slum (payment collection, maintenance...) with SJP. At the end of 2011, an agreement was imminent. It will be valid for 7 years, identical to that between the government and the UNDP for Bhashantek.



*Signature of the agreement with UNDP*

##### ➤ **UNDP-UPPRP**

The government and the UNDP-UPPRP<sup>6</sup> signed a 7 year partnership agreement aimed at developing the Bhashantek slum, focusing among other things on water access and

<sup>6</sup> UNDP's partnership programme for the reduction of urban poverty

improving sanitation. 2011 saw a growth in SJP and UNDP-UPPRP collaboration: an agreement protocol was signed whereby SJP would be the operator in charge of distributing water to Bhashantek, with the UNDP providing financial support to set up the network. In parallel, the UNDP-UPPRP played a major role in negotiating with the state and DWASA, placing SJP in the foreground and setting details such as water purchasing price, SJP's role, etc.

In the field, collaboration between the UNDP-UPPRP and SJP was officialised, allowing the technical planning of a detailed water access system (SJP project), of toilets and an adequate drainage system (UNDP project), as well as the sharing of social and geographical data. Coordinating activities will improve the results of this collaboration: more than half of the water distributed by SJP will go towards the toilets set up by the UNDP. The water mains set up by SJP must moreover correspond to the drainage points laid down by the UNDP, in order to avoid any additional environmental problems.

SJP has provided its partner with the maps it elaborated in Bhashantek. Prior to setting up its different projects in the area, the UNDP-UPPRP organized the community and included SJP in all of the meetings concerning the creation of action plans with the community (CAP).

#### ➤ **NGO Forum**

The NGO Forum organization's goal is to improve sanitary conditions by enabling access to water (60,000 water points, water quality testing...), by working towards lowering mortality rates, and by training. NGO Forum's network is comprised of 850 members and counts 14 regional sites. It is partly financed by DfID, WaterAid, WHO, Danida... In 2011, SJP and NGO Forum signed an agreement protocol providing for an array of different services: assessing the water network's impact on the environment, creating training modules for collectors, presenting E&V's approach to the local population... Throughout the year NGO Forum ran water quality tests on the DWASA network in Bhashantek for SJP.



*Presenting SJP to the different organizations at work in Bhashantek*

#### • **In Europe**

- Trafigura Foundation
- Michel Guillet et la Fondation pour Genève
- Henry Huyghues Despointes
- La Table de Cana
- Suez Environnement Foundation

#### 3.2.5 *Target groups: nature and numbers*

The target group is the population of Bhashantek neighbourhood; that is 3,500 families (about 15,000 people).

#### 3.2.6 *Means employed*

##### Human resources:

- 1 E&V expatriate programme manager, on an open-ended contract
- 1 deputy programme manager, on an open-ended local contract
- 1 French volunteer
- 1 plumber on a fixed-term contract

Half-way through the year, Nicolas, who had launched E&V's establishment in Bangladesh and identified the target area, handed over to Hildegard, an expatriate experienced in the

management of water and sanitation development programmes. Musfika, the deputy programme manager, ensured the transition. Both Musfika and Hildegard spent 8 days in Cavite in the Philippines, getting to know the local project and exchanging best practises. A young French volunteer joined the team from April to August. Dimitri contributed to the production of the film made to present SJP's project, the mapping of Bhashantek and also updated the local accounts. In order to fine-tune the network construction plan, an engineer from WaterAid was hired on a consultant basis.

Ahead of the start of the construction work, the process for recruiting the collectors, an encoder, a plumber and an administrative and financial manager was launched at the end of the year. The collectors will be hired in January 2012; the others in March. At the end of the year a first version of SJP's internal rules and regulations was drafted setting out its human resource structure.

#### Technical means:

- Renting an office for SJP
- 2 computers and 1 printer
- Weekly car and driver rental
- 1 box of visual promotion materials

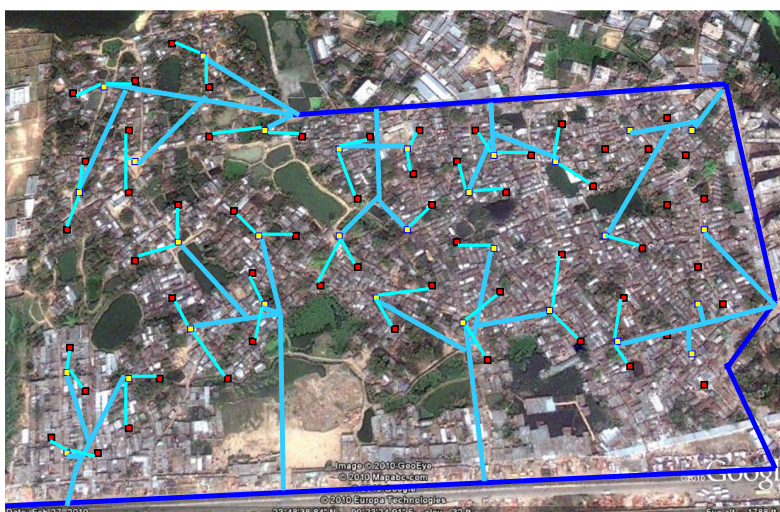
Due to growing insecurity issues, it was decided that a car and driver would be hired for a few hours every week to attend external meetings which the team attempt to group as much as possible. By the end of the year, SJP was renting an office in Dhaka to serve as head quarters. The programme manager has set up 4 tools for financial management: cash monitoring, bank monitoring, bank reconciliation and audit tracking. These will eventually be phased out once the accounting software is installed.

#### *3.2.7 Achievements: current status*

- **Mapping of Bhashantek neighbourhood**

Ahead of the network construction and the start of SJP activities, a precise and comprehensive mapping of Bhashantek neighbourhood was done. This task took many months of work to finalise and its result was openly shared with all SJP's partners, UNDP-UPPRP and DWASA.

The accurately scaled map shows the roads, houses, other buildings, canals and ponds. Thanks to various layers it is then possible to locate available places for future meters and reservoirs, as well as water pumps, toilets and existing organic waste bins. All distances are marked.



This information is useful for the technical and economical feasibility study as well as for the design of the future network. Mapping is complimentary to sociological studies of the population and has assisted all partners in fine-tuning their ways of working. This data has been inputted into a computer file.



The work achieved was very precise but unfortunately the format initially being used had to be adapted as it was too cumbersome to upload. The map was converted into PDF format and printed on a large scale. Eventually this map won't be continuously updated but will be useful as a base map.

- **Further studies/surveys**

During the first semester UNDP invited SJP to join its community meetings so as to deepen knowledge of the neighbourhood and its needs. One of UNDP's first tasks when beginning their work in Bhashantek was to organize the community.

Bhashantek was thus divided into Primary Groups (PG) each containing approximately 20 families (F). A Community Development Committee (CDC) is comprised of 10 to 15 PG.

The 15 CDCs which make up Bhashantek are supervised by a Cluster. The Cluster committee is composed of 4 members from the community itself: a president, a vice-president, a treasurer and a secretary. The Cluster thus represents the community and assumes the supervision of 9 projects, one of which is the community's access to water.

As regards their project concerning access to water, the cluster committee approached the Dhaka City Corporation (local authority) which in turn requested DWASA to look into water supply for this area. With the support of UNDP-UPPRP, the Cluster committee then decided to entrust to SJP the construction and maintenance of the future network, as well as the entire collection system for water sales' payments and the training agenda.

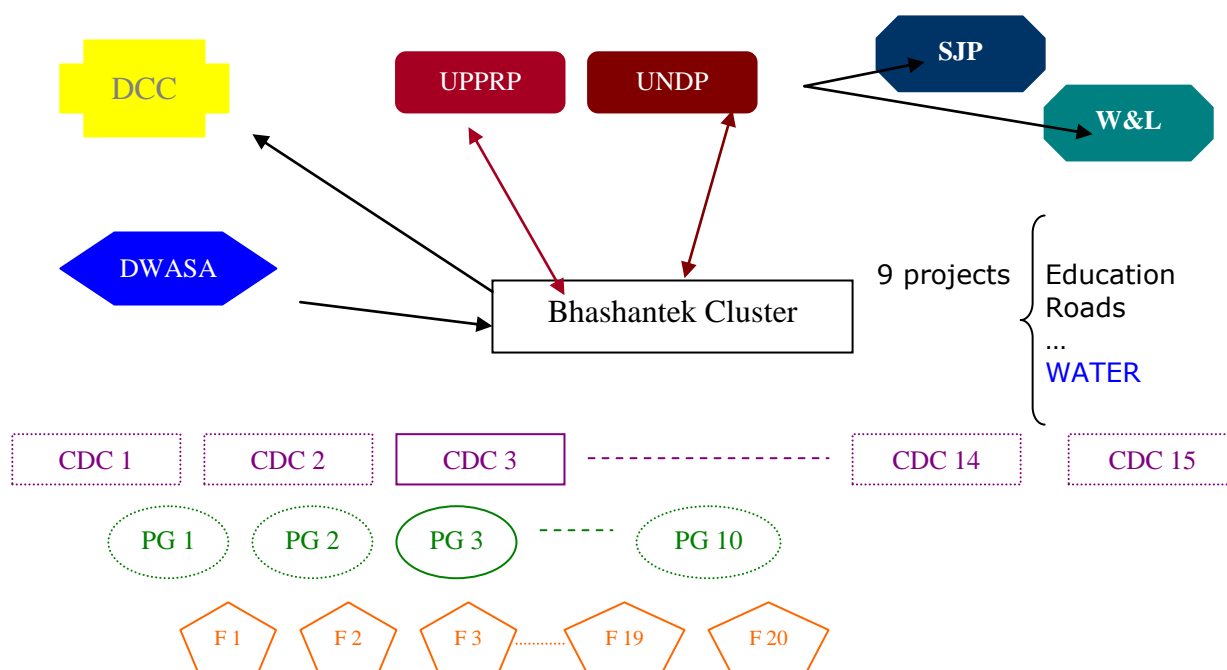


*CDC meeting*



*Views of Bhashantek*

**Bhashantek community organisation and stakeholders**



Furthermore, a meeting with local leaders revealed that negotiations with current water sellers (between 30 and 40) would be possible, albeit complex. Indeed, the area's water supply comes practically exclusively from illegal pirating and this represents a very lucrative business for water sellers and local leaders.

These same water sellers have invested in the wells/pumps and in the existing network and, as such, some will demand compensation. These issues can only be resolved by and at community group meetings (established by the UNDP). It is reassuring to know that many of the local leaders and a great majority of the population are already favourable to SJP.

Finally, SJP conducted a new survey on a representative part of the population (5%) and evaluated the inhabitants' will to accept a new water access system, which may make the price of water higher than it is actually.

This study also showed that the slum inhabitants are used to saving their money to pay their bills (legal or, in a majority of cases, illegal) at the end of each month. This suggests that the future system for the collection of payments should be much simpler than say in the Philippines, where household budget planning in slum areas is practically non-existent.

- **Water quality tests**

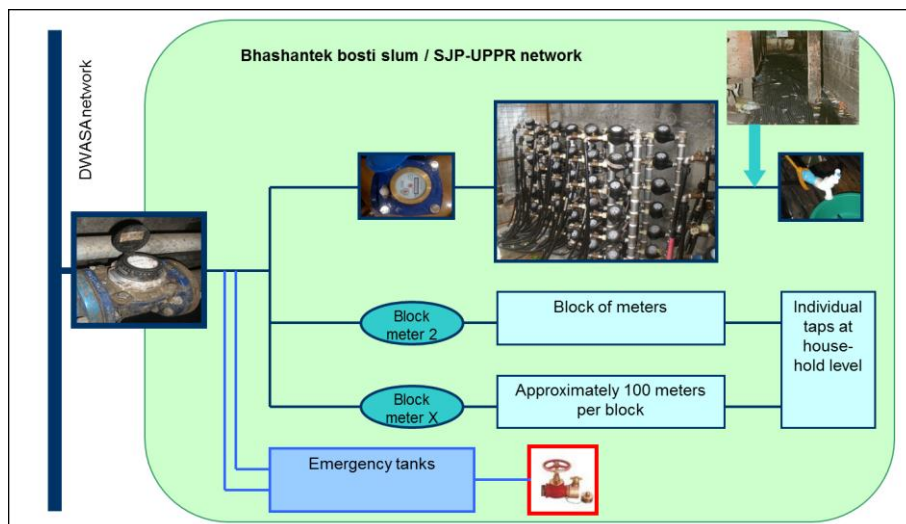
As a part of their partnership with SJP, NGO Forum undertook some water quality tests. The results showed a high concentration of nitrates and coliforms, as well as the presence of particles in suspension. These bodies only affect the lifespan of the hoses whereas the nitrate and coliform content are dangerous for human health. This corroborates with the results of another survey which shows that the population regularly suffer from illnesses linked to contaminated water ingestion. The creation of a water network with sufficient pressure and the injection of chlorine in the reservoirs would reduce the concentration of coliforms.



- **Network feasibility study**

The identified Bhashantek neighbourhood comprising of about 3,500 families represents a very good potential for the E&V project. Contrary to initial information, a meeting with a WaterAid engineer enabled us to realise **that the local operator DWASA's network provides insufficient pressure (between 12 and 15 PSI) to plan a connection and supply the entire zone with water.** The only problem for the future network stems from the frequent electricity cuts which plague the city. DWASA have plans to acquire a generator so that they can supply water 24/7.

**Thus, SJP's future network will be simple to build, efficient and reasonably priced. Water supply by SJP will be based on DWASA's.**





The team have estimated that 4 inch minimum diameter connections will be needed to link on to DWASA's network. The area to cover has been divided into six zones each with 500 to 600 families. General and individual metres will be installed in each of these zones to evaluate water consumption. Finally 6 fire hydrants will bring added security to the inhabitants and to our network. Chlorine pumps will be installed at DWASA pumping stations to treat the water. SJP and DWASA will work on this together to guarantee good water quality. Information sessions with the inhabitants of Bhashantek will be necessary to warn, explain and assuage fears about the different taste of the water.

- **Planning of works**

Originally concerning but one area, work will in fact be taking place in all six areas, and be completed by 2013. The existing network of illegal pumps will gradually be dismantled. This will call for the simultaneous connection of all the families drawing their water from the same point, so as to avoid an interruption of water supply. To this end, a brief survey will be conducted in order to determine which pump each household gets its water from.

- **SJP promotion tools**

A short film was created presenting SJP, W&L, and their planned activities in Bhashantek. It is part of a first concrete information session regarding the network's construction and management by SJP. The film is available on E&V's website: [www.ngo-waterandlife.org](http://www.ngo-waterandlife.org).

Communication tools (posters ...) have been elaborated for project training and promotion meetings. An E&V and SJP presentation prospectus has been created and is mainly targeted at local partners.

Finally, thanks to the UNDP, a promotional kit comprising of a screen and a sound system fitting inside a valise built by an NGO in Cambodia, was acquired by SJP.



- **Business plan**

The business plan was updated throughout the year and approved by UNDP, who will cover the cost of building the future Bhashantek network. This business plan, also approved by UPPRP and the community, sets out an increase in the price of water for the families. It will have to be updated again as and when DWASA changes its pricing plan.

- **Institutionalisation**

All legal procedures were finalized during this year (opening of a bank account, obtaining a commercial license and a tax ID number, applying for VAT-type registration...). Thanks to UNDP's financial support for Bhashantek project, E&V have credited SJP's account with initial project investment funds.

An auditing firm will manage all SJP's relationships with its stakeholders and aforementioned institutions. The accounts audit from July 2010 to June 2011 has been finalized. Once SJP's activities begin, tax payments will have to be made to these two institutions: the VAT recovery office and the Company Registration office.

SJP Board meetings are scheduled to happen once every three months and a General Assembly will convene at least once a year.

- **Prospection**

DfID<sup>7</sup> has asked UNICEF to identify and compile all water and sanitation related activities present in the Dhaka slums, so as to explore how they can amplify their work. Indeed, for

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<sup>7</sup> Department for International Development

2012 DfID has earmarked funds for the slums of Bangladesh, and more specifically those in Dhaka. UNICEF will manage these activities and act as global coordinator. With this in mind, a meeting was set up between SJP and UNICEF to discuss the terms of a partnership that would start in 2012: SJP would be responsible for water supply management in the slums selected by DfID and UNICEF.

### *3.2.8 Conclusion and prospects for 2012*

Despite the delay, the main goals for 2011 were attained: the partnership agreement with UNDP was formalised and the signing of a multiparty contract should come about in early 2012. In 2011 the team was also reinforced and can thus quickly become operational once the network construction works begin in 2012. Thus the goals for this next year are the water network construction in Bhashantek neighbourhood as well as the training and informing of local families and authorities. These sessions will focus on the project's aims and more especially on hygiene, environment and fire-fighting questions. In the second half of the year, SJP will study prospective new zones and expansion of the project, using the recommendations of UNDP and UNICEF. An accounting and administration system shall be put into place and programme learning and exchange with the Philippines projects shall be developed.

## **3.3 Eau et Vie development**

### *3.3.1 Communication and management tools*

**E&V's website** ([www.ngo-waterandlife.org](http://www.ngo-waterandlife.org)) was updated and enriched with the year's achievements.

**The Suez Environnement Foundation, the developers at the company called Océa and the E&V volunteer have all invested enormously in adapting the water sales management system to E&V's activity.** Progress has been delayed but the final version should be operational sometime in the first semester of 2012.

In 2011 two films were made to present E&V's work: the first was shot by our volunteer in Bangladesh, with the aim of using it to promote the project in the community; the second was made by Alexandre Dereims, a professional reporter sent by the **Suez Environnement Foundation** to report on the Cavite project. Both these films are accessible on E&V's website.

### *3.3.2 Human resources*

- **Expatriates with "international volunteer" status**

Midway through the year a new expatriate arrived in Bangladesh to take the project forwards.

Towards the end of the year, a new authorisation agreement for the international volunteers was set up with La Guilde Européenne du Raid, in replacement of the NGO Enfants et Développement who has stopped this activity.

- **'Service civique'**

La Guilde Européenne du Raid has also brought its support to E&V by agreeing for two 'service civique' contracts in 2012.

- **Consultants/experts**

Two consultants, Valérie and Philippe, were responsible for the follow-up of the projects. Each visited the project sites in each country once during the year for monitoring and evaluation. A third consultant, Mireia, was in charge of financial monitoring and the preparation of the financial annual report. She works in close collaboration with the chartered accountancy firm mandated by E&V, as well as with the two other consultants.

- **The Board**

The Board held two meetings in 2011. Our Board members bring a critical eye to the projects, contribute to the development of partnerships, validate the strategic direction and verify the accounts.

### *3.3.3 Conclusion and prospects for 2012*

In 2012 E&V plans to begin the construction of the water network in Bhashantek neighbourhood, Dhaka, as well as the one in Tipolo, Cebu, whilst of course developing its activities in Cavite. The operational team will thus grow to meet this new work load and all the means in France will be put into place for follow-up, quality monitoring and evaluation of its work.