



Eau et Vie

Access to running water, fire prevention and sanitation improvements in depressed urban areas of developing countries

Philippines - Bangladesh

2012 Annual Report



Eau et Vie

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I. List of abbreviations and acronyms

Abbreviation	Full name	Description
Barangay	Barangay	In the Philippines municipalities are divided into districts called « Barangay »
DNCC	Dhaka North City Corporation	The DNCC represents the Bangladeshi Government in the overall development plan of Bhashantek slum (Dhaka)
DWASA	Dhaka Water and Sewerage Authority	Water distributor in charge of the Dhaka region (Bangladesh)
E&V	Eau et Vie	
Maynilad	Maynilad Water Services Inc.	Water distributor working in the Western area of Metro Manila (Philippines)
MCWD	Metro Cebu Water District	Water distributor working in Cebu (Philippines)
MIWD	Metro Iloilo Water District	Water distributor working in Iloilo (Philippines)
NWRB	National Water Resources Board	Lead government agency in the Philippine water sector, under the administrative supervision of the Department of Environment and Natural Resources
NGO	Non-Governmental Organisation	
HDPE	High Density Polyethylene	Characteristic of type of pipes used
UNDP	United Nations Development Programme	
SJP	Shobar Jonno Pani Ltd.	Local social business created by E&V in Bangladesh
TPA	Tubig Pag-Asa	Local social business created by E&V in the Philippines
UPPR(P)	Urban Partnerships for Poverty Reduction (Project)	Poverty Reduction Partnership between UNDP and the Bangladeshi Government
W&L	Water and Life	Created by E&V in the Philippines and Bangladesh, these local NGOs are responsible for the development of the projects

II. Introduction: Report summary

1. Eau et Vie missions

Eau et Vie (E&V) was created to provide access to safe, running water, to fire prevention and fire-fighting, to community reinforcement and to sanitation, in depressed urban areas of developing countries, building on its experience in the fields of project management, microcredit and plumbing.

On the basis of social entrepreneurship, and working in close contact with the concerned communities and local authorities, E&V supports the creation of 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. The business thus sets up, constructs the water network, and buys water in bulk from the border of the area in which the official distributor cannot work in accordance with its profitability requirements. It then distributes the water throughout the slum area whilst providing all associated services, including billing, collection, and network maintenance. Working parallel to E&V is Water and Life (W&L), the non-profit created in the field by E&V: it works on reinforcing communities via training and sets up sanitation as well as fire prevention and fire-fighting systems, on the basis of needs expressed by the population and in partnership with local and international development stakeholders.

These activities contribute to lowering violence in the communities, improving the living conditions and creating local employment. Their aim is to reduce diseases linked to contaminated water and an insalubrious environment, as well as to help the families to save money on their budget devoted to water.

E&V's strategic plan¹ is divided into 3 phases:

- Provide access to potable running water in every home and install fire hydrants which are managed by specifically trained community volunteers.
- Train the communities and local leaders in water management, environment conservation and hygiene.
- In close cooperation with the community, set up appropriate sanitation services such as solid waste management, communal toilet/shower facilities and wastewater treatment.

This report covers the period from January to December 2012.

The 6 expected results, defined at the beginning of the year, are the following:

1. Extend the Cavite (Philippines) network and resolve the problem of the use of wells in the concerned areas;
2. Build the water network in Cebu (Philippines);
3. Finalise the signing of the multiparty agreement, and begin work on the water network in Bhashantek (Bangladesh);
4. Develop community reinforcement and training activities;
5. Set up the fire prevention and fire-fighting package and sanitation initiatives in all of the concerned areas;
6. Reinforce E&V's and the local organizations' human resources and management tools, and set up the water management software.

¹ E&V's specific goals, activities implemented, results obtained and evaluation indicators are available in the appendixes.

2. Achievements

During this period, Eau et Vie developed the following activities:

→ In the Philippines

Cavite

- TPA Cavite finished building the Manggahan network.
- A network was built in a third area, Pugad Ibon.
- 546 families in Cavite (Salcedo II, Manggahan, Pugad Ibon) now have access to clean running water in their homes.
- The issue of deep well usage has been addressed.
- W&L Cavite installed fire hydrants and created a community fire brigade.
- Sanitation training and awareness-raising activities began to take place: “Global Hand Washing Day” and “Community Clean Up Day”.

Cebu

- The Lower Tipolo partnership contract was signed between TPA and MCWD.
- The LTHAI water network was constructed.
- 3 fire hydrants were installed.
- 210 families had signed up to the water network for its early 2013 start.
- 3 new depressed urban areas have been identified.
- Community reinforcement work was undertaken.
- A first hygiene awareness-raising activity was organised: “Global Hand Washing Day”.

→ In Bangladesh

- The partnership agreement was signed between SJP, DWASA and DNCC.
- The Bhashantek water network was designed.
- The construction of the Bhashantek network in zone 2 was finished.
- Almost 470 households filled out application forms for the SJP network.
- At the end of December, 400 households were connected to the SJP network.
- 96 project promotion sessions were conducted, gathering 2184 people in total.
- Preparation for the fire prevention and fire-fighting training was completed.
- Hygiene awareness-raising activities were organised: “Global Hand Washing Day” and the “Hygiene: Knowledge and Habits” survey.
- Prospection was undertaken in over 10 new areas.
- The local team was reinforced.
- A local accounting system was installed.

→ In France

- Eau et Vie began reworking its strategic plan.
- Water management software was developed, for implementation in early 2013.
- The French team was reinforced, with the creation of the Administration and Information Systems Officer position.
- The Board of Trustees welcomed a ninth member.

3. Resources

The human and material resources are inventoried in appendix 3.

4. Conclusion

In 2012, Eau et Vie progressed to a new stage, initiating community training and awareness-raising activities on the themes of hygiene and the environment, as well as setting up a fire prevention and fire-fighting system. Henceforth, for each project and in partnership with the communities and local development stakeholders, Eau et Vie provides access to clean running water, to training programs in the fields of hygiene, environment and fire prevention/fire-fighting. Eau et Vie reinforced its human and technical resources, with the recruitment of the first employee at head office and the development of water management software. The construction and extension of the water networks were a success in both the Philippines and Bangladesh. At the end of 2012, 546 families had access to running water thanks to the small social water operators established in the field by Eau et Vie. Finally, the search for new local partnerships was initiated. Beyond merely exploring new funding opportunities, the idea is to work in ever growing symbiosis with the communities and local authorities, as well as with other development stakeholders. Emphasis is placed on the importance of promoting collaboration and the pooling of resources.

III. Earlier Achievements and 2012 Goals

1. Earlier achievements

1.1 Philippines

E&V started its activities in 2008 with the creation of the local social business Tubig Pag-Asa (TPA) and the local NGO Water and Life Philippines (W&L). TPA and W&L projects fit within government goals which aim, by 2015, to provide sustainable access to safe drinking water for 86.8 % of the population and to basic sanitation for 83.8 % of the population. These projects reflect the pressing need for the NWRB² to allow small-scale water operators to start their water distribution activities as quickly as possible in depressed areas, where no other operator is present.

Sipac

In 2009, a pilot project saw the light in Sipac (1200 families), in the north of Metro Manila, in partnership with Maynilad the local water distributor. Before the start of our project the residents were dependent on itinerant water vendors providing water of dubious quality. Thanks to the project they were able to access potable running water in their homes at a third of the price they were paying before. In August 2010, just as the project was thriving Sipac was ravaged by a terrible fire. In 2011 most of the concerned families were relocated to other areas. For a few months TPA continued water distribution by hose for the remaining families.

² National Water Resources Board.

Cavite

Having witnessed the utility and sustainability of the E&V project during the first few months of operations in Sipac, Maynilad suggested starting a new project in the southern suburbs of Metro Manila, in the depressed urban areas of Cavite³. A partnership agreement between TPA and Maynilad was signed in 2011 for a duration of 15 years. Two depressed areas were identified: Salcedo II (320 families) and Manggahan (240 families). After recruiting and training the local team, promotion meetings with the community were organised ahead of the Salcedo II water network construction. At the end of 2011, for the first time in their lives, 185 families (58% of target) had a connection to a reliable, safe piped water network in their homes. Their monthly consumption was about 4,14 m³. Similarly, in Manggahan, the local team was in place, the community organised and the water network construction works had begun by the end of 2011. Activities linked to community reinforcement had been initiated and tests on the water management software had started with an E&V partner.

Cebu

The piped water network in Cebu covers only 50% of the territory as opposed to 80% in Manila. For those living in depressed urban areas of Cebu the cost of water is extremely high and represents more than 25% of a family's budget. Water is more expensive than in Manila whereas the standard of living is generally lower. In Cebu a cubic meter of water can cost as much as 125 PHP (about 2.30 EUR). In the poorer neighbourhoods very few houses are connected to the local water provider: this is due to the connection fees being way beyond their financial capacity (on average about 320 EUR) and the installation of a water meter also (on average 40 EUR).

In October 2010 E&V started conducting prospection visits to Cebu, the second urban centre of the Philippines. Initially the aim was to assess the challenges of our possible engagement there and to meet any potential partners (public organisations, NGOs, community associations, institutional stakeholders). In September 2011 E&V recruited a Program Manager responsible for developing the Cebu activities and for pursuing negotiations with the water concessionaire Metropolitan Cebu Water District (MCWD). Surveyors were also recruited to perform in-depth needs assessments in the identified neighbourhoods. The results proved that many areas were badly in need of a reliable, affordable and safe access to piped running water. In 2011 the first intervention area was agreed upon with MCWD as Lower Tipolo⁴ in Mandaue City. Activities were due to start in early 2012.

At the end of 2011 W&L and TPA had a total staff count of 12 Filipino and 2 French nationals.

1.2 Bangladesh

Out of Dhaka's population of 15 million, 4 million people live in the capital's 5000 slums. Despite several initiatives and projects infrastructure remains poor and access to basic services is very low in most of these zones. Results from a survey⁵ conducted by the Government and UNICEF show that 58% of people interviewed had suffered from illnesses relating to poor water quality, sanitation and hygiene in the last three months. The cost per family for medical care came to 573 Taka⁶ a month overall of which 288 Taka pertained to illnesses related to poor water quality, sanitation and hygiene. Absences due to these same illnesses were estimated at 12 days per family per quarter, which represents the equivalent of 7% of average income.

³ The exact community location can be seen in appendix 2.

⁴ The exact community location can be seen in appendix 2.

⁵ Government of Bangladesh & UNICEF (2009) - Baseline Survey, Urban Component of SHEWA-B project, UNICEF and Government of Bangladesh, Dhaka.

⁶ 1 EUR = 100 Taka approximately.

In 2011 the Bangladeshi state decided to step up to the Millennium Development Goals (MDG) challenge and initiated a public policy campaign which aims to provide affordable access to safe water to Low Income Communities (LIC). The government hopes to reach international standards by increasing the average daily water consumption of a Bangladeshi family to 300 litres. The Bangladeshi NGO DSK (Dushtha Shasthya Kendra), which has been active in the water, sanitation and hygiene sector for 22 years and is close to government bodies, plays a key role in the fulfilment of this policy. However, the Bangladeshi government realises that to accelerate and maximise access to safe water in urban poor areas multiple and varied operators must be encouraged.

To develop its activities in Bangladesh, E&V created SJP the local social business and started the institutionalisation of W&L. Within the framework of a Poverty Reduction Project, the government of Bangladesh - represented by the Dhaka North City Corporation (DNCC) - and UNDP signed an integrated sustainable development plan for the Bhashantek slum located to the North West of Dhaka and housing 3500 families (20,000 inhabitants). One of the main components of this development plan is access to water and SJP was approved as the operator for this sum area. Negotiations with the Dhaka region water distributor - DWASA - had been undertaken to allow SJP to enter.

At the end of 2011 SJP had a total staff count of 2 Bangladeshi and 2 French nationals.

1.3 France

Since its creation in 2008 E&V has focused mainly on recruiting its field staff and on enabling the start up of water and sanitation programs in slum areas of developing countries. The Head Office in France has functioned with consultants. Likewise, the two founders have doubled up as directors taking on varying roles of design, consultancy and monitoring as well as engaging external resource people. At the end of 2011 projects were underway in the Philippines and in Bangladesh, 3 expatriates and 1 volunteer were engaged in these projects, which had seen the light thanks to our partners. A website and a blog had been created.

2. 2012 Goals

2.1 Extension of Cavite water network and management of deep well issue

In 2012 TPA and W&L Cavite⁷ had set themselves the goals of opening the Manggahan water network, of dealing with the deep well issue and of extending their activities to at least one new area.

2.2 Construction of Cebu water network

In 2012, TPA and W&L Cebu⁸ had set themselves the goals of signing the partnership agreement with MCWD, of building the water network in Lower Tipolo and of continuing prospection and preliminary surveys.

2.3 Finalisation of multi-party contract and start of Dhaka water network construction

The partnership agreement with UNDP having been confirmed in 2011, all that was left to finalise for SJP in 2012 was the multi-party contract. SJP had also set itself the goals of starting the Bhashantek water network construction, of putting into place community training sessions, of installing an

⁷ The exact community location can be found in the appendix.

⁸ The exact community location can be found in the appendix.

accounting and management system and of registering the local NGO Water and Life Bangladesh. Further extension of SJP's activities into new areas, especially those recommended by UNDP and/or UNICEF, was planned.

2.4 Development of community reinforcement and training activities

In 2012, W&L Philippines and W&L Bangladesh had set themselves the goals of starting their community reinforcement, hygiene and sanitation training activities.

2.5 Setting up of fire prevention and fire-fighting plan and activities linked to sanitation in all partner communities

In 2012, W&L Philippines and W&L Bangladesh had set themselves the goals of starting the fire prevention and fire-fighting training activities and the hygiene and sanitation needs assessment.

2.6 Reinforcement of E&V and local entities' human resources and management tools, and installation of water management system

In 2012, E&V had set itself the goals of setting up the water management software, of reinforcing its head office and field teams and of structuring the head office.

IV. 2012 Achievements

1.1 Philippines

1.1.1 Sipac

At the end of 2011, E&V was looking to terminate the Sipac project. Indeed, after the fire, only 35 families were still living in the area, with two TPA collectors ensuring water distribution by hose and payments collection. Following discussions with Maynilad, the community and the two collectors, it was decided to connect the remaining families directly to the Maynilad network. E&V's operations in Sipac ended on 5 March 2012.

1.1.2 Cavite

2012 achievements calendar

Year 2012	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Access to water												
Salcedo II network completion	x	x										
Manggahan network opening	x	x										
Pugad Ibon : signature of MOA with Maynilad									x			
Pugad Ibon : network construction									x	x	x	
Pugad Ibon : network opening												x
Fire prevention and fire-fighting												
Training of Salcedo II Community Fire Brigade									x			
Installation of fire hydrants in the network	x	x									x	x
Community reinforcement												
Community meetings, project promotion and awareness-raising	x	x	x	x	x	x	x	x	x	x	x	x
Sanitation												
Global Hand Washing Day in Manggahan										x		
Solid Waste Management												
Community Clean Up Day in Salcedo II and garbage collection											x	

Results obtained

a) Finalisation of Salcedo II and Manggahan water networks

Water supply

TPA completed the construction of the Manggahan network and turned on the water in January. The families - who on average have been living in this neighbourhood for over 18 years - had been waiting for this event for years.



“Until E&V arrived in our area, we had to go and pump water from the well. Now, we just turn on our taps with one hand and clean water gushes out!”

		Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12
Salcedo 2 Opening of the network on Sept 5, 2011	Water sales (cum)	957	972	1 280	1 512	1 688	1 365	1 549	1 401	1 369	1 477	1 489	1 679
	Families connected	189	226	262	265	269	269	274	274	278	281	281	281
	Monthly cons. / family (cum)	5,06	4,30	4,89	5,71	6,28	5,07	5,65	5,11	4,92	5,26	5,30	5,97
Manggahan Opening of the network on Jan 13, 2012	Water sales (cum)	164	355	754	1 088	1 240	1 033	1 134	1 132	1 110	1 164	1 160	1 322
	Families connected	66	77	138	143	148	155	161	163	163	164	164	164
	Monthly cons. / family (cum)	2,48	4,61	5,46	7,61	8,38	6,67	7,04	6,94	6,81	7,10	7,07	8,06
TOTAL FAMILIES CONNECTED IN CAVITE		255	303	400	408	417	424	435	437	441	445	445	445
Average monthly consumption per family in Cavite (cum)		4,40	4,38	5,09	6,37	7,02	5,66	6,17	5,80	5,62	5,93	5,95	6,00

At the end of 2012, 445 families in Salcedo II and Manggahan (around 2500 people) were enjoying access to clean running water in their homes thanks to TPA.

Network maintenance

Similarly to Salcedo II, the alleys in Manggahan have been cemented, the network is regularly checked by the technical team and, if need be, maintenance work is undertaken. The community also contributes to the network's maintenance. Once a month, community representatives clean the clusters, in which all the individual meters are gathered. TPA's technical team created rakes specifically designed to extract garbage that accumulates around and between the pipes, threatening to obstruct the drainage canals. The community is provided with these rakes, and is responsible for regular cleaning.



Manggahan: Repairs following a typhoon in September



Specially designed rake

At the beginning of the year, substantial discrepancies between Maynilad's bulk meter and the individual meters installed by TPA suggested water losses within the latter's network. After studying

the problem, TPA realized that the individual meters were poorly calibrated and not precise enough. The relatively small flow of water used by customers was also negatively impacting the meters' precision (referred to as "Non Revenue Water"). In order to lessen water loss, TPA plans on replacing its meters with higher quality units in 2013. The aim is to bring the losses down to 10%.

Water quality tests

Every month, TPA conducts water quality tests in each of its networks (for total coliform bacteria, faecal coliform and heterotrophic bacteria). Water outlets are randomly selected for testing, and samples are taken in the presence of a community member. The results are published on each cluster and show that **the water supplied by TPA conforms to national potability standards in the Philippines⁹**.



Taking a water sample in a household - Published results

"When we used the wells, we had poor quality water: I needed twice as much water to wash our clothes, or there would be no suds! Now, we have clean water from the tap and I even use it to mix my baby's powdered milk" explains one of the project's beneficiaries.

b) Management of deep well issue

An inventory of the wells in Salcedo II and Manggahan was conducted. Salcedo II has 64 wells, of which 38 are private and 26 were installed by the barangay over 10 years ago. Owners of the private wells sometimes sell water to their neighbours. The public wells owned by the barangay are accessible to the entire population, free of charge. Manggahan counts only 3 wells (2 public and 1 private), with the same terms of use as the ones in Salcedo II. The presence of these wells greatly hinders TPA's financial sustainability. A study conducted by TPA and W&L revealed that the community uses water from the wells in addition to that distributed by TPA (particularly for laundry). TPA has approached the government organization in charge of the issue of wells in the Philippines, the NWRB. Lacking the means to intervene everywhere, the NWRB has decided to remove wells in areas with 24 hour access to a water network, as well as those in which the subsoil is particularly fragile. Unfortunately, in Cavite the pressure in Maynilad's network is insufficient to provide 24 hour water access. Work is currently underway on Maynilad's main network in order to provide uninterrupted water access as soon as possible. To encourage the population and local authorities to lessen well usage, if not simply to shut them down, water quality tests were conducted in the presence of community representatives: some of the wells were shown to provide acceptably clean (but not potable) water, while others offered water of very bad quality. TPA and W&L have been putting emphasis on raising awareness as to this type of water's poor quality, and are negotiating with the barangays with a view to gradually phasing out the wells. Completion of the work on Maynilad's main network will also be an opportunity to get the NWRB's support.

⁹ Philippine National Standards for Drinking Water

c) Extension of Cavite project to Pugad Ibon

TPA and W&L continued with prospection in order to extend E&V's projects to new areas. Throughout the year, TPA and W&L regularly visited zones, often following suggestions from Maynilad. A third area was identified in March 2012: a relocation site named Pugad Ibon, in barangay Santa Isabel, comprising over 250 families. From the very first prospection visits in the area, the well organized community expressed its interest and its willingness to invest itself in TPA's proposed project. The population was indeed drawing its water from two wells, of very poor quality.



Pugad Ibon

TPA, Maynilad and barangay Santa Isabel worked together to make the project a reality: pressure tests and simulations, network sizing... Maynilad extended its main pipeline, and a 15 year partnership agreement was signed between Maynilad and TPA.

Community promotion sessions were organized by TPA and W&L,, presenting the project's terms and more finely assessing the community's needs. Work on the network was completed in November 2012, with water distribution beginning mid-December.

At the end of 2012, 101 families in Pugad Ibon (around 500 people) were enjoying access to clean running water in their homes thanks to TPA.

With the addition of this new area, the Cavite target group (Salcedo II, Manggahan and Pugad Ibon) is composed of **810 families, that is approximately 4000 people.**

d) Fire prevention and fire-fighting

In each Cavite project area, W&L installed fire hydrants at cluster level (1 fire hydrant for 80 families). At the end of 2012, 4 fire hydrants had been set up in Salcedo II, 3 in Manggahan and 3 in Pugad Ibon.

Training of a Community Fire Brigade

W&L organized its first training session in Salcedo II, where 8 people (2 per cluster) volunteered to create the Community Fire Brigade. The theoretical and practical training was led by 4 firemen from Noveleta Fire Station. They were assisted by the TPA and W&L teams, who also benefited from the training.

The barangay facilitated this training day by providing a tent, chairs and tables. The training took place on a basketball court, in the heart of the neighbourhood, and the inhabitants proved to be very curious and interested in the event. The community is proud to now have its own Fire Brigade.



Salcedo II Community Fire Brigade volunteer, proud of his new responsibility

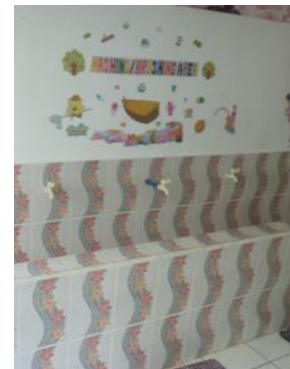


For each fire hydrant, W&L entrusts one of the Fire Brigade volunteers with a case, in which the equipment is stored (hose, adapters, nozzles...), as well as a fire extinguisher. This equipment is tested every 3 months, and refresher training sessions for the volunteers take place twice a year. W&L is setting up partnerships with local organizations for the volunteers' protective gear (gloves, jackets, trousers, boots...). A month after the training, a small fire started in one of the houses of Salcedo II. The Community Fire Brigade volunteers applied their new skills: fast reaction and correct procedure was followed. The town's firemen were helpless as their truck was too big to enter the zone. The fire was extinguished by the Community Fire Brigade, without causing any major damage.

e) Sanitation services

Global Hand Washing Day¹⁰

The Cavite W&L team organized a "Global Hand Washing Day" in Manggahan. It was attended by over 50 children, W&L and TPA teams, community representatives and members of the barangay. W&L organized games and hand washing sessions to popular children's songs, underlining the importance of a practice all too often performed without soap. W&L called on local companies such as SM Supermarket¹¹ and Morcom¹² for donations, both financial and in kind. The day's activities can be seen on the Global Hand Washing Day's website: <http://globalhandwashing.org/ghw-day/activities/water-and-life-philippines-manggahan-lawin-kawit-cavite>.



Shortly after the Global Hand Washing Day organized by W&L, the Manggahan day care centre made some changes in its classroom: a long sink with faucets was constructed at the children's level. Before this the children could hardly access the adult sink, and thus rarely used it at all. The presence of this child-friendly sink also enables the children to brush their teeth.

Solid Waste Management

« Clean Up The World¹³ », working in partnership with the United Nations Environment Program (UNEP), is a global campaign that inspires and empowers communities to "clean up, fix up and conserve their environment" through activities ranging from picking up garbage and tree planting, to water and energy saving projects. Inspired by this initiative, W&L organized a "Community Clean Up Day" in Salcedo II, in partnership with the barangay. Over 142 community members participated in

¹⁰ Global Hand Washing Day (www.globalhandwashing.org) is an international event celebrated all around the world in the week of 15th October. Its main aim is to teach, remind and encourage children of all ages the importance of washing their hands thoroughly with soap especially before food and after the toilet. The event was created in 2000 through a Public-Private coalition of international stakeholders whose focus is hand washing and child health.

¹¹ Supermarket chain in the Philippines

¹² Construction materials supplier

¹³ www.cleanuptheworld.org: This website gathers all the activities organised by different groups around the world. Salcedo II Community Clean Up Day is represented there: <http://activities.cleanuptheworld.org/?7262/5867>

this activity, which began at daybreak. The alleys, canals, public areas and house fronts were all scrupulously cleaned by the volunteers, who were happy to be an active part of this mission and to see their neighbourhood cleared of the piles of garbage strewn everywhere.



The event marked the start of garbage collection activities organized by W&L in partnership with the barangay. 30 garbage bins were placed in the middle of the neighbourhood, close to the sari-sari stores¹⁴. The small shop owners are responsible for bringing the bins in at night to avoid theft, and for putting them in the designated area on collection days. TPA's technical team built 2 large public bins, placed in 2 strategic points of the community: families, and especially the children, can thus learn the basics of waste segregation (biodegradable and non biodegradable). The barangay is in charge of picking up the garbage twice a week.

Before W&L set up this garbage collection system, the Salcedo II residents would throw their waste in the streets or in the nearby river, as is common practice in many other urban poor communities. W&L must now work in collaboration with the barangay, making sure that the garbage is properly and regularly collected so that the community does not lose its enthusiasm and motivation. Training sessions are also planned in order to further raise awareness in a community which has always thrown its garbage on the ground. The next step for W&L is to work on garbage segregation, recycling, composting, regular cleaning of the neighbourhood's public areas, etc.

f) Community Reinforcement

W&L regularly organizes meetings with the community representatives elected by the residents. These representatives are active on different levels: information relaying, cluster cleaning and maintenance, project promotion etc. In Salcedo II, the team of community representatives was updated at the end of the year. The new team has been very active and dynamic in their neighbourhood: projects are taking shape and inhabitants are becoming increasingly involved.

Resources employed

The human and material resources are referenced in appendix 3.

a) Human Resources

The Cavite team is composed of 14 local employees (12.5 for TPA and 1.5 for W&L), in addition to the Country Manager (a part time consultant) and the W&L Philippines Manager based in Cebu. In 2012, E&V reinforced the Philippines team by recruiting a Country Manager, a Filipina consultant, who supervises the Cavite and Cebu TPA and W&L projects 6 days a month, as well as playing a role in the development of partnerships. W&L Cavite is supervised by the W&L Philippines Manager based in Cebu. An external consultant consolidates the TPA and W&L accounts in Cavite and Cebu. During the year, the Country Manager organized meetings between the Program Managers in order to share experience, to encourage collaboration and expertise sharing. Staff from Cavite thus came to Cebu to participate in the network's construction, in training the collectors...

¹⁴ Small community shop where basic products are available, often sold by the unit.

b) Material resources

At the end of the year TPA and W&L Cavite were ready to transfer the main office from Salcedo II to Tabon (municipality of Kawit), near the 3 project areas and where the working conditions are better. TPA Cavite will keep the office in Manggahan to be used as a storeroom for its construction equipment.

Partners in the field

Tubig Pag-Asa (TPA)

TPA, “Water For Hope”, is a Filipino company in charge of building the water network, distributing the water and collecting payments from its customers. It was created with the support of E&V.

Water and Life Philippines (W&L)

W&L is a Filipino NGO in charge of prospection, training and monitoring of sanitation aspects. It is E&V’s partner in the Philippines.

Maynilad Water Services Inc. (Maynilad)

Maynilad is the official private water operator in the region of Manila, within the framework of a 25 year concession which began on 1 August 1997. Before its privatisation, Maynilad was a partner of Benpres Holding Corporation and of Ondeo Water Services, Inc. (formerly known as Suez-Lyonnaise des Eaux). TPA has set up partnerships with Maynilad since 2009 for its water projects in the Manila region.

Local communities

From the very first prospection visits to the target areas, E&V calls upon the local communities (recruitment of surveyors, needs assessment...). E&V organizes activities with the population, involving them in the projects. Community representatives are elected and become the main link between E&V and the rest of the community.

1.1.3 Cebu

2012 achievements calendar

Year 2012	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Access to water												
Negotiations with MCWD and project preparation	x	x	x	x	x							
Signature of the MOA with MCWD						x						
Lower Tipolo network construction						x	x	x	x	x	x	
Network opening : early 2013												
Community reinforcement												
Community meetings, project promotion and awareness-raising	x	x	x	x	x	x	x	x	x	x	x	x
Fire prevention and fire-fighting												
Installation of fire hydrants in Lower Tipolo									x	x		
Sanitation												
Global Hand Washing Day in Lower Tipolo										x		

Results obtained

a) Construction of Lower Tipolo water network

Negotiations with MCWD

At the end of 2011, negotiations with MCWD to begin a project in Lower Tipolo (600 families) were well underway. How the expenses for the work on the main pipeline would be shared had, however,

not yet been decided. At the beginning of 2012, MCWD was very enthusiastic about the project, and proved extremely cooperative in finding a solution benefiting everyone: reduction of the main pipeline's diameter with sufficient water pressure to supply the area, modification of the manner in which the bulk meter was to be installed. A 15-year partnership contract between TPA and MCWD was signed in June 2012, and the LTHAI relocation site (243 families) was designated as the place to begin the network.

Field surveys finalised

In the first quarter, the TPA Cebu team completed the surveys in the different urban poor areas of Lower Tipolo. The local communities were impatient to finally have running water in their homes, and were ready to participate in bringing the project to life.

Lower Tipolo areas	Number of families interested in the TPA project (April 2012)
LTHAI	243
Zone 1 (Uniwide)	56
Jayme	79
Basubas	45
Espina	48
Maharlika	129
TOTAL	600

The few wells existing in these areas provide very poor quality water (high salinity - see appendix 2) and several of them are out of order as the inhabitants do not have the means to maintain and repair them. The studies conducted by TPA and W&L show that the wells will not hamper activity in this area.

Network construction

In June, TPA Cavite technical team travelled to Cebu to finalise the sizing of the network, the material needs and the choice of suppliers. In an effort to decrease expenses, it was determined with MCWD that TPA would be in charge of purchasing the main materials. Work on excavation for the main pipeline began in July. The technical team (composed of plumbers from TPA Cavite, plumbers and helpers from the local community) then focused on building TPA's part of the network. In the LTHAI zone, the individual meters are not grouped into clusters for practical and financial reasons linked to the way the houses are laid out. At the end of 2012, the TPA network was connected to MCWD's. Final network verification (leak detection, flushing and disinfection...) was the last necessary step before turning on the water for the first families in early 2013.

Despite the setbacks and MCWD's internal organizational problems, TPA Cebu is very pleased with the partnership, which has grown as the work in the field has progressed (MCWD has provided TPA with a dedicated technical interlocutor).

Applications and preparation for the opening of the network

Shortly after the community training sessions, families started applying to TPA. At the end of December 2012, 210 families had already applied. As Lower Tipolo is TPA Cebu's pilot project, it was decided, in agreement with the community leaders, to wait till after the festive season (holidays, numerous absences) to turn on the water under the best possible conditions. The tools and other resources necessary for the smooth operation of the project were prepared (printing of customers'

ledgers, water management software training undertaken, etc.). The technical team began meter calibration in the presence of the future customers. The results turned out to be satisfactory, revealing a maximum loss of 5%.

Target group: Lower Tipolo community in Mandaue City (Cebu region)
600 families that is approximately 3240 people

b) Continuation of prospection in Cebu

TPA Cebu, in partnership with MCWD, continued prospection in 3 other areas of Cebu:

Malibu (350 families): with MCWD planning to bring its main line within this area's reach, TPA could be in charge of water distribution in the community. Discussions with MCWD are underway, and this new project could be launched as early as the first quarter of 2013.

Guizo/Mantuyong (400 families): according to the preliminary surveys, the inhabitants are interested in TPA's project. As in Malibu, TPA will likely develop a project at some point in 2013.

Paknaan (120 families): this relocation site will eventually count 1000 additional homes. TPA and MCWD aim to bring water to the existing area, whilst foreseeing a possible extension once the new houses have been built.

c) Community training

In parallel to the construction work, TPA and W&L organized community training sessions: these aimed at presenting the project, as well as going through the different stages leading to its implementation. The LTHAI community is already very well organized, and its dynamic leaders are totally involved in the TPA and W&L project. In the other - less organized - areas, elections of community representatives will be undertaken.

d) Fire prevention and fire-fighting

W&L Cebu installed 3 fire hydrants in the LTHAI clusters (1 hydrant for 80 homes). A Community Fire Brigade will be created once the network opens in 2013.

e) Sanitation services

Global Hand Washing Day¹⁵

W&L Cebu organized "Global Hand Washing Day" in Lower Tipolo: it was attended by over 50 children, the W&L and TPA team, the community representatives and members of the Barangay. W&L organized games and hand washing sessions to children's songs, underlining the importance of a practice all too often performed without soap. W&L called on local companies and foundations of which Ramon Aboitiz Foundation Inc. and Dunkin' Donuts, for donations both financial and in kind.



¹⁵ See Global Hand Washing Day in Manggahan (Cavite) in the Philippines. The activities organised in Cebu are visible on the following link: <http://globalhandwashing.org/ghw-day/activities/water-and-life-philippines-lower-tipolo-mandaue-city-cebu>

Resources employed

The human and material resources are referenced in appendix 3.

a) Human resources

The Cebu team is composed of 7 regular employees (4 local staff and 3 expatriates), in addition to the Country Manager. In 2012, E&V reinforced the Philippines team by recruiting a Country Manager, a Filipina consultant, who supervises the Cavite and Cebu TPA and W&L projects 6 days a month, as well as playing a role in the development of partnerships. An external consultant consolidates the TPA and W&L accounts in Cavite and Cebu. A W&L Philippines Manager was recruited and is based in Cebu. She is responsible for Cavite and Cebu projects as well as for the development of activities linked to training, community reinforcement and sanitation. She also leads the geographical development of E&V, including prospection in Iloilo.

b) Material resources

TPA and W&L Cebu rent an office in the LTHAI project area. A head office will also be rented in 2013.

Partners in the field

Tubig Pag-Asa (TPA)

TPA, "Water For Hope", is a Filipino company in charge of building the water network, distributing the water and collecting payments from its customers. It was created with the support of E&V.

Water and Life Philippines (W&L)

W&L is a Filipino NGO in charge of prospection, training and monitoring of sanitation aspects. It is E&V's partner in the Philippines.

Metro Cebu Water District (MCWD)

MCWD is the main water operator in the Cebu region. Since November 2010, TPA and MCWD have been working together on the development of the Cebu pilot project. A 15 year partnership agreement between MCWD and TPA was signed in June 2012.

Local communities

From the very first prospection visits to the target areas, E&V calls upon the local communities (recruitment of surveyors, needs assessment...). E&V organizes activities with the population, involving them in the projects. Community representatives are elected and become the main link between E&V and the rest of the community.

1.1.4 Iloilo

E&V carried on with prospection in Iloilo, the country's 4th biggest city. Meetings were scheduled between the water operator Metro Iloilo Water District (MIWD), TPA, and the community leaders of San Juan and Calumpang areas (Molo district, municipality of Iloilo City) and Tanza-Esperanza (municipality of Iloilo City). These aimed at clarifying E&V's position and at assessing the water situation in the city. The communities in which prospection took place are definitely in need of water. In 2011, MIWD was already mentioning its pressure-related problems to E&V. At the end of 2012, MIWD has still not come up with a solution to deal with the scarcity of water, and its subsequent incapacity to meet all of its clients' needs. During the year, TPA defined the technical requirements (pressure, sizing) and made a proposal to MWSS (Metropolitan Waterworks and Sewerage System),

the water management and sanitation agency in charge of following up with MIWD. In 2013, according to MIWD's response, E&V will decide whether or not to pursue prospection in Iloilo.

1.1.5 Partnerships and local fundraising

E&V is looking to set up local partnerships both in the Philippines and in Bangladesh, for fundraising as well as for a more holistic approach to its work. In addition to the local partnerships enumerated below, others are currently being negotiated, in particular with the French Embassy in Manila and the Asian Development Bank.

Philippine Center for Water and Sanitation – International Training Network Foundation (PCWS-ITNF) and WASH Coalition Pilipinas

The PCWS-ITNF aims to promote human rights, particularly access to water and to a healthy environment in marginalized communities. It also coordinates a coalition of associations working in the field of water and sanitation, WASH Coalition Philippines. W&L has joined this network, and is particularly interested in the low-cost, environmental sanitation solutions which PCWS-ITNF offers.

TOTAL Philippines

TOTAL Philippines is interested in working with W&L on fire prevention and fire-fighting.

East Asia

This construction equipment provider is very interested in TPA's approach. East Asia has given water meters to TPA Cebu as well as technical expertise. This type of partnership with local suppliers is to be pursued.

Philippine Action for Community-Led Shelter Initiatives, Inc. (PACSII) Homeless People's Federation of the Philippines Inc. (HPFPI)

These two NGOs are working on the development of low-cost housing relocation sites in Cebu, for which they provide technical and financial assistance. W&L regularly works with these two NGOs.

Enfants du Mékong

This NGO called upon W&L with a view to setting up a education sponsorship program in Lower Tipolo. 15 children in the community are now sponsored by this organization.

1.1.6 Reinforcement of TPA and W&L Philippines

a) Institutionalisation of W&L Philippines

New members joined W&L Philippines' Board this year. The Board of Trustees is now composed of 7 members, mainly of Filipino nationality and from various professional backgrounds (legal, NGO, social entrepreneurship...). These different perspectives are very beneficial to W&L.

b) Reinforcement of technical resources

In the context of structuring its projects, the TPA and W&L teams are working on drafting manuals for operations, human resources and finance. These documents are being put together and should be completed in 2013. They will enable W&L to be registered with the country's social services department (Department of Social Welfare and Development), as well as with the Department of Health and the Department of Environment and Natural Resources.

1.1.7 Conclusion and prospects for 2013

2012 saw the extension of the Cavite project to a new area, and the network construction in Lower Tipolo, Cebu. TPA's activity has thus effectively taken off, and is now looking to be further developed. At the end of 2012, **546 households had access to running water**. In 2013, the 1400 families living in the 4 project areas should have access to running water, and networks will be built in at least 2 new areas of Cavite and Cebu. The start of a project in Iloilo has been postponed again, for reasons independent of E&V: 2013 is the year in which decisions will be made regarding this zone. Thanks to the local team's reinforcement W&L's social activities have begun. **Hygiene and environment awareness-raising days, fire prevention and fire-fighting training and the organization of the first sanitation activities were a success**, fostering change and enthusiasm amidst the local communities. In 2013, W&L Philippines' objective is to assess each project area's sanitation needs, to define a strategic plan, and to begin operations. Finally, the structuring of human and technical resources, initiated in 2012, must be pursued in 2013. This will involve creating a national head office, in charge of supervising and encouraging TPA and W&L Philippines' development.

1.2 Bangladesh

2012 achievements' calendar

Year 2012	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Access to water												
Setting up of SJP's office					x	x						
Partnership (MoU) with DWASA and DNCC		x										
Recruitment of local staff	x	x										
Training of the plumbers			x									
Training of the collectors (promotion, collection, IT)			x							x		x
Design and network plan	x	x	x									
Signing of partnership (DNCC-UNDP) and funds payment			x							x		
Construction of the network					x	x	x	x	x	x	x	x
Prospection						x	x	x	x	x	x	x
Community reinforcement												
Community meetings and promotion sessions				x	x	x	x	x	x	x	x	x
Sanitation												
Impact studies				x	x	x						
Global Hand Washing Day in Bhashantek										x		
Development of W&L												
Setting up of W&L's office	x											
Institutionalisation of W&L (initially as a local foundation then as an international NGO)	x	x	x					x	x	x	x	x
Recruitment of local staff	x											
Prospection						x						
Strategy and Manuals' development						x	x					x

Results obtained

1.2.1 Start of Bhashantek project

a) Design and planning of the network

The community was consulted and associated all during the water network design and planning phase. The network is divided into 6 zones. After finalising the mapping of the slum area (location of main access roads, water points, latrines...), the technical team located the different places for the installation of clusters (sites where all individual water metres are grouped) and the various pipes.

b) Construction of Bhashantek water network

The construction works for the Bhashantek water network began in May 2012 and the SJP team finished work on the main connection line to the local DWASA network in November 2012. The construction work was delayed because of many problems:

- The UPPRP funds needed for purchasing of materials were not paid into SJP's account on time due to the country's extremely complicated administrative procedures;
- Many political strikes (related to crime verdicts and other events during Bangladesh's Independence in 1971) immobilised the country (delivery and transport difficulties...);
- SJP encountered severe difficulties in procuring the materials needed for the network construction: local unavailability of certain materials, mediocre quality, lack of wholesalers and importers, price fluctuation, unreliable suppliers etc.
- Finally a serious pressure problem in the main DWASA network was reported and the technical team are working hard to find suitable solutions.



At the end of December, 400 households were already connected to SJP's network. Water provision is scheduled to start by the end of March 2013. SJP will then put into place its payment collection system. The entire Bhashantek slum (close to 3500 families) should be connected to SJP's network by the end of October 2013.

Water quality

SJP has run several water quality tests under the supervision of the NGO Forum's laboratory so as to guarantee the test results' legitimacy and accuracy. Certain of the chosen parameters were decided upon after an iron-related problem was detected in the pipes.

Parameters	Actual concentration	Standard values
<i>Residual Chlorine</i>	0.03	0.2
<i>Total Coliform</i>	0	0
<i>Faecal Coliform</i>	0	0
<i>pH</i>	6.9	6.5-8.5
<i>Dissolved Oxygen</i>	0.8	6
<i>Hardness</i>	82	-
<i>Sulphate</i>	3.1	400
<i>Dissolved iron</i>	0.06	-
<i>Oxidised iron</i>	0.08	-

Results of final tests performed in Bhashantek in December 2012

The tests showed that acceptable chlorine levels and the absence of coliform in the water mean that DWASA's chlorine pump is working well. Regular monitoring will nevertheless be necessary in order to ensure it is correctly and consistently functioning. The levels of dissolved iron and oxidised iron are not as high as estimated by DWASA. SJP will thus not take any iron removal measures before distributing the water in the community.

c) Project promotion



Two to three times a week the collectors and the encoder organise promotion sessions in the community in order to inform the residents about the project. Visual media – posters, film etc – help the inhabitants to better understand the unrolling of the project and its expected results. In total: 96 project promotion sessions have been organised, bringing together 2184 people. Nearly 470 households have filled out a SJP membership request form.

Target group: Bhashantek community, Mirpur 14, Dhaka
3,500 households = approximately 15,000 people

d) Fire prevention and fire-fighting

The W&L team in partnership with SJP has finalised the preparation of the fire prevention and fire-fighting training: 80 volunteers will be able to benefit from this training as soon as the water is connected in 2013.

e) Sanitation

Global Hand Washing Day



In celebration of Global Hand Washing Day (15th October 2012)¹⁶, W&L and SJP organised several cultural and artistic events in Bhashantek in partnership with other NGOs and community volunteers. The aim of this day is to promote good hygiene practices such as hand washing with soap. Thus dancing, drama and singing with local Bhashantek performers and a drawing competition were organised to reach a large audience. More than 120 children participated in the drawing competition on hand-washing theme. More than 500 people took part in the overall event in Bhashantek.

« Hygiene Knowledge and Practices » survey

W&L undertook a « Hygiene Knowledge and Practices» survey in Bhashantek by interviewing 350 people out of the 3500 households in the slum, foreseeing a 10% margin of error. The data was encoded into Sphinx software and cross-checked with annual and quarterly data on water-related diseases obtained from the Radda clinic located in Bhashantek. The overall conclusion was that despite hygiene knowledge being satisfactory, the actual practices were deficient due to several reasons: mainly lack of means and adapted infrastructure, and customs. W&L's strategy will be to focus on behaviour change for specific issues. A book aimed at children is being designed to promote good hygiene information and practices.

In 2013 W&L will work in partnership with the community leaders and other development stakeholders active in Bhashantek to establish the priorities in terms of sanitation (solid waste management, waste water treatment and drainage, latrine construction etc.) and to implement the appropriate sanitation systems.

¹⁶ See « Global Hand Washing Day » in Manggahan (Cavite) in the Philippines.

f) Community reinforcement

SJP and W&L have shown their commitment to training and empowering the community of Bhashantek by predominantly recruiting inhabitants of the slum and providing them with varied training opportunities to enhance and develop their capacities.

1.2.2 Prospecion

SJP undertook several prospecion visits in and around Dhaka to expand its activities. The presence of UPPRP in the slum areas is an important element as it helps the community to organise its decision-making processes and usually means that mapping of these communities has been finalised.

The prospecion reports establish 3 different categories of areas:

- Slums with favourable conditions for W&L's extension

	Name	Number of households	Remarks
1	Dhamalcot Bosti	8 000	Presence of UPPR; Organised community; Illegal connections to DWASA; Low risk of eviction
2	Pora Bosti	700	Organised community ; Legal connections but water is not safe to drink; Low risk of eviction
3	Kalabagan Bosti	500	Organised community supporting SJP's project; Illegal connections to DWASA; Low risk of eviction
4	Rupnagar Bosti	1 300	Presence of UPPR; Community organisation currently in progress ; Poor access to water and sanitation; Low risk of eviction
5	Duaripara Bosti	2 500	Organised community; Deficient existing water and sanitation system; Illegal and legal connections to DWASA

- Slums requiring further prospecion visits and studies

	Name	Number of households	Remarks
6	Geneva Camp, Mohammadpur	5 000	Organised community; Low risk of eviction; Pakistani residents: contentious legal and civil status (some residents have neither Pakistani nor Bangladeshi nationality but are not officially recognised as stateless...)
7	Tin Shed Tak Para Bosti, Mirpur	320	Presence of UPPR; Organised community; Low risk of eviction; Legality of water access unclear

- Slums with unfavourable conditions for W&L extension

	Name	Number of households	Remarks
8	N°16 Bosti and Balur mart Bosti, Mohammadpur	150	Private property; Restricted slum; Low risk of eviction
9	Buanirbad bosti (A, B, C, D and E block)	6 000	Complicated water supply network : some legal DSK connections but without meters, some illegal connections ; DWASA water supply = 2 hours per day
10	Shaelbari Bosti	630	Illegal connections; Government property; 2 criminal fires (arson); Slum's status currently under court judgement
11	Nasimabad Bosti	130	Private property; Restricted slum

These prospecion visits will continue in 2013, particularly with field visits to Gopalganj, Chittagong, Khulna, Tongi and in the suburbs of Dhaka.

1.2.3 Partnerships and local fundraising

2012 was a fruitful year in terms of local and international partnerships. Indeed, W&L was supported by the French Embassy in Dhaka, Grameen Danone, UNILEVER SHWAPNO, Degrémont and many other businesses and NGOs which accepted to provide financial or material aid. Donations in kind amounted to nearly 1300 EUR and funding came to 3200 EUR. The partnership with UNICEF for a new project was not finalised in 2012 due to internal problems between UNICEF and the World Bank. However UNICEF funding looks more positive for 2013. W&L will continue to build up new partnerships with development stakeholders and to identify further local funding possibilities next year.

Partners in the field

Dhaka Water Supply and Sewerage Authority (DWASA)

DWASA holds the monopoly for production, distribution and legal water sales within the administrative boundaries of the city of Dhaka. DWASA engineers work on the design and planning of the SJP water network and the installation of the bulk meter. Furthermore, DWASA will closely monitor the collection and payment system, the maintenance and network management. If the evaluation is positive after 6 months of SJP functioning, DWASA will be happy for SJP to replicate the concept in other slums.

Dhaka North City Corporation (DNCC)

DCC is an independent administration responsible for the municipal affairs of the city of Dhaka. It is divided into 2 organisations: DNCC for the Northern part and DSCC for the Southern part. DCC is responsible for the implementation of UPPR's program in partnership with UNDP. Up till now DCC provided support to UPPR's program by funding the maintenance and improvement of current installations (water supply, sanitation, drainage, solid waste management etc.) as well as community mobilisation. Going forwards their activities will no longer include sanitation, as this now falls under the UNICEF mandate and no longer under UNDP.

The United Nations Development Programme (UNDP) - UPPRP

The UNDP leads one of the main United Nations programmes for poverty reduction in Bangladesh's urban slums. The programme developed by Urban Partnerships for Poverty Reduction Project (UPPRP) is the largest urban poverty reduction initiative in Bangladesh, and one of the largest in the world. Through the Community Development Committees (CDC) UNDP and UPPRP fund the infrastructure necessary for the supply of safe water. Furthermore UPPRP supports the target communities towards improving their overall sanitary environment.

Shobar Jonno Pani Ltd. (SJP)

SJP is the Bangladeshi social business created by Eau et Vie in 2010. SJP sets up and monitors the water supply network in Bhashantek in partnership with the local communities and DWASA. SJP is bound to the communities for whom it works by a commercial contract and has thus obtained a concession for the next five years.

Water and Life Bangladesh (W&L)

W&L is the local counterpart of E&V in Bangladesh responsible for prospection, training and follow-up of sanitation issues. The organisation is in the process of registering with the NGO Bureau of Bangladesh.

Bhashantek community

Generally Bangladeshi society is very hierarchical and cultivates strong community spirit. Thus slum areas are usually already organised. Bhashantek community is organised around the CDC (Community Development Committee) which was initiated by UNDP. Since E&V arrived in the neighbourhood the team has heavily relied on the CDC for successful project development.

Resources employed

The human and material resources are referenced in appendix 3.

a) Human Resources

In 2012 SJP recruited and trained 1 encoder, 3 collectors and 2 plumbers (5 out of the 6 are from Bhashantek). The technical supervisor from Tubig Pag-Asa (the social business in the Philippines) visited Bangladesh to train the plumbers and the SJP project engineer in the following areas: construction of clusters, HDPE pipe-laying and welding. To promote communication and foster good inter cultural relations, all of the expatriates took Bengali language lessons.

The team in the field is composed of **10 regular local staff** and **2 expatriates**.

b) Material resources

To get around the recurrent security problems, W&L hires out a car with driver 5 days a week. A main office has been rented in the centre of Dhaka and includes a room to accommodate volunteers and visitors. For financial management 4 tools have been developed and put into place: petty cash monitoring, bank account monitoring and reconciliation, account monitoring. These W&L tools will in time be replaced by specific accounting software. The accounting for SJP social business is run on Tally software.

1.2.4 W&L registration

From the start E&V has been wishing to register W&L as a local NGO. However because the W&L Board of Trustees is composed of foreigners, W&L cannot have the status of a local NGO. It has thus been decided that W&L will be registered as an international NGO. A consultant has been recruited to follow up this procedure, which should be finalised in 2013.

1.2.5 Conclusion and prospects for 2013

There were many achievements for E&V in Bangladesh in 2012: construction of the water network in Bhashantek, recruitment and training of the team, development of a network of local and international partners. After a difficult start W&L was able to overcome certain obstacles such as funding delays which led to delays in the network construction and the challenge of finding suitable materials and suppliers. The end of the year was marked by a series of general strikes which slowed down activity and implied a reinforcement of security measures for the team. The prospection of new areas and the assurance of support from our partners give good hope for the extension of the project in Dhaka and its suburbs. The overall conclusion is thus positive with the W&L and SJP teams remaining motivated and enthusiastic despite the challenging political and economic situation. In 2013 SJP and W&L Bangladesh plan to open the water network and serve around 700 families in Bhashantek, organise fire prevention and fire-fighting activities as well hygiene promotion sessions, start a new project area and implement sanitation and solid waste management initiatives in all project areas. Management and project development tools will be reinforced.

1.3 France

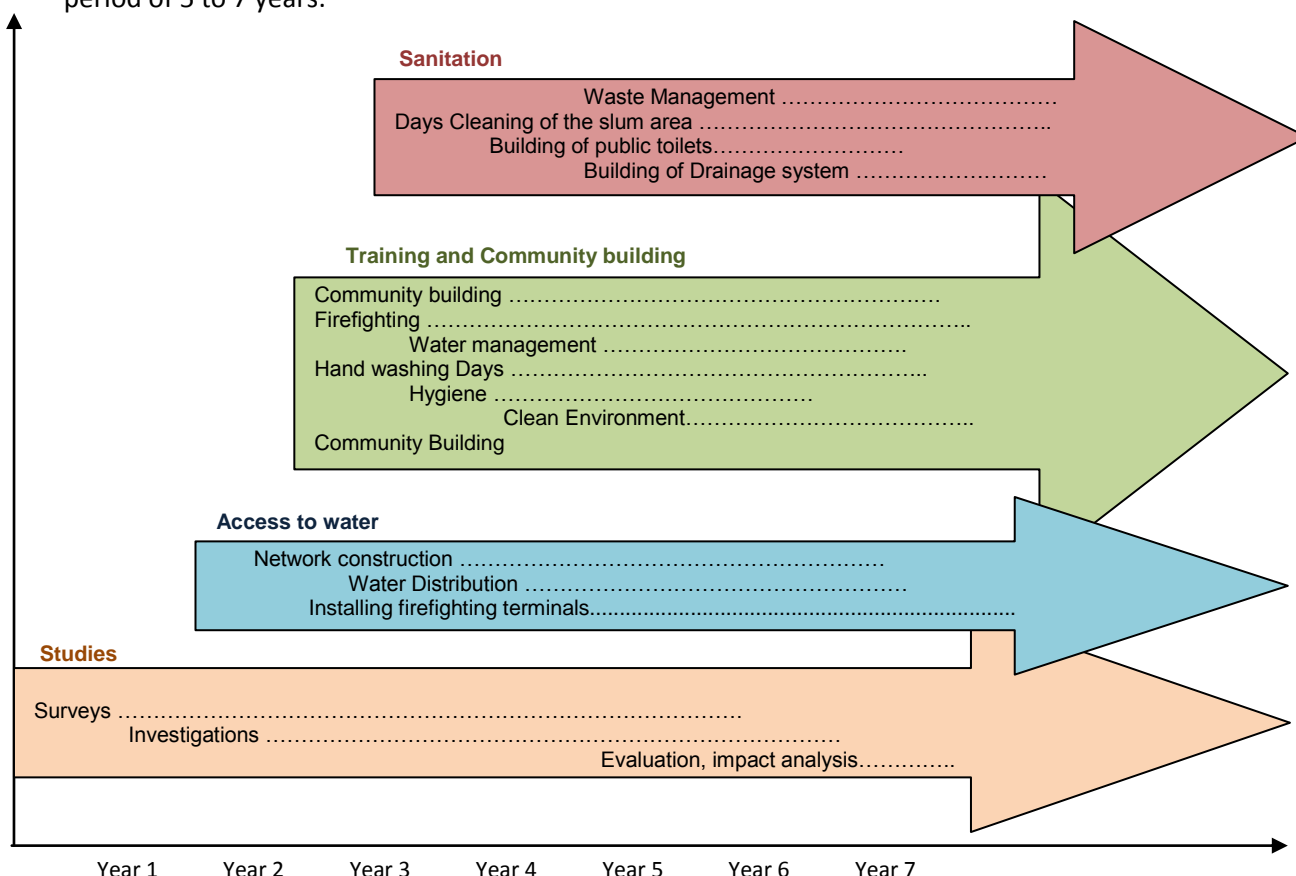
2012 achievements' calendar

Year 2012	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Recruitment of an Administrator				X								
Creation of water management software and subsequent tests in the field						X	X	X	X	X	X	X
Software training in the Philippines											X	
E&V Board of Trustees' meetings						X				X		
Partners' breakfast meeting										X		
Reviewing of the E&V Strategic Plan										X		
Monitoring and Evaluation visits (Ph : Philippines, Bd : Bangladesh)		Ph					Bd			Bd	Ph	
Action Plan and Budget 2013										X	X	

Results obtained

1.3.1 E&V Strategic Plan

At the end of the year and with a view to expanding its activities and local needs, E&V started rethinking its strategic plan. The fulfilment of E&V projects will track the following course over a period of 5 to 7 years:



The different stages of project implementation are as follows:


1. Prospection, needs assessment and feasibility study, in partnership with local partners.
2. Construction of the potable water network, connecting each family to an individual water meter.
3. Installation of fire hydrants alongside our water clusters in the heart of the community and training of a team of community volunteers.

- Implementation of a community training plan: training on water management and conservation, organisation of events linked to water and the environment (World Water Day, Global Hand Washing Day, Community Clean Up Days...), solid waste management and environmental conservation training.
- Start up of sanitation services needs assessment (garbage sorting and collection, ecological sanitation facilities, waste water drainage and treatment) and implementation.

Impact studies are planned at different stages of the project (impact on health, on the families' budget, on inter-community relations, on hygiene and on the environment...). E&V plans to refine this first strategic plan model in 2013.

1.3.2 Water management software

When the local business TPA opened E&V's first pilot project in Manila in 2009, a Filipino developer was assigned to design a water sales monitoring software. This did not work out as the needs were too complex. So TPA started its activities using an Excel file. A partnership was set up in 2011 with the *Fonds Suez Environnement Initiatives* to adapt one of their subsidiaries' software to E&V projects. Eventually this also ended up being too ambitious an endeavour. In 2012 E&V called on the services of a French consultant developer Jurasyn who took responsibility for designing and creating a software application which would run on Microsoft Access. A first version of the software called "Water Sales Management Database" was completed in October and the E&V's Information Systems Manager tested it with the team in the Philippines. Certain modifications needed to be made and the final version will be operational in early 2013.

CAS-C1-6-10											Collection List 						
Position	Member Name	Consumption						Connection Fees				Total collected	To be collected	Remarks	Member signature		
		Previous Reading	Present Reading	Volume (liters)	Total monthly consum.	Amount due	Previous Money Box	Amount to be paid	Amount paid	New Money Box	Prev. bal.					Previous MB	CF paid
01																	
11	Barahan Bienvenido C. P. Sr.	123,8	124,27	470	1470	24	-10	34					-3728	7288			<input type="checkbox"/>
10	Biago Evangeline T. B.	67,32	67,875	555	1035	28	-13	41					-3728	7288			<input type="checkbox"/>
44	Robles Ma. Fatima B. G.	151,14	151,76	620	3180	31	-106	137					200	3360			<input checked="" type="checkbox"/>
68	Sta. Prisca Julieta L.	53,92	54,7548	835	1235	42	-21	63					1100	2460			<input type="checkbox"/>
33	Samarino Zesinia F. E.	37	37,8674	867	1427	43	-7	50					-3728	7288			<input type="checkbox"/>
Total Cluster 01				3347	8347,2	168	-157	325					-9884	27684			

List of the people and amounts to be collected. Clients are listed in the order of a collector's route.

1.3.3 Resources employed

With the development of its activities, E&V decided to reinforce the team in France. The first position at Head Office was thus created: a past volunteer from the Cavite project started in April as Administration and Information Systems Manager. The 2 co-founders and independent consultants for E&V continued with project follow-up and undertook monitoring and evaluation field visits. The partnership established with La Guilde enabled E&V to send out 2 volunteers of 'International Solidarity' and 2 youth volunteers on 'Service Civique'. E&V subcontracted its HR administrative management tasks to the NGO Inter Aide.

Board of Trustees¹⁷

The Board of Trustees met twice in 2012 and approved the addition of a new member, bringing the total number of Trustees to 9.

1.3.4 Communication

Two social media "Facebook" pages were created¹⁸ by the 'Service Civique' volunteers as a

¹⁷ The list of the members of the Board of Trustees can be found in appendix 5.

complement to the E&V website and blog (www.ngo-waterandlife.org/blog). In 2013 these communication tools will need to be reviewed and possibly adapted to correctly reflect the development of the projects.

Resources employed

The human and material resources are referenced in appendix 3.

Eau et Vie's partners

E&V's main funders are listed in appendix 5.

1.3.5 Conclusion and prospects for 2013

In 2012 E&V welcomed its first official employee at Head Office. This new phase mainly enabled work to proceed on the development of the water management tool. Indeed, after 2 years of unsuccessful attempts, E&V decided to engage an IT consultant to design its own information and water project management system. Delivered at the end of 2012 this software meets our requirements. It will be installed in all projects in 2013 and a complementary version will further be developed to produce more complex data analysis and cross-referencing. The reinforcement of the head office team which was initiated in 2012 will continue in 2013 with the recruitment of an Executive Director and the in sourcing of the accounting which up till now had been done externally. Finally, work on the revision of Eau et Vie's strategic plan will be finalised in 2013, in consultation with the field teams. Access to running water is E&V's entry point into slum communities and is accompanied by a whole range of services pertaining to community reinforcement, community training and sanitation solutions.

V. Conclusion

In 2012 Eau et Vie moved on to the next stage in the field. Activities relating to community training in raising awareness on hygiene and environmental issues were initiated. This was possible in part thanks to the reinforcement of the teams, to the experience accumulated and to the partnerships established. The fire prevention and fire-fighting equipment and training package were also put into place. Henceforth for each project site and in partnership with the communities and local development stakeholders, Eau et Vie will provide access to clean running water and community training related to hygiene, the environment and fire prevention. In 2013 the issue of community sanitation will be studied in more detail and appropriate solutions will be put into place. Human and technical resources will continue to be strengthened: after the recruitment of the first employee in Head Office and the development of the water management software in 2012, in 2013 E&V will recruit an Executive Director and put into place an accounting system more adapted to our work. Network extension in the Philippines and Bangladesh will continue and E&V will undertake a prospection visit to Ivory Coast. At the end of 2012, 546 families had access to clean running water thanks to the small scale social water operators created by E&V in the field. By the end of 2013 the aim is to reach more than 2000 families, especially by finalising the Lower Tipolo and Bhashantek networks. The sustainability of the projects will be studied. Finally we will continue to develop the local partnerships already initiated in 2012. Beyond looking for new funding opportunities the overall aim is to work in even closer symbiosis with the communities and local authorities, as well as with other development stakeholders, to further encourage synergy and resource sharing.

¹⁸ <http://www.facebook.com/WaterLifeSjpBangladesh> - <http://www.facebook.com/pages/Water-Life-TPA-Philippines/290112121081324>

Appendix 1: The goals of Eau et Vie

The overall goal of Eau et Vie projects is to provide access to clean running water and to improve the living conditions of depressed urban communities in the Philippines and Bangladesh. This goal can be broken down into the following specific objectives:

1. Install and maintain an adapted and sustainable potable water network.
2. Sell water at an affordable price and organise a payment collection system.
3. Install fire hydrants and sanitation facilities managed by the community.
4. Organise and provide community training on the themes of water, hygiene, fire prevention, fire fighting and sanitation (solid waste, waste water, sewage...).

To achieve these objectives E&V implements the following activities:

<i>Activities</i>	<i>Expected results</i>	<i>Indicators</i>
<ul style="list-style-type: none"> - Install and maintain an adapted water network in depressed urban communities enabling every household to have access to potable running water. - Recruit and train the local social business staff (80% are recruited from within the slum areas) in collection duties, encoding, maintenance and management of the system in order to ensure sustainability of the project. - Install fire hydrants and train community volunteers in fire prevention and fire-fighting. - Organise in partnership with various local stakeholders, community hygiene/health promotion sessions, with the aim of improving hygiene practices. - Work with the existing community organisation to build their capacity to manage community funds and projects. - Coordinate and share with development stakeholders and local authorities engaged in the areas. 	<ul style="list-style-type: none"> - 100 % of households have an individual tap giving them access to potable water. - Unpaid bills do not exceed 5%. - 80 % of staff working in the local social businesses, TPA and SJP, are from the project area. - The local staff is trained. - Installation and maintenance of one fire hydrant per 100 families. - 2 community fire brigade volunteers per hydrant, trained in fire prevention and fire-fighting. - Increase in the percentage of people washing their hands with soap at key moments of the day. - Decrease of expenses linked to health and sick leave due to poor water, sanitation and hygiene. 	<ul style="list-style-type: none"> - Number of houses connected to the network and number of water metres installed. - Presence of coliform in the water. - Percentage of unpaid water bills. - Financial sustainability of local businesses. - Number of employees of the local social business originally from project area. - Number of training days provided to local staff. - Community fire brigade volunteer reaction time during fire drills and fire prevention and fire-fighting training. - Number of community training days provided on water, sanitation and hygiene themes. - Average number of sick leave days per month and per family. - Average expenses linked to health and sick leave. - Number of cases of serious diarrhoea (adults and children under 5). - Percentage of people washing their hands with soap at key moments. - Number of well-maintained facilities devised for hand-washing near toilets. - Number of coordination meetings organised with partners.

Appendix 2: Location of activities

Philippines



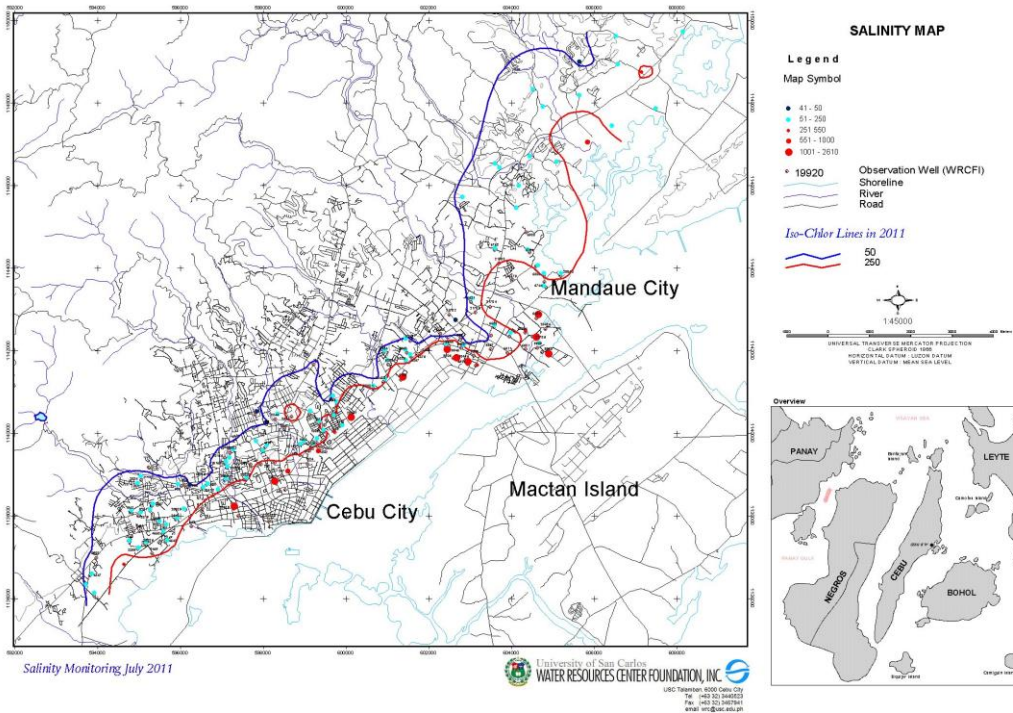
The Philippines



Location of the Cavite projects



Cebu: Satellite view of Malibu, Lower Tipolo, Guizo and Mantuyong areas.



Ground water salinity map of Cebu: The level of salinity is very high (red line) thus denoting poor quality of ground water in this area. Compared to the 2009 map, this 2011 map shows that the red line is moving into the city more and more. All E&V's target areas in Cebu are within the red line where the existing deep wells should no longer be used as the water they provide is of poor quality and not potable at all.

Bangladesh



Bangladesh



Dhaka : Bhashantek slum (yellow ellipse), W&L office in Mohammadpur (red ellipse)



Bhashantek slum (red) and DWASA main pipeline (blue line).

Appendix 3: Resources employed

Philippines

Human Resources Cavite

Country Manager: Celine (part-time consultant since June 2012)	
TPA Cavite	W&L Cavite
<ul style="list-style-type: none"> - 1 Program Manager: Joel (Sept 2011) - 1 Administrative Assistant: Catherine (June 2011) - 1/2 Bookkeeper: Arlene (March 2012) - 1 Branch Manager: Tony (June 2011) - 1 Encoder: Emerson (March 2012) - 1 Technical Supervisor: Ernesto (June 2011) - 1 Plumber: Yonie (June 2011) - 1 assistant plumber: Bobong (July 2011) - 5 Collectors: <ul style="list-style-type: none"> - Salcedo II: Evelyn (Sept 2011), Carisa (Dec 2012) - Manggahan: Susan and Lilibeth (Jan 2012) - Pugad Ibon: Gloria (Dec 2012) 	<ul style="list-style-type: none"> - 1 Community Coordinator: Angie (Aug 2012) - ½ Bookkeeper: Arlene (March 2012) - Surveyors (daily) for prospection

Human Resources Cebu

Country Manager: Celine (part-time consultant since June 2012)	
TPA Cebu	W&L Philippines / W&L Cebu
<ul style="list-style-type: none"> - 1 Program Manager (expatriate with international volunteer status - VSI¹⁹): Stéphane (Sept 2011) - 1 Administrative Assistant: Cherry (Jan 2012) - ½ Bookkeeper: Lanie (Nov 2012) - 1 Technical Supervisor: Virgil (Aug 2012) - 1 Plumber: Ismail (Oct 2012) - 3 daily helpers for water network construction 	<ul style="list-style-type: none"> - 1 W&L Philippines Program Manager (expatriate with international volunteer status - VSI): Sandrine (April 2012) - ½ Bookkeeper: Lanie (Nov 2012) - 1 youth volunteer - 'Service Civique' (program support, communication, development of the manuals): Aline (March 2012) - Surveyors (daily) for prospection

Material resources Cavite

Material means shared between TPA/W&L	TPA	W&L
<ul style="list-style-type: none"> - 1 main office in Salcedo II, Noveleta (rented) - 1 office for material storage in Manggahan, Kawit - 1 fixed phone line + WIFI Internet - Office equipment - 1 scooter - 2 printers - 1 scanner - 1 digital camera 	<ul style="list-style-type: none"> - 2 laptops - 2 desktop computers - Construction tools 	<ul style="list-style-type: none"> - 1 laptop

¹⁹ International Volunteer Status (*Volontaire de Solidarité Internationale*)

Material resources Cebu

Material resources shared between TPA/W&L	TPA	W&L
<ul style="list-style-type: none"> - 1 office in LTHAI area (rented) - 1 fixed phone line + WIFI internet - Office equipment - 1 printer/scanner - 1 projector + screen + loud speakers 	<ul style="list-style-type: none"> - 1 laptop - 1 desktop computer - Construction tools 	<ul style="list-style-type: none"> - 1 laptop

Bangladesh

Human Resources

SJP	W&L Bangladesh
<ul style="list-style-type: none"> - 1 Country Manager (expatriate): Hildegarde (July 2011) - 1 External Relations Manager: Musfika (Aug 2010) - 1 Administrative and Finance Manager: Nabi (March 2012) 	
<ul style="list-style-type: none"> - 1 project engineer: Arif (January 2012) - 1 Encoder: Jalal (March 2012) - 2 plumbers: Kuddus and Panir (March 2012) - Daily workers - 3 Collectors: Selina, Shajala and Arif (March 2012) 	<ul style="list-style-type: none"> - 1 youth volunteer - 'Service Civique' (program support, communication, development of the manuals): Laure (April 2012) - 1 Training Manager: Saby (December 2012)

Material resources

SJP	W&L Bangladesh
<ul style="list-style-type: none"> - 1 office + storage room in Bhashantek (rented) - Office equipment - 2 computers - 1 printer - Communication tools: visual promotion box (with screen) - Construction tools 	<ul style="list-style-type: none"> - 1 office (2 rooms + 2 bedrooms) in Mohammadpur, (rented) - Office equipment - 1 fixed phone line + WIFI internet - 3 laptops - 1 desktop computer - 2 printers - 1 rented car (with driver) - 1 camera

France

Human Resources

- 1 Administration and IT Systems Manager
- 2 consultants
- 1 external consultant

Material resources

- 1 office
- 1 computer

Appendix 4: Photos²⁰

Overview of the project areas



Bhashantek (Bangladesh)



Uniwide in Lower Tipolo (Cebu, Philippines)

Current sanitation and environmental situation



Bhashantek (Bangladesh): Open toilets - Garbage in the slum area



Philippines: Frequent flooding in urban poor areas – Garbage and untreated sewage in the rivers and creeks

²⁰ These photos are the property of Eau et Vie

Access to water - Construction of the network

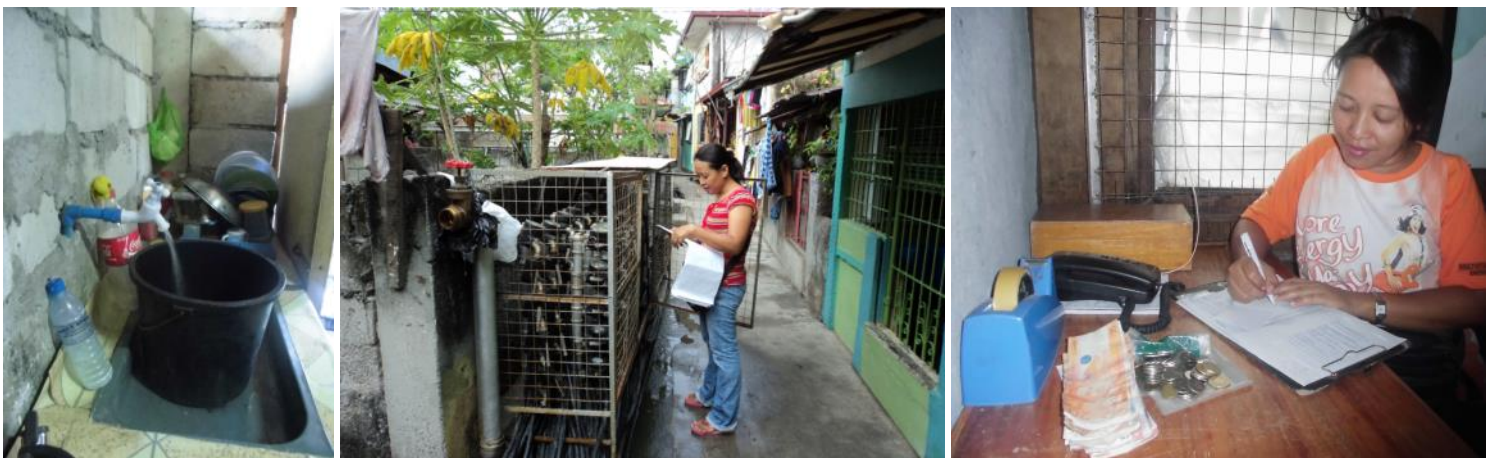


Lower Tipolo (Cebu, Philippines): Cluster – Connection to the bulk meter – Pipeline serving the houses



Bhashantek (Bangladesh): Installing the main pipeline – HDPE pipes – Cementing the alleyways

Access to water - A tap in every house



Cavite (Philippines): A tap in every house – Water meter reading - Billing

Training



Bhashantek (Bangladesh): Plumbing and welding - Water meter reading

Solid Waste Management



Salcedo (Cavite, Philippines): Community Clean-Up Day

Hygiene training



Bhashantek (Bangladesh): Drawing competition on hygiene theme

Appendix 5: Eau et Vie's partners and Board of Trustees

Partners

- The 'Fondation Avenir Finance' (Philippines)
- The 'Fondation Brageac-Solidarité' (Bangladesh)
- The 'CapsLuxe - groupe Elba France' company (Philippines)
- The 'Delacommune et Dumont' company (Philippines)
- 'Henry Huyghues Despointes - 21 Centrale Partners' (Philippines and Bangladesh)
- Michel Guillet and the 'Fondation pour Genève' (Philippines and Bangladesh)
- 'Fondation Lord Michelham of Hellingly' (Philippines)
- 'Institut Robin des Bois' (Philippines)
- The Rotary Club of Paris Académies (Bangladesh)
- The 'Fonds Suez Environnement Initiatives' (Philippines and Bangladesh)
- 'La Table de Cana' (Bangladesh)
- The 'Fondation Trafigura' (Philippines and Bangladesh)
- The United Nations Development Programme (UNDP) in Bangladesh
- Several individuals

In each program country E&V works to raise funds locally, from institutions and local businesses.

Eau et Vie wishes to thank all its partners for their support.

Board of Trustees

The E&V Board of Trustees helps in defining the goals and strategies of the organisation as well as raising funds and ensuring their good utilisation. The members of the Board of Trustees are men and women from a wide spectrum of backgrounds: business, development, non-profit...

Nelly de Varine: President
Nicolas Jourdier: Treasurer
Jean-Hubert de Roux: Secretary
Hortense Brault
Stéphane Buthaud
Vincent Faber
Etienne Huyghues-Despointes
Eugène Omosolo
Agnès de Roux