



# eau et vie

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Improving living conditions in depressed urban areas through sustainable access to running water, fire prevention, sanitation improvement and waste management

**Philippines - Bangladesh - Ivory Coast**

## 2013 Annual Report



Prospections in Ivory Coast



Launching of Bhashantek water network (Bangladesh)



Enhancing community building

Firefighting trainings



Work on sanitation and waste management (Philippines)



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# List of abbreviations and acronyms

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Abbreviations	Complete Name	Description
<b>Barangay</b>	Barangay	In the Philippines, municipalities are divided into districts called « Barangay »
<b>D(N)CC</b>	Dhaka North City Corporation	The DNCC represents the Bangladeshi Government in the overall development plan of Bhashantek slum (Dhaka)
<b>DWASA</b>	Dhaka Water and Sewerage Authority	Water distributor in charge of the Dhaka region (Bangladesh)
<b>E&amp;V</b>	Eau et Vie	
<b>Maynilad</b>	Maynilad Water Services Inc.	Water distributor working in the Western area of Metro Manila (Philippines)
<b>MCWD</b>	Metro Cebu Water District	Water distributor working in Cebu (Philippines)
<b>MIWD</b>	Metro Iloilo Water District	Water distributor working in Iloilo (Philippines)
<b>NWRB</b>	National Water Resources Board	Government agency in the Philippine water sector, under the administrative supervision of the Department of Environment and Natural Resources
<b>NGO</b>	Non-Governmental Organization	
<b>UNDP</b>	United Nations Development Program	
<b>SJP</b>	Shobar Jonno Pani Ltd.	Local social business created by E&V in Bangladesh
<b>TPA</b>	Tubig Pag-Asa	Local social business created by E&V in the Philippines
<b>UPPR(P)</b>	Urban Partnerships' for Poverty Reduction (Project)	Poverty Reduction Partnership between UNDP and the Bangladeshi Government
<b>W&amp;L</b>	Water and Life	Created by E&V in the Philippines and Bangladesh, these local NGOs are in charge of project development

# Introduction

E&V is a Non-Governmental Organization (NGO) founded in 2008. It aims to improve living conditions of the most disadvantaged populations in urban depressed areas of developing countries in a sustainable way. Its founders, Valérie Dumans and Philippe de Roux, both met in the field, while working in Philippines on a micro-credit program of the Inter Aide NGO. Once they came back to France, they continued their social commitment through several organizations.

E&V aims to improve urban poor families' living conditions by installing running water networks into each home; by providing trainings, sanitation, waste management and fire-fighting services.

Through social entrepreneurship and working in close collaboration with communities and local authorities, E&V supports the creation of small local social businesses in depressed urban areas, where official distributors cannot work in compliance with their quality standards. Local businesses were created by E&V (Namely: Tubig Pag-Asa<sup>1</sup> -TPA- and Shobar Jonno Pani<sup>2</sup> -SJP-) in order to build water networks, distribute water in depressed urban areas and provide all associated services, from billing to maintenance. At the same time, NGOs (Water and Life Philippines and Water and Life Bangladesh -W&L-) created by E&V, ensure the following activities: enhance community building, hygiene and fire-fighting trainings, install fire hydrants, provide sanitation and waste management services.

**All of these activities are conducted in accordance with the needs expressed by slum residents and in partnership with local and international development stakeholders.** These projects impact the population's health (lowering of water-related illness and unsanitary environment-related illness) as well as their living environment: jobs creation, savings for family budgets, lowering of violence in these districts. Finally, these projects enhance slum residents' self-esteem, as they are considered as full citizens and actors. These areas have long been neglected by public policies. Actions taken by E&V and its partners (W&L, SJP and TPA) within these areas enable to place authorities face to face with their responsibilities and contribute changing the way they consider slum residents. E&V model states that slum residents are not passive recipients of aids, but are actors and clients who collectively choose to improve their living conditions.

E&V strategic plan is divided into 4 phases covering a 7 to 10 years period:

1. Provide access to potable running water to urban poor families and install fire hydrants managed by trained volunteers from district community.
2. Train the communities and local leaders in water management, environment conservation and hygiene.
3. Install collective sanitation facilities (latrines and sewerage) and waste management.
4. Build on, assess and measure the impact of these actions on the residents' living conditions.

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<sup>1</sup> In Philippines

<sup>2</sup> In Bangladesh

# Abstract

## 1. 2013 achievements

### 1.1. In the field

		District	Targeted Beneficiaries (number of households)	Access to running water (number of beneficiary households)	Prevention and fire-fighting	Hygiene awareness	Environmental awareness Sanitation and waste management	Enhancing community building
Philippines	Cavite	Salcedo II (2011)	320	307	1 fire hydrant per 80 households 1 volunteer firefighter per 30 households 150 people trained in fire-fighting	Global Hand-washing Day (230 children)	neighborhood Clean-Up Day (140 participants)	Numerous meetings with people community representatives and other actors working in slum districts
		Manggahan (2012)	240	186	113 people trained in first aid			
		Pugad Ibon (2012)	250	224				
	Cebu	Lower Tipolo (2013)	600	390	1 fire hydrant per 80 households 1 volunteer fire-fighter per 23 households 40 people trained in fire-fighting	Global Hand-washing Day (71 participants) Global Environment and Ocean Day in Lower Tipolo (175 participants) 30 water-saving sensitive people	Pilot project for the promotion of composting (23 households) neighborhood Clean-Up Day (200 participants) Awareness-raising contest « Reduce, reuse, recycle » (250 participants)	
	Philippines total		1 410	1 107	303	506	613	
Bangladesh	Dhaka	Bhashantek (2013)	3 500	235	90 people trained in fire-fighting	Global Hand-washing Day (109 children) 339 hygiene sensitive children Publication of 1 000 copies of a child's book	Presentation to World Bank of a sanitation project in Bhashantek Signing of a partnership with Swisscontact to implement a waste collection and sorting pilot-project	
	Bangladesh total		3 500	235	90	448		
Total number of beneficiaries			4 910	1 342 households (7 000 people)	393 trained people	954 beneficiaries	613 participants	

### 1.2. In France

- Install a water management system in TPA and SJP agencies
- Reinforce headquarters' team
- Prospect in Ivory Coast and conduct feasibility studies

## 2. Conclusion

Year 2013 was marked by the launching of running water distribution in Bangladesh and in Cebu. By end of 2013, 1 342 households had access to running water, including 1 267 of them direct access at home. The water management system was installed in each of SJP and TPA agencies. As water reaches new areas, W&L installs fire-fighting systems. Both in Philippines and Bangladesh, W&L developed water, hygiene and environmental awareness raising actions, and reached about 1 500 people. The identification of sanitation and waste management needs has started. It will be finalized by 2014, then adapted services will be implemented. All these activities allowed W&L to strengthen its partnerships with communities, local authorities and various water and environment stakeholders. Finally, prospection in Ivory Coast pave the way to the implementation of a pilot project in 2014.

# Projects progress in Philippines

## 1. Cavite

### 1.1. Earlier achievements

In 2008, E&A created a social business entity named Tubig Pag-Asa (TPA) as well as a local organization named Water and Life Philippines (W&L). TPA and W&L projects are in the row of government objectives, which by 2015 set a target of 86.6 % people with drinking water access and 83.8 % people with access to sanitary toilet facilities. These projects meet the National Water Resources Board's pressing needs for small operators to start water distribution as soon as possible in depressed areas, where no operator dares to set up. This Board approves all projects and fixes prices charged by small operators, such as TPA. In 2009, first water network was built in Sipac slum, located in the North of Metro Manila. Unfortunately, a fire occurred on 26<sup>th</sup> August 2010 and destroyed the whole area. 75 % of the 783 targeted households were connected to TPA water network. This disaster wiped out everything, as residents were relocated in other districts and TPA was not able to continue its project. These few months activities in Sipac highlighted the usefulness and viability of this project. Thus the local water distribution concession and partner of the project, Maynilad Water Services Inc., invited E&V to start a new project in the South of Metro Manila suburbs, in the depressed districts of Cavite<sup>3</sup>. A partnership agreement was signed in 2011 between TPA and Maynilad for a 15-year duration. In 2012, TPA was operating within 3 slums: Salcedo II (since September 2011), Manggahan (since January 2012) and Pugad Ibon (since December 2012), providing safe drinking water to 546 households. At the same time, W&L started conducting actions for hygiene, environment and fire prevention development and awareness. 22 Filipinos and 3 French people were working for W&L and TPA.

2012 Achievements		
Services	Number of beneficiaries	Means/Actions
Access to running water	<b>546 households</b> (about 3 000 people)	546 connected to TPA Cavite network (Salcedo II, Manggahan and Pugad Ibon)
Fire prevention and fire-fighting	<b>810 households</b> (about 4 000 people)	10 fire hydrants (Salcedo II, Manggahan and Pugad Ibon) 8 volunteer firefighters (Salcedo II)
Hygiene awareness	<b>50 children</b>	Global Hand washing Day in Manggahan
Environment awareness	<b>320 households</b> (about 1 800 people)	neighborhood Clean-up Day in Salcedo II (142 participants) Installation of 30 waste bins and 2 big waste containers in Salcedo II
Enhancing community building	<b>810 households</b> (about 4 000 people)	14 representatives of Salcedo II community 8 representatives of Manggahan community 10 representatives of Pugad Ibon community

<sup>3</sup> Confer location of conducted actions in appendix

## 1.2. 2013 achievements

During year 2013, several natural disasters occurred in Philippines, which resulted in thousands of victims and substantial damages. On August, Cavite region and TPA and W&L intervention areas were submerged under 2 meters of water. It took Cavite's residents few days to recover and clean up the area. On October, an earthquake measuring 7.1 on Richter scale hit Visayas, causing severe material damages in Cebu. Finally, the year ended with one of the worst typhoons that ever occurred in the country: Haiyan wiped off the map several cities and towns about 150 kilometers North of Cebu. These disasters deeply impacted the population. It is against this background that TPA and W&L teams conducted their activities.

In 2013, TPA Cavite targeted a reduction of network leakage rate to 10%, households' connection to Pugad Ibon network and prospection of new areas. W&L aimed to undertake a diagnosis of sanitation and waste management systems in each district.

2013 calendar of achievements	Jan.	Feb.	Mar	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
<b>Access to water</b>												
Finalize households' connection (Pugad Ibon)	X	X										
Replace water meters (Salcedo II, Manggahan)			X	X								
Install water management system	X						X	X				
<i>Prospection : Mapping of Tambakan and survey conducted among residents</i>											X	X
<b>Fire-fighting</b>												
Creation of a fire-brigade (Manggahan)			X									
Creation of a fire-brigade (Pugad Ibon)			X									
First aid trainings (Manggahan)					X							
<b>Hygiene awareness</b>												
Global Hand washing Day (Pugad Ibon)										X		
<b>Sanitation</b>												
Study on sanitation solutions					X		X		X		X	
<b>Waste management</b>												
neighborhood Cleanup Day (Salcedo II)									X			
<b>Enhancing community building</b>												
Awareness raising sessions toward the community	X	X	X	X	X	X	X	X	X	X	X	X
Christmas celebration within the community												X

Activities undertaken in 2013		
Services	Number of beneficiaries	Means/Actions
<b>Access to running water</b>	<b>717 households</b> (about 4 000 people)	717 connections to TPA Cavite network (Salcedo II, Manggahan and Pugad Ibon)
<b>Prevention and fire-fighting</b>	<b>810 households</b> (about 4 500 people)	1 fire hydrant per 80 households 1 volunteer firefighter per 30 households 150 people trained in fire-fighting 113 people trained in first aid
<b>Hygiene awareness</b>	<b>230 children</b>	Global Hand washing Day in Pugad Ibon
<b>Environment awareness</b>	<b>320 households</b> (about 1 800 people)	neighborhood Clean-up Day in Salcedo II (140 participants)
<b>Enhancing community building</b>	<b>810 households</b> (about 4 500 people)	Numerous activities and meetings within and outside of the districts

## A. Access to running water

### Cavite water network development

Throughout the year, TPA organized numerous meetings to encourage residents of these three districts to connect its network rather than use poor quality well water. Actions led to a good outcome and the number of households connected to TPA network increased by 31 %, rising to 717. At the end of 2013, TPA Cavite covered 88 % of Salcedo II, Manggahan and Pugad Ibon households.

Water quality testings are carried out on a monthly basis. Samples are taken from the water tap of a randomly selected customer and then are analyzed by an independent laboratory. Samples are tested for coliform and heterotrophic counts. Results are displayed on each cluster and show that TPA water complies with the national standards for drinking water in the Philippines.

Laboratory Sample No.	13 - 12391
Sample Source	SUSAN ARCILLA
Location	Manggahan Lanai, Kawit, Cavite
Submitted by	E & V Tubig Pag - Asa, Inc. c/o Mr. Antonio De Leon
Date and Time of Collection	October 7, 2013 10:50 AM
Examination	October 7, 2013

RESULT OF THE MICROBIOLOGICAL EXAMINATION OF WATER			
TEST PARAMETERS	PNSDW 2007 STANDARD	SAMPLE RESULT	REMARKS
TOTAL COLIFORM ANALYSIS MPN / 100 mL	Less than 1.1	Less than 1.1	PASSED
FECAL COLIFORM ANALYSIS MPN / 100 mL	Less than 1.1	Less than 1.1	PASSED
HETEROTROPHIC PLATE COUNT (HPC) cfu / mL	Less than 500	0 cfu / mL	PASSED

REMARKS: The test results refer only to the particular sample submitted.

Reference: PNSDW - Philippine National Standards for Drinking Water 2007

After studies and discussions were conducted with community representatives, TPA replaced Salcedo II and Manggahan individual water meters with more accurate water meters. TPA water leakage tremendously decreased: The 10 % leakage target was reached.

### Continuation of prospection in Cavite

In 2013, prospection was extended to other districts of Cavite in order to expand water networks.

Teams carried out mapping and studies in **Tambakan district**, adjacent to Salcedo II. These studies had a triple objective: area mapping to forecast water network, assess the residents' needs and collect socioeconomic data to analyze projects impacts afterward. These studies will be finalized by early 2014. Tambakan project concerns 200 households.

In **Santa Rosa district (region of Laguna**, in Southern Cavite), TPA and W&L teams identified two zones, Makabli Jordan 1 and Kaingin. Both communities currently use well water or buy extremely expensive water containers. In both cases, water quality is suspect. Residents are impatient to welcome TPA project in their district. A partnership agreement between TPA and the local water concession, Laguna Water District, is in the process of signing. This project will start in 2014, and will concern 300 households.

By the end of 2014, TPA Cavite will provide access to safe running water to 1 310 households, meaning about 6 500 people in total.

## Sustainability of TPA Cavite Agency

By end of its second year of operation, TPA Cavite Agency has not reached profitability yet. The average monthly deficit is 25 000 PHP<sup>4</sup> :

TPA Cavite 2013 average monthly data	In thousands of Pesos (PHP)
Water sales	228
Service charge	4
Connection fees	67
<b>TPA Cavite income</b>	<b>299</b>
Water concession charges	62
Water analysis charges	1
<b>Gross operating income</b>	<b>235</b>
Personnel expenses	150
Operation expenses	22
Taxes and licensing	6
Amortization expenses	76
Financial Charges	6
<b>TPA Cavite average monthly expenditures</b>	<b>260</b>
<b>TPA Cavite average monthly net income</b>	<b>-25</b>

Viability of an agency relies on 5 points:

a) Number of clients

At the end of 2013, 88% of the 810 families living in the 3 covered districts were connected to TPA Cavite network. To reach profitability, the agency must develop its catchment area and reach a minimum of 1 200 clients. One of TPA Cavite main objectives in 2014 is to start building water networks in both identified districts.

b) Payment collection rate



Since the beginning of operations, a daily collection system was in place. In order to fit some clients' earnings frequency and decrease personnel charges, a weekly collection system was implemented at the end of the year. Collectors' professionalism and adequacy of collection frequency with clients' incomes should enable to reach a 95 % payment collection rate. Due to management issues, TPA Cavite collection rate was insufficient (below 80%). More than 8% of clients had their water meter shut<sup>5</sup> due to late payments. The new agency manager will be joining the team on January 2014 and his

roadmap includes improvement of collection rate and recovery of unpaid debts.

<sup>4</sup> Around 470 Euros

<sup>5</sup> After two unpaid bills, TPA shuts client's water meter in order to collect payment; meters are re-opened as soon as debt reimbursement is effective.

c) Volume of water sold

Each household uses a monthly average of 7.56m<sup>3</sup> of water, meaning 1.3 m<sup>3</sup> per person. Brought to a daily basis and based on 5.6 people per household, water consumption reached 45 liters per person per day in all 3 districts. It is relatively close to global poverty-reduction target in terms of minimum water consumption (50 liters of water per day per people). In reality, families keep using well water in these districts, using low-quality but free water. They use TPA Cavite water for drinking, cooking and showering purpose. However, well water is still used for dish-washing and laundry. In 2014, TPA Cavite will measure the loss of incomes inherent in well water use and find a solution to limit its use. At the same time, a study on water pricing will be carried out to assess the impact of lower price on households consumption and thus on the viability of the agency. Our objective is to reach 8.4 m<sup>3</sup> per household per month.

d) Network leakage rate

Thanks to the replacement of water meters, water leakage rate dropped below 5%, which is a good ratio.

e) Personnel and operational charges

TPA Cavite agency has 10 employees and contributes 40 % to TPA Philippines headquarters' charges (personnel expenses for a country manager, an administrative and financial executive, an engineer and 2 technicians, meaning a total of 5 employees). Weekly payment collection will enable to increase the number of clients per collector. Furthermore, re-organization and team reinforcement carried out at the end of the year should help to optimize personnel expenses and operational charges from the start of the year 2014.

The development of an agency management tool initiated at the end of the year should be finalized by early 2014. It will provide more accurate development schemes, currently based on a 5 years scheme.



*Maintenance work on Salcedo II network*

## B. Prevention and fire-fighting

In all three districts of Cavite, fire-fighting brigades are operational: they are trained and adequately equipped. **Each district is equipped with fire hydrants (4 in Salcedo II, 3 in Manggahan and 3 in Pugad Ibon). Each fire-fighting brigade comprises 9 volunteers.**

In 2013, 4 training sessions were organized in Manggahan and in Pugad Ibon, reaching 150 people (fire-fighting volunteers, community representatives, TPA and W&L teams). All 9 volunteers of Salcedo II fire-fighting brigade (trained in 2012) joined a recall session. The Philippines Txtfire<sup>6</sup> foundation provided for training in Manggahan and Cavite municipal fire department provided it in Pugad Ibon.



In total, each of Cavite districts counts 1 fire hydrant per 80 households and 1 volunteer fire-fighter per 30 households.

The fire brigades' efficiency was highlighted when several fires occurred in Salcedo II, due to illegal power connection. The fire-fighting brigade immediately reacted, fire management procedures were respected, fire hydrants were used and fire was rapidly brought under control. These fires gave the opportunity to have direct feedbacks: some connectors were not compatible with some of the clusters installed, they were replaced accordingly.

In order to increase fire hydrants water pressure, W&L moved them upstream of clusters. To reach higher efficiency, Maynilad operator should provide TPA with higher pressure. This point is currently discussed.



In addition to fire-fighting training, 2 sessions of first aid training were provided by Philippines Red Cross. Manggahan session gathered 70 participants and Salcedo II session gathered 43 people (community representatives, members de la fire-fighting brigade members, TPA and W&L team). In 2014, these trainings will be opened to Pugad Ibon residents.

<sup>6</sup> Filipino organization specialized in fire-fighting.

## C. Hygiene training and awareness raising

### *Global Hand washing Day*

W&L team organized the **first Global Hand Washing Day** in Pugad Ibon. **It was a very successful event with 230 children participating** amongst the 250 families of the district. People were very enthusiastic as the district usually welcomes very few events. Children learned how to wash hands with soap and participated to several hygiene-related activities: drawing, tales reading and singing. They were offered hygiene kits (including a toothbrush, toothpaste, soap, a towel, disinfectant) and a T-shirt.



To ensure the success of this event, TPA team built a hand washing station. The Filipino company, Ingo Manufacturing, manufacturer and exporter of soap and hygiene products, provided hygiene kits and made a 150 Euros donation. Company representatives joined the event and wish to renew their partnership for the next Global Hand Washing Day.

### *Sink set up project in schools*

W&L team submitted to Pugad Ibon city hall a project aiming to build a hand washing and tooth brushing station in Pugad Ibon kindergarten, which welcomes 60 children per day. The Filipino NGO Fit for School could join the project in the framework of its partnership with UNICEF. W&L is waiting for the construction approval to be issued in order to start the project which should end by end of first semester 2014.

## D. Sanitation

W&L worked on **identifying and meeting several actors** (NGOs, international institutions, local authorities ...), to **carry out an analysis of services provided and development strategies in terms of sanitation, waste management, trainings and hygiene awareness in its operation areas.**

W&L team visited a project run by PCWS organization (Philippine Center for Water and Sanitation). This project aims to provide communities with manufacturing trainings for water filters (sand and iron filters), rainwater collectors and biogas toilet-water treatment systems. W&L organized an event and gathered 70 people from Pugad Ibon, to support PCWS project public presentation. In 2014, W&L will assess feasibility of this ambitious solution. In addition, the sewerage treatment department of Maynilad Water Services Inc. was contacted in the framework of a project dedicated to maintenance and emptying of septic tanks in operation districts.

## E. Waste management

### *Neighborhood Clean Up Day*

For the second year in a row, W&L organized a neighborhood Clean-up Day in Salcedo II on September 2013. As the residents suffered from August flooding, this event was warmly welcomed. The city hall made available some plastic bags and a truck to collect wastes. W&L provided other equipment's (broomsticks, shovels, gloves, masks and wheelbarrows). **45 participants cleaned up the streets while 95 children joined an awareness session on waste sorting.** Children also painted environment-related murals at the district entrance and played waste sorting games. Children activities were sponsored by USEC (United States Embassy Club). One of USEC representative joined the event and enjoyed W&L work. W&L is the only hygiene and environment-oriented organization sponsored by USEC.



Further to this event, W&L team welcomed very positive feedbacks from residents. As streets are cleaner, they feel ashamed to throw their waste in the street. They also found their district more welcoming thanks to children paintings and hope that it will improve with time. Finally, new members subscribed TPA further to the event. The city mayor expressed his satisfaction with W&L work and wishes to support next events.

### *Organization of waste collection in Salcedo II*

In Salcedo II, public waste bins were installed next to sari-saris (convenience stores retailing basic necessities). These waste bins were supposed to be safely stored by stores (store sans “s”) owners at night. Unfortunately, some of them were stolen and had to be replaced with large rice bags. This solution, being successful, was definitely adopted.

Three actions were identified to reach a satisfactory system. They will be implemented in 2014:

- Regularly organize street clean up actions carried out by districts residents and led by community representatives.
- Negotiate with city hall for more regular and frequent waste collection.
- Raise waste sorting awareness amongst population, especially on biodegradable and recyclable wastes.



## **F. Enhancing community building**

Several signs prove that residents become more and more involved in W&L and TPA projects. Taking initiatives is a proof of project appropriation by the community. For instance, Salcedo II community representatives and fire-fighting volunteers **spontaneously decided to meet twice a month and clean up streets of their district**. This kind of civic initiatives did not exist two years ago, before TPA and W&L started operation in this district. Similarly, community members in **Pugad Ibon and Manggahan were active and helpful to set up events all long the year**. Many of them joined training sessions (fire-fighting and first aid) as well as neighborhood Clean-up Day. In order to foster links between the three districts, W&L and TPA team organized a Christmas Eve celebration, gathering all volunteers of these three communities.



## 2. Cebu

### 2.1. Earlier achievements

Cebu water production barely covers 50 % of its territory needs, compared with 80 % in Manila. For all residents living in depressed areas of Cebu (second largest city in the country), water expenses are highly significant as they represent 25 % of households' budget. Water is more expensive in Cebu than in Manila even though living standards are lower. In depressed areas of Cebu, cost per water cubic meter can reach 125 pesos (about 2.30 Euros). Therefore very few households are connected to the local water distributor, as most of families can afford neither network connection fees, neither water meter installation fees (average price of 360 Euros).

After few months of negotiation and prospection, an agreement was signed on June 2012 with local water operator, Metropolitan Cebu Water District (MCWD) in order to connect 600 households from Lower Tipolo district to its network. This district is divided into 6 sectors: LTHAI, Maharlika, Uniwide, Jayme, Espina and Basubas. Lower Tipolo network was built in 2012 and its inauguration was planned in early 2013.

2012 achievements		
Services	Number of beneficiaries	Means/Actions
Access to running water		Construction of Lower Tipolo water network
Hygiene awareness	41 children and 30 adults	Global Hand washing Day in Lower Tipolo
Environment awareness	600 households (about 3 300 people)	Global Environment and Ocean Day (175 participants)



*Water network construction*

## 2.2. 2013 achievements

In 2013, TPA Cebu was planning to inaugurate LTHAI water network and proceed with networks expansion to other areas of Lower Tipolo. W&L was supposed to install 6 fire hydrants, create and train a volunteer fire-fighting brigade in the slum and develop awareness rising actions on hygiene and environment.

2013 calendar of achievements	Jan.	Feb.	Mar.	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
<b>Water access</b>												
Start Lower Tipolo network operations	X											
Install water management system	X											
<i>Prospection : Sign Montuyong and Malibu projects with MCWD</i>									X			
<i>Prospection : Construction of Malibu</i>												X
<b>Fire-fighting (Lower Tipolo)</b>												
Creation of a fire-fighting brigade												X
<b>Hygiene awareness (Lower Tipolo)</b>												
Global Hand washing Day											X	
Global Environment and Ocean Day						X						
<b>Sanitation (Lower Tipolo)</b>												
Develop sanitation procedures	X	X	X	X	X	X	X	X	X	X	X	X
<b>Waste management (Lower Tipolo)</b>												
« Takakura » project for organic waste composting								X	X	X		
Install waste sorting containers												X
neighborhood Clean-up Day											X	
Christmas environment contest												X
<b>Enhancing community building (Lower Tipolo)</b>												
Meetings and promotion/ community awareness	X	X	X	X	X	X	X	X	X	X	X	X
Introduce structure to LTHAI community	X											

2013 achievements		
Services	Number of beneficiaries	Means/Actions
<b>Access to running water</b>	<b>390 households</b> (about 2 000 people)	315 connected to TPA Cebu network 75 extremely poor households connected via a communal tap
<b>Prevention and fire-fighting</b>	<b>600 households</b> (about 3 300 people)	1 fire hydrant per 80 households 1 volunteer firefighter per 23 households 40 people trained to fire-fighting
<b>Hygiene and water awareness</b>	<b>276 people</b>	Global Hand washing Day (71 participants) Global Environment and Ocean Day in Lower Tipolo (175 participants) Water quality awareness raising session (30 participants)
<b>Environment awareness</b>	<b>473 people</b>	Pilot project for home composting (23 households) LTHAI and Espinas neighborhood Clean-up Day (200 participants) Awareness contest « Reduce, re-use, recycle » (250 participants)
<b>Enhance community building</b>	<b>600 households</b> (about 3 300 people)	Numerous activities and meetings within and outside of the districts

## A. Access to running water

### *Inauguration of Lower Tipolo network*

Lower Tipolo is a slum divided into 6 sectors: Maharlika, LTHAI, Espina, Jayme, Basubas and Uniwide. Some difficulties to obtain operating license occurred and postponed its start of operations to end of January 2013.

Network was inaugurated on 28<sup>th</sup> February 2013 during an official ceremony, deeply involving district residents in terms of logistical organization and advises on official protocol (invited guests, order of speeches...). A city hall representative strongly insisted on citizens' need to access safe-drinking water. The representative of water concession MCWD highlighted the need to work with most disadvantaged people, and the head of government organization PCUP<sup>7</sup> stressed on water and power supply increasing needs.



Representatives of several NGOs (PACSII, Homeless International, Enfants du Mékong, LP4Y and Passerelles Numériques) joined the event. Several press articles referred to the event:

- <http://www.sunstar.com.ph/cebu/local-news/2013/03/03/getting-water-connection-270960>
- <http://newsinfo.inquirer.net/448005/mandaue-residents-now-have-water-connections>



Shortly after the network was inaugurated, numerous families applied for a connection. Unfortunately, 70 identified families could not benefit from services, as they could not afford water network connection fees. These people are extremely disadvantaged. Until a sustainable solution is found (for instance subsidized connection partnership with social services...), TPA decided to install communal taps. Identifying a reliable person in charge of each communal tap was a difficult exercise.

To ensure networks water quality, MCWD carries out three tests per month on behalf of TPA. As in Cavite network, these tests provide for coliform and heterotrophic counts, including coliform from fecal origin. Results are displayed on each cluster, and prove that TPA water complies with national standards on drinking water in the Philippines.

On May, bacteria were detected. A chlorine-based treatment was immediately disseminated throughout the network. The community was very satisfied with TPA prompt reaction.

<sup>7</sup> PCUP : Philippines Council Urban Poor

### Research for new areas in Cebu

Further to TPA and W&L prospection, two new partnership agreements were signed on July with MCWD regarding **Malibu and Montuyong districts**, in order to provide **423 households with running water**. Construction work started on November only. Indeed, the technical team in charge of this work was held up in Cavite due to August flooding. Furthermore, MCWD network temporarily faced flow and pressure problems. At the end of December, TPA had mostly completed Malibu water network: The only missing section was the junction between TPA and MCWD networks. Montuyong construction will start in 2014.

TPA Cebu is in the process of signing its third partnership agreement with MCWD regarding **Paknaan district (1 200 households)**. Residents should be connected to the water network during the course of 2014.

By end of 2014, TPA Cebu will provide sustainable access to potable running water to 2 250 households, meaning a total of 11 300 people.

### TPA Cebu viability

After one year of existence, TPA Cebu agency is not profitable yet. The average monthly deficit is 5 000 PHP<sup>8</sup> :

TPA Cebu 2013 average monthly data	In thousands of Pesos (PHP)
Water sales	82
Registration fees	6
Connection fees	61
<b>TPA Cebu income</b>	<b>150</b>
Water provider charges	29
Water quality analysis charges	0
<b>Gross operational income</b>	<b>120</b>
Personnel expenses	60
Operation expenses	16
Taxes and licensing	0
Amortization expenses	39
Financial charges	11
<b>TPA Cebu average monthly expenditure</b>	<b>125</b>
<b>TPA Cebu average monthly net income</b>	<b>-5</b>

Viability of an agency relies on 5 points:

<sup>8</sup> Around 95 Euros

a) Number of clients

By the end of 2013, 52 % of the 600 families living in Lower Tipolo, are connected to TPA Cebu network. At constant costs, in order to reach profitability, the agency must develop its catchment area and reach a minimum of 900 clients. One of TPA Cebu main objectives in 2014 will consist in building Malibu and Montuyong water networks and start operation.

b) Payment collection rate

Reaching a 93 % collection rate, TPA Cebu agency shut less than 3 clients' water meters. In 2014, the team aims to maintain this great performance.

c) Water sales volume



Each household consumes a monthly average of 8.74 m<sup>3</sup> of water, meaning 1.5 m<sup>3</sup> per person, which is more than in Cavite. Brought to a daily basis and based on 5.6 people per household, water consumption reached 52 liters per person per day in Lower Tipolo districts. It is relatively close to global poverty-reduction target of minimum daily water consumption (50 liters of water per people). The use of deep wells in the area limits TPA water consumption. As in Cavite, TPA Cebu will have to consider solutions to reduce water price and increase potable water consumption.



d) Network leakage rate

The agency faces a quite high leakage rate (over 12 %), due to several water leaks on its network. Some leaks appeared further to land movements which occurred during the earthquake. TPA technical team was offered a training MCWD to improve constructions quality.

e) Personnel and operation charges

TPA Cebu agency has 6 employees and contributes 50 % to TPA Philippines headquarters' charges (expenses for a country manager, an administrative and financial director, an engineer and 2 technicians, meaning a total of 5 employees).

Development of an agency management tool initiated at the end of the year will be finalized on early 2014. It will provide more accurate development schemes, currently based on a 5 years scheme.



**Water in the slum - Payment collection**

## B. Prevention and fire-fighting

In 2013, W&L installed 5 fire hydrants in Lower Tipolo district and organized a training session for the 17 volunteers who joined the fire-fighting brigade.

In total, Lower Tipolo has 1 fire hydrant per 80 households  
and 1 volunteer firefighter per 23 households.

A training session was provided to volunteer firefighters by the city fire department as well as community representatives, MCWD representatives and few interested residents (40 participants in total). Unfortunately, during practice session, water pressure in clusters was insufficient and fire hydrants could not be used at their optimum capacity. The fire-fighting equipment will be upgraded in 2014 and W&L plans to purchase a portable water pump to reach all houses within a 100 meter perimeter around fire hydrants.



## C. Hygiene and water training and awareness raising

### *Global Hand washing Day*

**The Global Handwashing Day organized in Lower Tipolo gathered 41 children and 30 parents.** During the event, children learned how to wash hands with soap and joined several hand-washing related activities: presentation of educational videos, singing, dancing and tales reading. They made drawings which were displayed in their classrooms and were given hygiene kits (toothbrush, toothpaste, soap, towel, disinfectant) and a T-shirt offered by the event sponsor.

This event was organised in partnership with the Filipino NGO Fit for School, UNICEF and the Rotary Club of Mandaue. Pictures and further details are available on-line on Global Hand Washing Day official website:



<http://globalhandwashing.org/ghw-day/activities/ev-water-and-life-philippines-inc.>

Parents who joined the event became aware of Hand washing as well. A teacher from Lower Tipolo Healthcare Center asked for W&L to organize a similar event within its center.



### *Project of sink construction in schools*

Lower Tipolo kindergarten, welcoming 70 children per day, is in a precarious state: it is not connected to any water network, toilets are deteriorated and there are no sinks. The school uses well water and a hand-pump system.

In 2013, TPA team contacted Lower Tipolo city hall to consider connecting the school to its network. Cost-related matters are currently under discussion (connection, sanitation installation and renovation, water bills payment...).

### *Water quality awareness*

**On 12<sup>th</sup> June, « Global Environment and Ocean Day »** celebrated in **Lower Tipolo** in partnership with the Filipino Aon Company, gathered **175 people**. At the end of the day, W&L presented a video on marine environment awareness.

W&L organized **an awareness session on water quality issues** because some of Lower Tipolo residents keep using well water despite deterioration of well water quality, especially in summer. **30 families joined this event.**

## D. Sanitation

W&L worked on **identifying and meeting different actors** (NGOs, international institutions, local authorities...), to **carry out an analysis of services provided and development strategies in terms of sanitation and waste management, in operation areas.**

The following major needs are identified:

- Install communal toilets in Maharlika, Jayme and in some parts of LTHAI ;
- Install drainage systems in Maharlika, Jayme, Uniwide and Espina.



## E. Waste management

### *Development of a composting and waste sorting pilot project*

As frequency of waste collection is insufficient and the city hall faces problems with landfill, W&L analyzed solutions implemented by other organizations in order to improve waste management.

At the national level, Filipino government requested for city halls to make available a Material Recovery Facility. On one hand, it enables city halls to sort and sale recyclable waste and on the other hand, it helps them producing compost from organic waste. This project is developed in two districts nearby W&L area of operation. W&L plans on visiting these facilities in 2014.

Furthermore, Mandaue city agricultural department called for the implementation of **an organic waste management project** using « Takakura » method. It is a Japanese method of composting using micro-organisms, which is well adapted to slum conditions. W&L started a 3-months pilot project, with the participation of 23 families in Lower Tipolo. Unfortunately, the compost was not fit for sale or use (presence of worms) and created hygiene problems within houses. Decision was taken not to extend this project. Instead, W&L considers a new communal « Takakura », composting project outside of houses and at the neighborhood level.



LTHAI district community association (Lower Tipolo Homeowners Association, Inc.) has been managing for years **a waste collection system and resale of recyclable materials**, named the « junkshop » (paper, plastics, metal, glass, machines, batteries, copper...).

This system allows residents to sale their materials to district waste collectors who sale them to wholesalers at a higher price. Apart from optimizing waste management, this system provides an income to districts residents and their community. On the association's demand, W&L equipped the district

with five recycling containers and make a monthly record of collected materials and corresponding sales price. This action led to a significant increase of their profits. The long term objective is to

recruit an employee among the community to handle waste collection and related follow up. W&L maintain its support toward the organization and plans to support other districts organization to create and manage « junkshops ». This project improves districts sanitation and creates employment and incomes.

### *Neighborhood Clean-up Day*

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A neighborhood Clean-up Day was organized on 24<sup>th</sup> November in 2 areas of **Lower Tipolo, namely Espina and LTHAI. 200 people joined forces to clean up public areas and the adjacent stream.** To support the event, the city hall lent a truck and W&L brought broomsticks, rakes and shovels. A total of 190 waste bags were collected by districts residents. This was the first community clean-up day ever organized. Further to this event, residents became aware that keeping their district clean is very important. Furthermore, Espina community expressed their wish to carry out a district clean up on last Sunday of each month. W&L supports their action by lending required equipment.



### *Christmas environment contest*

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For Christmas, W&L organized a contest **to raise people awareness of « The 3R's »: Reduce, Reuse, Recycle.** Each of Lower Tipolo slums presented a Christmas crib and a Christmas candle jar, made from recycled materials only. 200 children and 50 adults joined this event. The Filipino insurance company Aon provided volunteers, games, food and made a financial contribution, together with Rotary Club of Mandaue. The PAGCOR company (Filipino casino), offered gift hampers to the contest winners.

## **F. Enhancing community building**

To ensure the sustainability of W&L and TPA projects, W&L wishes to enhance community building by creating close partnerships with existing community organizations and help their creation and development. If no local organization exists, W&L supports communities so that they create local committees, aimed to define community needs and be involved in solutions implementation.

For instance, the main concerns expressed by Maharlika committee are related to sanitation matters (installation of communal toilets and construction of a sewerage network), waste management (recycling) and healthcare trainings.

Espina committee highlighted main issues: sanitation (overflow of septic tanks and lack of drainage) and waste collection (no collection, willingness to start a composting project).

### 3. Prospection in Iloilo

Prospection in Iloilo has been suspended since end of 2012, due to low pressure issues in the local water distributor network, Metro Iloilo Water District (MIWD).

In 2013, TPA carried out prospection. Some disagreements between local actors, water providers (Prime Water and Flo Water), distributor MIWD and local authorities, affect water access projects schedules and impact residents of the 4<sup>th</sup> largest city in the country. The poorest are the most impacted : they pay from 150 to 250 PHP per cubic meter of water to retailers. TPA met once again the regional water and sanitation agency, Metropolitan Waterworks and Sewerage System (MWSS), which expressed its will to conclude an agreement with TPA and MIWD.

In the meantime, two relocation villages managed by the Filipino organization Gawad-Kalinga were visited. The 1 100 residents of San Isidro use well water and rainwater collection systems. 1 000 houses are under construction in Lanit. 79 families who already settled in Lanit cannot use well water and are therefore obliged to buy mineral water containers at the rate of 1 250 PHP per m3. The extension of TPA and W&L water access and sanitation project to both villages has been discussed with the organization management.

These meetings and visits confirm the needs for water access of theses most vulnerable populations. TPA and W&L will continue their efforts in 2014 to start their project in Iloilo.



## 4. Partnerships

### *In the field partnerships*

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#### *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 hygiene and environment training, fire prevention, developing community organizations in TPA operation districts. Based on needs, W&L manages sanitation and waste management issues.

#### *Metro Cebu Water District (MCWD) – partner in Cebu*

MCWD is the official private water operator in the Cebu region. Since November 2010, TPA and MCWD have been working in partnership to allow water access to precarious districts in Cebu. A 15 years duration agreement was signed on June 2012 between MCWD and TPA regarding Lower Tipolo district.

#### *Maynilad Water Services Inc. (Maynilad) – partner in Cavite*

Maynilad is the official private water operator in the region of Manila, within the framework of a 25 year concession which began on 1<sup>st</sup> August 1997. Before its privatization, Maynilad was a partner of Benpres Holding Corporation and 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 authorities*

Municipalities sponsor numerous events organized by W&L by lending equipment and supporting events organization. District city halls are involved in W&L actions, as well as municipal fire departments which provide for fire-fighting trainings.

#### *Local communities*

From the very first prospection visits within 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.

LTHAI (Lower Tipolo Homeowners Association, Inc.) is particularly active while supporting W&L actions. It initiated the « junkshop » project in the district (recyclable material collection).

### *Partners networking*

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In 2013, TPA and W&L shared their expertise and experience with development actors, institutional partners and private companies. The objective for both organizations is to take roots in the local and regional landscape.

## 5. Projects sustainability

### *Viability of W&L and TPA organizations*

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#### *a) Human resources*

In 2013, E&V worked on human resources reorganization:

#### *Recruitment of local executives:*

- W&L: a person was hired as W&L deputy program manager.
- TPA: it became necessary to structure TPA team by hiring a **project engineer** to supervise network construction, grasp technical issues and find adapted solutions.
- W&L and TPA: an **administrative and financial executive** was hired to improve both TPA and W&L accountings and harmonize human resources policies in Cavite and Cebu agencies.

#### *Local staff training:*

- Water operator MCWD provided TPA team members a 4 days training on water meters installation, leaks detection and repairing and daily maintenance. A new training session will be organized in 2014 on TPA need.
- First aid training of TPA and W&L team.

#### *Review of TPA and W&L organization and Cavite and Cebu agencies organization:*

- In order to handle TPA and W&L increasing activities, E&V adapted Philippines organization chart, and named a **TPA country manager** and a **W&L country manager**, who work as a pair.
- Until then TPA and W&L had to agencies. They are now managed by a **national headquarter**, based in Cebu, allowing TPA and W&L teams in Cavite and Cebu to work in close collaboration.

At the end of 2013, TPA and W&L employed: 3 local executives, 19 local employees including 14 from depressed areas, 3 expatriates, including 1 TPA country manager supported by an assistant and 1 W&L program manager.

#### *b) Material resources*

The new water management system developed by E&V has been installed at the beginning of the year. It enables to monitor water consumption and clients invoicing, manage listings for payment collection purpose. In addition, collectors were provided client relation trainings.

Refer to list of materials in appendix.

### *Institutional viability of W&L and TPA*

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After a few months delay due to local authorities, TPA Cebu obtained its « Business Permit » on June and was able to operate in conformity with local legislation. It had been pending for over one year and its issuance was slowed down mainly because TPA is located in Lower Tipolo slum, a relocation area and thus a government property. Regarding W&L, all documents requested by local authorities have dully been submitted and W&L fits administrative requirements.

### *Financial viability of W&L and TPA*

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As previously stated, TPA agencies aim to reach financial viability within a 5 years period. Their operational start-up is financed thanks to a 5 years loan. W&L activities are currently mainly subsidized by European partners. Local fundraising toward country organizations such as international bodies, must increase in 2014. Several local partners already support these activities:

- TOTAL Philippines sponsored fire-fighting trainings in Cavite and offered 10 extinguishers and 6 firemen outfits,
- USEC (U.S. Embassy Club in Manila) sponsored hygiene awareness raising activities for children in slum districts,
- The French Embassy in the Philippines subsidized Pugad Ibon drainage projects,
- Other organizations brought their support: Living Project 4 Youth, Enfants du Mékong, PACSII, Homeless International, UNICEF, Mandaue Rotary Club, Habitat for Humanity, Manila Water Foundation, United Nation Development Program for Philippines, CIDA (Canadian International Development Agency), AFD (French Agency for Development)...

## 6. Conclusion and prospects for 2014

Year 2013 was marked by **Lower Tipolo network inauguration** in Cebu, thus materializing three years of effort from TPA and W&L Cebu teams. Since E&V started operations in Philippines, about **717 families –meaning more than 3 500 people-, living in Cavite slum (South of Manila) and Cebu (2<sup>nd</sup> largest city of the country), now have an access to drinking water at home**. Furthermore, each district is now equipped with fire hydrants. In complement, W&L provided fire-fighting training sessions to 150 volunteers. Volunteer fire-fighting brigades have been created and already proved their operational efficiency during fires. **For the first time, first aid trainings were provided to 100 people**. Hygiene awareness raising day proved to be once more a successful event and gathered 270 children and parents. W&L supervised neighborhood awareness and clean-up days as well as waste valorization. Districts residents were deeply involved in these actions and offered to carry out some cleaning operations on their own. W&L conducted an assessment on sanitation and waste management for each area, in partnership with other actors of local development. Conclusions will lead to new project answering districts specificities in 2014. TPA and W&L worked on their internal reorganization, and thus created country headquarter in Cebu and recruited local executives.

In 2014, W&L will carry out fire-fighting training sessions and hygiene awareness raising actions, and develop new waste management activities. Water access projects will start further to Malibu, Montuyong and Laguna partnership agreements, signed at the end of 2013. 2014 will be a year of expansion for E&V projects in Philippines. **In 2014, a total of 3 000 families will access safe drinking water at home.**

# Project progress in Bangladesh

## 1. Bhashantek

### 1.1. Earlier achievements

In order to carry out its activities in Bangladesh, E&V registered a local social business in 2010, named Shobar Jonno Pani (SJP), « Water for all », and an NGO named Water and Life Bangladesh (W&L). The Bangladeshi government, represented by Dhaka North City Corporation (DNCC) and the United Nations Development Program (UNDP) signed a development plan in the framework of the Urban Partnerships for Poverty Reduction Project (UPPRP). Its objective is to develop Bhashantek district, located northwest of Dhaka and welcoming 3 500 families (15 000 residents). In 2012, SJP signed a partnership agreement between Dhaka water distributor, Dhaka Water and Sewerage Authority (DWASA), UNDP/UPPRP, DNCC and Bhashantek community in order to build a running water network in this slum. After the partnership was signed, SJP settled an agency in the middle of this slum, recruited a team and started building part 1 of its water network. By end of December, 400 households were connected to SJP network but DWASA tests highlighted low pressure issues. Network inauguration, initially planned on March 2013 was postponed. At the same time, W&L conducted hygiene awareness raising and fire prevention actions and started developing its network. At the end of 2012, 10 Bangladeshis (exclusive of daily workers who reinforced the team during construction process) and 2 expatriates were working for W&L and SJP.

2012 achievements		
Services	Number of beneficiaries	Means/Actions
Access to running water	400 households (about 1 800 people)	Construction of water network in 3 areas out of 6 in Bhashantek district
Hygiene awareness	500 people	Global Hand washing Day in Bhashantek « Hygiene knowledge and practice » survey Editing of a child's book
Prevention and fire-fighting	3 500 households (16 000 people)	Identification of 80 volunteer firefighters Editing of a training manual

## 1.2. 2013 achievements

2013 was a turbulent year in Bangladesh. Presidential elections, initially planned at the end of 2013 then postponed on early 2014, combined to the judgment of war criminals (from Bangladesh War of Independence), including an opposition leader, created an atmosphere of insecurity and violence throughout the year. Numerous strikes and protests paralyzed the country until the Election Day on January 2014. Sometimes, working more than 2 days a week was impossible. The French Embassy, and its counterparts, called for the utmost caution and recommended to stay within Dhaka residential area. As Bhashantek district and the agency are located out-side of this sector, teams had to adapt their work habits. In addition, further to the disaster of Rana Plaza building collapse (hosting several textile manufactories) which occurred at the beginning of the year, textile workers went on strike, disrupting Dhaka economic activities. SJP and W&L attempted to carry out their activities in such a climate.

SJP main objective was to answer DWASA network low pressure issues, start water distribution and provide 700 Bhashantek households with water. Prospection on a depressed neighboring district was scheduled. W&L was supposed to train 80 volunteer firefighters, install fire hydrants and organize trainings. W&L also planned to organize awareness raising sessions, to work in partnership with local community leaders and other actors of Bhashantek development to define needs in terms of sanitation (waste management, sewerage, latrines installation...) and to implement requested actions.

2013 calendar of achievements	Jan.	Feb.	Mar.	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
<b>Access to water</b>												
Finalize construction of water network in zone 2	X	X	X	X								
Construction of water network in zones 1 and 3					X	X	X	X	X	X	X	X
Construction of reservoir and water tower								X	X	X	X	
Cementing the alleyways							X	X	X	X	X	X
Inauguration of Bhashantek network											X	
<b>Fire-fighting</b>												
Fire-fighting trainings					X	X						
<b>Hygiene awareness</b>												
Child's book editing					X							
Hygiene awareness in schools		X						X				X
Hygiene-related drawing contest										X		
<b>Sanitation and waste management</b>												
Drainage system study									X	X	X	X
<b>Enhancing community building</b>												
Meetings and community awareness	X	X	X	X	X	X	X	X	X	X	X	X
Survey conducted among residents in zones 1 and 3									X			

2013 achievements		
Services	Number of beneficiaries	Means/Actions
<b>Access to running water</b>	<b>235 households</b> (about 1 000 people)	700 households connected to SJP network 235 households registered and benefiting water access
<b>Prevention and fire-fighting</b>	<b>3 500 households</b> (about 16 000 people)	2 fire-fighting training sessions (90 participants)
<b>Hygiene and water awareness</b>	<b>448 children</b>	Global Hand washing Day (109 children) 6 hygiene awareness sessions in 2 schools (339 children) Editing 1 000 copies of a child's book
<b>Sanitation and</b>		Presentation of sanitation project to World Bank

<b>waste management</b>		Signing of a partnership agreement with Swisscontact to carry out a waste sorting and collection pilot project
<b>Enhancing community building</b>	<b>3 500 households</b> (about 16 000 people)	Numerous meetings with local population community representatives and other actors working in the field of slum development



*Cementing Bhashantek alleyways*



*Construction of in-ground reservoir and water tower*



*Installation of taps in houses*

*Photos credits:  
Arnaud Gastaut*

## A. Access to running water

### *Inauguration of Bhashantek water network*

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Due to the lack of pressure in local operator network, namely DWASA, which occurred at the end of 2012, construction of an in-ground reservoir and a water overhead tank became essential. This action was planned during first quarter of the year. Several factors prevented the work from starting: fundraising needs, country instability, and Ramadan month in addition with few minor incidents which happened during the reservoir and water tower building process. For instance, toilets located next to the reservoir were at risk of collapse, then the reservoir capacity was decreased and an additional reservoir was installed on the ground level. Monsoon season also delayed work. Finally, the water tower and the reservoirs were built and disinfected by end of November. Local team work and personal investment were rewarded at the end of the year, during the network official opening ceremony, celebrated with the community, local authorities, local operator DWASA and project partners, meaning about 200 people. On early December, first households enjoyed access to running water through house taps.



*Photo credits: Silvia Mantilla - UPPRP*

### *Prospection for new areas*

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Prospection activities were carried out at the beginning of the year. Water and sanitation needs in nearby districts of Bhashantek, East Kurmitola and New Kurmitola (500 households each), have dully been assessed. Another operator started installing wells in the area; SJP project is not on the agenda anymore. As SJP focused on water tower project, and set Bhashantek network start of operation as a priority, prospection has been suspended and will be resumed in 2014.

### *Agency business operation started*

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Bhashantek agency started business operations at the end of the year as it opened its water network. Few days after the network opened, the agency faced a large number of registration requests (up to 60 people a day). The team was only focused on technical aspects for months, and then had to manage collection and invoicing activities. With headquarter and Philippines team support, adequate sales management tools were installed.

### *Viability of SJP Bhashantek agency*

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As it run into operation for one month, the agency lacks statistics to assess its viability. Development of an agency management tool initiated at the end of the year will be finalized on early 2014. It will provide more accurate development schemes, currently based on a 5 years scheme.

## B. Prevention and fire-fighting

W&L organized **two fire-fighting training sessions** in May and June. Training was provided by Dhaka Civil Defense Department. **90 participants** undertook theoretical courses and practical exercises. A training manual, edited by W&L and sponsored by the French Embassy, were given to participants. As network pressure reached a satisfactory level, fire hydrants will shortly be installed. Two textile companies, Oryx Bangladesh and Babylon, existing partners of W&L events, could offer their support for next trainings.



## C. Hygiene training and awareness raising

### Hygiene awareness

In anticipation of hygiene awareness raising days in schools, **W&L team published a child's book titled « Sharmin learns how to wash hands »**. Thanks to the Embassy's support, 1 000 copies were edited.



All along the year, **six awareness**

**raising sessions** were organized in **three primary schools** out of 7 in Bhashantek, involving **339 children**. Each activity started with a film directed by children from the American International School of Dhaka. This film explains washing hands process and good practice. After reading and distributing W&L child's book, discussions were held with children. Children also received soaps. Pupils joined story writing contest around the theme of water and hand



washing.

### Global Hand washing Day



Then, the Global Hand washing Day was celebrated with **109 children in Bhashantek on December**. After an opening speech from the community representative, W&L team reminded children how to wash hands properly and led a discussion on why and when washing hands is necessary. Young winners of the writing contest were awarded. Their writings and poems were published in the event's leaflet.

For the event, the Oryx company –settled in the country- offered 100 T-shirts and a local soap manufacturer, Dettol, offered 1 000 soaps to the participants.

## D. Sanitation

Partnership agreement between UNDP/UPPRP, DWASA, Dhaka city hall (DNCC) and district organizations, state that SJP is in charge of water supply. Sanitation services are left to other organizations. Nevertheless, since W&L settled in Bhashantek, it has been contributing to hygiene improvement and supporting development of sanitation activities.

In 2013, the Bangladeshi NGO DSK (in charge of district sanitation) built 35 sanitation facilities. W&L, Bhashantek community representatives and DSK, **are seeking solutions for sustainable latrines systems**: toilets connection to SJP network, implementation of septic tanks emptying systems. Some families already connected their toilets to the running water network.

W&L keep supporting operators in charge of sanitation facilities development and help finding sustainable solutions. At the moment, many latrines, abandoned or out of order, can be found in the district. There is a long-term risk for the district to become a toilet graveyard, while at the same time space is a rare asset in Bhashantek...

Until now, waste water and rainwater runoff from houses to alleyways. During Monsoon, it becomes a scourge. When the slum's main streets were built, sewers dimension was under-estimated and sewers became inefficient. SJP and W&L contacted the **World Bank, which approves construction of a sewerage system in the district**. This project is in appliance with government area servicing policy. SJP and W&L worked on a sewerage network project, submitted in the end of 2013 to Water Supply Sanitation Project (project implemented by DWASA, sponsored by the World Bank). Sewerage network completion is planned in 2014 and Bhashantek people are eagerly waiting for it.



## E. Waste management

W&L contacted NGO **Swisscontact**, specialized in waste management. A partnership agreement was signed to undertake a pilot project in Bhashantek in 2014. W&L and Swisscontact teams will carry out a feasibility study to design a suitable waste collection system. Implementing a waste collection system in a Bangladeshi slum is a first, and the greatest challenge lies in involving the municipality and implementing a sustainable system. A neighborhood Clean-up Day will be organized in Bhashantek in 2014 to start promoting this activity.



## F. Enhancing community building

Along the year, W&L organized **coordination meetings, which gathered community representatives and entities involved in Bhashantek.**



Community representatives expressed their need for the following matters: education (school, child care centers, education of teenagers), health, water, sanitation, socio-economic activities (micro-credit, new source of incomes), waste management, reduction of natural disaster risks.

W&L and other organizations present during the meetings, submitted actions to answer these issues. All the participants confirmed that these meetings are interesting as they create synergy among all teams and help to stay focused on community development actions. W&L and SJP teams systematically referred to Bhashantek representatives to ensure activities adequacy with community needs.

Then, they conducted studies on hygiene, water and waste management practices within the community. This data will provide W&L and SJP a precise assessment of their impact on residents' living conditions.

In 2014, W&L will recruit a Community Coordinator originated from Bhashantek and based in SJP office. The coordinator's mission will consist in strengthening relations between SJP and W&L teams and district residents.



*Network inauguration ceremony in Bhashantek*

## 2. Partnerships

### *In the field partnerships*

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

SJP is the Bangladeshi social business founded by E&V. SJP sets up and monitors water supply networks and manage payment collection in depressed urban areas. SJP works in partnership with local water operators through partnership agreements. SJP aims to reach profitability in the mid-term.

#### *Water and Life Bangladesh (W&L)*

W&L is a Bangladeshi NGO registered in 2010 by E&V. It aims to organize activities such as fire prevention, trainings for district communities, studies, surveys, implementation of sanitation and waste management systems in areas of intervention.

#### *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 signed an agreement with SJP, water sales to SJP and consulting on water network design and installation in depressed areas. DWASA participate Dhaka water access and sanitation project implemented by the World Bank.

#### *Dhaka North City Corporation (DCC)*

DCC is an administration in charge of Dhaka. DCC carries out UPPR program in partnership with UNDP.

#### *United Nation Development Program (UNDP)/UPPRP*

UPPRP is the Urban Partnership for Poverty Reduction Project supported by DFID<sup>9</sup>, UNDP and the Government of Bangladesh, and carried out by the Bangladesh Rural Development and Cooperative Division, under UNDP supervision. Focused on local communities, it aims to improve living conditions of 3 million poor and extremely poor people, in urban areas, including women and girls. UNDP/UPPRP engage communities by creating Community Development Committees and invest in water access and sanitation infrastructures. A 7 years development plan was implemented in Dhaka. In 2011 a partnership agreement was signed with SJP, appointing SJP as the organization in charge of water network construction and water distribution in Bhashantek.

#### *Bhashantek Community organizations*

Vorer Alo: Bhashantek is divided into 15 Community Development Committees gathered in one network named Vorer Alo. This network made up exclusively of women was created at the instigation of UNDP/UPPRP. Each committee is made of 15 subgroups, and these subgroups are composed of 20 households. In 2012, Vorer Alo, SJP, UNDP/UPPRP, DWASA and DCC signed a 15 years partnership agreement, allowing amendments once every 5 years. This agreement focuses on “water access, environment and sanitation improvement, fire-fighting and hygiene trainings, and other related services for Bhashantek population benefits».

Slum Development Committees: the community created 2 committees which gather about 80 members. They are deeply involved in the Program implementation.

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<sup>9</sup> Department for International Development, UK Ministerial Department

### ***Development of partners' network***

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SJP and W&L carry out partnership development. NGO Swisscontact contributes to a solid waste management project. World Bank currently study Bhashantek sewerage network project.



*Network inauguration by local authorities*



*Visit of Bhashantek project by development actors*

### ***Event participation***

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Along year 2013, W&L participated in the « Social Entrepreneurship Day » organized by Yunus Center, during which several social entrepreneurship models were presented. SJP is currently the only social company involved in the water sector in Bangladesh.

## **3. Projects sustainability**

### ***Viability of W&L and SJP organizations***

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#### ***a) Human resources***

In 2013 the country manager left and was replaced by a program manager in each of W&L and SJP teams. One of their first tasks consisted in getting familiar with the whole team and split it into two separate teams (SJP team and W&L team), with transversal missions. A Bangladeshi administrative and financial director reinforced the team at the end of the year.

Since the end of 2013, SJP and W&L have well trained employees, in sufficient number. They have an adequate structure to handle upcoming projects: 4 executives and 10 local employees, including 6 people originate from slum operation districts, and 2 expatriates.

To launch water sales activities, SJP team was trained:

- Collectors were trained on collection process and water meter reading.
- Data Entry Clerk was trained to use water management system.
- Technical team and both SJP and W&L managers were provided a training on water quality tests.

*b) Material resources*

The new water management system developed by E&V has been installed at the beginning of the year. It enables to monitor water consumption and clients invoicing, manage listings for payment collection purpose. In addition, collectors were provided client relation trainings.

Refer to list of material in appendix.

***Institutional viability***

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Along the year, Bangladesh political and social situation was unstable. Repeated strikes occurred in the country, heavily delaying all projects. Delays due to administrative organization worsened the situation. Despite this, Water and Life Bangladesh received from Bangladeshi government the status of international NGO on July 2013. After three years of intensives efforts and a series of audits, this new status will facilitate working process with local and international authorities.

***Financial viability***

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SJP agency aims to reach financial viability within a 5 years period. The agency's operational costs are financed with a 5 years loan, which needs to be reimbursed. Network-related costs are subsidized by UNDP and European partners.



*Clients queuing to register at SJP agency*

W&L activities are mainly subsidized by European funds. In 2014, W&L will need to increase local fundraising from organizations such as international agencies. Some local partners already brought their support:

- Danish company MT Hojgaard partly financed water quality test kit and paid for building material.
- Oryx Company offered tee-shirts in the framework of Global Hand washing Day.
- French Embassy in Bangladesh financed a child's book on hygiene awareness and a fire-fighting training manual. The French Ambassador and the French Cultural Attaché, attended a fire-fighting training session and met community representatives.

## 4. Conclusion and prospects for 2014

E&V project in Bangladesh reached its full scope in 2013, with Bhashantek water network launching, offering residents a sustainable access to running water. This event enabled project partners to validate E&V approach and promote and implement it in other districts. During the construction process, W&L organized numerous trainings (fire-fighting, hygiene awareness in schools and for population...). To support increasing activities, W&L and SJP reinforced their teams. Finally, after undertaking a series of audits, W&L obtained its international NGO status.

2014 prospects are opened. SJP will finalize Bhashantek network before starting new projects in other districts of Dhaka suburbs. W&L will install fire hydrants in Bhashantek. Implementation of two pilot projects (a sewerage pilot project in partnership with World Bank and DWASA and waste management pilot project with Swisscontact) will highlight W&L expertise in social entrepreneurship and knowledge of slum environments.

To develop its activities in 2014, three steps will be undertaken in parallel:

- W&L and SJP team will have to maintain DWASA and community involvement in order to plan and start closing illegal pumping, which are still in use.
- The implementation of sewerage and rainwater network, in partnership with World Bank and DWASA, will improve district sanitation and encourage households' connection to SJP network. Indeed, some residents clearly expressed their will to register only if a drainage system is available.
- Finally, water network construction in zones 4 to 6 will allow covering the whole of Bhashantek district. SJP and W&L filled up a cooperation request with WSSP (Water Supply and Sanitation Project), a DWASA department working in collaboration with World Bank. DWASA is planning to drill a well in the second part of Bhashantek. According to water pressure available, a water tower may be necessary.

# E&V Evolution in France

## 1. Earlier achievements

Since its registration in 2008, E&V concentrated necessary means to recruit and implement water access and sanitation programs in urban depressed areas. France headquarter collaborated with consultants until 2012, when an administrative and information systems executive was recruited. E&V headquarter developed a water management system. By end of December 2012, it was ready to install in TPA and SJP agencies.

## 2. 2013 achievements

In 2013, E&V planned to recruit a managing director to reinforce headquarters' team, finalize the NGO's strategic plan, internalize accounting activities and install its new water management system.

2013 calendar of achievements	Jan.	Feb.	Mar.	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
<b>Human resources</b>												
Hiring E&V managing director		X										
Start recruitment process of a third employee at E&V headquarter												X
Implement ISVs administrative management (International Solidarity Volunteership) and human resources management			X							X	X	X
Office relocation in Nantes					X	X						
Board of Directors Meetings					X							X
<b>Project Management and project monitoring</b>												
Monitor field missions (Ph : Philippines, Bd : Bangladesh, IC : Ivory Coast)			ICI			2 Ph	IC	Bd		Bd IC	Bd, Ph	
Initiate tri-annual programs					Ph					Bd	Bd	
<b>Financial and accounting management</b>												
Review of accounting management											X	X
Develop of a water operator management tool												X
<b>Water management system</b>												
Install water management system	X							x			X	
<b>Communication</b>												
Edit and distribute 1st newsletter											X	
<b>Networks and partnerships</b>												
Network expansion			X				X		X			

## 2.1. Human resources

### *Reinforcement of human resources*

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One of E&V co-founders took a full time position as managing director on February, so that E&V headquarter now counts two employees. This evolution introduces team dynamics and helps launching new processes to reinforce E&V. The NGO headquarter created a third position to support the development of field projects. Recruitment process will come to an end by 2014.

The headquarter team was supported by 3 consultants: the second NGO co-founder, working part-time along the year, a short-term consultant in charge of prospection follow-up in Ivory Coast and the last consultant hired for a two-weeks mission in Philippines.

Furthermore, E&V is currently identifying some people as assets to support projects development. Thus, a retired water and sanitation specialist could undertake mission follow-up and consulting activities starting from 2014.

Thanks to an agreement signed with the umbrella company La Guilde<sup>10</sup> in 2012, E&V recruits expatriates under ISV status (International Solidarity Volunteership). A tripartite contract is signed between La Guilde, E&V and each of these volunteers.

Five recruitments were carried out along the year:

- Two program directors under ISV status joined Bangladesh team, replacing two expatriates.
- W&L Philippines program director will finish her mission on April 2014; an ISV will take over her position.
- A project officer joined Philippines on November in order to assist TPA country manager and reinforce TPA Cavite agency.
- NGO headquarter created a third position to support the development of field projects. Recruitment process will come to an end by 2014.

International Solidarity Volunteers (ISV) administrative management was review and led to human resources management improvement:

- Henceforth, before they start their mission and in addition with La Guilde compulsory training, ISVs spend three days in E&V headquarter to prepare their mission, be imbued with E&V values and objectives, and create team spirit.
- When they come back to France for their annual leave, they come to E&V headquarter for 2-3 days in order to work on specific topics and debrief with E&V management.
- They benefit individual counselling from an external consultant (psychotherapist with an experience in solidarity issues) on topics such as expatriation, humanitarian commitment and personal matters.

Furthermore, ISV expatriation packages (wages, plane tickets and leave) were harmonized.

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<sup>10</sup> La Guilde is a humanitarian organization agreed by the French Ministry of Foreign Affairs to support volunteers' expatriation under « International Solidarity Volunteership » status.

## **Trainings**

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To improve headquarters' knowledge and abilities, its team joined several events:

- A conference on the Oudin Law organized by the City of Nantes during World Water Day
- Convergences World Forum 2013 focusing on three main topics: facing challenges to build up a more sustainable and equitable society, improving public, private and solidarity actors practice and creating synergy among them.
- A project development training organized by ALCID (*Pays de la Loire* actors of International cooperation and development).
- An international conference on efficient use and management of water organized by the International Water Association (IWA) and ASTEE (scientific and technical organization for water and environment).

The board of directors met twice during the year and now consists in 8 directors.

## **Relocation in Nantes**

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In June, E&V headquarter relocated to Nantes, a city opened to social and solidarity economy, with easy access from Paris and Roissy Charles-de-Gaulle Airport. During the discovery of this new city and prospection for an adequate site, activities were moved to the managing director's house. At the end of the year, E&V chose an office in Nantes city center nearby the train station. E&V relocation is effective from early 2014 onward. E&V relocation in Nantes gave a new impulsion to its activities.

## **2.2. Project management and monitoring**

In 2013, E&V initiated the development of three years programs. E&V finalized definition and write-up process for two of them: W&L Cebu program is scheduled from 2013 to 2015 and W&L Bangladesh from 2014 to 2016. In 2014, W&L Cavite and E&V Ivory Coast program write-up process will be completed. This scheduling relies on field data and will be used as E&V agenda and as fundraising supporting tool.

In terms of project monitoring, in addition to Skype semi-monthly appointments, six follow-up and assessment missions were conducted (three of them in Bangladesh and three of them in Philippines) and four prospection mission and preparatory studies were carried out in Ivory Coast.

- Ivory Coast (three missions were carried out by a consultant and E&V managing director): needs study, feasibility study, meetings with authorities and actors.
- Bangladesh (three missions led by headquarter): expatriates turnover management, two days seminar on SJP and W&L strategy, agency opening support and water network inauguration.
- Philippines (two missions led by headquarter and one by a consultant): assessment of human resources and local organization, study on water agencies' viability, networks technical follow-up, W&L development of services, installation of water management system.

On December, on the occasion of TPA and SJP expatriated directors' visit to E&V headquarter, an agency viability assessment tool was drafted. This tool will help assessing agencies' viability rate based on turn-over (water sales and registrations), operational expenses (salaries and others),

payment collection rate and leakage rate. It should be ready by early 2014 to automatically process data from water management system and from companies accounting software.

## 2.3. Financial and accounting management

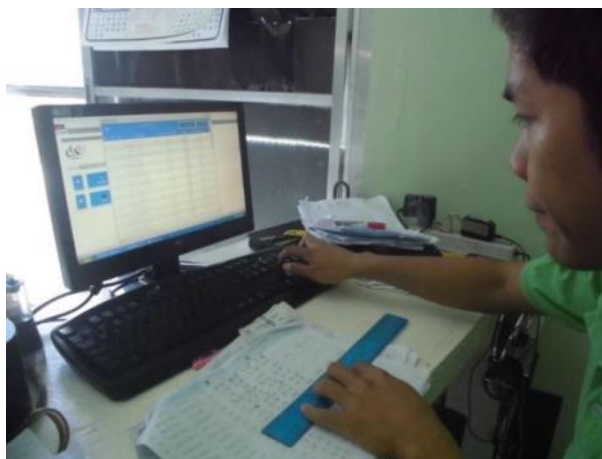
Further to its relocation to Nantes, E&V switched to a local accountancy firm to handle the production of annual accounts.

In the meantime, SAGA software, developed by EpiConcept to manage E&V and local NGOs (W&L) accounting activities was left as it was not adapted to their needs. Development of a common accounting tool by Inter Aide is under assessment.

In terms of fundraising, E&V contacted public financiers at the end of the year. Regional water agencies AESN and AELB (Agences de l'Eau Seine Normandie and Loire Bretagne), and AFD (French Agency for Development) have been solicited in the framework of Bangladesh and Ivory Coast projects funding, respectively.

## 2.4. Installation of water management system in all agencies

The water sales management software, named Water Management System (WMS), developed in 2012 was installed in Cebu from its opening on February, then in Cavite, in Bhashantek during network launching on November. It enables a follow-up of agencies activities: contracts creation, water meter data entry, edition of listings... and their automated daily management. Some adjustments occurred in order to answer field needs and a user guide was drafted. In 2014, the final version will be ready and a second edition of the software will be developed, integrating agencies activity report generation.



## 2.5. Communication

Two new E&V presentation materials were designed:

- A twelve-page presentation (French and English versions) designed for professionals and financiers.
- A newsletter, which was first issued on November and sent to 400 contacts (individuals, partners and financiers) : [http://www.ong-eauetvie.org/NL\\_11\\_13.pdf](http://www.ong-eauetvie.org/NL_11_13.pdf)
- Due to a lack of human resources, E&V website and W&L Philippines and Bangladesh Facebook pages were insufficiently updated. In 2014, E&V will find a way to ensure dynamic contents.

## 2.6. Network and partnerships

Further to headquarters' reorganization, E&V was able to expand its network. E&V joined PS-Eau, partner network promoting water access and sanitation in developing countries. PS-Eau capitalizes and develops training tools on various approaches and experiences in water and sanitation sector. It supports matchmaking activities between project holders and financiers.

At a local level, E&V joined ALCID network, allowing *Pays de la Loire* actors of International cooperation and development to share collaborative tools. E&V also met MCM in Nantes (Maison des Citoyens du Monde), a collective of organizations for human rights and citizenship, opened to public. MCM aims awareness-raising and supports projects leading to a fairer world. In June, E&V presented its activities in front of ten company directors from Nantes. E&V made contact and identified potential assets who could support its developing activities.

These partnerships allow E&V to get involved in Nantes local life, contribute to and share knowledge and abilities.

### 3. Prospection in Ivory Coast

In order to have a broader field of action and serve new populations, E&V is working on a new project in Africa. Ivory Coast was selected for prospection due to the size of its economic capital (Abidjan, 6.7 million people according to 1998 census), restoration of political stability and identification of people as main assets. In 2013, the objective was to carry out a feasibility study to find out whether E&V could offer their assistance in Abidjan slums development.

#### ***Local background***

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##### *a) Objectives and poverty reduction plans*

In the framework of the Millennium Development Goals (MDG), Ivory Coast aims to reduce its extreme poverty rate<sup>11</sup> from 48,9 % (2002) to 16 % by 2015, to double the percentage of population enjoying water access (40 % in 2002 to 82,5 % targeted by 2015), to allow access to better sanitation infrastructures by 81 % of households and reduce diseases, including tuberculosis and malaria.

Regarding water access issues, the National Development Plan 2012-2015 aims to reach MDG, and provides the installation of 2 500 public fountains and 10 000 subsidized water connections per year, reinforcement of operators' capacity and network expansion in disadvantaged districts.

Finally, the PPU (President's Emergency Program), which was allocated 276 billion CFAF (420 million Euros) in 2013, can be mobilized for water access projects in disadvantaged districts.

##### *b) Situation on water access and sanitation*



Due to a ten-year crisis, Abidjan population substantially increased, while infrastructures necessary to good living conditions remained unchanged, and in some cases deteriorated. The city faces important water shortage (water deficit is estimated to 30 % in Abidjan), especially in its 122 slums. The construction of several wells should solve these problems; while waiting for these wells to be operational, several communities already built their own wells.

Water and sanitation matters are handled by different ministries: the Ministry of Waters and Forests handles water resources, water distribution is managed by the Ministry of Economic Infrastructures (MIE). Sanitation and disadvantaged districts development come under the scope of the Ministry of

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<sup>11</sup> In 2013, the rate is up to 51 % (French government report on heavily indebted poor countries)

Construction, Land Use and Urbanism. Local authorities stand under the authority of the Ministry of Internal Affairs: so are city halls which work on territory development, districts which are in charge of sanitation and regions.

Finally, two main actors exist:

- National Office of Drinking Water (ONEP), under MIE authority, in charge of managing drinking water access throughout the territory.
- SODECI (Ivory Coast Water Distribution Company), private operator working in the field of drinking water access and distribution.

### ***Prospection***

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Three missions were carried out in 2013 including the prospection of depressed areas and assessment of population's needs. E&V met numerous local and international actors (local authorities, water and sanitation actors and development actors). In addition, E&V conducted an analysis on the current situation and orientations taken regarding water access and sanitation issues.

#### *a) Partnerships*

Over the preceding year, several meetings were organized with ONEP, SODECI and MIE. ONEP and MIE embrace the idea of a pilot project in depressed districts, led by E&V in partnership with SODECI. ONEP wrote a letter to SODECI general directors and to the French Agency for Development (AFD) encouraging actions to be implemented. Other meeting will be scheduled in 2014 with SODECI to study further this project. SODECI barely reaches a 70 % collection rate in Abidjan and is interested in a project with a single client for payment collection and reducing illegal connections to its network.

In addition, development actors were contacted: AFD, currently involved in a deleveraging and development contract with the Ivorian State, E2A (Water and Sanitation for Africa), international agencies conducting studies and research work in water sector, United Nations Development Program (UNDP), the organization Save the Children and the United Nation Population Fund (UNFPA), UNICEF and Unesco Chair. Each of these actors is involved in water access and sanitation projects and expressed its support to E&V pilot project.

#### Identified districts

In order to assess water access and sanitation conditions, twenty districts among Abidjan's 122 disadvantaged districts were visited. In three of them, E&V conducted a more detailed study and met local authorities' technical services (city halls and districts) as well as areas leaders : B.A.T. Konan Ferran (5000 residents), Yaoséhi (17000 residents) and Dépôt Sotra (6000 residents). They are gathered within Yopougon, the largest municipality and the most populated among the 10 municipalities composing Abidjan. In each of them, less than 10% of the population is connected to SODECI network. Other residents get water supply from parallel market (through water dealers, illegal connections to SODECI network) and pay 6 to 20 times the normal water price. During talks with representatives of these districts, E&V observed the difficulties encountered by the population to get drinking water at a reasonable price. In addition, they suffer a lack of sanitation facilities. Poor hygiene conditions not only increase risks of diseases but also tensions and violence among the community. Yopougon City Hall and all three visited municipalities are in favor of E&V pilot project and wish to be involved in its implementation.

B.A.T Konan Ferran (5 000 residents), Dépôt Sotra (6 000 residents) and Yahosehi (17 000 residents) are potential sites for the implementation of a pilot project.

On ONEP demand, E&V visited Grand Bardo relocation district, largest slum in West Africa, located in San Pedro City. San Pedro is the second largest economic hub in the country and lies 200 kilometers from Abidjan. The city water resources are sufficient to welcome a project and both SODECI local agency and Hydraulic Technical Department (DTH) are favorably disposed to collaborate with E&V. A more detailed technical assessment would enable to choose a location for such a project.



During E&V last mission, local authorities and local actors of water and sanitation sector recommended that the pilot project was located in the disadvantaged areas of Abidjan. Indeed, needs are huge and many actions were led to solve water access and sanitation issues, without any master plan.

### ***Conclusions and prospects 2014***

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E&V reached 2013 objectives. There are promising prospects for a pilot project in Yopougon depressed areas in 2014. Needs are real and key actors are willing to get involved. Such a project would allow families to reduce their budget by a factor of 6 and above, decrease water related diseases and improve population living environment. Furthermore, it would drastically reduce illegal connections to local operator network, namely SODECI, and improve water bills payment collection. As many development actors are settled in this area, it may create a synergy within the operation area.

In 2014, E&V will recruit an ISV (International Solidarity Volunteer) in charge of creating a local NGO and a social business involved in water sector. Among its main missions, the ISV will create partnerships, conduct detailed studies on local needs and start E&V pilot project.

## 4. Conclusion and prospects 2014

In 2013, all the objectives were achieved. E&V headquarter was structured, a team dynamic enabled to develop management and program follow-up tools, partnerships and field actions. In 2014, headquarters' reinforcement will be carried out to support and strengthen the development of activities in all three countries of intervention.

# Conclusion

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Year 2013 was marked by the inauguration of running water distribution by SJP in Bangladesh and by TPA in Cebu. By end of 2013, 1 342 households had access to running water, including 1 267 with individual home connections. The Water Management System was installed in SJP and TPA agencies. As water reached new districts, W&L implemented fire-fighting equipment's. In Philippines as much as in Bangladesh, W&L developed water, hygiene and environment awareness raising actions, reaching 1 500 people. Identification of sanitation and waste management needs has started and will be finalized in 2014 in order to implement corresponding actions. All these activities helped strengthening E&V partnerships with communities, local authorities and various actors working in the field of water and development. Finally, prospects in Ivory Coast are likely to lead to pilot project implementation.

# Appendix

## 1. E&V objectives

**E&V aims to provide drinking water access and improve living conditions of slum residents in Philippines and Bangladesh.** This main objective leads to the following specific targets:

1. Install and maintain adequate and sustainable potable water networks.
2. Sale water at a reasonable price and organize payment collection system.
3. Install fire hydrants and sanitary facilities managed by communities.
4. Organize and provide public trainings on water, hygiene, fire prevention and sanitation (waste, sewerage...).

To achieve these targets, E&V organize the following activities:

<i>Activities</i>	<i>Expected result</i>	<i>Indicators</i>
<ul style="list-style-type: none"> <li>- Install and maintain water networks suitable with depressed area specificities, providing access to potable running water to each household.</li> <li>- Recruit personnel of local social businesses (80 % of the personnel are originated from slums) and provide training on payment, data entry, maintenance, and project management to ensure project sustainability.</li> <li>- Install fire hydrants and train volunteer firefighters from communities on fire prevention and use of fire hydrants.</li> <li>- In collaboration with local actors, organize hygiene and health promotion sessions, addressing the community, and aiming to improve hygiene practice.</li> <li>- Work with existing community committees to reinforce their fund management and project management capacities.</li> <li>- Coordinate and share with development actors and local authorities intervening in districts.</li> </ul>	<ul style="list-style-type: none"> <li>- 100 % households benefiting from an individual access to safe running water.</li> <li>- Maximum 5 % of unpaid bills.</li> <li>- 80 % of local social businesses, TPA and SJP, are originated from operation areas.</li> <li>- Employees of local social businesses are trained.</li> <li>- Installation and maintenance of 11 fire hydrant per 100 households.</li> <li>- 2 fire-fighting volunteers per fire hydrant, trained in fire prevention and fire-fighting.</li> <li>- Increase percentage of people washing hands at key moments.</li> <li>- Reduce health expenses and medical leave expenses due to water, sanitation or hygiene issues.</li> </ul>	<ul style="list-style-type: none"> <li>- Number of connected households and water meter installed.</li> <li>- Presence of coliforms in water.</li> <li>- Percentage of unpaid bills.</li> <li>- Financial viability of local companies.</li> <li>- Number of local business employees originated from intervention area.</li> <li>- Number of training sessions provided to local business personnel.</li> <li>- Number of positive assessments of local business personnel.</li> <li>- Volunteers' reaction time during fire-fighting training practice.</li> <li>- Number of training sessions on water, hygiene and sanitation provided to community.</li> <li>- Monthly average rate of days off (medical leave) per family.</li> <li>- Average health and medical leave expenses.</li> <li>- Number of acute diarrheas (adults and children &lt; 5 y.o.).</li> <li>- Percentage of people washing hands at key moments.</li> <li>- Number of well-maintained facilities built next to latrines and aimed to wash hands.</li> <li>- Number of coordination meetings with partners.</li> </ul>

## 2. Location of conducted actions

### Philippines



### Bangladesh



## 3. Resources

### Philippines

#### Human resources

TPA headquarter	W&L Philippines headquarter
- 1 financial and administrative director : <b>Beth</b>	
<ul style="list-style-type: none"> <li>- 1 country manager (ISV expatriate) : <b>Stéphane</b></li> <li>- 1 engineer : <b>Renante</b></li> <li>- 1 plumber : <b>Yonie</b></li> <li>- 1 regular plumber assistant : <b>Bobong</b></li> </ul>	<ul style="list-style-type: none"> <li>- 1 W&amp;L Philippines program manager (ISV expatriate) : <b>Sandrine</b></li> <li>- Short-term investigators during prospection</li> </ul>
<ul style="list-style-type: none"> <li>- 1 project manager (ISV expatriate) : <b>Florence</b></li> <li>- 1 administrative assistant : <b>Catherine</b></li> <li>- 1 agency manager : <b>Tony</b></li> <li>- 1 data entry clerk : <b>Emerson</b></li> <li>- 1 technical executive : <b>Ernesto</b></li> <li>- 1 plumber : <b>Biboy</b></li> <li>- 4 collectors : <b>Evelyn, Susan, Lilibeth et Gloria</b></li> </ul>	<ul style="list-style-type: none"> <li>- 1 community coordinator: <b>Angie</b></li> <li>- 1 community coordinator assistant: <b>Jo-Anna</b></li> <li>- Short-term investigators during prospection</li> </ul>
TPA Cebu	W&L Cebu
<ul style="list-style-type: none"> <li>- 1 program manager: <b>Cherry</b></li> <li>- 1 administrative assistant: <b>Demonsthenes</b></li> <li>- 1 data entry clerk : <b>Lorna</b></li> <li>- 2 collectors : <b>Judith and Raoul</b></li> <li>- 3 laborers remunerated according to executed tasks</li> </ul>	<ul style="list-style-type: none"> <li>- 1 community coordinator: <b>Czarina</b></li> <li>- 1 community coordinator: <b>Daisy</b></li> <li>- Short-term investigators during prospection</li> </ul>



TPA and W&L Cebu headquarter



TPA Cebu team



TPA and W&L Cavite teams

### Material resources

	TPA/W&L mutualized material resources	TPA	W&L
Cavite	<ul style="list-style-type: none"> <li>- 1 main office in Tabon, Kawit (rental)</li> <li>- 1 storage facilities in Manggahan, Kawit</li> <li>- 1 phone line fixe telephony + WIFI Internet access</li> <li>- Office equipment's</li> <li>- 1 scooter</li> <li>- 2 printers / scanners</li> <li>- 1 camera</li> <li>- Video-projector + projection screen</li> </ul>	<ul style="list-style-type: none"> <li>- 2 laptops</li> <li>- 4 desktop computers</li> <li>- Building material</li> </ul>	<ul style="list-style-type: none"> <li>- 1 laptop</li> </ul>
Cebu	<ul style="list-style-type: none"> <li>- 1 office in LTHAI district (rental)</li> <li>- 1 phone line fixe telephony + WIFI Internet access</li> <li>- Office equipment's</li> <li>- 1 laser printer</li> <li>- 1 projector + projection screen + speakers</li> </ul>	<ul style="list-style-type: none"> <li>- 1 desktop computer</li> <li>- 6 laptops</li> <li>- Building material</li> </ul>	<ul style="list-style-type: none"> <li>- 1 laptop</li> <li>- 1 printer / scanner</li> </ul>

### Bangladesh

#### Human resources

SJP	W&L Bangladesh
<ul style="list-style-type: none"> <li>- 1 PR and partnership executive : <b>Musfika</b></li> <li>- 1 administrative and financial executive: <b>Subhash</b></li> <li>- 1 administrative and financial assistant: <b>Nabi</b></li> <li>- 1 driver: <b>Mufaji</b></li> </ul>	
<ul style="list-style-type: none"> <li>- 1 program manager (ISV expatriate): <b>Amin</b></li> <li>- 1 project engineer: <b>Yeastir</b></li> <li>- 1 data entry clerk: <b>Jalal</b></li> <li>- 3 plumbers: <b>Kuddus, Panir et Rumon</b></li> <li>- Daily workers</li> <li>- 2 collectors: <b>Selina et Arif</b></li> <li>- 1 field coordinator: <b>Shajalal</b></li> </ul>	<ul style="list-style-type: none"> <li>- 1 program manager (ISV expatriate) : <b>Pauline</b></li> <li>- 1 trainings and studies executive: <b>Saby</b></li> <li>- 1 trainings and studies assistant : <b>Aper</b></li> </ul>



*SJP and W&L Bangladesh teams*

### **Material resources**

<b>SJP</b>	<b>W&amp;L Bangladesh</b>
<ul style="list-style-type: none"> <li>- 1 office + storage room in Bhashantek (rental)</li> <li>- Office equipment</li> <li>- 3 laptops (including a non-practical laptop brought from France) + Project Manager's laptop</li> <li>- 1 printer</li> <li>- Communication tools: suitcase with promotional material (screen)</li> <li>- Building material</li> <li>- 1 GPS</li> <li>- Internet modem</li> <li>- 1 WagTech kit (water analysis kit)</li> </ul>	<ul style="list-style-type: none"> <li>- 1 office (2 rooms + 2 bedrooms) in Mohammadpur, (rental)</li> <li>- Office equipment</li> <li>- 1 phone line fixe telephony + WIFI Internet access</li> <li>- 5 laptops</li> <li>- 1 desktop computers</li> <li>- 2 printers</li> <li>- 1 car (rental)</li> <li>- 1 camera</li> </ul>

### **France**

<b>Human resources</b>	<b>Material resources</b>
<ul style="list-style-type: none"> <li>- 1 managing director</li> <li>- 1 Project officer</li> <li>- 2 consultants</li> </ul>	<ul style="list-style-type: none"> <li>- 1 office</li> <li>- 2 computers</li> <li>- 2 printers</li> </ul>

## 4. E&V Partners and Board of Directors

### 2013 partners

- Association des amis de la ville de Genève (Philippines and Bangladesh)
- Fondation Brageac Solidarité (Philippines and Bangladesh)
- Fondation Lord Michelham of Hellingly (Philippines)
- Fondation Trafigura (Philippines and Bangladesh)
- Institut Robin des Bois (Philippines)
- Fonds Suez Environnement Initiatives (Philippines and Bangladesh)
- United Nations Development Program (UNDP) in Bangladesh
- Rotary Club Paris Académies (Bangladesh)
- Numerous individuals, organizations and companies.

In each country of intervention, E&V develops fundraising, toward local organizations companies (see referring paragraph).

**E&V would like to thanks all its partners.**

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### Board of Directors

E&V board of directors' works on defining the organization's objectives and strategy, participate to fundraising activities and control funds use. Members of the Board of Directors are men and women from diverse backgrounds: company, development, organization...

Nelly de Varine: **President**  
Nicolas Jourdier: **Treasurer**  
Agnès de Roux: **Secretary**

Hortense Brault  
Stéphane Buthaud  
Vincent Faber  
Eugène Omossolo