

The logo for Eau et Vie features a stylized blue water drop on the left and a green leaf on the right, positioned above the text "Eau et Vie" in a large, black, sans-serif font.

Eau et Vie

In service of essential needs

Improving living conditions of people in slums through sustainable access to drinking running water, hygiene, sanitation, fire fighting and waste management.

Philippines - Bangladesh - Ivory Coast - Bulgaria - France

2017 Annual report





BUREAU OF
FIRE
PROTECTION



Valérie Dumans and Philippe de Roux

Joint Directors of Eau et Vie

1. EDITORIAL :

With the strength gained from our experience in deprived areas, in 2008, we took the challenge of bringing running water in the slums of Manila in order to improve the living conditions of the inhabitants. We knew it: access to essential services was a huge challenge in an environment where social relations suffer from demographic explosion and land issues that result from it.

We then made a bet on proximity, the mobilisation of all the partners towards a common project of inclusion and social entrepreneurship in order to innovate and meet the needs of the population. We thus implemented a global approach that would enable the slums inhabitants, via the lever of access to essential services, to structure a common discipline and to become together actors of the improvement of their living conditions.

Since this first pilot project, other projects emerged in The Philippines, in Bangladesh, in the Ivory Coast, and two feasibility studies are in progress in Bulgaria and in France. Thanks to the results obtained for the access to essential services : water, fire fighting, waste management and sanitation, we have contributed to improve the perception of these excluded areas and proven that their inhabitants can « play the game », meet their part of the deal. A principle of reciprocity became possible, as we have been able to see with concrete commitments and achievements.

The Eau et Vie approach is now another option for the local authorities and the international funders. It supports the local operators in the sustainable cover of their territory by essential services. The implementation of these services and partnerships could not have taken place without a locally based management and community building actions, such as awareness to hygiene and the environment, the training of leaders, local recruitment, and the creation of local committees.

Since the beginning of our activities, about 23 500 persons benefit from sustainable access to drinking water and additional services.

2. Sigles et Acronymes

Abreviations	Full Names	Descriptions	Country
Barangay	Barangay	Smallest administrative division, district town hall.	Philippines
DNCC	Dhaka North City Corporation	Authority in charge of the North area of Dhaka	Bangladesh
DNS	Dji Ni Sii	Social company in the Ivory Coast created by Eau et Vie and in charge of access to water in urban deprived areas..	Ivory Coast
DWASA	Dhaka Water and Sewerage Authority	Water distributor in charge of the Dhaka area.	Bangladesh
CWASA	Chittagong Water and Sewerage Authority	Water distributor in charge of the Chittagong area.	Bangladesh
E&V	Eau et Vie	Depending on the situation, represents either the NGO Eau et Vie in France, or the Ivory Coast association in charge of implementing additional activities to water access	France or Ivory Coast
LGUs	Local Government Units	Local authorities in The Philippines	Philippines
LMWD	Leyte Metro Water District	Water distributor in the Leyte area.	Philippines
LTHAI	Lower Tipolo Home-owners Association Inc.	Association of the Lower Tipolo district in Cebu.	Philippines
Maynilad	Maynilad Water Services Inc.	Water distributor of Great Manila west area.	Philippines
MCWD	Metro Cebu Water District	Water distributor of the Cebu area.	Philippines
MIE	Ministère des Infrastructures Economiques	State authority in charge of hydraulic and water access service for our project..	Ivory Coast
MIWD	Metro Iloilo Water District	Water distributor of the Iloilo area.	Philippines
NHA	National Housing Authority	National Authority in charge of the housing program for low-income families.	Philippines
ONEP	Office National de l'Eau Potable	National office under the MIE authorities in charge of drinking water access throughout the territory	Ivory coast
PNUD	Programme des Nations Unies pour le Développement	United Nations Program in charge of helping developing countries, projects partner.	Bangladesh
SJP	Shobar Jonno Pani Ltd.	Local social company created by Eau et Vie, in charge of water access in slums .	Bangladesh
SODECI	Société de Distribution d'Eau de la Côte d'Ivoire	Private distributor in charge of water distribution in urban and suburban areas of Abidjan.	Ivory Coast
TPA	Tubig Pag-Asa	Social Philippines company created by Eau et Vie in charge of water access in slums.	Philippines
UPPRP	Urban Partnerships' for Poverty Reduction Project	Poverty reduction project implemented by the PNUD and the Bangladeshi Government..	Bangladesh
W&L	Water and Life	Created by Eau et Vie in the Philippines and in Bangladesh, these local organizations are responsible for community building and implementation of hygiene awareness, sanitation, firefighting and waste management activities..	Bangladesh or Philippines

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3. Eau et Vie—some figures

Eau et Vie's origin : Eau et Vie, French NGO funded in 2008, was born from the wish to sustainably improve the living conditions of people living in deprived areas in developing countries. Its founders, Valérie Dumand and Philippe de Roux, met in The Philippines when they were working on the social micro-credit programme UPLIFT, supported by the Inter Aide association.

When back in France, they pursued their commitment within public entities, NGOs and social enterprises. Today, they jointly manage the association..

In 2017, Eau et vie is :

9 years of existence

3 countries of operations — over 2 continents

38 employees head office and expatriates

2 studies in progress (Bulgaria and France)

450 millions water liters sold

60 jobs created locally

23 500 persons in the Philippines and Bangladesh benefitting from sustainable access to drinking water at home

32 % growth in 2017

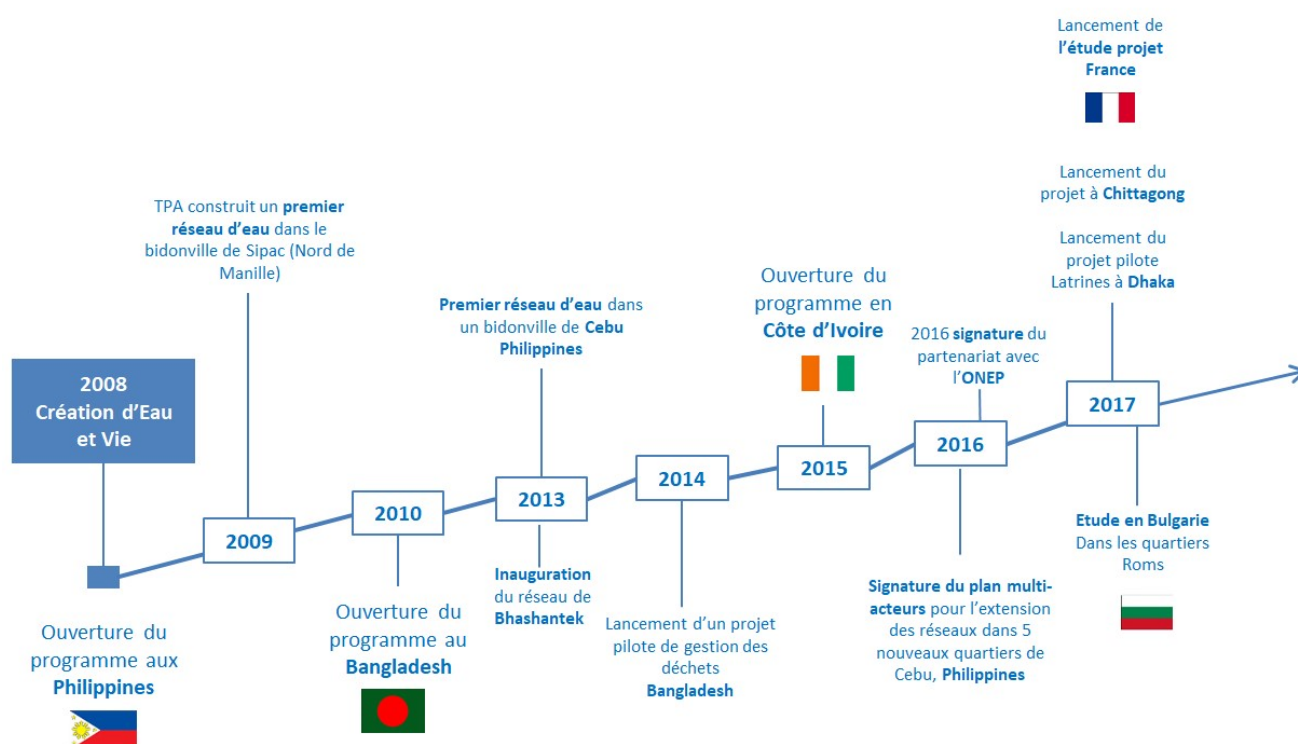
6 000 persons made aware of hygiene practices

1 200 hours of advocacy

370 firemen volunteers trained and ready to intervene

Payment rate of invoices higher than 95 %

4 controlled fires

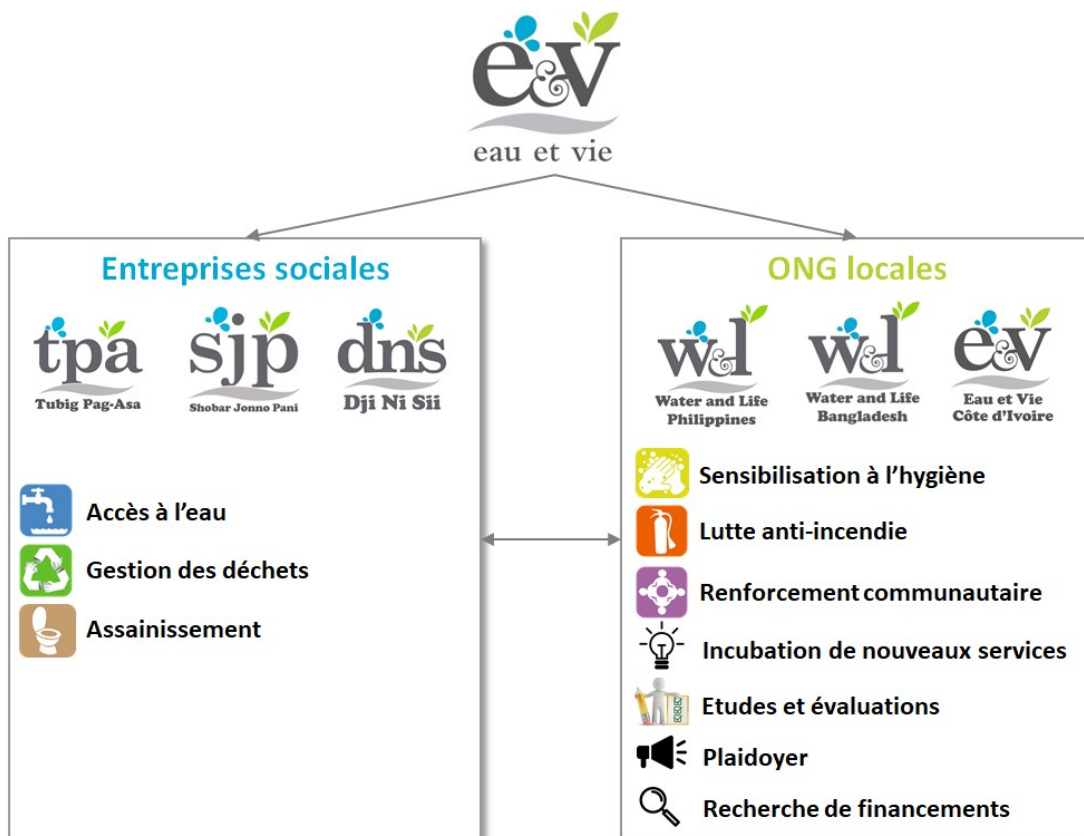


4. An innovative model that has shown results

4.1. The model :

Eau et Vie creates in each country of operation :

- **A social company** that acts as local distributor, firstly for the water management and then for the other basic services. This company builds the network that will distribute good quality water in the slums where the usual local operators do not want to invest. The related services (invoicing, dunning, network maintenance, waste management, sanitation) are included in a global invoice.
 - **A local association** in charge of reinforcing community spirit and awareness campaigns concerning water, hygiene, environment and fire fighting.
- When a project starts in a country, the role of the association is essential. It is responsible for effecting prospective surveys, identifying areas of operation, to plead towards the public authorities, in order to include deprived areas in the urban system.
- Thanks to its role within the community , the projects are strongly connected to the NEEDS of the population. Furthermore, the NGO now wants to be the incubator of new services such as sanitation, waste management and collection. These services will gradually be included in a global invoice of the social company.



The two entities work hand in hand on the whole of the areas and in close collaboration with the authorities, the communities and the local operators.

4.2. Actions criteria :

In order to implement its projects in a sustainable manner in various countries, Eau et Vie has set up some actions criteria so as to be able to select the areas where to intervene :

- Land security : low risk of demolition or expulsion during the following 5 years
- Access to water conditions : very low legal cover and access to improved water
- Availability of the local water distributor: Networks close to the area, water volume sufficiently available, sufficient pressure.
- Number of households: minimum 400 households
- Access to sanitation: no improved sanitation
- Living conditions of the inhabitants: unhealthy environment, households poverty
- Organisation of the community: motivated Representatives committed to the project
- Commitment of the community: Needs are identified and expressed by the community, positive welcome to the Eau et Vie model.
- Public authorities support: Strong
- Water operator support : Strong

4.3. A replicable and long lasting model

Thanks to the collaboration between the social company and the local association , the services are long-lasting and their sustainability is ensured. Their role is to build new links between the distributors, the public authorities, and the citizens and therefore enhance the cohesion. At the end of a project, the water services , and those of the waste and sanitation, must be taken over by the local distributors.

Eau et Vie' experience as a local operator in slums of the South demonstrates the strength gained by this model:

- It commits the populations in the process of the standardisation of access to a good quality service, implies a change in the direct environment and the integration of the area in the urban network.
- The public authorities thus gain a less costly solution, better adapted to the population.

This is made possible by the **lever for action** which represents direct services management by the local operator. The initial control of the water access as an official service is an efficient method to commit the population to meet their contractual obligations. It not only creates a collective discipline—essential prerequisite to the restructuring of an area— but also challenges and directly commits the public authorities.

Inhabitants living in slums, so far excluded from basic services, gradually find their place in the urban network. Access to water is a key factor in the fight against social exclusion, fight in which Eau et Vie committed itself since 2008.

« 3 success criteria » :

A social entrepreneurial logic within deprived areas

The local company is created on a sustainable economic model, it meets the social needs and is based on the employment of people from the deprived areas. Its location within the targeted areas leads to create direct links with the beneficiaries. All the profits are re-invested in the company and for the community.

An adapted all-inclusive invoice at the best fair price

An invoice is made for the inhabitants of the deprived areas that are now connected to the water, drainage, and waste management services of the social company. The price of the services and the payment methods are adapted to the financial means of the families. For example, the payments can be made each week or twice a month.

Advocacy and Reinforcement of the community

Eau et Vie actions contribute to the reinforcement of the community. Area committees (for water, fire-fighting, drainage, waste) are created. Their members participate to the actions of advocacy for essential services, are made aware of topics such as hygiene, fire-fighting, and will take over the actions together with the local operators at the end of the project

4.4. Eau et Vie and the Sustainable Development Goals (SDG)

The sustainable development goals (SGD), also known as the Global Goals, are a universal call to action to end poverty, protect the planet, and ensure that all people enjoy peace and prosperity.

17 Goals build on the successes of the Millenium Development Goals, while including new areas such as climate change, peace and justice, amongst other priorities. Water and sanitation now constitute a goal in itself. These goals are interconnected—often the key to success of one will involve tackling issues more commonly associated with another.

The SGDs constitute a common programme in order to meet some crucial challenges which the world has to face. By its actions, Eau et Vie fully participate to the achievement of :

Goal No. 6 : Guararantee access to clean water and sanitation to all and ensure a sustainable management of the water resources ;

Goal No. 11 : Ensure that the cities and communities are open to all, safe, resilient and sustainable ;

Goal No. 12 : Create sustainable and responsible consumption and production



4.5. Cross over dimensions at the heart of Eau et Vie projects:

Gender and vulnerable groups

Eau et Vie projects include 2 cross over dimensions :

Women strategic position :

Women play a key role in the supply, the management, and the safe-keeping of water resources.

But despite this recognition, some norms, customs, and lack of access to drinking water and sanitation generate a specific vulnerability with many side effects. Men and boys commitment is essential to fight against women discrimination with regard to water.

Furthermore, women's place in key decision-making positions is essential for water management. **Eau et Vie commits itself to improve women autonomy and equality between people by concrete actions :**

- Eau et vie involves women in the projects implementations, and not only the heads of the communities, who are mostly men.
- Eau et Vie does not consider that women are dependant on men.
- Eau et Vie organises meetings at times when women can participate.
- Eau et Vie ensures that the local area committees include women.
- Eau et Vie takes into account the fact that women need more intimacy at water sources (in particular to wash themselves) and at sanitation equipment.
- Eau et Vie puts in place actions that are specifically targeted towards women: : awareness training campaigns regarding hygiene and fire prevention, adapted sanitary equipment, training and recruitment.

Vulnerable groups :

Vulnerable groups are taken into account by Eau et Vie when creating projects so that the services benefit in the long run to the whole of the community. So, in addition to women, children , handicaped, ill or old people are subject to specific attention when considering water access and sanitation services. Eau et Vie :

- Organises awareness sessions that are specifically adapted to children.
- **Adopts adequate standards for the construction of accessible installations.** For water access, this implies that the taps are fixed at a level lower than usual. For sanitation, it can be necessary to install toilets with a seat rather than squat toilets. The installations for washing, drying hands, soap, in public toilets take into account the height accessible from a wheelchair or to children. Access ramps are installed.
- Ensures that emergency fire evacuation plans take into account people with reduced mobility.

5. Main events in 2017

Project Study France :

Launching of a feasibility study for the development of a new program for condominiums in difficult situations in the Ile de France and Hauts de France regions

Project Study Bulgaria :

Start of a study in a Roma population area in Sofia
In order to evaluate the possibility to implement a pilot project

Philippines :

Building of the first water network in a rehousing area at Leyte

Implementation of Wamasys, the new software for services management, in the areas of Tanauan and Mantuyong in view of its global roll-out

Ivory Coast :

PRICI study on the impact of the social network connections in the deprived areas

Start of the activities hygiene, fire fighting and waste management

Beginning of the negotiations with the SODECI concerning the water price and the sub-contracting agreement

Bangladesh :

Construction of a 9 ecological unit at Bhashantek for 100 users

Funding obtained from the local water operator for the connection of the 2nd half of Bhashantek to drinking water (by funds from the French Development Agency)

Signature of a partnership with the Chittagong water operator and start of the building work of the water network at 9 Number Bridge

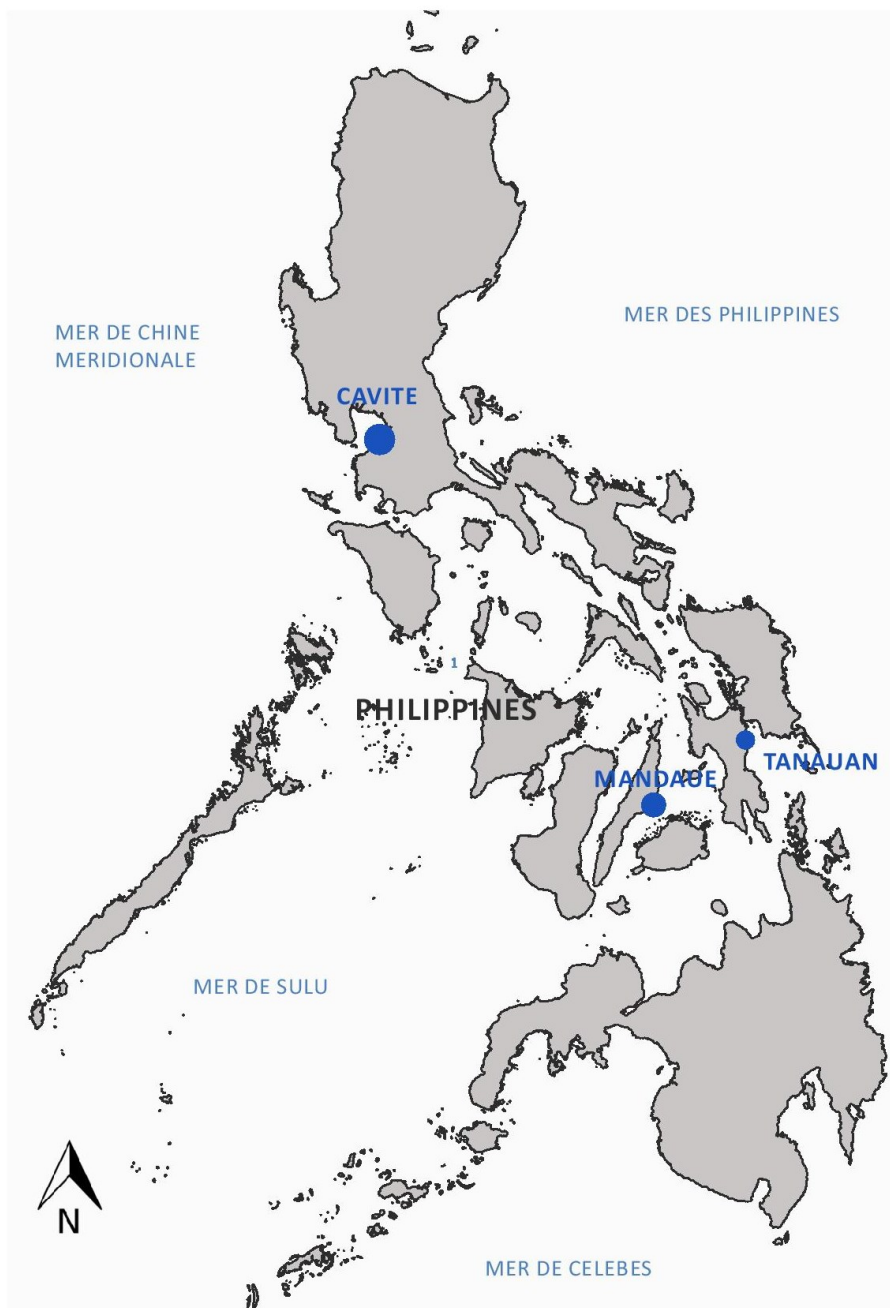
6. Countries



6.1. Philippines

In The Philippines, the population growth has been extremely fast (+ 30 %) : going from 75 million inhabitants in 1995 to 105 million in 2017. The country's GDP has also strongly increased during the same period (in 2017, the rate reached 6.7%) , however this did not prevent the social inequalities to keep increasing. In the same year, the country ranked 128 out of 197 on the Human Development Index (HDI) and one fifth of the population lives under the national poverty line (2015).

This fast growth led to a massive urbanization. This urban development, often badly controlled, is vulnerable and leads to the development of deprived areas and slums. In 2016, more than 40 % of the urban population in The Philippines were living in slums.



Eau et Vie has been active in The Philippines since 2008. Prospective surveys have shown the need of drinking water in the slums of Cavite (suburbs of Manilla, the capital) and then of Mandaue (Métropolis of Cebu, second of the country).

As at today's date, Eau et vie projects have been implemented in 5 areas in Cavite (Salcedo 2, Manggahan, Pugad Ibon, Talaba 2 and Upper Succat), 4 in Mandaue (Malibu, Tipolo, Paknaan and Mantiyong) and one relocation zone in Tanauan (Leyte island). Multi-year partnership agreements have been signed with local operators in each of the 3 towns, in order to build water networks and distribute water.

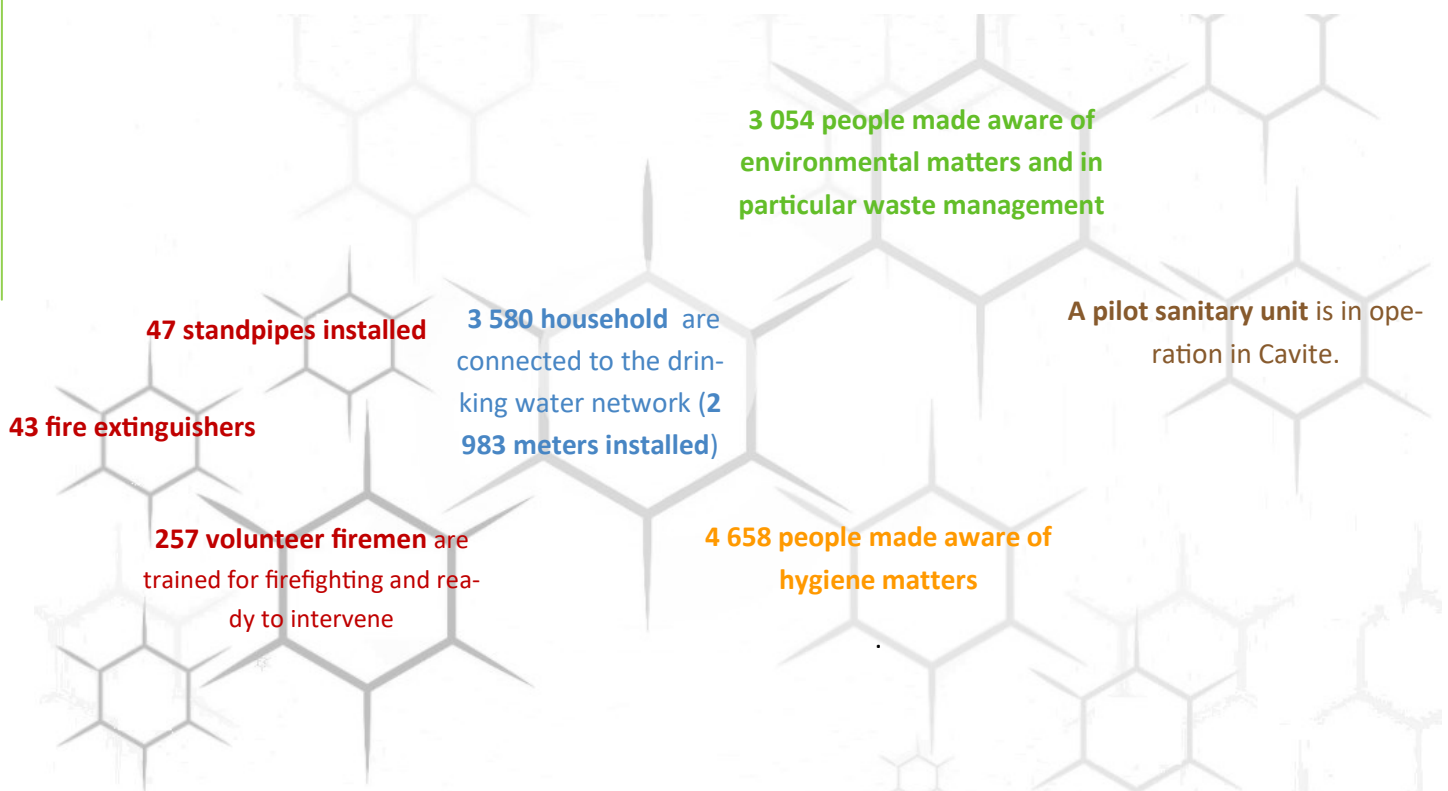
A social company « **Tubig Pag Asa** » (Water of hope) acts as water distributor and works in close collaboration with a local NGO « **Water and Life** », in charge of the additional services.

6.1.1. Chronology and main steps of the project implementation

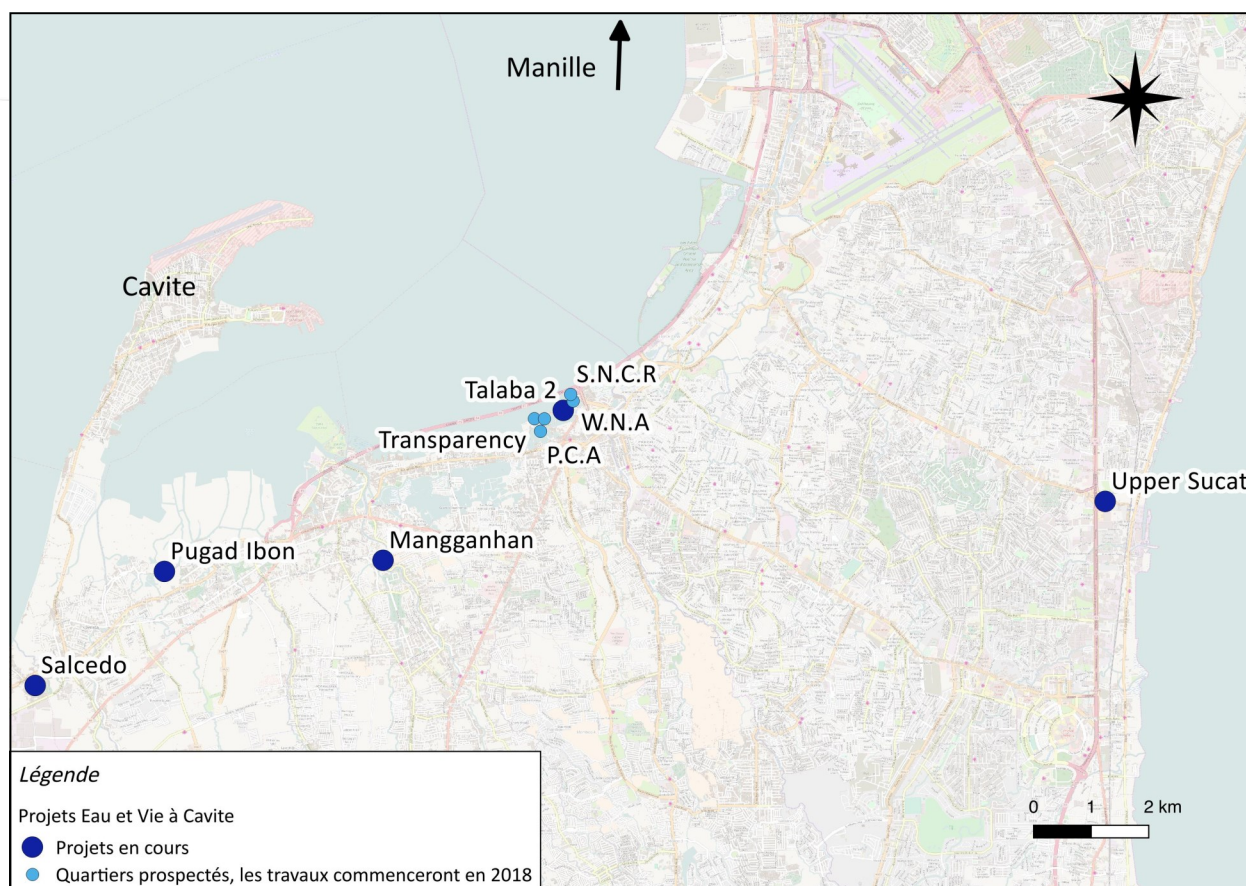
- 2009:** TPA builds a first water network in the Sipac slum (North of Manilla). Following a fire in 2010, activities are stopped.
- End 2010 :** New partnership between Maynilad Water Services and TPA over 15 years for the implementation of a project in the slum of Salcedo 2 at Cavite.
- 2012 :** TPA extends its activities to the slums of Manggahan, Pugad Ibon, around Cavite.
- 2013 :** First water network in a slum in Cebu, at Lower Tipolo, in partnership with MCWD.
- 2014:** New project in the slum of Malibu at Cebu, thanks to the initiative of the partnership MCWD-TPA.
- 2015 :** New areas chosen : Talaba 2, and Upper Sucat at Cavite (Manilla) and Paknaan, at Mandaue (Cebu). First prospectations at Leyte.
- 2017 :** A new water network is built in a relocation area of Mandaue, devastated by a fire one year before: Mantuyong. The first water network comes into life on the island of Leyte at Sacme Prime Town. The local structures are consolidated.
- Between 2009 and 2017, W&L supports TPA activities by setting up complementary services.

The general objective of the program is **to improve the living conditions of 5 400 families (approximately 30 000 people) by 2019**, living in slums in The Philippines (Cavite, Cebu and Leyte).

6.1.2. A method that has shown results: end 2017



6.1.3. Cavite—Luzon



6.1.3.1. Description of the area

The Cavite province is situated south of Manilla, capital of the archipelago of The Philippines. With 3 678 301 inhabitants in 2015, it is considered to be one of the most populated province of the archipelago. Its strategic position (headland on Manilla Bay) and its key role in the independence of the country make it an attractive location for the inhabitants of the other provinces of Luzon. 35 % of the population of this province are less than 18 years old. The dependancy ratio is estimated to reach 60 % (for 100 active people, 60 are financially dependant – especially for the costs of schooling, health and food for the children), which reflects a high poverty rate.

During the last years, numerous slums have appeared to face a very strong population growth and the unequal wealth distribution.

6.1.3.2. Steps

The first Eau et vie project was born in Cavite, in Salcedo slum, end 2010. The social company Tubig Pag Asa (Water of hope), created by Eau et Vie, now serves 5 deprived areas of the province. The services provided by TPS are made possible thanks to a solid partnership (over 15 years, from 2011) with the local partner Maynilad Water (distributor). The additional services (fire fighting, waste management, hygiene, community building and sanitation) are managed by the local NGO, Water and Life. At the beginning of 2017, a complete reorganisation of the TPA agency in Cavite significantly slowed down the activities and the development of the social company, but the arrival of a new highly motivated team made the agency very active again and it became again fully operational in May. Despite some water pressure problems, the development of the existing areas and the surveys, in particular in Longos and Talaba 2-Expansion, continued at a good pace until the end of the year. With regard to Water and Life, the year was marked by the participation of the volunteer firemen to the fire Olympiads organised by the town firemen, cleaning days of the area that each time gathered more than 400 people, of which a majority of children, and numerous awareness actions concerning water management, waste and sanitation.

6.1.3.3. A method that has shown results: end 2017



1 746 families and 4 public places are connected to the TPA water network (more than **9 600 persons**).



170 volunteer firemen have been trained (split in 5 brigades), meaning **1 fireman for 11 families**. **19 standpipes** installed, meaning **1 standpipe for 104 households**.



1 974 persons participated to awareness activities concerning hygiene



2 025 persons participated to awareness activities concerning waste management



The **sanitary complex** installed in the Pugad Ibon area provides 5 toilets, a shower area and a laundry area.



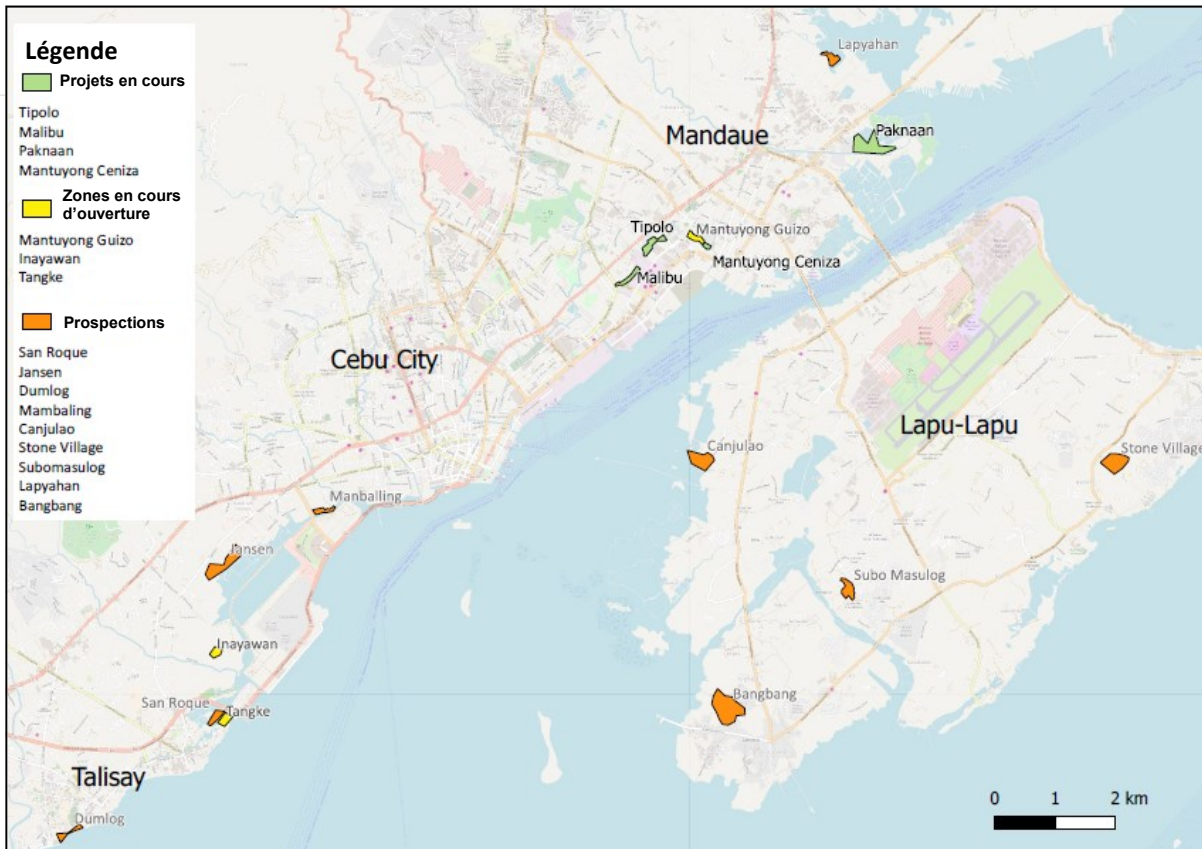
1083 persons active in Eau et Vie actions through **49 meetings** with the communities.

6.1.3.4. 2018 Challenges 2018

After the strengthening of the activities (water, hygiene, waste and fire) in the existing areas and the surveys done in 2017, 2018 should see the opening of new areas in Cavite. Furthermore, a feasibility study for a sanitation and waste management pilot project should start in 2018.



6.1.4. Mandaue—Cebu



6.1.4.1. Description of the area

Mandaue town is one of the 13 municipalities that forms Cebu metropolis. Cebu metropolis is situated in the central region of Visayas and is the second economic centre of the country, it counts 2 849 213 inhabitants in 2015. The population concentrates on a limited area, between the sea and the mountains. Many deprived areas are built on stilts, on the outskirts of towns. These housings are vulnerable to climatic risks and are excluded from urban services

6.1.4.2. Steps

The first project on Cebu island started in 2012, in Tipolo area. In 2014, a partnership and reselling water agreement was signed between TPA and Maynilad Water Metro Cebu for a 10-year duration. At the end of 2017, TPA intervenes in 4 slums in the town of Mandaue. Meanwhile, W&L made 623 people aware of good hygiene practices and 525 people aware of waste management. Furthermore, 46 volunteer firemen were trained to fire prevention and fighting and 12 fire hydrants were installed. Emphasis was placed on this activity, thanks in particular to the volunteer firemen of the Lyon association Casc-Appui which objective is to re-inforce the capacities of the volunteer firemen of the Mandaue agency with regard to prevention and training. This activity became all the more important that 4 fires in total broke out during this year in the Malibu and Paknaan areas. TPA provided free water to the community during the 2 days that followed these incidents and then reconnected all its members. The partnership with the Dutch cooperation, the local water operator and the Red Cross, and also the survey of new potential areas was restarted in 2017. Within this same framework, a new water network was opened in Mantuyong-Ceniza at the end of the year, an area that had been completely destroyed by a fire in 2016 and that became a relocation area. This zone is the second agency managed under Wamasys, the new services management software that will then be spread over to all the existing areas.

6.1.4.3. A method that has shown results : end 2017



1 451 families and 6 public places are connected to TPA water network (approximately 8 000 persons).



46 volunteer firemen have been trained, and 20 fire hydrants installed.



623 persons participated to awareness activities concerning hygiene.



525 persons participated to awareness activities concerning environmental matters and waste management.



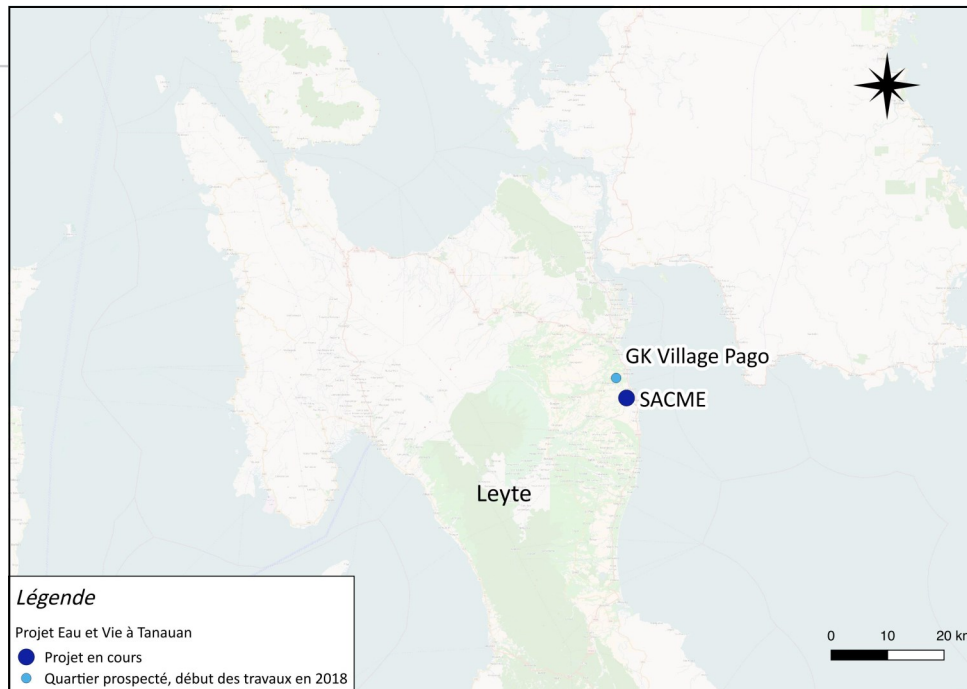
810 persons active in Eau et Vie actions during **23 meetings** with the communities

6.1.4.4 . 2018 Challenges

2017 highlight was the opening of a new water network in the Mandaue agency: Mantuyong-Ceniza, under the management of the new software, Wamasys. In 2018, the objective is to spread the generalization of the use of this software in the other existing areas. As for W&L, the activities are strengthened. Furthermore, the second part of Mantuyong – relocation area – should also be connected in 2018 and W&L will start their activities in the 2 areas.



6.1.5. Tanauan—Leyte



6.1.5.1. Area Description

The Tacloban region is the most populated area of the Eastern Visayas region. In November 2013, Haiyan, one of the strongest tropical storms ever recorded, went across the Philippines archipelago, hitting in particular the Leyte province and Tacloban town. The United Nations have evaluated that the number of victims reached more than 10 000 in the sole town of Tacloban. 90% of the town and its surroundings were destroyed, leading to the displacement of 660 000 persons. **Relocation areas were set up by the services of the municipalities hit by the typhoon.** Populations living close to the coast **had to migrate inland, in areas not liable to flooding, but where everything needed to be done.** Beginning 2015, when the construction of the relocation areas was about to end, **water access or sanitation plans by the local authorities were nonexistent.** Therefore, the families had no other choice but to buy water from sellers of the non-official sector, who take advantage of the situation to impose very high prices : **between 3 and 8 times higher than those of the distributor.** Furthermore, they had to carry the buckets to their house, where the water was stored, leading to risks of contamination.

6.1.5.2. Steps

Eau et Vie started their prospecting activities in the Leyte province in 2013, in a post-emergency situation. Several visits were made in 2015 and 2016. The first relocation areas chosen for the project are **Sacme Primetown and Pago**, located on the outskirts of Tanauan municipality. A partnership contract between TPA and the water distributor **Leyte Metropolitan Water District (LMWD)** was signed in July 2016. The inauguration of the water network of the first area (Sacme Prime Town) and its opening took place in March 2017, leading to a 100% connection rate of the housings of this relocation area by the end of the year, which means 319 individual connections.

The activities of W&L Philippines really started in the area in June, in particular fire fighting with the support of the voluntary mission of the Lyon firemen, who gave demonstrations, trainings and donated equipment. The teams of TPA and W&L Philippines are now complete and fully operational, and the implementation of Wamasys, the new services management software, has started.

New surveys took place in Pago where negotiations are proceeding well.

6.1.5.3. A method that has shown results: end 2017



383 families are connected to TPA water network, meaning more than **2 000 persons**.



41 voluntee firemens have been trained, meaning **1 fireman for 8 families**.

6 fire hydrants have been installed.



2 061 persons participated to awareness activities concerning hygiene, of which **1 548 children**.



504 persons were made aware of environmental matters and waste management



1 242 persons were active in Eau et Vie actions during **14 meetings** with the communities.

6.1.5.4. 2018 Challenges

The connection of the whole of the inhabitants of the relocation area of the first area of Tanauan (Sacme Prime Town) to the water network marks a first victory for Eau et Vie. In 2018, the connection of the newcomers will continue. The activities and W&L will pursue and reinforce in the area.

Further to the surveys done in Pago and the negotiations with the different stakeholders, the opening of this area is hoped for in 2018.



6.1.6. Conclusion and prospects in The Philippines

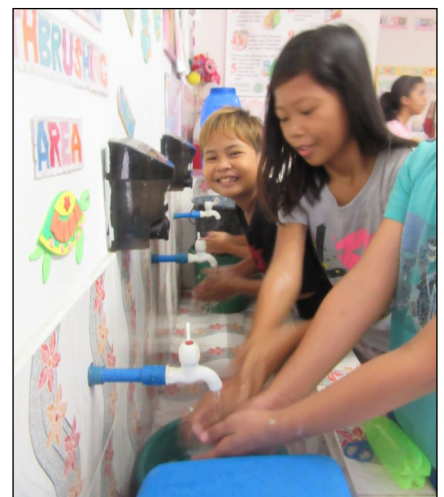
The year 2017 in The Philippines has been highlighted by an important reorganisation. The year started by an audit of the Cavite agency which ended up by a complete overhaul. Other departments such as Human Resources and Finance were also reorganised, headed by competent local managers.

This reorganisation gave a new impetus to the NGO and social company activities and, at the end of 2017, the teams are in working order and very motivated. In the context of this restructuring, operating manuals were drafted in order to centralise and extend best practices all over the various agencies in order to function in the same way and be more efficient.

The inauguration of the Mantuyong-Ceniza (Mandaue) project is the sign of opportunities to open new areas in the Cebu region within the frame of the partnership between Eau et Vie, the Dutch Cooperation, the Red Cross and the local water operator. In 2018, the second part of the Mantuyong (Mantuyong-Guizo) relocation area should also be connected to running water. Still within this partnership, a new agency should be created in order to manage projects situated in the south of Cebu and at Talisay, border town.

In parallel to its activities of fire fighting, community reinforcement, awareness to hygiene and waste management, W&L has started impact studies at Cavite in November 2017 in order to extend its activities in the second part of Mandaue in 2018.

With regard to TPA, Wamasys –the new services management software—has been successfully tested at Leyte, then in the new area of Mantuyong, for an implementation in all the agencies in 2018. This software allows for a better management of the invoicing, payment dunning, water loss. In parallel, in 2018, will also be implemented an invoicing system via a smartphone application; this will save time in data entry, reduce errors, and facilitate the work of the collectors.





Biofil
TOILET SYSTEM

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Biofil
TOILET SYSTEM

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6.2. Bangladesh

Because of its geophysical characteristics and the exploitation of its resources, Bangladesh is one of the countries in the world the most vulnerable to climate changes. The population high density aggravates not only the impact of local disasters but also mass migration towards towns. Bangladesh Human Development Index of 0.58 places the country at the 139th rank out of 188. The matter of water and access to basic services is key: 19% of the population do not have access to drinking water, and 44% do not have access to a functioning sanitation system. This leads to:

Bad health conditions, development of diseases such as diarrhoea, cholera, malaria, or parasitic infections. About 125 000 children aged less than 5 die of diarrhoea each year in Bangladesh.

Deterioration of the environment, with the contamination of ground and surface water by sewage.

Very high inequalities and tensions amongst the most underprivileged.



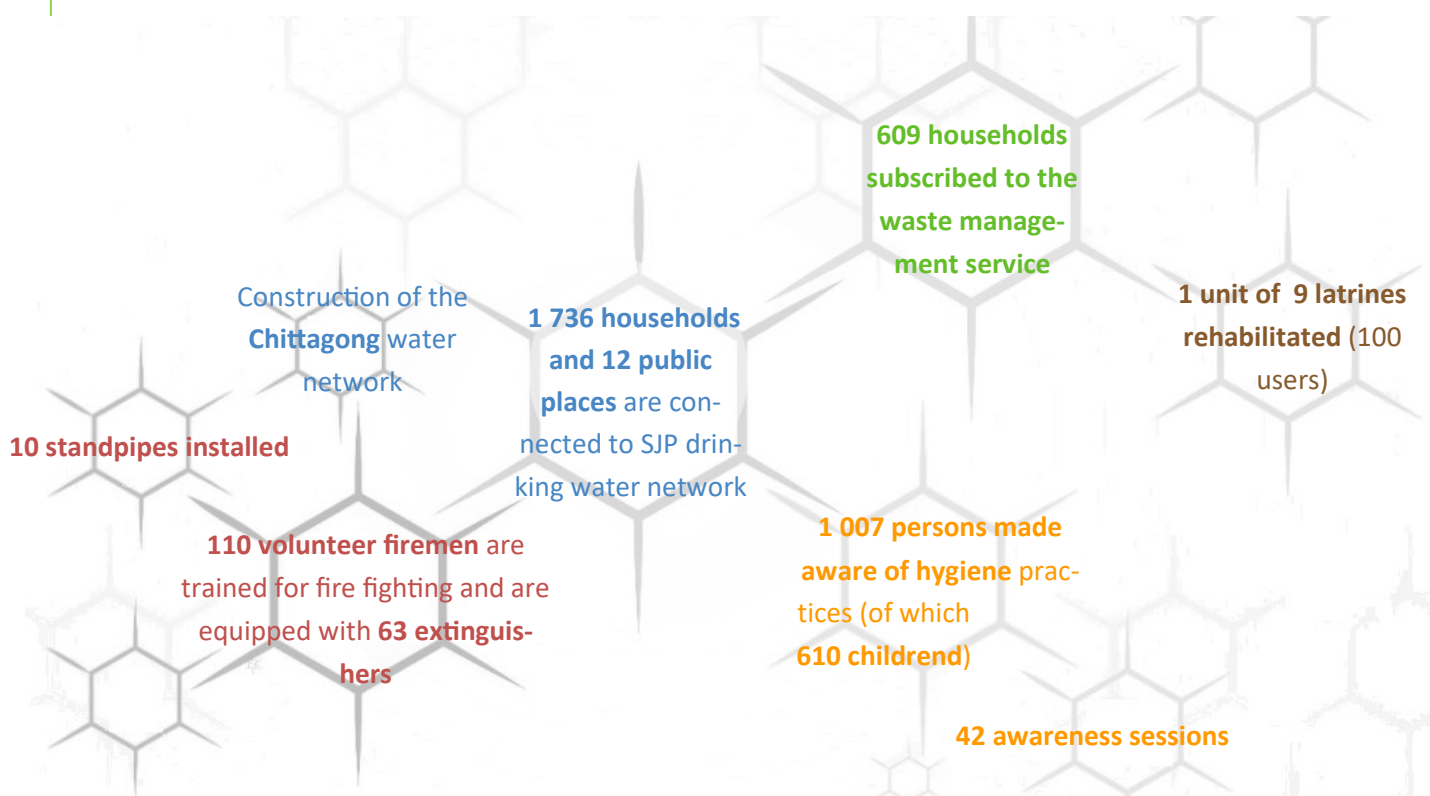
Since 2010, Eau et Vie intervenes in Bhashantek, a slum of Dhaka, capital of Bangladesh. The social company **Shobar Jonno Pani (SJP)** and the association **Water and Life Bangladesh (W&L)** work hand in hand in the **Bhashantek slum**. SJP is in charge of the **construction and maintenance of the water networks** in the slums and is responsible for the **drinking water distribution and payments collection**. For its part, W&L develops **trainings on hygiene, environment, firefighting**; it works towards the **reinforcement of the area committees** and the implementation of **services such as sanitation, firefighting and waste collection**. SJP has first set up the water network in a slum in 2012, in collaboration with W&L Bangladesh. In 2014, a pilot project for waste management was tested and should be made compulsory for all the SJP customers in 2017. In order to complete the offer of essential services and improve the living conditions of the inhabitants, a pilot project for ecological latrines was inaugurated in 2017 and should be extended to the whole of the slum in 2018. End 2017, works started to connect the second part of Bhashantek to drinking water. Finally, Eau et Vie signed a partnership agreement with the Chittagong Water and Sewerage Authority (CWASA) and started the construction of the water network of the « 9 Number Bridge » slum.

6.2.1. Chronology and main steps of the project implementation

- 2010 : launching of the programme at Dhaka, Bangladesh
- 2012 : Opening of the social company SJP offices in the Bashantek slum and signature of a contract with the water distributor, DWASA, for a 15 year duration.
- 2013 : inauguration of the first water network in Bashantek
- 2014 : A waste management pilot project is tested in Bashantek
- 2016 : launching of the project in Chittagong and start of the surveys for a pilot project to restore latrines within Bhashantek
- 2017: Pilot project for improved toilets in Bhashtantek. Launching of the water network construction in the second half of the Bhashanted slum. Failure of the generalization of the waste management service. Launching of the water network at Chittagong.

The main objective of the program is **to improve, by 2019, the living conditions of 7 000 families (about 29 000 persons)** living in slums in Dhaka and Chittagong (slums of Bashantek and 9 Number Bridge).

6.2.2. A model that has shown results : end 2017

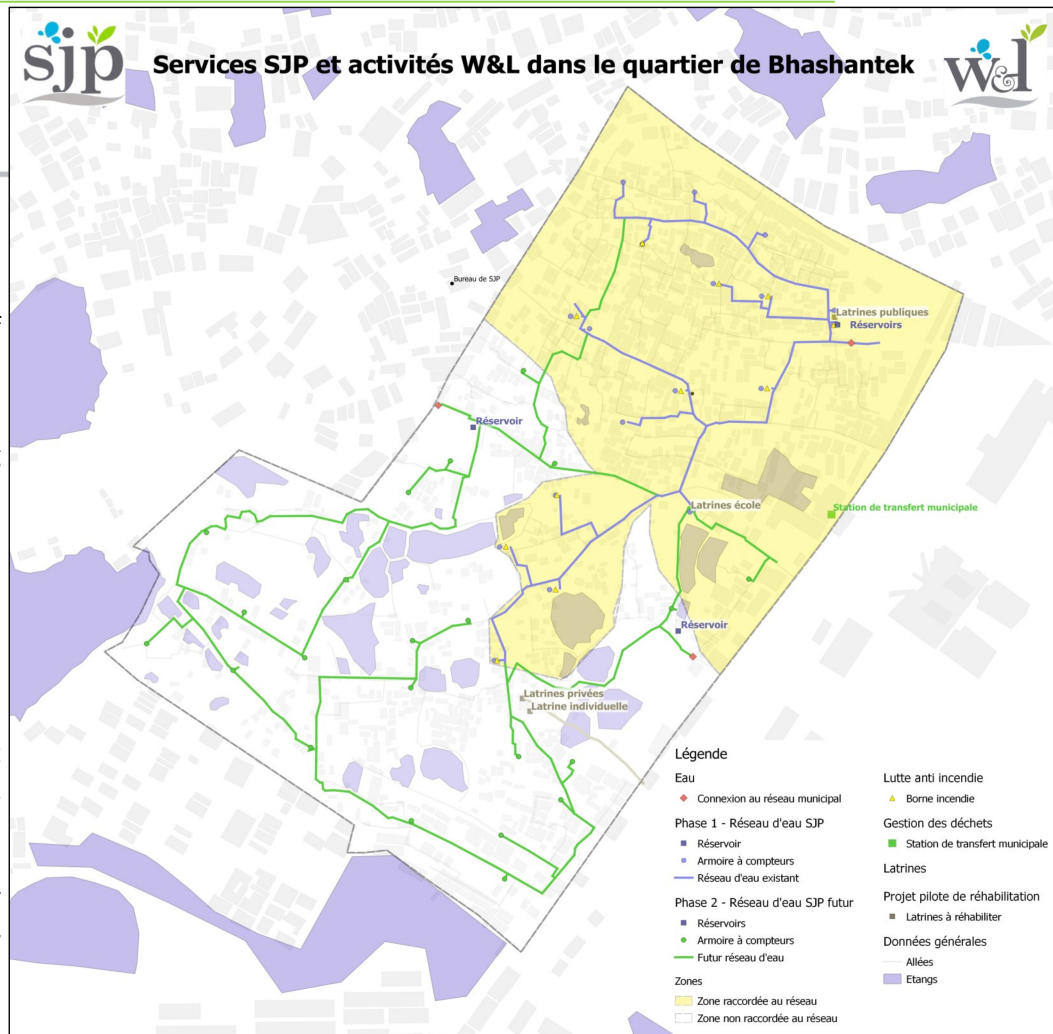


6.2.3. Bhashantek—Dhaka

6.2.3.1. Description of the area

Dhaka, capital of Bangladesh, is the 11th biggest town in the world; it counts 18.5 million inhabitants. Today, about one third of them live in deprived areas. Some of these are private areas, others are illegal, and others are being rehabilitated by the government. The lack of a clear urbanization policy deprives disadvantaged areas from access to water and basic services. Eau et Vie is located in the Bhashantek slum, situated in the North East of Dhaka. It counts 3 500 households, approximately 15 000 inhabitants .

Several additional slums appear each year; this is due to the very fast demographic growth and unequal wealth distribution.



6.2.3.2. Steps

The project started in 2010 with the implementation of Eau et Vie activities in the first part of the slum, **91 % of this area has been connected to the water network**. Simultaneously, **activities such as fire fighting, waste management, community building and hygiene awareness have been set up**. Eau et Vie works in close collaboration with the local water distributor DWASA, the DNCC (Dhaka North City Corporation), as well as with public and private partners whether local or international. The community is very committed to all the steps of the projects. **An impact assessment** was done in 2016 and has shown a very clear improvement of the living conditions of the households benefitting from running water at home, especially concerning **health expenses which were divided by 3** and less absenteeism at work or at school. If we take into account health expenses savings, **expenses relating to water for households connected to the water network are divided by two**. In 2017, a **first unit of 9 latrines (100 users) was rehabilitated**. The objective was to reduce to maximum 12 persons the number of users per toilet, to provide access to improved latrines and to ensure their cleaning and maintenance. The Biofil technology, lombricompost, was selected and the social and economical model defined: a person cleans the toilets communal parts, each toilet is cleaned by the families using it and is equipped with water and electricity. The service is charged 0.35EUR per week and per family (35 BDT) and the payment is made via a common invoice for water, sanitation and waste. End 2017, after a long advocacy towards the AFD, SJP obtained from DWASA the funding for the **construction of the water network in the second part of the slum**. The network was drawn and some sessions to present SJP services started to inform all the households. The generalization of the waste management service failed, mainly due to the lack of adapted awareness session towards the population, but also from the teams. Access to this service remains on a voluntary basis.

6.2.3.4. A method that has shown results : end 2017



1 736 households and 12 public places are connected to SJP water network, meaning about **8 200 persons**.



110 volunteer firemen have been trained (split into 12 brigades), so **1 fireman for 29 households**.



1 007 persons participated to the 42 awareness sessions about hygiene.



609 persons subscribed to the waste collection service. **663 persons** participated to the **36 awareness sessions** about waste management.



1 first latrines unit is rehabilitated and is used by **100 persons**.



1 045 beneficiaries are committed in community reinforcement activities of which **372 potential new customers**.

6.2.3.5. 2018 Challenges

2018 will be marked by a big increase of the team members since the year will show an intense development of the activities : the objective is to extend the drinking water network to the second part of Bhashantek slum, to evaluate the waste management service in view of its extension to all the slum households, to rehabilitate and build several toilets according to the tested model and to think about the management of sewage water.



6.2.4. Chittagong

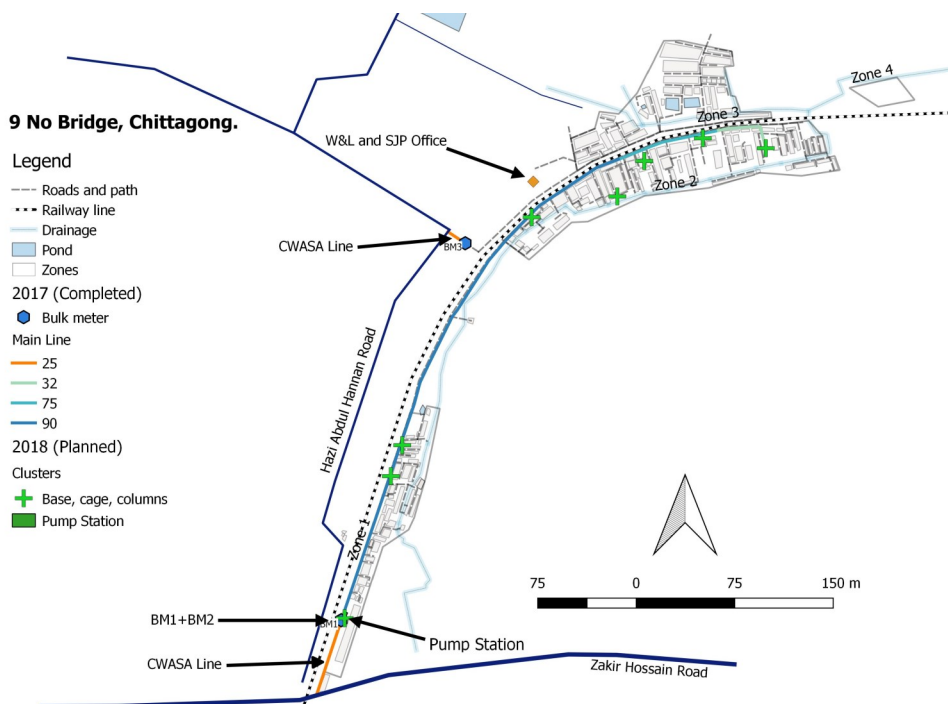
6.2.4.1. Description of the area

Chittagong is the **second town** and the first harbour of the country. The rural exodus has led to an exponential urbanisation and the explosive growth of the number of deprived areas. With **5 million inhabitants**, Chittagong did not manage to adapt its infrastructures, and about **1.5 million inhabitants, often illiterate and without any property rights, live in 2 000 slums**. Living conditions in these areas are extremely difficult, in particular because of the lack of access to drinking water and sanitation.

The area of 9 Number bridge (1295 inhabitants) was selected in 2016 for the start of Eau et Vie activities in Chittagong, supported by local partners. This area is situated on a flat ground, along a railway line, and close to the residential area of Kulshi which concentrates the richest population of Chittagong. According to the inhabitants, it was created in 1990. It is split in **three zones** situated along the rails. It gathers **400 households** and is next to other slums (Khulshi colony, Master colony, Jhautala), potential extension zones of the project. The technical difficulties and the risk of expulsion are a bit higher than elsewhere, but the inhabitants, **as well as the leaders, have a very strong wish to benefit from the project**. The majority of the homeowners live in the slum, a real advantage for the project. SJP and W&L offices are close, which enables the teams **to be as close as possible to the population of the area**.

6.2.4.2. Steps

Between 2009 and 2014, Eau & Vie teams effected about 15 prospective missions in order to determine the slums where to implement the project in Chittagong. In 2016, 6 other missions were done. The slum of 9 Number bridge was selected to start the activities and a baseline survey was effected. In 2017, after several months of discussion, the SJP-CWASA project was signed, enabling Eau & Vie to start the project. A new agency was established close to the slum, and a local team recruited. A KAP survey (Knowledge, Attitudes, Practices) was conducted, in order to **adapt the hygiene awareness sessions to the real needs of the population**, but also in order to be able to evaluate the changes in terms of good practices during the project. This survey also provided an opportunity to make contacts with the schools where W&L could give hygiene awareness sessions. In order to inform and prepare the communities to the future SJP activities, some promotion sessions were planned and started in September 2017: SJP services were presented, its way of working and also the invoicing system, the inhabitants questions were answered. The team members were able to make a first contact with the beneficiaries and build a trusting relationship with the community. The installation of the general meters permitted to take measure pressures and the excavation works started. Three meters cages were built. Finally, a community **representative committee** was created. It is made of **17 leaders (already existing)**, of which **3 women** (one by zone). This committee is SJP and W&L privileged intermediary for the activities progress and for the negotiation of various partnership agreements.



6.2.4.3. A method that has shown results: end 2017



3 general meters connected to CWASA local water operator network and construction of the first individual meters cages



1 motor pump, 25 extinguishers and 100 kimonos distributed to the Chittagong team.



191 households interviewed for the KAP survey.



Creation of the representative committee comprising **17 leaders, of which 3 women** (one per zone).

6.2.4.4. 2018 Challenges

The main challenge for 2018 is the gradual opening of the water network in the zones 1 and 2 of the slum. The construction of the network in the 3rd zone should also start, with the objective to then extend it to other slums. The continuation of hygiene and fire fighting awareness activities is also part of the plan. The waste management service will start with a feasibility study, with the purpose of including later on a collection service in the area in partnership with the town services. It is planned that the survey will study waste sorting and composting. With regard to sanitation, the development of a latrines pilot project will be implemented in 2018, like in the Bhashantek slum.



6.2.5. Conclusion and prospects in Bangladesh

During the 2017 year, at Bhashantek, the activities linked to water access consisted mainly in **consolidating, maintaining and improving the water network that was built during the preceding years**. As a matter of fact, several unexpected difficulties occurred: wrong pressure in some slum areas, water cuts at the DWASA operator water reservoirs during long periods. For these reasons, it was possible to install only very few meters in 2017. Despite this, by end of 2017, almost **half of the slum was connected to drinking water**.

After extensive work for the design of the new network, works started to **connect the second part of Bhashantek to drinking water**. The sessions aiming at presenting SJP service, started in 2017, made people aware of the importance of good quality water and aim to cover all the households of this area. In order to obtain a detailed knowledge of the area, Eau et Vie conducted a **baseline survey** in about one third of the families of this area.

The **hygiene awareness sessions** continued and aim at making each beneficiary, the children in particular, an agent of the social change. In 2018, the sessions will be completed and will tackle the importance of the good usage of water. The **generalization of the waste management service** to the whole of the first half of Bhashantek has been postponed to 2018, further to the difficulties raised by the beneficiaries, requesting a **deeper co-construction and communication strategy**.

The **reorganisation** and the **training** of the existing volunteer firemen brigades continued with an increasing number of simulation drills. The **installation of fire hydrants and extinguishers** also increased, enabling the cover of the **whole of Bhashantek slum** end 2017. An important **mapping** work was also conducted concerning the existing services.

In Chittagong, a **partnership agreement with the local water operator CWASA** was obtained after a long advocacy work and thanks to the perseverance of the Eau & Vie team. The water network construction started in 2017 further to an **agreement signed with 9 Number Bridge community**, which proves the **strong interest shown by the population with regard to SJP activities**. The activities concerning hygiene, waste management, awareness and fire fighting will be developed in 2018.

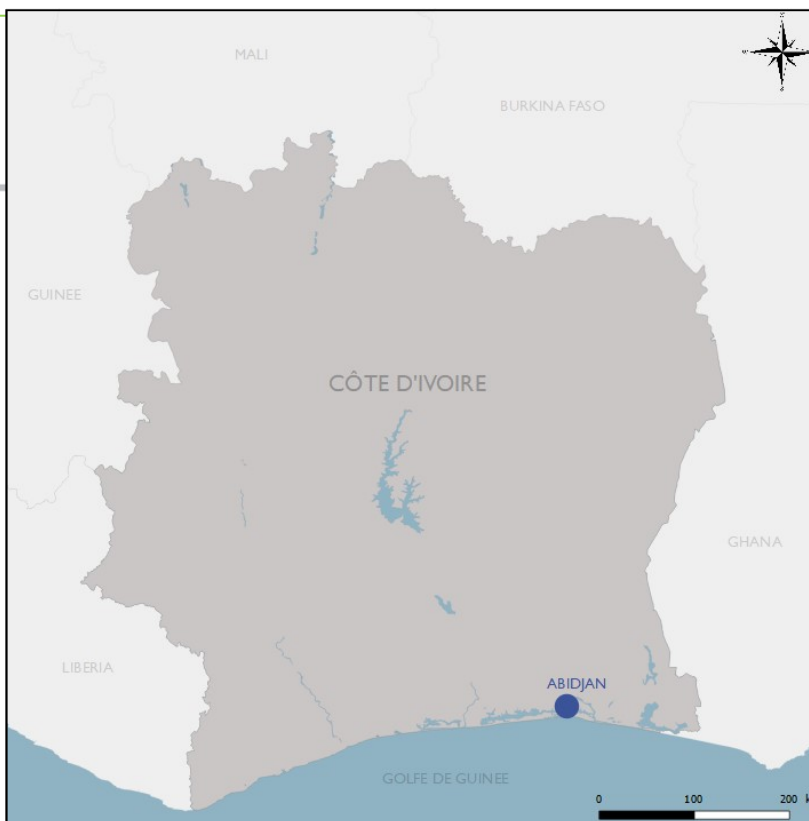
W&L and SJP pursue their important work of **cooperation and advocacy** with the local partners, thus developing their culture with regard to the NGOs approach in the WASH sector. This work is showing results since Eau & Vie unique model is gaining in **legitimacy** within the national context. As a matter of fact, several organisations, such as UNICEF, Vitens, the Red Cross, visited the project in 2017. Thanks to a long advocacy work, the local operator DWASA feeling went from scepticism to real **support** since **the project is now shown as an example**. This recognition helped **the deployment of the project in Chittagong** and other areas in Dhaka are under study for 2018.





6.3. Ivory Coast

At its independence in 1960, Ivory Coast experiences a strong economic boom, particularly coming from coffee and cacao production. In 1990, the country political and social situation becomes to be tense. During two decades, the country suffers a very serious political and military crisis. This situation will jeopardize the country economical and social development. During the same period, the demographic growth increased significantly, going from 12 million inhabitants in 1990 to 24.5 in 2017 (with a growth rate today at 2.5%). This important growth is in particular due to the massive immigration of the people from the neighbouring countries. Since the end of the crisis in



2010, Ivory Coast has started a process of national reconciliation, economic revival and fight against poverty. Indeed, since 2011, the country seems to have recovered a relative political stability. The smooth reelection of the President Alassane Ouattara in 2015 seems to confirm this more peaceful period.

Ivory Coast now enjoys a dynamic economic growth (GDP average growth of 7.8 points in 2017). However, its impact on poverty and the reduction of inequalities is far from being significant. The general context of these 10 years of crisis has had a negative impact on the poverty rate, which went from 38.4% in 2002 to 47% in 2017. With a Human Development Index (HDI) of 0.47, the Ivory Coast is ranked 180 out of 197, thus belonging to the poorest countries of the planet. It is also important to mention that 54% of the population lives in urban areas. According to the Davos 2015 Global Risks annual report, « 40% of the urban growth takes place in slums ». The inhabitants of these emerging deprived areas are the first victims of the lack of access to basic services.

With the strength gained from its experiences in Bangladesh and The Philippines, and after a survey about the needs linked to water and sanitation of the Ivory Coast urban areas between 2013 and 2014, Eau et Vie launched a project in Abidjan in 2015. The social company **Dji Ni Sii (DNS)** and the local NGO **Eau et Vie Ivory Coast (ECVI)** were therefore created: DNS will look after **the construction of the maintenance of the water networks** in the slums and is responsible for **the distribution of drinking running water, waste management and sanitation services as well as the payment collections**. On its side, ECVI is in charge of **hygiene awareness, fire prevention and community reinforcement**. In 2016 a frame agreement was signed between ECVI and the Office National de l'Eau Potable (ONEP) allowing for the start of the pilot project; the deprived areadof Gbamnam Djidan 1 was selected and validated by the institutional partners for this project. A baseline survey of the households was conducted in 2017 and showed that 95% of the population had running water at home but that only 5% of them legally subscribed to it. Eau et Vie Ivory Coast and DNS were mandated by the « Projet de Renaissance des Infrastructures de Côte d'Ivoire » (PRICI) to measure the impact of the social water connections to access to water in deprived areas. End 2017, ECVI started the hygiene awareness activities in Djidan 1 and an evaluation of the sanitation was launched.

6.3.1. Chronology and main steps of the project implementation

2015 : Launching of the project in the Ivory Coast and creation of the social company Dji Ni Sii (DNS) and of the local NGO Eau et Vie Côte d'Ivoire (EVCI).

2016 : Selection of the pilot area of Gbamnan Djidan 1 and baseline survey of the area households.

2017 : PRICI survey about the impact of the social water connections in the deprived areas, start of hygiene awareness actions and first assessment study about sanitation in Djidan 1.

The main objective of the project is to improve the living conditions of 2 000 families (about 10 000 persons) living in the slums of Abidjan by 2019.



6.3.2. Abidjan

6.3.2.1. Description of the area

The Abidjan district is divided in ten municipalities, of which **Yopougon, where the selected deprived areas are located.** Yopougon is located in the west of Abidjan, it is the most populated municipality of Ivory Coast with more than 2 million inhabitants. The area that was selected for the pilot project is **Gbamnan Djidan 1**, where 528 households live.

According to a survey, 95% of the population buys water from illegal sellers, who steal water from the SODECI network, Ivory Coast water operator. The average price of a basin of water via these sellers is 1 200 FCFA/cubic meter where the average price of the water sold by SODECI IS 400 FCFA/cubic meter. This black market creates a lot of inequalities and violence in the area.

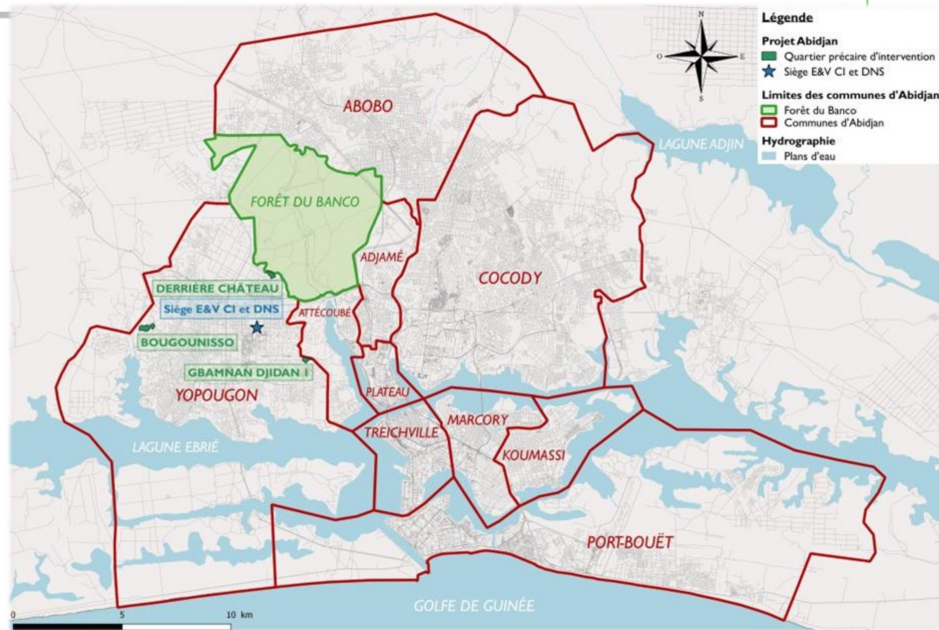
Two other communities are envisaged to follow for the project and are subject to prospections, it is **Bougounisso**, where 1 852 inhabitants (463 households) live and **Derrière Château**, which counts 3 428 inhabitants (857 households).

6.3.2.2. Steps

In 2013 and 2014, Eau & Vie conducted a **feasibility study in order to start its activities in Ivory Coast.** The local needs and the positive attitude of the authorities and the local communities led to the start of the project as soon as 2015. In a first instance, Eau et Vie opened an office in Abidjan (Cocody). 2015 was dedicated to the installation of the mission, to the development of prospections and partnerships. A joint visit with the local authorities and the water operator in June 2016 led to the **validation of Gbamnan Djidan 1 as the area of operation for the pilot project.** The baseline survey effected between August and October 2016 by EVCI and DNS confirms the households poverty in Gbamnan Djidan 1 and their needs, in particular with regard to access to water and the relevance of Eau et vie approach in this area.

In 2017, negotiations started with the local water operator, SODECI, concerning the **price of the water** and the **sub-contracting agreement.** The company's **business plan** was produced and validated and the **water network design** was drawn up. Two experts from Artelia were sent by the Foundation in order to identify the **needs with regard to sanitation** and to map the sanitation network of Djidan 1. Furthermore, the **NGO activities** successfully started end 2017: the KAP survey (Knowledge, Aptitudes, Practices) on hygiene started in order to discover the inhabitants habits concerning hygiene and to plan awareness sessions accordingly. Two hygiene awareness days were organised, of which one in a primary school. The waste management activity was started with The Clean Up Campaign , gathering about 60 persons from the area. The firefighting activity started with the recruitment of a brigade of volunteers.

The **survey on the impact of the social water connections** in deprived areas demonstrated that Eau & Vie is a major actor on this subject and highlighted its model. It also enabled E&V to be in contact with its target populations within the town deprived areas. The first two reports (preliminary and intermediate) have been submitted. The final one has suffered delays, because of the difficulties to obtain some information and the local context.



6.3.2.3. A method that has shown results: end 2017



The PRICI survey on the **impact of social water connections in deprived areas** is in progress. The design of the water network of Dijidan 1 has been drawn up.



Recruitment of a **brigade of 10 volunteer firemen** in progress.



2 hygiene awareness sessions, **more than 200 persons per session made aware of good hygiene practices.**



1 Cleaning Day, **61 participants.**



Expert appraisal by the Artelia Foundation and mapping of the **sanitation network** of Dijidan 1.

6.3.2.4. 2018 Challenges

In 2018, the biggest challenge for Eau et Vie in Ivory Coast will be to finalise the subcontracting agreement with SODECI in order to build the water network and give a legal access to running water to the inhabitants of Dijidan 1, the pilot area. The social company will start its activities of selling water and collecting payments.

The NGO activities will have to develop concerning community reinforcement and hygiene awareness. With regard to sanitation and waste management, the study of the needs and the envisaged solutions will continue, in particular with the support of actors such as Artelia experts, who will do again a survey during the course of the year.

Finally, the final report concerning « the evaluation of the impact of social water connections on the access to water in deprived areas » will have to be submitted to the PRICI.



6.3.3. Conclusion and prospects in Ivory Coast

The year 2017 marks the start of the activities of the NGO Eau et Vie Ivory Coast. The first awareness sessions concerning hygiene and waste have been a real success, it gathered inhabitants and school children of the Gbamnan Djidan 1. The expert survey on the sanitation situation in Djidan 1 made it possible to envisage the start of the sanitation system at the same time as the one for water. The results of the survey will be submitted by the experts within 2018 and an action plan will be decided to implement its recommendations.

The NGO activities will diversify in 2018, in particular with the creation of a volunteer firemen brigade, and will be reinforced thanks to the KAP survey results, which will make it possible to adapt the sessions to the real needs of the targeted population.

The negotiations with the water operator, SODECI, are taking longer than expected, and will continue until the signature of an agreement on the price of the water and the subcontracting agreement. It will then be possible to start the water network and improve the living conditions of the inhabitants of Gbamnan Djidan 1, before the extension to other prospected areas.

The first results of the PRICI survey about the impact of social water network, used for more than 30 years in deprived areas, showed the coherence of Eau & Vie approach for a sustainable and global access to drinking water. It resulted in a first contact with the inhabitants, future beneficiaries of DNS services. The final report will be submitted in 2018.

The project led by Eau & Vie in the Ivory Coast is thus gradually developing and is taking shape for the start of the activities. The commitment and the trust of the inhabitants are favorable factors for the good development of the project. The slowness of some decisions can be explained by the difficulties to come to a certain political stability.



6.4. Bulgaria Project Study

6.4.1. Context and project challenges

The situation of the Roma communities crystallises several socio economical problems in Bulgaria. It is a political argument for the parties looking for scapegoats to the crisis. The political pressure reached another threshold when some parties took up the subject of water illegal access by the Roma communities, who are located in relegation zones. These **communities are constantly stigmatized and marginalised**. In

Sofia, several dozens of years ago, the majority of Roma have been concentrated in specific areas around the town.

The **living conditions deteriorated along the years**, and these areas are now **excluded** from most of the urban development policies. In the identified areas of Sofia, **only a few households are legally connected to the water operator network** and have a meter. Most of the households have access to water with an **illegal connection**, often with **low pressure, poor quality and regular leakages**. **The sanitation networks are very decayed if not nonexistant and the waste collection is very erratic**.

The integration of the Roma communities is thus becoming a challenge for the coming years in the country. The problem has been recognised by the European Union, who has conditioned the **entrance** of countries such as Bulgaria and Romania **into the Union** to the **Roma integration policy**.

In this context, the development of **innovating solutions for urban inclusion**, sustainable and legal access to water and sanitation would be a first step towards their integration in the urban development policies and projects.

6.4.2. Launching of the feasibility study and objectives

Within the frame of the partnership between Veolia and Eau et Vie, the idea of a common project in Bulgaria came to live in order to improve the living conditions of the Roma communities living in deprived areas in Sofia. For several years, the water operator Sofiyska Voda has been looking for solutions to solve the water problem and the ensuing financial losses, which is a real social, economical and technical challenge. In this context, **the first Eau et Vie exploratory mission in Sofia in 2016 confirmed the bad living conditions in these areas, the needs of the communities to have sustainable acces to essential services, as well as the commitment of the potential stakeholders**.

The conclusions of this mission led to the decision to conduct a 6-month **feasibility study** in Bulgaria. The main objective of this study consists in **evaluating the possibility to implement a pilot project** based on Eau et Vie approach for the development of a global support system for the improvement of the living conditions in the selected areas by **providing a legal and sustainable access to water and sanitation**. The selection of the area for the pilot project and the evaluation of the inhabitants needs, of their living conditions and local context, together with the commitment of stakeholders and partners are part of the specific objectives of the coming survey.

6.4.3. 2018 Challenges

In 2018, the project team should be reinforced by integrating a Project Assistant. A **study on the living conditions, access to water and essential services, the community needs** will be conducted. The analysis, the compilation of the results and the drafting of the study report as well as its submission should be done within this same year. Finally, a **common decision of Eau et Vie and its partners** will be taken with regard to the potential project continuation.



Filipovtsi - South East area

6.5. France Project Study on co-owned estates in difficult situations

6.5.1. Context and project challenges

In 2014, the housing national agency (Agence Nationale de l'Habitat—ANAH) estimated that the number of co-owned estates in difficulty was reaching about 100 000 over the whole of the French territory, which represents **19% of the total co-owned estates, so about 1 million homes**. The entities in charge of the follow up of these co-owned estates

consider that this problem will increase over the years to come, in particular because a lot of properties are today outside the curative mechanism, but also because of problems encountered by recent co-owned estates created via some fiscal measures in France (loi Pinel, dispositif Robien). **This is a real national issue which impacts on the families are serious and represent a high cost for the collectivities**. The living conditions of the inhabitants deteriorate, the housing is not a resourcing environment any more, the area becomes an **urban enclave**.

The project thus arose from findings common to the Eau & Vie in developing countries and the co-owned estates in difficult situations in France: problems of fluids management (of which water), housing charges too high for a very low service level, decayed if not unhealthy living environment, feeling of exclusion, very high socio economic insecurity of the households, desintegration of the social fabric, isolation of the area... The origin of the project stems from the idea that the Eau & Vie approach in developing countries can be adapted to the context of co-owned estates in difficulty in France as per a **reverted innovation** (from South towards North).



June 2016 : visit of a co-owned estate in Saint Denis

6.5.2. Launching of the feasibility study and first results

Between April 2017 and March 2018, Eau et Vie therefore launched a feasibility study in order to evaluate the opportunities and the needs for the development of a new programme for the co-owned estates in difficult situations. The selected regions are Ile de France and Hauts de France.

By the end of 2017, the need for new solutions to meet the challenges of these co-owned estates and the Eau & Vie ability to intervene in a new context are confirmed. The local operation, the commitment of the inhabitants as stakeholders in the project, the direct management of essential services are indeed **additional action levers in order to come to a change and a sustainable improvement of the quality of life**.

For this purpose, Eau et Vie suggests a preventive system in order to act at the early stages of too critical difficulties. **According to the operation outlines used in other operations, this project implementation is based on the common action of two structures created by Eau et Vie:** an association in charge of the commitment of the inhabitants and a multi-services local operator in charge of the co-owned estates services management (including the support of the property manager for the administrative and financial management).

6.5.3. 2018 Challenges

In March 2018, Eau et Vie will hold a meeting with the project committee in order to give the feedback on the feasibility results. The operation outline, the economical model, as well as the provisional timetable of the pilot project will be presented to the public, private and associative partners.

For the pilot project, a co-owned estate of 50 to 100 homes (about 150 to 300 persons) is targeted.

7. Beneficiaries Testimonials



Shopon, Bhashantek inhabitant and user of the toilets, Dhaka, Bangladesh

«In the past, it was difficult to use the toilets because it was not easy to get to it because of the mud. After a few days, the toilets were full and we had to clean them with a sweeper. The 2 toilets that we were all using (60 persons) also smelt very bad.

Now, with the Biofil latrines, there is no bad smell, there is water in the toilets, a separate area for the showers, an area for the urinals, and this changes really everything. One toilet is now used by 12 persons. There is no tension any more concerning the cleaning because someone from SJP is in charge of doing it every day, and the waste collectors collect the toilets waste. If this kind of toilets could be extended to the whole of Bhashanted, then everybody would benefit from it... »

« I am really happy of the arrival of the NGO Eau & Vie Ivory Coast in Djidan 1. At the awareness session of 19 November 2017, I learned of the key moments of hand washing and my children always follow the instructions. They regularly wash their hands with water and soap. I also received a hygiene kit which helped me a lot with the children. I thank the NGO and wish to participate to the volunteer fire fighters training in order to help my community. »



Irie lou Thérèse, Djidan 1 inhabitant, Registered as volunteer fire fighter, Abidjan, Ivory Coast



Rosalia Latina, Sacme Prime Town inhabitant and volunteer at Water & Life, Tanauan, Philippines

«I now live confortably thanks to the water provided by Tubig Pag-Asa. I still remember how it was before the arrival of TPA. To get water for domestic use was very complicated. I am already old, this is why it is difficult for me to go and fetch water. Also for drinking, my family and I have had to spend a lot of money for mineral water. My daughter was sorry for me because of my age (she did not want me to carry water buckets any more from the manual pump; she also did not want to buy mineral water because the prices are extravagant). This is why our family decided to get connected to Tubig Pag-asa water. Now, access to water is not a daily fight any more for me since it is just inside my house. I have now access to water for domestic use and even more specifically to drink. I am now very happy and satisfied because we are certain that we use safe and cheap water.

8. Eau et Vie means of action

8.1. An even more active communication

In order to improve the visibility of its projects in France, in the operation countries or worldwide, Eau & Vie sets up a simple and active communication plan. The communication tools are varied (half-yearly newsletters, internet website, social networks, etc.) and the association participates to national and international big events. Communication improves the value of the various programmes in place and contributes to make its approach better known.

◆ Participation to The 2017 Bridge project — entrepreneurship cruise

To reconsider tomorrow's world and to give meaning to the (second world war) celebrations by looking toward the future, these are the cornerstones of The Bridge project, to which Eau et Vie, as an expert in social enterprise, participated end June 2017. At the heart of a unique oceanic challenge, a race of 5 815 kms between Saint Nazaire (France) and New York, opposing the Queen Mary 2, the second biggest cruise ship, against the world's biggest trimarans, gathered several visionaries, decision-makers, and innovative businessmen, of which 150 companies from the west of France (Grand Ouest). Organised in order to celebrate the age-old deep friendship between France and America, this unique event made the link between various stakeholders of the society with the objective to anticipate the changes and set them into motion towards tomorrow's world. [Ashoka](#), a worldwide network of social entrepreneurs, and 4 of its members of the Grand Ouest, of which Eau et Vie, **boarded the Queen Mary 2**, in order to create new alliances between various stakeholders and draw tomorrow's economy. The participants, encouraged to decrypt and analyse a rapidly changing world, came to rethink the enterprise and its responsibility with regard to economical, environmental, societal, digital and organisational matters.

◆ . Presentation of the Eau et Vie film at the Videoshare Festival at La Baule

The film presenting [Eau et Vie](#), directed by François Granjacques, was shown on 31 May 2017 during the « Films & Compagnies » festival at La Baule, which rewards the best institutional films. The video, shortlisted in the category « image of the enterprise », came 4th out of the 24 selected films.

◆ Competition at the « Convergences » Award

Eau et Vie presented the pilot project of the latrines renovation at Dhaka (Bangladesh) during the finals of the Convergences Award, a platform for reflexion, mobilisation and advocacy. Each year since 2011, the Convergences Awards honour the projects of solidarity-based, public and private partners, committed to a sustainable and equitable future and a world « Zero exclusion, zero carbon, zero poverty ». The project was well received and came second in the jury's ranking.

◆ Participation to the 10th Convergences World Forum

On 5 September, Philippe de Roux (Eau et Vie Joint Director) made a presentation on « the access to water models: let's identify the partnership opportunities for better impact » at the Convergences World Forum. Claire Benveniste (Water and sanitation engineer at Eau & Vie) also took part by presenting « the challenge of access to clean water and sanitation: how to build innovative partnerships? ».

◆ .Press releases

- « Bangladesh : dans un bidonville de Dacca : tester la gestion durable d'un bloc sanitaire par une entreprise sociale » by pS-Eau, Lettre du pS-Eau 84, October 2017. Available on : https://www.pseau.org/outils/lettre/article.php?lett_article_lettre_id=1495&page_originale=1

- « Accéder à l'eau potable dans les bidonvilles grâce au partenariat association/entreprise » by Convergences, Baromètre 2017 des solutions durables — 7th edition, September 2017. Available on : https://www.coordinationsud.org/wp-content/uploads/Barometre2017_solutions_durables.pdf
- Interview of Valérie DUMANS by SUN radio, « SUN est que le début », 24 March 2017. Available on: http://www.lesonunique.com/atom/2192?fbclid=IwAR15qKJ62G5Wy_envo8vVypmty61g7W_VlrQIM15o8pXsBlyOeaWRsG4nrc
- « 80,000 get water aid » by Justin K. VESTIL, Sun Star Cebu, 21 March 2017. Available on : <https://www.sunstar.com.ph/article/132435/80000-get-water-aid->

8.2. Human resources

In 2017, Eau & Vie Board of Management expanded: 4 new members joined the team, experts in water, sanitation, health and strategy. The Board of Management now counts 10 persons.

At the head office, the Eau & Vie team consists of 10 permanent employees and 5 civil service workers, split over two locations: Nantes (head office) and Paris, and 3 external providers. Locally, 20 persons work either as International Solidarity Volunteers or as civic service workers, alongside about a hundred local employees. In order to create links between the different entities, Eau et Vie organised this year a seminar which gathered the France team as well as the expatriate representatives of the different country teams.

8.3. A custom-built services management tool: WAMASYS

Eau et Vie has developed Wamasys, a software that enables a reliable management of the water distribution and the additional services by a global invoice. Each meter movement, as well as the micro-payment collections (variable frequency and follow-up of the advance or delayed payments) are managed and secured by the software. It includes several analysis and accounting reporting tools: water loss follow-up, dashboards, etc. Wamasys is a unique innovative tool and is essential for the projects good management.

This tool is for the moment tested in The Philippines in the areas of Tanauan (Leyte) and Mantuyong-Ceniza (Mandaue) and will be spread over other areas, and then, later tested in other operation countries. The next step will consist in improving the service, to roll out an application for smartphone, which would allow for the direct payment of invoices.

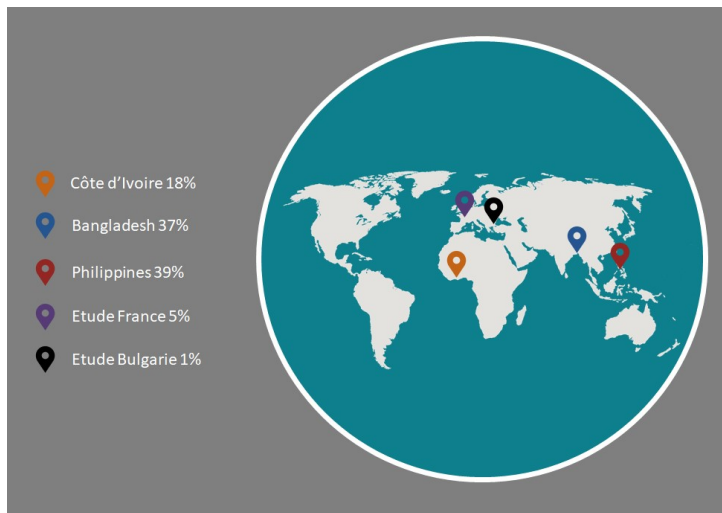
8.4. 2018-2020 strategic plan

Finally, the joint-Directors, supported by the Board of Management, have prepared **Eau & Vie first 3 year strategic plan (2018—2020)**, this plan will be approved by the members of the Board of Management early 2018 before being presented to the whole team and then be implemented.

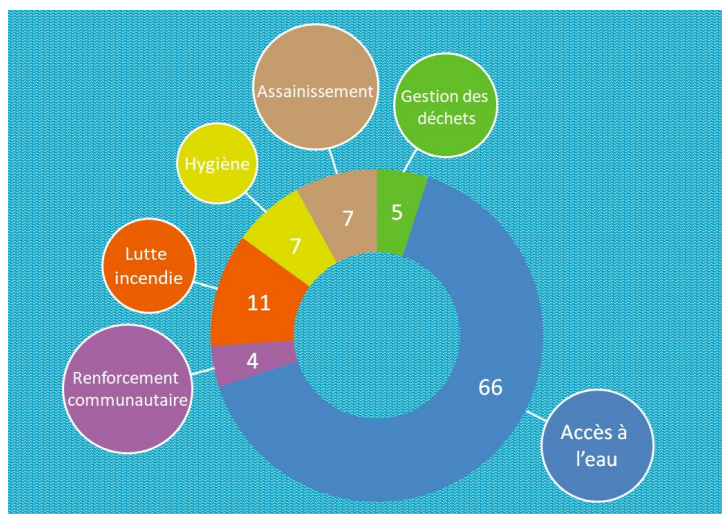
9. Financial Results

Eau et Vie budget is constantly increasing because of the needs in the field, of the funders growing interest in sustainable development, and of the innovative solution represented by Eau et Vie model.

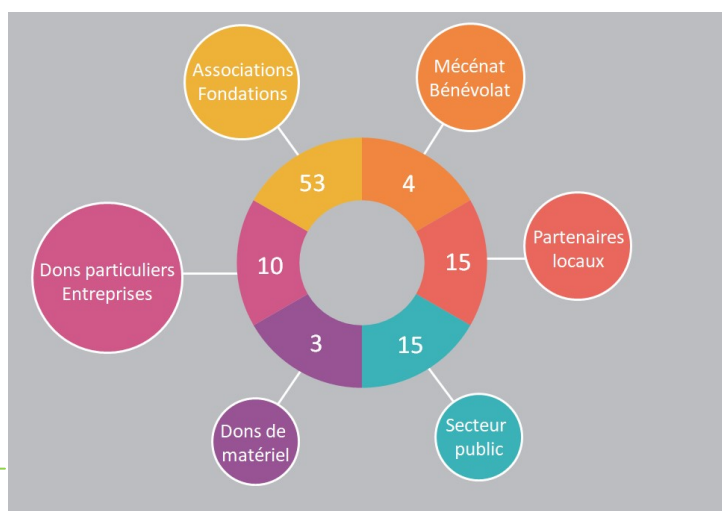
9.1. 2017 Expenditure breakdown per project



9.2. 2017 Expenditure breakdown by type (in %)



9.3. Origin of the funds in 2017 (in %)



10. Partners

10.1. Partners that funded the projects in 2017

Philippines



Bangladesh



Ivory Coast



France study



Bulgaria study



10.2. Local partners

Technical partners

Leyte Metropolitan Water District

Metro Cebu Water Distribution

Maynilad Water Services Inc.

National Water Resource Board

Rotary club Mandaue

Croix rouge Philippine

Croix-Rouge néerlandaise

Département de l'Environnement et
des Ressources Naturelles de Cebu

Kawit City

Cebu City

Mandaue City

Foundation for the Philippines Envi-
ronment

Technical partners

Dhaka Water Supply Sanitation

Urban Partnership for Poverty Reduction

Dhaka North City Corporation

Bangladesh Fire Service & Civil Defence

Vorer Alo

NGO Forum

Practical Action

Chittagong Water Supply
and Swerage Authority

Railway Authority

Suit NGO



Technical partners

Société de Distribution d'Eau de la Côte
d'Ivoire

Office National de l'Eau Potable

Projet de Renaissance des Infrastruc-
tures de Côte d'Ivoire

Ministère des Infrastructures Economiques

Ministère de l'Intérieur et de la Sécurité

Mairie de Yopougon

Communauté de Djidan1

10.3. Partners Networks





Access to drinking water - Bangladesh



Biofil toilets visit - Bangladesh



Fire Olympiades - Philippines



Community reinforcement - Philippines



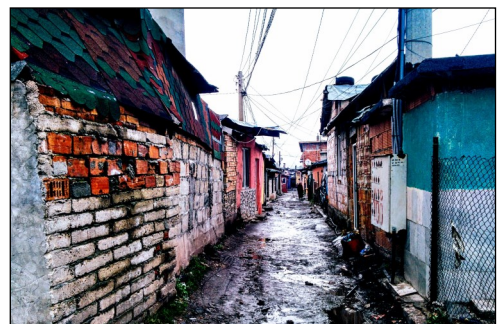
Area Cleaning Day - Ivory Coast



Hygiene awareness session - Ivory Coast



Co-owned estate visit at Puteaux - France Project



Visit of the Filipovtsi area - Bulgaria Project



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