

COVID-19: A Global Overview of Emergency Response of WSS Utilities

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Water

COVID-19: A Crisis and Opportunity?

COVID-19 has shed light on the **social and economic costs** of neglecting the **WASH sector**



40% of HCFs in developing countries lack access to handwashing facilities at point of treatment.



2.2Bn. of the world's population lack access to basic handwashing facilities.

WSS Utilities Worldwide are Struggling

The main WSS service-related challenges as a result of COVID-19 are threefold...



1. Doing More with Less



**2. Reduction of Critical
Supplies due to Supply-Chain
Disruptions**



**3. Deferring Critical
Investments**

WSS Utilities Have to do More with Less



Africa



Kenya

Preliminary estimates (based on data from 20 WSPs) show that **revenue collection efficiency has dropped by up to 70 percent** in the last month.



Ghana

Costing the Government **USD 40M** to provide water services for free for three months.



MENA



MENA Region

Handwashing demand could increase water consumption by up to 5%. Increased water demand will cost the region between **USD 150-250M/month**.



Jordan

Estimated that the urban water sector in Jordan will be down **USD 440M(1% of GDP)**.



USA



USA

Financial impact of COVID-19 is approx. **USD 13.9Bn.**, representing an overall **16.9 percent** financial impact on the drinking water sector. Total financial impact could exceed **USD 27Bn.**

COVID-19 Emergency Response

1

Continuity of Services for
Existing Customers

2

Providing Financial Support

3

Expanding Access to Water
through Off-Network
Approaches



COVID-19 Emergency Response



Ghana

- Ghana Water Company has been directed to ensure the continuous supply of water to all customers from April-June.
- In addition, the government has committed to absorb the water bills for all Ghanaians during this period.
- Likewise, the government is mobilizing publicly and privately-owned water tankers to ensure the supply of water to vulnerable communities.



Colombia

- Reconnection of about 200,000 suspended connections benefiting about 1 million people.
- Freezing tariff increases.
- Deferral of amount due for 36-months for unpaid bills during a 3-month period for lowest income customers.
- Suspension of import duties for potabilization chemicals and equipment (about 3 percent of the cost).
- Established a liquidity facility for utilities to request credit at 0% interest for the amount owed by low-income households; and allowed utilities to offer a discount for early payment.

COVID-19 Emergency Response

Expanding Access: Off-Network Approaches



NWSC, Uganda

- NWSC joined forces with Mobile Telephone Network (MTN)-Ug, to provide **100 public water points** to **supply water** to water-stressed areas of Kampala.
- Over **30,000 households** will benefit from this joint water supply intervention.



Governments are setting up emergency provisions to secure their water supply, including by distributing water through tankers (in **Colombia, Costa Rica, Dominican Republic, El Salvador, Mexico, Peru, Paraguay**)

Water is Central to Combating COVID-19

Fighting COVID-19 With Hand Hygiene: Lack Of Water And Handwashing Infrastructure Pose Challenge For The Poor

Access to proper handwashing facilities as well as water needed for handwashing and exposure to messages regarding effective handwashing is critical during times like COVID-19 pandemic, say experts

Coronavirus Outbreak, News, Swasth India | Written By: [Barkha Mathur](#) | Edited By: [Sonia Bhaskar](#)
| May 06, 2020 5:33 PM | 0



Article

Everything you need to know about washing your hands to protect against coronavirus (Combating the Coronavirus Without Clean Water)

Protect you and your loved ones

IICEF

by  [Betsy Otto](#), [Samantha Kuzma](#), [Colin Strong](#) and [Marlena Chertock](#) - April 08, 2020

 Print |     |  More

As the coronavirus crisis spreads throughout the world, it is increasingly clear that people with the least access to essential services like water will feel the most dramatic



BIG STORY 10 MAY 6, 2020 / 1:08 AM / UPDATED 17 HOURS AGO

In parched southern Africa, coronavirus spurs action on water supply

Kim Harrisberg, Lungelo Ndlovu

6 MIN READ



JOHANNESBURG/BULAWAYO, Zimbabwe (Thomson Reuters Foundation) - Fifty people and their cattle share the only borehole in Gongu village in southwestern Zimbabwe, meaning frequent handwashing to fight the coronavirus is easier said than done.

The Case of ONEA in Burkina Faso

Contract verified by
international
technical auditor



Contract:

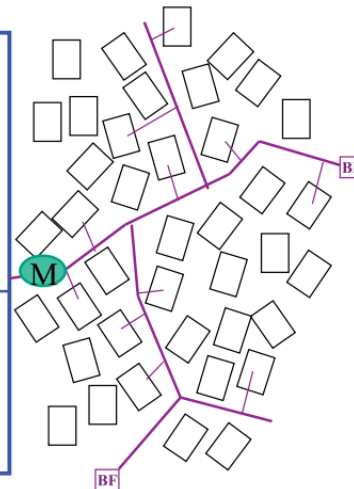
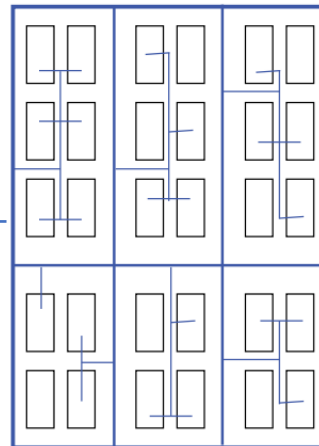
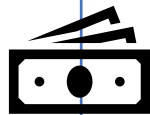
- Performance targets
- Indicators



Government

ONEA
(Water
Provider)

ONEA provides
water at a cost
recovery tariff, with
a social tariff for
the first 8 m³ per
month



ONEA:

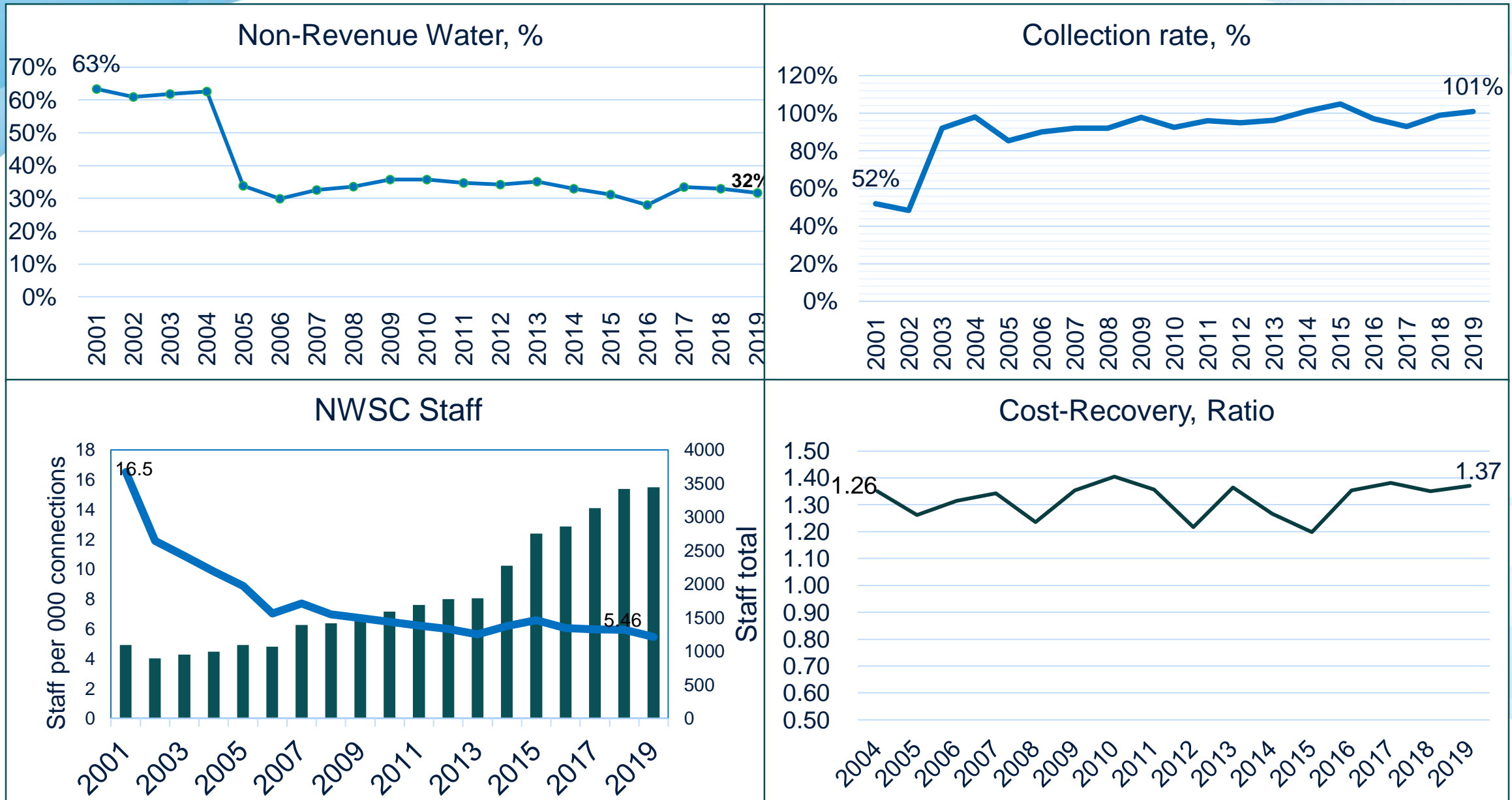
- Selects the private operators
- Provides water
- Subsidizes connections
- Ensures safe quality of water

Private
Operator

Private operator:

- Sells water at standpipes and connections in informal areas
- Raises demand for connections
- Undertakes works and supply
- Maintains the network

Improving Performance of Uganda's NWSC



Other examples

Brazil: strong national policies and sector plans resulted in an increase in the coverage of sanitation services from **73% to 87%**. The utility of San Paulo, with longstanding support from the Bank and IFC is implementing a massive program to increase access to the poor benefitting more than **1 million people** and including performance-based contracts with the private sector and other innovations.

Kenya: our urban water projects over the last 5 years have benefited **3 million people** with improved access to water, sewerage services, and shared sanitation facilities.

Philippines: increases in the efficiency of the services provided by 2 private concessionaires increased access to water for more than **2 million additional people**.

Himachal Pradesh (India): a programmatic DPO series (\$250 M) is expected to benefit about **40 million people** with access to water and sanitation.

Water Global Practice Response

COVID-19 highlights the importance of **effective governance** and **strong WSS service providers**.

Immediate – Short Term (0-3 Months)



Emergency support to secure and extend water and sanitation service provision:

- Rapid and low-cost water service and sanitation provision for communities, health care facilities, and schools; and
- Support to water supply and sanitation (WSS) utilities and service providers.

Medium Term (3-6 Months)



- Support water and sanitation utilities and service providers to maintain and restore operations and remain financially viable; and



- Provide technical assistance (TA) to governments to strengthen country systems.

Water Global Practice Tools



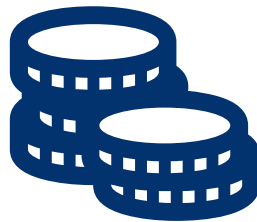
**Utilities of the Future (UoF)
Diagnostic and Action Planning
Tool**



**Policy, Institutions, and
Regulation (PIR) Diagnostic Tool**



**Emergency WASH Rapid
Assessment Tool**




**Rapid COVID-19 Financial
Assessment Tool**



**COVID-19 Liquidity Facility
for Utilities**

Thank you!

WASH (Water, Sanitation & Hygiene) and COVID-19

Context	Priority Areas	WASH Interventions for Effective COVID-19 Pandemic Response	Country Examples	Resources
Context 				RELATED WORLD BANK Blog: Handwashing with soap – a life-saving act Blog: Latin America moving fast to ensure water services during COVID-19 RELATED World Health Organization World Health Organization Coronavirus disease 2019 Water, sanitation, hygiene and waste management for COVID-19 Global Handwashing Partnership

Visit our WASH and COVID-19 page at:
<https://www.worldbank.org/en/topic/water/brief/wash-water-sanitation-hygiene-and-covid-19>