

1. Addressing the Challenge of Water and Sanitation Services Provision in Rural Areas – Parallel Session A

Date: Thursday, May 18th

Time: 11:30 to 13:00

Location: Prater 1+2

Session Organizers: Ms. Susanna Smets, World Bank and Ms. Elvira Broeks, World Bank

Moderation: Ms. Susanna Smets, World Bank

Simultaneous Translation: Yes

Session structure

Time	Content	Speaker
11:30	15' Introduction on provision of water services in rural areas in the region. Emerging findings of the World Bank's regional rural water study, overall context and service models Click here for presentation.	Ms. Susanna Smets , Sr. Water and Sanitation Specialist, World Bank
11:45	15' Ukraine: Expanding water services in rural areas in the context of decentralization Click here for presentation.	Mr. Viacheslav Sorokovskiy , Sr. Expert on Decentralization and Public Services - DESPRO project Ukraine
12:00	10' Albania: Steps towards integration of rural areas under municipal utility management Click here for presentation.	Ms. Alda Mile , Head of the Water Supply and Waste Water Department, Tirana Municipality
12:10	10' Moldova: Challenges in regionalization of utilities and local service provision in rural areas Click here for presentation.	Mr. Lica Ion , Principal Consultant, Ministry of the Environment of Moldova Ms. Julie Bergamin , Coordinator of the National Working group for rural water and sanitation services study in Moldova
12:20	10' The case of Durban: Universal access to sanitation services Click here for presentation	Mr. Neil Macleod , Consultant, Ex-CEO of Durban Water Works
12:30	30' Interactive Discussion (use of PollEv) and Q&A with audience and speakers	Panelists - Presenters listed above - Ms. Tatiana Badan , Mayor of the rural municipality of Selemet from Moldova
13:00	End of session	

Speakers' bios

- ▶ **Ms. Susanna Smets** is a Sr. Water Supply and Sanitation Specialist with the Global Water Practice of the World Bank. Susanna joined the World Bank in 2011, working on rural water sanitation in East Asia and Pacific. Currently, she is working in Eastern Europe and Asia, including Moldova, India and Kyrgyzstan. As part of the Danube Water Program, she is leading a regional study in seven countries in the Danube Region on rural water and sanitation services, as well as a multi-country study on sustainability of rural water services. She has over 15 years of professional experience in water supply, sanitation and water resources management. Prior to joining the World Bank, she worked in the Middle East, Asia and Europe for GiZ, DFID, the private sector and a Dutch water utility. She has a Masters in Water Resources Management from Wageningen University (NL) and a Masters of Business Administration from the Open University (UK).
- ▶ **Mr. Viacheslav Sorokovskyi** has completed a Master's degree in Public Administration in 2003 and for the last 18 years has been working in the public and development sectors. He has worked with USAID, EU development projects on Regulatory Policy, Social Services, Public Services, NGO Development etc. In his current role as Decentralization / Public Services expert with DESPRO – Swiss-Ukrainian Decentralization Support project (SDC/Skat), Viacheslav is supervising the project portfolio of public services mainly working on rural/urban water, rural sanitation, solid waste management. Viacheslav is also contributing to the policy development at regional and national level. E-mail: v.sorokovsky@despro.org.ua
- ▶ **Ms. Alda Mile** holds a MSc. in Environmental Engineering with Water Treatment profile combined with further post graduate courses in water and wastewater treatment, sewage works engineering and stormwater drainage technology, operation and maintenance of waste water treatment plant, decision support systems for the development and environmental management of rural areas, local sustainability and action, the regulation of local public services. She currently works at the Municipality of Tirana as Head of water supply and sewerage department, where she amongst other issues regarding water supply and wastewater sector for more than a year lead the process of transferring water supply and wastewater assets of rural administrative units into municipal territory.
- ▶ **Mr. Lica Ion** is Principal Consultant at the in the Water Management Department of the Ministry of the Environment of Moldova. He is mainly involved in implementing the PPP project of Water North Moldova. Before that, he worked at the Regional water operator in Hincesti on extension of networks of drinking water including in villages. He holds an Engineering and Water Protection degree from the Technical University of Moldova as well as a Master's degree in "Management of Engineering Systems and Environmental Protection". His academic background is being complemented by a study in Law at the State University of Moldova
- ▶ **Ms. Julie Bergamin** is a committed water and sanitation expert working since 2013 for Skat Consulting Ltd. With a Master in International Relations from the IHEID (Geneva) she has 9 years of experience in water and sanitation project management with key competences on project planning and monitoring, sustainability of rural water supply systems, public-public partnership, and business models for household water treatment and storage. She worked previously for the Swiss Development Agency and the water utility of the city of Lausanne in Switzerland. Working since 4 years in Moldova for the Water and Sanitation Project (ApaSan), she is currently leading the national working group for a study on rural water and sanitation services in Moldova. The study is part of World Bank regional study in 6 other countries in the Danube Region.
- ▶ **Mr. Neil Macleod** is presently a water and sanitation specialist consultant to the World Bank and others, Ex CEO of Durban Waterworks and an Honorary Research Fellow at University of KwaZulu-Natal. Macleod has 44 years' experience in the water and sanitation sector, with 22 years as the Head of eThekweni Water and Sanitation (EWS) in the eThekweni municipality, retiring in 2014. EWS was the winner of the 2014 Stockholm Industry Water Prize. Macleod holds a BSc in civil engineering and an MBA.
- ▶ **Ms. Tatiana Badan** is the President and founder of the Congress of Local Authorities from Moldova (CALM) and Mayor of Selemet municipality from Cimislia district of Republic of Moldova. Mrs. Badan is a mayor for 14 years, elected each time by more than 80 percent of the votes. This is her 4th mandate as mayor. Her total experience in local public administration cumulates to 25 years. Because she is not politically affiliated, Tatiana Badan recognizes that it is very difficult to attract funding from the state budget. This "weakness" made her work harder to attract foreign investments. In 2014 she was awarded the title "Mayor of the year". During her long-lasting mayors career Mrs. Badan implemented various projects related to social care, culture, communal

infrastructure related to water supply, solid waste management and local roads. Mrs. Tatiana Badan is the member of Moldovan Delegation to Congress of Local and Regional Authorities of the Council of Europe. She is a member of Administrative Board of Union of Turkish World Municipalities and member of Moldovan delegation in CORLEAP (Conference of Regional and Local Authorities from Eastern Partnership Countries).

Session summary

The session examined key issues the region is facing in the provision of water and sanitation services in rural areas. The State of the Sector Report (World Bank, 2015) showed that over 22 million people do not enjoy piped water and 28 million have no access to flush toilets, the majority residing in smaller rural settlements.

The session began with a presentation from **Ms. Susanna Smets, who presented the preliminary results of a rural water and sanitation study in seven countries of the Danube region**. The study focused on the seven countries (Albania, Bosnia and Herzegovina, Croatia, Kosovo, Moldova, Romania and Ukraine) in order to better understand various service delivery models, ranging from utility provision in rural areas, small municipal enterprises, community-based service providers and direct provision by units within the local governments. The studied countries of the Danube region are facing more or less the same challenges in the provision of WSS services in rural areas. In general, the preliminary results indicate that consumptions levels and tariffs indicate that there is an ability and willingness to pay for services in rural areas under local service provider models. However, billing and metering practices by local service providers have shortcomings. Although water supply continuity is relatively high, the length of service outage indicates operational and maintenance weaknesses. External technical and financial support to rural service providers is limited, which partly explains some performance shortcomings. In addition, accountability relationship between rural providers and local governments shows room for improvement and water quality monitoring is weak and needs improvement, especially for those without pipe services. When considering sanitation, in most villages there is no sewerage network. Population mostly uses pits or septic tanks, however these are usually not properly maintained, although households do invest in informal emptying services. There is no regulated process for emptying and treating the sludge. The final study and country briefs with recommendations will be available in October 2017.

The second presentation touched upon the experience of **Ukraine in expanding water services in rural areas in the context of decentralization, delivered by Mr. Viacherslav Sorokovskiy**. The Decentralization Support Project (DESPRO) is an example of good governance in introducing decentralized water supply systems in rural areas. The approach was based on social mobilization where all interested parties were involved in solving the issues. Operation and maintenance of the systems were organized through community based organizations (service cooperatives). For several reasons, there has been a shift from community based implementation to government-led service delivery. The implementation of projects by village councils opens the window to opportunities to receive public funds at different levels and this approach also provides more flexibility on the choice of operator models, e.g. to municipal operators or private operators. Social mobilization is still an integral part of design and implementation.

Ms. Alda Mile presented on the steps towards integration of rural areas under municipal utility management. Following the territorial reform, by-law and administrative orders were passed and supported by Tirana Municipality. The next step was to carry out effective communication with representatives of administrative units (previously called communes) to get an overview of the WSS situation. Through extensive field work, the assets, condition of all infrastructure including structures, facilities, tanks, pump stations, and other were identified. Assembling legal, financial records, survey plans and technical documentation was challenging, especially as illegal connections were commonly found. The valuation of the asset is still underway and formal transfer of the asset to the balance sheet of Tirana Water utility will happen soon, while they have already taken over management of the services through a newly erected Rural Water Division. Customer complaints and outreach mechanisms are implemented to facilitate the transition.

Mr. Lica Ion and Ms. Julie Bergamin made an overview of the water supply and sanitation situation in Moldova. A main challenge in the country is the high vulnerability of water resources to climate change, and pollution, especially shallow groundwater. There is a high discrepancy on service levels between urban and rural area in Moldova. The government aims to provide access for all communities in Moldova its strategy through regionalization of water companies. A pilot project financed by ERDB, EIB and EU in 6 districts in the North through one regional operator with multiple local

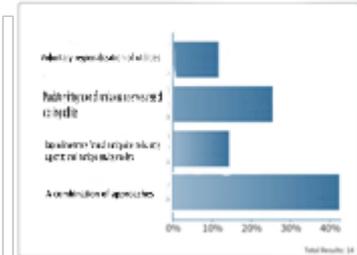
authorities as shareholders. In total, in Moldova there are now 9 water utilities with joint stock company status. The expected results were reduced costs, contribution to ensure universal access, developing cooperation between local authorities, although progress has been slow and there are still lot of challenges. The proposed regionalization has not yet resulted in significant changes for people in rural areas. Hundreds of local municipal enterprises remain de-facto service providers. Key findings on organization of the services in rural areas are: a lack monitoring of local service providers water quality risks for connected households as those relying on wells, and lack of financial resources and support for local governments and operators in rural areas. Also there is a gap between actual sanitation situation, expressed needs and satisfaction with current facilities. Recommendations are: accelerating regionalization and developing incentives for collaboration of local authorities, providing a transitory framework for regulation of local municipal operators, adopting to law recognize them in the legal framework, and the preparation of a national plan that covers both urban and rural areas.

The final presentation was delivered by Mr. Neil Macleod on achieving universal access to sanitation services in Durban. The provision of services in rural areas is everywhere a challenge, also in Durban City, especially regarding access to sanitation services. The construction of sewerage network systems in rural areas is not affordable or not feasible (due to scattered households), and therefore requires alternative solutions, such as fecal sludge management approaches. Construction of small WWTPs, on-site sanitation solutions and implementation of the circular economy of sanitation concept in Durban not only solved sanitation problems, but also made the operation of the system more financially and environmentally sustainable. Key for the utility is to ensure that every customer – rural or urban – is receiving adequate and tailored services, and putting customer satisfaction at its core. Planning and phases implementation of sanitation solutions was shown to be critical to manage rural-urban migration flows.

With contributions from Sokol Xhafa and Zeljka Rudic

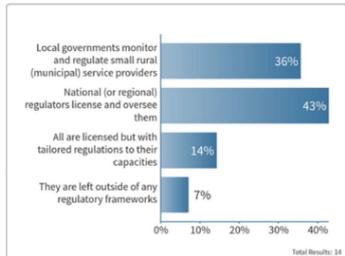
PollEv session Results

Universal access to water supply in rural areas can BEST be achieved by:



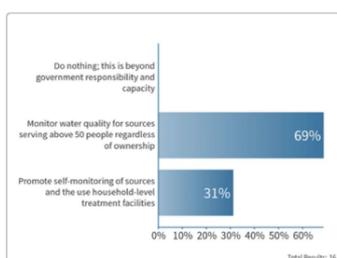
Response options	Count	Percentage
Voluntary regionalization of utilities	1	8%
Mandatory integration of rural areas in service areas of existing utilities	4	31%
Targeted investments for rural municipalities and capacity support to small municipal service providers	1	8%
A combination of approaches	7	54%

To improve performance of small rural service providers, it is BEST if:



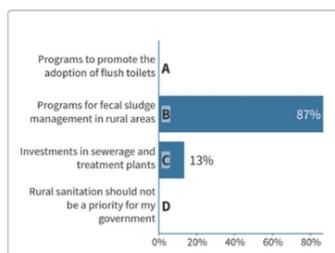
Response options	Count	Percentage
Local governments monitor and regulate small rural (municipal) service providers	5	36%
National (or regional) regulators license and oversee them	6	43%
All are licensed but with tailored regulations to their capacities	2	14%
They are left outside of any regulatory frameworks	1	7%

For individual or groups of households using self-supply governments SHOULD:



Response options	Count	Percentage
Do nothing; this is beyond government responsibility and capacity	0	0%
Monitor water quality for sources serving above 50 people regardless of ownership	11	69%
Promote self-monitoring of sources and the use household-level treatment facilities	5	31%

To accelerate universal sanitation in rural areas my government SHOULD prioritize:



Response options	Count	Percentage
Programs to promote the adoption of flush toilets	0	0%
Programs for fecal sludge management in rural areas	13	87%
Investments in sewerage and treatment plants	2	13%
Rural sanitation should not be a priority for my government	0	0%