

# Messages to Stakeholders

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It is useful to summarize the main messages of this book as given in A and B below. And let us not forget the Problem Chart and Solution Chart in Chapter 2, which give a more visual explanation of these messages. Messages C and D place the urban water supplies of Asia into a broader context.

### **A. Creating the Enabling Environment (Governance)**

We need transparent policies and an independent regulatory environment that will give autonomy to water utilities, equitability of service, and a paradigm shift in tariffs. None of this will be possible without the active involvement of civil society.

### **B. Hike Tariffs to Help the Poor**

It may sound strange, but the best way to help the poor is to hike tariffs. In this way, the poor not being served can receive service, and those with an intermittent water supply can get 24-hour piped water in their homes. Questions of affordability and willingness to pay are best answered by the poor themselves, who invariably declare that they are willing to pay for water, if they get good service.

### **C. Water as the Entry Point for Development**

Water is a basic human need. Improving the lives of the urban poor must start with water and sanitation. Success here will give these people hope and show the way to other development needs, including health and education. Water supply must be integrated into other urban development needs.

### **D. Water and Culture**

The future rests with the young. It is time for them to learn about the ancient links between water, culture, and religion. In this way, they might find again the spiritual qualities of water, and give water—this precious resource—the respect and reverence it had in the past.