

Is There a Conspiracy Against the Poor?

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A Conspiracy Hypothesis

“Water utility underperformance is deliberate, or at least tolerated, in order to protect informal markets and capture financial flows.”

Suspicious Scenarios

- High unaccounted for water
- High connection charges
- Low tariffs, poor billing, tardy collection
- High subsidies

Poor Governance + Low Tariff: Bad Deal for the Poor

- Poor governance and low tariffs power the conspiracy
- Resulting in low service coverage and poor quality service
- Poor households get service last
- They pay 20-40x more for water

Breaking the Conspiracy

- Autonomy of utilities
- Private sector-equivalent pay and conditions for utility managers and staff
- Well meaning and effective leadership
- The role of civil society

Step One: Understand Your City WS Market

- Consumer audit
- Water audit
- Revenue audit
- ...then plan and act

Thank you

For More Information

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