

A young child with dark hair is drinking water from a public tap. The child's eyes are closed in a moment of refreshment. The background is slightly blurred, showing what appears to be an outdoor setting with greenery. A yellow horizontal band is overlaid across the top of the image, containing the title text.

# Good Practices in Urban Water

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# Recall Some Barriers

- Lack of accountability
- Poor / substandard quality (high NRW, intermittent supply, and weak management)
- Sanitation overlooked when extending water coverage

# **Solution Strategy: Give the service provider autonomy and accountability**

Good Practices:

- **Adopt tariff reform**
  - Cases: PRC, Cambodia
- **Introduce performance benchmarking**
  - Cases: SEAWUN, Manila Water
- **Establish credible regulation**
  - Case: Manila Water

# Solution Strategy: Invest in Distribution and NRW Reduction

Good Practices:

- **Introduce 24 hours uninterrupted service – zonal approach**
  - Case: Bangladesh
- **Continuous HR training in NR water techniques**
  - Cases: Singapore PUB, Manila Water
- **Address social issues in problematic areas**
  - Case: Maynilad Water (Tondo case)
- **Introduce Public Private Partnerships where appropriate**
  - Cases: Macau, Jakarta, Manila, PRC

# **Solution Strategy: Adopt Appropriate Technology for Sanitation and Wastewater**

Good Practices:

- **Include sanitation in WS projects**
  - Case: PRC wastewater
- **Introduce awareness program on sanitation and wastewater**
  - Cases: El Alto (Bolivia) Conominial Pilot Project  
Durban Metro Water (South Africa)

# Summary

Solution Strategies:

- **Autonomy and accountability:** tariff reform, performance benchmarking, credible regulation
- **Invest in distribution and NRW:** zonal approach, results-based capacity development, public-private partnership
- **Adopt appropriate technology for sanitation and wastewater:** include sanitation in water projects