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

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

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

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

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

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

Everything you need to know about washing your hands to protect against coronavirus.

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

Combating the Coronavirus Without Clean Water

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 06, 2020 / 1:08 AM / UPDATED 17 HOURS AGO

In parched southern Africa, coronavirus spurs action on water supply

Kim Harrisberg, Lungelo Ndlovu

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

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

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

Non-Revenue Water, %

Collection rate, %

NWSC Staff

Cost-Recovery, Ratio
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.
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!**