

Assessing progress in achieving equitable access to water and sanitation

Pilot project in the Greater Paris urban area (France)

Report

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Country Report

Tool for monitoring progress in achieving equitable access to water and sanitation in the pan-European region

Pilot exercise: Greater Paris urban area (France) Paris-SEDIF-SIAAP zones

The situational analysis is aimed to provide a self-assessment structured according to the draft scorecard. The analysis also includes a critical assessment of the draft scorecard (usefulness, ease-of-use) as well as suggestions for improving the scorecard (such as adding or eliminating dimensions).

This first analysis results from a working group composed of the City of Paris and its water operator Eau de Paris, the Paris urban area wastewater treatment authority (SIAAP) and the Water Union of Ile de France (SEDIF). It was discussed and enriched by different stakeholders who took part to the workshop on access to water and sanitation on 18th and 19th February 2013.

Self assessment of access to water and sanitation in the French region of Ile-de-France

In France, the right to water has been introduced by the 2006 Law on Water. The main problem is not the access to the service, which is nowadays provided to 99% of the population (not including vulnerable and marginalized people as homeless people or nomadic communities), the major issue is to avoid disconnection from the water grid for people who cannot afford to pay for the service¹.

This analysis is also valid for Paris and the close suburbs. Highly urbanized, there are no access disparities between geographical areas inside the regional territory, even if price disparities make water more or less affordable depending on the city you live in. These price disparities are emphasized by the differences of poverty rates: in 2004, the poverty rate in Paris reached 11,9% (and has been estimated since at 16% in 2009), 18% in Seine-Saint-Denis, but only 9,5% in Val-de-Marne and 8,5% in Hauts-de-Seine departments.

Therefore, main issues are:

- Keeping water and sanitation affordable for all (draft scorecard, section 4);
- Ensuring access to water and sanitation for vulnerable and marginalized people (section 3)

¹ General council for environment and sustainable development, *Access to water and sanitation in affordable conditions for all*, July 2011

A- Situational Analysis

I. The region profile

The first difficulty of the exercise is to determine the right scale; Paris is located in one of the 27 regions, Ile-de-France, whose population reached 11 786 234 inhabitants in 2010 for 12 012 km² which makes it the most densely populated area of the country.

However, the scales of regional water and sanitation services involved in the pilot exercise are slightly different:

- The **City of Paris** and its operator **Eau de Paris** are in charge of water delivering and the city is also responsible for collecting wastewater for 2,250 M inhabitants and other users who do not live in Paris (tourists, workers).

- The **Syndicat interdépartemental pour l'assainissement de l'agglomération parisienne** (Paris urban area wastewater treatment authority, **SIAAP**), is in charge of waste water purification for Paris and the three closest departments (Hauts-de-Seine, Val-de-Marne, Seine-Saint-Denis) and 180 cities of Ile-de-France, it covers a 1 980 km² territory.

- The **Syndicat des eaux d'Ile-de-France** (Water Union of Ile-de-France, **SEDIF**) and its operator **Veolia Eau d'Ile-de-France** are responsible for producing and delivering drinking water for 144 municipalities in 2011 (149 in January 2013), which represents a population of 4 339 776 inhabitants, for a territory of 762 km².

The scale of the exercise (Paris, SIAAP, SEDIF areas) is called in this situational analysis “greater Paris urban area”, and is considered as totally urbanized. It covers Paris and three surrounding departments: Hauts-de-Seine, Seine-Saint-Denis and Val-de-Marne².

In 2011, Paris and SEDIF spent more than 800 million euros for water production and delivering. Paris and SIAAP spent more than 1.3 billion euros for sanitation (collecting and treating wastewater).

On the national level, the public financial resources spent by water and sanitation services were estimated around 16 billion euros in 2009³.

II. The actions taken

The actions taken by the water and sanitation services of Paris urban areas are self-assessed and have been discussed with stakeholders during the 18th and 19th February 2013 workshop.

² To be exhaustive on water and sanitation in Ile de France, this analysis should have taken into account other institutions: all the municipalities, the departments, and other water and sanitation services.

³ http://www.economie.eaufrance.fr/IMG/pdf/Ernst_Young_Recuperation_des_couts_eau_27_042012_rev1.pdf

II.1 Steering governance frameworks to deliver equitable access to water and sanitation

Responsibilities for water and sanitation, and social politics, are divided between the State and several local entities:

- Municipalities are in charge of water delivering and wastewater treatment. Social policies are also in the field of their competence, with municipal centres for social action (*centres communaux d'action sociale*) which deliver social aids and are in charge of implementing the social policy voted by the municipal council.
- *Departments* are also competent in the social field, and are in charge of social solidarity funds (*fonds de solidarité pour le logement*) since 2004. The State and the departments are also responsible for housing planification for disadvantaged people. The action plans gives measures that need to be implemented to help disadvantaged people to find and to stay in a decent housing, and to have access to water, energy and phone services.

State local entities such as river basin agencies and regional health agencies are also responsible for the implementation of the water and health policies.

II.1.1 Strategic framework for achieving equitable access

France has not a strategic plan as such to ensure equitable access, but has several planning documents in order to deliver safe access to water and sanitation:

- Water Development and Management Masterplans (les *SDAGE*)
- The national health and environment plan

However, access to water for all is an unchallenged political and social goal, which has been written down in the 2006 Law on Water and Aquatic Environments. The first article provides that the use of water belong to all, and that everyone has a right to access to water for his living (food and hygiene) under affordable conditions.

This right to water is declined at a local level by two types of measures:

- *the development of preventive aid measures*. Municipalities, social services authorities and water operators have adopted measures aimed at preventing the poor and marginalized people from incurring water debt and risking disconnection from the water grid;
- *the development of remedial aid measures*, when households are still unable to pay their water bills, either because they did not benefit from the preventive aid or because of unexpected and sudden difficulties.

A 2011 Law ("loi Cambon"⁴) stipulates that water and sanitation services can allocate until 0,5% of their revenue to this fund.

Other general legal provisions on access to drinking water and sanitation are gathered in the Public Health Code, the Social action and Families Code, the Local Public Authorities Code, and the Environment Code.

⁴ Loi « Cambon » [n° 2011-156 du 7 février 2011](#) relative à la solidarité dans les domaines de l'alimentation en eau et de l'assainissement.

At a local level, the municipalities or intermunicipal authorities as SIAAP and SEDIF decide the amount of their allocation to the department housing solidarity fund (*fonds de solidarité pour le logement*, FSL) which distributes these remedial aid measures.

They can also implement their own strategic framework to ensure access to water and sanitation to all, as **Paris** did and wrote in its **performance contract with Eau de Paris**. One of the objectives given to Eau de Paris is to ensure access to water to disadvantaged people, whether they have a fixed residence or not:

- One part of Paris' housing aids is devoted to pay water charges;
- Eau de Paris has a social adviser for people who cannot afford to pay their water bill;
- Aside from these preventive aid measures, Eau de Paris contributes to the housing solidarity fund;
- The City can chose to maintain the water delivery to illegal tenants;
- Eau de Paris shall develop the public fountains network and make sure that maps are available to help locate them. Other means of distributions should be developed to reach vulnerable people.

The performance contract establishes that the solidarity expenses shall at least represent 0,40% of water sells.

SEDIF created a "Water Solidarity" plan composed of three types of measures to address the different issues (urgency, assistance, prevention):

- Delivering financial aid measures to people who cannot afford to pay their water bills, especially when they represent more than 3% of the household's income : these financial aid can either be a check , a contribution to the housing solidarity funds, or helping illegal tenants avoiding disconnection from the water grid;
- Helping dwellings' owners in difficulty, with specific aids to rehabilitate water infrastructures;
- Implementing informative and preventive actions.

The PPP between SEDIF and Veolia Eau d'Ile de France requires that 1% of the water sells product is devoted to the "Water Solidarity" program, which means around 2M per year devoted to solidarity actions.

On a national level, awareness raising actions have been developed by the Ministry of Environment and the National Water Committee (*Comité National de l'Eau*, CNE). This committee provides a coordination framework enabling stakeholders to discuss and debate on water and sanitation issues. They published in 2012 a guide of best practices implemented in France to ensure access to water and sanitation to disadvantaged people⁵.

On a local level, other awareness raising actions have been developed by NGOs (Obusass, France Libertés, Fondation Abbé Pierre) and other institutions. Obusass (waste water treatment users in Ile-de-France) led a study in 2009 on access to water for poorest people, published a manifesto signed by many NGOs, defending the creation of a preventive aid measure financed by a regional equalization fund, with the contribution of the State, municipalities and inter-municipal water and sanitation authorities, and operators. This initiative led to a law proposal in 2011, which was eventually not adopted by the French Parliament.

⁵ <http://www.developpement-durable.gouv.fr/IMG/pdf/Acces-eau-assainissement.pdf>

On a regional scale, there is no institutionalized coordination between the water and sanitation departments to ensure equitable access. However, local authorities and the public or private service providers develop partnerships with other sectors, for instance for contributing to the housing solidarity fund.

They also create partnerships with NGOs to raise awareness of the population, and provide information in multiservices information centres (*points d'information médiation multiservices*, PIMMS). The City and Eau de Paris signed a Charter of water management with social householders in 2012 in order to provide more information on water and develop a specific water management training.

Sectorial assessments have been made on the use of housing solidarity fund, and on some public institutions like schools and prisons. In Ile-de-France, Obusass conducted a study on water prices inequalities. The City of Paris and SEDIF assess the respect of their performance or delegation contracts by the service providers.

1.1.2 Sector financial policies

Water and sanitation financing in France does not depend on development partners, even if local authorities or institutions as water basin agencies can provide investment subsidies. Water and sanitation have specific budgets, distinct from the other activities of the municipality.

Several reports and studies have been made to raise more financial allocations in order to make water affordable for all. In these reports, financial resources needed to make water and sanitation affordable for all have been identified, and estimated between 50 M and 110 M € for a preventive allocation. In proposals to create this preventive aid, the sources of funding were a percentage of sanitation taxes, or a share of private water operators' turnovers.

The delivering of preventive aid measure is not mandatory, but under the French law, municipalities are allowed to include access to water in their social protection policies. The City of Paris has therefore dedicated one part of its preventive housing allocation to pay water bills.

As far as remedial aid measures are concerned, the Paris housing solidarity fund provided 440 000 € in 2011 to pay water bills (Eau de Paris' contribution is 500 000€, SIAAP's 90 000€ for Paris). For SEDIF

This amount is increasing, because of the economical crisis and increasing unemployment rate.

Reports are made on a national level on the allocation of the housing solidarity funds.

At a local level, the law compels water and sanitation services to publish an annual report on price and quality of services. Departments can also launch internal audits of their social services' activities.

There is a strategic framework for financial policies aimed to increase affordability of water and sanitation services, but none to ensure access for people disconnected from the water grid. However, local policies can be implemented to increase access for homeless people for instance (public fountains, toilets...), and some of them have been assessed in the above mentioned best practices guide.

II.1.3 Rights and duties of users and other right holders

There are several mechanisms in place to ensure that right holders are aware of their rights and duties:

- information on water quality standards and results of water analysis in each city have to be communicated to the public, by display in city halls and on line;
- The 2011 Warsmann law is implementing a protective disposal by compelling the water operators to inform the consumer in case of an important variation of its water consumption;
- information and participation of right holders and their representatives are ensured by consulting commissions on local utilities (*commission consultative des services publics locaux*, CCSPL), composed of local environmental and consumers NGOs. The service has to consult the CCSPL before taking its decision when it comes to tariffs, municipalisation or delegation of the service, and utilities' rules. The service also informs the members of the commission on the annual price and quality report.

On the local level, the users' rights and duties are exposed in water and sanitation services rulings. These rulings are notified to users, and can be consulted on the water and sanitation authorities' websites. Paris and SEDIF have social advisers to address problems of people having trouble paying their water bills, who are informed of financial aids to pay their bills by the social services.

Right holders and their representatives (members of NGOs) can participate to decisions concerning the level and quality of access they receive by :

- taking part to CCSPL ;
- in Paris to the Parisian Water Observatory (*Observatoire parisien de l'eau*, OPE). This authority was created by the City and is a citizens' observatory, composed of consumers and environmental NGOs, local committees, social landlords, industrialists, local elected representatives, experts, and organizations involved in the water governance. It provides information on water issues, organizes public consultations, in order to achieve a more equitable and transparent water management;
- Veolia Eau d'Ile de France organizes participative workshops with inhabitants, dealing with the perspectives of water services, the origin of water, quality issues, tariff, the "Eau solidaire" program...
- 40% of the Seine Normandie river basin committee is composed of users' representatives (farmers, industrialists, experts, NGOs...).

Participation of right holders has been reinforced with the 2012-1460 law of 27 December 2012 on the implementation of the public participation principle.

When a right-holder disagrees with a decision, or when it jeopardizes its situation, French law foresees a series of judiciary and non judiciary actions to hold authorities responsible. For water related issues, there is an Ombudsman, who dealt with almost 200 cases in 2011:

- 91,2% concern a contestation of the water bill;
- 5,6% the quality of service;

- 2% the metering or connection to the water network;
- 1,8% the drinking water quality.

Paris also has its own Ombudsman, who processes complaints about municipal water and sanitation services.

Users can also send complaints to the water and sanitation authorities, if the services rulings' provisions are not enforced.

II.1.4 Incentive framework for water and sanitation service providers

Equality of users towards public services is a constitutional rule in France. But it does not imply everybody should be connected to the water and sanitation network. It means the service providers cannot make any discrimination against users in the same situation, in terms of tariffs (the 2006 Water Law introduced the possibility to divide users into categories) and quality of service.

The 2013-312 law of 15 April 2013 enables services to consider domestic users as a category, and apply to them a social tariff⁶ depending on their financial resources.

II.2 Reducing geographical disparities

II.2.1 Public policies to reduce access disparities between geographical areas

At the scale of the exercise (Paris, SIAAP and SEDIF zone), the connection rate to water and sanitation grids are 99%. Therefore, there are no access disparities between geographical areas in the zone, which is considered as completely urbanized. The consultation of stakeholders led the pilot team to lower the rate from 100% to 99%, to acknowledge the fact that there are some connection issues for some categories of the population (see II.3)

At a national level, there is an equalization policy between regional and local authorities. For water, authorities in charge of equalization (*perequation*) are the river basin agencies, giving subsidies to improve access in rural areas. Moreover, municipalities are compelled by law to define sewage treatment and water delivery zonings, which contributes to the development of an integrated approach at the local level. A public engineering policy and technical support have also been developed by the Ministry of Agriculture

However, slums and informal settlements do exist in Ile-de-France. There are no public policies in place to support the delivery of water and sanitation in these areas. During the workshops we will see what actions have been taken by NGOs to ensure access to water and sanitation.

The stakeholders' consultation during workshops confirmed that technical solutions exist to provide access to water and sanitation in informal settlements (as collective water supply systems, fountains...) but that these facilities are implemented when NGOs or municipalities are asking for, there is no specific water and sanitation policy to deal with the subject.

⁶ 2013-312 Law « Brottes » preparing transition to a less consumptive energy system

II.2.2 Public policies to reduce price disparities between geographical areas

In a 2003 report, the French financial jurisdiction (*Cour des Comptes*) analyzed the main reasons for price disparities in water and sanitation sectors:

- the cost of getting the resource; the tariff is higher when the natural resource is polluted and needs treatment (case of river water) or is hardly accessible;
- the cost of wastewater treatment, which is a growing part of water bills. In Ile-de-France, the sanitation sector is divided in three authorities:
 - SIAAP, in charge of treating wastewater, is fixing and collecting its own fee;
 - The three departments, Hauts-de-Seine, Seine-Saint-Denis and Val-de-Marne, are also collecting their own part of the sanitation tax for transportation of wastewater;
 - Municipalities fix a third part of the sanitation tax for collecting wastewater. Price disparities between these authorities come from different level of equipment, age of infrastructures and complexity of the epuration system.
- the cost of treating and collecting storm water;
- the overcapacity of water networks, in order to secure the delivery of water in the region, while in the same time water consumption are still decreasing.

In general, there is available information about water and sanitation prices, but there is no tool or indicator yet to know precisely the provision costs and how to connect the provision costs and the price paid by the consumers.

On national level, there is an Observatory of water and sanitation utilities (*Observatoire des services d'eau et d'assainissement*), which gives information on quality of services and prices observed for every water and sanitation services in France⁷. The price of water is taken into account in the construction of the consumption prices index and studies have been made in 2004 and 2009 for all water and sanitation services.

On the local level, due to the water management's organization, every city has a different water price. A water treatment users' NGO (Obusass) makes available for all on its web site a decomposition of water prices for all cities in Ile-de-France.

But no affordability indicator or national tariff reference values have been introduced. Likewise, there is no cross-subsidization between localities with different cost of service provision, except inside the SIAAP and SEDIF areas, where a single tariff for their part of the water bill is applied for all municipalities (for SEDIF, 0,8088 or 0,9889€/m³, and 0,81€/m³ in January 2012 for the SIAAP part).

II.3 Ensuring access for vulnerable and marginalized groups

Finding reliable statistics for vulnerable and marginalized groups is very difficult. The estimated access rate is 99% because every buildings and institutions are connected to the networks, and several policies are implemented to ensure water and sanitation to this heterogeneous category.

⁷ <http://www.services.eaufrance.fr/sispea/showLogin.action>

II.3.1 Public policies to address the needs of vulnerable and marginalized groups

On a national level, the National Water Committee (CNE) formed a working group to discuss the access to water of marginalized people (homeless people, squatters, nomadic communities).

However, until today, there is no plan or national strategy dealing with all the vulnerable and marginalized groups. Many sector policies (housing, social assistance, education, health...) address the needs of these groups. Therefore, cross sector approaches have been implemented.

On a local level, municipalities and water and sanitation authorities can implement policies to deal with these issues. A great part of them address the affordability issue, and are detailed in chapter II.4.

In Paris, the City and Eau de Paris wrote in their performance contract the necessity to guarantee access to water to everybody, including the poorest. This strategic framework includes developing public fountains, providing maps to locate them, financing the purchase of less water consumptive equipments for private facilities. Illegal tenants are not disconnected from the water network.

During summertime, when the risk of dehydration is very high for homeless people, Eau de Paris participates to social round ups by giving bottles of water.

The City of Paris also provides:

- 1200 drinking water fountains. During winter, almost 40 fountains (half of them in streets, half in parks) stay open, on the instructions of social services;
- More than 400 public toilets;
- 17 bath and shower establishments.

These municipal equipments are all free of charge for users.

SEDIF includes in its “Eau solidaire” program a fund to help buildings’ co-owners facing financial difficulties difficulty to rehabilitate the water network inside the building.

Other national sector policies have addressed the vulnerable and marginalized groups’ problems, including access to water :

- Housing policy with the adoption of an enforceable right to housing in 2007;
- Social policies: municipalities can create solidarity centres (*espaces solidarité insertion*) which give access to essential services such as toilets and showers to homeless people or those living in housings without access to water and sanitation;
- For nomadic communities (*gens du voyage*), a 2000 Law compels municipalities to build halting sites which have to deliver access to water and sanitation. In Paris, 7 halting sites are planned, for people with hospitalized family members, and 2 of them will be built in 2014.

These solidarity expenses are taken in the general budget of the municipalities.

Other specific measures are developed in the next part of the report.

II.3.2 People with special physical needs

All hospitals have access to water and sanitation and have priority access to water in case of emergency. There are procedures to ensure access to water to some categories of sick people.

Public institutions have to be accessible to people with reduced mobility (in wheelchair for instance). Parisian *sanisettes* are all accessible, and so are the new models of fountains. Under French law, private facilities shall also be accessible, and there are public subsidies to adapt them.

II.3.3. Users of institutional facilities and institutionalised people

Access to water and sanitation in schools, prisons, hospitals are developed in the scorecard's annex.

Many reports exist on the general state of public institutions as schools and prisons.

A national policy, led by the Ministry of Health, is declined for every institution. At the local level, the Department Sanitary Ruling (*règlement sanitaire départemental*) also addresses the water and sanitation issues in institutions receiving public. Technical standards guarantee that institutional facilities have separate toilets for male and females as well as adequate facilities for menstrual hygiene management. However, some reports have shown that toilets are often a problem in schools. A 2007 national report showed that in 29,5 % of schools, there is no separation between male and female toilets, and 7% of interrogated children say that they never use school toilets. A 2003 report of a parents' association pointed out the bad hygiene conditions in some schools of Paris. The City reacted by dedicating an investment plan to improve the school toilets and formed a working group to address this issue⁸.

Many reports describe the living conditions in prisons and other freedom depriving institutions. They often reveal bad hygiene conditions in prisons or police stations' cells. To address this situation, the Ministry of Justice launched in 2000 an inquiry on hygiene and living conditions of people in jail. This inquiry was followed by a strategic action plan for the 2010-2014 years including an improvement of hygiene conditions goal.

Each institution has its own complaint mechanisms.

II.3.4 Persons without a fixed residence

Access to water and sanitation is linked to housing, so that this category is deeply affected by difficulties of access.

On the national level, a 2007 law establishes an enforceable right to housing.

Inside this category (*Persons living in housing without water and sanitation*), problems of access and solutions to address them are very different, depending on whether they aim homeless people or nomadic communities such as *gens du voyage*.

A national Observatory on poverty and social exclusion (ONPES) considers that 6 homeless people out of 10 do not have a regular access to public water points.

⁸ http://www.fcpe75.org/pdf/archi/08wc_enquete_FCPE_Paris.pdf

On a local level, municipalities implement overnight accommodations, and sanitary and hygiene services. In Paris for instance, there are 15 solidarity and insertion centres (ESI), opened by day, providing showers and toilets.

Water and sanitation authorities can also implement their own policies, in accordance with social services, to deal with water access problems. On the SEDIF territory, Veolia Eau d'Ile-de-France puts collective water supply systems in insalubrious, illegally occupied housing, or Roma camps.

Paris has developed a policy to ensure access to water and sanitation to persons without a fixed residence, including bath and shower establishments, public fountains and toilets, and distribution of water during summertime (see II.3.1). The performance contract between the city and its operator Eau de Paris stipulates that Eau de Paris shall make each year +2% fountains available to the public, including during winter.

There is a 2000 law for travellers/nomadic communities, but it has been unequally implemented on the national territory– in Ile-de-France, less than 35% of the planned halting sites were built at the end of 2011.

II.3.5 Persons living in housing without water and sanitation

In 2006, a national survey on housing revealed that 1,3% of dwellings had no inside access to water or sanitation (they were 5% in 1996 and 16,2 in 1984).

On a national level, the French State developed a housing policy and measures to improve the decency of housing. These measures are declined in several inter-ministerial action plans: Program to eradicate insalubrious housing, Action plan against “sleep merchants”...

The City of Paris has engaged in 2002 a policy to eradicate low quality housing, which led to the destruction or rehabilitation of 1000 buildings between 2004 and 2010, created an Observatory, bought and renovated damaged buildings.

There is also a “no-disconnection from the water grid” policy for squatters or illegal tenants.

SEDIF provides collective water supply systems and its operator takes part to the buildings protection plans (*plans de sauvegarde*) to ensure that water facilities are taken into account, and can also participate to planned operations for the improvement of the housing environment (OPAH) that are implemented to rehabilitate damaged buildings in urban areas.

For the rare dwellings with no access to water and/or sanitation, the problem comes from the age of the building, or size of the rooms. Most of old buildings are today rehabilitated. But sanitary discomfort may still concern small rooms built under the roof top (*chambres de service, chambres de bonnes*), or old apartments. These people often use the municipal bath and shower establishments.

II.3.6 Persons without access to water and sanitation in their workplaces

Under the French law, the employer should provide to workers the means to clean themselves, including changing rooms, sinks, toilets, and when necessary, showers⁹.

The regulation also includes technical prescription on gender separation. The stakeholders' consultation confirms that this regulation is enforced and controlled by Labour inspection services. A representative of trade unions underlined the importance of having adequate facilities in workplaces, especially for poor workers who lost their housing.

II.4 Keeping water and sanitation affordable for all

II.4.1 Public policies to ensure affordability

Affordability rate for the water and sanitation bill is commonly fixed at 3% of the household's budget. About 2 M people are above this rate in France¹⁰. The average water and sanitation price is 3,96 €/m³ in Ile-de-France (2011), but it is different in every city. In the beginning of 2012, the highest water and sanitation price in the SEDIF zone was 5,15 €/m³ for the municipality of Villeneuve-le-Roi in Val-de-Marne (94), while the price in Paris was 3,18€/m³.

For most people in the greater Paris urban area, the water price is between 1,5 and 2% of the household's income. However, according to the Obusass study, the water bill can represent until 6% of the household budget for poor workers or unemployed people, receiving social aid (*revenu de solidarité active*, RSA).

On a national level, affordability issues have been addressed by a 2011 law (loi Cambon) and a law proposal adopted on March 2013, giving water and sanitation services the opportunity to test the introduction of a social tariff for poor households.

The SEDIF solidarity program is aimed at people who cannot afford to pay their water bill, especially when it represents more than 3% of their income. Veolia's commitment is framed by the public service delegation contract: it provides to devote 1% of the water selling product to the program.

Financial urgency aids represent 50% of the program (0,5% of the water selling product). When the household's housing is directly connected, social services offer them a check. When the household is not directly connected (there is one collective connection to the whole building, which is the case of the major part of the pilot area), people receive financial aid through the housing solidarity fund (FSL).

Affordable access is one of the objectives mentioned in the performance contract between the city and Eau de Paris: *"even if the price of water is lower in Paris than the average price in big cities and in Ile-de-France, the water bill can become a burden for vulnerable users. (...) The city will develop a social management of water, to ensure a full access to water for people in need, whatever their economical and social situation, whether they have a roof or not"*:

⁹ Code du travail, art R.4228.1 and following

¹⁰ IGAS-CGED report, July 2011

- One part of the preventive housing aid delivered by the City is covering the water and sanitation charges (estimated around 5% of the rental and housing charges). The average amount of the preventive water aid is 68€/household/year, for 44 000 beneficiaries in 2011.
- The housing solidarity fund (FSL) is giving aid to pay rental, charges, and housing insurance debts. 5% of the total aid concern water debts, which represents 80€/household/year, for 5400 beneficiaries in 2011. Eau de Paris gave 250 000€ to the fund in 2010, and doubled its contribution for 2011 and 2012. In Paris, this fund is helping people whether they are individually connected or not. SIAAP gave 340 000€ in 2011 to 4 departments of Ile-de-France, including 90 000€ for Paris.

Eau de Paris also developed in 2011 partnerships to encourage the installation of less consumptive facilities in social housing. It concluded a partnership with the main social landlord, Paris Habitat, to finance the implementation of 15 000 of them in apartments. This should lead to a 15 % decrease of water and energy bills.

The commitment of the operator is measured in the performance contract by one indicator (called “Commitment rate in social solidarity”, it is the ratio of all social expenses – FSL contribution, information, partnerships – to the water sells income, which should be at least 0,40%).

II.4.2 Tariff measures

On a national level, the 2006 law on Water and Aquatic Environment offers the possibility to introduce tariff differentiation between different categories of users (for instance, domestic and non domestic users).

The water and sanitation tariffs are fixed by the municipalities of the inter-municipal authorities in charge of water and sanitation services.

In Paris and the suburbs, the introduction of a social or progressive tariff system face the barrier of a large majority of collective housing (99% in Paris and ¾ of the SEDIF area). In these collective housing, there is often one water metering for the whole flat, and the service does not know how many apartments are behind the metering system, and how many people live in these apartments. In Paris, only 400 households have their own water meter and receive a water bill from Eau de Paris. The others are paying water and sanitation in their rental charges.

Tariff measures have been considered, among others measures (see II.4.1), but so far, social measures have been privileged, because of the housing structure. A working group led by Eau de Paris is still working on this topic, and is thinking of different tariff systems that could improve affordability of water and sanitation.

Even if a tariff differentiation seems difficult to implement in Paris and its suburbs, the City of Paris and SEDIF decided in 2011 a tariff measure that improved affordability: the water price decreased of 8% in Paris, and 20% in the SEDIF area. This measure was taken considering the financial sustainability of service provisions.

SEDIF introduced a tariff differentiation for the connection price and a progressive tariff to encourage a reasonable use of the water resource: there are two water prices, from 0,8088 €/m³ for a consumption from 0 to 180 m³/year, to 0,9889€ beyond 180 m³.

II.4.3 Social protection measures

Before adopting its “Water Solidarity” program, SEDIF studied different alternatives and has set a technical commission, composed of elected representatives, to follow this program and its execution.

The social measures implemented in Paris are described in II.4.1.

The impacts of different alternatives to address affordability issues through social protection measures have been analyzed by the City services in 2009. Considering the water consumption of Parisian households, the alternatives were:

- Creating a preventive aid delivered by the FSL;
- Creating subsidies encouraging people to buy less consumptive facilities;
- Creating a water aid delivered by social services (as water checks)
- Devoting one part of housing aid to pay water and sanitation.

The last one was chosen because it was the easier to implement and permitted to obtain a high coverage rate.

B/. Critical assessment of the scorecard and propositions for improving it

The following comments come from the pilot team who fulfilled the scorecard and the workshops of 18th and 19th February 2013 organized by the City of Paris.

The scorecard is very complete and detailed on all aspects of access to water and sanitation.

However, it requires a lot of time and information to be fulfilled.

For some questions, fulfilling the scorecard on a country level would require asking for information to 35 000 water and sanitation services (for instance for the questions “public financial resources spent on the water and sanitation sector”, or “resources spent in ensuring equitable access to water and sanitation”).

The scorecard is a satisfying tool because:

- It combines all dimensions of equitable access and gives the opportunity to gather all the parties involved to discuss on solid basis;
- It follows the same logic for every area of action.

1) Comments on the scope of assessment

The scorecard can be used on a local, regional, or national level. In the French pilot case, the chosen level was regional and included three water and sanitation services, creating a floating scope which is not the same as the regional level used as a reference for statistics. Besides, the choice of the self-assessment cope can bias the result; for instance, choosing a totally urbanized area, as the Greater Paris, did not allow assessing geographical disparities.

In general, it is impossible to obtain all the data for the same level and the same year: for some questions, the more recent data would be year 2012, on a regional level, for others 2010, but only on a national level...

The scorecard methodology

Every item (chapters 2, 3, 4) is assessed following the same methodology, from the existence of a strategic plan to the support by public funding.

- Financial resources are not always public (for instance in France, FSL (Housing Solidarity Fund) is partly financed by private service providers, and water and sanitation facilities in workplaces are financed by the employer)

→ The financial question could be replaced by “A specific funding exists. It clearly identifies the different funders, public and private”

- The scorecard leads to an identification of existing policies. Some of them, implemented for several years, have already been assessed (FSL for instance in France)

→ It would be interesting to identify on the one hand, the public policy, and on the other hand, if this policy is working, how it is implemented. An additional item could ask (i) if the policy has been assessed, and (ii), what are the main results.

Otherwise, a country/region can get a satisfying score if it has a social aid system which is supported by public funding, but fails to reach its goal.

Data aggregation

In chapter 3 (especially item 3.1), the aggregation of data makes little sense, even in 3.4, which gathers homeless people and nomadic communities. These groups share problems of equitable access to water and sanitation, but the policies dealing with them are specific for each group.

The 3.1 item is thus redundant with next questions, and so is 4.1. We suggest:

- Specifying categories in each item;
- Item 3.3: replacing it by annexes 3.3.A to C
- Item 3.4: dividing it in two categories: homeless and nomadic communities
- Item 4.1 suppressing or at least reducing it to avoid repetitions
- Each party to the Protocol could adapt the scorecard to its population by creating new annexes and aggregating data when it seems relevant.

Little information on some subjects

By definition, there is a little quantitative information on vulnerable and marginalised groups, which are diverse (homeless people, children, squatters, sick and elderly people...). Maybe it would be more interesting to know if these populations are followed, if studies have been made, to favour quality information instead of quantitative information.

2) Comments on the form and wording

Terminology

During the workshop, a stakeholder proposed completing the title with “Equitable access to water and sanitation **for all**”.

Redundancy of questions

The pilot team had the feeling to be redundant when fulfilling the scorecard, especially in chapter 1, which sums up policies that are detailed in next chapters. Hence, the 1.4 part “incentive framework

for water and sanitation service providers” has not been answered, as all answers can be found in the next chapters (the answer to 1.4.2 in section 2, the answer to 1.4.3 in section 3, and so on...)

→ Proposition: Parts 1.1, 1.2, and 1.4 could be simplified, and 1.3 maintained.

International obligations

This part can only be answered by State departments, as conventions are signed by States and not local authorities. This part, quite long and discouraging, could be reduced to the most relevant legal instruments, and be fulfilled once by the State departments.

3) Comments on the use of the scorecard

The tool and the pilot exercise were positively judged by all stakeholders, in order to have a first self-assessment and a precise overview on access to water and sanitation on a given territory. It gives the opportunity to identify shortcomings and lead to the definition of priority actions to address them.

However, all stakeholders mentioned this was a time consuming exercise, and that this tool was not adapted to a regular monitoring and report.

→ *Vis-à-vis* the Protocol authorities, the reporting should be done with another tool, for instance on the basis of priorities identified in each region.

4) Comments on the process

A participatory process is necessary, especially for this topic, but it is difficult to organize because of the great number and diversity of stakeholders: social services, water service providers, sanitary sector...

During the workshop on 18 and 19 May 2013 in Paris, the stakeholders underlined the multiplicity of private and public actors. Some of them were not represented during the workshop (prison sector, hospitals, schools...).

→ Having a preparatory phase to allow a restrained team to answer the scorecard seems to be a good methodology; it could be completed with bilateral meetings on specific subjects (for instance on prisons with the Ministry of Justice and NGOs). A restitution phase seems necessary.

This work gives the opportunity to have an overview of all actions taken, and it allows identifying and contacting relevant stakeholders. This qualitative benefit should be valued in the document.

→ Proposition: add a list of contacts and stakeholders

The French pilot was an interesting experience as it allowed fulfilling the scorecard both on the national and the regional level. It enlightened local initiatives such as the implementation of preventive aid measures, fountains, and public toilets, which inspire national legislation on access to water and sanitation issues.

ANNEX

*TOOL FOR MONITORING PROGRESS IN ACHIEVING EQUITABLE ACCESS TO WATER AND SANITATION IN THE PAN-EUROPEAN REGION **FOR ALL***

This is the third draft of a tool currently under development. The aim of the tool is to support countries in the pan-European region to assess and track their progress in achieving equitable access to water and sanitation, in the context of the implementation of the Protocol on Water and Health under the Convention on the Protection and Use of Transboundary Watercourses and International Lakes.

This draft of the tool was tested in **the Greater Paris urban area** in early 2013.

Part 1 and 2 of the score card were initially fulfilled by the Greater Paris urban area project team. The information contained in the score card was then discussed at the multi-stakeholders workshop, which was held on 18-19 February 2013, in Paris, France. This version reflects the conclusions of the multi-stakeholders workshop discussion.

The final version of this document, dated 18 April 2013, was prepared to respond to an international exercise in order to test a self-assessment tool. It was fulfilled in a limited period of time, by a pilot team focusing on the Greater Paris area, and discussed with stakeholders during a workshop on 18 and 19 February 2013.

It does not reflect an exhaustive vision of policies aimed at ensuring equitable access to water and sanitation in France.

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INTRODUCTION

Rationale, aim and scope

Access to water and sanitation has been recognised as human rights by the United Nations General Assembly and the Human Rights Council. This means that ensuring access to water and sanitation for all is a legal obligation and that progressive steps have to be taken to fulfil that obligation. In order to comply with this obligation, special attention needs to be paid at an early stage to ensure that access to water and sanitation is equitable for all members of the population.

In the pan-European region, around 110 million people do not have access to safe drinking water and sanitation. The Parties to the UNECE/WHO-EURO Protocol on Water and Health have committed to ensure equitable access to water and sanitation. In 2012, the Working Group on Water and Health launched the publication “No One Left Behind”, which presents policy options and good practices to ensure equitable access to water and sanitation, and agreed to develop a tool for support countries in their efforts to monitor progress. This document presents the third draft¹¹ of the tool.

The objective of this tool is to offer governments (and other stakeholders) a tool that would help to establish a baseline, track progress, and prompt discussions on further actions to be taken in order to achieve equitable access to water and sanitation. It aims to support the implementation of policies and practices to uphold the human rights to water and sanitation under the principle of “progressive realization”.

The tool does not aim to provide a fully comprehensive assessment of the extent to which water and sanitation is equitable in a country/region/city. Rather it focuses on selected issues and indicators that together could provide a solid (but not perfect) overview of the situation at different time points, and thus allow the tool to accomplish its specific aim.

Achieving equitable access and keeping access equitable is contingent on a well-functioning water and sanitation sector. The tool, however, will focus only on the issues directly related to equitable access outcomes and not on the overall functioning of the water and sanitation sector. The tool does not focus either on other circumstances that may impinge on access to equitable access and sanitation, such as water resources governance.

¹¹ An Ad-Hoc Expert Group on Monitoring Progress in Achieving Equitable Access to Water and Sanitation has been set up to develop the tool. This draft incorporates the comments and contributions discussed at its first meeting in September 2012, as well as comments provided in October 2012 on the second draft.

Notes for using the tool

Background information. Background information on equitable access issues can be found in the UNECE/WHO publication “No One Left Behind”. The introduction to each section in Part II indicates the relevant section in the “No One Left Behind” publication that relates to each Area of Action.

Glossary. This document includes a short glossary to define key concepts used throughout the scorecard. It is worth highlighting two issues:

In this document, the expression “access to water and sanitation” includes four of the five dimensions that define the human rights to water and sanitation: *availability*, *accessibility*, *acceptability*, and *quality/safety*. It does not include *affordability* because that dimension is addressed specifically in section 4 of the scorecard.

This document refers to the expression “equitable access to water and sanitation”, since this is the wording in the Protocol on Water and Health. Some experts favor the expression “equality and non-discrimination”. While there are some differences of connotation, those two expressions can be considered equivalent from a practical perspective.

Structure of the tool. The tool includes a country profile (which focuses on quantitative data to help put in context the results) as well as four sections addressing broad themes. The four thematic sections are further subdivided in areas of action – which focus on the actions taken to improve equitable access. The last three thematic areas also requests quantitative information on outcomes and means.

Quantitative information. To the extent possible, the source of quantitative information should be official statistics. When information on financial resources is requested (and if your country does not use the Euro as official currency), please express the answer both in Euros and in the official currency.

Scoring methodology.

- Progress under each Area of Action is measured through qualitative questions. The number of questions varies between 2 and 6.
- Each question requires one answer. (There are four possible answers: *No / To a little extent / To a large extent /Yes.*)¹²
- Each answer has to be justified. In order to provide the justification, respondents are encouraged to use as much space as needed.
- The reliability of each answer has to be self-evaluated (see below).
- One summary score has to be calculated for each Area of Action. This score has to be calculated taking into account the score for each question as well as the number of questions under each Area of Action. Only answers with a HIGH or MEDIUM degree of reliability should be considered when calculating the summary score.

¹² The answers were given according to the following criteria, considering the data available at national and/or local level:

No – No data, national or local;

To a little extent – No national data and some local data OR some national data, but not satisfying or merely indirect data

To a large extent – Some national data, regardless of the availability of local data

Yes – Data at national level is fully satisfying

- The summary score has to be reproduced in the summary sheet.

Reliability assessment methodology. The tool asks to self-evaluate the reliability associated to each of the answers provided. It is not the reliability of the data that has to be evaluated. Rather, it is the reliability of the process of gathering and reporting the data that has to be evaluated.

- There are three possible levels of reliability: High (Very Reliable), Medium (Reliable), Low (Unreliable).
- The criteria to be considered for assigning a degree of reliability are: procedures, traceability, and validation.
- The table below provides guidance on how to assign a level of reliability, according to those criteria.
- The aggregate level of reliability for each Area of Action will be determined as follows:
 - HIGH – if all the answers in the Area of Action are classified as HIGH
 - MEDIUM – if no answer is classified as LOW and at least one answer is classified as MEDIUM
 - LOW --- if at least one answer is classified as LOW
- The aggregate level of reliability for each Area of Action has to be reproduced in the summary sheet.

HIGH: Very reliable	MEDIUM: Reliable	LOW: Unreliable
<p>There is a coherent and easily accessible set of documents that identifies responsibilities for data gathering, treatment and quality control.</p> <p>The data can be traced to a formal source that is accessible to any interested person.</p> <p>The data have been formally validated.</p>	<p>Responsibilities for data gathering, treatment and quality control have been identified.</p> <p>The data can be traced to a source.</p> <p>The data have been validated.</p>	<p>Responsibilities for data gathering, treatment and quality control have not been identified.</p> <p>Not all the data can be traced to a source.</p> <p>Not all the data have been validated.</p>
<p>Note: The term “data” in this table must be interpreted as any relevant qualitative or quantitative information underpinning the response to a question</p>		

Non-relevant questions. Not all questions within each area of action are equally relevant to all countries/regions in the pan-European region. If those responsible for filling the scorecard part consider that a particular question is not relevant, they are encouraged to justify why that is the case.

Summary sheet. The summary scores for the 15 areas of action are presented in a summary sheet at the end of the document. The summary sheet can help to identify the areas of action where the country (or region) is lagging behind, as well as areas where the information available is particularly unreliable.

Annex. In order to support the assessment of Area of Action 3.3 (which refers to several types of institutional facilities, which are in turn overseen by different government departments), the Annex provides separate sheets to assess the situation in educational facilities, health facilities, and prison facilities. How to use the results of those separate sheets to derive an overall assessment of Area of Action 3.3 is at the discretion of the scorecard coordinator.

Use of results. The tool has been designed to help a country (or region) to track its own progress towards equitable access. The tool has not been designed to establish comparisons between countries (or regions), as the pan-European region includes countries (or regions) with very different levels of socio-economic development and organization of the water and sanitation sector. Analysts wishing to establish those comparisons are encouraged to use the context data offered in the Country/Region Profile in order to identify suitable countries/regions peers for comparison.

Presentation of results. Testing countries/regions are encouraged to present the results in visually appealing ways (such as spider-net graphs).

Glossary

Accountability. In a human rights context, accountability encompasses monitoring mechanisms and remedies. For the rights to water and to sanitation to be realized, service providers and public officials must be accountable to users. Promoting accountability involves, inter alia, developing effective monitoring bodies and processes; devising sound indicators for assessing progress, affordability, and the fair and equitable distribution of water and sanitation resources according to the needs; creating reliable, accessible and effective judicial and administrative complaints mechanisms that allow individuals to air and satisfactorily redress their grievances; and promoting good governance.

Affordability. Access to sanitation and water facilities and services must be accessible at a price that is affordable for all people. Paying for services, including construction, cleaning, emptying and maintenance of facilities, as well as treatment and disposal of faecal matter, must not limit people's capacity to acquire other basic goods and services, including food, housing, health and education guaranteed by other human rights. Accordingly, affordability can be estimated by considering the financial means that have to be reserved for the fulfilment of other basic needs and purposes and the means that are available to pay for water and sanitation services.

Development partners. In a development co-operation context, it refers to the range of partners that support a government from a transition or developing country to design and implement its development agenda. Those partners include bilateral development co-operation agencies (e.g. the Swedish International Development Agency), international financial institutions (e.g. the World Bank), international technical co-operation institutions (e.g. UNECE) and international non-governmental organizations (e.g. Global Water Partnership).

Drinking water. Water which is used, or intended to be available for use, by humans for drinking, cooking, food preparation, personal hygiene or similar purposes.

Equitable access to water and sanitation. In the context of this document, it refers to a situation defined by access outcomes that are similar for all people irrespective of where they live, whether they belong to vulnerable or marginalized groups, while their associated costs remain affordable for all users.

GDP. It stands for Gross Domestic Product. It represents an indicator of the size of an economy measured through the value of the goods and services produced.

Institutionalised persons. It refers to those people that are in prison, whether they have received a final sentence or not.

Lowest quintile, lowest decile. The distribution of income or wealth in a country is usually analysed by dividing the population in five or ten groups according to their level of income or wealth. When the number of groups is five each group represents a "quintile"; when the number of groups is ten, each group represents a "decile". The "lowest quintile" refers to the group with the lowest income

or wealth, when society is divided in five groups. The “lowest decile” refers to the group with the lowest income or wealth, when society is divided in ten groups.

Non-discrimination. Non-discrimination is central to human rights. Discrimination on prohibited grounds including race, colour, sex, age, language, religion, political or other opinion, national or social origin, property, birth, physical or mental disability, health status or any other civil, political, social or other status must be avoided, both in law and in practice.

Peri-urban areas. Areas that are adjoining to urban areas, located between the suburbs and the countryside.

Poverty line. Value that indicates the minimum level of income of an individual that is considered adequate. Official poverty lines definitions and values vary from country to country.

Progressive realization. States must take measures towards the progressive realization of the rights to water and sanitation. This requires concrete and targeted steps to the maximum of their available resources. States are required to move towards the goal of full realization as expeditiously and effectively as possible, within the framework of international cooperation and assistance, where needed. Certain aspects of these rights are immediate obligations, including the requirement to guarantee them without discrimination.

Progressive tariff systems. It refers to tariff systems where the tariff per cubic meter increases with volume consumed – it is usually articulated by defining three or more blocks of water consumption and applying a different tariff to each block.

Public financial resources. Financial resources supplied by governments (whether national, regional or local). The origin of the funds is mostly general taxation (e.g. income or VAT tax) but also includes other sources, such as the provision of services by government departments (e.g. licensing charges) and borrowing (e.g. issuing government bonds).

Remedial actions. In this document, actions taken to correct a situation where the human rights to water and sanitation were not respected. Victims of human rights violations are entitled to adequate reparation, including restitution, compensation, satisfaction and/or guarantees of non-repetition. States have to provide accessible, affordable, timely and effective remedies. While administrative remedies will be adequate in many cases, a right of judicial appeal as a last resort is often appropriate and sometimes indispensable.

Right-holders. In the context of the human rights to water and sanitation, it refers to every person. The difference with “water and sanitation users” is that some people do not have access to water and sanitation, and thus they cannot be considered users, but they are right-holders because they hold the right to get access.

Safe drinking water. Safe drinking water is water with microbial, chemical and physical characteristics that meet WHO guidelines or national standards on drinking water quality.

Sanitation means the collection, transport, treatment and disposal or reuse of human excreta or domestic waste water, whether through collective systems or by installations serving a single household or undertaking. States must ensure without discrimination that everyone has physical and economic access to sanitation, in all spheres of life, which is safe, hygienic, secure, socially and culturally acceptable, provides privacy and ensures dignity. Depending on the culture, acceptability can often require privacy, as well as separate facilities for women and men in public places, and for girls and boys in schools. Facilities will need to accommodate common hygiene practices in specific cultures, such as for anal and genital cleansing. And women’s toilets need to accommodate menstruation needs.

Self-service. Situation in which households provide themselves the service for water and sanitation, often because they live in areas where there is no service provider.

Service providers. Public or private institution that operate water supply and/or sanitation systems.

Social tariffs. Tariffs that include a discount for certain individuals or households due to their social characteristics (such as age, certified disability, or number of persons in the household)

Tariff reference values. In some countries, central authorities overseeing the water and sanitation sector have published “tariff reference values” to provide a reference on what is the expected level that water and sanitation tariffs should reach. They provide useful information to customers as well as to water and sanitation service providers, without infringing in the allocation of tariff-setting responsibilities (which usually remains at the local level).

Vulnerable and marginalized groups. Groups composed of individuals that have a particularly hard time exercising their rights to water and sanitation as a result of living in vulnerable situations, or suffering discrimination or stigma (or a combination of those factors). Groups and individuals who have been identified as potentially vulnerable or marginalized include, inter alia, women, children, inhabitants of (remote) rural and deprived urban areas as well as other people living in poverty, refugees and internally displaced persons, minority groups, indigenous groups, nomadic and traveller communities, elderly people, persons living with disabilities, persons living with HIV/AIDS or affected by other health conditions, people living in water scarce-regions and sanitation workers amongst others. In the process of identifying groups and individuals who are disadvantaged, States need to survey the population based on these grounds and investigate further when they find that certain groups are discriminated against. In the context of this document, vulnerable and marginalised groups include (among others) the homeless, nomads, the disabled, school children, hospitalized patients, people living in prisons and refugee camps, and people without secure tenure. While gender issues related to access to water and sanitation must be taken into consideration to ensure equitable access, this document does not treat women as a vulnerable or marginalized group on its own.

PART 1. COUNTRY or REGION PROFILE: CONTEXT

Greater Paris urban area (Paris – SEDIF - SIAAP areas)

Socio-economic and sector data			
	2011 or latest available year (please indicate)	2006 (please choose another baseline year if it fits better with your national/regional processes)	Source (please use official statistics wherever possible)
Population (inhabitants)	11 786 234 (2010) for the French region of Ile de France including : - 4 339 776 in the SEDIF area(144 communes) - 2 268 265 in Paris - 8 791 589 people connected to the sanitation network for SIAAP	11 532 398 (2006) for Ile de France region	Official statistics (INSEE)
Extension (km²)	12 012 km ² including - 762,2 km ² for the SEDIF territory, - 105,40 km ² for Paris - 1980 km ² for SIAAP	12 012 km ² including - 762,2 km ² for the SEDIF territory, - 105,40 km ² for Paris - 1980 km ² for SIAAP	Official statistics (INSEE)
GDP per capita (EUR/person)	48 378 (2010) for Ile de France region	39 960 (2003) for Ile de France region	Official statistics (INSEE)
% of population below national poverty line	16%(Paris 2009)	Paris : 11,9 %(2004) Hauts-de-Seine department : 8,5% Seine Saint Denis department : 18% Val de Marne department : 9,5%	2004 : Insee, 2009 : Compas (consultants) Poverty line : 60 % of median income
% of population living in urban areas	100	100	Insee
% of population living in peri-urban areas (ONLY if this category is relevant in your country/region)			Not relevant
% of population living in rural areas	0	0	Insee
Renewable freshwater resources (million m³ per capita)			River basin Agency
% of population <u>without</u> access to safe drinking water	0		

% of population <u>without</u> access to wastewater collection	0		
% of population <u>without</u> access to wastewater treatment (any level)	0		
Public financial resources <u>spent</u> on the water and sanitation sector	<p><u>Water sector (2011) :</u> Paris : 4,2 M€ and 350 M€ for Eau de Paris SEDIF 448,8 M€</p> <p><u>Sanitation sector :</u> Paris : 107 M€ SIAAP : 1 229 M€</p> <p><u>On a national level :</u> The estimated global expenses of water and sanitation utilities are around 16 billion € in 2009</p>	<p><u>Water sector</u> N.A</p> <p><u>Sanitation sector</u> Paris 119,5 M€ SIAAP :974 M€</p> <p><u>On a national level :</u> 13 billion € (2004)</p>	<p>Water and sanitation utilities</p> <p>Ernst&Young study</p>
Public financial resources <u>spent</u> in ensuring equitable access to water and sanitation	<p>Paris : around 4 M€ (preventive and curative aid measures to pay water bills, fountains and public toilets) SIAAP : 340 000 € (curative aid measures) SEDIF : 2,3 M€ for the Water solidarity plan</p>	N.A	Water and sanitation authorities

N.A. – Non available.

International obligations on water and sanitation

The international legal instruments listed below generate obligations on water and sanitation ¹³	Has the country signed this legal instrument?		What has been done to translate these international commitments into your national legislation?	Sources (and year)
	Yes	No		
Protocol on Water and Health				
1949 Geneva Convention (III) relative to the Treatment of Prisoners of War				
1949 Geneva Convention (IV) relative to the Protection of Civilian Persons in Time of War				
1977 Protocol Additional to the Geneva Conventions of 12 August 1949, and Relating to the Protection of Victims of International Armed Conflicts (Protocol I)				
1977 Protocol Additional to the Geneva Conventions of 12 August 1949, and Relating to the Protection of Victims of Non-International Armed Conflicts (Protocol II)				
1966 International Covenant on Civil and Political Rights (ICCPR)				
1979 Convention on the Elimination of All Forms of Discrimination against Women (CEDAW)				
ILO Convention No. 161 of 1985 on Occupational Health Services				

¹³ More information is available at www.waterlex.org/waterlex/en/resources/online-legal-database and the supporting document “International Obligations on Water and Sanitation”

1989 Convention on the Rights of the Child (CRC)				
2007 Convention on the Rights of Persons with Disabilities (CRPD)				
1966 International Covenant on Economic, Social and Cultural Rights (ICESCR)				
1989 ILO Convention No. 169 on Indigenous and Tribal Peoples				
1992 United Nations Framework Convention of Climate Change (UNFCCC)				
1994 Convention to Combat Desertification in Countries Experiencing Serious Drought and/or Desertification, Particularly in Africa (UNCCD)				
1997 Convention on the Law of the Non-Navigational Uses of International Watercourses				

PART 2. SCORECARD: ACTIONS TAKEN

Section 1. Steering governance frameworks to deliver equitable access to water and sanitation

Areas of action	Relevant section in the “No One Left Behind” document
1.1 There is a strategic framework for achieving equitable access to water and sanitation	Section 3.1 Section 3.4
1.2 Sector financial policies contribute to achieving and maintaining equitable access	Section 3.1 Section 2.3
1.3 Users and right-holders can exercise their rights and are aware of their duties	Section 3.2
1.4 The incentive framework for water and sanitation service providers includes equitable access considerations	Section 3.3

Area 1.1 Strategic framework for achieving equitable access

Rationale. Although progress is achieved through individual initiatives, a strategic framework is needed to ensure that the whole water and sanitation sector (and the whole public administration more generally) contributes to achieving equitable access.

	No	To a limited extent	To a large extent	Yes
1.1.1 There is a strategic plan in place to ensure equitable access to water and sanitation			x	
<p>Score justification (please provide brief explanation and/or examples that justify the answer)</p> <p>In France, different measures contribute to define a framework for equitable access to water and sanitation. Ensuring access to water for all is an undisputed social and policy goal. The 2006 Law on Water and Aquatic Environments (LEMA, 2006) stipulates that water is a common heritage and every person has the right to have access to water of sufficient quantity and quality and under affordable conditions.</p> <p>This principle may be included in regional strategic plans for water at the basin Level (in French : SDAGE).</p> <p>This principle is implemented locally :</p> <ul style="list-style-type: none"> - <i>The development of preventive aid measures.</i> Municipalities, social services authorities and water operators have adopted measures aimed at preventing the poor and socially excluded from incurring water debt and risking (risk? – I'm not sure what risking means here) - <i>The development of remedial aid measures.</i> These measures are applied when households are still unable to pay their water bills, either because they did not take advantage of the preventive aid or because of unexpected and sudden difficulties. <p>These different measures are included in different official documents, but strictly speaking they are not a dedicated framework.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <ul style="list-style-type: none"> - LEMA, 2006 - Regional strategic plans for water at the basin Level (SDAGE) - Law n° 90-449 du 31 mai 1990 relative à la mise en œuvre du droit au logement modifiée - Law n° 2004-809 du 13 août 2004 relative aux libertés et responsabilités locales (art. 65). - Circulaire n° 2004-58 UHC/IUH 1 du 4 novembre 2004 relative aux nouvelles dispositions concernant les fonds de solidarité pour le logement (FSL) contenues dans la loi n° 2004-809 du 13 août 2004 relative aux libertés et responsabilités locales (art. 65) - Code concerning family and social action (L.115-3) - Decree n° 2008-780 du 13 août 2008 relatif à la procédure applicable en cas d'impayés des factures d'électricité, de gaz, de chaleur et d'eau - Code concerning public health - National action plan on environment and health <p>Reliability of the response: (i.e. <u>high</u>, medium, or low-level of confidence)</p>				
1.1.2 Equitable access targets have been set			x	

Score justification (please provide brief explanation and/or examples that justify the answer)

At national level, the LEMA set the general principles concerning equitable access to water and sanitation, but it doesn't mention specific objectives.

At local level, in the city of Paris : one of the priorities of the contract between the city and its operator for drinking water (Eau de Paris) is "To Guarantee access to water for the poorest". The rules for the public water service stipulate also obligations in ensuring access to water.

At local level, in the SEDIF zone : Access to sanitation in the 149 cities included in the SEDIF zone is the responsibility of the SEDIF. The SEDIF sets prices for drinking water; the prices are the same for each city. The public service delegation contract includes a requirement to devote 1 % of the proceeds from sales, to the "Water Solidarity" plan, which is dedicated to the SEDIF users with financial difficulties. The "Water Solidarity" plan is divided into three parts and the delegate is responsible for implementing them :

- 1- To bring financial support to people with difficulties to pay their water bill, in particular when it represents more than 3% of their income;
- 2- Perform accompanying actions towards apartment buildings with difficulties;
- 3- Implement preventive actions

Furthermore, the concerning water service defines the obligations for water access. So, a connection is opened for anyone who asks for it. In the SEDIF zone, there are 800 kms of water pipes.

Deficiency: no specific target for equitable access to water and sanitation at national level

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)
 City of Paris Contract – Eau de Paris and annual reports
 Public service delegation contract for SEDIF, annual reports

Reliability of the response: (i.e. high, medium, or low-level of confidence)

1.1.3 Responsibilities for achieving equitable access have been identified and allocated

x

Score justification (please provide brief explanation and/or examples that justify the answer)

At the national level, in 2004, a law bound local authorities (departments) to create a housing solidarity fund, and since 2011 all the implementing regulations have been in place. The housing solidarity fund receives contributions from utilities (electricity, gas, telephone and water service providers), social housing authorities and local authorities.

The local action plan for housing and poorest people (in French : PDALPD) identifies social measures that aim at :

- Access to decent housing
- To have a supply of water, energy and telephone

The local authority and representatives of the cities are responsible for drafting the PDALPD.

The "Cambon" Law stipulates that water and sanitation service providers can voluntarily contribute up to 0.5% of their profits to the housing solidarity fund. The housing solidarity fund helps households to pay their water bill, in particular when the water bill represents more than 3% of their income.

At the local level, the cities (and their social services), the department, and operators share the responsibilities. The responsibilities are defined in the contract.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)
 Law n° 2004-809 du 13 août 2004

Decree 29 novembre 2007 (PDALDP)
 Law « Cambon » n° 2011-156 du 7 février 2011

Reliability of the response: (i.e. high, medium, or low-level of confidence)

1.1.4 Awareness-raising and capacity-development initiatives for achieving equitable access have been developed

Score justification (please provide brief explanation and/or examples that justify the answer)

At the national level, the French ministry in charge of ecology issued (2012) a good practice document in order to encourage water access for the poorest. The good practices are :

- Identify water access
- Re-open public fountains
- Install new water access
- Coping with emergency situations
- Open bath houses
- Distribute hygiene kits
- Install automatic toilets

At the regional level (the French region “Ile de France”): the regional observatory on sanitation (in French : Obusass) set actions to raise awareness , and conducted a study on access to water for the poorest people in “Ile de France”. The hydrology observatory in Seine saint Denis also set actions to raise awareness.

At the local level (Paris), signature of a charter with social landlords whose objectives are to ensure access to quality water while ensuring the limitation of the burden of rental charges, including the installation of water-saving devices (saving kits). Actions are conducted with associations and points of information and multi-mediation (PIMMS) to inform users, the means to and awareness of saving water.

At the local level (SEDIF), support and awareness are part of the "Water solidarity" plan. Actions are conducted with associations and points of information and multi-mediation (PIMMS) to inform users and raise awareness to save water. In addition, some operators have developed indicators to assess the benefit of awareness.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)
 Charter with the city of Paris and social landlords
 OBUSASS studies
<http://www.developpement-durable.gouv.fr/IMG/pdf/Acces-eau-assainissement.pdf>

Reliability of the response: (i.e. high, medium, or low-level of confidence)

1.1.5 There are mechanisms in place to enable discussion and coordination by competent authorities

x

Score justification (please provide brief explanation and/or examples that justify the answer)

At the national level, In order to improve the quality of legislative proposals concerning water management, the French water law of 1964 created the National Water Committee as a consultative mechanism, which gives advice to the French Government on water pricing and on the quality of water distribution and treatment by public utilities, among other issues. In 2009 the National Water Committee created a working group devoted to water access issues. The result has been the creation?

of different laws dedicated to these topics.

At the local level, there is no specific coordination on equitable access to water and sanitation. The operator “Eau de Paris” communicates with its own partners (French Department of Paris for the housing solidarity fund), and signs agreements with them. For the SEDIF zone : the delegate is in charge of implementing the housing solidarity fund with the different actors: cities, social centers, French departments

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) <http://www.comitenationaldeleau.fr>

Reliability of the response: (i.e. high, medium, or low-level of confidence)

1.1.6 The country/region/city has assessed the equity of access to water and sanitation

x

Score justification (please provide brief explanation and/or examples that justify the answer)

At the national level, there is no global assessment on equitable access to water and sanitation. But, several sectoral assessments exist:

- for the existing mechanisms [housing solidarity fund, water pricing, building of areas (halting sites) for travelers (in French : gens du voyage)]
- for some institutions (prisons, schools).

At the local level:

The SEDIF assesses the implementation of the “Water solidarity” plan. The city of Paris assesses the objectives identified in the contract with the drinking water operator.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)

Reports (in french) :

- ACCÈS À L’EAU ET À L’ASSAINISSEMENT DANS DES CONDITIONS ECONOMIQUEMENT ACCEPTABLES PAR TOUS - Rapport de mission sur la mise en œuvre de l’article 1er de la loi n° 2006-1772 du 30 décembre 2006 sur l’eau et les milieux aquatiques
- Rapport sur les modalités d’application des règles d’accessibilité du cadre bâti pour les personnes handicapées – octobre 2011- CGEDD IGAS CGEFi
- Les aires d'accueil des gens du voyage – octobre 2010 - rapport du CGEDD
- ÉTUDE SUR LES SANITAIRES DANS LES ÉCOLES ÉLEMENTAIRES (CM1, CM2) - Année scolaire 2006-2007 - Observatoire national de la sécurité des établissements scolaires et d’enseignement supérieur
- Les droits de l’homme dans la prison - Commission nationale consultative des droits de l’homme - Volume 1- 2007

Reliability of the response: (i.e. high, medium, or low-level of confidence)

Please calculate the score for Area 1.1

1. Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) ____
2. Divide the number of total points by **6** ____

Given the number of High, Medium and Low responses, the average reliability for this area is considered (please mark one option) High x Medium ____ Low ____

Area 1.2 Sector financial policies

Rationale. Financial resources will have to be spent to implement the initiatives needed to achieve the equitable access targets. At the same time, the overall policies steering sector revenue and expenditures may have large positive and negative impacts on achieving equitable access. In some countries, sector financing is dependent to a large extent on development partner support and there is scope to increase the contribution of this support to achieving equitable access.

	No	To a limited extent	To a large extent	Yes
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1.2.1 The financial resources needed to achieve equitable access to water and sanitation have been identified				x
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Score justification (please provide brief explanation and/or examples that justify the answer)

Affordability issues: public policies exist, in particular through the housing solidarity fund. This fund is regularly assessed. According to the IGAS-CGEDD report (a ministerial high level report – ministry in charge of social affairs and ministry in charge of housing - 2011) the part dedicated to water is sufficient.

This report describe a proposal for remedial aid measures “*Capping the financial burden of households to 3% of their mean income for the poorest would mobilize an annual amount of approximately € 50 million*”

At the local level :

Paris: a financial resource of 500 € was identified. In 2011, 440,000 € was spent to take care of some water bills.

The SIAAP gives 340,000€ to the housing solidarity funds in 3 departments of the French region “Ile de France”

In the SEDIF zone, 1% of the proceeds from sales (which represents 2.3 Million Euros) is dedicated to equitable access to water for SEDIF users.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)

Decision 2012-127 CA Eau de Paris for the financial resources dedicated to the housing solidarity fund.

Budget SEDIF and annual report of the delegate.

Report CGEDD-IGAS *Accès à l'eau et à l'assainissement dans des conditions économiquement acceptables par tous*, - 2011

Reliability of the response: (i.e. high, medium, or low-level of confidence)

1.2.2 The sources of funding to achieve equitable access to water and sanitation have been identified			x	
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Score justification (please provide brief explanation and/or examples that justify the answer)

At the national level, for affordability issues, the financial resources are mainly :

- Operators, associations of municipalities, and French department (for the housing solidarity fund)
- Municipalities: municipalities have the possibility of helping households to pay water bills, to avoid the bill being left unpaid.

There are also some proposals for identifying financial resources (in discussion):

- A tax on the sales of bottled water and an allocation of 20% of the penalties paid by municipalities that don't fulfill the obligation of having 20% social housing;
- A tax on the turnover of water companies.

The financial support only concerns people connected to the public water network; there is no financial support for people who are not connected, except for sanitation not connected to a sewerage system.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)
 Law n° 90-449 du 31 mai 1990 sur la mise en œuvre du droit au logement institue un fonds de solidarité pour le logement (FSL)
 code concerning family and social action (article L.115-3)

Reliability of the response: (i.e. high, medium, or low-level of confidence)

1.2.3 Financing strategies for the water and sanitation sector take equity issues into account		x		
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Score justification (please provide brief explanation and/or examples that justify the answer)

Financing of the water and sanitation utilities is in the French code for municipalities (they are responsible for water supply and for waste water management).

The main principle is that “water pays water”; equitable access is not included in the laws concerning the financing of water and sanitation utilities.

A recent legislative proposal (law “Brottes”) stipulates that the municipalities and associations of municipalities are authorized to identify budgetary resources necessary for people in difficulty with their water bill. This authorization would be a derogation of the general rules, in an experimental context.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)
 Code concerning local authorities -articles L2224-12-2 CGCT / L.2224-12-3 / L.2224-12-3-1
 Law n°2013-312 « Brottes »

Reliability of the response: (i.e. high, medium, or low-level of confidence)

1.2.4 The national/regional/city government monitors and publicly reports financial resource allocation				x
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Score justification (please provide brief explanation and/or examples that justify the answer)

At the national level, the ministry in charge of housing and the ministry of social affairs (in particular, department on statistics of the ministry in charge of social affairs (Drees) are in charge of the assessment of the housing solidarity fund.

At the local level :

- Annual report on water price and water and sanitation utilities;
- Annual report of EAU DE PARIS;
- Annual report of SEDIF and its delegate;
- Report on the financial aids system in the city of Paris;
- The social centers and the local collectivities supervise allocation of housing social fund.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)
<http://www.drees.sante.gouv.fr/donnees-relatives-au-fonds-de-solidarite-pour-le-logement,10060>

Reliability of the response: (i.e. high, medium, or low-level of confidence)

1.2.5 International financial support for the water and sanitation sector takes equity issues into account

Score justification (please provide brief explanation and/or examples that justify the answer)

Not applicable

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)

Reliability of the response: (i.e. high, medium, or low-level of confidence)

Please calculate the score for Area 1.2

1. Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) _____
2. Divide the number of total points by **5** _____

Given the number of High, Medium and Low responses, the average reliability for this area is considered (please mark one option) High ___ Medium ___ Low___

Area 1.3 Rights and duties of users and other right-holders

Rationale. Water and sanitation users and right-holders should not be considered merely the beneficiaries of access to water and sanitation. They have roles to play in demanding, shaping, and maintaining equitable access to water and sanitation.

	No	To a limited extent	To a large extent	Yes
1.3.1 There are mechanisms in place to ensure that right-holders are aware of their rights (and the options for exercising them) as well as their obligations			x	
<p>Score justification (please provide brief explanation and/or examples that justify the answer)</p> <p>At the national level, informative actions are undertaken with:</p> <ul style="list-style-type: none"> - The consulting commission on water utilities (in French: CCSPL), concerning the operation of these utilities; - The public, concerning drinking water quality. The results of the official control of drinking water (and bathing waters) are on line on the web site of the French ministry of health. They are also available in the water bill, once a year. <p>The official consumer associations play an important role.</p> <p>At local level, the rights and obligations of utilities users are described in the utilities rules that are sent to the users.</p> <p>Different documents are available about the existing aid (the solidarity in Paris guide). The SEDIF delegate set in place a meeting point dedicated to the “ Water Solidarity” plan The information to the users is also available on web sites (City of Paris, Eau de Paris, SEDIF), or via the phone call centers for the users.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Code concerning local authorities : art L.1413-1 Code concerning public health art D1321-103 Annual reports Ministry of health web site : http://www.sante.gouv.fr/resultats-du-controle-sanitaire-de-la-qualite-de-l-eau-potable.html</p> <p>Reliability of the response: (i.e. <u>high</u>, medium, or low-level of confidence)</p>				
1.3.2 There are mechanisms in place to allow right-holders to access relevant information			x	
<p>Score justification (please provide brief explanation and/or examples that justify the answer)</p> <p>Same answer as for 1.3.1</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence)</p>				
1.3.3 There are mechanisms in place to allow right-holders to participate in decisions concerning the level and quality of access that they receive			x	

Score justification (please provide brief explanation and/or examples that justify the answer)

At the national level, the principal of public participation in environmental decision is set by the law, in application of the Aarhus convention.

The utilities users participate in:

- The consulting commission on water utilities (local commissions)
- The National Committee on water (in French : Comité national de l'eau): associations are one of the stakeholders in this committee
- The users board of the basin committee of the French basin agencies.

At local level, the users are involved in

- The Parisian water observatory
- Veolia (SEDIF delegate) encourages and leads participating groups at municipality level, dealing with different issues of concern, like water origin, quality, pricing, and the "Water solidarity" plan.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)

Law n° 2012-1460 of 27 December 2012 (application of the Aarhus convention)

Code concerning local authorities - art L1413-1

Code concerning environment - article D213-1

Reliability of the response: (i.e. high, medium, or low-level of confidence)

1.3.4 There are mechanisms in place to allow right-holders to seek redress and enforce remedial actions				x
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Score justification (please provide brief explanation and/or examples that justify the answer)

At the national level, specific and non-specific mechanisms are in place to allow right holders to seek redress :

- Administrative and judicial appeal;
- The Water Mediator: a national specific mediator for all water disputes. The water mediator can be found via the Internet,
- The Warsmann law deals with the protection of users against abnormal variations of water bill due to a network leakage.

At the regional level : the operators forecast

Operators are insured against non-compliance of certain engagements in the rules of service (SEDIF)

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)

Code concerning local authorities - Article L. 2224-12-4 (Warsmann law)

Annual report of the water mediator

Contractual report to the SEDIF

Annual report - EAU DE PARIS

Reliability of the response: (i.e. high, medium, or low-level of confidence)

1.3.5 There are mechanisms in place to allow right-holders to keep responsible authorities accountable				
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Score justification (please provide brief explanation and/or examples that justify the answer)
See 1.3.4

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)

Reliability of the response: (i.e. high, medium, or low-level of confidence)

Please calculate the score for Area 1.3

1. Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) _____
2. Divide the number of total points by **5** _____

Given the number of High, Medium and Low responses, the average reliability for this area is considered (please mark one option) High ___ Medium ___ Low___

Area 1.4 Incentive framework for water and sanitation service providers

Rationale. Water and sanitation service providers can have a substantial influence on equitable access outcomes. National and local governments can set, through public policies, the right incentives to ensure that service providers contribute to equitable access.

	No	To a limited extent	To a large extent	Yes
1.4.1 There are mechanisms in place to induce service providers to implement investment plans that favor providing access to those right-holders that lack it				
<p>Score justification (please provide brief explanation and/or examples that justify the answer)</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence)</p>				
1.4.2 There are mechanisms in place to induce service providers to implement operational plans that do not discriminate between service areas				
<p>Score justification (please provide brief explanation and/or examples that justify the answer)</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence)</p>				
1.4.3 There are mechanisms in place to induce service providers to offer the same level of customer service to people belonging to vulnerable and marginalized groups than to any other customer				
<p>Score justification (please provide brief explanation and/or examples that justify the answer)</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence)</p>				

1.4.4 There are mechanisms in place to induce service providers to design tariff structures that ensure that the water and sanitation bill is affordable by all				
<p>Score justification (please provide brief explanation and/or examples that justify the answer)</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence)</p>				
<p>Please calculate the score for Area 1.4</p> <p>1. Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) ____</p> <p>2. Divide the number of total points by 4 ____</p>				
<p>Given the number of High, Medium and Low responses, the average reliability for this area is considered (please mark one option) High ____ Medium ____ Low ____</p>				

Section 2. Reducing geographical disparities

Areas of action	Relevant section in the “No One Left Behind” document
2.1 Public policies to reduce access disparities between geographical areas	Section 4.1
2.2 Public policies to reduce price disparities between geographical areas	Section 4.2
2.3 Geographical allocation of external support for the sector	Section 2.3

Quantitative information on geographical disparities

Provide the official definition of rural, urban and (if applicable) peri-urban areas in your country/region	The statistical definitions are: Zone urbaine : <i>On appelle unité urbaine une commune ou un ensemble de communes présentant une zone de bâti continu (pas de coupure de plus de 200 mètres entre deux constructions) qui compte au moins 2 000 habitants</i> (municipality or group of municipalities with a continuous built area and at least 2000 inhabitants) zone rurale : <i>les communes sans zone de bâti continu de 2000 habitants, et celles dont moins de la moitié de la population municipale est dans une zone de bâti continu</i> (municipalities without a continuous built area of 2000 inhabitants, and municipalities where less than half of the population lives in a continuous built area).		
	2011 or closest year (please indicate)	2006 or closest year (please indicate)	Source (please indicate whether this is an official source)
Rate of access to water in urban areas (%)	>99%	>99%	
Rate of access to water in peri-urban areas (%) (ONLY if this category is relevant in your country/region)			Not relevant
Rate of access to water in rural areas (%)			Not relevant
Rate of access to sanitation in urban areas (%)	>99%	>99%	Ministry of charge of environment and ecology http://www.stats.environnement.developpement-durable.gouv.fr/Eider/tables.do# (Insee)
Rate of access to sanitation in peri-urban areas (%) (ONLY if this category is relevant in your country/region)			Not relevant
Rate of access to sanitation in rural areas (%)			Not relevant
Public financial resources spent in reducing geographical			Not relevant

disparities in access to water and sanitation (million EUR)			
Public financial resources spent in reducing geographical disparities in access to water and sanitation (EUR per capita)			Not relevant
Public financial resources spent in reducing geographical disparities in access to water and sanitation (% of public budget spent on water and sanitation)			Not relevant

Area 2.1 Public policies to reduce access disparities between geographical areas

Rationale. Public policies play a major role in reducing disparities in access between geographical areas, and in particular in increasing access in rural areas

Except for the national legal framework, this part is relevant at the pilot scale only for informal settlements	No	To a limited extent	To a large extent	Yes
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2.1.1 There is a public policy for reducing disparities between urban, peri-urban, and rural areas				X
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Score justification (please provide brief explanation and/or examples that justify the answer)

On a national level, national equalization funds have been created to redistribute financial resources between urban and rural municipalities. There is a public engineering policy and a financial support is provided by the Ministry of Agriculture with the National Fund for the Development of Drinking Water Networks (FNDAE). In the water and sanitation fields, ensuring urban/rural solidarity is one of the river basin agencies' goals: financial aids are granted by agencies to rural municipalities to build and rehabilitate water and sanitation infrastructures.

Not relevant at the pilot scale.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)

- Article 58 of the 2000 Finance Law creating the National Water Fund (then the FNDAE)
- Article 83 of the 2006 Water and Aquatic Environments Law

Reliability of the response: (i.e. high, medium, or low-level of confidence)

High

2.1.2 Integrated approaches have been adopted to support the delivery of water and sanitation services in rural areas, informal settlements and slums		X		
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Score justification (please provide brief explanation and/or examples that justify the answer)

Municipalities are compelled by law to define a collective and/or individual sewage treatment zoning and a water delivery zoning (*zonage d'assainissement collectif et non collectif, zonage d'adduction en eau potable*).

SEDIF and Eau de Paris are putting collective or individual water delivering facilities in camps or squats when they are asked for by the municipalities. SEDIF and its operator VEOLIA EAU D'ILE DE FRANCE are providing collective systems of access to a safe drinking water in Roma camps and squats. EAU DE PARIS guarantees access to water to squatters by signing conventions.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)

Expert opinion, SEDIF and Eau de Paris contracts

Reliability of the response: (i.e. high, medium, or low-level of confidence)

Medium

2.1.3 There are mechanisms in place to support the implementation of appropriate technical solutions for service delivery in rural, informal settlements and slums		x		
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Score justification (please provide brief explanation and/or examples that justify the answer)

On a national level, the national fund "FNDAE" provided guidelines and technical support to implement appropriate technical solutions to improve access to water in rural areas.

On a local level: there are public fountains (1200 drinking water points) and public toilets (around 400) in Paris, and in the SEDIF zone, the installation of collective access points ensures the delivery of a safe drinking water.

<p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Expert opinion</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) Medium</p>				
<p>2.1.4 There are mechanisms in place to support the implementation of appropriate technical solutions for self-provision of services by households in areas where there is no service provider</p>				
<p>Score justification (please provide brief explanation and/or examples that justify the answer) The national policy on private sewer systems (<i>assainissement non collectif</i>) provides a framework to implement appropriate technical solutions:</p> <ul style="list-style-type: none"> - Individual sewer systems have to receive an agreement from the ministries in charge of health and environment; - Private systems must comply to the regulation - Old systems must be renewed when they are dangerous for people or to prevent a risk for the environment; - Individual sewer systems public services (SPANC) are control authorities in non collective sewer system zones. <p>Not relevant at the pilot scale.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Regulation on individual sewer systems (<i>arrêtés du 7 septembre 2009 fixant les prescriptions techniques applicables aux installations d'assainissement non collectif de moins de 20 EH, et relatif aux modalités de l'exécution de la mission de contrôle des installations d'assainissement non collectif réalisées et réhabilitées</i>)</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				
<p>2.1.5 Sector policies mobilize sufficient financial resources to reduce the access gap in rural and peri-urban areas according to the established targets</p>				
<p>Score justification (please provide brief explanation and/or examples that justify the answer) In their next action programs, river basin agencies are considering to devoting 800 million Euros to the rehabilitation of private sewer systems.</p> <p>Not relevant at the pilot scale.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Reliability of the response: (i.e. high, medium, or low-level of confidence)</p>				
<p>Please calculate the score for Area 2.1</p> <ol style="list-style-type: none"> 1. Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) <u>6</u> 2. Divide the number of total points by 5 <u>1,2</u> 				
<p>Given the number of High, Medium and Low responses, the average reliability for this area is considered (please mark one option) High <u> </u> Medium <u>x</u> Low <u> </u></p>				

Area 2.2 Public policies to reduce price disparities between geographical areas

Rationale. Some geographical areas face higher prices than others. This may be due to higher levels of service, higher cost of service provision (e.g. due to expensive access to clean water sources, or to low density of population), less efficient provision of services (e.g. poor maintenance leading to higher cost, or too many staff per connection), or uneven distribution of public subsidies. Public policies can play a major role in reducing price disparities between geographical areas.

	No	To a limited extent	To a large extent	Yes
2.2.1 There are mechanisms in place to track prices as well as cost of provision of water and sanitation services				x

Score justification (please provide brief explanation and/or examples that justify the answer)

Mechanisms to track prices as well as cost of services provision exist:

- The price of water is taken into account in the formation of the consumption prices index, published every month by INSEE (National Statistical and Economical Studies Institute);
- The national Observatory of water and sanitation services provides descriptive and performance indicators;
- Studies have been made for the years 2004 and 2009 on a national level, about cost of provision of water and sanitation services (Ernst&Young)

On a regional level, a local association in Ile-de-France (Obusass) is giving on its web site a decomposition of water and sanitation prices for the greater Paris. SEDIF is also giving the water price for all the municipalities on its web site.

The annual report published by the water and sanitation services provides indicators on investment costs, replacement of the infrastructures and prices paid by the users.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)

Official documents available online:

http://www.economie.eaufrance.fr/IMG/pdf/Ernst_Young_Recuperation_des_couts_eau_27_042012_rév1.pdf

<http://www.insee.fr/fr/themes/info-rapide.asp?id=29>

<http://www.services.eaufrance.fr/sispea/showLogin.action>

<http://www.economie.eaufrance.fr>

http://www.sedif.com/imageProvider.aspx?private_resource=11250&fn=ANNEXE%201%20prix%20par%20commune%201er%20trimestre%20_0.pdf

<http://www.obusass-idf.fr>

Reliability of the response: (i.e. high, medium, or low-level of confidence)

High

2.2.2 Price benchmarking tools (such as affordability indicators or tariff reference values) have been introduced		X		
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Score justification (please provide brief explanation and/or examples that justify the answer)

There are no tariff reference values on a national level, the homogenisation of water prices is not given as a goal in public policies, as the financial balance and prices are fixed by the municipal services.

On a regional level, in Paris and the SEDIF zone, in January 2012, the prices went from 3,18€/m³ (Paris) à 5,15€/m³ in Villeneuve-le-Roi (Val-de-Marne).

Obusass made a study on water affordability in Ile de France.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)

Official documents

- Obusass study on the affordability of water for RSA beneficiaries

<ul style="list-style-type: none"> - Price of water in the SEDIF zone in January 2012 http://www.sedif.com/imageProvider.aspx?private_resource=11250&fn=ANNEXE%201%20prix%20par%20commune%201er%20trimestre%200.pdf - Annual report on price and quality of water and sanitation services 2011, Paris 				
Reliability of the response: (i.e. high, medium, or low-level of confidence) High				
2.2.3 Public subsidies are targeted to those areas that face higher costs of service provision (not just higher prices)		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Score justification (please provide brief explanation and/or examples that justify the answer) Not relevant for Paris. In the SEDIF zone, a unique price for the delivery of water is applied for all the municipalities. The general tariff in the SEDIF zone is 0,8088 €/m ³ between 0 and 180 m ³ and 0.9889 € above 180 m ³ . Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Official documents Reliability of the response: (i.e. high, medium, or low-level of confidence) High				
2.2.4 The sector is organized to enable cross-subsidization between localities with high-cost and low-cost of service provision		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Score justification (please provide brief explanation and/or examples that justify the answer) In the SEDIF and SIAAP zones there are two unique prices for water delivery and sewage treatment, which creates de facto cross-subsidization between localities. (SIAAP tariff: 0,81€/m ³). Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Official documents Reliability of the response: (i.e. high, medium, or low-level of confidence) High				
Please calculate the score for Area 2.2 1. Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) <u>12</u> 2. Divide the number of total points by 4 <u>3</u>				
Given the number of High, Medium and Low responses, the average reliability for this area is considered (please mark one option) High <u>x</u> Medium <u> </u> Low <u> </u>				

Area 2.3 Geographical allocation of external support for the sector

Rationale. In some countries, development partners (donor countries) are key providers of funding for water and sanitation infrastructure. There is often scope to reallocate the funding to accelerate access in geographical areas that lag behind.

NOT RELEVANT	No	To a limited extent	To a large extent	Yes
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2.3.1 Public authorities have identified in the sector plan the areas that are lagging behind plan and require external support				x
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Score justification (please provide brief explanation and/or examples that justify the answer)
Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)
Reliability of the response: (i.e. high, medium, or low-level of confidence)

2.3.2 There is international financial support to increase access in geographical areas that lag behind (as identified in the sector plan)			x	
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Score justification (please provide brief explanation and/or examples that justify the answer)
Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)
Reliability of the response: (i.e. high, medium, or low-level of confidence)

Please calculate the score for Area 2.3
 1. Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) _5_
 2. Divide the number of total points by 2 _2,5_

Given the number of High, Medium and Low responses, the average reliability for this area is considered (please mark one option) High ___ Medium _x_ Low ___

Section 3. Ensuring access for vulnerable and marginalized groups

Areas of action	Relevant section in the “No One Left Behind” document
3.1 Public policies to address the needs of vulnerable and marginalised groups	Section 5.1
3.2 Persons with special physical needs	Section 5.2
3.3 Users of institutional facilities and institutionalised persons	Section 5.3
3.4 Persons without a fixed residence	Section 5.4
3.5 Persons living in housing without water and sanitation	Section 5.5
3.6 Persons without access to water and sanitation in their workplaces	Not discussed

Quantitative information on vulnerable and marginalised groups			
Please, provide the official definition of vulnerable and marginalized groups in your country/region/city	There is no official definition but this category includes: homeless people, nomadic communities, illegal immigrants, migrants, people living in housing without access to water and sanitation, and poor people with insufficient financial resources (Henri Smets, <i>La mise en œuvre du droit à l'eau, les solutions à Paris</i> , 2010)		
	2011 or closest year (please indicate)	2006 or closest year (please indicate)	Source (please indicate whether this is an official source)
Rate of access to water in the country/region/city (%)	>99	>99	Water and sanitation operators
Rate of access to water by the poorest fifth of the population (%)	99	99	Water and sanitation operators
Rate of access to sanitation in the country/region/city (%)	>99	98	Insee (ENL inquiry, results for Paris)
Rate of access to sanitation by the poorest fifth of the population (%)	99	98	“ “
Percentage of water and sanitation facilities open to the public that are accessible to people with disabilities	100 (for public toilets in Paris)	N.A.	City of Paris
Percentage of schools that have sufficient and adequate water and sanitation services	> 99	>99	All schools have water and sanitation facilities
Percentage of hospitals that have sufficient and adequate water and sanitation services	>99	>99	“ “
Percentage of prisons that have sufficient and adequate water and sanitation services	N.A	N.A.	
Percentage of persons without a fixed residence that have access to water and sanitation through public facilities	N.A. 6 homeless people out of 10 have no access to public water delivery systems	N.A.	<i>(Could be replaced by the number of public facilities / population)</i> National Observatory on Poverty and Exclusion (ONPES)
Number of people lacking access to water and sanitation that live in neighbourhoods where access is available	N.A. on a local level	N.A.	National level: 170 000 housing without private toilets, 180 000 housings without a private

			bathroom (Insee 2006)
Public financial resources spent in ensuring access to water and sanitation by vulnerable and marginalized groups (EUR per capita)	Partly available Paris : around 600 k€/years for water consumption, 120 k€ for maintenance of fountains + costs of homeless shelters and service centers... SEDIF: 7636 € in 2012 for maintaining access to water in squats.	N.A.	City of Paris, EAU DE PARIS SEDIF
Public financial resources spent in ensuring access to water and sanitation by vulnerable and marginalized groups (million EUR)	N.A.	N.A.	

N.A. – Non available.

Area 3.1 Public policies to address the needs of vulnerable and marginalised groups

Rationale. There are many vulnerable and marginalized groups, each with their own needs and facing different barriers to achieve equitable access, and thus requiring different solutions. Public policies, both in the water and sanitation sector and in other sectors, can play a major role in ensuring access. An integrated policy response needs to be articulated.

<i>The general questions and justifications given to the answers in chapter 1 are redundant with those declined in the next chapters</i>	No	To a limited extent	To a large extent	Yes
3.1.1 There is a water and sanitation policy recognizing the special and differentiated needs of vulnerable and marginalized groups			X	

Score justification (please provide brief explanation and/or examples that justify the answer)

Several sectorial policies, aimed at vulnerable and marginalized groups (education, hospitals, housing...) permit to deal with the equitable access to water and sanitation → see 3.2.1

On a local level, when the public operator EAU DE PARIS was created in 2009, a general policy to favor access to water to all has been implemented, including the maintenance and development of public fountains, distribution of maps, financing less consumptive water equipments. The City decided to implement a “no disconnection from the water grid” policy, even for illegal tenants (squatters).

During summertime, EAU DE PARIS participates to social round ups by giving water bottles to homeless people. The City of Paris also provides several public facilities, all free of charge:

- 1200 water points,
- 400 public toilets,
- 17 bath and shower establishments.

SEDIF includes in its “Water solidarity” plan a fund to help buildings’ co-owners facing financial difficulties to rehabilitate the water network inside the building. VEOLIA EAU d’ILE DE FRANCE is giving collective access to water in Roma camps and squats when the municipalities agree with it.

On a national level, several law proposals on access to water to marginalized people (homeless, nomadic communities, squatters) have been studied by the National Water Committee (CNE) and NGOs.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)
Stakeholder consultation

Eau de Paris, SEDIF-Veolia contract

Reliability of the response: (i.e. high, medium, or low-level of confidence)

Medium

3.1.2 Relevant policies in other sectors (e.g. social inclusion, social protection, education, health, prisons, housing) includes their role in ensuring access to water and sanitation by vulnerable and marginalize groups.			X	
--	--	--	---	--

Score justification (please provide brief explanation and/or examples that justify the answer)

Developed in the next chapters and annexes.

Municipalities can create solidarity centres (*espaces solidarité insertion*) to give access to essential services such as toilets and showers to homeless people or those living in housings without access to water and sanitation (for instance, Paris has 15 solidarity centres).

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)
City of Paris

Reliability of the response: (i.e. high, medium, or low-level of confidence)

High				
3.1.3 There are mechanisms in place to identify (in a participatory manner) and address the water and sanitation needs of vulnerable and marginalized groups	X			
<p>Score justification (please provide brief explanation and/or examples that justify the answer) No participatory mechanism has been identified during the stakeholder consultation.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Stakeholder consultation</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) Low</p>				
3.1.4 Public budgets provide specific funding to address the water and sanitation needs of vulnerable and marginalized groups				X
<p>Score justification (please provide brief explanation and/or examples that justify the answer) One part of the water and sanitation budgets on the local level, is devoted to address the water and sanitation needs of vulnerable and marginalized groups (for instance, 120 k€ in 2012 for the maintenance of fountains by EAU DE PARIS, and 7636 € for SEDIF to maintain access to water in squats). Other solidarity expenses (to improve housing, access to water in schools, in hospitals...) are part of each institution's budget.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Stakeholder consultation Operators</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				
3.1.5 Integrated approaches (involving different administrations) have been adopted to support the delivery of water and sanitation services for vulnerable and marginalized groups			X	
<p>Score justification (please provide brief explanation and/or examples that justify the answer) Integrated approaches do exist. For details, see 3.2.3 or 3.5.5. In the SEDIF area, all the "Water solidarity" actions are realized with the participation of the social services of municipalities and departments, and so are the actions realized by Eau de Paris at the municipal level.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Stakeholder consultation</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				
<p>Please calculate the score for Area 3.1</p> <ol style="list-style-type: none"> Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) Divide the number of total points by 5 				
<p>Given the number of High, Medium and Low responses, the average reliability for this area is considered (please mark one option) High ___ Medium ___ Low ___</p>				

Area 3.2 Persons with special physical needs

Rationale. Many disabled, sick, and elderly people face problems in accessing water supply and sanitation services because of their specific physical needs.

	No	To a limited extent	To a large extent	Yes
3.2.1 There is data on levels of access to water and sanitation by persons with special physical needs		X		
<p>Score justification (please provide brief explanation and/or examples that justify the answer) The Inter-ministerial Observatory on Accessibility noted in its first report in 2011 that we lack data on the implementation of the accessibility policy, because the 2005 law do not compel public and private actors to give information on this subject. According to the “<i>Association des paralysés de France</i>” (French association of disabled), only 15% of institutions opened to public are currently accessible.</p> <p>Quantitative data are not available at the pilot scale.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Official document and experts opinion: http://www.developpement-durable.gouv.fr/-Observatoire-interministeriel-de-1,2954-.html http://www.senat.fr/rap/r11-635/r11-63511.html</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) Medium</p>				
3.2.2 There is a public policy to ensure access to water and sanitation by persons with special physical needs			X	
<p>Score justification (please provide brief explanation and/or examples that justify the answer) Institutions opened to public and housings are compelled by law to be accessible for disabled people (<i>personnes à mobilité réduite</i>). Technical standards are fixed in order to make sanitation facilities accessible. Toilets in new buildings have to be accessible since 2007, in old buildings they must comply with the legislation by 2015. For people on dialysis, there is a protocol followed by water operators to prevent patients from water cuts.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Official document: 2005 Act on equality of rights and chances of disabled people Stakeholder consultation.</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				
3.2.3 There is specific public funding to support access to water and sanitation by persons with special physical needs			X	
<p>Score justification (please provide brief explanation and/or examples that justify the answer) There is some public funding to support access to water and sanitation by persons with specific physical needs, for instance from ANAH (National Agency for the Improvement of Housing) or Departmental centers for disabled people (<i>Maisons départementales des personnes handicapées</i>).</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Stakeholder consultation</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence)</p>				

Medium

3.2.4 There are technical standards that ensure the establishment of facilities accessible to persons with special physical needs				X
Score justification (please provide brief explanation and/or examples that justify the answer) Yes: <ul style="list-style-type: none">- 1994 Decree on accessibility of housings and institutions opened to public to disabled people,- Ministerial order of 2006 fixing technical standards for the construction or creation of institutions or buildings opened to public.				
Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Official documents				
Reliability of the response: (i.e. high, medium, or low-level of confidence) High				
3.2.5 There are mechanisms in place to support the adaptation of private facilities for persons with special physical needs				X
Score justification (please provide brief explanation and/or examples that justify the answer) This question could be merged with 3.2.3 Private facilities in newly built housing must be accessible and there are some public subsidies.				
Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Stakeholder consultation				
Reliability of the response: (i.e. high, medium, or low-level of confidence) High				
Please calculate the score for Area 3.2 <ol style="list-style-type: none">1. Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0)2. Divide the number of total points by 5				
Given the number of High, Medium and Low responses, the average reliability for this area is considered (please mark one option) High _ _ Medium _ _ Low _ _				

Area 3.3 Users of institutional facilities and institutionalised persons

Rationale. Many people spend all or a significant part of their time in institutional facilities (which include kindergartens, schools, health facilities, retirement homes, prisons, and refugee camps), and they cannot secure independent access to water and sanitation.

	No	To a limited extent	To a large extent	Yes
3.3.1 There is data on levels of access to water and sanitation in institutional facilities			X	

Score justification (please provide brief explanation and/or examples that justify the answer)
Several reports have been published on the living conditions in institutional facilities, including comments and indicators on access to water and sanitation (see annexes A to C for more details).

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)
Official documents and stakeholder consultation: reports of the International Observatory on Prisons, of the French general controller of prisons, of the National Observatory on Security and Accessibility in Schools, Reports of a parents' association on access to water and sanitation in Parisian schools (FCPE)...

Reliability of the response: (i.e. high, medium, or low-level of confidence)
High

3.3.2 There is a public policy to ensure access to water and sanitation by users of institutional facilities and institutionalized persons			X	
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Score justification (please provide brief explanation and/or examples that justify the answer)

A national policy led by the Ministry of Health is declined for each category of institutional facilities (schools, hospitals, prisons...), with the department sanitary rules (*règlement sanitaire départemental*) at the local level.

Moreover, different sectorial policies address the access to water and sanitation issue:

- In schools, the Ministry of Education made recommendations and fixed technical standards on the number of water points and toilets ;
- Prisoners should be allowed to take three showers a week, but this prescription is only applicable "as far as possible" (article D.358 *Code de procédure pénale*).

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)
Official documents (in French) :
- Guide "construire des écoles : guide de programmation fonctionnelle et données techniques : école maternelle, élémentaire, groupe scolaire et petite école en milieu rural"(1989)
- article D. 358 du Code de procédure pénale.

Reliability of the response: (i.e. high, medium, or low-level of confidence)
High

3.3.3 There is specific public funding to support access to water and sanitation by users of institutional facilities and institutionalized persons				X
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Score justification (please provide brief explanation and/or examples that justify the answer)

No specific data available.

There is public funding to ensure compliance to the law and access to water and sanitation by users of institutional facilities and institutionalized people, often taken on the general budget of these institutions.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)
Expert opinion; Stakeholder consultation;

Reliability of the response: (i.e. high, medium, or low-level of confidence) High				
3.3.4 Institutional facilities have relevant complaint mechanisms in place				X
<p>Score justification (please provide brief explanation and/or examples that justify the answer) See in annexes A to C, each institution has its own complaint mechanisms. For the users of institutional facilities, there is also a possibility of legal recourses to administrative jurisdictions.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Official documents</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				
3.3.5 Institutional facilities have separate toilets for males and females as well as adequate facilities for menstrual hygiene management				X
<p>Score justification (please provide brief explanation and/or examples that justify the answer) Technical standards and regulation in workplaces, schools, and institutional opened to public.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Stakeholder consultation; official documents</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				
<p>Please calculate the score for Area 3.3</p> <ol style="list-style-type: none"> 1. Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) 2. Divide the number of total points by 5 				
<p>Given the number of High, Medium and Low responses, the average reliability for this area is High considered (please mark one option) High ____ Medium ____ Low ____</p>				

Area 3.4 Persons without a fixed residence

Rationale. A number of people lack access to water and sanitation services not because their locality is not served or because they cannot afford them, but because they have no fixed dwelling to be connected to the water and sanitation networks. They include homeless persons, travelers, and nomadic communities. (The challenge of settlements of ethnic minorities is considered under area 3.5)

	No	To a limited extent	To a large extent	Yes
3.4.1 There is data on levels of access to water and sanitation by persons without a fixed residence		X		

Score justification (please provide brief explanation and/or examples that justify the answer)

No data available at the water and sanitation services.

The national Observatory on Poverty and Exclusion (ONPES) estimated that 6 homeless people out of 10 do not have access to public water points.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)
www.onpes.gouv.fr

Reliability of the response: (i.e. high, medium, or low-level of confidence)
 High

3.4.2 There is a public policy to ensure access to water and sanitation by persons without a fixed residence			X	
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Score justification (please provide brief explanation and/or examples that justify the answer)

For homeless people:

A housing policy is implemented by the State and municipalities. A 2007 law establishes an enforceable right to housing (*droit au logement opposable*).

Municipalities implement overnight accommodations, and sanitary and hygiene services. In Paris for instance, there are 15 solidarity and insertion centres (ESI), opened by day, providing showers and toilets.

Water and sanitation authorities can also implement their own policies, in accordance with social services, to deal with water access problems. On the SEDIF territory, Veolia Eau d'Ile-de-France puts collective water supply systems in insalubrious, illegally occupied housing, or Roma camps in accordance with NGOs and municipalities.

Paris has developed a policy to ensure access to water and sanitation to persons without a fixed residence, including bath and shower establishments, public fountains and toilets, and distribution of water during summertime (see II.3.1). The performance contract between the city and its operator Eau de Paris stipulates that Eau de Paris shall make each year +2% fountains available to the public, including during winter.

For nomadic communities:

There is a 2000 law for travellers/nomadic communities to comply municipalities to build halting areas with access to water and sanitation, but it has been unequally implemented on the national territory— in Ile-de-France, less than 35% of the planned halting sites were built at the end of 2011.

<p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Stakeholder consultation http://www.mipes.org/-Des-Gens-du-voyage-en-Ile-de-.html Official documents: 2000 law and 2001 decree on technical standards for halting sites, 2007 law implementing an enforceable right to housing Performance contract between the City of Paris and EAU DE PARIS Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>			
<p>3.4.3 There is specific public funding to support access to water and sanitation by persons without a fixed residence</p>			<p>X</p>
<p>Score justification (please provide brief explanation and/or examples that justify the answer)</p> <p>All the aforementioned policies are supported by public funding.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Stakeholder consultation</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) Medium</p>			
<p>Please calculate the score for Area 3.4</p> <ol style="list-style-type: none"> 1. Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) 2. Divide the number of total points by 3 			
<p>Given the number of High, Medium and Low responses, the average reliability for this area is considered (please mark one option) High ___ Medium ___ Low_ ___</p>			

A question about the complaint mechanisms should be added.

Area 3.5 Persons living in housing without water and sanitation

Rationale. People belonging to vulnerable and marginalized groups often live in housing without basic water and sanitation, even if they are located in neighborhoods/localities with access. The causes include situations of illegal tenure, low quality of rented accommodation, squatting, as well as discrimination of ethnic minorities. (The challenge of full localities without access is considered under area 2.1)

	No	To a limited extent	To a large extent	Yes
3.5.1 There is data on lack of access to water and sanitation by households living in neighborhoods with access			X	
<p>Score justification (please provide brief explanation and/or examples that justify the answer) On a national level, the National Institute of Statistical and Economical studies (INSEE) evaluates the level of comfort in housing, including the existence or not of sanitation. In 2006, it reported 353 000 housings without sanitary comfort (without access to water, or sanitation facilities, or inside toilets), which represented 1,3% of housings.</p> <p>On a local level, the City of Paris is implementing a policy to identify and prevent the degradation of ancient buildings.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Official documents (INSEE study PREMIERE N° 1202 - JUILLET 2008); Stakeholder consultation</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				
3.5.2 There is a public policy to address the lack of access to water and sanitation by households living in neighborhoods with access				X
<p>Score justification (please provide brief explanation and/or examples that justify the answer) The housing policy is implemented by the State and the local administration. The struggle against insalubrity and the policy to improve the decency of housing are aimed to address the access to water and sanitation issue for households living in neighborhoods with access. Struggling against insalubrity is aimed to protect the current and future tenants from health problems they may experience because of the housing conditions. A landlord must provide a decent housing, which means it cannot affect someone's physical security or health. The conditions required for a decent housing for water and sanitation are:</p> <ul style="list-style-type: none"> - A water delivery system inside the housing with enough pressure and flow for a normal use; - A wastewater evacuation system preventing from outputs of wastewater and equipped with a trap <p>Ministries in charge of health and housing work together on several action plans on this topic:</p> <ul style="list-style-type: none"> - National priority plan 2008-2012 for housing and access to housing of homeless people and people living in inadequate housing, - Department action plan for underprivileged persons (PDALPD), - Program to eradicate insalubrious housing - Reinforced action plan for social housing and emergency accommodation of homeless people (PARSA) - National action plan for social inclusion (PNAI) - Action plan against "sleep merchants" <p>The City of Paris has launched in 2002 a policy to eradicate low quality housing, which led to the destruction or rehabilitation of 1000 buildings between 2004 and 2010, created an Observatory, bought and renovated damaged buildings.</p> <p>There is also a "no-disconnection from the water grid" policy for squatters or illegal tenants.</p>				

SEDIF provides collective water supply systems and its operator takes part to the buildings protection plans (*plans de sauvegarde*) to ensure that water facilities are taken into account, and can also participate to planned operations for the improvement of the housing environment (OPAH) that are implemented to rehabilitate damaged buildings in urban areas.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)

Official documents :

Public Health Code, articles R.1331 and 1334

Law n° 2000-1208 of 13 December 2000 on solidarity and urban renewal (art 187)

Decree n° 2002-120 of 30 January 2002 on characteristics of decent housing

Decree n°**87-149 of 6 March 1987** on minimal conditions of comfort and decent housing

Water public service rules

PDALPD

Reliability of the response: (i.e. high, medium, or low-level of confidence)

High

3.5.3 There is specific public funding to support access to water and sanitation by households living in neighborhoods with access

X

Score justification (please provide brief explanation and/or examples that justify the answer)

The elimination of insalubrious housing policy and the housing policy are supported by public funding but there is no specific funding to support access to water and sanitation. Moreover, the renovation of accommodation is mainly under the responsibility of the owner, even if public subsidies exist.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)

Reliability of the response: (i.e. high, medium, or low-level of confidence)

High

3.5.4 There is an official diagnostic of the problem and a characterization of the different situations (e.g. illegal tenure, ethnic discrimination, low quality of rented accommodation)

X

Score justification (please provide brief explanation and/or examples that justify the answer)

In Paris, for the rare dwellings with no access to water and/or sanitation, the problem comes from the age of the building, or size of the rooms. The most part of old buildings are today rehabilitated. But sanitary problems may still be found in small rooms built under the roof top (*chambres de service, chambres de bonnes*), or old apartments. These people often use the municipal bath and shower establishments.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)

Reliability of the response: (i.e. high, medium, or low-level of confidence)

3.5.5 There are integrated programs (involving different government departments) to address the symptoms and causes of the lack of access

X

Score justification (please provide brief explanation and/or examples that justify the answer)

See 3.5.2.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)

Reliability of the response: (i.e. high, medium, or low-level of confidence)

High

Please calculate the score for Area 3.5

1. Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0)
Divide the number of total points by 5

Given the number of High, Medium and Low responses, the average reliability for this area is considered (please mark one option) High ___ Medium ___ Low ___

A question about the complaint mechanisms should be added.

Area 3.6 Persons without access to water and sanitation in their workplaces

Rationale. While many people spend most of their time in their workplaces, there are many cases of workplaces without adequate access to water and sanitation.

	No	To a limited extent	To a large extent	Yes
3.6.1 There is data on lack of access to water and sanitation by workers in their workplaces		X		
<p>Score justification (please provide brief explanation and/or examples that justify the answer) No data available from the water and sanitation services, but Labour inspection services control the compliance to water and sanitation obligations in the workplaces.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) Medium</p>				
3.6.2 There is a public policy to address the lack of access to water and sanitation by workers in their workplaces				X
<p>Score justification (please provide brief explanation and/or examples that justify the answer) Under the French law, the employer should provide to workers the means to clean themselves, including changing rooms, sinks, toilets, and when necessary, showers. The regulation also includes technical prescription on gender separation.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Work Code, articles R.4228.1 and following</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				
3.6.3 There is specific public funding to support access to water and sanitation by workers in their workplaces	X			
<p>Score justification (please provide brief explanation and/or examples that justify the answer) There is private funding from the employer.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Stakeholder consultation</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				
<p>Please calculate the score for Area 3.6</p> <ol style="list-style-type: none"> 1. Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) 2. Divide the number of total points by 3 				
<p>Given the number of High, Medium and Low responses, the average reliability for this area is considered (please mark one option) High ___ Medium ___ Low ___</p>				

+ a question about the complaint mechanisms should be added

Area 3.3.A Educational facilities				
	No	To a limited extent	To a large extent	Yes
3.3.1.A There is data on levels of access to water and sanitation in educational facilities				X
<p>Score justification (please provide brief explanation and/or examples that justify the answer)</p> <p>It is compulsory for French schools to provide access to water and sanitation, according to national regulations.</p> <p>However, the National Observatory of Security and Accessibility of Schools (ONS) published a report in 2007 in which it pointed out that:</p> <ul style="list-style-type: none"> - In 29,5% of schools, sanitary blocs are not separated for boys and girls, - There is no soap in 12,8% of schools' toilets, - In 52,7% of schools, there is no access to water outside of sanitary accommodations, <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Official documents and stakeholder consultation Source : ONS Education - Les sanitaires dans les écoles élémentaires - rapport 2007.pdf</p> <p>+ In Paris : FCPE report : FCPE - enquête sur les toilettes scolaires à Paris - 2003.pdf</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				
3.3.2.A There is a public policy to ensure access to water and sanitation by users of educational facilities				X
<p>Score justification (please provide brief explanation and/or examples that justify the answer)</p> <p>French regulations stipulate the obligation to provide access to water and sanitation in all schools</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Official documents: article 5 of primary and secondary schools' regulation (July 2002)</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				
3.3.3.A There is specific public funding to support access to water and sanitation by users of educational facilities			X	
<p>Score justification (please provide brief explanation and/or examples that justify the answer)</p> <p>There is public funding in schools budgets, depending on:</p> <ul style="list-style-type: none"> - Municipalities for primary schools - Departments for <i>colleges</i> - Regions for <i>lycées</i> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) School budgets, local administration budgets</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence)</p>				

High				
3.3.4.A Educational facilities have relevant complaint mechanisms in place				X
<p>Score justification (please provide brief explanation and/or examples that justify the answer) For all subjects, there are parents' association and student delegates who can complain to the school authorities.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Official documents: Decree n°2006-935 of 28 July2006 and Ministerial Circular n° 2006-137 of 25 August 2006 on parents' associations</p> <p>Education Code : articles R421-50, R421-51, D511-39, R421-27 and art. D 422-34 (student delegates)</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				
3.3.5.A Educational facilities have separate toilets for males and females as well as adequate facilities for menstrual hygiene management			X	
<p>Score justification (please provide brief explanation and/or examples that justify the answer) The French regulation includes the necessity to have separate toilets for males and females (but we do not have the information for menstrual hygiene management) However, a 2007 report (see 3.3.1 A) note that sanitary blocs are not separated for males and females in 29, 5% of schools.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) ONS 2007 report</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				

Area 3.3.B Health facilities				
	No	To a limited extent	To a large extent	Yes
3.3.1.B There is data on levels of access to water and sanitation in health facilities				
<p>Score justification (please provide brief explanation and/or examples that justify the answer) Hospitals and health facilities have access to water and sanitation for obvious hygiene and sanitary reasons. These institutions are given priority in case of problem of water delivery.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Stakeholder consultation (Ministry of Health)</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) Medium</p>				
3.3.2.B There is a public policy to ensure access to water and sanitation by users of health facilities				X
<p>Score justification (please provide brief explanation and/or examples that justify the answer) There is a national policy:</p> <ul style="list-style-type: none"> - Ministry of Health Circular DGS/PGE/1 D n° 1248 of 2 July 1990 on sanitary protection of water delivery networks aimed at human consumption - Ministry of Health Circular DGS/VS4/93/n° 7 of 29 January 1993 for conception, implementation and maintenance of water delivery facilities aimed at human consumption - Water technical guide in health facilities: http://www.sante.gouv.fr/IMG/pdf/Guide_technique_de_l_eau_dans_les_etablissements_de_s_ante_-_edition_2005.pdf <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Official documents</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				
3.3.3.B There is specific public funding to support access to water and sanitation by users of health facilities	X			
<p>Score justification (please provide brief explanation and/or examples that justify the answer) There is no specific funding. It isn't necessary since these facilities have to consider these costs in their budgets and assure their payment.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Stakeholder consultation (Ministry of Health)</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				
3.3.4.B Health facilities have relevant complaint mechanisms in place				X

Score justification (please provide brief explanation and/or examples that justify the answer)

It's mandatory by law.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)

Stakeholder consultation (Ministry of Health)

Reliability of the response: (i.e. high, medium, or low-level of confidence)

High

3.3.5.B Health facilities have separate toilets for males and females as well as adequate facilities for menstrual hygiene management

X

Score justification (please provide brief explanation and/or examples that justify the answer)

The regulation is the same for all institutions, health facilities should be separated for males and females, but we do not have data on this topic.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)

Stakeholder consultation (Ministry of Health)

Reliability of the response: (i.e. high, medium, or low-level of confidence)

High

Area 3.3.C Prison facilities				
	No	To a limited extent	To a large extent	Yes
3.3.1.C There is data on levels of access to water and sanitation in prison facilities			X	
<p>Score justification (please provide brief explanation and/or examples that justify the answer) Hygiene conditions in French prisons are described in several reports. They often focus on one establishment, or do not give a quantitative evaluation. Recurrent issues described in these reports are:</p> <ul style="list-style-type: none"> - No door or walls in sanitary facilities; - Lack of shower and toilet in prison cells; - Bad hygiene conditions. <p>The Ministry of Justice launched in 2000 an inquiry on hygiene and living conditions of institutionalized people in prisons.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Multi-stakeholder consultation and official documents:</p> <ul style="list-style-type: none"> - International Observatory on Prisons – report 2001-2002 - IGAS IGSJ report “ The organization of medical care for prisoners”, 2001 <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				
3.3.2.C There is a public policy to ensure access to water and sanitation by persons institutionalized in prison facilities			X	
<p>Score justification (please provide brief explanation and/or examples that justify the answer) The inquiry launched by the Ministry of Justice led to the adoption of a multiannual action plan by ministries in charge of Justice and Health, including an objective related to hygiene conditions.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Official document: Action plan 2010-2014 : http://www.sante.gouv.fr/IMG/pdf/Plan_actions_strategiques_detenus.pdf</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				
3.3.3.C There is specific public funding to support access to water and sanitation by persons institutionalized in prison facilities			X	
<p>Score justification (please provide brief explanation and/or examples that justify the answer) A public funding is dedicated to the improvement of hygiene conditions in prisons (see action plan above-mentioned).</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Ministry of Justice</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				
3.3.4.C Prison facilities have relevant complaint mechanisms in place				X
<p>Score justification (please provide brief explanation and/or examples that justify the answer) There are several complaint mechanisms in French prisons:</p>				

- On 30 October 2007, the French Parliament adopted the draft law creating a general controller of prisons;
- The Ombudsman (*Médiateur de la République*)
- Council for Evaluation of Prisons

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)
Official documents

Reliability of the response: (i.e. high, medium, or low-level of confidence)
High

3.3.5.C Prison facilities have separate toilets for males and females as well as adequate facilities for menstrual hygiene management				
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Score justification (please provide brief explanation and/or examples that justify the answer)

Prisons for males and females are independent, there is no sharing of any kind of services

We do not have any quantitative data for people in custody in police stations.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)
Multi-stakeholder consultation

Reliability of the response: (i.e. high, medium, or low-level of confidence)
High

Section 4. Keeping water and sanitation affordable for all

Areas of action	Relevant section in the “No One Left Behind” document
4.1 Public policies to ensure affordability of water and sanitation services	Section 6.1
4.2 Tariff system	Section 6.2
4.3 Social protection measures	Section 6.3

Quantitative information on affordability

<p>Please, provide the official definition of affordability (and/or target) in your country/region/city</p>	<p>In France, a weight of expenditure for water and sanitation services above a threshold of 3% of the total income of household is seen as unbearable.</p> <p>At national level, it is assumed that around 2 million people are above this threshold (source : IGAS-CGEDD report, july 2011)</p>		
	<p>2011 or closest previous year (please indicate)</p>	<p>2006 or closest previous year (please indicate)</p>	<p>Source (please indicate whether this is an official source)</p>
<p>Amount of the average water and sanitation bill in the country/region/city (Euros/year)</p>	<p>3,96€/m³ (Obusass report for Paris and 297 municipalities).</p> <p>For a 4 people household (120 m³ consumption) : 480 €/an (zone SEDIF) et 380€/an à Paris</p>	<p>2008 : 3,69 euros/m³ for Ile-de-France</p>	<p>SEDIF City of Paris</p>
<p>Amount of the water and sanitation bill in the country/region/city for households in the lowest wealth or income group (please specify whether this refers to lowest quintile, lowest decile, or people under the national poverty line) (Euros/year)</p>			
<p>Average disposable household income (or expenditure) (Euros/year)</p>	<p>Average disposable household income in France : 35 220 € (2010)</p>	<p>N. A.</p>	<p>INSEE (Official source)</p>
<p>Average household income (or expenditure) for households in the lowest wealth or income group (please specify whether this refers to lowest quintile, lowest decile, or people under the national poverty line) (Euros/year)</p>	<p>Average income for households from the first quartile : 13 416 € (2009)</p>	<p>N.A.</p>	<p>INSEE (Official source)</p>
<p>Public financial resources spent in ensuring affordability of the water and sanitation bill (million EUR)</p>	<p>500 k€ + 90 k€ Housing solidarity fund (HSF) 2 995 000€ preventive water aid (Paris)</p> <p>340 000 € for people living in the four central departments (HSF)</p>	<p>N.A.</p>	<p>HSF reports « Water solidarity » report</p>

	from SIAAP) 1,15 M€ (SEDIF)		
Public financial resources spent in ensuring affordability of the water and sanitation bill (EUR per capita)	In Paris 80€ (corrective aid) + 68€ (preventive aid)/year/recipient SEDIF : 2€ per service subscriber SIAAP : 9 000 recipient households sharing the 340 000 € of HSF, in average 38€/household	N.A.	Assesment City of Paris SEDIF SIAAP.
Public financial resources spent in ensuring affordability of the water and sanitation bill (% of public budget for water and sanitation)	Paris : should be over 0,40% of total revenue water SEDIF : 0,5% private's operator water revenue SIAAP : around 0,3% of budget	N.A.	Contract goal City of Paris - EdP « Water solidarity » report SIAAP

Area 4.1 Public policies to ensure affordability

Rationale. The water and sanitation bill (including wastewater treatment charges) may represent a high financial burden, particularly for the poorest households. Affordability is a common and increasing concern. However, in many cases, national local policies do not address this issue.

	No	To a limited extent	To a large extent	Yes
4.1.1 There is data on affordability of water and sanitation services				X

Score justification (please provide brief explanation and/or examples that justify the answer)

This information is taken from IGAS-CGEDD report (2011) :

According to the National statistical institute (INSEE), the part of water charges representing on average 0,8% of households budgets. It remains steady for 15 years unlike electricity (3,8%) or telecommunication (2,4%) which are in constant growth.

To have a more concrete vision of the amount of water bill, the authority in charge of consumption assessed its average global amount to:

- 312 € /household/year(1999);
- 378 € (2009), around 1 euro /day/household, based on an annual consumption of 120m3 (cf FP2E's report « *Public water supply and sanitation services in France* » -march 2012).

In France, according to Mr. Henri SMETS, water charges for an isolated person with minimum social benefits represent 4,1% of the budget.

A survey about water access for people with minimum social benefits in Paris area was conducted by Obusass

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)

Official document: CGEDD-IGAS report, 2011

Stakeholder report: FP2E , Obusass study

Expert report: Henri Smets, La mise en œuvre du droit à l'eau. Les solutions à Paris

Reliability of the response: (i.e. high, medium, or low-level of confidence)

High

4.1.2 Water and sanitation policy includes affordable access as one of its objectives				X
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Score justification (please provide brief explanation and/or examples that justify the answer)

The first article of the last water law in 2006 (law n°2006-1772) introduced the most emblematic disposal related to Human right to water: each individual for his diet and hygiene, has the right to access to safe drinking water in economically acceptable conditions for all (Environment code, art. L210-1) Public policies to ensure affordability are therefore precised in other legal texts than those related to water and sanitation policies (cf. 4.1.3)

The contract goals between the City of Paris and Eau de Paris in the chapter « Ensure access to water for users with the lowest incomes »:

Indicator « Commitment rate for social solidarity » (All the social solidarity expenditures of the public operator are taken into account: participation in HSF, education, access to water, partnerships reported to the amount billed water sales) : target of 0,40%

SEDIF :

Water Solidarity Program is for people who are temporarily or permanently, struggling to pay their water bills, especially when it exceeds 3% of their financial resources. 50% of the program is dedicated to the Emergency component which provides subscribers financial means (in compliance with Cambon's law)

SIAAP has given 340 000€ in 2012 to HSF of Paris and the three departments around.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)

Official documents : Code concerning social action and families

Law n° 2004-809 of 13 August 2004 on local freedoms and responsibilities

« Cambon » law n°2011-156 of 7 February 2011

Expert report: Henri Smets, La mise en œuvre du droit à l'eau. Les solutions à Paris

Reliability of the response: (i.e. high, medium, or low-level of confidence)

High

4.1.3 Social policy addresses affordability of water and sanitation services

x

Score justification (please provide brief explanation and/or examples that justify the answer)

Social Action and Families Code also establishes disposals « ... *any person or family experiencing particular difficulties, particularly with regard to its heritage, the lack of resources or living conditions, are entitled to help from the community to have water supply, energy and telephone services in its housing* » (Social Action and Families Code, L115-3)

Social Action and Families Code also contains disposals relating to water disconnections. Thus, in case of unpaid bills, a warning is given and payment delays can usually be granted by the water operator (« *When a consumer has failed to pay the bill ... the water operator notifies by mail the time and conditions, laid down by decree, in which the supply may be reduced or suspended in case of default of paiement* » (SAFC, L115-3). Subscribers with outstanding water is invited to contact social services (HSF or CCAS) for assistance. Pending the HSF decides, disconnection of water is suspended (« *In case of non-payment of bills, the supply of energy, water and limited telephone service is maintained until it has been ruled on the request for assistance* »).

Law n° 2004-809 on local freedoms and responsibilities placed the housing solidarity funds under the responsibility of departments in 2005 and has expanded its aim taking in charge debts water.

“**Cambon**” law n°2011-156 on solidarity in the water supply and sanitation fields provides that water and sanitation services can allocate 0.5% of their revenues to housing solidarity fund (HSF). At the request of mayors, HSF can help households whose bill exceeds 3% of income to pay their debts.

CCSA may also give preventive aids as water checks for the Sedif area.

In Paris, the fifth action plan for housing for disadvantaged people (2010) provides that water debts for all people should be taken into account, including those who have an individual subscription. The "water" HSF for individual subscribers was created in 2012 in Paris.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)

Official document : Code concerning on Social Action and Families

Law n° 2004-809 on local freedoms and responsibilities

Cambon law n°2011-156

Action plan for housing for disadvantaged people

Expert report: Henri Smets, La mise en œuvre du droit à l'eau. Les solutions à Paris

Reliability of the response: (i.e. high, medium, or low-level of confidence)

High

4.1.4 There is a policy to address affordability of self-provided water and sanitation services				
<p>Score justification (please provide brief explanation and/or examples that justify the answer) Irrelevant at Ile-de-France level.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence)</p>				
4.1.5 There is specific public funding to address affordability concerns				X
<p>Score justification (please provide brief explanation and/or examples that justify the answer) At national level, information from IGAS CGEDD report (2011) suggests that :</p> <ul style="list-style-type: none"> - HSF aid represent a little more than 300 million euros per year funded to 76% by the department benefiting from the compensation paid by the State for the transfer of social competence, 8% by energy service providers, 7% by the family allowance, the remainder coming from social landlords, CCSA and water operators. - HSF spending related to drinking water increased but remain marginal compared to other items (a little less than 10 million out of a total of 300 million). <p>At local level, water and wastewater operators funded HSF (for 2011) :</p> <ul style="list-style-type: none"> - 500 k€ for Eau de Paris (Paris HSF), - 340 k€ for SIAAP (4 central departments) ; - 440 k€ for SEDIF/Veolia eau (Sedif area) <p>+ preventive aid measures (SEDIF water checks) and 3M€ housing aid devoted to water charges in Paris</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Official document IGAS – CGEDD report, 2011 Report from water and wastewater operators</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				
<p>Please calculate the score for Area 4.1</p> <ol style="list-style-type: none"> 1. Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) _ 2. Divide the number of total points by 5 __ 				
<p>Given the number of High, Medium and Low responses, the average reliability for this area is considered (please mark one option) High ___ Medium __ Low ___</p>				

Area 4.2 Tariff measures				
Rationale. Tariff design offers several options to address affordability issues, such as through progressive tariff systems or through social tariffs. Preferential tariffs are mostly financed by higher tariffs on other users.				
	No	To a limited extent	To a large extent	Yes
4.2.1 Different options to address affordability issues through tariff measures have been analyzed				X
<p>Score justification (please provide brief explanation and/or examples that justify the answer) For drinking water, there is no social tariff due in part to the numerous local authorities in charge of utilities, and so the numerous tariffs at regional scale, and to the impossibility to implement a fair and efficient pricing in collective social housing group (IGAS CGEDD report, 2011).</p> <p>EAU DE PARIS is presently studying different tariff structures for the water service (sanitation at this time is not in the field).</p> <p>At the SEDIF level, besides the general tariff of water which provides 2 blocks for the m3 price (block 1 from 0 to 180 m3 at 0.8088€/m3 and block 2 beyond the threshold at 0.9889€/m3), the syndicate introduced a progressive multi housing tariff which also incorporates two blocks. However, given the high percentage of users who are not direct subscribers, residing in collective housing, it appears that the "high consumption" tariff is the most interesting for families living in large housing estates, and the transition to a progressive tariff would increase the water bill in priority for these clients and public institutions.</p> <p>At national level, the last water law gives the opportunity to create different classes of customers (residential, non residential) but the social criteria could not be used to differentiate customers. A new law, from April 2013, introduces the right to experiment social tariffs (law n°2013-312)</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				
4.2.2 Tariff measures have been included in a strategy to address affordability issues		X		
<p>Score justification (please provide brief explanation and/or examples that justify the answer) Collective metering for Paris and SEDIF has led to adopt strategies of indirect aid excluding tariff measures other than price reductions, and multi housing tariff established by SEDIF.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				
4.2.3 Tariff measures to address affordability issues have been implemented		X		
<p>Score justification (please provide brief explanation and/or examples that justify the answer) Stability of the overall price of water and sanitation in Paris in 2011 with a decrease of 8% of the water part of Eau de Paris 20% decrease of the water price in the SEDIF area since January 2011.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Official documents : Annual report on price and quality of water and wastewater utility (2011)</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				

4.2.4 Tariff measures implemented to address affordability issues are not damaging the financial sustainability of service provisions				X
<p>Score justification (please provide brief explanation and/or examples that justify the answer) The financial balance of service is maintained</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Official documents Annual report on price and quality of water and wastewater utility (2011)</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				
<p>Please calculate the score for Area 4.2</p> <ol style="list-style-type: none"> 1. Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) _ 2. Divide the number of total points by 4 ___ 				
<p>Given the number of High, Medium and Low responses, the average reliability for this area is considered (please mark one option) High ___ Medium __ Low___</p>				

Area 4.3 Social protection measures

Rationale. Social protection measures offer several options to address affordability issues without modifying the design of existing water and sanitation tariffs. They can be aimed at avoiding non-payment of water bills (preventive) or at paying water debts (curative). They are mostly financed by general (local, regional or national) taxes.

	No	To a limited extent	To a large extent	Yes
4.3.1 The impacts of different alternatives to address affordability issues through social protection measures have been analysed				X
<p>Score justification (please provide brief explanation and/or examples that justify the answer) Paris : an analysis of the situation was conducted in 2009 by the social services and by the services in charge of water and sanitation for the City to determine what kind of action could be implemented to make water more affordable. In view of the Parisian household water consumption, various options were considered:</p> <ul style="list-style-type: none"> - Preventive aid measures distributed by the HSF; - Support for projects and installations to save water; - Aids backed to existing housing aids (measure chosen as best coverage) - Distribution of " water check " <p>At SEDIF level, implementation of a technical committee dedicated, composed of elected officials, and responsible for studying the implementation of the device "solidarity water" that was used to analyze the different situations of subscribers within the PPP contract. The components (emergency, assistance, prevention) of the Water Solidarity plan take into account the different situations of subscribers:</p> <ul style="list-style-type: none"> - Difficulty paying bills: water checks, waiver of claims (over indebtedness) Participation in HSF - Lack of information on water service: dedicated cell, mediation of local public services, outreach in neighborhoods - Obsolete equipment, risk major consumption: funds work to rehabilitate degraded condominiums facilities <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				
4.3.2 Social protection measures have been included in a strategy to address affordability issues				X
<p>Score justification (please provide brief explanation and/or examples that justify the answer) The legislative framework (CGCT, Social Action and Families Code ...) allows municipalities and water utilities to implement preventive and curative assistance devices. Eg: Cambon law provides that service may spend up to 0.5% of its revenue to the HSF.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p>Reliability of the response: (i.e. high, medium, or low-level of confidence) High</p>				
4.3.3 Social protection measures to address affordability issues have been implemented				X
<p>Score justification (please provide brief explanation and/or examples that justify the answer) Paris : HSF and "Water HSF" established in 2012 for individual subscribers A share of aid to preventive housing is "labeled water" SEDIF : Grants are allocated directly via " water check " through the Housing Solidarity Fund (subscribers and non-subscribers) and through waiver of claims during the commission of</p>				

indebtedness.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)

Reliability of the response: (i.e. high, medium, or low-level of confidence)

High

Please calculate the score for Area 4.3

1. Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) _9
2. Divide the number of total points by 3 __3

Given the number of High, Medium and Low responses, the average reliability for this area is considered (please mark one option) High Medium Low