Improving equitable access to water and sanitation
Experiences of countries

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<th>Date</th>
<th>Countries</th>
<th>Measures / Action Plan</th>
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<tr>
<td>2014</td>
<td>Portugal</td>
<td>Specific measures on social tariffs (legislative changes), awareness raising for operators,</td>
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<td>2014</td>
<td>Ukraine</td>
<td>Supported fund raising</td>
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<td>2014</td>
<td>France</td>
<td>Specific measures identified</td>
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<td>2014</td>
<td>Moldova</td>
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<td>2015</td>
<td>Azerbaijan</td>
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<td>2016</td>
<td>FYROMacedonia</td>
<td>Local Equitable Access Actions Plans, renovation schools toilets and public toilets</td>
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<td>2016</td>
<td>Spain</td>
<td>Creation of a Water and Poverty Collaborative Research Network</td>
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<td>2016</td>
<td>Hungary</td>
<td>Specific measures identified</td>
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<td>2017</td>
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EXAMPLE OF FRANCE

Implementation of the self-assessment

- **Project duration:** 2012-2013
- **Exercise scale:** Paris urban area
- **Project core team:** City of Paris water operator, regional water union and its operator Veolia Water, wastewater treatment interdepartmental authority
- **Main findings:** challenge in the access of vulnerable and marginalised groups to W&S

Impact on decision-making

- **Actions taken to reduce inequities:**
  1. Law adopted (2014) to forbid disconnection and enable service providers to test social tariffs
  2. Issue of vulnerable and marginalised groups addressed by other sectorial policies: plan to fight against exclusion in Paris (adopted in 2015)
Project duration: November 2015 – October 2016

Exercice scale: National

Project core team: NGO Solidarity Water Europe, support by Ministry of Environment

Main findings: Need strong commitment to reducing large poor/rich and rural/urban inequities; No clear guidance on water and sanitation affordability under national Water and Sanitation Strategy

Main outcomes and actions taken:
1. 2016-2025 National Program for the Implementation of the Protocol includes 2 equity targets
2. Development of the legal and institutional framework for equitable access to water and sanitation
3. Creation of solidarity fund for water supply and sanitation
4. 2016-2020 Action Plan to support the Roma population
EXAMPLE OF PORTUGAL

Implementation of the self-assessment

• Project duration: 2012-2013
• Exercise scale: National
• Project core team: Water and waste services regulation authority
• Main findings: Lack of coordination between social protection services and services providers on social tariffs / Need for improving awareness and skills of personnel

Impact on decision-making

• Main outcomes and actions taken:
  1) Recommendations developed for practitioners on how to implement HRWS
  2) Development of a simulator of social tariffs for water and waste services to find best adjusted solutions for mandatory adoption of social tariff by utilities
  3) Study on mechanisms to avoid water cut-offs due to unpaid bills
Next steps to improve equitable access to water and sanitation in Azerbaijan

• Main equity gaps identified
• Recommendations for actions / priority measures: types of measures to be implemented
• Identify opportunities for including priority measures in official plans, programmes and projects
• Responsibilities for implementation
• Time frame (short / medium / long term)
• Estimated budget and possible sources of funding
Possible types of measures to improve equitable access to water and sanitation

• **Analysis** and evaluation of existing plans, policies and programmes

• **Legal and institutional reforms**, setting of specific equitable access **targets** under the Protocol on Water and Health;

• Modifications of existing **programmes in different policy areas**

• Instructions to include equity considerations as a pre-requisite in the formulation of new programmes and **projects**

• Introduction of **policy reforms** (such as targeted financial support schemes to address affordability concerns)

• Targeted **investments**

• **Communication** efforts to promote equitable access to water and sanitation and to raise awareness of **users** of water and sanitation services on their relevant rights and mechanisms to claim them

• **Capacity-building initiatives** to enhance the understanding of the importance and implications of adopting an equitable access lens to the planning and delivery of water and sanitation services by staff in relevant ministries, agencies and utilities
Process of developing an Equitable Access Action Plan

1. Identification of one or two leading government agencies. Key candidates would be the agency leading the implementation of the Protocol and the agency responsible for water and sanitation.

2. Set up of an inter-sectoral working group, based on participants in the self-assessment exercise and supported by a national consultant.

3. Engage a broader number of contributing agencies and stakeholders through bilateral consultations and requests for information.


5. Organize a consultation workshop.

6. Develop the final version of the Action Plan.
Thank you for your attention!

https://www.unece.org/env/water/pwh_work/equitable_access.html

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