



PARTNERSHIPS FOR ACCESS TO WATER AND SANITATION

EQUITABLE SERVICES IN THE MUNICIPALITY OF ETHEKWINI

eThekweni's Water and Sanitation Unit brings together academic research, private business services, technological innovation and community participation, through multi-stakeholder partnerships, offering each of them the right incentives



MUNICIPALITY OF ETHEKWINI, SOUTH AFRICA

+3.7 MILLION PEOPLE

34% INFORMAL households

31% POVERTY RATE

92% access to WATER

76% access to SANITATION

ACTORS INVOLVED ETHEKWINI WATER & SANITATION SERVICES (EWS) | UNIVERSITY OF KWAZULU-NATAL | WATER INVESTIGATION COMMISSION | WATER AND SANITATION FIRMS | COMMUNITY REPRESENTATIVES | INTERNATIONAL DONORS

PARTNERSHIPS WITH THE PRIVATE SECTOR



The municipality signs contracts with the private sector to, among other services, manage sewerage and wastewater treatment or empty pit latrines

INCENTIVE FOR FIRMS:
Clear and transparent online bidding processes

PIT LATRINE EMPTYING:

5 CONTRACTS WITH FIRMS
↓
125 COMMUNITY MEMBERS EMPLOYED
↓
35,000 LATRINES EMPTIED

PARTNERSHIPS WITH ACADEMIA



Scientific, technological and social research analyzes the viability of the systems, user perception and social acceptance

INCENTIVE FOR UNIVERSITIES:
Research carried out in a practical context

UNIVERSITY RESEARCH ALLOWS EWS TO DESIGN ITS PROGRAMS BASED ON THE REAL NEEDS OF COMMUNITIES

PARTNERSHIPS WITH COMMUNITIES



User platforms and focal groups participate in the supervision of services and problem solving

The 'Water Detectives' program in schools educates students on the protection and preservation of water

INCENTIVE FOR USERS:
Job creation through the private sector or the municipality

17 USER PLATFORMS

80,000 BENEFICIARIES OF URINE-DIVERSION TOILETS

95% STILL IN USE



SUSTAINABILITY



Community participation to ensure adequate service and correct use of systems



Innovative designs in water and sanitation systems in order to reduce environmental impacts



CROSS-SUBSIDIES
EWS is successfully implementing the central Government's initiative to establishing a cross subsidization system that guarantees access to water services for the poorest families

The first **9,000 liters** of monthly consumption are free for those households whose property is valued at less than **24,900 USD**

Fees for water consumption vary depending on the pressure system of each household, and they increase in cases of industrial or commercial use

PARTNERSHIPS IN PRACTICE



EWS has brought together different actors in order to build 400 community ablution blocks (CAB). Each block is equipped to provide service for 50 to 75 families living in informal settlements



3,500 JOBS CREATED FROM CAB CONSTRUCTION CONTRACTS



UNIVERSITY RESEARCH ON THE USE OF CABS



480 JOBS FOR COMMUNITY MEMBERS IN CAB MAINTENANCE



EXTENSION OF THE MODEL

Municipalities in South Africa, as well as other countries, are replicating and adapting eThekweni's approach

The Municipal Institute of Learning, a pioneer platform for knowledge management, is used to share the experience of EWS



INNOVATION IN ACCESS TO BASIC SERVICES: FIVE CASE STUDIES
DECEMBER 2013

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Water and Sanitation Unit
Member of the EWS Group