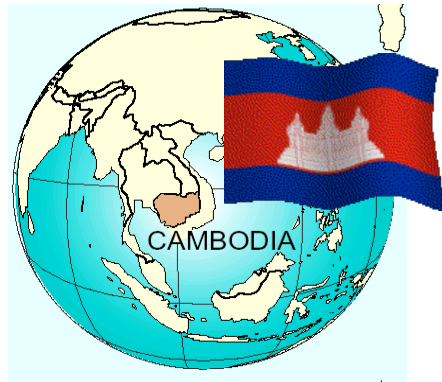




Water

for the Poor

Dream becomes true

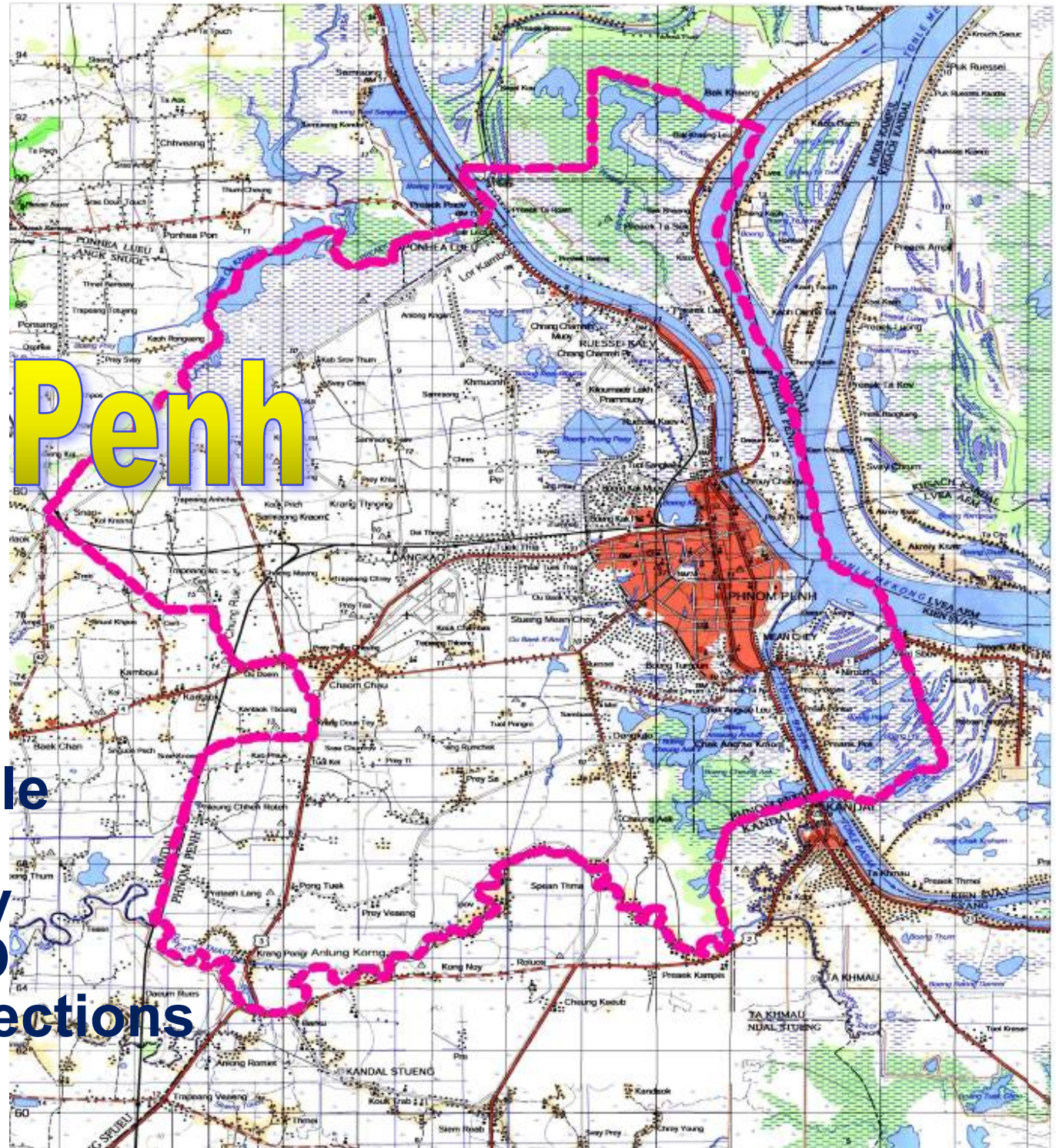


Phnom Penh

1.4 Million
375 km²

Water Supply:

- 24hr/d available
- 25m pressure
- 300,000m³/day
- Drinking-WHO
- 200,000 Connections
- NRW 5.9%



Poverty in Phnom Penh

Approx. 25,000 Families

**Average
daily
income
per
household
< USD3**



Why the Poor not served?

1. Willingness to Serve

Need a Real Will and Care !

2. High Connection Fee

a. Installment Payment of Connection Fee

(All portions payable small, Clear Bank Interest)

b. Subsidy of Connection Fee (if Possible)

3. High Water Cost

Cross-Subsidy Tariff

Low Cost for Basic Need

(50lcd x 5cap. x 30d = 7.5m³)

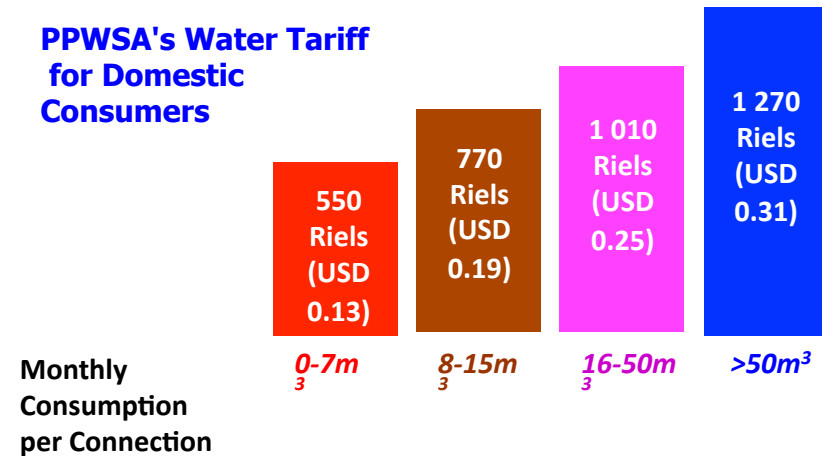


PPWSA's Actions

Water for All Policy

- Same Quality of Service
- Cross subsidy among users
- Connection fee
 - Installment Payment: 10, 15, 20 months (since 1998)
 - Subsidy 30%, 50%, 70%, 100% based on living conditions (since 2005)
- NO disconnection, even not paid
- Easy to pay the bill, 6 cashiers, phone,...

PPWSA's Water Tariff
for Domestic
Consumers



Indirect Service, 1993 to 1997

- **Some Customers as Retailers**

- monopolized their services !
- stolen water from PPWSA !

modify water meters

- **With NGOs through Representatives**

- Poor Communities
- Election of Representatives
- Reasonable Tariff for
End-users
- Transform to Retailers !



Direct Service, starting stage

- 1998: Part of Loan for Poor's Connections
- Support (political) from the Government
- PPWSA's Policy :
 - 10, 15, 20 months Installment for New Connect.
 - A Team in charge of Service to the Poor
- Only Few New Connections applied & installed
- Limited Broadcast, only Few Poor know Policy



Direct Service, progress stage

(2000 : End Rehabilitation of PPWSA)

- 2 more Teams created, in charge of
 - Find out Locations of the Poor not served
 - Broadcasting of Policy
 - Customers Education on Sites
 - Survey again for Improvement Need
- Add. Policy :
20% Discount
of New Connections
for Sub-urban Poor
Communities



Direct Service, subsidy stage

- Additional Policy - Subsidy to the Poorest :
 - 30%, 50%, 70% of New Connections, since 2005
 - 100% of New Connections, since 2006
- Source of Subsidy : Grants and Social Fund
- The Poor Should NOT disconnect, even not paid
- paid by PPWSA Staff



Service Procedure



Identify the Locations



Education & Consultation on Sites



Survey of Living Condition



Applications on Sites & Assistance



Install Main Pipes



Individual Connections

Benefit for the Poor

- Same quality of service
- Up to 25 times cheaper
- Alleviate Burden of Women & Children, Time for school and additional Income
- Health Improvement by Drinking Quality
- Total Grant until now USD523,638





*Let care
our people !*

