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
(50l/cap 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,...
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!