

Integrated urban services for low-income communities - Eau et Vie's innovative model for improved public health



Improving living conditions in urban deprived areas through access to essential services



Water supply



Solid waste management



Improved sanitation & drainage



Fire-fighting & prevention



Hygiene Promotion

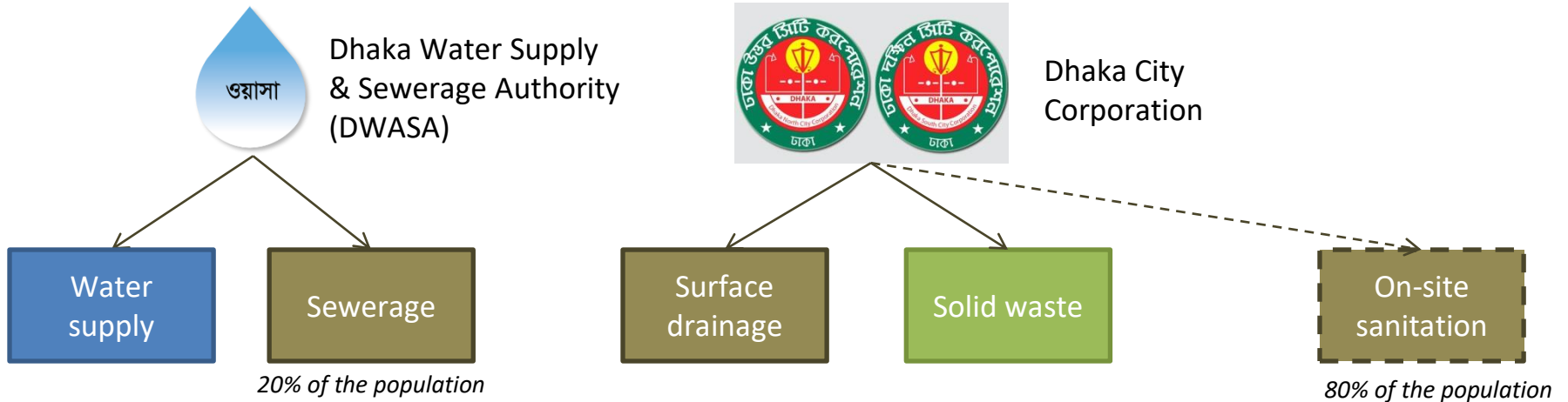


2. Main issues faced in low-income areas



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Fragmented response from the Government (Dhaka, Bangladesh)

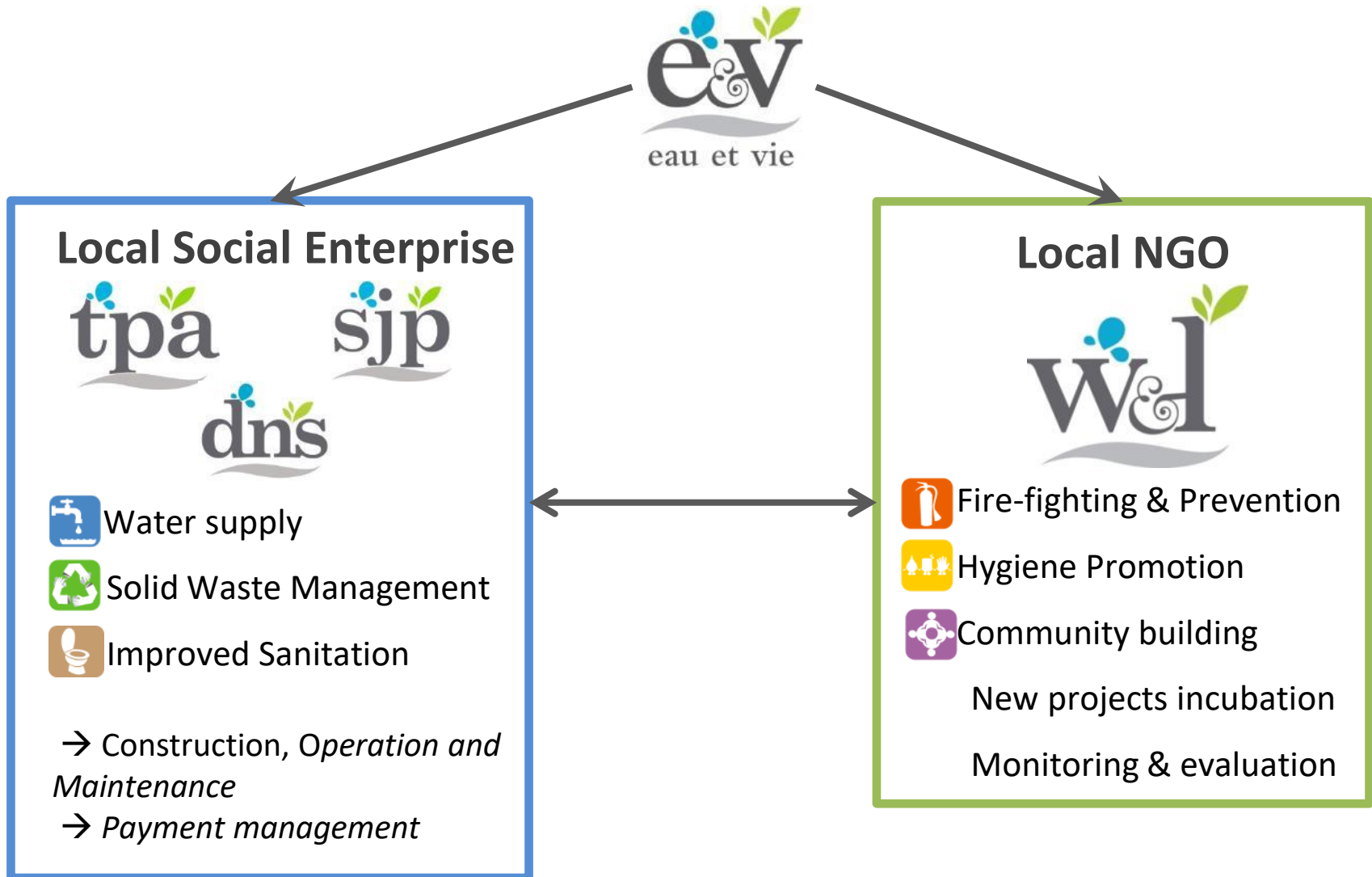


75% of the population is connected to DWASA water network

40-60% of solid waste collected and disposed in landfills

Only 2% of black water properly treated

3. A comprehensive approach



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Paid services provided by the social enterprise

 Solid waste management



 Water supply



BEFORE



AFTER

 Improved sanitation & drainage



3. A comprehensive approach

Paid services provided by the social enterprise



Door-to-door payment collection

Fee collectors recruited from the area

Common bill for the 3 services

Average collection rate: 95%



3. A comprehensive approach

Soft skills activities provided by the local NGO

Hygiene Promotion



Community building

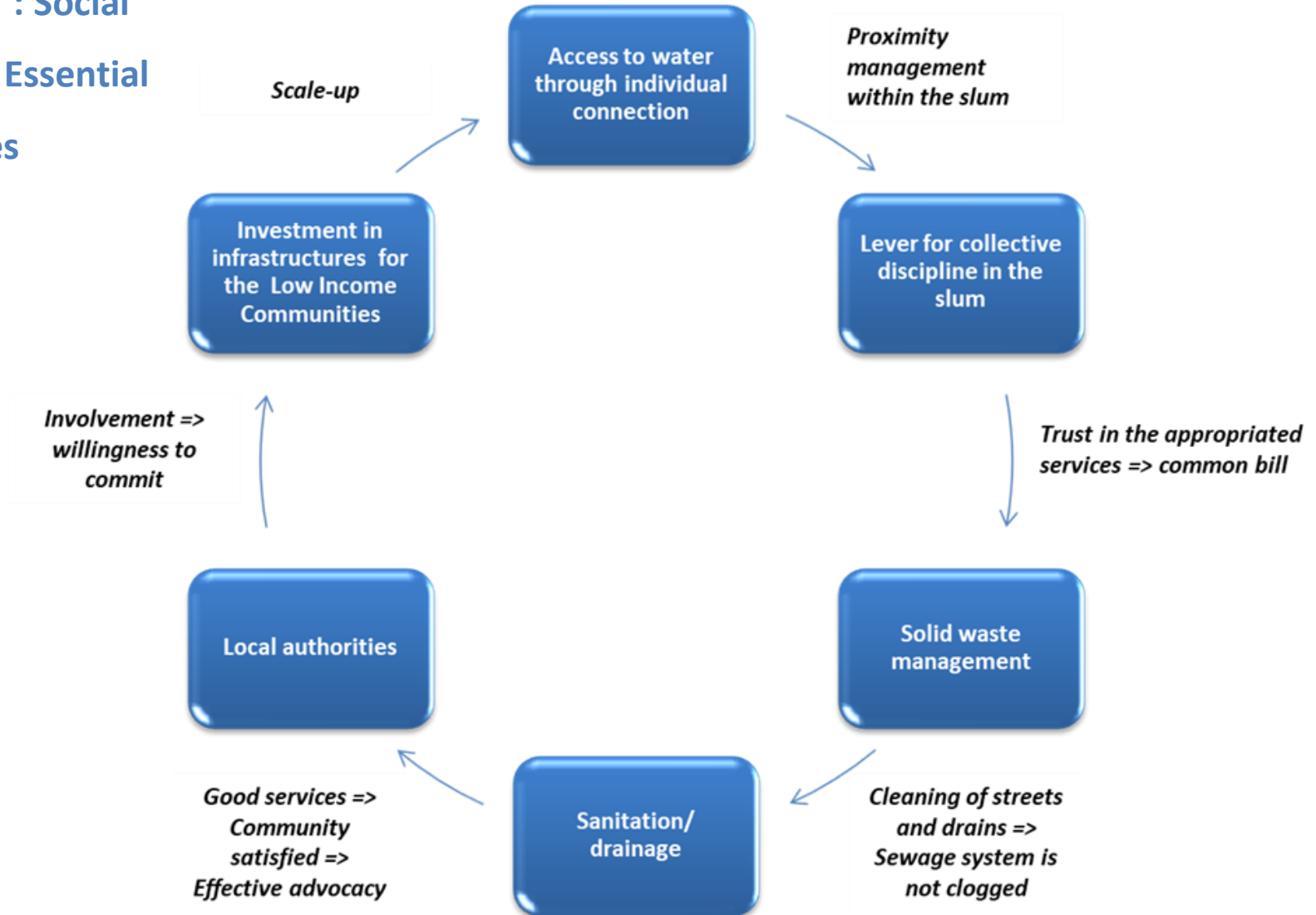


Fire-fighting & prevention



3. A comprehensive approach

“SIEPS model”: Social
Inclusion and Essential
Public Services





3. A comprehensive approach

Advantages of a comprehensive approach for:

- **Customers:**
 - ✓ Affordable formal services with adapted payment system
 - ✓ All services provided through one entity
 - ✓ A combined response to improve public health
 - ✓ Empowerment through social inclusion in formal services
 - ✓ Demonstrated regular payments allows building trust from utility/local Government
- **Utility/Local Government:**
 - ✓ Improved cost recovery (e.g. reduced NRW, tax payment)
 - ✓ Serve areas they are currently unable to serve
 - ✓ Move from direct service provision to partnership with the private sector
 - ✓ Creation of a strong customer base
 - ✓ Demonstrate LIC service models which could be potentially scaled-up



4. Next steps

- Finalize all the services and consolidate the organization
- Documenting lessons learned and capitalising on that knowledge, and documenting and sharing the model with the sector
- Strengthen contractual relationship with utilities and local Government
- Refine and strengthen the business model to improve cost recovery and scale up
- Replicating and scaling up in current countries

Thank you

