customised solutions for enhancing access to water and sanitation services

ready for the resource revolution

Suez
access to water: the challenges in a changing world

Today, water has become a major resource challenge for our societies.

In the world’s southern countries, increasing urbanization means that 0.9 billion people globally now live in shanty towns. In many areas, public services have been unable to keep up with the pace of change. As a result, the number of urban residents without access to improved drinking water sources increased from 111 million to 149 million between 1990 and 2012.

In the northern countries, growing economic instability and marginality have brought about an inequality in the way services such as water are accessed. In 2011, 84 million people were living below the poverty line in Europe, an increase of 3.7 million compared with 2008.

At the same time, regulatory frameworks are increasingly being adopted to improve access to water and sanitation. In 2010, 122 countries voted the UN resolution in favour of recognizing water and sanitation as a human right. In 2015, the UN’s Sustainable Development Goals established access to water and sustainable management of water resources as one of its 17 objectives.

The states of different countries are also progressively establishing water as a national right.

Demographic and regulatory changes are impacting the way water and sanitation services are accessed around the world.

More than ever, the management of water and its effective operation are the focus of public and media attention. Today, there is an increasing demand for providing services and setting prices that make water accessible to all.

At least 69 states worldwide have recognized the right to water and sanitation, either constitutionally or legally.

- 0.8 BILLION people in the world do not have access to water
- 2.5 BILLION people worldwide have no access to sanitation services
- +3 BILLION is the estimated population increase in Africa and Asia by 2050
- 120 MILLION people in Europe have unstable access to services
- 33 MILLION people in Europe live in shanty towns
- $4 is the economic return for every dollar invested in access to basic drinking water at home
- $3 is the economic return for every dollar invested in access to basic sanitation at home

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addressing the issue in all its dimensions

At SUEZ, we are fully committed to the right to water and sanitation. Acting on behalf of our client, our aim is to facilitate sustainable access to drinking water and sanitation services for everyone. To achieve this, we rely on a combination of expertise, experience and a services offer built around helping local authorities tackle the issues of inequality. Our real-world solutions focus on three pillars:

**Community empowerment**
Work directly with the beneficiaries to build the service they want.

**Technical adaptation**
Ensuring solutions are perfectly tailored to regional, economic and social challenges.

**Customer relations**
Developing an essential one-to-one service that goes beyond a simple connection.

solutions for better access to water and sanitation services

To help its municipal customers provide better access to water and sanitation, SUEZ has developed 5 complementary solutions. The first two standalone solutions represent the “Preparation” phase and can be requested individually. Solutions three, four and five represent the “Implementation” phase, and can be undertaken separately from each other but only after completion of the first two solutions.

1. **Assessing & analysing access to services**
2. **Governing and managing projects**
3. **Improving access to services in disadvantaged areas**
4. **Ensuring long-term water access for people in precarious situations**
5. **Providing access to essential services and collective sanitation for all**

**Customised solutions for enhancing access to water and sanitation services**
assessing & analysing access to services

services

- Adopt the right methodology and create diagnostic tools
- Map stakeholders and challenges
- Create multi-stakeholder platforms
- Train diagnostic teams
- Conduct typology and geolocation studies of water access and scarcity issues
- Include issues of precariousness in the customer inventory

benefits

- Understanding of dynamics and challenges at a local level
- Ability to ensure solutions are adapted to every situation
- Deployment of effective tools (Geographic Information System, GPS demarcation, digital tools)
- Adoption of an approach shared by all local players

references

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governing and managing projects

services

- Manage and create dialogue with stakeholders and create multi-stakeholders platforms
- Implement partnerships (NGOs, universities, etc.)
- Define the project and develop a governance and action plan
- Adopt the right project management tools and methods
- Structure, train, and support the team
- Capitalize and communicate on the project at a national and international level
- Measure the impact of the project on the local people and area

benefits

- A well-trained team dedicated to solving the issue
- Proper appropriation of the project by all stakeholders
- Optimization of resources allocated to the project
- Proper implementation and sustainability of the project
- Ability to capitalize and communicate on the entire experience

references

MUMBAI, INDIA

- Customized solutions for enhancing access to water and sanitation services

ALGIERS, ALGERIA

- Deployment of WIKTI, the SUEZ knowledge transfer tool for assessing, developing, and improving the management of issues around access to services

PORT-AU-PRINCE, HAITI

- Creation of two multi-stakeholder dialogue platforms (NGOs, Institutions, Universities, etc.)

NOUMÉA, NEW CALEDONIA

- Deployment of the Stakeholders Toolkit, a mapping tool for stakeholders and challenges

With this comprehensive preparatory solution, your project will run smoothly over its entire lifecycle.
While the previous two solutions prepare the way for action, the next three solutions are all about implementing real-world initiatives to make a difference to local communities. All three solutions are founded on a global outlook that allows SUEZ to apply its expertise and experience to a wide range of different situations.

This outlook is based on three themes: community empowerment, local customisation and sales management.

COMMUNITY EMPOWERMENT
- Implement and manage dialogue with communities
- Support the community in formulating an informed choice
- Define the project and solutions with the beneficiaries
- Include inhabitants in the works phase
- Involve the community in the local management of the service

LOCAL CUSTOMISATION
- Analyse the urban planning, geographic and economic constraints
- Define technical solutions with the beneficiaries
- Adapt CAPEX/OPEX to payment capacities and wishes of customers
- Implement testing solutions and large-scale replication
- Involve communities to service and maintain equipment

SALES MANAGEMENT
- Analyse customer procedures, tools and database
- Define sales solutions, management model and customer support measures
- Create specific management and monitoring procedures and tools
- Include new customers in the customer base

FROM THEORY TO PRACTICE
Driven by this philosophy, SUEZ has created three “implementation” phase solutions:
- Improving access to services in disadvantaged areas
- Ensuring long-term water access for people in precarious situations
- Providing access to essential services and collective sanitation for all
improving access to services in disadvantaged areas

services

- Involve locals in the design, implementation and management of solutions
- Adapt technical aspects of the solution to the local context and to financial constraints of the client
- Define a management and support system adapted to the client
- Enhance customer management tools and support procedures

benefits

- Provision of formal access to water and sanitation
- Reduction of social exclusion
- Promotion of economic development
- Expansion of customer base and customisation of services offer to the local context
- Optimisation of service management and reduction of commercial loss
- Improvement in local living conditions

references

- ALGIERS, ALGERIA
  - 150,000 people from informal settlements connected to the service in 5 years
- CASABLANCA, MOROCCO
  - Creation of the INDH-INMAE department with more than 35,000 households connected to water and sanitation services
- LA PAZ, BOLIVIA
  - Respectively 113,000 and 81,000 connections to water and sanitation services in 9 years
- JOHANNESBURG, SOUTH AFRICA
  - 14,000 VIP latrines installed and hundreds of fountains built in low-income areas

Improve the conditions of access to water and sanitation services in precarious and informal settlements by implementing solutions and management models adapted to the local context.
ensuring long-term water access for people in precarious situations

**services**
- Detect, analyse and geolocate precarious situations
- Manage partnerships and coordinate multi-stakeholder actions
- Define and implement the most appropriate customer and sales solutions
- Adapt pricing structures, grant procedures, and monitoring and customer management procedures
- Assess the impact of the social policy

**benefits**
- Establishment of adapted relations and pricing conditions for customers in difficulty
- Avoidance of water disconnections for customers in precarious situations
- Optimisation of management costs and improvement in recovery rates
- Contribution to the fight against precariousness and to regional development policies

**references**

**BARCELONA, SPAIN**
- 9,000 grants awarded, with 20,000 beneficiaries
  - Creation of a solidarity fund to improve service access for people in precarious situations

**DUNKERQUE, FRANCE**
- Establishment of an eco-solidarity pricing with 3 price brackets (0-75m³: essential water; 75-200m³: useful water; over 200m³: comfort level water)

Maintain and improve access to water for people in precarious situations by implementing pricing and social solutions, with support from SUEZ in coordinating the different stakeholders.
providing access to essential services and collective sanitation for all

services

- Gather and analyse data
- Assist in decision-making and support the creation of a governance framework
- Develop multi-stakeholder partnerships and jointly build solutions
- Implement and manage sanitation facilities (fountains, toilets, etc.)

benefits

- Improvement in accessibility and availability of water points in town
- Improvement in living conditions for marginal groups
- Promotion of integration dynamics in the area
- Contribution to building a more inclusive city

references

LILLE, FRANCE

- Creation of a solidarity laundry in partnership with the local social centre, the city of Lille and the Abbé Pierre Foundation
- The laundry also offers social and professional support activities

Develop access to water for the entire urban population and improve the conditions of access to basic sanitation services for individuals without formal housing and those excluded.
We are at the dawn of the resource revolution. Faced with an increasing world population, growing urban development and rarefied resources, the security, optimisation and recovery of resources are indispensable to our future.

SUEZ (Paris: SEV, Brussels: SEVB) supplies 92 MILLION PEOPLE WITH DRINKING WATER AND 65 MILLION WITH SANITATION SERVICES, collects waste from almost 50 million people, recovers 14 million tonnes of waste per year and generates 5,138 GWh of renewable energy.

Employing 80,990 people, SUEZ is active on five continents and a key player in the circular economy for sustainable resource management.

- 70 MILLION COUNTRIES
- €74 MILLION INVESTED IN R&D EACH YEAR
- 29% TURNOVER GENERATED OUTSIDE EUROPE
- 323,000 PEOPLE SUPPLIED WITH DESALINATED DRINKING WATER
- 10 MILLION INDUSTRIAL AND BUSINESS CUSTOMERS

We are a unique profile:

- Operator
- Customized & innovative solutions developer
- Solution integrator

We provide customised solutions for enhancing access to water and sanitation services.
Our sustainable Development Department team is ready to support you:

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