



USAID LIBERIA MUNICIPAL WATER PROJECT / TETRA TECH

# WEST AFRICA MUNICIPAL WATER, SANITATION AND HYGIENE ACTIVITY

Providing support to city governments in West Africa to improve and expand water and sanitation services to meet critical needs

## PROGRAM DESCRIPTION

The West Africa Municipal Water, Sanitation, and Hygiene (MuniWASH) activity focuses on improving financial viability and sustainability, technical and operational performance, and governance and management oversight to bridge the gap between country national priorities and the SDG goals.

Advancing urban WASH service delivery in West Africa requires institutional strengthening, planning, data, evidence-based decision-making, and financing at national, regional, and municipal levels. MuniWASH currently works with government ministries and agencies from national to decentralized levels and with multiple service providers (public and private) in Benin and Cote d'Ivoire to improve coordination, create an enabling environment, and help municipalities become more effective coordinators to achieve shared goals and build mutual accountability. The approach emphasizes the need for improved enabling environment and service provider performance (technical, operational, and

financial) to expand customer access and increase opportunities for investment.

## SERVICE AREAS AND RESULTS

MuniWASH uses interventions that invest in systems strengthening, promote good governance, and achieve sustainable performance improvements through the following service areas:

### SERVICE AREA 1. FINANCIAL SUSTAINABILITY AND PRIVATE SECTOR INVESTMENT

**Increase financial sustainability of and private sector investment in water and sanitation utilities and service providers through:** Improving net revenues through higher bill collection rates and cost optimization; formulating performance improvement plans; developing business models and capital investment plans; expanding sanitation service providers' access to loans and lines of credit; facilitating transactions for investments in water supply and fecal sludge treatment systems.

### SERVICE AREA 2. OPERATIONAL RELIABILITY

**Improve operational reliability of water and sanitation utilities/service providers through:** Assisting utilities and service providers to adopt techniques for continuous performance improvement; facilitating peer-to-peer and customer-client interaction; helping service providers make better use of data and information technology to monitor key performance indicators (KPIs), improve customer service, and test and scale new products and services; and improving the enabling environment.

### SERVICE AREA 3. MUNICIPAL GOVERNANCE AND MANAGEMENT

**Enhance municipal water and sanitation sector governance and management capacity through:** Building municipal and government capacity in WASH planning and budgeting as well as in managing, regulating, and monitoring WASH service delivery; supporting use of financial and technical resources from ministries and donors to improve services for the poor and underserved; improving transparency and accountability between municipalities, utilities and service providers; and facilitating collaboration with national and municipal associations to improve ability to offer trainings, advisory services, and advocacy skills.

### SERVICE AREA 4. REGIONAL LEARNING AND KNOWLEDGE SHARING

**Increase regional learning and knowledge sharing to replicate successful approaches through:** Establishing a comprehensive knowledge management and learning agenda in collaboration with African Water Association (AfWA) to capture lessons and guide urban WASH programming; developing and publishing learning products; and hosting regular stakeholder events focused on financial, technical, human resource, institutional capacity, and governance challenges to expanding quality WASH services to poor and underserved citizens in urban and peri-urban areas.

## PROGRAM INFORMATION

### LIFE OF PROGRAM

Sept. 2019 – 2024

### Total USAID FUNDING:

\$18 million

### Geographic Focus

Benin and Cote d'Ivoire

**Implementing Partner:** Tetra Tech with support from PSI and SEGURA Consulting LLC