



“We go to the households”

Some years ago, the streets of Bait Al Faqih were covered in sewage – a perfect breeding-ground for diseases. “I haven’t had malaria for four years now,” says Fathia Holqoom. Her house is already connected to the sewerage system of the autonomous utility (AU) Bait Al Faqih, like more than half of the households. Nearly all homes are also connected to the water supply.

Even while the system was still under construction, the AU’s Community Mobilizing Workers (CMW), of whom Omhani Al Khazan is one, explained to customers how the tariff is calculated and the connection between diseases and contaminated water. “Right from the start,” she says, “we work directly in the households to reach the women, who are responsible for housekeeping and bringing up the children. We also help customers to sort out complaints with the AU.” Informed and satisfied customers are willing to pay the bill.

Omhani Al Khazan was trained as a CMW by GTZ.



GTZ cooperates with KfW Entwicklungsbank, the Center for International Migration and Development (CIM), the German Development Service (DED), Capacity Building International (InWEnt) and the Federal Institute for Geosciences and Natural Resources (BGR).

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Urban water supply and sanitation sector reform

Improved water supply and sanitation for the people



Yemeni-German Technical Cooperation
Water Sector Programme





“A reliable long-term partner”

“Without GTZ’s help, the urban water supply and sanitation sector reform would not have happened,” says Yemeni Minister for Water and Environment, Abdul Rahman Fadhl Al-Eryani. Above all, he appreciates German Development Cooperation’s reliability, long-term commitment and its approach of combining financial with technical assistance. “This is the only way to establish viable systems,” adds the Minister.

The results are quite impressive. For example, decentralized utilities are responsible for water supply and sanitation for 95 per cent of the urban population. Between 2002 and 2007, water supply coverage increased from 2.4 to 3.5 million people, sanitation coverage from 1.3 to 2.1 million. German Development Cooperation played a major part in achieving these positive results. Local tariffs ensure economic efficiency for the utilities. Each utility has a ‘pro poor’ tariff.



“Changing routine needs patience”

Arwa Humadi knows what she is talking about. As manager of Local Corporation (LC) Aden’s comprehensive subscriber survey (CSS) project, she is responsible for ensuring that it achieves the LC’s revenue targets.

Using Geographic Information System (GIS) technology, water supply lines, sewers and water meters are exactly located. “As there are no street names or house numbers, we identify the consumer’s geographical address by combining GIS and subscriber data,” Arwa explains. “This enables us to carry out repairs and detect defective water meters without having to search.” She adds, “it helps us restructure our customer department to provide better service and increase our revenue”. She had to convince customers and colleagues that they would benefit from the changes. A long-term training course at InWEnt prepared her for her job.

GTZ supports LC Aden in implementing the CSS project.



“Our customers are satisfied”

Leakages in the system, varying water pressure, customer complaints – nothing is a secret to Ali Zabarah. The lively 42-year-old is head of the IT department of the Local Corporation (LC) Sana’a. It was one of the very first autonomous LC’s established during the decentralization process, one of the main results of the Yemeni water sector reform.

LC Sana’a supplies slightly more than half of the 2.2 million inhabitants of the Yemeni capital with water. The remainder are served by local private suppliers. The GIS-based, computerized operation and management system (O&M) helps LC Sana’a to reduce water losses and ensure an improved supply. “Our customers are more satisfied with the new system,” Ali Zabarah says and adds, “you can’t manage a modern utility like LC Sana’a without a sound IT infrastructure and qualified staff.”

The O&M system was implemented jointly by GTZ and LC Sana’a.