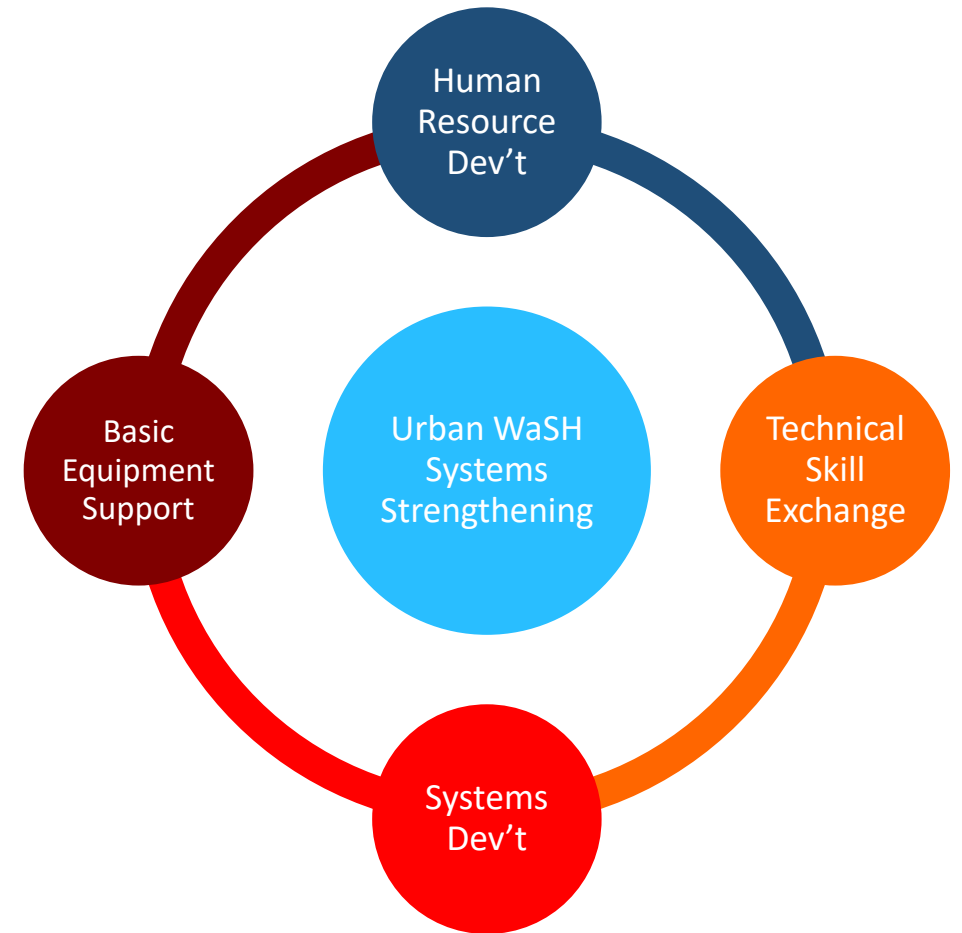




**Scaling up Social Accountability to Enable Equitable
Universal access in Ethiopia**

Urban Utility Capacity Development with Yorkshire Water

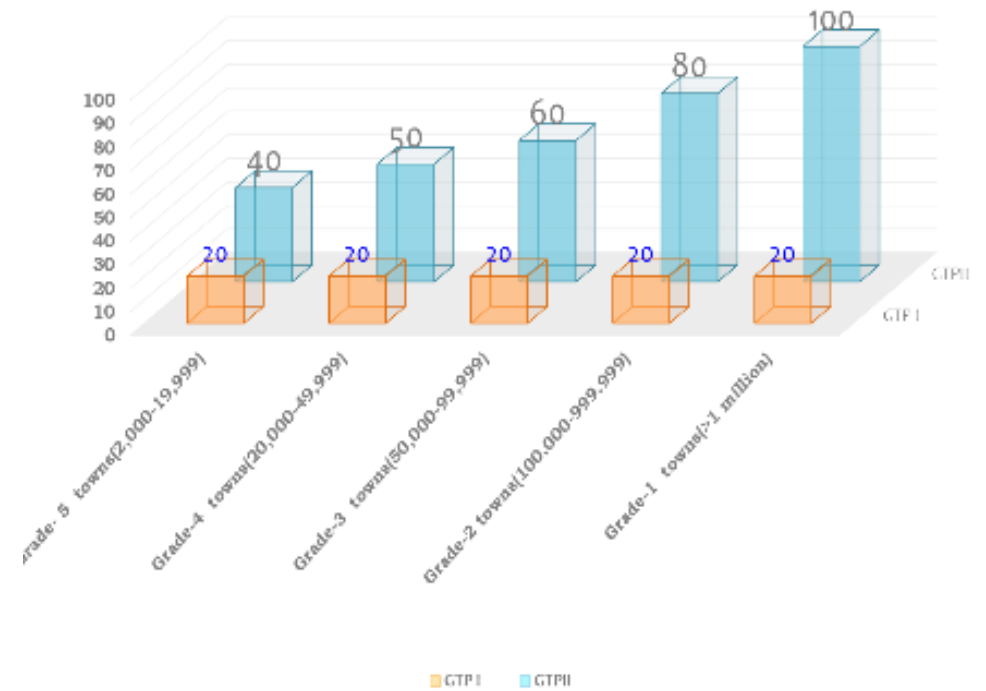
20 Towns in 4 Regions



Issues in WASH service Delivery in Ethiopia's Towns

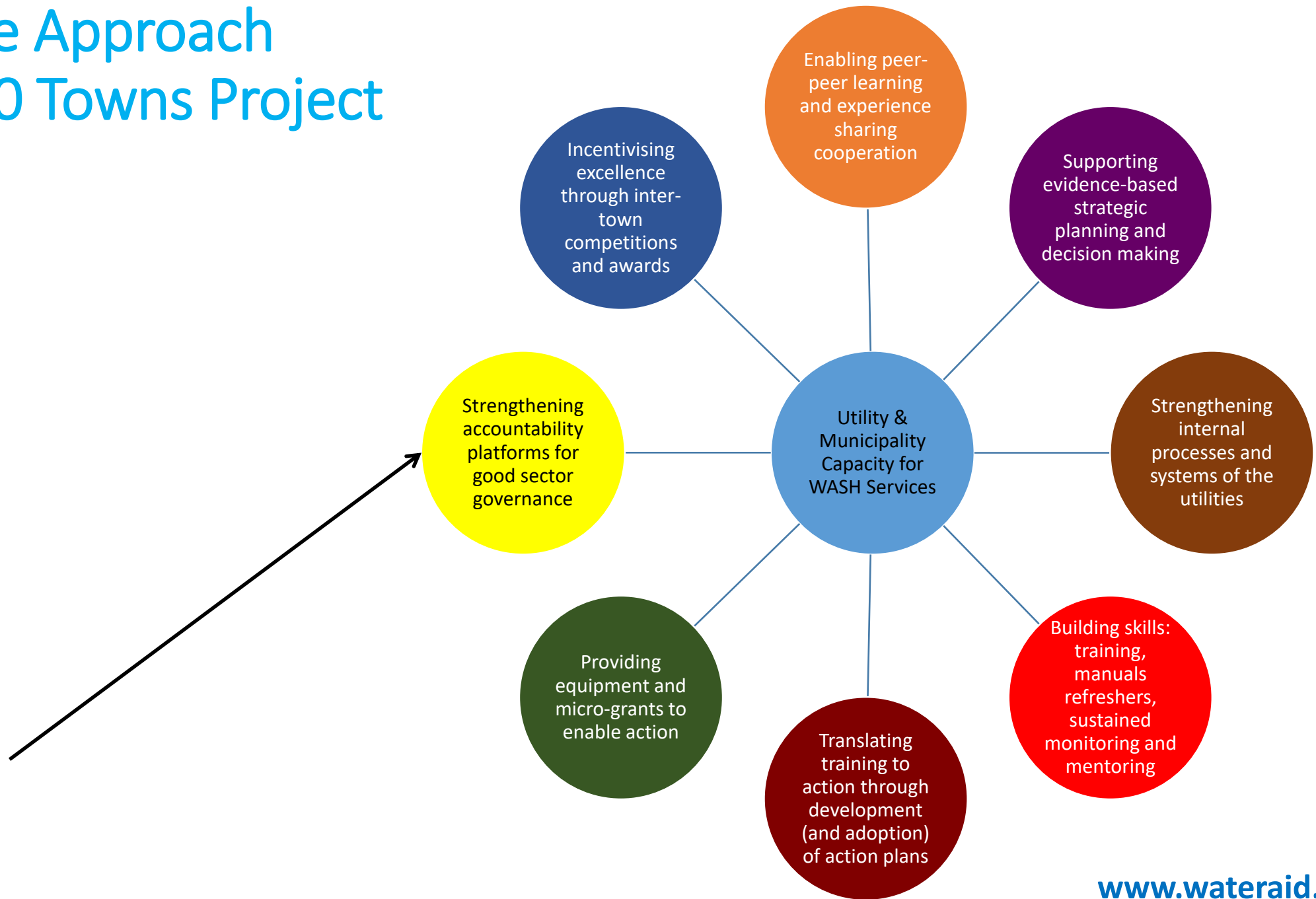


Water Quantity Targets in Urban Settings in GTP I & II

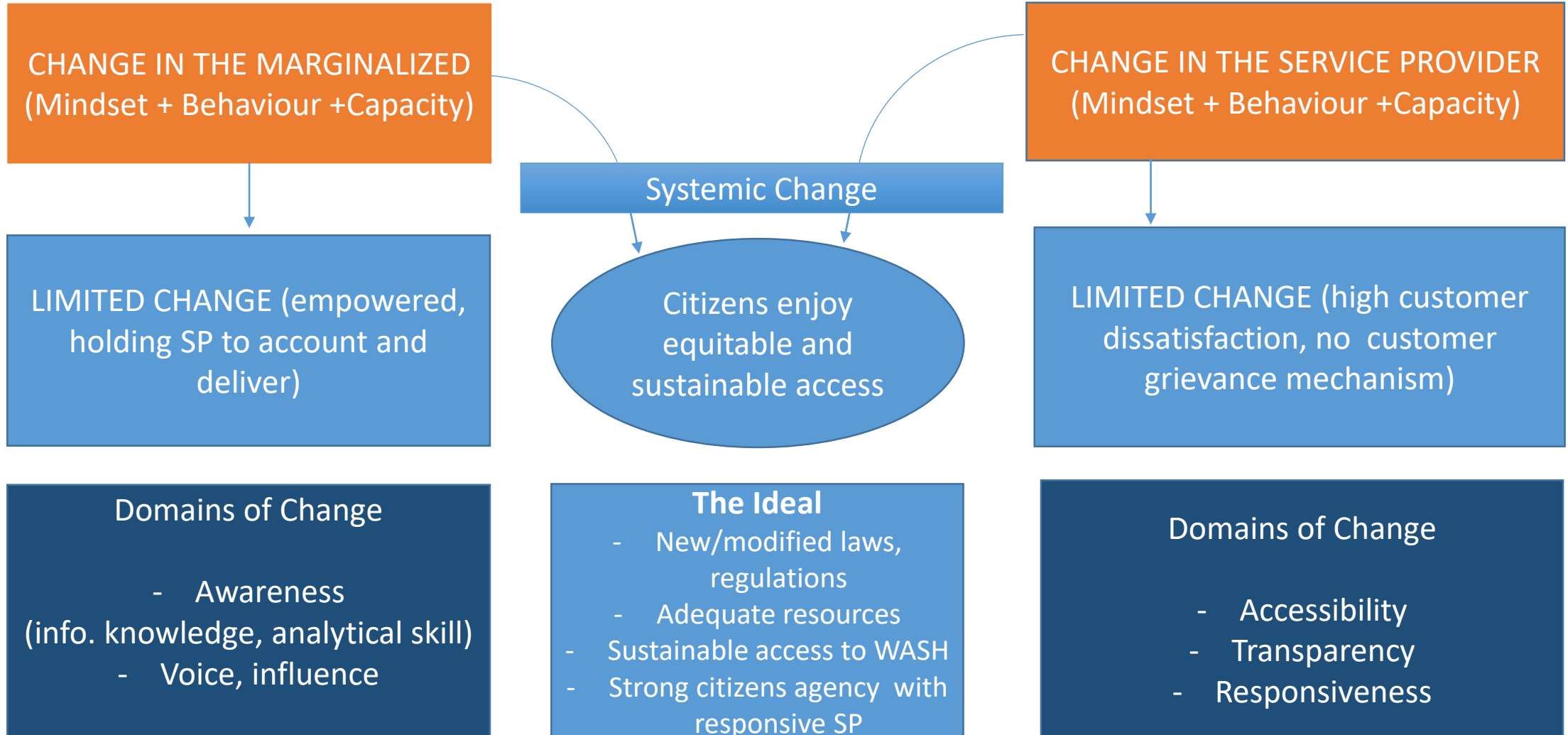


The Approach

- 20 Towns Project



Citizens Engagement for Universal Access



Strengthening Governance Structures: Customer Forums (1/2)



Strengthening Governance Structures: Customer Forums (2/2)



Pro-Poor Customer Connections (1/2)



Pro-Poor Customer Connections (1/2)



Customers' Forum in action



Registered Changes

- i. Trust - conducive relationship between service provider & customers
- ii. Enhanced customer satisfaction - significant reduction in customer complaints
- iii. Reduction in NRW loss - speedy response to leakages
- iv. Shared ownership and participation over services - reduced work load and burden of water utility
- v. Good governance institutionalized - customers forum established as legal entity

Partnership to work together towards common goal

(Customers Forum Chair with Water Utility Manager, Debre Tabor)



Thank You for listening!

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