



MONITORING AND BENCHMARKING IN WATER AND SANITATION IN LAC

UN OHCHR Independent Expert Consultation with Regulators and NHRIs

Geneva, 14-15 March 2011

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ADERASA

Asociación de Entes Reguladores de Agua Potable y Saneamiento de las Américas

ASSOCIATION OF POTABLE WATER AND SANITATION REGULATORS FOR THE AMERICAS

- **Founded the 17th October, 2001**



- ✓ México
- ✓ Honduras (Pto. Cortés)
- ✓ Nicaragua
- ✓ Costa Rica
- ✓ Panamá
- ✓ Colombia
- ✓ Venezuela
- ✓ Brasil (ABAR)
- ✓ Ecuador (Guayaquil)
- ✓ Perú
- ✓ Bolivia
- ✓ Chile
- ✓ Paraguay
- ✓ República Dominicana
- ✓ Argentina (AFERAS)
- ✓ Uruguay



TALLER INTERNACIONAL CONSTRUCCION PARTICIPATIVA PARA LA NUEVA REGULACION DE LOS SERVICIOS DE ACUEDUCTO, ALCANTARILLADO Y ASEO EN COLOMBIA, Cartagena, Octubre 17 - 19 de 2001

- **Embraces 16 countries in Latin America.**
- **Board or Directors elected every two years.**



WHAT IS ADERASA?

- **Instrument for institutional and political support** of its associates,
- **Technical and legal regulation laboratory**, through the working groups and programs and the participation in other institutions activities,
- **Source of regulation knowledge** by interchanging experiences and generating regulation regional knowledge, through the e-learning program and technical forums.



ADERASA ACTIONS ARTICULATION

- **INSTITUTIONAL**
 - Board meetings
 - Annual meeting and Assembly

- **TECHNICAL**
 - Working groups
 - Tariff & Regulatory Accounting
 - **Monitoring and Benchmarking**
 - Civil Society participation and Legislation
 - Programs
 - Small providers regulation
 - E-learning



MONITORING AND BENCHMARKING AS GOOD PRACTICE

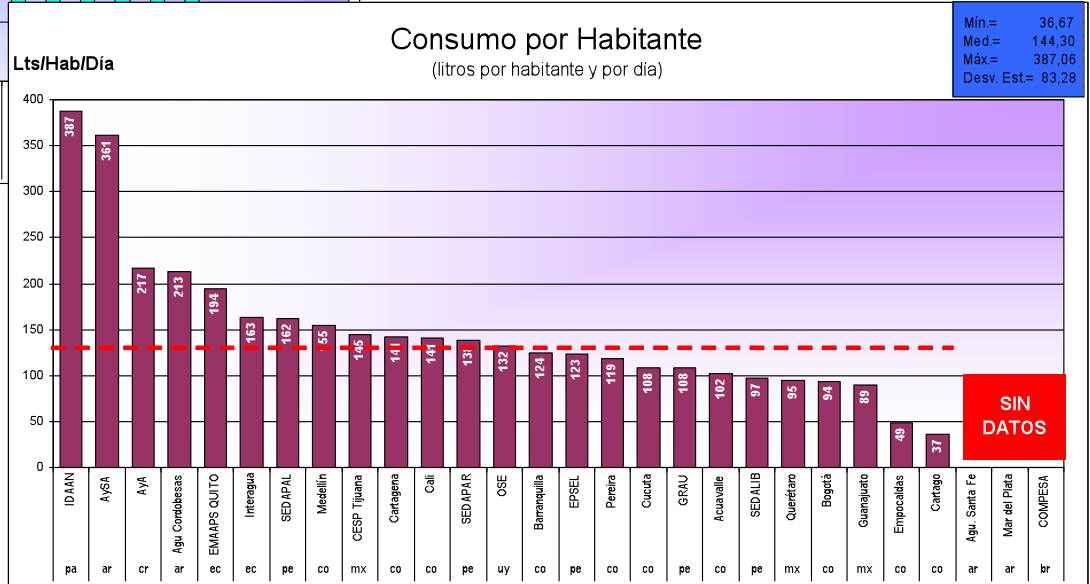
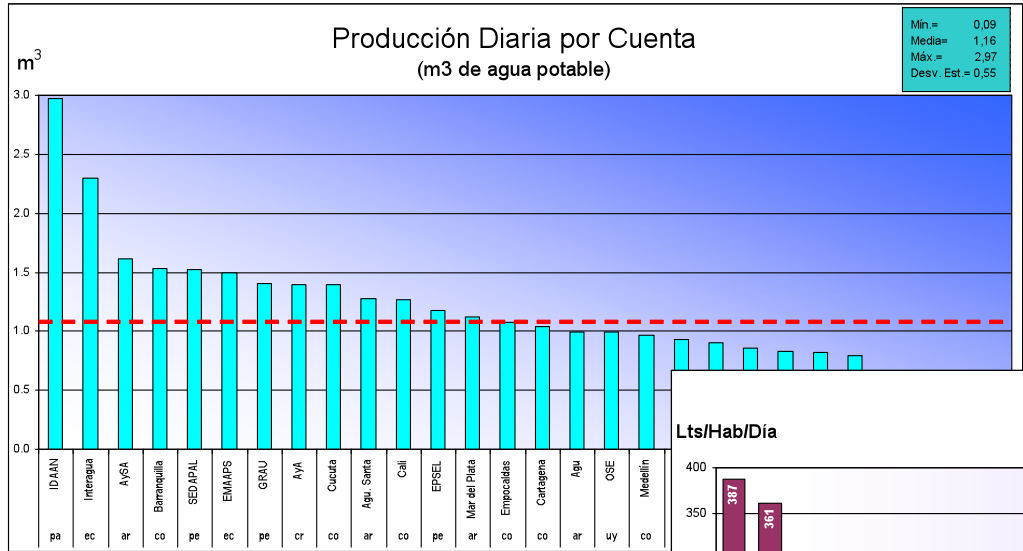
- **Aim of practice:**
 - To provide incentives for improvement of service provision,
- **Targuet groups:**
 - W&S regulators
 - W&S providers
- **Partners involved:**
 - ADERASA associated regulators
- **Duration of practice**
 - Undefined, with annual reports
- **Outline:**
 - By measuring and comparing the performance of service providers, regulators can implement incentives for better services and providers can identify and adopt best practices from its pairs.



AVAILABILITY

Sufficient quantities, reliability and the continuity of supply...

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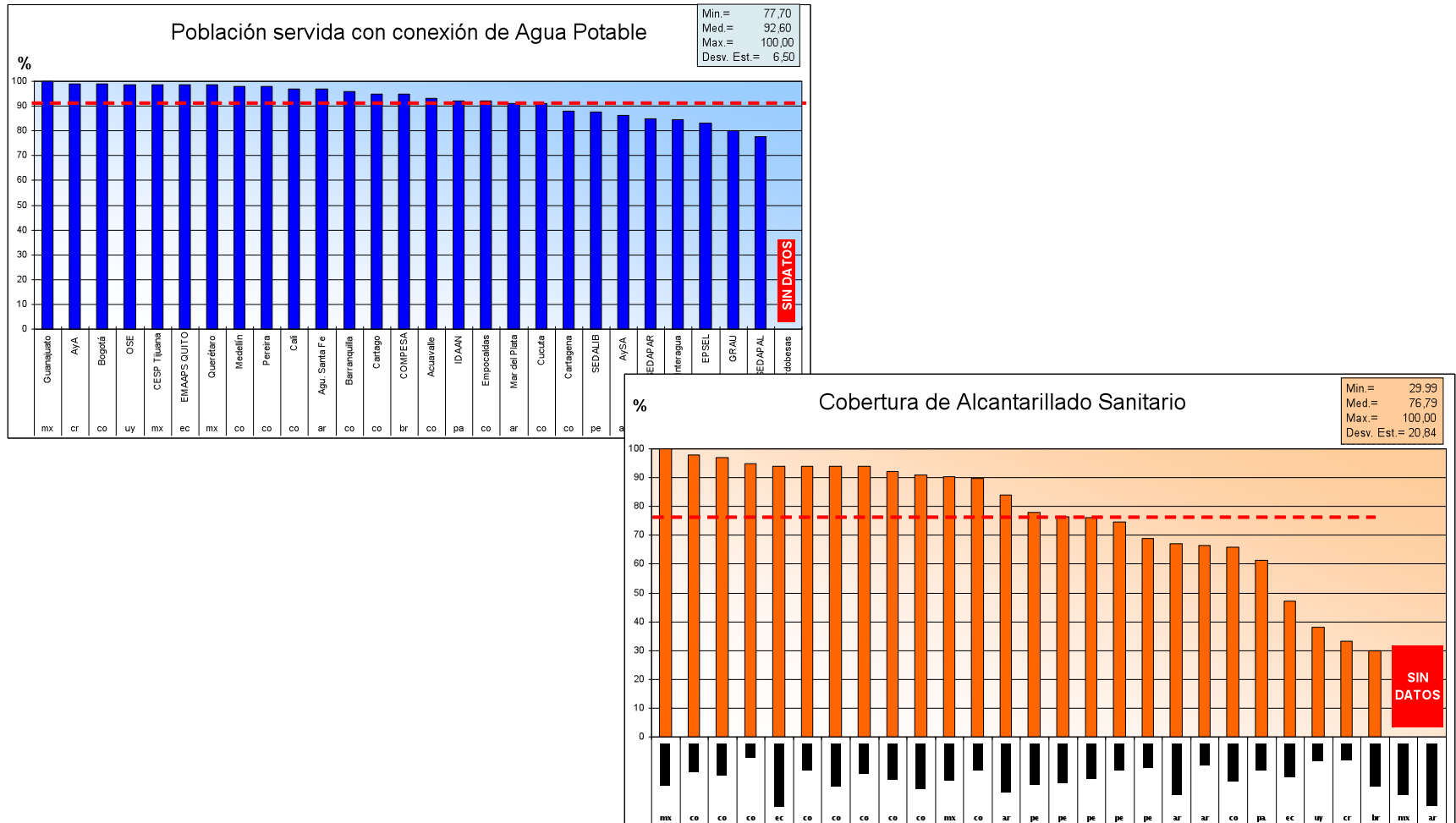
- DAILY PRODUCTION PER ACCOUNT
- DAILY CONSUMPTION PER PERSON
- PRESSURE OF WATER DELIVERED
- CONTINUITY OF SERVICE BY TIME



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ACCESSIBILITY

Physically accessible for everyone

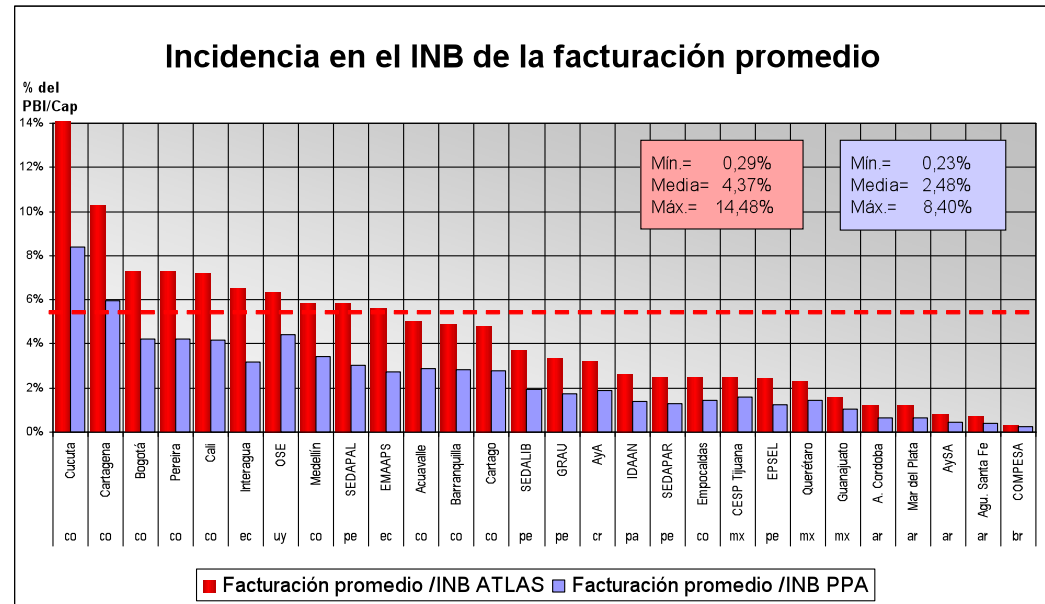
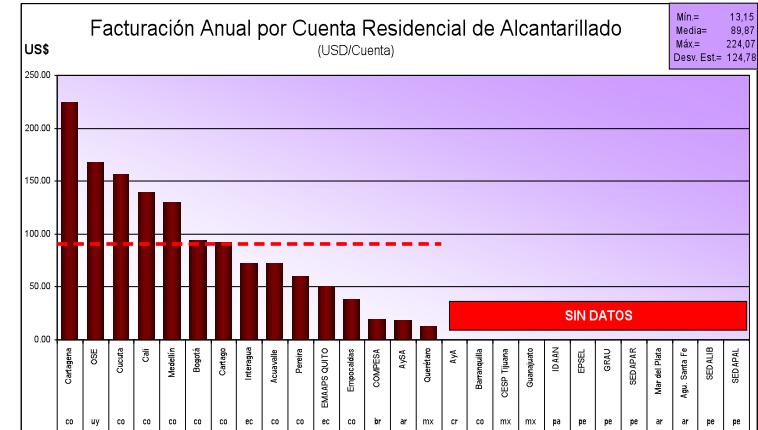
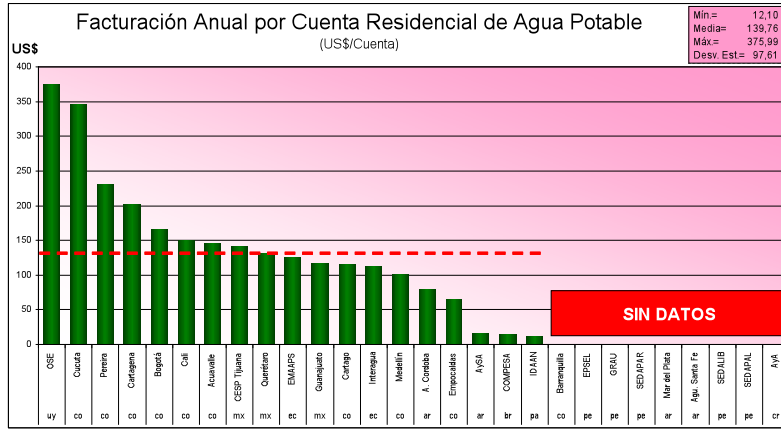


- POPULATION SERVED WITH WATER BY A HOUSE CONNECTION OR A STAND PIPE 200 m AWAY FROM THE HOUSE.
- POPULATION SERVED BY A SEWAGE HOUSE CONNECTION



AFFORDABILITY

Accessible at a price that is affordable for all people



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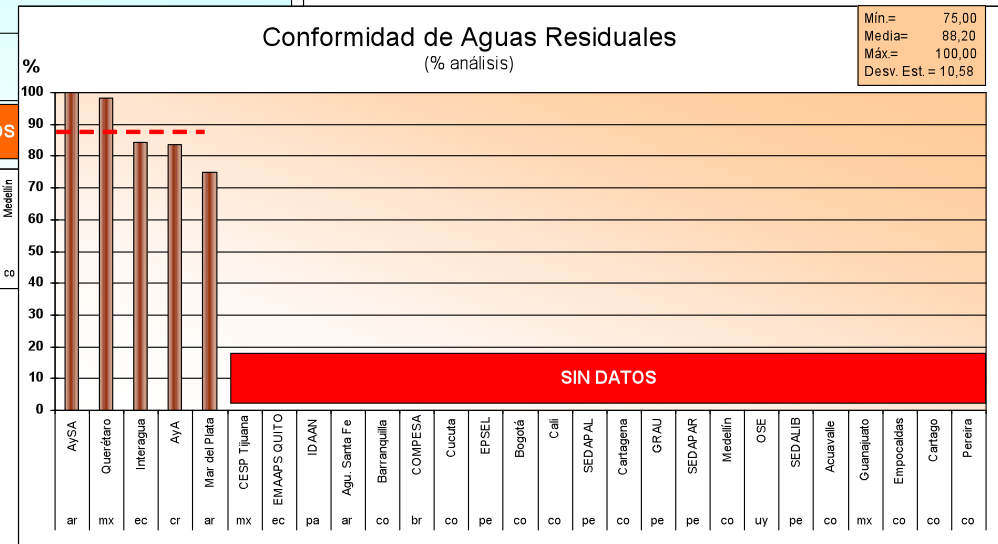
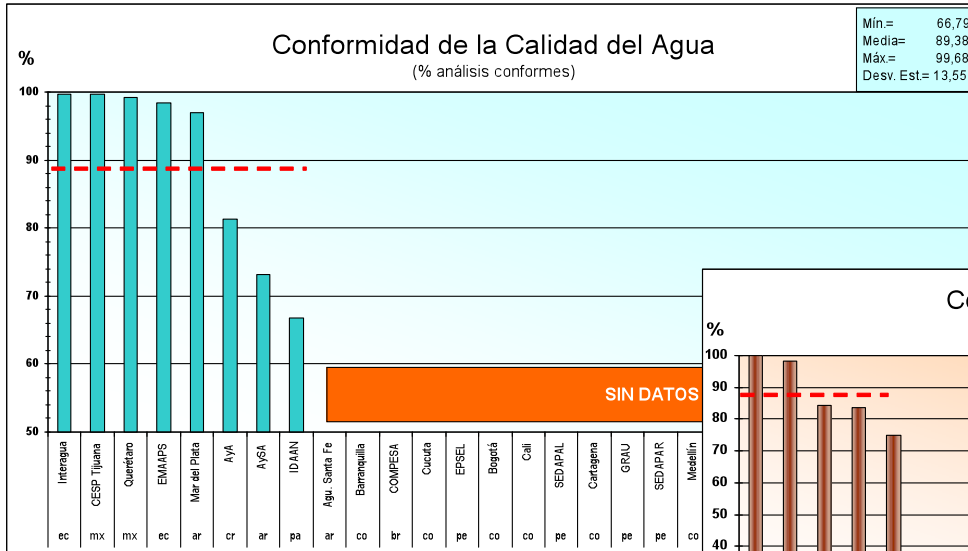
- ANNUAL BILLING PER RESIDENT WATER ACCOUNT
- ANNUAL BILLING PER RESIDENT SEWAGE ACCOUNT
- AVERAGE ANNUAL BILLING WITH RESPECT TO THE GROSS DOMESTIC PRODUCT (GDP, ATLAS AND PPP).



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QUALITY AND SAFETY

Water must be of such a quality that it does not pose a threat to human health



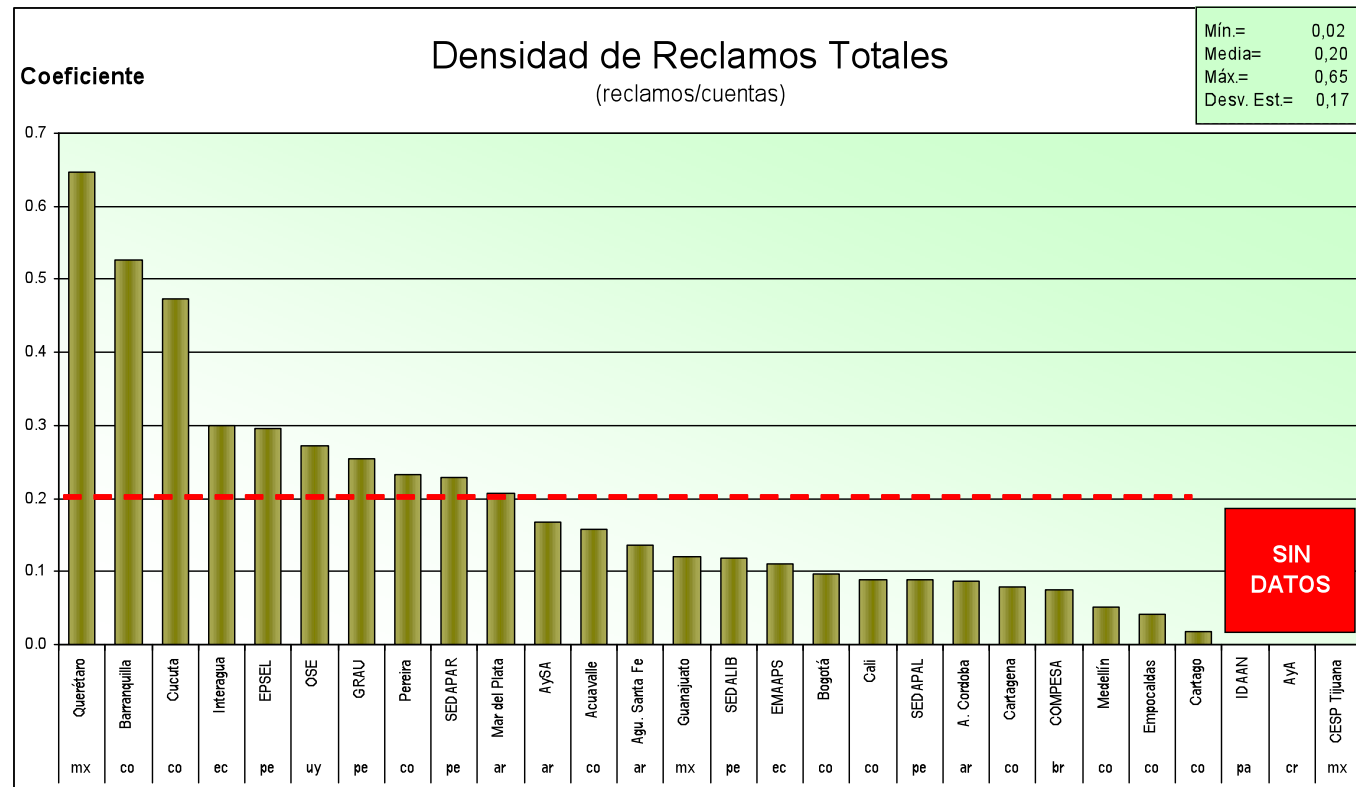
- QUANTITY OF WATER DELIVERED TESTS PERFORMED
- WATER TESTS DELIVERED IN COMPLIANCE WITH REGULATIONS
- QUANTITY OF TREATED SEWAGE TESTS PERFORMED
- TREATED SEWAGE TESTS IN COMPLIANCE WITH REGULATIONS
- PIPE BREAKINGS
- SEWAGE BLOCKAGES



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ACCEPTABILITY

Culturally and socially acceptable



- TOTAL CUSTOMER COMPLAINTS PER HOUSEHOLD
- WATER TECHNICAL COMPLAINTS
- SEWAGE TECHNICAL COMPLAINTS
- BILLING COMPLAINTS



PARTICIPATION

Transparency and access to information

- All this information is available in Internet:
www.aderasa.org/benchmarking
- It is also distributed regularly to all regulators associated,
- We publish information also through WB IBNET:
www.ib-net.org,
- Information is available for all stakeholders by request: amolinari@eras.gov.ar...
- And they are using it!



ACCOUNTABILITY

Communities should be able to participate in monitoring and evaluation

Capacity development and training is essential for institutions

- All information is publically available
- We encourage participation:
 - Annual technical meetings,
 - Participation in related events
- We train our people and other stakeholders:
 - E-learning program,
 - Specific workshops



NON DISCRIMINATION

Focus on the most marginalized and vulnerable

- The marginalized and vulnerable have no access to information.
- ADERASA has a working group dedicated to identify and disseminate good practices in civil society participation:
 - Manual of good practices in civil society participation in the regulation of Water and Sanitation services.
 - Led to the creation of customers consultation committees with direct contact with the regulation bodies board in LAC.



THANK YOU for your attention,

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