



ACCES Approach



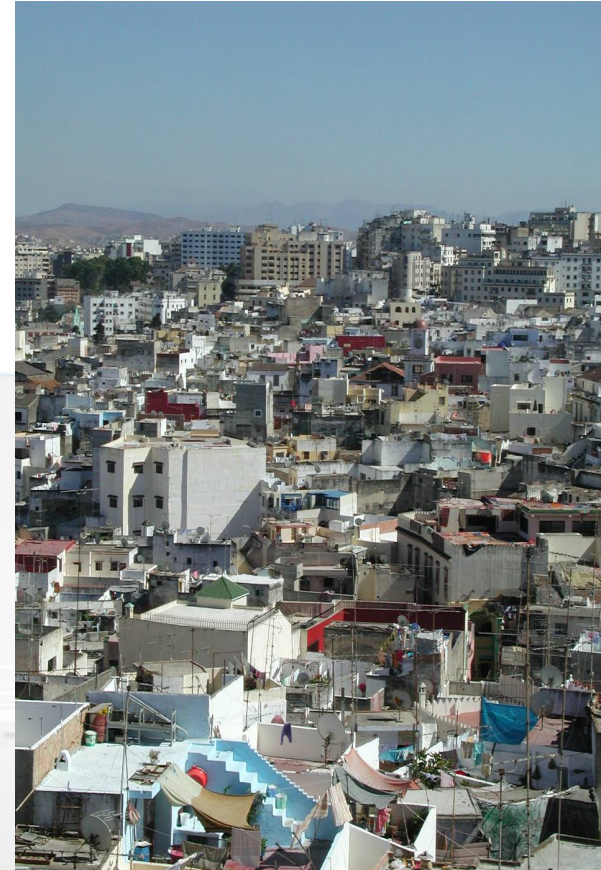
Veolia Water AMI's integrated approach, in partnership with public authorities,
for access to essential services

Olivier GILBERT – Lisbon – 2 & 3 novembre 2010



VEOLIA WATER

- 📍 **Veolia Water : main operator in developing and emerging countries.**
- 📍 **Our core business : management of public services**
- 📍 **Gabon, Niger, Morocco, India...**
- 📍 **Providing access to drinkable water and waste water for low income communities**
 - ⇒ a priority for people, public authorities and United Nations



One of the millenium' challenges for human development



ACCES : the expertise of Veolia

📍 A specific expertise “ACCES” to extend services in developing and emerging countries

- ⇒ *Good quality*
- ⇒ *Economically sustainable*
- ⇒ *Socially affordable*

📍 *It means :*

- ⇒ *Adapting our services*
- ⇒ *Capitalizing on existing assets*
- ⇒ *Creating innovative solutions*
- ⇒ *Evaluating our activity*
- ⇒ *Speaking to the users and raising awareness*

📍 A tailored social engineering “multi aspects”



1. Doing more with the same capacities

⇒ Supplying more people while using the same resource and the same capacities of infrastructures : efficient management is crucial in extending the scope of existing services

GP : Demo Zones of Karnataka and Nagpur (India)



② 2. By applying adapted and socially acceptable pricing policies

- ⇒ Everywhere around the world, price is decided by public
- ⇒ The notion of acceptable cost recovery on customers replaces that of "total cost recovery"

GP : familial meters in Morocco

Installez **un compteur individuel** pour votre logement et maîtrisez votre consommation d'eau.



Pour vous permettre de maîtriser votre consommation d'eau et de recevoir une facture individuelle, Amendis vous propose l'installation d'un compteur individuel alimentant uniquement votre logement.

Cette opération nécessite d'assurer une installation intérieure et de réserver une niche pour la pose d'un nouveau compteur. Une étude préalable de votre dossier est indispensable.



Pour plus d'informations, veuillez vous rapprocher de notre agence clientèle.

 **أماندبیس**
Amendis

Une société de **VIVENDI**
water

Gestion déléguée des services d'assainissement liquide et de distribution d'eau potable et d'électricité des communautés urbaines de Tanger et Tétouan et des communes avoisinantes.

③ **3. By developing individual socially assisted connections (the “best” solution if it is possible)**

⇒ *Different models, but the keys of success : .political vision and adapted policies, .appropriation by the population, .adapted technical and management capacities, .economical sustainability*

⇒ *It needs to be innovative (legal, technical, financial topics, and for understanding beneficiaries)*

GP : Morocco, Niger, Gabon...

④ **4. By designing new, collective and secure means of accessing water for those who still do not have an individual connection**

GP : Morocco: Saqayti (prepaid water tap point)



⑤ 5. By creating specifically adapted, local customer services

GP :

.With specific teams (Morocco) or partners (NGO)

.Specific tools : Morocco (Mobile Agencies); Gabon: (pre-payment systems)

.Every where with population



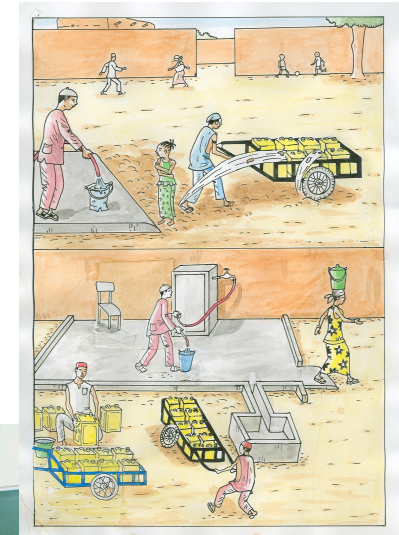
6. Explaining good practices in water use to maximize the benefits of access to services for local populations

⇒ Awareness-raising programs on health and hygiene with various partners (NGOs, doctors, etc.), and also on environmental protection issues

➤ **Niger:** SEEN's "Water and Health" initiative

➤ **Morocco:** within the framework of the Government/UNICEF program

➤ Initiatives to raise awareness on the of the environment



RESEARCH & INNOVATION

- ⑦ 7. By experimenting new models aiming to provide quality water and sanitation, socially affordable, and economically sustainable in spite of the local constraints

⇒ Through a ground-breaking initiative: applying the notion of 'social business' in Bangladesh with Grameen Veolia Water Ltd



Evaluating our activity

8. Evaluating the impact of Veolia's programs on the quality of life of the local populations and on human development

⇒ Evaluation programs with partners reputed for their expertise and independence

➤ Tangerang (with J-PAL, the Poverty Action Lab of the MIT)

➤ Niamey (with LASDEL)

⇒ These programs allow Veolia Water AMI to implement long-term monitoring indicators with precise figures



Some results

📍 Secure access to public water

⇒ Almost 2 Million people from the beginning of the african contracts have been connected by Veolia Water AMI

⇒ Between 2002 and 2009, nearly 3000 000 people have gained access to water “at home » by social connections in Morroco



📍 **Impacts of Water an Sanitation access on human well being and health are naturally good, but it depends on context**

📍 **The most important thing is to hear and understand the demand of inhabitants to be efficient**

Important words

📍 **Good governance and political vision**

⇒ Sustainability means to decide “who pay what” (in France Veolia applies the political decisions : FSL, Cheque Eau

📍 **Relationship with people/customers**

⇒ Design the project with people

⇒ Keep the link with customers (help when financial problems, mediation (PIMMS...))

📍 **Flexibility, will, time, money, *rigueur, proximité*...humility**

Obligado

Thank you

Merci

for your attention

