Management models for small town water supply in Ghana

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(based on Adank and Tuffuor, forthcoming)
Service Delivery Models in Ghana

Main service delivery models:

- Utility management
- Community management
- Private management
- Other CM models
- Intermediate private providers
- Independent private providers
- Self supply

Service level:

- High
- Basis

Systems:

- Piped schemes
- Point source

Management model:

- Utility management
- Community Ownership and Management (COM)

Recommended:

- towns > 50,000
- towns > 10,000
- towns < 10,000
Which service delivery model where?

- Grey area: towns between 20,000 and 50,000 people
- Few cases of WSDB management with Private Operator
Service level and costs of service

- Design demand GWCL supplied towns
- Maximum design demand CWSA small town system
- Minimum design demand CWSA small towns
- Consumption community managed case study towns
- Consumption selected GWCL managed towns

Population vs. lpcd

Tariff (GHC/m³)
- GWCL lifeline tariff (GHC/m³)

Locations:
- Navrongo
- Hohoe
- Bolgatanga
- Wineba
- Bawku
- Wa

Water Supply Systems:
- EVORAP multi-community WSDB, bulk water supply
- Asesewa WSDB with PO
- Abokobi WSDB with PO
- Pantang WSDB with PO
- Savelugu WSDB, bulk water supply
- Bekwai WSDB, bulk water supply
- Atebubu WSDB, bulk water supply
- 3 districts multiple community WSDB with PO
Utility management

Enabling environment

Service authority

Service provider

MWRWH/WD

GWCL

GUWC

PURC

Water vendor

Clients

Reports

Money flows

Water vendor

MWRWH/WD

GWCL

GUWC

PURC

Water vendor

Clients

Reports

Money flows
Direct WSDB management

Enabling environment

Authority functions

Service provision (Corporate oversight)

Service provision (Operations)

WSDB

CWSA Regional office

MMDA

Watsan

Water vendors

Operating staff

Clients with HH connection

Standpost clients

Money flows

Reports

(S)ELECTS representatives

Monthly transfer of revenues

Monthly water bills

20% commission

Daily submission of revenues

Pay as you fetch
WSDB management with delegated operations

Enabling environment

Service authority

Service provision (corporate oversight)

Service provision (Operations)

Private operator
O&M account: 75% of revenues

Clients with HH connection

Water vendor
(keeps 20% of income)

Standpost clients

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5 year O&M contract agreement
Reports
Money flows
(S)ELECTS representatives

15% to replacement and rehabilitation account
10% to sanitation and hygiene account
Enabling environment

Utility management

Direct WSDB management

WSDB management with PO

WD-MWRWH / Universities / NGOs / Private sector / GSB

Authority functions

- Local regulation
- Planning and coordination
- Direct support

Service provision:

- Corporate oversight
- Operations

PURC
GWCL
GUWC
CWSA
MMDA
WSDB
Private Operator
Challenges

- Direct WSDB: lack of clarity of division of oversight and operation functions
- WSDB with PO: Lack of capacity of WSDB to oversee operations of Private Operator
- WSDB: Lack of clarity on formal role of WATSANs
- WSDB: Lack of clarity of ownership of assets -> lack of clarity who is responsible for rehabilitation, replacement and expansion
- WSDB: Weak (if not absent) performance regulation of WSDBs by local government
- WSDB: Weak (if not absent) direct support by local government
Conclusions

- Different models for the management of similar schemes, providing similar services, as different prices
- Challenges remain with clarity and formalization of roles and responsibilities, especially related to service authority and support functions