

NATIONAL POLICY GUIDELINES FOR SELF-SUPPLY

Guidelines to support contribution of improved
Self-supply to universal access

Ministry of Water and Energy

Addis Ababa, Ethiopia



Background and objective of the Self Supply guideline

Self Supply happens across the country through private initiative and investment in well construction and up-grading, spring protection, rainwater harvesting, and household water treatment and storage (HWTS). Some Self Supply initiatives are undertaken by small groups, but private ownership and shared use of groundwater sources is by far the commonest model at present, with owners wanting to keep control over their investment. This also allows them to use water for productive purposes whilst sharers (usually 10-20 households) have access to water for domestic uses, and sometimes also animal watering.

Acceleration of Self Supply seeks to speed up the process of private investment in supplies through appropriate support services. This support can leverage more funds from within communities and families to augment limited sector donor and government funding, and it is for this reason that government funds are mainly needed. Acceleration seeks to remove the main barriers to private investment in water supply, notably lack of knowledge and limited availability of technical options, poorly developed support services including micro-finance and absence of clear strategies and plans. Building up demand through promotion and marketing takes time to establish sustainably, but if carefully designed can lead to exponential growth in water supplies, which continues even after the initial government investment ceases. The hand-dug well campaign in Oromia (2004-2006) showed what can be achieved but also the need to establish supply chains to encourage people further up the ladder before a campaign begins.

Government of Ethiopia, donors and implementing partners recognise the importance and the role that Self Supply can play in accelerating progress to achieve the Growth and Transformation Plan (GTP)/Universal Access Plan (UAP) goals. They built consensus that Self Supply is no longer to be considered as a stand-alone effort, but is to be embedded into government programmes and addressed in the revised sector plan and framework (the Universal Access Plan and the WASH Implementation Framework). This guideline sets out the main principles of how such embedding may be achieved by providing suggestions how to standardise the process, and set financing-, technical- and sustainability requirements of Self Supply in order to facilitate its scaled implementation in Ethiopia.

1. Definition and concept of Self Supply

The basic definition of Self Supply for Ethiopia is *'Improvement to water supplies developed largely or wholly through user investment by households or small groups of households'*. Self Supply (SS) involves households taking the lead in their own development and investing in the construction, upgrading and maintenance of their own water sources, lifting devices and storage facilities. A key characteristic of Self Supply is the ladder of incremental improvements in steps that are easily replicable and affordable to users, linked when necessary to micro-finance and/or water from productive use. The water technology ladder increases in complexity and cost as one moves upwards, but also implies greater ease in accessing water and reductions in risks and levels of contamination reaching levels contributing to coverage. Steps of the ladder (from bottom to the top) are: unprotected traditional well, semi-protected traditional well, wells fitted with rope pump, wells fitted with hand pumps or those fitted with motorised or solar pumps, and many variations in between. In all, management and maintenance are based on local ownership (by individuals or groups of households).

In terms of implementing an accelerated Self Supply programme, reference is made to the endorsed future National WASH program, where Self Supply can be considered complementary to the Community Managed Project (CMP) financing modality – where actual project implementation and its financial management is carried out by the community. In case of Self Supply, community is replaced with household as the entry point, but the related Self Supply capacity building can be mainstreamed into CMP's - as well as with the CLTSH's (Community-led total sanitation and hygiene) capacity building and implementation approach. The main difference is in the modality of

providing hardware subsidy, which is elaborated more in detail in section 4 ‘Approaches and financing strategy of accelerated Self Supply’.

Multiple Use Services (MUS) of water are facilitated by the advantage of family well proximity to the house (most are within 50 meters). Economic returns from small-scale irrigation, animal watering and crop processing may act as incentives for people to develop their own supplies, rapidly re-paying investment. Well water is also used for domestic purposes, e.g., drinking, washing, cooking and bathing. This requires support from the Health Extension Package (HEP), concentrating on preventative health actions and increased awareness of risks. Such actions include advice on diarrheal disease reduction through hygiene, sanitation and improvement to water supply, fitting in well with HWTS (boiling, disinfection with chlorine, filtering etc), safe water transport and storage, and practices associated with well siting and water drawing (e.g., washing hands before drawing water, activities around the well).

Self Supply investment is regarded as an effective strategy towards achieving ‘equity’ because of its low-cost technologies and approach to investment in affordable steps. Wealth and education are shown not to be a pre-requisite to investment; initiative appears to be more important. Such supplies provide small but equitable water sources and generally are shared voluntarily.

2. Recognition and counting Self Supply in terms of coverage

A lot of the contamination of family wells in Ethiopia is found to be related to poor well protection and behaviours that could be modified at relatively low cost. Few traditional wells or rope pumps were found to have properly protected headwork to avoid the return of dirty water to the well.

The inclusion of family wells which features basic protection (see below) may be justified in coverage calculations, assuming that due precautions are taken to reduce contamination¹.

Required protective measures against surface contaminants are provided in Table 1.

Table 1: Protective measures against surface contamination

FORM OF CONTAMINANT TRANSPORT	PROTECTION MEASURES
Surface run-off	Well mouth kept above ground level by earth mound Drainage trench diverting run-off water away from well mouth Parapet/ well wall projecting at least 50 cm above ground level
Infiltration into upper parts of well shaft	Apron made of impermeable material and with a slope and a lip around the outer edge to guide water to drainage channel Seal between apron and parapet Lining from parapet to at least one meter below ground level Drainage from apron via single channel at least 3 m long to soak-away
Windblown or dropped debris and dirt	Lockable cover/ lid Top slab with seal to cover/ lid
Contamination from water lifting devices	Improve sealing of the well parapet to a low-cost apron Improve water drawing practices such as keeping the rope in the well from falling onto the ground Hanging the rope and bucket in the well (not lying on the ground) when not in use

¹ It has to be noted that many conventional supplies face the same challenges over water quality; some of the measures recommended for family wells are equally applicable to other (community) water sources.

Promotion of environmental sanitation, hygiene awareness, household water treatment and safe storage among community at large are an integral part of any drive for low-cost solutions for reduction in contamination.

Water quality

Thermo-tolerant coliforms are taken as the main indicators of water quality. WHO Drinking Water Quality Guidelines and the Ethiopian Water Quality Standard set zero TTC/100ml as the standard for community supplies. In order to contribute to the water supply access coverage, an improved Self Supply (family well) has to meet the Ethiopian Water Quality Standard promulgated for community water supplies, which is zero TTC/100 ml (Ethiopian Standard – ES 261:2001). Another considered indicator in terms of water quality is acceptable level of fluoride, having high prevalence and related health risks especially in the rift valley area, but a risk that is generally common to all groundwater sources and not just those that are privately financed.

Sanitary surveillance

Sanitary Surveillance provides a simple measure of the level of risk a well poses in terms of contamination. As Sanitary Surveillance is designed for conventional protected sources, it needs to be modified for non-standard installations such as family wells. A checklist is to be developed consisting of five aspects: i) well mouth protection; ii) well surround; iii) well lining; iv) lifting device; and v) environmental hygiene. Protection increases with higher scores. The well owner would provide a picture of the longer-term performance of the well, the adequacy of the supply and the level of satisfaction with it. This inventory system makes it possible to see how far a well owner has got in the ladder towards safer and more reliable water, and what steps could subsequently be promoted.

National WASH Inventory (NWI)

Efforts should be made to include Self Supply schemes into the National WASH Inventory (NWI), in the same way as traditional latrines are included, as part of the household level survey. The first roll-out of the NWI does count family wells used as main drinking source, yet they do not capture other traditional wells or the level of protection of a well. NWI incorporating Self Supply should measure performance in terms of water safety, yield and reliability in line with the JMP indicators. Additional surveys and qualitative research may focus on user satisfaction. Also, the DHS and the agricultural sector inventory can also be consulted for indications of the prevalence of (improved) family wells.

3. Acceleration of Self Supply

3.1 Potential and targets

Self Supply has significant potential in approximately half of the country where rainfall and shallow groundwater are most plentiful. Self Supply acceleration should initially be focused on the *woredas* and *kebeles* with the greatest potential based on rapid regional assessments and regional expertise. Planning should consider coverage rates in both: areas with low access to alternative communal supplies, and areas with high access but where the cost of covering the last 10% or 20% to achieve universal coverage through communal supplies is prohibitive. Self Supply can be expected to develop more rapidly where high value crops are being cultivated. To build confidence and capacity, regions are encouraged to start acceleration activities in *woredas* and *kebeles* where there is high potential and some existing knowledge about Self Supply practices exist. Self Supply options need to be embedded into sector training approaches².

Decisions on investment in Self Supply are principally taken at the household level so it is difficult to plan construction of water points in the same way as the development of community, *woreda* and NGO-managed projects³). Planned

² Guided Learning on Water and Sanitation (GLoWS) could be used as one of the means to facilitate the Self Supply planning at community level.

³ The four funding modalities in the WIF are: i) Community Managed Project (CMP) funding modality; ii) Woreda Managed Project (WMP) funding modality; iii) NGO-managed Projects funding modality; and finally iv) Self Supply Projects funding Modality.

numbers of water sources per region, *woreda* or *kebele* are therefore not appropriate nor required since budgeting is based upon the cost of acceleration activities (i.e. promotion, training, technical support and partial hardware subsidy for group-led investment), and not the unit costs of water sources.

Support for accelerated Self Supply will follow the following modalities: i) where CMP is being implemented in which a segment of the community does not get sufficient/ no supply; ii) where there is high ground water potential adequate for both domestic and multiple use services are feasible but no community water services have been provided; and iii) in places where Self Supply wells are already widely in use.

Where possible, Self Supply programming will be linked to the Community Managed Projects (CMP) process or CMP-like modalities where communities are responsible for planning, funding, constructing and managing their water facility, and government's role changes from being implementer to coordinator, controller and facilitator. Depending on the availability of rainfall and shallow-ground water, where possible, Self Supply schemes shall be constructed or upgraded in those areas where CMPs are implemented, acknowledging the similar approach and requirement of capacity building of micro-finance credit institutions, establishment of revolving fund, promotion and skill-upgrading of artisans, which will support the uptake, or construction and up-grading of Self Supply facilities. It is therefore recommended that the promotion, awareness creation, as well as capacity building actions on Self Supply facilities are closely coordinated and linked with CMP awareness creation and capacity building in order to avoid overlapping and duplication. This will also help avoiding confusion if both approaches (CMP and SS) are promoted together. The same artisans or at least some of the same well-developed skills may be used for Self Supply facilities and community supplies. The artisan training of community supplies shall therefore include a section on construction and maintenance of Self Supply facilities. Finally, according to same principle the CMP management trainings at *woreda*, *kebele* and WASHCO level should include a chapter for Self Supply principles.

Additionally, there is a strong link between the envisaged acceleration of Self Supply, agriculture and CLTSH, especially in: promotion of Self Supply; encouragement of individual investment which Self Supply needs to be successful; household level promotion through market dynamics; small-scale business development and upgrading of artisan skills at low costs; direct contracting by households of small-scale entrepreneurs and private sector developers being willing to work against the 'lower' rates that individual households are able to afford in constructing their Self Supply facility; and finally sanitation training.

Monitoring will cover 1) acceleration activities (i.e. promotional and awareness raising activities, training activities etc), 2) outcomes (i.e. supply chains and capacity developed) and 3) impacts (i.e. the numbers of upgraded or new water sources, their performance and use).

Nevertheless it is possible to set out some national targets for upgraded and new water sources and improved access through a Self Supply approach. Over the four-year period from September 2012-2015 it is anticipated that a potential planned target is 100,000 upgraded or new water sources serving approximately 5 million users. Investing in acceleration activities to build capacity and demand will mean a relatively slow start in terms of numbers of water sources leading to more rapid take up, i.e. acceleration. Initial activities will also focus on upgrading existing wells rather than constructing new wells, but rates of construction also tend to increase once people see what can be achieved.

3.2 Acceleration activities and financing

Self Supply acceleration activities aim to: 1) provide technology options and advice; 2) create demand; 3) develop capacity in the public and private sectors; and 4) facilitate access to credit.

Budgeting for Self Supply acceleration activities is undertaken at regional levels based upon the activities that are planned at regional, *woreda* and *kebele* levels, so requiring well-informed personnel at all levels to include Self Supply in plans. To promote, upgrade and accelerate Self Supply both on demand and supply sides, resource mobilisation is essential to sustain the significant software package of advocacy and promotion, development of a menu of

technological options, capacity building and training, private sector development, establishment of supply chains, mobilisation of micro-credit and saving schemes, quality control and water quality surveillance.

Under the heading of Self Supply acceleration programme, the following major activities are intended:

- 1) **Technical options:** national (technical) guidelines will be made available during early 2012. These will consolidate best practices relating to water source construction, protection, lifting devices, treatment, storage and handling, etc. with special attention to incremental up-grading and reduced cost options for household level facilities. This will hopefully instill pride in ownership and a desire to copy or improve on what others can be seen to have done. At regional level, some adaptation of the national guidelines is anticipated. Research to fill knowledge gaps is encouraged.
- 2) **Creating demand:** demand needs to be created based on real commitment, since families will need to take from their household budgets to achieve change. Effective support should aim to reach a 'critical mass', where the market takes off as a result of peer example. Awareness raising and marketing activities aim to make information available (down to household level and within the private sector) about the options and support available for Self Supply. An important element is capacity building of public servants and the private sector, but additional documentation, carefully designed information campaigns and use of the media to disseminate relevant messages is essential and need to be budgeted for by *kebeles* and *woredas* (as for CLTSH).
- 3) **Capacity building** on Self Supply requires:
 - New roles and capacities in government to accelerate uptake given the significant differences between household-led investment in Self Supply and government-led investment in communal WASH. The approaches are complementary but new competencies need to be developed within staff at regional, zonal, *woreda*, and *kebele* levels, including Health Extension Workers (HEWs) and agricultural development agents, especially in promotion and advisory services.
 - *Woreda* Self Supply potential mapping by the *woreda* team could enable benchmarking and demand creation. The participatory-guided learning on water and sanitation – if it is rolled out everywhere – can provide the knowledge base for *woreda* WASH teams.
 - Private sector development – including Micro-Finance Institutions (MFIs) – and supply chain establishment: Activities to promote the development of private sector service suppliers such as well-digging, lining and headworks construction by artisans and masons; manufacturers and suppliers of rope pumps and other lifting devices; and suppliers of HWTS products etc. This could include support on encouraging entry of entrepreneurs to develop the market; develop technical, marketing and small business management skills; facilitate access to credit; ensure clear standards and rules while avoiding unnecessary regulation etc., through training, workshops and visits, for example.
 - Coordination between government institutions at different levels, especially water, agriculture, health, finance, etc.
 - Monitoring and regulation: regions will monitor Self Supply acceleration activities, outcomes and impacts using the monitoring framework provided, and as far as possible existing data collection channels. Different approaches to regulation will be developed for household and group-led water sources. Regular impact monitoring will focus on whether upgrading is happening and new sources are being developed as per the support provided. Occasional water safety surveys will assess the risks and reliability of sources developed through a Self Supply approach.

Each Regional Water Bureau will identify a Self Supply focal person (based in the Regional WASH Management Unit), and will develop a capacity building and training plan, together with the Regional Capacity Building Unit; the latter being established in accordance with the WASH Implementation Framework (WIF) and initiated by the CMP, for government officers and private sector development. A working group or learning alliance amongst government and private sector will be developed with regular meetings, trainings and other events. It is proposed that the Regional WASH Technical Team will support and be accountable to organise learning occasions in Self Supply.

- 4) **Mobilisation of savings schemes and credit:** Traditional saving schemes, self help groups built around encouraging savings, revolving funds and MFIs all have a role to play in facilitating investments in upgrading and new water sources. Action is needed to make MFIs aware of the opportunities for local economic development provided by Self Supply, so that they will lend for family well development since loans required are of about the right size and the asset created is of a productive nature⁴. It is suggested to link MFIs with regional Self Supply Working Groups and/ or the Regional WASH Technical Teams.

4. Approach and financing strategy of accelerated Self Supply

The overall approach is that acceleration activities should lead to increased willingness and ability of individuals and/ or group of households to upgrade existing and develop new water sources through their Self Supply investments, and partial subsidy for group led investments. It involves encouraging and incentivising households, requiring pro-active marketing techniques, rather than simply creating awareness and providing information.

Existing experiences include both household-led investment (a widespread practice) and a joint investment by groups such as was encouraged during the hand-dug well campaign. It is recommended that both options are considered but with differing levels of support (technical and/or technical and financial as applicable), and with communities and households deciding their preferences.

In Ethiopia, two approaches in the acceleration of Self Supply are considered: i) no subsidy for individual household levels investments approach; and ii) 50 % subsidy for a group-led approach (10 and above households) to be tested in accelerating the Self Supply programme. The best practices will be expanded to many more areas based on positive outcomes.

Approach 1: No subsidy for individual households

Most Self Supply facilities are owned by individual household, i.e., private family wells. Households make their own technology choices and other decisions. There should be no subsidy for hardware, but technical support. Technical advice will be provided to ensure achievement of the *minimum* standard of the Self Supply facility, relating to the installation of a pump, protection of the well, sanitary lining, as well as to encourage, advice and educate on protection measures including HWTS to improve water quality. Household-led investment is supported through acceleration activities including promotion and marketing, technical support, facilitating access to credit, and private sector development. Upgrading is promoted on a continual basis by e.g., trained artisans, CLTSH and CMP experts, water technicians as well as Self Supply experts, WASHCOs, *Woreda* WASH teams and *kebele* WASH teams. Sharing of such sources is voluntary and at the owners' discretion⁵, but research has indicated that it is the culture to share access to such sources without payment (typically between 12 and 20 households, the latter being mechanised wells), and this is encouraged. The evidence showed that water from traditional wells is almost always provided without charge, whereas about 40% of owners of mechanised pumps sold water to neighbours to cover the costs of fuel or power.

4.2 Partial (50%) subsidy for small group-led investments

To support acceleration of Self Supply at group level of households, it is proposed to partially subsidise group-led investment where groups jointly decide to upgrade or invest in the development of new water sources, and these sources are then owned and used by the group as 'semi-communal' schemes. A subsidy of 50% would be provided by government and partners when criteria to achieve required minimum standards are met by representatives (WASHCOs) of the requesting group of households. Details of the types of subsidy will be worked out subsequently,

⁴ Working through and with MFIs is a main link with CMP. CMP should perhaps be able to establish revolving funds within an MFI or even at WASHCO level which would be form of initial subsidy/ seed money, albeit over a time a very small one.

⁵ In case of sharing the source, there should be clear models for the agreement, which is to be signed between the households. Informing about the benefits of these agreements is part of the promotion package. This will help the later conflicts of change in ownership.

but subsidy may cover hardware. It is to be emphasised that subsidy is only to ensure a minimum standard of the Self Supply facility, such as the purchase and installment of a pump, proper protection of the well and lining. Additional support such as technical advice will be provided to ensure minimum standards and sustainability of the Self Supply facility. Group-led investments must include adequate protection of the water source to standards. The level reached will depend on the investors' financial capacity with or without matching funds.

Groups must be composed of a minimum of 10 households and make a written commitment towards ownership, and with rules and regulations how to share, operate and manage (including operations and maintenance, O&M costs similar as to WASHCO principles) the source at household level so as to promote upgrading of water sources and management arrangements. Group-led investment is to be implemented through and explicitly linked to the CMP process or CMP-like principles and mechanisms where money is transferred for agreed activities to the group, on the basis of a maximum of 50% grant to achieve minimum accepted standards, and required top-up group contributions.

The groups are required to submit a construction/ upgrading plan for quality check and sign off by a WASHCO / Kebele WASH Team as the expected number of Self Supply facilities to be upgraded or constructed is too large for *woreda* water bureaus to manage. It is suggested that *kebele* WASH Teams/ WASCHOs manage the process of group-led investment by performing technical advice, assistance, quality check and sign-off. *Kebele* WASH Teams/ WASHCOs are to ensure that subsidies are only asked for achieving 'countable' levels.

However, as acceleration of Self Supply through group-led investment follows the CMP or CMP-like process in terms of subsidy/ credit application, appraisal and approval process, *woreda* WASH teams are involved specifically through checking and regulating the process of group-led investment and subsidy ensuring that level of subsidies is only asked for achieving 'countable' levels. Here as well, it is recommended that the financing channels and procedures are tested before acceleration of Self Supply, bearing in mind that envisaged Self Supply project is part and parcel of the CMP module where households themselves will manage construction and financial management. Families always remain the owner and manager of the scheme.

The subsidy will be carefully designed to ensure that it does not interfere negatively with supply chain development. For example, bulk purchase of rope pumps for free distribution tends to break the supply chain between pump manufacturer and user, which leads to sustainability problems. The same level of subsidy could be provided using vouchers without the negative impact on the supply chain. The subsidy will be scalable and sustainable, i.e., there is regional budgetary commitment to extend the subsidy to all eligible applicants, based upon an estimate of demand over a period of at least five years.

All proposed subsidies and adherence with these requirements will be specified in the regional plan for implementation.

4.3 Summary process of promotion, investment and subsidy in Self Supply schemes

Under the "no-subsidy approach", the process of promotion and investment of accelerated Self Supply programme is the following:

- i. WASHCOs, *kebele* WASH Teams, *woreda* WASH Teams, CMP/ CLTSH experts and other Self Supply experts communicate and provide information, promotion and marketing on Self Supply and options for improvement and investment for all who want to improve or construct Self Supply facilities (*Information, Education and Communication*)
- ii. Households receive training from artisans (linked to CLTSH or CMP programme), and other relevant experts on Self Supply implementation, management and maintenance (*Information and Orientation*)
- iii. Households build or contract out the construction of basic Self Supply facilities or upgrading of existing schemes based on the technical advice received (*Construction & Upgrading*)
- iv. Supervision and certification of the upgraded/ newly constructed scheme by *woreda* WASH Teams to ensure that minimum standards are met

- v. Self Supply facility or interim stage completed; inclusion of Self Supply water point in *kebele* inventory and then registration for coverage when minimum standard is reached (*Inventory*)

Under the “partial subsidy approach” (for group-led investments):

- i. WASHCOs, *woreda* WASH Teams, CMP/ CLTSH experts and other Self Supply experts communicate and provide information, promotion and marketing on Self Supply and requirements for improvement and investment for all who want to improve or construct Self Supply facilities, as well as familiarise the group led household investors with the subsidy approach⁶ (*Information, Education and Communication*)
- ii. *Woreda* WASH Teams (WWTs) include a planned subsidy amount into their annual WASH budget for Self Supply investment as well as for operational costs related to technical assistance, capacity building, training of artisans, *Kebele* WASH Teams and WASHCOs on construction management, technical quality, sanitation, gender and operation and maintenance management, including water safety (*Planning*)
- iii. Groups of households (minimum 10 households) submit their applications in similar manner as in CMP process and establish themselves by a written statement of commitment and management of the (shared) Self Supply facility, and by committing for formal registration of the WASHCO (formal registration) group of households receive training from artisans, and other relevant experts on Self Supply implementation, management and maintenance (*Information and Orientation*)
- iv. WASHCO approves community group’s mini-proposal for family ownership and implementation of Self Supply facility and subsidy request for upgrading/ construction (*Approval*)
- v. Groups of households receive subsidy grant through a Financial Intermediary (*Credit*)
- vi. Groups of households build/ upgrade the basic Self Supply facility to the required minimum standards with the received matching subsidy fund and settle their accounts with the relevant *woreda* CMP/ Self Supply officers as per the rules and regulations of the CMP/ Self Supply guideline (*Construction/ Upgrading*)
- vii. *Kebele* WASH Teams/ WWTs check the standard of the basic Self Supply facility built /upgraded by the household group⁷ (*Quality Inspection*)
- viii. Self Supply facility with minimum standard completed; registration of Self Supply water point (*Inventory*)

5. Institutional arrangements and strategy of SSAP: roles, synergies and collaboration

Compared to more conventional water supply solutions, Self Supply is different – with households taking over as funders, implementers, managers and maintainers; the private sector supplying related products, services and marketing; and government facilitating (also in terms of subsidy), monitoring and promoting the scheme. To accelerate Self Supply, a shift from business as usual is needed among all stakeholders.

5.1 Roles

There are four main groups of stakeholders in the introduction of this new approach (accelerated Self Supply): i) government; ii) NGOs; iii) private sector; and iv) end-users/ households.

Government: Government will be the main drivers of the approach through the regional WASH management unit and with necessary links to sectors such as finance, health and agriculture. Rather than emphasis being on planning, financing, contracting, procuring and regulating, as in conventional community supplies, the role of government may become more in researching, demonstrating, promoting and marketing household supply improvements, providing information, training and facilitating financing through micro-credits, and certifying service producers and products.

⁶ The self-supply concept is to be included in the CMP promotion, application preparation, desk- and field appraisal, project approval and agreement preparation training package.

⁷ *Kebele* WASH Teams assist the Self Supply WASHCOs in application preparation, field appraisal and construction management and monitoring of all water supply schemes quality and functionality in the *Kebele*.

This, as in CLTSH and CMP, requires devolution of responsibilities to end-user and private sector, and skills in a less 'hands-on' approach than that of community supply for which *woreda* managed projects are equipped.

At federal, regional, and zonal levels, roles will be: i) promotion for growth and investment, for example, through tax incentives on investment in water services or provide information for Chambers of Commerce, recipients of remittances or of pensions, on market potential, training materials; ii) quality control standards for installations, and guidelines for service; iii) research and development into reduced cost solutions and piloting innovations; iv) setting advisory roles and developing training for local government and private sector; v) inclusion of Self Supply services into national monitoring systems; vi) setting policies on subsidies; vii) regulation of the service itself, but only if Self Supply evolves into a for-profit private sector service delivery model; and viii) organising learning alliance and experience sharing, as well as providing awards for best performances.

Woreda WASH Teams (local government) roles are mainly: i) coordinated promotion of supply options and opportunities for supply development; ii) technical advice and demonstration; iii) capacity building and quality control of support services – training in good practices and new technologies; iv) monitoring of Self Supply, but only if monitoring of community supplies is already fully implemented; v) contracting of technical and vocational training courses for officers, artisans, traders; vii) receiving applications, appraisals and approvals of projects for financing, especially in group-led investment programmes, eligible to 30-50% government subsidy; vii) control over the issuance and usage of financial subsidies; and viii) assessing the markets, and providing updated market price information to the Self Supply clients.

NGOs: Working in partnership with Government, NGOs may help with the introduction and up-scaling of Self Supply through their rural development programmes. The roles attributed to Local Government are also the roles, which may be taken by NGOs where local government does not have the manpower or capacity to undertake these functions at scale. NGOs could also provide collateral for financing the Self Supply scheme through Micro-Credit and may assist government in the initial development of models of accelerated Self Supply.

Private sector/ service providers/ development agents: Private sector stakeholders providing support are: 1) traders who sell pumps, ropes, storage containers, well construction and water treatment consumables and equipment; 2) small enterprises/ artisans in well, sanitary facility and ground storage construction, well head protection, drilling, masonry; 3) mechanics who produce or maintain hand pumps or mechanised pumps; 4) micro-credit banks and savings organisations; and 5) Private consultants or *woreda* Support Groups and Community Facilitation Teams (CFTs) supporting in the selection of the appropriate technology at site and quality control.

In general it is proposed that supply service providers will: i) construct and protect supplies; ii) manufacture hardware and procure necessary materials / consumables; iii) market their services and promote improvements to water supply; iv) stock items relating to water treatment, lifting and storage; v) provide maintenance services; and vi) set prices which allow expansion of the market.

End-users/ households: Finally, but most importantly, there are the end-users (households) themselves, who form the primary market and are the investors in and managers of supply improvement. Households/ small communities acting together will be the primary managers and owners of the improved supplies through their own investment in the works and equipment. They are the people who need to be convinced that improvements in their water supply will benefit their family to such an extent that it may take precedent over other calls upon their limited household budgets. Their roles will be: i) asset investment, management and ownership; ii) maintenance/ replacement/ up-grading; iii) promotion of benefits of their supply to others to encourage them to do likewise; iv) decisions on tariff (if any) to those who share their supply and selecting family members in management body which will create the rules and regulations of the owner how the water source will be operated, managed and maintained; and v) contracting out or undertaking works themselves.

5.2 Synergies and collaboration

Essentially, there are six pillars of an accelerated Self Supply programme:

- 1) Good advisory services and wide technology options
- 2) Skilled, motivated and a well-informed private sector
- 3) Accessible financing mechanisms, which regard water supply as a safe investment
- 4) Government strategies and plans, which encourage personal initiative in water supply improvement
- 5) Effective monitoring, evaluation and reporting
- 6) Research and sharing of research results

These six areas of support do not need to be developed in isolation. The present moves towards Community Managed Projects (based on Community Development Funds) and Community Led Total Sanitation and Hygiene, both require similar changes in way of thinking, and also the development of several of the same services (including promotion, motivated private sector, skilled masons and access to revolving funds or savings schemes). Efforts to scale up household water treatment and improvements in family wells can fit well into the Health Sector's promotion of improved supply as a preventive health care measure, linking with CLTSH promotion and scaling up HWTS, all with similar approaches of creating demand and changing behaviours.

There are also good synergies with approaches like MUS requiring a well-coordinated and linked accelerated programme. Agriculture, through the Productive Safety Net Programme, is promoting small-scale irrigation and so source up-grading for easier water access and abstraction. Moves by the Ministry of Agriculture to up-scale rope pump adoption for income generation provide production and maintenance capacity, and micro-finance accessible to households investing in domestic supply improvement.

BoFED's role is important partly through its influence on e.g., budgets, fund transfers, financial reporting, auditing, and partly for its coordination and monitoring of NGOs.

Synergies between the public and private domain are recommended when it comes to building up software aspects on behalf of an enabling environment. Public and private services can be linked at: i) the rural water supply maintenance services at *Kebele* level; ii) existing micro-finance institutions; iii) rope pump production for productive purposes, which is planned to expand enormously; and iv) health service initiatives centered on model houses and improved hygiene practices.

The details of who will do what needs to be discussed within regions and within *woredas* to link to other existing initiatives (e.g., community managed funds, CLTSH, rope pump promotion etc). Moves to start Self Supply acceleration in different regions and different *woredas* would need to explore the potential for such linkages and regional sector preferences, which may mean that the same template for acceleration is not adopted in all, but that flexibility is built in from the start. After a year the best strategy for introduction can be scaled up.

The National Policy Guidelines for Self-supply was developed by the multi-stakeholder Self-supply Working Group (SSWG) and endorsed by the Ministry of Water and Energy (MoWE) in February 2012. Members of the working group involved included MoWE, IRC International Water and Sanitation Centre, UNICEF, WHO, RiPPLE and COWASH.

Building on this policy guideline, implementation is now being supported by the national Self-supply Acceleration Programme (SSAP). The SSAP is working to improve access to household-level and shared water supplies and to drive up standards of construction and water quality. Self-supply is complementary to communal supplies, and part of providing universal access. Self-supply is also now included in the One WASH National Programme (OWNP).

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