



East Africa Regional Conference  
Accelerating Water Supply and Sanitation  
for the Urban Poor  
29th–30th May 2006  
Nairobi, Kenya  
Conference Report



Ministry of Water and Irrigation



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Several photos on pages 0/2/3/7/10/11 and 28 by Han Seur.

# INTRODUCTION

More than 160 water and sanitation specialists from 16 African countries participated in the East African Regional Conference on 'Accelerating Water Supply and Sanitation for the Urban Poor,' hosted in Nairobi, Kenya, from 29–30 May, 2006. The conference was convened by the Ministry of Water and Irrigation<sup>1</sup>, with joint support from the German Agency for Technical Co-operation, Deutsche Gesellschaft für Technische Zusammenarbeit (GTZ), and the Water and Sanitation Program-Africa (WSP-AF).

The regional dialogue brought together senior managers of the water sector from national and local governments, regulatory agencies, utilities and private domestic water service providers, as well as civil society, think tanks and the local media. Also present were multilateral and bilateral donor agencies<sup>2</sup> and international development organizations.<sup>3</sup>

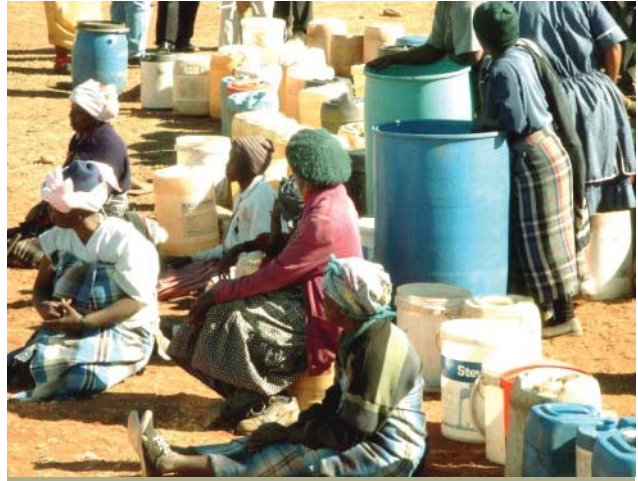
The conference was called to focus attention and stimulate action on how to resolve critical water supply, water safety and sanitation access issues for the majority of urban poor in Africa. With less than ten years left to attain the Millennium Development Goals on water supply and sanitation – to halve the proportion of people without access to basic water and sanitation services by 2015 – Sub-Saharan Africa is still the region most off-track with respect to achieving these global targets. The most vulnerable are poor communities, especially women and children living in Africa's fast growing suburbia of low-income settlements. The dialogue therefore focused on searching for solutions to step up and sustain the pace at which the urban poor can gain access to improved water and sanitation services.



<sup>1</sup> The Conference was opened by Hon. Mutua Katuku, Kenyan Minister for Water and Irrigation.

<sup>2</sup> They include the World Bank, WSP-Africa, GTZ, UNDP, African Development Bank, SIDA, UN-Habitat, French Embassy, Danida, European Investment Bank, WaterAid, Care International, among development agencies involved in water and sanitation.

<sup>3</sup> The UN Secretary General's Advisory Board on Water and Sanitation (UNSGAB) was represented by its vice-chair, Dr Uschi Eid.



Discussions focused on practical solutions to improve delivery of water supply and sanitation services to the poor. These include pro-poor reform of sector policies; harnessing the potential of local private sector partnerships; data availability and sector information management; and listening to the voices of the urban poor.

The managers of key WSS institutions across east, central and southern Africa called for political commitment from governments, and urged good corporate governance and institutional leadership to accelerate access to services for the urban poor. They also identified the need to strengthen the capacities of regulators to implement pro-poor regulation measures, and the challenge of enabling local small-scale water and sanitation service providers to operate in low-income settlements.

Key recommendations included stronger pro-poor sector reform processes, pro-poor regulation for WSS service provision, improved information and monitoring systems to cover particularly the settlements of the urban poor, public-private partnerships (with active participation of downstream/small-scale providers); improved accountability of the domestic private sector/small-scale providers to consumers; and strengthened consumer voice and engagement. External support agencies were called upon to support these actions through knowledge and financial support.

## Conference Themes

The conference was designed to engage discussion around speaker and video presentations, thematic panel sessions and group debates on the following themes:

- **pro-poor sector reforms;**
- **local private sector / small-scale providers;**
- **data and information systems on service and performance bench-marks;**
- **the role of consumer voice;**
- **pro-poor regulatory mechanisms;**
- **innovative financing and investment mechanisms; and**
- **special issues pertaining to sanitation.**

# KEY RECOMMENDATIONS

The conference acknowledged that in order to address the key challenges facing the water and sanitation sector in Africa, the focus should be on sector reforms. So far the existing water regimes have not led to sustainable service provision for the majority of the peri-urban and low-income urban areas in most of the African cities, because reforms were not sufficiently pro-poor or because the restructuring of utilities was not embedded in comprehensive sector reforms. There is need to share best practices and consider alternative WSS models for effective service delivery, including adopting innovative financing and investment mechanisms to accelerate water supply and sanitation for the urban poor.

## A. Pro-Poor Sector Reform

Implementation of pro-poor sector reforms is being hampered by, among other factors, the lack of strong regulatory frameworks. If these reforms are to be sustainable, proper strategies and implementation structures (including financing mechanisms) need to be developed including:

- value added taxes/fees;
- levies for sanitation;
- efficiency or HIPC gains; and
- lifeline tariffs/cross subsidization.

Active engagement of the poor, through effective consultations, can develop trust and enhance the willingness to pay, while at the same time establishing effective means of allocating funding not only for capital development and capacity-building, but also for operation and maintenance thereafter.

Considering that pro-poor WSS issues are inherently cross-cutting in nature, support from other sectors is required if they are to achieve successful outcomes. Marketing strategies to support the reform process should therefore be holistic in approach. They should set standards, which give due consideration to other related issues, such as conservation, storage, and human resource development. Furthermore, they should be linked to national government development strategies and the MDGs/PRSPs.

At the level of low-income urban settlements, interventions for water and sanitation (and indeed related aspects such as solid waste management and drainage) are inextricably linked, yet sanitation investments nearly always lag behind water supply; there is an urgent need to give equal prominence to sanitation. This requires new approaches and the consideration of other options besides subsidies, and could include provision for emergency programs.

Current information on the state of service coverage for the urban poor is extremely limited and hence there is a critical need for more accurate information to articulate their needs both for planning and budgeting purposes. Participants noted the role for this information for advocacy, for example to the UN Water Board, or when dealing with development partners.

Overall, governments and decision-makers need to listen to water service providers and set clear targets to ensure good service levels are maintained.



## B. Development of the local private sector/small-scale providers

Regulatory frameworks for local private sector/small-scale providers need to be developed, as these frameworks provide practical operational mechanisms and clarify roles and responsibilities for all stakeholders.

It was recommended that, as a priority, preparation of model agreements/contracts would be a good starting point. The timeframe for such contracts and 'concessions' should be sufficient to allow for investments in infrastructure and ensure realistic opportunities for return on investments. In addition, incentives for involving private providers in sanitation should be promoted through the development of a fund supporting their businesses.

Where utilities have a 'monopoly', contractual arrangements should be designed to allow third-party involvement in service provision through partnerships or other arrangements involving the local private sector and small-scale providers. Such arrangements, which should include guidance on how to avoid monopolies and cartels of small-scale third parties to the disadvantage of consumers, would promote good governance. Additionally, accountability of small-scale providers and larger utilities should be enforced by regulatory bodies through guidelines for pricing, water quality and quantity standards, for consumers.

## C. Data and information systems

There is need to establish baseline data and information systems for accessing coverage and service delivery to the urban poor. Monitoring protocols need to be decentralized and rationalized, but with adherence to international guidelines. The general design of basic monitoring parameters needs to be harmonized, standardized and customized to promote integration at the regional level. Management information systems should be designed to enable effective reporting to decision makers and the public on the annual progress with regard to WSS and tracking progress towards achieving the MDGs. This can be achieved if data and information systems contain:

- clearly defined indicators;
- utility/SSPs performance management by bench-marking; and
- monitoring and cross-checks by the water sector regulatory institutions to ensure data reliability.

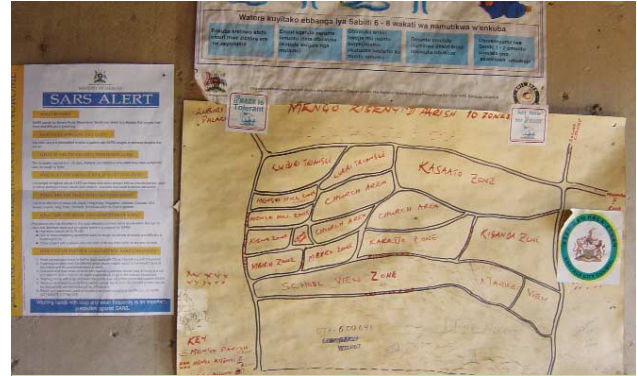
Improved collaborative arrangements for data collection are needed between different sectoral ministries (for example, between the Ministries of Water, Health, Housing, Environment, Local Government, etc.). A good example would be the role of the Devolution Trust Fund (in Zambia), the Regulator and their systems for sharing such information.

Consideration should be given to the development of specific indicators for unplanned settlements and conflict/emergency areas, to mitigate against the consequences of the expansion of such settlements, and contribute to improved planning for basic infrastructure.

## D. Consumer voice

The voice of consumers can contribute effectively at different levels: national policy-making, regulatory, utility and community level. This will require capacity building of communities, service providers and regulators to promote and strengthen consumer voice mechanisms/processes, and tools. To achieve this, service providers could use consumer voice tools (such as Consumer Report Cards and Water Watch Groups)<sup>4</sup> to hear what communities – served and unserved – are saying about the services that are being provided. The feedback should be made public, and acted on, addressing consumer concerns.

Consumer voices should be institutionalized into regulatory frameworks and made part of performance audits. It will be crucial for service providers to proactively disclose their standards of service and consumer entitlements.



## E. Pro-poor regulation

Regulation can play a decisive role in making WSS services more transparent, more accessible to the poor and in providing all operators with the right incentives to serve them. Thereby, the regulatory regime must specifically cover urban poor areas and have targets to tackle their needs while keeping a sensible balance between social and economic objectives. For this to be effective, key constraints to service provision, such as investment costs for public outlets and connections for the poor should be subsidized.

However, operation and maintenance costs should be covered by the consumers. Information on coverage and service levels is key to effective pro-poor regulation. In this respect, the information and monitoring system of the regulator and the consumer voice are useful tools to provide feedback about developments and issues on the ground.

Pro-poor regulation must fall within the existing institutional frameworks, and services to the poor must be part of regular sector reviews.

Incentives need to be provided to the regulator to facilitate effective participation of the urban poor, as part of building their capacities.

<sup>4</sup>Consumer Report Cards are currently being piloted in three Kenyan cities (Nairobi, Mombasa and Kisumu). In Zambia, a successful approach piloted by GTZ to involve the consumers has already been implemented, which allows Water Watch Groups, assisting consumers in disputes with providers, to work with the national water regulator.



## F. Financing

Policies need to promote an environment conducive for WSS investments, including adequate tariffs, access to local and international financing, and risk management. Innovative financing sources (e.g. co-financing, bonds, partial risk instruments, insurance funds, etc.) need to be promoted. Service providers should aim to be self-financing through efficiency gains. Management practices, such as improvements in billing and revenue collection, are useful approaches in this respect.

Tariffs must be set at the right level by looking into cost recovery, access and affordability and by going beyond life-line tariffs and using targeted connection subsidies, not just consumption subsidies. Tariff setting should be as independent as possible from political pressure, and avoid those tariffs that promote political capital only.

Guidelines for standard transactions for service providers must be designed while at the same time, being adaptable to the needs of the local situation. Local private sector financing and management options (backed up by the right regulatory frameworks and practices) must be facilitated and promoted.

## G. Special issues pertaining to sanitation

Financing and support for sanitation nearly always lags behind water supply and other basic services. Much of this problem stems from divided institutional responsibility for sanitation. Proposed actions for improving the sanitation situation include:

- countries and towns need to reach consensus on the institutional mandate and responsibilities for the promotion, implementation and regulation of sanitation service provision;
- at the local government level, accountability for sanitation needs could be enhanced through citywide strategic planning and marketing programs;
- the implementation of sustainable and innovative financing strategies to support this could be promoted through a sanitation levy, dedicated to onsite sanitation; and
- innovative technologies borrowed from the private sector could improve accessibility, affordability and quality, hence the need for establishing an effective knowledge-sharing network.



# RECOMMENDATIONS FOR SPECIFIC STAKEHOLDER GROUPS

## 1. For National Governments

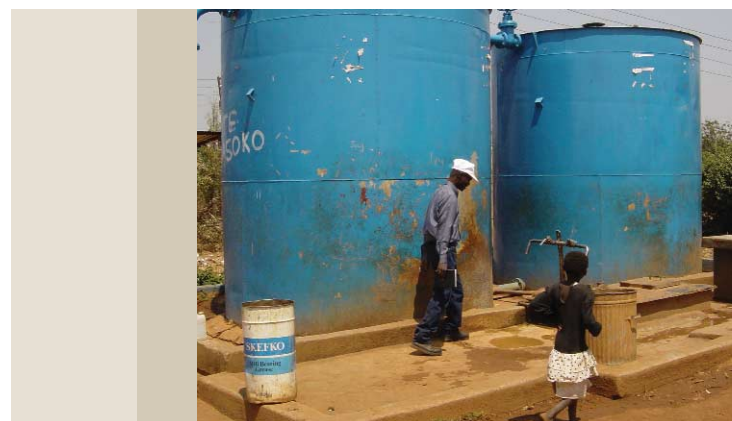
To mainstream pro-poor WSS strategies within the sector reforms and demonstrate political will through the following proposed activities:

- provide institutional leadership and promote pro-poor mainstreaming (service provision to the poor);
- clarify the institutional mandates for the sector institutions on the national and local level, such as policymaking, regulation and service provision, and including the development of citywide planning and marketing strategies;
- develop and implement innovative financing mechanisms for sanitation including cross-subsidies (e.g. tax levies on water bills; lifeline tariffs; efficiency gains) and emergency programmes. In addition it was suggested that national governments promote policies that create a conducive, low-risk environment for WSS investments, particularly in accessing both local and international financing;
- promote inter-sectoral collaboration and holistic planning approaches in order to harmonize sector development strategies in line with MDGs and PRSPs. Part of the strategy here is to develop information systems to report on progress on the realization of the WSS MDGs. For this to be possible, data, performance, management and monitoring needs to be defined by establishing a data and information system with clear indicators for emergency areas/unplanned settlements. Indicators should be harmonized, standardized and customized to promote integration; and
- establish prompt and accurate information sharing mechanisms, by establishing cooperation mechanisms in data collection and information distribution between the sectors and ministries; external support agencies; development partners etc, to enhance and improve advocacy and budget planning. The UN Water Board was suggested as an important forum through which this information can be disseminated, in addition to establishing a regional information-sharing network to promote sanitation, for example, to establish a centre for excellence – say, the AfricaSan Partnership – for research, training and consultancy services.

## 2. For Regulatory Bodies and Agencies supervising the delivery of WSS services

To ensure regulatory regimes cover poor areas, and work to improve access to the poor (pro-poor regulation) by:

- developing regulatory frameworks governing the activities of both the local private sector and the small-scale providers, e.g. through signed agreements and/or contracts, with specific rules on pricing, water quality standards within realistic timeframes for cost-benefit realization;
- making the sector transparent by establishing an information system concerning the performance of providers, which must include progress in service provision to the poor as one of the key sector benchmarks;
- designing pro-poor incentives and means of subsidizing WSS, through which the operations and maintenance costs can be covered by consumers;
- establishing and maintaining baseline information and a mechanism for sharing and dissemination, as part of sectoral reviews; and
- promoting actions to make use of the consumer voice (served and unserved) and ensure that the results are made public.





### 3. For Service Providers

To set up operational standards and mechanisms for achieving efficient delivery of WSS Services. Proposed activities include:

- developing an enabling environment for business partnerships between utilities, the local private sector and small-scale providers to discourage monopolies, formation of cartels to the disadvantage of the consumers, and achieve wider WSS coverage;
- establishing financing mechanisms that can support small-scale providers for improved sanitation service delivery, e.g. setting up a sanitation trust fund;
- improving billing and revenue collection mechanisms to enhance self-financing and improve efficiency gains;
- establishing a framework that promotes and facilitates local private sector financing practices and management options;
- proactively disclose standards of service and consumer entitlements; and
- play a role in basic sanitation as demonstrated by the provider representatives during the conference (e.g. ONEA, Burkina Faso).

### 4. For Civil Society and Consumers

To design and/or strengthen tools to capture the consensus of the WSS needs and enhance effective pro-poor service delivery through:

- analyzing current consumer voice mechanisms in service delivery and proactively disclose service delivery standards and the consumer entitlements both at national level and at the utility/regulatory levels;
- integrating consumer voice tools into the regulatory frameworks and make them part of the performance audits; and
- strengthening capacities of the communities and service providers through information sharing and awareness raising.



## 5. For Service Providers

To increase coordinated support to facilitate improved urban WSS coverage for MDG target groups. It was proposed that external support agencies should:

- increase support to the fast growing settlements of the urban poor where the high and increasing rate of economic poverty is accompanied by horrible living conditions and particular forms of non-economic poverty;
- support innovative financing mechanisms e.g., co-financing, bonds, partial risk instruments, insurance funds etc.;
- build the institutional capacities of water regulatory bodies and service providers – especially on aspects of institutional leadership and good governance – in order to sharpen focus on pro-poor sector reforms in low-income urban areas (including unplanned settlements);
- actively promote partnerships between the local private sector, small-scale and large-scale service providers;
- support documentation of good practices for regional dissemination; and
- undertake studies and publish series of field notes on issues pertaining to services for the urban poor.

## 6. For the Media

The media can play a vital role in implementing national and regional advocacy and awareness campaigns to influence formulation of pro-poor strategies and sectoral reform processes. Partnerships with media houses should focus on:

- developing communication strategies to advocate efficient delivery of WSS, for example through informative features for print and broadcast; and
- facilitating knowledge and information sharing.



# ABOUT THE OPENING SPEAKERS

## **Hon. J. Mutua Katuku, Minister of Water and Irrigation, Kenya**

Elected to Parliament in 1997 and 2002, Hon. J. M. Katuku was appointed as the Minister of Water and Irrigation in December 2005. Prior to this appointment, he served as the Assistant Minister for Finance for two years, beginning in January 2003. He holds a Masters degree from Kenyatta University and a BA from the University of Nairobi.

## **Dr Uschi Eid, Vice-Chair, UN Secretary General's Advisory Board on Water and Sanitation (UNSGAB)**

A member of the German Parliament and of the Committee on Foreign Affairs of the German Bundestag, as well as its Sub-Committee "Foreign Cultural and Educational Policy", Dr Eid was also the development policy spokeswoman for the Alliance 90/The Greens from 1994 to 1998. From 1998 to 2005, she acted as the Parliamentary State Secretary to Germany's Federal Minister for Economic Cooperation and Development, and between 2001 and 2005 she was appointed to the G8 as the Personal Representative of the Federal Chancellor for Africa. At present, Dr Eid is the Vice-Chair of the UN Secretary General's Advisory Board on Water and Sanitation (UNSGAB).

## **Arno Tomowski, Director, Environment and Infrastructure, German Technical Cooperation (GTZ)**

With professional ties to GTZ stemming back to 1985, Mr. Tomowski has extensive private and public sector experience that comprises the energy and process technology disciplines related to environment and infrastructure engineering. His business and development assistance experiences also span the globe, including several years in Eastern Europe, Vietnam and Indonesia prior to rejoining GTZ as the Director of Environment and Infrastructure in 2003.

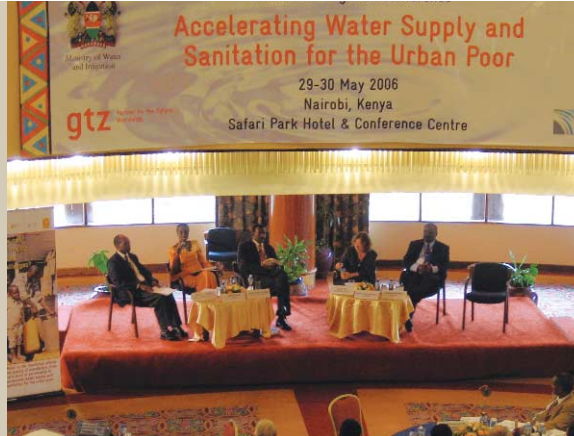
## **Dr Piers Cross, Principal Regional Team Leader, Water and Sanitation Program-Africa (WSP-AF)**

With over 25 years of experience with many of the world's leading water agencies, Piers Cross has served in various capacities and locations of the Water and Sanitation Program, including at its Head Office in Washington and in its South Asia offices. He assumed his current position in Nairobi in 2001, in which he oversees the activities of the WSP in Africa. From a background in Social Anthropology, Piers has authored many publications on diverse aspects of water and sanitation service provision for the poor. He has served the water and sanitation sector in many capacities, including as founder Chief Executive of the South African NGO, the Mvula Trust, as policy advisor, consultant, academic and volunteer.

Left to right: Hon Katuku, Dr Eid, Mr Tomowski and Dr Cross



# CONFERENCE PROGRAM



## Sunday, 28 May 2006

16:00-20:00

Registration

19:30-21:00

Welcome Cocktail Reception

## Monday, 29 May 2006

07:30-09:00

Registration

09:00-09:45

Opening Session

### Welcome

- Mr. Arno Tomowski, Director, Environment and Infrastructure, German Technical Cooperation (GTZ), Germany
- Dr. Piers Cross, Regional Team Leader, Water and Sanitation Program Africa (WSP-AF), Kenya

### Opening Address

- Hon. John M. Katuku, Minister, Ministry of Water and Irrigation (MWI), Kenya

### Address from the United Nations Water Board

- Dr. Uschi Eid, Vice-Chairperson of the United Nations Secretary General's Advisory Board on Water and Sanitation (UNSGAB)

09:45-10:45

**Plenary: Challenges and Perspectives on Water Supply and Sanitation for the Urban Poor**

### Presentations of Keynotes

- Pro-Poor Sector Reform:
  - Eng. Mahaboub Mohamed Maalim, Permanent Secretary, Ministry of Water and Irrigation (MWI), Kenya
- Local Private Sector / Small Scale Providers:
  - Mrs. Mukami Kariuki, Senior Water and Sanitation Specialist, World Bank
- Data and Information Systems:
  - Mr. Oswald Chanda, Director, National Water Supply and Sanitation Council (NWASCO), Zambia
- Consumer Voice:
  - Dr. Gopakumar Thampi, Executive Director, Public Affairs Foundation, India

10:45-11:15

Coffee and Tea Break

11:15–12:15	<p><b>High-Level Panel: Identifying Issues and the Challenges to Overcome</b>  Facilitator: Mr. Dennis Mwanza</p> <ul style="list-style-type: none"> <li>• Hon. John M. Katuku, Minister, Ministry of Water and Irrigation (MWI), Kenya</li> <li>• Dr. Uschi Eid, Vice-Chairperson of the United Nations Secretary General’s Advisory Board on Water and Sanitation (UNSGAB)</li> <li>• Eng. Mathias Mulagwanda, Manager, Dar es Salaam Water and Sewerage Corporation (DAWASCO), Tanzania</li> <li>• Mrs. Catherine Mwangi, Kenya Water for Health Organisation (KWAHO), Kenya</li> <li>• Mr. Anthony Githae, Director, Nyamasaria Water Works, Kenya</li> </ul>
12:15–12:50	Q & A
12:50–13:00	<p><b>Introduction and Presentation of Objectives of the Workshop</b>  Facilitator: Mr. Dennis Mwanza</p>
13:00–14:30	Lunch
14:30–16:00	Breakout Session I
	<p><b>Actual Experience - Case Studies on Ways to Improve WSS for the Urban Poor</b></p> <p><b>A: Pro-Poor Sector Reform</b>  Chairperson: Dr. William Muhairwe, Managing Director, National Water and Sewerage Corporation (NWSC), Uganda  Rapporteur: Eng. Charles Koske, Program Specialist, Ministry of Water and Irrigation (MWI), Kenya</p> <p><b>Presentation of Case Studies</b></p> <ul style="list-style-type: none"> <li>• Mr. Mathias Mulagwanda, Manager, Dar es Salaam Water and Sewerage Corporation (DAWASCO), Tanzania</li> <li>• Mr. Christopher Henry Azuba, Acting Commissioner, Directorate of Water Development (DWA), Uganda</li> <li>• Mr. Adama M’Baye, Director, Ministry of Prevention, Public Hygiene, Sanitation and Urban Hydraulics (MHPS), Senegal</li> </ul> <p><b>B: Local Private Sector / Small Scale Providers</b>  Chairperson: Mr. Oswald Chanda, Director, National Water Supply and Sanitation Council (NWASCO), Zambia  Rapporteur: Mr. Nathaniel Paynter, Country Coordinator, Water Sanitation Program (WSP), Tanzania</p> <p><b>Presentation of Case Studies</b></p> <ul style="list-style-type: none"> <li>• Ms. Winnifred Kalebu, Chairperson, Association for Private Water Operators (APWO), Uganda</li> <li>• Eng. David Onyango, Chief Executive Officer, Kisumu Water and Sewerage Company (KIWASCO), Kenya</li> <li>• Dr. Cyrus Njiru, Principal Water Management Specialist, African Development Bank (AfDB)</li> </ul>



### **C: Data and Information System**

**Chairperson:** Mr. Yohannes Gebremedhin, Head of Water Resource Administration, Ministry of Water Resources (MWR), Ethiopia

**Rapporteur:** Thomas Levin, Project Assistant, German Technical Cooperation (GTZ), Kenya

#### **Presentation of Case Studies**

- Mr. Samuel Gongu, Manager, Devolution Trust Fund (DTF), Zambia
- Mr. Dieng Babacar, Managing Director, Water Utility Partnership (WUP), Senegal
- Mr. Samuel Mutono, Water and Sanitation Specialist, Water Sanitation Program (WSP), Uganda

### **D: Consumer Voice**

**Chairperson:** Mr. Stephen Mutoro, Chief Executive Officer, Kenya Alliance of Resident Associations (KARA), Kenya

**Rapporteur:** Mrs. Sarah de Villiers Leach, Communications Specialist, Water Sanitation Program (WSP), South Africa

#### **Presentation of Case Studies**

- Ms. Catherine Muyawala, Water Watch Group, Zambia
- Ms. Rosemary Rop, Water, Sanitation and Consumer Specialist (WSP), Kenya
- Mr. Gopakumar Thampi, Executive Director, Public Affairs Foundation, India

16:00–16:30

Coffee and Tea Break

16:30–17:30

Continuation of Breakout Session I

19:00–21:30

Dinner Reception

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## **Tuesday, 30 May 2006**

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08:30–09:30

### **Morning Highlights**

- Devolution Trust Fund Film: Reaching the Millennium Development Goals for WSS in Zambia – Basket Funding for the Poor
- Photo Presentation: Water Supply and Sanitation in Low-Income Areas, Bad and Good Practices, Experiences from Zambia, Uganda and Tanzania (Mr. Han Seur, Consultant)
- Water Sanitation Program Film: Understanding Small-Scale Providers of Sanitation Services

#### **Q & A**

09:30–10:15	Feedback and Recommendations from the Breakout Session of the Previous Day
10:15–10:45	Coffee and Tea Break
10:45–11:30	<p><b>Plenary: How to Serve the Urban Poor - Challenges and Opportunities Presentations</b></p> <ul style="list-style-type: none"> <li>• Pro-Poor Regulation: Mrs. Amelie D'Souza, Advisor, German Technical Cooperation (GTZ), Zambia</li> <li>• Sanitation: Mr. Jules Ouedraogo, Director of Sanitation, National Office of Water and Sanitation (ONEA), Burkina Faso</li> <li>• Financing in the Sector: Mr. Satyanarayana Vejella, UN Habitat, Kenya</li> </ul>
11:30–12:30	<p><b>Breakout Session II</b></p> <p><b>A: Pro-Poor Regulation</b>  <b>Chairperson:</b> Mr. Roland Werchota, Program Manager, German Technical Cooperation (GTZ), Kenya  <b>Rapporteur:</b> Mr. Samuel Mutono, Water and Sanitation Specialist, Water Sanitation Program (WSP), Uganda</p> <p><b>Presentation of Case Studies</b></p> <ul style="list-style-type: none"> <li>• Ms. Clara Santos, Legal Assistant, Water Regulatory Council (WRC), Mozambique</li> <li>• Mr. Oswald Chanda, Director, National Water Supply and Sanitation Council (NWASCO), Zambia</li> <li>• Mr. David Schaub-Jones, Outreach and Research Officer, Building Partnerships for Development (BPD), South Africa</li> </ul> <p><b>B: Sanitation</b>  <b>Chairperson:</b> Mr. Ousseynou Diop, Senior Sanitary Engineer, Water Sanitation Program (WSP), Senegal  <b>Rapporteur:</b> Eng. Malaquen Milgo, Water Services Expert, German Technical Cooperation (GTZ), Kenya</p> <p><b>Presentation of Case Studies</b></p> <ul style="list-style-type: none"> <li>• Mr. David Kuria, Practical Action (East Africa), Kenya</li> <li>• Mr. Peter Morgan, Consultant, Water Sanitation Program (WSP), Zimbabwe</li> <li>• Mr. Andreas Knapp, Senior Water Sanitation Specialist, Water Sanitation Program (WSP), Ethiopia</li> </ul> <p><b>C: Financing in the Sector</b>  <b>Chairperson:</b> Cyrus Njiru, Principal Water Management Specialist, African Development Bank</p>

	<p>Rapporteur: Sarah de Villiers Leach, Communications Specialist, Water and Sanitation Program (WSP)</p> <p><b>Presentation of Case Studies</b></p> <ul style="list-style-type: none"> <li>• Mr. Joerg Dux, Water Sector Coordinator, KfW Development Bank, Kenya</li> <li>• Eng. Lawrence Mwangi, Chief Executive Officer, Athi Water Services Board (AWSB), Kenya</li> <li>• Mr. Goodluck Nkini, Manager Trade Finance, CRDB Bank Limited, Tanzania</li> </ul>
12:30–14:00	Lunch
14:00–15:15	Continuation of Breakout Sessions
15:15–15:45	Feedback and Recommendations From Breakout Session II
15:45–16:30	<p><b>Panel: How to Take Actions Forward</b></p> <ul style="list-style-type: none"> <li>• Eng. Mahaboub Mohamed Maalim, Permanent Secretary, Ministry of Water and Irrigation (MWI), Kenya</li> <li>• Mr. Arno Tomowski, Director, Environment and Infrastructure, German Technical Cooperation (GTZ), Germany</li> <li>• Mr. Piers Cross, Regional Team Leader, Water and Sanitation Program (WSP), Kenya</li> <li>• Mr. Denis Byamukama, Vice Chairman, Association of Private Water Operators (APWO), Uganda</li> <li>• Mrs. Catherine Mwangi, Kenya Water for Health Organisation (KWAHO), Kenya</li> </ul>
16:30–17:00	Q & A
16:30–17:00	Coffee Break
17:00–17:15	<p><b>Conference Findings and Recommendations</b></p> <ul style="list-style-type: none"> <li>• Mr. Arno Tomowski, Director, Environment and Infrastructure, German Technical Cooperation (GTZ), Germany</li> </ul>
17:15–17:30	<p><b>Closing Remarks</b></p> <ul style="list-style-type: none"> <li>• Eng. Robert Gakubia, Director for Water, Ministry of Water and Irrigation (MWI), Kenya</li> </ul>
17:30–18:30	Farewell Cocktail

# LIST OF PARTICIPANTS

Name	Country	Institution	Position Held	E-mail Address Tel.  Fax
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James Areno	Kenya	National Irrigation Board (NIB)	Chairman	
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