MONITORING AND BENCHMARKING IN WATER AND SANITATION IN LAC

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Alejo Molinari
Benchmarking Manager in ERAS
Leader of Benchmarking Working Group in AFERAS and ADERASA
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

- Embraces 16 countries in Latin America.
  - México
  - Honduras (Pto. Cortés)
  - Nicaragua
  - Costa Rica
  - Panamá
  - Colombia
  - Venezuela
  - Brasil (ABAR)
  - Ecuador (Guayaquil)
  - Perú
  - Boliva
  - Chile
  - Paraguay
  - República Dominicana
  - Argentina (AFERAS)
  - Uruguay

- 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,

• **Target 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...

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

- 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).
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
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
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.
- Lead to the creation of customer consultation committees with direct contact with the regulation bodies board in LAC.
THANK YOU for your attention,

Alejo Molinari
Benchmarking Manager in ERAS
Coordinator of the Benchmarking Working Group in AFERAS and ADERASA

amolinari@eras.gov.ar
alemol23@yahoo.com
Tel. Fax: +54 11 4816 5068