

# **GOVERNMENT OF ENUGU STATE**

## **Water Supply and Sanitation Policy**

**Revised 2011**

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## Abbreviations and Acronyms

CBO	Community-Based Organization
DFID	Department for International Development
ENSWC	Enugu State Water Corporation
IWRM	Integrated Water Resource Management
LGA	Local Government Area
MDG	Millennium Development Standard Regulatory
NUWSRP	National Urban Water Sector Reform Programme
NESREA	National Environmental Standard Regulatory Enforcement Agency
NGO	Non-Governmental Organization
O&M	Operation and Maintenance
PHCN	Power Holding Company of Nigeria
RDM	Resource Directed Measures
RUWASSA	Rural Water Supply and Sanitation Agency
SHE	Sanitation and Hygiene Education
SLGP	State and Local Government Programme
SLGP	State and Local Government Programme
SWC	State Water Corporation
UNICEF	United Nations Children's Fund
VIP	Ventilated Improved Pit Latrine
VLOM	Village-Level Operation and Maintenance
WASH	Water, Sanitation and Hygiene
WIMAG	Water Investment Mobilization Application Guidelines
PSP	Private Sector Participation
STOWSSA	Small Town Water & Sanitation Agency
SWRC	State Water Regulatory Commission
FG	Federal Government
WB	World Bank
WSP	Water Service Provider

# PREFACE

Water is life and a fundamental human right. The human right to water entitles everyone to sufficient safe, acceptable, physically accessible and affordable water. It therefore, implies that provision of financially viable, reliable water supply service of acceptable quantity and quality for domestic and industrial uses is essential to healthy living and sustainable socio-economic development. Similarly, access to adequate sanitation facilities and hygiene education are indispensable for the promotion of good health and dignified life. It is necessary to prevent death from dehydration, reduce the risk of water-related disease and provide for domestic hygienic requirements.

Furthermore, available statistics in the state show that only 29% of the households in the state have access to safe pipe-water supplies through developed surface water sources, water boreholes and protected wells, while 46% of the households have access to good means of sanitary disposal. Also, available health statistics indicate that a large percentage of Enugu State population, particularly women and children suffer routinely from water borne diseases.

In pursuit of the implementation of two essential water related Millennium Development targets viz:

- To halve by the year 2015 the number of people who are unable to access or afford safe drinking water;
- To halve the proportion of people who do not have access to basic sanitation by 2015;

The state government is poised to address the aforementioned problems in line with the dictates of the 4 -point agenda of this administration.

- 1. Urban:** Target piped water in every building by 2025 (through mid/long term concessions, involving the private sector in management and mobilizing investment for water infrastructure)

2. **Rural:** Target all communities to have functional water schemes by 2025 (with active participation of the benefitting communities, LGAs and aid agencies Water Aid, UNIEF, DFID, World Bank)
3. Transfer management of all rural schemes to the communities (with technical support and financial intervention by the state government through RUWASSA)
4. Sustaining current World Bank assisted water sector reform (i.e. the National Urban Water Sector Reform Project) currently going on in Enugu, Nsukka and other urban centers (counterparts, structural changes to Water Corporation, PSPs etc.)

This informs the formulation of a State Water and Sanitation Policy as the instrument that defines the operational relationships in the water and sanitation sector. The goals set in this policy are intended to acknowledge the fact that water supply is an essential human right and as such should be treated as a socio-economic good, but with proper benchmarking for full-cost pricing of water services, and being a conscious people-oriented government, the realization of this basic need of man has become a priority.

This policy document is the product of a highly consultative process involving broad range of stakeholders. It thus represents a consensus about how Enugu State can achieve its objective and targets in providing good quality and sufficient safe water supply to its citizenry. Many of the specific activities within this policy, which obviously belongs to the state, will be driven and coordinated by the government. However, all stakeholders including the private sector, development partners and civil society will play important roles in working with Government to implement and monitor the policy achievements or otherwise.

Attempts by previous governments to improve the provision of potable water supply and adequate sanitation have been piecemeal and lacked co-ordination and focus. The policy guidelines are developed to correct the envisaged anomalies for the effective socio-economic development of the state. The document has therefore put in place modalities

designed to involve all the stakeholders in the realization of adequate and sustainable provision of potable water supply and sanitation.

Delivery on this commitment will be a tough challenge that requires the combined effort of all key stakeholders at all levels. However I am hopeful that with the arrangement put in place in this document which has defined commitments and responsibilities, the implementation of the policy shall by no means achieve the required goals and with visible improvement to water and sanitation delivery to the people of Enugu State captured in the 4-Point agenda of the Governor of Enugu State, His Excellency Sullivan Iheanacho Chime.

We wish to particularly recognize the contribution of DFID (SLGP) in kick-starting the development of this policy in 2004. We equally acknowledge in a very special way, the contribution of UNICEF, which provided considerable financial and technical assistance for the completion of work on the policy. We thank the international development agencies, especially UNDP, Water Aid and the World Bank. To everyone that participated in the stakeholders' consultative process, we are indeed profoundly grateful for their thoughts and ideas that gave shape to this. We believe that your place is assured in the history of Enugu State at the count-out of water and sanitation problems in the State.

In conclusion, while the State Government has already embarked on the journey of water and sanitation services delivery, this document will serve to keep us focused on the road to achieving the spelt out expectations that our people have a right to. We are optimistic that the stage is set for an overall end to all water and sanitation related problems in the state.

**Engr. Bethel Chukwudi Onyenyiri,**  
**Hon Commissioner**  
**Ministry of Water Resources, Enugu State**  
**December, 2009**

## **Introduction**

1. Enugu State has a population of 3.3 million people with an annual growth rate of 3%.
2. It is generally estimated that: 1) Only 37.8% of households in Enugu State have access to safe piped-water supplies, boreholes, or protected wells and 2) Only 38.9% of households have access to a good means of sanitary disposal. Health estimates indicate that a large percentage of the Enugu population, particularly women and children suffer routinely from water-borne diseases.
3. In 2004 the State Government made a commitment to raise the percentage of the population with access to safe water and basic sanitation facilities to 90% by 2009. These targets have been revised as part of this polity.
4. Enugu State is well endowed with water resources with an average annual rainfall of approximately 1800 mm.. Although there is a pronounced dry season of 4-6 months, Enugu State does not experience absolute water shortages. At the state level, potential sustainable supply (i.e. surface and groundwater resources) far exceeds the current demand by all sectors. In some localities, pollution and groundwater overexploitation are increasing concerns. In terms of hydrogeology the state is rich in aquifers and streams and most of the functional water schemes are based on ground water.
5. The State Government is responsible for facilitating the provision of safe and affordable water to meet basic human needs of its citizens. Presently this function is being carried out by two parastatals namely the State Water Corporation (SWC) and the Rural Water Supply and Sanitation Agency (RUWASSA).The SWC has the responsibility to providing safe water supply in urban areas in the State while the RUWASSA has the responsibility of water supply and sanitation in the small towns and rural areas in the State.
6. In recent years, the Enugu State Government has received support from External Support Agencies to facilitate the provision of Water and sanitation services

across the State. For example, RUWASSA is implementing Water and Sanitation projects in some LGAs in the State through funding and technical support from DFID, UNICEF and WaterAid.

7. The DFID-supported State and Local Government Programme (SLGP) also collaborated with the State Water Corporation to facilitate the rehabilitation of some rural water schemes which had failed as a result of poor maintenance and little or no community involvement in the management of the schemes. The State Government also worked with SLGP to develop an approach for community Participation in the management of rural water schemes. In spite of the progress made, the majority of the people in the State still do not have access to safe water and sanitation facilities.
8. Private borehole owners and water vendors are major providers of water often as a result of inadequacies in the public water supply systems.
9. Factors constraining provision of a financially viable, reliable water supply service of acceptable quantity and quality and basic sanitation facilities include:
  - i. An approach to water services delivery that is supply driven.
  - ii. Inadequate allocation and untimely release of financial resources.
  - iii. Lack of transparency in the allocation and use of resources.
  - iv. Overlap and lack of clarity in institutional functions and responsibilities.
  - v. Limited private sector participation;
  - vi. Frequent breakdown of installations;
  - vii. Inadequate and erratic power supply;
  - viii. Lack of and/or high cost of operation and maintenance;
  - ix. Limited distribution network;
  - x. Lack of requisite personnel, especially technical class;
  - xi. Lack of tariff adjustment mechanism;
  - xii. Lack of effective legal framework;
  - xiii. Poor collaboration and coordination amongst services providers;



- xiv. Little or no community participation and management.
- xv. Lack of capacity to monitor private service providers.
- xvi. Lack of public education in relation to water management and hygiene.
- xvii. High production cost.
- xviii. Lack of a strategic master plan for sustainability.
- xix. High unaccounted for water (technical and commercial losses) due to ageing pipe networks and inefficient billing system.
- xx. Lack of enabling environment for private sector investments.
- xxi. Lack of regulatory framework in the water sector.

(9) The constraints and inadequacies listed above give a clear indication that change is required within the water and sanitation sector. The development of water and sanitation policy, that has the support of key stakeholders, is one step towards promotion necessary change.

(10) This policy has been developed with the active involvement of key stakeholders. Although it has been informed by National Water and Sanitation Policy, it has taken specific account of the current challenges and opportunities that exist in Enugu State.

## 11. Definition of Terms

**Access** refers to the rights of entitlements of an individual or a group to obtain or make use of water resources or the services that provide water for different uses.

**Affordable:** The ability of households to own, operate, maintain and/or pay for water services without major disruption to their expenditure pattern.

**Integrated Water Resource Management:** is a process which promotes the coordinated development and management of water, land and related resources, In order to maximize the resultant economic and social welfare in an equitable manner without compromising the sustainability of vital ecosystems. For the purpose of this policy.

**Rural area:** An area in which the population is less than 8,000. Where a rural community is contiguous with a town classified as urban or small town, it will be served by the agency responsible for providing that urban community with water supply and sanitation services.

**Water sanitation** for the purpose of this policy, shall be defined as effective hygiene practice, handling and disposal of excreta, liquid (sewerage, sullage and storm water) and leachates from dump sites (solid wastes) in so far as it affects water sources. Sanitation, wherever mentioned in this policy shall refer to water sanitation.

**Water Supply:** All water either in its original state or after treatment, intended for drinking, cooking, food preparation or other domestic purposes, regardless of its origin and whether it is supplied from a drinking water system, or a tanker, or taken from a private well; Water put into supply means water put into the corporation or any operators

**Treated water** means water treated for domestic purposes;

**Waterworks** means all reservoirs, dams, weirs, tank, cisterns, tunnels, treatment plant, conduits, aqueducts, mains, pipes, fountains, constructed for the storage, conveyance, supply measurement of regulation of water, which are vested in the corporation;

**Independent regulatory bodies** that monitor the performance of water utilities or any other water supply operators and ensure that the water supply complies with quality standard and service levels

**Domestic wastewater:** Wastewater from toilet flush, urinal, kitchen, , laundry, car wash, garden run off and soak away leachates from buildings, residential homes, schools, estates both government and private, mobile toilet, on site toilet to include public toilets

**Commercial wastewater:** Wastewater from trade, hotels, eateries, high rise buildings, bus terminals, and abattoirs.

**Industrial wastewater:** Wastewater from industries.

**Medical wastewater:** Wastewater from Hospitals, Clinic, Mobile Hospitals, Medical Laboratories, Pharmaceuticals and Mortuaries

***Small Towns/Semi-Urban Area:*** Village or towns with population in the range 8,000 to 20,000.

**Urban area:** A town with a population exceeding 20,000.

**Water governance** relates to the range of political, social, economic and administrative systems that are in place to develop and manage water resources and the delivery of water services at different levels of society.

**Water services delivery** refers to a user or customer oriented activity aimed at the delivery of services that include affordable safe water supply, appropriate sanitation facilities and hygiene education.

## **12. Policy Thrust**

The State Government is determined to address the challenges of meeting water-related Millennium Development Goals in water supply and sanitation services delivery. This informs the adoption of the 4-point Agenda as regards water and sanitation '*Provision of safe and potable water for all 60 % of urban and rural dwellers by the end of the life of this administration in 2015*'.

The main thrust of the water and sanitation policy is the provision of a financially viable, reliable water supply service of acceptable quantity and quality; and adequate sanitation to all citizens of the State in an affordable and sustainable way through participatory involvement by all stakeholders, Government shall play the key role providing the necessary enabling environment to attract and protect private sector investment and boost active participatory role of all the stakeholders geared toward achieving sustainable water and sanitation services delivery in the State .

### **Water Governance Policy Targets**

13. By end of 2015, water governance systems are in place that achieve the following:
  - i. **Participatory processes:** All citizens of Enugu State, both men, Women, Children including vulnerable groups have a voice in WASH planning

processes, either directly or through organizations representing their interests;

- ii. **Transparency:** Information flows freely between different stakeholders and decision-making processes are transparent and open to public scrutiny;
- iii. **Integrated planning:** WASH decision making takes place within an Integrated Water Resource Management framework (IWRM framework). As such, dialogue is highly desirable both horizontally between stakeholders at same level (e.g. inter-sectoral planning) and vertically between, stakeholders at the state, LGA and community levels.
- iv. **Poverty reduction:** WASH planning at all levels is aligned with poverty reduction strategies. In many cases, this involves increasing participation of the poor and marginalized in planning processes and recognizing the importance of making water available for small-scale productive/commercial uses.
- v. **Demand responsive approach:** Communities are aware of WASH services and are demanding for participating in the planning, implementation and maintenance and operations.
- vi. **Public/Private Partnership:** Government puts in place the necessary enabling environment (legal and regulatory) to facilitate vibrant PPP processes and Private sector investment that will lead to a sustainable water supply in the State.

### **Water Supply Targets:**

15. By end of 2015, WASH management initiatives and innovations lead to the establishment of Government Sector Plan on WASH including:
  - (i) **State-wide water information base:** Establishment of a state-wide water management information base. As a minimum, this system must ensure that stakeholders at all levels have access to good quality water-related information.

- (ii) **Integrated Water Resource Management (IWRM):** Establishment of state-wide IWRM plans aimed at sustainable, efficient and protection of fragile ecosystem.
- (iii) **Regulatory framework.** Establishment of an independent Water Regulatory Agency or commission in the state,

### **Water Supply & Sanitation Coverage Targets**

16. Safe water supply coverage targets for Enugu state are as follows:

	<b>2007</b>	<b>2011</b>	<b>2013</b>	<b>2015</b>
<b>Urban</b>	37.8%	60%	80%	90%
<b>Small Towns</b>		35%	80%	90%
<b>Rural</b>	37.8%	55%	80%	90%

17. Sanitation coverage targets for Enugu state are as follows:

	<b>2007</b>	<b>2011</b>	<b>2013</b>	<b>2015</b>
<b>Urban</b>	38.9%	66%	80%	90%
<b>Small Towns</b>		65%	80%	90%
<b>Rural</b>	38.9%	65%	80%	90%

### **Water Supply & Sanitation Services Level Targets**

18. In line with the national policy, separate water supply service levels for the three socio-economic profiles of the populations are as follows:

- i. **Rural Water Supply** guaranteed minimum level of service 30litres per capita per day within 250 metres of the community of 150 to 5, 000 people, serving about 250-500 persons per water point.
- ii. **Semi-Urban/ Small Town Water Supply** represent settlements with population of between 8, 000 – 20, 000 with fair measure of social infrastructure and some level of economic activity with minimum supply standard of 60 litres per capita day with reticulation and limited of full house connections as determined by the beneficiaries/Government.

iii. **Urban Water Supply 120litres per capita per day** for urban areas with population greater than 20, 000 inhabitants to be served by full reticulation and consumer premises connection.

19. By the year 2015, Sanitation service levels will be as follows:

- i. **Rural:** Each household in rural areas owns and have access to safe sanitary facility of at least upgraded pit latrine.
- ii. **Small Towns/ Semi-Urban:** Each household owns and have access to safe sanitary facility of at least san-plat latrine.
- iii. **Urban:** Each household in urban areas owns and have access to safe sanitary facility of at least pour-flush toilet to septic tank.
- iv. There should be in place efficient solid waste management system in households in the rural, small towns/Semi-Urban and urban communities in the State.

#### **Common Principles**

20. Enugu State's water policy is based on the following principles contained in the National Water and Sanitation policy 2000:

- i. ***Water is an economic good:*** Universal and sustainable provision of water supply and sanitation services is possible only if water is recognized as an economic good, subject to the relation of supply and demand. Thus people's demand for water is a function of the price of water. Their willingness to pay for water is influenced by the level of service they desire and the quality of the service they receive (people will pay if services are good). As the price of water depends on the cost of systems, appropriate technologies that conform to consumer's demands and willingness to pay should be adopted. Treating water as an economic good enhances financial viability, by ensuring that tariffs cover the costs of investments and operation and maintenance.
- ii. **Equity and Poverty Alleviation:** The poor suffer the most from lack of access to services and often pay the most for water. Government subsidies to the sector have in the past benefited the rich disproportionately. In addition, women bear an

unfair burden, not only in performing household water tasks, but also in coping with water-borne disease in their families, particularly children. Thus, reforms in the sector should aim to provide access to water and sanitation in an equitable manner, while balancing economic and social considerations. Appropriate arrangements should be made, for instance target subsidies, to ensure access for the segments of the population.

- iii. **Autonomy of Water Supply and Sanitation Services Providers:** This principle recognizes that water supply and sanitation can be most efficiently and effectively delivered if service providers operate as business. As such, utilities, whether public or private, should be autonomous and free from political interference. While subject to appropriate economic and service quality regulation, utilities should have autonomy in their managerial, financial, technical, technical and personal functions to the extent that they are self sustaining. This principle promotes enterprises that operate along commercial lines and have the incentives to provide adequate services that respond to customer demands and expectations. Additional sources of finance are also possible when water enterprises are perceived to be viable commercial enterprises.
- iv. **Management at the Lowest appropriate level:** Water should be managed at the lowest appropriate level (appropriate being key and a function of the specific conditions in the concerned areas and communities). This principle promotes consumers appreciation for the value of water and sanitation investments. If local conditions and demand are taken into account in the planning, financing, implementing and operation of water supply and sanitation systems, the sense of ownership and willingness of communities to share in the cost and operations and maintenance will be greatly enhanced, thereby increasing the sustainability of the systems.
- v. **Participation:** Increasing the coverage and quality of services to ever growing populations will require the involvement of important segments of society that have been traditionally excluded. The private sector, communities, as well as NGOs have a critical role to play in the planning, design, financing, implementation and operation of water supply and sanitation systems. Their

potential for additional finance and technical expertise should be tapped. Other benefits inherent in participation are greater transparency, efficiency, accountability to the consumer, and self-sufficiency.

**Other guiding principles of the State policy are:**

- 21. Water governance and political will:** Enugu State's core water challenge is one of water governance, particularly the deeper political and societal foundations on which day to day decisions and courses of action rest. In particular, increased and sustained political will is required at all levels to generate commitment and interest in improved water services delivery.
- 22. Pro-poor approaches:** Services delivery that takes into consideration the needs of the poor through water governance systems that ensure their inclusion in the decision-making processes. The wider role that water plays in sustainable livelihoods is also acknowledged. Household agriculture and small business often require access to water. Explicitly catering to these aspects while planning services delivery, will lead to schemes that are better aligned with poverty-reduction strategies.
- 23. IWRM and policy alignment:** Sustained improvements in water services delivery require integrated approaches to planning that involve many line departments and civil society organizations.
- 24. Technological choice:** Technological choice will reflect community preferences but will be geared towards giving the community the highest services level, taking into consideration ability of the community and willingness to pay. Technical assistance will be provided so communities can make informed decisions about costs, services level, O&M requirements and the appropriate location for relevant infrastructure.
- 25. Community Empowerment and Demand Responsiveness:** Community empowerment and participation in the planning and management of services delivery is critical to sustainability, transparency and positive outcomes. Community empowerment and stakeholder dialogue is also required to engender ownership for infrastructure. In this vein, all programmes targeted at rural communities shall have a comprehensive training and capacity building



component for community level institutions. Public institutions will facilitate and coordinate the process while Local Government personnel and NGOs/CBOs will take responsibility for enhancing the capacity of communities in the management and O&M of infrastructure.

**26. Private Sector:** Increasing private sector participation in water services delivery will be based on a clear definition of areas of work to be contracted out, defining the regulatory framework of their engagement, while protecting the interests of consumers of their services. In addition, enabling legislation for private sector participation will be put in place with clearly defined benchmarks for measuring the performances of private sector operators.

**27. Cost sharing:** Institutionalization of cost-sharing arrangements that will ensure full participation in planning, implementation and monitoring of interventions as part of the process of promoting community ownership, O&M and management of the facilities will be pursued. The state will pursue the implementation of the cost sharing formula within the proposed WIMAG framework. The following cost sharing arrangement is proposed based on the national guidelines:

***Cost Sharing for Capital Investment***

<b>Government/ Community</b>	<b>Rural Water Supply</b>	<b>Small Towns water supply</b>	<b>Urban Water supply</b>
Federal			30%
State	75%	80%	60%
Local	20%	15%	10%
Community	5%	5%	0%

**Cost Sharing For Capital Investment – Sanitation**

<b>Agency</b>	<b>Rural</b>	<b>Urban</b>
<i>Government Agencies/Private Sector</i>	75%	100%
<i>Local Government</i>	20%	Nil
<i>Community</i>	5%	Nil

### Cost Sharing for O & M- Water Supply

Agency	Rural Water Supply	Urban Water Supply
<i>State Government</i>	50%	Nil
<i>Local Government</i>	Nil	Nil
<i>Community</i>	Nil	Nil
<i>Consumers through payment of Tariffs</i>	50%	100%

29. **NGO participation:** NGOs exhibit strong technical sanitation and community development skills that are invaluable in the water and sanitation sector. An enabling environment is required to support the effective involvement of civil society, particularly NGOs in water services delivery.
30. **Sanitation and hygiene education:** Access to sanitation facilities and hygiene education improves human health, reduce infant mortality and improve the livelihoods of women and children in particular.
31. **Legislation:** Legislation will be enacted to support improved water governance and achieve decision-making processes that are participatory, pro-poor, transparent and set with an IWRM framework.
32. **Building on existing practices:** Systems of water services delivery should aim to build on existing safe practices, religious beliefs and socio-cultural norms.
33. **Funding:** A significant increase in and more effective use of funding for water services delivery is required if water services delivery targets are to be met. Timely release of funds during the budget cycle is also necessary.
34. **Capacity building:** There is a lack of capacity at all levels in the water sector. Capacity building is to be viewed as a mutually reinforcing process

that requires people and organizations to adapt and take ownership of ideas, methods, tools and technologies.

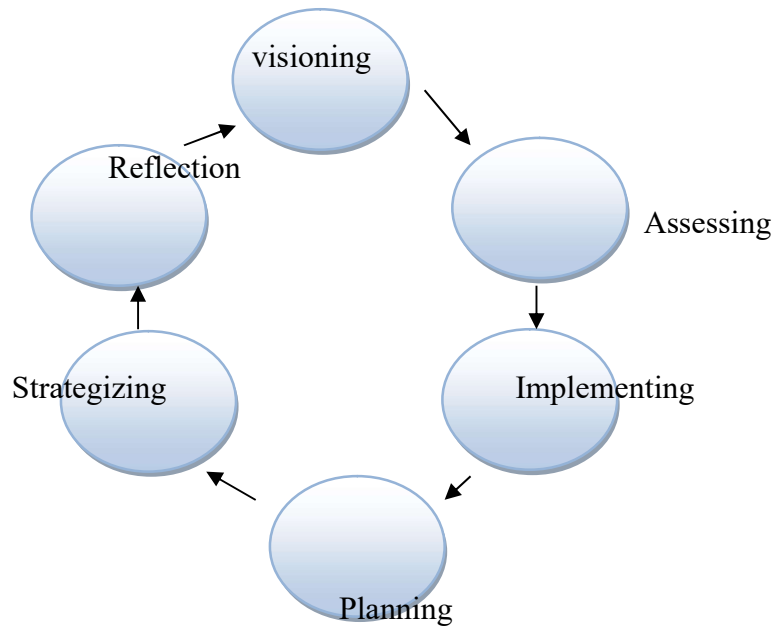
35. **Research and Development:** Innovation should be demand driven and part of a process by which management actions and directions are continually adjusted in the light of new information on current and likely future conditions and outcomes.

### **Policy Strategies**

36. **Capacity:** The need for adequate and skilled capacity in water sector is critical. In view of this, a comprehensive assessment of capacity in the sector will be undertaken as part of the institutional reform process. Based on the data collected, a systematic plan will be devolved to address capacity needs at all levels of Government plan will be designed so that personnel can be equipped with the requisite skills required for enhancing their performance. In line with national policy guidelines, at least 5% of resources for the sector will be devoted to capacity development.

Capacity building programs will be linked to change management programmes that are limited at overcoming resistance to change. Resistance to change in different forms can be expected during reform processes and implementation of other aspects of this policy.

38. **Water Governance:** Enugu state will adopt an IWRM approach to the development and management of water resources. The IWRM approach will include alignment of the many policies, legislations and fiscal measures that influence water management, water services delivery and level of demand. Decision –making and policies outside the water sector can have a major impact on water management, pollution risks and demand for and access to water services



**Figure 1. IWRM planning cycle**

39. An IWRM planning cycle will be used as a framework for improved water governance (see Figure 1). This framework differs from the current framework for planning water services delivery in a number of key respects. These include: 1) The recognition of the need for stakeholder involvement during all phases of the planning process and 2) The explicit acknowledgement of the uncertainty and future variability that exist in nearly all aspects of water services delivery and water resource management (e.g. rapid change in demand, impacts of climate change). This latter challenge is handled by incorporating *narrative scenario building* into relevant steps of the cycle.

The use of a cycle (rather than a more linear representation) is intended to underpin the belief that good water governance is demand-driven and centered on a continuous process of experimentation and learning to find locally appropriate solutions. Long-term visions and strategies will need to be updated regularly

based on the ground. In this way, it is emphasized that the cycle is not a set of activities that is worked through once within a given period of time. Rather it represents a new way of working, with the emphasis on a virtuous process of good, strategic, and integrated planning that is fed by an ongoing process of learning from experience.

40. In addition to an overall framework, the other key element improving water governance is the development and/or adaptation of a set of “water governance” methodologies and tools that are appropriate for use in Enugu State. The use of these methods and tools will ensure realization to the policy goal of improved decision-making processes that are participatory, pro-poor, transparent and set with an IWRM framework.
41. Capacity building in the use of the IWRM planning cycle and the “water governance” methods and tools is essential. Given the emphasis on stakeholder dialogue at all levels, a plan will be developed for creating necessary facilitation capacity in the public, private and NGO sectors.
42. An area that requires serious attention is the collection and analysis of data could enhance the planning process. The water sector lacks adequate statistics for reviewing existing progress, procedures, value for money, levels of demand and status of water ecosystem services in terms of the quantity and quality of water resources. The absence of adequate and accurate data has affected the effectiveness with which sector activities are managed. In view of this, it has become difficult so systematically plan water and sanitation services delivery.
43. One percent (1%) of annual sectoral budget should be provided for data collection and analysis to enhance effective planning of the sector
44. Access to reliable information is a critical element for mediating and conferring power in interactions between stakeholders generally, and, more especially between government and civil society. Without information, debate is uninformed and society has no basis to challenge factually incorrect or biased positions. There should be readily accessible state-wide water and sanitation information database.
45. Improving the flow of information between different stakeholders both horizontally and vertically will lead to improved decisions making that is better

able to build on the links between WASH and other aspects of livelihoods. There should be improved flow of information between different stakeholders which lead to improved decision making.

46. **Resource Directed Measures:** Resources directed measures (RDM) will be used as a basis for achieving an appropriate balance between protection, development and utilization of water resources. The RDM comprise the following:

- i. **Delineation of resources units.** Resources units may be surface water catchment areas or aquifers. The delineation will be based on physical characteristics which are linked to the use and management of the resource unit.
- ii. **Classification of resource units:** The key outcome of this phase is to classify each resource unit in terms of the desired management class (i.e. excellent, good, fair). The classification process will assess the current state of a resource unit and then levels of its development and use and designate the future desired state of the resource unit (both quality and quantity).
- iii. **Setting the Reserve:** The reserve is to be set for each resource unit. The reserve is the water quantity and quality required to meet basic human needs and to support aquatic ecosystem. The reserve is a non-competing water use that is to receive a priority allocation.
- iv. **Setting water quality objectives:** These are clear guidelines that balance the need to protect and sustain a water resource unit with the need to develop and use it. The outcome of this phase is a list of goals either numeric or descriptive that can be used to set management criteria.

47. These provisions not only aim to manage quantity and quality of surface and ground water, but also the: in-stream and riparian habitat; the aquatic biota; land-based and societal activities which may affect the resource; and “any other characteristic” of the water resource. This means that water ecosystem services can be defined by resources quality objectives and management of the resource must then provide protection for these services. The establishment of the Reserve and Class for any resource is to be subject to stakeholder participation.

48. A pricing strategy will be developed to support the RDM on the basis that any water use is potentially subject to a water use charge. Activities that lead to the population of surface or groundwater must also be subject to a charge. These charges are to be used to manage the water resources, and may not constitute a general tax or levy. These charges can therefore be used to provide incentives for the protection and maintenance of ecosystem services.
49. Regulatory instruments will be used to manage water quantity and quality in areas with measurable or a high risk of overexploitation and/or pollution levels that are above permissible limits. In all but extreme cases, small scale productive uses of water will be exempt from regulation. Hence, the capacity needed to regulate water use and pollution will be minimized by concentrating attention on zones that have existing problems or a high risk of future problems. Compulsory licensing is also to be used as a means of facilitating the most beneficial use of water in the public interest, as well as giving effect to the RDM.
50. Management of water resources will be delegated to the lowest appropriate level and community-level management and protection of water ecosystem will be encouraged. A study will assess the institutional options for regulatory functions at the state-level. This study will also make recommendations on regulatory procedures and processes that are transparent and include an appeals process.
51. In cases where the benefits offered by water ecosystem services outweigh the benefits of water uses that may compromise these services, the water resource is to be given a high level of protection. Conversely, lower levels of protection would be afforded where there is higher value to water use. Resource classification cannot be separated from the broader IWRM process, and is to be paralleled with compulsory licensing and water use efficiency programmes. The system also demands a high level of stakeholder participation in an attempt to achieve consensus to the final resource Class.

## **Water Supply Infrastructure**

### **Urban and Semi-Urban Water Supply**

52. For purposes of ensuring that all the urban and small towns are adequately covered, initial capital cost of investment will be in line with the cost sharing ratio/formular as above.
53. Urban and small towns' water supply scheme shall use of surface and underground water sources and water supply shall be based on a piped system and distributed to end users either directly in their premises or through public standpipes. The peculiar needs of the physically challenged shall be considered in the choice of technology for the provision of urban and small towns water supply schemes.
54. Consumers in Small Towns shall form Water Consumer Associations (WCAs) to lead the process of management and ownership of the systems. The water users will be actively involved in decision-making, particularly with regard to tariff setting and collection of user fees or charges.
55. In line with national policy framework, existing and new assets constructed in small towns will be transferred to the community and the people will become legal owners of the schemes, after signing a Memorandum of Understanding that transfers the assets to the community, with the Small Towns Water Supply Agency.
56. To enhance the capacity of the Water Consumer Associations in the management of the schemes, Private Service Contractors shall be contracted to assist the communities in the areas of production, distribution and sale of water, billing and collection of charges, routine preventive maintenance and timely supply of spare parts.
57. In line with these, the following actions shall be taken:
  - a. Increased budgetary allocation for upgrading and rehabilitations of urban water supply schemes.
  - b. Undertaking a survey of existing urban and small town water schemes to assess their present state with a particular focus on unearthing causes for their



failure and to develop a strategy for their rehabilitation and/or upgrading as well as designing mechanisms that will ensure their sustainability

- c. Assess small towns that need new facilities and putting in mechanisms that ensure effective participation of the community members in the choice of technology, design, implementation and management of the new scheme
- d. Undertake a willingness and ability to pay survey for the installation and maintenance of the facilities in each of the beneficiary communities.
- e. Design a pilot programme for pre-testing the new approaches in service delivery. This will involve working with communities where rehabilitation work has been completed and communities where new schemes are to be provided. The experiences gained and lessons learnt will provide the guide needed for statewide replication.
- f. Institution of measures that will ensure strict control over activities, which endanger water sources such as dumping of wastes and sewage.
- g. Phased installation of meters for all users (both domestic and commercial) to ease billing and tariff collection processes.
- h. Privatization of urban water supply especially for meter reading, billing etc. through award of contracts to reduce the burden of the main service provider.
- i. Adoption of appropriate tariff regime that ensures a gradual increase/decrease in water rates so that the schemes can be self-supporting.
- j. Design of guidelines for the provision of water that ensures minimum approved water quality standards are strictly adhered to by both Government and other service providers.
- k. Assess the institutional capacity of the agencies responsible and develop a plan for improving their responsiveness in the delivery of urban small town water supply schemes.
- l. Design a comprehensive monitoring and evaluation system and plan that will help in the assessment of performance of sector institutions as well as the effectiveness with which services are delivered. In addition, the monitoring and evaluation system is expected to improve institutional earning.

- m. Introduce the necessary legislation for periodic amendment of water rates and tariff structures which would enable the full coverage of O&M expenditures, based, as far as possible, on volumetric metering of supplies, while motivating users to economize in the use of water, and catering for the poorer classes of the population.

### **Rural Water Supply**

- 59. Technological choice is to reflect community preferences but is also to be geared towards giving the community the highest services level, taking into consideration the community's ability and willingness to pay. The peculiar needs of the physically challenged people shall be considered. Technical assistance will be provided so that communities can make informed decisions about the costs, services level and operation, maintenance requirements, and the appropriate location for infrastructure
- 60. To facilitate easy co-ordination and compliance, guidelines on the use of the various technologies will be developed. The guidelines will include steps to be taken such as site selection, methods of construction, technical specifications and other elements.
- 61. Water points (properly designed hand dug wells, Rain Water harvesters and boreholes) must be fitted with a hand pumps and motorized pumps that conform to the concept of village level operation and maintenance (VOLM). Communities are to be trained on the operation and maintenance of the pumps and aspects of VLQM.
- 62. Communities are expected to establish appropriate institutional structures that will be responsible for the day to day management of the facilities. Deliberate efforts will be made to ensure women are adequately represented in the community structures. The community structures will among others be responsible for monitoring pump use, promoting hygiene education, pump maintenance, and collection of user fees.

63. Communities are to be directly responsible for operation and maintenance of appropriate water services infrastructure. Sophisticated equipment or equipment serving more than one community is to come under the responsibility of RUWASSA. Communities will be assisted in developing plans for effective long-term O&M of infrastructure. Necessary training and support is to be provided by the private sector actors, NGOs, and/or the Rural Water Supply and Sanitation Agency.

### **Strategies for Delivering Rural water supply**

64. For purpose of ensuring effective implementation of the rural water supply component, the following steps will be taken:
- i. An assessment and mapping of existing rural water supply schemes to determine their current state and what needs to be done to make them serve the needs of the people better. The mapping will involve the use of Geographic Information Systems (GIS) so that the data can be used for long-term planning in the sector.
  - ii. Based on the assessment, determine the number of communities that are either not covered or are underserved and develop an appropriate plan for targeting them. Communities not covered will be given preference during implementation of the plan.
  - iii. Undertake willingness and ability to pay surveys in communities demanding for services with a view to identifying their preferences in terms of technology and mechanisms through which they will sustain the facilities when completed. This will further help in identification of small-scale private sector operators whose services could be valuable in sustaining the facilities.
  - iv. Capacity assessment of community institutions in operation and maintenance, hygiene promotion, resource mobilization, and utilization, community level monitoring and evaluation and

developing a systematic capacity building plan for addressing the areas of critical need.

- v. Developing guidelines and technical specifications for other actors in the sector, including construction and how contracts will be managed and working with communities to know what to expect from the other service providers.

### **Sanitation Infrastructure**

- 65. The focus of the government is to be on protecting public health, creating demand for sanitation services, facilitate and enhance partnership among the private sector, NGOs, community based organizations, local authorities, and households, and also remove obstacles in the path of achieving improved sanitation. To this end, the Community-Led Total Sanitation approach will be adopted, particularly in rural and semi-urban areas. This approach concentrates on empowering local people to analyze the extent and risk of environmental pollution caused by open defecation, and to construct toilets without any external subsidies. Sanitation programmes are to be based on generating demand, with all of its implications for education and participation, rather than providing free or subsidized infrastructure.
- 66. The choice of technology employed shall be such that will be suitable for the protection of the quality of both surface and underground water. In addition peculiar needs of the physically challenged shall be considered in the design and construction of sanitation facilities.
- 67. In urban communities, consideration is to be given to the costs of alternative water sources or sewage treatment activities versus alternative methods of sanitation provision, in order to determine the most feasible options. Due to the settlement nature of the urban communities, there will be a mix of technologies.
- 68. In rural areas, there will be a move away from conventional waterborne sanitation, as these technologies are in most cases not a realistic, viable and / or economically achievable option. Instead, the State Government

will promote the Ventilated Improved Pit latrine (VIP) or Sam-plat latrine as it provides an appropriate and adequate basic level of sanitation services in rural communities as well as CLTS (Community Led Total Sanitation). Adequate basic sanitation provision is therefore defined as One well-constructed VIP latrine (in various forms, to agreed standards) per household. Cognizance will be taken of different needs, preferences, and behavior of children, women, men and physically challenged in the design.

69. Responsibility for facilitating the implementation and management of sanitation services lies with the local authority. Second tier agencies such as the private sector and NGOs will provide services in support of the local government initiatives. The participation of such agencies will be aimed at ensuring that the local capacity to provide adequate service is always available.
70. To ensure that each household maintains basic sanitation, strategies will focus on use of participatory approaches for social mobilization, promotion through schools and children and social marketing approaches, so that households and individuals appreciate the need for improved sanitation and to construct VIP latrines.
71. Provision of sanitary facilities in public places (motor parks, health centers, markets, schools) shall be the responsibility of Local Government Councils.
72. Most vulnerable communities and groups and the underserved would be identified through vulnerability assessments and prioritized for delivery of sanitation services as part of the effort to increase coverage. The assessment will also help to create an understanding of preferences for different options, designs and affordability of the preferred option by communities. Participatory techniques will be employed in the assessment.

## **Health and Hygiene Promotion**

73. The realization of the benefits of water supply and sanitation is dependent on a lasting change in hygiene behavior. Carefully-targeted hygiene education programmes are to raise awareness of this reality.
74. In this regard, emphasis will be placed on creating awareness of the linkages between water supply and sanitation provision, behavior and disease transmission routes so that people understand and believe in health concepts. The basic premise underlying this policy direction is that awareness and understanding influences behavioural change.
75. The use of innovative approaches to promoting hygiene, sanitation and community management of water and sanitation facilities, should be built on people's innate ability to address and resolve their own problems as well as empower communities to manage their water and to control sanitation related diseases.
76. The key steps for achieving these include:
- i. Promoting health awareness and understanding which, in turn, will lead to environmental and behavior improvements.
  - ii. Providing support that will enable people to overcome constraints to change.
  - iii. Involving all members of the communities young and old, female and male, higher and lower status using participatory processes.
  - iv. Assessing community knowledge base; investigating their own environmental situation, visualizing a future scenario with them, analyzing constraints to change planning for change and finally implementing change.
  - v. Work with other sector agencies such as Ministries of Education, Health, Environment and NGOs in the design and delivery of hygiene and health education services.
  - vi. Promoting the use of child-child approaches to hygiene and health education
  - vii. Building the capacity of community institutions, particularly women groups, to lead the process of change at community level.
  - viii. Develop and implement a monitoring and evaluation system that enables communities to measure progress overtime.

- ix. Documentation of approaches used and dissemination of experiences gained, lessons learnt as part of the effort to contributing to evolving a more sustainable approach to behavior change.
- x. Integrating Water Sanitation and Hygiene in the activities of each Local Government Area as a way of raising awareness and sensitizing communities on appropriate attitude towards sanitation and hygiene issues

### **Sector reform**

- 77. Effective implementation of Enugu State Water Supply and Sanitation policy and achievement of targets calls for institutional reform at the state and local government levels. The overall aims of this reform are:
  - i. To gradually shift the role of the Government from directly providing services to facilitating, coordinating, planning, financing capital investment and monitoring services delivery;
  - ii. To improve WASH governance by: increasing the active participation of stakeholders in planning processes; improving transparency and accountability; adopting an IWRM approach to water management; and developing planning procedures that are pro-poor and consistent with poverty reduction strategies;
  - iii. To manage sector reform and change processes proactively.
  
- 78. Other issues for policy intervention in the sector include: separation of functions, autonomy of sector agencies, cost recovery, sector coordination, sector regulation, sanitation and water supply integration, gender mainstreaming, pro-poor consideration, and stakeholders' forum,
  
- 79. The government of Enugu state shall ensure that there is no overlapping of functions among sector agencies and ministry with respect to policy making, service delivery and regulation. The Ministry of Water Resources shall not engage in service delivery. An independent body shall be charged with the responsibility of regulating the activities of sector agencies.

80. The sector agencies shall work towards the recovery of their cost of operation and maintenance as a strategy for laying the foundation for financial sustainability of the sector. The agencies shall determine their present level of cost recovery of O&M and develop a plan for gradual upward review over time.
81. A coordinating body comprising of representatives of Ministry of Water Resources, sector agencies, civil society organizations, external support agencies and private sector shall be constituted to coordinate water and sanitation activities in the State with the MOWR taking a lead in the body to function effectively. This will enhance the flow of information in the sector.
82. In accordance with the National policy, the sector agencies shall operate as autonomous bodies to enhance freedom from political interference and to stimulate an enabling environment for delivery of policy targets and development of robust investment strategy.
83. The Enugu State Government shall set up an independent Water Supply and Sanitation Regulatory body to regulate water and sanitation service delivery in the State. The functions, powers and limitations of the regulatory body shall be clearly spelt out in the enabling law.
84. Sector agencies shall organize a stakeholders' forum to keep consumers' abreast of their activities and to enhance participation of the customers in the decision making process.
85. The sector agencies shall promote the delivery of services in both water supply and sanitation to ensure that consumers derive maximum health benefit in urban, small towns and rural areas.
86. In view of the fact that women and girls are more involved in the management of water and sanitation the State Government shall ensure they are well represented in the planning, implementation and monitoring of all water and sanitation projects in the state. 35% of the members of water and environmental sanitation committee/WCAs at the community/Small Town level shall be women representatives.



87. In order to guarantee affordable access for the poor to basic human need level of water supply and sanitation services, government shall encourage the implementation of cross subsidy to accommodate the needs of the poor and where cross subsidy is not applicable, government shall subsidise for the poor.

88. The State's water sector reform process shall be pursued by all stakeholders on equal footing under the guidance, coordination and supervision of the Ministry of Water Resources. For the avoidance of doubts, the key stakeholders include but are not limited to the following:

- Federal Ministry of Water Resources
- Federal Ministry of Health
- National Agency for Food and Drugs Administration (NAFDAC)
- Enugu State Water Supply and Sanitation Regulatory Commission
- Federal Ministry of Education
- Federal Ministry of Environment
- National Environmental Standard Regulatory Enforcement Agency(NESREA)
- Standard Organization of Nigeria
- Ministry of Water Resources
- Ministry of Justice
- Ministry of Environment
- Ministry of Health
- Ministry of Human Development and Poverty Reduction
- Ministry of Agriculture
- Ministry of Women' Affairs and Social Development
- Ministry of Information
- Enugu State Water Corporation
- Rural Water Supply and Sanitation Agency
- Small Town/Semi Urban Agency
- State Planning Commission

- Local Government Water and Sanitation Department
- Water Sanitation, and Health Committees
- Private Sector
- Civil Society Organizations
- External Support Agencies

89. The Water and Sanitation agencies in the State should be autonomous in their managerial, financial and personnel functions. This will enhance their ability to operate along commercial lines and provide adequate services that respond to customer demands and expectations. As viable commercial enterprises it is possible for the agencies to attract funding from other sources including the private sector.

90. The focus of the water sector reform shall be on achieving sustainable water and sanitation service delivery in the State through following.

- Ensuring that the customer is central, as sustainable service must be focused on the customers;
- Ensuring reliable production, transmission/distribution, metering /billing/revenue collection systems, as well as management and internal support systems that are directed at serving the citizenry ;
- Sustaining, maintenance and systems improvements;
- Providing a proper enabling environment that includes this policy, laws, regulation, coordination between various levels of government and external agencies and the necessary political will
- Developing capacity
- Change management and ethical re-orientation
- Clarification of functions and responsibilities of all major actors in WASH services delivery.

91. **Policy reviews:**

- i. In consultation with stakeholders, the Ministry of Water Resources shall periodically assess the existing guidelines, regulations and laws in the State to determinestheir relevance to the water and sanitation sector. After the consultations recommendations will be made for revisions as many be necessary.

- ii. The revisions will be made every five years to reflect emerging trends in the sector and the wider political environment.

### **Institutional functions and responsibilities**

92. **Ministry of Water Resources** shall be responsible for:

- a. *Policy formulation, data collection, conduct of surveys, monitoring, evaluation and coordinating of water supply development and management, studies research and development including the following:*
- b. *Maintenance of data base on water supply and sanitation facilities and performance.*
- c. *Mobilization of funding and technical support for the water supply and sanitation sector.*
- d. *Promotion and coordination of other collaborative activities by Federal Ministry of Water Resources, and other government and Non-governmental agencies in the sector including development partners.*
- e. *Provide technical support and assistance to the State Water supply and Sanitation Schemes.*
- f. *Creation of an enabling environment for meaningful private sector participation in the sector.*
- g. *Ensuring that water management and water service delivery is pro-poor and gender sensitive.*
- h. *Alignment of policies and programmes that have the potential to influence positively on water and sanitation services delivery.*
- i. *Coordination and facilitation of effective communication and information sharing between key stakeholders.*
- j. *Achievement of IWRM*
- k. *Development of a State-wide sector strategy and plan, medium term expenditure framework and an investment plan.*
- l. *Establishment of an inter-ministerial water sector committee.*

93. **Enugu State State Water Corporation** shall be responsible for:

- a. *Water services delivery in urban areas*

- b. Manage and develop all waterworks and Sewerage system in urban and semi urban areas of the state.*
- c. Maintenance of WSS facilities in urban areas.*
- d. Collection and management of approved water tariffs from customers for water supplied by the corporation.*
- e. Monitoring and evaluation of water services delivery with a view to achieving policy targets and quality control.*
- f. Prepare plans for the maintenance and development of water supply and sewerage services delivery and, present this to the Ministry of Water Resources for integration with sectoral plans*
- g. Preparation of quarterly and annual report on water services delivery and Submission to the Ministry of Water Resources.*
- h. Monitoring and evaluation of water services delivery with a view to achieving policy targets and quality control*
- i. Designing, formulating and managing appropriate PPP models in line with internationally acceptable standards as it relates to the responsibilities of the water corporation*
- j. Urban water data acquisition and management.*
- k. Maintain good customer relations and feedback system*
- l. Support the implementation of a Citizen's Participation System to ensure that water service provision reflects demands of all user groups*
- m. Set up minimum laboratory facilities to carry out routine water quality control.*
- n. Ensure results of internal routine water quality control are made available to Ministry of Water Resources and to Drinking Water Quality Surveillance inspectors of the Ministry of Health*
- o. Establish and implement a Water Safety Plan that includes all measures undertaken to achieve NSDWQ and present it to the Ministry of Health for approval*
- p. Facilitate the access of all water facilities to Drinking Water Quality Surveillance inspectors.*
- q. Inform State Ministry of Health in case of failure of water treatment process*

- r. *Provide Laboratory services for sewage, water and environmental protection.*
- s. *Locate and site all wastewater disposal points in conjunction with Ministry of Physical Planning. and Ministry of Environment*
- t. *Monitor the operation and maintenance of sewage infrastructure in all LGAs of the State.*
- u. *Promote the eradication of sewage related nuisances either alone or in conjunction with all other person, agency and body statutorily empowered*
- v. *Undertake wastewater treatment to such predetermined quality as may be prescribed for the safe disposal of the effluent and sludge to the environment or for reuse.*
- w. *Extend as far as practicable the public wastewater system so as to provide sewerage facility to all properties, domestic, commercial, agricultural, medical and industrial;*
- x. *Undertake wastewater treatment to such predetermined quality as may be prescribed for the safe disposal of the effluent and sludge to the environment*
- y. *To act as interface for all wastewater matters with other statutory bodies*
- z. *Ensure the generation of sufficient resources from tariffs to finance the operation and maintenance, depreciation costs of wastewater systems, sewerage and sewage treatment installations;*
- aa. *Promote the reuse of by and end products of wastewater treatment.*

94. **Enugu State Rural Water Supply and Sanitation Agency**

- a. *Design the State Rural Water Supply and Basic Sanitation Programme including Strategy and Investment plan*
- b. *Implement the State RWSS projects for the provision of water supply and sanitation services to the rural populace*
- c. *Water and institutional sanitation services delivery in rural areas*
- d. *,Maintenance of facilities.*
- e. *Monitoring and evaluation of WASH programme.*
- f. *Training of local artisans and hygiene promoters.*

- g. Preparation of annual report on rural water and sanitation services delivery and dissemination of same to stakeholders.*
- h. Support communities to establish Water, Sanitation, and Hygiene Committees (WASHCOMs) for operation and maintenance of water facilities.*
- i. Progressively hand over all small scale Rural Water and Sanitation projects in the State for Community management by WASHCOMs*
- j. Assist LGAs to establish RWSS Department;*
- k. Mobilize financing for RWSS;*
- l. Keep inventory of water supply and sanitation facilities in all communities and maintain an RWSS database (including quality and well logs of all boreholes drilled in the state) linked to GIS;*
- m. Monitor capability and availability of water supply equipment spare parts;*
- n. Monitor water well drillers operating in rural areas of the state;*
- o. Monitor sanitation coverage and effectiveness of hygiene education;*
- p. Train hand dug well contractors, and assist LGA personnel to train mechanics and latrine artisans; and LGAs*
- q. Part finance provision of water and sanitation facilities in schools*
- r. Support Local Government Area RWSS Departments in the establishment of Village Level Operation and Maintenance (VLOM) systems.*
- s. Promote improved hygiene and sanitation practice by developing and applying appropriate participatory and social marketing methods and techniques that would lead to demand for household and communal sanitary facilities.*
- t. Submit to the Ministry of Water Resources quarterly report of activities.*
- u. Forward annual water quality reports to the State Ministry of Health surveillance agency/department.*
- v. Ensure its Water Supply facilities are equipped with minimum laboratory facilities to carry out routine water quality control.*
- w. Ensure results of internal routine water quality control shall be made available to Ministry of Water Resources and to Drinking Water Quality Surveillance inspectors of the Ministry of Health*

- x. *Establish and implement a Water Safety Plan that includes all measures undertaken to achieve NSDWQ*
- y. *Facilitate the access of all water facilities to Drinking Water Quality Surveillance inspectors.*
- z. *Inform State Ministry of Health in case of failure of water treatment process.*
  - aa. *Provide regular update on water facilities characteristics and status to Ministry of Water Resources and Ministry of Health.*
  - bb. *Liaise with Local Government, and other relevant agencies on rural water supply and sanitation projects*
  - cc. *Increase the capacity of the local and state governments, NGOs and civil society organizations to deliver sanitation and hygiene services to communities, most especially during crises and outbreak of endemic diseases*

**95. Small Town/Semi-urban Water Supply and Sanitation Agency** will be established in the State, with the following responsibilities:

- a. *Determination of areas for pilot programme.*
- b. *Identification of small towns eligible for wider programme support for consideration by the State Steering committee*
- c. *Organize baseline surveys for small towns.*
- d. *Training of local artisans and hygiene promoters*
- e. *Dissemination of programme information.*
- f. *Small Towns Programme coordination at state level.*
- g. *Technical support services to consumer associations*
- h. *Post construction monitoring and evaluation.*
- i. *The discharge and disposal of solid, liquid and gaseous industrial waste products in Small Town communities.*
- j. *Coordinate, monitor and supervise the implementation of all small Town projects, programmes and activities of aid and development partners in the State.*
- k. *Small town water data acquisition and management.*
- l. *Assist WCAs in organizing and managing water supply systems.*
- m. *Provide assistance and advice to the communities on technical issues like engineering studies, choice of supply technology based on willingness to pay,*

- affordability and sustainability, construction supervision and post construction monitoring and evaluation for new schemes, planning,;*
- n. Collate and prepare water supply and sanitation asset inventory and development plans for all small town water supply assets and development plans with input from the WCAs and the LGAs WASH Departments and forward same to the Ministry of Water Resources for input into the State –wide development plans and state water sector information systems.*
  - o. Design, monitor and evaluate implementation of projects for the effective and efficient delivery of water and sanitation service to the consumers in small towns.*
  - p. Enforce standards and regulations developed by the ESWRC as may be specifically delegated to the Agency.*
  - q. Provide and organize training for the WASH Departments in all LGAs on matters relating to water supply, sanitation and the environment.*
  - r. Undertake sanitation and Hygiene promotion campaign for the purpose of integration with water supply and sanitation provision in the communities and schools.*

**96. Ministry of Health**

- a. Promote better health practices, focusing on safe water, good hygiene, diarrhoea control and proper excreta disposal.*
- b. Ministry of Health shall be responsible for Drinking Water Quality Surveillance in the State and shall be the lead institution enforcing Nigerian Standard for Drinking Water Quality.*
- c. Grant authorization to water vendors for the use of water for human consumption or for food processing. The authorization shall be issued when the following requirements are met:*
- d. Water quality comply with allowable limits*
- e. Construction requirements and water treatments are met*
- f. Minimum safe distance is observed around water points.*
- g. The Ministry of Health shall create a Division of Water Safety (or new agency) responsible for developing Drinking Water Quality Surveillance and enforcement strategy, , communicating drinking water quality data to stakeholders and consumers (dissemination), establishing State priorities in the sector of drinking water quality surveillance.*
- h. The Ministry of Health Department / Division of Water Safety shall include in addition a pool of inspectors in charge of drinking water quality investigations, water sampling and sanitary inspection, control and enforcement of water safety plans and enforcement of Nigerian Standards for Drinking Water in the state.*
- i. Inspectors in charge of Drinking Water Quality Surveillance shall conduct regular verification water quality tests and sanitary inspections to determine whether the ENSWC, RUWASSAN, food processing industries, private or public*



*establishment and private water system owners meet Nigerian Standard for Drinking Water Quality*

- j. In case of non-compliance, the drinking water quality surveillance body shall:*
- k. Inform the water utility not more than 7 days after the date the sample was collected and 3 days in case of disease outbreak.*
- l. Recommend remedial measures and set deadlines for the implementation of the measures.*
- m. Water Safety Plans shall be validated by the Ministry of Health and enforced by Inspector for Drinking Water Quality Surveillance.*

**Ministry of Education**

- a. Collaborate with Ministry of Water Resources and RUWASSAN on issues relating to school sanitation*
- b. Shall promote Water, Sanitation and hygiene education as part of the curricular of nursery, primary and secondary school levels, State owned tertiary institutions, Mass Literacy and Adult Literacy programmes*

**Ministry of Environment** shall be responsible for:

- a. Establishment of protection zone around water sources intended for human consumption and control activities in protection zones.*
- b. Provide technical support for the implementation of this policy, particularly as it relates to Water Sanitation*
- c. Inform, State Ministry of Health and drinking water service providers in case of*
- d. contaminations occurring in the protection zones*
- e. Develop strategies for the proper management of rain run offs, drainages, channels and domestic waste*
- f. Contributing to Wastewater policy formulation*

97. **Enugu State Water Supply Regulatory Commission** shall be established with the following functions and responsibilities;

- a. Tariff determination, setting and arbitration among water service providers and users.*
- b. Protect the long term interest consumers with regard to the price, quality and reliability of services in the water sector*
- c. Regulate the production, distribution, supply and use of water, the quality of service and the tariff and charges payable to ensure the financial stability of the water sector and regulate allowable returns to the operators;*
- d. Approve from time to time the rates and scales of charges payable for water supply, waste water, sewerage and other services within the state and such*

*rates and scales of charges are to be determined taking into consideration the interests of consumers, the need to ensure the viability of the water sector, and the need to ensure competition amongst the operators;*

- e. Determination of the methodologies through which appropriate tariffs may be charged by water services providers for their prescribed water services*
- f. Advise the State Governor and the Ministry of Water Resources and Water Supply agencies on matters related to the economic regulation of the sector*
- g. Licensing water services providers;*
- h. Developing sector guidelines on the technical and financial management of water services providers.*
- i. Facilitating the process of determining appropriate tariffs to be charged by water services providers through a participatory involvement of all stakeholders including the consumers.*
- j. Set, approve and from time to time review standards of performance of services in the water sector.*

**98. State Steering Committee on Water Sanitation**

- a. Coordinate, monitor and review policies and programmes of State MDAs on Basic sanitation*
- b. Members shall include representatives of:*
  - *Ministry of Economic Planning and Budget*
  - *Ministry of Environment*
  - *Ministry of Health*
  - *Ministry of Education*
  - *State Universal Basic Education Board*
  - *Ministry of Women's Affairs*
  - *Ministry of Information*
  - *Ministry of Physical Planning*
  - *External Support Agencies*
  - *WASHCOMs*
  - *Town Unions*
  - *Civil Society Organisations*
  - *The Media*

*Ministry of Water Resources shall be the hosting Institution*

**External Support Agencies** shall support the sector through:

- a. *Institutional capacity development*
  - b. *Resource mobilization*
  - c. *Monitoring and evaluation*
  - d. *Advocacy*
  - e. *Research and development and, where appropriate, facilitation of learning alliances*
  - f. *Support policy formulation*
  - g. *Guidance on planning, strategy implementation and review of policy targets*
99. **Local Government** shall be responsible for:
- a. *Implementation of rural water supply and sanitation programmes in conjunction with RUWASSA and community development associations/NGOs*
  - b. *Establish LGA WASH Departments for implementation on RWSS programmes*
  - c. *Contribution to policy formulation*
  - d. *Funding of water and sanitation programmes in rural areas*
  - e. *Monitoring and evaluation*
  - f. *Institutional capacity development.*
100. **Water Consumers Associations**
- a. *The management of water schemes in semi-urban areas or small town based on Demand Responsive approach and community ownership and management.*
  - b. *Operate and maintain own water facility with support of the State Small Towns Water Supply and Sanitation Agency*
  - c. *Collect revenue for initial investment, O&M and for replacement costs*
  - d. *Monitor and evaluate small towns water supplies – post construction*
  - e. *Maintenance of security of small towns water schemes.*
  - f. *Development of Water Safety Plans in conjunction with LGAs and regular sanitary inspections of the water facilities.*
101. **Water, Sanitation and Health Committees (WASHCOMs)**
- a. *Manage and Maintain rural WSS facilities through Village Level Operation and Maintenance*
  - b. *Part financed rural WSS facilities*
  - c. *Monitor facilities in operation to guide against vandalism and report malfunctioning systems*
  - d. *Train members on Household water treatment*

- e. *Develop Community water quality control and surveillance mechanisms*
- f. *Implement Community Led Total Sanitation*
- g. *Identify constraints and modify management strategy as needed;*
- h. *Ensure that the community pay 5% of construction cost in cash or in kind towards provision of water system;*
- i. *Ensure proper use of their water supply and sanitation facilities and promote hygiene and sanitation practices.*
- j. *Part finance provision of water and sanitation facilities in schools*
- k. *Budget tracking and reporting for accountability and transparency*

### **Household Consumers**

- a. *Prompt payment of Water tariffs*
- b. *Bring to the notice of appropriate Security and Judicial bodies, any infringement to the right for water by corporate bodies or Individuals.*
- c. *Each household shall take full responsibility for cleaning his immediate environment and ensuring proper disposal of the wasters thereof*
- d. *Construct household latrines*
- e. *Keep the inside and surroundings of their property clean and not to dispose waste in the streets, storm water drains and public spaces.*
- f. *They will also be encouraged to cooperate with governments, NGOs/CBOs and with their neighbours to form community organizations that can promote sanitation related programmes and projects.*

### **Institutional Consumers**

*Prompt payment of Water tariffs*

102. Roles of **private sector** shall include corporate responsibility with respect to funding of water and sanitation projects as well as contracted work such as:
- a. *Construction of infrastructure*
  - b. *Operation and maintenance of infrastructure*
  - c. *Emergency water supplies using tankers or similar facilities*
102. **NGOs** shall contribute to:
- a. *Formulation of water and sanitation policy*
  - b. *Raising of public awareness of policy formulated*
  - c. *Implementation of water and sanitation service delivery programmes in urban, small town and rural areas*
  - d. *Advocacy*
  - e. *Facilitating dialogue between users and government departments and/or the private sector.*

- f. Resource mobilization*
- g. Monitoring and evaluation*
- h. Budget tracking and reporting for accountability and transparency*

### **Summary**

103. Development of water and sanitation policy is only a first step in the process of achieving water and sanitation services delivery targets. The policy will be backed up with necessary legislation to facilitate implementation and subsequent achievement of policy targets. This may be done through enactment of necessary amendments and additions to existing laws and regulations.
104. Prior to policy implementation there is a critical need for baseline survey to determine or validate the present water and sanitation coverage in the State. The survey will cover an audit of water and sanitation infrastructure including the condition of each infrastructure in terms of its functionality. This will provide the basis for determining the infrastructure required for achieving water and sanitation coverage targets on an annual basis.
105. An assessment of the capacity of the institutions responsible for sector activities is necessary to determine the strengths and weaknesses of each institution and to develop a comprehensive organization development plan that keeps in focus the policy thrust. The policy will benefit from a State-wide enlightenment campaigns to empower the public to demand water and sanitation services delivery in line with coverage targets each year.
106. The way ahead for implementing the policy involves a number of steps some of which can be carried out in parallel. These steps include:
  - i. Establishment of wide political support for the policy that eventually leads to ratification.
  - ii. Wider consultation amongst stakeholders at all levels with the aim of removing gaps and weaknesses.
  - iii. The operation of a carefully-targeted awareness with the aim of obtaining popular support for the new policy and, more specially for an ambitious government programme aimed at meeting the targets set out in the policy.

- iv. Use of the policy to leverage funds from Federal Government and Official Development assistance (ODA).
- v. External reviews as recommended in the policy.
- vi. Pilot-test the concepts and mechanisms proposed the policy as part of a learning process for the institutions to be involved in policy implementation monitoring and evaluation.
- vii. Development of detailed capacity building and change management plan including staff motivation.
- viii. Orientation of water and sanitation services personnel in Participatory Water Resources and Sanitation Management.
- ix. Development of a State-wide sector strategy and plan, medium term expenditure framework and an investment plan.