

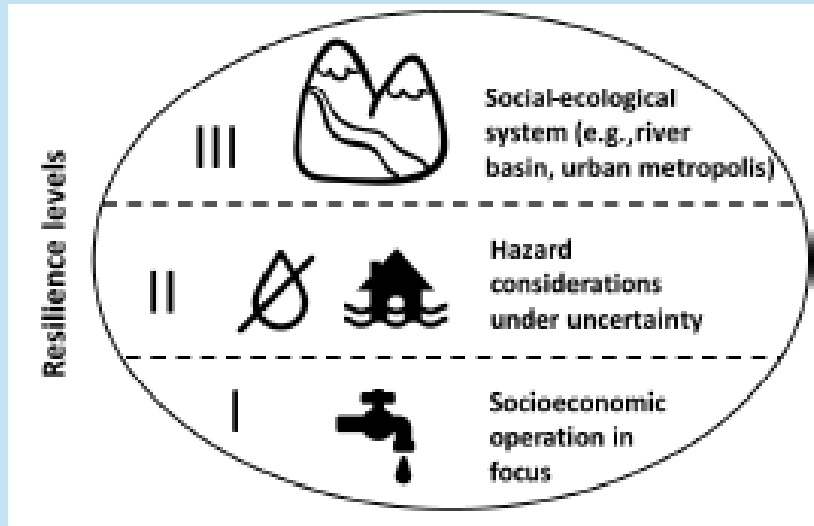
RESILIENCY IN WATER SERVICES WITH GOOD GOVERNANCE

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Resiliency in water services with good governance

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2. Good governance
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Resiliency in water services



The urban water service: three levels of resilience (Johannessen and Wansler (2017)). In their discussion they present seven key principles or attributes of urban water resilience and related transitions that have derived from the results.

Resiliency in water services

Resiliency in water services, aspects to be taken into account

- Water scarcity and effects of climate change
- Water quality
- Distribution network
- Sewer network
- Water treatment
- Wastewater treatment
- Rapid urbanization
- Data management
- Financing

Good governance

Governance (UN Economic and Social Commission for Asia and the Pacific (UNESCAP):

The process of decision making and the process by which decisions are implemented (or not implemented).

- **Corporate governance**
- **International governance**
- **National governance**
- **Local governance**

Formal and informal actors are involved in decision making and implementing the decisions made. Government is one of the actors, others e.g. corporations, research institutes, finance institutions, political parties, NGOs, media, donors.

Good governance assures that corruption is minimized, the views of minorities are taken into account and the voices of the most vulnerable in society are heard in decision making. It is also responsive to the present and future needs of society.

Good governance is an ideal which is difficult to achieve in its totality. Actions must be taken to work towards this ideal with the aim of making it a reality.

Good governance

Eight major characteristics (UNESCAP)

1. Participation

Informed and organized participation by both men and women is a key cornerstone of good governance.

2. Rule of law

Good governance requires fair legal frameworks that are enforced impartially.

3. Transparency

Decisions taken are done according to rules and regulations, and enough information is provided freely.

4. Responsiveness

Good governance requires that institutions and processes try to serve all stakeholders within a reasonable timeframe.



Good governance

Eight major characteristics (UNESCAP)

5. Consensus oriented

Mediation of the different interests in society to reach a broad consensus in society on what is in the best interest of the whole community and how this can be achieved.

6. Equity and inclusiveness

A society's well being depends on ensuring that all its members feel that they have a stake in it and do not feel excluded from the mainstream of society.

7. Effectiveness and efficiency

Sustainable use of natural resources and the protection of the environment.

8. Accountability

Accountability is a key requirement of good governance; not only governmental institutions but also private sector and civil society organizations.



Aspects in good governance that have importance in resilient water services

Management of water utility

- Clear legislation that the water utilities can unambiguously obey (Rule of law)
- Information about the services and financing is freely provided (Transparency)
- Management systems are defined and followed (Responsiveness)
- All stakeholders are heard and taken into account (Consensus oriented)

Financing of services

- Water resources are sustainably utilized and the processes are resource efficiently operated (Effectiveness and efficiency)
- Responsibilities of the stakeholders are clear and documented and economy and cash flow is well planned and documented (Accountability)
- All members of the society feel that they receive their water services equally (Equality and inclusiveness)
- Participation of all groups has to be informed and organized (Participation)

What is needed?

- Depends on society, country and culture
 - Cost recovery, separated accounting for water services
 - Transparency in pricing
 - Asset management (e.g. proper network rehabilitation)
 - Open information management
 - Organized development planning
 - Total Water Management (TWM)
 - Integrated Water Resources Management (IWRM)
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- Access to water and wastewater services in Brazil: “The objective is to manage resource allocation in accordance to establish priorities and needs, based on performance criteria, to avoid wasting resources and promoting project continuity, intermunicipal cooperation and environmental awareness. Capacity building, poverty eradication and the stimulation of sustainable and continuous long run policies are also important objectives.” (Pinto et al, 2015)

Conclusions and recommendations

- Resiliency in water services needs good practices in technology, economy and management
- Good governance is an ideal practice and seldom totally achieved, but it should be the target and all measures taken towards it
- The eight characteristics of good governance can be applied in water services, and when properly adopted the resiliency in water services is easier to achieve
- Good governance does not concern only water utilities, but also all players in the water services chain; government, municipalities, private service and equipment providers
- For supporting good governance, methodical tools can be applied; standards, management systems, Water Safety Plan (WSP), Sanitation Safety Plan (SSP), water services development plans
- Full recovery financing by water fees is a principle that should be applied for investments and operation



THANK YOU!

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