



Beyond Volunteerism: Professionalising Water Service Delivery for Last-Mile Communities

PRESENTERS

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Presentation Outline

1 About Saha

3 Our Approach

5 Conclusion

2 The Challenge

4 The Results

About Saha

Saha Global is a nonprofit service provider focused on delivering and scaling utility-standard water service to Ghana's last mile..

Saha manages non-mechanized boreholes and the Simple Surface Water Treatment System (SSWTS).

1,284

OPERATORS

 **5** regions

140,821

POPULATION SERVED

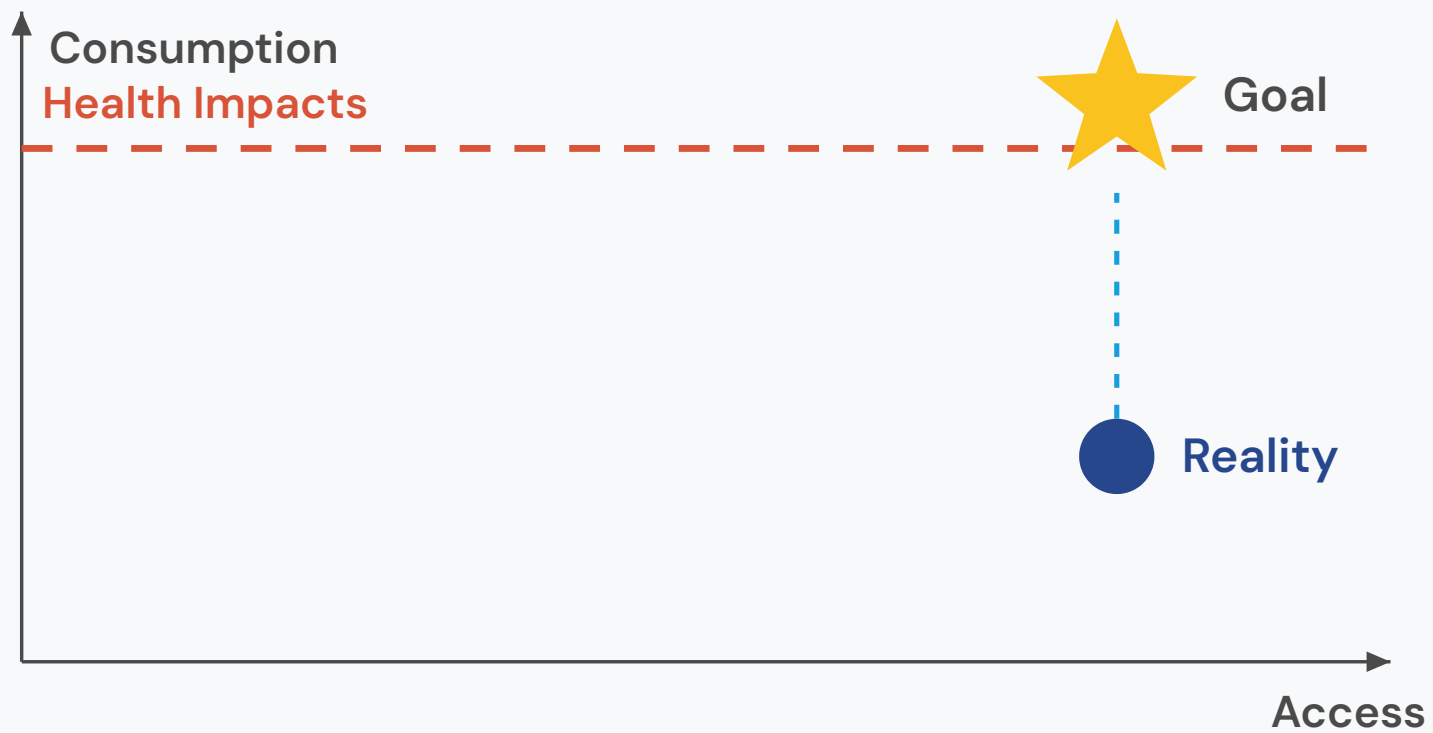
 **25** districts

14,336

HOUSEHOLDS



How we've approached our mission



The Challenge



Systems managed by volunteers result in unreliable service and negatively impacts water consumed at the household level.



No real incentive for volunteers means they prioritize other revenue generating activities at the detriment of the water systems.

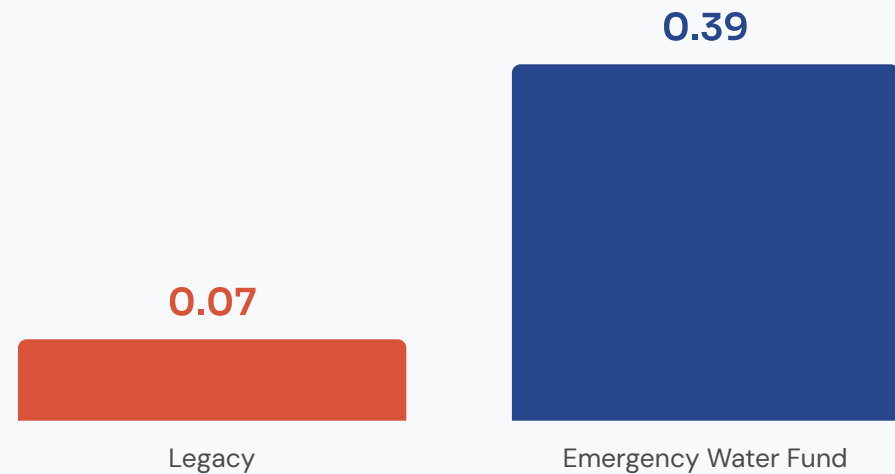
Covid 19 – Lessons Learnt

Saha provided Free Water and consumption increased **300x**.

Further studies revealed key drivers:

- 1 Price of water
- 2 Payment of operators

AVERAGE LITRES PER PERSON PER DAY



Professionalization of service delivery is key to achieving the goal

Equitable pricing of water

→ Increased consumption

Local Women as operators

→ Community ownership

Training, Assessment and payment of operators

→ Better accountability

Professional external support

→ Quality & reliable service

**Better
Health
Outcomes**

Local Women as Operators

Saha engaged as independent contractors. We:

- 1 Partner with community to select operators
- 2 Sign contract with operators with clear Key Performance Indicators (KPI)
- 3 Provide training, equip them with mobile phones and treatment supplies.
- 4 Pay a Monthly operator fee (Ghc 173 /month), and pay a bonus based on performance (Ghc 46 /month)

Ghc 173

MONTHLY OPERATOR FEE

Ghc 46

PERFORMANCE BONUS



Training, Assessment and Payment

-  Pre-implementation and post-implementation training.
- ✓ Monthly fixed payments, KPI assessments and bonus payments.

Operator KPIs

- ✓ PT Refill Rate per month is greater than 1
- ✓ Water Availability & Visit Frequency (If water is available more than 85% of the time)
- ✓ Positive microbial test ≤ 1 in a month
- ✓ Customer Surveys: 85% of customers report water is available.
- ✓ Call when supplies/ tech repair is needed

Training, Assessment and Payment cont'd

Saha oversees Operator performance:

Low-performing operators are put on performance improvement plans or transitioned out.

High-performing operators receive bonuses.



Saha's Technical Support Role

Saha provides comprehensive technical support to ensure consistent and safe water service delivery. This includes:



Procurement and Quality Assurance

Supplying treatment materials and consumables while maintaining product consistency and quality standards.



Operational Support

Providing both routine and emergency technical assistance, including plumbing, repairs, and equipment replacements, supported through a micro-insurance program.



Water Quality Monitoring

Conducting monthly microbial water quality testing across all operating sites.

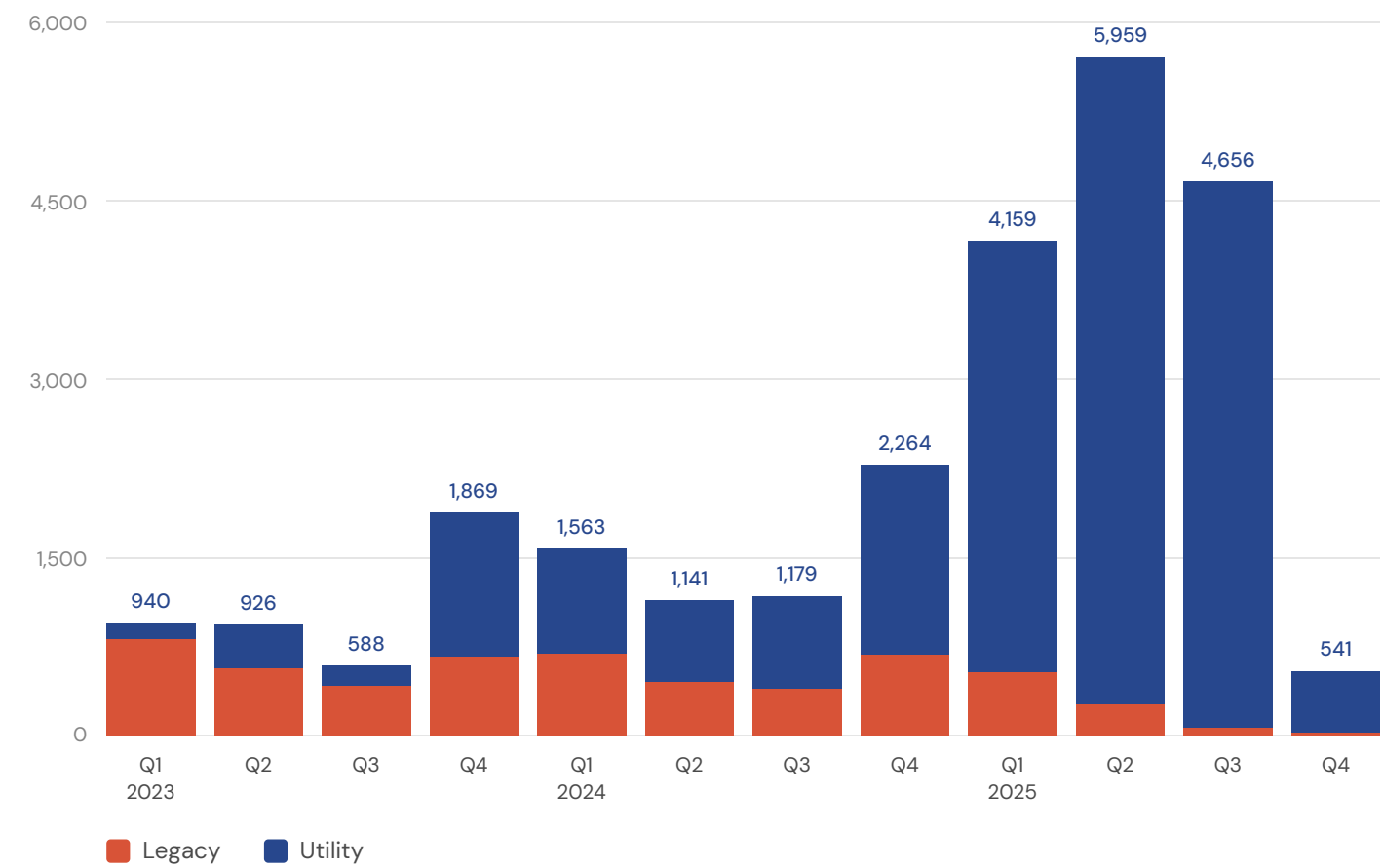


Independent Verification

Funding third-party laboratory testing by CSIR–Water Research Institute (CSIR–WRI) to validate water safety and compliance with national standards.

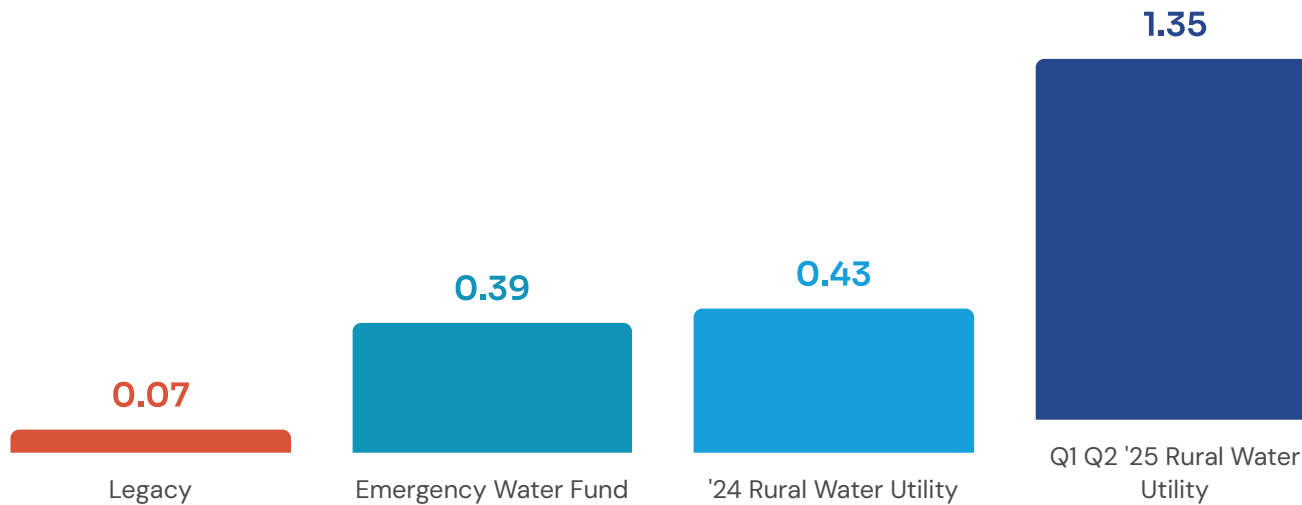


Total Water Production in Cubic Meters



Safe water production increases under the “professionalized approach”

Average L/P/D under different operational models



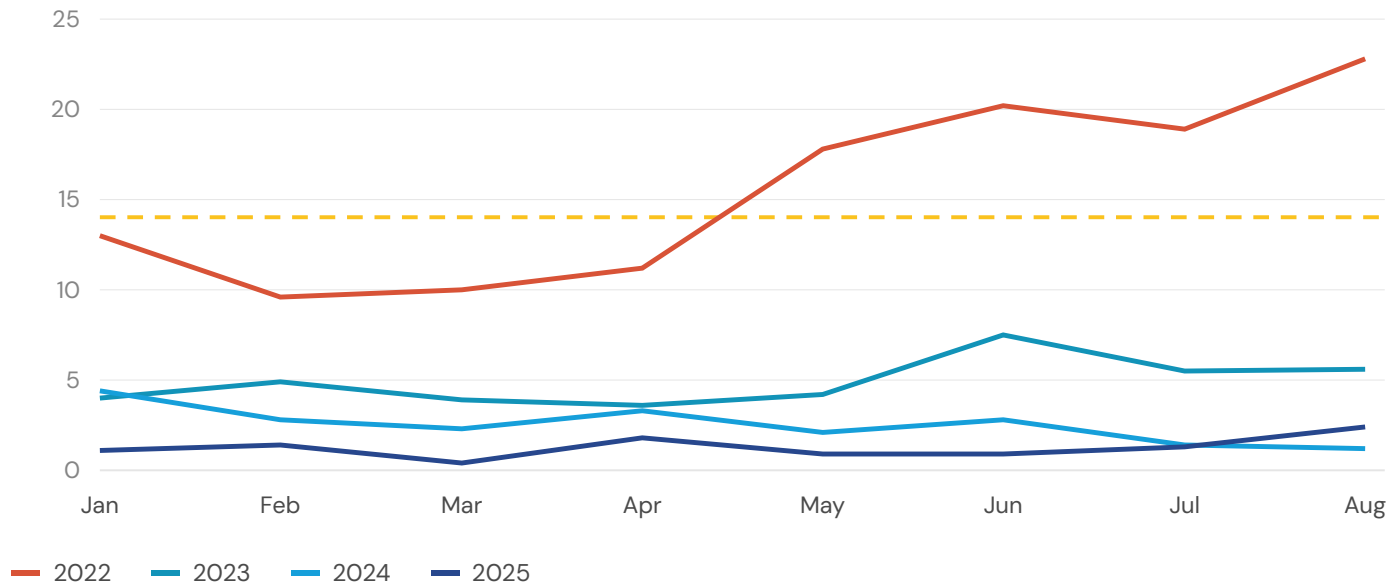
Average litres per person per day · axis maximum 1.5



Production exceeds
“Covid 19 Free Water
period”.

Microbial Water Quality results

% OF SAHA WATER SAMPLES WITH TC



Payment and
performance
assessment is
driving quality

Conclusion

- ↗ Professionalizing the role of the water operator drives increased production and consumption, reducing frequency for community visits
- 🕒 Results highlight an increased commitment from the operators to water provision.
- 📏 New structure provides a more objective way of managing water systems.





Universal access will not come from utilities alone. We need localized, flexible, affordably-priced, community-scale models. With the right partnerships and local innovation, we can solve the water crisis in our lifetime and ensure that every sip is safe everyday for everyone.

Thank You!

Appendix

Price of water affects consumption

LEGACY MODEL

Under the legacy model, 20 litres of water was sold at 50 pesewas.

CURRENT MODEL

Under our current model, 20 litres is sold for 10 pesewas.

*This presentation will focus on the management approach

M³ WATER SOLD

