



EXAMPLE DOCUMENT

Memorandum of Understanding

Transitioning water service management to a Municipal Assembly under a utility-grade model.

PARTY ONE

Saha Global (“Saha”)

EFFECTIVE DATE

02 / 10 / 2025

PARTY TWO

**Asunafo North Municipal
Assembly (“ANMA”)**

LOCATION

**Asunafo North Municipality,
Ghana**

Purpose

This MoU establishes a 6-month pilot partnership (renewable) to transition water service management to ANMA in 3 partner communities (Adunkwa Kese, Akwasi Bour Krom, and Kramo Krom), through:

- Capacity building for ANMA
 - Technical support and Maintenance Service Fund (MSF)
 - Reliable supply chains for water treatment materials
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Definitions

MSF A fee collected to cover the cost of Cap Man Ex for replacement parts.

mWater Digital platform for service monitoring.

KPIs Quantifiable performance metrics (Section 5).

Roles & Responsibilities

A. SAHA GLOBAL

1. **Capacity building workshop** on the need to partner with the Municipal Assembly in this pilot and also:
 - Train ANMA staff in the following:
 - Water facility repairs
 - Supply chain management
 - mWater reporting
 - Provide 1 motorbike + 1 smartphone that can support the mWater application

2. Supplies & Water Quality Testing:

- Deliver quarterly:
 - Chlorine: 2 tubes per quarter
 - Alum: half bag per quarter
 - Water test kits
- Procure/deliver replacement parts within 7 days of MSF-funded requests

3. Operator Payments:

- Transfer salaries/bonuses via Mobile Money by the 10th of the month.

B. ANMA

1. Service Delivery:

- Assign at least 1 full-time staff member for field visits and filling out live surveys and engaging the community, as well as doing repairs.
- Assign someone to conduct monthly water tests; upload results to mWater within 24 hours
- Distribute chlorine/alum without stockouts to water operators for treatment.

2. MSF Management:

- Communicate the MSF premium to the operators
- Update/inform operators of any deductions for MSF
- Communicate the MSF premium to the finance team for deduction
- Fill out the Maintenance Service Fee survey to capture revenue deducted
- Submit part requests via mWater with photos/facility ID

3. Resources:

- Cover mobile data costs for mWater surveys
- Maintain motorbike/phone. (Saha does not replace lost/damaged items.)

Key Performance Indicators

METRIC	TARGET	RESPONSIBLE PARTY
Water Facility Repairs	90% resolved in 7 days	ANMA
Water Testing	100% monthly tests	ANMA
MSF Remittance	100% on time	Saha
Part Deliveries	4-day turnaround	Saha
Operator Payments	90% on-time (by 10th)	Saha

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Financial Commitments

ITEM	SAHA	ANMA	MSF
Training	☑ Full coverage	Not applicable	Not applicable
Motorbike Fuel	☑ 500 GHS/month (6 mos)	☑ Excess	Not applicable
Chlorine / Alum	☑ Purchase & delivery to ANMA	☑ Distribution to operators	Not applicable
Replacement Parts	☑ Procure & deliver to ANMA	☑ Do repair / fix part	☑ Funds parts

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Governance

- **Meetings:** Bi-weekly and will be reviewed subsequently and can be adjusted monthly
 - **Reporting:**
 - ANMA: mWater surveys + monthly MSF reports
 - Monthly Utility Survey
 - Monthly Customer Satisfaction Survey
 - Technical support survey when required
 - Lab results and risk management when required
 - Saha: Quarterly MSF expenditure reports
 - **Disputes:** Mediated by RCC
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Duration & Exit

- **Initial Term:** 6 months (auto-renews if 80% KPIs met)
 - **Exit:**
 - Saha transitions to advisory role
 - ANMA assumes full MSF management
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General Provisions

AMENDMENTS

Require written agreement

TERMINATION

30 days' notice

TRANSPARENCY

Shared access to all data

NON-BINDING

Except for MSF, data, and confidentiality clauses

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Signatures

Both parties sign below to confirm the commitments set out in this Memorandum of Understanding.

FOR SAHA

Saha Global

Name

Title

Signature

Date

FOR THE ASSEMBLY

Asunafo North Municipal Assembly

Name

Title

Signature

Date



This Memorandum of Understanding is in effect between Saha and the Asunafo North Municipal Assembly. It is published here as a reference for partners and practitioners; terms, targets and figures reflect this specific pilot partnership and should be adapted to local context.