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REAL IMPACT: INDONESIA

INDONESIA URBAN WATER, SANITATION, AND HYGIENE PROJECT

USAID's **Real Impact** series highlights examples of water sector projects around the world. Each case example provides from-the-field insights about successful approaches, challenges faced, and lessons learned.

CHALLENGE

Urban areas across Indonesia have reached a critical juncture. Despite high levels of economic growth, access to basic services such as water supply and sanitation services are exceptionally low, especially for the urban poor. Only 37 percent of urbanites have access to piped water supply and only 69 percent have access to the most basic sanitation. Most notably, coverage in several areas is falling even further behind as urban population growth outstrips the ability of most local governments to expand service coverage.

I UWASH



LOCATION: Indonesia
 DURATION: 2010-2016
 FUNDING: \$33.7 million
 IMPLEMENTING PARTNER:
 DAI

APPROACH

USAID's Indonesia Urban Water, Sanitation, and Hygiene (IUWASH) Project seeks to increase the demand for safe drinking water access and improved sanitation among urban communities and households; improve water and sanitation services provided by public and private sector institutions in urban areas; and improve supporting governance and financial structures that form the sector's enabling environment. Through three mutually reinforcing integrated components, IUWASH works side-by-side with the Government of Indonesia to make significant progress toward

achieving its Millennium Development Goal (MDG) targets for safe water and sanitation by expanding access to these services, with a particular focus on the urban poor. These include:

Mobilizing Demand: A central tenet of IUWASH is that comprehensive and sustainable solutions to improved water and sanitation services require the active participation and feedback of civil society. The project has developed approaches to ensure that services are within reach of all segments of society. Microfinance supports the cost of connecting to a utility's piped water network and sets up repayment for the relatively high cost of connecting in affordable installments over an extended period for increased access to water supply. For the poorest communities, the project has set up "Master Meter" systems whereby the utility provides one main connection to a group of 50 to 100 households and then the

community itself develops and maintains their own internal distribution system.

“Before USAID’s program, the water here was murky and had an unpleasant smell ... Now all those problems are in the past, and the water even costs less.”

Arifin, local resident

The project is supporting community-led total sanitation to engender broad support for the development of improved household and communal systems and lead entire communities to achieve open defecation-free status. To create further demand for water and sanitation services, IUWASH works hand-in-hand with cities to develop

strategies that encourage local households to connect to municipal sewer systems. Additionally, hygiene education materials have been created for use in community-level programs related to hand washing with soap and point-of-use water treatment. Together, these approaches are being set forth in a "Sanitation for the Poor Toolkit" intended to become a major reference for sanitation program managers nationwide.

Improving and Expanding Capacity: Recognizing that increasing rates of coverage is only possible if the institutions responsible for water and sanitation service delivery are themselves in sound condition, IUWASH supports the efforts of the utilities, the private sector, and local governments to improve their technical, financial, and institutional performance. National and regional teams work with local partners to develop quality business plans, address major technical issues, and improve their



Photo Credit: USAID/IUWASH

financial management practices. These teams help local stakeholders identify priority areas critically in need of attention and assist with the development and implementation of clear action plans to address those needs.

To address declining availability of water from rapid urbanization, changing land use patterns, and the emerging effects of climate change, IUWASH is in some areas facilitating partnerships with important private sector actors. Coca-Cola is funding two important projects aimed at restoring aquifers to provide safe water for thousands of families.

Strengthening the Enabling Environment:

IUWASH’s approach is also based on an understanding that any successful and sustainable initiative in water supply and sanitation depends on a supportive enabling environment of good governance and access to finance. To build and strengthen the capacity of local governments, IUWASH is providing basic introductory training to local officials on sector management and facilitating “visioning” workshops for consensus building on the current status of the sector, engineering the kinds of improvement required, and ensuring their commitment to work together for improved policies, increased budget allocations, and more active engagement of civil society.

IUWASH is working with local partners to develop large-scale, bankable projects designed to dramatically improve water availability and distribution systems. IUWASH is also promoting the development of self-sustaining networks of private businesses to provide critically important sludge collection and removal



services to enhance the capacity of sound wastewater management.

IMPACT

As of September 2012, 248,760 people have obtained access to a safe water supply, an estimated 13,730 individuals now have access to improved sanitation, and in areas surveyed, the per-unit cost of water paid by the urban poor has decreased by an estimated 32 percent. IUWASH has improved the accessibility of improved water quality that impacts all segments of society. Not only has the water quality been improved but

the quality of life for the urban poor as well. “Before USAID’s program, the water here was murky and had an unpleasant smell. After taking a bath, your skin didn’t feel clean and fresh; it felt itchy instead. Now all those problems are in the past, and the water even costs less,” said Arifin, a local resident and construction worker.

Under the umbrella of the US-Indonesia Comprehensive Partnership, IUWASH now works in 54 municipalities throughout the archipelago and will continue its work through 2015, the end of the MDG period.

KEYWORDS

- Microfinance**
- Sanitation**
- Urban Hygiene**
- Water Education**
- Sustainable WASH**



LESSONS LEARNED

IUWASH is building on a long history of USAID involvement in water supply and sanitation in Indonesia, including the Environmental Services Program (ESP). During ESP's five-year effort, USAID introduced a wide array of new initiatives that resulted in 295,965 households with increased access to safe water and more than 27,105 people with access to improved sanitation. Some key lessons learned from IUWASH and ESP so far include:

- ◆ Most challenges faced by the sector are fundamentally related to governance.
- ◆ Although they can be daunting, innovative and creative approaches can improve service coverage for the poor and traditionally disenfranchised.
- ◆ Individual households, communities, local governments, utilities, and the private sector all have a vitally important role to play, and IUWASH recognizes that neglecting any single group risks the success of others.
- ◆ Comprehensive solutions to Indonesia's water and sanitation issues likewise require the active participation of all parties – and most especially local communities.
- ◆ Strong support by the Government of Indonesia's Central Planning Agency and Ministries of Public Welfare, Public Works, Health, Home Affairs, and others is critical to project success in the near term and the sustainability of its interventions in the long term.
- ◆ Receiving the feedback of engaged individuals, households, communities, and local actors is essential for transparent and accountable service provision.
- ◆ Partnership guides IUWASH as it seeks to make the transformational change urgently required in most urban areas.

ADDITIONAL RESOURCES

To learn more about the IUWASH project, contact:

DAI:

<http://dai.com/our-work/projects/indonesia%E2%80%94urban-water-sanitation-and-hygiene-iuwash>

USAID/IUWASH:

<http://www.iuwash.or.id/home>

ESP

<http://dai.com/our-work/projects/indonesia%E2%80%94environmental-services-program-esp>