

Urban Senegal

Population: 5,500,000

Organising authorities: The State of Senegal and the Société Nationale de l'Eau du Sénégal (SONES), its assets-owning company.

Water operator: Sénégalaise des Eaux (SDE).

Location: Urban centres of Senegal, i.e. the main 56 urban cities across the whole country as well as 400 villages close to the main distribution network, covering an overall population of 5.5 million.



While only 80% of urban dwellers had access to public water networks through private taps or public standpipes in 1996, the overall connection rate reaches 98%.

The proportion of population using public standpipes has been reduced from 22% to 8,6% only thanks to more than 220,000 new household connections.

PPP description

After an international competitive bidding process a tripartite Public-Private-Partnership contract was signed in 1996 for ten years. It was renegotiated in 2006 and 2013 and extended until the end of 2018.

The scope of the private operator is to produce and supply water on a daily basis using the infrastructure that is owned by SONES. It is an "affermage" since major investments are funded by SONES.

The main shareholder of SDE is Eranov with 57% of the shares. The population currently supplied by the contract is close to 5.5 million inhabitants.

Context and PPP objectives

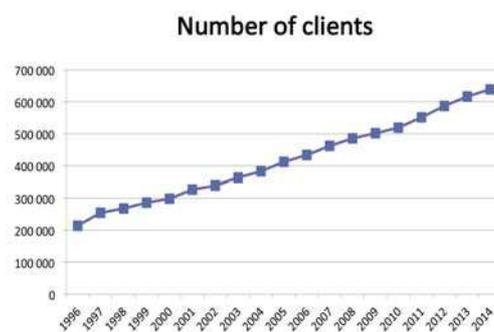
The contract is a performance-based contract. The outputs targeted are monitored by a very comprehensive "performance contract" signed with SONES. The numerous performance indicators cover all operational processes including, the quality of water supplied, the quality of services (speed of reaction to customer complaints and requests and to service interruptions), technical aspects as well as financial performance.

SDE with its partner SONES has managed to deliver significant improvements to the water supply service.

Improving accessibility to water

The main improvement is the coverage of the population. At the start of the contract, in 1996, the connection rate was less than 80%. This comprised 58% of the population supplied through private household connections and the remaining 22% supplied through stand pipes. The total number of customers was 241,671. The overall connection rate is now 98%. 89.4% of the population is supplied through private household connections and 8.6% through stand pipes. The total number of customers that benefit from this improved access is now 638,629 customers (2014).

This 98% connection rate is the highest in Sub-Saharan Africa for urban dwellers according to the World Bank. The reduced use of standpipes is a significant improvement in the accessibility of water.



- Improving accessibility of water
- Contributing to affordability of water services
- Reducing leakage and water losses

1.9 million people, mostly poor, have gained access to tapwater through fully subsidised connections.

The domestic tariffs have been kept unchanged in the past 12 years.

Contributing to affordability of water services

The majority of newly-connected households have benefited from subsidised “social connections” funded by SONES and installed by SDE. Over 18 years 187,478 of such social connections have been installed free of charge for the benefiting customers reaching a population of about 1,925,000. At the same time more than 600 stand pipes have also been installed. The population targeted has been mainly in the poorest parts of the cities, in particular the slums of Dakar. This newly connected population represents 13.33% of the population that is supplied today.

This social connection program has been funded through the support of many international donors and by revenues raised from customers.

The domestic tariff scheme has been designed as an Increasing Block Tariff comprising a first “social” block for a monthly consumption of less than 10 m³. This targets the most vulnerable customers with a significantly discounted rate as illustrated by the following table :

Domestic Increasing Block Tariff	Monthly consumption	Price per m ³	
		FCFA	US\$
Social block	From 0 to 10 m ³	191	0,33
Normal block	From 10 to 20 m ³	630	1,08
Deterrent block	Above 20 m ³	789	1,35

This household tariff has been kept unchanged for more than 10 years since 2003.

Reducing leakage and water losses

SDE has also demonstrated an excellent record in leakage reduction limiting the increase in production required to supply the newly connected population.

Since the beginning of the contract, the production of water has increased by 71.15% while at the same time the water supplied to the connected population has increased by

117.58%. This has been possible thanks to a significant reduction in leakage.

This improvement in network efficiency (from 68.2% at the start of the contract to an average 80,34% in 2014) has allowed to save annually 17 millions m³ of water available to the connected population, equivalent to the daily consumption of a population of 900,000 people.

This outcome has been achieved in spite of the fact that the number of leaks on communication pipes and on the network has remained constant since 1996 (respectively 30,000 and 6,000 per year on average). This is mainly due to the investment needed to renew the network, which is the responsibility of SONES, being behind schedule. SDE has become very efficient at monitoring and fixing new leaks very quickly to avoid water being lost.



Women at a standpipe in a slum in Dakar

Other significant improvements

Quality of water supplied: the microbiological compliance of the water supplied now reaches now a level of 98.54% against a contractual target of 96%.

The customer satisfaction rate regarding the quality of the water supplied now stands at 83% against 45% in 2005.

The presence of a professional and efficient private water operator as well as the governance framework have been instrumental in reinforcing the trust of international donors and catalytic to attract their financial support.

See ref. 1, 2, 28