

In sub-Saharan Africa, water kiosks have been developed as an effective approach to provide safe water to a large number of residents in low-income urban areas. They are now being implemented on a large scale in several countries.

THE BENEFITS

- A fast roll-out into unserved areas is possible.
- One kiosk can serve 500 to 1500 people.
- Investment costs per capita are less than €10.
- Customers benefit from a regulated price, controlled water quality and a reliable service.
- The kiosk concept benefits from economies of scale and allows for cross-subsidisation.
- Design, implementation and operation of the kiosk system are standardised to ensure service quality and cost-efficiency.
- Ownership is ensured through the involvement of the community (e.g. placement awareness, recruitment of operators).
- The kiosk concept can be extended to include sanitary facilities.

THE MANAGEMENT CONCEPT

- Kiosk assets belong to the utility.
- Kiosk management and supervision of operators are the responsibility of the utility.
- Operators are contracted by the utility and receive a sales commission of 30 to 40%.
- All kiosks are metered.
- Customers pay the kiosk operator in cash per 10/20-litre container of water.
- An essential part of the management concept is that kiosk operators' income should also be generated through other commercial activities (e.g. selling health products). This ensures that the operator can sell the water at the regulated social tariff and still derive an overall income that allows him/her to make ends meet.
- The kiosks should be located on public land to enable replacement of the kiosk operator in case of misconduct.
- The technical design of the kiosk connection also allows for household connections for those who can afford them (mixed system).



Water Kiosks

Bringing sustainable water supply and sanitation to the urban poor

Contact:
Andrea Goertler, Stephanie Lorek,
Dirk Schaefer

Deutsche Gesellschaft für
Technische Zusammenarbeit (GTZ) GmbH

Water Section
PO Box 5180, 65726 Eschborn, Germany
Phone: +496196 79-1327
Fax: +496196 79-80 1327
wasser@gtz.de
www.gtz.de/water



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and Development

DESIGN ELEMENTS OF WATER KIOSKS EXPLAINED

Protruding roof to protect vendedes from the rain while fetching the water

Steel shutters and doors, and concrete roof and walls serve to prevent vandalism

Fetching pillar to assist lifting of container

Drainage and soakaway to improve hygiene

Fetching bay so that containers are not placed on the ground for two reasons:
 · To prevent pollution of container and improve hygiene
 · To make lifting easier



Taps installed behind the shutters, which are locked during the night to avoid theft

Shelves to store various goods sold at the kiosk

THE IMPACT

Water kiosk projects in sub-Saharan Africa are an adapted solution developed by German Development Cooperation. To date, more than 500,000 people are provided with safe and affordable water via approximately 300 water kiosks.

The kiosk concept is supported by innovative pro-poor basket funds, e.g. the Devolution Trust Fund (DTF) in Zambia or the Water Services Trust Fund (WSTF) in Kenya. These Funds support utilities in employing appropriate low-cost technologies in water supply and sanitation, and in establishing appropriate sustainable management systems. In addition to providing funds, the basket funds closely assist utilities in planning and implementation, as well as operation and management of water kiosks.

In recent years, this successful concept has been transferred from Zambia to further sub-Saharan African countries with the help of German Development Cooperation. Currently, a pilot project is being realised in Tanzania while Kenya is implementing a kiosk system on a large scale.

A key success factor is the adaptation of the concept to the country-specific context.

For further information please refer to the "Case Study - Water Kiosks".