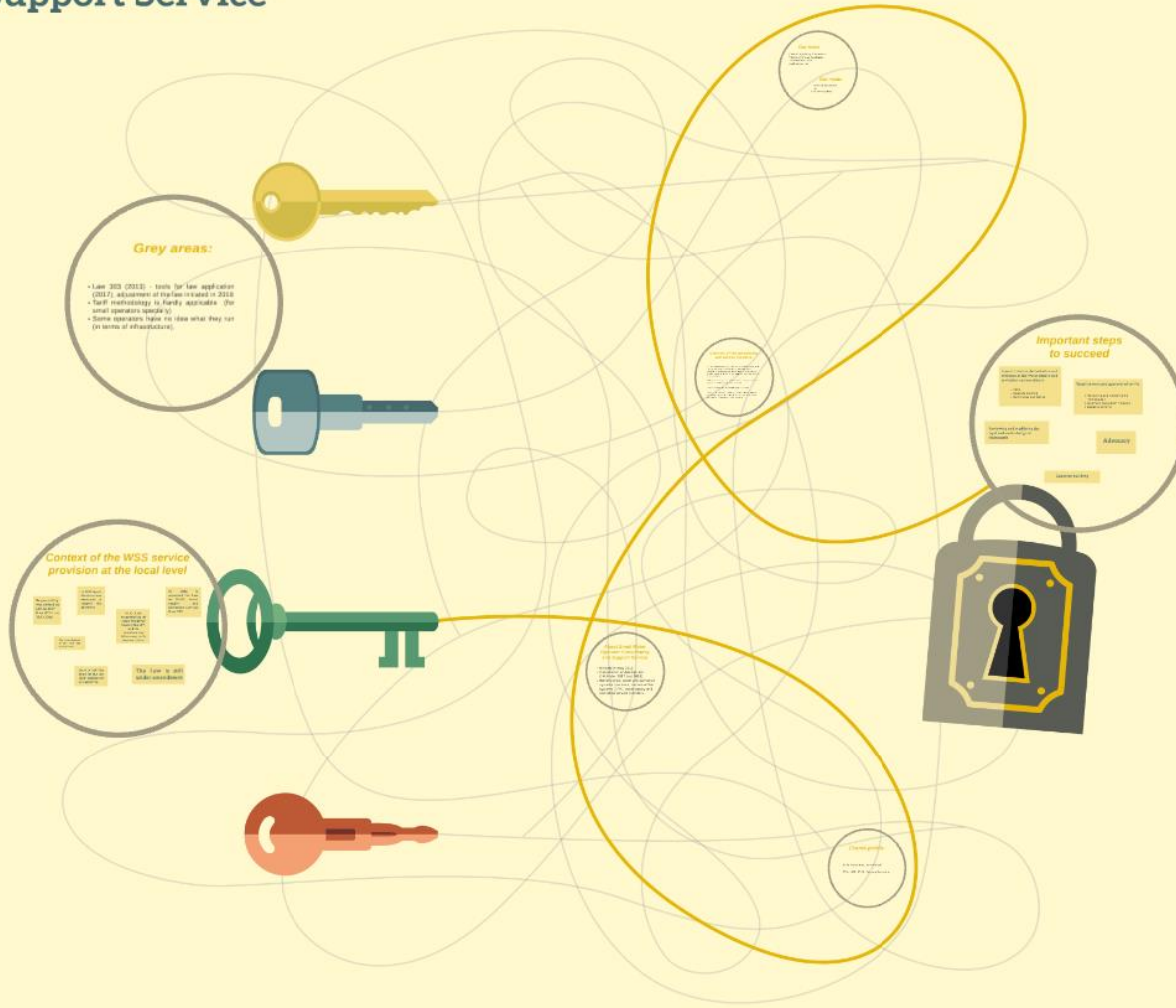


# Learning from “Small Water Operator Consultancy and Support Service”



## Key to Success



## *Grey areas:*

- Law 303 (2013) - tools for law application (2017), adjustment of the law initiated in 2016
- Tariff methodology is hardly applicable (for small operators specially)
- Some operators have no idea what they run (in terms of infrastructure),

## *Context of the WSS service provision at the local level*

Responsibility was shifted to LPA in 2007 (Law 435 from 28.12.2006)

In 2008 Apele Moldovei was mandated to support the operators

In 2013 is approved the Law on Public water supply and Sanitation services (Law 303)

In 2014 the responsibility (of Apele Moldovei) to assist the LPA and the operators was taken away with no prescription.

The amendments of the law 303 are initiated

Only in 2017 the tools for the law (303) application are approved

**The Law is still under amendment**

## ***About Small Water Operator Consultancy and Support Service***

- Initiated in may 2017;
- Cooperation of ApaSan and CALM (for 2017 and 2018)
- Beneficiaries: water and sanitation systems operators, owners of the systems (LPA), water supply and sanitation service providers.

## ***Clients profile:***

90 % Rural area, 10% Urban

75% LPA, 25 %, Service Providers

## ***Overview of the consultancy and support requests:***

75 % of requests are from the administrative- managerial-legal area, out of this 25% are related to property registration and evidence, property delimitation (public, private property) and involves legal and technical support and assistance.

15% of request are focused on tariff issues (calculation, approval, methodology to be applied)

10% of request are related to technical issues

70% out of the total number of requests asked also for support on technical, financial and juridical inventory & delineation infrastructure and property

## ***Our tools***

- Set of regulatory documents
- Comprehensive databases
- Professional staff
- web resources

## ***Our needs***

- technical equipment
- car
- additional spaces

# *Important steps to succeed*

**Inventorization, delimitation and evidence of the water supply and sanitation system objects**

- Tools
- Capacity building
- Continuous assistance

**Establishment and approval of tariffs**

- Reviewing and modifying the methodology
- automatic calculation modules
- Capacity building

**Reviewing and modifying the legal and methodological framework**

**Advocacy**

**Capacity building**



***Thank you!***

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