



Phnom Penh Water
Supply Authority

KINGDOM OF CAMBODIA
NATION RELIGION KING

Clean Water for All and Customer Information



Annual Report 2013

Head Office : North of Royal Railway Station, Phnom Penh Tel : 023 724 046 Fax & Phone : 023 428 969

Content

A. CLEAN WATER FOR THE LOW-INCOME FAMILIES	1
A1. Policy of Clean Water for the Low-Income Families	1
A2. Activities in 2013	1
A3. Conclusion.....	3
B. CUSTOMER INFORMATION PROGRAM.....	4
B1. Goals	4
B2. Implementation in 2013	4
B3. Conclusion.....	4

ANNEX



Phnom Penh Water
Supply Authority

Kingdom of Cambodia
Nation Region Kingdom

REPORT ON CLEAN WATER FOR ALL YEAR 2013

A. CLEAN WATER FOR THE POOR

A1. Policy of Clean Water for the Poor

In contribution to implementing the Government's Poverty Reduction Policy, PPWSA has started to carry out the policy "**Clean Water for Low-Income Families**" since 1999.

The clean water supply to the poor has contributed to poverty reduction via the following factors:

- 1- PPWSA's water tariff is 3 to 9 times cheaper than that of the private water providers (Cross-subsidy amid consumers).
- 2- Installment payment policy: 12 months, 17 months and 22 months which can be chosen by the poor based on their financial capacity, and in addition a policy of 20% discount of connection fee for the poor living in suburban communities. Furthermore, PPWSA has applied the subsidy: 30%, 50% and 70% of the total connection fee since 2005 based on the result of evaluation over the real poverty made by committee in cooperation with local authorities. Indicating that even the subsidy is up to 70%, some poorest families still cannot afford to make the installment payment for the remaining 30%. PPWSA, therefore, has to apply an additional category of 100% subsidy for the poorest families since February 2006.
- 3- Water pipe is connected indoor without additional expense and time for transport from the selling point.
- 4- Clean water, according to WHO guideline, assures the consumer's health. (*Annex1*)

To achieve this policy, PPWSA has:

1. a team to identify location of the poor, poverty evaluation and scoring
2. a team to broadcast the policy and the connection procedure
3. a team to facilitate application forms for the poor on-site

The activities of clean water supply for low-income families from 1999 to 2013 are summarized in *Annex 2* and Project for Subsidizing Domestic Connections to Low Income Residents in *Annex 3*.

A2. Activities in 2013

In parallel with the expansion of service coverage to suburban areas in Meanchey, Dangkor, Sen Sok, Russey Koe and Por Senchey districts as well as the provincial town of Kandal, PPWSA has pursued clean water for low-income families, through:

1. Continuing the survey of consensus and suggestion of the poor who have just received services;
2. Extending the clean water supply to the poor living in the following 16 suburban communities and provincial town of Kandal, Takmao, with subsidy and allowing for installment payment on connection fees.

- (1) *Borey Keila Community*
(*Veal Vong Commune, 7 Makara District*)
- (2) *Rik Chamroeun Community*
(*Prek Pra Commune, Meanchey District*)
- (3) *Chamroeun Akphivat Community*
(*Prek Pra Commune, Meanchey District*)
- (4) *Prek Tapov 1 Community*
(*Prek Pra Commune, Meanchey District*)
- (5) *Prek Tapov 2 Community*
(*Prek Pra Commune, Meanchey District*)
- (6) *Prey Nokor Community, Kok Kleang 2 Village*
(*Phnom Penh Thmey Commune, Sen Sok District*)
- (7) *Prey Nokor Community, Kok Kleang 3 Village*
(*Phnom Penh Thmey Commune, Sen Sok District*)
- (8) *Kaksekar Community*
(*Phnom Penh Thmey Commune, Sen Sok District*)
- (9) *Sen Sok Community*
(*Khmuonh Commune, Sen Sok District*)
- (10) *Andoung Thmey Community*
(*Kok Rorka Commune, Dangkor District*)
- (11) *Toul Rorkakos Community*
(*Prey Sar Commune, Dangkor District*)
- (12) *Borey Santepheap Community*
(*Chom Chao Commune, Por Senchey District*)
- (13) *Vimean Trung Community*
(*Kraing Thnung Commune, Por Senchey District*)
- (14) *Sambok Chab Community*
(*Trapaing Krasaing Commune, Por Senchey District*)
- (15) *Trapaing Anhchanh Community*
(*Trapaing Krasaing Commune, Por Senchey District*)
- (16) *Samaki Community*
(*Trapaing Krasaing Commune, Por Senchey District*)

As a result, PPWSA has provided 1,441 connections to the low-income families, where:

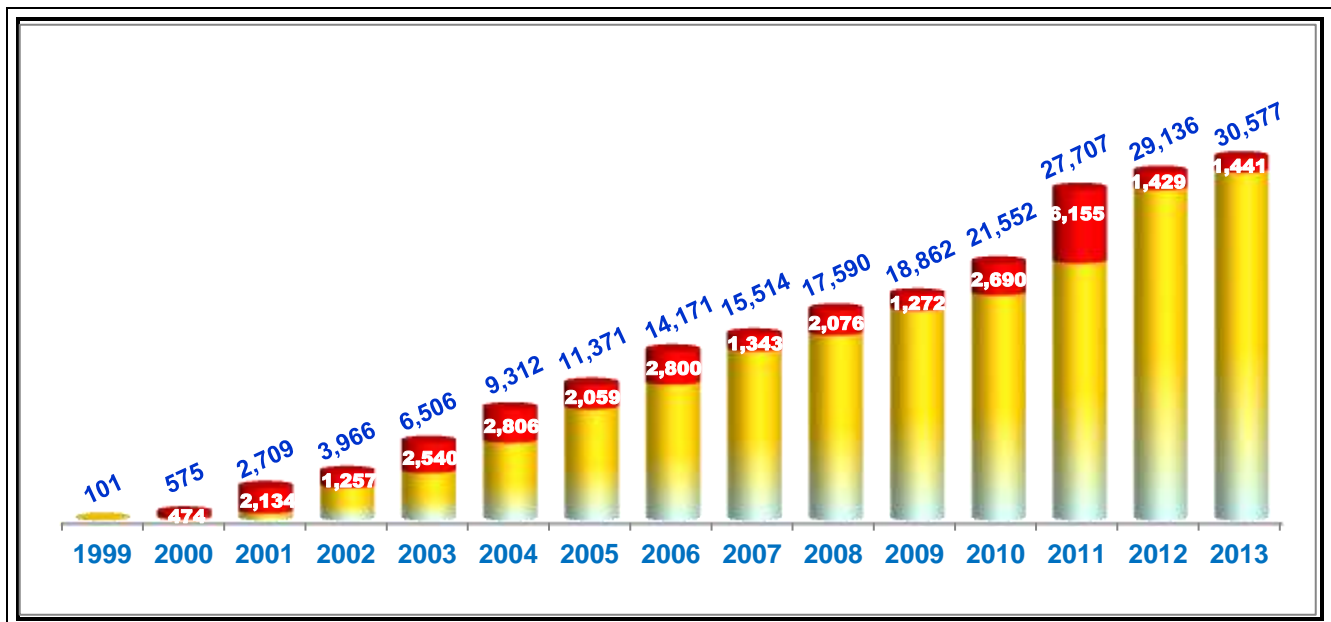
- 02 connections were paid in installments.
- 1,439 connections (41 urban and 1,398 suburban) were subsidized worth 371,224,800 Riels, equivalent to USD 92,806. The fund for the subsidy comes from the donation of :
 - *PPWSA Social Fund (providing subsidy since November 2013): 33,738,480 Riels*, equivalent to 163 connections
 - *WB and Maire de Paris: 337,486,320 Riels*, equivalent to 1,276 connections

Description	Number of Connections									Total Subsidy (Riels)
	Beginning			Increase in 2013			Ending			
	Urban	Outskirt	Total	Urban	Outskirt	Total	Urban	Outskirt	Total	
A. Subsidy	1,606	16,771	18,377	41	1,398	1,439	1,647	18,169	19,816	5,069,265,840
100%	275	7,557	7,832	8	517	525	283	8,074	8,357	2,828,008,800
70%	646	4,596	5,242	24	582	606	670	5,178	5,848	1,385,274,240
50%	542	3,412	3,954	8	269	277	550	3,681	4,231	715,885,200
30%	143	1,206	1,349	1	30	31	144	1,236	1,380	140,097,600
B. Instalment Payment	-	-	10,759	-	-	2	-	-	10,761	<i>Instalment Payment</i>
SumTotal	-	-	30,351	-	-	1,441	-	-	30,577	-

From 1999 till the end of 2013, through the program “Clean Water for Low-Income Families”, PPWSA has installed a total of 30,577 direct connections (equivalent to 13.42% of total connections), where:

- 10,761 connections were paid in installments.
- 19,816 connections (1,647 urban and 18,169 suburban) were subsidized worth 5,069,265,840 Riels, equivalent to USD 1,267,316. The fund for the subsidy comes from the donation of :
 - PPWSA Social Fund: **33,738,480Riels**, equivalent to 163 connections
 - WB and Maire de Paris and other donors: **5,035,527,360 Riels**, equivalent to 19,653 connections

Water Connections for Low-Income Families Since 1999 to 2013



A3. Conclusion

This program does contribute to eradicating the poverty of Phnom Penh habitants and meet the goals of Poverty Reduction Policy of the Government.

The water people are using is clean and drinkable from tap directly. The service is available 24/7 whenever they need with sufficient pressure. They no longer need to wait to collect and transport water over distance as well as spend 3 to 9 times less than before. They have time

to engage other jobs to make more income for their families. Now, the children who used to help transport water every day over distance can relax and have time to play and study for their body and mind improvement. In addition, health has been better improved due to clean water.

Pursuant to the dynamic result, PPWSA has been extremely enthused and supported by the Government, development partners for self-reliance, and the poor as well as NGOs, donors and loan providers, in particular, the World Bank, the Asian Development Bank and the Mairie de Paris.

B. CUSTOMER INFORMATION PROGRAM

B1. Goals

To response to the requirements of customer's awareness of clean water supply and to strengthen the collaboration with its customers, PPWSA created a broadcast team in Mach 2003 to carry out "**Customer Information Program**" at local levels, communities, villages as well as communes throughout Phnom Penh City in collaboration with the local authorities, aimed at making the customers, especially the poor, understand.

Topics of the broadcast include:

- Clean water supply techniques
- Managing and ensuring the quality of clean water supplied by distribution network
- Water service policy
- Billed amount determining method and billing process
- As well as other caution and void cases to avoid customer's loss, such as ignored indoor leakage, etc.

B2. Implementation in 2013

In 2013, the taskforce conducted the "Customer Information Program" providing the following 2 rounds in Takmao town and Dangkor district with a total of 380 participants.



*Samrong 1 Village, Takmao Commune,
Takmao Town*



*Banla Sa-it Village, Khmuonh Commune,
Sen Sok District*

B3. Conclusion

By the end of 2013, PPWSA has held "Local Customer Information Program" 80 times with 8,106 participants since March 2003 (*Annex4*).

Through this program, local people have gained a lot of knowledge about PPWSA's clean water supply as well as relevant policies and enthusiastically welcomed PPWSA, with closer collaboration.

Annex

Reason of Clean Water Supply to the Poor

The Kingdom of Cambodia has a total population of about 13 millions. Almost one million Cambodians are residing in Phnom Penh, mostly in the four central districts. Like other developing countries, the poor are living in Phnom Penh City in communities and some are scattered.

Their jobs are motorbike taxi drivers, cyclo-drivers, laborers, inner-tube pitchers, cars and motorbike cleaners, etc. with an average daily income between 3,500 to 10,000 Riels (USD0.85-USD2.50) per household. Every day, they have to allocate the tiny the tiny income for basic like food, electricity, water, etc.

The poor without direct connections from PPWSA have to purchase water from sellers at a high price of 1,500 to 3,500 Riels per cubic meter, which geographically varies. In addition to the high price, they have to sacrifice their manpower and time to bring water to their homes in the distance of hundreds of meters. The cost is therefore increased.

In general, water transport is the children's workload reducing the school and play time for improving their own spirits and bodies.

Moreover, the water they purchase is safe because of its sources- lakes or wells without any protection. Even water from PPWSA's distribution networks (in case of re-sales) is not ensured due to the unsafe transport facilities like unclean buckets and pushcarts.

Quite the reverse, the people having direct connections from PPWSA do not need to transport water because they have indoor water for easy use.

They also have to pay only 550 Riels/m³ for a monthly consumption up to 7m³ (approximately 230 l/day) and only 770 Riels/m³ for a monthly consumption between 8 to 15 m³.

With regard to this, those who do not have direct connections from PPWSA, mostly the poor, have to pay 3 to 9 times for water.

Clean Water Supply to the Poor before 2013

After the Khmer Rouge period, almost all the urban infrastructures were destroyed. The water pressure in the PPWSA supply network was very low due to high leakage of the deteriorated pipelines. The coverage of supply network was also limited.

Small-scale services came about by pumping water from rivers, lakes or wells and were provided to customers in various ways, from pushcart to piped system. Some of the retailers purchased water from PPWSA for subsequent selling to consumers. This retailing practice, however had some disadvantages foremost of which are as follows:

- Monopoly of service by one supplier resulted to higher cost to final consumers
- Stealing by retailers from PPWSA supply network had been rampant and took various forms

To eradicate these problems, PPWSA sought cooperation with NGOs such as PADEK to supply clean water to the poor families through their representatives. And, with the support of the Phnom Penh Municipality, PPWSA suggested the poor to create "Communities of the poor". Those communities elected their representatives to distribute water in their respective community. A "reasonable" tariff was drafted for end-users. The installation of community water pipes was mostly funded by NGOs.

At the end of 1998, there were 53 community representatives, consuming an average of 15,500m³ per month. It makes up to about 1.1% of the total sales volume of PPWSA. However, from time to time, there were cases where the community representatives also acted as the water retailers and started selling water themselves.

In March 1998 PPWSA received a Development from Credit the World Bank. A part of the soft loan was intended to establish clean water supply service to the poor families of Phnom Penh. In support of the Royal Government's commitment to reduce poverty, and to comply with the loan covenant with the World Bank, PPWSA waged a committed stance to the policy of "supplying clean water to the poor". Provision of direct water service to the poor, however, is subject to some conditions.

The poor community would:

- 1- Need to register at the Municipality and have clear and definite address
- 2- Need to pay 10% of the total connection fee and make a refundable water deposit at the application
- 3- Pay the remaining connection fee through monthly-installment for a period of 9 months at an annual interest rate of 8.5%.

A working team was created to implement the policy on water supply to the poor. In addition to responsibility of processing and approving the applications for water service connection, this working team is also responsible for the implementation of the installment-payment scheme.

Unfortunately, the information on this installment-payment policy was not extensively disseminated and not many poor families knew about it and responded.

In 1999, PPWSA made only 101 house connections for the poor communities in the 4 districts around Phnom Penh City Center. This was a negligible number compared to the total house connections of 12,059 done by PPWSA that year.

With the improvement of water supply service **in year 2000**, i.e. decrease in water loss, and the general increase in the water pressure, PPWSA decided to speed up the activity giving direct water service to the poor communities. This commitment was made in conditions that the poor communities:

- 1- Shall not resettle
- 2- Report to PPWSA the water leakage in their areas and adequacies concerning the clean water network
- 3- Do not take an opportunity to benefit from reselling water.

A new monthly-installment payment schedule for connection fees was established. For a 15mm water meter and maximum pipe length of 10m, the payment structure was as follows:

- 1st payment : 109,080 Riels (around USD28)
- 2nd payment : 36,040 Riels (around USD9.30)
- 3rd payment : 35,840 Riels
- 4th payment : 35,540 Riels
- 5th payment : 35,340 Riels
- 6th payment : 35,040 Riels
- 7th payment : 34,840 Riels
- 8th payment : 34,640 Riels
- 9th payment : 34,340 Riels
- Last payment : 34,140 Riels

The total amount was 424,840Riels including refundable deposit of 41,400Riels and 10% VAT (Value Added Tax).

In addition, two work teams were formed with the tasks of disseminating information regarding this “Water Supply to the Poor” program. The objective is to build awareness and understanding to a wider group of poor people of Phnom Penh about this project, including the benefits of receiving clean water supply service from PPWSA. These teams were also responsible to carry out the whole process of water supply to the poor, from the application processing, gathering of required document and approval of applications to actual installation of house connections.

In the year 2000, the total connections increased to 474 connections, 38 from outside communities and 436 from the 6 communities with Phnom Penh City Center.

In 2001, to strengthen and extend clean water service to the poor of the four central districts, PPWSA has conducted survey the poor newly received direct services and investigated any poor who do still not have access to PPWSA’s direct services. As a result, there were 691 families remaining without direct service (1st Quarter Report 2001-Vol.3). The main reasons were:

- Lack of awareness on the project and its advantages
- Financial difficulty to make 10-months installment payment.

Based on the results, PPWSA has reviewed the policy of installment payment. In June 2001, PPWSA released 2 new installment payment policies, which enable the poor to choose installment payment method for 10,15 or 20 months, and reduced the connection fee 20% for the suburban poor.

In parallel, PPWSA struggled to extend clean water supply system to suburban areas in order to supply clean water to the inhabitants in those areas, including the poor. In addition, PPWSA continuously seeks assistance and collaborative undertaking with NGOs as sponsor on the project.

During the year 2001, PPWSA executed house connections for the poor in total 2,134 (approx. 78% of 2,709 poor connections installed from 1999 to 2001). Among these are 1,915 connections in communities (1,832 connections in urban and 83 connections in suburban area) and 219 connections outside communities (204 connections in urban and 15 connections in suburban area).

Through the invitation of World Bank, PPWSA was able to present its experience in providing Water supply service to the poor in the international seminar on Water Supply and Sanitation Sector Reform in the Context of Regional Autonomy, which occurred in May 2001 in Jakarta, Indonesia. The experience gained praise and supports from the seminar participants.

In line with the installation of new pipeline networks (removing old pipes and replaced by the new), PPWSA has terminated the operations of retailers and community representatives, and installed individual connections for every home in the area where the mains have been changed. Up to date, 154 retailers and representatives operations have been terminated.

In 2002, PPWSA continued to survey the consensus and suggestions of the poor Just obtaining services and to search for poor locations in the 4 central districts without access to direct services.

As a result, PPWSA installed 1,257 connection for both urban and suburban poor (approximately 32% of 3,966 poor connections in total installed since the start of “Clean Water Supply program” in 1999): 433 connections in 16 communities (348 in 10 urban communities and 85 in 6 suburban communities) and 824 connections outside communities (339 urban and 485 suburban).

Meanwhile, PPWSA continued to expand its clean water supply services to the poor who are living in the suburban areas (Meanchey, Dangkor and Russey keo districts), along with the extension of distribution networks. The Chroy Changwar Treatment Plant – 65,000 m³ /day has been rehabilitated and put in operation on March 26, 2002 in order to increase the supply volume of clean water, enhancing the suburban supply.

Furthermore, in response to the request of the Governor of Phnom Penh to urgently serve 5,127 families who suffered fire on November 26-27, 2001 and relocated to Samarky and Anlong Kagan villages in Dangkor district, PPWSA investigated the location and studied the water resource and constructed a water treatment system with a production capacity of 16m³/hour which was placed into process on January 1, 2002. The Board of Directors of PPWSA has approved at the ninth session, on June 17, 2002, a total expenditure of 195,465,787 Riels of the facility as donation for the relocated.

Besides, PPWSA held a meeting on 19, 2002 with representatives from NGOs and from both urban and suburban poor communities to broadcast its policy “Water Supply to the Poor” and to collect attendant suggestions and to improve its work quality.

On the other hand, in 2003, apart from surveying the consensus and suggestions of the poor who have just received services and investigating poor families in the four central districts, who may not yet have access to direct services, PPWSA extended clean water supply to suburban poor in Meanchey, Dangkor and Russey Keo districts.

As a result, 2,540 connections were installed for both urban and suburban poor is, of which 716 connections were in the city center (600 in communities and 116 outside communities) and 1,824 connections in the suburb (783 in communities and 1,041 outside communities).

From the start of implementing the program “Clean Water for the Poor” to the end of 2003 PPWSA installed 6,506 connections including:

- City Center : 3,270 in 44 communities and 764 outside communities
- Outskirts : 951 in 17 communities and 1,521 outside communities

Furthermore, PPWSA’s managers have presented the experience of clean water supply to the poor on the international arena by the following participations:

- 1- Third World Water Forum, held in Japan: Kyoto, Osaka and Shiga on March 16-23, 2003 following the invitation of JICA and ADB, where a movie about “Experience of Clean Water Supply to the Poor” created by ADB was shown.
- 2- Regional Workshop on “Water Supply to the Poor”, held in Pattya, Thailand on September 9-11, 2003, following the invitation of United Economic and social Commission for Asia and the Pacific (UNESCAP).

Separately, on December 12, 2003, PPWSA’s General Director donated USD 70 to a very poor lady, Mrs. Meak Dany, living at House # 338E1, St. 282, Sangkat Beong Keng Kang 1, Khan Chamcar Morn to pay the debt of 10-month installment connection fee and of the recent water consumption.

Also, in 2003, PPWSA has eliminated 60 water vendors and representatives, and transformed into direct customers.

In 2004, Phnom Penh Water Supply Authority has:

- 1- Continued the survey of consensus and suggestions of the poor who have just received services;
- 2- Continued to investigate poor locations in the four central districts (7 Makara, Daun Penh, Toul Kork, Chamcar Morn) where many not yet have access to direct services from PPWSA;
- 3- Proceeded to extend clean water supply to the poor in suburban areas (Meanchey, Dangkor and Russey Keo districts);
- 4- Continued to eliminate 26 water vendors and provide direct services to consumers;
- 5- Prepared a policy to subsidy an connection free for the poorest;
- 6- Improved and ensured quality of supply water as drinking water (drinkable without boiling);
- 7- Extends the supply of clean water to Takmao town of Kandal province, include the poor
- 8- Supplied clean water to the poor living in the 107 urban communities based on the policy of Phnom Penh Municipality.

As a result, PPWSA has supplied 2,806 connections of clean water for the poor: 871 connections in the city center (448 in communities and 423 outside communities) and 1,935 connections in the suburb (438 in communities and 1,497 outside communities).

Notably, in Tnaut Chrom 5 community, Sangkat Boeng Tompun, Khan Meanchey, there are 596 poor poorest people (123 families), most of which are waste-pickers on stung Meanchey garbage hill.

According to this reality, PPWSA has supplied clean water of this community with 50% discount and 20-month installment payment, and donated the total connection fees to 14 of the poorest families who are unable to pay.

Pursuant to the dynamic result PPWSA has been extremely enthused and supported by the poor and NGOs as well as donors and loan providers, in particular, the World Bank, and the Asian Development Bank.

On January 27, 2004, PPWSA was awarded the ADB's 2004 Water Prize due to actively supporting the policy "Water for All".

In 2005, Phnom Penh Water Supply Authority has:

- 1- Continued the survey of consensus and suggestion of the poor who have just received services;
- 2- Extended the clean water supply to poor living in suburban areas (Meanchey, Dangkor and Russey Keo districts) and provincial town of Kandal, allowing to make installment payment for the connections fees.
- 3- Set up and implement the donation policy for the poor: 30%, 50% and 70% of the total connection fee based on the result of evaluation over the real poverty made by committee and local authority.

As a result in 2005, PPWSA has supplied 2,059 connections of clean water for the poor: 231 connections in the city center, 876 connections in the suburb and 952 connections with subsidy (338 connections – 30%, 478 connections – 50% and 136 connections – 70%). The total subsidy amount is 147,407,040 Riels or USD 35,953 (USD 1=4,100 Riels).

In 2006, Phnom Penh Water Supply Authority has:

- 1- Continued the survey of consensus and suggestion of the poor who have just received services;
- 2- Extended the clean water supply to the poor living in suburban areas (Meanchey, Dangkor, Russey Keo districts) and provincial town of Kandal by providing subsidy and allowing to make installment payment for the connections fees.

In 2006, PPWSA has provided 2,800 connections to the poor, 854 within 14 communities and 1,920 outside communities, with the total subsidy worth 648,036,000 Riel or USD 158,058 (4,100 Riel/USD1).

In 2007, Phnom Penh Water Supply Authority has:

- 1- Continued the survey of consensus and suggestion of the poor who have just received services;
- 2- Extended the clean water supply to the poor living in suburban areas (Meanchey, Dangkor, Russey Keo districts) and provincial town of Kandal, by providing subsidy and allowing to make installment payment for the connections fees.

In 2007, PPWSA has provided 1,343 connections to the poor, 419 urban and 924 suburban, with the total subsidy worth 289,365,841 Riels or USD 71,358.25.

In 2008, Phnom Penh Water Supply Authority has:

- 1- Continued the survey of consensus and suggestion of the poor who have just received services;
- 2- Extended the clean water supply to the poor living in suburban areas (Toul Senchey, Trapaing Raing Thmey, Sen Sok and Prey Nokor communities) and provincial town of Kandal by providing subsidy and allowing to make installment payment for the connections fees.

In 2008, PPWSA has provided 2,076 connections to the poor, 165 urban and 1,911 suburban, with the total subsidy worth 519,173,280 Riels or USD 121,926.98.

In 2009, Phnom Penh Water Supply Authority has:

- 1- Continued the survey of consensus and suggestion of the poor who have just received services;
- 2- Extended the clean water supply to the poor living in suburban areas (Borey Kailar, Prey Nokor, Sen Sok, Trapaing Raing Thmey, Toul Senchey, Prey Nokor 2D5 and Prey Nokor 3D5 communities) and provincial town of Kandal by providing subsidy and allowing to make installment payment for the connections fees.

In 2009, PPWSA has provided 1,272 connections to the poor, 34 urban and 1,238 suburban, with the total subsidy worth 264,527,280 Riels or USD 63,573.56.

In 2010, Phnom Penh Water Supply Authority has:

- 1- Continued the survey of consensus and suggestion of the poor who have just received services;
- 2- Extended the clean water supply to the poor living in suburban areas (Borey Kailar, Prey Nokor , Sen Sok, Trapaing Raing Thmey, Toul Senchey, Prey Nokor 2D5, Prey Nokor 3D5 and Nikum Preah Siha Mony, Klaing Romsev, Samaki 1-2-3, Sombok Chab, and Village 22 – Neakavoan Pagoda communities) and provincial town of Kandal by providing subsidy and allowing to make installment payment for the connections fees.

In 2010, PPWSA has provided 2,690 connections to the poor, 111 urban and 2,579 suburban, with the total subsidy worth 504,655,920 Riels or USD 121,022.45.

With the above result, on 2 June 2010, Phnom Penh Water Supply Authority (PPWSA) under the leadership of General Director Ek Sonn Chan has been named the winner of the “**Stockholm Industry Water Award 2010**”, one of the world prestigious awards of the Stockholm International Water Institute (SIWI), Sweden, in recognition of its world class performance in water supply and self-sufficiency.

In 2011, Phnom Penh Water Supply Authority has:

- 1- Continued the survey of consensus and suggestion of the poor who have just received services;
- 2- Extended the clean water supply to the poor living in 19 suburban communities and provincial town of Kandal by providing subsidy and allowing to make installment payment for the connections fees.

In 2011, PPWSA has provided 6,155 connections to the poor, where:

- 6,150 connections (244 urban and 5,906 suburban) were subsidized with the total amount worth 1,971,856,800 Riels or USD 486,878.22.
- 5 suburban connections were allowed for 12-month installment payment on connection fees.

In 2012, Phnom Penh Water Supply Authority has:

- 1- Continued the survey of consensus and suggestion of the poor who have just received services;
- 2- Extended the clean water supply to the poor living in 17 suburban communities and provincial town of Kandal by providing subsidy and allowing to make installment payment on the connection fees.

In 2012, PPWSA has provided 1,429 connections to the poor, 138 urban and 1,291 suburban, with the total subsidy worth 389,870,640 Riels or USD 97,468.

**SUBSIDIZING DOMESTIC WATER
CONNECTIONS LOW INCOME RESIDENTS
SCORRING OF LOW INCOME RESIDENTS**

I- CRITERIA TO IDENTIFY POOR

Description	Score
A Householder Status	40
A-1 Widow without regular career (large numbers of children with old mother or father)	6
A-2 Widow is employee (large numbers of children with old mother or father)	5
A-3 Retired employee with large numbers of children in School	4
A-4 Disabled (Ex-soldier), no regular career	5
A-5 Elderly without supporter and large numbers of children with ages unemployable	4
A-6 Householder is only mother or father with large numbers of children	4
A-7 Chronic disease who cannot work	4
A-8 Householder with large number of school age children	4
A-9 Elder orphan acts as Householder	4
B Housing Condition	30
B-1 House column made of small wood or house sitting on the ground	4
B-2 Walls of house made of bamboo or palm leaf or plastic tent	4
B-3 Roof of house made of palm leaf or plastic tent or deteriorated galvanized sheets	4
B-4 Many families live in one house as relative or others	4
B-5 House built on roof "terrace", wall made of bamboo or palm leaf or plastic tent	4
B-6 Poor sanitary conditions around house/no latrine	2
B-7 No water source or water source is far away	2
B-8 Very small house comparing to numbers of family members	4
B-9 No electricity or using battery	2
C Assets	10
C-1 No transportation to do business (no cart, motorcycle, bicycle etc.)	2
C-2 No livestock (buffaloes, cows, pigs etc.)	1
C-3 No television, tape and radio or no any items among these	1
C-4 No mosquito net or have insufficient numbers for the household	1
C-5 No bed, table, cupboard, chair or has the improved item	1
C-6 No/little land or no land for cropping	2
C-7 No water well	1
C-8 No cash saving for emergency	1
D Lack of access to economic assets	10
D-1 No regular job	1
D-2 Household income about 1US\$/day (asking the number of working person and sum Up the total)	2
D-3 Under-16years-old Children can't attend school (check reason)	3
D-4 In debt to others for buying food and necessaries (check reason)	4
E Lack of access to social assets	10
E-1 Householder is illiterate	1
E-2 Adult members are illiterate	2
E-3 Children can't attend school or not regular attendance (check reason)	3
E-4 No job due to chronic disease	4

II- PAYMENT SCHEME

The poor resident groups will receive different discounts and payment scheme as follows:

- Group A :** Discount water supply connection fee by 30% with the balance of 70% to be paid by the customer along with their monthly water bill over a number of months (10,15 or 20 months) The discounted portion (30%) is funded by the Social Account within PPWSA.
- Group B :** Discount the water supply connection fee by 50% with the balance of 50% to be paid by the customer along with their monthly water bill over a number of months (10,15 or 20 months) The discount portion (50%) is funded by the Social Account within PPWSA.
- Group C :** Discount the water supply connection fee by 70% with the balance of 30% to be paid by the customer along with their monthly water bill over a number of months (10,15 or 20 months) The discount portion (70%) is funded by the Social Account within PPWSA.
- Group D :** Connect free of charge with 100% of the connection fee funded by the Social Account within PPWSA.

“Customer Information Program” held in 78 rounds with a total of 7,726 participants since 2003, serving cookies and drinks

No	Date	Place			Participants
1	17-Mar-2003	Tuol Kork Village	Tuol Sangke Commune	Russey Keo District	109
2	19-Mar-2003	Tuol Kork Village	Tuol Sangke Commune	Russey Keo District	130
3	23-Mar-2003	Psa Toch Village	Tuol Sangke Commune	Russey Keo District	121
4	25-Mar-2003	Tuol Sangke Village	Tuol Sangke Commune	Russey Keo District	101
5	26-Mar-2003	Mittapheap Village	Russey Keo Commune	Russey Keo District	178
6	28-Mar-2003	Klaing Saing Village	Russey Keo Commune	Russey Keo District	90
7	29-Mar-2003	Samaki Village	Russey Keo Commune	Russey Keo District	102
8	03-Apr-2003	Boeng Salang Village	Russey Keo Commune	Russey Keo District	96
9	04-Mar-2003	Sleng Raleung Village	Toek Thla Commune	Russey Keo District	72
10	07-Mar-2003	Trapaing Chhouk Village	Toek Thla Commune	Russey Keo District	102
11	20-Jan-2004	Village 2	Chroy Changwar Commune	Russey Keo District	105
12	04-Feb-2004	Meanchey Village	Stung Meanchey Commune	Meanchey District	103
13	06-Feb-2004	Thmei Village	Stung Meanchey Commune	Meanchey District	97
14	10-Feb-2004	Trea Village	Stung Meanchey Commune	Meanchey District	105
15	12-Feb-2004	Russey Village	Stung Meanchey Commune	Meanchey District	325
16	18-Feb-2004	Damnak Thom Village	Stung Meanchey Commune	Meanchey District	192
17	24-Feb-2004	Pneat Village	Stung Meanchey Commune	Meanchey District	87
18	26-Feb-2004	Prek Toil Village	Stung Meanchey Commune	Meanchey District	212
19	02-Mar-2004	Sansam Kosal Village	Boeng Tompun Commune	Meanchey District	142
20	11-Mar-2004	Chamroeun Phal Village	Boeng Tompun Commune	Meanchey District	75
21	18-Mar-2004	Prek Talong Village	Chak Angre Krom Commune	Meanchey District	45
22	23-Mar-2004	Prek Talong Village	Chak Angre Krom Commune	Meanchey District	90
23	30-Mar-2004	Tuol Rorka Village	Chak Angre Krom Commune	Meanchey District	87
24	22-Apr-2004	Chak Angre Leu Pagoda	Chak Angre Leu Commune	Meanchey District	110
25	11-May-2004	-	Chbar Ampov 2 Commune	Meanchey District	98
26	18-May-2004	Po Preah Bat Pagoda	Chbar Ampov 1 Commune	Meanchey District	125
27	03-Jun-2004	Dei Thmei Village	Phnom Penh Thmey Commune	Russey Keo District	120
28	17-Oct-2004	SKD Block	KM6 Commune	Russey Keo District	96
29	09-Dec-2004	B1 Village	Chraing Chamres 2 Commune	Russey Keo District	115
30	15-Dec-2004	B2 Village	Chraing Chamres 2 Commune	Russey Keo District	50
31	13-Jan-2005	Phum 4	Chraing Chamres1 Commune	Russey Keo District	88
32	18-Jan-2005	Phum Deum Mean	Deum Mean Commune	Takmao District	50
33	27-Jan-2005	Phum Steoug Chrov	Deum Mean Commune	Takmao District	60
34	15-Feb-2005	-	Chraing Chamres1 Commune	Russey Keo District	25
35	01-Mar-2005	Takmao Village	Takmao Commune	Takmao District	80
36	09-Mar-2005	Cheng Meng Village	Samrong Krom Commune	Takmao District	35
37	22-Mar-2005	Takmao Village	Takmao Commune	(Culture Building)	65
38	03-Apr-2005	Svay Pak Village	Svay Pak Commune	Russey Keo District	32

39	23-Jun-2005	Phum Bassac	Prek Pra Commune	Meanchey District	35
40	14-Jul-2005	Phum Ta Ngov	Niroth Commune	Meanchey District	92
41	25-Oct-2005	Phum Daun ouk	Trapaing Krasaing Commune	Dangkor District	194
42	07-Feb-2006	Phum Samaki 4	Trapaing Krasaing Commune	Dangkor District	173
43	27-Jun-2006	Neak Vngao Pagoda	Boeng Kok 2 Commune	Toul Kork District	151
44	22-Aug-2006	Takmaov Village	Kompong Samnanh Commune	Kandal Province	51
45	30-Sep-2006	Obek Orm Village	Toek Thla Commune	Russey Keo District	56
46	13-Oct-2006	Borey Kailar Building	Veal Vong Commune	7 Makara District	114
47	21-Nov-2007	Prek Samroung Village	Takmao Commune	Kandal Province	94
48	23-Feb-2007	Phum Samaki 1	Toek Thla Commune	Russey Keo District	52
49	19-Jul-2007	Lorkambor Village	Svya Pak Commune	Russey Keo District	54
50	18-Oct-2007	Prek Toal Village	Meanchey Commune	Mean Chey District	117
51	15-Nov-2007	Ta Dao Village	Niroth Commune	Mean Chey District	32
52	28-Feb-2008	Phum Tanut Chrom	Beong Tompun Commune	Mean Chey District	48
53	20-May-2008	TaNgove Village	Prek Pra Commune	Mean Chey District	67
54	22-May-2008	Prais Ponlea Village	Prek Pra Commune	Mean Chey District	63
55	26-May-2008	Prek Tapove Village	Prek Par Commune	Mean Chey District	34
56	29-May-2008	Phum 5,6,7	Khmuonh Commune	Russey Keo District	147
57	03-Jun-2008	Phum 1,2,3,4	Khmuonh Commune	Russey Keo District	152
58	05-Aug-2008	Tra Pang Rang Thmey	Khmuonh Commune	Russey Keo District	133
59	17-March-2009	Kraing Akrong Village	Kraing Thnung Commune	Dangkor District	122
60	24-March-2009	Doem Kor Village	Chruoy Chang War Commune	Russey Keo District	107
61	03-April-2009	Kok Kleang 3 Commuity	Phnom Penh Thmey Commune	Sen Sok District	156
62	21-May-2009	Bory Kamkor & Choeng Ek	Choeng Ek Commune	Dangkor District	66
63	04-Sept-2009	O Doem Village	Chom Chao Commune	Dangkor District	87
64	13-Janu-2010	Bory Keila Commuity	Veal Vong Commune	7 Makra District	95
65	24-Mar-2010	Anlong Kngan	Khmuonh Commune	Sen Sok District	94
66	26-Mar-2010	Prey Lavear	Chom Chao Commune	Dangkor District	86
67	June-2010	Prey Boeung Village	Kantouk Commune	Angsnoul	37
68	Aug-2010	Kombol Market Village	Komboul Commune	Angsnoul	52
69	Oct-2010	Trapaing	Krasaning Commune	Dangkor District	77
70	Nov-2010	Tanaut4	Beong Tompun Commune	Mean Chey District	223
71	Nov-2010	Andoung Thamey	Koar Rorka Commune	Dangkor District	
72	Dec-2010	Andoung Thamey 1+2	Koar Rorka Commune	Dangkor District	62
73	14-Feb-2011	Kraing Angkrang	Kraing Thnung Commune	Dangkor District	104
74	09-Mar-2011	Sampor Thmei	Kok Rorka Commune	Dangkor District	69
75	14-Mar-2011	Anlong Korng Thmei	Prey Sar Commune	Dangkor District	98
76	29-Mar-2011	Borei Santepheap	Chom Chao Commune	Dangkor District	179
77	29-Aug-2012	Kaksekar	Phnom Penh Thmey Commune	Sen Sok District	178
78	29-Aug-2012	Thmor Kaul	Chom Chao Commune	Dangkor District	
79	04-Dec-2013	Samrong 1 Village	Takmao Commune	Takmao Town	300
80	11-Dec-2013	Banla Sa-it	Khmuonh Commune	Sen Sok District	80