



EUROPEAN UNION



The EU Regional Trust Fund in Response to the Syrian Crisis

الصندوق الاستئماني الأوروبي 'مدد'

Project Factsheet

Mitigate social tensions among vulnerable populations through improved water services in Lebanon

OBJECTIVES

- Contribute to the provision of safe water to all children and families in the most vulnerable areas and mitigate social tensions among the marginalised populations through equitable and improved access to more efficient and sustainable safe water supplies.

BUDGET

EUR 15 million

START DATE

21/11/2018

DURATION

24 months

EXPECTED RESULTS

- Enhance provision of safe drinking water services to marginalised children and their families.
- Promote cost efficient schemes.
- Strengthen accountability of the Water Establishments towards customers.

BENEFICIARIES

85,000

Lebanese and
Syrians

IMPLEMENTING PARTNER



PROJECT LOCATIONS



LEBANON

Bekaa

North Lebanon

South Lebanon

OUR IMPACT



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In the first initiative of its kind, UNICEF Lebanon, in partnership with the Ministry of Energy and Water, is working with three of the country's water establishments and equipping them with state-of-the-art tools and technology to improve their customer service performance, build their communications capacity and to optimise their internal resources.

UNICEF's assessment for the project began in early 2018 and is scheduled to complete at the end of 2020. Within this period, three water establishments – the Bekaa Water Establishment, North Lebanon Water Establishment, and South Lebanon Water Establishment – will see their systems strengthened and capacity developed as part of an overall modernisation of customer services.

The project objectives are: to advocate equitable and safe water for all; to promote water equity and sustainability; to encourage the public to subscribe to water services; to promote water bills payments; to increase the visibility and transparency of water establishments; to build the in-house capacity for

communications and customer relations of water establishments; and to apply a community engagement programme to regain community trust and confidence.

Funded by the EU Regional Trust Fund 'MADAD' and the Government of the United States, the project represents a significant departure from UNICEF's history of WASH (Water, Sanitation, and Hygiene) interventions in Lebanon. Historically, the focus has been on emergency response and infrastructure improvements – and much of this driven by the influx of refugees as a result of the Syrian Crisis. This time, UNICEF is set on raising the water industry's game when it comes to customer services that affect children in Lebanon and their families.

Over recent years, and largely due to the arrival of refugees as well as following years of low investment, Lebanon's water establishments have developed a somewhat strained relationship with their customers – the result of lack a of customers' trust and confidence. Although subscriber levels remain high, many customers quickly fall behind in their payments, often citing what they feel to be 'poor service' from their regional water establishment as the reason.

"We are assisting three of Lebanon's most pressured water establishments to restore trust for the benefit of local communities, including children and their families" said Olivier Thonet, Chief of WASH at UNICEF Lebanon. "Over the next 18 months - in close cooperation and partnership with three water establishments and in coordination with the Ministry of Energy and Water - we will overhaul and modernise the customer services and communications of selected water establishments in Lebanon providing system strengthening and capacity building support".