

**Secretariat of ISO/TC 224**Service activities relating to drinking
water supply and sewerage**Your contact :** Laurence THOMAS
Tel : +33 (0)1 41 62 83 70
Laurence.thomas@afnor.fr

Date : 2004-10-26

***Conclusions of the Latin
America forum on water and
wastewater services - Puerto
Rico, August 2004***

Le comité membre français :

**Association****Française de****Normalisation**11 avenue Francis de Pressensé
93571 Saint-Denis La Plaine Cedex
France

Tél. : +33 (0)1 41 62 80 00

Fax : +33 (0)1 49 17 90 00

<http://www.afnor.fr>**PURPOSE***Conclusions of the Latin America forum on water and wastewater services - Puerto Rico, August 2004.***COMMENTS***Report prepared by Javier Mijangos Director of DINOSA – AIDIS and presented at the TC meeting, in Rabat, on the 27th of September 2004.***ACTION***For information*

Association reconnue

d'utilité publique

Comité membre français

du CEN et de l'ISO

Siret 775 724 818 00015

Code NAF 751 E



**CONCLUSIONS OF THE
LATIN AMERICA FORUM ON WATER AND WASTE
WATER SERVICES
PUERTO RICO AUGUST 2004**

**Javier Mijangos
Director of DINOSA
AIDIS**

PARTICIPATING COUNTRIES AT THE LATIN AMERICAN FORUM



- ARGENTINA
- AUSTRIA
- BRASIL
- CANADA
- CHILE
- DOMINICAN REPUBLIC
- FRANCE
- GERMANY
- GUATEMALA
- NICARAGUA
- PORTUGAL
- PERU
- PUERTO RICO
- URUGUAY
- USA
- COLOMBIA
- KOREA



OVERVIEW OF WATER SUPPLY AND SANITATION IN LATIN AMERICA

Total of Population (Million)	499
Rate of increase	2%
Illiterate women	14%
Illiterate men	12%
Homes under poverty line	14,5
Water Supply (population)*	85%
Sanitation(population) **	78%

*With access to water - quality water not identified (PAHO)

**include latrines, wells, etc. Not only sewerage systems (PAHO)

DIFFERENCES BETWEEN COUNTRIES

	Developed Countries	Latin American Countries
COVERAGE	> 95 %	< 80 %
SERVICE QUALITY	Guaranteed	Need control
INFRAESTRUCTURE	Adecuate	Insufficient
NEED OF INVESTMENTS	Low	High
WATER RESOURCES	Assessed	Not assessed (in most cases)
NEED OF NEW SERVICES	< 20 %	> 40 %
WATER NONENTERED	Low	Without control
MAINTENANCE	Adecuate	Deficient



OTHER DIFFERENCES

PLANNING

**SERVICE PROVIDER
COMPANY**

TARIFF

COMPANY RISKS

POLITICAL INFLUENCE

SOCIAL NEEDS

Developed countries

Continuous

Stable

**The operation costs and
financial support are
covered**

Low

Low

Low

L.A. countries

Discontinue

Unstable

Low

High

High

Very High





GENERAL CONSIDERATIONS (to be taken into account to the drafts)

- **Doubts between ISO14000; 9000 and TC224.(It should be clarified in the normative text, because it seems not to be clear)**
- **PDCA (Plan -Do -Check -Act). The working drafts are not following this concept.**
- **If examples of the PI's are including at the normative body, there is a serious risk to be taken as such by the local authorities. PI should be included at the informative annexes as examples.**
- **The language is a barrier to the well understand of the drafts.**

THE SERVICES

The water supply and the wastewater services should be understand as an **Industrial Process**.

- a) **Industrial Process of Water Supply**: The water, as a raw material, is collected from the environment (water resource), processed (treated), and delivered to the human consumption
- b) **Industrial Process of Wastewater System**: The domestic wastewater is collected by the sewerage system, (coming from the drinking water use), processed (trated), and discharged as a wastewater and sludge into the environment, (water resource).
- a) This is one of the **main continuous pollution industrial process**, because could be the source of the **waterborne diseases** if both, the drinking water and the domestic wastewater are not well treated.

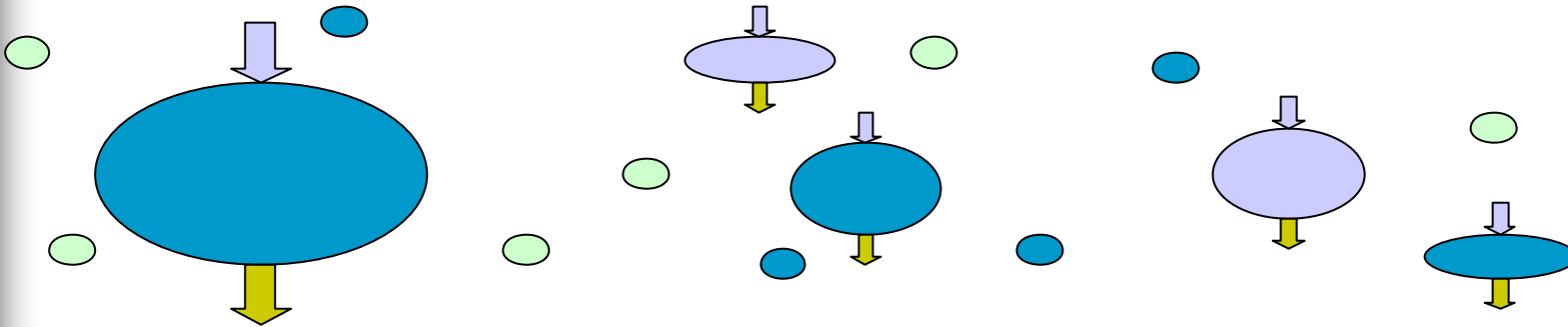




CONSIDERATIONS TO TAKE INTO ACCOUNT TO THE NORMATIVE

- The water supply and the wastewater services are one of the **main continuous pollution industrial process** because could be the source of the **waterborne diseases** if both, the drinking water and the domestic wastewater are not well treated

CHARACTERISTICS OF THE SERVICES (to be take into consideration by the normative)



- Are mainly a **local** services
- The services are a **continuous industrial activity.**
- The services are a **monopoly**
- The profit (internal return rate), is **low**
- The waterworks are **hidden**

**SOME CONSIDERATIONS (to be taken into account
by the normative)**

The water is a social good

The water is a natural resource

The water is an economic good

The community participation is important

The drinking water management has a political dimension

The fresh water is a world strategic good



HISTORICAL CHANGES OF THE WATER CONCEPT

- In Latin America the water was understood as a **social good**, and the services were provided by public organisations (monopoly), without regulation nor control.
- During the later 20th Century the water was understood as **natural resource**.
- Now the water is understood as an **economic good**



NEED TO ADJUST THE INSTITUTIONAL MODEL

- There is a political need to adjust the institutional model to compliance both, social and environment objectives.
- In many countries the sectorial development was delayed by the no comprehension of above need by the decision makers.
- The normative should take into account this need



INSTITUTIONAL MODEL PROPOSALS

- Long term **Planning**
- Control of the **monopoly**
- Regulation and control of the **quality services.**
- Separation of **rolls**





ACTUAL SITUATION

- Many governments institutions are over the water and wastewater services management and, in most cases, there is not institutional coordination.
- The provider must to compliance a lot of regulations at different levels (National, State, Municipal)
- In most cases the information provided by the authorities, as well as the most of the operators are not trusting.
- **The relationship between the government and operators must to be taken by the normative**



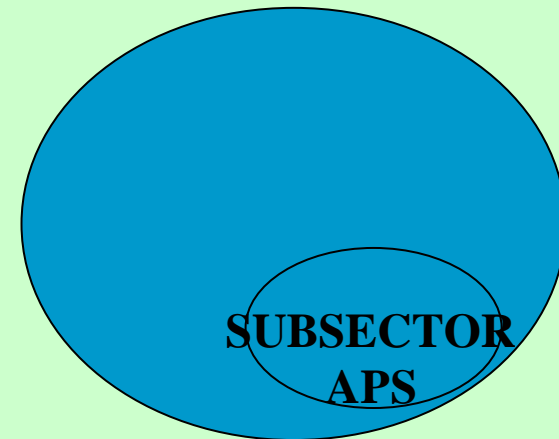
ACTUAL SITUATION

- **There is not planification on the water resources management**
- **The operators develops regulations**
- **The new investments are mainly targeted to the sewerage and wastewater treatment plants.**

ACTUAL SITUATION

- The water supply and sewerage services are working as a branch of other strongest sectors like:

- ❖ Public Health
- ❖ Public Works
- ❖ Environmen
- ❖ Water Resources





ACTUAL SITUATION

- **Water and sanitation have been never considered a relevant sector.**
- **So: There is a low technical assistance
There is a low investment
There is a low training**
- **The normative should give means and tools to become the water supply and sewerage services as a relevant sector.**

TO BE TAKEN INTO ACCOUNT BY THE NORMATIVE

- The water supply and the wastewater services should to be an **independent sector** linked directly with the government authority who develops the national policies
- The water supply and wastewater sector **should participate directly** in its actions planning, (in the framework of the national planning)



TOPICS AFFECTING THE SECTOR

- **PUBLIC HEALTH RESTRICTIONS**
- **ENVIRONMENT RESTRICTIONS**
- **BASIN RIVERS INADEQUATE MANAGEMENT**
- **POLITICAL INTERVENTION**
- **INADEQUATE FINANCIAL**
- **INADEQUATE PRIORITIZATION OF THE NATIONAL PLANNING**
- **INADEQUATE PRIORITIZATION OF THE WATER USES ASSIGNMENT**
- **INADEQUATE REGULATION AND CONTROL**



CONCEPTS TO BE TAKEN INTO ACCOUNT BY THE NORMATIVE:

Concession of water use Concession of services

- The concession of the water use must to be given by the authority responsible of both, the water resource administration and the river basin management. This authority is not in charge of the water and wastewater services sector.
- The concession of the services must to be given by the owner of the services (national, provincial or municipal), and agreed by the regulatory authority.
- If these concepts are not clear, there is a serious risk to be taken as such by laws and decrees, as well the press and the population. If so, may affect seriously the services operation. This is a most common situation in many countries





¡ Thanks for your attention!

Mr. Javier Mijangos

e-mail:

jmijangos@medioambiente.gov.ar

jmijan@ina.gov.ar

(54-11) 4480-4500,ext: 2487

(54-11) 4348-8242/8646

