Water Supply Management in Gyumri, Armenia

From humanitarian to sustainable development

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Armenia in the World

- 25 000 km²
- 3 million inhabitants
- GDP/inh < 1000 $
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Armenia in the Caucasus

GEORGIA

TURKEY

AZERBAIDJAN

IRAN

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1988, Earthquake!

- 25,000 killed
- 500,000 homeless
- 8 million m² of destructed housing

Total destruction of infrastructures
SPFA started its humanitarian mission

- Emergency help
- Food
- Heat
- Medicines
- Relief to disadvantaged
- Support to education

22 décembre 2005

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Water and Health

Health prevention

- Creation of a water ultrafiltration unit in Gyumri’s hospital (1998)
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Water availability

- Hot and cold water 24h x 7

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Towards sustainable development

Leak detection

Reconstruction

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Decrease in water consumption

C < 200 lpcd

C < 500 lpcd

C > 1000 lpcd

nov-02 aout 2002 dec 2003 dec 2004
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From general meters to individual meters

- Supply of 10,000 water meters
- Supply & installation costs taken in charge for the low income families

- Training of surveyors to control the plumbing devices in each apartment
- Billing based on consumption
Results

• Today, Ani Neighbourhood (20,000 inhab.)
  - is supplied **24 h/d compared to 2 h/d previously**
  - requires **10,000 cu.m./d compared to 14,000 cu.m./d**

• Implementation of advanced methods of management in Gyumri’s water supply company:
  - billing based on metering
  - follow-up of unpaid bills
  - leak detection
  - rehabilitation of chlorination systems: improvement of quality
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Population acceptance

• “Clean Water for Healthy Life” educational project organised between French and Armenian schools.
• Leaflets to inform the population about their water consumption
• Information meetings
CONCLUSION

Critical success factors…

- Responsibilisation with the meters
- Increase of service quality
- Support of the population
- Increase of cost recovery
- Realistic infrastructure programme
- Environmentally friendly
- Partners (NGOs and water utility) deeply involved

Sustainable development becomes reality!
Our project is the result of synergy between:

- a charity NGO
- a professional NGO
- a French Water Agency
- French Embassy in Armenia
- French Department of Equipment and Environment (technical and institutional support)
- the European Union (public funding enhanced by solidarity financing: leverage)
- Corporate sponsorship triggered by the credibility of the project
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A drop of hope...