

Access to basic services in shantytowns Casablanca - MOROCCO

LYDEC

Nairobi, Kenya 26-27 October 2009

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Who are we ?

LYDEC

- Morocco Public Services Company in Casablanca
- SUEZ ENVIRONNEMENT's subsidiary
- Drinking water, waste water, electricity distribution and street lighting delegated management contract in the Region of the Greater Casablanca
- 30 years contract started on 1997



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A new step in Morocco's policy of reduction of the unhealthy housing environment

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How can we ensure sustainable development in these areas recently equiped ?

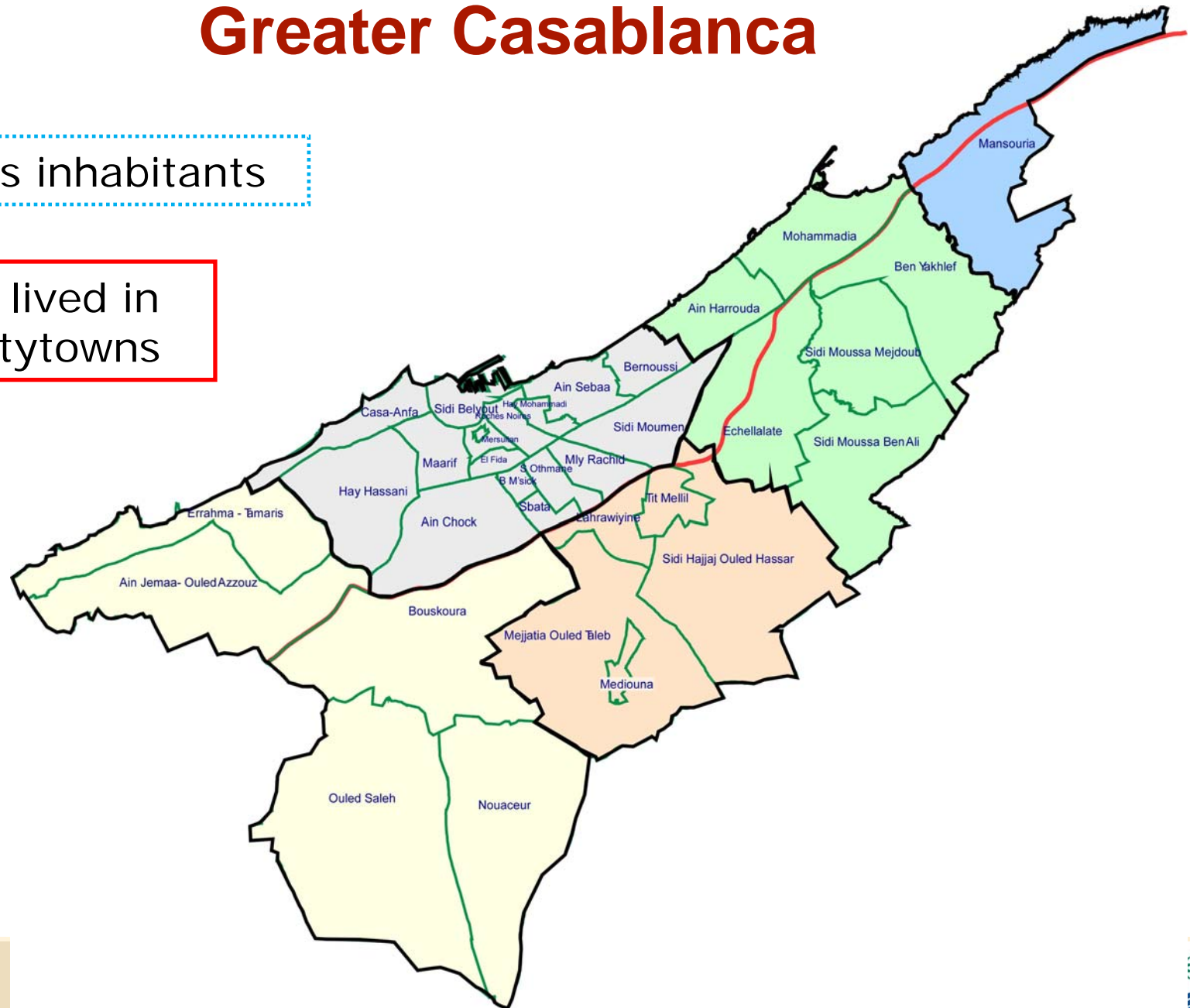


**Evolution of the context :
A new step in Morocco's policy
of reduction of the unhealthy
housing environment**

Greater Casablanca

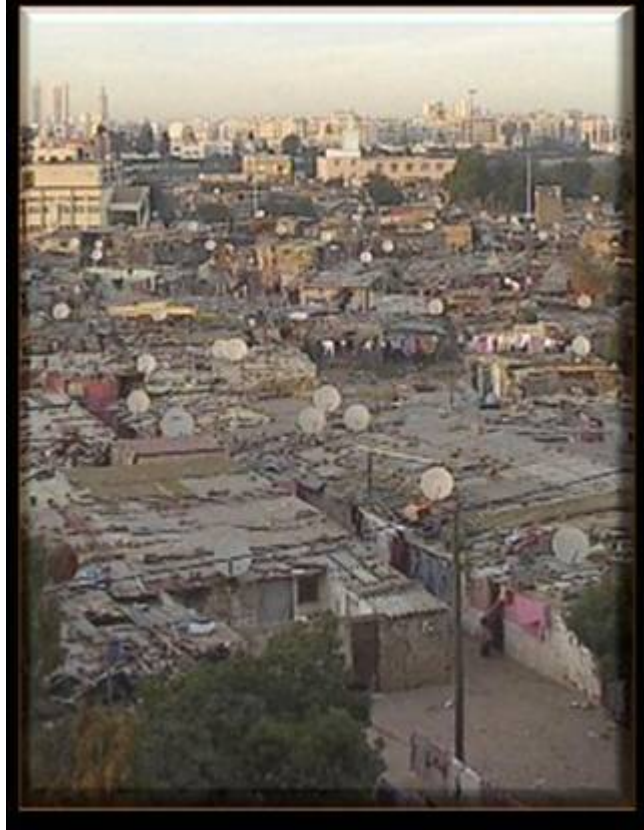
5 millions inhabitants

20% lived in shantytowns



Low income areas

Urban slums



Rural shantytowns



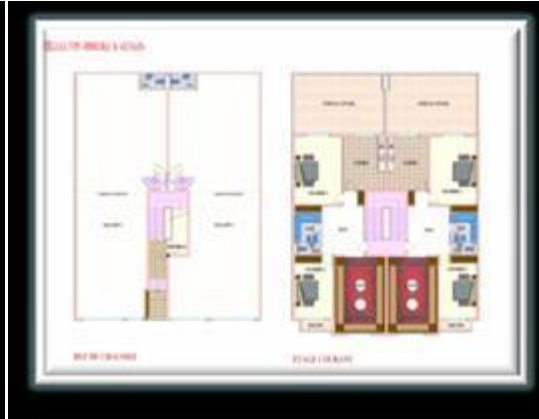
Informal settlements



Before 2005 :

Relocate the population living in urban slums

1- Relocation to off-site social housing



2- Relocation to off-site land lots



During 2005 : National Initiative for Human Development (INDH)

King's speech on May 18, 2005

« The effective and sustainable development can become a reality only by integrated public policies »

3 main axes :

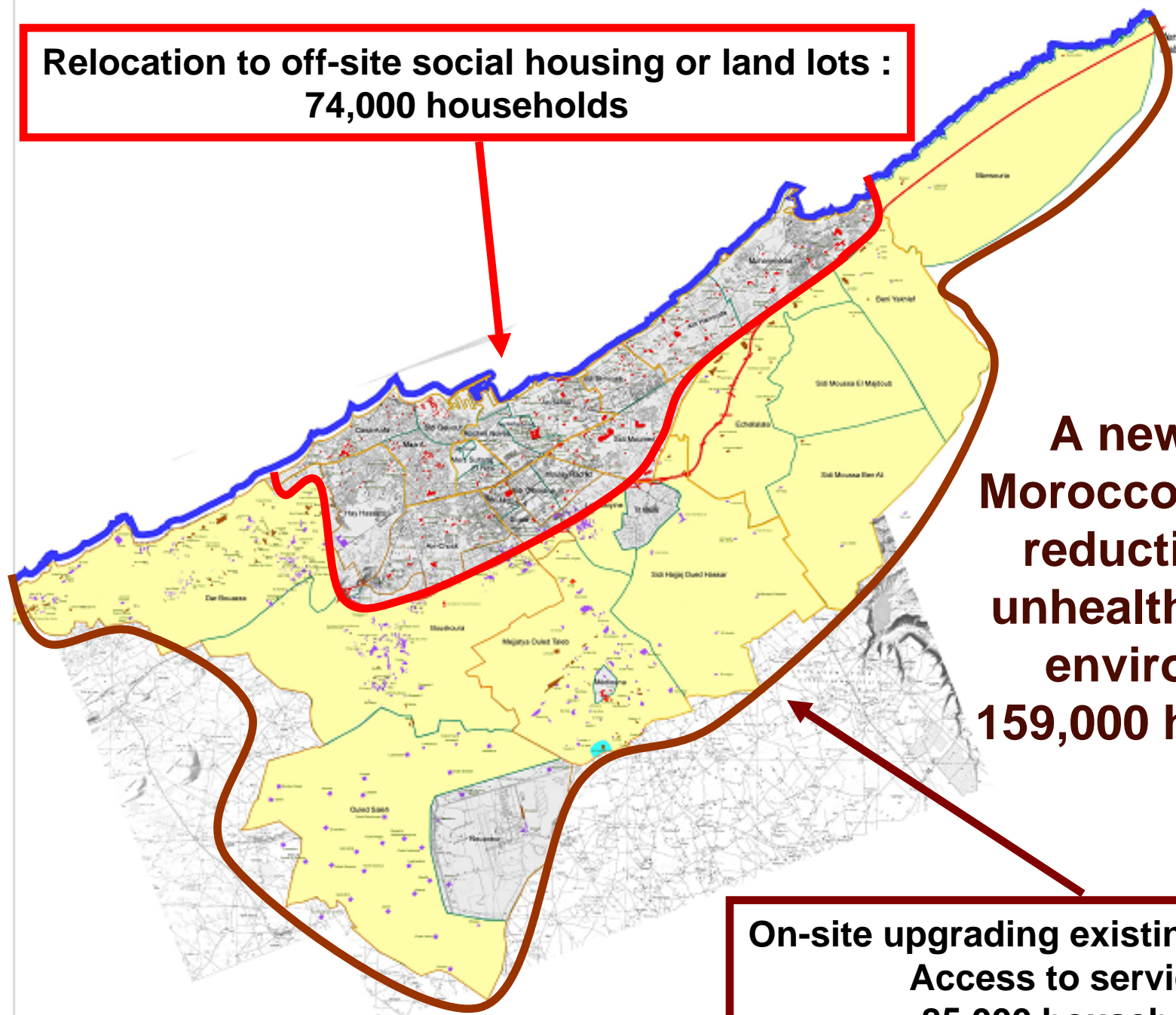
- 1) access to infrastructures and basic social services
- 2) stable income activities
- 3) focus on very poor people

After 2005 : a new step

- 1- Relocation to off-site social housing
 - 2- Relocation to off-site land lots
 - 3- On-site upgrading existing settlements
access to services (water, sanitation, electricity)
- Step 1**
- Step 2**



**Relocation to off-site social housing or land lots :
74,000 households**



**A new step in
Morocco's policy of
reduction of the
unhealthy housing
environment :
159,000 households**

**On-site upgrading existing settlements
Access to services :
85,000 households**

Access to services in shantytowns (electricity, water and sanitation) :

Where are we ?

Backup :

Before 2005

Slums or Informal Settlements

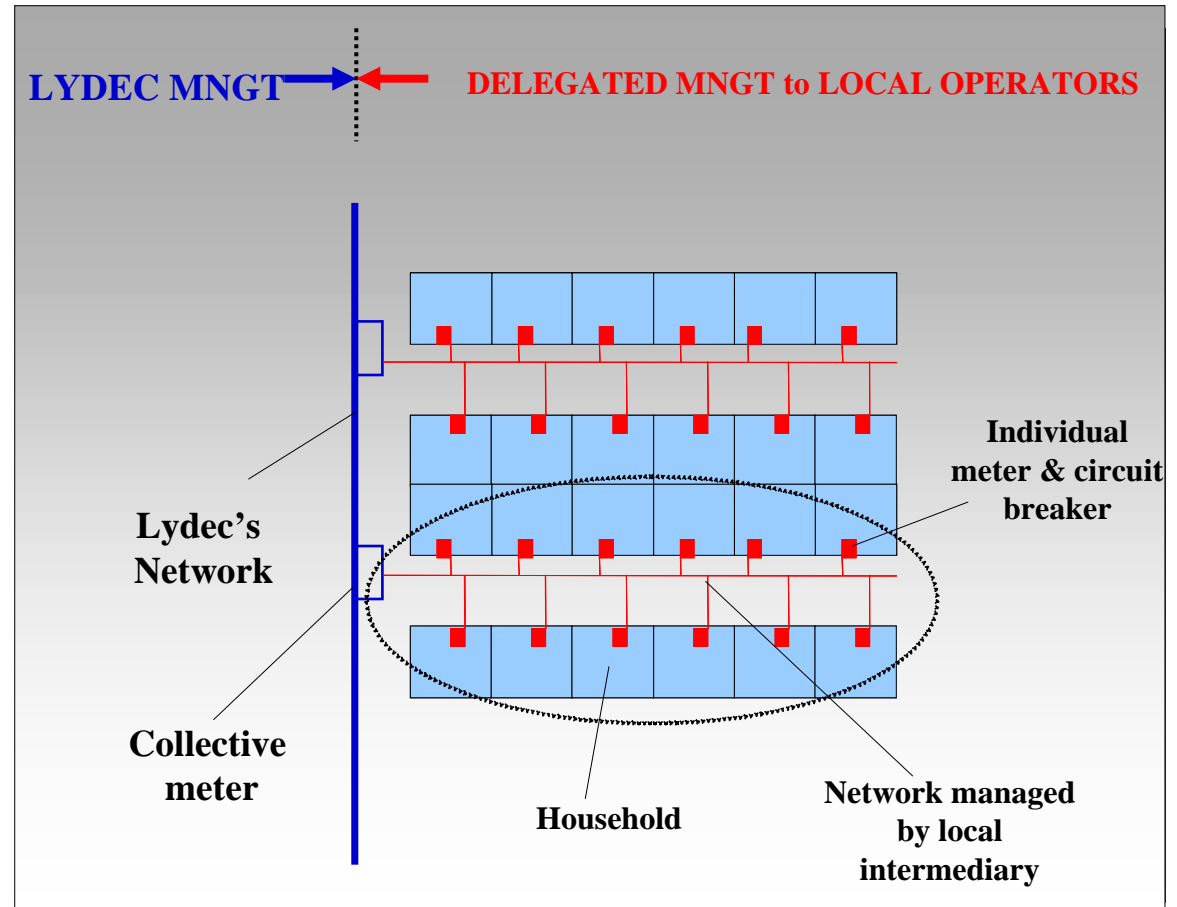
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« Non-Authorized » Areas

Before 2005 : slums electrification supply

Slums electrification launched in 1998 :

- Collective meter outside the non-authorized area
- Private network with individual meters inside the non-authorized area
- A local intermediary in charge of the customers management



Before 2005 : informal settlements water supply

Informal settlements water supply launched in 1998 :



- « Social connections » based only on Local Authority decision
- No national policy = no right to invest in peri-urban and rural areas where the really needs are
- Prohibitive connection cost

Before 2005 : shantytowns electricity and water supply

Results :

- 30,000 households connected in electricity
 - 10,000 households connected in water
 - Good understanding of social, urbanistic and political context in low income areas
- First steps prepared for the INDH-INMAE Project



Before 2005 : shantytowns electricity and water supply

A system that can not last :

- Electricity supply : private network not maintained => security risks for the inhabitants
- Water supply : limited investments without sanitation => unhealthy and hygienic risks for the inhabitants
- Local intermediaries not reliable => customer management nearly out of control
- Difficulty to have the Authorities involvement since they are not a contracting party



After 2005 National Initiative for Human Development

**Access to services
(electricity, water and sanitation)
in shantytowns**



After 2005 : LYDEC's INDH-INMAE Project

- September 13, 2005 agreement between :
 - Greater Casablanca Authority
 - Delegating Authority
 - LYDEC
- INMAE = LYDEC's commitment in the INDH



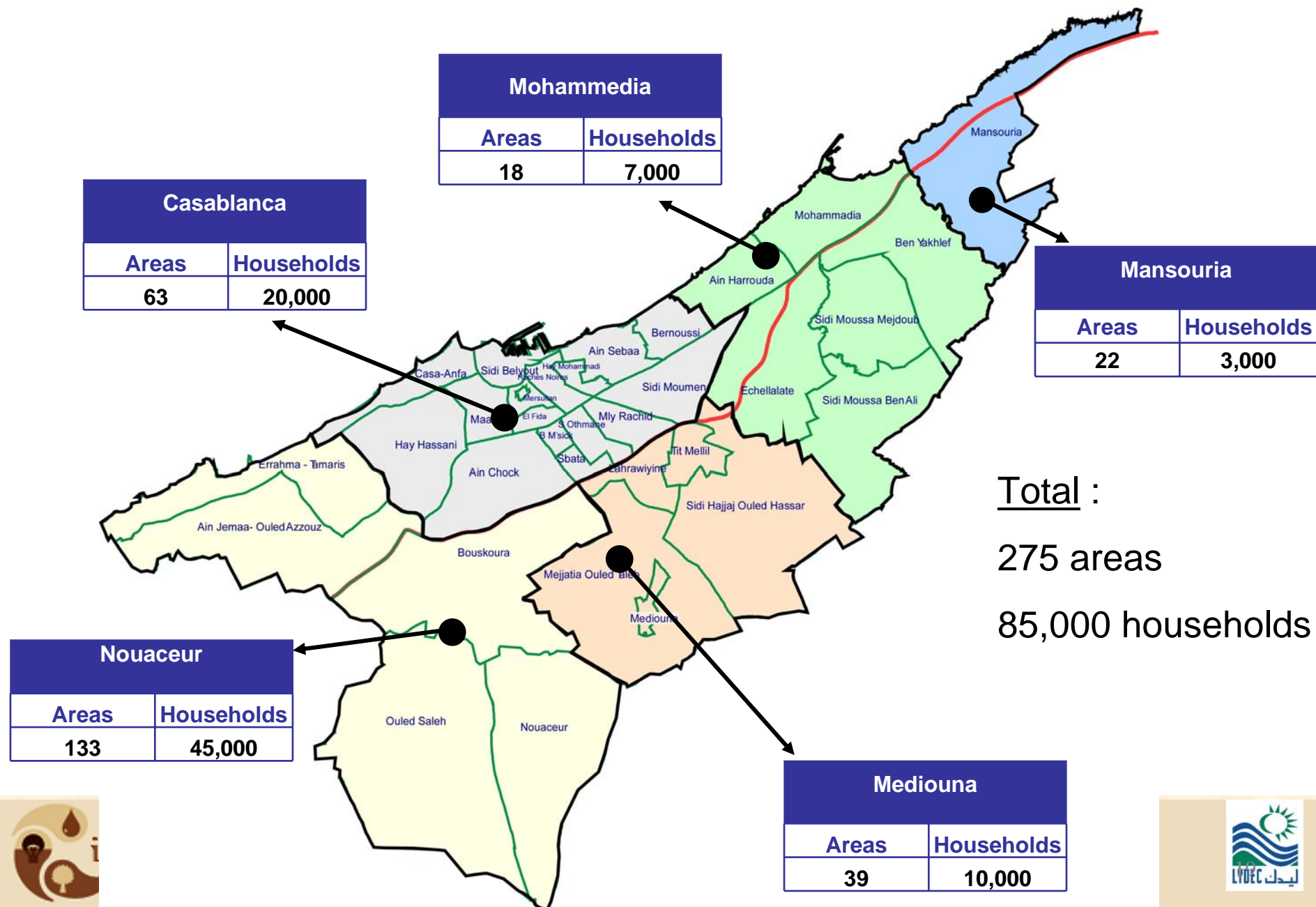
➤ Partner of the off-site program for 74,000 households



➤ Access to services for 85,000 households



After 2005 : LYDEC's INDH-INMAE Project



INDH-INMAE Project : principles

- Household connections to electricity, water and sanitation services
- Subsidized infrastructure and networks (contractual cross subsidy and public finance)
- Authority approval for the operation, the perimeter, the beneficiaries...
- Customer rules adapted (for ex : «households without formal status»)
- Social's tariffs for beneficiaries
- Dedicated low income customer support



INDH-INMAE Project : social tariffs

Social's tariffs for beneficiaries with adapted payment modes :

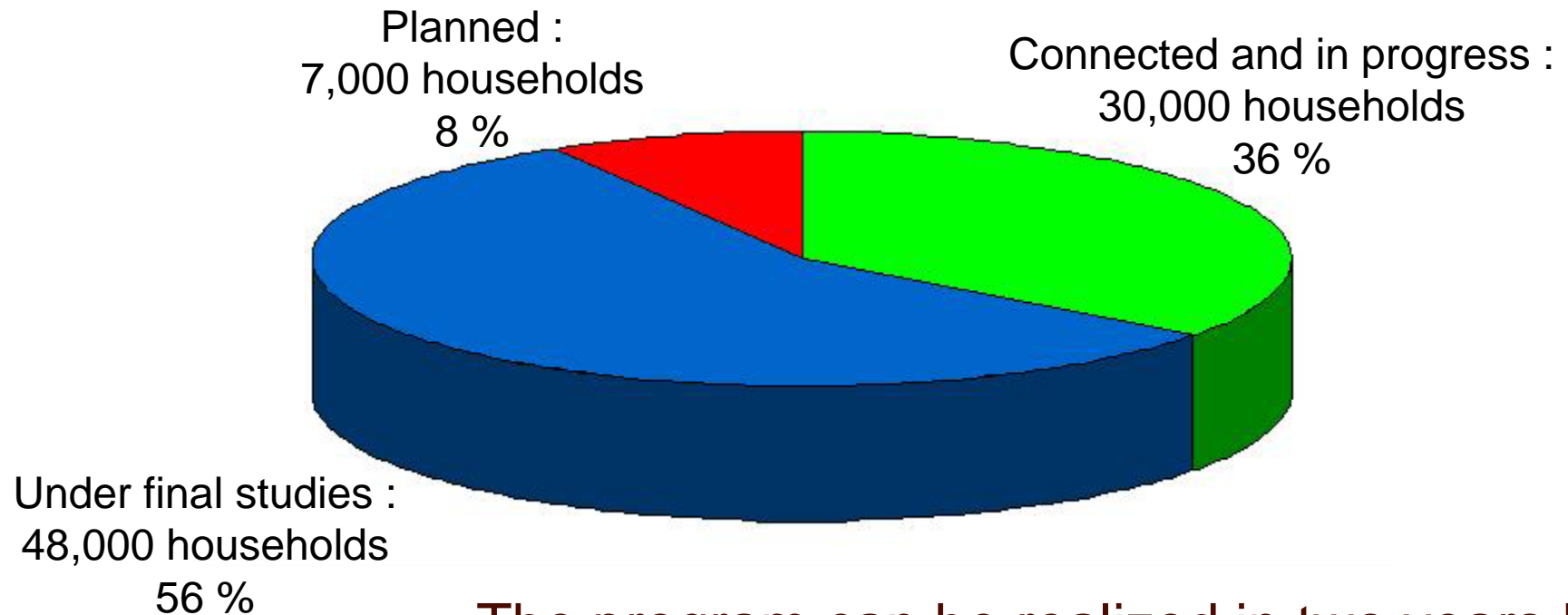
- Connection fee payment terms (cash, 4 years, 7 years) :
in application of the INDH-INMAE agreement
during 7 years : 2.70 €/ month / service
- Consumption bill :
contractual tariffs
for water and sanitation : 8 m³ / month = 3.60 €/ month
for electricity : 100 kWh / month = 9.00 €/ month
- Total bill :
for water and sanitation : 9.00 €/ month
for electricity : 11.70 €/ month



INDH-INMAE Project : 2009 results

Access to services for 85,000 households :

A total investment of 120 M€



The program can be realized in two years !

INDH-INMAE Project : key success factors

- Real government commitment
- Social tariffs
- Strong partnerships (Idmaj Sakan and NGO)
- Transparency
- Clear tendering procedures and solid documentation



INDH-INMAE Project : main barriers



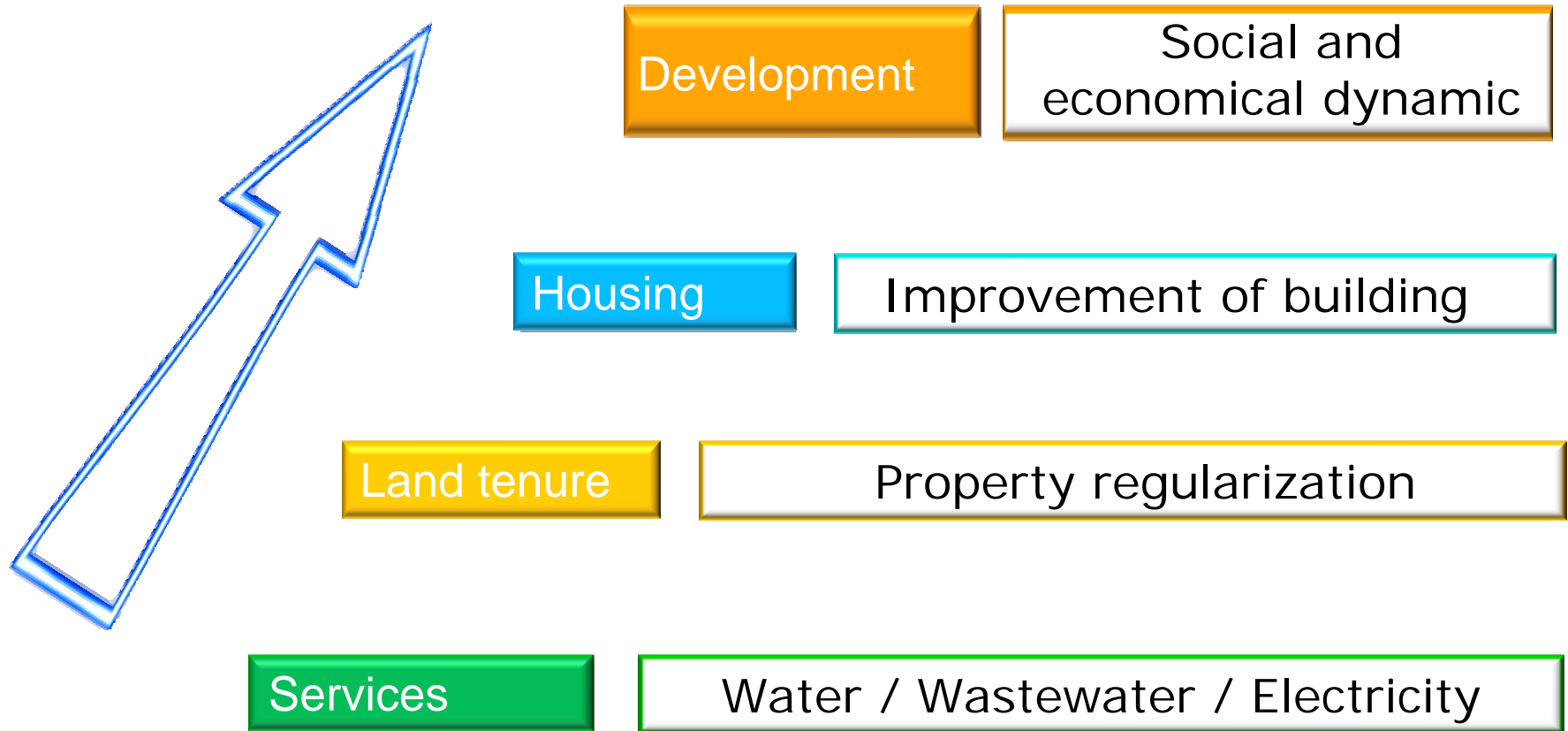
- Local authorities no decision
 - for relocation off-site or on-site upgrading
 - for restructuration plans
 - for beneficiaries lists
 - for land tenure to construct infrastructure
- Delay of stakeholders program
- Deficit : 50 M€

A new goal for LYDEC's INDH-INMAE Projet :

**How can we ensure sustainable
development in these areas
recently equipped ?**

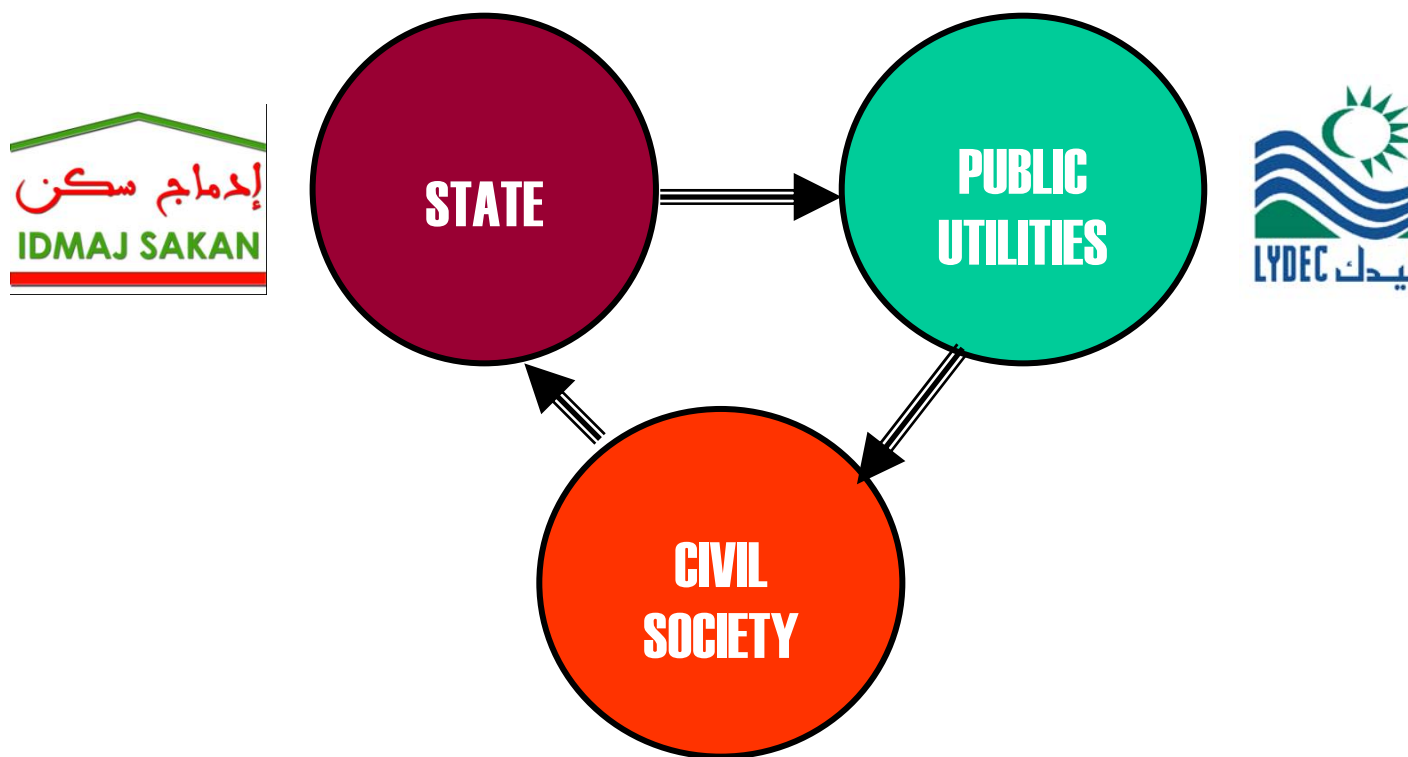


Leverage effect of the services



The indispensable partners

Partnership between National and Local Authorities,
Public Utilities and Civil Society



Integrated housing concept

Based on a participative management, the objectives are :

- to create a dignified living space
- to improve the quality of the urban environment
- to support collaborative projects
- to have a sustainable customer relationship
- to maintain safe network environment





Asante !