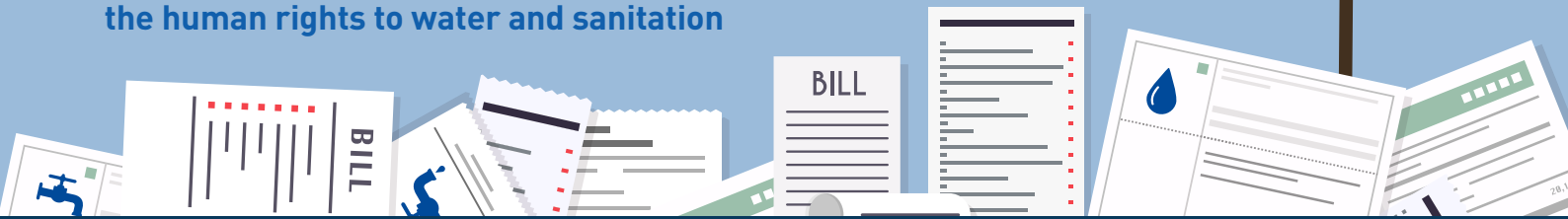


GOVERNMENT, PAY YOUR WATER BILLS!

Non-payment and empty promises are undermining the human rights to water and sanitation



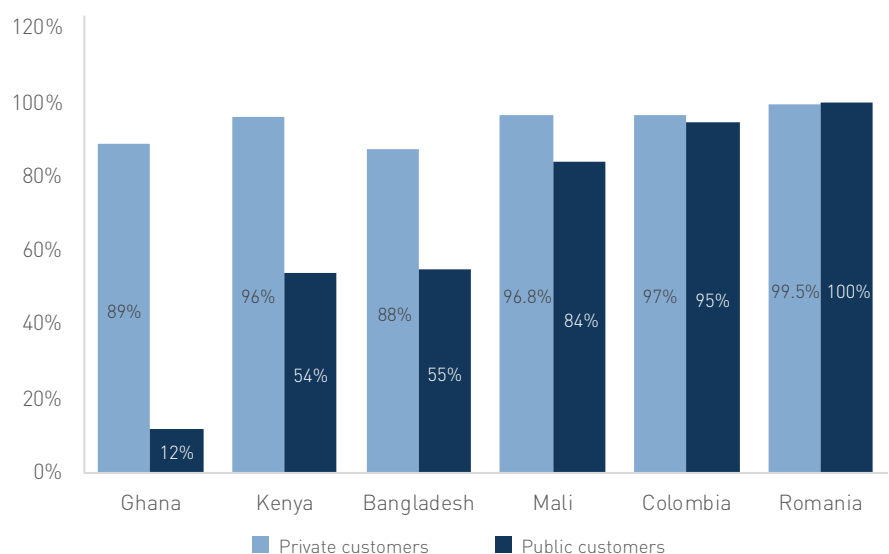
Late or missing payments by public institutions has direct impact on the ability of utilities to provide service and hampers the realisation of the human rights to water and sanitation. There are ways to address the issue but these require determination and concerted action from stakeholders and public institutions.

- Access to water is a fundamental human right. Non-payment undermines it.
- Someone always pays the bill. When government institutions do not pay, people do through increased tariffs and poor or no water supply.
- It is necessary to define and play by clear rules about the responsibility and conditions for payment.
- There are many ways to address the issue in the areas of regulation and governance, utility operation, and community engagement.

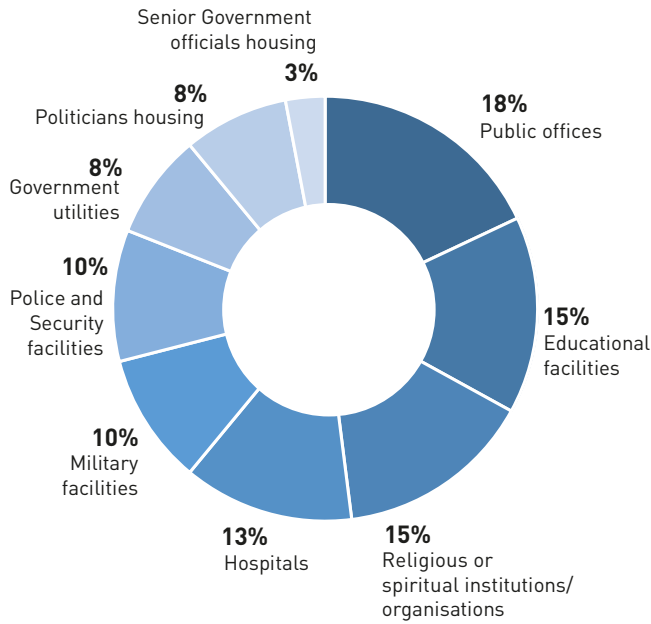
95%

of the utilities investigated in 18 countries, mostly from the global south, reported cases of non-payment by government institutions.

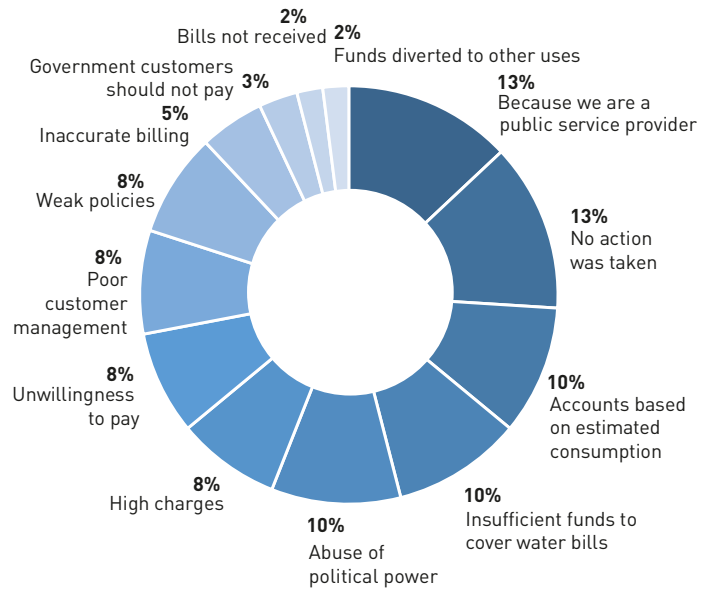
The COLLECTION RATE for public customers is consistently lower than for private customers



Composition of government institutions and politically-linked properties in arrears

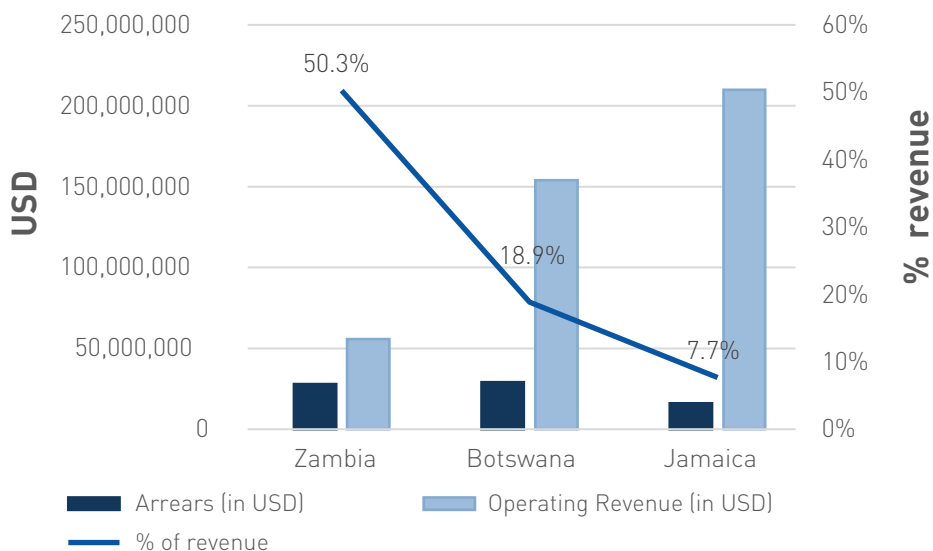


Reasons given by government institutions to utilities for non-payment



THE TOTAL ACCUMULATED ARREARS OF PUBLIC INSTITUTIONS ARE INCREASING STEADILY AND CRIPPLING SERVICE PROVIDERS, ESPECIALLY TODAY, AS THE COVID-19 CRISIS FURTHER THREATENS THEIR FINANCIAL STABILITY.

The arrears represent a high proportion of the total revenue of water service providers. This money is needed to provide adequate services and ensure the human rights to water and sanitation are realised for all.



Source: Initiative and research launched by the Water Integrity Network and End Water Poverty, with the support of GIZ.

