Report of the Fifth Meeting of the
International Network of
Drinking-Water Regulators

Zaragoza, Spain
7-8 June 2012
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1. Introduction

The fifth meeting of the International Network of Drinking-Water Regulators (RegNet) was held on 7-8 June 2012 in Zaragoza, Spain. The Network is hosted by the World Health Organization, and this meeting was co-hosted by the UN-Water Decade Programme on Advocacy and Communication, which is based in Zaragoza. The meeting was preceded by a half-day joint meeting of RegNet members and members of the International Small Community Water Supply Management Network (SCWSMN) on the morning of 7 June 2012.

The meeting was attended by eight RegNet members and two co-opted members; in addition, three WHO Secretariat members were in attendance and two Secretariat members representing the UN-Water Decade Programme on Advocacy and Communication.

2. Background

A number of WHO Member States, both developed and developing countries, have raised concerns about the status of drinking-water regulation. In order to address the global drinking-water and sanitation target under Millennium Development Goal (MDG) 7, the management of water supplies and the response to potential outbreak events of waterborne illness and drinking-water contamination events need to be improved. Regulations are a powerful tool available to governments that can be used to address risk assessment and management in the context of the MDGs.

Regulations are, however, not always used to their maximum potential or to the best advantage of all stakeholders. Specific challenges raised by national experts on drinking-water supply and sanitation and by drinking-water regulators include:

- regulations tend to be developed from an engineering and operational perspective, neglecting the health perspective such as the exertion of authority for public health surveillance and associated responses;
- regulations may be non-existent, incomplete and/or outdated, even in some industrialized countries; and,
- there may be a lack of clarity regarding jurisdiction, legal mandates and authority, including gaps and overlaps, or a clear attribution of responsibilities at different levels.

The International Network of Drinking-Water Regulators (RegNet) was established and is hosted by the World Health Organization (WHO), in response to requests from Member States to create a framework to share and discuss strategies that address the above issues and to explore and promote best practice in legislating for and regulating a variety of water quality management issues. The overall goal of RegNet is to increase access to safe drinking-water through the improvement of regulatory systems. WHO hosts this network and coordinates network activities.

There is significant attention to confidentiality in this network, in order to provide regulators with a space where they can discuss and share important issues, and where they can agree on the best way forward in particular situations, in the interest of public health. RegNet membership is currently by invitation only.

For the purpose of RegNet, a water regulator is defined as an organization tasked with ensuring the safety of drinking-water by establishing and/or enforcing appropriate regulations and standards for drinking-water quality and/or providing independent surveillance of drinking-water quality at national and sub-national levels.
The network's objectives are as follows:

• provide a discussion forum to address challenges and share best practice in drinking-water regulation;
• share experiences in relation to the development and enforcement of regulatory frameworks for drinking-water quality, and of different approaches to specific issues requiring regulation;
• guide and share experiences on the role of regulators in supporting the implementation of water safety plans within a water safety framework;
• support the development of internationally recognized guidance on the regulation of drinking-water to improve public health protection;
• provide a connection with the periodic updates of the WHO Guidelines on Drinking-water Quality, from a regulatory perspective;
• provide support and guidance to regulators wishing to create, update or amend a regulatory framework; and
• advocate for the improvement of drinking-water regulations.

The reports of previous meetings can be downloaded from http://www.who.int/water_sanitation_health/dwq/regnet_reports/en/index.html

3. Proceedings

The fifth RegNet meeting was chaired by Claire Pollard (DWI, UK). Both plenary and group discussions took place on various topics, with working groups reporting back to plenary. Jamie Lafontaine served as the rapporteur for this meeting. The agenda and programme of work for the meeting is presented in annex 1.

The following sections of the report provide a summary of the main points of discussion and recommendations for each item identified in the programme of work.

3.1 Opening of meeting and introductions

A half day joint session between the Small Community Water Supply Management Network (SCWSMN) and the International Network of Drinking-water Regulators (RegNet) was held in order to provide a forum for discussion of common interests and to identify potential areas of collaboration. The meeting began with a summary of Network activities.

3.2 Summary of Network Activities

Jamie Lafontaine provided an update on the following:

3.2.1 RegNet Activities

Report on Regulations and Standards for Drinking-Water Quality

This report, created by David Drury, contains information about the values specified by countries for drinking-water parameters. Country values are compared with the values specified in the WHO Guidelines for Drinking-water Quality. The report contains information that was received from over 100 countries, and includes reviews and considers the values specified by countries for the following parameters:

• inorganic chemical,
• organic chemical,
• aesthetic,
• radiological, and
• microbiological parameters.

It does not contain information on how many samples are taken for each parameter nor whether drinking-water quality in each country meets the values specified.

Next steps for this report include sharing the documents with Network members via the Virtual Forum. General comments, errors and omissions, additional data from missing countries as well as overall usefulness of the information will be sought.

**Issue Sheets and Case Studies**

The issue sheets were developed for drinking-water regulators who want to establish, update or amend their regulatory frameworks. Given the broad scope of regulations with an impact on whether drinking-water is sufficient, safe, acceptable, physically accessible and affordable, the guidance will be of use to other regulators whose mandate includes responsibilities with the potential to improve drinking-water quality, as well. These may include environmental, public health and economic regulators.

Existing issue sheets can be downloaded from the WHO website at http://www.who.int/water_sanitation_health/dwq/regnet_kit/en/index.html

RegNet members have been working on the following issue sheets and case studies:
- RegNet Overview – first draft received
- Surveillance issue sheet – revised version received
- Developing and Improving Regulations issue sheet – revised version received
- Capacity Building issue sheet – revised version received
- Quality of Service issue sheet – pending
- Economic Regulation case study – pending
- Regulators/Public Health Professionals case study – pending

The draft issue sheets will be shared with Network members via the Virtual Forum for final review. The documents will then require formatting, printing and publishing (pending available funding).

**THE Lexicon**

A number of WHO staff met on several occasions to discuss The Health and Environment (THE) Lexicon. A decision was taken that terms in THE Lexicon that did not have definitions would be removed from the public domain to avoid misinterpretation.

It was also decided that a list of priority terms requiring definitions would be identified. Definitions for these terms would be taken from existing WHO document, where available. Where standard definitions were not available, definition would be created and approval sought from Network members. It was also suggested that members of the SCWSMN may be asked to provide assistance in the development of definitions.

The discussion following the update of THE Lexicon focused on members concerns regarding accessibility of the application on the internet. Members agreed that it was difficult to access on the WHO website. Accessibility was thought to be a contributing factor to the low use of THE Lexicon. A suggestion was made that hosting of the THE Lexicon by a WHO Collaborating
Center or an NGO in official relations with WHO may allow more flexibility in terms of web location and promotion of the site.

The follow is a list of recommendations for consideration as next steps for THE Lexicon:

- review of the terms in the database for relevance;
- reduction in the number of terms;
- prioritization of terms that require definitions;
- development of a more user-friendly interface; and,
- explore the possibility of moving towards a wiki-type approach.

Han Heijnen also recommended that the Network consider working with the WHO Collaborating Centre in the Netherlands, IRC Water and Sanitation. He suggested that the Network contact Cor Dietvorst (dietvorst@irc.nl) for assistance.

3.2.2. Small Community Water Supply Management Network Activities


A suite of risk communication guidance materials has been drafted by the Network and is ready for review and publishing. These tools present a systematic process for developing communication strategies for safe drinking water and household hygiene. They describe an easy-to-follow five step process to guide policy and programme decision-makers in developing communication strategies and products that achieve intended outcomes. The materials include:

- checklists;
- testing protocols;
- example;
- presentation; and
- evidence base background research.

It is recommended that the tools be edited into a user-friendly format, reviewed by a select group of Network members, and published on the WHO website.

**Risk Assessment (RA) Tool**

In order to create an effective Water Safety Plan (WSP), knowledge about the water supply system and expertise in risk assessment is required. Small community water supplies do not always have the technical expertise or knowledge to conduct comprehensive hazard identification, risk assessment and prioritization exercise. Therefore, the WHO, in collaboration with the SCWSMN and RegNet, are developing a generic risk assessment tool to be used within the WSP approach.

To-date, the following activities have been completed:

- Project concept note developed to identify tool requirements;
- Bids for RA Tool development assessed and contract awarded to DJ Films;
- Terms of Reference for the RA Tool working group;
- Identification of working group members and chair;
- Email input on logic structure, hazardous events and risk mitigation; and
- Face-to-face meeting in Zaragoza, 4-5 June 2012.

The agreed upon next steps for the RA Tool development included the finalization of the tool development by the contractor (expected date of September 2012) followed by piloting and implementation.
Bill Schutzman provided a brief summary of the outcomes of the RA Tool WG meeting. Please refer to the Working Group minutes for more detailed information on the outcome of the RA Tool WG meeting. The meeting minutes will be made available on the SCWSM Network’s web pages.

**Valuing Water, Valuing Livelihoods**

Robert Bos provided an update on the *Valuing Water, Valuing Livelihoods* publication that was launched at the 2nd Development Congress of the International Water Association (IWA) in Kuala Lumpur, Malaysia on 25 November 2011. This occurred in conjunction with a special session on the economics of drinking-water supply, with presentations by two of the book authors, and by Guy Hutton and Ashley Abernethy.

Economic criteria shape investments in drinking-water supply systems and services. Yet, often they may be defined in a narrow sense and economic returns may be evaluated in strictly financial terms. The result is an emphasis on large, urban infrastructural works. Yet, a large part of the world's population in rural and peri-urban areas relies on small community water supplies.

This publication addresses the broader issues of social cost-benefit analysis performed on options to invest in drinking-water supplies, with a focus on small community suppliers.

It was written by a multi-disciplinary team, bases itself on experience on the ground and provides many practical examples of how to deal with economic issues of drinking-water supply in the context of the livelihood strategies and public health priorities of people living in small communities, from policy to practice.


Guidance has been developed to supplement the main document, in the form of a manual on Economic Evaluation of drinking-water Supply Options. This is also available on the WHO website: [http://www.who.int/water_sanitation_health/publications/2012/economic_assessment_manual/en/index.html](http://www.who.int/water_sanitation_health/publications/2012/economic_assessment_manual/en/index.html)

### 3.2.3. Water Safety Plans (WSP) – Update on current activities

Jamie Lafontaine provided an update on WSP activities based on a presentation drafted by Jennifer De France.

This year had been another productive year for WSH in the context of WSPs. Since the introduction of WSPs as part of the water safety framework in the 3rd edition of the WHO guidelines in 2004, we see more and more water suppliers, governments and other stakeholders implementing, supporting and/or advocating for this approach.

Current WSP activities include:

- **WSP case study guide and template** – developed in order to better collect and share information on the benefits, challenges and lessons learned from WSP implementation. Guide/template can be used by all stakeholders from water suppliers, to regulators and researchers.

- **WSP quality assurance tool** – presentation given at Middle East and North Africa Water Safety Conference in October 2011, workshop in Sri Lanka included information on the WSP QA tool, which HQ supported technically. A number of countries have expressed interest in developing national benchmarking programmes to monitor WSP progress and thus we may pursue upgrading the tool into a web-based platform to facilitate this.
• **WSP manual for small community supplies** – The WSP manual for SCWS, which was initiated by the SCWSMN was near completion. It is intended to support WSP development and implementation by providing guidance on the steps in water safety planning. The manual is aimed at technical experts working in and providing assistance to small communities, but it will also be a useful resource for members of the small community water supply themselves as well as those working at a national level to guide the development of policies and programmes to improve the management of small community water supplies.


• **WSP training package for organized piped supplies** – To support more consistent training on the principles included in the WHO/IWA WSP Manual for organized piped supplies (2009). The package includes a module on each of the WSP steps included in the WSP Manual as well as a module on the WSP QA Tool. It consists of a handbook for trainers, workbook for trainees and presentations. Each module includes learning objectives, key points and exercises. The handbook also includes general training tips and tips for training on each module.


• **WHO/AusAID water quality partnership** – WHO is conducting many of its WSP related activities under the WHO/AusAID Water Quality Partnership, which has focused on WSPs since 2008. The current phase is coming to end. Under Phase 2, activities supported by this partnership include:
  o development of the WSP QA Tool;
  o the formation of the Asia-Pacific WSP network, which is being led by the WHO Western Pacific Regional Office; and,
  o work on WSPs and investment planning; which seeks to obtain commitment from donors, development banks and finance ministers to fund the critical infrastructure improvements identified through a WSP.

AusAID has agreed to support a third phase of this programme. Global activities include:
  o evaluate and support strengthening of WSPs in existing phase 2 countries and new Phase 3 countries;
  o impact assessment: Systematically identify and collate resulting impacts from WSP implementation;
  o equity analysis: assess the poverty and gender impacts of WSPs and at how WSPs may better address these issues, particularly in their communication programmes; and,
  o volume 3 of the drinking-water guidelines: updates include incorporating WSP principles.

3.2.4 Household Water Treatment and Safe Storage Network (HWTSN)

Robert Bos provided an update on the HWTSN based on a presentation drafted by Network manager Maggie Montgomery.

The mission statement for the HWTS Network Strategy is –
To contribute to a significant reduction in water-borne and water-related vector-borne diseases, especially among vulnerable populations, by promoting household water treatment and safe storage as a key component of community-targeted environmental health programmes.

The targets for the Strategy include:

• By 2015, 30 countries have established policies on household water treatment and storage.
• By 2015, strengthened evidence to guide effective and replicable HWTS programmatic approaches to achieve long-term widespread use and public health impact.
• By 2020, 50 countries have achieved country-wide scale up of project-based HWTS.

The Network Global Strategy 2011-2016 Strategic Objectives include:

• HWTS evidence base of public health relevance significantly strengthened;
• tangible results in the scaling-up of household water treatment and safe storage achieved;
• national policies and institutional frameworks developed (integration of environmental health interventions); and,
• best practice in HWTS programmes evaluated and disseminated.

For more information on the Network, interested parties can sign up for a listserv (i.e., monthly newsletters, event information, research), serve on a Network working group (i.e., knowledge advancement/research, policy and advocacy, monitoring/evaluation, and integration/scaling-up) or share experiences in EzCollab discussions. There are also opportunities to participate in a webinar or to obtain additional information online at:

http://www.who.int/household_water/network/en

Overall recommendations from the various Network updates include:

• the need to increase visibility of the Networks (e.g., plan side agendas to other meetings);
• coordinate meetings of Networks to allow of joint sessions;
• plan Network meetings in conjunction with other organizations meetings (e.g., IWA);
• develop guidance for regulators on how to regulate small community water supplies;
• additional launches for the WSP manual should be planned in various countries with the support of WHO regional offices and/or Network members; and
• research potential use of mobile phones in the implementation of WSPs.

3.2.5. Review of Networks’ Statement on the Right to Water and Sanitation

Members were divided into working groups and provided suggested revisions to the document in plenary session. A copy of the draft document can be found in annex 2 of this report.

The main outcomes of the discussion were as follows:

• emphasize that the implementation of the Human Right to Water and Sanitation is a long process (i.e., progressive realization);
• include practical country examples;
• should not be just a top-down process;
• link with WSP approach;
• clarify the difference between water versus safe water;
• address the issue of country compliance in the absence of enforcement;
• accessibility should also include gender equity within a household; and,
emphasis that implementation will be different based on individual country contexts.

The next steps for this document are to incorporate the suggested revisions and then post for comments from RegNet members via the Virtual Forum.

3.3 Opening of RegNet meeting

The fifth meeting of RegNet members took place following the joint meeting of the SCWSMN and RegNet. The meeting was inaugurated by a welcome by the Rector of the University of Zaragoza, Professor Manuel Jose Perez. Robert Bos, Coordinator, Water, Sanitation, Hygiene and Health, WHO, also welcomed the meeting participants.

Robert Bos drew the meetings’ attention to the Resolution on Drinking-Water, Sanitation and Health (WHA64.24) which had been adopted by the World Health Assembly on 24 May 2011. The Resolution requests the Director-General of WHO to formulate an integrated water, sanitation and hygiene (WSH) strategy focused on the Organization’s normative functions. The intention is to integrate the activities of this, and other WHO-sponsored Networks, as part of the strategy.

He also provided the group with an update on staffing at WHO including the fact that Jennifer De France has taken over responsibilities for water quality activities (formerly undertaken by Bruce Gordon) and will also be responsible for the coordination of the SCWSMN and RegNet. Kate Medlicott will be taking on responsibilities related to wastewater.

Josefina Maestu, Director, UN-Water Decade Programme on Advocacy and Communication welcomed the participants to Zaragoza, Spain. She explained the role of her programme in facilitating information sharing, implementing communication and raising awareness, in the UN-Water context and in relation to the UN Decade Water for Life 2005-2015, in order to create an enabling environment to address obstacles in the progress of the water and sanitation agenda.

3.4 RegNet Progress Report

The RegNet Progress report was not repeated as the information was already presented during the joint meeting. Please refer to section 3.2.1 above for the RegNet activities 2011/2012.

3.5. Regulator JMP reporting – next steps

Network members were asked to provide comments on the proposed regulator questionnaire for gathering information on what water quality data their organization have access to and are willing to share. This information could then potentially be used as an additional source of data for the WHO/UNICEF Joint Monitoring Programme on Water Supply and Sanitation (JMP).

Below are the clarifications requested by RegNet members:

- Why is bottled water considered an unimproved drinking-water source?
- What are the definitions for urban and rural?
- How will the data be used?
- How will the data be aggregated?
- For question 4, does fluoride include both natural and artificial?
Network members felt that the questionnaire contained questions which they would be unable to respond to. Also, questions were raised with respect to the use of the data collected.

The overall recommendation was to seek clarification on the points above and then distribute the questionnaire for completion by Network members.

*n.b.: The survey questionnaire has been finalized after the 5th RegNet meeting.*

**3.6 Updated Rio +20 and post 2015 targets/modifications**

Robert Bos recalled the outcome of the Consultation on Post-2015 Monitoring that had been held in Berlin, 3-5 May 2011, prior to the fourth RegNet meeting. For the implementation of the roadmap for the development of goals, targets and indicators, adopted in Berlin, four working groups had been established: on drinking-water, on sanitation, on hygiene and, as a cross-cutting issue, on equity and non-discrimination. These working groups had operated through face-to-face meetings, telephone conference, commissioned papers and sessions and international events – and the preliminary outcomes of these efforts had been put on the JMP web site ([www.wssinfo.org](http://www.wssinfo.org)) for comments.

The outcome of the June 2012 Rio+20 Conference would add a new impulse to this process. The UN Secretary-General had already established a High Level Panel on Post-2015 Development Goals, chaired by the Prime Minister of the United Kingdom, and the Presidents of Indonesia and Liberia.

The JMP process would be completed with a second Consultation to be organized in The Hague, the Netherlands on 3, 4 and 5 December 2012. This Consultation will also start the discussions on the architecture of future global monitoring, including the possible role of regulators. Members of RegNet were encouraged to comment on the proposed goals, targets and indicators on the interactive JMP website.

**3.7 Brainstorming Session for the preparation of a plan for advocacy and communication on water regulation**

Ulrike Kelm and Josefina Maestu moderated a discussion on the development of a plan for advocacy and communication on water regulation. This included communicating the importance of water regulation (disadvantages of lacking water quality, regulation as a means of public health protection etc.), audiences for water regulators (government and politicians, general public, media etc.) and communication channels (campaign material, conferences, publications, etc).

**3.8 RegNet Five-Year Strategic Plan**

The draft five-year strategic plan for RegNet was presented by Jamie LaFontaine. Members divided over working groups to discuss the plan and provided suggested revisions to the document in the follow-up plenary session. A copy of the draft document can be found in annex 3 of this report.

The main outcomes of the discussion were as follows:

- the document should include vision/mission statements and clear targets (e.g., that 50 Member States have clearly defined regulatory frameworks for drinking-water that include all relevant parameters and take into consideration the Human Right to Water and Sanitation);
- the fifth paragraph beginning with “Members participate as…” should be moved to the membership section;
• the first objective should be “RegNet aims to promote good practice to regulate a variety of water quality and management issues”;
• the objective relating to building an evidence base should be removed as this is an activity which can be included in the action plan section of the document;
• stakeholders should be defined in the objectives;
• an additional objective should be added regarding the networking, collaboration and sharing of best practices;
• the guiding principles as they are currently written are more like objectives, and the Secretariat should consider revising them (guiding principles would be items such as transparency, credibility, objectivity, within the confines of the law, etc.);
• include updates from regional regulator networks at RegNet meetings as an activity under the advocate and collaborate section;
• additional activities for consideration for the action plan include:
  ▪ investigate new technologies in monitoring (e.g., smart phones);
  ▪ develop a field manual on health impacts of parameters that is not overly technical and in plain language;
  ▪ better use of the internet for communications;
  ▪ developing a common website with the SCWSMN for communication.

The next steps for the document are to incorporate the suggested revisions and then share the document with RegNet members via the Virtual Forum for a second review.

3.9 Compliance with minimum sampling frequency for small community water supplies

Jamie Lafontaine asked the group if they could share their experiences with regard to their country context based on the following questions:
• what criteria do you base your minimum sampling requirements on for small community water supplies?
• is there a target for compliance that is lower than 100%?
• what are generally the compliance rates?

The general overall response to the first question was that it varied from country to country based on water source, population served and water produced. However, in some countries there was a shift towards reduced monitoring based on a risk assessment approach and linking with WSPs. For example, some countries allowed for reduced monitoring if there was 3 years minimum sampling data and a review conducted every 5 years.

For the second question, the overall response was no – there is no lower target for compliance.

For the last point, generally compliance rates are low and difficult to achieve for small community water supplies.
### 3.10 2012-2013 RegNet Work plan

The following are a list of activities that Network members agreed to undertake prior to the next meeting:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Person Responsible</th>
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| Regulatory Standards - General comments, errors and omissions, additional data from missing countries as well as overall usefulness of the information will be sought. | WHO – to post on Virtual Forum  
Network members – to review the documents and provide comments. |
| Draft Issue Sheets – final comments to be sought from Network members.   | WHO – to post on Virtual Forum  
WHO – to finalize acknowledgements and “further reading” sections  
Network members – to review the documents and provide final comments. |
| Human Right to Water and Sanitation – document to be updated based on suggested revisions and posted to the Virtual Forum for comments. | WHO – to update the document and post to Virtual Forum.  
Network members – to review the documents and provide comments. |
| Regulator JMP Questionnaire – suggested clarifications to be shared with JMP staff for revision of the document.  
document to be distributed to RegNet members for completion. | WSHH Unit – to coordinate on revisions to the questionnaire.  
WHO – to post to Virtual Forum.  
Network members – to complete the questionnaire. |
| 5 Year Strategic Plan – document to be revised and shared with Network members for comments. | WHO – to update document  
WHO – to post document to Virtual Forum  
Network members – to review the documents and provide comments. |
| Field Manual for WHO Guideline parameters and health effects             | J. Lafontaine – to share with the group what has been developed in Canada. |
| Post 2015 Indicators                                                     | Various Network members – to be solicited for input at various stages in the development process. |
| Next RegNet meeting                                                     | O. Pintos and WHO – to look at the possibility of hosting the next meeting in Argentina. |

### 3.11 Closure of meeting

Robert Bos thanked Claire Pollard for her able chairing and all in attendance for their active participation and continued collaboration on Network activities. He also mentioned the importance of the Network to examine where we are and where we should be by 2020 (WHO medium term planning). Now that the
activities related to MDG targets for drinking-water and sanitation are coming to an end in 2015, and new goals, targets and indicators will come into place, all WHO-hosted Networks will need to determine how to link up to the new reality. The Networks should be moving towards adapting their strategy and action plan to what is likely to be a universal coverage goal.

Robert also mentioned that donor agencies want hard facts on benefits and the WHO will be looking at ways for packaging the Networks in the water quality and health strategy to respond to donor expectations.

Network participants suggested that the next meeting include thematic sessions. Suggestions for sessions included:

- sampling and monitoring in relation to WSPs;
- water quality standard issues (e.g., chlorination);
- emergency situation (e.g., DWAs, cholera, outbreaks) from regulatory point of view;
- country presentations from South America.

Oscar Pintos also offered to work with WHO to determine the feasibility of hosting the next Network meeting in Buenos Aires, Argentina in collaboration with the Association of Water and Sanitation Regulatory Entities of the Americas (ADERASA).
Annex 1

Programme of Work
Joint RegNet/SCWSMN meeting

Thursday 7 June 2012 (Morning)

08:00 - 08:30  RegNet Participant Registration

08:30 - 08:35  Welcome to Participants
  Prof Manuel José López Pérez
  Rector of the University of Zaragoza

08:35 – 08:45  Introduction of Network Members, designation of Chairs and rapporteurs

08:45 - 09:15  Summary of SCWSMN meeting outcomes
  Question and Answers, discussion

09:15 - 09:45  Summary of RegNet key activities
  Question and Answers, discussion

09:45 - 10:00  Water Safety Plans (WSP) – Update on current activities
  Jamie Lafontaine
  Question and Answers, discussion

10:15 - 10:30  Break

10:30 – 11:00  Household Water Treatment and Safe Storage Network
  Robert Bos
  Question and Answers, discussion

11:00 – 11:30  Plenary discussion and formulation of follow-up items on potential
  Network linkages

11:00 - 11:30  Working Groups – Review of Networks' Statement on the Right to Water
  and Sanitation

11:30 - 11:50  Working Groups report back to plenary

11:50 - 12:00  Closure of meeting
  Robert Bos, Coordinator, WSH, WHO

12:00 - 13:30  Lunch
# Programme of Work
## 5th RegNet Meeting

### Thursday 7 June 2012 (Afternoon)

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Presenter</th>
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<tbody>
<tr>
<td>13:30 - 13:40</td>
<td>Opening of meeting and welcome to participants</td>
<td>Jamie Lafontaine</td>
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<tr>
<td>13:40 - 13:50</td>
<td>Opening remarks</td>
<td>Robert Bos</td>
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<tr>
<td>13:50 - 14:00</td>
<td>Introduction of participants</td>
<td>Jamie Lafontaine</td>
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<tr>
<td>14:00 - 14:10</td>
<td>Approval of proposed agenda and programme of work</td>
<td>Jamie Lafontaine</td>
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<td>14:10 - 15:15</td>
<td>RegNet progress report 2011-2012, including:</td>
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<td>- Update on the WHO Lexicon</td>
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<td>- Update on Regulatory Database and WSP Scan</td>
<td>Jamie Lafontaine</td>
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<td>- Progress on the development of the Risk Assessment Tool</td>
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<td>- Update on Issue Sheet and Case Study Development</td>
<td>Various RegNet members</td>
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<td>- Update on the publishing of Valuing Water, Valuing Livelihoods</td>
<td>Robert Bos</td>
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<td>15:15 - 15:30</td>
<td><strong>Break</strong></td>
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<td>15:30 - 16:00</td>
<td>Discussion - Regulator JMP reporting, outcomes of the questionnaire and next steps</td>
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<tr>
<td>16:00 - 16:15</td>
<td>Wrap-up and closure of the session</td>
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Friday 8 June 2012

08:30 - 08:45  Summary of previous day's discussions  
\textit{Rapporteur}

08:45 – 09:15  Updated Rio +20 and post 2015 targets/modifications  
\textit{Robert Bos}

09:15- 10:00  Round Table – Speed Dating Format (3 minutes max. per member), country activities high-lights

10:00 - 10:15  \textbf{Break}

10:15 - 11:00  Brainstorming session for preparation of a plan for advocacy and communication on water regulation.  
\textit{Josefina Maestu and Ulrike Kelm}

11:00 - 12:00  Break-out groups – RegNet Five Year Strategic Plan

12:15 - 13:45  \textbf{Lunch}

13:45 - 14:00  Break-out groups reporting back to plenary

14:00 - 15:45  Role or regulators in future monitoring  
\textit{Robert Bos}

15:00 - 15:15  \textbf{Break}

15:15 - 16:00  Review of 2012-2013 work plan and division of tasks

16:00 - 16:15  Closure of meeting  
\textit{Robert Bos}
Annex 2

RegNet's and SCWSMN's common statement on the human right to water and sanitation

THE HUMAN RIGHT TO WATER AND SANITATION

The human right to water and sanitation are standards that every person can expect to have with respect to their access to safe water and sanitation. The scope and content of the human right to water and sanitation has been set out in international human rights law. It is derived from the right to an adequate standard of living as stipulated in Article 11 of the International Covenant on Economic, Social and Cultural Rights. This right will only turn into legal entitlements when it is embodied in national legislation.

MISCONCEPTIONS related the human right to water and sanitation:

1. Access to water must be free.
   This is not true. The human right to water requires water to be affordable to everyone and allows for payment based on ability to pay.

2. Providing access to water and sanitation prohibit private sector participation.
   No, human rights do not require a particular model of provision. Whether system set-up is public or private, access to safe water should be affordable, accessible, available, acceptable and sufficient in quantity, and requires regulatory frameworks to monitor the impacts.

3. Access to water and sanitation require overnight solutions.
   No, having a vision and a strategy, and articulating a plan by taking steps that move towards full realization of these rights, is crucial.

CRITERIA for human right to water and sanitation:

- **Availability**: of water is limited to personal and domestic uses. The amount of water and the number of sanitation facilities must be sufficient for these uses.
- **Quality**: of water has to be safe for drinking and use. Sanitation facilities must be hygienically and technically safe to use. Access to water for cleansing and hand washing is essential.
- **Acceptability**: of sanitation facilities, in particular, have to be culturally acceptable and may require gender-specific facilities, constructed in a way that ensures privacy, dignity and safety.
- **Accessibility**: of water and sanitation services must be accessible to everyone in the household or its vicinity on a continuous and reliable basis.
- **Affordability**: of access to water for everyone does not mean free water. Everyone should have access to safe water and sanitation that he or she can afford. Measures to assess whether people can afford to pay or are genuinely unable to, may be designed to address this reality.

WHY?

- Water and sanitation are integrally related and equally important for health and dignity. Lack of sanitation is a major cause of contamination of drinking water, resulting in disease.

- Although investing for water and sanitation is costly, evidence has shown that the costs associated with poor public health, loss of work and school days are even higher. For every dollar invested in water and sanitation, on an average, the return is 8 dollars in costs averted and productivity gained.
The State has a primary obligation to create an environment conducive to realisation of the human right to water and sanitation, while individuals are expected to contribute with their own means. Only in certain conditions, for reasons beyond control, such as natural disasters or extreme poverty, is the State obliged to provide services.

20 liters per capita per day is the minimum quantity of safe water required to realise minimum essential levels for health and hygiene. To ensure full realisation of rights, the goal should be 50-100 liters per day.

Human Rights require services to be affordable and not to compromise the realisation of other human rights, such as food, housing and health. Those who can, have to contribute financially or in kind.

Access to safe water and sanitation is no longer a matter of charity or welfare, but a legal entitlement.

Water and sanitation solutions most suited for the specific circumstances should be adopted depending on the situation. Piped water and flush toilets are not always the best or the necessary solution in remote areas.

Where a State can justify that it does not have sufficient resources at its disposal, it is obliged to request international assistance and meet its obligations.

IMPLEMENTATION

Non-State actors, such as, individuals, private enterprises, and non-governmental organisations could play a role in implementing the human rights-based approach to water and sanitation. These roles and responsibilities need to be defined, although the overall responsibility remains with the State. To meets its human rights obligations to water and sanitation, the State could provide for an administrative, financial and legislative framework through the following actions:

1. **Adopt a strategy** for providing services and accelerating access to water and sanitation, especially for the disadvantaged, using targeted pro-poor policies and instruments. A national strategy could detail how to reach the urban poor, the marginalised and vulnerable groups in society and encourage their participation in the institutional setup of the water services sector.

2. **Encourage meaningful participation** in the decision-making processes at different levels and within formalised structures while ensuring access to relevant information, such as water quality data and tariffs to all. Various participation mechanisms at the national, regional and local levels could be put in place, such as, community-based organisations in rural areas. However, in the case of excluded or marginalised people, capacities often need to be strengthened before people can fully exercise their right. Empowering the poor might require awareness-raising campaigns and capacity building.

3. **Reform public policies and plans** to prioritise resources, implement strategies and to monitor performance. Water policies need to be designed to prevent discrimination and to foster equitable access to water supply and sanitation. The need for the participation of the unserved could be reflected in water sector legislation and in all official documents.

4. **Introduce a pro-poor water tariff structure** to fulfil obligations to facilitate access to water and sanitation services with the goal of assisting those most in need. Expenditure for water and sanitation services should not exceed 5 percent of a household’s income. Subsidies for basic water supply and sanitation must be provided where necessary as part of a sustainable financing
policy. A special basket funding mechanism could be created to improve the situation of the poorest in urban and rural areas. Water service providers could be provided funding to extend their services to informal urban settlements.

4. **Establish clear responsibilities** among the water sector institutions. Separated and clearly allocated responsibilities between the various institutions described through regulation will help establish checks and balances. Replace informal service providers with formal service providers that can then be brought within the regulatory regime.

5. **Establish appropriate water quality monitoring systems**, combined with regulatory enforcement, to ensure safe water quality.

6. **Establish a regulator** for the water sector to protect citizens from unequal access to water. The regulator also oversees the monitoring efforts of the service providers and demands corrective measures in cases of non-compliance.

7. **Establish a mechanism to empower consumers and the unserved** to organise themselves to become a formalised negotiating partner for their service and also provide feedback to sector institutions.

8. **Adopt a customer service approach** and set up adequate complaints mechanisms, eg customer service desks, surveys. Unresolved consumer concerns may be addressed through appropriate corrective measures or enforced through regulation.

9. **License abstractions** (water withdrawal from natural water resources), metering of consumption, and the introduction of a pro-poor water tariff structure for the consumption of drinking water and for sanitation standards. These measures are designed to increase equitable access and reduce water wastage and move towards sustainable ecological sanitation.
Annex 3

Strategic Direction of the International Network for
Drinking-water Regulators
- 2012 to 2017 -

Impetus for Network Formation:

The International Network of Drinking-Water Regulators (RegNet) was established in 2008 in response to requests from Member States to better address regulatory issues in relation to drinking-water. RegNet is an international forum to share and discuss strategies to address all aspects of protection of public health as it relates to drinking-water. RegNet aims to promote good practice to regulate a variety of water quality and water management issues.

Since 2008, annual meetings of the International Network of Drinking-Water Regulators have reviewed progress in its programme of work, reported on new developments and Evaluated network products.

Network Mission: To protect public health, as it relates to drinking-water, through the promotion of excellence and the continual improvement of regulatory frameworks and systems.

Definition of a drinking-water regulator:

For the purpose of RegNet, a drinking-water regulator is defined as a professional tasked with ensuring the safety of drinking-water production and quality through setting and/or enforcing appropriate regulations and standards and/or independent surveillance at national and sub-national levels.

Members participate as representatives of their organizations. A maximum of two or three members are to be identified per country.

Achievements to Date:

In the years since its conception, the network has gained strength in gathering good practices, identifying and advancing priority works areas, and in attracting a range of global participants. Work has advanced in a number of areas including:

- Launch of a virtual forum to post and share information and documents;
- Targeted dissemination of network information and outputs, raising the profile of the challenges related to the public health aspects of drinking-water regulation;
- Development of guidance materials in key areas of interest to members;
- Development of a WSP manual for small supplies, currently being finalized;
- Promotion of technical exchanges in support of the development or improvement of drinking-water regulations as they pertain to public health.
Rationale for the 2012-2017 Strategy:

Building on achievements to date, the network is well positioned to re-define its goals, objectives and concrete activities and deliverables in order to help advance progress towards new objectives.

Objectives:

1. **Build an evidence base** to support decision making and the development of guidance tools;

2. **Advocate and collaborate** with stakeholders to mainstream public health protection as it relates to drinking-water into regulatory environments and obtain commitments from senior decision makers to improve drinking-water regulations; and

3. **Develop and facilitate access to guidance and tools** to assist stakeholders at all levels in improving drinking-water regulations for which they are responsible.

Guiding Principles:

The network operates on the basis of the following guiding principles

- To leverage the expertise and experiences of individuals, network members and Member States and work together to the best advantage of all.

- To facilitate and encourage optimal participation from all network members.

- To find workable solutions in geographic and cultural context.

- To ensure activities supported by and outputs of the network are based on evidence, which includes scientific findings and real world experiences.

Membership:

In order to give regulators a space to discuss and share important issues and to decide the best way forward in particular situations in the interests of public health, there is significant attention to confidentiality and membership is limited to drinking-water regulators, as defined above.

Other individuals or organizations with specific expertise and experience in drinking-water oversight and other relevant areas may be invited to join the network, on an as-needed, case-by-case basis, based on the nature of their activities and ability to contribute on a technical/project basis.
Members’ role is to promote and support the network in achieving its objectives and action plan. This includes helping to identify leads, other partners and funding for specific activities and reviewing and providing feedback on network products.

Members will be given access to the network’s virtual forum where information and documents can be posted and shared by network members. The virtual forum is also used by the Secretariat can send out announcements to members and to facilitate the engagement of members in network activities. The virtual forum can also be used by members to discuss topics of interest.

Members will be invited to attend regular meetings of the network to review and provide feedback on network activities underway and being finalized and to assist members in identifying activities in which they want to become more actively involved. Typically, meetings will be co-located with other meetings and conferences. Care will be taken to ensure meetings are held in varying geographical locations worldwide. Members who are interested in hosting meetings are to contact the Secretariat.

Activity Management:

As the Secretariat for the Network, WHO coordinates and facilitates all network operations, ensuring its goal, mission and objectives are met. This includes managing the network’s virtual forum.

Working groups may be established for various activities. They will provide advice, guidance and support. The Secretariat, typically, is a member of all working groups.

Members are encouraged to self-identify as leads and participants on working groups, subject to final approval by the Secretariat.

Oversight and Direction:

The World Health Organization acts as RegNet host and coordinates network activities. In 2017, the WHO will undertake a third-party evaluation of the work and functions of the Network and make the decision as to whether the Network should continue, be re-tooled or be sunset.

Action Plan:
The following is a summary of the network’s action plan.

1. Build evidence base

   ➢ Develop case studies in order to share experiences related to the protection of public health as it relates to regulation and drinking-water.
   • Public health professionals and drinking-water regulators
   • Economic regulation of drinking water
   • Service delivery benchmarks

2. Advocate and collaborate
Develop strategies, including objectives and mechanisms, to advocate for change and to collaborate with:

• Funders and donors;
• Regional regulatory organizations
• Governments, including ministerial fora;
• Non-government organizations;
• WASH Coalitions;
• Other networks; and
• Those that are not the “usual suspects”, e.g. Ministries of Agriculture as they can have responsibilities for drinking-water.

In collaboration with the network, WHO’s strategy in this regard is to include messages on the importance of the protection of public health as it relates to drinking-water, in broader water, sanitation and hygiene advocacy and communication efforts, e.g.

- Developing of awareness raising materials, such as the issue sheet series Drinking-water: Optimizing regulation to protect health.
- International Network of Drinking-water Regulators to be better integrated with other networks, such as the Household Water Treatment and Safe Storage Network and the International Small Community Water Supply Management Network.

Other possible strategies to be undertaken by the network include:

- Increasing Network visibility;
- Increasing Network membership; and,
- Building linkages and collaborating with regional regulator networks.

3. **Develop and/or facilitate access to guidance and tools**

- Develop and implement a distribution strategy for guidance materials.

- Finalize the development of three issue sheets on Drinking-water: Optimizing regulation to protect health, including:
  - Surveillance;
  - Capacity building; and
  - Developing and improving regulations

- Assist in the piloting of the risk assessment tool for small water supplies.

- Consider development of manual on economic regulation.