

Haiti water authority boosts revenues by up to 300% using mWater

The Challenge:

A struggling water and sanitation sector, in need of data and funding

DINEPA-ONEPA, Haiti's water and sanitation agency, was set up in 2009 to tackle the failing water and sanitation infrastructure. This was hindered by their uncoordinated internal systems which could not provide a reliable overview of the national water and sanitation situation. In 2017, 45% of the population still did not have access to potable water.

The support Haiti was receiving from international aid organisations had also resulted in those NGOs inadvertently competing with the government for service provision. This meant Haiti struggled to grow its tax revenues and fees for public goods, stunting its efforts to develop as a country.

The Solution: An open access, low-tech software platform

Supported by the World Bank, UNICEF, and USAID, DINEPA moved its internal systems onto the mWater digital platform. Haiti used the mWater platform to develop a database used at a national and local level to identify, analyse and share sector information. No complex equipment was needed in rural areas, and local water and sanitation technicians could add updates from their mobile phones.

Introduction

Myriame Dorfeuille is head of ONEPA, part of Haiti's National Water and Sanitation Directorate.

ONEPA is the focal point for NGO partners who want to work in Haiti's water, sanitation, and hygiene sector (WASH).



To ensure consistent data from across the country, DINEPA created a single, harmonized questionnaire for all updates. This was invaluable after the devastating 2021 earthquake. The questionnaire was immediately deployed in the field and within 5 days, DINEPA had enough data to guide NGOs into the areas of Haiti that needed most support. DINEPA was able to keep control of the emergency response, requiring aid agencies to use the mWater system, rather than bringing in their own.

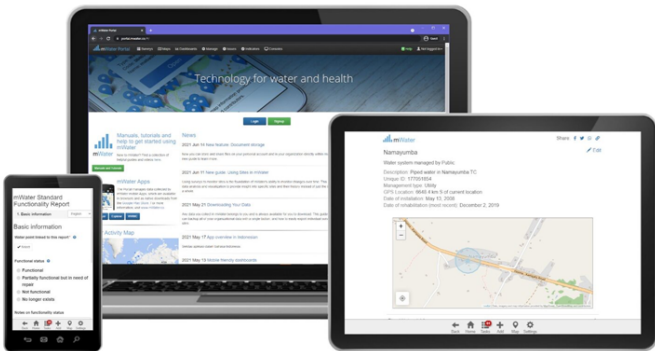
“ For DINEPA, it's clear it's mWater. We already have data that has been collected.”

- Myriame Dorfeuille, head of ONEPA, August 2021

mWater’s data console became the official response console between NGO partners and DINEPA. Reviewing Haiti’s earthquake response, the NGO partners praised the water and sanitation sector as one of the best at coordinating interventions.

Key Outcomes:

- Sector income has increased by up to 300%
- DINEPA retained control of the sector’s 2021 earthquake response
- Long term improvements in sector infrastructure



“ If [you have] knowledge/control of the data in your domain, you have power. That means that any other place that has a similar problem in the context of Haiti, but doesn't have a system which provides insight into the sector, should seek to create a similar system.”

- Myriame Dorfeuille, head of ONEPA, August 2021

The Results: A sector in control of its own data, seeing long-term improvements

Using mWater has given Haiti back control of its own water and sanitation sector. Because DINEPA is a government agency, the income received from citizens paying for their improved public services has resulted in dramatically increased government revenues.

In turn, this has supported long-term infrastructure improvements.

Because the mWater system is open access, DINEPA is able to update it when needed, making it a longer-term solution without hidden extra costs.

The mWater system meant that DINEPA was able to direct NGO support into the right areas after the 2021 earthquake. This enabled interventions with a positive impact on long-term recovery as well as the initial response.

NGO partners have used the data gathered on DINEPA’s database to make requests for funding and have received support because of it. UNICEF has used the data to report on UN indicators such as water and sanitation in schools.

The mWater-enabled harmonisation across the sector is a big step forwards for DINEPA. It now has a consolidated page on mWater with all of its activities, budgets, and donor funding. The visibility of these sector-wide results has increased employee engagement, as well as providing management with an overview of the situation.



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