

## Triple-S principles framework

Pillar	Level of application of principle					
	Principle	Consumer	Water service provider	Water service authority	National	International
Service Delivery Approach	Policy, legislation and institutional roles are clarified for commonly agreed on service delivery models	Consumers understand which service they are supposed to get and from which type of service provider they get this.	Water infrastructure, service levels and management arrangements are part of recognised and well-defined service delivery models.	Clear roles and responsibilities are defined and authority is exercised at decentralised levels to ensure the delivery, support and oversight of water services delivery.	Policies, legislation and institutional structures exist which define one or more service delivery models. Adequate authority is granted to decentralised levels to enable the functioning of the service delivery models.	Development partners at international level understand and recognise different service delivery models and support those in their institutional policies and approaches.
	Financing the full life-cycle costs are effectively covered through an agreed upon combination of tariffs, taxes and transfers	Consumers contribute through tariffs to the parts of the full life-cycle costs that they are supposed to cover, in line with national tariff structures.	Service providers understand the full life-cycle cost of the service they are running, and cover these through a combination of tariffs that are effectively levied as well as taxes and transfers in line with national policy. Service providers have appropriate financial accounting systems.	Financial planning accounts for full life-cycle costs and service delivery is supported within available funding, through a combination of taxes and transfers and where relevant indirectly through tariffs.	The concept of full life-cycle costs is applied in the national financial framework in terms of financial mechanisms, budget processes, disbursement systems, subsidy rules and tariff structures. Total costs for service delivery are known and funded through a combination of national budgets, tariffs and development partner transfers.	Development-partner funding policies take into account the need for full life-cycle costs and provide clarity about which of these can be covered from transfers.
	Planning aims for full coverage and accounts for the different stages of	Consumers participate in planning processes and consultation	Service providers plan and implement operation and (capital) maintenance activities	Service authorities plan for full coverage across their entire area of jurisdiction, based on the	There is a clearly articulated national planning framework, which sets out policy	Development partner are committed to universal coverage and recognise the

	the life cycle of the service and is based on participatory processes	mechanisms in the different stage of the life-cycle of the service (incl. technology selection).	based on life-cycle planning and informed by consumer feedback. This may involve asset management activities, where relevant.	different stages of the life-cycle of services, seeking economies of scale in the fulfilment of their functions. This may involve asset management activities, where relevant.	choices and priorities, is based on life-cycle of services, and takes into account equitable access. It also sets out the procedures and processes for participation at all levels.	importance of national planning frameworks.
	Transparency and accountability mechanisms are in place between consumers, service providers and independent oversight bodies over the quality and sustainability of services provided	Consumers have access to information about service delivery and are able to hold providers to account both directly and indirectly for the service received	Service providers put mechanisms in place to enable consumers to voice their opinions on performance and provide both consumers and authorities with information about service provided. In addition, service providers can hold higher level authorities to account over their support functions.	Service authorities apply instruments for monitoring of water service delivery, based on an agreed set of service delivery indicators. In addition, they provide accountability to consumers, service providers, civil society and national authorities on their own performance.	Monitoring and regulatory instruments are in place to ensure accountability of water service authorities and water service providers over service delivery against an agreed set of sustainability indicators. Mechanisms exist for national level stakeholders to provide accountability over their own performance to sector stakeholders.	Mutual accountability arrangements exist between international development partners and national governments for effective use of aid against an agreed set of indicators for sustainable service delivery
<b>Learning and adaptive capacity</b>	Capacity (awareness, skills, resources, and access to support) exists within the sector for stakeholders to fulfil their functions, as defined in the service delivery model	Consumers are aware of their roles, rights and obligations within the framework of the service delivery model and are able to fulfil them	Service providers have the skills and resources required to provide a sustainable service and are able to draw on post-construction support (including training, refresher courses, technical assistance, etc) as required	Skills, resources (including supply chains) and information are available at service authority level to ensure water authority functions are fulfilled, including assuring post-construction support to service providers. In addition, they are able to draw on capacity support as required from higher levels.	National government has the capacity to provide leadership to mobilize around a vision for sector development and ensuring that downward mechanisms for support are functioning adequately.	Development partners have the capacity to understand the implications of the SDA for their role. And, they are open to support the building of capacity at global level.

	The sector has the ability to learn and innovate on the basis of knowledge sharing, reflection and analysis		Mechanisms are in place for service providers to learn from monitoring their own performance as well as through sharing with peers	Mechanisms are in place for service authorities to learn from monitoring their own performance as well as through sharing with peers	A learning culture is encouraged at all levels, facilitating innovation, research and development (including technologies and management arrangements). Mechanisms are in place to enable information sharing on sector performance.	At international level, there are mechanisms in place to present and reflect upon global sector performance. And, development partners support innovation in the water sector globally.
<b>Harmonisation and Alignment</b>	Sector investment and support is harmonised and aligned with national priorities and policies		Service providers operate within national sector guidelines, norms, standards and approaches as set out in service delivery models, regardless of funding source.	Water service authorities plan for local investment, and support and monitor service providers according to national guidelines and established service delivery models.	Sector stakeholders, including development partners, invest, support and operate within commonly agreed upon national guidelines and frameworks that are fully aligned.	Mechanisms and fora exist at international level for development partners to harmonise approaches to support national rural water sectors. Development partner policies and operational guidelines support alignment with national priorities and frameworks.
	Actions of stakeholders are coordinated at different levels with well-recognised platforms and fora in place		Where appropriate service providers are able to share information or plan activities to achieve economies of scale through coordination platforms	Water service authorities provide coordination mechanisms and platforms for service providers and operational programmes to share information and create economies of scale, for coverage issues, tariff setting and support for existing systems.	Mechanisms are in place to ensure funding flows and policies in the sector at national level are well coordinated, both between ministries, or other sources of national funding, and development partners where relevant.	Mechanisms and fora exist at international level for development partners to coordinate support to national rural water sectors. Development partner policies and operational guidelines support coordination.