

# Maintenance Mad Libs

## Creating Community Service Agreements

### Introduction

The purpose of this activity is to understand what a **community maintenance service agreement (CMSA)** is and the best practices to create one with partners based on a Mad Libs schema. The session will close with group reflections on the choices they made in their CMSAs and how they negotiated these agreements.

The **Maintenance Mad Libs** exercise is a small group activity to simulate negotiations between a community and a private service provider to develop a **CMSA** for water maintenance services. Participants choose from three different maintenance model types for their agreements:

- 1) **responsive repairs**,
- 2) **professionalized + responsive + subscription fees for repairs**, or
- 3) **professionalized + responsive + pay-per-volume fees**.

**Responsive maintenance** is the repair and replacement of broken and worn-out parts to sustain reliable facilities. This category can include “crisis maintenance,” which implies a catastrophic failure requiring an unplanned or emergency response to breakdowns and user complaints.

**Professionalized maintenance** involves trained personnel working within clear legal, policy, contractual, and accountability frameworks, who are monitored and evaluated against performance indicators and with agreed financing arrangements and transparent, regulated pricing structures to carry out repairs and support services for rural water infrastructure (see slide deck at end).

For this activity, participants will be divided into groups of eight or less, and each group will split into two subgroups: maintenance service company and representatives from the local community.

During the first half of the activity, participants will **define** their existing operating and water service context. For the second half of the activity, participants will **negotiate** a new water maintenance service agreement. Through this process, participants will **debate** service models and rates based on community preferred service level outcome and willingness to pay, and profitability for the service provider, among other factors that may arise. Afterward, participants will **reflect** on the exercise.



# Maintenance Mad Libs

## Facilitation Guide

1. After an introduction to professionalized maintenance models and CMSA, **break participants into small groups** of eight or less. This can be done by allowing participants to choose their own groups or by assigning teams. Afterward, instruct each group to divide themselves into two groups, one to represent the community and the other to represent the maintenance service provider. Allow 2–3 minutes to create these groups.
  - **The location, geography, and demographics of the agreement**
  - **The technology type, age, and functionality levels of existing infrastructure**
  - **The current prices paid for water in the area and the community's willingness to pay**
  - **The community's past experiences with maintenance service provision**
2. **Distribute** one Community Context Mad Libs to the “community” subgroups, and one Maintenance Service Provider Context Mad Libs to the “service provider” subgroups. Pass out one Community Maintenance Service Agreement Mad Libs to each table and flip it over so participants cannot view the worksheet.
3. After each team is subdivided, **read** the following aloud and **write** it on a board visible to all participants.
4. Instruct each subgroup to fill out their Mad Libs among themselves, without talking to the other subgroup (about 20 minutes). Note: facilitators can fill out some or all of the context-setting worksheets prior to the activity to save time and to vary the contexts.
5. Once subgroups finish their Mad Libs forms, **instruct** each full team to turn over the Community Maintenance Service Agreement Mad Libs and begin their negotiation considering the text above (~20-30 minutes). Each team should start with subgroups explaining their worksheets, and then start negotiating a CMSA.

**Here are a few things you may want to consider:**



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## Facilitation Guide, Continued

### Among your team:

**Decide** on a maintenance service model:

- Responsive
- Professionalized + responsive + subscription
- Professionalized + responsive + pay-per-volume

**Establish** services provided and level of outcome:

- Sustained and expected **vs** sporadic
- Responsive **vs** professionalized repairs

**Specify** who pays, and how, and how much:

- By volume **vs** subscription
- Individual **vs** community **vs** per pump

6. The negotiation will end once the Community Maintenance Service Agreement Mad Libs is **filled out** and **represents** the interests of both parties. Once the negotiation is complete, each team will share its CMSA in the plenary.

Here are a few potential prompts for plenary discussion:

- What service model and rate did your group pick?
- Was it easy or difficult to negotiate an agreement?
- Are you happy with the outcome of your maintenance service agreement?
- How did your context (representing either the community or the service provider) affect your decision?
- How confident are you in the sustainability of the agreement?
- If you were to do this exercise again, would you do anything differently to make a more sustainable agreement?
- How useful is this exercise for you? What have you learned here that you can apply (or avoid) in your home community?





# Community Context **Mad Libs**

\_\_\_\_\_ is a rural community located \_\_\_\_\_ kilometers from  
*(proper noun)* *(2-50)*

the regional capital. The current water supply system consists of  
 \_\_\_\_\_(s), which were built \_\_\_\_\_ years ago by  
*(1-6)* *(hand pumps/piped connections)* *(1-30)*

a \_\_\_\_\_ and are functional \_\_\_\_\_ % of the year. The  
*(WASH sector actor)* *(percentage of time)*

community has \_\_\_\_\_ households and the average household uses  
*(20-100)*

\_\_\_\_\_ L of water per day. The current tariff charged by the water  
*(10-60)*

committee is \$ \_\_\_\_\_/L, which is relatively \_\_\_\_\_. Water users are  
*(0.01-0.05)* *(high/low)*

\_\_\_\_\_ willing to pay a higher tariff up to \$ \_\_\_\_\_/L for  
*(very/somewhat/not)* *(0.05-0.50)*

improved water \_\_\_\_\_. You are \_\_\_\_\_ about a new  
*(group)* *(emotion)*

maintenance service provider because past repairs done by the  
 \_\_\_\_\_ government were conducted for free and of  
*(level of government)*

\_\_\_\_\_ quality.  
*(adjective)*

**Water committee revenue** = \$ \_\_\_\_\_/L x \_\_\_\_\_ L/day/HH x \_\_\_\_\_ HH x 30day x

\_\_\_\_\_ % of time functional = \_\_\_\_\_ per month  
*(50%-80%)* *(\$4,500 to \$15,200)*

**Current maintenance spending** = \$0





# Maintenance Service Provider Context *Mad Libs*

Your maintenance business named \_\_\_\_\_ employs  
 \_\_\_\_\_ mechanics who are paid \$ \_\_\_\_\_ /day. Your office and spare  
 parts store is located in the \_\_\_\_\_. The spare parts store  
 is currently \_\_\_\_\_. You have \_\_\_\_\_ current communities as  
 customers with site visits \_\_\_\_\_ times per month. Your company has  
 \_\_\_\_\_ motorbikes people drive \_\_\_\_\_ km roundtrip on average to get  
 to job sites. Your main business goal is to \_\_\_\_\_ and  
 you prefer \_\_\_\_\_ agreements. You feel \_\_\_\_\_ about  
 the leadership of \_\_\_\_\_ and their ability to abide by an  
 agreement.

**Monthly expenses** = ( \_\_\_\_\_ employees x \$ \_\_\_\_\_ /day x \_\_\_\_\_ customers x \_\_\_\_\_  
 site visits/month) + ( \_\_\_\_\_ km driven/visit x \_\_\_\_\_ customers x \_\_\_\_\_ site  
 visits/month x \$0.20/km driven) + (average \$300 spare parts  
 purchased/month x \_\_\_\_\_ communities) = \_\_\_\_\_ per month  
 (\$310 - \$9,480)





# Community Maintenance Service Agreement **Mad Libs**

Choose only one maintenance service model

**RESPONSIVE REPAIRS**

\$ \_\_\_\_\_ /visit for minor repairs + \$10 in replacement parts  
*(10-50)*

\$ \_\_\_\_\_ /visit for major repairs + \$3,000 in replacement parts  
*(60-200)*

**PREVENTIVE + RESPONSIVE + SUBSCRIPTION**

Subscription fee is \$ \_\_\_\_\_ /month including all parts and site visits  
*(250-500)*

\_\_\_\_\_ time(s) a month. When there is a major breakdown, responsive  
*(1-4)*

repairs including the cost of parts are guaranteed within \_\_\_\_\_ days =  
*(1-7)*

\$ \_\_\_\_\_ per month.  
*(\$250 - \$500)*

**PREVENTIVE + RESPONSIVE + PAY PER VOLUME**

Cost to the water committee is \$ \_\_\_\_\_ /L measured, measured by  
*(0.02-0.15)*

water meters installed for free. Water users pay \$ \_\_\_\_\_ /L and this  
*(0.05-0.50)*

includes \_\_\_\_\_ maintenance visit(s) a month. When there is a major  
*(1-4)*

breakdown, responsive repairs including the cost of parts are

guaranteed within \_\_\_\_\_ days = \$ \_\_\_\_\_ per month.  
*(1-7)* *(\$120 - \$27,000)*





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# **MAINTENANCE MAD LIBS:** Creating Community Service Agreements



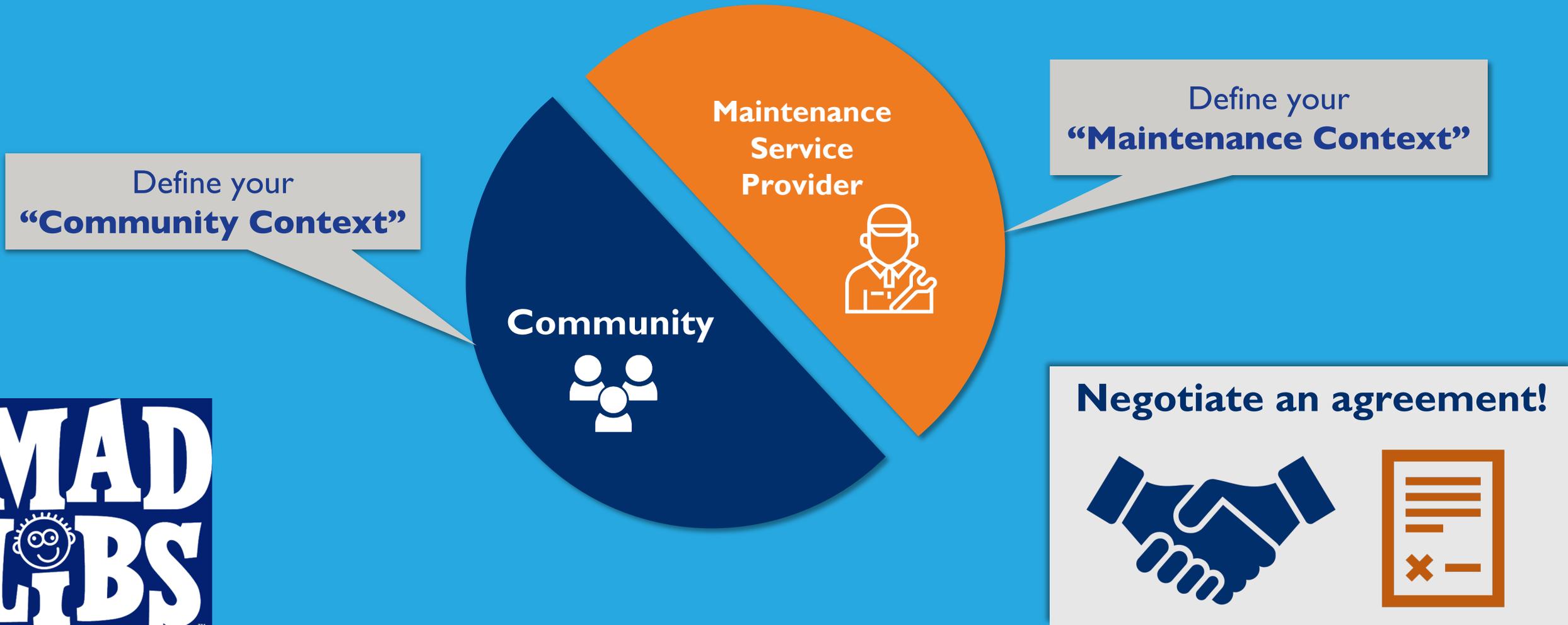


# TIME TO BUILD YOUR OWN **MAINTENANCE SERVICE AGREEMENTS**

- ❑ **Simulate a negotiation and agreement between a community and a service provider**
- ❑ **Decide on level and type of service, price, and means of payment**
- ❑ **Learn about how your context affects service models**



# TIME TO BUILD YOUR OWN MAINTENANCE SERVICE AGREEMENTS





# TIME TO BUILD YOUR OWN MAINTENANCE SERVICE AGREEMENTS

## Choose one maintenance approach:

1. Responsive Repairs
2. Preventive and Responsive Repairs - *Subscription*
3. Preventive and Responsive Repairs - *Pay Per Volume*

## Considerations:

- Location, geography, demographics
- Technology type, age, functionality levels
- Current prices paid for water, willingness to pay
- Past experiences with maintenance service provision



# REFLECTIONS – HOW DID IT GO?

- **Was it easy or difficult?**
- **Are you happy with the outcome?**
- **How did your context affect your decisions?**
- **How confident are you in the sustainability of the agreement?**

