

MASTER METER

To Increase Access to Water Supply for Low Income Community

The **USAID Indonesia Urban Water, Sanitation and Hygiene *Penyehatan Lingkungan untuk Semua (IUWASH PLUS)*** project is a five year-and-eight-month initiative designed to assist the Government of Indonesia in increasing access to water supply and sanitation services as well as improving key hygiene behaviors among urban poor and vulnerable populations. USAID IUWASH PLUS works with governmental and donor agencies, the private sector, NGOs, communities and others to achieve the following "high level" results:

- An increase access to improved water supply service for 1,100,000 people in urban areas of which at least 500,000 are from the poorest 40% of the population (also referred to as the "bottom 40%" or "B40"); and
- An increase access to safely managed sanitation for 500,000 people in urban areas.

USAID IUWASH PLUS works with 35 Local Governments across Indonesia located in 8 provinces that include North Sumatra, West Java, Central Java, East Java, South Sulawesi, Maluku, North Maluku and Papua, and 2 special areas in DKI Jakarta and Tangerang district.

Challenges to Water Supply in Urban Areas

In urban areas across Indonesia, low income community has difficulty in accessing piped water supply services. Oftentimes, local water supply company (PDAM) does not have an adequate supply of raw water to serve new customers. In some cases, there are other obstacles that prevent the community from having access to water supply services, for examples:

- PDAM cannot officially develop infrastructures and provide connection for the community living in informal settlements without land ownership rights;
- It is difficult to develop and maintain water distribution system for the community living in insufficiently planned and densely populated settlements;
- The connection fee amounting to around 2 million rupiah is not affordable for the community.

Alternatively, the low income community gets access to water supply through various sources, such as:

- Communal water taps that are difficult to access because the taps are controlled by individuals;
- Street vendors who sell water in jerry cans containing 20 liter/jerry can;
- Shallow wells that are usually containing polluted or brackish water;
- Local stores that sells refill water with a fairly expensive price.

As a result, this group of community has to pay 20 to 30 times more expensive compared to those who have access to piped water. It certainly causes the price of water supply to be more expensive and the quality of water obtained is questionable.



Master Meter as the Solution for Providing Access to Water Supply in Urban Areas

As one of the solutions to the situation, USAID IUWASH PLUS in collaboration with PDAM has promoted the establishment of a communal water supply system called Master Meter. In this system, PDAM is responsible for distributing clean water from the main pipeline connections owned by the PDAM to the Master Meter equipment. Then, the local community is responsible for distributing water from the Master Meter equipment to the respective houses. This system is capable of serving 80 to 100 households at once. Based on the recording of water usage through the Master Meter equipment, the community will pay the water bill collectively to the PDAM.

The implementation of the Master Meter communal water supply system is supported by the community-based organization (*Kelompok Swadaya Masyarakat/KSM*). The KSM duties are as follows:

- maintaining the Master Meter system;
- monitoring the water consumption level of each household;
- collecting fees based on the amount of water consumed by each household; and
- paying monthly water bills.

The Master Meter program has been proven to save the cost of water supply for the community. This can be seen from the results of a survey conducted by USAID IUWASH, the preceded project before USAID IUWASH PLUS, to 10 households in Lemahputro, Sidoarjo in April 2012. Based on the survey results, the cost of obtaining water was previously Rp50,000 – 75,000 per m³. After using the Master Meter system, the cost is only Rp2,800 per m³.

USAID IUWASH contributed to the development of the Master Meter program based on the experience gained from the previous USAID Environmental Services Program (USAID-ESP) project. As a result, USAID IUWASH facilitated the development of Master Meter system in DKI Jakarta, Medan, Tangerang, Surakarta, Surabaya and Jayapura.

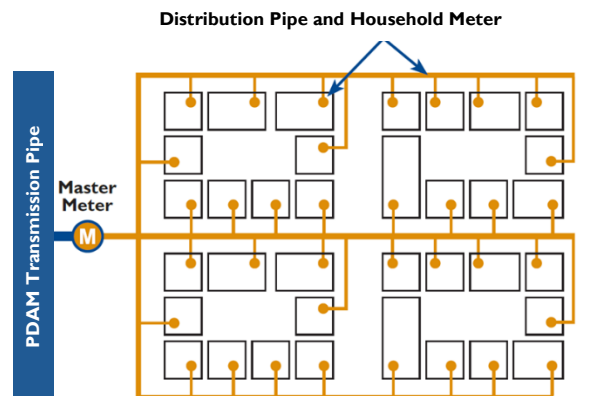


Diagram of Communal Master Meter:

The blue line indicates the PDAM's area of responsibility for distributing water to the Master Meter and the yellow line is the area in which the community-based organization responsibility for distributing the water to the consumer's house.



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Beneficiary of Master Meter system provided by PDAM in Rajeg, Tangerang district enjoying water flow (left). Master Meter equipment that records the volume of water distributed from PDAM to the group of consumer houses that subscribes the Master Meter system (right).

For more information, please contact:

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