

Recommendations for Armenia

It is recommended to continue the implementation of the provisions of the Protocol on Water and Health in the Republic of Armenia.

It is recommended to review the “Action Plan for 2018-2020 for the Provision of Equitable Access to Water Supply and Sanitation in Armenia” which was approved on 4 August 2017 by the official Decree No. 130-A of the Chairman of the Water Committee.

The NGOs are recommended to be involved in the development of mechanisms for ensuring equitable access to water supply and sanitation services for disadvantaged consumers and for isolated and vulnerable groups in terms of ensuring equitable access to water supply and sanitation, as well as the procedure for providing subsidies.

The provision of specialized water supply and sanitation services in the self-supplied settlements is of primary importance for the improvement of drinking water supply in the above-mentioned settlements. Such services can be carried out by both the company and the communities, because the quality of the supplied water is considered an important factor for drinking water supply. For the implementation of specialized services, it is recommended that the service personnel undergo training.

As a priority, it is possible to ensure the access to drinking water of the border settlements, to consider the nearest water sources and the construction of a more efficient and less expensive water system for the population, although it is also possible for the state to subsidize or set privileges for these settlements.

Water cost and water tariff, water production and distribution costs vary very much according to local conditions. Water service cost analysis needs to be done very carefully, with reliable local data. It is recommended to distinguish upfront investment costs, running costs and expansion costs. The water tariff should reflect the water costs in order to achieve coverage (most customers having access to proper water services) and to guarantee service reliability. Nevertheless, the water tariff is not equal to the water costs, as it considers subsidies as well as profits and losses.

Increasing public awareness, because it is necessary to pay for the services provided, so that it is possible to operate and maintain the existing system.

Subsidizing of the water sector is generally implemented for the purpose of sustainable management of services, which should mainly be aimed at providing access for the population as a fundamental human right.