



An Implementing Agent is an organisation or individual appointed by the Water Services Authority or Provider to implement new projects, or rehabilitate or upgrade existing water services.

Up to now many water services agents such as private firms, consultants and NGO's – often without involving the local authorities - have implemented projects. In terms of new policy, Implementing Agents must work under contract to the Water Services Provider and/or Authority in the area.

## TASKS AND DUTIES

Tasks, which an Implementing Agent can undertake, include:

- 🔹 Constructing and installing water services works, including upgrading old systems and sanitation projects.
- 🔹 Working with communities, the water Services Provider/s and Authority to build their capacity to deliver and manage services.
- 🔹 Reporting to stakeholders (particularly the Water Services Authority) about finances, sustainability and other issues as projects proceed.
- 🔹 Assisting with post-implementation transition in the transfer phase.

If a Water Services Authority does the above, it can also be its own Implementing Agent.



**Reference:** DWAF, Poster B. Providing Water Services